

CTC

EVALUATION WORKBOOK

Florida Commission for the



Transportation Disadvantaged

CTC BEING REVIEWED: Sumter County Board of County Commissioners

COUNTY (IES): Sumter

ADDRESS: 7375 Powell Road, Wildwood, FL 34785

CONTACT: Stephen Kennedy/Keith S

PHONE: (352) 689-4400

REVIEW PERIOD: FY20-21

REVIEW DATES: Jul 2021

PERSON CONDUCTING THE REVIEW: Lake/Sumter MPO Consultant

CONTACT INFORMATION: Laura Minns (407) 587-7830

INTRODUCTION AND BRIEFING:

The evaluation of the Sumter County Community Transportation Coordinator (CTC) is conducted annually by the Transportation Disadvantaged Coordinating Board (TDCB) with the guidance of the Lake~Sumter Metropolitan Planning Organization (MPO) staff.

The Sumter County Board of County Commissioners is the designated CTC for Sumter County. On March 7, 2013 the Florida Commission for the Transportation Disadvantaged extended Sumter County's CTC designation effective July 1, 2018 through June 30, 2023. On August 11, 2020 the Sumter County BOCC entered into an agreement with MTM Transit, LLC to be its transportation provider. The agreement is in effect until August 17, 2022 and has two (2), one-year renewal options.

The mission of the Sumter County CTC is:

“To ensure all citizens of Sumter County professional, efficient, and cost-effective transportation services. Sumter County will provide safe, clean, comfortable, and economical transportation; and be alert to citizen needs and prepare for those needs in a timely manner.”

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, and unduplicated manner. The evaluation also ensures that all requirements are met in providing provision of any services by operators and coordination contractors in the coordinated system.

The evaluation was conducted utilizing the Commission for the Transportation Disadvantaged CTC Evaluation Workbook. The workbook outlines the formal process for evaluation of the CTC. The evaluation addresses the following areas:

- Entrance Interview Questions
- **Chapter 427, Rules 41-2 and 14-90, CTD Standards and Local Standards**
- Ombudsman Program
- Monitoring of contractors
- Surveys: Riders, Contractors and Purchasing Agencies
- On site observation and bus rides
- Driver files and TD eligibility applications
- Recommendations/Commendations

Overall, the CTC and MTM Transit are running a smooth operation and no significant findings were made during the evaluation. All records reviewed appeared in order except some driver's files were missing current copies of drivers' licenses. The contractor was able to provide current copies to the reviewer and it is recommended that files be better organized. Clients had excellent rapport with the drivers who were courteous and attentive. Would encourage the CTC to market the TD Voluntary Dollar Program as part of mobility week as well as develop a policy and accompanying training for clients with service animals.

The evaluation report and recommendations to the CTC were presented by the CTC Evaluation Subcommittee at the August __, 2021 TDCB meeting. The final workbook with the recommendations/commendations were transmitted to the Florida Commission for the Transportation Disadvantaged and the Sumter County CTC by MPO staff. The CTC will forward a status report to the TDCB within 30 working days. The TDCB will continue utilizing the use of quarterly surveys and on site observations to assist with evaluating the CTC's performance.

LCB EVALUATION WORKBOOK

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REVIEW CHECKLIST & SCHEDULE

COLLECT FOR REVIEW:

- APR Data Pages
- QA Section of TDSP
- Last Review (Date: June, 2020)
- List of Omb. Calls
- QA Evaluation
- Status Report (from last review)
- AOR Submittal Date
- TD Clients to Verify
- TDTF Invoices
- Audit Report Submittal Date

ITEMS TO REVIEW ON-SITE:

- SSPP
- Policy/Procedure Manual
- Complaint Procedure
- Drug & Alcohol Policy (see certification)
- Grievance Procedure
- Driver Training Records (see certification)
- Contracts
- Other Agency Review Reports
- Budget
- Performance Standards
- Medicaid Documents

ITEMS TO REQUEST:

- REQUEST INFORMATION FOR RIDER/BENEFICIARY SURVEY** (Rider/Beneficiary Name, Agency who paid for the trip [sorted by agency and totaled], and Phone Number)
- REQUEST INFORMATION FOR CONTRACTOR SURVEY** (Contractor Name, Phone Number, Address and Contact Name)
- REQUEST INFORMATION FOR PURCHASING AGENCY SURVEY** (Purchasing Agency Name, Phone Number, Address and Contact Name)
- REQUEST ANNUAL QA SELF CERTIFICATION** (no longer applicable).
- MAKE ARRANGEMENTS FOR VEHICLES TO BE INSPECTED** (not applicable).

INFORMATION OR MATERIAL TO TAKE WITH YOU:

- Measuring Tape
- Stop Watch

ENTRANCE INTERVIEW QUESTIONS

INTRODUCTION AND BRIEFING:

- Describe the evaluation process (LCB evaluates the CTC and forwards a copy of the evaluation to the CTD).
- The LCB reviews the CTC once every year to evaluate the operations and the performance of the local coordinator.

The LCB will be reviewing the following areas:

- Chapter 427, Rules 41-2 and 14-90, CTD Standards, and Local Standards
 - Following up on the Status Report from last year and calls received from the Ombudsman program.
 - Monitoring of contractors.
 - Surveying riders/beneficiaries, purchasers of service, and contractors
-
- The LCB will issue a Review Report with the findings and recommendations to the CTC no later than 30 working days after the review has concluded.
 - Once the CTC has received the Review Report, the CTC will submit a Status Report to the LCB within 30 working days.
 - Give an update of Commission level activities (last meeting update and next meeting date), if needed.

