

# Sumter County Transportation Disadvantaged Service Plan

FY 2013/14 – 2017/18

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PREPARED BY THE SUMTER COUNTY BOARD OF COUNTY COMMISSIONERS  
& LAKE~SUMTER METROPOLITAN PLANNING ORGANIZATION  
WITH THE ASSISTANCE OF THE SUMTER COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD



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## SECTION 1: DEVELOPMENT PLAN

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### INTRODUCTION

The following report, entitled, "Sumter County Transportation Disadvantaged Service Plan (TDSP) is a major update and fulfills the requirements of the Florida Commission for the Transportation Disadvantaged (CTD) as it relates to the TDSP, which requires each Community Transportation Coordinator (CTC) submit a TDSP, or an annually updated tactical plan that includes the following components for the local transportation disadvantaged (TD) program:

- (1) *Development Plan;*
- (2) *Service Plan including Cost/Revenue Allocation and Rate Structure Justification; and*
- (3) *Quality Assurance*

The annual update of the Sumter County TDSP is a coordinated effort between the Lake~Sumter Metropolitan Planning Organization (MPO) and the Sumter County CTC with the guidance and approval of the Sumter County Transportation Disadvantaged Coordinating Board (TDCB).

The TDSP also serves as the Locally Coordinated Human Services Transportation Plan (LCHSTP) for the Sumter County area, as required by the Federal Transit Administration (FTA) for funding under its Job Access and Reverse Commute (JARC), New Freedom (NF) and Elderly Individuals and Individuals with Disabilities Programs. The TDSP fulfills the FCTD requirements for the TDSP submittal and FTA requirements for an LCHSTP.

### 1. BACKGROUND OF THE TRANSPORTATION DISADVANTAGED PROGRAM

#### Transportation Disadvantaged

The purpose of this section is to provide information about the organization and development of Florida's Transportation Disadvantaged Program.

The Florida Coordinated Transportation System (FCTS) was created in 1979 with the enactment of Chapter 427; F.S. Chapter 427 defines transportation disadvantaged as:

*"...those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon 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 Section 411.202, Florida Statutes."*

The statewide TD program was developed in order to better coordinate existing TD services sponsored by social and human service agencies. The purpose of coordination is to provide transportation services in a manner that is cost-effective, efficient and reduces fragmentation and duplication of services.

In 1979, Chapter 427, *Florida Statutes*, created the Coordinating Council for the Transportation Disadvantaged within the Department of Transportation to foster the coordination of transportation services.

In 1989, the Florida Legislature reviewed and amended Chapter 427, *Florida Statutes*. As a result of the amendment an independent Commission was created along with a first-time dedicated trust fund. Through Chapter 427, *Florida Statutes*, and Rule 41-2, *Florida Administrative Code*, the Commission for the Transportation Disadvantaged (CTD) is responsible for accomplishing the coordination of transportation services provided to the transportation disadvantaged individuals in the State of Florida.

The following sections identify each of the major components of Florida's Transportation Disadvantaged Program.

### **Florida Commission for the Transportation Disadvantaged (CTD)**

The CTD is an independent state-level commission reporting directly to the Governor and the Legislature. The 1989 revisions assigned the Commission to the Florida Department of Transportation for administrative and fiscal accountability purposes. The CTD is responsible for establishing policies, procedures and standards for the delivery of statewide coordinated transportation disadvantaged services; administering the Transportation Disadvantaged Trust Fund; providing statewide training and technical assistance to local partners in establishing coordinated transportation systems, managing contracts, and developing a five-year plan to address the transportation needs of transportation disadvantaged person.

The CTD is comprised of seven members, all of whom are appointed by the Governor. Five of the members must have significant experience in the operation of a business, and it is the intent of the Legislature that, when making an appointment, the Governor selects persons who reflect the broad diversity of the business community in this state, as well as the racial, ethnic, geographical, and gender diversity of the population of this state. Two of the members must have a disability and use the transportation disadvantaged system.

Each member shall represent the needs of the transportation disadvantaged throughout the state. A member may not subordinate the needs of the transportation disadvantaged in general in order to favor the needs of others residing in a specific location in the state.

Each member is appointed to a term of four (4) years and may be reappointed for one (1) additional four (4)-year term. Each member must be a resident of the state and a registered voter. At any given time at least one member must be 65 years of age or older.

The Chairperson shall be appointed by the Governor, and the Vice Chairperson of the Commission shall be elected annually from the membership of the Commission.

Page 6 contains an organization chart identifying parties involved in the provision of TD transportation services in Florida.

### **Designated Official Planning Agency**

The Designated Official Planning Agency is appointed by the Commission to assist the Commission at the local level in accomplishing the coordination of transportation services to the transportation disadvantaged. A planning agency may be responsible for multiple service areas. In the urbanized areas of the state, the planning agencies are metropolitan planning organizations (MPOs). In the rural areas of the state, organizations eligible to serve as planning agencies are:

- County or city governments;
- Regional Planning Councils;
- Metropolitan Planning Organizations;
- Local planning organizations that are currently performing planning activities.

The Lake~Sumter Metropolitan Organization began serving as the Planning Agency for Sumter County in November, 2008.

The duties of the planning agency include providing sufficient staff support to enable the Coordinating Board to fulfill its responsibilities, procure and recommend a Community Transportation Coordinator to the Commission and coordinate and conduct transportation planning at the local level.

### **Transportation Disadvantaged Coordinating Board (TDCB)**

The purpose of the local coordinating board is to provide advice and direction to the CTC concerning the coordination of transportation services. The Designated Official Planning Agency is responsible for appointing an elected official from Sumter County to serve as the official chairperson for all coordinating board meetings. The Vice-Chairperson is elected annually by the voting members of the board. Additional member groups which compose the LCB include:

- A local representative of the Florida Department of Transportation
- A local representative of the Florida Department of Children and Families
- A local representative of the Public Education Community
- A local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education

- Veterans Service Office representing the veterans of the County
- Florida Association for Community Action (President) as representing the economically disadvantaged in the County
- A person over sixty years of age representing the elderly in the County
- A person with a disability representing the disabled in the County
- A citizen's advocate representative in Sumter County
- A citizen's advocate representative in Sumter County, who uses the transportation services
- A local representative for children at risk
- A local representative of the Florida Department of Elder Affairs
- A representative of the local private for profit transportation industry
- A local representative of the Florida Agency for Health Care Administration
- A representative of the Regional Workforce Development
- A representative of the local medical community

The duties include providing guidance for the local coordination of services and to oversee the Community Transportation Coordinator.

### **Community Transportation Coordinator (CTC)**

The Community Transportation Coordinator is responsible for ensuring that coordinated transportation services are provided to serve the transportation disadvantaged. The CTC may provide all or a portion of transportation disadvantaged service in a designated area. CTCs may also subcontract or broker services if it is cost effective and efficient. The CTC is responsible for planning, administration, monitoring, coordination, arrangement and delivery of the coordinated transportation disadvantaged services originating in their designated service area. The CTC for Sumter County is the Sumter County Board of County Commissioners.

## **2. DESIGNATION DATE/HISTORY**

Sumter County's experience as a transportation provider dates back to 1977 when the county established its Senior Services Program. Over the years, the transportation arm of the Senior Services Program expanded from one driver and two vehicles to as many as four drivers and six vehicles. The Program provided a variety of transportation services for county residents age 60 and over, including transport to and from congregate meal sites, medical appointments, shopping centers and recreational facilities.

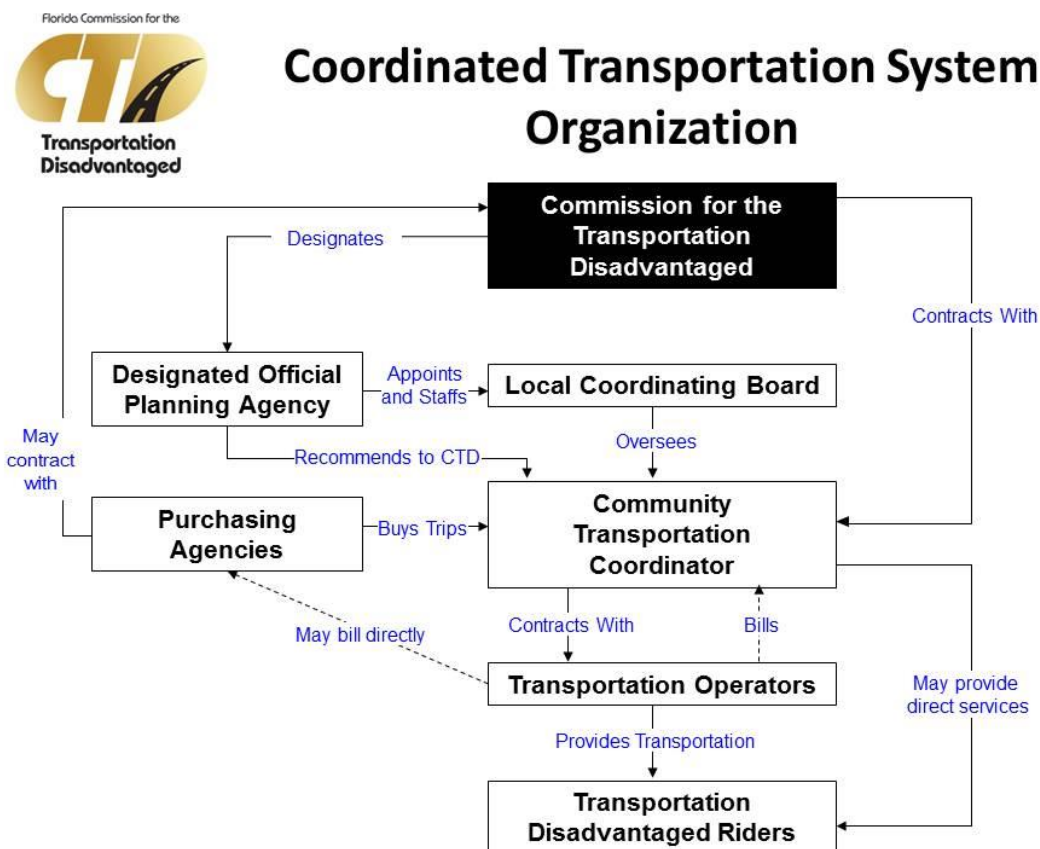
On April 22, 1993, the Florida Commission for the Transportation Disadvantaged (CTD) selected the Board of Sumter County Commissioners (BOCC) to serve as the Community Transportation Coordinator (CTC) for Sumter County based, as indicated above, on a non-competitive selection process. Reasons supporting the BOCC's selection included: (1) the county's ability to provide the organizational structure needed to administer and operate the program; (2) the county's experience as a transportation provider through its Senior Services Program; (3) the county's existing inventory of vans and plans to acquire additional vehicles for use in the program; and, (4) the county's positive

established relationships with a number of private nonprofit and for-profit entities providing services to various segments of the county's transportation disadvantaged population.

On October 1, 1993, the transportation arm of the Senior Services Program was transferred into a newly created Transportation Services Department within Sumter County's Division of Public Services. The Transportation Services Department was formed for the purpose of administering and operating the county's public transportation program. This Department does business under the name Sumter County Transit (SCT) and operated as a partial brokerage system until FY 2012. The Sumter County Board of County Commissioners entered into an operator agreement with Ride Right LLC on July 26, 2011 to provide transportation services. SCT became a fully brokered system October 1, 2011. The contract with Ride Right, LLC is in effect until September 30, 2014.

On March 7, 2013 the CTD extended Sumter County's CTC designation effective July 1, 2013 through June 30, 2018.

### 3. ORGANIZATION CHART



#### **4. SUMMARY OF EXISTING PLANS AND DOCUMENTS**

This section provides a summary of existing plans, programs, and documents that are, or may be, relevant to the preparation of a Transit Development Plan (TDP) and TDSP for Sumter County. The purpose of reviewing this information is to ensure consistency, coordination, and understanding of other transportation planning and programming activities that were recently completed or are in the process of being developed.

##### ***Sumter County Comprehensive Plan***

The TDSP is consistent to the maximum extent feasible with the Sumter County Comprehensive Plan adopted September, 2012. The service route provided for in the TDSP is of particular note because it serves the five incorporated cities in the county, which are designated as Urban Expansion Areas in the comprehensive plan. It should be noted that the county's comprehensive plan does include a mass transit element with goals, objectives or policies specifically relating to transit.

The comprehensive plans of the five incorporated cities in the county were not reviewed for consistency with the TDSP.

##### ***Withlacoochee Regional Policy Plan***

The TDSP is consistent to the maximum extent feasible with the Strategic Regional Policy Plan for the Withlacoochee Region (adopted August 1997). It provides a basis for the review of resources and facilities included in local government Comprehensive Plans throughout the region. Chapter VI of the plan addresses Public Transportation.

##### ***Lake~Sumter Transit Development Plan (TDP) 2013-2023***

The TDP documents a planning process that builds on and formulates the regions goals and objectives for transit service. The TDP assessed the current and forecasted TD population in the region when developing the list of recommended transit alternatives.

##### ***Florida Commission for the Transportation Disadvantaged Statewide 2005 Five/Twenty Year Plan***

The Commission's 2005 Five/Twenty Year Plan was reviewed as part of the current TDSP update. This Plan identifies goals, objectives, and actions for the Commission to pursue in the next five to 20 years. Included in the five year plan is a forecast of demand for TD services, projected costs of meeting the demand, and estimated future funding. In addition, the 20 year plan provides a longer-term picture of transportation disadvantaged services in the state of Florida. The short and long term plan of the CTD will be considered throughout the development and update of the TDSP.

##### ***MPO Long Range Transportation Plans***

The current TDSP is consistent with the goals, objectives and strategies outlined in *Transportation 2035* adopted December 2010. *Transportation 2035* was adopted as the



MPO's regional vision for a true multimodal transportation network and included extensive public involvement throughout the plan development process.



### ***Transportation Improvement Plans***

The Transportation Improvement Program (TIP) for the Lake~Sumter MPO identifies the transportation improvements and projects that have been programmed for the following five year period. Consistent with the transportation projects identified in the MPO Long Range Transportation Plans, the TIP provides funding sources that will advance each project over the five year timeframe. Section 7 of the TIP identifies Transit and Transportation Disadvantaged funds for Lake County and Sumter County.

### ***Memorandum of Agreement (Transportation Disadvantaged Services in Sumter County)***

The fully executed Memorandum of Agreement between the CTD and Sumter County BCC, which designates the Board as the CTC was also reviewed as part of this task. This agreement specifies the responsibilities pertaining to the provision TD services in Sumter County. One requirement identified in the agreement specifies that the CTC "shall arrange for all services in accordance with Chapter 427, Florida Statutes, and Rule 41-2, Florida Administrative Code." The agreement also requires the preparation of a TDSP for approval by the TDCB and the CTD. Numerous other requirements are identified in the agreement that is made as a basis for the provision of funding. Sumter County executed a new five year Memorandum of Agreement effective July 1, 2013 through June 30, 2018.

### ***Annual Performance Report from the CTD***

The fiscal year 2015/2016 Annual TD Performance Report prepared by the CTD was reviewed by Sumter County TDCB. The performance report provides an overview of the operating environment, the CTC, and other information related to the TD program in Sumter County. Statistics reported by Sumter County CTC in their Annual Operations Report are also provided in the CTD Annual Performance Report, including service statistics, passenger trip information, a financial summary, and a graphical summary of performance indicators. This information will be used in subsequent tasks of the TDP and TDSP project.

### ***Annual Operations Report***

An Annual Operations Report (AOR) is submitted to the CTD. The AOR for fiscal year 2015/16 was reviewed for this TDSP update effort. The AOR is compiled by the CTC based on information from Sumter County Transit and other Coordination Contractors. Information submitted in the AOR is used to develop the Sumter County section of the 2016 Annual Performance Report produced by the CTD as discussed previously.

### ***Sumter County Public Transportation Substance Abuse Program***

In order to ensure a safe environment for passengers and employees of the County public transportation system and contracted operators, as well as the safety of the general public, Sumter County has adopted a Substance Abuse Program to address drug abuse and alcohol misuse by employees that are a part of the public transportation system. The Sumter County Substance Abuse Policy was updated to reflect the "return to work" policy adopted by the Federal Transit Administration and the Florida Department of Transportation in October 2008. This Substance Abuse Program is in response to and in compliance with regulations published by the Federal Transit Administration (FTA) prohibiting drug and alcohol use by transit employees and requiring transit agencies to test for prohibited drug use and alcohol misuse, as part of the Omnibus Transportation Employee Testing Act of 1991.

### ***Sumter County Public Transportation System Safety Program Plan***

In compliance with Chapter 14-90 of the Florida Administrative Code, Sumter County has developed a System Safety Program Plan that meets the state's minimum safety standards for equipment and operations related to public transportation programs. The purpose of this Plan "is to provide for improved communication, documentation, and coordination within the entire system to decrease injuries, property damage, and delays in service".

### ***Hazardous Security Plan***

In In compliance with FAC Rule 14-9004 (2), Sumter County has developed a Hazard and Security Plan (HSP). The purpose of the Hazard and Security Plan (HSP) is to set procedures for Sumter County Transit in maintaining a safe and secure operation and service environment for passengers and employees. The HSP contains information about mitigation, preparedness, response, recovery and organizational structure.

The activities documented in Sumter County Transit's HSP form the basis of practices reflected in Sumter County Transit's standard operating procedures, training programs orientation materials and maintenance procedures.

Sumter County Transit (SCT) shall strive to operate as safely as possible. All personnel and appropriated contractors are charged with the responsibility of insuring the safety of passengers, employees, property, and all those who come in contact with the system. This responsibility includes the right to cease any operation(s) that is determinate to be hazardous or creating an unsafe condition. Contractors are required to either adopt and adhere to this HSP or have their own HSP approved by FDOT.

### ***Florida Department of Transportation District Five Emergency Operations Plan***

The Florida Department of Transportation (FDOT) has provided an Emergency Operations Plan for major public and private transportation providers within FDOT District Five, which includes Sumter County. The Emergency Operations Plan provides and annually updates

contacts for both public and private transportation providers that operate in the nine counties within District Five.

### ***Lake~Sumter MPO Public Involvement Plan (PIP)***

The PIP identifies the planning strategies and the planning activities to be undertaken by the Lake-Sumter Metropolitan Planning Organization. The purpose of the PIP is to provide a process that ensures opportunities for the public to be involved in all phases of the LSMPO planning process. The PIP was approved on April 25, 2012 and amended on January 28, 2015. The Sumter County TDSP is consistent with and developed using the public involvement and public access guidelines and procedures in the PIP.

## **5. PUBLIC PARTICIPATION**

Pursuant to Chapter 427, Florida Statutes, the purpose of the TDCB is to develop local service needs and to provide information, advice, and direction to the community transportation coordinator on the coordination of services to be provided to the transportation disadvantaged.

In addition to the requirement of meeting on a quarterly basis, the TDCB assists the CTC with many issues related to the delivery of transportation disadvantaged services. The board reviews the TDSP and evaluates the services provided by the CTC.

Representatives of Lake County and Sumter County governments, the 14 municipalities of Lake County, five municipalities in Sumter County, the Central Florida Railroad, Lake County Schools, Sumter County Schools, the Florida Department of Transportation (FDOT) and the U.S. Department of Transportation (USDOT) are involved in the transportation planning process facilitated by the MPO. Examples of other agencies that are consulted in various phases of the planning process include the Department of Environmental Protection, the Federal Aviation Administration, Federal Rail Administration and the Water Management District Offices (St. John's River WMD and Southwest Florida WMD). The MPO's purpose is to provide effective leadership in the initiation and development of transportation plans, programs and strategies.

As the governmental body most directly responsible for the guidance of the transportation planning process, the MPO strives to ensure the recommendations are in keeping with the goals and standards of the Federal Government, the State, Lake County, Sumter County, and the 19 incorporated jurisdictions. The MPO functions include, but are not limited to, the preparation of the tasks required by state rule or by federal policy.

As with all transportation planning legislated by federal and state laws, the MPO is responsible for ensuring adequate representation of, and compatibility among, state, county, and municipal projects in the transportation planning process. This includes consideration of all modes of transportation with respect to various members of the public. For example, the MPO incorporates into its planning efforts the needs of the

elderly and handicapped as outlined in the Americans with Disabilities Act.

As part of the MPO planning process, public involvement is given a major priority. Projects funded through public dollars are to be planned in a manner that encourages public participation and incorporates public comments into planning efforts. As a result, a responsibility is placed on the MPO to develop a plan where the opportunity for public involvement is assured. As part of that plan, a required element is the outlining of the means by which to measure the success of the public involvement activities. By strategizing public involvement techniques and then monitoring and measuring the effectiveness, better planning products emerge that genuinely capture the needs of the public.

The MPO efforts to secure participation will target individuals, groups, or entities that could significantly be affected by the transportation plan recommendations or could significantly influence implementation. Stakeholders include but are not limited to: the general public; low-income, minority and disabled communities; neighborhood representatives; chambers of commerce; special transportation interests such as the transportation disadvantaged, freight shippers, transit users, bicycle and pedestrian organizations; local officials; federal and state transportation agencies.

The MPO supports the public's right to have a strong voice in the transportation planning process. Public involvement informs and educates the public about transportation planning and creates an informed community, which in turn leads to better planning. Public involvement also engages the public and encourages meaningful feedback to be incorporated into planning products.

The MPO has an adopted PIP that reflects all aspects of our outreach program; please refer to [www.lakesumtermpo.com](http://www.lakesumtermpo.com) for more information.

## **SERVICE AREA PROFILE AND DEMOGRAPHICS**

### **1. SERVICE AREA DESCRIPTION**

Sumter County has a land area of 546 square miles and is surrounded by Marion County to the north, Lake County to the east, Polk County to the south and Citrus County, Hernando County and Pasco County to the west. The county has five incorporated areas, including the cities of Bushnell, Center Hill, Coleman, Webster and Wildwood, and two Census Designated Places (CDPs) at Lake Panasoffkee and the Villages.

It also has numerous unincorporated named communities including, among others, Royal, Lake Miona, Oxford, Adamsville, Sumterville, St. Catherine, Croomacoochee, Tarrytown and Linden. Map 1 (Appendix I) shows Sumter County's location in relation to the other counties in the state. Map 2 (Appendix I) shows the locations of the county's Census Divisions (Sumter South and Wildwood), cities and Census Designated Place. CDPs are

populated areas that lack separate municipal government, but which otherwise physically resemble incorporated places.

## **2. DEMOGRAPHICS**

### **a. Land Use**

Sumter County is located at the literal crossroads of Central Florida, connecting to several major transportation corridors which provide easy access to all areas of the state. Interstate 75, US Highway 301, State Road 44, SR 50, SR 471, and the Florida Turnpike all serve to make Sumter County an attractive location for development.

The MPO plays an active role in merging the needs of the transportation disadvantaged with regional and municipal development plans. Public transportation will play an important role in future mobility strategies as outlined in the new long range transportation plan "Transportation 2035".

Transportation models have not been adequate in addressing severe long-term transportation problems that transportation disadvantaged groups overwhelmingly encounter, and the negative impacts of transportation on the disadvantaged have not been effectively considered in the modeling studies. Therefore "Transportation 2035" aims to develop a transportation planning/modeling approach in order to understand the travel patterns of the transportation disadvantaged, and help in developing policies to solve the problems of the disadvantaged.

### **b. Population/Composition**

According to the Bureau of Economic and Business Research in 2016, Sumter County had an estimated population of 118,577 residents. Table 1-1 provides a summary of the population trends from 1990-2016 and includes projections for 2021. Sumter County ranks #36 among the 67 counties in the State of Florida in terms of population, and it ranks #2 in population change between 2000 and 2010. Approximately 89 percent of the County's total population lives within unincorporated Sumter County with the remaining population in five cities: Bushnell, Center Hill, Coleman, Webster, and Wildwood.

**Table 1-1  
Sumter County Population Trends**

Municipality	1990	2000	2010	2012	2013	2014	2015	2016	Percent Change (1990-2015)	2021
Bushnell	1,998	2,050	2,418	2,445	2,462	2,503	2,459	2,490	24.62%	3,089
Center Hill	735	910	988	944	955	974	981	1,061	44.35%	1,233
Coleman	857	647	703	703	695	703	694	714	-16.69%	872
Webster	746	805	785	774	754	769	768	803	7.64%	965
Wildwood	3,560	3,924	6,709	6,969	7,116	7,252	7,473	8,016	125.17%	9,389
Unincorporated County	23,681	45,009	81,817	88,363	93,122	98,924	103,282	105,493	345.48%	129,762
<b>Total</b>	<b>31,577</b>	<b>53,345</b>	<b>93,420</b>	<b>100,198</b>	<b>105,104</b>	<b>111,125</b>	<b>115,657</b>	<b>118,577</b>	<b>275.52%</b>	<b>145,310</b>

Source: 1990, 2000 and 2010 Census, 2012, 2013, 2014, 2015, 2016 and 2020 Bureau of Economic and Business Research (BEBR) projections

**c. Demographic and Journey-to-Work Characteristics**

Demographic and travel behavior characteristics were compiled using data from the 1990, 2000, and 2010 Census of Population and Housing, as well as five and three year estimates from the 2010 American Community Survey. Table 1-2 provides a summary of this information for the County as a whole including the percent changes from 1990 to 2013 in each category. The maps focus on developing an understanding of the geographic locations of populations with characteristics conducive to transit use and provide base data that will be used in subsequent tasks to assist in establishing transit demand and mobility needs for Sumter County.



**Table 1-2**  
**Sumter County Demographic and Journey-to-Work Characteristics**

Characteristics	1990	2000	2010	Percent Change (1990-2010)
<b>POPULATION CHARACTERISTICS</b>				
Persons	31,557	53,345	93,420	196.04%
Households	15,298	25,195	41,361	170.37%
Number of Workers	10,848	14,698	34,625	219.18%
Land Area (square miles)	545.73	545.73	545.73	N/A
Water Area (square miles)	35	35	35	N/A
Persons per Household	2.46	2.27	2.26	-8.18%
Workers per Household	0.71	0.58	0.84	17.91%
Persons per Square Mile	57.83	97.75	171.18	196.01%
Workers per Square Mile	19.88	26.93	63.45	219.15%
<b>DEMOGRAPHIC CHARACTERISTICS</b>				
<b>Gender</b>				
Male	50.22%	53.10%	52.03%	1.81%
Female	49.78%	46.90%	47.97%	-1.81%
<b>Ethnic Origin</b>				
White	82.62%	82.60%	86.59%	3.97%
Black	16.16%	13.80%	9.66%	-6.50%
Other	1.23%	3.60%	3.75%	2.52%
<b>Hispanic Origin by Race</b>				
Not of Hispanic Origin	97.59%	93.70%	94.02%	-3.57%
Of Hispanic Origin	2.41%	6.30%	5.98%	3.57%
<b>Age</b>				
< 16 Years	19.79%	14.08%	8.00%	-11.79%
16-29 Years	17.71%	13.16%	7.92%	-9.79%
30-59 Years	33.39%	36.21%	27.88%	-5.51%
60+ Years	29.18%	36.55%	56.19%	27.01%
<b>Education Level (persons over 25)</b>				
< 12th Grade	35.74%	22.70%	12.40%	-23.34%
High School Grad	38.11%	38.80%	35.10%	-3.01%
Some College	14.61%	21.40%	22.80%	8.19%
College Grad	7.83%	12.20%	14.40%	6.57%
<b>Household Income</b>				
Under \$10,000	23.48%	10.60%	6.29%	-17.19%
\$ 10,000 to \$ 14,999	14.60%	9.60%	6.09%	-8.51%
\$ 15,000 to \$ 24,999	23.05%	17.30%	15.52%	-7.53%
\$ 25,000 to \$ 34,999	16.50%	17.10%	15.07%	-1.43%
\$ 35,000 to \$ 49,999	13.41%	19.70%	19.45%	6.04%
\$ 50,000 or more	8.96%	25.80%	46.02%	37.06%
<b>Median Household Income</b>	\$19,584	\$32,073	\$43,079	N/A
<b>Poverty Status</b>				
Above Poverty Level	80.17%	90.40%	93.00%	12.83%
Below Poverty Level	19.83%	9.60%	7.00%	-12.83%

Source: 1990, 2000, and 2010 Census of Population and Housing, 2008 ACS 3-Year Estimates

**Table 1-2 (continued)**  
**Sumter County Demographic and Journey-to-Work Characteristics**

Characteristics	1990	2000	2010	Percent Change (1990-2010)
<b>Vehicles Available in Household</b>				
None	7.57%	5.26%	3.41%	-4.16%
One	41.48%	51.60%	39.44%	-2.04%
Two	36.83%	31.83%	38.32%	1.49%
Three or more	14.13%	11.30%	18.82%	4.69%
<b>JOURNEY TO WORK CHARACTERISTICS</b>				
<b>Place of Work</b>				
Worked inside county of residence	60.39%	54.16%	63.32%	2.93%
Worked outside county of residence	39.61%	44.84%	34.51%	-5.10%
Worked outside state of residence	0.00%	1.00%	2.17%	2.17%
<b>Means of Transportation</b>				
Drive Alone	76.89%	81.25%	75.81%	-1.08%
Carpool	15.95%	12.76%	16.39%	0.44%
Public Transit	0.29%	0.17%	0.14%	-0.15%
Walk	2.40%	1.15%	0.96%	-1.44%
Work at Home	2.64%	3.05%	4.54%	1.90%
Other	4.23%	1.61%	0.10%	-4.13%
<b>Travel Time to Work</b>				
< 10 Minutes/ < 5 Minutes (2008)	18.97%	15.97%	7.46%	-11.51%
10 - 19 minutes/ 5 - 19 Minutes (2008)	28.64%	27.90%	35.41%	6.77%
20 - 29 minutes	14.73%	16.92%	17.04%	2.31%
30 - 44 minutes	19.99%	19.01%	17.31%	-2.68%
45+ minutes	15.03%	20.20%	18.21%	3.18%
Work at Home	2.64%	3.05%	4.54%	1.90%
<b>Departure Time to Work</b>				
6 a.m. to 9 a.m.	68.50%	50.78%	50.54%	-17.96%
Other times	31.50%	23.35%	49.46%	17.96%
<b>Private Vehicle Occupancy</b>				
Drive Alone	76.89%	86.42%	79.41%	2.52%
2 - person carpool	12.74%	10.58%	13.01%	0.27%
3 - person carpool	1.94%	1.35%	3.53%	1.59%
4+ - person carpool	1.27%	1.65%	0.74%	-0.53%
Other Means	7.16%	5.99%	3.31%	-3.85%

Source: 1990, 2000, and 2010 Census of Population and Housing, 2008 ACS 3-Year Estimates

In 2008, the Census Bureau changed the way it measured disability status. Because of the critical distinctions between question frameworks and the disconnect in available comparison among data years, data on work disability was omitted from Table 1-2.

In order to understand potential commuting patterns for public transportation, it is useful to identify journey-to-work flows from and to Sumter County. Table 1-3 provides a summary of the destinations in surrounding counties for workers who lived within the County in 1990, 2000, and 2010 including the percent change from 1990 to 2010. In addition, Table 1-4 presents a summary of surrounding counties of origin for commuters who work in Sumter County. This information will be used to identify potential commuter markets for transit, including fixed bus routes within the County and park-and-ride and Express Bus services between Sumter and other adjacent counties.

According to the ACS estimates, 45 percent of the work trips originating from Sumter County terminate outside the County. The commuter flows to Orange, Seminole, Lake, and Osceola Counties have increased significantly from 1990 to 2010. In addition, the commuter flows from Orange, Seminole, Osceola, and other counties have also increased considerably for the same time period. Overall, however, the change in the outbound commuter flow has only increased slightly more than the change in the inbound commuter flow for the 10 year period, from 1990 to 2010.

**Table 1-3**  
**County of Work for Workers Residing in Sumter County**

County of Residence		County of Work					
		Lake County	Pasco County	Hernando County	Citrus County	Marion County	Polk County
Sumter County (2010)	Number of Workers	5,820	1,025	750	605	2,565	195
	% Distribution	53.10%	9.35%	6.84%	5.52%	23.40%	1.78%
Sumter County (2000)	Number of Workers	3,188	263	390	206	797	112
	% Distribution	64.33%	5.31%	7.87%	4.16%	16.08%	2.26%
Sumter County (1990)	Number of Workers	2,183	228	371	185	420	35
	% Distribution	63.79%	6.66%	10.84%	5.41%	12.27%	1.02%
Percent Change (1990 - 2010)		10.69%	-2.69%	4.00%	-0.11%	-11.13%	-0.76%

Source: 2006-2008 ACS, 2000 and 2010 Census commuter flow data

Note: Data represent number of workers 16 years old and over in the commuter flow

**Table 1-4**  
**Commuting from Neighboring Counties to Sumter County**

County of Work		County of Residence						
		Lake County	Pasco County	Hernando County	Citrus County	Marion County	Polk County	Total
Sumter County (2010)	Number of Workers	3,175	630	735	1,040	3,800	100	9,480
	% Distribution	33.49%	6.65%	7.75%	10.97%	40.08%	1.05%	100.00%
Sumter County (2000)	Number of Workers	1,214	306	303	675	1,043	93	3,634
	% Distribution	33.41%	8.42%	8.34%	18.57%	28.70%	2.56%	100.00%
Sumter County (1990)	Number of Workers	510	133	167	217	346	0	1,373
	% Distribution	37.14%	9.69%	12.16%	15.80%	25.20%	0.00%	100.00%
Percent Change (1990 - 2010)		-3.65%	-3.04%	-4.41%	-4.83%	14.88%	1.05%	

Source: 2006-2008 ACS, 2000 and 2010 Census commuter flow data, and 1999/03 Sumter County TDP/TDSP  
Note: Data represent number of workers 16 years old and over in the commuter flow

#### d. Major Trip Generators/Activity Centers

Major activity centers in Sumter County consist of hospitals, medical centers, post-secondary schools, and shopping centers. A compilation of current major employers was performed with data, as recent as 2014.

Trip generators are land uses from which trips originate (e.g., residential developments), while trip attractors are land uses which are destinations (e.g., shopping districts, employment centers, medical offices, educational facilities and recreation sites). Examples of trip attractors located in Sumter County include the shopping centers in Wildwood and Bushnell, the flea market in Webster, the Florida Department of Children and Families District 13 in Wildwood, the federal prison southeast of Coleman, the Florida National Cemetery and Sumter Correctional Institution near the Hernando County line, the Dade Battlefield Historic Memorial southwest of Bushnell, the public schools, the satellite campus of Lake-Sumter State College in Sumterville, the County Historic Courthouse in Bushnell and Langley Health Services near Sumterville. Langley Health Services is the primary Medicaid provider in Sumter County.

Table 1-5 shows Sumter County's employment by industry as of December, 2015. Map 1-4 (Appendix I) shows the locations of the service route stops. In most cases these stops are associated with the trip generators and attractors listed.

Although access to retail stores and services in the county is increasing, travel to out-of-county destinations continues to be necessary for many Sumter County residents, particularly for medical and employment purposes.

**Table 1-5  
Employment by Industry in Sumter County**

<b>All Industries</b>	<b>% of Industry</b>
Natural Resource & Mining	1.6%
Construction	12.4%
Manufacturing	4.3%
Trade, Transportation and Utilities	19.0%
Information	0.2%
Financial Activities	4.1%
Professional & Business Services	6.1%
Education & Health Services	16.5%
Leisure & Hospitality	14.7%
Other Services	1.7%
Government	19.4%
<b>Average Annual Employment (2014)</b>	<b>25,258</b>

Source: Office of Economic & Demographic Research  
<http://edr.state.fl.us/Content/area-profiles/county/Sumter.pdf>  
 December 2015

**Sumter County Business Data**

<b>Business Quick Facts</b>	<b>Sumter County</b>	<b>Florida</b>
Private nonfarm establishments, 2013	1,319	510,389
Private nonfarm employment, 2013	17,523	7,134,644
Private nonfarm employment, percent change 2012-2013	6.5%	2.9%
Nonemployer establishments, 2013	5,202	1,838,864
Total number of firms, 2007	5,207	2,009,589
Black-owned firms, percent, 2007	S	9.0%
American Indian- and Alaska Native-owned firms, percent, 2007	F	0.5%
Asian-owned firms, percent, 2007	S	3.2%
Native Hawaiian and Other Pacific Islander-owned firms, percent, 2007	F	0.1%
Hispanic-owned firms, percent, 2007	4.5%	22.4%
Women-owned firms, percent, 2007	31.4%	28.9%
Manufacturers shipments, 2007 (\$1000)	\$367,864	\$104,832,907
Merchant wholesaler sales, 2007 (\$1000)	D	\$221,641,518
Retail sales, 2007 (\$1000)	\$672,106	\$262,341,127
Retail sales per capita, 2007	\$9,244	\$14,353
Accommodation and food services sales, 2007 (\$1000)	\$79,933	\$41,922,059
Building permits, 2014	3,857	84,075

Source: <http://quickfacts.census.gov/qfd/states/12/12119.html> (December 2, 2015)

D: Suppressed to avoid disclosure of confidential information

F: Fewer than 100 firms

S: Suppressed; does not meet publication standards

#### e. Inventory of Available Transportation Services

##### Sumter County Transit

(352) 568-6683

##### Angel Flight

(800) 352-4256

##### Mid State Taxi

(352) 748-2222

##### Leopard Transportation Inc.

(352) 812-1670

##### Lake County Connection

(352) 327-2278

##### The Villages Transportation

(352) 259-9398

##### Eagle Transport

(352) 516-7031

## SERVICE ANALYSIS

### 1. FORECASTS OF TRANSPORTATION DISADVANTAGED POPULATION/ DEMAND PROJECTIONS

Chapter 427 of the Florida Statutes defines transportation disadvantaged (TD) persons as:

*"...those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or children who are handicapped or high-risk or at-risk as defined in s.411.202."*

One required element of the service analysis is the forecast of the TD population for the service area. TDSP guidance encouraged the use of the *"Methodology Guidelines for Forecasting TD Transportation Demand at the County Level"*. The methodology was prepared in 1993 and was based on 1990 U.S. Census data. It predates some significant developments in the Florida public transportation environment, including the implementation of ADA mandated requirements for public transportation service providers.

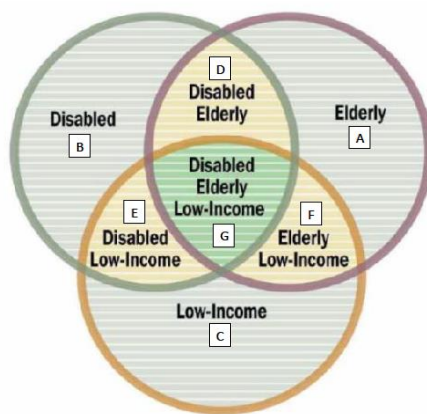
The U.S. Census Bureau annually collects much of the demographic and socio-economic data that is necessary for the preparation of TD population and demand forecasts. The data source allows users to capture the changing population characteristics that influence transportation demand. With the growing population of seniors and people with disabilities seeking more mobility opportunities, there was a need for an updated forecast demand toolkit. CUTR completed a National Center for Transit Research (NCTR) sponsored project entitled *"Forecasting Paratransit Services Demand – Review and Recommendations"* for the CTD dated June 2013.



The new demand model was used in this TDSP update and accounts for impacts including the Americans with Disabilities Act of 1990, Florida Medicaid, Census Data availability, trip rate assumptions and TD Trip definitions. Instead of using the terminology from the 1993 methodology to describe trip types (program trip or general trip) and trip categories (Category I and Category II), the new methodology defines the “general TD” population which includes the estimates of all disabled, elderly and low income persons and children who are “high risk” or “at risk” definition. These population groups are further refined to identify the “critical need TD” population. As defined in the NCTR report individuals who due to severe physical limitations or low incomes are unable to transport themselves or purchase transportation, and are dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life sustaining activities are considered “critical need TD”. The forecasting demand model spreadsheets used for Sumter County are included as Appendix J.

Figure 1-1 represents the Category 1 population groups that include all disabled, elderly and low-income persons, and children who are “high-risk” or “at-risk”. As depicted there are overlaps among the disabled, elderly and low-income populations. Individuals may fall into more than one group. By utilizing the new methodology the spreadsheets automatically calculate the overlapping populations and the double counts are eliminated. The report asserts that age alone does not affect a person’s ability to transport him or herself. Disability and income status, regardless of age, are the criteria that determine a person’s ability to transport themselves.

**Figure 1-1**



The results provided in Table 1-7 represent the general TD population forecasts for Fiscal Years 2015-2025. The overlapping circle components are broken out in the table as well as total general TD population and total population. These projections are based on the estimates prepared in the demand model spreadsheet (Appendix J). Table 1-8 forecasts the critical need TD population. By using the population projections and applying the trip rate estimates that were developed for each county, the spreadsheet tool automatically calculated the annual trip demand for critical need paratransit services in the future. The annual trips are calculated by multiplying the estimated daily trips by the number of days per year special services operate. These projections are based on annual service days of 254 and an annual population growth of 3.77%.

**Table 1-7  
General TD Population Forecast**

General TD Population Forecast	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
<b>Overlapping Circle Component</b>											
E - Estimate non-elderly/disabled/ low income	1,036	1,075	1,115	1,157	1,201	1,246	1,293	1,342	1,392	1,445	1,499
B - Estimate non-elderly/ disabled/not low income	2,484	2,578	2,675	2,775	2,880	2,988	3,101	3,217	3,339	3,464	3,595
G - Estimate elderly/disabled/low income	588	610	633	657	682	707	734	762	790	820	851
D - Estimate elderly/ disabled/not low income	18,029	18,708	19,412	20,143	20,902	21,688	22,505	23,352	24,232	25,144	26,091
F - Estimate elderly/non-disabled/low income	2,909	3,019	3,132	3,250	3,372	3,499	3,631	3,768	3,910	4,057	4,210
A - Estimate elderly/non-disabled/not low income	43,388	45,022	46,717	48,476	50,301	52,195	54,160	56,199	58,315	60,511	62,789
C - Estimate low income/not elderly/not disabled	4,333	4,496	4,665	4,841	5,023	5,213	5,409	5,612	5,824	6,043	6,271
<b>TOTAL GENERAL TD POPULATION</b>	<b>72,767</b>	<b>75,507</b>	<b>78,350</b>	<b>81,300</b>	<b>84,361</b>	<b>87,537</b>	<b>90,833</b>	<b>94,253</b>	<b>97,802</b>	<b>101,484</b>	<b>105,305</b>
<b>TOTAL POPULATION</b>	<b>109,095</b>	<b>113,203</b>	<b>117,465</b>	<b>121,888</b>	<b>126,477</b>	<b>131,239</b>	<b>136,180</b>	<b>141,308</b>	<b>146,628</b>	<b>152,149</b>	<b>157,877</b>

**Table 1-8  
Critical Need TD Population Forecast**

Critical Need TD Population Forecast	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
<b>Total Critical TD Population</b>											
<i>Disabled</i>	7,700	7,990	8,290	8,603	8,927	9,263	9,611	9,973	10,349	10,738	11,143
<i>Low Income Not Disabled No Auto/Transit</i>	1,714	1,778	1,845	1,915	1,987	2,062	2,139	2,220	2,303	2,390	2,480
<b>Total Critical Need TD Population</b>	<b>9,413</b>	<b>9,768</b>	<b>10,136</b>	<b>10,517</b>	<b>10,913</b>	<b>11,324</b>	<b>11,751</b>	<b>12,193</b>	<b>12,652</b>	<b>13,128</b>	<b>13,623</b>
<b>Daily Trips - Critical Need TD Population</b>											
<i>Severely Disabled</i>	377	391	406	422	437	454	471	489	507	526	546
<i>Low Income - Not Disabled - No Access</i>	3,254	3,377	3,504	3,636	3,773	3,915	4,062	4,215	4,374	4,539	4,710
<b>Total Daily Trips Critical Need TD Population</b>	<b>3,632</b>	<b>3,693</b>	<b>3,755</b>	<b>3,819</b>	<b>3,883</b>	<b>3,952</b>	<b>4,022</b>	<b>4,093</b>	<b>4,166</b>	<b>4,240</b>	<b>4,306</b>
<b>Annual Trips</b>	<b>922,450</b>	<b>938,039</b>	<b>953,892</b>	<b>970,013</b>	<b>986,406</b>	<b>1,003,865</b>	<b>1,021,634</b>	<b>1,039,717</b>	<b>1,058,120</b>	<b>1,076,849</b>	<b>1,093,755</b>

Assumes Annual Service Days = 254  
Annual Population Growth (as a percent) = 3.77%

## 2. TREND ANALYSIS FROM FY 2010 THROUGH FY 2015

A trend analysis was conducted to examine the performance of the Sumter County CTC over time. The tables and figures provided throughout the Trend Analysis present selected performance, effectiveness, and efficiency measures that are available from the Annual Operating Report. Results from the trend analysis are provided in the following paragraphs.

### a. Performance Measures

Shown in Table 1-9 and Figures 1-2 through 1-7 are six performance measures for the TD services provided by the CTC. As shown, passenger trips, vehicle miles, and total fleet size have decreased between FY 2010 and FY 2015.

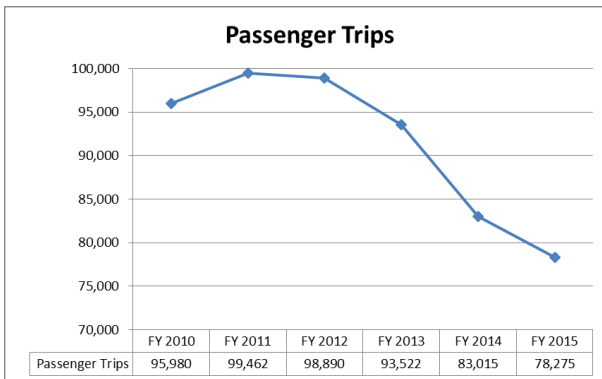
Operating expenses have decreased since 2014 and a total of 2 percent since FY 2010. Operating revenues have decreased since FY 2014 due to a number of factors including decreased staff size, significant reduction in contracted transportation services and 3,000 less trips completed. Both Operating Expenses and Operating Revenues have increased since 2010.

**Table 1-9  
Sumter County CTC Trend Analysis**

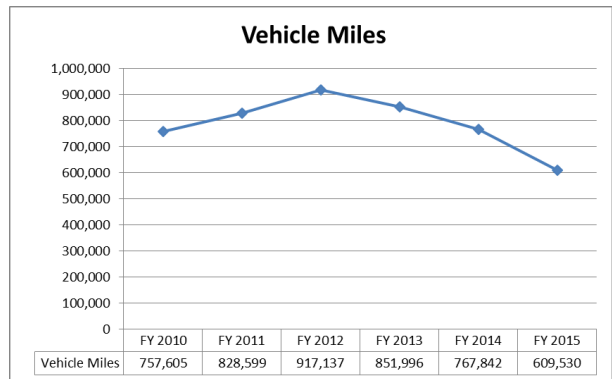
<b>Performance Measures</b>	<b>FY 2010</b>	<b>FY 2011</b>	<b>FY 2012</b>	<b>FY 2013</b>	<b>FY 2014</b>	<b>FY 2015</b>	<b>Percent Change (2010-2015)</b>
Passenger Trips	95,980	99,462	98,890	93,522	83,015	78,275	-18.45%
Vehicle Miles	757,605	828,599	917,137	851,996	767,842	609,530	-19.55%
Revenue Miles	450,328	473,198	635,577	692,849	622,319	504,775	12.09%
Operating Expenses	\$1,588,740	\$1,670,158	\$1,871,172	\$2,077,546	\$1,828,720	\$1,556,001	-2.06%
Operating Revenues	\$1,516,776	\$1,612,840	\$2,762,821	\$1,973,480	\$1,903,590	\$1,579,029	4.10%
Total Fleet	52	50	37	36	39	32	-38.46%

Source: Annual Performance Reports from 2010-2015, Florida Commission for the Transportation Disadvantaged.

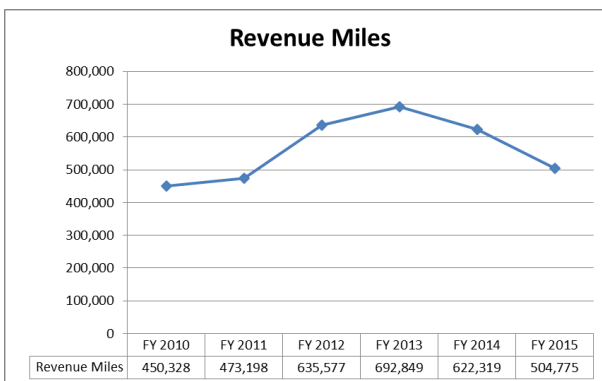
**Figure 1-2**



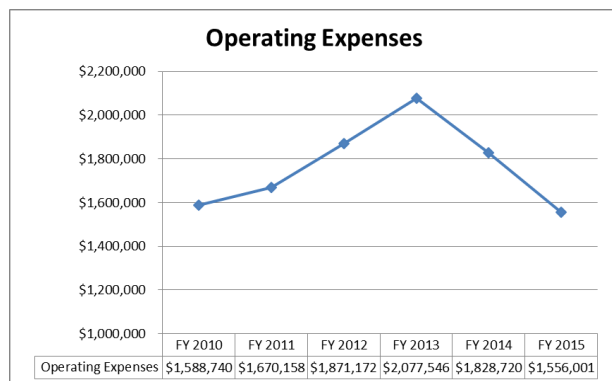
**Figure 1-3**

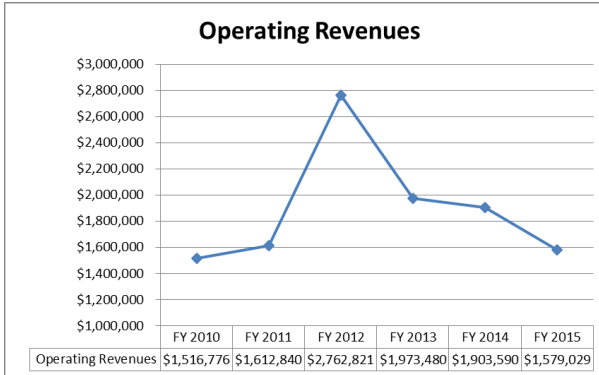
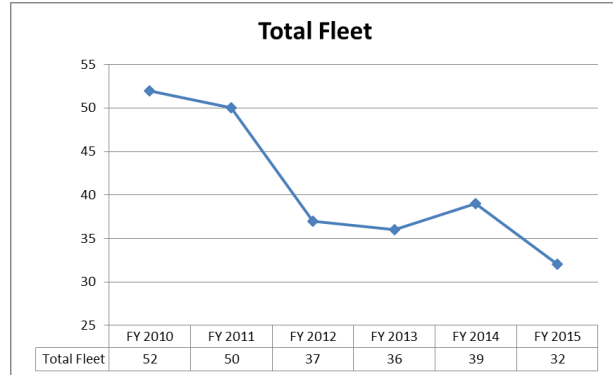


**Figure 1-4**



**Figure 1-5**



**Figure 1-6****Figure 1-7****b. Effectiveness Measures**

As stated previously, effectiveness measures indicate the extent to which various service-related goals are being achieved. In this analysis, the Sumter County CTC was analyzed using six effectiveness measures. The results of the six year analysis period are contained in Table 1-10 and Figures 1-8 through 1-13.

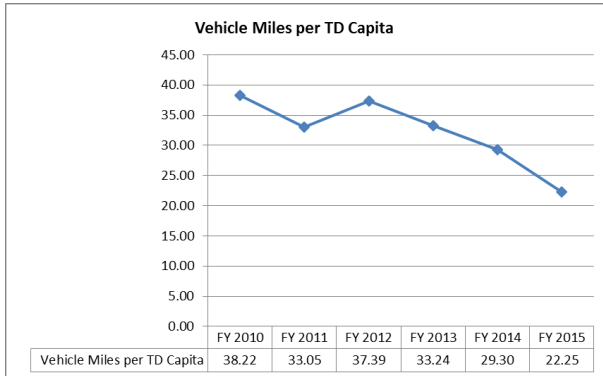
The data indicates a decrease of 1 percent for the vehicle miles per passenger trip between FY 2010 and FY 2015 and a decrease of 1 percent for the passenger trips per vehicle miles. The last two effectiveness measures in Table 1-10 are measures of system safety and service reliability. Sumter County Transit emphasizes the issue of safety in the operation of the transit vehicles. Monthly safety meetings with safety experts are held for drivers and staff.

**Table 1-10**  
**Sumter County CTC Trend Analysis**  
**Effectiveness Measures**

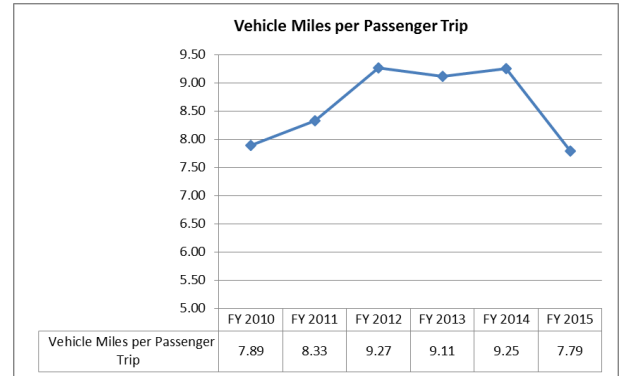
Performance Measures	FY 2010	FY 2011	FY 2012	FY 2013	FY 2014	FY 2015	Percent Change (2010-2015)
Vehicle Miles per TD Capita	38.22	33.05	37.39	33.24	29.30	22.25	-41.78%
Vehicle Miles per Passenger Trip	7.89	8.33	9.27	9.11	9.25	7.79	-1.27%
Passenger Trips per TD Capita	4.12	3.97	4.03	3.65	3.17	2.86	-30.67%
Passenger Trips per Vehicle Mile	0.13	0.12	0.11	0.11	0.11	0.13	-1.22%
Accidents per 100,000 Vehicle Miles	0.13	0.00	0.98	1.41	0.52	0.82	531.00%
Vehicle Miles Between Roadcalls/Failures	114,642	48,741	65,510	53,250	31,993	46,887	-59.10%

Source: Annual Performance Reports from 2010-2015, Florida Commission for the Transportation Disadvantaged.

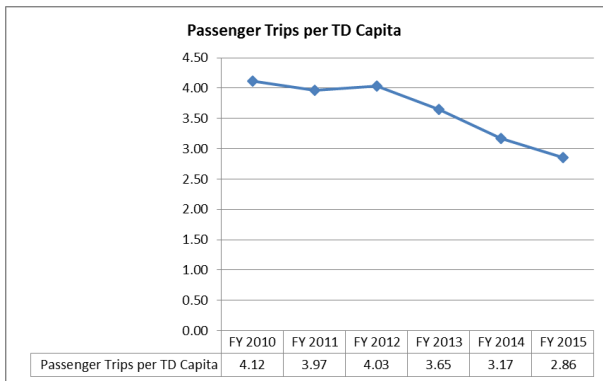
**Figure 1-8**



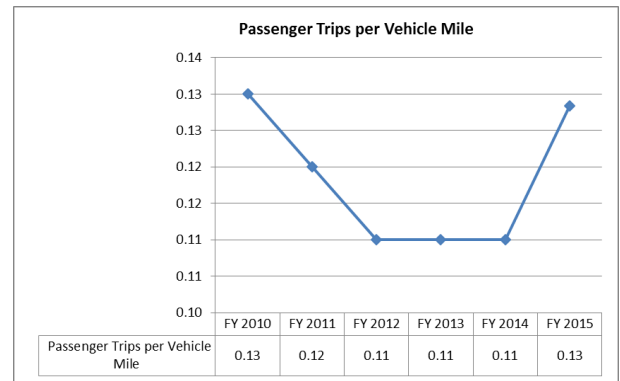
**Figure 1-9**



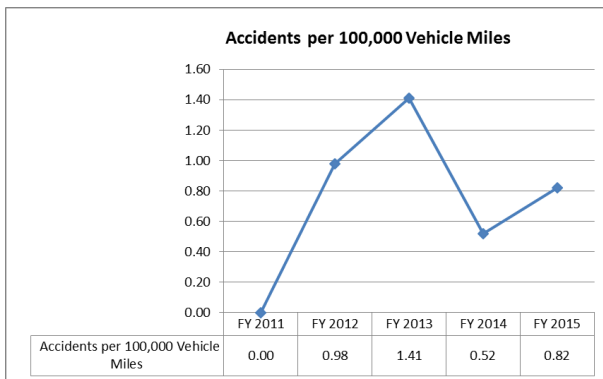
**Figure 1-10**



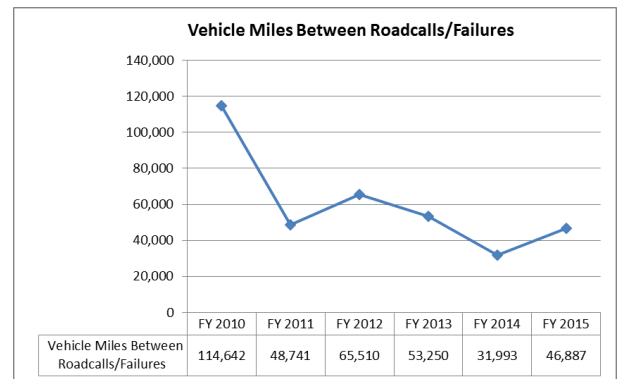
**Figure 1-11**



**Figure 1-12**



**Figure 1-13**



### c. Efficiency Measures

The trend in system efficiency also was examined for Sumter County CTC. As stated previously, efficiency measures involve reviewing the level of resources required to achieve a given level of output. Five efficiency measures are listed in Table 1-11 and illustrated in Figures 1-14 through 1-19.

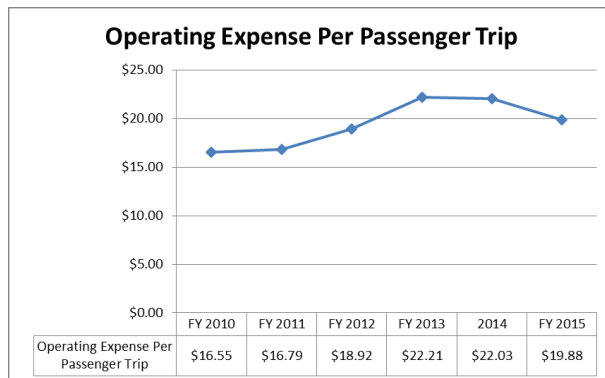
**Table 1-11**  
**Sumter County CTC Trend Analysis**  
**Efficiency Measures**

Performance Measures	FY 2010	FY 2011	FY 2012	FY 2013	2014	FY 2015	Percent Change (2010-2015)
Operating Expense Per Passenger Trip	\$16.55	\$16.79	\$18.92	\$22.21	\$22.03	\$19.88	20.12%
Operating Expense Per Vehicle Mile	\$2.10	\$2.02	\$2.04	\$2.44	\$2.38	\$2.55	21.43%
Operating Expense Per Driver Hour	\$32.14	\$40.42	\$45.28	\$32.32	\$45.97	\$53.43	66.25%
Local Non-Government Revenue Ratio	4.8%	7.8%	3.4%	3.7%	3.8%	3.0%	-1.75%
Local Government Revenue Ratio	31.7%	32.2%	54.9%	36.1%	36.3%	39.7%	7.96%
Federal Government Revenue Ratio	63.4%	60.0%	41.7%	60.2%	59.9%	57.3%	-6.10%

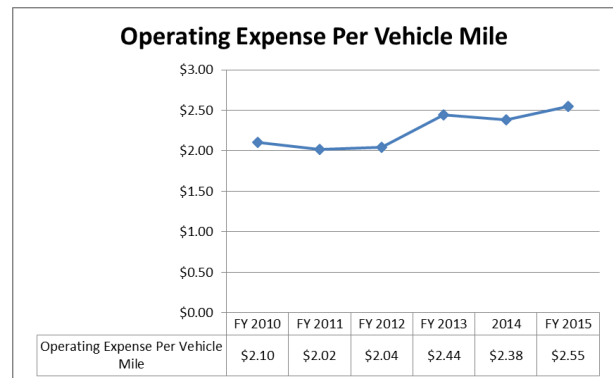
Source: Annual Performance Reports from 2010-2015, Florida Commission for the Transportation Disadvantaged

Note: Local Non-Government Revenues include Farebox, Medicaid Co-Pays Received, Donations, Contributions, In-Kind Services, and Other Non-Government Revenues

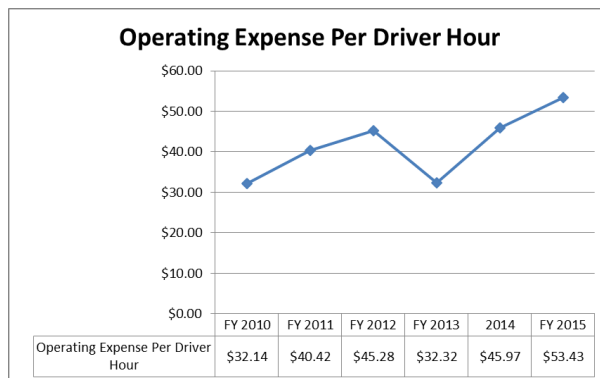
**Figure 1 -14**



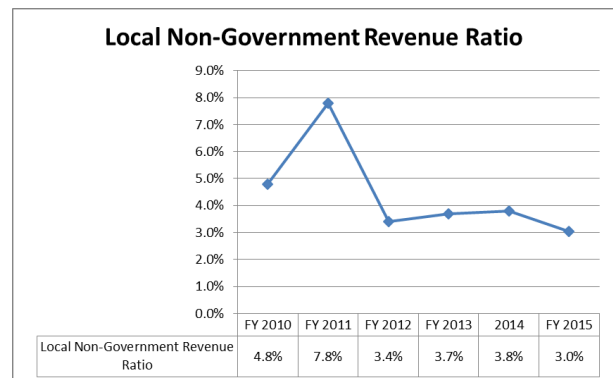
**Figure 1-15**



**Figure 1-16**

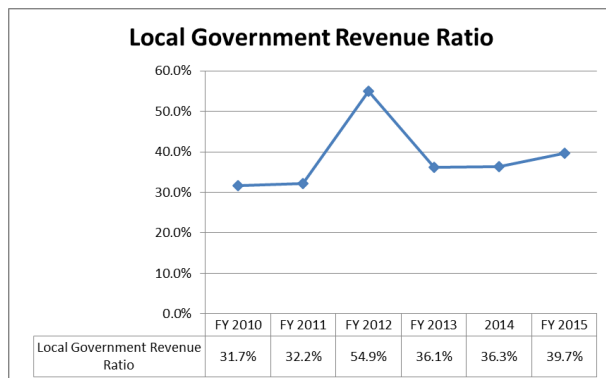


**Figure 1-17**

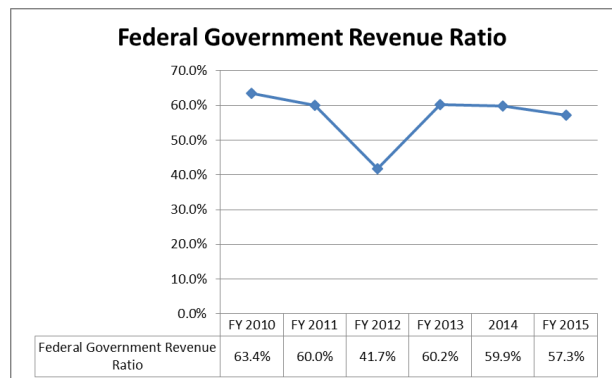




**Figure 1-18**



**Figure 1-19**



The first three measures address operating expense efficiencies. Operating expenses per passenger trip have increased by 20 percent between FY 2010 and FY 2015; operating expense per vehicle mile has increased between FY 2010 and FY 2015. The operating expense per driver hour has significantly since 2010 with a significant decrease between 2012 and 2013. This decrease in operating expense is primarily due to SCT becoming a fully brokered system.

