



Transportation Disadvantaged Coordinating Board Agenda

Date | Time: December 4, 2023, | 2 PM

Sumter County TDCB Committee Meeting - December 2023

December 4, 2023, 2:00 – 4:00 PM (America/New York)

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The Transportation Disadvantaged Coordinating Board (TDCB) serves to identify local service needs and provide information, advice, and direction to the Community Transportation Coordinator (CTC) on the coordination of services to be provided to the TD program. The TDCB focuses on compliance with state requirements for TD planning and ensuring that public transportation is accessible to everyone, including the transportation disadvantaged. TDCB membership is composed of several representatives such as health and human services agencies, the elderly and disabled, citizens, and the private transportation industry and is established pursuant to Rule 41- 2.012(3), Florida Administrative Code (FAC).

I. CALL REGULAR MEETING TO ORDER

Invocation / Pledge of Allegiance

Proper Noticing

Roll Call

Determination of Quorum

Chair Announcements Sumter County TDCB Chair, Commissioner Craig Estep

II. AGENDA UPDATE

A. Proposed revisions to today's agenda (if any)

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III. OPPORTUNITY FOR PUBLIC COMMENT (ON AGENDA ITEMS OR GENERAL COMMENTS)

At this point in the meeting, the Board will hear citizens' questions, comments, and concerns. If the issue raised is not on today's Agenda, the Board will not take action at this meeting. Questions may be answered by staff or referred for appropriate staff action. If further action is necessary, the item may be placed on a future Board agenda. Public comment shall be limited to three minutes per person.

IV. CONSENT ITEMS

A. Approval of September 18, 2023, Quarterly Meeting Minutes

Attachment A: September 18, 2023, Sumter County TDCB Quarterly Meeting Minutes

V. ACTION ITEMS

A. Review and Approval of the Sumter County CTC Annual Operating Report (AOR)

The Florida Commission for the Transportation Disadvantaged (CTD) requires the Annual Operating Report to be submitted by September 15 of each year. The CTD evaluates and compiles the operating data provided by all CTCs, which is utilized to substantiate the need to seek Transportation Disadvantaged funds from the Florida Legislature.

The CTD AOR reflects the Sumter County Transit operating data for FY 2022-223.

Attachment B: Sumter County Transit AOR FY 2022-23

VI. DISCUSSION ITEMS

Recommendation for approval is requested for Discussion Items.

A. Review and discussion of the Commission for the Transportation Disadvantaged (CTD) Ombudsman Report

The Sumter County TDCB is required to review the CTD Ombudsman's Report quarterly. *The CTD received no calls for Sumter County this quarter.*

B. Upcoming Agenda Items

- Transportation Disadvantaged Service Plan
- CTC Evaluation
- Public Hearing

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C. Board Membership Updates

There have been the following changes to the Sumter County TDCB membership:

- Carol Kitchen was appointed to the Sumter County TDCB, representing persons with a disability in Sumter County.

D. “Why It Matters to Me”

This will be a recurring agenda item which focuses on various aspects of TD planning and why it is important to the Board members.

- Michael Woods will discuss his experience participating in New Vision for Independence’s annual Close Your Eyes event for White Cane Day.

E. Upcoming Conferences/Meetings

- Florida Commission for the Transportation Disadvantaged Quarterly Business Meeting – December 11, 2023, Online Meeting
- Transportation Disadvantaged Day at the Florida Capital – January 18, 2024, Tallahassee
- Florida Triple Crown Roadeo – April 19 & 20, 2024, Jacksonville
- FPTA/FDOT/CUTR Professional Development Workshop & Safety Summit – June 2-5, 2024, Tampa
- FPTA/CTD Annual Conference and EXPO – September 22-25, 2024, West Palm Beach

VII. REPORTS

- A. FDOT – Jamie Ledgerwood
- B. Sumter County CTC – Deborah Snyder, [Sumter County Transit Report \(Attachment C\)](#)
- C. Lake~Sumter MPO Quarterly Progress Report – Michael Woods, [MPO Quarterly Progress Report \(Attachment D\)](#)

VIII. BOARD MEMBER COMMENTS

IX. ADJOURNMENT

X. NEXT MEETING: March 4, 2024

Pursuant to the provisions of Chapter 286, Florida Statutes, Section 286.0105, if any person decides to appeal any decision made by the above named board with respect to any matter considered at the meeting, he or she may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based. All interested citizens are welcome to attend. Persons with disabilities needing assistance to participate in any of the proceedings should contact (352) 315- 0170, 48 hours in advance of the meeting.



MINUTES
SUMTER COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD
Minutes – September 18, 2023
1300 Citizens Blvd., Suite 175 Leesburg, FL 34748

Members Present

Jamie Kersey Ledgerwood
Sally Moss
Kristen Montejo
Sandra Woodard
Steve Homan
Bonnie Cowie
Emilio Santiago
Gustavo Henriquez
Thomas Chase, Vice Chair
Chantel Buck

Representing

FDOT
Public Education/Sumter County Schools
Veterans Service Office Representing Veterans
FL Association CAA/Economically Disadvantaged
FL Department of Elder Affairs
Citizen Advocate/User of the System
Florida Agency for Health Care Administration
Regional Workforce Development Board
Medical Community
New Vision for Independence

Members Absent

Craig Estep, Chairman
Sheri Peterson
Jennilyn Green
Nora Hanzez
Jose Lopez
Mat Kline
Barney Johnson

Representing

Lake~Sumter MPO
Dept. of Children & Families
Vocational Rehabilitation/Dept. of Education
Persons Over 60, representing elderly
Citizens Advocate
Children at Risk
Local Private For-Profit Transportation

Staff Present

Michael Woods
Doris LeMay

Representing

Lake~Sumter MPO
Lake~Sumter MPO

CALL TO ORDER

The meeting of the Sumter County Transportation Disadvantaged Coordinating Board (TDCB) was called to order at 2:00 p.m. by Vice Chair Thomas Chase. Followed by the Pledge of Allegiance and a moment of Silence. Staff announced that the meeting was properly noticed, the roll was called, at which time it was noted that a quorum was present. (6 Voting Members present 4 members online).

I. AGENDA UPDATE

None

II. OPPORTUNITY FOR PUBLIC COMMENT (on agenda items or general comments) None

III. CONSENT ITEMS

A. Approval of June 12, 2023, Quarterly Meeting Minutes

On a motion by Jamie Ledgerwood seconded by Steve Homan and carried unanimously by A Vote of 6-0, the Board approved item A as Presented.

IV. ACTION ITEMS:

A. Subcommittee Annual Appointment

- a. The Grievance Subcommittee consists of five members and has two vacancies: Sandra Woodard, Steve Homan, and Bonnie Cowie
- b. The Bylaws Subcommittee consists of three members and is fully staffed: Bonnie Cowie, Sandra Woodard, and Thomas Chase
- c. The CTC Evaluation Subcommittee consists of three members and is fully staffed: Bonnie Cowie, Thomas Chase, and Chantel Buck

Chantel Buck and Jamie Ledgerwood volunteered to serve on the Grievance Subcommittee.

On a motion by Sandra Woodard seconded by Kristen Montejo and carried unanimously by A Vote of 6-0, the Board approved all current members to be reappointed and approved adding Chantel Buck and Jamie Ledgerwood to the Grievance Subcommittee.

V. DISCUSSION ITEMS:

- A. Review and discussion of the Commission for the Transportation Disadvantaged (CTD) Ombudsman Report – Michael Woods
- B. Actual Expenditure Report Review – Michael Woods
- C. Board Membership Updates - Michael Woods
- D. Upcoming Annual Public Hearing – Michael Woods
- E. Upcoming Conferences/Meetings – Michael Woods

VI. REPORTS

- A. FDOT – Jamie Kersey Ledgerwood - October 19 Grant Workshop
- B. Sumter County Transit – Deborah Snyder
- C. Lake~Sumter MPO – Michael Woods

VII. BOARD MEMBER COMMENTS – Bonnie Cowie everything going great drivers are great.

VIII. ADJOURNMENT

There being no further business to discuss, Motion was made by Sandra Woodard to adjourn the meeting, seconded by Jamie Ledgerwood, and carried unanimously by a vote of 6-0 the meeting adjourned at 2:27 p.m.

IX. NEXT MEETING: December 4, 2023 @ 2:00 PM

Chair Craig Estep

Date



CTC Organization

County: Sumter

Fiscal Year: 7/1/2022 - 6/30/2023

CTC Status: Approved

CTD Status: Approved

Date Initiated: 9/14/2023

CTC Organization Name: Sumter County Board of County Commissioners,
Sumter County Transit

Address: 7375 Powell Road

City: Wildwood

State: FL

Zip Code: 34785

Organization Type: County

Network Type: Complete Brokerage

Operating Environment: Rural

Transportation Operators: Yes

Number of Transportation Operators: 1

Coordination Contractors: No

Number of Coordination Contractors: 0

Provide Out of County Trips: Yes

Local Coordinating Board (LCB) Chairperson: Craig Estep

CTC Contact: Deborah Snyder

CTC Contact Title: Public Works Director/County Engineer

CTC Contact Email: Deborah.Snyder@sumtercountyfl.gov

Phone: (352) 689-4400

CTC Certification

I, Deborah Snyder, as the authorized Community Transportation Coordinator (CTC) Representative, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): _____

LCB Certification

I, Craig Estep, as the Local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(6), F.A.C. that the Local Coordinating Board has reviewed this report and the Planning Agency has received a copy.

