



BOARD OF DIRECTORS MEETING

Wednesday, February 11, 2026, at 8:30 AM

Hollingsworth Board Room
1212 George Jenkins Blvd, Lakeland, FL 33815

AGENDA

Action Required

Call to Order

- | | |
|---|----------|
| 1. Approval of the January 14 th Citrus Connection Meeting Minutes | Approval |
| 2. Public Comments | None |
| 3. GEM Award | None |
| 4. Finance / Rhonda Carter, Chief Financial Officer | |
| a. LAMTD Financials | None |
| b. PCTS Financials | None |
| c. TD Financials | None |
| 5. Planning/ Nicole McCleary, Director | |
| a. Avail Renewal of Support Contract | Approval |
| b. Platform Migration-Spare | None |
| c. Strategic Plan Update | Approval |
| 6. CEO Report / Tom Phillips | |
| a. Agency Update(s) | None |
| 7. Community and Economic Development/ Charles Barmby and James Phillips | None |
| 8. Executive <u>Informational</u> Summary / Tom Phillips | |
| a. January Calendar | None |
| b. Ridership Update | None |
| 9. Other Business | TBD |

Adjournment

CITRUS CONNECTION
BOARD OF DIRECTORS MEETING

Meeting Minutes

Hollingsworth Board Room
1212 George Jenkins Blvd., Lakeland, FL. 33815
Wednesday, January 14, 2026 at 8:30 a.m.

Board Members Present

City of Lakeland Mayor Sara Roberts McCarley (Chair)
Polk County Commissioner Martha Santiago (Vice-Chair)
Polk County Commissioner Michael Scott

Board Members Absent

City of Lakeland Commissioner Guy Lalonde Jr
City of Lakeland Commissioner Chad McLeod

Executive Director: Tom Phillips
Chief Financial Officer: Rhonda Carter
Executive Coordinator: Ella Joseph

Call to Order

8:30 a.m. By Mayor McCarley

Agenda Item #1 – Approval of the Minutes

a. Board approval of the December 2025 Citrus Connection Meeting Minutes

[Attachments available]

“Approval of meeting minutes for the December 2025 Citrus Connection Meeting Minutes”

1st Martha Santiago / 2nd Michael Scott

MOTION CARRIED UNANIMOUSLY

Agenda Item #2 – Public Comments

None

Agenda Item #3 – Employee of the Year Awards

EMPLOYEE OF THE YEAR AWARDS

- Michael Robinson
- Pamala Roberts
- Olivia Nunez
- Karl Starkey
- Armando Morales

CITRUS CONNECTION
BOARD OF DIRECTORS MEETING

Meeting Minutes

Hollingsworth Board Room
1212 George Jenkins Blvd., Lakeland, FL 33815
Wednesday, January 14, 2026 at 8:30 a.m.

PINNACLE AWARD:

- Pamala Roberts

Agenda Item #4 – Finance / Rhonda Carter, CFO

a. LAMTD Financials

Lakeland Area Mass Transit District

Monthly Financial Report
For November 2025
FY 2024-2025

Year-to-Date Summary					
Description	Percent of FY Complete	Annual Budget	Actual	Actual % of FY Annual Budget	
Revenue YTD	16%	\$16,597,735	\$1,490,661	9%	
Expenses YTD	16%	\$16,597,735	\$2,683,870	16%	

REVENUES:

The total revenues realized through November 30, 2025, totaled \$1.49M or 9% of the annual budget.

- Farebox revenues reflect \$54K or 16% of the annual budgeted revenues,
- Interest Income on Investment income totals \$87K. This represents interest in income in our SBA reserve account.
- FDOT annual operating grants budgeted at \$2.5M. These grants are paid out retrospectively after expenses are incurred.
- FTA operating grants budgeted at \$4.2M. These grants are paid out retrospectively after expenses are incurred.
- Advertising income is \$29K, or 16% of the total planned revenue.
- Ad Valorum taxes: Total budgeted revenues are \$7.87 million. This represents 95% of the expected tax revenue per state law. As of November 2025, \$986K is collected which is 13% of the annual budget.

CITRUS CONNECTION
BOARD OF DIRECTORS MEETING

Meeting Minutes

Hollingsworth Board Room
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Wednesday, January 14, 2026 at 8:30 a.m.

- The PCTS support cost reimbursement revenue is \$103K or 17% of annual budget.
- All the other revenues are within the annual budget.