The other three efficiency measures listed in Table 1-11 indicate the local non-government revenue ratio, the local government revenue ratio and the federal government revenue ratio. The local non-government revenue ratio is a ratio of farebox and other local non-government revenue, divided by total operating expenses. The local government revenue ratio is the ratio of local government revenues divided by total operating expenses. Over the six-year period, the local non-government revenue ratio, which primarily includes the farebox revenues has decreased. The local government revenue ration has increased nearly 8% since FY 2010.

#### d. Summary of Results of Trend Analysis

Trend analysis is only one widely used aspect of transit performance evaluation. Strengths and weaknesses of the Sumter County CTC will be referred to periodically as other aspects of performance are considered in subsequent work activities and when recommendations are prepared for the TDSP. Table 1-12 provides a summary of the trend analysis indicating each performance measure, along with the percent change from 2010-2015.

**Table 1-12  
Sumter CTC Trend Analysis Summary**

<b>Performance Indicators/Measures</b>	<b>Percent Change (2010-2015)</b>
<b><i>Performance Measures</i></b>	
Passenger Trips	-18.45%
Total Vehicle Miles	-19.55%
Total Revenue Miles	12.09%
Operating Expense	-2.06%
Total Fleet Size	-38.46%
<b><i>Effectiveness Measures</i></b>	
Vehicle Miles per TD Capita	-41.78%
Vehicle Miles per Passenger Trip	-1.27%
Passenger Trips per TD Capita	-30.67%
Passenger Trips per Vehicle Mile	-1.22%
Accidents per 100,000 Vehicle Miles	531.00%
Vehicle Miles between Roadcalls	-59.10%
<b><i>Efficiency Measures</i></b>	
Operating Expense Per Passenger Trip	20.12%
Operating Expense Per Vehicle Mile	21.43%
Operating Expense Per Driver Hour	66.25%
Local Non-Government Revenue Ratio	-1.75%
Local Government Revenue Ratio	7.96%
Federal Government Revenue Ratio	-6.10%

**e. CTC Peer Review Analysis**

A CTC peer review analysis was conducted comparing the performance of Sumter County TD services with that of other CTC systems having similar operating characteristics. A peer group analysis serves two functions: first, it provides a comparison of how well Sumter County CTC has performed relative to similar CTC systems within the state of Florida, and second, it helps to establish realistic performance standards for the evaluation process. The seven Florida peer CTC's included in the analysis are shown in Table 1-13. These seven systems were chosen because they were fairly similar to the Sumter County CTC in terms of the following five key elements: demographic characteristics, system size (measured in terms of annual passenger trips provided), operating environment (urban or rural service area designation), organization type (transit agency, government, private non-profit, or private for-profit), and network type (sole provider, partial provider, or complete brokerage). Based on the assumption that the similarities in the five elements have not changed significantly over time, and based on discussions with Sumter County staff, the same systems were used again. Table 1-13 also indicates which peers operate demand response, deviated fixed-route, and/or fixed-route services.

**Table 1-13  
Sumter County CTC System Peers, FY 2015**

Service Area	Community Transportation Coordinator	Type of Organization	Demand Response	Deviated Fixed Route	Fixed Route
Columbia County	Suwannee Valley Transit Authority	Public Transit Agency	Yes	Yes	N/A
Flagler County	Flagler County Public Transportation	County	Yes	N/A	N/A
Highlands County	Veolia Transportation Services	Private For-Profit	Yes	N/A	N/A
Indian River County	Senior Resource Association, Inc.	Private Non-Profit	Yes	N/A	Yes
Monroe County	Guidance Clinic of the Middle Keys, Inc	Private Non-Profit	Yes	N/A	Yes
Nassau County	Nassau County Council on Aging, Inc.	Private Non-Profit	Yes	Yes	N/A
Putnam County	Ride Solution, Inc.	Private Non-Profit	Yes	Yes	Yes

Source: Annual Performance Reports, Florida Commission for the Transportation Disadvantaged, 2015

The tables and graphs presented in this section summarize selected performance measures, effectiveness measures, and efficiency measures for the CTC's considered for this review. For each selected measure, the tabular analysis provides the Sumter County CTC's performance, the minimum value among the peer group, the maximum value among the peer group, the mean of the peer group, and the percent that Sumter County CTC's values are away from the mean value. The peer review was conducted for FY 2015, the most recent full fiscal year of data available to date. Data used in the peer review analysis is documented in (Appendix G).

Each performance measure is depicted graphically on a bar chart, along with the peer group mean (the vertical line in each chart) to enhance the overall comparison. All performance statistics for the CTC peer group systems, were obtained from the CTD's *2015 Annual Performance Report*, which contains a compilation of the Annual Operating Reports submitted to the CTD for FY 2015 by each local CTC.

#### f. Performance Measures

Table 1-14 and Figures 1-20 through 1-27 present information pertaining to the eight performance measures that have been analyzed for the Sumter County CTC and its peers. As discussed previously in the trend analysis section, performance measures provide general information related to overall system performance.

In comparison to the peer group, Sumter County Transit has provided the fourth highest

number of passenger trips in FY 2015 (3.5 percent below the peer group mean). In addition, the system has provided the fifth highest amount of vehicle miles (less than 1 percent below the peer group mean) and the fourth highest amount of revenue miles of service among the peers for this fiscal year. The fleet size of 32 vehicles is 22 percent from the FY 2015 peer group mean of 39 vehicles.

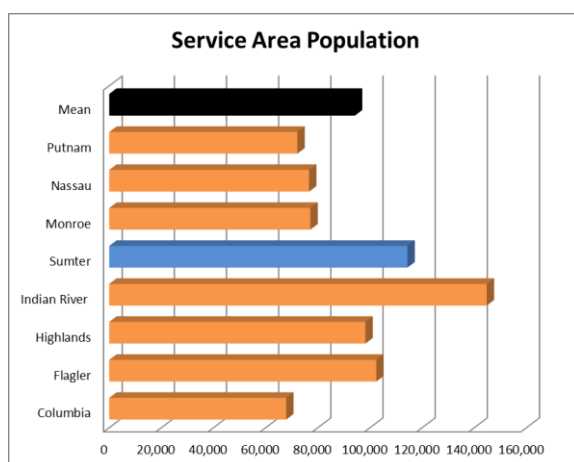
Data related to system total operating expenses and operating revenues also are presented in Table 1-14. The data shows that Sumter County CTC was 2 percent above the mean for operating expenses and nearly 10 percent above for operating revenues among the peer group for FY 2015.

**Table 1-14**  
**CTC Peer Analysis**  
**Performance Measures, FY 2015**

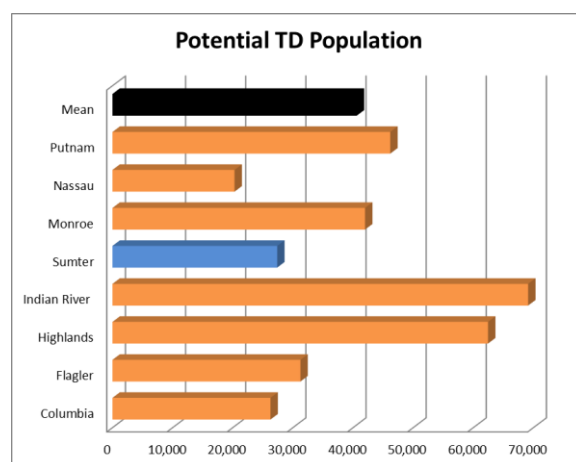
Performance Measures	Sumter	Peer Group Minimum	Peer Group Maximum	Peer Group Mean	Sumter: % From Mean
Service Area Population	114,350	67,857	144,755	94,188	17.63%
Potential TD Population	27,397	20,306	69,120	40,626	-48.29%
Passenger Trips	78,275	23,446	143,448	81,032	-3.52%
Vehicle Miles	609,530	320,073	923,740	604,525	0.82%
Revenue Miles	504,775	273,783	751,924	469,584	6.97%
Operating Expenses	\$ 1,556,001	\$ 656,707	\$ 2,305,615	\$ 1,520,436	2.29%
Operating Revenues	\$ 1,579,029	\$ 890,819	\$ 2,301,526	\$ 1,422,795	9.89%
Total Fleet	32	22	65	39	-22.66%

Source: 2015 Annual Performance Reports, Florida Commission for the Transportation Disadvantaged.

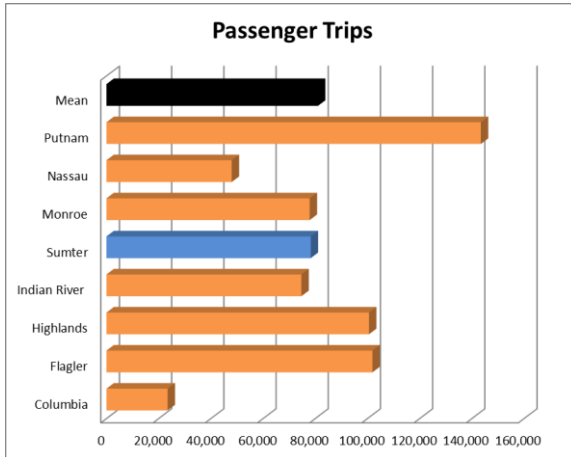
**Figure 1-20**



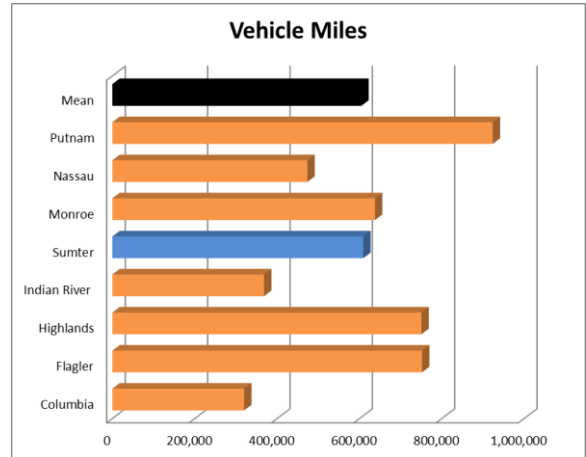
**Figure 1-21**



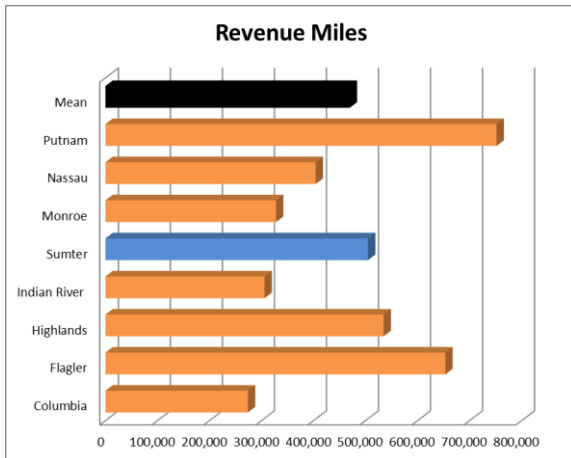
**Figure 1-22**



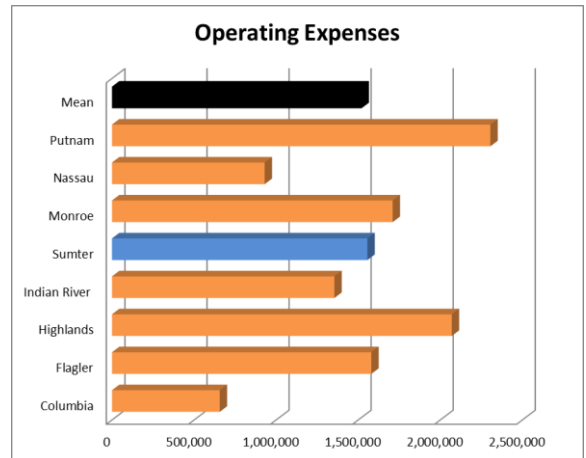
**Figure 1-23**



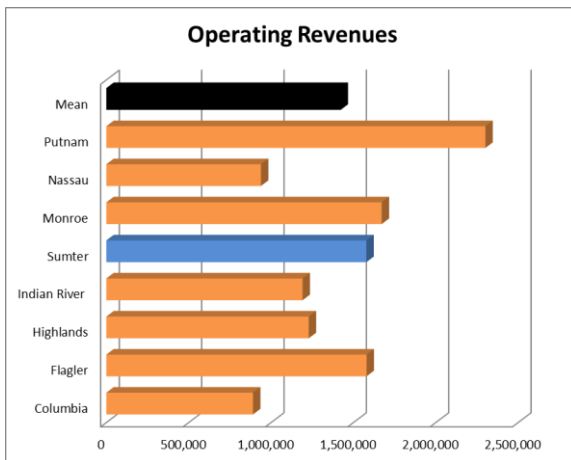
**Figure 1-24**



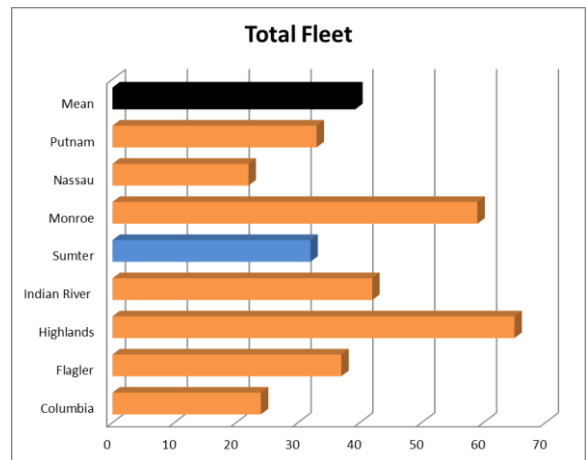
**Figure 1-25**



**Figure 1-26**



**Figure 1-27**



#### g. Effectiveness Measures

As stated previously in the trend analysis section, effectiveness measures indicate the extent to which various service-related goals are being achieved. Shown in Table 1-15 and Figures 1-28 through 1-33 are a variety of effectiveness measures for the Sumter County CTC and its peer CTC's.

On average, the Sumter County CTC had the third highest ratio of vehicle miles of service to potential TD customers among the peer systems. The Sumter County CTC has nearly 25 percent more passenger trips per potential TD customer than the group mean when compared to its peers.

The average length of the trips (i.e., vehicle miles per passenger trip) provided by the Sumter County CTC in FY 2015 was 7.79 miles, which is 5 percent less than the peer group mean of 8.21 miles. The inverse effectiveness ratio, passenger trips per vehicle mile, gives a general indication of the passenger loading that is occurring for each mile of vehicle travel. In the case of this measure, the Sumter County CTC performed the same as the peer group mean of .13 passenger trips per vehicle mile.

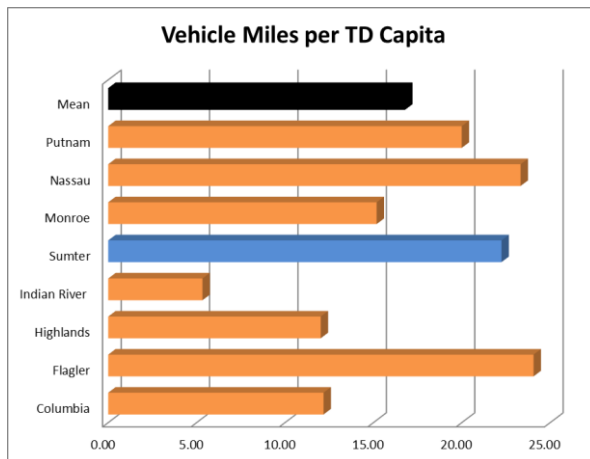
The other two effectiveness measures listed in Table 1-15 compare the Sumter County CTC to its peers in terms of system safety and service reliability. Comparatively, the Sumter County CTC experienced the second highest accident rate per 100,000 vehicle miles among the peers in FY 2015, 21 percent above the peer group mean. In terms of reliability, the Sumter County CTC logged 46,887 vehicle miles between roadcalls; this rate is below the peer group mean of 84,059 miles between roadcalls. As mentioned previously SCT provides monthly safety meetings for drivers and staff and SCT anticipates an increase in the vehicle miles between roadcalls.

**Table 1-15**  
**CTC Peer Analysis**  
**Effectiveness Measures, FY 2015**

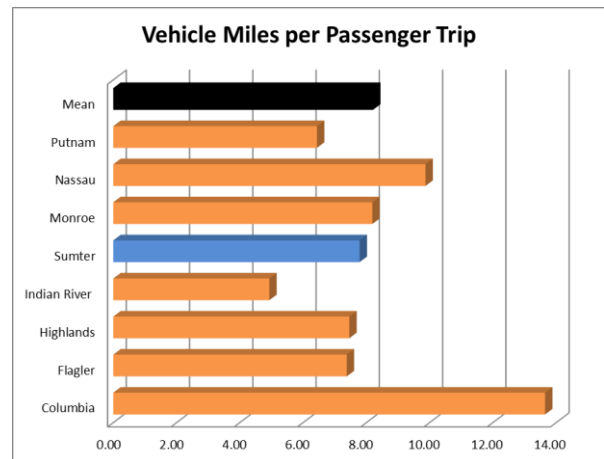
<b>Performance Measures</b>	<b>Sumter</b>	<b>Peer Group Minimum</b>	<b>Peer Group Maximum</b>	<b>Peer Group Mean</b>	<b>Sumter: % From Mean</b>
Vehicle Miles per TD Capita	22.25	5.33	24.06	16.79	24.51%
Vehicle Miles per Passenger Trip	7.79	4.93	13.65	8.21	-5.48%
Passenger Trips per TD Capita	2.86	0.89	3.26	2.13	25.52%
Passenger Trips per Vehicle Mile	0.13	0.07	0.20	0.13	-2.46%
Accidents per 100,000 Vehicle Miles	0.82	0.27	0.94	0.64	21.67%
Vehicle Miles between Roadcalls	46,887	0	157,906	84,059	-79.28%

Source: 2015 Annual Performance Reports, Florida Commission for the Transportation Disadvantaged.

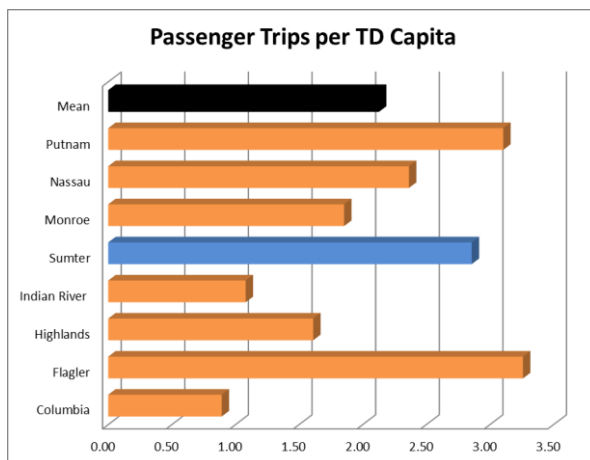
**Figure 1-28**



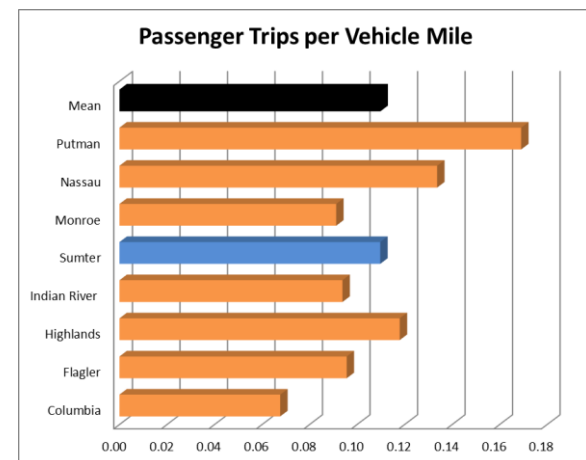
**Figure 1-29**



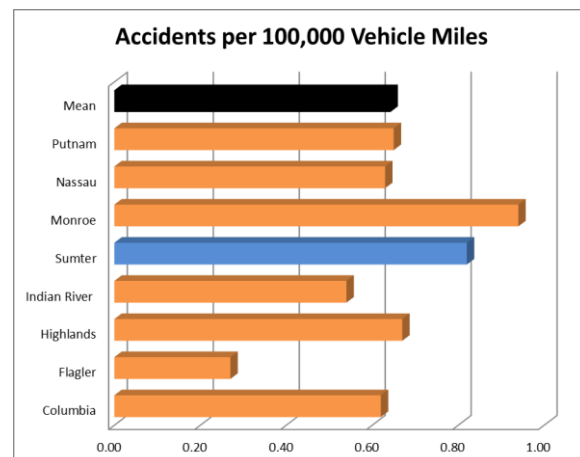
**Figure 1-30**



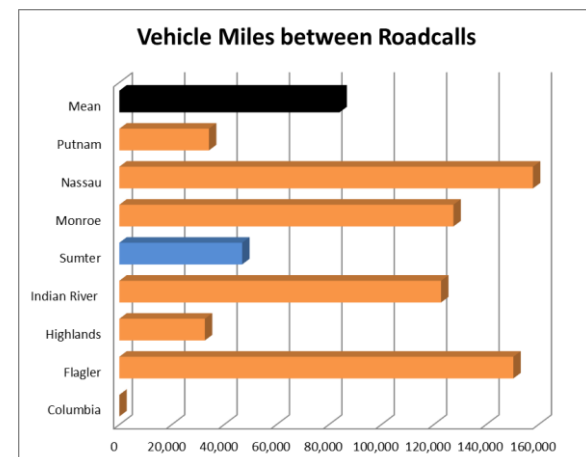
**Figure 1-31**



**Figure 1-32**



**Figure 1-33**





#### h. Efficiency Measures

The final area addressed in the CTC peer analysis concerns system efficiency. The efficiency Measures that are reviewed are detailed in Table 1-16 and presented graphically in Figures 1-34 through 1-39.

The first three efficiency measures listed in Table 1-16 pertain to unit costs based on total operating expenses. In the case of the operating expense per passenger trip ratio, the Sumter County CTC performed less than one percent below the mean. That is, Sumter's average cost per trip of \$19.88 was 6 cents less than the peer group mean of \$19.94. This cost per trip figure also represents the average value among the peers in FY 2015.

The Sumter County CTC's operating expense per vehicle mile \$2.55 was slightly higher than the mean of \$2.53. The operating expense per driver hour represents the average value among the peers in FY 2015.

Table 1-16 also presents the amount of local non-government revenue collected during FY 2015 from the CTC's in comparison to total operating expense. Local non-government revenues can include farebox, Medicaid co-pays received, donations, contributions, in-kind services, as well as any other non-government revenues. The Sumter County CTC's ratio of local non-government revenue collected to total system costs was 3.80 percent and .09 percent lower than the peer group mean of 3.89 percent for FY 2015. Sumter had the fourth highest local non-government revenue ratio among the peers in FY 2015. Sumter County CTC's ratio of local government revenue collected to total system costs is 21% higher than that of the peer group mean in FY 2014. Sumter County had the second highest average value among the peers in this efficiency measure. This signifies that Sumter is performing above average in terms of the total revenue contributed by local government sources (in comparison to its total operating expenses).

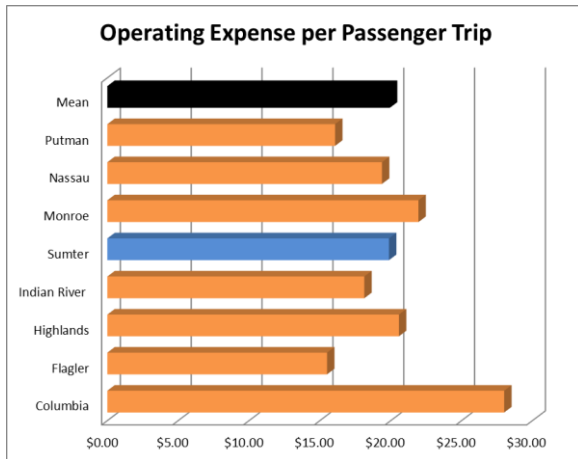
**Table 1-16**  
**CTC Peer Analysis**  
**Efficiency Measures, FY 2015**

<b>Performance Measures</b>	<b>Sumter</b>	<b>Peer Group Minimum</b>	<b>Peer Group Maximum</b>	<b>Peer Group Mean</b>	<b>Sumter: % From Mean</b>
Operating Expense per Passenger Trip	19.88	15.50	28.01	19.94	-0.31%
Operating Expense per Vehicle Mile	2.55	1.96	3.68	2.53	0.70%
Operating Expense per Driver Hour	53.43	9.94	53.43	34.18	36.04%
Local Non-Government Revenue Ratio	3.05%	0.94%	14.25%	4.58%	-1.54%
Local Government Revenue Ratio	39.66%	0.00%	58.68%	19.41%	20.25%
Federal Government Revenue Ratio	57.30%	38.89%	95.06%	76.01%	-18.71%

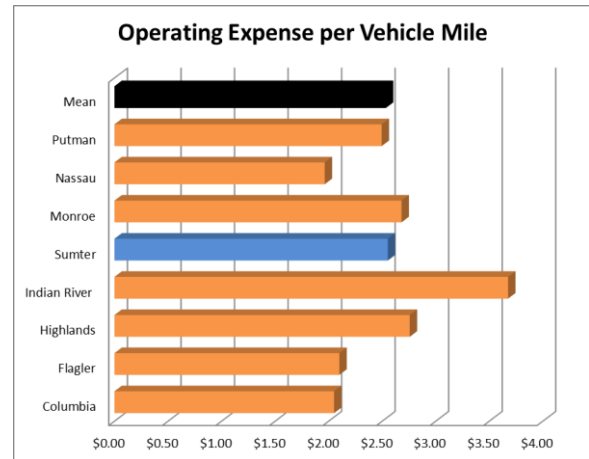
Source: 2015 Annual Performance Reports, Florida Commission for the Transportation Disadvantaged.

Note: Non-Government Revenue includes Farebox collections

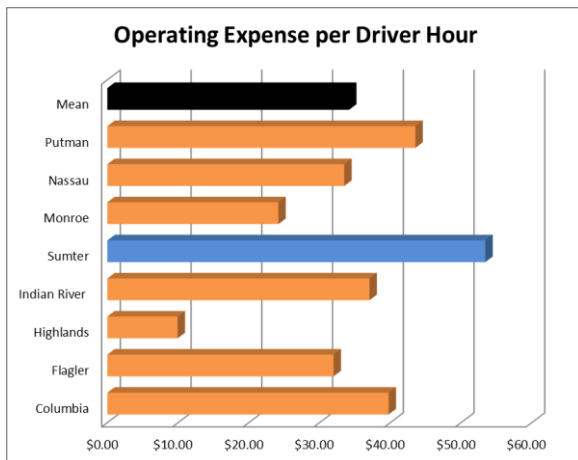
**Figure 1-34**



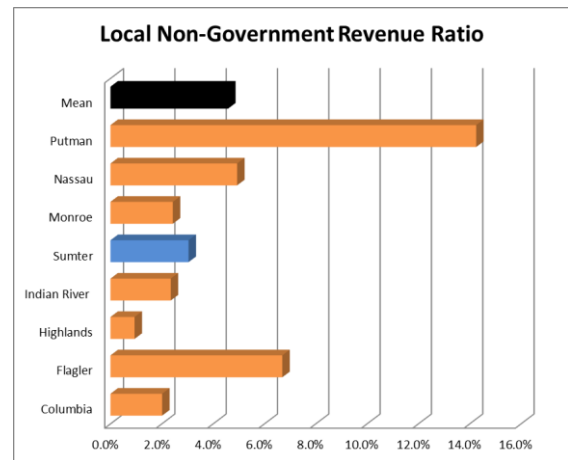
**Figure 1-35**



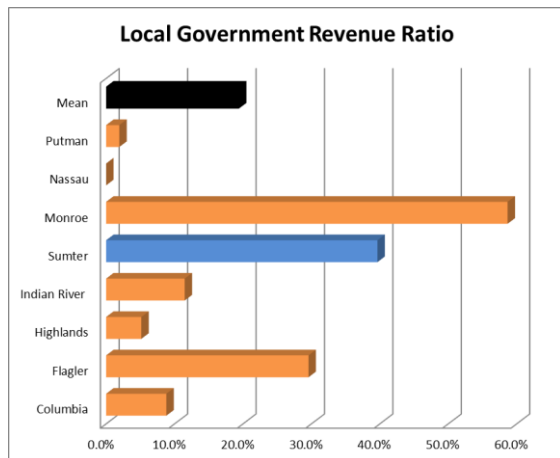
**Figure 1-36**



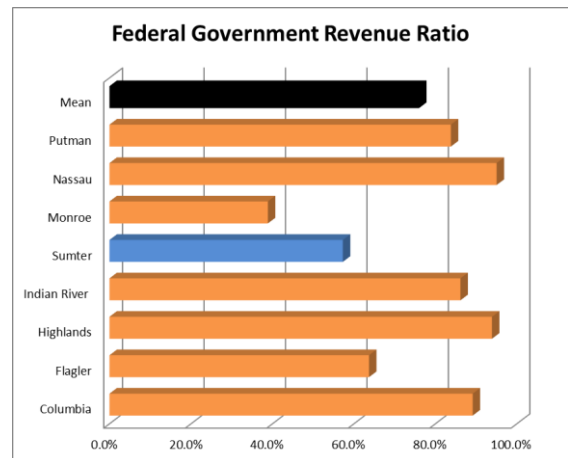
**Figure 1-37**



**Figure 1-38**



**Figure 1-39**



i. Summary Results of Peer Review Analysis

Table 1-17 provides a summary of the peer review analysis for the Sumter County TD services provided by the County's CTC. The summary includes each performance measure, as well as the percent that each measure is above or below the peer group mean for the Sumter County CTC in FY 2015.

**Table 1-17**  
**Sumter CTC Peer Analysis Summary, FY 2015**

Measures Indicators	Sumter: % From Mean
Operating Expense per Passenger Trip	-0.31%
Operating Expense per Vehicle Mile	0.70%
Operating Expense per Driver Hour	36.04%
Local Government Revenue Ratio	20.25%
Potential TD Population Served	-48.29%
Accidents Per 100,000 Miles	21.67%
Miles Between Roadcalls	-79.28%

### **3. NEEDS ASSESSMENT**

A transportation disadvantaged needs assessment involves comparing the supply of transportation disadvantaged services to the demand for those services. Sumter County remains one of the fastest growing areas of the state. Sumter County continues to work hard to provide first-rate public transportation to the community, by using service routes and door to door services. Transportation services provided through Sumter County Transit are available to all county residents with emphasis placed on serving the needs of the elderly and handicapped. A wide range of transportation services are provided to facilities including, but not limited to medical, employment, education, nutrition, shopping, training, social and recreation.

Sumter County applied for the Job Access/Reverse Commute (JARC) and New Freedom Grants. They were awarded the 5317 New Freedom Grant which will provide transit services beyond those required by the American with Disabilities Act of 1990 (ADA). The funds were used for operating assistance and provide service to residents to meet the needs of persons with disabilities where public transit services are unavailable. New Freedom funds were used for the North Area Connectors and for FY 13/14 were applied for Saturday service on the Orange Service Route. The New Freedom Grant ended on September 30, 2014 due to low ridership.

Job Access Reverse Commute (JARC) (Section 5316) grant funds are used for transportation access to qualified low-income individuals for employment opportunities and day care facilities associated with their employment. An application for FY 13/14 was submitted and approved to extend JARC services to include travelling to the Lake and Marion portions of The Villages and into Leesburg. The hours were expanded from 7:00 a.m. to 6:00 p.m. as funding allows.

Sumter County applied for the 2010-2011 Service Development Grant. The grant was awarded to provide connecting shuttle service for the southern Orange route and the northern Villages routes with primary concentration in the Wildwood area. Wildwood continues to grow in population and transportation needs. The service was implemented March 1, 2011. The Service Development Grant was depleted August, 2012, but the service continues as the route proved successful.

Sumter County received the FY2012/2013 Public Transit Service Development Program Funding. This program was enacted by the Florida Legislature to provide initial funding for special projects. Sumter County used the funds for the North Area Connectors and added Saturday service. The third bus was used to supply accelerated returns separate from the two existing routes. The Service Development Grant ended on September 30, 2014, due to low ridership.

Sumter County was awarded a Public Transit Service Development Program Funding for FY 2014/2015. Sumter County decided against using the Service Development Grant due to low ridership on the North Area Connectors. This program would have provided shuttle services for the newly developed Wildwood/Brownwood/The Villages area.

#### a. Demand for TD Trips

Florida's TD system provides two types of trips: program trips and general trips. Demand for program trips is forecasted differently than for general trips, as summarized in the remainder of this section.

#### b. Demand for Program Trips

A *program trip* is one made by a client of a government or social service agency for the purpose of participating in a program of that agency. Examples of program trips are Medicaid trips, trips to congregate meal sites, or trips to job training facilities.

Program trip demand is dependent upon the existence of the program to which the potential TD population group is transported. For example, demand for trips to sheltered workshops exists only because there are sheltered workshop programs. Thus, the demand for program trips is equal to the number of trips required to take advantage of the service offered by the program. Therefore, the demand for program trips depends on the funding level for the various social service programs.

#### c. Demand for General Trips

General trips are trips made by TD persons (Category II) to destinations of their choice (not to agency programs). Examples of general trips are trips to work or grocery stores and non-Medicaid medical trips. Deriving the demand for general trips is different than for program trips.

Total demand for general trips is simply the TD population multiplied by the trip rates. The TD population (rather than the Potential TD population) is used to forecast demand

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because the TD population is the pool of persons eligible for general trips funded by the state. A large and growing gap exists between the demand for general trips and the supply of these trips. Unmet demand refers to demand that currently exists in the TD transportation market, but is not being met due to factors such as funding, price, convenience, comfort, eligibility, and the availability of other transportation modes.

Figures related to the demand and supply of TD general purpose trips in Sumter County probably includes trips that also will fall under the category of ADA complementary paratransit services. The ADA provides for unconstrained delivery of paratransit trips for persons who cannot use the deviated fixed-route bus system due to the nature and/or extent of their disability. Persons may be certified as eligible for ADA paratransit trips, as well as for TD general purpose trips.

#### **4. BARRIERS TO COORDINATION**

To successfully provide cost efficient transportation for the disadvantaged population it is imperative that the barriers to coordination be identified. Currently, several barriers exist that make coordination difficult:

##### **a. Institutional Barriers: Federal and State**

One area of common concern to all regions is the role of federal and state funding in promoting coordination. In this regard, this section analyzes to what extent federal funds inhibit coordination. Included in this discussion is a brief review of important transportation funding programs and associated regulations that could affect coordinated transit. Generally these programs do not restrict coordination through regulations. However, there are practical issues that make coordination challenging but not insurmountable.

##### **b. Lack of information**

The public and public service agencies need to be aware of the TD program. Using community information resources will help make the information available to the public.

- Elected Officials
- Public Hearings
- County Departments including Human Services, Community Action, Veterans Affairs.
- Community Based Organizations including Salvation Army, Charities,
- Transit Handbooks
- Passenger Guide
- Transit Maps
- MPO website

In addition, the CTD is a primary resource for information, guidance, oversight and legislative advocacy on behalf of the statewide coordinated system.

c. Lack of Cooperation within Agencies

If agencies fail to provide required information or documentation to serve their clients then resources are not fully utilized.

d. Lack of Sufficient Funding

There is on-going support for state legislators to approve an increase in funding for the Transportation Disadvantaged Trust Fund. There is not enough funding to assist everyone in need. Funding for transportation services has remained relatively constant over the past several years and has not kept up with the increasing travel demands, resulting in CTCs struggling to maintain their existing service levels.

To offset the lack of funding a program offering a free monthly pass would enable a Transportation Disadvantaged rider to use the public transportation.

The downturn in Florida economies due to the collapse of the real estate industry has resulted in budget cutbacks at the local government level.

The lack of bus stops limits the ability of TD passengers to safely access the fixed route transit services.

e. Conclusion

Transportation coordination holds great potential for addressing multiple needs and goals with limited resources. As basic as it may seem, several dynamics are critical to success, including leadership, participation, and continuity. By establishing and supporting formal transportation coordinating mechanisms, governors can leverage state, federal, local, and private resources to provide more effective transportation solutions that can lead to reduced congestion, better access to jobs, and more efficient provision of transportation services in our region.

## GOALS, OBJECTIVES, AND STRATEGIES/IMPLEMENTATION SCHEDULE

The mission of Sumter County Transit is:

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

Developing a set of goals and objectives for a public transportation system is critical to establishing a vision for transit in the community and is a fundamental component of any TDP and TDSP.

The following goals, objectives and strategies have been adopted to further the mission of the Sumter County Transit.

### Sumter County Transportation Disadvantaged Service Goals

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

## TRANSIT GOALS, OBJECTIVES & STRATEGIES/IMPLEMENTATION SCHEDULE

<b>GOAL 1 Provide an efficient, effective, and fully coordinated transportation system to meet the mobility needs of the transportation disadvantaged in Sumter County.</b>
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<b>Objective 1.1</b> Provide the needed vehicle capacity to meet the demand for transportation disadvantaged services.
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<i>Strategies</i>	<i>Responsible Agency</i>	<i>Date</i>
<i>1.1.1 Annually develop and update transit capital acquisition/replacement plan, Transit Capital Plan (TCP).</i>	<i>CTC</i>	<i>annual</i>
<i>1.1.2 Annually monitor demand versus available vehicle capacity as part of performance monitoring system.</i>	<i>CTC/MPO</i>	<i>annual</i>
<b>Objective 1.2</b> Ensure the paratransit system continues to remain responsive to the needs of the transportation disadvantaged population and the community.		
<i>Strategies</i>	<i>Responsible Agency</i>	<i>Date</i>
<i>1.2.1 Maintain adequate, experienced and trained staff needed to operate, maintain, and administer all coordinated system functions.</i>	<i>CTC</i>	<i>ongoing</i>
<i>1.2.2 Provide connectivity throughout the County with a focus on major attractors and other transportations options or modes.</i>	<i>CTC</i>	<i>ongoing</i>
<i>1.2.3 Annually review agency and TD trips to determine the major system attractors and the availability of multi-modal options within those areas. Develop a facility gaps assessment report and include as part of the TSDP annual update.</i>	<i>CTC/MPO</i>	<i>annual</i>
<b>Objective 1.3</b> Maximize coordination with public and private agencies and other transportation operators serving Sumter County.		
<i>Strategies</i>	<i>Responsible Agency</i>	<i>Date</i>
<i>1.3.1 Pursue all available funding opportunities at the federal, state, local levels, and from private sources. Annually track and report available funding sources as part of the TDSP update.</i>	<i>CTC/MPO</i>	<i>ongoing</i>
<i>1.3.2 Maximize existing coordination contracts and execute new ones where feasible, needed and cost-effective.</i>	<i>CTC</i>	<i>ongoing</i>

<b>Objective 1.4</b> Reduce the duplication of transportation disadvantaged services provided within and outside the county.		
<i>Strategies</i>	<i>Responsible Agency</i>	<i>Date</i>
<i>1.4.1 Pursue coordination with transportation providers within Sumter County and in other counties (e.g., Marion and Lake).</i>	<i>CTC</i>	<i>annual</i>
<b>Objective 1.5</b> Bring all of the social service organizations that provide transportation into the coordinated system through purchase of service contracts coordination contracts and/or joint-use agreements.		
<i>Strategies</i>	<i>Responsible Agency</i>	<i>Date</i>
<i>1.5.1 Ensure cooperation between all social service transit providers including private sector providers and the CTC.</i>	<i>CTC/MPO</i>	<i>ongoing</i>
<b>Objective 1.6</b> Identify and address actual or perceived barriers regarding coordination of transportation services in Sumter County.		
<i>Strategies</i>	<i>Responsible Agency</i>	<i>Date</i>
<i>1.6.1 Research and discuss potential barriers to coordination with social service transit providers and others.</i>	<i>CTC/MPO</i>	<i>ongoing</i>
<b>Objective 1.7</b> Evaluate and educate transportation disadvantaged patrons who are capable of using the existing shuttle service routes.		
<i>Strategies</i>	<i>Responsible Agency</i>	<i>Date</i>
<i>1.7.1 Provide guidance to TD patrons at expos, fairs and special events.</i>	<i>CTC</i>	<i>ongoing</i>
<i>1.7.2 Provide mobility management training for transportation disadvantaged patrons wanting to make use of other transportation services within our region.</i>	<i>CTC/MPO</i>	<i>ongoing</i>

<b>GOAL 2 Provide for the most cost-effective provision of transportation disadvantaged services.</b>		
<b>Objective 2.1</b> Maximize the multi-loading of vehicle trips to reduce the cost per trip and maximize efficiency.		
<i>Strategies</i>	<i>Responsible Agency</i>	<i>Date</i>
<u>2.1.1</u> Quarterly track and monitor all trips using transportation dispatch software. Map and publish major origins and destinations maps to encourage coordination with other providers and or transportation options.	CTC	quarterly
<u>2.1.2</u> Monitor and report number of passenger trips per hour. Include annual report in the TSDP.	CTC	annual
<b>Objective 2.2</b> Reduce the duplication of transportation disadvantaged services provided within the county.		
<i>Strategies</i>	<i>Responsible Agency</i>	<i>Date</i>
<u>2.2.1</u> Continue to explore multi-loading opportunities such as group trips to major attractors.	CTC	quarterly
<u>2.2.2</u> Encourage contractors to use Intelligent Transportation Strategies (ITS) Global Positioning System, (GPS), Mobile Data Terminals (MDTs) and Computer Aided Dispatch (CAD), Automatic Vehicle Location (AVL) to all new buses to assist with coordination services and reducing duplications for a more coordinated process.	CTC/MPO	annual
<b>Objective 2.3</b> Determine the most cost effective types of public/private transportation services to meet the projected demand within specified service areas.		
<i>Strategies</i>	<i>Responsible Agency</i>	<i>Date</i>
<u>2.3.1</u> Conduct quarterly brainstorming sessions with MPO, county, municipal staff to identify cost savings initiatives.	CTC/MPO	quarterly

<u>2.3.2</u> Encourage Section 5310 grant recipients to participate in the coordination of the transportation disadvantages services and maximize the use of their vehicles.	CTC	annual
<u>2.3.3</u> Continue to monitor and report cost per trip and work to operate as efficiently as possible.	CTC	quarterly
<u>2.3.4</u> Annually review trips rates to ensure program sustainability.	CTC	annual
<u>2.3.5</u> Ensure all paratransit clients are subject to recertification every three years.	CTC	ongoing
<b>Objective 2.4</b> Improve cost-effectiveness through a reduction in energy demand as feasible.		
<u>2.4.1</u> Continue to evaluate the purchase of alternative fuel vehicles as replacement vehicles are needed.	CTC	annual

**GOAL 3 For all transportation services that are provided, ensure that a high level of service quality is provided, maintained, and improved as necessary.**

**Objective 3.1** Maintain on-time performance of at least 92 percent.

<i>Strategies</i>	<i>Responsible Agency</i>	<i>Date</i>
<u>3.1.1</u> Maintain a minimum number of drivers to prevent negative consequences when drivers are absent. Have relief drivers available.	CTC	ongoing
<u>3.1.2</u> Ensure that scheduling is done in a manner that allows the most efficient loading of all vehicles.	CTC	ongoing

**Objective 3.2** Ensure all performance criteria are maintained.

<i>Strategies</i>	<i>Responsible Agency</i>	<i>Date</i>
<u>3.2.1</u> Continue to monitor and report performance indicators on a monthly basis. These include the following: on time performance, unduplicated passengers, cost per	CTC/MPO	ongoing

<i>passenger trip and cost per vehicle mile.</i>		
<i>3.2.2 Continue to conduct weekly staff/customer service meetings to fully review complaints. Report findings to affected parties and take corrective actions when necessary.</i>	<i>CTC/MPO</i>	<i>ongoing</i>
<b>Objective 3.4</b> Maximize customer comfort and safety.		
<i>Strategies</i>	<i>Responsible Agency</i>	<i>Date</i>
<i>3.4.1 Randomly select a preset number of rider's bi-monthly to conduct a post-trip rider phone survey and/or online/handout survey tool.</i>	<i>CTC</i>	<i>ongoing</i>
<i>3.4.2 Annually inspect operator and coordination contract vehicles, monitor drivers and adhere to the drug and alcohol program.</i>	<i>CTC</i>	<i>annual</i>
<i>3.4.3 Monitor and track safety related comments and complaints and seek ways to minimize.</i>	<i>CTC/MPO</i>	<i>ongoing</i>
<i>3.4.4 Utilize "Mystery Riders", and/or cameras to ensure accountability of staff to riders.</i>	<i>CTC</i>	<i>ongoing</i>
<i>3.4.5 Maintain and analyze accident records to determine future actions deemed necessary to improve the overall safety record.</i>	<i>CTC/MPO</i>	<i>annual</i>
<i>3.4.6 Maintain the quality of the vehicles by replacing older, high mileage vehicles.</i>	<i>CTC</i>	<i>annual</i>
<i>3.4.7 Ensure that services are provided in a safe and secure manner in accordance with the CTD and FDOT standards and recommendations.</i>	<i>CTC</i>	<i>ongoing</i>
<b>Objective 3.5</b> Increase avenues for customers to access information on the coordinated transportation system.		
<i>Strategies</i>	<i>Responsible Agency</i>	<i>Date</i>
<i>3.5.1 Distribute schedules and system information in public places throughout the County for residents and visitors (e.g. shopping centers, Chambers of Commerce, clubs and community associations etc.).</i>	<i>CTC/MPO</i>	<i>ongoing</i>

<i>3.5.2 Develop an on-going public involvement process through surveys, discussion groups, interviews, public workshops, marketing efforts, and other promotional activities.</i>	<i>CTC/MPO</i>	<i>annual</i>
<i>3.5.3 Pursue marketing opportunities through community associations and organizations, e.g., newsletters, radio, television, print media and internet.</i>	<i>CTC/MPO</i>	<i>ongoing</i>
<i>3.5.4 Encourage marketing assistance from the TDCB and the CTD and obtain resources to expand marketing efforts.</i>	<i>CTC/MPO</i>	<i>ongoing</i>
<i>3.5.5 Ensure that all websites and other electronic media are compliant with Section 508 of the Rehabilitation Act, as amended in 1998</i>	<i>CTC/MPO</i>	<i>annual</i>
<i>3.5.6 Update the Rider's guide annually to reflect changes in policy and procedures.</i>	<i>CTC</i>	<i>annual</i>
<i>3.5.7 Conduct informational and travel training workshops and training to organizations that serve the disabled.</i>	<i>CTC/MPO</i>	<i>annual</i>
<i>3.5.8 Distribute information to Human Service agencies in accessible formats</i>	<i>CTC</i>	<i>ongoing</i>
<i>3.5.9 Promote new and existing services in Sumter County.</i>	<i>CTC/MPO</i>	<i>ongoing</i>
<i>3.5.10 Study the implementation of the Sumter County vanpool program.</i>	<i>CTC/MPO</i>	<i>annual</i>
<i>3.5.11 Promote and assist with Rethink for commuter assistance program to target major employers and commuter options.</i>	<i>CTC/MPO</i>	<i>ongoing</i>
<b>Objective 3.6</b> Investigate and pursue all available funding opportunities at the federal, state, and local levels and from private source for programs or projects that serve the transportation disadvantaged.		
<i>Strategies</i>	<i>Responsible Agency</i>	<i>Date</i>
<i>3.6.1 Coordinate with the Lake~Sumter MPO in the utilization of its transit planning funds to support/improve transit planning in Sumter County.</i>	<i>CTC</i>	<i>ongoing</i>

<i>3.6.2 Work with local agencies to continue to receive sufficient funding to provide agency trips.</i>	<i>CTC</i>	<i>annual</i>
<i>3.6.3 Educate the general public and local decision makers on the importance of public transportation and the need for local financial support.</i>	<i>CTC/MPO</i>	<i>ongoing</i>

**GOAL 4 Encourage land use patterns that support and promote transit patronage through the clustering of mixed uses and other transit-oriented designs in medium and large scale planned developments.**

**Objective 4.1** Improve local knowledge of the benefits of transit supportive areas and land uses.

<i>Strategies</i>	<i>Responsible Agency</i>	<i>Date</i>
<i>4.1.1 Encourage the expansion of the development review process to include the consideration of impacts on the multi-modal transportation system and infrastructure.</i>	<i>CTC/MPO</i>	<i>ongoing</i>
<i>4.1.2 Promote model land use regulations that encourages transit patronage through Transit Supportive Areas and Transit Oriented Development (TOD).</i>	<i>CTC/MPO</i>	<i>ongoing</i>
<i>4.1.3 Support land development regulation that requires transit amenities to be provided in new developments.</i>	<i>CTC/MPO</i>	<i>ongoing</i>

**Objective 4.2** Improve connections of public transportation to other modes of transportation

<i>Strategies</i>	<i>Responsible Agency</i>	<i>Date</i>
<i>4.2.1 Improve transit infrastructure along existing and future public transportation corridors.</i>	<i>CTC/MPO</i>	<i>ongoing</i>
<i>4.2.2 Ensure connectivity of infrastructure to current and future public transportation.</i>	<i>CTC/MPO</i>	<i>ongoing</i>

**Objective 4.3** Provide opportunities for ADA and TD passengers to safely access multi-modal corridors.



<i>Strategies</i>	<i>Responsible Agency</i>	<i>Date</i>
<i>4.3.1 Maximize effective migration of individuals to public transportation through the use of functional assessments, travel training, and other efforts to make shuttle service routes assessable to more people.</i>	<i>CTC</i>	<i>ongoing</i>
<i>4.3.2 Continue to utilize a 100% accessible fleet.</i>	<i>CTC</i>	<i>ongoing</i>
<i>4.3.3 Review and update inventory of potential bus stops and shelters including ADA accessibility improvements along shuttle service routes.</i>	<i>CTC</i>	<i>annual</i>
<i>4.3.4 Ensure all new bus stops and shelters are accessible to persons with disabilities and meet ADA Accessibility Guidelines (ADAAG) compliance requirements.</i>	<i>CTC</i>	<i>ongoing</i>

## SECTION 2: SERVICE PLAN

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### OPERATIONS

The operations element is a profile of the Coordinator's current system which provides basic information about the Coordinator's daily operations.

#### 1. Types, Hours and Days of Service

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

- Mid-Florida Community Services Senior Programs  
Weekday (excluding holidays) door to door trips to Wildwood and Sumterville congregate meal sites provided by SCT (ambulatory and wheelchair)
- Florida Department of Children and Family Services - Day Training Program  
Weekday (excluding holidays) trips to SCARC Inc.'s Evaluation, Training and Employment Center in Bushnell, weekday (excluding holidays) trips for lawn maintenance crews to and from jobs, weekday (excluding holidays) community inclusion training trips and field trips provided by coordination contractor, SCARC, Inc., and SCT as back-up (ambulatory and wheelchair)
- Florida Commission for the Transportation Disadvantaged - Non-Sponsored Trips  
Weekday (excluding holidays), 5 days/week door to door reservation and demand response trips for transportation disadvantaged individuals to various destinations in and out of the county provided by SCT and contracted transportation operators (ambulatory, wheelchair and stretcher)
- Florida Department of Transportation/Board of Sumter County Commissioners - General Public Trips  
Weekday (excluding holidays), 5 days/week door to door reservation and demand trips for the general public to various destinations in and out of the county provided by SCT and contracted transportation operators (ambulatory, wheelchair and stretcher)
- Various  
7:45 a.m. to 4:00 p.m. Monday-Wednesday-Friday service routes with deviations (see maps Appendix H) accessed on reservation (advance notification) or demand response (flexible stops along route) basis, operated by SCT (ambulatory and wheelchair)

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

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

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

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

(c) SCT restricts out-of-county trips to appointments between 9:00 a.m. and 2:00 p.m. and in county trips to appointments between 8:30 a.m. and 3:00 p.m., non-contiguous counties 8:00 a.m. and 11:00 a.m.

(d) In-county trips are encouraged when the required service is available. The local in county medical facilities include but are not limited to: Langley Health Services, Bushnell Family Practice and the Villages/Lady Lake areas including the Villages Regional Medical Center. Langley Health Services is the primary Medicaid provider in Sumter County. 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 shown on the general service area map (Appendix H).

Historically, these prioritized out-of-county destinations are the ones most often requested and they generally offer a wide range of services. Therefore, unless approved otherwise by the sponsoring/purchasing agency or within the limits set out below for trips to out-of-county trips will be to the following prioritized destinations when equivalent service can be obtained at them: Leesburg area, Summerfield/Mulberry Grove Ave. and Gainesville. SCT may require a rider to justify why he/she should be transported to destinations not in the prioritized order or to a non-prioritized destination.

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

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

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

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

Customer has a physical or mental disability, as specified in the Americans with Disabilities Act (ADA); or

Sumter County residents under age 19 and over the age of 55; or

Individuals and households with income status of less than 200% of the Federal poverty level as indicated in the chart below; or

No other funding agency is responsible for a passenger’s transportation; or

The customer is unable to provide their own transportation.

<b>200% over 2017 Poverty Guidelines for the 48 Contiguous States and the District of Columbia</b>	
<b>Persons in family/household</b>	<b>Poverty guideline</b>
1	\$24,120
2	32,480
3	40,840
4	49,200
5	57,560
6	65,920
7	74,280
8	82,640

## **2. Accessing Services**

### Requesting Services during Office Hours

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

### Requesting Services after Hours and on Holidays

Calls to SCT's office between 5:00 P.M. and 8:00 A.M. and on holidays are received by voice mail.

If the call is for emergency transportation, the caller is instructed to hang-up and dial 911.

If the call is for non-emergency transportation to be provided at a time prior to SCT's next business day, the caller is instructed to contact the on-call provider, which is preauthorized to provide transportation to and from Leesburg Regional Medical Center and Villages Regional Medical Center emergency rooms.

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

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

### Advance Notification

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

### Pick-up Times, Trip Cancellations and No-Shows

**Pick-up times**

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

To destinations within the county - at least one and one-half (1&1/2) hour prior to their appointment time.

To destinations in counties contiguous to Sumter County - at least two (2) hours prior to their appointment time.

To destinations in counties not contiguous to Sumter County - at least three (3) hours prior to their appointment time.

**Cancellations**

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

**No Shows**

Scheduled trips that are not canceled prior to the earliest applicable pickup time specified above are treated as "no shows."

"No shows" result when riders are not at their arranged pickup locations, or are not ready to board the vehicle, at their earliest applicable pickup time.

When a "no-show" occurs, the driver leaves a copy of SCT's "no show" policy at the pickup location. Three "no shows" within a 90-day period are grounds for up to a one-month suspension of service. SCT will provide written notice to a rider and the purchasing agency, if applicable, when suspending a rider's service. A suspension may be waived if there are extenuating circumstances or the rider demonstrates the problems causing the "no shows" have been resolved. It is the goal of the CTC to achieve less than two (2) percent no-shows by passenger education and imposing a fee of \$2.00 for each no-show.

A "no show" fee of \$2.00 will be assessed for each "no show". The fee will be added to the passenger's next fare collection for their next trip, and/or will be billed to them for collection purposes.

**SCT On-Time Performance**

On-time performance is defined as delivering the rider to the location of his/her appointment prior to the time of such appointment. SCT's performance standard is to be

on time for at least 96% of its rider's appointments. To accomplish this, it is imperative that the rider complies with the pick-up time policy specified above.

### **3. Transportation Operators and Coordination Contractors**

Services provided by operators contracted to Sumter County are for non-emergency transport, and contractors are not to provide nor administer oxygen as part of its contract.

In the event a passenger requires the administration of oxygen during any transport, oxygen shall be provided and administered by the passenger. In the event the operator provides oxygen for such passengers, it will be done at the sole expense and liability of the operator and the operator shall indemnify and hold harmless Sumter County from and against any liability that may arise from providing oxygen services to passengers.

#### Transportation Operator Contracts

A CTC may contract with a public, private for-profit, private not for profit entity, or a volunteer to provide trips within a coordinated transportation system when the CTC is unable to provide the trips or when the trips can be provided by the contract entity more cost-effectively and efficiently than by the CTC. Upcoming 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 an additional transportation operator(s) through: (1) negotiation or by contract, if possible, if the services are needed on very short notice, or (2) use of competitive selection process as recommended by the Sumter County Transportation Disadvantaged Coordinating Board (TDCB). Newspaper advertisements and Demand Star will be used to notify operators of potential contracting opportunities. The TDCB reviews and recommends approval or disapproval of transportation operator contracts.

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

SCT has a transportation operator contract with the following companies:

Ride Right, LLC

Contact: Mark Nelson, Operations Manager

Address: 1525 Industrial Drive, Wildwood, FL 34785

Phone: 352-568-6683

Clients: Sumter County residents providing ambulatory, wheelchair and stretcher service for the Transportation Disadvantaged and the general public.



Service: Door to door and deviated fixed routes  
Hours: 8:00 a.m. to 5:00 p.m. weekdays

### Coordination Contracts

Coordination contracts are appropriate for agencies/ organizations that receive transportation disadvantaged funds (e.g., Section 5310 grants for vehicle purchases) and are able to demonstrate it is more cost-effective and efficient from a total system perspective for them to provide some or all of their own transportation services. In negotiating each coordination contract, SCT considers whether the contract will promote effective utilization of vehicles in the county's coordinated transportation system, comparative costs, the particular needs of the organization involved, and the intangible benefits of having the organization serve as a transportation provider.

All coordination contracts are submitted to the TDCB for approval. In addition, SCT, in cooperation with the TDCB, reviews coordination contracts annually to determine whether continuation is the most cost-effective and efficient utilization possible.

SCT has a coordination contract with the following organizations.

SCARC, Inc.

Contact: Marsha Woodard Perkins, Executive Director

Address: 213 West McCollum Avenue, Bushnell, Florida 33513

Phone: (352) 793-5156

Clients: Agency for Person with Disabilities providing ambulatory and wheelchair services

Service: Medical, employment and life-sustaining door to door

Hours: 8:00 a.m. to 5:00 p.m. weekdays

SCT will secure additional coordination contracts as appropriate.

## **4. Public Transit Utilization**

The public transit in Sumter County is the deviated fixed routes that traverse the county North to South, providing stop offs at medical facilities including Langley Health Services. SCT encourages the use of public transit for riders who can ride the shuttle system. In order to accommodate the public, the shuttles are allowed to deviate off the route up to  $\frac{3}{4}$  of a mile.

## **5. School Bus Service Utilization**

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

## **6. Vehicle Inventory**

SCT expects to operate 23 vehicles with approximately 18 vehicles used each day.

SCARC Inc. expects to operate 10 vehicles with approximately 5 vehicles used each day.

Vehicle inventory lists located in Appendix C.

## **7. System Safety Program Plan Certification**

The CTC annually certifies compliance with its System Safety Program Plan to FDOT. SCT's contracted operators and coordination contractors have adopted SCT's System Safety Program Plan. A copy of the most recent certification is included as Appendix D.

## **8. Intercounty Services**

### Lake/Sumter

SCT will continue its efforts to coordinate transportation services between Sumter and Lake Counties with the Lake-Sumter Metropolitan Planning Organization, (LSMPO).

### Regional

SCT will continue its efforts to identify opportunities for coordinating transportation services on a regional basis and pursue those opportunities as appropriate.

## **9. Emergency Preparedness and Response**

SCT is the primary agency responsible for transportation in Sumter County's Emergency Support Function Plan. The Sumter County Emergency Support Function Plan provides for the coordination of transportation support to state and local government entities, voluntary organizations and federal agencies requiring transportation capacity to perform disaster assistance missions following a catastrophic hurricane, significant natural disaster or other event. SCT's primary responsibilities in the event of an emergency include: 1) implement emergency related functions to include prioritization and allocation and /or tasking of all public sector transportation capacity; 2) coordinate the provisions of transportation capacity in support of disaster relief and recovery efforts; 3) act as team leader and point of contact for the Transportation Emergency Support Function (ESF 1) at the Emergency Operations Center (EOC); 4) direct ESF resources and personnel in support of assigned missions; 5) set up fuel supply priority for securing operation supplies during events; and 6) provide transportation as needed for special needs people.

## 10. Education Efforts and Marketing

Community awareness of Sumter County's coordinated transportation system and ridership are promoted through various education and marketing efforts. These efforts include: (1) producing literature (e.g., flyers and posters) and distributing it widely in doctors' offices, county public health clinics, nursing homes and Assisted Living Facilities, and at sites such as stores and post offices frequented by the public; 2) meeting with representatives from agencies and organizations which provide transportation services for county residents or work with individuals likely to need assistance with transportation; 3) making presentations before civic, social and other groups; 4) involving the local media (public service announcements, news releases and stories, and advertisements as funding permits); 5) having an information booth at the annual Sumter County Fair and Government Day; 6) requesting listings in the information pages of the local telephone book; and 7) painting or marking SCT's vans distinctively to attract attention.

