

Transportation Disadvantaged Coordinating Board Agenda

Date | Time: December 2, 2024, | 2 PM

Sumter County TDCB Committee Meeting - December 2024

Dec 2, 2024, 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

Roll Call

Determination of Quorum

Chair Announcements Sumter County TDCB Chair, Commissioner Jeff Bogue

I. AGENDA UPDATE

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

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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. Approval of September 16, 2024, Quarterly Meeting Minutes

Attachment A: September 16, 2024, Sumter County TDCB Quarterly Meeting Minutes

IV. ACTION ITEMS

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

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

The Sumter County Transit AOR reflects Sumter County Transit's operating data for FY 2023-2024. The AOR must be approved by the CTD and then reviewed by the TDCB. The CTD has approved the Sumter County Transit AOR for FY 2023-2024.

Staff recommends approval of the FY 2023-2024 AOR.

Attachment B: Sumter County Transit AOR FY 2023-2024

B. Review and Approval of Updated CTC Evaluation Rider Survey

The CTD has stated that the CTC Evaluation Rider Survey may be revised for clarity and to ensure relevancy to Sumter County's transit service. The survey has been revised based on TDCB member feedback and survey best practices. The updated survey has been reviewed by the CTC Evaluation Subcommittee and is being presented today for review and approval for use in the FY 2024-25 CTC Evaluation.

Staff recommends approval of the Draft CTC Evaluation Rider Survey.

Attachment C: Draft CTC Evaluation Rider Survey

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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. Sunshine Law and Ethics Training

The Lake-Sumter MPO Attorney will provide training on the Sunshine Law and how it applies to the TDCB.

C. Key Upcoming Agenda Items

- Annual Public Hearing: Staff is requesting assistance from members in supporting outreach for the Annual Public Hearing, which will take place on March 3, 2025.
- CTC Evaluation: Staff is requesting volunteers to help conduct observational rides and rider surveys for the FY 2024-2025 CTC Evaluation.

D. Board Membership Updates

There have been no recent changes to the Sumter County TDCB membership.

E. Upcoming Conferences/Meetings

- Florida CTD Quarterly Business Meeting – December 11, 2024, Tallahassee
- Florida Triple Crown Roadeo – February 14-15, 2025, Gainesville

VI. REPORTS

A. FDOT – Jamie Ledgerwood

B. Sumter County CTC – Deborah Snyder, [Sumter County Transit Report \(Attachment D\)](#)

C. Lake~Sumter MPO Quarterly Progress Report – Michael Woods, [MPO Quarterly Progress Report \(Attachment E\)](#)

VII. 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.

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VIII. BOARD MEMBER COMMENTS

IX. ADJOURNMENT

X. NEXT MEETING: March 3, 2025

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



MINUTES
SUMTER COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD
Minutes – September 16, 2024
1300 Citizens Blvd., Suite 175 Leesburg, FL 34748

Members Present

Craig Estep, Chairman
Carlos Colon
Sally Moss
Kristen Montejo
Sandra Woodard
Carol Kitchen
Steve Homan
Gisela Ruiz
Gustavo Henriquez
Thomas Chase, Vice Chair
Chantel Buck

Representing

Lake~Sumter MPO
FDOT
Public Education/Sumter County Schools
Veterans Service Office Representing Veterans
FL Association CAA/Economically Disadvantaged
Person with a disability, representing the disabled
FL Department of Elder Affairs
Florida Agency for Health Care Administration
Regional Workforce Development Board
Medical Community
New Vision for Independence

Members Absent

Sheri Peterson
Jennilyn Green
Nora Hanzez
Jose Lopez
Bonnie Cowie
Mat Kline
Barney Johnson

Representing

Dept. of Children & Families
Vocational Rehabilitation/Dept. of Education
Persons Over 60, representing elderly
Citizens Advocate
Citizen Advocate/User of the System
Children at Risk
Local Private For-Profit Transportation

Staff Present

Michael Woods
Doris LeMay

Representing

Lake~Sumter MPO
Lake~Sumter MPO

CALL TO ORDER

The meeting of the Sumter County Transportation Disadvantaged Coordinating Board (TDCB) was called to order at 2:02 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. (6 Voting Members present). Chair noted this will be his last meeting, new chair would be present at December meeting.

I. AGENDA UPDATE – Item C Action – None

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

III. ACTION ITEMS

A. Approval of June 10, 2024, Quarterly Meeting Minutes

On a motion by Sally Moss, seconded by Thomas Chase and carried unanimously by a Vote of 6-0, the Board approved item A as Presented.

B. Subcommittee Annual Appointment

a. The Grievance Subcommittee consists of five members and has one vacancy: Sandra Woodard, Steve Homan, Chantel Buck, and Jamie Ledgerwood. Carol Kitchen volunteered to be member of the Subcommittee.

b. The Bylaws Subcommittee consists of three members and has one vacancy: Sandra Woodard and Thomas Chase. Chantel Buck volunteered to be a member of the Subcommittee.

c. The CTC Evaluation Subcommittee consists of three members and has one vacancy: Thomas Chase and Chantel Buck. Carlos Colon nominated Jamie Ledgerwood as member and himself, Carlos Colon as alternate.

On a motion by Sally Moss, seconded by Kristen Montejo and carried unanimously by a Vote of 6-0, the Board approved the current and new members to the respective Subcommittees.

C. Transportation Disadvantaged Service Plan (TDSP) Amendment. Staff provided a brief overview of the TDSP Amendment. Discussion continued.

On a motion by Thomas Chase, seconded by Sally Moss and carried unanimously by a Vote of 6-0, the Board approved the TDSP Amendment.

IV. DISCUSSION ITEMS:

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

B. Actual Expenditure Report (AER) Review – Kelsey Peterson, WSP

C. CTC Evaluation Survey – Kelsey Peterson, WSP

D. 2050 Long Range Transportation Plan (LRTP) – Michael Woods

E. Board Member Updates – Michael Woods

F. Why it Matters to Me – Deborah Snyder

G. Upcoming Conferences/Meetings – Michael Woods

V. REPORTS

- A. FDOT – Jamie Ledgerwood -None
- B. Sumter County Transit – Deborah Snyder
- C. Lake~Sumter MPO – Michael Woods – In Agenda Package

VI. OPPORTUNITY FOR PUBLIC COMMENT – Sally Moss thanked Commissioner Estep for his service, Thomas Chase and Michael Woods echoed her comments.