EXPENSES:

The total expenses year-to-date through November 30, 2025, totaled \$2.7 million or 16% of the annual budget.

- Salaries and benefits cost are \$1.7M, or 14% of the annual budget.
- Fuel and lubricants expenses totaled \$82K, or 11% of the annual budget.
- Materials and supplies totaled \$108K, or 12% of the annual budget.
- Insurance expenses are \$117K, or 28% of the annual budget.
- Property appraiser/Tax Collector Commission are quarterly advance payments.
- All other expenses are within the annual budget.

CHANGE IN FINANCIAL CONDITION
Based on the annual YTD budget-to-actual through November 30, 2025, the financials reflect a variance of (\$1.2 M) with 16% of the fiscal year completed.

STATISTICAL TRENDS LAST FIVE YEARS AUDITED FINANCIAL STATEMENTS					
	9/30/24	9/30/23	9/30/22	9/30/21	9/30/20
1. Farebox Recovery Ratio (All modes)	6.5%	6.9%	8.7%	9.7%	9.3%
2. Cost per revenue hour	\$125.34	\$161.12	\$141.63	\$130.01	\$117.66
3. Revenue Hours	149,965	142,860	132,260	135,115	146,700
4. Fuel Cost (\$)	\$1,382,599	\$1,562,003	\$1,399,855	\$878,132	\$744,587
5. Ridership	874,550	848,241	693,018	631,000	855,407

b. PCTS Financials

Polk County Transit Services
Monthly Financial Report
YTD November 30, 2025
FY 2024-2025
(10/01/24 – 09/30/25)

CITRUS CONNECTION
BOARD OF DIRECTORS MEETING

Meeting Minutes

Hollingsworth Board Room
1212 George Jenkins Blvd., Lakeland, FL 33815
Wednesday, January 14, 2026 at 8:30 a.m.

YTD Summary	Annual Budget	YTD Actual	Percent Expended
Revenues YTD	\$11,320,500	\$5,025,368	44%
Expenses YTD	\$11,320,500	\$1,724,123	15%

Revenue Highlights:

Operating revenues realized are \$5M or 44% of the annual budget.

Polk County Contract revenues totaled \$4.2M, or 100% of the annual budget.

City Contributions received to date are \$741K or 104% of the annual budget

Farebox revenues totaled \$9K or 14% of the annual budget.

FDOT annual operating grants budgeted at 2M. These grants are paid out retrospectively after expenses are incurred.

FTA Section 5307 operating and capital grants are budgeted at 3.8M. These grants are paid out retrospectively after expenses are incurred.

Expense highlights

Operating expenses consist of labor costs, operating expenses, and contract expenses.

Total expenses for the period totaled \$1.7M or 15% of the annual budget.

- Salaries and wages totaled \$737K or 12% of the annual budget.
- Operating expenses totaled \$528K or 19% of the annual budget.
- The purchase contract for Transitions Commute Solutions which provides transit services for the district totaled \$459K or 21% of the annual budget.

Operating Results

Actual Revenues exceeded Expenses by \$3.3M

CITRUS CONNECTION
BOARD OF DIRECTORS MEETING

Meeting Minutes
Hollingsworth Board Room
1212 George Jenkins Blvd., Lakeland, FL. 33815
Wednesday, January 14, 2026 at 8:30 a.m.

c. TD Financials

Transportation Disadvantaged Program
Month of November 30, 2025
Percent of FY Reported (~~33%~~)
State FY July 1, 2025 thru June 30, 2026

Revenues

The revenues totaled \$549K or 38% of the annual budget

The TD Trust Fund Grant reflects \$494K or 38% of the grant.

Contract Revenues and other revenues totaled \$0.

The County funding 10% match totaled \$55K or 38% annual budget.

Expenses

Operating expenses consist of labor costs, operating, and contract expenses.

Total expenses for the period totaled \$531K or 36% of the annual budget.

Salaries, wages, and benefits totaled \$392K or 37% of the annual Budget.

Operating expenses totaled \$138K or 35% of the annual Budget.

Operating Results

Actual revenue exceeded expenses by \$17K

d. PUBLIC TRANSPORTATION GRANT APPLICATION FOR TRANSIT PROJECTS Resolution # 26-08

The grant funds will provide the funding necessary to maintain and operate much needed transit services delivered to citizens in the Rural area of Polk County.

The District is requesting FTA section 5311 funding in the amount of \$1,000,000.

