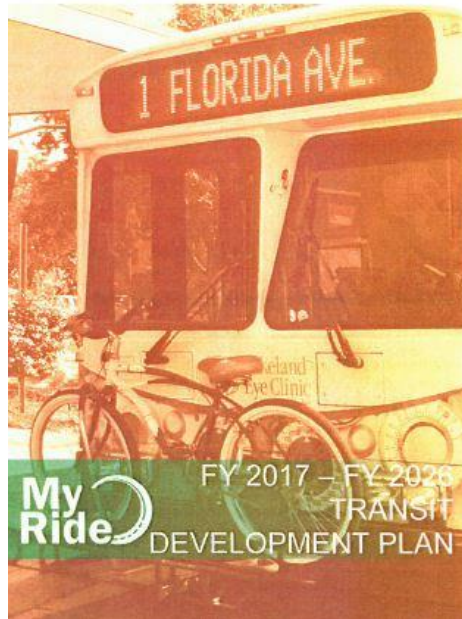


**MY RIDE:  
POLK TRANSIT DEVELOPMENT PLAN 2017-2026  
2021 ANNUAL PROGRESS REPORT**



*To Be Submitted to:*

**Florida Department of Transportation  
District One**



*Prepared By:*



***Draft -- June 22 2021 by TPO***

## **ANNUAL PROGRESS REPORT**

The progress report required by FDOT is needed for several purposes. First and foremost, the update is just that, a progress update, providing an annual check on the progress that a transit agency has made toward implementing the recommendations in the prior TDP major update. Therefore, the annual progress update serves as an Annual Progress Report (APR) for the TDP. In fact, FDOT defines the update as a “progress report” in the TDP Rule. The TDP APR is needed to accomplish several objectives, including:

- Providing a check-in on the TDP progress made;
- Identifying where progress is not occurring;
- Facilitating updates to the goals, objectives, and strategies outlined in the TDP;
- Prompting updates to the implementation and finance plans;
- Enabling re-evaluations to account for large changes in needs; and
- Ensuring that the TDP recommendations are reviewed periodically.

Based on the requirements listed as part of the TDP Rule, the efforts required to produce an APR are largely localized to a few components of a TDP major update. These components include the following, but, of course, this scope can change if there are significant changes within an agency's operating environment:

- 10-Year Implementation Plan;
- 10-Year Financial Plan; and
- Goals, Objectives & Policies.

While the Goals, Objectives & Policies (GOPs) section is not required to be updated as part of an APR, agencies do need to consider how changes to the implementation plan schedule may impact the pursuit of the GOPs. Oftentimes, this can be facilitated by keeping track of which GOPs are related to each of the projects in the implementation plan, which is discussed subsequently in this chapter. Alternatively, some agencies choose to include, in an addendum to the APR, specific notes on progress made related to each of the GOPs outlined in the TDP major update.

## Identification of the Submitting Entity:

**Agency:** Lakeland Area Mass Transit District (LAMTD) or the District dba/Citrus Connection

**Telephone Number:** (863) 688-RIDE (7433)

**Mailing Address:** 1212 George Jenkins Blvd., Lakeland, FL 33815

**Authorizing Agency Representative:** Mr. Tom Phillips, Executive Director  
For more information about this plan, please contact Mr. Rodney Wetzel, Senior Planner, Citrus Connection, at the phone number or address above.

## Organization of the Report:

This TDP progress report is organized into the following sections:

**Section 1: Introduction** – This section outlines the requirements of a TDP and includes contact information for the submitting agency.

**Section 2: Progress Report** – This section includes the progress report on past year’s accomplishments and milestones achieved including the status of plan goals and objectives.

**Section 3: Implementation and Financial Plan** – This section presents the revised Implementation and Financial Program including the integration of any new recommendations.

## Section 1: Introduction

The State of Florida Public Transit Block Grant Program was enacted by the Florida Legislature to provide a stable source of funding for public transit. The Block Grant Program requires public transit service providers to develop, adopt, and annually update a Ten-Year Transit Development Plan (TDP). Under legislation that became effective February 20, 2007, the TDP must undergo a Major Update every five years. In the interim years, an update is to be submitted in the form of an **annual progress report** on the ten-year implementation program of the TDP. Major updates involve more substantial reporting requirements than annual progress reports. Each major update and each annual progress report must be submitted to the appropriate Florida Department of Transportation (FDOT) District Office by September 1<sup>st</sup>.

The most recent major update of the Polk County Transit Development Plan, *My Ride*, was adopted by the Lakeland Area Mass Transit District (LAMTD) Board in August, 2017.

This is LAMTD’s annual progress report for 2021 which documents October 1, 2020 to September 30, 2021. This report covers the 10-year period from 2021 through 2030. This meets the requirement for a TDP annual progress report in accordance with Rule Chapter 14-73, Florida Administrative Code (FAC).

Table 1-1 lists the TDP requirements from Rule 14-73.001 for annual progress reports and indicates whether or not the item was accomplished in this TDP Annual Report.

**Table 1-1: TDP Progress Report Checklist**

	<b>Annual Progress Report Checklist Item</b>	<b>Related Section</b>
A	Past Year’s accomplishments compared to the original implementation program	Section 2 – Progress Report
B	Analysis of discrepancies between the plan and its implementation for the past year and steps that will be taken to attain or modify original goals and objectives	Section 2 – Progress Report
C	Any revisions to the implementation program for the coming year	Section 3 – Implementation and Financial Plan
D	Revised implementation program for the new tenth year	Section 3 – Implementation and Financial Plan
E	Added recommendations for the new tenth year of the updated plan	Section 3 – Implementation and Financial Plan
F	A revised financial plan	Section 3 – Implementation and Financial Plan
G	A revised list of projects or services needed to meet the goals and objectives	Section 3 – Implementation and Financial Plan

*Source: FDOT TDP Handbook – FDOT Guidance for Preparing and Reviewing Transit Development Plans, Version III, 2018.*

## SECTION 2- PROGRESS REPORT

### COMPONENT A: LAST YEAR'S ACCOMPLISHMENTS COMPARED TO THE ORIGINAL IMPLEMENTATION PLAN

A direct comparison should be drawn between the actual progress on the service and capital projects that were stipulated to start or complete during the prior year, versus what was planned according to the prior TDP (e.g., either the TDP major update or APR that was completed most recently). The most effective format to summarize this progress is to list all projects programmed to start or complete during the prior year, either as a bulleted summary or in tabular format, along with a simple status to denote the progress, as shown in **Table 2-1**. If the project is complex in nature, or is expected to span multiple years of implementation, then an explanation also should be provided following the table. If implemented or begun, it is important to include the date of implementation. If a project was implemented early enough in the prior year, then it makes sense to include data on performance or impacts to-date. Based on the table developed to meet this particular component, a short summary should be provided in instances of non-adherence to the prior TDP's.

**Table 2-1: 2021 Accomplishments Compared to Original Implementation Plan**

ACTIVITY	2017 TDP SERVICE PLAN	2021 RESULT	NOTES
Maximize existing service efficiency	Coordinated vehicle maintenance	No Change	The District and TPO are working on a feasibility study to address the need for an East County Maintenance Facility
Maximize existing service efficiency	Consolidated administration and maintenance activities,	No Change	The District would like to combine the Call Center which is still housed in Bartow with other Administrative staff house in Lakeland. This may be corrected with the construction of a multimodal center. The District is currently seeking funding for a PD&E
Implement Service Improvements	Coordinated contracting for fuel and maintenance supplies and activities.	No Change	Continuation of Fuel Consortium
Implement Service Improvements	Improvements to existing service frequency (headways)	This past year an additional bus service was added to the North East Section of Polk	<p>The new service arrives and departs at a new Park and Ride facility at Posner Park changing frequency to 60 minutes.</p> <p>The Posner Center Park and Ride facility is located near the intersection of I 4 and US 27.</p>

Implement Service Improvements	Extended weekday service hours (span), and weekend service.	The District applied for and received additional FTA funds to restore Saturday services in the Lakeland UZA	Plans are underway to implement the restoration of Saturday routes.
Implement Service Improvements	Additional weekend service (either Saturday or Sunday).	The District applied for and received additional FTA funds to restore Saturday services in the Lakeland UZA	Plans are underway to implement the restoration of Saturday routes.
Service expansion	New routes operating in county activity centers with no existing service	This year we added the City of Davenport to Rural Route 20X, a direct route from Haines City to the Posner Park and Ride. 19X was moved to a fixed express route to SunRail.	This year the District helped bring mass transit to Polk County through the use of a SunRail express. For the first time there is direct access to mass transit utilizing Polk County public transit.
Service expansion	A proposed feeder route to the future Poinciana SunRail Station.	Route is now in place	This route started in September 2020 with service from the Posner Center Park and Ride to the Poinciana SunRail Station. This is a change to route 19x and not a new route.

