

2024

How To Ride Guide



Lake County Public Transit

A community service provided by the
Lake County Board of County Commissioners

This document is available in other accessible formats upon request.

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Welcome

Welcome to the Lake County Connection (LCC) Program!

This “How To Ride Guide” is designed to help you understand how LCC works and how to use it for your transportation needs. In this Guide, you will find information to help you easily schedule a trip and learn the various policies and procedures for your safety and convenience. Please take the time to read this Guide so you can learn about all the services offered by this program.

This Guide is available in various accessible formats, all online at RideLakeXpress.com or upon request. We want to ensure that everyone can access this critical resource in a way that suits them best.

Introduction

The Lake County Connection (LCC), also known as the Paratransit Program, is a shared ride, door-to-door transportation service that is crucial for individuals who do not have access to any other means of transportation, including Lake County’s Fixed Route Service (LakeXpress). LCC is funded by several vital programs, including the Florida Commission for the Transportation Disadvantaged (TD), Florida Department of Transportation (FDOT), Agency for Persons with Disabilities (APD), You Thrive Florida (Elder Affairs), and Lake County Board of County Commissioners (LCBCC), plays a vital role in providing transportation for medical appointments, nutritional, employment, education, life-sustaining, and other trips.

Eligibility

Individuals 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 determine eligibility. A functional assessment (interview) may be required for the eligibility process. If no determination is made within twenty-one (21) days of 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 before the two years, applicants must notify LCC to update this information. To receive an application, please visit our website at 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 programs:

Americans with Disabilities Act (ADA)

A program for individuals whose physical or mental impairment prevents them from using the LakeXpress bus service (fixed route). In addition, the individual origin and destination must be within the ADA corridor, defined as a service corridor extending three-quarters ($\frac{3}{4}$) of a mile on either side of the LakeXpress bus service.

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 can use the regular bus, but it is not accessible).

Category 3

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

A person can receive “conditional” eligibility for ADA paratransit service if they can 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 that pertain to a person’s disability.

If approved for ADA paratransit transportation, you will receive an eligibility ID card and a letter outlining how to use the services.

ADA Eligibility Appeal Process

Under the provisions 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 that may have been placed upon your use of the service. You must make your appeal within 60 calendar days of receiving your determination letter. A copy of the appeals procedures and the request for appeal form will be included with your letter.

Mail your request for appeal form to:

Lake County Transit
ADA Appeals
560 East Burleigh Boulevard
Tavares, Florida 32778

We will contact you to schedule the hearing. Transportation to the hearing will be provided at no cost to the applicant if necessary.

ADA Visitors

Individuals eligible for ADA service in other areas and with documentation may use the LCC service during their visit to Lake County for up to 21 days within any rolling 365-day period. 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 this service for up to 21 days. For service beyond 21 days, an application will be required. For more information, please contact LCC's Customer Service Department.

Transportation Disadvantaged (TD)

A program for 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 trip origin and/or destination must be outside the three-quarter ($\frac{3}{4}$) mile ADA corridor.

Agencies

A program for individuals whose trips are funded through a negotiated agency contract.

Federal regulations prohibit LCC from providing school transportation to/from public or private grade schools or related activities. This does not apply to colleges, universities, or other places of learning. In addition, LCC is prohibited from providing charter or private group services.

Destination and Hours of Operation

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

ADA recipients may only schedule trips that begin and end within the ADA corridor, a three-quarter ($\frac{3}{4}$) mile buffer on either side of an established LakeXpress bus service (fixed route). Hours of operation for ADA are the same as the published bus schedule for LakeXpress. 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 classified as a TD trip.

Transportation Disadvantaged recipients can travel Monday through Friday from 6:00 AM to 7:00 PM. Only dialysis trips are provided on Saturdays.

Agency-sponsored trips must be pre-arranged by the agency sponsoring the trip.

