



Transportation Disadvantaged Coordinating Board Agenda

Date / Time: June 2, 2025, | 2 PM

Sumter County TDCB Committee Meeting - June 2025

June 2, 2025, 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 Jeffrey 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 March 3, 2025, Quarterly Meeting Minutes

Attachment A: March 3, 2025, Sumter County TDCB Quarterly Meeting Minutes

- B. Approval of Sumter County TDCB Bylaws

Attachment B: Sumter County TDCB Bylaws

- C. Approval of Sumter County Grievance Procedures

Attachment C: Sumter County TDCB Grievance Procedures

IV. ACTION ITEMS

- A. **Approval of FY 2024-2025 Community Transportation Coordinator Evaluation**

The TDCB is tasked with annually reviewing the Community Transportation Coordinator (CTC) and evaluating the CTC's operations and performance. MPO staff is tasked with providing support to the CTC Evaluation Subcommittee in conducting the evaluation. The evaluation includes an assessment of compliance with Chapter 427 F.S., Rule 41-2 F.A.C., Commission and local standards, and the Americans with Disabilities Act (ADA), as well as onsite observations and rider surveys.

The CTC Evaluation Subcommittee suggestions and recommendations will be presented for review and approval.

Attachment D: Sumter County FY 2024-2025 CTC Evaluation Workbook

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B. Approval of FY 2025 Transportation Disadvantaged Service Plan Annual Update

The Lake~Sumter MPO and CTC are required to develop a Transportation Disadvantaged Service Plan (TDSP) every five years and update the plan annually, with review and approval from the TDCB. The current TDSP was updated in FY 2024 and is therefore due for an annual update in FY 2025. The FY 2025 annual update includes all required annual updates, as well as other changes as needed. These revisions are summarized in Attachment F: FY 2025 Transportation Disadvantaged Service Plan Annual Update Revision Log. The FY 2025 TDSP Annual Update will be presented for review and approval.

[*Attachment E: FY 2025 Transportation Disadvantaged Service Plan Annual Update*](#)

[*Attachment F: FY 2025 Transportation Disadvantaged Service Plan Annual Update Revision Log*](#)

C. Approval of FY 2026 Meeting Calendar

The proposed TDCB meeting dates for FY 2026 are:

- Q1 TDCB Meeting: September 15, 2025
- Q2 TDCB Meeting: December 8, 2025
- Q3 TDCB Meeting: March 2, 2026
- Annual Public Hearing: March 2, 2026
- Q4 TDCB Meeting: June 1, 2026

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. Board Membership Updates

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

C. Upcoming Conferences/Meetings

- Florida CTD Quarterly Business Meeting – June TBD, 2025
- FPTA Annual Conference – September 2-4, 2025, St. Petersburg Beach

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VI. REPORTS

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

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.

VIII. BOARD MEMBER COMMENTS

IX. ADJOURNMENT

X. NEXT MEETING: September 15, 2025 (pending approval)

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 – March 3, 2025
1300 Citizens Blvd., Suite 175 Leesburg, FL 34748

Members Present

Jeff Bogue, Chair
Jamie Ledgerwood
Sally Moss
Jason Carlin
Sandra Woodard
Carol Kitchen
Steve Homan
Emilio Santiago
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
Bonnie Cowie
Jose Lopez
Mat Kline
Barney Johnson

Representing

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

Staff Present

Michael Woods
Doris LeMay

Representing

Lake~Sumter MPO
Lake~Sumter MPO

CALL TO ORDER

The meeting of the Sumter County Transportation Disadvantaged Coordinating Board (TDCB) was called to order at 2:00 p.m. by Chair Jeff Bogue. 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. (7 Voting Members present).

- I. AGENDA UPDATE** – None
- II. OPPORTUNITY FOR PUBLIC COMMENT** (on agenda items or general comments) None

III. CONSENT ITEMS

- A. Approval of December 2, 2024, Quarterly Meeting Minutes

On a motion by Sandra Woodard, seconded by Emilio Santiago and carried unanimously by a Vote of 7-0, the Board approved item A as Presented.

IV. ACTION ITEMS:

- A. Selection of Sumter County TDCB Vice-Chair

Sandra Woodard nominated Jamie Ledgerwood to serve as TDCB Vice – Chair.

V. DISCUSSION ITEMS:

- A. Review and discussion of the Commission for the Transportation Disadvantaged (CTD) Ombudsman Report – Michael Woods
- B. FY2025 Transportation Disadvantaged Service Plan Annual Update – Kelsey Peterson, WSP
- C. FY2025 Community Transportation Coordinator Evaluation – Kelsey Peterson, WSP. Sandra Woodard volunteered to serve on the CTC Evaluation Sub Committee.
- D. FY2025 Annual Public Hearing – Kelsey Peterson, WSP
- E. Board Membership Updates – Michael Woods
- F. Upcoming Conferences/Meetings – Michael Woods

VI. REPORTS

- A. FDOT – Jamie Ledgerwood
- B. Sumter County Transit – Deborah Snyder
- C. Lake~Sumter MPO – Michael Woods – In Agenda Package

VII. OPPORTUNITY FOR PUBLIC COMMENT – Sally Moss welcomed Jeff Boque

VIII. BOARD MEMBER COMMENTS –

IX. ADJOURNMENT - There being no further business to discuss, the meeting adjourned at 2:36 PM

NEXT MEETING: March 3, 2025 @ 2:00 PM

Chair Jeff Bogue

Date

BYLAWS OF THE SUMTER COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD

ARTICLE I: PREAMBLE

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

ARTICLE II: NAME AND PURPOSE

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

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

ARTICLE III: MEMBERSHIP

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

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

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

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

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

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

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

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

ARTICLE IV: OFFICERS AND DUTIES

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

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

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

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

ARTICLE V: COORDINATING BOARD MEETINGS

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

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

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

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

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

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

ARTICLE VI: STAFF

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

ARTICLE VII: COORDINATING BOARD DUTIES

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

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

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

ARTICLE VIII: COMMITTEES

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

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

ARTICLE IX: COMMUNICATION WITH OTHER AGENCIES AND ENTITIES

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

ARTICLE X: AMENDMENTS

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

ARTICLE XI: CERTIFICATION

The undersigned hereby certifies that he/she is the Chairperson of the Sumter County Transportation Disadvantaged Coordinating Board and that the foregoing is a full, true and corrected copy of the Bylaws of this Coordinating Board as adopted by the Sumter County Transportation Disadvantaged Coordinating Board on the 12th day of June 2023.

SUMTER COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD

Craig Estep, Chairman

GRIEVANCE PROCEDURES OF THE SUMTER COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD

ARTICLE I: PREAMBLE

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

ARTICLE II: GRIEVANCE SUBCOMMITTEE NAME, PURPOSE, AND MEMBERSHIP

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

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

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

ARTICLE III: DEFINITIONS

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

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

- of the Florida Administrative Code and accompanying documents, Sunshine Law and/or ADA violations).
 - c. Contract disputes (Agencies/Operators).
 - d. Bidding disputes.
 - e. Agency compliance.
 - f. Conflicts of interest.
 - g. Supplanting of funds.
 - h. Billing and/or accounting procedure violation.
 - i. Denials of applications for paratransit services.
3. *Service Complaints:* Service complaints are routine incidents that occur on a daily basis that are reported to the CTC, Operator, drivers or dispatchers, or to other individuals involved with the daily operations, and are resolved within the course of a reasonable time period suitable to the complainant. Service standards are established by the CTC and the TDCB. Service complaints may include, but are not limited to:
- a. Late trips (late pickup, late drop off, and/or late returns).
 - b. No-show by Transportation Operator.
 - c. No-show by client.
 - d. Client Behavior.
 - e. Driver Behavior.
 - f. Passenger discomfort.
 - g. Refusal of service to client for any reason.

ARTICLE IV: GRIEVANCE AND COMPLAINT PROCEDURES

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

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

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

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

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

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

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

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

The Grievance Subcommittee shall have the power to process and investigate formal grievances and make recommendations to the TDCB or to the Commission, when local resolution cannot be found, for the improvement of service. Within fifteen (15) days of the meeting of the Subcommittee, the Subcommittee shall render a recommendation in writing to the grievant. Written recommendations shall include the following information:

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

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

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

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

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

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

ARTICLE V: SCHEDULED MEETINGS

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

ARTICLE VI: RECORDS RETENTION

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

ARTICLE VII: AMENDMENTS

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

ARTICLE VIII: CERTIFICATION

The undersigned hereby certifies that he/she is the Chair of the TDCB and that the foregoing is a full, true and correct copy of the Grievance procedures of this TDCB as adopted by the TDCB on the 12th day of March 2019.

Jeffrey Bogue, Chair
Sumter County
Transportation Disadvantaged Coordinating Board

SUMTER COUNTY TRANSIT GRIEVANCE FORM

Name: _____ Today's Date: _____

Physical Address: _____

Mailing Address (if different): _____

Home Telephone: _____ Other Telephone: _____

Email Address: _____

Date of Grievance: _____ Approximate Time: _____

Are you filing this grievance on your own behalf? _____

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

Grievance Statement: _____

Signature: _____ Date: _____

Below to be Filled out by Sumter County Transit:

Report Received By: _____ Date: _____

Action/Results: _____

CTC

EVALUATION WORKBOOK

Florida Commission for the



Transportation Disadvantaged

CTC BEING REVIEWED: _____

COUNTY (IES): _____

ADDRESS: _____

CONTACT: _____ **PHONE:** _____

REVIEW PERIOD: _____ **REVIEW DATES:** _____

PERSON CONDUCTING THE REVIEW: _____

CONTACT INFORMATION: _____

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 15, 2023 the Florida Commission for the Transportation Disadvantaged extended Sumter County's CTC designation effective July 1, 2023 through June 30, 2028. 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 three (3), 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 (CTD) CTC Evaluation Workbook. The workbook outlines the formal process for evaluation of the CTC. The evaluation addresses the following areas:

- Entrance Interview and General Questions
- Chapter 427, Rules 41-2 and 14-90, CTD Standards, and Local Standards
- Compliance with the Americans with Disabilities Act
- Surveys: Riders, Contractors, and Purchasing Agencies
- On-site Observation of the System
- Findings and Recommendations

Overall, the CTC is running a smooth operation. The CTC had only one finding, which is that the rear A/C units were not working in most of the vehicles at the time of the observational ride on 4/29/25. This is in violation of Commission standards per Rule 41-2.006 (4)(q). The CTC was emailed on April 30th to make them aware of the issue. The CTC informed MPO staff on 5/22/25 that the rear air conditioning issues have been resolved in all buses but two, which were found to have other issues and will take a bit longer to repair. The CTC also provided fleet repair orders documenting the status of the repairs and confirming the update from the CTC. This finding has therefore been resolved, and the Subcommittee is not offering any recommendations.

Based on rider surveys, riders appear to generally be satisfied with the service. Riders who took the survey reported the highest satisfaction with driver behavior and the lowest satisfaction with the reservation process. Several of the survey respondents alluded to needing to make reservations multiple days in advance, despite the policy only requiring riders to make reservations 24-hours in advance. This policy changed within the last year; therefore, the CTC Evaluation Subcommittee is suggesting that the CTC review how information about the updated reservation process has been disseminated to employees and riders.

The evaluation report will be presented for approval by the TDCB at the June 2, 2025 TDCB meeting. The final workbook will be 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 Lake~Sumter MPO within 30 working days, which will be presented at the next TDCB meeting. The TDCB will continue utilizing the use of CTC reports at quarterly meetings to assist with evaluating the CTC's performance.

LCB EVALUATION WORKBOOK

ITEM	PAGE
REVIEW CHECKLIST _____	3
EVALUATION INFORMATION _____	5
ENTRANCE INTERVIEW QUESTIONS _____	6
GENERAL QUESTIONS _____	9
CHAPTER 427, F.S. _____	13
RULE 41-2, F.A.C. _____	22
COMMISSION STANDARDS _____	32
LOCAL STANDARDS _____	33
AMERICANS WITH DISABILITIES ACT _____	36
FY GRANT QUESTIONS _____	42
STATUS REPORT _____	43
ON-SITE OBSERVATION _____	45
SURVEYS _____	47
LEVEL OF COST WORKSHEET # 1 _____	52
LEVEL OF COMPETITION WORKSHEET #2 _____	53
LEVEL OF AVAILABILITY WORKSHEET #3 _____	55

REVIEW CHECKLIST & SCHEDULE

COLLECT FOR REVIEW:

- ☐ APR Data Pages
- ☐ QA Section of TDSP
- ☐ Last Review (Date:_____)
- ☐ 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** (Due to CTD annually by January 15th).
- ☐ **MAKE ARRANGEMENTS FOR VEHICLES TO BE INSPECTED** (Only if purchased after 1992 and privately funded).

INFORMATION OR MATERIAL TO TAKE WITH YOU:

- ☐ Measuring Tape
- ☐ Stop Watch

EVALUATION INFORMATION

An LCB review will consist of, but is not limited to the following pages:

1	Cover Page
5 - 6	Entrance Interview Questions
12	Chapter 427.0155 (3) Review the CTC monitoring of contracted operators
13	Chapter 427.0155 (4) Review TDSP to determine utilization of school buses and public transportation services
19	Insurance
23	Rule 41-2.011 (2) Evaluation of cost-effectiveness of Coordination Contractors and Transportation Alternatives
25 - 29	Commission Standards and Local Standards
39	On-Site Observation
40 – 43	Surveys
44	Level of Cost - Worksheet 1
45- 46	Level of Competition – Worksheet 2
47 - 48	Level of Coordination – Worksheet 3

Notes to remember:

- **The CTC should not conduct the evaluation or surveys. If the CTC is also the PA, the PA should contract with an outside source to assist the LCB during the review process.**
- **Attach a copy of the Annual QA Self Certification.**

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

3. NETWORK TYPE:

- ☐ SOLE PROVIDER
☐ PARTIAL BROKERAGE
☐ COMPLETE BROKERAGE

4. NAME THE OPERATORS THAT YOUR COMPANY HAS CONTRACTS WITH:

5. NAME THE GROUPS THAT YOUR COMPANY HAS COORDINATION CONTRACTS WITH:

Coordination Contract Agencies				
Name of Agency	Address	City, State, Zip	Telephone Number	Contact

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

7. REVIEW AND DISCUSS TD HELPLINE CALLS:

	Number of calls	Closed Cases	Unsolved Cases
Cost			
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:
2. WHAT IS THE COMPLAINT PROCESS?

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
No complaints for 2024

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

7. WHEN IS THE DISSATISFIED PARTY REFERRED TO THE TD HELPLINE?

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?
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 ELIGIBILITY PROCESS FOR TD RIDERS/ BENEFICIARIES?

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?

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

14. ARE THERE ANY AREAS WHERE COORDINATION CAN BE IMPROVED?
15. WHAT BARRIERS ARE THERE TO THE COORDINATED SYSTEM?
16. ARE THERE ANY AREAS THAT YOU FEEL THE COMMISSION SHOULD BE AWARE OF OR CAN ASSIST WITH?
17. WHAT FUNDING AGENCIES DOES THE CTD NEED TO WORK CLOSELY WITH IN ORDER TO FACILITATE A BETTER-COORDINATED SYSTEM?
18. HOW ARE YOU MARKETING THE VOLUNTARY DOLLAR?

GENERAL QUESTIONS

Findings:

Recommendations:

COMPLIANCE WITH CHAPTER 427, F.S.

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Operator Name	Exp. Date	SSPP	AOR Reporting	Insurance

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 ☐ Yes ☐ No
Any issues that need clarification? ☐ Yes ☐ No

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

List:

- b. Memorandum of Agreement ☐ Yes ☐ No
c. Transportation Disadvantaged Service Plan ☐ Yes ☐ No
d. Grant Applications to TD Trust Fund ☐ Yes ☐ No
e. All other grant application (____%) ☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

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?

Is a written report issued to the operator? ☐ Yes ☐ No

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

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

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?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

ASK TO SEE DOCUMENTATION OF MONITORING REPORTS.

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?

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:

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.

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:

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):

WHAT ARE THE PRIORITIES FOR THE TDTF TRIPS?

HOW ARE THESE PRIORITIES CARRIED OUT?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

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).”

Review the Operational section of the TDSP

1. Hours of Service:

2. Hours of Intake:

3. Provisions for After Hours Reservations/Cancellations?

4. What is the minimum required notice for reservations?

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

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?

HAVE ANY INNOVATIVE WAGES TRANSPORTATION SERVICES BEEN DEVELOPED?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

CHAPTER 427

Findings:

Recommendations:

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?

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

HOW MUCH DOES THE INSURANCE COST (per operator)?

Operator	Insurance Cost

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:

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

Compliance with 41-2.006(2), Safety Standards.
“...shall ensure the purchaser that their operations and services are in compliance with the safety requirements as specified in Section 341.061(2)(a), F.S. and 14-90, F.A.C.”

Date of last SSPP Compliance Review _____, *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

[illegible]

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: _____

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

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)					
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
Special or unique considerations that influence costs?					
Explanation:					

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:

Recommendations:

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.	
Vehicle Cleanliness	
Passenger/Trip Database	

Adequate seating	
Driver Identification	
Passenger Assistance	
Smoking, Eating and Drinking	

Two-way Communications	
Air Conditioning/Heating	
Billing Requirements	

COMMISSION STANDARDS

Findings:

Recommendations:

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	
Use, Responsibility, and cost of child restraint devices	
Out-of-Service Area trips	
CPR/1st Aid	
Driver Criminal Background Screening	
Rider Personal Property	
Advance reservation requirements	
Pick-up Window	

<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	
	Operator B	Operator B	
	Operator C	Operator C	
On-time performance	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Passenger No-shows	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Accidents	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Roadcalls <i>Average age of fleet:</i>	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Complaints <i>Number filed:</i>	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Call-Hold Time	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	

LOCAL STANDARDS

Findings:

Recommendations:

COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

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			
Accommodating Life Support Systems (O ₂ Tanks, IV's...)			
Passenger Restraint Policies			
Standee Policies (persons standing on the lift)			
Driver Assistance Requirements			
Personal Care Attendant Policies			
Service Animal Policies			
Transfer Policies (From mobility device to a seat)			
Equipment Operation (Lift and securement procedures)			
Passenger Sensitivity/Disability Awareness Training for Drivers			

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.

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

Bus and Van Specification Checklist

Name of Provider:

Vehicle Number (either VIN or provider fleet number):

Type of Vehicle: ☐ Minivan ☐ Van ☐ Bus (>22')
 ☐ Minibus (<= 22') ☐ Minibus (>22')

Person Conducting Review:

Date:

Review the owner's manual, check the stickers, or ask the driver the following:

- ☐ The lift must have a weight limit of at least 600 pounds.
- ☐ The lift must be equipped with an emergency back-up system (in case of loss of power to vehicle). Is the pole present?
- ☐ The lift must be "interlocked" with the brakes, transmission, or the door, so the lift will not move unless the interlock is engaged. Ensure the interlock is working correctly.

Have the driver lower the lift to the ground:

- ☐ Controls to operate the lift must require constant pressure.
- ☐ Controls must allow the up/down cycle to be reversed without causing the platform to "stow" while occupied.
- ☐ Sufficient lighting shall be provided in the step well or doorway next to the driver, and illuminate the street surface around the lift, the lighting should activate when the door/lift is in motion. Turn light switch on, to ensure lighting is working properly.

Once the lift is on the ground, review the following:

- ☐ Must have an inner barrier to prevent the mobility aid from rolling off the side closest to the vehicle until the platform is fully raised.
- ☐ Side barriers must be at least 1 ½ inches high.
- ☐ The outer barrier must be sufficient to prevent a wheelchair from riding over it.
- ☐ The platform must be slip-resistant.
- ☐ Gaps between the platform and any barrier must be no more than 5/8 of an inch.
- ☐ The lift must have two handrails.
- ☐ The handrails must be 30-38 inches above the platform surface.
- ☐ The handrails must have a useable grasping area of 8 inches, and must be at least 1 ½ inches wide and have sufficient knuckle clearance.
- ☐ The platform must be at least 28 1/2 inches wide measured at the platform surface, and 30 inches wide and 48 inches long measured 2 inches above the platform surface.

- ☐ If the ramp is not flush with the ground, for each inch off the ground the ramp must be 8 inches long.
- ☐ Lifts may be marked to identify the preferred standing position (suggested, not required)

Have the driver bring the lift up to the fully raised position (but not stowed):

- ☐ When in the fully raised position, the platform surface must be horizontally within 5/8 inch of the floor of the vehicle.
- ☐ The platform must not deflect more than 3 degrees in any direction. To test this, stand on the edge of the platform and carefully jump up and down to see how far the lift sways.
- ☐ The lift must be designed to allow boarding in either direction.

While inside the vehicle:

- ☐ Each securement system must have a clear floor area of 30 inches wide by 48 inches long.
- ☐ The securement system must accommodate all common wheelchairs and mobility aids.
- ☐ The securement system must keep mobility aids from moving no more than 2 inches in any direction.
- ☐ A seat belt and shoulder harness must be provided for each securement position, and must be separate from the security system of the mobility aid.

Vehicles under 22 feet must have:

- ☐ One securement system that can be either forward or rear-facing.
- ☐ Overhead clearance must be at least 56 inches. This includes the height of doors, the interior height along the path of travel, and the platform of the lift to the top of the door.

Vehicles over 22 feet must have:

- ☐ Must have 2 securement systems, and one must be forward-facing, the other can be either forward or rear-facing.
- ☐ Overhead clearance must be at least 68 inches. This includes the height of doors, the interior height along the path of travel, and the platform of the lift to the top of the door.
- ☐ Aisles, steps, and floor areas must be slip resistant.
- ☐ Steps or boarding edges of lift platforms must have a band of color which contrasts with the step/floor surface.

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

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:

Recommendations:

FY ____/____ GRANT QUESTIONS

**The following questions relate to items specifically addressed in the FY _
____/____ 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 _____)

☐ 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 _____)

☐ 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 _____)

☐ Yes ☐ No

STATUS REPORT FOLLOW-UP FROM LAST REVIEW(S)

DATE OF LAST REVIEW: _____

STATUS REPORT DATED: _____

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

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: _____ County: _____

Date of Ride: _____

Funding Source	No. of Trips	No. of Riders/Beneficiaries	No. of Calls to Make	No. of Calls Made
CTD				
Medicaid				
Other				
Other				
Other)				
Other				
Totals				

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

Note: Attach the manifest

RIDER/BENEFICIARY SURVEY

Staff making call: _____
Date of Call: / /

County: _____
Funding Source: _____

1) Did you receive transportation service on _____? ☐ Yes or ☐ No

2) Where you charged an amount in addition to the co-payment? ☐ Yes or ☐ No

If so, how much?

3) How often do you normally obtain transportation?

☐ Daily 7 Days/Week ☐ Other ☐ 1-2 Times/Week ☐ 3-5Times/Week

4) Have you ever been denied transportation services?

☐ Yes

☐ No. If no, skip to question # 4

A. How many times in the last 6 months have you been refused transportation services?

☐ None ☐ 3-5 Times

☐ 1-2 Times ☐ 6-10 Times

If none, skip to question # 4.

B. What was the reason given for refusing you transportation services?

☐ Ineligible ☐ Space not available

☐ Lack of funds ☐ Destination outside service area

☐ Other _____

5) What do you normally use the service for?

☐ Medical ☐ Education/Training/Day Care

☐ Employment ☐ Life-Sustaining/Other

☐ Nutritional

6) Did you have a problem with your trip on _____?

☐ Yes. If yes, please state or choose problem from below

☐ No. If no, skip to question # 6

What type of problem did you have with your trip?

☐ Advance notice

☐ Cost

☐ Pick up times not convenient

☐ Late pick up-specify time of wait

☐ Assistance

☐ Accessibility

☐ Service Area Limits

☐ Late return pick up - length of wait

☐ Drivers - specify

☐ Reservations - specify length of wait

☐ Vehicle condition

☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

Additional Comments:

Contractor Survey

_____County

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:

PURCHASING AGENCY SURVEY

Staff making call: _____

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

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				
Government				
Public Transit Agency				
Total				

2. How many of the operators are coordination contractors? _____

3. Of the operators included in the local coordinated system, how many have the capability of expanding capacity? _____

Does the CTC have the ability to expand? _____

4. Indicate the date the latest transportation operator was brought into the system. _____

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

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
	Negotiation only

	Requests for proposals
	Requests for interested parties

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

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

	Capabilities of operator		Scope of Work
	Age of company		Safety Program
	Previous experience		Capacity
	Management		Training Program
	Qualifications of staff		Insurance
	Resources		Accident History
	Economies of Scale		Quality
	Contract Monitoring		Community Knowledge
	Reporting Capabilities		Cost of the Contracting Process
	Financial Strength		Price
	Performance Bond		Distribution of Costs
	Responsiveness to Solicitation		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 most recently completed process? _____

How many responded? _____

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...)? _____

Level of Availability (Coordination)

Worksheet 3

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

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

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

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

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

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

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

Scheduling – How is the trip assignment to vehicles coordinated?

Transport – How are the actual transportation services and modes of transportation coordinated?

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

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

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

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

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

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

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

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

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

APPENDIX A: Complaint Process

CTC Standard: The 2021-2022 values for the following service effectiveness measures are as follows:

- a. Average number of trips per passenger for the coordinated system - 305.8
- b. Cost per trip - \$26.91
- c. Average cost per mile - \$2.94.

4.1.13.30 Contract Monitoring

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

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

4.1.13.31 Complaints

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

CTC Standard: Complaints should not exceed one percent of total passenger trips. Complaints include those received from passengers, others, and those identified through regular passenger surveys conducted by the CTC.

4.1.14 LOCAL COMPLAINT AND GRIEVANCE PROCEDURE/PROCESS

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

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

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

Service complaints are telephoned, emailed, or mailed in a letter to the CTC. Each vehicle has a notification prominently displayed, which advertises the appropriate phone number for patrons to call with concerns, as well as ADA and Title VI information. Once a complaint is received, it will be followed up in the manner

it was received and then documented in written form. The complaint is forwarded 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 and 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 determine if the response is appropriate. If a service complaint evolves into an unresolved complaint (grievance), the complainant will be requested to demonstrate their concern in writing as clearly as possible. Grievances are then heard by the TDCB.

4.1.15 COMMUNITY TRANSPORTATION COORDINATOR MONITORING PROCEDURES OF OPERATORS AND COORDINATION CONTRACTORS

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

4.1.16 COORDINATION CONTRACT EVALUATION CRITERIA

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

4.2 Cost/Revenue Allocation and Rate Structure Justification

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

1. "Sponsored" Rates for sponsored trips are paid by agencies/organizations, typically pursuant to purchase of service contracts or agreements between the agencies/organizations and SCT. Sponsored trips can be for the purpose of allowing individuals to participate in specific programs (program trips) or for other purposes (medical care, general trips). Sponsored trips may be either reservation or demand response service.
2. "Non-Sponsored Transportation Disadvantaged" Rates for trips provided to transportation disadvantaged riders that are not sponsored by an agency/organization are normally 90 percent subsidized by grants from the TDTF. Transportation disadvantaged riders pay approximately ten percent of the rate as a fare for non-sponsored trips. Non-sponsored trips typically fall into the reservation or demand response service category.
3. "General Public" Rates for all other trips are 50 percent subsidized by Section 5311 operating grants from the Federal Transit Administration and the Board of Sumter County Commissioners. General public riders pay approximately ten percent of the rate as a fare for trips. General public trips typically fall into the reservation, demand response service or deviated fixed route categories.

Sumter County Transit Complaint Process on [Sumter County Transit Website](#)

COMPLIMENTS AND COMPLAINTS

Compliments and complaints are always welcome. Please feel free to call (352) 689-4440 to tell us of any incidents either good or bad.

OMBUDSMAN

Ombudsman services are offered by the Commission for the Transportation Disadvantaged to provide transportation disadvantaged customers with an avenue to voice concerns about the coordinated transportation system and also as a means to provide information about the transportation disadvantaged program. All calls that concern the local transportation carrier will be referred to the appropriate local staff for handling. CTD staff will follow-up with the customer to ensure the concern has been addressed.

In addition, the CTD Helpline staff assists in resolving consumer concerns by acting as an advocate or mediator on the caller's behalf.

Helpline hours are 8:00 AM-5:00 PM, Monday-Friday.

The CTD Helpline number is 1-800-983-2435.

Form Center

By signing in or creating an account, some fields will auto-populate with your information.

Discrimination Complaint Form for Sumter County Transit Division

Sign in to
Save
Progress

The Federal Transit Administration (FTA) requires Transit Agencies to operate Transit Programs per Title VI without regard to Race, Color, National Origin, Age, or Family or Religious Status. The Americans with Disabilities Act (ADA) of 1990, As Amended must also be followed. Please complete this form if you feel you have been discriminated against for any reason.

Section 1

Name*

Address*

Telephone
(Mobile/Home)*

Telephone (Work)

Select Language ▼

Accessible Format Requirements?

- ☐ Large Print
- ☐ TDD
- ☐ Audio Tape
- ☐ Other

Sumter County Transit Title VI Plan

[View Here](#)

Section 2

Are you filing this complaint on your own?

-- Select One --

If you answered "Yes" to this question, go to Section 3.

Section 3

I believe the discrimination I experienced was based on Title VI per FTA Circular 4702.1B (check all that apply below):*

- ☐ Race
- ☐ Color
- ☐ National Origin
- ☐ Age
- ☐ Family or Religious Status
- ☐ Other
- ☐ N/A

I believe the discrimination I experienced was based on Americans with Disabilities Act (ADA) per FTA Circular 4710.1:*

- ☐ Disability
- ☐ N/A

Date of alleged discrimination (Month, Day, Year)*

Location*

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses.*

Section 4

Have you previously filed a Title VI or ADA complaint with this agency?

-- Select One --



Section 5

Have you filed this complaint with any other Federal, State or local agency, or with any Federal or State Court?

-- Select One -- ▾

Please provide information about a contact person at the agency/court where the complaint was filed (Include name, title, agency, and address).

Section 6

Name of agency complaint is against:*

Contact person:

Title:

Telephone number:

You may attach any written materials or other information that you think is relevant to your complaint.

N...en

By checking the box below and submitting this form, I affirm that I have read the above charge and that it is true to the best of my knowledge, information and belief.*

☐ I affirm that I have read the above charge and that it is true to the best of my knowledge, information and belief.

If information is needed in another language, please contact (352) 689-4400.

protected by reCAPTCHA

[Privacy](#) - [Terms](#)

☒ **Receive an email copy of this form.**

Email address

This field is not part of the form submission.



Submit

* indicates a required field



APPENDIX B: Observational Rides

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: _____ County: _____

Date of Ride: _____

Note: Attach the manifest

2025 Sumter County CTC Evaluation On-Site Observation of the System

Page 1

Q1

Date / Time

04/29/2025 09:00 AM

Date of Observation:

Q2

Please list any special guests that were present:

3

Q3

Pick-up and drop off location:

Wildwood

Q4

Number of passengers picked up and dropped off

Non-ambulatory

3

Total

3

Q5

Yes, they were on time for all pick-ups

Was the driver on time (within one hour of the rider's pick up time)?

Q6

Did the driver provide any assistance

No,

Additional comments::

None of the riders needed assistance.

Q7

Was the driver wearing any identification?

Uniform,

ID Badge

2025 Sumter County CTC Evaluation On-Site Observation of the System

Q8

Yes

Did the driver render an appropriate greeting?

Q9

Yes

If the CTC has a policy on seatbelts, did the driver ensure the passengers were properly belted?

Q10

Yes

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?

Q11

Yes

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?

Q12

Yes,

Does the vehicle have working heat and air conditioning?

Additional comments::

Yes and No, the back a/c did not work. I found out that almost ALL of their buses did not have working a/c in the back.

Q13

Yes

Does the vehicle have two-way communications in good working order?

Q14

Not applicable

If used, was the lift/ramp in good working order?

Q15

Yes

Was there safe and appropriate seating for all passengers?

Q16

Not applicable

Did the driver properly use the lift and secure the passenger?

Q17

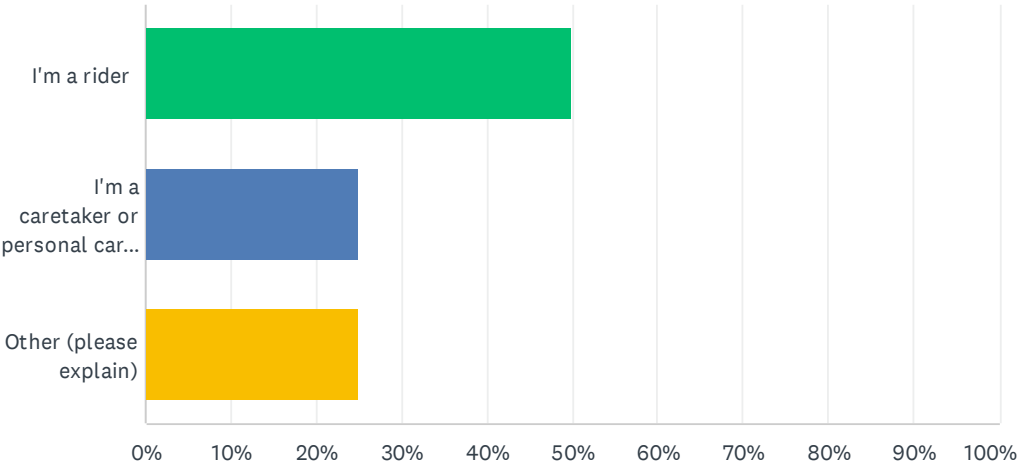
Please share any other comments you have below:

The driver Lena was very considerate and nice to all her riders. I enjoyed riding with her.

APPENDIX C: Rider Survey Results

Q1 Please identify how you use Sumter County Connection's transportation disadvantaged services.

Answered: 16 Skipped: 0

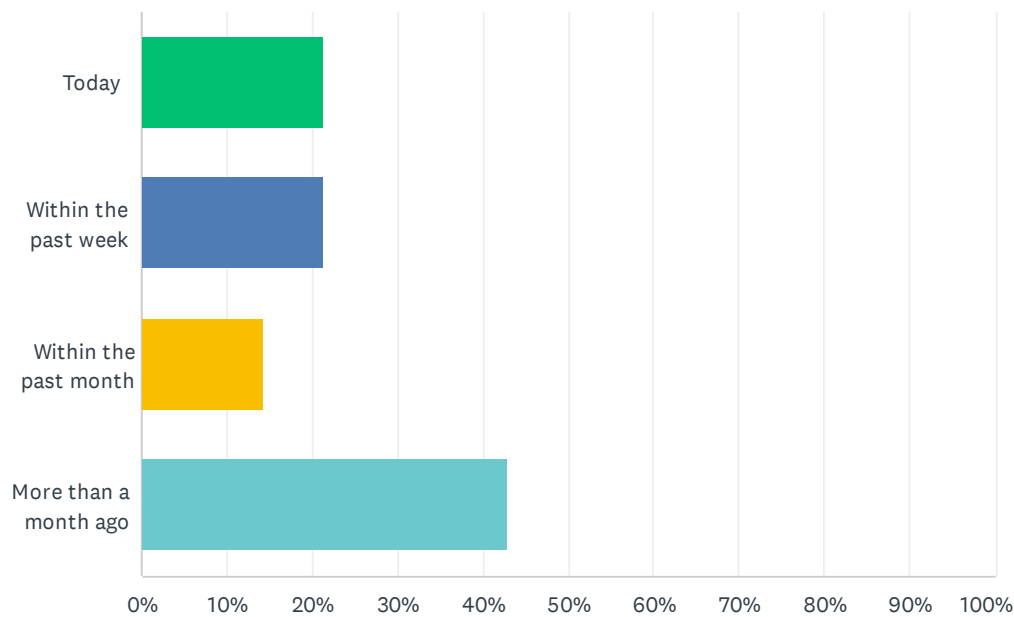


ANSWER CHOICES	RESPONSES	
I'm a rider	50.00%	8
I'm a caretaker or personal care attendant (PCA) of a rider	25.00%	4
Other (please explain)	25.00%	4
TOTAL		16

#	OTHER (PLEASE EXPLAIN)	DATE
1	FDOT	4/29/2025 3:16 PM
2	I am a home visitor that connects residents to community resources	4/10/2025 11:23 AM
3	Parsons Circle Community Outreach, Inc	4/9/2025 11:46 AM
4	Community Outreach Advocate.	4/7/2025 9:10 PM

Q2 When was the last time that you received transportation service?

