SUMTER COUNTY
TRANSPORTATION DISADVANTAGED SERVICE PLAN

MAJOR UPDATE
FY 2018/19 – FY 2022/23

ADOPTED
DECEMBER 4, 2018
AMENDED DECEMBER 2, 2019
AMENDED JUNE 8, 2020
AMENDED JUNE 11, 2021
AMENDED June 6, 2022

Prepared for:

Lake~Sumter Metropolitan Planning Organization

In Coordination with:

Sumter County Transportation Disadvantaged Coordinating Board
and
Sumter County Transit

Prepared by:

The University of South Florida Center for Urban Transportation Research

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Local Coordinating Board Membership Certification

Name: <u>Lake~Sumter Metropolitan Planning Organization</u>

Address: <u>1300 Citizens Blvd, Suite 175, Leesburg, FL 34748</u>

The Metropolitan Planning Organization/Designated Official Planning Agency named above hereby certifies to the following:

1. The Membership of the Local Coordinating Board, established pursuant to Rule 41-2012(3), Florida Administrative Code (F.A.C.), does in fact represent the appropriate parties as identified in the following list; and
2. The membership represents, to the maximum extent feasible, a cross section of the local community.

Signature: _____   Date: _____

REPRESENTATION	MEMBER	ALTERNATE
Chairman, Lake~ Sumter MPO	Comm. Craig Estep	N/A
Vice-Chair, Medical Community	Thomas Chase	Nathan Overstreet
Citizen Advocate	Jose Lopez	N/A
Children at Risk Representative	Mat Kline	N/A
Persons over 60, representing Elderly	Nora Hanzez	N/A
Person with a Disability representing Disabled	Vacant	N/A
Public Education	Sally Moss	David Williams
Florida Department of Transportation (FDOT)	Jo Santiago	Carlos Colón
Department of Children and Families	Sheri Peterson	Kimberly Mummey
Department of Elder Affairs	Steve Homan	Melanie Medina
Department of Health Care Administration	Emilio Santiago	Victoria Anderson
Regional Workforce Board	Gustavo Henriquez	Donna Andrews
Veteran Services	Dominick Nati	
Private for Profit Transportation Industry	Barney Johnson	N/A
Vocational Rehabilitation / Department of Education	Jesse Riddle	
Florida Association for Community Action / Economically Disadvantaged	Sandra Woodward	
Citizen Advocate, System User	Bonnie Cowie	N/A
Technical Advisor	Chantel Buck	N/A

Roll Call Vote

Approval of Sumter County's

Transportation Disadvantaged Service Plan Major Update

MEMBER	REPRESENTING	YES	NO	ABSENT
Comm. Craig Estep	Chairman, Lake~ Sumter MPO	X		
Thomas Chase	Vice-Chair, Medical Community	X		
Jose Lopez	Citizen Advocate	X		
Mat Kline	Children at Risk Representative			X
Nora Hanzez	Persons over 60, representing elderly			X
Vacant	Person with a Disability representing Disabled			
Sally Moss	Public Education	X		
Jo Santiago	Florida Department of Transportation (FDOT)	X		
Sheri Peterson	Department of Children and Families			X
Steve Homan	Department of Elder Affairs			X
Emilio Santiago	Department of Health Care Administration			X
Gustavo Henriquez	Regional Workforce Board	X		
Dominick Nati	Veteran Services			X
Barney Johnson	Private for Profit Transportation Industry			X
Jennilyn Green	Vocational Rehabilitation / Dept. of Education			X
Sandra Woodward	Florida Association for Communicy Action / Economically Disadvantaged	X		
Bonnie Cowie	Citizen Advocate, System User			X
Chantel Buck	Technical Advisor	X		

The Transportation Disadvantaged Coordinating Board hereby certifies that an annual evaluation of the Community Transportation Coordinator was conducted consistent with the policies of the Commission for the Transportation Disadvantaged and that all recommendations of that CTC Evaluation have been addressed or incorporated in this Service Plan.

We further certify that the rates contained herein have been thoroughly reviewed, evaluated and approved. This Transportation Disadvantaged Service Plan was reviewed in its entirety and approved by the Board at an official meeting held on June 6, 2022.

_____
Date

_____
Commissioner Craig Estep, TDCB Chair

Approved by the Commission for the Transportation Disadvantaged

_____
Date

_____
David Darm, Executive Director CTD

Development Plan

Introduction to the Service Area

Background of the TD Program

Florida's Transportation Disadvantaged (TD) Program was created in 1979 and re-enacted in 1989. The 1989 act created the Florida Transportation Disadvantaged Commission (currently the Florida Commission for the Transportation Disadvantaged) to enhance local participation in the planning and delivery of coordinated transportation services through the creation of local coordinating boards (LCBs) and Community Transportation Coordinators (CTCs). Local planning organizations assist the Commission and Local Coordinating Boards (LCBs) implement the TD program in designated service areas.

CTCs are business units or local public transportation providers that are responsible for providing or arranging the delivery of transportation services to the TD population. TD are "those persons who because of physical or mental disability, income status, or age are unable to transport themselves or purchase transportation and are, therefore, dependent on others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities or children who are handicapped or high-risk or at-risk as defined in s. 411.202, Florida Statutes." (Chapter 427, Florida Statutes).

The designated CTC may provide all trips as a sole source, or the CTC may provide some trips and subcontract some (partial brokerage). The CTC may also function as a complete brokerage subcontracting all trips to approved operators.

The Commission provides financial support to the CTCs utilizing the Transportation Disadvantaged Trust Fund. Funds are for the purpose of reimbursing the CTC for a portion of the cost of each passenger trip provided to eligible non-sponsored transportation disadvantaged individuals, or for equipment to be utilized in the designated service area.

The Trust Fund is appropriated by the Legislature on an annual basis. The Commission then allocates a portion of the funds to each Florida's CTC utilizing a formula that considers the following:

- Performance - passenger trips and passenger miles
- Need – present of population that are seniors, persons with disabilities or low income
- Equity – equal share to each county

CTC Designation and History

Sumter County first became a transportation provider in 1977 when the County established its Senior Services Program which began with one driver and two vehicles. The program provided transportation for residents 60 years of age and older to congregate meal sites, medical appointments, shopping centers and recreational facilities.

In April 1993, the Florida Commission for the Transportation Disadvantaged (CTD) selected the Board of Sumter County Commissioners (BOCC) to serve as the CTC. In October 1993, the transportation section of the Senior Services Program was transferred into a newly created Transportation Services Department within Sumter County's Division of Public Services for the purpose of administering and operating the County's public transportation system. The system began operating as Sumter County Transit (SCT) under a partial brokerage system until FY 2012 when the County entered into a contract with MTM Transit (formerly known as Ride Right) to provide transportation services. Effective October 1, 2011 SCT became a fully brokered system and continues to operate under a contract with MTM Transit.

The Lake~Sumter MPO became the Designated Official Planning Agency (DOPA) for Sumter County in 2008. In that role, the MPO is responsible for recommending a CTC for Sumter County to the CTD. At its March 14, 2017 meeting, the CTD approved the MPO's recommendation to designate the BOCC to serve as the CTC through June 30, 2023.

Organizational Chart

Figure 1 below displays the organizational structure of entities involved in the delivery of TD services in Sumter County.
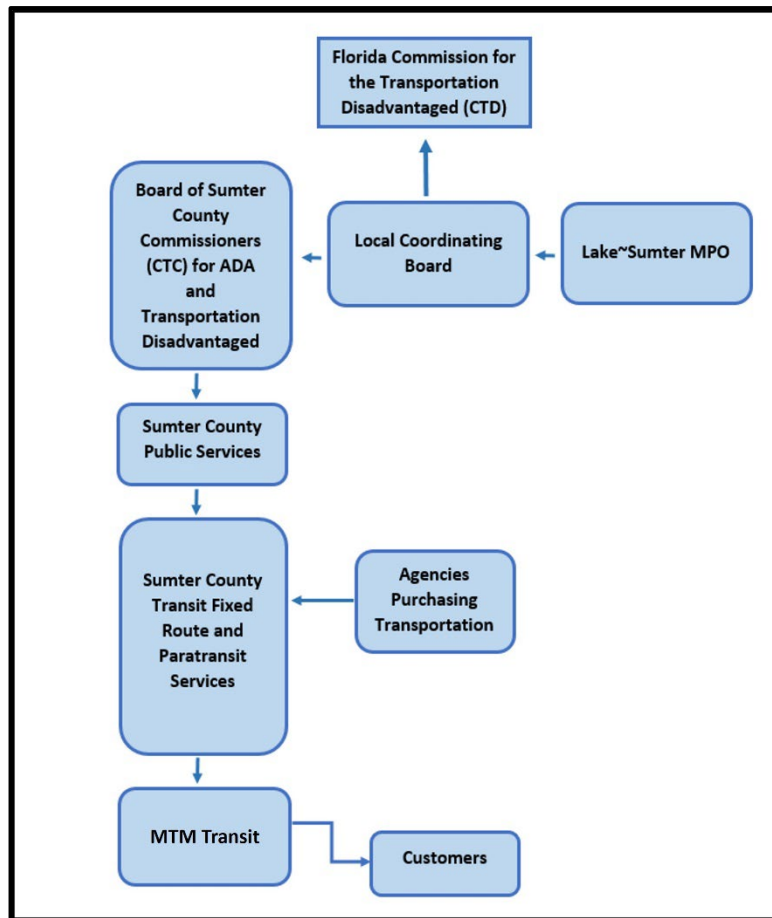
Figure 1. Organization Chart for TD Service Delivery

Consistency Review of Other Plans

Other plans reviewed during the preparation of this TDSP are listed below along with some examples of language included in the plans that are supportive of TDSP initiatives.

Unified Sumter County/Center Hill/Coleman/Webster Comprehensive Plan 2018 Update

> **Goal 2 Transportation:** Provide for a safe, convenient and efficient multi-modal transportation system coordinated with the future land use map and designed to support all elements of this comprehensive plan.
>
> **Policy 2.2.1 Promote Compact Growth:** The County and Cities shall promote compact growth with a variety of land uses within the Municipal Overlay Areas and Joint Planning Areas around each city as a means to promote walkable communities, support and efficient public transportation system, including transit, and reduce the length of trips to reach destinations.
>
> **Policy 2.2.5 Public Transit:** The County shall maintain a transit system that meets residents' mobility needs in a cost effective and efficient manner.
>
>> a. Coordinate public transit efforts with the cities, adjacent counties, and the LSMPO to create an integrated transit system that will provide greater interconnection between urban areas, workplaces, and marketplaces;
>>
>> b. By 2017, prepare a transit development plan to establish a strong link between the provision of transit services and land use decisions and future growth within the county; and
>>
>> c. Promote land use patterns that support a compact public transit system.
>
> **Policy 2.2.8 Bicycle, Pedestrian, Transit Level of Service:** The County and Cities adopt the following level of service standards for non-automobile modes of transportation (bicycle, pedestrian, and transit). This level of service standards are not regulatory, but provide a basis to monitor congestion and coordinate improvements.
>
>> a. **Bicycle Level of Service Standards.** The County and Cities adopt a LOS "D" for bicycle facilities within the unincorporated areas of the County that are within the Urban Development Area, as shown on the Future Land Use and within the city limits of the City of Center Hill and the City of Webster. Within the unincorporated areas of the county outside of the Urban Development Areas, the County adopts a LOS "F" for bicycle facilities. A description of the level of service characteristics is provided in the data and analysis of this comprehensive plan.
>>
>> b. **Pedestrian Level of Service Standards.** The County and Cities adopt a LOS "D" for pedestrian facilities within the unincorporated areas of the County that are within the Urban Development Area, as shown on the Future Land Use Map and within the

city limits of the City of Center Hill and the City of Webster. Within the unincorporated areas of the county outside of the Urban Development Areas, the County adopts a LOS "F" for pedestrian facilities. A description of the level of service characteristics is provided in the data and analysis of this comprehensive plan

c. **Transit Level of Service Standards.** The County and Cities adopt a LOS "D" for transit within the unincorporated areas of the county that are within the Urban Development Area, as shown on the Future Land Use Map, and within the city limits of the City of Center Hill and City of Webster. Within the unincorporated areas of the county outside of the Urban Development Area, the County adopts a LOS "E" for transit. A description of the level of service characteristics is provided in the data and analysis of this comprehensive plan.

Lake~Sumter MPO 2040 Long Range Transportation Plan

Goal 1 - Investing in Transportation to Support a Prosperous Competitive Regional Economy

Objective - Provide an efficient, interconnected transportation system to advance and support the economic well-being and quality of life of the region.

Objective - Enhance access to jobs

Goal 2 – Provide a Safe and Secure Transportation System for All Users

Objective - Minimize crashes and fatalities for all modes of transportation

Objective - Improve safety for pedestrians and cyclists

Goal 3 - Proactively Manage the Operation of the Regionally Significant Transportation Facilities in the MPO Planning Area for All Users

Objective - Improve transportation options available to residents, business patrons and visitors

Objective - Balance regional capacity needs with human scale accessibility needs (Complete Streets)

Goal 4 – Improve Mobility Options and Connectivity for People and Goods

Objective - Increase modal opportunities and modal enhancements within communities

Goal 5 – Make Transportation Decisions that Support Communities' Visions and Promote Responsible Social, Economic and Environmental Decisions

Objective - Coordinate regional transportation planning efforts and local comprehensive planning efforts

Objective - Ensure Environmental Justice (EJ) is considered in all aspects of MPO planning

Wildwood 2035 Comprehensive Plan

GOAL 1 To provide for a safe, convenient, and efficient transportation system for motorized and non-motorized travel needs for the residents of the City of Wildwood.

OBJECTIVE 1.1 The City shall meet or exceed the Air Quality Standards established by the FDEP.

Policy 1.1.1 The City shall continue to plan for transportation alternatives to gasoline powered automobiles by planning efficient pedestrian and bicycle systems and by evaluating future feasibility for multi-modal systems, including bus and passenger rail transit, and by adapting streets, and parking structures to facilitate the use of alternatively powered vehicles such as electric and hybrid cars.

Policy 1.1.3 The City shall make an effort to promote public awareness about mass transit, car-pooling, bikeways, park-n-ride lots, and other alternative transportation modes as a means to reduce automobile emission pollution.

Policy 1.2.6 The City will work to find opportunities to collaborate on transit and bus routes to better serve citizens and students.

OBJECTIVE 1.3 The City shall target land areas and craft land uses which promote infill and urban renewal to create a vibrant City center of the City of Wildwood within the Central Sub-District.

Policy 1.3.2 General Development Standards. The PD shall incorporate the following principles to guide development in creating walkable, pedestrian friendly neighborhoods and communities: Higher densities and intensities shall be situated along transportation corridors designed to accommodate mass transit

OBJECTIVE 1.8 Develop a sustainable City through actions that reduce the emission of greenhouse gases.

Policy 1.8.2 New development areas shall be developed with neighborhoods that create a sense of place and incorporate the following features: Developed with an orderly transportation network that includes new collector roads and a recreational trail system. c. Provision for facilities to support the development of a public transit system.

OBJECTIVE 1.9 The City shall plan for and promote alternative modes of transportation to provide a safe and efficient multi-modal system and to provide for a possible reduction of individual motor vehicle travel.

> **Policy 1.9.1** All major roadways shall be designed as complete transportation thoroughfares, incorporating bicycle, pedestrian and transit features to achieve a true multi-modal system.

> **Policy 1.9.7** The City shall coordinate with Sumter County and the Lake~Sumter MPO to ensure that transit linkages are provided from the major transportation corridors along routes to land uses generating or attracting heavy traffic such as the Downtown area and within future Mixed Use Centers.

> **Policy 1.9.8** The special needs of transportation disadvantaged person shall be considered in the design of all public transit systems.

> **Policy 1.9.10** The City shall encourage densities along designation transit corridors and within Mixed Use Centers that promote and support public transportation.

OBJECTIVE 1.10 Promote innovative land development applications principles through the use of Planned Developments, Mixed use Developments and Cluster Design

> **Policy 1.10.8** The City shall implement development techniques that reduce the negative environmental impacts of development and redevelopment by: Promoting Citywide water and energy conservation through education, site design, landscaping, and building techniques (i.e. mixed uses, mass transit, solar power, increased tree canopy).

> **Policy 1.10.9** Mixed Use Centers shall require a pedestrian and bicycle friendly environment in which a compact mix of uses with densities and intensities that support transit can demonstrate energy efficiency by discouraging the use of the automobile and reducing vehicle miles traveled.

OBJECTIVE 1.13 The City of Wildwood shall promote transportation choice through construction of well-designed pedestrian, bicycle and transit facilities.

> **Policy 1.13.2** The City of Wildwood shall prioritize street segments with sidewalk gaps. The following criteria shall be used in prioritizing sidewalk gap improvements:
>
> 1. Proximity to public schools.
> 2. Proximity to major public parks or cultural facilities.
> 3. Proximity to high-density residential and commercial areas, or any area exhibiting (or potentially exhibiting) a high volume of walking.

4. Arterial and collector streets.
5. Proximity to transit routes.
6. Proximity to identified redevelopment areas.

GOAL 2 To develop a financially feasible transportation system that meets the needs of the City residents with utilization of all public and private funding sources available.

OBJECTIVE 2.1 The City will continue to identify specific revenue sources to be used in funding traffic system improvements.

Policy 2.1.3 The City shall minimize the impacts of development on constrained and backlogged corridors by placing an emphasis on increasing mobility through strategies that do not involve road expansion. Examples of these strategies include small-scale physical operational improvements, demand management strategies (e.g., ridesharing and vanpooling), the encouragement of alternative modes of travel (e.g., bicycle, transit) and others that are identified in the land development regulations

Transit 2060: Florida's Strategic Plan for Public Transportation

Goal: Make transportation decisions to support and enhance livable communities.

Goal: Provide a safe and secure transportation system for all users.

Goal: Maintain and operate Florida's transportation system proactively.

Goal: Improve mobility and connectivity for people and freight.

Public Participation

The powers and duties of Local Coordinating Boards (Chapter 427.0157 F.S) include the development of local service needs and the provision of information, advice, and direction to the CTC on the coordination of services to be provided to the transportation disadvantaged. The members of each board are appointed by the MPO or designated official planning agency. Each board is required to meet at least quarterly and shall:

1. Review and approve the coordinated community transportation disadvantaged service plan, including the memorandum of agreement, prior to submittal to the commission;
2. Evaluate services provided in meeting the approved plan;
3. In cooperation with the CTC, review and provide recommendations to the commission on funding applications affecting the transportation disadvantaged;
4. Assist the CTC in establishing eligibility guidelines and priorities with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust Fund moneys.
5. Review the coordination strategies of service provision to the transportation disadvantaged in the designated service area;

6. Evaluate multicounty or regional transportation opportunities; and
7. Work cooperatively with local workforce development boards established in Chapter 445 F.S. to provide assistance in the development of innovative transportation services for participants in the welfare transition program.