LCB Chairperson (signature): _____



CTC Trips

County: Sumter

CTC Status: Approved

CTC Organization: Sumter County Board of County Commissioners, Sumter County Transit

Fiscal Year: 07/01/2022 - 06/30/2023

CTD Status: Approved

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Service Type - One Way						
Fixed Route/Fixed Schedule						
Daily Pass Trips	0	N/A	0	0	N/A	0
Weekly Pass Trips	0	N/A	0	0	N/A	0
Monthly Pass Trips	0	N/A	0	0	N/A	0
Deviated Fixed Route Service	3,375	N/A	3,375	2,141	N/A	2,141
Complementary ADA Service	0	N/A	0	0	N/A	0
Paratransit						
Ambulatory	37,498	0	37,498	39,452	0	39,452
Non-Ambulatory	3,802	0	3,802	2,743	0	2,743
Stretcher	0	0	0	0	0	0
Transportation Network Companies	0	N/A	0	0	N/A	0
Taxi	0	N/A	0	0	N/A	0
School Board (School Bus)	0	N/A	0	0	N/A	0
Volunteers	0	N/A	0	0	N/A	0
Total - Service Type	44,675	0	44,675	44,336	0	44,336
Contracted Transportation Operator						
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	44,675	N/A	44,675	44,336	N/A	44,336
Total - Contracted Transportation Operator Trips	44,675	0	44,675	44,336	0	44,336
Revenue Source - One Way						
Agency for Health Care Administration (AHCA)	0	0	0	0	0	0
Agency for Persons with Disabilities (APD)	12,163	0	12,163	13,915	0	13,915
Comm for the Transportation Disadvantaged (CTD)	25,335	N/A	25,335	19,200	N/A	19,200
Dept of Economic Opportunity (DEO)	0	0	0	0	0	0
Dept of Children and Families (DCF)	0	0	0	0	0	0
Dept of Education (DOE)	0	0	0	0	0	0
Dept of Elder Affairs (DOEA)	2,237	0	2,237	539	0	539
Dept of Health (DOH)	0	0	0	0	0	0
Dept of Juvenile Justice (DJJ)	0	0	0	0	0	0
Dept of Transportation (DOT)	3,375	0	3,375	2,141	0	2,141
Local Government	240	0	240	790	0	790
Local Non-Government	1,325	0	1,325	7,751	0	7,751
Other Federal & State Programs	0	0	0	0	0	0
Total - Revenue Source	44,675	0	44,675	44,336	0	44,336



**Transportation
Disadvantaged**

CTC Trips (cont'd)

County: Sumter

CTC Status: Approved

CTC Organization: Sumter County Board of
County Commissioners,
Sumter County Transit

Fiscal Year: 07/01/2022 - 06/30/2023

CTD Status: Approved

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Passenger Type - One Way						
Older Adults	18,067	0	18,067	17,904	0	17,904
Children At Risk	1,241	0	1,241	2,290	0	2,290
Persons With Disabilities	8,786	0	8,786	10,431	0	10,431
Low Income	9,144	0	9,144	8,467	0	8,467
Other	7,437	0	7,437	5,244	0	5,244
Total - Passenger Type	44,675	0	44,675	44,336	0	44,336
Trip Purpose - One Way						
Medical	8,314	0	8,314	8,907	0	8,907
Employment	10,050	0	10,050	8,479	0	8,479
Education/Training/Daycare	13,074	0	13,074	15,563	0	15,563
Nutritional	3,409	0	3,409	2,224	0	2,224
Life-Sustaining/Other	9,828	0	9,828	9,163	0	9,163
Total - Trip Purpose	44,675	0	44,675	44,336	0	44,336
Unduplicated Passenger Head Count (UDPHC)						
UDPHC	367	0	367	369	0	369
Total - UDPHC	367	0	367	369	0	369
Unmet & No Shows						
Unmet Trip Requests	0	N/A	0	0	N/A	0
No Shows	680	N/A	680	722	N/A	722
Customer Feedback						
Complaints	0	N/A	0	0	N/A	0
Commendations	0	N/A	0	0	N/A	0



**Transportation
Disadvantaged**

CTC Vehicles & Drivers

County: Sumter

CTC Status: Approved

CTC Organization: Sumter County Board of
County Commissioners,
Sumter County Transit

Fiscal Year: 07/01/2022 - 06/30/2023

CTD Status: Approved

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Vehicle Miles						
Deviated Fixed Route Miles	25,234	N/A	25,234	18,251	N/A	18,251
Complementary ADA Service Miles	0	N/A	0	0	N/A	0
Paratransit Miles	349,932	0	349,932	387,705	0	387,705
Transportation Network Companies (TNC) Miles	0	N/A	0	0	N/A	0
Taxi Miles	0	N/A	0	0	N/A	0
School Board (School Bus) Miles	0	N/A	0	0	N/A	0
Volunteers Miles	0	N/A	0	0	N/A	0
Total - Vehicle Miles	375,166	0	375,166	405,956	0	405,956
Roadcalls & Accidents						
Roadcalls	5	0	5	0	0	0
Chargeable Accidents	5	0	5	0	0	0
Vehicle Inventory						
Total Number of Vehicles	18	0	18	21	0	21
Number of Wheelchair Accessible Vehicles	18	0	18	21	0	21
Drivers						
Number of Full Time & Part Time Drivers	24	0	24	21	0	21
Number of Volunteer Drivers	0	0	0	0	0	0

Date Created	Created By	User Role	Date Modified	Modified By	Comment
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CTC Revenue Sources

County: Sumter

CTC Status: Approved

CTC Organization: Sumter County Board of County Commissioners, Sumter County Transit

Fiscal Year: 07/01/2022 - 06/30/2023

CTD Status: Approved

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Revenue Sources						
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0	\$ 0	\$ 3,792	\$ 0	\$ 3,792
Dept of Health (DOH)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)						
Non-Sponsored Trip Program	\$ 430,806	N/A	\$ 430,806	\$ 382,072	N/A	\$ 382,072
Non-Sponsored Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Rural Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
TD Other	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Department of Transportation (DOT)						
49 USC 5307	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5310	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5311	\$ 393,672	\$ 0	\$ 393,672	\$ 429,211	\$ 0	\$ 429,211
49 USC 5311 (f)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Service Development	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Government						
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
County Cash	\$ 0	\$ 0	\$ 0	\$ 282,655	\$ 0	\$ 282,655
County In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City Cash	\$ 540,271	\$ 0	\$ 540,271	\$ 0	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Non-Government						
Farebox	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Donations/Contributions	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Non-Government	\$ 4,000	\$ 0	\$ 4,000	\$ 4,000	\$ 0	\$ 4,000
Other Federal & State Programs						
Other Federal Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Total - Revenue Sources	\$ 1,368,749	\$ 0	\$ 1,368,749	\$ 1,101,730	\$ 0	\$ 1,101,730



**Transportation
Disadvantaged**

CTC Expense Sources

County: Sumter

CTC Status: Approved

CTC Organization: Sumter County Board of
County Commissioners,
Sumter County Transit

Fiscal Year: 07/01/2022 - 06/30/2023

CTD Status: Approved

Expense Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Labor	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Fringe Benefits	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Materials & Supplies Consumed	\$ 21,141	\$ 0	\$ 21,141	\$ 21,034	\$ 0	\$ 21,034
Utilities	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Casualty & Liability	\$ 12,532	\$ 0	\$ 12,532	\$ 12,390	\$ 0	\$ 12,390
Taxes	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Miscellaneous	\$ 29,602	\$ 0	\$ 29,602	\$ 0	\$ 0	\$ 0
Interest	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Capital Purchases	\$ 0	\$ 0	\$ 0	\$ 23,251	\$ 0	\$ 23,251
Contributed Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Purchased Transportation Services						
Bus Pass	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Contracted Operator	\$ 1,314,006	N/A	\$ 1,314,006	\$ 1,136,302	N/A	\$ 1,136,302
Total - Expense Sources	\$ 1,377,281	\$ 0	\$ 1,377,281	\$ 1,192,977	\$ 0	\$ 1,192,977

County: Sumter
 Sumter County Board of County Commissioners,
 CTC: Sumter County Transit
 Contact: Deborah Snyder
 7375 Powell Road
 Wildwood, FL 34785
 352-689-4400

Email: Deborah.Snyder@sumtercountyfl.gov

Demographics	Number
Total County Population	140,651
Unduplicated Head Count	367



Trips By Type of Service	2021	2022	2023
Fixed Route (FR)	0	0	0
Deviated FR	2,134	2,141	3,375
Complementary ADA	0	0	0
Paratransit	34,663	42,195	41,300
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	36,797	44,336	44,675

Vehicle Data	2021	2022	2023
Vehicle Miles	365,317	405,956	375,166
Roadcalls	0	0	5
Accidents	0	0	5
Vehicles	21	21	18
Drivers	22	21	24

Passenger Trips By Trip Purpose	2021	2022	2023
Medical	5,050	8,907	8,314
Employment	4,212	8,479	10,050
Ed/Train/DayCare	21,446	15,563	13,074
Nutritional	1,086	2,224	3,409
Life-Sustaining/Other	5,003	9,163	9,828
TOTAL TRIPS	36,797	44,336	44,675

Financial and General Data	2021	2022	2023
Expenses	\$1,071,285	\$1,192,977	\$1,377,281
Revenues	\$1,011,779	\$1,101,730	\$1,368,749
Commendations	0	0	0
Complaints	0	0	0
Passenger No-Shows	603	722	680
Unmet Trip Requests	0	0	0

Passenger Trips By Revenue Source	2021	2022	2023
CTD	20,545	19,200	25,335
AHCA	0	0	0
APD	0	13,915	12,163
DOEA	0	539	2,237
DOE	0	0	0
Other	16,252	10,682	4,940
TOTAL TRIPS	36,797	44,336	44,675