## 11. Acceptable Alternatives

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

## 12. Service Standards

Service standards have been jointly developed by the TDCB, Planning Agency and the Coordinator and are consistent with those of the Commission. The standards are integral to the development and implementation of a quality transportation program.

### Drug and Alcohol

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

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

## **Transport of Escorts and Dependent Children**

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

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

## **Child Restraint Devices**

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

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

## **Passenger Property**

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

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

## **Vehicle Transfer Points**

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

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

## **Local Toll Free Number and TD Helpline**

**Rule 41-2.006 (4)(f)** *Local toll free phone number for complaints or grievances shall be posted inside the vehicle. The TD Helpline phone number (1-800-983-2435) shall also be posted inside the vehicle. The local complaint process shall be outline as a section in the local Transportation Disadvantaged Service Plan including, advising the dissatisfied person about the*

*Commission's Ombudsman Program as a step within the process as approved by the Local Coordinating Board. All rider information/materials (brochures, user's guides, etc.) will include the TD Helpline phone number.*

**CTC Standard:** All vehicles of the CTC will have the local phone number for complaints or grievances as well as the TD Helpline number clearly posted inside all vehicle. All vehicles will have the TDD and the Florida Department of Transportation District 5 phone lines listed.

These phone numbers will also be included in the brochures and customer information packets provided by the CTC. Local Number 352-689-4447, TDD Toll Free Number 1-800-955-8771, FDOT Toll Free Number 1-877-385-7526.

### **Out-of-Service-Area Trips**

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

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

### **Vehicle Cleanliness**

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

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

### **Billing Requirements**

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

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

### **Passenger/Trip Data Base**

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

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

### **Adequate Seating**

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

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

### **Driver Identification**

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

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

### **Passenger Assistance**

**Rule 41-2.006 (4)(m)** *The paratransit driver shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include opening the vehicle door, fastening the seat belt or utilization of wheelchair securement devices, storage of mobility assistive devices, and closing the vehicle*

*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.

### **Smoking, Eating and Drinking on Vehicles**

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

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

### **Passenger No-Shows**

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

**CTC Standard:** Passenger no-shows include the following: (1) scheduled trips that are not canceled prior to the earliest applicable pickup time, and (2) passengers who are not at their arranged pickup locations at their scheduled pickup times or are not ready to board the vehicle at their earliest applicable pickup times.

When a no-show occurs, the driver shall leave a copy of the CTC's no-show policy at the pickup location. Three (3) no-shows within a three (3)-month period shall be grounds for up to a one (1)-month suspension of service. The CTC shall provide written notice to the passenger and the purchasing agency, if applicable, prior to suspending a passenger's service. A suspension may be waived if there are extenuating circumstances or the passenger demonstrates the problems causing the no-shows have been resolved.

It is the goal of the CTC to achieve less than two (2) percent No Shows by passenger education and imposing a fee of \$2 for No Shows.



## **Two-Way Communication**

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

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

## **Vehicle Air Conditioning/Heating**

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

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

## **First Aid**

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

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

## **CPR**

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

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

## **Driver Criminal Background Screening**

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

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



### **Public Transit Ridership**

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

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

### **Pick-up Window**

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

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

### **On-Time Performance**

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

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

### **Advance Reservation Requirements**

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

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

### **Accidents**

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

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

### **Reliability of Vehicles/Road Calls**

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

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

### **Call Hold Time**

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

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

### **Quality of Service**

**Rule 41-2.006 (4)(bb)** *The Community Transportation Coordinator 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 Community Transportation Coordinator's evaluation of the contracted operators, and the LCB's evaluation of the Community Transportation Coordinator.*

#### **CTC Standard:**

1. A drug and alcohol policy has been developed in accordance with the Federal Transit Administration (FTA) requirements and is available upon request.
2. FDOT vehicle ID number (if applicable) is displayed on every vehicle. Telephone numbers for complaints/compliments is listed in every vehicle, which is 689-4447. The CTD Ombudsman number 1-800-983-2435 and TDD services available through Florida Relay Services provided by the Commission for the transportation Disadvantaged at 1-800-955-8771.
3. System or service complaints are addressed by the CTC and can be received by telephone or mail. A process for assisting individual or agencies that do not agree with the complaint resolution can utilize the established Grievance process.

4. Vehicle interiors shall be free of dirt, grime, oil, trash, torn upholstery, damage or broken seats, protruding metal, and/or other objects/materials which could soil items placed in the vehicle or provide discomfort to the passenger. Interior of the vehicles shall be cleaned daily and exterior weekly.
5. All vehicles in the Coordinated System are equipped with operating air and heating, as well as two-way communication systems.
6. All drivers in the Coordinated System are required to:
  - a. Be certified in First Aid
  - b. Be certified in CPR
  - c. Wear Identification Badge at all times during passenger transport
  - d. Successfully complete an FDLE criminal background check prior to hire
  - e. Successfully complete a 3 year DMV driver background check prior to hire
  - f. Successfully complete an FDOT drug and alcohol exam prior to hire
  - g. Successfully complete an FDOT physical evaluation exam prior to hire and the every 2 years
7. On time performance standard of all trips to the scheduled arrival time of 96%.

### **Service Effectiveness**

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

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

### **Contract Monitoring**

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

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

### **Complaints**

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

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

Notes: The TDSP requirements were taken from the Commission for the Transportation Disadvantaged *Commission Standards Training Manual (Adopted June 1996, and updated as appropriate)* and Rule 41-2, Florida Administrative Code.

### **13. Local Complaint and Grievance Procedure Process**

#### Local Complaint Procedure Process

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

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

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

Service complaints are telephoned or mailed in a letter to the CTC. Each vehicle has a poster, prominently displayed, which advertises the appropriate phone number for patrons to call with concerns. Once a complaint is received, a complaint/response form (Appendix B) is filled out by the CTC with an appropriate cover letter. The completed complaint form with cover letter is given to the applicable transportation provider. A copy is retained by the CTC for follow up.

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

Following receipt of the response, the CTC will review and complete the applicable portion of the complaint/response form. If a service complaint evolves into an unresolved complaint (grievance), the complainant should be requested to demonstrate

their concern in writing as clearly as possible. Grievances are then heard by the TDCB.

Local Coordinating Board Grievance Procedures - See Appendix B

#### **14. Community Transportation Coordinator Monitoring Procedures of Operators and Coordination Contractors**

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

#### **15. 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.

#### **16. Planning Agency Evaluation Process**

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

## **COST/REVENUE ALLOCATION AND RATE STRUCTURE JUSTIFICATION**

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

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

(b) "Non-sponsored Transportation Disadvantaged". Rates for trips provided to transportation disadvantaged riders that are not sponsored by an agency/organization are normally 90% subsidized by grants from the Transportation Disadvantaged Trust Fund. Transportation disadvantaged riders pay approximately 10 percent (10%) of the rate as a fare for non-sponsored trips. Non-sponsored trips typically fall into the reservation or demand response service category.

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

### Rate/Fare Structure

The Florida Commission for the Transportation Disadvantaged has established a Rate Calculation Model to be used as the standard in developing rates for transportation services arranged or provided by Community Transportation Coordinators. The FCTD'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 in this Element. See Appendix E.

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

(a) Reservation/Demand Response Service:

Sponsored Riders – The charge to the sponsoring agency/organization will be \$20.24 for ambulatory passengers and \$34.70 for wheelchair

passengers.

Non-sponsored Transportation Disadvantaged Riders – The charge to the FCTD will be \$20.24 for ambulatory passengers and \$34.70 for wheelchair passengers.

- (b) General public - Charge to riders (farebox) is a portion of the fully allocated trip cost.
- (c) Escorts – The charge to sponsoring agency for escorts will be \$20.24 .
- (d) Service Routes - The fares for riders who board or disembark from bus service along routes are as follows:  
\$0.50 if no deviation, \$1.00 with deviation
- (e) SCARC, Inc. - Per trip rates are set by the Agency for Persons with Disabilities Program Office by level and type of trip.

#### Cost Standards

- (a) 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.
- (b) Fully allocated costs are based on the cost accounting categories described in The Florida Commission for the Transportation Disadvantaged Rate Calculation Model.
- (c) 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.

#### TRANSPORTATION DISADVANTAGED TRUST FUND RATE STRUCTURE SUMMARY OF SERVICE RATES

TYPE OF SERVICE TO BE PROVIDED	UNIT (PASSENGER MILE OR TRIP)	COST PER UNIT
Ambulatory	Trip	\$ 20.24
Wheelchair	Trip	\$ 34.70

### Fund Disbursement Rate Mechanism

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

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

### Eligibility Criteria

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

### Public Awareness of Non-Sponsored Funds

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

### Utilization Standards

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



## SECTION 3: QUALITY ASSURANCE

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### MONITORING AND EVALUATION PROCESS

#### Community Transportation Coordinator

The evaluation of the Sumter County Community Transportation Coordinator (CTC) is conducted annually by the Transportation Disadvantaged Coordinating Board (TDCB) with the guidance of the Lake~Sumter MPO planning staff. The purpose of the annual review is to evaluate the CTC's performance. The evaluation ensures quality of service is being obtained and that it is being provided in the most cost effective, efficient, unduplicated manner. The evaluation also ensures that all requirements are met in providing provision of any services by operators or coordination contractors in the coordinated system.

The evaluation is conducted utilizing the Commission for the Transportation Disadvantaged CTC Evaluation Workbook. The workbook outlines a formal process for evaluation the CTC (and its operators). Several of the CTC Evaluation Workbook worksheets are used in order to fully evaluate the CTC.

At a minimum the TDCB reviews the following areas:

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

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

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

# APPENDIX A

Transportation Disadvantaged  
Coordinating Board Certification &  
Roll Call Vote Sheet

## COORDINATING BOARD MEMBERSHIP CERTIFICATION

NAME: Lake~Sumter Metropolitan Planning Organization

ADDRESS: 1616 South 14<sup>th</sup> Street, Leesburg, FL 34748

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

1. The membership of the Local Coordinating Board, established pursuant to Rule 41-2.012 (3), FAC, does in fact represent the appropriate parties as identified in the following lists; and
2. The membership represents, to the maximum extent feasible, a cross section of the local community.

Signature: Nancy Valenzano  
Nancy Valenzano, Associate Planner

Date: June 6, 2017

### Sumter County Transportation Disadvantaged Coordinating Board

Representation	Member	Alternate	Term Ends
1. Chairperson	Don Burgess	N/A	12/30/17
2. FDOT	Jo Santiago	Carlos Colon	
3. Dept. of Children & Families	Sheri Peterson	Marisol Martinez	
4. Public Education Community	Christine Norris	David Williams	
5. FL Div. Voc Rehab/Education	Danielle Delgado	Jessie Riddle	
6. Veterans	Kim Rummell		
7. Community Action CAA	Sandra Woodard		
8. Person over 60 /Elderly	Mildred Haygood		10/2018
9. Person with Disability	Karen Nolte		10/2019
10. Citizen Advocate	Richard Cole		08/2017
11. Citizen Advocate/User	Bonnie Cowie		10/2019
12. Children at Risk	Carlina Lindo		
13. Local Mass Transit	N/A		
14. Private for Profit Transit	Vacant		
15. FL. Dept. of Elder Affairs	Mat Kline	Angela Taylor	
16. Florida ACHA	Milagros Chervoni		
17. Workforce Board	Cheryl Ridley		
18. Local Medical Community	Thomas Chase	Nathan Overstreet	
19. Technical Advisor (non-voting)	Bebe Chudeusz		

**TRANSPORTATION DISADVANTAGED SERVICE PLAN  
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

The Sumter County Transportation Disadvantaged Coordinating Board (TDCB) hereby certifies that an annual evaluation of this Community Transportation Coordinator was conducted consistent with the policies of the Florida Commission for the Transportation Disadvantaged and all recommendations of that evaluation have been 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 this Board at an official meeting held on:

June 6, 2017

  
\_\_\_\_\_  
Don Burgess, Chairman

\_\_\_\_\_  
Date

\_\_\_\_\_  
Florida CTD Designee

\_\_\_\_\_  
Date

**ROLL CALL VOTE – June 6, 2017 TDSP Major Update**

Representation	Member	Voted For	Voted Against	Absent From Voting
Chairperson	Don Burgess	✓		
FDOT	Jo Santiago/Carlos Colon	✓		
Dept. of Children & Families	Sheri Peterson/Marisol Martinez	✓		
Public Education Community	Christine Norris/David Williams	✓		
Fl. Div. of Voc. Rehab/Education	Danielle Delgado/ Jesse Riddle			✓
Veterans				
Community Action/CAA	Sandra Woodard	✓		
Person over 60/Elderly	Mildred Haygood	✓		
Person with Disability	Karen Nolte	✓		
Citizen Advocate	Richard Cole			✓
Citizen Advocate/User of System	Bonnie Cowie		✓	
Children at Risk	Carlina Lindo			✓
Local Mass Transit	n/a			
FL Dept. of Elder Affairs	Mat Kline/Angela Taylor			✓
Private for Profit Transit	Vacant			
Florida ACHA	Milagros Chervoni	✓		
Workforce Board	Cheryl Ridley	✓		
Local Medical Community	Thomas Chase/Nathan Overstreet	✓		
Technical Advisor	Bebe Chudeusz (Non-Voting)			



## **SUMTER COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN (TDSP)**

**ANNUAL UPDATE – Approved June 6, 2017**

### **SUMMARY OF UPDATES:**

#### **Section I DEVELOPMENT PLAN**

Summary of Existing Plans and Documents – reflects current Annual Operating Report FY 2015/16 and Annual Performance Report dates FY 2015/16

Inventory of Available Services – deleted those services no longer available

Table 1-1 Sumter County Population Trends –includes 2016 data

Tables 1-7 and 1-8 General and Critical Need TD Population Forecast – includes 2015-2025 data

#### **Section II SERVICE PLAN**

Eligibility Requirements for Transportation Disadvantaged Trust Fund Trips: Age for Sumter County residents be revised to over the age of 55 (currently age 60)

Poverty Guidelines – includes 2017

Child Restraint Devices (CTC Standard revised):

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

Rate Structure Summary includes FY 2017/18 Rates:

TYPE OF SERVICE TO BE PROVIDED	UNIT (Passenger Mile or Trip)	COST PER UNIT
Ambulatory	Trip	\$20.24
Wheelchair	Trip	\$34.70

#### **Appendix A**

Coordinating Board Membership Certification – June 6, 2017

Roll Call Vote Sheet – June 6, 2017

#### **Appendix B**

Grievance Procedures – Approved December 6, 2016

#### **Appendix C**

Vehicle Inventory List – May 5, 2017

#### **Appendix D**

SSPP Bus Transit System Annual Safety Certification - 2017

#### **Appendix E**

FY 2017/18 Rate Calculation Sheets – Approved June 6, 2017

#### **Appendix F**

Operator Contract – Ride Right (10/1/16 thru 9/30/19)

Current TDSP document may be reviewed online @ <http://www.lakesumtermopo.com/transit/tdsp.aspx>



## COORDINATING BOARD MEMBERSHIP CERTIFICATION

NAME: Lake~Sumter Metropolitan Planning Organization

ADDRESS: 1616 South 14<sup>th</sup> Street, Leesburg, FL 34748

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

1. The membership of the Local Coordinating Board, established pursuant to Rule 41-2.012 (3), FAC, does in fact represent the appropriate parties as identified in the following lists; and
2. The membership represents, to the maximum extent feasible, a cross section of the local community.

Signature: Nancy Valenzano  
Nancy Valenzano, TD Coordinator

Date: May 10, 2016

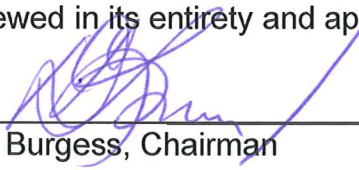
### Sumter County Transportation Disadvantaged Coordinating Board

Representation	Member	Alternate	Term Ends
1. Chairperson	Don Burgess	N/A	12/30/16
2. FDOT	Jo Santiago		
3. Dept. of Children & Families	Sheri Peterson		
4. Public Education Community	Christine Norris	Kenneth Jones	
5. FL Div. Voc Rehab/Education	Danielle Delgado	Jessie Riddle	
6. Veterans	Neal Yarosz	Kim Rummell	
7. Community Action CAA	Vacant		
8. Person over 60 /Elderly	Mildred Haygood		10/2018
9. Person with Disability	Karen Nolte		10/2016
10. Citizen Advocate	Richard Cole		08/2017
11. Citizen Advocate/User	Bonnie Cowie		10/2016
12. Children at Risk	Carlina Lindo		
13. Local Mass Transit	N/A		
14. Private for Profit Transit	Vacant		
15. FL. Dept. of Elder Affairs	Mat Kline	Angela Taylor	
16. Florida ACHA	Benjamin Akinola	Milagros Chervoni	
17. Workforce Board	Cheryl Ridley		
18. Local Medical Community	Thomas Chase	Nathan Overstreet	

**TRANSPORTATION DISADVANTAGED SERVICE PLAN  
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

The Sumter County Transportation Disadvantaged Coordinating Board (TDCB) hereby certifies that an annual evaluation of this Community Transportation Coordinator was conducted consistent with the policies of the Florida Commission for the Transportation Disadvantaged and all recommendations of that evaluation have been 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 this Board at an official meeting held on:

May 10, 2016

  
\_\_\_\_\_  
Don Burgess, Chairman

\_\_\_\_\_  
Date

\_\_\_\_\_  
Florida CTD Designee

\_\_\_\_\_  
Date

**ROLL CALL VOTE – May 10, 2016 TDSP Amendment**

Representation	Member	Voted For	Voted Against	Absent From Voting
Chairperson	Don Burgess	✓		
FDOT	Jo Santiago	✓		
Dept. of Children & Families	Sheri Peterson	✓		
Public Education Community	Christine Norris/Kenneth Jones	✓		
Fl. Div. of Voc. Rehab/Education	Danielle Delgado/ Jessie Riddle			✓
Veterans	Neal Yarosz/Kim Rummell			✓
Community Action/CAA	Vacant			N/A
Person over 60/Elderly	Mildred Haygood	✓		
Person with Disability	Karen Nolte	✓		
Citizen Advocate	Richard Cole			✓
Citizen Advocate/User of System	Bonnie Cowie	✓		
Children at Risk	Carlina Lindo	✓		
Local Mass Transit	n/a			
FL Dept. of Elder Affairs	Mat Kline/Angela Taylor	✓		
Private for Profit Transit	Vacant			
Florida ACHA	Benjamin Akinola/Milagros Chervoni	✓		
Workforce Board	Cheryl Ridley	✓		
Local Medical Community	Thomas Chase/Nathan Overstreet	✓		

**SUMTER COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN (TDSP)**  
**ANNUAL UPDATE - May 10, 2016**

**Annual Updates to the TDSP include:**

**Section I     DEVELOPMENT PLAN**

**Service Area Profile and Demographics**  
**Service Analysis**

**Section II    SERVICE PLAN**

**Rate Structure Summary to include FY 2016/17 Rates**

Ambulatory - \$23.09  
Wheelchair - \$39.57

**Service Standards/On-Time Performance**  
Increase to 96% (currently 92%).

**Appendix A**                      Coordinating Board Membership Certification – May 10, 2016

Roll Call Vote Sheet – May 10, 2016

**Appendix E**                      FY 2016/17 Approved Rate Calculation Sheets (Action Item C)

**Note: Current TDSP document may be reviewed online @**  
<http://www.lakesumtermpo.com/transit/tdsp.aspx>





**TRANSPORTATION DISADVANTAGED SERVICE PLAN  
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

The Sumter County Transportation Disadvantaged Coordinating Board (TDCB) hereby certifies that an annual evaluation of this Community Transportation Coordinator was conducted consistent with the policies of the Florida Commission for the Transportation Disadvantaged and all recommendations of that evaluation have been 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 this Board at an official meeting held on:

March 7, 2016

  
\_\_\_\_\_  
Don Burgess, Chairman

\_\_\_\_\_  
Date

\_\_\_\_\_  
Florida CTD Designee

\_\_\_\_\_  
Date

**ROLL CALL VOTE – March 7, 2016 TDSP Amendment**

Representation	Member	Voted For	Voted Against	Absent From Voting
Chairperson	Don Burgess	✓		
FDOT	Jo Santiago	✓		
Dept. of Children & Families	Sheri Peterson			✓
Public Education Community	Christine Norris/Kenneth Jones	✓		
Fl. Div. of Voc. Rehab/Education	Danielle Delgado/ Jessie Riddle	✓		
Veterans	Neal Yarosz/Kim Rummell	✓		
Community Action/CAA	Vacant			
Person over 60/Elderly	Mildred Haygood	.		✓
Person with Disability	Karen Nolte	✓		
Citizen Advocate	Richard Cole	✓		
Citizen Advocate/User of System	Bonnie Cowie	✓		
Children at Risk	Carlina Lindo	✓		
Local Mass Transit	n/a			
FL Dept. of Elder Affairs	Mat Kline/Angela Taylor			✓
Private for Profit Transit	Vacant			
Florida ACHA	Benjamin Akinola/Milagros Chervoni	✓		
Workforce Board	Cheryl Ridley	✓		
Local Medical Community	Thomas Chase/Nathan Overstreet	✓		

## COORDINATING BOARD MEMBERSHIP CERTIFICATION

NAME: Lake~Sumter Metropolitan Planning Organization

ADDRESS: 1616 South 14<sup>th</sup> Street, Leesburg, FL 34748

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

1. The membership of the Local Coordinating Board, established pursuant to Rule 41-2.012 (3), FAC, does in fact represent the appropriate parties as identified in the following lists; and
2. The membership represents, to the maximum extent feasible, a cross section of the local community.

Signature:  Date: March 7, 2016

Nancy Valenzano, TD Coordinator

### Sumter County Transportation Disadvantaged Coordinating Board

Representation	Member	Alternate	Term Ends
1. Chairperson	Don Burgess	N/A	12/30/16
2. FDOT	Jo Santiago		
3. Dept. of Children & Families	Sheri Peterson		
4. Public Education Community	Christine Norris	Kenneth Jones	
5. FL Div. Voc Rehab/Education	Danielle Delgado	Jessie Riddle	
6. Veterans	Neal Yarosz	Kim Rummell	
7. Community Action CAA	Vacant		
8. Person over 60 /Elderly	Mildred Haygood		10/2018
9. Person with Disability	Karen Nolte		10/2016
10. Citizen Advocate	Richard Cole		08/2017
11. Citizen Advocate/User	Bonnie Cowie		10/2016
12. Children at Risk	Carlina Lindo		
13. Local Mass Transit	N/A		
14. Private for Profit Transit	Vacant		
15. FL. Dept. of Elder Affairs	Mat Kline	Angela Taylor	
16. Florida ACHA	Benjamin Akinola	Milagros Chervoni	
17. Workforce Board	Cheryl Ridley		
18. Local Medical Community	Thomas Chase	Nathan Overstreet	

# **SUMTER COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN (TDSP)**

**Amendment - March 7, 2016**

**Amendment to the TDSP include:**

## **Section II SERVICE PLAN**

<b>Page 49</b>	2016 Poverty Guidelines
<b>Appendix A</b>	Coordinating Board Membership Certification – March 7, 2016 Roll Call Vote Sheet – March 7, 2016
<b>Appendix B</b>	Grievance Procedures – Approved November 10, 2015
<b>Appendix C</b>	Vehicle Inventory List – January 25, 2016
<b>Appendix D</b>	Systems Safety Program Plan January 25 ,2016 & Annual Safety Certification - February 4, 2016

**Note: Current TDSP document may be reviewed online @**  
<http://www.lakesumtermmpo.com/transit/tdsp.aspx>



**TRANSPORTATION DISADVANTAGED SERVICE PLAN  
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

The Sumter County Transportation Disadvantaged Coordinating Board (TDCB) hereby certifies that an annual evaluation of this Community Transportation Coordinator was conducted consistent with the policies of the Florida Commission for the Transportation Disadvantaged and all recommendations of that evaluation have been 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 this Board at an official meeting held on:

May 12, 2015

  
\_\_\_\_\_  
Don Burgess, Chairman

\_\_\_\_\_  
Date

\_\_\_\_\_  
Florida CTD Designee

\_\_\_\_\_  
Date

**ROLL CALL VOTE – May 12, 2015 TDSP Major Update**

Representation	Member	Voted For	Voted Against	Absent From Voting
Chairperson	Don Burgess			
FDOT	Jo Santiago/Samuel Weekley			
Dept. of Children & Families	Jesse Young			
Public Education Community	Christine Norris/Linda Winchester			
Fl. Div. of Voc. Rehab/Education	Danielle Delgado/ Candice Stoutamire			
Veterans	Neal Yarosz/John Turner			
Community Action/CAA	Vacant			
Person over 60/Elderly	Mildred Haygood			
Person with Disability	Karen Nolte			
Citizen Advocate	Richard Cole			
Citizen Advocate/User of System	Bonnie Cowie			
Children at Risk	Carlina Lindo			
Local Mass Transit	n/a			
FL Dept. of Elder Affairs	George Popovich/Angela Taylor			
Private for Profit Transit	Vacant			
Florida ACHA	Andrew Singer			
Workforce Board	Cheryl Ridley			
Local Medical Community	Thomas Chase/Nathan Overstreet			



## COORDINATING BOARD MEMBERSHIP CERTIFICATION

NAME: Lake~Sumter Metropolitan Planning Organization

ADDRESS: 1616 South 14<sup>th</sup> Street, Leesburg, FL 34748

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

1. The membership of the Local Coordinating Board, established pursuant to Rule 41-2.012 (3), FAC, does in fact represent the appropriate parties as identified in the following lists; and
2. The membership represents, to the maximum extent feasible, a cross section of the local community.

Signature: Nancy Valenzano

Date: May 12, 2015

Nancy Valenzano, TD Coordinator

### Sumter County Transportation Disadvantaged Coordinating Board

Representation	Member	Alternate	Term Ends
1. Chairperson	Don Burgess	N/A	12/30/15
2. FDOT	Jo Santiago	Samuel Weekley	
3. Dept. of Children & Families	Jesse Young		
4. Public Education Community	Christine Norris	Kenneth Jones	
5. FL Div. Voc Rehab/Education	Danielle Delgado	Candice Stoutamire	
6. Veterans	Neal Yarosz	John Turner	
7. Community Action CAA	Vacant		
8. Person over 60 /Elderly	Mildred Haygood		12/2017
9. Person with Disability	Karen Nolte		10/2016
10. Citizen Advocate	Richard Cole		08/2017
11. Citizen Advocate/User	Bonnie Cowie		10/2016
12. Children at Risk	Carlina Lindo		
13. Local Mass Transit	N/A		
14. Private for Profit Transit	Vacant		
15. FL. Dept. of Elder Affairs	George Popovich	Angela Taylor	
16. Florida ACHA	Andrew Singer		
17. Workforce Board	Cheryl Ridley		
18. Local Medical Community	Thomas Chase	Nathan Overstreet	

# **SUMTER COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN (TDSP)**

## **ANNUAL UPDATE - May 12, 2015**

**Annual Updates to the TDSP include:**

**Section I      DEVELOPMENT PLAN –**

**Service Area Profile and Demographics**

**Inventory of Available Transportation Services**

**Service Analysis**

**Section II     SERVICE PLAN**

**Delete reference to the Florida Commission for Transportation Disadvantaged Medicaid Program**

**Update Poverty Guidelines to include 2015 data**

**Delete contract with LifeStream Behavioral Center**

**Update the number of vehicles from 25 to 23**

**Update Rate Structure Summary to include FY 2015/16 Rates, remove stretcher transportation**

TYPE OF SERVICE TO BE PROVIDED	UNIT (Passenger Mile or Type)	COST PER UNIT
Ambulatory	Trip	21.19
Wheelchair	Trip	36.33

**Appendix A**

Coordinating Board Membership Certification – May 12, 2015

Roll Call Vote Sheet – May 12, 2015

**Appendix C**

Vehicle Inventory List

**Appendix D**

Annual Safety Certification – Approved January 26, 2015

**Appendix E**

FY 2015/16 Approved Rate Calculation Sheets

**Appendix G**

Peer Group Analysis Data

**Appendix I**

Wildwood Circulator – Route Schedule Update

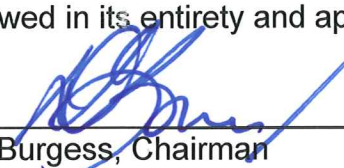
**Note: Current TDSP document may be reviewed online @**

**<http://www.lakesumtermpo.com/transit/tdsp.aspx>**



**TRANSPORTATION DISADVANTAGED SERVICE PLAN  
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

The Sumter County Transportation Disadvantaged Coordinating Board (TDCB) hereby certifies that an annual evaluation of this Community Transportation Coordinator was conducted consistent with the policies of the Florida Commission for the Transportation Disadvantaged and all recommendations of that evaluation have been 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 this Board at an official meeting held on:

  
\_\_\_\_\_  
Don Burgess, Chairman

September 9, 2014

\_\_\_\_\_  
Date

\_\_\_\_\_  
Florida CTD Designee

\_\_\_\_\_  
Date

**ROLL CALL VOTE – September 10, 2013 TDSP Major Update**

Representation	Member	Voted For	Voted Against	Absent From Voting
Chairperson	Don Burgess	✓		
FDOT <b>ABSTAINED</b>	<u>Jo Santiago/Samuel Weekley</u>			
Dept. of Children & Families	Jesse Young			✓
Public Education Community	<u>Christine Norris/Linda Winchester</u>	✓		
Fl. Div. of Voc. Rehab/Education	Danielle Delgado	✓		
Veterans	<u>Neal Yarosz/John Turner</u>	✓		
Community Action/CAA	Vacant			✓
Person over 60/Elderly	Mildred Haygood	✓		
Person with Disability	Karen Nolte	✓		
Citizen Advocate	Richard Cole	✓		
Citizen Advocate/User of System	Bonnie Cowie	✓		
Children at Risk	Carlina Lindo	✓		
Local Mass Transit	n/a			
FL Dept. of Elder Affairs	George Popovich/ <u>Angela Taylor</u>	✓		
Private for Profit Transit	Vacant			
Florida ACHA	Andrew Singer	✓		
Workforce Board	Cheryl Ridley			✓
Local Medical Community	<u>Thomas Chase/Nathan Overstreet</u>	✓		

## COORDINATING BOARD MEMBERSHIP CERTIFICATION

NAME: Lake~Sumter Metropolitan Planning Organization

ADDRESS: 1616 South 14<sup>th</sup> Street, Leesburg, FL 34748

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

1. The membership of the Local Coordinating Board, established pursuant to Rule 41-2.012 (3), FAC, does in fact represent the appropriate parties as identified in the following lists; and
2. The membership represents, to the maximum extent feasible, a cross section of the local community.

Signature: Nancy Valenzano

Date: September 9, 2014

Nancy Valenzano, TD Coordinator

### Sumter County Transportation Disadvantaged Coordinating Board

Representation	Member	Alternate	Term Ends
1. Chairperson	Don Burgess	N/A	12/30/14
2. FDOT	Jo Santiago	Samuel Weekley	
3. Dept. of Children & Families	Jesse Young		
4. Public Education Community	Christine Norris	Linda Winchester	
5. FL Div. Voc Rehab/Education	Danielle Delgado		
6. Veterans	Neal Yarosz	John Turner	
7. Community Action CAA	Vacant		
8. Person over 60 /Elderly	Mildred Haygood		12/2014
9. Person with Disability	Karen Nolte		10/2016
10. Citizen Advocate	Richard Cole		08/2017
11. Citizen Advocate/User	Bonnie Cowie		10/2016
12. Children at Risk	Carlina Lindo		
13. Local Mass Transit	N/A		
14. Private for Profit Transit	Vacant		
15. FL. Dept. of Elder Affairs	George Popovich	Angela Taylor	
16. Florida ACHA	Andrew Singer		
17. Workforce Board	Cheryl Ridley		
18. Local Medical Community	Thomas Chase	Nathan Overstreet	



# **SUMTER COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN (TDSP)**

**Amendment - September 9, 2014**

## **Section I – Development Plan**

Pages 12-36:

Table 1-1 includes 2018 population projections.

Table 1-5 new data.

Table 1-6 new data.

Tables 1-7, 1- 8, 1-9, 1-19 and 1-20 to be replaced with two tables developed by using a new forecasting model by the Center for Urban Transportation Research (CUTR) at the University of South Florida. The forecasting model has been endorsed by the Florida Commission for the Transportation Disadvantaged as the recommended demand forecasting tool for use in the development of the TDSP.

Tables 1-10 thru 1-18 includes data from the Florida Commission for the Transportation Disadvantaged Annual Performance Report 2013.

Page 34:

Includes language reflecting October 1, 2014 changes to Sumter County Transit service.

## **Section II- Service Plan**

Page 49:

Remove "8:00 a.m. to 4:15 p.m. Monday – Wednesday – Friday-Saturday service routes with deviations in the Villages accessed on reservation (advanced notification) or demand response (flexible stops along the route) basis, operated by SCT (ambulatory and wheelchair)."

Page 55:

Remove "and in the Villages over  $\frac{3}{4}$  of a mile with a prior reservation."

Update number of vehicles and remove reference to Lifestream Behavioral Center

Appendix A

Coordinating Board Membership Certification – September 9, 2014  
Roll Call Vote Sheet – September 9, 2014

Appendix I

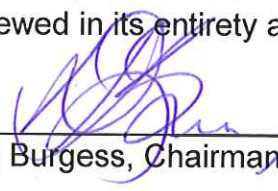
Remove schedule for Villages Connectors  
Update Orange and Wildwood schedules – remove Saturday service

**Current Document can be reviewed online @ <http://www.lakesumtermo.com/transit/tdsp.aspx>**



**TRANSPORTATION DISADVANTAGED SERVICE PLAN  
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

The Sumter County Transportation Disadvantaged Coordinating Board (TDCB) hereby certifies that an annual evaluation of this Community Transportation Coordinator was conducted consistent with the policies of the Florida Commission for the Transportation Disadvantaged and all recommendations of that evaluation have been 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 this Board at an official meeting held on:

  
\_\_\_\_\_  
Don Burgess, Chairman

May 13, 2014

\_\_\_\_\_  
Date

\_\_\_\_\_  
Florida CTD Designee

\_\_\_\_\_  
Date

**ROLL CALL VOTE – MAY 13, 2014**

Representation	Member	Voted For	Voted Against	Absent From Voting
Chairperson	Don Burgess	✓		
FDOT	Jo Santiago	✓		
Dept. of Children & Families	Jesse Young			✓
Public Education Community	Christine Norris	✓		
Fl. Div. of Voc. Rehab/Education	Vacant			
Veterans	Neal Yarosz	✓		
Community Action/CAA	Gloria Sanders	✓		
Person over 60/Elderly	Mildred Haygood	✓		
Person with Disability	Karen Nolte	✓		
Citizen Advocate	Richard Cole	✓		
Citizen Advocate/User of System	Bonnie Cowie	✓		
Children at Risk	Carlina Lindo	✓		
Local Mass Transit	n/a			
FL Dept. of Elder Affairs	George Popovich	✓		
Private for Profit Transit	Vacant			
Florida ACHA	Andrew Singer	✓		
Workforce Board	Cheryl Ridley	✓		
Local Medical Community	Thomas Chase	✓		

## COORDINATING BOARD MEMBERSHIP CERTIFICATION

NAME: Lake~Sumter Metropolitan Planning Organization

ADDRESS: 1616 South 14<sup>th</sup> Street, Leesburg, FL 34748

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

1. The membership of the Local Coordinating Board, established pursuant to Rule 41-2.012 (3), FAC, does in fact represent the appropriate parties as identified in the following lists; and
2. The membership represents, to the maximum extent feasible, a cross section of the local community.

Signature: Nancy Valenzano  
Nancy Valenzano, TD Coordinator

Date: May 13, 2014

### Sumter County Transportation Disadvantaged Coordinating Board

Representation	Member	Alternate	Term Ends
1. Chairperson	Don Burgess	N/A	12/30/14
2. FDOT	Jo Santiago		
3. Dept. of Children & Families	Jesse Young		
4. Public Education Community	Christine Norris	Linda Winchester	
5. FL Div. Voc Rehab/Education	Vacant		
6. Veterans	Neal Yarosz	John Turner	
7. Community Action CAA	Gloria Sanders		
8. Person over 60 /Elderly	Mildred Haygood		12/02/14
9. Person with Disability	Karen Nolte		10/31/16
10. Citizen Advocate	Richard Cole		08/24/14
11. Citizen Advocate/User	Bonnie Cowie		10/31/16
12. Children at Risk	Carlina Lindo		
13. Local Mass Transit	N/A		
14. Private for Profit Transit	Vacant		
15. FL. Dept. of Elder Affairs	George Popovich	Angela Taylor	
16. Florida ACHA	Andrew Singer		
17. Workforce Board	Cheryl Ridley		
18. Local Medical Community	Thomas Chase	Nathan Overstreet	

# **SUMTER COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN (TDSP)**

## **ANNUAL UPDATE**

**May 13, 2014**

**Updates to the TDSP include:**

### **Section II**

#### **Service Plan**

#### **Cost Revenue Allocation and Rate Structure Justification**

FY 2014/15 Transportation Disadvantaged Trust Fund

TYPE OF SERVICE TO BE PROVIDED	UNIT (Passenger Mile or Type)	COST PER UNIT
Ambulatory	Trip	\$23.29
Wheelchair	Trip	\$39.93
Stretcher	Trip	\$83.19
Escort	Trip	\$23.29

#### **Appendix A**

Coordinating Board Membership Certification – May 13, 2014

Roll Call Vote Sheet – May 13, 2014

#### **Appendix B**

Grievance Procedures – Approved November 19, 2013

#### **Appendix C**

Vehicle Inventory List

#### **Appendix D**

Annual Safety Certification – Approved January 14, 2014

#### **Appendix E**

FY 2014/15 Approved Rate Calculations

Document can be reviewed online @ <http://www.lakesumtermpo.com/transit/tdsp.aspx>



**TRANSPORTATION DISADVANTAGED SERVICE PLAN  
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

The Sumter County Transportation Disadvantaged Coordinating Board (TDCB) hereby certifies that an annual evaluation of this Community Transportation Coordinator was conducted consistent with the policies of the Florida Commission for the Transportation Disadvantaged and all recommendations of that evaluation have been 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 this Board at an official meeting held on:

  
Don Burgess, Chairman

September 10, 2013

Date

  
Florida CTD Designee

11-21-13  
Date

**ROLL CALL VOTE – September 10, 2013 TDSP Major Update**

Representation	Member	Voted For	Voted Against	Absent From Voting
Chairperson	Don Burgess	✓		
FDOT	Jo Santiago	✓		
Dept. of Children & Families	Jesse Young			✓
Public Education Community	Christine Norris	✓		
Fl. Div. of Voc. Rehab/Education	Vivian Baker	✓		
Veterans	Neal Yarosz	✓		
Community Action/CAA	Gloria Sanders	✓		
Person over 60/Elderly	Mildred Haygood	✓		
Person with Disability	Karen Nolte	✓		
Citizen Advocate	Richard Cole	✓		
Citizen Advocate/User of System	Bonnie Cowie	✓		
Children at Risk	Carlina Lindo	✓		
Local Mass Transit	n/a			
FL Dept. of Elder Affairs	George Popovich	✓		
Private for Profit Transit	Vacant			
Florida ACHA	Andrew Singer	✓		
Workforce Board	Cheryl Ridley	✓		
Local Medical Community	Thomas Chase	✓		



## COORDINATING BOARD MEMBERSHIP CERTIFICATION

NAME: Lake~Sumter Metropolitan Planning Organization

ADDRESS: 1616 South 14<sup>th</sup> Street, Leesburg, FL 34748

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

1. The membership of the Local Coordinating Board, established pursuant to Rule 41-2.012 (3), FAC, does in fact represent the appropriate parties as identified in the following lists; and
2. The membership represents, to the maximum extent feasible, a cross section of the local community.

Signature: 

Date: September 10, 2013

Michael Woods, Transportation Planner

### Sumter County Transportation Disadvantaged Coordinating Board

Representation	Member	Alternate	Term Ends
1. Chairperson	Don Burgess	N/A	12/30/13
2. FDOT	Jo Santiago		
3. Dept. of Children & Families	Jesse Young	Janice Rivers	
4. Public Education Community	Christine Norris	Linda Winchester	
5. FL Div. Voc Rehab/Education	Vivian Baker		
6. Veterans	Neal Yarosz	John Turner	
7. Community Action CAA	Gloria Sanders		
8. Person over 60 /Elderly	Mildred Haygood		12/02/14
9. Person with Disability	Karen Nolte		10/25/13
10. Citizen Advocate	Richard Cole		08/24/14
11. Citizen Advocate/User	Bonnie Cowie		10/25/13
12. Children at Risk	Carlina Lindo		
13. Local Mass Transit	N/A		
14. Private for Profit Transit	Vacant		
15. FL. Dept. of Elder Affairs	George Popovich	Angela Taylor	
16. Florida ACHA	Andrew Singer		
17. Workforce Board	Cheryl Ridley		
18. Local Medical Community	Thomas Chase	Nathan Overstreet	

# APPENDIX B

## 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 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 relief desired by the grievant. Assistance in filing a formal grievance shall be provided by staff to the MPO, if requested. The grievance shall be sent to the Public Transportation 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 Transportation Manager, the grievant may appeal by sending the formal grievance, the CTC response and any information or documentation the grievant wishes to add to the MPO 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  
1616 S. 14<sup>th</sup> Street  
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 is held 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 notice of the scheduled meeting in writing to the grievant. The notices shall clearly state:

- (i). The date, time, and location of the meeting
- (ii). 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:

- (i). A statement that a meeting was held in which the involved parties, their representatives, and witnesses were given an opportunity to present their position.
- (ii). A statement that clearly defines the issues discussed.
- (iii). 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.

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

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

Section 4: Notices: All written correspondence between the Grievance Subcommittee, MPO and the TDCB to the grievant/appellant shall be sent via 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](mailto: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](http://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**

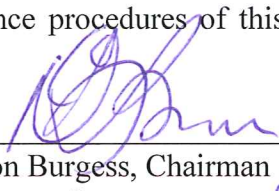
Records retention shall be in accordance with the retention schedules prescribed by the Secretary of State of the State of Florida.

#### **ARTICLE VII: AMENDMENTS**

The TDCB Grievance Procedures may be amended by a two-thirds (2/3) vote of a quorum of the members 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 Chairman 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 6th day of December, 2016.

  
\_\_\_\_\_  
Don Burgess, Chairman  
Sumter County  
Transportation Disadvantaged Coordinating Board

SUMTER COUNTY TRANSIT GRIEVANCE

Name: \_\_\_\_\_ Today's Date: \_\_\_\_\_

Physical Address: \_\_\_\_\_

\_\_\_\_\_

Mailing Address (if different): \_\_\_\_\_

\_\_\_\_\_

Home Telephone: \_\_\_\_\_ Other Telephone: \_\_\_\_\_

Date of Grievance: \_\_\_\_\_ Approximate Time: \_\_\_\_\_

Grievance Statement: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Report Received By: \_\_\_\_\_ Date: \_\_\_\_\_

Action/Results: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# APPENDIX C

## Vehicle Inventory List

# SUMTER COUNTY CURRENT VEHICLE AND TRANSPORTATION EQUIPMENT INVENTORY

Date of Inventory: 05/05/2017

Model Year	Make/size/type			FDOT Control #	VIN #	Ramp or Lift	Seats & W/C Positions (i.e. 12+2)	Avg. Miles per Year	Current Mileage	Active Backup Retired	Expected Retirement Date	Other Equipment	Funding Source
2008	CHEVROLET	16'	MINI VAN	90594	1GBDV13WX8D161084	RAMP	5+2	16,534	132,269	ACTIVE	2017	Radio, MDT	5310
2008	CHEVROLET	23'	CUTAWAY	91500	1GBJG31K381215156	LIFT	9+2	32,106	256,847	ACTIVE	2015	Radio, MDT	5310
2009	CHEVROLET	23'	CUTAWAY	91518	1GBJG31K781232575	LIFT	9+2	30,858	216,008	ACTIVE	2016	Radio, MDT	5310
2009	CHEVROLET	23'	CUTAWAY	91517	1GBJG31K781232641	LIFT	9+2	35,848	250,933	ACTIVE	2016	Radio, MDT	5310
2009	CHEVROLET	23'	CUTAWAY	91516	1GBJG31K781234393	LIFT	9+2	35,386	247,700	ACTIVE	2016	Radio, MDT	5310
2010	CHEVROLET	22'	CUTAWAY	80513	1GBJG31K391172214	LIFT	9+2	36,584	219,504	ACTIVE	2017	Radio, MDT	5311
2010	CHEVROLET	22'	CUTAWAY	80514	1GBJG31K291172480	LIFT	9+2	34,428	206,568	ACTIVE	2017	Radio, MDT	5311
2010	DODGE	16'	MINI VAN	80515	2D4RN4DE7AR205881	RAMP	4+2	14,626	87,755	ACTIVE	2019	Radio, MDT	5311
2012	CHEVROLET	23'	CUTAWAY	91577	1GB3G2BG7B1164510	LIFT	9+2	37,783	188,913	ACTIVE	2019	Radio, MDT	5310
2012	CHEVROLET	23'	CUTAWAY	91578	1GB3G2BGXB1165036	LIFT	9+2	34,709	173,544	ACTIVE	2019	Radio, MDT	5310
2012	CHEVROLET	23'	CUTAWAY	91579	1GB3G2BG4B1150127	LIFT	9+2	34,084	170,421	ACTIVE	2019	Radio, MDT	5310
2013	CHEVROLET	21'	CUTAWAY	N/A	1GB3G2CGXD1186292	LIFT	7+2	33,069	132,275	ACTIVE	2020	Radio, MDT	CTD
2013	CHEVROLET	21'	CUTAWAY	94534	1GB6G5BG8D1193306	LIFT	8+2	28,048	112,191	ACTIVE	2020	Radio, MDT	5310
2014	CHEVROLET	23'	CUTAWAY	94548	1GB6G5BG5E1171233	LIFT	9+2	25,871	77,612	ACTIVE	2021	Radio, MDT	5310
2014	CHEVROLET	23'	CUTAWAY	94547	1GB6G5BG4E1170588	LIFT	9+2	27,701	83,103	ACTIVE	2021	Radio, MDT	5310
2015	FORD	23'	CUTAWAY	94563	1FDPE4FS9FDA17369	LIFT	9+2	34,332	68,664	ACTIVE	2022	Radio, MDT	5310
2015	FORD	23'	CUTAWAY	94562	1FDPE4FS0FDA15705	LIFT	9+2	38,215	76,430	ACTIVE	2022	Radio, MDT	5310
2016	FORD	22'	CUTAWAY	94595	1FDEE3FS6GDC13180	LIFT	9+2	37,661	37,661	ACTIVE	2023	Radio, MDT	5310
2016	FORD	22'	CUTAWAY	94594	1FDEE3FSXGDC13179	LIFT	9+2	37,542	37,542	ACTIVE	2023	Radio, MDT	5310
2016	FORD	22'	CUTAWAY	94593	1FDEE3FS8GDC13178	LIFT	9+2	41,710	41,710	ACTIVE	2023	Radio, MDT	5310
2016	FORD	22'	CUTAWAY	94592	1FDEE3FS6GDC13177	LIFT	9+2	35,454	35,454	ACTIVE	2023	Radio, MDT	5310

# APPENDIX D

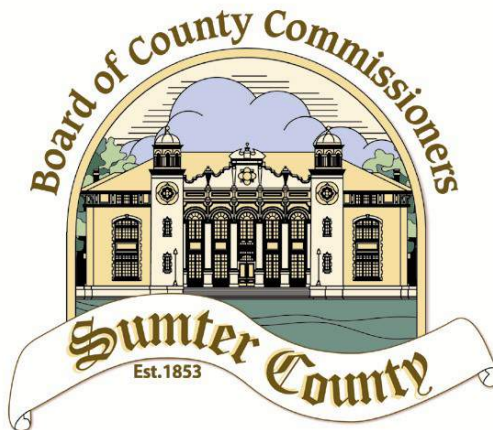
System Safety Program Plan &  
Annual Safety Certification

# SUMTER COUNTY TRANSIT SYSTEM SAFETY PROGRAM PLAN



DIVISION OF COMMUNITY SERVICES

SUMTER COUNTY  
BOARD OF COUNTY COMMISSIONERS



Submitted by: Debbie Nelson, Transit Contract Manager

Reviewed by: Deb Barsell, Director of Community Services Division

Approved by: \_\_\_\_\_

Doug Gilpin, Chairman

Sumter County Board of County Commissioners

Adopted on: July 9, 2013



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## **1.0 Management Safety Commitment and Policy Statement**

*14-90.004 (1) Each bus transit system shall develop and adopt an SSPP that complies with or exceeds the established safety standards set forth in this rule chapter.*

Sumter County Transit is committed to providing safe, secure, clean, reliable, and efficient transportation services to the patrons. This policy statement serves to express Sumter County Transit's commitment to and involvement in providing and maintaining a safe and secure transit system.

Section 341.041, Florida Statutes (F.S.); Section 334.044(2), F.S.; and Section 341.061(2)(a), F.S., requires the establishment of minimum equipment and operational safety standards for all governmentally owned bus transit systems; privately owned or operated bus transit systems operating in this state which are financed wholly or partly by state funds; all bus transit systems created pursuant to Chapter 427, F.S.; and all privately owned or operated bus transit systems under contract with any of the aforementioned systems. Safety standards for bus transit systems are provided by Rule Chapter 14-90, Florida Administrative Code (F.A.C.), hereinafter referred to as Rule 14-90. Bus transit systems are required to develop, adopt, and comply with a System Safety Program Plan (SSPP), which meets or exceeds, the established safety standards set forth in Rule 14-90.

In the interest of safety and security, and in order to comply with the statutory requirements, Sumter County Transit has developed and adopted this System Safety Program Plan (SSPP) that complies with established safety standards set forth in Rule 14-90. The SSPP is intended to document all policies, functions, responsibilities, etc. of the agency necessary to achieve a high degree of system safety and applies to all areas of the transportation system, including procurement, administration, operations, maintenance, etc.

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Kyle Mills, CCTM  
Administrative Professional  
Sumter County Transit

Date: 01/22/2015

### 2.0 System Safety Goals and SSPP

*According to 14-90.002(19), "System Safety Program Plan" or "SSPP" means a document developed and adopted by the bus transit system detailing its policies, objectives, responsibilities, and procedures against injuries or damage. 14-90.004(1)(a) specifies the safety elements and requirements that must be addressed by the SSPP.*

Sumter County Transit has established the following goals for the system safety program:

- Achieve a high standard of system safety in all areas of the transportation system
- Develop and implement a comprehensive, systematic, and coordinated program to identify, assess, and control all safety hazards
- Develop and maintain a high level of safety awareness among all employees through pre-employment screening and systematic training and testing programs
- Establish safety standards for contract service operators and ensure compliance
- Ensure that system safety is integrated with daily operations through operational standards and procedures, vehicle maintenance, inspections, record keeping, audits, quality assurance and quality control
- Ensure that all vehicles and equipment operated by the agency meet established safety standards
- Maintain a formal process for event investigation, emergency preparedness and response, and handling security threats
- Ensure a drug free workplace
- Comply with all regulatory requirements.

The purpose of this SSPP document is to:

- Establish and document system safety policies and procedures in compliance with Rule 14-90
- Establish a coordinated and documented process to implement the SSPP during the operations of the system in order to achieve system safety goals
- Identify and delegate safety functions and responsibilities to units and personnel within the organization and contract service operators
- Facilitate internal safety audits to identify, track, and resolve safety program deficiencies.

In accordance with Rule 14-90 (included in Appendix A), the SSPP addresses the following safety elements and requirements:

- Safety policies and responsibilities
- Vehicle and equipment standards and procurement criteria
- Operational standards and procedures
- Bus driver and employee selection

## System Safety Program Plan (SSPP)

---

- Driving requirements
- Bus driver and employee training
- Vehicle maintenance
- Investigations of events
- Hazard identification and resolution
- Equipment for transporting wheelchairs
- Safety data acquisition and analysis
- Wireless communication plan and procedure
- Safety standards for private contract bus transit system(s) that provide(s) continuous or recurring transportation services for compensation as a result of a contractual agreement with Sumter County Transit.

### 2.1 SSPP Control and Update Procedures

*According to 14-90.010, each bus transit system shall annually submit a safety and security certification to the Department. One of the requirements that the certification shall attest is that the SSPP has been reviewed to ensure that the document is up to date.*

Sumter County Transit management will review the SSPP annually, update the document as necessary, and implement the changes within a timeframe that will allow the agency to timely submit the annual self-certification of compliance to the Florida Department of Transportation (FDOT). The annual review of the SSPP will be conducted as part of an internal audit beginning November 1 of each calendar year and ending prior to the end of the same calendar year. Necessary updates outside the annual update window will be handled as SSPP addendums which will be incorporated in the body of the SSPP during subsequent annual update.

All proposed changes will be documented by the management as proposed SSPP addendums and distributed to all affected parties including employees and contract service operators. Management staff will distribute the SSPP addendum to all affected parties, with a cover memo highlighting the changes. All parties receiving the updates are required to sign for its receipt and acknowledge their responsibility in implementing the changes. A copy of the adopted SSPP will also be forwarded to the FDOT District Office.

### 3.0 Hazard and Security Plan (HSP)

*14-90.004(2) Each bus transit system shall develop and adopt an SPP that meets or exceeds the security requirements set forth in this rule chapter. The SPP shall be adopted separately from the SSPP.*

In accordance with Rule 14-90, Sumter County Transit has adopted, and implemented a Hazard and Security Plan (HSP), often referred to as the Security Program Plan (SPP), which covers the hazard and security portion of the system safety program. The HSP contains information about prevention, mitigation, preparedness, response, recovery, and associated organizational responsibilities. The HSP/SPP has been adopted separately from the SSPP. Bus transit systems are prohibited by Section 119.071(3)(2), Florida Statutes, from publicly disclosing the SPP, as applicable under any circumstance. The purpose of the HSP/SPP is to specify:

- Actions required of employees on a daily, weekly, monthly, and annual basis to prevent or reduce the likelihood of security and emergency events from occurring, and to mitigate the effects of those events that do occur
- Measures needed to prepare for incidents occurring within the transportation system and in the surrounding community
- Agency procedures that should be established to respond to security hazards and emergencies that affect the system and its customers
- Formal processes to recover from routine security events or major emergencies
- Roles, responsibilities, and interagency coordination required to respond to a disaster or security event.

The HSP/SPP addresses the following hazard and security elements and requirements:

- Security policies, goals, and objectives
- Organization, roles, and responsibilities
- Emergency management processes and procedures for mitigation, preparedness, response, and recovery
- Procedures for investigation of events described under subsection 14-90.004(5), F.A.C.
- Procedures for the establishment of interfaces with emergency response organizations
- Procedures for interagency coordination with local law enforcement jurisdictions
- Employee security and threat awareness training programs
- Security data acquisition and analysis
- Emergency preparedness drills and exercises
- Requirements for private contract transit providers that engage in continuous or recurring transportation services for compensation as a result of a contractual agreement with the bus transit system.
- Procedures for SPP maintenance and distribution.

### 4.0 System Description

*FDOT, (or its contractor), is required through its Bus Transit System Safety Program (Topic # 725-030-009-i) to document system description during safety and security inspections and reviews. By electing to include your system description in the SSPP, this information would then be readily accessible to FDOT to facilitate future reviews.*

#### **History:**

Sumter County Transit began operations on October 1, 1993 providing transportation services to the Transportation Disadvantaged in Sumter County. Sumter County Transit operates under the Division of Community Services. In October 2011 Sumter County Transit became a fully brokered system, funded by a combination of federal, state, and local sources.

Sumter County Transit's current and long-term focus as coordinator is on establishing and maintaining a coordinated transportation system for Sumter County. That effort will involve securing additional purchase of service contracts as appropriate, securing coordination contracts with private non-profit organizations that currently provide transportation services to county residents in conjunction with their program, and securing transportation operator contract with private operators. These contracts will bring existing services into the coordinated transportation system and allow for the expansion of transportation services available to county residents. Sumter County Transit's overall objectives in establishing and maintaining a coordinated transportation system are to maximize the use of existing public and private transportation services and to ensure delivery of transportation services in a manner that is cost-effective, efficient and reduces fragmentation and duplication of services.

#### **Services Provided and Jurisdiction:**

Sumter County Transit provides door to door, reservation, demand response, and deviated fixed route services. Service is generally available Monday through Friday, 8:00 A.M. to 5:00 P.M.

Public Transportation is essential to the residents of Sumter County. Transportation services provided through Sumter County Transit are available to the general public. Emphasis, however, is being place on serving the needs of transportation disadvantaged residents of the county. The transportation disadvantaged include individuals who because of physical or mental disability, income status or age are unable to transport themselves or purchase transportation. They also include children up to the age of 5 who are handicapped, "high-risk" as defined in Section 411.202, Florida Statutes.

## System Safety Program Plan (SSPP)

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### System Profile (As of 01/22/2015):

Operators: Ride Right, LLC - SCARC

Total Number of drivers

Full-time 15 - 0 PartTime 7 - 6 Volunteers

Number of operational buses: 21 - 10

Buses W/C accessible 21 - 7

Number of Type I buses (>22' length) 18 - 9 Type II buses (<22' length) 3 - 1

Dispatch Location(s): Ride Right office @ 1525 Industrial Dr, Wildwood, FL 34785

Maintenance Locations: Public Works Facility @ 319 E Anderson Ave, Bushnell, FL 33513

Community Transportation Coordinator (CTC): Yes ☒ No ☐

CTC Operator: Yes ☐ No ☒

CTC Name: Sumter County Board of County Commissioners

Contracted passenger service operations: (Describe)

Ride Right - Door to door and deviated shuttle

Contract operator(s) has own adopted SSPP and SPP approved by transit system or CTC:

Yes ☐ No ☒ Describe

Contract operator(s) adopts and implements the transit system's or CTC's SSPP:

Yes ☒ No ☐ Describe

### Additional Information:

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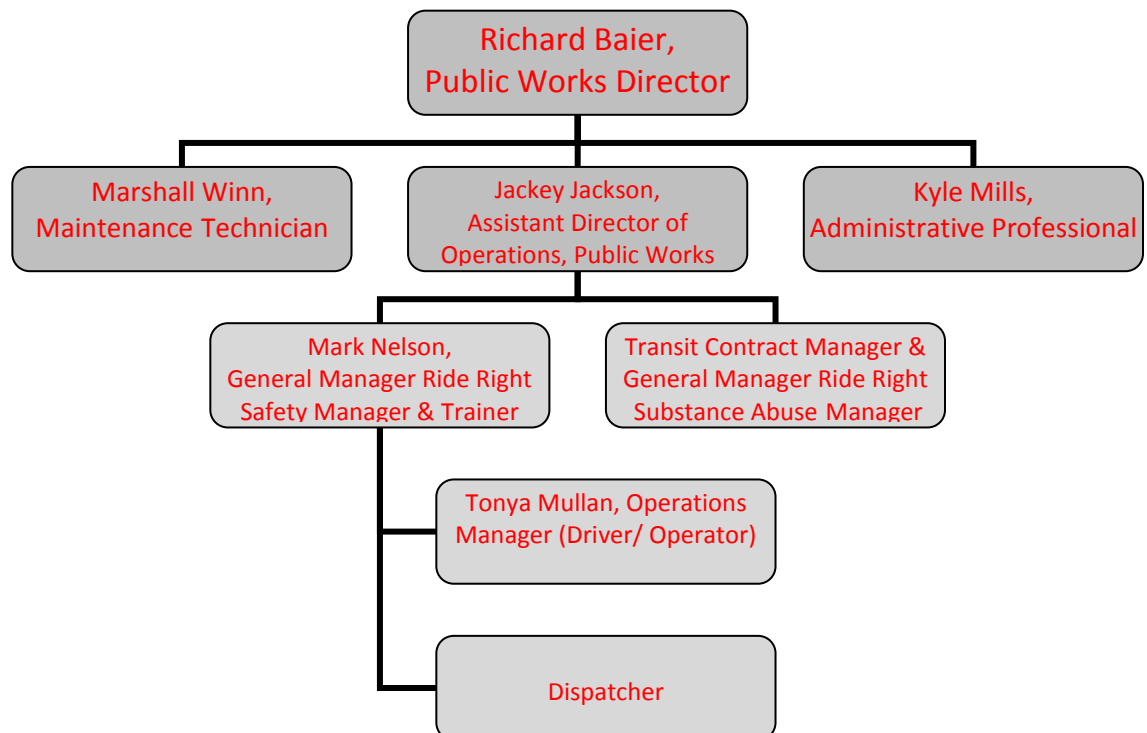


## 5.0 Organization Structure and System Safety Responsibilities

*According to 14-90.004, the SSPP must address safety system responsibilities as one of the safety elements.*

Management has the overall responsibility of safe and secure operations of Sumter County Transit and contract service operators. Each employee is required to carry out specific system safety responsibilities, depending on his/her position, in compliance with the SSPP. The organization information provided below describes each position and the reporting structure; the table in the following page shows system safety responsibilities of each position.

