



BOARD OF DIRECTORS MEETING

Wednesday, March 24th, 2025, at 8:30 AM

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

AGENDA

	<u>Action Required</u>
Call to Order	
1. Approval of the February CC Meeting	Approval
2. Public Comments	None
3. Finance / Rhonda Carter, Chief Financial Officer	
a. Travel Trainer Position	Approval
4. Human Resources / Steven Schaible, Director	
a. TLC Agreement	Approval
5. Other Business	TBD
Adjournment	

CITRUS CONNECTION
BOARD OF DIRECTORS MEETING
Wednesday, March 24th, 2025
AGENDA ITEM #1

Agenda Item: Approval of the Citrus Connection Meeting Minutes for February 12th, 2025

Presenter: Ella Joseph

Policy Analysis: TA 6 Increase internal communication through systemic processes.

Recommended Action: Board approval of the Citrus Connection Meeting Minutes for February 12th, 2025

Attachments: February 12th, 2025, Citrus Connection Meeting Minutes

CITRUS CONNECTION
BOARD OF DIRECTORS MEETING
Wednesday, March 24th, 2025
AGENDA ITEM #3a

Agenda Item: FY 2025-25
Job Description for Travel Trainer – Winter Haven Urbanized Area

Presenter: Rhonda Carter, Chief Financial Officer

Recommended Action: Board approval of the job description

Summary: Position reports to External Affairs
Position is funded by the Winter Haven Mobility Management Grant (FDOT), in the amount of \$55,600 to provide training in the Winter Haven Area of Polk County for seniors and individuals with disabilities.

Attachments: Travel Trainer Job Description



Job Description

Job Title:	Travel Trainer-Winter Haven Urbanized Area
Department:	External Affairs
Reports To:	Director of External Affairs
FLSA Status:	Non-Exempt

SUMMARY:

The travel trainer assists the public in educating and accessing transit modalities through both individualized and group training. Training sessions are focused on the safe utilization of both physical assets and transit resources. These activities may be performed directly or in collaboration with other transit providers to provide a full range of travel options which most effectively and safely support the individual's transportation needs. This position is responsible for improving individual, business, and community support, as well as optimizing utilization of the transportation organization. The Travel Trainer position is critical in the development, education and distribution of information informing their audience how to properly utilize the available resources to meet the diverse travel needs of the market the organization serves.

ESSENTIAL JOB FUNCTIONS:

- Assesses, analyze, and develop transportation resources across the service area to connect transportation services to community residence and participants.
- Cultivate multi-agency partnerships that can improve efficiency through efficient and effective transportation access
- Develop and maintain connection with those underserved and act as liaison to affected groups and communities.
- Develop a system of outreach to low-income, socially isolated older and/or disabled adults and assist them in gaining access to needed transportation services.
- Conduct one-on-one screenings to identify goals for travel training program participants.
- Assess an individual's ability to travel efficiently and independently.
- Work with area organizations, groups, and businesses to increase program participation, maximize efficiencies, connect end-users with appropriate transportation modes.
- Develops, teaches, and conducts community outreach workshops and presentations to community agencies, schools, churches, senior centers, retirement homes, transportation fairs, and professional organizations.
- Provides customer service to both internal and external customers. Clients, and general public in the form of providing transit information such as services, routes, schedules, and fare across multiple transportation entities.
- Develop and participate in community outreach events, workshops, and presentations.
- Other duties as assigned.

Supervisory responsibilities:

None

MINIMUM JOB REQUIREMENTS:

High school degree or G.E.D. and one (1) year of directly related experience in customer service, transit management, or transit planning, preferred. 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 a 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.
- Use sound, independent judgment in daily work activities and exercises discretion; has strong ethical standards.

Provide instruction on how to travel on Citrus Connection Fixed Route bus.

- Street crossing procedures
 - Reading bus schedules and signs.
 - Listening for announcements
 - Identifying the correct bus and bus stop
 - Purchasing and using fare media
 - Trip and evaluating routes
 - Stranger awareness
 - Ability to remember and follow directions
 - Coping with service disruption including late buses, detours, and missing stops.
-
- Create and maintain travel training records for client management in collaboration with the Regional Mobility Call Center (RMCC) staff.
 - Upon request, provides the best possible routes, transportation providers and schedules for community members, answer inquiries and provide information to customers and partners.
 - Conduct transportation resources across multiple providers and types.
 - Prepares correspondence and/ or follow-up materials for potential clients and current users of transit services. Designs individual travel based on functional mobility.

