Sumter County Transportation Disadvantaged Service Plan

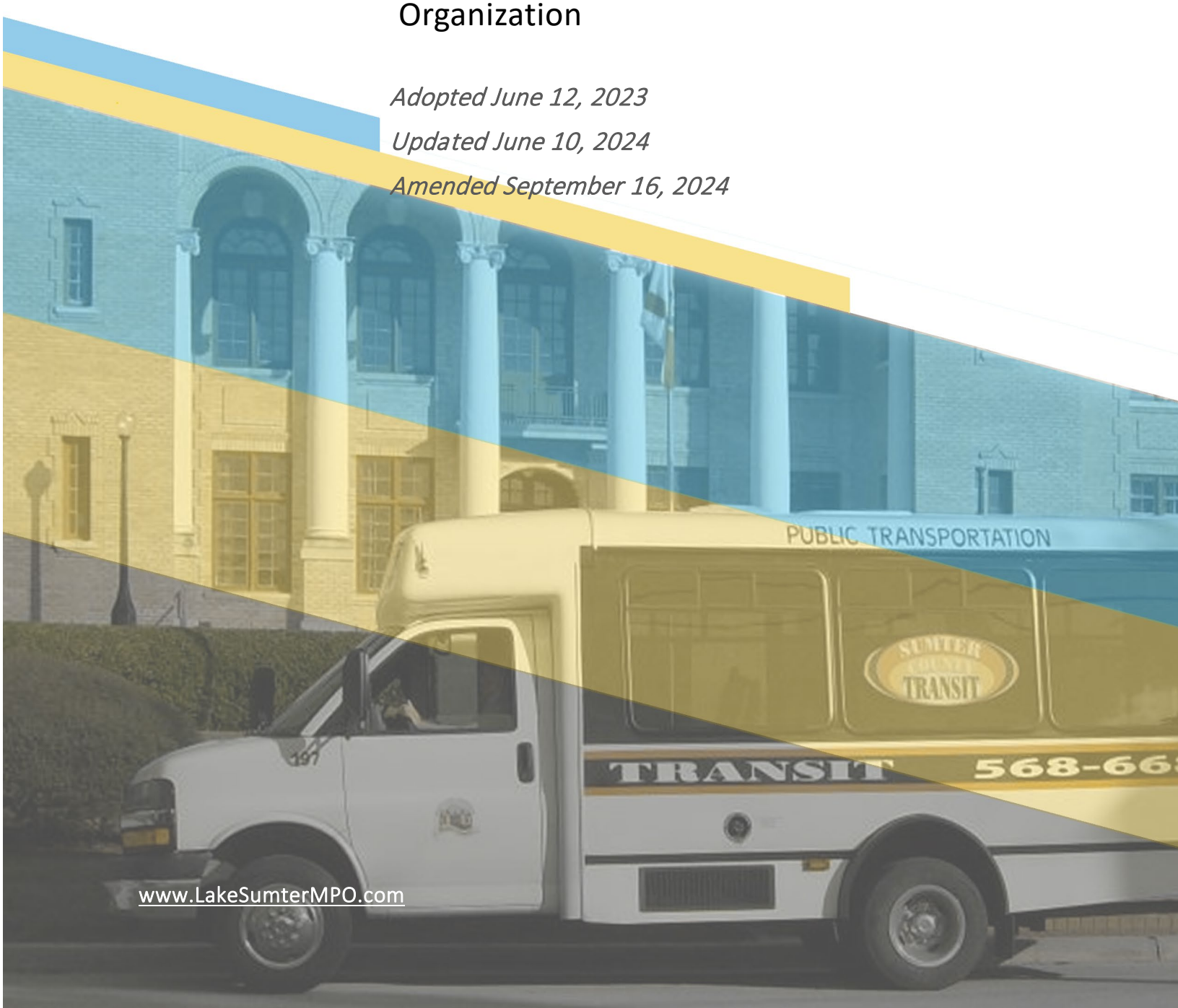
(FY 2023/24 – FY 2027/28)

Lake~Sumter Metropolitan Planning Organization

Adopted June 12, 2023

Updated June 10, 2024

Amended September 16, 2024



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Contents

1 Local Coordinating Board Membership Certification 7

2 Roll Call Voting Sheet 8

3 Development Plan 9

3.1 Introduction to the Service Area 9

3.1.1 Background of the Transportation Disadvantaged Program 9
3.1.2 Community Transportation Coordinator Designation Date/History 9
3.1.3 Organization Chart 10
3.1.4 Consistency Review of Other Plans 11
3.1.5 Public Participation 14

3.2 Service Area Profile/Demographics 16

3.2.1 Service Area Description 16
3.2.2 Demographics 19

3.3 Service Analysis 35

3.3.1 Trend Analysis 35
3.3.2 Peer Review Analysis 37
3.3.3 Forecasts of Transportation Disadvantaged Population 39
3.3.4 Needs Assessment 42
3.3.5 Barriers to Coordination 43

3.4 Goals, Objectives, and Strategies 43

4 Service Plan 44

4.1 Operations 44

4.1.1 Types, Hours, and Days of Service 44
4.1.2 Service Policies 45
4.1.3 Accessing Services 45
4.1.4 Transportation Operators and Coordination Contractors 47
4.1.5 Public Transit Utilization 48
4.1.6 School Bus Utilization 48
4.1.7 Vehicle Inventory 48
4.1.8 System Safety Plan Certification 49
4.1.9 Intercounty Services 49
4.1.10 Emergency Preparedness and Response 49
4.1.11 Educational Efforts and Public Outreach 49
4.1.12 Acceptable Alternatives 50
4.1.13 Service Standards 50
4.1.14 Local Complaint and Grievance Procedure/Process 58
4.1.15 Community Transportation Coordinator Monitoring Procedures of Operators and Coordination Contractors 59
4.1.16 Coordination Contract Evaluation Criteria 59

4.2 Cost/Revenue Allocation and Rate Structure Justification 59

4.2.1 Rate/Fare Structure 60
4.2.2 Cost Standards 60
4.2.3 Plan Fund Disbursement Rate Mechanism 60
4.2.4 Eligibility Criteria 61
4.2.5 Public Awareness of Non-Sponsored Funds 61
4.2.6 Utilization Standards 61

5 Quality Assurance 62
5.1 Overview 62
5.2 Summary of FY 2023-2024 CTC Evaluation Results 62
Appendix A: Acronyms 64
Appendix B: Glossary 66
Appendix C: Sumter County Transit Shuttle Schedules 69
Appendix D: Private Provider Inventory 72
Appendix E: Annual Operating Report 73
Appendix F: Trend Analysis Graphs 74
Appendix G: Implementation Plan 77
Appendix H: Paratransit Vehicle Inventory 84
Appendix I: System Safety Program Plan Annual Certification 85
Appendix J: Sumter County Transit Rider Survey Results 88
Appendix K: FY 2024-2025 Rate Model 89

Tables

Table 3-1: Sumter County Population by Jurisdiction, 2020 17
Table 3-2: Comparison of Population and Population Density for Sumter County and Florida 23
Table 3-3: Age Distribution in Sumter County and Florida 23
Table 3-4: Household Income in Sumter County and Florida (In 2021 inflation-adjusted dollars) 25
Table 3-5: Poverty Status in the Past 12 Months in Sumter County and Florida 25
Table 3-6: Population with a Disability in Sumter County and Florida 27
Table 3-7: Employment Status of Population 16 years and older for Sumter County and Florida 29
Table 3-8: Average Annual Wages in Sumter County and Florida, 2021 (Preliminary) 30
Table 3-9: Major Employers in Sumter County 30
Table 3-10: Owner and Renter Occupied Housing Units in Sumter County and Florida 31
Table 3-11: Sumter County Colleges 32
Table 3-12: Percentages of Educational Attainment in Sumter County and Florida 33
Table 3-13: Vehicle Availability in Occupied Housing Units for Sumter County and Florida 33
Table 3-14: Travel Time to Work in Sumter County and Florida 33
Table 3-15: Means of Transportation to Work (16 Years and Older) in Sumter County and Florida 34
Table 3-16: Sumter County TD Trips by Trip Purpose 35
Table 3-17: CTC Trend Analysis, FY 2018 - FY 2022 36
Table 3-18: Peer CTC Characteristics 37
Table 3-19: Demographic Comparison of Peer CTCs 38
Table 3-20: Peer Performance Measures Comparison 38
Table 3-21: TD Population Estimates 39
Table 3-22: Critical Need Population 41
Table 3-23: Forecasted Critical Need Trip Demand 42
Table 4-1: Annual Deviated Fixed Route Ridership 48
Table 4-2: Health and Human Services 2024 Poverty Guidelines (200%) 61

Figures

Figure 3-1: Organizational Chart 10
Figure 3-2: Sumter County Municipal Boundaries 18
Figure 3-3: 2045 Future Land Use Unincorporated Sumter County 19
Figure 3-4: 2045 Future Land Use City of Center Hill 20
Figure 3-5: City of Coleman Municipal Service Area/Joint Planning Area 21
Figure 3-6: 2045 Future Land Use City of Webster 22
Figure 3-7: Geographic Distribution of Population 65 Years and Older in Sumter County 24
Figure 3-8: Geographic Distribution of Population Below the Poverty Level 26
Figure 3-9: Geographic Distribution of Population with a Disability in Sumter County 28
Figure 3-10: Average Annual Employment in Sumter County, 2021 (Preliminary) 29
Figure 3-11: Comparison of Occupied Housing Units (Year Structure Built) in Sumter County and Florida 32
Figure 3-12: Sumter County Commuter Flows for Residents and Workers 34
Figure 3-13: Potential TD Population 40
Figure 3-14: Critical Need Trips 41

Figure 15: Overall Satisfaction with SCT Services 50
Figure 5-1: Approved Annual Operating Report (FY 2022-2023)..... 73
Figure 17: Survey Ratings by Type 88

TDSP Revision History

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

1 LOCAL COORDINATING BOARD MEMBERSHIP CERTIFICATION

Name: Lake~Sumter Metropolitan Planning Organization

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

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

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

Signature: _____ Date: _____

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

2 ROLL CALL VOTING SHEET

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

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

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

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

_____ _____

Date Commissioner Craig Estep, TDCB Chair

Approved by the Commission for the Transportation Disadvantaged

_____ _____

Date David Darm, Executive Director CTD

3 DEVELOPMENT PLAN

3.1 Introduction to the Service Area

3.1.1 BACKGROUND OF THE TRANSPORTATION DISADVANTAGED PROGRAM

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

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

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

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

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

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

3.1.2 COMMUNITY TRANSPORTATION COORDINATOR DESIGNATION DATE/HISTORY

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

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

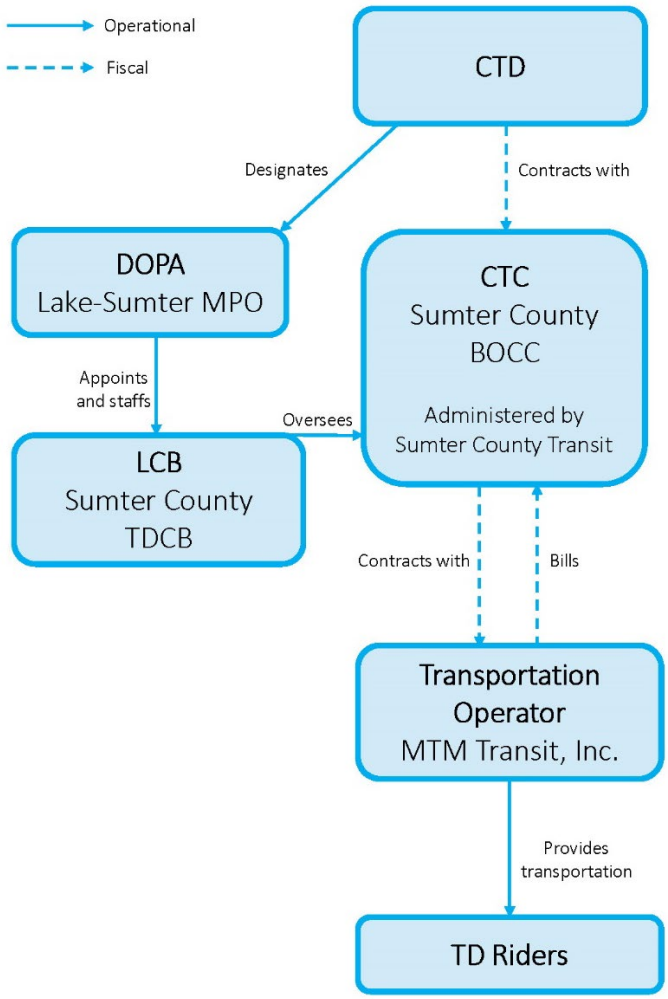
purpose of administering and operating the County's public transportation system. The system began operating as Sumter County Transit (SCT) under a partial brokerage system until fiscal year (FY) 2012 when the County entered into a contract with MTM Transit, Inc. (formerly known as Ride Right) to provide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

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

3.1.3 ORGANIZATION CHART

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

Figure 3-1: Organizational Chart



3.1.4 CONSISTENCY REVIEW OF OTHER PLANS

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

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

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

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

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

3.1.4.2 Lake~Sumter MPO 2045 Long Range Transportation Plan

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

3.1.4.3 Wildwood 2050 Comprehensive Plan

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

- » **Policy 2.1.10:** The City shall coordinate with Sumter County and the Lake~Sumter Metropolitan Planning Organization (MPO) to ensure that transit linkages are provided from the major transportation corridors along routes to land uses generating or attracting heavy traffic such as the Downtown area and future activity centers.
- » **Policy 2.1.11:** The special needs of transportation disadvantaged persons shall be coordinated with Sumter County in the design of all public transit systems.
- » **Policy 2.1.12:** The City shall encourage active participation of citizens, neighborhood groups, and economic interest groups in determining the transportation needs of the City.
- » **Policy 2.1.13:** The City shall coordinate with the County to assess the need to provide public transit throughout the City.

- **Objective 2.2 Safe and Convenient:** The City shall strive to make the transportation system safe and convenient for all transportation modes and users.
  - » **Policy 2.2.1:** The City shall ensure that new and improved streets are designed and operated to enable safe access for all users, including pedestrians, bicyclists, freight, motorists, and transit, according to the purpose of each street.
  - » **Policy 2.2.2:** Streets shall accommodate people of all ages and abilities, including children, teenagers, adults, senior citizens, and persons with disabilities.
- **Objective 2.3 System Performance:** The City shall use various tools to improve the operational efficiency of all transportation facilities.
  - » **Policy 2.3.1:** The City shall implement transportation improvements and strategies to meet projected needs of growth and anticipated development.
- **Objective 2.6 Coordination with Other Agencies:** The City shall provide for the coordination of City transportation plans with the plans and programs of other local, state, regional and federal agencies as well as affected groups and organizations.
  - » **Policy 2.6.1:** Transportation improvements shall be coordinated with other affected government entities to ensure that the most efficient and cost-effective course of action is followed and that strategies demonstrating the area-wide coordination necessary to implement all provisions of this element are developed.
  - » **Policy 2.6.5:** The City shall coordinate with the Lake~Sumter MPO regarding transportation improvements.

3.1.4.4 2045 Florida Transportation Plan

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

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

3.1.5 PUBLIC PARTICIPATION

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

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

Membership of the LCB is defined as follows:

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

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

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

In accordance with the Lake~Sumter MPO's Public Participation Plan, a publicly noticed TDCB meeting and annual public hearing were held on March 4, 2024. The public hearing included an open public comment period where members of the public could provide comments in person, virtually, or through written comments. Though no public comments were received during the public hearing, CTC and MPO staff reported on public comments received as part of Sumter County Transit's Rider Survey. During the TDCB meeting, MPO staff presented the Draft TDSP Annual Update to solicit feedback from members and the

public. While public comments were limited for the TDSP, public comments received throughout the year, including as part of the CTC Evaluation, were considered during this Annual Update. The Final Draft of the TDSP Annual Update was presented to the TDCB for approval on June 10, 2024, and will continue to be amended annually to include minor updates. The next major update will take place in FY 2028 and will include updates to all key data.