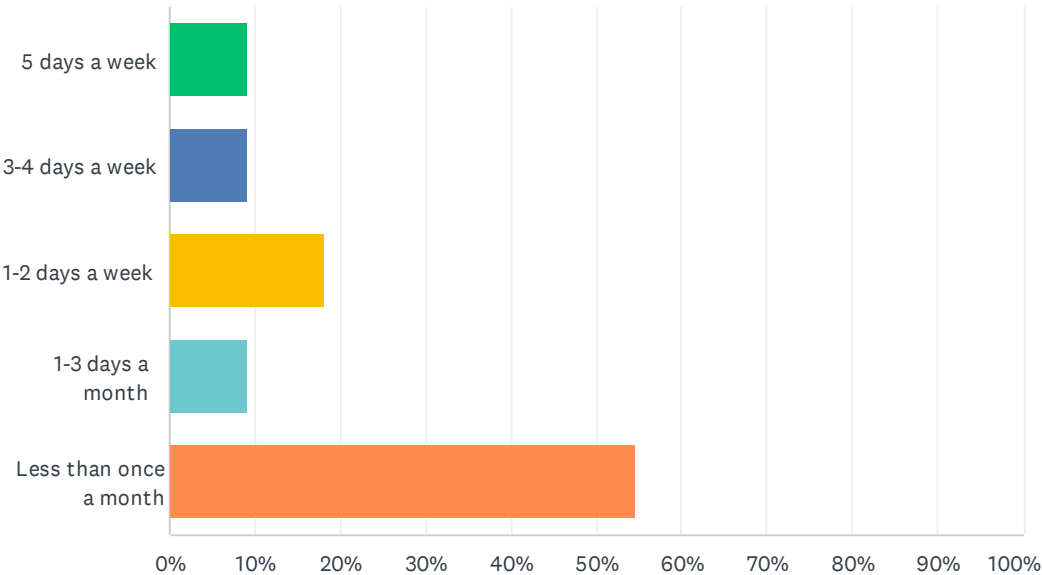
Answered: 14 Skipped: 2



ANSWER CHOICES	RESPONSES	
Today	21.43%	3
Within the past week	21.43%	3
Within the past month	14.29%	2
More than a month ago	42.86%	6
TOTAL		14

Q3 Thinking about the past 6 months, how often do you normally use Sumter County's transportation disadvantaged services?

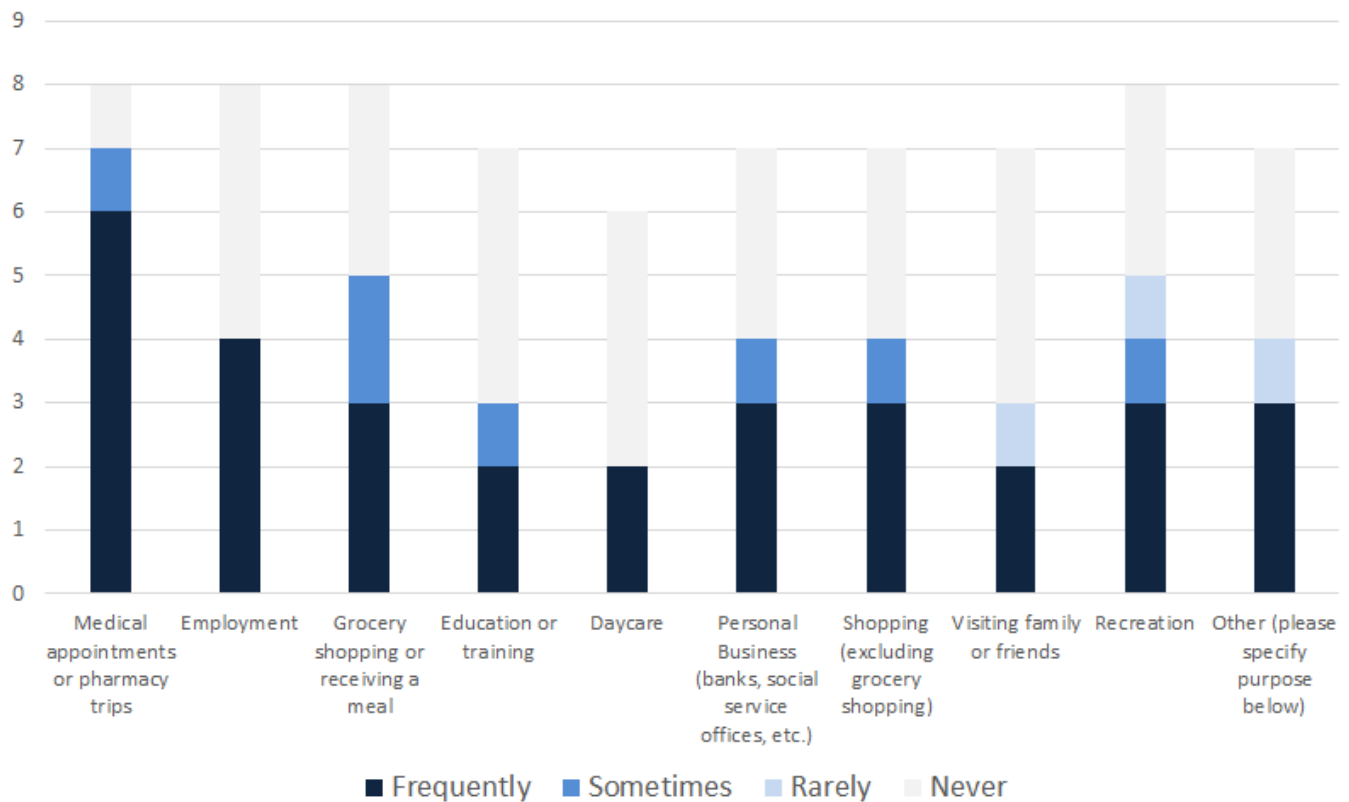
Answered: 11 Skipped: 5



ANSWER CHOICES	RESPONSES	
5 days a week	9.09%	1
3-4 days a week	9.09%	1
1-2 days a week	18.18%	2
1-3 days a month	9.09%	1
Less than once a month	54.55%	6
TOTAL		11

Q4 Thinking about the last 6 months, how often do you use the service for each of the following purposes?

Answered: 8 Skipped: 8

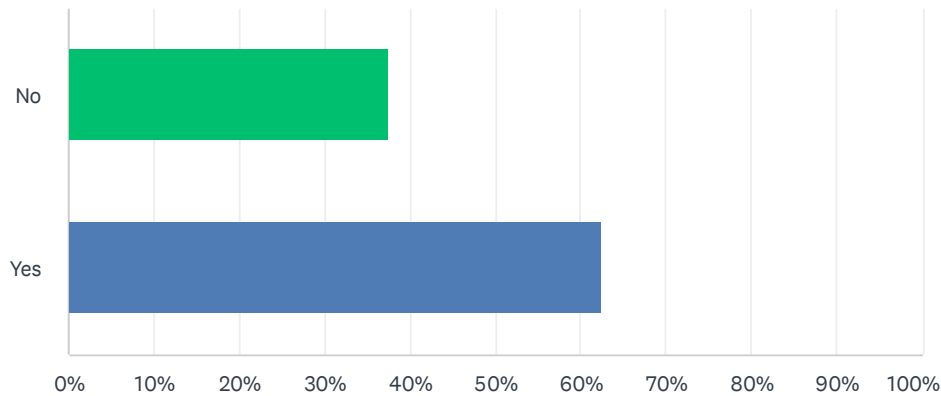


	FREQUENTLY	SOMETIMES	RARELY	NEVER	TOTAL
Medical appointments or pharmacy trips	75.00% 6	12.50% 1	0.00% 0	12.50% 1	8
Employment	50.00% 4	0.00% 0	0.00% 0	50.00% 4	8
Grocery shopping or receiving a meal	37.50% 3	25.00% 2	0.00% 0	37.50% 3	8
Education or training	28.57% 2	14.29% 1	0.00% 0	57.14% 4	7
Daycare	33.33% 2	0.00% 0	0.00% 0	66.67% 4	6
Personal Business (banks, social service offices, etc.)	42.86% 3	14.29% 1	0.00% 0	42.86% 3	7
Shopping (excluding grocery shopping)	42.86% 3	14.29% 1	0.00% 0	42.86% 3	7
Visiting family or friends	28.57% 2	0.00% 0	14.29% 1	57.14% 4	7
Recreation	37.50% 3	12.50% 1	12.50% 1	37.50% 3	8
Other (please specify purpose below)	42.86% 3	0.00% 0	14.29% 1	42.86% 3	7

#	OTHER / ADDITIONAL COMMENTS	DATE
1	The checks are services need by Sumter County Transit but is not available to us in Sumter County. Since they have privatizes the services you can not get the shuttle and if take 2 to 3 business day that must be scheduled in advance, leaving the residents without a way to travel unless they pay a private person \$10 or \$20.00 to go 5 to 6 miles from home.	4/7/2025 9:16 PM

Q5 Within the last 6 months, have you been denied transportation services by Sumter County?

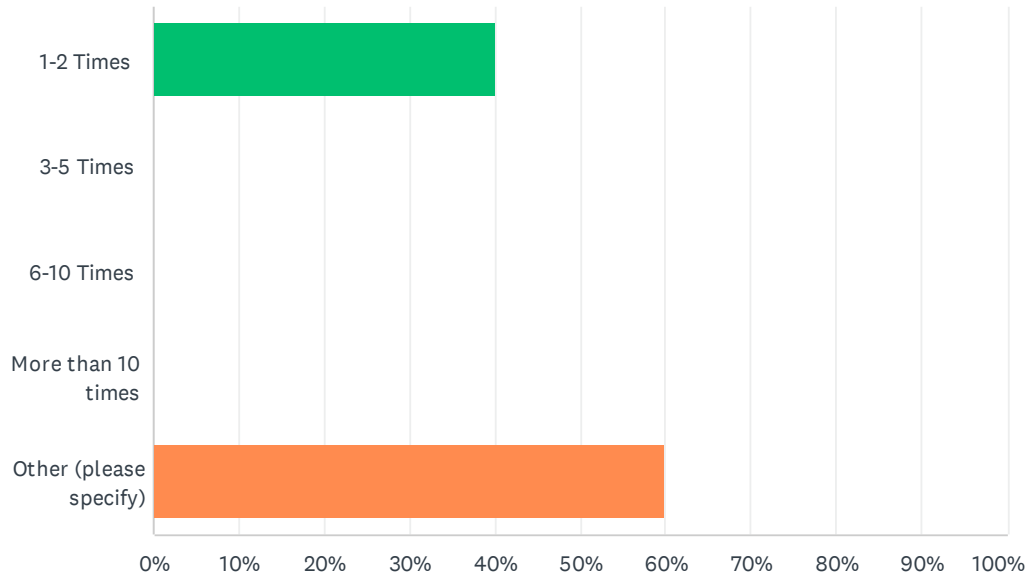
Answered: 8 Skipped: 8



ANSWER CHOICES	RESPONSES	
No	37.50%	3
Yes	62.50%	5
TOTAL		8

Q6 How many times in the last 6 months have you been denied transportation services?

Answered: 5 Skipped: 11

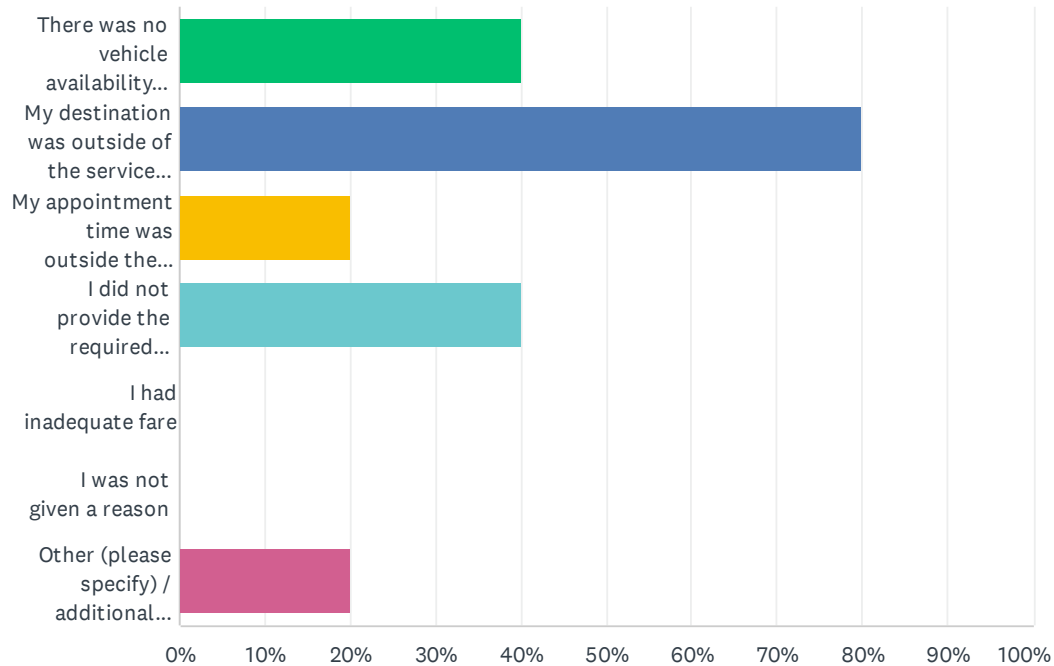


ANSWER CHOICES	RESPONSES	
1-2 Times	40.00%	2
3-5 Times	0.00%	0
6-10 Times	0.00%	0
More than 10 times	0.00%	0
Other (please specify)	60.00%	3
TOTAL		5

#	OTHER (PLEASE SPECIFY)	DATE
1	Was banned for undisclosed time period	4/29/2025 4:23 PM
2	Clients I advocate for have been denied due to having to go out of county, income, etc.	4/7/2025 9:19 PM
3	Due to my wife working I don't meet the qualifications to ride although my wife doesn't drive so really could use transportation to medical appointments	4/7/2025 11:42 AM

Q7 What was the reason given for being denied transportation services? Please check all that apply.

Answered: 5 Skipped: 11

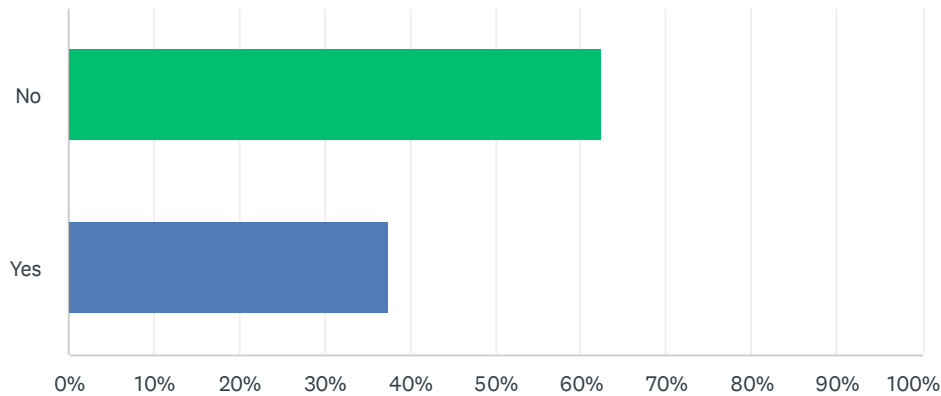


ANSWER CHOICES	RESPONSES	
There was no vehicle availability at the time of my requested trip	40.00%	2
My destination was outside of the service area	80.00%	4
My appointment time was outside the service hours	20.00%	1
I did not provide the required 24-hours advance notice	40.00%	2
I had inadequate fare	0.00%	0
I was not given a reason	0.00%	0
Other (please specify) / additional comments	20.00%	1
Total Respondents: 5		

#	OTHER (PLEASE SPECIFY) / ADDITIONAL COMMENTS	DATE
1	several no show due to medical issues and suffered some bodily function mishaps while using the services	4/29/2025 4:25 PM

Q8 Have you had any problems with trips within the past 6 months?

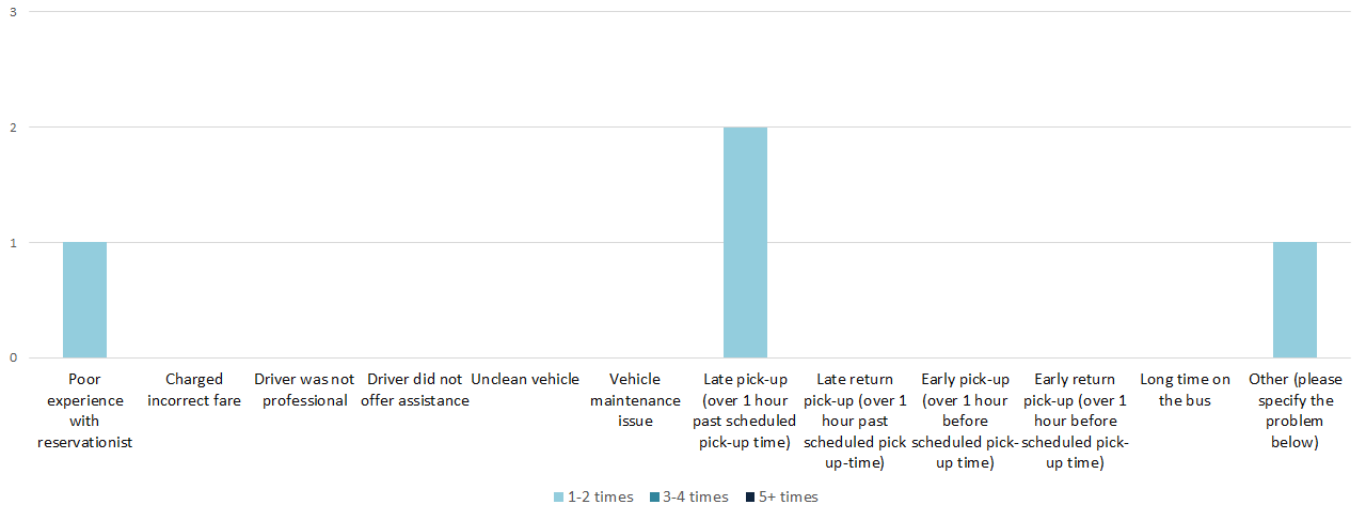
Answered: 8 Skipped: 8



ANSWER CHOICES	RESPONSES	
No	62.50%	5
Yes	37.50%	3
TOTAL		8

Q9 What type of problems have you experienced in the past 6 months? Please check all that apply.

Answered: 3 Skipped: 13



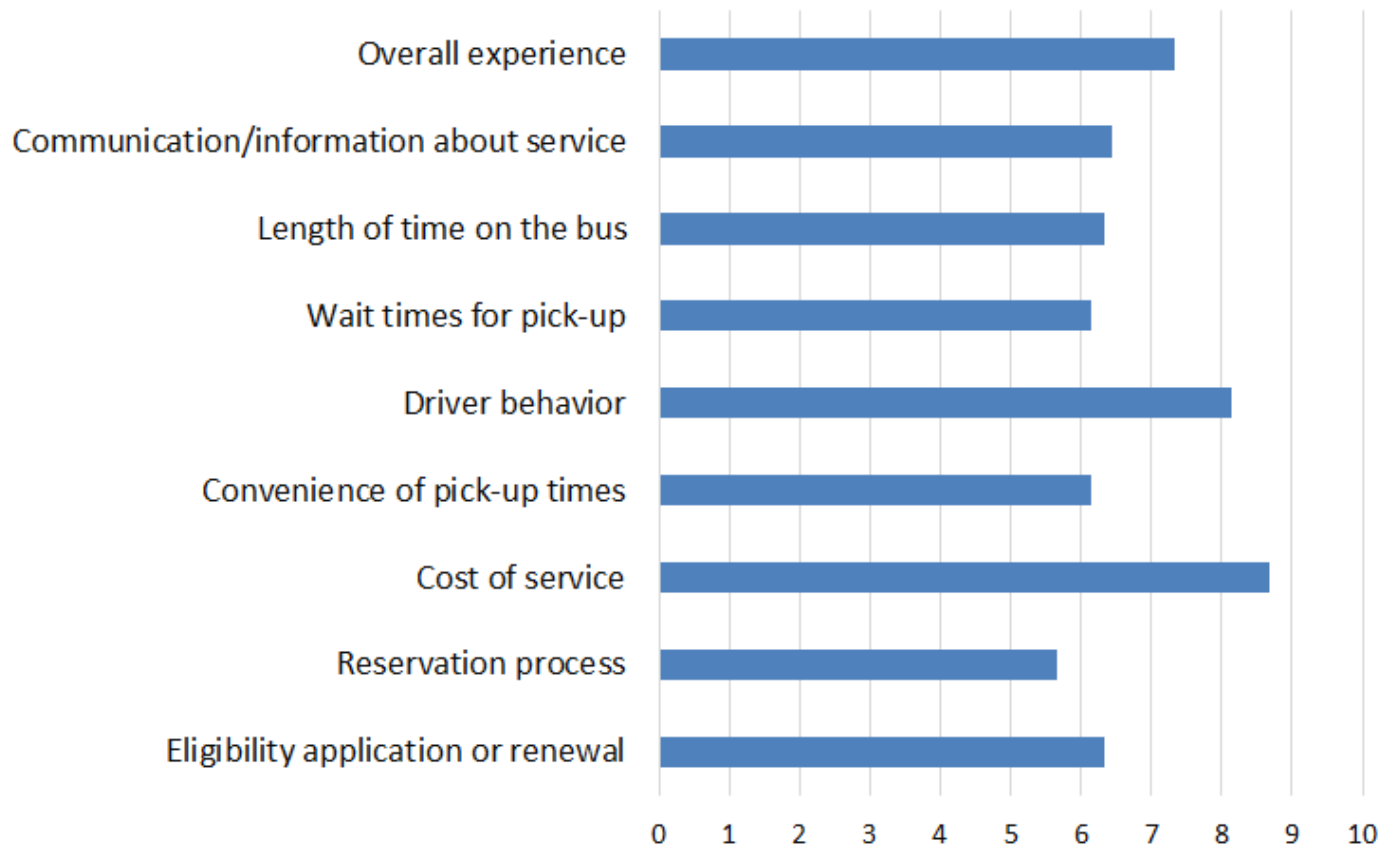
2025 Sumter County Transportation Disadvantaged Rider Survey

	1-2 TIMES	3-4 TIMES	5+ TIMES	TOTAL
Poor experience with reservationist	100.00% 1	0.00% 0	0.00% 0	1
Charged incorrect fare	0.00% 0	0.00% 0	0.00% 0	0
Driver was not professional	0.00% 0	0.00% 0	0.00% 0	0
Driver did not offer assistance	0.00% 0	0.00% 0	0.00% 0	0
Unclean vehicle	0.00% 0	0.00% 0	0.00% 0	0
Vehicle maintenance issue	0.00% 0	0.00% 0	0.00% 0	0
Late pick-up (over 1 hour past scheduled pick-up time)	100.00% 2	0.00% 0	0.00% 0	2
Late return pick-up (over 1 hour past scheduled pick up-time)	0.00% 0	0.00% 0	0.00% 0	0
Early pick-up (over 1 hour before scheduled pick-up time)	0.00% 0	0.00% 0	0.00% 0	0
Early return pick-up (over 1 hour before scheduled pick-up time)	0.00% 0	0.00% 0	0.00% 0	0
Long time on the bus	0.00% 0	0.00% 0	0.00% 0	0
Other (please specify the problem below)	100.00% 1	0.00% 0	0.00% 0	1

#	OTHER / ADDITIONAL COMMENTS	DATE
1	Great service very long wait time. Not an issue for them since they are at their leisure but can make for a very long day when utilizing the service for medical purposes.	5/5/2025 12:16 PM
2	No show bus	4/29/2025 4:25 PM

Q10 Thinking about the last 6 months, please rate your satisfaction with the following on a scale of 1 to 10, with 1 being least satisfied and 10 being most satisfied.

Answered: 7 Skipped: 9



2025 Sumter County Transportation Disadvantaged Rider Survey

	1	2	3	4	5	6	7	8	9	10
Eligibility application or renewal	0.00% 0	33.33% 2	0.00% 0	0.00% 0	16.67% 1	0.00% 0	0.00% 0	0.00% 0	16.67% 1	33.33% 2
Reservation process	0.00% 0	16.67% 1	33.33% 2	0.00% 0	0.00% 0	0.00% 0	16.67% 1	0.00% 0	16.67% 1	16.67% 1
Cost of service	0.00% 0	0.00% 0	0.00% 0	0.00% 0	16.67% 1	0.00% 0	0.00% 0	16.67% 1	16.67% 1	50.00% 3
Convenience of pick-up times	14.29% 1	14.29% 1	0.00% 0	0.00% 0	14.29% 1	14.29% 1	0.00% 0	0.00% 0	14.29% 1	28.57% 2
Driver behavior	0.00% 0	14.29% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	14.29% 1	0.00% 0	28.57% 2	42.86% 3
Wait times for pick-up	14.29% 1	14.29% 1	0.00% 0	0.00% 0	14.29% 1	14.29% 1	0.00% 0	0.00% 0	14.29% 1	28.57% 2
Length of time on the bus	0.00% 0	16.67% 1	0.00% 0	16.67% 1	0.00% 0	16.67% 1	16.67% 1	0.00% 0	16.67% 1	16.67% 1
Communication/information about service	0.00% 0	28.57% 2	0.00% 0	0.00% 0	14.29% 1	0.00% 0	14.29% 1	0.00% 0	14.29% 1	28.57% 2
Overall experience	0.00% 0	0.00% 0	16.67% 1	0.00% 0	16.67% 1	0.00% 0	0.00% 0	33.33% 2	0.00% 0	33.33% 2

#	ADDITIONAL COMMENTS	DATE
1	Wonderful service. Keeps telling everyone about it. Many are unaware of this service.	5/5/2025 12:20 PM
2	no bus showed up. Tues/Thursday they didn't show up. Going to Walmart. Good prices, don't want prices to get raised. Not reliable now. Missed a ride due to personal issue (medical). More service. Driver trainers are great but get more of them and for a longer duration to assist the riders. The helpers are great and courteous but their services are further needed to navigate between the riders.	4/29/2025 4:26 PM
3	Having to schedule days in advance is a big detriment.	4/28/2025 4:10 PM
4	everyone is very helpful, drivers friendly, do not know what i do with out you	4/14/2025 9:24 AM
5	N/A	4/7/2025 9:23 PM
6	Dispatch and drivers do not communicate. It is hard to talk to dispatch. They only take reservations and talk to passengers at certain times and are rigid and rude. There are cock roaches on bus. They do not travel across county lines.	4/7/2025 11:49 AM

Q11 Why is this service important to you?

Answered: 7 Skipped: 9

#	RESPONSES	DATE
1	No car access and driving prohibition due to medical reasons.	5/5/2025 12:20 PM
2	It is affordable and essential to my mobility	4/29/2025 4:27 PM
3	A need on a occasional basis. Would use much more often if I could schedule closer in time to the actual need.	4/28/2025 4:12 PM
4	only choice I have, taxi cost so much, no other choices in villages. thank you so much! Can't drive because of blind	4/14/2025 9:28 AM
5	living in a rural area with no other public transportation.	4/7/2025 10:20 PM
6	I am blind and cannot drive. I need to work to remain independent.	4/7/2025 11:49 AM
7	Can't drive due to vision loss and reduced ambulation ability	4/7/2025 11:44 AM

Q12 Would you like to provide any additional comments?

Answered: 4 Skipped: 12

#	RESPONSES	DATE
1	Very great service I appreciate it greatly.	5/5/2025 12:20 PM
2	no	4/28/2025 4:12 PM
3	sort notice rides would be nice, if possible	4/14/2025 9:29 AM
4	N/A	4/7/2025 10:23 PM

Q13 Do you have any feedback on your experience taking this survey?

Answered: 2 Skipped: 14

#	RESPONSES	DATE
1	no	4/28/2025 4:13 PM
2	N/A	4/7/2025 10:24 PM

#1

INCOMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 07, 2025 11:40:03 AM
Last Modified: Monday, April 07, 2025 11:44:36 AM
Time Spent: 00:04:33
IP Address: 73.67.102.59

Page 2

Q1

I'm a caretaker or personal care attendant (PCA) of a rider

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

Page 3

Q2

More than a month ago

When was the last time that you received transportation service?

Page 4

Q3

Less than once a month

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

Page 5

Q4

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

Medical appointments or pharmacy trips	Frequently
Employment	Never
Grocery shopping or receiving a meal	Never
Education or training	Never
Daycare	Never
Personal Business (banks, social service offices, etc.)	Never
Shopping (excluding grocery shopping)	Never
Visiting family or friends	Never
Recreation	Never

Page 6

Q5

Yes

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

Page 7

Q6

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

Other (please specify):

Due to my wife working I don't meet the qualifications to ride although my wife doesn't drive so really could use transportation to medical appointments

Page 8

Q7

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

My destination was outside of the service area,

There was no vehicle availability at the time of my requested trip

Page 9

Q8

Yes

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

Page 10

Q9

What type of problems have you experienced in the past 6 months? Please check all that apply.

Poor experience with reservationist **1-2 times**

Page 11

Q10

Thinking about the last 6 months, please rate your satisfaction with the following on a scale of 1 to 10, with 1 being least satisfied and 10 being most satisfied.

Eligibility application or renewal	2
Reservation process	2
Convenience of pick-up times	2
Driver behavior	2
Wait times for pick-up	2
Length of time on the bus	2
Communication/information about service	2

Page 12

Q11

Why is this service important to you?

Can't drive due to vision loss and reduced ambulation ability

Page 13

Q12

Respondent skipped this question

Would you like to provide any additional comments?

Page 14

Q13

Respondent skipped this question

Do you have any feedback on your experience taking this survey?

#2

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 07, 2025 11:38:38 AM
Last Modified: Monday, April 07, 2025 11:49:29 AM
Time Spent: 00:10:51
IP Address: 64.56.88.246

Page 2

Q1 I'm a rider

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

Page 3

Q2 Today

When was the last time that you received transportation service?

Page 4

Q3 5 days a week

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

Page 5

Q4

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

Medical appointments or pharmacy trips	Sometimes
Employment	Frequently
Grocery shopping or receiving a meal	Never
Education or training	Never
Daycare	Never
Personal Business (banks, social service offices, etc.)	Never
Shopping (excluding grocery shopping)	Never
Visiting family or friends	Never
Recreation	Never
Other (please specify purpose below)	Never

Page 6

Q5

Yes

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

Page 7

Q6

1-2 Times

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

Page 8

Q7

My destination was outside of the service area

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

Page 9

Q8

No

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

Page 10

Q9

Respondent skipped this question

What type of problems have you experienced in the past 6 months? Please check all that apply.

Page 11

Q10

Thinking about the last 6 months, please rate your satisfaction with the following on a scale of 1 to 10, with 1 being least satisfied and 10 being most satisfied.

Eligibility application or renewal	2
Reservation process	3
Cost of service	8
Convenience of pick-up times	6
Driver behavior	7
Wait times for pick-up	6
Length of time on the bus	6
Communication/information about service	2
Overall experience	8
Additional Comments	Dispatch and drivers do not communicate. It is hard to talk to dispatch. They only take reservations and talk to passengers at certain times and are rigid and rude. There are cock roaches on bus. They do not travel across county lines.

Page 12

Q11

Why is this service important to you?

I am blind and cannot drive. I need to work to remain independent.

Page 13

Q12

Respondent skipped this question

Would you like to provide any additional comments?

Page 14

Q13

Respondent skipped this question

Do you have any feedback on your experience taking this survey?

#3

INCOMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 07, 2025 2:09:54 PM
Last Modified: Monday, April 07, 2025 2:11:22 PM
Time Spent: 00:01:28
IP Address: 50.223.79.98

Page 2

Q1

I'm a rider

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

Page 3

Q2

Respondent skipped this question

When was the last time that you received transportation service?

Page 4

Q3

Respondent skipped this question

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

Page 5

Q4

Respondent skipped this question

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

Page 6

Q5

Respondent skipped this question

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

Page 7

Q6

Respondent skipped this question

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

Page 8

Q7

Respondent skipped this question

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

Page 9

Q8

Respondent skipped this question

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

Page 10

Q9

Respondent skipped this question

What type of problems have you experienced in the past 6 months? Please check all that apply.

Page 11

Q10

Respondent skipped this question

Thinking about the last 6 months, please rate your satisfaction with the following on a scale of 1 to 10, with 1 being least satisfied and 10 being most satisfied.

Page 12

Q11

Respondent skipped this question

Why is this service important to you?

Page 13

Q12

Respondent skipped this question

Would you like to provide any additional comments?

Page 14

Q13

Respondent skipped this question

Do you have any feedback on your experience taking this survey?

#4

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 07, 2025 9:09:09 PM
Last Modified: Monday, April 07, 2025 10:23:50 PM
Time Spent: 01:14:40
IP Address: 68.205.50.131

Page 2

Q1 Other (please explain):
Community Outreach Advocate.
Please identify how you use Sumter County Connection's transportation disadvantaged services.

Page 3

Q2 More than a month ago
When was the last time that you received transportation service?

Page 4

Q3 Less than once a month
Thinking about the past 6 months, how often do you normally use Sumter County's transportation disadvantaged services?

Page 5

Q4

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

Medical appointments or pharmacy trips	Frequently
Employment	Frequently
Grocery shopping or receiving a meal	Frequently
Education or training	Frequently
Daycare	Frequently
Personal Business (banks, social service offices, etc.)	Frequently
Shopping (excluding grocery shopping)	Frequently
Visiting family or friends	Frequently
Recreation	Frequently
Other (please specify purpose below)	Frequently
Other / additional comments	The checks are services need by Sumter County Transit but is not available to us in Sumter County. Since they have privatizes the services you can not get the shuttle and if take 2 to 3 business day that must be scheduled in advance, leaving the residents without a way to travel unless they pay a private person \$10 or \$20.00 to go 5 to 6 miles from home.

Page 6

Q5

Yes

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

Page 7

Q6

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

Other (please specify):
Clients I advocate for have been denied due to having to go out of county, income, etc.

