



BOARD OF DIRECTORS' MEETING
Wednesday, August 19, 2026, 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 July 22, 2026, Citrus Connection Meeting Minutes	Approval
2. Public Comments	None
3. "She Knows Where She's Going" Presentation / Tom Phillips	None
4. Finance / Rhonda Carter, Chief Financial Officer	
a. LAMTD Financials	None
b. PCTS Financials	None
c. TD Financials	None
d. FY26-27 Operating and Capital Budget for LAMTD	Approval
e. Bus Shelter Fabricator (Presenter, Ady Mala, Procurement Specialist)	Approval
5. Legal / Ben Darby, Esq.	
a. Schedule of Meetings for FY26-27, Resolution 26-24	Approval
b. Chief Executive Officer Performance Evaluation	Approval
c. City of Lake Wales Service Agreement	Approval
d. City of Lake Alfred Service Agreement	Approval
e. Town of Lake Hamilton Service Agreement	Approval
f. Peace River Center UAP Agreement	Approval
g. PCPS UAP Agreement	Approval
h. Lake Wales CRA Squeeze Agreement	Approval
6. Regional Mobility Services / Marcia Roberson, Director	
a. Title VI Plan Update	Approval
7. Chief Executive Officer Report / Tom Phillips	
a. Agency Update(s)	None
b. July Calendar	None
c. June Ridership Update	None
8. Other Business	TBD
Adjournment	

**CITRUS CONNECTION
BOARD OF DIRECTORS' MEETING
Wednesday, August 19, 2026
AGENDA ITEM #1**

Agenda Item: Board approval of the Citrus Connection Meeting Minutes
for July 22, 2026

Presenter: Christine Lee

**Recommended
Action:** Board approval of the Citrus Connection Meeting Minutes
for July 22, 2026

Attachment: July 22, 2026, Citrus Connection Meeting Minutes

**CITRUS CONNECTION
BOARD OF DIRECTORS' MEETING
Wednesday, August 19, 2026
AGENDA ITEM #2**

Agenda Item: Public Comments

Presenter: TBD

**Recommended
Action:** TBD

Attachments: TBD

**CITRUS CONNECTION
BOARD OF DIRECTORS' MEETING
Wednesday, August 19, 2026
AGENDA ITEM #3**

Agenda Item: "She Knows Where She's Going" Presentation

Presenter: Tom Phillips, Chief Executive Officer

**Recommended
Action:** None

Summary: "She Know Where She's Going" award nominee Delisia Drayton

Attachments: None

**CITRUS CONNECTION
BOARD OF DIRECTORS' MEETING
Wednesday, August 19, 2026
AGENDA ITEM #4a**

Agenda Item: FY2025-26
LAMTD Monthly Financial Statement for the period ending
June 30, 2026

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 June, 2026
FY 2025-2026**

Year-to-Date Summary					
Description	Percent of FY Complete	Annual Budget	Actual	Actual % of FY Annual Budget	
Revenue YTD	75%	\$16,597,735	\$14,597,013	88%	
Expenses YTD	75%	\$16,597,735	\$12,410,046	75%	

REVENUES:

The total revenues realized through June 30, 2026, totaled \$14.6M or 88% of the annual budget.

- Farebox revenues reflect \$248K or 73% of the annual budgeted revenues.
- Interest Income on Investment income totals \$462K. This represents interest income from the SBA reserve account.
- FDOT operating grants are \$1.4M or 56% of the annual budget
- FTA operating grants are \$3.5M or 82% of the annual budget.
- Advertising income is \$130K, or 72% 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 June 2026, \$8M was collected, which is 100% of the annual budget.
- The PCTS support cost reimbursement revenue is \$462K or 75% of annual budget.
- All the other revenues are within the annual budget.

**Lakeland Area Mass Transit District
Monthly Financial Report
For June 30, 2026
FY 2025-2026**

EXPENSES:

The total expenses year-to-date through June 30, 2026, totaled \$12.4M or 75% of the annual budget.

- Salaries and benefits cost are \$9M, or 75% of the annual budget.
- Fuel and lubricants expenses totaled \$439K, or 58% of the annual budget.
- Materials and supplies totaled \$467K, or 53% of the annual budget.
- Insurance expenses are \$527K, or 100% 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 June 30, 2026, the financials favorable variance of \$2.2M with 75% of the fiscal year completed.

STATISTICAL TRENDS LAST FIVE YEARS AUDITED FINANCIAL STATEMENTS

	9/30/25	9/30/24	9/30/23	9/30/22	9/30/21
1. Farebox Recovery Ratio (All modes)	6.9%	6.5%	6.9%	8.7%	9.7%
2. Cost per revenue hour	\$136.25	\$125.34	\$161.12	\$141.63	\$130.01
3. Revenue Hours (LAMTD)	152,482	149,965	142,860	132,260	135,115
4. Fuel Cost (\$)	\$1,316,101	\$1,382,599	\$1,562,003	\$1,399,855	\$878,132
5. Ridership (LAMTD)	835,255	874,550	848,241	693,018	631,000

Lakeland Area Mass Transit District

Financial Statement

FY25-26

October 1, 2025 - September 30, 2026

For the Period Ended June 2026

Revenue

	Annual Budget	YTD Actual	Percent Expended
PCTS - Support Cost Reimb.	615,472	461,601	75%
Other Contract Revenue	147,780	147,779	100%
Farebox/Pass Sales	341,500	247,765	73%
Miscellaneous Income	20,500	133,585	100%
Contract Income (UAP)	134,400	103,012	77%
Advertising Revenue	180,000	129,791	72%
Investment Income	475,000	462,387	97%
Operating Grant - FDOT	2,484,604	1,392,666	56%
Operating Grant - Federal	4,234,916	3,478,143	82%
Squeeze	91,426	33,725	37%
Ad Valorum Income, net	7,872,137	8,006,560	100%
Total	16,597,735	14,597,013	88%

Expenses

	Annual Budget	YTD Actual	Percent Expended
Salaries	7,966,112	5,885,774	74%
Employee Benefits	3,940,312	3,045,472	77%
Advertising Fees	12,800	9,599	75%
Professional & Technical Ser	685,679	600,734	88%
Contract Maintenance Services	104,590	126,454	100%
Other Services	102,390	120,030	100%
Fuel & Lubricants	759,470	438,733	58%
Freight	11,550	8,958	78%
Repairs & Maintenance	124,250	57,993	47%
Materials & Supplies/SQUEEZE	883,946	467,455	53%
Utilities/Telephone	222,000	167,186	75%
Insurance Expense	423,608	527,459	100%
Dues & Subscriptions	66,552	52,520	79%
Education/Training/Meeting/Travel	207,132	111,080	54%
Service Charges	17,300	12,934	75%
Office Expense	364,519	221,965	61%
Advertising & Promotions	50,400	47,717	95%
Miscellaneous Expenses	285,925	166,992	58%
Property Appraiser/Tax Collector Comm	237,000	241,861	100%
Debt Services	132,200	99,130	75%
Total	16,597,735	12,410,047	75%

Change in Financial Position

-

2,186,967

**CITRUS CONNECTION
BOARD OF DIRECTORS' MEETING
Wednesday, August 19, 2026
AGENDA ITEM #4b**

Agenda Item: FY2025-26
Polk County Transit Services Monthly Financial Statement
For the period ending June 30, 2026

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
Polk County Transit Services
Monthly Financial Report
YTD June 30, 2026
FY 2025-2026
(10/01/25 – 09/30/26)

YTD Summary	Annual Budget	YTD Actual	Percent Expended
Revenues YTD	\$11,320,500	9,256,839	82%
Expenses YTD	\$11,320,500	8,707,967	77%

Revenue Highlights:

Operating revenues realized are \$9.3M or 82% 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 100% of the annual budget

Farebox revenues totaled 44K or 70% of the annual budget.

FDOT grants received to date are \$862K or 42% of the annual budget.

FTA grants received to date are \$3.2M or 83% of the annual budget.

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 \$8.7M or 77% of the annual budget.

- Salaries and wages totaled \$4.3M or 67% of the annual budget.
- Operating expenses totaled \$2.3M or 85% of the annual budget.
- The purchase contract for Transitions Commute Solutions which provides transit services for the district totaled \$2.1M or 95% of the annual budget.

Operating Results

Actual Revenues exceeded Expenses by \$548,872

Polk County Contract

Financial Statement

FY25-26

October 1, 2025 - September 30, 2026

For the Period Ended JUNE 2026

9.0 Months
75% 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	100%
Misc Income (insurance proceeds)	\$ 135,520	\$ 145,645	100%
Other Contracts	\$ 265,000	\$ -	0%
Fares	\$ 63,100	\$ 43,863	70%
Squeeze	\$ -	\$ 63,960	0%
FDOT Grants:			
Block	\$ 922,653	\$ 443,469	48%
RURAL	\$ 841,579	\$ 312,448	37%
SUNRAIL	\$ 240,740	\$ 102,771	43%
Travel Trainer- Mobility Mgmt	\$ 62,550	\$ 3,142	5%
FTA			
FTA 5307 Grant	\$ 3,878,358	\$ 3,200,298	83%
Total	\$ 11,320,500	\$ 9,256,839	82%

Expenses

	Annual Budget	YTD Actual	Percent Expended
Labor	\$ 6,343,850	\$ 4,262,489	67%
Contract (Transitions)	\$ 2,200,000	\$ 2,095,873	95%
Operating	\$ 2,776,650	\$ 2,349,605	85%
Total	\$ 11,320,500	\$ 8,707,967	77%

Change in Financial Position \$ _____ - \$ 548,872

**CITRUS CONNECTION
BOARD OF DIRECTORS' MEETING
Wednesday, August 19, 2026
AGENDA ITEM #4c**

Agenda Item:	FY2025-26 Transportation Disadvantaged Monthly Financial Statement for the period ending June 30, 2026
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.
Attachment:	See Attachments

LAKELAND AREA MASS TRANSIT DISTRICT
BOARD OF DIRECTORS MEETING
August 19, 2026
AGENDA ITEM #4c

Transportation Disadvantaged Program
Monthly Financial Report
Jun 30, 2026
100% FY Reported

State FY July 1, 2025, thru June 30, 2026

Revenues

The revenues totaled \$1.4M or 94% of the annual budget

The TD Trust Fund Grant reflects \$1.4M or 94% of the grant.
Contract Revenues and other revenues totaled \$0.
The County funding 10% match totaled \$137K or 94% annual budget.

Expenses

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

Total expenses for the period totaled \$1.3 or 90% of the annual budget.

Salaries, wages, and benefits totaled \$990K or 93% of the annual Budget.
Operating expenses totaled \$332K or 84% of the annual Budget.

Operating Results

Actual revenue exceeded expenses by \$46,938

Lakeland Area Mass Transit District
Financial Statement
Transportation Disadvantage Program
Period Ending - July 2025- June 2026

Fiscal year month	12.0
% fiscal year	100%

Revenue

	Annual Budget	YTD Actual	Percent Expended
Revenues			
County Match 10%	\$ 146,155	\$ 136,902	94%
Contract Revenue	\$ 50	\$ -	0%
Adult Day Care		\$ -	
FDOT Grants:			
CTD Grant -Operating	\$ 1,314,899	\$ 1,232,118	94%
Total	\$ 1,461,104	\$ 1,369,021	94%

Expenses

	Annual Budget	YTD Actual	Percent Expended
Labor	\$ 1,067,076	\$989,618	93%
Operating	\$ 394,028	\$ 332,464	84%
Total	\$ 1,461,104	\$1,322,082	90%

\$ 46,938

Revenues exceed Expenses by
\$ 46,938

**CITRUS CONNECTION
BOARD OF DIRECTORS' MEETING
Wednesday, August 19, 2026
AGENDA ITEM #4d**

Agenda Item: FY 2026-27 Operating and Capital Budget for LAMTD

Presenter: Rhonda Carter, Chief Financial Officer

**Recommended
Action:** Approval of proposed budget for FY26-27

Attachments: Budget Slide Deck Presentation



FY 2026-2027 LAMTD BUDGET

Presentation By:
Tom Phillips, Chief Executive Officer
Rhonda Carter, Chief Financial Officer

LAKELAND AREA MASS TRANSIT DISTRICT
Fiscal Year 2026-27 Proposed Budget
August 19, 2026



Overview:

- FY 2026-27 proposed budget = \$18,200,300 (10% over FY 25-26 budget)
- Millage Rate of .5000 results in \$8,690,510 of Ad Valorem Tax Revenue
- Ad Valorem Taxes increased \$404,050 (4.8% or over prior year)
- CIP Budget/ Asset Replacement Funding \$680,000
- TWU employee salary increases are 3% in accordance with year three of the 3-year contract (5%, 4%, 3%)
- Budget is balanced

LAKELAND AREA MASS TRANSIT DISTRICT
Fiscal Year 2026-27 Proposed Budget
August 19, 2026



LAMTD
FY 26-27 Proposed Budget

<u>Description</u>	<u>FY 2025-26 Adopted</u>	<u>FY 2026-27 Proposed</u>
Estimated Revenues	\$16,597,735	\$18,200,300
Proposed Expenses	\$16,597,735	\$18,200,300
Operating Surplus/Deficit	\$0	\$0
Funding the Deficit	N/A	N/A

LAKELAND AREA MASS TRANSIT DISTRICT
Fiscal Year 2026-27 Proposed Budget
August 19, 2026

REVENUES BUDGET FY 26 vs FY 27

REVENUES BUDGET FY 26 vs FY 27

Revenues	FY '26 BUDGET ADOPTED	% OF TOTAL	FY '27 BUDGET PROPOSED	% OF TOTAL	\$ Inc / (Dec) '26 v '27	% Inc / (Dec) '26 v '27
Ad Valorem Taxes	\$7,872,137	47.4%	\$8,255,984	45.36%	\$383,847	4.9%
Passenger Fares	\$341,500	2.1%	364,000	2.00%	\$22,500	6.6%
Contract Revenues	\$989,078	6.0%	1,140,350	6.27%	\$151,272	15.3%
Federal Grants	\$4,234,916	25.5%	4,855,389	26.68%	\$620,473	14.7%
State Grants	\$2,484,604	15.0%	2,838,420	15.60%	\$353,816	14.2%
Other Grants	\$0	0.0%	50,000	0.27%	\$50,000	-
Other Revenues	\$675,500	4.1%	696,157	3.82%	\$20,657	3.1%
TOTAL	\$16,597,735	100%	\$18,200,300	100%	\$1,602,565	9.7%

LAKELAND AREA MASS TRANSIT DISTRICT
Fiscal Year 2026-27 Proposed Budget
August 19, 2026

EXPENDITURE BUDGET FY 26 vs FY 27

EXPENDITURES BUDGDT FY 26 vs FY 27

Expenditures	FY '26 BUDGET ADOPTED	% OF TOTAL	FY '27 BUDGET PROPOSED	% OF TOTAL	\$ Inc/Dec	% Inc/Dec
Salaries and wages	7,966,112	48.0%	8,969,060	49.3%	1,002,948	12.6%
Fringe Benefits	3,868,151	23.3%	4,264,525	23.4%	396,374	10.2%
Services	1,092,959	6.6%	923,000	5.1%	(169,959)	-15.6%
Materials and Supplies Consumed	1,917,678	11.6%	2,119,785	11.6%	202,107	10.5%
Utilities	222,000	1.3%	222,000	1.2%	-	0.0%
Casualty and Liability Insurance	622,458	3.8%	650,830	3.6%	28,372	4.6%
Miscellaneous Expenses	491,177	3.0%	683,900	3.8%	192,723	39.2%
Tax Collector's Commissions, Property Appraiser's Fees	235,000	1.4%	235,000	1.3%	-	0.0%
Capital Expenditures / Debt Service	182,200	1.1%	132,200	0.7%	(50,000)	-27.4%
Total Expenditures	\$16,597,735	100%	\$18,200,300	100%	1,602,565	9.7%

LAKELAND AREA MASS TRANSIT DISTRICT
Fiscal Year 2026-27 Proposed Budget
August 19, 2026



LAMTD
Expense Assumptions

Expense category	FY 2027	FY 2026
Salaries Wages – Admin	2.25%	2.25%
Salaries – Drivers*	Step Increases	Step Increases
FICA	7.65%	7.65%
FRS - Regular Class	13.59%	14.03%
Health Insurance	11%	11%
Projected fuel cost per gallon (U. S. Energy Information Administration)	\$3.12	\$3.12
Other Operating Expenses	Reoriented based on trend/usage	
Inflation Rate	3.2%	2.7%
Capital Budget / Debt Service	\$680,000	\$680,000

* Contract between LAMTD and AFL- CIO (Transportation Workers Union)
October 1, 2023 – September 30, 2026

LAKELAND AREA MASS TRANSIT DISTRICT
Fiscal Year 2026-27 Proposed Budget
August 19, 2026



Fiscal Challenges

1. Sustainability in funding transit services in the District
2. Reliance on Ad Valorem Taxes (45% of total revenue)
3. High dependency on FTA and FDOT Grants (43% of total revenue)
4. 84% of operating costs are People/Parts/Petroleum.
5. Ongoing capital funding needs for periodic asset replacement.
6. Operational funding for service expansion and infrastructure needs.

LAKELAND AREA MASS TRANSIT DISTRICT
Fiscal Year 2026-27 Proposed Budget
August 19, 2026



Ad Valorem tax revenue history

Fiscal year	Millage Rate	Property Tax Revenue	Change over prior year
2017	0.5000	3,935,922	6.6%
2018	0.5000	4,456,436	13.2%
2019	0.5000	4,749,296	6.6%
2020	0.5000	4,982,794	4.9%
2021	0.5000	5,193,790	4.2%
2022	0.5000	5,630,340	8.4%
2023	0.5000	6,365,796	13.1%
2024	0.5000	7,090,766	11.4%
2025	0.5000	7,436,251	4.9%
2026	0.5000	7,872,137	5.9%
2027	0.5000	8,255,984	4.9%

10-year running average = 8.0%

LAKELAND AREA MASS TRANSIT DISTRICT
Fiscal Year 2026-27 Proposed Budget
August 19, 2026



CAPITAL BUDGET SCHEDULE

Project / Activity	FY 19-20	FY 20-21	FY 21-22	FY 22-23	FY 23-24	FY24-25	FY25-26	FY 26-27
Balance Forward	0	222,200	384,990	632,760	950,460	1,491,660	1,141,660	1,338,416
Approved Budget	680,600	680,600	680,600	680,600	680,600	132,200	680,000	680,000
Expenses:								
Gem Vehicles -Squeeze	(153,400)	0	0	0	0	0	(166,484)	0
Debt Service – Vehicle Leases	(305,000)	(302,960)	(302,830)	(302,900)	(269,400)	(132,200)	(132,200)	(132,200)
Flooring ¹	0	0	0	(60,000)	0	0	0	0
Fund FY 2021 Deficit	0	(214,850)	0	0	0	0	0	0
Diesel Vehicle shortfall Orlando Hth							(101,375)	0
Admin Vehicles							(33,185)	0
Servers and IT Equipment ²	0	0	(130,000)	0	130,000			
MAACO - Est	0	0	0	0	0	(350,000)	(50,000)	0
Intermodal Center grant match								(400,000)
Total Obligated	(458,400)	(517,810)	(432,830)	(362,900)	(139,400)	(482,200)	(483,244)	(532,200)
Balance	222,200	384,990	632,760	950,460	1,491,660	1,141,660	1,338,416	1,486,216

LAKELAND AREA MASS TRANSIT DISTRICT
Fiscal Year 2026-27 Proposed Budget
August 19, 2026



Tax Exempt Municipal Lease Financing is an effective and increasingly popular vehicle for State and Local Governments to finance and refinance Equipment Acquisitions and Vehicles.

Many local Governments make Capital Purchases on the Capital Lease Plan. Essentially, the Government makes installment payments with an interest cost associated with the payments. After the final payment, the asset belongs to the Government.

LAKELAND AREA MASS TRANSIT DISTRICT
Fiscal Year 2026-27 Proposed Budget
August 19, 2026



Capital Leases:

1) FY 2016

The District enter into a Lease Agreement with Bank of America Public Capital Acquisition (BAPCC) for the acquisition of three heavy duty buses in FY2016. The amount financed is \$1,357,500 with an interest rate of 2.6482% for twelve years. The debt service payments for principal and interest is \$132,200 annually.

This will be paid off in FY 2028

2) FY 2019

Lease financing for 4 Fixed Route buses @ \$200,000 totaling \$800,000. Total annual debt service \$170,700 for the lease finance payment. The financing is for five years at 2.544%.

This is now paid off

LAKELAND AREA MASS TRANSIT DISTRICT

Fiscal Year 2026-27 Proposed Budget

August 19, 2026



Combined Budgets

Budget	FY2026-27	FY2025-26	\$ Chg	% Chg
Lakeland Area Mass Transit District	18,200,300	16,597,735	1,602,565	9.7%
Polk County Transportation Svcs	12,300,500	11,320,500	980,000	8.7%
Transportation Disadvantaged	1,545,383	1,451,104	94,279	6.5%
Total	32,046,183	29,369,339	2,676,844	9.1%

LAKELAND AREA MASS TRANSIT DISTRICT
Fiscal Year 2026-27 Proposed Budget
August 19, 2026



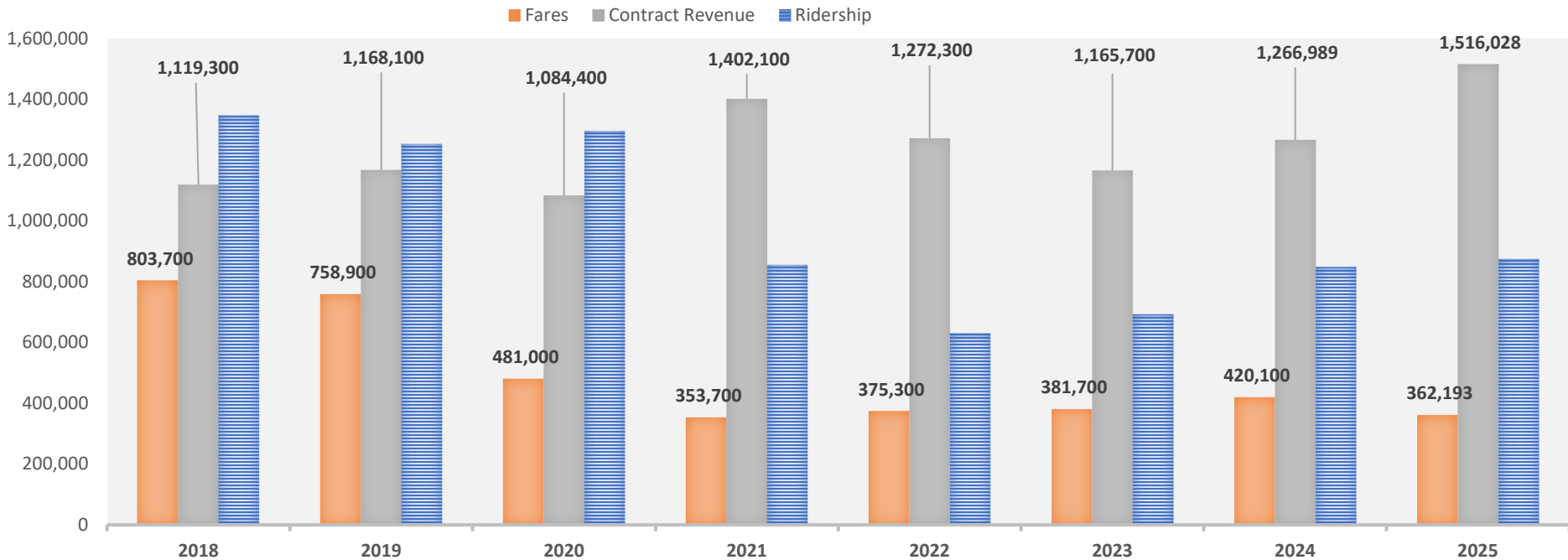
Budgeted Headcount (Funded)

<u>Budgeted Headcount (Funded)</u>					
Headcount Progression		LAMTD	PCTS	TD	Grand Total
FY 2026-27		160	83	16	259

LAKELAND AREA MASS TRANSIT DISTRICT
Fiscal Year 2026-27 Proposed Budget
August 19, 2026



CONTRACT REVENUES & PASSENGER FARES
VS.
RIDERSHIP



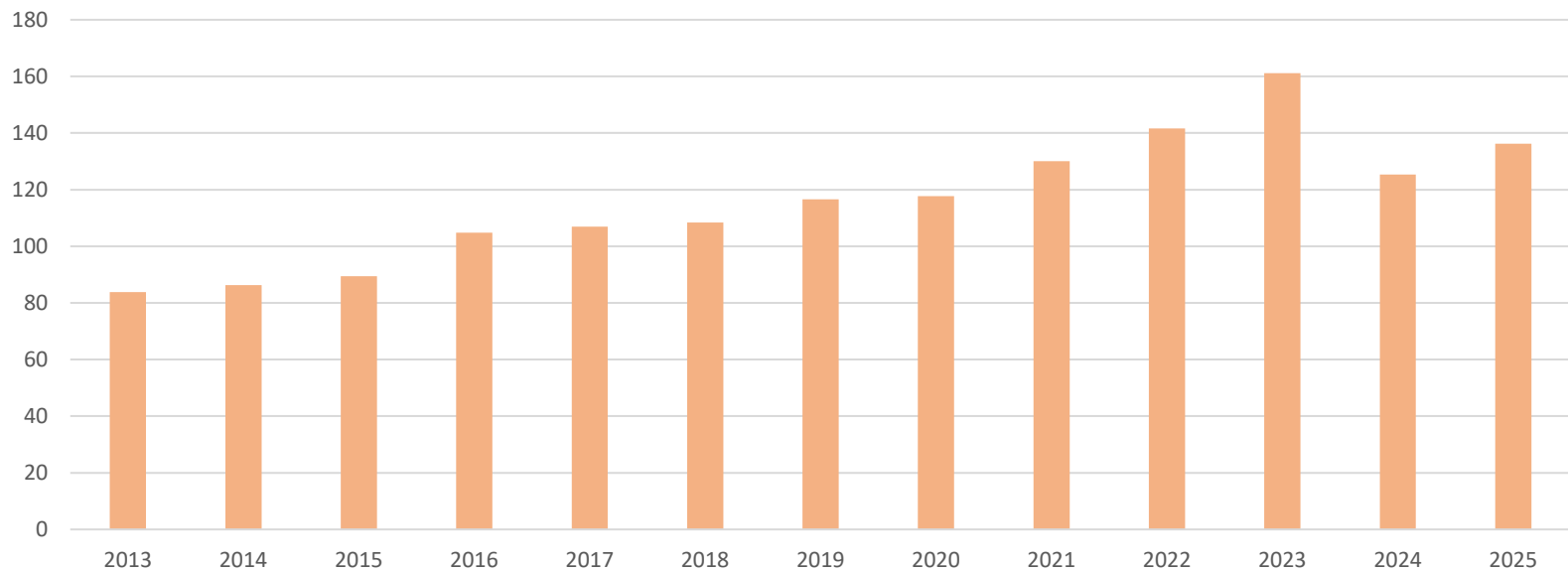
LAKELAND AREA MASS TRANSIT DISTRICT

Fiscal Year 2026-27 Proposed Budget

August 19, 2026



Cost per revenue hour



Fund Year	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
Cost per revenue hour	83.84	86.29	89.45	104.76	106.94	108.42	116.62	117.66	130.01	141.63	161.12	125.34	136.25

LAKELAND AREA MASS TRANSIT DISTRICT
Fiscal Year 2026-27 Proposed Budget
August 19, 2026



Next Steps:

- August 4, 2026
Deadline for LAMTD to digitally certify the DR-420 via the e-TRIM website
- September 3, 2026 – 5:01pm
First Public hearing at Lakeland City Hall
- September 17, 2026 – 5:01pm
Second Public hearing at Lakeland City Hall
- October 1, 2026
New Fiscal Year starts

LAKELAND AREA MASS TRANSIT DISTRICT
Fiscal Year 2026-27 Proposed Budget
August 19, 2026



Questions- Discussions

**CITRUS CONNECTION
BOARD OF DIRECTORS' MEETING
Wednesday, August 19, 2026
AGENDA ITEM #4e**

Agenda Item:	Bus Shelter Fabricator										
Presenter:	Ady Mala, Procurement Specialist										
Recommended Action:	Recommend the Board approve award of Contract 26-019 for Bus Shelters and Accessories in an amount not to exceed \$302,350 to Spencer Fabrications.										
Anticipated Funding Source:	FTA 5307 Grants including FL-2023-005; FL-2024-002; and FL-2025-009										
Summary:	On April 15, 2026, the District has issued on our LAMTD OpenGov Portal our Request for Proposal 26-019 for qualified firms interested in providing Bus Shelters and Accessories. The LAMTD Evaluation committee recommends award of the Bus Shelter RFP to Spencer Fabrications as the highest ranked firm of the solicitation. Rankings was follows: <table><tr><td><u>Ranking</u></td><td><u>Firm</u></td></tr><tr><td>1</td><td>Spencer Fabrications</td></tr><tr><td>2</td><td>Tolar Manufacturing</td></tr><tr><td>3</td><td>Brasco International</td></tr><tr><td>4</td><td>LNI Custom Manufacturing</td></tr></table> LAMTD has initiated negotiations with Spencer Fabrications as the highest ranked firm of the solicitation. The negotiated agreement will be for 3 years with (2) 1-year options to renew.	<u>Ranking</u>	<u>Firm</u>	1	Spencer Fabrications	2	Tolar Manufacturing	3	Brasco International	4	LNI Custom Manufacturing
<u>Ranking</u>	<u>Firm</u>										
1	Spencer Fabrications										
2	Tolar Manufacturing										
3	Brasco International										
4	LNI Custom Manufacturing										
Items of Note:	Establishes pricing for our P3 Public-Private Partnerships. The Design will be a continuation of the existing shelter designs. Establishes pricing and design for any shelter replacements or new shelter installations requests over the next several years.										
Attachments:	Notice of Intent to Award Award Analysis Photo of a Spencer Standard PA02 Shelter										

Lakeland Area Mass Transit District

August 3, 2026

Notice Of Intent To Award: Spencer Fabrications

Bus Shelters - 26-019

Dear Mr. Persaud,

Please be advised that on Monday, August 3, 2026 The Lakeland Area Mass Transit District (LAMTD) Evaluation Committee (SEC) awards 26-019 - Bus Shelters to Spencer Fabrications, as the highest ranked firm. It is the intent of LAMTD to negotiate with the top firm. If we are unable to reach an agreement with the Top ranked firm negotiations would be initiated with the second ranked firm respectfully.