Membership of the LCB is defined as follows:

- Chairperson who is an elected official from a county served by the LCB;
- Vice-Chairperson elected by the LCB;
- Local representative of the Florida Department of Transportation;
- Local representative of the Florida Department of Children and Family Services;
- Local representative of the Public Education Community which could include, but not be limited to, a representative of the District School Board, School Board Transportation Office, or Headstart Program in areas where the School District is repsponsible;
- Local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education;
- Person recommended by the local Veterans Service Office representing the veterans of the county;
- Person who is recognized by the Florida Association for Community Action (President), representing the economically disadvantaged in the county;
- Person over sixty representing the elderly in the county;
- Person with a disability representing the disabled in the county;
- Two citizen advocate representatives in the county; one who must be a person who uses the transportation service(s) of the system as their primary means of transportation;
- Local representative for children at risk;
- Chairperson or designee of the local mass transit or public transit system's board, except in cases where they are also the CTC;
- Local representative of the Florida Department of Elderly Affairs;
- Experienced representative of the local private for profit transportation industry. In areas where such representative is not available, a local private non-profit representative will be appointed, except where said representative is also the CTC;
- Local representative of the Florida Agency for Health Care Administration;
- Local representative of the Agency for Persons with Disabilities;
- Representative of the Regional Workforce Development Board established in chapter 445, F.S.; and,
- Representative of the local medical community, which may include, but not be limited to, kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, local health department or other home and community based services, etc.

The Local Coordinating Board meets on a quarterly basis virtually and in person at the Lake Sumter MPO office at 1300 Citizens Boulevard, Leesburg, FL 34748 that is an accessible location open to the public. In

addition to the membership, other transportation partners including transportation disadvantaged passengers and human service and community-based organizations are notified of the meetings.

Throughout the year, the MPO provides a variety of opportunities to share information and gain input from the public regarding its projects and initiatives. In accordance with the Lake~Sumter MPO's Public Involvement Plan, on September 11, 2018 a publicly noticed TDCB meeting was held and a workshop format was utilized to solicit input from members and the general public about issues and opportunities to be considered during the development of the TDSP. The TDSP was adopted on December 4, 2018 and has been amended annually to include minor updates. The next major update will take place in FY 2023 and will include updates to all key data.

Service Area Profile/Demographics

Land Use

As shown in Figure 2 below, a large portion of the land use designations in Sumter County are agricultural (blue area) or conservation (green area). In the far northeastern portion of the County, the orange area signifies mixed-use development. Industrial development will occur primarily south of the intersection of US 27 and I-75. Mixed use (lavender) and rural residential (brown) areas are scattered throughout the County.
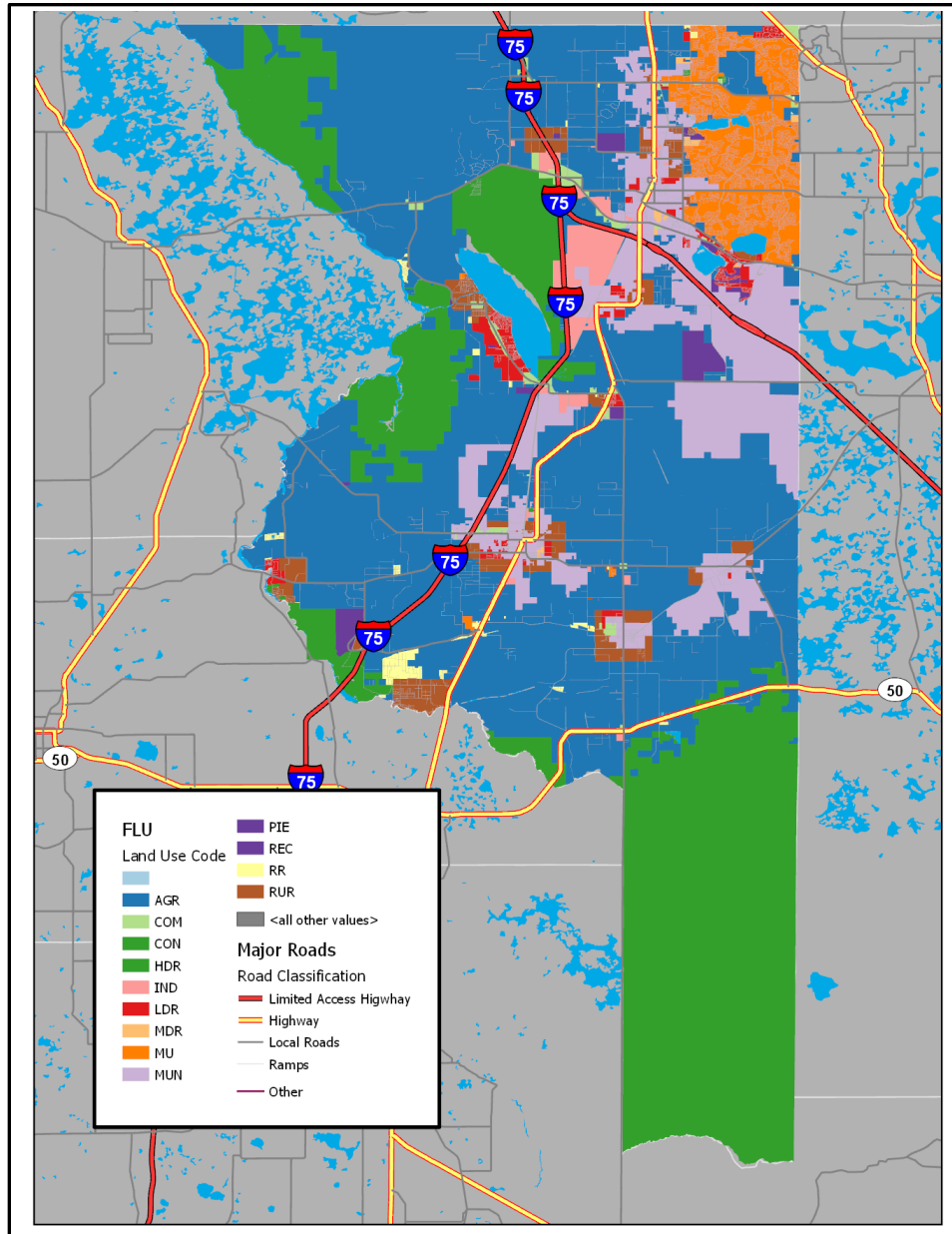
Figure 2. Land Use Designations

Population Composition

Total Population Estimates, Density, Age, Employment, Disability and Travel Characteristics

Table 1 below shows population estimates, growth and density in Sumter County as compared to the State of Florida. Between 2010 and 2016, Sumter County's population growth was estimated at 21.59 percent, which was approximately 16 percent higher than the population growth rate for Florida as a whole. Although a less reliable U.S. Census number due to the smaller sample size, based on the 2017 estimates the County's population growth between 2010 and 2017 was estimated to be 33.98 percent which was approximately 22 percent higher as compared to Florida.

Table 1. Population and Population Density

Area	Population (2010)	Population (2016 ACS 5-year estimate)	Population (2017 estimate)	Population Growth (2010 - 2016)	Population Growth (2010 - 2017 estimate)	Land Area (sq. miles)	Density
Sumter County	93,420	113,589	125,165	21.59%	33.98	579.83	170.8
Florida	18,801,310	19,934,451	20,984,400	5.68	11.61	53,624.76	350.6

Sources: U.S. Census Bureau, 2010 Population Data
U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates
U.S. Census Bureau, QuickFacts 2017 Population Estimates
U.S. Census Bureau, Census of Population and Housing. Land area is based on current information in the TIGER® database, calculated for use with Census 2010.

The population age distribution In Sumter County is significantly different than the state of Florida. There are far fewer younger residents with a major difference in the older population. Sumter County's population is comprised of 53.1 percent of residents 65 years of age and older as compared to 19.1 percent in the State of Florida.

Table 2. Population Age Distribution, 2016

Area	Percentages of Age Cohorts (in Years)				
	0-19	20-34	35-54	55-64	65+
Sumter County	8.6%	8.2%	13.9%	16.2%	53.1%
Florida	22.8%	19.2%	26.0%	13.0%	19.1%

Source: U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates

As shown in Figure 3 below, the Census block groups with the highest concentration of Sumter County residents ages 65 years and older (those individuals most likely to need TD services) are located in the northeastern portion of the County in the area of Wildwood and The Villages®.
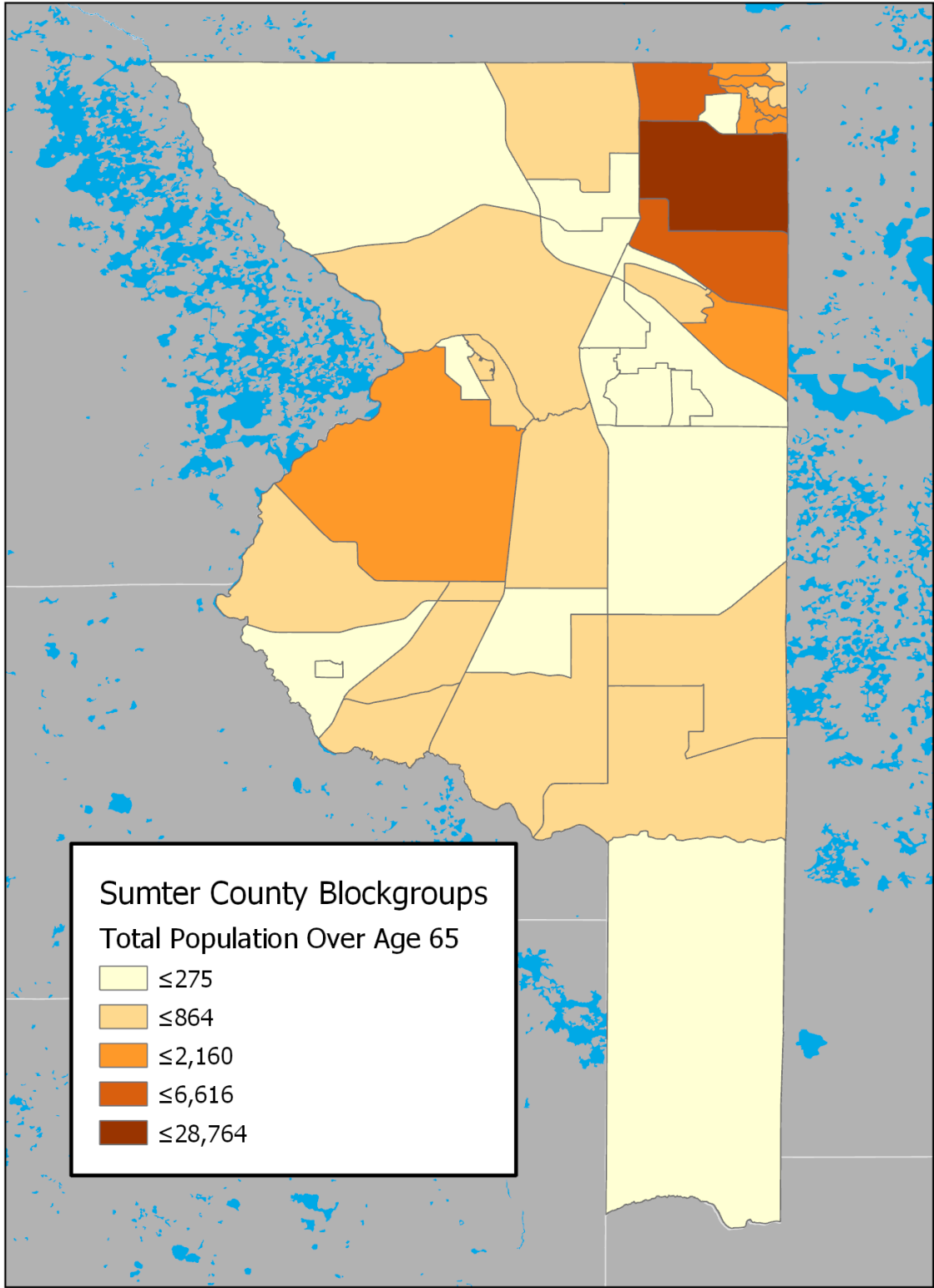
Figure 3. Population 65+ Years of Age

Table 3 displays the annual household income distribution in Sumter County as compared to Florida in 2016. The income of Sumter County residents is slightly lower than the State average in the categories up to an annual household income of $34,999, slightly higher in the $50,000 -$74,999 income level category and identical for households earning $75,000 or more per year.

Table 3. Annual Household Income Distribution, 2016

Annual Household Income						
Sumter County	**$0-$9,999**	**$10,000-$24,999**	**$25,000-$34,999**	**$35,000-$49,999**	**$50,000-$74,999**	**$75,000+**
Population	3,110	6,812	5,380	8,342	10,563	15,203
Percent	6.3%	13.8%	10.9%	16.9%	21.4%	30.8%
Florida						
Population	556,637	1,267,914	838,036	1,102,789	1,350,797	2,277,089
Percent	7.5%	17.1%	11.3%	14.9%	18.3%	30.8%

Population included is 16 years or older.

Source: U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates

Figure 4 below displays the population of individuals living below the poverty level in Sumter County. The highest concentration is located in the far northeastern portion of the County in the Wildwood area.
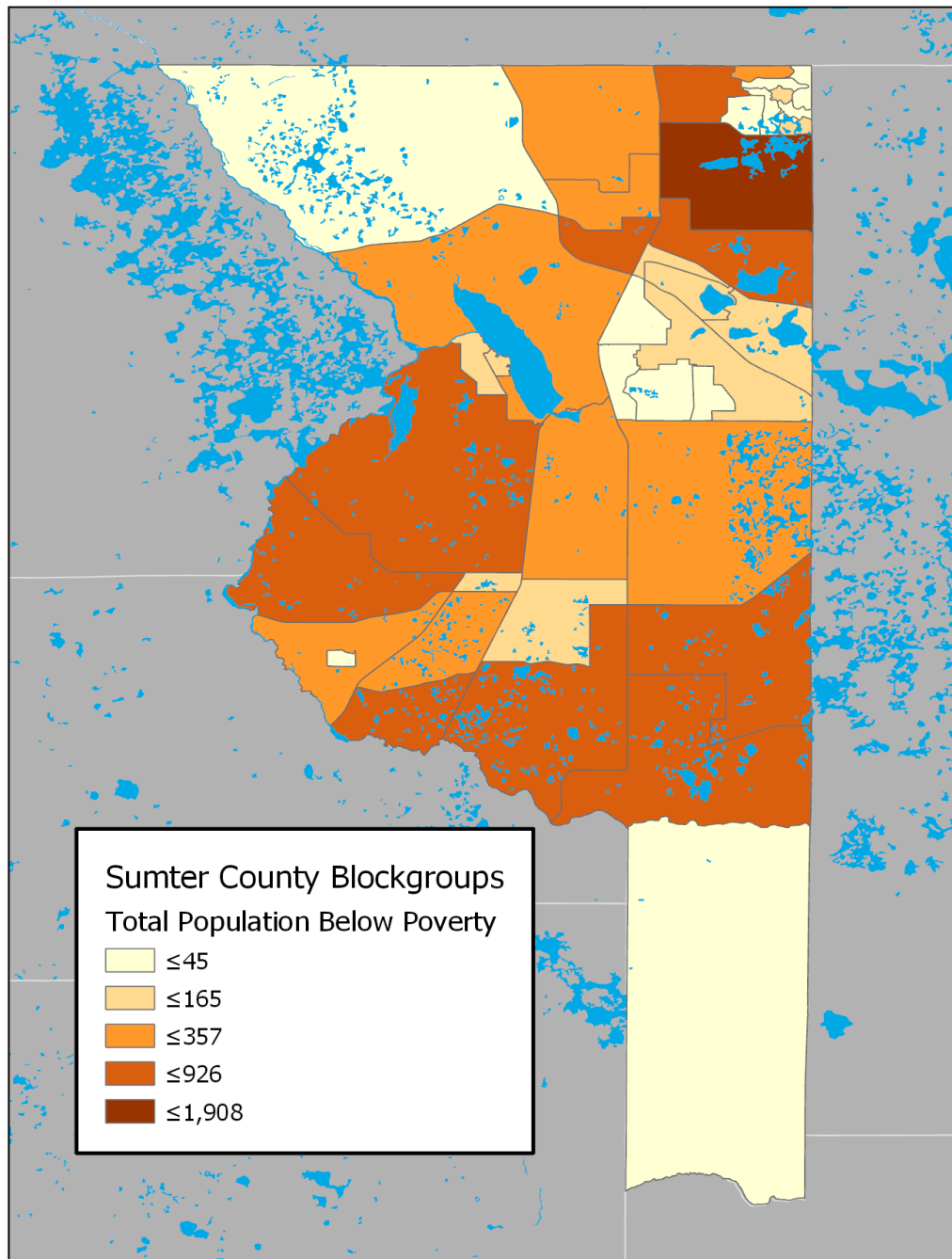
Figure 4. Population Below the Poverty Level

Disability Characteristics

Figure 5 displays the density of residents with a disability residing in each of Sumter County's Census block groups. By far, the highest concentration of residents with a disability are generally located east of US 301 and north of SR 44 in the communities of Wildwood and The Villages®.
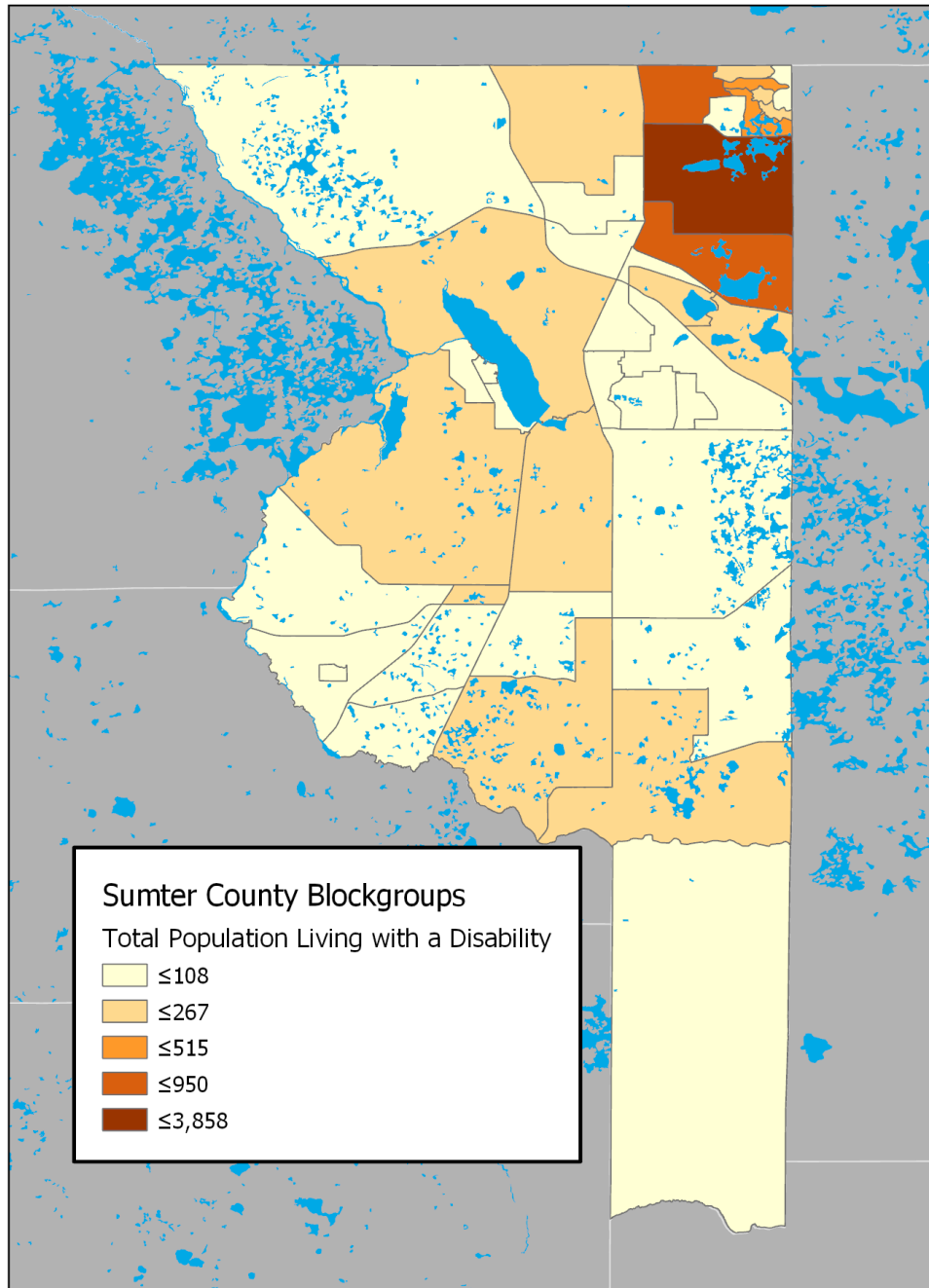
Figure 5. Population with a Disability

Employment Characteristics

At 4.9 percent, the 2018 unemployment rate in Sumter County is 1.5 percent percent higher than the unemployment rate across the State of Florida (3.4 percent).