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

Lake~Sumter MPO Office
1300 Citizens Boulevard
Leesburg, FL 34748
Phone: (352) 315-0170
Fax: (352) 315-0993
Email: MWoods@LakeSumterMPO.com
Web: www.LakeSumterMPO.com

3.2 Service Area Profile/Demographics

3.2.1 SERVICE AREA DESCRIPTION

3.2.1.1 Historical Tradition

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

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

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

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

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

3.2.1.2 Governmental and Institutional Descriptions

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

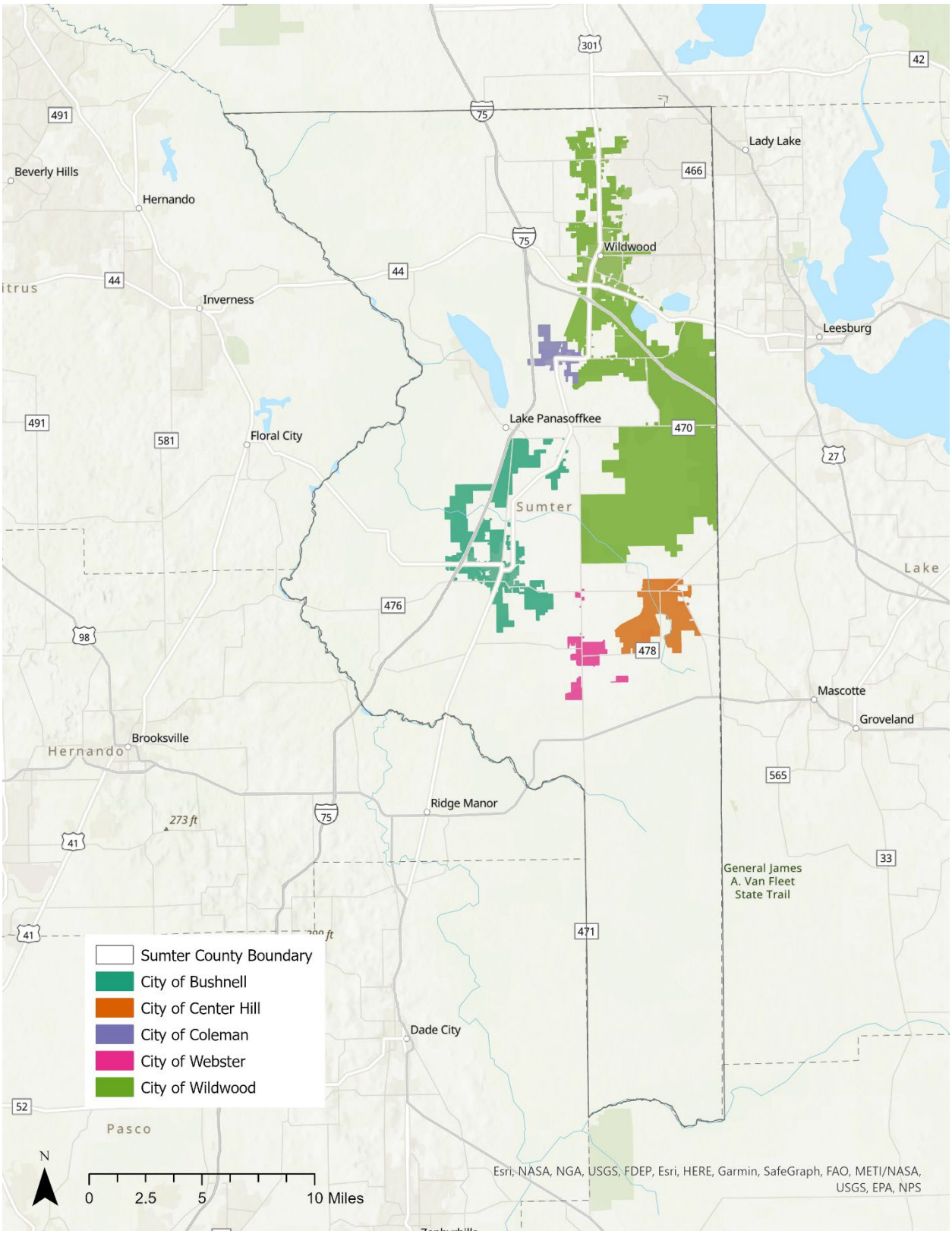
As shown in Table 3-1 below, there are five municipalities in Sumter County, as well as two Census-Designated Places (CDPs). Figure 3-2 below displays Sumter County's municipal boundaries. The Villages® CDP accounts for the largest share of the population in Sumter County (60.49 percent).

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

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

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

Figure 3-2: Sumter County Municipal Boundaries



Source: Sumter County GIS City Limits data

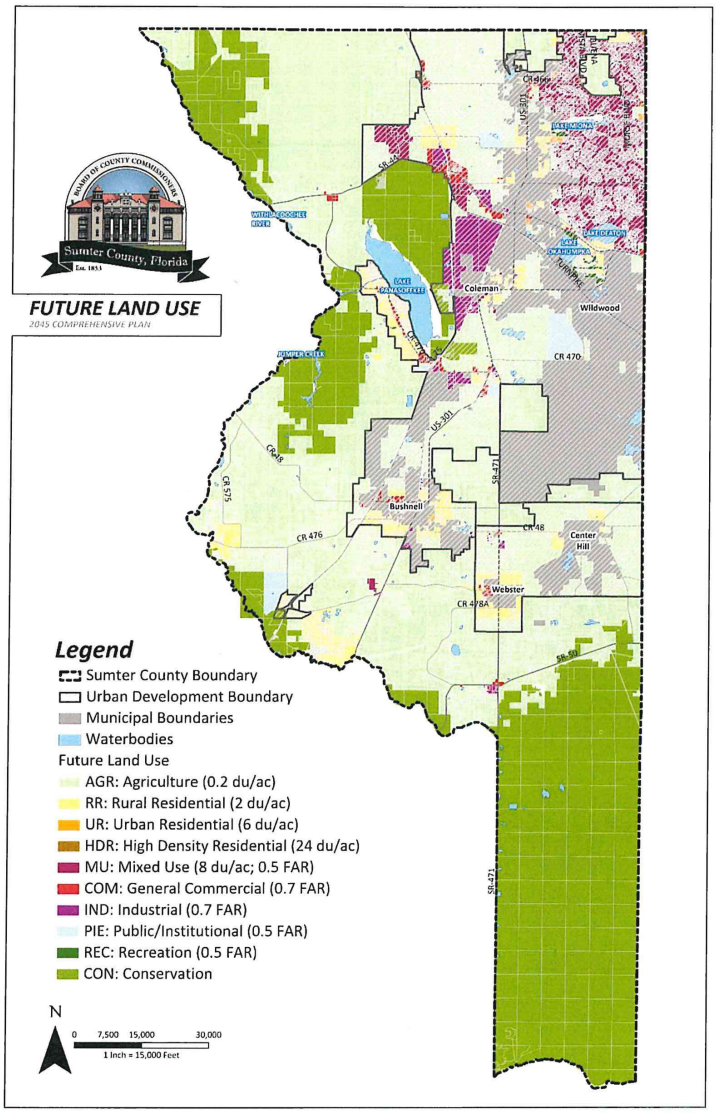
3.2.2 DEMOGRAPHICS

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

3.2.2.1 Land Use

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

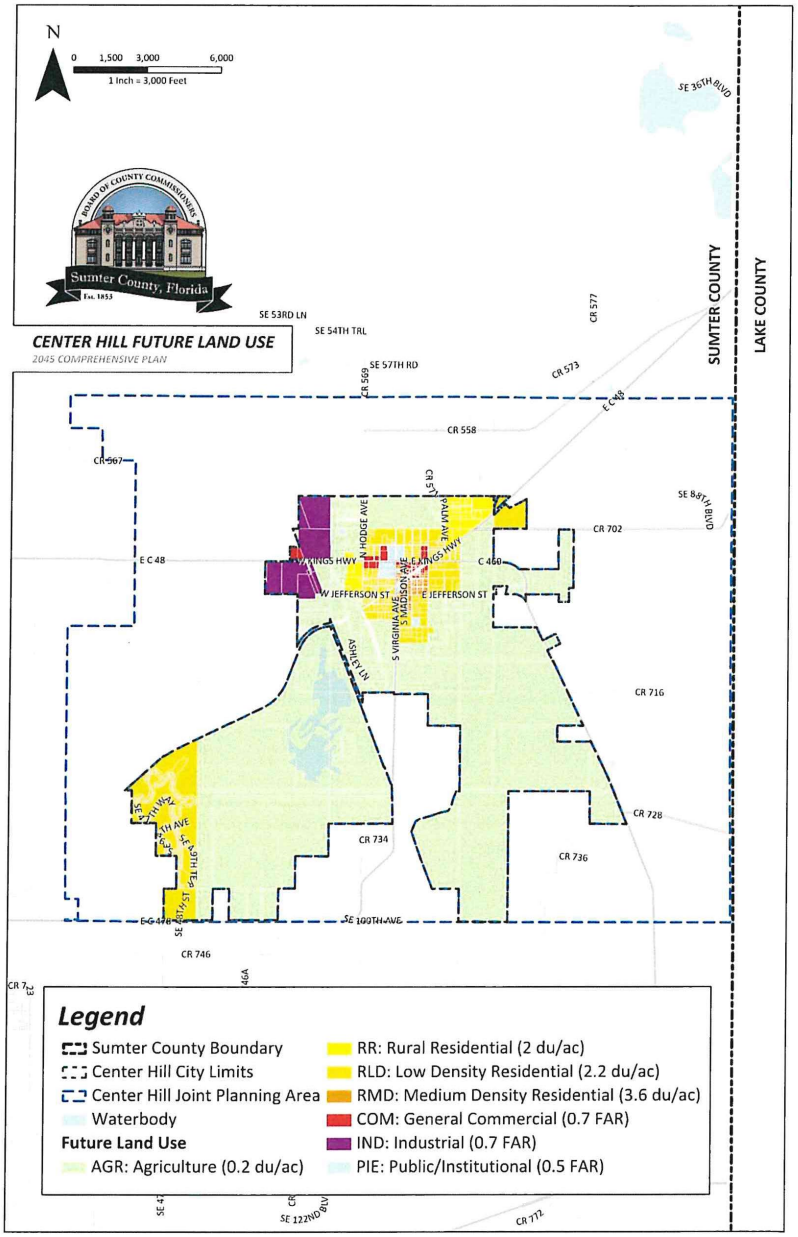
Figure 3-3: 2045 Future Land Use Unincorporated Sumter County



Source: Sumter County Planning and Building

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

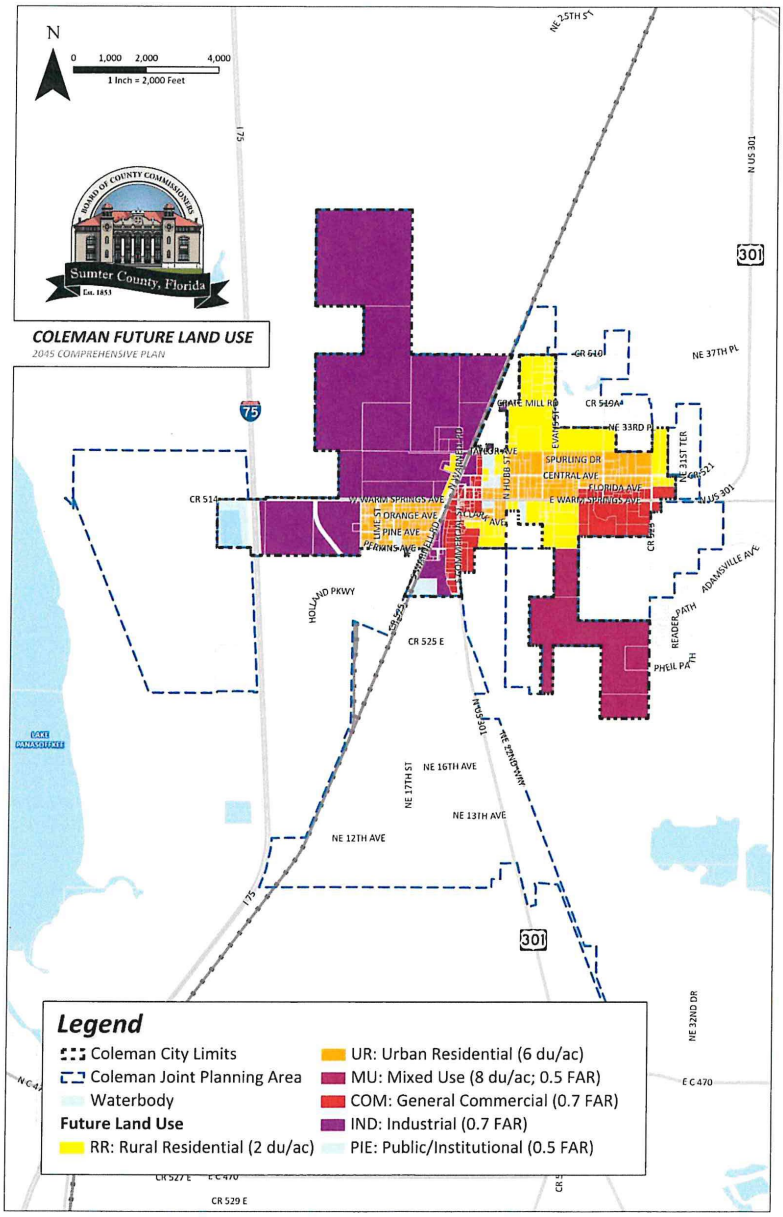
Figure 3-4: 2045 Future Land Use City of Center Hill



Source: Sumter County Planning and Building

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

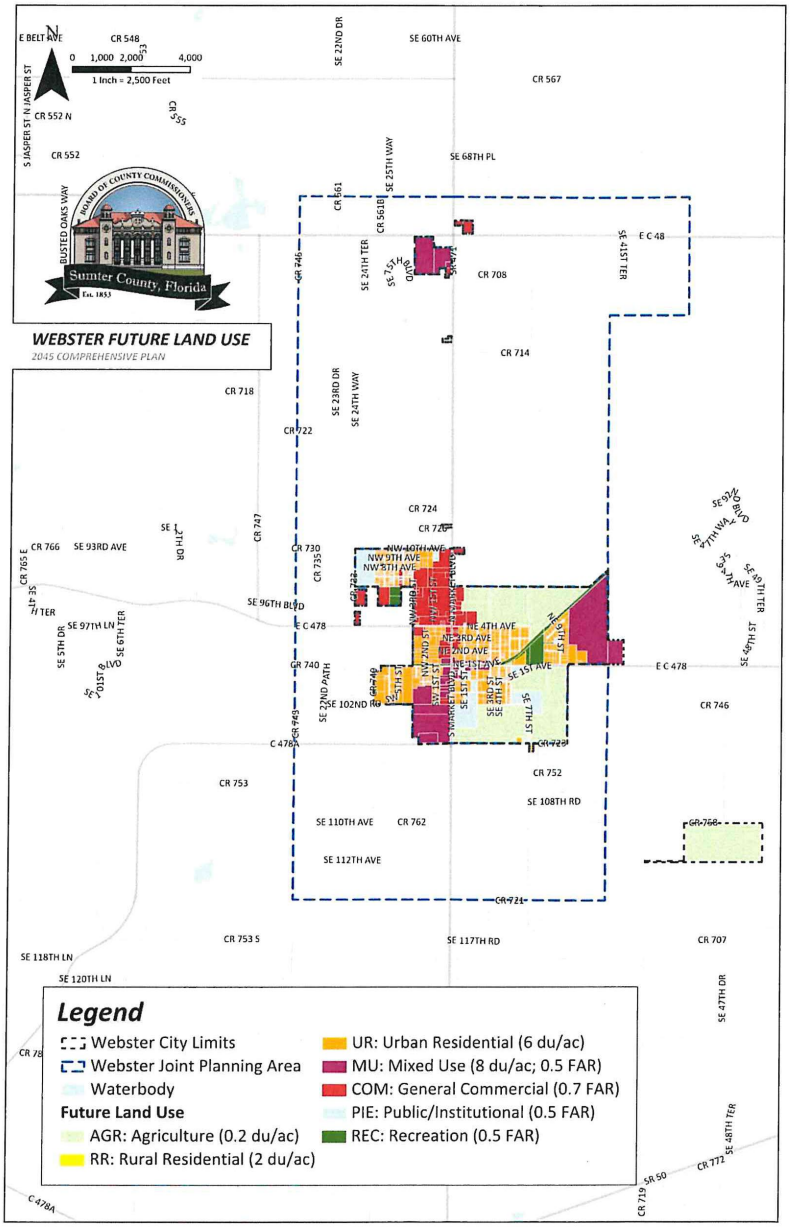
Figure 3-5: City of Coleman Municipal Service Area/Joint Planning Area