Please remember that LCC operates on public roads and highways, and occasionally, vehicles will run behind schedule during peak travel periods, such as special events, rush hour, or inclement weather. To mitigate opportunities for delays, try to avoid peak travel periods from 8:00 AM to 10:00 AM and 2:00 PM to 5:00 PM, 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.

Reservations

All trips require a prior reservation. Please contact LCC between 8:00 AM and 5:00 PM Monday through Friday to make your reservations. Transportation Disadvantaged and ADA trips must be scheduled no later than the day before the requested trip date. They can be scheduled up to two weeks in advance. For an ADA trip request for the day after a weekend or holiday, please follow the voicemail instructions and leave a detailed message with your next-day trip request.

When making a reservation for service, please remember that travel time for your trips will vary based on the trip's distance. Expected travel times are as follows:

- Nine (9) miles or less – up to one (1) hour of travel time.
- Nine (9) miles to eighteen (18) miles – up to one (1) hour and fifteen (15) minutes of travel time.
- Eighteen (18) miles or longer – up to two (2) hours of travel time

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

- Customer's name, date of trip, and exact appointment time.
- Pick up location – address (including building/complex name and unit number), city, and zip code. The pick up location phone number (work, home, or cell phone).
- Destination – if applicable, name of business or location. Street address (including suite/unit number), city, zip code, and phone number.

- Date of birth (an adult must accompany any child aged 15 and under).
- Whether the customer will utilize a wheelchair or other mobility device.
- Whether a personal care attendant (PCA) or other guests will be traveling.
- Whether the PCA/guest uses a wheelchair or other mobility device.
- Whether the customer or PCA/guest travels with a service animal.
- Other special considerations for the customer when traveling.

Return trip information – please provide the same information as above. The return trip **MUST** be scheduled before the travel date, or it will not be accepted.

Subscriptions Service (Standing Order)

A subscription service or standing order can be established when a customer regularly travels to and from the same destination each week on the same day at the same time. Submitting a standing order will save you time. 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 the 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 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, the Customer Service representative 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.

Examples

- The caller requests a trip to get to work by 9:30 AM. If there is no availability for the requested time, the Customer Service representative may offer a drop-off time option based on vehicle availability and the trip's distance, anywhere from 8:30 AM to 10:30 AM. If the negotiated scheduled time is 8:30 AM, the customer must be ready to board the vehicle between 7:30 AM and 8:30 AM.
- The caller requests a 5:00 PM pick-up. If the requested time is unavailable, the Customer Service Representative may offer a pick-up option based on vehicle availability between 4:00 PM and 6:00 PM. The customer must be ready to board the vehicle upon arrival. The vehicle is considered on time if it arrives up to one (1) hour from the scheduled pick-up time.

Fares, Multiple Destinations, and Refusal to Pay

All trips require a fare. The customer will be informed about the fare needed 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. Failure to pay the appropriate fare will result in your trip being denied and you not receiving your scheduled transportation services that day. Fares will depend upon your funding source. See details below:

Americans 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 that which would be charged to an individual paying full fare (without regard to discounts) for a trip of similar length at the same 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-sponsored trips.
- The fare for guests accompanying ADA-eligible customers shall be the same as that of the ADA-eligible individual, except for Personal Care Attendants (PCAs). PCAs do not pay a fare to ride LCC with an eligible customer.

Transportation Disadvantaged (TD)

The current fares for TD trips are:

- Within Lake County – \$2.00 per trip.
- Outside of Lake County, service is provided on Tuesdays and Thursdays for medical appointments only. The bus departs each area at 2:00 PM. LCC serves:
 - \$5 each way.
 - Orlando.
 - Wildwood.
 - Oxford.
 - \$10 each way.
 - Gainesville.

The customer must pay the assigned fare if they do not have an approved hardship application.