Table 4. Employment Characteristics for Sumter County, April 2018

Area	Percentage of Labor Force Employed	Percentage of Labor Force Unemployed
Sumter County	95.1%	4.9%
Florida	96.6%	3.4%

Source: Local Area Unemployment Statistics Map, Bureau of Labor Statistics,
U.S. Department of Labor, Employment Figures Released April 2018

Largest Employers

Table 5 displays Sumter County's largest employers. The largest, Coleman Federal Prison, employs 1,204 individuals followed by The Villages® Regional Medical Center with 1,128 employees.

Table 5. Sumter County's Largest Employers

Employer	Total Employees
Coleman Federal Prison	1,204
Villages Regional Medical Center	1,128
Sumter District Schools	815
Publix	800
T&D Family of Companies	660
Winn Dixie	400
Sumter Correctional Institute	500
The Villages® Community	400
Sumter Electric Co-Op	409
Walmart	390

Source: Sumter County Economic Development

Figure 6 below displays the employment characteristics of Sumter County's workforce as it relates to industry sectors. At 20 percent, the trade/transportation/utilities sector is the largest, followed by education and health services (19 percent) and Government (18 percent).
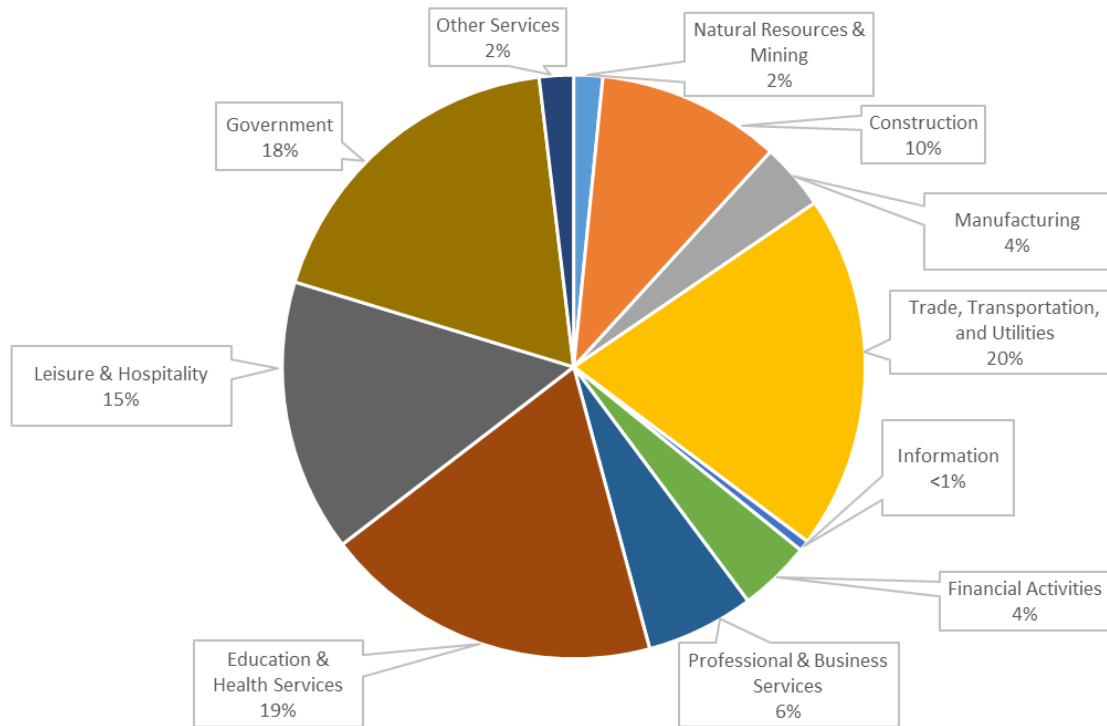
Figure 6. Sumter County Employment by Sector, 2016 Preliminary

Source Florida Legislature, Office of Economic and Demographic Research, May 2018

As shown in Table 6, average wages in Sumter County fall behind average wages in Florida in most industry sectors, however, wages in the natural resources and mining category and other services are above the State average.

Table 6. Average Wages by Major Industry. 2016 Preliminary

Industry Type	Sumter County	Florida
Natural Resources and Mining	$34,749	$31,501
Construction	$41,468	$47,342
Manufacturing	$45,000	$57,824
Trade, Transportation, and Utilities	$33,749	$41,939
Information	$25,135	$77,256
Financial Activities	$53,048	$69,701
Professional and Business Services	$54,486	$56,930
Education and Health Services	$39,854	$48,616
Leisure and Hospitality	$19,250	$24,399
Government	$28,383	$52,022
Other Services	$46,139	$33,996

Source: Florida Legislature, Office of Economic and Demographic Research, May 2018

Housing Classification and Patterns

As previously described, Sumter County experienced significant growth between 2012 and 2016 (approximately 16 percent higher than the statewide average of 5.68 percent). Much of this population growth can be attributed to The Villages®, which is comprised of approximately 32 square miles spanning Sumter, Lake and Marion Counties. According the World Population Review, in 2017 The Villages® had approximately 125,000 residents and over 60,000 homes.

Table 7 below displays Sumter County single-family home sales information between September 2017 and September 2018, which shows that single-family home sales remained relatively constant for the same period. Other indicators (listings, time to contract/sale, and inventory), however, suggest stronger competition for available units.

As the County tries to attract targeted industries such as manufacturing, distribution, and agriculture, one of the biggest challenges it faces is a lack of housing. Affordable housing (typically multi-unit construction) is needed to draw new businesses as well as to serve existing employees who must often travel from neighboring counties where housing is more plentiful.

A recent market analysis prepared for the County showed great potential for multi-family housing. The study found that 3,000 new housing units are needed to support migration to Sumter County and half of the demand could be met by multi-family housing.

To address this problem, Sumter County recently approved a comprehensive plan amendment allowing 24 housing units per acre. Under the plan amendment, high-density developments are restricted to urban areas where water and sewer services are available. They must have access to a major road and must be within a half mile of a state or federal highway.

The high-density residential land-use designation is intended to create more workforce housing opportunities for service and retail sector employees needed to support a healthy economy. Since multifamily housing has been one of the most profitable real estate sectors since the recession, the comprehensive plan amendment is expected to generate significant interest from developers.

Table 7. Single Family Home Sales 2017 - 2018

FloridaRealtors®
The Voice for Real Estate® in Florida

Summary Statistics	September 2018	September 2017	Percent Change Year-over-Year
Closed Sales	76	77	-1.3%
Paid in Cash	45	27	66.7%
Median Sale Price	$230,000	$231,000	-0.4%
Average Sale Price	$291,419	$283,917	2.6%
Dollar Volume	$22.1 Million	$21.9 Million	1.3%
Median Percent of Original List Price Received	96.3%	96.0%	0.3%
Median Time to Contract	32 Days	54 Days	-40.7%
Median Time to Sale	83 Days	104 Days	-20.2%
New Pending Sales	92	77	19.5%
New Listings	112	108	3.7%
Pending Inventory	134	140	-4.3%
Inventory (Active Listings)	298	394	-24.4%
Months Supply of Inventory	3.1	4.6	-32.6%

Source: Florida Association of Realtors, October 2018

Educational Profile

Sumter County is served by one public college (Lake-Sumter State College) which has a campus located in Sumterville.

Table 8. Sumter County Colleges

Institution	Location
Lake-Sumter State College	Sumterville

Table 9 below displays the educational attainment of Sumter County residents. Sumter County is similar to the State as a whole in all categories. Although small, the biggest difference (2.6 percent) shows that

12.6 percent of County residents hold a graduate or professional degree as compared to the statewide average of 10 percent.

Table 9. Educational Attainment

	Sumter County	Florida
Less than 9th Grade	2.8	5.2
Some High School, No Diploma	6.7	7.6
High School or Equivalent	30.4	29.2
Some College, No Degree	22.5	20.6
Associate's Degree	7.8	9.6
Bachelor's Degree	17.2	17.8
Graduate or Professional Degree	12.6	10.0

Population of 25 years or older
Source: U.S. Census Bureau, 2012-2016
American Community Survey 5-Year Estimates

Automobile Ownership and Travel Characteristics

According to the Census Bureau's 5-year estimates, 1,705 households in Sumter County do not own a vehicle while 47,657 percent have one or more vehicles available in the household. This is 3.4 percent higher than the statewide average household vehicle ownership of 93.1 percent as shown in Table 10 below.

Table 10. Vehicle Availability Distribution, 2016

Household Vehicle Availability				
Area	None	Percent of Total	One or More	Percent of Total
Sumter County	1,705	3.5%	47,657	96.5%
Florida	511,316	6.9%	6,881,946	93.1%

Source: U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates

The commute time for Sumter County residents is generally shorter than the commute time for workers across the State, with the one exception. Residents who commute 60 or more minutes per day (7.9 percent) is slightly higher than the statewide average of 7.5 percent.

Table 11. Travel Time to Work

Area	<10 min	10-19 min	20-29 min	30-44 min	45-59 min	60+ min
Sumter County	14.4%	36.3%	16.6%	17.2%	7.5%	7.9%
Florida	9.3%	27.8%	23.0%	23.9%	8.6%	7.5%

Source: U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates

Travel Mode

Table 12 displays the travel mode utilized by Sumter County commuters. As compared to the State of Florida, fewer residents utilize public transportation for work trips at .5 percent versus 2.1 percent respectively.

Table 12. Mode of Travel to Work Distribution

Area	Drive Alone	Carpool/Vanpool	Public Transportation	Walk	Other Means	Work at Home
Sumter County						
Population	16,825	1,332	101	191	1,688	1,978
Percent	76.1%	6.0%	0.5%	0.9%	7.6%	8.9%
Florida						
Population	6,874,620	806,897	182,328	127,822	191,437	466,696
Percent	79.5%	9.3%	2.1%	1.5%	2.2%	5.4%

Source: U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates

Inter-County Commuter Flows

As shown in Table 13 below, for the period 2009-2013 the highest number of inter-county commute trips occurred between Sumter and Marion Counties. Although there were significant percentage increases and decreases in trips to and from other counties from the previous period analyzed (2006-2010), as compared to the total number of commuters, the changes were relatively small.

Table 13. Inter-County Commuter Flows

Commuter Flow 2006-2010			Commuter Flow 2009-2013			3 Year % Change
From	To	Total	From	To	Total	
Sumter County	Sumter County	12,364	Sumter County	Sumter County	12,743	3.0%
Sumter County	Polk County	101	Sumter County	Polk County	127	20.5%
Sumter County	Pasco County	538	Sumter County	Pasco County	275	-95.6%
Sumter County	Hernando	395	Sumter County	Hernando	208	-89.9%
Sumter County	Citrus County	243	Sumter County	Citrus County	256	5.1%
Sumter County	Marion County	1,429	Sumter County	Marion County	976	-46.4%
Sumter County	Lake County	4,273	Sumter County	Lake County	3,880	-10.1%
From	To	Total	From	To	Total	
Sumter County	Sumter County	12,364	Sumter County	Sumter County	67,311	81.6%
Polk County	Sumter County	81	Sumter County	Polk County	3,880	97.9%
Pasco County	Sumter County	593	Sumter County	Pasco County	4,955	88.0%
Hernando	Sumter County	872	Sumter County	Hernando	5,896	85.2%
Citrus County	Sumter County	810	Sumter County	Citrus County	1,576	48.6%
Marion County	Sumter County	4,033	Sumter County	Marion County	951	-324.1%
Lake County	Sumter County	3,780	Sumter County	Lake County	957	-295.0%

Major Trip Generators/Attractors

In addition to Sumter County's popular employment and educational trip generators previously described, popular SCT destinations within Sumter County include:

- Langley Health Services (Sumterville)
- Bushnell Family Practice

Popular out of county destinations for medical trips are:

- Villages Regional Medical Center
- Malcom Randall Veterans Administration Hospital (Gainesville)
- Shands Hospital (Gainesville)
- Leesburg

Historical Tradition

Sumter County was established by the Florida Legislature on January 8, 1853. Named for Revolutionary War hero Gen. Thomas Sumter, the County was originally part of Marion County. The area had been settled for several decades by the time the Legislature chartered it as the states 29th county.

In 1860, the county's first census showed a population of 1,429. Early inhabitants were farmers and citrus growers. In the Secession Convention of 1861, Sumter County Representative David G. Leigh voted to leave the union.

After the state Legislature took a portion of Sumter and Orange counties to form Lake County, an election in 1881 established Sumterville as the new county seat.

By 1886, there were more than 100 orange growers in the County. The freeze of 1894-95 practically destroyed the citrus industry. Many of the farmers converted to cattle ranching. The success of that new industry brought more people to the county, and its population nearly doubled within ten years. The cattle industry became the most important industry rivaled only by the vegetable industry.

Central Beef Industries located in Center Hill, is responsible for approximately 98 percent of the beef processed in the State of Florida–about 800 head per day. Supplying this growing demand is accomplished in part by the Webster Cattle Market, the largest cattle auction house in the Southeastern US, generating over $63 million in sales per year.

Although Sumter County has long been extremely rural, in recent years Sumter County has sustained an exceptionally large increase in population almost solely due to the expansion of The Villages® retirement complex that has dramatically changed the demographics of the county and has brought in significant income.

Government and Institutional Descriptions

The Board of Sumter County Commissioners is the legislative and governing body of the County. There are five single member District Commissioners, each elected from one of five geographic areas of the County. The Commissioners are elected at large and serve four-year terms.

As shown in Table 14 below, there are five cities in Sumter County and two Census Designated Places (CDPs). The City of Wildwood is the most populated city (5.96 percent of the County's total population) followed by the City of Bushnell at 2.66 percent. In 2016, the majority of the County's population resided in The Villages® (61.15 percent), Lake Panasoffkee (2.97 percent) or in the unincorporated areas of the County (25.13 percent).

Table 14. Annual Household Income Distribution

Jurisdiction	Population	Percent
City of Bushnell	3,016	2.66%
City of Center Hill	1,051	0.93%
City of Coleman	508	0.45%
City of Webster	862	0.76%
City of Wildwood	6,776	5.96%
Lake Panasoffkee CDP	3,376	2.97%
The Villages® CDP	69,457	61.15%
Sumter County	28,543	25.13%
TOTAL	**113,589**	**100.0%**

*CDP – Census Designated Place
Source: U.S. Census Bureau,
2012-2016 American Community Survey 5-Year Estimates

Figure 7 below displays Sumter County's city boundaries, the unincorporated areas of the County, and the County's two CDPs.
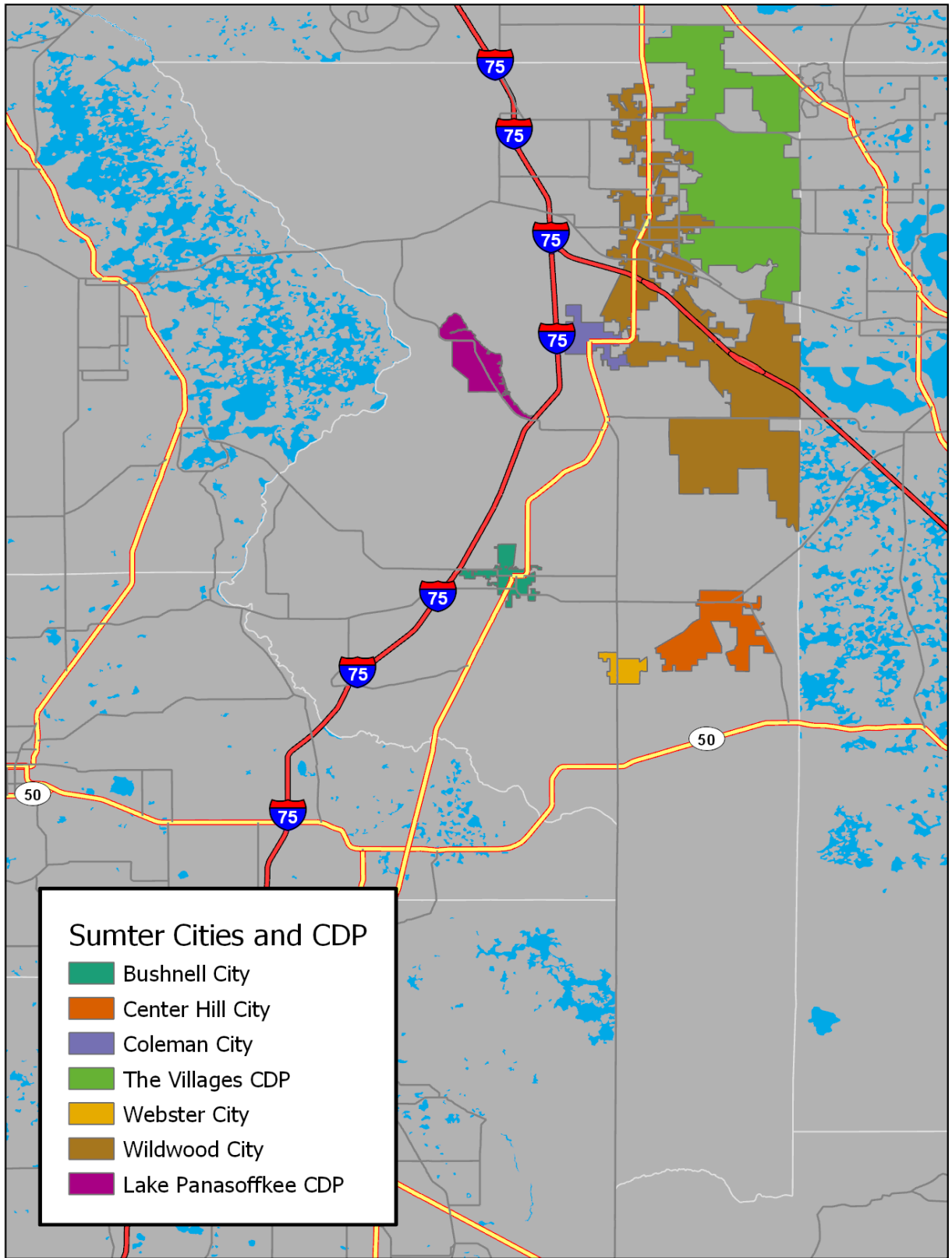
Figure 7. Sumter County Cities and Census Designated Place

Inventory of Available Services

Sumter County Transit offers service Monday, Wednesday, and Friday on two deviated fixed routes as shown in Figures 8 and 9 below. The shuttles- provide transportation along two designated routes but can deviate off the route (up to 3/4 mile) to pick up or drop off. Reservations are required for all deviations. A bus on a shuttle route can be flagged down anywhere on the route just by waving your hand.

