

Sumter County Transportation Disadvantaged Service Plan

2010-2013

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I. DEVELOPMENT PLAN

A. INTRODUCTION TO THE SERVICE AREA

The following report, entitled, "Sumter County Transportation Disadvantaged Service Plan 2010-2013" has been developed to address the services provided to meet the public transportation and mobility needs of the elderly and persons with disabilities in Sumter County, Florida. This report discusses the various types of paratransit transportation available in Sumter County, including:

- Americans with Disabilities Act (ADA) paratransit service

- Transportation Disadvantaged Program (TD) services

- Medicaid transportation

- FTA Section 5310 - Transportation for Elderly Persons and Persons with Disabilities

- FTA Section 5316 - Job Access and Reverse Commute Program (JARC)

- FTA Section 5317 - New Freedom Program

This 2010 Major Update is outlined to meet the requirements established by the State of Florida that requires each county to develop a Transportation Disadvantaged Service Plan (TDSP). The 1979 Florida Legislature passed the Transportation Services Act, Chapter 427, Florida Statutes (F.S.), which called for the coordination at the County level of all Federal and State expenditures for the "transportation disadvantaged." The Commission for the Transportation Disadvantaged (CTD) is the agency authorized to oversee implementation of transportation service development plans for the transportation disadvantaged program in Florida.

1. BACKGROUND OF THE TRANSPORTATION DISADVANTAGED PROGRAM

The Florida Coordinated Transportation System

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

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

The statewide TD program was developed in order to better coordinate existing TD services sponsored by social and human service agencies. The purpose of coordination is to reduce duplication of services and maximize the use of existing resources. The 1979 legislation created the Coordinating Council for the TD in the Department of Transportation and gave it the responsibility to coordinate TD transportation services throughout the state.

Legislative revisions to Chapter 427 in 1989 created the Florida CTD (originally the Transportation Disadvantaged Commission) to accomplish the coordination of transportation services provided to the transportation disadvantaged in the State of Florida. The CTD is an independent state-level commission reporting directly to the Governor and the Legislature. The 1989 revisions also assigned the Commission to the Florida Department of Transportation for administrative and fiscal accountability purposes. The legislation also established the TD Trust Fund, which provided a dedicated funding source and gave the Commission authority to allocate monies from the Trust Fund.

The commission shall consist of seven members, all of whom shall be appointed by the Governor, in accordance with the requirements of s.20.052. Five of the members must have significant experience in the operation of a business, and it is the intent of the Legislature that, when making an appointment, the Governor selects persons who reflect the broad diversity of the business community in this state, as well as the racial, ethnic, geographical, and gender diversity of the population of this state. Two of the members must have a disability and use the transportation disadvantaged system.

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

Each member shall be appointed to a term of 4 years. A member may be reappointed for one additional 4-year term.

Each member must be a resident of the state and a registered voter.

At any given time at least one member must be 65 years of age or older.

The Secretary of Transportation, the Secretary of Children and Family Services, the director of Workforce Innovation, the executive director of the Department of Veteran's Affairs, the Secretary of Elderly Affairs, the Secretary of Health Care Administration, the director of the Agency for Persons with Disabilities, and a county manager or administrator who is appointed by the Governor, or a senior management level representative of each, shall serve as ex-officio, nonvoting advisors to the commission.

The Chairperson shall be appointed by the Governor, and the vice chairperson of the commission shall be elected annually from the membership of the commission.

The 1989 revisions to Chapter 427 also established CTC and TDCB to administer and monitor the TD program at the local level in place of the Coordinated Community Transportation Provider and the Coordinated Community Transportation Provider Council provided for in the initial 1979 legislation. Figure 1-1 contains an organization chart that identifies parties involved in the provision of TD transportation services in Florida. Over 53 million trips were provided

statewide to transportation disadvantaged individuals through CTC's in 2003, a 10 percent increase over the prior year. In addition, the CTD and the Agency for Health Care Administration (AHCA) has completed negotiations regarding a contract for the CTD to be responsible for the oversight of the Medicaid Non-Emergency Transportation.

Florida's TD program serves two populations groups: Potential TD (also referred to as "TD Category I") and the TD (also referred to as "TD Category II"). The Potential TD Population includes persons who are eligible for agency-sponsored trips. The TD Population group is a subset of the Potential TD Population group. Although the individuals in this population group are eligible to receive agency-sponsored trips through the Florida coordinated system, they are also eligible to receive trips subsidized by the TD Trust Fund monies allocated to local CTC by the Commission.

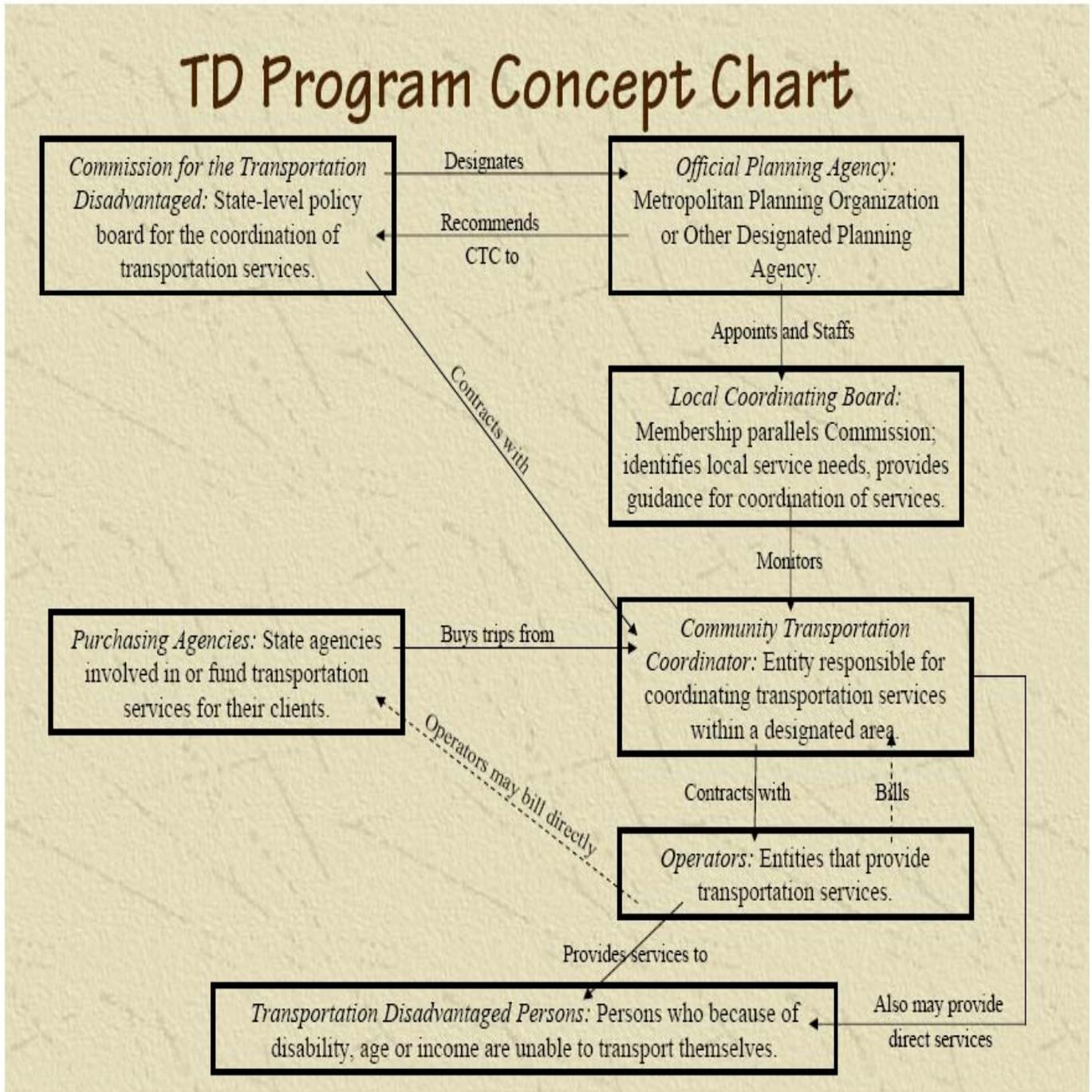
2. DESIGNATION DATE/HISTORY

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

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

On October 1, 1993, the transportation arm of the Senior Services Program was transferred into a newly created Transportation Services Department within Sumter County's Division of Public Services. The Transportation Services Department was formed for the purpose of administering and operating the county's public transportation program. It does business under the name Sumter County Transit (SCT) and operates as a partial brokerage system providing transportation services and contracting with other operators to provide transportation services.

3. ORGANIZATION CHART



4. SUMMARY OF EXISTING PLANS AND DOCUMENTS

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

Sumter County Comprehensive Plan

The 2009-2014 Sumter County Transportation Disadvantaged Service Plan is consistent to the maximum extent feasible with the Sumter County Comprehensive Plan adopted July, 2002 and updated April, 2009. The service route provided for in the TDSP is of particular note because it serves the five incorporated cities in the county, which are designated as Urban Expansion Areas in the comprehensive plan. It should be noted that the county's comprehensive plan does not include a mass transit element because the county has a population of less than 50,000 people or any goals, objectives or policies specifically relating to the transportation disadvantaged.

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

Withlacoochee Regional Policy Plan

The 2009-2014 Sumter County Transportation Disadvantaged Service Plan is consistent to the maximum extent feasible with the Strategic Regional Policy Plan for the Withlacoochee Region (adopted August 1997). It provides a basis for the review of resources and facilities included in local government Comprehensive Plans throughout the region. Chapter 5 of the plan addresses Public Transportation.

Transit Development Plan

The Transit Development Plan for Sumter County will be accomplished utilizing FTA 5307 Funds allocated for the Lady Lake/Villages urbanized area. The process will begin December 2010 and is scheduled for adoption September 2011. The Lake~Sumter MPO will manage the project.

Florida Commission for the Transportation Disadvantaged Statewide 5-Year/20-Year Plan

The 5- and 20-year plan of the CTD was reviewed as part of the current TDSP update. This Plan identifies goals, objectives, and actions for the Commission to pursue in the next 5 to 20 years. Included in the 5-year plan is a forecast of demand for TD services, projected costs of meeting the demand, and estimated future funding. In addition, the 20-year plan provides a longer-term picture of transportation disadvantaged services in the state of Florida. The short and long term plan of the CTD will be considered throughout the development and update of the TDSP.

MPO Long Range Transportation Plans

Transportation 2035 will be completed December 2010.

Transportation Improvement Plans

Consistent with the MPO TIP FY 2009/10-2013/14

Memorandum of Agreement (Transportation Disadvantaged Services in Sumter County

The fully executed Memorandum of Agreement between the CTD and Sumter County Board of County Commissioners, which designates the Board as the CTC was also reviewed as part of this task. This agreement specifies the responsibilities pertainin to the provision TD services in Sumter Countuy. One requirement identified in the agreement specifies that the CTC "shall arrange for all services in accordance with Chapter 427, Florida Statutes, and Rule 41-2, Florida Administrative Code." The agreement also requires the preparation of a TDSP for approval by the Transportation Disadvantaged Coordinating Board (TDCB) and the CTD. Numerous other requirements are identified in the agreement that is made as a basis for the provision of funding. Sumter County executed a new five (5) year Memorandum of Agreement November, 2008.

Annual Performance Report from the CTD

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

2009 Annual Operations Report

An Annual Operations Report (AOR) is submitted to the CTD. The AOR for fiscal year 2009-2010 was reviewed for this TDSP update effort. The AOR is compiled by the CTC based on information from Sumter County Transit and other Coordination Contractors. Information submitted in the AOR is used to develop the Sumter County section of the 2009 Annual Performance Report produced by the CTD as discussed previously.

Sumter County CTC Operations Manual

The Sumter County CTC Operations Manual establishes the daily operation guidelines for the Transportation Disadvantaged Program. This manual is designed to enhance the delivery of transportation services within Sumter County and addresses issues ranging from employee statndards to vehicle inspection and operations to passengers with disabilities.

Sumter County Public Transportation Substance Abuse Program

In order to ensure a safe environment for passengers and employees of the County public transportation system, as well as the safety of the general public, Sumter County

has adopted a Substance Abuse Program to address drug abuse and alcohol misuse by employees that are a part of the public transportation system. The Sumter County Substance Abuse Policy was updated June 22, 2010 to reflect the “return to work” policy adopted by the Federal Transit Administration and the Florida Department of Transportation in October 2008. This Substance Abuse Program is in response to and in compliance with regulations published by the Federal Transit Administration (FTA) prohibiting drug and alcohol use by transit employees and requiring transit agencies to test for prohibited drug use and alcohol misuse, as part of the Omnibus Transportation Employee Testing Act of 1991.

Sumter County Public Transportation System Safety Program Plan

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

Florida Department of Transportation District Five Emergency Operations Plan

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

5. PUBLIC PARTICIPATION

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

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

Representatives of Lake County and Sumter County governments, the 14 municipalities of Lake County, five (5) municipalities in Sumter County, the Central Florida Railroad, Lake County Schools, Sumter County Schools, the Florida Department of Transportation (FDOT) and the U.S. Department of Transportation (USDOT) are involved in the transportation planning process facilitated by the Lake~Sumter Metropolitan Planning Organization (LSMPO). The MPO’s purpose is to provide effective leadership in the initiation and development of transportation plans, programs and strategies.

As the governmental body most directly responsible for the guidance of the transportation planning process, the MPO strives to ensure that the recommendations

are in keeping with the goals and standards of the Federal Government, the State, Lake County, Sumter County, and the 19 incorporated jurisdictions. The MPO functions include, but are not limited to, the preparation of the tasks required by state rule or by federal policy.

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

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

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

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

The MPO has an adopted PIP that reflects all aspects of our outreach program; please refer to www.LakeSumterMPO.com/PIP for more information.

B. SERVICE AREA PROFILE AND DEMOGRAPHICS

1. SERVICE AREA DESCRIPTION

Sumter County has a land area of 546 square miles and is surrounded by Marion County to the north, Lake County to the east, Polk County to the south and Citrus County, Hernando County and Pasco County to the west. The county has five incorporated areas, including the cities of Bushnell, Center Hill, Coleman, Webster and Wildwood, and one Census Designated Place (CDP) at Lake Panasoffkee. It also has numerous unincorporated named communities including, among others, Royal, Lake Miona, Oxford, Adamsville, Sumterville, St. Catherine, Croomacoochee, Tarrytown and Linden. Map 1 shows Sumter County's location in relation to the other counties in the state. Map 2 shows the locations of the county's Census Divisions (Sumter South and Wildwood), cities and Census Designated Place.

2. DEMOGRAPHICS

a. Land Use

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

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

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

b. Population/Composition

According to the Bureau of Economic and Business Research in 2009, Sumter County has an estimated population of 95,326 residents. It ranks #36 among the 67 counties in the State of Florida in terms of population, and it ranks #2 in population change between 2000 and 2009. Approximately 90 percent of the County's total population lives within unincorporated Sumter County with the remaining population in five cities: Bushnell, Center Hill, Coleman, Webster and Wildwood.

**TABLE 1-1
ESTIMATES IN POPULATION BY COUNTY AND CITY: APRIL 1, 2009**

County	April 1, 2009	April 1, 2000	Total Change
Sumter	95,326	53,345	41,981
City	April 1, 2009	April 1, 2000	Total Change
Bushnell	2,364	2,050	314
Center Hill	921	910	11
Coleman	644	647	-3
Webster	784	805	-21
Wildwood	4,825	3,924	901
Unincorporated	85,788	45,009	40,779
2009 Population Estimates from the Bureau of Economic and Business Research			

c. Demographic and Journey-to-Work Characteristics

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

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

Characteristics	FY 1990	FY 2000	Percent Change (1990-2000)
POPULATION CHARACTERISTICS			
Persons	31,557	53,345	69.04%
Households	15,298	25,195	64.69%
Number of Workers	10,848	14,698	35.49%
Land Area (square miles)	545.73	545.73	0.00%
Water Area (square miles)	35	35	0.00%
Person per Household	2.46	2.27	-7.72%
Workers per Household	0.71	0.58	-17.73%
Persons per Square Mile	57.83	97.75	69.04%
Workers per Square Mile	19.88	26.93	35.49%
DEMOGRAPHIC CHARACTERISTICS			
Gender			
Male	50.22%	53.10%	2.88%
Female	49.78%	46.90%	-2.88%
Ethnic Origin			
White	82.62%	82.60%	-0.02%
Black	16.16%	13.80%	-2.36%
Other	1.23%	3.60%	2.37%
Hispanic Origin by Race			
Not of Hispanic Origin	97.59%	93.70%	-3.89%
Of Hispanic Origin	2.41%	6.30%	3.89%
Age			
<16 Years	19.79%	14.08%	-5.71%
16-29 Years	17.71%	13.16%	-4.55%
30-59 Years	33.39%	36.21%	2.82%
60+ Years	29.18%	36.55%	7.37%
Education Level (persons over 25)			
<12th Grade	35.74%	22.70%	-13.04%
High School Grad	38.11%	38.80%	0.69%
Some College	14.61%	21.40%	6.79%
College Grad	7.83%	12.20%	4.37%
Household Income			
Under \$10,000	23.48%	10.60%	-12.88%
\$10,000 to \$14,999	14.60%	9.60%	-5.00%
\$15,000 to \$24,999	23.05%	17.30%	-5.75%
\$25,000 to \$34,999	16.50%	17.10%	0.60%
\$35,000 to \$49,999	13.41%	19.70%	6.29%
\$50,000 or more	8.96%	25.80%	16.84%
Median Household Income	\$19,584	\$32,073	63.77%
Poverty Status			
Above Poverty Level	80.17%	90.40%	10.23%
Below Poverty Level	19.83%	9.60%	-10.23%

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

Characteristics	FY 1990	FY 2000	Percent Change (1990- 2000)
Age by Work Disability Status			
16 to 64 years			
With a work disability	30.75%	17.22%	-13.53%
No work disability	40.26%	44.48%	4.22%
65 years and over			
With a work disability	8.42%	14.37%	5.95%
No work disability	20.57%	23.93%	3.36%
Vehicles Available in Household			
None	7.57%	5.26%	-2.31%
One	41.48%	51.60%	10.12%
Two	36.83%	31.83%	-5.00%
Three or more	14.13%	11.30%	-2.83%
JOURNEY-TO-WORK CHARACTERISTICS			
Place of Work			
Worked inside county of residence	60.39%	54.16%	-6.23%
Worked outside county of residence	39.61%	44.84%	5.23%
Worked outside state of residence	0.00%	1.00%	0.30%
Means of Transportation			
Drive Alone	76.89%	81.25%	4.36%
Carpool	15.95%	12.76%	-3.19%
Public Transit	0.29%	0.17%	-0.12%
Walk	2.40%	1.15%	-1.25%
Work at Home	2.64%	3.05%	0.41%
Other	4.23%	1.61%	-2.62%
Travel Time to Work			
< 10 Minutes	18.97%	15.97%	-3.00%
10 - 19 minutes	28.64%	27.90%	-0.74%
20 - 29 minutes	14.73%	16.92%	2.19%
30 - 44 minutes	19.99%	19.01%	-0.98%
45+ minutes	15.03%	20.20%	5.17%
Work at Home	2.64%	3.05%	0.41%
Departure Time to Work			
6 a.m. to 9 a.m.	68.50%	50.78%	-17.72%
Other times	31.50%	23.35%	-8.15%
Private Vehicle Occupancy			
Drive Alone	76.89%	86.42%	9.53%
2-person carpool	12.74%	10.58%	-2.16%
3-person carpool	1.94%	1.35%	-0.10%
4+ -person carpool	1.27%	1.65%	-0.20%
Other Means	7.16%	5.99%	1.90%

Source: 1990 and 2000 Census of Population and Housing.

d. Major Trip Generators / Activity Centers

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

According to the 2000 Census, 45 percent of the work trips originating from Sumter County terminate outside the County, an increase of 5 percent since 1990. The analysis of Census data also shows that 25 percent of the work trips terminating in Sumter County originate outside the County, an increase of 164 percent since 1990. The commuter flows to Orange, Seminole, Sumter, and Osceola Counties have increased significantly from 1990 to 2000. In addition, the commuter flows from Orange, Seminole, Osceola, and other counties have also increased considerably for the same time period. Overall, however, the change in the outbound commuter flow has only increased slightly more than the change in the inbound commuter flow for the 10 year period, from 1990 to 2000.

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

County of Residence		County of Work						Total
		Lake County	Pasco County	Hernando County	Citrus County	Marion County	Polk County	
Sumter County (2000)	Number of Workers	3,188	263	390	206	797	112	4,956
	% Distribution	64.33%	5.31%	7.87%	4.16%	16.08%	2.26%	100.00%
Sumter County (1990)	Number of Workers	2,183	228	371	185	420	35	3,422
	% Distribution	63.79%	6.66%	10.84%	5.41%	12.27%	1.02%	100.00%
Percent Change (1990 - 2000)		46.04%	15.35%	5.12%	11.35%	89.76%	220.00%	44.83%

Source: 2000 Census commuter flow data

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

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

County of Work		County of Residence						Total
		Lake County	Pasco County	Hernando County	Citrus County	Marion County	Polk County	
Sumter County (2000)	Number of Workers	1,214	306	303	675	1,043	93	3,634
	% Distribution	33.41%	8.42%	8.34%	18.57%	28.70%	2.56%	100.00%
Sumter County (1990)	Number of Workers	510	133	167	217	346	0	1,373
	% Distribution	37.14%	9.69%	12.16%	15.80%	25.20%	0.00%	100.00%
Percent Change (1990 - 2000)		138.04%	130.08%	81.44%	211.06%	201.45%	93.00%	164.68%

Source: 2000 Census commuter flow data

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

e. Major Activity Centers

Major activity centers in Sumter County consist of hospitals, medical centers, post secondary schools, and shopping centers.

A compilation of current major employers was performed. The data, as recent as 2008, Source: Monthly Labor Force Data Florida Agency for Workforce Innovation.

**Table 1-5
Major Employers in Sumter County - 2009**

Major Private Sector Employers		
	Business Line	Employees
Coleman Federal Prison	Federal Corrections	1,004
Sumter District Schools	Public Education	815
The Villages	Housing Construction	700
Sumter Correctional Institute	Corrections	500
T&D Concrete	Concrete	460
Sumter County Government	Government	437
Villages Regional Medical Center	Healthcare	367
Lake-Sumter Community College	Education	365
Wal-Mart Superstore	Retail	340
Sumter Electric Cooperative	Energy	300

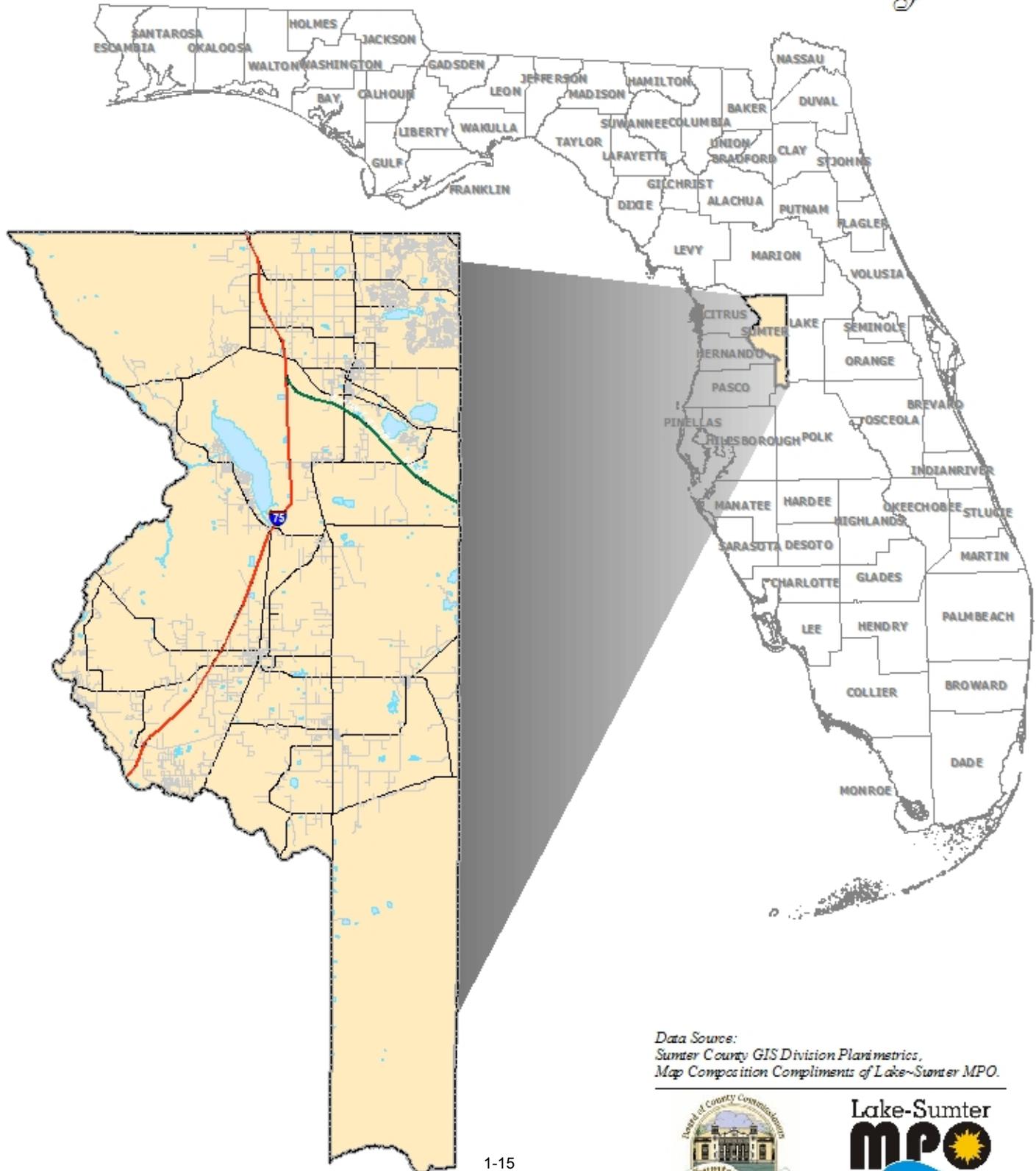
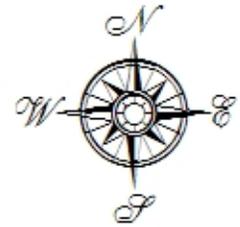
Source: Monthly Labor Force Data Florida Agency for Workforce Innovation

TDP/TDSP

MAP 1

SUMTER COUNTY WITHIN THE STATE OF FLORIDA

SUMTER COUNTY



Data Source:
Sumter County GIS Division Planimetrics,
Map Composition Compliments of Lake-Sumter MPO.

