



Transportation Disadvantaged Coordinating Board Agenda

Date | Time: June 1, 2026, | 2 PM

Sumter County TDCB Committee Meeting - June 2026

Jun 1, 2026, 2:00 – 4:00 PM (America/New_York)

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The Transportation Disadvantaged Coordinating Board (TDCB) serves to identify local service needs and provide information, advice, and direction to the Community Transportation Coordinator (CTC) on the coordination of services to be provided to the TD program. The TDCB focuses on compliance with state requirements for TD planning and on ensuring that public transportation is accessible to everyone, including the transportation disadvantaged. TDCB membership is composed of several representatives such as health and human services agencies, the elderly and disabled, citizens, and the private transportation industry and is established pursuant to Rule 41- 2.012(3), Florida Administrative Code (FAC).

CALL REGULAR MEETING TO ORDER

Invocation / Pledge of Allegiance

Proper Noticing

Roll Call

Determination of Quorum

Chair Announcements Sumter County TDCB Chair, Commissioner Jeffrey Bogue

I. AGENDA UPDATE

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

Transportation Disadvantaged Coordinating Board Agenda

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VI. REPORTS

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

VII. OPPORTUNITY FOR PUBLIC COMMENT (ON AGENDA ITEMS OR GENERAL COMMENTS)

At this point in the meeting, the Board will hear citizens' questions, comments, and concerns. If the issue raised is not on today's Agenda, the Board will not take action at this meeting. Questions may be answered by staff or referred for appropriate staff action. If further action is necessary, the item may be placed on a future Board agenda. Public comment shall be limited to three minutes per person.

VIII. BOARD MEMBER COMMENTS

IX. ADJOURNMENT

X. NEXT MEETING: September 21, 2026

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



**Sumter County Transportation Disadvantaged Coordinating Board
Minutes – Annual Public Hearing
March 2, 2026
1300 Citizens Blvd. Suite 175, Leesburg, FL 34748**

Members Present

Jeff Bogue, Chairman
Jamie Kersey Ledgerwood
Jeannette Estes
Sally Moss
Kristen Montejo
Sandra Woodard
Carol Kitchen
Steve Homan
Yvelouse Augustin-Leow
Vicki Wynns

Representing

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

Members Absent

Sheri Peterson
Jennilyn Green
Nora Hanzez
Jose Lopez
Bonnie Cowie
Mat Kline
Barney Johnson
Gustavo Henriquez
Chantel Buck

Representing

Dept. of Children & Families
Vocational Rehabilitation/Dept. of Education
Persons Over 60, representing elderly
Citizens Advocate
Citizen Advocate/User of the System
Children at Risk
Local Private for-Profit Transportation
Regional Workforce Development Board
New Vision for Independence

Staff Present

Mike Woods
Doris LeMay

Representing

Lake~Sumter MPO
Lake~Sumter MPO

CALL TO ORDER ANNUAL PUBLIC HEARING

The Annual Public Hearing was called to order by Vice Chair Jamie Ledgerwood @ 2:00 p.m. Staff announced that the meeting was properly noticed. (6 voting members present).

OPEN PUBLIC COMMENT PERIOD

- A.** In-Person Public Comments – None
- B.** Virtual and Phone Public Comments – None
- C.** Written Comments – None
- D.** Summary of Past Year’s Public Comments – Kelsey Peterson, WSP
- E.** Board Member Comments – None

ADJOURNMENT: There being no public comments, the chairman closed the meeting at 2:04 p.m.

Chairman Jeff Bogue

Date



MINUTES
SUMTER COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD
Minutes – March 2, 2026
1300 Citizens Blvd., Suite 175 Leesburg, FL 34748

Members Present

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Person with a disability, representing the disabled
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Children at Risk
Local Private for-Profit Transportation
Regional Workforce Development Board
New Vision for Independence

Staff Present

Michael Woods
Doris LeMay

Representing

Lake~Sumter MPO
Lake~Sumter MPO

CALL TO ORDER

The meeting of the Sumter County Transportation Disadvantaged Coordinating Board (TDCB) was called to order at 2:05 p.m. by Vice Chair Jamie Ledgerwood. Followed by the Pledge of Allegiance and a moment of Silence. Staff announced that the meeting was properly noticed, the roll was called, at which time it was noted that a quorum was present. (6 Voting Members present).

I. AGENDA UPDATE – None

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

III. CONSENT ITEMS

A. Approval of December 8, 2025, Quarterly Meeting Minutes

On a motion by Sandra Woodard, seconded by Vickie Wynns and carried unanimously by a Vote of 6-0, the Board approved Consent Agenda as Presented.

IV. ACTION ITEMS:

A. Selection of Sumter County TDCB Vice-Chair

On a motion by Sandra Woodard to appoint Jame Ledgerwood as the Sumter County TDCB Vice-Chair, seconded by Kristen Montejo and carried unanimously by a Vote of 6-0, the Board approved Jamie Ledgerwood as the Sumter County TDCB Vice-Chair.

