

CTC
EVALUATION WORKBOOK
Florida Commission for the



**Transportation
Disadvantaged**

CTC BEING REVIEWED: Sumter County Board of County Commissioners

COUNTY (IES): Sumter

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REVIEW PERIOD: FY2025

REVIEW DATES: Feb-May 2026

PERSON CONDUCTING THE REVIEW: Lake Sumter MPO Consultant

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INTRODUCTION AND BRIEFING

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

The Sumter County Board of County Commissioners (BOCC) is the designated CTC for Sumter County. On March 15, 2023 the Florida Commission for the Transportation Disadvantaged extended Sumter County's CTC designation effective July 1, 2023 through June 30, 2028. The Sumter County BOCC entered into an agreement with MTM Transit, LLC to be its transportation provider on August 11, 2020 and again on July 22, 2025.

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

The purpose of the annual review is to evaluate the CTC's performance. The evaluation ensures quality of service is being obtained and that it is being provided in the most cost effective, efficient, and unduplicated manner. The evaluation also ensures that all requirements are met in providing provision of any services by operators and coordination contractors in the coordinated system.

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

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

The evaluation report will be presented for approval by the TDCB at the June 1, 2026 TDCB meeting. The final workbook will be transmitted to the Florida Commission for the Transportation Disadvantaged and the Sumter County CTC by MPO staff. The CTC will forward a status report to the Lake~Sumter MPO within 90 days, which will be presented at the next TDCB meeting. The TDCB will continue utilizing the use of CTC reports at quarterly meetings to assist with evaluating the CTC's performance.

FY2025 CTC EVALUATION SUMMARY

Overall, the CTC is running a smooth operation, and no major concerns were identified through this evaluation. The CTC had only one finding.

Finding 1: The standard for accidents is not being met. The CTC standard for accidents established in the TDSP states that "Crashes or Incidents should not exceed 1.4 events per 100,000 vehicle miles." Based on FY2025 Annual Operating Report (AOR) data, there were 1.84 accidents per 100,000 miles, or 0.00184%. This just barely misses meeting the established standard of 1.4 events per 100,000 vehicle miles.

Recommendation 1a: Continue existing safety strategies

Recommendation 1b: Assess the FY2025 accidents to determine any common causes or trends and adjust safety strategies if warranted.

Through the rider survey, riders consistently describe TD transit as essential and express appreciation for the service. Riders express strong satisfaction with drivers and frontline staff, affordability of the service, vehicle cleanliness, and trip lengths. Though very few riders report dissatisfaction with the service, riders did identify several opportunities for enhancements including adding more convenient payment methods and expanded reservation hours. The CTC Evaluation Subcommittee suggests that the CTC assess the possibility of 1) expanding payment options, and 2) extending reservation hours beyond 1pm.

REVIEW CHECKLIST & SCHEDULE

Collect for Review:

- APR Data Pages
- QA Section of TDSP
- Last Review (Date: 05/25)
- List of Omb. Calls
- QA Evaluation
- Status Report (from last review)
- AOR Submittal Date
- TD Clients to Verify
- TDTF Invoices
- Audit Report Submittal Date

Items to Review On-Site:

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

Items to Request:

REQUEST INFORMATION FOR RIDER/BENEFICIARY SURVEY (Rider/Beneficiary Name, Agency who paid for the trip [sorted by agency and totaled], and Phone Number)

REQUEST INFORMATION FOR CONTRACTOR SURVEY (Contractor Name, Phone Number, Address and Contact Name)

REQUEST INFORMATION FOR PURCHASING AGENCY SURVEY (Purchasing Agency Name, Phone Number, Address and Contact Name)

REQUEST ANNUAL QA SELF CERTIFICATION (Due to CTD annually by January 15th).

MAKE ARRANGEMENTS FOR VEHICLES TO BE INSPECTED (Only if purchased after 1992 and privately funded).

Information or Material to Take with You:

Measuring Tape Stop Watch

EVALUATION INFORMATION

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

- Cover Page
- Entrance Interview Questions
- Chapter 427.0155 (3) Review the CTC monitoring of contracted operators
- Chapter 427.0155 (4) Review TDSP to determine utilization of school buses and public transportation services
- Insurance
- Rule 41-2.011 (2) Evaluation of cost-effectiveness of Coordination Contractors and Transportation Alternatives
- Commission Standards and Local Standards
- On-Site Observation
- Surveys
- Level of Cost – Worksheet 1
- Level of Competition – Worksheet 2
- Level of Coordination – Worksheet 3

Notes to remember:

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

ENTRANCE INTERVIEW QUESTIONS

Introduction and Briefing:

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

The LCB will be reviewing the following areas:

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

Using the APR, Compile this Information:

1. Operating Environment

- Rural Urban

2. Organization Type

- Private-For-Profit
- Private Non-Profit
- Government
- Transportation Agency

3. Network Type:

Sole Provider

Partial Brokerage

Complete Brokerage

4. Name the operators that your company has contracts with:

MTM Transit, LLC

5. Name the groups that your company has coordination contracts with:

N/A; no coordination contracts

Table 1: Coordination Contract Agencies

Name of Agency	Address	City, State, Zip	Contact

6. Name the organizations and agencies that purchase service from the CTC and the percentage of trips each represents? *(Recent APR information may be used)*

Table 2: Percentage of Trips from Agencies that Purchase Service

Name of Agency	% of Trips	Name of Contact
Agency For Persons with Disabilities	18%	Jeannette Estes
CTD	63%	Kyle Mills
Dept. of Elder Affairs (DOEA)	6%	Steve Homan
Florida Department of Transportation (FDOT)	13%	Jamie Ledgerwood

7. Review and discuss TD helpline calls:

Table 3: Number of TD Helpline Calls by Topic

Topic	Number of calls	Closed Cases	Unsolved Cases
Cost	N/A		
Medicaid	N/A		
Quality of Service	N/A		
Service Availability	N/A		
Toll Permit	N/A		
Other	N/A		

GENERAL QUESTIONS

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

1. Designation date of CTC:

April 1993

2. What is the complaint process?

Service complaints are telephoned, emailed, or mailed in a letter to the CTC. Once received, a complaint/response form is filled out by the CTC. The completed complaint is given to the applicable transportation provider, who will immediately investigate the complaint. The provider is responsible for responding, in writing to the CTC and the complainant within 72 hours from receipt of notification. Following receipt of this response, the CTC will review and determine if the response is appropriate. See attached written process for additional details.

- a. Is this process in written form? *(Make a copy and include in folder)*

Yes No

See **Appendix A: Complaint Process**

- b. Is the process being used?

Yes No

3. Does the CTC have a complaint form? *(Make a copy and include in folder)*

Yes No

See **Appendix A: Complaint Process**

4. Does the complaint form incorporate all elements of the CTD's uniform service reporting guidebook?

Yes No

N/A; CTD confirmed question is obsolete

5. Does the form have a section for resolution of the complaint? *(Review completed complaint forms to ensure the resolution section is being filled out and follow-up is provided to the consumer.)*

Yes No

6. Is a summary of complaints given to the LCB on a regular basis?

Yes No

7. When is the dissatisfied party referred to the TD helpline?

As part of resolving the complaint

8. When a complaint is forwarded to your office from the ombudsman program, is the complaint entered into the local complaint file/process?

Yes No

N/A; no ombudsman complaints

a. If no, what is done with the complaint?

9. Does the CTC provide written rider/beneficiary information or brochures to inform riders/ beneficiaries about td services?

Yes No

If yes, what type?

On the website, public events, Facebook page for Sumter County, Passenger Guide, and Tri-Fold Brochure

10. Does the rider/ beneficiary information or brochure list the ombudsman number?

Yes No

11. Does the rider/ beneficiary information or brochure list the complaint procedure?

Yes No

12. What is your eligibility process for TD riders/ beneficiaries?

Apply online or call to request an application. Need ID that shows their age. TD rider requires proof of income, disability, and proof they don't have transportation.

Please verify these passengers have an eligibility application on file:

Table 4: TD Eligibility Verification

Name of Client	Date of Ride	Application on File?
Carmen Davis	2/6/25	Yes
Daisy Williams	2/6/25	Yes
George Morris	2/6/25	Yes
Michael Hibbs	2/6/25	Yes
Nicholas Orlandino	2/6/25	Yes
Paula Henderson	2/6/25	Yes
Rosaline Cook	2/6/25	Yes
Steve Healy	2/6/25	Yes
Tammy Tatum	2/6/25	Yes
Tommy McGuire	2/6/25	Yes

13. What innovative ideas have you implemented in your coordinated system?

Nurse Navigator Program - if someone needs a ride to a hospital, but it's not 911 worthy, they can call this program. Call in to emergency communication center. Is on website but infrequently used.

14. Are there any areas where coordination can be improved?

N/A

15. What barriers are there to the coordinated system?

Funding and getting people to know about the system. There is a lot of outreach - Government Day in November, Spooktacular, on website, etc., but it is still a challenge to bring it to people's awareness. Had applications and guides on all of the buses for awareness. Does outreach events, for example at The Villages (invited by the Villages).

16. Are there any areas that you feel the commission should be aware of or can assist with?

N/A

17. What funding agencies does the CTD need to work closely with in order to facilitate a better-coordinated system?

FDOT, MPO, CTD

18. How are you marketing the voluntary dollar?

In the Vehicles

General Questions Findings and Recommendations

Findings:

No Findings but note that two eligibility applications needed to be renewed.

Recommendations:

N/A

COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC contracts for compliance with 427.0155(1) F.S.

“Execute uniform contracts for service using a standard contract, which includes performance standards for operators.”

1. Are your contracts uniform? Yes No
2. Is the CTD’s standard contract utilized? Yes No
3. Do the contracts include performance standards for the transportation operators and coordination contractors? Yes No
4. Do the contracts include the proper language concerning payment to Subcontractors? (Section 21.20: Payment to Subcontractors, T&E Grant, and FY)
 Yes No

Review contracts and complete the table below:

Table 5: Operator Contracts

Operator Name	Exp. Date	SSPP	AOR Reporting	Insurance
MTM Transit, LLC	8/17/25	Yes	Yes	Yes

5. Is the CTC in compliance with this section? Yes No

Comments: MTM Transit was selected as the Operator at a BOCC meeting on 7/22/25, which is outside the FY2025 reporting period. That contract will expire on 7/31/2028 and will be reviewed as part of next year’s CTC Evaluation.

Review the CTC last AOR submittal for compliance with 427. 0155(2)

“Collect Annual Operating Data for submittal to the Commission.”

Reporting Timeliness

1. Were the following items submitted on time?
 - a. Annual Operating Report Yes No
 - i. Any issues that need clarification? Yes No
 - ii. Any problem areas on AOR that have been re-occurring? List below:
N/A
 - b. Memorandum of Agreement Yes No N/A
 - c. Transportation Disadvantaged Service Plan Yes No
 - d. Grant Applications to TD Trust Fund Yes No
 - e. All other grant application (%) Yes No N/A
2. Is the CTC in compliance with this section? Yes No

Comments: None

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

“Review all transportation operator contracts annually.”

1. What type of monitoring does the CTC perform on its operator(s) and how often is it conducted? *(Ask to see documentation of monitoring reports)*

Meets with MTM Transit quarterly to review checklist from SSPP and discuss ridership, vehicle maintenance, complaints, etc. Monitoring results are documented through a checklist, which is initialed by both parties and kept for record keeping.

- a. Is a written report issued to the operator? Yes No
- b. If NO, how are the contractors notified of the results of the monitoring?
2. What type of monitoring does CTC perform on its coordination contractors and how often is it conducted? *(Ask to see documentation of monitoring reports)*

N/A; no coordination contractors

- a. Is a written report issued? Yes No
- b. If NO, how are the contractors notified of the results of the monitoring?
3. What action is taken if a contractor receives an unfavorable report?

When complaints are received from customers, Sumter County Transit discusses it with MTM Transit and reviews recorded calls, documentation, etc.

4. Is the CTC in compliance with this section? Yes No

Comments:

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

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

1. How is the CTC using school buses in the coordinated system?

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

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

2. How is the CTC using public transportation services in the coordinated system?

N/A

Sumter County Transit provides deviated fixed route service through two shuttle routes, which are available to everyone. Door-to-door service and shuttle deviations require an application. All buses are wheelchair equipped. Deviations to the fixed route also require an application.

3. Is there a goal for transferring passengers from paratransit to transit?

Yes No

a. If YES, what is the goal?

b. Is the CTC accomplishing the goal? Yes No

4. Is the CTC in compliance with this requirement? Yes No

Comments:

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

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

1. Is the CTC involved with the review of applications for TD funds, in conjunction with the LCB? *(TD Funds include all funding for transportation disadvantaged services, i.e. Section 5310 [formerly Sec. 16] applications for FDOT funding to buy vehicles granted to agencies who are/are not coordinated)*

Yes No

a. If Yes, describe the application review process.

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

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

Yes No

2. Is the CTC in compliance with this section? Yes No

Comments:

Review priorities listed in the TDSP, according to Chapter 427.0155(7).

“Establish priorities with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust monies.”

1. Review the QA section of the TDSP (ask CTC to explain):

The evaluation of the Sumter County CTC is conducted annually by the TDCB with the guidance of the Lake–Sumter MPO planning staff. The purpose of the annual review is to evaluate the CTC’s performance. The evaluation ensures quality of service is being obtained and that it is being provided in the most cost-effective, efficient, and unduplicated manner. The CTC Evaluation sub-committee performs the annual evaluation and presents the CTC evaluation report in its entirety during a quarterly board meeting and provides a list of recommendations during the presentation. If there are any deficiencies noted, the board will recommend a timeline for corrective action. A follow up report addressing how the CTC is addressing the recommendations is presented at the next quarterly meeting.