VII. BOARD MEMBER COMMENTS – None

VIII. ADJOURNMENT - There being no further business to discuss, the meeting adjourned at 3:14 PM

NEXT MEETING: December 2, 2024 @ 2:00 PM

Chair Craig Estep

Date



CTC Organization

County: Sumter

Fiscal Year: 7/1/2023 - 6/30/2024

CTC Status: Complete

CTD Status: Complete

Date Initiated: 8/15/2024

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: 07/01/2023 - 06/30/2024

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	5,176	N/A	5,176	3,375	N/A	3,375
Complementary ADA Service	0	N/A	0	0	N/A	0
Paratransit						
Ambulatory	37,110	0	37,110	37,498	0	37,498
Non-Ambulatory	1,726	0	1,726	3,802	0	3,802
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	44,012	0	44,012	44,675	0	44,675
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	44,012	N/A	44,012	44,675	N/A	44,675
Total - Contracted Transportation Operator Trips	44,012	0	44,012	44,675	0	44,675
Revenue Source - One Way						
Agency for Health Care Administration (AHCA)	0	0	0	0	0	0
Agency for Persons with Disabilities (APD)	11,255	0	11,255	12,163	0	12,163
Comm for the Transportation Disadvantaged (CTD)	24,588	N/A	24,588	25,335	N/A	25,335
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)	1,739	0	1,739	2,237	0	2,237
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)	5,176	0	5,176	3,375	0	3,375
Local Government	167	0	167	240	0	240
Local Non-Government	1,087	0	1,087	1,325	0	1,325
Other Federal & State Programs	0	0	0	0	0	0
Total - Revenue Source	44,012	0	44,012	44,675	0	44,675



CTC Trips (cont'd)

County: Sumter

CTC Status: Complete

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

Fiscal Year: 07/01/2023 - 06/30/2024

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	19,494	0	19,494	18,067	0	18,067
Children At Risk	875	0	875	1,241	0	1,241
Persons With Disabilities	7,758	0	7,758	8,786	0	8,786
Low Income	7,716	0	7,716	9,144	0	9,144
Other	8,169	0	8,169	7,437	0	7,437
Total - Passenger Type	44,012	0	44,012	44,675	0	44,675
Trip Purpose - One Way						
Medical	6,316	0	6,316	8,314	0	8,314
Employment	10,746	0	10,746	10,050	0	10,050
Education/Training/Daycare	11,796	0	11,796	13,074	0	13,074
Nutritional	4,199	0	4,199	3,409	0	3,409
Life-Sustaining/Other	10,955	0	10,955	9,828	0	9,828
Total - Trip Purpose	44,012	0	44,012	44,675	0	44,675
Unduplicated Passenger Head Count (UDPHC)						
UDPHC	354	0	354	367	0	367
Total - UDPHC	354	0	354	367	0	367
Unmet & No Shows						
Unmet Trip Requests	0	N/A	0	0	N/A	0
No Shows	670	N/A	670	680	N/A	680
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: 07/01/2023 - 06/30/2024

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	35,807	N/A	35,807	25,234	N/A	25,234
Complementary ADA Service Miles	0	N/A	0	0	N/A	0
Paratransit Miles	323,138	0	323,138	349,932	0	349,932
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	358,945	0	358,945	375,166	0	375,166
Roadcalls & Accidents						
Roadcalls	3	0	3	5	0	5
Chargeable Accidents	4	0	4	5	0	5
Vehicle Inventory						
Total Number of Vehicles	20	0	20	18	0	18
Number of Wheelchair Accessible Vehicles	20	0	20	18	0	18
Drivers						
Number of Full Time & Part Time Drivers	25	0	25	24	0	24
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: 07/01/2023 - 06/30/2024

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)	\$ 0	\$ 0	\$ 0	\$ 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	\$ 365,017	N/A	\$ 365,017	\$ 430,806	N/A	\$ 430,806
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	\$ 366,028	\$ 0	\$ 366,028	\$ 393,672	\$ 0	\$ 393,672
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	\$ 799,364	\$ 0	\$ 799,364	\$ 0	\$ 0	\$ 0
County In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City Cash	\$ 0	\$ 0	\$ 0	\$ 540,271	\$ 0	\$ 540,271
City In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Non-Government						
Farebox	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Donations/Contributions	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Non-Government	\$ 4,000	\$ 0	\$ 4,000	\$ 4,000	\$ 0	\$ 4,000
Other Federal & State Programs						
Other Federal Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Total - Revenue Sources	\$ 1,534,409	\$ 0	\$ 1,534,409	\$ 1,368,749	\$ 0	\$ 1,368,749



CTC Expense Sources

County: Sumter

CTC Status: Complete

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

Fiscal Year: 07/01/2023 - 06/30/2024

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Expense Sources						
Labor	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Fringe Benefits	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Materials & Supplies Consumed	\$ 58,086	\$ 0	\$ 58,086	\$ 21,141	\$ 0	\$ 21,141
Utilities	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Casualty & Liability	\$ 14,785	\$ 0	\$ 14,785	\$ 12,532	\$ 0	\$ 12,532
Taxes	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Miscellaneous	\$ 9,759	\$ 0	\$ 9,759	\$ 29,602	\$ 0	\$ 29,602
Interest	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Capital Purchases	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
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	\$ 1,451,779	N/A	\$ 1,451,779	\$ 1,314,006	N/A	\$ 1,314,006
Total - Expense Sources	\$ 1,534,409	\$ 0	\$ 1,534,409	\$ 1,377,281	\$ 0	\$ 1,377,281

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	0
Unduplicated Head Count	354



Trips By Type of Service	2022	2023	2024	Vehicle Data	2022	2023	2024
Fixed Route (FR)	0	0	0	Vehicle Miles	405,956	375,166	358,945
Deviated FR	2,141	3,375	5,176	Roadcalls	0	5	3
Complementary ADA	0	0	0	Accidents	0	5	4
Paratransit	42,195	41,300	38,836	Vehicles	21	18	20
TNC	0	0	0	Drivers	21	24	25
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	44,336	44,675	44,012				

Passenger Trips By Trip Purpose			
Medical	8,907	8,314	6,316
Employment	8,479	10,050	10,746
Ed/Train/DayCare	15,563	13,074	11,796
Nutritional	2,224	3,409	4,199
Life-Sustaining/Other	9,163	9,828	10,955
TOTAL TRIPS	44,336	44,675	44,012

Passenger Trips By Revenue Source			
CTD	19,200	25,335	24,588
AHCA	0	0	0
APD	13,915	12,163	11,255
DOEA	539	2,237	1,739
DOE	0	0	0
Other	10,682	4,940	6,430
TOTAL TRIPS	44,336	44,675	44,012

Trips by Provider Type			
CTC	0	0	0
Transportation Operator	44,336	44,675	44,012
Coordination Contractor	0	0	0
TOTAL TRIPS	44,336	44,675	44,012

Financial and General Data			
Expenses	\$1,192,977	\$1,377,281	\$1,534,409
Revenues	\$1,101,730	\$1,368,749	\$1,534,409
Commendations	0	0	0
Complaints	0	0	0
Passenger No-Shows	722	680	670
Unmet Trip Requests	2,830	0	0

Performance Measures			
Accidents per 100,000 Miles	0	1.33	1.11
Miles between Roadcalls	0	75,033	119,648
Avg. Trips per Passenger	305.77	121.73	124.33
Cost per Trip	\$26.91	\$30.83	\$34.86
Cost per Paratransit Trip	\$26.91	\$30.83	\$34.86
Cost per Total Mile	\$2.94	\$3.67	\$4.27
Cost per Paratransit Mile	\$2.94	\$3.67	\$4.27

Sumter County CTC Evaluation Rider Survey

The Lake-Sumter MPO annually evaluates the operation and performance of Sumter County's transportation disadvantaged services. As part of this evaluation, we are requesting feedback from riders and caretakers who use Sumter County's transportation disadvantaged services.