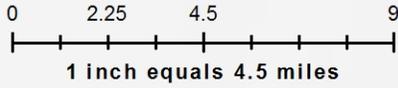


TDP/TDSP

MAP 3

FUTURE LAND USE 2004

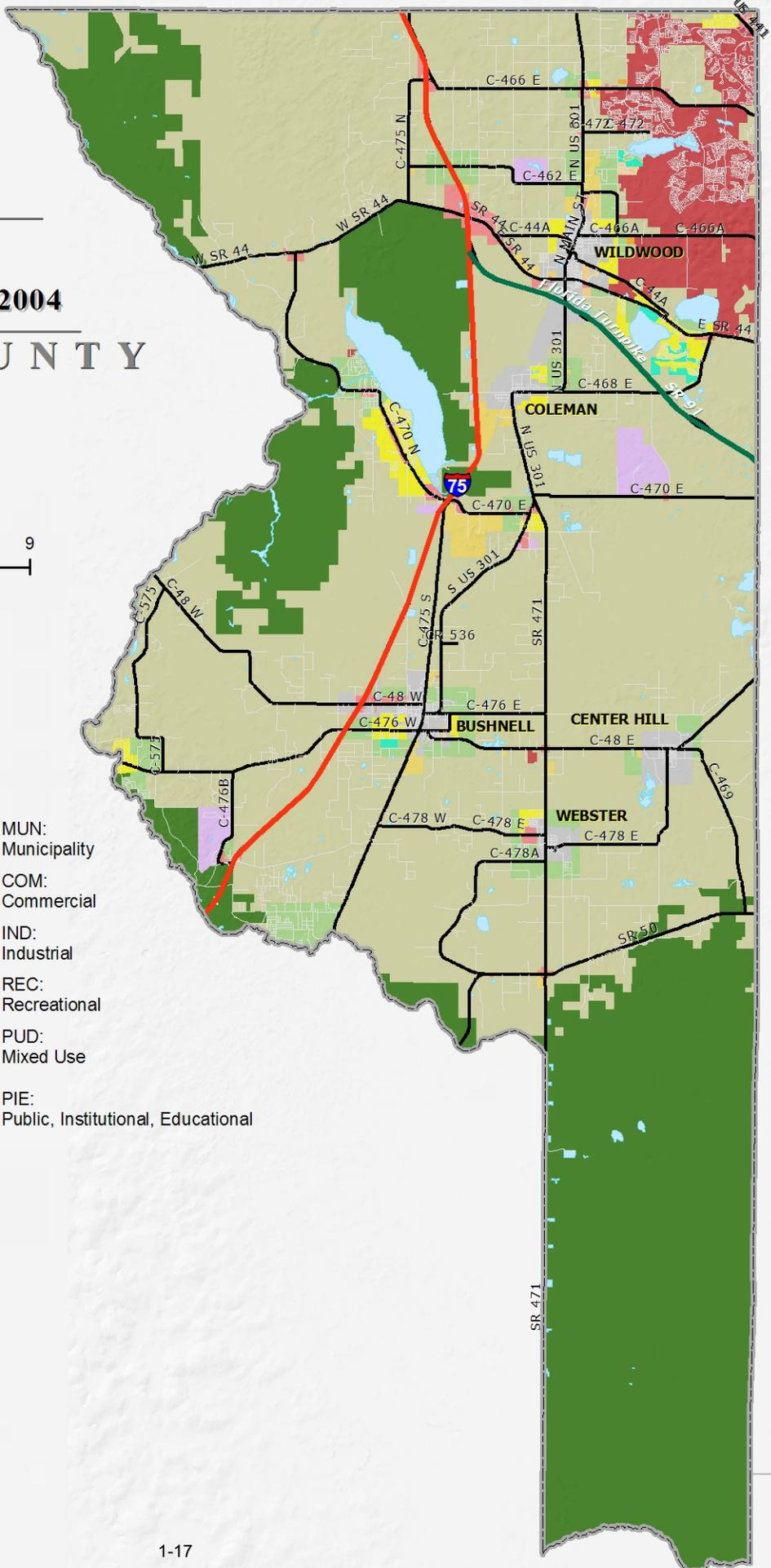
SUMTER COUNTY



FUTURE LAND USE CATEGORY

	CON: Conservation		MUN: Municipality
	AGR: Agricultural		COM: Commercial
	RUR: Rural Residential		IND: Industrial
	LDR: Low Density Residential		REC: Recreational
	MDR: Medium Density Residential		PUD: Mixed Use
	HDR: High Density Residential		PIE: Public, Institutional, Educational

Data Source:
Sumter County GIS Division Planimetrics,
Map Composition Lake-Sumter MPO.



Trip generators are land uses from which trips originate (e.g., residential developments) while trip attractors are land uses which are destinations (e.g., shopping districts, employment centers, medical offices, educational facilities and recreation sites). Examples of trip attractors located in Sumter County include the shopping centers in Wildwood and Bushnell, the flea market in Webster, the Florida Department of Health and Rehabilitative Services' District 13 headquarters/Sumter County Government Building in Wildwood, the Thomas E. Langley Medical Center near Sumterville, the federal prison southeast of Coleman, the Florida National Cemetery and Sumter Correctional Institution near the Hernando County line, the Dade Battlefield Historic Memorial southwest of Bushnell, the public schools, the satellite campus of Lake-Sumter Community College in Sumterville, and the county courthouse in Bushnell. Sumter County's ten largest private sector employers as of 1994 included Sumter Electric Cooperative (Sumterville), Metal Industries (Bushnell), Winn-Dixie (Bushnell and Wildwood), Arbor Village (Wildwood), Avesta Sheffield Pipe (Wildwood), Wal-Mart (Bushnell), CSX Railroad (Wildwood), Central Packing Company (Center Hill), Jefferson Smurfit Corporation (Wildwood) and Florida Power Corporation (Wildwood). Map 1-4 shows the locations of the service route stops. In most cases these stops are associated with the trip generators and attractors listed.

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

Table 1-6

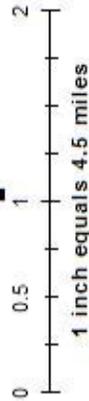
Business QuickFacts	Sumter County	Florida
Private nonfarm establishments, 2007	1,057	523,461 ¹
Private nonfarm employment, 2007	14,495	7,425,331 ¹
Private nonfarm employment, percent change 2000-2007	190.7%	19.4% ¹
Nonemployer establishments, 2007	4,163	1,618,119
Total number of firms, 2002	2,944	1,539,207
Black-owned firms, percent, 2002	S	6.6%
American Indian and Alaska Native owned firms, percent, 2002	F	0.6%
Asian-owned firms, percent, 2002	F	2.7%
Native Hawaiian and Other Pacific Islander owned firms, percent, 2002	F	0.1%
Hispanic-owned firms, percent, 2002	F	17.3%
Women-owned firms, percent, 2002	31.7%	28.4%
Manufacturers shipments, 2002 (\$1000)	241,253	78,474,770
Wholesale trade sales, 2002 (\$1000)	D	219,490,896
Retail sales, 2002 (\$1000)	247,536	191,805,685
Retail sales per capita, 2002	\$4,285	\$11,498
Accommodation and foodservices sales, 2002 (\$1000)	29,352	29,366,940
Building permits, 2008	2,710	61,042
Federal spending, 2008	496,801	149,872,178 ¹

<http://quickfacts.census.gov/qfd/states/12/12119.html>

MAP 4

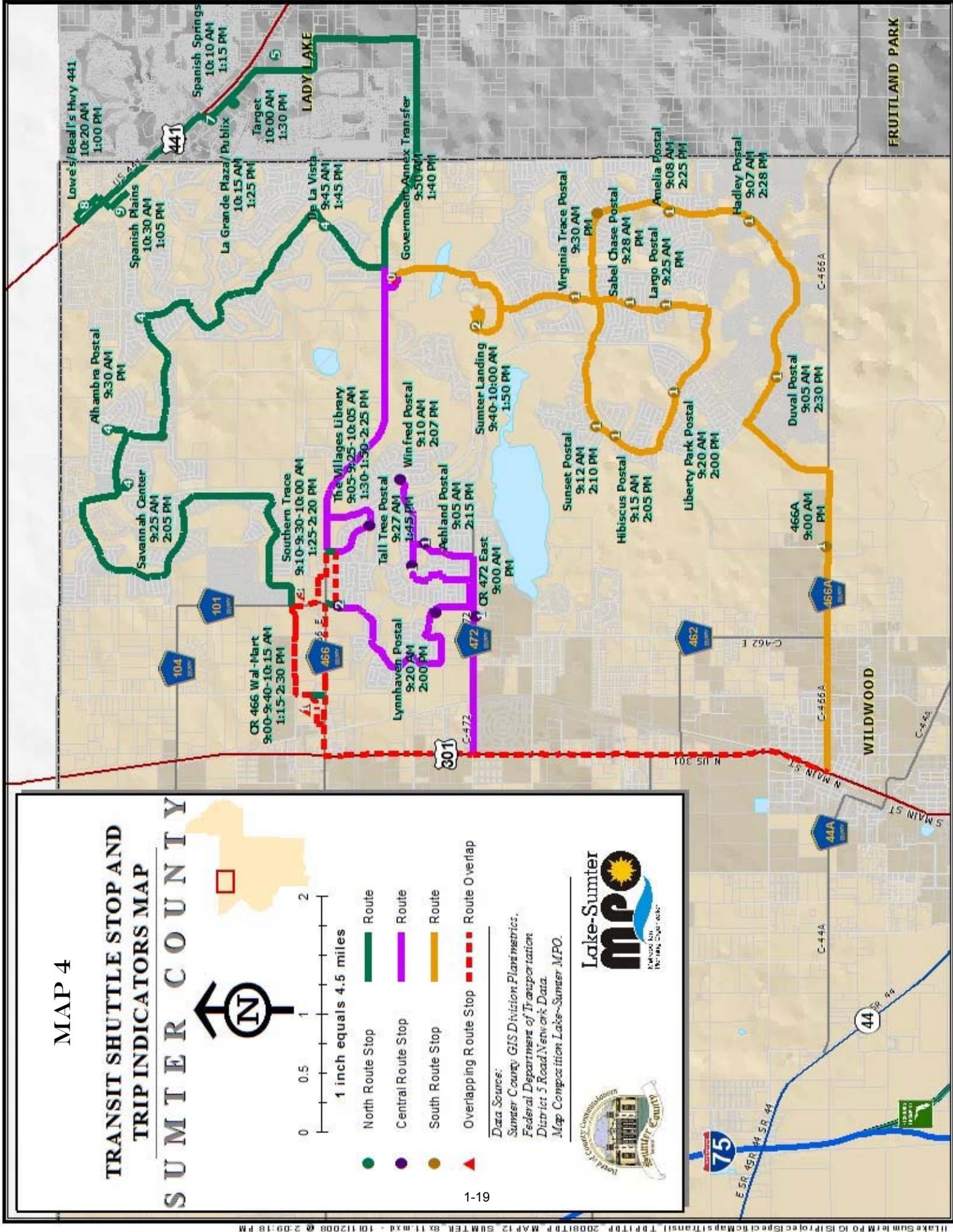
TRANSIT SHUTTLE STOP AND TRIP INDICATORS MAP

SUMTER COUNTY



- North Route Stop
- Central Route Stop
- South Route Stop
- ▲ Overlapping Route Stop
- Route
- Route
- Route
- - - Route Overlap

Data Sources:
 Sumter County GIS Division Plans metrics,
 Federal Department of Transportation
 District 5 Road Network Data.
 Map Composition Lake-Sumter MPO.



e. Inventory of Available Transportation Services

Sumter County Transit
(352) 568-6683

Angel Flight
(800) 352-4256

Charity Cars
(407) 786-5050

Lake County Connection
(352) 327-2278

Mid State Taxi
(352) 748-2222

c. SERVICE ANALYSIS

1. FORECASTS OF TRANSPORTATION DISADVANTAGED POPULATION/ DEMAND PROJECTIONS

The TD population is estimated using the methodology described in “*Methodology Guidelines for Forecasting TD Transportation Demand at the County Level*,” a publication prepared by CUTR for the CTD. The results provide 2009 estimates for the TD population in Sumter County. TD population projections also are made for the years through 2013. These population projections also are broken down by population segment to better understand the composition of the TD population.

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

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

There are two categories of TD population in the State of Florida, the difference between which are specifically related to funding arrangements. The first group is the “potential TD population” (also known as TD Category 1). This potential TD population includes disabled, elderly, low-income persons, and children who are “high-risk” or “at-risk.”

The second group of TD population (also known as TD Category II) includes those persons who are unable to transport themselves or to purchase transportation. These persons are eligible to receive the same subsidies as those in Category 1, plus they are eligible to receive TD Trust Fund monies for non-sponsored general trips. Thus, this population group is actually a subset of the potential TD population.

Table 1-7 presents forecasts the TD population for these two categories in Sumter County for the next five years. These forecasts were developed using the methodology outlined in the 1993 CUTR report, *Methodology Guidelines for Forecasting TD Transportation Demand at the County Level*.

**Table 1-7
Forecasts of TD Populations in Sumter County**

TD Population	Year							
	2006	2007	2008	2009	2010	2011	2012	2013
Category I	22,485	22,976	23,480	23,997	24,528	25,071	25,630	26,204
Category II	5,376	5,485	5,597	5,714	5,833	5,954	6,080	6,207

Tables 1-8 (Category I) and Table 1-9 (Category II) further break down the Potential TD Population and TD Population groups in Sumter County by specific segments. Persons in either of these population groups may be heavily dependent on some form of public transportation.

**Table 1-8
2009 Sumter County Potential Transportation
Disadvantaged Population (Category I)**

Segments	Population Estimates	Percent of Total Potential TD
Disabled, Non-Elderly, Low Income	290	1.21%
Disabled, Non-Elderly, Non-Low Income	2,090	8.71%
Disabled, Elderly, Low Income	434	1.81%
Disabled, Elderly, Non-Low Income	4,465	18.61%
Non-Disabled, Elderly, Low Income	1,130	4.71%
Non-Disabled, Elderly, Non-Low Income	11,866	49.45%
Non-Disabled, Non-Elderly, Low Income	3,722	15.51%
Total Potential Transportation Disadvantaged	23,997	100.0%

**Table 1-9
2009 Sumter County Transportation
Disadvantaged Population (Category II)**

Segments	Population Estimates	Percent of Total Potential TD
Transportation Disabled, Non-Elderly, Low Income	120	2.1%
Transportation Disabled, Non-Elderly, Non-Low Income	845	14.8%
Transportation Disabled, Elderly, Low Income	280	4.9%
Transportation Disabled, Elderly, Non-Low Income	2,943	51.5%
Non-Transportation Disabled, Low Income, No Auto, No Fixed-Route Transit	1,526	26.7%
Total Transportation Disadvantaged Population	5,714	100.0%

A Trend Analysis from FY 2004 through FY 2009 was conducted to examine the performance of the Sumter County CTC over time. The tables and figures provided throughout the Trend Analysis present selected performance, effectiveness, and efficiency measures that are available from AOR's. Results from the trend analysis are provided in the following paragraphs.

a. Performance Measures

Shown in Table 1-10 and Figures 1-1 through 1-7 are six performance measures for the TD services provided by the CTC. Most of these measures show growth over the period from FY 2004 – FY 2009, however there was a 16 percent decrease in passenger trips, with the largest decrease between 2008 and 2009. This decrease in trips is due to reduced funding. Vehicle miles increased by almost 13 percent over the six year period and revenue miles increased by 2.5 percent. Both operating expenses and operating revenues increased by over 50% over the six year period. In addition, although vehicle fleet size has fluctuated during the review time, FY year 2009 remains the same as FY 2004, reflecting a 0% change.

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

Performance Measures	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008	FY 2009	Percent Change (2004-2009)
Passenger Trips	116,986	117,396	126,661	124,025	118,185	98,221	-16.04%
Vehicle Miles	738,757	777,788	820,305	783,015	826,620	833,921	12.88%
Revenue Miles	507,946	497,342	559,912	511,886	546,950	520,354	2.44%
Operating Expenses	1,325,129	1,472,970	1,403,186	1,750,542	2,209,195	2,119,215	59.93%
Operating Revenues	1,376,062	1,481,587	1,428,459	1,311,452	1,806,416	2,119,215	54.01%
Total Fleet	45	36	36	47	43	45	0.00%

Figure 1-1

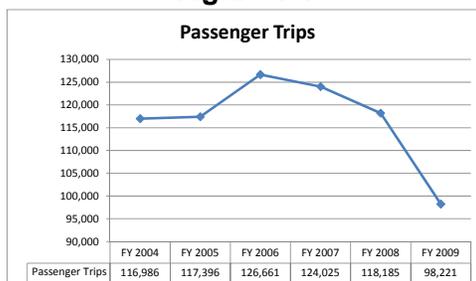


Figure 1-2

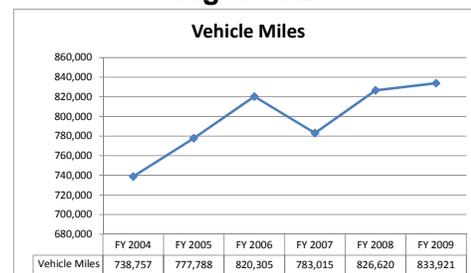


Figure 1-3

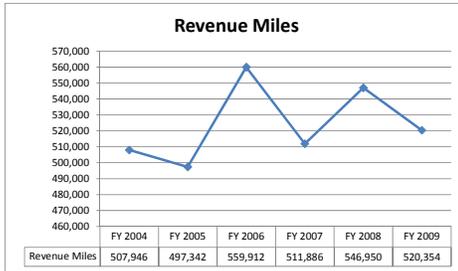


Figure 1-4

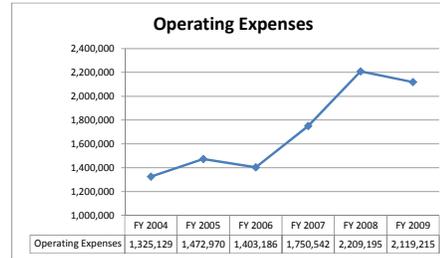


Figure 1-5

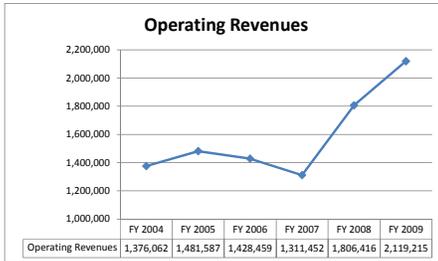
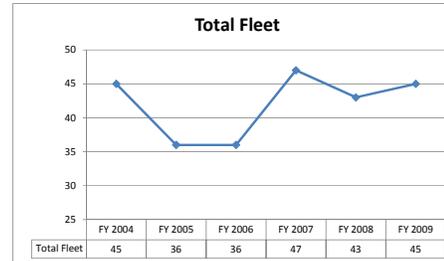


Figure 1-6



b. Effectiveness Measures

As stated previously, effectiveness measures indicate the extent to which various service-related goals are being achieved. In this analysis, the Sumter County CTC was analyzed using six effectiveness measures. The results of the six-year analysis period are contained in Table 1-11 and Figures 1-7 through 1-12.

The data indicates a slight decrease of .43 percent for the average number of miles traveled per potential TD customer. The potential TD population includes persons with disabilities, elderly, and low-income persons, as well as children who are “high-risk” or “at-risk.” The average number of passenger trips per potential TD customer and the passenger trips per vehicle mile both decreased by almost 26 percent over the six-year period.

The last two effectiveness measures in Table 1-11 are measures of system safety and service reliability. Accidents per 100,000 vehicle miles logged showed a decrease over the six-year period with no accidents logged during fiscal year 2004 and 2009. Overall, this measure decreased by nearly 100 percent since FY 2005.

