



Transportation Disadvantaged Coordinating Board Agenda

Date | Time: June 12, 2023, | 2 PM

Sumter County TDCB Committee Meeting - June 2023

Jun 12, 2023, 2:00 – 4:00 PM (America/New York)

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

CALL REGULAR MEETING TO ORDER

Invocation / Pledge of Allegiance

Proper Noticing

Rollcall

Determination of Quorum

Chair Announcements Sumter County TDCB Chair, Commissioner Craig Estep

I. AGENDA UPDATE

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

Transportation Disadvantaged Coordinating Board Agenda

Date | Time: June 12, 2023, | 2 PM

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

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

III. CONSENT ITEMS

A. Annual Approval of Sumter County TDCB Bylaws

Attachment A: Sumter County TDCB Bylaws

B. Annual Approval of Sumter County TDCB Grievance Procedures

Attachment B: Sumter County TDCB Grievance Procedures

C. Approval of March 13, 2023, Quarterly Meeting Minutes

Attachment C: March 13, 2023, Sumter County TDCB Quarterly Meeting Minutes

D. Approval of March 13, 2023, Public Hearing Minutes

Attachment D: March 13, 2023, Sumter County TDCB Public Hearing Minutes

IV. ACTION ITEMS

A. Transportation Disadvantaged Service Plan (TDSP) that corresponds with the Memorandum of Agreement

The Lake~Sumter MPO and CTC are required to develop a Transportation Disadvantaged Service Plan every five years and update the plan annually, with review and approval from the TDCB. The current TDSP was updated in FY 2018-2019 and is therefore due for a major update in FY 2023-2024 that corresponds with the Memorandum of Agreement between the Florida Commission for the Transportation Disadvantaged and Sumter County Board of County Commissioners, the Community Transportation Coordinator (CTC). The Draft of the new FY 2023-2024 TDSP was presented to the Sumter County TDCB at the March 13, 2023, Quarterly Meeting and published to the MPO website on March 6, 2023, for official public review. Feedback from TDCB members and public comments have been incorporated into the final version.

Attachment E: Sumter County new FY 2023-2024 TDSP

B. Approval of FY 2024 TDCB Meeting Calendar

Draft TDCB Meeting Dates for FY 2024:

- September 4, 2023

Transportation Disadvantaged Coordinating Board Agenda

Date | Time: June 12, 2023, | 2 PM

- December 4, 2023
- March 4, 2024
- June 3, 2024

V. DISCUSSION ITEMS

Recommendation for approval is requested for Discussion Items.

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

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

B. Review of the Revised Sumter County CTC Annual Operating Report (AOR)

The Florida Commission for the Transportation Disadvantaged (CTD) requires the Annual Operating Report to be submitted by September 15 of each year. The CTD evaluates and compiles the operating data provided by all CTCs, which are utilized to substantiate the need to seek Transportation Disadvantaged funds from the Florida Legislature. Several revisions were made to the AOR data following the approval of the FY 2021-22 AOR. These revisions will be incorporated into the FY 2022-2023 AOR as comments.

Attachment F: Proposed Revised Sumter County Transit AOR FY 2021-22

C. Board Membership – Recommendation Needed to Fill Vacancies

The Sumter County TDCB is seeking members to fill the following vacancies:

- Person with a Disability Representing the Disabled

D. “Why It Matters To Me”

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

- Chantel Buck will be providing a JAWS Presentation to demonstrate the use of a screen reader.

E. Upcoming Conferences/Meetings

- CTD Business Meeting, June 15, 2023, Charlotte County
- Transportation Disadvantaged Annual Training Workshop & EXPO, August 29-30, 2023, Orlando, FL

VI. REPORTS

A. FDOT – Jamie Ledgerwood

B. Sumter County CTC – Deborah Snyder, ***Sumter County Transit Report (Attachment G)***



Transportation Disadvantaged Coordinating Board Agenda

Date | Time: June 12, 2023, | 2 PM

C. Lake-Sumter MPO Quarterly Progress Report – Michael Woods,

VII. BOARD MEMBER COMMENTS

VIII. ADJOURNMENT

IX. NEXT MEETING: September 4, 2023

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

**BYLAWS OF THE SUMTER COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

ARTICLE I: PREAMBLE

The following sets forth the Bylaws which shall serve to guide the functioning of the Sumter County Transportation Disadvantaged Coordinating Board. The intent is to provide procedures and policies for fulfilling the requirements of Chapter 427, Florida Statutes (F.S.), and Chapter 41-2, Florida Administrative Code (F.A.C.), governing the coordination of transportation services provided to the transportation disadvantaged.

ARTICLE II: NAME AND PURPOSE

Section 1: Name: The name of the Coordinating Board shall be the Sumter County Transportation Disadvantaged Coordinating Board, hereinafter referred to as the TDCB.

Section 2: Purpose: Pursuant to F.S. 427.0157, the primary purpose of the TDCB is to develop local service needs and to provide information, advice, and direction to the Community Transportation Coordinator (CTC) on the coordination of services to be provided to the transportation disadvantaged.

ARTICLE III: MEMBERSHIP

Section 1: Appointment of Members: In accordance with F.S. 427.0157 and Rule 41-2.012, F.A.C., members of the TDCB shall be appointed by the Lake-Sumter Metropolitan Planning Organization, hereinafter referred to as the MPO.

Section 2: Voting Members: In accordance with Rule 41-2.012(3), F.A.C., in addition to the Chairperson, the following agencies or groups shall be represented on the TDCB as voting members:

1. A local representative of the Florida Department of Transportation;
2. A local representative of the Florida Department of Children and Families;
3. A local representative of the Public Education Community, which may include, but is not limited to, a representative of the District School Board, School Board Transportation Office, or Headstart Program in areas where the School District is responsible;
4. A local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education;
5. A person recommended by the local Veterans Service Office representing the veterans of the county;
6. A person who is recognized by the Florida Association for Community Action (President) as representing the economically disadvantaged in the county;
7. A person over sixty years of age representing the elderly in the county;
8. A person with a disability representing the disabled in the county;
9. A citizen advocate representative in Sumter County;
10. A citizen advocate representative in Sumter County who uses the transportation services of the system as that person's primary means of transportation;
11. A local representative for children at risk;
12. A local representative of the Florida Department of Elderly Affairs;

13. An experienced representative of the local private for profit transportation industry, or in an area where such a representative is not available, a local private non-profit representative, except where said representative is also the CTC;
14. A local representative of the Florida Agency for Health Care Administration;
15. A representative of the Regional Workforce Development Board established in Chapter 445, F.S.; and
16. A representative of the local medical community, which may include, but is not limited to, kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, local health department or other home and community-based services.

Section 3: Alternate Members: All members of the TDCB may have their agency or organization designate, in writing, an alternate who may vote only in the absence of that member. All members not representing an agency or organization may have an alternate, who may vote only in the absence of that member, appointed for them by the MPO.

Section 4: Technical Advisors - Non-Voting Members: Non-voting technical advisors may be approved upon a majority vote of a quorum of the TDCB members for the purpose of providing the TDCB with technical advice.

Section 5: Terms of Appointment: Except for the Chairperson and state agency representatives, the members of the TDCB shall be appointed for three (3) year terms. The Chairperson shall serve until elected term of office has expired or until the Chairperson is otherwise replaced by the MPO. Individuals may be reappointed to serve an additional three (3) year term. No employee of a CTC shall serve as a voting member of the TDCB in an area where the CTC serves.

Section 6: Termination of Membership: A member of the TDCB may resign at any time by providing notice in writing to the Chairperson. Unless otherwise specified in the notice, the resignation shall take effect when it is received by the Chairperson. Each member of the TDCB is expected to demonstrate his/her interest in the TDCB's activities by attending the scheduled meetings. If a voting member is unable to attend a meeting, he/she should ensure that his/her alternate will attend. The MPO shall review, and consider rescinding, the appointment of any voting member who fails to attend three (3) consecutive meetings. The TDCB shall notify the Florida Transportation Disadvantaged Commission (Commission) of any state agency voting member or his/her alternate failing to attend three (3) consecutive meetings.