This survey has 9 questions and should take less than 10 minutes. All answers will be anonymous.

1. Please identify how you use Sumter County's transportation disadvantaged services.

- a. I'm a rider
- b. I'm a personal care attendant/caretaker of a rider
- c. Other (please explain):

2. When was the last time that you received transportation service?

- a. Today
- b. Within the past week
- c. Within the past month
- d. More than a month ago

3. Thinking about the past 6 months, how often do you normally use Sumter County's transportation disadvantaged services?

- a. 5 days a week
- b. 3-4 days a week
- c. 1-2 days a week
- d. 1-3 days a month
- e. Less than once a month

Survey continues on next page

4. Thinking about the last 6 months, how often do you use the service for each of the following purposes?

a. Medical appointments or pharmacy trips	Frequently	Sometimes	Rarely	Never
b. Employment	Frequently	Sometimes	Rarely	Never
c. Grocery shopping or receiving a meal	Frequently	Sometimes	Rarely	Never
d. Education/training	Frequently	Sometimes	Rarely	Never
e. Day Care	Frequently	Sometimes	Rarely	Never
f. Personal Business (banks, social service offices, etc)	Frequently	Sometimes	Rarely	Never
g. Shopping (excluding grocery shopping)	Frequently	Sometimes	Rarely	Never
h. Visiting family/friends	Frequently	Sometimes	Rarely	Never
i. Recreation	Frequently	Sometimes	Rarely	Never

Other (please specify the purpose and frequency):

Survey continues on next page

5. Within the last 6 months, have you been denied transportation services by Sumter County?

- a. No
- b. Yes

If yes, please answer the following two questions below. If no, please skip to question 6:

i. How many times in the last 6 months have you been denied transportation services?

- a. 1-2 times
- b. 3-5 times
- c. 6-10 times
- d. More than 10 times

ii. What was the reason given for being denied transportation services? Please circle all that apply.

- a. There was no vehicle availability at the time of my requested trip
- b. My destination was outside of the service area
- c. My appointment time was outside the service hours
- d. I did not provide the required 24-hours advance notice
- e. I had inadequate fare
- f. Other (please explain):

Additional comments:

Survey continues on next page

6. Have you had any problems with trips within the past 6 months?

- a. No
- b. Yes

If yes, please answer the question below. If no, please skip to question 7.

i. What type of problems have you experienced? Please circle all that apply.

a. Pick up times not convenient	1-2 times	3-4 times	5+ times
b. Poor experience with reservationist	1-2 times	3-4 times	5+ times
c. Charged incorrect fare	1-2 times	3-4 times	5+ times
d. Driver did not offer assistance	1-2 times	3-4 times	5+ times
e. Poor experience with driver	1-2 times	3-4 times	5+ times
f. Unclean vehicle	1-2 times	3-4 times	5+ times
g. Vehicle maintenance issue	1-2 times	3-4 times	5+ times
h. Late pick up for appointment	1-2 times	3-4 times	5+ times
i. Late return pick-up	1-2 times	3-4 times	5+ times
j. Long time on the bus	1-2 times	3-4 times	5+ times

Other (please specify the problem and number of times it has occurred in the last 6 months):

Additional Comments:

Survey continues on next page

7. Please rate your satisfaction with the following on a scale of 1 to 10, with 1 being least satisfied and 10 being most satisfied.

a. Eligibility application and renewal	1	2	3	4	5	6	7	8	9	10
b. Reservation process	1	2	3	4	5	6	7	8	9	10
c. Cost of service	1	2	3	4	5	6	7	8	9	10
d. Convenience of pick-up times	1	2	3	4	5	6	7	8	9	10
e. Driver behavior	1	2	3	4	5	6	7	8	9	10
f. Wait times for pick-up	1	2	3	4	5	6	7	8	9	10
g. Length of time on the bus	1	2	3	4	5	6	7	8	9	10
h. Communication/information about service	1	2	3	4	5	6	7	8	9	10
i. Overall experience	1	2	3	4	5	6	7	8	9	10

8. Why is this service important to you?

9. Would you like to provide any additional comments?

End of Survey

Thank you for taking the survey!

If you would like to provide additional feedback, you can contact the Lake-Sumter MPO by visiting our website at

<http://www.lakesumtermpo.com/contact-us> or calling (352) 315-0170.

Sumter County Transit Report

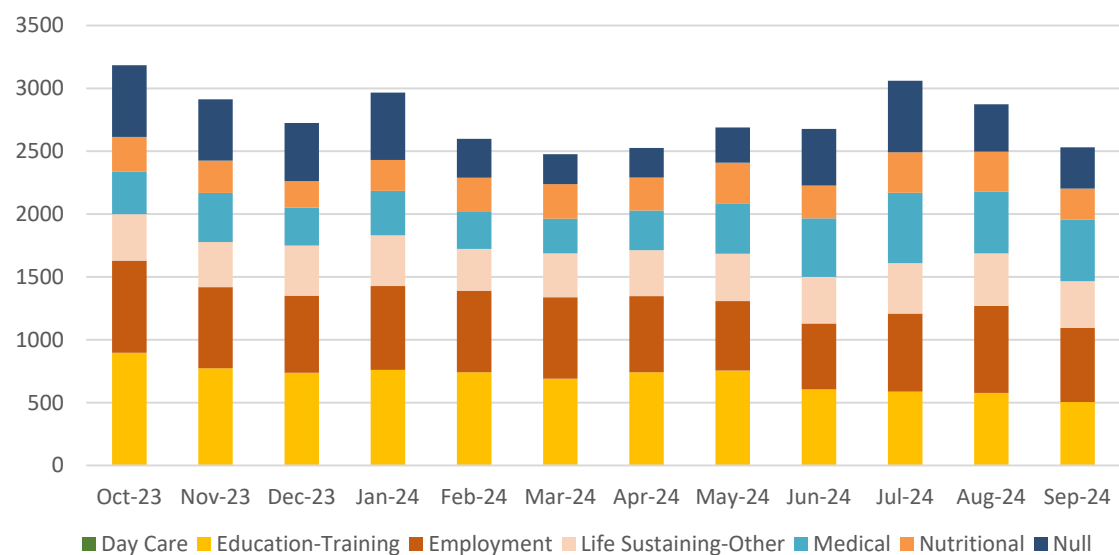
December 2, 2024

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

Table 1: Trips by Trip Purpose

	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Total for purpose
Day Care	0	0	0	0	2	6	0	0	0	0	0	0	8
Education-Training	896	773	737	760	739	684	741	755	605	587	577	504	8,358
Employment	734	646	614	668	649	648	606	553	525	622	693	591	7,549
Life Sustaining-Other	369	358	399	403	333	349	366	376	370	400	417	371	4,511
Medical	337	391	301	354	294	276	315	401	466	560	490	488	4,673
Nutritional	278	257	211	245	272	275	262	324	261	322	320	249	3,276
Null	570	488	462	536	309	238	236	280	450	570	376	328	4,843
Total for period	3,184	2,913	3,184	2,913	2,724	2,966	2,598	2,476	2,526	2,689	2,677	3,061	33,911