Source: Sumter County Planning and Building

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

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



Source: Sumter County Planning and Building

3.2.2.2 Population/Composition

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

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

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

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

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

AGE

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

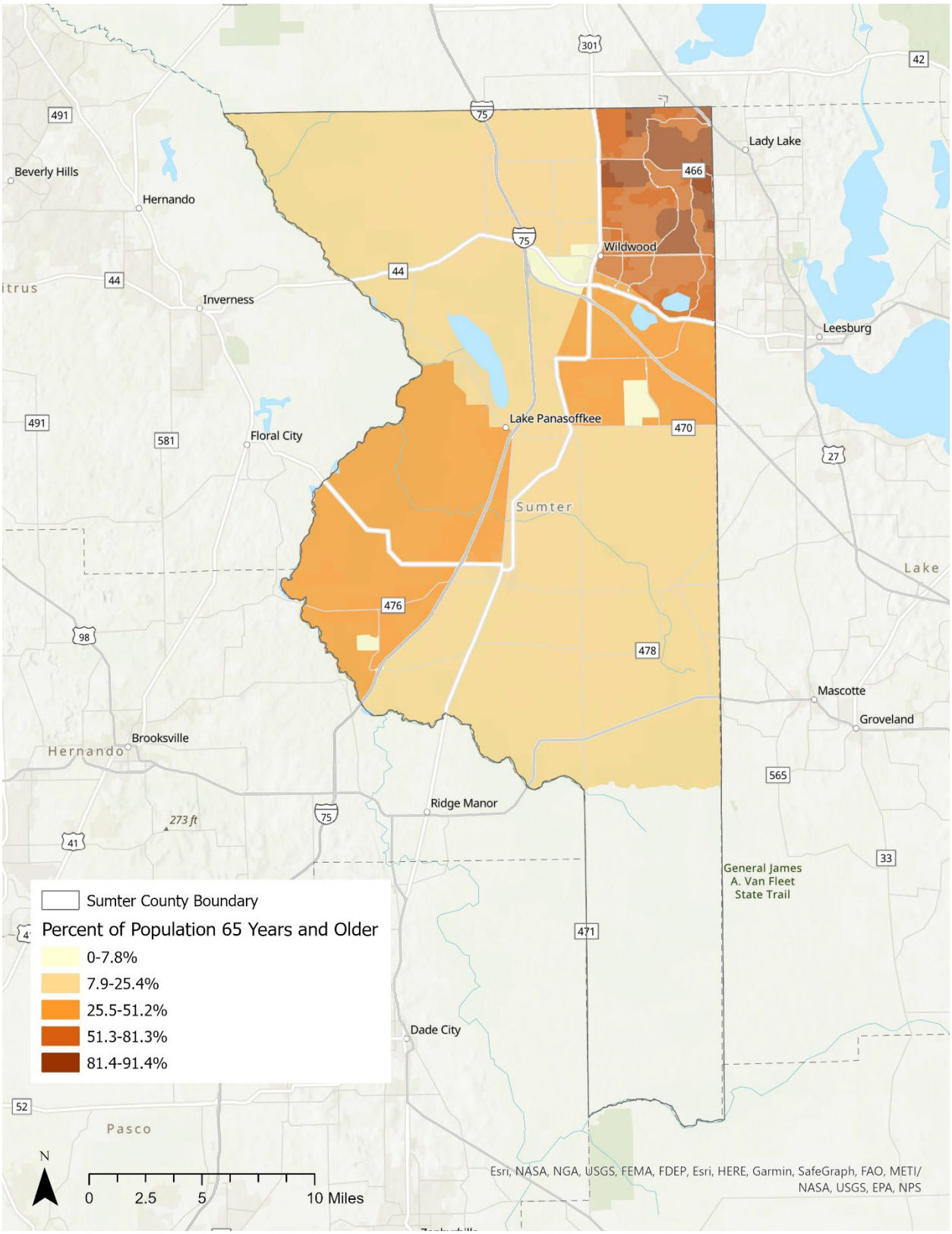
Table 3-3: Age Distribution in Sumter County and Florida

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

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

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

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



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

INCOME AND POVERTY STATUS

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

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

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

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

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

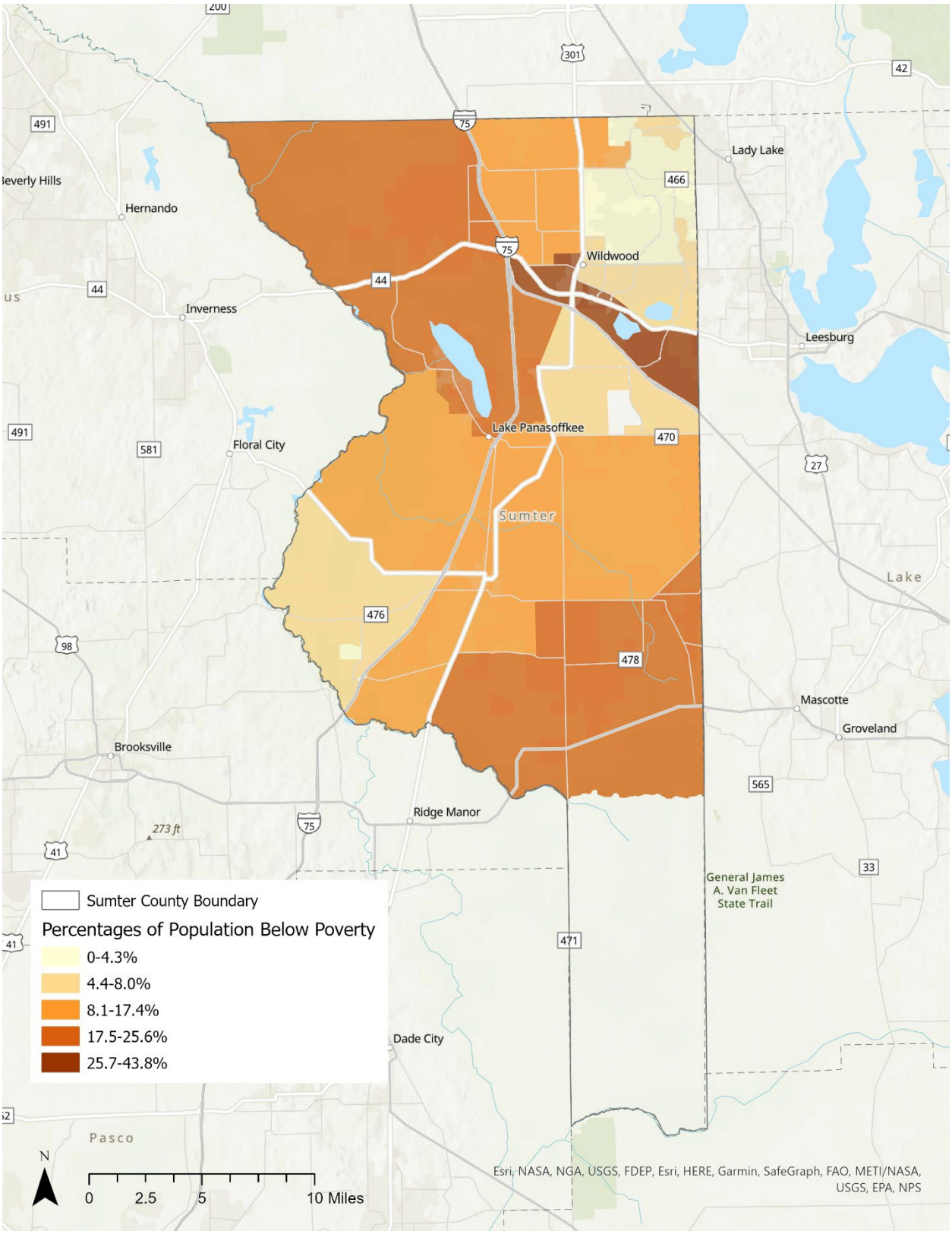
Table 3-5: Poverty Status in the Past 12 Months in Sumter County and Florida

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

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

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

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



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

DISABILITY STATUS

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

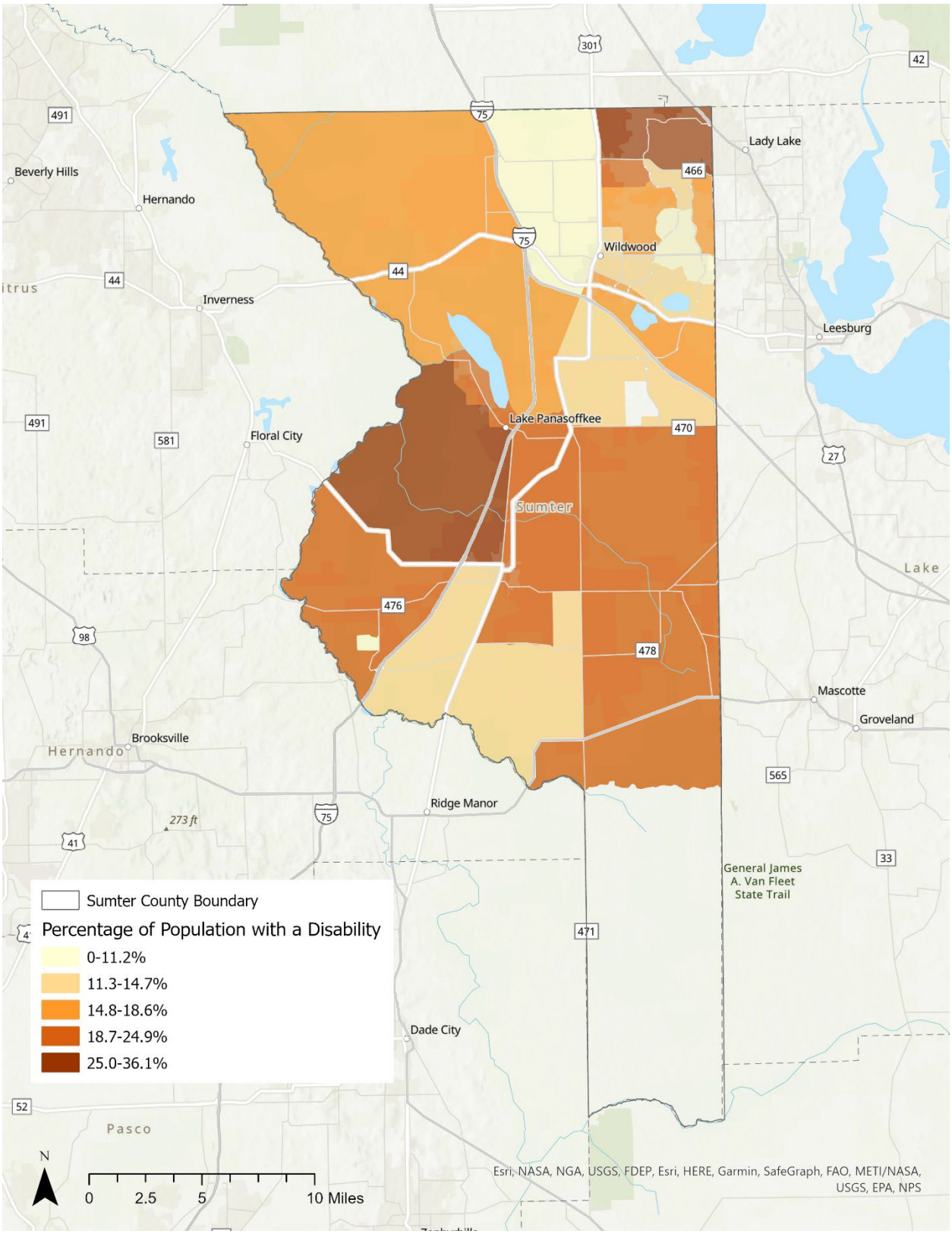
Table 3-6: Population with a Disability in Sumter County and Florida

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

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

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

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



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

3.2.2.3 Employment

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

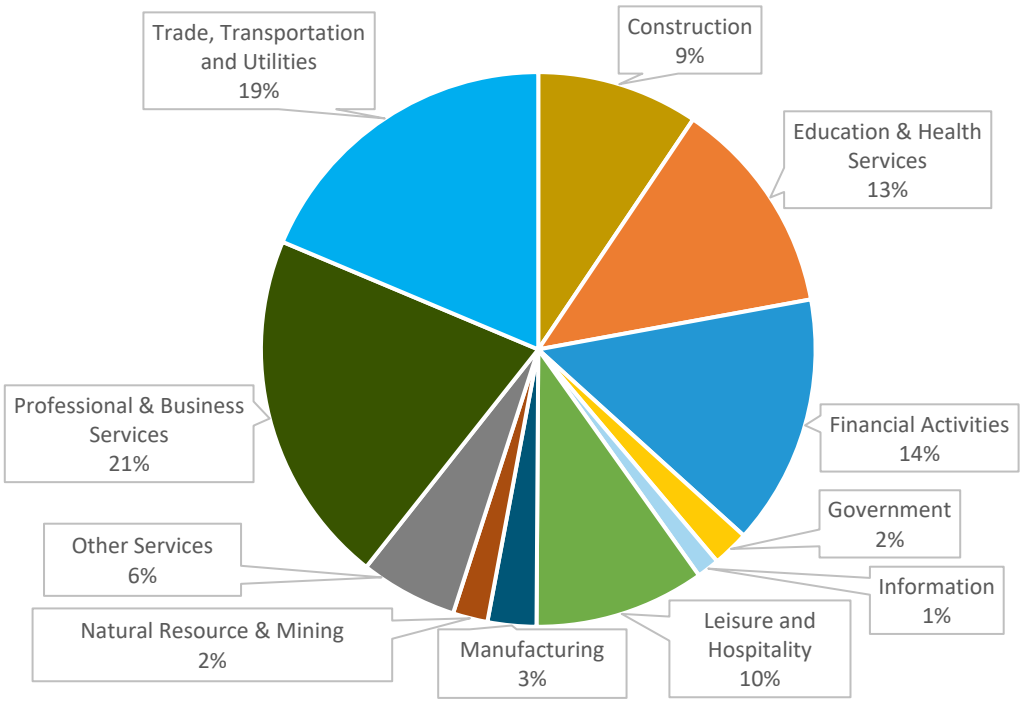
Table 3-7: Employment Status of Population 16 years and older for Sumter County and Florida

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

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

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

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



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

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

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

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

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

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

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

Table 3-9: Major Employers in Sumter County

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

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

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

3.2.2.4 Housing

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

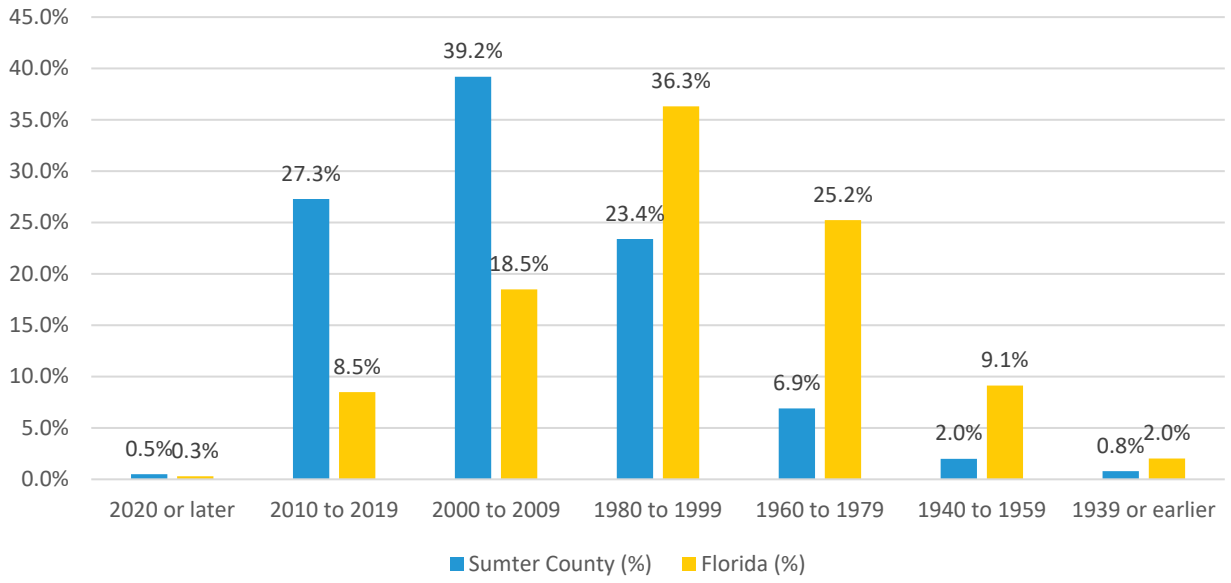
Table 3-10: Owner and Renter Occupied Housing Units in Sumter County and Florida

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

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

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

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



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

3.2.2.5 Education

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

Table 3-11: Sumter County Colleges

Institution	Location
Lake-Sumter State College	Sumterville

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

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

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

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

3.2.2.6 Travel Patterns

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

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

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

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

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

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

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

Source: U.S. Census Bureau, 2017-2021 ACS 5-Year Estimates, Table S0801
*For workers 16 years and older who did not work from home

Table 3-15 displays the travel modes utilized by Sumter County and Florida commuters. In Sumter County, no workers use public transit to commute to work. The biggest deviation between Sumter County and the

State of Florida is for workers who take a taxicab, motorcycle, or other means of transportation to work, at 5.4 percent compared to 1.8 percent, respectively.