V. DISCUSSION ITEMS:

- A. Review and discussion of the Commission for the Transportation Disadvantaged (CTD) Ombudsman Report – Michael Woods
- B. Fiscal Year 2026 Transportation Disadvantaged Service Plan Annual Update – Kelsey Peterson, WSP
- C. FY 2026 Community Transportation Coordinator Evaluation – Kelsey Peterson, WSP
- D. Board Membership Updates – Michael Woods
- E. Recent and Upcoming Events – Michael Woods

VI. REPORTS

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

VII. OPPORTUNITY FOR PUBLIC COMMENT – None

VIII. BOARD MEMBER COMMENTS – None

IX. ADJOURNMENT - There being no further business to discuss, the meeting adjourned at 2:26 PM

X. NEXT MEETING: June 1, 2026 @ 2:00 PM

Chair Jeff Bogue

Date

BYLAWS OF THE SUMTER COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD

ARTICLE I: PREAMBLE

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

ARTICLE II: NAME AND PURPOSE

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

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

ARTICLE III: MEMBERSHIP

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

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

1. A local representative of the Florida Department of Transportation;
2. A local representative of the Florida Department of Children and Families;
3. A local representative of the Public Education Community, which may include, but is not limited to, a representative of the District School Board, School Board Transportation Office, or Headstart Program in areas where the School District is responsible;
4. A local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education;
5. A person recommended by the local Veterans Service Office representing the veterans of the county;
6. A person who is recognized by the Florida Association for Community Action (President) as representing the economically disadvantaged in the county;
7. A person over sixty years of age representing the elderly in the county;
8. A person with a disability representing the disabled in the county;
9. A citizen advocate representative in Sumter County;
10. A citizen advocate representative in Sumter County who uses the transportation services of the system as that person's primary means of transportation;
11. A local representative for children at risk;
12. A local representative of the Florida Department of Elderly Affairs;
13. An experienced representative of the local private for profit transportation industry, or in an area where such a representative is not available, a local private non-profit representative, except where said representative is also the CTC;
14. A local representative of the Florida Agency for Health Care Administration;
15. A local representative of the Agency for Persons with Disabilities;
16. A representative of the Regional Workforce Development Board established in Chapter 445, F.S.;

and

17. A representative of the local medical community, which may include, but is not limited to, kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, local health department or other home and community-based services.

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

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

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

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

ARTICLE IV: OFFICERS AND DUTIES

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

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

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

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

ARTICLE V: COORDINATING BOARD MEETINGS

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

“Government in the Sunshine Law.”

Section 2: Notice of Meetings and Meeting Agendas: A notice stating the date, time and place of each meeting shall be publicly advertised and sent to all TDCB members and, other interested parties at least fourteen (14) days in advance of the meeting. A meeting agenda shall be sent to all TDCB members, and other interested parties at least seven (7) days in advance of each meeting, and shall be made available to the public at least five (5) days in advance of the meeting in accordance with the MPO Public Participation Policy (Section 6.0, Lake~Sumter MPO Bylaws). Agenda changes may be made at any meeting by a two-thirds (2/3) vote of the TDCB members present, provided that all agenda changes are made in accordance with the MPO Public Participation Policy (Section 6.0, Lake~Sumter MPO Bylaws).

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

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

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

Section 6: Public Participation: All TDCB meetings shall be held in accordance with the MPO Public Participation Plan..

ARTICLE VI: STAFF

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

ARTICLE VII: COORDINATING BOARD DUTIES

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

1. Maintain official meeting minutes, including an attendance roster, reflecting official actions and provide a copy of same to the Commission and the Chair of the MPO;
2. Review and approve the CTC’s Memorandum of Agreement and the CTC’s Transportation Disadvantaged Service Plan (TDSP) prior to submittal to the Commission;
3. On a continuing basis, evaluate services provided under the approved Service Plan. Annually, provide the MPO with an evaluation of the CTC’s performance in general and relative to Commission standards and the completion of current Service Plan elements. Recommendations relative to performance and the renewal of the CTC’s Memorandum of Agreement shall be included in the report;

4. In cooperation with the CTC, review and provide recommendations to the Commission and the MPO on all applications for local government, state or federal funds relating to transportation of the transportation disadvantaged in Sumter County to ensure that any expenditures within the County are provided in the most cost effective and efficient manner;
5. Review the coordination strategies of service provision to the transportation disadvantaged in the county to seek innovative ways to improve cost effectiveness, efficiency, safety, working hours, and types of service in an effort to increase ridership to a broader population. Such strategies should also encourage multi-county and regional transportation service agreements between area CTCs and consolidation of adjacent designated service areas when it is appropriate and cost effective to do so;
6. Appoint a Grievance Subcommittee to serve as a mediator to process and investigate grievances or complaints from agencies, users, potential users of the system and the CTC in the county, and make recommendations to the Coordinating Board for improvement of service. The Coordinating Board shall establish procedures to provide regular opportunities for grievances and issues to be brought before the committee and to address them in a timely manner, and the Coordinating Board shall hear grievances and appeals itself as provided for in the grievance procedures. Members appointed to the Subcommittee shall be voting members of the Coordinating Board;
7. Annually review coordination contracts to advise the CTC whether the continuation of said contract provides the most cost effective and efficient transportation available;
8. Review and approve the CTCs Annual Operating Report by September 15th each year;
9. Review and approve the (TDSP) for consistency with approved minimum guidelines and the goals and objectives of the Coordinating Board. The TDSP shall include a vehicle inventory of those vehicles purchased with transportation disadvantaged funds;
10. Assist the CTC in establishing eligibility guidelines and priorities with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust Fund monies;
11. Hold at least one public hearing per year for the purpose of receiving input on unmet needs or any other areas that relate to the local transportation services;
12. Work cooperatively with regional workforce boards established in Chapter 445, F.S. to provide assistance in the development of innovative transportation services for participants in the welfare transition program; and
13. Evaluate multi-county or regional transportation opportunities.

ARTICLE VIII: COMMITTEES

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

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

ARTICLE IX: COMMUNICATION WITH OTHER AGENCIES AND ENTITIES

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

ARTICLE X: AMENDMENTS

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

ARTICLE XI: CERTIFICATION

The undersigned hereby certifies that they are the Chair of the Sumter County Transportation Disadvantaged Coordinating Board and that the foregoing is a full, true and corrected copy of the Bylaws of this Coordinating Board as adopted by the Sumter County Transportation Disadvantaged Coordinating Board on the 1st day of June 2026.