The Lakeland Area Mass Transit District is providing notice to all respondents by copy of this letter. Please note the LAMTD Office of Procurement and Contract Policies Manual includes the following language:

Any person adversely affected by the decision of the District, or its designee, to award a contract or to reject all bids/proposals shall file a notice of protest, in writing, within 36 hours after posting the intent to award or the recommendation thereof. Failure to submit the Notice of Intent to Protest within thirty-six (36) hours will result in the protest being rejected by the District without further consideration. Only an "interested party" that is an actual offeror, bidder or proposer, whose direct economic interest would be affected by the award or failure to award retain the right to protest. The bidder, offeror or contractor has the responsibility to contact the District and request the written award recommendation (failure to contact the District for the award recommendation to determine if a bid protest is warranted is considered lack of due diligence).

Please note that the complete LAMTD Procurement and Contract Policies Manual is available upon request.

A protest is not timely filed unless both the notice of protest and the formal protest are received by the Manager of Procurement and Contracts, or designee, within the required time limits. Failure to file the formal written protest in a timely manner shall constitute a waiver of the right to protest the award recommendation. No additional time will be added to the time limits for mail service.

Note that failure to post the bond or other security required under the LAMTD Procurement and Contract Manual within the time allowed for filing a bond is considered a failure to protest.

Sincerely,

Ady Mala

Procurement Specialist

26-019 - BUS SHELTERS CALCULATED TECHNICAL & PRICE SUMMARY SHEET				
Offeror	PRICE POINTS (60 possible points)	QUALITY & TECHNICAL POINTS (40 possible points)	PRICE & QUALITY & TECHNICAL POINTS (100 possible points)	RANKING
SPENCER FABRICATIONS	60	34	94	1
TOLAR MANUFACTURING	41	36	77	2
BRASCO INT'L	32	28	60	3
LNI CUSTOM MANUFACTURING	27	28	55	4

Created by: Ady Mala 07/29/2026

Photo of a Spencer Standard PA02 Shelter



**CITRUS CONNECTION
BOARD OF DIRECTORS' MEETING
Wednesday, August 19th, 2026
AGENDA ITEM #5a**

Agenda Item: **Schedule of Meetings for FY26-27, Resolution 26-24**

Presenter: Ben Darby, Esq.

**Recommended
Action:** Accept the schedule of meetings for the following year.

Summary: Continue the meeting schedule from the previous year, with meetings held on the 2nd Wednesday of each month, except for in July and August, which will be held on the 3rd Wednesday. The November 12 meeting occurs on a Thursday to avoid conflict with Veteran's Day on November 11.

LAKELAND AREA MASS TRANSIT DISTRICT

RESOLUTION NO. 26-24

A RESOLUTION RELATING TO SCHEDULE OF REGULAR MEETINGS; ADOPTING A SCHEDULE OF REGULAR MEETINGS FOR THE 2026-2027 FISCAL YEAR; AUTHORIZING AND DIRECTING THE CHAIRMAN TO FILE THE SCHEDULE WITH THE LOCAL GOVERNING AUTHORITY AND TO PUBLISH THE SCHEDULE AS REQUIRED BY LAW; PROVIDING AN EFFECTIVE DATE.

BE IT RESOLVED BY THE GOVERNING BODY OF THE LAKELAND AREA MASS TRANSIT DISTRICT:

SECTION 1. Pursuant to Section 189.015, Florida Statutes, there is hereby adopted a schedule of regular meetings of the Lakeland Area Mass Transit District for the fiscal year commencing October 1, 2026, as follows:

SCHEDULE OF REGULAR MEETINGS

<u>DATE</u>	<u>TIME</u>	<u>PLACE</u>
October 14, 2026	8:30 a.m.	1212 George Jenkins Blvd., Hollingsworth Room, Lakeland, FL
November 12, 2026	8:30 a.m.	1212 George Jenkins Blvd., Hollingsworth Room, Lakeland, FL
December 9, 2026	8:30 a.m.	1212 George Jenkins Blvd., Hollingsworth Room, Lakeland, FL
January 13, 2027	8:30 a.m.	1212 George Jenkins Blvd., Hollingsworth Room, Lakeland, FL
February 10, 2027	8:30 a.m.	1212 George Jenkins Blvd., Hollingsworth Room, Lakeland, FL
March 10, 2027	8:30 a.m.	1212 George Jenkins Blvd., Hollingsworth Room, Lakeland, FL
April 14, 2027	8:30 a.m.	1212 George Jenkins Blvd., Hollingsworth Room, Lakeland, FL
May 12, 2027	8:30 a.m.	1212 George Jenkins Blvd., Hollingsworth Room, Lakeland, FL
June 9, 2027	8:30 a.m.	1212 George Jenkins Blvd., Hollingsworth Room, Lakeland, FL
July 21, 2027	8:30 a.m.	1212 George Jenkins Blvd., Hollingsworth Room, Lakeland, FL
August 18, 2027	8:30 a.m.	1212 George Jenkins Blvd., Hollingsworth Room, Lakeland, FL
September 8, 2027	8:30 a.m.	1212 George Jenkins Blvd., Hollingsworth Room, Lakeland, FL

SECTION 2. The Chairman of the District, or such other person or persons designated by the governing body, is hereby authorized and directed to file the above Schedule of Regular Meetings with Stacy M. Butterfield, Clerk of the Board of County Commissioners, Bartow, Florida, and to publish the schedule as required by law.

SECTION 3. This resolution shall take effect August 19, 2026.

PASSED AND CERTIFIED AS TO PASSAGE this 19th day of August, 2026.

LAKELAND AREA MASS TRANSIT DISTRICT

BY: _____
Chair

ATTEST:

BY: _____
Administrative Assistant

APPROVED AS TO FORM AND CORRECTNESS: _____
Attorney for District

**CITRUS CONNECTION
BOARD OF DIRECTORS' MEETING
Wednesday, August 19, 2026
AGENDA ITEM #5b**

Agenda Item:	Chief Executive Officer Performance Evaluation
Presenter:	Ben Darby, Esq.
Recommended Action:	Approval
Summary:	Consideration and approval of the process and timeline for the annual performance evaluation to set the Chief Executive Officer's salary.

**CITRUS CONNECTION
BOARD OF DIRECTORS' MEETING
Wednesday, August 19, 2026
AGENDA ITEM #5c**

Agenda Item: City of Lake Wales Service Agreement

Presenter: Ben Darby, Esq.

Recommended Action: Approval of Municipal Agreement for Transit Services

Summary: Consider approval of the Municipal Agreement between the City of Lake Wales and LAMTD for the continued provision of fixed-route and/or demand-response public transit services within the City limits of Lake Wales for a period of two (2) years.

Attachments: Service Agreement – City of Lake Wales and LAMTD

**Service Agreement -
City of Lake Wales and
Lakeland Area Mass Transit District**

This Service Agreement (hereinafter the “Agreement”) is entered into as of the 1st day of October, 2026 (hereinafter the “Effective Date”), by and between the City of Lake Wales, a municipal corporation organized and existing under the laws of the State of Florida (hereinafter referred to as “Lake Wales”), and the Lakeland Area Mass Transit District, an independent special district (hereinafter referred to as the “District”).

WHEREAS, Lake Wales is a Florida municipal corporation vested with home rule authority pursuant to the Municipal Home Rule Powers Act, Chapter 166 of the Florida Statutes, and Article VIII, §2 of the Florida Constitution; and

WHEREAS, Lake Wales is vested with governmental, corporate and proprietary powers to enable it to conduct and perform municipal functions and render municipal services, including the general exercise of any power for municipal purposes; and

WHEREAS, provision of adequate and effective public transit services is a continuing need in Polk County; and

WHEREAS, the District is the legal entity responsible for the operation and management of the public transportation system; and

WHEREAS, the parties acknowledge, represent and agree that Lake Wales and the District are not partners or joint venturers; and

WHEREAS, Lake Wales has agreed to participate in funding a portion of the fixed route services currently being operated through the municipal boundaries of Lake Wales; and

WHEREAS, Lake Wales and the District represent and agree that good and valuable consideration has been received by the parties for entering into this Agreement, and Lake Wales and the District acknowledge the sufficiency of the consideration received; and

WHEREAS, the City Commission of the City of Lake Wales finds this Agreement between Lake Wales and the District to be in the best interests of the public health, safety, and general welfare of the citizens and residents of the City of Lake Wales,

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

1. The foregoing recitals are incorporated herein by the parties as true and correct statements which form a factual and material basis for entry into this Agreement between Lake Wales and the District.

2. The term of this Agreement shall be for a period of two (2) years commencing on October 1, 2026, through and including September 30, 2028.

3. In the event funds from governmental sources relied upon to finance this Agreement become unavailable, the District or Lake Wales may terminate this Agreement with no less than thirty (30) calendar days written notice to the other party. Notice shall be delivered as set forth in paragraph ten (10) of this Agreement. Either party may terminate this Agreement based on the other party's breach, by giving the breaching party written notice of the breach in accordance with paragraph ten (10) of this Agreement. If the breach is not cured within thirty (30) calendar days, the non-breaching party may terminate this Agreement immediately. Waiver by either party of breach of any provision of this Agreement shall not be deemed to be a waiver of any other breach, shall not be construed to be a modification of the terms of this Agreement, and shall not act as a waiver or estoppel to enforcement of any provision of this Agreement.

4. No later than six (6) months before the end of the term of this Agreement, the District and Lake Wales shall meet in good faith to discuss each party's intentions to negotiate an agreement for the continuation of the service.

5. 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 Center located at 1212 George Jenkins Boulevard, Lakeland, Florida, or the County Operations Center located in Bartow or Winter Haven, Florida. Bus service will not be provided on holidays on which the District does not operate and on any other days on which the District does not operate.

6. The fees to be charged to Lake Wales by the District for the transit service for the term of the Agreement will be \$180,406.06 for the first year and \$187,622.31 for the second year. Lake Wales shall remit payment within thirty (30) business days from receipt of invoice.

7. Revenue derived from the operation of the transit system, including, but not limited

to the proceeds from advertising and transit fares paid by passengers, will be the absolute property of the District; and the treatment of such revenue, including the banking and accounting thereof, will be as directed by the District.

8. 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; provided, however, that by entering into this Agreement, Lake Wales is not agreeing to be bound by or in any matter obligated by any of the District's rights, duties and obligations under such interlocal or other agreements referred to herein to which the District may be a party. 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.

9. This Agreement is subject to all federal, state, and local laws, rules, and regulations with which the District is 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.

10. 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:

LAKE WALES: City of Lake Wales
 ATTN: City Manager
 201 W. Central Avenue
 Lake Wales, FL 33853

DISTRICT: Lakeland Area Mass Transit District
 ATTN: General Manager
 1212 George Jenkins Boulevard
 Lakeland, FL 33815

11. 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.

12. 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 regarding the subject matter of this Agreement. Any renewals, alterations, variations, modifications, amendments or waivers of provisions of this Agreement shall only be valid when they have been reduced to writing, and duly signed and approved by all entities to this Agreement, including but not limited to the governing bodies of both the District and Lake Wales. 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.

13. In the performance of this Agreement, the District will be acting in the capacity of an independent contractor, and not as an agent, employee, partner, joint venturer, or associate of Lake Wales. 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 Lake Wales.

14. 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. If any legal action or other proceeding is brought for the enforcement of this Agreement, or because of an alleged dispute, breach, default or misrepresentation in connection with any provision of this Agreement, each party shall bear its own attorney's fees, court costs and expenses.

15. This Agreement is subject to Chapter 119 of the Florida Statutes. To the extent that the District is deemed a "contractor" of Lake Wales under general Florida law, the District, pursuant to Section 119.0701 of the Florida Statutes, agrees to:

- (a) Keep and maintain public records required by Lake Wales to perform the service specified herein.
- (b) Upon request from Lake Wales's custodian of public records, provide Lake Wales with a copy of the requested records or allow the records to be

inspected or copied within a reasonable time at a cost that does not exceed the cost provided in Chapter 119 of the Florida Statutes 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 contract term and following completion of the contract if the District does not transfer the records to Lake Wales.
- (d) Upon completion of the contract, transfer, at no cost, to Lake Wales all public records in possession of the District or keep and maintain public records required by Lake Wales to perform the service. If the District transfers all public records to Lake Wales upon completion of the contract, the District shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If the District keeps and maintains public records upon completion of the contract, the District shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to Lake Wales, upon request from Lake Wales's custodian of public records, in a format that is compatible with Lake Wales's information technology systems.

IF THE DISTRICT HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE DISTRICT'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS, ATTN: CITY MANAGER, 201 W. CENTRAL AVENUE, LAKE WALES, FL 33853.

16. Nothing contained herein shall operate or be construed as a waiver of the District's or Lake Wales's limits of liability as set forth in Section 768.28 of the Florida Statutes, regardless of whether such claims are based in tort, contract, statute, strict liability, negligence, product liability or otherwise. No waiver of sovereign immunity is deemed to be made by either the District or Lake Wales by entering into this Agreement nor shall any terms of this Agreement confer upon any third person, corporation, or entity other than the parties hereto any right or cause of action for damages claimed against any party to this Agreement.

17. Each party signing this Agreement represents and warrants that he/she/it has read, understands and acknowledges any and all of the terms, covenants, conditions and

requirements set forth herein. The parties represent and warrant to one another that all the necessary action(s) to execute this Agreement have occurred and that the parties possess the legal authority to enter into this Agreement and undertake all the obligations imposed herein.

18. The calculation of the number of days that have passed during any time period prescribed shall be based on the calendar days (unless specified otherwise in this Agreement). Unless otherwise specified in this Agreement, the calculation of the number of days that have passed during any time period prescribed in or by this Agreement shall commence on the day immediately following the event triggering such time period. If the tolling of such time period is not contingent on an action or event, the calculation of the number of days that have passed during such time period prescribed in or by this Agreement shall commence on the day immediately following the Effective Date. For purposes of this Agreement, unless otherwise specified herein, the tolling of any such time period(s) shall be in calendar days. In the event any time period or deadline identified in this Agreement expires or falls on a Saturday, Sunday or recognized holiday, said expiration or deadline shall be automatically tolled until 5:00 p.m. on the next available business day on which the District and Lake Wales are open for business to the public.

19. The parties acknowledge and agree that it is in their best interests and the best interests of the public that this Agreement be performed in strict accordance with the terms, covenants and conditions contained herein; and the parties shall, in all instances, operate and act in good faith in complying with all of the terms, covenants and conditions contained herein.

LIMITATION OF LIABILITY

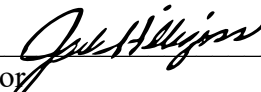
IN NO EVENT, SHALL THE DISTRICT BE LIABLE TO LAKE WALES FOR INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, EXEMPLARY, OR PUNITIVE DAMAGES OF ANY KIND OR NATURE, INCLUDING LOSS OF PROFIT, WHETHER FORESEEABLE OR NOT, ARISING OUT OF OR RESULTING FROM THE NONPERFORMANCE OR BREACH OF THIS AGREEMENT BY THE DISTRICT WHETHER BASED IN CONTRACT, COMMON LAW, WARRANTY, TORT, STRICT LIABILITY, CONTRIBUTION, INDEMNITY OR OTHERWISE.

IN NO EVENT, SHALL LAKE WALES BE LIABLE TO THE DISTRICT FOR INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, EXEMPLARY, OR PUNITIVE DAMAGES OF ANY KIND OR NATURE, INCLUDING LOSS OF PROFIT, WHETHER FORESEEABLE OR NOT, ARISING OUT OF OR RESULTING FROM THE NONPERFORMANCE OR BREACH OF THIS AGREEMENT BY LAKE WALES WHETHER BASED IN CONTRACT, COMMON LAW, WARRANTY, TORT, STRICT LIABILITY, CONTRIBUTION, INDEMNITY OR OTHERWISE.

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

CITY OF LAKE WALES

ATTEST:

BY: 
Mayor

City Clerk

LAKELAND AREA MASS
TRANSIT DISTRICT

ATTEST: _____
Administrative Assistant

BY: _____
Chair

**CITRUS CONNECTION
BOARD OF DIRECTORS' MEETING
Wednesday, August 19, 2026
AGENDA ITEM #5d**

Agenda Item: City of Lake Alfred Service Agreement

Presenter: Ben Darby, Esq.

Recommended Action: Approval of Municipal Agreement for Transit Services

Summary: Consider approval of the Municipal Agreement between the City of Lake Alfred and LAMTD for the continued provision of fixed-route and/or demand-response public transit services within the City limits of Lake Alfred for a period of two (2) years.

Attachments: Service Agreement – City of Lake Alfred and LAMTD

**Service Agreement -
City of Lake Alfred and
Lakeland Area Mass Transit District**

This Service Agreement (hereinafter the “Agreement”) is entered into as of the 1st day of October, 2026 (hereinafter the “Effective Date”), by and between the City of Lake Alfred, a municipal corporation organized and existing under the laws of the State of Florida (hereinafter referred to as “Lake Alfred”), and the Lakeland Area Mass Transit District, an independent special district (hereinafter referred to as the “District”).

WHEREAS, Lake Alfred is a Florida municipal corporation vested with home rule authority pursuant to the Municipal Home Rule Powers Act, Chapter 166 of the Florida Statutes, and Article VIII, §2 of the Florida Constitution; and

WHEREAS, Lake Alfred is vested with governmental, corporate and proprietary powers to enable it to conduct and perform municipal functions and render municipal services, including the general exercise of any power for municipal purposes; and

WHEREAS, provision of adequate and effective public transit services is a continuing need in Polk County; and

WHEREAS, the District is the legal entity responsible for the operation and management of the public transportation system; and

WHEREAS, the parties acknowledge, represent and agree that Lake Alfred and the District are not partners or joint venturers; and

WHEREAS, Lake Alfred has agreed to participate in funding a portion of the fixed route services currently being operated through the municipal boundaries of Lake Alfred; and

WHEREAS, Lake Alfred and the District represent and agree that good and valuable consideration has been received by the parties for entering into this Agreement, and Lake Alfred and the District acknowledge the sufficiency of the consideration received; and

WHEREAS, the City Commission of the City of Lake Alfred finds this Agreement between Lake Alfred and the District to be in the best interests of the public health, safety, and general welfare of the citizens and residents of the City of Lake Alfred,

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

1. The foregoing recitals are incorporated herein by the parties as true and correct statements which form a factual and material basis for entry into this Agreement between Lake Alfred and the District.

2. The term of this Agreement shall be for a period of two (2) years commencing on October 1, 2026, through and including September 30, 2028.

3. In the event funds from governmental sources relied upon to finance this Agreement become unavailable, the District or Lake Alfred may terminate this Agreement with no less than thirty (30) calendar days written notice to the other party. Notice shall be delivered as set forth in paragraph ten (10) of this Agreement. Either party may terminate this Agreement based on the other party's breach, by giving the breaching party written notice of the breach in accordance with paragraph ten (10) of this Agreement. If the breach is not cured within thirty (30) calendar days, the non-breaching party may terminate this Agreement immediately. Waiver by either party of breach of any provision of this Agreement shall not be deemed to be a waiver of any other breach, shall not be construed to be a modification of the terms of this Agreement, and shall not act as a waiver or estoppel to enforcement of any provision of this Agreement.

4. No later than six (6) months before the end of the term of this Agreement, the District and Lake Alfred shall meet in good faith to discuss each party's intentions to negotiate an agreement for the continuation of the service.

5. 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 Center located at 1212 George Jenkins Boulevard, Lakeland, Florida, or the County Operations Center located in Bartow or Winter Haven, Florida. Bus service will not be provided on holidays on which the District does not operate and on any other days on which the District does not operate.

6. The fees to be charged to Lake Alfred by the District for the transit service for the term of the Agreement will be \$31,648.24 for the first year and \$32,914.17 for the second year. Lake Alfred shall remit payment within thirty (30) business days from receipt of invoice.

7. Revenue derived from the operation of the transit system, including, but not limited

to the proceeds from advertising and transit fares paid by passengers, will be the absolute property of the District; and the treatment of such revenue, including the banking and accounting thereof, will be as directed by the District.

8. 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; provided, however, that by entering into this Agreement, Lake Alfred is not agreeing to be bound by or in any manner obligated by any of the District's rights, duties and obligations under such interlocal or other agreements referred to herein to which the District may be a party. 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.

9. This Agreement is subject to all federal, state, and local laws, rules, and regulations with which the District is 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.

10. 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:

LAKE ALFRED: City of Lake Alfred
 120 E. Pomelo Street
 Lake Alfred, FL 33850
 ATTN: Linda Bourgeois, City Clerk
 E-mail:lbourgeois@mylakealfred.com

With a copy to, which shall not constitute notice:

Frederick J. Murphy, Jr., Esquire
City Attorney
Boswell & Dunlap, LLP
245 S. Central Avenue
Bartow, FL 33830
FAX: (863) 533-7412
E-Mail: fjm@bosdun.com

DISTRICT: Lakeland Area Mass Transit District
ATTN: General Manager
1212 George Jenkins Boulevard
Lakeland, FL 33815

With a copy to, which shall not constitute notice:

Ben H. Darby, Jr.
Counsel for the District
Darby Law Group, P.A.
Post Office Box 2971
Lakeland, Florida 33806-2971
FAX: (863) 683-7445
E-Mail: ben@darbylawgroup.com

11. 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.

12. 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 regarding the subject matter of this Agreement. Any renewals, alterations, variations, modifications, amendments or waivers of provisions of this Agreement shall only be valid when they have been reduced to writing, and duly signed and approved by all entities to this Agreement, including but not limited to the governing bodies of both the District and Lake Alfred. 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.

13. In the performance of this Agreement, the District will be acting in the capacity of an independent contractor, and not as an agent, employee, partner, joint venturer, or associate of Lake Alfred. 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 Lake Alfred.

14. 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. If any legal action or other proceeding is brought for the enforcement of this Agreement, or because of an alleged dispute, breach, default or misrepresentation in connection with any provision of this Agreement, each party shall bear its own attorney's fees, court costs and expenses.

15. This Agreement is subject to Chapter 119 of the Florida Statutes. To the extent that the District is deemed a "contractor" of Lake Alfred under general Florida law, the District, pursuant to Section 119.0701 of the Florida Statutes, agrees to:

- (a) Keep and maintain public records required by Lake Alfred to perform the service specified herein.
- (b) Upon request from Lake Alfred's custodian of public records, provide Lake Alfred with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in Chapter 119 of the Florida Statutes 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 contract term and following completion of the contract if the District does not transfer the records to Lake Alfred.
- (d) Upon completion of the contract, transfer, at no cost, to Lake Alfred all public records in possession of the District or keep and maintain public records required by Lake Alfred to perform the service. If the District transfers all public records to Lake Alfred upon completion of the contract, the District shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If the District keeps and maintains public records upon completion of the contract, the District shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to Lake Alfred, upon request from Lake Alfred's custodian of public records, in a format that is compatible with Lake Alfred's information technology systems.

IF THE DISTRICT HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE DISTRICT'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS, LINDA BOURGEOIS, AT 863-291-5270, EXT. 106, LBOURGEOIS@MYLAKEALFRED.COM, 155 EAST POMELO STREET, LAKE ALFRED, FL 33850.

16. Nothing contained herein shall operate or be construed as a waiver of the District's or Lake Alfred's limits of liability as set forth in Section 768.28 of the Florida Statutes, regardless of whether such claims are based in tort, contract, statute, strict liability, negligence, product liability or otherwise. No waiver of sovereign immunity is deemed to be made by either the District or Lake Alfred by entering into this Agreement nor shall any terms of this Agreement confer upon any third person, corporation, or entity other than the parties hereto any right or cause of action for damages claimed against any party to this Agreement.

17. Each party signing this Agreement represents and warrants that he/she/it has read, understands and acknowledges any and all of the terms, covenants, conditions and requirements set forth herein. The parties represent and warrant to one another that all the necessary action(s) to execute this Agreement have occurred and that the parties possess the legal authority to enter into this Agreement and undertake all the obligations imposed herein.

18. The calculation of the number of days that have passed during any time period prescribed shall be based on the calendar days (unless specified otherwise in this Agreement). Unless otherwise specified in this Agreement, the calculation of the number of days that have passed during any time period prescribed in or by this Agreement shall commence on the day immediately following the event triggering such time period. If the tolling of such time period is not contingent on an action or event, the calculation of the number of days that have passed during such time period prescribed in or by this Agreement shall commence on the day immediately following the Effective Date. For purposes of this Agreement, unless otherwise specified herein, the tolling of any such time period(s) shall be in calendar days. In the event any time period or deadline identified in this Agreement expires or falls on a Saturday, Sunday or recognized holiday, said

expiration or deadline shall be automatically tolled until 5:00 p.m. on the next available business day on which the District and Lake Alfred are open for business to the public.

19. The parties acknowledge and agree that it is in their best interests and the best interests of the public that this Agreement be performed in strict accordance with the terms, covenants and conditions contained herein; and the parties shall, in all instances, operate and act in good faith in complying with all of the terms, covenants and conditions contained herein.

LIMITATION OF LIABILITY

IN NO EVENT, SHALL THE DISTRICT BE LIABLE TO LAKE ALFRED FOR INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, EXEMPLARY, OR PUNITIVE DAMAGES OF ANY KIND OR NATURE, INCLUDING LOSS OF PROFIT, WHETHER FORESEEABLE OR NOT, ARISING OUT OF OR RESULTING FROM THE NONPERFORMANCE OR BREACH OF THIS AGREEMENT BY THE DISTRICT WHETHER BASED IN CONTRACT, COMMON LAW, WARRANTY, TORT, STRICT LIABILITY, CONTRIBUTION, INDEMNITY OR OTHERWISE.

IN NO EVENT, SHALL LAKE ALFRED BE LIABLE TO THE DISTRICT FOR INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, EXEMPLARY, OR PUNITIVE DAMAGES OF ANY KIND OR NATURE, INCLUDING LOSS OF PROFIT, WHETHER FORESEEABLE OR NOT, ARISING OUT OF OR RESULTING FROM THE NONPERFORMANCE OR BREACH OF THIS AGREEMENT BY LAKE ALFRED WHETHER BASED IN CONTRACT, COMMON LAW, WARRANTY, TORT, STRICT LIABILITY, CONTRIBUTION, INDEMNITY OR OTHERWISE.

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

[SIGNATURES ON FOLLOWING PAGE]

CITY OF LAKE ALFRED

ATTEST:

Linda Bourgeois
Linda Bourgeois, City Clerk

BY:

C. Mac Fuller
C. Mac Fuller, Mayor
8.3.26



APPROVED AS TO FORM:

Frederick J. Murphy, Jr.
Frederick J. Murphy, Jr., City Attorney

LAKELAND AREA MASS
TRANSIT DISTRICT

ATTEST:

Administrative Assistant

BY:

Chair

**CITRUS CONNECTION
BOARD OF DIRECTORS' MEETING
Wednesday, August 19, 2026
AGENDA ITEM #5e**

Agenda Item:	Town of Lake Hamilton Service Agreement
Presenter:	Ben Darby, Esq.
Recommended Action:	Approval of Municipal Agreement for Transit Services
Summary:	Consider approval of the Municipal Agreement between the Town of Lake Hamilton and LAMTD for the continued provision of fixed-route and/or demand-response public transit services within the Town limits of Lake Hamilton for a period of two (2) years.
Attachments:	Service Agreement – Town of Lake Hamilton and LAMTD

**Service Agreement -
Town of Lake Hamilton and
Lakeland Area Mass Transit District**

This Service Agreement (hereinafter the “Agreement”) is entered into as of the 1st day of October, 2026 (hereinafter the “Effective Date”), by and between the Town of Lake Hamilton, a municipal corporation organized and existing under the laws of the State of Florida (hereinafter referred to as “Lake Hamilton”), and the Lakeland Area Mass Transit District, an independent special district (hereinafter referred to as the “District”).

WHEREAS, Lake Hamilton is a Florida municipal corporation vested with home rule authority pursuant to the Municipal Home Rule Powers Act, Chapter 166 of the Florida Statutes, and Article VIII, §2 of the Florida Constitution; and

WHEREAS, Lake Hamilton is vested with governmental, corporate and proprietary powers to enable it to conduct and perform municipal functions and render municipal services, including the general exercise of any power for municipal purposes; and

WHEREAS, provision of adequate and effective public transit services is a continuing need in Polk County; and

WHEREAS, the District is the legal entity responsible for the operation and management of the public transportation system; and

WHEREAS, the parties acknowledge, represent and agree that Lake Hamilton and the District are not partners or joint venturers; and

WHEREAS, Lake Hamilton has agreed to participate in funding a portion of the fixed route services currently being operated through the municipal boundaries of Lake Hamilton; and

WHEREAS, Lake Hamilton and the District represent and agree that good and valuable consideration has been received by the parties for entering into this Agreement, and Lake Hamilton and the District acknowledge the sufficiency of the consideration received; and

WHEREAS, the Town Commission of the Town of Lake Hamilton finds this Agreement between Lake Hamilton and the District to be in the best interests of the public health, safety, and general welfare of the citizens and residents of the Town of Lake Hamilton,

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

1. The foregoing recitals are incorporated herein by the parties as true and correct statements which form a factual and material basis for entry into this Agreement between Lake Hamilton and the District.