2. What are the priorities for the TDTF trips?

TDSP Section 4.1.2 'Service Policies' prescribes the trip priorities for TD funding as follows:

- a. Medical
- b. Employment
- c. Education and training
- d. Nutritional
- e. Life-sustaining/other

3. How are these priorities carried out?

There is not currently a need for the CTC to prioritize trips. The website notes that all trips are subject to funding as well as vehicle and driver availability.

4. Is the CTC in compliance with this section? Yes No

Comments: None

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

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

Review the Operational section of the TDSP.

1. Hours of Service:

Weekday (excluding holidays), five days/week door-to-door reservation and demand response trips for transportation disadvantaged individuals to various destinations in and out of the County are provided by SCT. Destination appointment times in Sumter County must be between 8:30 am to 3:00 pm. Destination appointment times for out of county trips vary based on location.

2. Hours of Intake:

8am-1pm for reservations (calls are received after 1pm, but only to reserve return trips)

3. Provisions for After Hours Reservations/Cancellations?

Calls to SCT’s office between 5:00 p.m. and 8:00 a.m. and on holidays are received by voice mail. If the call is for emergency transportation, the caller is instructed to hang-up and dial 911. If the call is for non-emergency transportation to be provided at a time prior to SCT’s next business day, the caller is instructed to contact the on-call transportation contractor (currently MTM Transit, Inc.), which is pre-authorized to provide transportation to and from Leesburg Regional Medical Center and Villages Regional Medical Center emergency rooms if the client is registered with SCT. If the call is for transportation to be provided on SCT’s next business day, the caller is instructed to contact the SCT office during reservation hours between 8:00 a.m. and 1:00 p.m. Riders can cancel a scheduled trip by calling (352) 568-6883 any time.

4. What is the minimum required notice for reservations?

At least 24 hours, 48-hours notice is preferred

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

2 weeks. Subscription option is also provided.

6. Is the CTC in compliance with this section? Yes No

Comments:

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

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

1. What type of arrangement do you have with the local WAGES coalition?

N/A

2. Have any innovative WAGES transportation services been developed?

N/A

3. Is the CTC in compliance with this section? Yes No

Comments: Sumter County does not have an active local WAGES coalition.

Chapter 427 Findings and Recommendations

Findings

None

Recommendations

N/A

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

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

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

1. What are the minimum liability insurance requirements?

Contract requires Operator to comply with Commission insurance requirements by maintaining at least minimum liability insurance coverage in the amount of \$100,000 per person and \$200,000 per incident. Note that for updated contract, which went into effect after this reporting period, amounts are \$200,000 and \$300,000 respectively.

2. What are the minimum liability insurance requirements in the operator and coordination contracts?

See above

3. How much does the insurance cost (per operator)?

Table 6: Operator Insurance Cost

Operator	Insurance Cost
MTM Transit, Inc.	\$163,921 annually

4. Does the minimum liability insurance requirements exceed \$1 million per incident?

Yes No

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

5. Is the CTC in compliance with this section? Yes No

Comments: New contract with MTM Transit went into effect in FY2026, outside of this reporting period.

Compliance with 41-2.006(2), Safety Standards.

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

Date of last SSPP Compliance Review: 1/27/2025

Obtain a copy of this review. Review the last FDOT SSPP Compliance Review. If completed in over a year, or if the CTC has not monitored the operators, check drivers’ files at the operator’s site. Complete the table below, and note if any documents are not up to date. Each driver must have a completed and signed medical examination certificate dated within the past 24 months.

SSPP reviews completed in January 2025 and January 2026 (outside reporting period) and they monitored operators.

Table 7: Driver Requirement Chart

Driver Last Name	Driver License	Last Physical (Medical Exam Certificate)	CPR/1st Aid	Def. Driving	ADA Training	Other

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

Is the CTC in compliance with this section? Yes No

Are the CTC contracted operators in compliance with this section?

Yes No

Comments:

Compliance with 41-2.006(3), Drug and Alcohol Testing

“...shall assure the purchaser of their continuing compliance with the applicable state or federal laws relating to drug testing...”

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

FTA (Receive Sect. 5307, 5309, or 5311 funding)

FHWA (Drivers required to hold a CDL)

Neither

Request a copy of the Drug & Alcohol Policy and latest compliance review.

2. Date of last Drug & Alcohol Policy review:

January 27, 2025

3. Is the CTC in compliance with this section? Yes No

Comments: 1/27/25 was the drug and alcohol policy review completed during reporting period; latest was on 1/23/2026 (outside reporting period).

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

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

1. If the CTC has coordination contractors, determine the cost-effectiveness of these contractors.

Table 8: Cost [CTC and Coordination Contractor (CC)]

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

2. Do you have transportation alternatives? (Those specific transportation services approved by rule or the Commission as a service not normally arranged by the Community Transportation Coordinator, but provided by the purchasing agency. Example: a neighbor providing the trip)

Yes No

Table 9: Cost [CTC and Transportation Alternative (Alt.)]

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

3. Is the CTC in compliance with this section? Yes No

Comments:

Rule 41-2 Findings and Recommendations

Findings

None

Recommendations

N/A

COMPLIANCE WITH 41-2, F.A.C.: COMMISSION STANDARDS

Compliance with Commission Standards

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

Review the TDSP for the Commission standards.

1. Local toll free phone number must be posted in all vehicles
Included in TDSP - Section 4.1.13.6
Yes, cards included in vehicles in English and Spanish
2. Vehicle Cleanliness
Included in TDSP - Section 4.1.13.8
Floors swept every day and washed every week.
3. Passenger/Trip Database
Included in TDSP - Section 4.1.13.10
Yes - Ecolane software
4. Adequate seating
Included in TDSP - Section 4.1.13.11
5. Driver Identification
Included in TDSP - Section 4.1.13.12
Driver number is displayed in vehicle
6. Passenger Assistance
Included in TDSP - Section 4.1.13.12
Drivers to provide passengers with boarding assistance if necessary or required.
7. Smoking, Eating and Drinking
Included in TDSP - Section 4.1.13.14
Not allowed

8. Two-way Communications

Included in TDSP Section 4.1.13.16

Radios are on all vehicles

9. Air Conditioning/Heating

Included in TDSP Section 4.1.13.17

Included on all vehicles

10. Billing Requirements

Included in TDSP Section 4.1.13.9

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

Commission Standards Findings and Recommendations

Findings

None

Recommendations

N/A

COMPLIANCE WITH 41-2, F.A.C.: LOCAL STANDARDS

Compliance with Local Standards

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

Review the TDSP for the Local standards.

1. Transport of Escorts and dependent children policy
Included in TDSP Section 4.1.13.2; allowed an escort at no additional charge
2. Use, Responsibility, and cost of child restraint devices
Included in TDSP Section 4.1.13.3; not required
3. Out-of-Service Area trips
Included in TDSP Section 4.1.13.7; limited to CTC’s general service area with medical trips having priority
4. CPR/1st Aid
Included in TDSP Section 4.1.13.18 and 4.1.13.19; not required
5. Driver Criminal Background Screening
Included in TDSP Section 4.1.13.20; required
6. Rider Personal Property
Included in TDSP Section 4.1.13.4; allowed if it can be carried by passenger and safely stowed; limitations for grocery bags and laundry bags
7. Advance reservation requirements
Included in TDSP Section 4.1.13.24; 24-hour advance notification requirement, 48-hours recommended
8. Pick-up Window
Included in TDSP Section 4.1.13.22; 90 minutes prior to appointment time within the county

Table 10: CTC Standards and Performance

Measurable Standards/Goals	Standard/Goal	Latest Figures	Is the CTC/ Operator meeting the Standard?
Public Transit Ridership	N/A	N/A	N/A
On-time performance	96%	99%	Yes
Passenger No-shows	<2%	1.4%	Yes
Accidents	0.0014%	0.0018%	No
Roadcalls <i>Average age of fleet: 7</i>	0.004%	0.001%	Yes
Complaints <i>Number filed: 0</i>	<1%	0%	Yes
Call-Hold Time	<2 minutes	3 seconds	Yes

Comments:

Three of the accidents took place within one week, by the same driver, and that driver was terminated.

Current safety strategies include monthly safety meetings, re-trainings, and daily communication with drivers. Drivers involved in preventable accidents are required to do 4-hours of re-training (specific to the cause of the accident) and behind the wheel observations. Safety blitzes and emergency safety meetings are also held if needed.

Last year, there were 4 chargeable accidents for 358,945 vehicle miles, or 1.11 accidents per 100,000 vehicle miles.

Local Standards Findings and Recommendations

Findings

The CTC standard for accidents established in the TDSP states that "Crashes or Incidents should not exceed 1.4 events per 100,000 vehicle miles." Based on FY2025 Annual Operating Report (AOR) data, there were 7 chargeable accidents for 379,760 vehicle miles, which translates to 1.84 accidents per 100,000 miles, or 0.00184%. This just barely misses meeting the established standard of 1.4 events per 100,000 vehicle miles.

Recommendations

1. Continue existing safety strategies.
2. If not already completed, assess FY2025 accidents to determine any common causes or trends and adjust safety strategies if needed.

COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

Review copies of the public information provided.

1. Does public information state that accessible formats are available upon request?

Yes No

2. Are accessible formats on the shelf? Yes No

- a. If not, what arrangements are in place to have material produced in a timely fashion upon request?

Materials are available upon request. Website states: Upon request and free of charge, all printed material will be made available to users of our transportation service in accessible formats for persons with disabilities in a form that the person can use which may include large print, audio tape, and Braille. This would include but not be limited to schedules, general information brochures, rider handbooks, and service bulletins.

3. Do you have TTY equipment or utilize the Florida Relay System?

Yes No

4. Is the TTY number or the Florida Relay System numbers listed with the office phone number? Yes No

Florida Relay System:

Voice- 1-800-955-8770

TTY- 1-800-955-8771

Examine operator manuals and rider information.

5. Do current policies comply with ADA provision of service requirements regarding the following:

Provision of Service	Training Provided	Written Policy	Neither
Accommodating Mobility Aids (49 CFR Sec. 37 Appendix D)	Yes	Yes	
Accommodating Life Support Systems (O ₂ Tanks, IV's...) (49 CFR Sec. 37.167)	Yes	Yes	
Passenger Restraint Policies (49 CFR Sec. 37.165)	Yes	Yes	
Standee Policies (persons standing on the lift) (49 CFR Sec. 37.165)	Yes	Yes	
Driver Assistance Requirements (49 CFR Sec. 37.165)	Yes	Yes	
Personal Care Attendant Policies (49 CFR Sec. 37.123)	Yes	N/A	
Service Animal Policies (49 CFR Sec. 37.167)	Yes	Yes	
Transfer Policies (From mobility device to a seat) (49 CFR Sec. 37.165)	Yes	Yes	
Equipment Operation (Lift and securement procedures) (49 CFR Sec. 37.165)	Yes	Yes	
Passenger Sensitivity/Disability Awareness Training for Drivers (49 CFR Sec. 37.173)	Yes	Yes	

Inspect facilities where services are provided to the public (eligibility determination, ticket/coupon sales, etc...).

6. Is a ramp provided? Yes No
7. Are the bathrooms accessible? Yes No

Randomly select one or two vehicles per contractor (depending on system size) that are identified by the CTC as being ADA accessible and purchased with private funding, after 1992. Conduct an inspection using the ADA vehicle specification checklist.

Bus and Van Specification Checklist

Name of Provider: N/A; vehicles not purchased with private funding

Vehicle Number (either VIN or provider fleet number):

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

Person Conducting Review:

Date:

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

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

Have the driver lower the lift to the ground:

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

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

- Must have an inner barrier to prevent the mobility aid from rolling off the side closest to the vehicle until the platform is fully raised.
- Side barriers must be at least 1 ½ inches high.
- The outer barrier must be sufficient to prevent a wheelchair from riding over it.
- The platform must be slip-resistant.
- Gaps between the platform and any barrier must be no more than 5/8 of an inch.

- The lift must have two handrails.
- The handrails must be 30-38 inches above the platform surface.
- The handrails must have a useable grasping area of 8 inches, and must be at least 1 ½ inches wide and have sufficient knuckle clearance.
- The platform must be at least 28 1/2 inches wide measured at the platform surface, and 30 inches wide and 48 inches long measured 2 inches above the platform surface.
- If the ramp is not flush with the ground, for each inch off the ground the ramp must be 8 inches long.
- Lifts may be marked to identify the preferred standing position (suggested, not required)

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

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

While inside the vehicle:

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

Vehicles under 22 feet must have:

- One securement system that can be either forward or rear-facing.

- Overhead clearance must be at least 56 inches. This includes the height of doors, the interior height along the path of travel, and the platform of the lift to the top of the door.

Vehicles over 22 feet must have:

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

Equivalent Level of Service

Table 11: ADA Compliance Review - Provider/Contractor Level of Service Chart

Name of Service Provider/ Contractor	Total # of Vehicles Available for CTC Service	# of ADA Accessible Vehicles	Areas/Sub areas Served by Provider/Contractor
MTM/Sumter Co	20	20	All of Sumter; Leesburg, VA in Summerfield, and Gainesville

- Based on the information in Table 10, does it appear that individuals requiring the use of accessible vehicles have equal service?