Table 1-11
Sumter County CTC Trend Analysis
Effectiveness Measures

Performance Measures	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008	FY 2009	Percent Change (2004-2009)
Vehicle Miles per TD Capita	34.90	35.34	36.48	34.08	35.21	34.75	-0.43%
Vehicle Miles per Passenger Trip	6.31	6.63	6.48	6.31	6.99	8.49	34.45%
Passenger Trips per TD Capita	5.53	5.33	5.63	5.40	5.03	4.09	-25.94%
Passenger Trips per Vehicle Mile	0.16	0.15	0.15	0.16	0.14	0.12	-25.62%
Accidents per 100,000 Vehicle Miles	---	0.39	0.37	0.13	0.48	0.00	-100.00%
Vehicle Miles Between Roadcalls/Failures	61,563	70,708	37,287	52,201	29,522	49,054	-20.32%

Figure 1-7

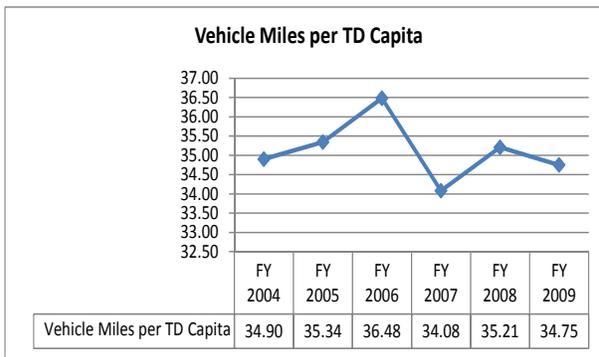


Figure 1-8

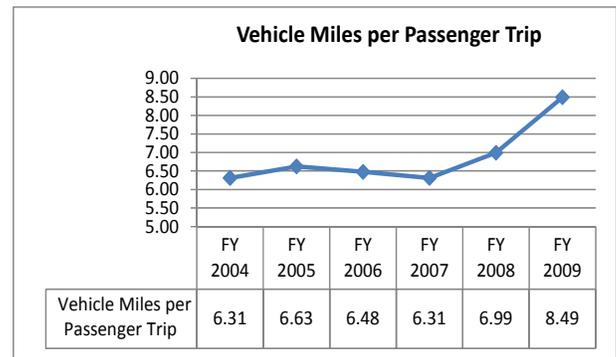


Figure 1-9

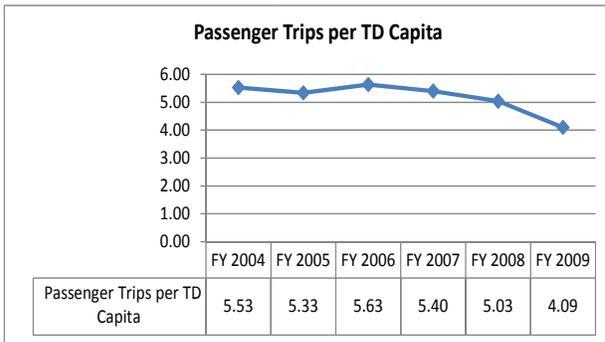


Figure 1-10

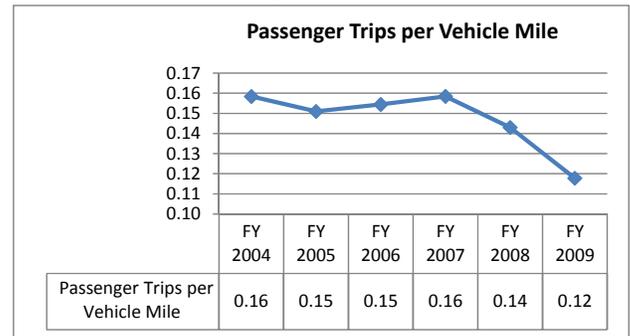


Figure 1-11

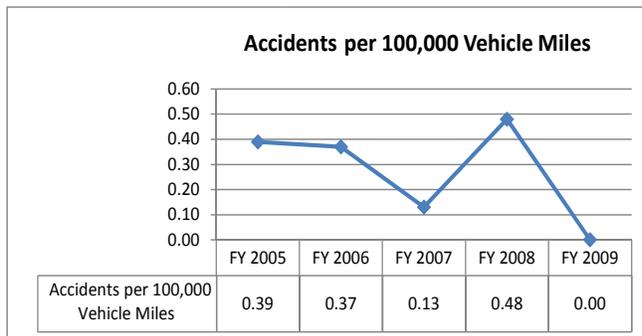
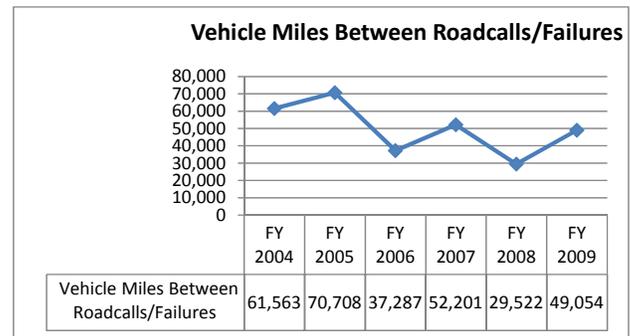


Figure 1-12



c. Efficiency Measures

The trend in system efficiency also was examined for Sumter County CTC. As stated previously Efficiency measures involve reviewing the level of resources required to achieve a given level of output. Five efficiency measures are listed in Table 1-12 and illustrated in Figures 1-14 through 1-18.

**Table 1-12
Sumter County CTC Trend Analysis
Efficiency Measures**

Performance Measures	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008	FY 2009	Percent Change (2004-2009)
Operating Expense Per Passenger Trip	\$11.33	\$12.55	\$11.08	\$14.11	\$18.69	\$21.58	90.47%
Operating Expense Per Vehicle Mile	\$1.79	\$1.89	\$1.71	\$2.24	\$2.67	\$2.54	41.90%
Operating Expense Per Driver Hour	\$35.86	\$38.07	\$34.58	\$36.93	\$51.64	\$37.58	4.81%
Local Non-Government Revenue Ratio	3.9%	4.6%	5.4%	8.1%	4.4%	6.8%	73.28%
Local Government Revenue Ratio	41.7%	44.0%	18.0%	4.2%	43.2%	39.4%	-5.49%

Source: Annual Performance Reports from 2004-2009, Florida Commission for the Transportation Disadvantaged

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

Figure 1-14

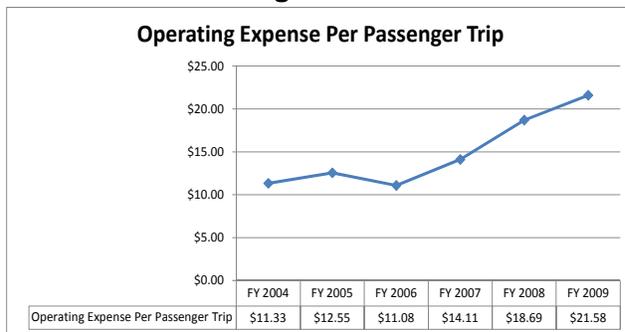


Figure 1-15

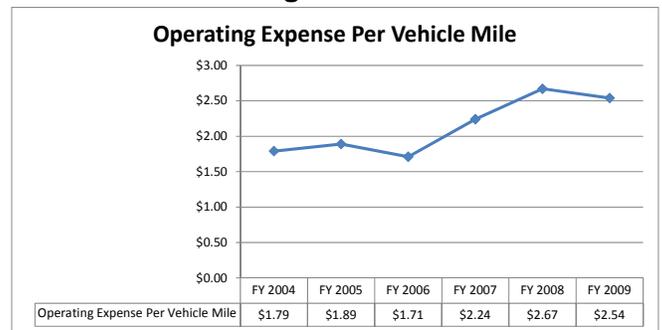


Figure 1-16

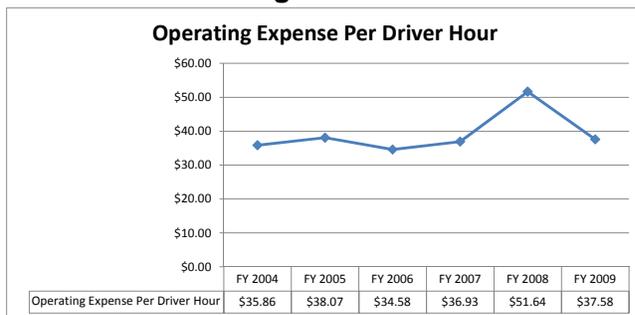


Figure 1-17

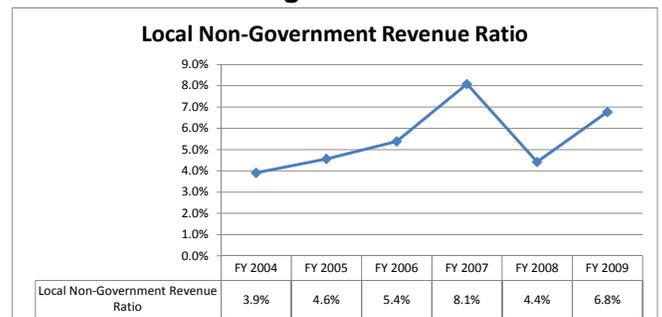
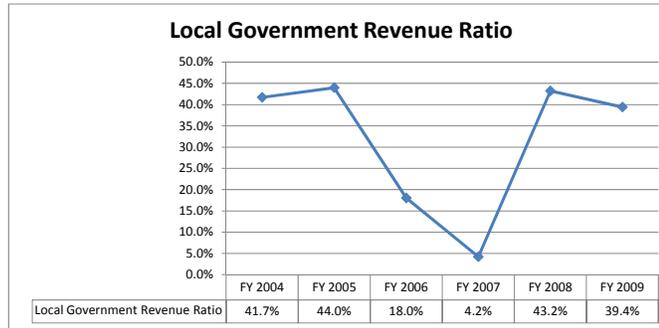


Figure 1-18



The first three measures address operating expense efficiencies. Operating expenses per passenger trip have increased by more than 90 percent, while the operating expense per vehicle mile increased by 42 percent. The operating expense per driver hour has increased almost 5 percent since 2004, however between 2008 and 2009 there was a significant decrease of 27 percent.

The other two efficiency measures listed in Table 1-12 indicate the local non-government revenue ratio and the local government revenue ratio. Over the six-year period, the local non-government revenue ratio, which primarily includes the farebox revenues, decreased while the local government revenue ratio increased. The local non-government revenue ratio, which is a ratio of farebox and other local non-government revenues divided by total operating expenses, increased by 73 percent from FY 2004-2009. For the same time period, the local government revenue ratio (i.e., the ratio of local government revenues divided by total operating expenses) decreased by nearly 5 percent.

d. Summary of Results of Trend Analysis

Trend analysis is only one widely used aspect of transit performance evaluation. Strengths and weaknesses of the Sumter County CTC will be referred to periodically as other aspects of performance are considered in subsequent work activities and when recommendations are prepared for the TDSP. Table 1-13 provides a summary of the trend analysis indicating each performance measure, along with the percent change from 2004-2009.

**Table 1-13
Sumter CTC Trend Analysis Summary**

Performance Indicators/Measures	Percent Change (2004-2009)
<i>Performance Measures</i>	
Passenger Trips	-16.04%
Total Vehicle Miles	12.88%
Total Revenue Miles	2.44%
Operating Expense	59.93%
Total Fleet Size	0.00%
<i>Effectiveness Measures</i>	
Vehicle Miles per TD Capita	-0.43%
Vehicle Miles per Passenger Trip	34.45%
Passenger Trips per TD Capita	-25.94%
Passenger Trips per Vehicle Mile	-25.62%
Accidents per 100,000 Vehicle Miles	-100.00%
Vehicle Miles between Roadcalls	-20.32%
<i>Efficiency Measures</i>	
Operating Expense Per Passenger Trip	90.47%
Operating Expense Per Vehicle Mile	41.90%
Operating Expense Per Driver Hour	3.34%
Local Non-Government Revenue Ratio	73.28%
Local Government Revenue Ratio	-5.49%

e. CTC Peer Review Analysis

A CTC peer review analysis was conducted comparing the performance of Sumter County TD services with that of other CTC systems having similar operating characteristics. A peer group analysis serves two functions: first, it provides a comparison of how well Sumter County CTC has performed relative to similar CTC systems within the state of Florida, and second, it helps to establish realistic performance standards for the evaluation process. The seven Florida peer CTC's included in the analysis are shown in Table 1-14. These seven systems were chosen because they were fairly similar to the Sumter County CTC in terms of the following five key elements: demographic characteristics, system size (measured in terms of annual passenger trips provided), operating environment (urban or rural service area designation), organization type (transit agency, government, private non-profit, or private for-profit), and network type (sole provider, partial provider, or complete brokerage). Based on the assumption that the similarities in the five elements have not changed significantly over time, and based on discussions with Sumter County staff, the same systems were used again. Table 1-14 also indicates which peers operate demand response, deviated fixed-route, and/or fixed-route services.

The tables and graphs presented in this section summarize selected performance measures, effectiveness measures, and efficiency measures for the CTC's considered for this review. For each selected measure, the tabular analysis provides the Sumter County CTC's performance, the minimum value among the peer group, the maximum value among the peer group, the

mean of the peer group, and the percent that Sumter County CTC's values are away from the mean value. The peer review was conducted for FY 2009, the most recent full fiscal year of data available to date. Data used in the peer review analysis is documented in Appendix B.

Each performance measure is depicted graphically on a bar chart, along with the peer group mean (the vertical line in each chart) to enhance the overall comparison. All performance statistics for the CTC peer group systems, were obtained from the CTD's *2009 Annual Performance Report*, which contains a compilation of the Annual Operating Reports submitted to the CTD for FY 2009 by each local CTC.

**Table 1-14
Sumter County CTC System Peers, FY 2009**

Service Area	Community Transportation Coordinator	Demand Response	Deviated Fixed Route	Fixed Route
Columbia County	Suwannee Valley Transit Authority	Yes	Yes	No
Flagler County	Flagler County Public Transportation	Yes	Yes	No
Highlands County	Veolia Transportation Services	Yes	No	No
Indian River County	Indian River County Council on Aging	Yes	No	Yes
Monroe County	Guidance Clinic of the Middle Keys, Inc	Yes	Yes	Yes
Nassau County	Nassau County Council on Aging, Inc.	Yes	No	No
Putnam County	Ride Solution, Inc.	Yes	Yes	Yes

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

f. Performance Measures

Table 1-15 and Figures 1-19 through 1-26 present information pertaining to the eight performance measures that have been analyzed for the Sumter County CTC and its peers. As discussed previously in the trend analysis section, performance measures provide general information related to overall system performance.

In comparison to the peer group, Sumter County Transit has provided the fourth highest number of passenger trips in FY 2009 (11% below the peer group mean). In addition, the system has provided the third highest amount of vehicle miles (more than 15 percent above the peer group mean) and the second lowest amount of revenue miles of service among the peers for this fiscal year. The fleet size of 45 vehicles is two percent higher than the FY 2009 peer group mean of 44 vehicles.

Data related to system total operating expenses and operating revenues also are presented in Table 1-15. The data shows that Sumter County CTC had the second highest operating expenses near 27 percent above the mean and operating revenues more than 27 percent above the mean for the peer group for FY 2009.

Table 1-15
CTC Peer Analysis
Performance Measures, FY 2009

Performance Measures	Sumter	Peer Group Minimum	Peer Group Maximum	Peer Group Mean	Sumter: % From Mean
Service Area Population	93,000	66,100	141,700	89,938	3.41%
Potential TD Population	23,997	17,903	59,389	35,466	-32.34%
Passenger Trips	98,221	55,948	239,296	112,953	-13.04%
Vehicle Miles	833,921	96,600	1,220,817	721,485	15.58%
Revenue Miles	520,354	336,812	1,060,566	704,698	-26.16%
Operating Expenses	2,119,215	1,016,291	2,144,020	1,671,477	26.79%
Operating Revenues	2,119,215	1,074,439	2,119,215	1,665,796	27.22%
Total Fleet	45	16	70	44	2.86%

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

Figure 1-19

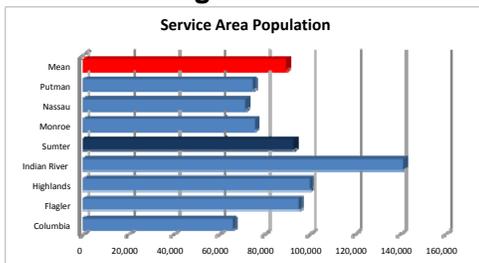


Figure 1-20

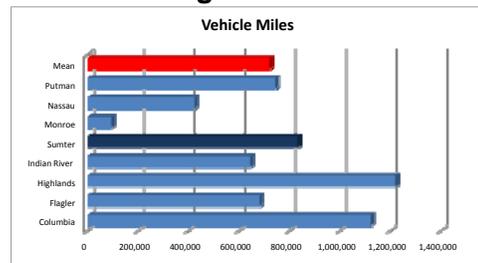


Figure 1-21

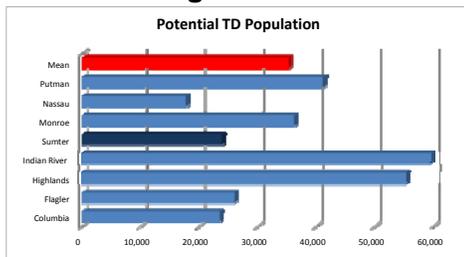


Figure 1-22

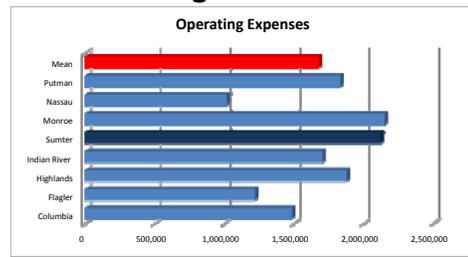


Figure 1-23

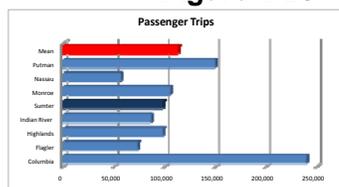


Figure 1-24

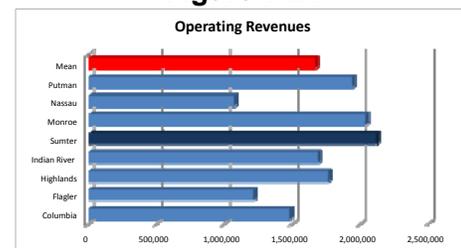


Figure 1-25

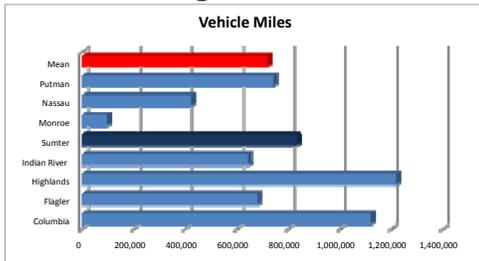
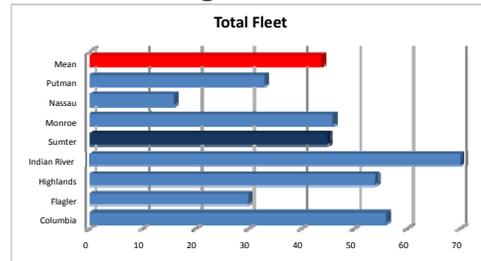


Figure 1-26



g. Effectiveness Measures

As stated previously in the trend analysis section, effectiveness measures indicate the extent to which various service-related goals are being achieved. Shown in Table 1-16 and Figures 1-27 through 1-32 are a variety of effectiveness measures for the Sumter County CTC and its peer CTC's.

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

The average length of the trips (i.e., vehicle miles per passenger trip) provided by the Sumter County CTC in FY 2009 was 8.49 miles, which is 21 percent more than the peer group mean of 7.01 miles. The inverse effectiveness ratio, passenger trips per vehicle mile, gives a general indication of the passenger loading that is occurring for each mile of vehicle travel. In the case of this measure, the Sumter County CTC performed higher (i.e., 15% above) than the peer group average in FY 2009. Specifically, for Sumter, there are .19 passenger trips occurring per vehicle mile of service, while the peer group average was 0.16 passenger trips per vehicle mile in FY 2009. This data suggests that Sumter County CTC is performing above average.

The other two effectiveness measures listed in Table 1-16 compare the Sumter County CTC to its peers in terms of system safety and service reliability. Comparatively, the Sumter County CTC experienced the lowest accident rate per 100,000 vehicle miles (0 percent) among the peers in FY 2009. The Sumter County CTC had 100 percent less accidents per vehicle mile among the peers. The Sumter County CTC's performance in this particular measure is highlighted by the system's increased vehicle mileage FY 2009, which in turn increases overall accident exposure. In terms of reliability, the Sumter County CTC logged 49,054 vehicle miles between roadcalls; this rate is near 57 percent below the peer group mean of 113,395 miles between roadcalls.

**Table 1-16
CTC Peer Analysis
Effectiveness Measures, FY 2009**

Performance Measures	Sumter	Peer Group Minimum	Peer Group Maximum	Peer Group Mean	Sumter: % From Mean
Vehicle Miles per TD Capita	34.75	2.66	47.71	23.27	49.34%
Vehicle Miles per Passenger Trip	8.49	0.92	12.44	7.01	21.14%
Passenger Trips per TD Capita	4.09	1.44	10.18	3.74	9.51%
Passenger Trips per Vehicle Mile	0.19	0.09	0.26	0.16	15.03%
Accidents per 100,000 Vehicle Miles	0.00	0.00	1.39	0.44	-100.00%
Vehicle Miles between Roadcalls	49,054	2,838	280,440	113,395	-56.74%

Figure 1-27

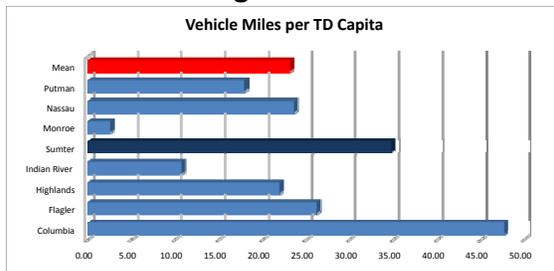


Figure 1-28

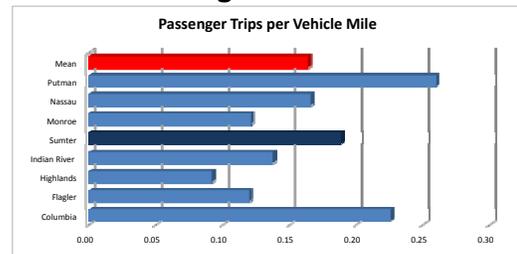


Figure 1-29

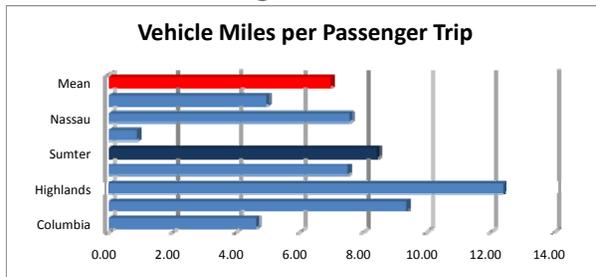


Figure 1-30

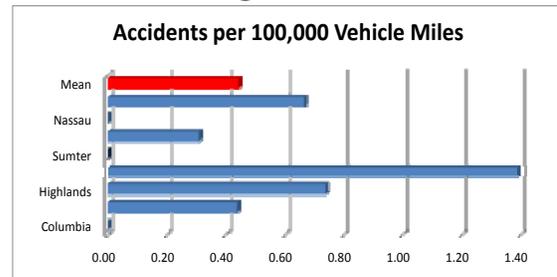


Figure 1-31

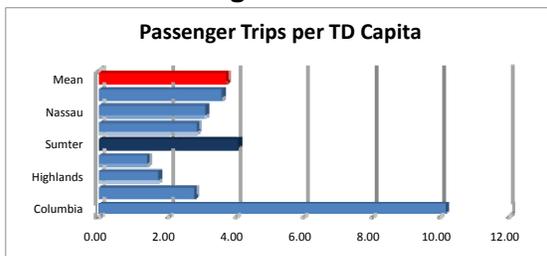
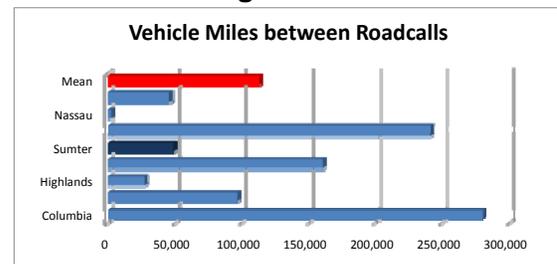


Figure 1-32



h. Efficiency Measures

The final area addressed in the CTC peer analysis concerns system efficiency. The efficiency Measures that are reviewed are detailed in Table 1-17 and presented graphically in Figures 1-27 through 1-32

The first three efficiency measures listed in Table 1-17 pertain to unit costs based on total operating expenses. In the case of the operating expense per passenger trip ration, the Sumter County CTC performed near 27 percent higher than the mean. That is, Sumter's average cost per trip of \$21.58 was almost 27 percent more than the peer group mean of \$17.02. This cost per trip figure also represents the second highest average value among the peers in FY 2009.

The Sumter County CTC's operating expense per vehicle mile and operating expense per driver hour were both higher than its peers, 20.59 percent and near 28 percent respectively.

Table 1-17 also presents the amount of local non-government revenue collected during FY 2009 from the CTC's in comparison to total operating expense. Local non-government revenues can include farebox, Medicaid co-pays received, donations, contributions, in-kind services, as well as any other non-government revenues. The Sumter County CTC's ratio of local non-government revenue collected to total system costs (6.8 percent) is significantly higher (near 41 percent) than the peer group mean for FY 2009. In fact, Sumter had the second highest local non-government revenue ratio among the peers in FY 2009. The Sumter County CTC's ratio of local government revenue collected to total system costs is more than 144 percent higher than that of the peer group mean in FY 2009. This signifies that Sumter is performing above average in terms of the total revenue contributed by local government sources (in comparison to its total operating expenses).