ARTICLE IV: OFFICERS AND DUTIES

Section 1: Officers: The officers of the TDCB shall include a Chairperson and a Vice-Chairperson.

Section 2: Chairperson: The MPO shall appoint an elected official from Sumter County to serve as the official Chairperson for all TDCB meetings. The Chairperson shall preside at all meetings, review and sign the official meeting minutes, and be responsible for all notices and agendas for meetings. The Chairperson shall serve until elected term of office has expired or otherwise replaced by the MPO, in accordance with Rule 41-2.012(4), F.A.C.

Section 3: Vice-Chairperson: The TDCB shall hold an organizational meeting each year for the purpose of electing a Vice-Chairperson. The Vice-Chairperson shall be elected by a majority vote of the voting TDCB members present. The Vice-Chairperson's term of office shall be for one (1) year starting with the first meeting after his/her election, but the Vice-Chairperson may be re-elected to an additional term or terms of office. In the event of the Chairperson's absence, the Vice-Chairperson shall assume the duties of the Chairperson and conduct the meeting.

Section 4: Absence of Chairperson and Vice Chairperson: In the event of the TDCB Chairperson's, and the Vice-Chairperson's absence, the TDCB will, if a quorum is present, elect a voting member of the TDCB to assume the duties of the Chairperson for that meeting and conduct the meeting.

ARTICLE V: COORDINATING BOARD MEETINGS

Section 1: Regular Meetings and Procedures: The TDCB shall meet as often as necessary in order to meet its responsibilities. However, as required by Section 427.0157, F.S. and Rule 41-2.012(5), F.A.C., it shall meet at least quarterly. All meetings, including committee meetings, shall function under Florida's "Government in the Sunshine Law."

Section 2: Notice of Meetings and Meeting Agendas: A notice stating the date, time and place of each meeting shall be publicly advertised and sent to all TDCB members and, other interested parties at least fourteen (14) days in advance of the meeting. A meeting agenda shall be sent to all TDCB members, and other interested parties at least seven (7) days in advance of each meeting, and shall be made available to the public at least four (4) days in advance of the meeting in accordance with the MPO Public Participation Policy (Section 6.0, Lake~Sumter MPO Bylaws). Agenda changes may be made at any meeting by a two-thirds (2/3) vote of the TDCB members present, provided that all agenda changes are made in accordance with the MPO Public Participation Policy (Section 6.0, Lake~Sumter MPO Bylaws).

Section 3: Emergency Meetings: If determined by the Chairperson to be necessary, the Chairperson may call an emergency meeting. A notice stating the date, time and place of the emergency meeting shall be publically advertised and sent to all TDCB members and other interested parties at least seven (7) days, if possible, in advance of the meeting. A meeting agenda shall be sent to all TDCB members as soon as early as possible.

Section 4: Quorum: At all meetings of the TDCB, the presence in person of a majority of the members currently seated shall be necessary and sufficient to constitute a quorum for the transaction of business.

Section 5: Voting: Unless otherwise expressly required by law or these Bylaws, all matters to be voted on shall be decided by a majority vote of those TDCB members present. TDCB members can participate in meetings via conference call, however, a physical quorum must be present to vote for the transaction of business.

Section 6: Public Participation: All TDCB meetings shall be held in accordance with the MPO Public Participation Policy (Section 6.0, Lake~Sumter MPO Bylaws).

ARTICLE VI: STAFF

The MPO shall provide the TDCB with sufficient staff support and resources to enable the TDCB to fulfill its responsibilities as set forth in Chapter 427, F.S., and Chapter 41-2, F.A.C. This includes providing sufficient staff to manage and oversee the responsibilities of the TDCB. This also includes but is not limited to, assistance in the scheduling of meetings, preparing meeting agenda packets, training board members, evaluating cost effectiveness, reviewing the local Transportation Disadvantaged Service Plan (TDSP) and other necessary administrative duties as appropriate.

ARTICLE VII: COORDINATING BOARD DUTIES

Section 1: Coordinating Board Duties: Pursuant to F.S. 427.0157 and Rule 41-2.012 the TDCB shall perform the following duties:

1. Maintain official meeting minutes, including an attendance roster, reflecting official actions and provide a copy of same to the Commission and the Chairperson of the MPO;
2. Review and approve the CTC's Memorandum of Agreement and the CTC's Transportation Disadvantaged Service Plan (TDSP) prior to submittal to the Commission;
3. On a continuing basis, evaluate services provided under the approved Service Plan. Annually, provide the MPO with an evaluation of the CTC's performance in general and relative to Commission standards and the completion of current Service Plan elements. Recommendations relative to performance and the renewal of the CTC's Memorandum of Agreement shall be included in the report;
4. In cooperation with the CTC, review and provide recommendations to the Commission and the MPO on all applications for local government, state or federal funds relating to transportation of the transportation disadvantaged in Sumter County to ensure that any expenditures within the County are provided in the most cost effective and efficient manner;
5. Review the coordination strategies of service provision to the transportation disadvantaged in the county to seek innovative ways to improve cost effectiveness, efficiency, safety, working hours, and types of service in an effort to increase ridership to a broader population. Such strategies should also encourage multi-county and regional transportation service agreements between area CTCs and consolidation of adjacent designated service areas when it is appropriate and cost effective to do so;
6. Appoint a Grievance Subcommittee to serve as a mediator to process, investigate and decide grievances or complaints from agencies, users, potential users of the system and the CTC in the county, and make recommendations to the Coordinating Board for improvement of service. The Coordinating Board shall establish procedures to provide regular opportunities for grievances and issues to be brought before the committee and to address them in a timely manner, and the Coordinating Board shall hear grievances and appeals itself as provided for in the grievance procedures. Members appointed to the Subcommittee shall be voting members of the Coordinating Board;
7. Annually review coordination contracts to advise the CTC whether the continuation of said contract provides the most cost effective and efficient transportation available;
8. Review and approve the CTCs Annual Operating Report by September 15th each year;
9. Review and approve the (TDSP) for consistency with approved minimum guidelines and the goals and objectives of the Coordinating Board. The TDSP shall include a vehicle inventory of those vehicles purchased with transportation disadvantaged funds;
10. 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 monies;
11. Hold at least one public hearing per year for the purpose of receiving input on unmet needs or any other areas that relate to the local transportation services;

12. Work cooperatively with regional workforce boards established in Chapter 445, F.S. to provide assistance in the development of innovative transportation services for participants in the welfare transition program; and
13. Evaluate multi-county or regional transportation opportunities.

ARTICLE VIII: COMMITTEES

Section 1: Grievance Subcommittee: The Grievance Subcommittee shall be appointed and function pursuant to Grievance Procedures adopted by the TDCB.

Section 2: Other Committees: Other committees may be designated by the Chairperson as necessary to investigate and report on specific subject areas of interest to the TDCB and to deal with administrative and legislative matters.

ARTICLE IX: COMMUNICATION WITH OTHER AGENCIES AND ENTITIES

The MPO authorizes the TDCB to communicate directly with other agencies and entities as necessary to carry out its responsibilities in accordance with Chapter 427, F.S., and Chapter 41-2, F.A.C.

ARTICLE X: AMENDMENTS

The Bylaws shall be reviewed, updated (if necessary), and adopted annually.

ARTICLE XI: CERTIFICATION

The undersigned hereby certifies that he/she is the Chairperson of the Sumter County Transportation Disadvantaged Coordinating Board and that the foregoing is a full, true and corrected copy of the Bylaws of this Coordinating Board as adopted by the Sumter County Transportation Disadvantaged Coordinating Board on the 6th day of June 2022.

SUMTER COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD

Craig Estep, Chairman

GRIEVANCE PROCEDURES OF THE SUMTER COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD

ARTICLE I: PREAMBLE

The following sets forth the grievance procedures of the Sumter County Transportation Disadvantaged Coordinating Board (TDCB), serving to assist the Lake-Sumter Metropolitan Planning Organization (MPO). The intent is to provide policies and procedures pursuant to Chapter 427, Florida Statutes, and Rule 41-2.012, Florida Administrative Code, for the resolution of formal grievances concerning paratransit services from agencies, users, potential users, sub-contractors, and other interested parties.