Yes No

Comments:

ADA Compliance Findings and Recommendations

Findings

None

Recommendations

N/A

GRANT QUESTIONS

The following questions relate to items specifically addressed in the FY 2025/2026 Trip and Equipment Grant.

1. Do you keep all records pertaining to the spending of TDTF dollars for five years?
(Section 7.10: Establishment and Maintenance of Accounting Records, T&E Grant, and FY 2021-2025)

Yes No

2. Are all accidents that have resulted in a fatality reported to the Commission within 24 hours after you have received notice? (Section 14.80: Accidents, T/E Grant, and FY 2021-2025)

Yes No

N/A; no accidents that resulted in fatalities

3. Are all accidents that have resulted in \$1,000 worth of damage reported to the Commission within 72 hours after you have received notice of the accident?
(Section 14.80: Accidents, T/E Grant, and FY 2021-2025)

Yes No

N/A; no accidents over \$1,000

Comments:

STATUS REPORT FOLLOW-UP FROM LAST REVIEW(S)

Date Of Last Review: 6/2025

Status Report Dated: 4/23/2026

1. CTD Recommendation:

Several of the survey respondents alluded to needing to make reservations multiple days in advance, despite the policy only requiring riders to make reservations 24-hours in advance. This policy changed within the last year; therefore, the CTC Evaluation Subcommittee is suggesting that the CTC review how information about the updated reservation process has been disseminated to employees and riders

a. CTC Response:

The information is part of the Passenger Guide on the website. Riders are told when they call in to make a reservation that 48 hours are preferred, but only 24 hours are required.

b. Current Status:

Resolved

2. CTD Recommendation:

a. CTC Response:

b. Current Status:

3. CTD Recommendation:

a. CTC Response:

b. Current Status:

4. CTD Recommendation:

a. CTC Response:

b. Current Status:

5. CTD Recommendation:

a. CTC Response:

b. Current Status:

ON-SITE OBSERVATION OF THE SYSTEM

Ride a vehicle within the coordinated system. Request a copy of the manifest page that contains this trip.

See **Appendix B: Observational Rides** for completed forms

Date of Observation:

Please list any special guests that were present:

Location:

Number of Passengers picked up/dropped off:

- Ambulatory:
- Non-Ambulatory:

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

Did the driver provide any passenger assistance? Yes No

Was the driver wearing any identification?

Yes: Uniform Name Tag Badge

No

Did the driver render an appropriate greeting?

Yes No Driver regularly transports the rider, not necessary

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

Yes No

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

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

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

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

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

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

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

If No, please explain:

CTC:

County:

Date of Ride:

Table 12: Number of Riders to Survey

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

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

Note: Attach the manifest

RIDER/BENEFICIARY SURVEY

See **Appendix C: Rider Survey Results** for survey results

Staff making call: _____ County: _____

Date of Call: _____ Funding Source: _____

1) Did you receive transportation service on Yes No

2) Where you charged an amount in addition to the co-payment? If so, how much?

Yes No

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

Yes

No. If no, skip to question # 4

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

None 3-5 Times

1-2 Times 6-10 Times

If none, skip to question # 4.

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

Ineligible Space not available

Lack of funds Destination outside service area

Other

5) What do you normally use the service for?

Medical Education/Training/Day Care

Employment Life-Sustaining/Other

Nutritional

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

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

No. If no, skip to question # 6

What type of problem did you have with your trip?

Advance notice Cost

Pick up times not convenient Late pick up-specify time of wait

Assistance Accessibility

Service Area Limits Late return pick up - length of wait

Drivers - specify Reservations - specify length of wait

Vehicle condition Other

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

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

Additional Comments:

CONTRACTOR SURVEY

County: Sumter

Contractor name (optional): MTM Transit, LLC

1. Do the riders/beneficiaries call your facility directly to cancel a trip?
 Yes No
2. Do the riders/beneficiaries call your facility directly to issue a complaint?
 Yes No
3. Do you have a toll-free phone number for a rider/beneficiary to issue commendations and/or complaints posted on the interior of all vehicles that are used to transport TD riders?
 Yes No

If yes, is the phone number posted the CTC's?
 Yes No
4. Are the invoices you send to the CTC paid in a timely manner?
 Yes No
5. Does the CTC give your facility adequate time to report statistics?
 Yes No
6. Have you experienced any problems with the CTC?
 Yes No

If yes, what type of problems?

Comments: For complaints, there is also an online option. Ombudsman's number is on vehicles. Passenger Guide (printed) has the number as well on the back page.

PURCHASING AGENCY SURVEY

Staff making call: N/A

Purchasing Agency name:

Representative of Purchasing Agency:

1. Do you purchase transportation from the coordinated system?
 - Yes
 - No If no, why?
2. Which transportation operator provides services to your clients?
3. What is the primary purpose of purchasing transportation for your clients?
 - Medical
 - Employment
 - Education/Training/Day Care
 - Nutritional
 - Life Sustaining/Other
4. On average, how often do your clients use the transportation system?
 - 7 Days/Week
 - 1-3 Times/Month
 - 1-2 Times/Week
 - Less than 1 Time/Month
 - 3-5 Times/Week
5. Have you had any unresolved problems with the coordinated transportation system?
 - Yes
 - No If no, skip to question 7

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

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

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

- Yes
- No If no, why?

Comments:

LEVEL OF COST WORKSHEET 1

Insert Cost page from the AOR.

CTC Expense Sources

County: Sumter

CTC Status: Complete

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

Fiscal Year: 07/01/2024 - 06/30/2025

CTD Status: Complete

Expense Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Labor	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Fringe Benefits	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Materials & Supplies Consumed	\$ 60,367	\$ 0	\$ 60,367	\$ 58,086	\$ 0	\$ 58,086
Utilities	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Casualty & Liability	\$ 20,524	\$ 0	\$ 20,524	\$ 14,785	\$ 0	\$ 14,785
Taxes	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Miscellaneous	\$ 0	\$ 0	\$ 0	\$ 9,759	\$ 0	\$ 9,759
Interest	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Capital Purchases	\$ 24,545	\$ 0	\$ 24,545	\$ 0	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Purchased Transportation Services						
Bus Pass	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Contracted Operator	\$ 1,484,491	N/A	\$ 1,484,491	\$ 1,451,779	N/A	\$ 1,451,779
Total - Expense Sources	\$ 1,589,927	\$ 0	\$ 1,589,927	\$ 1,534,409	\$ 0	\$ 1,534,409

LEVEL OF COMPETITION WORKSHEET 2

1. Inventory of Transportation Operators in the Service Area

Table 13: Inventory of Transportation Operators in the Service Area

Type of Operator	Column A Operators Available	Column B Operators Contracted in the System.	Column C Include Trips	Column D % of all Trips
Private Non-Profit		0	0	0%
Private For-Profit		0	0	0%
Government		0	0	0%
Public Transit Agency		1	43,278	100%
Total		1	43,278	100%

2. How many of the operators are coordination contractors?

0

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

0, Limited on vehicles

a. Does the CTC have the ability to expand?

Yes

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

August 2020; new contract with MTM Transit as of August 2025, which is outside reporting period.

5. Does the CTC have a competitive procurement process?

Yes

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

Low bid

Requests for qualifications

- Negotiation only
- Requests for proposals (once)
- Requests for interested parties
- a. Which of the methods listed on the previous page was used to select the current operators?

Requests for proposals

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

- Capabilities of operator
- Age of company
- Previous experience
- Management
- Qualifications of staff
- Resources
- Economies of Scale
- Contract Monitoring
- Reporting Capabilities
- Financial Strength
- Performance Bond
- Responsiveness to Solicitation
- Scope of Work
- Safety Program
- Capacity
- Training Program
- Insurance
- Accident History

- Quality
- Community Knowledge
- Cost of the Contracting Process
- Price
- Distribution of Costs
- Other: (list)

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

As many as designated on Demand Star

a. How many responded?

Three; two potential operators responded to most recent RFP for contract that went into effect in FY2026

b. The request for bids/proposals was distributed:

- i. Locally?
- ii. Statewide?
- iii. Nationally?

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

Yes

LEVEL OF AVAILABILITY (COORDINATION) WORKSHEET 3

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

Section 4.1.1 of the SCT TDSP describes the service plan and operations for the coordinated system which includes service policies and five separate service types available. Section 4.1.4 of the SCT TDSP details the process for the CTC to contract with various entities to provide trips within the coordinated transportation system when the CTC cannot provide the trips in a cost-effective manner.

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

Section 3.1.5 of the SCT TDSP describes the public participation process which includes public meetings, cooperative participation from community agencies, and extensive representation of the TD population through LCB membership.

Information on transit services is distributed via public social service agencies, websites, and at public meetings.

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

Recertification is required every three years which is the responsibility of the CTC/Operator. New applications and recertifications are processed through the CTC application process.

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

The SCT TDSP Section 4.1.13.10 requires the CTC maintain a computer data record on each passenger it provides or arranges services for within the coordinated system including all rider details with trip history and records must be held for a period of five years.

The CTC has an application process, which all potential riders must complete. 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 TDTF is determined by SCT. Individuals who meet the definition of "TD" in Ch. 427, F.S. and Rule 41-2, F.A.C. are considered eligible for those trips.

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

Two reservationists and a scheduler/dispatcher are available for call intake by calling SCT's office in Wildwood at 352-568-6683 between 8am and 1pm on weekdays, excluding holidays. There is also a toll free number for individuals who use TTY at 800-955-8771.

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

All staff are trained to take reservations and the software flags duplication of trips prior to scheduling process. Reservations are taken between 8am and 1pm weekdays, excluding holidays. Reservation trips require at least a 24 hour notice, with a 48-hour notice recommended. Demand response trips do not require prior notice; however, they will only be provided if they can be added to the previously arranged schedule.

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

MTM receives and schedules all CTC trips based in prioritized order, as prescribed in the TDSP:

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

There is not currently a need to prioritize trips.

8. Scheduling – How is the trip assignment to vehicles coordinated?

The scheduling software calculates time and locations to ensure optimal service schedules for the operations.

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

The CTC has 20 ambulatory vehicles, all of which are ADA accessible. Trips are scheduled by space, type of trip, and funding availability.

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

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

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

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

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

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

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

All trips are verified by the CTC staff.

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

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

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

All reports are compiled using the scheduling software, reviewed by CTC staff and reported on a quarterly basis to the LSMPO and the TDCB.

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

N/A; Fully Brokered System

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

Info is shared via county fairs, government days, fliers, media, website and marketing campaigns.

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

Coordination and operator contracts.

APPENDICES

Appendix A: Complaint Process

4.1.13.29 Service Effectiveness

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

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

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

4.1.13.30 Contract Monitoring

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

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

4.1.13.31 Complaints

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

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

4.1.14 LOCAL COMPLAINT AND GRIEVANCE PROCEDURE/PROCESS

4.1.14.1 CTC Compliant Process

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

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

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

Service complaints are telephoned, emailed, or mailed in a letter to the CTC. Each vehicle has a notification prominently displayed, which advertises the appropriate phone number for patrons to call with concerns, as well as ADA and Title VI information. Once a complaint is received, it will be followed up in the manner it was received and then documented in written form. The complaint is forwarded to the applicable transportation provider. A copy is retained by the CTC for follow up.

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

Following receipt of the response, the CTC will review and determine if the response is appropriate. If a service complaint evolves into an unresolved complaint (grievance), the complainant will be requested to demonstrate their concern in writing as clearly as possible. Grievances are then heard by the TDCB.

4.1.14.2 Grievance Procedures

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

4.1.15 COMMUNITY TRANSPORTATION COORDINATOR MONITORING PROCEDURES OF OPERATORS AND COORDINATION CONTRACTORS

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

4.1.16 COORDINATION CONTRACT EVALUATION CRITERIA

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

4.2 Cost/Revenue Allocation and Rate Structure Justification

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

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

COMPLIMENTS AND COMPLAINTS

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

OMBUDSMAN

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

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

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

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

Form Center

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

Discrimination Complaint Form for Sumter County Transit Division

Sign in to
Save
Progress

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


Section 1

Name*

Address*

Telephone
(Mobile/Home)*

Telephone (Work)

Select Language 

Accessible Format Requirements?

- Large Print
- TDD
- Audio Tape
- Other

Sumter County Transit Title VI Plan

[View Here](#)

Section 2

Are you filing this complaint on your own?

-- Select One --

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

Section 3

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

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

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

- Disability
- N/A

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

Location*

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

Section 4

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

-- Select One --



Section 5

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

-- Select One -- ▾

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

Section 6

Name of agency complaint is against:*

Contact person:

Title:

Telephone number:

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

N...en

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

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

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

protected by reCAPTCHA

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

Receive an email copy of this form.

Email address

This field is not part of the form submission.



Submit

* indicates a required field



Transit Customer Satisfaction Survey

Sumter County Transit (SCT) Customer Satisfaction Survey

Date of Service

mm/dd/yyyy

Are you riding door -to-door or on a route

- door -to-door on a route

Recent scheduling of trips has been smooth and easy.

- Strongly Agree Agree Disagree Strongly Disagree
 N/A

My reservationist was polite and helpful.

- Strongly Agree Agree Disagree Strongly Disagree
 N/A

Select Language ▼

SCT vehicles are comfortable.

- Strongly Agree Agree Disagree Strongly Disagree
 N/A

SCT vehicles are clean.