- Maintain an organizational client pool: work closely with outside organizers to engender their support and participation in transportation partners.
- Oversee and conduct auditing activities of para transit and fixed route service participants, including all outside transportation partners.
- Collect, analyzes and present transit service data by producing various statistical charts and graphs and explain process and variances.
- Bi-lingual (Spanish) preferred.

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.

This job has normal office working hours. However, it frequently will perform training in the field on the bus and in public with varies hours.

Employee Signature: _____ Date: _____

Employee Name (Print): _____

The statements contained herein reflect general details 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.

CITRUS CONNECTION
BOARD OF DIRECTORS MEETING
Wednesday, March 24th, 2025
AGENDA ITEM #4a

Agenda Item: **TLC Agreement**

Presenter: Steven Schaible, Director of Human Resources

**Recommended
Action:** Approval of the TLC Agreement

Summary: TLC Agreement for a one-year period, April 1st, 2025 –
March 30th, 2026

Attachments: Agreement

CITRUS CONNECTION
BOARD OF DIRECTORS MEETING
Wednesday, March 24th, 2025
AGENDA ITEM #5

Agenda Item: Other Business

Presenter: TBD

**Recommended
Action:** TBD

Summary: TBD

Attachments: TBD

CITRUS CONNECTION
BOARD OF DIRECTORS MEETING

Meeting Minutes

Hollingsworth Board Room
1212 George Jenkins Blvd., Lakeland, FL 33815
Wednesday, February 12th, 2025 at 8:30 a.m.

Board Members Present

City of Lakeland Commissioner Sara Roberts McCarley (Chair)
Polk County Commissioner Martha Santiago (Vice-Chair)
City of Lakeland Commissioner Guy Lalonde Jr (Secretary)
Polk County Commissioner Becky Troutman
City of Lakeland Mayor Bill Mutz

Board Members Absent

Executive Director: Tom Phillips
Chief Financial Officer: Rhonda Carter
Attorney: Ben Darby, Esq
Executive Coordinator: Ella Joseph

Call to Order

8:31 a.m. By Commissioner McCarley

Agenda Item #1 – Approval of the Minutes

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

[Attachments available]

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

1st Guy Lalonde / 2nd Martha Santiago

MOTION CARRIED UNANIMOUSLY

Agenda Item #2 – Public Comments

Julia Davis: Introduced Cindy Mitchell as the new Senior Transportation Planner.

Agenda Item #3 – Board Elections

On an annual basis, the LAMTD Board votes in the positions of Chair, Vice-Chair, and Secretary.

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

CITRUS CONNECTION
BOARD OF DIRECTORS MEETING

Meeting Minutes

Hollingsworth Board Room
1212 George Jenkins Blvd., Lakeland, FL 33815
Wednesday, February 12th, 2025 at 8:30 a.m.

1st Martha Santiago / 2nd Guy Lalonde

MOTION CARRIED UNANIMOUSLY

Chair – Sara Roberts McCarley

Vice-chair – Martha Santiago

Secretary – Guy Lalonde, JR

Agenda Item #4 – Finance / Rhonda Carter, CFO

a. LAMTD Financials

Lakeland Area Mass Transit District

Monthly Financial Report

For the November 2024

FY 2024-2025

Year-to-Date Summary					
Description	Percent of FY Compleat	Annual Budget	Actual	Actual % of FY Annual Budget	
Revenue YTD	100%	\$15,807,667	\$5,362,167	34%	
Expenses YTD	100%	\$15,807,667	\$2,416,693	15%	

REVENUES:

The total revenues realized through November 30, 2024 totaled \$5,362,167 or 33.9% of the annual budget.

- Farebox revenues reflect \$74,045k or 21% of the annual budgeted revenues.
- Squeeze Revenue is \$0 or 0% of the annual budged revenues.
- Interest Income on Investment income totals \$92,298k. This represents interest income on our SBA reserve account.

CITRUS CONNECTION
BOARD OF DIRECTORS MEETING

Meeting Minutes

Hollingsworth Board Room
1212 George Jenkins Blvd., Lakeland, FL. 33815
Wednesday, February 12th, 2025 at 8:30 a.m.