ARTICLE II: GRIEVANCE SUBCOMMITTEE NAME, PURPOSE, AND MEMBERSHIP

Section 1: Name: The name of the subcommittee to process, investigate, hear and decide grievances or complaints for the Sumter County TDCB shall be the Grievance Subcommittee.

Section 2: Purpose: The primary purpose of the Grievance Subcommittee is to process, investigate, hear and decide grievances or complaints from agencies, users, transportation operators, potential users of the system and the Community Transportation Coordinator (CTC), to review and make recommendations, as necessary, for amendments to paratransit eligibility guidelines, and to make recommendations to the TDCB for improvement of services. The Grievance Subcommittee shall meet as often as necessary to process grievances and complaints in a timely manner.

Section 3: Membership: The Grievance Subcommittee shall consist of five (5) voting members chosen from the TDCB. The TDCB shall approve the Grievance Subcommittee appointees by a two-thirds (2/3) vote of a quorum of the members present and voting. The members of the Grievance Subcommittee shall be appointed at the first quarterly meeting and shall serve for a period of one year.

ARTICLE III: DEFINITIONS

Section: 1: Definitions: For the purpose of the TDCB and the Grievance Subcommittee, the following definitions shall apply:

1. *Community Transportation Coordinator (CTC)*: The Sumter County Board of County Commissioners serves as the CTC for Sumter County.
2. *Formal Grievance*: A formal grievance is a **written complaint** to document any concerns or an unresolved service complaint regarding the operation or administration of Transportation Disadvantaged Program services by the Transportation Operator, CTC, MPO or the TDCB. The grievant, in their formal complaint, should demonstrate or establish their concerns as clearly as possible. Formal Grievances may include but are not limited to:
 - a. Chronic or recurring or unresolved Service Complaints.
 - b. Violations of specific laws governing the provision of Transportation Disadvantaged services (i.e., Chapter 427 of the Florida Statutes, Chapter 41-2

of the Florida Administrative Code and accompanying documents, Sunshine Law and/or ADA violations).

- c. Contract disputes (Agencies/Operators).
- d. Bidding disputes.
- e. Agency compliance.
- f. Conflicts of interest.
- g. Supplanting of funds.
- h. Billing and/or accounting procedure violation.
- i. Denials of applications for paratransit services.

3. *Service Complaints:* Service complaints are routine incidents that occur on a daily basis that are reported to the CTC, Operator, drivers or dispatchers, or to other individuals involved with the daily operations, and are resolved within the course of a reasonable time period suitable to the complainant. Service standards are established by the CTC and the TDCB. Service complaints may include, but are not limited to:

- a. Late trips (late pickup, late drop off, and/or late returns).
- b. No-show by Transportation Operator.
- c. No-show by client.
- d. Client Behavior.
- e. Driver Behavior.
- f. Passenger discomfort.
- g. Refusal of service to client for any reason.

ARTICLE IV: GRIEVANCE AND COMPLAINT PROCEDURES

Section 1: General: The following procedures are established to provide regular opportunities for grievances and appeals to be brought before the Grievance Subcommittee and the TDCB.

Section 2: Filing a Grievance: Should a grievant wish to file a formal grievance, the grievant shall provide a written statement of their grievance, containing the name, address, telephone number and any other contact information for the grievant, a clear and concise statement of the grounds for the grievance, supporting documentation, if any, and an explanation of the improvements needed to address the complaint by the grievant. Assistance in filing a formal grievance shall be provided by the Lake-Sumter MPO staff, if requested by the grievant.

The grievance shall be sent to the Transit Division Manager for the CTC, who shall render a decision in writing within fifteen (15) days of receipt of the grievance, giving the grievant an explanation of the facts that lead to the CTC's decision, providing any suggestions for resolution and providing information as to the appeals process. If the grievant is not satisfied with the decision or proposed resolution of the CTC Transit Division Manager, the grievant may appeal by sending the written formal grievance, the CTC response and any information or documentation the grievant wishes to add for scheduling of a hearing before the Grievance Subcommittee for the TDCB, at the following address:

Lake~Sumter Metropolitan Planning Organization
Attn: Transportation Disadvantaged Coordinating Board, Grievance
Subcommittee
1300 Citizens Boulevard, Suite 175
Leesburg, FL 34748

Within seven (7) working days following the date of receipt of the formal grievance, the MPO shall schedule a meeting of the Grievance Subcommittee, unless there is a TDCB meeting that is scheduled within thirty (30) days of the date of the MPO's receipt of the formal grievance, in which case the MPO may schedule the formal grievance to be heard directly by the TDCB at that upcoming meeting. The process outlined in Section 3 of these procedures shall be utilized in such an instance.

If there is no TDCB meeting that is scheduled within thirty (30) days of the date of the MPO's receipt of the formal grievance, then the MPO shall ensure that the meeting of the Grievance Subcommittee to hear the grievance within thirty (30) days of receipt of the formal grievance to address it and any other appeal from any other party received by the MPO at least fourteen (14) days prior to the meeting of the Subcommittee.

The Grievance Subcommittee shall send a notice of the scheduled meeting in writing to the grievant. The notices shall clearly state:

- a. The date, time, and location of the meeting; and
- b. The purpose of the discussion and a statement of issues involved.

The Grievance Subcommittee shall have the power to hear and decide formal grievances. Within fifteen (15) days of the meeting of the Subcommittee, the Subcommittee shall render a decision in writing to the grievant. Written decisions shall include the following information:

- a. A statement that a meeting was held in which the involved parties, their representatives, and witnesses were given an opportunity to present their position; and
- b. A statement that clearly defines the issues discussed; and
- c. The decision of the Grievance Subcommittee based on the information presented.

The Grievance Subcommittee shall submit a report to the TDCB for the TDCB's information and review at the next regularly scheduled TDCB meeting, containing a brief summary of each grievance and the Subcommittee's decision. All documents pertaining to the grievance process will be made available, upon request of the grievant, in a format accessible to persons with disabilities.

Section 3: Grievances Before and Appeals to the TDCB: The TDCB may hear grievances scheduled before it by MPO staff pursuant to Section 2 of these procedures. In addition, the grievant may appeal the written decision of the Grievance Subcommittee to the TDCB, if the grievant is not satisfied with the decision or proposed resolution of the Grievance Subcommittee, by notifying the MPO, in writing, that the grievant wishes to appeal the decision of the Grievance Subcommittee.

Assistance in filing a grievance or an appeal shall be provided by staff to the MPO, if requested. The grievance or appeal shall be heard at the next regularly scheduled TDCB meeting, and the grievant shall be notified in writing of the date, time, and place of the TDCB meeting where the grievance or appeal shall be heard. This written notice shall be mailed at least ten (10) days in advance of the meeting. The TDCB shall render its written decision as to the grievance or appeal within fifteen (15) days of the regularly scheduled TDCB meeting when the grievance or appeal was heard. A copy of the written decision made by the TDCB shall be mailed to the grievant.

Section 4: Notices: All written correspondence between the Grievance Subcommittee, MPO and the TDCB to the grievant/appellant shall be sent via email or USPS Return Receipt service. All documents pertaining to the grievance process will be made available, upon request, in a format accessible to persons with disabilities.

Section 5: Commission for Transportation Disadvantaged/: If the grievant is dissatisfied with the decision of the TDCB, he/she may continue the process with the Florida Commission for the Transportation Disadvantaged Ombudsman Program. The customer may begin this process by contacting the Commission Ombudsman through the TD Helpline at (800) 983-2435 or e-mail: CTDOmbudsman@dot.state.fl.us via mail at: Florida Commission for the Transportation Disadvantaged, 605 Suwannee St., MS-49, Tallahassee, FL 32399-0450 or online at www.fdot.gov/ctd.