- Strongly Agree Agree Disagree Strongly Disagree
 N/A

My driver was helpful and courteous.

- Strongly Agree Agree Disagree Strongly Disagree
 N/A

My driver was careful and safe.

- Strongly Agree Agree Disagree Strongly Disagree
 N/A

I get picked up for my appointment on time.

- Strongly Agree Agree Disagree Strongly Disagree
 N/A

I am delivered to my appointment on time.

- Strongly Agree Agree Disagree Strongly Disagree
 N/A

Rate your overall satisfaction with the SCT services you receive.

- Strongly Agree Agree Disagree Strongly Disagree
 N/A

I am a frequent passenger with SCT. *

- Yes No

How many times per month do you use Sumter County Transportation?

- 1-2 3-4 5-6 More than 6



I travel on SCT vehicles to doctors' appointments outside of Sumter County.

Yes

No

Comments or suggestions on how we can improve our passenger services

If you would like us to contact you to follow up on this information, please provide your phone number or email address.

Thank you for taking the time to give us your valuable feedback.

Change Editor

Receive an email copy of this form.

Email address

This field is not part of the form submission.

Submit



Appendix B: Observational Rides

#1

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, February 24, 2026 11:26:43 AM
Last Modified: Tuesday, February 24, 2026 11:28:36 AM
Time Spent: 00:01:52
IP Address: 140.248.44.203

Page 1

Q1

Name:

Cade Gerks

Q2

Date / Time

02/24/2026 09:00 AM

Date of Observation:

Q3

Please list any special guests that were present:

Drivers Gene and Adrian

Q4

Pick-up and drop off location:

1525 Industrial Dr. Wildwood, FL

Q5

Number of passengers picked up and dropped off

Ambulatory	4
Non-ambulatory	0
Total	4

Q6

Yes, they were on time for all pick-ups

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

2026 Sumter County CTC Evaluation On-Site Observation of the System

Q7 Did the driver provide any assistance?	Yes, Additional comments:: Walked riders to and from their doors, helped with bags
Q8 Was the driver wearing any identification?	Uniform, Name Tag, ID Badge, Additional comments:: Safety vests as well
Q9 Did the driver render an appropriate greeting?	Yes, Additional comments:: They spoke to each rider throughout
Q10 If the CTC has a policy on seatbelts, did the driver ensure the passengers were properly belted?	Yes
Q11 Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?	Yes
Q12 Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?	Yes
Q13 Does the vehicle have working heat and air conditioning?	Yes
Q14 Does the vehicle have two-way communications in good working order?	Yes
Q15 If used, was the lift/ramp in good working order?	Not applicable, Additional comments:: Not used

Q16

Yes

Was there safe and appropriate seating for all passengers?

Q17

Not applicable,

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

If no, please explain::

Not used

Q18

Please share any other comments you have below:

The drivers were excellent. They were very kind, knowledgable, and timely.

#2

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, February 26, 2026 6:46:33 AM
Last Modified: Thursday, February 26, 2026 9:35:33 AM
Time Spent: 02:49:00
IP Address: 174.211.209.56

Page 1

Q1

Name:

Adrian

Q2

Date / Time

02/26/2026 09:20 AM

Date of Observation:

Q3

Please list any special guests that were present:

A trainer for the driver

Q4

Pick-up and drop off location:

The gentleman's home to One Blood

Q5

Number of passengers picked up and dropped off

Non-ambulatory

1

Q6

Yes, they were on time for all pick-ups

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

Q7

Yes

Did the driver provide any assistance?

Q8 **Uniform,**
 Was the driver wearing any identification? **Name Tag,**
ID Badge

Q9 **Yes**
 Did the driver render an appropriate greeting?

Q10 **Yes**
 If the CTC has a policy on seatbelts, did the driver ensure the passengers were properly belted?

Q11 **Yes**
 Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?

Q12 **Yes**
 Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?

Q13 **Yes**
 Does the vehicle have working heat and air conditioning?

Q14 **Yes**
 Does the vehicle have two-way communications in good working order?

Q15 **Yes**
 If used, was the lift/ramp in good working order?

Q16 **Yes**
 Was there safe and appropriate seating for all passengers?

Q17 **Yes**
 Did the driver properly use the lift and secure the passenger?

Q18

Respondent skipped this question

Please share any other comments you have below:

Appendix C: Rider Survey Results

Annual Sumter County Transit Transportation Disadvantaged Rider Satisfaction Survey

Summary and Key Themes

General

- 34 people took the survey, a 113% increase from last year
- 33 respondents were riders, and 1 respondent was a caretaker or personal care attendant (PCA) answering on behalf of a rider
- 1 respondent was disqualified because it had been more than a year since they used the service; disqualified respondents were shown a message directing them to other ways to provide feedback
- The majority of respondents are frequent riders (more than once a week)

Strengths

- Riders are generally very satisfied with Sumter County's service overall
- Riders are most satisfied with the driver interactions, driving behavior, overall service, and cost
 - **Interactions with Bus Drivers:** 25 riders are very satisfied, 3 are satisfied, and 1 is neutral. No riders are dissatisfied.
 - **Driving Behavior:** 25 riders are very satisfied, 3 are satisfied, and 1 is neutral. No riders are dissatisfied.
 - **Overall Service:** 25 riders are very satisfied, 2 are satisfied, and 2 are neutral. No riders are dissatisfied.
 - **Cost:** 23 riders are very satisfied, and 7 are satisfied. No riders are dissatisfied.
- Comments reflecting satisfaction with the service are summarized below.

Eligibility Application and Renewal Process

- Riders feel that the eligibility application and renewal process is simple, easy to understand, and efficient.

Rider Quotes

- ✓ *“Quick and easy”*
- ✓ *“The process was easy, quick, and efficient”*

Staff & Drivers

- Riders praise drivers, dispatch, and reservationists as friendly, professional, and helpful. Riders report no issue with bus operator safety.

Rider Quotes

- ✓ *“Dispatch is wonderful.”*
- ✓ *“They are very helpful, courteous, and professional.”*
- ✓ *“All great and very helpful 100%”*
- ✓ *“Love them all”*

Affordability

- Riders feel the fare is very reasonable; several said they would tolerate higher fares if it ensured service continuity.

Rider Quotes

- ✓ *“Can’t beat that price.”*
- ✓ *“I would be willing to pay much more if it would guarantee the service will continue.”*

Reliability

- Many riders report being consistently on time (or early) for work and appointments.

Rider Quotes

- ✓ *“I’m never late to work. Always early”*
- ✓ *“Always ready as requested within the timeframe”*

Vehicle Cleanliness and Maintenance

- Cleanliness
- Buses are generally clean and well maintained.

Rider Quotes

- ✓ *“Always clean”*
- ✓ *“Spotless”*

Opportunities

- The vast majority of riders are very satisfied with Sumter County’s service. There are only 5 “Dissatisfied” responses across all questions, and no riders report being “Very Dissatisfied” for any question.
- Three questions had one respondent each reporting being “Dissatisfied”.
 - Eligibility application and renewal process
 - Timeliness for pick-ups
 - Time it takes to reach destination
- One question had two respondents reporting being “Dissatisfied.”
 - Communication about changes to service (this may be due to confusion about the wording of the question)
- Negative comments were very limited. Despite being generally satisfied with the service, some respondents identified areas for improvement in their comments: these are reflected below.

Pick-Ups & Drop Offs

- Though generally satisfied with pick-ups and drop offs, some riders report being picked up too early, with the 1.5-hour lead time viewed as excessive for short trips.

Rider Quotes

- ✓ *“Pick ups too early.”*
- ✓ *“I feel 1 1/2 hour lead time is too great, especially because most trip distances are not far. Could it be reduced to 1 hour?”*

Reservation & Scheduling

- No same-day/short-notice trips or reservations after early afternoon; some riders want limited flexibility for urgent needs.

Rider Quotes

- ✓ *“You cannot call after 1:00 pm to make reservations.”*
- ✓ *“Wish short notice rides were available. Limit number of times, if needed.”*

Payment Methods

- Though generally satisfied with payment methods, some riders request tokens, prepaid cards, or electronic options; riders have difficulty making exact change.

Rider Quotes

- ✓ *“Would prefer the token method.”*
- ✓ *“Maybe some type of card or pre paid pass availability. It would make it more convenient*

Communication

- Some riders report no direct communication about service changes.
- Note that the wording of the question may have caused confusion; it was meant to ask generally about how service changes are communicated, but people seemed to interpret it as if there was a service change that they weren't aware of. Will update question language next year to be more clear (e.g., IF there were are service changes in the past year, how satisfied were you with Sumter County's communication about the changes?) or remove the question if there were no changes.

Rider Quotes

- ✓ *“no communication at all”*
- ✓ *“Wasn't aware of any communication”*

Summary

Strengths

- Riders feel that eligibility application and renewal process is quick and easy.
- Riders report high satisfaction with drivers, dispatchers, and reservation staff, describing them as friendly, professional, and accommodating.
- The service is viewed as affordable, with several riders stating they would accept higher fares if it ensured continued service availability.
- Many riders report reliable arrival times for work and appointments, and generally clean and well-maintained vehicles.

Areas for Improvement

- Some riders cite early pickups and long pickup windows, particularly the 1.5-hour lead time, as burdensome for short trips.
- Limited ability to schedule short-notice or same-day trips and to make reservations after 1pm.
- Requests for expanded payment options, such as tokens, prepaid cards, or electronic fare systems, due to challenges with exact change.

Overall Findings

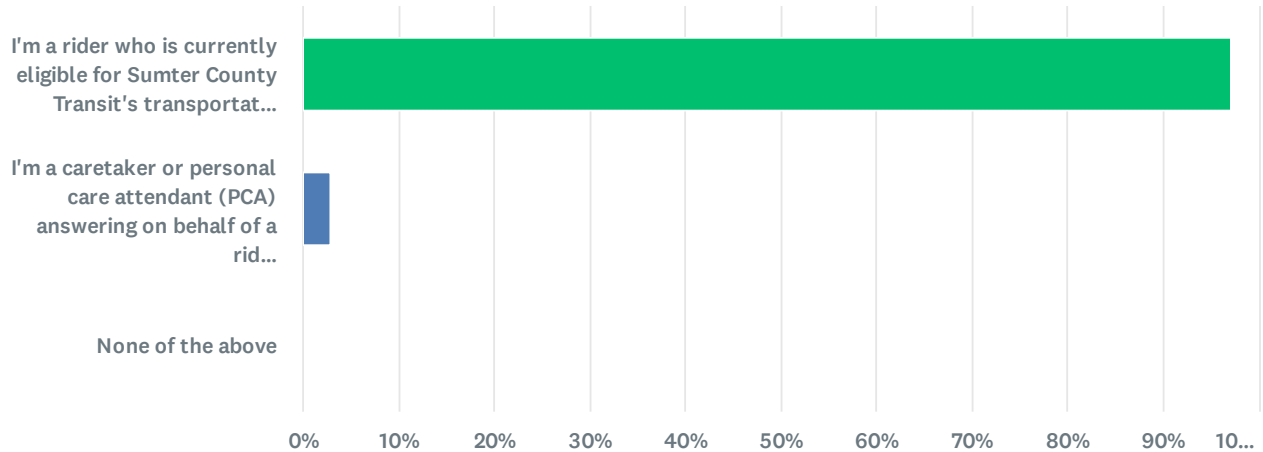
Riders consistently describe TD transit as essential and express appreciation for the service. Riders express strong satisfaction with drivers and frontline staff, affordability of the service, vehicle cleanliness, and trip lengths. Though very few riders report dissatisfaction with the service, riders did identify several opportunities for enhancements including adding more convenient payment methods and expanded reservation hours.

Rider Quotes

- ✓ *“I feel blessed to have the Transit.”*
- ✓ *“Very blessed to have the bus to allow me out of the house to be able to go to work.”*
- ✓ *“Due to the cost of private and the inconvenience to family, losing TD services would greatly impact my ability to do basic living things.”*
- ✓ *“Thank you so much for being here for me and others who would not otherwise have a chance at a more normal life. Thank you again and God bless.”*

Q1 How do you use Sumter County Transit's transportation disadvantaged services?

Answered: 34 Skipped: 0



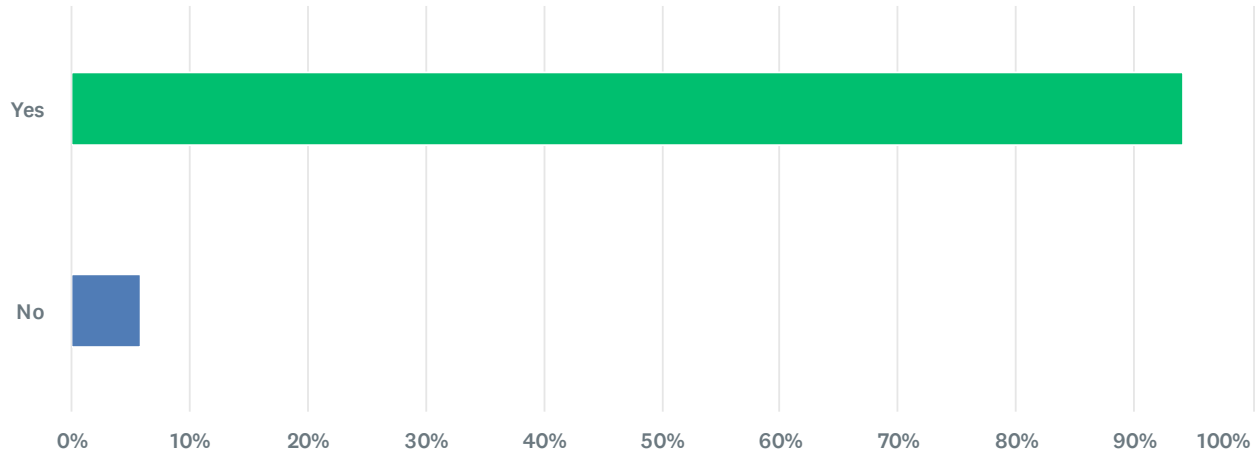
Answer Choices	Percentage	Responses
● I'm a rider who is currently eligible for Sumter County Transit's transportation services	97.06%	33
● I'm a caretaker or personal care attendant (PCA) answering on behalf of a rider who is currently eligible for Sumter County Transit's transportation services	2.94%	1
● None of the above	0%	0
Show comments		
Total		34

Annual Sumter County Transit Transportation Disadvantaged Rider Satisfaction Survey

#	EXPLANATION (OPTIONAL)	DATE
1	HCP and unable to drive. Use to go to work part time	2/17/2026 7:53 AM

Q2 Have you used Sumter County Transit's transportation disadvantaged services within the past year?