USING THE APR, COMPILE THIS INFORMATION:

1. OPERATING ENVIRONMENT:

- RURAL URBAN

2. ORGANIZATION TYPE:

- PRIVATE-FOR-PROFIT
 PRIVATE NON-PROFIT
 GOVERNMENT
 TRANSPORTATION AGENCY

**6. NAME THE ORGANIZATIONS AND AGENCIES THAT PURCHASE SERVICE FROM THE CTC AND THE PERCENTAGE OF TRIPS EACH REPRESENTS?
(Recent APR information may be used)**

Name of Agency	% of Trips	Name of Contact	Telephone Number
Sumter County Youth Ctr	32.2%	Della Baushley, Director	352-568-8722
Mid Florida Community Services	0%	Mat Kline	352-793-5711
Commission for Transportation Disadvantaged	27.1%	Kyle Mills	850-410-5713
FDOT	20.1%	Jo Santiago	407-482-7875
Local Government	20.6%	Bradley Arnold, County Ad	352-689-4400

7. REVIEW AND DISCUSS TD HELPLINE CALLS:

	Number of calls	Closed Cases	Unsolved Cases
Cost	not applicable		
Medicaid			
Quality of Service			
Service Availability			
Toll Permit			
Other			

GENERAL QUESTIONS

Use the TDSP to answer the following questions. If these are not addressed in the TDSP, follow-up with the CTC.

1. DESIGNATION DATE OF CTC:

April 1993, Last signed MOA is effective from 07/01/2018 – 6/30/2023

2. WHAT IS THE COMPLAINT PROCESS?

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 (Appendix B) 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.

IS THIS PROCESS IN WRITTEN FORM? Yes No
(Make a copy and include in folder)

Is the process being used? Yes No

3. DOES THE CTC HAVE A COMPLAINT FORM? Yes No
(Make a copy and include in folder)

4. DOES THE COMPLAINT FORM INCORPORATE ALL ELEMENTS OF THE CTD'S UNIFORM SERVICE REPORTING GUIDEBOOK?

Yes No

5. DOES THE FORM HAVE A SECTION FOR RESOLUTION OF THE COMPLAINT?

Yes No

Review completed complaint forms to ensure the resolution section is being filled out and follow-up is provided to the consumer.

6. IS A SUMMARY OF COMPLAINTS GIVEN TO THE LCB ON A REGULAR BASIS?
 Yes No (no complaints were received. Complaints are forwarded to LCB)
7. WHEN IS THE DISSATISFIED PARTY REFERRED TO THE TD HELPLINE?
 The dissatisfied party is sent to the TD Helpline once the complaint cannot be resolved between the CTC and the dissatisfied party.
8. WHEN A COMPLAINT IS FORWARDED TO YOUR OFFICE FROM THE OMBUDSMAN PROGRAM, IS THE COMPLAINT ENTERED INTO THE LOCAL COMPLAINT FILE/PROCESS?
 Yes No
 If no, what is done with the complaint?
9. DOES THE CTC PROVIDE WRITTEN RIDER/BENEFICIARY INFORMATION OR BROCHURES TO INFORM RIDERS/ BENEFICIARIES ABOUT TD SERVICES?
 Yes No If yes, what type?
 brochures and customer information packets provided by the CTC
10. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE OMBUDSMAN NUMBER?
 Yes No
11. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE COMPLAINT PROCEDURE?
 Yes No
12. WHAT IS YOUR ELIBILITY PROCESS FOR TD RIDERS/BENEFICIARIES?
 MTM uses an online and paper form for eligibility application. Applicants are reviewed and eligibility determined by verified income, age and/or medical needs.

Please Verify These Passengers Have an Eligibility Application on File:

TD Eligibility Verification			
Name of Client	Address of client	Date of Ride	Application on File?
Patrick, Cora	4052 Co Rd 510 Wildwoo	4/26/21	Yes
Thompson, Henry	8566 NE 9TH TERR WILD	4/26/21	Yes
McKinney, Jimmy	500 Gilliam St Wildwood	4/26/21	Yes
Lezott, Delores	413 Rose Croft Ter The Vi	4/26/21	Yes
Lutz, Mark	1787 PENNECAMP DR, T	4/26/21	Yes
Russo, John	12369 NE 50TH VIEW, Th	4/26/21	Yes
Flynn, Juliana	3277 Riverton Rd The Vill	4/26/21	Yes
Purdue, Linda	121 S Commerical St, Col	4/26/21	Yes
Gonzaga, Gloria	214 S Market Blvd Webste	4/26/21	Yes
Vandall, Justin	1010 E CENTRAL AVE W	4/26/21	Yes

13. WHAT INNOVATIVE IDEAS HAVE YOU IMPLEMENTED IN YOUR COORDINATED SYSTEM?

None

14. ARE THERE ANY AREAS WHERE COORDINATION CAN BE IMPROVED?

Medicaid Trips. Sumter County noted that an analysis was performed at some point by the CTD. This area could be reassessed at a later date.

15. WHAT BARRIERS ARE THERE TO THE COORDINATED SYSTEM?

Passengers with Medicaid are having to use two different systems for their transportation.

16. ARE THERE ANY AREAS THAT YOU FEEL THE COMMISSION SHOULD BE AWARE OF OR CAN ASSIST WITH?

None at this time.

17. WHAT FUNDING AGENCIES DOES THE CTD NEED TO WORK CLOSELY WITH IN ORDER TO FACILITATE A BETTER-COORDINATED SYSTEM?

Florida Department of Transportation

18. HOW ARE YOU MARKETING THE VOLUNTARY DOLLAR?

No marketing is being done for the Voluntary Dollar.

GENERAL QUESTIONS

Findings:

MPO Consultant: None

Recommendations:

MPO Consultant: None

Review the CTC contracts for compliance with 427.0155(1), F.S.
“Execute uniform contracts for service using a standard contract, which includes performance standards for operators.”

ARE YOUR CONTRACTS UNIFORM? Yes No

IS THE CTD’S STANDARD CONTRACT UTILIZED? Yes No

DO THE CONTRACTS INCLUDE PERFORMANCE STANDARDS FOR THE TRANSPORTATION OPERATORS AND COORDINATION CONTRACTORS?

Yes No

DO THE CONTRACTS INCLUDE THE PROPER LANGUAGE CONCERNING PAYMENT TO SUBCONTRACTORS? (Section 21.20: Payment to Subcontractors, T&E Grant, and FY)

Yes No – not applicable

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Operator Name	Exp. Date	SSPP	AOR Reporting	Insurance
MTM	8/17/22	Yes	Yes	Yes

COMPLIANCE WITH CHAPTER 427, F.S.