ARTICLE V: SCHEDULED MEETINGS

When a meeting of the Grievance Subcommittee is necessary, staff to the MPO shall schedule a meeting for the Grievance Subcommittee.

ARTICLE VI: RECORDS RETENTION

Records retention shall be in accordance with the retention schedules prescribed by the Secretary of State of the State of Florida.

ARTICLE VII: AMENDMENTS

The TDCB Grievance Procedures may be amended by a two-thirds (2/3) vote of a quorum of the members of the TDCB present and voting, provided the proposed change(s) is/are made available for review to all members at least seven (7) days in advance of the meeting.

ARTICLE VIII: CERTIFICATION

The undersigned hereby certifies that he/she is the Chair of the TDCB and that the foregoing is a full, true and correct copy of the Grievance procedures of this TDCB as adopted by the TDCB on the sixth day of June 2022.

Craig Estep, Chair
Sumter County
Transportation Disadvantaged Coordinating Board

SUMTER COUNTY TRANSIT GRIEVANCE FORM

Name: _____ Today's Date: _____

Physical Address: _____

Mailing Address (if different): _____

Home Telephone: _____ Other Telephone: _____

Email Address: _____

Date of Grievance: _____ Approximate Time: _____

Are you filing this grievance on your own behalf? _____

If not, please supply the name and relationship of the person for whom you are registering this grievance:

Grievance Statement: _____

Signature: _____ Date: _____

Below to be Filled out by Sumter County Transit:

Report Received By: _____ Date: _____

Action/Results: _____



MINUTES
SUMTER COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD
Minutes – March 13, 2023
1300 Citizens Blvd., Suite 175 Leesburg, FL 34748

Members Present

Craig Estep, Chairman
Jamie Kersey Ledgerwood
Sally Moss
Steve Homan
Barney Johnson
Emilio Santiago
Thomas Chase, Vice Chair
Chantel Buck

Representing

Lake~Sumter MPO
FDOT
Public Education/Sumter County Schools
FL Department of Elder Affairs
Local Private For-Profit Transportation
Florida Agency for Health Care Administration
Medical Community
New Vision for Independence

Members Absent

Sheri Peterson
Jennilyn Green
Dominick Nati
Sandra Woodard
Nora Hanzez
Jose Lopez
Bonnie Cowie
Mat Kline
Gustavo Henriquez

Representing

Dept. of Children & Families
Vocational Rehabilitation/Dept. of Education
Veterans Service Office Representing Veterans
FL Association CAA/Economically Disadvantaged
Persons Over 60, representing elderly
Citizens Advocate
Citizen Advocate/User of the System
Children at Risk
Regional Workforce Development Board

Staff Present

Michael Woods
Doris LeMay

Representing

Lake~Sumter MPO
Lake~Sumter MPO

CALL TO ORDER

The meeting of the Sumter County Transportation Disadvantaged Coordinating Board (TDCB) was called to order at 2:02 p.m. by Chair Commissioner Craig Estep. Followed by the Pledge of Allegiance and a moment of Silence. Staff announced that the meeting was properly noticed, the roll was called, at which time it was noted that a quorum was present. (5 Voting Members present 3 members online).

I. AGENDA UPDATE

Move the June 5, 2023, meeting to June 12, 2023.

On a motion by Chantel Buck seconded by Thomas Chase and carried unanimously by a Vote of 5-0, the Board approved moving the June 5, 2023 meeting to June 12, 2023.

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

III. CONSENT ITEMS

A. Approval of September 12, 2022, Meeting Minutes

B. Approval of December 5, 2022, Meeting Minutes

On a motion by Chantel Buck seconded by Sally Moss and carried unanimously by a Vote of 5-0, the Board approved items A-B as Presented.

IV. ACTION ITEMS:

A. Selection of Sumter County TDCB Vice-Chair

Chantel Buck nominated Thomas Chase as the Sumter County TDCB Vice-Chair for 2023.

B. Review and Approval of the Sumter County CTC Annual Operating Report (AOR).
Kelsey Peterson, WSP provided a brief overview of the Sumter County CTC Annual Operating Report (AOR). Discussion continued.

On a motion by Chantel Buck seconded by Thomas Chase and carried unanimously by a Vote of 5-0, the Board approved the Sumter County CTC Annual Operating Report (AOR).

C. Draft Transportation Disadvantaged Service Plan (TDSP) Major Update.
Kelsey Peterson, WSP provided a brief overview of the TDSP. Discussion continued.

On a motion by Thomas Chase seconded by Chantel Buck and carried unanimously by a Vote of 5-0, the Board approved the Draft TDSP as presented.

V. DISCUSSION ITEMS:

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

B. Recommendation of Community Transportation Coordinator (CTC). – Michael Woods

C. Use of Electronic Signatures – Kelsey Peterson, WSP

D. Board Membership – Recommendation Needed to Fill Vacancies – Michael Woods

E. Why It Matters to Me – Chantel Buck postponed until next meeting.

F. Upcoming Conferences/Meetings – Michael Woods

VI. REPORTS

A. FDOT – Jamie Kersey Ledgerwood - None

B. Sumter County Transit – Deborah Snyder - None

C. MTM Transit – Steven Baker - None

D. Lake~Sumter MPO – Michael Woods – In Agenda Package

VII. BOARD MEMBER COMMENTS –

Welcomed Barney Johnson – Local Private For Profit Transportation. Chantel Buck Reminded everyone that Driver Appreciation Day is March 18th. Thanked Drivers

VIII. ADJOURNMENT

There being no further business to discuss, the meeting adjourned at 3:04 p.m.

IX. NEXT MEETING: June 12, 2023 @ 2:00 PM

Chair Craig Estep

Date



**Sumter County Transportation Disadvantaged Coordinating Board
Minutes – Annual Public Hearing
March 13, 2023
1300 Citizens Blvd. Suite 175, Leesburg, FL 34748**

Members Present

Craig Estep, Chairman
Jamie Kersey Ledgerwood
Sally Moss
Steve Homan
Barney Johnson
Emilio Santiago
Thomas Chase, Vice Chair
Chantel Buck

Representing

Lake~Sumter MPO
FDOT
Public Education/Sumter County Schools
FL Department of Elder Affairs
Local Private for-Profit Transportation
Florida Agency for Health Care Administration
Medical Community
New Vision for Independence

Members Absent

Sheri Peterson
Jennilyn Green
Dominick Nati
Sandra Woodard
Nora Hanzez
Jose Lopez
Bonnie Cowie
Mat Kline
Gustavo Henriquez

Representing

Dept. of Children & Families
Vocational Rehabilitation/Dept. of Education
Veterans Service Office Representing Veterans
FL Association CAA/Economically Disadvantaged
Persons Over 60, representing elderly
Citizens Advocate
Citizen Advocate/User of the System
Children at Risk
Regional Workforce Development Board

Staff Present

Mike Woods
Doris LeMay

Representing

Lake~Sumter MPO
Lake~Sumter MPO

CALL TO ORDER ANNUAL PUBLIC HEARING

The Annual Public Hearing was called to order by Chairman Craig Estep @ 2:00 p.m. Staff announced that the meeting was properly noticed.

OPEN PUBLIC COMMENT PERIOD

- A.** In-Person Public Comments – None
- B.** Virtual Public Comments – None
- C.** Written Comments – None
- D.** Board Member Comments – Chantel Buck reported that the Sumter County Transit online application is very user friendly. TDSP online for public review.

ADJOURNMENT: There being no public comments, the chairman closed the meeting at 2:02 p.m.