**SUMTER COUNTY TRANSPORTATION
DISADVANTAGED COORDINATING BOARD**

Jeffrey Bogue, Chair

GRIEVANCE PROCEDURES OF THE SUMTER COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD

ARTICLE I: PREAMBLE

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

ARTICLE II: GRIEVANCE SUBCOMMITTEE NAME, PURPOSE, AND MEMBERSHIP

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

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

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

ARTICLE III: DEFINITIONS

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

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

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

ARTICLE IV: GRIEVANCE AND COMPLAINT PROCEDURES

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

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

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

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

The grievant may also submit this information to the Lake~Sumter MPO by emailing Michael.Woods@LakeSumterMPO.com with the subject line "Sumter County Transportation Disadvantaged Grievance."

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

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

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

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

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

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

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

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

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

or appeal was heard. A copy of the written recommendation made by the TDCB shall be mailed to the grievant.

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

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

ARTICLE V: SCHEDULED MEETINGS

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

ARTICLE VI: RECORDS RETENTION

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

ARTICLE VII: AMENDMENTS

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

ARTICLE VIII: CERTIFICATION

The undersigned hereby certifies that they are the Chair of the TDCB and that the foregoing is a full, true and correct copy of the Grievance procedures of this TDCB as adopted by the TDCB on the 1st day of June 2026.

Jeffrey Bogue, Chair
Sumter County
Transportation Disadvantaged Coordinating Board

SUMTER COUNTY TRANSIT GRIEVANCE FORM

Name: _____ Today's Date: _____

Physical Address: _____

Mailing Address (if different): _____

Home Telephone: _____ Other Telephone: _____

Email Address: _____

Date of Grievance: _____ Approximate Time: _____

Are you filing this grievance on your own behalf? _____

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

Grievance Statement: _____

Signature: _____ Date: _____

Below to be Filled out by Sumter County Transit:

Report Received By: _____ Date: _____

Action/Results: _____

Sumter County Transportation Disadvantaged Service Plan (TDSP) 2026 Revision Log

#	Page #	Section	Update
1	1	0. Cover	Added "Updated June 1, 2026"
2	2-5	0. Table of Contents	Updated Table of Contents
3	6	0. TDSP Revision History	Added new line for 2026 update
4	7	1. Local Coordinating Board Membership Certification	Updated membership
5	8	2. Roll Call Voting Sheet	Updated membership
6	15-16	3.1.5. Public Participation	Updated summary of public participation for past year and corrected MPO email address
7	34	3.2.2.7 Major Trip Generators and Attractors	Updated major trip generators based on FY 2025 AOR
8	43	3.3.4.2 Gaps in Transportation Services and Capital Needs	Added language about applying for grant funding to purchase new buses
9	49	4.1.4 Public Transit Utilization	Removed FY 2020 ridership, added FY 2025 ridership, and updated narrative
10	49	4.1.7 Vehicle Inventory	Updated vehicle inventory from 20 to 21 based on data provided for Appendix H Paratransit Vehicle Inventory
11	51	4.1.11 Educational Efforts and Public Outreach	Updated graph and narrative about SCT rider surveys to include data from 2025 and 2026
12	61	4.2.1 Rate/Fare Structure	Adjusted rates based on FY2026-2027 Rate Model
13	62	4.2.4 Eligibility Criteria	Updated Table 4-2 with 2026 Health and Human Services Poverty Guidelines (200%)
14	64-65	5.2 Summary of CTC Evaluation Results	Updated based on FY 2025 CTC Evaluation

#	Page #	Section	Update
15	74	Appendix D: Private Provider Inventory	Updated list
16	75	Appendix E: Annual Operating Report (FY 2025)	Replaced FY 2024 AOR with FY 2025 AOR
17	79-84	Appendix G. Implementation Plan	Updated based on FY25 Implementation
18	85	Appendix H: Paratransit Vehicle Inventory	Updated vehicle inventory
19	86	Appendix I: System Safety Program Plan Annual Certification	Added current SSPP approval page
20	87	Appendix J: Sumter County Transit Rider Survey Results	Updated graph to include 2025 and 2026 data
21	88-93	Appendix K: Sumter County TDCB Grievance Procedures	Updated with 2026 Grievance Procedures, which include updated date and add the MPO email address for submitting grievances
22	94-96	Appendix L: FY 2025-2026 Rate Model	Replaced FY 25-26 Rate Model Worksheets with FY 26-27 Rate Model Worksheets