**Review the CTC last AOR submittal for compliance with 427. 0155(2)
“Collect Annual Operating Data for submittal to the Commission.”**

REPORTING TIMELINESS

Were the following items submitted on time?

- | | | | | |
|-------------------------------------|-------------------------------------|-----|-------------------------------------|----|
| a. Annual Operating Report | <input checked="" type="checkbox"/> | Yes | <input type="checkbox"/> | No |
| Any issues that need clarification? | <input type="checkbox"/> | Yes | <input checked="" type="checkbox"/> | No |

Any problem areas on AOR that have been re-occurring?

List: None

- | | | | | |
|--|-------------------------------------|-----|--------------------------|----|
| b. Memorandum of Agreement | <input checked="" type="checkbox"/> | Yes | <input type="checkbox"/> | No |
| c. Transportation Disadvantaged Service Plan | <input checked="" type="checkbox"/> | Yes | <input type="checkbox"/> | No |
| d. Grant Applications to TD Trust Fund | <input checked="" type="checkbox"/> | Yes | <input type="checkbox"/> | No |
| e. All other grant application (100 %) | <input checked="" type="checkbox"/> | Yes | <input type="checkbox"/> | No |

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

MPO Consultant: None

COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC monitoring of its transportation operator contracts to ensure compliance with 427.0155(3), F.S.

“Review all transportation operator contracts annually.”

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS OPERATOR(S) AND HOW OFTEN IS IT CONDUCTED?

Reviews are conducted annually. MTM, INC was reviewed by Sumter County November 2020

Is a written report issued to the operator? Yes No

If **NO**, how are the contractors notified of the results of the monitoring?

A meeting was held with MTM, INC general manager. CTC attends quarterly safety meetings with MTM.

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS COORDINATION CONTRACTORS AND HOW OFTEN IS IT CONDUCTED?

N/A. No Coordination Contractors at this time.

Is a written report issued? Yes No

If **NO**, how are the contractors notified of the results of the monitoring?

WHAT ACTION IS TAKEN IF A CONTRACTOR RECEIVES AN UNFAVORABLE REPORT?

A follow-up inspection will be given in 6 months and a deadline of compliance on unfavorable issues that were identified during the annual inspection.

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

COMPLIANCE WITH CHAPTER 427, F.S.

Review the TDSP to determine the utilization of school buses and public transportation services [Chapter 427.0155(4)]

“Approve and coordinate the utilization of school bus and public transportation services in accordance with the TDSP.”

HOW IS THE CTC USING SCHOOL BUSES IN THE COORDINATED SYSTEM?

The CTC currently does not use school buses in the Coordinated System.

Rule 41-2.012(5)(b): *"As part of the Coordinator's performance, the local Coordinating Board shall also set an annual percentage goal increase for the number of trips provided within the system for ridership on public transit, where applicable. In areas where the public transit is not being utilized, the local Coordinating Board shall set an annual percentage of the number of trips to be provided on public transit."*

HOW IS THE CTC USING PUBLIC TRANSPORTATION SERVICES IN THE COORDINATED SYSTEM?

N/A

IS THERE A GOAL FOR TRANSFERRING PASSENGERS FROM PARATRANSIT TO TRANSIT?

Yes No

If YES, what is the goal?

Is the CTC accomplishing the goal? Yes No

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT? Yes No

Comments:

The public transit in Sumter County is the deviated fixed routes that traverse the County from Wildwood to Webster, providing stops at medical facilities including Langley Health Services. SCT encourages the use of public transit for riders who can ride the shuttle system. In order to accommodate the public, the shuttles are allowed to deviate off the route up to ¾ of a mile with a prior reservation.

The shuttle routes provided 2.5% of the trips for Sumter County.

COMPLIANCE WITH CHAPTER 427, F.S.

Review of local government, federal and state transportation applications for TD funds (all local, state or federal funding for TD services) for compliance with 427.0155(5)

“Review all applications for local government, federal, and state transportation disadvantaged funds, and develop cost-effective coordination strategies.”

IS THE CTC INVOLVED WITH THE REVIEW OF APPLICATIONS FOR TD FUNDS, IN CONJUNCTION WITH THE LCB? (TD Funds include all funding for transportation disadvantaged services, i.e. Section 5310 [formerly Sec.16] applications for FDOT funding to buy vehicles granted to agencies who are/are not coordinated)

Yes No

If Yes, describe the application review process.

Grant applications are reviewed with the TDCB during quarterly meetings.

If no, is the LCB currently reviewing applications for TD funds (any federal, state, and local funding)? Yes No

If no, is the planning agency currently reviewing applications for TD funds?

Yes No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

MPO Consultant: None

COMPLIANCE WITH CHAPTER 427, F.S.

**Review priorities listed in the TDSP, according to Chapter 427.0155(7).
“Establish priorities with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust monies.”**

REVIEW THE QA SECTION OF THE TDSP (ask CTC to explain):

The evaluation of the Sumter County Community Transportation Coordinator (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 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.

WHAT ARE THE PRIORITIES FOR THE TDTF TRIPS?

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

HOW ARE THESE PRIORITIES CARRIED OUT?

SCT restricts out of county medical trips to appointments between 9:00 a.m. and 2:00 p.m. for contiguous counties and in-county trips to appointments between 8:30 a.m. and 3:00 p.m. Non-contiguous counties are restricted to 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.

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

MPO Consultant: None

COMPLIANCE WITH CHAPTER 427, F.S.

Ensure CTC compliance with the delivery of transportation services, 427.0155(8).

“Have full responsibility for the delivery of transportation services for the transportation disadvantaged as outlined in s. 427.015(2).”

1. Hours of Service:

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. Non-contiguous counties are restricted to 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.

2. Hours of Intake:

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.

3. Provisions for After Hours Reservations/Cancellations?

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 pre-authorized 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.

4. What is the minimum required notice for reservations?

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 days' 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.

5. How far in advance can reservations be place (number of days)?

There is no limit to how far in advance reservations can be made.