Performance Measures	2021	2022	2023
Accidents per 100,000 Miles	0	0	1.33
Miles between Roadcalls	365,317	405,956	75,033
Avg. Trips per Passenger	114.28	120.15	121.73
Cost per Trip	\$29.11	\$26.91	\$30.83
Cost per Paratransit Trip	\$29.11	\$26.91	\$30.83
Cost per Total Mile	\$2.93	\$2.94	\$3.67
Cost per Paratransit Mile	\$2.93	\$2.94	\$3.67

Trips by Provider Type	2021	2022	2023
CTC	36,797	0	0
Transportation Operator	0	44,336	44,675
Coordination Contractor	0	0	0
TOTAL TRIPS	36,797	44,336	44,675

Sumter County Transit Report

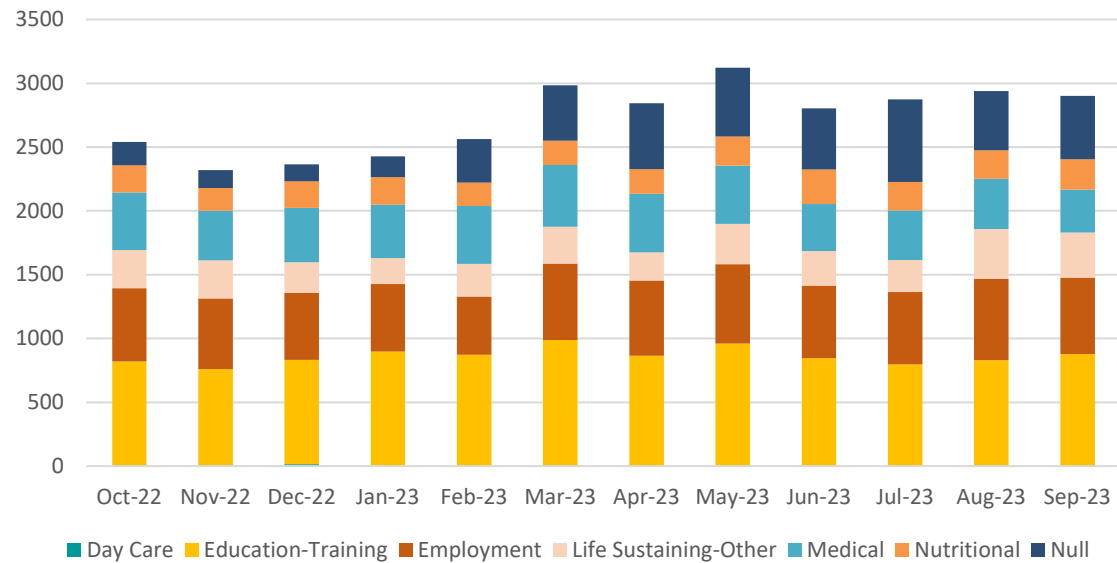
December 4, 2023

The data contained herein has been provided by Sumter County Transit.

Table 1: Trips by Trip Purpose

	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Total for purpose
Day Care	0	4	14	0	0	0	0	0	0	0	0	0	18
Education-Training	820	756	819	899	872	989	864	961	846	797	831	877	10,331
Employment	575	555	524	527	457	599	591	621	569	568	636	599	6,821
Life Sustaining-Other	299	297	240	204	255	288	220	317	271	249	392	355	3,387
Medical	449	389	428	418	454	485	459	456	367	390	393	336	5,024
Nutritional	214	179	207	216	183	190	193	229	271	223	222	237	2,564
Null	184	139	134	163	343	433	516	539	480	646	464	497	4,538
Total for period	2,541	2,319	2,366	2,427	2,564	2,984	2,843	3,123	2,804	2,873	2,938	2,901	32,683

Figure 1: Trips by Trip Purpose

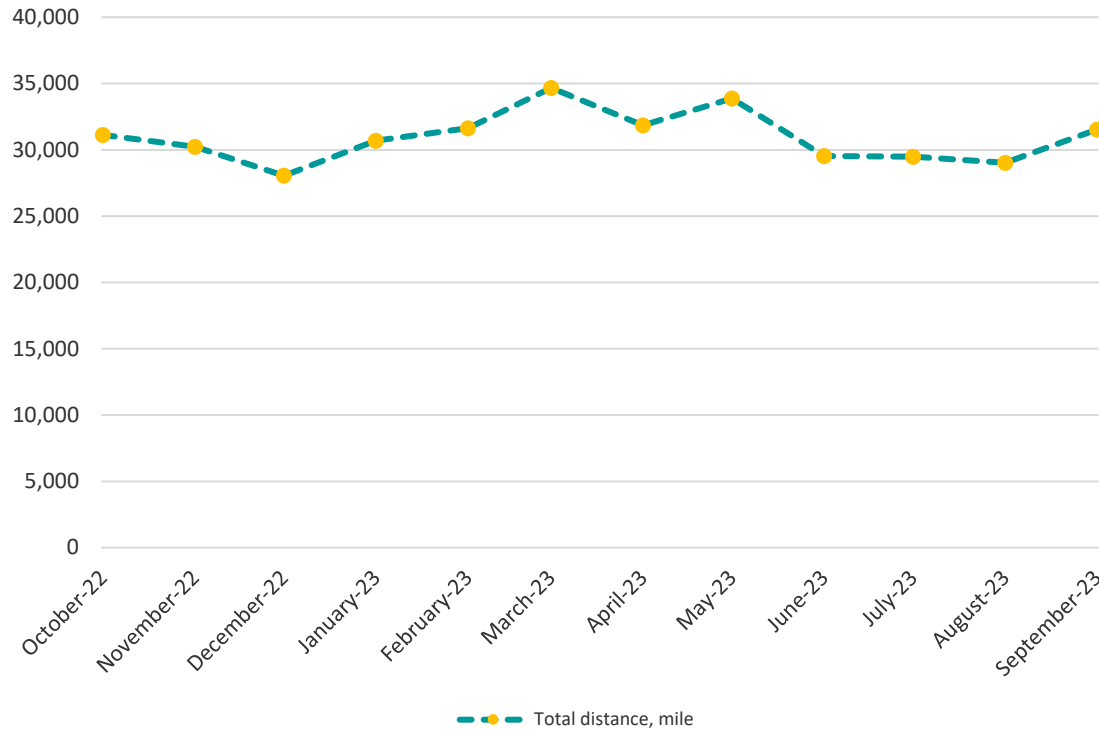


Source: TDCB Trips By Purpose December 2023.xlsx

Table 2: Total Passenger Miles

	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Total
Total distance (in miles)	31,129	30,238	28,050	30,680	31,642	34,667	31,845	33,883	29,521	29,489	29,033	31,544	371,721

Figure 2: Total Passenger Miles

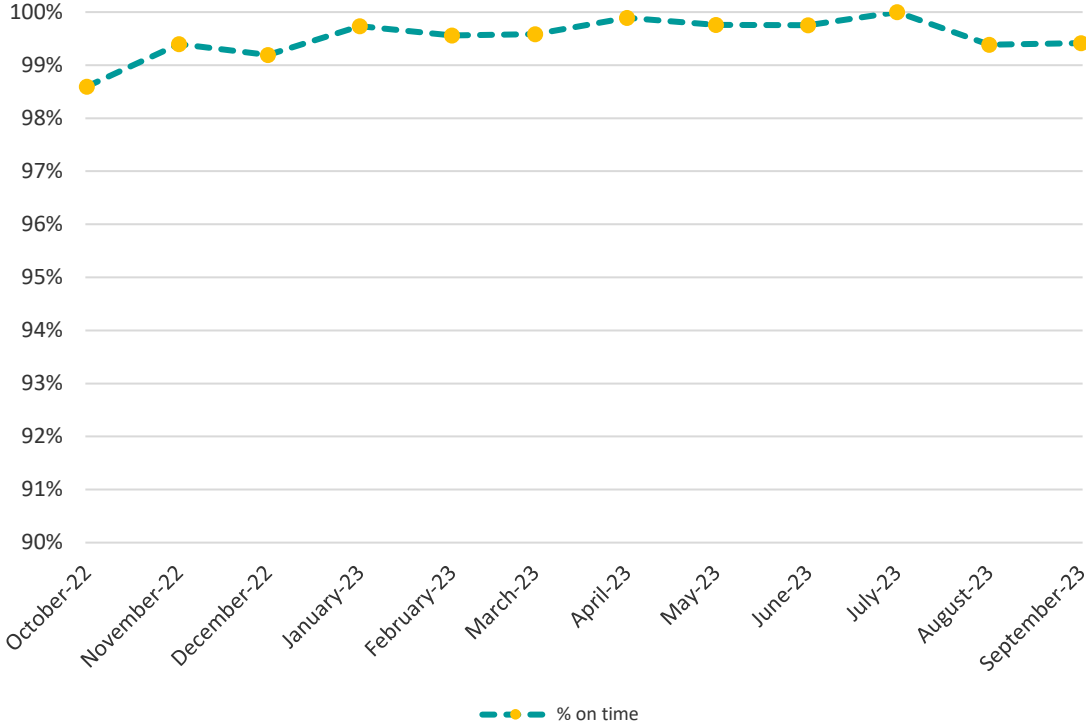


Source: TDCB Total Passenger Miles December 2023.xlsx

Table 3: On-Time Performance

	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23
% On Time	98.6%	99.4%	99.2%	99.7%	99.6%	99.6%	99.9%	99.8%	99.8%	100.0%	99.4%	99.4%