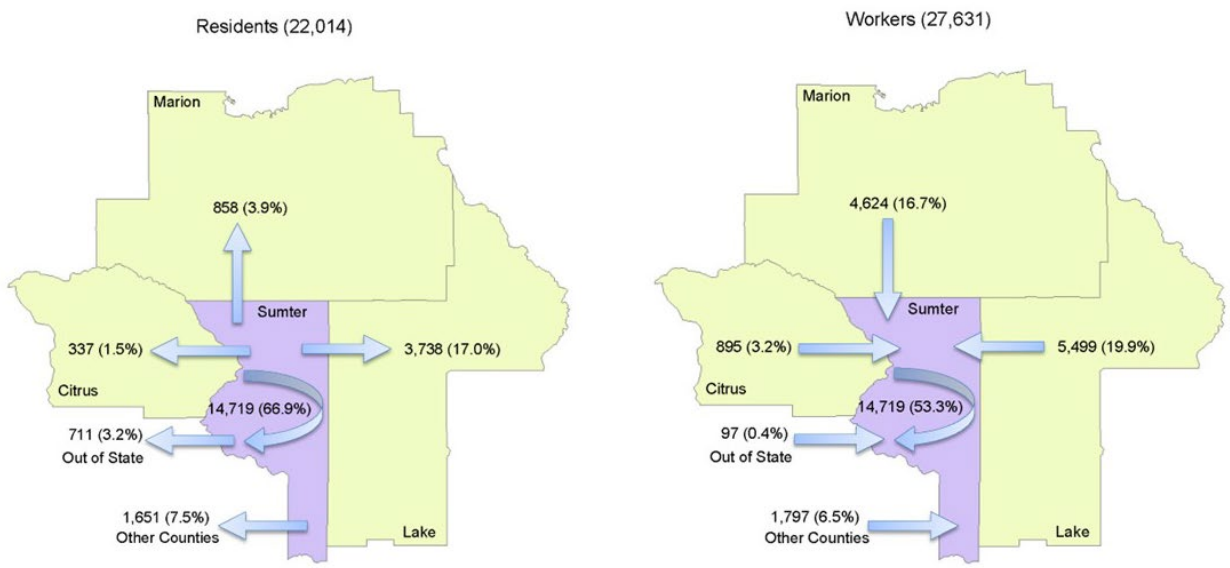
Table 3-15: Means of Transportation to Work (16 Years and Older) in Sumter County and Florida

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

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

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

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



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

3.2.2.7 Major Trip Generators/Attractors

Table 3-16 below shows the number of trips by trip purpose from January 3, 2022 to January 2, 2023. Trips for education purposes account for the largest share of trips at 42 percent of all trips.

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

Location	Trips	% of Trips
Education	5,903	42.0%
Employment	3,876	27.6%
Life-Sustaining/Other	1,258	9.0%
Medical	2,098	14.9%
Nutritional	920	6.5%
Total	**14,055**	**100.0%**

Source: Sumter County Transit, Ecolane Software, 1/3/2022 – 1/2/2023

The CTD defines the different trip purposes as follows:

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

3.2.2.8 Inventory of Available Transportation Services

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

3.3 Service Analysis

3.3.1 TREND ANALYSIS

A trend analysis was completed to compare the performance of Sumter County Transit over five years (FY 2018-2022). Table 3-17 depicts the performance indicators and measures for each of the five fiscal years. The source for each of these data sets is the Annual Operating Reports (AOR), based on locally reported

data released by the CTD. Appendix E: Annual Operating Report contains the approved AOR for FY 2021-2022 and the proposed revised AOR for that time period. The revised AOR reflects revisions to correct reporting differences over the years due to staff changes and issues with the scheduling software. These revisions will be submitted as comments during the next AOR. In addition, graphs depicting the trend between FY 2018 to FY 2022 are included in Appendix F: Trend Analysis Graphs.

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

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

Source: CTD Annual Performance Reports, 2018-2022

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

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

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

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

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

3.3.2 PEER REVIEW ANALYSIS

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

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

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

Table 3-18: Peer CTC Characteristics

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

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

3.3.2.1 Peer Demographics Comparison

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

A notable characteristic of Sumter County is the age-restricted community, The Villages®, a census-designated place (CDP) in Sumter, Lake, and Marion counties. As of the 2020 census, the population of the

CDP was 79,077. According to the 2021 ACS 5-year estimates, the median age in The Villages® is 72.7, creating a higher need for TD services. The Villages® continues to rank as a top-selling planned community in the State.

Table 3-19: Demographic Comparison of Peer CTCs

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

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

3.3.2.2 Peer Performance Measures Comparison

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

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

Table 3-20: Peer Performance Measures Comparison

Measure	Sumter	Citrus	Flagler	Hernando	Lake	Nassau	Peer Average
Total Passenger Trips	44,336	91,403	79,995	59,743	116,299	41,799	72,263
Total Vehicles	21	58	33	47	92	23	46
Total Vehicle Miles	405,956	526,307	652,564	464,122	1,101,917	361,848	585,452
Cost Per Paratransit Trip	$26.91	$25.92	$23.35	$23.32	$39.89	$31.54	$28.49

Measure	Sumter	Citrus	Flagler	Hernando	Lake	Nassau	Peer Average
Cost Per Total Mile	$2.94	$4.50	$2.86	$3.00	$4.21	$3.64	$3.53
Accidents Per 100,000 Vehicle Miles	0	0	0	0	1	0	0.2
Vehicle Miles Between Road Calls	405,956	87,718	217,521	232,061	19,677	60,308	170,540
Complaints	0	29	22	6	6	0	11
Passenger No-Shows	722	840	3,147	397	1,900	655	1,277
Unmet Trip Requests	0	120	1,516	0	0	344	330
Drivers	21	46	26	55	188	16	59

Source: CTD Annual Performance Report, FY 2022

3.3.3 FORECASTS OF TRANSPORTATION DISADVANTAGED POPULATION

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

3.3.3.1 Estimated TD Population

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

Table 3-21: TD Population Estimates

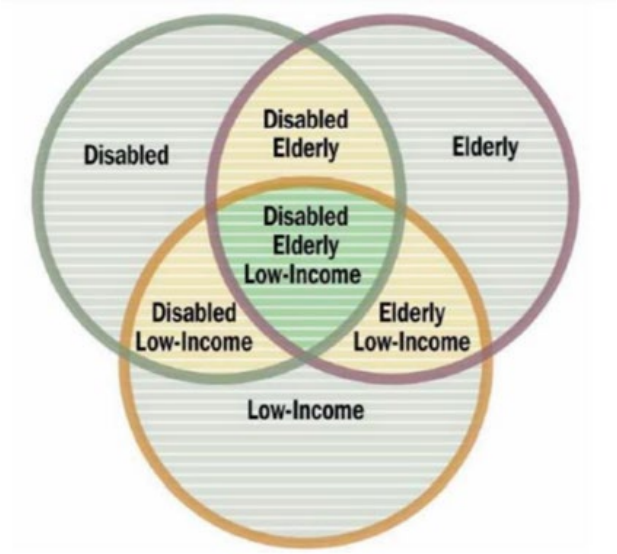
County Population by Age	Total Population by Age	% of Total Pop	Population Below Poverty Level by Age	% of Total Population Below Poverty Level by Age	Total Population with a Disability by Age	% of Total Population with a Disability by Age	Total Population with Disability and Below Poverty Level by Age	% Total Population with a Disability and Below Poverty Level by Age
< 5 Years of Age	2,597	2.04%	957	0.75%	0	0.00%	0	0.00%
5-17	6,741	5.30%	1,559	1.23%	298	0.23%	44	0.03%
18-34	8,525	6.70%	1,568	1.23%	268	0.21%	0	0.00%
35-64	30,793	24.21%	3,321	2.61%	3,840	3.02%	1,118	0.88%

County Population by Age	Total Population by Age	% of Total Pop	Population Below Poverty Level by Age	% of Total Population Below Poverty Level by Age	Total Population with a Disability by Age	% of Total Population with a Disability by Age	Total Population with Disability and Below Poverty Level by Age	% Total Population with a Disability and Below Poverty Level by Age
Total Non-Elderly	48,656	38.25%	7,405	5.82%	4,406	3.46%	1,162	0.91%
65-74	42,507	33.42%	1,998	1.57%	4,474	3.52%	371	0.29%
75+	36,031	28.33%	2,376	1.87%	11,884	9.34%	635	0.50%
Total Elderly	78,538	61.75%	4,374	3.44%	16,358	12.86%	1,006	0.79%
Total	**127,194**	**100%**	**11,779**	**9.26%**	**20,764**	**16.32%**	**2,168**	**1.70%**

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

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

Figure 3-13: Potential TD Population



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

3.3.3.2 Critical Need Demand

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

Table 3-22: Critical Need Population

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

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

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

Figure 3-14: Critical Need Trips

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

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

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

CALCULATION OF DAILY TRIPS FOR THE CRITICAL NEED TD POPULATION

Calculation of Daily Trips			
Total Actual Critical TD Population		Daily Trip Rates Per Person	Total Daily Trips
Severely Disabled	7,306	0.049	358
Low Income ND	2,614	1.899	4,964
Totals	9,920		5,322

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

3.3.3.3 Forecasted Critical Need Trip Demand

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

Table 3-23: Forecasted Critical Need Trip Demand

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

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

3.3.4 NEEDS ASSESSMENT

3.3.4.1 Transportation Needs and Demand

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

Current gaps in transportation services and capital needs

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

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

According to the 2021 ACS 5-year estimates for Sumter County, 75.8 percent of all households have one or more persons 65 years and over, and 23.0 percent of those 65 and over reported a disability. With the population increases and the demographic characteristics of the current population in Sumter County, the potential annual demand for transportation disadvantaged services is estimated to increase from 1,430,980 annual trips in 2023 to 1,559,730 annual trips in 2028, as described in the TD population forecasting methodology above.

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

3.3.4.2 Gaps in Transportation Services

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

3.3.5 BARRIERS TO COORDINATION

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

3.4 Goals, Objectives, and Strategies

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

To implement the TDSP, the Lake~Sumter MPO and Sumter County Transit have identified the following goals:

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

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

4 SERVICE PLAN

4.1 Operations

4.1.1 TYPES, HOURS, AND DAYS OF SERVICE

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

- Mid-Florida Community Services (MFCS) Senior Programs

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

- The Arc Nature Coast

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

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

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

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

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

- Shuttle Service

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

4.1.2 SERVICE POLICIES

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

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

4.1.3 ACCESSING SERVICES

4.1.3.1 Requesting Services During Office Hours

Riders are encouraged to make arrangements for reservation and demand response transportation services at least 48 hours before the needed trip by calling SCT's office in Wildwood at 352-568-6683 between 8:00 a.m. and 1:00 p.m. weekdays, excluding holidays. A minimum of 24-hours advance notice is required, but 48-hours' notice is preferred. Holidays include New Year's Day, Memorial Day (observed), Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. SCT has a toll-free number (1-866-568-6606) for

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

4.1.3.2 Requesting Services after Hours and on Holidays

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

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

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

4.1.3.3 Advance Notification

Reservation trips require at least a 24-hour notice. However, a 48-hour notice is recommended. Demand response trips do not have a prior notice requirement but will be provided only if they can be added to the previously arranged schedule for the day. The deviated fixed routes are available to riders who flag down the van/bus with no advance notification. If a deviation off the service route is needed, a prior days' notice is required. Agencies and riders are encouraged to request all door-to-door trips 48-hours in advance to maximize SCT's ability to group trips.

4.1.3.4 Pickup Times, Trip Cancelations and No-Shows

PICKUP TIMES

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

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

CANCELATIONS

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

NO-SHOWS

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

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

4.1.3.5 SCT On-Time Performance

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

4.1.4 TRANSPORTATION OPERATORS AND COORDINATION CONTRACTORS

4.1.4.1 Transportation Operator Contracts

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

Operator Contact Information

MTM Transit, Inc.

Contact: Steve Baker, Operations Manager

Address: 1525 Industrial Drive, Wildwood, FL 34785

Phone: 352-568-6683

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

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

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

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

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

4.1.5 PUBLIC TRANSIT UTILIZATION

The public transit system in Sumter County consists of the two deviated fixed routes (Orange Shuttle and Wildwood Circulator) as previously described. Table 4-1 below shows annual ridership from FY 2019 to FY 2023 for the deviated fixed route system. In FY 2019, annual deviated fixed route ridership decreased by 53.2 percent. This trend aligned with an overall decrease in reported ridership across Florida's coordinated system, which the CTD noted may partially be a result of changes to the Annual Operating Report (AOR) system. Since FY 2019, the year-to-year trend for deviated fixed route ridership has been positive, aside from a slight decrease in FY 2021. In FY 2023, Sumter County Transit saw its largest increase in annual deviated fixed route ridership over the past five years, at 57.6 percent.

Table 4-1: Annual Deviated Fixed Route Ridership

Fiscal Year	Ridership	Percent Change from Previous Fiscal Year
FY 2019	1,563	-53.2%
FY 2020	2,347	50.2%
FY 2021	2,134	-9.1%
FY 2022	2,141	0.3%
FY 2023	3,375	57.6%

Source: Sumter County Annual Operating Reports, FY 2019 – FY 2023

4.1.6 SCHOOL BUS UTILIZATION

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

4.1.7 VEHICLE INVENTORY

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

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

4.1.8 SYSTEM SAFETY PLAN CERTIFICATION

A copy of Sumter County's System Safety Program Plan (SSPP) approval is included in Appendix I: System Safety Program Plan Annual Certification.

4.1.9 INTERCOUNTY SERVICES

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

4.1.10 EMERGENCY PREPAREDNESS AND RESPONSE

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

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

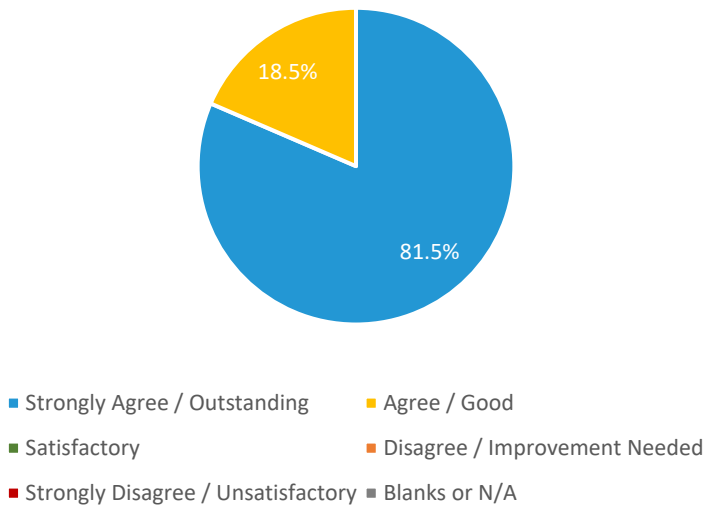
4.1.11 EDUCATIONAL EFFORTS AND PUBLIC OUTREACH

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

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

In 2023, SCT conducted rider surveys through a combination of online and paper surveys. The surveys asked riders to rate their experience with scheduling trips, riding in the vehicle, interacting with the diver, getting picked up and dropped off, and their overall satisfaction with SCT services. Depending on whether riders completed an online survey or paper survey, they could rate statements respectively as "Strongly Agree" or "Outstanding", "Agree" or "Good", "Satisfactory", "Disagree" or "Improvement Needed", or "Strongly Disagree" or "Unsatisfactory". Eighty-two percent of survey respondents rated their overall satisfaction with SCT services as "Strongly Agree" or "Outstanding", with the remainder of respondents rating their satisfaction with SCT services as "Agree" or "Good." Additional survey results are included in Appendix J: Sumter County Transit Rider Survey Results.