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

MPO Consultant: None

COMPLIANCE WITH CHAPTER 427, F.S.

Review the cooperative agreement with the local WAGES coalitions according to Chapter 427.0155(9).

“Work cooperatively with local WAGES coalitions established in Chapter 414 to provide assistance in the development of innovative transportation services for WAGES participants.

WHAT TYPE OF ARRANGEMENT DO YOU HAVE WITH THE LOCAL WAGES COALITION?

N/A

HAVE ANY INNOVATIVE WAGES TRANSPORTATION SERVICES BEEN DEVELOPED?

N/A

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

MPO Consultant: None

CHAPTER 427

Findings:

MPO Consultant: None

Recommendations:

MPO Consultant: None

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.006(1), Minimum Insurance Compliance
“...ensure compliance with the minimum liability insurance requirement of \$100,000 per person and \$200,000 per incident...”

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

\$100,000 per person and \$200,000 per incident

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS IN THE OPERATOR AND COORDINATION CONTRACTS?

\$1,000,000 per person and \$2,000,000 per incident (MTM, LLC)
\$100,000 per person and \$200,000 per incident (SCARC)

HOW MUCH DOES THE INSURANCE COST (per operator)?

Operator	Insurance Cost
MTM, INC	78,240.51
Sumter County BOCC (Liability Coverage Only)	11,500.00

DOES THE MINIMUM LIABILITY INSURANCE REQUIREMENTS EXCEED \$1 MILLION PER INCIDENT?

Yes No

If yes, was this approved by the Commission? Yes No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:
MPO Consultant: None

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.006(1), Minimum Insurance Compliance

“...ensure compliance with the minimum liability insurance requirement of \$100,000 per person and \$200,000 per incident...”

Date of last SSPP Compliance Review March 2021, Obtain a copy of this review.

Review the last FDOT SSPP Compliance Review, if completed in over a year, check drivers' records. If the CTC has not monitored the operators, check drivers' files at the operator's site.

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

ARE THE CTC CONTRACTED OPERATORS IN COMPLIANCE WITH THIS SECTION?

Yes No

DRIVER REQUIREMENT CHART

Driver Last Name	Driver License	Last Physical	CPR/1st Aid	Def. Driving	ADA Training	Other-
Weistner	10/07/28	1/04/21	X	X	X	X
Story	3/22/26	1/05/21	X	X	X	X
Rosenburg	3/10/28	11/18/20		X	X	X
Mullan	3/11/28	1/8/20	X	X	X	X
Laber	3/5/28	2/1/21		X	X	X
Hoefle	9/3/2028	1/19/21	X	X	X	X
Harris	5/31/25	12/21/20		X	X	X
Brown	2/25/28	10/21/20	X	X	X	X

Sample Size: 1-20 Drivers – 50-100% 21-100 Drivers – 20-50% 100+ Drivers – 5-10%

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.006(3), Drug and Alcohol Testing
“...shall assure the purchaser of their continuing compliance with the applicable state or federal laws relating to drug testing...”

With which of the following does the CTC (and its contracted operators) Drug and Alcohol Policy comply?

- FTA (Receive Sect. 5307, 5309, or 5311 funding)
- FHWA (Drivers required to hold a CDL)
- Neither

REQUEST A COPY OF THE DRUG & ALCOHOL POLICY AND LATEST COMPLIANCE REVIEW.

DATE OF LAST DRUG & ALCOHOL POLICY REVIEW: 1/13/2020

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

MPO Consultant: Ensure driver files are updated regularly, particularly when licenses are renewed. Several operators were missing current drivers licenses, however, contractor was able to provide copies immediately.

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.011(2), Evaluating Cost-Effectiveness of Coordination Contractors and Transportation Alternatives.

“...contracts shall be reviewed annually by the Community Transportation Coordinator and the Coordinating Board as to the effectiveness and efficiency of the Transportation Operator or the renewal of any Coordination Contracts.”

1. IF THE CTC HAS COORDINATION CONTRACTORS, DETERMINE THE COST-EFFECTIVENESS OF THESE CONTRACTORS.

Cost [CTC and Coordination Contractor (CC)]

	CTC	CC #1	CC #2	CC #3	CC #4
Flat contract rate (s) (\$ amount / unit)	N/A				
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
Special or unique considerations that influence costs?					
Explanation: CTC #1 Bills directly to APD					

2. DO YOU HAVE TRANSPORTATION ALTERNATIVES? Yes No
 (Those specific transportation services approved by rule or the Commission as a service not normally arranged by the Community Transportation Coordinator but provided by the purchasing agency. Example: a neighbor providing the trip)

Cost [CTC and Transportation Alternative (Alt.)]

	CTC	Alt. #1	Alt. #2	Alt. #3	Alt. #4
Flat contract rate (s) (\$ amount / unit)					
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
Special or unique considerations that influence costs?					
Explanation:					

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

RULE 41-2

Findings:

MPO Consultant: None

Recommendations:

MPO Consultant: None

COMPLIANCE WITH 41-2, F.A.C.

Compliance with Commission Standards

“...shall adhere to Commission approved standards...”

Review the TDSP for the Commission standards.

Commission Standards	Comments
Local toll-free phone number must be posted in all vehicles.	<p>All vehicles of the CTC shall have the local toll free phone number for complaints or grievances as well as the TD Helpline number clearly posted inside all vehicles.</p> <p>These phone numbers are 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.</p>
Vehicle Cleanliness	<p>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.</p>
Passenger/Trip Database	<p>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.</p>

Adequate seating	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	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	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 assistance can be performed safely as determined by the passenger, guardian (if applicable) and driver.
Smoking, Eating and Drinking	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.

<p>Two-way Communications</p>	<p>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.</p>
<p>Air Conditioning/Heating</p>	<p>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.</p>
<p>Billing Requirements</p>	<p>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.</p>

COMMISSION STANDARDS

Findings:

MPO Consultant: None

Recommendations:

MPO Consultant: None

COMPLIANCE WITH 41-2, F.A.C.

Compliance with Local Standards

“...shall adhere to Commission approved standards...”

Review the TDSP for the Local standards.