Over the last year, LAMTD has achieved some milestones consistent with the adopted implementation plan in *My Ride the TDP Major Update*. The progress report included in this section is organized into two major categories:

1. Service planning and operational projects, and
2. Transit capital and infrastructure projects.

Each project or activity is briefly described and the accomplishment achieved is summarized. Any discrepancies between the Implementation plan and the activity described are noted and steps to be taken to modify the corresponding goal or milestone are presented. An additional subsection is included which presents the status of LAMTD goals and objectives identified in the My Ride TDP major update.

## SERVICE PLANNING AND OPERATIONAL PROGRESS REPORT ON MILESTONES

Progress on ongoing efforts since the TDP major update adoption in August 2017, are summarized in **Table 2-2**, below. These efforts help LAMTD accomplish priority goals and work objectives.

**Table 2-2 PROGRESS ON ONGOING EFFORTS**

<b>Service Type/Mode FY 2020/2021</b>	<b>Description</b>	<b>2020 Result</b>	<b>Notes</b>
Route 1/101 Florida Ave Corridor Now the Gold Line	Maintain Existing Fixed Route Service	This milestone was met	This is no longer a route, we have combined routes and transitioned to a color route system.
Route 3/301 Lakeland Hills Corridor Now the Pink Line	Maintain Existing Fixed Route Service	This milestone was met	This is no longer a route, we have combined routes and transitioned to a color route system.
Route 10 Circulator Now part of the Green and Orange lines-2 buses	Maintain Existing Fixed Route Service	This milestone was met	-
Route 12 Lakeland to WH This is now the Purple Line	Maintain Existing Fixed Route Service	This milestone was met	-
Route 14 Combee/Edgewood Now part of the Green and Orange lines-2 buses	Maintain Existing Fixed Route Service	This milestone was met	This is no longer a route, we have combined routes and transitioned to a color route system.



Route 15 (N/S) Kathleen/Providence/Harden Now the Blue Line	Maintain Existing Fixed Route Service	This milestone was met	-
Route 15 (E/W) Winter Haven/Haines City	Maintain Existing Fixed Route Service	This milestone was met	-
Route 22XL Bartow Express Now the Silver Line	Maintain Existing Fixed Route Service	This milestone was met	-
Route 22XW Winter Haven/Bartow	Maintain Existing Fixed Route Service	This milestone was met	-
Route 25 Bartow/Fort Meade	Maintain Existing Fixed Route Service	This milestone was met	This route now has reduced service to Fort Mead at their request
Route 27X Dundee/Eagle Ridge Mall	Maintain Existing Fixed Route Service	This milestone was met	-
Route 30 Legoland	Maintain Existing Fixed Route Service	This milestone was met	-
Route 32/33 South FL/Carter Rd. This is now the Blue Line	Maintain Existing Fixed Route Service	This milestone was met	-
Route 35 Bartow/Lake Wales	Maintain Existing Fixed Route Service	This milestone was met	This route does not go to Bartow; it goes to the County Jail
Route 39 Bradley	Maintain Existing Fixed Route Service	This milestone was met	-
Route 40/44 Winter Haven Southside	Maintain Existing Fixed Route Service	This milestone was met	-
Route 45 George Jenkins/Swindell This is now the Yellow line 2 buses	Maintain Existing Fixed Route Service	This milestone was met	This is no longer a route, we have combined routes and transitioned to a color route system.

Route 46 10th/Wabash/Ariana This is now part of the Red Line-2 buses	Maintain Existing Fixed Route Service	This milestone was met	This is no longer a route, we have combined routes and transitioned to a color route system.
Route 47 Duff Rd. Shuttle This is now the Blue Line-2 buses	Maintain Existing Fixed Route Service	This milestone was met	This is no longer a route, we have combined routes and transitioned to a color route system.
Route 50 Auburndale	Maintain Existing Fixed Route Service	This milestone was met	-
Route 58 College Connector Now a part of the Orange, Green and Red lines	Maintain Existing Fixed Route Service	This milestone was met	This is no longer a route, we have combined routes and transitioned to a color route system.
Route 58X Airside Express	Maintain Existing Fixed Route Service	This route is no longer in existence	-
Route 59X County Line Express Now the Yellow Line	Maintain Existing Fixed Route Service	This goal was met but this route was removed and combined with another route	This is no longer a route, we have combined routes and transitioned to a color route system.
Route 60 Winter Haven Northeast	Maintain Existing Fixed Route Service	This goal was met	-
Route 416 Poinciana/Haines City - Now 16X	Maintain Existing Fixed Route Service	This goal was met	This route was changed this year to include full day services to Poinciana
Route 427 US 27/Haines City Now 18X	Maintain Existing Fixed Route Service	This goal was met	
Route 603 Neighborlink	Maintain Existing Fixed Route Service	The goal was met	-
ADA Paratransit Service	Maintain Existing ADA Paratransit Service	This goal was met	48,948 trips performed

## **Transit Capital and Infrastructure**

### ***Bus Acquisitions***

With the implementation of a bus replacement plan adopted in 2017/18, LAMTD acquired two new 24 ft. cutaway buses, each with 2 wheelchair positions.

### ***Gow B. Fields Park and Ride Lot on North US 98***

A goal of the Major TDP Update was the completion of the Gow B. Fields Park and Ride lot on North US 98. This project was completed in June of 2017 and now stands as a major gateway to the City of Lakeland. It has facilitated new partnerships with private transit agencies such as Flix Bus.

### ***Transit Intelligent Transportation System (ITS) Projects***

Citrus Connection introduced a new fare media and commended its loyal passengers for their cooperation and willingness to change the way they pay their fares aboard its buses. The new Citrus Connection **SMARTCARD** fare payment system was implemented in October 2017 for FY 17/18 and is progressing each day. This new technology allows LAMTD to track not only ridership, but the rider and individual bus stop utilization. The District now has the ability to identify trends (strengths and deficiencies) in the system.

Other ITS project updates included:

- All Mentor Ranger Units were removed on County owned paratransit buses and replaced with Avail units in FY 17/18.
- New servers were installed in Lakeland to host the AVAIL communications system in FY 17/18.
- Tap Card readers for Smart Cards were installed in all fixed-route and paratransit buses in FY 17/18.
- Four (4) customer service Smart Card ticket sales stations were installed in FY 17/18.
- All GFI Genfare Fare boxes on fixed-route buses were removed and replaced with Diamond fare boxes in FY 17/18.
- The ability to utilize mobile ticketing. FY19/20

### ***East Polk Maintenance Facility***

Since the inception of transit services in the Winter Haven urbanized area, the need for a maintenance facility to service those vehicles that deliver transit services to the east Polk County routes has been a priority listed in the TDP. There is an existing maintenance facility in West Polk County, but due to the large geographical size of Polk County, it presents a great challenge to the routes operating in the eastern side of the County.

LAMTD secured consultant services to draw up concept plans for this proposed facility, in phases – a temporary facility and a permanent facility, along with cost estimates. However, the land identified in the first study is no longer a viable option. LAMTD requested the Florida Department of Transportation (FDOT) provide funds for a feasibility study for potential sites and a cost benefit analysis, but it did not meet FDOT requirements. In 2020, LAMTD coordinated with the Polk TPO which budgeted planning funds to conduct the feasibility study. This study is currently underway.

The Polk TPO entered into the East Polk Transit Studies consultant study in October 2020 to address the following topics:

Task 1 – Maintenance Facility Siting.

Task 2 – Feasibility of Premium Transit (Corridors).

Task 3 – Access to Transit (at top 100 stops).

The results of this study are due, June 30, 2021.

