

**LAKELAND AREA MASS TRANSIT DISTRICT
BOARD OF DIRECTORS MEETING
Citrus Connection, Hollingsworth Meeting Room, 1212 George Jenkins Blvd.
March 8, 2017, at 9:30 a.m.**

Call to Order for LAMTD Board of Directors Meeting

1. Approval of Minutes Approval

2. Public Comments

***Winner of the Rodeo / Bill Knieriem

3. Financial Matters / David Persaud

(a) Crowe-Horwath FRS Financial Report Status	None
(b) LAMTD Financials	None
(c) PCTS Financials	None

4. Transportation Disadvantaged / Aaron Dunn

(a) CTC Evaluation	None
--------------------	------

5. Human Resources, Risk, Safety & Security / Steve Schaible

(a) Transportation Coordinator Position	Approval
(b) LAMTD Turnover Report	None

6. Legal / Tim Darby

(a) Transfer of Federally Funded Assets from Polk County to LAMTD	Approval
(b) Coordination Agreement between LAMTD and Polk County	Approval
(c) LDDA UAP Renewal	Approval

7. Operations / Bill Knieriem

(a) TSI Quarterly Report	None
--------------------------	------

8. Executive Update / Tom Phillips

(a) Activity Calendar	None
(b) UAP & Ridership Report	None
(c) Florida Avenue Re-alignment Update	None
(d) Executive Director Report	None

9. Other Business

Adjournment

LAKELAND AREA MASS TRANSIT DISTRICT
BOARD OF DIRECTORS MEETING
MARCH 8, 2017
AGENDA ITEM #2

Agenda Item: Approval of February 8, 2017 LAMTD Board of Directors Meeting Minutes

Presenter: Marcy Harrison

Recommended

Action: Board of Directors approve the Minutes of the February 8, 2017 LAMTD Board of Directors Meeting.

Attachments: February 8, 2017 LAMTD Board of Directors Meeting Minutes

LAKELAND AREA MASS TRANSIT DISTRICT
BOARD OF DIRECTORS MINUTES
FEBRUARY 8, 2017

Directors:

Polk County Commissioner George Lindsey III – Chairman
City of Lakeland Commissioner Jim Malless – Vice Chairman
City of Lakeland Commissioner Phillip Walker - Secretary
Polk County Commissioner John Hall
City of Lakeland Commissioner Don Selvage

Executive Director: Tom Phillips
Executive Assistant: Marcy Harrison

Call to Order

8:30 a.m. By Chairman George Lindsey III

Quorum

All Present

***GEM Award / Steven Schaible, Director of Human Resources

- John Lia and Randy Beach, LAMTD Operators

Agenda Item #1 – Approval of the Minutes

Approval request for the approval of the January 11, 2017 LAMTD Board of Director meeting minutes.

“Approval of January 11, 2017 Board of Directors Meeting Minutes”

MOTION CARRIED UNANIMOUSLY

Agenda Item #2 – Public Comments

None at this time

Agenda Item #3 – Finances / David Persaud, CFO

David Persaud, CFO presented to the Board the items listed below:

a) LAMTD Financials

FY 2016-2017

Year to Date December 31, 2016

Description	YTD of FY Budget	YTD Budget \$	YTD Actual \$	YTD of FY Expended	Annual Budget
Revenue YTD	25%	\$2,600,903	\$3,908,638	29%	\$10.4 Million
Expenses YTD	25%	\$2,540,123	\$1,945,565	77%	\$10.4 Million

REVENUES:

The total revenues realized year-to-date through December 31, 2016 totaled \$3.9 million or 50% of the YTD budget.

Farebox and all contract revenues reflect 11% over budgeted revenues through December 31, 2016.

Farebox revenues are under budget \$49,000 due to decline in ridership and some comingling of revenue that is being addressed.

- Ad Valorem taxes reflect \$3.3 million. The total budgeted revenues are \$3.9 million. Revenues are over budget since only 95% of the taxes are budgeted and due date is November 2016.

Property taxes become due and payable on November 1st, each year. Discounts for early payments are as follows:

- 4% discount is allowed if paid by November
- 3% discount is allowed if paid by December
- 2% discount is allowed if paid by January
- 1% discount is allowed if paid by February

Taxes become delinquent on April 1st of each year. The District normally receives 90% of property taxes by May of each year.

- Florida DOT operating grants \$1.6 million is being billed quarterly with no revenue YTD. These grants are on a cash basis which mean the services must be provided before we receive grant assistance.
- FTA Section 5307 operating and capital grants budgeted at \$2.6 million with no revenue YTD. This grant is also on a cash basis which means that the District must expend the funds before we seek grant reimbursement. Since most of the grant funding is used for operations and preventative maintenance the grant reimbursement is received at the end of the fiscal year after State funds are recognized.
- Advertising income is also lagging at \$18,197 but should improve.
- The Support cost reimbursement revenue is in line with budget.
- The other revenues are showing a lag due to timing and being on a cash basis.

Monthly Financial Report
Operating Budget. Budget to Actual
For the Year-to-date December 31, 2016
FY 2016-2017

EXPENSES:

The total expenses year-to-date through December 31, 2016 totaled \$1.95 million or 77% of the YTD budget.

- Salaries and benefits represent 65% of the FY 2016-2017 YTD budget. As of December 31, 2016 these expenses totaled \$1.3 million or 79% of the YTD budget of \$1.6 million and is under budget.
- Professional and Technical Services expenses totaled \$45,000 of the YTD budget; a favorable variance.
- Other services expenses totaled \$24,000 of the YTD budget, over budget due to one-time expense.
- Fuel expenses totaled \$135,000 YTD budget due to declining fuel prices; a favorable variance.
- Materials and supplies totaled \$151,000 under budget, a favorable variance.
- Advertising promotion expenses totaled \$5,600 over budget, offset with revenues.
- Dues and subscriptions, and office supplies are over budget due to payment for Florida Public Transportation.
- Property appraiser, Tax Collector Commission and CRA payments under budget, since payments are quarterly and annually.

Other remaining expenses are under the YTD budget through December 31, 2016

CHANGE IN FINANCIAL CONDITION	
Based on the year-to-date budget-to-actual variances through December 31 st the financials reflect a favorable actual variance of \$1.96 million due to the collection of property taxes.	

STATISTICAL TRENDS LAST FIVE YEARS AUDITED FINANCIAL STATEMENTS					
	9/30/15	9/30/2014	9/30/2013	9/30/2012	9/30/2011
1. Farebox Recovery Ratio (All modes)	25.50%	23.08%	25.16%	23.02%	20.32%
2. Cost per revenue hour	\$89.45	\$86.29	\$83.84	\$83.62	\$91.26
3. Revenue Hours	103,550	117,008	116,422	112,539	115,679
4. Fuel Cost (\$)	\$847,360	\$1,316,739	\$1,367,289	\$1,317,442	\$1,349,788
5. Ridership	1,424,965	1,647,010	1,638,470	1,452,161	1,768,087

Revenue				
	Annual Budget	YTD Budget	YTD Actual	Percent Expended
Revenues				
FTA 5307 Grant	\$ 2,147,360	\$ 536,840	\$ -	0%
Fares	\$ 123,780	\$ 30,945	\$ 31,988	26%
FDOT Block Grant	\$ 711,773	\$ 177,943		0%
City Contribution	\$ 208,085	\$ 52,021		0%
FDOT Block Grants:				
JARC AQ379	\$ 76,479	\$ 19,120		0%
New Freedom AQ49	\$ 89,808	\$ 22,452		0%
FTA 5311 AQ R07	\$ 800,575	\$ 200,144		0%
County Match	\$ 1,960,704	\$ 490,176	\$ 980,352	50%
Total	\$ 6,118,564	\$ 1,529,641	\$ 1,012,340	17%
Expenses				
	Annual Budget	YTD Budget	YTD Actual	Percent Expended
Labor	\$ 3,731,659	\$ 932,915	\$ 628,288	17%
Contract	\$ 506,300	\$ 126,575	\$ -	0%
Operating	\$ 1,880,605	\$ 470,151	\$ 500,389	27%
Total	\$ 6,118,564	\$ 1,529,641	\$ 1,128,677	18%

c) CRA Update

For Fiscal Year 2014-2015 the LAMTD paid the City of Lakeland Redevelopment Trust Fund (CRA) for tax year 2014 \$114,461. Each fiscal year the District includes a budget for this obligation.

For FY 2015-2016 Tax Year 2015 the payment is \$139,135 or \$24,674 and 21.56 percent increase for FY 2016-17 the amount is \$160,948 or 16% increase.

The payments are for Tax Increment Districts

District	2014	2015	Change	2016	Change
Downtown District 48 & 49	\$37,736	\$40,986	8.6%	\$46,156	13%
Dixieland District	\$6,903	\$7,441	7.8%	\$8,876	19%
Midtown District 55	\$69,822	\$90,708	30%	\$105,911	17%
Total	\$114,461	\$139,135	21.56%	\$160,948	16%

The payments are made annually based on the annual final Tax Rolls issued by the Polk County Property Appraiser's Office.

Chapter 163.387 (2)(b) F.S. requires that the Tax Increment payments be made to the City of Lakeland as the Community Redevelopment Agency.

Agenda Item #4 – Call Center / Marcia Roberson, RMCC Director

Marcia Roberson presented and requested approval for the District's Title VI Compliance Plan.

As part of the DOT regulations (70 FR 74087, December 14, 2005) and the FTA requirements, LAMTD is as well committed to meeting the requirement to take reasonable steps to ensure meaningful access to benefits, services, information, and other important portions of their programs and activities for individuals who are limited-English proficient (LEP) and minority population.

LAMTD is a direct recipient of Federal Transit Administration funds and operates in Lakeland Urbanized Area with a population of 262,596 according to the 2010 U.S. Census Bureau. LAMTD is also contracted to operate the Polk County Transit Services, located in the Winter Haven Urbanized Area with a population of 201,289, according to the 2010 U.S. Census Bureau. Including both transit systems, LAMTD operates less than 50 fixed route vehicles in peak service. LAMTD is submitting this updated report to the Federal Transit Administration to demonstrate that it complies with the non-discrimination clause of Title VI and complies with the regulations that were set forth in FTA Circular C 4702.1B. This report covers the existing conditions of the operations of LAMTD between October 1, 2013 and September 30, 2016, and is being submitted prior to the deadline of April 1, 2017 as set forth in the letter of March 3, 2014 from the Regional Civil Rights Officer.

During the reporting period, LAMTD has only filed applications for financial assistance from the Federal Transit Administration. No applications for such assistance have been made with any other Federal agencies.

“Approval of the District's Title VI Compliance Plan”

MOTION CARRIED UNANIMOUSLY

Agenda Item #5 – Human Resources / Steve Schaible

Steve Schaible presented to the Board the items listed below:

a) Flex Spending

The District will be adding a Flexible Spending Account to its employees at a minimal cost of approximately \$3.00 per employee. This new benefit can be used for a variety of out-of-pocket health care expenses as well as improve our benefits package for staff recruitment. The FSA will launch this March with a benefit of \$1,500 per employee and upon the start of a new year, the full amount of \$2,600 per employee will become available for those that choose to participate.

b) Safety Committee Credit

The Florida Municipal Insurance Trust has certified that as long as Citrus Connection maintains an active safety and health workplace program, it will qualify for a premium safety credit. The key elements necessary to are:

1. Management Commitment to Safety (Written safety policy)
2. Safety Committee (Written safety committee minutes)
3. Safety and Health and Training (Documentation of specific training)
4. Safety Rules, Policy and Procedures Requirements (Safety Manual)
5. Accident Prevention (Self Inspections)
6. First-Aid Procedures (Update first aid supplies/training)
7. Record Keeping (Written accident investigation data, etc.)

The District has agreed to provide the FMIT Risk Control Representative full access on request, towards verification of your ongoing safety efforts. The safety and health records will be maintained at a single location and be easily accessible to the FMIT Risk Control Representative at any time. The District agrees to comply, in a timely manner, with all safety and health recommendations made by the Risk Control Representative.

c) SSPP and SPP - Paul Simms, Training/Professional Development Manager, presented and requested to the Board approval of the SSPP and SPP for Citrus Connection.

Annually, the District is required to update the System Safety Program Plan (SSPP). The 2017 update describes the functions and responsibilities required to implement and maintain a high level of safety at the Citrus Connection. The SSPP provides a means for improving communications, documentation, and coordination within the entire system. It contributes to employees' safety knowledge in order to reduce injuries, property damage, and delays in service. The SSPP applies to all areas of the transit system, including: facility design; administration; equipment procurement; operations; and maintenance.

Attachments: The SPP has been adopted separately from the SSPP. Bus transit systems are prohibited by Section 119.071(3) (2), Florida Statutes, from publicly disclosing the SPP, as applicable under any circumstance. The document is maintained in a secure location by the management and access to the document is restricted to select agency personnel and appropriate FDOT personnel exercising oversight in this area. On-site access to the SPP is granted to regulatory authorities (FDOT, FTA, etc.) on as-needed basis.

"Approval of the District's SSPP and SPP Plans"

MOTION CARRIED UNANIMOUSLY

Agenda Item #6 – Executive Report / Executive Report

Tom Phillips, ED presented to the Board the items below.

a) Activity Calendar (Calendar in Board Packet)

b) UAP & Ridership Report (Report in Board Packet)

c) District Update -

- The District has notified the City of Lakeland that the District is interested in leasing the current Lakeland Chamber of Commerce Building once available.
- COLTS program has been implemented in Hillsborough County and being monitored by other Florida counties to be incorporate in their transit services.
- The District met with HART regarding bus stops on Countyline Road and they have agreed to install the stop signage posts to assist in the new service. Citrus Connection Route 45 will be linked with this new service and we will be the first transit organization to infiltrate into Hillsborough County.

Agenda Item #7 – Other Business

None at this time

*****Board Action Items for March 8, 2017**

1. Turnover rate model to include reason for separation – Commissioner Jim Malless

Adjournment

Approved this 8th day of February, 2017.

Chairman – Commissioner George Lindsey III

Minutes Recorder – Marcy Harrison

LAKELAND AREA MASS TRANSIT DISTRICT
BOARD OF DIRECTORS MEETING
MARCH 8, 2017
AGENDA ITEM #2

Agenda Item: Public Comments

Presenter: TBD

Recommended
Action: TBD

LAKELAND AREA MASS TRANSIT DISTRICT
BOARD OF DIRECTORS MEETING
MARCH 8, 2017
AGENDA ITEM #3(a)

Agenda Item: January 31, 2017 LAMTD Monthly Financial Statement
FY 2016-17

Presenter: David Persaud, Chief Financial Officer

Recommended
Action: None

Summary: The Interim Financial Statement covers a period of less than one year. The report is used to convey the performance of the District's financial position and budget comparisons – budget to actual on a year-to-date basis. Unlike annual financial statements, Interim Statements do not have to be audited.

Interim financial statements increase communication between the District Board of Directors, management and the public to provide up-to-date financial information and compliance with the budget.

Attachments: See Attachments

Lakeland Area Mass Transit District
Monthly Financial Report
Operating Budget. Budget to Actual
For the Year-to-date January 31, 2017
FY 2016-2017

Year to Date January 31, 2017

Description	YTD of FY Budget	YTD Budget \$	YTD Actual \$	YTD of FY Expended	Annual Budget
Revenue YTD	33%	\$3,467,870	\$4,266,477	123%	\$10.4 Million
Expenses YTD	33%	\$3,386,830	\$2,829,985	84%	\$10.4 Million

REVENUES:

The total revenues realized year-to-date through January 31, 2017 totaled \$4.3 million or 123% of the YTD budget.

Farebox and all contract revenues reflect 5% over budgeted revenues through January 31, 2017.

Farebox revenues are under budget \$67,000 due to decline in ridership and some comingling of revenue that is being addressed.

- Ad Valorem taxes reflect \$3.5 million. The total budgeted revenues are \$3.9 million. Revenues are over budget since only 95% of the taxes are budgeted and due date is November 2016.

Property taxes become due and payable on November 1st, each year. Discounts for early payments are as follows:

- 4% discount is allowed if paid by November
- 3% discount is allowed if paid by December
- 2% discount is allowed if paid by January
- 1% discount is allowed if paid by February

Taxes become delinquent on April 1st of each year. The District normally receives 90% of property taxes by May of each year.

- Florida DOT operating grants \$1.6 million is being billed quarterly with no revenue YTD. These grants are on a cash basis which mean the services must be provided before we receive grant assistance.
- FTA Section 5307 operating and capital grants budgeted at \$2.6 million with \$41,200 revenue YTD. This grant is also on a cash basis which means that the District must expend the funds before we seek grant reimbursement. Since most of the grant funding is used for operations and preventative maintenance the grant reimbursement is received at the end of the fiscal year after State funds are recognized.
- Advertising income is also lagging at \$23,000 but should improve as payments are realized.
- The Support cost reimbursement revenue is in line with budget.
- The other revenues are showing a lag due to timing and being on a cash basis.

Lakeland Area Mass Transit District
Monthly Financial Report
Operating Budget. Budget to Actual
For the Year-to-date January 31, 2017
FY 2016-2017

EXPENSES:

The total expenses year-to-date through January 31, 2017 totaled \$2.8 million or 84% of the YTD budget.

- Salaries and benefits represent 65% of the FY 2016-2017 YTD budget. As of January 31, 2017 these expenses totaled \$1.844 million or 83% of the YTD budget of \$2.2 million and is under budget.
- Professional and Technical Services expenses totaled \$57,000 of the YTD budget; a favorable variance.
- Other services expenses totaled \$33,000 of the YTD budget, over budget due to cost for temporary employees in Finance- budgeted in salaries account.
- Fuel expenses totaled \$166,000 YTD budget due to declining fuel prices; a favorable variance.
- Materials and supplies totaled \$201,000 under budget, a favorable variance.
- Advertising promotion expenses totaled \$6,300 over budget, offset with advertising revenues.
- Dues and subscriptions, and office supplies are over budget due to payment for Florida Public Transportation.
- Property appraiser, Tax Collector Commission and CRA payments under budget, since payments are quarterly and annually.

Other remaining expenses are under the YTD budget through January 31, 2017

CHANGE IN FINANCIAL CONDITION

Based on the year-to-date budget-to-actual variances through January 31 st the financials reflect a favorable actual variance of \$1.4 million due to the collection of property taxes.
--

STATISTICAL TRENDS LAST FIVE YEARS AUDITED FINANCIAL STATEMENTS
--

	9/30/15	9/30/2014	9/30/2013	9/30/2012	9/30/2011
1. Farebox Recovery Ratio (All modes)	25.50%	23.08%	25.16%	23.02%	20.32%
2. Cost per revenue hour	\$89.45	\$86.29	\$83.84	\$83.62	\$91.26
3. Revenue Hours	103,550	117,008	116,422	112,539	115,679
4. Fuel Cost (\$)	\$847,360	\$1,316,739	\$1,367,289	\$1,317,442	\$1,349,788
5. Ridership	1,424,965	1,647,010	1,638,470	1,452,161	1,768,087

LAKELAND AREA MASS TRANSIT DISTRICT

FY 2017
 MONTHLY FINANCIAL STATEMENT
 MONTH OF Jan 2017

REVENUES:	Account	Month			YTD			Approved Annual Budget
		Actual	Budget	Variance \$'s	Actual	Budget	Variance \$'s	
R4	Farebox/Pass Sales	\$ 52,704	\$ 70,711	\$ (18,007)	\$ 215,994	\$ 282,843	\$ (66,849)	\$ 848,530
R6	Contract Income (UAP)	\$ 16,528	\$ 20,260	\$ (3,732)	\$ 67,079	\$ 81,040	\$ (13,961)	\$ 243,120
R3	Other Contract Revenue	\$ 31,246	\$ 24,076	\$ 7,170	\$ 201,213	\$ 96,303	\$ 104,909	\$ 288,910
R5	Miscellaneous Income	\$ -	\$ 833	\$ (833)	\$ -	\$ 3,333	\$ (3,333)	\$ 10,000
R7	Advertising Revenue	\$ 4,623	\$ 14,500	\$ (9,878)	\$ 22,819	\$ 58,000	\$ (35,181)	\$ 174,000
R8	Investment/Interest Income (net)	\$ 6,295	\$ 833	\$ 5,462	\$ 19,492	\$ 3,333	\$ 16,159	\$ 10,000
R9	Ad Valorem Income, net	\$ 208,603	\$ 324,372	\$ (115,769)	\$ 3,510,854	\$ 1,297,487	\$ 2,213,368	\$ 3,892,460
R10	FDOT Operating Grant	\$ -	\$ 137,002	\$ (137,002)	\$ 41,163	\$ 548,007	\$ (506,844)	\$ 1,644,020
R11	Federal Operating Grant	\$ -	\$ 217,626	\$ (217,626)	\$ -	\$ 870,503	\$ (870,503)	\$ 2,611,510
R12	Charitable Contributions	\$ -	\$ 12,531	\$ (12,531)	\$ -	\$ 50,123	\$ (50,123)	\$ 150,370
R13	Cost Recovery	\$ -	\$ 3,109	\$ (3,109)	\$ 16,490	\$ 12,437	\$ 4,053	\$ 37,310
R1	Bartow Express	\$ -	\$ 3,274	\$ (3,274)	\$ 6,479	\$ 13,097	\$ (6,617)	\$ 39,290
R2	PCTS - Support Cost Reimb.	\$ 37,841	\$ 37,841	\$ (0)	\$ 164,894	\$ 151,363	\$ 13,531	\$ 454,090
Reserve								
TOTAL REVENUES		\$ 357,838.82	\$ 866,968	\$ (509,129)	\$ 4,266,476.90	\$ 3,467,870	\$ 798,607	\$ 10,403,610
ELIGIBLE EXPENSES:								
1	Salaries	\$ 350,865	\$ 372,057	\$ (21,193)	\$ 1,225,990	\$ 1,488,230	\$ (262,240)	\$ 4,464,690
2	Employee Benefits	\$ 176,591	\$ 186,011	\$ (9,420)	\$ 617,850	\$ 744,045	\$ (126,194)	\$ 2,232,134
3	Advertising Fees	\$ 819	\$ 1,125	\$ (307)	\$ 1,819	\$ 4,500	\$ (2,682)	\$ 13,500
4	Professional & Technical Ser	\$ 11,592	\$ 31,490	\$ (19,898)	\$ 56,956	\$ 125,960	\$ (69,004)	\$ 377,881
5	Contract Maintenance Services	\$ 3,796	\$ 8,196	\$ (4,400)	\$ 18,039	\$ 32,783	\$ (14,745)	\$ 98,350
6	Other Services	\$ 8,980	\$ 3,352	\$ 5,627	\$ 32,672	\$ 13,410	\$ 19,263	\$ 40,229
7	Fuel & Lubricants	\$ 26,838	\$ 47,585	\$ (20,747)	\$ 165,872	\$ 190,340	\$ (24,468)	\$ 571,020
8	Freight	\$ 117	\$ 292	\$ (175)	\$ 2,638	\$ 1,167	\$ 1,471	\$ 3,500
9	Repairs & Maintenance	\$ 222	\$ 3,708	\$ (3,487)	\$ 2,959	\$ 14,833	\$ (11,875)	\$ 44,500
10	Materials & Supplies	\$ 50,011	\$ 57,049	\$ (7,038)	\$ 201,147	\$ 228,197	\$ (27,049)	\$ 684,590
11	Utilities/Telephone	\$ 4,120	\$ 9,167	\$ (5,046)	\$ 27,940	\$ 36,667	\$ (8,727)	\$ 110,000
12	Physical Damage Insurance	\$ 3,042	\$ 2,267	\$ 775	\$ 8,595	\$ 9,067	\$ (472)	\$ 27,200
13	Liab & Prop Damage Insurance	\$ 16,117	\$ 19,433	\$ (3,317)	\$ 67,064	\$ 77,733	\$ (10,670)	\$ 233,200
14	Other Coporate Insurance	\$ -	\$ 167	\$ (167)	\$ 1,010	\$ 667	\$ 343	\$ 2,000
15	Dues & Subscriptions	\$ 16,139	\$ 3,483	\$ 12,656	\$ 23,609	\$ 13,931	\$ 9,678	\$ 41,792
16	Education/Training/Meeting/Travel	\$ 8,204	\$ 6,646	\$ 1,558	\$ 25,762	\$ 26,583	\$ (821)	\$ 79,750
17	Service Charges	\$ 1,141	\$ 917	\$ 224	\$ 6,421	\$ 3,667	\$ 2,755	\$ 11,000
18	Office Expense	\$ 6,253	\$ 9,237	\$ (2,984)	\$ 33,167	\$ 36,948	\$ (3,781)	\$ 110,845
19	Advertising & Promotions	\$ 605	\$ 1,667	\$ (1,062)	\$ 6,251	\$ 6,667	\$ (416)	\$ 20,000
20	Miscellaneous Expenses	\$ 1,291	\$ 359	\$ 932	\$ 797	\$ 1,437	\$ (639)	\$ 4,310
21	Property Appraiser/Tax Collector Comm	\$ 21,872	\$ 12,283	\$ 9,589	\$ 98,420	\$ 49,133	\$ 49,287	\$ 147,400
22	LLDA, CRA Contributions	\$ 160,948	\$ 12,167	\$ 148,781	\$ 160,948	\$ 48,667	\$ 112,281	\$ 146,000
23	Capital Expenditures/ Debt Service	\$ 11,014	\$ 57,883	\$ (46,869)	\$ 44,058	\$ 231,533	\$ (187,475)	\$ 694,600
24	Bad Debt	\$ -	\$ 167	\$ (167)	\$ -	\$ 667	\$ (667)	\$ 2,000
25	Restricted Contingency	\$ -	\$ 20,260	\$ (20,260)	\$ -	\$ 81,040	\$ (81,040)	\$ 243,120
TOTAL ELIGIBLE EXPENSES:		\$ 880,575	\$ 846,708	\$ 33,868	\$ 2,829,985	\$ 3,386,830	\$ (556,846)	\$ 10,403,610
NET REVENUES OVER		\$ (522,736)	\$ 20,260	\$ (542,996)	\$ 1,436,492	\$ 81,040	\$ 1,355,452	\$ (0)
(UNDER) EXPENSES								

LAKELAND AREA MASS TRANSIT DISTRICT
BOARD OF DIRECTORS MEETING
MARCH 8, 2017
AGENDA ITEM #3(b)

Agenda Item: January 31, 2017 Financials for Polk County Transit Services
Contract – FY 2016-17

Presenter: David Persaud, Chief Financial Officer

Recommended
Action: None

Summary: The Interim Financial Statement covers a period of less than one year. The report is used to convey the performance of the District's financial position and budget comparisons – budget to actual on a year-to-date basis. Unlike annual financial statements, Interim Statements do not have to be audited.

Interim financial statements increase communication between the District Board of Directors, management and the public to provide up-to-date financial information and compliance with the budget.

Attachments: See Attachments

LAKELAND AREA MASS TRANSIT DISTRICT
BOARD OF DIRECTORS MEETING
MARCH 8, 2017
AGENDA ITEM #__

Lakeland Area Mass Transit District
Monthly Financial Report
Polk County Transit Contract
Month of January 31, 2017
Year to Date Report
Percent of FY Reported (33%)

Revenues

- The revenues totaled \$1.3. million or 22% of the year-to-date budget.
- The FTA grant drawdown reflects no activity of the budgeted revenues.
- Fare Revenues totaled \$43,000 or 104% of the year-to-date budget.
- The County funding is designed to reflect the first and second payment for the budget grants match totaling \$1.3 million.