Figure 3: On-Time Performance

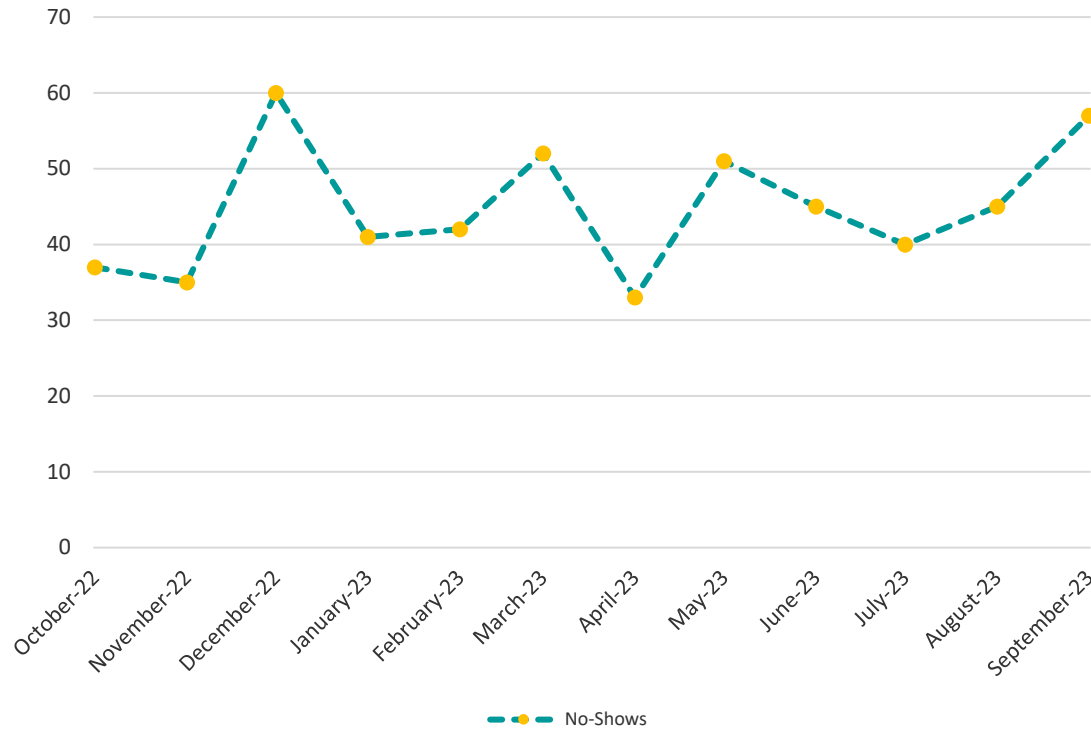


Source: Transit OTP Fiscal 2022-2023 to Date October 31, 2023.pdf

Table 4: No-Shows

	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23
No-Shows	37	35	60	41	42	52	33	51	45	40	45	57

Figure 4: No-Shows

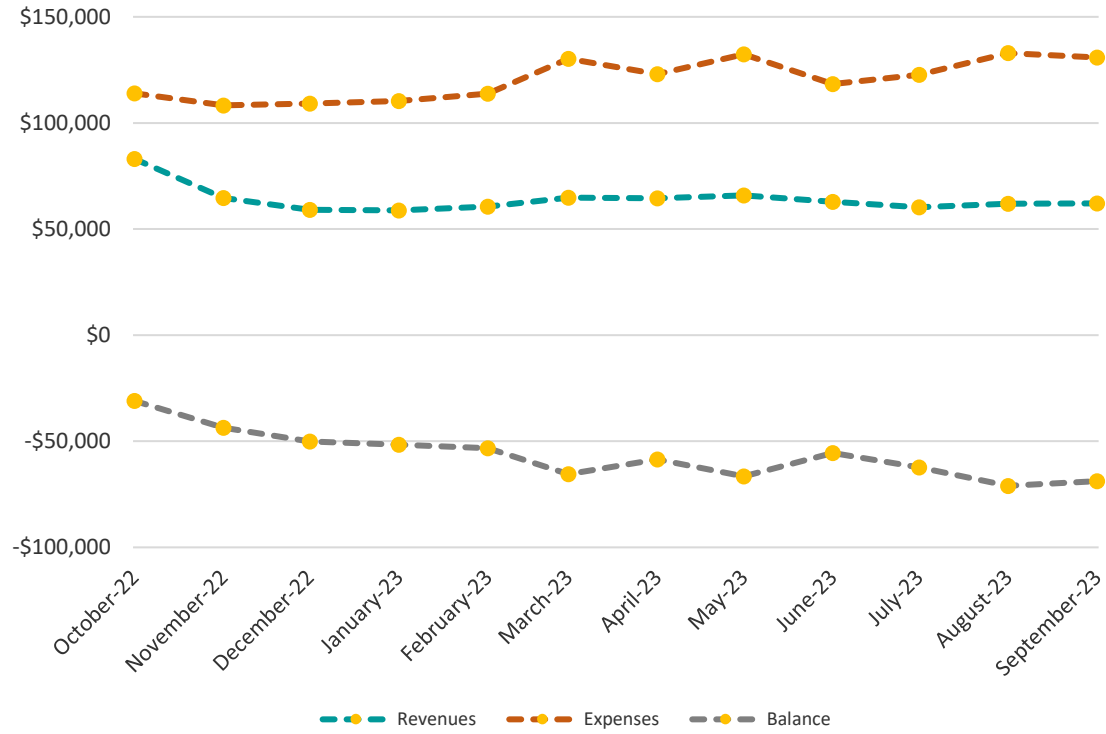


Source: Transit OTP Fiscal 2022-2023 to Date October 31, 2023.pdf

Table 5: Sumter County Transit Fund

	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23
Revenues	\$83,068	\$64,672	\$59,093	\$58,807	\$60,517	\$64,766	\$64,498	\$65,815	\$62,829	\$60,285	\$61,911	\$62,038
Expenses	\$114,040	\$108,304	\$109,179	\$110,373	\$113,793	\$130,267	\$123,055	\$132,345	\$118,349	\$122,667	\$132,904	\$130,905
Balance	-\$30,972	-\$43,632	-\$50,087	-\$51,566	-\$53,276	-\$65,501	-\$58,556	-\$66,530	-\$55,520	-\$62,382	-\$70,993	-\$68,867

Figure 5: Sumter County Transit Fund

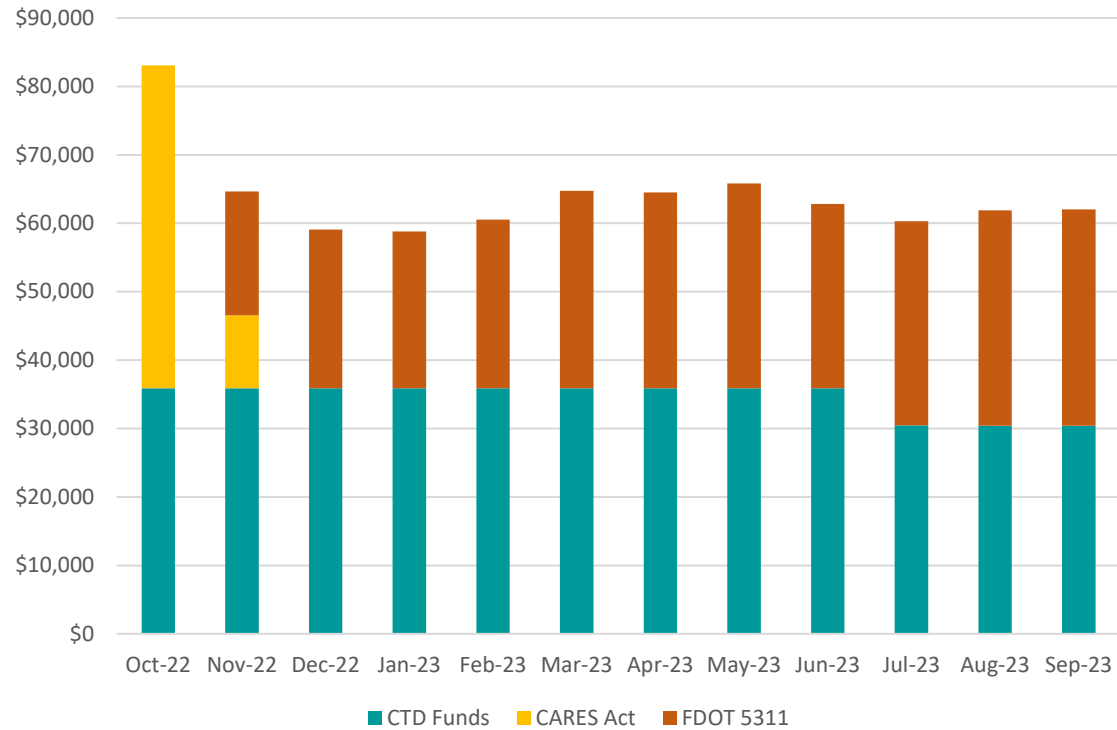


Source: TDCB Chart Data December 2023 Sumter County.xlsx

Table 6: Sumter County Transit Revenue

	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23
CTD Funds	\$35,898	\$35,898	\$35,898	\$35,898	\$35,898	\$35,898	\$35,898	\$35,898	\$35,898	\$30,452	\$30,415	\$30,415
CARES Act	\$47,170	\$10,644	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
FDOT 5311	\$0	\$18,129	\$23,195	\$22,909	\$24,619	\$28,868	\$28,600	\$29,917	\$26,931	\$29,833	\$31,496	\$31,623
Total by Month	\$83,068	\$64,672	\$59,093	\$58,807	\$60,517	\$64,766	\$64,498	\$65,815	\$62,829	\$60,285	\$61,911	\$62,038