Sumter County Transit Report

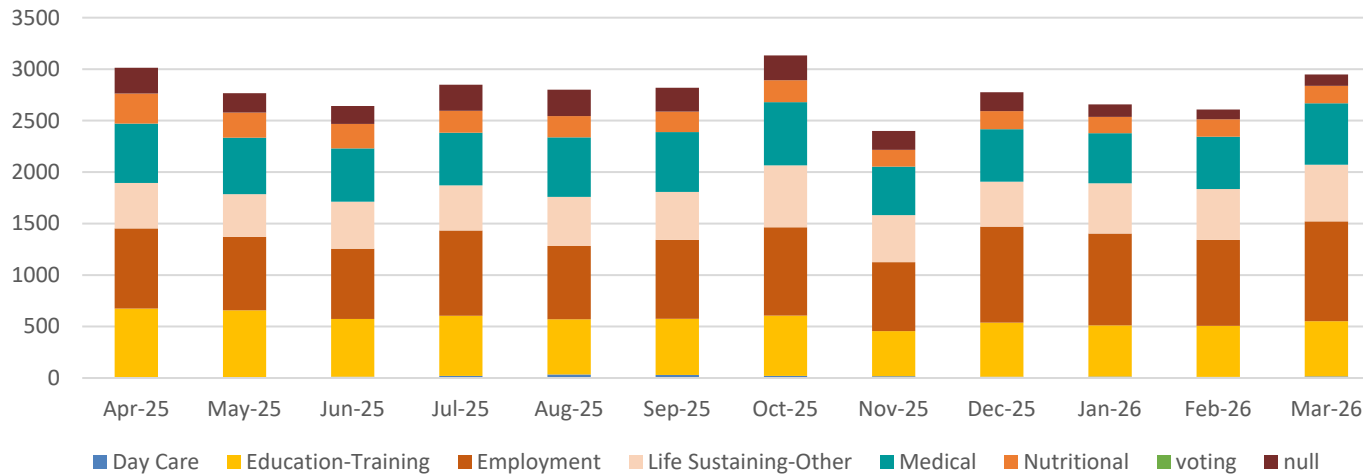
June 1, 2026

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

Table 1: Trips by Trip Purpose

Trip Purpose	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Total for purpose
Day Care	0	2	13	21	35	30	20	17	13	14	11	15	191
Education-Training	675	655	560	583	536	545	586	439	525	498	496	537	6,635
Employment	778	714	683	829	711	766	858	669	933	891	834	969	9,635
Life Sustaining-Other	442	414	457	438	478	467	602	457	436	488	495	551	5,725
Medical	576	550	518	512	578	580	614	471	510	487	507	596	6,499
Nutritional	292	243	237	212	206	200	213	163	175	159	170	170	2,440
voting	0	0	0	0	0	0	0	0	0	0	0	0	0
null	250	189	174	254	256	232	240	184	183	120	95	110	2,287
Total for period	3,013	2,767	2,642	2,849	2,800	2,820	3,133	2,400	2,775	2,657	2,608	2,948	33,412

Figure 1: Trips by Trip Purpose

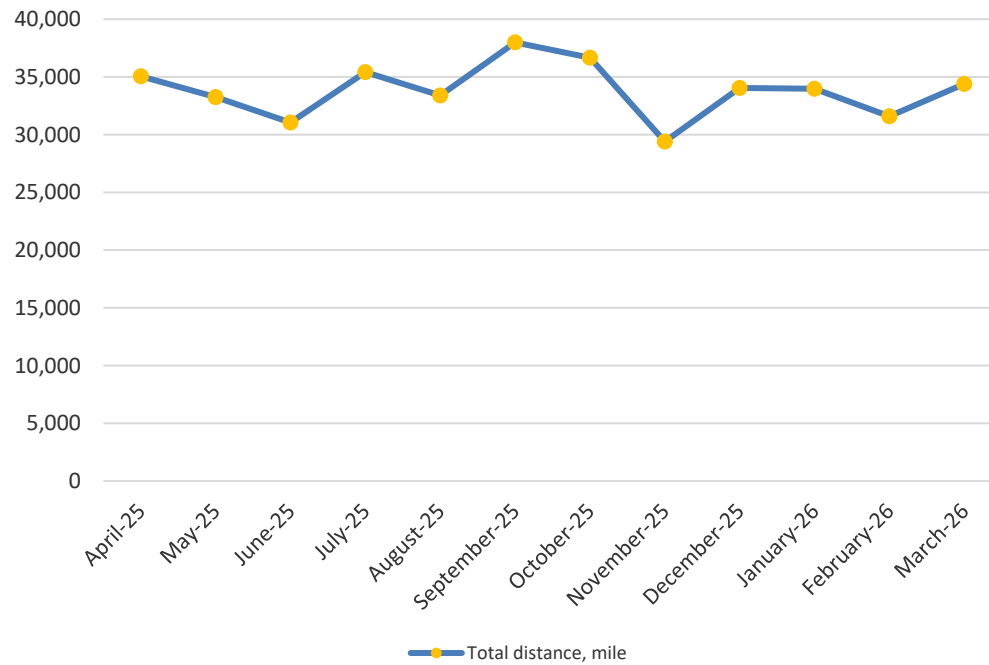


Sources: TDCB Trips By Purpose 04 01 2025 to 03 31 2026.pdf

Table 2: Total Passenger Miles

Distance	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Total
Total distance, mile	35,058	33,260	31,046	35,420	33,389	37,987	36,665	29,401	34,048	33,969	31,591	34,393	406,227