Expenses

- Operating expenses consists of labor cost, operating expenses and contract expenses.
- Total expenses for the period totaled \$1.4 million or 23% of the year-to-date budget.
- Salaries and wages totaled \$735,000 or 59% of the YTD Budget.
- Operating expenses totaled \$592,000 or 94% of the YTD Budget.
- The contract services are for contractual cost for the Lynx service and other planned contractual services totaled \$86,000 or 51% of the year-to-date budget.

Lakeland Area Mass Transit District
Financial Statement
Polk County Contract
Month of January 2017

Revenue

	Annual Budget	YTD Budget	YTD Actual	Percent Expended
Revenues				
FTA 5307 Grant	\$ 2,147,360	\$ 715,787	\$ -	0%
Fares	\$ 123,780	\$ 41,260	\$ 42,808	104%
FDOT Block Grant	\$ 711,773	\$ 237,258		0%
City Contribution	\$ 208,085	\$ 69,362	\$ -	0%
FDOT Block Grants:				
JARC AQ379	\$ 76,479	\$ 25,493		0%
New Freedom AQ497	\$ 89,808	\$ 29,936		0%
FTA 5311 AQ R07	\$ 800,575	\$ 266,858		0%
County Match	\$ 1,960,704	\$ 653,568	\$ 1,307,136	200%
Total	\$ 6,118,564	\$ 2,039,522	\$ 1,349,944	22%

Expenses

	Annual Budget	YTD Budget	YTD Actual	Percent Expended
Labor	\$ 3,731,659	\$ 1,243,886	\$ 734,623	59%
Contract	\$ 506,300	\$ 168,767	\$ 86,104	51%
Operating	\$ 1,880,605	\$ 626,868	\$ 592,312	94%
Total	\$ 6,118,564	\$ 2,039,521	\$ 1,413,039	23%

LAKELAND AREA MASS TRANSIT DISTRICT
BOARD OF DIRECTORS MEETING
MARCH 8, 2017
AGENDA ITEM #4(a)

Agenda Item: **Review of the 2016 CTC Evaluation Report**

Presenter: Aaron Dunn, Para Transit Manager
Recommended

Action: Review CTC Evaluation

Summary: On April 1st 2016 the Citrus Connection officially assumed the state Commission for the Transportation Disadvantaged (CTD) appointment as the Community Transportation Coordinator (CTC). Each year, with the coordination of the Polk Transportation Planning Office (TPO) and the Local Coordinating Board (LCB), the designated Community Transportation Coordinator (CTC) is evaluated on state-mandated, LCB derived criteria. During the 2nd Quarterly Local Coordinating Board (LCB) meeting, a favorable CTC evaluation was submitted and approved.

The CTC is responsible for the TD program with the following responsibilities:

- I. Plan, administer, monitor, coordinate, arrange, and deliver coordinated Transportation Disadvantaged services originating in their designated service area
 - a) Operate centralized call center
 - b) Determine trip eligibility
 - c) Schedule trips
 - d) Perform gatekeeping duties
 - e) Invoice purchasing agencies
- II. The CTC is evaluated for performance in the following categories:
 - a) Total TD population served
 - b) Percentage of trips on fixed-route (bus passes)
 - c) Average cost per trip
 - d) Average cost per paratransit trip

AGENDA ITEM # – CONT.

- e) Accidents per 100,000 vehicle miles
- f) Vehicle miles between road calls
- g) Complaints per 1,000 paratransit trips



POLK COUNTY
COMMUNITY TRANSPORTATION COORDINATOR
FY 2015 / 2016 Evaluation

**Transportation Disadvantaged
Local Coordinating Board**

Evaluation Conducted by:



Polk Transportation Planning Organization
P.O. Box 9005, Drawer TS05
Bartow, Florida 33831-9005
(863) 534-6495

Approved by Local Coordinating Board
February 13, 2017



**Transportation Disadvantaged Local Coordinating Board
2016 Annual Evaluation of the Polk County
Community Transportation Coordinator**

CTC: **Lakeland Area Mass Transit District (LAMTD)**
ADDRESS: 1212 George Jenkins Boulevard
Lakeland, FL 33815
CONTACT: Tom Phillips, Executive Director
PHONE: 863-327-1303
FAX: 863-688-8019

TYPE OF REVIEW: Annual Evaluation of the CTC
REVIEW DATES: FY 2015/16 (July 2015 - June 2016)

REVIEWING AGENCY: **Polk Transportation Planning Organization**
ADDRESS: P.O. Box 9005, Drawer TS05
Bartow, FL 33831-9005
CONTACT: Diane Slaybaugh, Senior Transportation Planner
PHONE: 863/534-6495

EVALUATION COMMITTEE:

Marcia Staszko, LCB Member
Carlos Gonzalez, LCB Member
Joy Johnson, LCB Member
Diane Slaybaugh, Polk TPO



2016 Annual Evaluation of Polk County's Community Transportation Coordinator

**POLK COUNTY TRANSPORTATION DISADVANTAGED
LOCAL COORDINATING BOARD**

LCB Statement:

I, Charles Lake, as the Polk County Local Coordinating Board (LCB) Chairperson, hereby certify in accordance with Rule 41-2.012(5)©, F.S., that the Polk County LCB has reviewed this document, and the Polk Transportation Planning Organization (TPO) has received a copy.

Date Approved: February 13, 2017

LCB Signature: 



Table of Contents

Table of Contents.....	ii
List of Tables	iii
Section 1. Introduction/General Information	1
Section 2. Performance Measures	4
Section 3. Compliance with Chapter 427, F.S.	10
Section 4. Compliance with 41-2, F.A.C.	12
Section 5. Level of Competition.....	14
Section 6. Level of Coordination.....	16
Section 7. Americans with Disabilities Act	21
Section 8. Bus/Van Ride	21
Section 9. Surveys	22
Section 10. Follow-up of previous QAPE Review (if applicable)	24
Section 11. Additional Observations	24
Section 12. Current Year Trip and Equipment Grant	24
Section 13. Appendices	25

List of Tables

Table 1. Trip Cost by Expense Category – All Trips.....	7
Table 2. FY 2015 Performance Standards - Peer Comparison	7
Table 3. Peer Comparative Data.....	8
Table 4. Peer Averages.....	8
Table 5. Summary of CTC Performance FY 2010 - FY 2015.....	9
Table 6. Inventory of Transportation Operators in the Service Area.....	14
Table 7. Transportation Operators Selection Method (Past 5 Years)	14
Table 8. Transportation Operators Selection Criteria.....	15

Section 1. Introduction/General Information

CTC Background

The Florida Commission for the Transportation Disadvantaged designated the Lakeland Area Mass Transit District (LAMTD) as the Community Transportation Coordinator (CTC) for Polk County effective April 1, 2016 through June 30, 2021. LAMTD operates paratransit door-to-door services, fixed-route services, as well as complementary Americans with Disabilities Act (ADA) services, in the urban and rural areas on Polk County as a partial-brokerage. LAMTD services include ambulatory and wheelchairs, with trips performed in county and out-of-county.

Pursuant to Florida Statutes, the Local Coordinating Board (LCB) evaluates the performance of the Community Transportation Coordinator (CTC), approves the CTC's annual service plan, which includes an evaluation element, and provides recommendations to the Commission for the Transportation Disadvantaged (CTD) regarding the renewal of the CTC's contract. This evaluation is for FY 2015/16 or the period July 1, 2015 to June 30, 2016. Prior to the effective date of April 1, 2016, the Polk County Board of County Commissioners served as the CTC for Polk County. Therefore, this evaluation includes data from the Polk BOCC for nine months of service and three months of data from LAMTD. Historical performance comparison data is from the FY 2015 Commission for the Transportation Disadvantaged Annual Performance Report.

The operating area of the Community Transportation Coordinator (CTC) includes all of Polk County, an area covering 2,010 square miles which makes it the fourth largest county in Florida. The 2016 population was estimated at 626,787. There are two urbanized areas (Lakeland and Winter Haven) centrally located within its borders, with both areas exceeding 200,000 population according to the 2010 Census, making it the ninth largest populous area within the State of Florida. Fixed route bus service is available in the Lakeland and Winter Haven urbanized areas and intercity flex route service on routes serving rural areas which include Poinciana and smaller cities in the county.

During the FY 2015/16 evaluation period, service was provided in the Polk County Coordinated system by the Lakeland Area Mass Transit District through a contract with the Polk County Board of County Commissioners, who was the CTC for Polk County through March 31, 2016. The CTC has eight coordination agreements in place with various non-profit organizations throughout Polk County.

Non-sponsored (Transportation Disadvantaged) riders must contact the CTC to arrange transportation. The CTC verifies trip requests and assigns trips to vehicles based on input from the **CTC's automated scheduling/dispatching system**.

FY 2015/2016 Evaluation Related Highlights

- The 2015/16 Annual Operating Report was submitted on time.
- The Regional Mobility Call Center which consolidated customer service and dispatch for Polk County Transit Services, Winter Haven Area Transit and the

Lakeland Area Mass Transit District in Lakeland continues to be a benefit for TD riders. This center was funded through a **Veteran's Initiative grant**.

Summary of CTC Operations

Coordination

The CTC operates a Regional Mobility Call Center for assessing the mobility needs of the transportation disadvantaged to provide services through all modes and areas for Polk County residents. The CTC uses eligibility criteria to determine needs and eligibility. TD trip purposes are prioritized annually based on the available funding and the areas of most need. Additionally, the CTC has coordinated with two non-profit volunteer agencies to share resources and have the agencies utilize the Trapeze database for reporting and tracking purposes.

Competition

The CTC uses Request for Qualifications/Request for Proposals to respond to operators interested in providing transportation within the coordinated system. There was a Request for Qualifications/Request for Proposals conducted in FY 2015/2016 by LAMTD. The RFQ/P was released to solicit interested parties for new transportation operators under the coordinated system. Only one response was received from ElderPoint Ministries, who has a current coordination agreement with the CTC.

Quality

The CTC was monitored regularly by the Polk County Social Services monitoring unit, which is independent to the Transit Services Division, to help ensure the qualitative aspects of the system (complaints, safety, vehicle maintenance, drug and alcohol compliance, risk management, etc.) are maintained. The Monitoring report for LAMTD during the evaluation period is attached to this report.

Training

System standards for training are outlined in each contract between the CTC and each provider or agency.

Unmet Needs

Evaluation of unmet needs to be reviewed on a regular basis, including trip denials. This is due to the fact that approximately \$140,000 was left at the end of the grant cycle, an indicator that the CTC could have performed more trips in 2015/16. This will be included in the recommendations of the CTC evaluation committee, and will be monitored to ensure that the TD population is being well served.

Service Hours

Telephone reservations may be made from 8:00 a.m. to 5:00 p.m. on weekdays, and 8:00 a.m. – 3:00 p.m. on Saturdays. No Sunday service. Reservations are to be made a minimum of 72 hours in advance and may be made up to 7 days in advance.

Accountability

The CTC reports on performance measures at each LCB meeting. The CTC's comprehensive transportation management software system has increased information management and reporting capabilities, and it is recommended that the CTC management and staff get the necessary training to better utilize the data from Trapeze for service planning and coordination purposes.

Cost Effectiveness

The CTC attempts to controls costs by dictating a maximum per mile allowable limit. Instead of selecting operators through a bid process, the CTC has been using a Request for Qualifications, setting rules, procedures and limits to which providers must agree before contract execution.

Area of Noncompliance: None

Recommendation: CTC management and staff get the necessary training to better utilize the data from Trapeze for service planning and coordination purposes. With the funding amount left on the table at the end of FY 2016, perhaps the CTC should consider asking the LCB to open up trip priorities for TD eligible clients.

Timeline for Compliance: This area will be reviewed for improvements during the next CTC evaluation cycle.

Section 2. Performance Measures

Transportation Disadvantaged Program Goals

The Polk County Transportation Disadvantaged Service Plan (TDSP) identifies the following five goals of the local Transportation Disadvantaged (TD) program:

- Goal 1. Enhance the availability of transportation services to meet the mobility needs of transportation disadvantaged person.
- Goal 2. Provide transportation disadvantaged services in a cost-effective and efficient manner.
- Goal 3. Improve public awareness of the Transportation Disadvantaged program.
- Goal 4. Provide transportation services in a safe and reliable manner.
- Goal 5. Ensure program accountability by collecting and reporting system and provider data in an accurate and timely manner.

Those goals and corresponding objectives and policies help guide the annual evaluation of the CTC by through a set of performance measures. The following performance measures are tracked annually by the Local Coordinating Board:

- Serve at least 9% of the potential TD population.
- Perform at least 25% of trips on the fixed-route system.
- Keep the average cost per trip below \$19.00.
- Keep the average cost per paratransit trip below \$29.00.
- Maintain a 90% or better on-time performance.
- Receive no more than 2 complaints per 1,000 trips.
- Do not exceed more than 1.0 accident per 100,000 miles of service.
- Obtain at least 30,000 vehicle miles between maintenance road calls.

Performance Measure Outcomes

The following highlights are based on data reported by the FY 2015/16 CTC Annual Operating Report. Statewide totals and data reported for other counties are drawn from the Commission for the Transportation Disadvantaged's published 2015 Annual Performance Report. Performance measure data can be found in tables 1 through 6 of this section.

- **Decrease in the percent of TD population transported.** 5.83% of all those in Polk County determined to qualify for a Transportation Disadvantaged service were served by the program in 2016 – down from 6.5% in 2015 which is below the goal of serving at least 9%. This decline is attributed to the loss of Medicaid trips and the transition of the CTC operations from the Polk County Board of County Commissioners to LAMTD.

- **Decrease in passengers served.** Total passengers served in 2016 (13,409) decreased from 2015 (15,827). This decrease is attributed to the changes in the Medicaid program along with changes in agency coordination agreements during the year.
- **Number of total trips increased.** Total reported trips were up from 392,509 to 477,313, or 21%.
- **The number of reported fixed route trips increased.** Fixed route trips were up from 200,738 to 294,268, representing a 44% increase.
- **The number of paratransit trips decreased slightly.** These trips were down by 2% from 191,771 to 183,045. The School Board did not report any trips for 2016.
- **Expense per passenger trip decreased.** Expense per passenger trip decreased from \$18.51 to \$17.25, which is a 7% decrease.
 - **Expense per paratransit trip increased.** The expense per paratransit trip increased from \$37.87 to \$44.99.
 - **Expense per vehicle mile increased.** The expense per vehicle mile increased from \$3.50 to \$5.52.
 - **Expense per driver hour increased.** The expense per driver hour increased slightly from \$34.84 to \$37.93.
- **Vehicle miles between road calls did not meet the set goal of 30,000 miles.** The CTC reported 15,650 vehicle miles between road calls in 2016, up from the 11,028 miles reported in 2015. This continues to be a concern of the CTC Evaluation Committee and will be monitored closely as the transition of vehicle maintenance is shifted from the County to Citrus Connection in Lakeland.
- **Accidents in 2016 increased slightly.** 16 chargeable accidents were reported for 2016, which account for an average of 1.07 accidents per 100,000 miles. This is an increase from 2015.
- **Number of complaints remains low.** The CTC received .0005 complaints per 1,000 paratransit trips in 2016 – staying well below the goal of less than 2 per 1,000 paratransit trips. A total of 26 complaints were reported for 2015. Each complaint is investigated and processed internally to determine the source of the problem for a prompt resolution which resulted in no grievances being filed in the past year.

Evaluation Committee Recommendations and Observations

An evaluation committee consisting of Polk TPO staff and members of the Local Coordinating Board met twice to discuss the performance measure outcomes for FY 2015/16. The following recommendations are made to help improve performance over the next fiscal year. Progress towards those recommendations will be measured during the FY 2016/2017 CTC evaluation.

- Due to the consolidation and changes in the Polk CTC, the committee did not **recommend any changes to the CTC's goals, objectives, policies,** or performance measures for 2016. However, they stated that the LCB will continue to monitor the performance measures that did not meet the goals, especially in the area of vehicle and equipment maintenance.
- The CTC Evaluation Committee voiced deep concern regarding the \$139,525.31 that was left on the table at year end of the grant. Unmet trip requests totaled 1,208 with 1,174 being due to lack of capacity issues. This area needs to be closely monitored in the upcoming year to ensure that the TD population is served adequately throughout Polk County.
- During the evaluation process, TPO staff observed that CTC staff is in need of additional training in using the Trapeze software, specifically in the reporting area. The database contains information of the location of the TD population throughout Polk County, which can be very useful in effectively coordinating transit services between the paratransit and fixed-route services offered by the CTC.
- During the evaluation process, TPO staff observed that the CTC is in dire need of a TD Coordinator; a person who can go out into the community to coordinate transportation services with the public, the hospitals, the dialysis centers, and manage the TD program overall. This is critical to the success of the TD program in order to identify the unmet needs in the community and implement services to transport individuals.

Table 1. Trip Cost by Expense Category – All Trips

	FY 2014/2015		FY 2015/2016		% Change in Expenses
Total Trips	392,509		477,313		
Expense Category	Expense	Cost/Trip	Expense	Cost/Trip	
Labor (501)	\$3,741,512	\$9.53	\$3,885,465	\$8.14	-15%
Fringe Benefits (502)	\$867,632	\$2.21	\$853,745	\$1.79	-19%
Services (503)	\$275,296	\$0.70	\$387,876	\$0.81	14%
Materials and Supplies Consumed (504)	\$1,611,081	\$4.10	\$1,481,307	\$3.10	-24%
Utilities (505)	\$156,857	\$0.40	\$89,616	\$0.19	-53%
Casualty and Liability Costs (506)	\$238,888	\$0.61	\$168,311	\$0.35	-35%
Taxes (507)	\$28,560	\$0.07	\$21,541	\$0.05	-25%
Purchased Transport Service (508)	\$49,540	\$0.13	\$17,289	\$0.04	-69%
Leases & Rentals (512)	\$8,612	\$0.02	\$69,684	\$0.15	20%
Annual Depreciation & Amortization (513)	\$54,794	\$0.14	\$305,378	\$0.64	78%
Other Expenses	\$229,406	\$0.58	\$955,468	\$2.00	71%
SYSTEM TOTAL	\$7,262,178	\$18.50	\$8,235,680	\$17.26	-7%

Table 2. FY 2016 Performance Standards - Peer Comparison

Performance Measure	Target	FY 15/16	FY 14/15	FY 13/14	FY 12/13	FY 11/12	Peer ^{1,2} Averages	Statewide ² Average
Potential TD Population Served	>=9%	5.83%	6.5%	9.0%	12.75%	12.6%	4.67%	5.9%
Percent of Trips on Fixed-Route (Bus Passes)	>=25%	61%	51%	45.42%	49.8%	43.7%	28.5%	43%
Average Cost per Trip	<=\$19.00	\$17.25	\$18.50	\$19.99	\$15.39	\$16.70	\$20.27	\$14.08
Average Cost per Paratransit Trip	<=\$29.00	\$44.99	\$37.87	\$36.63	\$30.45	\$29.65	\$24.62	\$21.91
Accidents per 100,000 Vehicle Miles	<1.0	1.07	.68	.36	0.75	.39	.48	1.40
Vehicle Miles between Road Calls	>=30,000	15,650	11,028	13,314	14,350	20,846	37,157	33,466
Complaints per 1,000 Paratransit Trips	<2.0	.0005	.39	.456	0.144	.225	.21	.96

1. Peer Counties: Brevard, Lee, and Volusia.

2. Statewide average includes Miami-Dade, which because they account for 71% of all CTC fixed route trips provided statewide and 86% of Miami-Dade's total CTC trips were reported as fixed-route trips. For these reasons, data for Miami-Dade may distort statewide averages.

Table 3. Peer Comparative Data

Characteristics ¹	Polk County	Brevard County	Lee County	Volusia County
County Population	626,787	556,885	679,513	507,531
Potential TD Population	232,660	258,313	256,560	288,608
Passengers (UPHC)	13,409	17,048	2,600	21,542
Fixed-Route Ridership (Bus Passes)	294,268	428,640	660	261,121
CTC Operating Expense	\$8,235,680	\$5,469,261	\$3,622,812	\$6,680,772

Table 4. Peer Averages

FY 2016 Performance Measure	Brevard County (Space Coast Area Transit)	Lee County (Good Wheels, Inc.)	Volusia County (VOTRAN)	Peer Average FY 2012
Potential TD Population	258,313	256,560	288,608	267,827
Potential TD Population Served	6.5%	.01%	7.5%	4.67%
Percent of Trips on Fixed-Route	40.4%	.008	45%	28.5%
Average Cost per Trip	\$5.16	\$44.19	\$11.47	\$20.27
Average Cost per Paratransit Trip	\$8.57	\$44.52	\$20.77	\$24.62
Accidents per 100,000 Vehicle Miles	1.05	.26	.14	.48
Vehicle Miles between Road Calls	67,208	32,526	11,736	37,157
Complaints per 1,000 Paratransit Trips	.01	.61	.001	.21

Table 5. Summary of CTC Performance FY 2011 - FY 2016

Performance Measure	FY 15/16	FY 14/15	FY 13/14	FY 12/13	FY 11/12	FY 10/11
Revenues	\$8,208,159	\$7,265,954	\$8,989,940	\$8,674,860	\$8,521,344	\$9,904,237
Expenses	\$8,235,680	\$7,262,178	\$8,511,029	\$8,513,644	\$8,463,033	\$9,842,018
Total Passenger Trips	477,313	392,509	425,559	553,364	506,642	515,268
Expenses per Passenger Trip	\$17.25	\$18.50	\$19.99	\$15.39	\$16.70	\$19.10
Vehicle Miles	1,490,814	2,073,346	2,489,766	2,539,934	2,397,371	2,295,834
Expense per Vehicle Mile	\$5.52	\$3.50	\$3.14	\$3.33	\$3.53	\$4.28
Driver Hours	217,118	208,457	252,521	250,522	264,991	219,340
Operating Expense per Driver Hour	\$37.93	\$34.84	\$33.70	\$33.76	\$31.93	\$47.37
Total Paratransit Trips	183,045	191,771	232,300	273,658	285,388	292,714
Percent of Trips as Paratransit	39%	49%	54.58%	49.45%	56.32%	56.80%
Total Fixed-Route Trips	294,268	200,738	193,259	275,559	221,254	222,554
Percent of Trips as Fixed-Route	61%	51%	45.42%	49.8%	43.67%	43.19%
Total School Board Trips	0	0	0	0	0	0
Percent of Trips as School Board	0%	0%	0%	0%	0%	0%

Section 3. Compliance with Chapter 427, F.S.

Review the CTC monitoring of its contracted operators in compliance with FS 427.

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS OPERATOR(S) AND COORDINATION CONTRACTORS AND HOW OFTEN IS IT CONDUCTED?

The CTC is responsible for assuring that operators and contractors are monitored at least once a year. The Polk County Board of County Commissioners has a contract monitoring process in place to evaluate the Polk County Transit Services Division, its coordination contractors and transportation operators. Contract compliance monitoring within the Polk County Coordinated System is done by an independent contract and compliance officer employed by Polk County government but not by the Transit Services Division/CTC. The monitor has been employed with government for over 17 years, extensively educated and trained in all areas of transportation, and performs monitoring and audit functions for the Florida Department of Transportation, the Federal Transit Administration, Housing and Urban Development (HUD), and many other local, state, and federal agencies. The monitoring reports that were completed during this reporting period are attached as part of the final evaluation report. Because the LAMTD is operating transportation services through a contract with the Polk County BOCC, this monitoring has continued throughout and after the transition of operations from the BOCC to LAMTD.

IS A WRITTEN REPORT ISSUED TO THE OPERATOR? Yes, as necessary.

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes.

Review the TDSP to determine the utilization of school buses and public transportation services. Approve and coordinate the utilization of school bus and public transportation services in accordance with the TDSP.

IS THE CTC USING SCHOOL BUSES IN THE COORDINATED SYSTEM?

No. The Polk County School Board has drastically reduced its services due to their funding constraints. For FY 2015/2016 the School Board did not submit a report of trips to the CTC for inclusion in the AOR.

HOW IS THE CTC USING PUBLIC TRANSPORTATION SERVICES IN THE COORDINATED SYSTEM?

Service contracts exist with the Lakeland Area Mass Transit District (LAMTD) to provide transportation for several public and private agencies. Bus passes from both fixed route systems are utilized whenever and wherever feasible to lower the cost of the trips.

IS THERE A GOAL FOR TRANSFERRING PASSENGERS FROM PARATRANSIT TO TRANSIT? Yes

IF YES, WHAT IS THE GOAL? 25% of total annual trips.

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT?

Yes. The FY 2015/16 AOR reported that 61% of trips were provided by fixed route public transit.

Attachments to this report: Monitoring Report and Safety Compliance Reports for the following providers: Lakeland Area Mass Transit District.

Area of Noncompliance: None

Recommendation: None

Timeline for Compliance: None

Section 4. Compliance with 41-2, F.A.C.

Compliance with 41-2.006(1), Minimum Insurance Compliance Ensure compliance with the minimum liability insurance requirement of \$200,000 per person and \$300,000 per incident.

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS IN THE OPERATOR AND COORDINATION CONTRACTS?

The adopted TDSP standards are that the CTC shall ensure compliance with the minimum liability insurance requirement of \$200,000 per person and \$300,000 per incident, which are comparable to Section 768.28(5), Florida Statutes, limits, for all transportation services purchased or provided for the transportation disadvantaged through the CTC. The CTC will indemnify and hold harmless the Local, State, and Federal governments and their entities, departments, and the Commission from any liabilities arising out of or due to an accident or negligence on the part of the CTC and all Transportation Operators under contract to them. Any liability insurance coverage in excess of \$1 million per incident, where its cost is included in the service rate, must be approved by the Commission before its cost is included in any purchase of service contract. Documentation from the Community Transportation Coordinator must fully justify the need for the additional insurance coverage. The justification will identify the reasons for the additional coverage, the incremental cost of the additional coverage on each unit of transportation service and the estimated additional annual cost to each contracting agency/entity. The Polk County Coordinated System has established a \$300,000/combined single limit.

HOW MUCH DOES THE INSURANCE COST? \$168,311.00 for Casualty & Liability

DOES THE MINIMUM LIABILITY INSURANCE REQUIREMENTS EXCEED \$1 MILLION PER INCIDENT? No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes

Compliance with 42-2.011(2), Evaluating Cost-Effectiveness of Coordination Contractors and Transportation Alternatives. Contracts shall be reviewed annually by the CTC and the Coordinating Board as to the effectiveness and efficiency of the Transportation Operator or the renewal of any Coordination Contracts.

IF THE CTC HAS COORDINATION CONTRACTORS, DETERMINE THE COST-EFFECTIVENESS OF THESE CONTRACTORS.

At the time the CTC receives applications for funding under Federal Transit Administration Section 5310, the CTC reviews the reasonableness of the application and whether or not the trips could be provided by the CTC. Coordination contracts are only extended to those agencies that can provide transportation more efficiently and cost effectively. Coordination contracts are then reviewed prior to renewal. As operator contracts expire, each existing operator has an opportunity to renew their contract, based upon contract fulfillment. An evaluation of each operator is completed by determining satisfactory contract compliance.

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes.

Area of Noncompliance: None

Recommendation: None

Timeline for Compliance: None

Section 5. Level of Competition

Table 6. Inventory of Transportation Operators in the Service Area

	Operators Available	Operators Contracted in the System
Private Non-Profit	10	8
Private For-Profit	5	0
Government	2	2
Public Transit Agency	1	1
Total	20	11

HOW MANY OF THE OPERATORS ARE COORDINATION CONTRACTORS? 8.

OF THE OPERATORS INCLUDED IN THE LOCAL COORDINATED SYSTEM, HOW MANY HAVE THE CAPABILITY OF EXPANDING CAPACITY? None (due to constrained funding).