- Florida DOT annual operating grant budgeted at 1.6 million. These grants are paid out retrospectively after expenses are incurred.
- FTA Section 5307 operating and capital grants are budgeted at \$4.4million. This grant is also paid out retrospectively after expenses are incurred.
- Advertising income is \$27,733, or 17% of the total planned revenue.
- The PCTS support cost reimbursement revenue is \$102k or 16% of annual budget.
- All other revenues are within annual budget.

EXPENSES:

The total expenses year-to-date through November 30, 2024, totaled \$2.41 million or 15.3% of the annual budget.

- Salaries and benefits cost are \$1,760,178, or 14.9% of the annual budget.
- Fuel and lubricants expenses totaled \$77.5k, or 11% of the annual budget.
- Materials and supplies totaled \$166,784, or 17.7% of the annual budget.
- Insurance expenses are \$146.5k, or 43.5% of the annual budget.
- Property appraiser/Tax Collector Commission are quarterly advance payments.
- Debt service of \$22,029 pertains to the lease purchase of buses and 16.7% of the annual budget.
- All other expenses are within the annual budget.

CHANGE IN FINANCIAL CONDITION
Based on the annual YTD budget-to-actual through November 30 st , the financials reflect a favorable variance of \$2.9 million with 17% of the fiscal year completed.

STATISTICAL TRENDS LAST FIVE YEARS AUDITED FINANCIAL STATEMENTS					
	9/30/23	9/30/22	9/30/21	9/30/20	9/30/19
1. Farebox Recovery Ratio (All modes)	6.9%	8.7%	9.7%	9.3%	11.6%
2. Cost per revenue hour	\$161.12	\$141.63	\$130.01	\$117.66	\$116.62
3. Revenue Hours	142,860	132,260	135,115	146,700	145,405
4. Fuel Cost (\$)	\$1,562,003	\$1,399,855	\$878,132	\$744,587	\$1,093,793
5. Ridership	848,241	693,018	631,000	855,407	1,294,771

[Attachments available]

CITRUS CONNECTION
BOARD OF DIRECTORS MEETING

Meeting Minutes

Hollingsworth Board Room
1212 George Jenkins Blvd., Lakeland, FL 33815
Wednesday, February 12th, 2025 at 8:30 a.m.

b. PCTS Financials

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

YTD Summary	Annual Budget	YTD Actual	Percent Expended
Revenues YTD	\$11,105,400	\$4,942,695	45%
Expenses YTD	\$11,105,400	\$1,372,656	12%

Revenue Highlights:

City Contributions reflects a payment of \$756,243 or 106% of the annual budget

Fare revenues totaled \$8,452 or 13% of the annual budget.

Polk County Contract revenues totaled \$4.1 million, or 100% of the annual budget.

The billing cycles for the FTA and FDOT grants have not yet started. These grants are paid out retrospectively after expenses are incurred each quarter.

All other revenues items are in line with the annual budget.

Expense highlights

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

Total expenses for the period totaled \$1,372,656 or 12% of the annual budget.

- Salaries and wages totaled \$771,947 or 14% of the annual budget.
- Operating expenses totaled \$247,564 or 8% of the annual budget.
- Purchase contract for Transitions Commute Solutions which provides transit services for the District totaled \$353,145 or 14% of the annual budget.

Operating Results

Actual Revenues exceeded Expenses by \$3.57 million.

[Attachments available]

CITRUS CONNECTION
BOARD OF DIRECTORS MEETING

Meeting Minutes

Hollingsworth Board Room
1212 George Jenkins Blvd., Lakeland, FL 33815
Wednesday, February 12th, 2025 at 8:30 a.m.

c. TD Financials

Transportation Disadvantaged Program

Month of November 30, 2024

Percent of FY Reported (42%)

State FY July 1, 2024 thru June 30, 2025

Revenues

The revenues totaled \$464,089 or 32% of the annual budget

The TD Trust Fund Grant drawdown reflects \$464,089 or 32% of the grant.

Contract Revenues and other revenues totaled \$67.

The County funding 10% the match totaled \$45,588 or 31%.

Expenses

Operating expenses consists of labor cost, operating expenses, and contract expenses.

Total expenses for the period totaled \$520,424 or 36% of the annual budget.