Figure 1: Trips by Trip Purpose

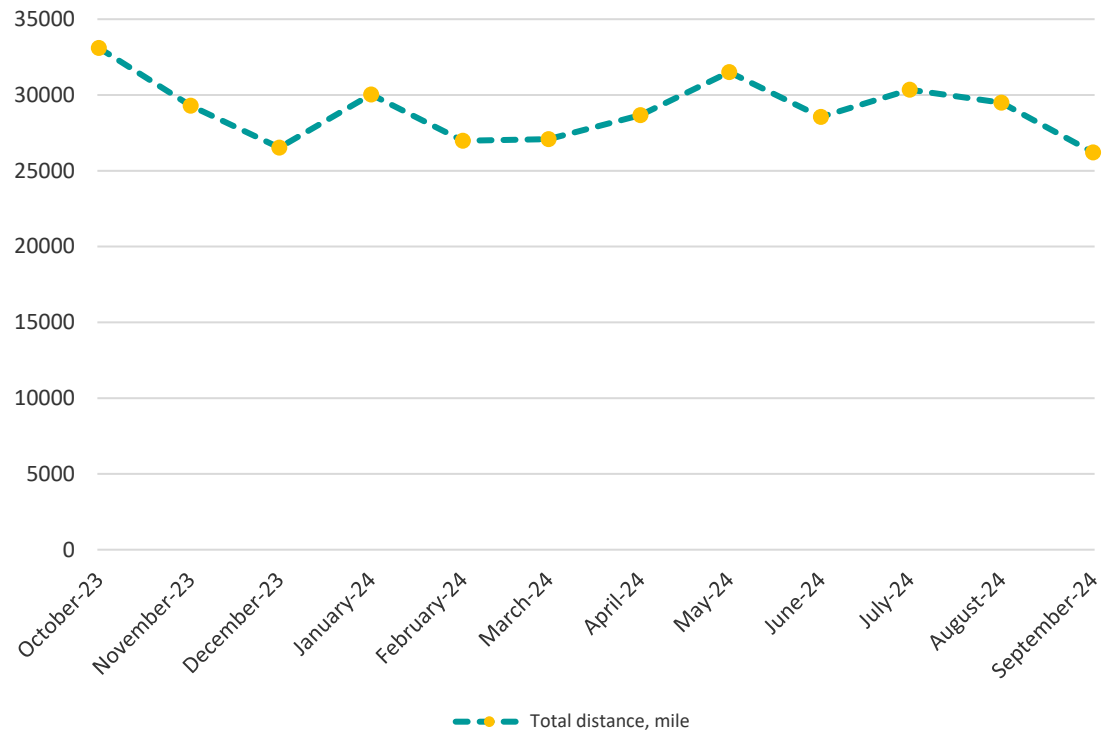


Sources: TDCB Trips By Purpose Oct 1 2023 to September 30 2024.pdf

Table 2: Total Passenger Miles

	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Total
Total distance (in miles)	33,104	29,294	26,523	30,032	26,975	27,086	28,670	31,504	28,556	30,351	29,494	26,205	347,795

Figure 2: Total Passenger Miles

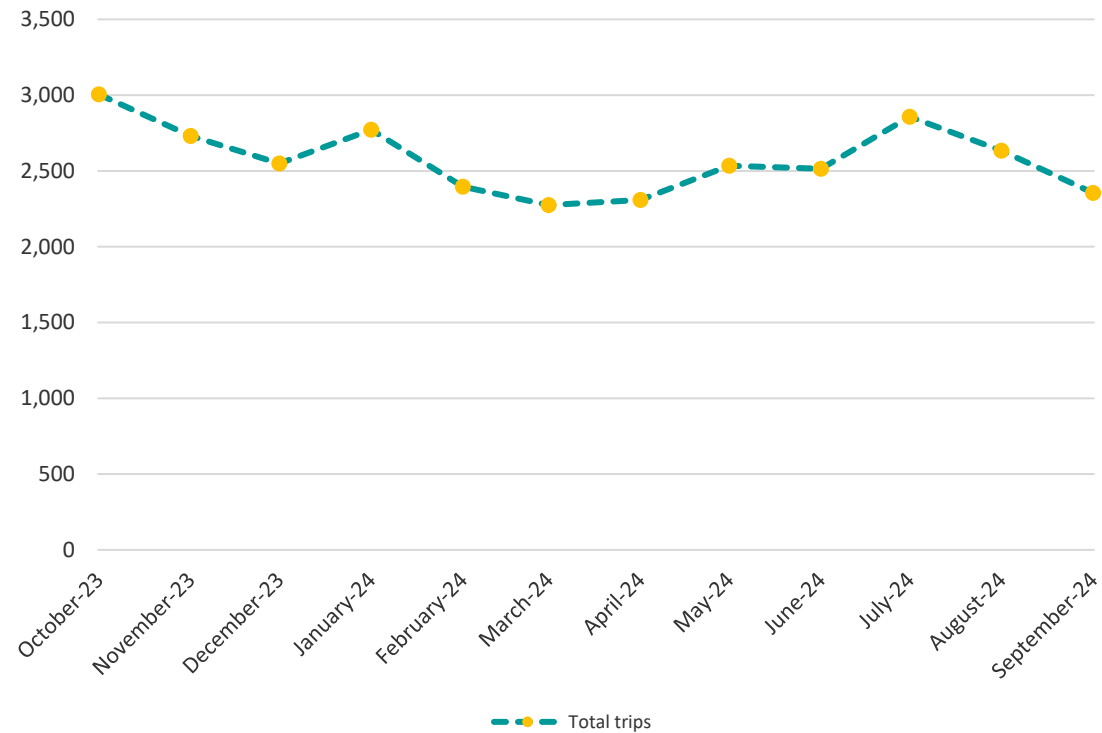


Sources: TDCB Total Passenger Miles October 1 2023 to Sep 30 2024.pdf

Table 3: Total Passenger Trips

	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Total
Total trips	3,005	2,731	2,549	2,772	2,396	2,275	2,309	2,535	2,515	2,858	2,634	2,355	30,934