DOES THE CTC HAVE THE ABILITY TO EXPAND? No (Lack of sufficient funding).

INDICATE THE DATE THE LATEST TRANSPORTATION OPERATOR WAS BROUGHT INTO THE SYSTEM. FY 2001.

DOES THE CTC HAVE A COMPETITIVE PROCUREMENT PROCESS? Yes.

IN THE PAST FIVE (5) YEARS, HOW MANY TIMES HAVE THE FOLLOWING METHODS BEEN USED IN SELECTION OF THE TRANSPORTATION OPERATORS?

Table 7. Transportation Operators Selection Method (Past 5 Years)

	Low bid	1	Requests for proposals
1	Requests for qualifications	1	Requests for interested parties
	Negotiation only		

WHICH OF THE METHODS WAS USED TO SELECT THE CURRENT OPERATORS?

Requests for Qualifications/Requests for Proposals are conducted as necessary unless an emergency or need arises to conduct the process earlier.

WHICH OF THE FOLLOWING ITEMS ARE INCORPORATED IN THE REVIEW AND SELECTION OF TRANSPORTATION OPERATORS FOR INCLUSION IN THE COORDINATED SYSTEM?

All of the following items are incorporated.

Table 8. Transportation Operators Selection Criteria

<input checked="" type="checkbox"/>	Capabilities of operator	<input checked="" type="checkbox"/>	Scope of Work
<input checked="" type="checkbox"/>	Age of company	<input checked="" type="checkbox"/>	Safety Program
<input checked="" type="checkbox"/>	Previous experience	<input checked="" type="checkbox"/>	Capacity
<input checked="" type="checkbox"/>	Management	<input checked="" type="checkbox"/>	Training Program
<input checked="" type="checkbox"/>	Qualifications of staff	<input checked="" type="checkbox"/>	Insurance
<input checked="" type="checkbox"/>	Resources	<input checked="" type="checkbox"/>	Accident History
<input checked="" type="checkbox"/>	Economies of Scale	<input checked="" type="checkbox"/>	Quality
<input checked="" type="checkbox"/>	Contract Monitoring	<input checked="" type="checkbox"/>	Community Knowledge
<input checked="" type="checkbox"/>	Reporting Capabilities	<input checked="" type="checkbox"/>	Cost of the Contracting Process
<input checked="" type="checkbox"/>	Financial Strength	<input checked="" type="checkbox"/>	Price
<input checked="" type="checkbox"/>	Performance Bond	<input checked="" type="checkbox"/>	Distribution of Costs
<input checked="" type="checkbox"/>	Responsiveness to Solicitation		Other: (list)

IF A COMPETITIVE BID OR REQUEST FOR PROPOSALS HAS BEEN USED TO SELECT THE TRANSPORTATION OPERATORS, TO HOW MANY POTENTIAL OPERATORS WAS THE REQUEST DISTRIBUTED IN THE MOST RECENTLY COMPLETED PROCESS? Polk County's Purchasing Division oversees the bid process and all bids are placed on the Board of County Commissioner's website.

HOW MANY RESPONDED? 3.

THE REQUEST FOR BIDS/PROPOSALS WAS DISTRIBUTED:

<input checked="" type="checkbox"/>	Locally	<input checked="" type="checkbox"/>	Statewide	<input checked="" type="checkbox"/>	Nationally (Available via Website)
-------------------------------------	---------	-------------------------------------	-----------	-------------------------------------	---------------------------------------

HAS THE CTC REVIEWED THE POSSIBILITIES OF COMPETITIVELY CONTRACTING ANY SERVICES OTHER THAN TRANSPORTATION PROVISION (SUCH AS FUEL & MAINTENANCE)? Yes, this is handled through contract with the Polk County Board of County Commissioners, Fleet Maintenance Division, a member of a fuel consortium. Lakeland Area Mass Transit District performs their own fleet maintenance on vehicles which is more cost efficient due to their training, expertise, and compliance with regulations in this area.

Section 6. Level of Coordination

EVALUATE THE DEGREE OF COORDINATION OF TD TRANSPORTATION CONSIDERING BOTH THE CTC AND THE COMMUNITY AS A WHOLE.

1. HOW MANY OPERATORS ARE INCLUDED IN THE COORDINATED SYSTEM?

The CTC currently performs all of the trips within the coordinated system. They are in the process of contracting with one of their coordination agencies to assist in TD trips when necessary to meet capacity issues.

2. WITH HOW MANY AGENCIES DOES THE CTC HAVE A COORDINATION AND/OR SERVICE CONTRACT?

Eight agencies: ElderPoint Ministries, Faith In Action North Lakeland, **Noah's Ark of Central Florida**, Peace River Center, Polk Training Center for Handicapped Citizens, Southeast Christian Assemblies of God, and Wade & Coney Community Center, Alliance for Independence.

ARE THE FOLLOWING AREAS HIGHLY COORDINATED?

3. PLANNING - ARE PLANS FOR TRANSPORTING THE TD POPULATION COORDINATED?

X= Yes O No

The CTC operates the Regional Mobility Call Center (RMCC) for assessing the mobility needs of the transportation disadvantaged to provide services through all modes and areas for Polk residents. The CTC uses eligibility criteria to determine needs and eligibility. TD trip purposes are prioritized annually based on the available funding and the areas of most need. Additionally, the CTC has coordinated with two non-profit volunteer agencies to share resources and have the agencies utilize the Trapeze database for reporting and tracking purposes.

4. PUBLIC INFORMATION - IS THE INFORMATION DISTRIBUTED ABOUT TRANSPORTATION SERVICES IN THE COMMUNITY COORDINATED?

X= Yes O No

Through websites, agency networks, LCB membership and community outreach efforts. Also, the transit agencies were consolidated in Polk County, and adopted a unique, single branding for fixed route and paratransit services which creates a single, coordinated transportation system.

5. CERTIFICATION - IS THE WAY IN WHICH INDIVIDUALS ARE CERTIFIED AND REGISTERED FOR LOCAL TD TRANSPORTATION SERVICES COORDINATED?

X= Yes O No

Determination of eligibility is required. In person intake assessments are performed and required documentation is presented at the time of the interview. Self-declarations are not permitted.

6. ELIGIBILITY RECORDS - DOES A SYSTEM EXIST TO COORDINATE WHICH INDIVIDUALS ARE ELIGIBLE FOR WHICH SPECIAL TRANSPORTATION SERVICES IN THE COMMUNITY?

X= Yes O No

Trapeze software documents eligibility for various funding programs on the client information screen as well as the trip booking screen.

7. CALL INTAKE - ARE TRANSPORTATION SERVICES COORDINATED TO THE EXTENT THAT USERS CAN REACH A RESERVATIONIST ON THE FIRST CALL?

X= Yes O No

CTC utilizes an automated call distribution telecommunications system, with menu selection options for appropriately directing calls. The CTC operates a one-call, one-click call center.

8. RESERVATIONS - IS THE WAY IN WHICH RESERVATIONS ARE PLACED STANDARDIZED AND CAN A RESERVATIONISTS PREVENT DUPLICATE RESERVATIONS WITH DIFFERENT CARRIERS?

X= Yes O No

Trapeze scheduling and dispatching software is utilized by all providers in real time; pop-up features prevent duplication of trips.

9. TRIP ALLOCATION - IS THE ALLOCATION OF TRIP REQUESTS TO TRANSPORTATION PROVIDERS COORDINATED?

X= Yes O No

Trapeze scheduling and dispatching software is utilized by all providers in real time and trips are assigned based on demand, available funding, least cost or available resources.

10. SCHEDULING - IS THE ASSIGNMENT OF TRIPS TO VEHICLES COORDINATED IN SOME WAY?

X= Yes O No

Using Trapeze scheduling and administrative software.

11. TRANSPORT - ARE THE ACTUAL TRANSPORTATION SERVICE AND MODES OF TRANSPORTATION COORDINATED?

X= Yes O No

Using Trapeze scheduling and administrative software for paratransit and Trapeze fixed route modules to identify all potential modes of transportation. All intake and **scheduling is done through the CTC's Regional Mobility Call Center.**

12. DISPATCHING - IS THE REAL TIME COMMUNICATION AND DIRECTION OF DRIVERS COORDINATED?

X= Yes O No

Trapeze Software – Live, real time dispatching is performed, and also communicate with drivers via cell phone.

13. General Service Monitoring - Is the over-seeing of the transportation providers coordinated?

X= Yes O No

Scheduled 14-90 monitoring is performed by a Contract and Program Compliance Specialist, as previously described in this report.

14. DAILY SERVICE MONITORING - IS THE WAY IN WHICH TRIP PROBLEMS ARE RESOLVED IN REAL-TIME COORDINATED?

X= Yes O No

With Trapeze scheduling, dispatching and administrative software, daily activity is monitored by the CTC with the status of all trips being performed in the database.

15. TRIP RECONCILIATION - IS THE WAY IN WHICH ALL COMPLETED TRIPS ARE CONFIRMED FOR OFFICIAL COUNTS COORDINATED?

X= Yes O No

Trapeze reports are utilized for trip verification and reconciliation. All post processing is done by the Finance Unit. The rider is required to sign the manifest and all signatures are verified by the Finance Unit for 100% verification process.

16. BILLING - IS THE PROCESS FOR REQUESTING AND PROCESSING FARES, PAYMENTS, AND REIMBURSEMENTS COORDINATED?

X= Yes O No

All trip activity is verified and entries matched with the Trapeze database. All post-processing, invoices and reimbursements are submitted and process through the Finance Unit.

17.REPORTING - IS OPERATING INFORMATION REPORTED ACCORDING TO A SET OF STANDARD DEFINITIONS, COMPILED, AND EXAMINED?

X= Yes O No

Per the 14-90 standards, AOR and NTD requirements, and as outlined in the TDSP. Quarterly performance reports are reviewed at the LCB meetings.

18.COSTS RESOURCES - ARE COSTS, WHICH MUST BE INCURRED BY MANY OR ALL OF THE TRANSPORTATION PROVIDERS, SHARED SO AS TO REDUCE THE OVERALL COSTS OF THE COORDINATED PROGRAM?

X= Yes O No

Providers under coordination contracts are non-profit agencies and may be able to benefit from the FDOT Section 5310 Capital Assistance program.

19.INFORMATION RESOURCES - IS INFORMATION SHARED REGULARLY WITH ALL ORGANIZATIONS INVOLVED SO THAT THEY MAY HAVE A SIMILAR BASE OF KNOWLEDGE WHICH SMOOTHES SERVICE PROVISION AND INCREASES THE COORDINATION OF OTHER ELEMENTS?

X= Yes O No

Through LCB and transportation related board activities as well as through community workshops and public events. CTC contracted agencies share information through meetings which are usually scheduled on a quarterly basis.

20.OVERALL - DOES THE CTC HAVE AN APPROVED CONTRACT OR FORMAL AGREEMENT WITH ORGANIZATIONS, WHICH PROVIDE TRANSPORTATION IN THE COMMUNITY?

X= Yes O No

The CTC has coordination agreements with several non-profit agencies that have requested to be part of the coordinated system. This includes agencies that provide volunteer transportation services and not-for-profit organizations that serve disadvantaged populations.

21.HOW MANY OF THE ABOVE ELEMENTS OF TRANSPORTATION (NUMBER OF YES'S) ARE HIGHLY COORDINATED: 20

22. WHICH TRANSPORTATION OPERATORS NEED TO BE BETTER COORDINATED WHEN COMPARED TO THE OTHERS? IN WHAT WAYS?

All of the current paratransit operators have the option to be coordinated under the CTC utilizing the Trapeze scheduling and administrative software. In contrast, several of the non-profit coordination contract agencies lack the technical resources to become fully integrated with Trapeze at this time.

Coordination efforts due to the consolidation of operations under one agency continue to be very effective. With the implementation of a single phone number and the opening of a one-call, one-click regional mobility call center in May of 2013, customers now have a one-stop shop for their mobility needs.

23. OF THE AGENCIES THAT THE COORDINATOR HAS COORDINATION OR SERVICE CONTRACTS WITH, WHICH COULD BE BETTER COORDINATED, WHEN COMPARED TO THE OTHERS? IN WHAT WAYS?

The addition of more non-profit agencies to combine efforts with the lead agency, ElderPoint Ministries (Blue Bird) Volunteer Driver Program, who endeavors to reach out to other nonprofits throughout the county to provide transportation through volunteer drivers and gives additional access to services for more of the transportation **disadvantaged populations**. With ElderPoint's recent integration into Trapeze, this allows better tracking and reporting capabilities for data.

24. WHAT IMPROVEMENTS IN COORDINATION COULD BE PURSUED?

The CTC is currently coordinating with ElderPoint Ministries (Blue Bird) Volunteer Driver Program and VISTE in utilizing the Trapeze database. This effort needs to be continued and expanded with similar agencies countywide. Unfortunately, due to Medicaid reform and the changes brought to the coordinated system in Florida, the sharing of resources and human service agency coordination will be essential.

Attachment to this report:

CTC Self-Evaluation Report – 12/27/16

Section 7. Americans with Disabilities Act

In addition to being the CTC for Polk County, LAMTD operates the fixed-route bus services operated in the greater Winter Haven urbanized area in the eastern portion of Polk County, as well as in the Lakeland urbanized area.

This provides the opportunity to multi-load ADA passengers with TD and other passengers, which results in a more cost-effective operation. ADA services are provided for those who qualify under ADA and are within three-quarters of a mile from a bus stop in the fixed-route service area.

Area of noncompliance: None

Recommendation: None

Timeline for Compliance: None

Section 8. Bus/Van Ride

The LCB members on the CTC Evaluation Subcommittee actively participated in the on-site observation surveys of the system by riding along with the providers in providing transportation disadvantaged trips.

- During the on-site observation rides conducted by the LCB members, the following observations were made by the LCB members:

The first LCB member rode along on the CTC's vehicle on January 13, 2017. The first driver he encountered did not render an appropriate greeting, and could not tell if the driver was wearing the proper identification as they had on a jacket due to the weather. The driver did not check to see if they had buckled their seat belt and did not observe a sign posted on the interior for complaints/comments/commendations. However, they did note that the vehicle **was clean and everything was in working order.** **The LCB member's second driver** was very friendly, wore identification, and the vehicle was neat and clean. In both instances, the vehicle arrived on-time.

- The second LCB member conducted their on-site observation ride on January 18, 2017. They noted that the vehicle was clean and in good working order. However, they did not see the Ombudsman sign on either vehicle (2) they rode on. They observed that after picking them up on one side of town, they traveled all across town to the next pickup, and in addition, the vehicles were not multi-loaded. This poses the general question of coordinating the trips in an efficient manner.
- **The third LCB member's ride** is pending at this time.

The completed On-Site Observation Forms are attached to this report

Areas of Noncompliance: None

Recommendations: To again inspect all vehicles to ensure the proper signage is located in a visible spot in vehicles.

Timeline for Compliance: Staff will follow-up and report back to LCB.

Section 9. Surveys

RIDER SURVEYS

The LCB Evaluation Subcommittee also conducted random telephone surveys. The survey forms are included in this report. A summary of the results are as follows:

Summary of Rider Survey

Name of Program Funding Source	Number of Trips by Program	Number of Riders /Beneficiaries Contacted by Program	Number of Riders /Beneficiaries Experiencing a Problem	Number of Riders /Beneficiaries refused transportation within last 6 months	Rate the ride on a scale of 1 to 10 (10 being most satisfied)
CTD	4	4	0	0	10
Medicaid	0	0	0	0	0
FX RT ADA	4	4	0	0	5
Other	0	0	0	0	0
Other	0	0	0	0	0
Total	8	8	0	0	N/A

CONTRACT OPERATOR SURVEYS

The CTC had no contract operators that actually provided trips during the reporting period.

PURCHASING AGENCY SURVEYS

- **Do you purchase transportation from the coordinated system?**
Purchasing Agency – Polk County Community Health and Social Services;
Polk County Elderly Services.
- **Which transportation operator provides services to your clients?**
Purchasing Agency – CTC vehicles
- **What is the primary purpose of purchasing transportation for your clients?**
Purchasing Agency – Medical, medical related, and critical life skills purposes.
- **On average, how often do your clients use the transportation system?**
Purchasing Agency – 5 days per week on most occasions.
- **Have you had any unresolved problems with the coordinated transportation system?**
Purchasing Agency – none that are unresolved; we work closely with the CTC to resolve any issues as they arise.
- **What type of problems have you had with the coordinated system?**
Purchasing Agency – Transition from County will increase our costs and force us to find alternative sources for the Rohr Home social outings.
- **Overall, are you satisfied with the transportation you have purchased for your clients?**
The Purchasing Agency – Yes for the most part.

Attachments to this report:

Survey forms completed by LCB Evaluation Committee Members.

Area of Noncompliance: None

Recommendation: None

Timeline for Compliance: None

Section 10. Follow-up of previous QAPE Review (if applicable)

It was observed by the Committee members that the vehicles used for their on-site observation ride-alongs did not contain the appropriate signage for the phone numbers to the Commission or the CTC in 2015. Because this had occurred a second time, the CTC Evaluation Committee has made a recommended a corrective action to be completed no later than May 9, 2016. The CTC reported to the LCB that this was corrected at the LCB meeting in September, 2016.

Area of Noncompliance: None

Recommendation: None

Timeline for Compliance: None

Section 11. Additional Observations

The Polk CTC continues to think “outside the box” for ways to implement innovative ideas in coordinating transportation services throughout Polk County.

While the CTC took the initial lead in the introduction of a new volunteer driver program, it is now the non-profit organization ElderPoint Ministries that has taken oversight and is the designated recipient of funds. This new program is call Blue Bird and not only helps the Polk CTC in the delivery of quality, cost-efficient transportation services for its clients, but benefits other non-profit organizations such as United Way, Viste, etc.

Section 12. Current Year Trip and Equipment Grant

The Trip and Equipment grant for Polk County ran from July 1, 2015 through June 30, 2016 in the total amount of \$1,321,387.00. All funding was originally designated for the provision of TD services. However, due to the transition from the BOCC to LAMTD effective April 1, 2016, LAMTD requested to use some funding to purchase capital equipment before the end of the grant cycle on June 30, 2016. Even so, a total of \$139,525.31 was not billed and subsequently forfeited for this funding year.

The Trip and Equipment grant for the Polk CTC for FY 2016/2017 is in the amount of \$1,378,393.00 with \$374,409.00 requested for capital and \$1,003,984.00 for transportation services.

Area of noncompliance: None

Recommendation: None

Timeline for Compliance: None

Section 13. Appendices

Attachments included in this document:

1. CTC Self-Evaluation
2. Monitoring Reports
3. Survey forms

CTC SELF-EVALUATION

LEVEL OF COORDINATION – Polk County CTC – Date: __27 Dec 2016__

Evaluate the degree of coordination of TD transportation considering both the CTC and the community as a whole.

1. How many operators are included in the coordinated system?

Lakeland Area Mass Transit District

2. With how many agencies does the CTC have a coordination and/or service contract?

Eight (8)

Alliance for Independence

ElderPoint Ministries

Faith in Action, N. Lakeland

Noah's Ark of Central Florida

Peace River Center

Polk Training Center

Southeast Christian Assemblies of God

Wade and Coney Community Center

Are the following areas highly coordinated?

3. Planning - Are plans for transporting the TD population coordinated?

Yes; the CTC operates a Regional Mobility Call Center for assessing the mobility needs of the transportation disadvantaged to provide services through all modes and areas for Polk residents. The CTC uses eligibility criteria to determine needs and eligibility. TD trip purposes are prioritized annually based on the available funding and the areas of most need. Additionally, the CTC has coordinated with two non-profit volunteer agencies to share resources and have the agencies utilize the Trapeze database for reporting and tracking purposes.

4. Public Information - Is the information distributed about transportation services in the community coordinated?

Yes; through websites, agency networks, LCB membership and community outreach efforts. Also, the two Transit agencies in Polk adopted a unique, single branding for fixed route and paratransit services

which creates the image of a single, coordinated transportation system (Fixed = Polk Transit Paratransit = PT Connect).

5. Certification - Is the way in which individuals are certified and registered for local TD transportation services coordinated?

Yes; determination of eligibility is required; In person intake assessments are performed and required documentation is presented at the time of the interview, as self-declarations are not permitted.

6. Eligibility Records - Does a system exist to coordinate which individuals are eligible for which special transportation services in the community?

Yes; Trapeze Client Services Database is utilized to document eligibility

7. Call Intake - Are transportation services coordinated to the extent that users can reach a reservationist on the first call?

Yes; CTC utilizes an automated call distribution telecommunications system, with menu selection options for appropriately directing calls. The CTC operates a Regional Mobility Call Center.

8. Reservations - Is the way in which reservations are placed standardized and can a reservationist prevent duplicate reservations with different carriers?

Yes; Trapeze scheduling and dispatching software is utilized by all providers in real time; pop-up features prevents duplication of trips

9. Trip Allocation - Is the allocation of trip requests to transportation providers coordinated?

Yes; Trapeze scheduling and dispatching software is utilized by all providers in real time and trips are assigned based on demand, available funding, least cost or available resources.

10. Scheduling - Is the assignment of trips to vehicles coordinated in some way?

Yes; using Trapeze Scheduling and Administrative software.

11. Transport - Are the actual transportation service and modes of transportation coordinated?

Yes; Using Trapeze Scheduling and Administrative software for paratransit and Trapeze Fixed Route modules to identify all potential modes of transport. All intake and scheduling is done through the CTC's Regional Mobility Call Center.

12. Dispatching - Is the real time communication and direction of drivers coordinated?

Yes; using Trapeze – Live, real time dispatching is performed. Contracted Operators also utilize Trapeze and communicate with drivers via cell phone.

13. General Service Monitoring - Is the over-seeing of the transportation providers coordinated?

Yes; scheduled 14-90 monitoring is performed by a Contract and Program Compliance Specialist.

14. Daily Service Monitoring - Is the way in which trip problems are resolved in real-time coordinated?

Yes; With Trapeze Scheduling, Dispatching and Administrative software, daily activity is monitored by the CTC with the status of all trips being performed in the database.

15. Trip Reconciliation - Is the way in which all completed trips are confirmed for official counts coordinated?

Yes; Trapeze reports are utilized for trip verification and reconciliation. All post processing is done by the Human Services Finance Unit.

16. Billing - Is the process for requesting and processing fares, payments, and reimbursements coordinated?

Yes; all trip activity is verified and entries matched with the Trapeze database. All post-processing, invoices and reimbursements are submitted and process through the Human Services Finance Unit.

17. Reporting - Is operating information reported according to a set of standard definitions, compiled, and examined?

Yes; per the 14-90 Standards, AOR and NTD requirements, and as outlined in the TDSP. Quarterly performance reports are reviewed at the LCB meetings.

18. Costs Resources - Are costs, which must be incurred by many or all of the transportation providers, shared so as to reduce the overall costs of the coordinated program?

Yes; - Providers under coordination contracts are non-profit agencies and may be able to benefit from the FDOT Section 5310 Capital Assistance program. Additionally, subsidized providers who transport clients into their agency programs are reimbursed at a lower, usually flat rate per trip.

19. Information Resources - Is information shared regularly with all organizations involved so that they may have a similar base of knowledge which stream-lines service provision and increases the coordination of other elements?

Yes; through LCB and transportation related board activities as well as through community workshops and public events. CTC contracted agencies share information through Operator's meetings which are usually scheduled on a quarterly basis.

20. Overall - Does the CTC have an approved contract or formal agreement with organizations, which provide transportation in the community?

Yes; The CTC has coordination agreements with several non-profit agencies that have requested to be part of the coordinated system. This includes agencies that provide volunteer transportation services and not-for-profit organizations that serve disadvantaged populations.

21. How many of the above elements of transportation (number of Yes's) are highly coordinated:

20

22. Which transportation operators need to be better coordinated when compared to the others?

All of the current paratransit operators have the option to be coordinated under the CTC utilizing the Trapeze scheduling and administrative

software. In contrast, several of the non-profit coordination contract agencies lack the technical resources to become fully integrated with Trapeze at this time.

Coordination efforts between the two public Transit agencies are very effective. With the implementation of a single phone number for both systems and the opening of a one-call, one-click regional mobility call center in May of 2013 which staffs employees representing both agencies, customers now have a one stop shop for their mobility needs

23. Of the agencies that the coordinator has coordination or service contracts with, which could be better coordinated, when compared to the others?; In what ways?

The addition of more non-profit agencies to combine efforts with the Lead Agency, ElderPoint Ministries (Blue Bird) Volunteer Driver Program, who endeavors to reach out to other nonprofits throughout the County to provide transportation through volunteer drivers and gives additional access to services for more of the transportation disadvantaged populations. With Elder point's recent integration into Trapeze, this would also give more tracking and reporting capabilities for data.

24. What improvements in coordination could be pursued?

The CTC is currently coordinating with the ElderPoint Ministries/Blue Bird Volunteer Driver Program and VISTE in utilizing the Trapeze database. This effort needs to be continued and expanded with similar agencies Countywide. With the uncertainty of Medicaid reform and anticipated changes, the sharing of resources and human service agency coordination will be essential.

Monitoring Report

The information contained in this Monitoring Checklist/Report is for the purpose of internal quality control. The information does not represent the outcome of an audit by such agencies as HUD, DOT, DOE, etc. Various state and federal agencies use similar terminology but often with differing definitions. Terms as used in this Checklist/Report are defined as follows:

Finding: Apparent non-compliance with a regulation, contractual requirement, or policy. (*A Finding will reference the applicable authority [Rule, contract section, policy date or section].*)

Concern: Condition that, if uncorrected, may develop into a Finding.

Occurrence: Isolated incident, requiring correction, that occurred in spite of adequate quality controls.

Memorandum

TO: Marcia Andresen, Director, Social Services Division

FROM: Orrin R. Schaal, Quality Assurance Manager, Social Services Division

DATE: June 7, 2016

RE: **Monitoring of the Transit System Services Provided by the Lakeland Area Mass Transit District**

I have performed a monitoring of the Lakeland Area Mass Transit District's (LAMTD) services provided to Polk County, a political sub-division of the State on April 7, 2016. This monitoring consisted primarily of a review of the personnel management requirements associated with compliance with Florida Administration Code (F.A.C.) Rule Chapter 14-90.

Background:

LAMTD has had a long-standing relationship with Polk County, a political sub-division of the state of Florida, as a provider of transit services to the Winter Haven Area Transit (WHAT) System. The Social Services Division Quality Assurance Unit conducted regular reviews of LAMTD's operations to ensure that they were in compliance with the elements of Florida Administrative Code (F.A.C.) Rule Chapter 14-90.

Effective October 1, 2015, the County ceased providing transit services of any kind and contracted LAMTD to provide these services. This relationship was documented in an "Interlocal Agreement for Transition To A Countywide Transit System" that initially covered the period October 1, 2015 through September 30, 2016, with the possibility of two one-year extensions. This agreement spelled out all aspects of the operational responsibilities between

June 7, 2016

the two parties.

Since the County is still a Federal Transit Administration (FTA) grant recipient for up to three years, it will be necessary to monitor LAMTD's performance during that period. The monitoring that I have performed focused on the personnel management responsibilities associated with LAMTD's compliance with Florida Administrative Code (F.A.C.) Rule Chapter 14-90.

The results of my monitoring pointed out that LAMTD is properly carrying out the personnel management related functions mandated by Florida Administrative Code (F.A.C.) Rule Chapter 14-90. At the time of my review, LAMTD had 103 safety-sensitive employees on board, including 22 who had formerly worked for the County.

This monitoring report contains no discrepancies requiring corrective action.

Fiscal/Administrative Review:

There were no fiscal issues relating to this monitoring.