CITRUS CONNECTION
BOARD OF DIRECTORS MEETING

Meeting Minutes

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Total Federal Funding	\$ 500,000
Local Match	\$ 500,000
Total Funding	\$ 1,000,000

If awarded this program will be included in the 2026/2027 budget.

[Attachments available]

“Approval of grant award 2026/2027 Section 5311 FTA/FDOT pass through grant application and corresponding resolution.”

1st Martha Santiago/ 2nd Michael Scott

MOTION CARRIED UNANIMOUSLY

e. PGTA for the FTA 5311 Formula Grant for Rural Areas, Resolution 26-05

This grant supports the Travel Trainer Program for the purpose of educating Seniors and the Disabled population on how to utilize public transit to the citizens in the Lakeland UZA.

The District is requesting FTA section 5310 funding. The grant match is 80/10/10.

Federal Funding	\$ 55,550
State Funding	\$ 6,944
Local Match	\$ 6,944
Total Funding	\$ 69,438

[Attachments available]

“Approval of grant award 2026/2027 Section 5310 Grant application and corresponding resolution.

1st Martha Santiago / 2nd Michael Scott

f. Federal Transit Administration 2026/2027 Section 5310 Mobility of Seniors and Individuals with Disabilities Public Transportation grant application and resolution.

CITRUS CONNECTION
BOARD OF DIRECTORS MEETING

Meeting Minutes

Hollingsworth Board Room
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Wednesday, January 14, 2026 at 8:30 a.m.

This grant supports the Travel Trainer Program for the purpose of educating Seniors and the Disabled population on how to utilize public transit to the citizens in Winter Haven UZA.

The District is requesting FTA section 5310 funding. The grant match is 80/10/10.

Federal Funding	\$	55,550
State Funding	\$	6,944
Local Match	\$	6,944
Total Funding	\$	69,438

If awarded this program will be included in the 2026-2027 budget.

[Attachments available]

“Approval of the 2026/2027 Section 5310 Grant application and corresponding resolution

1st Michael Scott / 2nd Martha Santiago

MOTION CARRIED UNANIMOUSLY

Agenda Item #5 – Legal/Ben Darby, Esq

a. Addition of Land, Resolution 26-11

Inclusion of land to be added to the district – Edge Solar/Williams Companies Land

[Attachments available]

Approval of the resolution as presented

1st Martha Santiago / 2nd Michael Scott

MOTION CARRIED UNANIMOUSLY

CITRUS CONNECTION
BOARD OF DIRECTORS MEETING

Meeting Minutes

Hollingsworth Board Room
1212 George Jenkins Blvd., Lakeland, FL. 33815
Wednesday, January 14, 2026 at 8:30 a.m.

Agenda Item #6 – Planning, Marketing/Nicole McCleary & Erin Killebrew Kinlaw

a. Community Value Survey Results

As identified in the FY25 Strategic Plan Citrus Connection undertook a community value survey to assess community perceptions of the agency’s value and services. A statistically valid community wide web-based survey was completed by TransPro Consulting that provides a baseline understanding of residents across Polk County.

Agenda Item #7 – CEO Report / Tom Phillips, General Manager

a. Agenda Updates

- Welcome Commissioner Michael Scott
- Thank you team for meeting with Winter Haven about Squeeze-within 45-65 days and to use existing gas carts
- Sun ‘n Fun Express, downtown Lakeland, Lakeside Village experience Lakeland
- Meeting with the chamber and LDDA to experience event Tuesday-Friday until 11pm
- Tiger town Express met with the team
- Working with FSC on a project app for the Squeeze
- Lakeland Economic Forecast Breakfast on January 22nd
- Fixed Route Fleet sold out
- Congratulations Carlie for passing AICP exam

Agenda Item #8 – Executive Informational Summary/Tom Phillips

a. December Calendar

[Attachments available]

b. Ridership and UAP Update

[Attachments available]

CITRUS CONNECTION
BOARD OF DIRECTORS MEETING

Meeting Minutes
Hollingsworth Board Room
1212 George Jenkins Blvd., Lakeland, FL. 33815
Wednesday, January 14, 2026 at 8:30 a.m.

Agenda Item #9 – Other Business

Adjournment at 9:49 a.m.

Approved this 11th day of February 2026.