Table 1-17
CTC Peer Analysis
Efficiency Measures, FY 2009

Performance Measures	Sumter	Peer Group Minimum	Peer Group Maximum	Peer Group Mean	Sumter: % From Mean
Operating Expense per Passenger Trip	21.58	6.18	22.40	17.02	26.76%
Operating Expense per Vehicle Mile	2.54	1.32	2.63	2.11	20.59%
Operating Expense per Driver Hour	37.58	23.09	37.58	29.37	27.95%
Local Non-Government Revenue Ratio	0.07	0.00	0.10	0.05	40.87%
Local Government Revenue Ratio	0.39	0.00	0.39	0.16	144.57%

Figure 1-33

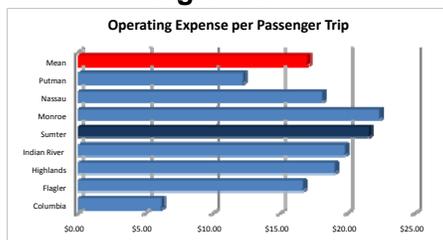


Figure 1-34

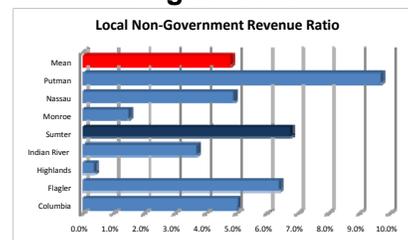


Figure 1-35

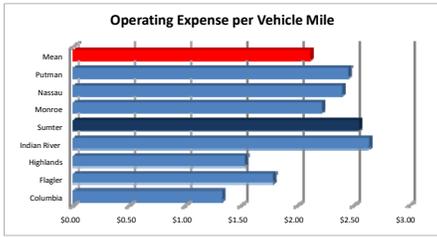


Figure 1-36

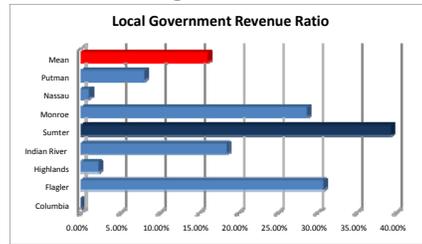
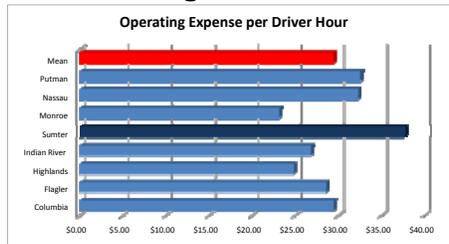


Figure 1-37



i. Summary Results of Peer Review Analysis

Table 1-18 provides a summary of the peer review analysis for the Sumter County TD services provided by the County’s CTC. The summary includes each performance measure, as well as the percent that each measure is above or below the peer group mean for the Sumter County CTC in FY 2009.

**Table 1-18
Sumter CTC Peer Analysis Summary, FY 2009**

Measures Indicators	Sumter: % From Mean
Operating Expense per Passenger Trip	26.76%
Operating Expense per Vehicle Mile	20.59%
Operating Expense per Driver Hour	27.95%
Local Government Revenue Ratio	144.57%
Potential TD Population Served	-32.34%
Accidents Per 100,000 Miles	-100.00%
Miles Between Roadcalls	-56.74%

2. TRANSPORTATION DISADVANTAGED DEMAND PROJECTIONS/ NEEDS ASSESSMENT

This section contains forecasts of TD trip demand, supply, and unmet demand for Sumter County for the time period from 2004 through 2009. A description of the methodologies used to develop these forecasts also is contained in this section. These estimates are based on the TD population forecasts that were presented previously and information from the Sumter County CTC Annual Operating Report.

a. Demand for TD Trips

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

b. Demand for Program Trips

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

Estimated demand for program trips is shown in Table 1-19. Program trip demand is dependent upon the existence of the program to which the potential TD population group is transported. For example, demand for trips to sheltered workshops exists only because there are sheltered workshop programs. Thus, the demand for program trips is equal to the number of trips required to take advantage of the service offered by the program. Therefore, the demand for program trips depends on the funding level for the various social service programs

Table 1-19
Forecasts of Sumter County
Program Trip Demand and Supply

Year	Potential TD Population (Category I)	Demand for Program Trips	Supply of Program Trips
2004	22,485	76,508	76,508
2005	22,976	78,268	78,268
2006	23,480	80,068	80,068
2007	23,997	81,909	81,909
2008	24,528	83,793	83,793
2009	25,071	85,721	85,721

c. Demand for General Trips

General trips are trips made by TD persons (Category II) to destinations of their choice (not to agency programs). Examples of general trips are trips to work or grocery stores and non-Medicaid medical trips. Deriving the demand for general trips is different than for program trips. The methodology developed to forecast demand for general trips involves the use of trip rates derived in a study of paratransit demand conducted in 1990 for the San Francisco Bay Area Metropolitan Transportation Commission by Crain & Associates, Inc., and others (*San Francisco Bay Area Regional Paratransit Plan: Final Report*). The trip rates were developed from the actual experiences of paratransit systems around the country that were meeting most or all of the trip demand in their service areas. The use of these trip rates has been recommended by the Federal Transit Administration for estimating demand for ADA complementary paratransit.

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

TD population is the pool of persons eligible for general trips funded by the state. Table 1-20 shows the demand and supply estimates for general trips by the TD population for Sumter County for the years 2004 through 2009. As shown in the table, a gap exists between the demand for general trips and the supply of these trips. Unmet demand refers to demand that currently exists in the TD transportation market, but is not being met due to factors such as funding, price, convenience, comfort, eligibility, and the availability of other transportation modes.

**Table 1-20
Forecasts of Sumter County
TD General Trip Demand and Supply**

Year	Potential TD Population (Category II)	Demand for General Trips	Supply of General Trips	Unmet Demand for General Trips
2004	5,376	74,434	18,740	55,694
2005	5,485	75,859	19,171	56,688
2006	5,597	77,414	19,612	57,802
2007	5,714	78,984	20,063	58,921
2008	5,833	80,597	20,524	60,073
2009	5,954	82,282	20,996	61,286

It should be noted that the figures related to the demand and supply of TD general purpose trips in Sumter County include trips that also will fall under the category of ADA complementary paratransit services. The ADA provides for unconstrained delivery of paratransit trips for persons who cannot use the fixed-route bus system due to the nature and/or extent of their disability. Persons may be certified as eligible for ADA paratransit trips, as well as for TD general purpose trips. Therefore, the figures for unmet demand included in Table 1-20 are inflated and reflect some duplication in the calculation of trip demand.

3. BARRIERS TO COORDINATION

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

a. Institutional Barriers: Federal and State

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

b. Lack of information

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

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

c. Lack of Cooperation within Agencies

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

d. Lack of Sufficient Funding

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

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

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

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

e. Conclusion

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

D. GOALS, OBJECTIVES AND STRATEGIES

TRANSIT GOALS AND OBJECTIVES

- GOAL 1 Ensure the availability of services meeting the transportation needs of the transportation disadvantaged.**
- Objective 1.1** Identify and monitor demand for transportation services among the transportation disadvantaged.
- Objective 1.2** Provide services to meet as much of the demand for transportation services among the transportation disadvantaged as possible within available resources.
- Objective 1.3** Employ measures, as needed and appropriate, for controlling the rate at which funding available for non-sponsored trips is expended and for targeting funding available for non-sponsored trips to individuals with the greatest need.
- Objective 1.4** Monitor and maximize the availability of local, state and federal government funding for transportation services for the transportation disadvantaged.
- Objective 1.5** Identify and pursue potential sources of additional funding for transportation services and partnership opportunities. Seek, in particular, to stimulate or facilitate the use of private funding to reduce reliance on public subsidies.
- Objective 1.6** Eliminate physical barriers to the use of transportation services by ensuring compliance with the Americans with Disabilities Act.
- Objective 1.7** Monitor land use/development patterns to inform decision-making regarding service delivery and the allocation of resources.
- Objective 1.8** Participate in local, regional and state transportation and comprehensive planning processes to ensure that transportation disadvantaged issues are considered.
- Objective 1.9** Monitor changes in the health care and other service systems used by the transportation disadvantaged to identify potential impacts on the county's coordinated transportation system.
- GOAL 2 Ensure that transportation services are provided in the most effective and efficient manner possible.**
- Objective 2.1** Coordinate transportation resources for the transportation disadvantaged available in or planned for the service area to the maximum extent possible.
- Objective 2.2** Maximize the use of existing transportation resources to meet the demand for transportation services among the transportation disadvantaged.
- Objective 2.3** Maximize the use of measures that promote effective and efficient service delivery without unduly inconveniencing riders.
- Objective 2.4** Pursue coordination efforts with other Community Transportation Coordinators as appropriate for the purposes of reducing costs, increasing transportation services available and facilitating the provision of intercounty trips.

GOAL 3 Ensure that quality transportation services are provided.

- Objective 3.1** Ensure transportation services are provided in a safe, reliable and courteous manner.
- Objective 3.2** Monitor and evaluate the performance of the Community Transportation Coordinator.
- Objective 3.3** Provide processes for addressing service complaints and formal grievances on transportation-related matters.

GOAL 4 Ensure program accountability.

- Objective 4.1** Collect data on the coordinated transportation system needed to meet the requirements of Chapter 427, Florida Statutes, and Rule Chapter 41-2, Florida Administrative Code, and to allow for effective evaluation and planning efforts.
- Objective 4.2** Prepare plans, contracts, reports and other documents required by Chapter 427, Florida Statutes, and Rule Chapter 41-2, Florida Administrative Code, in a competent and timely manner.

GOAL 5 Increase public awareness of and involvement in the transportation disadvantaged program.

- Objective 5.1** Undertake marketing and outreach activities to increase public awareness of and involvement in the transportation disadvantaged program.
- Objective 5.2** Conduct at least one public hearing a year to allow individuals, agencies, organizations and others a formal opportunity to provide input on matters relating to local transportation services for the transportation disadvantaged.

STRATEGIES

See Section I.E.2. for a list of strategies designed to promote achievement of the goals and objectives.

E. IMPLEMENTATION PLAN

1. 3-YEAR TRANSPORTATION DISADVANTAGED IMPROVEMENT PROGRAM

Non-Capital Projects

PROJECT DESCRIPTION	ESTIMATED COST	ANTICIPATED REVENUE	ANTICIPATED IMPLEMENTATION DATE
Service from Sumter County to VA facilities	Depends on need. Service is currently available with at least 72 hours of prior notice		Currently available
Villages Area Expansion			2008
5311 Rural			2009

Non-Vehicle Capital Improvements

PROJECT DESCRIPTION	ESTIMATED COST	ANTICIPATED REVENUE	ANTICIPATED IMPLEMENTATION DATE
---------------------	----------------	---------------------	---------------------------------

Vehicle Capital Improvements

The Sumter County Transit Vehicle Inventory page 2-10 assigns a standard 5 year replacement date to all of the vehicles in the SCT fleet. The actual replacement date is contingent upon vehicle mileage and condition and the availability of funds. The following vehicle capital improvement schedule provides a list of vehicles anticipated to be replaced based on vehicle mileage and condition. This schedule will be updated and revised as necessary on an annual basis.

VEHICLE	SEATING CAPACITY	ANTICIPATED YEAR OF REPLACEMENT	ANTICIPATED COST	ANTICIPATED FUNDING SOURCE
1999 Dodge Van	4A/3NA or 6A/2NA or 8A/1NA or 12A/0NA	2006	\$65,000	49 U.S.C. Section 5310/5311 and local match
2001 Dodge Van	4A/3NA or 6A/2NA or 8A/1NA or 12A/0NA	2008	\$65,000	49 U.S.C. Section 5310/5311 and local match
2001 Dodge Van	4A/3NA or 6A/2NA or 8A/1NA or 12A/0NA	2008	\$65,000	49 U.S.C. Section 5310/5311 and local match

A - Ambulatory NA - Non-ambulatory

2. IMPLEMENTATION SCHEDULE

GOAL 1: ENSURE THE AVAILABILITY OF SERVICES MEETING THE TRANSPORTATION NEEDS OF THE TRANSPORTATION DISADVANTAGED.

Performance Measures:

Number of Trips Provided
(Objective 1.2)
Number of Vehicle Miles Traveled
Number of Revenue Miles Traveled
Revenue Miles/Vehicle Miles
(Objective 1.2)
Number of Passengers Served
(Objective 1.2)

Trip Denials
Frequency/Number of Trips Denied or Rescheduled
Due to Lack of Accessible Vehicle
Vehicle Miles/TD Capita
Revenue Miles/TD Capita
Vehicle Hours/TD Capita
Type/Level of Funding (Objective 1.5)

OBJECTIVE 1.1: Identify and monitor demand for transportation services among the transportation disadvantaged		
STRATEGIES	RESPONSIBLE PARTY(IES)	DATE
Update the transportation disadvantaged population forecasts and needs estimation in the TDSP on an annual basis.	DOPA/LCB	Annually
Identify unmet needs for transportation services through the LCB and public hearings conducted by the LCB.	LCB	Ongoing, Annually for Public Hearings
Identify and communicate with agencies, organizations, institutions and other entities that work with individuals who need assistance with transportation to participate in particular programs or for other purposes. Collect and utilize any surveys and studies they produce relating to the need for and provision of transportation services.	LCB	Ongoing
Monitor and analyze expressed demand using annual operating report data and other data as appropriate.	CTC/DOPA/LCB	Ongoing
Maintain a trip denial log and review it on a regular basis to identify any patterns and possible service modifications to address them.	CTC/DOPA	Ongoing
Provide the LCB with quarterly operating reports.	CTC	Quarterly
Establish a broad-based focus group(s) to obtain local input on unmet needs for transportation services in the county.	CTC	As Needed
Use surveys of riders, purchasing agencies, transportation operators and others to identify unmet needs for transportation services.	LCB	As Needed

OBJECTIVE 1.2: Provide services to meet as much of the demand for transportation services among the transportation disadvantaged as possible within available resources.		
STRATEGIES	RESPONSIBLE PARTY(IES)	DATE
Provide or arrange for the delivery of transportation services in accordance with the Service Plan section of the TDSP.	CTC	Ongoing
Increase ridership by five percent and increase the number of trips provided through the coordinated transportation system.	CTC/CC-CTO	Ongoing
Maximize revenue miles as a percentage of total vehicle miles.	CTC/CC-CTO	Ongoing
Continue to identify ways to increase the capacity of the coordinated transportation system to meet existing and future demand for transportation services and implement as resources permit. Utilize any relevant studies or other resources available through the CTD and other sources as a part of those efforts.	CTC/DOPA/LCB	Ongoing
Identify and implement strategies with the potential of yielding additional and more varied transportation services for non-sponsored riders.	CTC/LCB	Ongoing
Maintain a master inventory of vehicles available to provide transportation services for the transportation disadvantaged through the coordinated transportation system. Continue to purchase vehicles as resources permit to provide expanded service and allow for timely replacement of vehicles.	DOPA/LCB/CTC/CC-CTO	Ongoing
Identify additional sources of funding for new and replacement vehicles and incorporate them into the 3-Year Transportation Disadvantaged Improvement Program (Vehicle Capital Improvements) in the TDSP as appropriate. Consider existing and potential vehicles capacity in the private transportation sector.	CTC/CC-CTO/FDOT	Ongoing
Work with agencies, organizations, institutions and other entities as appropriate to address particular transportation needs (e.g., transportation to medical facilities for veterans).	CTC/LCB	Ongoing
Advise appropriate public officials of any road conditions that interfere with or preclude the provision of transportation services.	CTC/CC-CTO	Ongoing

OBJECTIVE 1.3: Employ measures, as needed and appropriate, for controlling the rate at which funding available for non-sponsored trips is expended and for targeting funding available for non-sponsored trips to individuals with the greatest need.		
STRATEGIES	RESPONSIBLE PARTY(IES)	DATE
Monitor the rate of expenditure of funding available for non-sponsored trips, particularly the rate of expenditure of TDTF trip/equipment grant monthly allocations.	CTC/LCB	Ongoing
Monitor the impacts of the demand-regulating measures being implemented for non-sponsored trips and make changes as appropriate.	CTC/LCB	Ongoing
Readdress the issue of eligibility for non-sponsored trips.	CTC/LCB	Ongoing
Monitor to ensure that funding available for non-sponsored trips is not used to replace existing agency funding for transportation services for the transportation disadvantaged. Also, promote the inclusion of sufficient funding in program budgets to support necessary trip rate increases and to meet transportation needs created as a result of the operation, expansion or creation of programs.	CTD/CTC/DOPA/LCB	Ongoing
Identify groups of individuals, such as kidney dialysis patients, with special transportation needs. Encourage the CTD and	CTD/CTC/DOPA/LCB	Ongoing

others, as appropriate, to seek resources other than funding available for non-sponsored trips to meet special transportation needs.		
Use the transportation disadvantaged population forecasts and general trip demand forecasts in the TDSP to assist with targeting funding available for non-sponsored trips.	CTC/LCB	Ongoing

OBJECTIVE 1.4: Monitor and maximize the availability of local, state and federal government funding for transportation services for the transportation disadvantaged.		
STRATEGIES	RESPONSIBLE PARTY(IES)	DATE
Prepare annual budget estimates of local government and direct federal transportation disadvantaged funds anticipated to be available during the upcoming state fiscal year.	DOPA	Annually
Review consolidated annual budget estimates of transportation disadvantaged funds anticipated to be available during the upcoming state fiscal year prepared by the CTD.	CTC/DOPA	Annually
Report actual expenditures of local government and direct federal transportation disadvantaged funds during the prior state fiscal year.	DOPA	Annually
Review consolidated reports on transportation disadvantaged funds expended during the prior state fiscal year prepared by the CTD.	CTC/DOPA	Annually
Identify government transportation grants available for the service area. Prepare and submit applications and coordinate other agency/organization applications as appropriate. Also, advise the LCB of all applications submitted.	CTC	Ongoing
Review applications for government transportation grants submitted for the service area.	LCB	As Needed
Maximize the reporting of trips and vehicle miles in the county's annual operating report through increased coordination and inclusion as appropriate of coordinated public school vehicle trips.	CTC/LCB	Ongoing
Encourage continued support from county government for transportation services for the transportation disadvantaged.	CTC/LCB	Ongoing

OBJECTIVE 1.5: Identify and pursue potential sources of additional funding for transportation services and partnership opportunities. Seek, in particular, to stimulate or facilitate the use of private funding to reduce reliance on public subsidies.		
STRATEGIES	RESPONSIBLE PARTY(IES)	DATE
Pursue sources of additional funding for transportation services identified by the CTC, the LCB or others. Approach privately funded organizations for support. Ensure sufficient vehicle capacity is available to utilize additional funding for operating expenses.	CTC/LCB	Ongoing
Identify and pursue partnership opportunities involving coordination of needs/services and the pooling of resources.	CTC/DOPA/LCB	Ongoing
Develop a policy relating to the use of volunteers in the coordinated transportation system.	CTC/LCB	Ongoing
Increase farebox revenues while recognizing actual or potential negative impacts of fares on access to service.	CTC/LCB	Ongoing
Within the context of the coordinated transportation system, provide assistance upon request to entities interested in operating vehicles to address particular transportation needs.	CTC	Ongoing

OBJECTIVE 1.6: Eliminate physical barriers to the use of transportation services by ensuring compliance with the Americans with Disabilities Act (ADA).		
STRATEGIES	RESPONSIBLE PARTY(IES)	DATE
Purchase and maintain an adequate number of vehicles with wheelchair lifts/ramps or other necessary specialized equipment or features.	CTC/CC-CTO/ FDOT/CTD	Ongoing
Monitor to ensure that equivalent service is available to individuals with disabilities.	CTC/LCB	Ongoing
Develop and implement a corrective action plan if a lack of equivalent service is demonstrated.	CTC/CC-CTO	As Needed
Promote access to transportation services by including information on the Florida Relay Service in program literature and advertisements and using, as resources permit, marketing methods such as close-captioned public service announcements and radio advertising.	CTC	Ongoing
Ensure that employees of the CTC and coordination contractors and contracted transportation operators receive training as appropriate regarding the special needs of disabled individuals and the operation of specialized equipment.	CTC/CC-CTO	Ongoing
Seek the advice of ADA experts regarding the requirements and implementation of the ADA as needed and resources permit.	CTC/DOPA/LCB/ CC-CTO	Ongoing
Increase public awareness of the ADA through program literature, the CTC and the LCB.	CTC/LCB	Ongoing

OBJECTIVE 1.7: Monitor land use/development patterns to inform decision-making regarding service delivery and the allocation of resources.		
STRATEGIES	RESPONSIBLE PARTY(IES)	DATE
Update the Demographics section in the TDSP on an annual basis.	DOPA/LCB	As Needed
Consider land use/development patterns when preparing/updating the TDSP.	CTC/LCB	Annually
Remain apprised of major developments in the county with actual or potential substantial impacts on the coordinated transportation system (e.g., large scale planned unit developments such as the Tri-County Villages of Sumter DRI).	DOPA/CTC/LCB	Ongoing
Map major trip generators and attractors in the county.	DOPA/CTC	As Needed

OBJECTIVE 1.8: Participate in local, regional and state transportation and comprehensive planning processes to ensure that transportation disadvantaged issues are considered.		
STRATEGIES	RESPONSIBLE PARTY(IES)	DATE
Keep local elected officials informed about the demand for transportation services among the transportation disadvantaged and the transportation disadvantaged program. At a minimum, provide a copy of the TDSP to local governments in the county for review and comment on an annual basis.	CTC/DOPA/LCB	Ongoing, Annually (TDSP)
Review the comprehensive plans of the cities in the county for coverage of coordinated transportation system/mobility issues.	DOPA	As Needed
Participate in the development and review of local, regional and state plans/regulations affecting the coordinated transportation system. Provide written information and testimony at public workshops/meetings/hearings as appropriate.	CTC/DOPA/LCB	As Needed
Participate in local review and approval processes for large scale and other developments. Provide written information and testimony at public workshops/meetings/hearings as appropriate.	CTC/DOPA/LCB	As Needed
Determine whether/how the TDSP should be integrated into appropriate local government and other plans.	LG/DOPA/CTD	Ongoing

OBJECTIVE 1.9: Monitor changes in the health care and other service systems used by the transportation disadvantaged to identify potential impacts on the county's coordinated transportation system.		
STRATEGIES	RESPONSIBLE PARTY(IES)	DATE
Provide opportunities at LCB meetings for LCB members and others to discuss changes in the health care and other service systems used by the transportation disadvantaged.	LCB	6 times/year
Use public hearings conducted by the LCB as another means of monitoring changes in the health care system and other service systems used by the transportation disadvantaged.	LCB	Annually
Develop and maintain contacts with community boards and other entities involved in the health care system and other service systems used by the transportation disadvantaged.	CTC/LCB	Ongoing
Address system changes in updates of the TDSP as appropriate.	CTC/DOPA/LCB	Annually

GOAL 2: ENSURE THAT TRANSPORTATION SERVICES ARE PROVIDED IN THE MOST EFFECTIVE AND EFFICIENT MANNER POSSIBLE.