### ***Capital Asset Management Plan***

Transit performance measure targets were developed in coordination between LAMTD and the Polk TPO in January 2017. As of the date of this report, all facilities have been inspected and rated. LAMTD has completed the Transit Asset Management Plan (TAM) requirement for FTA and the final plan was submitted to the TPO in September of 2018. This plan was also reviewed by an FDOT consultant who confirmed that the TMA was compliant.

To address issues identified in the TAMS the District has applied for federal funds to address issues with the parking lot, the bus wash roof and additional buses to keep us in full compliance and meet all identified goals set. The TAMs updates are due at the end of this year along with annual reporting to FTA on goals set in the plan. The PSTA plans have been implemented and the District is in full compliance.

## Service Planning and Operations

### ***Ridership***

The fixed-route service in Lakeland, Winter Haven and the rural areas provided 781,361 rides in fiscal year 2020/2021, which was down from the 909,004 rides in fiscal year 2019/20, which was slightly down from the 1,197,673, in 2018/19. The decrease is the direct result of the COVID-19 pandemic. Staff were diligent, working hard to keep the buses disinfected and seats blocked off for social distancing. All through the pandemic, services remained open.

Ridership	2018	2019	2020	2021
Fixed Route	1,194,072	1,197,673	909,004	781,361

Ridership on the paratransit service is as follows:

-	2018	2019	2020	2021
ADA	66,400	71,004	60,330	48,948
TD	21,630	20,844	18,457	16,950

### ***New Routes***

The old route 27X was divided into three different routes with 20XL providing two buses to service the area between the Posner Park and Ride, one bus servicing the US 27 corridor and one servicing the City of Davenport. The 16X was restored to a full day's service to Poinciana.

Another new route that started in September 2020 was the SunRail Express. This route provides connection to the Poinciana SunRail station and limited services to the town of Loughman.

### ***Additional Pass Sales Hours at Terminals***

In 2017/2018 FY, the hours of the Bus Pass Sales windows at the Lakeland and Winter Haven terminals were expanded. They are open Monday through Friday from 8:30 a.m. to 5:30 p.m. This enhanced access to the fixed-route service and complements the other ticket purchase options for all Citrus Connection's riders.

### ***Universal Access Program Agreements***

Businesses, colleges, schools and organizations recognize the importance of public transportation by entering into Universal Access Agreements (UAPs) with LAMTD. In these agreements, businesses and educational institutions pay a flat rate to subsidize transit for their employees, students or clients. Riders show their ID and are able to ride free. This program continues to thrive, with approximately a dozen UAPs currently in place, including Southeastern University, Pace Center for Girls, Polk County Schools, Peace River Center, and LEGOLAND. LAMTD is also proud of its partnership with the Polk County Board of County Commissioners for subsidizing free transportation for Veterans through a UAP.

### ***Fair Share Agreements***

In the Winter Haven urbanized areas, there are local municipalities that have partnered with transit to provide their citizens better access to public transportation. For many years, these contributions have been way below the fully allocated cost for service within their respective jurisdictions. LAMTD is diligently working with all of the municipalities to increase their contributions to twenty percent of overall cost.

### ***Summer of Safety***

Thanks to a partnership begun in 2012 between New Beginnings High School and Citrus Connection, the Summer of Safety program is running for its ninth year providing free public transportation to Polk County students ages 12-18. This program provides crucial transportation options throughout the summer when students are not in school and is the first of its kind in the United States.

### ***Quality Assurance***

Citrus Connection staff regularly administers surveys to riders for quality-assurance purposes, as well as to identify where and when their riders need public transportation. While this year's pandemic has made it impossible to conduct surveys, the last conducted survey in 2017 showed that 60% of riders are using the system five days per week going to work, medical appointments or educational opportunities.

A Quality Assurance team was formed in 2018, and has initiated a Quality Assurance telephone line to facilitate open lines of communication with our riders. All bus operators have received Quality Assurance phone Line cards to hand out to passengers.

### ***Federal Transit Administration (FTA) Triennial Review***

Every three years, the FTA conducts a comprehensive compliance audit of each recipient of FTA Section 5307 Urbanized Area grant funds. The compliance audit consists of 20 subject areas which cover Procurement and Satisfactory Continuing Control, Civil Rights, and several other federal mandates. The process generally consists of two steps, a desk review conducted off-site by the FTA consultant reviewer and then a formal site visit. LAMTD serves as the designated recipient for the Lakeland and Winter Haven urbanized areas within Polk County. The FTA conducted a Triennial Review in April, 2018. No deficiencies were found with the FTA requirements in 19 areas. One deficiency was found in ADA-General, regarding revising the Riders' Guide to publicize how the public may request a reasonable modification for accessibility to transit services. This was completed before September 10, 2018.

### ***Preparing for Safety***

In FY 2018/2019 the new position of Director of Safety was created. The department now operates as a separate division. The new FTA safety requirements and performance management requirements were met with the completion of the Safety Management System. All safety requirement and compliance issues are now maintained by this new division.

### ***Dixieland Road Diet Project***

In response to the City of Lakeland's plans to implement a road diet project along South Florida Avenue (SR 37), the Lakeland Area Mass Transit District, in coordination with FDOT and the City of Lakeland has designed a circulator route around the affected area. This route started on the 22<sup>nd</sup> of April, 2020.

### ***Connection to SunRail Project***

The District has begun providing services to the Poinciana SunRail Station from the Posner Park and Ride location. Plans include FDOT funding of an additional bus on this route to double the amount of frequency.

### ***Park and Ride Hopper***

Future plans also include a series of connections to Park and Ride stops on the I-4 corridor for the purpose of providing mass transit options to the citizens of Polk County. The Hopper will potentially stop at these locations:

I-4 and US-98 @ Gow B. Fields Park and Ride

I-4 and SR 33 @ the state Park and Ride  
I-4 and US-27 @ the Posner Center Park and Ride

### ***“Re-Route 2020”***

This activity began in 2018/2019 FY. LAMTD studied the consolidation of eight routes in Lakeland to five new color-coded routes. These routes were implemented in October of 2019 with great success. The survey process was just about to get underway when the COVID-19 outbreak started. Customer surveys of the changes and the overall effects of these changes will be completed and reported in the updated full TDP.



## **COMPONENT B: ANALYSIS OF ANY DISCREPANCIES BETWEEN THE PLAN AND ITS IMPLEMENTATION FOR THE PAST YEAR AND STEPS THAT WILL BE TAKEN TO ATTAIN ORIGINAL GOALS AND OBJECTIVES**

An assessment of the objectives and policies that support the vision, mission, and goals of the TDP should be conducted to meet this requirement of APRs. Information from the assessment of the TDP implementation plan, conducted previously for Component A, can be used to assess the status of meeting individual TDP objectives and, therefore, goals. The assessment should be presented in tabular format for easy review. In meeting this requirement, the transit agency is provided with the opportunity to begin reflecting, before revising the implementation plan as part of meeting the next requirement, upon why changes may have been necessary. This reflection makes the TDP a truly strategic tool and “living document” for the transit system.

### **EVALUATION OF TDP GOALS AND OBJECTIVES**

Goals and objectives are an integral part of any transportation plan because they provide policy direction to achieve the community’s vision. As part of the planning process, goals, objectives and policies were established in My Ride – Polk Transit Development Plan FY 2017-FY2026. The resulting goals and objectives are consistent with the 10-year priorities and long-term improvements laid out in the plan which included operations, planning, policy and procedures, new technology, and capital and infrastructure priorities.

As part of this 2021 TDP Annual Progress Report, the goals, objectives and policies were assessed. Table 2-3 presents the goals and objectives for the TDP major update and additional columns in the table document were added to illustrate if the measure was achieved or is “in progress” and implemented over time.

## Vision, Mission, Core Values, Overall Goal

**Vision Statement:** “Effectively connecting people with their world through expanded, environmentally-friendly service with full support of the communities we serve.”

**Mission Statement:** “We strive to be a superior provider of transportation services that contribute to the economic growth and quality of life for the communities we serve.”

### Core Values

1. Safe and reliable transportation should be available to all regardless of their age, ability or social status.
2. Transportation is a part of the fabric of our community. Transportation projects and services should support vibrant communities and our vision for the future.
3. The best plans come from community collaboration. Leveraged resources go farther.