Page 8

Q7

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

My destination was outside of the service area,
My appointment time was outside the service hours,
I did not provide the required 24-hours advance notice

Page 9

Q8**No**

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

Page 10

Q9**Respondent skipped this question**

What type of problems have you experienced in the past 6 months? Please check all that apply.

Page 11

Q10

Thinking about the last 6 months, please rate your satisfaction with the following on a scale of 1 to 10, with 1 being least satisfied and 10 being most satisfied.

Eligibility application or renewal	5
Reservation process	3
Cost of service	5
Convenience of pick-up times	5
Driver behavior	9
Wait times for pick-up	5
Length of time on the bus	4
Communication/information about service	5
Overall experience	5
Additional Comments	N/A

Page 12

Q11

Why is this service important to you?

living in a rural area with no other public transportation.

Page 13

Q12

Would you like to provide any additional comments?

N/A

Page 14

Q13

Do you have any feedback on your experience taking this survey?

N/A

#5

INCOMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 08, 2025 8:05:29 AM
Last Modified: Tuesday, April 08, 2025 8:05:56 AM
Time Spent: 00:00:26
IP Address: 35.143.82.0

Page 2

Q1

I'm a caretaker or personal care attendant (PCA) of a rider

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

Page 3

Q2

Within the past month

When was the last time that you received transportation service?

Page 4

Q3

Less than once a month

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

Page 5

Q4

Respondent skipped this question

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

Page 6

Q5

Respondent skipped this question

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

Page 7

Q6

Respondent skipped this question

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

Page 8

Q7

Respondent skipped this question

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

Page 9

Q8

Respondent skipped this question

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

Page 10

Q9

Respondent skipped this question

What type of problems have you experienced in the past 6 months? Please check all that apply.

Page 11

Q10

Respondent skipped this question

Thinking about the last 6 months, please rate your satisfaction with the following on a scale of 1 to 10, with 1 being least satisfied and 10 being most satisfied.

Page 12

Q11

Respondent skipped this question

Why is this service important to you?

Page 13

Q12

Respondent skipped this question

Would you like to provide any additional comments?

Page 14

Q13

Respondent skipped this question

Do you have any feedback on your experience taking this survey?

#6

INCOMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, April 09, 2025 11:45:49 AM
Last Modified: Wednesday, April 09, 2025 11:46:20 AM
Time Spent: 00:00:30
IP Address: 108.189.164.54

Page 2

Q1 Other (please explain):
Parsons Circle Community Outreach, Inc

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

Page 3

Q2 Respondent skipped this question

When was the last time that you received transportation service?

Page 4

Q3 Respondent skipped this question

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

Page 5

Q4 Respondent skipped this question

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

Page 6

Q5 Respondent skipped this question

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

Page 7

Q6

Respondent skipped this question

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

Page 8

Q7

Respondent skipped this question

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

Page 9

Q8

Respondent skipped this question

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

Page 10

Q9

Respondent skipped this question

What type of problems have you experienced in the past 6 months? Please check all that apply.

Page 11

Q10

Respondent skipped this question

Thinking about the last 6 months, please rate your satisfaction with the following on a scale of 1 to 10, with 1 being least satisfied and 10 being most satisfied.

Page 12

Q11

Respondent skipped this question

Why is this service important to you?

Page 13

Q12

Respondent skipped this question

Would you like to provide any additional comments?

Page 14

Q13

Respondent skipped this question

Do you have any feedback on your experience taking this survey?

#7

INCOMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, April 09, 2025 1:17:11 PM
Last Modified: Wednesday, April 09, 2025 1:17:40 PM
Time Spent: 00:00:28
IP Address: 35.143.82.0

Page 2

Q1

I'm a caretaker or personal care attendant (PCA) of a rider

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

Page 3

Q2

Within the past month

When was the last time that you received transportation service?

Page 4

Q3

1-3 days a month

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

Page 5

Q4

Respondent skipped this question

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

Page 6

Q5

Respondent skipped this question

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

Page 7

Q6

Respondent skipped this question

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

Page 8

Q7

Respondent skipped this question

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

Page 9

Q8

Respondent skipped this question

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

Page 10

Q9

Respondent skipped this question

What type of problems have you experienced in the past 6 months? Please check all that apply.

Page 11

Q10

Respondent skipped this question

Thinking about the last 6 months, please rate your satisfaction with the following on a scale of 1 to 10, with 1 being least satisfied and 10 being most satisfied.

Page 12

Q11

Respondent skipped this question

Why is this service important to you?

Page 13

Q12

Respondent skipped this question

Would you like to provide any additional comments?

Page 14

Q13

Respondent skipped this question

Do you have any feedback on your experience taking this survey?

#8

INCOMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, April 10, 2025 11:22:27 AM
Last Modified: Thursday, April 10, 2025 11:23:29 AM
Time Spent: 00:01:02
IP Address: 65.120.230.230

Page 2

Q1

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

Other (please explain):

I am a home visitor that connects residents to community resources

Page 3

Q2

More than a month ago

When was the last time that you received transportation service?

Page 4

Q3

Less than once a month

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

Page 5

Q4

Respondent skipped this question

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

Page 6

Q5

Respondent skipped this question

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

Page 7

Q6

Respondent skipped this question

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

Page 8

Q7

Respondent skipped this question

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

Page 9

Q8

Respondent skipped this question

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

Page 10

Q9

Respondent skipped this question

What type of problems have you experienced in the past 6 months? Please check all that apply.

Page 11

Q10

Respondent skipped this question

Thinking about the last 6 months, please rate your satisfaction with the following on a scale of 1 to 10, with 1 being least satisfied and 10 being most satisfied.

Page 12

Q11

Respondent skipped this question

Why is this service important to you?

Page 13

Q12

Respondent skipped this question

Would you like to provide any additional comments?

Page 14

Q13

Respondent skipped this question

Do you have any feedback on your experience taking this survey?

#9

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 14, 2025 9:18:27 AM
Last Modified: Monday, April 14, 2025 9:28:52 AM
Time Spent: 00:10:25
IP Address: 73.24.91.217

Page 2

Q1

I'm a rider

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

Page 3

Q2

Within the past week

When was the last time that you received transportation service?

Page 4

Q3

1-2 days a week

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

Page 5

Q4

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

Medical appointments or pharmacy trips	Frequently
Employment	Never
Grocery shopping or receiving a meal	Sometimes
Education or training	Sometimes
Personal Business (banks, social service offices, etc.)	Frequently
Shopping (excluding grocery shopping)	Frequently
Visiting family or friends	Rarely
Recreation	Rarely
Other (please specify purpose below)	Never

Page 6

Q5

Yes

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

Page 7

Q6

1-2 Times

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

Page 8

Q7

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

My destination was outside of the service area,
I did not provide the required 24-hours advance notice,
There was no vehicle availability at the time of my requested trip

Page 9

Q8

No

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

Page 10

Q9

Respondent skipped this question

What type of problems have you experienced in the past 6 months? Please check all that apply.

Page 11

Q10

Thinking about the last 6 months, please rate your satisfaction with the following on a scale of 1 to 10, with 1 being least satisfied and 10 being most satisfied.

Eligibility application or renewal	10
Reservation process	7
Cost of service	10
Convenience of pick-up times	10
Driver behavior	10
Wait times for pick-up	10
Length of time on the bus	10
Communication/information about service	10
Overall experience	10
Additional Comments	everyone is very helpful, drivers friendly, do not know what i do with out you

Page 12

Q11

Why is this service important to you?

only choice I have, taxi cost so much, no other choices in villages. thank you so much! Can't drive because of blind

Page 13

Q12

Would you like to provide any additional comments?

sort notice rides would be nice, if possible

Page 14

Q13

Respondent skipped this question

Do you have any feedback on your experience taking this survey?

#10

INCOMPLETE

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Page 2

Q1

I'm a rider

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

Page 3

Q2

More than a month ago

When was the last time that you received transportation service?

Page 4

Q3

Less than once a month

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

Page 5

Q4

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

Medical appointments or pharmacy trips	Never
Employment	Never
Grocery shopping or receiving a meal	Never
Education or training	Never
Daycare	Never
Personal Business (banks, social service offices, etc.)	Never
Shopping (excluding grocery shopping)	Never
Visiting family or friends	Never
Recreation	Never
Other (please specify purpose below)	Never

Page 6

Q5

No

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

Page 7

Q6

Respondent skipped this question

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

Page 8

Q7

Respondent skipped this question

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

Page 9

Q8

No

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

Page 10

Q9

Respondent skipped this question

What type of problems have you experienced in the past 6 months? Please check all that apply.

Page 11

Q10

Respondent skipped this question

Thinking about the last 6 months, please rate your satisfaction with the following on a scale of 1 to 10, with 1 being least satisfied and 10 being most satisfied.

Page 12

Q11

Respondent skipped this question

Why is this service important to you?

Page 13

Q12

Respondent skipped this question

Would you like to provide any additional comments?

Page 14

Q13

Respondent skipped this question

Do you have any feedback on your experience taking this survey?

#11

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Page 2

Q1

I'm a rider

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

Page 3

Q2

More than a month ago

When was the last time that you received transportation service?

Page 4

Q3

Respondent skipped this question

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

Page 5

Q4

Respondent skipped this question

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

Page 6

Q5

Respondent skipped this question

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

Page 7

Q6

Respondent skipped this question

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

Page 8

Q7

Respondent skipped this question

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

Page 9

Q8

Respondent skipped this question

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

Page 10

Q9

Respondent skipped this question

What type of problems have you experienced in the past 6 months? Please check all that apply.

Page 11

Q10

Respondent skipped this question

Thinking about the last 6 months, please rate your satisfaction with the following on a scale of 1 to 10, with 1 being least satisfied and 10 being most satisfied.

Page 12

Q11

Respondent skipped this question

Why is this service important to you?

Page 13

Q12

Respondent skipped this question

Would you like to provide any additional comments?

Page 14

Q13

Respondent skipped this question

Do you have any feedback on your experience taking this survey?

#12

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Page 2

Q1

I'm a rider

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

Page 3

Q2

More than a month ago

When was the last time that you received transportation service?

Page 4

Q3

Less than once a month

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

Page 5

Q4

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

Medical appointments or pharmacy trips	Frequently
Employment	Never
Grocery shopping or receiving a meal	Sometimes
Education or training	Never
Daycare	Never
Personal Business (banks, social service offices, etc.)	Sometimes
Shopping (excluding grocery shopping)	Sometimes
Visiting family or friends	Never
Recreation	Sometimes
Other (please specify purpose below)	Rarely

Page 6

Q5

No

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

Page 7

Q6

Respondent skipped this question

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

Page 8

Q7

Respondent skipped this question

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

Page 9

Q8

No

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

Page 10

Q9

Respondent skipped this question

What type of problems have you experienced in the past 6 months? Please check all that apply.

Page 11

Q10

Thinking about the last 6 months, please rate your satisfaction with the following on a scale of 1 to 10, with 1 being least satisfied and 10 being most satisfied.

Eligibility application or renewal	9
Reservation process	9
Cost of service	9
Convenience of pick-up times	9
Driver behavior	9
Wait times for pick-up	9
Length of time on the bus	9
Communication/information about service	9
Overall experience	3
Additional Comments	Having to schedule days in advance is a big detriment.

Page 12

Q11

Why is this service important to you?

A need on a occasional basis. Would use much more often if I could schedule closer in time to the actual need.

Page 13

Q12

Would you like to provide any additional comments?

no

Page 14

Q13

Do you have any feedback on your experience taking this survey?

no

#13

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Page 2

Q1

I'm a rider

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

Page 3

Q2

Within the past week

When was the last time that you received transportation service?

Page 4

Q3

Respondent skipped this question

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

Page 5

Q4

Respondent skipped this question

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

Page 6

Q5

Respondent skipped this question

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

Page 7

Q6

Respondent skipped this question

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

Page 8

Q7

Respondent skipped this question

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

Page 9

Q8

Respondent skipped this question

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

Page 10

Q9

Respondent skipped this question

What type of problems have you experienced in the past 6 months? Please check all that apply.

Page 11

Q10

Respondent skipped this question

Thinking about the last 6 months, please rate your satisfaction with the following on a scale of 1 to 10, with 1 being least satisfied and 10 being most satisfied.

Page 12

Q11

Respondent skipped this question

Why is this service important to you?

Page 13

Q12

Respondent skipped this question

Would you like to provide any additional comments?

Page 14

Q13

Respondent skipped this question

Do you have any feedback on your experience taking this survey?

#14

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Page 2

Q1

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

Other (please explain):
FDOT

Page 3

Q2

Today

When was the last time that you received transportation service?

Page 4

Q3

Respondent skipped this question

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

Page 5

Q4

Respondent skipped this question

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

Page 6

Q5

Respondent skipped this question

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

Page 7

Q6

Respondent skipped this question

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

Page 8

Q7

Respondent skipped this question

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

Page 9

Q8

Respondent skipped this question

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

Page 10

Q9

Respondent skipped this question

What type of problems have you experienced in the past 6 months? Please check all that apply.

Page 11

Q10

Respondent skipped this question

Thinking about the last 6 months, please rate your satisfaction with the following on a scale of 1 to 10, with 1 being least satisfied and 10 being most satisfied.

Page 12

Q11

Respondent skipped this question

Why is this service important to you?

Page 13

Q12

Respondent skipped this question

Would you like to provide any additional comments?

Page 14

Q13

Respondent skipped this question

Do you have any feedback on your experience taking this survey?

#15

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Page 2

Q1**I'm a rider**

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

Page 3

Q2**Within the past week**

When was the last time that you received transportation service?

Page 4

Q3**1-2 days a week**

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

Page 5

Q4

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

Medical appointments or pharmacy trips	Frequently
Employment	Frequently
Grocery shopping or receiving a meal	Frequently
Recreation	Frequently
Other (please specify purpose below)	Frequently

Page 6

Q5

Yes

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

Page 7

Q6

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

Other (please specify):

Was banned for undisclosed time period

Page 8

Q7

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

Other (please specify) / additional comments:

several no show due to medical issues and suffered some bodily function mishaps while using the services

Page 9

Q8

Yes

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

Page 10

Q9

What type of problems have you experienced in the past 6 months? Please check all that apply.

Late pick-up (over 1 hour past scheduled pick-up time)

1-2 times

Other / additional comments

No show bus

Page 11

Q10

Thinking about the last 6 months, please rate your satisfaction with the following on a scale of 1 to 10, with 1 being least satisfied and 10 being most satisfied.

Cost of service	10
Convenience of pick-up times	1
Driver behavior	10
Wait times for pick-up	1
Communication/information about service	7
Overall experience	8
Additional Comments	no bus showed up. Tues/Thursday they didn't show up. Going to Walmart. Good prices, don't want prices to get raised. Not reliable now. Missed a ride due to personal issue (medical). More service. Driver trainers are great but get more of them and for a longer duration to assist the riders. The helpers are great and courteous but their services are further needed to navigate between the riders.

Page 12

Q11

Why is this service important to you?

It is affordable and essential to my mobility

Page 13

Q12

Respondent skipped this question

Would you like to provide any additional comments?

Page 14

Q13

Respondent skipped this question

Do you have any feedback on your experience taking this survey?

#16

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Page 2

Q1

I'm a caretaker or personal care attendant (PCA) of a rider

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

Page 3

Q2

Today

When was the last time that you received transportation service?

Page 4

Q3

3-4 days a week

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

Page 5

Q4

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

Medical appointments or pharmacy trips	Frequently
Employment	Frequently
Grocery shopping or receiving a meal	Frequently
Education or training	Frequently
Daycare	Frequently
Personal Business (banks, social service offices, etc.)	Frequently
Shopping (excluding grocery shopping)	Frequently
Visiting family or friends	Frequently
Recreation	Frequently
Other (please specify purpose below)	Frequently

Page 6

Q5

No

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

Page 7

Q6

Respondent skipped this question

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

Page 8

Q7

Respondent skipped this question

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

Page 9

Q8

Yes

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

Page 10

Q9

What type of problems have you experienced in the past 6 months? Please check all that apply.

Late pick-up (over 1 hour past scheduled pick-up time)	1-2 times
Other (please specify the problem below)	1-2 times
Other / additional comments	Great service very long wait time. Not an issue for them since they are at their leisure but can make for a very long day when utilizing the service for medical purposes.

Page 11

Q10

Thinking about the last 6 months, please rate your satisfaction with the following on a scale of 1 to 10, with 1 being least satisfied and 10 being most satisfied.

Eligibility application or renewal	10
Reservation process	10
Cost of service	10
Convenience of pick-up times	10
Driver behavior	10
Wait times for pick-up	10
Length of time on the bus	7
Communication/information about service	10
Overall experience	10
Additional Comments	Wonderful service. Keeps telling everyone about it. Many are unaware of this service.

Page 12

Q11

Why is this service important to you?

No car access and driving prohibition due to medical reasons.

Page 13

Q12

Would you like to provide any additional comments?

Very great service I appreciate it greatly.

Page 14

Q13

Respondent skipped this question

Do you have any feedback on your experience taking this survey?

APPENDIX D: Level of Cost Worksheet 1



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



Sumter County Transportation Disadvantaged Service Plan

(FY 2023/24 – FY 2027/28)

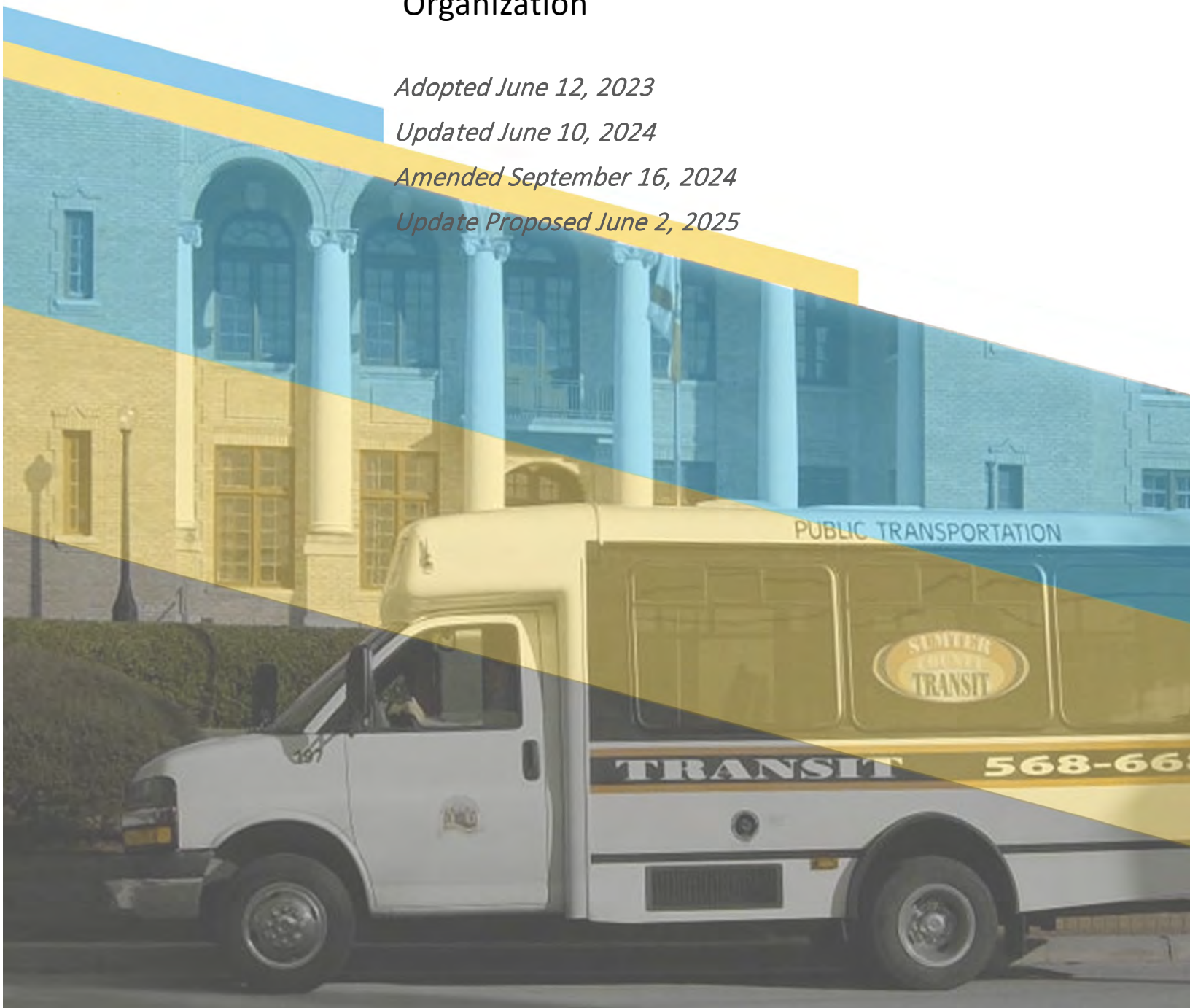
Lake~Sumter Metropolitan Planning
Organization

Adopted June 12, 2023

Updated June 10, 2024

Amended September 16, 2024

Update Proposed June 2, 2025



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TDSP Revision History

Version	Date	Description
Version 1.0	June 12, 2023	Sumter County Transportation Disadvantaged Service Plan Major Update FY 23-FY 27
Version 2.0	June 10, 2024	Sumter County Transportation Disadvantaged Service Plan Annual Update for FY 24
Version 2.1	September 16, 2024	Amendment to Advance Reservation Requirement
Version 3	June 2, 2025	Sumter County Transportation Disadvantaged Service Plan Annual Update for FY 25

1 LOCAL COORDINATING BOARD MEMBERSHIP CERTIFICATION

Name: Lake~Sumter Metropolitan Planning Organization

Address: 1300 Citizens Blvd, Suite 175, Leesburg, FL 34748

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

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

Signature: _____ Date: _____

REPRESENTATION	MEMBER	ALTERNATE
Chairman, Lake~Sumter MPO	Comm. Jeffrey Bogue	N/A
Vice-Chair, Florida Department of Transportation (FDOT)	Jamie Ledgerwood	Carlos Colón
Vice-Chair, Medical Community	Vicki Wynns	
Citizen Advocate	Jose Lopez	N/A
Children at Risk Representative	Mat Kline	N/A
Persons over 60, representing Elderly	Nora Hanzee	N/A
Person with a Disability representing Disabled	Carol Kitchen	N/A
Public Education	Sally Moss	David Williams
Department of Children and Families	Sheri Peterson	Kimberly Mummey
Department of Elder Affairs	Steve Homan	Melanie Medina
Department of Health Care Administration	Emilio Santiago	Gisela Ruiz
Regional Workforce Board	Gustavo Henriquez	Donna Andrews
Veteran Services	Kristen Montejo	
Private for-Profit Transportation Industry	Barney Johnson	N/A
Vocational Rehabilitation / Department of Education	Jennilyn Green	
Florida Association for Community Action / Economically Disadvantaged	Sandra Woodward	
Citizen Advocate, System User	Bonnie Cowie	N/A
Technical Advisor	Chantel Buck	N/A

2 ROLL CALL VOTING SHEET

Approval of Sumter County's Transportation Disadvantaged Service Plan Annual Update

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

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

We further certify that the rates contained herein have been thoroughly reviewed, evaluated, and approved. This Transportation Disadvantaged Service Plan was reviewed in its entirety and approved by the Board at an official meeting held on June 10, 2024.

Date

Commissioner Jeffrey Bogue, TDCB Chair

Approved by the Commission for the Transportation Disadvantaged

Date

Karen Somerset, Interim Executive Director CTD

3 DEVELOPMENT PLAN

3.1 Introduction to the Service Area

3.1.1 BACKGROUND OF THE TRANSPORTATION DISADVANTAGED PROGRAM

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

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

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

The CTD provides financial support to the CTCs utilizing the Transportation Disadvantaged Trust Fund (TDTF). Funds are to reimburse the CTC for a portion of the cost of each passenger trip provided to eligible non-sponsored transportation disadvantaged individuals or for equipment needed to provide TD services in the designated service area.

The Legislature appropriates the TDTF on an annual basis. The Commission then allocates a portion of the funds to each Florida CTC utilizing a formula that considers the following:

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

3.1.2 COMMUNITY TRANSPORTATION COORDINATOR DESIGNATION DATE/HISTORY

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

In April 1993, the CTD selected the Board of Sumter County Commissioners (BOCC) to serve as the CTC. In October 1993, the transportation section of the Senior Services Program was transferred into a newly created Transportation Services Department within Sumter County's Division of Public Services for the

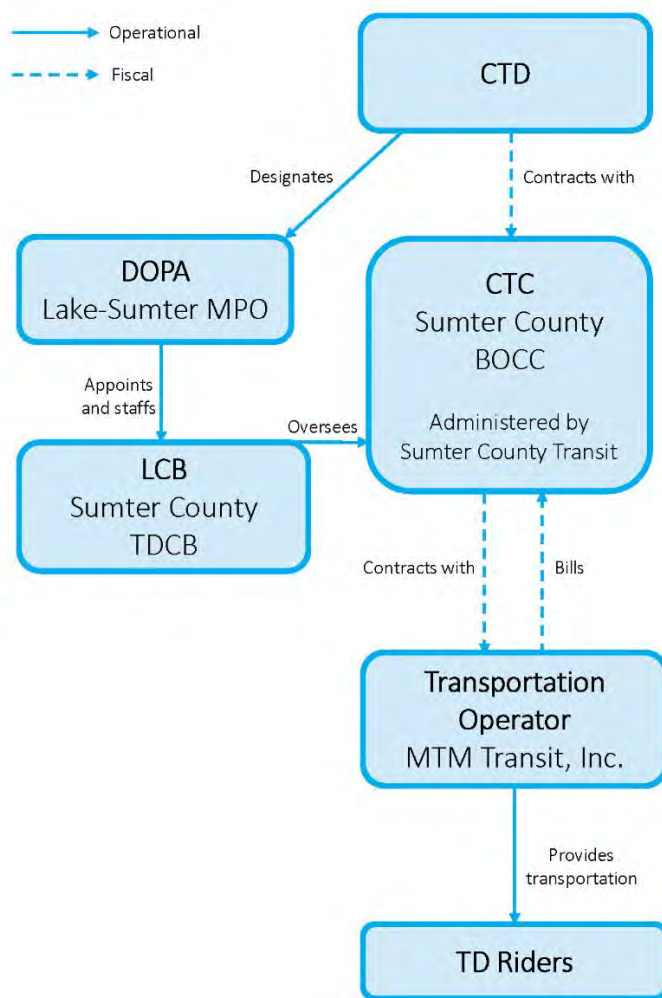
purpose of administering and operating the County's public transportation system. The system began operating as Sumter County Transit (SCT) under a partial brokerage system until fiscal year (FY) 2012 when the County entered into a contract with MTM Transit, Inc. (formerly known as Ride Right) to provide transportation services. Effective October 1, 2011, SCT became a fully brokered system and continues to operate under a contract with MTM Transit, Inc.

The Lake~Sumter MPO became the Designated Official Planning Agency (DOPA) for Sumter County in 2008. In that role, the MPO is responsible for recommending a CTC for Sumter County to the CTD. At its March 15, 2023, meeting, the CTD approved the MPO's recommendation to designate the Sumter County BOCC to continue to serve as the CTC through June 30, 2028.

3.1.3 ORGANIZATION CHART

Figure 3-1 displays the organizational structure of entities involved in the delivery of TD services in Sumter County.

Figure 3-1: Organizational Chart



3.1.4 CONSISTENCY REVIEW OF OTHER PLANS

Local and regional plans were reviewed to ensure consistency with the TDSP. The plans listed below were reviewed during the preparation of this TDSP and include language that aligns with the TDSP.

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

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

service characteristics is provided in the data and analysis of this comprehensive plan

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

3.1.4.2 Lake~Sumter MPO 2045 Long Range Transportation Plan

- **GOAL 1:** Support Economic Success and Community Values
 - » **Objective 1.2:** Enhance access to major employment centers.
 - » **Objective 1.3:** Coordinate regional transportation planning efforts and local comprehensive planning efforts.
 - » **Objective 1.5:** Address environmental justice in all appropriate aspects of MPO planning.
- **GOAL 2:** Promote Safety and Security
 - » **Objective 2.1:** Prioritize investments to reduce crash related fatalities for all modes of transportation.
 - » **Objective 2.2:** Prioritize investments to reduce crash related serious injuries for all modes of transportation.
- **GOAL 4:** Improve Mobility
 - » **Objective 4.1:** Improve transportation options available.
 - » **Objective 4.3:** Maintain or enhance transit service.
 - » **Objective 4.4:** Balance regional capacity needs with human scale accessibility needs (Complete Streets).
- **GOAL 5:** System Preservation
 - » **Objective 5.2:** Maintain transit assets.

3.1.4.3 Wildwood 2050 Comprehensive Plan

- **GOAL 2 TRANSPORTATION:** To provide for a safe, convenient, and efficient multi-modal transportation system that facilitates the movement of people and goods in the City of Wildwood.
- **Objective 2.1 Multimodal System:** The City shall plan for and promote alternative modes of transportation to provide a safe and efficient multi-modal system and to provide for a possible reduction of individual motor vehicle travel.

- » **Policy 2.1.10:** The City shall coordinate with Sumter County and the Lake~Sumter Metropolitan Planning Organization (MPO) to ensure that transit linkages are provided from the major transportation corridors along routes to land uses generating or attracting heavy traffic such as the Downtown area and future activity centers.
- » **Policy 2.1.11:** The special needs of transportation disadvantaged persons shall be coordinated with Sumter County in the design of all public transit systems.
- » **Policy 2.1.12:** The City shall encourage active participation of citizens, neighborhood groups, and economic interest groups in determining the transportation needs of the City.
- » **Policy 2.1.13:** The City shall coordinate with the County to assess the need to provide public transit throughout the City.
- **Objective 2.2 Safe and Convenient:** The City shall strive to make the transportation system safe and convenient for all transportation modes and users.
 - » **Policy 2.2.1:** The City shall ensure that new and improved streets are designed and operated to enable safe access for all users, including pedestrians, bicyclists, freight, motorists, and transit, according to the purpose of each street.
 - » **Policy 2.2.2:** Streets shall accommodate people of all ages and abilities, including children, teenagers, adults, senior citizens, and persons with disabilities.
- **Objective 2.3 System Performance:** The City shall use various tools to improve the operational efficiency of all transportation facilities.
 - » **Policy 2.3.1:** The City shall implement transportation improvements and strategies to meet projected needs of growth and anticipated development.
- **Objective 2.6 Coordination with Other Agencies:** The City shall provide for the coordination of City transportation plans with the plans and programs of other local, state, regional and federal agencies as well as affected groups and organizations.
 - » **Policy 2.6.1:** Transportation improvements shall be coordinated with other affected government entities to ensure that the most efficient and cost-effective course of action is followed and that strategies demonstrating the area-wide coordination necessary to implement all provisions of this element are developed.
 - » **Policy 2.6.5:** The City shall coordinate with the Lake~Sumter MPO regarding transportation improvements.

3.1.4.4 2045 Florida Transportation Plan

- **GOAL:** Safety and Security for Florida's Residents, Visitors, and Businesses
 - » **Objective:** Eliminate transportation-related fatalities and serious injuries
 - » **Objective:** Reduce the number of crashes and other safety incidents on the transportation system

- **GOAL:** Connected, Efficient, and Reliable Mobility for People and Freight
 - » **Objective:** Increase the reliability and efficiency of people and freight trips
 - » **Objective:** Increase alternatives to single occupancy vehicles
- **GOAL:** Transportation Choices That Improve Equity and Accessibility
 - » **Objective:** Increase access to jobs, education, health, and other services for all residents

3.1.5 PUBLIC PARTICIPATION

Throughout the year, the MPO provides a variety of opportunities to share information and gain input from the public regarding its projects and initiatives. The primary opportunity for public participation is through the quarterly LCB (referred to as the Transportation Disadvantaged Coordinating Board, or TDCB, in Sumter County) meetings, which are open to the public and include a regular agenda item for public comments, as well as through the annual public hearing. The powers and duties of LCBs (Chapter 427.0157 FS) include the development of local service needs and the provision of information, advice, and direction to the CTC on the coordination of services to be provided to the transportation disadvantaged. The members of each board are appointed by the MPO or designated official planning agency. Each board is required to meet at least quarterly and shall:

1. Review and approve the coordinated community Transportation Disadvantaged Service Plan, including the memorandum of agreement, prior to submittal to the Commission
2. Evaluate services provided in meeting the approved plan
3. In cooperation with the CTC, review and provide recommendations to the commission on funding applications affecting the transportation disadvantaged
4. Assist the CTC in establishing eligibility guidelines and priorities with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust Fund moneys
5. Review the coordination strategies of service provision to the transportation disadvantaged in the designated service area
6. Evaluate multicounty or regional transportation opportunities
7. Work cooperatively with local workforce development boards established in Chapter 445 F.S. to provide assistance in the development of innovative transportation services for participants in the welfare transition program

Membership of the LCB is defined as follows:

- Chairperson who is an elected official from a county served by the LCB
- Vice-Chairperson elected by the LCB
- Local representative of the Florida Department of Transportation
- Local representative of the Florida Department of Children and Family Services

- Local representative of the Public Education Community which could include, but not be limited to, a representative of the District School Board, School Board Transportation Office, or Headstart Program in areas where the School District is responsible
- Local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education
- Person recommended by the local Veterans Service Office representing the veterans of the County
- Person who is recognized by the Florida Association for Community Action (President), representing the economically disadvantaged in the County
- Person over 60 representing the elderly in the County
- Person with a disability representing the disabled in the County
- Two citizen advocate representatives in the County; one who must be a person who uses the transportation service(s) of the system as their primary means of transportation
- Local representative for children at risk
- Chairperson or designee of the local mass transit or public transit system's board, except in cases where they are also the CTC
- Local representative of the Florida Department of Elder Affairs
- Experienced representative of the local private for-profit transportation industry. In areas where such representative is not available, a local private non-profit representative will be appointed, except where said representative is also the CTC
- Local representative of the Florida Agency for Health Care Administration
- Local representative of the Agency for Persons with Disabilities
- Representative of the Regional Workforce Development Board established in chapter 445, F.S.
- Representative of the local medical community, which may include, but not be limited to, kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, local health department or other home and community-based services, etc.

The TDCB meets on a quarterly basis virtually and in person at the Lake~Sumter MPO office at 1300 Citizens Boulevard, Leesburg, FL 34748. The office is an accessible location and is open to the public. In addition to the membership, other transportation partners including transportation disadvantaged passengers, human service, and community-based organizations are notified of the meetings. The meeting agenda and information about how to participate in the meeting are posted to the website at least one week prior to the meeting.

In accordance with the Lake~Sumter MPO's Public Participation Plan, a publicly noticed TDCB meeting and annual public hearing will be held on June 2, 2025. The public hearing includes an open public comment period where members of the public can provide comments in person, virtually, or through written comments.

A high-level overview of proposed updates to the TDSP was presented at the March 3, 2025, meeting. Public comments received throughout the year, including as part of the CTC Evaluation and Sumter County Transit Rider Survey, were also considered during this Annual Update. The Final Draft of the TDSP Annual Update will be presented to the TDCB for approval on June 2, 2025, and will continue to be amended annually to include minor updates. The next major update will take place in FY 2028, aligning with the new Memorandum of Agreement between the CTC and CTD.