Figure 15: Overall Satisfaction with SCT Services



Source: 2023 Sumter County Transit Rider Surveys

4.1.12 ACCEPTABLE ALTERNATIVES

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

4.1.13 SERVICE STANDARDS

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

4.1.13.1 Drug and Alcohol

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

> CTC Standard: The CTC and contracted operators shall maintain a drug and alcohol testing program for safety-sensitive employees meeting the requirements of the Federal Transit Administration

regulations: 49 CFR Part 655, "Prevention of Alcohol Misuse and Prohibited Drug Use in Transit Operations," and 49 CFR Part 40, "Procedures for Transportation Workplace Drug and Alcohol Testing Programs."

4.1.13.2 Transport of Escorts and Dependent Children

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

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

4.1.13.3 Child Restraint Devices

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

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

4.1.13.4 Passenger Property

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

CTC Standard: Passenger property that can be carried by the passenger and/or driver (maximum of 30 pounds) and can be safely stowed on a vehicle shall be allowed at no additional charge. The amount of passenger property allowed is subject to the following conditions due to limited space:

a. No more than five plastic grocery bags or three paper grocery bags per passenger, and;
b. No more than one laundry bag per passenger (plastic bag or enclosed in plastic bag).

4.1.13.5 Vehicle Transfer Points

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

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

4.1.13.6 Local Toll-Free Number and TD Helpline

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

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

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

4.1.13.7 Out-of-Service-Area Trips

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

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

4.1.13.8 Vehicle Cleanliness

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

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

4.1.13.9 Billing Requirements

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

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

4.1.13.10 Passenger/Trip Data Base

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

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

records held for a period of five years. In addition, the CTC shall maintain access to subcontractor data on passengers through contract requirements.

4.1.13.11 Adequate Seating

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

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

4.1.13.12 Driver Identification

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

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

4.1.13.13 Passenger Assistance

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

CTC Standard: All drivers of the CTC shall provide passengers with boarding assistance, if necessary or requested, to the seating portion of the vehicle. That assistance shall include opening the vehicle door, fastening safety belts or wheelchair securement devices, storage of mobility assistive devices and closing the vehicle door. If necessary and the safety of other passengers will not be endangered, drivers shall open building doors for passengers. Assisted access must be in a dignified manner. Drivers may not assist passengers in wheelchairs up or down more than one step unless that assistance can be performed safely as determined by the passenger, guardian (if applicable) and driver.

4.1.13.14 Smoking, Eating, and Drinking on Vehicles

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

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

4.1.13.15 Passenger No-Shows

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

CTC Standard: Passenger no-shows include the following:

a. Scheduled trips that are not canceled prior to the earliest applicable pickup time, and

b. Passengers who are not at their arranged pickup locations at their scheduled pickup times or are not ready to board the vehicle at their earliest applicable pickup times.

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

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

4.1.13.16 Two-Way Communication Rule

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

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

4.1.13.17 Vehicle Air Conditioning/Heating

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

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

4.1.13.18 First Aid

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

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

4.1.13.19 CPR Rule

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

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

4.1.13.20 Driver Criminal Background Screening

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

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

4.1.13.21 Public Transit Ridership

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

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

4.1.13.22 Pick-up Window

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

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

a. To destinations within the County – 90 minutes prior to their appointment time.

b. To destinations in counties contiguous to Sumter County – two hours prior to their appointment time.

c. To destinations in counties not contiguous to Sumter County – three hours prior to their appointment time.

4.1.13.23 On-Time Performance

Rule 41-2.006 (4)(w) The CTC and Local Coordinating Board (LCB) should jointly establish a percentage of trips that will be on-time. This performance measure should be communicated to contracted operators,

drivers, purchasing agencies, and passengers. This measure should also be included as a part of the CTC's evaluation of its contracted operators and the LCB's evaluation of the CTC.

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

4.1.13.24 Advance Reservation Requirements

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

CTC Standard: Reservation trips shall require at least 24 hours advance notification; however, a 48-hour advance reservation is recommended. Also, demand response (same day) trips shall not have a prior notice requirement but shall be provided only if they can be added to the previously arranged schedule for the day.

4.1.13.25 Crashes or Incidents

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

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

4.1.13.26 Reliability of Vehicles/Road Calls

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

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

4.1.13.27 Call Hold Time

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

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

4.1.13.28 Quality of Service

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

CTC Standard:

a. A drug and alcohol policy has been developed in accordance with the Federal Transit Administration (FTA) requirements and is available upon request.

b. FDOT vehicle ID number (if applicable) is displayed on every vehicle. Telephone numbers for complaints/compliments are shown in every vehicle, which is (352) 689-4400. The CTD Ombudsman number (1-800-983-2435) and TTY services available through Florida Relay Services provided by the CTD at (1-800-955-8771).

c. System or service complaints are addressed by the CTC and can be received by telephone, email, or mail. A process for assisting individuals or agencies that do not agree with the complaint resolution utilizes the established Grievance process.

d. Vehicle interiors shall be free of dirt, grime, oil, trash, torn upholstery, damage or broken seats, protruding metal and/or other objects/materials, which could soil items, placed in the vehicle, or provide discomfort to the passenger. Interior of the vehicles shall be cleaned daily and exterior weekly.

e. All vehicles in the Coordinated System are equipped with operating air and heating, as well as two-way communication systems.

f. All drivers in the Coordinated System are required to:

    i. Wear Identification Badge at all times during passenger transport;

    ii. Successfully complete a Florida Department of Law Enforcement (FDLE) criminal background check prior to hire;

    iii. Successfully complete a 3-year Department of Motor Vehicles (DMV) driver background check prior to hire;

    iv. Successfully complete an FDOT drug and alcohol exam prior to hire;

    v. Successfully complete an FDOT physical evaluation exam prior to hire and then every two years; and

    vi. On-time performance standard of all trips to the scheduled arrival time of 96 percent.

4.1.13.29 Service Effectiveness

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

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

a. Average number of trips per passenger for the coordinated system - 305.8

b. Cost per trip - $26.91

c. Average cost per mile - $2.94.

4.1.13.30 Contract Monitoring

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

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

4.1.13.31 Complaints

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

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

4.1.14 LOCAL COMPLAINT AND GRIEVANCE PROCEDURE/PROCESS

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

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

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

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

it was received and then documented in written form. The complaint is forwarded to the applicable transportation provider. A copy is retained by the CTC for follow up.

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

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

4.1.15 COMMUNITY TRANSPORTATION COORDINATOR MONITORING PROCEDURES OF OPERATORS AND COORDINATION CONTRACTORS

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

4.1.16 COORDINATION CONTRACT EVALUATION CRITERIA

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

4.2 Cost/Revenue Allocation and Rate Structure Justification

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

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

4.2.1 RATE/FARE STRUCTURE

The CTD has established a Rate Calculation Model to be used as the standard in developing rates for transportation services arranged or provided by CTCs. The CTD's Rate Calculation Model is updated annually by SCT to reflect changes in revenues and expenditures related to providing transportation services. The model was used by SCT to determine the latest rates provided. See Appendix K: FY 2023-2024 Rate Model for the current Rate Model Calculations.

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

- **Sponsored Riders (Reservation/Demand Response Service):** The charge to the sponsoring agency/organization will be $4.86 per mile for ambulatory passengers and $8.33 per mile for wheelchair passengers.
- **Non-sponsored Transportation Disadvantaged Riders:** The charge to the FCTD will be $4.86 per mile for ambulatory passengers and $8.33 for wheelchair passengers.
- **General public:** Charge to riders (farebox) is a portion of the fully allocated trip cost.
- **Escorts:** The charge to sponsoring agency for escorts will be $4.86 per mile.
- **Service Routes:** The fares for riders.

4.2.2 COST STANDARDS

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

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

4.2.3 PLAN FUND DISBURSEMENT RATE MECHANISM

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

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

4.2.4 ELIGIBILITY CRITERIA

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

Eligibility Requirements for TDTF-funded trips are as follows:

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

Table 4-2: Health and Human Services 2024 Poverty Guidelines (200%)

Persons in Family/Household	Poverty Guideline
1	$30,120
2	$40,880
3	$51,640
4	$62,400
5	$73,160
6	$83,920
7	$94,680
8	$105,440

Source: Office of the Assistant Secretary for Planning and Evaluation HHS Poverty Guidelines for 2024.
https://aspe.hhs.gov/sites/default/files/documents/7240229f28375f54435c5b83a3764cd1/detailed-guidelines-2024.pdf

4.2.5 PUBLIC AWARENESS OF NON-SPONSORED FUNDS

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

4.2.6 UTILIZATION STANDARDS

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

5 QUALITY ASSURANCE

5.1 Overview

The evaluation of the Sumter County CTC is conducted annually by the TDCB with the guidance of the Lake~Sumter MPO planning staff. The purpose of the annual review is to evaluate the CTC's performance. The evaluation ensures quality of service is being obtained and that it is being provided in the most cost effective, efficient, and unduplicated manner.

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

At a minimum, the TDCB reviews the following areas:

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

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

5.2 Summary of FY 2023-2024 CTC Evaluation Results

Overall, the CTC is running a smooth operation. The CTC is in compliance with all applicable regulations and no findings were made during the evaluation. Riders are generally satisfied with the service, with surveyed riders reporting an average satisfaction score of nine out of ten. Feedback from riders was overwhelmingly positive, with riders offering commendations on the drivers and overall appreciation of the service. Of the 16 riders who responded to the survey, several riders mentioned not being able to receive transportation services on their requested date or time; two riders said this was due to not scheduling the trip in time and two other riders said this was due to buses not being available. It is suggested that the CTC continue to

monitor trip data, particularly trip denials, in order to assess whether demand is limiting the availability of services.

Mid Florida Community Services (MFCS), a purchasing agency, brought up another potential challenge to coordination, which is providing service to riders who live on roads that are not accessible by the buses (e.g., mobile home parks with dirt roads). The workaround is for riders to meet the bus at a different pick up point that is accessible for the bus; however, this is not possible for some riders with more limited mobility. It is suggested that the CTC coordinate directly with MFCS to further understand the issue and discuss potential solutions, leveraging support from the TDCB if needed.

The evaluation report and recommendations to the CTC will be presented by the CTC Evaluation Subcommittee at the June 10, 2024 TDCB meeting. The final workbook with the recommendations/commendations will be transmitted to the Florida Commission for the Transportation Disadvantaged and the Sumter County CTC by MPO staff. The CTC will forward a status report to the TDCB within 30 working days. The TDCB will continue utilizing the use of CTC reports at quarterly meetings to assist with evaluating the CTC's performance.

APPENDIX A: ACRONYMS

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

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

APPENDIX B: GLOSSARY

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

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

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

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

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

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

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

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

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

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

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

Coordination Contract: a written contract between the community transportation coordinator and an agency who receives transportation disadvantaged funds and performs some, if not all of, its own services, as well as services to others, when such service has been analyzed by the CTC and proven to be a safer, more effective and more efficient service from a total system perspective. The Commissions standard contract reflects the specific terms and conditions that will apply to those agencies who perform their own

transportation, as well as joint utilization and cost provisions for transportation services to and from the coordinator.

Florida Administrative Code (FAC): a set of administrative codes regulating the State of Florida.

Florida Statutes (FS): the laws governing the State of Florida.

Grievance Process or Procedure: a formal grievance is a written complaint to document any concern or an unresolved service complaint regarding the separation or administration of TD service by the Transportation Operator, Community Transportation Coordinator, designated official planning agency, or local Coordinating Board. Provides a channel for the adjustment of grievances through discussions at progressively higher levels of authority, culminating in mediation, if necessary.

Local Coordinating Board (LCB): an entity in each designated service area composed of representatives appointed by the official planning agency. Its purpose is to aid the community transportation coordinator concerning the coordination of transportation disadvantaged services. In Sumter County, the LCB is referred to as the Transportation Disadvantaged Coordinating Board (TDCB).

Memorandum of Agreement (MOA): the state contract included in the transportation disadvantaged service plan for transportation disadvantaged services purchased by federal, state, or local government transportation disadvantaged funds. This agreement is between the Commission and the community transportation coordinator and recognizes the community transportation coordinator as being responsible for the arrangement of the provision of transportation disadvantaged services for a designated service area.

Metropolitan Planning Organization (MPO): the areawide organization responsible for conducting the continuous, cooperative, and comprehensive transportation planning and programming in accordance with the provisions of 23 U.S.C. s. 134, as provided in 23 U.S.C. s. 104(f)(3). Also serves as the official planning agency referred to in Chapter 427, F.S.

Non-sponsored Trip: transportation disadvantaged services that are sponsored in whole by the Transportation Disadvantaged Trust Fund.

Partial Brokerage: type of CTC network in which the CTC provides some of the on-street transportation services and contracts with one or more other transportation operators, including coordination contractors, to provide the other portion of the on-street transportation disadvantaged services, including coordination contractors.

Potential TD Population: (formerly referred to as TD Category I) includes persons with disabilities, senior citizens, low-income persons, and high risk or at-risk children. These persons are eligible to receive certain governmental and social service agency subsidies for program-related trips.

Rule 41-2, FAC: the rule adopted by the Commission for the Transportation Disadvantaged to implement provisions established in Chapter 427, F.S.

Sole Source: (also referred to as Sole Provider) network type in which the CTC provides all the transportation disadvantaged services.

Sponsored Trip: a passenger trip that is subsidized in part or in whole by a local, state, or federal government funding source (not including monies provided by the TD Trust Fund).

System Safety Program Plan (SSPP): a documented organized approach and guide to accomplishing a system safety program set forth in Florida Rule 14-90.

Transportation Alternative: those specific transportation services that are approved by rule to be acceptable transportation alternatives, and defined in s. 427.018, F. S.

Transportation Disadvantaged (TD): those persons, including children as defined in s. 411.202 F.S., who because of physical or mental disability, income status, or inability to drive due to age or disability are unable to transport themselves or to purchase transportation and have no other form of transportation available. These persons are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, or medically necessary or life-sustaining activities.

Transportation Disadvantaged Service Plan (TDSP): a five-year implementation plan, with annual updates developed by the CTC and the planning agency which contains the provisions of service delivery in the coordinated transportation system. The plan shall be reviewed and recommended by the local Coordinating Board.

Transportation Disadvantaged Trust Fund (TDTF): a fund administered by the Commission for the Transportation Disadvantaged in which all fees collected for the transportation disadvantaged program shall be deposited. The funds deposited will be appropriated by the legislature to the Commission to carry out the Commissions responsibilities. Funds that are deposited may be used to subsidize a portion of a transportation disadvantaged persons transportation costs which are not sponsored by an agency.

Transportation Operator: a public, private for profit, or private non-profit entity engaged by the community transportation coordinator to provide service to the transportation disadvantaged pursuant to an approved coordinated transportation system transportation disadvantaged service plan.

APPENDIX C: SUMTER COUNTY TRANSIT SHUTTLE SCHEDULES

ORANGE / SOUTH SUMTER ROUTE | WILDWOOD CIRCULATOR A.M. | WILDWOOD CIRCULATOR P.M.

Location	Arrival Times	
CENTER HILL - AA Discount Convenience Store	7:45	12:00
WEBSTER - Apartments I& II	8:00	12:15
WEBSTER - Beulah Baptist	8:10	12:25
Bushnell Health Department & Bus Shelter 301	8:20	12:35
Bushnell Family Practice/ Dollar General	8:30	12:45
Walmart Supercenter	8:40	12:55
Bushnell Garden Apartments Jumper Drive South	8:55	1:00
Bushnell Plaza	9:00	1:05
Misty Woods Apartments & Jumper Drive North	9:05	1:10
Winn Dixie	9:15	1:15
Thomas Langley Clinic	9:35	1:40
LCC/Clark Maxwell Library - Wildwood Connection	9:45	1:45
Winn Dixie	10:00	2:00
Misty Wods Apartments & Jumper Drive North	10:05	2:05
Bushnell Plaza	10:10	2:10
Bushnell Garden Apartments Jumper Drive South	10:15	2:15
Walmart Supercenter	10:30	2:30
Bushnell Family Practice/ Dollar General	10:40	2:40
WEBSTER - Beulah Baptist	11:00	3:00
WEBSTER - Apartments I& II	11:10	3:15
CENTER HILL - AA Discount Convenience Store	11:20	3:30

Source: Sumter County Transit, https://www.sumtercountyfl.gov/184/Reservations-Shuttle-SchedulesRoutes. Retrieved February 20, 2023.

ORANGE / SOUTH SUMTER ROUTE | **WILDWOOD CIRCULATOR A.M.** | WILDWOOD CIRCULATOR P.M.