**Table 2-3 Polk TDP Goals and Objectives**

<b>Objective/Policy</b>	<b>Implementation (Yes/No)</b>	<b>2020/2021 Assessment</b>
Overall Goal: “Develop and maintain a public transportation system to provide safe travel for all users which supports livable communities and economic activity.”	Yes	Even though COVID-19 hit us this year and the system was forced to temporarily reduce services, LAMTD has continued to meet this goal

**Objective (1): Safety Objective Safe and Secure Travel Conditions On Public Transportation.**

<b>Objective/Policy</b>	<b>Implementation (Yes/No)</b>	<b>2020/2021 Assessment</b>
Target (1.1) Maintain zero traffic-related fatalities on public transportation system.	Yes	Yes/ We have had zero fatalities
Target (1.2) Annually reduce injuries and accidents/incidents on public transportation system.	Yes	Yes/ Our agency's Safety plan goal is a 2% reduction per year. We are currently on-par to meet or exceed that goal
<b>Strategy and Action</b>		
1.0.1: As part of the Transit Development Plan update, document the current safety and security of public transportation services and identify best safety and security practices for implementation as warranted.	Yes	Yes/ Safety and Security activities are evaluated/ audited routinely. We are active members of the Florida Safety Operations Network and regularly collaborate on safety and operational issues.

**Objective (2): Livability Objective Provide Travel Options For Persons Of All Ages And Abilities.**

Objective/Policy	Implementation (Yes/No)	2020/2021 Assessment
Target (2.1) Overall average Transit Connectivity Index score of 175 for Polk County Census block groups.	-	This data is updated during the TDP Major update.
Target (2.2) 75% of senior residents (age 65+) with high or moderate access to fixed-route transit services based on the Transit Connectivity Index.	-	This data is updated during the TDP Major update.
<b>Strategy and Action</b>		
2.0.1 Support requirements for new development that place emphasis on the provision of complete streets, connectivity and access to transit.	Yes	This year, LAMTD installed a number of shelters, bike racks, deployment pads and sidewalk access
2.0.2 Participate in the development of community strategies to support aging in place and senior mobility.	Yes	LAMTD now has a travel trainer program to help Seniors navigate the public transit system
2.0.3 Provide transportation infrastructure and services that support livable communities and ensure mobility for all residents.	Yes	The new route 16X includes the underserved area of North East Haines City, a culturally diverse neighborhood.

**Objective (3): Mobility Objective Provide Transportation Options For Intercity And Local Travel.**

Objective/Policy	Implementation (Yes/No)	2020/2021 Assessment
Target (3.1) Provide fixed-route transit service to all municipalities in Polk County.	Yes	This year saw the inclusion of Davenport with full day services on route 20X. The only municipality not currently offered services is Polk City.
<b>Strategy and Action</b>		
3.0.1 Evaluate public transportation options for intercity travel as part of the Transit Development Plan.	Yes	The District is currently working on a feasibility study for primum routes that will help connect cities.
3.0.2. As part of the Transit Development Plan update, document current public transportation options for intercity travel and identify opportunities for intercity and regional connections including feeder bus service to the Poinciana SunRail station.	Yes	Last year saw the start of an express route to the SunRail station from the Posner Park and Ride

**Objective (4): Economic Objective Provide Transportation Infrastructure And Services That Support Economic Vitality And Job Creation.**

Objective/Policy	Implementation (Yes/No)	2020/2021 Assessment
Target (4.1) (none stipulated)	---	--
<b>Strategy and Action</b>		
4.0.1 Focus on developing new ridership markets (economic growth, market-driven, outside of the traditional public transportation market segment).	Yes	The District is currently working on a new project “Park and Ride Hopper” to install park and rides lots along the I-4 corridor in hopes of providing a shuttle between them and the Sun-Rail Station.
4.0.2 The transit agency shall initiate and partner in programs to educate the community on the need for and the value of public transportation. These efforts will include community forums, transit summits, public meetings and regular updates to local government and other stakeholders.	Yes	This year LAMTD put together a transit summit, in coordination with the Polk TPO, with the Chair of the CTD as the main speaker scheduled for March 18, 2020. However, the Covid-19 pandemic put the summit on hold. Regular meetings are held with all the Municipalities
4.0.3 The transit agency will make the best use of existing resources to provide cost-efficient services and be a good steward of public resources. As part of a continuing commitment to the safe and cost-effective delivery of service, a set of Performance Standards will be used to evaluate said standards on an annual basis.	Yes	While LAMTD strives to provide the best and most cost-efficient services, this year has been anything but typical due to the Covid-19 pandemic. Still services continued and are now back to full service.

## **SECTION 3- IMPLEMENTATION AND FINANCIAL PLAN**

### **COMPONENT C: ANY REVISIONS TO THE IMPLEMENTATION PROGRAM FOR THE COMING YEAR**

Based on the discrepancy analysis and other emergent needs of the agency, the transit agency should use the APR to summarize any changes to the implementation plan for the next year. Ideally, the reasons for the changes can be summarized in a brief note as part of the implementation plan summary developed for Component A. However, if the project is complex, spans multiple years, has fundamentally changed, or is a new project altogether, a supplemental paragraph can be provided following the revised implementation program table, as discussed next.

The purpose of My Ride, Polk Transit Development Plan FY 2017-2026, is to provide direction for transit service improvements in Polk County over the next 10 years. This direction was developed through extensive public outreach and consideration of all modes of transportation options, resulting in a 10-year phased implementation plan. Progress on the implementation of service improvements and expansion in the 10-year plan, along with an updated implementation and financial plan, is included in this section.

In the major update of the My Ride TDP document, the following priorities were listed for operations and capital and infrastructure (This was edited to show current progress):

#### **OPERATIONS**

- **Maximize existing service efficiency**

In a fiscally constrained transit environment, maximizing existing service efficiency is a high priority. Service efficiency includes:

- Coordinated vehicle maintenance  
This has been accomplished through the Avail system upgrade.
- Consolidated administration and maintenance activities, and  
Efforts to consolidate these locations remain a challenge. While maintenance and administration are housed together, the call center remains in Bartow.
- Coordinated contracting for fuel and maintenance supplies and activities.  
LAMTD remains a part of the fuel consortium for discounted fuel prices.

- **Implement service improvements**

Service improvements were also identified as priorities for implementation.

Service improvements include:

- Improvements to existing service frequency (headways)  
The implementation of ReRoute-2020 decreased deadhead by 46.19 miles per day
- Extended weekday service hours (span), ReRoute 2020 added 98.6 service hours per week
- Additional weekend service (either Saturday or Sunday).  
LAMTD continued and expanded its Saturday ADA service for those areas with no fixed route operations and additional funding will help restore most of the Saturday services.

- **Service expansion**

Service expansion is a priority for implementation for the 10-year needs plan.

Service expansion includes:

- New routes operating in county activity centers with no existing service. In order to improve the congestion along US 27, Citrus Connection implemented the new route 17X in 2020. This route connects the cities of Lake Wales, Dundee, Lake Hamilton, and Haines City with further connections to the Four Corners area.
- An express route to the Poinciana SunRail Station was started this year. After analyzing the connection to Poinciana SunRail Station, it was decided that the changes to the Route 19 Loughman Flex was the best option to provide access to the SunRail Station. These changes were made in September 2020.

## **CAPITAL AND INFRASTRUCTURE**

- **Downtown Lakeland Intermodal Center**

The feasibility study has been complete in partnership with the City of Lakeland and FDOT and a site identified. FDOT, the City of Lakeland and Citrus Connection and the Polk TPO have talked about future steps needed.

- **East Polk Maintenance Facility**

LAMTD and the TPO are in the process of completing a feasibility study this year.

- **Park and Ride Facilities**

The Gow B Fields Park and Ride lot on North US 98, completed in June of 2017 had two additional shelters added last year.

The first two rounds of funding are complete. Due to unknown issues with utilities, the restrooms have not been completed. LAMTD will apply for FTA funding to help with completing this project.



- **Vehicle expansion and replacement**

With the implementation of a bus replacement plan adopted in 17/18, LAMTD saw the delivery of two new 24 ft. buses to the fleet this year FY 2020/2021, each with 2 wheelchair positions. The District is looking at ordering nine new buses to be replaced through CARES funding.

