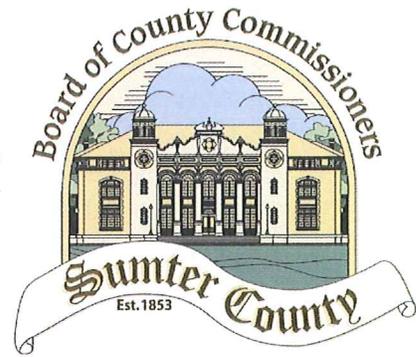


Division of Community Services

Sumter County Transit

7375 Powell Road, Suite 140 • Wildwood, FL 34785 • Phone (352) 689-4447 • FAX: (352) 689-6680
http://sumtercountyfl.gov



Memo

To: Deb Barsell, MSW, Community Services Director

From: Debbie Nelson, CCTM, Transit Contract Manager *DN*

Date: November 14, 2012

RE: Ride Right Performance Review – Year 1

Total expenditure for the first 12 months of the Ride Right contract was \$1,274,781.53.

Ride Right, as the Operator for Sumter County Transit, has proven quality customer service with only one documented complaint over the last year. The Operator's on-time performance averaging 97 percent exceeds expectations.

The reporting and back-up documentation was incomplete in the early months of transition but has improved significantly. All insurance certifications, auto liability, and workman's comp. are current and on file with County Finance Department.

The concern lies in the number of preventable accidents reported over the life of the contract. Out of the 17 reported accidents 15 of them were preventable. No serious injuries or major damage to a vehicle has occurred. Each employee has documented 3 days classroom training as well as 7 days on-the-road training. Ride Right has an accident policy in place. It includes written counseling, a 3-day unpaid suspension, and remedial safety training upon return for all preventable accidents.

Our recommendation to Ride Right is for a BOCC representative to address the new hires and explain the responsibilities of the Community Transportation Coordinator and stress the importance of safety.

A serious compliance issue was revealed this month as a result of the initiation of weekend service this fiscal year. Ride Right lacks a 24/7 drug and alcohol testing facility; therefore, mandatory testing was not available for the Operator's use when it was needed post vehicular accident. Consequently, Ride Right and the BOCC are out of compliance with Federal Transportation Administration regulations. The incident was documented as required by law, and Ride Right is required to comply with this testing mandate immediately.

cc: Norman Whitaker, General Manager, Ride Right, LLC

Deb Barsell, MSW, Director
Division of Community Services
(352) 689-4490
7375 Powell Road
Wildwood, FL 34785

Debbie Nelson, CCTM
Transit Contract Manager
(352) 569-6683
7375 Powell Road
Wildwood, FL 34785

Bradley S. Arnold,
County Administrator
(352) 689-4400
7375 Powell Road
Wildwood, FL 34785

Al Butler, Dist 1
Vice Chairman
(352) 689-4400
7375 Powell Road
Wildwood, FL 34785

Doug Gilpin, Dist 2
Chairman
(352) 689-4400
7375 Powell Road
Wildwood, FL 34785

Don Burgess, Dist 3
(352) 689-4400
7375 Powell Road
Wildwood, FL 34785

Garry Breeden, Dist 4
(352) 689-4400
7375 Powell Road
Wildwood, FL 34785

Don Hahnfeldt, Dist 5
2nd Vice Chairman
Office: (352) 689-4400
7375 Powell Road
Wildwood, FL 34785