Chair – City of Lakeland Commissioner Sara Roberts McCarley

Minutes Recorder – Roswald Gibson

CITRUS CONNECTION
BOARD OF DIRECTORS MEETING
Wednesday, February 11, 2026
AGENDA ITEM #4a

Agenda Item: **FY2025-26**
 LAMTD Monthly Financial Statement
 For the period ending December 31, 2025

Presenter: Rhonda Carter, 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 For December 31, 2025 FY 2025-2026

Year-to-Date Summary					
Description	Percent of FY Complete	Annual Budget	Actual	Actual % of FY Annual Budget	
Revenue YTD	16%	\$16,597,735	\$7,632,570	46.0%	
Expenses YTD	16%	\$16,597,735	\$4,583,313	27.6%	

REVENUES:

The total revenues realized through December 31, 2025, totaled \$7.6M or 49% of the annual budget.

- Farebox revenues reflect \$80K or 23.5% of the annual budgeted revenues,
- Interest Income on Investment income totals \$139K. This represents interest in income in our SBA reserve account.
- FDOT annual operating grants are \$31K or 1.3% of the annual budget.
- FTA operating grants budgeted at \$4.2M. These grants are paid out retrospectively after expenses are incurred.
- Advertising income is \$43K, or 24% of the total planned revenue.
- Ad Valorum taxes: Total budgeted revenues are \$7.87 million. This represents 95% of the expected tax revenue per state law. As of December 2025, \$7M is collected which is 88% of the annual budget.
- The PCTS support cost reimbursement revenue is \$154K or 25% of annual budget.
- All the other revenues are within the annual budget.

Lakeland Area Mass Transit District

Monthly Financial Report

For December 31, 2025

FY 2025-2026

EXPENSES:

The total expenses year-to-date through December 31, 2025, totaled \$4.6M or 27.6% of the annual budget.

- Salaries and benefits cost are \$3.1M, or 26% of the annual budget.
- Fuel and lubricants expenses totaled \$143K, or 19% of the annual budget.
- Materials and supplies totaled \$161K, or 18% of the annual budget.
- Insurance expenses are \$175K, or 41% of the annual budget.
- Property appraiser/Tax Collector Commission are quarterly advance payments.
- All other expenses are within the annual budget.

CHANGE IN FINANCIAL CONDITION

Based on the annual YTD budget-to-actual through December 31, 2025, the financials reflect a variance of \$3M with 25% of the fiscal year completed.

STATISTICAL TRENDS LAST FIVE YEARS AUDITED FINANCIAL STATEMENTS

	9/30/24	9/30/23	9/30/22	9/30/21	9/30/20
1. Farebox Recovery Ratio (All modes)	6.5%	6.9%	8.7%	9.7%	9.3%
2. Cost per revenue hour	\$125.34	\$161.12	\$141.63	\$130.01	\$117.66
3. Revenue Hours	149,965	142,860	132,260	135,115	146,700
4. Fuel Cost (\$)	\$1,382,599	\$1,562,003	\$1,399,855	\$878,132	\$744,587
5. Ridership	874,550	848,241	693,018	631,000	855,407

Lakeland Area Mass Transit District

Financial Statement

FY25-26

October 1, 2025 - September 30, 2026

For the Period Ended December 2025

Revenue

	Annual Budget	YTD Actual	Percent Expended
PCTS - Support Cost Reimb.	615,472.00	153,867.00	25.0%
Other Contract Revenue	147,780.00	147,779.31	100.0%
Farebox/Pass Sales	341,500.00	80,408.43	23.5%
Miscellaneous Income	20,500.00	28,017.32	100.0%
Contract Income (UAP)	134,400.00	34,337.25	25.5%
Advertising Revenue	180,000.00	43,263.75	24.0%
Investment Income	475,000.00	139,198.78	29.3%
Operating Grant - FDOT	2,484,604.00	31,168.71	1.3%
Operating Grant - Federal	4,234,916.00	-	0.0%
Squeeze	91,426.00	15,543.50	17.0%
Ad Valorum Income, net	7,872,137.00	6,958,985.57	88.4%
Total	16,597,735.00	7,632,569.62	46.0%