- **IT and Technology**

By FY 2020/2021, LAMTD will have the technology to load smart cards online. LAMTD is also moving forward with on bus Wi-Fi, Vehicle health monitoring, USB charging stations, Pre-Trip information loaded into the Avail system and Phone ticketing.

As indicated in Section 2 of this report, progress has been made in the implementation of the 10-year implementation plan. During the development of the major update to the TDP in 2017, efforts were still ongoing regarding the consolidation of transit services from the Polk County Board of County Commissioners to LAMTD. The transfer of capital equipment and negotiating contracts has finally been completed, with the Polk BOCC actively participating in the funding of transit services.

Table 3-1 depicts the original Implementation Plan contained in the FY 2017-FY2026 TDP major update.

**Table 3-1 Original Service Implementation Plan**

Service Type/Mode	Description	Operating Characteristics		
		Frequency (Weekday)	Service Span (Weekday)	Days of Service
<b>FY 2017 and FY 2018</b>				
Route 1/101 Florida Ave Corridor Now the Gold Line	Maintain Existing Fixed Route Service	30 mins	6:15 AM - 6:05 PM	Mon - Sat
Route 3/301 Lakeland Hills Corridor Now the Pink Line	Maintain Existing Fixed Route Service	60 mins	6:15 AM - 6:05 PM	Mon - Fri
Route 10 Circulator Now part of the Green and Orange lines-2 buses	Maintain Existing Fixed Route Service	60 mins	6:15 AM - 6:05 PM	Mon - Fri

Route 12 Lakeland to WH This is now the Purple Line	Maintain Existing Fixed Route Service	60 mins	6:15 AM - 7:05 PM	Mon - Sat
Route 14 Combee/Edgewood Now part of the Green and Orange lines-2 buses	Maintain Existing Fixed Route Service	120 mins	7:15 AM - 6:05 PM	Mon - Fri
Route 15 (N/S) Kathleen/Providence/Harden Now the Blue Line	Maintain Existing Fixed Route Service	60 mins	6:15 AM - 6:05 PM	Mon - Fri
Route 15 (E/W) Winter Haven/Haines City	Maintain Existing Fixed Route Service	90 mins	5:45 AM - 7:00 PM	Mon - Sat
Route 22XL Bartow Express Now the Silver Line	Maintain Existing Fixed Route Service	90 mins	5:55 AM - 5:10 PM	Mon - Fri
Route 22XW Winter Haven/Bartow	Maintain Existing Fixed Route Service	90 mins	5:45 AM - 7:00 PM	Mon - Sat
Route 25 Bartow/Fort Meade	Maintain Existing Fixed Route Service	90 mins	5:45 AM - 5:45 PM	Mon - Fri
Route 27X Dundee/Eagle Ridge Mall	Maintain Existing Fixed Route Service	60 mins	6:00 AM - 7:05 AM	Mon - Fri
Route 30 Legoland	Maintain Existing Fixed Route Service	60 mins	6:15 AM - 7:10 PM	Mon - Sun
Route 32/33 South FL/Carter Rd. This is now the Blue Line	Maintain Existing Fixed Route Service	60 mins	7:41 AM - 6:05 PM	Mon - Fri
Route 35 Bartow/Lake Wales	Maintain Existing Fixed Route Service	120 mins	6:10 AM - 7:05 PM	Mon - Sat
Route 39 Bradley	Maintain Existing Fixed Route Service	5 hrs.	6:45 AM - 5:35 PM	Mon - Fri
Route 40/44 Winter Haven Southside	Maintain Existing Fixed Route Service	90 mins	5:45 AM - 7:05 PM	Mon - Sat
Route 45 George Jenkins/Swindell This is now the Yellow line 2 buses	Maintain Existing Fixed Route Service	60 mins	6:15 AM - 7:05 PM	Mon - Fri

Route 46 10th/Wabash/Ariana This is now part of the Red Line-2 buses	Maintain Existing Fixed Route Service	60 mins	6:15 AM - 5:05 PM	Mon - Fri
Route 47 Duff Rd. Shuttle This is now the Blue Line-2 buses	Maintain Existing Fixed Route Service	60 mins	8:15 AM - 5:05 PM	Mon - Fri
Route 50 Auburndale	Maintain Existing Fixed Route Service	90 mins	5:45 AM - 7:05 PM	Mon - Sat
Route 58 College Connector Now a part of the Orange, Green and Red lines	Maintain Existing Fixed Route Service	60 mins	6:30 AM - 4:40 PM	Mon - Fri
Route 58X Airside Express	Maintain Existing Fixed Route Service	15 mins	7:00 AM - 1:00 AM	Mon - Fri
Route 59X County Line Express Now the Yellow Line	Maintain Existing Fixed Route Service	60 mins	6:15 AM - 6:05 PM	Mon - Fri
Route 60 Winter Haven Northeast	Maintain Existing Fixed Route Service	60 mins	6:15 AM - 7:05 PM	Mon - Sat
Route 416 Poinciana/Haines City Now 16X	Maintain Existing Fixed Route Service	150 mins	10:40 AM - 7:00 PM	Mon - Fri
Route 427 US 27/Haines City Now 18X	Maintain Existing Fixed Route Service	120 mins	6:25 AM - 7:12 PM	Mon - Fri
Route 603 Neighborlink Line	Maintain Existing Fixed Route Service	90 mins	6:05 AM - 6:15 PM	Mon - Fri
ADA Paratransit Service	Maintain Existing ADA Paratransit Service	n/a	6:00 AM - 6:30 PM	Mon - Sat
<b>FY 2019</b>				
Route 12 Lakeland to WH This is now the Purple Line	Increase Frequency	30 mins	6:15 AM - 8:05 PM	Mon - Sat
	Increase Hours of Service			
	Add Weekend Service			
<b>FY 2020</b>				

Route 1/101 Florida Ave Corridor	Increase Frequency	15 mins	6:15 AM - 8:05 PM	Mon - Sun
	Increase Hours of Service			
	Add Weekend Service			
<b>FY 2021</b>				
Route 14 Combee/Edgewood Now part of the Green and Orange lines-2 buses	Increase Frequency	60 mins	6:15 AM - 8:05 PM	Mon - Sat
	Increase Hours of Service			
	Add Weekend Service			
Route 15 Winter Haven - Haines City	Increase Frequency	60 mins	5:45 AM - 7:35 PM	Mon - Sun
	Increase Hours of Service			
	Add Weekend Service			
Route 22XL Bartow Express Now the Silver Line	Increase Frequency	30 mins	5:55 AM - 7:10 PM	Mon - Sat
	Increase Hours of Service			
	Add Weekend Service			
SunRail Feeder Winter Haven to Poinciana	Add New Service	30 mins	6:15 AM - 8:05 PM	Mon - Fri
<b>FY 2022</b>				
Route 30 Legoland	Increase Frequency	30 mins	6:15 AM - 8:05 PM	Mon - Sun
	Increase Hours of Service			
Route 58 College Connector Now a part of the Orange, Green and Red lines	Increase Frequency	30 mins	6:30 AM - 4:40 PM	Mon - Fri
Route 427 US 27/Haines City Now 18X	Increase Frequency	60 mins	6:15 AM - 8:05 PM	Mon - Sat
	Increase Hours of Service			
	Add Weekend Service			
<b>FY 2023</b>				

Polk City to Winter Haven	Add New Service	60 mins	6:15 AM - 8:05 PM	Mon - Sat
Route 22XW Winter Haven/Bartow	Increase Frequency	60 mins	6:15 AM - 8:05 PM	Mon - Sun
	Increase Hours of Service			
	Add Weekend Service			
<b>FY 2024</b>				
Route 60 Winter Haven Northeast	Increase Frequency	30 mins	6:15 AM - 8:05 PM	Mon - Sun
	Increase Hours of Service			
	Add Weekend Service			
<b>FY 2025</b>				
Route 15 (N/S) Kathleen/Providence/Harden Now the Blue Line	Increase Hours of Service	60 mins	6:15 AM - 8:05 PM	Mon - Sat
	Add Weekend Service			
<b>FY 2026</b>				
Route 3/301 Lakeland Hills Corridor Now the Pink Line	Increase Hours of Service	60 mins	6:15 AM - 8:05 PM	Mon - Sat
	Add Weekend Service			
Route 32/33 South FL/Carter Rd. This is now the Blue Line	Increase Hours of Service	60 mins	6:15 AM - 8:05 PM	Mon - Sat
	Add Weekend Service			

## **COMPONENT D: REVISED IMPLEMENTATION PROGRAM FOR THE TENTH YEAR**

Agencies should provide an updated 10-year implementation plan as part of the APR. As a result of changes to projects for the upcoming year and any potential cascading effects that these changes may produce on subsequent year plans, all years up through the final implementation year (10<sup>th</sup> year) of the prior TDP should be reassessed. If for no other reason than to recertify the implementation years that were previously listed, it is important to ensure the accuracy of these projects before adding a new tenth year to the TDP.