Travel Assistance

Many of our customers require assistance during their travel. While drivers can provide limited assistance to and from the vehicle, some customers may require more personalized care. This section of the Guide will address customers' needs beyond the driver's responsibility. Customers needing additional assistance upon reaching their destination must travel with a Personal Care Attendant (PCA) who can provide the additional 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 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.

If you require a PCA and your approved application does not include one, please contact LCC Customer Service to inform them and update your application.

Children

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

Children under five (5) and/or under forty-five (45) pounds will be required to use a child restraint device that must be provided and correctly installed by the accompanying adult or PCA.

Guest for ADA Customers

Guests may accompany ADA customers on a space-available basis. Guests must pay the same fare as the ADA customer and get on and off the vehicle at the same place and time as the ADA customer.

Service Animals

A service animal is identified 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 appropriately controlled. Service animals must remain at the owner's feet or on the owner's lap. Service animals cannot sit on a vehicle seat or obstruct aisle floors and steps to facilitate safe boarding. Customers are responsible for the behavior and hygiene needs of the service animal. LCC service can be refused or discontinued if a service animal is seriously disruptive or violent.

Ready Early, Will Call, Cancellation, and No Show

Lake County Transportation Disadvantaged and ADA programs are a shared ride system; therefore, to prevent other customers from being delayed, each customer must be ready to board the vehicle when it arrives.

Ready Early

Customers ready before their scheduled pick-up time should contact LCC Customer Service. Customers will be picked up as vehicles become available.

Will Call

If the customer is not ready to return 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 up the customer within 90 minutes.

Cancellations

All cancellations must be made at least two hours before the scheduled pick-up time to avoid having a trip categorized as a no-show. A cancellation made at the door, inability to pay the required fare, or refusal to board a vehicle that arrived within the pick-up window is also considered a late cancellation no-show. Customers are not responsible for no-shows resulting from their sudden illness, family or personal emergencies, or other unforeseen reasons for which a timely cancellation notice cannot be made. Additionally, transit connection or appointment delays may occur due to extreme weather conditions, operator error, or any other unexpected events that may create a significant delay or prohibit taking the trip will be excluded from the no-show count.

No Show

A no-show is defined as the failure of a customer 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 customer is not present for the appointment or fails to respond within five (5) minutes of the vehicle’s arrival time. Customers who do not cancel trips that they will not be using create undue hardship and delays for other customers 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 customer’s control that prevent the customer from notifying us that the trip cannot be taken, such as:

- Medical emergencies/hospitalization.
- Family emergency.

- Sudden illness or change in condition.
- An appointment that runs unexpectedly late without sufficient notice.

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

- Drivers arriving and departing before the pick-up window begins.
- Drivers arriving late (after the end of the pick-up window).
- Drivers arriving within the pick-up window but departing without waiting the required 5 minutes.

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

The third no-show within 30 days will trigger a review of the customer's record to allow for a more detailed look before a suspension is proposed. The frequency and number of missed trips will determine a no-show percentage rate.

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

At the end of the month, customers who have been recorded as having three or more no-shows will be reviewed to identify their trip and no-show history, as well as their frequency of travel period. Each no-show will be verified to determine the 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:

- The first suspension will be for five (5) days.
- The second suspension, within one year, will be for ten (10) days.
- The third suspension, within one year, will be for fifteen (15) days.
- The fourth suspension and any subsequent suspensions within one year will last 30 days.

Policy for Distributing Specific No-Shows and Late Cancellations

Customers wishing to dispute specific no-shows or late cancellations must do so within 30 days of receiving the initial warning letter. Customers should contact the LCC Office Manager to explain the circumstances and request the removal of the no-show or late cancellation.

Policy for appealing Proposed Suspensions

Customers wishing to appeal suspensions under this policy have the right to file an appeal request, which must be in writing by letter or e-mail. Customers must submit a written appeal request within 60 days of receiving suspension letters. Customers who miss the appeal request deadline will be suspended from LCC on a date listed on their suspension notice all suspension appeals for all LCC's appeal process.