Figure 3: Total Passenger Trips

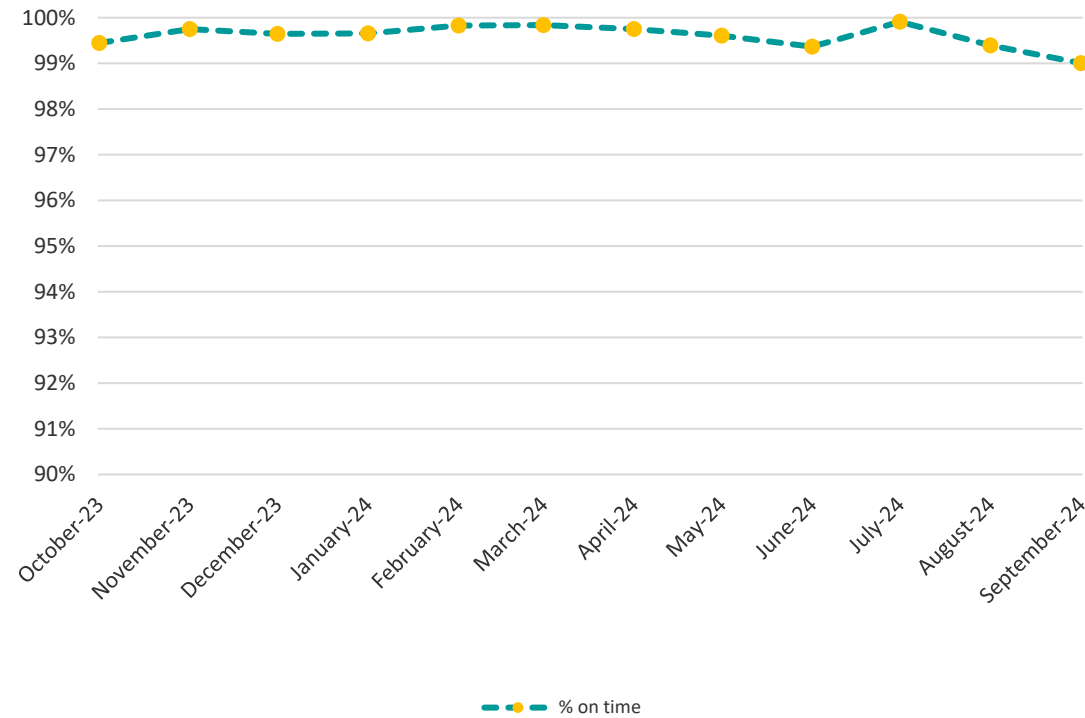


Sources: TDCB Total Passenger Trips October 1 2023 to Sept 30 2024.pdf

Table 4: On-Time Performance

	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Average
% On Time	99.45%	99.75%	99.65%	99.66%	99.83%	99.84%	99.75%	99.61%	99.37%	99.91%	99.39%	99.00%	99.60%

Figure 4: On-Time Performance

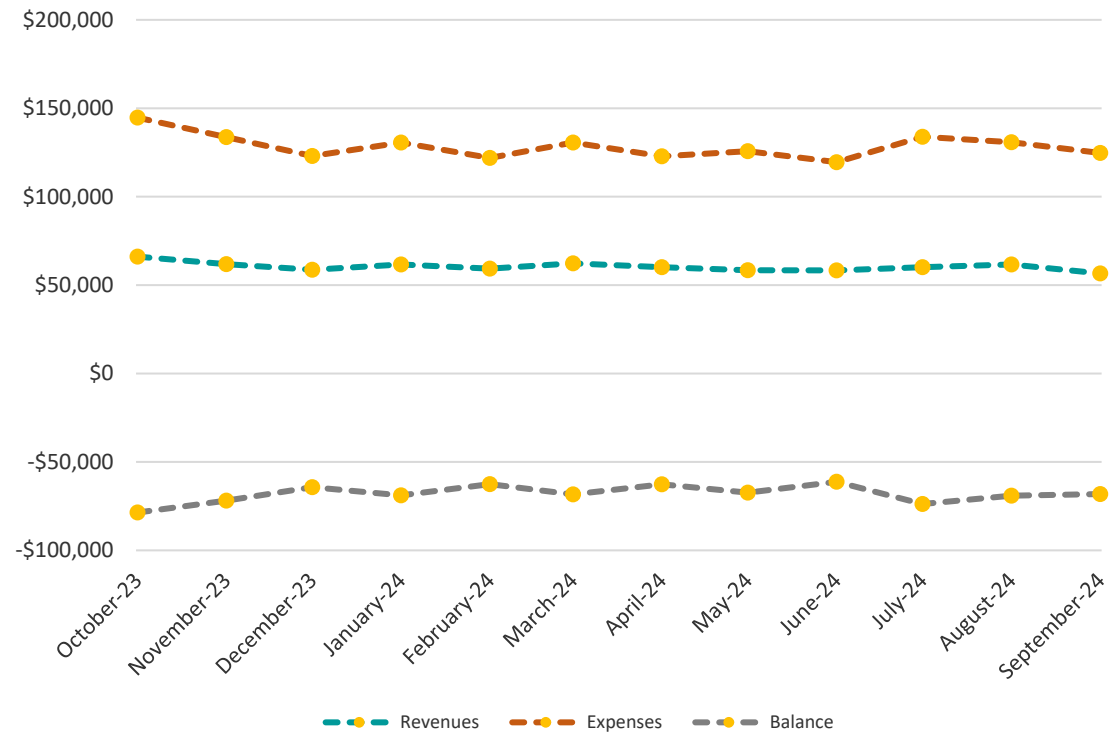


Sources: Transit OTP Fiscal Oct 1 2023 to Date Sept 30, 2024.pdf

Table 5: Sumter County Transit Fund

	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24
Revenues	\$66,105	\$61,863	\$58,720	\$61,681	\$59,339	\$62,259	\$60,174	\$58,379	\$58,293	\$60,110	\$61,680	\$56,604
Expenses	\$144,711	\$133,711	\$123,012	\$130,576	\$121,884	\$130,579	\$122,867	\$125,741	\$119,527	\$133,906	\$130,795	\$124,754
Balance	-\$78,607	-\$71,848	-\$64,293	-\$68,896	-\$62,545	-\$68,320	-\$62,693	-\$67,362	-\$61,234	-\$73,796	-\$69,115	-\$68,150