The original Service Implementation Plan recommended maintaining existing service in FY 2017 and FY 2018, with the first improvement in FY 2019. The transit agency has been able to maintain existing transit services within their funding limitations. Until funding is identified to expand services, all resources have gone towards maintaining the areas currently served. Therefore, the Service Implementation Plan has been adjusted to move everything out one year, which adds the tenth year to the TDP Progress Report. The adjusted Service Implementation Plan follows in Table 3-2.

**Table 3-2 REVISED SERVICE IMPLEMENTATION PLAN revised for 2021 and 2022**

Service Type/Mode	Description	Operating Characteristics		
		Frequency (Weekday)	Service Span (Weekday)	Days of Service
<b>FY 2020/20201</b>				
Route 1/101 Florida Ave Corridor Now the Gold Line	Maintain Existing Fixed Route Service	30 mins	6:15 AM - 6:45 PM	Mon - Sat
Route 3/301 Lakeland Hills Corridor Now the Pink Line	Maintain Existing Fixed Route Service	60 mins	6:15 AM - 6:05 PM	Mon - Fri
Route 10 Circulator Now part of the Green and Orange lines-2 buses	Maintain Existing Fixed Route Service	90 mins	5:45 AM - 7:32 PM	Mon - Fri
Route 12 Lakeland to WH This is now the Purple Line	Maintain Existing Fixed Route Service	60 mins	5:45 AM - 7:55 PM	Mon - Sat
Route 14 Combee/Edgewood Now part of the Green and Orange lines-2 buses	Maintain Existing Fixed Route Service	90 mins	5:45 AM - 7:32 PM	Mon - Fri
Route 15 (N/S) Kathleen/Providence/Harden	Maintain Existing Fixed Route Service	45 mins	6:00 AM - 7:50 PM	Mon - Fri
Route 15 (E/W) Winter Haven/Haines City	Maintain Existing Fixed Route Service	45 mins	6:00 AM - 7:50 PM	Mon - Sat
Route 22XL Bartow Express Now the Silver line	Maintain Existing Fixed Route Service	90 mins	5:55 AM - 5:10 PM	Mon - Fri
Route 22XW Winter Haven/Bartow	Maintain Existing Fixed Route Service	90 mins	5:45 AM - 7:00 PM	Mon - Sat
Route 25 Bartow/Fort Meade	Maintain Existing Fixed Route Service	90 mins	5:45 AM - 5:45 PM	Mon - Fri
Route 27X Dundee/Eagle Ridge Mall	Maintain Existing Fixed Route Service	60 mins	6:00 AM - 7:05 AM	Mon - Fri

Route 30 Legoland	Maintain Existing Fixed Route Service	60 mins	6:15 AM - 7:10 PM	Mon - Sun
Route 32/33 South FL/Carter Rd. This is now the Blue Line	Maintain Existing Fixed Route Service	45 mins	5:45 AM - 7:50 PM	Mon - Fri
Route 35 Lake Wales	Maintain Existing Fixed Route Service	120 mins	6:10 AM - 7:05 PM	Mon - Sat
Route 39 Bradley	Maintain Existing Fixed Route Service	5 hrs.	6:45 AM - 5:35 PM	Mon - Fri
Route 40/44 Winter Haven Southside	Maintain Existing Fixed Route Service	90 mins	5:45 AM - 7:05 PM	Mon - Sat
Route 45 George Jenkins/Swindell This is now the Yellow line 2 buses	Maintain Existing Fixed Route Service	90 mins	5:45AM - 7:36 PM	Mon - Fri
Route 46 10th/Wabash/Ariana This is now part of the Red Line-2 buses	Maintain Existing Fixed Route Service	90 mins	5:45 AM - 7:29 PM	Mon - Fri
Route 47 Duff Rd. Shuttle This is now the Blue Line-2 buses	Maintain Existing Fixed Route Service	90 mins	5:45 AM - 7:50 PM	Mon - Fri
Route 50 Auburndale	Maintain Existing Fixed Route Service	90 mins	5:45 AM - 7:05 PM	Mon - Sat
Route 58 College Connector Now a part of the Orange, Green and Red lines	Maintain Existing Fixed Route Service	45 mins	6:00 AM - 7:50 PM	Mon - Fri
Route 58X Airside Express	Maintain Existing Fixed Route Service	No longer in service	7:00 AM - 1:00 AM	Mon - Fri
Route 59X County Line Express Now the Yellow Line	Maintain Existing Fixed Route Service	No longer in service	6:15 AM - 6:05 PM	Mon - Fri
Route 60 Winter Haven Northeast	Maintain Existing Fixed Route Service	60 mins	6:15 AM - 7:05 PM	Mon - Sat
Route 416 Poinciana/Haines City Now 16X	Maintain Existing Fixed Route Service	150 mins	10:40 AM - 7:00 PM	Mon - Fri



Route 427 US 27/Haines City Now 18X	Maintain Existing Fixed Route Service	120 mins	6:25 AM - 7:12 PM	Mon - Fri
Route 603 Neighborlink Line	Maintain Existing Fixed Route Service	90 mins	6:05 AM - 6:15 PM	Mon - Fri
Route 17X Haines City to Lake Wales	Maintain Existing Fixed Route Service	120 mins	6:25 AM - 6:36 PM	Mon - Sat
Route 19X Loughman Soon to be the SunRail Express	Maintain Existing Fixed Route Service	60 mins	6:53 AM - 6:43 PM	Mon - Sat
The Peach Line Dixie Land Circular	Maintain Existing Fixed Route Service	60 mins	6:16 AM- 5:56 PM	Mon - Sat
ADA Paratransit Service	Maintain Existing ADA Paratransit Service	n/a	6:00 AM - 6:30 PM	Mon - Sat
<b>FY 2022</b>				
Route 12 Lakeland to WH This is now the Purple Line	Increase Frequency	30 mins	6:15 AM - 8:05 PM	Mon - Sat
	Increase Hours of Service			
	Add Weekend Service			
<b>FY 2023</b>				
Route 1/101 Florida Ave Corridor Now the Gold Line	Increase Frequency	15 mins	6:15 AM - 8:05 PM	Mon - Sun
	Increase Hours of Service			
	Add Weekend Service			
<b>FY 2024</b>				
Route 14 Combee/Edgewood Now part of the Green and Orange lines-2 buses	Increase Frequency	60 mins	6:15 AM - 8:05 PM	Mon - Sat
	Increase Hours of Service			
	Add Weekend Service			
Route 15 (E/W) Winter Haven - Haines City	Increase Frequency	60 mins		

	Increase Hours of Service		5:45 AM - 7:35 PM	Mon - Sun
	Add Weekend Service			
Route 22XL Bartow Express Now the Silver Line	Increase Frequency	30 mins	5:55 AM - 7:10 PM	Mon - Sat
	Increase Hours of Service			
	Add Weekend Service			
SunRail Feeder Winter Haven to Poinciana SunRail Station	Add New Service	30 mins	6:15 AM - 8:05 PM	Mon - Fri
<b>FY 2025</b>				
Route 30 Legoland	Increase Frequency	30 mins	6:15 AM - 8:05 PM	Mon - Sun
	Increase Hours of Service			
Route 58 College Connector Now a part of the Orange, Green and Red lines	Increase Frequency	30 mins	6:30 AM - 4:40 PM	Mon - Fri
Route 427 US 27/Haines City Now 18X serviced by Transitions	Increase Frequency	60 mins	6:15 AM - 8:05 PM	Mon - Sat
	Increase Hours of Service			
	Add Weekend Service			
<b>FY 2026</b>				
Polk City to Winter Haven	Add New Service	60 mins	6:15 AM - 8:05 PM	Mon - Sat
Route 22XW Winter Haven/Bartow	Increase Frequency	60 mins	6:15 AM - 8:05 PM	Mon - Sun
	Increase Hours of Service			
	Add Weekend Service			
<b>FY 2027</b>				
Route 60 Winter Haven Northeast	Increase Frequency	30 mins	6:15 AM - 8:05 PM	Mon - Sun
	Increase Hours of Service			
	Add Weekend Service			