Chairman Craig Estep

Date



CTC Organization

County: Sumter
Fiscal Year: 7/1/2021 - 6/30/2022

CTC Status: Complete
CTD Status: Complete

Revised Data: April 5, 2023
Date Initiated: 9/6/2022

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

Address: 7375 Powell Road

City: Wildwood

State: FL

Zip Code: 34785

Organization Type: County

Network Type: Complete Brokerage

Operating Environment: Rural

Transportation Operators: Yes

Number of Transportation Operators: 1

Coordination Contractors: No

Number of Coordination Contractors: 0

Provide Out of County Trips: Yes

Local Coordinating Board (LCB) Chairperson: Craig Estep

CTC Contact: Deborah Snyder

CTC Contact Title: Public Works Director/County Engineer

CTC Contact Email: Deborah.Snyder@sumtercountyfl.gov

Phone: (352) 689-4400

CTC Certification

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

CTC Representative (signature): _____

LCB Certification

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

LCB Chairperson (signature): _____



CTC Trips

County: Sumter

CTC Status: Complete

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

Fiscal Year: 07/01/2021 - 06/30/2022

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Service Type - One Way						
Fixed Route/Fixed Schedule						
Daily Pass Trips	0	N/A	0	0	N/A	0
Weekly Pass Trips	0	N/A	0	0	N/A	0
Monthly Pass Trips	0	N/A	0	0	N/A	0
Deviated Fixed Route Service	2,141	N/A	2,141	2,134	N/A	2,134
Complementary ADA Service	0	N/A	0	0	N/A	0
Paratransit						
Ambulatory	39,452	0	39,452	32,965	0	32,965
Non-Ambulatory	2,743	0	2,743	1,698	0	1,698
Stretcher	0	0	0	0	0	0
Transportation Network Companies	0	N/A	0	0	N/A	0
Taxi	0	N/A	0	0	N/A	0
School Board (School Bus)	0	N/A	0	0	N/A	0
Volunteers	0	N/A	0	0	N/A	0
Total - Service Type	44,336	0	44,336	36,797	0	36,797
Contracted Transportation Operator						
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	44,336	N/A	44,336	0	N/A	0
Total - Contracted Transportation Operator Trips	44,336	0	44,336	0	0	0
Revenue Source - One Way						
Agency for Health Care Administration (AHCA)	0	0	0	0	0	0
Agency for Persons with Disabilities (APD)	13,915	0	13,915	0	0	0
Comm for the Transportation Disadvantaged (CTD)	19,200	N/A	19,200	20,545	N/A	20,545
Dept of Economic Opportunity (DEO)	0	0	0	0	0	0
Dept of Children and Families (DCF)	0	0	0	0	0	0
Dept of Education (DOE)	0	0	0	0	0	0
Dept of Elder Affairs (DOEA)	539	0	539	0	0	0
Dept of Health (DOH)	0	0	0	0	0	0
Dept of Juvenile Justice (DJJ)	0	0	0	0	0	0
Dept of Transportation (DOT)	2,141	0	2,141	2,134	0	2,134
Local Government	790	0	790	2,283	0	2,283
Local Non-Government	7,751	0	7,751	11,835	0	11,835
Other Federal & State Programs	0	0	0	0	0	0
Total - Revenue Source	44,336	0	44,336	36,797	0	36,797



CTC Trips (cont'd)

County: Sumter

CTC Status: Complete

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

Fiscal Year: 07/01/2021 - 06/30/2022

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Passenger Type - One Way						
Older Adults	17,904	0	17,904	10,615	0	10,615
Children At Risk	2,290	0	2,290	12,481	0	12,481
Persons With Disabilities	10,431	0	10,431	6,121	0	6,121
Low Income	8,467	0	8,467	5,446	0	5,446
Other	5,244	0	5,244	2,134	0	2,134
Total - Passenger Type	44,336	0	44,336	36,797	0	36,797
Trip Purpose - One Way						
Medical	8,907	0	8,907	5,050	0	5,050
Employment	8,479	0	8,479	4,212	0	4,212
Education/Training/Daycare	15,563	0	15,563	21,446	0	21,446
Nutritional	2,224	0	2,224	1,086	0	1,086
Life-Sustaining/Other	9,163	0	9,163	5,003	0	5,003
Total - Trip Purpose	44,336	0	44,336	36,797	0	36,797
Unduplicated Passenger Head Count (UDPHC)						
UDPHC	369	0	369	322	0	322
Total - UDPHC	369	0	369	322	0	322
Unmet & No Shows						
Unmet Trip Requests	0	N/A	0	0	N/A	0
No Shows	722	N/A	722	603	N/A	603
Customer Feedback						
Complaints	0	N/A	0	0	N/A	0
Commendations	0	N/A	0	0	N/A	0



CTC Vehicles & Drivers

County: Sumter

CTC Status: Complete

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

Fiscal Year: 07/01/2021 - 06/30/2022

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Vehicle Miles						
Deviated Fixed Route Miles	18,251	N/A	18,251	17,866	N/A	17,866
Complementary ADA Service Miles	0	N/A	0	0	N/A	0
Paratransit Miles	387,705	0	387,705	347,451	0	347,451
Transportation Network Companies (TNC) Miles	0	N/A	0	0	N/A	0
Taxi Miles	0	N/A	0	0	N/A	0
School Board (School Bus) Miles	0	N/A	0	0	N/A	0
Volunteers Miles	0	N/A	0	0	N/A	0
Total - Vehicle Miles	405,956	0	405,956	365,317	0	365,317
Roadcalls & Accidents						
Roadcalls	0	0	0	0	0	0
Chargeable Accidents	0	0	0	0	0	0
Vehicle Inventory						
Total Number of Vehicles	21	0	21	21	0	21
Number of Wheelchair Accessible Vehicles	21	0	21	21	0	21
Drivers						
Number of Full Time & Part Time Drivers	21	0	21	22	0	22
Number of Volunteer Drivers	0	0	0	0	0	0



CTC Revenue Sources

County: Sumter

CTC Status: Complete

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

Fiscal Year: 07/01/2021 - 06/30/2022

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Revenue Sources						
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 3,792	\$ 0	\$ 3,792	\$ 0	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)						
Non-Sponsored Trip Program	\$ 382,072	N/A	\$ 382,072	\$ 416,543	N/A	\$ 416,543
Non-Sponsored Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Rural Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
TD Other	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Department of Transportation (DOT)						
49 USC 5307	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5310	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5311	\$ 429,211	\$ 0	\$ 429,211	\$ 194,668	\$ 0	\$ 194,668
49 USC 5311 (f)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Service Development	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Government						
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
County Cash	\$ 282,655	\$ 0	\$ 282,655	\$ 396,868	\$ 0	\$ 396,868
County In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Non-Government						
Farebox	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Donations/Contributions	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Non-Government	\$ 4,000	\$ 0	\$ 4,000	\$ 3,700	\$ 0	\$ 3,700
Other Federal & State Programs						
Other Federal Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Total - Revenue Sources	\$ 1,101,730	\$ 0	\$ 1,101,730	\$ 1,011,779	\$ 0	\$ 1,011,779



CTC Expense Sources

County: Sumter

CTC Status: Complete

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

Fiscal Year: 07/01/2021 - 06/30/2022

CTD Status: Complete

Expense Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Labor	\$ 0	\$ 0	\$ 0	\$ 44,052	\$ 0	\$ 44,052
Fringe Benefits	\$ 0	\$ 0	\$ 0	\$ 5,270	\$ 0	\$ 5,270
Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Materials & Supplies Consumed	\$ 21,034	\$ 0	\$ 21,034	\$ 3,400	\$ 0	\$ 3,400
Utilities	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Casualty & Liability	\$ 12,390	\$ 0	\$ 12,390	\$ 11,665	\$ 0	\$ 11,665
Taxes	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Miscellaneous	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Interest	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Capital Purchases	\$ 23,251	\$ 0	\$ 23,251	\$ 31,419	\$ 0	\$ 31,419
Contributed Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Purchased Transportation Services						
Bus Pass	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Contracted Operator	\$ 1,136,302	N/A	\$ 1,136,302	\$ 975,479	N/A	\$ 975,479
Total - Expense Sources	\$ 1,192,977	\$ 0	\$ 1,192,977	\$ 1,071,285	\$ 0	\$ 1,071,285