For more information about the Lake~Sumter Metropolitan Planning Organization or to learn about ways to get involved, please contact:



Lake~Sumter MPO Office

1300 Citizens Boulevard

Leesburg, FL 34748

Phone: (352) 315-0170

Fax: (352) 315-0993

Email: MWoods@LakeSumterMPO.com

Web: www.LakeSumterMPO.com

3.2 Service Area Profile/Demographics

3.2.1 SERVICE AREA DESCRIPTION

3.2.1.1 Historical Tradition

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

In 1860, the County's first census showed a population of 1,429. Early inhabitants were farmers and citrus growers. In the Secession Convention of 1861, Sumter County Representative David G. Leigh voted to leave the Union. In 1881, Sumterville was established as the new County seat.

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

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

Although Sumter County has historically been primarily rural, in recent years Sumter County has sustained a significant increase in population due in large part to the expansion of The Villages® retirement community, which has dramatically changed the demographics of the County and has brought in significant income.

3.2.1.2 Governmental and Institutional Descriptions

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

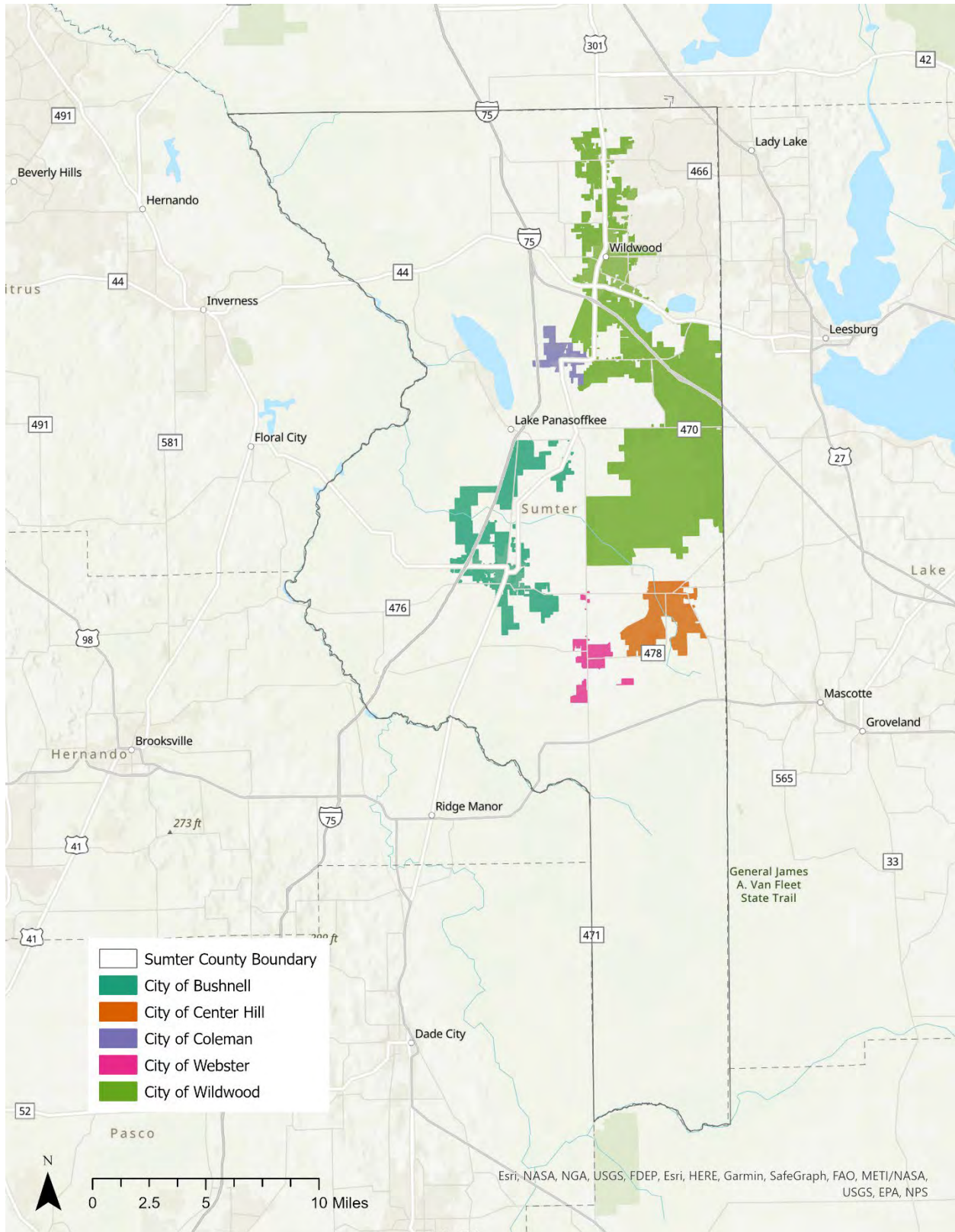
As shown in Table 3-1 below, there are five municipalities in Sumter County, as well as two Census-Designated Places (CDPs). Figure 3-2 below displays Sumter County's municipal boundaries. The Villages® CDP accounts for the largest share of the population in Sumter County (60.49 percent).

Table 3-1: Sumter County Population by Jurisdiction, 2020

Jurisdiction	Population	Percent
City of Bushnell	3,047	2.35%
City of Center Hill	846	0.65%
City of Coleman	642	0.49%
City of Webster	778	0.60%
City of Wildwood	15,730	12.12%
Lake Panasoffkee CDP	4,072	3.14%
The Villages® CDP	79,077	60.94%
Unincorporated Sumter County	25,560	19.70%
TOTAL	129,752	100.00%

Source: U.S. Census Bureau, 2020 Decennial Census

Figure 3-2: Sumter County Municipal Boundaries



Source: Sumter County GIS City Limits data

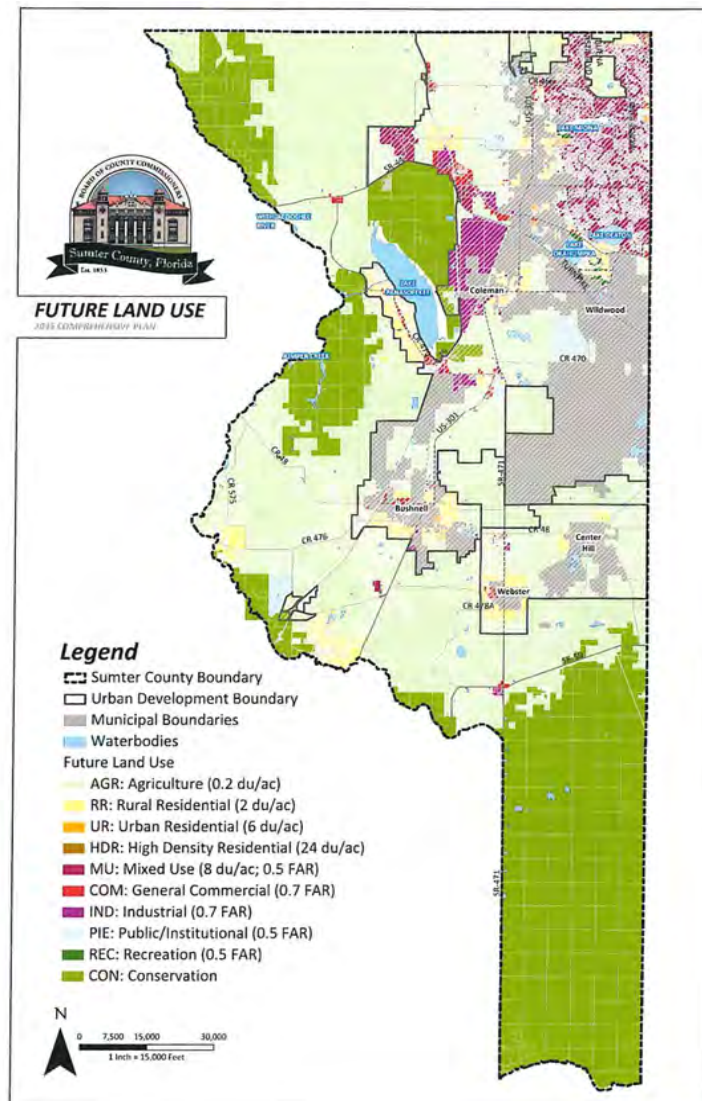
3.2.2 DEMOGRAPHICS

The sections below provide a demographic overview of Sumter County. All data used in the demographic analysis is based on the most updated data available at the time of the TDSP Major Update which is the ACS 5-Year Estimates for 2017-2021.

3.2.2.1 Land Use

As is shown in Figure 3-3, a substantial portion of unincorporated Sumter County is dedicated to agricultural and conservation uses, depicted in shades of green below. Mixed use development (dark pink) dominates the northeastern part of the County where the Villages® is located. Industrial development (purple) is primarily concentrated directly south of I-75 and the Florida Turnpike. Residential (yellow and orange) and commercial (red) uses are scattered throughout the County, typically located along major roadways and within municipal jurisdictions.

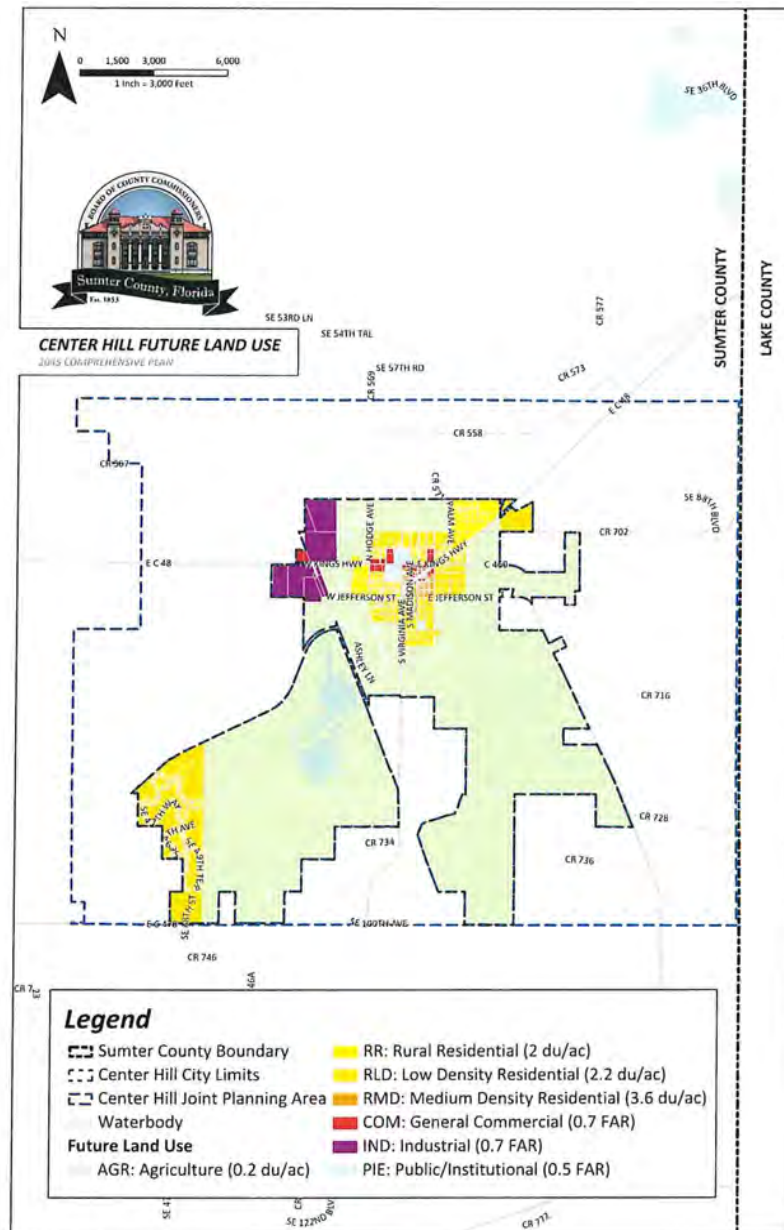
Figure 3-3: 2045 Future Land Use Unincorporated Sumter County



Source: Sumter County Planning and Building

Similar to unincorporated Sumter County, the planned land use in the City of Center Hill Joint Planning Area is primarily agricultural (light green), as shown in Figure 3-4. Residential uses (yellow and orange) are concentrated in the southwestern and northern areas of the City. Commercial uses (red) are also located in the north part of the City, and industrial uses (purple) are concentrated in the northwestern extent of the City.

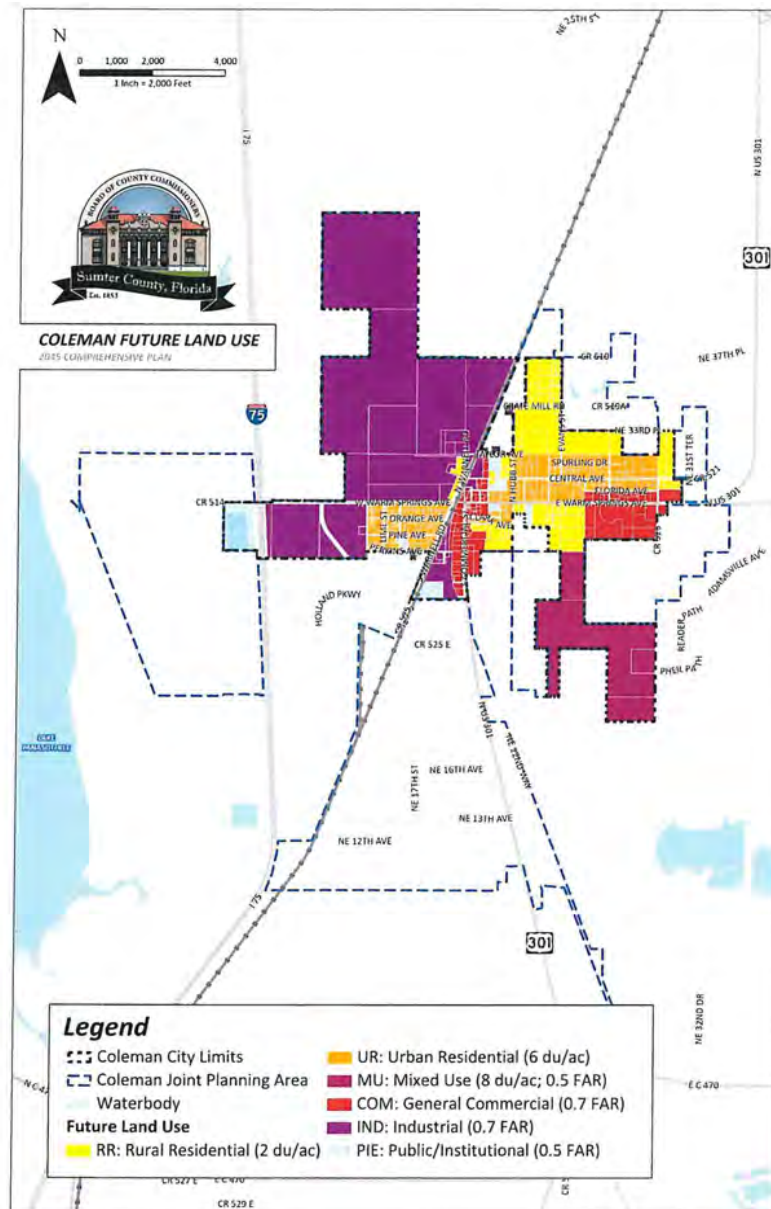
Figure 3-4: 2045 Future Land Use City of Center Hill



Source: Sumter County Planning and Building

In contrast to the majority of the County, the future land use for the City of Coleman Municipal Service Area/Joint Planning Area is dedicated to developed land uses rather than agricultural uses. The northwestern portion of the City is dominated by industrial uses (purple); residential uses (yellow and orange) and commercial uses (red) are located in the eastern part of the City; and mixed use land (dark pink) is located in the southeastern portion of the City (Figure 3-5).

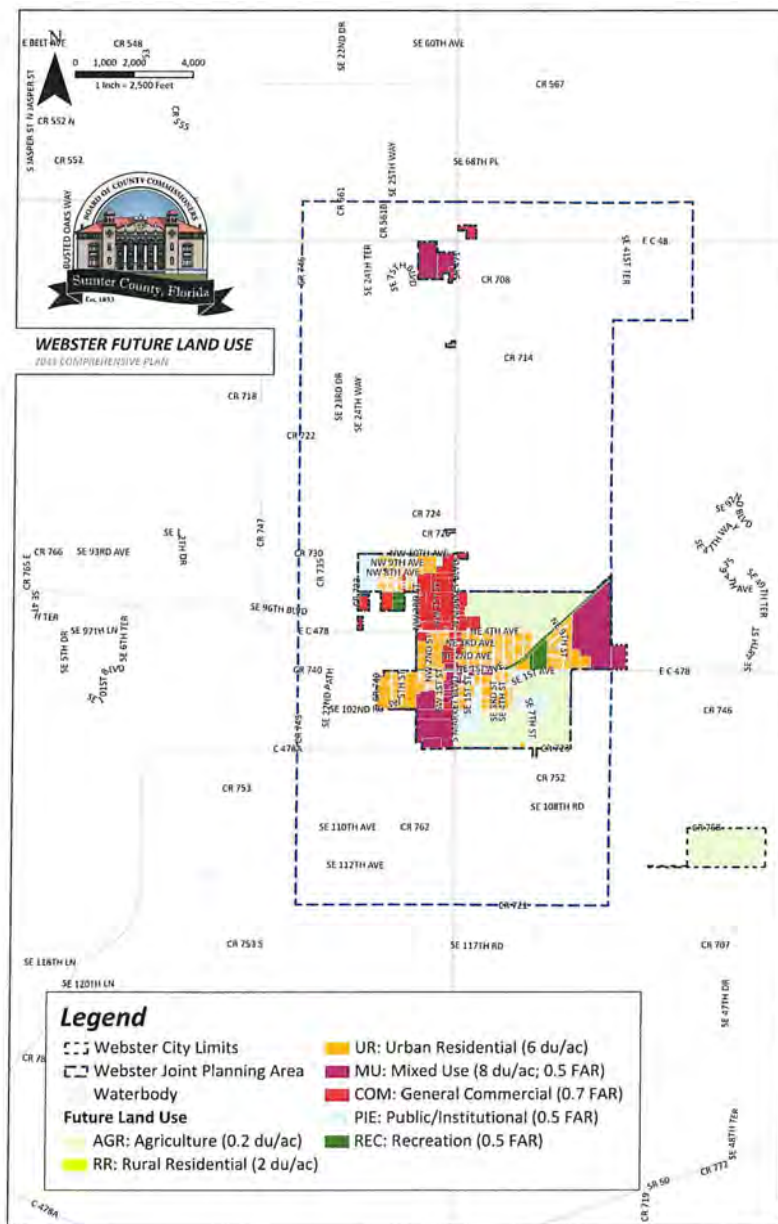
Figure 3-5: City of Coleman Municipal Service Area/Joint Planning Area



Source: Sumter County Planning and Building

The future land use for the City of Webster Joint Planning Area includes a variety of land uses including agricultural and recreation (green), residential (yellow and orange), mixed use (dark pink), and commercial (red). These land uses are displayed below in Figure 3-6.

Figure 3-6: 2045 Future Land Use City of Webster



Source: Sumter County Planning and Building

3.2.2.2 Population/Composition

As of the 2020 United States Census, there were 129,752 people and 61,441 households in Sumter County. The average household size was 1.93 people, with a County-wide population density of 232.9 per square mile. As shown in Table 3-2, Sumter County's population and population density have both increased since 2010, with the population growing at a higher rate than the State of Florida.

Table 3-2: Comparison of Population and Population Density for Sumter County and Florida

	2010 Population	2010 Population Density	2020 Population	2020 Population Density	Population Growth (2010-2020)
Sumter County	93,420	170.8	129,752	232.9	38.9%
Florida	18,801,310	350.6	21,538,187	401.4	14.6%

Source: U.S. Census Bureau Quick Facts, Sumter County; U.S. Census Bureau Quick Facts, Florida

The populations eligible for TD services are older adults, individuals with disabilities, and low-income individuals. The tables and figures below show how these demographics in Sumter County compare to the State of Florida and the geographic distribution of these populations within Sumter County.

AGE

Compared to the State of Florida, the population in Sumter County has a much higher median age (68.1), with about 58 percent of the population 65 years and older (Table 3-3). This unique demographic composition is primarily due to The Villages®, a master-planned age-restricted community in northeastern Sumter County.

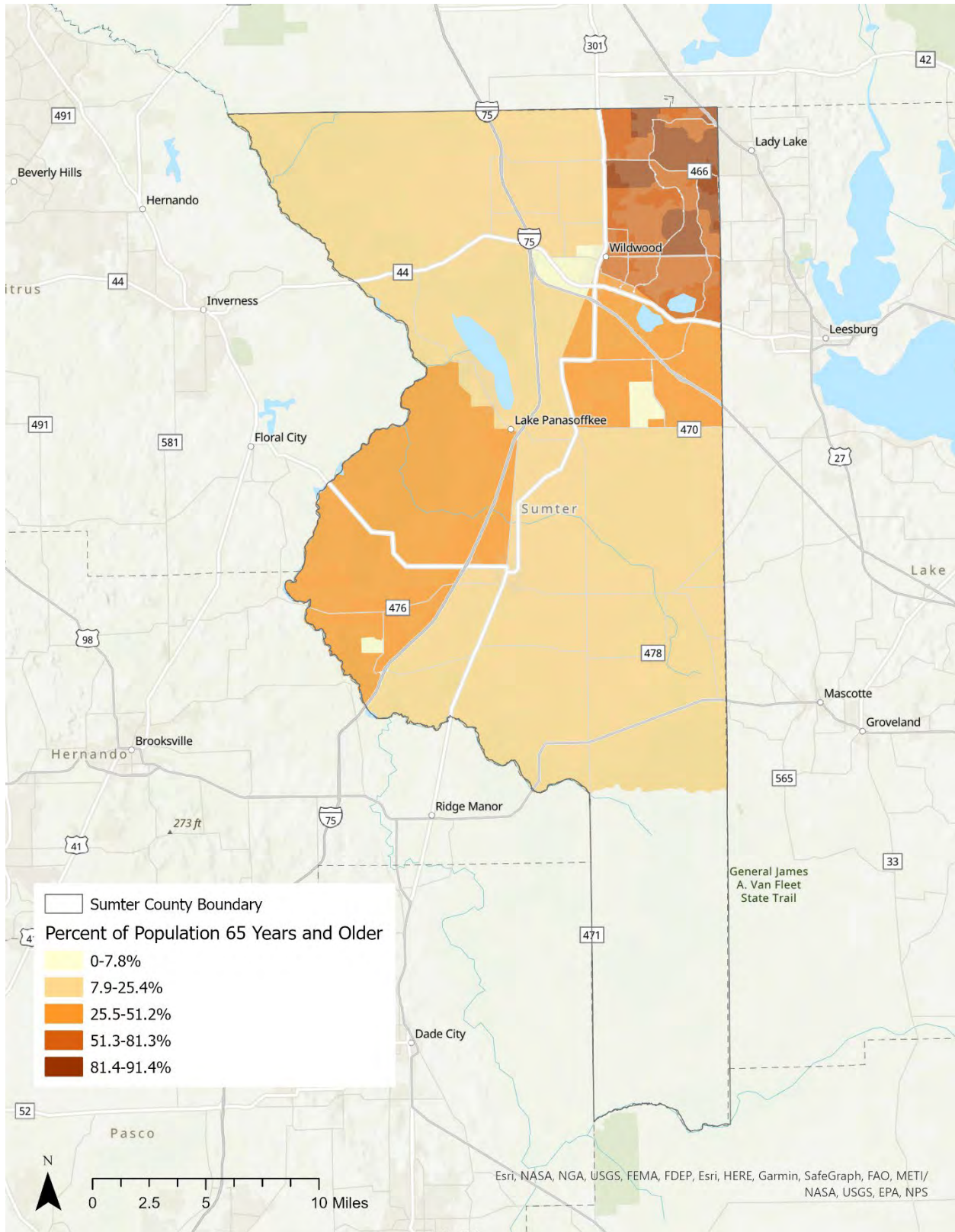
Table 3-3: Age Distribution in Sumter County and Florida

	Sumter County	Florida
Under 5 years	1.8%	5.2%
5 to 17 years	5.3%	14.7%
18 to 24 years	2.7%	8.1%
25 to 44 years	12.1%	25.2%
45 to 54 years	6.5%	12.8%
55 to 64 years	13.9%	13.6%
65 to 74 years	32.8%	11.4%
75 years and over	24.8%	8.9%
Median age (years)	68.1	42.3

Source: U.S. Census Bureau, 2017-2021 ACS 5-Year Estimates Table S0601

Figure 3-7 depicts the geographic distribution of the population that is 65 years and older in Sumter County. The census tracts with the highest percentage of population 65 years and above are located in The Villages®. Note that census tract 9800 in the southern portion of the County is not shaded in on the map as it lies completely within the Green Swamp Wilderness Preserve and several wildlife management areas and has no population.

Figure 3-7: Geographic Distribution of Population 65 Years and Older in Sumter County



Source: U.S. Census Bureau, 2017-2021 ACS 5-Year Estimates, Table S0101

INCOME AND POVERTY STATUS

The median household income in Sumter County is \$63,323, which is slightly higher than the median household income in Florida of \$61,777 (see Table 3-4).

Table 3-4: Household Income in Sumter County and Florida (In 2021 inflation-adjusted dollars)

	Sumter County	Florida
Less than \$10,000	4.8%	5.9%
\$10,000 to \$14,999	3.2%	3.9%
\$15,000 to \$24,999	7.5%	8.6%
\$25,000 to \$34,999	8.7%	9.3%
\$35,000 to \$49,999	13.8%	13.0%
\$50,000 to \$74,999	21.0%	18.2%
\$75,000 to \$99,999	16.0%	12.8%
\$100,000 to \$149,999	15.2%	14.7%
\$150,000 to \$199,999	5.7%	6.3%
\$200,000 or more	4.0%	7.3%
Median income (dollars)	\$63,323	\$61,777

Source: U.S. Census Bureau, 2017-2021 ACS 5-Year Estimates, Table S1901

The percentage of population living below the poverty level is lower in Sumter County (9.7 percent) compared to Florida (13.1 percent), as shown in Table 3-5.

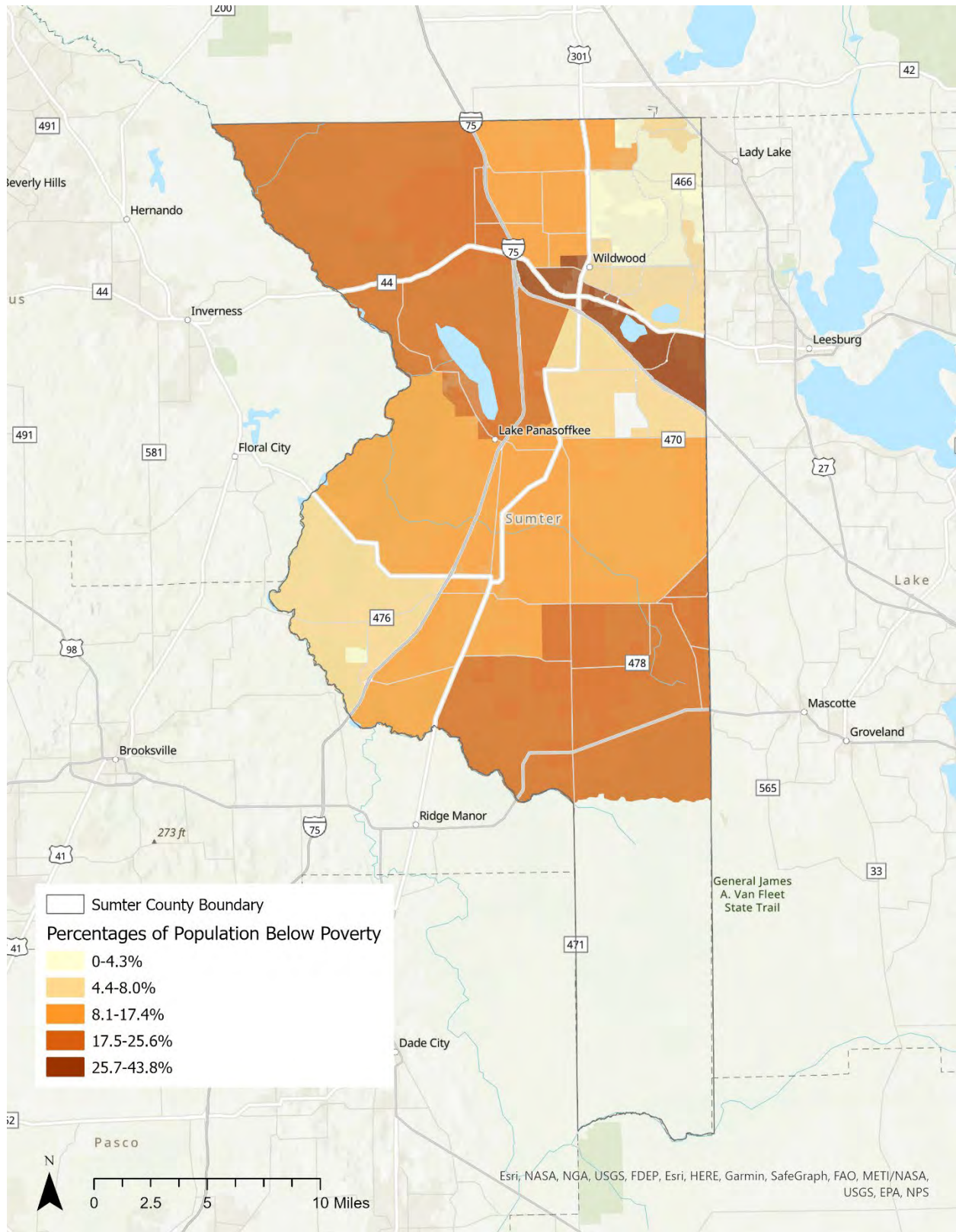
Table 3-5: Poverty Status in the Past 12 Months in Sumter County and Florida

	Sumter County	Florida
Below 100 percent of the poverty level	9.7%	13.1%
100 to 149 percent of the poverty level	5.9%	9.2%
At or above 150 percent of the poverty level	84.5%	77.7%

Source: U.S. Census Bureau, 2017-2021 ACS 5-Year Estimates, Table S0601

The population living below the poverty level is relatively dispersed throughout the County. The census tracts with the highest percentage of the population living below the poverty level are primarily located in and around the City of Wildwood, as shown in Figure 3-8 below.

Figure 3-8: Geographic Distribution of Population Below the Poverty Level



Source: U.S. Census Bureau, 2017-2021 ACS 5-Year Estimates, Table S0601

DISABILITY STATUS

Within Sumter County, about 18 percent of the population has some type of disability, compared to 13.4 percent in Florida (Table 3-6).

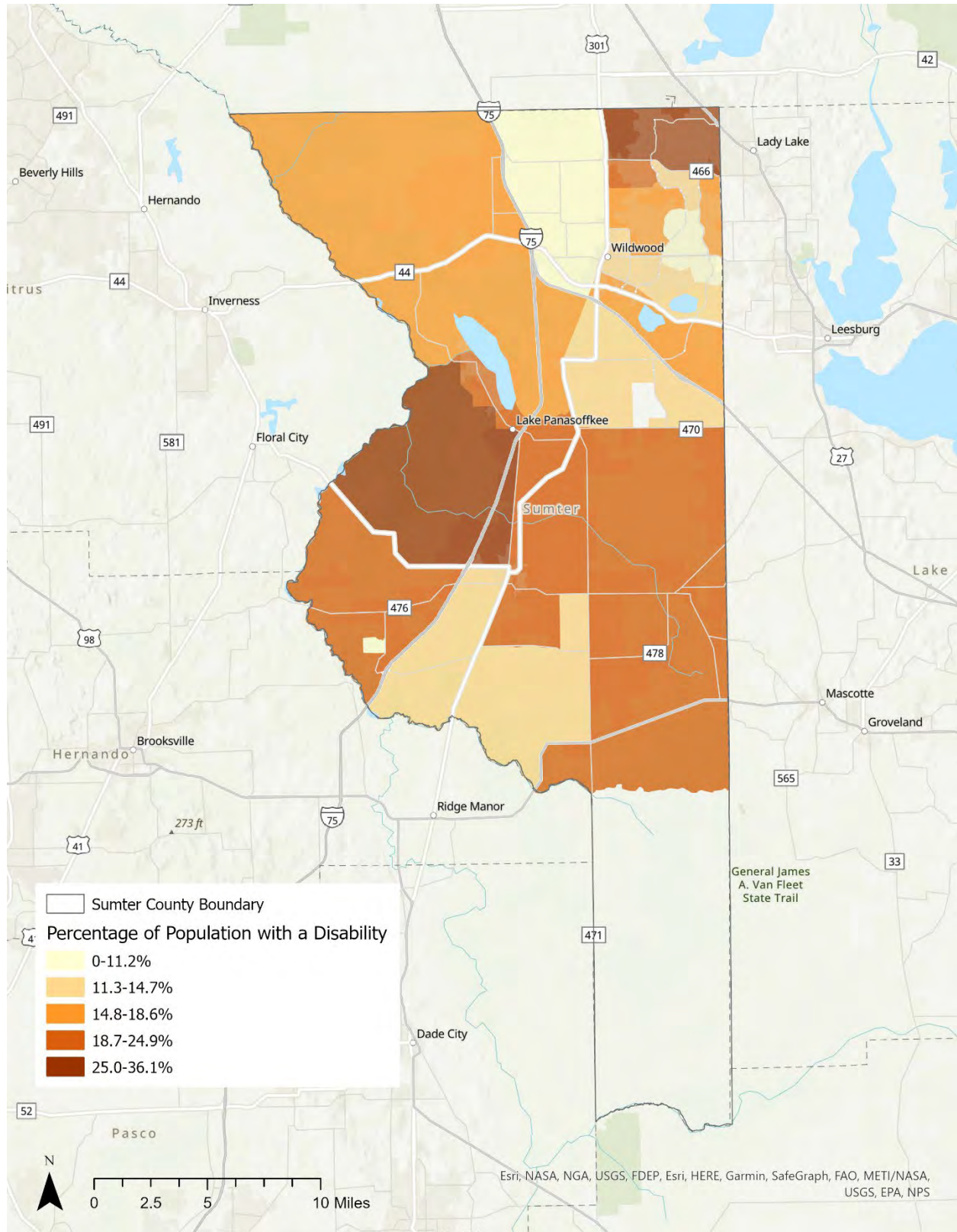
Table 3-6: Population with a Disability in Sumter County and Florida

	Sumter County	Florida
Population with a disability	21,447	2,818,838
Percent with a disability	18.1%	13.4%

Source: U.S. Census Bureau, 2017-2021 ACS 5-Year Estimates, Table S1810

As shown in Figure 3-9, the census tracts with the highest population with a disability are located in the western portion of the County and in the Villages®.

Figure 3-9: Geographic Distribution of Population with a Disability in Sumter County



Source: U.S. Census Bureau, 2017-2021 ACS 5-Year Estimates, Table S1810

3.2.2.3 Employment

Due largely to the presence of The Villages®, Sumter County has a substantially higher percentage of the population not in the labor force (76.1 percent) compared to Florida overall (54.2 percent), as shown below in Table 3-7. Of those that are in the labor force, a lower percentage of the population in Sumter County is unemployed (1.3 percent) than in the State of Florida (3.1 percent).

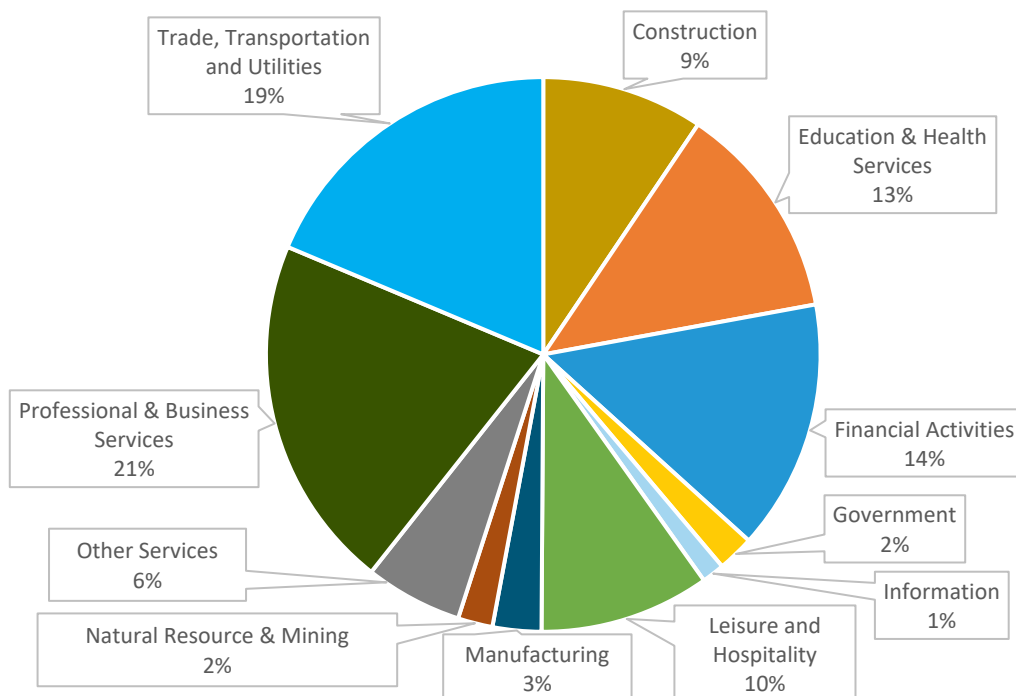
Table 3-7: Employment Status of Population 16 years and older for Sumter County and Florida

	Sumter County	Florida
Employed	22.6%	55.9%
Unemployed	1.3%	3.1%
Armed Forces	0.1%	0.4%
Not in Labor Force	76.1%	54.2%

Source: U.S. Census Bureau, 2017-2021 ACS 5-Year Estimates, Table DP03

Top employment industries in Sumter County include 'Professional and Business Services' (20.4 percent), 'Trade, Transportation and Utilities' (18.4 percent) and 'Financial Activities' (14.4 percent), as shown below in Figure 3-10. Data on employment industries is based on the most updated data available at the time of the TDSP Major Update.

Figure 3-10: Average Annual Employment in Sumter County, 2021 (Preliminary)



Source: Florida Office of Economic and Demographic Research, County Profiles, December 2022, <http://edr.state.fl.us/Content/area-profiles/county/sumter.pdf>

As shown in Table 3-8, the average annual wages across all industries in Sumter County is \$49,162, which is lower than the average for the State of Florida (\$60,299). In Sumter County, the employment category 'Financial Activities' has the highest average annual wages at \$99,181, while the 'Leisure and Hospitality'

industry has the lowest annual wages at \$22,583. Data on average annual wages is based on the most updated data available at the time of the TDSP Major Update.

Table 3-8: Average Annual Wages in Sumter County and Florida, 2021 (Preliminary)

Industry	Sumter County	Florida
All industries	\$49,162	\$60,299
Natural Resource & Mining	\$48,344	\$42,128
Construction	\$58,957	\$59,088
Manufacturing	\$61,840	\$69,997
Trade, Transportation and Utilities	\$40,734	\$53,763
Information	\$47,766	\$104,461
Financial Activities	\$99,181	\$93,945
Professional & Business Services	\$60,846	\$74,786
Education & Health Services	\$50,339	\$59,043
Leisure and Hospitality	\$22,583	\$31,029
Other Services	\$33,909	\$44,107
Government	\$54,925	\$61,210

Source: Florida Office of Economic and Demographic Research, County Profiles, December 2022, <http://edr.state.fl.us/Content/area-profiles/county/sumter.pdf>

Sumter County Economic Development highlights major employers located in Sumter County. These are listed below in Table 3-9.

Table 3-9: Major Employers in Sumter County

Employer	Location
Agromillora	Wildwood
Arcosa	Sumterville
Ash Grove	Sumterville
Black Gold Compost Company	Oxford
Brite Leaf	Lake Panasoffkee
Cal-Maine Foods, Inc.	Bushnell
Charlotte Pipe and Foundry	Wildwood
Crevalle Boats	Wildwood
Eagle Roofing Products®	Sumterville
Envirosafe™ Tanks	Bushnell
Great Southern Wood	Lake Panasoffkee
Gresco Utility Supply	Wildwood
Kottke Trucking	Wildwood
MAPEI®	Wildwood

Employer	Location
Primus Pipe & Tube	Wildwood
Robbins Manufacturing	Webster
Salty Boats	Wildwood
Speedling™	Bushnell
The Villages® Grown	Villages®

Source: Sumter County Economic Development, <https://sumterbusiness.com/our-employers/>

3.2.2.4 Housing

In Sumter County, about 87 percent of the occupied housing units are owner-occupied, compared to about 66 percent in the State of Florida (see Table 3-10).

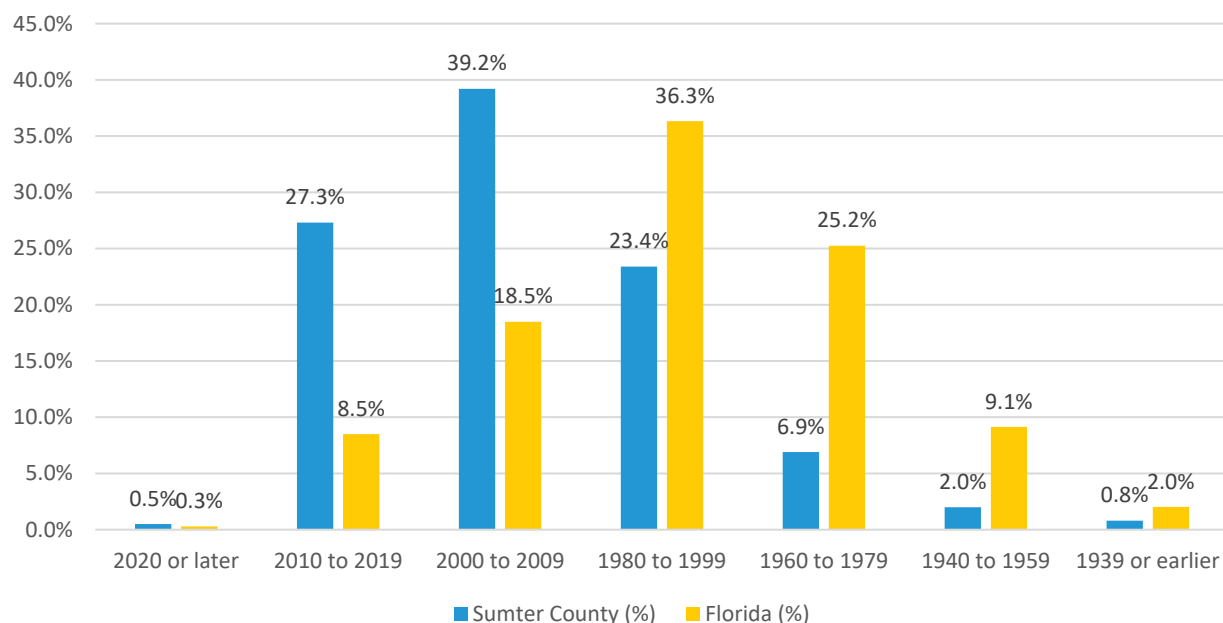
Table 3-10: Owner and Renter Occupied Housing Units in Sumter County and Florida

	Sumter County	Sumter County (%)	Florida	Florida (%)
Owner Occupied	53,501	87.1%	5,420,631	66.5%
Renter Occupied	7,940	12.9%	2,736,789	33.5%
Total Occupied Housing Units	61,441	100.0%	8,157,420	100.0%

Source: U.S. Census Bureau, 2017-2021 ACS 5-Year Estimates, Table S2504

Sumter County's housing stock is younger compared to Florida's overall housing stock, as shown below in Figure 3-11. About 67 percent of the occupied housing units in Sumter County were built since 2000, compared to only about 27 percent in the State of Florida.

Figure 3-11: Comparison of Occupied Housing Units (Year Structure Built) in Sumter County and Florida



Source: U.S. Census Bureau, 2017-2021 ACS 5-Year Estimates, Table S2504

3.2.2.5 Education

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

Table 3-11: Sumter County Colleges

Institution	Location
Lake-Sumter State College	Sumterville

Table 3-12 below displays the educational attainment of Sumter County and Florida residents. Sumter County is similar to the State across most categories. Although small, the biggest difference (2.7 percent) is that Sumter County has a smaller percentage of the population with less than a 9th grade education.

Table 3-12: Percentages of Educational Attainment in Sumter County and Florida

Population 25 years and over	Sumter County	Florida
Less than 9th grade	1.7%	4.4%
9th to 12th grade, no diploma	6.0%	6.6%
High school graduate (includes equivalency)	30.2%	27.9%
Some college, no degree	20.2%	19.5%
Associate degree	9.0%	10.1%
Bachelor's degree	19.4%	19.8%
Graduate or professional degree	13.5%	11.7%

Source: U.S. Census Bureau, 2017-2021 ACS 5-Year Estimates, Table S1501

3.2.2.6 Travel Patterns

In Sumter County, 3.7 percent of occupied housing units have no vehicle available, compared to 6 percent in Florida (Table 3-13).

Table 3-13: Vehicle Availability in Occupied Housing Units for Sumter County and Florida

Vehicles Available	Sumter County	Florida
No vehicle available	3.7%	6.0%
1 vehicle available	59.6%	38.8%
2 vehicles available	29.4%	38.4%
3 or more vehicles available	7.3%	16.8%
Total Occupied Housing Units	100.0%	100.0%

Source: U.S. Census Bureau, 2017-2021 ACS 5-Year Estimates, Table S2504

The average commute time in Sumter County is slightly lower than for workers across the State, with the most significant difference (5.5 percent lower in Sumter County) being for Sumter County residents traveling 35 to 44 minutes to work (Table 3-14).

Table 3-14: Travel Time to Work in Sumter County and Florida

Travel Time to Work*	Sumter County	Florida
Less than 10 minutes	14.0%	10.9%
10 to 14 minutes	12.8%	12.4%
15 to 19 minutes	16.3%	12.6%
20 to 24 minutes	15.0%	12.0%
25 to 29 minutes	3.8%	5.3%
30 to 34 minutes	12.3%	12.7%
35 to 44 minutes	5.1%	10.6%
45 to 59 minutes	8.5%	13.0%
60 or more minutes	12.2%	10.5%
Mean travel time to work (minutes)	27.4	29.7

Source: U.S. Census Bureau, 2017-2021 ACS 5-Year Estimates, Table S0801

*For workers 16 years and older who did not work from home

Table 3-15 displays the travel modes utilized by Sumter County and Florida commuters. In Sumter County, no workers use public transit to commute to work. The biggest deviation between Sumter County and the State of Florida is for workers who take a taxicab, motorcycle, or other means of transportation to work, at 5.4 percent compared to 1.8 percent, respectively.

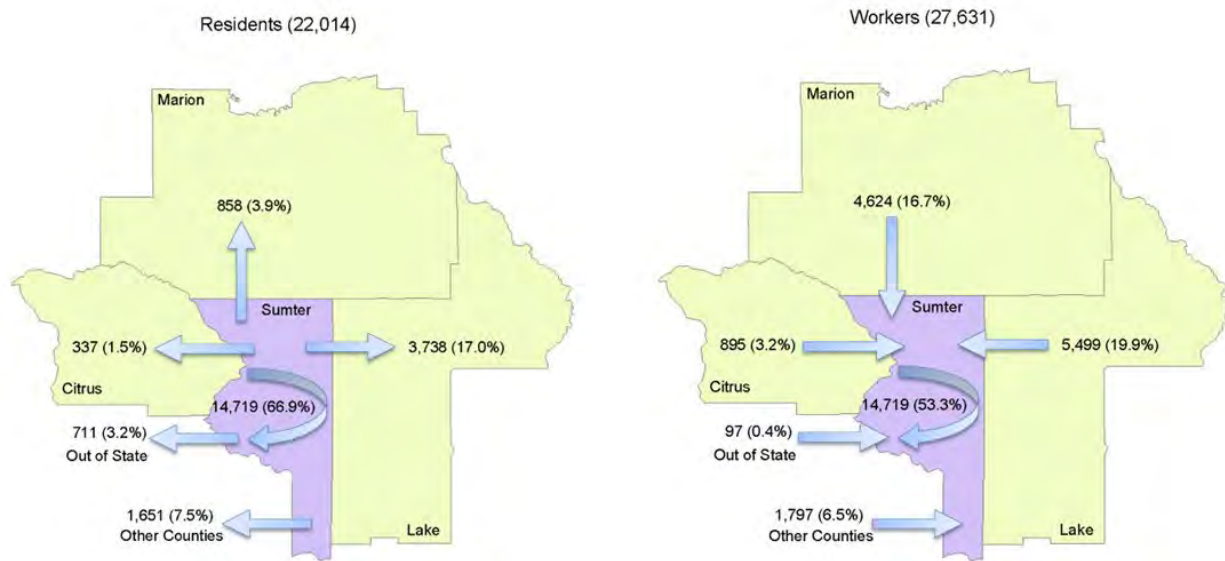
Table 3-15: Means of Transportation to Work (16 Years and Older) in Sumter County and Florida

Mode	Sumter County	Florida
Drove alone	72.8%	76.1%
Carpooled	7.9%	9.0%
Public transportation (excluding taxicab)	0.0%	1.4%
Walked	1.8%	1.3%
Bicycle	1.2%	0.5%
Taxicab, motorcycle, or other means	5.4%	1.8%
Worked from home	11.0%	9.9%

Source: U.S. Census Bureau, 2017-2021 ACS 5-Year Estimates, Table S0801

Figure 3-12 shows the commuter flow for workers that *reside* in Sumter County and work both in and out of Sumter County (residents) and for workers that *work* in Sumter County and live in and out of Sumter County (workers). This data relies upon the latest available dataset of Census Transportation Planning Products (CTPP), which is based on 2012-2016 ACS data. As shown below, most workers who live in Sumter County also work in Sumter County (66.9 percent). Lake County accounts for the largest share of workers who live in Sumter County but work outside the County (17.0 percent). Of workers who are employed in Sumter County, most also live in Sumter County (53.3 percent). Of the 46.7 percent of employees who commute to Sumter County from other counties, most come from Lake County (19.9 percent).

Figure 3-12: Sumter County Commuter Flows for Residents and Workers



Source: U.S. Census Bureau, 2012-2016 ACS/CTPP Data, <https://fdotwww.blob.core.windows.net/sitefinity/docs/default-source/planning/demographic/county2county.pdf>

3.2.2.7 Major Trip Generators/Attractors

Table 3-16 below shows the number of trips by trip purpose during FY 2024. Trips for education, training, or daycare purposes account for the largest share of trips at 27 percent of all trips.

Table 3-16: Sumter County TD Trips by Trip Purpose

Location	Trips	% of Trips
Education/Training/Daycare	11,796	27%
Employment	10,746	24%
Life-Sustaining/Other	10,955	25%
Medical	6,316	14%
Nutritional	4,199	10%
Total	44,012	100.0%

Source: Sumter County Transit, FY2024 Annual Operating Report

The CTD defines the different trip purposes as follows:

- **Medical:** Anyone transported for medical reasons. Medical reasons include trips to the doctor, dentist, chiropractor, hospital or to purchase prescriptions.
- **Employment:** Anyone transported to or from a current job, a job-related duty, or a job interview, that is related to receiving payment for employment, including sheltered workshops.
- **Education:** Anyone transported to or from school, college, vo-tech, or any other facility whose purpose is to train, teach, or educate people, including day care for children. Sheltered workshops where payment for employment is not provided would be in this category.
- **Nutritional:** Anyone transported for reasons of receiving a meal, nutritional benefits, or grocery shopping. Meals on Wheels should not be included in this report.
- **Life-Sustaining/Other:** Anyone transported to conduct personal business (e.g., banks, social service offices, visiting spouse/parent in a nursing home) and shopping, excluding grocery shopping, or anyone transported for reasons other than the above. This could include after school programs, transporting persons against their will (e.g., Baker Act, juvenile detention), social, or recreational reasons. Volunteer workers and support groups would also be included in this category.

3.2.2.8 Inventory of Available Transportation Services

Sumter County Transit provides deviated fixed route service through two shuttle routes, the Orange/South Sumter Route, and the Wildwood Circulator. The shuttle schedules are included in Appendix C:Sumter County Transit Shuttle Schedules. A list of private transportation providers is included in Appendix D:Private Provider Inventory.

3.3 Service Analysis

3.3.1 TREND ANALYSIS

A trend analysis was completed to compare the performance of Sumter County Transit over five years (FY 2018-2022). Table 3-17 depicts the performance indicators and measures for each of the five fiscal years. The source for each of these data sets is the Annual Operating Reports (AOR), based on locally reported data released by the CTD. Appendix E: Annual Operating Report (FY 2024) contains the most recent approved AOR. Graphs depicting the trend between FY 2018 to FY 2022 are included in Appendix F: Trend Analysis Graphs.

Table 3-17: CTC Trend Analysis, FY 2018 - FY 2022

Measure	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022
Total Passenger Trips	69,424	66,504	47,158	36,797	44,336
Total Vehicles	22	27	21	21	21
Total Vehicle Miles	448,094	522,572	388,552	365,317	405,956
Cost Per Paratransit Trip	\$22.02	\$21.60	\$22.59	\$29.11	\$26.91
Cost Per Total Mile	\$3.41	\$2.75	\$2.74	\$2.93	\$2.94
Accidents Per 100,000 Vehicle Miles	1.56	0.38	0	0	0
Vehicle Miles Between Road Calls	64,013	522,572	388,552	365,317	405,956
Complaints	1	1	0	0	0
Passenger No-Shows	541	986	2,772	603	722
Unmet Trip Requests	0	0	0	0	0
Drivers	20	25	24	22	21

Source: CTD Annual Performance Reports, 2018-2022

Table 3-17 depicts a year-over-year downward trend from 2018 to 2021 in total passenger trips, with an increasing shift between the fiscal year 2021 to 2022. With the onset of the COVID-19 pandemic, decreased trips occurred in FY 2020-2021, with a rebound in FY 2022. However, the total passenger trips in 2022 were 35.2 percent lower than in 2018.

The number of vehicles in the paratransit fleet increased by five but only for one year (from FY 2018 to FY 2019) and subsequently reduced to 21 vehicles from FY 2020 to FY 2022. Total vehicle miles experienced an upward trend between FY 2018-2019 and, with the onset of the COVID-19 pandemic, decreased in FY 2020-2021, with a rebound in FY 2022.

Cost efficiency measures per trip and mile fluctuated over the five-year analysis period. However, the cost per trip was nearly \$30.00 per trip in FY 2021 but decreased in FY 2022.

Accidents per 100,000 vehicle miles improved dramatically over the five-year trend period, especially in FYs 2020, 2021, and 2022 with the system recording zero accidents. In addition, the system recorded an improvement in vehicle miles between road calls between FY 2018 to FY 2019 and again between FY 2021 to FY 2022.

The number of complaints recorded is very low and the number of unmet trip requests has stayed at zero between FY 2018 to FY 2022. The number of passenger no-shows increased from FY 2018 to FY 2020 and sharply decreased in FY 2021 but increased again in FY 2022.

3.3.2 PEER REVIEW ANALYSIS

The Sumter County CTC was compared to its CTC peers, which were selected based on similarity of the following characteristics:

- County Size
- System Size
- Service Area Designation
- Organization Type
- Network Type

The selected peer CTCs are listed in Table 3-18 along with key characteristics.

Table 3-18: Peer CTC Characteristics

Characteristics	Sumter	Citrus	Flagler	Hernando	Lake	Nassau
County Size¹	129,752	153,843	115,378	194,515	383,956	90,352
Total Trips	44,336	91,403	79,995	59,743	116,299	41,799
Number of TD Passengers Served	369	917	2,342	851	1,724	831
Trips Per Passenger	120	100	34	70	67	50
Service Area Designation	Rural	Rural	Rural	Rural	Rural	Rural
Organization Type	County	County	County	Private Non-Profit	County	Private Non-Profit
Network Type	Complete Brokerage	Partial Brokerage	Sole Source	Sole Source	Complete Brokerage	Sole Source

Source: CTD Annual Performance Report, 2022; ¹U.S. Census Bureau, 2020 Decennial Census

3.3.2.1 Peer Demographics Comparison

Table 3-19 provides a demographic comparison of Sumter County to its peer CTCs. Overall, Sumter County is smaller in both population and land size and has a lower population density when compared to its peers. Sumter County has fewer individuals living below the poverty line, a higher median household income, and a lower percentage of households with no access to a vehicle in relation to its peers. The percentage of individuals with a disability is comparable to the peer CTCs. The most notable demographic difference between Sumter County and its peers is age. The median age for Sumter County is 68.1 compared to a median age of 50 among the peer CTC counties.

A notable characteristic of Sumter County is the age-restricted community, The Villages®, a census-designated place (CDP) in Sumter, Lake, and Marion counties. As of the 2020 census, the population of the CDP was 79,077. According to the 2021 ACS 5-year estimates, the median age in The Villages® is 72.7, creating a higher need for TD services. The Villages® continues to rank as a top-selling planned community in the State.

Table 3-19: Demographic Comparison of Peer CTCs

Measure	Sumter	Citrus	Flagler	Hernando	Lake	Nassau	Peer Average
Total County Population ¹	129,752	153,843	115,378	194,515	383,956	90,352	187,609
Square Miles (land area) ¹	557.1	581.9	486.2	473.0	951.6	648.7	628.3
Population Density (pop/sq. mile)	232.9	264.4	237.3	411.3	403.5	139.3	291.1
Median Age	68.1	56.8	52	48.5	46.8	46.1	50.0
Population with a Disability	18.1%	21.0%	15.0%	19.4%	16.2%	17.7%	17.9%
Individuals Below Poverty Level	9.7%	14.9%	11.1%	13.2%	10.7%	9.6%	11.9%
Median Household Income	\$63,323	\$48,664	\$62,305	\$53,301	\$60,013	\$77,504	\$60,357
Households with No Access to a Vehicle	3.6%	3.9%	5.0%	5.00%	4.0%	3.0%	4.2%

Source: ACS 5-Year Estimates 2021; ¹U.S. Census Bureau, 2020 Decennial Census, QuickFacts

3.3.2.2 Peer Performance Measures Comparison

Performance measures for FY 2022 were calculated for each of Sumter County's peer CTCs, as shown in Table 3-20. These comparisons provide insight into how well Sumter County performs statistically. However, since many factors affect performance, they should not be used as the sole measure to make inferences about the quality of the Sumter County system.

Table 3-20 depicts a substantially lower peer average for several measures, including total passenger trips, total vehicle miles, total vehicles, and drivers. However, Sumter County is performing well compared to its peers on most measures, with a lower cost per trip and mile, a greater number of vehicle miles between roadcalls, fewer passenger no-shows, fewer unmet trip requests, and fewer complaints. Sumter County's accident rate is comparable to its peers.

Table 3-20: Peer Performance Measures Comparison

Measure	Sumter	Citrus	Flagler	Hernando	Lake	Nassau	Peer Average
Total Passenger Trips	44,336	91,403	79,995	59,743	116,299	41,799	72,263
Total Vehicles	21	58	33	47	92	23	46
Total Vehicle Miles	405,956	526,307	652,564	464,122	1,101,917	361,848	585,452
Cost Per Paratransit Trip	\$26.91	\$25.92	\$23.35	\$23.32	\$39.89	\$31.54	\$28.49
Cost Per Total Mile	\$2.94	\$4.50	\$2.86	\$3.00	\$4.21	\$3.64	\$3.53
Accidents Per 100,000 Vehicle Miles	0	0	0	0	1	0	0.2
Vehicle Miles Between Road Calls	405,956	87,718	217,521	232,061	19,677	60,308	170,540
Complaints	0	29	22	6	6	0	11
Passenger No-Shows	722	840	3,147	397	1,900	655	1,277
Unmet Trip Requests	0	120	1,516	0	0	344	330
Drivers	21	46	26	55	188	16	59

Source: CTD Annual Performance Report, FY 2022

3.3.3 FORECASTS OF TRANSPORTATION DISADVANTAGED POPULATION

As part of the TDSP major update, the CTD requires forecasts of the TD population to anticipate future demands for TD service and plan accordingly for operating and capital needs. The current ridership forecasting model was developed by the Center for Urban Transportation Research (CUTR) for the CTD in 2013. The forecasting model utilizes data from the following sources: the U.S. Census Bureau's American Community Survey (ACS) and the Survey of Income and Program Participation (SIPP), the Bureau of Economic and Business Research (BEBR) County Population Projections, and the National Household Travel Survey (NHTS). These sources help convey economic trends, population growth, and the changing demographic composition of the population in order to estimate future trip demands for the TD population in Sumter County.

3.3.3.1 Estimated TD Population

The population estimates for the TD population are shown below in Table 3-21, using data from the 2021 U.S. Census Bureau ACS, 1-year estimates (the most current data available when the Major TDSP Update was completed). The forecasting model relies on data from Table B18130, which only has 1-year estimates.

Table 3-21: TD Population Estimates

County Population by Age	Total Population by Age	% of Total Pop	Population Below Poverty Level by Age	% of Total Population Below Poverty Level by Age	Total Population with a Disability by Age	% of Total Population with a Disability by Age	Total Population with Disability and Below Poverty Level by Age	% Total Population with a Disability and Below Poverty Level by Age
< 5 Years of Age	2,597	2.04%	957	0.75%	0	0.00%	0	0.00%
5-17	6,741	5.30%	1,559	1.23%	298	0.23%	44	0.03%
18-34	8,525	6.70%	1,568	1.23%	268	0.21%	0	0.00%
35-64	30,793	24.21%	3,321	2.61%	3,840	3.02%	1,118	0.88%
Total Non-Elderly	48,656	38.25%	7,405	5.82%	4,406	3.46%	1,162	0.91%
65-74	42,507	33.42%	1,998	1.57%	4,474	3.52%	371	0.29%
75+	36,031	28.33%	2,376	1.87%	11,884	9.34%	635	0.50%
Total Elderly	78,538	61.75%	4,374	3.44%	16,358	12.86%	1,006	0.79%
Total	127,194	100%	11,779	9.26%	20,764	16.32%	2,168	1.70%

Source: U.S. Census Bureau, 2021 ACS 1-year estimates, Table B18130

As defined by the CTD, the potential TD population (formerly referred to as Category I TD population) consists of all disabled, elderly, low income, and children who are high-risk or at-risk. To ensure individuals who fall into two or more categories (e.g., low income and disabled) are not counted twice, the overlapping population must be eliminated as shown in Figure 3-13.

Figure 3-13: Potential TD Population



Source: Forecasting Paratransit Services Demand – Review and Recommendations, Final Report, June 13, <https://ctd.fdot.gov/docs/DoingBusinessDocs/ParatransitDemandFinalReport05-31-13FINAL.pdf>

3.3.3.2 Critical Need Demand

The rates for those who report a severe disability, or those who have a “critical need” for transportation based on their disability status, are applied to the disability rates reported in the ACS (see Table 3-22) as the first step in the critical need demand methodology.

Table 3-22: Critical Need Population

County Population by Age	Total Population with a Disability by Age	% with a Severe Disability by Age	Total Population with a Severe Disability by Age	% of Total Population with Severe Disability by Age	% of Severe Disability Below Poverty Level	Total Severe Disability Below Poverty Level
< 5 Years of Age	0	4.20%	-	-	-	-
5-17	298	4.20%	13	0.19%	-	-
18-34	268	6.30%	17	0.20%	-	-
35-64	3,840	13.84%	531	1.73%	-	-
Total Non-Elderly	4,406	-	561	1.15%	28.60%	160
65-74	4,474	27.12%	1,213	2.85%	-	-
75+	11,884	46.55%	5,532	15.35%	-	-
Total Elderly	16,358	-	6,745	8.59%	11.70%	789
Total	20,764	-	7,306	5.74%	-	950

Source: U.S. Census Bureau, 2021 ACS one-year estimates, Table B18130; 2010 U.S. Census Bureau's Survey of Income and Program Participation (SIPP)

The next step of the critical need demand methodology utilizes National Household Travel Survey (NHTS) trip rates to forecast the potential trip demand for the critical need population. As shown below in Figure 3-14, there is an estimated potential demand of 5,322 trips per day for the critical need population.

Figure 3-14: Critical Need Trips

Critical Need - Severely Disabled TD Population			
	Not Low Income	Low Income	Totals
Non-Elderly	400	160	561
Elderly	5,956	789	6,745
TOTAL	6,357	950	7,306

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

Low Income & Not Disabled = C + F	
Assumes	9,611
27.2% xx % without auto access	2,614
100.0% xx % without transit access	2,614

Calculation of Daily Trips FOR THE CRITICAL NEED TD POPULATION		
Total Actual Critical TD Population	Daily Trip Rates Per Person	Total Daily Trips
Severely Disabled	0.049	358
Low Income ND	1.899	4,964
Totals		5,322

Source: U.S. Census Bureau, 2021 ACS 1-year estimates, Table B18130; National Household Travel Survey Trip Rates

3.3.3.3 Forecasted Critical Need Trip Demand

Based on the population forecasts (medium estimates) prepared by the BEBR, future potential demand for critical need transportation is calculated. The forecasted potential demand for critical need transportation in Sumter County through 2031 is anticipated to continually increase, as shown below in Table 3-23.

Table 3-23: Forecasted Critical Need Trip Demand

Critical Need TD Population Forecast	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031
Total Critical TD Population											
<i>Disabled</i>	7,306	7,507	7,713	7,925	8,143	8,367	8,597	8,833	9,076	9,325	9,581
<i>Low Income Not Disabled No Auto/Transit</i>	2,614	2,686	2,760	2,836	2,914	2,994	3,076	3,160	3,247	3,337	3,428
Total Critical Need TD Population	9,920	10,193	10,473	10,761	11,057	11,360	11,673	11,993	12,323	12,662	13,009
Daily Trips – Critical Need TD Population											
<i>Severely Disabled</i>	358	368	378	388	399	410	421	433	445	457	469
<i>Low Income - Not Disabled - No Access</i>	4,964	5,101	5,241	5,385	5,533	5,685	5,841	6,002	6,167	6,336	6,510
Total Daily Trips Critical Need TD Population	5,322	5,412	5,504	5,597	5,691	5,792	5,895	5,999	6,105	6,213	6,311
Annual Trips	1,383,812	1,407,199	1,430,980	1,455,164	1,479,756	1,505,948	1,532,603	1,559,730	1,587,337	1,615,433	1,640,796

Source: U.S. Census Bureau, 2021 ACS 1-year estimates, Table B18130; Bureau of Economic and Business Research 2025-2050 Projections, February 2022

3.3.4 NEEDS ASSESSMENT

3.3.4.1 Transportation Needs and Demand

The current population of Sumter County is 129,752, according to the 2020 Census. Based on the BEBR population projections (medium estimates) for 2025-2050, the population of Sumter County is expected to increase by about 14 percent between 2025 and 2030 from an estimated population of 154,300 to a projected population of 175,500.

Current gaps in transportation services and capital needs

- **Services:** Limited intake and service hours.
- **Capital:** Replacement of the older paratransit vehicles to maintain a state of good repair.

As compared to the average of other Florida counties at 20.4 percent, Sumter County has approximately 58 percent of residents ages 65 years and older (with an associated increase in disability rates due to age).

According to the 2021 ACS 5-year estimates for Sumter County, 75.8 percent of all households have one or more persons 65 years and over, and 23.0 percent of those 65 and over reported a disability. With the population increases and the demographic characteristics of the current population in Sumter County, the potential annual demand for transportation disadvantaged services is estimated to increase from

1,430,980 annual trips in 2023 to 1,559,730 annual trips in 2028, as described in the TD population forecasting methodology above.

The County's system-wide service levels will require monitoring for ridership needs and system capacity. Increased service levels generated by population growth and TD demand are expected, and the CTC will need to proactively plan for scalable service modifications.

3.3.4.2 Gaps in Transportation Services and Capital Needs

While surveys and public feedback indicate that riders are generally satisfied with the existing service, it is important to identify gaps in existing service to successfully provide quality, cost-effective transportation for the TD population. One current gap in services are the limited intake and service hours. Though customer complaints or feedback related to the reservation process and service hours have been limited, expanding intake and service hours could improve riders' access to opportunities and services. Updates to reservation or service hours are not being considered at this time due to funding constraints but could be explored in the future if additional operational funding becomes available.

The CTC's primary capital needs include the replacement of older paratransit vehicles to maintain a state of good repair. The CTC received 5310 grant funding in 2024 and was approved for the purchase of five (5) new buses. The CTC also applied for grant funding in 2025 for the purchase of an additional five (5) buses.

3.3.5 BARRIERS TO COORDINATION

The coordinated approach to providing transit service for the TD population provides an opportunity to improve service delivery. However, limited funds are a significant barrier to coordination and addressing gaps in services. The CTC can address this barrier by leveraging CTD resources, such as the CTD's forthcoming reports on best practices and technology improvements for the provision of paratransit services. These reports can serve as a resource on what technologies and operational best practices could be considered to improve services for riders while also minimizing additional operating costs. The CTC can also seek additional funds for any service enhancements through the CTD Innovative Service Development (ISD) grant. However, the ISD grant opportunities are highly competitive and only awarded annually at the start of each fiscal year, which presents challenges for service planning. Additionally, the ISD grant does not provide long-term funding. While an ISD grant could be used to develop a pilot program, any operational improvements would require a sustainable funding source. The CTD could assist by expanding ISD grant durations and award amounts throughout the State.

3.4 Goals, Objectives, and Strategies

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

1. Provide an efficient, effective, and fully coordinated transportation system to meet the mobility needs of the transportation disadvantaged in Sumter County.
2. Provide the most cost-effective provision of transportation disadvantaged services.
3. For all transportation services that are operated, ensure a high level of service is provided, maintained and improved as necessary.
4. Encourage land use patterns that support and promote transit patronage through the clustering of mixed uses and other transit-oriented designs in medium and large scale planned developments.
5. Ensure the safety of the passengers, drivers, the general public and property in the delivery of all transportation services.

Each goal corresponds with objectives and action strategies to achieve the objectives. A detailed list with the responsible party and timeline for implementation is outlined in Appendix G: Implementation Plan.

4 SERVICE PLAN

4.1 Operations

4.1.1 TYPES, HOURS, AND DAYS OF SERVICE

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

- **Mid-Florida Community Services (MFCS) Senior Programs**

Weekday (excluding holidays) door-to-door trips to Wildwood and Sumterville congregate meal sites are provided by SCT (ambulatory and wheelchair).

- **The Arc Nature Coast**

Weekday (excluding holidays) door-to-door trips to the Arc Nature Coast are provided by SCT. Destination appointment times must be between 9:00 a.m. to 3:00 p.m.

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

Weekday (excluding holidays), five days/week door-to-door reservation and demand response trips for transportation disadvantaged individuals to various destinations in and out of the County are provided by SCT and contracted transportation operators (ambulatory, wheelchair, and stretcher). Destination appointment times in Sumter County must be between 8:30 a.m. to 3:00 p.m. Service hours for destinations outside of Sumter County vary based on location and are described below in 4.1.2 Service Policies.

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

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

- **Shuttle Service**

SCT operates two shuttle routes with deviations accessed on reservation (advance notification) or demand response (flexible stops along route) basis. The Orange/South Sumter route operates from 7:45 a.m. to 3:30 p.m. and the Wildwood route operates from 8:45 am to 2:45 pm. Both routes operate on Mondays, Wednesdays, and Fridays.

4.1.2 SERVICE POLICIES

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

1. SCT will regulate expenditures to ensure a consistent level of service for all months of the year.
2. Trips will be funded in the following prioritized order:
 - a. Medical
 - b. Employment
 - c. Education and training
 - d. Nutritional
 - e. Life-sustaining/other
3. SCT restricts out-of-county medical trips in contiguous counties to the following destination appointment times: between 9:00 a.m. and 2:00 p.m. for appointments in Leesburg and between 8:00 a.m. and 2:00 p.m. on Tuesdays and Thursdays for appointments to Veterans Affairs in Summerfield. In-county trips are provided to appointments between 8:30 a.m. and 3:00 p.m. Trips after 3 p.m. are considered a one-way trip. Trips in non-contiguous counties must be on Monday, Wednesday, or Friday between 8:00 a.m. and 12:00 p.m. (Gainesville) and should be restricted to specialized services that cannot be obtained in Sumter County nor bordering 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.
4. In-county trips are encouraged when the required service (Employment, Education, Nutrition, Life-sustaining) is available.
5. Out-of-county trips are limited to Gainesville and ten miles outside Sumter County boundaries. Transportation to these destinations are primarily used for medical appointments.
6. Wheelchair ramps at trip pickup locations must meet the American with Disabilities Act (ADA) specifications (only one-inch per one-foot slope) for transportation services to be provided.
7. SCT's overall policy as a coordinator and transportation provider is to group trips to the maximum extent possible and to accommodate trip requests with the least expensive service available which meets the rider's needs. Therefore, for non-medical trips, trip locations are based on the nearest local available facility.

4.1.3 ACCESSING SERVICES

4.1.3.1 Requesting Services During Office Hours

Riders are encouraged to make arrangements for reservation and demand response transportation services at least 48 hours before the 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. A minimum of 24-hours advance notice is required, but 48-hours' notice is preferred. Holidays include New Year's Day, Memorial Day (observed), Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. SCT has a toll-free number (1-866-568-6606) for

calling from outside the local calling area during office hours. Individuals who use telecommunications device for the deaf (TDDs, also known as TTY) can reach SCT through the Florida Relay Service by dialing 711 or 1-800-955-8771. The TD Helpline can be reached at 1-800-983-2435.

4.1.3.2 Requesting Services after Hours and on Holidays

Calls to SCT's office between 5:00 p.m. and 8:00 a.m. and on holidays are received by voice mail. If the call is for emergency transportation, the caller is instructed to hang-up and dial 911. If the call is for non-emergency transportation to be provided at a time prior to SCT's next business day, the caller is instructed to contact the on-call transportation contractor (currently MTM Transit, Inc.), which is pre-authorized to provide transportation to and from Leesburg Regional Medical Center and Villages Regional Medical Center emergency rooms if the client is registered with SCT.

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 between 8:00 a.m. and 1:00 p.m.

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

4.1.3.3 Advance Notification

Reservation trips require at least a 24-hour notice. However, a 48-hour notice is recommended. Riders can make reservations up to two weeks ahead of their requested appointment time and also have the option to set up subscription service for recurring appointments. 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 with no 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 48-hours in advance to maximize SCT's ability to group trips.

4.1.3.4 Pickup Times, Trip Cancellations and No-Shows

PICKUP TIMES

To maximize multi-loading when traveling to appointments, riders must be ready for pickup as follows:

- To destinations within the County - at least one hour and thirty minutes prior to their appointment time.
- To destinations in counties contiguous to Sumter County - at least two hours prior to their appointment time.
- To destinations in counties not contiguous to Sumter County - at least three hours prior to their appointment time.

CANCELATIONS

Riders can cancel scheduled trips by calling 352-568-6683. Riders will be issued a cancellation confirmation number negating a no-show penalty. SCT requests notification of cancellations as early as possible but allows riders to cancel trips without penalty up to the earliest applicable pickup time specified above.

NO-SHOWS

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

When a no-show occurs, the driver leaves a copy of SCT's no-show policy at the pickup location. Three no-shows within a 90-day period are grounds for up to a one-month suspension of service. SCT will provide written notice to a rider and MTM Transit, Inc., if applicable, when suspending a rider's service. A suspension may be waived if there are extenuating circumstances, or the rider demonstrates the problems causing the no-shows have been resolved. It is the goal of the CTC to achieve less than two percent no-shows by passenger education and assessing a fee of \$2.00 for each no-show. The fee will be added to the passenger's next fare collection for their next trip, and/or will be billed to them for collection.

4.1.3.5 SCT On-Time Performance

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

4.1.4 TRANSPORTATION OPERATORS AND COORDINATION CONTRACTORS

4.1.4.1 Transportation Operator Contracts

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

Operator Contact Information

MTM Transit, Inc.

Contact: Steven Raybuck, General Manager

Address: 1525 Industrial Drive, Wildwood, FL 34785

Phone: 352-568-6683

Contracts may be with a particular operator(s) selected through a Request for Proposal (RFP) process or with all qualified operators identified through a Request for Qualifications (RFQ) process with trips assigned on a rotation or other basis. If needed, SCT will secure the services of additional transportation operator(s) through:

1. Negotiation or by contract, if possible if the services are needed on short notice, or
2. Use of competitive selection process as recommended by the Sumter County Transportation Disadvantaged Coordinating Board (TDCB).

Newspaper advertisements and Demand Star will be used to notify operators of potential contracting opportunities. The TDCB reviews and recommends approval or disapproval of transportation operator contracts.

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

SCTs' current operator, MTM Transit, Inc. was selected through an open procurement process. MTM Transit, Inc. operates the door-to-door and deviated fixed routes providing ambulatory, wheelchair, and stretcher services for the Transportation Disadvantaged and other members of the public.

4.1.5 PUBLIC TRANSIT UTILIZATION

The public transit system in Sumter County consists of the two deviated fixed routes (Orange Shuttle and Wildwood Circulator) as previously described. Table 4-1 below shows annual ridership from FY 2020 to FY 2024 for the deviated fixed route system. Since FY 2020, the year-to-year trend for deviated fixed route ridership has been positive, aside from a slight decrease in FY 2021. In FY 2023, Sumter County Transit saw its largest increase in annual deviated fixed route ridership over the past five years, at 57.6 percent. Ridership continued to increase in FY 2024 with a 53.4 percent increase from FY 2023.

Table 4-1: Annual Deviated Fixed Route Ridership

Fiscal Year	Ridership	Percent Change from Previous Fiscal Year
FY 2020	2,347	50.2%
FY 2021	2,134	-9.1%
FY 2022	2,141	0.3%
FY 2023	3,375	57.6%
FY 2024	5,176	53.4%

Source: Sumter County Annual Operating Reports, FY 2020 – FY 2024

4.1.6 SCHOOL BUS UTILIZATION

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

4.1.7 VEHICLE INVENTORY

There are a total of 20 vehicles operating in the Sumter County coordinated system. The full SCT paratransit vehicle inventory is included in Appendix H: Paratransit Vehicle Inventory.

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

4.1.8 SYSTEM SAFETY PLAN CERTIFICATION

A copy of MTM Transit, Inc.'s System Safety Program Plan (SSPP) approval is included in Appendix I: System Safety Program Plan Annual Certification.

4.1.9 INTERCOUNTY SERVICES

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

4.1.10 EMERGENCY PREPAREDNESS AND RESPONSE

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

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

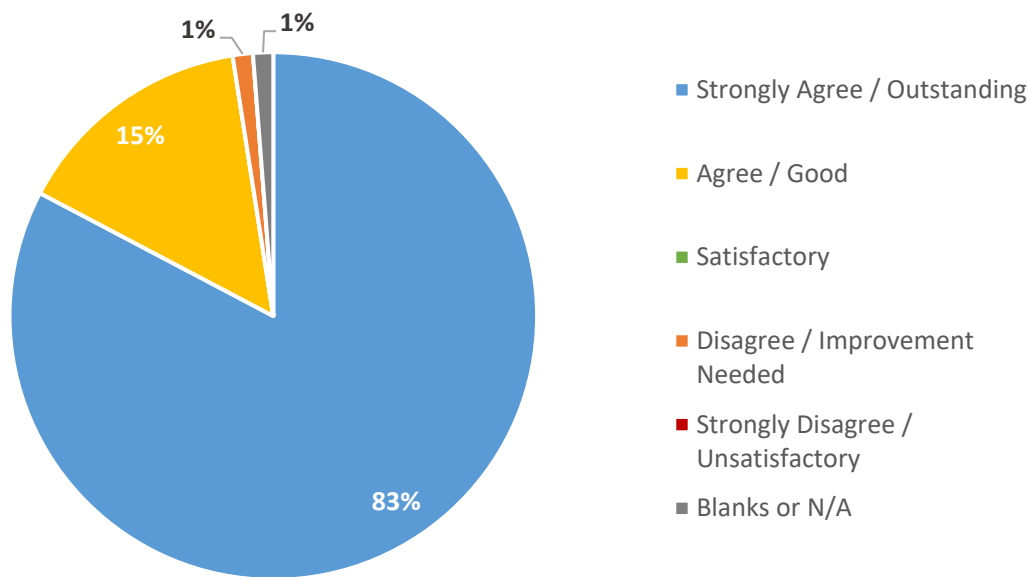
4.1.11 EDUCATIONAL EFFORTS AND PUBLIC OUTREACH

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

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

In 2023, SCT began conducting rider surveys through a combination of online and paper surveys. The surveys ask riders to rate their experience with scheduling trips, riding in the vehicle, interacting with the driver, getting picked up and dropped off, and their overall satisfaction with SCT services. Depending on whether riders completed an online survey or paper survey, they can rate statements respectively as “Strongly Agree” or “Outstanding”, “Agree” or “Good”, “Satisfactory”, “Disagree” or “Improvement Needed”, or “Strongly Disagree” or “Unsatisfactory”. Based on the 82 survey responses collected between July 2023 and March 2025, 83 percent of survey respondents rated their overall satisfaction with SCT services as “Strongly Agree” or “Outstanding”. Aside from one (1) respondent who marked “Improvement Needed” and one respondent who did not answer the question, all other respondents rated their overall satisfaction with SCT services as “Good.” Additional survey results are included in Appendix J: Sumter County Transit Rider Survey Results.

Figure 15: Overall Satisfaction with SCT Services



Source: July 2023 - March 2025 Sumter County Transit Rider Surveys

4.1.12 ACCEPTABLE ALTERNATIVES

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

4.1.13 SERVICE STANDARDS

Service standards have been jointly developed by the TDCB, The Lake~Sumter MPO, and the CTC. The standards are consistent with those of the CTD as well as the Florida Statutes. These standards are integral to the development and implementation of a quality transportation program.

4.1.13.1 Drug and Alcohol

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

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

4.1.13.2 Transport of Escorts and Dependent Children

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

CTC Standard: Passengers, who because of age or disability require an escort to ensure their well-being, or the well-being of others, shall be charged the regular fare for their trips but shall be allowed an escort at no additional charge. Dependent children, defined here as children under 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.

4.1.13.3 Child Restraint Devices

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

CTC Standard: Child restraint devices are not required on SCT's transit buses; however, if used, it is the responsibility of the parent to secure the devices.

4.1.13.4 Passenger Property

Rule 41-2.006 (4) (d) Passenger property that can be carried by the passenger and/or driver in one trip and can be safely stowed on the vehicle shall be allowed to be transported with the passenger at no additional charge. Additional requirements may be negotiated for carrying and loading rider property beyond this amount. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistive devices, or intravenous devices.

CTC Standard: Passenger property that can be carried by the passenger and/or driver (maximum of 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 plastic grocery bags or three paper grocery bags per passenger, and;
- b. No more than one laundry bag per passenger (plastic bag or enclosed in plastic bag).

4.1.13.5 Vehicle Transfer Points

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

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

4.1.13.6 Local Toll-Free Number and TD Helpline

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

CTC Standard: All vehicles of the CTC will have the local phone number for complaints or grievances as well as the TD Helpline number clearly posted inside all vehicles. All vehicles will have the TDD and the FDOT District Five phone lines listed. These phone numbers will also be included in the brochures and customer information packets provided by the CTC: Local Number (352) 689-4400, TTY Toll Free Number (1-800-955-8771), FDOT Toll Free Number (1-877-385-7526).

4.1.13.7 Out-of-Service-Area Trips

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

CTC Standard: Out-of-service-area trips include all trips outside of Sumter County and are limited to the CTC's general service area, with medical trips having priority. Out-of-service-area trips are available during standard operating hours, in accordance with advance notification requirements/prior scheduling and any purchasing agency restrictions.

4.1.13.8 Vehicle Cleanliness

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

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

4.1.13.9 Billing Requirements

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

CTC Standard: Billed amounts owed to subcontractors for services rendered shall be paid by the CTC within seven calendar days of the CTC's receipt of payment from the contractor.

4.1.13.10 Passenger/Trip Data Base

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

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

4.1.13.11 Adequate Seating

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

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

4.1.13.12 Driver Identification

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

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

4.1.13.13 Passenger Assistance

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

CTC Standard: All drivers of the CTC shall provide passengers with boarding assistance, if necessary or requested, to the seating portion of the vehicle. That assistance shall include opening the vehicle door, fastening safety belts or wheelchair securement devices, storage of mobility assistive devices and closing the vehicle door. If necessary and the safety of other passengers will not be

endangered, drivers shall open building doors for passengers. Assisted access must be in a dignified manner. Drivers may not assist passengers in wheelchairs up or down more than one step unless that assistance can be performed safely as determined by the passenger, guardian (if applicable) and driver.

4.1.13.14 Smoking, Eating, and Drinking on Vehicles

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

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

4.1.13.15 Passenger No-Shows

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

CTC Standard: Passenger no-shows include the following:

- a. Scheduled trips that are not canceled prior to the earliest applicable pickup time, and
- b. Passengers who are not at their arranged pickup locations at their scheduled pickup times or are not ready to board the vehicle at their earliest applicable pickup times.

When a no-show occurs, the driver shall leave a copy of the CTC's no-show policy at the pickup location. Three no-shows within a three-month period shall be grounds for up to a one-month suspension of service. The CTC shall provide written notice to the passenger and the purchasing agency, if applicable, prior to suspending a passenger's service. A suspension may be waived if there are extenuating circumstances, or the passenger demonstrates the problems causing the no-shows have been resolved.

It is the goal of the CTC to achieve less than two percent no-shows by passenger education and imposing a fee of \$2.00 for no-shows.

4.1.13.16 Two-Way Communication Rule

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

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

4.1.13.17 Vehicle Air Conditioning/Heating

Rule 41-2.006 (4)(q) All vehicles ordered or put into service after adoption of this section of the rule, and providing service within the coordinated system, shall have working air conditioners and heaters. Vehicles

that do not have a working air conditioner or heater will be scheduled for repair or replacement as soon as possible.

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

4.1.13.18 First Aid

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

CTC Standard: First Aid training is not required of CTC and contracted employees. Contractors are not to provide nor administer First Aid as part of its contract. In the event a passenger requires the administration of First Aid during any transport, First Aid can be provided and administered by the passenger(s). In the event the operator provides First Aid for such passengers, it will be done at the sole expense and liability of the operator and the operator shall indemnify and hold harmless Sumter County from and against any liability that may arise from providing First Aid services to passengers.

4.1.13.19 CPR Rule

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

CTC Standard: All CTC and contracted employees are not required to qualify in CPR.

4.1.13.20 Driver Criminal Background Screening

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

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

4.1.13.21 Public Transit Ridership

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

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

4.1.13.22 Pick-up Window

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

CTC Standard: The pickup windows for passengers traveling to appointments shall be as follows:

- a. To destinations within the County – 90 minutes prior to their appointment time.
- b. To destinations in counties contiguous to Sumter County – two hours prior to their appointment time.
- c. To destinations in counties not contiguous to Sumter County – three hours prior to their appointment time.

4.1.13.23 On-Time Performance

Rule 41-2.006 (4)(w) The CTC and Local Coordinating Board (LCB) should jointly establish a percentage of trips that will be on-time. This performance measure should be communicated to contracted operators, drivers, purchasing agencies, and passengers. This measure should also be included as a part of the CTC's evaluation of its contracted operators and the LCB's evaluation of the CTC.

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

4.1.13.24 Advance Reservation Requirements

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

CTC Standard: Reservation trips shall require at least 24 hours advance notification; however, a 48-hour 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.

4.1.13.25 Crashes or Incidents

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

CTC Standard: Crashes or Incidents should not exceed 1.4 events per 100,000 vehicle miles.

4.1.13.26 Reliability of Vehicles/Road Calls

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

CTC Standard: Road calls should not exceed four per 100,000 vehicle miles.

4.1.13.27 Call Hold Time

Rule 41-2.006 (4)(aa) This performance measure can be used to address the accessibility of the service. The CTC and TDCB should jointly determine if a standard for call hold time is needed within the coordinated

system. If determined necessary, the standard should be jointly established by the CTC and TDCB. The standard should be included as a part of the TDCB's evaluation of the CTC.

CTC Standard: Call hold time should not exceed two minutes.

4.1.13.28 Quality of Service

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

CTC Standard:

- a. A drug and alcohol policy has been developed in accordance with the Federal Transit Administration (FTA) requirements and is available upon request.
- b. FDOT vehicle ID number (if applicable) is displayed on every vehicle. Telephone numbers for complaints/compliments are shown in every vehicle, which is (352) 689-4400. The CTD Ombudsman number (1-800-983-2435) and TTY services available through Florida Relay Services provided by the CTD at (1-800-955-8771).
- c. System or service complaints are addressed by the CTC and can be received by telephone, email, or mail. A process for assisting individuals or agencies that do not agree with the complaint resolution utilizes the established Grievance process.
- d. Vehicle interiors shall be free of dirt, grime, oil, trash, torn upholstery, damage or broken seats, protruding metal and/or other objects/materials, which could soil items, placed in the vehicle, or provide discomfort to the passenger. Interior of the vehicles shall be cleaned daily and exterior weekly.
- e. All vehicles in the Coordinated System are equipped with operating air and heating, as well as two-way communication systems.
- f. All drivers in the Coordinated System are required to:
 - i. Wear Identification Badge at all times during passenger transport;
 - ii. Successfully complete a Florida Department of Law Enforcement (FDLE) criminal background check prior to hire;
 - iii. Successfully complete a 3-year Department of Motor Vehicles (DMV) driver background check prior to hire;
 - iv. Successfully complete an FDOT drug and alcohol exam prior to hire;
 - v. Successfully complete an FDOT physical evaluation exam prior to hire and then every two years; and
 - vi. On-time performance standard of all trips to the scheduled arrival time of 96 percent.

4.1.13.29 Service Effectiveness

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

CTC Standard: The 2021-2022 values for the following service effectiveness measures are as follows:

- a. Average number of trips per passenger for the coordinated system - 305.8
- b. Cost per trip - \$26.91
- c. Average cost per mile - \$2.94.

4.1.13.30 Contract Monitoring

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

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

4.1.13.31 Complaints

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

CTC Standard: Complaints should not exceed one percent of total passenger trips. Complaints include those received from passengers, others, and those identified through regular passenger surveys conducted by the CTC.

4.1.14 LOCAL COMPLAINT AND GRIEVANCE PROCEDURE/PROCESS

4.1.14.1 CTC Compliant Process

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

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

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

Service complaints are telephoned, emailed, or mailed in a letter to the CTC. Each vehicle has a notification prominently displayed, which advertises the appropriate phone number for patrons to call with concerns, as well as ADA and Title VI information. Once a complaint is received, it will be followed up in the manner it was received and then documented in written form. The complaint is forwarded 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 and 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 determine if the response is appropriate. If a service complaint evolves into an unresolved complaint (grievance), the complainant will be requested to demonstrate their concern in writing as clearly as possible. Grievances are then heard by the TDCB.

4.1.14.2 Grievance Procedures

Customers, agencies, transportation operators, potential users of the system, and the CTC may file a formal grievance to document any concerns or an unresolved service complaint regarding the operation or administration of the TD program and/or ADA services by the transportation operator, CTC, MPO, or TDCB. The current approved Grievance Procedures are included in Appendix K: Sumter County TDCB Grievance Procedures.

4.1.15 COMMUNITY TRANSPORTATION COORDINATOR MONITORING PROCEDURES OF OPERATORS AND COORDINATION CONTRACTORS

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

4.1.16 COORDINATION CONTRACT EVALUATION CRITERIA

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

4.2 Cost/Revenue Allocation and Rate Structure Justification

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

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

2. “Non-Sponsored Transportation Disadvantaged” Rates for trips provided to transportation disadvantaged riders that are not sponsored by an agency/organization are normally 90 percent subsidized by grants from the TDTF. Transportation disadvantaged riders pay approximately ten percent of the rate as a fare for non-sponsored trips. Non-sponsored trips typically fall into the reservation or demand response service category.
3. “General Public” Rates for all other trips are 50 percent subsidized by Section 5311 operating grants from the Federal Transit Administration and the Board of Sumter County Commissioners. General public riders pay approximately ten percent of the rate as a fare for trips. General public trips typically fall into the reservation, demand response service or deviated fixed route categories.

4.2.1 RATE/FARE STRUCTURE

The CTD has established a Rate Calculation Model to be used as the standard in developing rates for transportation services arranged or provided by CTCs. The CTD’s Rate Calculation Model is updated annually by SCT to reflect changes in revenues and expenditures related to providing transportation services. The model was used by SCT to determine the latest rates provided. See Appendix L: FY 2025-2026 Rate Model for the current Rate Model Calculations.

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

- **Sponsored Riders (Reservation/Demand Response Service):** The charge to the sponsoring agency/organization will be \$4.89 per mile for ambulatory passengers and \$8.38 per mile for wheelchair passengers.
- **Non-sponsored Transportation Disadvantaged Riders:** The charge to the FCTD will be \$4.89 per mile for ambulatory passengers and \$8.38 for wheelchair passengers.
- **General public:** Charge to riders (farebox) is a portion of the fully allocated trip cost.
- **Escorts:** The charge to sponsoring agency for escorts will be \$4.89 per mile.
- **Service Routes:** The fares for riders.

4.2.2 COST STANDARDS

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

Fully allocated costs are based on the cost accounting categories described in the CTD Rate Calculation Model. Fares will be based on the fully allocated cost and the latest operational statistics available. Calculations and operational data used in determining fares will be in a format suitable for review by funding sources.

4.2.3 PLAN FUND DISBURSEMENT RATE MECHANISM

SCT will monitor its trip activity and expenditures to ensure that its level of service for non-sponsored and public trips is consistent throughout the year. This will be done by controlling the number and types of trips

provided each day. Riders whose medical trips cannot be provided on the day requested will be given first priority for the following day.

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

4.2.4 ELIGIBILITY CRITERIA

Eligibility for program and sponsored general trips is determined by or through the agencies that purchase or provide those trips. Eligibility for non-sponsored trips subsidized by the TDTF is determined by SCT. Individuals who meet the definition of "transportation disadvantaged" in Chapter 427, FS, and Rule 41-2, FAC, are considered being eligible for those trips.

Eligibility Requirements for TDTF-funded trips are as follows:

1. Customer has a physical or mental disability, as specified in the ADA; or
2. Sumter County residents under age 19 and over the age of 60; or
3. Individuals and/or households with income status of less than 200 percent of the Federal poverty level, as stated in the chart below; or
4. No other funding agency is responsible for a passenger's transportation; or
5. The customers are unable to provide their own transportation.

Table 4-2: Health and Human Services 2025 Poverty Guidelines (200%)

Persons in Family/Household	Poverty Guideline
1	\$31,300
2	\$42,300
3	\$53,300
4	\$64,300
5	\$75,300
6	\$86,300
7	\$97,300
8	\$108,300

Source: Office of the Assistant Secretary for Planning and Evaluation HHS Poverty Guidelines for 2025.
<https://aspe.hhs.gov/sites/default/files/documents/dd73d4f00d8a819d10b2fdb70d254f7b/detailed-guidelines-2025.pdf>

4.2.5 PUBLIC AWARENESS OF NON-SPONSORED FUNDS

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

4.2.6 UTILIZATION STANDARDS

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

5 QUALITY ASSURANCE

5.1 Overview

The evaluation of the Sumter County CTC is conducted annually by the 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, and unduplicated manner.

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

At a minimum, the TDCB reviews the following areas:

- Chapter 427.0155 (3) – CTC Monitoring of Contracted Operators
- Chapter 427.0155 (4) – Utilization of school buses and public transportation services
- Rule 41-2.006 (1) – Insurance
- Rule 41-2.011 (2) – Cost-effectiveness of Coordination Contractors and Transportation Alternatives
- Commission Standards and Local Standards
- Onsite Observation
- Surveys of riders/beneficiaries and purchasers of service
- Level of Cost, Level of Competition and Level of Coordination Worksheets

The CTC Evaluation sub-committee performs the annual evaluation and presents the CTC evaluation report in its entirety during a quarterly board meeting and provides a list of recommendations during the presentation. 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.

5.2 Summary of FY2024 CTC Evaluation Results

Overall, the CTC is running a smooth operation. The CTC had only one finding, which is that the rear A/C units were not working in most of the vehicles at the time of the observational ride on 4/29/25. This is in violation of Commission standards per Rule 41-2.006 (4)(q). The CTC was emailed on April 30th to make them aware of the issue. The CTC informed MPO staff on 5/22/25 that the rear air conditioning issues have been resolved in all buses but two, which were found to have other issues and will take a bit longer to repair. The CTC also provided fleet repair orders documenting the status of the repairs and confirming the update from the CTC. This finding has therefore been resolved, and the Subcommittee is not offering any recommendations.

Based on rider surveys, riders appear to generally be satisfied with the service. Riders who took the survey reported the highest satisfaction with driver behavior and the lowest satisfaction with the reservation process. Several of the survey respondents alluded to needing to make reservations multiple days in advance, despite the policy only requiring riders to make reservations 24-hours in advance. This policy changed within the last year; therefore, the CTC Evaluation Subcommittee is suggesting that the CTC review how information about the updated reservation process has been disseminated to employees and riders.

The evaluation report and recommendations to the CTC will be presented by the CTC Evaluation Subcommittee at the June 2, 2025 TDCB meeting. The final workbook with the recommendations/commendations will be 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 CTC reports at quarterly meetings to assist with evaluating the CTC's performance.

APPENDIX A: ACRONYMS

Acronym	Description
ACS	American Community Survey
ADA	Americans with Disabilities Act of 1990
AOR	Annual Operating Report
BEBR	Bureau of Economic and Business Research
BOCC	Board of County Commissioners
COVID-19	Coronavirus Disease of 2019
CTC	Community Transportation Coordinator
CTD	Commission for Transportation Disadvantaged
CTPP	Census Transportation Planning Products
CUTR	Center for Urban Transportation Research
DMV	Department of Motor Vehicles
DOPA	Designated Official Planning Agency
EOC	Emergency Operations Center
ESF 1	Emergency Support Function 1
FAC	Florida Administrative Code
FDLE	Florida Department of Law Enforcement
FDOT	Florida Department of Transportation
FS	Florida Statutes
FTA	Federal Transit Administration
FY	Fiscal Year
LCB	Local Coordinating Board
LSMPO	Lake~Sumter Metropolitan Planning Organization
MFCS	Mid-Florida Community Services
MPO	Metropolitan Planning Organization
NHTS	National Household Travel Survey
RFP	Request for Proposals
RFQ	Request for Qualifications

Acronym	Description
SCT	Sumter County Transit
SIPP	Survey of Income and Program Participation
SSPP	System Safety Program Plan
TD	Transportation Disadvantaged
TDCB	Transportation Disadvantaged Coordinating Board
TDD	Telecommunication Device for the Deaf
TDSP	Transportation Disadvantaged Service Plan
TDTF	Transportation Disadvantaged Trust Fund
TTY	Teletypewriter

APPENDIX B: GLOSSARY

The following definitions are from the CTD 2022 Annual Performance Report:

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

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

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

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

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

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

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

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

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

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

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

transportation, as well as joint utilization and cost provisions for transportation services to and from the coordinator.

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

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

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

Local Coordinating Board (LCB): an entity in each designated service area composed of representatives appointed by the official planning agency. Its purpose is to aid the community transportation coordinator concerning the coordination of transportation disadvantaged services. In Sumter County, the LCB is referred to as the Transportation Disadvantaged Coordinating Board (TDCB).

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

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

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

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

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

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

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

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

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

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

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

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

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

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

APPENDIX C: SUMTER COUNTY TRANSIT SHUTTLE SCHEDULES

ORANGE / SOUTH SUMTER ROUTE

WILDWOOD CIRCULATOR A.M.

WILDWOOD CIRCULATOR P.M.

Location	Arrival Times	
CENTER HILL - AA Discount Convenience Store	7:45	12:00
WEBSTER - Apartments I& II	8:00	12:15
WEBSTER - Beulah Baptist	8:10	12:25
Bushnell Health Department & Bus Shelter 301	8:20	12:35
Bushnell Family Practice/ Dollar General	8:30	12:45
Walmart Supercenter	8:40	12:55
Bushnell Garden Apartments Jumper Drive South	8:55	1:00
Bushnell Plaza	9:00	1:05
Misty Woods Apartments & Jumper Drive North	9:05	1:10
Winn Dixie	9:15	1:15
Thomas Langley Clinic	9:35	1:40
LCC/Clark Maxwell Library - Wildwood Connection	9:45	1:45
Winn Dixie	10:00	2:00
Misty Wods Apartments & Jumper Drive North	10:05	2:05
Bushnell Plaza	10:10	2:10
Bushnell Garden Apartments Jumper Drive South	10:15	2:15
Walmart Supercenter	10:30	2:30
Bushnell Family Practice/ Dollar General	10:40	2:40
WEBSTER - Beulah Baptist	11:00	3:00
WEBSTER - Apartments I& II	11:10	3:15
CENTER HILL - AA Discount Convenience Store	11:20	3:30

Source: Sumter County Transit, <https://www.sumtercountyfl.gov/184/Reservations-Shuttle-SchedulesRoutes>. Retrieved May 20, 2025.

▶ ORANGE / SOUTH
SUMTER ROUTE

▼ WILDWOOD
CIRCULATOR A.M.

▶ WILDWOOD
CIRCULATOR P.M.

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

Source: Sumter County Transit, <https://www.sumtercountyfl.gov/184/Reservations-Shuttle-SchedulesRoutes>. Retrieved May, 20 2025.

▸ **ORANGE / SOUTH
SUMTER ROUTE**

▸ **WILDWOOD
CIRCULATOR A.M.**

▾ **WILDWOOD
CIRCULATOR P.M.**

Location	Arrival Times
Publix Southern Trace Plaza	12:20
Walmart	12:30
Moreland Park	12:42
Wildwood Commons	12:50
Wildwood Terrace Apartments	12:55
Save-a-lot	1:00
Parkwood	1:05
Villages Sumter County Service Center	1:12
Winn Dixie Pinellas Plaza	1:15
Publix Grand Traverse	1:20
Langley Health Services	1:40
Lake-Sumter Community College - Orange Shuttle Connection	1:45
Publix Grand Traverse	2:10
Winn Dixie Pinellas Plaza	2:15
Villages Sumter County Service Center	2:20
Save-a-lot	2:25
Wildwood Terrace Apartments	2:30
Wildwood Commons	2:35
Parkwood	2:45

Source: Sumter County Transit, <https://www.sumtercountyfl.gov/184/Reservations-Shuttle-SchedulesRoutes>. Retrieved May 20, 2025.

APPENDIX D: PRIVATE PROVIDER INVENTORY

Non-Emergency Medical / Stretcher & Wheelchair Services

Name	Location	Contact Information
All Central Florida Transportation	2280 W. Old US Hwy. 441, Mount Dora	352-877-9755
AdventHealth Waterman (Formerly Florida Hospital Waterman)	2250 Huffstetler Drive, Tavares 32778	352-253-3882
G.C.O. Non-Emergency Medical Transport	2604 Yardley St., Grand Island, FL	352-240-1124
Interstate Non Emergency Medical	Lake and Sumter Counties	352-323-8999
Stellar Transport	Lake and Sumter Counties	352-995-9595
We Care Specialty Transport	13900 CR 455, Clermont	352-989-6956

Taxicab Services


Name	Location	Contact Information
Acme	14834 Lee Rd., Groveland	352-638-4711
Clermont Yellow Cab	2040 Oakley Seaver, Clermont	352-577-8294
Eustis Taxi	252 Ardice Ave, Eustis	352-357-3671
For a Ride Taxi Service	2987 Palmetto Road, Mount Dora	352-321-2853
Kim's Cab	The Villages	352-239-2133
Lady Lake Taxi	Lady Lake	352-751-2345
Mr. Taxi	911 Sutherland Ct., Leesburg	352-365-2676
Signature Taxi	Ocala	352-207-2008
Sumter Transport	The Villages	352-446-4987
Quick Transportation	Orlando Metropolitan Area	407-447-1444

Limousine and Airport Shuttles

Name	Location	Contact Information
Elite Transportation by George	The Villages	352-322-7702
Transcour Limo Service	1400 Longville Cir, Tavares	407-595-6355
Village Airport Van	Spanish Springs, Lady Lake	352-241-2000
The Villages Transportation	Lady Lake and The Villages	352-259-9398
Tu Viaje Florida	Horizons West / West Orlando	407-697-6553
Workman Transportation & Travel	The Villages	352-259-9398

APPENDIX E: ANNUAL OPERATING REPORT (FY 2024)

Figure 5-1: Approved Annual Operating Report (FY 2024)

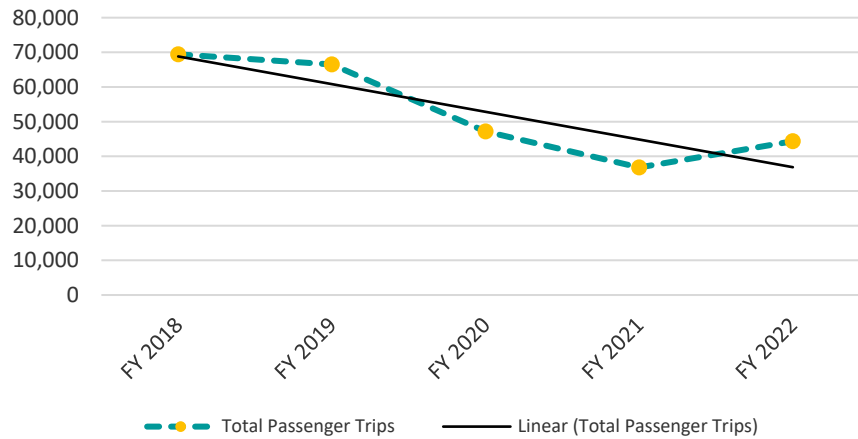
County:	Sumter	Demographics		Number			
CTC:	Sumter County Board of County Commissioners,	Total County Population		0			
Contact:	Deborah Snyder 7375 Powell Road Wildwood, FL 34785 352-689-4400	Unduplicated Head Count		354			
Email:	Deborah.Snyder@sumtercountyfl.gov						
Trips By Type of Service		2022	2023	2024	Vehicle Data		
Fixed Route (FR)	0	0	0	0	Vehicle Miles	405,956	375,166
Deviated FR	2,141	3,375	5,176	0	Roadcalls	0	5
Complementary ADA	0	0	0	0	Accidents	0	5
Paratransit	42,195	41,300	38,836	0	Vehicles	21	18
TNC	0	0	0	0	Drivers	21	24
Taxi	0	0	0	0			
School Board (School Bus)	0	0	0	0			
Volunteers	0	0	0	0			
TOTAL TRIPS	44,336	44,675	44,012				
Passenger Trips By Trip Purpose					Financial and General Data		
Medical	8,907	8,314	6,316		Expenses	\$1,192,977	\$1,377,281
Employment	8,479	10,050	10,746		Revenues	\$1,101,730	\$1,368,749
Ed/Train/DayCare	15,563	13,074	11,796		Commendations	0	0
Nutritional	2,224	3,409	4,199		Complaints	0	0
Life-Sustaining/Other	9,163	9,828	10,955		Passenger No-Shows	722	680
TOTAL TRIPS	44,336	44,675	44,012		Unmet Trip Requests	2,830	0
Passenger Trips By Revenue Source					Performance Measures		
CTD	19,200	25,335	24,588		Accidents per 100,000 Miles	0	1.33
AHCA	0	0	0		Miles between Roadcalls	0	75,033
APD	13,915	12,163	11,255		Avg. Trips per Passenger	305.77	121.73
DOEA	539	2,237	1,739		Cost per Trip	\$26.91	\$30.83
DOE	0	0	0		Cost per Paratransit Trip	\$26.91	\$30.83
Other	10,682	4,940	6,430		Cost per Total Mile	\$2.94	\$3.67
TOTAL TRIPS	44,336	44,675	44,012		Cost per Paratransit Mile	\$2.94	\$3.67
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				

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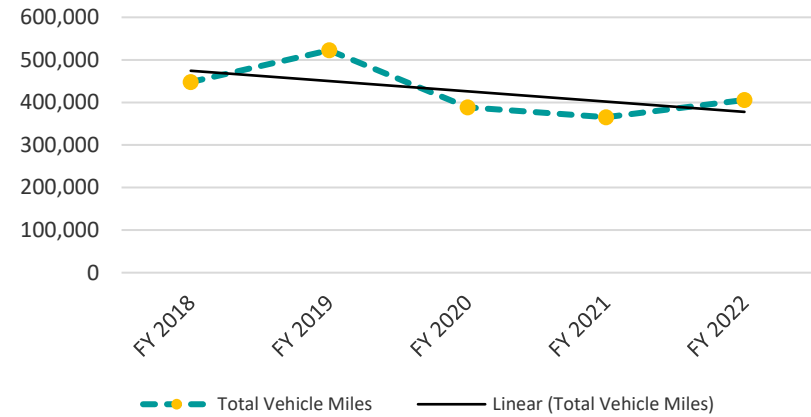
Page 7 of 7

APPENDIX F: TREND ANALYSIS GRAPHS

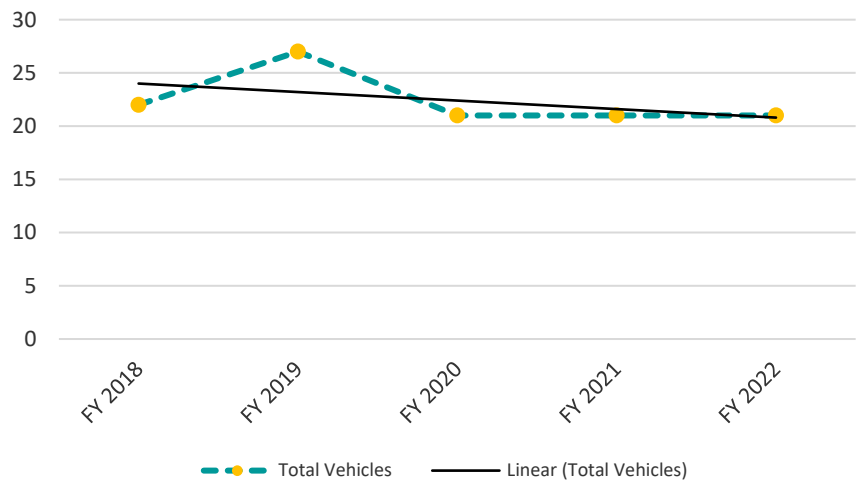
Total Passenger Trips



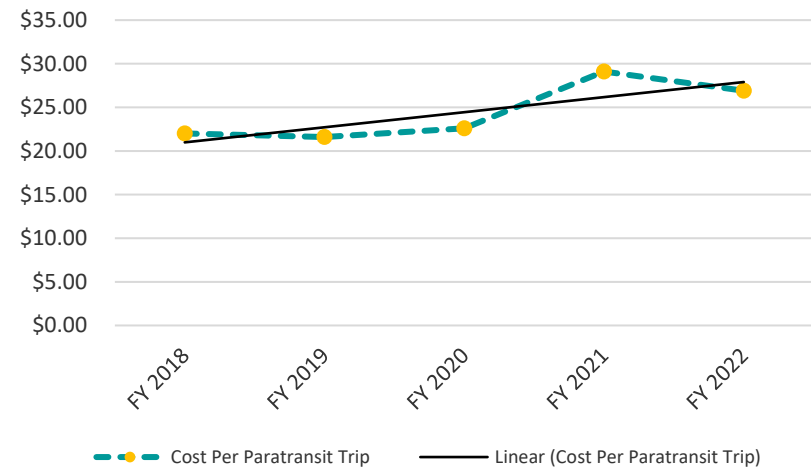
Total Vehicle Miles



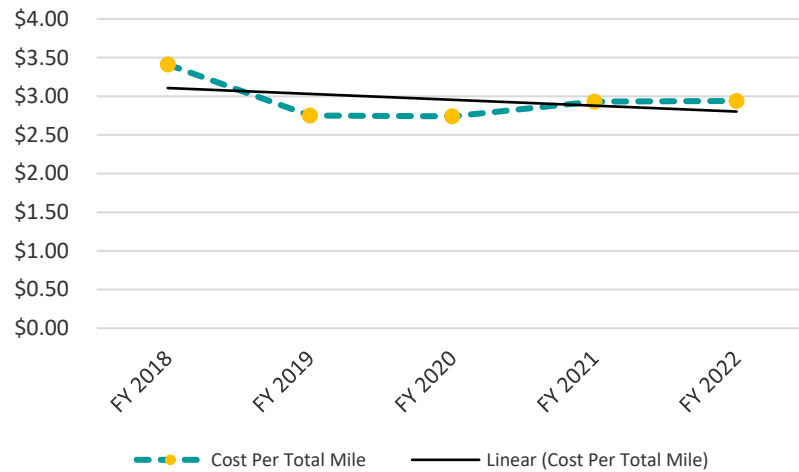
Total Vehicles



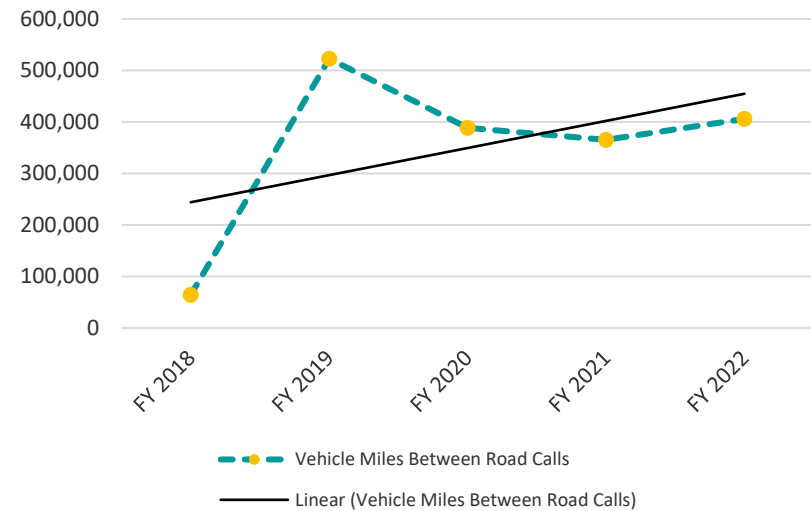
Cost Per Paratransit Trip



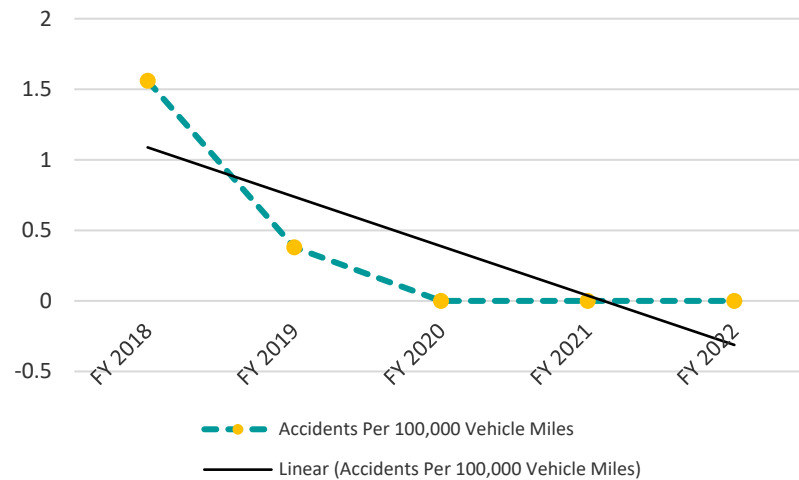
Cost Per Total Mile



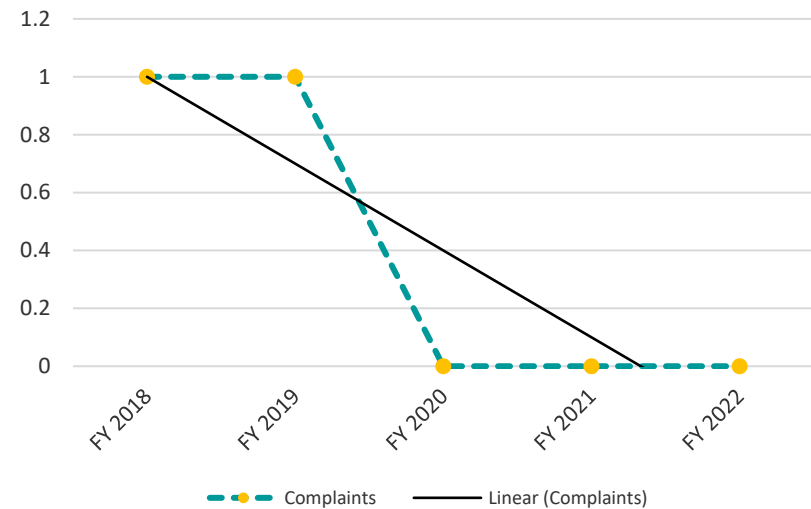
Vehicle Miles Between Road Calls



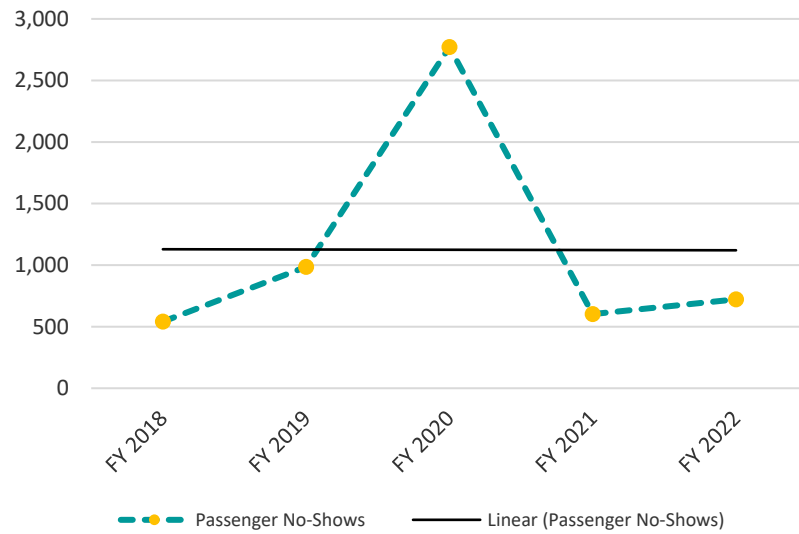
Accidents Per 100,000 Vehicle Miles



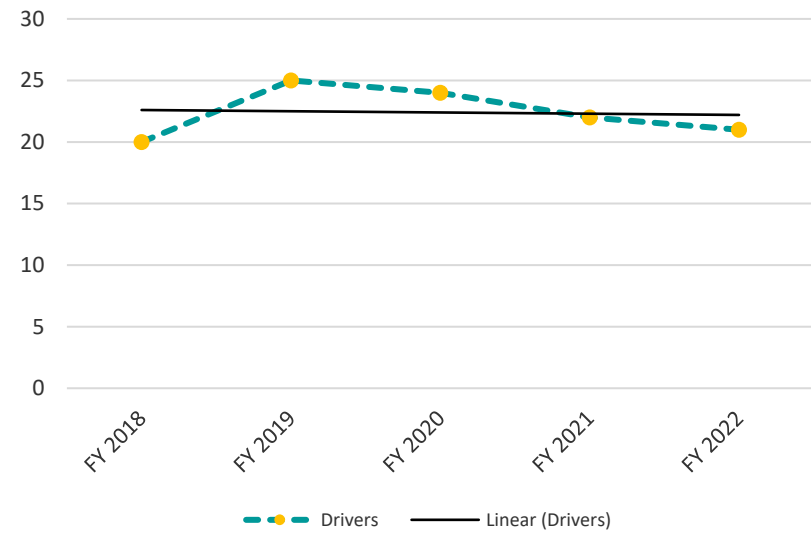
Complaints



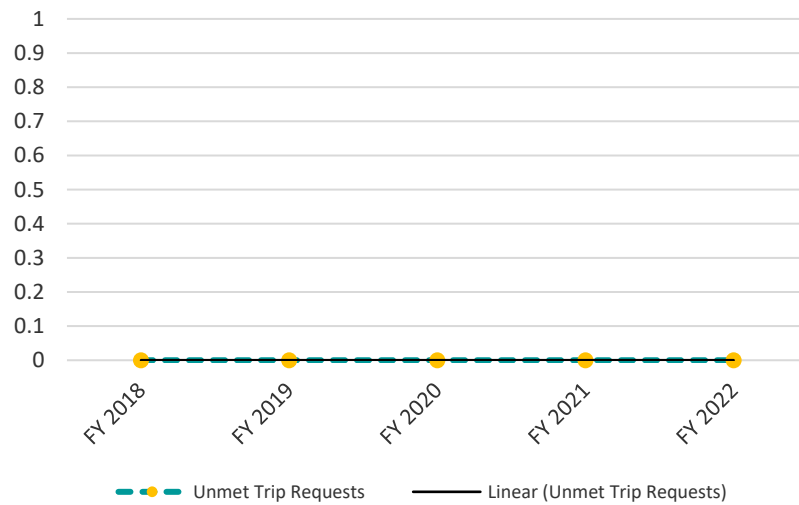
Passenger No-Shows



Drivers



Unmet Trip Requests



APPENDIX G: IMPLEMENTATION PLAN

Goal	Objective	Strategy	Responsible Agency	Date	FY25 Implementation
1. Provide an efficient, effective, and fully coordinated transportation system to meet the mobility needs of the transportation disadvantaged in Sumter County.	1.1. Provide the needed vehicle capacity to meet the demand for transportation disadvantaged services.	1.1.1. Annually develop and update transit capital acquisition/replacement plan, Transit Fleet Replacement Plan.	CTC	Annual	Applied for 5310 Grant funding
		1.1.2. Annually monitor demand versus available vehicle capacity as part of performance monitoring.	CTC	Annual	Reviewed as part of FY24 AOR
	1.2. Ensure the paratransit system continues to remain responsive to the needs of the transportation disadvantaged population and the community.	1.2.1. Maintain adequate, experienced, and trained staff needed to operate, maintain, and administer all coordinated system functions.	CTC	Ongoing	Ongoing
		1.2.2. Provide connectivity throughout the County with a focus on major attractors and other transportation options or modes.	CTC	Ongoing	Ongoing
		1.2.3. Annually review agency and TD trips to determine major system attractors and the availability of multi-modal options within those areas.	CTC/MPO	Annual	Reviewed as part of FY25 TDSP Annual Update
	1.3. Maximize coordination with public and private agencies and other transportation operators serving Sumter County and neighboring counties.	1.3.1. Pursue all available funding opportunities at the federal, state, and local levels, and from private sources. Annually track and report potential new funding sources as part of the TDSP update.	CTC/MPO	Annual	Applied for 5311 and 5310 grant funding for operations and purchase of five buses
		1.3.2. Maximize existing coordination contracts and execute new ones where feasible, needed and cost effective.	CTC	Ongoing	N/A; no Coordination Contractors

Goal	Objective	Strategy	Responsible Agency	Date	FY25 Implementation	
2. Provide the most cost-effective provision of transportation disadvantaged services.		1.3.3. Bring all social service organizations that provide transportation into the coordinated system through purchase of service contracts, coordination contracts and/or joint use agreements.	CTC	Ongoing	N/A; no Coordination Contractors at this time	
		1.3.4. Ensure cooperation between all social service transit providers, private sector providers, and the CTC.	CTC/MPO	Ongoing	Ongoing	
		1.3.5. Pursue coordination with transportation providers in other counties (e.g., Marion, Lake, and Hernando).	MPO	Ongoing	Ongoing	
	1.4. Identify and address actual or perceived barriers regarding coordination of transportation services in Sumter County.	1.4.1. Research and discuss potential barriers to coordination with social service transit providers and others.	CTC/Operator	Annual	Reviewed as part of FY25 TDSP Annual Update	
		2.1.1. Identify multi-loading opportunities such as group trips to major attractors.	CTC	Ongoing	Ongoing; multi-load for MFCS meal trips	
		2.1. Maximize the multi-loading of vehicle trips to reduce the cost per trip to maximize efficiency.	2.1.2. Track and monitor all trips quarterly using transportation scheduling software. Map and publish major origin and destination maps to encourage coordination with the other providers and/or transportation options.	CTC/MPO	Quarterly	Trip data reported quarterly at TDCB meetings
		2.2. Determine the most cost-effective types of public/private transportation services to meet the projected demand within specified service areas.	2.2.1. Conduct quarterly brainstorming sessions with the MPO, County and municipal staff to identify cost saving initiatives.	CTC/MPO	Quarterly	Quarterly at TDCB meetings
2.2.2. Encourage Section 5310 grant recipients to participate in the coordination of transportation disadvantaged services and maximize the use of their vehicles.			CTC	Annual	Ongoing	

Goal	Objective	Strategy	Responsible Agency	Date	FY25 Implementation
3. For all transportation services that are operated, ensure a high level of service is provided, maintained and improved as necessary.		2.2.3. Annually review trip rates to ensure program sustainability.	CTC	Annual	Rate model reviewed and approved by CTD on May 8, 2025; will be reviewed by TDCB at June 2, 2025 meeting.
		2.2.4. Ensure all paratransit clients are subject to recertification every three years.	CTC/Operator	Ongoing	Ongoing
	3.1. Maintain on-time performance of at least 96 percent.	3.1.1. Continue proactive hiring efforts to maintain a minimum number of drivers. Have relief drivers available.	CTC/Operator	Ongoing	Operator currently has adequate number of drivers to provide service. Driver position is posted on Indeed.
		3.1.2. Ensure that scheduling is done in a manner that allows the most efficient use of all vehicles.	CTC/Operator	Ongoing	Ongoing through Ecolane transit software system
	3.2. Ensure all performance criteria are maintained.	3.2.1. Continue to monitor and report performance indicators on a monthly basis. These include on-time performance, unduplicated passengers, cost per passenger trip and cost per vehicle mile. Include annual report in TDSP.	CTC/MPO	Ongoing	FY24 AOR included in FY25 TDSP Annual Update
		3.2.2. Continue to review complaints at quarterly TDCB meetings. Report findings to affected parties and take corrective action, as necessary.	CTC/MPO	Ongoing	Ongoing
	3.3. Maximize customer comfort.	3.3.1. Randomly select a preset number of riders annually to conduct a post-trip rider phone survey and/or online survey tool.	MPO	Ongoing	FY24 CTC Evaluation Surveys
		3.3.2. Utilize cameras to ensure accountability of staff to riders.	CTC	Ongoing	Ongoing
		3.3.3. Maintain the quality of vehicles by replacing older high mileage vehicles.	CTC	Annual	Applied for 5310 grant funding for

Goal	Objective	Strategy	Responsible Agency	Date	FY25 Implementation
					replacement vehicles
	3.4. Increase avenues for customers to access information on the coordinated transportation system.	3.4.1. Distribute schedules and system information in public places throughout the County for residents and visitors (e.g., shopping centers, chamber of commerce, clubs, and community associations, etc.)	CTC/Operator/MPO	Ongoing	Ongoing
		3.4.2. Develop an on-going public involvement process that aligns with the MPO's Public Participation Plan.	MPO	Annual	Ongoing through Quarterly TDCB meetings
		3.4.3. Pursue a variety of public outreach opportunities, which may include public meetings, presentations, distribution of printed materials, email listservs, press releases, public media coverage and MPO and CTC website.	CTC/Operator/MPO	Ongoing	Quarterly TDCB meetings, annual Public Hearing, meeting notices posted on MPO website, annual Public Hearing notice posted in buses, Mobility Week, The Villages Government Day, Sumter County Fair, etc.
		3.4.4. Encourage public outreach assistance from the TDCB and the CTD and request resources to expand public outreach efforts.	CTC/MPO	Ongoing	TDCB providing assistance in promoting the CTC Evaluation Survey and annual Public Hearing
		3.4.5. Ensure that all websites and other electronic media are compliant with Section 508 of the Rehabilitation Act as amended in 1998.	CTC/MPO	Annual	Ongoing
		3.4.6. Update the Passenger Guide annually to reflect changes in policies and procedures.	CTC/Operator	Annual	Ongoing

Goal	Objective	Strategy	Responsible Agency	Date	FY25 Implementation
		3.4.7. Conduct informational and travel training workshops and training to organizations that serve persons with disabilities.	CTC/Operator/MPO	Annual	Ongoing
		3.4.8. Distribute information to human service agencies in accessible formats.	CTC	Ongoing	Ongoing
		3.4.9. Promote new and existing services in Sumter County through participation in community events such as FDOT's annual Mobility Week campaign.	CTC/MPO/Operator	Ongoing	CTC had Mobility Week table set up at The Villages Sumter County Service Center and participated in The Villages Government Day, Sumter County Fair, and the Coping with Dementia Event (Operator only).
	3.5. Investigate and pursue all available funding opportunities at the federal, state, and local levels, and from private sources for programs or projects that serve the transportation disadvantaged.	3.5.1. Coordinate with the Lake~Sumter MPO in the utilization of its transit planning funds to support/improve transit planning in Sumter County.	CTC/MPO	Ongoing	Ongoing
		3.5.2. Work with local agencies to continue to ensure sufficient funding is available to provide agency trips.	CTC	Annual	Ongoing
		3.5.3. Educate the general public and local decision makers on the importance of public transportation and the need for local financial support.	CTC/MPO	Ongoing	Ongoing
4. Encourage land use patterns that support and promote transit patronage through the clustering of mixed uses and other transit-oriented designs in medium and large scale planned developments.	4.1. Improve local knowledge of the benefits of transit supportive areas and land uses.	4.1.1. Promote model land use regulations that encourage transit patronage through transit supportive areas and Transit Oriented Development (TOD).	CTC/MPO	Ongoing	Ongoing, as needed
		4.1.2. Coordinate with both state and local governments to ensure transit supportive facility and infrastructure design (e.g., staging areas) and amenities particularly at health care facilities.	CTC/MPO	Ongoing	Ongoing, as needed

Goal	Objective	Strategy	Responsible Agency	Date	FY25 Implementation
		4.1.3. Modify services to address the mobility needs of affordable/workforce housing development as appropriate.	CTC	Ongoing	Ongoing, as needed
		4.2. Provide opportunities for ADA and TD passengers to safely access multi-modal corridors.	4.2.1. Maximize effective mitigation of individuals to public transportation through the use of functional assessments, travel training and other efforts to make routes accessible to more people.	CTC	Ongoing
		4.2.2. Continue to utilize a 100% accessible fleet.	CTC	Ongoing	Ongoing
5. Ensure the safety of the passengers, drivers, the general public and property in the delivery of all transportation services.	5.1. Promote and educate the general public about the importance of transit safety.	5.1.1. Establish a culture of safety with Bus Operators that permeates throughout the organization.	CTC/Operator	Ongoing	Ongoing
		5.1.2. Maintain a transit crash and incident database to effectively evaluate all events in order to establish corrective actions.	CTC/MPO/Operator	Ongoing	Ongoing
		5.1.3. Regularly inspect operator and coordination contract vehicles, monitor drivers, and adhere to the drug and alcohol program.	CTC/Operator	Annual	Operator monitored on quarterly basis; SSPP certified October 2024; Drug and Alcohol Compliance Review in January 2025
		5.1.4. Monitor and track safety related comments and complaints and seek ways to minimize.	CTC/Operator	Ongoing	Ongoing
		5.1.5. Maintain and analyze crash records to determine future actions deemed necessary to improve the overall safety record.	CTC/Operator/MPO	Ongoing	Ongoing
		5.1.6. Ensure that services are provided in a safe and secure manner in accordance with CTD and FDOT standards and recommendations.	CTC/Operator	Ongoing	Ongoing

Goal	Objective	Strategy	Responsible Agency	Date	FY25 Implementation
		5.1.7. Maintain American Public Works Association (APWA) accreditation, as Sumter County Transit is housed within the Public Works Department.	CTC	Ongoing	Ongoing
		5.1.8. Maintain required safety and security training/certificates.	CTC/Operator	Ongoing	Ongoing

APPENDIX H: PARATRANSIT VEHICLE INVENTORY

No. of Veh.	Asset #	Department	Year	Make Model	Type	VIN	Current Miles
1	05772	Transit	2015	Ford Econoline E450	Cutaway	1FDFE4FS9FDA17369	191,204
2	06091	Transit	2016	Ford GLAV E350	Cutaway	1FDEE3FS6GDC13180	182,286
3	06092	Transit	2016	Ford GLAV E350	Cutaway	1FDEE3FSXGDC13179	144,387
4	06093	Transit	2016	Ford GLAV E350	Cutaway	1FDEE3FS8GDC13178	144,673
5	06094	Transit	2016	Ford GLAV E350	Cutaway	1FDEE3FS6GDC13177	209,630
6	07071	Transit	2017	Ford Goshen E450	Cutaway	1FDFD4FS1HDC67305	124,154
7	07072	Transit	2017	Ford Goshen E450	Cutaway	1FEFE4FS3HDC67306	133,668
8	07073	Transit	2017	Ford TRANSIT-350HD	Van	1FDVU4XGXHKA67575	134,264
9	07074	Transit	2017	Ford TRANSIT-350HD	Van	1FDVU4XG1HKA67576	127,723
10	07075	Transit	2017	Ford TRANSIT-350HD	Van	1FDVU4XGXHKA67577	127,909
11	07379	Transit	2019	Ford Champion E450	Cutaway	1FDFE4FS8KDC07285	91,876
12	07380	Transit	2019	Ford Champion E450	Cutaway	1FDFE4FSXKDC07286	85,875
13	07381	Transit	2019	Ford Champion E450	Cutaway	1FDFE4FS1KDC07287	91,568
14	07498	Transit	2019	Ford Champion E450	Cutaway	1FDFE4FS1KDC53282	72,986
15	07500	Transit	2019	Ford Champion E450	Cutaway	1FDRE4FS8KDC52646	84,207
16	07564	Transit	2019	Ford Champion E450	Cutaway	1FDFE4FS5KDC56024	90,189
17	07834	Transit	2021	Ford Champion E450	Cutaway	1FDFE4FN5MDC29869	58,409
18	07835	Transit	2021	Ford Champion E450	Cutaway	1FDFE4FN3MDC29868	35,324
19	07836	Transit	2021	Ford Champion E450	Cutaway	1FDFE4FN9MD30720	51,094
20	07837	Transit	2021	Ford Champion E450	Cutaway	1FDFE4FN1MDC29867	51,497

Source: Sumter County Public Works

APPENDIX I: SYSTEM SAFETY PROGRAM PLAN ANNUAL CERTIFICATION

11. SSPP Table of Documents

Document Title	Location	Contact
Employee Handbook	Location General Manager/Human Resources	Human Resources Manager
Operations Policies and Procedures Handbook	Location General Manager/Human Resources	Director, Safety Administration
Collective Bargaining Agreement	Location General Manager/Human Resources	Chief Operating Officer/Union Representative
Code of Federal Regulations (CFR)	Federal Government	OSHA
Crime Prevention through Environmental Design (CPTED)	http://www.ncpc.org	National Crime Prevention Council (NCPC)
Vehicle Maintenance Plan	Maintenance Department	Maintenance/Facilities Manager
Drug Free Workplace Policy	Location General Manager/Human Resources	Director, Safety Administration

This plan is approved by MTM Transit's President and CEO and is effective on October 1, 2023.

Name: Alaina Maciá

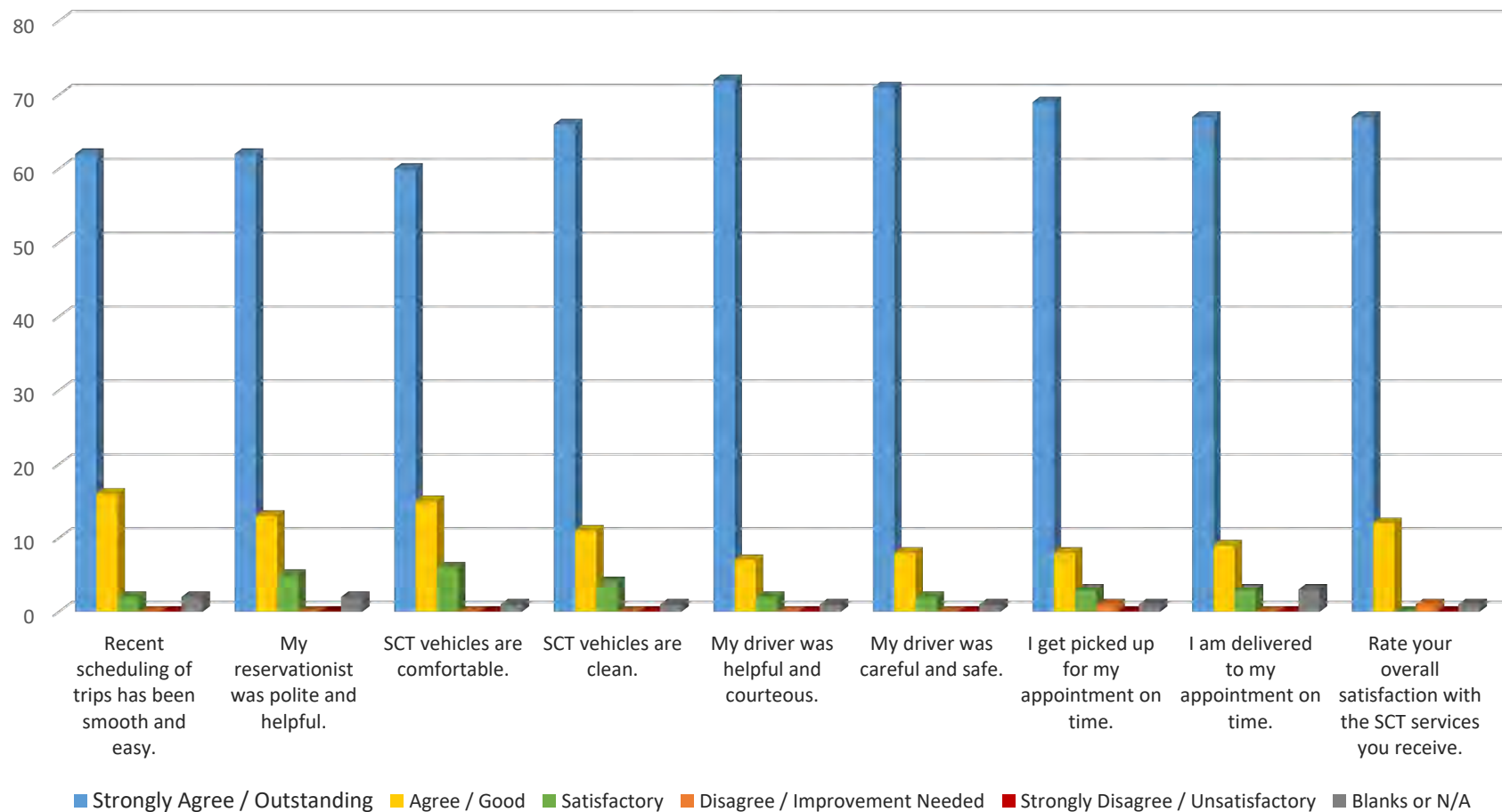
Title: President and CEO

Signature: *Alaina Maciá*

Date: 10/1/2024

APPENDIX J: SUMTER COUNTY TRANSIT RIDER SURVEY RESULTS

Figure 2: Survey Ratings by Type



Source: July 2023 - March 2025 Sumter County Transit Rider Surveys

APPENDIX K: SUMTER COUNTY TDCB GRIEVANCE PROCEDURES

GRIEVANCE PROCEDURES OF THE SUMTER COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD

ARTICLE I: PREAMBLE

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

ARTICLE II: GRIEVANCE SUBCOMMITTEE NAME, PURPOSE, AND MEMBERSHIP

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

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

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

ARTICLE III: DEFINITIONS

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

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

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- of the Florida Administrative Code and accompanying documents, Sunshine Law and/or ADA violations).
 - c. Contract disputes (Agencies/Operators).
 - d. Bidding disputes.
 - e. Agency compliance.
 - f. Conflicts of interest.
 - g. Supplanting of funds.
 - h. Billing and/or accounting procedure violation.
 - i. Denials of applications for paratransit services.
3. *Service Complaints:* Service complaints are routine incidents that occur on a daily basis that are reported to the CTC, Operator, drivers or dispatchers, or to other individuals involved with the daily operations, and are resolved within the course of a reasonable time period suitable to the complainant. Service standards are established by the CTC and the TDCB. Service complaints may include, but are not limited to:
- a. Late trips (late pickup, late drop off, and/or late returns).
 - b. No-show by Transportation Operator.
 - c. No-show by client.
 - d. Client Behavior.
 - e. Driver Behavior.
 - f. Passenger discomfort.
 - g. Refusal of service to client for any reason.