Performance Measures:

Passenger Trips/Vehicle Mile	Cost/Passenger Trip
Passenger Trips/Revenue Mile	Cost/Vehicle Mile
Passenger Trips/Vehicle Hour	Cost/Revenue Mile
Passenger Trips/TD Capita	Cost/Vehicle Hour
Passenger Trips/Vehicle	Cost/Vehicle
Vehicle Miles/Vehicle	Percentage of Transportation Disadvantaged Funds
Revenue Miles/Vehicle	Used Within Coordinated Transportation System
Vehicle Hours/Vehicle	

OBJECTIVE 2.1: Coordinate transportation resources for the transportation disadvantaged available in or planned for the service area to the maximum extent possible.		
STRATEGIES	RESPONSIBLE PARTY(IES)	DATE
Be aware of transportation resources for the transportation disadvantaged available in or planned for the service area.	CTC	Ongoing
Advise agencies, organizations, institutions and other entities which purchase or provide transportation services for the transportation disadvantaged about the purpose, nature and benefits of coordinated transportation services.	CTC	Ongoing
Enter into purchase of service contracts, coordination contracts and transportation operator contracts as appropriate to ensure that transportation disadvantaged funds are used within the coordinated transportation system and transportation services are provided in the most effective and efficient manner possible.	CTC	Ongoing
Compare the CTC's consolidated annual budget estimates and actual expenditure report totals for the county to revenue sources and amounts reported in the CTC's annual operating report to determine the extent to which transportation disadvantaged funds are being used within the coordinated transportation system.	DOPA/LCB	Annually
Consider holding periodic meetings of the CTC and coordination contractors and contracted transportation operators.	CTC/DOPA/CC-CTO	Ongoing

OBJECTIVE 2.2: Maximize the use of existing transportation resources to meet the demand for transportation services among the transportation disadvantaged.		
STRATEGIES	RESPONSIBLE PARTY(IES)	DATE
Continue to enter into coordination contracts with agencies/organizations that provide transportation services using transportation disadvantaged funds.	CTC/LCB	As Needed
Maintain an inventory of other existing transportation operators whose services are or potentially could be used by the transportation disadvantaged. Continue entering into transportation operator contracts when doing so promotes effective and efficient service delivery.	CTC/DOPA/LCB	Ongoing
Utilize the CTC's standard coordination/operator contract as required and appropriate.	CTC	Ongoing
Review coordination contracts and transportation operator contracts on an annual basis to determine whether their continuation is the most effective and efficient utilization possible.	CTC/LCB	Annually
Coordinate with Sumter County School District to facilitate the use of public school vehicles within the coordinated transportation system as appropriate.	CTC	As Needed
OBJECTIVE 2.3: Maximize the use of measures that promote effective and efficient service delivery without unduly inconveniencing riders		

STRATEGIES	RESPONSIBLE PARTY(IES)	DATE
Work with private nonprofit agencies to eliminate barriers to increased utilization of vehicles purchased with transportation disadvantaged funds.	CTC/CC-CTO	Ongoing
Encourage the use of multiple-occupancy vehicles over single-occupancy vehicles.	CTC/LCB	Ongoing
Maximize the grouping of trips through the use of measures such as demand management and advance notice requirements.	CTC/LCB	Ongoing
Encourage the use of measures such as "trip chains" which promote efficient service delivery and rider convenience.	CTC/LCB	Ongoing
Expand route-oriented services.	CTC/LCB	As Needed
Continue implementing a policy of accommodating ride requests according to the least expensive service available which meets riders' needs.	CTC	Ongoing
Explore potential uses for public school vehicles.	CTC/LCB	As Needed
Consider alternatives to basing the CTC's vehicles in one location.	CTC	As Needed
Ensure that processes used to procure transportation services result in equitable rates/fares and trips being provided at the lowest possible cost.	CTC/LCB	Ongoing
Continue to seek ways to increase system productivity through improvements in call intake, trip scheduling/dispatching and other functions.	CTC/CC-CTO	Ongoing
Identify possible means of improving energy efficiency in the provision of transportation services to the transportation disadvantaged. Implement those that are determined to be feasible.	CTC/CC-CTO/LCB	Ongoing
Identify and pursue opportunities for minimizing or reducing costs, including administrative costs.	CTC/CC-CTO	Ongoing

OBJECTIVE 2.4: Pursue coordination efforts with other Community Transportation Coordinators as appropriate for the purposes of reducing costs, increasing transportation services available and facilitating the provision of intercounty trips.

STRATEGIES	RESPONSIBLE PARTY(IES)	DATE
Continue working with the Lake County CTC regarding the coordination of transportation services: (1) between Sumter and Lake counties, and (2) to and from destinations in other counties.	CTC	Ongoing
Develop and maintain contacts with other CTCs in the region.	CTC	Ongoing
Explore coordination opportunities as appropriate at regional meetings scheduled by FACTS/CTD.	CTC/FACTS/CTD	Quarterly
Identify opportunities for intercounty coordination and pursue them and any funding sources available to support them as appropriate.	CTC/LCB	Ongoing
Consider the results of studies completed on the feasibility of intercounty coordinated transportation for the transportation disadvantaged.	CTC/LCB	As Available

GOAL 3: ENSURE THAT QUALITY TRANSPORTATION SERVICES ARE PROVIDED.

Performance Measures: Accidents/100,000 Vehicle Miles
 Vehicle Miles/Roadcalls
 Timeliness of Service (Objective 3.1)
 Courtesy of Service
 Service Complaints/Formal Grievances Received

OBJECTIVE 3.1: Ensure transportation services are provided in a safe, reliable and courteous manner.		
STRATEGIES	RESPONSIBLE PARTY(IES)	DATE
Comply with the service standards in the TDSP and refine and revise them as needed.	CTC/DOPA/LCB/CC-CTO	Ongoing, (review)
Continue to establish an on-time performance standard for return trips.	CTC/DOPA/LCB	Ongoing
Ensure that the CTC and coordination contractors and contracted transportation operators comply with applicable safety and insurance requirements. Continue to implement and improve manuals and plans relating to operations and safety.	CTC/CC-CTO	Ongoing
Ensure that employees of the CTC and coordination contractors and contracted transportation operators receive training appropriate to their positions regarding the provision of transportation services. Utilize training resources available through the CTD, RTAP and other sources.	CTC/CC-CTO	Ongoing
Maintain the process and ensure that coordination contractors and contracted transportation operators have a copy of the current process.	CTC	Ongoing
Continue to conduct a post-trip rider phone survey to allow for timely identification of problems and opportunities for service improvements.	CTC	Ongoing
Use surveys or other tools to obtain input from riders, purchasing agencies and others on the reliability and quality of transportation services provided through the coordinated transportation system.	LCB	As Needed

OBJECTIVE 3.2: Monitor and evaluate the performance of the Community Transportation Coordinator.		
STRATEGIES	RESPONSIBLE PARTY(IES)	DATE
Monitor the performance of the CTC on an ongoing basis.	LCB	Ongoing
Perform an annual evaluation of the CTC. The annual evaluation must include a recommendation regarding retention of the CTC for another year.	LCB	Annually
Coordinate evaluations of coordination contractors and contracted transportation operators with the annual evaluation of the CTC to the maximum extent possible.	CTC/LCB	Annually
Cooperate with monitoring and evaluation efforts undertaken by the CTD's Quality Assurance and Program Evaluation (QAPE) and Technical Assistance and Training sections.	CTC/LCB	Biennially as Needed

OBJECTIVE 3.3: Provide processes for addressing service complaints and formal grievances on transportation-related matters.		
STRATEGIES	RESPONSIBLE PARTY(IES)	DATE
Ensure that the CTC has a process in place to address service complaints and formal grievances on transportation-related matters in a timely and effective manner. Also ensure that the availability of this process is known to riders and others involved in the coordinated transportation system.	CTC/LCB	Ongoing
Maintain records of service complaints and formal grievances received and their disposition.	CTC	Ongoing
Ensure that the LCB has a process in place to address formal grievances on transportation-related matters in a timely and effective manner.	LCB	Ongoing

GOAL 4: ENSURE PROGRAM ACCOUNTABILITY.

Performance Measures: Timely Preparation and Submission of Required Documents

OBJECTIVE 4.1: Collect data on the coordinated transportation system needed to meet the requirements of Chapter 427, Florida Statutes, and Rule Chapter 41-2, Florida Administrative Code, and to allow for effective evaluation and planning efforts.		
STRATEGIES	RESPONSIBLE PARTY(IES)	DATE
Collect data needed to prepare annual operating reports.	CTC/CC-CTO	Quarterly
Assist coordination contractors and contracted transportation operators with data collection, record keeping and reporting functions.	CTC	Ongoing
Seek ways to improve data collection, record keeping and reporting functions and advise the LCB, DOPA and CTD of any difficulties encountered. Also, participate in efforts undertaken by the CTD to assist CTCs with those functions.	CTC/LCB/DOPA/CTD	Ongoing
Supplement the data available for evaluation and planning purposes as resources permit.	CTC	Ongoing
Monitor to ensure that the CTC's system for collecting, analyzing and reporting data, at a minimum, meets the data collection, record keeping and reporting requirements set by the CTD.	LCB/DOPA	Annually
Collect data needed to prepare CTC annual evaluations, annual budget estimates and actual expenditure reports.	DOPA/LCB	Annually
Collect data needed to prepare/update the TDSP.	CTC/DOPA	Annually

OBJECTIVE 4.2: Prepare plans, contracts, reports and other documents required by Chapter 427, Florida Statutes, and Rule Chapter 41-2, Florida Administrative Code, in a competent and timely manner.		
STRATEGIES	RESPONSIBLE PARTY(IES)	DATE
Prepare and submit memorandums of agreement/TDSPs, annual operating reports and trip/equipment grant applications in a timely manner.	CTC	Annually
Prepare and submit TDSPs, CTC annual evaluations, annual budget estimates, actual expenditure reports and planning grant applications in a timely manner.	DOPA/LCB	Annually

GOAL 5: INCREASE PUBLIC AWARENESS OF AND INVOLVEMENT IN THE TRANSPORTATION DISADVANTAGED PROGRAM.

OBJECTIVE 5.1: Undertake marketing and outreach activities to increase public awareness of and involvement in the transportation disadvantaged program.		
STRATEGIES	RESPONSIBLE PARTY(IES)	DATE
Utilize a variety of methods to increase public awareness of the transportation disadvantaged program (e.g., literature, public presentations, telephone directory listings, and public service announcements). Consider developing a marketing/outreach plan.	CTC/LCB	Ongoing
Respond to requests for information on the transportation disadvantaged program.	CTC/DOPA/LCB	Ongoing
Identify additional means to advertise LCB meetings.	DOPA/LCB	As Needed
Provide opportunities for public comment at all LCB meetings.	LCB	Quarterly
Encourage and utilize marketing assistance from the CTD and obtain resources to expand marketing efforts.	CTD/CTC	Ongoing
Target marketing efforts to individuals and groups for whom transportation services are available. Explain any limitations relating to the availability of services.	CTC/LCB	Ongoing

OBJECTIVE 5.2: Conduct at least one public hearing a year to allow individuals, agencies, organizations and others a formal opportunity to provide input on matters relating to local transportation services for the transportation disadvantaged.		
STRATEGIES	RESPONSIBLE PARTY(IES)	DATE
Conduct at least one public hearing during each planning grant year.	LCB	Annually

II. SERVICE PLAN

A. OPERATIONS ELEMENT

1. Types, Hours and Days of Service

1) The following types, hours and days of service provided or arranged by SCT are expected to be available through Sumter County's coordinated transportation system during the **October 1, 2009 to September 30, 2010 period.**

Mid-Florida Area Agency on Aging Program

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

Florida Commission for the Transportation Disadvantaged - Medicaid Program

24 hours/day, 7 days/week door to door reservation and demand response trips for Medicaid eligible individuals to various destinations in and out of the county provided by SCT (ambulatory and wheelchair)

8:00 a.m. to 5:00 p.m. weekday (excluding holidays) door through door reservation and demand response trips for Medicaid eligible individuals residing in Arbor Village Nursing Center and Osprey Point Nursing Center to medical facilities in Sumter and Lake Counties provided by SCT and the contracted transportation operators, (ambulatory, wheelchair, and stretcher)

Florida Department of Children and Family Services - Day Training Program

Weekday (excluding holidays) trips to SCARC Inc.'s Evaluation, Training and Employment Center in Bushnell, weekday (excluding holidays) trips for lawn maintenance crews to and from jobs, weekday (excluding holidays) community inclusion training trips and field trips provided by coordination contractor, SCARC, Inc., and SCT as back-up (ambulatory and wheelchair)

Florida Commission for the Transportation Disadvantaged - Non-Sponsored Trips

Weekday (excluding holidays), 5 days/week door to door reservation and demand response trips for transportation disadvantaged individuals to various destinations in and out of the county provided by SCT (ambulatory and wheelchair)

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

Weekday (excluding holidays), 5 days/week door to door reservation and demand trips for the general public to various destinations in and out of the county provided by SCT (ambulatory and wheelchair)

Various

7:30 a.m. to 3:00 p.m. weekday service routes with deviations (see map on page 2-3) and the Villages accessed on reservation (advance notification) or demand response (flexible stops along route) basis, operated by SCT (ambulatory and wheelchair)

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

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

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

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

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

(d) In-county trips are encouraged when the required service is available. With the development of medical facilities in the Villages/Lady Lake area, many doctors who have offices in the out of county prioritized areas created offices in Villages/Lady Lake area. In this case, the customer is encouraged to schedule their appointment in Sumter County. When this is not the case, SCT encourages multi-passenger loads to the prioritized destinations out-of-county shown on the general service area map on page 2-4. Historically, these prioritized out-of-county destinations are the ones most often requested and they generally offer a wide range of services. Therefore, unless approved otherwise by the sponsoring/purchasing agency, or within the limits set out below for trips to out-of-county will be to the following prioritized destinations when equivalent service can be obtained at them: Leesburg area, Summerfield/Mulberry Grove Ave. and Gainesville. SCT may require a rider to justify why he/she should be transported to destinations not in the prioritized order or to a non-prioritized destination.

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

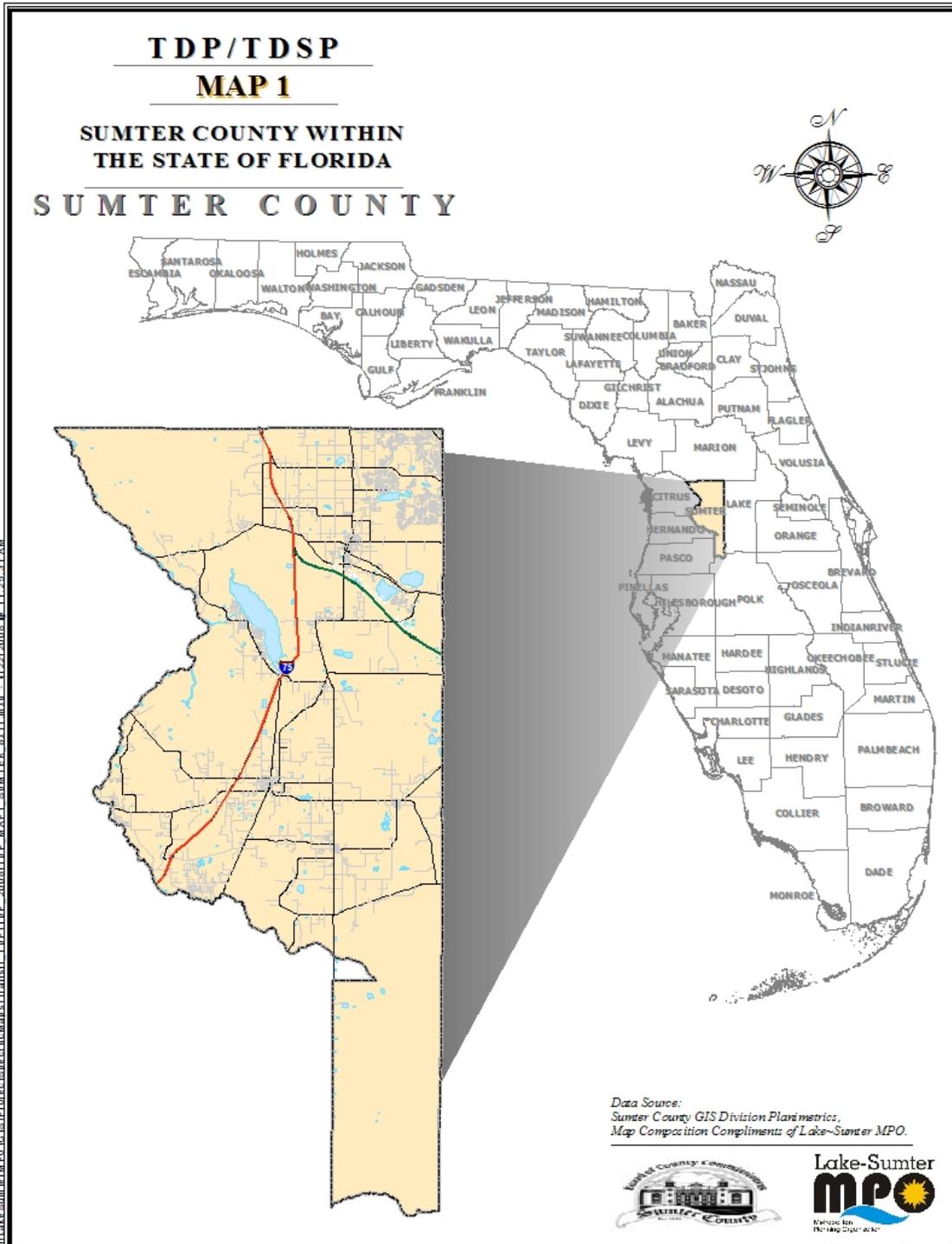
(f) SCT's overall policy as a coordinator and transportation provider is to group trips to the maximum extent possible and to accommodate trip requests with the least expensive service available which meets the rider's needs.

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

Sumter County Southern Route – Orange

ORANGE ROUTE A.M.			ORANGE ROUTE P.M.		
	LOCATION	SCHEDULED		LOCATION	SCHEDULED
A.M.	CENTER HILL		P.M.	CENTER HILL	
	1 AA DISCOUNT (BP)	745		22 AA DISCOUNT (BP)	1200
	WEBSTER			WEBSTER	
	2 APARTMENTS I & II	800		23 APARTMENTS I & II	1215
	3 BEULAH BAPTIST	810		24 BEULAH BAPTIST	1225
	BUSHNELL			BUSHNELL	
	4 HEALTH DEPT / 301 SHELTER	825		25 HEALTH DEPT / 301 SHELTER	1235
	5 FAM PRACTICE & DOLLAR GEN	830		26 FAM PRACTICE & DOLLAR GEN	1245
	6 WAL-MART RT 48	840		27 WAL-MART RT 48	1255
	7 GARDEN APTS & JUMPER DR S.	855		28 GARDEN APTS & JUMPER DR S.	100
	8 BUSHNELL PLAZA	900		29 BUSHNELL PLAZA	105
	9 MISTY WOODS & JUMPER DR N.	905		30 MISTY WOODS & JUMPER DR N.	110
	10 WINN DIXIE	915		31 WINN DIXIE	115
	SUMTERVILLE			SUMTERVILLE	
	11 LANGLEY CLINIC (TEL)	935		32 LANGLEY CLINIC (TEL)	140
	12 LSCC & CLARK LIBRARY	945		33 LSCC & CLARK LIBRARY	145
	BUSHNELL			BUSHNELL	
	13 WINN DIXIE	1000		34 WINN DIXIE	200
	14 MISTY WOODS & JUMPER DR N.	1005		35 MISTY WOODS & JUMPER DR N.	205
	15 BUSHNELL PLAZA	1010		36 BUSHNELL PLAZA	210
	16 GARDEN APTS & JUMPER DR S.	1015		37 GARDEN APTS & JUMPER DR S.	215
	17 WAL-MART RT 48	1030		38 WAL-MART RT 48	230
	18 FAM PRACTICE & DOLLAR GEN	1040		39 FAM PRACTICE & DOLLAR GEN	240
	WEBSTER			WEBSTER	
	19 BEULAH BAPTIST & FLEA	1100		40 BEULAH BAPTIST & FLEA	300
	20 APARTMENTS I & II	1110		41 APARTMENTS I & II	315
	CENTER HILL			CENTER HILL	
	21 AA DISCOUNT (BP)	1120		42 AA DISCOUNT (BP)	330

General Service Area Map



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

- Customer has a physical or mental disability, as specified in the Americans with Disabilities Act (ADA); or
- Sumter County residents under age 19 and over the age of 55; or
- Individuals and households with income status of less than 150% of the Federal poverty level as indicated in the chart below; or
- No other funding agency is responsible for a passenger's transportation; or
- The customer is unable to provide their own transportation.

TDTF Income Guidelines	
Size of Family	Annual Family (household) Income
1	\$16,245.00
2	\$21,855.00
3	\$27,465.00
4	\$33,075.00
5	\$38,685.00
6	\$44,295.00
7	\$49,905.00
8	\$55,515.00
For each additional dependant above 8 add \$3,740.00	

NOTE: The customer is encouraged to use the Sumter Shuttle, if possible (Service Route).

There are no eligibility requirements for general public trips.

2. Accessing Services

1) Requesting Services during Office Hours. Riders are encouraged to make arrangements for reservation and demand response transportation services by calling SCT's office in Bushnell at (352) 568-6683 between 8:00 A.M. and 1:00 P.M. weekdays, excluding holidays. Holidays include: New Year's Day, Martin Luther King Day, Memorial Day (observed), Independence Day, Labor Day, Veterans Day, Thanksgiving, Thanksgiving Holiday, Christmas Day and Christmas Holiday, President's Day is set aside for all-hands staff training. SCT has a toll-free number (1-866-878-6837) for doctors calling from outside the local calling area during its office hours. Individuals who use TDDs can reach SCT through the Florida Relay Service (1-800-955-8771).

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.

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

(b) If the call is for non-emergency transportation to be provided at a time prior to SCT's next

business day, the caller is instructed to contact the on-call provider, which is preauthorized to provide transportation to and from Leesburg Regional Medical Center and Villages Regional Medical Center emergency rooms.

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

(d) Requests for transportation for customers residing in a contiguous county, who have been released from The Villages Hospital, will be the responsibility of the county in which the customer resides.

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

4) Pick-up Times, Trip Cancellations and No-Shows.

(a) Pick-up times. To maximize multi-loading when traveling to appointments, riders must be ready for pick-up as follows:

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

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

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

(b) Cancellation. Riders can cancel scheduled trips by calling (352) 568-6683. SCT requests notification of cancellations as early as possible but allows riders to cancel trips without penalty up to the earliest applicable pickup time specified in subsection (a).

(c) No shows.

(1) Scheduled trips that are not canceled prior to the earliest applicable pickup time specified in subsection (a) are treated as "no shows."

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

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

(4) A “No Show” fee of \$2.00 will be assessed for each “no show”. The fee will be added to the passenger’s next fare collection for their next trip, and/or will be billed to them for collection purposes.

(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 appointment. SCT’s performance standard is to be on time for at least 92% of its rider’s appointments. To accomplish this, it is imperative the rider complies with the pick-up time policy specified above.

3. Transportation Operators and Coordinated Services

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

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

2) Transportation Operator Contracts. A CTC may contract with a public, private for-profit, or private not for profit entity to provide trips within a coordinated transportation system when the CTC is unable to provide the trips or when the trips can be provided by the contract entity more cost-effectively and efficiently than by the CTC. Upcoming contracts may be with a particular operator(s) selected through a Request for Proposal (RFP) process or with all qualified operators identified through a Request for Qualifications (RFQ) process with trips assigned on a rotation or other basis.

(a) If needed, SCT will secure the services of an additional transportation operator(s) through: (1) negotiation or by contract, if possible, if the services are needed on very short notice, or (2) use of competitive selection process as recommended by the Sumter County Transportation Disadvantaged Local Coordinating Board (LCB). Newspaper advertisements and Demand Star will be used to notify operators of potential contracting opportunities. If a competitive selection process is used, the Operator Advisory Committee of the LCB, which makes recommendations to the CTC, will review operator submittals. The LCB reviews and recommends approval or disapproval of transportation operator contracts.

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

(c) SCT has a transportation operator contract with the following company:

Dash Transport
Shannon Heathcock, Owner
1641 W Gulf to Lake Highway
Suite A
Lecanto, Florida 34461

See Section II. A.1 for a description of transportation services provided and hours of operation.

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

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

(b) SCT has a coordination contract with the following organizations.

SCARC, Inc.
Marsha Woodard Perkins, Executive Director
213 West McCollum Avenue
Bushnell, Florida 33513
(352) 793-5156

LifeStream Behavioral Center
Howard Wiener, Senior Vice-President of Administrative Services
PO Box 49100
Leesburg, Florida 34749-1000

See Section II.A.1 for a description of transportation services provided and hours of operation.

(c) SCT will secure additional coordination contracts as appropriate.

4. Public Transit Utilization - Not applicable.

5. School Bus Service Utilization

There is currently no agreement between SCT and the Sumter County School Board for the provision of transportation services within the coordinated transportation system using school buses. Barriers to the inclusion of the services in the system include among others, lack of air conditioning in school buses and differing safety requirements.

6. Vehicle Inventory

1) SCT expects to operate thirty-one (31) vehicles with approximately twenty-four (24) vehicles used each day. See page 2-10 for SCT vehicle inventory.

2) SCARC, Inc. expects to operate eight (10) vehicles with approximately five (5) vehicles used each day. See Table below for SCARC, Inc. vehicle inventory.