Local Standards	Comments
Transport of Escorts and dependent children policy	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.
Use, Responsibility, and cost of child restraint devices	The CTC and its subcontractors shall comply with all state laws concerning the use of child restraint devices, particularly Section 316.613, F.S., Child Restraint Requirements, covering children five (5) years of age or younger. An appropriate child restraint device shall be provided at no additional charge by the CTC or a subcontractor when one is not provided by a child's caretaker. The appropriate child restraint device can include a convertible seat in vehicles equipped with such seats.
Out-of-Service Area trips	Out-of-service-area trips include all trips outside of Sumter County and are limited to the CTC's general service area (see Appendix H, Map 1-16), 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.
CPR/1st Aid	All CTC employees/operator/contracted services as applicable are required to qualify in CPR/1st Aid within three (3) months of employment and remain qualified in CPR thereafter.
Driver Criminal Background Screening	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.

Rider Personal Property	<p>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).</p>
Advance reservation requirements	<p>As indicated on page 63 of TDSP 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.</p>
Pick-up Window	<p>As indicated on page 63 of TDSP the pickup windows for passengers traveling to appointments shall be as follows:</p> <p>To destinations within the county -- one and one-half (1 & 1/2) hours prior to their appointment time.</p> <p>To destinations in counties contiguous to Sumter County -- two (2) hours prior to their appointment time.</p> <p>To destinations in counties not contiguous to Sumter County -- three (3) hours prior to their appointment time.</p>

<i>Measurable Standards/Goals</i>	<i>Standard/Goal</i>	<i>Latest Figures</i>	<i>Is the CTC/Operator meeting the Standard?</i>
Public Transit Ridership	CTC	CTC	
	Operator A	Operator A CTC/RR 47,158	N/A
	Operator B	Operator B	
	Operator C	Operator C	
On-time performance	CTC	CTC	
	Operator A CTC/RR 92%	Operator A CTC/RR 93%	YES
	Operator B	Operator B	
	Operator C	Operator C	
Passenger No-shows: 2,272	CTC	CTC	
	Operator A CTC/RR <2%	Operator A 5.8%	NO
	Operator B	Operator B	
	Operator C	Operator C	
Accidents: 0	CTC	CTC	
	Operator A .0014%	Operator A 0.00%	YES
	Operator B	Operator B	
	Operator C	Operator C	
Roadcalls <i>Average age of fleet: 2.9 yrs</i>	CTC	CTC	
	Operator A .004%	Operator A 0.00%	YES
	Operator B	Operator B	YES
	Operator C	Operator C	
Complaints <i>Number filed: 0</i>	CTC	CTC	
	Operator A <1%	Operator A 0.00%	YES
	Operator B	Operator B	YES
	Operator C	Operator C	
Call-Hold Time	CTC	CTC	
	Operator A <2 min	Operator A .01 min	YES
	Operator B	Operator B	
	Operator C	Operator C	

LOCAL STANDARDS

Findings:

MPO Consultant: None

Recommendations:

MPO Consultant: Consider developing a policy for service animals and include as part of training.

COMPLIANCE WITH AMERICANS WITH DISABILITIES

REVIEW COPIES OF THE PUBLIC INFORMATION PROVIDED.

DOES PUBLIC INFORMATION STATE THAT ACCESSIBLE FORMATS ARE
AVAILABLE UPON REQUEST? Yes No

ARE ACCESSIBLE FORMATS ON THE SHELF? Yes No

IF NOT, WHAT ARRANGEMENTS ARE IN PLACE TO HAVE MATERIAL
PRODUCED IN A TIMELY FASHION UPON REQUEST?

DO YOU HAVE TTY EQUIPMENT OR UTILIZE THE FLORIDA RELAY SYSTEM?
 Yes No

IS THE TTY NUMBER OR THE FLORIDA RELAY SYSTEM NUMBERS LISTED WITH
THE OFFICE PHONE NUMBER? Yes No

Florida Relay System:
Voice- 1-800-955-8770
TTY- 1-800-955-8771

EXAMINE OPERATOR MANUALS AND RIDER INFORMATION. DO CURRENT POLICIES COMPLY WITH ADA PROVISION OF SERVICE REQUIREMENTS REGARDING THE FOLLOWING:

Provision of Service	Training Provided	Written Policy	Neither
Accommodating Mobility Aids	X	X	
Accommodating Life Support Systems (O ₂ Tanks, IV's...)	X	X	
Passenger Restraint Policies	X	X	
Standee Policies (persons standing on the lift)	X	X	
Driver Assistance Requirements	X	X	
Personal Care Attendant Policies	X	X	
Service Animal Policies			X
Transfer Policies (From mobility device to a seat)	X	X	
Equipment Operation (Lift and securement procedures)	X	X	
Passenger Sensitivity/Disability Awareness Training for Drivers	X	X	

RANDOMLY SELECT ONE OR TWO VEHICLES PER CONTRACTOR (DEPENDING ON SYSTEM SIZE) THAT ARE IDENTIFIED BY THE CTC AS BEING ADA ACCESSIBLE AND PURCHASED WITH PRIVATE FUNDING, AFTER 1992. CONDUCT AN INSPECTION USING THE ADA VEHICLE SPECIFICATION CHECKLIST.

Not Applicable

INSPECT FACILITIES WHERE SERVICES ARE PROVIDED TO THE PUBLIC (ELIGIBILITY DETERMINATION, TICKET/COUPON SALES, ETC...).

IS A RAMP PROVIDED? Yes No

ARE THE BATHROOMS ACCESSIBLE? Yes No

COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

Table 1. ADA Compliance Review - Provider/Contractor Level of Service Chart

Name of Service Provider/ Contractor	Total # of Vehicles Available for CTC Service	# of ADA Accessible Vehicles	Areas/Sub areas Served by Provider/Contractor
Sumter County/MTM	21	21	Sumter County - The Villages, Wildwood, Webster

BASED ON THE INFORMATION IN TABLE 1, DOES IT APPEAR THAT INDIVIDUALS REQUIRING THE USE OF ACCESSIBLE VEHICLES HAVE EQUAL SERVICE?