Expenses

	Annual Budget	YTD Actual	Percent Expended
Salaries	7,966,111.67	2,090,971.22	26.2%
Employee Benefits	3,939,312.18	1,026,423.95	26.1%
Advertising Fees	12,800.00	5,960.41	46.6%
Professional & Technical Ser	600,679.00	328,906.44	54.8%
Contract Maintenance Services	104,590.00	31,826.19	30.4%
Other Services	102,390.00	52,176.28	51.0%
Fuel & Lubricants	759,470.00	142,559.05	18.8%
Freight	11,550.00	1,933.85	16.7%
Repairs & Maintenance	124,250.00	1,053.79	0.8%
Materials & Supplies/SQUEEZE	878,946.00	161,120.39	18.3%
Utilities/Telephone	222,000.00	60,673.55	27.3%
Insurance Expense	423,608.00	175,525.27	41.4%
Dues & Subscriptions	66,552.00	39,075.80	58.7%
Education/Training/Meeting/Travel	200,132.00	35,845.50	17.9%
Service Charges	17,300.00	4,253.60	24.6%
Office Expense	365,019.00	102,775.03	28.2%
Advertising & Promotions	47,400.00	6,193.43	13.1%
Miscellaneous Expenses	386,425.15	90,499.58	23.4%
Property Appraiser/Tax Collector Comm	237,000.00	192,495.74	81.2%
Debt Services	132,200.00	33,043.44	25.0%
Total	16,597,735.00	4,583,312.51	27.6%

Change in Financial Position

-

3,049,257.11

CITRUS CONNECTION
BOARD OF DIRECTORS MEETING
Wednesday, February 11, 2026
AGENDA ITEM #4b

Agenda Item: **FY2025-26**
 Polk County Transit Services Monthly Financial Statement
 For the period ending December 31, 2025

Presenter: Rhonda Carter, 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

Polk County Transit Services

Monthly Financial Report

YTD December 31, 2025

FY 2025-2026

(10/01/25 – 09/30/26)

YTD Summary	Annual Budget	YTD Actual	Percent Expended
Revenues YTD	\$11,320,500	\$5,133,636	45%
Expenses YTD	\$11,320,500	\$2,801,933	25%

Revenue Highlights:

Operating revenues realized are \$5M or 45% of the annual budget.

Polk County Contract revenues totaled \$4.2M, or 100% of the annual budget.

City Contributions received to date are \$741K or 104% of the annual budget

Farebox revenues totaled 14K or 22% of the annual budget.

FDOT annual operating grants budgeted at 2M. These grants are paid out retrospectively after expenses are incurred.

FTA Section 5307 operating and capital grants are budgeted at 3.8M. These grants are paid out retrospectively after expenses are incurred.

Expense highlights

Operating expenses consist of labor costs, operating expenses, and contract expenses.

Total expenses for the period totaled \$2.8M or 25% of the annual budget.

- Salaries and wages totaled \$1.4M or 22% of the annual budget.
- Operating expenses totaled \$716K or 26% of the annual budget.
- The purchase contract for Transitions Commute Solutions which provides transit services for the district totaled \$701K or 32% of the annual budget.

Operating Results

Actual Revenues exceeded Expenses by \$2.3M

Polk County Contract

Financial Statement

FY25-26

October 1, 2025 - September 30, 2026

For the Period Ended DECEMBER 2025

3.0 Months
25% Of Fiscal Year

Revenue

	Annual Budget	YTD Actual	Percent Expended
County Match	\$ 3,699,038	\$ 3,699,038	100%
County Contribution - PCTS	\$ 500,962	\$ 500,962	100%
City Contribution	\$ 711,000	\$ 741,243	104%
Misc Income (insurance proceeds)	\$ 135,520	\$ 17,971	13%
Other Contracts	\$ 265,000	\$ -	0%
Fares	\$ 63,100	\$ 13,939	22%
Squeeze	\$ -	\$ 63,960	0%
FDOT Grants:			
Block	\$ 922,653	\$ 7,054	1%
RURAL	\$ 841,579	\$ -	0%
SUNRAIL	\$ 240,740	\$ 48,467	20%
Travel Trainer- Mobility Mgmt	\$ 62,550	\$ -	0%
FTA			
FTA 5307 Grant	\$ 3,878,358	\$ 41,002	1%
Total	\$ 11,320,500	\$ 5,133,636	45%

Expenses

	Annual Budget	YTD Actual	Percent Expended
Labor	\$ 6,343,850	\$ 1,384,371	22%
Contract (Transitions)	\$ 2,200,000	\$ 701,499	32%
Operating	\$ 2,776,650	\$ 716,063	26%
Total	\$ 11,320,500	\$ 2,801,933	25%

Change in Financial Position \$ _____ - \$ 2,331,703

CITRUS CONNECTION
BOARD OF DIRECTORS MEETING
Wednesday, February 11, 2026
AGENDA ITEM #4c

Agenda Item: **FY2025-26**
Transportation Disadvantaged Monthly Financial Statement
For the period ending December 31, 2025

Presenter: Rhonda Carter, 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.