Figure 6: Sumter County Transit Revenue

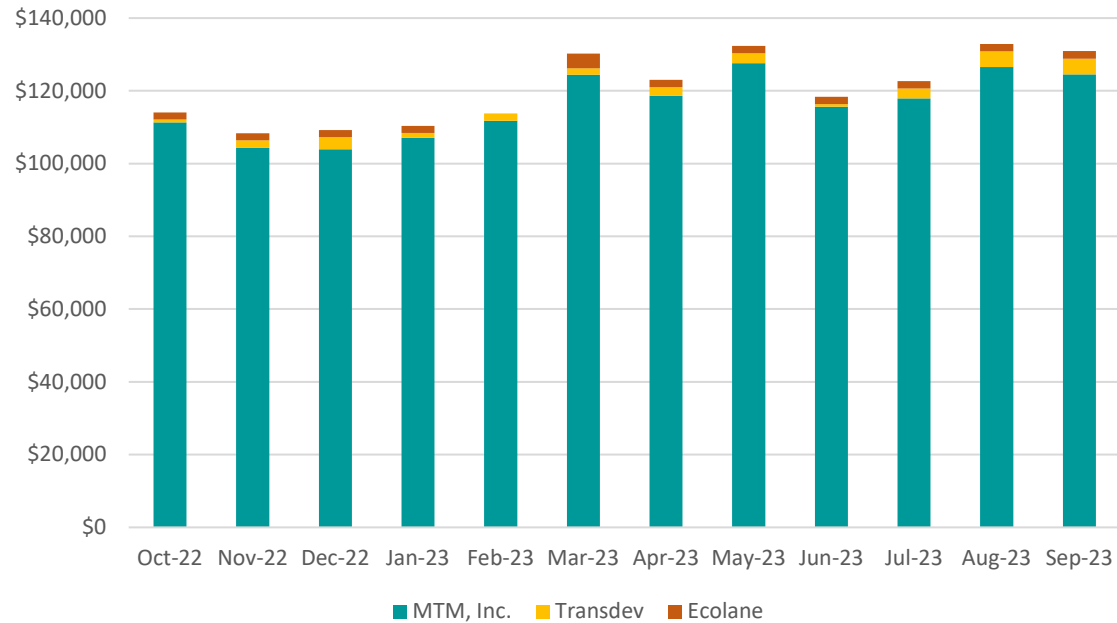


Source: TDCB Chart Data December 2023 Sumter County.xlsx

Table 7: Sumter County Transit Expenses

	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23
MTM, Inc.	\$111,311	\$104,388	\$103,910	\$107,079	\$111,730	\$124,406	\$118,651	\$127,603	\$115,606	\$117,906	\$126,551	\$124,536
Transdev	\$792	\$1,978	\$3,332	\$1,356	\$2,063	\$1,771	\$2,359	\$2,697	\$698	\$2,716	\$4,308	\$4,323
Ecolane	\$1,938	\$1,938	\$1,938	\$1,938	\$0	\$4,091	\$2,045	\$2,045	\$2,045	\$2,045	\$2,045	\$2,045
Total by Month	\$114,040	\$108,304	\$109,179	\$110,373	\$113,793	\$130,267	\$123,055	\$132,345	\$118,349	\$122,667	\$132,904	\$130,905

Figure 7: Sumter County Transit Expenses



Source: TDCB Chart Data December 2023 Sumter County.xlsx

LEGEND NOTES

MTM, Inc.	Medical Transportation Management - Transit Contractor
Transdev	First Vehicle Services (FVS) was bought and the new name is Transdev
Ecolane	Transit Software System used by MTM, Inc.



Sumter County Transportation Disadvantaged Coordinating Board

Member Training



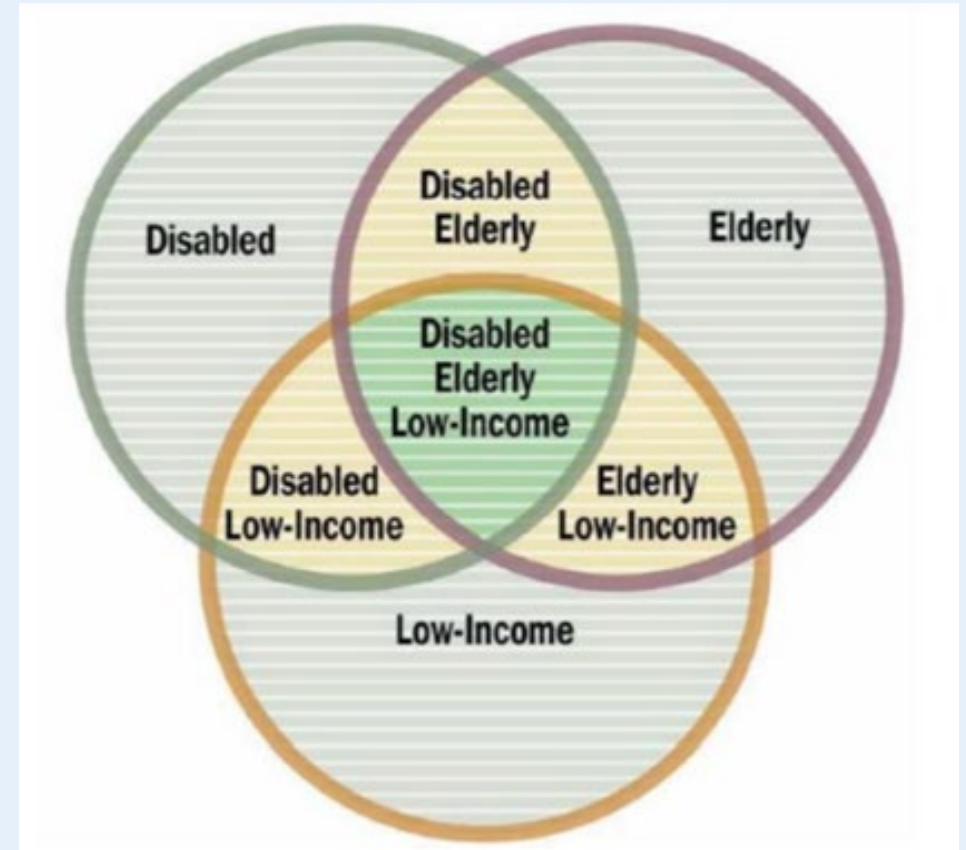


Transportation Disadvantaged Program



Transportation Disadvantaged (TD) Population

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 high-risk (411.202, F.S.).



Commission for the Transportation Disadvantaged (CTD)

Independent state agency created to accomplish the coordination of transportation services provided to the transportation disadvantaged population.



The Coordinated System

- **Commission for the Transportation Disadvantaged (CTD):** the state-level board that develops policies and procedures for the coordination of services to the TD population
- **Community Transportation Coordinator (CTC):** responsible for providing and/or contracting for transportation services within a county or multi-county service area.
- **Transportation Operators:** provide TD services in its designated service area.
- **Designated Official Planning Agencies (DOPA):** conducts and coordinates planning activities for the local TD program.
- **Local Coordinating Board (LCB)*:** serves as a local advisory body to CTD and assists the CTC in identifying the local service needs and providing information, advice and direction on the coordination of TD services.

**In Sumter County, the LCB is referred to as the Transportation Disadvantaged Coordinating Board (TDCB).*



Florida's Coordinated Transportation System Organizational Structure

Transportation Disadvantaged Riders

Independent State Agency

Guiding Philosophy:

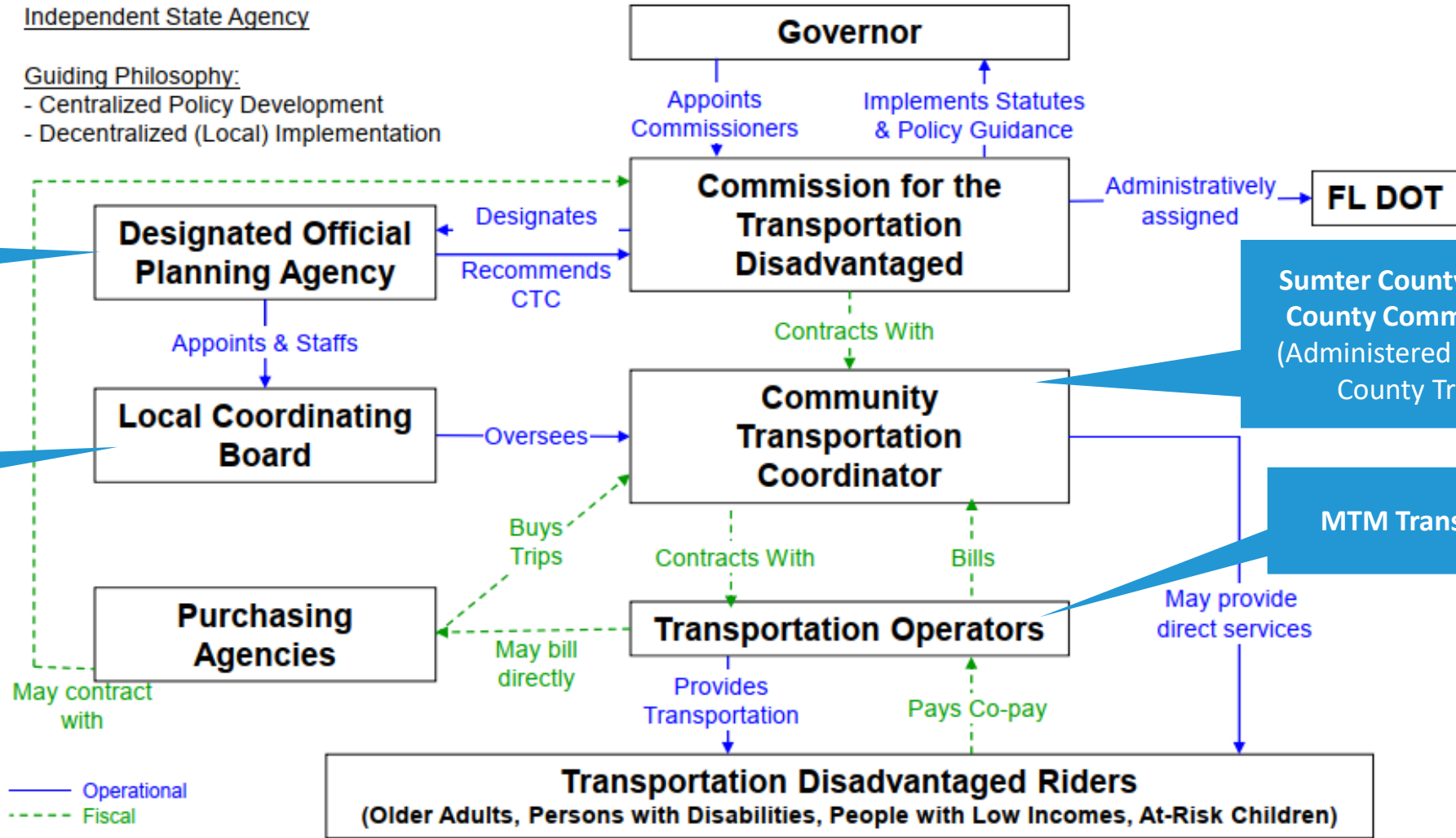
- Centralized Policy Development
- Decentralized (Local) Implementation