Figure 2: Total Passenger Miles

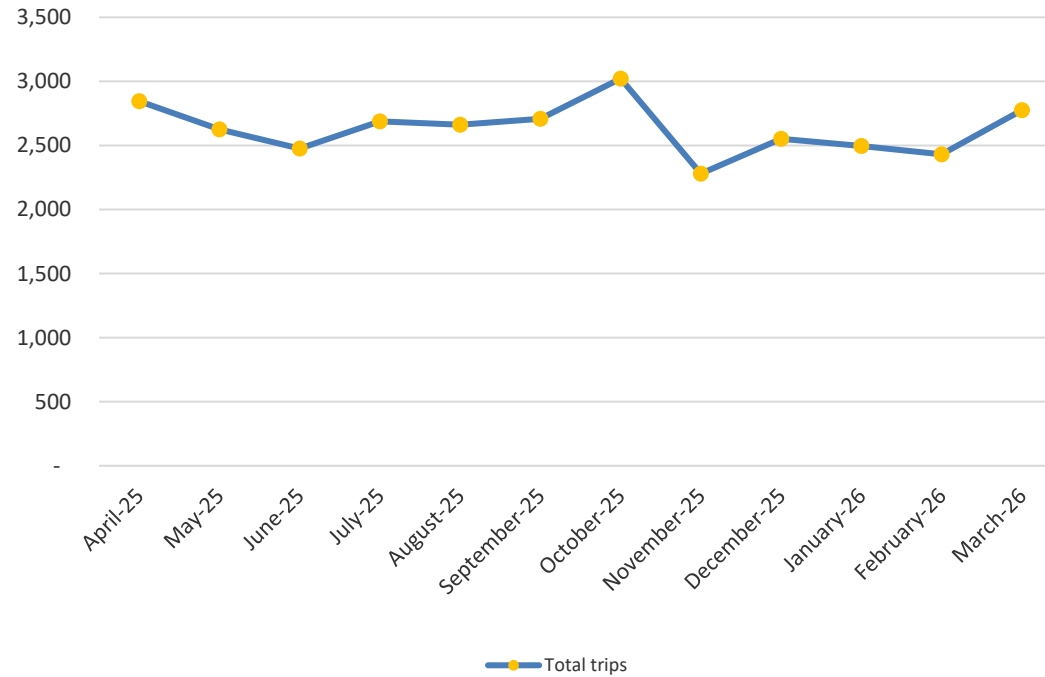


Sources: TDCB Total Passenger Miles 04 01 2025 to 03 31 2026.pdf

Table 3: Total Passenger Trips

Trips	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Total
Total trips	2,845	2,626	2,476	2,688	2,662	2,708	3,022	2,280	2,552	2,496	2,431	2,775	31,561

Figure 3: Total Passenger Trips

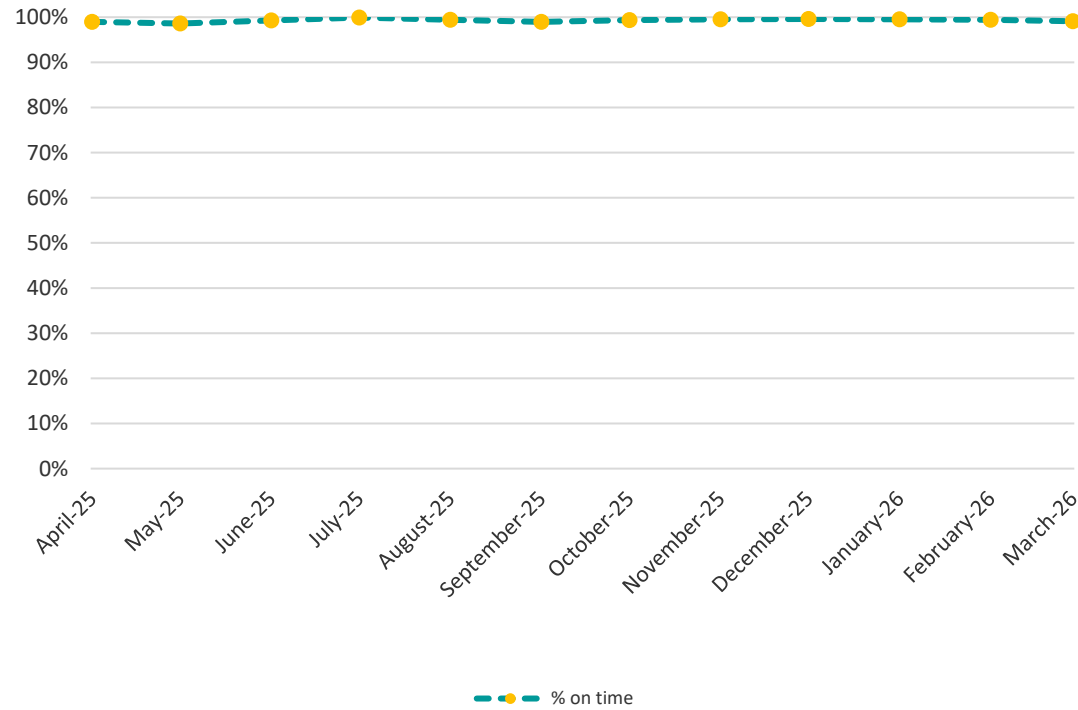


Sources: TDCB Total Passenger Trips 04 01 2025 to 03 31 2026.pdf

Table 4: On-Time Performance

%	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Average
% On Time	98.97%	98.60%	99.27%	99.92%	99.43%	98.96%	99.37%	99.53%	99.60%	99.52%	99.41%	99.12%	99.31%