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

Demographics	Number
Total County Population	127,335
Unduplicated Head Count	369



Trips By Type of Service	2020	2021	2022	Vehicle Data	2020	2021	2022
Fixed Route (FR)	0	0	0	Vehicle Miles	388,552	365,317	405,956
Deviated FR	2,347	2,134	2,141	Road calls	0	0	0
Complementary ADA	0	0	0	Accidents	0	0	0
Paratransit	44,811	34,663	42,195	Vehicles	21	21	21
TNC	0	0	0	Drivers	24	22	21
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	47,158	36,797	44,336				

Passenger Trips By Trip Purpose	2020	2021	2022
Medical	5,003	5,050	8,907
Employment	5,940	4,212	8,479
Ed/Train/DayCare	25,242	21,446	15,563
Nutritional	3,074	1,086	2,224
Life-Sustaining/Other	7,899	5,003	9,163
TOTAL TRIPS	47,158	36,797	44,336

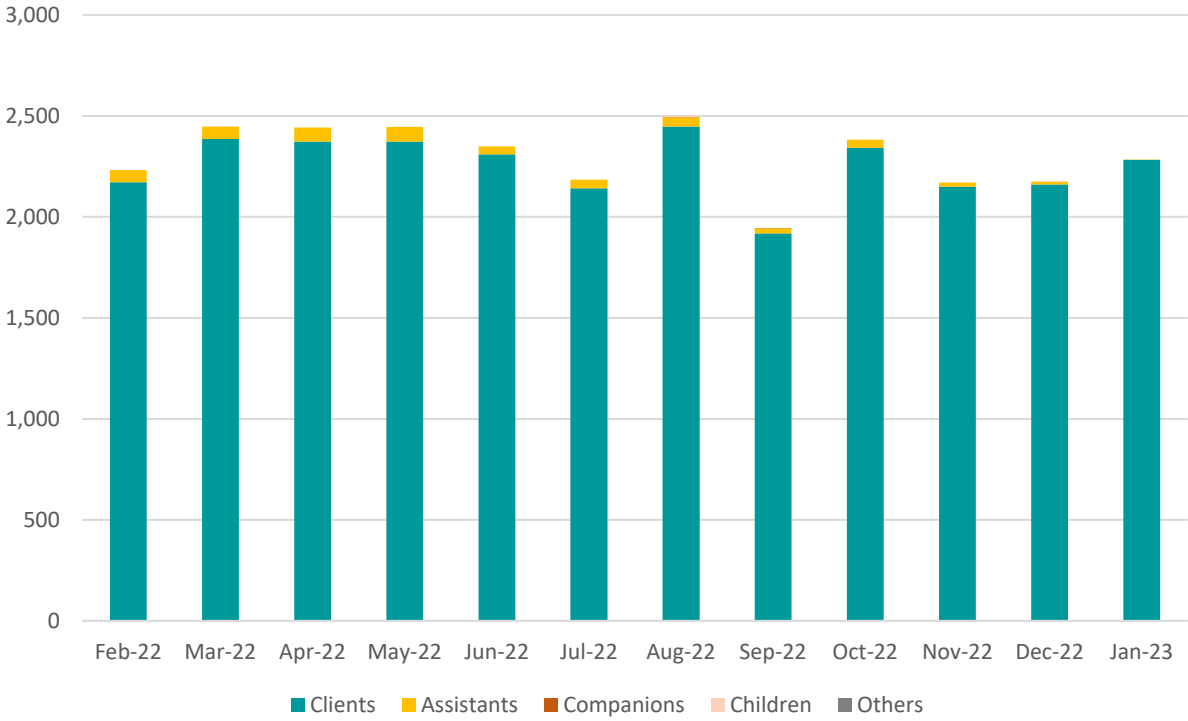
Financial and General Data	2020	2021	2022
Expenses	\$1,065,134	\$1,071,285	\$1,192,977
Revenues	\$1,027,580	\$1,011,779	\$1,101,730
Commendations	0	0	0
Complaints	0	0	0
Passenger No-Shows	2,772	603	722
Unmet Trip Requests	0	0	0

Passenger Trips By Revenue Source	2020	2021	2022
CTD	18,887	20,545	19,200
AHCA	0	0	0
APD	0	0	13,915
DOEA	1,629	0	539
DOE	0	0	0
Other	26,642	16,252	10,682
TOTAL TRIPS	47,158	36,797	44,336

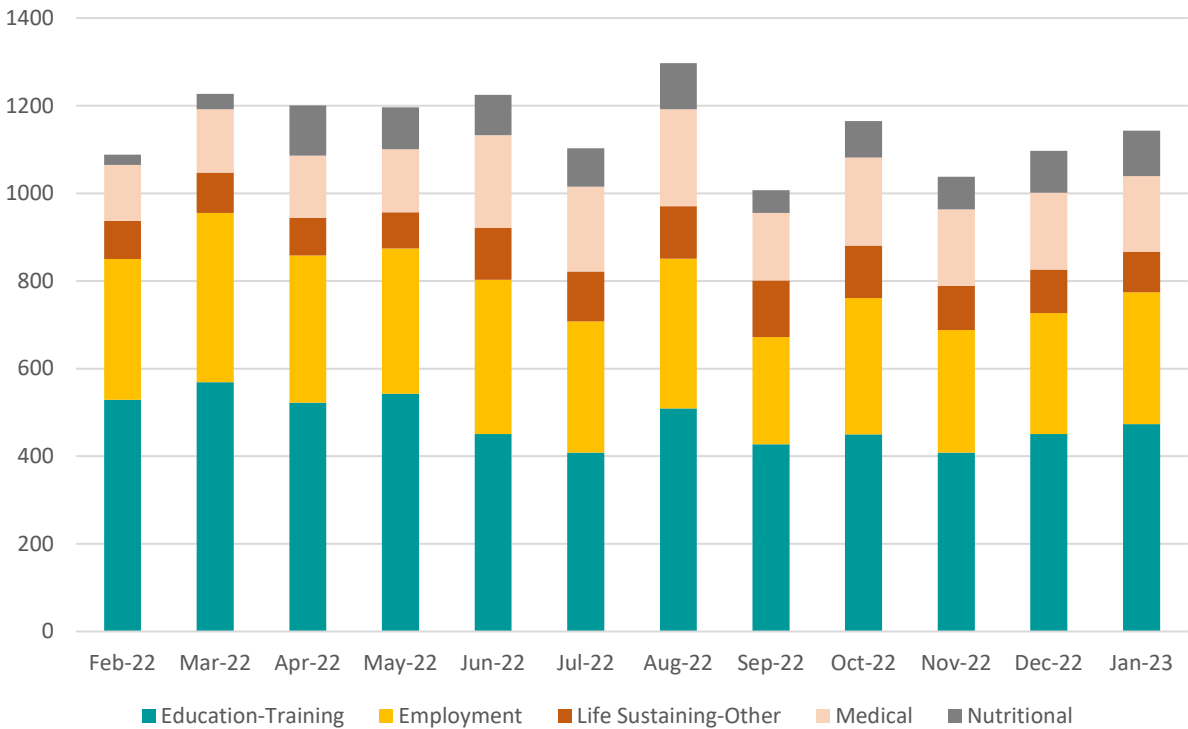
Performance Measures	2020	2021	2022
Accidents per 100,000 Miles	0	0	0
Miles between Road calls	388,552	365,317	405,956
Avg. Trips per Passenger	123.13	114.28	120.15
Cost per Trip	\$22.59	\$29.11	\$26.91
Cost per Paratransit Trip	\$22.59	\$29.11	\$26.91
Cost per Total Mile	\$2.74	\$2.93	\$2.94
Cost per Paratransit Mile	\$2.74	\$2.93	\$2.94

Trips by Provider Type	2020	2021	2022
CTC	0	36,797	0
Transportation Operator	47,158	0	44,336
Coordination Contractor	0	0	0
TOTAL TRIPS	47,158	36,797	44,336