Yes No

ADA COMPLIANCE

Findings:

MPO Consultant: None

Recommendations:

MPO Consultant: None

FY 2019/2020 GRANT QUESTIONS

The following questions relate to items specifically addressed in the FY 2019 /2020 Trip and Equipment Grant.

DO YOU KEEP ALL RECORDS PERTAINING TO THE SPENDING OF TDTF DOLLARS FOR FIVE YEARS? (Section 7.10: Establishment and Maintenance of Accounting Records, T&E Grant, and FY 2020)

Yes No

ARE ALL ACCIDENTS THAT HAVE RESULTED IN A FATALITY REPORTED TO THE COMMISSION WITHIN 24 HOURS AFTER YOU HAVE RECEIVED NOTICE? (Section 14.80: Accidents, T/E Grant, and FY 2020)

Yes No

ARE ALL ACCIDENTS THAT HAVE RESULTED IN \$1,000 WORTH OF DAMAGE REPORTED TO THE COMMISSION WITHIN 72 HOURS AFTER YOU HAVE RECEIVED NOTICE OF THE ACCIDENT? (Section 14.80: Accidents, T/E Grant, and FY 2020)

Yes No

STATUS REPORT

DATE OF LAST REVIEW: June 2019

STATUS REPORT DATED: July 2020

CTD RECOMMENDATION:

No recommendations were included in the previous CTC evaluation.

CTC Response:

Current Status:

ON-SITE OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation:

Please list any special guests that were present:

Location:

Number of Passengers picked up/dropped off:

Ambulatory

Non-Ambulatory

Was the driver on time? Yes No - How many minutes late/early?

Did the driver provide any passenger assistance? Yes No

Was the driver wearing any identification? Yes: Uniform Name Tag
 ID Badge No

Did the driver render an appropriate greeting?
 Yes No Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?
 Yes No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?
 Yes No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?
 Yes No

Does the vehicle have working heat and air conditioning?
 Yes No

Does the vehicle have two-way communications in good working order?
 Yes No

If used, was the lift in good working order?
 Yes No

Was there safe and appropriate seating for all passengers? Yes No

Did the driver properly use the lift and secure the passenger? Yes No

If No, please explain:

CTC: Sumter County BOCC County: Sumter

Date of Ride: 7/22/21

Funding Source	No. of Trips	No. of Riders/Beneficiaries	No. of Calls to Make	No. of Calls Made
CTD	2	3 riders/2 beneficiaries	0	2
Medicaid				
Other				
Other				
Other)				
Other				
Totals	2		0	2

Number of Round Trips	Number of Riders/Beneficiaries to Survey
0 – 200	30%
201 – 1200	10%
1201 +	5%

Note: Attach the manifest

SURVEYS
Contractor Survey
Sumter County

MTM

Contractor name (optional)

1. Do the riders/beneficiaries call your facility directly to cancel a trip?

Yes No

2. Do the riders/beneficiaries call your facility directly to issue a complaint?

Yes No

3. Do you have a toll-free phone number for a rider/beneficiary to issue commendations and/or complaints posted on the interior of all vehicles that are used to transport TD riders?

Yes No

If yes, is the phone number posted the CTC's?

Yes No

4. Are the invoices you send to the CTC paid in a timely manner?

Yes No

5. Does the CTC give your facility adequate time to report statistics?

Yes No

6. Have you experienced any problems with the CTC?

Yes No

If yes, what type of problems?

Comments:

MPO Consultant: None

PURCHASING AGENCY SURVEY

Staff making call: Not Applicable

Purchasing Agency name: _____

Representative of Purchasing Agency: _____

1) Do you purchase transportation from the coordinated system?

YES

NO If no, why?

2) Which transportation operator provides services to your clients?

3) What is the primary purpose of purchasing transportation for your clients?

Medical

Employment

Education/Training/Day Care

Nutritional

Life Sustaining/Other

4) On average, how often do your clients use the transportation system?

7 Days/Week

1-3 Times/Month

1-2 Times/Week

Less than 1 Time/Month

3-5 Times/Week

5) Have you had any unresolved problems with the coordinated transportation system?

- Yes
- No If no, skip to question 7

6) What type of problems have you had with the coordinated system?

- Advance notice requirement [specify operator (s)]
- Cost [specify operator (s)]
- Service area limits [specify operator (s)]
- Pick up times not convenient [specify operator (s)]
- Vehicle condition [specify operator (s)]
- Lack of passenger assistance [specify operator (s)]
- Accessibility concerns [specify operator (s)]
- Complaints about drivers [specify operator (s)]
- Complaints about timeliness [specify operator (s)]
- Length of wait for reservations [specify operator (s)]
- Other [specify operator (s)] _____

7) Overall, are you satisfied with the transportation you have purchased for your clients?

- Yes
- No If no, why? _____

LEVEL OF COST WORKSHEET # 1

Insert Cost page from the AOR.

County: Sumter
 Sumter County Board of County Commissioners,
 Sumter County Transit
 Stephen Kennedy
 7361 Powell Road
 Wildwood, FL 34785
 352-689-4400
 Email: Stephen.Kennedy@sumtercountyfl.gov

Demographics Number
 Total County Population 125,044
 Unduplicated Head Count 383



Trips By Type of Service	2018	2019	2020	Vehicle Data	2018	2019	2020
Fixed Route (FR)	0	0	0	Vehicle Miles	448,094	522,572	388,552
Deviated FR	3,338	1,563	2,347	Roadcalls	7	1	0
Complementary ADA	0	0	0	Accidents	7	2	0
Paratransit	66,086	64,941	44,811	Vehicles	22	27	21
TNC	0	0	0	Drivers	20	25	24
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	69,424	66,504	47,158				

Passenger Trips By Trip Purpose

Medical	6,470	5,134	5,003
Employment	14,905	12,292	5,940
Ed/Train/DayCare	16,759	14,719	25,242
Nutritional	7,492	4,362	3,074
Life-Sustaining/Other	23,798	29,997	7,899
TOTAL TRIPS	69,424	66,504	47,158