Location	Arrival Times
Parkwood	8:45
Wildwood Commons	8:55
Wildwood Terrace Apartments	9:00
Save-a-lot	9:05
Villages Sumter County Service Center	9:10
Winn Dixie Pinellas Plaza	9:15
Publix Grand Traverse	9:20
Langley Health Services	9:40
Lake-Sumter Community College - Orange Shuttle Connection	9:45
Villages Sumter County Service Center	10:10
Winn Dixie Pinellas Plaza	10:15
Publix Grand Traverse	10:20
Parkwood	10:25
Save-a-lot	10:30
Wildwood Terrace Apartments	10:35
Wildwood Commons	10:40
Moreland Park	10:48
Walmart	11:00
Publix Southern Trace Plaza	11:10

Source: Sumter County Transit, https://www.sumtercountyfl.gov/184/Reservations-Shuttle-SchedulesRoutes. Retrieved February 20, 2023.

ORANGE / SOUTH SUMTER ROUTE | WILDWOOD CIRCULATOR A.M. | WILDWOOD CIRCULATOR P.M.

Location	Arrival Times
Publix Southern Trace Plaza	12:20
Walmart	12:30
Moreland Park	12:42
Wildwood Commons	12:50
Wildwood Terrace Apartments	12:55
Save-a-lot	1:00
Parkwood	1:05
Villages Sumter County Service Center	1:12
Winn Dixie Pinellas Plaza	1:15
Publix Grand Traverse	1:20
Langley Health Services	1:40
Lake-Sumter Community College - Orange Shuttle Connection	1:45
Publix Grand Traverse	2:10
Winn Dixie Pinellas Plaza	2:15
Villages Sumter County Service Center	2:20
Save-a-lot	2:25
Wildwood Terrace Apartments	2:30
Wildwood Commons	2:35
Parkwood	2:45

Source: Sumter County Transit, https://www.sumtercountyfl.gov/184/Reservations-Shuttle-SchedulesRoutes. Retrieved February 20, 2023.

APPENDIX D: PRIVATE PROVIDER INVENTORY

Non-Emergency Medical / Stretcher & Wheelchair Services

Name	Location	Contact Information
All Central Florida Transportation	2280 W. Old US Hwy. 441, Mount Dora	352-877-9755
AdventHealth Waterman (Formerly Florida Hospital Waterman)	2250 Huffstetler Drive, Tavares 32778	352-253-3882
G.C.O. Non-Emergency Medical Transport	2604 Yardley St., Grand Island, FL	352-240-1124
Independence Transport	809 Deer Glen Ct., Fruitland Park	352-630-5263
Kinsman Transportation, Inc.	Minneola / Clermont Area	407-592-6750
Stellar Transport	Lake and Sumter Counties	352-995-9595
We Care Specialty Transport	13900 CR 455, Clermont	352-989-6956

Taxicab Services

Name	Location	Contact Information
Acme	14834 Lee Rd., Groveland	352-638-4711
Clermont Yellow Cab	2040 Oakley Seaver, Clermont	352-577-8294
Eustis Taxi	252 Ardice Ave, Eustis	352-357-3671
For a Ride Taxi Service	2987 Palmetto Road, Mount Dora	352-321-2853
Kim's Cab	The Villages	352-239-2133
Lady Lake Taxi	Lady Lake	352-751-2345
Mr. Taxi	911 Sutherland Ct., Leesburg	352-365-2676
Signature Taxi	Ocala	352-207-2008
Sumter Transport	The Villages	352-446-4987
Quick Transportation	Orlando Metropolitan Area	407-447-1444

Limousine and Airport Shuttles

Name	Location	Contact Information
Elite Transportation by George	The Villages	352-322-7702
Transcour Limo Service	1400 Longville Cir, Tavares	407-595-6355
Village Airport Van	Spanish Springs, Lady Lake	352-241-2000
The Villages Transportation	Lady Lake and The Villages	352-259-9398
Tu Viaje Florida	Horizons West / West Orlando	407-697-6553
Workman Transportation & Travel	The Villages	352-259-9398

APPENDIX E: ANNUAL OPERATING REPORT

Figure 5-1: Approved Annual Operating Report (FY 2022-2023)

County: Sumter

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

Contact: Deborah Snyder
7375 Powell Road
Wildwood, FL 34785
352-689-4400

Email: Deborah.Snyder@sumtercountyfl.gov

Demographics	Number
Total County Population	140,651
Unduplicated Head Count	367

Florida Commission for the Transportation Disadvantaged

Trips By Type of Service	2021	2022	2023
Fixed Route (FR)	0	0	0
Deviated FR	2,134	2,141	3,375
Complementary ADA	0	0	0
Paratransit	34,663	42,195	41,300
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	**36,797**	**44,336**	**44,675**

Vehicle Data	2021	2022	2023
Vehicle Miles	365,317	405,956	375,166
Roadcalls	0	0	5
Accidents	0	0	5
Vehicles	21	21	18
Drivers	22	21	24

Passenger Trips By Trip Purpose			
Medical	5,050	8,907	8,314
Employment	4,212	8,479	10,050
Ed/Train/DayCare	21,446	15,563	13,074
Nutritional	1,086	2,224	3,409
Life-Sustaining/Other	5,003	9,163	9,828
TOTAL TRIPS	**36,797**	**44,336**	**44,675**

Financial and General Data			
Expenses	$1,071,285	$1,192,977	$1,377,281
Revenues	$1,011,779	$1,101,730	$1,368,749
Commendations	0	0	0
Complaints	0	0	0
Passenger No-Shows	603	722	680
Unmet Trip Requests	0	0	0

Passenger Trips By Revenue Source			
CTD	20,545	19,200	25,335
AHCA	0	0	0
APD	0	13,915	12,163
DOEA	0	539	2,237
DOE	0	0	0
Other	16,252	10,682	4,940
TOTAL TRIPS	**36,797**	**44,336**	**44,675**

Performance Measures			
Accidents per 100,000 Miles	0	0	1.33
Miles between Roadcalls	365,317	405,956	75,033
Avg. Trips per Passenger	114.28	120.15	121.73
Cost per Trip	$29.11	$26.91	$30.83
Cost per Paratransit Trip	$29.11	$26.91	$30.83
Cost per Total Mile	$2.93	$2.94	$3.67
Cost per Paratransit Mile	$2.93	$2.94	$3.67

Trips by Provider Type			
CTC	36,797	0	0
Transportation Operator	0	44,336	44,675
Coordination Contractor	0	0	0
TOTAL TRIPS	**36,797**	**44,336**	**44,675**

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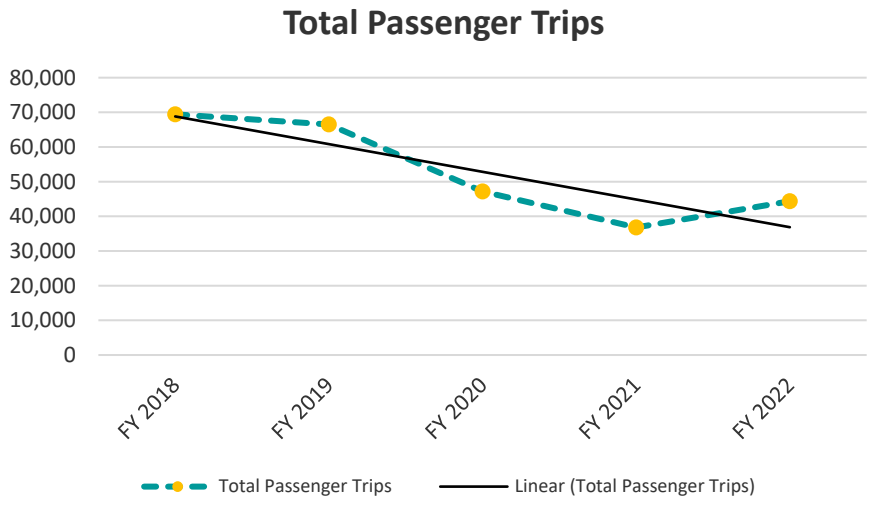
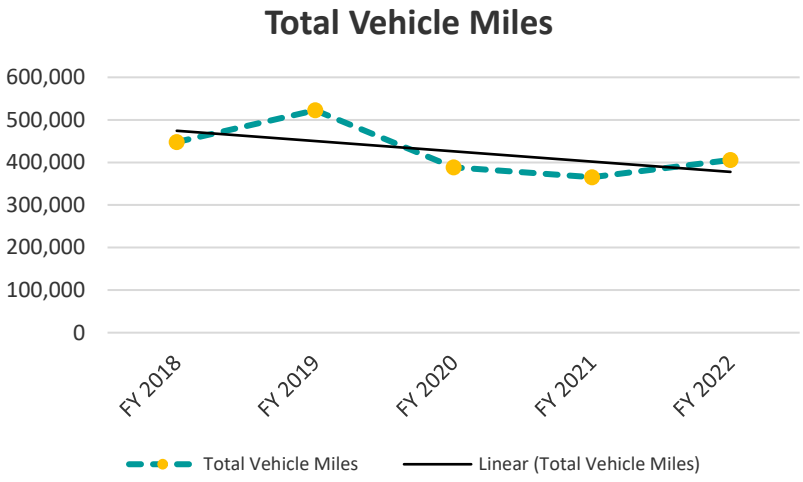
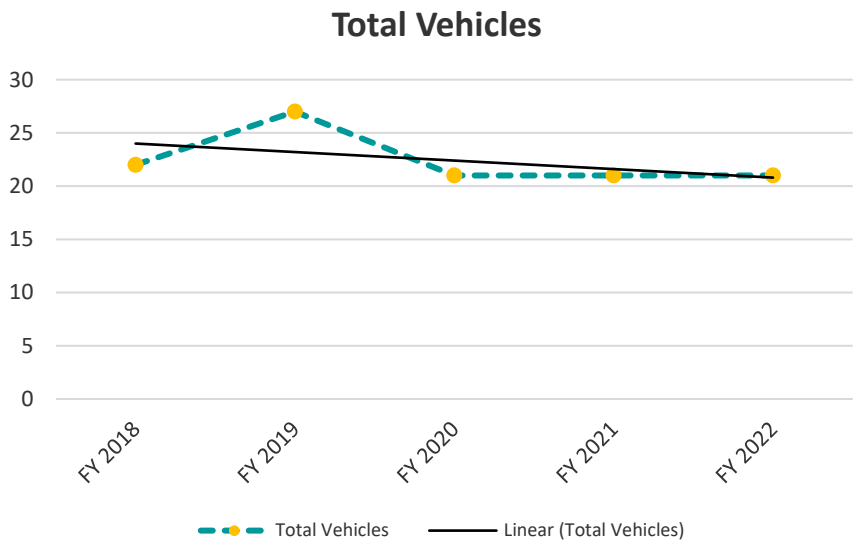
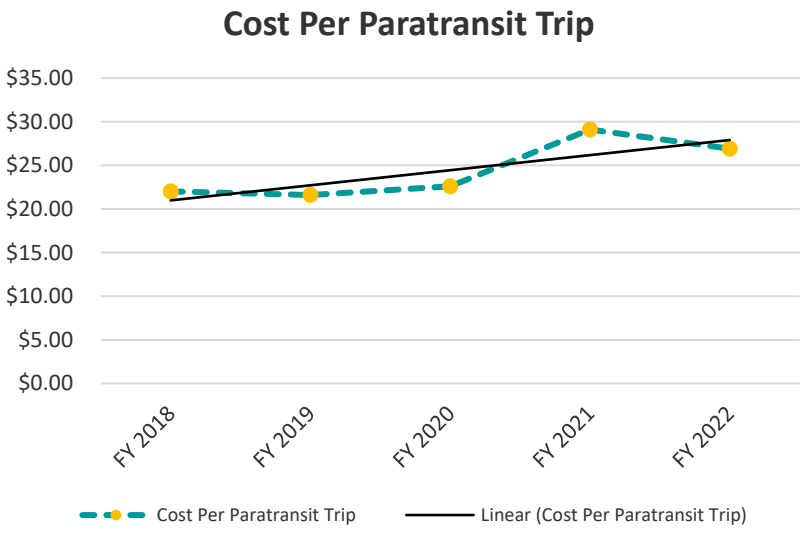
Page 7 of 7