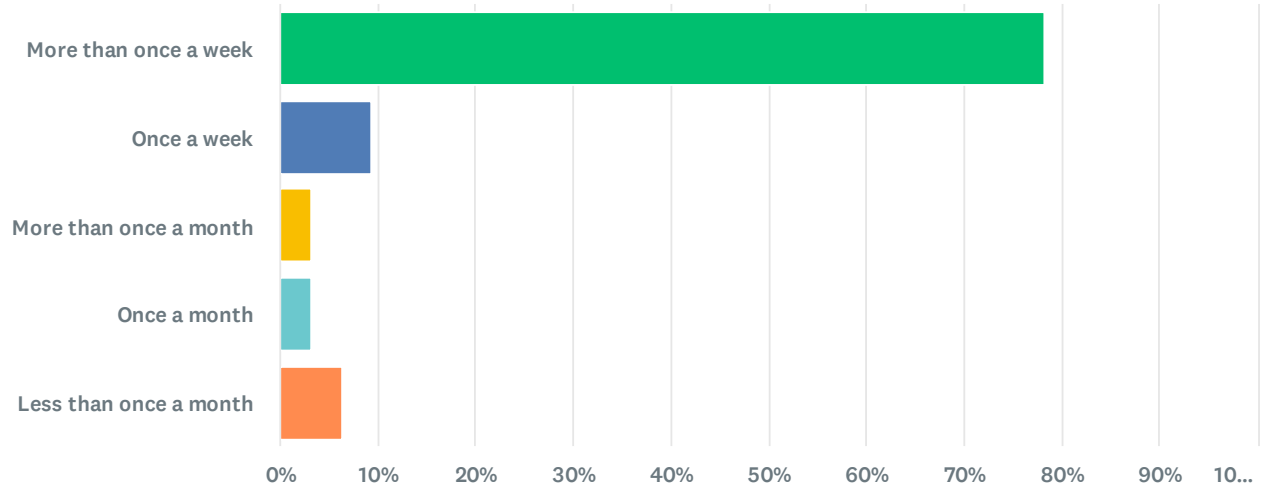
Answered: 34 Skipped: 0



Answer Choices	Percentage	Responses
● Yes	94.12%	32
● No	5.88%	2
Total		34

Q3 How often do you normally use Sumter County Transit's transportation disadvantaged services?

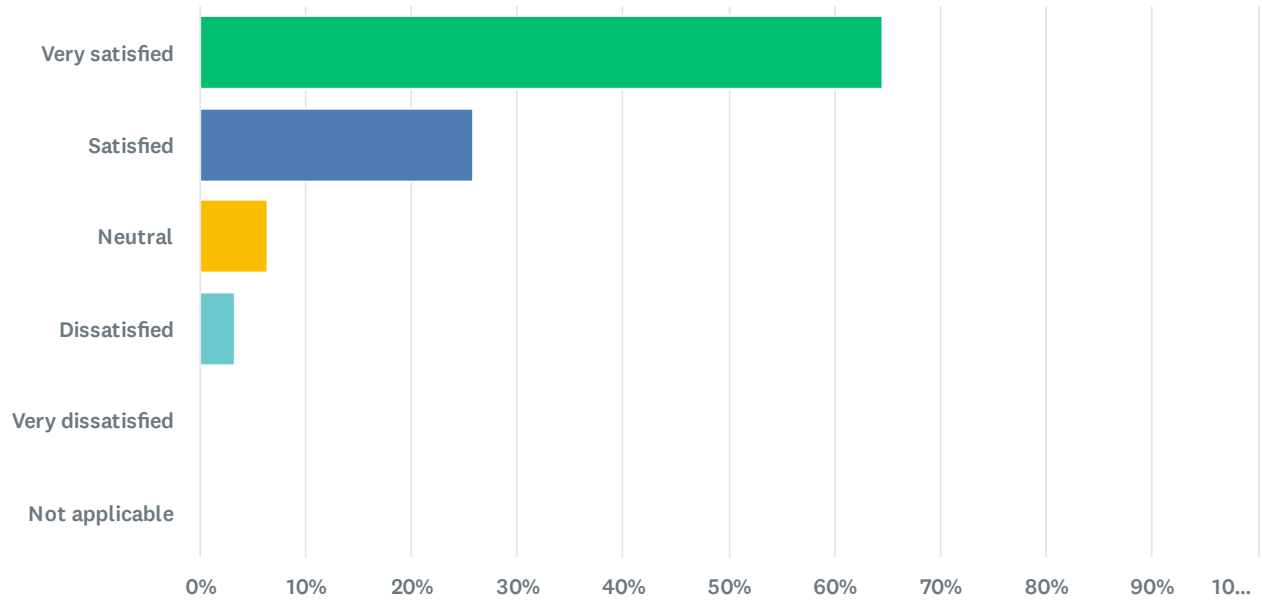
Answered: 32 Skipped: 2



Answer Choices	Percentage	Responses
● More than once a week	78.13%	25
● Once a week	9.38%	3
● More than once a month	3.13%	1
● Once a month	3.13%	1
● Less than once a month	6.25%	2
Total		32

Q4 How satisfied are you with Sumter County Transit's eligibility application and renewal process?

Answered: 31 Skipped: 3



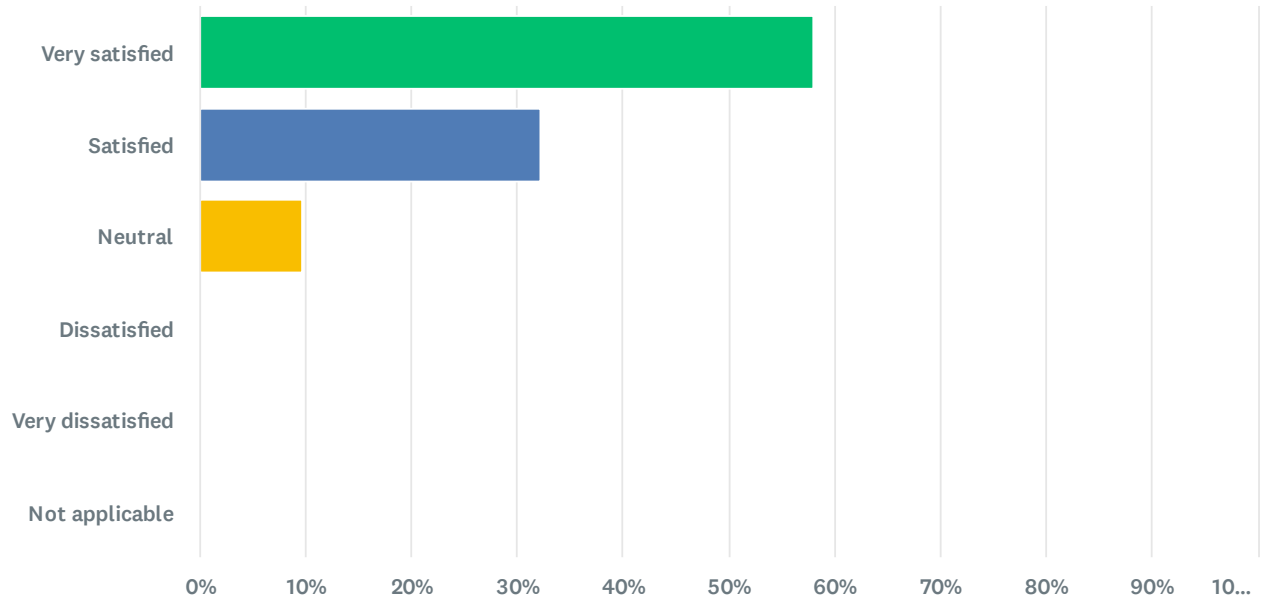
Answer Choices	Percentage	Responses
● Very satisfied	64.52%	20
● Satisfied	25.81%	8
● Neutral	6.45%	2
● Dissatisfied	3.23%	1
● Very dissatisfied	0%	0
● Not applicable	0%	0
Show comments		
Total		31

Annual Sumter County Transit Transportation Disadvantaged Rider Satisfaction Survey

#	EXPLANATION (OPTIONAL)	DATE
1	Quick and easy	2/24/2026 10:53 AM
2	Does it every couple of weeks, the people on the phone are very friendly	2/24/2026 9:41 AM
3	The process was easy quick and efficient	2/17/2026 8:32 AM
4	It was easy to understand	2/17/2026 7:54 AM

Q5 Over the past month, how satisfied have you been with Sumter County Transit's trip reservation process?

Answered: 31 Skipped: 3



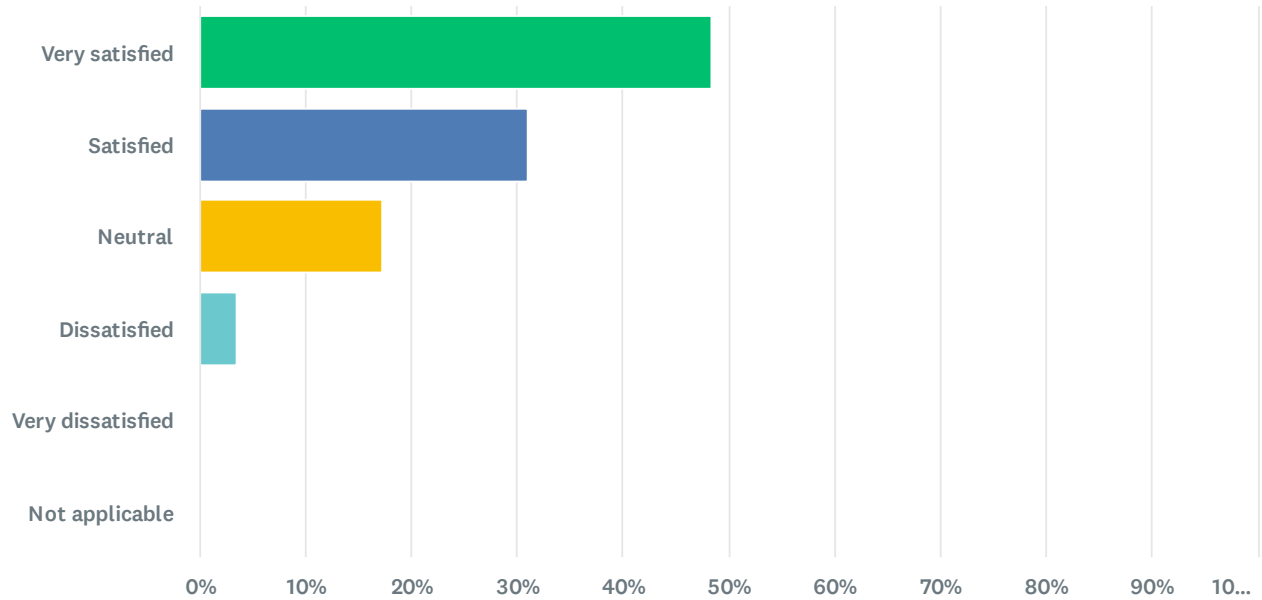
Answer Choices	Percentage	Responses
● Very satisfied	58.06%	18
● Satisfied	32.26%	10
● Neutral	9.68%	3
● Dissatisfied	0%	0
● Very dissatisfied	0%	0
● Not applicable	0%	0
Show comments		
Total		31

Annual Sumter County Transit Transportation Disadvantaged Rider Satisfaction Survey

#	EXPLANATION (OPTIONAL)	DATE
1	wish short notice rides where available. limit number of times, if needed	2/25/2026 8:57 PM
2	You cannot call after 1:00 pm. to make reservations.	2/24/2026 4:42 PM
3	Are always accommodating, even on last minute calls	2/24/2026 10:15 AM
4	Dispatch is wonderful	2/17/2026 7:55 AM

Q6 Over the past month, how satisfied have you been with Sumter County Transit's timeliness for pick ups?