Financial and General Data

Expenses	\$1,528,765	\$1,436,688	\$1,065,134
Revenues	\$1,606,967	\$1,678,900	\$1,027,580
Commendations	127	0	0
Complaints	1	1	0
Passenger No-Shows	541	986	2,772
Unmet Trip Requests	0	0	0

Passenger Trips By Revenue Source

CTD	18,962	17,792	18,887
AHCA	0	0	0
APD	4,491	12,967	0
DOEA	3,852	3,692	1,629
DOE	0	0	0
Other	42,119	32,053	26,642
TOTAL TRIPS	69,424	66,504	47,158

Performance Measures

Accidents per 100,000 Miles	1.56	0.38	0
Miles between Roadcalls	64,013	522,572	0
Avg. Trips per Passenger	47.75	77.33	123.13
Cost per Trip	\$22.02	\$21.60	\$22.59
Cost per Paratransit Trip	\$22.02	\$21.60	\$22.59
Cost per Total Mile	\$3.41	\$2.75	\$2.74
Cost per Paratransit Mile	\$3.41	\$2.75	\$2.74

Trips by Provider Type

CTC	0	0	0
Transportation Operator	56,278	53,535	47,158
Coordination Contractor	13,146	12,969	0
TOTAL TRIPS	69,424	66,504	47,158

LEVEL OF COMPETITION WORKSHEET #2

1. Inventory of Transportation Operators in the Service Area

	Column A Operators Available	Column B Operators Contracted in the System.	Column C Include Trips	Column D % of all Trips
Private Non-Profit				
Private For-Profit	1	1	47,158	100%
Government				
Public Transit Agency				
Total	1	1		

2. How many of the operators are coordination contractors? 0
3. Of the operators included in the local coordinated system, how many have the capability of expanding capacity? 1

Does the CTC have the ability to expand? Yes – the CTC is a full brokerage

4. Indicate the date the latest transportation operator was brought into the system.
October, 2016

5. Does the CTC have a competitive procurement process? Yes

6. In the past five (5) years, how many times have the following methods been used in selection of the transportation operators?

	Low bid
	Requests for qualifications
3	Negotiation only

1	Requests for proposals
	Requests for interested parties

Which of the methods listed on the previous page was used to select the current operators?

Request for Proposals

7. Which of the following items are incorporated in the review and selection of transportation operators for inclusion in the coordinated system?

X	Capabilities of operator
X	Age of company
X	Previous experience
X	Management
X	Qualifications of staff
	Resources
	Economies of Scale
	Contract Monitoring
X	Reporting Capabilities
X	Financial Strength
X	Performance Bond
X	Responsiveness to Solicitation

X	Scope of Work
X	Safety Program
	Capacity
X	Training Program
X	Insurance
	Accident History
X	Quality
	Community Knowledge
	Cost of the Contracting Process
X	Price
	Distribution of Costs
	Other: (list)

8. If a competitive bid or request for proposals has been used to select the transportation operators, to how many potential operators was the request distributed in the mostrecently completed process?

The RFP was advertised on Demand Star

How many responded? 2

The request for bids/proposals was distributed:

Locally Statewide Nationally

9. Has the CTC reviewed the possibilities of competitively contracting any services other than transportation provision (such as fuel, maintenance, etc...)?

Vehicle maintenance has been contracted since October 2017.

LEVEL OF AVAILABILITY WORKSHEET #3

Planning – What are the coordinated plans for transporting the TD population?

Work with the coordination contractors to discover ways to reduce costs.

Public Information – How is public information distributed about transportation services in the community?

Information on transit services is distributed via public social services agencies, two (2) websites and various other public meetings.

Certification – How are individual certifications and registrations coordinated for local TD transportation services?

Through the CTC via application process.

Eligibility Records – What system is used to coordinate which individuals are eligible for special transportation services in the community?

The CTC has an application process, which all potential riders must complete. Through the agencies that purchase trips, Chapter 427, Rule 41-2 definitions of transportation disadvantaged individuals.

Call Intake – To what extent is transportation coordinated to ensure that a user can reach a Reservationist on the first call?

Two reservationists and a scheduler/dispatcher are available for call intake.

Call the transit office between 8:00AM and 1:00PM on weekdays. There is also a toll free number.

Reservations – What is the reservation process? How is the duplication of a reservation prevented?

All staff is trained to take reservations and the software warns of duplication of trips prior to the scheduling process. Reservations are taken between 8 AM and 1PM, weekdays.

Trip Allocation – How is the allocation of trip requests to providers coordinated?

MTM receives and schedules all CTC trips based on prioritized order:

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

Scheduling – How is the trip assignment to vehicles coordinated?

Through computer software by time of appointment, location of pick-up and drop-off.

Transport – How are the actual transportation services and modes of transportation.

coordinated?

The CTC has 23 ambulatory vehicles, of which 21 are wheelchair lift equipped. Trips are scheduled by space, type of trip and funding availability.

Dispatching – How is the real time communication and direction of drivers coordinated?

All drivers call into a live dispatcher by two-way communication and drivers have a mobile data terminal that directs them to their pick-ups and drop-offs.

General Service Monitoring – How is the overseeing of transportation operators coordinated?

SCT in cooperation with LCB reviews the transportation operator contracts annually to determine whether their continuation is cost effective and efficient.

Daily Service Monitoring – How are real-time resolutions to trip problems coordinated?

Two-way radio communication, mobile data terminal or via land line.

Trip Reconciliation – How is the confirmation of official trips coordinated?

All trips are verified by the CTC staff.

Billing – How is the process for requesting and processing fares, payments, and reimbursements coordinated?

Billing amounts owed to subcontractors are paid by the CTC within seven (7) days.

Reporting – How is operating information reported, compiled, and examined?

All reports are compiled using the scheduling software, reviewed by CTC staff and reported on a monthly basis to the Sumter County Board of County Commissioners and the Lake Sumter Metropolitan Planning Organization then on a quarterly basis to the Transportation Disadvantaged Coordinating Board.

Cost Resources – How are costs shared between the coordinator and the operators (s) in order to reduce the overall costs of the coordinated program?

Not Applicable, Fully Brokered System.

Information Resources – How is information shared with other organizations to ensure smooth service provision and increased service provision?

All first time riders are sent information packets. Information will also be shared via County fairs, government days, fliers, media, website, and marketing campaign.

Overall – What type of formal agreement does the CTC have with organizations, which provide transportation in the community?

Coordination and operator contracts.

Appendix A: Documentation

Trip Manifest

Cluster H176363												
Est Arrival	Act Arrival	Odometer	Est Depart	Act Depart	Address	Passengers (Trip ID)	Psgrs	Status	Fare type	Fare Amount	Add. Psgr Fare	Notes
10:35			10:35	10:40	1525 Industrial Dr Wildwood FL 34785							
11:05	11:00		11:10	11:05	2237 Baypoint Way The Villages FL 34785	P: GARY BAYSHORE (#476545) (11:00) (DO: (12:30)) Passenger phone: 7702942257	2			\$0.50	\$0.00	Device: Wheel chair 7702942257
11:27	11:15		11:30	11:15	910 Old Camp Rd 910 Old Camp Rd The Villages FL 32162	D: GARY BAYSHORE (#476545) (12:30) Passenger phone: 7702942257	2					Device: Wheel chair STE 100
11:38	11:27		11:41	11:30	717 Villita Ln The Villages FL 32159	P: LYDIA STEIN (#477138) (11:00) (DO: (12:30)) Passenger phone: 3522052987	1			\$2.00	\$0.00	Device: Walker 3522052987
11:51			11:53		765 Co Rd 466 Lady Lake FL 32159	D: LYDIA STEIN (#477138) (12:30) Passenger phone: 3522052987	1					Device: Walker Physo med
13:30			14:00		765 Co Rd 466 Lady Lake FL 32159							
17:00			17:00		1525 Industrial Dr Wildwood FL 34785							

Cluster H176353												
Est Arrival	Act Arrival	Odometer	Est Depart	Act Depart	Address	Passengers (Trip ID)	Psgrs	Status	Fare type	Fare Amount	Add. Psgr Fare	Notes
12:09			12:09		1525 Industrial Dr Wildwood FL 34785							

Complaint Form/Process Brochure

Trip Cancellations & No Shows

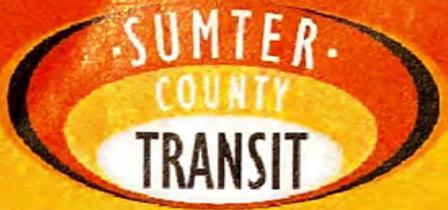
If you cannot make a previously scheduled ride, be sure to call and cancel your trip. There is no charge for a cancelled trip. However, there is a \$2.00 fee associated with each "no show." If you "no show" three times in a 90-day period, your transportation privilege may be suspended for 30 days.

Special Needs

Our vehicles are wheelchair accessible. Guide and assistance animals are allowed on transit vehicles. Please remember when making your reservation to let the receptionist know of any special needs you may have.

Compliments & Complaints

If you have a compliment or complaint about the service you received, call 352.689.4400. You may also contact the Transportation Disadvantaged Ombudsman at 800.983.2435.



Public Transportation
Door-to-Door and
Shuttle Services



For reservations call:
352.568.MOVE (6683)

TDD or TTY reservations, call:
1.800.955.8771

Sumter County Transit
Operated by Ride Right, LLC
1525 Industrial Drive
Wildwood, FL 34785

www.sumtercountyfl.gov
www.ride-right.net/Sumter



Door-to-Door Service

Hours of Operation: 8:00am-3:00pm, Mon-Fri

Sumter County Transit provides door-to-door services for citizens needing a ride to medical appointments, work, shopping destinations, and much more within Sumter County. Trips outside of Sumter County are only for medical purposes unless the destination provides a service not available in the County; for example, the Social Security Office.

Medical Appointments

Trips to medical appointments are our first priority. We travel outside of the County (Leesburg and Villages areas) for medical appointments, if necessary. Out-of-County medical appointment times must be between the hours of 9:00 a.m. and 2:00 p.m. Gainesville appointment times must be between 9:00 a.m. and 11:00 a.m. Services are provided to the VA and Shands Hospital in Gainesville on Mondays, Wednesdays, and Fridays and the VA in Summerfield on Tuesdays and Thursdays.

Shopping

We offer door-to-door transportation to shopping destinations in Sumter County. We allow five plastic or three paper bags on board.



Shuttle Service

Shuttles provide transportation along designated routes. The shuttle can deviate off the route a short distance (up to ¾ mile) to pick up or drop off. Reservations are required for all deviations. You can flag down a shuttle anywhere on the route just by waving your hand. If you would like to be dropped off somewhere along the route, just let the driver know when you board.

Orange Shuttle

The Orange Shuttle provides transportation to the southern and central portions of the County including Center Hill, Webster, Bushnell, and Sumterville. The Orange Shuttle operates Monday, Wednesday and Friday 7:45 AM to 3:30 PM and connects with the Wildwood Circulator in Sumterville.

The Wildwood Circulator

The Wildwood Circulator provides services to Sumterville, Coleman, Wildwood, Royal, Oxford, and the Southern Trace area of The Villages. The Wildwood Circulator operates on Monday, Wednesday and Friday 8:45 AM to 2:45 PM and connects with the Orange Shuttle in Sumterville.

Shuttle schedules are available online at:
sumtercountyfl.gov or by calling 352.568.6683.

How much does a trip cost?

	Door-to-Door	Shuttle
Regular Fare	\$1.50	\$.50
Senior (60+) Fare	\$1.50	\$.25
Gainesville Trip	\$8.00	
Leesburg Trip	\$2.00	
Reserved Shuttle Deviation		\$1.00
Senior (60+)		
Reserved Shuttle Deviation		\$.50

* Costs are for a one-way trip

How do I get a ride?

To reserve your door-to-door ride or shuttle deviation, please call: **352.568.MOVE (6683)**

8:00 AM - 1:00 PM

Please make your reservation at least 3 days in advance of the appointment.