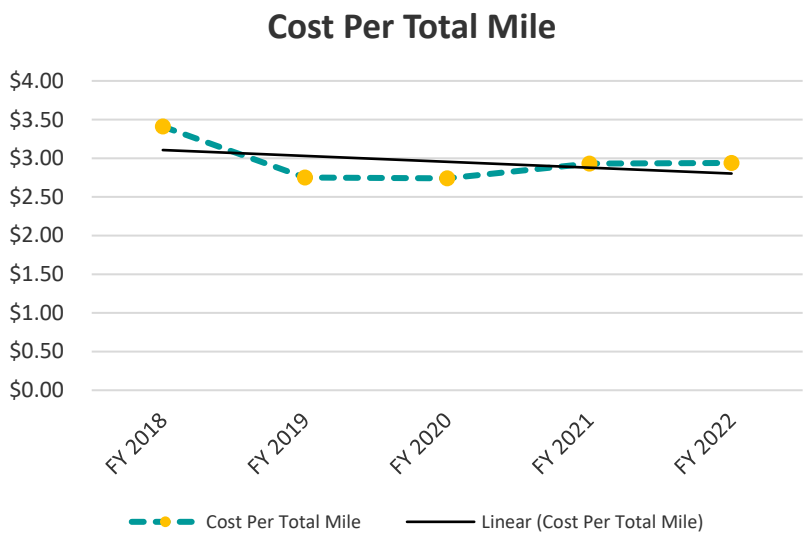
APPENDIX F: TREND ANALYSIS GRAPHS

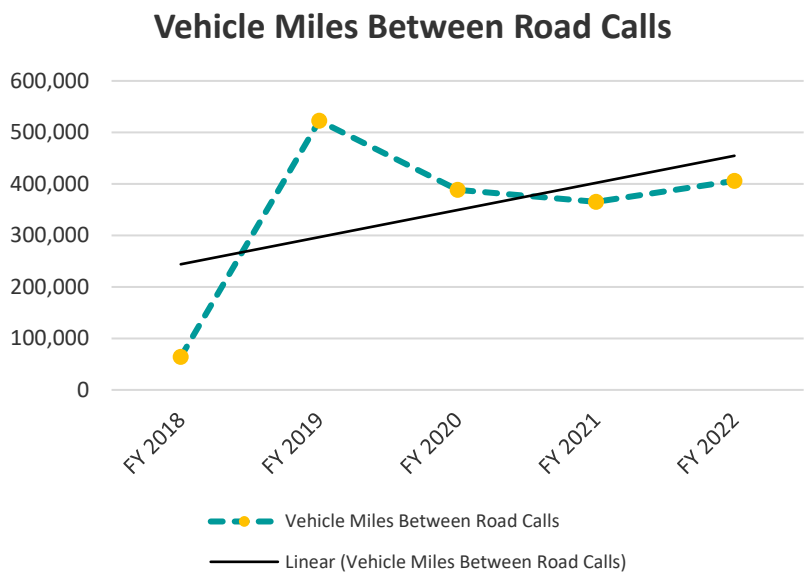


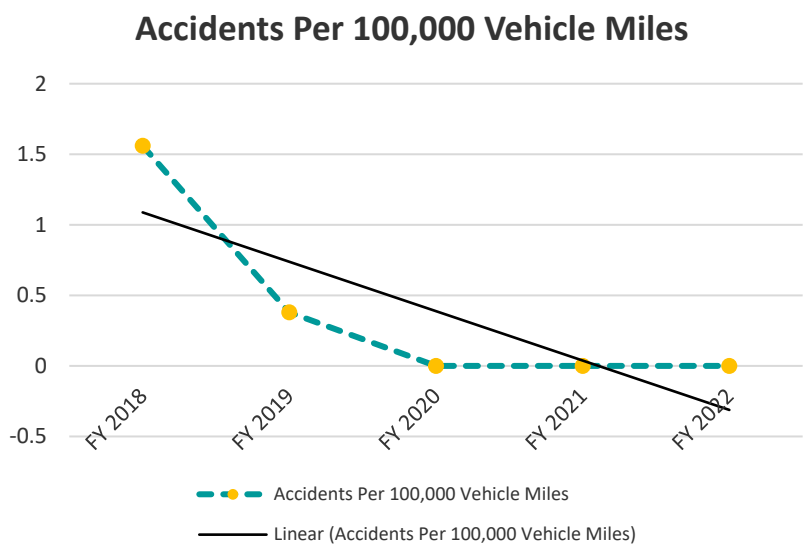


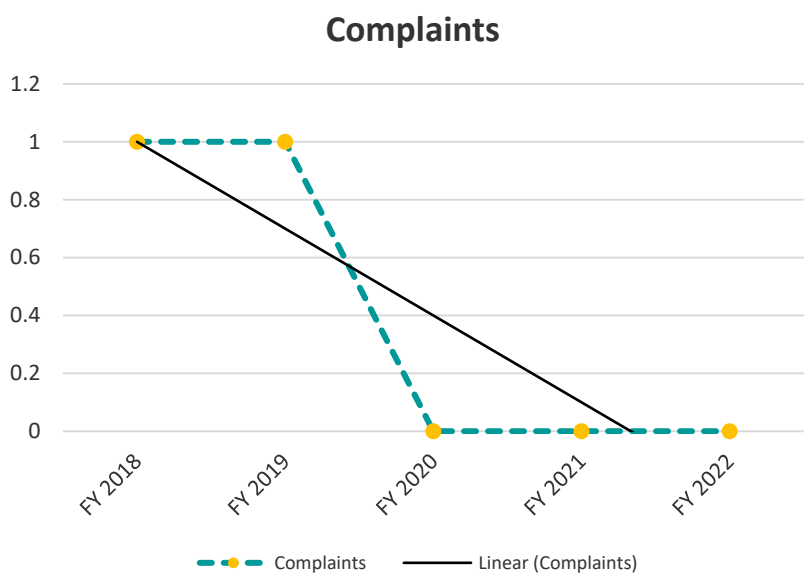


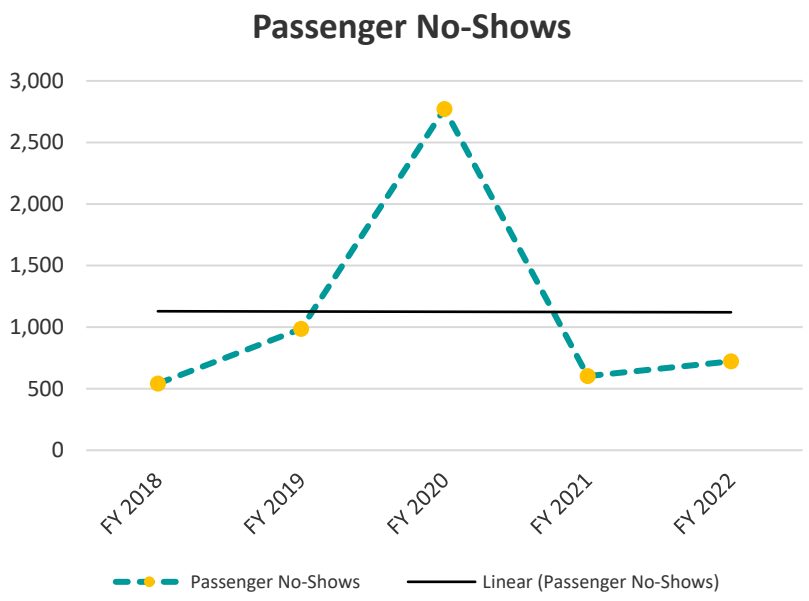


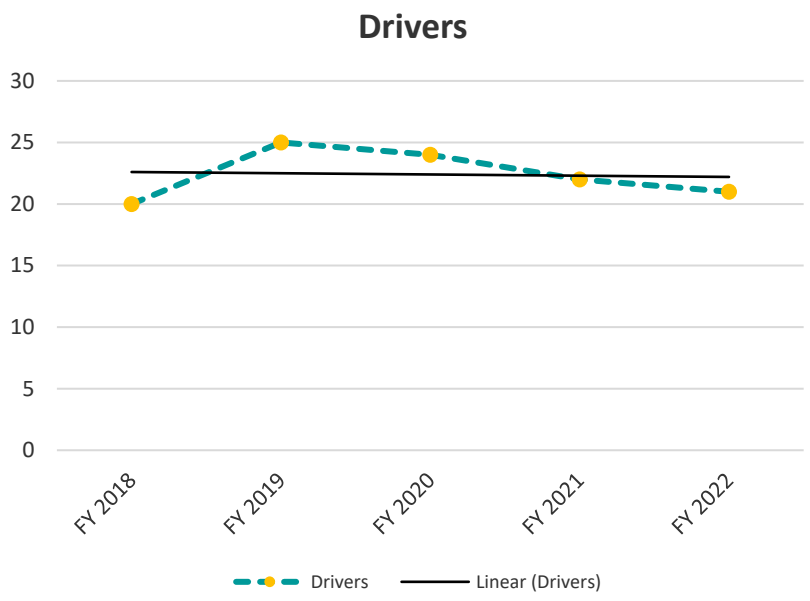

Cost Per Total Mile
$4.00
$3.50
$3.00
$2.50
$2.00
$1.50
$1.00
$0.50
$0.00
FY 2018
FY 2019
FY 2020
FY 2021
FY 2022
Cost Per Total Mile
Linear (Cost Per Total Mile)

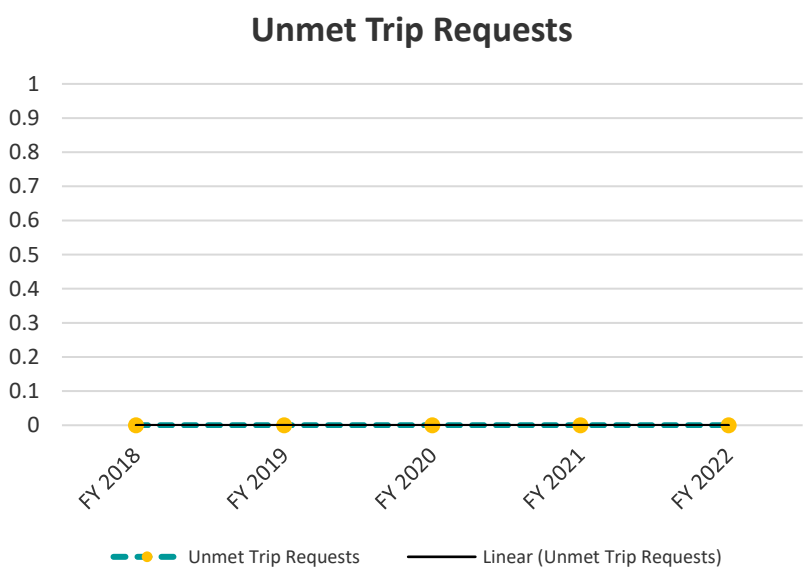

Vehicle Miles Between Road Calls
600,000
500,000
400,000
300,000
200,000
100,000
0
FY 2018
FY 2019
FY 2020
FY 2021
FY 2022
Vehicle Miles Between Road Calls
Linear (Vehicle Miles Between Road Calls)


Accidents Per 100,000 Vehicle Miles
2
1.5
1
0.5
0
-0.5
FY 2018
FY 2019
FY 2020
FY 2021
FY 2022
Accidents Per 100,000 Vehicle Miles
Linear (Accidents Per 100,000 Vehicle Miles)


Complaints
1.2
1
0.8
0.6
0.4
0.2
0
FY 2018
FY 2019
FY 2020
FY 2021
FY 2022
Complaints
Linear (Complaints)


Passenger No-Shows
3,000
2,500
2,000
1,500
1,000
500
0
FY 2018
FY 2019
FY 2020
FY 2021
FY 2022
Passenger No-Shows
Linear (Passenger No-Shows)


Drivers
30
25
20
15
10
5
0
FY 2018
FY 2019
FY 2020
FY 2021
FY 2022
Drivers
Linear (Drivers)


Unmet Trip Requests
1
0.9
0.8
0.7
0.6
0.5
0.4
0.3
0.2
0.1
0
FY 2018
FY 2019
FY 2020
FY 2021
FY 2022
Unmet Trip Requests
Linear (Unmet Trip Requests)

APPENDIX G: IMPLEMENTATION PLAN

Goal	Objective	Strategy	Responsible Agency	Date	FY24 Implementation
1. Provide an efficient, effective, and fully coordinated transportation system to meet the mobility needs of the transportation disadvantaged in Sumter County.	1.1. Provide the needed vehicle capacity to meet the demand for transportation disadvantaged services.	1.1.1. Annually develop and update transit capital acquisition/replacement plan, Transit Fleet Replacement Plan.	CTC	Annual	Applied for 5310 Grant funding
		1.1.2. Annually monitor demand versus available vehicle capacity as part of performance monitoring.	CTC	Annual	Reviewed as part of FY23 AOR
	1.2. Ensure the paratransit system continues to remain responsive to the needs of the transportation disadvantaged population and the community.	1.2.1. Maintain adequate, experienced, and trained staff needed to operate, maintain, and administer all coordinated system functions.	CTC	Ongoing	Ongoing
		1.2.2. Provide connectivity throughout the County with a focus on major attractors and other transportation options or modes.	CTC	Ongoing	Ongoing
		1.2.3. Annually review agency and TD trips to determine major system attractors and the availability of multi-modal options within those areas.	CTC/MPO	Annual	Reviewed as part of FY24 TDSP Annual Update
	1.3. Maximize coordination with public and private agencies and other transportation operators serving Sumter County and neighboring counties.	1.3.1. Pursue all available funding opportunities at the federal, state, and local levels, and from private sources. Annually track and report potential new funding sources as part of the TDSP update.	CTC/MPO	Annual	Applied for 5311 and 5310 grant funding for operations and purchase of five buses
		1.3.2. Maximize existing coordination contracts and execute new ones where feasible, needed and cost effective.	CTC	Ongoing	N/A; no Coordination Contractors

Goal	Objective	Strategy	Responsible Agency	Date	FY24 Implementation
		1.3.3. Bring all social service organizations that provide transportation into the coordinated system through purchase of service contracts, coordination contracts and/or joint use agreements.	CTC	Ongoing	N/A; no Coordination Contractors at this time
		1.3.4. Ensure cooperation between all social service transit providers, private sector providers, and the CTC.	CTC/MPO	Ongoing	Ongoing
		1.3.5. Pursue coordination with transportation providers in other counties (e.g., Marion, Lake, and Hernando).	MPO	Ongoing	Ongoing
	1.4. Identify and address actual or perceived barriers regarding coordination of transportation services in Sumter County.	1.4.1. Research and discuss potential barriers to coordination with social service transit providers and others.	CTC/Operator	Annual	Reviewed as part of FY24 TDSP Annual Update
2. Provide the most cost-effective provision of transportation disadvantaged services.	2.1. Maximize the multi-loading of vehicle trips to reduce the cost per trip to maximize efficiency.	2.1.1. Identify multi-loading opportunities such as group trips to major attractors.	CTC	Ongoing	Ongoing; multi-load for MFCS meal trips
		2.1.2. Track and monitor all trips quarterly using transportation scheduling software. Map and publish major origin and destination maps to encourage coordination with the other providers and/or transportation options.	CTC/MPO	Quarterly	Trip data reported quarterly at TDCB meetings
	2.2. Determine the most cost-effective types of public/private transportation services to meet the projected demand within specified service areas.	2.2.1. Conduct quarterly brainstorming sessions with the MPO, County and municipal staff to identify cost saving initiatives.	CTC/MPO	Quarterly	Quarterly at TDCB meetings
		2.2.2. Encourage Section 5310 grant recipients to participate in the coordination of transportation disadvantaged services and maximize the use of their vehicles.	CTC	Annual	Ongoing

Goal	Objective	Strategy	Responsible Agency	Date	FY24 Implementation
		2.2.3. Annually review trip rates to ensure program sustainability.	CTC	Annual	Rate model reviewed and approved by CTD on April 10, 2024; reviewed by TDCB at June 10, 2024 meeting.
		2.2.4. Ensure all paratransit clients are subject to recertification every three years.	CTC/Operator	Ongoing	Ongoing
3. For all transportation services that are operated, ensure a high level of service is provided, maintained and improved as necessary.	3.1. Maintain on-time performance of at least 96 percent.	3.1.1. Continue proactive hiring efforts to maintain a minimum number of drivers. Have relief drivers available.	CTC/Operator	Ongoing	Operator currently has adequate number of drivers to provide service. Driver position is posted on Indeed.
		3.1.2. Ensure that scheduling is done in a manner that allows the most efficient use of all vehicles.	CTC/Operator	Ongoing	Ongoing through Ecolane transit software system
	3.2. Ensure all performance criteria are maintained.	3.2.1. Continue to monitor and report performance indicators on a monthly basis. These include on-time performance, unduplicated passengers, cost per passenger trip and cost per vehicle mile. Include annual report in TDSP.	CTC/MPO	Ongoing	FY23 AOR included in FY24 TDSP Annual Update
		3.2.2. Continue to review complaints at quarterly TDCB meetings. Report findings to affected parties and take corrective action, as necessary.	CTC/MPO	Ongoing	Ongoing
	3.3. Maximize customer comfort.	3.3.1. Randomly select a preset number of riders annually to conduct a post-trip rider phone survey and/or online survey tool.	MPO	Ongoing	FY24 CTC Evaluation Surveys
		3.3.2. Utilize cameras to ensure accountability of staff to riders.	CTC	Ongoing	Ongoing
		3.3.3. Maintain the quality of vehicles by replacing older high mileage vehicles.	CTC	Annual	Applied for 5310 grant funding for

Goal	Objective	Strategy	Responsible Agency	Date	FY24 Implementation
					replacement vehicles
	3.4. Increase avenues for customers to access information on the coordinated transportation system.	3.4.1. Distribute schedules and system information in public places throughout the County for residents and visitors (e.g., shopping centers, chamber of commerce, clubs, and community associations, etc.)	CTC/Operator/MPO	Ongoing	Ongoing
		3.4.2. Develop an on-going public involvement process that aligns with the MPO's Public Participation Plan.	MPO	Annual	Ongoing through Quarterly TDCB meetings
		3.4.3. Pursue a variety of public outreach opportunities, which may include public meetings, presentations, distribution of printed materials, email listservs, press releases, public media coverage and MPO and CTC website.	CTC/Operator/MPO	Ongoing	Quarterly TDCB meetings, annual Public Hearing, meeting notices posted on MPO website, annual Public Hearing notice posted in buses, Mobility Week, The Villages Government Day, Sumter County Fair, etc.
		3.4.4. Encourage public outreach assistance from the TDCB and the CTD and request resources to expand public outreach efforts.	CTC/MPO	Ongoing	TDCB providing assistance in promoting the CTC Evaluation Survey and annual Public Hearing
		3.4.5. Ensure that all websites and other electronic media are compliant with Section 508 of the Rehabilitation Act as amended in 1998.	CTC/MPO	Annual	Ongoing
		3.4.6. Update the Passenger Guide annually to reflect changes in policies and procedures.	CTC/Operator	Annual	Ongoing

Goal	Objective	Strategy	Responsible Agency	Date	FY24 Implementation
		3.4.7. Conduct informational and travel training workshops and training to organizations that serve persons with disabilities.	CTC/Operator/MPO	Annual	Ongoing
		3.4.8. Distribute information to human service agencies in accessible formats.	CTC	Ongoing	Ongoing
		3.4.9. Promote new and existing services in Sumter County through participation in community events such as FDOT's annual Mobility Week campaign.	CTC/MPO/Operator	Ongoing	CTC had Mobility Week table set up at The Villages Sumter County Service Center and participated in The Villages Government Day, Sumter County Fair, and the Coping with Dementia Event.
	3.5. Investigate and pursue all available funding opportunities at the federal, state, and local levels, and from private sources for programs or projects that serve the transportation disadvantaged.	3.5.1. Coordinate with the Lake~Sumter MPO in the utilization of its transit planning funds to support/improve transit planning in Sumter County.	CTC/MPO	Ongoing	Ongoing
		3.5.2. Work with local agencies to continue to ensure sufficient funding is available to provide agency trips.	CTC	Annual	Ongoing
		3.5.3. Educate the general public and local decision makers on the importance of public transportation and the need for local financial support.	CTC/MPO	Ongoing	Ongoing
4. Encourage land use patterns that support and promote transit patronage through the clustering of mixed uses and other transit-oriented designs in medium and large scale planned developments.	4.1. Improve local knowledge of the benefits of transit supportive areas and land uses.	4.1.1. Promote model land use regulations that encourage transit patronage through transit supportive areas and Transit Oriented Development (TOD).	CTC/MPO	Ongoing	Ongoing, as needed
		4.1.2. Coordinate with both state and local governments to ensure transit supportive facility and infrastructure design (e.g., staging areas) and amenities particularly at health care facilities.	CTC/MPO	Ongoing	Ongoing, as needed