Figure 5: Sumter County Transit Fund

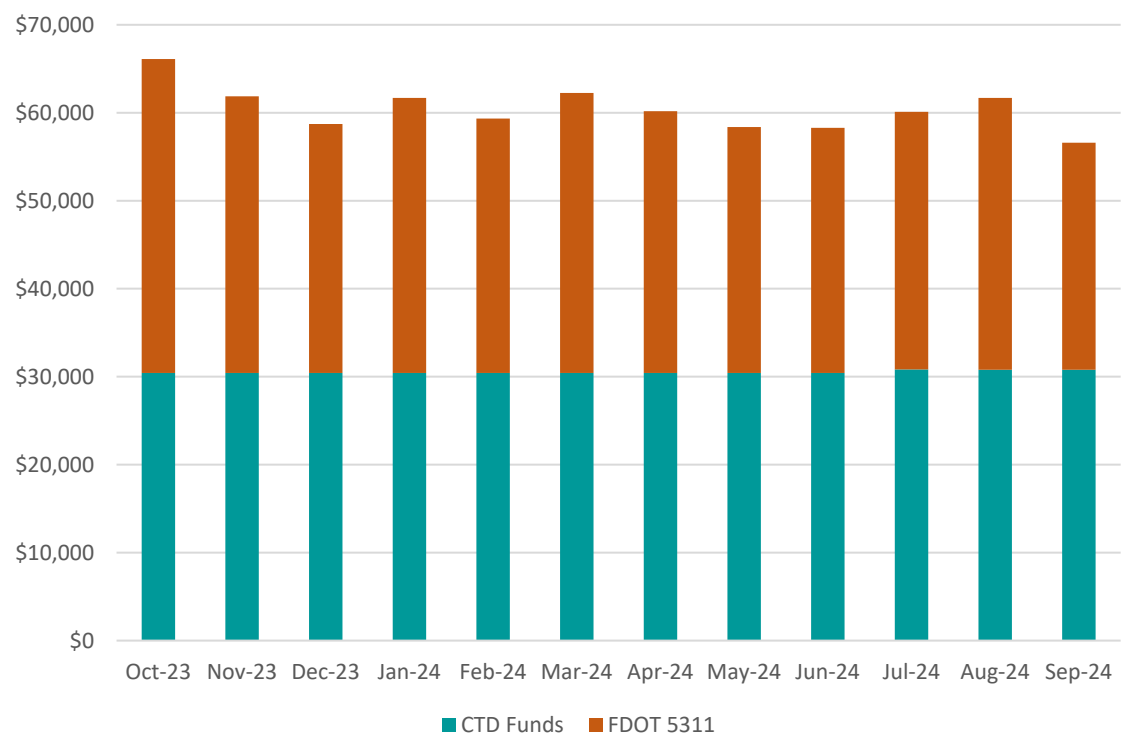


Source: TDCB Chart Data FY 2023 2024 to Date Sumter County MPO.xlsx

Table 6: Sumter County Transit Revenue

	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24
CTD Funds	\$30,415	\$30,415	\$30,415	\$30,415	\$30,415	\$30,415	\$30,415	\$30,415	\$30,415	\$30,819	\$30,784	\$30,784
FDOT 5311	\$35,690	\$31,448	\$28,305	\$31,266	\$28,924	\$31,844	\$29,759	\$27,964	\$27,878	\$29,291	\$30,896	\$25,820
Total by Month	\$66,105	\$61,863	\$58,720	\$61,681	\$59,339	\$62,259	\$60,174	\$58,379	\$58,293	\$60,110	\$61,680	\$56,604

Figure 6: Sumter County Transit Revenue

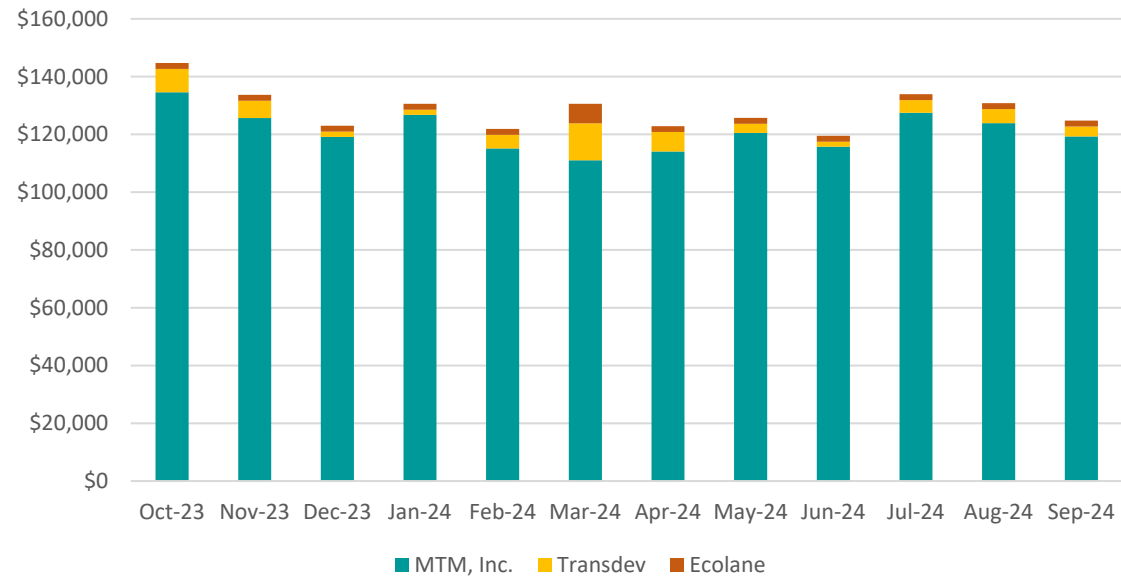


Source: TDCB Chart Data FY 2023 2024 to Date Sumter County MPO.xlsx

Table 7: Sumter County Transit Expenses

	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24
MTM, Inc.	\$134,578	\$125,683	\$119,149	\$126,749	\$115,169	\$111,059	\$114,101	\$120,538	\$115,760	\$127,490	\$123,866	\$119,276
Transdev	\$8,088	\$5,982	\$1,818	\$1,782	\$4,669	\$12,800	\$6,720	\$3,158	\$1,721	\$4,371	\$4,883	\$3,433
Ecolane	\$2,045	\$2,045	\$2,045	\$2,045	\$2,045	\$6,720	\$2,045	\$2,045	\$2,045	\$2,045	\$2,045	\$2,045
Total by Month	\$144,711	\$133,711	\$123,012	\$130,576	\$121,884	\$130,579	\$122,867	\$125,741	\$119,527	\$133,906	\$130,795	\$124,754