SCARC, INC. VEHICLE INVENTORY

MODEL YEAR	VEHICLE MAKE AND TYPE	FDOT NUMBER	# OF SEATS AMBULATORY	W/C EQPT.
2009	FORD E-150	91519	8/0	NO
2009	FORD E-150	91529	8/0	NO
2002	FORD VAN	92597	10/0; 6/1; 4/2; 2/3*	YES
2003	FORD VAN	93548	10/0; 6/1; 4/2; 2/3*	YES
2003	FORD VAN	93549	10/0; 6/1; 4/2; 2/3*	YES
2008	GLAVAL BUS	91508	12/2; 10/3**	YES
2008	GLAVAL BUS	91509	12/2; 10/3**	YES
2008	GLAVAL BUS	91510	12/2; 10/3**	YES
2008	GLAVAL BUS	91511	12/2; 10/3**	YES
2001	CHRYSER MINI VAN	N/A	6	NO

*10 ambulatory/0 wheelchairs; 6 amb/1 wc; 4 amb/2 wc; 2 amb/3 wc

**12 ambulatory/2 wheelchairs; 10 ambulatory/3 wheelchairs

3) DASH Transport operates 12 vehicles in Sumter, Citrus, Lake and other various counties as needed.

7. System Safety Program Plan Certification - See page 2-13 for the System Safety Program Plan certification.

8. Intercounty Services

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

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

9. Natural Disasters/Emergency Procedures

Coordinated Transportation System Emergency Procedures:

If an emergency, accident, mechanical breakdown, or some other incident causing delay occurs during the provision of service, SCT requires that the driver involved, whether SCT's or a contract operator's, notify his/her supervisor as soon as possible of the situation (by two-way radio or cellular telephone when possible). SCT or the operator will then make all reasonable

attempts to notify affected riders, agencies, or organizations and provide or arrange for a backup vehicle, if appropriate. SCT's System Safety Program Plan (SSPP) includes detailed procedures for handling emergencies, accidents, mechanical breakdowns and other delays. Transportation providers with coordination contracts with SCT are required to comply with SCT's SSPP or an equivalent plan of their own.

04/06/10		VEHICLE INVENTORY		SUMTER COUNTY TRANSIT		
SCT	MAKE/YEAR SOURCE	VEHICLE ID & COUNTY ID NUMBER	DOT #	PAX	Current Mileage	Replcmt Year
112	DODGE 1999 SEC 16	2B6LB31Z0XK549331 CC0112TRAN	N/A	4/6/9/12	117,374	2006
116	DODGE 1999 SEC 16	2B6LB31Z9XK548744 CC0116TRAN	92530	4/6/9/12	296,996	2006
123	DODGE 2000 SECT 5310	2B6LB31Z6YK181173 CC0123TRAN	50001	4/6/9/12	215,063	2007
137	DODGE 2001 SECT 5310	2B6LB31Z01K557470 CC0137TRAN	92587	4/6/9/12	135,482	2008
157	FORD 2004 SECT 5310	1FDXE45S94HA36435 CC0157TRAN	93562	12	186,044	2011
158	FORD 2004 SECT 5310	1FDXE45S04HA36436 CC0158TRAN	93559	12	178,034	2011
159	FORD 2004 SECT 5310	1FDXE45S84HA21523 CC0159TRAN	93560	12	185,953	2011
160	FORD 2004 SECT 5310	1FDXE45SX4HA36427 CC0160TRAN	93561	12/14	164,695	2011
161	FORD 2004 CTD	1FDXE45S84HA27483 CC0161TRAN	N/A	16/14/12/10/8	165,942	2011
168	CHEVY 2006 CTD	1GBE4V1G96F406436 CC0168TRAN	N/A	12	118,423	2013
169	CHEVY 2006 5310	1GBE5V1G06F411621 CC0169TRAN	90524	18	98,058	2013
179	CHEVY 2007 5310	1GBE4V12X7F404510 CC0179TRAN	90552	16	115,493	2015
180	CHEVY 2007 5310	1GBE4V1257F404642 CC0180TRAN	90553	16	100,345	2015
181	CHEVY 2007 5310	1GBE4V12X7F404572 CC0181TRAN	90554	16	117,703	2015
184	CHEVY 2007 5310	1GBE4V1217F404444 CC0184TRAN	90556	16	108,353	2015
185	Chevy 2006 5310	1GBE4V1267F404553 CC0185TRAN	90557	16	94,350	2013
186	Chevy 2006 SEC 16	1GBJG31U271133905 CC0186TRAN	N/A	6	108,031	2013
196	Chev MiniVan 2008 SECT 5310	1GBDV13WX8D161084 CC0196TRAN	90594	5	29,131	2015
197	Chevy 2008 5310	1GBJG31KX81214697 CC0197TRAN	91501	6	57,106	2015
198	Chevy 2008 5310	1GBJG31K381215156 CC0198TRAN	91500	6	52,375	2015

199	Chevy 2008 5310	1GBJG31K281215424 CC0199TRAN	91502	6	59,722	2015
200	Chevy 2008 5310	1GBJG31K381218199 CC0200TRAN	91503	6	34,366	2015
201	Chevy 2009 5310	1GBJG31K781232575 CC0201TRAN	91518	6	21,466	2016
202	Chevy 2009 5310	1GBJG31K781232641 CC0202TRAN	91517	6	30,951	2016
203	Chevy 2009 5310	1GBJG31K781234393 CC0203TRAN	91516	6	34,210	2016
236	Chevy 2010 5311 Stimulus	1GBJG31K391172214 CC0236TRAN	80513	5.7.9	1503	2017
237	Chevy 2010 5311 Stimulus	1GBJG31K291172480 CCO237TRAN	80514	5.7.9	1530	2017
238	Dodge Amerivan 5311 Stimulus	2D4RN4DE7AR205881 CCO238TRAN	80515	0.1.4	135	2015
239	Dodge Amerivan 5311 Stimulus	2D4RN4DE9AR205882 CCO239TRAN	80516	0.1.4	115	2015
YOUTH CENTER BUSES						
176	International 1991	1HVBBNKN2MH374412 CC0176TRAN	N/A	65C/43A	121,864	N/A
195	International 1991	1HVBBNKN8MH374415 CC0195TRAN	N/A	65C/43A	85,622	N/A

BUS TRANSIT SYSTEM
ANNUAL SAFETY CERTIFICATION

DATE: January 12, 2010

NAME: Sumter County Transit

ADDRESS: 229 E. Anderson Ave., Bushnell, Florida 33513

IN ACCORDANCE WITH FLORIDA STATUTE 341.061, THE BUS TRANSIT SYSTEM NAMED ABOVE CERTIFIES TO THE FOLLOWING:

1. The adoption of a System Safety Program Plan (SSPP) and the Security Program Plan (SPP) pursuant to Florida Department of Transportation safety standards set forth in Rule Chapter 14-90. Florida Administrative Code.
2. Compliance with adopted safety standards in the SSPP and SPP.
3. Performance of annual safety inspections on all operational buses in accordance with Rule 14-90.009.

Signature: 

Name: Deb Barsell

Title: Director, Community Services Division

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

Name: Sumter County Transit

Address: 229 E. Anderson Avenue, Bushnell, Florida

Sumter County Emergency Support Function Plan:

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

10. Marketing

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

11. Acceptable Alternatives

No alternatives have been approved for use in Sumter County under Section 427.016, F.S., and Rule 41-2.015, F.A.C.

III. QUALITY ASSURANCE

A. SERVICE STANDARDS

The service standards developed and adopted for Sumter County's coordinated transportation system are listed in the following table. Modifications or deletions to existing service standards and the addition of new service standards are made through amendments to the Transportation Disadvantaged Service Plan or annual updates of the TDSP. They can be initiated by the CTC, the Sumter County Transportation Disadvantaged Local Coordinating Board (LCB) or Official Planning Agency staff.

COMMISSION APPROVED STANDARDS - RULE CHAPTER 41-2, F.A.C., AND MEMORANDUM OF AGREEMENT		
RULE SUBJECT/ NUMBER	RULE REQUIREMENT	STANDARD
Drug and Alcohol Testing 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.	The CTC shall maintain a drug and alcohol testing program for its safety-sensitive employees meeting the requirements of the Federal Transit Administration regulations: 49 CFR Part 655, "Prevention of Alcohol Misuse and Prohibited Drug Use in Transit Operations," and 49 CFR Part 40, "Procedures for Transportation Workplace Drug and Alcohol Testing Programs."
Transport of Escorts and Dependent Children 41-2.006 (4)(b) MOA I.P.1.	An escort of a passenger and dependent children are to be transported as locally negotiated and identified in the local Service Plan.	Passengers who because of age or disability require an escort to ensure their well being, or the well being of others, shall be charged the regular fare for their trips but shall be allowed an escort at no additional charge. Dependent children, defined here as children under fifteen (15) years of age, shall be charged the regular fare for their trips and shall be accompanied by an escort, individually or as a family group, at no additional charge.
Child Restraint Devices 41-2.006 (4)(c) MOA I.P.2.	Use of child restraint devices shall be determined locally as to their responsibility and cost of such device in the local Service Plan.	The CTC and its subcontractors shall comply with all state laws concerning the use of child restraint devices, particularly Section 316.613, F.S., Child Restraint Requirements, covering children five (5) years of age or younger. An appropriate child restraint device shall be provided at no additional charge by the CTC or a subcontractor when one is not provided by a child's caretaker. The appropriate child restraint device can include a convertible seat in vehicles equipped with such seats.
Passenger Property 41-2.006 (4)(d) MOA I.P.3.	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	Passenger property that can be carried by the passenger and/or driver (maximum of thirty (30) pounds) and can be safely stowed on a vehicle shall be allowed at no additional charge. The amount of passenger property allowed is subject to the following conditions due to limited space: (a) no more than five (5) plastic grocery bags or three (3) paper grocery bags per passenger, and (b) no more than one (1) laundry bag per passenger (plastic bag or enclosed in plastic

	assistive devices, or intravenous devices.	bag).
Vehicle Transfer Points 41-2.006 (4)(e) MOA I.P.4	Provide shelter, security, and safety of passengers at vehicle transfer points.	All vehicle transfer points will provide adequate shelter from inclement weather. Transfer points will be in an open, safe and secure area as provided to the general public.
Local Toll Free Number and TD Helpline 41-2.006 (4)(f) MOA I.P.3.	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.	All vehicles of the CTC will have the local toll free phone number for complaints or grievances as well as the TD Helpline number clearly posted inside all vehicle. These phone numbers will also be included in the brochures and customer information packets provided by the CTC.
Out-of-Service-Area Trips 41-2.006 (4)(g) MOA I.P.6.	Out-of-service-area trips shall be provided when determined locally and approved by the LCB, except in instances where local ordinances prohibit such trips.	Out-of-service-area trips include all trips outside of Sumter County and are limited to the CTC's general service area (see map on page 2-4), with medical trips having priority. Out-of-service-area trips are available on a 24-hour/7-day basis subject to trip priorities, advance notification requirements/prior scheduling and any purchasing agency restrictions.
Vehicle Cleanliness 41-2.006 (4)(h) MOA I.P.7.	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.	The interiors of CTC vehicles shall be cleaned as needed as transportation services are being provided and after each day's service to ensure they remain free of dirt, grime, oil or trash and free of damage such as torn upholstery or hazards such as broken seats that might cause discomfort or injury to a passenger. Also, the exteriors of CTC vehicles shall be cleaned at least weekly or as needed.
Billing Requirements 41-2.006 (4)(i) MOA I.P.8.	Billing requirements of the CTC to subcontractors shall be determined locally by the LCB and provided in the local Service Plan. All bills shall be paid within seven (7) calendar days to subcontractors, after receipt of said payment by the CTC, except in instances where the CTC is a non-governmental entity.	Billed amounts owed to subcontractors for services rendered shall be paid by the CTC within seven (7) calendar days of the CTC's receipt of payment from the purchasing agency.
Passenger/ Trip Data Base 41-2.006 (4)(j) MOA I.P.9.	Passenger/trip data must be maintained by or accessible to the CTC on each rider being transported within the coordinated system.	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 paper records held for a period of five (5) years. Also, the CTC shall maintain access to subcontractor data on passengers through contract requirements.

<p>Adequate Seating</p> <p>41-2.006 (4)(k)</p> <p>MOA I.P.10.</p>	<p>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.</p>	<p>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.</p>
<p>Driver Identification</p> <p>41-2.006 (4)(l)</p> <p>MOA I.O.1.</p>	<p>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.</p>	<p>All drivers shall have a photo identification and shall announce 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.</p>
<p>Passenger Assistance</p> <p>41-2.006 (4)(m)</p> <p>MOA I.O.2.</p>	<p>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.</p>	<p>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.</p>
<p>Smoking, Eating and Drinking on Vehicles</p> <p>41-2.006 (4)(n)</p>	<p>Smoking is prohibited in any vehicle. Requirements for drinking and eating on board the vehicle will be addressed in the local Service Plan.</p>	<p>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.</p>

<p>Passenger No-Shows</p> <p>41-2.006 (4)(o)</p>	<p>The CTC and LCB 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.</p>	<p>As indicated in Section II.2.4.c., passenger no-shows include the following: (1) scheduled trips that are not canceled prior to the earliest applicable pickup time, and (2) passengers who are not at their arranged pickup locations at their scheduled pickup times or are not ready to board the vehicle at their earliest applicable pickup times.</p> <p>When a no-show occurs, the driver shall leave a copy of the CTC's no-show policy at the pickup location. Three (3) no-shows within a three (3)-month period shall be grounds for up to a one (1)-month suspension of service. The CTC shall provide written notice to the passenger and the purchasing agency, if applicable, prior to suspending a passenger's service. A suspension may be waived if there are extenuating circumstances or the passenger demonstrates the problems causing the no-shows have been resolved.</p> <p>It is the goal of the CTC to achieve less than two (2) percent No Shows by passenger education and imposing a fee of \$2 for No Shows.</p>
<p>Two-Way Communications</p> <p>41-2.006 (4)(p)</p> <p>MOA I.O.3.</p>	<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.</p>	<p>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.</p>
<p>Air Conditioning/ Heating in Vehicles</p> <p>41-2.006 (4)(q)</p> <p>MOA I.O.4.</p>	<p>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.</p>	<p>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.</p>
<p>First Aid</p> <p>41-2.006 (4)(r)</p>	<p>First Aid policy shall be determined locally and provided in the local Service Plan.</p>	<p>All CTC employees are required to qualify in First Aid within three (3) months of employment and remain qualified in First Aid thereafter.</p>
<p>CPR</p> <p>41-2.006 (4)(s)</p>	<p>Cardiopulmonary Resuscitation policy shall be determined locally and provided in the local Service Plan.</p>	<p>All CTC employees are required to qualify in CPR within three (3) months of employment and remain qualified in CPR thereafter.</p>

LOCAL STANDARDS - TRANSPORTATION DISADVANTAGED SERVICE PLAN		
SUBJECT	TDSP REQUIREMENT	STANDARD
Driver Criminal Background Screening	Driver criminal background screening should be determined locally, dependent upon purchasing agencies' requirements, and addressed in the local Service Plan.	The CTC shall perform a criminal history background check, through the Florida Department of Law Enforcement, on all of its employees and encourage its subcontractors to do the same for their drivers.
Service Effectiveness	Service Effectiveness standards should be jointly established by the CTC and the LCB. These standards should give the LCB 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.	The 2007 values for the following service effectiveness measures shall meet or exceed 2007 values: passenger trips/vehicle mile for coordinated system (.36 for 2007), passenger trips/vehicle hour for CTC (2.06 for 2007) and average trips/paratransit passenger coordinated system (41.44 for 2007). Annual operating report data, supplemented by additional CTC data as needed, shall be used to calculate the 2008-2009 values.
Public Transit Ridership	In areas where fixed route transportation is available, the CTC should jointly establish with the LCB a percentage of total trips that will be placed on the fixed route system.	Not Applicable.
Contract Monitoring	The CTC should have a written contract monitoring process in place to evaluate its coordination contractors and transportation operators.	The CTC shall have a written contract monitoring process to evaluate its coordination contractors and transportation operators.
Pick-up Window	The CTC should establish and address the passenger pick-up windows in the local Service Plan. This policy should also be communicated to contracted operators, drivers, purchasing agencies, and passengers.	As indicated in Section II.2.4.a., the pickup windows for passengers traveling to appointments shall be as follows: To destinations within the county -- one and one-half (1 & 1/2) hours prior to their appointment time. To destinations in counties contiguous to Sumter County -- two (2) hours prior to their appointment time. To destinations in counties not contiguous to Sumter County -- three (3) hours prior to their appointment time.
On-Time Performance	The CTC and LCB should jointly establish a percentage of trips that will be on-time. This performance measure should be communicated to contracted operators, drivers, purchasing agencies, and passengers. This measure should also be included as a part of the CTC's evaluation of its contracted operators and the LCB's evaluation of the CTC.	As indicated in Section II.2.5., the on-time performance standard for the CTC is delivery of passengers to locations of their appointments prior to their appointment times at least ninety (92) percent of the time.
Advance Reservation Requirement	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.	As indicated in Section II.2.3., reservation trips shall require at least 24 hours advance notification. Also, demand response (same day) trips shall not have a prior notice requirement but shall be provided only if they can be added to the previously arranged schedule for the day.

Accidents	The CTC and the LCB 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 LCB's evaluation of the CTC.	Accidents should not exceed 1.4 accidents per 100,000 vehicle miles.
Road calls	The CTC and LCB 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 LCB's evaluation of the CTC.	Road calls should not exceed 4 per 100,000 vehicle miles.
Call Hold Time	This performance measure can be used to address the accessibility of the service. The CTC and LCB 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 LCB. The standard should be included as a part of the LCB's evaluation of the CTC.	Call hold time should not exceed 2 minutes.
Complaints	The CTC and LCB should jointly establish a standard for complaints.	Complaints should not exceed one percent of total passenger trips. Complaints include those received from passengers and others (CTC service complaint log) and those identified through regular passenger phone surveys conducted by the CTC.

NOTES

TDSP requirements taken from Commission for the Transportation Disadvantaged, *Commission Standards Training Manual* (Adopted June 1996, and updated as appropriate).

TD Capita relates to the Potential TD Population.

B. LOCAL COMPLAINT/GRIEVANCE PROCEDURES

The Local Coordinating Board (LCB) has established procedures to govern its consideration of grievances presented by agencies, users of the transportation disadvantaged transportation system, potential users of the system, and the Community Transportation Coordinator (CTC). See Appendix C

C. EVALUATION PROCESSES

1. CTC Evaluation Process

The Sumter County Transportation Disadvantaged Local Coordinating Board monitors

SCT's performance as the CTC for Sumter County on an ongoing basis through various means including, among others, receiving a report from SCT at each of its meetings and using or consulting with individuals who use the services available through Sumter County's coordinated transportation system. The LCB's annual evaluation of SCT will include, at a minimum:

- completed cost, competition and availability modules from the Commission for the Transportation Disadvantaged's *Evaluation Workbook for Community Transportation Coordinators and Providers in Florida* (Revised April 1996)
- an assessment of compliance with the Service Standards listed in Section III.A.
- an assessment of progress made in implementing the strategies and achieving the associated goals and objectives listed in the Implementation Schedule in Section I.E.2 that identify the CTC as a responsible party
- findings and recommendations, including a recommendation regarding retention of SCT as the CTC for Sumter County.

The LCB's annual evaluation of SCT also may include a survey and other components as agreed upon by SCT, the LCB and Official Planning Agency staff.

2. CTC Monitoring Procedures of Operators and Coordination Contractors

The CTC monitors its coordination contractors and subcontractors for compliance with contract requirements. The CTC will require operators and coordination contractors to enter into the Commission for Transportation Disadvantaged's (CTD) Standard Coordination Contract. Attachment II (CTD Standards and Performance Requirements) will serve as the written monitoring process for the contract. Paragraph (a) of Attachment II, however, will be stricken from the process, due to the suspension of this requirement.

3. 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. Planning Agency Evaluation Process

The Commission for the Transportation Disadvantaged began biennial evaluations of planning agencies in July 1998. The Commission's Quality Assurance and Program Evaluation team will conduct the evaluations.

**IV. COST/REVENUE ALLOCATION
AND
RATE/FARE STRUCTURE ELEMENT**

A. COST/REVENUE ALLOCATION PLAN

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

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

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

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

2) The type of service for the purpose of cost/revenue allocation. Is as follows:

(a) "Reservation or Demand Response" service. These are trips oriented toward serving riders on an individualized basis. They do not provide the opportunity for maximum loading and routine routing therefore, the cost of providing them is higher.

3) Rates for Senior Services trips are based on an average multi-loading of 10 riders.

4) Rates for reservation or demand response services are based on the Commission for Transportation Disadvantaged Rate Calculation Model. SCT's fully allocated cost is determined to be \$14.04 per trip.

B. RATE/FARE STRUCTURE

The Florida Commission for the Transportation Disadvantaged has established a Rate Calculation Model to be used as the standard in developing rates for transportation services arranged or provided by Community Transportation Coordinators. The FCTD's Rate Calculation Model is updated annually by SCT to reflect changes in revenues and expenditures related to providing transportation services. The model was used by SCT to

determine the latest rates provided in this Element.

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

- (1) Reservation/Demand Response Service.
 - (a) Sponsored Riders – The charge to the sponsoring agency/organization will be \$14.04 for ambulatory passengers and \$24.07 for wheelchair passengers. Transportation for non-emergency stretcher passengers is handled at a cost of \$64.00 plus \$2.00 per mile.
 - (b) Non-sponsored Transportation Disadvantaged Riders – The charge to the FCTD will be \$14.04 for ambulatory passengers and \$24.07 for wheelchair passengers. Transportation for non-emergency stretcher passengers is handled at a cost of \$64.00 plus \$2.00 per mile.
- (2) General public - Charge to riders (farebox) is a portion of the fully allocated trip cost.
- (3) Escorts – The charge to sponsoring agency for escorts will be \$14.04.
- (4) Service Routes - The fares for riders who board or disembark from bus service along routes are as follows:
 - \$0.50 if no deviation
 - \$1.00 with deviation
- (5) SCARC, Inc. - Per trip rates are set by the Agency for Persons with Disabilities Program Office by level and type of trip.

C. COST STANDARDS

- 1) 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.
- 2) Fully allocated costs are based on the cost accounting categories described in The Florida Commission for the Transportation Disadvantaged Rate Calculation Model.
- 3) Fares will be based on the fully allocated cost and the latest operational statistics available. Calculations and operational data used in determining fares will be in a format suitable for review by funding sources.

TRANSPORTATION DISADVANTAGED TRUST FUND

RATE STRUCTURE SUMMARY OF SERVICE RATES

TYPE OF SERVICE TO BE PROVIDED	UNIT (Passenger Mile or Type)	COST PER UNIT
Ambulatory	Trip	\$14.04
Wheelchair	Trip	\$24.07
Stretcher	Trip	\$64.00
Stretcher	Passenger Mile	\$2.00
Escort	Trip	\$14.04

D. TD FUND UTILIZATION ELEMENT

1. Fund Disbursement Rate Mechanism

1) 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 (see below). Riders whose medical trips cannot be provided on the day requested will be given first priority for the following day.

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

2. Eligibility Criteria

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

3. Public Awareness of Non-Sponsored Funds

SCT informs the public of the availability of non-sponsored funds primarily through its literature, advertisements and information booths set up at the annual Sumter County Fair

and Villages Government Day events. When available funds exceed the expressed demand, SCT may advertise in a newspaper of general circulation in Sumter County, provide public services announcements and make presentations to civic, social and other groups.

4. Utilization Standards

1) SCT will annually determine the total amount of funded public transportation provided for Sumter County residents, and the amount of such transportation within the coordinated system, and determine the coordinated systems percentage of the total.

2) When available, the coordinated system will utilize public transit and school buses to the maximum extent feasible.