Figure 4: On-Time Performance

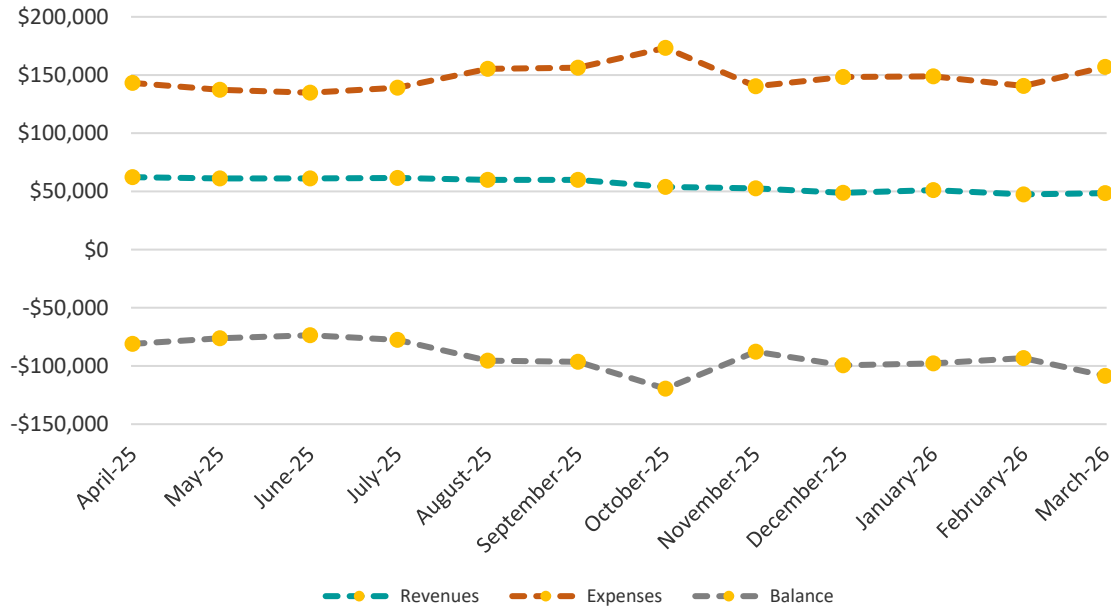


Sources: Transit OTP Fiscal 04 01 2025 to 03 31 2026.pdf

Table 5: Sumter County Transit Fund

Category	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26
Revenues	\$62,241	\$61,111	\$61,218	\$61,514	\$59,933	\$59,933	\$53,846	\$52,591	\$48,845	\$51,162	\$47,434	\$48,511
Expenses	\$143,262	\$137,362	\$134,824	\$139,145	\$155,393	\$156,359	\$173,356	\$140,347	\$148,305	\$148,877	\$140,635	\$157,012
Balance	-\$81,022	-\$76,251	-\$73,606	-\$77,631	-\$95,460	-\$96,426	-\$119,510	-\$87,756	-\$99,460	-\$97,715	-\$93,201	-\$108,501

Figure 5: Sumter County Transit Fund

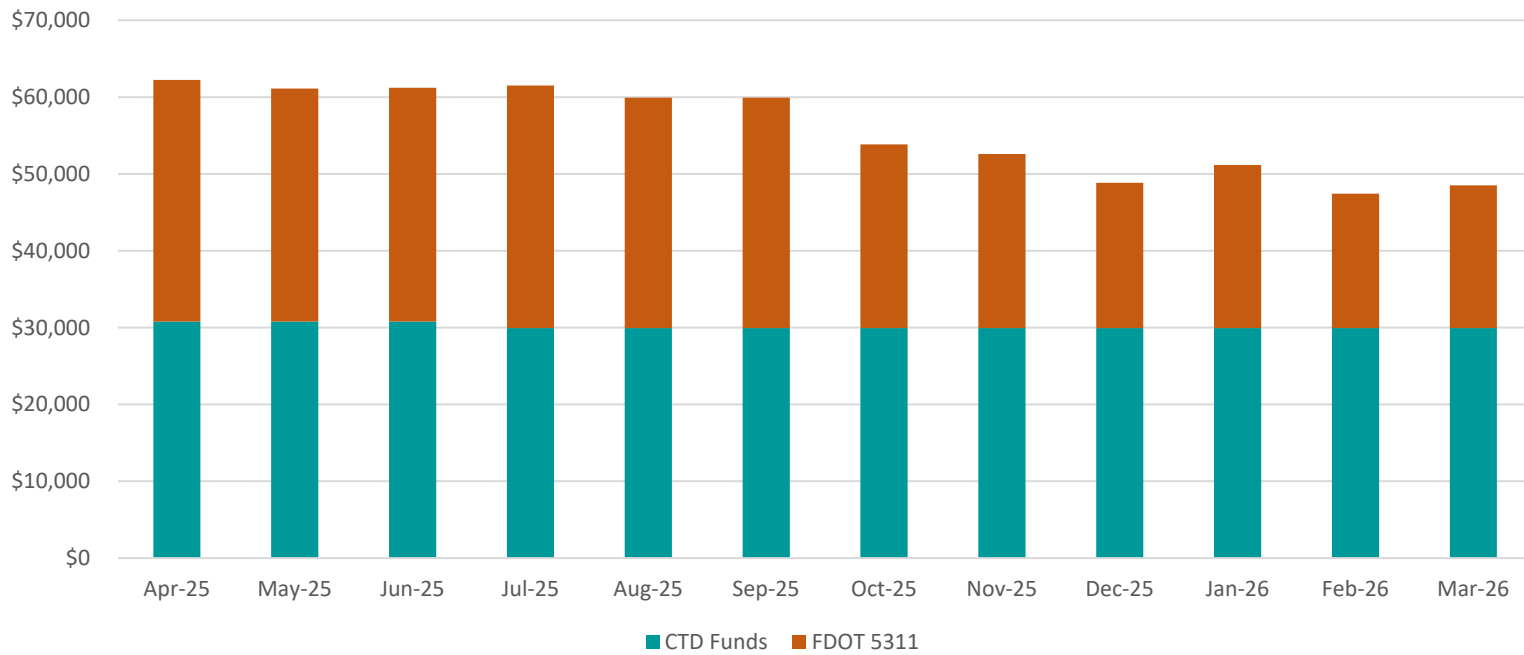


Source: TDCB Chart Data FY 2025 2026 to Date Sumter County MPO.xlsx

Table 6: Sumter County Transit Revenue

Source	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26
CTD Funds	\$30,784	\$30,784	\$30,784	\$29,944	\$29,933	\$29,933	\$29,933	\$29,933	\$29,933	\$29,933	\$29,933	\$29,933
FDOT 5311	\$31,457	\$30,327	\$30,434	\$31,570	\$30,000	\$30,000	\$23,913	\$22,658	\$18,912	\$21,229	\$17,501	\$18,578
Total by Month	\$62,241	\$61,111	\$61,218	\$61,514	\$59,933	\$59,933	\$53,846	\$52,591	\$48,845	\$51,162	\$47,434	\$48,511