The Transportation Disadvantaged Program fiscal year is July 1 to June 30. The funding is comprised 90% from the State and 10% matching funds by Polk County.

Attachments: See attachments

**CITRUS CONNECTION
BOARD OF DIRECTORS MEETING
Wednesday, February 11, 2026
AGENDA ITEM #4c**

Transportation Disadvantaged Program

Month of December 31, 2025
Percent of FY Reported (50%)
State FY July 1, 2025 thru June 30, 2026

Revenues

The revenues totaled \$659K or 45% of the annual budget

The TD Trust Fund Grant reflects \$593K or 45% of the grant.
Contract Revenues and other revenues totaled \$0.
The County funding 10% match totaled \$66K or 45% annual budget.

Expenses

Operating expenses consist of labor costs, operating, and contract expenses.

Total expenses for the period totaled \$629K or 43% of the annual budget.

Salaries, wages, and benefits totaled \$475K or 45% of the annual Budget.
Operating expenses totaled \$154K or 39% of the annual Budget.

Operating Results

Actual revenue exceeded expenses by \$29K

Lakeland Area Mass Transit District
Financial Statement
Transportation Disadvantage Program
Period Ending - July 2025- December 2025

Fiscal year month	6.0
% fiscal year	50%

Revenue

	Annual Budget	YTD Actual	Percent Expended
Revenues			
County Match 10%	\$ 146,155	\$ 65,866	45%
Contract Revenue	\$ 50	\$ -	0%
Adult Day Care		\$ -	
FDOT Grants:			
CTD Grant -Operating	\$ 1,314,899	\$ 592,798	45%
Total	\$ 1,461,104	\$ 658,665	45%

Expenses

	Annual Budget	YTD Actual	Percent Expended
Labor	\$ 1,067,076	\$474,992	45%
Operating	\$ 394,028	\$ 153,820	39%
Total	\$ 1,461,104	\$628,811	43%

\$ 29,853

628,811.43
\$0

Revenues exceed Expenses by
\$ 29,853

CITRUS CONNECTION
BOARD OF DIRECTORS MEETING
Wednesday, February 11, 2026
AGENDA ITEM #5a

Agenda Item: Extension of Avail ITS System Maintenance and Support Agreement.

Presenter: Nicole McCleary, Director of Strategic Planning

Recommended Action: Recommend Board approve a five-year extension of the Avail ITS System Maintenance and Support Agreement.

Summary: In April of 2017, the BOD approved the original Avail ITS System Maintenance and Support Agreement. The District has utilized the support agreement to facilitate numerous essential functions of transit operations such as customer vehicle tracking, ridership tracking, and real-time GPS tracking.

In March of 2021, the BOD approved a five-year extension of the Maintenance and Support Agreement to continue to perform these essential functions.

In November 2023, the BOD approved the upgrade of the District's antiquated Avail ITS System (Intelligent Transit System).

This BOD approval request is for an additional five-year extension of the Maintenance and Support Agreement.

Year one of this extension will be \$175,311. This expense will be split between LAMTD budget (87,655.50) and the County budget (\$87,655.50). The remaining four years will be split between the LAMTD and County budgets respectively; year two will be \$179,171, year three will be \$183,140, year four will be \$187,519, and year five will be \$192,024. The total cost of the agreement will be \$917,165, saving \$91,717 from a year-to-year contract.

Attachment: Extension of ITS System Maintenance and Support Agreement ETMS Support Warranty & License (SWL) Renewal

CITRUS CONNECTION
BOARD OF DIRECTORS MEETING
Wednesday, February 11, 2026
AGENDA ITEM #5b

Agenda Item:	Passenger Portal Migration
Presenter:	Marcia Roberson, Director of Mobility Services
Recommended Action:	Recommend the Board approve the migration from Trapeze/ TripSpark to Spare Labs for our Passenger Portal Services.
Summary:	<p>Citrus Connection delivers essential Services throughout Polk County, Providing vital connections to jobs, healthcare, employment, education and essential services. As ridership expectations evolve the agency needs to modernize operations.</p> <p>Currently LAMTD's pays \$167,667 for the annual maintenance and support of the Trapeze/ TripSpark Modules.</p> <p>Our recommendation is to migrate to Spares Lab for the Passenger Portal Services at a cost not to exceed \$135,000 annually. The all-inclusive cost savings of migrating from Trapeze/ TripSpark is \$32,667 annually [\$163,335 over 5 years].</p>
Attachments:	The Spare Labs Carasoft Technology Corp Price Quotation based upon the NASPO Master Contract Number: AR2472.