TRANSPORTATION DISADVANTAGED TRUST FUND SERVICE RATES

COMMUNITY TRANSPORTATION COORDINATOR: Board of Sumter County Commissioners

EFFECTIVE DATE: July 1, 2010

TYPE OF SERVICE TO BE PROVIDED	UNIT (Passenger Mile, Trip or Boarding Fee)	COST PER UNIT \$
In County Reservation Demand:		
Ambulatory	Trip	\$14.04
Wheelchair	Trip	\$24.07
Out-of-County Non-Sponsored, General Public and Medicaid:		
Ambulatory	Trip	\$14.04
Wheelchair	Trip	\$24.07
Service Routes	Trip	\$14.04
Special Services		
Escort:	Trip	\$14.04
Reimbursement of Contracted Services:		
Stretcher and Bariatric:	Trip	\$64.00
	Mileage	\$ 2.00

APPENDIX A

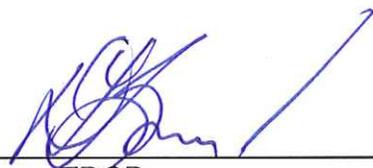
**TRANSPORTATION DISADVANTAGED
COORDINATING BOARD
CERTIFICATION**

Transportation Disadvantaged Coordinating Board Certification

The Sumter County Transportation Disadvantaged Coordinating Board (TDCB) hereby certifies that an annual evaluation of this Community Transportation Coordinator was conducted consistent with the policies of the Florida Commission for the Transportation Disadvantaged and all recommendations of that evaluation have been incorporated in this Service Plan. We further certify that the rates contained herein have been thoroughly reviewed, evaluated, and approved. This Transportation Disadvantaged Service Plan was reviewed in its entirety and approved by this Board at an official meeting held on:

5-4-2010

Date



Chairman, TDCB

Approved by the Florida Commission for the Transportation Disadvantaged

Date

Executive Director

5. SUMTER COUNTY COORDINATING BOARD MEMBERSHIP CERTIFICATION

Name (MPO/DOPA): Lake~Sumter Metropolitan Planning Organization

Address: 1616 South 14th Street
Leesburg, Florida 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 41-2.012(3), F.A.C., 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: 5/4/10

POSITION/REPRESENTATION	VOTING MEMBER	ALTERNATE	TERM
1. LAKE~SUMTER MPO	Don Burgess, Chair		1 Year
2. ELDERLY 60+	Mildred Haygood		3 Years
3. HANDICAPPED	Karen Nolte		3 Years
4. CITIZEN ADVOCATE	Vacant		3 Years
5. CITIZEN ADVOCATE/USER	Vacant		3 Years
6. VETERANS	Fred Harrop	Richard Dobson	NT
7. COMMUNITY ACTION AGENCY	Gloria Sanders		NT
8. PUBLIC EDUCATION	Linda Winchester	Michael Foote	NT
9. FDOT	Jo Santiago	Shayla Brown	NT
10. FDCF	Judith Stauffer	Charles Barresi	NT
11. FDE-DIV. OF VOCATIONAL REHAB.	Sarah Reuter		NT
12. DOEA	George Popovich	Angela Taylor	NT
13. AHCA	Donna Mitchell		NT
14. CHILDREN AT RISK	Carlino Lindo		NT
15. LOCAL PRIVATE FOR-PROFIT TRANSPORTATION INDUSTRY	Shannon Heathcock		3 Years
16. MASS TRANSIT/PUBLIC TRANSIT	Not Required		NA
17. Medical Community	Everett Kelly	Andrea Benda	

NT - no term

APPENDIX B

PEER REVIEW ANALYSIS

County	Service Area Population	Potential TD Population	Passenger Trips	Vehicle Miles	Revenue Miles	Operating Expenses	Operating Revenues	Total Fleet
Columbia	66,100	23,513	239,296	1,121,761	1,060,336	1,479,718	1,482,701	56
Flagler	95,500	25,943	72,669	682,261	604,562	1,214,834	1,214,834	30
Highlands	100,200	55,342	98,165	1,220,817	1,060,566	1,871,428	1,762,246	54
Indian River	141,700	59,389	85,672	646,055	619,745	1,698,807	1,691,276	70
Sumter	93,000	23,997	98,221	833,921	520,354	2,119,215	2,119,215	45
Monroe	76,100	36,354	104,587	96,600	861,467	2,144,020	2,037,712	46
Nassau	71,900	17,903	55,948	425,219	336,812	1,016,291	1,074,439	16
Putman	75,000	41,290	149,066	745,249	573,742	1,827,504	1,943,946	33
Mean	89,938	35,466	112,953	721,485	704,698	1,671,477	1,665,796	44

APPENDIX C

GRIEVANCE PROCEDURES

GRIEVANCE PROCEDURES OF THE SUMTER COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD

ARTICLE I: PREAMBLE

Section 1: Preamble: The following sets forth the grievance procedures, which shall serve to guide the Sumter County Transportation Disadvantaged Coordinating Board (TDCB), serving to assist the Lake-Sumter Metropolitan Planning Organization (LSMPO). The intent is to provide policies and procedures pursuant to Chapter 427, Florida Statutes, and Rule 41-2.012, Florida Administrative Code, for the resolution of formal grievances from agencies, users, potential users, sub-contractors, and other interested parties.

ARTICLE II: GRIEVANCE SUBCOMMITTEE NAME, PURPOSE, AND MEMBERSHIP

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

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

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

ARTICLE III: DEFINITIONS

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

1. The Sumter County Board of County commissioners serves as the CTC for Sumter
2. County.

2. *Formal Grievance*: A formal grievance is a **written complaint** to document any concerns or an unresolved service complaint regarding the operation or administration of Transportation Disadvantaged Program services by the Transportation Operator, CTC, Lake-Sumter Metropolitan Planning Organization (MPO) or Transportation Disadvantaged Coordinating Board (TDCB). The Grievant, in their formal complaint, should demonstrate or establish their concerns as clearly as possible. Formal Grievances may include but are not limited to:

- a. Chronic or recurring or unresolved Service Complaints.
 - b. Violations of specific laws governing the provision of Transportation Disadvantaged services (i.e., Chapter 427 of the Florida Statutes, Chapter 41-2 of the Florida Administrative Code and accompanying documents, Sunshine Law and/or ADA violations).
 - c. Contract disputes (Agencies/Operators)
 - d. Bidding disputes
 - e. Agency compliance
 - f. Conflicts of interest
 - g. Supplanting of funds
 - h. Billing and/or accounting procedure violation
- 3 Service complaints are routine incidents that occur on a daily basis that are reported to the CTC, Operator, drivers or dispatchers, or to other individuals involved with the daily operations, and are resolved within the course of a reasonable time period suitable to the complainant. Service standards are established by the CTC and the TDCB. Service complaints are generally received when the Transportation Operator did not satisfy the customer's request. Service complaints may include, but are not limited to:
- a. Late trips (late pickup, late drop off, and/or late returns)
 - b. No-show by Transportation Operator
 - c. No-show by client
 - d. Client Behavior
 - e. Driver Behavior
 - f. Passenger discomfort
 - g. Service denial (refused service to client without an explanation as to why, i.e. may not qualify, lack of TD funds, etc).

ARTICLE IV: GRIEVANCE AND COMPLAINT PROCEDURES

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

Section 2: Filing a Grievance: Should a grievant wish to file a formal grievance they have two options:

A grievance may be filed with the CTC. The grievance must be in writing and must contain the name and address of the grievant, a clear and concise statement of the grounds for the grievance and supplemented by supporting documentation, if any, and an explanation of the relief desired by the grievant. If a grievance is filed with the CTC, the Public Transportation Director for the CTC will render a decision in writing within fifteen (15) days of receipt of the grievance, giving the grievant an explanation of the facts that lead to the CTC's decision and providing any suggestions for resolution. If the grievant is not satisfied with the proposed resolution, the grievant may take the written grievance to the Grievance Subcommittee for the TDCB. The Grievance Subcommittee shall receive a copy of the written grievance, with any additional documentation the

grievant wishes to add, and shall make a written recommendation to the TDCB as to the resolution of the grievance within sixty (60) days of receipt of the grievance.

1. The grievance may also be filed with the TDCB. Formal grievances to be considered by the TDCB must be filed in writing with MPO. Assistance in filing a grievance shall be provided by staff to the MPO, if requested. The complainant should address the grievance to:

Lake~Sumter Metropolitan Planning Organization
1616 S 14th Street
Leesburg, FL 34748

The grievance shall include:

1. The name, address, and telephone number of the grievant.
2. A statement of the grounds for the grievance, supplemented by supporting documentation, made in a clear and concise manner.
3. An explanation by the grievant of the improvements needed to address the grievance.

Within seven (7) working days following the date of receipt of the formal grievance, the MPO shall notify the Grievance Subcommittee and schedule a meeting of the Subcommittee within thirty (30) days of receipt of the grievance. The Subcommittee shall render a response in writing, giving the complainant the factors that entered into the final recommendation within fifteen (15) days of the meeting of the Subcommittee. If the Subcommittee determines that more time is necessary, the complainant shall be notified in writing. However, in no case shall more than sixty (60) days elapse between the date of receipt of the grievance and the Subcommittee's response to same. At the time a recommendation is made, the Subcommittee shall submit a copy of the formal grievance and a copy of the final recommendation to each member of the TDCB for review at the next regularly scheduled TDCB meeting.

Section 3: Appeal to the TDCB: The recommendation of the Grievance Subcommittee may be appealed in writing to the TDCB, via staff provided by the MPO.

The grievant shall be notified in writing of the date, time, and place of the TDCB meeting where the appeal shall be heard. This written notice shall be mailed at least ten (10) days in advance of the meeting. The TDCB shall render its written recommendation as to the grievance within sixty (60) days of the receipt of the grievance appeal. A copy of the written recommendation made by the TDCB shall be mailed to the grievant.

If the complainant is dissatisfied with the decision of the TDCB, he/she may continue the process with the TD Ombudsman Program by calling the following number(s) 1-800-983-2435 or 1-800-648-6084 (TDD).

ARTICLE V: GRIEVANCE SUBCOMMITTEE PROCEDURES

Section 1: Discussion Schedule: After receipt of the formal grievance, the Grievance Subcommittee shall schedule a discussion of the grievance using the procedures set forth earlier.

Section 2: Notification: The Grievance Subcommittee shall send notice of the scheduled discussion in writing to the grievant. The notices shall clearly state:

1. The date, time, and location of the meeting
2. The purpose of the discussion and a statement of issues involved.

Section 3: Written Decision: Written decisions shall include the following information:

1. A statement that a meeting was held in which the involved parties, their representatives, and witnesses were given an opportunity to present their position.
2. A statement that clearly defines the issues discussed.
3. A response, a recommendation and reasons for the recommendation based on information presented.

ARTICLE VI: SCHEDULED MEETINGS

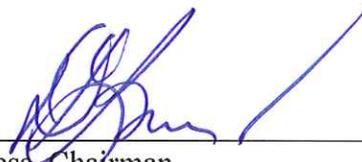
Section 1: General: When a meeting of the Grievance Subcommittee is necessary, staff to the MPO shall schedule a meeting for the Grievance Subcommittee.

ARTICLE VII: AMENDMENTS

Section 1: General: The TDCB Grievance Procedures may be amended by a two-thirds (2/3) vote of members present, if a quorum exists, providing the proposed change (s) is/are mailed to all members at least seven (7) days in advance of the meeting.

ARTICLE IX: CERTIFICATION

The undersigned hereby certifies that he/she is the Chairman of the TDCB and that the foregoing is a full, true and correct copy of the Grievance procedures of this TDCB as adopted by the TDCB on the fourth day of May, 2010.



Don Burgess, Chairman
Sumter County Transportation Disadvantaged
Coordinating Board

PASSED AND ADOPTED this 26th day of May, 2010.

**LAKE-SUMTER METROPOLITAN
PLANNING ORGANIZATION**



Sanna Henderson, MPO Chairman

Approved as to form and legality:



Melanie Marsh
County Attorney

SUMTER COUNTY TRANSIT GRIEVANCE

Name: _____ Today's Date: _____

Physical Address: _____

Mailing Address (if different): _____

Home Telephone: _____ Other Telephone: _____

Date of Grievance: _____ Approximate Time: _____

Grievance Statement: _____

Report Received By: _____ Date: _____

Action/Results: _____

Signature: _____ Date: _____

APPENDIX D

SYSTEM SAFETY PROGRAM PLAN

BOARD OF SUMTER COUNTY COMMISSIONERS

DIVISION OF COMMUNITY SERVICES

**SUMTER COUNTY TRANSIT
OPERATIONS MANUAL**

SECTION I

GENERAL

This manual is intended to enhance and not diminish The Board of Sumter County Commissioners' Employee Manual or any other established guidelines adopted by the Board of Sumter County Commissioners (BOCC).

Sumter County Transit (SCT) provides safe, clean, comfortable, efficient, and economical transportation for all Sumter County residents.

Safety and training are the lifeblood of any viable organization. Using this Operations Manual as a foundation, with continuous updating, SCT can build and grow to meet our needs and accomplish our goals. Employees are charged with the responsibility of ensuring the safety of passengers, co-workers, protecting county property, and those who come in contact with the system. Therefore, it is the duty and responsibility of each employee to know and comply with all procedures and guidelines established in this manual.

This manual is intended to provide new Transit employees with information pertaining to their position as public servants as well as provide each employee with the same directions and guidelines to operate by while performing daily assigned duties.

It is your responsibility to read, understand, and comply with all aspects of this manual.

SECTION II

EMPLOYEE STANDARDS

Work Schedule

Normal workdays are Monday through Friday. Exceptions are listed in the Employee Manual or as approved by the Board of Sumter County Commissioners.

Holidays

You may sometimes be required to work Board approved holidays. In the absence of volunteer employees, holiday work shall be rotated among the drivers to the maximum extent feasible. Refer to the Employee Manual for additional information.

Hours of Operation

Normal work hours range between 6:00 AM to 7:30 PM. The driver's work schedule is arranged by office staff based upon conditions relevant to operations. Part-time employees are scheduled as the workload dictates. Office staff will give as much advance notice to the employee as possible regarding work schedule.

The work schedule for office staff is arranged by the Office Supervisor. On occasion, there may be a need to use a clerk /driver from the office staff to supplement the driving staff and vice versa.

A half hour lunch break is provided and will not be more than five hours into the work day, as the workload dictates. It is the dispatcher's responsibility to ensure all drivers receive a lunch break. Each driver is to report out of service for lunch and report back in service when the lunch period is over.

Leave Requests

Regular leave must be coordinated through the Office Supervisor and in accordance with the Employee Manual.

Sick leave is a benefit of employment with the Board. Sick leave should be requested only for the amount of time needed. If the time requested is more or less, it will be adjusted to reflect the correct time used.

In the case of planned sick leave (doctor appointments etc.), the employee should provide as much notice as possible. *Planned sick leave should be scheduled for early morning or late afternoon, so you can work as much of the work day as possible.*

In the case of unplanned sick leave, drivers are to notify the Operations Supervisor and office staff is to notify the Office Supervisor.

APPEARANCE

YOU represent Transit and Sumter County to the public!

Take pride in your appearance. Minimum standards are:

Regular personal hygiene, combed and neatly trimmed hair;
Facial hair if kept neatly trimmed and the outline is shaved;
Clean, presentable uniform, and closed toe shoes are required when driving;
Shorts worn in good taste are allowed (bottom of shorts must be halfway between thigh and knee).

In accordance with Rule Chapter 41-2 Florida Administrative Codes,

“Each driver must have photo identification that is in clear view of the passenger”.

Smoking in SCT vehicles is not permitted at any time, with or without passengers.

Uniforms must be clean, unwrinkled and untattered.

Employees not provided with uniforms must wear clean, unwrinkled civilian attire appropriate for their assigned position.

PASSENGER RELATIONS

You have the best opportunity to make a good impression on the general public by the quality of service you provide. You are expected to provide clean, safe, and comfortable transportation to all Sumter County residents.

Passenger Assistance

Drivers are required to provide any reasonable assistance needed by passengers boarding and disembarking the bus. Heavy lifting by the driver is not permitted.

Drivers are not permitted to perform any medical assistance, e.g.: changing/adjusting oxygen bottles or any other assistance you may not be qualified to perform. If there is any doubt, contact dispatch for instructions.

Drivers are not allowed to assist wheelchair passengers up or down more than one step, unless it can be performed safely as determined by the passenger, guardian, and driver.

When transporting passengers with impaired eyesight, announce stops so the passenger will know when they are at their stop.

Drivers should go to the passenger's door to announce arrival, except in the case of a bad dog. Sitting in the bus and honking the horn is not acceptable. Drivers are not to enter into the passengers' homes.

Passenger Information and Confidentiality

Drivers are required to announce and identify themselves by name and agency at time of pickup. The exception is when the driver regularly transports the passenger on a recurring basis.

Drivers and office staff are not permitted to discuss personal business, the passengers personal business or any non-factual county government business with passengers. Socializing with the passengers is not prohibited; however, not recommended. Liability issues may result and regardless, our passengers will still associate you as a Transit employee.

Passenger information is strictly confidential and will not be discussed with anyone outside the Community Services Division or County Administrator's office and only on a need to know basis.

The previous statement must be adhered to due to laws governing the privacy of health information, such as, "The Standards for Privacy of Individually Identifiable Health Information ("Privacy Rule") which establishes a set of national standards for the protection of certain health information. The U.S. Dept. of Health and Human Services issued the Privacy Rule to implement the requirement of the Health Insurance Portability and Accountability Act of 1996 ("HIPAA")."

Gifts and Gratuities

Drivers are not allowed to accept gifts or other gratuities from passengers.

Fare Collection

Drivers are responsible for ensuring the correct fare is collected before transportation is provided. Drivers are to record all fares collected and ensure fares are turned in to the office. Farebox shortage will be made up by the driver. If change is needed for the passenger, it will be in the form of bus tokens. Receipts are to be given to passengers paying for previous amounts owed such as a No Show (NS) fee. Indicate the date of the NS(s) being paid for. The passenger receives white copy, the yellow copy is put with your paperwork and the pink copy remains in your receipt book.

Passenger Safety

The driver's primary responsibility is to ensure the safety of all passengers. The following are minimum safety requirements:

- Standing is not allowed while the bus is in motion.
- Drivers will transport no more passengers than the bus has seats to accommodate. All passengers will be seated with safety belts on and locked while bus is in motion.
- Disembark passengers in a safe area, i.e. parking lot, curb side, etc., never in traffic flow.
- Reasonably assist physically impaired passengers, into and out of the bus at the passenger's origin and destination (avoiding heavy lifting).
- Wheelchair passengers must have foot pedals on their wheelchairs and be able to sit up without slumping in the chair. Do not transport someone who will slide out from under the normal restraint of the lap belt and/or shoulder harness.
- Drive slowly during precarious situations or conditions.

ACCIDENTS OR INCIDENTS

Accidents or incidents must be reported to dispatch immediately. An Accident/Incident Report will be completed by the employee (Appendix A) and for Non-Employees (Appendix B). If the accident results in loss of life, bodily injury or disabling damage to any involved vehicles, the Post Accident Testing Decision Report (Appendix C) must also be completed by the Transit Coordinator. Unless the employee can be completely discounted as a contributing factor to the accident, a drug and alcohol test will be performed. Alcohol test - within two hours of the accident, and Drug test - within 32 hours.

The following must be followed:

The employee is required to immediately alert the dispatcher. Dispatch will notify the Operations Supervisor of the incident/accident.

Dispatcher to complete the Quick Response Accident Form (Appendix D) and fax to the Risk Management Department and forward to Operations Supervisor.

Operations Supervisor travels to scene of accident and takes pictures of damages. A First Call to Worker's Compensation form will be completed if employee sustains any injury. Employee will be driven to the Worker's Compensation Medical Facility. A copy of the form will be faxed to Risk Management.

Employee completes an Incident/Accident Report no later than the end of shift and may not leave until it is completed. A Report Number is assigned and logged into the Incident/Accident Logbook. A copy of the Incident/Accident Report is faxed to Risk Management. The Operations Supervisor maintains the Accident/Incident logbook.

The Operations Supervisor investigates, completes the Supervisor Accident Investigation Report (Appendix E) and forwards all reports to Transit Coordinator within the next working day. A copy of the Supervisor's Report is faxed to Risk Management.

Transit Coordinator reviews and forwards all forms pertaining to the incident/accident to Division Director within 48 hours.

Passenger Illness - e.g. heart attack: park the bus in a safe area, notify dispatch to contact the appropriate authorities (call 911). If qualified, render assistance, and wait for EMS. Do not transport the passenger to the hospital.

Bus Fire: Immediately stop the bus at the best available site; evacuate passengers to a safe location; and notify the dispatch (call 911). If practical, extinguish fire with vehicle fire extinguisher.

Seat Belts: The driver and all passengers must wear seat belts. Seatbelt extenders are available for extra large passengers.

Child Restraint: Florida Statute 316.613 requires that all infants under age five (5) be secured by a child seat or seat belt. Infants through age 3 must be in a federally approved infant seat. Use the guide below to determine the correct child seat:

Children birth through 20 pounds

Infant Car Safety Seats the seat and baby must face the rear of the vehicle
Convertible Seats are used facing rearward for children under 20 pounds

Children 20 - 40 pounds

Toddler Seats are designed for children who can sit without support

Children over 40 pounds

Convertible Seats forward facing

Note: Booster seats are intended for older children. It is recommended that parents keep their children in toddler or convertible seats as long as possible, at least until the child weighs approximately 40 pounds. Boosters elevate the children so the bus's lap belt fits across the child's hips and pelvic bones, rather than their stomachs. Boosters with a harness must be used with the harness or the bus's lap/shoulder belt.

Portable Oxygen Bottles: make sure the oxygen bottle is secured and not free to become a missile hazard. Bungee cords are available for this purpose.

Nursing Home Policy

Drivers are to pick passengers up at the main lobby only for Arbor Village and the south side back entrance for Osprey Point, or a common pick up location . Do not go to any of the wings or resident rooms. The passenger is to be at the pick up location ready to go, and with an escort. Other passengers cannot be late because of waiting on nursing home staff. Wheelchair passengers need to have foot rests on the wheelchairs.

VEHICLE INSPECTION/OPERATION

Safety Standards

All Sumter County Transit vehicles shall comply with federal and state safety standards, as indicated in the System Safety Program Plan.

Daily Inspections

Daily vehicle inspections are reported on "SCT Daily Vehicle Inspection, (Appendix F). Drivers will perform a Pre-Operation vehicle inspection to ensure safety compliance. Any discrepancies are reported on the Vehicle Inspection Sheet. The vehicle will be evaluated by the Operations Supervisor and removed from service, if necessary. Under no circumstances will a vehicle be operated if found unsafe.

Pre-Operation Vehicle Inspection: Complete the Pre-Operational section of the Daily Inspection prior to starting the engine in the following manner:

Walk around vehicle to inspect for cleanliness of windows, body, mirrors, etc.

Inspect inside vehicle for cleanliness of seats, floor, and windows.

Check all emergency equipment: fire extinguisher, first aid kit, radio, wheelchair tie downs and belts (if applicable).

Check all lights: headlights (low and high beams), turn signals, hazard flasher, and brake lights.

Driver position: position for to best reach the controls and view.

Mirror adjustments: adjust mirrors for best view inside and outside the bus.

Record odometer reading.

Operational Inspection: Start engine and allow to idle 3-5 minutes while checking gauges.

Pay particular attention to the fuel gauge. Check service and parking brakes, engine, and steering operation.

Post-Operational Inspection: After the last trip of the day, complete Post-Operational section of Daily Inspection. As SCT is an integral part of the county's emergency management program, all vehicles must be refueled at the end of each work day.

Vehicle Operation

Starting, stopping, and unloading: Always ensure the transmission is in park and the parking brake is applied before loading/unloading passengers, writing, or when not in the process of driving. Always load or unload in a safe area, never in traffic.

Traffic warning: give traffic adequate warning you intend to turn or stop (load or unload).

In accordance with Florida Statutes, all vehicles shall stop at all railroad crossings, when passengers are on board.

When stopping at a stop sign or traffic light, come to a complete stop behind the stop bar, and look both directions to be sure that your entrance into the roadway is safe and free of traffic.

Backing: Backing should be avoided if possible. Never back-up without adequate visibility. If there is any doubt about maneuvering in a backing situation, back in and drive forward out.

Before backing: Walk to the rear of the vehicle to observe any obstacles that might cause an incident or accident.

Straight line backing: Adjust seat and mirrors; use a responsible observer to watch areas not visible in mirrors.

Backing into parking spaces: Use flat mirrors inside/outside for judging clearance and distance.

Wheelchair Information

A common wheelchair is a wheelchair that does not exceed 30 inches in width and 48 inches in length measured two inches above the ground, **and does not weigh more than 600 pounds when occupied.** Wheelchairs are defined to include two-wheeled, three-wheeled, and four-wheeled mobility aids. Three-wheeled "scooters" and other non-traditional designs that fit within these standards are also included.

Lift Operating Instructions: Open lift doors fully. On rear loading vehicles, passengers are loaded facing forward. On side loading vehicles, passengers are loaded facing outward.

Loading: Place passenger in the center of the platform and lock wheelchair brakes; make certain no part of the passenger, wheelchair, or attendant extends beyond the platform perimeter. Advise the passenger when you are about to raise the platform, so the passenger will not be startled. After passenger is lifted to the top of the platform, enter the bus, unlock brakes, roll passenger to tie down location, and lock wheelchair brakes.