Public Transportation

One-Way Fare: $.50 ($.25 for senior citizens); $1.00 to deviate up to ¼ mile off the route ($.50 for senior citizens). Reservation required for deviations.

Orange Shuttle

Monday / Wednesday / Friday

Please call 352-568-6683 if you require a deviation.

	Morning	Afternoon
Center Hill		
AA Discount Convenience Store	7:45 am	12:00 pm
Webster		
Webster Apartments I & II	8:00 am	12:15 pm
Beulah Baptist Church	8:15 am	12:25 pm
Bushnell		
Bushnell Health Department	8:22 am	12:35 pm
Bushnell Family Practice / Dollar General	8:30 am	12:45 pm
Walmart	8:40 am	12:55 pm
Bushnell Garden Apts	8:55 am	1:00 pm
Bushnell Plaza	9:00 am	1:05 pm
Misty Woods Apts	9:05 am	1:10 pm
Winn Dixie	9:15 am	1:15 pm
Sumterville		
Langley Health Services	9:35 am	1:40 pm
LSCC / Library	9:45 am	1:45 pm
Bushnell		
Winn Dixie	10:00 am	2:00 pm
Misty Woods Apts	10:05 am	2:05 pm
Bushnell Plaza	10:10 am	2:10 pm
Bushnell Garden Apts	10:15 am	2:15 pm
Walmart	10:30 am	2:30 pm
Bushnell Family Practice / Dollar General	10:40 am	2:40 pm
Webster		
Beulah Baptist Church	11:00 am	3:00 pm
Webster Apartments I & II	11:10 am	3:15 pm
Center Hill		
AA Discount Convenience Store	11:20 am	3:30 pm

Figure 8. Orange Shuttle

Wildwood Circulator Schedule

Monday / Wednesday / Friday

Please call 352-568-6683 if you require a deviation.

Morning Stops	
Parkwood	8:45 AM
Wildwood Commons	8:55 AM
Wildwood Terrace Apartments	9:00 AM
Save-A-Lot	9:05 AM
Villages Sumter County Service Center	9:10 AM
Winn Dixie (Pinellas Plaza)	9:15 AM
Publix (Grand Traverse Plaza)	9:20 AM
Langley Health Services	9:40 AM
Lake-Sumter Community College (Orange Shuttle Connection)	9:45 AM
Villages Sumter County Service Center	10:10 AM
Winn Dixie (Pinellas Plaza)	10:15 AM
Publix (Grand Traverse Plaza)	10:20 AM
Parkwood	10:25 AM
Save-A-Lot	10:30 AM
Wildwood Terrace Apartments	10:35 AM
Wildwood Commons	10:40 AM
Moreland Park	10:48 AM
Walmart	11:00 AM
Publix (Southern Trace Plaza)	11:10 AM

Afternoon Stops	
Publix (Southern Trace Plaza)	12:20 PM
Walmart	12:30 PM
Moreland Park	12:42 PM
Wildwood Commons	12:50 PM
Wildwood Terrace Apartments	12:55 PM
Save-A-Lot	1:00 PM
Parkwood	1:05 PM
Villages Sumter County Service Center	1:12 PM
Winn Dixie (Pinellas Plaza)	1:15 PM
Publix (Grand Traverse Plaza)	1:20 PM
Langley Health Services	1:40 PM
Lake-Sumter Community College (Orange Shuttle Connections)	1:45 PM
Publix (Grand Traverse Plaza)	2:10 PM
Winn Dixie (Pinellas Plaza)	2:15 PM
Villages Sumter County Service Center	2:20 PM
Save-A-Lot	2:25 PM
Wildwood Terrace Apartments	2:30 PM
Wildwood Commons	2:35 PM
Parkwood	2:45 PM

Figure 9. Wildwood Circulator

In addition to the deviated fixed routes, Sumter County Transit also operates Transportation Disadvantaged (TD) services (as described later in the Service Plan section of this report).

CTD Trend Analysis

A trend analysis was completed to compare the performance of Sumter County's paratransit services for FY 2013 through FY 2017. Table 15 shows the performance indicators and measures for each of the five fiscal years. This trend analysis represents a combined set of statistics for all Transportation Disadvantaged (TD) transportation services coordinated through the CTC including TD and paratransit. The source for each of these data sets are the Annual Operating Reports (AOR) released by the Commission for Transportation Disadvantaged. The Annual Operating Reports are based upon locally reported data. Appendix A contains the most recent AOR (2021) for reference.

Table 15. Sumter County CTC Trend Analysis

Source: Florida Commission for the Transportation Disadvantaged: Annual Performance Reports, 2013 – 2017

Measure	2013	2014	2015	2016	2017
Total Passenger Trips	93,522	83,015	78,275	78,289	77,747
Total Vehicles	36	39	32	32	32
Total Vehicle Miles	917,137	851,996	609,530	571,187	532,769
Total Revenue Miles	635,777	692,849	504,775	450,538	437,345
Vehicle Miles Per Trip	9.11	9.26	7.79	7.30	6.94
Cost Per Paratransit Trip	$22.21	$22.03	$19.88	$19.30	$17.51
Cost Per Total Mile	$2.44	$2.38	$2.55	$2.65	$2.55
Accidents Per 100,000 Veh. Miles	1.41	0.52	0.82	0.18	0.19
Vehicle Miles Between Roadcalls	25,250	31,993	46,887	95,198	88,795

Sumter County experienced a downward trend from 2013 to 2017 in total passenger trips, total vehicles, total vehicle miles, and total revenue miles. However, efficiency measures per trip remained relatively stable over the five-year period. Accidents per 100,000 vehicle miles and vehicle miles between road calls improved dramatically over the five-year trend period, especially in 2016 and 2017 when the system recorded only 0.18 and 0.19 accidents per 100,000 vehicle miles respectively. Figures 10 through Figure 18 display Sumter County's five-year trend for each of the performance measures shown in Table 15 above.
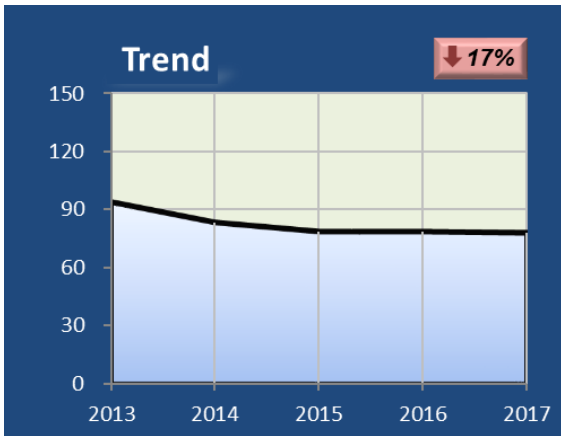
Figure 10. Passenger Trips (000's)
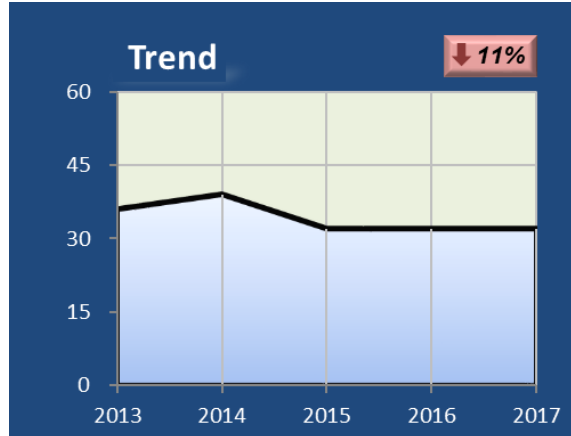
Figure 11. Total Vehicles
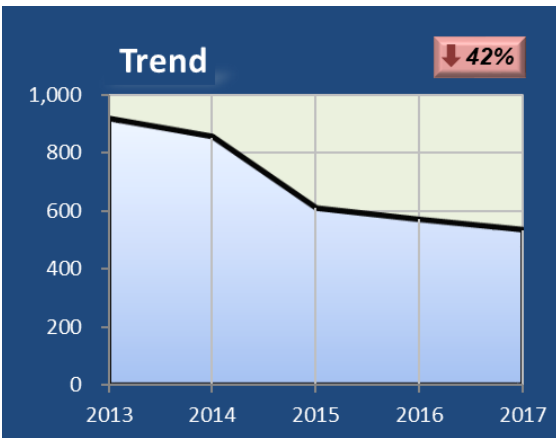
Figure 12. Total Vehicle Miles (000's)
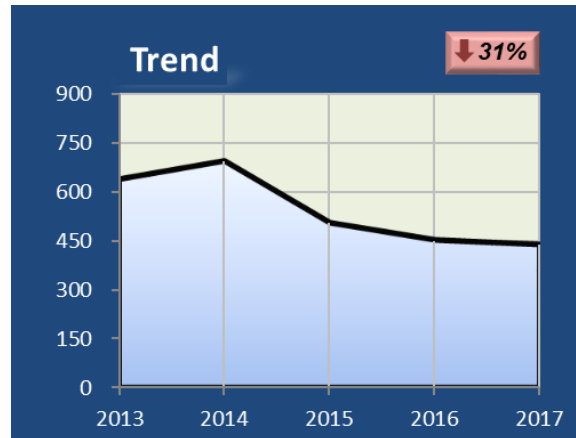
Figure 13. Total Revenue Miles (000's)
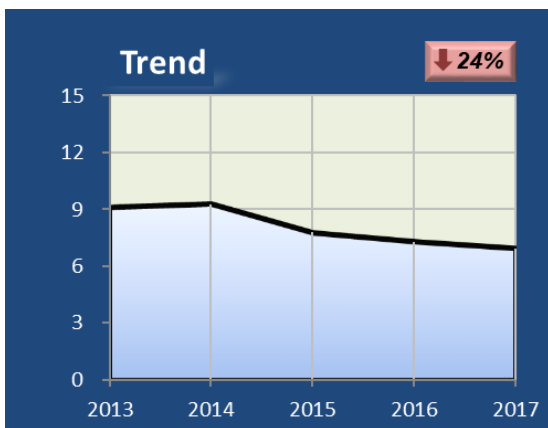
Figure 14. Vehicle Miles per Trip
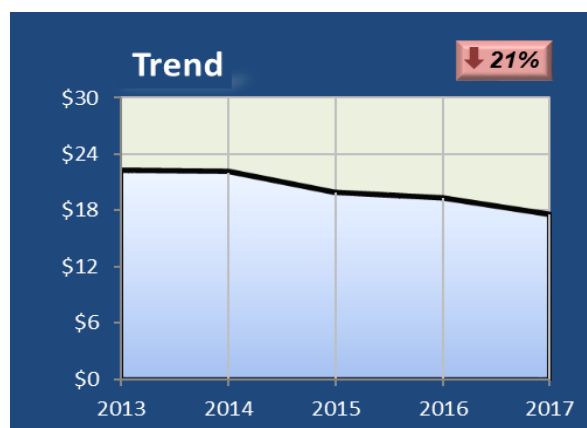
Figure 15. Cost per Paratransit Trip
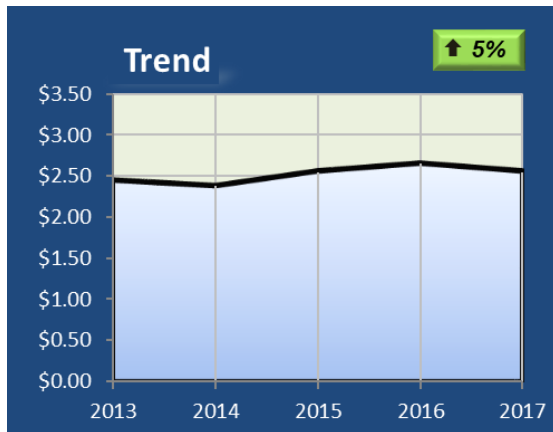
Figure 16. Cost per Total Mile
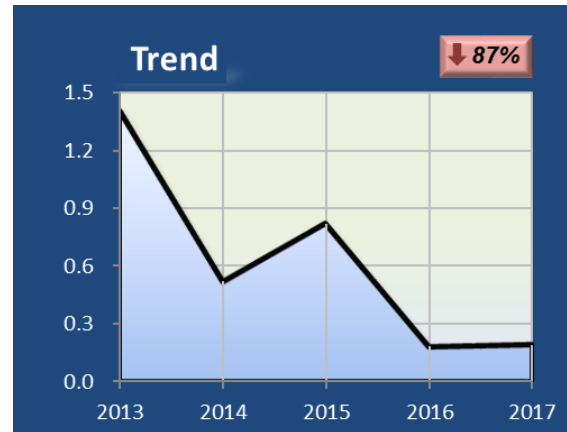
Figure 17. Accidents per 100,000 Veh. Miles

Figure 18. Vehicle Miles Between Roadcalls

CTC Peer Review Analysis

In this section, demographic characteristics of Sumter County were compared to those of peer CTCs in Florida. In addition to a comparison of demographic characteristics, the review compared performance measures within the Transportation Disadvantaged program. Sumter County was compared to its CTC peers, which were selected based on its similarity with peers in the following four categories:

- System size (measured in terms of annual TD ridership and number of TD passengers served)
- Operating environment (rural service area designation)
- Organization type (county government or private non-profit)
- Network type (partial brokerage, complete brokerage, or sole source)

The five counties that were selected for the Sumter County CTC peer review include Citrus, Clay, Flagler, Lake, and Putnum Counties. Although these CTCs are not identical to Sumter County, they generally share similar demographic and systemic characteristics, as shown in Table 16. All five CTCs operate in rural service areas.

Table 16. Peer CTC Characteristics

Characteristics	Sumter	Citrus	Clay	Flagler	Lake	Putnum
Total Trips	77,457	220,434	143,424	110,453	163,516	130,947
No. of TD Passengers Served	1,678	10,533	3,155	8,437	1,713	2,216
Service Area Designation	Rural	Rural	Rural	Rural	Rural	Rural
Organization Type	County	County	Private Non-Profit	County	County	Private Non-Profit
Network Type	Complete Brokerage	Partial Brokerage	Sole Source	Sole Source	Complete Brokerage	Sole Source

Source: Florida Commission for the Transportation Disadvantaged: Annual Performance Reports, 2013 – 2017

Peer Comparison: Demographics

Table 17 contains information for each of the five peer counties on total population, potential TD population, population density, median age, percentage of individuals below the poverty level, median household income, and percentage of households with no access to a vehicle. Table 18 shows that Sumter County is above the peer group mean in median age and median household income. Sumter County is below the average in total county population, potential TD population, population density, individuals below the poverty level and percent of households with no vehicle. Overall, Sumter County is older and more affluent as compared to its peers, and has a smaller population.

Table 17. Demographic Comparison of Peer CTCs

Measure	Citrus	Lake	Flagler	Clay	Putnum
Total County Population	140,453	317,586	102,917	200,346	74,364
Potential TD Population	105,278	142,145	33,259	69,471	48,000
Population Density (pop/sq. mile)	241.33	338.58	212.2	331.7	89.92
Median Age	55.7	46.7	50.1	39.4	44.5
Individuals Below Poverty Level	17.7%	13.5%	13.2%	10.2%	27.0%
Median Household Income	$39,054	$47,141	$48,898	$59,179	$33,003
% of Households with No Access to a Vehicle	5.7%	5.5%	3.9%	3.1%	7.9%

Sources: U.S. Census Bureau, 2012-2016 American Community Survey 5-year Estimates
Florida Commission for the Transportation Disadvantaged: Annual Performance Reports, 2013 – 2017

Table 18. Demographic Comparison Between Sumter County and Peer CTCs (2017)

Measure	Sumter	Peer Average	% Difference
Total County Population	113,589	167,133	-32%
Potential TD Population	28,656	79,631	-64%
Population Density (pop/sq. mile)	207.66	242.7	-14%
Median Age	66.0	47.3	40%
Individuals Below Poverty Level	9.9%	16.3%	-39%
Median Household Income	$52,594	$45,455	16%
% of Households with No Access to a Vehicle	3.5%	5.2%	-33%

Sources: U.S. Census Bureau, 2012-2016 American Community Survey 5-year Estimates, Florida Commission for the
Transportation Disadvantaged: Annual Performance Reports, 2013 – 2017

Peer Comparison: Performance Measures

Performance measures for FY 2017 were calculated for each of Sumter County's peer CTCs as shown in Table 19. Table 20 shows that Sumter County is substantially below the peer mean for almost all of the measures. The only measures in which Sumter County was above the peer mean was cost per paratransit trip at 7 percent greater ($17.51 versus $16.31) and cost per total mile ($2.55 versus $2.49). Sumter County had the lowest accidents per 100,000 miles rate of any of its peers, just 0.19 per 100,000 miles (79 percent fewer than the peer average of 0.89).