Figure 6: Sumter County Transit Revenue

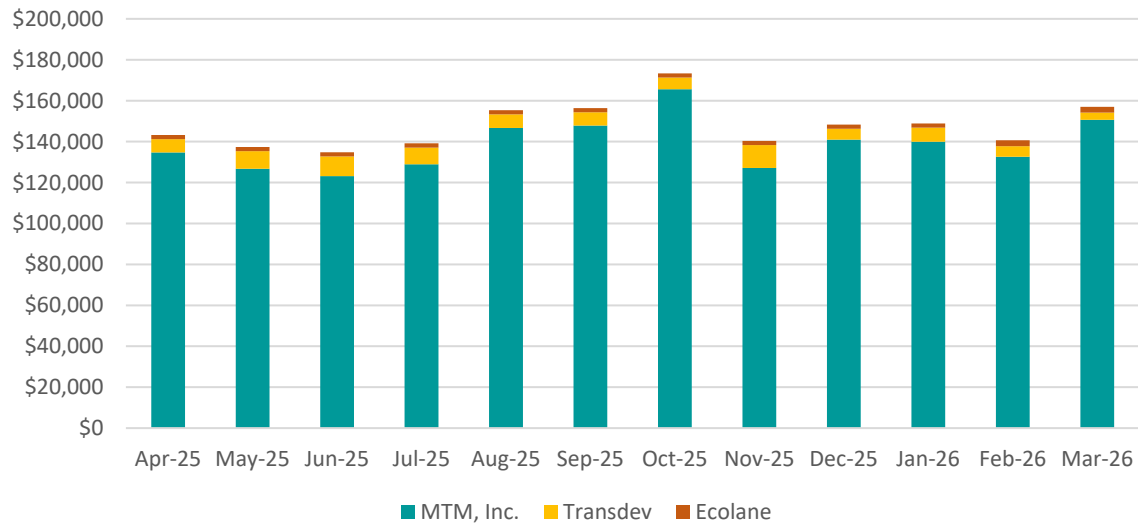


Source: TDCB Chart Data FY 2025 2026 to Date Sumter County MPO.xlsx

Table 7: Sumter County Transit Expenses

Category	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26
MTM, Inc.	\$134,709	\$126,778	\$123,184	\$128,897	\$146,669	\$147,891	\$165,631	\$127,144	\$140,944	\$139,956	\$132,621	\$150,693
Transdev	\$6,508	\$8,539	\$9,595	\$8,203	\$6,679	\$6,423	\$5,679	\$11,157	\$5,316	\$6,876	\$5,164	\$3,470
Ecolane	\$2,045	\$2,045	\$2,045	\$2,045	\$2,045	\$2,045	\$2,045	\$2,046	\$2,045	\$2,045	\$2,850	\$2,850
Total by Month	\$143,262	\$137,362	\$134,824	\$139,145	\$155,393	\$156,359	\$173,356	\$140,347	\$148,305	\$148,877	\$140,635	\$157,012

Figure 7: Sumter County Transit Expenses



Source: TDCB Chart Data FY 2025 2026 to Date Sumter County MPO.xlsx

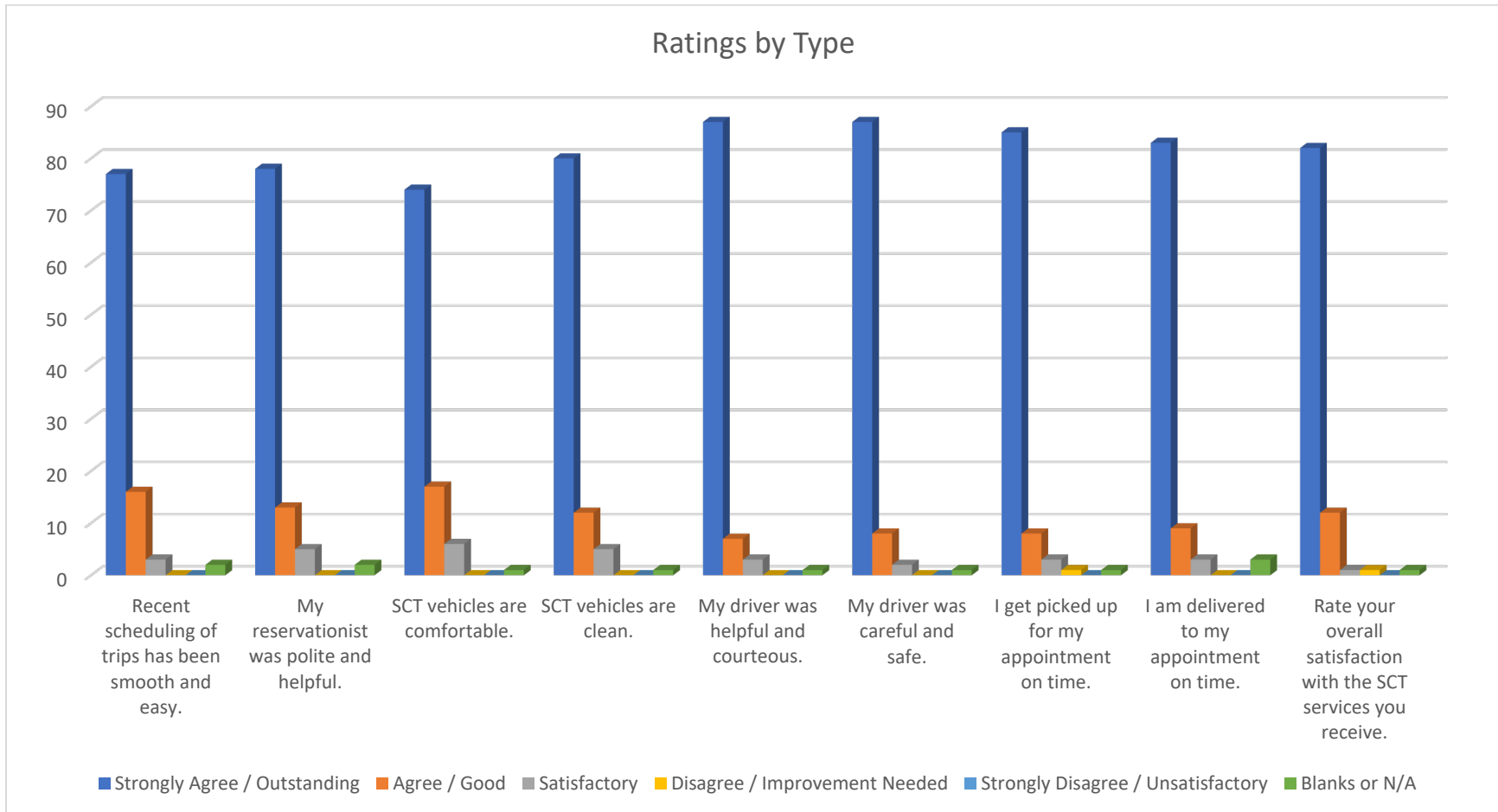
LEGEND NOTES	
MTM, Inc.	Medical Transportation Management - Transit Contractor
Transdev	Fleet Maintenance Contractor
Ecolane	Transit Software System used by MTM, Inc.