Program Review:

The following items are required by the Florida Administrative Code (F.A.C.) Rule Chapter 14-90:

- (1) Documentation (photostatic copy) of valid driver's license for all employees who drive vehicles in accordance with Rule Chapter 14-90.004, Florida Administrative Code.

Findings:

Driving records for a sample of 16 of the 102 employees contained copies of current licenses.

Recommendations:

None.

- (2) Records or documentation of driver training performed for type(s) of equipment operated in accordance with Rule Chapter 14-90.004, Florida Administrative Code.

Findings:

June 7, 2016

A sample of five drivers who had been with LAMTD before the conversion all had the required road testing documentation. The Florida Department of Transportation (FDOT) granted a waiver for this requirement to the employees with previous driving experience in the interests of facilitating the on-boarding process.

Recommendations:

None.

- (3) Records of written operational and safety procedures provided to drivers prior to driving without supervision in accordance with Rule Chapter 14-90.004, Florida Administrative Code.

Findings:

All sampled LAMTD drivers had the required documentation.

Recommendations:

None.

- (4) Documentation of compliance with Rule Chapter 14-90.006, Florida Administrative Code by records of each driver's work period shall include documentation of:

- a. Total days worked
- b. On-duty hours
- c. Driving hours
- d. Time of reporting on and off duty each day

Findings:

Review of payroll records for the periods 3/20/16 through 4/02/16 indicated that drivers were complying with the twelve-hour driving limit.

- (5) Records of Driver's Pre-employment Examinations in accordance with Rule Chapter 14-90.0041, Florida Administrative Code.

Findings:

All sampled LAMTD drivers had the required documentation.

Recommendations:

None.

- (6) Records of Biennial Medical Examinations in accordance with Rule Chapter 14-90.0041, Florida Administrative Code.

Monitoring of the Transit System Services Provided by the Lakeland Area Mass Transit District

June 7, 2016

Findings:

All sampled LAMTD drivers had the required documentation.

Recommendations:

None.

- (7) Compliance with “Drug Free Work Place Act” in accordance with Rule Chapter 14-90.004, Florida Administrative Code.

Findings:

LAMTD has developed a substance abuse policy and requires employees to acknowledge receipt of it when they are hired. The organization administers a proper program for preventing drug and alcohol abuse. Its employees in safety-sensitive positions are in a pool of employees subject to random testing.

LAMTD has tested a satisfactory number of employees during the current calendar year. All sampled safety-sensitive employees were enrolled in the random testing pool.

Conclusion:

I congratulate LAMTD’s staff for their dedication to ensuring that LAMTD manages its operational personnel according to applicable regulations. I also appreciate the assistance that was provided by the LAMTD staff during the monitoring.

cc: Jeanna Cox, Senior Planner, Social Services Division
Judy Tewksbury, Fiscal Manager, Social Services Division
Quality Assurance Unit File



Agency: Citrus Connection

Name of Responder: Aaron Dunn

Email Address: adunn@ridecitrus.com

Phone Number: 863-999-3431

This correspondence is in response to the Florida Department of Transportation's (FDOT) request for information from state Community Transportations Coordinators (CTC). The following is a compiled set of answers to the questions contained in FDOT's letter on 13 April 2016.

Scheduling trips in advance. What is your agency's policy for scheduling trips in advance? What methods does your agency use to evaluate the impact of the advanced scheduling policy both, on riders and your agency?

Our Regional Mobility Call Center (RMCC) schedules 3-7 days in advance. On a cases-by-case basis, trips can be scheduled with less than 3 day notice, provided substantive, verifiable circumstances exist. Additionally, clients eligible for subscription service (dialysis patients for example) can schedule service on a cyclical, reoccurring basis outside of the 3-to-7 day policy.

Minimizing scheduling further than 7 days in advance ensures sufficient availability for the organization's clientele. Simultaneously, by scheduling trips with at least 3 days advance notice, the agency is more capable of providing fast, frequent, and efficient service. The



methodology used to determine these parameters for advanced scheduling is rider feedback via our automated consumer report database, analysis of service demand, evaluation of service delivery after it has been provided, and optimization software via the Trapeze transportation suite.

On-Time Performance. What are your agency's policy's on-time performance measures for passenger pick-up and drop-off? What are the targets for each measure? What are your agency's pick-up and drop-off windows? What methods does your agency use to evaluate these performance measures?

Both for pick-up and drop-off, the organization's policy is to maintain a 90% on time performance measure. A 30 minute window is utilized; 15 minutes prior to the scheduled time and 15 minutes after the scheduled time. These measures are tracked by utilizing Mobile Data Terminals (MDT) to perform trips in each transit vehicle that is time synchronization and compared against scheduling, performance, and monitoring capabilities via the Trapeze transportation software suite.

Passenger wait times. What actions does your agency take to minimize passenger wait times, both for pick-ups and on-board travel? What methods does your agency use in evaluating actions taken to minimize passenger wait times?

In order to minimize passenger wait times for pick up and on-board wait times, the organization employs several measures. The RMCC staff schedules trips by contacting appointment providers (medical facilities for example) directly. Agencies are also contacted to verify appointment times and negotiate in order to better serve clientele. Trip times are also



negotiated with clients to increase on-time performance for all riders, while meeting individual needs.

Multi-loading trips is also practiced in order to reduce wait times. The Trapeze optimization function is utilized in order to reduce unnecessary ride times. Ride times are comparatively longer in our service area due to the size of Polk county and rural population inherently. Therefore, after trip optimization is conducted during the scheduling process, each trip is verified and screened for ways to reduce client ride time further. The organization evaluates these measures regularly through customer feedback and driver feedback. Additionally, we receive feedback from agencies (such as medical providers) regarding pick-up wait times.

Customer satisfaction. What passenger satisfaction survey ratings does your agency collect? Where does your agency publicly post passenger satisfaction survey results? What methods does your agency use to evaluate passenger satisfaction survey results?

To determine whether or not the transportation disadvantaged services in this area of operation are meeting client needs, a formalized assessment is undertaken each year to measure the level of rider satisfaction. Citrus Connection developed a client satisfaction survey and administers the survey to existing Door-to-Door and bus pass clients on an annual basis. To encourage participation, the cover letter and survey questions are distributed in pre-addressed, postage-paid return envelopes.

Additionally, Citrus Connection maintains an on-line client satisfaction survey available to clients year-round at the following we address: <https://www.surveymonkey.com/r/HPM8888>. Results are reviewed cyclically and findings are evaluated to determine operational needs and



training imperatives. Subsequently, outcomes are incorporated into regular staff meetings and training functions.

The methodology utilized to analyze survey results are multi-faceted. Firstly, specific instances mentioned in survey feedback sections are verified via on board camera recordings, telephonic recoding database in the Regional Mobility Call Center, and driver interview; these instances are handled on a case-by-case basis in congruence with organizational policy and applicable TDSP governing direction. Secondly, results are categorized in order to reveal trends. For example, results related to maintenance like: vehicle operation, good working order of equipment, or equipment dependability are grouped together in order to address issues or offer congratulatory feedback to appropriate staff.

All results are compiled into categorical percentages as well. For instance, if 350 respondents out of 400 answer “Vehicles are clean” with response of “Strongly agree” or “Agree”, then we determine that 87.5% of customers are “satisfied” with vehicle cleanliness. The categorized results are posted on the organization’s website for public notification. The results are also reported to the agency’s board of directors, which is open to the public and publically broadcasted.

Has your agency adopted and implemented each of the performance measures or policies described in questions 1-4?

The agency has adopted and implemented each of the performance measures discussed in questions 1-4. The applicable measures, practices, and policies involved are being evaluated and reformed continuously; we are always seeking ways to improve.



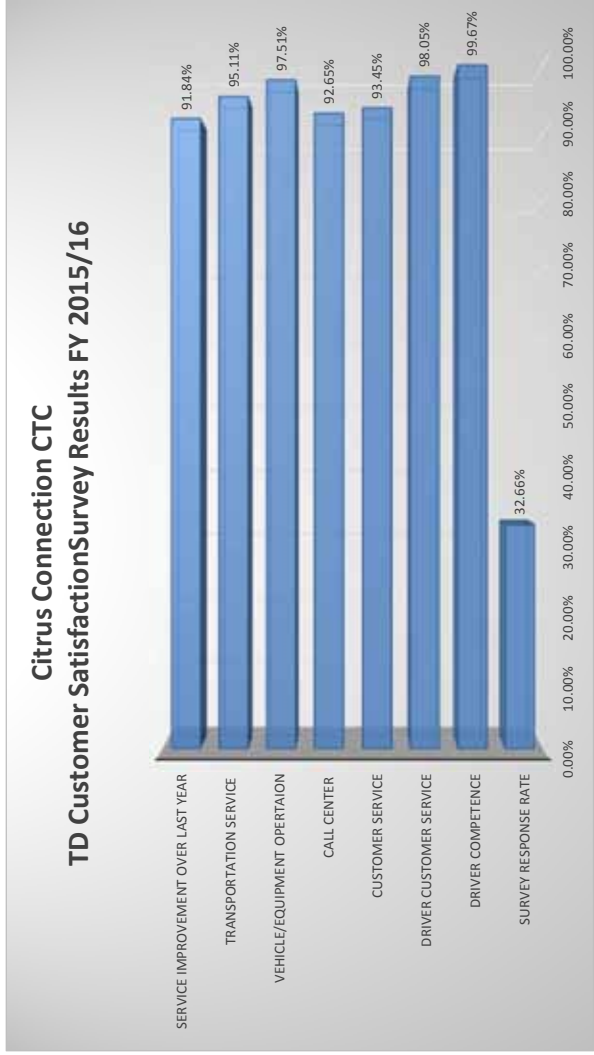
Respectfully,

Aaron G. Dunn (Para Transit Manager)

Tel: 863-999-3431

Email: adunn@ridecitrus.com

	Survey Response Rate	Driver Competence	Driver Customer Service	Customer Service	Call Center	Vehicle/Equipment Operation	Transportation Service	Service Improvement over last year
Satisfied		304	302	257	681	626	739	135
Dissatisfied		1	6	18	54	16	38	12
Total Responses	161	305	308	275	735	642	777	147
Rating	32.66%	99.67%	98.05%	93.45%	92.65%	97.51%	95.11%	91.84%
	45/493total	Questions: 6,8	Questions: 5,7	Questions: 18, 19	Questions: 9, 10, 11, 12, 13	Questions: 1, 2, 3, 4	Questions: 14, 15, 16, 17, 21	Questions: 20



	Satisfied	Dissatisfied	Dissatisfied Rate
1	158	3	1.90%
2	160		0.00%
3	155	5	3.23%
4	153	8	5.23%
5	157	4	2.55%
6	159	1	0.63%
7	145	2	1.38%
8	145		0.00%
9	133	16	12.03%
10	145	5	3.45%
11	143	6	4.20%
12	135	11	8.15%
13	125	16	12.80%
14	140	15	10.71%
15	141	14	9.93%
16	156		0.00%
17	145	7	4.83%
18	133	9	6.77%
19	124	9	7.26%
20	135	12	8.89%
21	157	2	1.27%

ON-SITE OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation:

1/18/17

Please list any special guests that were present:

Marcia Staszko

Location:

Taken to Watson Clinic Cancer Center, & return

Number of Passengers picked up/dropped off:

2 including self on trip in
Only self on return trip

Ambulatory

all

Non-Ambulatory

Was the driver on time?



Yes



No - How many minutes late/early?

Did the driver provide any passenger assistance?



Yes



No

Was the driver wearing any identification?



Yes:

☐ Uniform

☐ Name Tag

☐ ID Badge

☐ No

Did the driver render an appropriate greeting?

☒ Yes

☐ No

☐ Driver regularly transports the rider, not necessary

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



Yes



No

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



Yes



No

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



Yes



No

Neither vehicle

Does the vehicle have working heat and air conditioning?



Yes



No

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



Yes



No

If used, was the lift in good working order?

N/A



Yes



No

Was there safe and appropriate seating for all passengers?

☒ Yes ☐ No

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

N/A ☐ Yes ☐ No

If No, please explain:

CTC: _____ County: _____

Date of Ride: _____

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

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

Note: Attach the manifest

ON-SITE OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation:

1-13-17

Please list any special guests that were present:

Ø

Location:

1290 GOLFVIEW LN TO 4204 US HWY 98N
BARTON, FL 33831 Lakeland FL 33809

Number of Passengers picked up/dropped off:

1

Ambulatory

✓

Non-Ambulatory

Was the driver on time?

✓

Yes

□

No - How many minutes late/early?

arrived @ 9:45 am

Did the driver provide any passenger assistance?

□

Yes

✓

No

Was the driver wearing any identification?

□

Yes:

□ Uniform

□ Name Tag

□ ID Badge

□ No

could not tell she had on a ticket

Did the driver render an appropriate greeting?

□ Yes

✓ No

□ Driver regularly transports the rider, not necessary

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

□

Yes

✓

No

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

✓

Yes

□

No

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

□

Yes

✓

No

Does the vehicle have working heat and air conditioning?

✓

Yes

□

No

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

✓

Yes

□

No

If used, was the lift in good working order?

□

Yes

□

No

N/A

Was there safe and appropriate seating for all passengers?

☒ Yes ☐ No

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

☐ Yes ☐ No *2/10*

If No, please explain:

CTC: _____ County: _____

Date of Ride: _____

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

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

Note: Attach the manifest

ON-SITE OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation:

1-13-17

Please list any special guests that were present:

N/A

Location:

4204 US Hwy 98W TO 1290 Gulfview Ln
CULLEN, FL 33809 BARTON FL 33831

Number of Passengers picked up/dropped off:

1

Ambulatory

☒

Non-Ambulatory

Was the driver on time?

☒

Yes

☐

No - How many minutes late/early?

2 pm

Did the driver provide any passenger assistance?

☐

Yes

☒

No

Was the driver wearing any identification?

☒

Yes:

☐ Uniform

☐ Name Tag

☒

ID Badge

☐ No

Did the driver render an appropriate greeting?

☒ Yes

☐ No

☐ Driver regularly transports the rider, not necessary

Very friendly

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

☐

Yes

☒

No

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

☒

Yes

☐

No

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

☒

Yes

☐

No

Does the vehicle have working heat and air conditioning?

☒

Yes

☐

No

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

☒

Yes

☐

No

If used, was the lift in good working order?

☐

Yes

☐

No

N/A

Was there safe and appropriate seating for all passengers?

☒ Yes ☐ No

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

☐ Yes ☐ No N/A

If No, please explain:

CTC: _____ County: _____

Date of Ride: _____

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

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

Note: Attach the manifest

Contractor Survey

Polk County

N/A - CTC did not have any contracted providers.
Contractor name (optional)

1. Do the riders/beneficiaries call your facility directly to cancel a trip?

☐ Yes ☐ No

2. Do the riders/beneficiaries call your facility directly to issue a complaint?

☐ Yes ☐ No

3. Do you have a toll-free phone number for a rider/beneficiary to issue commendations and/or complaints posted on the interior of all vehicles that are used to transport TD riders?

☐ Yes ☐ No

If yes, is the phone number posted the CTC's?

☐ Yes ☐ No

4. Are the invoices you send to the CTC paid in a timely manner?

☐ Yes ☐ No

5. Does the CTC give your facility adequate time to report statistics?

☐ Yes ☐ No

6. Have you experienced any problems with the CTC?

☐ Yes ☐ No

If yes, what type of problems?

Comments:

PURCHASING AGENCY SURVEY

Staff making call: D.S.
Purchasing Agency name: Elderly Services
Representative of Purchasing Agency: Hope Jones

1) Do you purchase transportation from the coordinated system?

☒ YES

☐ NO If no, why?

2) Which transportation operator provides services to your clients?

CTC - C. Connection

3) What is the primary purpose of purchasing transportation for your clients?

☒ Medical

☐ Employment

☐ Education/Training/Day Care

☒ Nutritional

☒ Life Sustaining/Other

4) On average, how often do your clients use the transportation system?

☐ 7 Days/Week

☐ 1-3 Times/Month

☐ 1-2 Times/Week

☐ Less than 1 Time/Month

☒ 3-5 Times/Week

5) Have you had any unresolved problems with the coordinated transportation system?

☒ Yes

☐ No If no, skip to question 7

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

☐ Advance notice requirement [specify operator (s)]

☒ Cost [specify operator (s)]

☐ Service area limits [specify operator (s)]

☐ Pick up times not convenient [specify operator (s)]

☐ Vehicle condition [specify operator (s)]

☐ Lack of passenger assistance [specify operator (s)]

☐ Accessibility concerns [specify operator (s)]

☐ Complaints about drivers [specify operator (s)]

☐ Complaints about timeliness [specify operator (s)]

☒ Length of wait for reservations [specify operator (s)]

☐ Other [specify operator (s)] _____

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

☒ Yes

☐ No If no, why? WORKING through the transition has been difficult

PURCHASING AGENCY SURVEY

Staff making call: Diane Stahmich

Purchasing Agency name: Polk Health Care Plan

Representative of Purchasing Agency: Jay Johnson

1) Do you purchase transportation from the coordinated system?

☒ YES

☐ NO If no, why?

2) Which transportation operator provides services to your clients?

Citrus Connection/CTC

3) What is the primary purpose of purchasing transportation for your clients?

☒ Medical

☐ Employment

☐ Education/Training/Day Care

☐ Nutritional

☐ Life Sustaining/Other

4) On average, how often do your clients use the transportation system?

☐ 7 Days/Week

☐ 1-3 Times/Month

☐ 1-2 Times/Week

☐ Less than 1 Time/Month

☒ 3-5 Times/Week

5) Have you had any unresolved problems with the coordinated transportation system?

☐ Yes

☒ No If no, skip to question 7

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

☐ Advance notice requirement [specify operator (s)]

☐ Cost [specify operator (s)]

☐ Service area limits [specify operator (s)]

☐ Pick up times not convenient [specify operator (s)]

☐ Vehicle condition [specify operator (s)]

☐ Lack of passenger assistance [specify operator (s)]

☐ Accessibility concerns [specify operator (s)]

☐ Complaints about drivers [specify operator (s)]

☐ Complaints about timeliness [specify operator (s)]

☒ Length of wait for reservations [specify operator (s)] *at first, now OK*

☐ Other [specify operator (s)] _____

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

☒ Yes

☐ No If no, why? _____

Loretta McKeehan

965-0051

RIDER/BENEFICIARY SURVEY

Unable to reach

Staff making call: MS

Date of Call: / /

County: _____

Funding Source: _____

1) Did you receive transportation service on _____? ☐ Yes or ☐ No

2) Where you charged an amount in addition to the co-payment? ☐ Yes or ☐ No

If so, how much?

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

☐ Yes

☐ No. If no, skip to question # 4

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

☐ None

☐ 3-5 Times

☐ 1-2 Times

☐ 6-10 Times

If none, skip to question # 4.

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

☐ Ineligible

☐ Space not available

☐ Lack of funds

☐ Destination outside service area

☐ Other _____

5) What do you normally use the service for?

☐ Medical

☐ Education/Training/Day Care

☐ Employment

☐ Life-Sustaining/Other

☐ Nutritional

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

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

☐ No. If no, skip to question # 6

What type of problem did you have with your trip?

☐ Advance notice

☐ Cost

☐ Pick up times not convenient

☐ Late pick up-specify time of wait

☐ Assistance

☐ Accessibility

☐ Service Area Limits

☐ Late return pick up - length of wait

☐ Drivers - specify

☐ Reservations - specify length of wait

☐ Vehicle condition

☐ Other

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

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

Additional Comments:

Don Stauffer
585-4978
863/210-7818

RIDER/BENEFICIARY SURVEY

Staff making call: Maria Stanko
Date of Call: / /

County: _____
Funding Source: _____

1) Did you receive transportation service on _____? ☐ Yes or ☐ No

2) Where you charged an amount in addition to the co-payment? ☐ Yes or ☒ No

If so, how much?

3) How often do you normally obtain transportation?

☐ Daily 7 Days/Week ☐ Other ☐ 1-2 Times/Week ☐ 3-5 Times/Week *on occasion*
sometimes 1-2 wks

4) Have you ever been denied transportation services?

☐ Yes

☒ No. If no, skip to question # 4

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

☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times

If none, skip to question # 4.

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

☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?

☒ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☒ Nutritional

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

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

☐ No. If no, skip to question # 6

What type of problem did you have with your trip?

☒ Advance notice *few* ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait

☐ Drivers - specify

☐ Reservations - specify length of wait

☐ Vehicle condition

☐ Other

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

9

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

Additional Comments:

Mr. Stauffer had to take a taxi before he was
qualified for transportation. Also, when he was
able to drive, his medical condition/medication
caused vehicle accidents. Now he is saving
money and feels safer riding the bus.

Betty Burgess
299-2572

RIDER/BENEFICIARY SURVEY

Staff making call: Maria Staszko
Date of Call: 11/5/17

County: Polk
Funding Source: _____

1) Did you receive transportation service on _____? ☐ Yes or ☐ No

2) Where you charged an amount in addition to the co-payment? ☐ Yes or ☒ No

If so, how much?

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

☐ Yes

☒ No. If no, skip to question # 4

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

☐ None

☐ 3-5 Times

☐ 1-2 Times

☐ 6-10 Times

If none, skip to question # 4.

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

☐ Ineligible

☐ Space not available

☐ Lack of funds

☐ Destination outside service area

☐ Other _____

5) What do you normally use the service for?

☒ Medical

☐ Education/Training/Day Care

☐ Employment

☐ Life-Sustaining/Other

☐ Nutritional

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

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

☒ No. If no, skip to question # 6

What type of problem did you have with your trip?

☐ Advance notice

☐ Cost

☐ Pick up times not convenient

☐ Late pick up-specify time of wait

☐ Assistance

☐ Accessibility

☐ Service Area Limits

☐ Late return pick up - length of wait

☐ Drivers - specify

☐ Reservations - specify length of wait

☐ Vehicle condition

☐ Other

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

10

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

Additional Comments:

Life saving.

RIDER/BENEFICIARY SURVEY

Staff making call: _____
Date of Call: / /

County: _____
Funding Source: _____

1) Did you receive transportation service on _____? ☐ Yes or ☐ No

2) Where you charged an amount in addition to the co-payment? ☐ Yes or ☒ No

If so, how much?

3) How often do you normally obtain transportation?

☐ Daily 7 Days/Week ☐ Other ☐ 1-2 Times/Week ☐ 3-5 Times/Week *on occasion every 3 mos*

4) Have you ever been denied transportation services?

☐ Yes

☒ No. If no, skip to question # 4

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

☐ None

☐ 3-5 Times

☐ 1-2 Times

☐ 6-10 Times

If none, skip to question # 4.

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

☐ Ineligible

☐ Space not available

☐ Lack of funds

☐ Destination outside service area

☐ Other _____

5) What do you normally use the service for?

☒ Medical

☐ Education/Training/Day Care

☐ Employment

☐ Life-Sustaining/Other

☐ Nutritional

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

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

☒ No. If no, skip to question # 6

What type of problem did you have with your trip?

☐ Advance notice

☐ Cost

☐ Pick up times not convenient

☐ Late pick up-specify time of wait

☐ Assistance

☐ Accessibility

☐ Service Area Limits

☐ Late return pick up - length of wait

- ☐ Drivers - specify
☐ Vehicle condition

- ☐ Reservations - specify length of wait
☐ Other

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

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

Additional Comments:

Depend because no one else can take
her to the doctor.

RIDER/BENEFICIARY SURVEY

Staff making call: _____
 Date of Call: / /

County: Polk
 Funding Source: TD

1) Did you receive transportation service on 12/17? ☒ Yes or ☐ No

2) Where you charged an amount in addition to the co-payment? ☐ Yes or ☒ No

If so, how much?

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

☐ Yes

☒ No. If no, skip to question # 4

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

☐ None

☐ 3-5 Times

☐ 1-2 Times

☐ 6-10 Times

If none, skip to question # 4.

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

☐ Ineligible

☐ Space not available

☐ Lack of funds

☐ Destination outside service area

☐ Other _____

5) What do you normally use the service for?

☒ Medical

☐ Education/Training/Day Care

☐ Employment

☐ Life-Sustaining/Other

☐ Nutritional

6) Did you have a problem with your trip on 12/17?

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

☒ No. If no, skip to question # 6

What type of problem did you have with your trip?

☐ Advance notice

☐ Cost

☐ Pick up times not convenient

☐ Late pick up-specify time of wait

☐ Assistance

☐ Accessibility

☐ Service Area Limits

☐ Late return pick up - length of wait

☐ Drivers - specify

☐ Reservations - specify length of wait

☐ Vehicle condition

☐ Other

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

8

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

Additional Comments:

Grateful for transportation - dialysis

RIDER/BENEFICIARY SURVEY

Staff making call: DS
 Date of Call: / /

County: Polk
 Funding Source: TD

1) Did you receive transportation service on 12/17? ☒ Yes or ☐ No

2) Where you charged an amount in addition to the co-payment? ☐ Yes or ☒ No
 If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☐ Other ☐ 1-2 Times/Week ☒ 3-5 Times/Week

4) Have you ever been denied transportation services?
☐ Yes
☒ No. If no, skip to question # 4

A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times

If none, skip to question # 4.

B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☒ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on 12/17?
☐ Yes. If yes, please state or choose problem from below

☒ No. If no, skip to question # 6
 What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait

☐ Drivers - specify

☐ Reservations - specify length of wait

☐ Vehicle condition

☐ Other

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

7-8

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

Additional Comments:

Dialysis - life saving transportation

RIDER/BENEFICIARY SURVEY

Staff making call: DS
Date of Call: / /

County: Polk
Funding Source: JD

1) Did you receive transportation service on 6/27/16? ☒ Yes or ☐ No

2) Where you charged an amount in addition to the co-payment? ☐ Yes or ☒ No

If so, how much?

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

☐ Yes

☒ No. If no, skip to question # 4

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

☐ None

☐ 3-5 Times

☐ 1-2 Times

☐ 6-10 Times

If none, skip to question # 4.

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

☐ Ineligible

☐ Space not available

☐ Lack of funds

☐ Destination outside service area

☐ Other _____

5) What do you normally use the service for?

☒ Medical

☐ Education/Training/Day Care

☐ Employment

☐ Life-Sustaining/Other

☐ Nutritional

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

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

☒ No. If no, skip to question # 6

What type of problem did you have with your trip?

☐ Advance notice

☐ Cost

☐ Pick up times not convenient

☐ Late pick up-specify time of wait

☐ Assistance

☐ Accessibility

☐ Service Area Limits

☐ Late return pick up - length of wait

☐ Drivers - specify

☐ Reservations - specify length of wait

☐ Vehicle condition

☐ Other

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

7

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

✓

Additional Comments:

Very important

RIDER/BENEFICIARY SURVEY

Staff making call: DS
Date of Call: / /

County: Polk
Funding Source: TD

1) Did you receive transportation service on 12/17/16? ☒ Yes or ☐ No

2) Where you charged an amount in addition to the co-payment? ☐ Yes or ☒ No

If so, how much?

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

☐ Yes

☒ No. If no, skip to question # 4

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

☒ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times

If none, skip to question # 4.

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

☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?

☒ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on 12/17?

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

☒ No. If no, skip to question # 6

What type of problem did you have with your trip?

☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait

☐ Drivers - specify

☐ Reservations - specify length of wait

☐ Vehicle condition

☐ Other

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

8

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

Additional Comments:

Very thankful for transportation

Citrus Connection CTC Meeting

Current CTC Evaluation Major Areas of Performance

- **Decrease in the percent of TD population transported.** 5.83% of all those in Polk County determined to qualify for a Transportation Disadvantaged service were served by the program in 2016 – down from 6.5% in 2015 which is below the goal of serving at least 9%. This decline is attributed to the loss of Medicaid trips, and the transition of the CTC operations from the Polk County Board of County Commissioners to LAMTD.
 - **Decrease in passengers served.** Total passengers served in 2016 (13,409) decreased from 2015 (15,827). This decrease is attributed to the changes in the Medicaid program along with changes in agency coordination agreements during the year.
 - **Number of total trips increased.** Total reported trips were up from 392,509 to 477,313, or 21%.
 - **The number of reported fixed route trips increased.** Fixed route trips were up from 200,738 to 294,268, representing a 44% increase.
 - **The number of paratransit trips decreased slightly.** These trips were down by 2% from 191,771 to 183,045. The School Board did not report any trips for 2016.
- **Expense per passenger trip decreased.** Expense per passenger trip decreased from \$18.51 to \$17.25, which is a 7% decrease.
 - **Expense per paratransit trip increased.** The expense per paratransit trip increased from \$37.87 to \$44.99.
 - **Expense per vehicle mile increased.** The expense per vehicle mile increased from \$3.50 to \$5.52.
 - **Expense per driver hour increased.** The expense per driver hour increased slightly from \$34.84 to \$37.93.
- **Vehicle miles between road calls did not meet the set goal of 30,000 miles.** The CTC reported 15,650 vehicle miles between road calls in 2016, up from the 11,028 miles reported in 2015. This continues to be a concern of the CTC Evaluation Committee and will be monitored closely as the transition of vehicle maintenance is shifted from the County to Citrus Connection in Lakeland.
- **Accidents in 2016 increased slightly.** 16 chargeable accidents were reported for 2016, which account for an average of 1.07 accidents per 100,000 miles. This is an increase from 2015.
- **Number of complaints remains low.** The CTC received .0005 complaints per 1,000 paratransit trips in 2016 – staying well below the goal of less than 2 per 1,000 paratransit trips. A total of 26 complaints were reported for 2015. Each complaint is investigated and processed internally to determine the source of the problem for a prompt resolution which resulted in no grievances being filed in the past year.

Commission for the Transportation Disadvantaged (CTD) and Local Coordinating Board (LCB) recommended staffing changes along with increased trip categories of service to address the following concerns:

- ▶ The CTC Evaluation Committee voiced deep concern regarding the \$139,525.31 that was left on the table at year end of the grant. Unmet trip requests totaled 1,208 with 1,174 being due to lack of capacity issues. This area needs to be closely monitored in the upcoming year to ensure that the TD population is served adequately throughout Polk County.
- ▶ During the evaluation process, TPO staff observed that the CTC is in dire need of a TD Coordinator; a person who can go out into the community to coordinate transportation services with the public, the hospitals, the dialysis centers, and manage the TD program overall. This is critical to the success of the TD program in order to identify the unmet needs in the community and implement services to transport individuals.

(although overcoming the \$139,525.31 with capital purchase gap may not be immediate, increased coordination will continue to support the coordinated system's performance reflected on the following slide)

FY 2016-17 Trip & Equipment Grant #G0C02

Polk	Schedule	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTAL
	Monthly CTD share	74847	74651	74651	74651	74651	74651	75914	75914	75914	75914	75914	75914	903,586.00
	Cummulative CTD Share	74,847.00	149,498.00	224,149.00	298,800.00	373,451.00	448,102.00	524,016.00	599,930.00	675,844.00	751,758.00	827,672.00	903,586.00	903,586.00
	Overbill/Underbill	17,288.92	23,567.58	38,492.24	62,988.95	87,305.36	110,474.17	186,388.17	262,302.17	338,216.17	414,130.17	490,044.17	565,958.17	565,958.17
	Total monthly Inv	57,558.08	68,372.34	59,726.34	50,154.29	50,334.59	51,482.19	-	-	-	-	-	-	-
	Balance remaining	846,027.92	777,655.58	717,929.24	667,774.95	617,440.36	565,958.17	565,958.17	565,958.17	565,958.17	565,958.17	565,958.17	565,958.17	-
										CAPITAL EQUIPMENT OF \$336968.00 TO BE ADDED LATER				
	Bln in Flair	9/22/2016	10/27/2016	11/14/2016	1/18/2017	1/27/2017								
	1st inv #	G0C02-1	G0C02-2	G0CD02-3	G0C02-4	G0C02-5	GC02-6							
	Total Project	63,953.42	75,969.27	66,362.60	55,726.99	55,927.32	57,202.43							375,142.03
	Less:10% Local Match	(6,395.34)	(7,596.93)	(6,636.26)	(5,572.70)	(5,592.73)	(5,720.24)	-	-	-	-	-	-	-(37,514.20)
	Less: Other													-
	Less: Amount over Exhibit B	-	-	-	-	-	-	-	-	-	-	-	-	-
	Subtotal	57,558.08	68,372.34	59,726.34	50,154.29	50,334.59	51,482.19	-	-	-	-	-	-	-337,627.83
	Add:													
	Justification/Explanation	-												-
	Total 1st Inv amount	57,558.08	68,372.34	59,726.34	50,154.29	50,334.59	51,482.19	-	-	-	-	-	-	-337,627.83

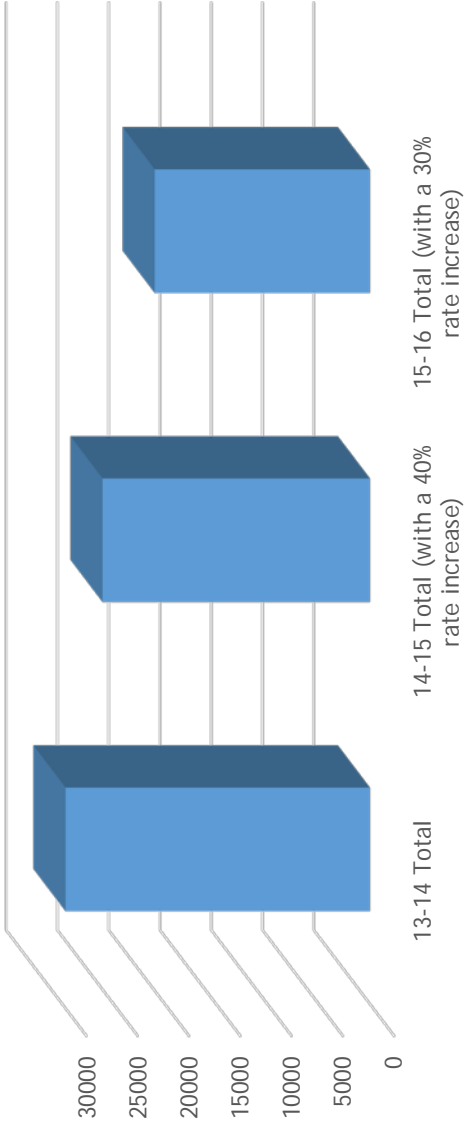
2 Main Contributing Factors

- ▶ Loss of Medicaid trips
 - i. 29.29% decrease in billable trips from FY2013/14 -thru- FY2015/16
 - ii. lack of strategic plan in order to replace/augment lost Medicaid trips
- ▶ Merger between Polk County Transit and Citrus Connection
 - i. incongruence between organizations (staffing/organization/costs)
 - ii. lack of communication, planning, and evaluation on the behalf of both Polk Transit and Citrus Connection in order to address, or identify, areas of concern such as: financial expenses and budgets, service levels, partnerships, contracts, differences in procedures, and strategic planning
 - iii. the agency wasn't built to provide the same services and without cohesion between the agencies throughout the merger process, measures necessary to meet challenges went un-addressed

Loss of Medicaid

State FY	Allocation/T&E Grant Amount	Amount Invoiced/Paid Polk Co BOCC	Amount Invoiced/Paid LAMTD	Balance (Underbilled)							
2013/14	\$ 1,180,809.00	\$1,106,979.58		\$ 73,829.42							
2014/15	\$ 1,189,277.00	\$1,189,277.00		\$ -							
2015/16	\$ 1,189,248.00	\$ 674,673.67	\$ 375,048.70	\$ 139,525.63	(LAMTD purchased capital \$132,051.13 servers and email archiving appliance)						
2016/17	\$ 1,240,554.00	\$ -	\$ 337,627.83	\$ 902,926.17	LAMTD using \$336,968 for capital - 6 minivans and 6 two-way radio systems)						

29.29 % Decline from 13/14 -to- 15/16



16/17 YTD combined trips are 9,933
15/16 combined trips at same time was 9,186

Organizational Differences

Polk Transit Position Control

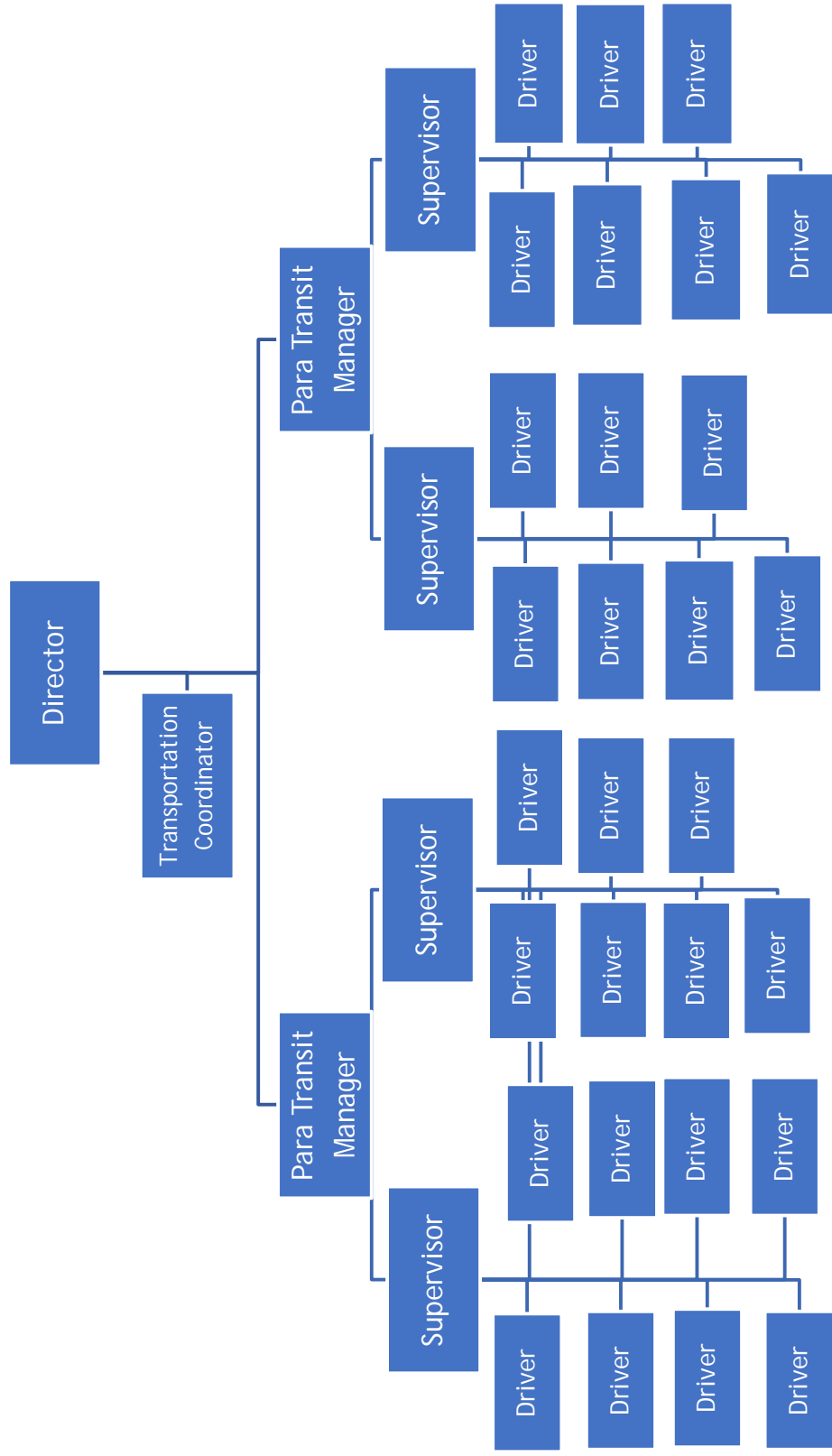
PCTS AUTHORIZED STAFFING

October 1, 2016

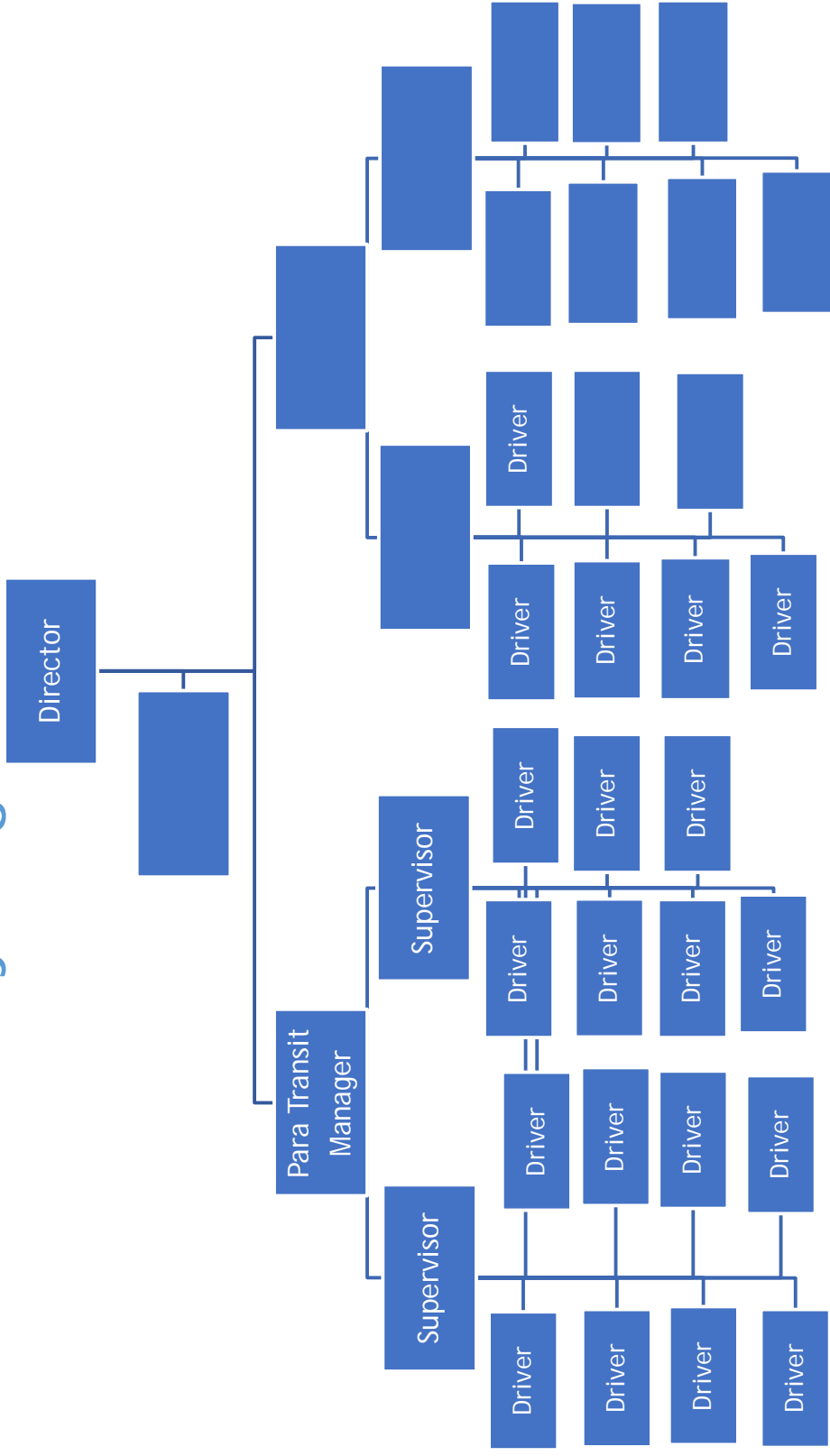
				10/01/16-09/30/17	Current 10/03/16	
Position	Job Code	Cost Center	Full-Time	Part-Time		
Admin		5100-C	0	0	0	0
Finance		5150-C	5	0	5	0
Human Resources & Risk		5250-C	0	0	0	0
Marketing		5300-C	1	0	1	0
IT Department		5350-C	0	0	0	0
Call Center		5400-C	9	0	9	0
Fixed Route		5450-C	26	0	21	0
Paratransit		5500-C	20	0	20	0
Op's Support Services		5550-C	6	0	6	0
Op's - Safety & Security		5600-C	0	0	0	0
Fleet Maintenance		5650-C	2.5	0	1	0
Facilities Maintenance		5700-C	0	0	0	0
Non-Operator Part-Time		0000	0	0	0	0
Total Authorized Full-Time Employees			69.5			
Total Authorized Part-Time Employees				0		
Total Authorized Employees				69.5		

Polk Transit Service Delivery Organizational Chart

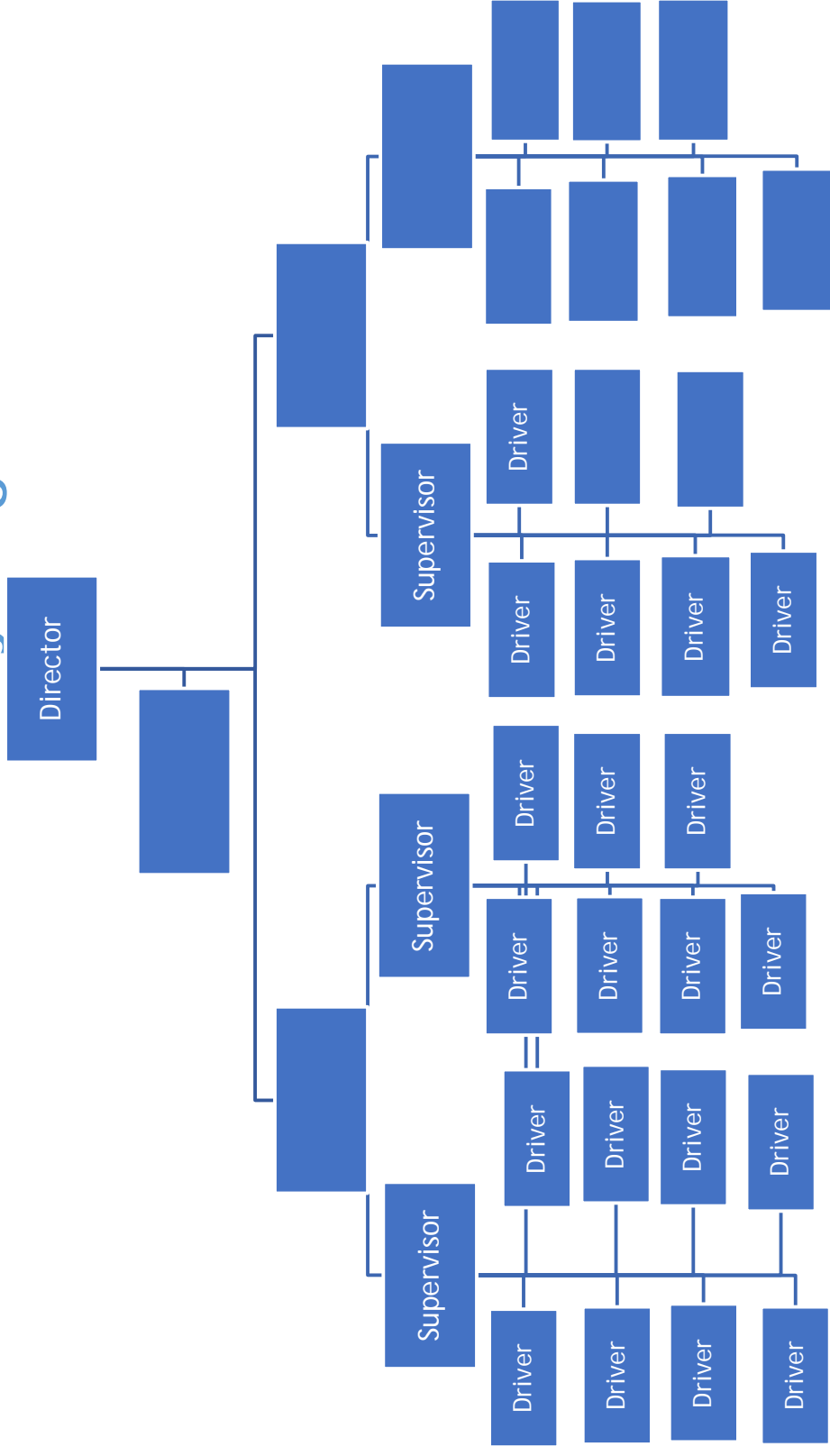
(Supported 29 TD runs)



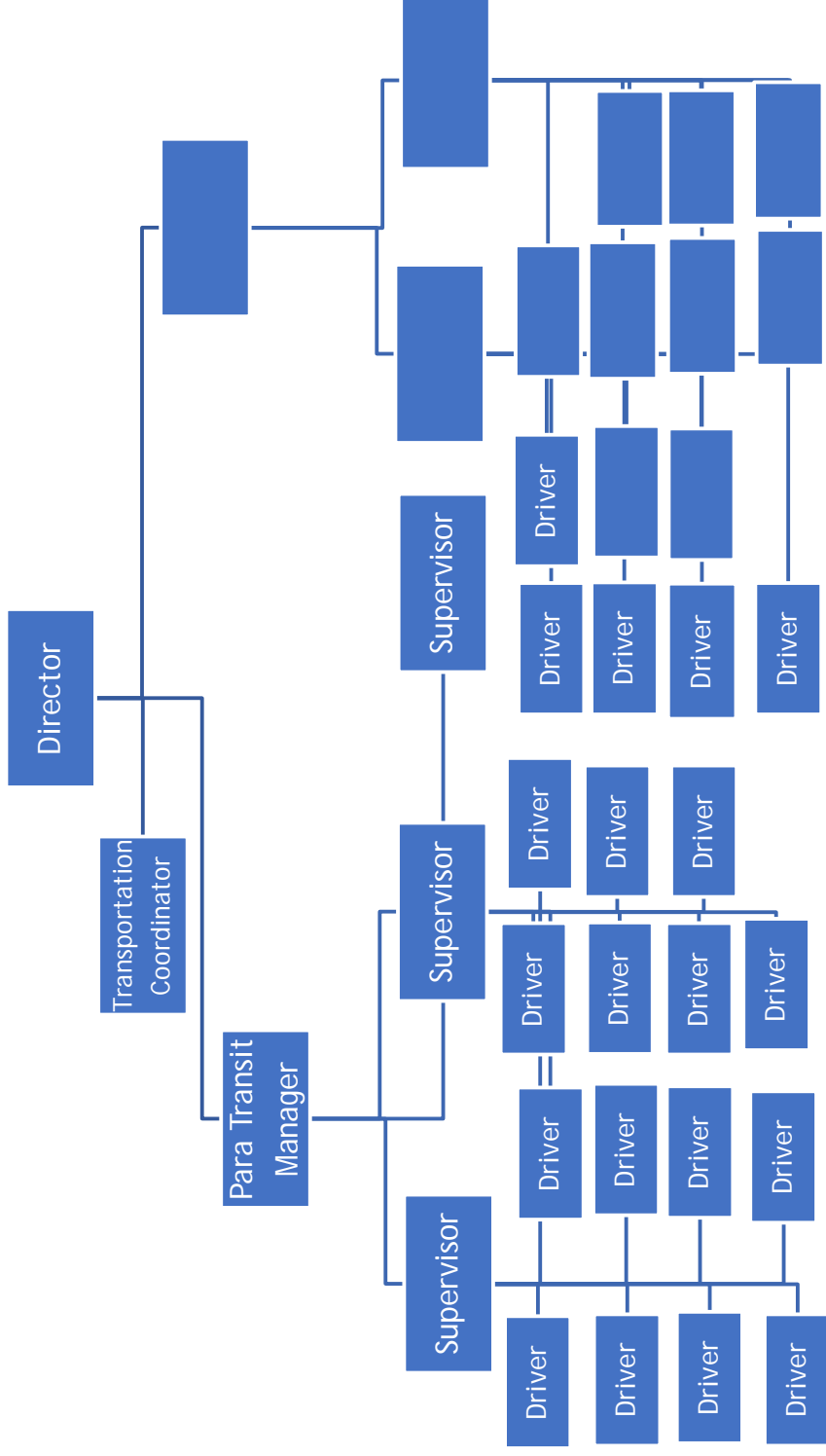
Citrus Connection Service Delivery Organizational Chart at Merger



Citrus Connection



Citrus Connection



Lack of evaluation and considerations of differences in costs caused major lapses for implementing a viable operating budget for the TD program

These lapses included:

- ▶ Absence of itemized expenses which included direct and indirect expenses
- ▶ Amount of subsidized services available to the county that went un-evaluated
- ▶ Differences in maintenance service costs combined with aged fleet of vehicles

These factors greatly affected the rate model process, which further impeded the creation and implementation of a viable operating budget

County TD Revenues

ELAND AREA MASS TRANSIT DISTR
FISCAL YEAR 2015-2016 BUDGET
PROPOSED BUDGET

REVENUES	
Revenues	Proposed Budget 2016
Fares / Contract Rev.	
Passenger Fares	\$ -
Paratransit Fares	\$ 36,010
PTA Contract Rev.	\$ -
Polk County T.S. (WHAT)	\$ -
Bartow Exp (City of Bartow)	\$ -
Universal Access Contract Rev.	\$ -
Advertising Fees	\$ -
Other Contract Revenue	\$ -
Investment Income	\$ -
Ad Valorem Taxes	\$ -
Federal Grants Asst. (5307)	\$ -
Federal Grants	
State Grants Asst. (FL)	\$ 1,378,276
State FL -South Florida Corridor	\$ -
State FL - New Freedom	\$ -
State FL - JARC	\$ -
Misc. Income	\$ -
Other Revenue - PCTS	\$ -
PCTS - Support Cost Reimb.	\$ 137,828
Sub Total Reserve	\$ 1,552,114
Total	\$ 1,552,114
Capital Grants (State)	
Grand Total	\$ 1,552,114

County TD Expenses

BUDGET SUMMARY
LAKELAND AREA
MASS TRANSIT DISTRICT
TD 2016-2017

	Base 7-1-2016 to 6-30-2017	Base 4-1-2016 to 6-30-2016
<u>Estimated Revenues</u>		
Ad Valorem Taxes	\$ -	\$ -
Passenger Fares	\$ 36,010	\$ 9,003
Contract Revenues	\$ -	\$ -
Federal Grants	\$ -	\$ -
State Grants	\$ 1,378,276	\$ 344,569
Other Revenues	\$ 137,828	\$ 34,457
Total Revenues	\$ 1,552,114	\$ 388,029
Reserve- Net Assets	\$ -	\$ -
Total Revenues and Reserve	\$ 1,552,114	\$ 388,029
<u>Expenditures</u>		
Salaries and wages	\$ 537,805	\$ 134,451
Fringe Benefits	\$ 242,644	\$ 60,661
Services	\$ 100,000	\$ 25,000
Materials and Supplies Consumed	\$ 671,665	\$ 167,916
Utilities	\$ -	\$ -
Casualty and Liability Insurance	\$ -	\$ -
Miscellaneous Expenses	\$ -	\$ -
Tax Collector's Commissions, Property Appraiser's Fees/CRA Tax Increment Payment	\$ -	\$ -
Total Operating Expenditures	\$ 1,552,114	\$ 388,029
Capital Expenditures	\$ -	\$ -
Total Expenditures	\$ 1,552,114	\$ 388,029