Salaries, wages, and benefits totaled \$384,963 or 36% of the annual Budget.

Operating expenses totaled \$135,461 or 34% of the annual Budget.

Operating Results

Actual expenses exceeded revenues by (\$56,335).

[Attachments available]

d. PGTA Section 5310, Resolution 25-08

This grant involves a Lakeland Travel Trainer Program for the purpose of educating Seniors and the Disabled population on how to utilize public transit. The District has an impending awarded 5310 grant funding in the amount of \$69,500. The grant match is 80/10/10. The sum of \$55,600 will be provided through the FTA with a cash match of \$6,950 provided by the District and \$6,950 provided by the state FOOT.

CITRUS CONNECTION
BOARD OF DIRECTORS MEETING

Meeting Minutes

Hollingsworth Board Room
1212 George Jenkins Blvd., Lakeland, FL 33815
Wednesday, February 12th, 2025 at 8:30 a.m.

Federal Funding	\$	55,600
State Funding	\$	6,950
LAMTD Match	\$	6,950
<hr/>		
Total Funding	\$	69,550

[Attachments available]

“Approval of the 2024/2025 Section 5310 acceptance of funding for LAMTD”
1st Bill Mutz / 2nd Martha Santiago

MOTION CARRIED UNANIMOUSLY

e. PGTA Section 5310, Resolution 25-08

This grant involves a Winter Haven Travel Trainer Program for the purpose of educating Seniors and the Disabled population on how to utilize public transit. The District has an impending awarded 5310 grant funding in the amount of \$69,500. The grant match is 80/10/10. The sum of \$55,600 will be provided through the FTA with a cash match of \$6,950 provided by the District and \$6,950 provided by the state FDOT.

Federal Funding	\$	55,600
State Funding	\$	6,950
LAMTD Match	\$	6,950
<hr/>		
Total Funding	\$	69,550

[Attachments available]

“Approval of the 2024/2025 Section 5310 acceptance of funding for LAMTD”
1st Martha Santiago / 2nd Guy Lalonde

MOTION CARRIED UNANIMOUSLY

CITRUS CONNECTION
BOARD OF DIRECTORS MEETING

Meeting Minutes

Hollingsworth Board Room
1212 George Jenkins Blvd., Lakeland, FL 33815
Wednesday, February 12th, 2025 at 8:30 a.m.

Agenda Item #5 – Regional Mobility / Marcia Roberson, Director

Title VI Update

[Attachments available]

“Approval of Title VI Updates”
1st Guy Lalonde / 2nd Bill Mutz

MOTION CARRIED UNANIMOUSLY

Agenda Item #6 – Planning / Nicole McCleary, Director

a. Customer Experience Survey

FY2024 Customer Experience Survey Results. 410 customers were randomly surveyed during weekdays from June -September 2024 to obtain a sample data on the customer experience. These results provide insights on who are customers are, how they are using transit and areas where we can improve on delivery.

[Attachments available]

b. Tigertown Express

With the support of FDOT we can expand the TigerTown Express Pilot. The season begins February 22, 2025, and provides 4 routes to and from every game. Through collaboration with the City of Lakeland, Lakeland Police Department and the Detroit Tigers we expect to have another successful season.

[Attachments available]

Commissioner McCarley had to leave at 9:46am.
Commissioner Santiago replaced her as Chair.

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

a. Agenda Updates

- Carlie’s presentation was fantastic.
- Federal fundings, slight pause, but FTA grants have been released.

CITRUS CONNECTION
BOARD OF DIRECTORS MEETING

Meeting Minutes

Hollingsworth Board Room
1212 George Jenkins Blvd., Lakeland, FL 33815
Wednesday, February 12th, 2025 at 8:30 a.m.

- We have received a EEO complaint last week from a former employee, but it was dismissed.
- Welcome Brian, our new Procurement Specialist.
- Erin will meet with LRH for UAP proposal, due to parking challenges.
- Orlando and Seminole County thinking about expansion of SunRail to the theme parks.

Agenda Item #8 – General Manager Informational Summary

a. January Calendar

[Attachments available]

Agenda Item #9 – Other Business

None

Adjournment at 9:51 a.m.

Approved this 24th day of March 2025.

Chair – Lakeland City Commissioner Sara Roberts McCarley

Minutes Recorder – Ella Joseph