<b>FY 2028</b>				
Route 15 (N/S) Kathleen/Providence/Harden Now the Blue Line	Increase Hours of Service	60 mins	6:15 AM - 8:05 PM	Mon - Sat
	Add Weekend Service			
<b>FY 2029</b>				
Route 3/301 Lakeland Hills Corridor Now the Pink Line	Increase Hours of Service	60 mins	6:15 AM - 8:05 PM	Mon - Sat
	Add Weekend Service			
New I-4 Park and Ride Connector to Posner and SunRail	Start of Service	60 mins	6:15 AM-9:00 PM	Mon-Sat
Route 32/33 South FL/Carter Rd. This is now the Blue Line	Increase Hours of Service	60 mins	6:15 AM - 8:05 PM	Mon - Sat
	Add Weekend Service			

To address the need for an increase in frequencies and extended hours, LAMTD developed what it calls “Re-Route 2020”. By combining routes coupled with multiple buses traveling in opposite directions, LAMTD was able to increase services hours and frequency without the need for additional funding. This format is more in line with larger subway systems utilizing lines instead of routes. Plans were to initiate the program, then conduct an analysis and if the goals were met in the Lakeland area, phase two would include the Eastside of the County. This unfortunately was not the case. COVID-19 hit the system after just three months of services. The loss in ridership made it impossible for a clear analysis of data. Even with the extended efforts to maintain distancing and continuous cleaning and disinfection of the buses, there was a drastic decline in ridership.

In addition to continuing to implement capital and operating projects that move the Agency closer to meeting its Goals and Objectives, scheduled upgrades and improvements under new technology (ITS) include:

- Working with AVAIL to complete a prototype with Wi Fi, USB Charging, Pre-Trip on MDT, upgrade Modem from 3G to 4G technology, Video Surveillance with wireless connection and bus health monitoring.
- Working with AVAIL to implement remote loading of value on Smart Cards through Internet and fare payment with Smart Phones.

**COMPONENT E. ADDED RECOMMENDATIONS FOR THE NEW TENTH YEAR OF THE UPDATED PLAN**

Next, transit agencies will need to determine which projects will be implemented in the new tenth year of the TDP. Whether the projects that are recommended for the new tenth year are brand new additions to the TDP, continuations of ongoing projects, or are simply projects that have been pushed back in implementation timing, it is important to denote all projects starting, continuing, or completing in the new tenth year of the TDP. This is shown in Table 3-3.

**Table 3-3. RECOMMENDATIONS FOR NEW TENTH YEAR**

Service Type/Mode	Description	Operating Characteristics		
		Frequency (Weekday)	Service Span (Weekday)	Days of Service
<b>FY 2029 2030</b>				
New I-4 Park and Ride Connector to Posner and SunRail	Increase frequency	30 mins	6:15 AM-11:00 PM	Mon-Fri
	Increase service Hours			
BRT route implemented along South Florida Corridor	Increase frequency	15 mins	6:15 AM-9:00 PM	Mon-Sat
	Increase service Hours			

## **COVID-19 PANDEMIC**

In March 2020 the United States and the rest of the world entered into a shut down of most services for several weeks, in order to slow the spread of a new global pandemic known as COVID-19. It is now known that this pandemic spreads through respiratory droplets.

In light of the COVID-19 pandemic, Citrus Connection cleaning crews and operators dramatically stepped up their cleaning efforts thoroughly disinfecting all transit vehicles, terminals, and facilities daily with high-grade sanitizers and multi-purpose cleaners.

Citrus Connection has also implemented limited seating reducing the number of passengers on buses to maintain proper social distancing. In addition, Citrus Connection reduced the hours of service to coincide with the decline in ridership and the availability of operators.

Citrus Connection terminal staff and customer service team members are distributing free face masks to riders as part of the Polk County Board of Commissioners' mask distribution effort to reduce the spread of COVID-19. There were some route reductions and service suspensions, but at no time was the District not in operation.

## COMPONENT F. A REVISED “MY RIDE” FINANCIAL PLAN

After summing up all of the changes to the implementation plan from the upcoming year to the new tenth year, agencies need to update the financial plan to be consistent with the new implementation schedule. While updates to a financial plan may consist of straightforward changes to the year to which expenditures or revenues are allocated, the changes also may need to reflect funding source changes (e.g., the availability of a loan program has changed, or other modifications in local revenue sources), new costs and/or technology requirements, and even differences based on modifications/updates to the underlying assumptions in the financial plan. Meeting Component F can consist of a summary table in the same format as the TDP’s original financial plan summary, itemizing revenues and costs by type (not necessarily by individual projects or routes) and including an additional column for the new 10th year of the updated plan.

Capital and operating costs in this progress report area consistent with the information and assumptions prepared for the My Ride TDP major update. All key assumptions are documented in the 2017 major update report. Cost estimates are based on a variety of data, including professional experience, recent procurements, peer agency costs, NTD data, trend information and analysis, fleet planning, and discussions with Transit Management staff. Revenue projections take into account capital and operating revenue from several sources, including state and federal grants, the District’s Ad Valorem tax, allocated county general fund, passenger fares, and advertising sales.

Every year, LAMTD operates using a fiscally constrained, balanced budget to provide a basic level of transit service for Polk County. The updated 10-year Financial Plan for this TDP Progress Report is shown in the next two tables. **Table 3-4** contains the Revised Ten-Year Budget Estimates. **Table 3-5** contains the Revised Ten-Year Operating Revenue and Costs. As stated above with respect to the revised Service Implementation Plan, the dates on year of expense have been moved out a year to align with the revised Implementation Plan

**Table 3-4  
Revised Ten-Year Budget Estimates – FY 2021-2030**

	<b>FY 2021 Estimated</b>	<b>FY 2022 Estimated</b>	<b>FY 2023 Estimated</b>	<b>FY 2024 Estimated</b>	<b>FY 2025 Estimated</b>	<b>FY 2026 Estimated</b>	<b>FY 2027 Estimated</b>	<b>FY 2028 Estimated</b>	<b>FY 2029 Estimated</b>	<b>FY 2030 Estimated</b>	<b>TOTAL</b>
<b>TOTAL COSTS</b>	\$ 17,288,729.22	\$ 19,125,505.00	\$ 31,673,646.31	\$ 32,704,905.59	\$ 38,986,128.59	\$ 37,093,080.61	\$ 42,095,308.65	\$ 41,286,638.07	\$ 43,448,381.52	\$ 45,620,800.60	\$ 349,323,124.16
<b>TOTAL REVENUES</b>	\$ 23,200,055.44	\$ 24,665,546.62	\$ 25,202,873.77	\$ 25,756,077.13	\$ 26,326,476.19	\$ 26,915,885.78	\$ 27,526,814.54	\$ 28,162,767.45	\$ 28,828,709.02	\$ 29,531,778.43	\$ 266,116,984.36
<b>Budget Surplus/Deficit</b>	\$ 5,911,326.22	\$ 5,540,041.62	\$ (6,470,772.54)	\$ (6,948,828.46)	\$ (12,659,652.40)	\$ (10,177,194.84)	\$ (14,568,494.12)	\$ (13,123,870.62)	\$ (14,619,672.50)	\$ (16,089,022.17)	\$ (83,206,139.80)
<b>Fund Balance</b>	\$ 5,911,326.22	\$ 11,451,367.85	\$ 4,980,595.31	\$ (1,968,233.16)	\$ (14,627,885.56)	\$ (24,805,080.39)	\$ (39,373,574.51)	\$ (52,497,445.13)	\$ (67,117,117.63)	\$ (83,206,139.80)	