Goal	Objective	Strategy	Responsible Agency	Date	FY24 Implementation
		4.1.3. Modify services to address the mobility needs of affordable/workforce housing development as appropriate.	CTC	Ongoing	Ongoing, as needed
	4.2. Provide opportunities for ADA and TD passengers to safely access multi-modal corridors.	4.2.1. Maximize effective mitigation of individuals to public transportation through the use of functional assessments, travel training and other efforts to make routes accessible to more people.	CTC	Ongoing	Ongoing
		4.2.2. Continue to utilize a 100% accessible fleet.	CTC	Ongoing	Ongoing
5. Ensure the safety of the passengers, drivers, the general public and property in the delivery of all transportation services.	5.1. Promote and educate the general public about the importance of transit safety.	5.1.1. Establish a culture of safety with Bus Operators that permeates throughout the organization.	CTC/Operator	Ongoing	Ongoing
		5.1.2. Maintain a transit crash and incident database to effectively evaluate all events in order to establish corrective actions.	CTC/MPO/Operator	Ongoing	Ongoing
		5.1.3. Regularly inspect operator and coordination contract vehicles, monitor drivers, and adhere to the drug and alcohol program.	CTC/Operator	Annual	Operator monitored on quarterly basis; SSPP certified February 2024; Drug and Alcohol Compliance Review in January 2024
		5.1.4. Monitor and track safety related comments and complaints and seek ways to minimize.	CTC/Operator	Ongoing	Ongoing
		5.1.5. Maintain and analyze crash records to determine future actions deemed necessary to improve the overall safety record.	CTC/Operator/MPO	Ongoing	Ongoing
		5.1.6. Ensure that services are provided in a safe and secure manner in accordance with CTD and FDOT standards and recommendations.	CTC/Operator	Ongoing	Ongoing

Goal	Objective	Strategy	Responsible Agency	Date	FY24 Implementation
		5.1.7. Maintain American Public Works Association (APWA) accreditation, as Sumter County Transit is housed within the Public Works Department.	CTC	Ongoing	Ongoing
		5.1.8. Maintain required safety and security training/certificates.	CTC/Operator	Ongoing	Ongoing

APPENDIX H: PARATRANSIT VEHICLE INVENTORY

No. of Veh.	Asset #	Department	Year	Make Model	Type	VIN	Current Miles
1	05772	Transit	2015	Ford Econoline E450	Cutaway	1FDFE4FS9FDA17369	191,204
2	06091	Transit	2016	Ford GLAV E350	Cutaway	1FDEE3FS6GDC13180	182,286
3	06092	Transit	2016	Ford GLAV E350	Cutaway	1FDEE3FSXGDC13179	144,387
4	06093	Transit	2016	Ford GLAV E350	Cutaway	1FDEE3FS8GDC13178	144,673
5	06094	Transit	2016	Ford GLAV E350	Cutaway	1FDEE3FS6GDC13177	209,630
6	07071	Transit	2017	Ford Goshen E450	Cutaway	1FDFD4FS1HDC67305	124,154
7	07072	Transit	2017	Ford Goshen E450	Cutaway	1FEFE4FS3HDC67306	133,668
8	07073	Transit	2017	Ford TRANSIT-350HD	Van	1FDVU4XGXHKA67575	134,264
9	07074	Transit	2017	Ford TRANSIT-350HD	Van	1FDVU4XG1HKA67576	127,723
10	07075	Transit	2017	Ford TRANSIT-350HD	Van	1FDVU4XGXHKA67577	127,909
11	07379	Transit	2019	Ford Champion E450	Cutaway	1FDFE4FS8KDC07285	91,876
12	07380	Transit	2019	Ford Champion E450	Cutaway	1FDFE4FSXKDC07286	85,875
13	07381	Transit	2019	Ford Champion E450	Cutaway	1FDFE4FS1KDC07287	91,568
14	07498	Transit	2019	Ford Champion E450	Cutaway	1FDFE4FS1KDC53282	72,986
15	07500	Transit	2019	Ford Champion E450	Cutaway	1FDRE4FS8KDC52646	84,207
16	07564	Transit	2019	Ford Champion E450	Cutaway	1FDFE4FS5KDC56024	90,189
17	07834	Transit	2021	Ford Champion E450	Cutaway	1FDFE4FN5MDC29869	58,409
18	07835	Transit	2021	Ford Champion E450	Cutaway	1FDFE4FN3MDC29868	35,324
19	07836	Transit	2021	Ford Champion E450	Cutaway	1FDFE4FN9MD30720	51,094
20	07837	Transit	2021	Ford Champion E450	Cutaway	1FDFE4FN1MDC29867	51,497

Source: Sumter County Public Works

APPENDIX I: SYSTEM SAFETY PROGRAM PLAN ANNUAL CERTIFICATION

SUMTER COUNTY TRANSIT
SYSTEM SAFETY PROGRAM PLAN

PUBLIC WORKS DEPARTMENT

SUMTER COUNTY
BOARD OF COUNTY COMMISSIONERS

1.0 Management Safety Commitment and Policy Statement

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

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

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

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

Deborah L. Snyder Digitally signed by Deborah L. Snyder Date: 2023.03.21 14:56:02 -04'00'

Deborah L. Snyder, P.E., PTOE
Acting Transit Manager
Public Works Director/County Engineer
Sumter County Transit

Revised Date: 03/21/2023

MTM | Transit

Bus Transit System Annual Safety and Security Certification

Certifying Compliance with Rule 14-90, FAC to the
Florida Department of Transportation (FDOT)

February 21, 2024.
MTM Transit, LLC
1525 Industrial Drive
Wildwood, FL 34785

The Bus Transit System (Agency) named above hereby certifies the following:

1. The Agency has adopted a System Safety Program Plan (SSPP) and a Security Program Plan (SPP) pursuant to the standards set forth in Rule Chapter 14-90, Florida Administrative Code.

2. The Agency is in compliance with its adopted SSPP and SPP.

3. The Agency has performed annual safety inspections on all operational vehicles in accordance with Rule Chapter 14-90, Florida Administrative Code.

4. The Agency has conducted reviews of the SSPP and SPP and the plans are up to date.

Blue Ink Signature: _____ Date: 2/21/2024
(Individual Responsible for Assurance of Compliance)

Name: Steve Baker Title: General Manager

Name and address of entity(ies) which has (have) performed bus safety inspections and security assessments:

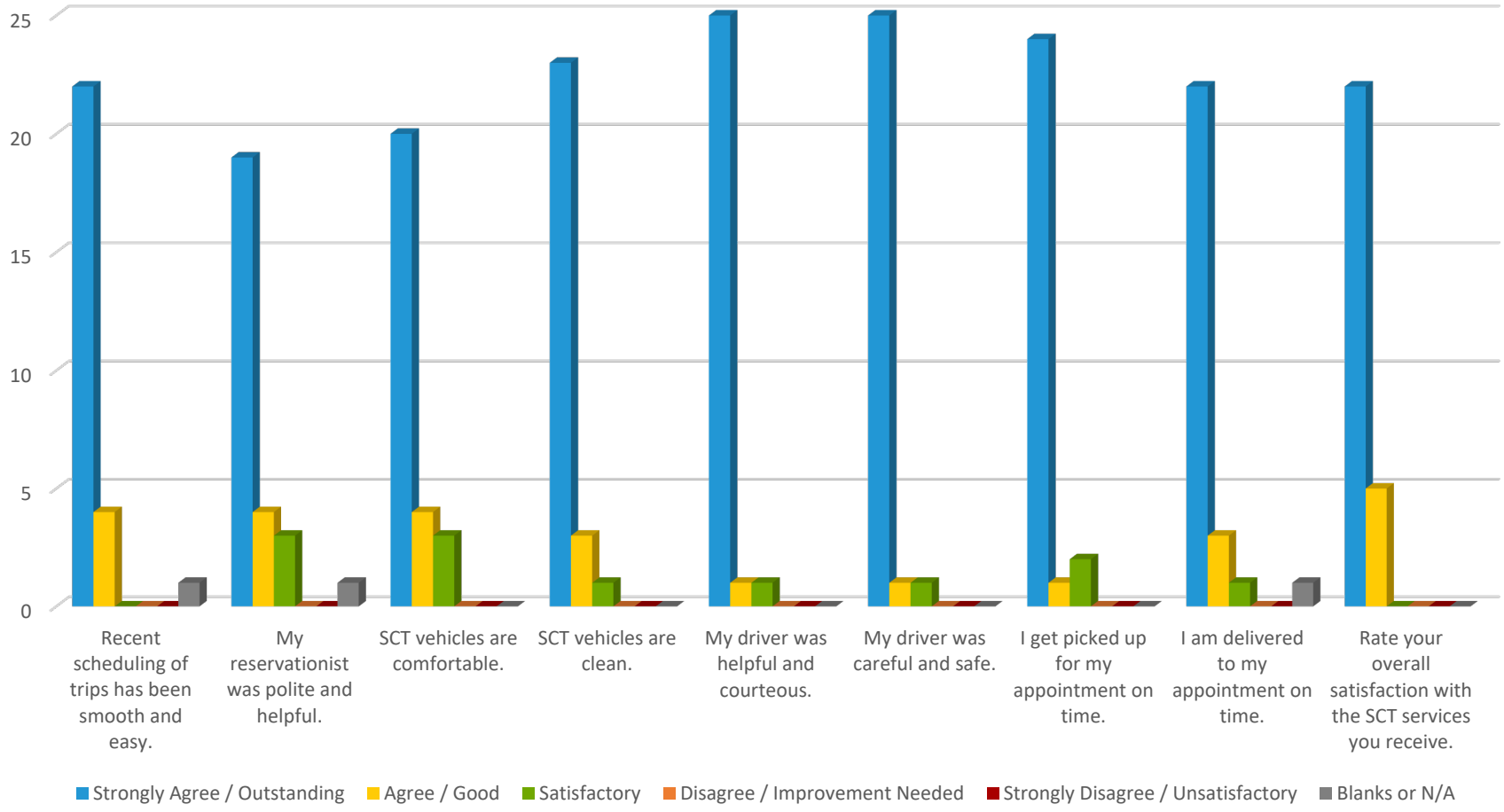
Name: MTM Transit, LLC. CTC for Sumter County Florida Board

Address: 1525 Industrial Drive. Wildwood, FL 34785

* Note: Please do not edit or otherwise change this form.

APPENDIX J: SUMTER COUNTY TRANSIT RIDER SURVEY RESULTS

Figure 2: Survey Ratings by Type



Source: 2023 Sumter County Transit Rider Surveys

APPENDIX K: FY 2024-2025 RATE MODEL

Worksheet for Program-wide Rates

CTC: Sumter County Tra Version 1.4
County: Sumter County

*1. Complete Total Projected Passenger Miles and ONE-WAY Passenger Trips (**GREEN** cells) below*

Do NOT include trips or miles related to Coordination Contractors!
Do NOT include School Board trips or miles UNLESS.....
INCLUDE all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!
Do NOT include trips or miles for services provided to the general public/private pay UNLESS..
Do NOT include escort activity as passenger trips or passenger miles unless charged the full rate for service!
Do NOT include fixed route bus program trips or passenger miles!

PROGRAM-WIDE RATES

Total Projected Passenger Miles =	200,000
Rate Per Passenger Mile =	$ 5.27
Total Projected Passenger Trips =	20,000
Rate Per Passenger Trip =	$ 52.74

Fiscal Year

2024 - 2025

Avg. Passenger Trip Length = 10.0 Miles

Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile =	$ 8.05
Rate Per Passenger Trip =	$ 80.49

Once Completed, Proceed to the Worksheet entitled "Multiple Service Rates"

Vehicle Miles
The miles that a vehicle is scheduled to or actually travels from the time it pulls out from its garage to go into revenue service to the time it pulls in from revenue service.

Vehicle Revenue Miles (VRM)
The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles exclude:

Deadhead
Operator training, and
Vehicle maintenance testing, as well as
School bus and charter services.

Passenger Miles (PM)
The cumulative sum of the distances ridden by each passenger.

2024-25 Sumter County Rate Model Approved: Program-wide Rates

Page 1 of 4

Worksheet for Multiple Service Rates

CTC: Sumter County * Version 1.4
County: Sumter County

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

SECTION I: Services Provided

	Ambulatory	Wheelchair	Stretcher	Group
1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?.....	(●) Yes ( ) No	(●) Yes ( ) No	(●) Yes ( ) No	( ) Yes (●) No
	Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	Go to Section II for Stretcher Service	STOP! Do NOT Complete Sections II - V for Group Service

SECTION II: Contracted Services

	Ambulatory	Wheelchair	Stretcher	Group
1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?....	(●) Yes ( ) No	(●) Yes ( ) No	(●) Yes ( ) No	( ) Yes (●) No
	Answer # 2 for Ambulatory Service	Answer # 2 for Wheelchair Service	Answer # 2 for Stretcher Service	Do Not Complete Section II for Group Service
2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?.....	( ) Yes (●) No	( ) Yes (●) No	( ) Yes (●) No	( ) Yes (●) No
	Leave Blank	Leave Blank	Leave Blank	Do NOT Complete Section II for Group Service
3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service?				
How many of the total projected Passenger Miles relate to the contracted service?				
How many of the total projected passenger trips relate to the contracted service?				
Effective Rate for **Contracted Services:**	Ambulatory	Wheelchair	Stretcher	Group
per **Passenger Mile** =				
per **Passenger Trip** =				
	Go to Section III for Ambulatory Service	Go to Section III for Wheelchair Service	Go to Section III for Stretcher Service	Do NOT Complete Section II for Group Service
4. If you answered # 3 & want a Combined Rate per Trip PLUS a per Mile add-on for 1 or more services, INPUT the Desired per Trip Rate (but must be less than per trip rate in #3 above =	Combination Trip and Mile Rate			
Rate per Passenger Mile for Balance =				
	Leave Blank and Go to Section III for Ambulatory Service	Leave Blank and Go to Section III for Wheelchair Service	Leave Blank and Go to Section III for Stretcher Service	Do NOT Complete Section II for Group Service

2024-25 Sumter County Rate Model Approved: Multiple Service Rates

Page 2 of 4

Worksheet for Multiple Service Rates

CTC: Sumter County * Version 1.4
County: Sumter County

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

SECTION III: Escort Service

1. Do you want to charge all escorts a fee?..... ○ Yes ◉ No — Skip #2 - 4 and Section IV and Go to Section V
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR ..... ◉ Pass. Trip ○ Pass. Mile — Leave Blank
   per passenger mile?.....
3. If you answered Yes to # 1 and completed # 2, for how many of the projected Passenger Trips / Passenger Miles will a passenger be accompanied by an escort? — Leave Blank
4. How much will you charge each escort?..... — Leave Blank

SECTION IV: Group Service Loading

1. If the message "You Must Complete This Section" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank)..... — Do NOT Complete Section IV
   ..... And what is the projected total number of Group Vehicle Revenue Miles? — Loading Rate 0.00 to 1.00

SECTION V: Rate Calculations for Mulitple Services:

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically
   * Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles and trips for contracted services IF the rates were calculated in the Section II above
   * Be sure to leave the service BLANK if you answered NO in Section I or YES to question #2 in Section II

RATES FOR FY: 2024 - 2025

		Ambul	Wheel Chair	Stretcher	Group (Leave Blank)	
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	200,000 =	176,000 +	24,000 +	+	+ 0	
Rate per Passenger Mile =		$4.86	$8.33	$0.00	$0.00 per passenger	$0.00 per group
		Ambul	Wheel Chair	Stretcher	Group (Leave Blank)	
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	20,000 =	17,600 +	2,400 +	+	+	
Rate per Passenger Trip =		$48.58	$83.27	$0.00	$0.00 per passenger	$0.00 per group

2. If you answered # 1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,...

Combination Trip and Mile Rate

	Ambul	Wheel Chair	Stretcher	Group (Leave Blank)	
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =					$0.00
Rate per Passenger Mile for Balance =	$4.86	$8.33	$0.00	$0.00 per passenger	$0.00 per group

2024-25 Sumter County Rate Model Approved: Multiple Service Rates

Page 3 of 4

Worksheet for Multiple Service Rates

CTC: Sumter County * Version 1.4
County: Sumter County

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

Rates If No Revenue Funds Were Identified As Subsidy Funds

	Ambul	Wheel Chair	Stretcher	Group	
Rate per Passenger Mile =	$7.41	$12.71	$0.00	$0.00 per passenger	$0.00 per group
	Ambul	Wheel Chair	Stretcher	Group	
Rate per Passenger Trip =	$74.14	$127.09	$0.00	$0.00 per passenger	$0.00 per group

Program These Rates Into Your Medicaid Encounter Data