### 5.1 Sumter County Transit Organization Chart



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### 5.2 Sumter County Transit System Safety Responsibilities by Position

System Safety Task	Frequency	Management Responsibility by Position			Staff Responsibility by Position		
		Division Director	Assistant Director of Operations, Public Works	General Manager, Ride Right	Administrative Professional	Maintenance Technician	Operations Manager
Oversee and assure SSPP and HSP/SPP compliance	Daily	√	√	√	√	√	√
Random inspections of Departments for safety compliance (pre-trip inspections, driver files, maintenance records, etc.)	Quarterly/ As needed		√		√	√	
SSPP and HSP/SPP review, maintenance, and distribution	Annual/ As needed		√		√		
Intra-agency coordination and safety meetings	Monthly			√			
Inter-agency coordination (FDOT, law enforcement, emergency response organizations, etc.)	As needed	√	√				
Facility inspection	Monthly		√		√		
Employee safety training and testing and record keeping	Initial hire/ Quarterly			√			√
Drug free workplace (policy maintenance, employee training and testing, etc.)	Initial hire/ Quarterly			√			√
Driver license validity check and record maintenance	Initial hire/ Quarterly			√			√
Administrative/Human Resource safety actions	As needed			√			√
Safety and security data acquisition and analysis	On an ongoing basis		√	√			
Medical examination of drivers and record keeping	Initial hire/ biennium			√			√
Vehicle and equipment procurement	As needed		√		√		
Pre-trip inspections and record keeping	Daily					√	√
Vehicle maintenance and record keeping	Daily					√	√
Annual safety inspections and record keeping	Annual					√	

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Event investigation and record keeping	As needed			✓			✓
Investigate safety complaints	As needed		✓	✓			
Pre-employment screening	Initial hire			✓			✓
Employee time recording and maintenance	Daily			✓			✓
Internal safety audits	Annual/As needed		✓		✓		
Facilitate external safety audits	As needed		✓			✓	
Records maintenance, retention, and distribution	Daily/As needed					✓	✓
Contractor safety and security compliance oversight	Daily	✓	✓				
Hazard identification and resolution	Daily			✓			✓
Compliance with SSPP	Daily		✓		✓		
Self-certification of safety compliance	Annual	✓				✓	

### 5.3 System Safety Responsibilities of Contract Service Operator(s)

*14-90.004 requires establishing safety and security requirements for private contract service providers that provide continuous or recurring transportation services for compensation as a result of a contractual agreement with the bus transit system. The Rule also requires monitoring and assurance that each private contract transit provider complies with established safety and security requirements during the term of the contract. In the event that transit service is contracted or subcontracted through private service operators, the local transit agency must respond to these requirements.*

Sumter County Transit requires all contract service operators to fully comply with the established safety standards set forth in Rule 14-90. Contract operators have the option to adopt and implement the SSPP and HSP/SPP of Sumter County Transit or develop, adopt, and implement their own program plans, but must ensure compliance with Rule 14-90. If the contract service operator opts to develop their own SSPP and HSP/SPP, the program plans must be reviewed and approved by Sumter County Transit management prior to initiation of service. In addition, each contractor/subcontractor shall submit a safety and security certification to Sumter County Transit no later than January 15, annually for the prior calendar year period.

The certification shall attest to the following:

- The adoption of an SSPP and an HSP/SPP in accordance with established standards set forth in Rule 14-90.
- Compliance with its adopted SSPP and HSP/SPP.
- Performance of safety inspections on all buses operated by the system in accordance with Rule 14-90.
- Reviews of the SSPP and HSP/SPP have been conducted to ensure they are up to date.

The certification shall include:

- The name and address of the contractor/subcontractor, and the name and address of the entity(ies) who performed bus safety inspections and security assessments during the prior calendar year, if different from that of the contractor/subcontractor.
- A statement signed by an officer or person directly responsible for management of the contractor/subcontractor attesting to compliance with Rule 14-90.

Contractors/subcontractors are subject to audits and inspections on an announced or unannounced basis at the discretion of Sumter County Transit management. Sumter County Transit will conduct safety and security reviews of contract operators annually to ascertain compliance with the provisions of Rule 14-90. Sumter County Transit will prepare and submit a report of the audit to the affected contract operator within 30 business days of completion of the review containing the following:

- Identification of the findings, including a detailed description of any deficiency.
- Required corrective action and a schedule for implementation of the corrective action to be taken for each deficiency.

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- Any required suspension of bus transit system service should Sumter County Transit determine the continued operation of the service, or a portion thereof, poses an immediate danger to public safety.

If the contract operator fails to correct specific deficiency(ies) in accordance with Rule 14-90 and the established implementation schedule, Sumter County Transit will notify the FDOT District Office and initiate actions to dismiss the contract.

## **6.0 Qualification and Selection of Drivers**

*14-90.004(3) requires bus transit systems establish criteria and procedures for the selection, qualification, and training of all drivers. The criteria shall include the following:*

*(a) Driver qualifications and background checks meeting minimum hiring standards.*

*(b) Driving and criminal background checks for all new drivers.*

*(c) Verification and documentation of valid driver licenses for all employees who drive buses.*

*(d) Training and testing to demonstrate and ensure adequate skills and capabilities to safely operate each type of bus or bus combination before driving on a street or highway unsupervised.*

*(e) Bus transit systems shall provide written operational and safety procedures to all bus drivers before driving on streets or highways unsupervised.*

*(f) The provisions in paragraphs (d) and (e), above, shall not apply to personnel licensed and authorized by the bus transit system to drive, move, or road test a bus in order to perform repairs or maintenance services when it has been determined that such temporary operation does not create unsafe operating conditions or create a hazard to public safety.*

*(g) Bus transit systems shall maintain the following records for at least four years:*

*1. Records of bus driver background checks and qualifications.*

*2. Detailed descriptions of training administered and completed by each bus driver.*

*3. A record of each bus driver's duty status which shall include total days worked, on-duty hours, driving hours, and time of reporting on and off duty each day.*

*(h) Each bus transit system shall establish a drug-free workplace policy statement in accordance with 49 C.F.R. Part 32 and a substance abuse management and testing program in accordance with 49 C.F.R. Parts 40 and 655, October 1, 2009, hereby incorporated by reference.*

*(i) Bus transit systems shall require that drivers write and submit a daily bus inspection report pursuant to Rule 14-90.006, F.A.C.*

Sumter County Transit management is responsible for ensuring that the following minimum standards are met when hiring new drivers.

- Must possess a valid Florida driving license of appropriate class.
- Criminal background check (with local law enforcement and the Florida Department of Law Enforcement) and driving records check including, but not limited to, the following items:
  - Driving records
  - E-Verify checks
  - County felony criminal history checks and other criminal records checks
  - Employment reference checks
- Complete employment application.
- Within the past three years, received more than two major (4 point) violations.
- Within the past three years, received more than 4 violations of any kind.
- Within the past five years, been convicted of, or pled no contest to, any alcohol or drug related offense, or refusal to submit to a breath/urine/blood test.

## System Safety Program Plan (SSPP)

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- Successful completion of pre-employment physical including an eye examination and drug screening test.
- Failed to carry/maintain the minimum limits of personal vehicle liability insurance in accordance with Florida Statutes.
- Signed acknowledgement of receipt and agreement to comply with drug-free workplace policy.
- Signed acknowledgment of receipt and agreement to comply with SSPP.
- Successful completion of required orientation, training and testing to demonstrate and ensure adequate skills and capabilities to safely operate each type of bus or bus combination before driving on a street or highway unsupervised.
- Signed acknowledgment of receipt and compliance with the following written operational and safety procedures before driving on a street or highway unsupervised.
  - Communication and handling of unsafe conditions, security threats, and emergencies.
  - Familiarization and operation of safety and emergency equipment, wheelchair lift equipment, and restraining devices.
  - Application and compliance with all applicable federal and state laws, rules and regulations.

Noncompliance with any regulatory or agency specific requirement may result in an employee administrative action up to and including suspension or termination of employment. It is the policy of Sumter County Transit and its Operators to screen applicants to eliminate those that pose a safety or security threat to the agency or who would not be capable of carrying out agency safety and security policies.



## **7.0 Driver Safety Training and Testing**

*14-90.004(3) establishes driver training and testing requirements to demonstrate and ensure adequate skills and capabilities to safely operate each type of bus or bus combination before driving on a street or highway unsupervised.*

All employees and drivers of Sumter County Transit and all contract service providers are required to complete all training and testing requirements to demonstrate and ensure adequate skills and capabilities to safely operate each type of bus or bus combination before driving on a street or highway unsupervised. The contract service providers are responsible for conducting and documenting all training and testing activities utilizing a certification process. Noncompliance with any regulatory or agency specific guideline or requirement may result in suspension or termination of employment. This section of the SSPP discusses the training and testing programs to be administered by the contract service provider.

### **7.1 Initial Driver Training and Testing**

Upon hire and prior to being placed into road service, all drivers are required to complete training and testing in the following areas:

1. Bus transit system safety and operational policies and procedures.
2. Operational bus and equipment inspections.
3. Bus equipment familiarization.
4. Basic operations and maneuvering.
5. Boarding and alighting passengers.
6. Operation of wheelchair lift and other special equipment.
7. Defensive driving.
8. Passenger assistance and securement.
9. Handling of emergencies and security threats.
10. Security and threat awareness.
11. Driving conditions.

In addition, new drivers are required to successfully undergo a road test with an experienced driver. A new-hire check-off list must be completed to ensure the employee has received all required 14-90 training and information before being authorized for over-the-road service.

After successful completion of each training and testing module, the agency is required to document and record the satisfactory completion of the employee's training and submit to the General Manager. Certificates of completion will be maintained in the driver files for a minimum of 4 years.

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Drivers are given instruction in Sumter County Transit rules and standard operating procedures in the following areas :

- General rules: General rules of the agency including employee conduct codes
- Personal appearance and conduct: Covers uniforms, grooming, and employee conduct.
- Customer service: Covers expectations of employees when dealing with the public; includes instruction on how and to whom to report security incidents, and types of individuals or situations to be aware of and report.
- Traffic laws: Covers applicable traffic-related laws and regulations, drug and alcohol testing, and drug and alcohol use restrictions.
- Fare handling: Covers fare collection procedures and provides instruction in dealing with fare disputes, conflict resolution, and notification of security personnel.
- Americans with Disabilities Act requirements: Provides instruction in complying with ADA requirements and providing service to disabled patrons.
- Radio procedures: Provides instruction on radio procedure for both routine and emergency radio traffic. Includes instruction on reporting crimes, suspicious acts, and potentially hazardous situations.
- Report writing: Provides instruction on report writing, and reporting requirements.
- Substance abuse policy: Implements a drug and alcohol testing program.
- Occupational Safety and Health Administration (OSHA) standards: Covers blood borne pathogens and other occupational exposure to health hazards.

The contract provider will develop and maintain a Training Manual for new hire training and testing of employees as part of the Safety Training Program. The manual will contain training course content, curriculum, lesson plans, testing requirements, etc. All training and testing activities will also be adequately documented by the General Manager.

### **7.2 On-Going/Refresher Training and Testing**

The contract provider will develop and maintain a Training Manual for on-going and refresher training and testing of employees. The manual will contain training course content, curriculum, lesson plans, testing requirements, etc. On-going/refresher training and testing sessions will be conducted as necessary to remain compliant with Rule 14-90. The drivers are required to attend training and testing in all areas specified by Rule 14-90 at least once every three years. All training and testing activities are to be recorded and retained in files for a minimum of four years.

### **7.3 Remedial Training and Testing**

Contract providers will employ remedial training for drivers who have been involved in a serious collision or have developed unsafe driving behaviour or other driving problems. Other causes for remedial training may include persistent customer complaints, supervisor recommendations, or a result of ongoing evaluations. Depending on the circumstances, the General Manager will determine the appropriate remedial training and testing, the results of which will also be documented and retained in files.

### **7.4 NIMS Training**

The National Incident Management System (NIMS) provides a consistent nationwide template to enable all government, private-sector, and nongovernmental organizations to work together during domestic incidents (<http://www.fema.gov/emergency/nims/>). The NIMS system requires that transit agencies comply with a number of specific activities to ensure personnel who will be conducting activities in response to emergencies use the standard Incident Command System (ICS).

Sumter County Transit's HSP/SPP requires that management staff take available NIMS training to understand this requirement and to coordinate regularly with outside organizations to prepare for coordinated responses to incidents. In addition, all employees will be provided security training. All training and testing activities will also be recorded and retained in files.

## **8.0 Records Management**

*14-90 requires that system safety documents be maintained and retained by the agency for at least four years. Records of daily bus inspections and any corrective action documentation must be retained by the agency for a minimum of two weeks.*

Sumter County Transit is responsible for implementing a record management program that includes maintenance, retention, distribution, and safe disposal of all safety and security records of the agency in compliance with state and federal regulations.

All safety and security documents of the agency (SSPP, HSP/SPP, etc.) will be periodically revised, as needed, to ensure that they are up to date. Revisions and updates will be communicated with employees, contractors, and regulatory agencies as they occur or as deemed necessary by the management, depending on the nature of the revision or update. The HSP/SPP is considered a confidential document and will be retained in a secure location by management.

Contract Providers will maintain and retain the following records for at least four years:

- Records of bus driver background checks and qualifications
- Completed and signed medical examination reports for each bus driver
- Detailed descriptions of training administered and completed by each bus driver
- A record of each bus driver's duty status which will include total days worked, on-duty hours, driving hours, and time of reporting on and off duty each day
- Event investigation reports, corrective action plans, and related supporting documentation

In addition, Sumter County Transit will maintain and retain the following records for at least four years:

- Records of preventive maintenance, regular maintenance, inspections, lubrication, and repairs performed for each bus
- Records of annual safety inspections and documentation of any required corrective actions
- Daily bus inspections for a minimum of two weeks

All sensitive personnel records will be protected from public access. When ready for disposal, both paper and electronic data will be disposed of in a secure manner ensuring that critical information is protected.

## **9.0 Drug and Alcohol Program**

*According to 14-90.004, each bus transit system shall establish a drug-free workplace policy statement in accordance with 49 C.F.R. Part 32 and a substance abuse management and testing program in accordance with 49 C.F.R. Parts 40 and 655, October 1, 2009.*

Sumter County Transit has established a Zero Tolerance Substance Abuse Policy Statement in accordance with 49 C.F.R. Part 32 and a substance abuse management and testing program in accordance with 49 C.F.R. Parts 40 and 655, October 1, 2009, a copy of which is included in Appendix B. The contract provider's Substance Abuse Program Manager is responsible for ensuring the implementation of a drug and alcohol testing program for all safety-sensitive employees as identified and described within the subject policy. The contract provider is responsible for compliance with the FTA requirement that all safety-sensitive employees receive a minimum of 60 minutes of training on the effects and consequences of prohibited drug use on personal health, safety, and the work environment, and on the signs and symptoms that may indicate prohibited drug use.

The intent of the policy is to:

- Assure that employees are not impaired in their ability to perform assigned duties in a safe, productive, and healthy manner;
- Create a workplace environment free from the adverse effects of drug and alcohol abuse or misuse;
- Prohibit the unlawful manufacture, distribution, dispensing, possession, or use of controlled substances; and
- Encourage employees to seek professional assistance when substance abuse adversely affects their ability to perform their assigned duties.

Violation of this substance abuse policy is subject to disciplinary actions.

## **10.0 Vehicle Maintenance Program**

*14-90.004 (4) Bus transit systems shall establish a maintenance plan and procedures for preventative and routine maintenance for all buses operated. The maintenance plan and procedures shall assure that:*

*(a) All buses operated, and all parts and accessories on such buses, including those specified in Rule 14-90.007, F.A.C., and any additional parts and accessories which may affect safety of operation, including frame and frame assemblies, suspension systems, axles and attaching parts, wheels and rims, and steering systems, are regularly and systematically inspected, maintained, and lubricated to standards that meet or exceed the bus manufacturer's recommendations and requirements.*

*(b) A recording and tracking system is established for the types of inspections, maintenance, and lubrication intervals documenting the date or mileage when these services are due. Required maintenance inspections shall be more comprehensive than daily inspections performed by the driver.*

*(c) Proper preventive maintenance is performed when a bus is assigned away from the system's regular maintenance facility or when maintenance services are performed under contract.*

*(d) Records are maintained and provide written documentation of preventive maintenance, regular maintenance, inspections, lubrication, and repairs performed for each bus under their control. Such records shall be maintained by the bus transit system for at least four years and, at a minimum, provide the following information:*

- 1. Identification of the bus, the make, model, and license number, or other means of positive identification and ownership.*
- 2. Date, mileage, description, and each type of inspection, maintenance, lubrication, or repair performed.*
- 3. If not owned by the bus transit system, the name of any person furnishing a bus.*
- 4. The name and address of any entity or contractor performing an inspection, maintenance, lubrication, or repair.*

The function of the maintenance plan is to provide a consistent systematic program to properly maintain and service vehicles to meet or exceed the manufacturer's recommended maintenance schedule. Sumter County Transit's vehicle maintenance program will ensure that all buses operated, and all parts and accessories on such buses, including those specified in Rule 14-90.007, F.A.C., and any additional parts and accessories which may affect safety of operation, including frame and frame assemblies, suspension systems, axles and attaching parts, wheels and rims, and steering systems, are regularly and systematically inspected, maintained, and lubricated to standards that meet or exceed the bus manufacturer's recommendations and requirements. The Maintenance Technician is responsible for ensuring the Maintenance Plan consistent with 14-90 is implemented and all vehicles operated are regularly and systematically inspected, maintained, and lubricated according to the Maintenance Plan (included in Appendix C).

### **10.1 Daily Vehicle Inspections (DVI)**

Drivers are required to perform daily vehicle inspections prior to operating the assigned vehicle, during routes, and after all route schedules are completed. The pre-trip inspection includes an inspection of the following parts and devices to ascertain that they are in safe condition and in good working order:

- Service brakes
- Parking brakes
- Tires and wheels
- Steering
- Horn
- Lighting devices
- Windshield wipers
- Rear vision mirrors
- Passenger doors
- Exhaust system
- Equipment for transporting wheelchairs
- Safety, security, and emergency equipment

During the scheduled trips and at the end of the day, the operator will note any additional findings and submit the daily vehicle inspection forms. The process and form/s to be utilized for daily vehicle inspections are included in the agency's preventative maintenance guidelines. The daily vehicle inspection forms must be complete with the operator's signature and a check in each box to document that the items are "OK" or a defect is noted in the comments section. If the driver finds any mechanical or other problems that could compromise the safety of the vehicle at any point, the drivers will immediately inform the contract provider and the vehicle will not be scheduled for service until repaired. Failure to report deficiencies by drivers may result in an administrative action taken against the employee.

The Maintenance Technician will review the daily inspections and document the corrective actions taken as a result of any deficiencies identified by the operator. Daily inspection records will be retained for a minimum of two weeks. The contract provider will periodically conduct vehicle inspections behind the drivers who have completed the vehicle inspections to ensure that the daily vehicle inspections are adequately performed. Once defects are noted they will be prioritized and sorted into categories for repairs. Once a defect is noted on the inspection form and repaired, the documentation will be attached to the work/repair order and filed in the maintenance files.

### **10.2 Preventive Maintenance**

A preventative maintenance schedule is implemented to inspect for safety hazards and to maintain vehicles in a manner conforming to safety regulations. Sumter County Transit will perform scheduled preventive maintenance on all vehicles using the FDOT recommended "ABC" progressive inspection method. The inspections are performed every 6,000; 12,000; 18,000 and 24,000 miles following the sequence: "A1," "B," "A2," "C." This allows a series of repairs to be carried out while minimizing costs and optimizing the number of operational vehicles. If a vehicle is "down" for an extended period of time due to unavoidable circumstances, preventative maintenance will be temporarily suspended until the vehicle can be returned to



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service. However, the annual inspection will be conducted on all vehicles regardless of “up/down” status and/or mileage accrued.

The Maintenance Technician will regularly perform Quality Control (QC)/Quality Assurance (QA) checks to ensure that the inspections and repairs, both in-house and contracted, are completed and documented properly. Each vehicle will have a written record documenting preventive maintenance, regular maintenance, inspections, lubrication and repairs performed. Such records will be maintained for at least four years and include, at a minimum, the following information:

- Identification of the bus, the make, model, and license number or other means of positive identification and ownership
- Date, mileage, description, and each type of inspection, maintenance, lubrication, or repair performed
- The name and address of any entity or contractor performing an inspection, maintenance, lubrication, or repair

For tracking purposes, a maintenance log will be kept containing vehicle ID, make and type of vehicle, year, model, special equipment, inspections, maintenance and lubrication intervals, and date or mileage when services are due.

The Administrative Professional shall be tasked with the responsibility to conduct quality checks of maintenance files on a quarterly basis to insure that files are complete; signed, appropriately dated, and appropriately filed. It will be the responsibility of the Administrative Professional to place a record in the file documenting the date in which the file was quality inspected.

### **10.3 Bus Safety Inspections**

Safety inspections are part of the maintenance inspections and are performed at least once every year on all buses operated by Sumter County Transit and contracted service providers. The Maintenance Technician is responsible that each bus receiving a safety inspection shall be checked for compliance with the requirements for safety devices and equipment as referenced or specified by Rule 14-90. Specific operable equipment and devices as required by Rule 14-90 include the following as applicable to Type I and II buses:

- Horn
- Windshield wipers
- Mirrors
- Wiring and batteries
- Service and parking brakes
- Warning devices
- Directional signals
- Hazard warning signals
- Lighting systems and signaling devices
- Handrails and stanchions
- Standee line and warning
- Doors and brake interlock devices
- Step-wells and flooring
- Emergency exits
- Tires and wheels
- Suspension system

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- Steering system
- Exhaust system
- Seat belts
- Safety equipment
- Equipment for transporting wheelchairs
- Working speedometer

A safety inspection report will be prepared by the individual(s) performing the inspection and will include the following:

- Identification of the individual(s) performing the inspection
- Identification of the bus transit system operating the bus
- The date of the inspection
- Identification of the bus inspected
- Identification of the equipment and devices inspected including the identification of equipment and devices found deficient or defective
- Identification of corrective action(s) for any deficient or defective items found and date(s) of completion of corrective action(s)

Records of annual safety inspections and documentation of any required corrective actions will be retained for a minimum of four years for compliance review.

## **11.0 Safety Data Acquisition & Analysis**

*According to 14-90.004, the SSPP must address safety data acquisition and analysis as one of the safety elements.*

Understanding safety data is an important step towards allocating important and scarce resources to implement safety program elements. Safety data relative to transit provider operations can be used to determine safety trends in system operation. The following data will be collected and retained by Sumter County Transit on an ongoing basis:

- Accident and incident data
- Maintenance data including daily vehicle inspection forms
- Passenger claims and complaints
- Records of crimes and rule violations occurring in and around the transit agency

The data will be analyzed by Sumter County Transit management both qualitatively and quantitatively for safety hazard identification, resolution and risk management purposes. The analysis will be conducted in Microsoft Excel software and will account for frequency, severity, causal factors, and acceptability of occurrences. The analysis results will be useful for identifying necessary actions to minimize safety risks. Analysis of safety data will also help improve system performance, not only in respect to safety, but also in overall delivery of service to the public. In addition, trend analyses of safety data can help determine the effectiveness of safety initiatives that have been implemented.

## **12.0 Hazard Identification and Resolution**

*According to 14-90.004, the SSPP must address hazard identification and resolution as one of the safety elements.*

Hazard management is a mechanism by which hazards are identified, analyzed for potential impact on the operating system, and resolved in a manner acceptable to the management and regulatory agencies. Sumter County Transit's hazard management consists of three primary components – hazard identification, hazard categorization, and hazard resolution.

### **12.1 Hazard Identification**

By means of safety data acquisition and analysis and coordination with the Assistant Director of Operations, Public Works and Maintenance Technician, the Contract Operator will identify system hazards on an ongoing basis.

### **12.2 Hazard Categorization**

Once the key system hazards have been identified, the Contract Operator will categorize the hazards based on severity and probability of occurrence and report to the Assistant Director of Operations, Public Works.

Hazard severity is a subjective measure of hazard, supported by factual data, and will be categorized as follows –

- Catastrophic – Death or system loss
- Critical – Severe injury, severe occupational illness, or major system damage
- Marginal – Minor injury, minor occupational illness, or minor system damage
- Negligible – less than minor injury, occupational illness, or system damage

Hazard probability is a subjective measure of likelihood that a specific hazard will occur and will be categorized as follows –

- Frequent – Likely to occur frequently
- Probable – Likely to occur several times
- Occasional – Likely to occur sometime
- Remote – Unlikely but possible to occur
- Improbable – So unlikely that it can be rejected from consideration

### **12.3 Hazard Resolution**

Once the hazards are identified and categorized, subsequent analysis will be undertaken to resolve the issue and minimize risk associated with the identified hazard. A hazard resolution

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matrix will be developed combining hazard severity and hazard frequency, as shown below, to identify the level of acceptance for a specific hazard/risk.

<b>Hazard Resolution Matrix</b>	<b>Catastrophic Death or system loss</b>	<b>Critical Severe injury, severe occupational illness, major system damage</b>	<b>Marginal Minor injury, minor occupational illness, or minor system damage</b>	<b>Negligible Less than minor injury, occupational illness, or system damage</b>
<b>Frequent</b>	Unacceptable	Unacceptable	Unacceptable	Acceptable with reservation
<b>Probable</b>	Unacceptable	Unacceptable	Undesirable	Acceptable with reservation
<b>Occasional</b>	Unacceptable	Undesirable	Undesirable	Acceptable
<b>Remote</b>	Undesirable	Undesirable	Acceptable with reservation	Acceptable
<b>Improbable</b>	Acceptable with reservation	Acceptable with reservation	Acceptable with reservation	Acceptable

The results of the analysis will be shared by the Assistant Director of Operations, Public Works with the Division Director on an ongoing basis to identify appropriate actions. All “unacceptable” hazards must be eliminated and measures will be taken for the remaining risk acceptance categories to minimize risk. The results of such analysis will be shared with agency staff and law enforcement agencies on a quarterly basis for awareness and support.

## **13.0 Event Investigation**

*14-90.004 establishes the requirements for investigating events involving a bus or taking place on bus transit system controlled property resulting in a fatality, injury, or property damage.*

For the purpose of this SSPP, events are considered accidents or incidents that involve a transit vehicle. An “accident” is an event that causes damage to a vehicle, individual, or property while the vehicle is in motion. It may involve a single vehicle or multiple vehicles. An “incident” is defined as an event that causes damage to a vehicle, individual, or property, which is not an accident.

Any event involving a bus or taking place on property controlled by a transit system and resulting in a fatality, injury, or property damage will be investigated by Sumter County Transit. All events included but not limited to the following, will be investigated:

- A fatality, where an individual is confirmed dead within 30 days of a bus transit system related event, excluding suicides and deaths from illnesses.
- Injuries requiring immediate medical attention away from the scene for two or more individuals.
- Property damage to bus transit system buses, non-bus transit system vehicles, other bus system property or facilities, or any other property. Sumter County Transit will have the discretion to investigate events resulting in property damage less than \$1,000.
- Evacuation of a bus due to a life safety event where there is imminent danger to passengers on the bus, excluding evacuations due to operational issues.

In case of all events, drivers are required to contact the local law enforcement, dispatcher, and emergency medical services (as required) immediately. Supervisors will be sent to the scene depending on the severity of the event at the discretion of the General Manager. Each investigation will be documented in a final report that includes a description of the investigation activities, identified causal factors, and any identified corrective action plan. Each corrective action plan will identify the action to be taken by the bus transit system and the schedule for its implementation. The General Manager will monitor and track the implementation of each corrective action plan. Investigation reports, corrective action plans, and related supporting documentation will be maintained by the General Manager and the Assistant Director of Operations, Public Works for a minimum of four years from the date of completion of the investigation.

## **14.0 Medical Exams for Bus Transit System Drivers**

*14-90.0041 requires that bus transit systems establish medical examination requirements for all applicants to driver positions and for existing drivers. The 14-90 requirements relating to this section are noted below and presented as general text. The points noted below in black text are all requirements under 14-90. To avoid redundancy of re-stating the requirements twice, (both here in this header box and in the general text which would follow below), we are deferring to the general text below which accurately states the 14-90 requirements.*

This section of the SSPP establishes Sumter County Transit's medical examination requirements for all applicants for driver positions and for existing drivers.

- Medical examination requirements include a pre-employment examination for applicants, an examination at least once every two years for existing drivers, and a return to duty examination for any driver prior to returning to duty after having been off duty for 30 or more days due to an illness, medical condition, or injury.
- Medical examinations will be performed and recorded according to FDOT Form Number 725-030-11, Medical Examination Report for Bus Transit System Driver, Rev. 05/09, included in Appendix D.
- Medical examinations will be performed by a Doctor of Medicine or Osteopathy, Physician Assistant, or Advanced Registered Nurse Practitioner licensed or certified by the State of Florida. If medical examinations are performed by a Physician Assistant or Advanced Registered Nurse Practitioner, they must be performed under the supervision or review of a Doctor of Medicine or Osteopathy.
- An ophthalmologist or optometrist licensed by the State of Florida may perform as much of the medical examination as it pertains to visual acuity, field of vision, and color recognition.
- Upon completion of the medical examination, the examiner shall complete, sign, and date the medical examination form and maintain the original at his or her office.
- Upon completion of the medical examination, the examiner shall complete, sign, and date the medical examination certificate and provide a copy to contract operator.
- Upon completion of the medical examination the driver shall provide their driver license number, signature, and date on the medical examination certificate.
- Completed and signed medical examination certificate for each bus driver, dated within the past 24 months, will be maintained on file for a minimum of four years from the date of the examination.
- Contracted operator will not allow a driver to operate a transit bus without having on file a completed medical examination certificate dated within the past 24 months.



## **15.0 Operating and Driving Requirements**

*14-90.006 requires that bus transit systems establish operational and driving requirements. The 14-90 requirements relating to this section are noted below and presented as general text. The points noted below in black text are all requirements under 14-90. To avoid redundancy of re-stating the requirements twice, (both here in this header box and in the general text which would follow below), we are deferring to the general text below which accurately states the 14-90 requirements.*

The Assistant Director of Operations, Public Works and Operator's General Manager are responsible for overall compliance with all operating and driving requirements of the SSPP.

It is the responsibility of every contracted operator employee who performs driving and/or operational duties to strictly adhere to the following requirements:

- Under no circumstances is a driver allowed to operate a vehicle without having the appropriate and valid driver's license in his or her possession.
- Drivers are not permitted to drive a bus when his or her driver license has been suspended, cancelled, or revoked. A driver who receives a notice that his or her license to operate a motor vehicle has been suspended, cancelled, or revoked is required to notify his or her supervisor of the contents of the notice immediately, if possible, otherwise no later than the end of the business day following the day he or she received the notice. Violation of this policy may result in disciplinary actions including suspension or termination of employment.
- Management will annually check Motor Vehicle Records (MVR) for all drivers for investigating information on license suspensions, revocations, accidents, traffic violations, unpaid summons, etc. Management will also check driver license status of each driver utilizing the Florida Department of Highway Safety and Motor Vehicles website - <https://www6.hsmv.state.fl.us/DLCheck/main.jsp>.
- Buses must be operated at all times in compliance with applicable traffic regulations, ordinances, and laws of the jurisdiction in which they are being operated.
- Rule 14-90 defines "On Duty" and "Off Duty" status of drivers as follows -
  - "On Duty" means the status of the driver from the time he or she begins work, or is required to be in readiness to work, until the time the driver is relieved from work and all responsibility for performing work. "On Duty" includes all time spent by the driver as follows:
    - (a) Waiting to be dispatched at bus transit system terminals, facilities, or other private or public property, unless the driver has been completely relieved from duty by the bus transit system.
    - (b) Inspecting, servicing, or conditioning any vehicle.
    - (c) Driving.
    - (d) Remaining in readiness to operate a vehicle (stand-by).
    - (e) Repairing, obtaining assistance, or remaining in attendance in or about a disabled vehicle.

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- “Off-Duty” means any time the driver is not on duty, required to be in readiness to work, or under any responsibility to perform work. Such time shall not be counted towards the maximum allowed on-duty hours within a 24-hour period.
- Drivers are not permitted to drive more than 12 hours in a 24-hour period, or drive after having been on duty for 16 hours in a 24-hour period. A driver is not permitted to drive until the requirement of a minimum eight consecutive hours of off-duty time has been fulfilled. A driver’s work period begins from the time he or she first reports for duty to his or her employer. A driver is permitted to exceed his or her regulated hours in order to reach a regularly established relief or dispatch point, provided the additional driving time does not exceed one hour.
- Drivers are not permitted to be on duty more than 72 hours in any period of seven consecutive days; however, any 24 consecutive hours of off duty time shall constitute the end of any such period of seven consecutive days. A driver who has reached the maximum 72 hours of on duty time during the seven consecutive days is required to have a minimum of 24 consecutive hours of off duty time prior to returning to on duty status.
- A driver is permitted to drive for more than the regulated hours for the safety and protection of the public when conditions such as adverse weather, disaster, security threat, a road or traffic condition, medical emergency, or an accident occur.
- Drivers are not permitted to drive a bus when his or her ability is impaired, or likely to be impaired, by fatigue, illness, or other causes, likely to create an unsafe condition.
- Drivers will not report for duty or operate any vehicle while under the influence of alcohol or any other substance, legal or illegal, that may impair driving ability. All employees are required to comply with agency’s Substance Abuse Policy.
- Drivers are required to conduct daily vehicle inspections and reporting of all defects and deficiencies likely to affect safe operation or cause mechanical malfunctions.
- Drivers are required to immediately report any defect or deficiency that may affect safe operations or cause mechanical malfunctions. Any defect or deficiency found shall be properly documented on a Daily Vehicle Inspection (DVI) form and should be submitted to the Operations Manager.
- The Operations Manager will review daily inspection reports and document corrective actions taken as a result of any deficiencies identified by daily inspections.
- A bus with any passenger doors in the open position will not be operated with passengers aboard. The doors will not be opened until the bus is stopped. A bus with any inoperable passenger door will not be operated with passengers aboard, except to move a bus to a safe location.
- Drivers will ensure that during darkness, interior lighting and lighting in stepwells on buses shall be sufficient for passengers to enter and exit safely.
- Passengers will not be permitted in the stepwells of any bus while the bus is in motion, or to occupy an area forward of the standee line.
- Passengers will not be permitted to stand on buses not designed and constructed for that purpose.
- Buses will not be refueled in a closed building. The fueling of buses when passengers are being carried will not be allowed under any circumstances.

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- Drivers are required to be properly secured to the driver's seat with a restraining belt at all times while the bus is in motion.
- Buses will not be left unattended with passengers aboard for longer than 15 minutes. The parking or holding brake device will be properly set at any time the bus is left unattended.
- Buses will not be left unattended in an unsafe condition with passengers aboard at any time.
- Drivers are prohibited from leaving keys in the vehicle for any reason at any time the bus is left unattended.
- Transit vehicles will not be used at any time for uses other than those that are authorized and permitted according to state and federal program requirements.

Noncompliance with these requirements may result in disciplinary actions including suspension or termination of employment.

### 15.1 Wireless Communication

*According to 14-90.004, bus transit systems must implement a wireless communication plan and procedure that provides for the safe operation of the bus transit vehicle. The wireless communication plan and procedure shall assure that:*

- a. The use of a personal wireless communication device is prohibited while the transit vehicle is in motion, and*
- b. All personal wireless communications devices are turned off with any earpieces removed from the operator's ear while occupying the driver's seat.*

*A policy on the use of a wireless communications device issued to the operator by the bus transit system for business related purposes must be developed that assure:*

- a. Guidelines are developed that allow for the use of a wireless communications device in emergency situations, and*
- b. The use of a wireless communications device does not interfere with the operator's safety related duties.*

*Also, bus transit systems shall develop a driver educational training program addressing:*

- a. The proper use of a wireless communications device issued to the operator by the Bus Transit System while in the performance of their safety related duties, and*
- b. The hazards associated with driving and utilizing a wireless communications device.*

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“Wireless communication device” means an electronic or electrical device capable of remote communication. Examples include cell phones, personal digital assistants (PDAs) and portable computers (commonly called laptop computers). “Personal wireless communications device” means an electronic or electrical device that was not provided by the bus transit system for business purposes. “Use of a wireless communication device” means use of a mobile telephone or other electronic or electrical device, hands-on or hands-free, to conduct an oral communication; to place or receive a telephone call; to send or read electronic mail or a text message; to play a game; to navigate the Internet; to play, view, or listen to a video; to play, view, or listen to a television broadcast; to play or listen to music; to execute a computational function, or to perform any other function that is not necessary for the health or safety of the person and that entails the risk of distracting the employee from a safety-critical task. Use of an electronic or electrical device that enhances the individual’s physical ability to perform, such as a hearing aid, is not included in this definition.

Sumter County Transit requires all drivers to fully comply with the following wireless communication policies.

Policies on the use of a personal wireless communication device:

- The use of a personal wireless communication device is prohibited while the transit vehicle is in motion.
- All personal wireless communication devices must be turned off with any earpieces removed from the operator’s ear while occupying the driver’s seat.
- In an emergency, if a driver is unable to use the radio (e.g., driver is separated from the vehicle due to a need to evacuate, or the radio is inoperable because it is beyond the radio coverage area or other malfunction), a personal cellular phone may be used to contact the agency. In such situation the driver must park the vehicle in a safe place off the road and call the direct line to the dispatcher.
- Drivers are not permitted to use any wireless communication device issued by the bus transit system while the transit vehicle is in motion except brief radio communications with the dispatcher. If the driver must use the radio for a long duration, he/she must stop the vehicle in a safe place off the road.
- The use of a wireless communication device is prohibited while loading or unloading a wheelchair patron or while conducting any other safety related duty that require the driver’s undivided attention. If wireless communication is necessary, the driver will use a company issued wireless communication device before or upon completion of the safety related task.
- Employees are permitted to use wireless communication devices issued by the bus transit system in the following situations -
  - A driver needing to communicate with the dispatcher and vise-versa.
  - A driver requesting medical or emergency assistance.
  - A driver reporting an illegal activity, a traffic accident, a road hazard, or a safety or security threat.

Sumter County Transit requires all employees to follow the radio operating procedures included in Appendix E.

## 16.0 Vehicle Equipment Standards & Procurement Criteria

*14-90.007 establishes the vehicle equipment standards and procurement criteria. The 14-90 requirements relating to this section are noted below and presented as general text. The points noted below in black text are all requirements under 14-90. To avoid redundancy of re-stating the requirements twice (both here in this header box and in the general text which would follow below), we are deferring to the general text below which accurately states the 14-90 requirements.*

Sumter County Transit will procure vehicles utilizing the Transit Research-Inspection-Procurement Services (TRIPS) program, formerly known as the Florida Vehicle Procurement Program (FVPP), and other State Programs strictly adhering to the vehicle equipment standards and procurement criteria specified in 14-90.007.

- All buses procured and operated must meet the following minimum standards, as applicable:
  - a. The capability and strength to carry the maximum allowed load and not exceed the manufacturer's gross vehicle weight rating (GVWR), gross axle weighting, or tire rating.
  - b. Structural integrity that mitigates or minimizes the adverse effects of collisions.
  - c. Federal Motor Vehicle Safety Standards (FMVSS), 49 C.F.R. Part 571, Sections 102, 103, 104, 105, 108, 207, 209, 210, 217, 302, 403, and 404, October 1, 2008, hereby incorporated by reference.
- Proof of strength and structural integrity tests on new buses procured will be submitted by manufacturers or bus transit systems to the Department.
- In addition, every bus operated by the agency will be equipped as follows:
  - Mirrors. There shall be two exterior rear vision mirrors, one at each side. The mirrors shall be firmly attached to the outside of the bus and so located as to reflect to the driver a view of the highway to the rear along both sides of the vehicle. Each exterior rear vision mirror, on Type I buses shall have a minimum reflective surface of 50 square inches. Neither the mirror nor the mounting shall protrude farther than the widest part of the vehicle body except to the extent necessary to produce a field of view meeting or exceeding the requirements of this section. All Type I buses shall, in addition to the above requirements, be equipped with an inside rear vision mirror capable of giving the driver a clear view of seated and standing passengers. Buses having a passenger exit door that is located inconveniently for the driver's visual control shall be equipped with additional interior mirrors to enable the driver to view the passenger exit door. In lieu of interior mirrors, trailer buses and articulated buses may be equipped with closed circuit video systems or adult monitors in voice control with the driver.
  - Wiring and Batteries. Electrical wiring shall be maintained so as not to come in contact with moving parts, heated surfaces, or be subject to chafing or abrasion which may cause insulation to become worn. Every Type I bus manufactured on or after February 7, 1988, shall be equipped with a storage battery electrical power main disconnect switch. The disconnect switch shall be practicably located in an accessible location adjacent to or near to the battery and be legibly and

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permanently marked for identification. Every storage battery on a public-sector bus shall be mounted with proper retainment devices in a compartment which provides adequate ventilation and drainage.

- Brake Interlock Systems. All Type I buses having a rear exit door shall be equipped with a rear exit door/brake interlock that automatically applies the brake upon driver activation of the rear exit door to the open position. Brake interlock application shall remain activated until deactivated by the driver and the rear exit door returns to the closed position. The rear exit door brake interlock on such buses shall be equipped with an identified override switch enabling emergency release of the brake interlock function. The override switch shall not be located within reach of the seated driver. Air pressure application to the brake during brake interlock operation, on buses equipped with rear exit door/brake interlock, shall be regulated at the equipment's original manufacturer's specifications.
- Standee Line and Warning. Every bus designed and constructed to allow standees shall be plainly marked with a line of contrasting color at least two inches wide, or be equipped with some other means to indicate that all passengers are prohibited from occupying a space forward of a perpendicular plane drawn through the rear of the driver's seat and perpendicular to the longitudinal axis of the bus. A sign shall be posted at or near the front of the bus stating that it is a violation for a bus to be operated with passengers occupying an area forward of the line.
- Handrails and Stanchions. Every bus designed and constructed to allow standees shall be equipped with overhead handrails for standee passengers. Overhead handrails shall be continuous, except for a gap at the rear exit door, and terminate into vertical stanchions or turn up into a ceiling fastener. Every Type I and Type II bus designed for carrying more than 16 passengers shall be equipped with handrails, stanchions, or bars at least 10 inches long and installed to permit safe on-board circulation, seating and standing assistance, and boarding and alighting by elderly and handicapped persons. Type I buses shall be equipped with a safety bar and panel directly behind each entry and exit stepwell.
- Flooring, Steps, and Thresholds. Flooring, steps, and thresholds on all buses shall have slip resistant surfaces without protruding or sharp edges, lips, or overhangs, in order to prevent tripping hazards. All step edges and thresholds shall have a band of color(s) running the full width of the step or edge which contrasts with the step tread and riser, either light-on-dark or dark-on-light.
- Doors. Power activated doors on all buses shall be equipped with a manual device designed to release door closing pressure.
- Emergency Exits. All buses shall have an emergency exit door, or in lieu thereof, shall be provided with emergency escape push-out windows. Each emergency escape window shall be in the form of a parallelogram with dimensions not less than 18" by 24", and each shall contain an area of not less than 432 square inches. There shall be a sufficient number of push-out or kick-out windows in each vehicle to provide a total escape area equivalent to 67 square inches per seat, including the driver's seat. No less than 40% of the total escape area shall be on one side of the vehicle. Emergency escape kick-out or push-out windows and emergency exit doors shall be conspicuously marked with a sign or light and shall always be kept in good working order so that they may be readily opened in

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an emergency. All such windows and doors shall not be obstructed either inside or outside so as to hinder escape. Buses equipped with an auxiliary door for emergency exit shall be equipped with an audible alarm and light indicating to the driver when a door is ajar or opened while the engine is running. Supplemental security locks operable by a key are prohibited on emergency exit doors unless these security locks are equipped and connected with an ignition interlock system or an audio visual alarm located in the driver's compartment. Any supplemental security lock system used on emergency exits shall be kept unlocked whenever a bus is in operation.

- Tires and Wheels. Tires shall be properly inflated in accordance with manufacturer's recommendations.
  - i. No bus shall be operated with a tread groove pattern depth:
    - 1. Less than  $\frac{4}{32}$  ( $\frac{1}{8}$ ) of an inch, measured at any point on a major tread groove for tires on the steering axle of all buses. The measurements shall not be made where tie bars, humps, or fillets are located.
    - 2. Less than  $\frac{2}{32}$  ( $\frac{1}{16}$ ) of an inch, measured at any point on a major tread groove for all other tires of all buses. The measurements shall not be made where tie bars, humps, or fillets are located.
  - ii. No bus shall be operated with recapped, regrooved, or retreaded tires on the steering axle.
  - iii. Wheels shall be visibly free from cracks and distortions and shall not have missing, cracked, or broken mounting lugs.
- Suspension. The suspension system of all buses, including springs, air bags, and all other suspension parts, shall be free from cracks, leaks, or any other defect which may cause its impairment or failure to function properly.
- Steering and Front Axle. The steering system of all buses shall have no indication of leaks which would or may cause its impairment to function properly, and shall be free from cracks and excessive wear of components that may cause excessive free play or loose motion in the steering system or above normal effort in steering control.
- Seat Belts. Every bus shall be equipped with an adjustable driver's restraining belt in compliance with the requirements of FMVSS 209, "Seat Belt Assemblies" 49 C.F.R. 571.209–October 1, 2008, and FMVSS 210, "Seat Belt Assembly Anchorages" 49 C. F. R. 571.210 October 1,2008, hereby incorporated by reference.
- Safety Equipment. Every bus shall be equipped with one fully charged dry chemical or carbon dioxide fire extinguisher, having at least a 1A:BC rating and bearing the label of Underwriter's Laboratory, Inc. The fire extinguishers shall be maintained as follows:
  - i. Each fire extinguisher shall be securely mounted on the bus in a conspicuous place or a clearly marked compartment and be readily accessible.
  - ii. Each fire extinguisher shall be maintained in efficient operating condition and equipped with some means of determining if it is fully charged.



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- iii. Every Type I bus shall be equipped with portable red reflector warning devices in compliance with Section 316.300, Florida Statutes.
- o Persons with Disabilities. Buses used for the purpose of transporting individuals with disabilities shall meet the requirements set forth in 49 C.F.R. Part 38, October 1, 2008, hereby incorporated by reference, as well as the following:
  - i. Installation of a wheelchair lift or ramp shall not cause the manufacturer's GVWR, gross axle weight rating, or tire rating to be exceeded.
  - ii. Except in locations within 3 1/2 inches of the bus floor, all readily accessible exposed edges or other hazardous protrusions of parts of wheelchair lift assemblies or ramps that are located in the passenger compartment shall be padded with energy absorbing material to mitigate injury in normal use and in case of a collision. This requirement shall also apply to parts of the bus associated with the operation of the lift or ramp.
  - iii. The controls for operating the lift shall be at a location where the bus driver or lift attendant has a full view, unobstructed by passengers, of the lift platform, its entrance and exit, and the wheelchair passenger, either directly or with partial assistance of mirrors. Lifts located entirely to the rear of the driver's seat shall not be operable from the driver's seat, but shall have an override control at the driver's position that can be activated to prevent the lift from being operated by the other controls (except for emergency manual operation upon power failure).
  - iv. The installation of the wheelchair lift or ramp and its controls and the method of attachment in the bus body or chassis shall not diminish the structural integrity of the bus nor cause a hazardous imbalance of the bus. No part of the assembly, when installed and stowed, shall extend laterally beyond the normal side contour of the bus or vertically beyond the lowest part of the rim of the wheel closest to the lift.
  - v. Each wheelchair lift or ramp assembly shall be legibly and permanently marked by the manufacturer or installer with the following information:
    - 1. The manufacturer's name and address.
    - 2. The month and year of manufacture.
    - 3. A certificate that the wheelchair lift or ramp securement devices, and their installation, conform to State of Florida requirements applicable to accessible buses.
- o Wheelchairs. Wheelchair lifts, ramps, securement devices, and restraints shall be inspected and maintained as required by this rule chapter. Instructions for normal and emergency operation of the lift or ramp shall be carried or displayed in every bus.

### 17.0 Internal and External Safety Audits

*According to 14-90:*

- *Each bus transit system shall implement and comply with the SSPP during the operation of the system*
- *Each bus transit system shall implement and comply with the SPP during the operation of the system*
- *Bus transit systems shall immediately suspend affected system service operations if, at any time, continued operation of the system, or a portion thereof, poses an immediate danger to public safety*
- *The Department, or its contractor, shall conduct safety and security review of bus transit system to ascertain compliance with the provisions of this rule chapter.*

The Assistant Director of Operations, Public Works is responsible for conducting announced and unannounced internal safety audits of contract operators. Annual internal safety audits will be conducted starting November 1 of each calendar year and ending prior to the end of the same calendar year utilizing the internal audit checklist included in Appendix F. The annual audit results will be documented by the Assistant Director of Operations, Public Works in a report containing the following:

- Identification of the findings, including a detailed description of any deficiency.
- Required corrective action and a schedule for implementation of the corrective action to be taken for each deficiency.
- Any required suspension of bus transit system service should Sumter County Transit determine the continued operation of the service, or a portion thereof, poses an immediate danger to public safety.

In addition, announced and unannounced periodic internal audits will be conducted by the Administrative Professional to ensure compliance with all of the objectives and requirements of SSPP and Rule 14-90. Safety audits of vehicles and records will be conducted on random basis, at least once every quarter. Facility inspection will be conducted once every month to identify and resolve potential safety and security hazards. The Assistant Director of Operations, Public Works will regularly perform Quality Control (QC)/Quality Assurance (QA) checks to ensure that safety compliance, both in-house and contracted, is achieved at all times. Contractors/subcontractors are subject to audits and inspections on an announced or unannounced basis at the discretion of Sumter County Transit management. Sumter County Transit, or its designee, will conduct safety and security reviews of contract service operators, at least once every year, to ascertain compliance with the provisions of Rule 14-90.

Sumter County Transit management will work closely with regulatory agencies (FDOT, FTA, etc.) when external audit notifications are received and allocate resources, as necessary, to facilitate the audits.

### 18.0 Certification

*14-90.010 establishes the certification requirements that the agencies must follow when submitting annual safety and security certification to the Department. The 14-90 requirements relating to this section are noted below and presented as general text. The points noted below in black text are all requirements under 14-90. To avoid redundancy of re-stating the requirements twice (both here in this header box and in the general text which would follow below), we are deferring to the general text below which accurately states the 14-90 requirements.*

The Division Director will submit an annual safety and security certification to the FDOT utilizing the self-certification form included in Appendix G. The certification will be submitted no later than February 15, for the prior calendar year period unless otherwise required by FDOT. The certification will attest to the following:

- The adoption of an SSPP and an SPP in accordance with established standards set forth in Rule 14-90.
- Compliance with the adopted SSPP and SPP.
- Performance of safety inspections on all buses operated by the system in accordance with Rule 14-90.
- Reviews of the SSPP and SPP have been conducted to ensure they are up to date.

The certification will also include:

- The name and address of Sumter County Transit, and the name and address of the entity(ies) who performed bus safety inspections and security assessments during the prior calendar year, if different from Sumter County Transit.
- A statement signed by the Division Director responsible for the management of Sumter County Transit attesting to compliance with Rule 14-90.

## **19.0 Appendices**

- Appendix A: Rule Chapter 14-90, F.A.C.
- Appendix B: Substance Abuse Policy
- Appendix C: Maintenance Plan
- Appendix D: Medical Examination Form 725-030-011
- Appendix E: Radio Operating Procedures
- Appendix F: Internal Safety Audit Checklist
- Appendix G: Bus Transit System Annual Safety and Security Certification Form
- Appendix H: SSPP Addendums (placeholder for future updates)

## **Appendix A**

### **CHAPTER 14-90**

#### **EQUIPMENT AND OPERATIONAL SAFETY STANDARDS FOR BUS TRANSIT SYSTEMS**

- 14-90.002 Definitions
- 14-90.004 Bus Transit System Operational Standards
- 14-90.0041 Medical Examinations for Bus Transit System Drivers
- 14-90.006 Operational and Driving Requirements
- 14-90.007 Vehicle Equipment Standards and Procurement Criteria
- 14-90.009 Bus Safety Inspections
- 14-90.010 Certification
- 14-90.012 Safety and Security Inspections and Reviews

##### **14-90.002 Definitions.**

Terms used in this rule chapter shall mean as defined in Section 341.031, F.S., in addition:

(1) “Bus” means any motor vehicle, other than a taxicab, which is designed or constructed for the public transport of persons for compensation and is owned, operated, leased, or controlled by a bus transit system. Buses are designated in two categories:

(a) Type I means over 22 feet in length, including bumpers.

(b) Type II means 22 feet or less in length, including bumpers and paratransit type vehicles, such as minibuses, standard vans, modified vans, station wagons, and sedans.

(2) “Bus Transit System” means a community transportation coordinator; a public transit provider; or a private contract transit provider which owns, operates, leases, or controls buses or taxicabs where such transportation consists of continuous or recurring transportation under the same contract; or a privately owned or operated transit provider that receives operational or capital funding from the Department and owns, operates, leases, or controls buses, other than nonpublic sector buses that provides transportation services available for use by the general riding public.

(3) “Community Transportation Coordinator” means a provider of transportation services or an entity that ensures such services are provided by another bus transit system.

(4) “Department” means the Florida Department of Transportation.

(5) “Drive” or “Operate” means all time spent at the controls of a bus in operation.

(6) “Driver” means any person trained and designated to drive a bus on a street or highway being used for the public transport of persons for compensation.

(7) “FMVSS” means the Federal Motor Vehicle Safety Standards in effect at the time the bus or component is manufactured.

(8) “For Compensation” means for money, property, or anything else of value whether paid, received, or realized, directly or indirectly.

(9) “Manufacturer” means the original producer of the chassis, the producer of any type of bus, or the producer of equipment installed on any bus for the purpose of transporting individuals with disabilities.

(10) “Off-Duty” means any time the driver is not on duty, required to be in readiness to work, or under any responsibility to perform work. Such time shall not be counted towards the maximum allowed on-duty hours within a 24-hour period.

(11) “On Duty” means the status of the driver from the time he or she begins work, or is required to be in readiness to work, until the time the driver is relieved from work and all responsibility for performing work. “On Duty” includes all time spent by the driver as follows:

(a) Waiting to be dispatched at bus transit system terminals, facilities, or other private or public property, unless the driver has been completely relieved from duty by the bus transit system.

(b) Inspecting, servicing, or conditioning any vehicle.

(c) Driving.

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(d) Remaining in readiness to operate a vehicle (stand-by).

(e) Repairing, obtaining assistance, or remaining in attendance in or about a disabled vehicle.

(12) “Passenger” means a person who is on board, boarding, or alighting from a bus for the purposes of public transport.

(13) “Paratransit” means those elements of public transit which provide service between specific origins and destinations selected by the individual user with such service being provided at a time that is agreed upon by the user and the provider of the service. Paratransit service is provided by taxis, limousines, “dial-a-ride” buses, and other demand-responsive operations that are characterized by their nonscheduled, non-fixed route nature.

(14) “Safe Condition” means a condition where hazards are reduced to the lowest level feasible and substantial compliance exists with all safety rules, regulations, and requirements.

(15) “Safety Review” means an on-site assessment to determine if a bus transit system has adequate safety management controls in place and functioning in accordance with the safety standards provided and incorporated by reference in this rule chapter.

(16) “Security” means freedom from harm resulting from intentional acts against passengers, employees, equipment, and facilities.

(17) “Security Program Plan” or “SPP” means a document developed and adopted by the bus transit system detailing its policies, objectives, responsibilities, and procedures for the protection and defense of the system and persons from intentional acts of harm.

(18) “Security Review” means an on-site assessment to determine if a bus transit system has security management controls in place and functioning in accordance with the security requirements provided in this rule chapter.

(19) “System Safety Program Plan” or “SSPP” means a document developed and adopted by the bus transit system detailing its policies, objectives, responsibilities, and procedures against injuries or damage.

(20) “Taxicab” means any motor vehicle of nine passenger capacity or less, including the driver, engaged in the general transportation of persons for compensation, not on a regular schedule, between fixed termini, or over regular routes, where such vehicle does not provide transportation services as a result of a contractual agreement with a bus transit system.

(21) “Trailer Bus” means a trailing or towed vehicle designed or used for the transportation of more than 10 persons, e.g., tram buses.

(22) “Twenty-four Hour Period” or “24-Hour Period” means the consecutive time beginning at 12:00.01 a.m. to 12:00.00 a.m.

(23) “Unsafe Condition” means anything which endangers human life or property.

(24) “Personal wireless communications device” means an electronic or electrical device that was not provided by the bus transit system for business purposes.

(25) “Use of a wireless communications device” means use of a mobile telephone or other electronic or electrical device, hands-on or hands-free, to conduct an oral communication; to place or receive a telephone call; to send or read electronic mail or a text message; to play a game; to navigate the Internet; to play, view, or listen to a video; to play, view, or listen to a television broadcast; to play or listen to music; or to execute a computational function. Use of an electronic or electrical device that enhances the individual’s physical ability to perform, such as a hearing aid, is not included in this definition.

(26) “Wireless communications device” means an electronic or electrical device capable of remote communication. Examples include cell phones, personal digital assistants (PDAs) and portable computers (commonly called laptop computers).

*Rulemaking Authority 334.044(2), 341.061(2), 341.041(3), 341.031 FS. Law Implemented 341.041(3), 341.061(2) FS. History—New 9-7-87, Amended 11-10-92, 8-7-05, 9-16-10.*

### **14-90.004 Bus Transit System Operational Standards.**

(1) Each bus transit system shall develop and adopt an SSPP that complies with or exceeds the

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established safety standards set forth in this rule chapter.

(a) The SSPP shall address the following safety elements and requirements:

1. Safety policies and responsibilities.
2. Vehicle and equipment standards and procurement criteria.
3. Operational standards and procedures.
4. Bus driver and employee selection.
5. Driving requirements.

6. Bus driver and employee training. As part of the driver training program, specific procedures, and training shall be implemented to instruct the driver on how to safely approach and depart from a transit bus stop to avoid contact with pedestrians and other hazards.

7. Vehicle maintenance.

8. Investigations of events described under subsection 14-90.004(5), F.A.C.

9. Hazard identification and resolution.

10. Equipment for transporting wheelchairs.

11. Safety data acquisition and analysis.

12. A wireless communication plan and procedure that provides for the safe operation of the bus transit vehicle. The wireless communication plan and procedure shall assure that:

a. The use of a personal wireless communication device is prohibited while the transit vehicle is in motion, and

b. All personal wireless communications devices are turned off with any earpieces removed from the operator's ear while occupying the driver's seat.

13. A policy on the use of a wireless communications device issued to the operator by the bus transit system for business related purposes. Policies developed shall assure that:

a. Guidelines are developed that allow for the use of a wireless communications device in emergency situations, and

b. The use of a wireless communications device does not interfere with the operator's safety related duties.

14. The Bus Transit System shall develop a driver educational training program addressing:

a. The proper use of a wireless communications device issued to the operator by the Bus Transit System while in the performance of their safety related duties, and

b. The hazards associated with driving and utilizing a wireless communications device.

15. Safety standards for private contract bus transit system(s) that provide(s) continuous or recurring transportation services for compensation as a result of a contractual agreement with the bus transit system.

(b) Each bus transit system shall implement and comply with the SSPP during the operation of the system.

(c) Each bus transit system shall require that all operable transit buses be inspected at least once per year in accordance with established standards.

(d) Each bus transit system shall submit an annual safety certification to the Department verifying the following:

1. Adoption of an SSPP, which meets or exceeds the established standards set forth in this rule chapter.

2. Compliance with its adopted SSPP and that safety inspections have been performed at least once a year on all buses operated by the bus transit system, by persons meeting the requirements set forth in Rule 14-90.009, F.A.C.

(e) Bus transit systems shall immediately suspend affected system service operations if, at any time, continued operation of the system, or a portion thereof, poses an immediate danger to public safety.

(2) Each bus transit system shall develop and adopt an SPP that meets or exceeds the security requirements set forth in this rule chapter. The SPP shall be adopted separately from the SSPP.

(a) The SPP shall address the following security requirements:

1. Security policies, goals, and objectives.

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2. Organization, roles, and responsibilities.
  3. Emergency management processes and procedures for mitigation, preparedness, response, and recovery.
  4. Procedures for investigation of events described under subsection 14-90.004(5), F.A.C.
  5. Procedures for the establishment of interfaces with emergency response organizations.
  6. Procedures for interagency coordination with local law enforcement jurisdictions.
  7. Employee security and threat awareness training programs.
  8. Security data acquisition and analysis.
  9. Emergency preparedness drills and exercises.
  10. Requirements for private contract transit providers that engage in continuous or recurring transportation services for compensation as a result of a contractual agreement with the bus transit system.
  11. Procedures for SPP maintenance and distribution.
- (b) Each bus transit system shall implement and comply with the SPP during the operation of the system.
- (c) Bus transit systems that engage in a contract with a private contract transit provider shall:
1. Establish minimum security requirements which apply to private contract transit providers.
  2. Monitor and assure that each private contract transit provider complies with established security requirements during the term of the contract.
- (d) Bus transit systems are prohibited by Section 119.071(3)(a), F.S., from publicly disclosing the SPP or the security portion of the SSPP, as applicable, under any circumstance.
- (3) Bus transit systems shall establish criteria and procedures for the selection, qualification, and training of all drivers. The criteria shall include the following:
- (a) Driver qualifications and background checks meeting minimum hiring standards.
  - (b) Driving and criminal background checks for all new drivers.
  - (c) Verification and documentation of valid driver licenses for all employees who drive buses.
  - (d) Training and testing to demonstrate and ensure adequate skills and capabilities to safely operate each type of bus or bus combination before driving on a street or highway unsupervised. As a minimum requirement, drivers shall be given explicit instructional and procedural training and testing in the following areas:
    1. Bus transit system safety and operational policies and procedures.
    2. Operational bus and equipment inspections.
    3. Bus equipment familiarization.
    4. Basic operations and maneuvering.
    5. Boarding and alighting passengers.
    6. Operation of wheelchair lifts and other special equipment.
    7. Defensive driving.
    8. Passenger assistance and securement.
    9. Handling of emergencies and security threats.
    10. Security and threat awareness.
    11. Driving conditions.
  - (e) Bus transit systems shall provide written operational and safety procedures to all bus drivers before driving on streets or highways unsupervised. At a minimum, these procedures and instructions shall address the following:
    1. Communication and handling of unsafe conditions, security threats, and emergencies.
    2. Familiarization and operation of safety and emergency equipment, wheelchair lift equipment, and restraining devices.
    3. Application and compliance with all applicable federal and state laws, rules, and regulations.
  - (f) The provisions in paragraphs (d) and (e), above, shall not apply to personnel licensed and authorized by the bus transit system to drive, move, or road test a bus in order to perform repairs or



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maintenance services when it has been determined that such temporary operation does not create unsafe operating conditions or create a hazard to public safety.