Lake-Sumter MPO

Sumter County TDCB

Sumter County Board of County Commissioners (Administered by Sumter County Transit)

MTM Transit, Inc.






Transportation Disadvantaged Coordinating Board (TDCB) Overview





TDCB Overview

- Board membership represents local stakeholders and is appointed by planning agency.
 - Meets quarterly and provides guidance on local coordination of transportation services.
 - Serves as the local advisory body to the Commission.
- 

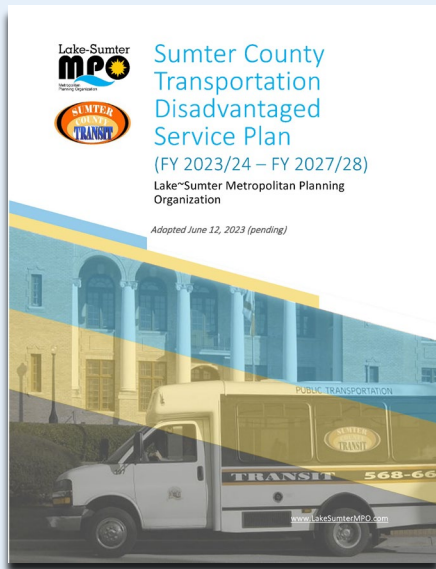
TDCB Duties

- Assist Community Transportation Coordinator (CTC) in establishing guidelines and trip priorities
- Evaluate CTC annually
- Review and approve Transportation Disadvantaged Service Plan (TDSP)
- Review and approve Memorandum of Agreement (MOA) between CTC and Commission
- Appoint Grievance Committee to process and investigate complaints
- Review and recommend other funding applications
- Review strategies of service provision to the area
- Review and approve Annual Operating Report (AOR)
- Hold annual Public Hearing
- Evaluate multicounty or regional transportation opportunities
- Review coordination contracts

Key Approval Items

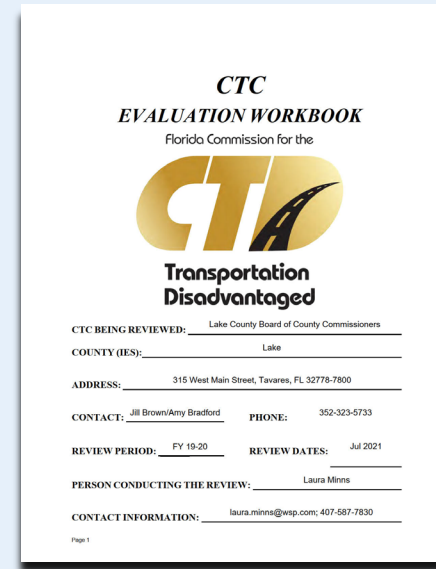
Transportation Disadvantaged Service Plan (TDSP)

Outlines TD services and service partners in Sumter County



Community Transportation Coordinator (CTC) Evaluation

Annual evaluation of the CTC's performance conducted by the TDCB



Voting Members

- Chair
- Florida Department of Transportation
- Florida Department of Children and Families
- Public Education Community
- Vocational Rehabilitation/FL Dept. of Education
- Veterans Service Office
- Florida Association for Community Action/Economically disadvantaged
- Person over 60, representing elderly
- Person with a disability, representing disabled
- Citizen advocate
- Citizen advocate/user of system
- Children at risk representative
- Florida Department of Elder Affairs
- Local Private For-Profit Transportation
- Florida Agency for Health Care Administration
- Workforce Development
- Medical Community

Alternate Members

- All members of the TDCB may have their agency or organization designate, in writing, an alternate who may vote only in the absence of that member.
- All members not representing an agency or organization may have an alternate appointed by the M.P.O, who may vote only in the absence of that member.

Terms of Appointment

- Except for the Chairperson and state agency representatives, the members of the TDCB shall be appointed for three (3) year terms.
- The Chairperson shall serve until the elected term of office has expired or until the M.P.O. Individuals replacing the Chairperson may be reappointed to serve an additional three (3) year term.
- No employee of a C.T.C. shall serve as a voting member of the TDCB in an area where the C.T.C. serves.

Termination of Membership

- A member of the TDCB may resign at any time by giving notice in writing to the Chairperson.
- Each member of the TDCB is expected to demonstrate their interest in the TDCB's activities by attending the scheduled meetings. If a voting member cannot attend a meeting, they should ensure that their alternate will attend.
- The M.P.O. shall review and consider rescinding the appointment of any voting member of the TDCB who fails to attend three (3) consecutive meetings.

Officers

■ Chairperson

- » Elected official from Sumter County appointed by MPO.
- » Presides at all meetings, reviews and sign the official meeting minutes, and is responsible for all notices and agendas for future meetings.
- » Serves until the elected term of office has expired or otherwise replaced by the MPO.

■ Vice-Chairperson:

- » Elected annually by majority vote of the voting TDCB members
- » One (1) year term starting with the first meeting after their election
- » May be re-elected to an additional term or terms of office
- » In the event of the Chairperson's absence, the Vice-Chairperson shall assume the duties of the Chairperson and conduct the meeting.



Committees

- Grievance Subcommittee
- Bylaws Subcommittee
- CTC Evaluation Subcommittee



Quorum


- At all meetings of the TDCB, the presence of a majority of the currently seated members shall be necessary and sufficient to constitute a quorum for the business transaction.

Voting

- Unless otherwise expressly required by law or these Bylaws, all matters to be voted on shall be decided by a majority vote of those TDCB members present.
- TDCB members can participate in meetings via conference call. However, a physical quorum must be present to vote for the business transaction.



Fiscal Year 23-24 Quarterly Meetings

- **Quarter 1 Meeting:** September 18, 2023
 - **Quarter 2 Meeting:** December 4, 2023
 - **Quarter 3 Meeting:** March 4, 2024
 - **Quarter 4 Meeting:** June 10, 2024
- 



Contact Information





Lake~Sumter MPO Contact Information

Lake-Sumter MPO

1300 Citizens Blvd, Suite 175

Leesburg, FL 34748

Phone: (352) 315-0170

Fax: (352) 315-0993

E-mail: Michael.Woods@LakeSumterMPO.com




Questions?

TD Planner

Kelsey Peterson

Email: Kelsey.Peterson@wsp.com

Phone: (305) 514-3174





Glossary



GLOSSARY

The following glossary is intended to coordinate terminology within the Florida Coordinated Transportation System. It is imperative that when certain words or phrases are used, the definition must be universally acknowledged.

Accidents: when used in reference to the AOR, the total number of reportable accidents that occurred whereby the result was either property damage of \$1000.00 or more, or personal injury that required evacuation to a medical facility, or a combination of both.

Actual Expenditure Report (AER): an annual report completed by each state member agency and each official planning agency, to inform the Commission in writing, before September 15 of each year, of the specific amount of funds the agency expended for transportation disadvantaged services.

Advance Reservation Service: shared or individual paratransit service that is readily delivered with at least prior day notification, seven days a week, 24 hours a day.

Agency: an official, officer, commission, authority, council, committee, department, division, bureau, board, section, or any other unit or entity of the state or of a city, town, municipality, county, or other local governing body or a private non-profit transportation service providing entity.

Americans with Disabilities Act (ADA): a federal law, P.L. 101-336, signed by the President of the United States on July 26, 1990 providing protection for persons with disabilities.

Annual Operating Report (AOR): an annual report prepared by the community transportation coordinator detailing its designated service area operating statistics for the most recent operating year.

Annual Performance Report (APR): an annual report issued by the Commission for the Transportation Disadvantaged that combines all the data submitted in the Annual Operating Reports and the Commissions Annual Report.

Automotive Service Excellence (ASE): a series of tests that certify the skills of automotive technicians in a variety of maintenance areas.