County TD Budget

Expenses		FINAL PROPOSED FY 2016
501.	Labor	\$ -
501.	01. Operations Salaries and Wages	\$ 537,805
501.	02. Other Salaries and Wages	\$ -
502.	Fringe Benefits	\$ -
502.	01. FICA	\$ 33,494
502.	02. Deferred Compensation	\$ -
502.	00. Hospital, Medical and Surgical Plans	\$ 176,744
502.	00. Life Insurance (included with health plan)	\$ 315
502.	07. Unemployment Insurance	\$ -
502.	08. Worker's Compensation	\$ -
502.	Accrued Sick&Vac Time	\$ -
502.	13. Uniform and Work Clothing Allowance	\$ -
502.	14. Other Fringe Benefits	\$ 32,091
503.	Services	\$ -
503.	02. Advertising Fees	\$ -
503.	03. Professional and Technical Services	\$ -
503.	05. Contract maintenance Services	\$ -
503.	99. Other Services	\$ 100,000
504.	Materials and Supplies	\$ -
504.	01. Fuel and Lubricants	\$ 365,587
504.	02. Tires	\$ -
504.	03. Freight	\$ 134
504.	51. R&M Admin Bldg	\$ -
504.	52. R&M Terminal	\$ 4,970
504.	99. Other Materials and Supplies	\$ 300,973
505.	Utilities	\$ -
505.	02. Utilities	\$ -
506.	Casualty and Liability Costs	\$ -
506.	01. Premiums for Physical Damage Insurance	\$ -
506.	03. Premiums for Public Liability and	\$ -
506.	Property Damage Insurance	\$ -
506.	04. Payouts for Uninsured Public Liability	\$ -
506.	and Property Damage Settlements	\$ -
506.	08. Premiums for Other Corporate Insurances	\$ -
507.	Taxes	\$ -
507.	04. Vehicle Licensing and Registration	\$ -
509.	Miscellaneous Expenses	\$ -
509.	01. Dues and Subscriptions	\$ -
509.	02. Education, Training, Travel, Meetings	\$ -
509.	04. Service Charges	\$ -
509.	05. Office Expense	\$ -
509.	08. Advertising and Promotions	\$ -
509.	99. Miscellaneous Expenses	\$ -
512.	Other Expenses	\$ -
512.	07. Module, Office Space & Land	\$ -
512.	Tax Collector's Commissions, Property	\$ -
512.	Appraiser's Fees, LDDA, CRA Pmts	\$ -
Total Operating Expenses		\$ 1,552,114
Revenues Over / (Under) Expenses		\$ -
		\$ 1,552,114

\$ 242,644

671665

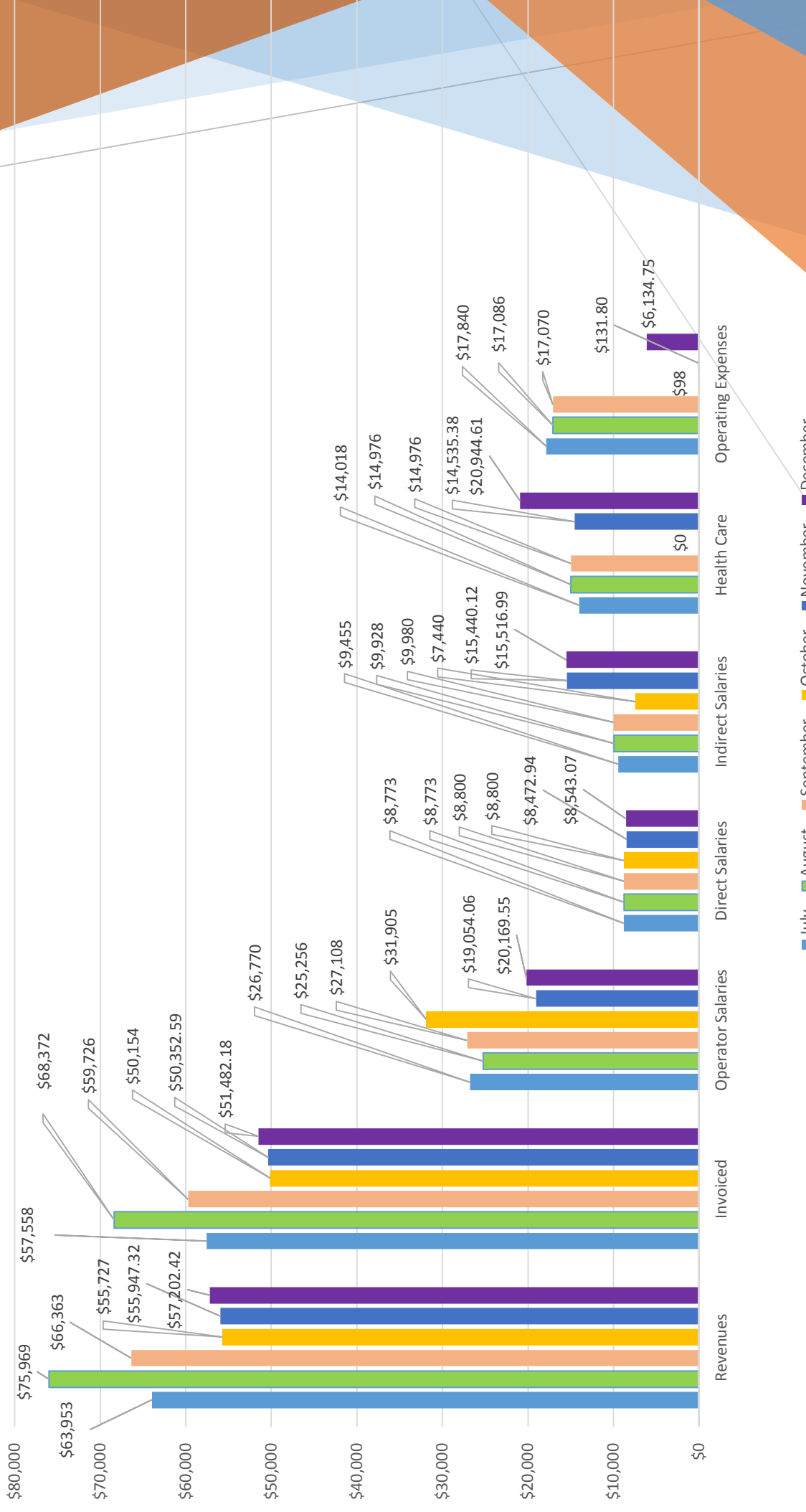
55

Over the first 2 quarters in FY 16/17 expenses have been accurately captured, yet insufficiently support the operation

TRANSPORTATION DISADVANTAGED PROGRAM									
FINANCIAL STATEMENT									
MONTH OF DECEMBER 2016 - 50% OF FISCAL YEAR									
	Revenue	Annual Budget	%	YTD Budget	December Actual	YTD Actual			
GOC02 Grant		\$1,378,393		\$689,197					
90% Disadvantaged State Funds		\$1,240,365	89.99%	\$620,183	\$ 51,482	\$ 337,625			
10% matching - local cash funds		\$137,818	10.00%	\$68,909	\$ 5,720	\$ 37,514			
Voluntary Dollar Contribution		\$189	0.01%	\$95	\$ -	\$ -			
Monetary value of in-kind match		\$21	0.002%	\$11	\$ -	\$ -			
Subtotal		\$1,378,393	100.00%	\$689,197	\$ 57,202	\$ 375,138			
Less: Capital		\$344,546	33.327%	\$172,273	\$ -	\$ -			
Total		\$1,033,847		\$516,924	\$ 57,202	\$ 375,138			
	Expenses	Annual Budget	%	YTD Budget	December Actual	YTD Actual			
Labor									
Operators (includes benefits, OT- not health care)		\$724,052	52.53%	\$362,026	\$20,170	\$143,974			
Direct administration (includes benefits- not health care)		\$134,000	9.72%	\$67,000	\$8,543	\$51,865			
Indirect Administration (includes benefits - not health care)		\$0	0.00%	\$0	\$15,517	\$75,067			
Health Care		\$136,801	9.92%	\$68,400	\$20,945	\$93,622			
Contract/Misc		\$0	0.00%	\$0	\$0	\$0			
Subtotal		\$994,853	96.23%	\$497,426	\$65,174	\$364,527			
Operating		\$383,540	27.83%	\$191,770	\$6,135	\$79,033			
Subtotal		\$1,378,393	100.00%	\$689,196	\$71,309	\$443,560			
Capital Expenditure		\$344,546	33.33%	\$172,273	\$0	\$0			
Total		\$1,033,847		\$516,923	\$71,309	\$443,560			

(\$14,107)

2016/17 YTD



Rate Model Variances

Rates (Passenger Miles billed to T/E Grant)			Bus Pass Rates				
	Ambulatory	Wheelchair	Stretcher	Daily	Weekly	Monthly	HandiBus
2013-14	\$ 2.50	\$ 4.29	\$ 8.93	\$ -	\$ -	\$ -	\$ -
2014-15	\$ 4.00	\$ 6.87	\$ 14.30	\$ -	\$ -	\$ -	\$ -
2015-16	\$ 3.53	\$ 6.06	\$ -	\$ -	\$ -	\$ -	\$ -
2016-17	\$ 2.67	\$ 4.58	\$ -	\$ 3.00	\$ 12.00	\$ 47.00	\$ 2.00

[illegible]

Expenses

EE	Last name	First Name	Perc	PR	Antage Ca	Payroll Allocation							ADA	eration	nd
						Finance/Adi	W.H.A.T.	Rural 25	Rural 35	mart Shu	TD				
DOO010	Doo	Elizabeth	100%	\$	92.30	\$	92.30	\$	92.30	\$	92.30	\$	-	-	100.00%
GA262	Gainer	Annanda	100%	\$	92.30	\$	92.30	\$	92.30	\$	92.30	\$	-	-	100.00%
SUD010	Suckuth	Carmen	100%	\$	92.30	\$	92.30	\$	92.30	\$	92.30	\$	-	-	100.00%
WET010	Wetzel	Rodney	100%	\$	86.58	\$	86.58	\$	86.58	\$	86.58	\$	-	-	100.00%
ZA2010	Zazzaro	Margarita	100%	\$	92.30	\$	92.30	\$	92.30	\$	92.30	\$	-	-	100.00%
WAL020	Walters	David	100%	\$	92.30	\$	92.30	\$	92.30	\$	92.30	\$	-	-	100.00%
BER010	Berrian	Durillee	100%	\$	92.30	\$	92.30	\$	92.30	\$	92.30	\$	-	-	100.00%
CAR020	Carlton-Steven	Sheri	100%	\$	92.30	\$	92.30	\$	92.30	\$	92.30	\$	-	-	100.00%
CAR111	Carter	Marquitta	100%	\$	92.30	\$	92.30	\$	92.30	\$	92.30	\$	-	-	100.00%
EDV010	Edwards	Cieara	100%	\$	92.30	\$	92.30	\$	92.30	\$	92.30	\$	-	-	100.00%
JOE010	Joe	Marlene	100%	\$	92.30	\$	92.30	\$	92.30	\$	92.30	\$	-	-	100.00%
UA222	Suarez	Carina	100%	\$	87.00	\$	87.00	\$	87.00	\$	87.00	\$	-	-	100.00%
TOR050	Torres	Hector	100%	\$	88.92	\$	88.92	\$	88.92	\$	88.92	\$	-	-	100.00%
WAL010	Wagruther	Denise	100%	\$	90.86	\$	90.86	\$	90.86	\$	90.86	\$	-	-	100.00%
WOO060	Wooten	Paul	100%	\$	91.04	\$	91.04	\$	91.04	\$	91.04	\$	-	-	100.00%
AUG010	Auguste	Vincent	100%	\$	89.76	\$	89.76	\$	89.76	\$	89.76	\$	-	-	100.00%
BLA010	Blackwelder	Darryl	100%	\$	92.30	\$	92.30	\$	92.30	\$	92.30	\$	-	-	100.00%
CHR010	Christian	Debra	100%	\$	72.08	\$	72.08	\$	72.08	\$	72.08	\$	-	-	100.00%
COM020	Comer	Almida	100%	\$	89.46	\$	89.46	\$	89.46	\$	89.46	\$	-	-	100.00%
DUN030	Dunn	Larry	100%	\$	92.28	\$	92.28	\$	92.28	\$	92.28	\$	-	-	100.00%
DUN040	Dunn	Aaron	100%	\$	92.30	\$	92.30	\$	92.30	\$	92.30	\$	-	-	100.00%
GRA080	Graves	Patricia	100%	\$	92.30	\$	92.30	\$	92.30	\$	92.30	\$	-	-	100.00%
GUE010	Guerrero	Alberto	100%	\$	92.30	\$	92.30	\$	92.30	\$	92.30	\$	-	-	100.00%
HAR040	Hall	Kenneth	100%	\$	92.30	\$	92.30	\$	92.30	\$	92.30	\$	-	-	100.00%
HAR160	Harrison	Jane	100%	\$	92.30	\$	92.30	\$	92.30	\$	92.30	\$	-	-	100.00%
HOP010	Hopkins	Debra	100%	\$	92.30	\$	92.30	\$	92.30	\$	92.30	\$	-	-	100.00%
JIN010	Jimenez	Maria	100%	\$	92.30	\$	92.30	\$	92.30	\$	92.30	\$	-	-	100.00%
MC060	McIntosh	James	100%	\$	92.30	\$	92.30	\$	92.30	\$	92.30	\$	-	-	100.00%
PA7010	Patterson	Cynthia	100%	\$	92.30	\$	92.30	\$	92.30	\$	92.30	\$	-	-	100.00%
REB030	Reimer	Jeffrey	100%	\$	92.30	\$	92.30	\$	92.30	\$	92.30	\$	-	-	100.00%
RIT010	Ritz	Gwendolyn	100%	\$	92.30	\$	92.30	\$	92.30	\$	92.30	\$	-	-	100.00%
SM012	Smith	Theresa	100%	\$	92.30	\$	92.30	\$	92.30	\$	92.30	\$	-	-	100.00%
THO100	Thornton	Glen	100%	\$	90.12	\$	90.12	\$	90.12	\$	90.12	\$	-	-	100.00%
WAR080	Warneck	Adia	100%	\$	92.30	\$	92.30	\$	92.30	\$	92.30	\$	-	-	100.00%
WAT526	Watkins	Jamie	100%	\$	17.10	\$	17.10	\$	17.10	\$	17.10	\$	-	-	100.00%
HR010	Hurd	Caroline	100%	\$	92.30	\$	92.30	\$	92.30	\$	92.30	\$	-	-	100.00%
KN0410	Kinife	Ruby	100%	\$	92.30	\$	92.30	\$	92.30	\$	92.30	\$	-	-	100.00%
MAZ010	Maza	Juan	100%	\$	92.30	\$	92.30	\$	92.30	\$	92.30	\$	-	-	100.00%
MOO080	Moore	William	100%	\$	92.30	\$	92.30	\$	92.30	\$	92.30	\$	-	-	100.00%
ROB141	Roberts	Pamala	100%	\$	92.30	\$	92.30	\$	92.30	\$	92.30	\$	-	-	100.00%
WIL180	Williams	Roderick	100%	\$	67.20	\$	67.20	\$	67.20	\$	67.20	\$	-	-	100.00%
EAX010	Eay	John	100%	\$	92.30	\$	92.30	\$	92.30	\$	92.30	\$	-	-	100.00%
MIL010	Goodine	Milton	50%	\$	92.30	\$	92.30	\$	92.30	\$	92.30	\$	-	-	100.00%
BLO020	Blockshaw	Norris	100%	\$	92.30	\$	92.30	\$	92.30	\$	92.30	\$	-	-	100.00%
BOW020	Bowland	Albert	100%	\$	92.30	\$	92.30	\$	92.30	\$	92.30	\$	-	-	100.00%
DOR040	Dorer	Vitony	100%	\$	92.30	\$	92.30	\$	92.30	\$	92.30	\$	-	-	100.00%
FIS101	Fischer	Jerry	100%	\$	92.30	\$	92.30	\$	92.30	\$	92.30	\$	-	-	100.00%
GL050	Giles	Brenda	100%	\$	92.30	\$	92.30	\$	92.30	\$	92.30	\$	-	-	100.00%
HUI010	Huidjo-Hernan	America	100%	\$	92.30	\$	92.30	\$	92.30	\$	92.30	\$	-	-	100.00%
KRE010	Kercy	Jeffrey	100%	\$	92.30	\$	92.30	\$	92.30	\$	92.30	\$	-	-	100.00%
MEL020	Alvez	Carmen	100%	\$	91.20	\$	91.20	\$	91.20	\$	91.20	\$	-	-	100.00%
MUN040	Nhatck	Sterling	100%	\$	92.30	\$	92.30	\$	92.30	\$	92.30	\$	-	-	100.00%
NBB020	Neves Del Val	Jose	100%	\$	74.04	\$	74.04	\$	74.04	\$	74.04	\$	-	-	100.00%
PER040	Perez	Shawnda	100%	\$	92.30	\$	92.30	\$	92.30	\$	92.30	\$	-	-	100.00%
PER060	Perreira	Raoul	100%	\$	90.70	\$	90.70	\$	90.70	\$	90.70	\$	-	-	100.00%
PEI040	Peterson	Danny	100%	\$	92.30	\$	92.30	\$	92.30	\$	92.30	\$	-	-	100.00%
PUB010	Pueschell	Tommy	100%	\$	92.30	\$	92.30	\$	92.30	\$	92.30	\$	-	-	100.00%



Libraries\Documents\COPY of PCTS 11-30-16 -
Operating Exp - WORKING COPY -rm

LAKELAND AREA MASS TRANSIT DISTRICT
BOARD OF DIRECTORS MEETING
MARCH 8, 2017
AGENDA ITEM #5(a)

Agenda Item: **Authorization to add a position in para transit operations for the Transportation Disadvantaged (TD) Program.**

Presenter: Aaron Dunn, Para Transit Manager
Steve Schaible, Human Resources

Recommended
Action: Approve the position of TD Transportation Coordinator

Summary: On April 1st 2016 the Citrus Connection officially assumed the state Commission for the Transportation Disadvantaged (CTD) appointment as the Community Transportation Coordinator (CTC). The overall mission of Florida Transportation Disadvantaged Program is to ensure the availability of safe, efficient, cost-effective and quality transportation services for the transportation disadvantaged population of a designated service area.

The CTC is responsible for the TD program with the following responsibilities:

- I. Plan, administer, monitor, coordinate, arrange, and deliver coordinated Transportation Disadvantaged services originating in their designated service area
 - a) Provide transportation to disadvantaged population
 - b) Determine trip eligibility
 - c) Schedule trips
 - d) Analyze community's transportation needs and assets
 - e) Cultivate transportation resources and allocate efficiently
- II. Recommend and enforce eligibility guidelines mandated by the CTD and Local Coordinating Board (LCB).
- III. Accounting for coordinated transportation access including: reporting, agency auditing, eligibility documentation, and trip reporting

AGENDA ITEM #5(a) – CONT.

- IV. Become and remain apprised of all TD resources available or planned in service area (mobility management) and provide access for 9% of the TD population

Managing the mobility resources contained within the provisions of the CTC's duties designated by the CTD were not addressed when the District assumed CTC responsibilities. To meet the requirements of the TD program a dedicated position for the CTC and the TD Program is mandatory for compliance with CTD mandated transportation access requirements. There is no financial obligation for the District since the funding for this position will be derived from the upcoming TD grant allocation (FY2017/18).

Funding: Funds are available in the Transportation Disadvantaged (TD) FY 2017-18 Operating Budget via the FY 17/18 CTC grant.

The TD 2017/18 fiscal year is 1 July 2017, through 30 June 2018. Accordingly, this position would begin on 1 July 2017. The estimated annual salary range for this position is \$54,000-to-\$60,000 plus fringe benefits.



Job Description

Job Title: Community Transportation Coordinator
Department: Para Transit
Reports To: Director of Para Transit
FLSA Status: Exempt

SUMMARY:

This position is responsible for professional work in the area of mass transit, para transit, transportation coordination, applicant screening, needs assessment, trip reporting, promotion, and networking. Work includes, but is not limited to efforts to coordinate the region's transportation resources in order to ensure efficiency, maximize availability, and meet transportation needs and challenges for the communities in which the district serves.

ESSENTIAL JOB FUNCTIONS:

1. Assesses, analyze, and develop transportation resources across the service area in order to connect transportation services to community residence and participants
2. Coordinate transportations services between various providers and resources in order to meet the transportation needs of the communities within the service area and beyond
3. Assists in planning, developing and implementing community transportation delivery
4. Perform all necessary transportation support services including scheduling, intake, customer service, ride sharing, purchased service information, and connectivity
5. Upon request, provides best possible routes, transportation providers and schedules for community members; answer inquiries and provide information to customers and partners
6. Build, track, and perform trips via the Trapeze software suite.
7. Conduct transportation training for individuals and groups in order to ensure the safe, efficient usage of transportation resources across multiple providers and types
8. Employ marketing, public relations and communication skills to organize and conduct community outreach, transportation needs assessment, and client accession.
9. Conduct applicant processing, screening, intake and client maintenance in accordance with agency policy, appropriate regulations, and best practices.
10. Maintain an organizational client pool; work closely with outside organizers to engender their support and participation in transportation delivery and initiatives
11. Oversee and conduct auditing activities of para transit and fixed rout service participants, including all outside transportation partners.
12. Collects, analyzes and presents transit service data by producing various statistical charts and graphs and explain process and variances
13. Create, design, and present reports and performance information to governing entities including: boards, panels, forums, and agencies
14. Develops and implements strategies to attract new customers and to retain existing customers by working with the disadvantaged segments of the areas served.
15. Work with area organizations, groups, and businesses to increase program participation
16. Formulates and implements comprehensive marketing programs, complete with deadlines and goals

in order to execute, evaluate and adjust as needed.

17. Conducts pass campaigns; ensures that space advertising and other marketing materials are properly presented and displayed, to include bus route maps, bus schedules, special programs, and promotions.
18. Seeks out possible community outreach programs; facilitates all activities in relation to same.
19. Provides customer service to both internal and external customers, clients, and the general public in the form of providing transit information such as services, routes, schedules, and fares
20. Participates in community outreach events, workshops, and presentations.

SUPERVISORY RESPONSIBILITIES: Carries out supervisory responsibilities in accordance with the District's policies and applicable law

MINIMUM JOB REQUIREMENTS:

Four-year college degree and; (3) to (5) years of directly related experience desired in transportation coordination, transportation management, community coordination, or related fields. An equivalent combination of education and experience that is determined to be directly related to the specific requirements may be substituted.

OTHER CERTIFICATES/LICENSES:

Must have valid Florida driver's license.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

- Able to maintain the highest degree of confidentiality.
- Ability to speak effectively before small and large groups and respond to questions.
- Ability to maintain a high level of professionalism and poise.
- Ability to express ideas clearly, both verbally and in writing.
- Strong interpersonal skills.
- PC literate, basic skills in Microsoft Office Suite and Internet research.
- Proficiency in Trapeze transportation software
- Must be a self-starter; able to work independently.
- Ability to establish effective working relationships with co-workers, peers, various organizational, County and City employees, customers, and the general public.
- Uses sound, independent judgment in daily work activities and exercises discretion; has strong ethical standards.

WORKING ENVIRONMENT and PHYSICAL DEMANDS: The work environment and physical demands characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

This job is usually performed in a normal office environment. Must be physically able to lift and carry 20-25 lbs. infrequently.

I have read, understand and agree to fulfill the requirements of the above job description and have been provided a copy.

Employee Signature: _____

Date: _____

Print Name: _____

The statements contained herein reflect general details as necessary to describe the essential functions of this job, the level of knowledge, skills typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements.