CITRUS CONNECTION
BOARD OF DIRECTORS MEETING
Wednesday, February 11, 2026
AGENDA ITEM #5c

Agenda Item: Q1 Strategic Plan Scorecard

Presenter: Nicole McCleary

Recommended
Action: Information Only

Summary: The Q1 Strategic Plan Scorecard is intended to track progress toward the Board-adopted strategic goals in the FY25-26 Strategic Plan for Citrus Connection using a concise set of performance measures which are outlined in the strategic plan itself. The scorecard focuses on key outcomes related to:

- **Improving Customer Experience:** Citrus Connection will deliver 85% of service on time, as measured by daily pull-out. This goal ensures service reliability and enhances customer trust in transit operations.
- **Investing in Employees:** Citrus Connection will retain 90% of its workforce by providing competitive wages and benefits, achieved through the successful execution of a new collective bargaining agreement and updated health care package. Retention is critical to maintaining safe, consistent, and customer-focused service delivery.
- **Strengthening Community Value:** Citrus Connection will establish a baseline of community perception regarding transit services. This data will help shape public engagement strategies and inform decision-making that reflects community needs.

This quarter's scorecard will establish a baseline for several metrics related to the list above as new initiatives in each area are implemented.

This scorecard is presented for informational purposes only. Staff will update the measures and present them to the Citrus Connection Board of Directors each quarter.

January 2026

 Tom Phillips

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Dec 28	29	30	31	Jan 1	2	3
	<div>1-on-1 w/HR</div> <div>1-on-1 w/Ana</div>	<div>Senior Staff Call</div> <div>1-on-1 w/Marcia</div>	<div>New Year's Eve</div> <div>1-on-1 w/ Nicole</div>	<div>New Year's Day</div> <div>1:1 w/Rhonda</div>		
4	5	6	7	8	9	10
	<div>Copy: Board of Directors, Performance Indicator Data,</div> <div>PIN Annual Certification</div> <div>1-on-1 w/HR</div> <div>1-on-1 w/Ana</div>	<div>Senior Staff Call</div> <div>1-on-1 w/Marcia</div>		<div>1:1 w/Rhonda</div>	<div>Meeting to Discuss TigerTc</div> <div>Downtown Opportunity –</div> <div>1-on-1 w/ Nicole</div>	
11	12	13	14	15	16	17
	<div>1-on-1 w/HR</div> <div>1-on-1 w/Ana</div>	<div>Email Ridership Update</div> <div>Agenda Study</div> <div>Senior Staff Call</div> <div>1-on-1 w/Marcia</div>	<div>Citrus Connection Jan Boar</div> <div>1-on-1 w/ Nicole</div> <div>CEO presentation to LW Cc</div>	<div>1:1 w/Rhonda</div> <div>Polk TPO Vision Zero Quar</div>		
18	19	20	21	22	23	24
	<div>1-on-1 w/HR</div> <div>1-on-1 w/Ana</div>	<div>Senior Staff Call</div> <div>1-on-1 w/Marcia</div> <div>LEDC January Meeting</div>	<div>1-on-1 w/ Nicole</div> <div>Best Foot Forward Steering</div> <div>Publix Meeting</div>	<div>39th Economic Forecast Br</div> <div>TAC Meeting 1/22 @ FDOT</div> <div>1:1 w/Rhonda</div> <div>FTA FY 2025 Triennial Revis</div> <div>Lakeland Assessment</div>	<div>Updated invitation: Infr</div> <div>ADA Compliance - Squeez</div>	
25	26	27	28	29	30	31
	<div>1-on-1 w/HR</div> <div>1-on-1 w/Ana</div>	<div>Senior Staff Call</div> <div>1-on-1 w/Marcia</div>	<div>Tom's Haircut</div> <div>1-on-1 w/ Nicole</div>	<div>1:1 w/Rhonda</div>	<div>NTD Submission</div>	