(g) Bus transit systems shall maintain the following records for at least four years:

1. Records of bus driver background checks and qualifications.

2. Detailed descriptions of training administered and completed by each bus driver.

3. A record of each bus driver's duty status which shall include total days worked, on-duty hours, driving hours, and time of reporting on and off duty each day.

(h) Each bus transit system shall establish a drug-free workplace policy statement in accordance with 49 C.F.R. Part 32 and a substance abuse management and testing program in accordance with 49 C.F.R. Parts 40 and 655, October 1, 2009, hereby incorporated by reference.

(i) Bus transit systems shall require that drivers write and submit a daily bus inspection report pursuant to Rule 14-90.006, F.A.C.

(4) Bus transit systems shall establish a maintenance plan and procedures for preventative and routine maintenance for all buses operated. The maintenance plan and procedures shall assure that:

(a) All buses operated, and all parts and accessories on such buses, including those specified in Rule 14-90.007, F.A.C., and any additional parts and accessories which may affect safety of operation, including frame and frame assemblies, suspension systems, axles and attaching parts, wheels and rims, and steering systems, are regularly and systematically inspected, maintained, and lubricated to standards that meet or exceed the bus manufacturer's recommendations and requirements.

(b) A recording and tracking system is established for the types of inspections, maintenance, and lubrication intervals documenting the date or mileage when these services are due. Required maintenance inspections shall be more comprehensive than daily inspections performed by the driver.

(c) Proper preventive maintenance is performed when a bus is assigned away from the system's regular maintenance facility or when maintenance services are performed under contract.

(d) Records are maintained and provide written documentation of preventive maintenance, regular maintenance, inspections, lubrication, and repairs performed for each bus under their control. Such records shall be maintained by the bus transit system for at least four years and, at a minimum, provide the following information:

1. Identification of the bus, the make, model, and license number, or other means of positive identification and ownership.

2. Date, mileage, description, and each type of inspection, maintenance, lubrication, or repair performed.

3. If not owned by the bus transit system, the name of any person furnishing a bus.

4. The name and address of any entity or contractor performing an inspection, maintenance, lubrication, or repair.

(5) Each bus transit system shall investigate, or cause to be investigated, any event involving a bus or taking place on bus transit system controlled property resulting in a fatality, injury, or property damage as follows:

(a) A fatality, where an individual is confirmed dead within 30 days of a bus transit system related event, excluding suicides and deaths from illnesses.

(b) Injuries requiring immediate medical attention away from the scene for two or more individuals.

(c) Property damage to bus transit system buses, non-bus transit system vehicles, other bus system property or facilities, or any other property. The bus transit system shall have the discretion to investigate events resulting in property damage less than \$1,000.

(d) Evacuation of a bus due to a life safety event where there is imminent danger to passengers on the bus, excluding evacuations due to operational issues.

(6) Each investigation shall be documented in a final report that includes a description of investigation activities, identified causal factors, and any identified corrective action plan.

(a) Each corrective action plan shall identify the action to be taken by the bus transit system and the

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schedule for its implementation.

(b) The bus transit system shall monitor and track the implementation of each corrective action plan.

(7) Investigation reports, corrective action plans, and related supporting documentation shall be maintained by the bus transit system for a minimum of four years from the date of completion of the investigation.

*Rulemaking Authority 334.044(2), 341.061(1)(a) FS. Law Implemented 119.071, 341.041(3), 341.061(1)(b), 341.061(2)(a) FS. History—New 9-7-87, Amended 11-10-92, 8-7-05, 6-24-08, 9-16-10.*

### **14-90.0041 Medical Examinations for Bus Transit System Drivers.**

(1) Bus transit systems shall establish medical examination requirements for all applicants to driver positions and for existing drivers. The medical examination requirements shall include a pre-employment examination for applicants, an examination at least once every two years for existing drivers, and a return to duty examination for any driver prior to returning to duty after having been off duty for 30 or more days due to an illness, medical condition, or injury.

(2) Medical examinations shall be performed and recorded according to qualification standards adopted by the bus transit system, provided the medical examination qualification standards adopted by the bus transit system meet or exceed those provided in Department Form Number 725-030-11, Medical Examination Report for Bus Transit System Driver, Rev. 05/09, hereby incorporated by reference. Copies of Form Number 725-030-11 are available from the Florida Department of Transportation, Public Transit Office, 605 Suwannee Street, Mail Station 26, Tallahassee, Florida 32399-0450 or on-line at [www.dot.state.fl.us/transit](http://www.dot.state.fl.us/transit).

(3) Medical examinations shall be performed by a Doctor of Medicine or Osteopathy, Physician Assistant, or Advanced Registered Nurse Practitioner licensed or certified by the State of Florida. If medical examinations are performed by a Physician Assistant or Advanced Registered Nurse Practitioner, they must be performed under the supervision or review of a Doctor of Medicine or Osteopathy.

(a) An ophthalmologist or optometrist licensed by the State of Florida may perform as much of the medical examination as pertains to visual acuity, field of vision, and color recognition.

(b) Upon completion of the medical examination, the medical examiner shall complete, sign, and date the medical examination form and maintain the original at his or her office.

(c) Upon completion of the medical examination, the examiner shall complete, sign, and date the medical examination certificate and provide a copy to the driver's employer. If the transit agency decides to adopt qualification standards other than those listed in Department form 725-030-11, the adopted standard's medical examination certificate or a signed letter from the medical examiner attesting to the completion of a medical examination shall be given to the transit agency in lieu of the Department's medical examination certificate. The adopted standards medical certification or letter must provide all of the information required on the Department's medical examination certificate.

(d) Upon completion of the medical examination the driver shall provide their driver license number, signature, and date on the medical examination certificate.

(4) Bus transit systems shall have on file a completed and signed medical examination certificate or a signed letter from the medical examiner attesting to the completion of a medical examination for each bus driver, dated within the past 24 months

(a) Medical examination certificates or a signed letter from the medical examiner attesting to the completion of a medical examination of the employee bus drivers shall be maintained by the bus transit system for a minimum of four years from the date of the examination.

(b) Bus Transit Systems shall not allow a driver to operate a transit bus without having on file a completed medical examination certificate or a signed letter from the medical examiner attesting to the completion of a medical examination dated within the past 24 months.

*Rulemaking Authority 334.044(2), 341.061(1)(a) FS. Law Implemented 334.044(12), 341.041(3), 341.061(1)(a), (b), (2) FS. History—New 11-10-92, Amended 8-7-05, 6-24-08, 9-16-10.*

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### **14-90.006 Operational and Driving Requirements.**

(1) Bus transit systems shall not permit a driver to drive a bus when such driver's license has been suspended, cancelled, or revoked. Bus transit systems shall require a driver who receives a notice that his or her license to operate a motor vehicle has been suspended, cancelled, or revoked to notify his or her employer of the contents of the notice immediately, no later than the end of the business day following the day he or she received the notice.

(2) Buses shall be operated at all times in compliance with applicable traffic regulations, ordinances, and laws of the jurisdiction in which they are being operated.

(3) A driver shall not be permitted or required to drive more than 12 hours in a 24-hour period, or drive after having been on duty for 16 hours in a 24-hour period. A driver shall not be permitted to drive until the requirement of a minimum eight consecutive hours of off-duty time has been fulfilled. A driver's work period shall begin from the time he or she first reports for duty to his or her employer. A driver is permitted to exceed his or her regulated hours in order to reach a regularly established relief or dispatch point, provided the additional driving time does not exceed one hour.

(4) To ensure uniform interpretation of subsections 14-90.002(10), (11), (22), and 14-90.006(3), F.A.C., the following practical applications are provided:

(a) A driver is required to drive from 4 a.m. – 8 a.m., off-duty from 8 a.m. – 3 p.m., then required to drive from 3 p.m. – 11 p.m. Driving hours and on-duty hours are the same. 4 hours + 8 hours = 12 hours driving. This driver has met the maximum allowed driving hours within a 24-hour period and cannot be permitted or required to drive until a minimum eight consecutive hours off-duty has been fulfilled. This driver cannot be permitted or allowed to drive before 7 a.m.

(b) A driver is required to drive from 4 a.m. – 8 a.m., off-duty from 8 a.m. – 11 a.m., then required to be on-duty, not driving, from 11 a.m. – 11 p.m. Driving hours = 4 hours and on-duty not driving hours = 12 hours for a total of 16 hours on-duty. This driver has met the maximum allowed on-duty hours within a 24-hour period and cannot be permitted or required to drive until a minimum eight consecutive hours off-duty has been fulfilled. This driver cannot be permitted or allowed to drive before 7 a.m.

(c) A driver is required to be on-duty, not driving, from 4 a.m. – 8 a.m., off-duty from 8 a.m. – 11 a.m., then on-duty, not driving from 11 a.m. – 11 p.m. On-duty not driving hours = 4 hours + 12 hours for a total of 16 hours on-duty. This driver has met the maximum allowed on-duty hours within a 24-hour period and cannot be permitted or required to drive until a minimum eight consecutive hours off-duty has been fulfilled. The driver cannot be permitted or allowed to drive before 7 a.m.

(d) A driver is required to be on-duty, not driving, from 4 a.m. – 8 a.m., then off-duty from 8 a.m. – 11 a.m., then on-duty, driving from 11 a.m. – 11 p.m. On-duty, not driving hours = 4 hours and on-duty driving hours = 12 hours for a total of 16 hours on-duty. This driver has met the maximum allowed driving and on-duty hours within a 24-hour period and cannot be permitted or required to drive until a minimum eight consecutive hours off-duty has been fulfilled. This driver cannot be permitted or allowed to drive before 7 a.m.

(5) A driver shall not be permitted or required to be on duty more than 72 hours in any period of seven consecutive days; however, any 24 consecutive hours of off duty time shall constitute the end of any such period of seven consecutive days. A driver who has reached the maximum 72 hours of on duty time during the seven consecutive days shall be required to have a minimum of 24 consecutive hours off duty prior to returning to on duty status.

(6) A driver is permitted to drive for more than the regulated hours for the safety and protection of the public when conditions such as adverse weather, disaster, security threat, a road or traffic condition, medical emergency, or an accident occur.

(7) Bus transit systems shall not permit or require any driver to drive a bus when his or her ability is impaired, or likely to be impaired, by fatigue, illness, or other causes, likely to create an unsafe condition.

(8) Bus transit systems shall require pre-operational or daily inspection and reporting of all defects and deficiencies likely to affect safe operation or cause mechanical malfunctions.

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(a) An inspection or test shall be made of the following parts and devices to ascertain that they are in safe condition and in good working order:

1. Service brakes.
2. Parking brakes.
3. Tires and wheels.
4. Steering.
5. Horn.
6. Lighting devices.
7. Windshield wipers.
8. Rear vision mirrors.
9. Passenger doors.
10. Exhaust system.
11. Equipment for transporting wheelchairs.
12. Safety, security, and emergency equipment.

(b) Bus transit systems shall review daily inspection reports and document corrective actions taken as a result of any deficiencies identified by daily inspections.

(c) Bus transit systems shall retain records of daily bus inspections and any corrective action documentation a minimum of two weeks.

(9) A bus with any passenger door in the open position shall not be operated with passengers aboard. The doors shall not be opened until the bus is stopped. A bus with any inoperable passenger door shall not be operated with passengers aboard, except to move a bus to a safe location.

(10) During darkness, interior lighting and lighting in stepwells on buses shall be sufficient for passengers to enter and exit safely.

(11) Passengers shall not be permitted in the stepwells of any bus while the bus is in motion, or to occupy an area forward of the standee line.

(12) Passengers shall not be permitted to stand on buses not designed and constructed for that purpose.

(13) Buses shall not be refueled in a closed building. The fueling of buses when passengers are being carried will not be allowed under any circumstances.

(14) Bus transit systems shall require the driver to be properly secured to the driver's seat with a restraining belt at all times while the bus is in motion.

(15) Buses shall not be left unattended with passengers aboard for longer than 15 minutes. The parking or holding brake device shall be properly set at any time the bus is left unattended.

(16) Buses shall not be left unattended in an unsafe condition with passengers aboard at any time.

*Rulemaking Authority 334.044(2), 341.041(3), 341.061(2)(a) FS. Law Implemented 341.061(2) FS. History--New 9-7-87, Amended 5-31-89, 11-10-92, 8-7-05, 6-24-08, 9-16-10.*

### **14-90.007 Vehicle Equipment Standards and Procurement Criteria.**

(1) Every bus transit system shall ensure that buses procured and operated meet the following minimum standards:

(a) The capability and strength to carry the maximum allowed load and not exceed the manufacturer's gross vehicle weight rating (GVWR), gross axle weighting, or tire rating.

(b) Structural integrity that mitigates or minimizes the adverse effects of collisions.

(c) Federal Motor Vehicle Safety Standards (FMVSS), 49 C.F.R. Part 571, Sections 102, 103, 104, 105, 108, 207, 209, 210, 217, 302, 403, and 404, Rev. 10/09, hereby incorporated by reference.

(2) Proof of strength and structural integrity tests on new buses procured shall be submitted by manufacturers or bus transit systems to the Department.

(3) In addition to the above, every bus operated in this state shall be equipped as follows:

(a) Mirrors. There shall be two exterior rear vision mirrors, one at each side. The mirrors shall be firmly attached to the outside of the bus and located as to reflect to the driver a view of the highway to the

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rear along both sides of the vehicle. Each exterior rear vision mirror, on Type I buses, shall have a minimum reflective surface of 50 square inches. Neither the mirror nor the mounting shall protrude farther than the widest part of the vehicle body except to the extent necessary to produce a field of view meeting or exceeding the requirements of this section. All Type I buses shall, in addition to the above requirements, be equipped with an inside rear vision mirror capable of giving the driver a clear view of seated and standing passengers. Buses having a passenger exit door that is located inconveniently for the driver's visual control shall be equipped with additional interior mirrors to enable the driver to view the passenger exit door. In lieu of interior mirrors, trailer buses and articulated buses may be equipped with closed circuit video systems or adult monitors in voice control with the driver.

(b) Wiring and Batteries. Electrical wiring shall be maintained so as not to come in contact with moving parts, heated surfaces, or be subject to chafing or abrasion which may cause insulation to become worn. Every Type I bus manufactured on or after February 7, 1988, shall be equipped with a storage battery electrical power main disconnect switch. The disconnect switch shall be practicably located in an accessible location adjacent to or near to the battery and be legibly and permanently marked for identification. Every storage battery on a public-sector bus shall be mounted with proper retainment devices in a compartment which provides adequate ventilation and drainage.

(c) Brake Interlock Systems. All Type I buses having a rear exit door shall be equipped with a rear exit door/brake interlock that automatically applies the brake upon driver activation of the rear exit door to the open position. Brake interlock application shall remain activated until deactivated by the driver and the rear exit door returns to the closed position. The rear exit door brake interlock on such buses shall be equipped with an identified override switch enabling emergency release of the brake interlock function. The override switch shall not be located within reach of the seated driver. Air pressure application to the brake during brake interlock operation, on buses equipped with rear exit door/brake interlock, shall be regulated at the equipment's original manufacturer's specifications.

(4) Standee Line and Warning. Every bus designed and constructed to allow standees shall be plainly marked with a line of contrasting color at least two inches wide, or be equipped with some other means to indicate that all passengers are prohibited from occupying a space forward of a perpendicular plane drawn through the rear of the driver's seat and perpendicular to the longitudinal axis of the bus. A sign shall be posted at or near the front of the bus stating that it is a violation for a bus to be operated with passengers occupying an area forward of the line.

(5) Handrails and Stanchions. Every bus designed and constructed to allow standees shall be equipped with overhead handrails for standee passengers. Overhead handrails shall be continuous, except for a gap at the rear exit door, and terminate into vertical stanchions or turn up into a ceiling fastener. Every Type I and Type II bus designed for carrying more than 16 passengers shall be equipped with handrails, stanchions, or bars at least 10 inches long and installed to permit safe on-board circulation, seating and standing assistance, and boarding and alighting by elderly and handicapped persons. Type I buses shall be equipped with a safety bar and panel directly behind each entry and exit stepwell.

(6) Flooring, Steps, and Thresholds. Flooring, steps, and thresholds on all buses shall have slip resistant surfaces without protruding or sharp edges, lips, or overhangs, in order to prevent tripping hazards. All step edges and thresholds shall have a band of color(s) running the full width of the step or edge which contrasts with the step tread and riser, either light-on-dark or dark-on-light.

(7) Doors. Power activated doors on all buses shall be equipped with a manual device designed to release door closing pressure.

(8) Emergency Exits. All buses shall have an emergency exit door, or in lieu thereof, shall be provided with emergency escape push-out windows. Each emergency escape window shall be in the form of a parallelogram with dimensions of not less than 18" by 24", and each shall contain an area of not less than 432 square inches. There shall be a sufficient number of push-out or kick-out windows in each vehicle to provide a total escape area equivalent to 67 square inches per seat, including the driver's seat. No less than 40% of the total escape area shall be on one side of the vehicle. Emergency escape kick-out or push-out

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windows and emergency exit doors shall be conspicuously marked with a sign or light and shall always be kept in good working order so that they may be readily opened in an emergency. All such windows and doors shall not be obstructed, either inside or outside, so as to hinder escape. Buses equipped with an auxiliary door for emergency exit shall be equipped with an audible alarm and light indicating to the driver when a door is ajar or opened while the engine is running. Supplemental security locks operable by a key are prohibited on emergency exit doors unless these security locks are equipped and connected with an ignition interlock system or an audio visual alarm located in the driver's compartment. Any supplemental security lock system used on emergency exits shall be kept unlocked whenever a bus is in operation.

(9) Tires and Wheels. Tires shall be properly inflated in accordance with manufacturer's recommendations.

(a) No bus shall be operated with a tread groove pattern depth:

1. Less than  $\frac{4}{32}$  ( $\frac{1}{8}$ ) of an inch, measured at any point on a major tread groove for tires on the steering axle of all buses. The measurements shall not be made where tie bars, humps, or fillets are located.

2. Less than  $\frac{2}{32}$  ( $\frac{1}{16}$ ) of an inch, measured at any point on a major tread groove for all other tires of all buses. The measurements shall not be made where tie bars, humps, or fillets are located.

(b) No bus shall be operated with recapped, regrooved, or retreaded tires on the steering axle.

(c) Wheels shall be visibly free from cracks and distortions and shall not have missing, cracked, or broken mounting lugs.

(10) Suspension. The suspension system of all buses, including springs, air bags, and all other suspension parts shall be free from cracks, leaks, or any other defect which may cause its impairment or failure to function properly.

(11) Steering and Front Axle. The steering system of all buses shall have no indication of leaks which would or may cause its impairment to function properly, and shall be free from cracks and excessive wear of components that may cause excessive free play or loose motion in the steering system or above normal effort in steering control.

(12) Seat Belts. Every bus shall be equipped with an adjustable driver's restraining belt in compliance with the requirements of FMVSS 209, "Seat Belt Assemblies" 49 C.F.R. 571.209, Rev. 10/09, and FMVSS 210, "Seat Belt Assembly Anchorages" 49 C.F.R. 571.210, Rev. 10/09, hereby incorporated by reference.

(13) Safety Equipment. Every bus shall be equipped with one fully charged dry chemical or carbon dioxide fire extinguisher, having at least a 1A:BC rating, and bearing the label of Underwriter's Laboratory, Inc. The fire extinguishers shall be maintained as follows:

(a) Each fire extinguisher shall be securely mounted on the bus in a conspicuous place or in a clearly marked compartment and be readily accessible.

(b) Each fire extinguisher shall be maintained in efficient operating condition and be equipped with some means of determining if it is fully charged.

(c) Every Type I bus shall be equipped with portable red reflector warning devices in compliance with Section 316.300, F.S. .

(14) Persons with Disabilities. Buses used for the purpose of transporting individuals with disabilities shall meet the requirements set forth in 49 C.F.R. Part 38, Rev. 10/09 hereby incorporated by reference, as well as the following:

(a) Installation of a wheelchair lift or ramp shall not cause the manufacturer's GVWR, gross axle weight rating, or tire rating to be exceeded.

(b) Except in locations within  $3\frac{1}{2}$  inches of the bus floor, all readily accessible exposed edges or other hazardous protrusions of parts of wheelchair lift assemblies or ramps that are located in the passenger compartment shall be padded with energy absorbing material to mitigate injury in normal use and in case of a collision. This requirement shall also apply to parts of the bus associated with the operation of the lift or ramp.

(c) The controls for operating the lift shall be at a location where the bus driver or lift attendant has a full view, unobstructed by passengers, of the lift platform, its entrance and exit, and the wheelchair

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passenger, either directly or with partial assistance of mirrors. Lifts located entirely to the rear of the driver's seat shall not be operable from the driver's seat, but shall have an override control at the driver's position that can be activated to prevent the lift from being operated by the other controls (except for emergency manual operation upon power failure).

(d) The installation of the wheelchair lift or ramp and its controls and the method of attachment in the bus body or chassis shall not diminish the structural integrity of the bus nor cause a hazardous imbalance of the bus. No part of the assembly, when installed and stowed, shall extend laterally beyond the normal side contour of the bus, nor vertically beyond the lowest part of the rim of the wheel closest to the lift.

(e) Each wheelchair lift or ramp assembly shall be legibly and permanently marked by the manufacturer or installer with the following information:

1. The manufacturer's name and address.
2. The month and year of manufacture.
3. A certificate that the wheelchair lift or ramp securement devices, and their installation, conform to State of Florida requirements applicable to accessible buses.

(15) Wheelchairs. Wheelchair lifts, ramps, securement devices, and restraints shall be inspected and maintained as required by this rule chapter. Instructions for normal and emergency operation of the lift or ramp shall be carried or displayed in every bus.

*Rulemaking Authority 334.044(2), 341.041(3), 341.061(2)(a) FS. Law Implemented 341.061(2)(a) FS. History--New 9-7-87, Amended 11-10-92, 8-2-94, 8-7-05, 6-24-08, 9-16-10.*

### **14-90.009 Bus Safety Inspections.**

(1) Each bus transit system shall require that all buses operated by such bus transit system, and all buses operated by a private contract transit provider, be inspected at least annually in accordance with bus inspection procedures set forth in this rule.

(2) It shall be the bus transit system's responsibility to ensure that each individual performing a bus safety inspection is qualified as follows:

(a) Understands the requirements set forth in this rule chapter and can identify defective components.

(b) Is knowledgeable of and has mastered the methods, procedures, tools, and equipment used when performing an inspection.

(c) Has at least one year of training and/or experience as a mechanic or inspector in a vehicle maintenance program, and has sufficient general knowledge of buses owned and operated by the bus transit system to recognize deficiencies or mechanical defects.

(3) Each bus receiving a safety inspection shall be checked for compliance with the requirements for safety devices and equipment, as referenced or specified herein. Specific operable equipment and devices as required by this rule chapter, include the following as applicable to Type I and II buses:

- (a) Horn.
- (b) Windshield wipers.
- (c) Mirrors.
- (d) Wiring and batteries.
- (e) Service and parking brakes.
- (f) Warning devices.
- (g) Directional signals.
- (h) Hazard warning signals.
- (i) Lighting systems and signaling devices.
- (j) Handrails and stanchions.
- (k) Standee line and warning.
- (l) Doors and brake interlock devices.
- (m) Stepwells and flooring.
- (n) Emergency exits

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- (o) Tires and wheels.
- (p) Suspension system.
- (q) Steering system.
- (r) Exhaust system.
- (s) Seat belts.
- (t) Safety equipment.
- (u) Equipment for transporting wheelchairs.
- (v) Working speedometer.

(4) A safety inspection report shall be prepared by the individual(s) performing the inspection and shall include the following:

- (a) Identification of the individual(s) performing the inspection.
- (b) Identification of the bus transit system operating the bus.
- (c) The date of the inspection.
- (d) Identification of the bus inspected.
- (e) Identification of the equipment and devices inspected including the identification of equipment and devices found deficient or defective.
- (f) Identification of corrective action(s) for any deficient or defective items found and date(s) of completion of corrective action(s).

(5) Records of annual safety inspections and documentation of any required corrective actions shall be retained a minimum of four years by the bus transit system for compliance review.

*Rulemaking Authority 334.044(2), 341.041(3), 341.061(2)(a) FS. Law Implemented 341.061(2) FS. History--New 9-7-87, Amended 11-10-92, 8-7-05, 9-16-10.*

### **14-90.010 Certification.**

(1) Each bus transit system shall annually submit a safety and security certification to the Department. The certification shall be submitted no later than February 15, for the prior calendar year period. The certification shall attest to the following:

- (a) The adoption of an SSPP and an SPP in accordance with established standards set forth in this rule chapter.
- (b) Compliance with its adopted SSPP and SPP.
- (c) Performance of safety inspections on all buses operated by the system in accordance with this rule chapter.
- (d) Reviews of the SSPP and SPP have been conducted to ensure they are up to date.

(2) The certification shall include:

(a) The name and address of the bus transit system, and the name and address of the entity(ies) who performed bus safety inspections and security assessments during the prior calendar year, if different from that of the bus transit system.

(b) A statement signed by an officer or person directly responsible for management of the bus transit system attesting to compliance with this rule chapter.

*Rulemaking Authority 334.044(2), 341.041(3), 341.061(1)(a) FS. Law Implemented 334.044(28), 341.061(1), 341.061(2) FS. History--New 9-7-87, Amended 8-7-05, 9-16-10.*

### **14-90.012 Safety and Security Inspections and Reviews.**

(1) The Department, or its contractor, shall conduct inspections of bus transit systems to ascertain compliance with the provisions of this rule chapter.

(2) The Department, or its contractor, shall conduct safety and security reviews of any bus transit system the Department believes to be in noncompliance with its SSPP or SPP, or providing passenger service operations in an unsafe manner, or if there is evidence of an immediate danger to public safety. The Department shall prepare and submit a report of the review to the affected bus transit system. The report



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shall be submitted to the bus transit system within three business days of completion of the review and shall contain the following:

- (a) Identification of the findings, including a detailed description of any deficiency.
  - (b) Required corrective action and a schedule for implementation of the corrective action to be taken for each deficiency.
  - (c) Any required suspension of bus transit system service, should the Department determine the continued operation of the service, or a portion thereof, poses an immediate danger to public safety.
- (3) The Department shall initiate the following actions to suspend the affected bus transit system service if any deficiency or unsafe condition exists, to the extent that the continued operation of the system, or a portion thereof, poses an immediate danger or threat to public safety.
- (a) Immediately notify the affected bus transit system of the unsafe condition, followed by a certified letter describing the deficiency or unsafe condition. The notification shall include the following:
    - 1. The required corrective action for the deficiency or unsafe condition.
    - 2. The requirement for the bus transit system to certify, in writing to the Department, the completion of the required corrective action in accordance with an established implementation schedule.
  - (b) Conduct an on-site review of the bus transit system to verify the correction of the deficiency in accordance with this rule and the established implementation schedule.
  - (c) Suspend affected passenger service operations if the bus transit system fails to correct the deficiency in accordance with this rule and the established implementation schedule.

*Rulemaking Authority 334.044(2), 341.041(3), 341.061(2)(a) FS. Law Implemented 334.044(28), 341.041(3), 341.061(1)(d), 341.061(2)(c) FS. History—New 11-10-92, Amended 8-7-05, 9-16-10.*

## **Appendix B**

### **Sumter County Transit Substance Abuse Policy {Zero Tolerance}**

The Sumter Board of County Commissioners D/B/A Sumter County Transit (hereafter referred to as Sumter County Transit) is dedicated to providing safe, dependable, and economical transportation services to its patrons. Sumter County Transit employees are a valuable resource and it is also our goal to provide a safe, healthy and satisfying working environment for our employees. In meeting these goals, it is our policy to:

- Assure that employees are not impaired in their ability to perform assigned duties in a safe, productive, and healthy manner;
- Create a workplace environment free from the adverse effects of drug and alcohol abuse or misuse;
- Prohibit the unlawful manufacture, distribution, dispensing, possession, or use of controlled substances;
- Encourage employees to seek professional assistance when substance abuse adversely affects their ability to perform their assigned duties.

This Substance Abuse Policy implements a drug and alcohol testing program for all safety-sensitive employees. Each employee shall be provided a signed copy of the adopted policy. *Policy items implemented by Sumter County Transit are italicized throughout this policy.* All other policy items are implemented under the authority of the US DOT and/or the Federal Transit Administration.

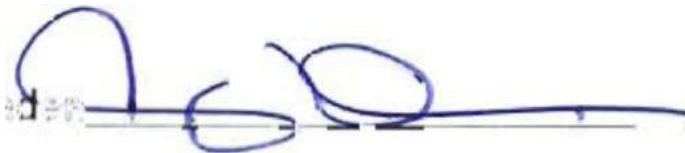
*Per Sumter County Transit, violation of this substance abuse policy will result in termination of employment and/or exclusion from hire.*

This policy is approved by Sumter County Board of County Commissioners and is effective on January 10, 2012.

Name: Garry Breeden

Title: Chairman

Signature:



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### **1. Background**

Pursuant to the Omnibus Transportation Employee Testing Act of 1991, the Federal Transit Administration (FTA) published regulations prohibiting drug use and alcohol misuse by transit employees and required transit agencies to test for prohibited drug use and alcohol misuse.

49 Code of Federal Regulations Part 655, "Prevention of Alcohol Misuse and Prohibited Drug Use in Transit Operations" mandates urine drug testing and breath alcohol testing for all employees in safety-sensitive positions. These regulations prohibit the performance of safety-sensitive functions when there is a positive drug or positive alcohol test result or an employee refuses to submit to DOT required drug or alcohol testing.

In addition, the U.S. Department of Transportation (DOT) has issued 49 CFR Part 40, "Procedures for Transportation Workplace Drug and Alcohol Testing Programs" to provide uniform procedures and standards for conducting drug and alcohol testing programs. The drug and alcohol testing program of Sumter County Transit will be conducted in accordance with 49 CFR Parts 40 and 655, as amended. Employees may request copies of the applicable regulations by contacting Sumter County Transit designated employer representative listed in Section 25 of this policy.

### **2. Purpose**

This policy is established to comply with FTA drug and alcohol testing requirements to ensure employee fitness for duty, and to protect our employees, passengers, and the general public from the risks posed by the use of alcohol and prohibited drugs. This policy is also intended to comply with and incorporate 49 CFR Part 32, The Drug-Free Workplace Act of 1988, which requires the establishment of drug-free workplace policies and the reporting of certain drug-related offenses to the FTA, including the reporting of employees convicted of criminal drug offenses that occur in the workplace.

### **3. Covered Employees**

This policy applies to all safety-sensitive transit system employees as identified and described herein. Paid part-time employees and contractors, when performing safety-sensitive duties, are also covered by this policy when performing any Sumter County Transit related business. This policy applies to off-site lunch periods or breaks when an employee is scheduled to return to work. Additionally, this policy applies to volunteers who perform safety sensitive duties who are required to hold a Commercial Driver's License, or who receive remuneration in excess of his or her actual expenses incurred while engaging in the volunteer activity. This written policy shall be distributed to all employees and applicable volunteers in safety-sensitive positions. Adherence to this policy and its provisions are a condition of employment in a safety sensitive position; per 49 CFR Part 655.

Safety-Sensitive Employees and Applicants for Safety-Sensitive Positions covered by this Policy include those who:

1. Operate a revenue service vehicle, including when not in revenue service
2. Operate a non-revenue service vehicle when such is required to be operated by a holder of a commercial driver's license

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3. Control the movement/dispatch of a revenue service vehicle
4. Perform maintenance on a revenue service vehicle or equipment used in revenue service
5. Carry a firearm for security purposes
6. May perform any of the above safety sensitive functions in a supervisory or training role.

This policy is applicable to the following positions within Sumter County Transit

- *General Manager*
- *Street Supervisor*
- *Driver*
- *Dispatcher*
- *Mechanic*

#### 4. Prohibited Substances

In accordance with US DOT 49 CFR Parts 655 and 40, the following are prohibited substances:

- Cocaine
- Opiates (e.g., heroin, codeine)
- Phencyclidine (PCP)
- Cannabinoids (Marijuana)
- Amphetamines (includes methamphetamine and MDMA- Ecstasy)
- Alcohol Misuse as defined in Section 23, below.

#### 5. Prescription and Over the Counter Medications

The appropriate use of legally prescribed drugs and non-prescription medications are not prohibited. A legally prescribed drug means a prescription or other written approval from a physician for the use of a drug by an individual in the course of medical treatment. However, the use of any substance which carries a warning label that indicates mental functioning, motor skills, or judgment may be adversely affected must be reported to supervisory personnel and medical advice must be sought, before performing safety sensitive duties.

The misuse or abuse of legally prescribed drugs is prohibited; this includes the use of medication that is prescribed to another individual as well as illegally obtained prescription drugs.

*Sumter County Transit strongly encourages employees to inform their prescribing physician of the safety-sensitive job functions that they perform, in order to ensure that appropriate medications are prescribed.*

#### 6. Employee Protections

The procedures that will be used to test for the presence of prohibited substances or misuse of alcohol shall be such that they protect the employee's privacy, the validity of the testing process and the confidentiality of the test results.

All urine drug testing and breath alcohol testing will be conducted in accordance with applicable with 49 CFR Part 40, as amended. All urine specimen collections, analysis and reporting of results shall to be in accordance with 49 CFR Part 40, as amended.

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Drug and alcohol testing shall be conducted in a manner that will ensure the highest degree of accuracy and reliability using techniques, equipment, and laboratory facilities which have been approved by the U.S. Department of Health and Human Services (HHS).

Alcohol initial screening tests will be conducted using a National Highway Traffic Safety Administration (NHTSA)-approved Evidential Breath Testing Device (EBT) or non-evidential alcohol screening device that has been approved by NHTSA. Confirmatory tests for alcohol concentration will be conducted utilizing a NHTSA approved EBT.

1. Except as required by law or expressly authorized in this section, Sumter County Transit shall not release employee information that is contained in records maintained per 49 CFR Part 655.73.
  2. An employee may, upon written request, obtain copies of any records pertaining to the employee's use of alcohol or controlled substances, including any records pertaining to his or her alcohol or controlled substances tests.
  3. Sumter County Transit shall release information regarding an employee's records as directed, by the specific written consent of the employee authorizing release of the information to an identified person. Release of such information is permitted only in accordance with the terms of the employee's consent.
  4. Records pertaining to a Substance Abuse Professional's evaluation, treatment and follow up testing results shall be made available to a subsequent DOT employer upon receipt of written consent from an employee.
- 7. Employee Responsibility to Notify Sumter County Transit of Criminal Drug Conviction**
- It is a violation of this policy for any employee to fail to immediately notify Sumter County Transit of any criminal drug statute conviction, or a finding of guilt whether or not adjudication is withheld, or the entry into a diversionary program in lieu of prosecution. Violating employee shall be immediately removed from safety sensitive duties.

*Per Sumter County Transit, violation of this substance abuse policy will result in termination of employment and/or exclusion from hire.*

- 8. Employee Training**
- Safety-sensitive employees will receive at least 60 minutes of training on the effects and consequences of prohibited drug use on personal health, safety, and the work environment, and on the signs and symptoms that may indicate prohibited drug use.

Supervisors who make reasonable suspicion determinations shall receive at least 60 minutes of training on the physical, behavioral and performance indicators of probable drug use and 60 minutes on the physical, behavioral and performance indicators of probable alcohol use.

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### 9. Pre-employment Drug and Alcohol Background Checks

In compliance with 49 CFR Part 40.25, Sumter County Transit must make a good faith effort to obtain drug and alcohol testing records from prior DOT covered employer(s) for the previous two years for all applicants seeking safety-sensitive positions and all current employees transferring into a safety-sensitive position. Sumter County Transit will require each applicant/transferee to a safety-sensitive position to complete a written consent that allows the release of drug and alcohol testing information from previous DOT covered employers to Sumter County Transit. An applicant/transferee who refuses to provide written consent will not be permitted to perform safety-sensitive functions for Sumter County Transit.

All safety-sensitive applicants who have previously failed a DOT pre-employment test must provide proof that they have completed a Substance Abuse Professional's evaluation, treatment and return to duty process in addition to a pre-employment drug test with negative results, prior to their employment into a safety-sensitive job function. The credentials, training and education of the Substance Abuse Professional must meet the requirements of 49 CFR Part 40 Subpart O.

### 10. Pre-Employment Testing

All safety-sensitive position applicants shall undergo a urine drug test prior to placement in a safety sensitive position. Sumter County Transit must be in receipt of a negative urine drug test result prior to the applicant's performance of any safety sensitive function. A cancelled test result will require an applicant to undergo a subsequent pre-employment urine drug test, until a negative test result can be obtained.

*If an applicant's pre-employment urine drug test result is verified as **positive**, the applicant will be excluded from consideration for employment per Sumter County Transit. Applicant will be provided a referral to a Substance Abuse Professional meeting the required qualifications per 49 CFR Part 40.281, as amended.*

An employee returning from an extended leave period of 90 consecutive days or more, and whose name was removed from the random testing selection pool, will be subject to a pre-employment urine drug test. Sumter County Transit must be in receipt of a negative drug test result prior to the employee being reinstated to safety sensitive duty.

### 11. Random Testing

Employees in safety-sensitive positions shall be subject to random, unannounced testing. The minimum annual percentage rate for random alcohol testing and the minimum annual percentage rate for random controlled substances testing shall be in accordance with 49 CFR Part 655, as amended. The percentages of testing shall be based on the average number of safety-sensitive employees per calendar year.

The administering of random testing shall be spread reasonably throughout the calendar year and throughout all times of day when safety-sensitive functions are performed. Each covered employee who is notified of selection for random alcohol or drug testing shall immediately proceed to the testing site.

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Random alcohol testing shall be conducted on a safety sensitive employee during, just before or just after the performance of a safety-sensitive function.

Random urine drug testing may be conducted anytime while an employee is on duty or on call, or on standby duty.

The selection of employees for random alcohol and drug testing shall be made by a scientifically valid method. The selection process shall provide each covered employee an equal chance of being tested each time selections are made. A computer based random number generator that is fair and equitable for the covered employees shall derive the list.

### 12. Reasonable Suspicion Testing

All safety-sensitive employees are subject to reasonable suspicion urine drug testing and/or breath alcohol testing. Reasonable suspicion testing is required when one or more trained company officials can articulate and substantiate physical, behavioral and performance indicators of probable drug use or alcohol misuse by observing the appearance, behavior, speech or body odors of the employee. Reasonable suspicion testing for alcohol misuse can only be made when observations leading to that testing occur during, just preceding, or just after the period of the workday that the employee is required to be in compliance with FTA regulations. Reasonable suspicion testing for prohibited drugs may be conducted anytime an employee is on duty. Only supervisors that have been trained to identify the probable signs and symptoms of prohibited substance use and the probable signs and symptoms of alcohol misuse may make the determination to test an employee.

### 13. Post-Accident Testing

**Fatal Accident:** A safety-sensitive employee shall be required to undergo urine drug and breath alcohol testing following an accident involving a revenue service vehicle that results in a fatality (regardless of whether or not the vehicle is in revenue service at the time of the event). Any other employee(s), i.e., maintenance personnel, dispatchers, controllers, whose performance could have contributed to the accident, shall also be tested. As soon as practical following an accident involving the loss of human life, surviving covered employees shall undergo drug and alcohol testing.

**Non-Fatal Accident:** A post-accident test shall be conducted if an accident results in injuries requiring immediate medical treatment away from the scene, *and/or* if one or more vehicles incurs disabling damage that requires towing from a site; unless Sumter County Transit determines, using the best information available at the time of the decision, that the employee's performance can be completely discounted as a contributing factor to the accident. Any other safety sensitive employee whose performance could have contributed to the accident shall be tested. The decision regarding whether or not the employee's performance could have contributed to the accident will be the sole discretion of Sumter County Transit using the best information available at the time of the decision.

Following an accident, the employee must be "readily available" for testing. Post



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accident tests will be conducted as soon as possible, all reasonable efforts shall be made to test the safety sensitive employee(s) within (2) two hours of the accident, but not after eight (8) hours for alcohol testing and thirty two (32) hours for drug testing. If a drug or alcohol test required by this section is not administered within the required time period following the accident, Sumter County Transit shall prepare and maintain on file, a record stating the reasons the testing was not promptly administered and efforts to conduct testing shall cease.

Any safety-sensitive employee involved in an accident must refrain from alcohol use for eight (8) hours following the accident or until the employee undergoes a post-accident alcohol test. Any safety-sensitive employee, who leaves the scene of the accident without a justifiable reason or explanation prior to submitting to drug and alcohol testing, shall be considered to have refused the test.

The post-accident testing requirements shall not delay necessary medical attention for injured persons, nor will they prohibit an employee who was performing a safety-sensitive function from leaving the scene of an accident to obtain assistance in responding to the accident or to obtain necessary emergency medical care.

In the rare event that an employee is unable to submit to a post-accident test within the required time period (i.e., 8 hours for alcohol and 32 hours for drugs) due to circumstances beyond Sumter County Transit's control, the results of a blood, urine or breath alcohol test conducted by a federal, state or local official having independent authority for the test, will be considered to meet the requirements for a post-accident test. The test must conform to the applicable federal, state, or local testing requirements and the results must be obtained by Sumter County Transit. (Per 49 CFR Part 655.44)

### **14. Refusal to Submit to Urine Drug Testing**

All safety-sensitive employees will be subject to urine drug testing and breath alcohol testing as described in sections 10-13. An employee who fails to cooperate with the testing process or attempts to thwart the testing process will be considered to have "refused testing". Refusal to submit to DOT required testing is a violation of this substance abuse policy.

*Per Sumter County Transit, violation of this substance abuse policy will result in termination of employment and/or exclusion from hire.*

The following actions constitute a "refusal to test" in accordance with 49 CFR Part 40, as amended:

- (1) Failure to appear for any test within a reasonable time, as determined by the employer, consistent with applicable DOT agency regulations, after being directed to do so by the employer (pre-employment testing not applicable).
- (2) Failure to remain at the testing site until the testing process is completed (after the process has been started)
- (3) Failure to provide a urine specimen for any drug test required by this part or DOT agency regulations

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- (4) In the case of a directly observed or monitored collection in a drug test, fail to permit the observation or monitoring of your provision of a specimen
- (5) Failure to provide a sufficient amount of urine when directed, and it has been determined, through a required medical evaluation, that there was no adequate medical explanation for the failure
- (6) Failure or decline to take an additional drug test the employer or collector has directed you to take
- (7) Failure to undergo a medical examination or evaluation, as directed by the MRO as part of the verification process, or as directed by Sumter County Transit
- (8) Failure to cooperate with any part of the testing process (e.g., refuse to empty pockets when directed by the collector, behave in a confrontational way that disrupts the collection process, fail to wash hands after being directed to do so by the collector).
- (9) For an observed collection, failure to follow the observer's instructions to raise your clothing above the waist, lower clothing and underpants, and to turn around to permit the observer to determine if you have any type of prosthetic or other device that could be used to interfere with the collection process.
- (10) Possessing or wearing a prosthetic or other device that could be used to interfere with the collection process.
- (11) Admitting to the collector or MRO that you adulterated or substituted the specimen.
- (12) When the MRO verifies your drug test result as adulterated or substituted.

Refusals to test will result in employee's immediate removal from safety sensitive duties and a referral to a Substance Abuse Professional that has knowledge of and clinical experience in the diagnosis and treatment of alcohol and controlled substances-related disorders, and who meets the qualifications outlined in 49 CFR Part 40.281 Subpart O.

### 15. Observed Urine Drug Collections

During an observed collection, the employee who is being observed will be required to raise his or her shirt, blouse, or dress/skirt, as appropriate, above the waist; and lower clothing and underpants to show the collector, by turning around, that they do not have a prosthetic device. The collector/observer must witness the employee's urine leave the body and enter the collection cup. The collector/observer must be the same gender as the employee being observed.

Observed collections are required in the following circumstances:

- Anytime the employee is directed to provide another specimen because the temperature on the original specimen was out of the accepted temperature range of 90°F - 100°F;
- Anytime the employee is directed to provide another specimen because the original specimen appeared to have been tampered with;
- Anytime a collector observes materials brought to the collection site or the employee's conduct clearly indicates an attempt to tamper with a specimen;
- Anytime the employee is directed to provide another specimen because the laboratory reported to the MRO that the original specimen was invalid and the MRO determined that there was not an adequate medical explanation for the result;

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- Anytime the employee is directed to provide another specimen because the MRO determined that the original specimen was positive, adulterated or substituted, but had to be cancelled because the test of the split specimen could not be performed.
- Anytime a follow up or return to duty test is required (test types not applicable to Sumter County Transit policy)

### 16. Specimen Analysis

All specimens will be analyzed in accordance with the procedures set forth in 49 CFR Part 40, as amended. Specimen validity testing will be conducted on all urine specimens provided for testing under DOT authority. Specimen validity testing is the evaluation of the specimen to determine if it is consistent with normal human urine. The purpose of validity testing is to determine whether certain adulterants or foreign substances were added to the urine, if the urine was diluted, or if the specimen was substituted.

### 17. Dilute Test Results

Upon receipt of MRO verified **negative-dilute** drug test results with creatinine levels greater than 5 mg/dl and less than 20 mg/dl, Sumter County Transit will exercise the option to require that applicants/employees submit to a secondary urine collection as provided in 49 CFR Part 40.197. The collection of the second specimen will not be conducted under direct observation. The result of the second urine drug test will be accepted as the final result.

*Sumter County Transit will exercise this option uniformly for all pre-employment and random tests that produce a negative-dilute test result with creatinine levels greater than 5mg/dl but less than 20mg/dl.*

Upon receipt of a **positive-dilute** urine drug test result, Sumter County Transit will immediately remove the employee from safety sensitive duty and provide the employee with a referral to a DOT qualified Substance Abuse Professional. A positive dilute result is always deemed as a final positive result. *Per Sumter County Transit, violation of this substance abuse policy will result in termination of employment and/or exclusion from hire.*

### 18. Medical Review Officer's Role and Responsibilities

The designated Medical Review Officer (MRO) shall be a licensed physician (doctor of medicine or osteopathy) with knowledge of drug disorders. Sumter County Transit shall use the following Medical Review Officer:

**Name of MRO:** Dr. Natalie Hartenbaum  
First Lab  
**Address:** 100 HighPoint Dr. Ste. 102  
Chalfont, PA 18914

**Phone Number:** 215-396-5500 **Fax Number:** 215-396-5610

The role of the MRO is to review and interpret confirmed positive test results obtained through the employer's testing program. In carrying out this responsibility, the MRO shall examine alternate medical explanations for any positive test result. This action

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may include conducting a medical interview and review of the individual's medical history, or review of any other relevant biomedical factors. The MRO shall review all medical records made available by the tested individual when a confirmed positive test could have resulted from legally prescribed medication. The MRO shall not, however, consider the results of urine samples that are not obtained or processed in accordance with DOT regulations.

Additionally, the MRO cannot accept an assertion of consumption of a hemp food product as a basis for verifying a confirmed marijuana (THC) test result as a negative. Consumption of a hemp food product is not to be considered a legitimate medical explanation for a prohibited substance or metabolite in an individual's specimen.

An employee shall be notified by the MRO of a laboratory confirmed positive test and a verification interview will be conducted with the employee, by the MRO in accordance with 49 CFR Parts 40.131, through 40.141

### **19. Verified Positive Results**

MRO verified positive urine drug tests will result in immediate removal from safety sensitive duties and a referral to a Substance Abuse Professional that has knowledge of and clinical experience in the diagnosis and treatment of alcohol and controlled substances-related disorders, and who meets the qualifications outlined in 49 CFR Part 40.281 Subpart O, will be provided to employee.

*Per Sumter County Transit, violation of this substance abuse policy will result in termination of employment and/or exclusion from hire.*

### **20. Cancelled/Invalid Test Results**

A drug test that has been declared cancelled by the Medical Review Officer, because the specimen was invalid or for other reasons, shall be considered neither positive nor negative. Additionally, a specimen that has been rejected for testing by the laboratory is reported by the MRO as a cancelled test.

When a negative urine drug test result is required (as is the case with pre-employment, return to duty and follow up test types) the employer must conduct another drug test on the individual. For some categories of cancelled drug tests, the MRO will indicate that a re-collection of a specimen using direct observation specimen collection procedures is required, regardless of test type. Direct observation collection procedures will be in accordance with 49 CFR Part 40.67 as amended. The MRO may also direct an employee to undergo a medical evaluation to determine whether or not clinical evidence of drug use exists when there are documented medical explanations for an individual producing invalid specimens and a negative result is needed for a pre-employment, return to duty or follow-up test.

For alcohol testing, a test that is deemed to be invalid per 49 CFR Part 40.267, shall be cancelled and therefore considered neither positive nor negative.

### **21. Split Specimen Testing**

Split specimen collection procedures will be followed in obtaining specimens. An employee is entitled to request, within 72 hours of learning of a verified positive test result, that the split specimen be tested at a different DHHS certified laboratory than

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that which conducted the test of the primary specimen. If the test result of the split specimen fails to reconfirm the presence of the drug or drug metabolite, the test result shall be ruled "Canceled". The procedures for canceled tests, as outlined in 49 CFR Part 40.187, will be followed. If the test result of the split specimen is positive, the test results shall be deemed positive. If the laboratory's test of the primary specimen is positive, adulterated or substituted and the split specimen is unavailable for testing, a recollection under direct observation is required. Direct observation collection procedures will be in accordance with 49 CFR Part 40 as amended.

Split Specimen Testing is not authorized for test results reported by the MRO as "Invalid".

### **Payment of Split Specimen Testing:**

When an employee has made a request to the MRO for a test of the split specimen, Sumter County Transit is required to ensure that the cost for the split specimen testing is covered, in order for a timely analysis of the sample. *Sumter County Transit will seek reimbursement from the employee for the cost of the completed test, if the results reconfirm the original positive finding.*

### **22. Alcohol**

For the purposes of this policy, alcohol is defined as the intoxicating agent in beverage alcohol, ethyl alcohol or other low molecular weight alcohols including methyl or isopropyl alcohol. Alcohol use means the consumption of any beverage, mixture, or preparation, including any medication containing alcohol. 49 CFR Part 655 authorizes alcohol testing and requires Sumter County Transit to take action on the findings, regardless of whether it was ingested as a beverage alcohol or in a medicinal or other preparation.

### **23. Alcohol Use and Breath Alcohol Testing**

No safety-sensitive employee shall report for duty or remain on duty requiring the performance of safety-sensitive functions while having an alcohol concentration of 0.02 or greater. If there is actual knowledge that an employee may be under the influence of alcohol while performing safety sensitive functions, the employee shall not be permitted to perform or continue to perform safety-sensitive functions, pending a reasonable suspicion interview, conducted per Section 12. No safety-sensitive employee shall use alcohol while performing safety-sensitive functions, within (4) four hours prior to performing a safety sensitive function, or during the hours that they are on call or standby for duty. No safety-sensitive employee shall use alcohol within eight (8) hours following an accident or until the employee undergoes a post-accident test, whichever occurs first.

A Breath Alcohol Technician (BAT) qualified to conduct DOT breath alcohol testing shall conduct all DOT required alcohol screening tests.

In accordance with the provisions of 49 CFR Part 40, as amended, the results of both the screening and confirmation of breath alcohol tests, as applicable, shall be displayed to the individual being tested immediately following the test(s).

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The results of breath alcohol testing will be transmitted by the breath alcohol technician to Sumter County Transit in a confidential manner, in writing, in person, by telephone or electronic means in accordance with 49 CFR Part 40, as amended. All testing will be conducted consistent with the procedures put forth in 49 CFR Part 40, as amended.

Sumter County Transit affirms the need to protect individual dignity, privacy, and confidentiality throughout the testing process. Handling of tests and confidentiality shall be in conformance with 49 CFR Part 40, and as described below:

If the initial test indicates an alcohol concentration of 0.02 or greater, a second test will be performed to confirm the results of the initial test. A safety-sensitive employee who has a confirmed alcohol concentration of greater than 0.02 but less than 0.04 will result in removal from his/her position for (8) eight hours unless a retest results in a concentration measure of less an 0.02.

An alcohol concentration of 0.04 or greater will be considered a positive alcohol test and in violation of this policy. An employee testing positive for alcohol will be immediately removed from safety sensitive duty and will be provided with a referral to a DOT qualified Substance Abuse Professional, in accordance with 49 CFR Part 40, as amended.

*Per Sumter County Transit, violation of this substance abuse policy will result in termination of employment and/or exclusion from hire.*

### **24. Refusal to Submit to Alcohol Testing**

The following actions constitute a refusal to submit to Alcohol Testing:

- (1) Fail to appear for any test within a reasonable time, as determined by the employer, consistent with applicable DOT agency regulations, after being directed to do so by the employer.
- (2) Fail to remain at the testing site until the testing process is complete
- (3) Fail to provide an adequate amount of saliva or breath for any alcohol test required by this part or DOT agency regulations
- (4) Fail to provide a sufficient breath specimen, and the physician has determined, through a required medical evaluation, that there was no adequate medical explanation for the failure
- (5) Fail to undergo a medical examination or evaluation, as directed by the Sumter County Transit
- (6) Fail to sign the certification at Step 2 of the ATF
- (7) Fail to cooperate with any part of the testing process.

A referral to a Substance Abuse Professional that has knowledge of and clinical experience in the diagnosis and treatment of alcohol and controlled substances-related disorders, and who meets the qualifications outlined in 49 CFR Part 40.281 Subpart O will be provided. *Per Sumter County Transit, violation of this substance abuse policy will result in termination of employment and/or exclusion from hire.*

## **System Safety Program Plan (SSPP)**

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### **25. System Contacts**

#### **Drug and Alcohol Program Manager or Designated Employer Representative**

Name: Richard Baier, Public Works Director  
Address: 319 E Anderson Ave  
Bushnell, FL 33513  
Phone: (352) 569-6702  
Fax: (352) 569-6680  
E-mail: Richard.Baier@sumtercountyfl.gov

#### **Alternate**

Name: Kyle Mills, Administrative Professional  
Address: 319 E Anderson Ave  
Bushnell, FL 33513  
Phone: (352) 689-4447  
Fax: (352) 569-6680  
E-mail: Kyle.Mills@sumtercountyfl.gov

#### **Substance Abuse Professional**

Name: Sally Campbell  
CATS, Inc.  
Address: 2105 SW College Road  
Ocala, FL 34474  
Phone: (352) 732-2287  
Fax: (352) 732-8235

#### **National Hot-Line Numbers and Help Lines:**

1-800-COCAINE

The American Council on Alcoholism Help Line  
1-800-527-5344

The National Institute on Drug Abuse Hot Line  
1-800-662 HELP

Alcoholics Anonymous 212-686-1100

A copy of the referenced regulations (49 CFR Parts 40 and Part 655); are available on the CUTR Substance Abuse Management Resource Website: [sam.cutr.usf.edu](http://sam.cutr.usf.edu)

Please sign the Acknowledgement of Receipt of this Policy (attached) and return to your supervisor or Designated Employer Representative.

## **System Safety Program Plan (SSPP)**

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### **Employee Acknowledgement of Receipt Of Sumter County Transit Substance Abuse Policy**

I have received a legible copy of Sumter County Transit Substance Abuse Policy. I understand that my employment with Sumter County Transit is conditioned upon full adherence to this policy.

**Employee Name:** \_\_\_\_\_

**Employee Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

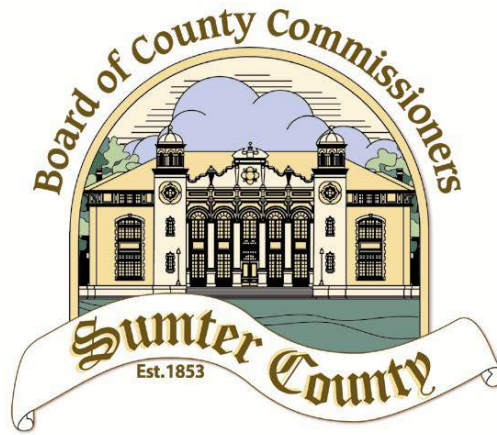
**Supervisor Name:** \_\_\_\_\_

**Supervisor Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_



## Appendix C



# Sumter County Board of County Commissioners

## Maintenance Plan for Sumter County Transit

Updated January 25, 2016

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## **System Safety Program Plan (SSPP)**

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### **Introduction**

The mission of Sumter County Board of County Commissioners is to provide safe, reliable, clean, and well-maintained vehicles. The function of the maintenance plan is to provide a consistent systematic program that will enable Sumter County Board of County Commissioners to properly maintain and service vehicles to meet or exceed the manufacturer's recommended maintenance schedule. The maintenance plan is designed to keep vehicle repair and maintenance costs to a minimum. Good preventative maintenance requires accountability for specific roles and is a result of all employees working together as a team.

### **Maintenance Plan Goals**

It is the goal of Sumter County Board of County Commissioners is to develop a proactive maintenance program by implementing more component replacement schedules for vehicle components known to fail by certain mileages. Sumter County BOCC identifies these vehicle components by analyzing maintenance history data to determine trends; this is accomplished with the use of the PrMPT maintenance database by entering historical maintenance activity data. Scheduling work allows time, materials, tools, equipment, and labor to be managed easier than having unpredictable maintenance costs, workloads, and vehicle downtime. Sumter County Board of County Commissioners also strives to extend the life of equipment by using synthetic lubricants and reducing operating temperatures. A maintenance plan has been adopted to make these goals attainable.

The maintenance plan is a "living document" including schedules and reports which will be updated periodically to reflect changes in maintenance policies, equipment, and program improvements.

### **Fleet Summary**

A physical inventory of equipment is kept on file and updated annually. The property number, year of manufacture, type of vehicle, vehicle identification, ADA information, total mileage, and mileage operated annually are documented on the list.

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# System Safety Program Plan (SSPP)

## SUMTER COUNTY TRANSIT CURRENT VEHICLE AND TRANSPORTATION EQUIPMENT INVENTORY

Date of Inventory: 01/25/2016

Sumter County Transit / County Vehicle Numbers	Model Year	Make/size/type	FDOT Control Number	VIN Number	Tag Number	Braun Lift or RAMP	Seats & W/C Positions (i.e. 12+2)	Current Mileage	Expected Retirement Date	Other Equipment	Location	Funding Source
196 / 4532	2008	CHEVROLET 16'	90594	1GBDV13WXB161084	220314	RAMP	5+2	128,722	2016	Radio, MDT	Ride Right - Wildwood	5310
198 / 4578	2008	CHEVROLET 23'	91500	1GBJG31K381215156	TB0922	BRAUN LIFT	9+2	233,218	2015	Radio, MDT	Ride Right - Wildwood	5310
201 / 4667	2009	CHEVROLET 23'	91518	1GBJG31K781232575	TB5865	BRAUN LIFT	9+2	211,543	2016	Radio, MDT	Ride Right - Wildwood	5310
202 / 4668	2009	CHEVROLET 23'	91517	1GBJG31K781232641	TB5864	BRAUN LIFT	9+2	228,725	2016	Radio, MDT	Ride Right - Wildwood	5310
203 / 4669	2009	CHEVROLET 23'	91516	1GBJG31K781234393	TB5866	BRAUN LIFT	9+2	228,771	2016	Radio, MDT	Ride Right - Wildwood	5310
236 / 4906	2010	CHEVROLET 22'	80513	1GBJG31K391172214	TC3730	BRAUN LIFT	9+2	197,424	2017	Radio, MDT	Ride Right - Wildwood	5311
237 / 4907	2010	CHEVROLET 22'	80514	1GBJG31K291172480	TC3731	BRAUN LIFT	9+2	182,040	2017	Radio, MDT	Ride Right - Wildwood	5311
238 / 4910	2010	DODGE 16'	80515	2DARN4DE7AR205881	TA1777	RAMP	4+2	84,897	2017	Radio, MDT	Ride Right - Wildwood	5311
242 / 5164	2012	CHEVROLET 23'	91577	1GB3G2BG7B1164510	TC7355	BRAUN LIFT	9+2	159,486	2019	Radio, MDT	Ride Right - Wildwood	5310
243 / 5165	2012	CHEVROLET 23'	91578	1GB3G2BGXB1165036	TC7356	BRAUN LIFT	9+2	140,980	2019	Radio, MDT	Ride Right - Wildwood	5310
244 / 5166	2012	CHEVROLET 23'	91579	1GB3G2BG4B1150127	TC7357	BRAUN LIFT	9+2	148,397	2019	Radio, MDT	Ride Right - Wildwood	5310
245 / 5429	2013	CHEVROLET 21'	N/A	1GB3G2CXXD1186292	TC6642	BRAUN LIFT	7+2	91,824	2020	Radio, MDT	Ride Right - Wildwood	CTD
247 / 5448	2013	CHEVROLET 21'	94534	1GB6G5BGBD1193306	TC6644	BRAUN LIFT	8+2	78,462	2020	Radio, MDT	Ride Right - Wildwood	5310
5595	2014	CHEVROLET 23'	94548	1GB6G5BGBE1171233	TD7372	BRAUN LIFT	9+2	37,927	2021	Radio, MDT	Ride Right - Wildwood	5310
5596	2014	CHEVROLET 23'	94547	1GB6G5BGB4E1170588	TD7371	BRAUN LIFT	9+2	43,448	2021	Radio, MDT	Ride Right - Wildwood	5310
5771	2015	FORD 23'	94563	1FDE4F59FDA17369	TD8558	BRAUN LIFT	9+2	27,009	2022	Radio, MDT	Ride Right - Wildwood	5310
5772	2015	FORD 23'	94562	1FDE4F50DA15705	TD8559	BRAUN LIFT	9+2	30,010	2022	Radio, MDT	Ride Right - Wildwood	5310
6091	2016	FORD 22'	94595	1FDEE3FS6GDC13180	TE7988	BRAUN LIFT	9+2	1,431	2023	Radio, MDT	Ride Right - Wildwood	5310
6092	2016	FORD 22'	94594	1FDEE3FSXGDC13179	TE7989	BRAUN LIFT	9+2	1,411	2023	Radio, MDT	Ride Right - Wildwood	5310
6093	2016	FORD 22'	94593	1FDEE3FS8GDC13178	TE7991	BRAUN LIFT	9+2	1,420	2023	Radio, MDT	Ride Right - Wildwood	5310
6094	2016	FORD 22'	94592	1FDEE3FS6GDC13177	TE7990	BRAUN LIFT	9+2	1,426	2023	Radio, MDT	Ride Right - Wildwood	5310

## **System Safety Program Plan (SSPP)**

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### **Vehicle History File**

Each vehicle has a written record documenting preventive maintenance, regular maintenance, inspections, lubrication and repairs performed. A vehicle's history is also valuable in locating persistent problems and may serve to determine problems that could be classified as a manufacturer's defect.