Table 19. Performance Measures for Peer CTCs (2017)

Measure	Citrus	Lake	Flagler	Clay	Putnum
Total Passenger Trips	220,434	163,516	110,453	143,424	130,947
Total Vehicles	71	70	40	45	32
Total Vehicle Miles	739,927	1,525,982	709,122	1,184,198	801,609
Total Revenue Miles	419,838	1,213,065	636,795	987,234	641,287
Vehicle Miles Per Trip	3.36	19.70	6.42	8.26	6.12
Cost Per Paratransit Trip	$9.13	$21.98	$13.74	$17.87	$18.85
Cost Per Total Mile	$2.72	$2.36	$2.14	$2.16	$3.08
Accidents Per 100,000 Veh. Miles	1.49	2.03	0.28	0.42	0.25
Vehicle Miles Between Road Calls	33,633	169,555	177,281	148,025	31,300

Source: Florida Commission for the Transportation Disadvantaged: Annual Performance Reports, 2013 – 2017

Table 20. Performance Comparison Between Sumter County and Peer CTCs (2017)

Measure	Sumter	Peer Average	% Difference
Total Passenger Trips	77,747	153,755	-50%
Total Vehicles	32	52	-38%
Total Vehicle Miles	532,769	992,168	-46%
Total Revenue Miles	437,345	779,644	-44%
Vehicle Miles Per Trip	6.94	9.23	-48%
Cost Per Paratransit Trip	$17.51	$16.31	7%
Cost Per Total Mile	$2.55	$2.49	2%
Accidents Per 100,000 Veh. Miles	0.19	0.89	-79%
Vehicle Miles Between Road Calls	88,795	111,959	-21%

Source: Florida Commission for the Transportation Disadvantaged: Annual Performance Reports, 2013 – 2017

Figures 19 through 27 show a graphical comparison of Sumter County with its peer counties and the peer mean. These comparisons provide helpful insight into how well Sumter County appears to be performing statistically. However, since many factors affect performance, they should not be used as the sole measures to make inferences about the quality of the Sumter County system.
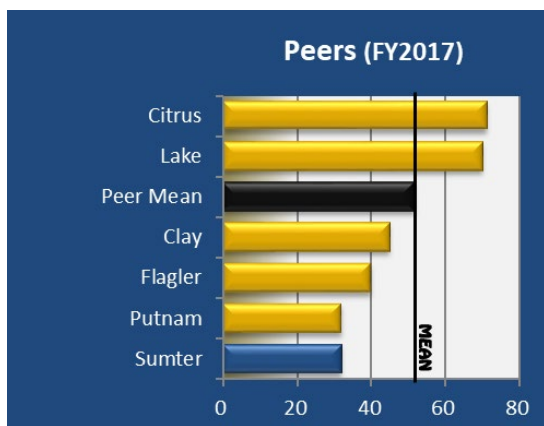
Figure 19. Total Vehicles
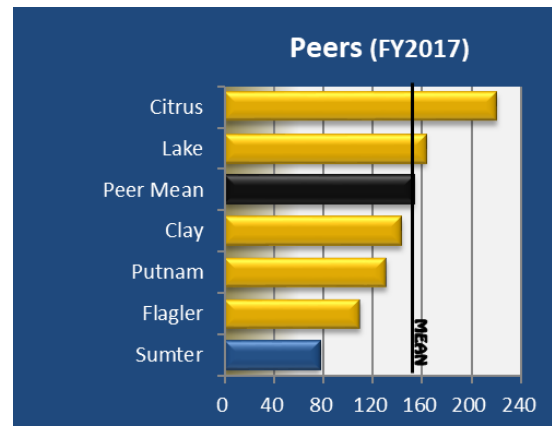
Figure 20. Passenger Trips (000's)
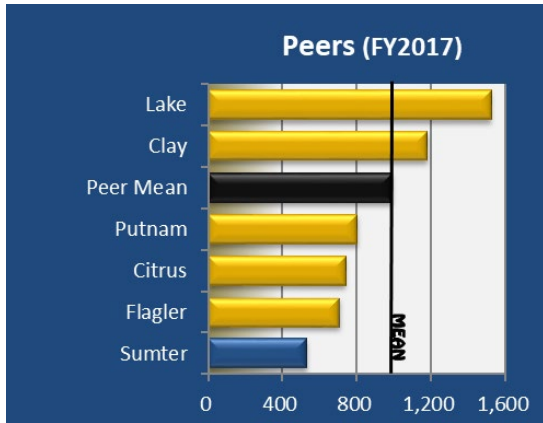
Figure 21. Total Vehicle Miles (000's)
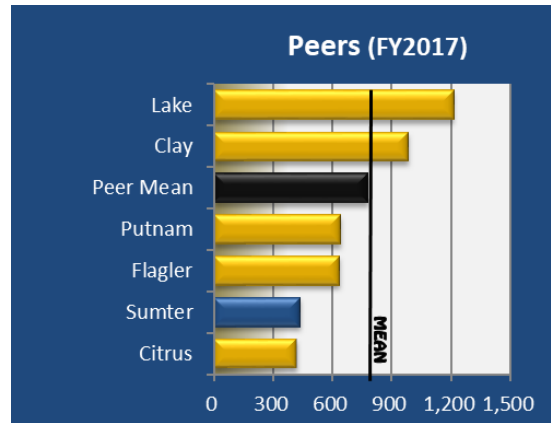
Figure 22. Total Revenue Miles (000's)
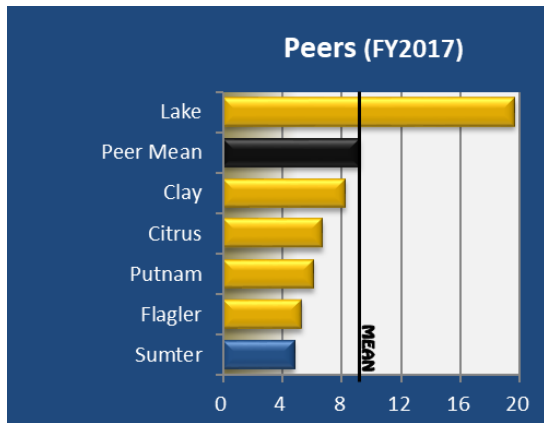
Figure 23. Vehicle Miles per Trip
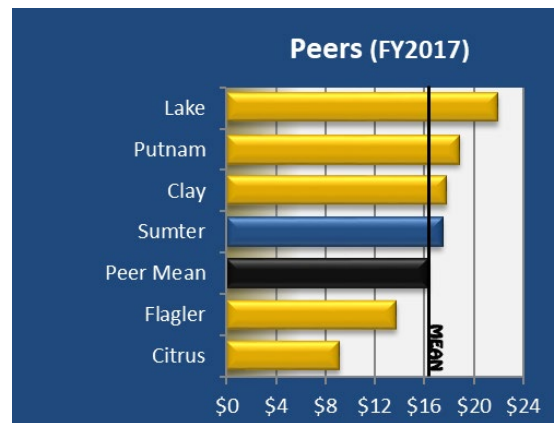
Figure 24. Cost per Paratransit Trip
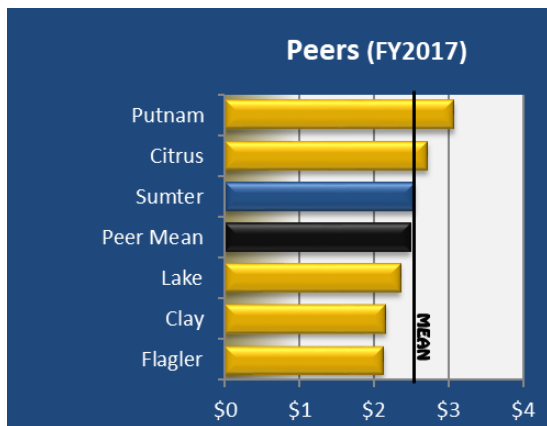
Figure 25. Cost per Total Mile
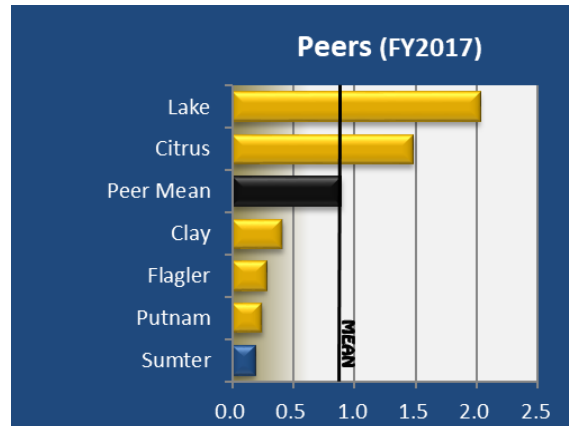
Figure 26. Accidents per 100,000 Veh Miles
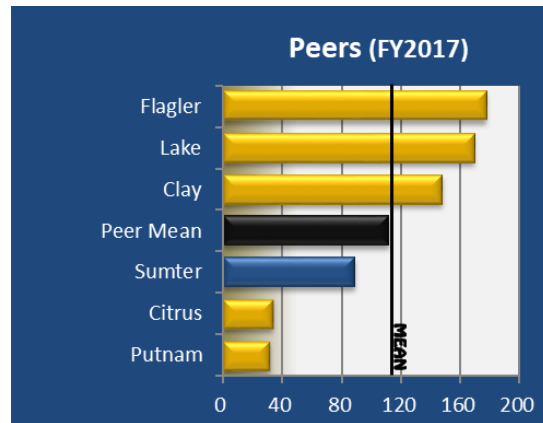
Figure 27. Vehicle Miles Between Road Calls

Needs Assessment

According to the Bureau of Economic and Business Research, the population of Sumter County will increase by approximately 32 percent between 2018 and 2026 from an estimated population of 122,398 to a projected population of 161,032. As compared to the average of other Florida counties, Sumter County also has approximately 34 percent more residents ages 65 years and older (with an associated increase in disability rates due to age). With the population increases and the demographic characteristics of the current population, the potential annual demand for transportation disadvantaged services is estimated to increase from 1,344,069 in 2018 to 1,541,141 in 2026, as described in the TD Population Forecasting methodology below.

Forecasts of the Transportation Disadvantaged Population

Forecasts of the TD population are required by the CTD for major TDSP updates. The CTD recommends a tool developed for the CTD in 2015 that utilizes data from a variety of the most currently available sources to predict demand into the future. Data from the U.S. Census Bureau's American Community Survey (ACS) and the Survey of Income and Program Participation (SIPP), The Bureau of Economic and Business Research County Population Projections, and the National Household Travel Survey and fixed route bus coverage are examples of the data utilized. These sources are helpful in capturing economic trends, population growth, and the changing demographic composition of the population such as aging baby boomers and the associated increases in disabilities.

It is important to note the tool only quantifies potential TD demand in the geography analyzed and trends in potential utilization over time. Other factors such as the quality of available transportation services or other unique community characteristics may impact actual service utilization. Persons with disabilities or seniors who strive to maintain their independence by accessing public transportation may find it is preferable or necessary to rely on family or friends for their transportation needs if the publicly available services are of poor quality. Senior citizens who qualify for TD services based on their age may

be able to afford other transportation alternatives such as taxis or ride hailing services such as Uber or Lyft.

Following is a summary of several of the key factors and data analysis steps used to arrive at the TD demand estimates for Sumter County.

Utilizing 2012-2016 U.S Census American Community Survey information (the most current data available) the population estimates for the TD population is shown below in Table 21. As defined by the CTD, the Category I TD population consists of all disabled, elderly, low income and children who are high risk or at risk.

Table 21. TD Population Estimates

County Pop. By Age	Total Pop by Age	% of Total Pop	Population Below Poverty Level by Age	% of Total Pop Below Poverty Level by Age	Total Population with a Disability by Age	% of Total Pop with a Disability by Age	Total Pop with Disability and Below Poverty Level by Age	% Total Pop with a Disability and Below Poverty Level by Age
< 5 Years of Age	2,026	1.8%	1,191	1.0%	0	0.0%	0	0.00%
5-17	6,194	5.4%	1,361	1.2%	715	0.6%	0	0.00%
18-34	9,384	8.2%	1,387	1.2%	1,092	1.0%	310	0.27%
35-64	27,209	23.8%	3,655	3.2%	3,546	3.1%	894	0.78%
Total Non Elderly	**44,813**	**39.2%**	**7,594**	**6.6%**	**5,353**	**4.7%**	**1,204**	**1.05%**
65-74	42,976	37.6%	1,742	1.5%	6,915	6.1%	352	0.31%
75+	26,496	23.2%	3,101	2.7%	10,903	9.5%	1,571	1.37%
Total Elderly	**69,472**	**60.8%**	**4,843**	**4.2%**	**17,818**	**15.6%**	**1,923**	**1.68%**
Total	**114,285**	**100%**	**12,437**	**10.9%**	**23,171**	**20.3%**	**3,127**	**2.74%**

To ensure individuals who fall into two or more categories (e.g. low income and disabled) are not counted twice, the overlapping population must be eliminated as shown in as shown in Figure 28 below.
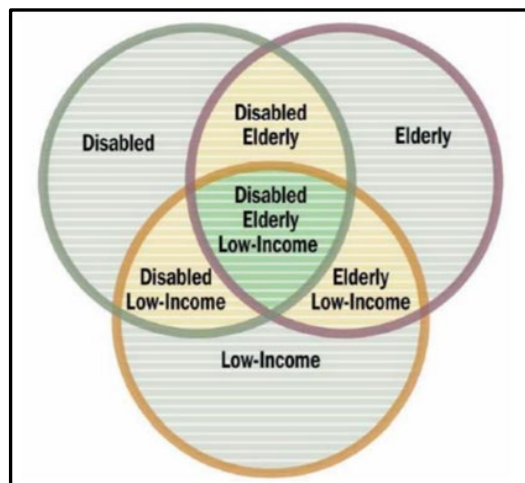
Figure 28. Category 1 TD Populations

Ideally, comparisons of disability estimates should be made using the same survey information, geographic parameters and disability definitions. Because the severity of an individual's disability is not clearly captured in the ACS data, particularly as it relates to the need for specialized transportation, the 2010 U.S Census Bureau's SIPP is used for the next step in the demand estimates. The rates for those who report a severe disability, or those who have a "critical need" for transportation based on their disability status, are applied to the disability rates reported in the ACS as shown below.

Table 22. Critical Need Population

County Pop. By Age	Total Population with a Disability by Age	% with a Severe Disability by Age	Total Population with a Severe Disability by Age	% of Total Pop with Severe Disability by Age	% of Severe Disability Below Poverty Level	Total Severe Disability Below Poverty Level
< 5 Years of Age	0	4.20%	-	-		
5-17	715	4.20%	30	0.48%		
18-34	1,092	6.30%	69	0.73%		
35-64	3,546	13.84%	491	1.80%		
Total Non Elderly	**5,353**		**590**	**1.32%**	**28.60%**	**169**
65-74	6,915	27.12%	1,875	4.36%		
75+	10,903	46.55%	5,075	19.16%		
Total Elderly	**17,818**		**6,951**	**10.01%**	**11.70%**	**813**
Total	**23,171**		**7,540**	**6.60%**		**982**

Data from the Federal Highway Administration sponsored National Households Survey (NHTS) is used for the next step of the demand methodology. The NHTS collects in-depth information at the individual and household levels about travel patterns including, but not limited to, trip purpose, mode, vehicle availability and travel time. After applying the NHTS trip rates to the TD population in Sumter County, there is an estimated potential demand of 5,178 trips per day for the critical need population as shown in Table 23.

Table 23. Critical Need Trip Rates

Critical Need - Severely Disabled TD Population			
	Not Low Income	Low Income	Totals
Non-Elderly	421	169	590
Elderly	6,137	813	6,951
TOTAL	6,558	982	7,540

TRIP RATES USED	
Low Income Non Disabled Trip Rate	
Total	2.400
Less	
Transit	0.389
School Bus	0.063
Special Transit	0.049
	1.899
Severely Disabled Trip Rate	
Special Transit	0.049

Low Income & Not Disabled = C + F

Assumes		9,310
27.2%	xx % without auto access	
		2,532
100.0%	xx % without transit access	
		2,532

Total Actual Critical TD Population	
Severely Disabled	7,540
Low Income ND	2,532
Totals	10,073

CALCULATION OF DAILY TRIPS FOR THE CRITICAL NEED TD POPULATION

Calculation of Daily Trips

	Daily Trip Rates Per Person	Total Daily Trips
	0.049	369
	1.899	4,809
		5,178

By using population forecasts prepared by the Bureau of Economic and Business Research and applying the changes to the TD population and trip rate estimates previously described, Table 24 displays the future potential demand for critical need transportation in Sumter County through 2026.

Table 24. Critical Need Trip Demand

Critical Need TD Population Forecast	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
Total Critical TD Population											
Disabled	7,540	7,803	8,076	8,357	8,649	8,951	9,263	9,586	9,920	10,266	10,625
Low Income Not Disabled No Auto/Transit	2,532	2,621	2,712	2,807	2,905	3,006	3,111	3,219	3,332	3,448	3,568
Total Critical Need TD Population	*10,073*	*10,424*	*10,788*	*11,164*	*11,553*	*11,956*	*12,374*	*12,805*	*13,252*	*13,714*	*14,193*
Daily Trips - Critical Need TD Population											
Severely Disabled	369	382	396	410	424	439	454	470	486	503	521
Low Income - Not Disabled - No Access	4,809	4,977	5,150	5,330	5,516	5,708	5,907	6,113	6,327	6,547	6,776
Total Daily Trips Critical Need TD Population	5,178	5,266	5,355	5,445	5,537	5,635	5,735	5,837	5,940	6,045	6,140
Annual Trips	1,299,766	1,321,732	1,344,069	1,366,784	1,389,883	1,414,483	1,439,520	1,464,999	1,490,930	1,517,319	1,541,141

Goals, Objectives, Strategies

The mission of Sumter County Transit is to ensure all citizens of the County professional, efficient and cost effective transportation services. Sumter County Transit will provide safe, clean, comfortable and economical transportation and be alert to citizen needs and to prepare for those needs in a timely manner. To support its mission, the following goals, objectives and strategies were developed for the TDSP Major Update.

GOAL 1 Provide an efficient, effective, and fully coordinated transportation system to meet the mobility needs of the transportation disadvantaged in Sumter County.		
Objective 1.1 Provide the needed vehicle capacity to meet the demand for transportation disadvantaged services.		
Strategies	*Responsible Agency*	*Date*
1.1.1. Annually develop and update transit capital acquisition/replacement plan, Transit Capital Plan (TCP).	*CTC*	*Annual*
1.1.2. Annually monitor demand versus available vehicle capacity as part of performance monitoring.	*CTC*	*Annual*
Objective 1.2 Ensure the paratransit system continue to remain responsive to the needs of the transportation disadvantaged population and the community.		
Strategies	*Responsible Agency*	*Date*
1.2.1. Maintain adequate, experienced and trained staff needed to operate, maintain and administer all coordinated system functions.	*CTC*	*Ongoing*
1.2.2. Provide connectivity throughout the County with a focus on major attractors and other transportation options or modes.	*CTC*	*Ongoing*
1.2.3. Annually review agency and TD trips to determine major system attractors and the availability of multi-modal options within those areas.	*CTC/MPO*	*Annual*

Objective 1.3 Maximize coordination with public and private agencies and other transportation operators serving Sumter County and neighboring counties.		
Strategies	Responsible Agency	Date
1.3.1. Pursue all available funding opportunities at the federal, state and local levels, and from private sources. Annually track and report potential new funding sources as part of the TDSP update.	CTC/MPO	Annual
1.3.2. Maximize existing coordination contracts and execute new ones where feasible, needed and cost effective	CTC	Ongoing
1.3.3. Bring all social service organizations that provide transportation into the coordinated system through purchase of service contracts, coordination contracts and/or joint use agreements.	CTC	Ongoing
1.3.4. Ensure cooperation between all social service transit providers, private sector providers, and the CTC.	CTC/MPO	Ongoing
1.3.5. Pursue coordination with transportation providers in other counties (e.g. Marion, Lake, and Hernando).	CTC/MPO	Ongoing
Objective 1.4 Identify and address actual or preceived barriers regarding coordination of transportation services in Sumter County.		
Strategies	Responsible Agency	Date
1.4.1. Research and discuss potential barriers to coordination with social service transit providers and others.	CTC/MPO	Ongoing
Objective 1.5 Evaluate and educate transportation disadvantaged customers who are capable of using the existing fixed route services.		
Strategies	Responsible Agency	Date
1.5.1. Provide guidance to TD patrons at local special events.	CTC	Ongoing
1.5.2. Provide mobility management/travel training for transportation disadvantaged customers that want to make use of other transportation services within the region.	CTC/Operator	Ongoing

Goal 2 Provide for the most cost-effective provision of transportation disadvantaged services.		
Objective 2.1 Maximize the multi-loading of vehicle trips to reduce the cost per trip to maximize efficiency.		
Strategies	Responsible Agency	Date
2.1.1 Identify multi-loading opportunities such as group trips to major attractors.	CTC	Quarterly
2.1.2. Track and monitor all trips quarterly using transportation scheduling software. Map and publish major origin and destination maps to encourage coordination with the other providers and/or transportation options.	CTC/MPO	Quarterly
2.1.3 Monitor and report number of passenger trips per hou	CTC/Operator	Quarterly

Objective 2.2 Reduce the duplication of transportation disadvantaged services provided within the County.		
Strategies	Responsible Agency	Date
2.2.1. Encourage contractors to use Intelligent Transportatio (ITS), Global Positioning Systems (GPS), Mobile Data Terminals (MDTs), Computer Aided Dispatch (CAD), and Automatic Vehicle Location (AVL) to all new buses to assist with coordination of services and reduce duplications for a more coordinated process.	CTC/Operator	Annual