How to Avoid No-Show and Late Cancellation Situations

- Review times and dates with the LCC reservationist or dispatcher to ensure you understand the 60-minute pick-up window and when to expect the bus.
- Call LCC at (352) 742-2612 when you no longer need the ride, then press one (1) to speak to a dispatcher. Let them know the specific ride(s) that is(are) no longer needed.
- Remember to cancel all trips scheduled for that day. If all trips are not canceled, you will be charged a no-show for the remaining trips planned. Federal Regulations prevent LCC from “assuming” that a customer canceling or no-showing one trip for the day would mean the customer would not need the remainder of their scheduled trips that day. Canceling or no-showing on one trip may result in multiple no-shows if all scheduled trips that are not required are not canceled.
- Be prepared to board within five (5) minutes of the vehicle's arrival.

Drivers

Lake County Board of County Commissioners has contracted with a private transportation provider to provide door-to-door paratransit transportation services. The provider uses lift-equipped vehicles to transport customers. All vehicles are prominently marked with the “Lake County Connection” name and logo.

Drivers are trained to help those who require assistance to and from the vehicle. They are not required to assist wheelchairs up or down more than one step, push wheelchairs

through grass or sand, or lift customers into or out of their mobility devices. Drivers do not enter a person's home or room at a living facility, assist customers with personal belongings, or 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 customer. Horn honking to notify a customer of their arrival is unacceptable unless there is a dangerous animal or unsafe condition, a locked fence, or other barriers that may prevent them from accessing the customer's home.

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

If a driver or customer acts unreasonably or contrary to company policies and procedures, the incident should be reported immediately by calling LCC Customer Service.

Customer Rights and Responsibilities

The Florida Commission for the Transportation Disadvantaged has established the following customer rights and responsibilities when utilizing Transportation Disadvantaged services.

Customers have the Right to:

Safety

- Trips in an air-conditioned and heated vehicle.
- Safe, clean, properly equipped, and smoke-free vehicles.
- Properly fasten the seat belts and/or mobility device tie gowns.
- Vehicles transfer points that are sheltered, safe, and secure.

- A properly identified driver.
- Adequate seating should include ample space for service animals.
- Assistance and maneuvering mobility devices up and down a maximum of one step.

Courtesy

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

Concerns

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

Service

- Pick-ups within the established pick-up window.
- Expect the driver to wait up to five (5) minutes upon arrival in the pick-up window.
- Be delivered to an appointment on time.
- Be provided with LCC's policy on standing orders/subscription service.
- Be provided with LCC's policy on no-shows.

Customers are responsible for:

Safety

- Be ready and wait for the vehicle in a safe location before 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 the place of destination.
- Report any safety hazards.
- Maintain wheelchairs or other mobility aids in good condition.
- Do not tamper with or operate vehicle equipment.
- Child restraint devices must be provided and correctly installed by the accompanying adult or attendant.
- Make LCC aware of customers' physical and/or mental conditions limitations before transport.
- Adhere to policy for violent and/or disruptive behavior.

Courtesy

- Call in trip cancellations. (Refer to the 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 and service animal hygiene.
- Be courteous to drivers and fellow customers.

Concerns

- File concerns promptly, providing LCC with pertinent information. (Refer to the concern section below for instructions on how to file a concern.)

Service

- Advise the reservationist of appointment times.
- Advise the reservationist of the intent to travel with a guest, personal care attendant, or service animal.
- Accept a shared ride service on accessible vehicles provided.

- Schedule trip requests by 5:00 PM the day before the trip.
- Provide a mobility device, car seat, and/or personal care attendant.

Further, state law has determined that all customers on paratransit vehicles **MUST WEAR SEAT BELTS**. A customer who refuses to remain seated without a seat belt will be denied service. If you have medical documentation stating that using seat belts may harm 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 customers with medical needs requiring drinks or food. Customers are responsible for being considerate of other customers and sharing rides, refraining from excessive noise, constantly changing seats, throwing objects, fighting, sticking heads or arms out of the windows, good behavior, and speech, etcetera. This behavior will not be tolerated, and customers who behave in such a manner may be subject to suspension.