Availability: a measure of the capability of a transportation system to be used by potential riders, such as the hours the system is in operation, the route spacing, the seating availability, and the pick-up and delivery time parameters.

Bus: any motor vehicle designed for carrying more than 10 passengers and used for the transportation of persons for compensation.

Bus Lane: a street or highway lane intended primarily for buses, either all day or during specified periods, but used by other traffic under certain circumstances.

Bus Stop: a waiting, boarding, and disembarking area, usually designated by distinctive signs and by curbs or pavement markings.

Center for Urban Transportation Research (CUTR): a research group located at the University of South Florida's College of Engineering.

Certified Minority Business Enterprise (CMBE): any small business concern which is organized to engage in commercial transactions, which is domiciled in Florida, and which is at least 51 percent owned by minority persons and whose management and daily operations are controlled by such persons. These businesses should be certified by the Florida Department of Management Services.

Chapter 427, Florida Statutes: the Florida statute establishing the Commission for the Transportation Disadvantaged and prescribing its duties and responsibilities.

Commendation: : any documented compliment of any aspect of the coordinated system, including personnel, vehicle, service, etc.

Commercial Drivers License (CDL): a license required if a driver operates a commercial motor vehicle, including a vehicle that carries 16 or more passengers (including the driver), or a vehicle weighing more than 26,000 pounds.

Commission: the Florida Commission for the Transportation Disadvantaged (CTD) as authorized in Section 427.013, Florida Statutes.

Commission for the Transportation Disadvantaged (Commission): an independent agency created in 1989 to accomplish the coordination of transportation services provided to the transportation disadvantaged. Replaced the Coordinating Council on the Transportation Disadvantaged.

Community Transportation Coordinator (CTC): (formerly referred to as coordinated community transportation provider) a transportation entity competitively procured or recommended by the appropriate official planning agency and local Coordinating Board and approved by the Commission, to ensure that safe, quality coordinated transportation services are provided or arranged in a cost-effective manner to serve the transportation disadvantaged in a designated service area.

Competitive Procurement: obtaining a transportation operator or other services through a competitive process based upon Commission-approved procurement guidelines, as established in accordance with Chapter 287, Florida Statutes.

Complaint: any documented customer concern involving timeliness, vehicle condition, quality of service, personnel behavior, and other operational policies.

Complete (or Full) Brokerage: type of CTC network in which the CTC does not provide any on-street transportation services itself, but contracts with transportation operators or coordination contractors for the delivery of all transportation services.

Coordinated Transportation System: includes the CTC, the transportation operators and coordination contractors under contract with the CTC, the official planning agency, and local Coordinating Board involved in the provision of service delivery to the transportation disadvantaged within the designated service area.

Coordinated Trips: passenger trips provided by or arranged through a CTC.

Coordinating Board: an entity in each designated service area composed of representatives who provide assistance to the community transportation coordinator relative to the coordination of transportation disadvantaged services.

Coordination: the arrangement for the provision of transportation services to the transportation disadvantaged in a manner that is cost effective, safe, efficient, and reduces fragmentation and duplication of services. Coordination is not the same as total consolidation of transportation disadvantaged services in any given service area.

Coordination Contract: a written contract between the community transportation coordinator and an agency who receives transportation disadvantaged funds and performs some, if not all of, its own services, as well as services to others, when such service has been analyzed by the CTC and proven to be a safer, more effective and more efficient service from a total system perspective. The Commission's standard contract reflects the specific terms and conditions that will apply to those agencies who perform their own transportation, as well as joint utilization and cost provisions for transportation services to and from the coordinator.

Deadhead: the miles or hours that a vehicle travels when out of revenue service. From dispatch point to first pick-up, and from last drop-off to home base, or movements from home base to maintenance garage or fuel depot, and return.

Demand Response: a paratransit service that is readily delivered with less than prior day notification, seven days a week, 24 hours a day. This service can be either an individual or shared ride.

Designated Service Area: a geographical area subject to approval by the Commission, which defines the community where coordinated transportation services will be provided to the transportation disadvantaged.

Deviated Fixed-Route Service: Any system of transporting individuals, including the provision of designated public transportation service by public entities and the provision of transportation service by private entities, including, but not limited to, specific public transportation service which is not a fixed-route system.

Disabled Passenger: anyone with a physical or mental impairment that substantially limits at least one of the major life activities (i.e., caring for ones self, walking, seeing, hearing, speaking, learning).

Dispatcher: the person responsible for having every scheduled run leave the yard or garage on time and maintain a schedule, matching the work force with the work load on a minute-by-minute basis. In demand-response transportation, the person who assigns the customers to vehicles and notifies the appropriate drivers.

Driver Hour: the period of one hour that a person works whose main responsibility is to drive vehicles.

Economies of Scale: cost savings resulting from combined resources (e.g., joint purchasing agreements that result in a lower cost per gallon or quantity discount for fuel).

Effectiveness Measure: a performance measure that indicates the level of consumption per unit of output. Passenger trips per vehicle mile is an example of an effectiveness measure.

Efficiency Measure: a performance measure that evaluates the level of resources expended to achieve a given level of output. An example of an efficiency measure is operating cost per vehicle mile.

Emergency: any occurrence, or threat thereof, whether accidental, natural or caused by man, in war or in peace, which results or may result in substantial denial of services to a designated service area for the transportation disadvantaged.

Emergency Fund: transportation disadvantaged trust fund monies set aside to address emergency situations and which can be utilized by direct contract, without competitive bidding, between the Commission and an entity to handle transportation services during a time of emergency.

Employees: the total number of persons employed in an organization.

Fixed Route: (also known as Fixed Route/Fixed Schedule) service in which the vehicle (s) repeatedly follows a

consistent time schedule and stopping points over the same route, whereby such schedule, route or service is not at the users request (e.g. conventional city bus, fixed guide-way).

Florida Administrative Code (FAC): a set of administrative codes regulating the State of Florida.

Florida Coordinated Transportation System (FCTS): a transportation system responsible for coordination and service provisions for the transportation disadvantaged as outlined in Chapter 427, Florida Statutes.

Florida Department of Transportation (FDOT): a governmental entity. The Commission for the Transportation Disadvantaged is housed under the Florida Department of Transportation for administrative purposes.

Florida Statutes (FS): the laws governing the State of Florida.

Full Time Equivalent (FTE): a measure used to determine the number of employees based on a 40-hour work week. One FTE equals 40 work hours per week.

Fully Allocated Costs: the total cost, including the value of donations, contributions, grants or subsidies, of providing coordinated transportation, including those services which are purchased through transportation operators or provided through coordination contracts.

General Trips: passenger trips by individuals to destinations of their choice, not associated with any agency program.

Goal: broad conditions that define what the organization hopes to achieve.

Grievance Process or Procedure: a formal grievance is a written complaint to document any concern or an unresolved service complaint regarding the separation or administration of TD service by the Transportation Operator, Community Transportation Coordinator, designated official planning agency, or local Coordinating Board. Provides a channel for the adjustment of grievances through discussions at progressively higher levels of authority, culminating in mediation, if necessary.

In Service: the time a vehicle begins the route to provide transportation service to the time the route is completed.

In-Take Clerk/Reservationist: an individual whose primary responsibility is to accept requests for trips, enter dates on requests, determine eligibility and provide customer service.

Latent Demand: demand that is not active (i.e., the potential demand of persons who are not presently in the market for a good or service).

Limited Access: the inability of a vehicle, facility or equipment to permit entry or exit to all persons. Lack of accessibility of vehicle, facility or other equipment.

Load Factor: the ratio of use to capacity of equipment or a facility during a specified time period.

Local Coordinating Board (LCB): an entity in each designated service area composed of representatives appointed by the official planning agency. Its purpose is to provide assistance to the community transportation coordinator concerning the coordination of transportation disadvantaged services.

Local Government: an elected and/or appointed public body existing to coordinate, govern, plan, fund, and administer public services within a designated, limited geographic area of the state.

Local Government Comprehensive Plan: a plan that meets the requirements of Chapters 163.3177 and 163.3178, Florida Statutes.

Management Information System (MIS): the mechanism that collects and reports key operating and financial information for managers on a continuing and regular basis.

Memorandum of Agreement (MOA): the state contract included in the transportation disadvantaged service plan for transportation disadvantaged services purchased by federal, state, or local government transportation disadvantaged funds. This agreement is between the Commission and the community transportation coordinator and recognizes the community transportation coordinator as being responsible for the arrangement of the provision of transportation disadvantaged services for a designated service area.

Metropolitan Planning Organization (MPO): the area-wide organization responsible for conducting the continuous, cooperative and comprehensive transportation planning and programming in accordance with the provisions of 23 U.S.C. s. 134, as provided in 23 U.S.C. s. 104(f)(3). Also serves as the official planning agency referred to in Chapter 427, F.S.

Network type: describes how a community transportation coordinator provides service, whether as a complete brokerage, partial brokerage, or sole provider.

Non-coordinated Trip: a trip provided by an agency, entity, or operator who is in whole or in part subsidized by local, state, or federal funds, and who does not have coordination/operator contract with the community transportation coordinator.

Non-sponsored Trip: transportation disadvantaged services that are sponsored in whole by the Transportation Disadvantaged Trust Fund.

Objective: specific, measurable conditions that the organization establishes to achieve its goals.

Off Peak: a period of day or night during which travel activity is generally low and a minimum of transit service is operated.

Official Planning Agency (OPA): the official body or agency designated by the Commission to fulfill the functions of transportation disadvantaged planning. The Metropolitan Planning Organization shall serve as the planning agency in areas covered by such organizations.