Objective 2.3 Determine the most cost effective types of public/private transportation services to meet the projected demand within specified service areas.		
Strategies	Responsible Agency	Date
2.3.1. Conduct quarterly brainstorming sessions with the MPO, County, and municipal staff to identify cost saving initiatives.	CTC/MPO	Quarterly
2.3.2. Encourage Section 5310 grant recipients to participate in the coordination of transportation disadvantaged services and maximize the use of their vehicles.	CTC	Annual
2.3.3. Annually review trip rates to ensure progam sustainability.	CTC	Annual
2.3.4. Ensure all paratransit clients are subject to recertification every three years.	CTC	Ongoing

Objective 2.4 Improve cost-effectiveness through a reduction in energy demand as feasible.		
Strategies	Responsible Agency	Date
2.4.1. Continue to evaluate the purchase of alternative fuel vehicles as needed.	CTC	Annual

Goal 3 For all transportation services that are operated, ensure a high level of service is provided, maintained, and improved as necessary.		
Objective 3.1 Maintain on-time performance of at least 96 percent.		
Strategies	Responsible Agency	Date
3.1.1. Maintain a minimum number of drivers to prevent negative consequences when drivers are absent. Have relief drivers available.	CTC/Operator	Ongoing
3.1.2. Ensure that scheduling is done in a manner that allows the most efficient use of all vehicles.	CTC/Operator	Ongoing

Objective 3.2 Ensure all performance criteria are maintained.		
Strategies	Responsible Agency	Date
3.2.1. Continue to monitor and report performance indicators on a monthly basis. These include: on-time performance, unduplicated passengers, cost per passenger trip and cost per vehicle mile. Include annual report in TDSP.	CTC/MPO	Ongoing
3.2.2. Continue to conduct weekly staff/customer service meetings to fully review complaints. Report findings to affected parties and take corrective action as necessary.	CTC/MPO	Ongoing
Objective 3.4 Maximize customer comfort.		
Strategies	Responsible Agency	Date
3.4.1. Randomly select a preset number of riders bi-monthly to conduct a post-trip rider phone survey and/or online survey tool.	CTC/MPO	Ongoing
3.4.2. Utilize "mystery riders" and cameras to ensure accountability of staff to riders.	CTC	Ongoing
3.4.3. Maintain the quality of vehicles by replacing older high mileage vehicles.	CTC	Annual
Objective 3.5 Increase avenues for customers to access information on the coordinated transportation system.		
Strategies	Responsible Agency	Date
3.5.1. Distribute schedules and system information in public places throughout the County for residents and visitors (e.g. shopping centers, chamber of commerce, clubs and community associations, etc.)	CTC/Operator/MPO	Ongoing
3.5.2. Develop an on-going public involvement process through surveys, discussion groups, interviews, public workshops, marketing efforts and other promotional activities.	CTC/MPO	Annual
3.5.3. Pursue marketing opportunities through community associations and organizations, (e.g newsletters, radio, television, print media, internet and social marketing).	CTC/Operator/MPO	Ongoing
3.5.4. Encourage marketing assistance from the TDCB and the CTD and obtain resources to expand marketing efforts.	CTC/MPO	Ongoing
3.5.5. Ensure that all websites and other electronic media are compliant with Section 508 of the Rehabilitation Act as amended in 1998.	CTC/MPO	Annual

3.5.6. Update the Rider's Guide annually to reflect changes in policies and procedures.	*CTC/Operator*	*Annual*
3.5.7. Conduct informational and travel training workshops and training to organizations that serve persons with disabilities.	*CTC/Operator/MPO*	*Ongoing*
3.5.8. Distribute information to human service agencies in accessible formats.	*CTC*	*Ongoing*
3.5.9. Promote new and existing services in Sumter County through participation in community events such as FDOT's annual Mobility Week campaign.	*CTC/MPO*	*Ongoing*
3.5.10. Expand marketing and implementation of the Sumter County vanpool program.	*CTC/MPO/Rethink*	*Annual*
3.5.11. Promote and assist with ReThink for commuter assistance programs to target major employers and commuter options.	*CTC/MPO/Rethink*	*Ongoing*
Objective 3.6 Investigate and pursue all available funding opportunities at the federal, state and local levels, and from private sources for programs or projects that serve the transportation disadvantaged.		
Strategies	*Responsible Agency*	*Date*
3.6.1. Coordinate with the Lake~Sumter MPO in the utilization of its transit planning funds to support/improve transit planning in Lake County.	*CTC*	*Ongoing*
3.6.2. Work with local agencies and funding partners to ensure sufficient funding is available to provice agency trips.	*CTC*	*Ongoing*
3.6.3. Educate the general public and local decision makers on the importance of public transportation and the need for local financial support.	*CTC/MPO*	*Ongoing*

Goal 4 Encourage land use patterns that support and promote transit patronage through the clustering of mixed uses and other transit-oriented designs in medium and large scale planneddevelopments.		
Objective 4.1 Improve local knowledge of the benefits of transit supportive areas and land uses.		
Strategies	*Responsible Agency*	*Date*
4.1.1. Encourage the expansion of the development review process to include the consideration of impacts on the multi-modal transportation system and infrastructure.	*CTC/MPO*	*Ongoing*
4.1.2. Promote model land use regulations that encourage transit patronage through transit supportive areas and Transit Oriented Development (TOD).	*CTC/MPO*	*Ongoing*
4.1.3. Coordinate with both state and local governments to ensure transit supportive facility and infrastructure design (e.g staging areas) and amenities particularly at health care facilities.	*CTC/MPO*	*Ongoing*
4.1.4. Modify services to address the mobility needs of affordable/workforce housing development as appropriate.	*CTC*	*Ongoing*

Objective 4.2 *Improve public transportation connections to other modes of transportation.*		
Strategies	Responsible Agency	Date
4.2.1. Improve transit infrastructure along existing and future public transportation corridors.	*CTC/MPO*	*Ongoing*
4.2.2. Ensure connectivity of infrastructure to current and future public transportation.	*CTC/MPO*	*Ongoing*
Objective 4.3 *Provide opportunities for ADA and TD passengers to safely access multi-modal corridors.*		
Strategies	Responsible Agency	Date
4.3.1. Maximize effective migration of individuals to public transportation through the use of functional assessments, travel training and other efforts to make routes accessible to more people.	*CTC*	*Ongoing*
4.3.2. Continue to utilize a 100% accessible fleet.	*CTC*	*Ongoing*
4.3.3. Review and update inventory of potential bus stops and shelters including ADA accessibility improvements along shuttle routes.	*CTC*	*Annual*
4.3.4. Ensure all new bus stops and shelter are accessible to persons with disabilities and meet ADA Accessibility Guidelines (ADAAG) compliance requirements.	*CTC*	*Ongoing*

Goal 5 Ensure the safety of the passengers, drivers, the general public and property in the delivery of all transportation services.		
Objective 5.1 Promote and educate the general public about the importance of transit safety.		
Strategies	Responsible Agency	Date
5.1.1. Establish a culture of safety with Bus Operators that permeates throughout the organization.	*CTC*	*Ongoing*
5.1.2. Maintain a transit accident and incident database to effectively evaluate all events in order to establish corrective actions.	*CTC/MPO*	*Ongoing*
5.1.3. Regularly inspect operator and coordination contract vehicles, monitor drivers and adhere to the drug and alcohol program.	*CTC*	*Annual*
5.1.4. Monitor and track safety related comments and complaints and seek ways to minimize.	*CTC/Operator*	*Ongoing*
5.1.5. Maintain and analyze accident records to determine future actions deemed necessary to improve the overall safety record.	*CTC/Operator/MPO*	*Ongoing*
5.1.6. Ensure that services are provided in a safe and secure manner in accordance with CTD and FDOT standards and recommendations.	*CTC/Operator*	*Ongoing*
5.1.7. Complete and maintain Community Transportation of America (CTAA) Transit Safety Accreditation.	*CTC/Operator*	*Ongoing*
5.1.8 Identify and pursue additional opportunities for staff and contractor safety and security training (e.g. Certified Safety and Security Officer (CSSO) certificates.	*CTC/Operator*	*Ongoing*

Implementation Schedule

Beyond the strategies identified in the previous section that will be conducted by SCT staff and its partners, SCT's plans are focused on maintaining its current system. Based on anticipated funding levels in FY 2019 through FY 2023 (Section 5310, 5311, TD, general fund etc.), these grant programs will be used to fund operating and capital replacement needs for existing service levels.

The CTC will continue to evaluate and pursue potential new funding sources such as formula funding through the State Block Grant Program or discretionary programs to fund emerging expansion priorities appropriate to the relevant grant programs.

Service Plan

Operations

Types, Hours and Days of Service

The following types, hours and days of service provided or arranged by Sumter County Transit are available through Sumter County's coordinated transportation system:

- Mid-Florida Community Services Senior Programs

  Weekdays (excluding holidays) door to door trips to Wildwood and Sumterville congregate meal sites provided by SCT (ambulatory and wheelchair)

- Florida Department of Children and Family Services - Day Training Program Weekday

  Weekdays (excluding holidays) trips to SCARC Inc.'s Evaluation, Training and Employment Center in Bushnell, weekday (excluding holidays) trips for lawn maintenance crews to and from jobs, weekday (excluding holidays) community inclusion training trips and field trips provided by coordination contractor, SCARC, Inc., and SCT as back-up (ambulatory and wheelchair)

- Florida Commission for the Transportation Disadvantaged - Non-Sponsored Trips

  Weekdays (excluding holidays), 5 days/week door to door reservation and demand response trips for transportation disadvantaged individuals to various destinations in and out of the county provided by SCT and contracted transportation operators (ambulatory, wheelchair and stretcher)

- Florida Department of Transportation/Board of Sumter County Commissioners - General Public Trips

  Weekdays (excluding holidays), 5 days/week door to door reservation and demand trips for the general public to various destinations in and out of the County provided by SCT and contracted transportation operators (ambulatory, wheelchair and stretcher)

- Various

  7:45 a.m. to 4:00 p.m. Monday-Wednesday-Friday service routes with deviations maps accessed on reservation (advance notification) or demand response (flexible stops along route) basis, operated by SCT (ambulatory and wheelchair)

To provide a consistent, cost effective and efficient operation, SCT has adopted the following service policies:

a) SCT will regulate expenditures to ensure a consistent level of service for all months of the year.

b) Trips will be funded in the following prioritized order:

   1. Medical
   2. Employment
   3. Education and training
   4. Nutritional
   5. Life-sustaining/other

c) SCT restricts out of county medical trips to appointments between 9:00 a.m. and 2:00 p.m. for contiguous counties. In county trips to appointments between 8:30 a.m. and 3:00 p.m. Noncontiguous counties 8:00 a.m. and 11:00 a.m. and should be restricted to specialized services that cannot be obtained in Sumter County nor border counties. Citizens are encouraged to schedule their medical appointments in Sumter County. When this is not the case, SCT encourages multi-passenger loads to the prioritized destinations out-of-county in the designated service area.

d) In-county trips are encouraged when the required service (Employment, Education, Nutrition, Life Sustaining) is available.

   Unless approved otherwise by the sponsoring/purchasing agency or within the limits set out below, out-of-county trips will be within ten (10) miles of Sumter county. SCT may require a rider to justify why he/she should be transported to destinations not in the prioritized order or to a non-prioritized destination.

e) Wheelchair ramps at trip pickup locations must meet American with Disabilities Act specifications (no more than 1 inch per 1-foot slope) in order for transportation services to be provided.

f) SCT's overall policy as a coordinator and transportation provider is to group trips to the maximum extent possible and to accommodate trip requests with the least expensive service available which meets the rider's needs.

Eligibility for program and sponsored general trips is determined by or through the agencies that purchase or provide those trips. Eligibility for non-sponsored trips subsidized by Transportation Disadvantaged Trust Fund is determined by SCT. Individuals who meet the definition of "transportation disadvantaged" in Chapter 427, F.S., and Rule 41-2, F.A.C., are considered to be eligible for those trips.

Eligibility Requirements for Transportation Disadvantaged Trust Fund (TDTF) Funded Trips are as follows:

a) Customer has a physical or mental disability, as specified in the Americans with Disabilities Act (ADA); or
b) Sumter County residents under age 19 and over the age of 55; or
c) Individuals and/or households with income status of less than 200 percent of the Federal poverty level as indicated in the chart below; or
d) No other funding agency is responsible for a passenger's transportation; or
e) The customers are unable to provide their own transportation.

Table 25. 2018 Poverty Guidelines

2018 Health and Human Services Poverty Guidelines (200%)	
Persons Family/Household	Poverty Guideline
1	$24,820
2	$32,920
3	$41,560
4	$50,200
5	$58,840
6	$67,480
7	$76,120
8	$84,760

Accessing Services

Requesting Services During Office Hours

Riders are encouraged to make arrangements for reservation and demand response transportation services 3 days in advance of needed trip by calling SCT's office in Wildwood at (352) 568-6683 between 8:00 A.M. and 1:00 P.M. weekdays, excluding holidays. Holidays include: New Year's Day, Memorial Day (observed), Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. SCT has a toll-free number (1- 866-568-6606) for doctors calling from outside the local calling area during its office hours. Individuals who use TDDs can reach SCT through the Florida Relay Service (1- 800-955-8771).

Requesting Services after Hours and on Holidays

Calls to SCT's office between 5:00 P.M. and 8:00 A.M. and on holidays are received by voice mail. If the call is for emergency transportation, the caller is instructed to hang-up and dial 911. If the call is for non-emergency transportation to be provided at a time prior to SCT's next business day, the caller is

instructed to contact the on-call provider, which is preauthorized to provide transportation to and from Leesburg Regional Medical Center and Villages Regional Medical Center emergency rooms.

If the call is for transportation to be provided on SCT's next business day, the caller is instructed to contact the SCT office during reservation hours: 8:00 A.M. and 1:00 P.M.

Requests for transportation for customers residing in a contiguous county, who have been released from hospitals located in Sumter County, will be the responsibility of the county in which the customer resides.

Advance Notification

Reservation trips require at least a three-day notice. Demand response trips do not have a prior notice requirement, but will be provided only if they can be added to the previously arranged schedule for the day. The deviated fixed routes are available to riders who flag down the van/bus without any advance notification. If a deviation off the service route is needed, a prior day's notice is required. Agencies and riders are encouraged to request all door-to-door trips three days in advance to maximize SCT's ability to group trips.

Pick-up Times, Trip Cancellations and No-Shows

- Pick-up times
  To maximize multi-loading when traveling to appointments, riders must be ready for pickup as follows:
  - o To destinations within the county - at least one hour and thirty minutes prior to their appointment time.
  - o To destinations in counties contiguous to Sumter County - at least two (2) hours prior to their appointment time.
  - o To destinations in counties not contiguous to Sumter County - at least three (3) hours prior to their appointment time.
- Cancellations
  Riders can cancel scheduled trips by calling (352) 568-6683. Riders will be issued a cancellation confirmation number negating a "no show" penalty. SCT requests notification of cancellations as early as possible but allows riders to cancel trips without penalty up to the earliest applicable pickup time specified above.

- No Shows
  Scheduled trips that are not canceled prior to the earliest applicable pickup time specified above are treated as "no shows." "No shows" result when riders are not at their arranged pickup locations, or are not ready to board the vehicle at their earliest applicable pickup time.

  When a "no-show" occurs, the driver leaves a copy of SCT's "no show" policy at the pickup location. Three "no shows" within a 90-day period are grounds for up to a one-month suspension of service. SCT will provide written notice to a rider and the purchasing agency, if

applicable, when suspending a rider's service. A suspension may be waived if there are extenuating circumstances or the rider demonstrates the problems causing the "no shows" have been resolved. It is the goal of the CTC to achieve less than two (2) percent no-shows by passenger education and imposing a fee of $2.00 for each no-show. A "no show" fee of $2.00 will be assessed for each "no show". The fee will be added to the passenger's next fare collection for their next trip, and/or will be billed to them for collection purposes.

SCT On-Time Performance

On-time performance is defined as delivering the rider to the location of his/her appointment prior to the time of such appointment. SCT's performance standard is to be on time for at least 96 percent of its rider appointments. To accomplish this, it is imperative that the rider complies with the pick-up time policy specified above.

Transportation Operators and Coordination Contractors

Transportation Operator Contracts

A CTC may contract with a public, private for-profit, private not for profit entity, or a volunteer to provide trips within a coordinated transportation system when the CTC is unable to provide the trips or when the trips can be provided by the contract entity more cost-effectively and efficiently than by the CTC.

Contracts may be with a particular operator(s) selected through a Request for Proposal (RFP) process or with all qualified operators identified through a Request for Qualifications (RFQ) process with trips assigned on a rotation or other basis. If needed, SCT will secure the services of additional transportation operator(s) through: (1) negotiation or by contract, if possible, if the services are needed on very short notice, or (2) use of competitive selection process as recommended by the Sumter County Transportation Disadvantaged Coordinating Board (TDCB). Newspaper advertisements and Demand Star will be used to notify operators of potential contracting opportunities. The TDCB reviews and recommends approval or disapproval of transportation operator contracts.

SCT, in cooperation with the TDCB, reviews transportation operator contracts annually to determine whether their continuation is the most cost effective and efficient utilization possible.

SCTs current operator, MTM Transit/Ride Right, LLC. was selected through a RFP process. MTM Transit operates the door-to-door and deviated fixed routes providing ambulatory, wheelchair and stretcher services for the Transportation Disadvantaged and other members of the general public.

MTM Transit, Inc.
Contact: Steve Baker, Operations Manager
Address: 1525 Industrial Drive, Wildwood, FL 34785
Phone: (352) 568-6683

Public Transit Utilization

The public transit system is Sumter County consists of the two deviated fixed routes (Orange Shuttle and Wildwood Circulator) as previously described.

Fixed route ridership trends seen across the country and within the State of Florida show declining ridership of approximately 11 percent and 21 percent respectively between 2014 and 2017. In urbanized areas with populations under 200,000, the declines were higher. As shown in Table 26, Sumter County Transit's deviated fixed route has decreased over the last five years from 9,510 in FY 2013 to 3,481 in FY 2017.

Table 26. Deviated Fixed Route Ridership

Deviated Fixed Route	
FY	Ridership
FY 13	9,510
FY 14	7,560
FY 15	4,287
FY 16	3,357
FY 17	3,481

School Bus Utilization

There is no agreement between SCT and the Sumter County School Board for the provision of transportation services within the coordinated system.

Vehicle Inventory

There are a total of 21 vehicles operating in the Sumter County coordinated system.

The SCT vehicle inventory is included in Appendix B.

In prior TDSPs, a vehicle replacement schedule was included based on the useful life as measured in years. A 2017 FDOT policy change now stipulates that vehicles are eligible for replacement based on both the useful life in years and the useful life in miles unless there is a compelling reason to replace the vehicle earlier due to excessive maintenance costs or other special circumstances. It is possible that some vehicles will need to remain in service slightly longer than in prior years and defining replacement needs and eligibility will be somewhat more complex. As SCT plans for its future replacement needs, future mileage projections, anticipated vehicle delivery dates and funding availability will need to be carefully estimated to determine when vehicles will be eligible for replacement based on the revised replacement policy.

System Safety Program Plan Certification

A copy of Sumter County's System Safety Program Approval is included in Appendix C.

Inter-County Services

SCT will continue its efforts to coordinate transportation services between Sumter and Lake Counties with the Lake~Sumter Metropolitan Planning Organization. SCT will continue its efforts to identify opportunities for coordinating transportation services on a regional basis and pursue those opportunities as appropriate.

Emergency Preparedness and Response

SCT is the primary agency responsible for transportation in Sumter County's Emergency Support Function Plan. The Sumter County Emergency Support Function Plan provides for the coordination of transportation support to state and local government entities, voluntary organizations and federal agencies requiring transportation capacity to perform disaster assistance missions following a catastrophic hurricane, significant natural disaster or other event. SCT's primary responsibilities in the event of an emergency include:

1. Implement emergency related functions to include prioritization and allocation and /or tasking of all public sector transportation capacity;
2. Coordinate the provisions of transportation capacity in support of disaster relief and recovery efforts;
3. Act as team leader and point of contact for the Transportation Emergency Support Function (ESF 1) at the Emergency Operations Center (EOC);
4. Direct ESF resources and personnel in support of assigned missions;
5. Set up fuel supply priority for securing operation supplies during events; and
6. Provide transportation as needed for special needs people and their crated pets.

Education Efforts and Marketing

Community awareness of Sumter County's coordinated transportation system and ridership are promoted through various education and marketing efforts. These efforts include:

1. Producing literature (e.g., flyers and posters) and distributing widely in doctors' offices, county public health clinics, nursing homes and assisted living facilities, and at sites such as stores and post offices frequented by the public;
2. Meeting with representatives from agencies and organizations which provide transportation services for county residents or work with individuals likely to need assistance with transportation;
3. Making presentations before civic, social and other groups;
4. Involving the local media (public service announcements, news releases and stories, and advertisements as funding permits);
5. Having an information booth at the annual Sumter County Fair and Government Day;
6. Requesting listings in the information pages of the local telephone book; and
7. Painting or marking SCT's vans distinctively to attract attention.

Acceptable Alternatives

There have been no alternatives approved for use in Sumter County under Chapter 427.016(1)(a), F.S., and Rule 41-2.015(2-3) F.A.C.

Service Standards

Service standards have been jointly developed by the TDCB, The Lake Sumter MPO and the CTC and are consistent with those of the Commission. The standards are integral to the development and implementation of a quality transportation program.

Drug and Alcohol

Rule 41-2.006 (4)(a) Drug and alcohol testing for safety-sensitive job positions within the coordinated system regarding pre-employment, randomization, post-accident, and reasonable suspicion as required by the Federal Highway Administration and the Federal Transit Administration.

> **CTC Standard:** The CTC and contracted operators shall maintain a drug and alcohol testing program for safety-sensitive employees meeting the requirements of the Federal Transit Administration regulations: 49 CFR Part 655, "Prevention of Alcohol Misuse and Prohibited Drug Use in Transit Operations," and 49 CFR Part 40, "Procedures for Transportation Workplace Drug and Alcohol Testing Programs."

Transport of Escorts and Dependent Children

Rule 41-2.006 (4)(b) An escort of a passenger and dependent children are to be transported as locally negotiated and identified in the local Service Plan.

> **CTC Standard:** Passengers, who because of age or disability require an escort to ensure their well-being, or the well-being of others, shall be charged the regular fare for their trips but shall be allowed an escort at no additional charge. Dependent children, defined here as children under fifteen (15) years of age, shall be charged the regular fare for their trips and shall be accompanied by an escort, individually or as a family group, at no additional charge.

Child Restraint Devices

Rule 41-2.006 (4)(c) Use of child restraint devices shall be determined locally as to their responsibility and cost of such device in the local Service Plan

> **CTC Standard:** Child restraint devices are not required on SCT's Public bus service, however, if used it is the responsibility of the parent to secure the devices.

Passenger Property

Rule 41-2.006 (4) (d) Passenger property that can be carried by the passenger and/or driver in one trip and can be safely stowed on the vehicle shall be allowed to be transported with the passenger at no additional charge. Additional requirements may be negotiated for carrying and loading rider property

beyond this amount. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistive devices, or intravenous devices.

> **CTC Standard:** Passenger property that can be carried by the passenger and/or driver (maximum of thirty (30) pounds) and can be safely stowed on a vehicle shall be allowed at no additional charge. The amount of passenger property allowed is subject to the following conditions due to limited space: (a) no more than five (5) plastic grocery bags or three (3) paper grocery bags per passenger, and (b) no more than one (1) laundry bag per passenger (plastic bag or enclosed in plastic bag).

Vehicle Transfer Points

Rule 41-2.006 (4)(e) Provide Shelter, security, and safety of passengers at vehicle transfer points.

> **CTC Standard: All** vehicle transfer points will provide adequate shelter from inclement weather. Transfer points will be in open, safe and secure area as provided to the general public.

Local Toll Free Number and TD Helpline

Rule 41-2.006 (4)(f) Local toll free phone number for complaints or grievances shall be posted inside the vehicle. The TD Helpline phone number (1-800-983-2435) shall also be posted inside the vehicle. The local complaint process shall be outline as a section in the local Transportation Disadvantaged Service Plan including, advising the dissatisfied person about the Commission's Ombudsman Program as a step within the process as approved by the Local Coordinating Board. All rider information/materials (brochures, user's guides, etc.) will include the TD Helpline phone number.

> **CTC Standard:** All vehicles of the CTC will have the local phone number for complaints or grievances as well as the TD Helpline number clearly posted inside all vehicle. All vehicles will have the TDD and the Florida Department of Transportation District 5 phone lines listed. These phone numbers will also be included in the brochures and customer information packets provided by the CTC. Local Number (352) 689-4447, TDD Toll Free Number (1-800-955-8771), FDOT Toll Free Number (1-877-385-7526).

Out-of-Service-Area Trips

Rule 41-2.006 (4)(g) Out-of-service area trips shall be provided when determined locally and approved by the TDCB, except in instances where local ordinances prohibit such trips.

> **CTC Standard:** Out-of-service-area trips include all trips outside of Sumter County and are limited to the CTC's general service area, with medical trips having priority. Out-of-service-area trips are available on a 24-hour/7-day basis subject to trip priorities, advance notification requirements/prior scheduling and any purchasing agency restrictions.

Vehicle Cleanliness

Rule 41-2.006 (4)(h) The interior of all vehicles shall be free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger.

> **CTC Standard:** The interiors of CTC vehicles shall be cleaned as needed as transportation services are being provided and after each day's service to ensure they remain free of dirt, grime, oil or trash and free of damage such as torn upholstery or hazards such as broken seats that might cause discomfort or injury to a passenger. In addition, the exteriors of CTC vehicles shall be cleaned at least weekly or as needed.

Billing Requirements

Rule 41-2.006 (4)(i) Billing requirements of the CTC to subcontractors shall be determined locally by the TDCB and provided in the local Service Plan. All bills shall be paid within seven (7) calendar days to subcontractors, after receipt of said payment by the CTC, except in instances where the CTC is a non-governmental entity.

> **CTC Standard:** Billed amounts owed to subcontractors for services rendered shall be paid by the CTC within seven (7) calendar days of the CTC's receipt of payment from the purchasing agency.

Passenger/Trip Data Base

Rule 41-2.006 (4)(j) Passenger/trip data must be maintained by or accessible to the CTC on each rider being transported within the coordinated system.

> **CTC Standard:** The CTC shall maintain a computer data record on each passenger it provides or arranges transportation services for within the coordinated system including, at a minimum, the following information: name, address, phone number (if available), funding source eligibility, any special requirements and trip history. The computer data records shall be backed up with scanned records held for a period of five (5) years. In addition, the CTC shall maintain access to subcontractor data on passengers through contract requirements.

Adequate Seating

Rule 41-2.006 (4)(k) Adequate seating for paratransit services shall be provided to each rider and escort, child, or personal care attendant, and no more passengers than the registered passenger seating capacity shall be scheduled or transported in a vehicle at any time. For transit services provided by transit vehicles, adequate seating or standing space will be provided to each rider and escort, child, or personal care attendant, and no more passengers than the registered passenger seating or standing capacity shall be scheduled or transported in a vehicle at any time.

> **CTC Standard:** Adequate seating will be provided for each passenger and no more passengers than the registered passenger seating capacity shall be scheduled or transported in a CTC or subcontractor vehicle at any time.

Driver Identification

Rule 41-2.006 (4)(l) Drivers for paratransit services, including coordination contractors, shall be required to announce and identify themselves by name and company in a manner that is conducive to communications with the specific passenger, upon pickup of each rider, group of riders, or representative, guardian, or associate of the rider, except in situations where the driver regularly transports the rider on a recurring basis. Each driver must have photo identification that is in view of the passenger. Name patches, inscriptions or badges that affix to driver clothing are acceptable. For transit services, the driver photo identification shall be in a conspicuous location in the vehicle.

> **CTC Standard:** All drivers shall wear a photo identification badge at all times and identify themselves by name and agency in a manner conducive to effective communication, except in situations where the driver regularly transports the rider on a recurring basis.

Passenger Assistance

Rule 41-2.006 (4)(m) The paratransit driver shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include opening the vehicle door, fastening the seat belt or utilization of wheelchair securement devices, storage of mobility assistive devices, and closing the vehicle Page 58 Sumter County Transportation Disadvantaged Service Plan door. In the door-through-door paratransit service category, the driver shall be required to open and close doors to buildings, except in situations in which assistance in opening/closing building doors would not be safe for passengers remaining on the vehicle. Assisted access must be in a dignified manner. Drivers may not assist a wheelchair up or down more than one-step, unless it can be performed safely as determined by the passenger, guardian, and driver.

> **CTC Standard:** All drivers of the CTC shall provide passengers with boarding assistance, if necessary or requested, to the seating portion of the vehicle. That assistance shall include opening the vehicle door, fastening safety belts or wheelchair securement devices, storage of mobility assistive devices, and closing the vehicle door. If necessary and the safety of other passengers will not be endangered, drivers shall open building doors for passengers. Assisted access must be in a dignified manner. Drivers may not assist passengers in wheelchairs up or down more than one step unless that as*sistance can be performed safely as determined by the passenger, guardian (if applicable) and driver.*

Smoking, Eating and Drinking on Vehicles

Rule 41-2.006 (4)(n) Smoking is prohibited in any vehicle. Requirements for drinking and eating on board the vehicle will be addressed in the local Service Plan.

> **CTC Standard:** Smoking is prohibited on all vehicles used within the coordinated system. Eating and drinking on CTC vehicles are not permitted but exceptions are made for passengers who need to eat or drink during their trips for medical reasons.

Passenger No-Shows

Rule 41-2.006 (4)(o) The CTC and TDCB shall jointly develop a policy on passenger no-shows. Assessing fines to passengers for no-shows is acceptable but such policy and process shall be identified in the local Service Plan.

> **CTC Standard:** Passenger no-shows include the following: (1) scheduled trips that are not canceled prior to the earliest applicable pickup time, and (2) passengers who are not at their arranged pickup locations at their scheduled pickup times or are not ready to board the vehicle at their earliest applicable pickup times.
>
> When a no-show occurs, the driver shall leave a copy of the CTC's no-show policy at the pickup location. Three (3) no-shows within a three (3)-month period shall be grounds for up to a one (1)-month suspension of service. The CTC shall provide written notice to the passenger and the purchasing agency, if applicable, prior to suspending a passenger's service. A suspension may be waived if there are extenuating circumstances or the passenger demonstrates the problems causing the no-shows have been resolved.
>
> It is the goal of the CTC to achieve less than two (2) percent No Shows by passenger education and imposing a fee of $2 for No Shows.

Two-Way Communication Rule

41-2.006 (4)(p) All vehicles ordered or put into service after adoption of this section of the rule, and providing service within the coordinated system, shall be equipped with two-way communications in good working order and be audible to the driver at all times to the base.

> **CTC Standard:** All CTC and subcontractor vehicles used to provide transportation services within the coordinated system shall be equipped with working two-way communication devices that provide audible communications between the driver and base at all times.

Vehicle Air Conditioning/Heating

Rule 41-2.006 (4)(q) All vehicles ordered or put into service after adoption of this section of the rule, and providing service within the coordinated system, shall have working air conditioners and heaters. Vehicles that do not have a working air conditioner or heater will be scheduled for repair or replacement as soon as possible.

> **CTC Standard:** All CTC and subcontractor vehicles used to provide transportation services within the coordinated system shall have working air conditioners and heaters. If an air conditioner or heater fails, the vehicle will be scheduled for repair or replacement as soon as possible.

First Aid

Rule 41-2.006 (4)(r) First Aid policy shall be determined locally and provided in the local Service Plan.

> **CTC Standard:** All CTC and contracted employees are required to qualify in First Aid within three (3) months of employment and remain qualified in First Aid thereafter. Contractors are not to

provide nor administer oxygen as part of its contract. In the event a passenger requires the administration of oxygen during any transport, oxygen shall be provided and administered by the passenger. In the event the operator provides oxygen for such passengers, it will be done at the sole expense and liability of the operator and the operator shall indemnify and hold harmless Sumter County from and against any liability that may arise from providing oxygen services to passengers.

CPR Rule

Rule 41-2.006 (4)(s) Cardiopulmonary Resuscitation policy shall be determined locally and provided in the local Service Plan.

> **CTC Standard:** All CTC and contracted employees are required to qualify in CPR within (3) months of employment and remain qualified in CPR thereafter.

Driver Criminal Background Screening

Rule 41-2.006 (4)(t) Driver criminal background screening should be determined locally, dependent upon purchasing agencies' requirements, and addressed in the local Service Plan.

> **CTC Standard:** The CTC and contracted operators shall perform a criminal history background check, through the Florida Department of Law Enforcement, and E-Verify on all of its employees and require its subcontractors to do the same for their drivers.

Public Transit Ridership

Rule 41-2.006 (4)(u) In areas where fixed route transportation is available, the CTC should jointly establish with the TDCB a percentage of total trips that will be placed on the fixed route system.

> **CTC Standard:** The CTC does not currently offer a fixed route service.

Pick-up Window

Rule 41-2.006 (4)(v) The CTC should establish and address the passenger pick-up windows in the local TDSP. This policy should also be communicated to contracted operators, drivers, purchasing agencies and passengers.

> **CTC Standard:** The pickup windows for passengers traveling to appointments shall be as follows: To destinations within the county -- one and one-half (1 and 1/2) hours prior to their appointment time. To destinations in counties contiguous to Sumter County -- two (2) hours prior to their appointment time. To destinations in counties not contiguous to Sumter County -- three (3) hours prior to their appointment time.

On-Time Performance

Rule 41-2.006 (4)(w) The CTC and LCB should jointly establish a percentage of trips that will be on-time. This performance measure should be communicated to contracted operators, drivers, purchasing

agencies, and passengers. This measure should also be included as a part of the CTC's evaluation of its contracted operators and the LCB's evaluation of the CTC.

> **CTC Standard:** The on-time performance standard for the CTC is delivery of passengers to locations of their appointments prior to their appointment times at least ninety-six (96) percent of the time.

Advance Reservation Requirements

Rule 41-2.006 (4)(x) The CTC should establish a minimum 24-hour advance notification time to obtain services. This policy should be addressed in the local Service Plan and communicated to contracted operators, purchasing agencies, and passengers.

> **CTC Standard:** Reservation trips shall require at least 24 hours advance notification, however, a three-day advance reservation is recommended. Also, demand response (same day) trips shall not have a prior notice requirement but shall be provided only if they can be added to the previously arranged schedule for the day.

Accidents

Rule 41-2.006 (4)(y) The CTC and the TDCB should jointly establish and address a performance measure to evaluate the safety of the coordinated system, in the local Service Plan. This measure should be used in the CTC's evaluation of the contracted operators and the TDCB's evaluation of the CTC.

> **CTC Standard:** Accidents should not exceed 1.4 accidents per 100,000 vehicle miles.

Reliability of Vehicles/Road Calls

Rule 41-2.006 (4)(z) The CTC and TDCB should jointly establish and address a performance measure to evaluate the reliability of the vehicles utilized in the coordinated system, in the local Service Plan. This measure should be used in the CTC's evaluation of the contracted operators and the TDCB's evaluation of the CTC.

> **CTC Standard:** Road calls should not exceed 4 per 100,000 vehicle miles.

Call Hold Time

Rule 41-2.006 (4)(aa) This performance measure can be used to address the accessibility of the service. The CTC and TDCB should jointly determine if a standard for call hold time is needed within the coordinated system. If determined necessary, the standard should be jointly established by the CTC and TDCB. The standard should be included as a part of the TDCB's evaluation of the CTC.

> **CTC Standard:** Call hold time should not exceed 2 minutes.

Quality of Service

Rule 41-2.006 (4)(bb) The CTC and the LCB should jointly establish and address in the local service plan a performance measure to evaluate the quality of service provided within the coordinated system. The measure should be used in the CTC's evaluation of the contracted operators, and the LCB's evaluation of the CTC.

CTC Standard:

1. A drug and alcohol policy has been developed in accordance with the Federal Transit Administration (FTA) requirements and is available upon request.
2. FDOT vehicle ID number (if applicable) is displayed on every vehicle. Telephone numbers for complaints/compliments is listed in every vehicle, which is (352) 689-4447. The CTD Ombudsman number (1-800-983-2435) and TDD services available through Florida Relay Services provided by the Commission for the transportation Disadvantaged at (1-800-955-8771).
3. System or service complaints are addressed by the CTC and can be received by telephone or mail. A process for assisting individual or agencies that do not agree with the complaint resolution can utilize the established Grievance process.
4. Vehicle interiors shall be free of dirt, grime, oil, trash, torn upholstery, damage or broken seats, protruding metal, and/or other objects/materials, which could soil items, placed in the vehicle or provide discomfort to the passenger. Interior of the vehicles shall be cleaned daily and exterior weekly.
5. All vehicles in the Coordinated System are equipped with operating air and heating, as well as two-way communication systems.
6. All drivers in the Coordinated System are required to**:**
   a) Be certified in First Aid;
   b) Be certified in CPR;
   c) Wear Identification Badge at all times during passenger transport;
   d) Successfully complete an FDLE criminal background check prior to hire;
   e) Successfully complete a 3 year DMV driver background check prior to hire;
   f) Successfully complete an FDOT drug and alcohol exam prior to hire;
   g) Successfully complete an FDOT physical evaluation exam prior to hire and the every 2 years; and
   h) On time performance standard of all trips to the scheduled arrival time of 96 percent.

Service Effectiveness

TDSP Requirement: Service Effectiveness standards should be jointly established by the CTC and the TDCB. These standards should give the TDCB information on how effectively the CTC is operating and can include: trips/vehicle mile, trips/vehicle hour, and trips/capita. The data for establishing these standards can be found in the CTC's Annual Operating Report.

CTC Standard: The 2016-2017 values for the following service effectiveness measures: Passenger trips/driver hour for the coordinated system 2.39, Cost per trip $18.92; Average trip/paratransit passenger 19.94.

Contract Monitoring

TDSP Requirement: The CTC should have a written contract monitoring process in place to evaluate its coordination contractors and transportation operators.

> **CTC Standard:** The CTC shall have a written contract monitoring process to evaluate its coordination contractors and transportation operators.

Complaints

TDSP Requirement: The CTC and TDCB should jointly establish a standard for complaints.

> **CTC Standard:** Complaints should not exceed one percent of total passenger trips. Complaints include those received from passengers and others (CTC service complaint log) and those identified through regular passenger surveys conducted by the CTC. Page 63 Sumter County Transportation Disadvantaged Service Plan Notes: The TDSP requirements were taken from the Commission for the Transportation Disadvantaged Commission Standards Training Manual (Adopted June 1996, and updated as appropriate) and Rule 41-2, Florida Administrative Code.

Local Complaint and Grievance Procedure Process

The CTC and TDCB are responsible for developing and implementing service complaint and grievance procedures. Service complaints are handled by the CTC. If the complaint cannot be resolved by the CTC, the complaint will become a grievance. A grievance is defined as an unresolved service complaint regarding the operation or administration of services. The TDCB has established policy and procedures to deal with grievances. It is the intent of the CTC to encourage the resolution of service complaints before it escalates to a grievance.

Service complaints can be defined as customer incidents or concerns normally involving some operational aspect of daily service. These include, but are not limited to:

- Late pickup and drop off
- No show by transportation operator
- No show by client
- Client behavior
- Driver behavior
- Passenger discomfort
- Service denial

Service complaints are telephoned or mailed in a letter to the CTC. Each vehicle has a poster, prominently displayed, which advertises the appropriate phone number for patrons to call with

concerns. Once a complaint is received, a complaint/response form is filled out by the CTC with an appropriate cover letter. The completed complaint form with cover letter is given to the applicable transportation provider. A copy is retained by the CTC for follow up.

The transportation provider will immediately investigate the complaint to determine the appropriate response. The provider is responsible for responding, in writing to the CTC, to the complainant within 72 hours from receipt of notification. The provider must ensure the response clearly addresses the complaint. Complaints, which are found to be invalid or baseless, must still be responded to.

Following receipt of the response, the CTC will review and complete the applicable portion of the complaint/response form. If a service complaint evolves into an unresolved complaint (grievance), the complainant should be requested to demonstrate their concern in writing as clearly as possible. Grievances are then heard by the TDCB.

CTC Monitoring Procedures for Coordination Contractors

The CTC monitors its coordination contractors and subcontractors for compliance with contract requirements. The CTC requires operators and coordination contractors to enter into the Commission for Transportation Disadvantaged's (CTD) Standard Coordination Contract. The CTD Standards and Performance Requirements serve as the written monitoring process for the contract.

The same criteria used to negotiate coordination contracts are used to make annual determinations of whether their continuation is the most cost-effective and efficient utilization possible.

Planning Agency Evaluation Process

The Commission for the Transportation Disadvantaged began biennial evaluations of planning agencies in July 1998. The Commission's Quality Assurance and Program Evaluation team conducts the evaluations. In Sumter County the Designated Official Planning Agency is the Lake~Sumter Metropolitan Planning Organization (MPO). The MPO board appoints the TDCB members. While the TDCB does not review the performance of the planning agency, their input, suggestions, and requests are transmitted directly to the MPO for discussion and action.

Cost/Revenue Allocation and Rate Structure Justification

For the purposes of cost reimbursement, there are three types of funding. They are as follows:

a) "Sponsored". Rates for sponsored trips are paid by agencies/organizations, typically pursuant to purchase of service contracts or agreements between the agencies/organizations and SCT. Sponsored trips can be for the purpose of allowing individuals to participate in specific programs (program trips) or for other purposes (medical care, general trips). Sponsored trips may be either reservation or demand response service.

b) "Non-sponsored Transportation Disadvantaged". Rates for trips provided to transportation-disadvantaged riders that are not sponsored by an agency/organization are normally 90 percent subsidized by grants from the Transportation Disadvantaged Trust Fund. Transportation

disadvantaged riders pay approximately 10 percent of the rate as a fare for non-sponsored trips. Non-sponsored trips typically fall into the reservation or demand response service category.

c) "General Public". Rates for all other trips are 50 percent subsidized by Section 5311 operating grants from the Federal Transit Administration and the Board of Sumter County Commissioners. General public riders pay approximately 10 percent of the rate as a fare for trips. General public trips typically fall into the reservation, demand response service, or deviated fixed route categories.

Rate/Fare Structure

The Florida Commission for the Transportation Disadvantaged has established a Rate Calculation Model to be used as the standard in developing rates for transportation services arranged or provided by CTCs. The CTD's Rate Calculation Model is updated annually by SCT to reflect changes in revenues and expenditures related to providing transportation services. The model was used by SCT to determine the latest rates provided. See Appendix D for the FY 2022-2023 Rate Model Calculations.

Based on the results of the Rate Calculation Model, the following rates and fares are established for the purposes of agency cost reimbursement, purchase of services and general public ridership for trips provided by SCT:

a) Reservation/Demand Response Service:

Sponsored Riders - The charge to the sponsoring agency/organization will be $4.76 per mile for ambulatory passengers and $8.15 per mile for wheelchair passengers.

b) Non-sponsored Transportation Disadvantaged Riders – The charge to the FCTD will be $4.76 per mile for ambulatory passengers and $8.15 for wheelchair passengers.

c) General public - Charge to riders (farebox) is a portion of the fully allocated trip cost.

d) Escorts - The charge to sponsoring agency for escorts will be $4.76 per mile.

e) Service Routes - The fares for riders.

Cost Standards

SCT established a management information system to fully report allocated costs on a per one-way passenger trip, per system vehicle mile, and per driver hour basis for each mode or type of service provided.

Fully allocated costs are based on the cost accounting categories described in The Florida Commission for the Transportation Disadvantaged Rate Calculation Model.

Fares will be based on the fully allocated cost and the latest operational statistics available. Calculations and operational data used in determining fares will be in a format suitable for review by funding sources.

Plan Fund Disbursement Rate Mechanism
SCT will monitor its trip activity and expenditures to ensure that its level of service for non-sponsored and public trips is consistent throughout the year. This will be done by controlling the number and types of trips provided each day. Riders whose medical trips cannot be provided on the day requested will be given first priority for the following day.

Because non-sponsored and public transportation funds are limited, SCT's policy is to give priority to medical trips for in and out-of-county travel. During the service plan year, SCT may need to install additional mechanisms for controlling the rate at which these funds are used. If warranted by the level of expressed demand, SCT, in cooperation with the Sumter County Transportation Disadvantaged Coordinating Board, will consider establishing one or more additional mechanisms (e.g., adjustments to advance notice requirements and hours/days of service).

Eligibility Criteria
Riders meeting the definition of transportation disadvantaged in Chapter 427, Part I, F.S., and Rule 41-2, F.A.C. and expressing a need for fare assistance are considered eligible for non-sponsored trips in conformance with subsection A.

Public Awareness of Non-Sponsored Funds
SCT informs the public of the availability of non-sponsored funds primarily through its literature, advertisements and information booths set up at the annual Sumter County Fair and Villages Government Day events. When available funds exceed the expressed demand, SCT may advertise in a newspaper of general circulation in Sumter County, provide public services announcements and make presentations to civic, social and other groups.

Utilization Standards
SCT will annually determine the total amount of funded public transportation provided for Sumter County residents, and the amount of such transportation within the coordinated system, and determine the coordinated systems percentage of the total. When available, the coordinated system will utilize public transit and school buses to the maximum extent feasible.

Quality Assurance

CTC Evaluation Process

The evaluation of the Sumter County CTC is conducted annually by the Transportation Disadvantaged Coordinating Board (TDCB) with the guidance of the Lake~Sumter MPO planning staff. The purpose of the annual review is to evaluate the CTC's performance. The evaluation ensures quality of service is being obtained and that it is being provided in the most cost effective, efficient, unduplicated manner.

The evaluation also ensures that all requirements are met in providing provision of any services by operators or coordination contractors in the coordinated system. The evaluation is conducted utilizing the Commission for the Transportation Disadvantaged CTC Evaluation Workbook. The workbook outlines a formal process for evaluation the CTC (and its operators). Several of the CTC Evaluation Workbook worksheets are used in order to fully evaluate the CTC.

At a minimum, the TDCB reviews the following areas:

- Chapter 427, Rules 41-2 and 14-90, CTD Standards and Local Standards
- Following up on the Status Report from the prior year and any calls from the Ombudsman Program
- Monitoring of contractors
- Surveying riders/beneficiaries, purchasers of service

The coordinators are also evaluated against the established standards for service that ensure quality transportation for the transportation disadvantaged community.

The CTC Evaluation sub-committee performs the evaluation and presents the CTC evaluation report in its entirety at the 4th quarterly meeting and provides a list of recommendations at this time. If there are any deficiencies noted the board will recommend a timeline for corrective action. A follow up report addressing how the CTC is addressing the recommendations is presented at the next quarterly meeting.

Appendix A: Annual Operating Report (2021)

County:	Sumter		Demographics		Number
CTC:	Sumter County Board of County Commissioners, Sumter County Transit				
Contact:	Deborah Snyder		Total County Population		139,018
	7375 Powell Road				
	Wildwood, FL 34785		Unduplicated Head Count		322
	352-689-4400				
Email:	Deborah.Snyder@sumtercountyfl.gov				

Trips By Type of Service	2019	2020	2021
Fixed Route (FR)	0	0	0
Deviated FR	1,563	2,347	2,134
Complementary ADA	0	0	0
Paratransit	64,941	44,811	34,663
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	**66,504**	**47,158**	**36,797**

Vehicle Data	2019	2020	2021
Vehicle Miles	522,572	388,552	365,317
Roadcalls	1	0	0
Accidents	2	0	0
Vehicles	27	21	21
Drivers	25	24	22

Passenger Trips By Trip Purpose			
Medical	5,134	5,003	5,050
Employment	12,292	5,940	4,212
Ed/Train/DayCare	14,719	25,242	21,446
Nutritional	4,362	3,074	1,086
Life-Sustaining/Other	29,997	7,899	5,003
TOTAL TRIPS	**66,504**	**47,158**	**36,797**

Financial and General Data			
Expenses	$1,436,688	$1,065,134	$1,071,285
Revenues	$1,678,900	$1,027,580	$1,011,779
Commendations	0	0	0
Complaints	1	0	0
Passenger No-Shows	986	2,772	603
Unmet Trip Requests	0	0	0

Passenger Trips By Revenue Source			
CTD	17,792	18,887	20,545
AHCA	0	0	0
APD	12,967	0	0
DOEA	3,692	1,629	0
DOE	0	0	0
Other	32,053	26,642	16,252
TOTAL TRIPS	**66,504**	**47,158**	**36,797**

Performance Measures			
Accidents per 100,000 Miles	0.38	0	0
Miles between Roadcalls	522,572	0	0
Avg. Trips per Passenger	77.33	123.13	114.28
Cost per Trip	$21.60	$22.59	$29.11
Cost per Paratransit Trip	$21.60	$22.59	$29.11
Cost per Total Mile	$2.75	$2.74	$2.93
Cost per Paratransit Mile	$2.75	$2.74	$2.93

Trips by Provider Type			
CTC	0	0	36,797
Transportation Operator	53,535	47,158	0
Coordination Contractor	12,969	0	0
TOTAL TRIPS	**66,504**	**47,158**	**36,797**

Appendix B: Vehicle Inventory

Asset Number	Model Year	Manufacturer Name	Mileage	Length
05771	2015	CHEVROLET CHAMPION	161874	23
05772	2015	CHEVROLET CHAMPION	159503	23
06091	2016	GLAVAL	150795	22
06092	2016	GLAVAL	114913	22
06093	2016	GLAVAL	121121	22
06094	2016	GLAVAL	160555	22
07071	2017	MOBILITY TRANSPORTAT	93924	23
07072	2017	MOBILITY TRANSPORTAT	110332	23
07073	2017	MOBILITY TRANSPORTAT	98099	22
07074	2017	MOBILITY TRANSPORTAT	81532	22
07075	2017	MOBILITY TRANSPORTAT	95190	22
07379	2019	GOSHEN	54789	23
07380	2019	GOSHEN	46221	23
07381	2019	GOSHEN	52440	23
7498	2020	FORD	30462	23
7500	2020	FORD	45041	23
7564	2020	FORD	49905	23
7834	2021	FORD	21133	25
7835	2021	FORD	9883	25
7836	2021	FORD	17477	25
7837	2021	FORD	21776	25

BUS TRANSIT SYSTEM
ANNUAL SAFETY CERTIFICATION

DATE: February 15, 2022

BUS TRANSIT SYSTEM: Sumter County Transit

ADDRESS: 7375 Powell Road

                                   Wildwood, FL 34785

IN ACCORDANCE WITH FLORIDA STATUTE 341.061
THE BUS TRANSIT SYSTEM NAMED ABOVE HEREBY CERTIFIES TO THE FOLLOWING:

1. The adoption of a System Safety Program Plan (SSPP) and the Security Program Plan (SPP) pursuant to Florida Department of Transportation safety standards set for in Rule Chapter 14-90, Florida Administrative Code (F.A.C.).
    Current date of Adopted SSPP: December 11, 2019

    Current date of Adopted SPP: May 12, 2020

2. Compliance with adopted safety standards in the SSPP and the SPP.

3. Performance of annual safety inspections on all operational buses in accordance with Rule 14-90.009, F.A.C. (This should be signed by the Officer responsible for management of the bus transit system to certify compliance.)

    Signature

    R. Keith Stevenson
    Name (Printed or Typed):

    Fleet Manager
    Title

4. Name and address of entity(ies) which has (have) performed safety inspections:

    First Vehicle Services
    Name

    7361 Powell Road
    Address (Street Number)

    Wildwood, FL 34785
    Address (City, State, Zip Code)

    (see individual vehicle files for 2020)
    Date(s) of Inspection

5. Names and contact information for all **contract** bus transit systems subject to the provisions of Rule 14-90, F.A.C.

    R. Keith Stevenson
    Name

    7375 Powell Road
    Address (Street Number)

    Wildwood, FL 34785
    Address (City, State, Zip Code)

    (352)689-4400
    Phone Number

(If additional space is needed, please continue on the back of this page.)

Appendix D: Rate Model Worksheets

Worksheet for Program-wide Rates

CTC: **Sumter County Bo** Version 1.4
County: **Sumter**

*1. Complete Total Projected Passenger Miles and ONE-WAY Passenger Trips (**GREEN** cells) below*

> Do **NOT** include trips or miles related to Coordination Contractors!
> Do **NOT** include School Board trips or miles UNLESS..........
> **INCLUDE** all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!
> Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS..
> Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!
> Do **NOT** include fixed route bus program trips or passenger miles!

PROGRAM-WIDE RATES

Total <u>Projected</u> **Passenger Miles** =	240,708	
Rate Per Passenger Mile = $	5.01	
Total <u>Projected</u> **Passenger Trips** =	24,000	
Rate Per Passenger Trip = $	50.27	

Fiscal Year

2022 - 2023

Avg. Passenger Trip Length = **10.0 Miles**

Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = $	6.44
Rate Per Passenger Trip = $	64.63

Once Completed, Proceed to the Worksheet entitled "Multiple Service Rates"

Vehicle Miles
The miles that a vehicle is scheduled to or actually travels from the time it pulls out from its garage to go into revenue service to the time it pulls in from revenue service.

Vehicle Revenue Miles (VRM)
The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles exclude:

> Deadhead
> Operator training, and
> Vehicle maintenance testing, as well as
> School bus and charter services.

Passenger Miles (PM)
The cumulative sum of the distances ridden by each passenger.

Worksheet for Multiple Service Rates

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

CTC: **Sumter County** |Version 1.4
County: **Sumter**

SECTION I: Services Provided

	Ambulatory	Wheelchair	Stretcher	Group
1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?..	◉ Yes ○ No	◉ Yes ○ No	○ Yes ◉ No	○ Yes ◉ No
	Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	STOP! Do NOT Complete Sections II - V for Stretcher Service	STOP! Do NOT Complete Sections II - V for Group Service

SECTION II: Contracted Services

	Ambulatory	Wheelchair	Stretcher	Group
1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?....	◉ Yes ○ No	◉ Yes ○ No	○ Yes ◉ No	○ Yes ◉ No
	Answer # 2 for Ambulatory Service	Answer # 2 for Wheelchair Service	Do Not Complete Section II for Stretcher Service	Do Not Complete Section II for Group Service
2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?.....	○ Yes ◉ No	○ Yes ◉ No	○ Yes ◉ No	○ Yes ◉ No
	Leave Blank	Leave Blank	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service
3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service? How many of the total projected Passenger Miles relate to the contracted service? How many of the total projected passenger trips relate to the contracted service?				
Effective Rate for **Contracted Services:** per **Passenger Mile** = per **Passenger Trip** =				
	Go to Section III for Ambulatory Service	Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service
4. If you answered # 3 & want a Combined Rate per Trip PLUS a per Mile add-on for 1 or more services. INPUT the Desired per Trip Rate (but must be less than per trip rate in #3 above = Rate per Passenger Mile for Balance =	**Combination Trip and Mile Rate**			
	Leave Blank and Go to Section III for Ambulatory Service	Leave Blank and Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

Worksheet for Multiple Service Rates

CTC: Sumter County |Version 1.4
County: Sumter

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

SECTION III: Escort Service

1. Do you want to charge all escorts a fee?..

○ Yes
● No

Skip #2 - 4 and
Section IV and
Go to Section V

2. If you answered Yes to #1. do you want to charge the fee per passenger trip OR ....

● Pass. Trip   **Leave Blank**
○ Pass. Mile

per passenger mile?........................

3. If you answered Yes to # 1 and completed # 2, for how many of the projected
Passenger Trips / Passenger Miles will a passenger be accompanied by an escort?   [   ]   Leave Blank

4. How much will you charge each escort?...   [   ]   Leave Blank

SECTION IV: Group Service Loading

Do NOT
Complete
Section IV

1. If the message "You Must Complete This Section" appears to the right, what is the projected total
number of Group Service Passenger Miles? (otherwise leave blank)...........................   [   ]

Loading Rate

.... And what is the projected total number of Group Vehicle Revenue Miles?   [   ]   0.00   to 1.00

SECTION V: Rate Calculations for Mulitple Services:

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically
   * Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet. MINUS miles
   and trips for contracted services IF the rates were calculated in the Section II above
   * Be sure to leave the service BLANK if you answered NO in Section I or YES to question #2 in Section II

		RATES FOR FY:	2022 - 2023	
	Ambul	Wheel Chair	Stretcher Leave Blank	Group Leave Blank
Projected Passenger Miles (excluding totally contracted services addressed in Section II) = 240,708 =	222,612 +	18,096 +	+	0
Rate per Passenger Mile =	$4.76	$8.15	$0.00	$0.00 per passenger	$0.00 per group

	Ambul	Wheel Chair	Stretcher Leave Blank	Group Leave Blank	
Projected Passenger Trips (excluding totally contracted services addressed in Section II) = 24,000 =	22,296 +	1,704 +	+		
Rate per Passenger Trip =	$47.85	$82.02	$0.00	$0.00 per passenger	$0.00 per group

2 If you answered # 1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,...

Combination Trip and Mile Rate

	Ambul	Wheel Chair	Stretcher Leave Blank	Group Leave Blank	
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =	[ ]	[ ]	[ ]		$0.00
Rate per Passenger Mile for Balance =	$4.76	$8.15	$0.00	$0.00 per passenger	$0.00 per group

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Worksheet for Multiple Service Rates

CTC: Sumter County |Version 1.4
County: Sumter

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

Rates If No Revenue Funds Were Identified As Subsidy Funds

	Ambul	Wheel Chair	Stretcher	Group	
Rate per Passenger Mile =	$6.12	$10.48	$0.00	$0.00 per passenger	$0.00 per group

	Ambul	Wheel Chair	Stretcher	Group	
Rate per Passenger Trip =	$61.51	$105.44	$0.00	$0.00 per passenger	$0.00 per group

Program These Rates Into Your Medicaid Encounter Data