Answered: 29 Skipped: 5



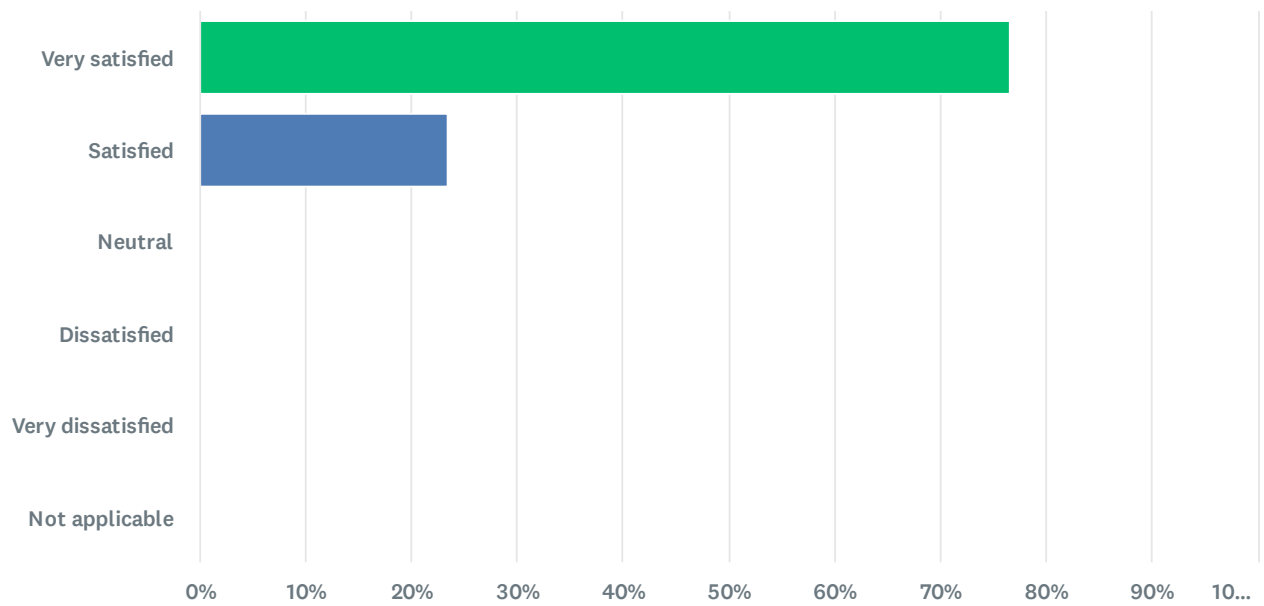
Answer Choices	Percentage	Responses
● Very satisfied	48.28%	14
● Satisfied	31.03%	9
● Neutral	17.24%	5
● Dissatisfied	3.45%	1
● Very dissatisfied	0%	0
● Not applicable	0%	0
Show comments		
Total		29

Annual Sumter County Transit Transportation Disadvantaged Rider Satisfaction Survey

#	EXPLANATION (OPTIONAL)	DATE
1	window	3/10/2026 1:10 PM
2	too early	2/28/2026 6:54 PM
3	no issues	2/25/2026 8:57 PM
4	I feel 1 1/2 hour lead time is too great, especially because most trip distances are not far. Could it be reduced to 1 hour?	2/24/2026 4:46 PM
5	Spotless	2/24/2026 9:41 AM
6	Always ready as requested within time frame	2/17/2026 7:56 AM

Q7 How satisfied are you with the cost per Sumter County Transit trip?

Answered: 30 Skipped: 4



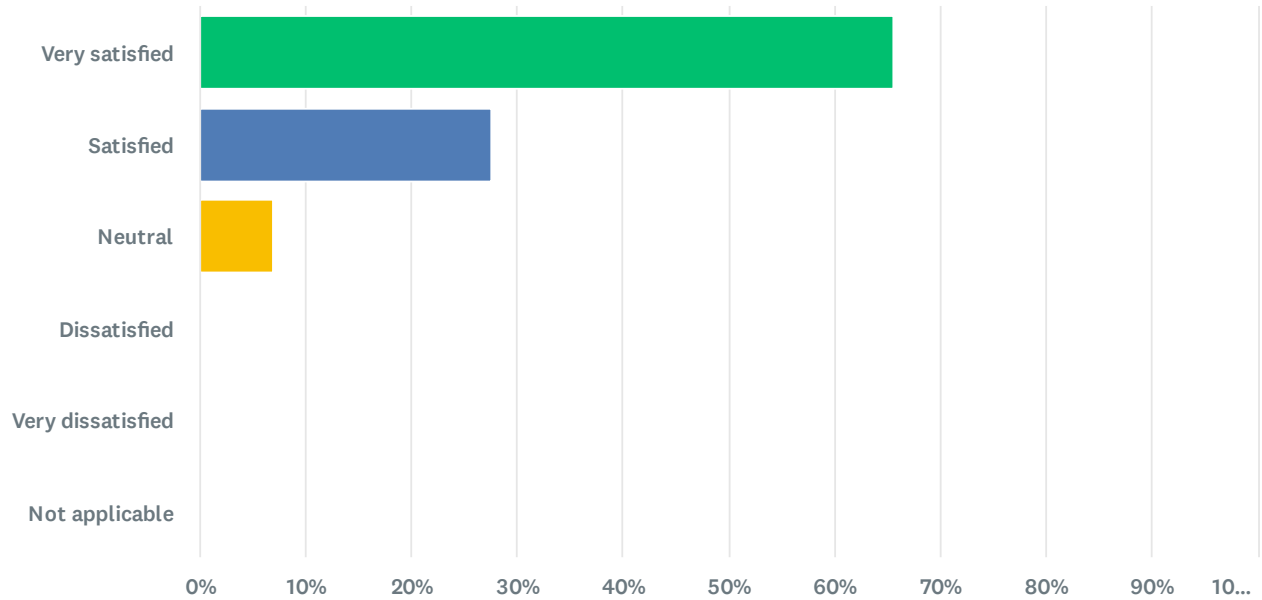
Answer Choices	Percentage	Responses
● Very satisfied	76.67%	23
● Satisfied	23.33%	7
● Neutral	0%	0
● Dissatisfied	0%	0
● Very dissatisfied	0%	0
● Not applicable	0%	0
Show comments		
Total		30

Annual Sumter County Transit Transportation Disadvantaged Rider Satisfaction Survey

#	EXPLANATION (OPTIONAL)	DATE
1	I would be willing to pay much more if it would guarantee the service will continue.	2/24/2026 4:47 PM
2	Can't beat that price	2/24/2026 10:53 AM
3	I would not be upset if it went up. I feel blessed to have the Transit	2/17/2026 7:57 AM

Q8 How satisfied are you with the available payment methods (i.e., cash) for your Sumter County Transit trips?

Answered: 29 Skipped: 5



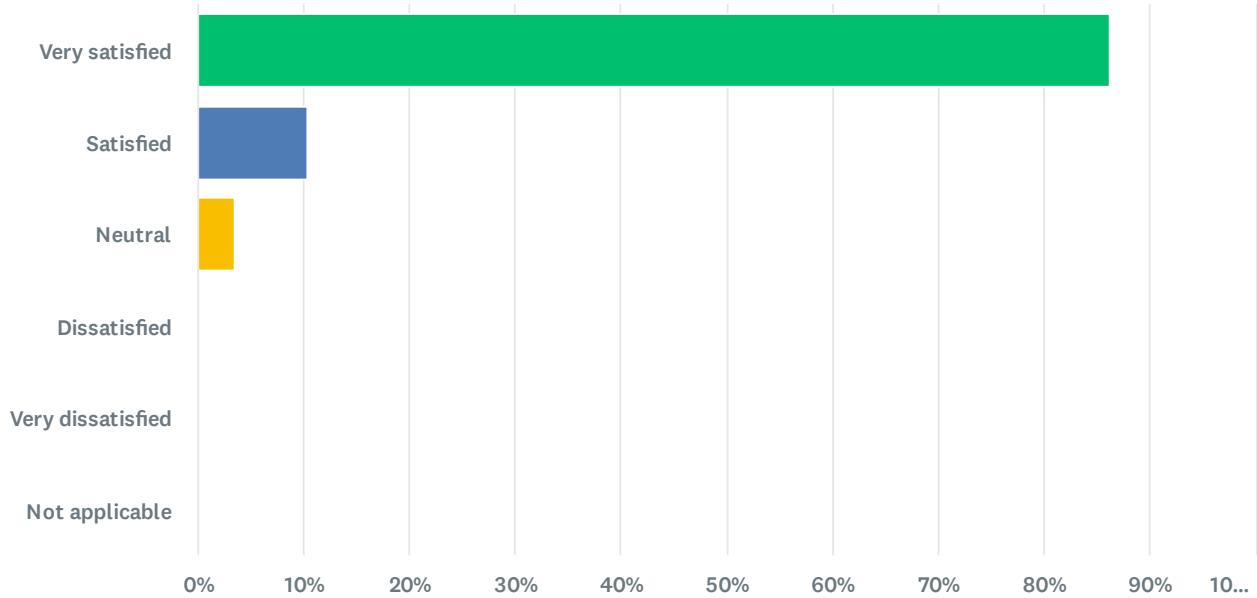
Answer Choices	Percentage	Responses
● Very satisfied	65.52%	19
● Satisfied	27.59%	8
● Neutral	6.90%	2
● Dissatisfied	0%	0
● Very dissatisfied	0%	0
● Not applicable	0%	0
Show comments		
Total		29

Annual Sumter County Transit Transportation Disadvantaged Rider Satisfaction Survey

#	EXPLANATION (OPTIONAL)	DATE
1	Would prefer the token method.	3/10/2026 1:20 PM
2	I love the staff they are very nice and very friendly	2/17/2026 9:41 PM
3	Drivers should carry more coins for change. It costs me \$4 each way. The smallest bill I can get at an ATM is \$10. Not interested in listening to complaints about "taking all the change" especially when I'm going to be giving most of it back on my ride home.	2/17/2026 9:54 AM
4	Maybe some type of card or pre paid pass availability. It would make it more convenient	2/17/2026 8:34 AM

Q9 Over the past month, how satisfied have you been with your interactions with Sumter County Transit bus drivers?

Answered: 29 Skipped: 5



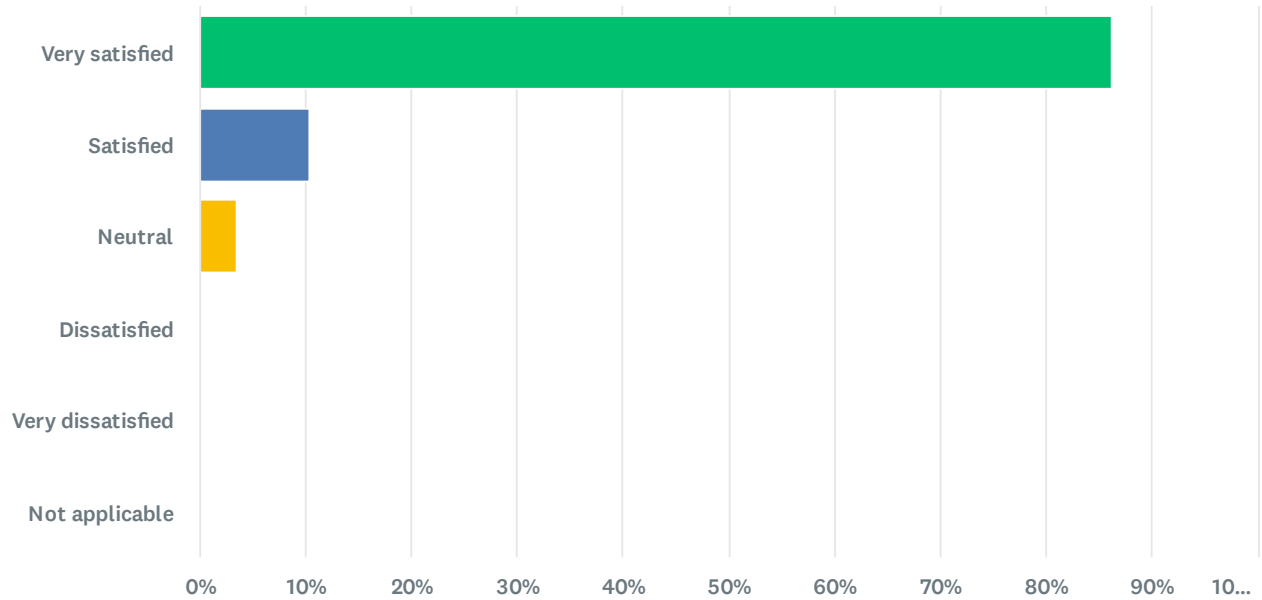
Answer Choices	Percentage	Responses
● Very satisfied	86.21%	25
● Satisfied	10.34%	3
● Neutral	3.45%	1
● Dissatisfied	0%	0
● Very dissatisfied	0%	0
● Not applicable	0%	0
Show comments		
Total		29

Annual Sumter County Transit Transportation Disadvantaged Rider Satisfaction Survey

#	EXPLANATION (OPTIONAL)	DATE
1	all great and very helpful 100%	2/25/2026 8:59 PM
2	They are very helpful, courteous, and professional. But they do not verbally provide their names.	2/24/2026 4:50 PM
3	Very respectable	2/17/2026 8:34 AM
4	Love them all	2/17/2026 7:57 AM

Q10 Over the past month, how satisfied have you been with the driving behavior (i.e., safety) of Sumter County Transit's bus drivers?