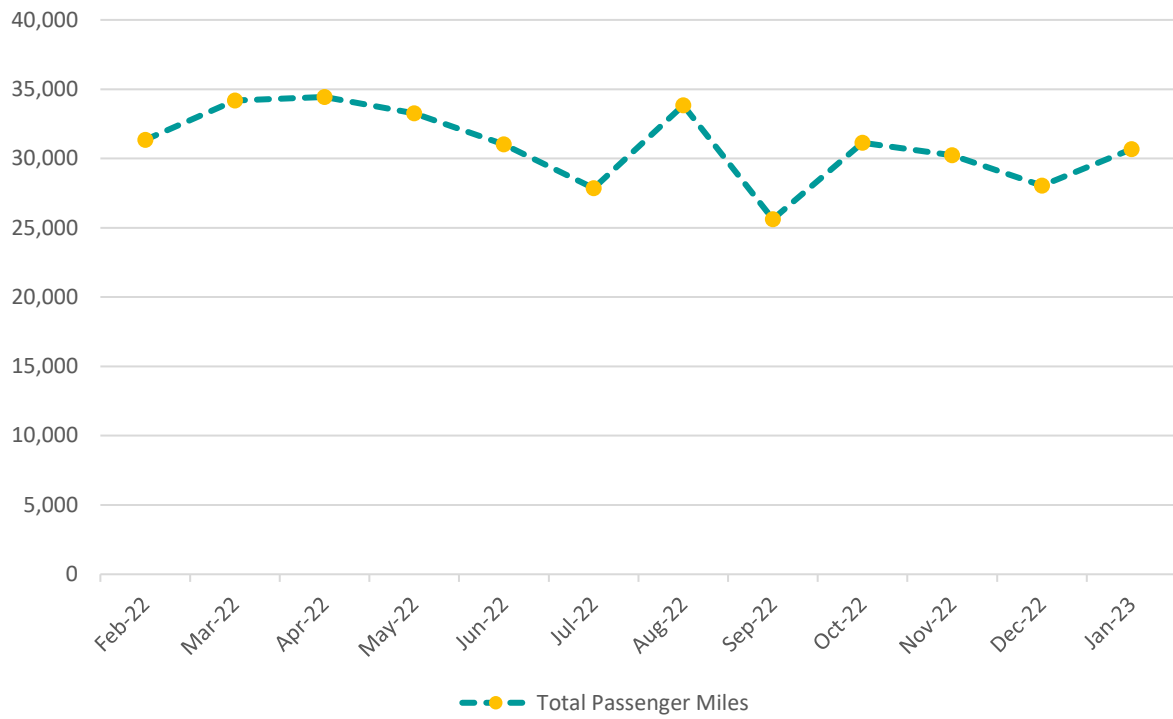
Total Passenger Trips by Passenger Type (Feb 2022 - Jan 2023)



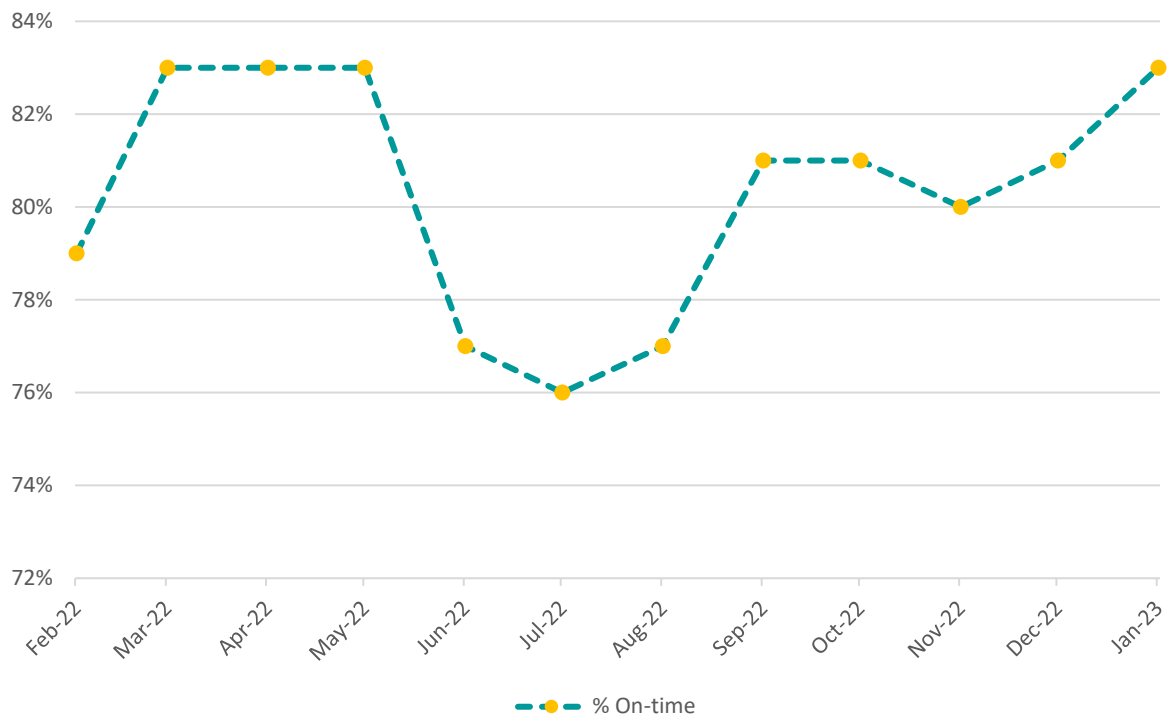
Trips by Trip Purpose (Feb 2022 - Jan 2023)



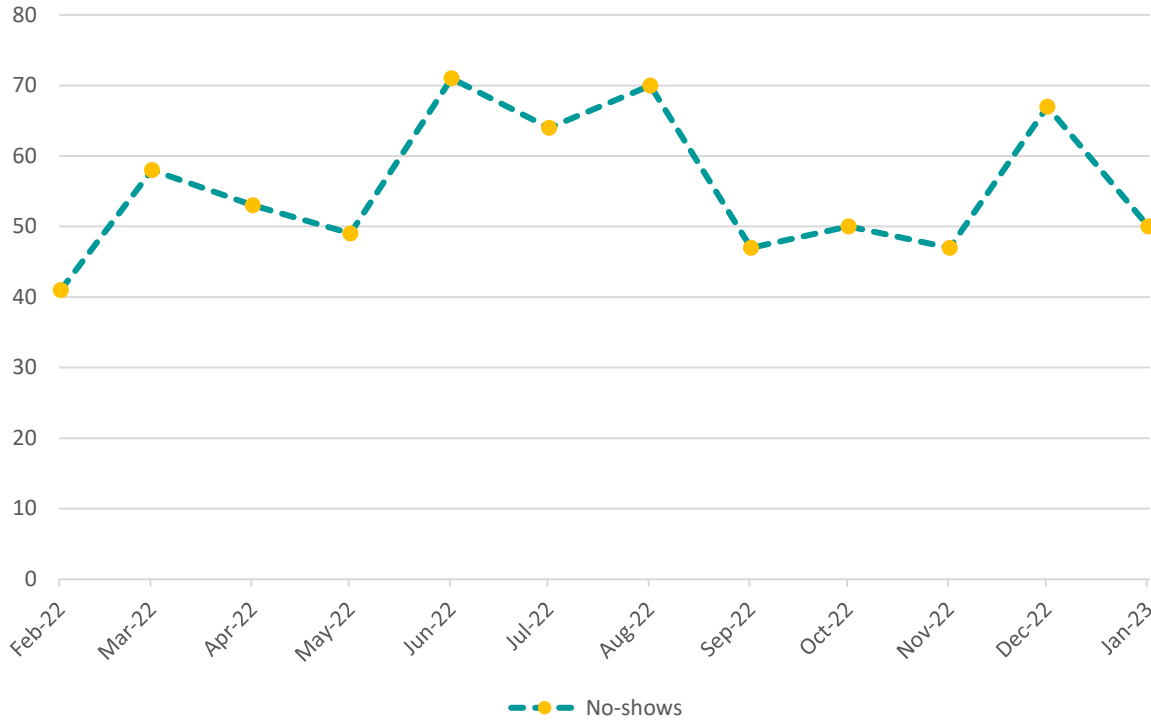
Total Passenger Miles (Feb 2022 - Jan 2023)