LAKELAND AREA MASS TRANSIT DISTRICT
BOARD OF DIRECTORS MEETING
MARCH 8, 2017
AGENDA ITEM #5(b)

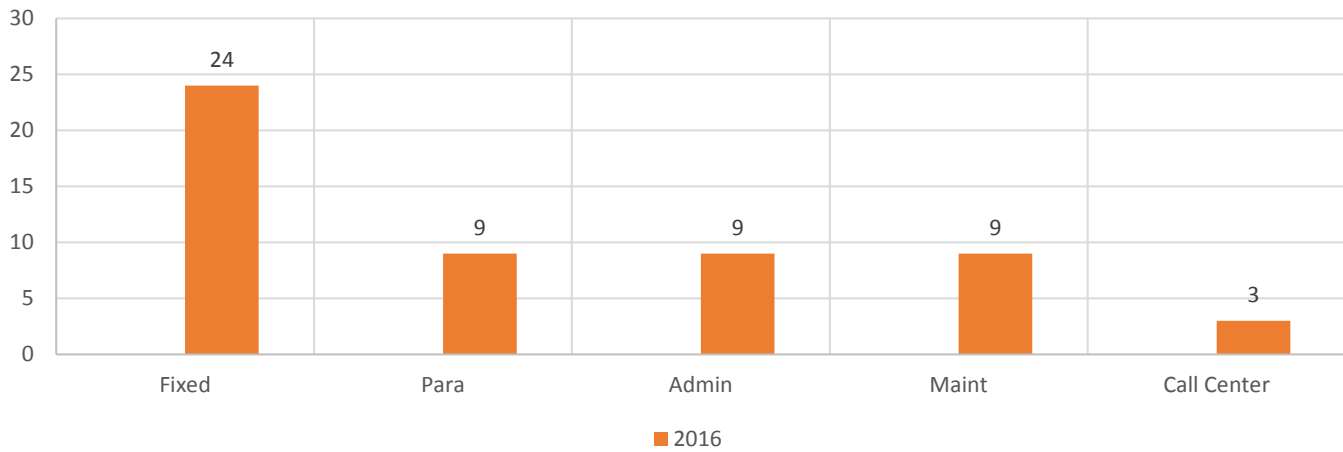
Agenda Item: **Human Resources Board Action Item – LAMTD Turnover Report**

Presenter: Steve Schaible, Director of Human Resources

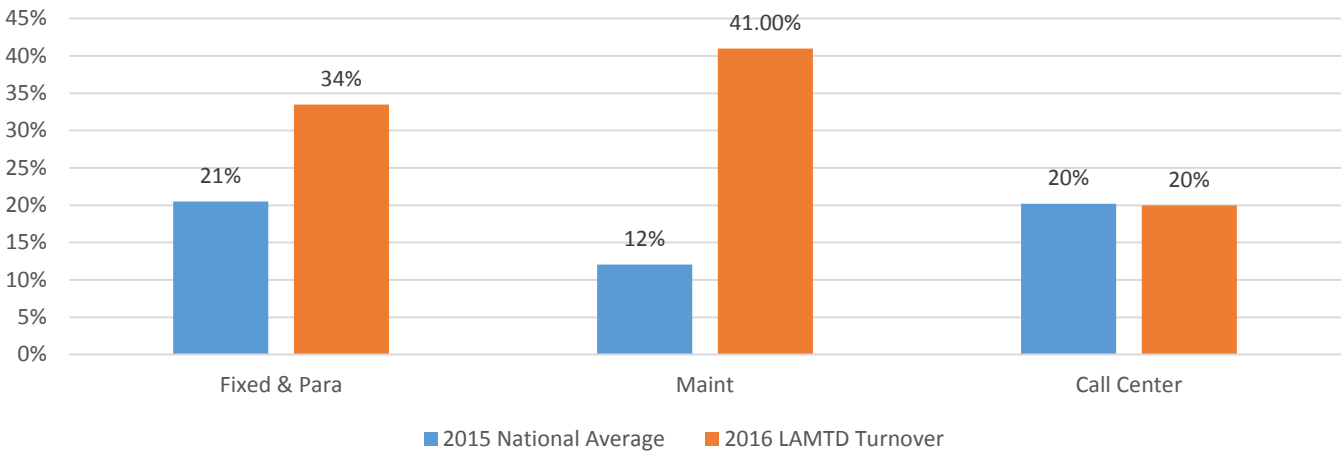
Recommended
Action: Informational

Summary: Turnover graphs and comparisons

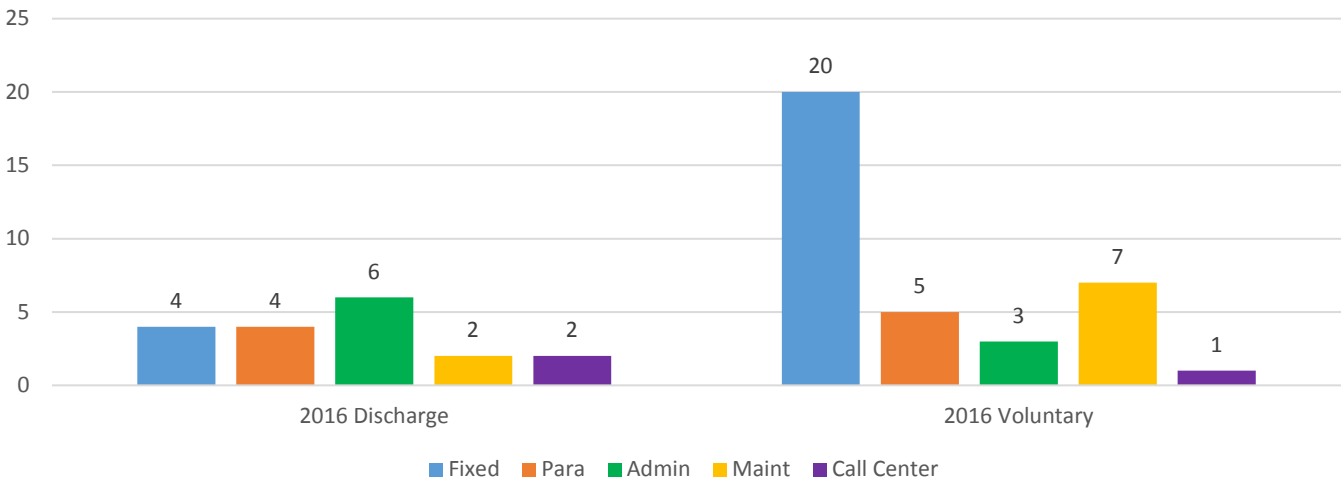
2016 Fiscal Year Turnover Analysis



2015 National Average vs. FY 2016 LAMTD Turnover



2016 Discharge vs. Voluntary Analysis



LAKELAND AREA MASS TRANSIT DISTRICT
BOARD OF DIRECTORS MEETING
MARCH 8, 2017
AGENDA ITEM #6(a)

Agenda Item: Transfer of Federally Funded Assets from Polk County to
 LAMTD

Presenter: Tim Darby – Darby Group

Recommended
Action: Board Approval

Summary: Oral Presentation

Attachments: Transfer documents

RESOLUTION NO. 2017-04

A RESOLUTION OF THE LAKELAND AREA MASS TRANSIT DISTRICT, PROVIDING FOR ACCEPTANCE OF THE TRANSFER OF CERTAIN FEDERAL TRANSPORTATION ADMINISTRATION-FUNDED EQUIPMENT; PROVIDING AN EFFECTIVE DATE

WHEREAS, the Board of County Commissioners of Polk County, Florida (the “County”) has agreed to the transition of transit operations from the County to the Lakeland Area Mass Transit District, an independent special district (the “District”);

WHEREAS, pursuant to the agreement for the transition of transit operations to the District, the County has transferred certain Federal Transit Administration funded equipment to the District;

WHEREAS, the District, as an independent special taxing district created by Polk County and City of Lakeland ordinances with a taxing authority approved through voter referendum, desires to accept the transfer of the FTA-funded equipment; and

WHEREAS, the Federal Transportation Administration (“FTA”) requires the District to provide a resolution memorializing and confirming the District’s acceptance of FTA-funded equipment.

NOW, THEREFORE, BE IT RESOLVED BY THE DISTRICT AT ITS REGULAR MEETING ON MARCH 8, 2017:

1. The District accepts the transfer of the FTA-funded equipment listed on Exhibit “A” attached hereto and by reference incorporated herein.
2. A copy of this Resolution will be forwarded by the Clerk of the Board of County Commissioners and to the Florida Department of Transportation, along with the executed transfer documents.
3. This Resolution shall become effective upon adoption by LAMTD.

ADOPTED THIS 8TH DAY OF MARCH, 2017.

ATTEST:

LAKELAND AREA MASS TRANSIT DISTRICT

By: _____
Tom Phillips, Executive Director

By: _____
George Lindsey, III, Chairman

Reviewed as to form and legal sufficiency:

Ben H. Darby, Jr.

Date

Exhibit "A"

Asset Number	Decal #	Asset Desc	Serial Number	Cost
74803	52949	GPS VEHICLE MONITOR SYSTEM	28-11051279	\$6,137.00
74805	52951	GPS VEHICLE MONITOR SYSTEM	28-11051281	\$6,137.00
74806	52952	GPS VEHICLE MONITOR SYSTEM	28-11051282	\$6,137.00
74808	52954	GPS VEHICLE MONITOR SYSTEM	28-11051284	\$6,137.00
74810	52956	GPS VEHICLE MONITOR SYSTEM	28-11051286	\$6,137.00
74811	52957	GPS VEHICLE MONITOR SYSTEM	28-11051287	\$6,137.00
74812	52958	GPS VEHICLE MONITOR SYSTEM	28-11051288	\$6,137.00
74813	52959	GPS VEHICLE MONITOR SYSTEM	28-11051289	\$6,137.00
74814	52960	GPS VEHICLE MONITOR SYSTEM	28-11051290	\$6,137.00
74815	52961	GPS VEHICLE MONITOR SYSTEM	28-11051291	\$6,137.00
74820	52966	GPS VEHICLE MONITOR SYSTEM	28-11051296	\$6,137.00
75376	53318	DATA UNIT, PORTABLE	CF-53EJAZX1M	\$18,625.00
76069	53960	SWITCH, IT	FOC1643W2KZ	\$1,471.00
76070	53961	SWITCH, IT	FOC1643W2KX	\$1,471.00
76071	53962	SWITCH, IT	FOC1644Y2M6	\$2,404.00
76072	53963	SWITCH, IT	FOC1644Y2LK	\$2,404.00
76073	53964	SWITCH, IT	F0C1636Z1VJ	\$4,096.00
76074	53965	SWITCH, IT	F0C1636Y2CB	\$4,765.00
76075	53966	FIREWALL	JMX1614X0G2	\$4,664.00
77100	54035	COMPUTER, LAPTOP	RD163B0008	\$2,935.00
77101	54036	COMPUTER, LAPTOP	RD163B0007	\$2,935.00
77102	54037	COMPUTER, LAPTOP	RD163B0006	\$2,935.00

77103	54038	COMPUTER, LAPTOP	RD163B0005	\$2,935.00
77104	54039	COMPUTER, LAPTOP	RD163B0004	\$2,935.00
77091	54009	SERVER, IT	USE306VKX1	\$5,722.00
77092	54010	SERVER, IT	USE306VKXD	\$5,722.00
77093	54011	SERVER, IT	USE306VKX4	\$5,722.00
77094	54012	SERVER, IT	USE306VKX3	\$5,722.00
77095	54013	SERVER, IT	USE306VKXF	\$9,498.00
77096	54014	SERVER, IT	USE306VKXE	\$9,498.00
77097	54015	SERVER, IT	USE306VKXJ	\$9,498.00
77098	54016	SAN DISK STORAGE	MXQ30405YJ	\$41,139.00
77099	54017	RACK, IT STORAGE		\$1,818.00
79071	54018	MONITOR, IT	2C42385C7A	\$2,151.00
79113	54094	UPS(UNINTERRUPTED POWER SUPPLY)	SIS1229003582	\$1,094.00
79114	54095	UPS(UNINTERRUPTED POWER SUPPLY)	SIS1229003585	\$1,094.00
81170	54126	PRINTER, BADGE/ID	TKJ/2Y- 01057/R3094	\$1,545.00
88795	54508	SWITCH, IT	260113705	\$4,009.00

LAKELAND AREA MASS TRANSIT DISTRICT
BOARD OF DIRECTORS MEETING
MARCH 8, 2017
AGENDA ITEM #6(b)

Agenda Item: Coordination Agreement between LAMTD and Polk
County – Transportation Disadvantaged

Presenter: Tim Darby – Darby Group

Recommended
Action: Board Approval

Summary: Oral Presentation

Attachments: Coordination Agreement

COORDINATION AGREEMENT
BETWEEN
LAKELAND AREA MASS TRANSIT DISTRICT AND
POLK COUNTY

This Agreement ("Agreement") is made and entered into between the Lakeland Area Mass Transit District, an independent special taxing district (hereinafter referred to as the "District"), and Polk County, a political subdivision of the State of Florida (hereinafter referred to as the "GRANTEE") as of the date last executed by the parties hereto below ("Effective Date").

The GRANTEE, identified below, agrees to coordinate transportation services to persons who are transportation disadvantaged¹ and who are clients of the GRANTEE and not the general public, as required by the District, which is the Community Transportation Coordinator for the County. District may sometimes be referred to hereinafter as the "COORDINATOR."

The GRANTEE will identify client transportation needs and refer those who are appropriate to the COORDINATOR.

The GRANTEE acknowledges that, if feasible, vehicles funded with federal funds shall be made available to the COORDINATOR upon execution of a rate agreement between the COORDINATOR and the GRANTEE.

The GRANTEE shall comply with all safety standards as defined by Florida Administrative Code Rule Chapter 14-90 with the exception of establishing a Drug Free Workplace program.

The GRANTEE shall maintain a minimum and will provide District proof of Certificate of Liability Insurance of \$200,000 per person and \$300,000 per incident in effect at all times.

The GRANTEE shall provide ridership and vehicle information, including estimated passenger trips and total funding available for transportation services along with other data reporting requirements as specified in the Annual Operating Report instructions from the Commission for the Transportation Disadvantaged

This Agreement may be terminated by either party by providing five (5) days' written notice to the other party. This Agreement shall be for a period beginning on the Effective Date and expires on December 31, 2017, unless terminated at an earlier date as provided above.

All notices, requests, demands and other communications which are required or may be given under this Agreement shall be in writing and shall be deemed to have been duly given when received if personally delivered; when transmitted if transmitted by telecopy, electronic telephone line facsimile transmission or other similar electronic or digital transmission method; the day after it is sent, if sent by recognized expedited delivery service; and five (5) days after it is sent, if mailed, first class mail, postage prepaid. In each case, notice shall be sent to:

GRANTEE:
Polk County
Attn.: Health and Human Services Division

COORDINATOR:
Lakeland Area Mass Transit District

Name: Marcia Andresen
Title: Director
Address: 1290 Golfview
Bartow, FL. 33830

Name: Tom Phillips
Title: Executive Director
Address: 1212 George Jenkins
Lakeland FL. 33815

This Agreement is subject to the terms and conditions contained in any other agreement between the District, GRANTEE, and any other governmental authority. Nothing in such agreements prohibits or limits the ability of any of the parties to this Agreement to deliver the various benefits specifically described herein. In the event of a conflict between the terms of this Agreement any provision of the above-referenced agreement, the terms of this Agreement shall prevail.

This Agreement is subject to all federal, state, and local laws, rules, and regulations with which the District and GRANTEE are obligated to comply. Nothing in such laws, rules or regulations prohibits or limits the ability of any of the parties to this agreement to deliver the various benefits specifically described herein.

In the performance of this Agreement, the District will be acting in the capacity of independent contractors, and not as an agent, employee, partner, joint venture, or associate of County. The District shall be solely responsible for the means, methods, techniques, sequences, and procedures utilized by the District in the full performance of this Agreement. Neither the District nor any of the employees, officers, agents or any other individual directed to act on behalf of the District for any act related to this Agreement, shall represent, act, purport to act, or be deemed to be the agent, representative, employee or servant of County.

This Agreement shall be construed in accordance with the laws of the State of Florida and venue of any legal proceedings shall be in Polk County, Florida, if the action is commenced in state court. If any action is commenced in federal court, then venue shall be in the United States District Court for the Middle District of Florida, Tampa Division.

Nothing contained herein shall operate or be construed as a waiver of the County's or the District's limit of liability as set forth in §768.28 of the Florida Statutes regardless of whether such claims are based in tort, contract, statute, strict liability, and negligence, product liability or otherwise.

Each of the undersigned warrants and represents that he or she is authorized to execute this Agreement on behalf of the entity identified

¹ Chapter 427 Florida Statutes defines Transportation Disadvantaged as, "those persons, including children as defined in s. 411.202 F.S., who because of physical or mental disability, income status, or inability to drive due to age or disability are unable to transport themselves or to purchase transportation and have no other form of transportation available. These persons are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, or medically necessary or life-sustaining activities."

[SIGNATURE PAGE TO FOLLOW]

IN WITNESS THEREOF, the parties have executed this Agreement as of the Effective Date.

Polk County, a political subdivision of the State of
Florida

By: _____

Title: _____

Date: _____

Attest:

Stacy M. Butterfield, Clerk of Courts

By: _____
Deputy Clerk

Lakeland Area Mass Transit District

By: _____

Title: _____ Chairman _____

Date: _____

Witnesses:

By: _____

Date: _____

By: _____

Date: _____

Polk County / District Coordination Agreement

LAKELAND AREA MASS TRANSIT DISTRICT
BOARD OF DIRECTORS MEETING
MARCH 8, 2017
AGENDA ITEM #6(c)

Agenda Item: Lakeland Downtown Development Authority UAP

Presenter: Tim Darby – Darby Group

Recommended
Action: Board Approval

Summary: Oral Presentation

Attachments: LDDA Universal Access Program

**Service Agreement -
Lakeland Downtown Development Authority and
Lakeland Area Mass Transit District**

This Service Agreement is entered into this _____ day of _____, 2017, by and among Lakeland Downtown Development Authority, an independent special taxing district (hereinafter referred to as “LDDA”), and the Lakeland Area Mass Transit District, an independent special taxing district (hereinafter referred to as the “District”).

WHEREAS, LDDA desires to provide participants in the EBT program the benefit of access to public transit on Saturdays as a means of commuting to the Downtown Farmer’s Curb Market for the purchase of fresh foods; and,

WHEREAS, the District operates public transit systems which currently provide fixed route bus service to and around the Downtown Farmer’s Curb Market;

NOW, THEREFORE, in consideration of the mutual covenants contained herein, the parties hereto agree as follows:

- a) The term of this Agreement shall be for a period of one (1) year commencing on _____, 2017, through and including _____, 2018.
- b) This Agreement shall terminate if LDDA or the District provide written notice of intent to terminate this Agreement (“Termination Notice”) to the other parties hereto, ninety (90) days prior to termination of the service.
- c) The District will allow EBT participants access to the transit system on each Saturday during the term of the agreement for each fixed route transit trip when the participants show the appropriate EBT food card. The District, shall provide access to fixed route transit service for all current EBT participants in accordance with the terms of this Agreement.

- d) Hours of operation of bus service are defined as the number of hours each bus

operates plus reasonable travel time each way to and from the District Operations Centers where the particular bus is based. The District does not operate on New Year's Day, Martin Luther King, Jr. Day, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, or Christmas Day.

- e) The rate to be charged to LDDA by the District for the transit service during the term of the Agreement will be \$500.00. LDDA shall remit payment within 30 days from receipt of invoice.

6. This Agreement is subject to the terms and conditions contained in any interlocal or other agreement between the District and any other governmental authority, including, without limitation, the City of Lakeland, the Polk Transit Authority, and the County of Polk, and between the County and any other governmental authority including, without limitation, the City of Lakeland, the Polk Transit Authority, and the District. Nothing in such agreements prohibits or limits the ability of any of the parties to this agreement to deliver the various benefits specifically described herein.

- g) This Agreement is subject to all federal, state, and local laws, rules, and regulations with which the District and the County are obligated to comply. Nothing in such laws, rules or regulations prohibits or limits the ability of any of the parties to this agreement to deliver the various benefits specifically described herein.

8. Failure of any party to comply with any provision of this Agreement shall place that party in default. Prior to terminating this Agreement, the non-defaulting party shall notify the defaulting party in writing. The notification shall make specific reference to the condition alleged to give rise to the default. The defaulting party shall then be entitled to a period of fifteen (15) days from the date notification is received in which to cure the default. If said default is not cured within the fifteen (15) day period, this Agreement may be terminated by the non-defaulting party. The failure of any party to exercise this right shall not be considered a waiver of such right in the event of any further default or non-compliance.

9. All notices, requests, demands and other communications which are required or may be given under this Agreement shall be in writing and shall be deemed to have been duly given when received if personally delivered; when transmitted if transmitted by telecopy, electronic telephone line facsimile transmission or other similar electronic or digital transmission method; the day after it is sent, if sent by recognized expedited delivery service; and five (5) days after it is sent, if mailed, first class mail, postage prepaid. In each case, notice shall be sent to:

LDDA: Lakeland Downtown Development Authority
 228 S. Massachusetts Ave.
 Lakeland, FL 33801
 ATTN: Julie Townsend

DISTRICT: Lakeland Area Mass Transit District
 1212 George Jenkins Boulevard
 Lakeland, FL 33815
 ATTN: Tom Phillips

10. If any covenant or provision of this Agreement is determined to be invalid, illegal or incapable of being enforced, all other covenants and provisions of this Agreement shall, nevertheless, remain in full force and effect, and no covenant or provision shall be dependent upon any other covenant or provision unless so expressed herein.

11. This Agreement contains all the terms and conditions agreed upon by the parties and is a complete and exclusive statement of the Agreement between the parties. Any renewals~~-~~alterations, variations, modifications, amendments or waivers of provisions of this Agreement shall only be valid when they have been reduced to writing, duly signed, approved by all entities and attached to this Agreement. This Agreement supersedes all other agreements and proposals, oral or written, regarding the subject matter herein, and all such other agreements and proposals are hereby deemed void.

12. In the performance of this Agreement, the District will be acting in the capacity of independent contractors, and not as an agent, employee, partner, joint venture, or associate of LDDA. The District shall be solely responsible for the means, methods, techniques, sequences, and procedures utilized by the District in the full performance of this Agreement. Neither the District nor any of the employees, officers, agents or any other individual directed to act on behalf of the District for any act related to this Agreement, shall represent, act, purport to act, or be deemed to be the agent, representative, employee or servant of LDDA.

13. This Agreement shall be construed in accordance with the laws of the State of Florida and venue of any legal proceedings shall be in Polk County, Florida, if the action is commenced in state court. If any action is commenced in federal court, then venue shall be in the United States District Court for the Middle District of Florida, Tampa Division.

14. Nothing contained herein shall operate or be construed as a waiver of LDDA's or the District's limit of liability as set forth in §768.28 of the Florida Statutes regardless of whether such claims are based in tort, contract, statute, strict liability, and negligence, product liability or otherwise.

15. LDDA and District agree that both parties shall comply with Florida's public records law to specifically include the following:

Public Records. District agrees to:

- a. Keep and maintain public records required by the public agency to perform the service.
- b. Upon request from the public agency's custodian of public records, provide the public agency with a copy of the requested records or allow the records to be inspected or copies within a reasonable time at a cost that does not exceed the cost provided in this chapter or as otherwise provided by law.
- c. Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the agreement term and following completion of the contract if LDDA does not transfer the records to the public agency.

- d. Upon completion of the agreement, transfer, at no cost to the public agency all public records in possession of LDDA or maintain public records required by the public agency to perform the service. If LDDA transfers all public records to the public agency upon completion of the contract, LDDA shall destroy any duplicate public records upon completion of the agreement, LDDA shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the public agency, upon request from the public agency's custodian of public records, in a format that is compatible with the information technology systems of the public agency.

IF LDDA HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO LDDA'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS AGREEMENT, CONTACT MIKE MEDINA, THE CUSTODIAN OF PUBLIC RECORDS AT DISTRICT 863-327-1370, MMEDINA@RIDECITRUS.COM, 1212 GEORGE JENKINS BOULEVARD, LAKE LAND, FLORIDA 33815.

16. Each of the undersigned warrants and represents that he or she is authorized to execute this Agreement on behalf of the entity identified.

[SIGNATURES ON FOLLOWING PAGE]

IN WITNESS WHEREOF, the parties hereto have caused this agreement to be executed for the uses and purposes therein expressed the day and year set forth above.

LAKELAND DOWNTOWN
DEVELOPMENT AUTHORITY

_____ BY: _____

Witnesses

LAKELAND AREA MASS
TRANSIT DISTRICT

_____ BY: _____
George Lindsey III, Board Chairman

Witnesses

LAKELAND AREA MASS TRANSIT DISTRICT
BOARD OF DIRECTORS MEETING
FEBRUARY 8, 2017
AGENDA ITEM #7(a)

Agenda Item: TSI Quarterly Report

Presenter: Bill Knieriem, Director of Operations

Recommended
Action: Informational

Summary: Quarterly TSI report

Third QTR July-Sept 2016	6:15 am - 11:15 am			11:15 am - 3:15 pm			3:15 pm - 7:15 pm		
	Min per trip	Max per trip	Avg per trip	Min per trip	Max per trip	Avg per trip	Min per trip	Max per trip	Avg per trip
Route 1	11.3	25.7	18.5	22.5	26.3	24.4	14.5	25.1	19.8
Route 3	12.2	22.8	17.5	16.1	20.7	18.4	12.0	17.8	14.9
Route 3X									
Route 4X							0.5	2.4	1.45
Route 10	9.3	12.2	10.8	11.6	12.9	12.3	11.0	13.2	12.1
Route 14	11.2	18.7	15.0	14.3	18.4	16.4	9.2	14.9	12.1
Route 15	7.7	18.4	13.1	14.1	16.9	15.5	7.1	18.3	12.7
Route 22 XL	23.6	35.2	29.4	25.3	31.0	28.2	26.2	29.9	28.1
Route 32/33	6.5	13.9	10.2	7.6	10.8	9.2	1.0	8.7	4.9
Route 39	6.0	6.0	6.0	7.0	7.0	7.0	3.3	3.3	3.3
Route 45	12.5	20.2	16.4	16.7	20.5	18.6	8.0	20.7	14.4
Route 46	9.1	10.4	9.8	10.6	13.4	12.0	8.9	13.9	11.4
Route 47	10.5	12.5	11.5	12.4	13.8	13.1	10.4	11.9	11.2
Route 58	5.9	18.3	12.1	7.6	12.3	10.0	5.1	17.2	11.2
Route 12	14.5	25.9	20.2	15.3	24.7	20.0	8.3	23.3	15.8
Route 15WH	19.1	44.6	31.9	22.5	44.7	33.6	17.3	23.9	20.6
route 22 XW	10.6	22.0	16.3	19.6	20.6	20.1	7.6	22.1	14.9
route 30	4.1	20.4	12.3	13.4	18.8	16.1	13.8	20.1	17.0
Route 27	1.2	1.2	1.2				0.8	0.8	0.8
Route 30	13.6	16.7	15.2	17.3	24.4	20.9	11.5	20.3	15.9
Route 35	9.8	14.7	12.3	7.5	12.3	9.9	1.3	10.4	5.9
Route 40/44	11.9	15.6	13.8	12.5	17.6	15.1	9.4	14.6	12.0
Route 50	13.3	25.7	19.5	20.3	24.0	22.2	11.3	18.9	15.1

Regular Fixed Route

10 +	route doing well	7 - 9.9	possible minor changes	0 - 6.9	possible major changes
------	------------------	---------	------------------------	---------	------------------------

Flex Routes

7 +	route doing well	4 - 6.9	possible minor changes	0 - 3.9	possible major changes
-----	------------------	---------	------------------------	---------	------------------------

Fourth QTR Oct-Dec 2016	6:15 am - 11:15 am			11:15 am - 3:15 pm			3:15 pm - 7:15 pm		
	Min per trip	Max per trip	Avg per trip	Min per trip	Max per trip	Avg per trip	Min per trip	Max per trip	Avg per trip
Route 1	15.7	26.6	21.2	23.0	28.7	25.9	12.7	26.0	19.4
Route 3	12.0	21.2	16.6	17.2	21.0	19.1	13.2	17.9	15.6
Route 3X									
Route 4X							1.2	2.8	2
Route 10	7.0	11.7	9.4	9.8	12.3	11.1	8.3	12.3	10.3
Route 14	12.2	18.7	15.5	14.3	18.4	16.4	9.2	14.9	12.1
Route 15	7.7	20.3	14.0	13.9	18.7	16.3	9.5	19.1	14.3
Route 22 XL	23.6	32.7	28.2	26.0	30.1	28.1	26.1	32.9	29.5
Route 32/33	8.9	14.2	11.6	8.4	11.4	9.9	1.2	8.4	4.8
Route 39	7.7	7.7	7.7	7.5	7.5	7.5	4.7	4.7	4.7
Route 45	14.1	20.8	17.5	16.2	19.1	17.7	5.9	20.0	13.0
Route 46	9.6	15.0	12.3	11.3	16.7	14.0	10.1	17.7	13.9
Route 47	11.8	13.3	12.6	12.4	13.7	13.1	10.4	14.0	12.2
Route 58	5.6	14.4	10.0	7.9	13.7	10.8	5.7	16.6	11.2
Route 12	16.8	25.7	21.3	17.8	24.2	21.0	8.7	27.3	18.0
Route 15WH	23.6	45.1	34.4	24.8	52.0	38.4	18.4	29.7	24.1
route 22 XW	11.3	24.8	18.1	20.6	26.5	23.6	8.6	22.2	15.4
route 30	3.7	21.6	12.7	16.0	22.0	19.0	17.1	19.2	18.2
Route 27	1.2	1.2	1.2				0.8		0.8
Route 30	11.8	20.3	16.1	18.3	25.1	21.7	12.5	20.3	16.4
Route 35	8.3	13.1	10.7	7.2	11.5	9.4	1.0	8.9	5.0
Route 40/44	10.8	17.5	14.2	12.1	17.9	15.0	7.7	12.9	10.3
Route 50	15.8	27.4	21.6	19.9	25.2	22.6	11.8	18.6	15.2

Regular Fixed Route

10 +	route doing well	7 - 9.9	possible minor changes	0 - 6.9	possible major changes
------	------------------	---------	------------------------	---------	------------------------

Flex Routes

7+	route doing well	4 - 6.9	possible minor changes	0 - 3.9	possible major changes
----	------------------	---------	------------------------	---------	------------------------

LAKELAND AREA MASS TRANSIT DISTRICT
BOARD OF DIRECTORS MEETING
MARCH 8, 2017
AGENDA ITEM #8(a)

Agenda Item: Activity Calendar

Presenter: Tom Phillips, Executive Director

Recommended
Action: Informational

Summary: Oral Presentation

Attachments: February Activity Calendar

February 2017

February 2017							March 2017						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4				1	2	3	4
5	6	7	8	9	10	11	5	6	7	8	9	10	11
12	13	14	15	16	17	18	12	13	14	15	16	17	18
19	20	21	22	23	24	25	19	20	21	22	23	24	25
26	27	28					26	27	28	29	30	31	

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Jan 29	30	31	Feb 1	2	3	4
			9:00am 1 on 1 with Tom and Erin (Tom's Office) - Marcy 10:00am Meeting with Ade (LEGOLAND)	Groundhog Day (United) 8:30am 1 on 1 with [redacted] 5:30pm Lakeland	Copy: Board of Directors, 9:00am LLER Specifics 11:00am 1 on 1 Joe and 1:30pm Haircut	Save the date - Florida Polytech Pivot Event (Polytech - time tbd) - Marcy Harrison
5	6	7	8	9	10	11
	8:30am Infrastructure Team - Operating 10:00am 1 on 1 with 10:30am FSA Call - 11:30am Lunch: Service	9:00am Senior Staff Meeting 10:00am Erin 10:00am One on One 1:00pm 1 on 1 Tom and	8:30am LAMTD Board Meeting (Hollingsworth) - 10:30am 1 on 1 with Tom and Erin (Tom's	8:30am 1 on 1 with 9:00am TPO (Bartow) - 10:00am PTA (Bartow) - 1:00pm Mtg Mark	11:00am 1 on 1 Joe and Tom (Office) - Marcy Harrison 11:30am Chamber Lunch (Black N Brew)	
12	13	14	15	16	17	18
Lincoln's Birthday (United States)	10:00am 1 on 1 with Tom and Steve 12:00pm RE: Security Cameras - Miguel 1:30pm TDC Meeting	Valentine's Day (United) 8:30am Email Ridership 9:00am Senior Staff 9:30am Transit Corridor 10:00am One on One	10:00am Grants Meeting (Hollingsworth) - 10:30am 1 on 1 with Tom and Erin (Tom's 12:00pm Kids Early	FW: BOCC Board retreat (Circle B Bar Reserve) 8:30am 1 on 1 with 10:30am Weekly 1:30pm Meeting with 2:00pm 1/1 with David	9:00am Transportation 10:00am Safety 11:00am 1 on 1 Joe and 12:00pm merriitt lunch	
19	20	21	22	23	24	25
	Presidents' Day (United States) 10:00am 1 on 1 with 1:30pm Conference Call 5:00pm Gang Task Force	10:00am One on One Tom and Marcia (Tom's Office) - 1:00pm 1 on 1 Tom and Bill (Tom's Office) -	10:00am Safety Committee Meeting (Winter Haven) 10:30am 1 on 1 with Tom and Erin (Tom's	8:30am 1 on 1 with Aaron Dunn (Tom's 2:00pm 1/1 with David Persaud (Executive 6:00pm Public	Marcy Drs. Appt. @ 2pm 11:00am 1 on 1 Joe and Tom (Office) - Marcy Harrison	
26	27	28	Mar 1		3	4
	10:00am 1 on 1 with Tom and Steve (Tom's Office) - 12:00pm Mitchells: Friedman	9:00am Senior Staff Meeting 10:00am One on One Tom and Marcia 1:00pm 1 on 1 Tom and				

LAKELAND AREA MASS TRANSIT DISTRICT
BOARD OF DIRECTORS MEETING
MARCH 8, 2017
AGENDA ITEM #8(b)

Agenda Item: UAP & Ridership Report

Presenter: Tom Phillips, Executive Director

Recommended
Action: Informational

Summary: Year to date ridership information for the entire system including LAMTD, Winter Haven, Rural and Demand Response.