Such records shall be maintained for the life of the vehicle and include at a minimum the following information:

- Identification of the vehicle, including make, model, license number or other means of positive identification and ownership;
- Date, mileage, and description of each inspection, maintenance, repair or lubrication performed;
- If not owned by the transit agency, the name of the person or company furnishing service with this vehicle;
- The name and address of any business firm performing an inspection, maintenance, lubrication or repair;
- Work orders;
- Repair estimates;
- Repair receipts; and
- Warranty information.

### **Fleet Maintenance**

Sumter County Board of County Commissioners is the Community Transportation Coordinator (CTC) for Sumter County. Sumter County BOCC utilizes a combination of in-house maintenance and outsource maintenance. The in-house maintenance shop is owned and operated by the county government, and is located at the Public Works Division in Bushnell, Florida. The county maintenance shop has designated one full-time maintenance technician that is primarily responsible for the Sumter County Transit vehicles. The maintenance technician's position responsibilities are included within Exhibit A.

The County's maintenance shop conducts the preventative maintenance inspections. Upcoming preventative maintenance inspections are tracked by using the PrMPT maintenance database. The vehicle odometer mileages are updated in the database weekly. When a vehicle's mileage nears the targeted mileage for inspection, the vehicle is scheduled to receive the preventative maintenance inspection at the County's maintenance shop.

Preventative maintenance inspections are scheduled by mileage. When a vehicle is due for an inspection it is taken out of service until the inspection is completed. This allows a series of repairs to be carried out while minimizing costs and optimizing the number of operational vehicles.

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## **System Safety Program Plan (SSPP)**

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The checklist for preventive maintenance is consistent with the current operating fleet and in particular with the minimum maintenance requirements for vehicles under warranty to ensure maximum vehicle longevity. The preventive maintenance checklist is included as Exhibit B.

Sumter County BOCC has provided the County's maintenance shop with the FDOT Preventative Maintenance Standards Manual as a guideline for performing preventative maintenance inspections. In return, the county maintenance shop provides completed preventative maintenance checklists and invoices for repairs to Sumter County BOCC and these documents are filed at the Bushnell office.

Vehicles are scheduled for preventive maintenance inspections using the FDOT recommended "ABC" progressive inspection method. The inspections are performed every 6,000; 12,000; 18,000 and 24,000 miles following the sequence: "A1," "B," "A2" "C."

The Sumter County BOCC county maintenance shop performs scheduled component replacements on bushings at 130,000 miles. A campaign has been implemented on spark plugs to be replaced at 80,000 miles the first time, and 80,000 miles each time thereafter. There is also a campaign to replace serpentine belts every 80,000 miles. These campaigns were established by identifying failure trends based on historical maintenance data. Sumter County BOCC plans to initiate additional campaigns for vehicle component replacements once additional failure trends are identified for other parts known to fail by specific mileages. Sumter County BOCC has a wear tolerance policy in place for tires. Front tires are replaced when tread depth reaches 4/10, and rear tires are replaced when tread depth reaches 2/10. Tires are considered for replacement each 45,000 miles based on tread depth monitoring.

Outsourcing will be utilized for services that require tools and diagnostic equipment not available to the County's maintenance shop. Some examples of outsource maintenance repairs include transmission repair, trouble shooting complex electrical/ electronic systems, performing some types of mobility lift repair and warranty work, when applicable . All outsource maintenance facilities provide Sumter County BOCC with invoices for repairs and these documents are filed at the transit agency's office.

Sumter County BOCC utilizes the following outsource maintenance facilities for their repair work:

Vehicle Advanced Modifications  
2520 NW 6<sup>th</sup> Street  
Ocala, FL 34475  
(352) 622-4467

Gibson's Wheel Alignment  
1915 Tally Road  
Leesburg, FL 34748  
(352) 787-3676

Wildwood Wrecker and Auto  
1190 S Main St  
Wildwood, FL 34785  
(352) 748-1716

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## **System Safety Program Plan (SSPP)**

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S&S Auto Service  
1280 CR 470 N  
Lake Panasoffkee, FL 33538  
(352) 793-7880

Lake /Sumter Transmission  
700 S 14<sup>th</sup> Street  
Leesburg, FL 34748  
(352) 787-4640

George Nahas  
4135 E SR 44  
Wildwood, FL 34785  
(352) 748-1122

Sullivan's Auto & Truck Repair  
318 S Main Street  
Bushnell, FL 33513  
(352) 569-9300

PDQ Automotive  
212 Southland Avenue  
Bushnell, FL 33513  
(352) 793-8011

Bushnell Tire Company  
322 N Main Street  
Bushnell, FL 33513  
(352) 793-7822

Creative Bus  
58 W 9<sup>th</sup> Street  
Atlantic Beach, FL 32233  
(904) 241-6004

GMC Truck of Ocala  
5337 SW 1 St Lane  
Ocala, FL 34474  
(352) 854-6366

### **Annual Safety Inspections**

Records of annual safety inspections and documentation of any required corrective actions are retained a minimum of four years by the bus transit system. Annual safety inspections examine the following vehicle components:

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## **System Safety Program Plan (SSPP)**

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- (a) Horn.
- (b) Windshield wipers.
- (c) Mirrors.
- (d) Wiring and battery (ies).
- (e) Service and parking brakes.
- (f) Warning devices.
- (g) Directional signals.
- (h) Hazard warning signals.
- (i) Lighting systems and signaling devices.
- (j) Handrails and stanchions.
- (k) Standee line and warning.
- (l) Doors and interlock devices.
- (m) Step wells and flooring.
- (n) Emergency exits
- (o) Tires and wheels.
- (p) Suspension system.
- (q) Steering system.
- (r) Exhaust system.
- (s) Seat belts.
- (t) Safety equipment.
- (u) Equipment for transporting wheelchairs.
- (4) A safety inspection report shall be prepared by the individual(s) performing the inspection which shall include the following:
  - (a) Identification of the individual(s) performing the inspection.
  - (b) Identification of the bus transit system operating the bus.
  - (c) The date of the inspection.
  - (d) Identification of the bus inspected.
  - (e) Identification of the equipment and devices inspected including the identification of equipment and devices found deficient or defective.
  - (f) Identification of corrective action(s) for deficient or defective items and date(s) of completion of corrective action(s).

Annual vehicle inspections are completed by the county maintenance technician. The “C” level inspection serves as the Annual Safety Inspection for each vehicle. The county maintenance technician records the inspection on the preventive maintenance inspection checklists, and completes a separate Annual Safety Inspection form for each vehicle based on the “C” level inspection data. The Annual Safety Inspection form is filed at the beginning of the vehicle’s history file for easy retrieval. The Annual Safety Inspection form used is included as Exhibit C.

### **Daily Pre-Trip/Post-Trip Inspections**

The daily pre-trip/post-trip form establishes a procedure to identify items by operators prior to operating assigned vehicle, during routes, and after all route schedules are completed. The daily pre-trip/post-trip inspection forms are documented with the operator’s signature and a check in each box to document that the items are “OK” or a defect is noted in the comments section.

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## **System Safety Program Plan (SSPP)**

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Sumter County Board of County Commissioners reviews daily inspections and documents the corrective actions taken as a result of any deficiencies identified by the operator. These documentations are filed in the vehicle's history file. All pre-trip inspection forms are kept on file for a minimum of two weeks as required by state regulation.

### **Pre-Trip Inspection**

The pre-trip inspection is required to make certain the following parts and devices are in safe condition and in good working order at the beginning of the trip:

1. Service brakes.
2. Parking brakes.
3. Tires and wheels.
4. Steering.
5. Horn.
6. Lighting devices.
7. Windshield wipers.
8. Rear vision mirrors.
9. Passenger doors.
10. Exhaust systems.
11. Equipment for transporting wheelchairs.
12. Safety, security, and emergency equipment.

Drivers submit their pre-trip/post-trip inspection checklists daily to the Operations Manager at the Ride Right Wildwood office where the vehicles are kept. If a defect is identified during a pre-trip/post-trip inspection, it is forwarded to the county maintenance shop at Bushnell and scheduled for repair. If the defect is safety related, the vehicle is taken out of service and repaired before the vehicle returns. If the defect is minor, the vehicle is scheduled for repair as soon as possible. When the repair is estimated to cost more than \$1000, the Public Works Director makes the determination regarding how and when vehicle repairs will take place. As preventive maintenance inspections are the main priority for the County's maintenance shop technician, outsource maintenance facilities are utilized to complete most defect repairs in order to reduce the vehicle's downtime and the County's maintenance technician's workload. Repair work orders documenting these repairs are attached to the pre-trip/post-trip inspection checklists in the vehicle history files to show that defect repairs are completed.

### **Post-Trip Report**

During the scheduled trips and at the end of the day the operator notes any defects on the pre-trip/post-trip form and is turned in to the Operations Manager at the Wildwood office at the end of the day. If a defect is found it must be determined if the vehicle can be placed into service the next day or the defect must be repaired prior to rescheduling.

### **Lift Maintenance**

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## **System Safety Program Plan (SSPP)**

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As part of the preventative maintenance on wheelchair lifts a complete cycle of the lift is performed during the operator's pre-trip inspection. The operators report, by the most immediate means available, any lift failures.

The lifts are serviced on preventative maintenance inspections according to the manufacturer's specifications. Instructions for normal and emergency operations of the lift or ramp are carried or displayed in every accessible vehicle. The Wheelchair Lift Inspection form is included as Exhibit D.

Defects beyond the county maintenance technician's expertise are outsourced and repaired by a certified lift service.

### **Road Calls**

Road calls are defined as any in-service interruptions caused by failure of some functionally necessary element of the vehicle. When failures occur they are called in to the transit administrative professional and all related repair and towing expenses are filed in the vehicle's history file. The County's maintenance technician assesses the vehicle to determine whether it will be repaired at the county maintenance shop or by an outsource repair facility. Repairs are completed in the most expeditious manner to reduce the vehicles down time.

The County's maintenance technician reviews road call documents daily to analyze data. This allows Sumter County BOCC to identify trends, determine the underlying cause of the problem, and help in making modifications to the maintenance program as needed to minimize failures.

### **Cleaning**

During pre-trip inspections it is the responsibility of the driver to perform a walkthrough on the vehicle and ensure that any debris on the flooring or step wells that could result any falls or slips. Any unsafe conditions are corrected before any scheduled trips.

The driver reports all graffiti/etchings, gum, spills, or any other issues in the interior that would warrant extra material and labor from normal clean-up, on their post-trip report.

Drivers clean vehicle interiors daily. Most of the cleaning process involves disinfecting, sweeping, vacuuming and dusting.

The county maintenance technician is responsible for assisting with cleaning the maintenance shop daily. The county maintenance shop occasionally uses the Detention Center Trustees as needed to help clean the shop.

### **Accidents**

All accidents are tracked by the frequency, type, and which party was at fault within 24 hours of the accident's occurrence. All accidents are reported through Sumter County's Risk Management Department. An investigation is performed by the Transit Operations Supervisor

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## **System Safety Program Plan (SSPP)**

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and documented with the Risk Management Department. All accidents are reviewed by a safety committee chaired by the Risk Management Department. The immediate supervisor investigates the accident and recommends a plan of action. When needed, refresher training is administered to the driver. The training may include video review or physical road testing.

An accident is classified as minor or severe. A minor accident with no apparent major structural damage is inspected by the transit maintenance mechanic, scheduled to be repaired in house or outsourced. Major damage requires the use of insurance personnel/adjuster to best determine the extent of damage. Bids are then advertised to vendors to complete the repair work. All repairs, whether minor or major, are scheduled to be completed in a timely manner.

### **Accident Investigation Report**

- Events are investigated and documented in a final report
- Description of investigation activities
- Identified causal factors
- Corrective actions
- Schedule of implementation of corrective actions

## **Information Management**

The work order, also referred to as a repair order, is the backbone of any maintenance performance monitoring program. Information on all aspects of maintenance performance is obtained from work orders and other related documentation. The County's maintenance technician reviews work orders and vehicle history files to analyze the frequency of basic repairs and the parts purchased for them. The mechanic discusses the recurring deficiencies with the Transit Contract Manager. This process assists the Sumter County Board of County Commissioners with identifying maintenance trends and making adjustments to the maintenance program, as needed.

Sumter County Board of County Commissioners uses the PrMPT maintenance database. The Database recognizes the need for periodic maintenance due to mileage entries performed weekly. The County's maintenance technician also has the capability of entering maintenance information concerning each individual vehicle. By collecting this information the technician can track recurring problems with each type of vehicle.

The database is also used to track vehicle inventory information, preventive maintenance inspections, annual inspections and repair work orders. The maintenance database allows the transit administrative professional to analyze maintenance activities to identify maintenance trends, fleet defects and maintenance costs.

## **Material Handling**

Sumter County Board of County Commissioners provides their employees with instructions on safe handling, first aid treatment, emergency procedures, and proper clean up procedures of chemicals in the workplace. Knowing the potential flammability, explosion, and reactivity of chemicals in the workplace are the rights of the employees under the Right-To-Know-Law.

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## **System Safety Program Plan (SSPP)**

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The County Safety Committee meets monthly and safety information is distributed throughout various work areas. The transit department meets quarterly to discuss general information and any specific safety concerns. Safety bulletins and memos are distributed on an as needed basis. Employees are provided instructions on the safe handling of bio hazards and any chemicals used in the workplace. The information is of a general nature advising awareness. This information is kept in the employee assembly area.

### **Material Safety Data Sheets**

All chemicals, lubricants, cleaners etc., purchased must accompany a Material Safety Data Sheet. A MSDS binder are maintained and made available to the employee upon request. The binder has a cover sheet index for quick reference in case of an emergency.

When a chemical is taken out of inventory the MSDS sheet is taken out of the binders and placed in a dead file. All MSDS sheets are kept on file for thirty years.

### **Parts Inventory**

Routine replacement parts used in vehicle servicing are kept in inventory. These are generally fast moving parts such as oil filters, fuel filters, air filters, oil, and antifreeze coolant are kept in inventory. All other material/parts are ordered as needed.

The County's maintenance technician is responsible to monitor and manage the inventory.

### **Warranty**

A warranty recovery system, warranty records, and annual summaries of warranty claims submitted and received is maintained by Sumter County Board of County Commissioners. Warranty information is kept in the vehicle files managed by the county maintenance technician. A hard copy is kept and warranty information is entered into the computerized vehicle maintenance program.

Warranty repairs are identified by maintaining warranty information in vehicle files. When a component fails it is checked against the file for expiration time and/or mileage to determine if it is still under warranty. Documentation of warranty repairs and claims are kept in the vehicle history files to guarantee the cost of the defects under warranty is paid by the equipment manufacturer and not the agency. All warranty claims are pursued until the claim is settled.

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# EXHIBIT A

# **System Safety Program Plan (SSPP)**

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## **BOARD OF SUMTER COUNTY COMMISSIONERS JOB DESCRIPTION**

**JOB TITLE:** Mechanic

**DEPARTMENT:** Road and Bridge

**DIVISION:** Public Works

**GENERAL DESCRIPTION:**

General and major repair of cars, trucks and heavy construction equipment.

**ESSENTIAL JOB FUNCTIONS:**

1. Performs repair and reconditioning of such equipment as automobiles, trucks, transit buses, light and heavy maintenance and construction equipment. Repairs other specialized gasoline-powered equipment.
2. Replaces main or connecting rod bearings. Inspects and repairs transmissions, universal joints and differentials.
3. Performs cleaning, repairing and adjusting of carburetors, checks and replaces spark plugs, ignitions points, distributors, coils, generators, lights and batteries. Inspects repairs and adjusts other parts as required.
4. Rebuilds repairs and installs electrical automotive apparatus and equipment. Repairs hydraulic systems.
5. May be required to service equipment with gasoline, oil and grease; may spray paint.
6. Maintains Transits vehicles maintenance records. Prepares and process reports on completed work. Invoices division departments for maintenance work performed.
7. In case of emergency or crisis situation (hurricane, flood, etc.) position is required to respond/perform recovery duties as assigned by immediate supervisor.
8. Regular attendance.

*[These essential job functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related marginal duties as required.]*

**MINIMUM QUALIFICATIONS:**

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of construction, assembly, adjustment and maintenance of a wide variety of auto, truck, maintenance, and construction equipment.
  - Knowledge of all types of mechanic's shop tools.
  - Mechanical aptitude.
  - Skill in applying methods and techniques in the use of automotive or diesel repairs.
  - Ability to follow oral and written directions.
  - Ability to repair diesel motors, pumps and Public Works equipment.
  - Ability to diagnose the defects of worn or broken parts on engines.
  - Ability to perform tune-ups; electrical, brake, air conditioning and cooling system repairs, exhaust system repairs; front end and clutch repairs; pumps and related equipment maintenance.
-

## **System Safety Program Plan (SSPP)**

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### **EDUCATION AND EXPERIENCE:**

- Graduation from an accredited high school or possession of an acceptable equivalency diploma.
- Three (3) years mechanical experience in the automotive/truck repair field.
- Completion of an accredited mechanical or technical school.
- Two (2) years experience working on heavy equipment.

[A comparable amount of training, education or experience may be substituted for the above minimum qualifications.]

### **LICENSES, CERTIFICATIONS OR REGISTRATIONS:**

- Valid Florida Driver's License of the correct class for the vehicle driven, and a driving record acceptable to insurance provider.

### **ESSENTIAL PHYSICAL SKILLS:**

- Acceptable vision (with or without correction)
- Acceptable hearing (with or without correction)
- Heavy lifting and carrying (over 50 pounds)
- Distinguish colors
- Reaching
- Climbing
- Pulling
- Pushing
- Walking
- Standing
- Crawling
- Kneeling
- Bending
- Balancing
- Stooping
- Driving
- Equipment Operation to test repairs.

### **ENVIRONMENTAL CONDITIONS:**

- Works inside
- Works in noise, dust, fumes, grease or oils, electrical energy
- Slippery surfaces
- With moving objects or vehicles

**Reasonable accommodation will be made for otherwise qualified individuals with a disability.**

FLSA Non-Exempt Status

Reviewed 10/01/12

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# EXHIBIT B



# System Safety Program Plan (SSPP)

## SUMTER COUNTY TRANSIT PREVENTATIVE MAINTENANCE INSPECTION REPORT

DATE: \_\_\_\_\_ BUS ID# \_\_\_\_\_ MILEAGE \_\_\_\_\_

INSPECTOR'S SIGNATURE \_\_\_\_\_ PRINTED NAME \_\_\_\_\_

INSPECTION TYPE: ☐ A INSPECTION ☐ B INSPECTION ☐ C INSPECTION

CONDITION INDICATORS:	√	= Okay	X = Item was repaired or adjusted	O = Follow up required	N/A = Not Applicable
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#	Interior	A	B	C	#	Exterior (cont.)	A	B	C	#	Chassis/Drive Line (cont.)	A	B	C
1	Passenger Door & Door Interlock Operation				36	Check Operation of All Lights				71	Air Tank Mounting/Lines & Valves			
2	Standee Line & Warning				37	Condenser Fan Operation				72	Check Exhaust System for Mounting/Leaks/Restrictions			
3	Flooring/Steps/All Interior Panels				38	All Access Doors/Fuel Cap/Engine Cover & Latch Operation				73	Under body/Mounts & Frame			
4	Wheelchair Belts/Floor Anchors				39	Tire Damage & Wear				74	Fuel tank Mounting & Fuel Leaks			
5	Passenger Seat Condition/ Foldaway Seats Operation & Condition				40	Check Wheels/Lug Nuts/Valve Stems				Wheel Chair Lift				
6	Passenger Seat Belts				41	Fuel Cap and Door				75	Check Wiring for Routing/ Chafing & Loose Connection			
7	Stanchions & Hand Rails				42	Leveling				76	Check Lift Interlock System			
8	Roof Hatches/Operation				Engine Compartment					77	Check Lift for Damage/Inspect Lift Anchor Bolts			
9	Emergency Window Operation				43	Clean Batteries/Check Electrolyte Level				78	Cycle Lift-Check all Safety Systems Including Barriers			
10	Fire Extinguisher/First Aid Kit Emergency Triangles				44	Check Batter/Hold Downs/Cables/Ground Strips				79	Check for Hydraulic Leaks/Level			
11	Fire Suppression System				45	Record Voltage Output _____ V				80	Clean and Lubricate Lift As Needed			
12	Interior Lights				46	Check Belts/Tensioners & Hoses				Brake Inspection				
13	Vehicle Registration/Plates/Manual				47	Check All Fluids				81	Brake Foundation/			
Drivers Compartment					48	Inspect for Leaks				82	L/Front % Worn: _____			
14	Brake & Accelerator Pedals				49	Test Anti-Freeze Protection				83	R/Front % Worn: _____			
15	Drivers Seat & Belt				50	Check Radiator Core/Mounts				84	L/Rear % Worn: _____			
16	Horn Operation				51	Check Wiring for Routing/Chafing & Loose Conn.				85	R/Rear % Worn: _____			
17	Service Brake Operation				52	Check Engine Mounts				Tire Tread Depth/Inflation				
18	Ignition System (Start Engine)				53	Replace Engine Oil & Filter				86	L/Front _____ /32			
19	Check All Gauges/Switches				54	Check/Replace Air Filter				87	R/Front _____ /32			
20	Check fast Idle				55	Check/Replace Fuel Filter				88	R/R Inside _____ /32			
21	Check Air Compressor Cut In/Out Pressures/Perform Leak Down Test				56	Check/Clean A/C Filters & Cores/Lines for Routing/Chafing				89	R/R Outside _____ /32			
22	Shift Lever Operation				57	A/C Compressor Mounting/Clutch				90	L/R Inside _____ /32			
23	Parking Brake Operation				58	A/C Pressure Check				91	L/R Outside _____ /32			
24	Back-Up Alarm				Chassis/Drive Line					92	L/Front _____ PSI			
25	Driver's & Panel Lamps				59	Shocks/Springs/MOR/ryde				93	R/Front _____ PSI			
26	Interior Mirrors				60	Torque Rods				94	R/R Inside _____ PSI			
27	Windshield Wipers & Washers				61	Check Ball Joints				95	R/R Outside _____ PSI			
28	Climate Control System/Fans				62	Steering Gear/Linkage & Arms				96	L/R Inside _____ PSI			
29	Fare Collection System				63	Steering Shaft & Freeplay				97	L/R Outside _____ PSI			
30	Cleanliness				64	Lube Chassis				Test Drive				
Exterior					65	Check Drive Shaft & U-Joints				98	Check Engine Performance			
31	Check for Exterior Damage/Corrosion/Bumpers & Mounts/Decals				66	Check Differential Oil Level/Clean Breather/Check Axle Seals				99	Check Shift Points			
32	Condition of All Glass				67	Drain & Refill Differential				100	Steering			
33	Wiper Blades & Arms				68	Replace Transmission Fluid/Filter				101	Suspension			
34	Exterior Mirrors				69	Check Front Wheel Bearings				102	Brakes			
35	Light Lenses & Reflectors				70	Check Brakes (Pull Wheels)				103	Speedometer			

# EXHIBIT C

## System Safety Program Plan (SSPP)

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### Annual Safety Inspection

Date of Inspection	Odometer Reading	VIN Number	FDOT Number	Year/Make/Model
Inspection Agency		Inspector's Name (Print)	Inspector's Signature	

Item Inspected	OK	Repairs Required	Comments
Horn			
Windshield Wipers			
Mirrors			
Batteries and Wiring			
Service and Parking Brakes			
Warning Devices			
Directional Signals			
Hazard Warning Signals			
Lighting System and Signaling Devices			
Handrails and Stanchions			
Standee and Warning			
Doors and Interlock Devices			
Stepwell and Flooring			
Emergency Exits			
Tires and Wheels			
Suspension System			
Steering System			
Exhaust System			
Seat Belts			
Safety Equipment			
Equipment for Transporting Wheelchairs			
Speedometer			

Note: Attach any repair order/invoice generated as a result of this inspection. Chapter 14-90.009 Bus Safety Inspections

# EXHIBIT D

## System Safety Program Plan (SSPP)

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### WHEELCHAIR LIFT INSPECTION

Vehicle ID \_\_\_\_\_ Mileage \_\_\_\_\_ Date \_\_\_\_\_

Lift Model # \_\_\_\_\_ Lift Serial # \_\_\_\_\_

Shop \_\_\_\_\_ Inspector's Signature \_\_\_\_\_

INSPECTION CODE: ☒ OK ☐ FOLLOW UP NEEDED ☐ ADJUSTMENT MADE

Code	Description
	Check Lift Access Door Opening Ease & Latch Security, Door Hold Back
	All Vehicle Interlocks Operating Correctly
	Lift Cycle Count (If applicable)
	Operate Lift Through Complete Cycle And Check For The Following
	Platform Lighting
	Warning Alarms Operating Correctly
	Warning Lights Operating Correctly
	Lift Operating as Designed Through Complete Cycle
	Check All Mechanical Adjustments
	Check for Unusual Noises
	Check Rollstop Barrier Operation
	Check All Pivot Points For Wear And Looseness
	Check Operation of Bridgeplate
	Check Cable Or Chain Condition If Applicable
	Check Hydraulic Hoses For Leaks, Chaffing, Cracks and Proper Routing
	Check Electrical Connections And Routing Of Wires And Cables
	Check Operation And Adjustment Of All Safety Switches
	Check All Lift Mounting Brackets For Loose Bolts, Broken Welds, Etc.
	Are Operators Decals in Place? See Service Manual For Information
	Operate The Lift Manually
	Check Hydr. Pump Reservoir Oil Level; See Service Manual For Proper Fluid
	Lubricate According to Specs
	Manufacturers Name and Address On Lift
	Month and Year of Manufacture
	State of Florida Requirement for Lift or Ramp Securement Devices
	Check W/C Hold Downs Inside Vehicle For Mounting and Proper Operation
Additional Notes:	

The list above may not contain all the possible checks for your lift inspections. To upgrade this list check the service manual listing your lift model number.

## Appendix D

### Medical Examination Form 725-030-011

Rule 14-00.0041, F.A.C.

FLORIDA DEPARTMENT OF TRANSPORTATION  
MEDICAL EXAMINATION REPORT FOR BUS TRANSIT SYSTEM DRIVER725-030-011  
Trevett  
03/09

1 DRIVER'S INFORMATION		Driver completes this section.	
Driver's Name (Last, First, Middle)		Birthdate / / MM/DD/YY	Age / / MM/DD/YY
Address		City, State, Zip Code	Work Tel: ( ) - Home Tel: ( ) -
Driver License No.		Date Issued / /	
License Class <input type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> Other		Presumptive <input type="checkbox"/> Biannual <input type="checkbox"/> Follow Up <input type="checkbox"/> Return to Duty	

2 HEALTH HISTORY			Driver completes this section indicating any below described illness, medical condition, or injury that currently exists or has occurred. The medical examiner is encouraged to discuss with driver.		
YES NO	<input type="checkbox"/> Head/Brain injuries, disorders or illness <input type="checkbox"/> Seizures, epilepsy <input type="checkbox"/> medication <input type="checkbox"/> Eye disorders or impaired vision (except corrective lenses) <input type="checkbox"/> Ear disorders, loss of hearing or balance <input type="checkbox"/> Heart disease or heart attack, other cardiovascular conditions <input type="checkbox"/> medication <input type="checkbox"/> Heart surgery (valve replacement by pass, angioplasty, pacemaker) <input type="checkbox"/> High blood pressure <input type="checkbox"/> medication	YES NO	<input type="checkbox"/> Muscular disease <input type="checkbox"/> Shortness of breath <input type="checkbox"/> Lung disease, emphysema, asthma, chronic bronchitis <input type="checkbox"/> Kidney disease, dialysis <input type="checkbox"/> Liver disease <input type="checkbox"/> Digestive problems <input type="checkbox"/> Diabetes or elevated blood sugar controlled by: <input type="checkbox"/> diet <input type="checkbox"/> pills <input type="checkbox"/> insulin <input type="checkbox"/> Nervous or psychiatric disorders, e.g., severe depression <input type="checkbox"/> medication	YES NO	<input type="checkbox"/> Loss of, or altered consciousness <input type="checkbox"/> Fainting, dizziness <input type="checkbox"/> Sleep disorders, pauses in breathing while asleep, daytime sleepiness, loud snoring <input type="checkbox"/> Stroke or paralysis <input type="checkbox"/> Missing or impaired hand, arm, foot, leg, finger, toe <input type="checkbox"/> Spinal injury or disease <input type="checkbox"/> Chronic low back pain <input type="checkbox"/> Regular, frequent alcohol use <input type="checkbox"/> Narcotic or habit forming drug use <input type="checkbox"/> Any illness or injury not described by this section
For any YES answer, indicate onset date, diagnosis, treating physician's name and address, and any current limitation. List all medications (including over-the-counter medications) used regularly or recently.					

I certify that the above information is complete and true. I understand that inaccurate, false or missing information may invalidate the examination and qualification by the Medical Examiner.

Driver's Signature \_\_\_\_\_ Date \_\_\_\_\_

Medical Examiner's Comments on Health History (The medical examiner must review and discuss with the driver any "yes" answers and potential hazards of medications, including over-the-counter medications, while driving.)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## TESTING (Medical Examiner completes Section 3 through 7)

3 VISION			Standard: A person is qualified if that person meets the vision standard established by the State of Florida for a Class A, B, C, or D driver license, as applicable. The use of corrective lenses should be noted by the Medical Examiner.		
INSTRUCTIONS: When other than the Snellen chart is used, give test results in Snellen-comparable values. In recording distance vision, use 20 feet as normal. Report visual acuity as a ratio with 20 as numerator and the smallest type read at 20 feet as denominator. If the applicant wears corrective lenses, these should be worn while visual acuity is being tested. If the driver habitually wears contact lenses, or intends to do so while driving, sufficient evidence of good tolerance and adaptation to their use must be obvious.					
Numerical readings must be provided.					
ACUITY	UNCORRECTED	CORRECTED	Applicant can recognize and distinguish among traffic control signals and devices showing standard red, green, and amber colors? <input type="checkbox"/> Yes <input type="checkbox"/> No		
Right Eye	20/	20/	Applicant meets visual acuity requirement only when wearing: <input type="checkbox"/> Corrective Lenses		
Left Eye	20/	20/	Monocular Vision: <input type="checkbox"/> Yes <input type="checkbox"/> No		
Both Eyes	20/	20/			

Complete next line only if vision testing is done by an Ophthalmologist or Optometrist

4 HEARING		Standard: a) Must first perceive forced whispered voice $\geq$ 5ft., with or without hearing aid, or b) average hearing loss in better ear $\geq$ 40dB	
INSTRUCTIONS: To convert audiometric test results from ISO to ANSI, -14 dB from ISO for 500 Hz, -8.5 dB for 2,000 Hz. To average, add the readings for 3 frequencies tested and divide by 3.		Numerical readings must be recorded.	
a) Record distance from individual at which forced whispered voice can first be heard.	Right Ear	Left Ear	b) If audiometer is used, record hearing loss in decibels. (acc. To ANSI Z24.5-1951)
	Foot	Foot	
	500 Hz	1000 Hz	2000 Hz
	500 Hz	1000 Hz	2000 Hz
	Average:	Average:	

### **Appendix E**

#### **Radio Operating Procedures**

In order to ensure the safety of the drivers and passengers and to enhance system performance, all employees must follow the following radio procedures.

- Profanity, abusive language, or other inappropriate transmissions are not allowed, and will result in disciplinary action.
- All base stations and vehicle units shall be tuned to the appropriate assigned frequency at all times.
- Driver should initiate communications by first stating driver call sign, and then to whom they are calling, (e.g., “70 to 50 (base)”). At the completion of the transmission, both parties will indicate that the transmission is completed by stating their call sign and “clear” (e.g., “70 clear”).
- Except in the event of an emergency, driver should listen for five seconds before transmitting to ensure there are no transmissions in progress. Other units’ transmissions should not be interrupted unless it is an emergency.
- In the event of an emergency, establish communications on the primary frequency by pushing the “Red Emergency Button”. State the nature of the emergency and what assistance you are requesting. To ensure appropriate help arrives promptly, driver should transmit the following items as soon as possible:
  - Who you are and your location, in detail. Specify what city you are in, since some streets carry the same name throughout our area. Give cross streets and local landmarks if appropriate.
  - State what assistance you need (supervisor, police, EMS, etc.).
  - State how many passengers you have, and what their status is at the time.
  - If you are not involved with the emergency, stay off the radio; communications should be between dispatch and the unit requesting assistance. After initial contact, emergency communications may also take place between a supervisor and the unit, or between dispatch and a supervisor.

## System Safety Program Plan (SSPP)

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### Appendix F

#### Internal Safety Audit Checklist

##### (1) System Safety Program Plan (14-90.004)

SSPP addresses the following safety elements and requirements at a minimum:	Yes	No	Comments (Page #)
Safety policies and responsibilities			
Vehicle and equipment standards and procurement criteria			
Operational standards and procedures			
Bus driver and employee selection			
Driving requirements			
Bus driver and employee training			
Vehicle maintenance			
Investigation of events			
Hazard identification and resolution			
Equipment for transporting wheelchairs			
Safety data acquisition and analysis			
SSPP requirements for contractors			
Records retention			
Certification requirements			
Requirements for safety inspections of all operable transit buses at least annually in accordance with 14-90.			

##### (2) Develop and Adopt Security Program Plan (14.90-004)

SPP addresses the following security elements and requirements at a minimum:	Yes	No	Comments (Page #)
Security policies, goals and objectives			
Organization, roles and responsibilities			
Emergency management processes and procedures: mitigation, preparedness, response and recovery			
Procedures for investigation of events			
Procedures for interfaces with emergency response organizations			
Procedures for interagency coordination with local law enforcement			
Security data acquisition and analysis			
SPP requirements for Contractors			
Procedures for SPP maintenance, distribution, including disclosure process			
Certification requirements			
Establishment of minimum security requirements which apply to contractors			
Procedures for oversight and monitoring of contractors compliance with security requirements			



## System Safety Program Plan (SSPP)

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Procedures for distribution and protection of the SPP			
<b>(3) Qualification, Selection and Training of Drivers (14-90.004)</b>			
<b>Qualification and Selection criteria</b>	<b>Yes</b>	<b>No</b>	<b>Comments (Page #)</b>
Standards for driver qualifications and criteria for background checks			
Driver and criminal background checks for all new drivers			
Verification and documentation of valid driver licenses for employees who drive buses			
Training and testing programs for drivers			
Bus transit system has safety and operational policies and procedures			
Operational bus and equipment inspections			
Basic operations and maneuvering			
Bus equipment familiarization			
Boarding and alighting passengers			
Operations of wheelchair lifts and other special equipment and driving conditions			
Defensive Driving			
Passenger assistance and securement			
Handling of emergencies and security threats			
Security & threat awareness			
Written and adopted operational and safety procedures			
Procedures are given to all drivers			
Procedures for communication & handling of hazards, unsafe conditions, security threats, and emergencies			
Procedures for familiarization and operation of safety and emergency equipment, wheelchair lift equipment and restraining devices.			
Requirements for drivers to complete and submit a daily inspections report. (14-90.006)			
<b>(4) Records Maintenance, Retention and Distribution</b>			
<b>4 year records maintenance and retention system (14-90.004)( 3.g. 1-3)</b>	<b>Yes</b>	<b>No</b>	<b>Comments (Page #)</b>
Records of bus drivers background checks and qualifications			
Detailed description of training administered & completed by each driver.			
Each bus drivers daily duty status: total days worked, on-duty hours, driving hours and time reporting on and off duty			
<b>Maintenance records (14-90.004)( 4.d)</b>			
Make, model, license number, or other means of identification and ownership of vehicles.			
Date, mileage, description of inspection, maintenance and lubrication intervals			

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## System Safety Program Plan (SSPP)

Transit system maintains records of vehicle inspections, PMs and repairs made off site			
If not owned by bus transit system, name of person or lessor furnishing vehicles			
Name and address of entity or contractor performing inspection, maintenance, lubrication or repairs			
<b>Safety Inspections (14-90-009)(5)</b>			
Records of annual safety inspections and documentation of any corrective actions are retained for minimum of 4 years			
<b>Event and incident reporting and investigation records (14-90.004)(7)</b>			
Notification and Investigation reports, findings, causal factors, corrective action plans, supporting documents			
<b>Medical records (14-90.0041)(4)</b>			
Proof of Biennial or Pre-employment medical exams of employee bus drivers, required exam form used			
<b>SSPP &amp; SPP review and revision (14-90.010)(d)</b>			
Date of last review: SSPP _____ SPP _____			
Date of last revision: SSPP _____ SPP _____			
Next scheduled revision date: SSPP _____ SPP _____			
<b>Pre-trip inspections and corrective action (14-90.006)</b>	<b>Yes</b>	<b>No</b>	<b>Comment</b>
Bus transit system maintains daily vehicle inspections and documented corrective actions a minimum of two weeks			

### (5) Drug Free Workplace

The bus transit system has established a drug free workplace policy statement in accordance with Drug-Free Workplace Act [Reference Title 49, Code of Federal Regulations, Part 32 and Rule 14-90.004(3)(h) and a substance abuse management and testing program pursuant to 49CFR parts 40 and 655.	<b>Yes</b>	<b>No</b>	<b>Comments (Page #)</b>

### (6) Bus Maintenance (14-90.004)(4)

The bus transit system has established a maintenance plan and procedures for preventive and routine maintenance.	<b>Yes</b>	<b>No</b>	<b>Comments (Page #)</b>
Vehicles are regularly and systematically inspected, maintained and lubricated in accordance with the established maintenance plan, and according to the bus manufacturer's recommendation and requirements.			
Recording and tracking system is established for inspections, maintenance and lubrication intervals, including date or mileage when services are due.			

### (7) Event Investigation (14-90.004)(5)

Bus transit system has written investigation policy or procedure(s) for any event involving a bus or taking place	<b>Yes</b>	<b>No</b>	<b>Comments (Page #)</b>

## System Safety Program Plan (SSPP)

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on the bus transit system.			
Investigation is done for a fatality or where an individual is confirmed dead within 30 days of a bus transit event.			
Investigation is done for injuries involving medical attention away from the scene for two or more individuals.			
Investigation is done for property damage over \$1000 to bus(es), non-bus transit system vehicles, other bus system property or facilities or any other property.			
Investigation is done for evacuation of bus due to life safety event, where there is imminent danger to the passengers.			
Events are investigated and documented in a final report that includes a description of the investigation activities, identified causal factors and any identified corrective actions.			
Corrective action plans are developed by the bus transit system that will identify actions and schedule for implementation.			
Bus transit system monitors and tracks the implementation and completion of each corrective action.			

### **(8) Medical Examinations for Bus Transit System Drivers (14-90.0041)**

	<b>Yes</b>	<b>No</b>	<b>Comments (Page #)</b>
Medical Examination requirements are established using Form Number 725-030-011, or an equivalent form that meets or exceeds standards			
Medical Exams are completed for new drivers			
Medical Exams for bus drivers are completed, signed, and dated within the past 24 months.			
A return to duty examination is completed for any driver prior to returning to duty after having been off duty for 30 or more days to an illness, medical condition or injury.			

### **(9) Operating and Driving Requirements (14.90.006)**

	<b>Yes</b>	<b>No</b>	<b>Comments (Page #)</b>
The bus transit system has process to address operating and driving requirements. The process includes a drivers hand/rules book and/or operational procedures.			
The bus transit system has a process or procedure that addresses suspension or revocation of a driver's license			
The bus transit system has a process for tracking and monitoring on duty and driving hours compliant with driving and on-duty hours standards			
A driver that has been required to drive for more than 12 hours in a 24 hour period or a driver that has been on duty for 16 hours in a 24 hour period has had 8 hours off prior to returning to duty.			
A driver that has been on duty more than 72 hours in any			

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## System Safety Program Plan (SSPP)

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period of seven consecutive days has had 24 consecutive hours off prior to returning to duty.			
Pre-operational or daily inspections and reporting are required for drivers to identify defects and deficiencies			
Inspections address the following parts and devices to ascertain that they are in safe condition and good working order: service brakes, parking brakes, tire and wheels, steering, horn, lighting devices, windshield wipers, rear mirrors, passenger doors, equipment for transporting wheelchairs and safety, security and emergency equipment.			
A process or procedure exists to address and resolve deficiencies and record corrective actions for inspection findings.			
<b>Safety criteria addressed in operational procedures, driver's handbook and driver training programs</b>			
Operating buses with opened or inoperable passenger doors with passengers on board	<b>Yes</b>	<b>No</b>	<b>Comments (Page #)</b>
Sufficient interior lighting and in stepwells			
Prohibition of passengers occupying stepwell or in area forward of the standee line while the bus is in motion.			
Prohibitions for standee passengers on buses not designed and constructed for that purpose.			
Prohibitions for fueling buses in closed building or refueling while passengers are on-board.			
Prohibition for leaving buses unattended with passenger(s) onboard. Proper setting of parking brake and holding device.			

### (10) Vehicle Equipment Standards & Procurement Criteria (14-90.007)

The SSPP has procedures that address State and Federal motor vehicle safety and procurement standards.	<b>Yes</b>	<b>No</b>	<b>Comments (Page #)</b>
Requirements for manufacturers to submit proof of strength and structural integrity tests on new buses.			
Vehicles purchased and operated are equipped in compliance with 14.90.0007 with the following: mirrors, wiring & battery, brake interlock systems, standee line, handrail & stanchions, flooring, steps & thresholds, doors, emergency exits, tires & wheels, seat belts & fire extinguishers.			
Type1 buses are equipped with portable red reflectors warning devices in compliance with Section 316.300, Florida Statute.			
Certification label for wheel chair lifts, ramps and securement devices in or on vehicle. 14.90.007(14)			
Inspections and maintenance procedures are established			

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**BUS TRANSIT SYSTEM  
ANNUAL SAFETY CERTIFICATION**

**RECEIVED**  
**JAN 12 2017**  
MODAL  
DEVELOPMENT

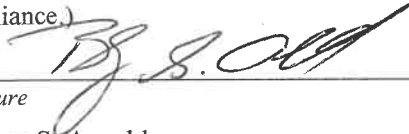
**DATE:** January 6, 2017  
**BUS TRANSIT SYSTEM:** Sumter County Transit  
**ADDRESS:** 319 E Anderson Ave  
Bushnell, FL 33513

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

1. The adoption of a System Safety Program Plan (SSPP) and the Security Program Plan (SPP) pursuant to Florida Department of Transportation safety standards set for in Rule Chapter 14-90, Florida Administrative Code (F.A.C.).  
Current date of Adopted SSPP: July 9, 2013                      Updated: March 25, 2016  
Current date of Adopted SPP: March 11, 2014

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

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

  
\_\_\_\_\_  
*Signature*  
Bradley S. Arnold  
\_\_\_\_\_  
*Name (Printed or Typed):*  
County Administrator  
\_\_\_\_\_  
*Title*

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

Marshall Winn  
\_\_\_\_\_  
*Name*  
319 E Anderson Ave  
\_\_\_\_\_  
*Address (Street Number)*  
Bushnell, FL 33513  
\_\_\_\_\_  
*Address (City, State, Zip Code)*  
Various dates ranging between July and December of 2016  
\_\_\_\_\_  
*Date(s) of Inspection*

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

Ride Right, LLC (General Manager: Mark Nelson)  
\_\_\_\_\_  
*Name*  
1525 Industrial Dr  
\_\_\_\_\_  
*Address (Street Number)*  
Wildwood, FL 34785  
\_\_\_\_\_  
*Address (City, State, Zip Code)*  
352-568-6683  
\_\_\_\_\_  
*Phone Number*

# APPENDIX E

FY 2016/17

Approved Rate Calculations

**Subject:** FW: Sumter FY2017-18 Rate Model Approval

**From:** Hearndon, Bill [<mailto:Bill.Hearndon@dot.state.fl.us>]  
**Sent:** Friday, April 21, 2017 3:16 PM  
**To:** Mills, Kyle  
**Subject:** Sumter FY2017-18 Rate Model Approval

Hi, Kyle.

I have reviewed the corrections and adjustments made to the attached 2017-18 Rate Model Calculation Spreadsheet for some of the most common procedural and utilization errors. Items previously noted have been addressed and it is approved for further review at the local level as appropriate. My review and opinion does not confirm the validity or accuracy of any financial or operational data elements that have been entered, nor does it address the reasonableness of the unsubsidized cost of services.

By copy of this email, I am advising your planning agency on our completion of this effort and the readiness to advance the spreadsheet to the LCB for approval and inclusion in the TDSP update.

When the time comes, I will produce your T/E grant contract with the trip rates from this spreadsheet presuming no further changes by the LCB.

		Ambul	Wheel Chair
1 in Section II) =	55,009	= 51,365	+ 3,644 +
Rate per Passenger Trip =		\$20.24	\$34.70

Bill

William E. "Bill" Hearndon  
Project Manager – Area 4/Capital Asset Manager  
Florida Commission for the Transportation Disadvantaged  
605 Suwannee Street, MS-49  
Tallahassee, Florida 32399-0450  
(850) 410-5700 – Main  
(850) 410-5713 – Direct  
(850) 410-5752 – Fax  
(800) 983-2435 – TD Helpline  
[Bill.Hearndon@dot.state.fl.us](mailto:Bill.Hearndon@dot.state.fl.us)  
[www.fdot.gov/CTD](http://www.fdot.gov/CTD)

**Don't forget to donate a \$1 or more to the Transportation Disadvantaged Trust Fund next time you renew your motor vehicle tag!**

## Preliminary Information Worksheet

Version 1.4

**CTC Name:**

Sumter County Board of County  
Commissioners

**County** (Service Area):

Sumter County

**Contact Person:**

Kyle Mills

**Phone #**

352-689-4447

Check Applicable Characteristic:

**ORGANIZATIONAL TYPE:**



Governmental



Private Non-Profit



Private For Profit

**NETWORK TYPE:**



Fully Brokered



Partially Brokered



Sole Source

***Once completed, proceed to the Worksheet entitled  
"Comprehensive Budget"***



Comprehensive Budget Worksheet

Version 1.4

CTC: Sumter County Board of County Commissioners  
County: Sumter County

1. Complete applicable GREEN cells in columns 2, 3, 4, and 7

	Prior Year's ACTUALS from Oct 1st of 2015 to Sept 30th of 2016	Current Year's APPROVED Budget, as amended from Oct 1st of 2016 to Sept 30th of 2017	Upcoming Year's PROPOSED Budget from Oct 1st of 2017 to Sept 30th of 2018	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price.  Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)

Local Non-Govt

Farebox	\$ 29,310	\$ 29,000	\$ 29,000	-1.1%	0.0%	All farebox received remains with operator and represents the total credits received from contracted operator invoices.
Medicaid Co-Pay Received	\$ -	\$ -	\$ -			
Donations/ Contributions	\$ -	\$ -	\$ -			
In-Kind, Contributed Services	\$ -	\$ -	\$ -			
Other	\$ -	\$ -	\$ -			
Bus Pass Program Revenue	\$ -	\$ -	\$ -			

Local Government

District School Board	\$ -	\$ -	\$ -			County Cash is provided as system match for 49 USC 5310, 5311, 5317, and CTD trip and equipment grant matching requirements. County in-kind consists of maintenance technician, maintenance workshop bay for fleet maintenance, vehicle parts, office space and utilities.  Other Cash is transportation contract services. A portion of county cash is drawn down using the rate model.
Compl. ADA Services	\$ -	\$ -	\$ -			
County Cash	\$ 519,263	\$ 436,721	\$ 519,601	-15.9%	19.0%	
County In-Kind, Contributed Services	\$ 171,840	\$ 181,790	\$ 184,976	5.8%	1.8%	
City Cash	\$ -	\$ -	\$ -			
City In-kind, Contributed Services	\$ -	\$ -	\$ -			
Other Cash	\$ 5,063	\$ 4,800	\$ 29,000	-5.2%	504.2%	
Other In-Kind, Contributed Services	\$ -	\$ -	\$ -			
Bus Pass Program Revenue	\$ -	\$ -	\$ -			

CTD

Non-Spons. Trip Program	\$ 268,114	\$ 343,158	\$ 289,611	28.0%	-15.6%	
Non-Spons. Capital Equipment	\$ -	\$ -	\$ -			
Rural Capital Equipment	\$ -	\$ -	\$ -			
Other TD (specify in explanation)	\$ -	\$ -	\$ -			
Bus Pass Program Revenue	\$ -	\$ -	\$ -			

USDOT & FDOT

49 USC 5307	\$ -	\$ -	\$ -			49 USC 5310 funds used for purchasing replacement vehicles. Other DOT= 49 USC 5316 JARC, which is invoiced based on the rate calculation to purchase trips. 5316 funds will be depleted in FY 2017.
49 USC 5310	\$ 237,233	\$ 342,909	\$ 211,041	44.5%	-38.5%	
49 USC 5311 (Operating)	\$ 274,168	\$ 283,990	\$ 291,331	3.6%	2.6%	
49 USC 5311(Capital)	\$ -	\$ -	\$ -			
Block Grant	\$ -	\$ -	\$ -			
Service Development	\$ -	\$ -	\$ -			
Commuter Assistance	\$ -	\$ -	\$ -			
Other DOT (specify in explanation)	\$ 112,937	\$ 74,752	\$ -	-33.8%	-100.0%	
Bus Pass Program Revenue	\$ -	\$ -	\$ -			

AHCA

Medicaid	\$ -	\$ -	\$ -			Sumter County has not provided any Medicaid trips since 03/01/2015.
Other AHCA (specify in explanation)	\$ -	\$ -	\$ -			
Bus Pass Program Revenue	\$ -	\$ -	\$ -			

DCF

Alcohol, Drug & Mental Health	\$ -	\$ -	\$ -			
Family Safety & Preservation	\$ -	\$ -	\$ -			
Comm. Care Dis./Aging & Adult Serv.	\$ -	\$ -	\$ -			
Other DCF (specify in explanation)	\$ -	\$ -	\$ -			
Bus Pass Program Revenue	\$ -	\$ -	\$ -			

DOH

Children Medical Services	\$ -	\$ -	\$ -			
County Public Health	\$ -	\$ -	\$ -			
Other DOH (specify in explanation)	\$ -	\$ -	\$ -			
Bus Pass Program Revenue	\$ -	\$ -	\$ -			

DOE (state)

Carl Perkins	\$ -	\$ -	\$ -			
Div of Blind Services	\$ -	\$ -	\$ -			
Vocational Rehabilitation	\$ -	\$ -	\$ -			
Day Care Programs	\$ -	\$ -	\$ -			
Other DOE (specify in explanation)	\$ -	\$ -	\$ -			
Bus Pass Program Revenue	\$ -	\$ -	\$ -			

AWI

WAGES/Workforce Board	\$ -	\$ -	\$ -			
Other AWI (specify in explanation)	\$ -	\$ -	\$ -			
Bus Pass Program Revenue	\$ -	\$ -	\$ -			

DOEA

Older Americans Act	\$ -	\$ -	\$ -			Other DOEA= From Mid-Florida Community Services, trips for seniors to congregate dining site. Trip rates charged are generated by this rate model.
Community Care for Elderly	\$ -	\$ -	\$ -			
Other DOEA (specify in explanation)	\$ 33,862	\$ 31,578	\$ 31,122	-6.7%	-1.4%	
Bus Pass Program Revenue	\$ -	\$ -	\$ -			

DCA

Community Services	\$ -	\$ -	\$ -			
Other DCA (specify in explanation)	\$ -	\$ -	\$ -			
Bus Pass Admin. Revenue	\$ -	\$ -	\$ -			

Comprehensive Budget Worksheet

Version 1.4

CTC: Sumter County Board of County Commissioners  
County: Sumter County

1. Complete applicable GREEN cells in columns 2, 3, 4, and 7

	Prior Year's ACTUALS from Oct 1st of 2015 to Sept 30th of 2016	Current Year's APPROVED Budget, as amended from Oct 1st of 2016 to Sept 30th of 2017	Upcoming Year's PROPOSED Budget from Oct 1st of 2017 to Sept 30th of 2018	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price.  Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

APD

Office of Disability Determination	\$	-	\$	-	\$	-			
Developmental Services	\$	-	\$	-	\$	-			
Other APD (specify in explanation)	\$	-	\$	-	\$	-			
Bus Pass Program Revenue	\$	-	\$	-	\$	-			

DJJ

(specify in explanation)	\$	-	\$	-	\$	-			
Bus Pass Program Revenue	\$	-	\$	-	\$	-			

Other Fed or State

xxx	\$	-	\$	-	\$	-			
xxx	\$	-	\$	-	\$	-			
xxx	\$	-	\$	-	\$	-			
Bus Pass Program Revenue	\$	-	\$	-	\$	-			

Other Revenues

Interest Earnings	\$	345	\$	450	\$	450	30.6%	0.0%	These funds are used as system subsidy.
Ride Right Vehicle Lease	\$	23	\$	23	\$	23	0.0%	0.0%	
Refund of Prior Yr Expenditures	\$	24	\$	-	\$	-	-100.0%		
Bus Pass Program Revenue	\$	-							

Balancing Revenue to Prevent Deficit

Actual or Planned Use of Cash Reserve	\$	-	\$	93,632	\$	19,597			
---------------------------------------	----	---	----	--------	----	--------	--	--	--

Balancing Revenue is Short By =

		None	None		
--	--	------	------	--	--

Total Revenues =

\$1,652,182	\$1,822,803	\$1,605,752	10.3%	-11.9%
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EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors!)							
Operating Expenditures							
Labor	\$ 34,736	\$ 36,790	\$ 37,396	5.9%	1.6%	Given the CTC is a complete borkerage, operating expenditures are for CTC and not the operator.	
Fringe Benefits	\$ 11,056	\$ 11,554	\$ 11,941	4.5%	3.3%		
Services	\$ 213	\$ 820	\$ 850	285.0%	3.7%		
Materials and Supplies	\$ 1,814	\$ 6,750	\$ 5,400	272.1%	-20.0%		
Utilities	\$ -	\$ -	\$ -			Vehicle parts are part of contributed services.	
Casualty and Liability	\$ 8,812	\$ 9,545	\$ 9,600	8.3%	0.6%		
Taxes	\$ -	\$ -	\$ -				
Purchased Transportation:							
Purchased Bus Pass Expenses	\$ -	\$ -	\$ -			Contracted Transportation Services: Ride Right	
School Bus Utilization Expenses	\$ -	\$ -	\$ -				
Contracted Transportation Services	\$ 1,095,096	\$ 1,104,000	\$ 1,104,000	0.8%	0.0%		
Other	\$ -	\$ -	\$ -				
Miscellaneous	\$ 1,688	\$ 10,341	\$ 17,099	512.6%	65.4%	Miscellaneous= training + membership dues + fuel + travel and per diem	
Operating Debt Service - Principal & Interest	\$ -	\$ -	\$ -			Contributed services= Maintenance technician + workbay + vehicle parts + office space + utilities	
Leases and Rentals	\$ -	\$ -	\$ -				
Contrib. to Capital Equip. Replacement Fund	\$ -	\$ -	\$ -				
In-Kind, Contributed Services	\$ 171,840	\$ 181,790	\$ 184,976	5.8%	1.8%		
Allocated Indirect	\$ -	\$ 80,203	\$ -		-100.0%	Match for equipment purchases with grant funds come from the general fund (BOCC).	
Capital Expenditures							
Equip. Purchases with Grant Funds	\$ 263,592	\$ 381,010	\$ 211,041	44.5%	-44.6%		
Equip. Purchases with Local Revenue	\$ -	\$ -	\$ 23,449				
Equip. Purchases with Rate Generated Rev.	\$ -	\$ -	\$ -				
Capital Debt Service - Principal & Interest	\$ -	\$ -	\$ -				
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Once completed, proceed to the Worksheet entitled "Budgeted Rate Base"

ACTUAL year GAIN (program revenue) MUST be reinvested as a trip or system subsidy. Adjustments must be Identified and explained in a following year, or applied as a Rate Base Adjustment to proposed year's rates on the next sheet.

Comprehensive Budget Worksheet

Version 1.4

CTC: Sumter County Board of County Commissioners  
County: Sumter County

1. Complete applicable **GREEN** cells in columns 2, 3, 4, and 7

	Prior Year's ACTUALS from Oct 1st of 2015 to Sept 30th of 2016	Current Year's APPROVED Budget, as amended from Oct 1st of 2016 to Sept 30th of 2017	Upcoming Year's PROPOSED Budget from Oct 1st of 2017 to Sept 30th of 2018	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price.  Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

Budgeted Rate Base Worksheet

Version 1.4

CTC: Sumter County Board of County Commissioners

County: Sumter County

1. Complete applicable **GREEN** cells in column 3; **YELLOW** and **BLUE** cells are automatically completed in column 3
2. Complete applicable **GOLD** cells in column and 5

	Upcoming Year's <b>BUDGETED</b> Revenues
	from
	Oct 1st of
	<b>2017</b>
	to
	Sept 30th of
	<b>2018</b>
<b>1</b>	<b>2</b>

What amount of the <u>Budgeted Revenue</u> in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate <u>Subsidy Revenue</u> <b>EXcluded from</b> the Rate Base	What amount of the <u>Subsidy Revenue</u> in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
<b>3</b>	<b>4</b>	<b>5</b>

REVENUES (CTC/Operators ONLY)

Local Non-Govt

Farebox	\$ 29,000
Medicaid Co-Pay Received	\$ -
Donations/ Contributions	\$ -
In-Kind, Contributed Services	\$ -
Other	\$ -
<b>Bus Pass Program Revenue</b>	\$ -

Local Government

District School Board	\$ -
Compl. ADA Services	\$ -
County Cash	\$ 519,601
County In-Kind, Contributed Services	\$ 184,976
City Cash	\$ -
City In-kind, Contributed Services	\$ -
Other Cash	\$ 29,000
Other In-Kind, Contributed Services	\$ -
<b>Bus Pass Program Revenue</b>	\$ -

CTD

Non-Spons. Trip Program	\$ 289,611
Non-Spons. Capital Equipment	\$ -
Rural Capital Equipment	\$ -
Other TD	\$ -
<b>Bus Pass Program Revenue</b>	\$ -

USDOT & FDOT

49 USC 5307	\$ -
49 USC 5310	\$ 211,041
49 USC 5311 (Operating)	\$ 291,331
49 USC 5311(Capital)	\$ -
Block Grant	\$ -
Service Development	\$ -
Commuter Assistance	\$ -
Other DOT	\$ -
<b>Bus Pass Program Revenue</b>	\$ -

AHCA

Medicaid	\$ -
Other AHCA	\$ -
<b>Bus Pass Program Revenue</b>	\$ -

DCF

Alcoh. Drug & Mental Health	\$ -
Family Safety & Preservation	\$ -
Comm. Care Dis./Aging & Adult Serv.	\$ -
Other DCF	\$ -
<b>Bus Pass Program Revenue</b>	\$ -

DOH

Children Medical Services	\$ -
County Public Health	\$ -
Other DOH	\$ -
<b>Bus Pass Program Revenue</b>	\$ -

DOE (state)

Carl Perkins	\$ -
Div of Blind Services	\$ -
Vocational Rehabilitation	\$ -
Day Care Programs	\$ -
Other DOE	\$ -
<b>Bus Pass Program Revenue</b>	\$ -

AWI

WAGES/Workforce Board	\$ -
AWI	\$ -
<b>Bus Pass Program Revenue</b>	\$ -

DOEA

Older Americans Act	\$ -
Community Care for Elderly	\$ -
Other DOEA	\$ 31,122
<b>Bus Pass Program Revenue</b>	\$ -

DCA

Community Services	\$ -
Other DCA	\$ -
<b>Bus Pass Program Revenue</b>	\$ -

\$ 29,000	\$ -	
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\$ 496,152	\$ 23,449	\$ 23,449
\$ -	\$ 184,976	
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\$ 29,000	\$ -	
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\$ 289,611	\$ -	\$ -
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\$ -	\$ 211,041	\$ 211,041
\$ 291,331	\$ -	
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\$ 31,122	\$ -	
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YELLOW cells  
are **NEVER** Generated by Applying Authorized Rates

BLUE cells  
Should be funds generated by rates in this spreadsheet

GREEN cells  
**MAY BE** Revenue Generated by Applying  
Authorized Rate per Mile/Trip Charges

Fill in that portion of budgeted revenue in Column 2 that will be **GENERATED** through the application of authorized per mile, per trip, or combination per trip plus per mile rates. Also, include the amount of funds that are Earmarked as local match for Transportation Services and **NOT** Capital Equipment purchases.

If the Farebox Revenues are used as a source of Local Match Dollars, then identify the appropriate amount of Farebox Revenue that represents the portion of Local Match required on any state or federal grants. This does not mean that Farebox is the only source for Local Match.

Please review all Grant Applications and Agreements containing State and/or Federal funds for the proper Match Requirement levels and allowed sources.

GOLD cells  
  
Fill in that portion of Budgeted Rate Subsidy Revenue in Column 4 that will come from Funds Earmarked by the Funding Source for Purchasing Capital Equipment. Also include the portion of Local Funds earmarked as Match related to the **Purchase of Capital Equipment** if a match amount is required by the Funding Source.



Worksheet for Program-wide Rates

CTC: Sumter County Board 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 Projected Passenger Miles = 517,103

Rate Per Passenger Mile = \$ 2.26

Total Projected Passenger Trips = 55,009

Rate Per Passenger Trip = \$ 21.20

Fiscal Year

2017 - 2018

Avg. Passenger Trip Length = 9.4 Miles

Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = \$ 3.11

Rate Per Passenger Trip = \$ 29.19

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

CTC: Sumter County E  
County: Sumter County

Version 1.4

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

SECTION 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 type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	STOP! Do NOT Complete Sections II - V for Stretcher Service	STOP! Do NOT Complete Sections II - V for Group Service

SECTION II: Contracted Services

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 type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
Answer # 2 for Ambulatory Service	Answer # 2 for Wheelchair Service	Do Not Complete Section II for Stretcher Service	Do Not Complete Section II for Group Service

2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?.....

<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <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?

Leave Blank	Leave Blank		

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	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

4. If you answered # 3 & want a Combined Rate per Trip PLUS a per Mile add-on for 1 or more services, INPUT the Desired per Trip Rate (but must be less than per trip rate in #3 above =  
Rate per Passenger Mile for Balance =

Combination Trip and Mile Rate			
Leave Blank and Go to Section III for Ambulatory Service	Leave Blank and Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

SECTION III: Escort Service

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

<input type="radio"/> Yes
<input checked="" type="radio"/> No

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

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

<input checked="" type="radio"/> Pass. Trip
<input type="radio"/> Pass. Mile

Leave Blank

per passenger mile?.....

# APPENDIX F

Operator Contract

Ride Right, LLC



**SUMTER COUNTY BOARD OF COMMISSIONERS  
EXECUTIVE SUMMARY**

**SUBJECT:** Approve and Execute Contract and Vehicle Lease Agreement with Ride Right, LLC for Provision of Public Transportation for Sumter County (Staff Recommends Approval).

**REQUESTED ACTION:** Staff Recommends Approval

☐ Work Session (Report Only)    **DATE OF MEETING:** 8/23/2016  
☒ Regular Meeting                      ☐ Special Meeting

**CONTRACT:** ☐ N/A                      Vendor/Entity: Ride Right, LLC  
Effective Date: 10/1/2016                      Termination Date: 9/30/2019  
Managing Division / Dept: Public Works / Transit

**BUDGET IMPACT:** \$1,075,000  
☒ Annual                      **FUNDING SOURCE:** Transit Fund  
☐ Capital                      **EXPENDITURE ACCOUNT:** 116-490-549-3400  
☐ N/A

**HISTORY/FACTS/ISSUES:**

On May 24, 2016, the BOCC awarded and approved contract negotiations with Ride Right, LLC for RFP 018-0-2016/RS Sumter County Transportation Services.

BOCC approval is now requested for the final Contract allowing Ride Right, LLC, to provide Sumter County's public transportation services beginning October 1, 2016.

**APPROVED**

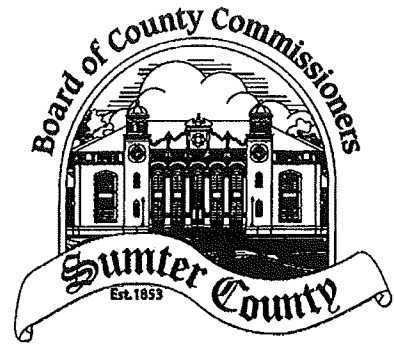
**August 23, 2016**

**SEE SEPARATE FOLDER  
FOR BACKUP DOCUMENTS**

# ***Board of County Commissioners***

## ***Sumter County, Florida***

7375 Powell Road, Suite 200 • Wildwood, FL 34785 • Phone (352) 689-4400 • FAX: (352) 689-4401  
Website: <http://sumtercountyfl.gov>



August 25, 2016

Will Bennett, Legal Department  
Ride Right, LLC  
16 Hawk Ridge Drive  
Lake Saint Louis, MO 63367

Dear Mr. Bennett:

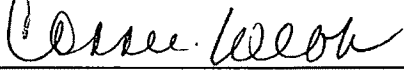
Enclosed for your records are a fully-executed original of the Standard Operator Contract and a fully-executed original of the Vehicle Lease Agreement approved by the Board of County Commissioners on August 23, 2016. Due to the size of the document I am not including the exhibits to the Standard Operator Contract. Should you require a copy of them, please contact me and I will make arrangements to provide them.

If there are any questions, please do not hesitate to contact our office at (352) 569-6615.

Very truly yours,

BOARD OF SUMTER COUNTY COMMISSIONERS

GLORIA R. HAYWARD  
CLERK & AUDITOR

By 

Connie Webb  
Deputy Clerk

Enclosures

Al Butler, Dist 1  
Second Vice Chairman  
(352) 689-4400  
7375 Powell Road  
Wildwood, FL 34785

Doug Gilpin, Dist 2  
Vice Chairman  
(352) 689-4400  
7375 Powell Road  
Wildwood, FL 34785

Don Burgess, Dist 3  
(352) 689-4400  
7375 Powell Road  
Wildwood, FL 34785

Garry Breeden, Dist 4  
Chairman  
(352) 689-4400  
7375 Powell Road  
Wildwood, FL 34785

Don Hahnfeldt, Dist 5  
(352) 689-4400  
7375 Powell Road  
Wildwood, FL 34785

Bradley S. Arnold,  
County Administrator  
(352) 689-4400  
7375 Powell Road  
Wildwood, FL 34785

Gloria R. Hayward, Clerk & Auditor  
(352) 569-6600  
215 East McCollum Avenue  
Bushnell, FL 33513

County Attorney  
The Hogan Law Firm  
Post Office Box 485  
Brooksville, Florida 34605



Via Federal Express

August 18, 2016

Sumter County Board of County Commissioners  
7375 Powell Road Suite 140  
Wildwood, FL 34785  
ATTN: Kyle Mills  
Administrative Professional

RE: Ride Right, LLC Standard Operator Contract

Dear Mr. Mills:

Enclosed, please find the following:

1. Two (2) original partially-executed copies of the State of Florida Commission for the Transportation Disadvantage Standard Operator Contract between the Sumter County Board of County Commissioners and Ride Right, LLC; and
2. Two (2) original partially-executed copies of Exhibit L – Vehicle Lease Agreement.

Please be aware that the only change we made to the contract was that we replaced Patrick McNiff, Vice President-Operations, with Joseph Hogan, Regional Vice President, as Ride Right's representative under Section K on page 9.

Once the contract and Exhibit L are fully executed, please send copies to:

Ride Right, LLC  
16 Hawk Ridge Drive  
Lake St. Louis, MO 63367  
Attn: Will Bennett, Legal Department

Thank you for your attention to this matter. Feel free to contact me if you have any questions or concerns.

Sincerely,

**Will Bennett**  
**Staff Counsel, Ride Right, LLC**  
Ph: 636.695.5520 | Fax: 636.561.2962  
16 Hawk Ridge Drive, Lake Saint Louis, MO 63367

Enclosures

Effective: 10-01-2016 to 9-30-2019

STATE OF FLORIDA  
COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

STANDARD OPERATOR CONTRACT

**THIS CONTRACT** is entered into between the Sumter County Board of County Commissioners, designated pursuant to Chapter 427, F.S., to serve the transportation disadvantaged for the community that includes the entire area of Sumter County, and hereinafter referred to as the "COUNTY" and Ride Right, LLC, hereinafter referred to as the OPERATOR. The terms and conditions of this Contract are effective October 1, 2016 and will continue through September 30, 2019 with the option of two (2), one (1)-year renewals.

WHEREAS, the COUNTY is required, under Rule 41-2.011, F.A.C., when cost effective and efficient, to enter into a contract with a transportation OPERATOR to provide transportation services; and

WHEREAS, transportation disadvantaged funds includes any local government, state or federal funds that are for the transportation of transportation disadvantaged; and

WHEREAS, the COUNTY desires to contract with the OPERATOR for the provision of transportation services for the transportation disadvantaged; and

WHEREAS, the COUNTY believes it to be in the public interest to provide such transportation services through the OPERATOR for the residents of the service area who are clients of the OPERATOR; and

WHEREAS, the OPERATOR will provide the COUNTY the opportunity to develop a proposal for any new transportation services needed; and

WHEREAS, the OPERATOR, in an effort to coordinate available resources, will make available transportation services to the COUNTY.

WHEREAS, this Contract allows for the provisions of transportation services be provided by the OPERATOR, in accordance with Chapter 427, F.S., Rule 41-2, F.A.C., and the most current COUNTY policies.

NOW, THEREFORE, in consideration of the mutual covenants, promises and representations herein, the parties agree as follows:

I. THE OPERATOR SHALL:

- A. Provide services according to the conditions specified in the Scope of Services in RFP # 018-0-2016/RS (Exhibit A).

- B. Coordinate available resources and make available transportation services to the COUNTY. Any subcontract must comply with the Standard Commission for Transportation Disadvantaged contract and must be reviewed and approved by the COUNTY prior to implementation.
- C. Report monthly to the COUNTY on a monthly basis and annually on or before August 1<sup>st</sup> of each new State fiscal year (July-June) an Annual Operating Report (AOR) detailing demographic, operational and financial data regarding coordination activities in the designated service area. The report shall be prepared on forms provided by the COUNTY.
- D. Comply with audit and recordkeeping requirements by:
1. Utilizing the Commission for Transportation Disadvantaged, hereinafter referred to as the Commission, recognized Chart of Accounts defined in the Transportation Accounting Consortium Model Uniform Accounting System for Rural and Specialized Transportation Providers (uniform accounting system) for all transportation disadvantaged accounting and reporting purposes. The OPERATOR with existing and equivalent accounting systems are not required to adopt the Chart of Accounts in lieu of their existing Chart of Accounts but shall prepare all reports, invoices, and fiscal documents relating to the transportation disadvantaged functions and activities using the chart of accounts and accounting definitions as outlined in the above referenced manual.
  2. Maintaining and filing with the COUNTY such progress, fiscal, inventory and other reports as the COUNTY may require during the period of this contract.
  3. Install telephone hardware/software in order to monitor and report holding times
  4. By reserving to the COUNTY, the right to conduct finance and compliance audits at any time. Such audits conducted by the COUNTY will be at the expense of the COUNTY.
- E. Retain all financial records, supporting documents, statistical records, and any other documents pertinent to this Agreement for a period of five (5) years after termination of this Agreement. If an audit has been initiated and audit findings have not been resolved at the end of the five (5) years, the records shall be retained until resolution of the audit findings. The OPERATOR shall assure that these records shall be subject to inspection, review, or audit at all reasonable times by persons duly authorized by the COUNTY or Commission or this Agreement. The Commission and the COUNTY shall have full access to and the right to examine any of the records and documents during the retention period.
- F. Comply with Safety Requirements by:
1. Complying with Section 341.061, F.S., and Rule 14-90, F.A.C., concerning System Safety or complying with Chapter 234.051, F.S.;
  2. Assuring compliance with local, state, and federal laws, and Commission policies relating to drug testing, and;

3. Complying with COUNTY's System Safety Program Plan (SSPP), Exhibit B, for designated service area.
- G. Comply with COUNTY insurance requirements by maintaining at least minimum liability insurance coverage in the amount of \$1,000,000 for any one person and \$2,000,000 per occurrence at all times during the existence of this Contract. Upon the execution of this Contract, the OPERATOR shall add the COUNTY as an additional named insured to all insurance policies covering vehicles leased to Operator by COUNTY. In the event of any cancellation or changes in the limits of liability in the insurance policy, the insurance agent or broker shall notify the COUNTY. The OPERATOR shall furnish the COUNTY written verification of the existence of such insurance coverage prior to the execution of this Contract. Insurance coverage in excess of \$1 million per occurrence must be approved by the COUNTY and/or the Transportation Disadvantaged Coordinating Board (TDCB) before inclusion in this contract or in the justification of rates and fare structures, s. 41-2.006(1), FAC. The OPERATOR shall at all times, carry Professional Liability, General Liability, Automobile and Worker's Compensation Insurance pursuant to the insurance requirements in RFP # 018-0-2016/RS, naming the COUNTY as an additional insured in each such policy.
- H. Safeguard information by not using or disclosing any information concerning a user of services under this Agreement for any purpose not in conformity with the local, state and federal regulations, including but not limited to 45 CFR, Part 205.50, except upon order of a court of competent jurisdiction, written consent of the recipient, or his/her responsible parent or guardian when authorized by law.
- I. Protect Civil Rights by:
1. Complying with Title VI of the Civil Rights Act of 1964 and Section 504 of the Rehabilitation Act of 1973, as amended. The OPERATOR gives this assurance in consideration of and for the purpose of obtaining federal grants, loans, contracts (except contracts of insurance or guaranty), property, discounts, or other federal financial assistance to programs or activities receiving or benefiting from federal financial assistance and agreeing to complete a Civil Rights Compliance Questionnaire if so required by the COUNTY. OPERATOR shall also assure compliance with the Sumter County Transit Title VI Program (Exhibit E).
  2. Agreeing that compliance with this assurance constitutes a condition of continued receipt of or benefit from federal financial assistance, and that it is binding upon the OPERATOR, its successors, subOPERATORS, transferees, and assignees for the period during which such assistance is provided. Assuring that OPERATORS, subOPERATORS, sub grantees, or others with whom the COUNTY arranges to provide services or benefits to participants or employees in connection with any of its programs and activities are not discriminating against those participants or employees in violation of the above statutes, regulations, guidelines, and standards. In the event of failure to comply, the OPERATOR agrees that the COUNTY may, at its discretion, seek a court order requiring compliance with the terms of this assurance or seek other appropriate judicial or administrative relief, to include assistance being terminated and further assistance being denied.

J. OPERATOR's obligation to indemnify, defend, and pay for the defense or at the COUNTY's option, to participate and associate with the COUNTY in the defense and trial of any claim and any related settlement negotiations, shall be triggered by the COUNTY's notice of claim for indemnification to the OPERATOR. OPERATOR's inability to evaluate liability or its evaluation of liability shall not excuse the OPERATOR's duty to defend and indemnify within seven (7) days after such notice by the COUNTY is given by registered mail. Only an adjudication or judgment after the highest appeal is exhausted specifically finding the COUNTY solely negligent shall excuse performance of this provision by the OPERATOR. OPERATOR shall pay all costs and fees related to this obligation and its enforcement by the COUNTY. The COUNTY's failure to notify OPERATOR of a claim shall not release OPERATOR of the above duty to defend.

K. Comply with all standards and performance requirements of the:

1. The Commission for the Transportation Disadvantaged, Standards and Performance Requirements;
2. The TDCB approved and amended Transportation Disadvantaged Service Plan (TDSP), Exhibit B, and;
3. The Vehicle Lease Agreement (Exhibit L);

4. The failure by any entities that purchase service to meet the requirements or obligations set forth in this Contract, and performance requirements established and monitored by the TDCB in the approved TDSP shall be just cause for non-payment of reimbursement invoices until such deficiencies have been addressed or corrected to the satisfaction of the COUNTY;

5. The following provisions are a requirement of the Commission for Transportation Disadvantaged concerning all subcontractors:

No member, officer, or employee of the Operator during his tenure or for one year thereafter shall have any interest, direct or indirect, in this contract or the proceeds thereof.

Payment to Subcontractors: Payment to the Grantee to all subcontractors with approved third party contracts shall be in compliance with Section 287.0585, Florida Statutes. Each third party contract from the Grantee to a subOPERATOR for goods or services to be performed in whole or in part with Transportation Disadvantaged Trust Fund moneys must contain the following statement:

When a OPERATOR received from a state agency any payment for contractual services, commodities, supplies, or construction contracts, except those construction contracts subject to the provisions of chapter 339, the OPERATOR shall pay such moneys received to each subOPERATOR and supplier in proportion to the percentage of work completed by each subOPERATOR and supplier at the time of receipt of the payment. If the OPERATOR receives less than full payment, then the OPERATOR shall be required to disburse only the funds received on a pro rata basis with the OPERATOR, subcontractors, and suppliers, each receiving a prorated portion based on

the amount due on the payment. If the OPERATOR without reasonable cause fails to make payments required by this section to subcontractors and suppliers within seven (7) working days after the receipt by the OPERATOR of full or partial payment, the OPERATOR shall pay to the subcontractors and suppliers a penalty in the amount of one-half of one percent of the amount due, per day, from the expiration of the period allowed herein for payment. Such penalty shall be in addition to actual payments owed and shall not exceed 15 percent of the outstanding balance due. In addition to other fines or penalties, a person found not in compliance with any provision of this subsection may be ordered by the court to make restitution for attorney's fees and all related costs to the aggrieved party or the Department of Legal Affairs when it provides legal assistance pursuant to this section. The Department of Legal Affairs may provide legal assistance to subcontractors or vendors in proceedings brought against OPERATORs under the provisions of this section.

- L OPERATOR represents and agrees that the damages that will be sustained as a result of the OPERATOR's breaches as described below are not readily ascertainable, that the sums as described below as liquidated damages for such breaches are reasonable and appropriate given the uncertain nature of the damages that will be sustained by the COUNTY, and that said liquidated damages are not a penalty. If the OPERATOR fails to perform the services within the time specified or at the level of performance specified in this Contract, the OPERATOR shall, in place of actual damages, pay to the COUNTY liquidated damages as specified below. The OPERATOR shall make payment of assessed liquidated damages to the COUNTY within thirty (30) calendar days after notification of the assessment. The COUNTY reserves the right to deduct from monies due or to become due any unpaid assessed liquidated damages. If the COUNTY terminates this Contract in whole or in part under the Default clause, the OPERATOR is liable for liquidated damages accruing until the date of termination and service ceases. These liquidated damages are in addition to excess costs of repurchase under the Termination clause. The OPERATOR will not be charged with liquidated damages when the delay or lack of performance is beyond the control and without the fault or negligence of the OPERATOR as defined in the Default clause in this Contract. Liquidated damages will be enforced beginning October 1, 2016, and the schedule of liquidated damages is listed below:

1. On-Time Performance Liquidated Damage: OPERATOR shall maintain an acceptable on-time performance rate of at least 96% and shall not establish a pattern of untimely pickups. The on-time performance goal is based on the number of completed trips picked up within the negotiated pickup window. On-time performance will be determined based upon a review of all service for the calendar month. Liquidated damages in the amount of \$1,000 shall be assessed against the OPERATOR for any month in which on-time performance falls between 95.9% and 92%. On-time performance below 92% shall be assessed against the OPERATOR in the amount of \$2,500 and may be considered a breach of contract.
2. Contract Compliance Liquidated Damage: Each instance of OPERATOR's noncompliance in the areas of drivers and vehicles shall be assessed a liquidated damage of \$60 per incident.
  - A. Drivers: All drivers (or driver records) found to be out of compliance with the terms of this Contract must be re-inspected prior to being put into or returned



to service. This includes all required driver records, drug and alcohol testing, uniforms, ID badge, licenses, registration and training.

- B. Vehicles: All vehicles found to be out of compliance with the terms of this Contract must be re-inspected prior to being put into or returned to service. This includes all required safety features, ADA compliance, maintenance records, vehicle signage, accident damage and vehicle condition.
- C. Service Delivery Liquidated Damage: The OPERATOR shall be assessed a liquidated damage of \$60 per incident for each of the below situations for each service delivery violation.
  - Dwell (Waiting) Time: Drivers are required to wait for a client at a pickup point for a minimum of five (5) minutes.
  - Client Assistance: Drivers failing to provide required assistance to a customer.
  - Improper Drop-off: Clients who are dropped off at the wrong address.
  - Missed Trips: A trip in which the vehicle is so late the customer cannot receive service.

3. Reports: Failure of the OPERATOR to timely submit to the COUNTY a required report, response or document which may include, but not be limited to, monthly reports, operating summaries, rosters, lists, service data summaries, complaint responses, accident reports, failure to maintain data base in real time and National Transit Database reports, shall result in the assessment of liquidated damages against the OPERATOR in the amount of \$45 per day for every day the report/response document is submitted untimely. Reports/response documents deemed by the COUNTY to be incomplete and/or inaccurate shall be considered untimely.

- M. Provide Corrective Action. A corrective action notice is a written notice from the COUNTY to the OPERATOR that the OPERATOR is in breach of certain provisions of this Contract and that correction is required. Any corrective action notice will specify a reasonable time for corrective action to be completed. The OPERATOR agrees to implement the Corrective Action specified in the notice and provide written documentation to substantiate the implementation of the Corrective Action.
- N. All contracts, subcontracts, coordination contracts will be reviewed at least annually by the COUNTY and TDCB for conformance with the requirements of this Contract.
- O. Return to the COUNTY any overpayments due to unearned funds or funds disallowed pursuant to the terms of this Contract that were disbursed to the OPERATOR by the COUNTY. The OPERATOR shall return any overpayment within thirty (30) calendar days after either discovery by the OPERATOR, or notification of the OPERATOR by the COUNTY or entity purchasing transportation, whichever is earlier. In the event that the COUNTY first discovers an overpayment has been made, the COUNTY will notify the OPERATOR by letter of such a finding. Should repayment not be made in a timely manner, the COUNTY or purchasing entity will charge interest (3% per annual) after thirty (30) calendar days following the date of notification or discovery, or the COUNTY will deduct said amount from future invoices.

- P. Provide adequate and suitable working space with wireless or hardwired Internet connection for the Transit Administrative Professional when at OPERATOR facility.
- Q. In performing this Contract, the OPERATOR shall not discriminate against any employee or applicant for employment because of race, age, disability, creed, color, sex, marital status, sexual orientation or national origin. Such action shall include, but not be limited to, the following: employment upgrading, demotion or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The OPERATOR shall insert the foregoing provision modified only to show the particular contractual relationship in all its contracts in connection with the development of operation of the Contract, except contracts for the standard commercial supplies or raw materials, and shall require all such OPERATORS to insert a similar provision in subcontracts relating to the performance of this Contract, except subcontracts for standard commercial supplies or raw materials. The OPERATOR shall post, in conspicuous places available to employees and applicants for employment for OPERATOR work, notices setting forth the provisions of the nondiscrimination clause.
- R. By execution of this Contract, the OPERATOR represents that it has not paid and, also, agrees not to pay, any bonus or commission for the purpose of obtaining an approval of its application for the financing hereunder. Funds disbursed to the OPERATOR under this Contract shall not be expended for the purpose of lobbying the Legislature, the judicial branch, or a state agency.

## II. THE COUNTY SHALL:

- A. Recognize the OPERATOR as described in Chapter 427, F.S., and Rule 41-2, F.A.C.
- B. Insure that entities with Transportation Disadvantaged (TD) funds will purchase TD services through the coordinated system.
- C. At a minimum, annually monitor the OPERATOR for insurance, safety and reporting requirements, pursuant to Chapter 427, F.S., and Rule 41-2, F.A.C. The information contained in the Annual Operating Report must be collected, monthly from the OPERATOR.
- D. Reimburse OPERATOR monthly upon receipt of valid invoice and required documentation due to COUNTY on or before the 9<sup>th</sup> day of the month after service is provided. Payment to OPERATOR will be made in accordance with Rate Schedule (Exhibit K). Total reimbursement to the OPERATOR for services rendered under this contract cannot exceed \$1,075,000 annually without prior approval by the COUNTY.
- E. Provide vehicles according to the conditions specified in the Vehicle Lease Agreement (Exhibit L).

## III. THE OPERATOR AND COUNTY FURTHER AGREE:

- A. Nothing in the Contract shall require the COUNTY to observe or enforce compliance with any provision thereof, perform any other act or do any other thing in contravention of any applicable state law. If any provision of the Contract is found by a court of law to violate any applicable state law, the purchasing entity will at once notify the COUNTY in writing in order that appropriate changes and modification may be made by the COUNTY and the OPERATOR to the end that the OPERATOR may proceed as soon as possible with the provision of transportation services.
- B. If any part or provision of this Contract is held invalid, the remainder of this Contract shall be binding on the parties hereto.
- C. Termination Conditions:
1. Termination at Will - This Contract may be terminated by either party upon no less than ninety (90) days notice, without cause. Said notice shall be delivered by certified mail, return receipt required, or in person with proof of delivery.
  2. Termination due to Lack of Designation - In the event that the COUNTY so designated by the TDCB and approved by the Commission, loses its designation, this contract is terminated immediately upon notification to the OPERATOR. Notice shall be delivered by certified mail, return receipt requested, or in person, with proof of delivery. Notice shall be effective upon receipt.
  3. Termination due to Disapproval of Memorandum of Agreement - In the event that the Commission does not accept and approve any contracted transportation rates listed within the Memorandum of Agreement, this Contract is terminated immediately upon notification to the OPERATOR. Notice shall be delivered by certified mail, return receipt requested, or in person, with proof of delivery. Notice shall be effective upon receipt.
  4. Termination due to Lack of Funds - In the event funds to finance this contract become unavailable, the COUNTY may terminate the contract with no less than twenty-four (24) hours written notice to the OPERATOR. Notice shall be delivered by certified mail, return receipt requested, or in person, with proof of delivery. Notice shall be effective upon receipt. The COUNTY shall be the final authority as to the availability of funds.
  5. Termination for Breach - Unless the OPERATOR's breach is waived by the COUNTY in writing, the COUNTY may, by written notice to the OPERATOR, terminate this Contract upon no less than twenty-four (24) hours notice. Notice shall be delivered by certified mail, return receipt requested, or in person with proof of delivery. Waiver by the COUNTY of breach of any provision of this Contract shall not be deemed to be a waiver of any other breach and shall not be construed to be a modification of the terms of this Contract, and shall not act as a waiver or estoppel to enforcement of any provision of this Contract. The provisions herein do not limit the COUNTY's right to remedies at law or to damages.
  6. Upon receipt of a notice of termination of this Contract for any reason, the OPERATOR shall cease service and prepare all final reports and documents required by the terms of this Contract. A final invoice shall be sent to the COUNTY within thirty (30) days after the termination of this Contract.

- D. Renegotiations or Modifications of this Contract shall only be valid when they have been reduced to writing, duly approved by the COUNTY, and signed by both parties hereto.
- E. OPERATOR shall assign no portion of this Contract without the prior express written consent of the COUNTY.
- F. This Contract is the entire agreement between the parties.
- G. Exhibits A, B, C, D, E, F, G, H, I, J, K, L are an integral part of the Contract and are hereby incorporated into this Contract, in haec verba.
- H. The Parties to this Agreement acknowledge and agree that in the event litigation is initiated to enforce any of its terms and conditions, the prevailing party in any such litigation shall be entitled to recover their reasonable attorney's fees and costs, including all reasonable attorney's fees and costs incurred on appeal.
- I. The parties acknowledge and agree that venue for any state court action brought to enforce the terms of this Agreement shall lie in the Court of Sumter County, Florida, having competent jurisdiction, and in the Middle District of Florida, Tampa Division, for any federal claims.
- J. OPERATOR acknowledges and agrees that it is obligated to comply with COUNTY's E-Verify Policy by virtue of the fact that this Agreement contemplates the use of state funding. OPERATOR agrees to provide COUNTY with documentation demonstrating compliance with it's E-Verify Policy upon demand.
- K. Notice and Contact:

The name and address of the contract manager for the COUNTY for this Contract is:

Kyle Mills, Administrative Professional  
7375 Powell Road Suite 140  
Wildwood, Florida 34785  
Phone: 352.689.4447  
kyle.mills@sumtercountyfl.gov

The representative/position of the OPERATOR responsible for administration of the program under this contract is:

Joey Hogan, Vice President-Operations  
/Ride Right, LLC  
16 Hawk Ridge Drive  
Lake St. Louis, MO 63367  
Phone: 510.557.4581  
jhogan@ride-right.net

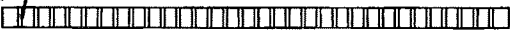
In the event that different representatives are designated by either party after execution of this Contract, notice of the name and address of the new representative will be rendered in writing to the other party and said notification attached to originals of this Contract.


This contract and its Exhibits contain all the terms and conditions agreed upon by the parties hereto.


WITNESS WHEREOF, the parties hereto have caused these presents to be executed.

RIDE RIGHT, LLC

SUMTER COUNTY BOARD OF COUNTY COMMISSIONERS

*Alaina Macia*  
BY:   
TITLE: Alaina Macia, President and CEO

*Garry Breeden*  
BY:   
TITLE: Garry Breeden, Chairman

WITNESS: *[Signature]*  
BY:   
*Will Bennett, Staff Counsel*



WITNESS: *Connie Webb, D.C.*  
  
Sumter County Clerk of the Court  
Connie Webb  
DEPUTY CLERK

-----  
Effective: 10-01-2011 to 9-30-2014

STATE OF FLORIDA  
COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

STANDARD OPERATOR CONTRACT

**THIS CONTRACT** is entered into between the Sumter County Board of County Commissioners, designated pursuant to Chapter 427, F.S., to serve the transportation disadvantaged for the community that includes the entire area of Sumter County, and hereinafter referred to as the "COUNTY" and Ride Right, LLC, hereinafter referred to as the OPERATOR. The terms and conditions of this Contract are effective October 1, 2011 and will continue through September 30, 2014 with the option of two (2), one (1)-year renewals.

WHEREAS, the COUNTY is required, under Rule 41-2.011, F.A.C., when cost effective and efficient, to enter into a contract with a transportation OPERATOR to provide transportation services; and

WHEREAS, transportation disadvantaged funds includes any local government, state or federal funds that are for the transportation of transportation disadvantaged; and

WHEREAS, the COUNTY desires to contract with the OPERATOR for the provision of transportation services for the transportation disadvantaged; and

WHEREAS, the COUNTY believes it to be in the public interest to provide such transportation services through the OPERATOR for the residents of the service area who are clients of the OPERATOR; and

WHEREAS, the OPERATOR will provide the COUNTY the opportunity to develop a proposal for any new transportation services needed; and

WHEREAS, the OPERATOR, in an effort to coordinate available resources, will make available transportation services to the COUNTY.

WHEREAS, this Contract allows for the provisions of transportation services be provided by the OPERATOR, in accordance with Chapter 427, F.S., Rule 41-2, F.A.C., and the most current COUNTY policies.

NOW, THEREFORE, in consideration of the mutual covenants, promises and representations herein, the parties agree as follows:

**I. THE OPERATOR SHALL:**

- A. Provide services according to the conditions specified in Exhibit I (RFP# 006-0-2011/AT).

- B. Coordinate available resources and make available transportation services to the COUNTY. Any subcontract must comply with the Standard Commission for Transportation Disadvantaged contract and must be reviewed and approved by the COUNTY prior to implementation. Such services shall be provided in accordance with Exhibit III.
- C. Report monthly to the COUNTY as described in Exhibit I, (pages 27-28 of 31) and annually on or before August 1<sup>st</sup> of each new State fiscal year (July-June) an Annual Operating Report (AOR) detailing demographic, operational and financial data regarding coordination activities in the designated service area. The report shall be prepared on forms provided by the COUNTY.
- D. Comply with audit and recordkeeping requirements by:
1. Utilizing the Commission for Transportation Disadvantaged, hereinafter referred to as the Commission, recognized Chart of Accounts defined in the Transportation Accounting Consortium Model Uniform Accounting System for Rural and Specialized Transportation Providers (uniform accounting system) for all transportation disadvantaged accounting and reporting purposes. The OPERATOR with existing and equivalent accounting systems are not required to adopt the Chart of Accounts in lieu of their existing Chart of Accounts but shall prepare all reports, invoices, and fiscal documents relating to the transportation disadvantaged functions and activities using the chart of accounts and accounting definitions as outlined in the above referenced manual.
  2. Maintaining and filing with the COUNTY such progress, fiscal, inventory and other reports as the COUNTY may require during the period of this contract.
  3. Install telephone hardware/software in order to monitor and report holding times.
  4. By reserving to the COUNTY, the right to conduct finance and compliance audits at any time. Such audits conducted by the COUNTY will be at the expense of the COUNTY.
- E. Retain all financial records, supporting documents, statistical records, and any other documents pertinent to this Agreement for a period of five (5) years after termination of this Agreement. If an audit has been initiated and audit findings have not been resolved at the end of the five (5) years, the records shall be retained until resolution of the audit findings. The OPERATOR shall assure that these records shall be subject to inspection, review, or audit at all reasonable times by persons duly authorized by the COUNTY or Commission or this Agreement. The Commission and the COUNTY shall have full access to and the right to examine any of the records and documents during the retention period.
- F. Comply with Safety Requirements by:
1. Complying with Section 341.061, F.S., and Rule 14-90, F.A.C., concerning System Safety or complying with Chapter 234.051, F.S.;
  2. Assuring compliance with local, state, and federal laws, and Commission policies relating to drug testing, and;

3. Complying with COUNTY's System Safety Program Plan (SSPP) for designated service area. Exhibit II [Transportation Disadvantaged Service Plan (TDSP), Section 5]
- G. Comply with COUNTY insurance requirements by maintaining at least minimum liability insurance coverage in the amount of \$1,000,000 for any one person and \$2,000,000 per occurrence at all times during the existence of this Contract. Upon the execution of this Contract, the OPERATOR shall add the COUNTY as an additional named insured to all insurance policies covering vehicles leased to Operator by COUNTY. In the event of any cancellation or changes in the limits of liability in the insurance policy, the insurance agent or broker shall notify the COUNTY. The OPERATOR shall furnish the COUNTY written verification of the existence of such insurance coverage prior to the execution of this Contract. Insurance coverage in excess of \$1 million per occurrence must be approved by the COUNTY and/or the Transportation Disadvantaged Coordinating Board (TDCB) before inclusion in this contract or in the justification of rates and fare structures, s. 41-2.006(1), FAC.. The OPERATOR shall at all times, carry General Liability, Automobile and Worker's Compensation Insurance pursuant to the insurance requirements in RFP # 006-0-2011/AT, naming the COUNTY as an additional insured in each such policy.
- H. Safeguard information by not using or disclosing any information concerning a user of services under this Agreement for any purpose not in conformity with the local, state and federal regulations, including but not limited to 45 CFR, Part 205.50, except upon order of a court of competent jurisdiction, written consent of the recipient, or his/her responsible parent or guardian when authorized by law.
- I. Protect Civil Rights by:
1. Complying with Title VI of the Civil Rights Act of 1964 and Section 504 of the Rehabilitation Act of 1973, as amended. The OPERATOR gives this assurance in consideration of and for the purpose of obtaining federal grants, loans, contracts (except contracts of insurance or guaranty), property, discounts, or other federal financial assistance to programs or activities receiving or benefiting from federal financial assistance and agreeing to complete a Civil Rights Compliance Questionnaire if so required by the COUNTY. OPERATOR shall also assure compliance with the nine items listed under "Civil Rights", Exhibit 1 (page 26 of 31).
  2. Agreeing that compliance with this assurance constitutes a condition of continued receipt of or benefit from federal financial assistance, and that it is binding upon the OPERATOR, its successors, subcontractors, transferees, and assignees for the period during which such assistance is provided. Assuring that OPERATORS, subcontractors, sub grantees, or others with whom the COUNTY arranges to provide services or benefits to participants or employees in connection with any of its programs and activities are not discriminating against those participants or employees in violation of the above statutes, regulations, guidelines, and standards. In the event of failure to comply, the OPERATOR agrees that the COUNTY may, at its discretion, seek a court order requiring compliance with the terms of this assurance or seek other appropriate judicial or administrative relief, to include assistance being terminated and further assistance being denied.



- J. OPERATOR's obligation to indemnify, defend, and pay for the defense or at the COUNTY's option, to participate and associate with the COUNTY in the defense and trial of any claim and any related settlement negotiations, shall be triggered by the COUNTY's notice of claim for indemnification to the OPERATOR. OPERATOR's inability to evaluate liability or its evaluation of liability shall not excuse the OPERATOR's duty to defend and indemnify within seven (7) days after such notice by the COUNTY is given by registered mail. Only an adjudication or judgment after the highest appeal is exhausted specifically finding the COUNTY solely negligent shall excuse performance of this provision by the OPERATOR. OPERATOR shall pay all costs and fees related to this obligation and its enforcement by the COUNTY. The COUNTY's failure to notify OPERATOR of a claim shall not release OPERATOR of the above duty to defend.
- K. Comply with all standards and performance requirements of the:
1. The Commission for The Transportation Disadvantaged, Standards and Performance Requirements (Exhibit III);
  2. The TDCB approved and amended Transportation Disadvantaged Service Plan (TDSP),(Exhibit II) and;
  3. The Vehicle Lease Agreement (Exhibit IV);
  4. The Medicaid Non-Emergency Transportation (NET) Program Agreement (Exhibit V); and,
  5. The. failure by any entities that purchase service to meet the requirements or obligations set forth in this Contract, and performance requirements established and monitored by the TDCB in the approved TDSP shall be just cause for non-payment of reimbursement invoices until such deficiencies have been addressed or corrected to the satisfaction of the COUNTY;
  6. The following provisions are a requirement of the Commission for Transportation Disadvantaged concerning all subcontractors:

No member, officer, or employee of the Operator during his tenure or for one year thereafter shall have any interest, direct or indirect, in this contract or the proceeds thereof.

Payment to Subcontractors: Payment to the Grantee to all subcontractors with approved third party contracts shall be in compliance with Section 287.0585, Florida Statutes. Each third party contract from the Grantee to a subcontractor for goods or services to be performed in whole or in part with Transportation Disadvantaged Trust Fund moneys must contain the following statement:

When a contractor received from a state agency any payment for contractual services, commodities, supplies, or construction contracts, except those construction contracts subject to the provisions of chapter 339, the contractor shall pay such moneys received to each subcontractor and supplier in proportion to the percentage of work completed by each subcontractor and supplier at the time of receipt of the payment. If the contractor receives less than full payment, then the contractor shall be required to disburse only the funds received on a pro rata basis with the contractor, subcontractors,

and suppliers, each receiving a prorated portion based on the amount due on the payment. If the contractor without reasonable cause fails to make payments required by this section to subcontractors and suppliers within seven (7) working days after the receipt by the contractor of full or partial payment, the contractor shall pay to the subcontractors and suppliers a penalty in the amount of one-half of one percent of the amount due, per day, from the expiration of the period allowed herein for payment. Such penalty shall be in addition to actual payments owed and shall not exceed 15 percent of the outstanding balance due. In addition to other fines or penalties, a person found not in compliance with any provision of this subsection may be ordered by the court to make restitution for attorney's fees and all related costs to the aggrieved party or the Department of Legal Affairs when it provides legal assistance pursuant to this section. The Department of Legal Affairs may provide legal assistance to subcontractors or vendors in proceedings brought against contractors under the provisions of this section.

- L. OPERATOR represents and agrees that the damages that will be sustained as a result of the OPERATOR's breaches as described below are not readily ascertainable, that the sums as described below as liquidated damages for such breaches are reasonable and appropriate given the uncertain nature of the damages that will be sustained by the COUNTY, and that said liquidated damages are not a penalty. If the OPERATOR fails to perform the services within the time specified or at the level of performance specified in this Contract, the OPERATOR shall, in place of actual damages, pay to the COUNTY liquidated damages as specified below. The OPERATOR shall make payment of assessed liquidated damages to the COUNTY within thirty (30) calendar days after notification of the assessment. The COUNTY reserves the right to deduct from monies due or to become due any unpaid assessed liquidated damages. If the COUNTY terminates this Contract in whole or in part under the Default clause, the OPERATOR is liable for liquidated damages accruing until the date of termination and service ceases. These liquidated damages are in addition to excess costs of repurchase under the Termination clause. The OPERATOR will not be charged with liquidated damages when the delay or lack of performance is beyond the control and without the fault or negligence of the OPERATOR as defined in the Default clause in this Contract. Liquidated damages will be enforced beginning December 1, 2011, and the schedule of liquidated damages is listed below:

1. On-Time Performance Liquidated Damage: OPERATOR shall maintain an acceptable on-time performance rate of at least 92% and shall not establish a pattern of untimely pickups. The on-time performance goal is based on the number of completed trips picked up within the negotiated pickup window. On-time performance will be determined based upon a review of all service for the calendar month. Liquidated damages in the amount of \$1,000 shall be assessed against the OPERATOR for any month in which on-time performance falls between 91.9% and 90%. On-time performance below 90% shall be assessed against the OPERATOR in the amount of \$2,500 and may be considered a breach of contract.
2. Contract Compliance Liquidated Damage: Each instance of OPERATOR's noncompliance in the areas of drivers and vehicles shall be assessed a liquidated damage of \$60 per incident.
  - A. Drivers: All drivers (or driver records) found to be out of compliance with the terms of this Contract must be re-inspected prior to being put into or returned

to service. This includes all required driver records, drug and alcohol testing, uniforms, ID badge, licenses, registration and training.

- B. Vehicles: All vehicles found to be out of compliance with the terms of this Contract must be re-inspected prior to being put into or returned to service. This includes all required safety features, ADA compliance, maintenance records, vehicle signage, accident damage and vehicle condition.
- C. Service Delivery Liquidated Damage: The OPERATOR shall be assessed a liquidated damage of \$60 per incident for each of the below situations for each service delivery violation.
  - Dwell (Waiting) Time: Drivers are required to wait for a client at a pickup point for a minimum of five (5) minutes.
  - Client Assistance: Drivers failing to provide required assistance to a customer.
  - Improper Drop-off: Clients who are dropped off at the wrong address.
  - Missed Trips: A trip in which the vehicle is so late the customer cannot receive service.

3. Reports: Failure of the OPERATOR to timely submit to the COUNTY a required report, response or document which may include, but not be limited to, monthly reports, operating summaries, rosters, lists, service data summaries, complaint responses, accident reports, failure to maintain data base in real time and National Transit Database reports, shall result in the assessment of liquidated damages against the OPERATOR in the amount of \$45 per day for every day the report/response document is submitted untimely. Reports/response documents deemed by the COUNTY to be incomplete and/or inaccurate shall be considered untimely.

- M. Provide Corrective Action. A corrective action notice is a written notice from the COUNTY to the OPERATOR that the OPERATOR is in breach of certain provisions of this Contract and that correction is required. Any corrective action notice will specify a reasonable time for corrective action to be completed. The OPERATOR agrees to implement the Corrective Action specified in the notice and provide written documentation to substantiate the implementation of the Corrective Action.
- N. All contracts, subcontracts, coordination contracts will be reviewed at least annually by the COUNTY and TDCB for conformance with the requirements of this Contract.
- O. Return to the COUNTY any overpayments due to unearned funds or funds disallowed pursuant to the terms of this Contract that were disbursed to the OPERATOR by the COUNTY. The OPERATOR shall return any overpayment within thirty (30) calendar days after either discovery by the OPERATOR, or notification of the OPERATOR by the COUNTY or entity purchasing transportation, whichever is earlier. In the event that the COUNTY first discovers an overpayment has been made, the COUNTY will notify the OPERATOR by letter of such a finding. Should repayment not be made in a timely manner, the COUNTY or purchasing entity will charge interest (3% per annual) after thirty (30) calendar days following the date of notification or discovery, or the COUNTY will deduct said amount from future invoices.

- P. Provide adequate and suitable working space with wireless or hardwired Internet connection for the Transit Contract Manager when at OPERATOR facility.
- Q. In performing this Contract, the OPERATOR shall not discriminate against any employee or applicant for employment because of race, age, disability, creed, color, sex, marital status, sexual orientation or national origin. Such action shall include, but not be limited to, the following: employment upgrading, demotion or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The OPERATOR shall insert the foregoing provision modified only to show the particular contractual relationship in all its contracts in connection with the development of operation of the Contract, except contracts for the standard commercial supplies or raw materials, and shall require all such OPERATORS to insert a similar provision in subcontracts relating to the performance of this Contract, except subcontracts for standard commercial supplies or raw materials. The OPERATOR shall post, in conspicuous places available to employees and applicants for employment for OPERATOR work, notices setting forth the provisions of the nondiscrimination clause.
- R. By execution of this Contract, the OPERATOR represents that it has not paid and, also, agrees not to pay, any bonus or commission for the purpose of obtaining an approval of its application for the financing hereunder. Funds disbursed to the OPERATOR under this Contract shall not be expended for the purpose of lobbying the Legislature, the judicial branch, or a state agency.

## II. THE COUNTY SHALL:

- A. Recognize the OPERATOR as described in Chapter 427, F.S., and Rule 41-2, F.A.C.
- B. Insure that entities with Transportation Disadvantaged (TD) funds will purchase TD services through the coordinated system.
- C. At a minimum, annually monitor the OPERATOR for insurance, safety and reporting requirements, pursuant to Chapter 427, F.S., and Rule 41-2, F.A.C. The information contained in the Annual Operating Report must be collected, monthly from the OPERATOR.
- D. Reimburse OPERATOR monthly upon receipt of valid invoice and required documentation due to COUNTY on or before the 9<sup>th</sup> day of the month after service is provided. Payment to OPERATOR will be made in accordance with Rate Schedule (Exhibit VI). Total reimbursement to the OPERATOR for services rendered under this contract cannot exceed \$1,300,000.00 annually without prior approval by the COUNTY.
- E. Provide vehicles according to the conditions specified in Exhibit IV. (Vehicle Lease Agreement)

## III. THE OPERATOR AND COUNTY FURTHER AGREE:

- A. Nothing in the Contract shall require the COUNTY to observe or enforce compliance with any provision thereof, perform any other act or do any other thing in contravention of any applicable state law. If any provision of the Contract is found by a court of law to violate any applicable state law, the purchasing entity will at once notify the COUNTY in writing in order that appropriate changes and modification may be made by the COUNTY and the OPERATOR to the end that the OPERATOR may proceed as soon as possible with the provision of transportation services.
- B. If any part or provision of this Contract is held invalid, the remainder of this Contract shall be binding on the parties hereto.
- C. Termination Conditions:
1. Termination at Will - This Contract may be terminated by either party upon no less than ninety (90) days notice, without cause. Said notice shall be delivered by certified mail, return receipt required, or in person with proof of delivery.
  2. Termination due to Lack of Designation - In the event that the COUNTY so designated by the TDCB and approved by the Commission, loses its designation, this contract is terminated immediately upon notification to the OPERATOR. Notice shall be delivered by certified mail, return receipt requested, or in person, with proof of delivery. Notice shall be effective upon receipt.
  3. Termination due to Disapproval of Memorandum of Agreement - In the event that the Commission does not accept and approve any contracted transportation rates listed within the Memorandum of Agreement, this Contract is terminated immediately upon notification to the OPERATOR. Notice shall be delivered by certified mail, return receipt requested, or in person, with proof of delivery. Notice shall be effective upon receipt.
  4. Termination due to Lack of Funds - In the event funds to finance this contract become unavailable, the COUNTY may terminate the contract with no less than twenty-four (24) hours written notice to the OPERATOR. Notice shall be delivered by certified mail, return receipt requested, or in person, with proof of delivery. Notice shall be effective upon receipt. The COUNTY shall be the final authority as to the availability of funds.
  5. Termination for Breach - Unless the OPERATOR's breach is waived by the COUNTY in writing, the COUNTY may, by written notice to the OPERATOR, terminate this Contract upon no less than twenty-four (24) hours notice. Notice shall be delivered by certified mail, return receipt requested, or in person with proof of delivery. Waiver by the COUNTY of breach of any provision of this Contract shall not be deemed to be a waiver of any other breach and shall not be construed to be a modification of the terms of this Contract, and shall not act as a waiver or estoppel to enforcement of any provision of this Contract. The provisions herein do not limit the COUNTY's right to remedies at law or to damages.
  6. Upon receipt of a notice of termination of this Contract for any reason, the OPERATOR shall cease service and prepare all final reports and documents required by the terms of this Contract. A final invoice shall be sent to the COUNTY within thirty (30) days after the termination of this Contract.

- D. Renegotiations or Modifications of this Contract shall only be valid when they have been reduced to writing, duly approved by the COUNTY, and signed by both parties hereto.
- E. OPERATOR shall assign no portion of this Contract without the prior express written consent of the COUNTY.
- F. This Contract is the entire agreement between the parties.
- G. Exhibits I, II, III, IV, V, and VI are an integral part of the Contract and are hereby incorporated into this Contract, in haec verba.
- H. The Parties to this Agreement acknowledge and agree that in the event litigation is initiated to enforce any of its terms and conditions, the prevailing party in any such litigation shall be entitled to recover their reasonable attorney's fees and costs, including all reasonable attorney's fees and costs incurred on appeal.
- I. The parties acknowledge and agree that venue for any state court action brought to enforce the terms of this Agreement shall lie in the Court of Sumter County, Florida, having competent jurisdiction, and in the Middle District of Florida, Tampa Division, for any federal claims.
- J. OPERATOR acknowledges and agrees that it is obligated to comply with COUNTY's E-Verify Policy by virtue of the fact that this Agreement contemplates the use of state funding. OPERATOR agrees to provide COUNTY with documentation demonstrating compliance with it's E-Verify Policy upon demand.
- K. Notice and Contact:

The name and address of the contract manager for the COUNTY for this Contract is:

David Levesque-Transit Contract Manager  
7375 Powell Road Suite 140  
Wildwood, Florida 34785  
Phone: 352.689.4445; Fax: 352.689.4446  
[David.levesque@sumtercountyfl.gov](mailto:David.levesque@sumtercountyfl.gov)

The representative/position of the OPERATOR responsible for administration of the program under this contract is:

Patrick A. McNiff, Vice-President-Operations  
/Ride-Right, LLC  
16 Hawk Ridge Drive  
Lake Saint Louis, MO 63367  
Phone: 636.699.6839  
[pmcniff@mtm-inc.net](mailto:pmcniff@mtm-inc.net)

In the event that different representatives are designated by either party after execution of this Contract, notice of the name and address of the new representative will be rendered in writing to the other party and said notification attached to originals of this Contract.

This contract and its Exhibits contain all the terms and conditions agreed upon by the parties hereto.

WITNESS WHEREOF, the parties hereto have caused these presents to be executed.

OPERATOR:  
RIDE RIGHT, LLC.

SUMTER COUNTY BOARD OF COUNTY  
COMMISSIONERS, FLORIDA

BY: Alaina Macia  
Title: Alaina Macia, President and CEO

BY: Don Burgess  
Title: Don Burgess, Chairman

WITNESS:  
BY: CT O.P. PATTISON



ATTEST:

BY: Gloria Hayward, D.C.  
Gloria Hayward, Sumter County  
Clerk of the Court

# APPENDIX G

Peer Group Analysis Data



County	Service Area Population	Potential TD Population	Passenger Trips	Vehicle Miles	Revenue Miles	Operating Expenses	Operating Revenues	Total Fleet
Columbia	67,543	25,314	58,206	633,993	436,492	1,863,948	1,472,658	26
Flagler	99,956	29,374	97,995	967,365	888,044	1,477,158	1,477,158	37
Highlands	97,616	59,978	126,472	1,093,511	831,133	2,093,310	1,857,803	49
Indian River	141,994	65,699	31,016	358,038	300,348	1,284,337	1,074,268	51
Sumter	107,056	26,204	83,015	767,842	622,319	1,828,720	1,903,590	39
Monroe	76,351	40,004	91,177	1,078,879	936,254	2,329,610	2,268,757	47
Nassau	75,710	19,464	56,591	448,730	366,909	1,218,140	1,046,462	23
Putman	72,577	44,482	141,619	891,266	725,490	2,458,394	2,307,300	33
Mean	92,350	38,815	85,761	779,953	638,374	1,819,202	1,676,000	38

County	Vehicle Miles per TD Capita	Vehicle Miles per Passenger Trip	Passenger Trips per TD Capita	Passenger Trips per Vehicle Mile	Accidents per 100,000 Vehicle Miles	Vehicle Miles between Roadcalls
Columbia	25.05	10.89	2.30	0.09	0.00	316,997
Flagler	32.93	9.87	3.34	0.10	0.52	161,228
Highlands	18.23	8.65	2.11	0.12	0.46	49,705
Indian River	5.45	11.54	0.47	0.09	0.00	44,755
Sumter	29.30	9.25	3.17	0.11	0.52	31,993
Monroe	26.97	11.83	2.28	0.08	0.09	539,440
Nassau	23.05	7.93	2.91	0.13	0.45	89,746
Putman	20.04	6.29	3.18	0.16	0.34	49,515
Mean	22.63	9.53	2.47	0.11	0.30	160,422

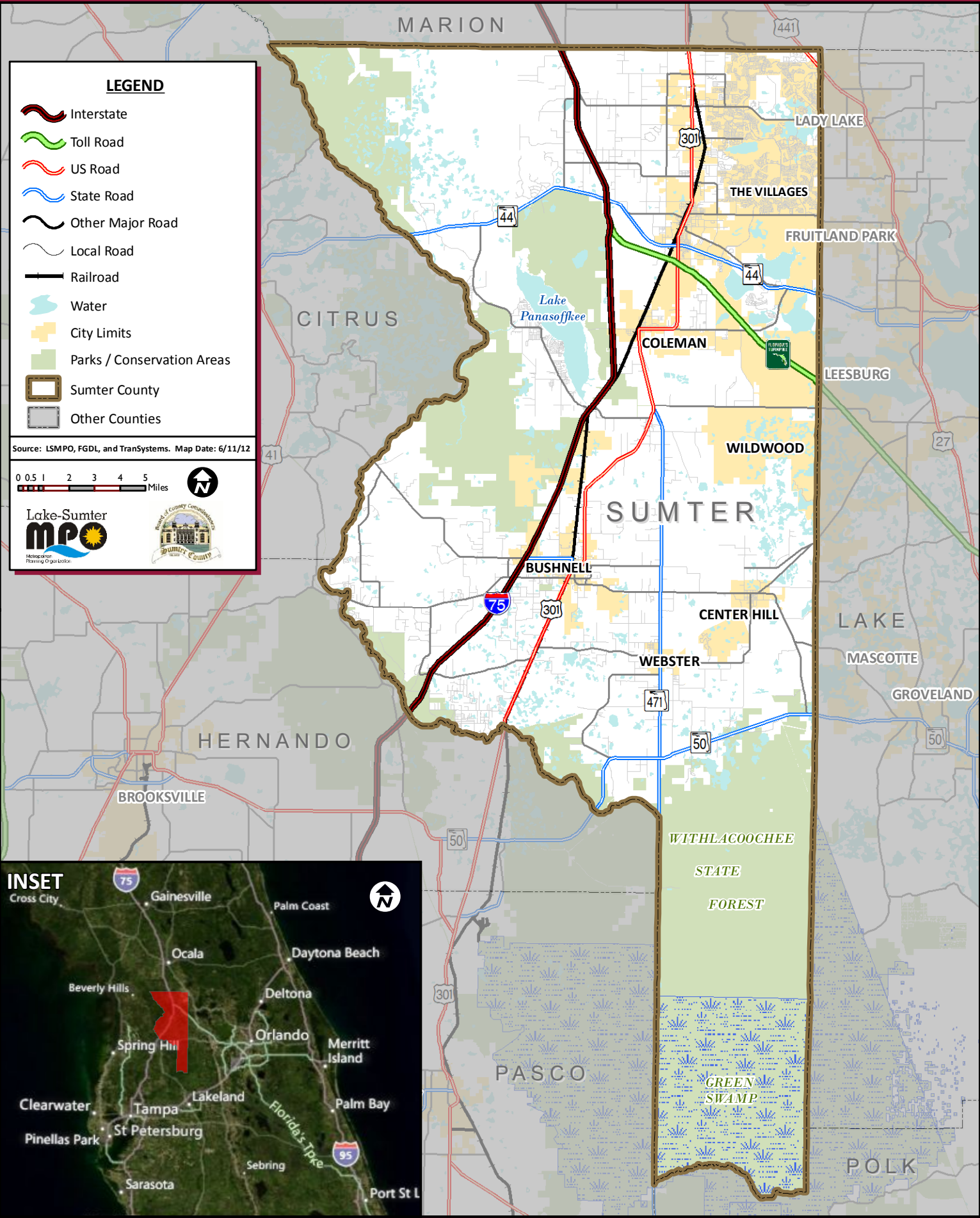
County	Operating Expense per Passenger Trip	Operating Expense per Vehicle Mile	Operating Expense per Driver Hour	Local Non-Government Revenue Ratio	Local Government Revenue Ratio	Federal Government Revenue Ratio	Local Non-Government Revenue	Local Government Revenue	Federal Government Revenue	Total Revenue
Columbia	\$32.02	\$2.94	\$60.46	1.3%	1.7%	97.1%	\$18,502	\$24,492	\$1,429,664	\$1,472,658
Flagler	\$15.07	\$1.53	\$30.51	6.9%	24.3%	68.8%	\$101,998	\$358,419	\$1,016,741	\$1,477,158
Highlands	\$16.55	\$1.91	\$24.86	1.0%	2.8%	96.2%	\$18,193	\$52,242	\$1,787,368	\$1,857,803
Indian River	\$41.41	\$3.59	\$58.03	3.1%	10.2%	86.7%	\$33,590	\$109,267	\$931,411	\$1,074,268
Sumter	\$22.03	\$2.38	\$45.97	3.8%	36.3%	59.9%	\$72,294	\$691,508	\$1,139,788	\$1,903,590
Monroe	\$25.55	\$2.16	\$24.86	1.9%	41.3%	56.8%	\$43,163	\$937,789	\$1,287,805	\$2,268,757
Nassau	\$21.53	\$2.71	\$34.45	4.6%	0.0%	95.4%	\$47,864	\$0	\$998,598	\$1,046,462
Putman	\$17.36	\$2.76	\$47.21	8.6%	1.9%	89.5%	\$197,724	\$44,400	\$2,065,176	\$2,307,300
Mean	\$23.94	\$2.50	\$40.79	3.89%	14.81%	81.30%	\$66,666	\$277,265	\$1,332,069	\$1,676,000

# APPENDIX H

Map Series 1-1 thru 1-16

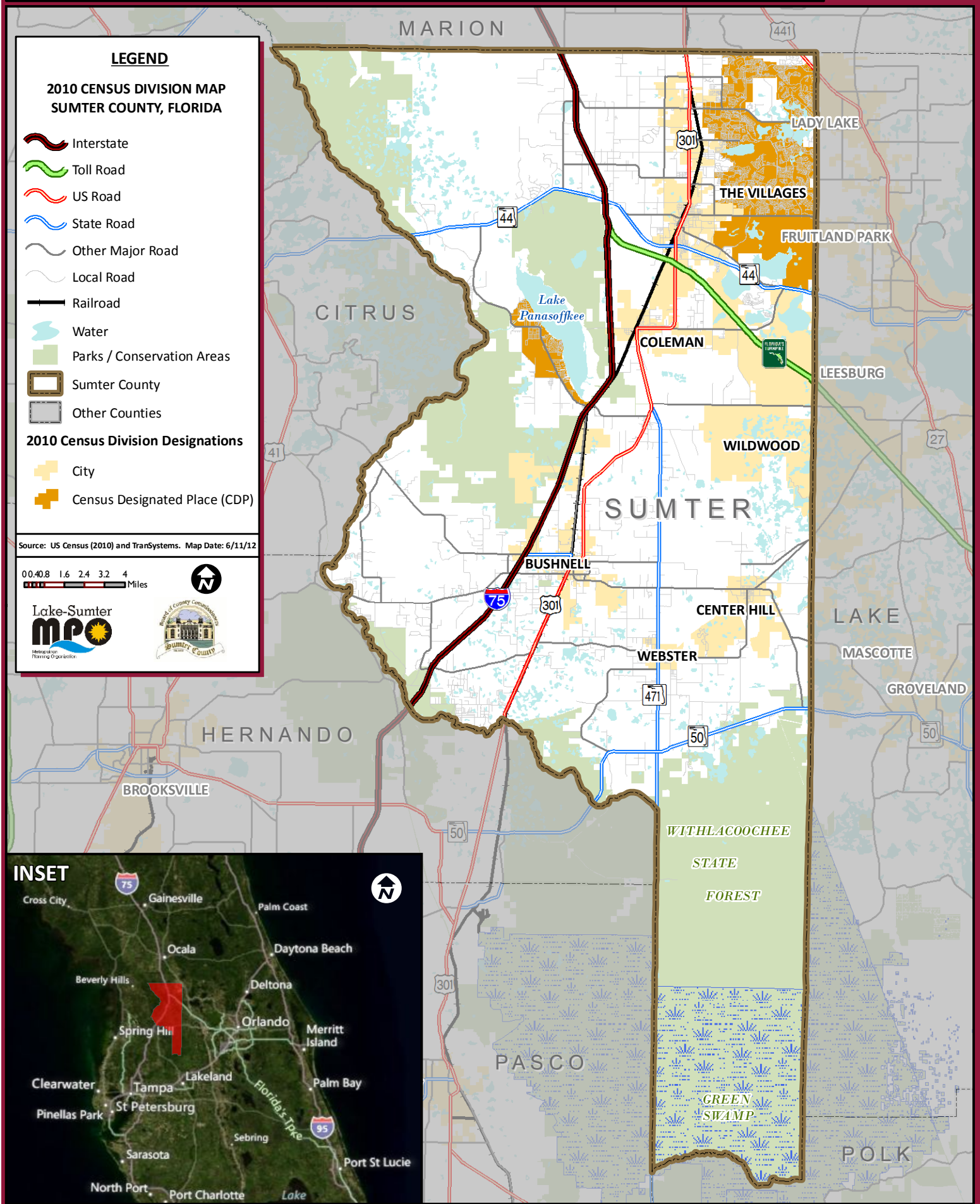
# Sumter County, Florida

Map 1-1



# 2010 Census Divisions - Sumter County, Florida

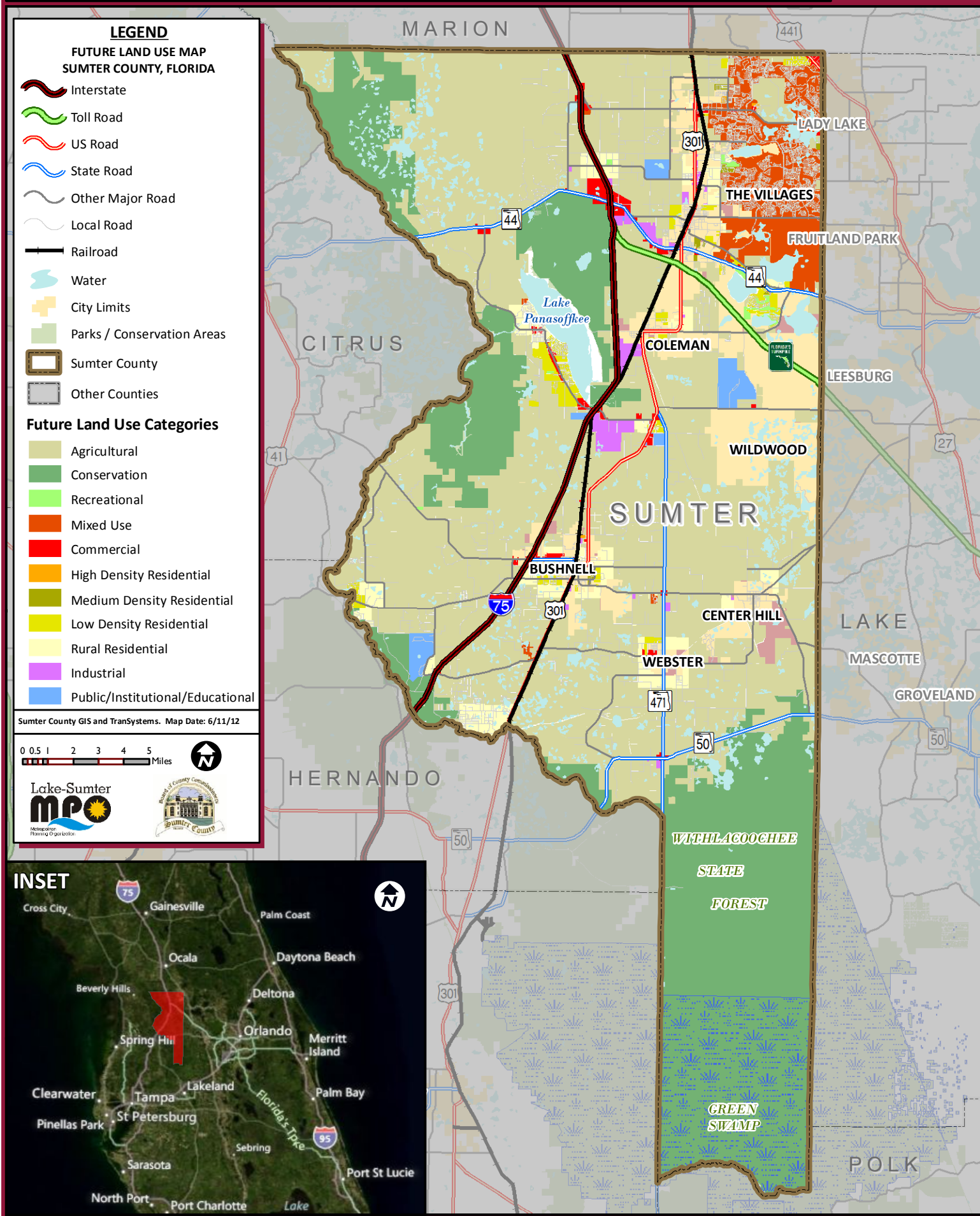
Map 1-2





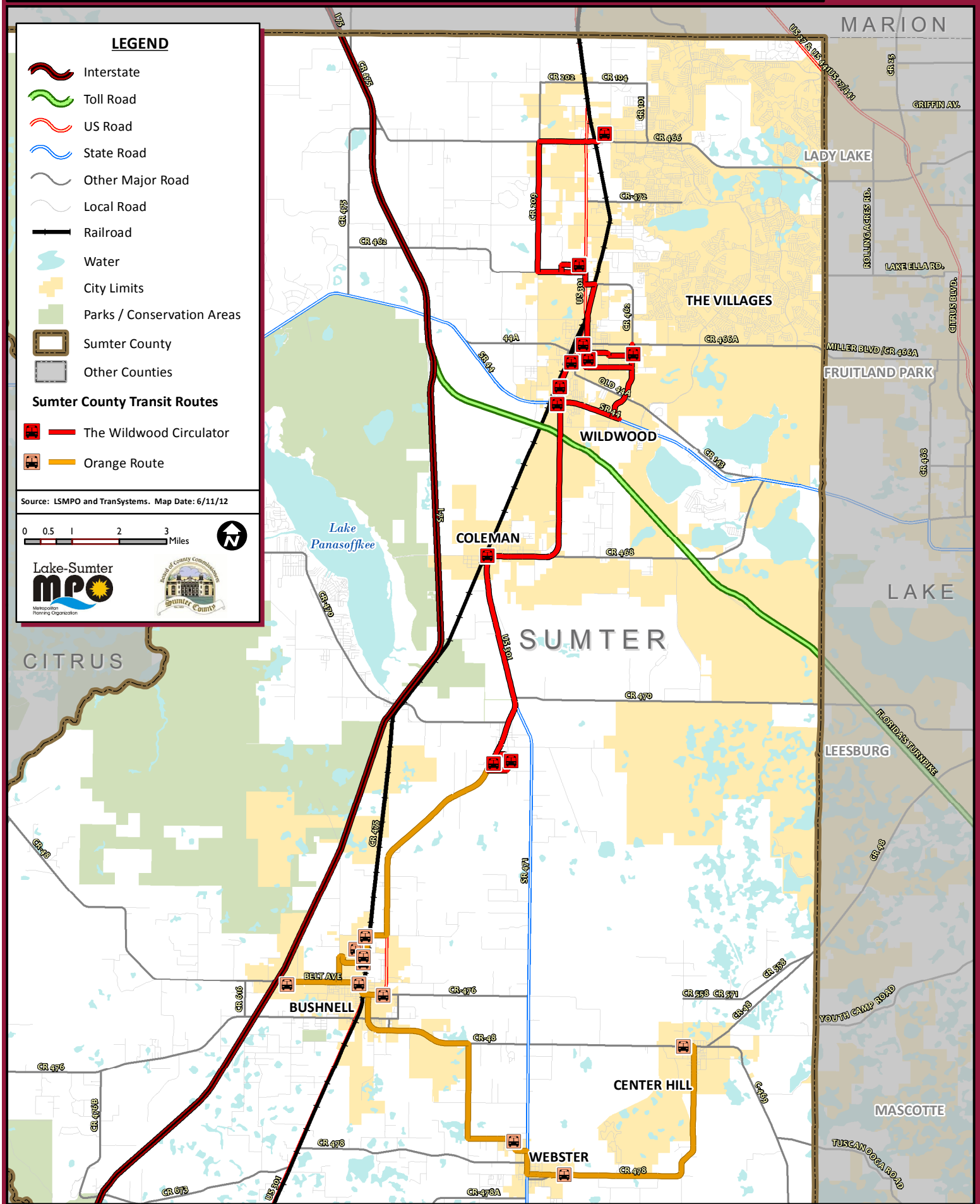
# Future Land Use Map - Sumter County, Florida

Map 1-3



# Sumter County Transit Routes

Map 1-4

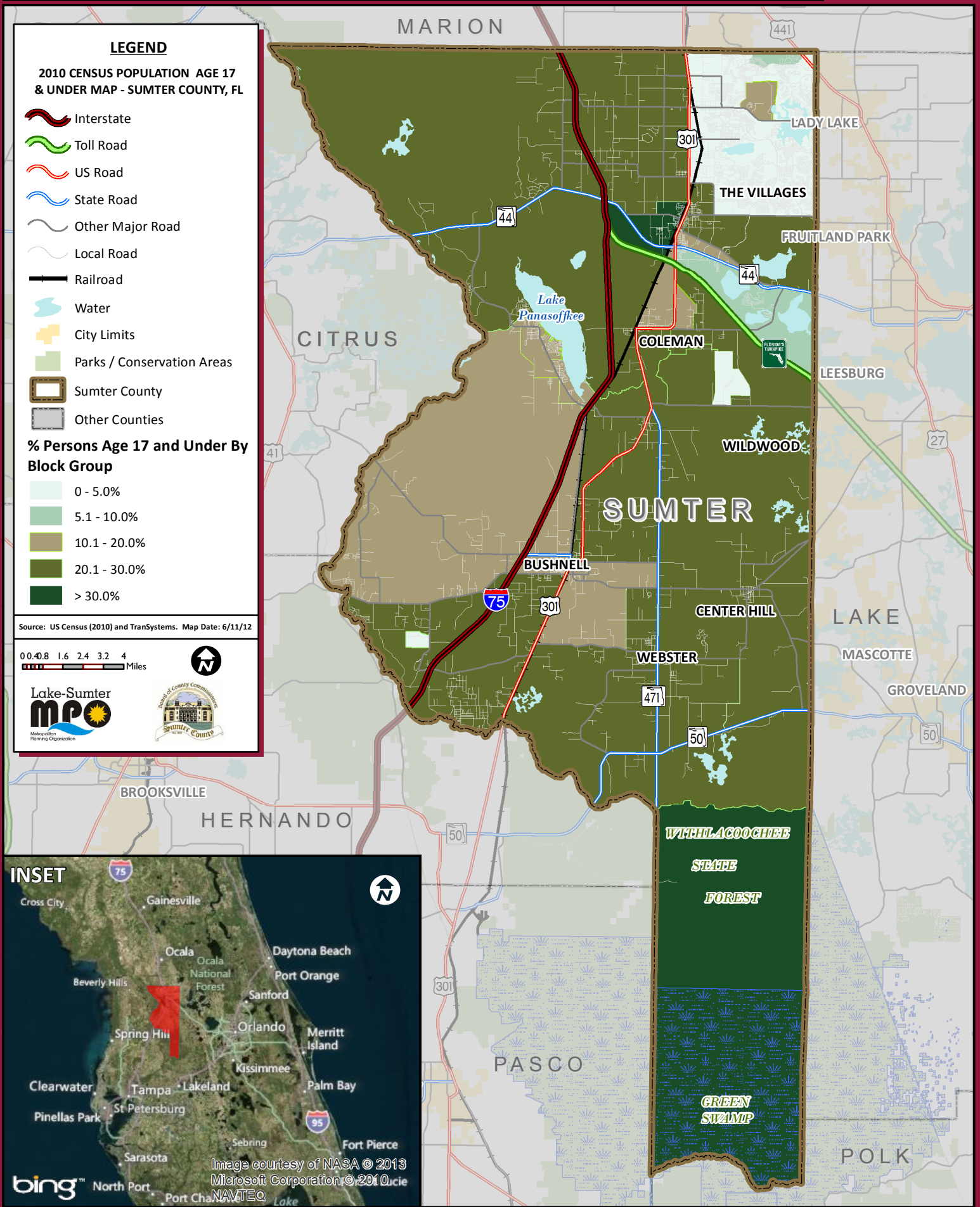






# Population Age 17 and Under - 2010 Census

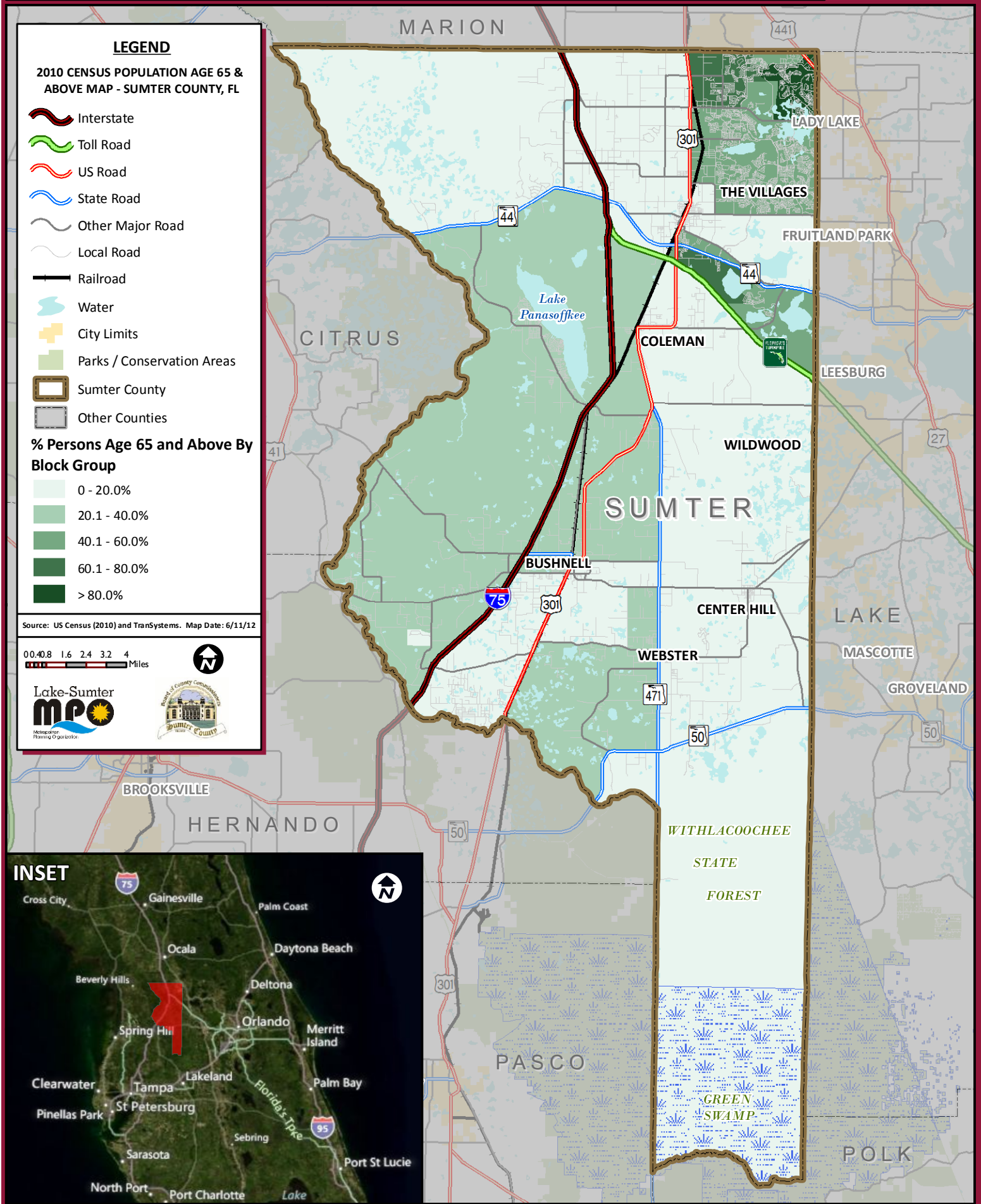
Map 1-6





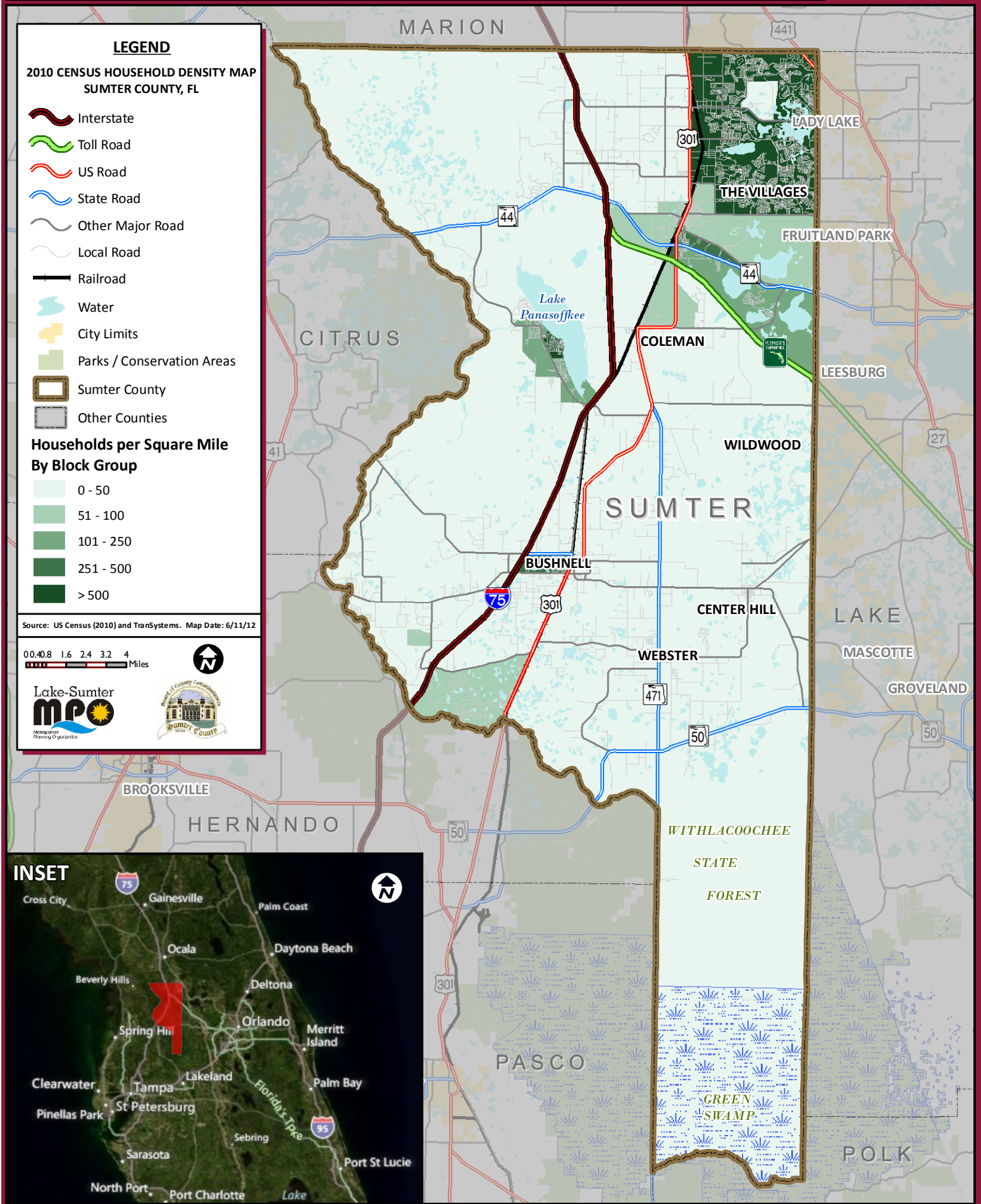
# Population Age 65 and Above - 2010 Census

Map 1-7



# Household Density - 2010 Census

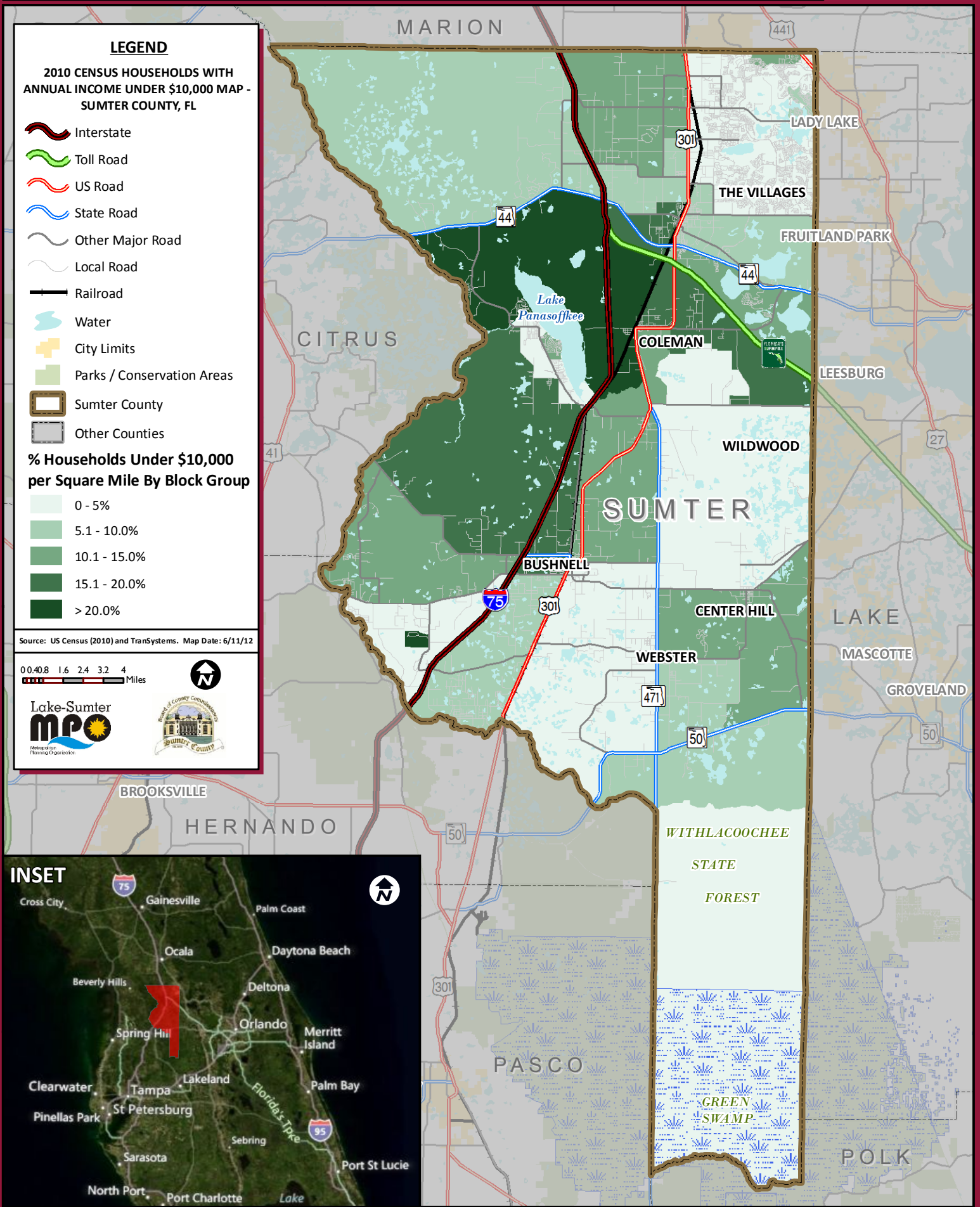
Map 1-8





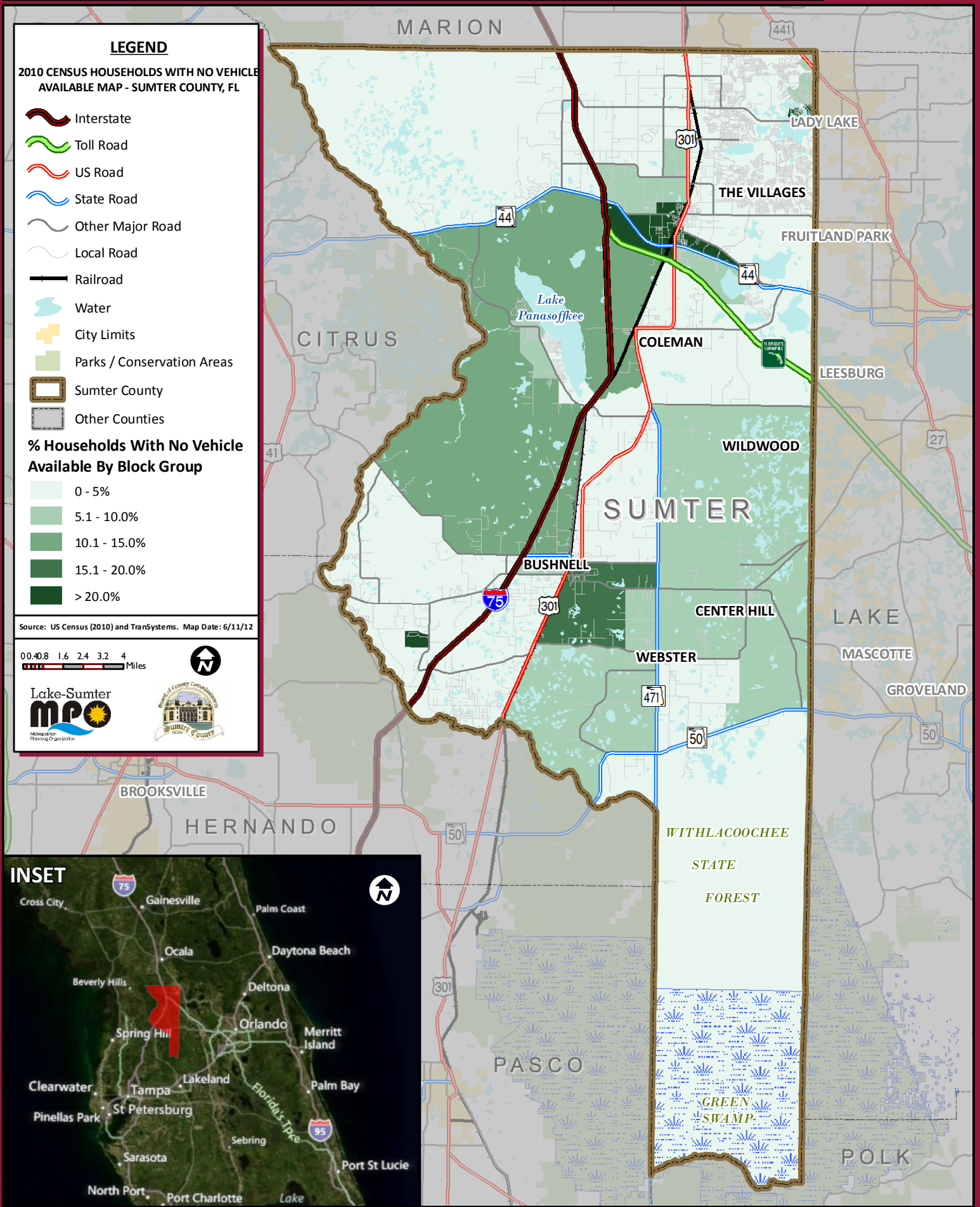
# Households With Income Under \$10,000 - 2010 Census

Map 1-9



# Households With No Vehicle Available - 2010 Census

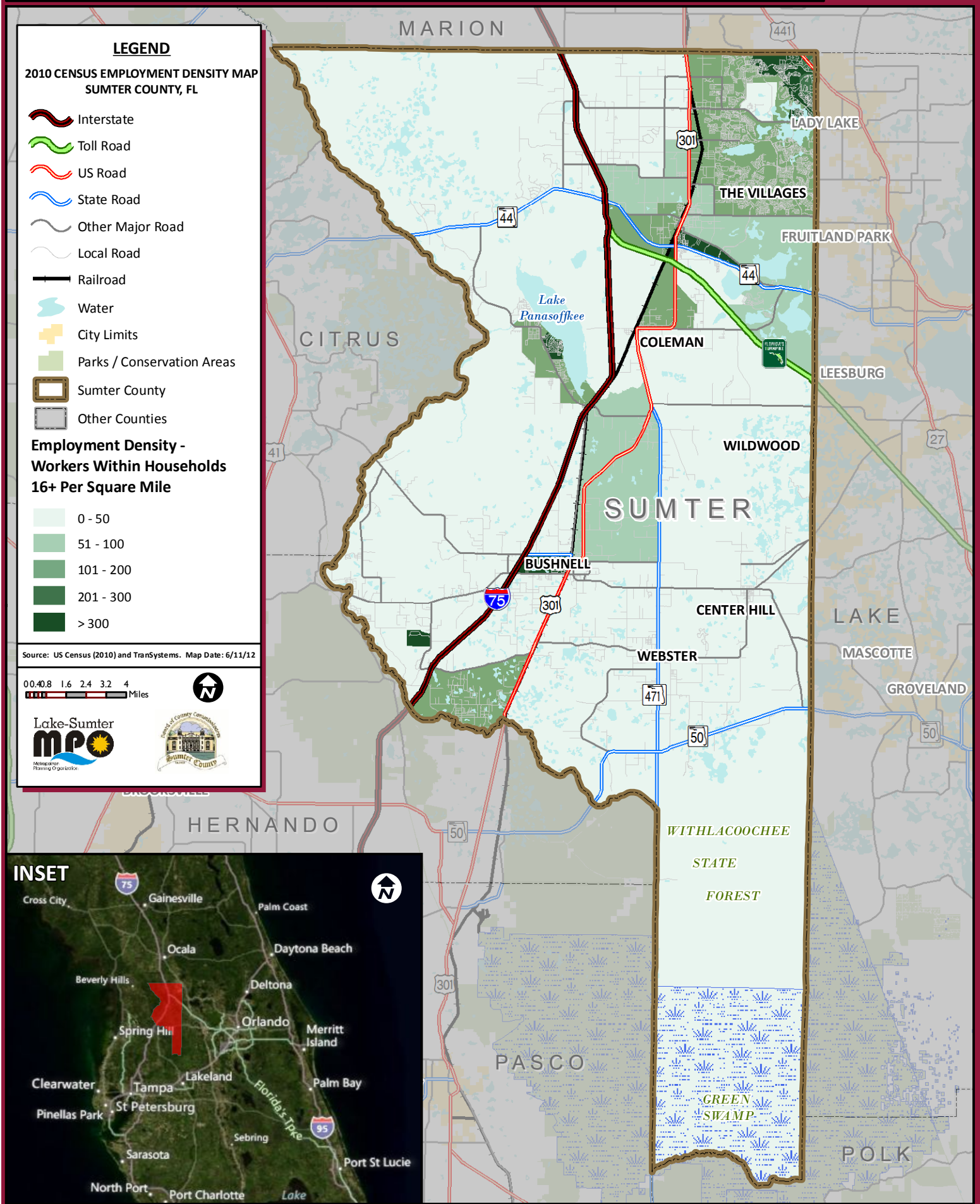
Map 1-10





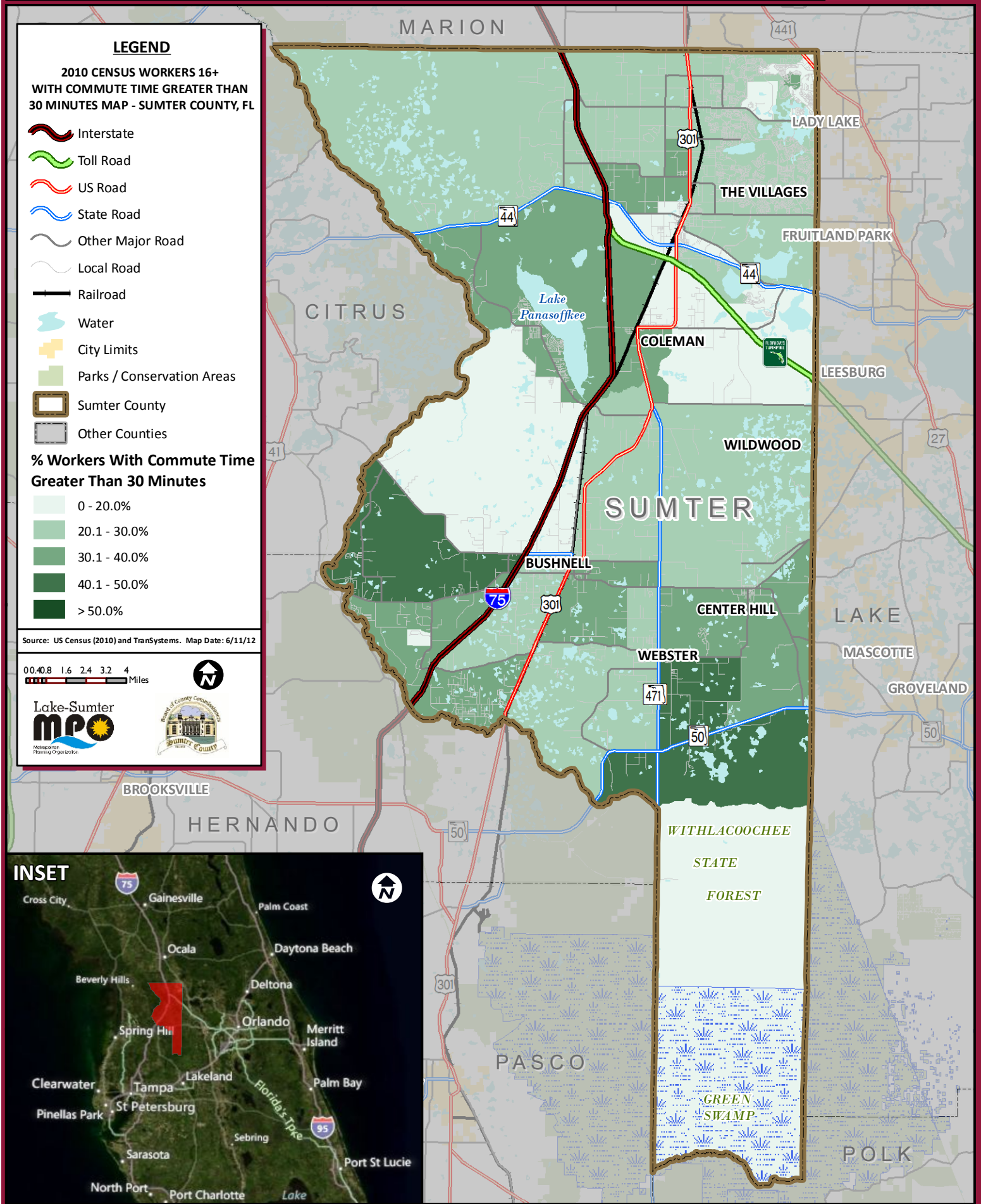
# Employment Density - 2010 Census

Map 1-11



# Extended Commuter Travel Time - 2010 Census

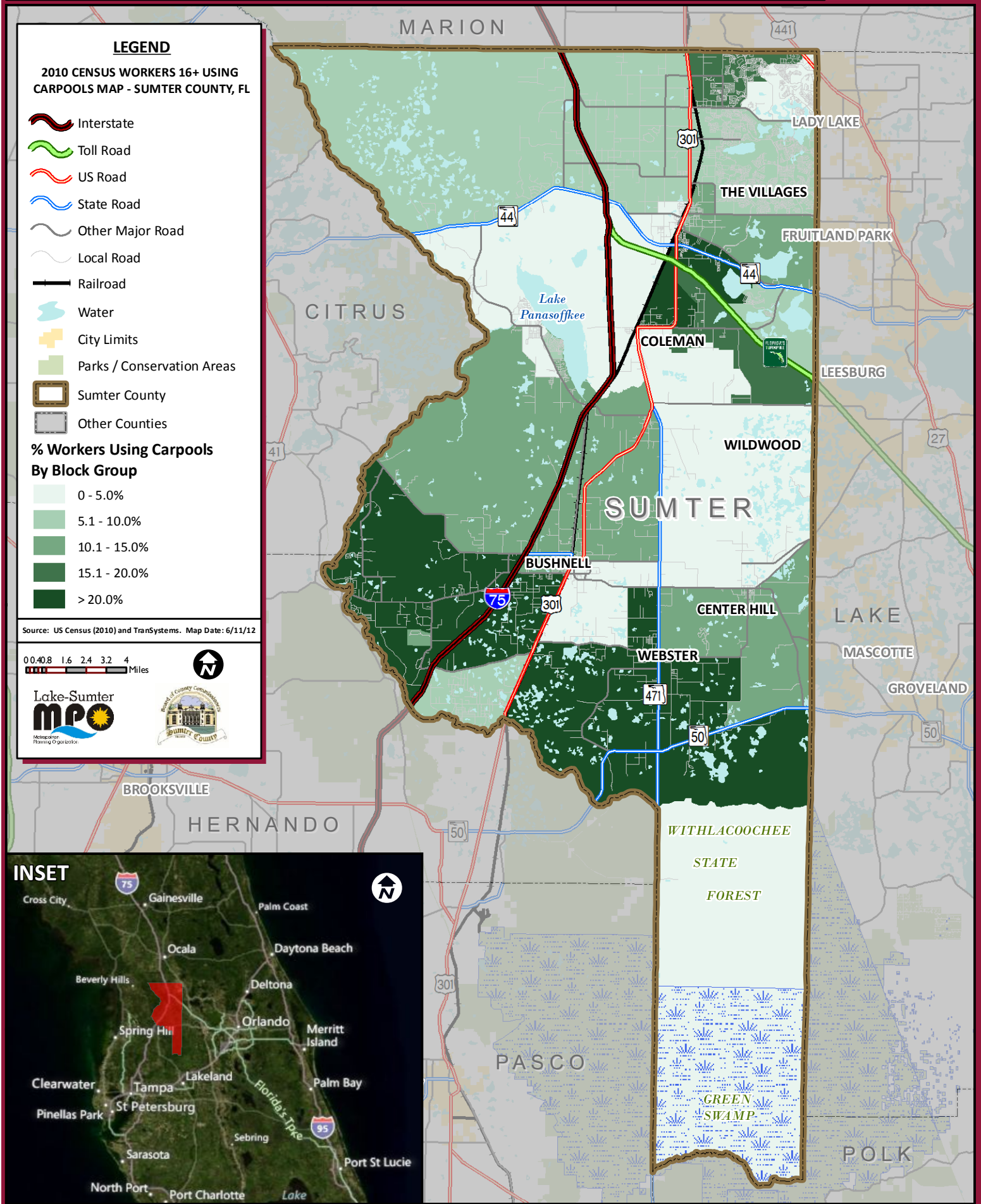
Map 1-12





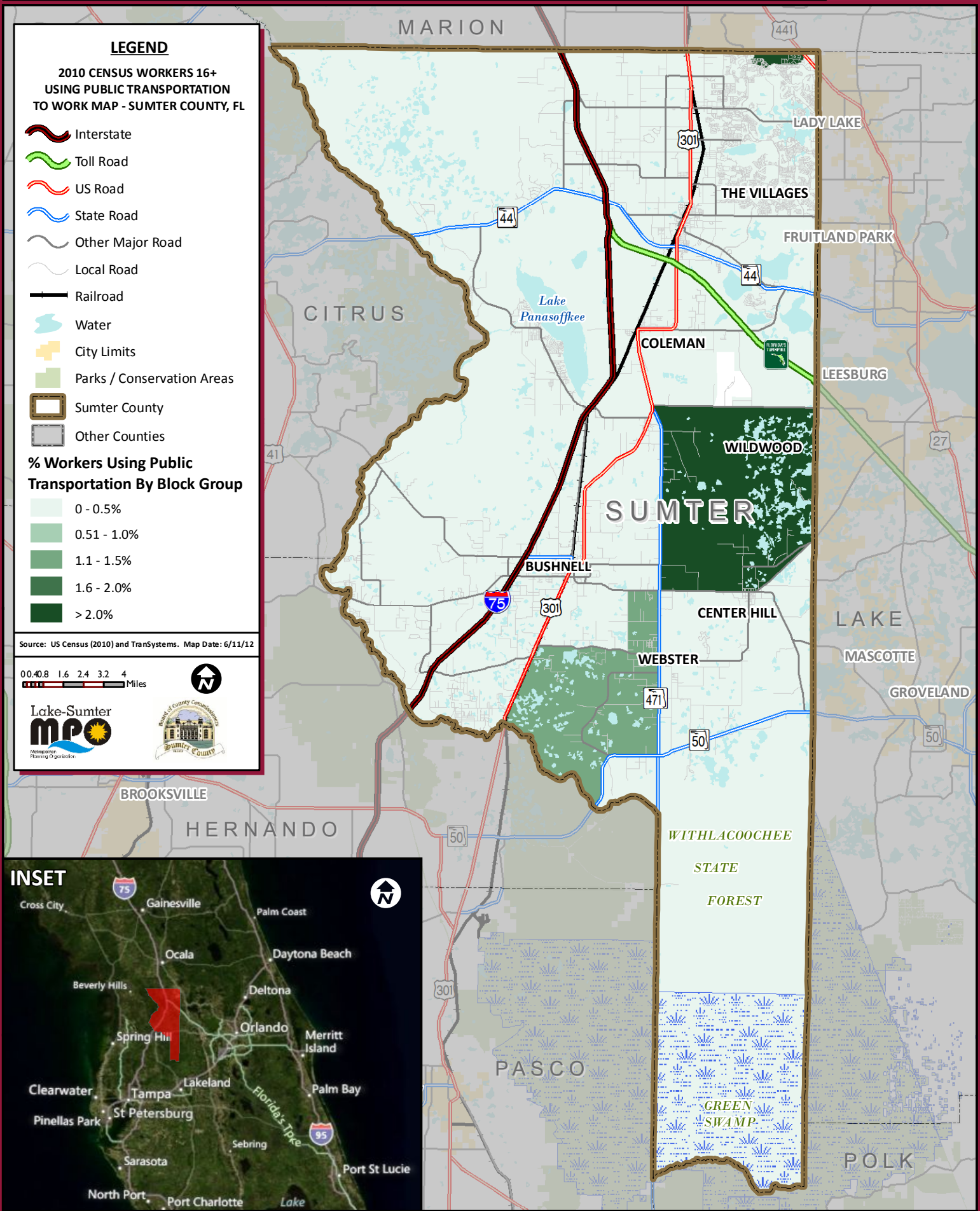
# Workers Using Carpools - 2010 Census

Map 1-13



# Workers Using Public Transportation (2010 Census)

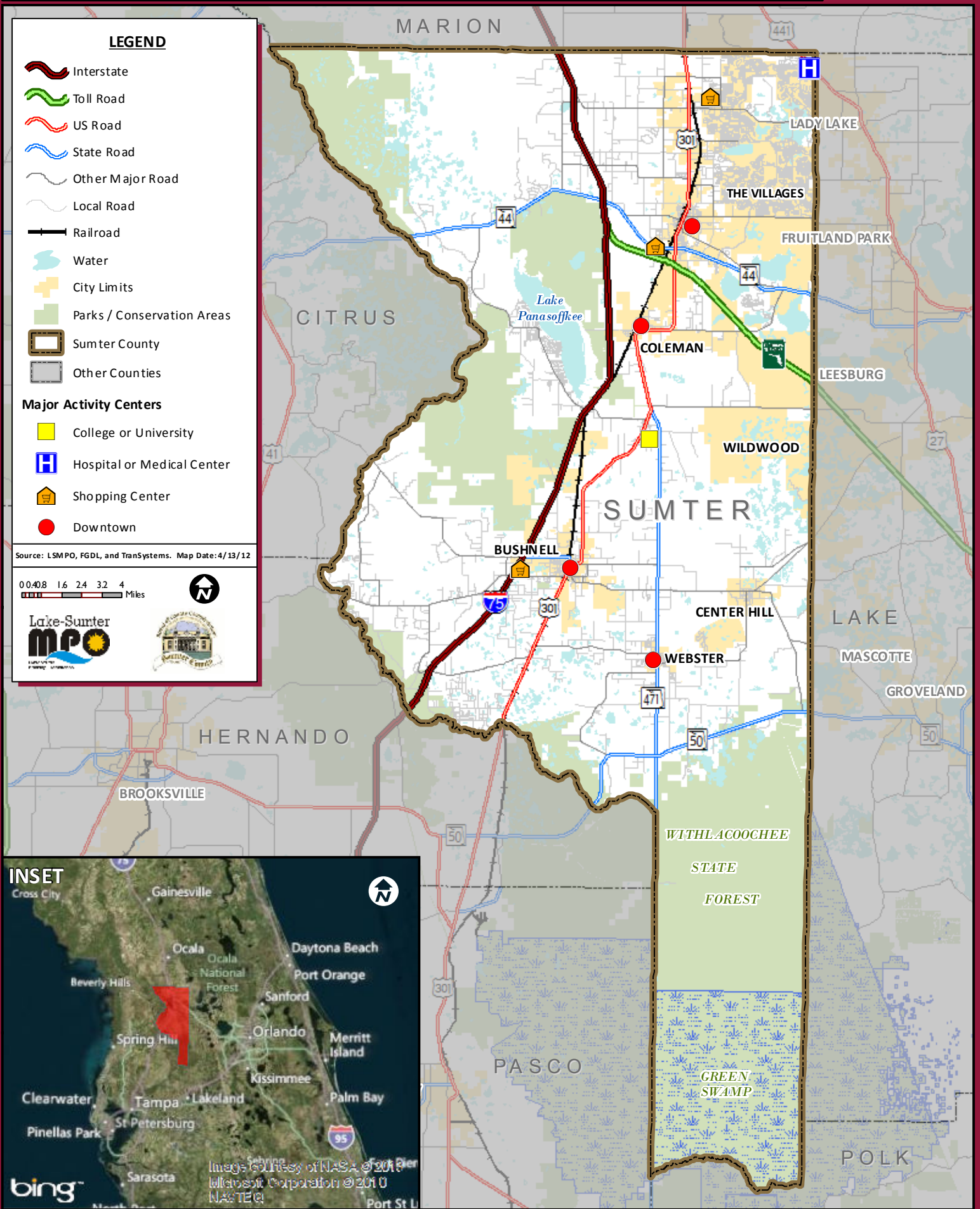
Map 1-14





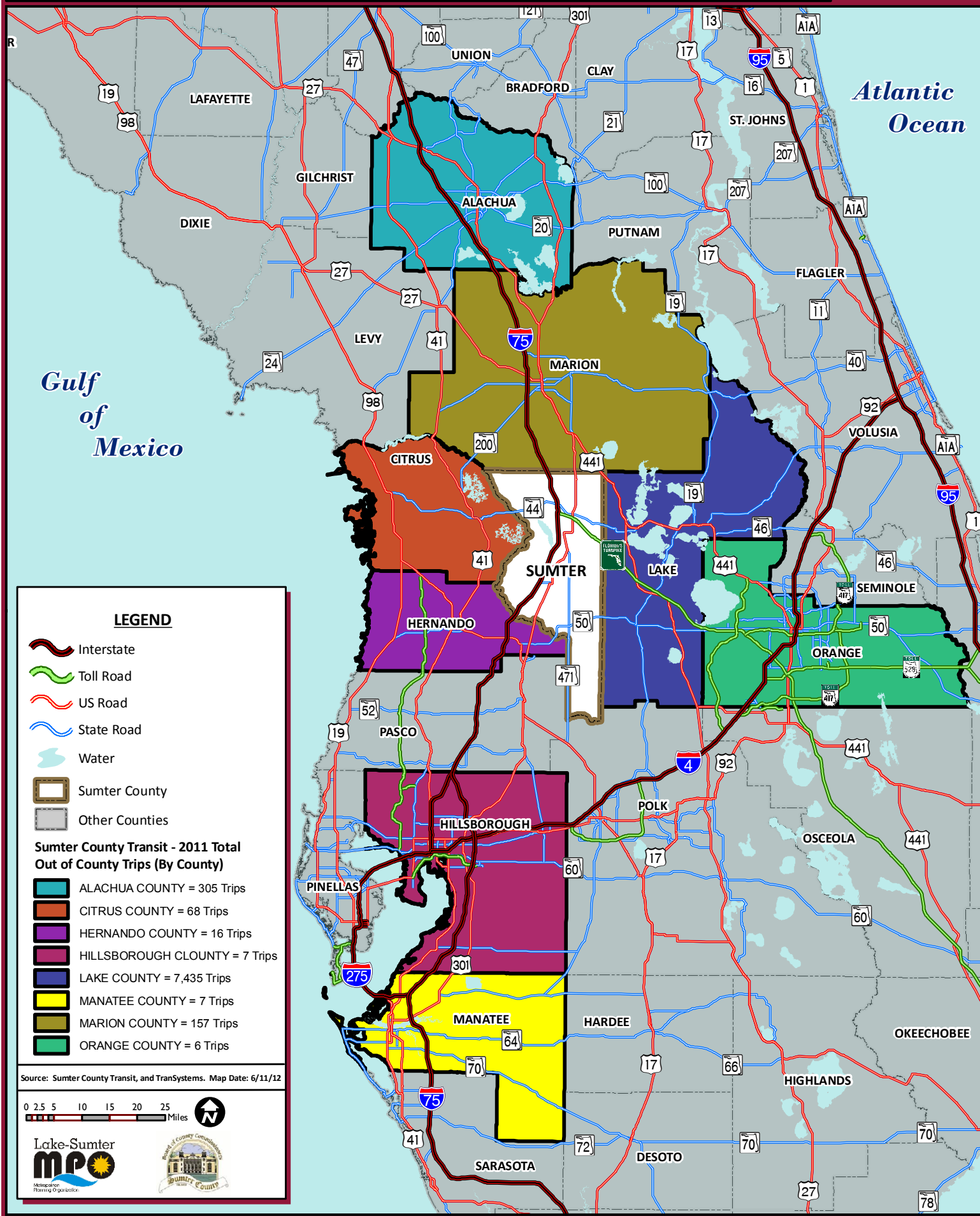
# Major Activity Centers

Map 1-15



# 2011 Total Out of County Trips

Map 1-16



# APPENDIX I

## Sumter County Shuttle Routes



# Public Transportation



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

## Orange Shuttle

Monday / Wednesday / Friday

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



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

# Public Transportation



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

## Wildwood Circulator Schedule

Monday / Wednesday / Friday

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

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

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

# APPENDIX J

Transportation Disadvantaged  
2014 Methodology Workbook  
National Center for Transit Research

## INSTRUCTION PAGE

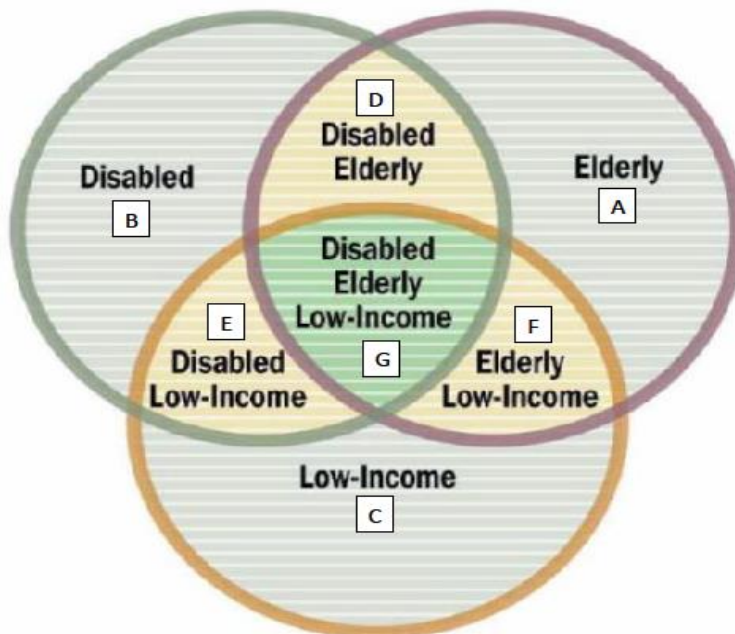
This workbook and five worksheets were developed in conjunction with the **2013 National Center for Transit Research "Forecasting Paratransit Service Demand - Review and Recommendations."** This report provides the background on the demand estimation methodology and provides specific instructions for the required data input.

Step-by-step instructions are provided for accessing the required inputs including: the U.S. Census Bureau's American Community Survey (ACS) age, income, disability, and county level population data.. Other data used in the model such as those from the National Household Travel Survey and the U.S. Census Bureau's Survey of Income and Program Participation (SIPP) have been pre-coded in the spreadsheet tool for ease of use.

The TD methodology described in this report can serve as a resource which is easily updated with current data, enables users to better analyze various sub-components of the TD market, and can be complemented with local knowledge and information for further customization.

This workbook consists of 5 worksheets denoted by the bottom tabs:

- 1. Instructions** - a brief overview of the workbook and details on the worksheets
- 2. Data Input** - this is the only sheet the user must provide input. After all the required data is provided, the rest of the worksheets will self-calculate
- 3. General TD population** - this worksheets calculates the "General TD" populations and accounts for the double counts in the overlapping circles
- 4. Critical Need TD Population** - this worksheet focuses on the severe disabilities and low income-non-disabled population persons - the "Critical Need TD" population
- 5. TD Population and Trip Forecasts** - the final worksheet projects the "General TD" and "Critical Need TD" populations, as well as the daily and annual "Critical Need TD" trips



**DATA INPUT PAGE***Yellow cells indicate required data input*Area Name: **Sumter County**Last Year of Census Data Used: **2015**Percent Transit Coverage: **13%**Number of Annual Service Days: **254**

County Population By Age	Total Pop by Age	Population Below Poverty Level by Age	Total Population with a Disability by Age	Total Pop with Disability and Below Poverty Level by Age
< 5 Years of Age	2,289	759	59	59
5-17	6,035	1,073	191	0
18-34	7,454	1,113	215	355
35-64	28,403	2,424	3,055	622
<b>Total Non Elderly</b>	<b>44,181</b>	<b>5,369</b>	<b>3,520</b>	<b>1,036</b>
65-74	40,477	2,476	7,274	396
75+	24,437	1,021	11,343	192
<b>Total Elderly</b>	<b>64,914</b>	<b>3,497</b>	<b>18,617</b>	<b>588</b>
<b>Total</b>	<b>109,095</b>	<b>8,866</b>	<b>22,137</b>	<b>1,624</b>

County Population Projections		5-year growth	Annual % Growth
2016	<b>118,577</b>		
2020	<b>140,900</b>	22,323	3.77%
2025	<b>168,100</b>		
2030	<b>192,600</b>		
2035	<b>216,000</b>		
2040	<b>236,400</b>		



## CALCULATION OF GENERAL TRANSPORTATION DISADVANTAGED POPULATION

### Sumter County

Census Data from: 2015

County Pop. By Age	Total Pop by Age	% of Total Pop (88,795)	Population Below Poverty Level by Age	% of Total Pop Below Poverty Level by Age	Total Population with a Disability by Age	% of Total Pop with a Disability by Age	Total Pop with Disability and Below Poverty Level by Age	% Total Pop with a Disability and Below Poverty Level by Age
< 5 Years of Age	2,289	2.1%	759	0.7%	59	0.3%	59	3.63%
5-17	6,035	5.5%	1,073	1.0%	191	0.2%	0	0.00%
18-34	7,454	6.8%	1,113	1.0%	215	0.2%	355	0.33%
35-64	28,403	26.0%	2,424	2.2%	3,055	2.8%	622	0.57%
<b>Total Non Elderly</b>	<b>44,181</b>	<b>40.5%</b>	<b>5,369</b>	<b>4.9%</b>	<b>3,520</b>	<b>3.2%</b>	<b>1,036</b>	<b>0.95%</b>
65-74	40,477	37.1%	2,476	2.3%	7,274	6.7%	396	0.36%
75+	24,437	22.4%	1,021	0.9%	11,343	10.4%	192	0.18%
<b>Total Elderly</b>	<b>64,914</b>	<b>59.5%</b>	<b>3,497</b>	<b>3.2%</b>	<b>18,617</b>	<b>17.1%</b>	<b>588</b>	<b>0.54%</b>
<b>Total</b>	<b>109,095</b>	<b>100%</b>	<b>8,866</b>	<b>8.1%</b>	<b>22,137</b>	<b>20.3%</b>	<b>1,624</b>	<b>1.49%</b>

### Double Counts Calculations

E - Estimate non-elderly/disabled/ low income	From Base Data (I11)	1,036
B - Estimate non-elderly/ disabled/not low income	Subtract I11 from G11	2,484
G - Estimate elderly/disabled/low income	From Base Data (I14)	588
D- Estimate elderly/ disabled/not low income	Subtract I14 from G14	18,029
F - Estimate elderly/non-disabled/low income	Subtract I14 from E14	2,909
A - Estimate elderly/non-disabled/not low income	Subtract sum of J17, J18 and J19 from C14	43,388
C - Estimate low income/not elderly/not disabled	Subtract I11 from E11	4,333
<b>Total - Non-Duplicated</b>		<b>72,767</b>

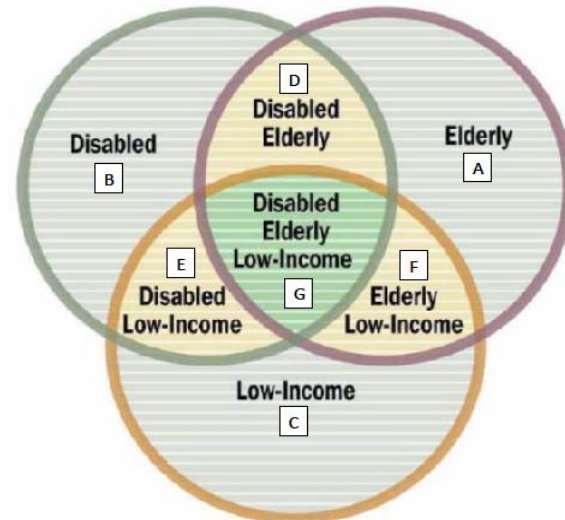
### General TD Population

Non-Duplicated General TD  
Population Estimate

**72,767**

### % of Total

66.7%



# CALCULATION OF CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATION

## Sumter County

Census Data from: 2015

County Pop. By Age	Total Population with a Disability by Age	% with a Severe Disability by Age	Total Population with a Severe Disability by Age	% of Total Pop with Severe Disability by Age
< 5 Years of Age	59	4.20%	2	0
5-17	191	4.20%	8	0.13%
18-34	215	6.30%	14	0.18%
35-64	3,055	13.84%	423	1.49%
<b>Total Non Elderly</b>	<b>3,520</b>		<b>447</b>	<b>1.01%</b>
65-74	7,274	27.12%	1,973	4.87%
75+	11,343	46.55%	5,280	21.61%
<b>Total Elderly</b>	<b>18,617</b>		<b>7,253</b>	<b>11.17%</b>
<b>Total</b>	<b>22,137</b>		<b>7,700</b>	<b>7.06%</b>

% of Severe Disability Below Poverty Level	Total Severe Disability Below Poverty Level
<b>28.60%</b>	<b>128</b>
<b>11.70%</b>	<b>849</b>
	<b>976</b>

Critical Need - Severely Disabled TD Population			
	Not Low Income	Low Income	Totals
<i>Non-Elderly</i>	319	128	447
<i>Elderly</i>	6,404	849	7,253
<b>TOTAL</b>	<b>6,723</b>	<b>976</b>	<b>7,700</b>

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

<b>Low Income &amp; Not Disabled = C + F</b>			
<u>Assumes</u>			
27.2%	xx % without auto access	7,242	
		1,970	
87.0%	xx % without transit access		
		1,714	
<b>Calculation of Daily Trips</b>			
<b>Total Actual Critical TD Population</b>		<b>Daily Trip Rates Per Person</b>	<b>Total Daily Trips</b>
<i>Severely Disabled</i>	<b>7,700</b>	<b>0.049</b>	<b>377</b>
<i>Low Income ND</i>	<b>1,714</b>	<b>1.899</b>	<b>3,254</b>
<b>Totals</b>	<b>9,413</b>		<b>3,632</b>

**CALCULATION OF DAILY TRIPS  
FOR THE  
CRITICAL NEED TD POPULATION**

FORECAST OF GENERAL AND CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATIONS  
**Sumter County**  
**Table 1-7**  
**General TD Population Forecast**

General TD Population Forecast	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
<b>Overlapping Circle Component</b>											
E - Estimate non-elderly/disabled/ low income	1,036	1,075	1,115	1,157	1,201	1,246	1,293	1,342	1,392	1,445	1,499
B - Estimate non-elderly/ disabled/not low income	2,484	2,578	2,675	2,775	2,880	2,988	3,101	3,217	3,339	3,464	3,595
G - Estimate elderly/disabled/low income	588	610	633	657	682	707	734	762	790	820	851
D - Estimate elderly/ disabled/not low income	18,029	18,708	19,412	20,143	20,902	21,688	22,505	23,352	24,232	25,144	26,091
F - Estimate elderly/non-disabled/low income	2,909	3,019	3,132	3,250	3,372	3,499	3,631	3,768	3,910	4,057	4,210
A - Estimate elderly/non-disabled/not low income	43,388	45,022	46,717	48,476	50,301	52,195	54,160	56,199	58,315	60,511	62,789
C - Estimate low income/not elderly/not disabled	4,333	4,496	4,665	4,841	5,023	5,213	5,409	5,612	5,824	6,043	6,271
<b>TOTAL GENERAL TD POPULATION</b>	<b>72,767</b>	<b>75,507</b>	<b>78,350</b>	<b>81,300</b>	<b>84,361</b>	<b>87,537</b>	<b>90,833</b>	<b>94,253</b>	<b>97,802</b>	<b>101,484</b>	<b>105,305</b>
<b>TOTAL POPULATION</b>	<b>109,095</b>	<b>113,203</b>	<b>117,465</b>	<b>121,888</b>	<b>126,477</b>	<b>131,239</b>	<b>136,180</b>	<b>141,308</b>	<b>146,628</b>	<b>152,149</b>	<b>157,877</b>

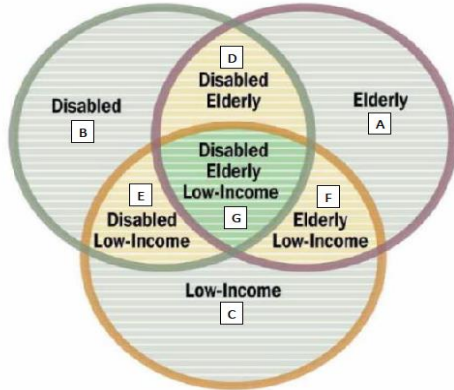


Figure 1-1

**Table 1-8**  
**Critical Need TD Population Forecast**

Critical Need TD Population Forecast	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
<b>Total Critical TD Population</b>											
<i>Disabled</i>	7,700	7,990	8,290	8,603	8,927	9,263	9,611	9,973	10,349	10,738	11,143
<i>Low Income Not Disabled No Auto/Transit</i>	1,714	1,778	1,845	1,915	1,987	2,062	2,139	2,220	2,303	2,390	2,480
<b>Total Critical Need TD Population</b>	<b>9,413</b>	<b>9,768</b>	<b>10,136</b>	<b>10,517</b>	<b>10,913</b>	<b>11,324</b>	<b>11,751</b>	<b>12,193</b>	<b>12,652</b>	<b>13,128</b>	<b>13,623</b>
<b>Daily Trips - Critical Need TD Population</b>											
<i>Severely Disabled</i>	377	391	406	422	437	454	471	489	507	526	546
<i>Low Income - Not Disabled - No Access</i>	3,254	3,377	3,504	3,636	3,773	3,915	4,062	4,215	4,374	4,539	4,710
<b>Total Daily Trips Critical Need TD Population</b>	<b>3,632</b>	<b>3,693</b>	<b>3,755</b>	<b>3,819</b>	<b>3,883</b>	<b>3,952</b>	<b>4,022</b>	<b>4,093</b>	<b>4,166</b>	<b>4,240</b>	<b>4,306</b>
<b>Annual Trips</b>	<b>922,450</b>	<b>938,039</b>	<b>953,892</b>	<b>970,013</b>	<b>986,406</b>	<b>1,003,865</b>	<b>1,021,634</b>	<b>1,039,717</b>	<b>1,058,120</b>	<b>1,076,849</b>	<b>1,093,755</b>

Assumes Annual Service Days = 254  
 Annual Population Growth (as a percent) = 3.77%