Figure 7: Sumter County Transit Expenses



Source: TDCB Chart Data FY 2023 2024 to Date Sumter County MPO.xlsx

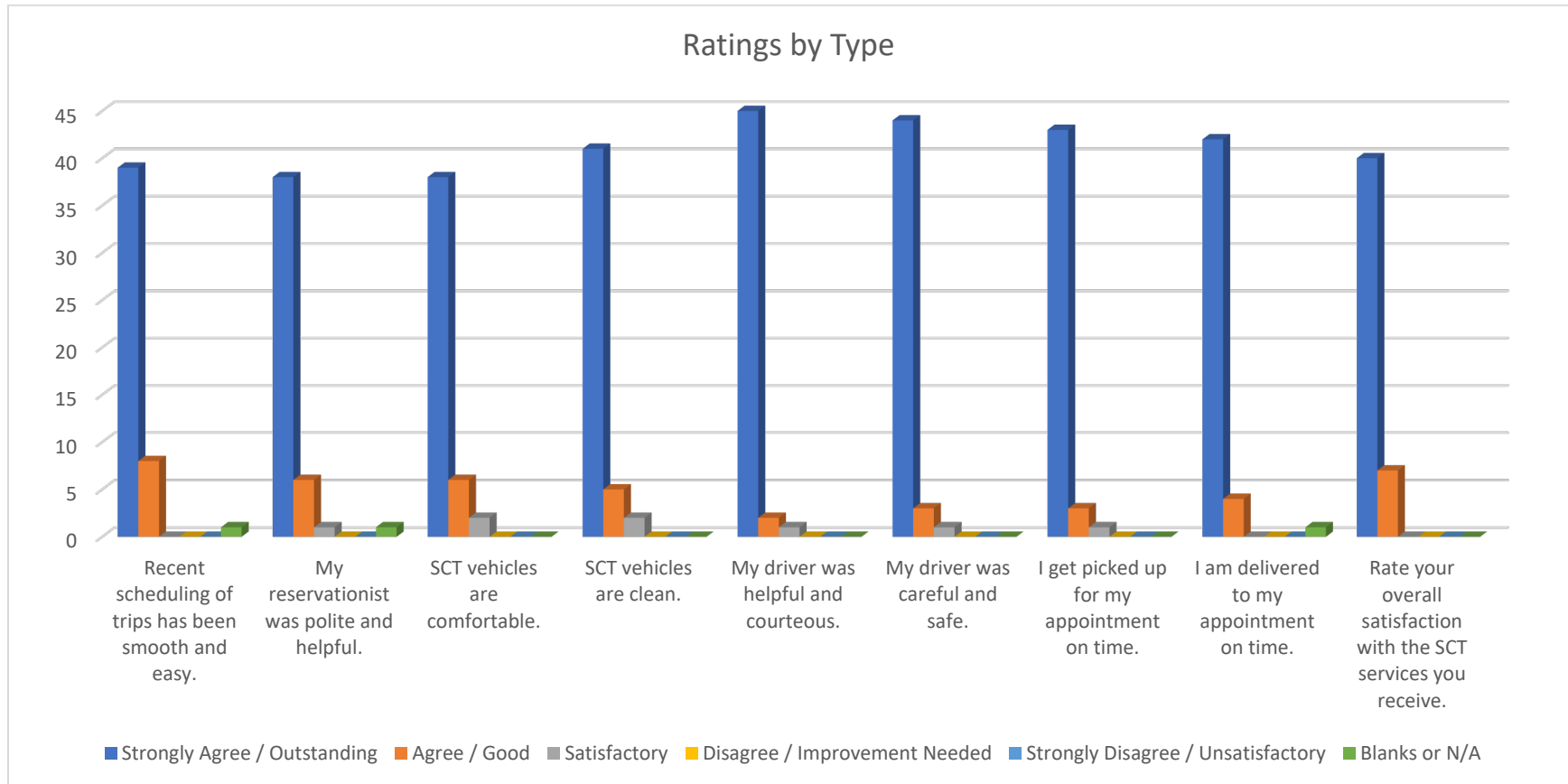
LEGEND NOTES	
MTM, Inc.	Medical Transportation Management - Transit Contractor
Transdev	Fleet Maintenance Contractor
Ecolane	Transit Software System used by MTM, Inc.

Table 8: Sumter County Transit Survey Results (July 2023 - November 2024)

Online ratings / Paper ratings	Recent scheduling of trips has been smooth and easy	My reservationist was polite and helpful	SCT vehicles are comfortable	SCT vehicles are clean	My driver was helpful and courteous	My driver was careful and safe	I get picked up for my appointment on time	I am delivered to my appointment on time	Rate your overall satisfaction with the SCT services you receive	Totals	Percentages
Strongly Agree / Outstanding	39	38	38	41	45	44	43	42	40	370	87%
Agree / Good	8	6	6	5	2	3	3	4	7	44	10%
Satisfactory	0	1	2	2	1	1	1	0	0	8	2%
Disagree / Improvement Needed	0	0	0	0	0	0	0	0	0	0	0%
Strongly Disagree / Unsatisfactory	0	0	0	0	0	0	0	0	0	0	0%
Blanks or N/A	1	1	0	0	0	0	0	1	0	3	1%
Totals	48	46	46	48	48	48	47	47	47	425	100%

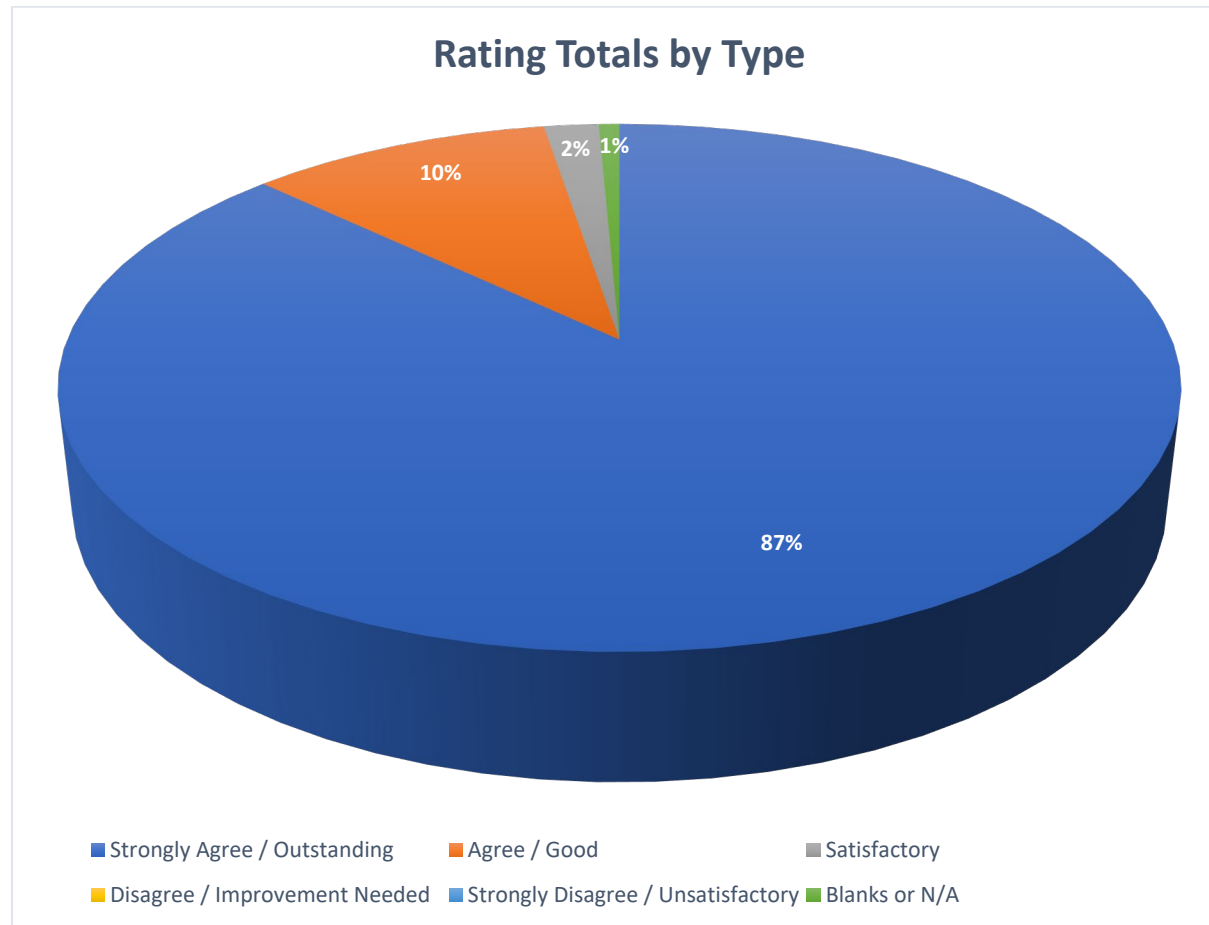
Source: Transit Rider Surveys Jul 1 2023 to Nov 1 2024