Answered: 29 Skipped: 5



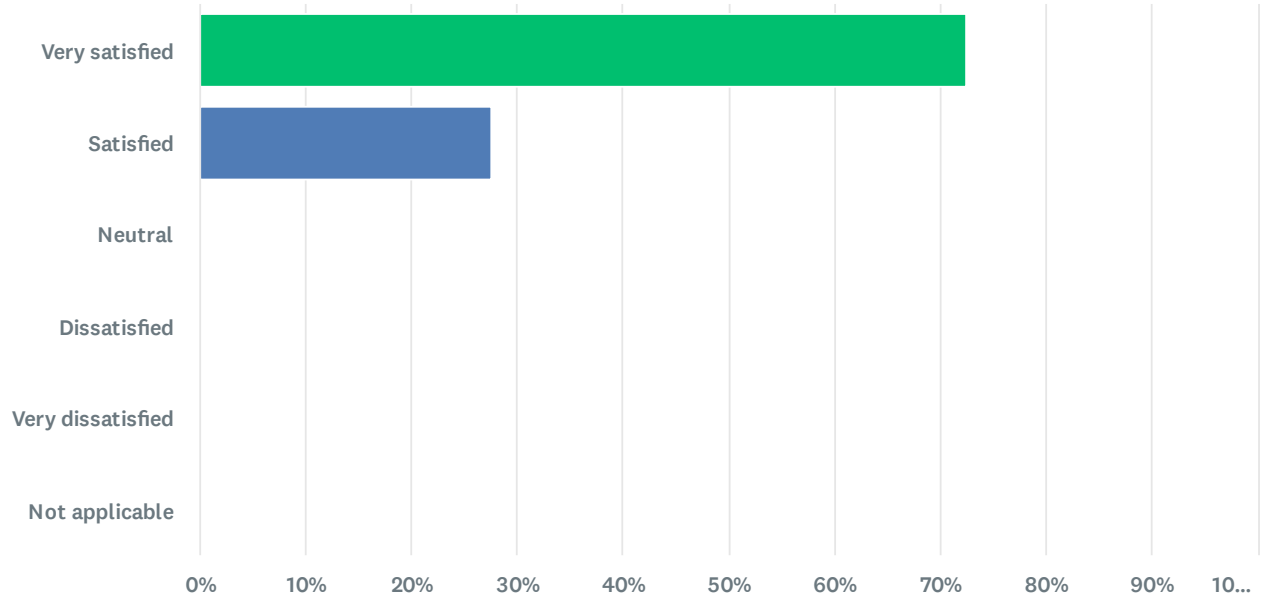
Answer Choices	Percentage	Responses
● Very satisfied	86.21%	25
● Satisfied	10.34%	3
● Neutral	3.45%	1
● Dissatisfied	0%	0
● Very dissatisfied	0%	0
● Not applicable	0%	0
Show comments		
Total		29

Annual Sumter County Transit Transportation Disadvantaged Rider Satisfaction Survey

#	EXPLANATION (OPTIONAL)	DATE
1	all good, no issues	2/25/2026 9:00 PM

Q11 Over the past month, how satisfied have you been with Sumter County Transit's buses (i.e., cleanliness, maintenance)?

Answered: 29 Skipped: 5



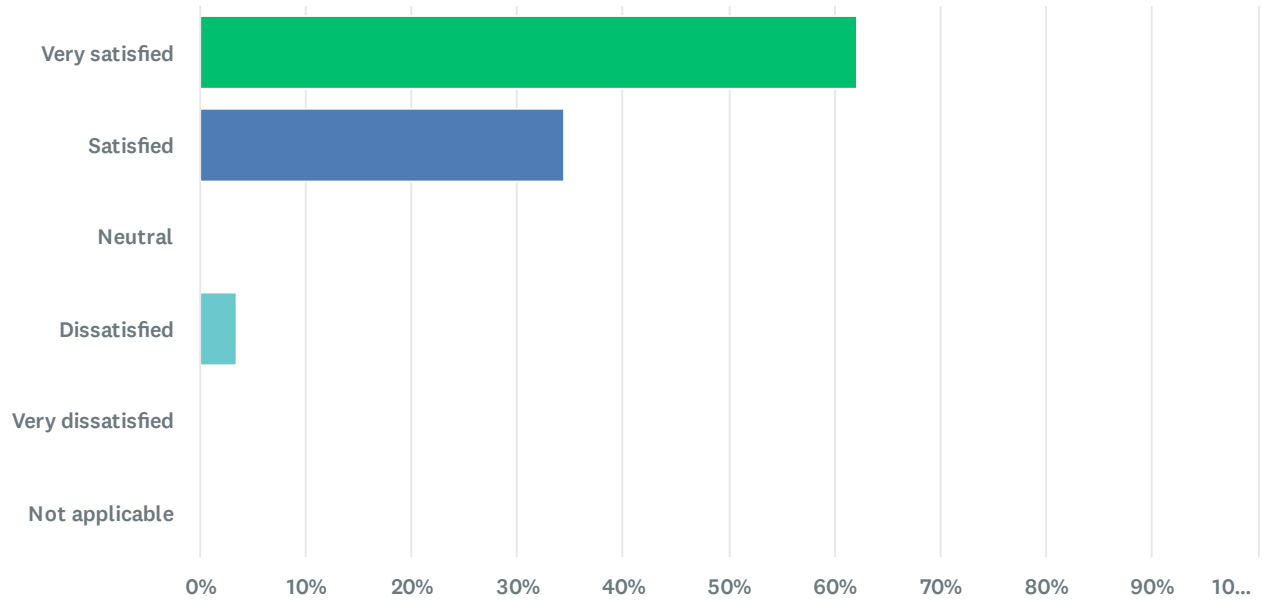
Answer Choices	Percentage	Responses
● Very satisfied	72.41%	21
● Satisfied	27.59%	8
● Neutral	0%	0
● Dissatisfied	0%	0
● Very dissatisfied	0%	0
● Not applicable	0%	0
Show comments		
Total		29

Annual Sumter County Transit Transportation Disadvantaged Rider Satisfaction Survey

#	EXPLANATION (OPTIONAL)	DATE
1	I am satisfied over the past month, however, I was very dissatisfied over the summer when several buses did not have working air conditioning.	2/24/2026 4:58 PM
2	Always clean	2/17/2026 8:10 AM

Q12 Over the past month, how satisfied have you been with the amount of time it takes to reach your destination?

Answered: 29 Skipped: 5



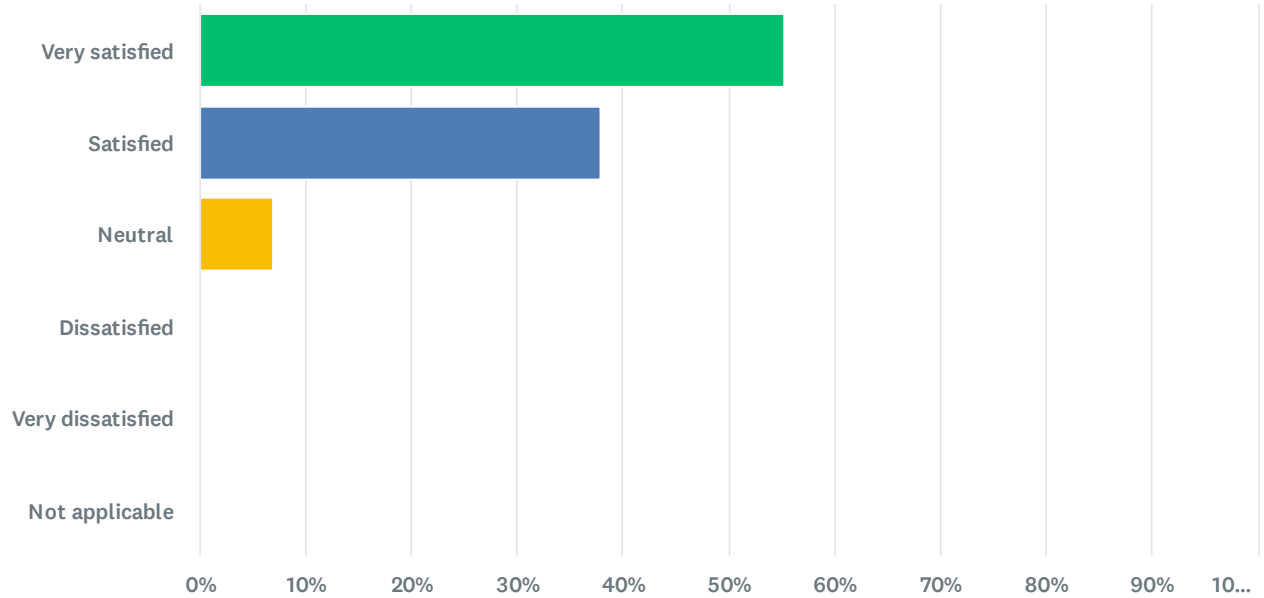
Answer Choices	Percentage	Responses
● Very satisfied	62.07%	18
● Satisfied	34.48%	10
● Neutral	0%	0
● Dissatisfied	3.45%	1
● Very dissatisfied	0%	0
● Not applicable	0%	0
Show comments		
Total		29

Annual Sumter County Transit Transportation Disadvantaged Rider Satisfaction Survey

#	EXPLANATION (OPTIONAL)	DATE
1	I'm never late to work. Always early	2/17/2026 8:11 AM

Q13 Over the past month, how satisfied have you been with Sumter County Transit's timeliness for drop offs?

Answered: 29 Skipped: 5



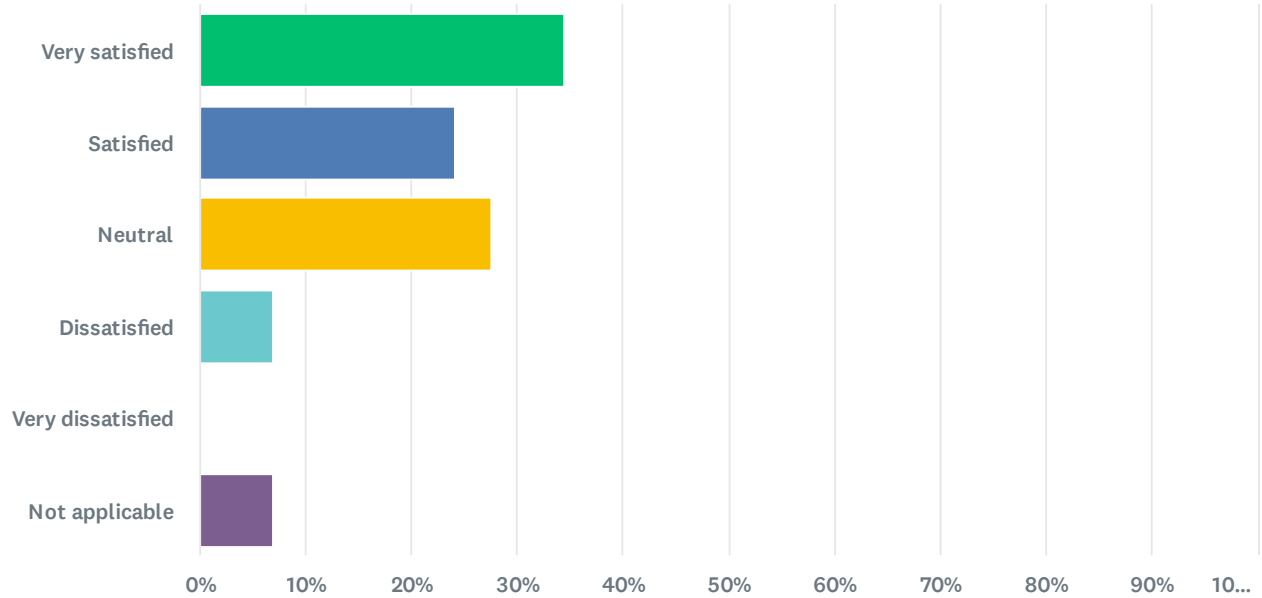
Answer Choices	Percentage	Responses
● Very satisfied	55.17%	16
● Satisfied	37.93%	11
● Neutral	6.90%	2
● Dissatisfied	0%	0
● Very dissatisfied	0%	0
● Not applicable	0%	0
Show comments		
Total		29

Annual Sumter County Transit Transportation Disadvantaged Rider Satisfaction Survey

#	EXPLANATION (OPTIONAL)	DATE
1	too early	2/28/2026 6:57 PM
2	I have always been dropped off in time for my appointments. In fact, often arriving one hour too early due to the 1 1/2 hour lead time pick up.	2/24/2026 5:02 PM

Q14 Over the past year, how satisfied have you been with Sumter County Transit's communication about changes to service?

Answered: 29 Skipped: 5



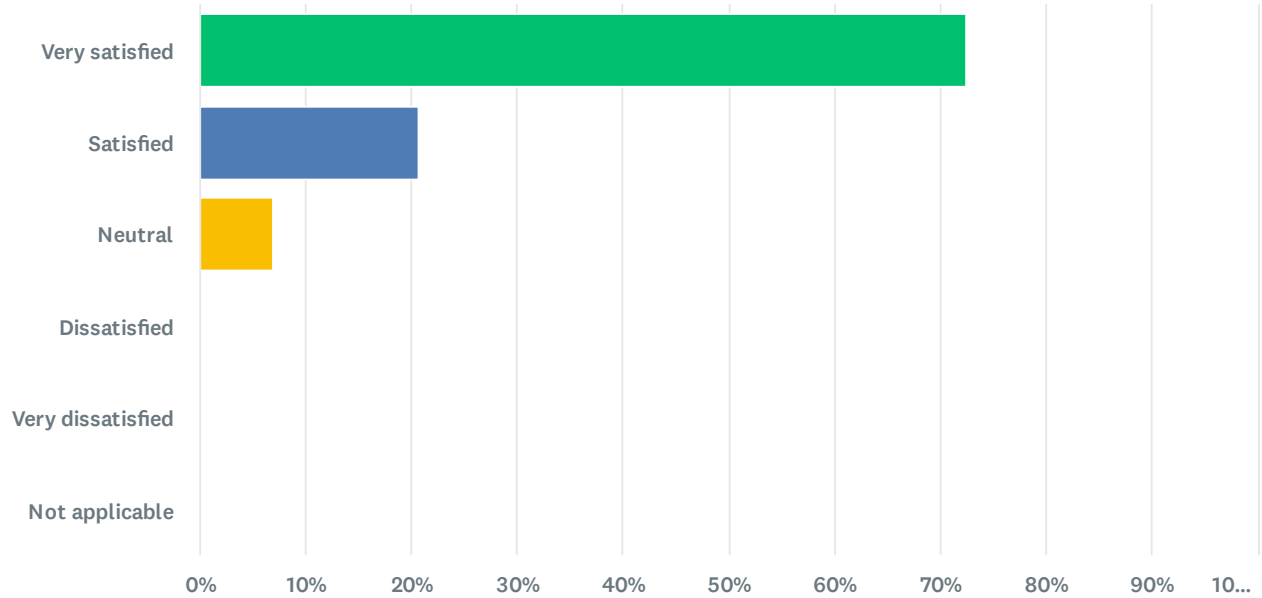
Answer Choices	Percentage	Responses
● Very satisfied	34.48%	10
● Satisfied	24.14%	7
● Neutral	27.59%	8
● Dissatisfied	6.90%	2
● Very dissatisfied	0%	0
● Not applicable	6.90%	2
Show comments		
Total		29

Annual Sumter County Transit Transportation Disadvantaged Rider Satisfaction Survey

#	EXPLANATION (OPTIONAL)	DATE
1	no communication at all	2/28/2026 6:58 PM
2	Wasn't aware of any communication	2/26/2026 10:42 AM
3	I have never been directly communicated with regarding services.	2/24/2026 5:04 PM
4	Haven't had any notices, only been riding a few weeks	2/24/2026 10:55 AM
5	No problems	2/24/2026 10:17 AM
6	I was unable to call for my pickup the day the phones were down and the driver still showed around my normal pickup time, but I was not made aware that someone was still coming or not so I made arrangements for my daughter to come get me and had to cancel her when you guys showed up. Would appreciate a text if there is an issue with your phones in the future.	2/17/2026 9:59 AM
7	Never actually noticed any changes. Which is always a good thing	2/17/2026 8:12 AM

Q15 Over the past month, how satisfied have you been with your interactions with Sumter County Transit's reservationists?

Answered: 29 Skipped: 5



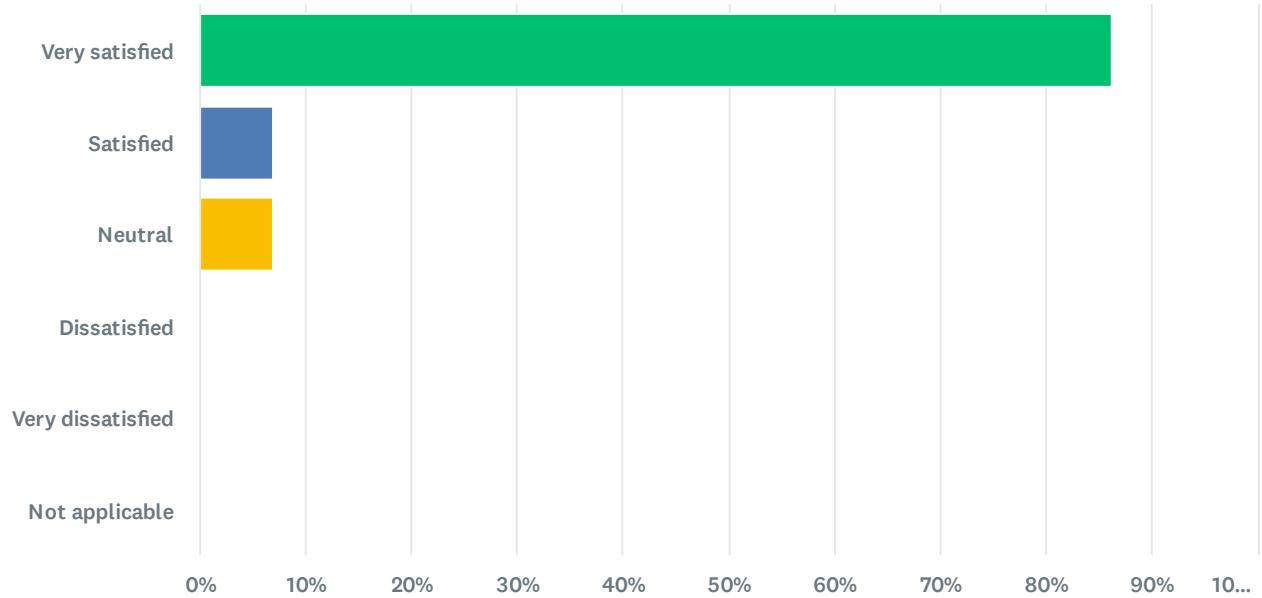
Answer Choices	Percentage	Responses
● Very satisfied	72.41%	21
● Satisfied	20.69%	6
● Neutral	6.90%	2
● Dissatisfied	0%	0
● Very dissatisfied	0%	0
● Not applicable	0%	0
Show comments		
Total		29

Annual Sumter County Transit Transportation Disadvantaged Rider Satisfaction Survey

#	EXPLANATION (OPTIONAL)	DATE
1	They are always pleasant, and helpful. There was only 1 situation several months ago that there was a mistake made on a trip date.	2/24/2026 5:07 PM
2	Very cordial and friendly	2/24/2026 10:17 AM
3	They are great	2/17/2026 8:12 AM

Q16 Over the past month, how satisfied have you been with Sumter County Transit's service overall?

Answered: 29 Skipped: 5



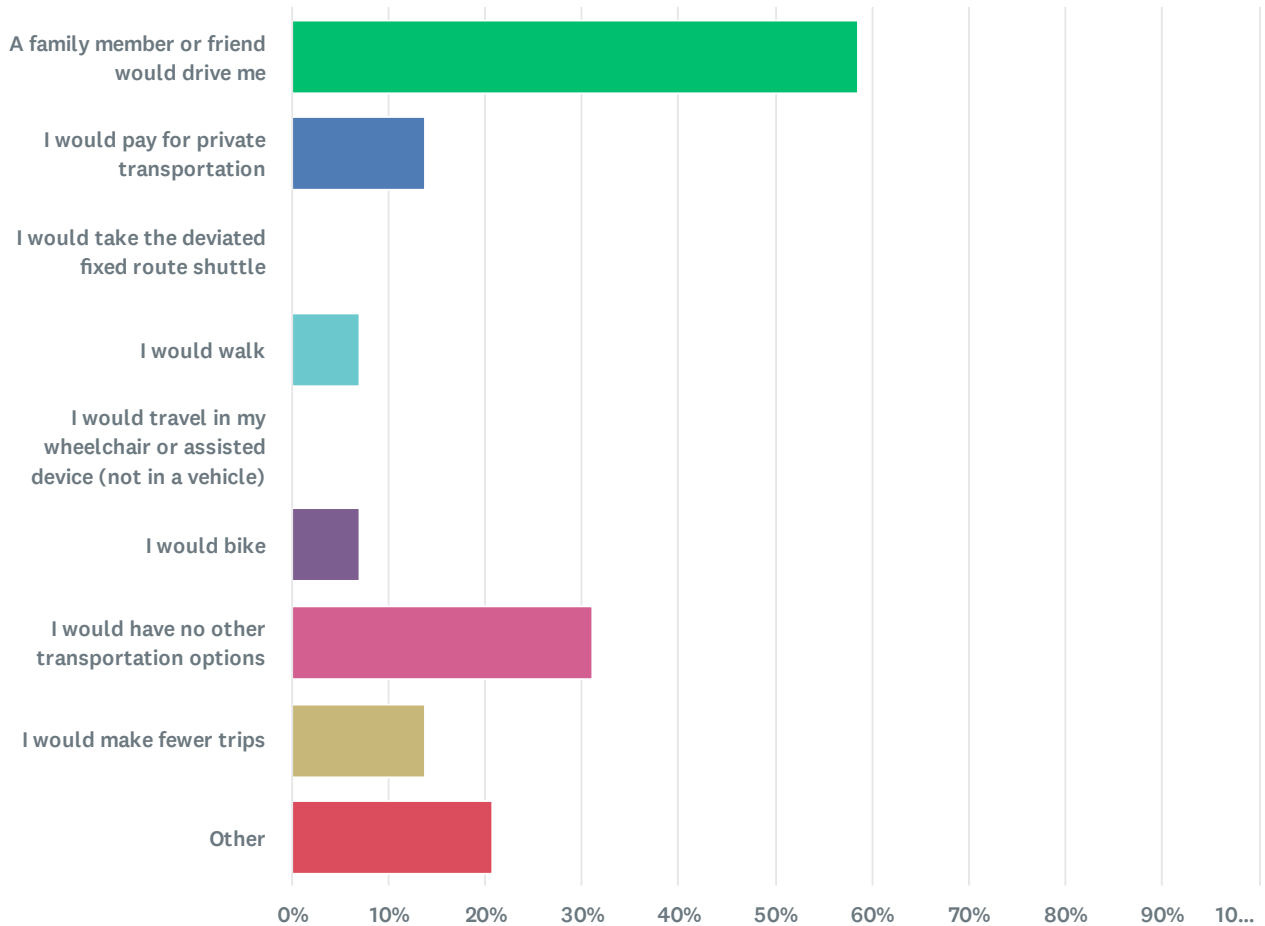
Answer Choices	Percentage	Responses
● Very satisfied	86.21%	25
● Satisfied	6.90%	2
● Neutral	6.90%	2
● Dissatisfied	0%	0
● Very dissatisfied	0%	0
● Not applicable	0%	0
Show comments		
Total		29

Annual Sumter County Transit Transportation Disadvantaged Rider Satisfaction Survey

#	EXPLANATION (OPTIONAL)	DATE
1	It would be ideal to be able to go to Lake County.	3/10/2026 1:13 PM
2	do not know how i would do it without this service	2/25/2026 9:02 PM
3	Very blessed to have the bus to allow me out of the house to be able to go to work.	2/17/2026 8:13 AM

Q17 If you could not use Sumter County Transit's transportation services, what type of transportation would you mostly use? Please check all that apply.

Answered: 29 Skipped: 5



Answer Choices	Percentage	Responses
● A family member or friend would drive me	58.62%	17
● I would pay for private transportation	13.79%	4
● I would take the deviated fixed route shuttle	0%	0
● I would walk	6.90%	2
● I would travel in my wheelchair or assisted device (not in a vehicle)	0%	0
Total		44

Annual Sumter County Transit Transportation Disadvantaged Rider Satisfaction Survey

Answer Choices	Percentage	Responses
● I would bike	6.90%	2
● I would have no other transportation options	31.03%	9
● I would make fewer trips	13.79%	4
● Other	20.69%	6
 ↻ Show comments 		
Total		44

Annual Sumter County Transit Transportation Disadvantaged Rider Satisfaction Survey

#	EXPLANATION (OPTIONAL)	DATE
1	Move	3/10/2026 1:21 PM
2	Unsure	2/26/2026 11:00 AM
3	Unsure of other options	2/26/2026 10:49 AM
4	Can't ride a bike well	2/26/2026 9:33 AM
5	could only pay for one cab a month	2/25/2026 9:04 PM
6	Due to the cost of private and the inconvenience to family, losing TD services would greatly impact my ability to do basic living things.	2/24/2026 5:14 PM
7	I would be screwed without your excellent service thank you SCT	2/17/2026 3:14 PM
8	I can have a couple friends help with rides but they are not always available so I only get their help when absolutely needed	2/17/2026 9:02 AM
9	This program and everyone in it from the drivers to the passengers and dispatchers do a great job. I'm from Tampa with a huge public transportation system and I love this.	2/17/2026 8:36 AM
10	I would have to quit my job 😞	2/17/2026 8:14 AM

Q18 Would you like to provide any additional comments?

Answered: 14 Skipped: 20

#	RESPONSES	DATE
1	nice room great that it is non smokers.	3/10/2026 1:23 PM
2	Make pick up time 1 hour before appointment	2/28/2026 7:01 PM
3	Wish they would go further.	2/26/2026 9:29 AM
4	Thanks for all you do . what a blessing	2/25/2026 9:05 PM
5	I would like services to be extended later than 3 p.m. even if a higher cost is required.	2/24/2026 5:16 PM
6	Great service	2/24/2026 10:56 AM
7	They are all professional, amazing, they deserve a raise.	2/24/2026 10:19 AM
8	No complaints at all, everyone is wonderful and the drivers are great. If there were any issues she would let them know.	2/24/2026 9:41 AM
9	None	2/19/2026 6:03 PM
10	Thank you SCT appreciate your service!!!	2/17/2026 3:15 PM
11	No additional comments at this time	2/17/2026 1:13 PM
12	Everything is working out fine.	2/17/2026 11:11 AM
13	Overall service is excellent and drivers are very pleasant to interact with.	2/17/2026 10:02 AM
14	Thank you so much for being here for me and others who would not otherwise have a chance at a more normal life. Thank you again and God bless	2/17/2026 8:15 AM