Under the LCC policy, service may be terminated due to threats, violence, or abusive treatment towards 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, makes noise, or inconveniences other customers or employees.

When the Transit Director has determined that a suspension will be initiated, the suspension of service will be communicated by phone and/or mail to the customer or the customer's parent or guardian, with a copy to the appropriate agency, if applicable.

Other Considerations

Wheelchair Service

LCC vehicles are designed to accommodate wheelchairs and other mobility devices. LCC can transport the device if the customer can safely navigate the manual or motorized mobility aid on and off the ramp or lift without exceeding the lift's capacity. Customers can board separately from their devices when 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 services may be denied until you can 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. 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.

Oxygen Transport

Travel with oxygen equipment is permitted, provided the customer is solely responsible for its safety and use, and the oxygen container(s) can be safely stowed when the vehicle is in motion.

Drivers are not permitted to supply, connect, or disconnect oxygen.

Personal Belongings

Customer property that can be carried by the customer and/or guest attended in one trip and safely stored in the vehicle shall be allowed; however, there is a five (5) bag limit, and the bags cannot weigh more than twenty (20) pounds each. Drivers are not allowed to assist customers with personal belongings. If you have difficulty handling your packages, please bring a personal care attendant or guest. Under limited circumstances, the customer may request that the driver assist with their belongings. However, the driver must be able to help the customer and carry the items in one trip. Personal, two-wheeled, collapsible grocery carts are permitted and encouraged. Large coolers are not allowed. Small animals in designated pet travel cases are permitted if the customer can carry the pet travel case. Any packages or objects belonging to customers cannot block aisles or emergency exits. It is important to remember that LCC is a shared ride system. Customers may not transport potentially dangerous items, explosives, flammable liquids, or hazardous materials to themselves, drivers, or other customers. Customers 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 for the current service and 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 based on race, color, or national origin. Any person who believes that they have, individually or as a member of any specific class of person, been subjected to discrimination based on race, color, or national origin may file a concern with LCC. For more information, visit our website at RideLakeXpress.com or contact LCC Customer Service.

Contact Information

To obtain an application, schedule a trip, or ask any questions, please contact LCC Customer Service at (352) 742-6212 [Florida Relay – Voice: (800) 955-8770; TTY: (800) 955-8771]. LCC Customer Service is available Monday through Friday between 8:00 AM and 5:00 PM. For all emergencies, dial 911.

Concerns

If you experience a problem with any aspect of the service, call the Lake County Office of Transit Services at (352) 323-5733 or go to [RideLakeXpress.com](https://www.RideLakeXpress.com) to download and complete the concern form.

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

Customer Feedback

If you experience a problem with any service aspect, you may call or write to the LCC Customer Service department. To send your concern in writing, direct your correspondence to:

Lake County Transit
Customer Service
560 East Burleigh Boulevard
Tavares, Florida 32778

Or call the 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 determine the appropriate personnel to contact to resolve any difficulties you may have as quickly as possible.

If your concern cannot be resolved, you may obtain information on the grievance process by contacting the Lake County Office of Transit Services. The Florida Commission may provide additional assistance for the Transportation Disadvantaged program.

Lake County Office of Transit Services
(352) 323-5733

OR

Florida Commission for the Transportation Disadvantaged's Ombudsman Hotline
(800) 983-2435

Help Someone Get A Ride

Remember to check the box to donate \$1, or more, to the Transportation Disadvantaged Trust Fund the next time you (or a friend or family member) purchase your auto/truck/boat tags. Donated funds will be used to provide transportation services in the local service area where they are collected.

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**Lake County
Office of Transit Services
(352) 323-5733
RideLakeXpress.com
LakeCountyFL.gov**