Table 8: Sumter County Transit Survey Results (July 2023 – January 2026)

Online ratings / Paper ratings	Recent scheduling of trips has been smooth and easy	My reservationist was polite and helpful	SCT vehicles are comfortable	SCT vehicles are clean	My driver was helpful and courteous	My driver was careful and safe	I get picked up for my appointment on time	I am delivered to my appointment on time	Rate your overall satisfaction with the SCT services you receive	Totals	Percentages
Strongly Agree / Outstanding	77	78	74	80	87	87	85	83	82	733	83%
Agree / Good	16	13	17	12	7	8	8	9	12	102	12%
Satisfactory	3	5	6	5	3	2	3	3	1	31	4%
Disagree / Improvement Needed	0	0	0	0	0	0	1	0	1	2	0%
Strongly Disagree / Unsatisfactory	0	0	0	0	0	0	0	0	0	0	0%
Blanks or N/A	2	2	1	1	1	1	1	3	1	13	1%
Totals	98	98	98	98	98	98	98	98	97	881	100%

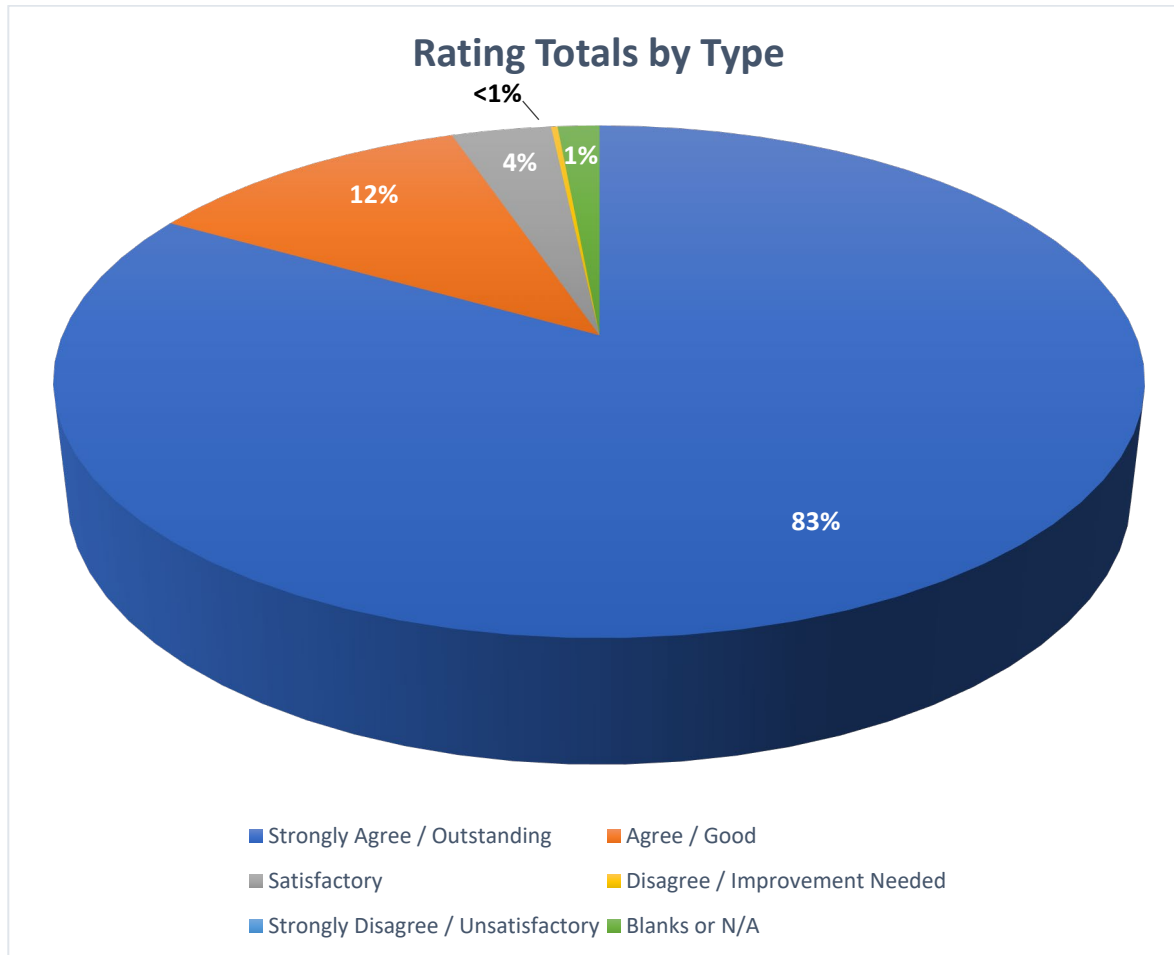
Source: Transit Rider Surveys updated 02.19.26

Figure 8: Survey Ratings by Type (July 2023 – January 2026)



Source: Transit Rider Surveys updated 02.19.26

Figure 9: Survey Rating Totals by Type (July 2023 – January 2026)



Source: Transit Rider Surveys updated 02.19.26