ARTICLE IV: GRIEVANCE AND COMPLAINT PROCEDURES

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

ARTICLE V: SCHEDULED MEETINGS

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

ARTICLE VI: RECORDS RETENTION

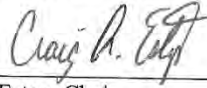
Records retention shall be in accordance with the retention schedules prescribed by the Secretary of State of the State of Florida.

ARTICLE VII: AMENDMENTS

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

ARTICLE VIII: CERTIFICATION

The undersigned hereby certifies that he/she is the Chair of the TDCB and that the foregoing is a full, true and correct copy of the Grievance procedures of this TDCB as adopted by the TDCB on the 10th day of June 2024.



Craig Estep, Chair
Sumter County
Transportation Disadvantaged Coordinating Board

*Sumter County TDCB Grievance Procedures
Approved June 10, 2024*

Page 4 of 5

SUMTER COUNTY TRANSIT GRIEVANCE FORM

Name: _____ Today's Date: _____

Physical Address: _____

Mailing Address (if different): _____

Home Telephone: _____ Other Telephone: _____

Email Address: _____

Date of Grievance: _____ Approximate Time: _____

Are you filing this grievance on your own behalf? _____

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

Grievance Statement: _____

Signature: _____ Date: _____

Below to be Filled out by Sumter County Transit:

Report Received By: _____ Date: _____

Action/Results: _____

*Sumter County TDCB Grievance Procedures
June 10, 2024*

Page 5 of 5

APPENDIX L: FY 2025-2026 RATE MODEL

Worksheet for Program-wide Rates

CTC: Sumter County Tra Version 1.4
County: Sumter County

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

Do NOT include trips or miles related to Coordination Contractors!

Do NOT include School Board trips or miles **UNLESS**.....

INCLUDE all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!

Do NOT include trips or miles for services provided to the general public/private pay **UNLESS**..

Do NOT include escort activity as passenger trips or passenger miles unless charged the full rate for service!

Do NOT include fixed route bus program trips or passenger miles!

PROGRAM-WIDE RATES	
Total <u>Projected</u> Passenger Miles =	200,000
Rate Per Passenger Mile = \$ 5.27	
Total <u>Projected</u> Passenger Trips =	20,000
Rate Per Passenger Trip = \$ 52.74	

Rates If No Revenue Funds Were Identified As Subsidy Funds	
Rate Per Passenger Mile = \$ 8.05	
Rate Per Passenger Trip = \$ 80.49	

Fiscal Year
2024 - 2025

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

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

Vehicle Miles

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

Vehicle Revenue Miles (VRM)

The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles exclude:

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

Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

Worksheet for Multiple Service Rates

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

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

SECTION I: Services Provided

1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?.....

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes	<input checked="" type="radio"/> Yes	<input checked="" type="radio"/> Yes	<input type="radio"/> Yes
<input type="radio"/> No	<input type="radio"/> No	<input type="radio"/> No	<input checked="" type="radio"/> No
Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	Go to Section II for Stretcher Service	STOP! Do NOT Complete Sections II - V for Group Service

SECTION II: Contracted Services

1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?....

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes	<input checked="" type="radio"/> Yes	<input checked="" type="radio"/> Yes	<input type="radio"/> Yes
<input type="radio"/> No	<input type="radio"/> No	<input type="radio"/> No	<input checked="" type="radio"/> No
Answer # 2 for Ambulatory Service	Answer # 2 for Wheelchair Service	Answer # 2 for Stretcher Service	Do NOT Complete Section II for Group Service

2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?.....

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
<input checked="" type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No

3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service?
How many of the total projected Passenger Miles relate to the contracted service?
How many of the total projected passenger trips relate to the contracted service?

Ambulatory	Wheelchair	Stretcher	Group
Leave Blank	Leave Blank	Leave Blank	Do NOT Complete Section II for Group Service

Effective Rate for Contracted Services:
per Passenger Mile =
per Passenger Trip =

Ambulatory	Wheelchair	Stretcher	Group
Go to Section III for Ambulatory Service	Go to Section III for Wheelchair Service	Go to Section III for Stretcher Service	Do NOT Complete Section II for Group Service

4. If you answered #3 & want a Combined Rate per Trip PLUS a per Mile add-on for 1 or more services, INPUT the Desired per Trip Rate (but must be less than per trip rate in #3 above) =
Rate per Passenger Mile for Balance =

Combination Trip and Mile Rate			
Leave Blank and Go to Section III for Ambulatory Service	Leave Blank and Go to Section III for Wheelchair Service	Leave Blank and Go to Section III for Stretcher Service	Do NOT Complete Section II for Group Service

Worksheet for Multiple Service Rates

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

CTC: Sumter County * Version 1.4
County: Sumter County

SECTION III: Escort Service

1. Do you want to charge all escorts a fee? ☐ Yes ☒ No
Ship #2 - 4 and Section IV and Go to Section V
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR per passenger mile? ☒ Pass Trip ☐ Pass Mile **Leave Blank**
3. If you answered Yes to #1 and completed #2, for how many of the projected Passenger Trips / Passenger Miles will a passenger be accompanied by an escort? **Leave Blank**
4. How much will you charge each escort? **Leave Blank**

SECTION IV: Group Service Loading

1. If the message "You Must Complete This Section" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank) **Do NOT Complete Section IV**
..... And what is the projected total number of Group Vehicle Revenue Miles? **Loading Rate 0.00 to 1.00**

SECTION V: Rate Calculations for Multiple Services:

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

RATES FOR FY: 2024 - 2025					
	Ambul	Wheel Chair	Stretcher	Group	
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	200,000	176,000	24,000	Leave Blank	0
Rate per Passenger Mile =	\$4.86	\$8.33	\$0.00	\$0.00	\$0.00
				per passenger	per group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	20,000	17,600	2,400	Leave Blank	
Rate per Passenger Trip =	\$48.58	\$83.27	\$0.00	\$0.00	\$0.00
				per passenger	per group
2. If you answered #1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,...	Combination Trip and Mile Rate				
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =				Leave Blank	\$0.00
Rate per Passenger Mile for Balance =	\$4.86	\$8.33	\$0.00	\$0.00	\$0.00
				per passenger	per group

Worksheet for Multiple Service Rates

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

CTC: Sumter County * Version 1.4
County: Sumter County

Rates if No Revenue Funds Were Identified As Subsidy Funds					
	Ambul	Wheel Chair	Stretcher	Group	
Rate per Passenger Mile =	\$7.41	\$12.71	\$0.00	\$0.00	\$0.00
				per passenger	per group
Rate per Passenger Trip =	\$74.14	\$127.09	\$0.00	\$0.00	\$0.00
				per passenger	per group
Program: These Rates into Your Medicaid Encounter Data					

Sumter County Transportation Disadvantaged Service Plan (TDSP) 2025 Revision Log

#	Page #	Section	Update
1	1	0. Cover	Added "Update Proposed June 2, 2025"
2	2-5	0. Table of Contents	Updated Table of Contents
3	6	0. TDSP Revision History	Added new line for 2025 update
4	7	1. Local Coordinating Board Membership Certification	Updated membership
5	8	2. Roll Call Voting Sheet	Updated membership
6	15-16	3.1.5. Public Participation	Updated summary of public participation for past year
7	34	3.2.2.7 Major Trip Generators and Attractors	Updated based on FY 2024 AOR
8	43	3.3.4.2 Gaps in Transportation Services and Capital Needs	Added language about applying for grant funding to purchase new buses
9	48	4.1.3 Transportation Operators and Coordination Contractors	Updated contact information for MTM Transit, Inc.
10	49	4.1.4 Public Transit Utilization	Removed FY 2019 ridership, added FY 2024 ridership, and updated narrative
11	51	4.1.11 Educational Efforts and Public Outreach	Updated graph and narrative about SCT rider surveys to include data from 2024 and 2025
12	60	4.1.14.2 Grievance Procedures	Added language about Grievance Procedures and added current procedures to the Appendix.
13	61	4.2.1 Rate/Fare Structure	Adjusted rates based on FY2025-2026 Rate Model
14	62	4.2.4 Eligibility Criteria	Updated Table 4-2 with 2025 Health and Human Services Poverty Guidelines (200%)

#	Page #	Section	Update
15	64-65	5.2 Summary of CTC Evaluation Results	Updated based on FY2024-2025 CTC Evaluation
16	74	Appendix D: Private Provider Inventory	Updated list
17	75	Appendix E: Annual Operating Report (FY 2024)	Replaced FY 22-23 AOR with FY 23-24 AOR
18	79-85	Appendix G. Implementation Plan	Updated based on FY25 Implementation
19	87	Appendix I: System Safety Program Plan Annual Certification	Added current SSPP approval page to Appendix
20	88	Appendix J: Sumter County Transit Rider Survey Results	Updated graph to include 2024 and 2025 data
21	89-93	Appendix K: Sumter County TDCB Grievance Procedures	Added Sumter County TDCB Grievance Procedures to Appendix
22	94-96	Appendix L: FY 2025-2026 Rate Model	Replaced FY 24-25 Rate Model Worksheets with FY 25-26 Rate Model Worksheets

Sumter County Transit Report

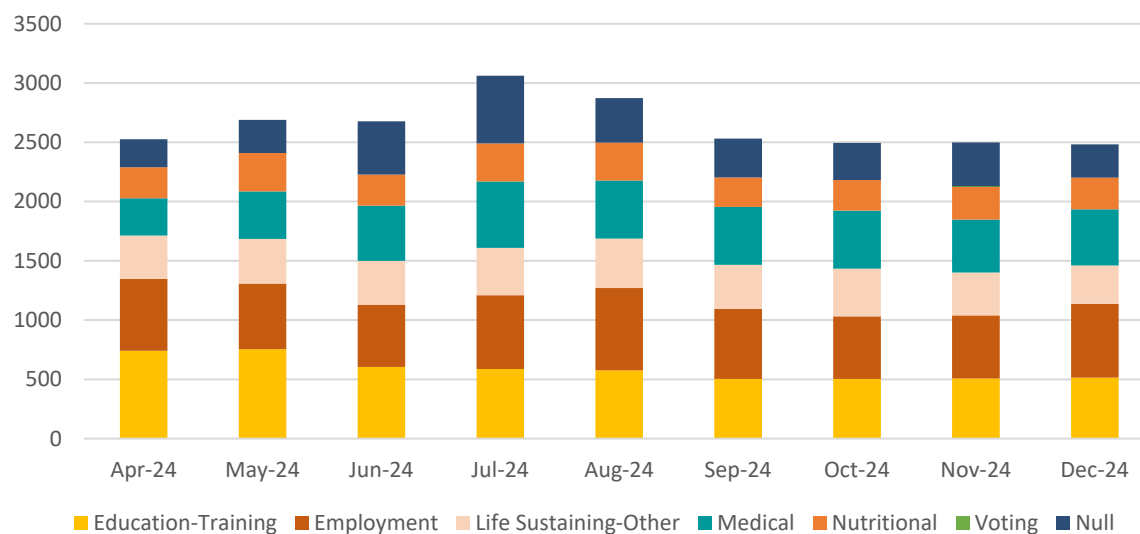
June 2, 2025

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

Table 1: Trips by Trip Purpose

	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Total for purpose
Education-Training	741	755	605	587	577	504	503	507	514	572	561	645	7,071
Employment	606	553	525	622	693	591	528	532	622	666	634	675	7,247
Life Sustaining-Other	366	376	370	400	417	371	402	362	325	336	335	352	4,412
Medical	315	401	466	560	490	488	491	447	474	510	447	564	5,653
Nutritional	262	324	261	322	320	249	257	279	266	269	285	263	3,357
Voting	0	0	0	0	0	0	0	2	0	0	0	0	2
Null	236	280	450	570	376	328	314	370	281	244	282	260	3,991
Total for period	2,526	2,689	2,677	3,061	2,873	2,531	2,495	2,499	2,482	2,597	2,544	2,759	31,733

Figure 1: Trips by Trip Purpose

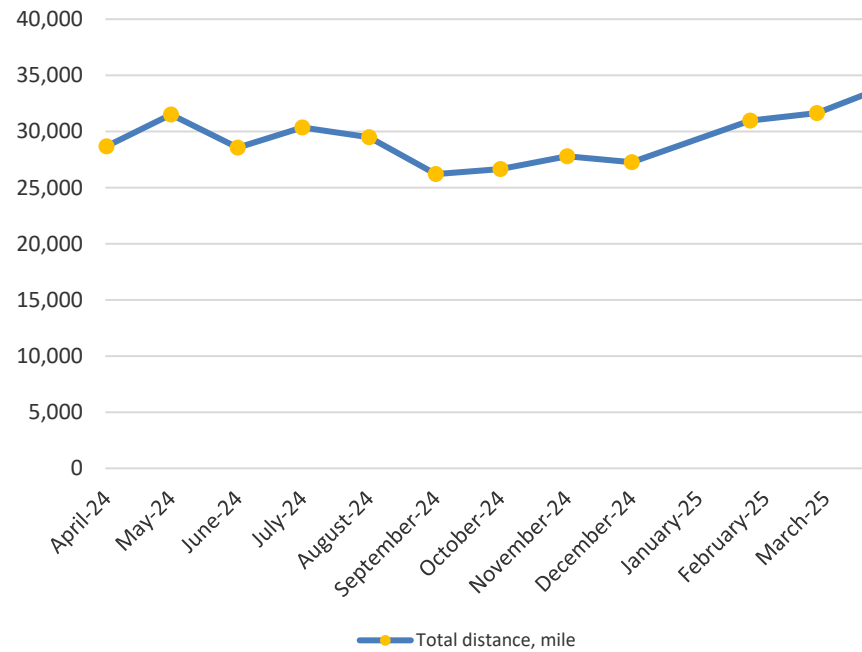


Sources: TDCB Trips By Purpose Oct 1 2024 to 2 20 2025.pdf; TDCB Trips By Purpose Oct 1 2024 to May 13 2025.pdf

Table 2: Total Passenger Miles

	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Total
Total distance, mile	28,670	31,504	28,556	30,351	29,494	26,205	26,659	27,785	27,266	30,965	31,642	33,715	352,813

Figure 2: Total Passenger Miles

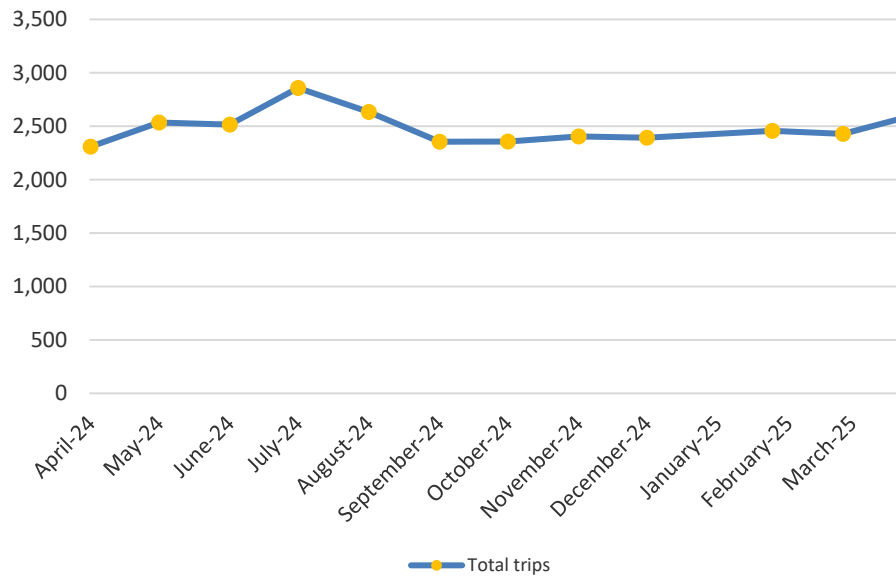


Sources: TDCB Total Passenger Miles October 1 2024 to Feb 20 2025.pdf; TDCB Trips By Purpose Oct 1 2024 to May 13 2025

Table 3: Total Passenger Trips

	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Total
Total trips	2,309	2,535	2,515	2,858	2,634	2,355	2,357	2,404	2,392	2,457	2,428	2,585	29,829

Figure 3: Total Passenger Trips

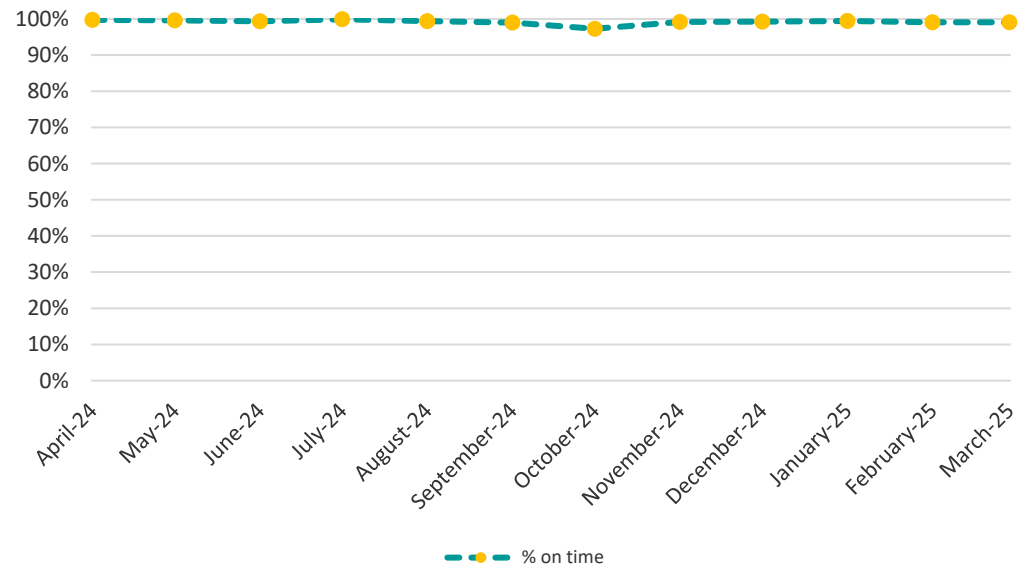


Sources: TDCB Total Passenger Trips October 1 2024 to Feb 20 2025.pdf; TDCB Total Passenger Trips Oct 1 2024 to May 13 2025

Table 4: On-Time Performance

	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Average
% On Time	99.75%	99.61%	99.37%	99.91%	99.39%	99.00%	97.29%	99.17%	99.24%	99.45%	99.09%	99.09%	99.20%

Figure 4: On-Time Performance

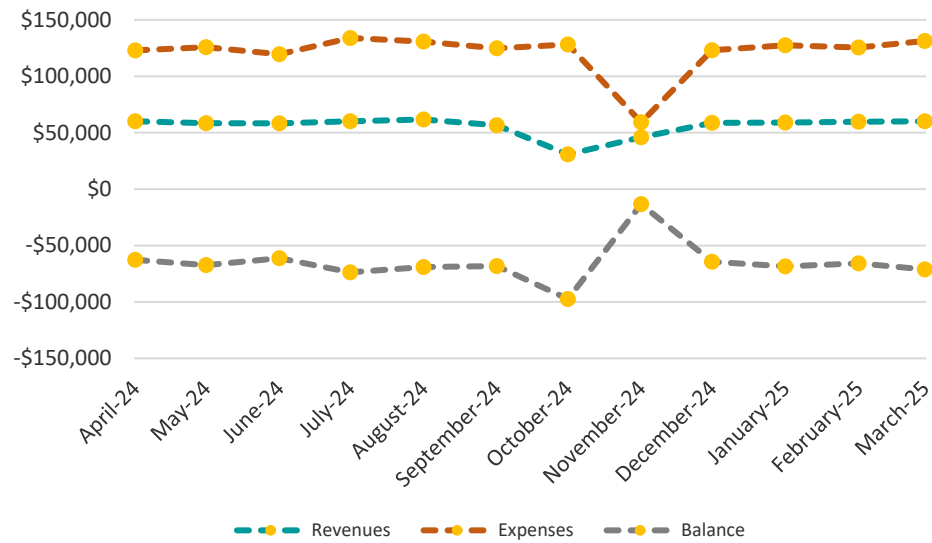


Sources: Transit OTP Fiscal Oct 1 2024 to Feb 20 2025.pdf; Transit OTP Fiscal Oct 1 2024 to May 13 2025.pdf

Table 5: Sumter County Transit Fund

	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25
Revenues	\$60,174	\$58,379	\$58,293	\$60,110	\$61,680	\$56,604	\$30,784	\$45,873	\$58,656	\$58,990	\$59,638	\$60,121
Expenses	\$122,867	\$125,741	\$119,527	\$133,906	\$130,795	\$124,754	\$128,154	\$59,232	\$123,058	\$127,482	\$125,463	\$131,245
Balance	-\$62,693	-\$67,362	-\$61,234	-\$73,796	-\$69,115	-\$68,150	-\$97,370	-\$13,360	-\$64,402	-\$68,492	-\$65,824	-\$71,124

Figure 5: Sumter County Transit Fund

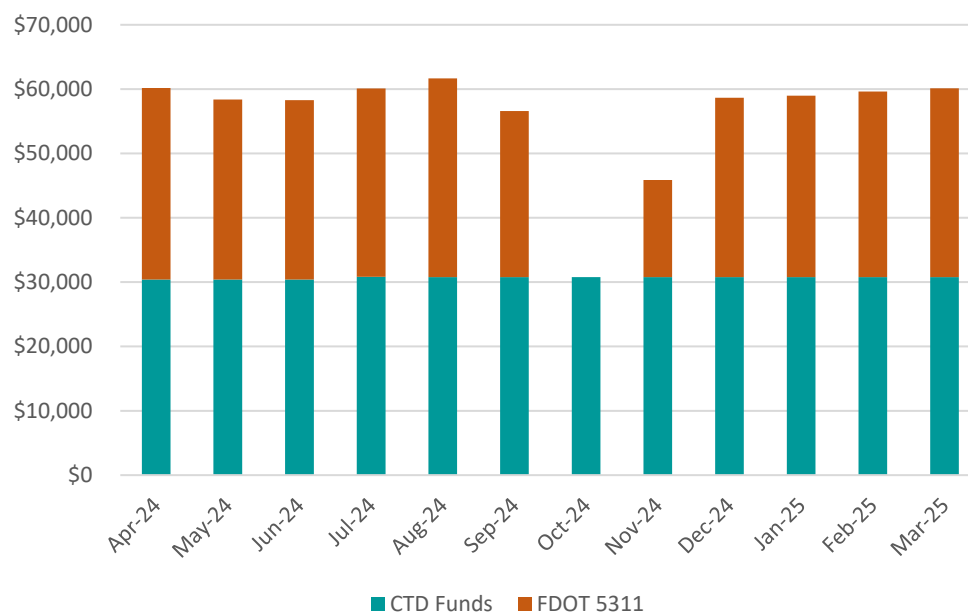


Source: TDCB Chart Data FY 2023 2024 to Date Sumter County MPO.xlsx; TDCB Chart Data FY 2023 2024 to Date Sumter County MPO.xlsx

Table 6: Sumter County Transit Revenue

	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25
CTD Funds	\$30,415	\$30,415	\$30,415	\$30,819	\$30,784	\$30,784	\$30,784	\$30,784	\$30,784	\$30,784	\$30,784	\$30,784
FDOT 5311	\$29,759	\$27,964	\$27,878	\$29,291	\$30,896	\$25,820	\$0	\$15,089	\$27,872	\$28,206	\$28,854	\$29,337
Total by Month	\$60,174	\$58,379	\$58,293	\$60,110	\$61,680	\$56,604	\$30,784	\$45,873	\$58,656	\$58,990	\$59,638	\$60,121

Figure 6: Sumter County Transit Revenue

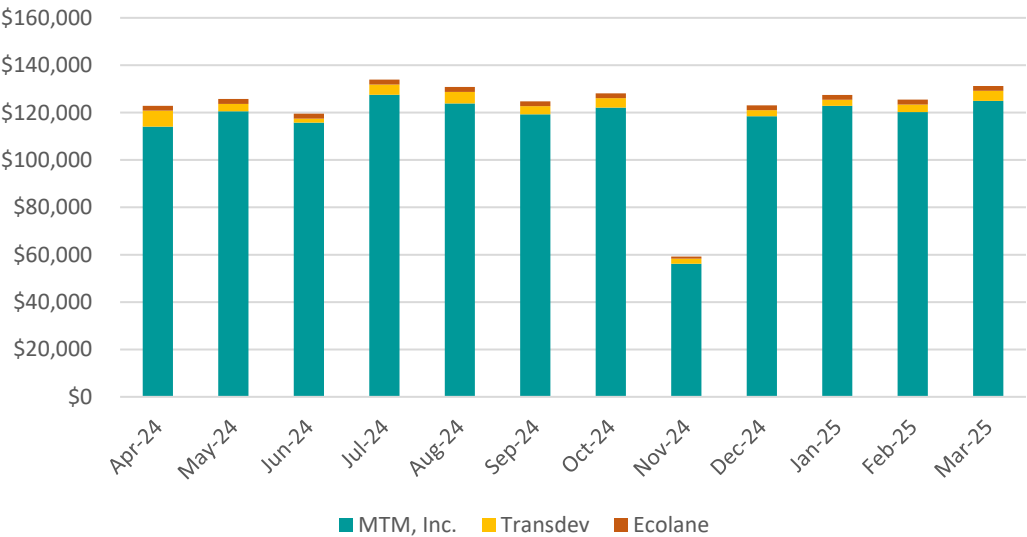


Source: TDCB Chart Data FY 2023 2024 to Date Sumter County MPO.xlsx; TDCB Chart Data FY 2023 2024 to Date Sumter County MPO.xlsx

Table 7: Sumter County Transit Expenses

	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25
MTM, Inc.	\$114,101	\$120,538	\$115,760	\$127,490	\$123,866	\$119,276	\$122,103	\$56,177	\$118,494	\$122,848	\$120,249	\$124,958
Transdev	\$6,720	\$3,158	\$1,721	\$4,371	\$4,883	\$3,433	\$4,005	\$2,169	\$2,519	\$2,588	\$3,169	\$4,242
Ecolane	\$2,045	\$2,045	\$2,045	\$2,045	\$2,045	\$2,045	\$2,045	\$886	\$2,045	\$2,045	\$2,045	\$2,045
Total by Month	\$122,867	\$125,741	\$119,527	\$133,906	\$130,795	\$124,754	\$128,154	\$59,232	\$123,058	\$127,482	\$125,463	\$131,245

Figure 7: Sumter County Transit Expenses



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

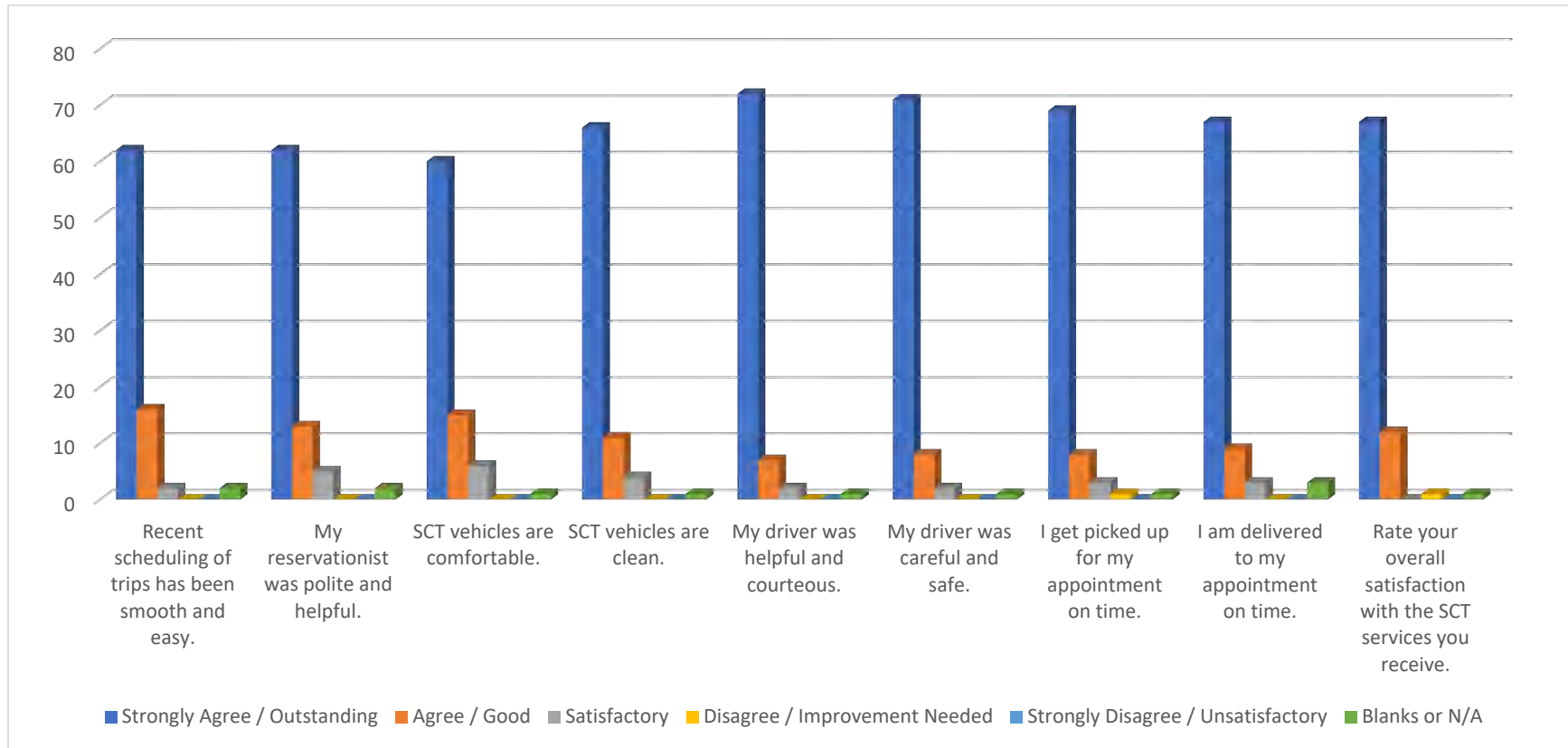
LEGEND NOTES	
MTM, Inc.	Medical Transportation Management - Transit Contractor
Transdev	Fleet Maintenance Contractor
Ecolane	Transit Software System used by MTM, Inc.

Table 8: Sumter County Transit Survey Results (July 2023 – March 2025)

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	62	62	60	66	72	71	69	67	67	596	81%
Agree / Good	16	13	15	11	7	8	8	9	12	99	13%
Satisfactory	2	5	6	4	2	2	3	3	0	27	4%
Disagree / Improvement Needed	0	0	0	0	0	0	1	0	1	2	0%
Strongly Disagree / Unsatisfactory	0	0	0	0	0	0	0	0	0	0	0%
Blanks or N/A	2	2	1	1	1	1	1	3	1	13	2%
Totals	82	82	82	82	82	82	82	82	81	737	100%

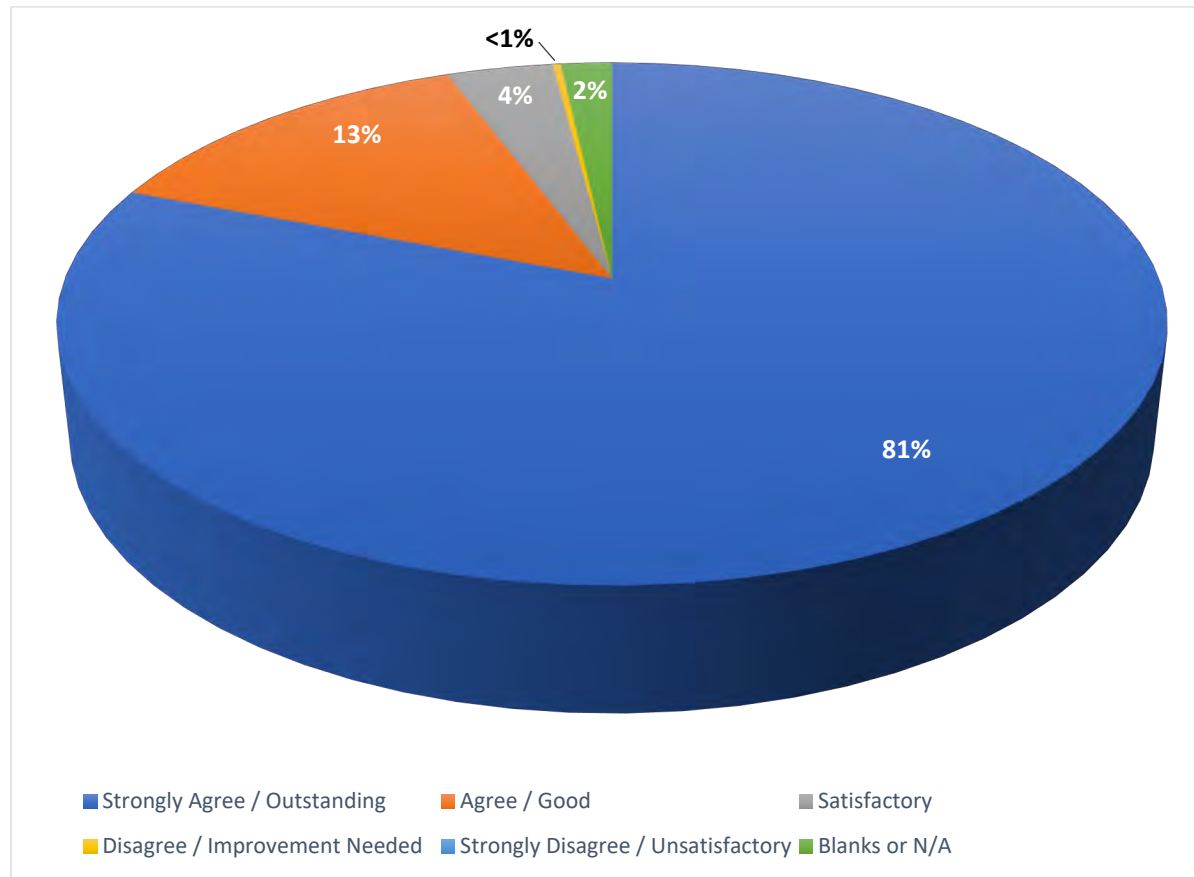
Source: Transit Rider Surveys updated 04.23.25

Figure 8: Survey Ratings by Type (July 2023 – March 2025)



Source: Transit Rider Surveys updated 04.23.25

Figure 9: Survey Rating Totals by Type (July 2023 – March 2025)



Source: Transit Rider Surveys updated 04.23.25



SERVICE AREA/COUNTIES:

SUMTER COUNTY

INVOICE NUMBER:

G3042 Q3

INVOICE DATE: *April 29, 2025*

QUARTER SERVICE DATES:

January 1 - March 31, 2025

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 the 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 of 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 Subcommittee.
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 2024 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 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 attends at least one 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.	ongoing

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.

Don Lemay
Representative
Date: 4/29/25

Revised: 06/30/2021