Attach front straps (minimum of two) just below the seat to the frame, at a 45 degree angle to the floor, and snug straps. Front straps should be attached to the floor 3-5 inches outside the front wheels.

Attach rear straps (minimum of two) just below the seat to a welded piece of the frame, at a 45 degree angle to the floor and tighten securely. Attach rear straps as close to the rear tires as possible. Wheelchair securements must not be on removable parts of the chair or the crossbar that would cause the chair to collapse.

Check wheelchair for play. Recheck all straps for security and tighten as necessary. Snuggly, connect lap belt to rear straps and shoulder harness to lap belt. Never cross securing straps. This could cause the wheelchair to collapse.

Securing empty wheelchairs: Empty wheelchairs should be secured in the same manner.

Mobility Aid Devices: Transport of scooters or wheelchairs not fitting the common wheelchair definition are performed only if securement can be accomplished safely.

Drivers are to secure wheelchair straps to or wrap around something strong, secure, and stationary on the device. Drivers are to try to achieve as close to a 45° angle as possible.

Keep in mind that the wheelchair lifts have a maximum weight capacity. Know the weight capacity for your particular lift (either 600 to 800 lbs.). If the passenger and the mobility device together weigh more than capacity, the device could be lifted alone, and the passenger alone. **Do not** put more than the maximum allowed weight on the wheelchair lift. If a passenger cannot use the lift without their mobility device and the combined weight is over the maximum weight capacity for the lift, the passenger cannot be transported and will have to make other arrangements.

Unloading: Be certain the safety barrier at the end of the lift platform is up and locked.

Place passenger in the center of platform and lock wheelchair brakes; make certain no part of the passenger, wheelchair, or attendant extends beyond the platform perimeter. Advise passenger when you are about to lower the platform, so the passenger will not be startled.

Lower lift platform until it reaches the unloading surface. Do not allow the platform to tilt. Ensure the platform is completely lowered. Lower the safety barrier, unlock the wheelchair brakes and move the passenger a safe distance from the vehicle.

Heavier ambulatory passengers could force the platform to the ground before the lift is fully extended. If the lift is not fully extended, the safety barrier could spring up causing the passenger to trip.

Wheelchair Lift Safety Precautions: Familiarize yourself with the lift operation before use.

- √ Keep hands and feet clear of moving parts.
- √ Do not operate the lift with loads exceeding the posted operating limits.
- √ Stand clear of doors and platforms during lift operations.
- √ The unit is fuse protected. Never attempt to bypass the fuse.
- √ Always load and unload in a reasonably level area.
- √ Always lock the safety barrier and the wheelchair wheels when operating the lift.
- √ Never unload the lift into traffic.

All vehicles and equipment will be operated to provide long service life with minimal repairs. Personnel found abusing or misusing SCT vehicles or equipment will be subject to disciplinary action.

Use of SCT vehicles or equipment for private business: Personal use of SCT vehicles or equipment is strictly prohibited.

Travel in precarious conditions: It is the driver's responsibility to ensure the safety of passengers and prevent damage to SCT vehicles at all times. When traveling in questionable situations, the driver should exercise caution and good judgment to prevent vehicle damage. Low hanging tree limbs, canopies, awnings, and other overhanging building structures should be avoided and reported to the Operations Supervisor.

ACCOUNTING

Drivers are required to collect and record the correct fare, as noted on the driver manifest, for each passenger. The fare collected should be recorded in the appropriate space, and the money placed in the money pouch. Any questions regarding fare costs are to be directed to dispatch.

All fares and donations are turned in daily for reconciliation. Discrepancies will be settled with the Office Supervisor.

Drivers are required to keep accurate passenger records for accounting needs. It is necessary to record each time a passenger boards the bus and where the passenger is transported.

COMMUNICATION PROCEDURES

Radio/Telephone Operation

Radios are turned on as soon as the driver enters the bus and will remain on until the vehicle is parked in the compound at the end of the work day. Adjust volume to a comfortable range. Turn off the radio at the end of the workday to prevent damage to the vehicle battery.

Radios are used for business and emergencies only. Messages should be brief and to the point. The SCT office will monitor radio transmissions at all times.

To Send a Message: Press the talk button on the microphone, ***wait briefly***, identify yourself, then the party you are calling i.e.: "69 to 64", or "57 - 55". Wait for response from called party before proceeding. Afterwards, conduct a brief, to the point conversation in common language, no "10 codes", and no C.B. slang. Always speak in a normal voice. Hold the microphone cupped in your hand and touching your cheek lightly. Speak across the face of the microphone, not directly into it. Shouting will actually reduce your radio range. After calling the intended party, wait until your call has been acknowledged. If you say your message before you are acknowledged, your message might not be heard. This is especially true in the Dispatch Office, as the dispatcher could be talking to someone in the office, on the telephone, or out of the office.

Telephone Operation

Driver's private cellular telephones are not to be used while on duty but may be used during breaks. Telephone use should not interfere with the drivers concentration or become a safety hazard. Office cell phones are provided for trips out of radio range.

Maintenance of Equipment

Keep communication equipment clean and dry. Take care not to disturb wiring, and treat equipment with care.

Drive slowly under low hanging limbs to prevent damage to antennas or bus tops. Report low tree limbs and other driving obstacles to the Transit Coordinator for corrective action.

Safety Information

The operator of any two way radio should be aware of certain hazards common to the operation of vehicular two way radio transmitters. A list of possible hazards is as follows:

Radio Frequency Injury: To prevent burns or related physical injury from radio frequency energy, do not operate the transmitter when anyone is within two feet of the antenna.

Explosive Atmospheres: Just as it is dangerous to fuel a vehicle when the engine is running, do not operate the radio or cellular telephone while fueling the vehicle.

Interference to Vehicular Electronic Systems: Electronic fuel injection systems, electronic anti-skid braking systems, electronic cruise control systems, etc., are typical of the types of electronic devices which may malfunction because of a lack of protection from radio frequency present when transmitting.

Dynamite Blasting Caps: Dynamite blasting caps may be caused to explode by operating a vehicular two way radio transmitter within 500 feet of the blasting caps. Obey the "Turn Off Two Way Radios" signs posted where dynamite is being used.

EMPLOYEE EVALUATION

All BOCC employees are subject to annual written performance evaluations (Appendix H) as required in your Employee Manual. Evaluations are prepared by Supervisors and reviewed by the Transit Coordinator. After approval by the Division Director, evaluations are conducted by the appropriate Supervisor.

Evaluations are to inform the employee of areas that need improvement, and to recognize areas of professional performance.

SECTION III

PASSENGERS WITH DISABILITIES

AMERICANS WITH DISABILITIES ACT

The Americans with Disabilities Act (ADA) of 1990, prohibits the discrimination based on disabilities in the area of employment, public services, public accommodations and services operated by private entities, and telecommunications. The main tenet of the ADA's transportation regulations is that: "No entity shall discriminate against an individual with a disability in connection with the provision of transportation service." (Section 37.5). All ADA requirements became effective on October 7, 1991.

Meeting the ADA requirements requires more than equipping vehicles with lifts or other access features or making facilities accessible. Operating policies and procedures must also be designed to be nondiscriminatory. Access to communications and information is also required.

SCT identified and incorporated into the operations of its transit system all requirements related to the provision of transportation services.

SERVICE GOALS

SCT strives to provide the best possible service to all county residents. In the area of transportation, we are committed to providing the same service to individuals with disabilities as offered to individuals without disabilities.

SERVICE REQUIREMENTS

Access to Information: Upon request, all printed material will be made available to the users of our transportation service in accessible formats for persons with disabilities. This would include but not be limited to, schedules, general information brochures, rider handbooks, and service

bulletins. Accessible material must be available upon request and in a form that the person can use which includes large print, audiotape, and Braille.

Access to Communications: Provision must be made to allow persons with speech and/or hearing impairments access to information provided by telephone. This can be done by utilizing a telecommunications relay services.

SCT uses the Florida Relay Services provided by the Commission for the Transportation Disadvantaged at 1-800-955-8771. The service is available 24 hours per day, every day. The user must have a TTY machine in which to type messages and return messages are typed for them to read.

Employee Training: Regulations establish a training requirement for all ADA related transportation services, including paratransit and fixed route services provided by public as well as private entities. SCT has included sensitivity training as part of the Driver/Employee Training Manual.

SECTION IV

PASSENGER RIGHTS, OBLIGATIONS, AND RESPONSIBILITIES

PASSENGER RIGHTS

Individuals who conform to the following basic standards, make appropriate reservations, and payment of fare, will be provided clean, efficient, courteous transportation service. Individuals who do not conform to these standards will be given two verbal or written requests to comply, and upon a third incident may be denied service for a minimum period of thirty days. In extreme circumstances, passenger services may be terminated.

PASSENGER OBLIGATIONS AND RESPONSIBILITIES

Reservations and Cancellations: Door to door transportation require a reservation. Passengers call 568-6683, Monday through Friday, to request service. Those not making reservations will be subject to vehicle and driver availability. The SCT Office is closed weekends, and Board of Sumter County Commissioner approved holidays, including, but not necessarily limited to, the following:

New Year's Day	Memorial Day	Veteran's Day
Martin Luther King Day	Independence Day	Thanksgiving (2 days)
Good Friday	Labor Day	Christmas (2 days)

Reservations will not be honored by leaving a message on the voicemail. They can only be made by speaking with a customer service representative.

Pick-up times: Passengers must be ready for pick-up as follows:

- In county trips – 1½ hours prior to appointment time
- Counties Contiguous to Sumter County - 2 hours prior to appointment time
- Counties not contiguous to Sumter County - 3 hours prior to appointment time

Cancellations: Passengers can cancel scheduled trips by calling (352) 568-6683 any time. SCT requests notification of cancellations as early as possible but allows passengers to cancel trips without penalty up to the earliest applicable pickup time as specified above.

No shows: Scheduled trips not canceled prior to the earliest applicable pickup time specified above are considered “no shows”. “No shows” also result when passengers are not at the arranged pickup locations or are not ready to board the vehicle. The driver fills out and leaves a “no show” door hanger at the pickup location.

Three “no shows” within a 90-day period are grounds for up to a 30-day suspension of service. SCT will provide written notice to the rider and the purchasing agency, if applicable, prior to suspending a rider’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. A \$2.00 “no show” fee will be payable upon the next scheduled ride.

Passenger Appearance and Condition: Proper attire is required, including shirts and shoes. Regular and normal personal hygiene is required.

Passenger Behavior: The following behaviors or conditions are unacceptable for travel on SCT or contracted vehicles:

- Intoxication
- Belligerency
- Too ill to travel
- Harassment of driver or passengers
- Use of profane or obscene language
- Smoking
- Eating or drinking
- Conditions offensive to other passengers or bus driver, e.g.: lack of personal cleanliness or personal hygiene (body odor)
No spraying perfume, cologne, or anything else sprayable on the bus

Packages: Due to seating availability, a limit of five plastic grocery bags, or three paper grocery bags is required. Laundry must be enclosed in a plastic bag and is limited to one bag per trip. SCT is not responsible for lost or damaged items. These limits are guidelines only, and should not be used for any other purpose unless there are space concerns. SCT is not responsible for lost or damaged items. Passengers are responsible for carrying their own purses.

Pets: Pets are not allowed, with the exception of service animals or pets in carrying cages to veterinarians for treatment. SCT will not transport animals to Animal Control for disposal.

Weapons: Weapons are not allowed on SCT vehicles. Passengers with weapons will not be transported.

Fares: Fares are indicated on the manifest. If the passenger does not have the correct fare the driver will make change in the form of bus tokens.

Stops: Medicaid trips are for doctor visits only, additional trips must be prearranged and the appropriate fare must be paid by the passenger. Stops other than those scheduled on the manifests must be approved by the dispatcher and will be allowed only if the stop will not

interfere with other passenger trips. Shuttle stops are at scheduled locations and flag stops are allowed providing the stop can be made safely.

Escorts: Passengers unable to travel alone must have an escort. The escort will be allowed free travel on SCT and contracted vehicles. Children under the age of 15, because of safety considerations, are required to have an escort. Consideration will be given to special situations.

SECTION V

SYSTEM SAFETY PROGRAM PLAN

Statement of Safety Policy

This System Safety Program Plan (SSPP) is SCT's commitment to a safe and efficient transportation system for all transportation users in Sumter County. The purpose of the SSPP is to ensure SCT develops and maintains departmental regulations, and others mandated by local, state, and federal agencies, and to assure compliance.

All personnel and contractors are charged with the responsibility of ensuring the safety of passengers, employees, property, and all those who come in contact with the system. This responsibility includes the right to cease any operation(s) determined to be hazardous or creating an unsafe condition.

It is the duty and obligation of each SCT employee to provide any requested information necessary to ensure the safest possible transportation services to the residents of Sumter County.

Introduction and Purpose

The SSPP outlines minimum established functions, responsibilities, and obligations to be complied with as well as those implemented in an effort to establish increased levels of safety. The SSPP provides for improved communication, documentation, and coordination within the entire system to decrease injuries, property damage, and delays in service. The SSPP applies to all aspects of Sumter County Transit including design, procurement, administration, operations and maintenance.

Goals and Objectives

The overall safety goal of SCT is to provide transportation service in a safe, reliable manner and reduce costs associated with accidents. In the effort to attain this goal SCT will identify unsafe conditions and develop methods to eliminate or control hazards that could cause unsafe conditions. The most effective solutions to control hazards will be determined in an effort to eliminate any estimated losses as a result of a hazard. These objectives are applied to all aspects of the system in reducing accidents and all employees shall be trained accordingly.

Regulatory Agencies

Rule Chapter 14-90, Florida Administrative Code, requires Sumter County Transit to develop a transit system safety program plan that complies with state minimum equipment and operational

safety standards. It is the intent of Sumter County Transit to comply with these standards and to certify it is operating within the SSPP. Any Sumter County Transit operation(s) that poses an immediate danger to public safety will be suspended immediately.

SCT will comply with the procedures established within those Florida laws governing transportation. Sumter County Transit will inspect all equipment operated in accordance with the established standards and will certify compliance to the Department of Transportation.

System Description

SCT began operations on October 1, 1993 to provide transportation services for the citizens of Sumter County. SCT, operating under the Division of Community Services, is a public transportation system funded by a combination of federal, state, and local sources. SCT provides door-to-door, subscription, reservation, and demand response service. Service is generally available Monday through Friday, 8:00 A. M. to 5:00 P. M.

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

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

SYSTEM SAFETY POLICIES AND RESPONSIBILITIES

Administration of System Safety Program Plan: SCT's Department Head is responsible for the implementation, maintenance, and update of the SSPP, and all safety related areas. The Department Head shall review and monitor contractors and subcontractors of service for compliance with the SSPP in regard to maintenance and operations.

Bus Driver and Employee Selection/Training: The Department Head is responsible for pre-employment qualifications for drivers, proof of valid licenses, records of licenses, training and testing, driver's work periods driving hours, medical examination, and alcohol and drug testing requirements. Operational rules and procedures shall be in compliance with state law and all newly employed drivers shall be instructed on such rules and procedures.

The SSPP establishes well defined written instructions and safety procedures for all drivers. A file will be maintained on each driver to ensure proper documentation of all driving records, incidents, and safety concerns.

The Operations Supervisor will provide each driver on-the-job training which includes wheelchair securement, sensitivity training for disabled persons, and extensive video training on various subjects.

Driving Requirements: Drivers are not to drive more than 12 hours in one 24-hour period, or drive more than 70 hours in any period of seven consecutive calendar days. Drivers shall have a minimum cumulative off-duty time of eight hours within any 24-hour period. The maximum allowed driving hours may be increased if the hours are necessitated by adverse conditions.

All SCT drivers shall be responsible for the following:

- » reporting to the Transit Coordinator any notice of driver license suspension, cancellation, or revocation, by the end of the business day following the day notice is received;
- » reporting to the dispatcher any condition(s) resulting in increased driving hazards, (weather, road, traffic conditions or medical emergencies and disasters);
- » reporting to the Transit Coordinator any conditions resulting in impaired driving ability, such as dizziness, poor eye sight, fainting, or other medical conditions affecting his/her ability to operate a vehicle safely;
- » completion of daily inspections and "Daily Vehicle Inspection" (Appendix F);
- » providing interior lighting for passengers boarding and exiting if a vehicle is in operation during darkness;
- » not permitting passengers to remain in the step wells while in motion; or to remain standing on any vehicle without standee provisions;
- » not refueling vehicles in closed building or while passengers are on board;
- » securing him/herself by the driver's restraining belt while operating the vehicle;
- » not leaving an occupied vehicle unattended for more than ten minutes;
- » stopping at railroad crossings when carrying passengers;
- » displaying the proper reflective lights and warning devices upon being disabled on the highway;
- » assuring that all emergency doors operable by a key are unlocked during passenger operations;
- » proper lighting of wheelchair lifts when used during darkness;
- » proper securing of wheelchair passengers in appropriate positions while in motion;

- » using appropriate safety devices when necessary. Back braces are required when moving and securing wheelchair passengers, and are available to all personnel;
- » ensuring the vehicle entrance step, or any other protruding objects are not damaged;
- » ensuring the vehicle does not become endangered, immobilized, or damaged. Such situations include; but are not limited to; low hanging branches, bad roads including water holes, loose sand, too narrow roads, and, inadequate turn around area. If a driver has any doubt about a particular situation she/he should contact the dispatcher for guidance;
- » cleaning assigned vehicle, inside and outside, daily and during the “bug season” applying an extra coat of wax to the front of the vehicle;
- » staying in contact with the office periodically by two way radio, mobile phone, or telephone toll free or regular, (toll free 1-866-878-6837).

Vehicle Maintenance

Daily Inspection: A daily inspection will be made of each vehicle prior to use, after use, and appropriate documentation maintained for a minimum of two weeks. Drivers are to report any mechanical problems that may constitute a hazard and not drive a vehicle if safety is questionable. Vehicles should be fueled at the completion of trips each day. The amount fueled is to be recorded on the Daily Report of Vehicle Inspection. The inspection includes an examination of the following items:

- | | | |
|---|------------------------------|----------------|
| lights, signals, flashers | brakes: parking, and service | horn |
| steering | wipers | gauges |
| tires & wheels | radio | mirrors |
| seat belt | doors | exhaust system |
| cleanliness: inside, outside | wheelchair lift equipment | |
| fluids: (fluids are checked at least weekly and filled as needed) | | |
| emergency equipment: first aid kit, fire extinguisher, roadside warning devices | | |

Preventive Maintenance: Vehicles are scheduled for preventive maintenance on a regular basis based on recorded mileage. Service is scheduled at 7,500 miles. Preventive maintenance is conducted in order to maintain vehicles in a manner to conform to safety regulations and to ensure that all vehicles are properly equipped with all required parts and accessories in good, safe working condition. These bi-monthly services include changing fluids and filters, inspecting for tire wear, brake wear, and oil leaks.

Proper documentation of services performed is recorded by the technician performing the services. All preventive maintenance and repair actions are documented and include positive means of vehicle identification, date, mileage, and type and description of maintenance or inspection. Officers or persons designated by the Department of Transportation shall be permitted to perform system reviews for compliance with state law.

Vehicle and Equipment Standards and Procurement Criteria

Vehicle Equipment and Devices: All vehicles operated by Sumter County Transit shall be equipped with all safety equipment necessary and as required by local, state, or federal law. It

is mandatory all new equipment procured be specified to include all required safety equipment, at a minimum.

Equipment Safety Inspection: The following minimum equipment on each vehicle shall receive a safety inspection for compliance with Florida law. This equipment shall be inspected as a part of preventative maintenance and/or when attention is required.

horn	door interlock devices
windshield wipers	step wells and flooring
mirrors	emergency exits
wiring, battery	tires and wheels
service, parking brakes	suspension system
warning devices	steering system
directional signals	exhaust system
hazard warning signals	seat belts
signaling devices	wheelchair transport equipment
handrails and stanchions	

Management shall conduct inspections with an entity or person(s) qualified by SCT. Safety inspections shall be documented and maintained in a file readily available for periodic review by FDOT. Law enforcement officers or person(s) designated by the Department of Transportation shall be permitted to perform system reviews for compliance with Florida law.

Accidents and Safety Data Acquisition and Analysis

SCT maintains a comprehensive accident reporting, evaluation, and record maintenance system. All accidents are to be reported immediately to the office and an "Incident/Accident Report" must be completed (Appendix B). The District Five FDOT office shall be notified immediately by telephone or in person of each accident involving a fatality. A written report shall be made on such accidents and submitted to the FDOT district office within 30 days after the accident occurs. The Operations Supervisor and Transit Coordinator will determine the nature, cause(s), and what actions or procedures should be implemented to prevent any reoccurrence and will review all accidents. Accident records will remain a permanent part of the driver's personnel file and the Accident/Incident Report file. The driver will be supplied with an accident procedures checklist (Appendix G).

Upon notification of an accident, the Operations Supervisor and Transit Coordinator will go to the scene of the accident and investigate possible and preventable causes. The driver, passengers, and witnesses will be interviewed to form a consensus of the cause of the accident. Pictures of the accident scene will be taken. After all the information has been compiled, review of current procedures will be performed and changes made as needed. All information, including pictures, will be provided to Risk Management. The findings will be reported to the county's safety committee for further review.

A primary purpose of a safety program is to prevent a mishap from occurring or reoccurring. Therefore, it is important all incidents are documented and reported in a timely manner.

SYSTEM SAFETY TASKS AND IMPLEMENTATION

Hazard Identification and Resolution: The primary task for ensuring the safest operation is to properly identify and eliminate possible hazards or conditions that could result in accidents. The method of identifying, analyzing, assessing, and removing causes of accidents are done by all sections or areas of the system and all available information and resources are used. Strong efforts will be made toward remedies for the more severe hazards that result in accidents. Assessment of hazards shall result in resolution by either removing the hazard, or making the hazard acceptable by the use of safety devices and/or new or improved procedures. Safe operations and a reduction in hazards are accomplished by proper and adequate training for new employees as well as refresher training courses for existing employees. Random inspections of operational functions shall be made by management to identify hazards not normally identified in day to day activities.

Implementation: It is the responsibility of the Transit Coordinator to maintain, annually update, and make the necessary revisions to the SSPP. The plan shall also be submitted to FDOT for review and to determine compliance with Florida law. Contractors are required to either adopt and adhere to the SSPP or have their own approved by FDOT.

TRANSPORTATION SECURITY

GENERAL

With the terrorist attacks of September 11, 2001, our country entered an era of combat with an unknown and often invisible enemy. The safety of our passengers as well as our team members must remain one of our primary concerns. It is more important now than ever to look at our operation to see if there are any weaknesses in our security or procedures that need amended. By not wearing a uniform or confronting us face to face, this enemy is unlike any adversary ever encountered. This enemy will wait to attack when we are at our most vulnerable, by means that are difficult to detect. Worst of all, they most likely will not strike at military targets, but defenseless civilians and use unconventional means.

DEFENSE

We cannot just accept this as an unfortunate happenstance. We must do our best to prevent an attack and respond the best way possible if put in an adversarial situation. Soldiers in this war need not wear a uniform and be sworn to serve their country, but the common citizen defending their community. We in the transportation industry have a unique role in this war. By providing a public service, we become a possible target, and two other modes of transportation (airline and long distance bus) have already been attacked. You might think in a rural setting without national significance, we will not be targeted. However, it would be foolhardy to assume such an innocent position.

Always be vigilant with respect to possible acts of terror by legitimate terrorist or copycat type terror. Employees should be aware of their surroundings. Observe suspicious packages, unusual passenger behavior around the office, compound, or buses. The "early in" drivers should close the gate and relock the compound, until the dispatcher arrives.

Never confront a suspicious person yourself unnecessarily or try to handle a suspicious package. When faced with an ominous situation, contact the office for further instructions.

Reserve bus seating behind driver for the handicapped. This will prevent an able bodied person from being seated immediately behind the driver and lessen the possibility of an attack from

behind. Drivers should use the mirrors installed in the buses to enhance the rear view. Rear facing video cameras shall be installed to enhance driver protection.

Unfortunately, there is no clear-cut specific answer to a particular situation. Each individual will need to rely on their wits, common sense and training to respond to each situation.

The last SCT employee to leave the building should ensure all doors are locked properly, windows are closed and everything within sight or sound are safe and secure.