Figure 8: Survey Ratings by Type



Source: Transit Rider Surveys Jul 1 2023 to Nov 1 2024

Figure 9: Survey Rating Totals by Type



Source: Transit Rider Surveys Jul 1 2023 to Nov 1 2024



SERVICE AREA/COUNTIES:
SUMTER COUNTY

INVOICE NUMBER: G3042 Q1
INVOICE DATE: November 13, 2024
QUARTER SERVICE DATES: July 1 - September 30, 2024

AGENCY
LAKE~SUMTER METROPOLITAN PLANNING ORGANIZATION

I PROGRAM MANAGEMENT	PROGRESS
A. When necessary and in cooperation with the LCB, solicit and recommend a CTC . The selection will be accomplished, to the maximum extent feasible, through public competitive bidding or proposals in accordance with applicable laws and rules. Such recommendation shall be presented to the Commission by Planning Agency staff or their designee as needed. (Tasks 2A)	Sumter County BOCC was recommended to remain the CTC at the March 2023 TDCB meeting.
B. Develop and maintain a process for the appointment and reappointment of voting and non-voting members to the local coordinating board. (41-2.012, FAC)	The MPO maintains a record of all TDCB memberships and appointments.
C. Prepare agendas for local coordinating board meetings consistent with the <i>Local Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 3)	The MPO prepares agendas and all supporting documents all TDCB meetings.
D. Prepare official minutes of local coordinating board meetings regardless of a quorum) and submit a copy along with the quarterly report to the Commission. For committee meetings, prepare minutes in the form of a brief summary of basic points, discussions, decisions, and recommendations to the full board. Keep records of all meetings for at least five years. (Task 3)	The MPO prepares meeting minutes for all TDCB meetings.
E. Provide at least one public workshop annually by each local coordinating board, and assist the Commission, as requested, in co-sponsoring public workshops. This public workshop must be in addition to the local coordinating board meetings. It may, however, be held in conjunction with the scheduled local coordinating board meeting (immediately following or prior to the local coordinating board meeting). (Task 4)	The annual TD Public Workshop was held on March 4, 2024 prior to the regularly scheduled TDCB meeting.
F. Provide staff support for committees of the local coordinating board. (Task 3)	The MPO provides all required materials for the TD subcommittees.
G. Develop and update annually by-laws for local coordinating board approval. Approved by-laws shall be submitted to the Commission. (Task 5)	TDCB Bylaws are reviewed annually at the fourth quarter TDCB meeting.
H. Develop, annually update, and implement local coordinating board grievance procedures in accordance with the Commission guidelines. Procedures shall include a step within the local complaint and/or grievance procedure that advises a dissatisfied person about the Commission’s Ombudsman Program. A copy of the approved procedures shall be submitted to the Commission. (Task 6)	TDCB Grievance Procedures are reviewed annually at the fourth quarter TDCB meeting.
I. Provide the Commission with a current membership roster and mailing list of local coordinating board members. The membership roster shall be submitted with the first quarterly report and when there is a change in membership. (Task 3)	TDCB Membership roster is provided in this Invoice Packet.
J. Provide public notice of local coordinating board meetings and local public workshops in accordance with the <i>Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 3)	The TDCB Public Notice is provided in this Invoice Packet.
K. Review and comment on the Annual Operating Report for submittal to the local coordinating board, and forward comments/concerns to the Commission for the Transportation Disadvantaged. (Task 7)	The Sumter CTC AOR was approved at the TDCB December 2023 meeting.

L. Report the actual expenditures (AER) of direct federal and local government transportation funds to the Commission for the Transportation Disadvantaged no later than September 15th. (Task 8)	The Sumter AER was reviewed at the September 2024 TDCB meeting.
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II. SERVICE DEVELOPMENT	PROGRESS
A. Jointly, with the community transportation coordinator and the local coordinating board, develop the Transportation Disadvantaged Service Plan (TDSP) following CTD guidelines. (Task 1)	The TDSP Major Update was approved at the June 12, 2023 meeting. The TDSP minor update was approved at the June 10, 2024 TDCB meeting.
B. Encourage integration of “transportation disadvantaged” issues into local and regional comprehensive plans . Ensure activities of the local coordinating board and community transportation coordinator are consistent with local and state comprehensive planning activities including the Florida Transportation Plan. (427.015, FS)	as needed.
C. Encourage the local community transportation coordinator to work cooperatively with regional workforce boards established in Chapter 445, F.S., and provide assistance in the development of innovative transportation services for participants in the welfare transition program. (427.0157, FS)	The Regional Workforce Board is represented on the TDCB.

III. TECHNICAL ASSISTANCE, TRAINING, AND EVALUATION	PROGRESS
A. Provide the LCB with quarterly reports of local TD program administrative support accomplishments as outlined in the grant agreement and any other activities related to the TD program. (Task 9)	The Quarterly Progress Report is included in this Invoice Packet.
B. Attend at least one Commission-sponsored training , including but not limited to, the CTD’s regional meetings, the CTD’s annual training workshop, or other sponsored training. (Task 10)	MPO staff attended the revised CTD Annual Workshop.
C. Attend at least one CTD meeting each year within budget/staff/schedule availability.	MPO staff most of the CTD Business Meetings.
D. Notify CTD staff of local TD concerns that may require special investigations.	as needed.
E. Provide training for newly-appointed LCB members. (Task 3)	The MPO provides a TD 101 training packet for all new TDCB members.
F. Provide assistance to the CTC, purchasing agencies, and others, as needed, which may include participation in, and initiating when necessary, local or regional meetings to discuss TD needs, service evaluation and opportunities for service improvement.	as needed.
G. To the extent feasible, collect and review proposed funding applications involving “TD” funds consistent with Chapter 427, F.S., and Rule 41-2, F.A.C., and provide recommendations to the LCB. (427.0157, FS)	The TDCB reviews all TD grant applications.
H. Ensure the local coordinating board conducts, as a minimum, an annual evaluation of the community transportation coordinator. The local coordinating board shall evaluate the coordinator using the Commission’s <i>Evaluation Workbook for Community Transportation Coordinators and Providers in Florida</i> (at a minimum using the modules concerning Competition In Use of Operators, Cost-Effectiveness and Efficiency, and Availability of Service) and local standards as defined in the Transportation Disadvantaged Service Plan. (Task 2B)	The CTC evaluation was conducted over the 3rd and 4th quarter and approved at the June 10, 2024 TDCB meeting.
I. Assist the CTD in joint reviews of the CTC.	as needed.

J. Ensure the LCB annually reviews coordination contracts to advise the CTC whether the continuation of said contract provides the most cost effective and efficient transportation available, consistent with Rule 41-2, F.A.C.	Coordination Contracts are reviewed annually.
K. Implement recommendations identified in the CTD’s QAPE reviews.	as needed.

Other Items of Development and Update in accordance with Laws, Rules, and Commission policy:

By submission of this Quarterly Report, the information provided is accurate and accountable and corresponds with the activities for this quarter.



Representative

Date: 11/13/2024