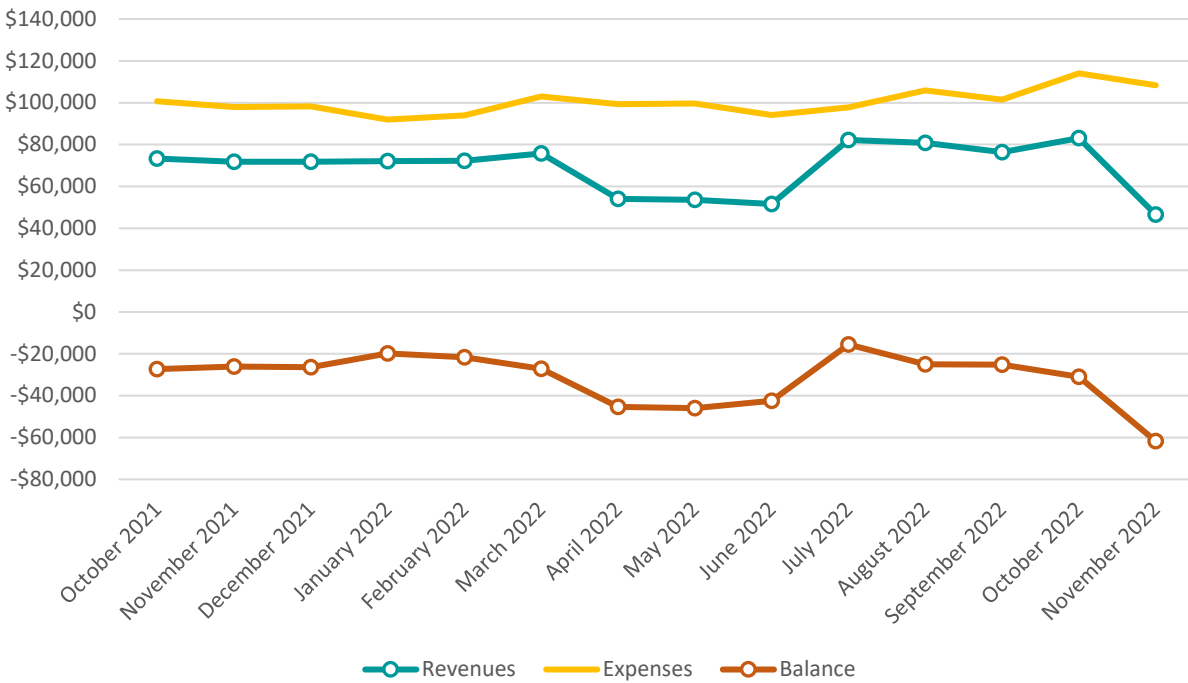
On-Time Performance (Feb 2022 - Jan 2023)



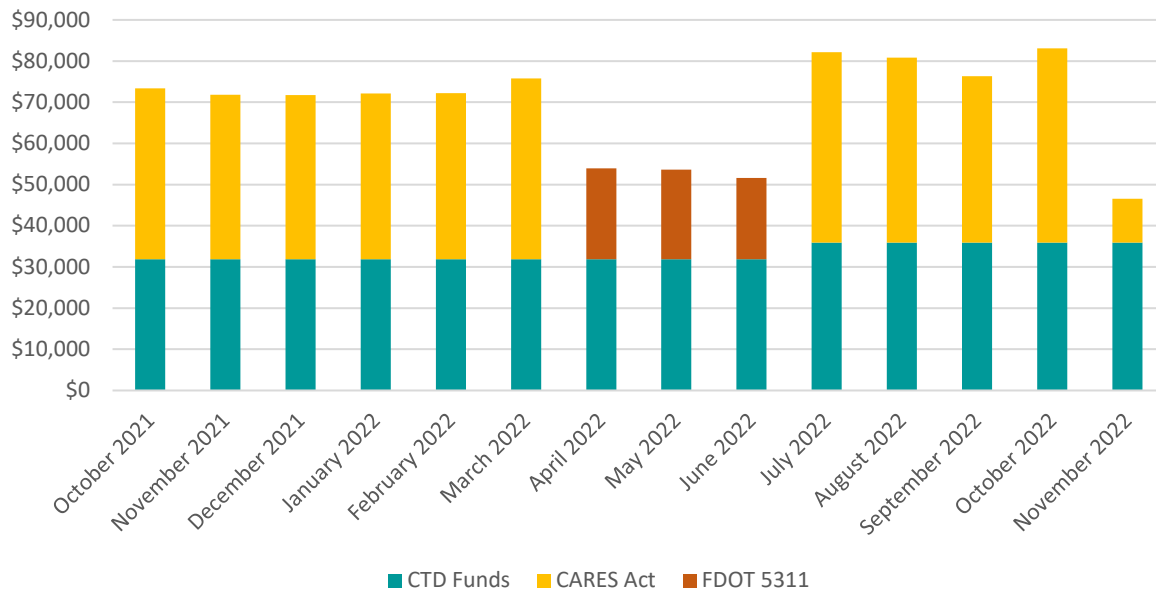
No-shows (Feb 2022 - Jan 2023)



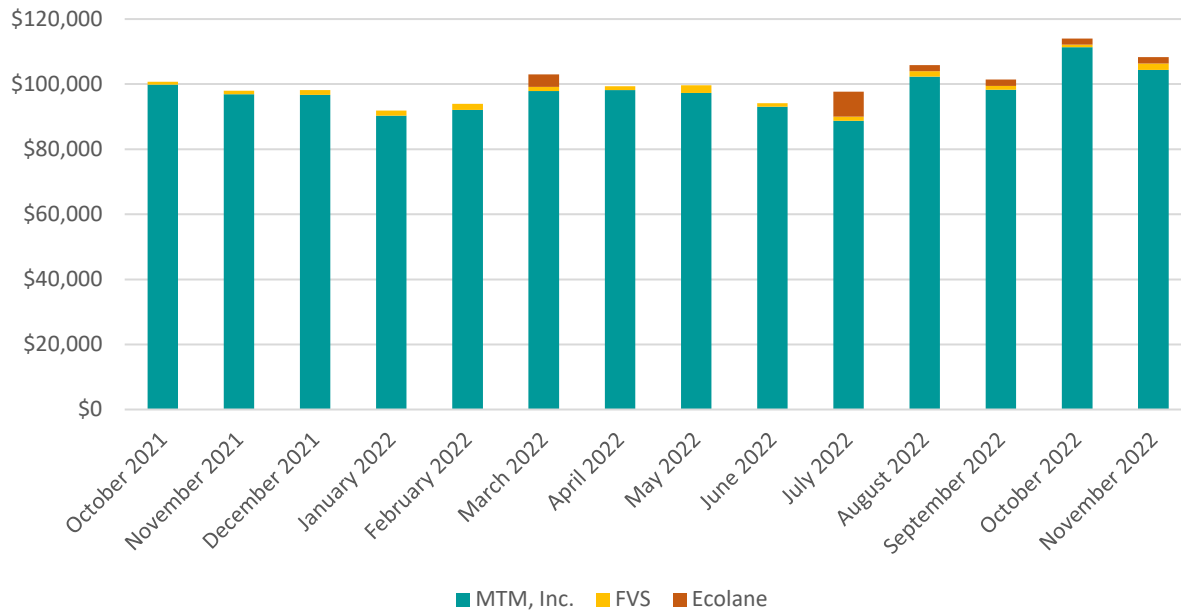
Sumter County Transit Fund (Oct 2021 - Nov 2022)



Sumter County Transit Revenues (Oct 2021 - Nov 2022)



Sumter County Transit Expenses (Oct 2021 - Nov 2022)



LEGEND NOTES

CTD	Commission for the Transportation Disadvantaged
MTM, Inc.	Medical Transportation Management - Transit Contractor
FVS	First Vehicle Services - Fleet Maintenance Contractor
Ecolane	Transit Software System used by MTM, Inc.