2. The term of this Agreement shall be for a period of two (2) years commencing on October 1, 2026, through and including September 30, 2028.

3. In the event funds from governmental sources relied upon to finance this Agreement become unavailable, the District or Lake Hamilton may terminate this Agreement with no less than thirty (30) calendar days written notice to the other party. Notice shall be delivered as set forth in paragraph ten (10) of this Agreement. Either party may terminate this Agreement based on the other party's breach, by giving the breaching party written notice of the breach in accordance with paragraph ten (10) of this Agreement. If the breach is not cured within thirty (30) calendar days, the non-breaching party may terminate this Agreement immediately. Waiver by either party of breach of any provision of this Agreement shall not be deemed to be a waiver of any other breach, shall not be construed to be a modification of the terms of this Agreement, and shall not act as a waiver or estoppel to enforcement of any provision of this Agreement.

4. No later than six (6) months before the end of the term of this Agreement, the District and Lake Hamilton shall meet in good faith to discuss each party's intentions to negotiate an agreement for the continuation of the service.

5. 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 Center located at 1212 George Jenkins Boulevard, Lakeland, Florida, or the County Operations Center located in Bartow or Winter Haven, Florida. Bus service will not be provided on holidays on which the District does not operate and on any other days on which the District does not operate.

6. The fees to be charged to Lake Hamilton by the District for the transit service for the term of the Agreement will be \$12,839.49 for the first year and \$13,353.07 for the second year. Lake Hamilton shall remit payment within thirty (30) business days from receipt of invoice.

7. Revenue derived from the operation of the transit system, including, but not limited

to the proceeds from advertising and transit fares paid by passengers, will be the absolute property of the District; and the treatment of such revenue, including the banking and accounting thereof, will be as directed by the District.

8. 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; provided, however, that by entering into this Agreement, Lake Hamilton is not agreeing to be bound by or in any manner obligated by any of the District's rights, duties and obligations under such interlocal or other agreements referred to herein to which the District may be a party. 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.

9. This Agreement is subject to all federal, state, and local laws, rules, and regulations with which the District is 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.

10. 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:

LAKE HAMILTON: Town of Lake Hamilton
ATTN: Town Manager
P.O. Box 126
Lake Hamilton, FL 33851

DISTRICT: Lakeland Area Mass Transit District
ATTN: General Manager
1212 George Jenkins Boulevard
Lakeland, FL 33815

11. 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.

12. 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 regarding the subject matter of this Agreement. Any renewals, alterations, variations, modifications, amendments or waivers of provisions of this Agreement shall only be valid when they have been reduced to writing, and duly signed and approved by all entities to this Agreement, including but not limited to the governing bodies of both the District and Lake Hamilton. 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.

13. In the performance of this Agreement, the District will be acting in the capacity of an independent contractor, and not as an agent, employee, partner, joint venturer, or associate of Lake Hamilton. 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 Lake Hamilton.

14. 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. If any legal action or other proceeding is brought for the enforcement of this Agreement, or because of an alleged dispute, breach, default or misrepresentation in connection with any provision of this Agreement, each party shall bear its own attorney's fees, court costs and expenses.

15. This Agreement is subject to Chapter 119 of the Florida Statutes. To the extent that the District is deemed a "contractor" of Lake Hamilton under general Florida law, the District, pursuant to Section 119.0701 of the Florida Statutes, agrees to:

- (a) Keep and maintain public records required by Lake Hamilton to perform the service specified herein.

- (b) Upon request from Lake Hamilton's custodian of public records, provide Lake Hamilton with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in Chapter 119 of the Florida Statutes 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 contract term and following completion of the contract if the District does not transfer the records to Lake Hamilton.
- (d) Upon completion of the contract, transfer, at no cost, to Lake Hamilton all public records in possession of the District or keep and maintain public records required by Lake Hamilton to perform the service. If the District transfers all public records to Lake Hamilton upon completion of the contract, the District shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If the District keeps and maintains public records upon completion of the contract, the District shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to Lake Hamilton, upon request from Lake Hamilton's custodian of public records, in a format that is compatible with Lake Hamilton's information technology systems.

IF THE DISTRICT HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE DISTRICT'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS, ATTN: TOWN MANAGER, 201 W. CENTRAL AVENUE, LAKE HAMILTON, FL 33853.

16. Nothing contained herein shall operate or be construed as a waiver of the District's or Lake Hamilton's limits of liability as set forth in Section 768.28 of the Florida Statutes, regardless of whether such claims are based in tort, contract, statute, strict liability, negligence, product liability or otherwise. No waiver of sovereign immunity is deemed to be made by either the District or Lake Hamilton by entering into this Agreement nor shall any terms of this Agreement confer upon any third person, corporation, or entity other than

the parties hereto any right or cause of action for damages claimed against any party to this Agreement.

17. Each party signing this Agreement represents and warrants that he/she/it has read, understands and acknowledges any and all of the terms, covenants, conditions and requirements set forth herein. The parties represent and warrant to one another that all the necessary action(s) to execute this Agreement have occurred and that the parties possess the legal authority to enter into this Agreement and undertake all the obligations imposed herein.

18. The calculation of the number of days that have passed during any time period prescribed shall be based on the calendar days (unless specified otherwise in this Agreement). Unless otherwise specified in this Agreement, the calculation of the number of days that have passed during any time period prescribed in or by this Agreement shall commence on the day immediately following the event triggering such time period. If the tolling of such time period is not contingent on an action or event, the calculation of the number of days that have passed during such time period prescribed in or by this Agreement shall commence on the day immediately following the Effective Date. For purposes of this Agreement, unless otherwise specified herein, the tolling of any such time period(s) shall be in calendar days. In the event any time period or deadline identified in this Agreement expires or falls on a Saturday, Sunday or recognized holiday, said expiration or deadline shall be automatically tolled until 5:00 p.m. on the next available business day on which the District and Lake Hamilton are open for business to the public.

19. The parties acknowledge and agree that it is in their best interests and the best interests of the public that this Agreement be performed in strict accordance with the terms, covenants and conditions contained herein; and the parties shall, in all instances, operate and act in good faith in complying with all of the terms, covenants and conditions contained herein.

LIMITATION OF LIABILITY

IN NO EVENT, SHALL THE DISTRICT BE LIABLE TO LAKE HAMILTON FOR INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, EXEMPLARY, OR PUNITIVE DAMAGES OF ANY KIND OR NATURE, INCLUDING LOSS OF PROFIT, WHETHER FORESEEABLE OR NOT, ARISING OUT OF OR RESULTING FROM THE NONPERFORMANCE OR

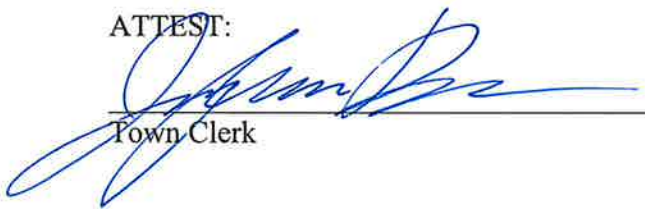
BREACH OF THIS AGREEMENT BY THE DISTRICT WHETHER BASED IN CONTRACT, COMMON LAW, WARRANTY, TORT, STRICT LIABILITY, CONTRIBUTION, INDEMNITY OR OTHERWISE.

IN NO EVENT, SHALL LAKE HAMILTON BE LIABLE TO THE DISTRICT FOR INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, EXEMPLARY, OR PUNITIVE DAMAGES OF ANY KIND OR NATURE, INCLUDING LOSS OF PROFIT, WHETHER FORESEEABLE OR NOT, ARISING OUT OF OR RESULTING FROM THE NONPERFORMANCE OR BREACH OF THIS AGREEMENT BY LAKE HAMILTON WHETHER BASED IN CONTRACT, COMMON LAW, WARRANTY, TORT, STRICT LIABILITY, CONTRIBUTION, INDEMNITY OR OTHERWISE.

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

TOWN OF LAKE HAMILTON

ATTEST:


Town Clerk

BY:


Mayor

LAKELAND AREA MASS
TRANSIT DISTRICT

ATTEST:

Administrative Assistant

BY:

Chair

**CITRUS CONNECTION
BOARD OF DIRECTORS' MEETING
Wednesday, August 19, 2026
AGENDA ITEM #5f**

Agenda Item: Peace River Center UAP Agreement

Presenter: Ben Darby, Esq.

Recommended Action: Approval of UAP for Transit Services

Summary: Staff recommendation of approval of the Universal Access Program agreement with Peace River Center for the period of two years.

Attachments: Agreement – Peace River Center and LAMTD

**Universal Access Service Agreement
Peace River Center and Lakeland Area Mass Transit District**

This Service Agreement is entered into as of July 1, 2026, by and between the Peace River Center for Personal Development, Inc., a Florida not for profit corporation (hereinafter referred to as "PRC"), and the Lakeland Area Mass Transit District, an independent special district (hereinafter referred to as the "District").

WHEREAS, PRC desires to provide up to three hundred (300) participants in chosen PRC programs and services the benefit of unlimited access to public transit; and

WHEREAS, the District operates a public transit system which currently provides fixed route bus service in Polk County,

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

1. The term of this Agreement shall be for a period of two (2) years commencing on July 1, 2026, through and including June 30, 2028.

2. The District will allow up to three hundred (300) participants being served by PRC in programs and services specifically listed in Exhibit A attached hereto, unlimited access for each fixed route transit trip when the participant shows an appropriate identification card. The District shall provide unlimited access to fixed route transit service for the eligible participants in accordance with the terms of this Agreement.

3. 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 Center(s) where the particular bus is based. Bus service will not be provided on holidays on which the District does not operate and on any other day on which the District does not operate.

4. The monthly rate to be charged to PRC by the District for the transit service will be \$750.00 to be paid to the District.

5. Invoices will be issued each calendar month for the transit service. PRC shall pay within thirty (30) days of receipt of the invoice.

6. PRC agrees to provide all participants in the selected programs and services with a photo identification card with an expiration date and will be responsible to ensure that only the selected participants have access to the photo identification cards to access the transit system.

7. 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 Polk County, and between Polk County and any other governmental authority including, without limitation, the City of Lakeland, the Polk Transit Authority, and the District.

8. This Agreement is subject to all federal, state, and local laws, rules, and regulations with which the District is obligated to comply.

9. This Agreement may be terminated as follows:

(a) 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 the 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.

(b) Either party shall have the right to terminate this Agreement at any time, with or without cause, upon not less than sixty (60) days advance written notice to the other party of the proposed date of termination.

10. 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 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:

PRC: Peace River Center
1239 E. Main Street
P.O. Box 1559
Bartow, Florida 33831-1559
Designated Fax #: 863-519-0728
ATTN: David Tournade, CFO

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

11. 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.

12. 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, and approved by both parties. 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.

13. In the performance of this Agreement, the District will be acting in the capacity of an independent contractor, and not as an agent, employee, partner, joint venturer, or associate of PRC. 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 PRC.

14. 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.

15. If any legal action or other proceeding is brought for the enforcement of this Agreement, or because of an alleged dispute, breach, default or misrepresentation in connection with any provision of this Agreement, each party shall bear its own attorney's fees, court costs, and expenses.

16. Nothing contained herein shall operate or be construed as a waiver of 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, negligence, product liability or otherwise.

17. PRC specifically acknowledges and agrees that all District routes are public bus routes, and THE District does not owe a duty of care to any PRC passenger greater than the duty of care that the District owes to any non-PRC bus passenger. PRC shall defend, indemnify, and hold harmless the District, and its commissioners, officers, employees, and agents from any claim, injury, damage, expense (including court costs and reasonable attorneys' fees), or loss to the extent that it arises from a claim that the District owes a duty of care to any participating PRC bus passenger greater than the duty of care that the District owes to any non-PRC bus passenger.

18. This Agreement is subject to Chapter 119 of the Florida Statutes. To the extent that the District is deemed a "contractor" of PRC under general Florida law, the District, pursuant to Section 119.0701 of the Florida Statutes, agrees to:

- (a) Keep and maintain public records required by PRC to perform the service specified herein.
- (b) Upon request from PRC's custodian of public records, provide PRC with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in Chapter 119 of the Florida Statutes 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 contract term and following completion of the contract if the District does not transfer the records to PRC.

- (d) Upon completion of the contract, transfer, at no cost, to PRC all public records in possession of the District or keep and maintain public records required by PRC to perform the service. If the District transfers all public records to PRC upon completion of the contract, the District shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If the District keeps and maintains public records upon completion of the contract, the District shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to PRC, upon request from PRC's custodian of public records, in a format that is compatible with PRC's information technology systems.

IF THE DISTRICT HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE DISTRICT'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT

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

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be executed for the uses and purposes therein expressed.

PEACE RIVER CENTER FOR
PERSONAL DEVELOPMENT, INC.

Witnesses:

Christine Foley
Christine Foley

By: Jerry D. Williams, Jr.
Date: 07/28/20

LAKELAND AREA MASS TRANSIT
DISTRICT

Witnesses:

By: _____

Date: _____

EXHIBIT "A"

Participating members in the following personal development programs chosen by PRC will be included in this Universal Access Service Agreement:

- Adult Case Management Services
- Club SUCCESS
- Psychosocial Rehabilitation Services
- Supported Housing Program
- Permanent Supportive Housing
- Vocational and Supported Employment Services
- Florida Assertive Community Treatment Team (FACT)
- Forensic Services
- Children's Case Management Services
- Community Action Treatment Team (CAT) Team
- Wellness Clinic

**CITRUS CONNECTION
BOARD OF DIRECTORS' MEETING
Wednesday, August 19, 2026
AGENDA ITEM #5g**

Agenda Item: PCPS UAP Agreement

Presenter: Ben Darby, Esq.

Recommended Action: Approval of UAP for Transit Services

Summary: Approval of a one-year agreement with Polk County Public Schools to provide transportation services for high school students through the Universal Access Program. The one-year term will allow the parties to begin discussions in March regarding the potential expansion of the Universal Access Agreement to include middle school students.

Attachments: Service Agreement – PCPS

**Universal Access Service Agreement -
School Board of Polk County, Florida, and Lakeland Area Mass Transit District**

This Service Agreement is entered into the 10th day of August, 2026, by and between the School Board of Polk County, Florida (hereinafter referred to as the “School Board”), and the Lakeland Area Mass Transit District, an independent special district (hereinafter referred to as the “District”).

WHEREAS, the School Board desires to provide its students the benefit of unlimited access to public transit as a means of commuting to school, extracurricular activities, and enhanced access to transportation for employment and internships; and,

WHEREAS, the District operates a public transit systems which currently provides fixed route bus service to and around many campuses in the county,

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

1. The term of this Agreement shall be for a period of one (1) year commencing on August 10, 2026, through and including August 9, 2027.

2. The District will allow all School Board students in grades nine through twelve, unlimited access on Monday through Saturday during normal hours of operation for each fixed route transit trip when the students show the appropriate student identification card. The District shall provide unlimited access to fixed route transit service for the eligible students in accordance with the terms of this Agreement.

3. This Agreement shall terminate if School Board or the District provides written notice of intent to terminate this Agreement (“Termination Notice”) to the other party hereto, ninety (90) days prior to termination of the service.

4. 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 Center(s) where the particular bus is based. Bus service will not be provided on holidays on which the District does not operate and on any other days on which the District does not operate.

5. The monthly rate to be charged to the School Board by the District for the transit service during the term of this Agreement will be \$3,923.75 to be paid to the District and distributed by the District as provided in paragraph 7 below.

6. Invoices will be issued each calendar month for the transit service and School Board shall pay within 30 days of receipt of the invoice.

7. Each payment obligation of the School Board created by this Agreement is conditioned upon the availability of funds that are appropriate or allocated for the payment of services or products. If such funds are not allocated and available, this Agreement may be terminated by the School Board at the end of the period for which funds are available. The School Board shall notify the District at the earliest possible time before such termination. No penalty shall accrue to the School Board in the event this provision is exercised, and the School Board shall not be obliged or liable for any future payments due or for any damages because of termination under this section.

8. The School Board agrees to provide all eligible students with a student identification card.

9. 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.

10. This Agreement is subject to all federal, state, and local laws, rules, and regulations with which the District is obligated to comply.

11. 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.

12. 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 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:

SCHOOL BOARD: School Board of Polk County, Florida
P.O. Box 391
Bartow, FL 33831
ATTN: Rob Davis

DISTRICT: Lakeland Area Mass Transit District
1212 George Jenkins Boulevard
Lakeland, FL 33815
ATTN: General Manager

13. 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.

14. 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.

15. 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 the School Board. 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 the School Board.

16. Participating students are at all times subject to the same standards of behavior applicable to all other passengers.

17. 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.

18. Nothing contained herein shall operate or be construed as a waiver of the District's or the School Board'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.

19. The School Board specifically acknowledges and agrees that all District routes are public bus routes, and the District does not owe a duty of care to any School Board passenger greater than the duty of care that the District and County owe to any non-participating bus passenger. The School Board shall defend, indemnify, and hold harmless District, and its commissioners, officers, employees, and agents from any claim, injury, damage, expense, or loss to the extent that it arises from a claim that the District owes a duty of care to any participating School Board passenger greater than the duty of care that the District owes to any non-participating bus passenger, subject to the limitation set forth in Section 768.28, Florida Statutes.

20. Public Records Law.

(a) The School Board acknowledges the District's obligations under Article I, Section 24, of the Florida Constitution and under Chapter 119, Florida Statutes, to release public records to members of the public upon request and comply in the handling of materials created under this Agreement. The School Board further acknowledges that the constitutional and statutory provisions control over the terms of this Agreement. In association with its performance pursuant to this Agreement, the School Board shall not release or otherwise disclose the content of any documents or information that is specifically exempt from disclosure pursuant to all applicable laws.

(b) This Agreement is subject to Chapter 119 of the Florida Statutes. To the extent that the District is deemed a "contractor" of the School Board under general Florida law, the District, pursuant to Section 119.0701 of the Florida Statutes, agrees to:

- (a) Keep and maintain public records required by the School Board to perform the service specified herein.
- (b) Upon request from the School Board's custodian of public records, provide the School Board with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in Chapter 119 of the Florida Statutes 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 contract term and following completion of the contract if the District does not transfer the records to the School Board.
- (d) Upon completion of the contract, transfer, at no cost, to the School Board all public records in possession of the District or keep and maintain public records required by the School Board to perform the service. If the District transfers all public records to the School Board upon completion of the contract, the District shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If the District keeps and maintains public records upon completion of the contract, the District shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the School Board, upon request from the School Board's custodian of public records, in a format that is compatible with the School Board's information technology systems.

IF THE DISTRICT HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE DISTRICT'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT SCHOOL BOARD OF POLK COUNTY, FLORIDA, P.O. BOX 391, BARTOW, FLORIDA 33831, ATTN: PUBLIC RECORDS.

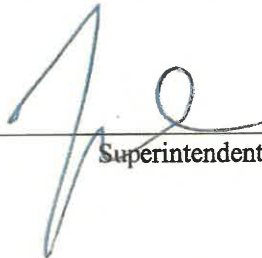
21. Each of the undersigned warrants and represents that he or she is authorized to execute this Agreement on behalf of the entity identified.

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

THE SCHOOL BOARD OF POLK COUNTY, FLORIDA



Jewel Jenkins
Witnesses

BY: _____
Superintendent

LAKELAND AREA MASS TRANSIT
DISTRICT

Witnesses

BY: _____
Board Chair

**CITRUS CONNECTION
BOARD OF DIRECTORS' MEETING
Wednesday, August 19, 2026
AGENDA ITEM #5h**

Agenda Item: Lake Wales CRA Squeeze Service Agreement

Presenter: Ben Darby, Esq.

Recommended Action: Approval of Microtransit Services

Summary: Consider approval of the Microtransit Service Agreement between the Lake Wales Community Redevelopment Agency and LAMTD for a period of one (1) year.

Attachments: Service Agreement – Lake Wales CRA Squeeze agreement

**Microtransit Service Agreement -
Lake Wales Community Redevelopment Agency and
Lakeland Area Mass Transit District**

This Microtransit Service Agreement (hereinafter the "Agreement") is entered into as of the 1st day of October 2026, by and between the Lake Wales Community Redevelopment Agency, a Florida community redevelopment agency (hereinafter referred to as the "CRA"), and the Lakeland Area Mass Transit District, an independent special district (hereinafter referred to as the "District").

WHEREAS, the CRA is empowered by the Community Redevelopment Act of 1969, as amended, Part III of Chapter 163, Florida Statutes, to engage in redevelopment activities within the community redevelopment area of the City of Lake Wales, Florida, which includes the greater Downtown Lake Wales area; and

WHEREAS, the CRA is authorized by Section 163.387(6)(c)9. of the Florida Statutes to pay expenses necessary to exercise traditional redevelopment powers; and

WHEREAS, a major design objective of the CRA's Lake Wales Community Redevelopment Plan is to find new opportunities to improve the pedestrian experience for downtown residents, employees, businesses, and business owners, as well as create new places for people to gather for food, civic activities, and everyday life; and

WHEREAS, provision of adequate and effective public transit services is a continuing need in Polk County; and

WHEREAS, the District is the legal entity responsible for the operation and management of the public transportation system; and

WHEREAS, the provision of demand responsive microtransit services will contribute to solving parking and traffic congestion, improving livability and workability for the citizens and residents of Lake Wales, and supporting businesses in downtown Lake Wales; and

WHEREAS, the CRA has agreed to fund, and the District has agreed to provide, certain microtransit services within the municipal boundaries of Lake Wales; and

WHEREAS, the CRA and the District represent and agree that good and valuable consideration has been received by the parties for entering into this Agreement; and the CRA and the District acknowledge the sufficiency of the consideration received; and

WHEREAS, the CRA finds this Agreement between the CRA and the District to be in the best interests of the public health, safety, and general welfare of the citizens, residents and general transportation users in Downtown Lake Wales and the greater City of Lake Wales area,

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

1. The foregoing recitals are incorporated herein by the parties as true and correct statements which form a factual and material basis for entry into this Agreement between the CRA and the District.

2. The term of this Agreement shall be for a period of twelve (12) months, commencing on October 1st, 2026, through and including September 30, 2027.

3. The microtransit services will include the provision of demand responsive rides on two (2) golf carts on routes and schedules agreed upon from time to time by the CRA and the District.

4. The fee to be charged by the District for the microtransit services for the term of the Agreement will be \$61,380.80 per year, which fee is payable upon the execution of this Agreement.

5. It is acknowledged that Lake Wales has contributed \$29,500.00 for the purchase of two (2) golf carts by the District. Upon termination of the services, the golf carts shall be transferred to Lake Wales, if Lake Wales requests the transfer within thirty (30) days after termination of the service. If, during the term of this Agreement, the District, in consultation with the CRA, in its sole discretion, determines that it is necessary for a golf cart to be replaced, whether it is out of service, undriveable, unserviceable, or for any other reason, the CRA shall contribute up to \$16,000.00 for the purchase of a replacement cart.

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; provided, however, that by entering into this Agreement, the CRA is not agreeing to be bound by or in any manner obligated by any of the District's rights, duties and obligations under such interlocal or other agreements referred to herein to which the District may be a party. 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.

7. This Agreement is subject to all federal, state, and local laws, rules, and regulations with which the District is 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. 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:

LAKE WALES: Lake Wales Community Redevelopment Agency
ATTN: James Slaton
201 W. Central Ave
Lake Wales, FL 33853

DISTRICT: Lakeland Area Mass Transit District
ATTN: Erin Killebrew Kinlaw
1212 George Jenkins Boulevard
Lakeland, FL 33815

11. 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.

12. 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 regarding the subject matter of this Agreement. Any renewals, alterations, variations, modifications, amendments or waivers of provisions of this Agreement shall only be valid when they have been reduced to writing, and duly signed and approved by all entities to this Agreement, including but not limited to the governing bodies of both the District and the CRA. 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.

13. In the performance of this Agreement, the District will be acting in the capacity of an independent contractor, and not as an agent, employee, partner, joint venturer, or associate of the CRA. 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 its 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 the CRA.

14. 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. If any legal action or other proceeding is brought for the enforcement of this Agreement, or because of an alleged dispute, breach, default or misrepresentation in connection with any provisions of this Agreement, each party shall bear its own attorney's fees, court costs and expenses.

15. Nothing contained herein shall operate or be construed as a waiver of the District's or the CRA's limits of liability as set forth in Section 768.28 of the Florida Statutes regardless of whether such claims are based in tort, contract, statute, strict liability, negligence, product liability or otherwise. No waiver of sovereign immunity is deemed to be made by either the District or the CRA by entering into this Agreement nor shall any terms of this Agreement confer upon any third person, corporation, or entity other than the parties hereto any right or cause of action for damages claimed against any party to this Agreement.

16. This Agreement is subject to Chapter 119 of the Florida Statutes. To the extent that the District is deemed a "contractor" of the CRA under general Florida law, the District shall:

- (a) Keep and maintain public records required to perform the service.
- (b) Upon request from the CRA's custodian of public records, provide the CRA with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in Chapter 119 of the Florida Statutes, 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 contract term and following completion of the contract if the District does not transfer the records to the CRA.

(d) Upon completion of the contract, transfer, at no cost, to the CRA, all public records in possession of the District or keep and maintain public records required to perform the service. If the District transfers all public records to the CRA upon completion of the contract, the District shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If the District keeps and maintains public records upon completion of the contract, the District shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the CRA, upon request from the CRA's custodian of public records, in a format that is compatible with the CRA's information technology systems.

(e) The following notice is required by Section 119.0701, Florida Statutes:

IF THE DISTRICT HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE DISTRICT'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT:

**City of Lake Wales
ATTN: CITY CLERK
201 W. Central Ave.
Lake Wales, FL 33853
jnanek@lakewalesfl.gov 863-678-4182x1254**

(f) If the District does not comply with a public records request, the CRA shall enforce the foregoing contract provisions which may include immediate termination of contract.

16. Each party signing this Agreement represents and warrants that he/she/it has read, understands and acknowledges any and all of the terms, covenants, conditions and requirements set forth herein. The parties represent and warrant to one another that all the necessary action(s) to execute this Agreement have occurred and that the parties possess the legal authority to enter into this Agreement and undertake all the obligations imposed herein.

17. The parties acknowledge and agree that it is in their best interests and the best

interests of the public that this Agreement be performed in strict accordance with the terms, covenants and conditions contained herein; and the parties shall, in all instances, cooperate and act in good faith in complying with all of the terms, covenants and conditions contained herein.

LIMITATION OF LIABILITY

IN NO EVENT, SHALL THE DISTRICT BE LIABLE TO THE CRA FOR INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, EXEMPLARY, OR PUNITIVE DAMAGES OF ANY KIND OR NATURE, INCLUDING LOSS OF PROFIT, WHETHER FORESEEABLE OR NOT, ARISING OUT OF OR RESULTING FROM THE NONPERFORMANCE OR BREACH OF THIS AGREEMENT BY THE DISTRICT WHETHER BASED IN CONTRACT, COMMON LAW, WARRANTY, TORT, STRICT LIABILITY, CONTRIBUTION, INDEMNITY OR OTHERWISE.

IN NO EVENT, SHALL THE CRA BE LIABLE TO DISTRICT FOR INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, EXEMPLARY, OR PUNITIVE DAMAGES OF ANY KIND OR NATURE, INCLUDING LOSS OF PROFIT, WHETHER FORESEEABLE OR NOT, ARISING OUT OF OR RESULTING FROM THE NONPERFORMANCE OR BREACH OF THIS AGREEMENT BY THE CRA WHETHER BASED IN CONTRACT, COMMON LAW, WARRANTY, TORT, STRICT LIABILITY, CONTRIBUTION, INDEMNITY OR OTHERWISE.

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

ATTEST: 

LAKE WALES COMMUNITY
REDEVELOPMENT AGENCY

BY: 

LAKELAND AREA MASS
TRANSIT DISTRICT

ATTEST: _____

BY: _____

**CITRUS CONNECTION
BOARD OF DIRECTORS' MEETING
Wednesday, August 19, 2026
AGENDA ITEM #6a**

Agenda Item: Title VI Plan Update

Presenter: Marcia Roberson, Director of Regional Mobility Services

Recommended Action: Approval

Summary: Citrus Connection submits a Title VI Plan in compliance with the Civil Rights Act of 1964, 49 CFR Part 21, and the guidelines of FTA Circular 4702.1B published October 1, 2012.

Attachments: Title VI Plan



Citrus Connection

Title VI Plan

Board Approved: August 19, 2026



Title VI Plan

CONTENTS

Title VI/Nondiscrimination Policy Statement and Management Commitment to Title VI Plan	1
Introduction & Description of Services	2
Title VI Liaison	2
Alternate Title VI Contact.....	2
Annual Certifications and Assurances	4
Title VI Plan Adoption.....	4
Title VI Notice to the Public.....	5
Notice to the Public.....	6
Title VI Procedures and Compliance	7
Complaint Procedure	7
Complaint Form.....	11
Subrecipient Assistance and Monitoring.....	11
Contractors and Subcontractors	12
Nondiscrimination Clauses.....	12
Disadvantaged Business Enterprise (DBE) Policy	13
Title VI Investigations, Complaints, and Lawsuits.....	13
Public Participation Plan	14
Current Outreach Efforts	14
Language Assistance Plan	15
Transit Planning and Advisory Bodies	16
Title VI Equity Analysis	16
System-Wide Service Standards and Service Policies.....	17
Service Standards	17
On-Time Performance.....	18
Service Availability.....	18
Service Policies	20
Distribution of Transit Amenities	22
Vehicle Assignment.....	23
Appendices.....	25
Appendix A FTA Circular 4702.1b Reporting Requirements for Transit Providers.....	26

Title VI Plan

Appendix B Current System Description	27
Appendix C Title VI Plan Adoption Meeting Minutes	30
Appendix D Title VI Sample Notice to Public	31
Appendix E Complaint Form.....	32
Appendix F Public Participation Plan.....	40
Appendix G Language Access Plan	48
Appendix H Operating Area Language Data:.....	60
Appendix I Demographic Maps.....	61
Appendix J Title VI Equity Analysis.....	63
Appendix K Certifications & Assurances	64
Appendix L Complaint Report Sample	70
Appendix Outreach Events.....	73
Appendix N Activity Log.....	74

TABLES

Table 1 Summary of Investigations, Lawsuits, and Complaints.....	13
Table 2 Vehicle Load.....	17
Table 3 Vehicle Headway.....	18

Title VI Plan

Title VI/Nondiscrimination Policy Statement and Management Commitment to Title VI Plan

49 CFR Part 21.7(a): Every application for Federal financial assistance to which this part applies shall contain, or be accompanied by, an assurance that the program will be conducted or the facility operated in compliance with all requirements imposed or pursuant to [49 CFR Part 21].

Citrus Connection assures the Florida Department of Transportation that no person shall on the basis of race, color, national origin, age, disability, family, or religious status, as provided by Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and the Florida Civil Rights Act of 1992 be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination or retaliation under any program or activity undertaken by the agency.

Citrus Connection further agrees to the following responsibilities with respect to its programs and activities:

1. Designate a Title VI Liaison that has a responsible position within the organization and access to the recipient's Chief Executive Officer or authorized representative.
2. Issue a policy statement signed by the Executive Director or authorized representative, which expresses its commitment to the nondiscrimination provisions of Title VI. The policy statement shall be circulated throughout the Recipient's organization and to the general public. Such information shall be published where appropriate in language other than English.
3. Insert the clauses of Section 4.5 of this plan into every contract subject to the Acts and the Regulations.
4. Develop a complaint process and attempt to resolve complaints of discrimination against Citrus Connection. Participate in training offered on the Title VI and other nondiscrimination requirements.
5. If reviewed by FDOT or any other state or federal regulatory agency, take affirmative actions to correct any deficiencies found within a reasonable time period, not to exceed ninety (90) days.
6. Have a process to collect racial and ethnic data on persons impacted by the agency's programs.
7. Submit the information required by FTA Circular 4702.1B to the primary recipients (refer to Appendix A of this plan)

THIS ASSURANCE is given in consideration of and for the purpose of obtaining any and all federal funds, grants, loans, contracts, properties, discounts, or other federal financial assistance under all programs and activities and is binding. The person whose signature appears below is authorized to sign this assurance on behalf of the agency.

Signature

Tom Phillips

General Manager, Lakeland Area Mass Transit, August 19, 2026

Title VI Plan

Introduction & Description of Services

Citrus Connection submits this Title VI Plan in compliance with Title VI of the Civil Rights Act of 1964, 49 CFR Part 21, and the guidelines of FTA Circular 4702.1B, published October 1, 2012.

Citrus Connection is a Subrecipient of FTA funds and provides service in Polk . A description of the current Citrus Connection system is included in Appendix B.

Citrus Connection has designated a liaison for Title VI issues and complaints within the organization. The liaison is the focal point for Title VI implementation and monitoring of activities receiving federal financial assistance. Key responsibilities of the Title VI Liaison include:

- Maintain knowledge of Title VI requirements.
- Attend training on Title VI and other nondiscrimination authorities when offered by FDOT or any other regulatory agency.
- Disseminate Title VI information to the public including in languages other than English, when necessary.
- Develop a process to collect data related to race, gender and national origin of service area population to ensure low income, minorities, and other underserved groups are included and not discriminated against.
- Implement procedures for the prompt processing of Title VI complaints.

Title VI Liaison

Marcia Roberson

Director of Mobility services
863-733-4222
1212 George Jenkins Blvd.
Lakeland, Fl 33815
MRoberson@ridecitrus.com

Alternate Title VI Contact

Kelly Suazo

Transportation Disadvantage Program Coordinator
863-733-4214
1212 George Jenkins Blvd.
Lakeland, Fl 33815
Ksuazo@ridecitrus.com

Title VI Plan

FTA Circular 4702.1B, Chapter III, Paragraph 3: Entities applying for FTA funding for the first time shall provide information regarding their Title VI compliance history if they have previously received funding from another Federal agency.

Citrus Connection is not a first-time applicant for FTA/FDOT funding. The following is a summary of Citrus Connection current and pending federal and state funding.

Grantor	Project / Grant #	Grant Program Description Title	Award Date	Total Fed/State Award	Current or Pending
FTA	FL-2023-040 (5307) CRRSAA	Bus Stations/Stops/Terminal - LkInd UZA	09/16/23	\$ 235,117.60	Current
	FL-2023-041 (5307)	Bus Stations/Stops/Terminal - LkInd UZA	09/16/23	\$ 221,695.60	Current
	FL-2025-009 (5307) UMB	On-System Umbrella Shelters	01/27/25	\$ 109,500.00	Current
	FL-2025-016 (5307) LK	Cap Assist - Lk UZA	03/07/25	\$ 4,148,288.00	Current
	FL-2025-016 (5339) LK	Cap Bus Support Equip- LK UZA	03/07/25	\$ 269,668.00	Current
	FL-2026-007 (5307) LK	Capital & Building renovation	02/24/26	\$ 4,234,916.00	Current
	FL-2026-007 (5339) LK	Capital & Building renovation	02/24/26	\$ 278,094.00	Current
	FL-2023-033 (5307)	Cap Asssit - WH UZA	09/16/23	\$ 2,549,062.00	Current
	FL-2023-033 (5339)	Cap Bus Support Equip- WH UZA	09/16/23	\$ 194,488.00	Current
	FL-2024-037 (5307) CRRSAA	Cap Bus Purchase - LkInd UZA	08/27/24	\$ 1,000,000.00	Current
	FL-2024-042 (5307)	Rehab/Reno Bus Shelters - WH UZA	08/27/24	\$ 73,000.00	Current
	FL-2025-011 (5307) WH	Capital & Building renovation	01/27/25	\$ 3,848,117.00	Current
	FL-2025-011 (5339) WH	Cap Bus Support Equip- WH UZA	01/27/25	\$ 246,055.00	Current
	FL-2026-006 (5307) WH	Cap Assist - BoCC UZA	02/24/26	\$ 4,039,085.00	Current
	FL-2026-006 (5339) WH	Capital & Building renovation	02/24/26	\$ 262,849.00	Current
	FL-2025-098 (5307) Poinciana	Cap Asssit - Poinciana UZA	12/17/25	\$ 207,686.00	Current
	FL-2025-098 (5339) Poinciana	Cap Bus Support Equip- Poinciana UZA	12/17/25	\$ 13,761.00	Current
	FL-2026-003 (5307) Four Corners	Cap Asssit - Four Corners UZA	01/09/26	\$ 46,672.00	Current
	FL-2026-003 (5339) Four Corners	Cap Bus Support Equip- Four Corners UZA	01/09/26	\$ 3,865.00	Current
Grand Total				\$21,981,919.20	

During the previous three years, FTA and FDOT did complete a Title VI compliance review of Citrus Connection. Citrus Connection has not been found to be in noncompliance with any civil rights requirements.

Title VI Plan

Annual Certifications and Assurances

In accordance with 49 CFR Section 21.7(a), every application for financial assistance from FTA must be accompanied by an assurance that the applicant will carry out the program in compliance with Title VI

FTA Circular 4702.1B, Chapter III, Paragraph 2: Every application for financial assistance from FTA must be accompanied by an assurance that the applicant will carry out the program in compliance with the Title VI regulations.

regulations. This requirement shall be fulfilled when the applicant/recipient submits its annual certifications and assurances. Primary recipients will collect Title VI assurances from subrecipients prior to passing through FTA funds.

Citrus Connection will remain in compliance with this requirement by annual submission of certifications and assurances as required by FDOT and/or FTA . *Appendix K Certifications & Assurances*

Title VI Plan Adoption

The Plan was approved and adopted by Citrus Connection, Board of Directors during a meeting held August 19, 2026 A copy of the meeting minutes is included in Appendix C of this Plan.

Title VI Plan

Title VI Notice to the Public

FTA Circular 4702.1B, Chapter III, Paragraph 5: Title 49 CFR 21.9(d) requires recipients to provide information to the public regarding the recipient's obligations under DOT's Title VI regulations and apprise members of the public of the protections against discrimination afforded to them by Title VI.

Notice to the Public

Citrus Connection notifies members of the public of their rights under Title VI and include the notice and where it is posted in the Title VI Plan. The notice must include: See Appendix D of this plan.

- A statement that the agency operates programs without regard to race, color, and national origin
- A description of the procedures members of the public should follow in order to request additional information on the grantee's nondiscrimination obligations
- A description of the procedure members of the public should follow in order to file a discrimination complaint against the grantee

Citrus Connection complies with this requirement through its statement:

"Citrus Connection operates in accordance with Title VI of the Civil Rights on 1964 and Related Statutes: No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination, under any program or activity receiving. (42 U.S.C. Section 2000d). The Environmental Justice component of Title VI guarantees fair treatment for all people and provides for Citrus Connection, to identify and address, as appropriated, disproportionately, high and adverse effects of its programs, policies, and activities on minority and low-income populations, such as undertaking reasonable steps to ensure that Limited English Proficiency (LEP) persons have meaningful access to the programs, services, and information Citrus Connections provides. Citrus Connection works to ensure nondiscriminatory transportation in providing public transportation for all Polk County area citizens".

Title VI Plan

Notice Posting Locations

The Notice to Public is posted at many locations to apprise the public of Citrus Connections obligations under Title VI and to inform them of the protections afforded them under Title VI. This notice will be posted in public areas of Citrus Connection office(s) including the reception desk and meeting rooms, and on the Citrus Connection website at ridecitrus.com. Additionally, Citrus Connection will post the notice at stations, stops, and on transit vehicles.

This statement is provided to the public in English and Spanish and offers in other languages upon request in the following location.

- Legal Notices in local paper (Lakeland Ledger)
- District's web site www.ridecitrus.com
- Flyers placed in transit vehicles
- Buses

Bus Terminals

- 200 N Florida Ave Lakeland, FL 33815
- 555 Avenue E NW Winter Haven, FL 33881

Customer Service locations

- 1212 George Jenkins Blvd Lakeland, FL 33815
- 1290 Golfview Ave., Bartow, FL 33830
- At Citrus Connection's bulletin boards.

Title VI Plan

Title VI Procedures and Compliance

FTA Circular 4702.1B, Chapter III, Paragraph 6: All recipients shall develop procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to member of the public.

Complaint Procedure

TITLE: TITLE VI POLICY & PROCEDURES

PURPOSE:

To establish responsibilities and procedures for monitoring and reporting compliance with the Title VI of the Civil Rights Act of 1964 and Related Statues.

DEFINITIONS:

Assurance. A written statement or contractual agreement signed by the agency head in which a recipient agrees to administer federally assisted programs in accordance with civil rights laws and regulations.

Compliance. The fulfillment of requirements of Title VI, other applicable laws, implementing regulations and instructions to the extent that no distinctions are made in the delivery of any service or benefit on the basis of race, color, or national origin.

Complaints. A written allegation of discrimination which indicates that any federally assisted program is operated in such a manner that it results in disparity of treatment to persons or group of persons because of race, color, or national origin.

Discrimination. To make any distinction between one person or groups of person and others, either intentionally, by neglect, or by the effect of actions or lack of actions based on race, color, or national origin.

Minority. A person or group of persons differing from others in some characteristics and often subjected to differential treatment on the basis of race, color, or national origin.

Noncompliance. Failure or refusal to comply with the Title VI of the Civil Rights Act of 1964, other applicable civil rights laws, and implementing departmental regulations.

POLICY:

The Lakeland Area Mass Transit District d.b.a. the Citrus Connection will ensure that their programs, policies, and activities all comply in accordance with the Title VI of the Civil Rights of 1964 and Related Statues. "No person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity. The Environmental Justice component of Title VI guarantees fair treatment for all people and provides for Citrus Connection (LAMTD), to identify and address, as appropriate, disproportionately high and adverse effects of its programs, policies, and activities on minority and low-income populations, such as undertaking reasonable steps to ensure that Limited English

Title VI Plan

Proficiency (LEP) personas have meaningful access to the programs, services, and information Citrus Connection LAMTD provides.

Citrus Connection will take whatever preventive, corrective and disciplinary action necessary for behavior that violated this policy or the rights and privileges it is designed to protect.

RESPONSIBILITIES:

The Executive Director is responsible for ensuring full compliance with the provisions of Title VI of the Civil Rights Act of 1964 and has directed that nondiscrimination is required in all Citrus Connection programs and services.

The Title VI liaison is responsible for the implementing, monitoring, and ensuring the Citrus Connection compliance with Title VI regulations. Title VI Liaison responsibilities are as follows:

- Develops and coordinates the implementation of Citrus Connection Title VI Program;
- Monitors Citrus Connection procedures and programs for compliance with Title VI requirements in all program areas.
- Establishes procedures for resolving Title VI deficiencies or problem areas;
- Advise, consult and coordinates with all Citrus Connection Departments to accomplish the Title VI Program objectives;
- Review Citrus Connection Title VI Program and associated appendices as appropriated, as policies and procedures change, to assure compliance with Title VI.
- Processes, investigates, and resolves all Title VI complaints in accordance with the Title VI complaint procedure and time limitation;
- Prepares and submit the required Title VI Program and the supporting documentation to be submitted to the Federal Transit Authority (FTA) every three years, or when it is required.
- Requires approval of the Title VI Program to Citrus Connection Board of Directors for approval prior to submission to FTA.
- Develops Title VI information for dissemination to the public in its education and outreach program, where appropriate, in languages other than English;
- Coordinates publication of Title VI notice to the Public regarding Citrus Connection obligations under DOT's Title VI regulations and apprise members of the public of the protections against discrimination afforded to them by Title VI.
- Develops writing information for dissemination to employees of their obligations and rights involved in the Title VI.
- Conduct post-grant approval reviews of Citrus Connection programs and applicants (e.g., Bus Operators, consultants, design and relocation, and person seeking contracts with Citrus Connection), for compliance with Title VI requirements.

LAMTD's current Title VI Liaison:

Marcia Roberson
Director of Regional Mobility Call Center
Lakeland Area Mass Transit District
1212 George Jenkins Blvd., Lakeland, FL 33815
Phone number (863)733-4222
Fax number (863)327-1364
mroberson@ridecitrus.com

Alternative

Kelly Suazo
Transportation Disadvantaged Program Coordinator
Lakeland Area Mass Transit District
1212 George Jenkins Blvd. Lakeland, FL 33815
Phone Number (863) 733-4214
Fax Number (863) 327-327-1366
KSuazo@ridecitrus.com

Title VI Plan

PROCEDURE:

1. During the planning phase of any construction project, the design engineer or coordinator will be required to demonstrate proof that the environment justice applications pertaining to environmental assessment or impact are completed as required by Chapter IV Part 2. In order to comply with 49 CFR 21.5(b)(3) and provide the documentation to the Title VI Liaison. The Environmental Justice regulations are:
 - To avoid, minimize, or mitigate disproportionately high and adverse human health and environmental effects, including social and economic effects, on minority populations and low-income populations;
 - To ensure the full and fair participation by all potentially affected communities in the transportation decision-making process;
 - To prevent the denial of, reduction in, or significant delay in the receipt of benefits by minority and low-income populations.
2. Citrus Connection staff will provide a copy of all notices for public workshops and hearings as required by Citrus Connection policy to the Title VI Liaison prior to the workshops or hearings for review and comment as appropriate.
3. Citrus Connection employees will receive orientation regarding the obligations and rights involved in the Title VI Program to provide a high quality of service to all members of the general public regardless of race, color, or national origin.
4. In order to further assure Title VI compliance, each employee shall be required to read and acknowledge acceptance of Citrus Connection Title VI assurance.
5. Language assistance is to be provided as necessary when there is a significant population change. To determine the changes two primary sources are used:
6.
 - a. End Call survey to determine the need for language assistance.
 - b. The information is given to the Title VI Liaison for action.
7. Title VI Complaint.
 - a. Procedures
 - 1) Any person who believes she or he has been excluded from participation in, denied the benefits of, or subjected to discrimination based on race, color, or national origin under Citrus Connection program of transit service delivery or related services or programs, may file an official Title VI complaint by completing and submitting Citrus Connection Title VI Complaint form.(See Appendix)
 - 2) A complaint alleging discrimination against may be filed by an individual as an internal complaint or as an external complaint, i.e., complaint may be filed at the (1) local level (Title VI Liaison) or (2) Alternative .
 - 3) The form can be completed by the complainant or by his/her representative. In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the Citrus Connection Title VI Liaison. Under these circumstances, the complainant will be interviewed, and the Citrus

Title VI Plan

Connection Title VI Liaison will assist the complainant in completing a written statement.

- 4) Any complaint must be filed with the Citrus Connection Title VI Liaison within 180 days of the date of the alleged Title VI violation.
- 5) All complaints will be investigated promptly. Reasonable measures will be undertaken to preserve any information that is confidential. The Title VI Liaison will review every complaint, and when necessary, begin the investigation process. At a minimum the investigator will:
 - Identify and review all relevant documents, practices and procedures;
 - Identify and interview persons with knowledge of the alleged Title VI violation, i.e., the person making the complaint; witnesses or anyone identified by the complainant; anyone who may have been subject to similar activity, or anyone with relevant information.
- 6) Upon completion of the investigation, the Title VI Liaison will complete a final report for the General Manager. If a Title VI violation is found to exist, remedial steps as appropriate and necessary will be taken immediately. The complainant will also receive a final report together with any remedial steps. The investigation process and final report should take no longer than twenty-five (25) business days. If no violation is found and the complainant wishes to appeal against the decision, he or she may do so by contacting the Title Liaison and request an appeal to be heard by a Grievance Committee.

LAMTD's current Title VI Liaison:

Marcia Roberson
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1212 George Jenkins Blvd., Lakeland, FL 33815
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KSuazo@ridecitrus.com

- b. The Title VI liaison shall maintain a list of active investigations conducted by entities other than the FTA; lawsuits; and complaints naming Citrus Connection. The list shall include the date of the investigation, lawsuit or complaint was filed, a summary of the allegation(s); the status of the investigation, complaint, or lawsuit; and the actions taken by Citrus Connection in response, or final findings related to, the investigation, lawsuit, or complaint. This list shall be included in the Title VI Program submitted to FTA every three years.
- c. Posters containing Title VI information will be prominently displayed on Citrus Connection's website, within the facility, at the bus terminal, and/or transit vehicles. All posters and advertisements will show the Transit Districts name and the local Title VI Liaison contact information to whom complaints should be referred.
- d. LAMTD will annually publish a notice that it operates in accordance with the Title VI of the Civil Rights Act of 1964 and Related Statutes.

Title VI Plan

The complaint procedure is available to the public on website in English and Spanish. Citrus Connection website (www.ridecitrus.com).

Complaint Form

A copy of the complaint form in English and Spanish is provided in Appendix E and on Citrus Connection website (www.ridecitrus.com).

Record Retention and Reporting Policy

FTA requires that all direct and primary recipients document their compliance by submitting a Title VI Plan to their FTA regional civil rights officer once every three (3) years. Citrus Connection will submit their Title VI Plan to FDOT for concurrence on an annual basis or any time a major change in the Plan occurs

Review

FTA requires that all direct and primary recipients document their compliance by submitting a Title VI Plan to their FTA regional civil rights officer once every three (3) years. Citrus Connection will submit their Title VI Plan to FDOT for concurrence on an annual basis or any time a major change in the Plan occurs.

Compliance records and all Title VI related documents will be retained for a minimum of three (3) years and reported to the primary recipient annually.

Subrecipient Assistance and Monitoring

FTA Circular 4702.1B, Chapter III, Paragraph 11: Primary recipients should assist their Subrecipients in complying with DOT's Title VI regulations, including the general reporting requirements.

Citrus Connection has (1) subrecipients listed below. Citrus Connection is required by FTA to ensure that subrecipients of federal funds comply with all Title VI requirements. To meet this mandate, Citrus Connection monitoring consists of collecting data through site visits, day-to-day technical assistance, and reports/forms. Citrus Connection uses reports and site visits to determine if the subrecipients are complying with the Title VI requirements as outlined in FTA Circular 4702.1B and their Title VI Plan.

Title VI Complaint procedures, Title VI Complaint Form, and a sample Title VI Notice have been developed and distributed by Citrus Connection to its subrecipients. Citrus Connection also assists the subrecipients with demographic maps for Title VI purposes upon request.

Title VI Plan

List of Citrus Connection Subrecipients:

Transition

Contractors and Subcontractors

Citrus Connection is responsible for ensuring that contractors are in compliance with Title VI requirements. Contractors may not discriminate in the selection and retention of any subcontractors. Subcontractors also may not discriminate in the selection and retention of any subcontractors. Citrus Connection, contractors, and subcontractors may not discriminate in their employment practices in connection with federally assisted projects. Contractors and subcontractors are not required to prepare or submit a Title VI Plan. However, the following nondiscrimination clauses will be inserted into every contract with contractors and subcontractors subject to Title VI regulations.

Nondiscrimination Clauses

During the performance of a contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the "Contractor") must agree to the following clauses:

1. **Compliance with Regulations:** The Contractor shall comply with the Regulations relative to nondiscrimination in Federally assisted programs of the U.S. Department of Transportation, (hereinafter referred to as the Regulations), which are herein incorporated by reference and made a part of this Agreement.
2. **Nondiscrimination:** The Contractor, with regard to the work performed during the contract, shall not discriminate on the basis of race, color, national origin, sex, age, disability, religion, or family status in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The Contractor shall not participate either directly or indirectly in the discrimination prohibited by section 21.5 of the Regulations, including employment practices when the contract covers a program set forth in Appendix B of the Regulations.
3. **Solicitations for Subcontractors, including Procurement of Materials and Equipment:** In all solicitations made by the Contractor, either by competitive bidding or negotiation for work to be performed under a subcontract, including procurement of materials or leases of equipment; each potential subcontractor or supplier shall be notified by the Contractor of the subcontractor's obligations under this contract and the Regulations relative to nondiscrimination on the basis of race, color, national origin, sex, age, disability, religion, or family status.
4. **Information and Reports:** The Contractor shall provide all information and reports required by the Regulations or directives issued pursuant thereto, and shall permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the Florida Department of Transportation, the Federal Highway Administration, Federal Transit Administration, Federal Aviation Administration, and/or the Federal Motor Carrier Safety Administration to be pertinent to ascertain compliance with such Regulations, orders, and instructions. Where any information required of a Contractor is in the exclusive possession of another who fails or refuses to furnish this information, the Contractor shall so certify to the Florida Department of Transportation, the Federal Highway Administration, Federal Transit Administration, Federal Aviation Administration, and/or the Federal Motor Carrier Safety Administration as appropriate and shall set forth what efforts it has made to obtain the information.

Title VI Plan

5. **Sanctions for Noncompliance:** In the event of the Contractor's noncompliance with the nondiscrimination provisions of this contract, Citrus Connection shall impose contract sanctions as appropriate, including, but not limited to:
 - a. withholding of payments to the Contractor under the contract until the Contractor complies, and/or
 - b. cancellation, termination, or suspension of the contract, in whole or in part.
6. **Incorporation of Provisions:** The Contractor shall include the provisions of paragraphs 1 through 6 in every subcontract, including procurement of materials and leases of equipment, unless exempt by the Regulations, or directives issued pursuant thereto. The Contractor shall take such action with respect to any subcontract or procurement as the LAMTD Florida Department of Transportation, the Federal Highway Administration, Federal Transit Administration, Federal Aviation Administration, and/or the Federal Motor Carrier Safety Administration may direct as a means of enforcing such provisions including sanctions for noncompliance.

Disadvantaged Business Enterprise (DBE) Policy

As a part of the Public Transportation Grant Agreement (PTGA) with FDOT, Citrus Connection and its contractors and subcontractors agree to ensure that Disadvantaged Business Enterprises as defined in 49 CFR Part 26, as amended, have the opportunity to participate in the performance of contracts. Citrus Connection and its contractor and subcontractors shall not discriminate on the basis of race, color, national origin, or sex in the performance of any contract.

In administering the DBE program, Citrus Connection will not, directly or through contractual or other arrangements, use criteria or methods of administration that have the effect of defeating or substantially impairing accomplishment of the objectives of the DBE program with respect to individuals of a particular race, color, sex, or national origin

Title VI Investigations, Complaints, and Lawsuits

FTA Circular 4702.1B, Chapter III, Paragraph 7: In order to comply with the reporting requirements of 49 CFR 21.9(b), FTA requires all recipients to prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, or national origin: active investigations....; lawsuits, and complaints naming the recipient.

In accordance with 49 CFR 21.9(b), Citrus Connection must record and report any investigations, complaints, or lawsuits involving allegations of discrimination. The records of these events shall include the date the investigation, lawsuit, or complaint was filed; a summary of the allegations; the status of the investigation, lawsuit, or complaint; and actions taken by Citrus Connection in response; and final findings related to the investigation, lawsuit, or complaint. The records for the previous three (3) years shall be included in the Title VI Plan when it is submitted to [FDOT] and/or [other primary recipient].

Citrus Connection has had no investigations, complaints, or lawsuits involving allegations of discrimination on the basis of race, color, or national origin over the past three (3) years. Samples of this reporting in included in Appendix L.

Title VI Plan

FTA Circular 4702.1B, Chapter III, Paragraph 4.a.4: Every Title VI Plan shall include the following information: A public participation plan that includes an outreach plan to engage minority and limited English proficient populations, as well as a summary of outreach efforts made since the last Title VI Plan submission. A recipient's targeted public participation plan of minority populations may be part of efforts that extend more broadly to include constituencies that are traditionally underserved, such as people with disabilities, low-income populations, and others.

Public Participation Plan

The Public Participation Plan (PPP) for Citrus Connection was developed to ensure that all members of the public, including minorities and Limited English Proficient (LEP) populations, are encouraged to participate in the decision-making process for Citrus Connection. Service delivery decisions take into consideration public opinion based on outreach efforts. The PPP is included as Appendix F to this Title VI Plan.

Current Outreach Efforts

Citrus Connection is required to submit a summary of public outreach efforts made over the last three (3) years. The last three years of outreach is included in Appendix F. Citrus Connection goal is to ensure we are in the community with Outreach efforts monthly.

Title VI Plan

Language Assistance Plan

FTA Circular 4702.1B, Chapter III, Paragraph 9: Recipients shall 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).

Citrus Connection operates a transit system within [LAMTD and WHAT service area]. The Language Assistance Plan (LAP) has been prepared to address Agency Name's responsibilities as they relate to the needs of individuals with Limited English Proficiency (LEP). Individuals, who have a limited ability to read, write, speak, or understand English are LEP. In Citrus Connection service area, there are 79,802 residents or 12.3% who describe themselves as not able to communicate in English very well (Source: US Census 2020-2024 ACS 5-year est.). Citrus Connection is federally mandated (Executive Order 13166) to take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of its programs and activities for individuals who are LEP. Citrus Connection has utilized the U.S. Department of Transportation (DOT) LEP Guidance Handbook and performed a four-factor analysis to develop its LAP. The LAP is included in this Title VI Plan as Appendix G.

Title VI Plan

Transit Planning and Advisory Bodies

FTA Circular 4702.1B, Chapter III, Paragraph 10: Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees.

[Citrus Connection does not have a transit-related committee or board; therefore, this requirement does not apply.]

FTA Circular 4702.1B, Chapter III, Paragraph 4.a.8: If the recipient has constructed a facility, such as vehicle storage, maintenance facility, operation center, etc., the recipient shall include a copy of the Title VI equity analysis conducted during the planning stage with regard to the location of the facility.

Title VI Equity Analysis

Title 49 CFR, Appendix C, Section (3)(iv) requires that “the location of projects requiring land acquisition and the displacement of persons from their residences and business may not be determined on the basis of race, color, or national origin.” For purposes of this requirement, “facilities” does not include bus shelters, as they are considered transit amenities. It also does not include transit stations, power substations, or any other project evaluated by the National Environmental Policy Act (NEPA) process. Facilities included in the provision include, but are not limited to, storage facilities, maintenance facilities, operations centers, etc. In order to comply with the regulations, Citrus Connection will ensure the following:

1. Citrus Connection will complete a Title VI equity analysis for any facility during the planning stage with regard to where a project is located or sited to ensure the location is selected without regard to race, color, or national origin. Citrus Connection will engage in outreach to persons potentially impacted by the siting of the facility. The Title VI equity analysis must compare the equity impacts of various siting alternatives, and the analysis must occur before the selection of the preferred site.
2. When evaluating locations of facilities, Citrus Connection will give attention to other facilities with similar impacts in the area to determine if any cumulative adverse impacts might result. Analysis should be done at the Census tract or block group level where appropriate to ensure that proper perspective is given to localized impacts.
3. If Citrus Connection determines that the location of the project will result in a disparate impact on the basis of race, color, or national origin, Citrus Connection may only locate the project in that location if there is a substantial legitimate justification for locating the project there, and where there are no alternative locations that would have a less disparate impact on the basis of race, color, or

Title VI Plan

national origin. Citrus Connection must demonstrate and document how both tests are met. Citrus Connection will consider and analyze alternatives to determine whether those alternatives would have less of a disparate impact on the basis of race, color, or national origin, and then implement the least discriminatory alternative.

Citrus Connection has not recently constructed any facilities, nor does it currently have any facilities in the planning stage. Therefore, Citrus Connection does not have any Title VI Equity Analysis reports to submit with this Plan. Citrus Connection will utilize the demographic maps included in Appendix I for future Title VI analysis.

FTA Circular 4702.1B, Chapter III, Paragraph 10: All fixed route transit providers shall set service standards and policies for each specific fixed route mode of service they provide.

System-Wide Service Standards and Service Policies

Citrus Connection [is] a fixed route service provider.

FTA Circular 4702.1B requires that all fixed route service providers prepare and submit system-wide service standards and service policies as a part of their Title VI Plan. These standards and policies must address how service is distributed across the transit system and must ensure that the manner of the distribution affords users access to these assets.

Citrus Connection has adopted the following system-wide standards and policies to ensure service design and operations practices do not result in discrimination on the basis of race, color, or national origin. Service policies differ from service standards in that they are not necessarily based on a quantitative threshold.

All service standards and service policies should be tailored to the services provided by your agency and policies you are comfortable enforcing. The service standards may be shown in a table or paragraph format.

Service Standards

FTA requires that all fixed route transit providers develop quantitative standards for all fixed route modes of operation for the following indicators. Citrus Connection has prepared the following Service standard standards.

1. Vehicle Maximum Load

Citrus Connection goal is to not have passenger load exceeds 125% of seated capacity. Citrus Connection uses automatic people counters and monitors passenger loads consistently.

2. Vehicle Headway

Title VI Plan

Citrus Connection system has been designed so that all buses on fixed route services run on 120,90,60, and 30 minutes headways. This frequency is determined by route distance, ridership during peak and non-peak service hours.

3. On-Time Performance

A vehicle is considered on time if it departs a scheduled time point no more than one (1) minute early and no more than five (10) minutes late. The Citrus Connection on-time performance objective is 90% or greater. Citrus Connection continuously monitors on-time performance and system results are published and posted as part of monthly performance reports covering all aspects of operations.

On-time performance is measured and collected using Avail System. Operations Supervisors reports is using as random sampling.

The following table, list all of Citrus connection routes and the average on-time performance from 2023-2025.

Route	Route Name	Minority Area	Low Income	On-Time Performance			Meets 85% On-Time Performance
				FY2020	FY2021	FY2022	
Route 15	Winter Haven/Haines City	yes	yes	88%	92.1%	91.4%	Y
Route 16X	Haines City/Poinciana	no	no		48.5%	48.7%	N
Route 17X	Lake Wales/Haines City	yes	yes	92%	90.1%	89.5%	Y
Route 18X	Haines City/US 27X	yes	yes	51%	69.3%	65.4%	N
Route 19X	Loughman Flex	yes	yes	14%		60.6%	N
Route 21X	Lakeland/Bartow/Lake Wales	yes	yes		74.0%	74.3%	N
Route 22XW	Winter Haven/Bartow	yes	yes	81%	85.0%	85.1%	N
Route 25	Bartow/Fort Meade	yes	yes	76%	77.9%	76.0%	N
Route 27X	Dundee/Eagle Ridge Mall	yes	yes	90%	89.6%	88.9%	Y
Route 30	LegoLand	yes	yes	87%	87.4%	86.2%	Y
Route 35	Lk Wales/Babson Park/S Co. Jail	yes	yes	88%	90.0%	89.5%	Y
Route 40/44	Winter Haven Southside	yes	yes	85%	87.6%	87.1%	Y
Route 50	Auburndale	yes	yes	88%	78.4%	75.2%	N
Route 60	Winter Haven Northeast	yes	yes	90%	87.8%	86.1%	Y
Gold Line	Gold Line	yes	yes	87%	91.1%	90.0%	Y
Blue Line	Blue Line	yes	yes	79%	80.5%	76.3%	N
Silver Express Line	Silver Express Line	yes	yes	77%	88.8%	88.5%	N
Cyan Line	Cyan Line	no	no	86%	82.9%	81.3%	N
Green Line 1	Green Line 1	yes	yes	74%	87.1%	85.0%	N
Green Line 2	Green Line 2	yes	yes	71%	72.6%	73.5%	N
Lime Flex Line	Lime Flex Line	yes	yes	91%	88.9%	88.4%	Y
Orange Line 1	Orange Line 1	yes	yes	64%	61.4%	61.6%	N
Orange Line 2	Orange Line 2	yes	yes	67%	62.3%	57.7%	N
Peach Line	Peach Line	yes	yes	91%	96.3%	95.7%	Y
Pink Line	Pink Line	yes	yes	76%	92.3%	80.4%	N
Purple Line	Purple Line	yes	yes	75%	80.0%	80.9%	N
Red Line 1	Red Line 1	no	no	86%	87.8%	85.7%	Y
Red Line 2	Red Line 2	no	no	77%	61.6%	66.7%	N
Yellow Line 1	Yellow Line 1	yes	yes	64%	80.6%	82.4%	N
Yellow Line 2	Yellow Line 2	yes	yes	74%	74.5%	77.1%	N
Percentage	30			77%	78.8%	79.2%	
Total Routes	Total Routes						
% Minority Routes Meeting Goal		78.33					
% Low Income Routes Meeting Goal		78.33					

4. Service Availability

Citrus Connection will distribute transit service so that 90% of all residents in the service area are within a ¼ mile walk of bus service.

Title VI Plan

Table 4 | Vehicle Headway (Minority and Low income)

Route	Route Name	Minority Area	Low Income	Peak Headway	Meets 90-minute Peak Hour Headway
Route 603	Southwest Poinciana	yes	yes	120	No
Route 15	Winter Haven/Haines City	no	no	90	Yes
Route 16X	Haines City/Poinciana	yes	yes	80	Yes
Route 17X	Lake Wales/Haines City	yes	yes	120	No
Route 18X	Haines City/US 27X	yes	yes	60	Yes
Route 19X	Loughman Flex	yes	yes	60	Yes
Route 21X	Lakeland/Bartow/Lake Wales	yes	yes	90	Yes
Route 22X/W	Winter Haven/Bartow	yes	yes	90	Yes
Route 25	Bartow/Fort Meade	yes	yes	60-90	Yes
Route 27X	Dundee/Eagle Ridge Mall	yes	yes	N/A	No
Route 30	Legoland	yes	yes	60	Yes
Route 35	Lk Wales/Babson Park/S Co. J	yes	yes	120	No
Route 40/44	Winter Haven Southside	yes	yes	90	Yes
Route 50	Auburndale	yes	yes	90	Yes
Route 60	Winter Haven Northeast	yes	yes	60	Yes
Gold Line	Gold Line	yes	yes	30	Yes
Blue Line	Blue Line	yes	yes	45	Yes
Silver Express Lin	Silver Express Line	no	no	90	Yes
Cyan Line	Cyan Line	yes	yes	60	Yes
Green Line 1	Green Line 1	yes	yes	90	Yes
Green Line 2	Green Line 2	yes	yes	90	Yes
Lime Flex Line	Lime Flex Line	yes	yes	90	Yes
Orange Line 1	Orange Line 1	yes	yes	90	Yes
Orange Line 2	Orange Line 2	yes	yes	90	Yes
Peach Line	Peach Line	yes	yes	45	Yes
Pink Line	Pink Line	yes	yes	30	Yes
Purple Line	Purple Line	no	no	90	Yes
Red Line 1	Red Line 1	no	no	90	Yes
Red Line 2	Red Line 2	yes	yes	90	Yes
Yellow Line 1	Yellow Line 1	yes	yes	90	Yes
Yellow Line 2	Yellow Line 2			90	Yes
Total Routes	30				27
Percentage					
Routes Meeting Goal		78.33			
% Low Income Routes Meeting Goal		78.33			

Title VI Plan

5. Distribution of Transit Amenities

Distribution of transit amenities

Transit amenities at Citrus Connection include the downtown Lakeland bus terminal, Winter Haven bus terminal, bus stop signs, trash receptacles, displays of timetables and maps, stand-alone benches, park-and-ride lots, and passenger shelters. Stand-alone benches are provided by a private bench advertising company. Bus stop signs and benches are located along all our routes.

The two downtown bus terminals in Lakeland and Winter Haven are located in the downtown area for the convenience of all riders and serve as the primary transfer point between routes. The standard for placement of transit amenities only applies to those that are directly controlled by LAMTD. Therefore, bench placements arranged by a municipality are outside of this standard.

To ensure equitable distribution of transit amenities across LAMTD's system, and to improve passenger comfort, the selection of new transit amenities will be subject to constraints related to safety, ADA compliance, and other factors as follows:

- Average daily boarding
 - 10 average daily boarding for rural routes
 - 20 average daily boarding for urbanized routes
- Proximity to major trip generators
- Passenger activity
- Surrounding land uses like shopping centers, office buildings, hospitals, schools, senior facilities, large apartment complex, and major residential subdivisions.
- Transit corridor marketing efforts

Customer and community requests for stop will be determined by considering the safe path of travel frequency of use, and available funding for shelters and amenities.

Title VI Plan

Table 5. Shelter Stops

Passenger Shelter Location	Also Serves	Minority Ar	Low Income A
Southgate Shopping Center (#3510)	Commercial - Publix	yes	yes
Gow B. Fields Park & Ride at U.S. 98 N. (#4128)	Commercial	yes	yes
Lakeland Park Center (2 Passenger Shelters) (#4085)	Commercial	yes	yes
U.S. 98 N. & Pyramid Pkwy. (#2580)	Commercial	yes	yes
2750 U.S. 98 N. (#2558)	Convenience Store	yes	yes
2440 U.S. 98 N. (#3566)	Commercial	yes	yes
N. Florida Ave. & Modest St. (#3744)	Larry Jackson Library	yes	yes
N. Florida Ave. & W. 14th St. (#4050)	Apartment Complex, Com	yes	yes
S. Florida Ave. & Eastway Dr. (#3412)	Commercial	yes	yes
S. Florida Ave. & Terrace Way (#3433)	Commercial	yes	yes
4717 S. Florida Ave. (#2620)	Commercial	yes	yes
Lake Miriam Shopping Center (#3014)	Lake Miriam Square	yes	yes
S. Florida Ave. & E. Alamo Dr. (#2615)	Commercial	yes	yes
4208 S. Florida Ave. (#2606)	Commercial	yes	yes
S. Florida Ave. & Poppell Dr. (#3430)	Commercial	yes	yes
S. Florida Ave. & Azalea St. (#3712)	Commercial	yes	yes
Walmart at Imperial Blvd. (#3713)	Walmart Supercenter	yes	yes
N. Florida Ave. & E. 1st St. (#3736)	Commercial	yes	yes
N. Florida Ave. & Whitehurst St. (#3997)	Commercial	yes	yes
N. Florida Ave. & E. Bella Vista St. (#3540)	Watson Clinic Main Camp	yes	yes
2815 U.S. 98 N. (#3562)	Commercial	yes	yes
Walmart at U.S. 98 N. (#4067)	Walmart Supercenter	yes	yes
U.S. 98 N. & Foxwood Blvd. (#3559)	Commercial	yes	yes
Griffin Rd. & Swan Village Blvd. (#4263)	Residential	yes	yes
Mall Hill Dr. & Cambridge Cove Cir. (#3770)	Residential	yes	yes
Kathleen Rd. & Mall Hill Dr. (#4154)	Commercial	yes	yes
W. 14th St. & Providence Rd. (#3579)	Apartment Complex	yes	yes
Martin Luther King Jr. Ave. & W. 10th St. (#3075)	Funeral Home, Residential	yes	yes
Martin Luther King Jr. Ave. & Silver St. (#2473)	Coleman Bush Community	yes	yes
Keiser University (#3768)	Keiser University, Industri	yes	yes
Mall Hill Dr. & Cambridge Cove Cir. (#3069)	Residential	yes	yes
U.S. 98 N. & Sleepy Hill Rd. (#3552)	Commercial	yes	yes
4705 U.S. 98 N. (#3531)	Commercial	yes	yes
6785 U.S. 98 N. (#3548)	Commercial	yes	yes
U.S. 98 N. & Williamstown Blvd. (#4073)	Commercial	yes	yes
U.S. 98 N. & Sleepy Hill Rd. (#3553)	Commercial	yes	yes
S. Central Ave. & W. Belmar St. (#3366)	Senior Center/Assisted Liv	yes	yes
Lakeside Village (#3050)	Lakeside Village Shopping	no	no
Lakeland Linder International Airport (#2772)	Lakeland Linder Internatio	yes	yes
Veterans Affairs Clinic (#3759)	Veterans Affairs Clinic	no	no
Aviation Dr. & W. Pipkin Rd. (#4202)	Polk State College - Airsid	yes	yes
Publix at County Line Road (#4233)	Publix, Commercial	no	no
Amazon (#4115)	Amazon Fulfillment Cente	yes	yes
Lake Boulevard & Hartsell Ave. (#3871)	Apartment Complex, Publi	yes	yes

Cont.

Title VI Plan

Amazon (#4115)	Amazon Fulfillment Center	yes	yes
Lake Beulah Dr. & Hartsell Ave. (#2971)	Apartment Complex, Blake	yes	yes
Drane Field Rd. & Jones Industrial Dr. (#4105)	Commercial	yes	yes
Citrus Connection Main Office (#2483)	Commercial	yes	yes
W. 10th St. & Saratoga Ave. (#4054)	Residential	yes	yes
S. Iowa Ave. & E. Orange St. (#3454)	Senior Center/Assisted Liv	yes	yes
S. Combee Rd. & E. Main St. (#3999)	Commercial	yes	yes
Southeastern University at N. Crystal Lk Dr. (#3138)	Southeastern University, F	yes	yes
Grove Park Shopping Plaza (#2699)	Commercial - Publix	no	no
Common Ground Park (#4001)	Common Ground Park	yes	yes
Barnett Park (#4071)	Barnett Family Park	yes	yes
Polk State College Lakeland Campus (#3334)	Polk State College - Lakel	yes	yes
Southeastern University at Longfellow Blvd. (#3056)	Southeastern University, F	yes	yes
N. Lake Parker Ave. & E. Magnolia St. (#4061)	VISTE, Residential, Comm	yes	yes
Town Center at Ingraham Ave. (#3971)	Town Center, Everest Univ	yes	yes
Lakeland Public Library (#2838)	Public Library, Polk Muse	yes	yes
Lakeland Hills Blvd. & E. Bella Vista St. (#3750)	Lakeland OB-GYN	yes	yes
Polk County Health Department (#2582)	Polk County Health Depart	yes	yes
3525 Lakeland Hills Blvd. (#2592)	LRMC Cancer Center	yes	yes
4141 Lakeland Hills Blvd. (#3751)	Senior Center/Assisted Liv	yes	yes
The Villages at Noah's Landing (#4113)	Residential	yes	yes
Plantation Square (#3263)	Commercial	no	no
Lakeland Hills Blvd. & E. Bella Vista St. (#3037)	Center for Cancer Care & R	yes	yes
Watson Clinic at Lakeland Hills Blvd. (#3035)	Watson Clinic	yes	yes
Lakeland Regional Health Medical Center (#3028)	Lakeland Regional Medical	yes	yes
916 N. Massachusetts Ave. (#2661)	Tax Collector Office, Comm	yes	yes
Watson Clinic at Morrell Dr. (#3985)	Watson Clinic	yes	yes
Town Center at E. Parker St. (#2856)	Town Center, Courthouse,	yes	yes
E. Main St. & S. Combee Rd. (#3794)	Commercial	yes	yes
Payne St. & K-ville Ave. (#3807)	Residential	yes	yes
2367 U.S. 92 East (#24713)	Commercial	yes	yes
Auburndale Civic Center (#24448)	Auburndale Civic Center	yes	yes
Publix at Northgate (#24083)	Commercial	yes	yes
Hwy 17 & Ave. L N.W. (#24029)	Commercial	yes	yes
1776 Hwy 17 (#24030)	Residential	yes	yes
1601 Havendale Blvd. (#3903)	US Social Security, Comm	yes	yes
353 Havendale Blvd. (#3913)	Commercial	yes	yes
1002 U.S. 92 East (#24714)	Commercial	yes	yes
E. Main St. & N. Combee Rd. (#2552)	Commercial	yes	yes
E. Orange St. & Tyler Ave. (#4140)	Commercial, Office	yes	yes
Walmart at Carter Rd. (2 Passenger Shelters) (#3710)	Walmart Supercenter	yes	yes
N. Broadway Ave. & Polk St. (#3866)	FDOT, Commercial	yes	yes

Title VI Plan

7	Highland City at Central Ave. S.E. (#3885)	Commercial	no	no
3	S. Florida Ave. & School House Rd. (#2632)	Commercial	yes	yes
3	Social Security Office (#3719)	Social Security Office	yes	yes
1	S. Florida Ave. & Fitzgerald Rd. (#2948)	Commercial	yes	yes
1	Hwy 17/92 & Seminole Ave. (#24041)	Lake Alfred Public Library	yes	yes
2	Haines City Plaza (3 Passenger Shelters) (#24505)	Commercial	yes	yes
3	Hwy 17/92 & Haines Blvd. (Lake Alfred) (#24072)	Commercial	yes	yes
4	Hwy 17 & Brigham Rd. N.W. (#24077)	Residential	yes	yes
5	Gil Jones Government Center (#24594)	Gil Jones Government Center	yes	yes
3	Hwy 17 & Snively Ave. (#24091)	Commercial	yes	yes
7	Hwy 17 & Bomber Rd. (#24097)	Commercial	yes	yes
3	Hwy 17 & Griffin Rd. (#24100)	Residential	yes	yes
3	E. Van Fleet/Hwy 60 (#24106)	Commercial	yes	yes
1	Hwy 17 & 91 Mine Rd. (#24108)	Residential	yes	yes
1	Hwy 17 & Bomber Rd. (#24654)	Commercial	yes	yes
2	Ave. O S.W. & 1st St. S. (#24356)	Commercial	yes	yes
3	1st St. & Ave. O S.E. (#24280)	Regency Medical Center	yes	yes
4	Golfview Ave. & Bay St. (#24141)	Boys and Girls Clubs of P	yes	yes
5	Human Service at Bartow (#24122)	Human Services Division,	yes	yes
3	Fort Meade Community Center (#24592)	Community Center	yes	yes
7	E. Broadway St. & Hwy 17. (#24527)	Public Library	yes	yes
3	Hwy 17 & E. Clower St. (#24168)	UF/IFAS Extension Polk C	yes	yes
3	1201 1st St. S. (#24715)	Winter Haven Women's H	yes	yes
1	Walmart at Cypress Gardens Blvd. and 4th St. S.E.	Commercial	no	no
2	Register Rd. S.E. & Cypress Gardens Blvd. (#24209)	Commercial	no	no
3	Cypress Gardens Rd. S.E. & Lake Ned Rd. (#24213)	Commercial	no	no
3	Cypress Gardens Rd. at Garden Grove School (#24218)	Garden Grove Elementary	no	no
1	Register Rd. S.E. & Cypress Gardens Blvd. (#24270)	Commercial	no	no
5	LEGOLAND (#24273)	LegoLand, Commercial	no	no
3	Walmart at Cypress Gardens Blvd. and 4th St. S.E.	Commercial	no	no
7	Ave. K S.E. & Cambridge Square. (#24282)	Commercial	yes	yes
3	Walmart at Lake Wales (#24601)	Walmart Supercenter	yes	yes
3	Walmart at Lake Wales (#24600)	Walmart Supercenter	yes	yes
1	Ave. A S.W. & 1st St. S. (#24292)	Winter Haven Manor	yes	yes
1	Ave. O S.W. & 1st St. S. (#24295)	Commercial	yes	yes
2	Snively Ave. & 8th St. (#24306)	Resource Center, Industria	yes	yes
3	Health Department in Auburndale (#24433)	Auburndale Clinic-Florida	yes	yes
4	Bennett St. & U.S. 92 East (#24437)	Community Center	yes	yes
5	300 E. Bridgers Ave. (#24439)	East Area Adult School	yes	yes
3	Dairy Rd. & Lake Marianna Rd. (#24442)	Residential	yes	yes
3	Old Lake Alfred Rd. & Lake Ariana Blvd. (#24445)	Commercial, Residential	yes	yes

Title VI Plan

7	Old Lake Alfred Rd. & Lake Ariana Blvd. (#24445)	Commercial, Residential	yes	yes
8	Lowe's Auburndale (#24460)	Commercial	yes	yes
9	Berkley Rd. & Anarece Ave. (#24461)	Commercial, Residential	yes	yes
0	Berkley Rd. & Old Dixie Hwy. (#24464)	Commercial, Residential	yes	yes
1	Auburndale Civic Center (#24472)	Auburndale Civil Center,	yes	yes
2	Old Lake Alfred Rd. & Ohio Ave. (#24475)	Commercial, Residential	yes	yes
3	Health Department in Auburndale (#24486)	Health Department	yes	yes
4	Polk State College Winter Haven Campus (#24011)	Polk State College Winter	yes	yes
5	11th St. N.E. & Parker Lane N.E. (#24012)	Residential	yes	yes
6	Haines City Health Department (#24532)	Health Department	yes	yes
7	Posner Park Shopping Mall (4 Passenger Shelters) (#24511)	Commercial	no	no
8	Posner Park (#24511)	Commercial	no	no
9	Posner Blvd. & Main View Dr. (#24512)	Commercial	no	no
0	U.S. 27 & Dunson Rd. (#24621)	Commercial	no	no
1	U.S. 27 & Ronald Reagan Pkwy. (#24596)	Commercial	no	no
2	U.S. 27 & Sand Mine Rd. (#24614)	Commercial	no	no
3	U.S. 27 & Poitras Rd. 2 (#24615)	Polk County Fire Rescue,	no	no
4	U.S. 27 & Polo Park East Blvd. (#24616)	Commercial, Residential	no	no
5	U.S. 27 & Polo Park Blvd. (#24617)	Residential	no	no
6	U.S. 27 & Poitras Rd. 2 (#24618)	Polk County Fire Rescue,	no	no
7	Publix Supercenter at Berry Town Center (#24514)	Publix Supercenter	no	no
8	U.S. 27 & California Blvd. (#24619)	Residential	no	no
9	U.S. 27 & Waverly Barn Rd. (#24622)	Commercial	no	no
0	Posner Blvd. & Main View Dr. (#24510)	Commercial	no	no
1	Poinciana Sunrail Station (#24721)	Poinciana SunRail Station	no	no
2	2480 N. 10th St. (#24697)	Residential	yes	yes
3	Dr. Martin Luther King Jr. Way & Ave. E (#24728)	Residential	yes	yes
4	U.S. 27 & Maxcy Plaza Cir. (#24577)	Commercial	yes	yes
5	U.S. 27 & Southern Dunes Blvd. (#24576)	Walmart Supercenter	yes	yes
6	42673 U.S. 27 (#24620)	Commercial	yes	yes

6.Vehicle Assignment

Bus assignments take into account the operating characteristics of buses of various lengths, which are matched to the operating characteristics of the route. Local routes with lower ridership may be assigned 30-foot buses rather than the 40-foot buses. Some routes requiring tight turns on narrow streets are operated with 30-foot rather than 40-foot buses.

Title VI Plan

Appendices

Appendix A	FTA Circular 4702.1b Reporting Requirements for Transit Providers
Appendix B	Current System Description
Appendix C	Title VI Plan Adoption Meeting Minutes
Appendix D	Title VI Sample Notice to Public
Appendix E	Title VI Complaint Form
Appendix F	Public Participation Plan
Appendix G	Language Assistance Plan
Appendix H	Operating Area Language Data: Citrus Connection Service Area
Appendix I	Demographic Maps
Appendix K	Certifications & Assurances
Appendix L	Sample Complaint Reporting

Title VI Plan

Appendix A FTA Circular 4702.1b Reporting Requirements for Transit Providers

Every three years, on a date determined by FTA, each recipient is required to submit the following information to the Federal Transit Administration (FTA) as part of their Title VI Program. Subrecipients shall submit the information below to their primary recipient (the entity from whom the Subrecipient receives funds directly), on a schedule to be determined by the primary recipient.

General Requirements

All recipients must submit:

- ☐ Title VI Notice to the Public, including a list of locations where the notice is posted
- ☐ Title VI Complaint Procedures (i.e., instructions to the public regarding how to file a Title VI discrimination complaint)
- ☐ Title VI Complaint Form
- ☐ List of transit-related Title VI investigations, complaints, and lawsuits
- ☐ Public Participation Plan, including information about outreach methods to engage minority and limited English proficient populations (LEP), as well as a summary of outreach efforts made since the last Title VI Program submission
- ☐ Language Assistance Plan for providing language assistance to persons with limited English proficiency (LEP), based on the DOT LEP Guidance
- ☐ A table depicting the membership of non-elected committees and councils, the membership of which is selected by the recipient, broken down by race, and a description of the process the agency uses to encourage the participation of minorities on such committees
- ☐ Primary recipients shall include a description of how the agency monitors its subrecipients for compliance with Title VI, and a schedule of Subrecipient Title VI Program submissions
- ☐ A Title VI equity analysis if the recipient has constructed a facility, such as a vehicle storage facility, maintenance facility, operation center, etc.
- ☐ A copy of board meeting minutes, resolution, or other appropriate documentation showing the board of directors or appropriate governing entity or official(s) responsible for policy decisions reviewed and approved the Title VI Program. For state DOTs, the appropriate governing entity is the state's Secretary of Transportation or equivalent. The approval must occur prior to submission to FTA.
- ☐ Additional information as specified in Sections IV, V, and VI, depending on whether the recipient is a transit provider, a state, or a planning entity (see below)

Title VI Plan

Requirements of Transit Providers

All Fixed Route Transit Providers must submit:

- ☐ All requirements set out in Section III (General Requirements)
- ☐ Service standards
 - Vehicle load for each mode
 - Vehicle headway for each mode
 - On time performance for each mode
 - Service availability for each mode
- ☐ Service policies
 - Transit Amenities for each mode
 - Vehicle Assignment for each mode

Transit Providers that operate 50 or more fixed route vehicles in peak service and are located in an Urbanized Area (UZA) of 200,000 or more people must submit:

- ☐ Demographic and service profile maps and charts
- ☐ Demographic ridership and travel patterns, collected by surveys
- ☐ Results of their monitoring program and report, including evidence that the board or other governing entity or official(s) considered, was aware of the results, and approved the analysis
- ☐ A description of the public engagement process for setting the “major service change policy,” disparate impact policy, and disproportionate burden policy
- ☐ Results of service and/or fare equity analyses conducted since the last Title VI Program submission, including evidence that the board or other governing entity or official(s) considered, was aware of, and approved the results of the analysis

Title VI Plan

Appendix B Current System Description

Current System Description

1. Mission, program goals, and objectives.

LAMTD vision and focus as a transportation provider is on maintaining the best-coordinated transportation system possible for Polk County. Our goal is to create a coordinated system with the objective of providing safe, reliable, timely, and efficient transportation services to county residents.

2. Organizational structure, type of operation, number of employees, service hours, staffing plan.

Citrus Connection is [non-profit 501(c)(3)] organization. Our organization is made up of 182 full-time employees, 7 part-time employee.

Our Executive Director is responsible for all day-to-day operations of our organization and reports directly to our Board. LAMTD Board is made up of three Lakeland Board member seats and two county Board member seats.

Our Executive Director is active is committed to this program and has, therefore, incorporated our service within the county's TPO Transportation Program. and Transportation Disadvantaged Service Plan (TDSP). Citrus Connection private non-profit agency.

Citrus Connection operates as a [for profit] or [non-profit 501(c)(3)] with a CTC agreement CTD. We have an executed CTC agreement 07/01/2022

3. Who is responsible for insurance, training and management, and administration of the agency's transportation programs?

4.

Director of Revenue Services, Paul Simms:

- Is responsible for training and management of our transportation program. It is the Director of Revenue Services, responsibility to administer all aspects of the transportation program and to control access and usage of all agency vehicles.
- Operators Training includes Transit Safety and Security while doing TSI (US Department of Transportation) and during Warning Signs training (Federal Transit Administration). Wheelchair securement is covered in the Training Class. Behind the wheel usually runs more than 120 hours during route training and in the classroom part during drive practice.

The HR/RISK Director:

- Is responsible for annual renewal of all liability insurance for both FDOT and agency owned vehicles.
- Retention of Driver files

Title VI Plan

Director of Fleet. And Maintenance

- Handle Vehicle registration and renewals.
- Maintains record retention of vehicle maintenance and record keeping?
- Maintenance on all agency vehicles is provided by LAMTD Fleet Maintenance Team.
- Employs certified technicians with experience in working on commercial passenger vehicles like the type our agency uses. All maintenance is performed using the Preventative Maintenance Plan, which conforms to the state Vehicle Maintenance Guidelines set forth in the FDOT Preventative Maintenance Guidelines document.
- All vehicle files kept on-site at our operations base located at 1212 George Jenkins Blvd. And are maintained by the [Director of Maintenance]. All records are maintained and retained for a minimum of four (4) years.
- Maintenance on all agency vehicles is provided by LAMTD Fleet Maintenance Team.

All maintenance is performed using the Preventative Maintenance Plan, which conforms to the state Vehicle Maintenance Guidelines set forth in the FDOT Preventative Maintenance Guidelines document.

All vehicle files kept on-site at our operations base located at 1212 George Jenkins Blvd. And are maintained by the [Director of Maintenance]. All records are maintained and retained for a minimum of four (4) years.

5. Number of current transportation related employees.
Our transportation department has a total of 238 employees.

6. Who will drive the vehicle, number of drivers, CDL certifications, etc.?
Only transportation employees that have completed all the required safety and drivers training requirements will be allowed to drive the Revenue vehicles. All our drivers are required to carry a Commercial Driver's License. This allows coverage of all the larger vehicles and for the opportunity for the other drivers to fill in on service routes with the larger vehicles.

7. A detailed description of service routes and ridership numbers.
Transportation services provided through our program are available to [customers]. Our service incorporates Fixed Route, Para Transit (ADA and TD) and Travel training [services]. We provide a wide range of trip purposes that include medical, nutrition, shopping, social service, training, employment, social and recreation. Currently, we use a variety of vehicles to provide passenger services. Our fleet includes vans, and buses. 107 of our vehicles are equipped for wheelchair

We prioritize grouping trips and multi-loading to the maximum extent possible. We make average 275 passenger trips per day on average and leverage our fleet resources so that all vehicles are used in a responsible manner to provide full coverage and retire the vehicles at a consistent pace and appropriate age and mileage.

Title VI Plan

Appendix C Title VI Plan Adoption Meeting Minutes

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See insert**

Title VI Plan

Appendix D Notice to Public

Lakeland Area Mass Transit District

NONDISCRIMINATION ASSURANCE

The Lakeland Area Mass Transit District d.b.a. the Citrus Connection operates in accordance with Title VI of the Civil Rights on 1964 and Related Statutes: "No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance". (42 U.S.C Section 2000d).

The Environmental Justice component of Title VI guarantees fair treatment for all people and provides for Citrus Connection, to identify and address, as appropriate, disproportionately high and adverse effects of its programs, policies, and activities on minority and low-income populations, such as undertaking reasonable steps to ensure that Limited English Proficiency (LEP) persons have meaningful access to the programs, services, and information Citrus Connection provides.

Citrus Connection works to ensure nondiscriminatory transportation in providing public transportation for all Lakeland area citizens.

RIGHT TO FILE A TITLE VI COMPLAINT

If you believe that you have been excluded from participation in, denied the benefits of, or subjected to discrimination based on race, color or national origin under the Citrus Connection program of transit service delivery or related services or programs, you may file an official Title VI complaint with the Title VI Coordinator, Director of Mobility Services, Marcia Roberson. We encourage you to make your complaint in writing. Any complaint must be filed with the Citrus Connection Title VI Coordinator within 180 days of the date of the alleged Title VI violation.

All complaints will be investigated promptly. Reasonable measures will be undertaken to preserve any information that is confidential.

Upon completion of the investigation, the Title VI Coordinator will complete a final report for the Executive Director. If a Title VI violation is found to exist, remedial steps as appropriate and necessary will be taken immediately. The complainant will also receive a final report together with any remedial steps. The investigation process and final report should take no longer than twenty-five (25) business days. If no violation is found and the complainant wishes to appeal the decision, he or she may do so by contacting the Federal Transit Administration (FTA).

Complainants may also file their initial Title VI complaint directly, no later than 180 days after the date of the alleged discrimination, with the Federal Transit Administration (FTA).

Members of the public may request additional information relating to Nondiscrimination obligation from the Lakeland Area Mass Transit District Title VI Coordinator, or at www.ridecitrus.com

CONTACT INFORMATION/ INFORMACION DE CONTACTO

Citrus Connection
Marcia Roberson
Title VI Coordinator/
Director of Mobility Services
1212 George Jenkins Blvd
Lakeland, FL 33815
Phone: 863 733-4222
Fax: 863 327-1364
Email: mroberson@ridecitrus.com

Federal Transit
Administration
Office of Civil Rights
Attention: Complaint Team
East Building, 5th Floor-TCR
1200 New Jersey Ave.
Washington, DC 20590
Phone: 888 446-4511

GARANTIA DE NO DISCRIMINACION

El Transporte Público del Distrito de Lakeland haciendo negocios como Citrus Connection funciona de acuerdo con el Título VI de los Derechos Civiles de 1964 y con los Estatutos Relacionados: "Ninguna persona en los Estados Unidos, por motivos de raza, color, o origen nacional, será excluido de la participación en, será negado de los beneficios de, o será objeto de discriminación bajo cualquier programa o actividad que reciba asistencia financiera federal". (42 U.S.C. Sección 2000d).

La Justicia Ambiental componente del Título VI garantiza un tratamiento equitativo para todas las personas y proporciona para Citrus Connection, identificar y abordar, como sea apropiado, los efectos desproporcionadamente grandes y adversos de sus programas, políticas, y actividades en las poblaciones minoritarias y de bajos ingresos, tales como tomando las medidas razonables para asegurar que personas con dominio de inglés limitado tengan un acceso significativo a los programas, servicios, e información que Citrus Connection proporciona.

Citrus Connection trabaja para asegurar transportación no discriminada en la provisión de transporte público para todos los ciudadanos del área de Lakeland.

DERECHO A PRESENTAR UNA DENUNCIA DEL TITULO VI

Si usted cree que ha sido excluido de participar en, negarse los beneficios de, o ser sujeto de discriminación basado en raza, color u origen nacional bajo los programas de prestación de servicios de tránsito o de los servicios o programas relacionados de Citrus Connection, usted puede presentar una queja oficial del Título VI con el Coordinador del Título VI, Directora de Servicios de Movilidad, Marcia Roberson. Le animamos a presentar su queja por escrito. Cualquier queja debe ser presentada con el Coordinador del Título VI de Citrus Connection dentro de 180 días de la fecha de la alegada violación del Título VI.

Todas las quejas serán investigadas de inmediato. Medidas razonables se llevarán a cabo para preservar toda la información que es confidencial.

Al término de la investigación, el Coordinador del Título VI completará un informe final para el Director Ejecutivo. Si una violación del Título VI se encuentra que existe, medidas apropiadas y necesarias se adoptarán inmediatamente. El demandante también recibirá un informe final junto con las medidas correctivas. El proceso de investigación y reporte final no tomará más de veinticinco (25) días hábiles. Si no se encuentra violación y el demandante desea apelar la decisión, él o ella puede hacerlo poniéndose en contacto con la Administración Federal de Tránsito (FTA).

Los demandantes también pueden presentar su queja inicial de Título VI directamente, no más tarde de 180 días después de la fecha de la alegada discriminación, con la Administración Federal de Tránsito (FTA).

Los miembros del público podrán solicitar información adicional relacionada con la obligación de no discriminación con el Coordinador del Título VI del Transporte Público del Distrito de Lakeland o en la página de internet www.ridecitrus.com.



Title VI Plan

Appendix E Complaint Form



TITLE VI COMPLAINT FORM

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the ground of **race, color, or national origin**, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." (42 U.S.C. Section 2000d). The Environmental Justice component of Title VI guarantees fair treatment for all people and provides for Citrus Connection, to identify and address, as appropriate, disproportionately high and adverse effects of its programs, policies, and activities on minority and low-income populations, such as undertaking reasonable steps to ensure that Limited English Proficiency (LEP) persons have meaningful access to the programs, services, and information Citrus Connection provides. Citrus Connection works to ensure nondiscriminatory transportation in providing public transportation for all Polk County area citizens.

Complaint No. _____

Name: _____

Home Number: _____

Work Number: _____

Email Address: _____

Updated May 5, 2017

Page 1 of 4

Title VI Plan

Address:	
City:	Zip Code:
List type of discrimination (please check all that apply):	
Race ☐	National Origin ☐ Color ☐
Other:	
Please indicate your race/color, if it is a basis of your complaint:	
Please describe your national origin, if it is a basis of your complaint:	
Location where incident occurred:	
Time and date of incident:	
Name/Position title of the person who allegedly subjected you to Title VI discrimination:	
Briefly describe the incident (use a separate sheet, if necessary):	

Title VI Plan

Did anyone else witness the incident? Yes ☐ No ☐
Please List witnesses (Use a separate sheet, if necessary)
Name:
Address:
Phone number:
Name:
Address:
Phone number:
Have you filed a complaint about this incident with the Federal Transit Administration? Yes ☐ No ☐
If Yes, when?

Title VI Plan

AFFIRMATION

I hereby swear/affirm that the information that I have provided in this Title VI Complaint Form is true and correct to the best of my knowledge, information and belief.

Your Signature

Today's Date

E-mail Submission

ACTION TAKEN (TO BE COMPLETED BY TITLE VI INVESTIGATOR)

Received on:
Accepted for formal investigation on:
Referred to another department on:
If rejected, because:

Title VI Investigator

Today's Date

Mailing Address:
Marcia Roberson
Director of Regional Mobility Call Center
Lakeland Area Mass Transit District
d.b.a. Citrus Connection
1212 George Jenkins Blvd.
Lakeland, FL 33815
MRoberson@ridecitrus.com

Updated May 5, 2017

Page 4 of 4

Title VI Plan

Lakeland Area Mass Transit Title VI Complaint Form Spanish



FORMULARIO DE QUEJA DE TITULO VI

El Título VI de los Derechos Civiles de 1964 prohíbe discriminación por motivos de raza, color, o origen nacional en programas y actividades que reciben asistencia financiera federal. Específicamente, el Título VI prohíbe que “ninguna persona en los Estados Unidos, por motivos de **raza, color, o origen nacional**, será excluido de la participación en, será negado de los beneficios de, o será objeto de discriminación bajo cualquier programa o actividad que reciba asistencia financiera federal”. (42 U.S.C. Sección 2000d). La Justicia Ambiental componente del Título VI garantiza un tratamiento equitativo para todas las personas y proporciona para Citrus Connection, identificar y abordar, como sea apropiado, los efectos desproporcionadamente grandes y adversos de sus programas, políticas, y actividades en las poblaciones minoritarias y de bajos ingresos, tales como tomando las medidas razonables para asegurar que personas con dominio de inglés limitado tengan un acceso significativo a los programas, servicios, e información que Citrus Connection proporciona. Citrus Connection trabaja para asegurar transportación no discriminada en la provisión de transporte público para todos los ciudadanos del área del Condado de Polk.

Title VI Plan

Queja No.

Nombre:	
Numero de teléfono de casa:	
Número de teléfono del trabajo:	
Correo electrónico:	
Dirección:	
Ciudad:	Código Postal:
Liste los tipos de discriminación (por favor, marque todas las que apliquen):	
Raza ☐ Origen Nacional ☐ Color ☐	
Otro:	
Por favor, indique su raza/color, si ésta es la base de su queja:	
Por favor, describa su origen nacional, si ésta es la base de su queja:	
Lugar donde el incidente ocurrió:	
Hora y fecha del incidente:	
Nombre/Título del puesto de la personal que supuestamente lo sometió a usted a una discriminación del Título VI:	

Title VI Plan

Brevemente describa el incidente (use una hoja separada, si es necesario):

Alguna otra persona fue testigo del incidente?: Sí ☐ No ☐

Por favor liste los testigos (Use una hoja separada, si es necesario)

Nombre:

Dirección:

Número de teléfono:

Nombre:

Dirección:

Número de teléfono:

Ha presentado una queja sobre este incidente con la Administración Federal de Tránsito? Sí ☐ No ☐

Si sí, cuando?

Title VI Plan

AFIRMACION

Por la presente juro/afirmo que la información que he proporcionado en este formulario de queja del Título VI es verdadera y correcta a lo mejor de mi conocimiento, información y creencia.

Su firma

Fecha de hoy

Envío electrónico

MEDIDAS ADOPTADAS (PARA SER COMPLETADO POR EL INVESTIGADOR DEL TITULO VI)

Recibido en:

Aceptado para la investigación formal en:

Referido a otro departamento en:

Si fue rechazada, porque:

Investigador Título VI

Fecha de hoy

Dirección Postal:

Marcia Roberson
Directora del Centro del Llamadas de Movilidad Regional
Lakeland Area Mass Transit District
d.b.a. Citrus Connection
1212 George Jenkins Blvd.
Lakeland, FL 33815
MRoberson@ridecitrus.com

Actualizado Mayo 5, 2017

Page 4 of 5

Title VI Plan

Citrus Connection

Appendix F Public Participation Plan

The Public Participation Plan (PPP) for Citrus Connection was developed to ensure that all members of the public, including minorities and Limited English Proficient (LEP) populations, are encouraged to participate in the decision-making process for Citrus Connection

Policy and service delivery decisions are taken into consideration based upon well-executed outreach efforts. The public outreach strategies described in the PPP are designed to provide the public with effective access to information about Citrus Connection services and to provide a variety of efficient and convenient methods for receiving and considering public comment prior to implementing changes to services. Citrus Connection also recognizes the importance of many types of stakeholders in the decision-making process, including other units of government, metropolitan area agencies, community-based organizations, major employers, passengers, and the general public, including low-income, minority, LEP, and other traditionally underserved communities.

Citrus Connection considers the viewpoints of minority, low-income, and LEP populations while conducting public outreach and involvement activities, as described below:

- Policy and Procedures for Public Hearing and Notices: A public hearing and Board of Directors' approval is required for changes to fares and ADA service levels or eligibility requirements; and changes to existing routes' revenue miles by twenty five percent (25%) or more. Route changes involving less than then twenty-five (25%) percent of an existing routes' revenue miles are referred to as modifications and simply require notice to the public of the change. Information in Spanish and bilingual representatives are available during public workshops and public hearings to the limited-English proficient community.
- Information on transit services is provided through advertisements on a minimum of four radio stations, one newspaper, flyers on the buses, route maps, telephone, web site, and audio at the Downtown Terminal, which is made available to all riders.
- Presentations are routinely made by the District's staff to a variety of diverse groups in the local area. This is part of the regular marketing effort of the Citrus Connection.
- Initial identification badges are provided at no cost to our riders (Students, Disabled, and Senior).
- Rider and non-rider comments, complaints, and appreciation comments related to Citrus Connection's service and route amenities, are keep in a database and use to improve service.

Title VI Plan

- Most of the population of the Lakeland urbanized area is English speaking. According to the 2021 census, roughly 22.1% of the population of Polk county of Hispanic descent. Other population groups speaking other foreign languages are negligible. At any rate, for the part of the population that does speak Spanish, we have several employees who speak fluent Spanish and offer assistance. As of September 30, 2022 there were a total of Thirty-one employees who are Spanish-speaking: eight Fixed route Bus Operators, five Paratransit Bus Operators, three Customer Service Representative, three Operations Supervisors, two Paratransit Supervisors, one Mechanic, one Fixed Route Transit Analyst, one Executive Assistant, one Senior Accountant, and one IT Analyst. Customer Service Representatives, Dispatcher, Route maps, flyers, web site, and audio at the Downtown Terminal, offer information in Spanish to this minority community.
- Surveys are conducted to get feedback from community.
- Citrus Connection's Governing Board of the Transit District (board of directors) consists of five members, of which two is a member of a racial minority.

Public Participation Goals

The main goal of the PPP is to offer meaningful opportunities for all of the public, including, but not limited to, low-income, minority and LEP groups, to comment, about Citrus Connection and its operations. The goals for this PPP include:

- **Inclusion and Diversity:** Citrus Connection will proactively reach out and engage low-income, minority, and LEP populations for the Citrus Connection service area so these groups will have an opportunity to participate. By att
- **Accessibility:** All legal requirements for accessibility will be met. Efforts will be made to enhance the accessibility of the public's participation – physically, geographically, temporally, linguistically, and culturally.
- **Clarity and Relevance:** Issues will be framed in public meetings in such a way that the significance and potential effect of proposed decisions is understood by participants. Proposed adjustments to fares or services will be described in language that is clear and easy to understand.
- **Responsive:** Citrus Connection will strive to respond to and incorporate, when possible, appropriate public comments into transportation decisions.
- **Tailored:** Public participation methods will be tailored to match local and cultural preferences as much as possible.
- **Flexible:** The public participation process will accommodate participation in a variety of ways and will be adjusted over time as needed.

Title VI Plan

Public Participation Methods

The methods of public participation included in this PPP were developed based upon best practices in conjunction with the needs and capabilities of Agency Name. Citrus Connection intends to achieve meaningful public participation by a variety of methods with respect to service and any changes to service.

Citrus Connection will conduct community meetings and Public workshop as appropriate with passengers, employers, community based organizations, and advisory committees to gather public input and distribute information about service quality, proposed changes or new service options.

The public will be invited to provide feedback on the Citrus Connection website (www.ridecitrus.com and info@ridecitrus.com and all feedback on the site will be recorded and passed on to Citrus Connection management. The public will also be able to call the Citrus Connection office at 863-534-5500 during its hours of operation. Feedback collected over the phone will be recorded and passed on to Citrus Connection management. Formal customer surveys to measure performance, and listening sessions to solicit input, will be conducted periodically. The comments recorded as a part of these participation methods will be responded to as appropriate.

Meeting formats will be tailored to help achieve specific public participation goals that vary by project or the nature of the proposed adjustment of service. Some meetings will be designed to share information and answer questions. Some will be designed to engage the public in providing input, establishing priorities, and helping to achieve consensus on a specific recommendation. Others will be conducted to solicit and consider public comments before implementing proposed adjustments to services. In each case, an agenda for the meetings will be created that works to achieve the stated goals, is relevant to the subject, and not overwhelming for the public.

For all public meetings, the venue will be a facility that is accessible for persons with disabilities and, preferably, is served by public transit. If a series of meetings are scheduled on a topic, different meeting locations may be used, since no one location is usually convenient to all participants.

For community meetings and other important information, Citrus Connection will use a variety of means to make riders and citizens aware, including some or all of the following methods:

- In-vehicle advertisement
- Posters or flyers in transit center
- Posting information on website
- Press releases and briefings to media outlets
- Multilingual flyer distribution to community based organizations, particularly those that target LEP population
- Flyers and information distribution through various libraries and other civic locations that currently help distribute timetables and other information
- Communications to relevant elected officials
- Other methods required by local or state laws or agreements
- Radio

All information and materials communicating proposed and actual service adjustments will be provided in English and Spanish any other language upon request.

Title VI Plan

Public Hearing

Public Hearing are conducting during Board meeting, service changes more than 25%, and major service changes and fare changes.

LCB Meetings

LCB are held quarterly. Members of the boards provide guidance related to services provided by Citrus Connection. Quarterly performance measure are reported. Service updates and changes must be reviewed and approved

Public Outreach

Public Outreach events are list as Appendix Mon Page 73 .

Appendix G Language Assistance Plan

I. Introduction

Citrus Connection operates a transit system within [Polk County]. The Language Assistance Plan (LAP) has been prepared to address Citrus Connection responsibilities as they relate to the needs of individuals with Limited English Proficiency (LEP). Individuals, who have a limited ability to read, write, speak, or understand English are LEP. In Citrus Connection service area, there are 156875 residents or 22.1% who describe themselves as not able to communicate in English “very well” (Source: US Census). Citrus Connection is federally mandated (Executive Order 13166) to take responsible steps to ensure meaningful access to the benefits, services, information and other important portions of its programs and activities for individuals who are LEP. Citrus Connection has utilized the U.S. Department of Transportation (USDOT) LEP Guidance Handbook and performed a four-factor analysis to develop its LAP.

Executive Order 13166 of August 16, 2000, states that recipients of Federal financial assistance must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons (Handbook, page 6). Additionally, recipients should use the DOT LEP Guidance to determine how best to comply with statutory and regulatory obligations to provide meaningful access to the benefits, services, information and other important portions of their programs and activities for individuals who are LEP (Handbook, page 6). These provisions are included in FTA Circular 4702.1B in Paragraph 9 of Section III (pages III-6 to III-9).

For many LEP individuals, public transit is the principal transportation mode available. It is important for Citrus Connection be able to communicate effectively with all its riders. When Citrus Connection can communicate effectively with all its riders, the service provided is safer, more reliable, convenient, and accessible for all within its service area. Citrus Connection is committed to taking reasonable steps to ensure meaningful access for LEP individuals to this agency's services in accordance with Title VI.

This plan will demonstrate the efforts that Citrus Connection undertakes to make its service accessible to all persons without regard to their ability to communicate in English. The plan addresses how services will be provided through general guidelines and procedures including the following:

- Identification: Identifying LEP populations in service areas
- Notification: Providing notice to LEP individuals about their right to language services
- Interpretation: Offering timely interpretation to LEP individuals upon request
- Translation: Providing timely translation of important documents

Title VI Plan

- Staffing: Identifying Citrus Connection staff to assist LEP customers
- Training: Providing training on LAP to responsible employees

II. Four Factor Analysis

The analysis provided in this report has been developed to identify LEP population that may use Citrus Connection services and identify needs for language assistance. This analysis is based on the “Four Factor Analysis” presented in the Implementing the Department of Transportation’s Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons, dated April 13, 2007, which considers the following factors:

1. The number and proportion of LEP persons in the service area who may be served or are likely to encounter a Citrus Connection program, activity or service.
2. The frequency with which LEP persons encounter Citrus Connection programs, activities or services.
3. The nature and importance of programs, activities or services provided by Citrus Connection to the LEP population.
4. The resources available to Citrus Connection and overall costs to provide LEP assistance:

III. Language Assistance Plan

Citrus Connection Language Access Plan (LAP)

Introduction and Purpose

In compliance with Title VI of the Civil Rights Act of 1964 and executive order 13166, “Improving access services to persons with limited English proficiency”, Citrus Connection has established the following LAP to ensure the individuals with limited English proficiency (LEP) may access all resources and services provided by our agency. An “LEP individual” is defined as an individual who does not speak English as their primary language and who has limited ability to read, speak, write, or understand English.

The purpose of this plan is to establish strategies for interacting with and providing services to LEP individuals to ensure equality and inclusion across beneficiaries. This is essential to our mission of Citrus Connection. To prepare and develop this plan we conducted a Four-Factor Analysis which balanced the following factors.

- The proportion number of LEP people served or encountered in an eligible service population
- The frequency in which a LEP person encounters the agency.
- The nature and importance of the program, activity, or service provided by the agency.
- The resources available and cost to the recipient.

Persons Charged with implementing the Plan

The Citrus Connection policy board will be responsible for overseeing the implementation of this plan. In addition to oversight and duties. This policy group will be charged with maintaining and updating this plan annually or as needed when changes arise. The policy group will report to General Manager and will coordinate with other community stakeholders to carry out the directives established in this plan. Citrus Connection staff will then report updates to our Board of Directors.

Identification and assessment of LEP communities

In order to identify LEP individuals in our community, we consulted data from the American Community Survey website. Based on the data we have identified LEP populations in our communities to be persons who speak Spanish are 24.4 % of the population.

Title VI Plan

As our community evolves over time we will continue to monitor shifts in our population demographics through published biennial updates to the Americans community survey. This ensures that we are adequately tracking LEP representation in our jurisdiction. We will also work to identify LEP individuals in our normal encounters with the public by:

- Assuming LEP if communication seemed impaired
- Responding to individuals' requests for language assistance and services
- Relying on self-identification by the non-English speaker or LEP individual
- Asking open-ended questions to determine language proficiency
- Using Google translation when necessary, collecting and recording primary language data from individuals when they engage in in our programs and services

Language Assistance Services

It is our understanding that these LEP individuals may interact with our staff in a number of ways:

- Participation in competitive programs
- Outreach programs
- Comments and complaint line
- Public meetings
- Public Hearings
- Access to agency website
- Written materials (ADA & TD App, Complaints procedures, Para Transit services materials)
- Agency brochures
- Flyers and Announcements

Due to variety of encounters of LEP individuals may have with our agency and a variety of language assistance services will be provided and advertised with these individuals. To determine the extent of the language assistant services provided we rely on our four-factor analysis and identify the following groups as meeting the 1000, or 5% of LEP threshold for the provision language assistance services. Spanish (24.4%)

For LEP populations, both oral and written assistance services will be provided.

Oral language

Oral Language assistance may be a necessity by encounters of LEP individuals either over the phone, in person or in public hearings. When one of those encounters occurs, staff will carry out the following protocol:

For communication over the phone:

The staff members will make the first effort to identify the primary language of the individual. If the staff member is approved as bilingual in the individual primary language by the agency, then the staff member may assist the LEP individual directly. If the staff member has not been approved as bilingual in the language, then that staff member will transfer the call to another staff member who has been approved as bilingual, as listed in the staff directory. If no bilingual staff member is available to assist the individual, then a phone language translator "Google transit" may be used to communicate with the LEP individual.

Title VI Plan

For communications in person:

The staff will first make every effort to identify the primary language of the individual, using google translate if necessary. If the staff member is approved as bilingual in the individual primary language by the agency, the staff member may assist the LEP individual directly. If the staff member has not been approved as a bilingual in the language, then the staff member will make contact with another staff member who has been approved as bilingual, as listed in the direct staff directory to complete the assisted individual if no bilingual staff member is available to assist the individual, then a Google Translate may be used to communicate with the LEP individual.

For Public Hearings:

An approved interpreter will automatically be provided for the language previous identified at all public hearings written language assistance.

Written Language Assistance:

Written language assistance may be required for a variety of documents, notices, advertisements, and forms. Vital documents will be proactively translated and made accessible to previously identified Limited English Proficient (LEP) communities. Documents will be designated as vital based on factors including the frequency of LEP interaction, the significance of the document and its potential social impact, and available organizational resources. Supporting data will be used to inform these determinations as it becomes available. Translation or oral interpretation of non-vital documents may also be provided upon request.

Additionally, all public hearing notices will include key information—such as the date, time, location, and subject matter—translated into the primary languages of previously identified LEP communities.

Guidelines for Interpreters and Translators

While no formal certification is required for interpreters or staff members listed directly as bilingual individuals providing interpretation must:

- Be proficient in and able to communicate information accurately in both English and Spanish.
- Understand agency -specific terminology
- Act In ethical manner to ensure confidential and impartial quality in their role as an interpreter/ translator.
- Be aware of regionalism and be able to provide the most appropriate interpretation in a consistent manner.

LEP individuals may bring another individual to provide interpretation who has not been approved for formal interpretation services by the agency. During these encounters all staff will:

- Inform LEP individuals that free language assistance services are provided.
- Use formal interpretation instead of informal interpretation especially if the subject matter of the encounter may be prone to conflicts of interest.
- Avoid the use of minors as informal interpreters unless there is an extreme or an immediate need.

When working with an interpreter, formal or informal, staff should:

- Explain to the interpreter the purpose of the communication and information being conveyed.
- Briefly explain to the interpreter technical terms that may come up during the conversations.
- Avoid the use of acronyms, double negatives, and contractions.
- Speak short sentences to continue one idea at a time.
- Talk to the applicant and not the interpreter.

Title VI Plan

- Speak clearly and wait for the interpreter to finish before continuing to the next ideal.
-

Provide Notice of Language Assistance Services

To ensure that members of the LEP communities are aware of the free language assistance services provided to them, the following marketing and outreach steps will be taken:

- Include non-English instructions on phone menus.
- Update non-English content on the agency's website.
- Published in non-English media about programs and services offered.
- Broadcast advertisement on Spanish radio.
- Provide notification of services with applications Flyers and other materials.

Training LEP Policies and Services

All staff will receive training on the importance of providing meaningful information and services to LEP communities in a way that they can understand. This training will include as part of the new employee training and refresher training will be provided annually as staff meetings. After completion of training staff should understand:

- Their obligation to provide meaningful access to information and services the LEP individuals.
- The protocol for handling various encounters with LEP individuals, as established by this plan.
- How to use the staff directory to identify approved bilingual staff members.
- How to access translated materials and interpret services for provision of LEP individuals

Additional training may be provided to bilingual members on specific technology, ethics, and regionalism to ensure effective communication with LEP individuals. In order for staff members to be approved as bilingual they must pass a standard language proficiency exam conducted by HR assign staff.

Monitoring, Evaluating, and Updates to this Plan

As part of their responsibility the Policy Board will monitor and evaluate effectiveness in this plan and make updates according. To this they will make use of the following mechanism.

- Survey staff on how language assistance services are used and how they can improve.
- Conduct customer service surveys with LEP individuals.
- Observe and evaluate agencies interactions with LEP individuals.
- Solicit feedback from community-based organizations and other stakeholders.
- Keep the current community demographic by engaging in local resources.
- Monitor the agency's response rates to suggest or request by LEP individuals
- Maintain your record available services for LEP individuals and their frequency of their use

Title VI Plan

LAKELAND AREA MASS TRANSIT DISTRICT

Limited English Proficiency Plan

INTRODUCTION

This Limited English Proficiency Plan has been prepared to address the Lakeland Area Mass Transit District's responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English proficiency language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq, and its implementing regulations, which state that no person shall be subjected to discrimination on the basis of race, color or national origin.

Executive Order 13166, titled "***Improving Access to Services for Persons with Limited English Proficiency***", indicates that differing treatment based upon a person's inability to speak, read, write or understand English is a type of national origin discrimination.

The Lakeland Area Mass Transit District has developed this ***Limited English Proficiency Plan*** to help identify reasonable steps for providing language assistance to persons with limited English proficiency (LEP) who wish to access serviced provided. As defined Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English. This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP people that assistance is available.

In order to prepare this plan, the Lakeland Area Mass Transit District used the four-factor LEP analysis which considers the following factors:

1. The number and proportion of LEP people in the service area may be served or are likely to require service.
2. The Frequency with which LEP individuals come into contact with your programs, activities, and services.
3. The Importance to LEP Persons of Your Program, Activities, and Services.
4. The Resources Available to the Recipient and Costs are associated with that outreach.

Title VI Plan

MEANINGFUL ACCESS: FOUR-FACTOR ANALYSIS

Factor 1: The Number and Proportion of LEP persons in the service area who may be served or are likely to require service.

Public transit in Polk County, FL is provided by the Lakeland Area Mass Transit District, operating as Citrus Connection. According to the 2024 American Community Survey (see table below), 805,100 people over the age of five lived within the county, 30.5 % of the population speak a language other than English: Spanish 24.9%, Other Indo-European languages 3.6%, Asian and Pacific Island languages 1.0% and other languages 0.3%. From the 24.9% of the population that speaks Spanish, 41.2% speak English less than "very well". After evaluating available resources and population counts, LAMTD continues to focus its efforts on the Spanish speaking population.

Subject	Polk County, Florida					
	Total		Percent of specified language speakers			
			Speak English "very well"		Speak English less than "very well"	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Population 5 years and over	805,100	+/-90	87.7%	+/-1.3	12.3%	+/-1.3
Speak only English	559,796	+/-9,654	(X)	(X)	(X)	(X)
Speak a language other than English	245,304	+/-9,653	59.5%	+/-3.6	40.5%	+/-3.6
Spanish or Spanish Creole	200,568	+/-7,844	58.8%	+/-3.5	41.2%	+/-3.5
Other Indo-European languages	29,211	+/- 5,955	67.0%	+/-8.6	33.0%	+/-8.6
Asian and Pacific Island languages	7,716	+/-1,782	60.6%	+/-9.2	39.4%	+/-9.2
Other languages	7,809	+/-4,784	48.2%	+/-32.6	51.8%	+/-32.6

Source: U.S. Census Bureau, U.S. Department of Commerce. "Language Spoken at Home." American Community Survey, ACS 1-Year Estimates Subject Tables, Table S1601, 2023,

Factor 2: The Frequency with which LEP individuals come into contact with your programs, activities, and services.

Title VI Plan

LAMTD web site, www.ridecitrus.com, provides information in Spanish about Civil Rights, Fares/Passes, Routes/Services, and general information. Below are the FY23, FY24, AND FY25 the percent number of Spanish calls and users accessing our web site is showing below:

Calls Taken 2023, 2024, 2025	
Total English	201,789
Total Spanish	6,926
Website Clicks 2023, 2024, 2025	
Total English	300,762
Total Spanish	2,401

- Call Center staff surveys and code each spanish call at by entering a wrap up code.
- Customer Survey and conducted in English
- Outreach polls the number of Spanish client
- Planning conduct outreach in English and Spanish

LAMTD continue focusing its efforts on the Spanish speaking population.

Factor 3: The Importance to LEP Persons of Your Program, Activities, and Services.

LAMTD provide access to LEP persons through different programs, activities, and services that are described in the below table. This table also includes future plans to improve access to LEP persons in the following fiscal years.

LAMTD Action Plan for Improving Access to Persons with Limited English Proficiency

Administration

ITEM	NOW	FY27	FY28	F29
Procurement will develop/review contract language to ensure all contractors providing goods and	X			

Title VI Plan

ITEM	NOW	FY27	FY28	F29
services for LAMTD are in compliance with Title VI regulations (Title VI of the Civil Rights Act of 1964, “Nondiscrimination under Programs Receiving Federal Financial Assistance through the U.S. Department of Transportation”).				
Translate any public document into Spanish Any other language by request. .	X			
Develop curriculum and train frontline and other key staff. Onboard training and refresher training are conduct annually. • awareness of type of language services available • how staff and/or LEP customers can obtain these services • how to respond to LEP callers • how to respond to correspondence from LEPs • how to respond to LEPs in person • how to document LEP needs • How to respond to civil rights complaints.	X			
Incorporate LEP plan information into the new employee orientation, handbook and all staff	X			

Marketing & Customer Services

ITEM	NOW	FY27	FY28	FY29
Provide telephone interpretation for basic transit questions and trip planning assistance in Spanish Track incoming calls by language, include recorded message on phone system notifying customers of ability to speak Spanish.	X			
Establish competency standards for interpreters and translators and test by conducting interviews in Spanish & English.	X			
Conduct onboard surveys in both English and Spanish, measuring the % of Spanish surveys Vs. English How to video’s in English and Spanish for on the bus activity	X			
Produce all public timetables in both English and Spanish	X			
Create protocol for responding to foreign language correspondence and communication.	X			

Title VI Plan

ITEM	NOW	FY27	FY28	FY29
Provide Spanish version of website.	X			
Promote ads on Spanish radio and Newspaper	X			
Add English and Spanish complaint form and process of website	X			
Work with LEP community outreach to be present in more community events			X	

Operations

ITEM	NOW	FY27	FY28	FY29
Provide training to operators, fare inspectors and other frontline employees in LEP policies and procedures (see Legal/Human Resources section for details).	X			
Create reference materials for operations personnel with common language terms to allow for basic communication with LEP clients	X			
Offer Spanish classes through LAMTD for key personnel.		X	X	

Title VI Plan

Diversity & Transit Equity

ITEM	NOW	FY27	FY28	FY29
Identify areas within the service district that have high concentrations of LEP individuals.	x			
Operations and Marketing, working together, will conduct an evaluation of LAMTD's LEP plan to gauge its effectiveness and determine if updates are needed every two years. Operations Support Department will lead the evaluation with the help of staff familiar with Title VI language access requirements and the LEP plan. The evaluation will: • determine the number of LEP individuals in LAMTD's service district • assess whether existing language assistance services are meeting the needs of clients with LEP • assess whether staff members understand LAMTD's LEP policies and procedures, how to carry them out, and whether language assistance resources and arrangements for those resources are still current and accessible • seek feedback from LEP communities, including customers and community organizations, about the effectiveness of LAMTD's LEP plan	x			

Title VI Plan

Additional Services

ITEM	NOW	FY27	FY28	FY29
Provide key transit information and online Trip Planner in Spanish on LAMTD's website.				x
Ensure a Spanish speaking customer service staff member is available during standard hours	x			
Place foreign-language ads in publications serving second language populations to demonstrate LAMTD's commitment to full information; to share current significant, service-related announcements; to increase comfort levels regarding access to information in a native language.	x			
Provide Spanish-language interface for new TVM transactions.	x			
Provide one-on-one and group travel training to LEPs by working through the Marketing Department.	x			
Establish partnerships and work closely with community organizations that serve LEP populations.	x			
Design new pictograms with community input to replace text in signage when possible				x
Identify service changes affecting areas with high concentrations of LEP individuals and develop mitigation strategies.				x

Title VI Plan

Factor 4: The Resources Available to the Recipient and Costs.

The resources available are the in-house employees, who help assist in translation and marketing of all literature. There is not budget set aside as everything is done in house with hourly and salaried staff, as part of the everyday duties.

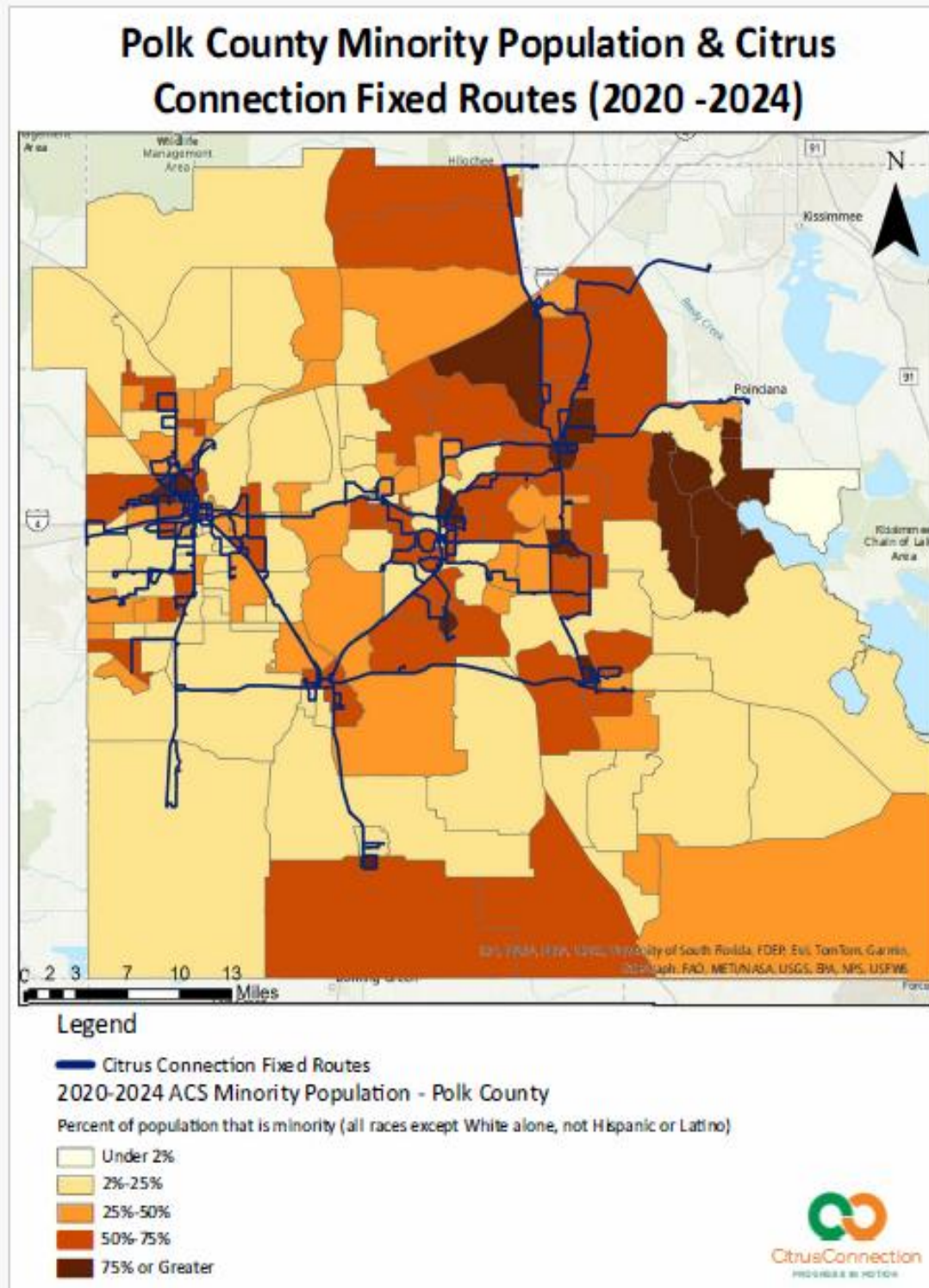
All frontline and field roles have staff who speak Spanish. Citrus Connections aims to assure we have a diverse workforce.

Appendix H Operating Area Language Data:

Citrus Connection Service Area

Title VI Plan

Appendix I Demographic Maps

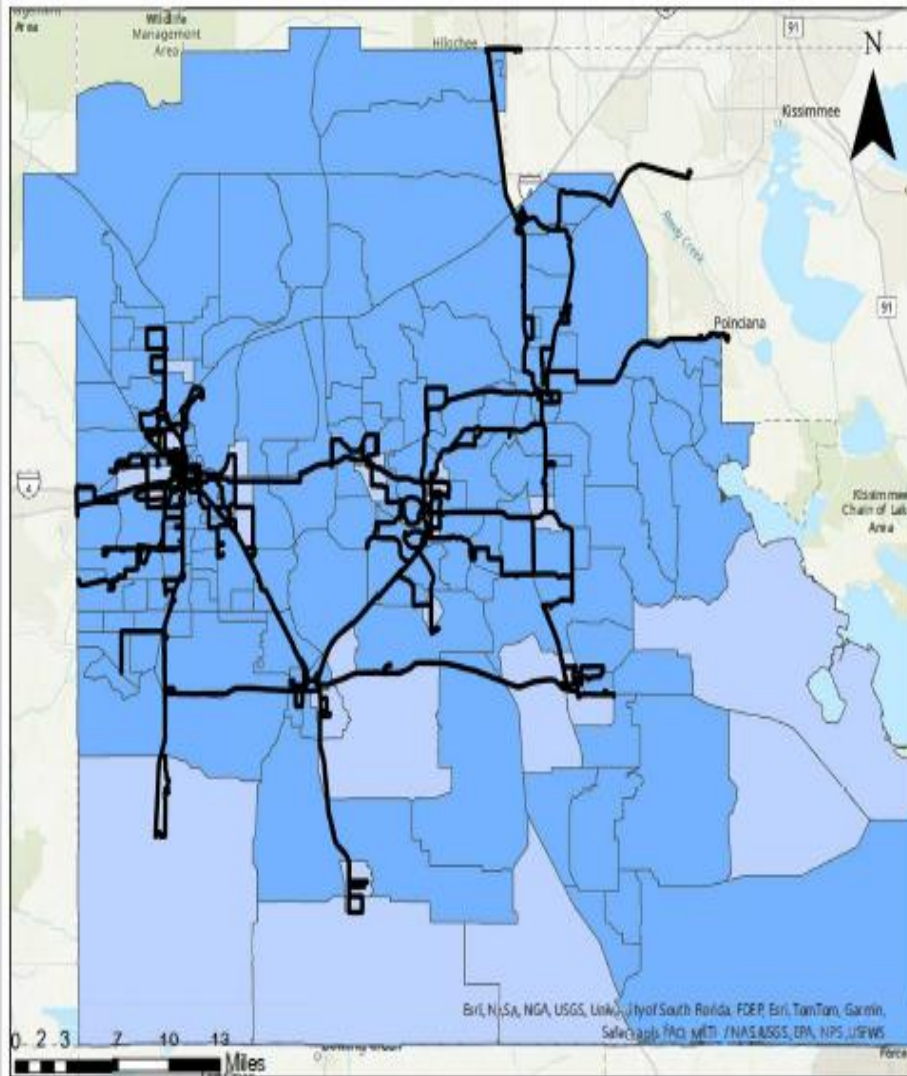


Title VI Plan

Title VI Plan

Title VI Plan

Polk County Low-Income Population & Citrus Connection Fixed Routes (2020 -2024)



Legend

2020-2024 ACS Low Income Population - Polk County

Median Household Income in past 12 months (inflation-adjusted dollars to last year of 5-year range)

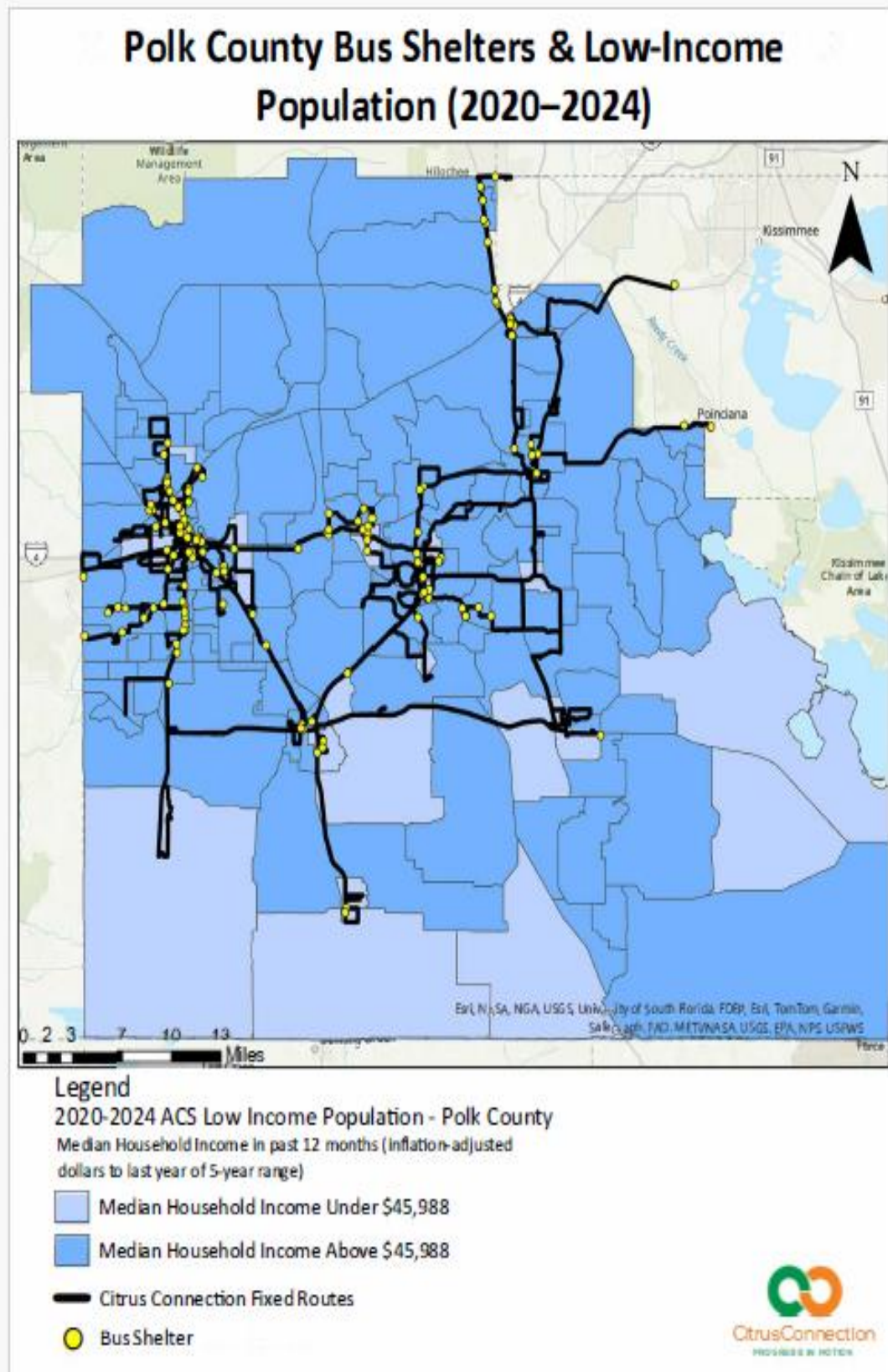
Light Blue Median Household Income Under \$45,988

Medium Blue Median Household Income Above \$45,988

Black Line Citrus Connection Fixed Routes



Title VI Plan



Title VI Plan

Appendix J Title VI Equity Analysis

During the 2020-2023 Title VI plan Citrus Connection has not build any new facilities therefore no performed Title VI Equity Analysis.

Appendix K Certifications and Assurances

LAKELAND AREA MASS TRANSIT DISTRICT | LAKELAND LAMTD | 1086

Summary

Applications/Assurances

TRANS Board

Locations

Designated Recipient

Public Actions

Certifications & Assurances | FY 2023 C&A Affirmations

Certification and Assurance Information

Recap Year: 2023

Assigned Date: 1/20/2023

Due Date: 4/30/2023

Original Certification Date: 03/30/21

Latest Certification Date: 03/30/23

Published Certifications and Assurances

FTA Communications and Applications

Public Transportation Agency Safety Plan (PTASP)

Applicants and recipients of federal 2021 grants and self-funded agencies that are included in the State Safety Oversight Program must certify to Category 1: Public Transportation Agency Safety Plan (PTASP). The deadline for certification was July 28, 2022. However, in light of the extraordinary challenges presented by the COVID-19 public health emergency, FTA issued a Notice of Enforcement Waiver for the PTASP regulation 49 CFR Part 655. FTA will not take non-compliance enforcement action until July 21, 2023 for applicants and recipients unable to certify compliance with the PTASP regulation before July 28, 2021. While applicants and recipients are encouraged to verify compliance as soon as reasonably practicable under the current circumstances caused by the COVID-19 public health emergency, those who cannot verify compliance until July 28, 2021 remain eligible for Chapter 50 grant funds.

list of all Applicants/agencies

PTASP Technical Assistance Center

Certifications and Assurances

Certification History

Certification Date: 03/30/23 | Official: Tom Phillips | Attorney: Ben Burdy

Category

Title

Ex

01

Certifications and Assurances Required of Every Applicant

✓

02

Public Transportation Agency Safety Plans

✓

03

Taxi Licensing and Safety Conditions

✓

04

Licensing

✓

05

Private Sector Inspections

✓

06

Transit Asset Management Plans

✓

07

Rolling Stock Buy-Ahead Review and Bus Testing

✓

08

Grants and Area Formula Grants Program

✓

09

Formula Grants for Rural Areas

✓

10

Rural Building Capital Investment Grants and the Expanded Project Delivery for Capital Investment Grants Pilot Program

✓

11

Grants for Rural and Bus Facilities and Local Facilities and Vehicle Development Grant Programs

✓

LAMTD d.b.a. Citrus Connection

61
150

Title VI Plan

Title VI Plan

LAKELAND AREA MASS TRANSIT DISTRICT | LAKELAND LAMTD | 1086

Summary Applications/awards Transit rules Locations Designated Recipients Related Actions

Certifications & Assurances | FY 2024 C&A Affirmations

Certification and Assurance Information			
Fiscal Year	2024	Original Certification Date	3/29/2024
Assigned Code	3/29/2024	Latest Certification Date	3/29/2024
Due Date	3/29/2024		
Published Certifications and Assurances			
FTA (CERTIFICATIONS AND ASSURANCES)			
Public Transportation Agency Safety Plans/PTSPs			
Applicants and recipients of Section 5307 grant and rail transit agencies that are subject to the State Safety Oversight Program must certify to Category 3: Public Transport 2024 Agency Safety Plans (PTSPs). The deadline for certification was July 26, 2024. However, in light of the extraordinary challenges presented by the COVID-19 public health emergency, FTA issued notices of enforcement discretion for the PTSP regulations (49 CFR Part 658). FTA will refrain from issuing enforcement action until July 21, 2025, for applicants and recipients unable to certify compliance with the PTSP regulations before July 26, 2024. While applicants and recipients are encouraged to certify compliance as soon as reasonably practicable under the current circumstances caused by the COVID-19 public health emergency, those who do not certify compliance until July 26, 2025 remain eligible for Chapter 50 grant funds. List of all applicable Agencies: PTSP Technical Assistance Center			
Certifications and Assurances:			
Certification History			
Certification Date: 3/29/2024 Official: Tam Phillips Attorney: Ben Duffy			
Category	Title	Cap	
01	CERTIFICATIONS AND ASSURANCES REQUIRED OF EVERY APPLICANT	✓	
02	PUBLIC TRANSPORTATION AGENCY SAFETY PLANS	✓	
03	THE SAFETY AND ELONG CONNECTION	✓	
04	COMPLYING	✓	
05	PRIVATE WATER PROTECTIONS	✓	
06	TRANSIT ASSET MANAGEMENT PLAN	✓	
07	ROLLING STOCK BUS AND RAILROAD OVERLAND BUS TESTING	✓	
08	URBANIZED AREA FORMULA GRANTS PROGRAM	✓	
09	FORMULA GRANTS FOR RURAL AREAS	✓	
10	FREE CARPOOL CAPITAL INVESTMENT GRANTS AND THE EXPEDITED PROJECT DELIVERY FOR CAPITAL INVESTMENT GRANTS PILOT PROGRAM	✓	
11	GRANTS FOR BICYCLE AND BUS FACILITIES AND JUNCTION HOV ENOUGH VEHICLE DISCOUNT GRANT PROGRAMS	✓	

Title VI Plan

LAKELAND AREA MASS TRANSIT DISTRICT | LAKELAND LAMTD | 1086

[Summary](#) [Applications/Awards](#) [TRANS Users](#) [Locations](#) [Designated Recipient](#) [Related Actions](#)

Certifications & Assurances | FY 2025 C&A Affirmations

Certification and Assurance Information			
Fiscal Year	2025	Original Certification Date	6/11/2025
Assigned Date	5/23/2025	Latest Certification Date	12/11/2025
Due Date	8/21/2025		
Published Certifications and Assurances			
FTA CERTIFICATIONS AND ASSURANCES			
Public Transportation Agency Safety Plan (PTASP)			
Applicants and recipients of Section 5307 grants and rail transit agencies that are subject to the State Safety Oversight Program must certify to Category 2: Public Transportation Agency Safety Plans (PTASP). The deadline for certification was July 20, 2020; however, in light of the extraordinary challenges presented by the COVID-19 public health emergency, FTA issued a Notice of Enforcement Discretion for the PTASP regulation (49 CFR Part 673). FTA will refrain from taking enforcement action until July 21, 2021 for applicants and recipients unable to certify compliance with the PTASP regulation before July 20, 2021. While applicants and recipients are encouraged to certify compliance as soon as reasonably practicable under the current circumstances caused by the COVID-19 public health emergency, those who do not certify compliance until July 20, 2021 remain eligible for Chapter 53 grant funds.			
List of All Applicable Agencies			
PTASP Technical Assistance Center			
Certifications and Assurances			
Certification History			
Certification Date: 12/11/2025 Official: Tom Phillips Attorney: Ben Darby			
Category	Title		Cer
01	Certifications and Assurances Required of Every Applicant		
02	Public Transportation Agency Safety Plans		
03	Tax Liability and Felony Convictions		
04	Private Sector Protections		
05	Transit Asset Management Plan		
06	Rolling Stock Buy America Reviews and Bus Testing		
07	Urbanized Area Formula Grants Program		
08	Formula Grants for Rural Areas		
09	Fixed Guideway Capital Investment Grants and the Expedited Project Delivery for Capital Investment Grants Pilot Program		
10	Grants for Buses and Bus Facilities and Low or No Emission Vehicle Deployment Grant Programs		
11	Enhanced Mobility of Seniors and Individuals with Disabilities Programs		

Title VI Plan

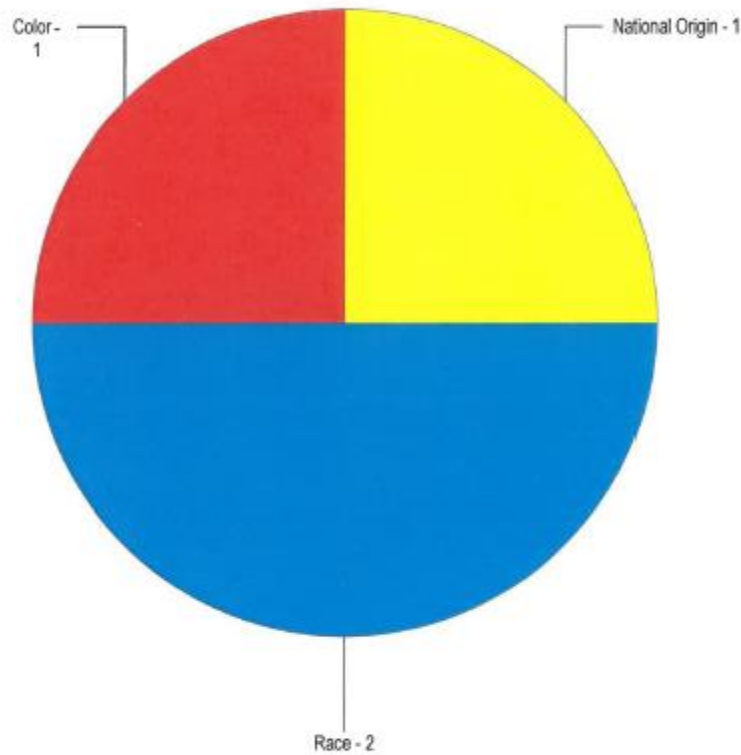
Appendix L Title VI Sample Reports

Feedbacks by Category

04-01-2020 - 04-01-2023

Citrus Connection

TITLE VI



y Subtype

This is a example report only

Title VI Plan

Complaints by Feedback Subtype

Received From 04-01-2020 To 04-01-2023 For Color

Client Name (Feedback ID)	Subtype	Provider	Operator Name	Action Type	Date Received	Date Responded
Comments:						

Title VI Plan

Complaints by Feedback Subtype

Received From 04-01-2020 To 04-01-2023 For National Origin

Client Name (Feedback ID)	Subtype	Provider	Operator Name	Action Type	Date Received	Date Responded
Comments:						

Title VI Plan

Complaints by Feedback Subtype

Received From 04-01-2020 To 04-01-2023 For Race

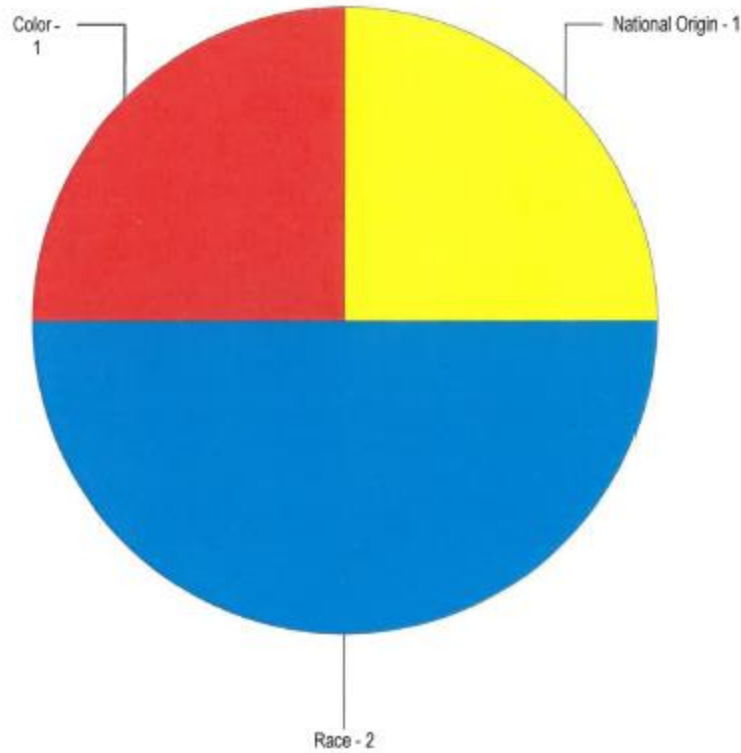
Client Name (Feedback ID)	Subtype	Provider	Operator Name	Action Type	Date Received	Date Responded
Comments:						

Feedbacks by Category

04-01-2020 - 04-01-2023

Citrus Connection

TITLE VI



y Subtype

This is a example report only

**CITRUS CONNECTION
BOARD OF DIRECTORS' MEETING
Wednesday, August 19, 2026
AGENDA ITEM #7a**

Agenda Item:	Agency Updates
Presenter:	Tom Phillips, CEO
Recommended Action:	None
Summary:	Items and information from the CEO
Attachments:	None

**CITRUS CONNECTION
BOARD OF DIRECTORS' MEETING
Wednesday, August 19, 2026
AGENDA ITEM #7b**

Agenda Item: July Calendar

Presenter: Tom Phillips, CEO

Recommended Action: None

Summary: Review and summary of events taking place in July

Attachments: July Calendar

July 2026

July 2026							August 2026						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
5	6	7	1	2	3	4	2	3	4	5	6	7	1
12	13	14	8	9	10	11	9	10	11	12	13	14	8
19	20	21	15	16	17	18	16	17	18	19	20	21	15
26	27	28	22	23	24	25	23	24	25	26	27	28	22
			29	30	31		30	31					29

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Jun 28	29	30	Jul 1	2	3	4
			9:30am 1-on-1 w/ Nicole - Tom Phillips 10:00am 1:1 w/ Christine - Tom Phillips	10:00am 1:1 w/Rhonda - Tom Phillips	Copy: Board of Directors, Performance Indicator Data, due ADMINISTRATIVE OFFICE CLOSED IN OBSERVANCE OF INDEPENDENCE DAY	Independence Day (United States)
5	6	7	8	9	10	11
	10:00am 1-on-1 w/HR - Tom Phillips 11:00am 1-on-1 w/Ana - Tom Phillips	9:30am Senior Staff meeting (https://us02web.zoo 10:00am 1-on-1 w/Marcia (Tom's	9:30am 1-on-1 w/ Nicole - Tom Phillips 10:00am 1:1 w/ Christine - Tom Phillips	10:00am 1:1 w/Rhonda - Tom Phillips		
12	13	14	15	16	17	18
	10:00am 1-on-1 w/HR - Tom Phillips 11:00am 1-on-1 w/Ana - Tom Phillips 3:00pm Haircut	8:30am Email Ridership Update to LAMTD 9:30am Senior Staff meeting 10:00am 1-on-1	9:30am 1-on-1 w/ Nicole - Tom Phillips 10:00am 1:1 w/ Christine - Tom Phillips	10:00am 1:1 w/Rhonda - Tom Phillips	1:00pm FW: Discuss union matters (Microsoft Teams Meeting) - Peppard, Lara J.	
19	20	21	22	23	24	25
	10:00am 1-on-1 w/HR - Tom Phillips 11:00am 1-on-1 w/Ana - Tom Phillips	10:00am Agenda Study (Rogers Conference Room) - Christine Lee 11:00am 1-on-1 w/Marcia (Tom's	8:30am CITRUS CONNECTION July 10:30am 1-on-1 w/ Nicole - Tom Phillips 11:00am 1:1 w/ Christine	9:30am Senior Staff to discuss phone tree (https://us02web.zoo 10:00am 1:1 w/Rhonda - Tom Phillips	8:30am Updated invitation: Infrastructure Team 11:00am Discussion with CEF	
26	27	28	29	30	31	Aug 1
	10:00am Meeting with Mr. Tom (Microsoft Teams Meeting) - 11:00am 1-on-1 w/Ana - Tom Phillips	9:30am Senior Staff meeting 10:00am 1-on-1 w/Marcia (Tom's 2:00pm FW: FTA / APTA	9:30am 1-on-1 w/ Nicole - Tom Phillips 10:00am 1:1 w/ Christine - Tom Phillips 10:30am 1-on-1 w/HR -	9:30am 1:1 w/Rhonda - Tom Phillips 10:00am State Attorney Brian Haas and Dr. 11:00am Lunch Dr.		

**CITRUS CONNECTION
BOARD OF DIRECTORS' MEETING
Wednesday, August 19, 2026
AGENDA ITEM #7c**

Agenda Item: June 2026 Ridership Reports

Presenter: Tom Phillips, CEO

Recommended Action: None

Summary: June 2026 ridership information

Attachments: Citrus Connection Ridership Report June 2026

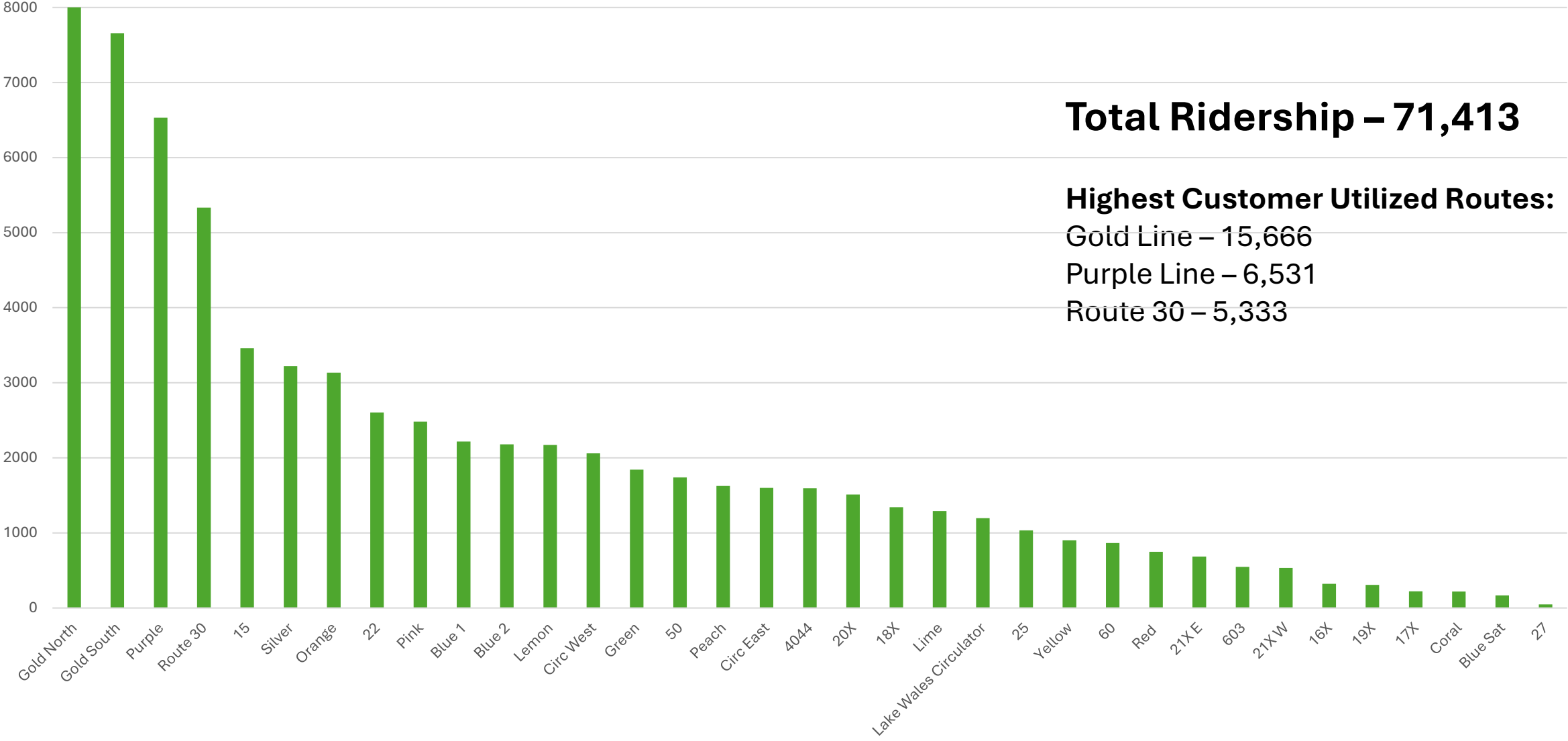
Citrus Connection Ridership Report June 2026



Fixed Route Comparison to FY24-25 – June 2026
Average Temperature in June 2026 – 85 degrees



Fixed Route Ridership - June 2026
Average Temperature in June 2026 – 85 degrees



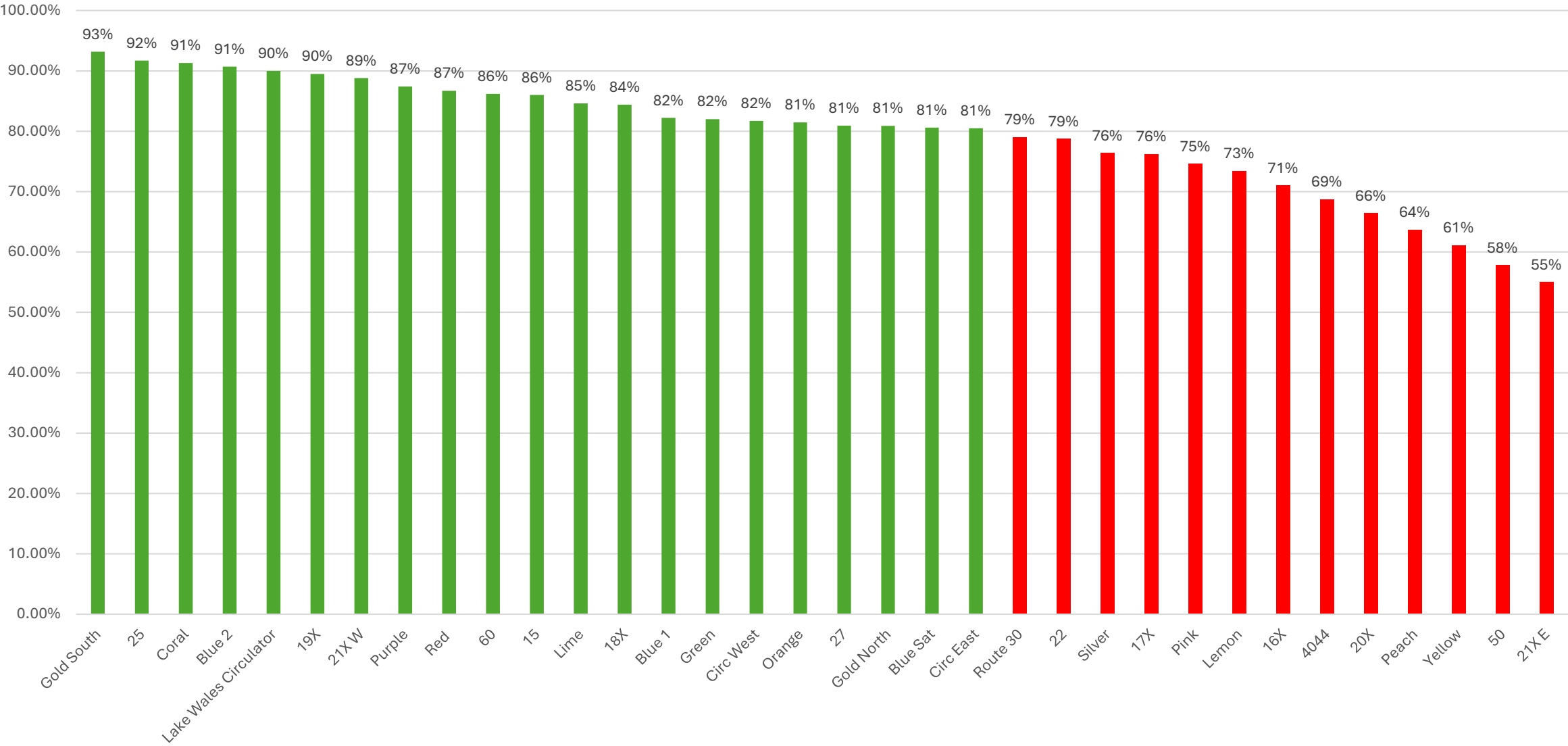
Total Ridership – 71,413

Highest Customer Utilized Routes:
Gold Line – 15,666
Purple Line – 6,531
Route 30 – 5,333

Squeeze Total Ridership - June 2026
Average Temperature in June 2026 – 85 degrees



On-Time Performance - June 2026



**CITRUS CONNECTION
BOARD OF DIRECTORS' MEETING
Wednesday, August 19, 2026
AGENDA ITEM #8**

Agenda Item: Other Business

Presenter: TBD

**Recommended
Action:** TBD

Summary: TBD

CITRUS CONNECTION
BOARD OF DIRECTORS' MEETING
Meeting Minutes
Hollingsworth Board Room
1212 George Jenkins Blvd., Lakeland, FL 33815
Wednesday, July 22, 2026, at 8:30 a.m.

Board Members Present

City of Lakeland Mayor Sara Roberts McCarley (Chair)
Polk County Commissioner Martha Santiago (Vice-Chair)
City of Lakeland Commissioner Guy LaLonde, Jr. (Secretary)
City of Lakeland Commissioner Terry Coney
Polk County Commissioner Michael Scott

Board Members Absent

None

Executive Office Staff Present

Chief Executive Officer Tom Phillips
Executive Office Administrator Christine Lee
Ben Darby, Esq.

Call to Order

8:30 a.m. by Mayor Roberts McCarley

Agenda Item #1 – Approval of the Minutes

a. Board approval of June 3, 2026, Citrus Connection Meeting Minutes

Approval of June 3, 2026, Citrus Connection Meeting Minutes.

Attorney Ben Darby recommended to Chair Roberts McCarley that since the June 3, 2026, Board meeting was rescheduled from its original date of June 10, 2026, we should retroactively ratify the meeting minutes and all actions that took place during the June 3 Board meeting.

Approved: 1st Martha Santiago / 2nd Michael Scott

Motion Carried Unanimously

Agenda Item #2 – Public Comment

None

Agenda Item #3 – Finance / Rhonda Carter, Chief Financial Officer

a. LAMTD Financials

Year-to-Date Summary					
Description	Percent of FY Complete	Annual Budget	Actual	Actual % of FY Annual Budget	

CITRUS CONNECTION
BOARD OF DIRECTORS' MEETING
Meeting Minutes
Hollingsworth Board Room
1212 George Jenkins Blvd., Lakeland, FL 33815
Wednesday, July 22, 2026, at 8:30 a.m.

Revenue YTD	67%	\$16,597,735	\$13,311,829	80%	
Expenses YTD	67%	\$16,597,735	\$11,278,543	68%	

REVENUES:

The total revenues realized through May 31, 2026, totaled \$13.3M or 80% of the annual budget.

- Farebox revenues reflect \$219K or 64% of the annual budgeted revenues.
- Interest Income on Investment income totals \$412K. This represents interest income from the SBA reserve account.
- FDOT operating grants are \$962K or 39 % of the annual budget
- FTA operating grants are 3M or 71% of the annual budget.
- Advertising income is \$115K, or 64% 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 May 2026, \$7.8M was collected, which is 99% of the annual budget.
- The PCTS support cost reimbursement revenue is \$410K or 67% of annual budget.
- All the other revenues are within the annual budget.

EXPENSES:

The total expenses year-to-date through May 31, 2026, totaled \$11.3M or 68% of the annual budget.

- Salaries and benefits cost are \$8M, or 68% of the annual budget.
- Fuel and lubricants expenses totaled \$428K, or 56% of the annual budget.
- Materials and supplies totaled \$409K, or 48% of the annual budget.
- Insurance expenses are \$468K, or 100% 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 May 31, 2026, the financials favorable variance of \$2M with 67% of the fiscal year completed.

Action Item: In addition to receiving the monthly percentage of where we are to date, Commissioner Scott expressed interest in a bi-annual mid-year check-in to provide a benchmark year-over-year comparison. It was agreed that this mid-year snapshot would be helpful for planning and that it would be provided for all three financial reports: LAMTD, PCTS, and TD.

b. PCTS Financials

CITRUS CONNECTION
BOARD OF DIRECTORS' MEETING
Meeting Minutes
Hollingsworth Board Room
1212 George Jenkins Blvd., Lakeland, FL 33815
Wednesday, July 22, 2026, at 8:30 a.m.

YTD Summary	Annual Budget	YTD Actual	Percent Expended
Revenues YTD	\$11,320,500	8,248,082	73%
Expenses YTD	\$11,320,500	7,655,574	68%

Revenue Highlights

Operating revenues realized are \$8.2M or 73% 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 100% of the annual budget.
- Farebox revenues totaled 39K or 62% of the annual budget.
- FDOT grants received to date are \$403K or 19% of the annual budget.
- FTA grants received to date are \$2.7M or 69% of the annual budget.
- 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 \$7.7M or 68% of the annual budget.

- Salaries and wages totaled \$3.7M or 59% of the annual budget.
- Operating expenses totaled \$2.1M or 74% of the annual budget.
- The purchase contract for Transitions Commute Solutions which provides transit services for the district totaled \$1.9M or 84% of the annual budget.

Operating Results

Actual Revenues exceeded Expenses by \$592,508

c. TD Financials

Revenues

92% FY Reported

The revenues totaled \$1.2M or 85% of the annual budget

The TD Trust Fund Grant reflects \$1.1M or 85% of the grant.

Contract Revenues and other revenues totaled \$0.

The County funding 10% match totaled \$125K or 85% annual budget.

Expenses

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

Total expenses for the period totaled \$1.2 or 80% of the annual budget.

Salaries, wages, and benefits totaled \$892K or 84% of the annual Budget.

Operating expenses totaled \$281K or 71% of the annual Budget.

Operating Results

CITRUS CONNECTION
BOARD OF DIRECTORS' MEETING
Meeting Minutes
Hollingsworth Board Room
1212 George Jenkins Blvd., Lakeland, FL 33815
Wednesday, July 22, 2026, at 8:30 a.m.

Actual revenue exceeded expenses by \$75K.

It was confirmed that not everything has come in yet for June even though we are in July.

d. TD Annual Budget

Summary

The State Commission for the Transportation Disadvantaged (CTD) administers the State Transportation Disadvantaged Trust Fund. The primary purpose of the trust fund is to provide transportation for Transportation Disadvantaged County residents who have no other means of transportation or are not sponsored for that need by any other available funding source.

Funding

The total Budget is \$1,545,383. The Commission for Transportation Disadvantaged will fund \$1,390,845 through grant funds and \$154,538 will be budgeted into the Polk County Transit Budget. The total operating expense is \$1,545,383. The total authorized full-time positions are 16 in FY2027.

Approval of the annual TD Operating Budget for the period of July 1st, 2026, through June 30th, 2027.

Approved: 1st Terry Coney / 2nd Michael Scott

Motion Carried Unanimously

Action Item: Commissioner Scott inquired if we don't historically have any expenses attributed to certain expense categories, should we lump them up into the actual category where the expense is being applied. Discussion ensued and it was agreed that dormant expense categories could be lumped together.

e. Proposed FY 2026-27 Millage Rate / Certificate of Taxable Value and Set Public Hearings for FY 2026-27

For the Proposed FY 2026-27 Millage Rate item, Executive Office Administrator Christine Lee took roll call.

City of Lakeland Mayor Sara Roberts McCarley - Present

Polk County Commissioner Martha Santiago - Present

City of Lakeland Commissioner Guy LaLonde - Present

City of Lakeland Commissioner Terry Coney - Present

Polk County Commissioner Michael Scott - Present

Millage:

Proposed Millage rate .5000

CITRUS CONNECTION
BOARD OF DIRECTORS' MEETING
Meeting Minutes
Hollingsworth Board Room
1212 George Jenkins Blvd., Lakeland, FL 33815
Wednesday, July 22, 2026, at 8:30 a.m.

Current Year Aggregate rolled-back rate .4829

Current year proposed rate as a percent 3.54%
change of rolled-back rate

Mr. Phillips added that we are using the full .5 mills that we have budgeted for the last few years.

The DR-420, Certification of Taxable Value, is due to the Property Appraiser by Tuesday, August 4, 2026.

Public Hearings:

First Public Hearing: Thursday, September 3, 2026, at 5:01PM at Lakeland City Hall, City Commission Conference Room, 228 S. Massachusetts Ave., Lakeland.

Second Public Hearing: Thursday, September 17, 2026, at 5:01PM at Lakeland City Hall, City Commission Conference Room, 228 S. Massachusetts Ave., Lakeland.

Approval of the proposed aggregate millage rate of .5000 mills and the FY 2026-27 Millage and Budget Public Hearings.

Approved: 1st Guy LaLonde / 2nd Michael Scott

Motion Carried Unanimously

f. Purchase of (1) 35' Diesel Vehicle for Orlando Health

Orlando Health is opening a new facility in Polk County. In 2025, with BOD Approval, the District entered into an Easement Agreement with Orlando Health. As part of the negotiated terms, the developer is required to provide consideration in the form of contribution of funds towards the purchase of one (1) Transit Vehicle.

Orlando Health has provided \$500,000 for LAMTD to procure the vehicle. For part of the remaining funds needed; we seek BOD approval to utilize \$108,374.76 in funds via FTA 5339 Vehicle Replacement Grant 2021-050. In addition; we also seek BOD approval to utilize \$101,934.24 in CIP funding for the remaining overage in funds required for the vehicle. A summary of the breakdown of the funding is listed below.

Gillig LF Diesel Vehicle:	<u>\$710,309.00</u>
Orlando Health Payment:	\$500,000.00
FTA Grant 2021-050:	\$108,374.76
LAMTD CIP Funding:	\$101,934.24

CITRUS CONNECTION
BOARD OF DIRECTORS' MEETING
Meeting Minutes
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Wednesday, July 22, 2026, at 8:30 a.m.

Discussion was had regarding the 90-day window for the Gillig quote being valid. It was confirmed that we will have time to close out the purchase before the quote expires.

Approval to utilize \$108,374.76 in funds via FTA 5339 Vehicle Replacement Grant 2021-050 and to utilize \$101,934.24 in CIP funding for the remaining overage in funds required for the purchase of (1) 35' LF diesel vehicle.

Approved: 1st Michael Scott / 2nd Terry Coney

Motion Carried Unanimously

g. Resolution 26-20/PTGA for the State Transit Block Program

Staff recommends approval of Resolution 26-20 - grant award 2026/2027 PTGA for the utilization of FDOT State Transit Block Program funds totaling \$4,110,732 in support of Lakeland and Winter Haven.

These funds will be utilized to assist the District with administrative, management, and operating expenses necessary to provide public transportation services to the citizens of Polk County. The FDOT funding for this project is \$2,055,366 with matching funds provided by the District, as shown below.

State Funding	\$2,055,366
Local Match	\$2,055,366
Total Funding	\$ 4,110,732

Approval of Resolution 26-20 grant award - 2026/2027 PTGA for the utilization of FDOT State Transit Block Program funds totaling \$4,110,732 in support of Lakeland and Winter Haven.

Approved: 1st Martha Santiago / 2nd Michael Scott

Motion Carried Unanimously

h. Resolution 26-21/ Federal Transit Administration Section 5339 Lakeland UZA Grant Application

Staff recommends approval of 2026/2027 Section 5339 grant application and corresponding Resolution 26-21 in the Lakeland UZA.

Section 5339 will be utilized to assist with capital equipment expenses in the Lakeland UZA area.

CITRUS CONNECTION
BOARD OF DIRECTORS' MEETING
Meeting Minutes
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Wednesday, July 22, 2026, at 8:30 a.m.

FTA section 5339, the District is requesting \$361,538 in total funding, FTA funding \$289,230 with a local match of \$72,308. If awarded this program will be included in the 2026/2027 budget.

Approval of Resolution 26-21 / Federal Transit Administration Section 5339 Lakeland UZA Grant Application.

Approved: 1st Terry Coney / 2nd Martha Santiago

Motion Carried Unanimously

i. Resolution 26-22/ Federal Transit Administration Section 5339 Winter Haven UZA Grant Application

Staff recommends approval of 2026/2027 Section 5339 grant application and corresponding Resolution 26-22 in the Winter Haven UZA.

Section 5339 will be utilized to assist with capital equipment expenses in the Winter Haven UZA. FTA section 5339, the District is requesting \$339,076 in total funding, FTA funding \$271,261 with a local match of \$67,815. If awarded this program will be included in the 2026/2027 budget

Approval of Resolution 26-22 / Federal Transit Administration Section 5339 Winter Haven UZA Grant Application.

Approved: 1st Guy LaLonde / 2nd Michael Scott

Motion Carried Unanimously

j. Server Migration (Presenter, Gerry Zapantis, IT)

Recommend the Board approve the award of Contract 25-017 for on-premises Server Migration to a cloud-managed infrastructure in the amount of \$77,000 to Resultant LLC. It was clarified that \$77,000 is not a recurring cost.

The District has issued on our LAMTD OpenGov Portal our Request for Proposal (RFP) 25-017 for qualified firms interested in providing Server Migration Services.

The LAMTD Evaluation committee recommends award of Server Migration to Resultant LLC as the highest ranked firm of the solicitation. Rankings were as follows:

<u>Ranking</u>	<u>Firm</u>
1	Resultant LLC
2	Consultadd Inc

CITRUS CONNECTION
BOARD OF DIRECTORS' MEETING
Meeting Minutes
Hollingsworth Board Room
1212 George Jenkins Blvd., Lakeland, FL 33815
Wednesday, July 22, 2026, at 8:30 a.m.

3 Beta Link Solutions

LAMTD has initiated negotiations with Resultant LLC as the highest ranked firm of the solicitation. Discussion ensued about the term of the subscription contract and the Microsoft annual recurring costs. It was clarified that the term for the subscription contract is 3 years with a \$59,184 recurring cost.

Action Item: For budgeting purposes, Commissioner Scott recommended that we explore longer-term contracts when possible.

Approval to award Contract 25-017 for Server Migration to Resultant LLC.

Approved: 1st Martha Santiago / 2nd Michael Scott

Motion Carried Unanimously

k. Internet Services Provider (Presenter, Gerry Zapantis, IT)

Recommend the Board approve the award of Contract 26-003 for Internet Services in an amount \$248,400.

On October 15, 2025, the District issued on the LAMTD OpenGov Portal our Request for Proposal (RFP) 26-003 for qualified firms interested in providing internet services.

The LAMTD Evaluation committee recommends award of the Internet Services Provider to Frontier Florida. LLC as the highest ranked firm of the solicitation. Rankings were as follows:

<u>Ranking</u>	<u>Firm</u>
1	Frontier Florida LLC
2	Spectrum Business

LAMTD has initiated negotiations with the highest ranked firm of the Solicitation for a 5-year agreement.

Approval to award Contract 26-003 for Internet Services to Frontier Florida LLC.

Approved: 1st Terry Coney / 2nd Guy LaLonde

Motion Carried Unanimously

Agenda Item #4 – Planning / Nicole McCleary, Director

a. Uber Transit Innovation Grant

CITRUS CONNECTION
BOARD OF DIRECTORS' MEETING
Meeting Minutes
Hollingsworth Board Room
1212 George Jenkins Blvd., Lakeland, FL 33815
Wednesday, July 22, 2026, at 8:30 a.m.

In May 2026, Citrus Connection secured a \$50,000 grant through the first cohort of the Uber Transit Innovation Fund. This program is part of Uber Transit's \$1 million initiative to help public transit agencies pilot innovative, on-demand mobility solutions. Citrus Connection received the maximum funding amount available per agency.

These funds will launch the Lakeland International Airport Mobility on Demand (MOD) service pilot, scheduled to begin in **October 2026**.

Pilot Program Framework

The MOD service is designed to provide cost-effective, flexible first- and last-mile connectivity to the airport under the following parameters:

- **Subsidy Structure:** Citrus Connection will subsidize up to \$10 per ride.
- **Geofenced Boundaries:** Service is restricted to trips starting or ending at the airport within a designated zone.
- **User Limitations:** Commuters are capped at 4 discounted trips per month.
- **Program Duration:** The pilot will operate continuously until the \$100,000 project allocation is fully exhausted. Citrus Connection is matching the \$50,000 grant with \$50,000.

Agenda Item #5 – Legal/Ben Darby, Esq.

a. City of Haines City Service Agreement

Consider approval of the Municipal Agreement between the City of Haines City and Citrus Connection for the continued provision of fixed-route and/or demand-response public transit services within the City limits of Haines City for a period of two (2) years.

Approval of City of Haines City Service Agreement for Transit Services.

Approved: 1st Terry Coney / 2nd Michael Scott

Motion Carried Unanimously

b. Bartow Mobility on Demand (MOD) Agreement

Consider approval of a three-year agreement between the Bartow Community Redevelopment Agency (CRA) and Citrus Connection for the operation of the Mobility on Demand (MOD) transportation service within the CRA district, with purchase of an ADA accessible vehicle. The agreement establishes the terms, responsibilities, and funding for the service, providing residents and visitors with convenient, flexible, and accessible transportation options that support mobility and economic development within the redevelopment area.

CITRUS CONNECTION
BOARD OF DIRECTORS' MEETING
Meeting Minutes
Hollingsworth Board Room
1212 George Jenkins Blvd., Lakeland, FL 33815
Wednesday, July 22, 2026, at 8:30 a.m.

Approval of Bartow Mobility of Demand Agreement.

Approved: 1st Martha Santiago / 2nd Terry Coney

Motion Carried Unanimously

Attorney Darby noted the DEI law passed in the spring which relates to official actions of cities and counties does not go into effect until January 2027. He has discussed this with the attorney for the Bartow CRA and they will determine what supplement or addendum might need to be made to this agreement to account for that.

c. Resolution 26-23 / McCourt Addition of Lands Petition

Approval of Resolution 26-23 - Proposed Annexation of the McCourt Equipment Property on Swindell Road into the Lakeland Area Mass Transit District.

Approval of Resolution 26-23 - Proposed Annexation of the McCourt Equipment Property on Swindell Road into the Lakeland Area Mass Transit District.

Approved: 1st Guy LaLonde / 2nd Terry Coney

Motion Carried Unanimously

Agenda Item #6 – Chief Executive Officer/Tom Phillips

a. Agency Update(s)

- Planning Director Nicole McCleary introduced intern Daniel Diaz.
- Board Attorney Search – the position has been posted for a few months, but few responses have been received. HR conducted a staff analysis of the overall time required for the position and it was determined that it is not a full-time job (at most 26 hours per week). After consulting with the Board Chair and Procurement Supervisor Todd Morrow, it was decided to move forward with the RFP process to look at firms. Mr. Phillips clarified that we would continue utilizing Ogletree Deacon for employment matters and the Florida League of Cities for litigation regarding bus accidents.
- Referenced *The Daily Ridge* article that positively highlighted the Lake Wales Circular.
- Will provide a transit presentation to Solivita in Poinciana at a future date.
- Referenced Chief Public Information and Community Outreach Director Shannon Curtis of the Polk County Supervisor of Elections office and the partnership to increase individual's ability to go out and vote. From October 18-31, and then on Election Day, anyone who presents their voter registration card will be able to ride the bus for free to

CITRUS CONNECTION
BOARD OF DIRECTORS' MEETING
Meeting Minutes
Hollingsworth Board Room
1212 George Jenkins Blvd., Lakeland, FL 33815
Wednesday, July 22, 2026, at 8:30 a.m.

get to and from early voting sites and on Election Day. Data will be captured to determine if this initiative “moves the needle.”

Agenda Item #7 Executive Informational Summary / Tom Phillips

- a. June Calendar
- b. Ridership Update for April and May 2026

Action Item: Commissioner Scott requested we add “average monthly temperature” to the monthly Squeeze Total Ridership reports to see how temperature might impact year over year ridership.

Agenda Item #8 – Other Business

None

Adjournment

Chair Roberts McCarley requested a motion to adjourn the July 22, 2026, Board meeting.

Approved: 1st Martha Santiago / 2nd Michael Scott

Adjournment at 9:32 a.m.

Chair – City of Lakeland Mayor Sara Roberts McCarley

Minutes Recorder – Christine Lee