Operating Cost: the sum of all expenditures that can be associated with the operation and maintenance of the system during the particular period under consideration.

Operating Cost per Driver Hour: operating costs divided by the number of driver hours, a measure of the cost efficiency of delivered service.

Operating Cost per Passenger Trip: operating costs divided by the total number of passenger trips, a measure of the efficiency of transporting riders. One of the key indicators of

comparative performance of transit properties since it reflects both the efficiency with which service is delivered and the market demand for the service.

Operating Cost per Vehicle Mile: operating costs divided by the number of vehicle miles, a measure of the cost efficiency of delivered service.

Operating Environment: describes whether the community transportation coordinator provides service in an urban or rural service area.

Operating Expenses: sum of all expenses associated with the operation and maintenance of a transportation system.

Operating Revenues: all revenues and subsidies utilized by the operator in the provision of transportation services.

Operating Statistics: data on various characteristics of operations, including passenger trips, vehicle miles, operating costs, revenues, vehicles, employees, accidents, and roadcalls.

Operator Contract: a written contract between the community transportation coordinator and a transportation operator to perform transportation services.

Organization Type: describes the structure of a community transportation coordinator, whether it is a private-for-profit, private non-profit, government, quasi-government, or transit agency.

Paratransit: elements of public transit that provide service between specific origins and destinations selected by the individual user with such service being provided at a time that

is agreed upon between the user and the provider of the service. Paratransit services are provided by sedans, vans, buses, and other vehicles.

Partial Brokerage: type of CTC network in which the CTC provides some of the on-street transportation services and contracts with one or more other transportation operators, including coordination contractors, to provide the other portion of the on-street transportation disadvantaged services, including coordination contractors.

Passenger Miles: a measure of service utilization which represents the cumulative sum of the distances ridden by each passenger. This is a duplicated mileage count. For example: If 10 people ride together for 10 miles, there would be 100 passenger miles.

Passenger Trip: a unit of service provided each time a passenger enters the vehicle, is transported, then exits the vehicle. Each different destination would constitute a passenger trip. This unit of service is also known as a one-way passenger trip.

Passenger Trips per Driver Hour: a performance measure used to evaluate service effectiveness by calculating the total number of passenger trips divided by the number of driver hours.

Passenger Trips per Vehicle Mile: a performance measure used to evaluate service effectiveness by calculating the total number of passenger trips divided by the number of vehicle miles.

Performance Measure: statistical representation of how well an activity, task, or function is being performed. Usually computed from operating statistics by relating a measure of service output or utilization to a measure of service input or cost.

Potential TD Population: (formerly referred to as TD Category I) includes persons with disabilities, senior citizens, low income persons, and high risk or at risk children. These persons are eligible to receive certain governmental and social service agency subsidies for program-related trips.

Program Trip: a passenger trip supplied or sponsored by a human service agency for the purpose of transporting clients to and from a program of that agency (e.g., sheltered workshops, congregate dining, and job training).

Public Transit: means the transporting of people by conveyances or systems of conveyances traveling on land or water, local or regional in nature, and available for use by the public. Public transit systems may be governmental or privately owned. Public transit specifically includes those forms of transportation commonly known as paratransit.

Purchased Transportation: transportation services provided for an entity by a public or private transportation provider based on a written contract.

Request for Proposals (RFP): a competitive procurement process.

Request for Qualifications (RFQ): a competitive procurement process.

Reserve Fund: transportation disadvantaged trust fund monies set aside each budget year to insure adequate cash is available for incoming reimbursement requests when estimated revenues do not materialize.

Revenue Hours: total vehicle hours used in providing passenger transportation, excluding deadhead time.

Revenue Miles: the total number of paratransit service miles driven while TD passengers are riding on the vehicles. This figure should be calculated from first passenger pick-up until the last passenger drop-off, excluding any breaks in actual passenger transport. For example: if 10 passengers rode 10 miles together, there would be 10 revenue miles.

Ridesharing: the sharing of a vehicle by clients of two or more agencies, thus allowing for greater cost efficiency and improved vehicle utilization.

Roadcall: any in-service interruptions caused by failure of some functionally necessary element of the vehicle, whether the rider is transferred or not. Roadcalls exclude accidents.

Rule 41-2, F.A.C.: the rule adopted by the Commission for the Transportation Disadvantaged to implement provisions established in Chapter 427, F.S.

Scheduler: a person who prepares an operating schedule for vehicles on the basis of passenger demand, level of service, and other operating elements such as travel times or equipment availability.

Shuttle: a transit service that operates on a short route, or in a small geographical area, often as an extension to the service of a longer route.

Sole Source: (also referred to as Sole Provider) network type in which the CTC provides all of the transportation disadvantaged services.

Sponsored Trip: a passenger trip that is subsidized in part or in whole by a local, state, or federal government funding source (not including monies provided by the TD Trust Fund).

Standard: something established by authority, custom, or general consent as a model or example.

Stretcher Service: a form of non-emergency paratransit service whereby the rider is transported on a stretcher, litter, gurney, or other device that does not meet the dimensions of a wheelchair as defined in the Americans with Disabilities Act.

Subscription Service: a regular and recurring service in which schedules are prearranged, to meet the travel needs of riders who sign up for the service in advance. The service is characterized by the fact that the same passengers are picked up at the same location and time and are transported to the same location, and then returned to the point of origin in the same manner.

System Safety Program Plan (SSPP): a documented organized approach and guide to accomplishing a system safety program set forth in Florida Rule 14-90.

Total Fleet: this includes all revenue vehicles held at the end of the fiscal year, including those in storage, emergency contingency, awaiting sale, etc.

Total Quality Management (TQM): a management philosophy utilizing measurable goals and objectives to achieve quality management practices.

Transportation Alternative: those specific transportation services that are approved by rule to be acceptable transportation alternatives, and defined in s. 427.018, F. S.

Transportation Disadvantaged (TD): those persons, including children as defined in s. 411.202 F.S., who because of physical or mental disability, income status, or inability to drive due to age or disability are unable to transport themselves or to purchase transportation and have no other form of transportation available. These persons are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, or medically necessary or life-sustaining activities.

Transportation Disadvantaged Funds: local government, state, or available federal funds that are for the transportation of the transportation disadvantaged. Such funds may include, but are not limited to, funds for planning, Medicaid transportation, administration, operation, procurement, and maintenance of vehicles or equipment and capital investments. Transportation disadvantaged funds do not include funds for the transportation of children to public schools.

Transportation Disadvantaged Population: (formerly referred to as TD Category II) persons, including children, who, because of disability, income status, or inability to drive due to age or disability are unable to transport themselves.

Transportation Disadvantaged Service Plan (TDSP): a five-year implementation plan, with annual updates developed by the CTC and the planning agency which contains the provisions of service delivery in the coordinated transportation system. The plan shall be reviewed and recommended by the local Coordinating Board.

Transportation Disadvantaged Trust Fund: a fund administered by the Commission for the Transportation Disadvantaged in which all fees collected for the transportation disadvantaged program shall be deposited. The funds deposited will be appropriated by the legislature to the Commission to carry out the Commission's responsibilities. Funds that are deposited may be used to subsidize a portion of a transportation disadvantaged persons transportation costs which are not sponsored by an agency.

Transportation Network Carrier (TNC): is a company which hires people to give rides to others in their own personal cars for a fee, or fare.

Transportation Operator: a public, private for profit, or private non-profit entity engaged by the community transportation coordinator to provide service to the transportation disadvantaged pursuant to an approved coordinated transportation system transportation disadvantaged service plan.

Transportation Operator Contract: the Commission's standard coordination/operator contract between the community transportation coordinator and the transportation operator that outlines the terms and conditions for any services to be performed.

Trend Analysis: a common technique used to analyze the performance of an organization over a period of time.

Trip Priorities: methods for restricting or rationing trips.

Trip Sheet: a record kept of specific information required by ordinance, rule or operating procedure for a period of time worked by the driver of a public passenger vehicle in demand-response service. Also known as a driver log.

U.S. Department of Health and Human Services (USDHHS): a federal agency regulating health and human services.

U.S. Department of Transportation (USDOT): a federal agency regulating the transportation field.

Unduplicated Passenger Head Count (UPHC): the actual number of people that were provided paratransit transportation services, not including personal care attendants, non-paying escorts, or persons provided fixed schedule/fixed route service.

Unmet Trip Requests/Unmet Need: the number of trips desired but not provided because of insufficient service supply, most commonly due to lack of adequate funding.

Urbanized Area: a city (or twin cities) that has a population of 50,000 or more (central city) and surrounding incorporated

and unincorporated areas that meet certain criteria of population size of density.

Van Pool: a prearranged ride-sharing service in which a number of people travel together on a regular basis in a van. Van pools are commonly a company-sponsored van that has a regular volunteer driver.

Vehicle Inventory: an inventory of vehicles used by the CTC, transportation operators, and coordination contractors for the provision of transportation disadvantaged services.

Vehicle Miles: the total distance traveled by revenue vehicles, including both revenue miles and deadhead miles.

Vehicle Miles per Vehicle: a performance measure used to evaluate resource utilization and rate of vehicle depreciation, calculated by dividing the number of vehicle miles by the total number of vehicles.

Vehicles: number of vehicles owned by the transit agency that are available for use in providing services.

Volunteers: individuals who do selected tasks for the community transportation coordinator or its contracted operator, for little or no compensation.

Will-Calls: trips that are requested on a demand response basis, usually for a return trip. The transportation provider generally knows to expect a request for a will-call trip, but cannot schedule the trip in advance because the provider does not know the exact time a passenger will call to request his/her trip.