Attachments: Ridership Report

UAP Ridership Totals 2015-16	LAMTD	WHAT	Total
December	14,057	9,363	23,420
January	15,860	9,809	25,669
UAP Ridership 2016	LAMTD	WHAT	Total
Polk State College			
December	2,969	1,385	4,354
January	3,535	1,730	5,265
LEGOLAND			
December	155	1,403	1,558
January	118	1,334	1,452
South Eastern University			
December	125	22	147
January	148	21	169
COLTS			
December	1,122	1,006	2,128
January	2,115	1,142	3,257
Veterans			
December	2,983	1,397	4,380
January	3,029	1,318	4,347
Southern Technical College			
December	216	256	472
January	246	360	606
Polk Health Care			
December	2,690	1,104	3,794
January	2,389	966	3,355
Central Florida Healthcare			
December	1,944	635	2,579
January	1,958	522	2,480
New Beginnings High School			
December	1,853	2,155	4,008
January	2,322	2,416	4,738

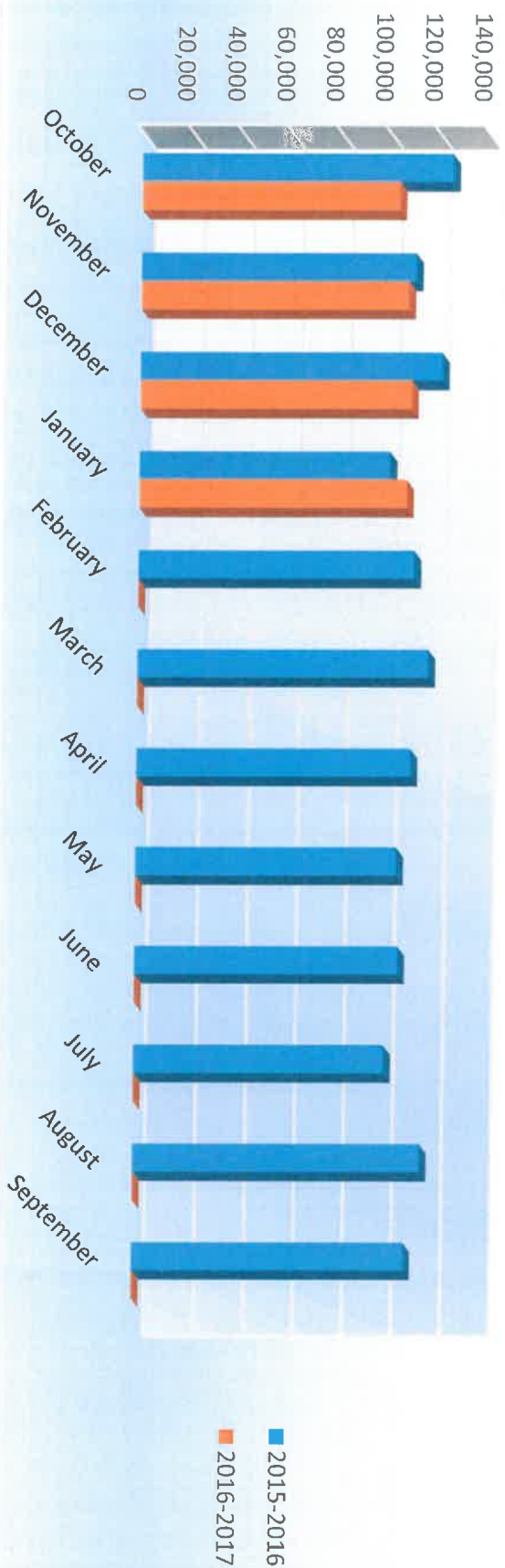
Citrus Connection and PCTS Fixed Route Totals					
	2013-2014	2014-2015	2015-2016	2016-2017	Change
October	175,231	167,775	125,714	103,963	-17%
November	142,742	133,255	111,028	108,093	-3%
December	151,623	153,148	122,018	109,677	-8%
January	150,249	141,892	101,190	108,134	5%
February	157,540	131,235	111,486	0	0%
March	152,174	142,894	117,618	0	0%
April	160,032	132,400	110,754	0	0%
May	156,361	123,350	105,362	0	0%
June	146,011	124,152	106,252	0	0%
July	155,955	126,245	100,929	0	0%
August	161,384	115,908	115,998	0	0%
September	161,540	125,983	109,705	0	0%
Totals	1,870,842	1,618,237	1,338,053	429,866	-7%

Citrus Connection and PCTS Para-Transit Totals					
	2013-2014	2014-2015	2015-2016	2016-2017	Change
October	17,426	11,849	7,846	7,215	-8%
November	14,922	9,092	6,690	7,004	3%
December	15,283	12,494	7,330	6,993	-3%
January	15,922	10,149	7,020	7,540	5%
February	15,408	9,603	7,027	0	0%
March	16,462	10,358	7,780	0	0%
April	17,370	10,323	7,334	0	0%
May	16,564	9,895	7,431	0	0%
June	12,772	9,973	7,548	0	0%
July	13,260	9,277	6,846	0	0%
August	11,407	7,871	8,166	0	0%
September	11,346	7,619	7,791	0	0%
Totals	178,142	118,503	88,809	28,752	0%

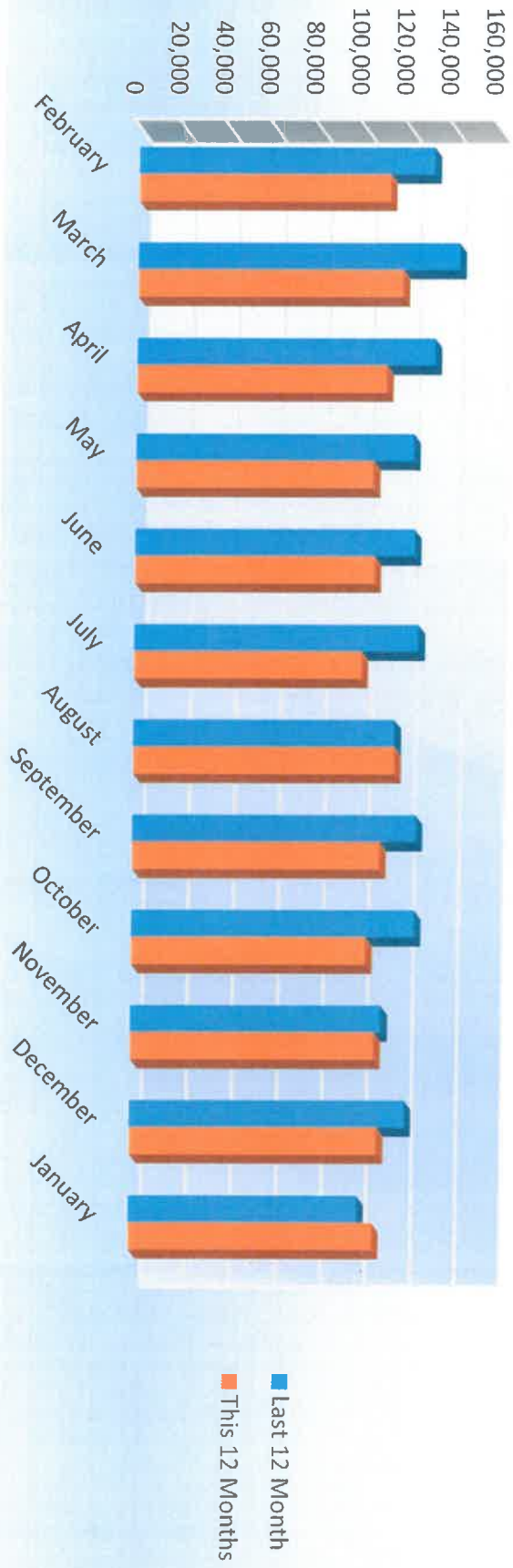
Citrus Connection only Fixed Route Totals					
	2013-2014	2014-2015	2015-2016	2016-2017	Change
October	114,557	110,975	83,092	67,635	-19%
November	91,529	88,195	73,987	71,083	-3%
December	100,346	100,995	82,287	72,646	-10%
January	98,127	95,059	67,774	70,768	3%
February	99,784	88,704	74,506	0	0%
March	99,107	93,660	79,428	0	0%
April	102,859	89,872	73,926	0	0%
May	100,584	80,003	69,120	0	0%
June	94,326	80,998	71,398	0	0%
July	102,872	74,681	68,162	0	0%
August	106,013	72,290	76,847	0	0%
September	105,234	79,771	72,624	0	0%
Totals		1,055,203	893,149	282,132	-8%

Citrus Connection only Para-Transit Totals					
	2013-2014	2014-2015	2015-2016	2016-2017	Change
October	7,968	6,888	4,094	3,229	-21%
November	6,798	5,470	3,437	3,252	-3%
December	6,767	6,046	3,695	3,154	-9%
January	7,190	5,919	3,512	3,507	0%
February	6,820	5,581	3,496		0%
March	7,356	6,316	3,897		0%
April	8,118	6,333	3,651		0%
May	7,790	6,170	3,589		0%
June	6,622	6,136	3,660		0%
July	6,982	5,407	3,269		0%
August	6,522	4,485	3,866		0%
September	6,636	4,517	3,747		0%
Totals	85,569	69,268	43,913	13,142	-11%

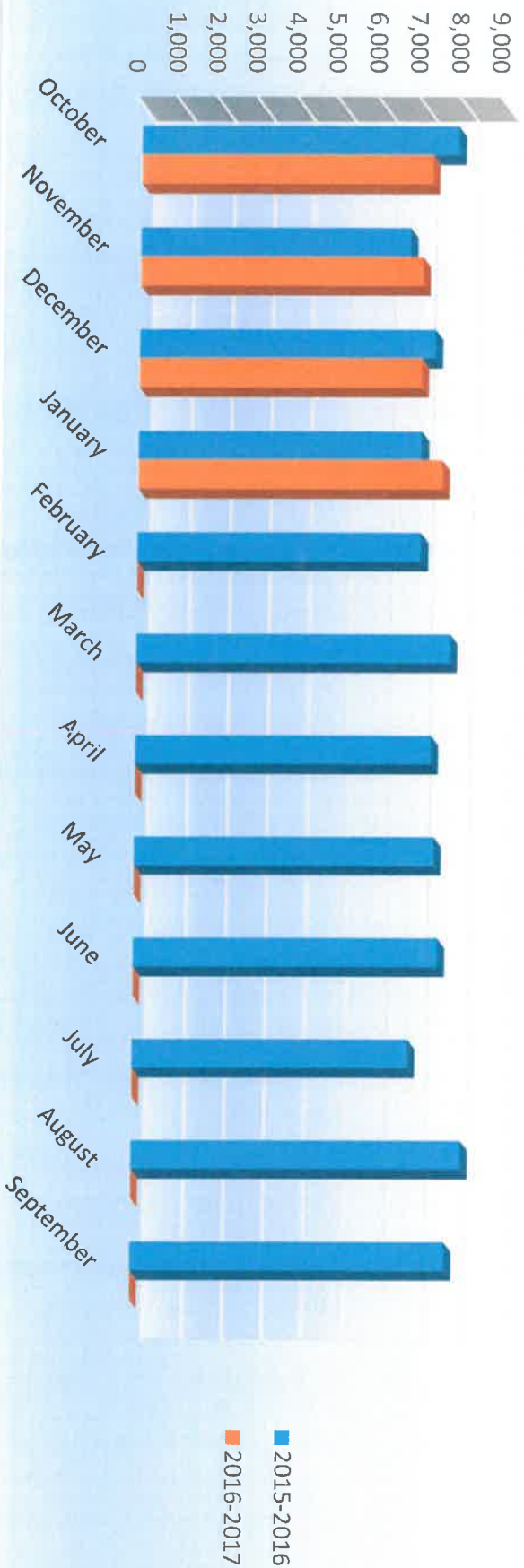
Citrus Connection and PCTS Fixed Route Total Ridership



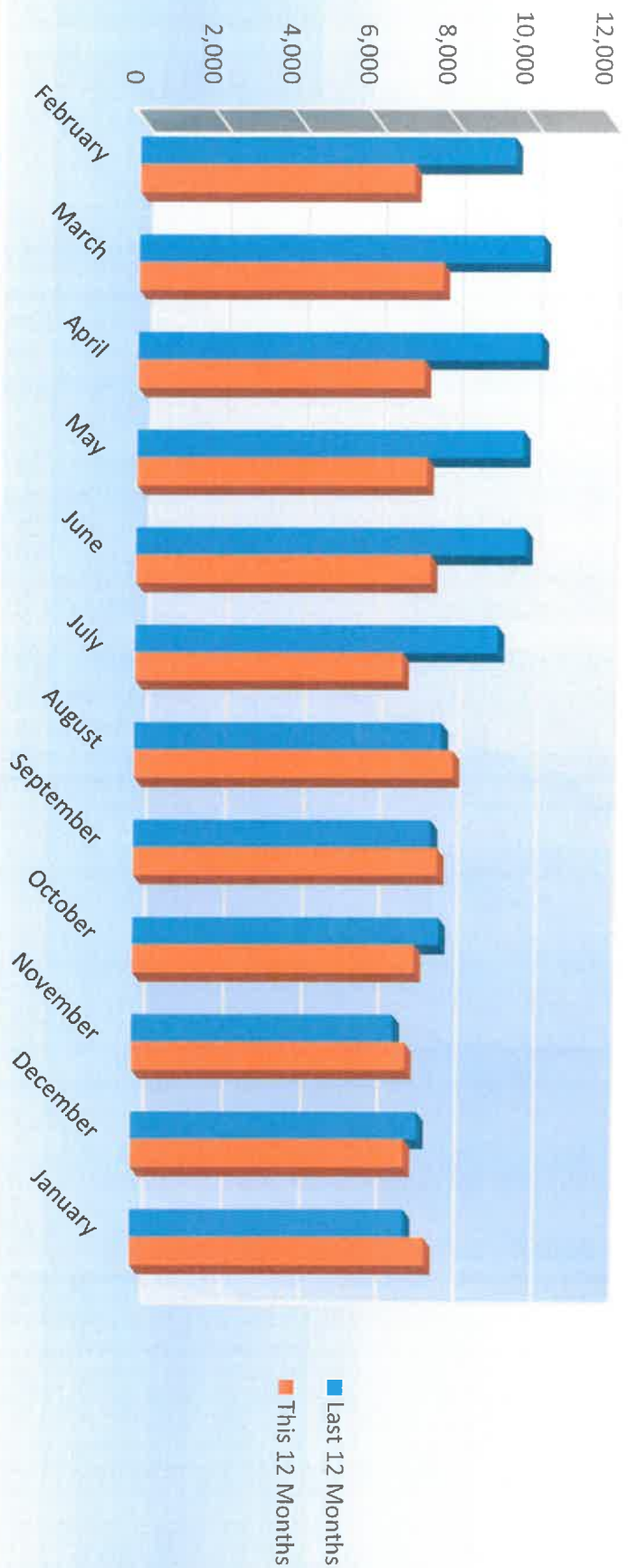
Citrus Connection and PCTS Fixed Over 12 Months



Citrus Connection and PCTS Para-Transit Total Ridership



Citrus Connection and PCTS Para Over 12 Months



LAKELAND AREA MASS TRANSIT DISTRICT
BOARD OF DIRECTORS MEETING
MARCH 8, 2017
AGENDA ITEM #8(c)

Agenda Item: Florida Avenue Re-alignment Update

Presenter: Tom Phillips, Executive Director

Recommended
Action: Informational

Summary: Oral Presentation

Attachments: South Florida Realignment Transit Alternatives

South Florida Realignment Transit Alternatives



CitrusConnection

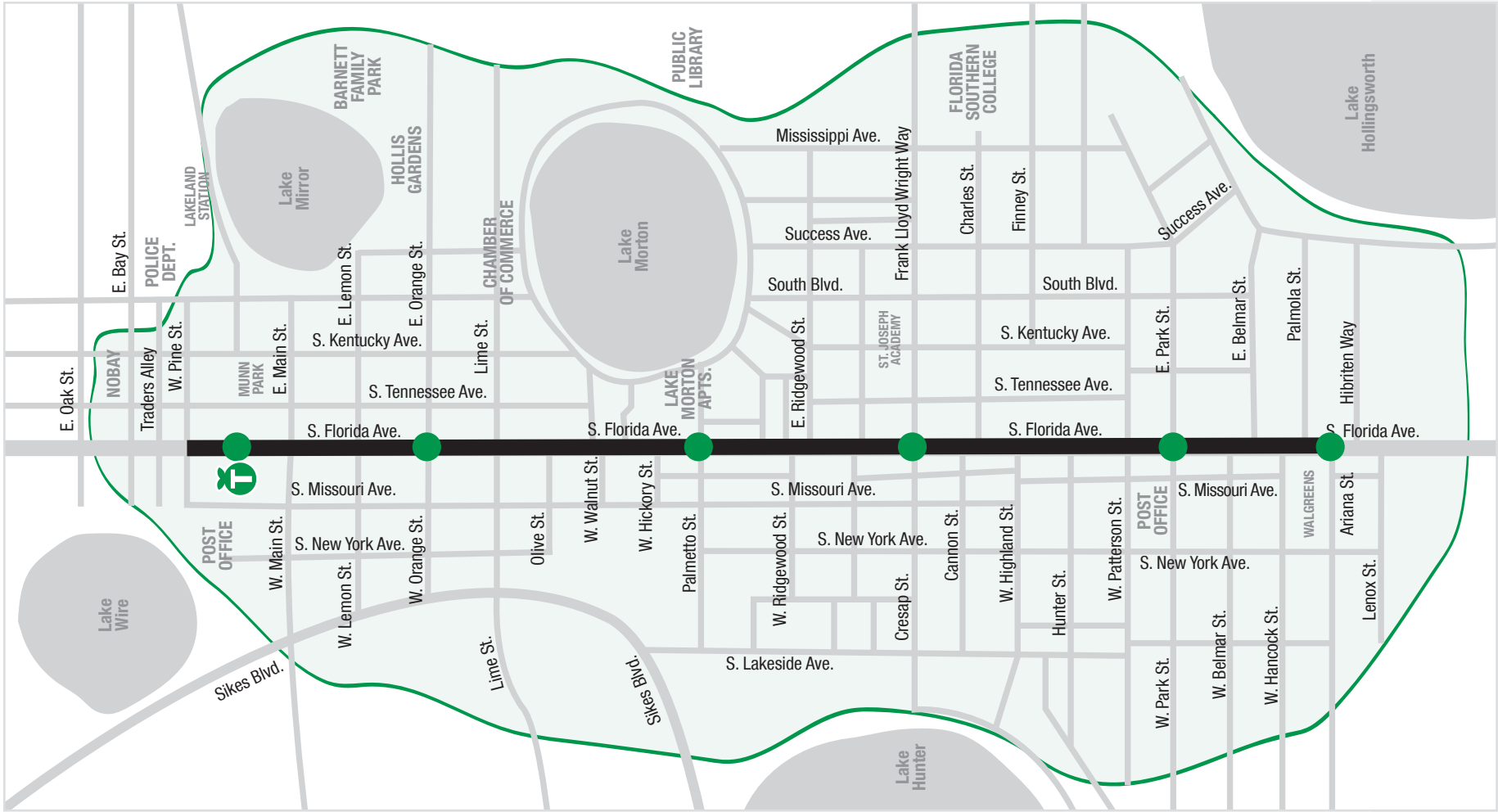
2017

ENHANCED
PARATRANSIT
Reduce Fixed
Route Stops

This option would reduce the number of bus stops on South Florida Avenue by 25-30% and instead, utilize the flexibility of our paratransit buses to service customers along the South Florida Corridor. Riders who wish to utilize the paratransit bus option would need to call and schedule their service accordingly.



paratransit
service area



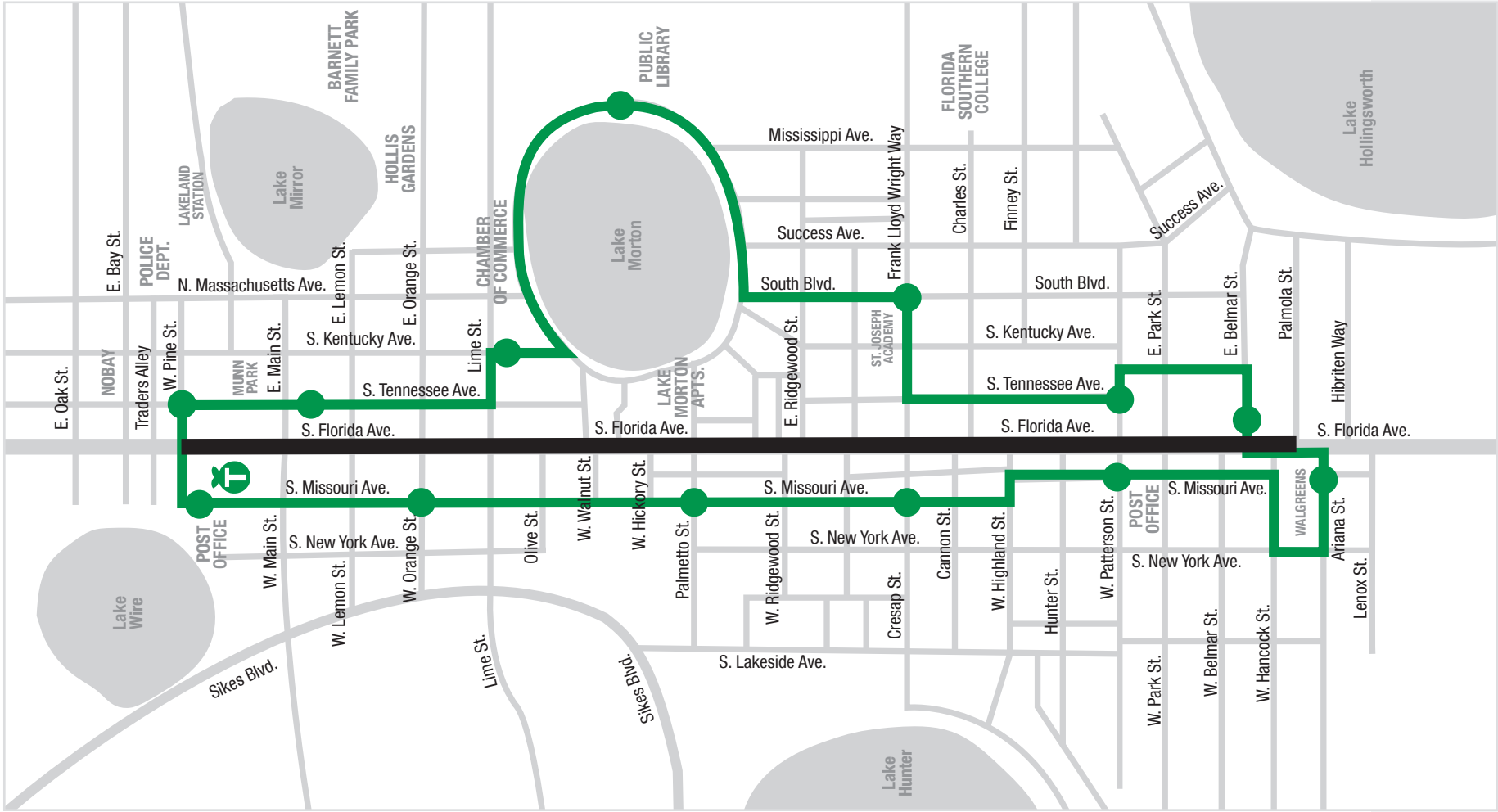
Citrus Connection is licensed, bonded and insured and has sovereign immunity through Florida League of Cities.

EXPRESS
SERVICE
Eliminate Fixed
Route Stops

This option would eliminate fixed route bus stops on South Florida Avenue and instead, utilize van transit through fixed route service just off the South Florida Corridor. A schedule would be established and riders who wish to obtain a ride would arrive/depart at designated bus stop locations for pick-ups and drop-offs, as with the usual transit guidelines. In addition, buses will be equipt with signal priority technology which effects the speed of traffic signaling.



route
stops



Citrus Connection is licensed, bonded and insured and has sovereign immunity through Florida League of Cities.

LAKELAND AREA MASS TRANSIT DISTRICT
BOARD OF DIRECTORS MEETING
MARCH 8, 2017
AGENDA ITEM #8(d)

Agenda Item: Executive Director District Report

Presenter: Tom Phillips, Executive Director

Recommended
Action: Informational

Summary: Oral Presentation

LAKELAND AREA MASS TRANSIT DISTRICT
BOARD OF DIRECTORS MEETING
FEBRUARY 8, 2017
AGENDA ITEM #9

Agenda Item: Other Business

Presenter: TBD

Recommended
Action: TBD

Summary: