



BOARD OF DIRECTORS MEETING

Wednesday, April 8, 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 the March 25 th Citrus Connection Meeting Minutes	Approval
2. Public Comments	None
3. Employee Engagement Survey / Dr. Larry Ross	None
4. Finance / Rhonda Carter, Chief Financial Officer	None
a. LAMTD Financials	None
b. PCTS Financials	None
c. TD Financials	
5. External Affairs / Tom Phillips	None
a. Community partnership pilot-Polk County Sheriff Office	
6. Strategic Planning and Innovation / Nicole McCleary, Director	None
a. Tigertown Express	
7. Human Resources / Tony Kirk, Director	Approval
a. Leave of Absence Policy	Approval
b. Criminal History Review	Approval
c. Lateral Transfer Policy	Approval
d. Bereavement Leave	Approval
e. Causes for Immediate Termination	Approval
f. Motor Vehicle Record Review Policy	
8. CEO Report / Tom Phillips	None
a. Agency Update(s)	
9. Executive Informational Summary / Tom Phillips	None
a. March Calendar	None
b. Ridership Update	
10. Other Business	TBD
Adjournment	

CITRUS CONNECTION
BOARD OF DIRECTORS MEETING
Wednesday, April 8, 2026
AGENDA ITEM #1

Agenda Item: Approval of the Citrus Connection Meeting Minutes for March 25, 2026

Presenter: Roswald Gibson

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

Recommended Action: Board approval of the Citrus Connection Meeting Minutes for March 25, 2026

Attachments: March 25, 2026 Citrus Connection Meeting Minutes

CITRUS CONNECTION
BOARD OF DIRECTORS MEETING
Wednesday, April 8, 2026
AGENDA ITEM #2

Agenda Item: **Public Comments**

Presenter: TBD

**Recommended
Action:** TBD

Attachments: TBD

CITRUS CONNECTION
BOARD OF DIRECTORS MEETING
Wednesday, April 8, 2026
AGENDA ITEM #3

Agenda Item: FY2024-2025
Employee Engagement Survey

Presenter: Dr. Larry Ross

**Recommended
Action:** None

CITRUS CONNECTION
BOARD OF DIRECTORS MEETING
Wednesday April 8, 2026
AGENDA ITEM #4a

Agenda Item: **FY2025-26**
 LAMTD Monthly Financial Statement
 For the period ending January 31, 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 January 31, 2026

FY 2025-2026

Year-to-Date Summary					
Description	Percent of FY Complete	Annual Budget	Actual	Actual % of FY Annual Budget	
Revenue YTD	33%	\$16,597,735	\$9,055,024	55%	
Expenses YTD	33%	\$16,597,735	\$5,926,795	36%	

REVENUES:

The total revenues realized through January 31, 2026, totaled \$9M or 55% of the annual budget.

- Farebox revenues reflect \$106K or 31% of the annual budgeted revenues,
- Interest Income on Investment income totals \$196K. This represents interest in income in our SBA reserve account.
- FDOT annual operating grants are \$295K or 12 % of the annual budget
- FTA operating grants are 753K or 18% of the annual budget.
- Advertising income is \$57K, or 32% 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 January 2026, \$7.2M was collected, which is 91% of the annual budget.
- The PCTS support cost reimbursement revenue is \$205K or 33% of annual budget.
- All the other revenues are within the annual budget.

Lakeland Area Mass Transit District

Monthly Financial Report

For January 31, 2026

FY 2025-2026

EXPENSES:

The total expenses year-to-date through January 2026 totaled \$6M or 36% of the annual budget.

- Salaries and benefits cost are \$4M, or 35% of the annual budget.
- Fuel and lubricants expenses totaled \$132K, or 17% of the annual budget.
- Materials and supplies totaled \$214K, or 24% of the annual budget.
- Insurance expenses are \$235K, or 55% 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 January 31, 2026, the financials reflect a variance of \$3M with 33% of the fiscal year completed.

STATISTICAL TRENDS LAST FIVE YEARS AUDITED FINANCIAL STATEMENTS

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

Lakeland Area Mass Transit District

Financial Statement

FY25-26

October 1, 2025 - September 30, 2026

For the Period Ended January 2026

Revenue

	Annual Budget	YTD Actual	Percent Expended
PCTS - Support Cost Reimb.	615,472	205,156	33%
Other Contract Revenue	147,780	147,779	100%
Farebox/Pass Sales	341,500	106,480	31%
Miscellaneous Income	20,500	39,936	100%
Contract Income (UAP)	134,400	45,783	34%
Advertising Revenue	180,000	57,685	32%
Investment Income	475,000	196,445	41%
Operating Grant - FDOT	2,484,604	295,246	12%
Operating Grant - Federal	4,234,916	753,362	18%
Squeeze	91,426	29,587	32%
Ad Valorum Income, net	7,872,137	7,177,564	91%
Total	\$ 16,597,735.00	\$ 9,055,024.49	55%

Expenses

	Annual Budget	YTD Actual	Percent Expended
Salaries	7,966,112	2,745,503	34%
Employee Benefits	3,939,312	1,366,405	35%
Advertising Fees	12,800	9,240	72%
Professional & Technical Ser	600,679	424,350	71%
Contract Maintenance Services	104,590	38,222	37%
Other Services	102,390	75,123	73%
Fuel & Lubricants	759,470	131,865	17%
Freight	11,550	3,595	31%
Repairs & Maintenance	124,250	21,520	17%
Materials & Supplies/SQUEEZE	878,946	213,821	24%
Utilities/Telephone	222,000	77,692	35%
Insurance Expense	423,608	234,916	55%
Dues & Subscriptions	66,552	41,087	62%
Education/Training/Meeting/Travel	200,132	40,618	20%
Service Charges	17,300	5,612	32%
Office Expense	365,019	121,768	33%
Advertising & Promotions	47,400	12,214	26%
Miscellaneous Expenses	386,425	122,574	32%
Property Appraiser/Tax Collector Comm	237,000	196,612	83%
Debt Services	132,200	44,058	33%
Total	\$ 16,597,735.00	\$ 5,926,794.84	36%

Change in Financial Position - \$ **3,128,229.65**

CITRUS CONNECTION
BOARD OF DIRECTORS MEETING
Wednesday, April 8, 2026
AGENDA ITEM #4b

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

Polk County Transit Services

Monthly Financial Report

YTD January 31, 2026

FY 2025-2026

(10/01/25 – 09/30/26)

YTD Summary	Annual Budget	YTD Actual	Percent Expended
Revenues YTD	\$11,320,500	\$6,732,257	59%
Expenses YTD	\$11,320,500	\$3,716,730	33%

Revenue Highlights:

Operating revenues realized are \$6.7M or 59% of the annual budget.

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

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

Farebox revenues totaled 19K or 30% of the annual budget.

FDOT grants received to date are \$167K or 8% of the annual budget.

FTA grants received to date are \$1.5M or 39% 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 \$3.7M or 33% of the annual budget.

- Salaries and wages totaled \$1.8M or 29% of the annual budget.
- Operating expenses totaled \$936K or 34% of the annual budget.
- The purchase contract for Transitions Commute Solutions which provides transit services for the district totaled \$928K or 42% of the annual budget.

Operating Results

Actual Revenues exceeded Expenses by \$3M

Polk County Contract

Financial Statement

FY25-26

October 1, 2025 - September 30, 2026

For the Period Ended JANUARY 2026

4.0 Months
33% Of Fiscal Year

Revenue

	Annual Budget	YTD Actual	Percent Expended
County Match	\$ 3,699,038	\$ 3,699,038	100%
County Contribution - PCTS	\$ 500,962	\$ 500,962	100%
City Contribution	\$ 711,000	\$ 741,243	104%
Misc Income (insurance proceeds)	\$ 135,520	\$ 17,971	13%
Other Contracts	\$ 265,000	\$ -	0%
Fares	\$ 63,100	\$ 18,707	30%
Squeeze	\$ -	\$ 63,960	0%
FDOT Grants:			
Block	\$ 922,653	\$ 117,692	13%
RURAL	\$ 841,579	\$ -	0%
SUNRAIL	\$ 240,740	\$ 48,467	20%
Travel Trainer- Mobility Mgmt	\$ 62,550	\$ 708	1%
FTA			
FTA 5307 Grant	\$ 3,878,358	\$ 1,526,509	39%
Total	\$ 11,320,500	\$ 6,735,257	59%

Expenses

	Annual Budget	YTD Actual	Percent Expended
Labor	\$ 6,343,850	\$ 1,852,330	29%
Contract (Transitions)	\$ 2,200,000	\$ 927,909	42%
Operating	\$ 2,776,650	\$ 936,491	34%
Total	\$ 11,320,500	\$ 3,716,730	33%

Change in Financial Position \$ _____ - \$ 3,018,527

CITRUS CONNECTION
BOARD OF DIRECTORS MEETING
Wednesday, April 8, 2026
AGENDA ITEM #4c

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

Attachments: See attachments

Transportation Disadvantaged Program

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

Revenues

The revenues totaled \$771K or 53% of the annual budget

The TD Trust Fund Grant reflects \$694K or 53% of the grant.
Contract Revenues and other revenues totaled \$0.
The County funding 10% match totaled \$77K or 53% annual budget.

Expenses

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

Total expenses for the period totaled \$729K or 50% of the annual budget.

Salaries, wages, and benefits totaled \$551K or 52% of the annual Budget.
Operating expenses totaled \$178K or 45% of the annual Budget.

Operating Results

Actual revenue exceeded expenses by \$42K

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

Fiscal year month	7.0
% fiscal year	58%

Revenue

	Annual Budget	YTD Actual	Percent Expended
Revenues			
County Match 10%	\$ 146,155	\$ 77,116	53%
Contract Revenue	\$ 50	\$ -	0%
Adult Day Care		\$ -	
FDOT Grants:			
CTD Grant -Operating	\$ 1,314,899	\$ 694,045	53%
Total	\$ 1,461,104	\$ 771,161	53%

Expenses

	Annual Budget	YTD Actual	Percent Expended
Labor	\$ 1,067,076	\$550,895	52%
Operating	\$ 394,028	\$ 177,881	45%
Total	\$ 1,461,104	\$728,776	50%

Revenues exceed Expenses by
 \$ 42,385

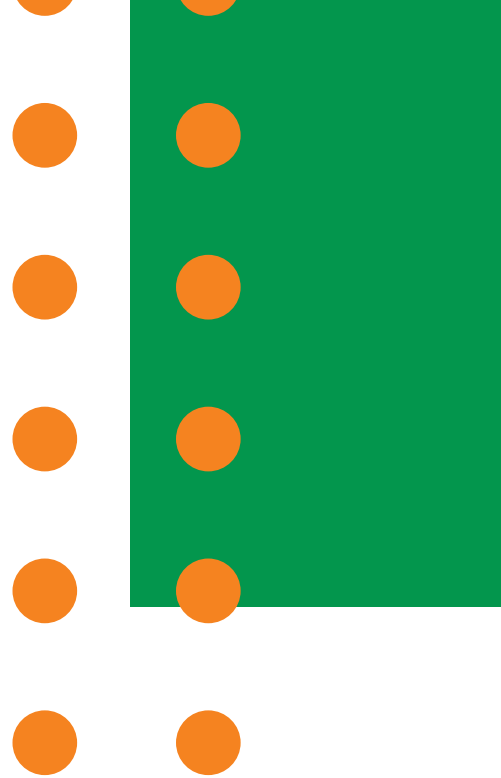
CITRUS CONNECTION
BOARD OF DIRECTORS MEETING
Wednesday, April 8, 2026
AGENDA ITEM #5

Agenda Item: **Pilot Partnership for Transportation Services
with the Polk County Sheriff’s Office and the
Polk County Public Defender’s Office**

Presenter: Tom Phillips / CEO

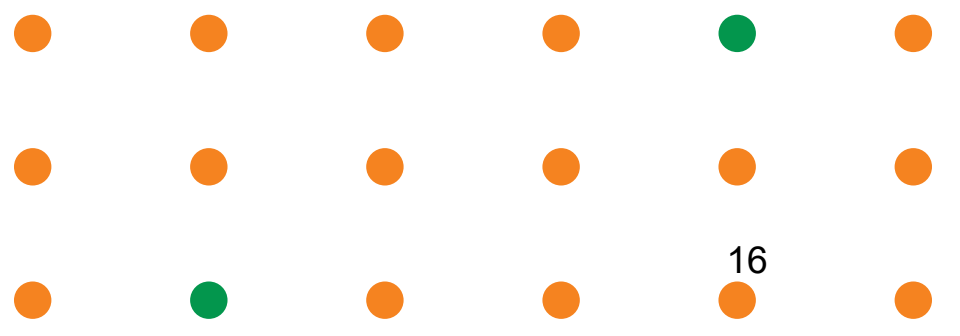
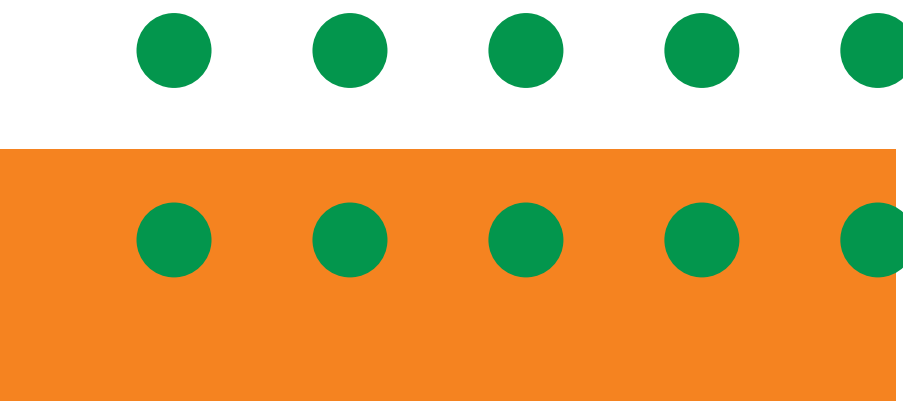
**Recommended
Action:** None

Description: Access to reliable transportation remains a significant barrier for individuals being released from custody and those required to attend court-mandated appointments. Lack of transportation can contribute to missed court dates, non-compliance with legal obligations, and increased risk of recidivism.



PILOT PARTNERSHIP FOR TRANSPORTATION SERVICES

Polk County Sheriff's Office & Polk County Public Defender's



The partnership between Citrus Connection, the Polk County Sheriff's Office, and the Public Defender's Office provides a vital link between justice and accessibility. By offering reliable transportation for released inmates and individuals with court-mandated appearances, the program removes a key barrier to compliance.

This proposed pilot collaboration will help reduce missed court dates, support successful reintegration, and promotes safer, more connected communities across Polk County.

PASSES

FRONT



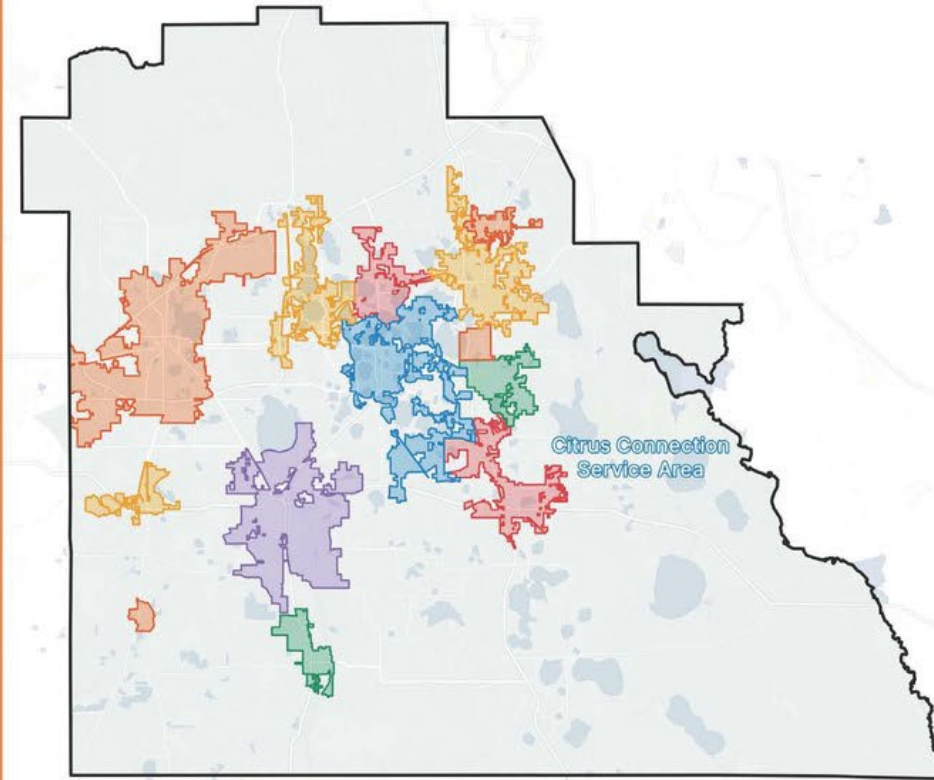
BACK

Who qualifies for free
one-way transportation?

- *Recently released individuals*
- *Approved through PCSO book-in*

Ridecitrus.com
for more information

TRANSIT ACCESS TO JUSTICE PROGRAM



In a partnership with the Law Office of the Public Defender for the Tenth Judicial Circuit, the Transit Access to Justice Program is a fully funded transportation program for qualified court participants who lack access to transportation.



TRANSIT ACCESS TO JUSTICE PROGRAM



Scan code for route maps and schedules. For more information, go to ridecitrus.com



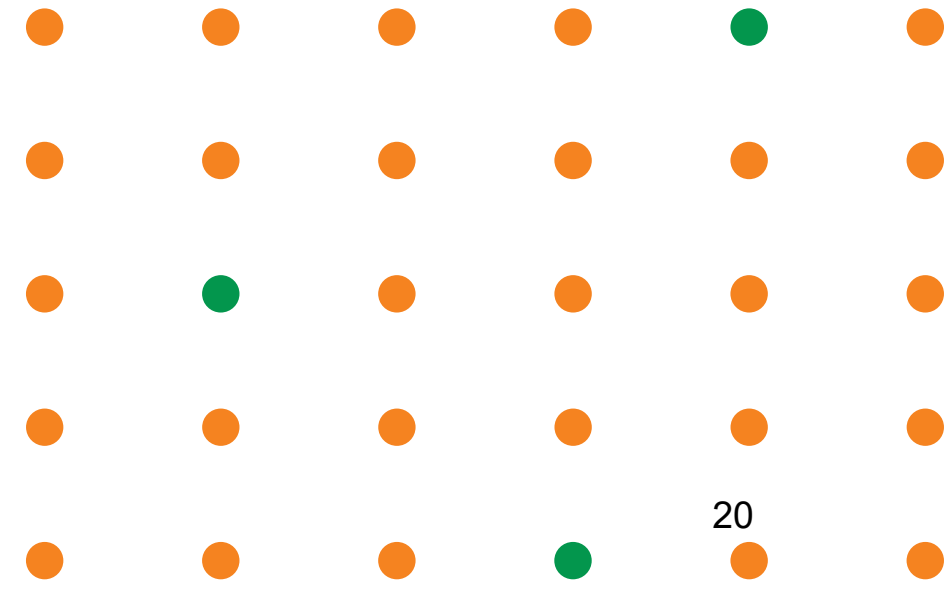
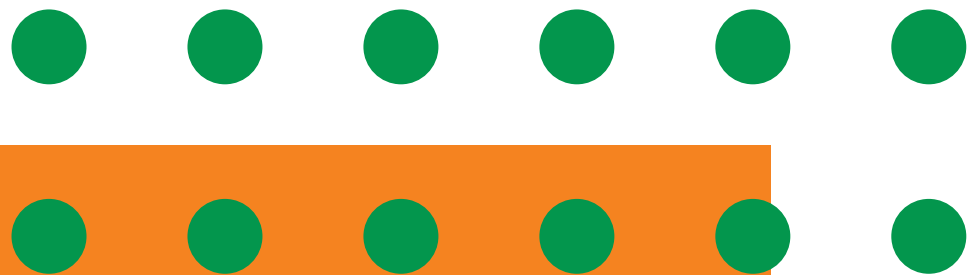
To learn more, visit ridecitrus.com



CitrusConnection

PROGRESS IN MOTION

QUESTIONS?



CITRUS CONNECTION
BOARD OF DIRECTORS MEETING
Wednesday, April 8, 2026
AGENDA ITEM #6

Agenda Item: Tigertown Express Year 2 Recap

Presenter: Nicole McCleary, AICP, Planning

Recommended
Action: Information

Summary: Staff will present a recap of the second year of full Tigertown Express service, a project funded through the Florida Department of Transportation (FDOT) State Discretionary Grant Program. The presentation will provide an overview of year two ridership trends and the results of the on-board customer surveys.



TigerTown Express Pilot Project : 2026 Summary

Thanks To Our Partners



Tigertown Express



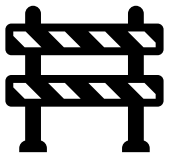
Service: TigerTown Express is a free Citrus Connection service transporting fans to and from **Joker Marchant Stadium**.



Four Routes: Lakeside Village, South Route, North Route, and the **Northeast Route**.



All Home Games: From February 22-March 21, 2026 (**15 games**)

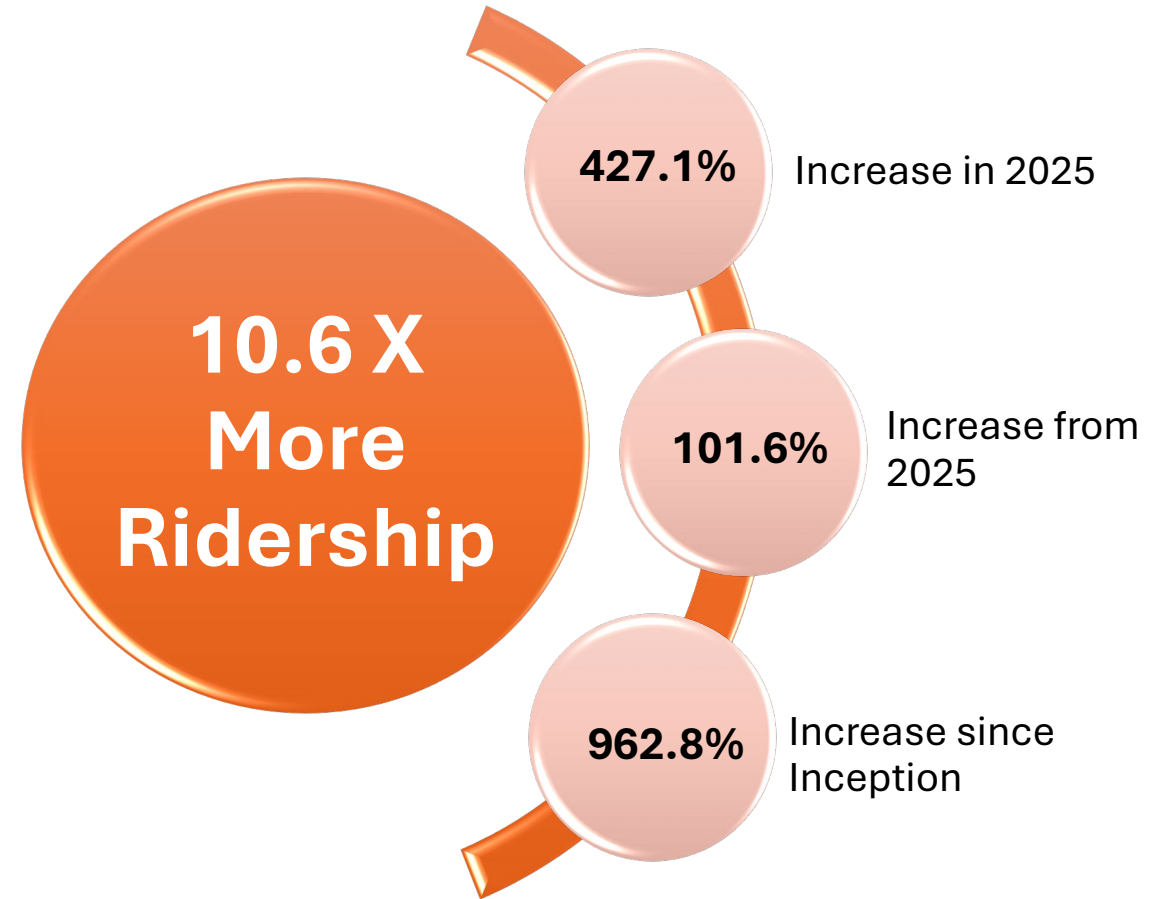
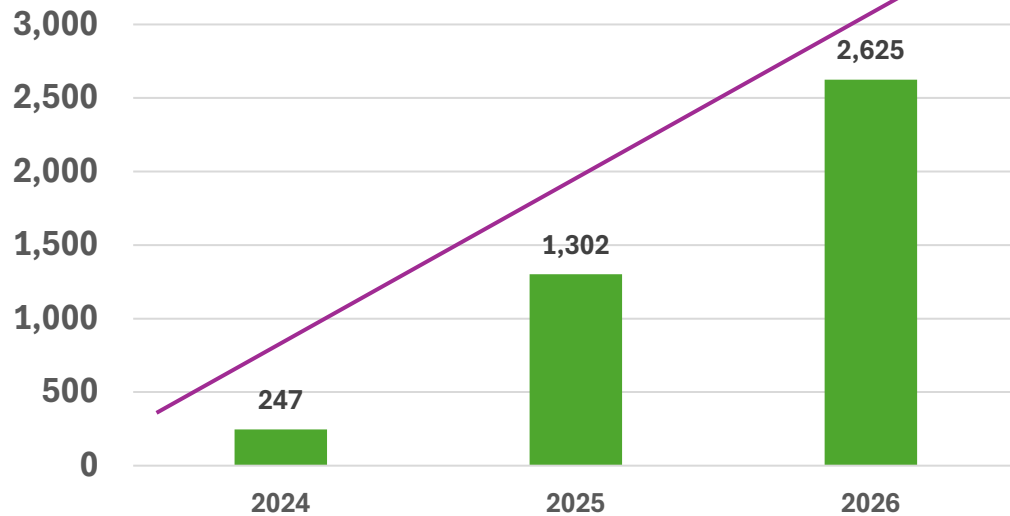


Construction Hazards: Two-year FDOT road construction along **Lakeland Hills Boulevard (S.R. 33)**.



TigerTown Express 2024 - 2026

Ridership



Ridership

Top Three Home Games with the Most Ridership:

Detroit Tigers vs. Boston Red Sox

276
CUSTOMERS



March 6, 2026 - 9:00 AM -5:00 PM

Detroit Tigers vs. Pittsburgh Pirates

267
CUSTOMERS



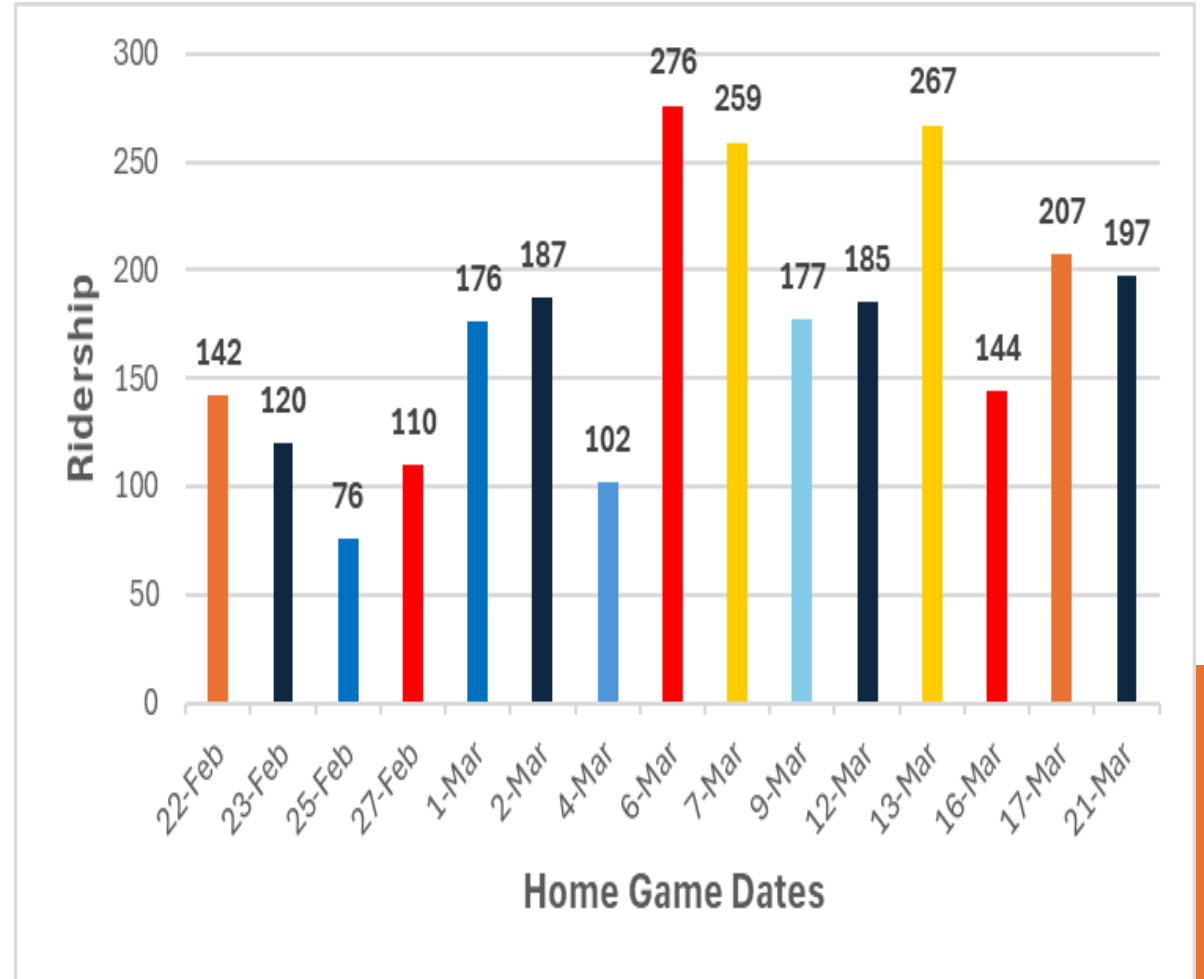
March 13, 2026 - 3:00 PM -11:00 PM

Detroit Tigers vs. Pittsburgh Pirates

259
CUSTOMERS



March 7, 2026 - 9:00 AM -5:00 PM



2026 Service Period: Ridership Averages Per Game

Average Customer Ridership Per Game: 175

Weekday Daytime Games (9:00 AM-5:00 PM service)

- Average ridership per weekday daytime game: **158.4**
- **10** games

Weekday Evening Games (3:00 PM-11:00 PM service)

- Ridership for weekday evening game: **267***

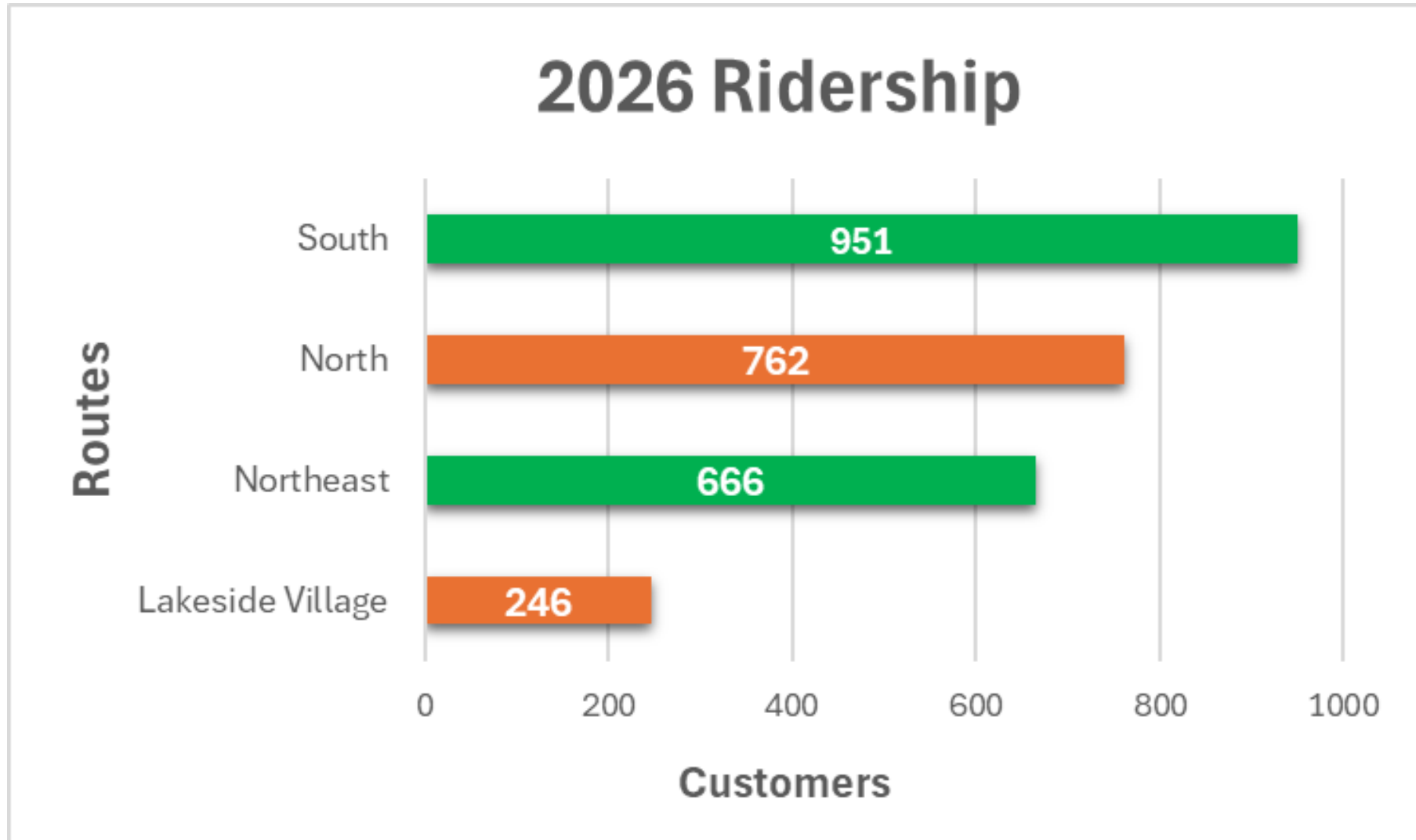
Weekend Daytime Games (9:00 AM-5:00 PM service)

- Average ridership per weekend daytime game: **193.5**
- **4** games

Monitoring average ridership per game type helps us better understand customer demand trends to see where to assess and adjust service frequency for future games.



2026 TigerTown: Ridership Per Route



Customer Experience Surveys

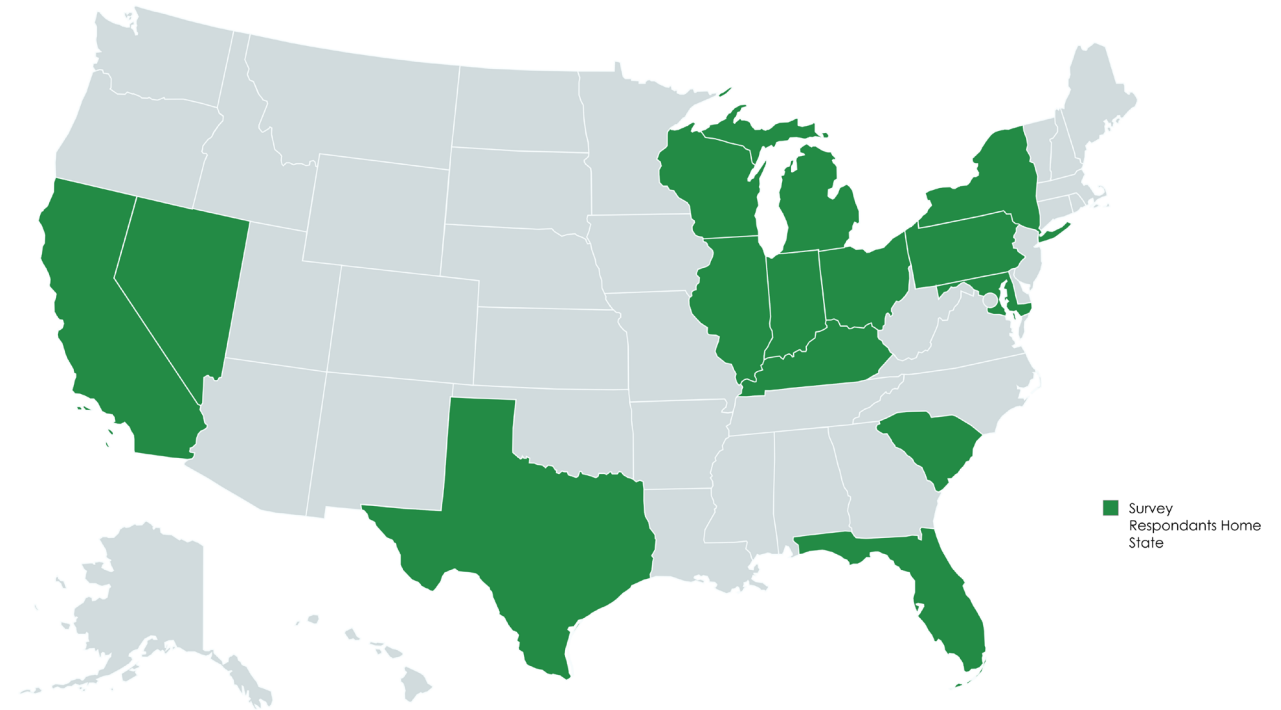
Signage with QR code linked to the online TigerTown Express Customer Survey were posted on each TigerTown Express bus during all 15 home games.



Customer Experience Surveys



183 Total Survey Responses



Created with mapchart.net

Customer Origins

California, Florida, Indiana, Iowa, Michigan, South Carolina, Wisconsin, Illinois, Ohio, Nevada, Texas, Maryland, Kentucky and Pennsylvania

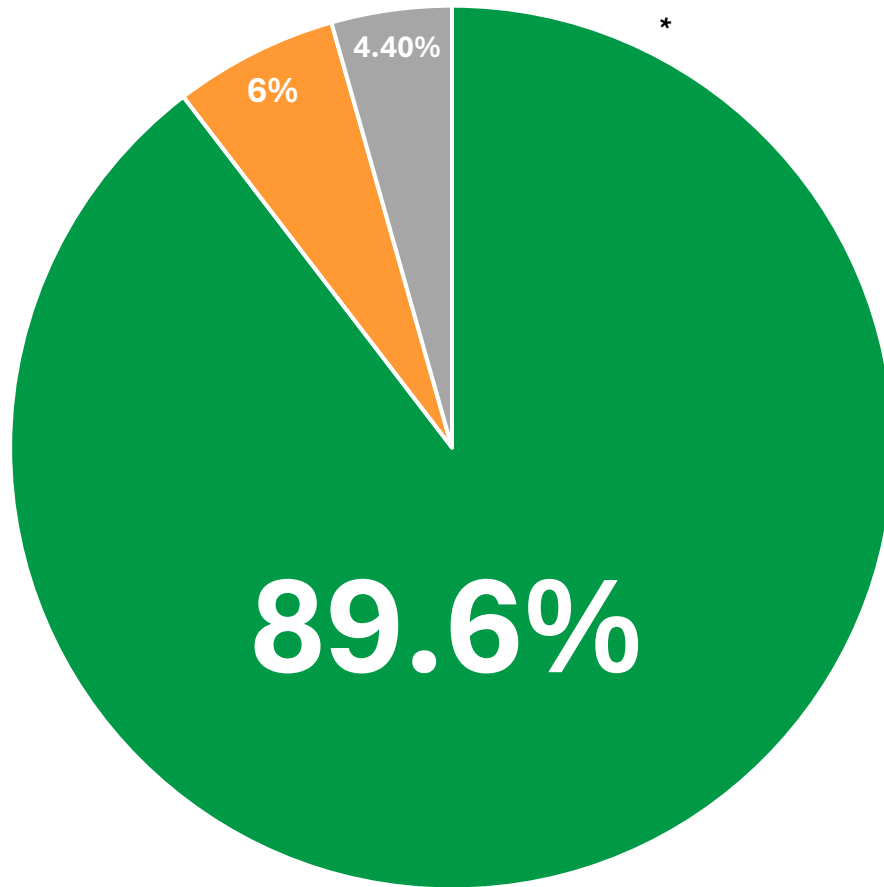
*Local Polk County zip codes included 33801, 33811, 33803, 33805, 33813, 33808, 33809, 33837, 33823, 33827 and 33880)**

*31
n=152 responses



CitrusConnection
PROGRESS IN MOTION

What would you rate your experience using this service?

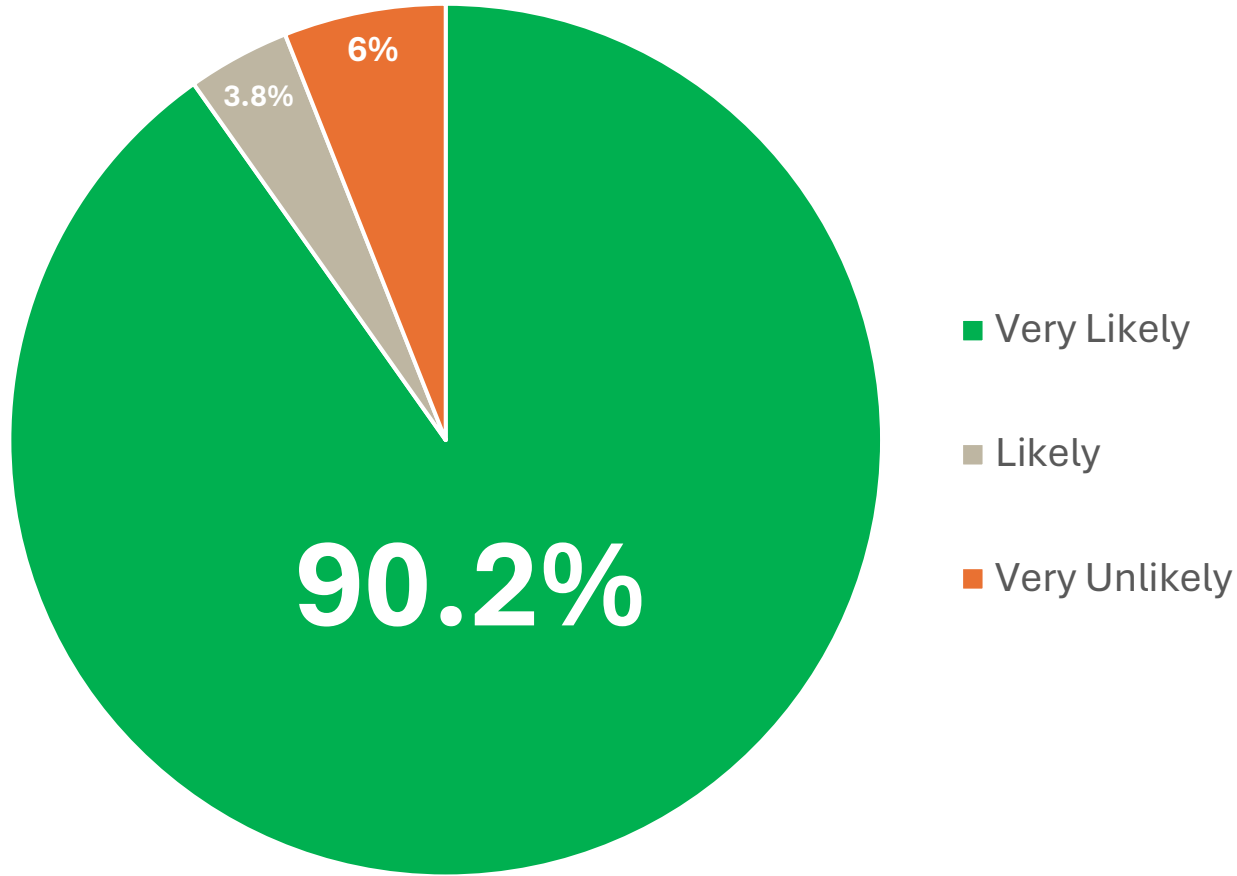


- Very Satisfied
- Satisfied
- Very unsatisfied

95.6%

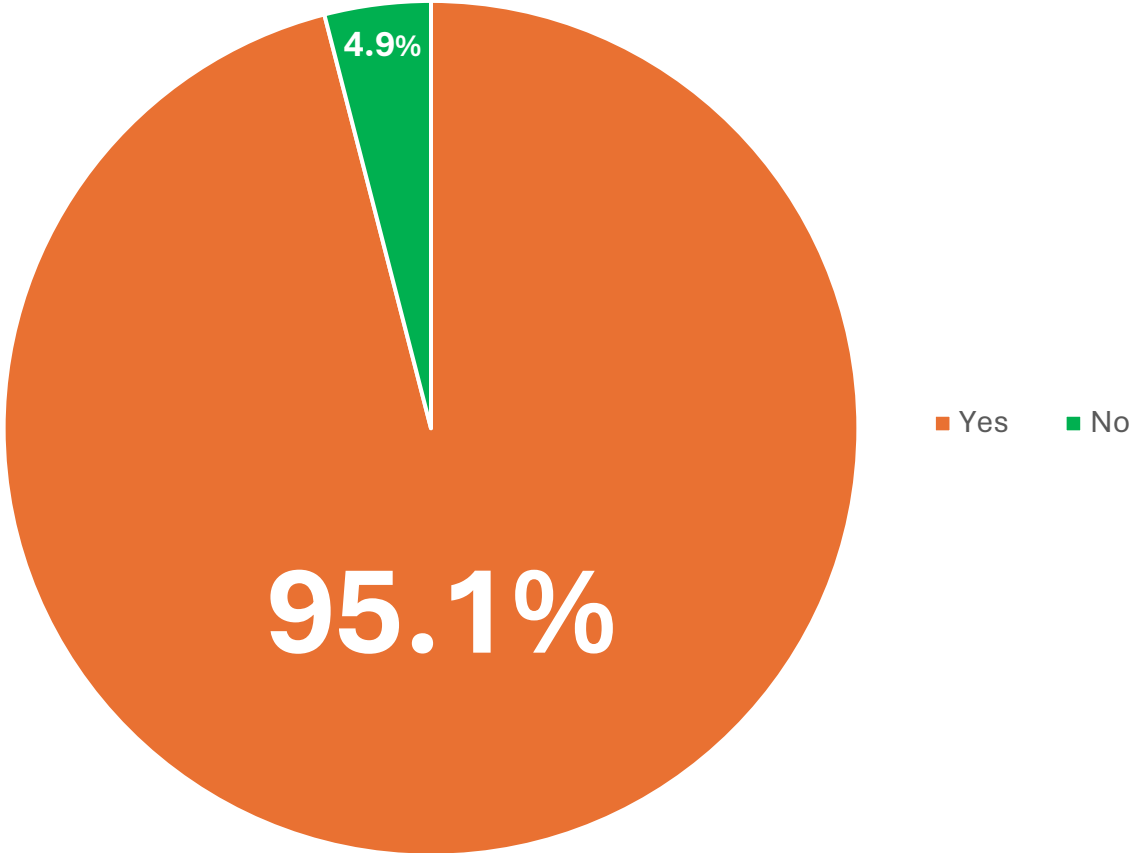
of Customers were satisfied with using the TigerTown Express.

How likely are you to use this service again?



96.2%
of Customers are
likely to use this
service again.

Would you recommend this service to others?



95.1%
of Customers would
recommend this
service to others.

Customer Surveys: Feedback Themes



Overall Satisfaction:

Highly **positive** responses, operators **praised**, service valued for **convenience**.



Communication & Outreach:

Enhanced **promotion** and signage are needed to improve visibility, along with a **coordinator** at the TigerTown drop-off to assist with routes and clearer **communication** of service times.



Operational Suggestions:

Adding **buses** to the service would improve operational **efficiency**, while relocating the drop-off closer to the stadium gate would enhance **convenience** for riders.

Key Phrases from Customers:

“It’s awesome!”

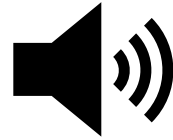
“Drop off closer to ballpark entrance.”

“More advertising! Get the word out!!”

“Drivers are great, friendly, efficient, safe. We love TigerTown Express!”



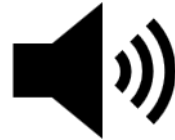
How can we improve this service?



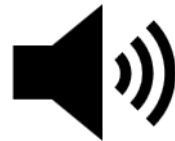
"Driver was amazing and super convenient for out of towners!!! No improvements needed!!"



"Signs at the stop at our hotel so we know where to wait. Residence Inn."



"I enjoyed the give away on 3/6/26. Let other people know to increase ridership."



"Have someone at Lake Parker working as an organizer for the riders, especially after the game."

How can we improve this service?



“Better signage. Was not entirely sure how to find it at the stadium after the game.”

“Closer drop off to stadium would be nice especially for older folks.”

“Did NOT pickup at Residence Inn as stated on website schedule”



2026 TIGERTOWN EXPRESS



QUESTIONS?

CITRUS CONNECTION
BOARD OF DIRECTORS MEETING
Wednesday, April 8, 2026
AGENDA ITEM #7a

Agenda Item: Policy Adoption/Leave of Absence

Presenter: Tony Kirk, Director of Human Resources

Recommended

Action: Recommend Board Approval

Purpose

The purpose of this agenda item is to request Board approval of a formal **Unpaid Medical and Personal Leave Policy** for the Lakeland Area Mass Transit District dba the Citrus Connection. The policy establishes clear guidelines for employee leave when paid leave and legally protected leave have been exhausted.

This policy aligns the agency with federal employment laws including the **Family and Medical Leave Act (FMLA)** and the **Americans with Disabilities Act (ADA)** and provides a consistent framework for managing extended employee absences.

Background

The Citrus Connection employs approximately **257 employees**, many of whom serve in safety-sensitive positions that require consistent staffing to maintain reliable transit service.

Currently, the agency manages extended leave requests on a case-by-case basis. Establishing a formal policy will:

- Provide consistent and transparent leave administration
- Ensure compliance with federal employment laws
- Establish clear expectations for employees and supervisors
- Protect agency operations and workforce planning

The policy uses a **rolling twelve-month measurement period** for leave administration.

Key Policy Provisions

Major components of the policy include:

- Employees must first exhaust all accrued paid leave and applicable legally protected leave
 - **Medical Leave:** Up to **six (6) months total leave within a rolling twelve-month period**, inclusive of FMLA and other leave
 - **Personal Leave:** Up to **ninety (90) days within a rolling twelve-month period**, subject to management approval
 - Medical certification and periodic status updates are required for medical leave
 - Indefinite leave will not be approved
 - Employees must maintain communication with Human Resources while on leave
 - Job restoration is provided where required by law
-

Operational Impact

Adoption of this policy will improve workforce planning and ensure consistent handling of extended leave requests across all departments.

The policy also establishes reasonable limits on leave duration while still allowing flexibility for legitimate medical and personal circumstances.

Fiscal Impact

None.

The policy establishes administrative guidelines and does not create new financial obligations for the Lakeland Area Mass Transit District.

Recommendation

Staff recommends that the Board of Directors **approve the Unpaid Medical and Personal Leave Policy** as presented.

CITRUS CONNECTION
BOARD OF DIRECTORS MEETING
Wednesday, April 8, 2026
AGENDA ITEM #7b

Agenda Item: Policy Adoption/Criminal History Review & Automatic Disqualification Policy

Presenter: Tony Kirk, Director of Human Resources

Recommended Action: Recommend Board Approval

Background

Public transit agencies operate in a safety-sensitive environment and are responsible for transporting thousands of passengers annually, including seniors, students, individuals with disabilities, and the general public. Employees in many transit positions operate large vehicles, handle public funds, and interact directly with vulnerable populations.

Currently, the agency conducts criminal background checks for applicants; however, a formal policy establishing **consistent standards for evaluating criminal history and identifying automatic disqualifying offenses** has not been codified. Establishing a clear policy ensures that hiring decisions are made consistently, legally, and with public safety as the primary consideration.

Purpose of the Policy

The proposed **Criminal History Review & Disqualification Policy** establishes clear guidelines for evaluating criminal background checks for applicants and employees. The policy identifies specific **automatic disqualifying offenses** while maintaining compliance with federal Equal Employment Opportunity Commission (EEOC) guidance regarding individualized assessments when appropriate.

The policy supports the agency's commitment to:

- Protecting passenger and employee safety
- Maintaining public trust in transit operations
- Ensuring consistent hiring standards
- Reducing liability and risk exposure
- Aligning with public sector and transit industry best practices

Key Policy Components

The policy establishes the following:

1. Automatic Disqualifying Offenses

Certain convictions will result in immediate disqualification from employment due to their direct impact on public safety and operational integrity. These include:

- Violent felonies (e.g., murder, robbery, aggravated assault)
- Sexual offenses or crimes requiring sex offender registration
- Crimes against children or vulnerable adults
- Drug trafficking or distribution offenses
- Weapons and explosives offenses
- Serious driving-related felonies for safety-sensitive positions
- Terrorism or infrastructure sabotage offenses

2. Look-Back Periods

The policy includes defined look-back periods depending on offense type (e.g., lifetime, 10-year, or 7-year review periods).

3. Individualized Review

Offenses that do not fall into automatic disqualifier categories will be evaluated through a structured review process that considers:

- Nature and severity of the offense
- Time elapsed since conviction
- Relevance to job duties
- Evidence of rehabilitation

4. Standardized Background Check Process

The policy establishes a clear process including:

- Conditional job offers prior to background checks
- HR review and determination procedures
- Applicant notification and response opportunity
- Documentation and recordkeeping standards

Operational Impact

Adoption of this policy will:

- Provide **clear hiring guidance to managers and recruiters**
- Ensure **consistent and defensible hiring decisions**
- Strengthening **risk management and public safety protection**
- Align agency practices with **transit industry standards**

There is **no direct fiscal impact** associated with adoption of this policy.

Recommendation

Staff recommends that the Board of Directors **approve the Criminal History Review & Automatic Disqualification Policy** to establish consistent standards for evaluating criminal history and protecting the safety and integrity of the agency's transit operations.

CITRUS CONNECTION
BOARD OF DIRECTORS MEETING
Wednesday, April 8, 2026
AGENDA ITEM #7c

Agenda Item: Policy Adoption/Lateral Transfer Policy-FR and PT Operators

Presenter: Tony Kirk, Director of Human Resources

Recommended Action: Recommend Board Approval

Background

The Agency currently does not have a formal policy governing lateral transfers between Fixed Route Operators and Paratransit Operators.

As a result, employee movement between these classifications has been handled on a case-by-case basis, creating potential inconsistencies in application, operational challenges, and employee relations concerns.

To address this need, staff have developed a formal **Lateral Transfer Policy** to establish clear eligibility criteria, procedures, and expectations.

Purpose

The purpose of this policy is to provide a consistent and transparent framework for employees seeking to transfer between operator classifications while maintaining operational stability and workforce accountability.

Key Policy Elements

- **Eligibility Requirements**
 - Employees must have completed initial probationary period
 - Must meet all qualifications for the receiving position
 - Must be in good standing
- **Transfer Limitation**
 - Employees are eligible for a **one-time lateral transfer only**
 - Transfer is final; employees are not eligible to transfer back
- **Selection Process**

- Transfers will follow applicable posting and selection procedures consistent with labor agreements
 - **Training Requirements**
 - Employees must successfully complete all required training for the new classification
 - **30-Day Probationary Period**
 - Transferred employees will serve a thirty (30) day probationary period in the new role
 - Performance, safety, and attendance will be evaluated
 - **Probation Outcome**
 - Successful completion results in permanent placement
 - Failure to complete probation may result in separation of employment, consistent with applicable agreements and policy
 - **Seniority and Pay**
 - Governed by applicable Collective Bargaining Agreement provisions
-

Financial Impact

None. The policy utilizes existing staffing and training resources and does not create additional budgetary obligations.

Legal/Operational Impact

This policy establishes clear internal controls and reduces the risk of inconsistent practices. Implementation will be coordinated with the Union and administered in accordance with the Collective Bargaining Agreement.

Recommendation

Staff recommends approval of the Lateral Transfer Policy to improve consistency, transparency, and operational effectiveness.

CITRUS CONNECTION
BOARD OF DIRECTORS MEETING
Wednesday, April 8, 2026
AGENDA ITEM #7d

Agenda Item: Policy Adoption/Bereavement Leave Policy

Presenter: Tony Kirk, Director of Human Resources

Recommended

Action: Recommend Board Approval

Purpose

The purpose of this agenda item is to request approval from the Board of Directors of Citrus Connection to adopt a standardized **Bereavement Leave Policy** applicable to all employee groups. The policy establishes a consistent approach to providing employees time away from work following the death of a qualifying family member while ensuring operational continuity.

Background

Bereavement leave provides employees with time to grieve the loss of a family member, attend funeral or memorial services, and manage related personal matters. Establishing a clear, agency-wide policy promotes fairness, consistency, and transparency in how bereavement leave is administered.

Currently, some employee groups may have provisions addressed through collective bargaining agreements. Adoption of a formal policy ensures a baseline standard for all employees while respecting existing labor agreements.

Key Policy Provisions

The proposed Bereavement Leave Policy includes the following provisions:

- Applies to **all eligible employees**, including union and non-union staff.
- Provides **up to five (5) working days of paid bereavement leave per occurrence** for the death of a qualifying family member.
- Defines qualifying family members to include immediate relatives such as spouse, child, parent, sibling, grandparent, and in-laws.

- Allows for supervisors to request **reasonable documentation**, such as an obituary or funeral program.
 - Permits employees to request additional time off through the use of accrued leave or unpaid leave when necessary.
 - Specifies that **collective bargaining agreements take precedence** where provisions differ.
-

Operational Impact

The policy is consistent with common employment practices among public agencies and transit systems. The five-day maximum balances employee support with operational needs and workforce scheduling requirements.

Implementation will not require additional staffing or significant financial impact beyond normal payroll costs associated with paid leave.

CITRUS CONNECTION
BOARD OF DIRECTORS MEETING
Wednesday, April 8, 2026
AGENDA ITEM #7e

Agenda Item: Policy Adoption/Causes for Immediate Termination

Presenter: Tony Kirk, Director of Human Resources

Recommended Action: Recommend Board Approval

Background

Citrus Connection is committed to maintaining a safe, professional, and accountable work environment for employees and the public we serve. As a public transit agency, the organization must uphold high standards of conduct, particularly in areas impacting safety, public trust, and regulatory compliance.

Currently, while disciplinary procedures exist, the organization does not have a formally adopted policy clearly defining offenses that warrant **immediate termination** without the option for resignation or retirement.

Purpose

The purpose of this agenda item is to seek Board approval of a formal policy titled “**Causes for Immediate Termination.**” This policy establishes clear expectations for employee conduct and ensures consistency in handling severe violations.

Key Policy Provisions

The proposed policy identifies categories of misconduct that may result in automatic termination, including but not limited to:

- Workplace violence or threats
- Theft, fraud, or misuse of public funds (including fare-related violations)
- Substance abuse while on duty or refusal of required testing

- Harassment, discrimination, or retaliation
 - Gross insubordination
 - Safety and security violations affecting employees or passengers
 - Falsification of records or employment credentials (including CDL/DOT requirements)
 - Criminal conduct impacting job performance or public trust
-

Impact

- **Enhances safety** for employees, passengers, and the public
 - **Strengthens organizational accountability and integrity**
 - **Reduces legal and operational risk** through consistent enforcement
 - **Supports compliance** with federal, state, and transit regulatory standards
-

Fiscal Impact

No direct fiscal impact. Potential cost avoidance through reduced liability and risk exposure.

Recommendation

Staff recommends that the Board of Directors approve the **Causes for Immediate Termination Policy** as presented.

Lakeland Area Mass Transit District d.b.a The Citrus Connection

Policy - Causes for Immediate Termination

Purpose

Citrus Connection is committed to maintaining a professional, safe, and respectful work environment that reflects the highest standards of integrity and public service. Certain actions are so serious in nature that they warrant **immediate termination of employment**, without the option of resignation or retirement in lieu of discharge. These actions undermine trust, violate organizational policy, and may jeopardize the safety or reputation of Citrus Connection and the public we serve.

Scope

This policy applies to all Citrus Connection employees, including full-time, part-time, temporary, and probationary staff, as well as contractors and volunteers where applicable.

Offenses Subject to Immediate Termination

The following examples, while not exhaustive, represent conduct that may result in automatic termination:

1. Violence or Threats

- Engaging in physical violence, fighting, or making verbal or written threats toward any employee, customer, vendor, or member of the public.
- Possessing or using a weapon on Citrus Connection property, in vehicles, or during work-related activities.

2. Theft, Fraud, or Dishonesty

- Theft or attempted theft of company, employee, or customer property.
- Falsifying records, reports, timecards, or expense claims.
- Engaging in fraudulent acts, including misuse of fare collections, passes, or public funds.

3. Serious Policy or Legal Violations

- Violations of federal, state, or local law while on duty or representing Citrus Connection.
- Harassment, discrimination, or retaliation is prohibited under company policy or law.
- Breach of confidentiality or unauthorized disclosure of sensitive or protected information.

4. Substance Abuse

- Reporting to work under the influence of alcohol or illegal drugs.

- Using, possessing, distributing, or selling controlled substances while on duty, on company property, or operating a company vehicle.
 - Refusal to comply with post-accident, random, or reasonable suspicion drug and alcohol testing requirements.
- 5. Gross Insubordination**
- Refusing to perform assigned duties or follow lawful and reasonable supervisory directions.
 - Deliberate disregard of Citrus Connection’s Code of Conduct, policies, or procedures.
- 6. Safety and Security Violations**
- Tampering with or disabling safety equipment or fail-safe mechanisms.
 - Failing to follow established safety rules, resulting in potential injury, damage, or public endangerment.
 - Unauthorized access to restricted areas, fare systems, or technology platforms.
- 7. Falsification or Misrepresentation**
- Providing false or misleading information during the hiring process or at any point during employment.
 - Misrepresenting professional qualifications, certifications, or licensing (e.g., CDL, DOT, or safety credentials).
- 8. Misuse of Company Assets or Technology**
- Using company computers, vehicles, or communication systems for illegal, unethical, or unauthorized purposes.
 - Viewing, sending, or distributing inappropriate, harassing, or discriminatory content using company devices.
- 9. Criminal Conduct**
- Conviction of or plea to a felony or serious misdemeanor that affects the employee’s ability to perform their duties or maintain public trust.
 - Engaging in criminal or unethical conduct on or off duty that brings discredit to Citrus Connection.

Administrative Discretion

Citrus Connection reserves the right to evaluate each case individually. The severity, intent, and circumstances of the misconduct will be considered; however, the offenses listed above generally warrant termination without prior warning.

In cases involving criminal activity, the organization may refer the matter to law enforcement or appropriate regulatory authorities.

Documentation and Review

Supervisors are responsible for immediately reporting any potential cause for termination to Human Resources. HR will ensure that all disciplinary actions are properly documented, reviewed, and applied consistently in accordance with company policy, collective bargaining agreements (if applicable), and governing employment laws.

CITRUS CONNECTION
BOARD OF DIRECTORS MEETING
Wednesday, April 8, 2026
AGENDA ITEM #7f

Agenda Item: Policy Adoption/Motor Vehicle Record (MVR) Review Policy

Presenter: Tony Kirk, Director of Human Resources

Recommended

Action: Recommend Board Approval

Purpose

The purpose of this agenda item is to request approval from the Board of Directors of Citrus Connection to adopt a standardized **Applicant Motor Vehicle Record (MVR) Review Policy** governing the evaluation of driving histories for applicants seeking positions that require operation of agency vehicles.

Background

The **Lakeland Area Mass Transit District** employs individuals in safety-sensitive roles responsible for transporting passengers and operating agency vehicles. While motor vehicle records are currently reviewed during the hiring process, the agency has not previously adopted a formal Board-approved policy establishing consistent thresholds for evaluating driving history.

The proposed policy establishes standardized criteria for reviewing applicant driving records within a **rolling 36-month period**, including:

- Automatic disqualifying violations (e.g., DUI, reckless driving, driving with a suspended license)
- Major moving violations
- Minor moving violations
- At-fault accidents

The policy also establishes a structured **Human Resources review process** and allows limited **enhanced review or conditional hiring** in appropriate circumstances.

Operational Impact

Adoption of this policy will:

- Establish **consistent hiring standards** for safety-sensitive driving positions
- Strengthen **public safety and risk management practices**
- Provide clear guidance to **HR staff and hiring managers**
- Align agency practices with **transit industry best practices**

This policy applies to both **CDL and non-CDL positions requiring operation of agency vehicles**.

Fiscal Impact

There is **no direct fiscal impact** associated with adoption of this policy. Implementation will occur within existing Human Resources operations.

Staff Recommendation

Staff recommend that the Board of Directors approve the **Applicant Motor Vehicle Record (MVR) Review Policy**.

Lakeland Area Mass Transit District d.b.a. Citrus Connection

Applicant Motor Vehicle Record (MVR) Review Policy

1. Purpose

This SOP establishes clear, objective, and legally compliant standards for reviewing applicants' Motor Vehicle Records (MVRs) to:

- Protect public and passenger safety
- Ensure compliance with federal and Florida state regulations, including the Fair Credit Reporting Act (FCRA)
- Safeguard District vehicles and assets
- Support consistent, non-discriminatory hiring decisions

- Reduce liability from unsafe driving
- Ensure all discretionary decisions are documented with numeric or objective justification

2. Definitions

Term	Definition
Major / Disqualifying Violation	<ul style="list-style-type: none"> • DUI/DWI • refusal of chemical test • reckless driving • careless driving resulting in significant property damage or injury • hit-and-run • vehicular manslaughter/homicide • fleeing law enforcement • racing on public roads • using vehicle in commission of felony • driving with unresolved suspended/revoked license (excluding non-administrative suspensions such as insurance or registration)
Serious / High-Risk Violation	<p>Moving violations with significant safety risk, including but not limited to:</p> <ul style="list-style-type: none"> • Speeding ≥ 20 mph over posted limit • Aggressive driving • Careless driving • Improper passing • Failure to yield causing a collision • Following too closely • School bus stop-arm violations • Railroad crossing violations
Moderate Violation	<p>Moving violations with lower safety impact (e.g., speeding 10–19 mph over limit)</p>
Minor / Non-Moving Violation	<p>Parking, administrative, or non-moving violations</p>
Pattern	<ul style="list-style-type: none"> • Three (3) or more moving violations within a three-year period, OR • Two (2) similar violations within a 24-month period, OR • Escalating severity of violations over time, OR • Multiple violations occurring within a 12-month period <p>• Pattern determinations require HR documentation and may trigger Director-level review.</p>
Conditional Review	<p>HR review with Director approval, potentially including mitigating factors</p>

3. Position Classification

Applicants are categorized to apply MVR standards proportionate to driving responsibilities:

Category A – Safety-Sensitive Driving

Positions involving regular operation of District vehicles on public roads:

- Fixed Route Bus Operators
- Paratransit Operators
- Operations Supervisors (occasional driving duties)
- Fleet Maintenance Road Testers
- Bus Repositioning Staff
- Squeeze Cart Operators

Category B – Non-Revenue Driving

Positions not regularly transporting passengers:

- Occasional vehicle operation for operational purposes
- No vehicle operation but subject to MVR review for insurance, liability, or regulatory requirements
- Examples: HR, Finance, IT, Admin, Customer Service/Marketing, Planning, other office/support roles

4. Authorization and Documentation

1. Applicants must provide written authorization for MVR review.
2. HR reviews MVRs using numeric thresholds and documented standards.
3. All FCRA-related documentation, including authorization forms, evaluations, and numeric thresholds, must be logged into the HR system or applicant file. Records are maintained securely per Section 10 – Record Retention.
4. FCRA Pre-Adverse Action Notices
 - If information contained in the Motor Vehicle Record may result in a negative employment decision, HR would issue a Pre-Adverse Action Notice to the applicant.
 - Applicants are provided with at least five (5) business days to review the report and dispute inaccuracies before a final employment decision is made.

HR will provide the applicant with:

- A copy of the MVR report

- The Summary of Rights Under the Fair Credit Reporting Act

If a dispute is filed, HR will coordinate with the reporting agency and pause the hiring decision until the dispute process is resolved or additional information is received.

5. All thresholds must be applied consistently; deviations require HR Director approval and documentation.

5. Look-Back Periods and Numeric Thresholds

Violation Type	Category A	Category B	Notes
Major / Disqualifying	5 years	5 years	A: Automatic disqualify; B: disqualify only if repeated pattern or current safety risk
Serious / High-Risk	3 years	3 years	A: $\geq 2 \rightarrow$ disqualify; 1 \rightarrow conditional review (HR + Director) B: $\geq 2 \rightarrow$ review for potential risk pattern
Moderate	3 years	3 years	A: $\geq 4 \rightarrow$ disqualify; 3 \rightarrow conditional; 0–2 \rightarrow acceptable B: Informational only; HR review if pattern exists
Minor / Non-Moving	3 years	3 years	A: $\geq 5 \rightarrow$ conditional review; $< 5 \rightarrow$ acceptable B: Informational only
At-Fault Accidents	3 years	3 years	A: $\geq 2 \rightarrow$ disqualify; 1 recent (< 12 months) \rightarrow conditional review with HR Director B: $\geq 2 \rightarrow$ review for potential safety/liability concerns

An at-fault accident is defined as a collision in which the applicant was cited, determined responsible by law enforcement, or identified as at fault by the investigating authority or insurer.

6. Category A – Safety-Sensitive Violations

Major / Disqualifying (5 Years, Automatic)

- DUI/DWI
- Refusal of chemical test
- Reckless driving
- Hit-and-run
- Vehicular manslaughter/homicide
- Fleeing/attempting to elude law enforcement
- Racing on public roads

- Using vehicle in commission of felony
- Driving with unresolved suspended/revoked license

Serious / High-Risk (3 Years)

- ≥2 violations → Disqualify
- 1 violation → Conditional review (numeric SOP + HR Director)

Moderate Moving (3 Years)

- ≥4 → Disqualify
- 3 → Conditional review
- 0–2 → Acceptable

Minor / Non-Moving (3 Years)

- ≥5 → Conditional review
- <5 → Acceptable

At-Fault Accidents (3 Years)

- ≥2 → Disqualify
- 1 recent (<12 months) → Conditional review with HR Director

7. Category B – Non-Revenue Driving

Review Item	Look-Back	Action
Driver's License	Current	Must be valid if position requires driving
Major Criminal Driving Offenses	5 years	HR Director review required. Disqualification may occur depending on recency, severity, or relevance to job responsibilities.
Driving While License Suspended/Revoked	5 years	Any conviction for driving while license suspended or revoked within the look-back period requires HR review. Repeated occurrences or recent violations may result in disqualification.
Repeated Serious Violations	3 years	Review if ≥2 violations suggest risk pattern
Moderate/Minor Moving Violations	3 years	Informational only; review if pattern exists
Minor/Non-Moving	3 years	Informational only

Review Item	Look-Back	Action
Administrative Suspensions	Current	Acceptable if resolved and verified and no pattern of repeated suspensions exists.

8. Mitigating / Pattern Review

- **Mitigating Factors:** Violations older than 12 months may allow conditional approval.
- **Pattern Review:** Violations meeting the pattern definition in Section 2 trigger HR + Director review.
- **Mandatory Director-level review for:**
 - Any Category A applicant with conditional review
 - Any safety-sensitive applicant with ≥ 1 major or serious violation

9. Final Hiring Determination

- HR applies numeric thresholds and documents mitigating factors.
- Director reviews all conditional or high-risk cases in Category A.
- Legal counsel consulted for ambiguous violations or multiple major offenses.
- FCRA pre-adverse/adverse notices sent; applicants may respond or dispute inaccuracies.
- All hiring determinations involving MVR review must include documented rationale in the applicant file, including applicable thresholds, mitigating factors considered, and final approval authority.

10. Record Retention

- MVR reports, authorization forms, HR evaluations, and final determinations stored securely for a minimum of five (5) years following the hiring decision, in accordance with FCRA documentation and internal audit standards.
- Access is limited to HR and legal personnel; audit logs are maintained.
- Records retrievable for FCRA compliance or regulatory inspections.

CITRUS CONNECTION
BOARD OF DIRECTORS MEETING
Wednesday, April 8, 2026
AGENDA ITEM #8

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, April 8, 2026
AGENDA ITEM #9a

Agenda Item: **March 2026 Calendar**

Presenter: Tom Phillips, CEO

**Recommended
Action:** None

Summary: Items and information from Tom Phillips, CEO

Attachments: March 2026 Calendar

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Mar 1	2 10 AM 1-on-1 w/HR 11 AM 1-on-1 w/Ana 11:30 AM Sun and Fun Foll	3 9:30 AM Senior Staff Cal 10 AM 1-on-1 w/Marcia	4 Copy: Board of Directors, Performance Indicator Data, 9:30 AM Transition meeting 9:30 AM 1-on-1 w/ Nicol	5 10 AM 1:1 w/Rhonda 2:45 PM Economy Day Leac 3 PM Leadership Lakeland	6 12:30 PM Spring Training v	7
8	9 10 AM 1-on-1 w/HR 11 AM 1-on-1 w/Ana	10 7:30 AM Senior staff photo 8:30 AM Email Ridership 9:30 AM Senior Staff Cal 10 AM 1-on-1 w/Marcia 11 AM Lunch w/ Eric Micha	11 7:30 AM Lakeland City Con 8:30 AM Canceled: Citrus C 9:30 AM 1-on-1 w/ Nicol 1 PM Coney - Tom Phillips 1 PM New Commissioner C	12 10 AM 1:1 w/Rhonda 2 PM Black and Brew Libra	13 8 AM Haircut 11 AM Lunch w/Kelvin	14
15	16 10 AM 1-on-1 w/HR 11 AM 1-on-1 w/Ana	17 Disney's Approach to Employee Engagement Saint Patrick's Day 9:30 AM Senior Staff Cal 10 AM 1-on-1 w/Marcia 2 PM Vision Zero Quick Bu	18 9:30 AM 1-on-1 w/ Nicol	19 9:30 AM TAC Meeting 3/19 10 AM 1:1 w/Rhonda	20	21
22	23 9 AM Transit Overview with 10 AM 1-on-1 w/HR 10 AM FW: CCIC Progress 11 AM 1-on-1 w/Ana	24 9 AM Senior Staff 9:30 AM Agenda Study 10 AM 1-on-1 w/Marcia 1 PM Employee Engageme	25 8:30 AM Citrus Connection 9:30 AM 1-on-1 w/ Nicol 1 PM Employee Engageme	26 10 AM 1:1 w/Rhonda 10:30 AM Hurricane Prepar 10:30 AM Hurricane Propel	27 8:30 AM Updated invitato 11 AM Audit Luncheon	28
29	30 10 AM 1-on-1 w/HR 11 AM 1-on-1 w/Ana	31 9:30 AM Senior Staff Cal 10 AM 1-on-1 w/Marcia 11 AM Transit Briefing with 11:30 AM FPTA Govt. Affair 3:30 PM LEDC March Meet	Apr 1 1 PM Transit Briefing with I	2 8 AM Haircut 10 AM 1:1 w/Rhonda 10:45 AM Lunch-Mark	3 Copy: Board of Directors, Performance Indicator Data, 9:30 AM 1-on-1 w/ Nicol	4

CITRUS CONNECTION
BOARD OF DIRECTORS MEETING
Wednesday, April 8, 2026
AGENDA ITEM #9b

Agenda Item: Ridership Report

Presenter: Tom Phillips, CEO

Recommended Action: None

Summary: February 2026 ridership information

Attachments: Citrus Connection Ridership Report February 2026

Citrus Connection Ridership Report

February 2026



Fixed Route Comparison to FY24-25 - February 2026



Fixed Route Ridership - February 2026

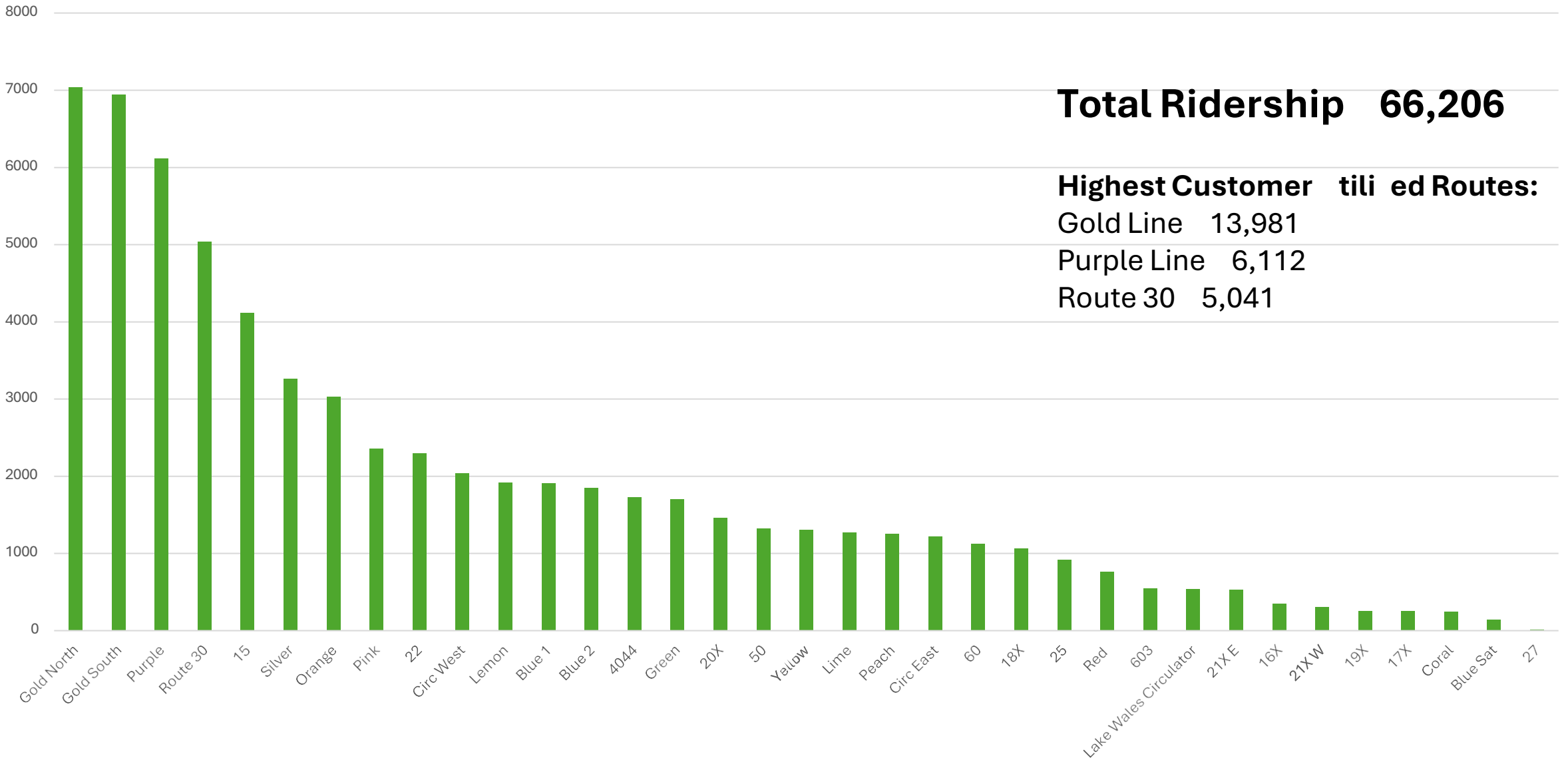
Total Ridership 66,206

Highest Customer Utilized Routes:

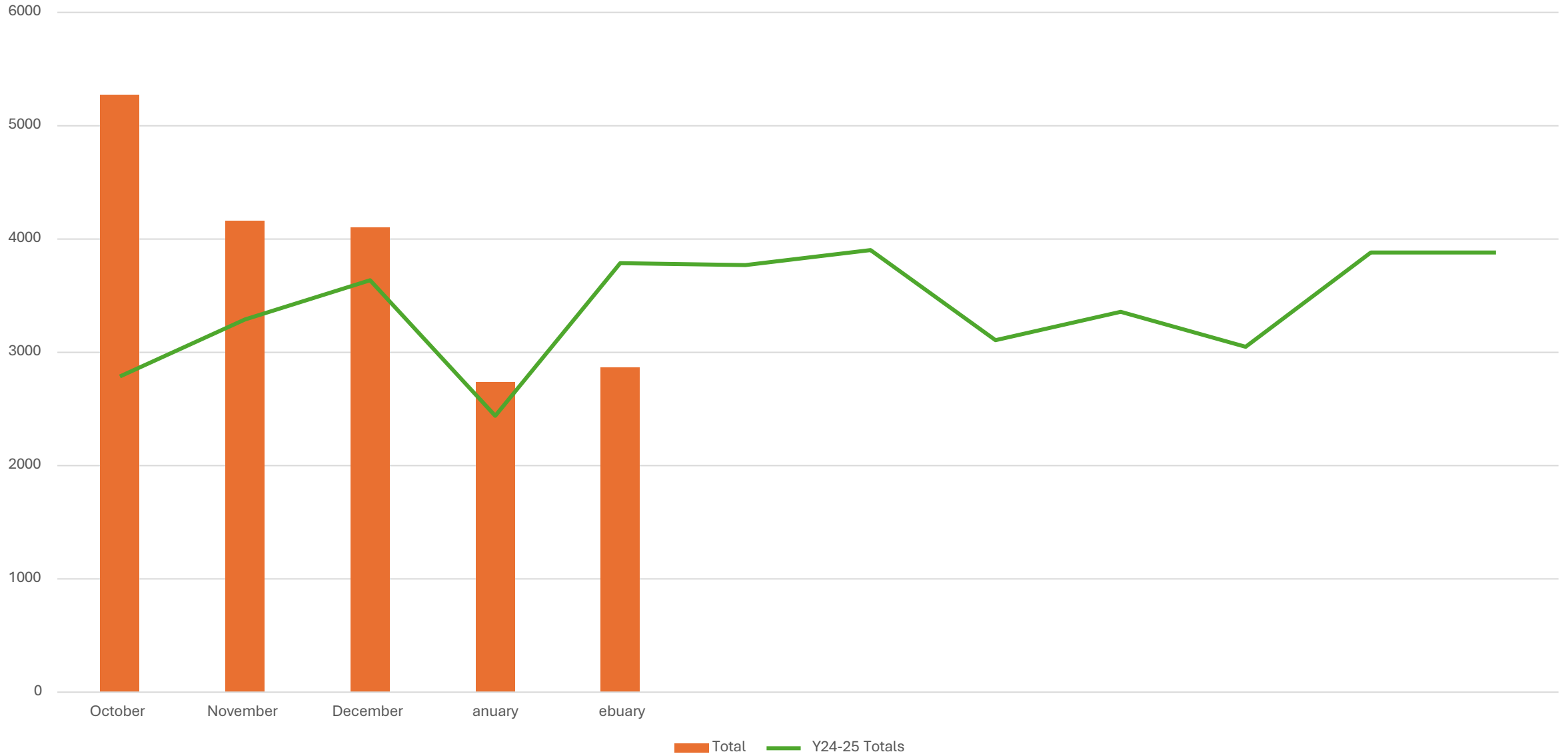
Gold Line 13,981

Purple Line 6,112

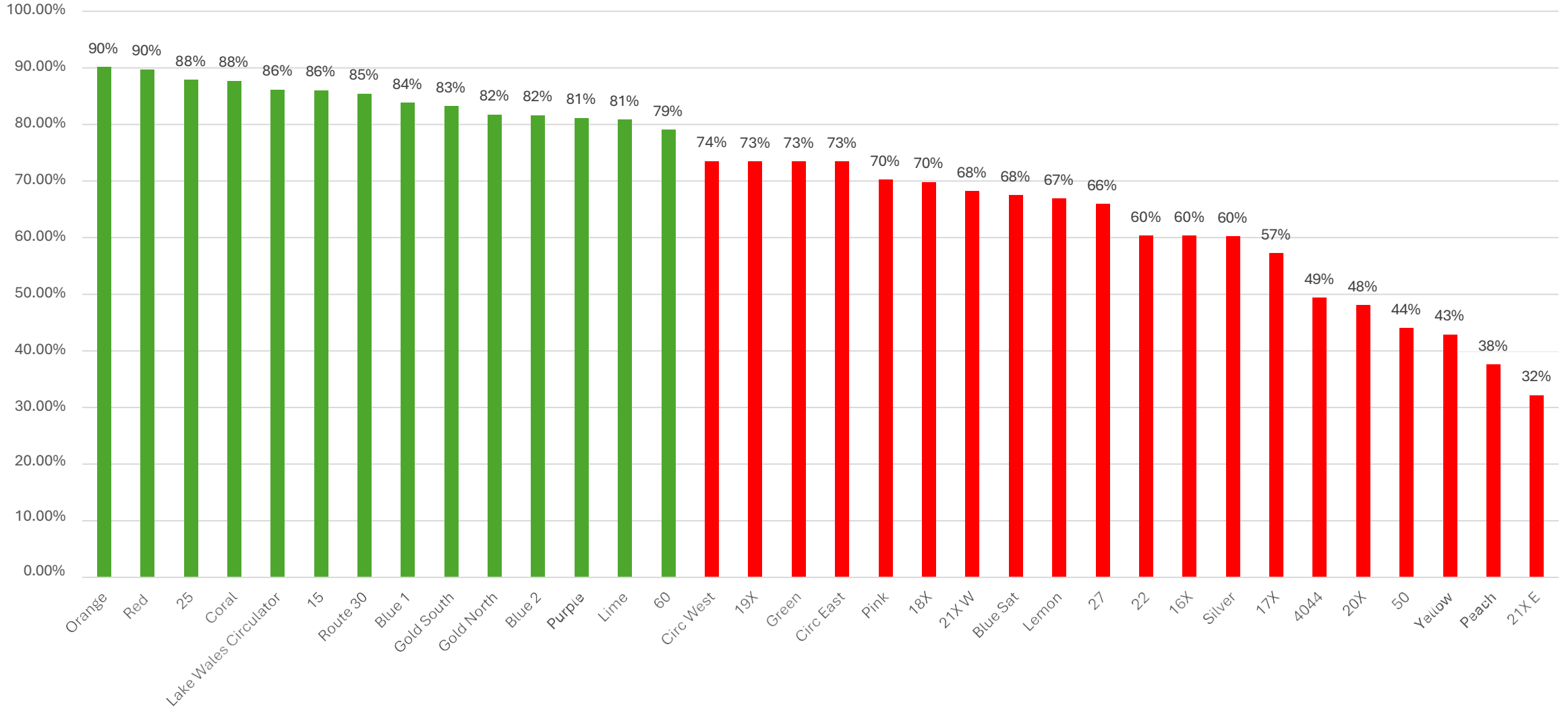
Route 30 5,041



Service Total Ridership - February 2026



On-Time Performance - February 2026



CITRUS CONNECTION
BOARD OF DIRECTORS MEETING
Wednesday, April 8, 2026
AGENDA ITEM #10

Agenda Item: **Other Business**

Presenter: TBD

**Recommended
Action:** TBD

Attachments: TBD

CITRUS CONNECTION
BOARD OF DIRECTORS MEETING

Meeting Minutes

Hollingsworth Board Room
1212 George Jenkins Blvd., Lakeland, FL. 33815
Wednesday, March 25, 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 Terry Conley
City of Lakeland Commissioner Guy Lalonde Jr

Board Members Absent

Polk County Commissioner Michael Scott

Executive Director: Tom Phillips
Chief Financial Officer: Rhonda Carter
Executive Office Administrator: Roswald Gibson

Call to Order

8:33 a.m. By Mayor McCarley

Agenda Item #1 – Approval of the Minutes

a. Board approval of the March 2026 Citrus Connection Meeting Minutes

[Attachments available]

“Approval of meeting minutes for the January 2026 Citrus Connection Meeting Minutes”
1nd Martha Santiago /2st Guy Lalonde

MOTION CARRIED UNANIMOUSLY

Agenda Item #2 – Public Comments

None

Agenda Item #3 – FY2024-2025 Audit Presentation/Daniel Anderson, CPA

[Attachments available]

Approval of Audit as presented
1st Martha Santiago / 2nd Guy Lalonde

MOTION CARRIED UNANIMOUSLY

CITRUS CONNECTION
BOARD OF DIRECTORS MEETING

Meeting Minutes
 Hollingsworth Board Room
 1212 George Jenkins Blvd., Lakeland, FL 33815
 Wednesday, March 25, 2026 at 8:30 a.m.

Agenda Item #4 – Finance / Rhonda Carter, CFO

a. Purchase of six (6) Para Transit Buses

EXHIBIT 8					
ORDER FORM					
CONTRACT #TRIPS-22-CA-MB-LF-ABC					
Standard Cutaway and Minibus Chassis Type Transit Vehicles					
ABC Companies					
Contact Information			For Grant Funded Vehicles Only		
Agency Name:	LAMT Citrus Connection		FFY:		
Date:	8/27/2025		Project:	Select One	
PO Number:			UZA:		
Name:	Jay Steinbauer				
Telephone Number:					
Email Address:	jsteinbauer@ridecitrus.com				
Form Effective Date:					
Chassis Make	Ford E450 7.3L				
Chassis Model Year	2026				
Model	Turtle Top Terra Transit MD				
Vehicle Style	Cutaway				
GVWR (lbs)	14,500				
Length (feet)	23				
Useful Life	5 Years/200,000 Miles				
Description	Quantity	UOM	Unit Cost	Extended Cost	
Ford E450 7.3L, Turtle Top Terra Transit MD, Cutaway 23'	1	EA	\$ 130,695.00	\$ 130,695	
Ford E450 7.3L, Turtle Top Terra Transit MD, Cutaway 25'		EA	\$ 134,907.00	\$ -	
Standard Seats	4	Per Person	\$ 760.00	\$ 3,040	
Fold-Away Seats	8	Per Person	\$ 1,165.00	\$ 9,320	
Children's Seats		Per Person	\$ 1,013.00	\$ -	
Paint Scheme 1	1	EA	\$ 1,147.00	\$ 1,147	
Paint Scheme 2		EA	\$ 1,077.00	\$ -	
Paint Scheme 3		EA	\$ 1,042.00	\$ -	
Item No	Description	Quantity	UOM	Unit Cost	Extended Cost
	Compressed Natural Gas (CNG) or Alternative Fuel				

Approval of purchases of para transit buses as presented
 1nd Guy Lalonde / 2st Martha Santiago

MOTION CARRIED UNANIMOUSLY

CITRUS CONNECTION
BOARD OF DIRECTORS MEETING

Meeting Minutes
 Hollingsworth Board Room
 1212 George Jenkins Blvd., Lakeland, FL. 33815
 Wednesday, March 25, 2026 at 8:30 a.m.

b. Asset Disposal

Asset ID #	Year	Vehicle Description	FTA/CUTR/TRIPS Useful Life Benchmark				Reason for Disposal
			ULB Yrs	ULB Miles	Remaining ULB Years	Remaining ULB Miles	
203	2017	Dodge Braun Ability Van	4	100,000	(10.5)	18,299	Exceeds useful life in years, frequently down, requires a high level of maintenance and costly repairs
601	2015	24' El Dorado Advantage	5	200,000	(4.4)	3,167	Exceeds useful life in years, frequently down, requires a high level of maintenance and costly repairs
704	2005	30' Gillig Low Floor Bus	4	100,000	(5.6)	(633,283)	Exceeds useful life in years & miles, frequently down, and require a high level of maintenance
705	2005	30' Gillig Low Floor Bus	4	100,000	(5.6)	(720,611)	Exceeds useful life in years & miles, frequently down, and requires a high level of maintenance
1079	2012	30' El Dorado EZ Rider II	10	350,000	(3.3)	(26,207)	Exceeds useful life in years & miles, frequently down, and requires a high level of maintenance

Approval of the asset disposal as presented
 1nd Guy Lalonde / 2st Martha Santiago

MOTION CARRIED UNANIMOUSLY

4c. Federal Transit Administration Section 5307 and 5339 Four Corners Small UZA Grant Application.

[Attachments available]

Approval of Four Corners Grant as presented
 1st Martha Santiago / 2nd Guy Lalonde

MOTION CARRIED UNANIMOUSLY

4d. Federal Transit Administration Section 5307 and 5339 Poinciana UZA Grant Application.

[Attachments available]

Approval of Poinciana Grant as presented
 1nd Guy Lalonde / 2st Martha Santiago

MOTION CARRIED UNANIMOUSLY

CITRUS CONNECTION
BOARD OF DIRECTORS MEETING

Meeting Minutes

Hollingsworth Board Room
1212 George Jenkins Blvd., Lakeland, FL. 33815
Wednesday, March 25, 2026 at 8:30 a.m.

Agenda Item #5 – Bartow Mobility/Nicole McCleary

Launch the Bartow Mobility on Demand (MOD)

[Attachments available]

Approval of to launch the Bartow Mobility as presented
1st Martha Santiago/ 2nd Terry Coney

MOTION CARRIED UNANIMOUSLY

Agenda Item #6 – Progress on Project Fawkes/Khalil Dupoux

[Attachments available]

Agenda Item #7– Projcurement/ Todd Morrow

a. Umbrella Shelter Replacement

[Attachments available]

Approval to remove and replace umbrella shelters as presented
1st Terry Coney/ 2nd Guy Lalonde

MOTION CARRIED UNANIMOUSLY

Agenda Item #8– Regional Mobility Service/ Marchia Roberson, Director

a. Migrate Telephone Cloud Services

[Attachments available]

Approval to migrate from Mitel to RingCentral as presented
1st Guy Lalonde / Terry Coney

Agenda Item #9 – CEO Report / Tom Phillips, General Manager

a. Agenda Updates

- Add Micro Transit
 - Reorganize and see how it looks
 - Who is responsible
 - Look at as a team
- Employee Survey
 - Good Report

CITRUS CONNECTION
BOARD OF DIRECTORS MEETING

Meeting Minutes

Hollingsworth Board Room
1212 George Jenkins Blvd., Lakeland, FL. 33815
Wednesday, March 25, 2026 at 8:30 a.m.

TTE is complete
 2625 rides (2026)
Sun N Fun coming up
 1st year for express
Lakeside Village issue
Going to service the hotel
Putting sign in the cage to go to hotels for parking

Agenda Item #10 – Executive Informational Summary/Tom Phillips

a. February Calendar

[Attachments available]

b. Ridership and UAP Update

[Attachments available]

Agenda Item #11 – Other Business

Adjournment at 9:32 a.m.

Approved this 8th day of April 2026.

Chair – City of Lakeland Mayor - Sara Roberts McCarley

Minutes Recorder – Roswald Gibson