**Table 3-5  
Revised Ten-Year Operating Revenues and Costs –FY 2021 – FY 2030**

	<b>FY 2021 Estimated</b>	<b>FY 2022 Estimated</b>	<b>FY 2023 Estimated</b>	<b>FY 2024 Estimated</b>	<b>FY 2025 Estimated</b>	<b>FY 2026 Estimated</b>	<b>FY 2027 Estimated</b>	<b>FY 2028 Estimated</b>	<b>FY 2029 Estimated</b>	<b>FY 2030 Estimated</b>	<b>TOTAL</b>
<b>Operating Costs</b>											
Existing Fixed-Route Service	\$ 9,467,125.52	\$ 9,751,139.29	\$10,043,673.46	\$ 10,344,983.67	\$ 10,655,333.18	\$ 10,974,993.17	\$ 11,304,242.97	\$ 11,643,370.26	\$ 11,992,671.37	\$ 12,352,451.51	<b>\$ 108,529,984.39</b>
Existing ADA Paratransit Service	\$ 7,821,603.70	\$ 8,056,251.81	\$ 8,297,939.37	\$ 8,546,877.55	\$ 8,803,283.87	\$ 9,067,382.39	\$ 9,339,403.86	\$ 9,619,585.98	\$ 9,908,173.56	\$ 10,205,418.76	<b>\$ 89,665,920.84</b>
<b>Maintain Existing Service</b>	<b>\$17,288,729.22</b>	<b>\$17,807,391.10</b>	<b>\$18,341,612.83</b>	<b>\$ 18,891,861.21</b>	<b>\$ 19,458,617.05</b>	<b>\$ 20,042,375.56</b>	<b>\$ 20,643,646.83</b>	<b>\$ 21,262,956.23</b>	<b>\$ 21,900,844.92</b>	<b>\$ 22,557,870.27</b>	<b>\$ 198,195,905.23</b>
Service Improvements	\$ -	\$ -	\$ 2,594,626.26	\$ 7,487,815.74	\$ 11,579,344.56	\$ 16,435,324.92	\$ 18,136,634.34	\$ 20,145,733.82	\$ 22,360,645.55	\$ 24,836,741.48	<b>\$ 123,576,866.66</b>
Service Expansion	\$ -	\$ -	\$ -	\$ -	\$ 2,307,691.20	\$ 2,357,306.56	\$ 2,798,267.36	\$ 2,858,430.11	\$ 2,919,886.36	\$ 2,982,663.91	<b>\$ 16,224,245.49</b>
<b>Service Improvements &amp; Expansions</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 2,594,626.26</b>	<b>\$ 7,487,815.74</b>	<b>\$ 13,887,035.76</b>	<b>\$ 18,792,631.48</b>	<b>\$ 20,934,901.70</b>	<b>\$ 23,004,163.92</b>	<b>\$ 25,280,531.91</b>	<b>\$ 27,819,405.39</b>	<b>\$ 139,801,112.16</b>
<b>Total Operating Costs</b>	<b>\$17,288,729.22</b>	<b>\$17,807,391.10</b>	<b>\$20,936,239.09</b>	<b>\$ 26,379,676.95</b>	<b>\$ 33,345,652.81</b>	<b>\$ 38,835,007.04</b>	<b>\$ 41,578,548.53</b>	<b>\$ 44,267,120.16</b>	<b>\$ 47,181,376.83</b>	<b>\$ 50,377,275.66</b>	<b>\$ 337,997,017.38</b>
<b>Operating Revenues</b>											
LAMTD - Local General Revenue	\$ 1,187,759.34	\$ 1,213,296.17	\$ 1,239,382.03	\$ 1,266,028.75	\$ 1,293,248.37	\$ 1,321,053.21	\$ 1,349,455.85	\$ 1,378,469.15	\$ 1,408,106.24	\$ 1,438,380.52	<b>\$ 13,095,179.61</b>
PCTA - City Contributions	\$ 508,012.38	\$ 518,934.65	\$ 530,091.74	\$ 541,488.71	\$ 553,130.72	\$ 565,023.03	\$ 577,171.03	\$ 589,580.20	\$ 602,256.18	\$ 615,204.69	<b>\$ 5,600,893.33</b>
PCTA - Contract Revenue	\$ 2,639,449.76	\$ 2,696,197.93	\$ 2,754,166.19	\$ 2,813,380.76	\$ 2,873,868.45	\$ 2,935,656.62	\$ 2,998,773.24	\$ 3,063,246.86	\$ 3,129,106.67	\$ 3,196,382.46	<b>\$ 29,100,228.95</b>
LAMTD - Farebox Revenue	\$ 756,969.81	\$ 927,893.59	\$ 947,843.30	\$ 968,221.93	\$ 989,038.70	\$ 1,010,303.04	\$ 1,032,024.55	\$ 1,054,213.08	\$ 1,076,878.66	\$ 1,100,031.55	<b>\$ 9,863,418.20</b>
PCTA - Farebox Revenue	\$ 263,271.20	\$ 322,717.83	\$ 329,656.26	\$ 336,743.87	\$ 343,983.87	\$ 351,379.52	\$ 358,934.18	\$ 366,651.26	\$ 374,534.27	\$ 382,586.75	<b>\$ 3,430,459.02</b>



LAMTD - FTA 5307 Operating	\$ 2,536,864.61	\$ 2,591,407.19	\$ 2,647,122.45	\$ 2,704,035.58	\$ 2,762,172.35	\$ 2,821,559.05	\$ 2,882,222.57	\$ 2,944,190.36	\$ 3,007,490.45	\$ 3,072,151.49	\$ 27,969,216.10
PCTA - FTA 5307 Operating	\$ 2,840,832.36	\$ 2,901,910.26	\$ 2,964,301.33	\$ 3,028,033.80	\$ 3,093,136.53	\$ 3,159,638.97	\$ 3,227,571.20	\$ 3,296,963.99	\$ 3,367,848.71	\$ 3,440,257.46	\$ 31,320,494.61
PCTA - FTA 5311 Operating	\$ 1,739,627.27	\$ 2,132,435.11	\$ 2,178,282.46	\$ 2,225,115.53	\$ 2,272,955.52	\$ 2,321,824.06	\$ 2,371,743.28	\$ 2,422,735.76	\$ 2,474,824.58	\$ 2,528,033.31	\$ 22,667,576.87
Property Tax	\$ 5,305,456.49	\$ 5,419,523.80	\$ 5,536,043.56	\$ 5,655,068.50	\$ 5,776,652.47	\$ 5,900,850.50	\$ 6,027,718.78	\$ 6,157,314.74	\$ 6,289,697.00	\$ 6,424,925.49	\$ 58,493,251.33
TD Commission	\$ 14,827.85	\$ 15,146.65	\$ 15,472.30	\$ 15,804.95	\$ 16,144.76	\$ 16,491.87	\$ 16,846.45	\$ 17,208.65	\$ 17,578.63	\$ 17,956.57	\$ 163,478.69
State Block Grant	\$ 1,621,932.59	\$ 1,820,059.03	\$ 1,859,190.30	\$ 1,899,162.89	\$ 1,939,994.89	\$ 1,981,704.78	\$ 2,024,311.44	\$ 2,067,834.13	\$ 2,112,292.56	\$ 2,157,706.86	\$ 19,484,189.47
FL Transportation Disadvantaged Program	\$ 1,363,385.84	\$ 1,392,698.63	\$ 1,422,641.65	\$ 1,453,228.45	\$ 1,484,472.86	\$ 1,516,389.02	\$ 1,548,991.39	\$ 1,582,294.70	\$ 1,616,314.04	\$ 1,651,064.79	\$ 15,031,481.37
FDOT Service Development	\$ 63,567.95	\$ 64,934.66	\$ 66,330.75	\$ 67,756.86	\$ 69,213.63	\$ 70,701.73	\$ 72,221.81	\$ 73,774.58	\$ 75,360.74	\$ 76,980.99	\$ 700,843.71
FDOT Congestion Management	\$ -										\$ -
FDOT Transit Corridor	\$ 772,254.00	\$ 788,857.46	\$ 805,817.90	\$ 823,142.98	\$ 840,840.56	\$ 858,918.63	\$ 877,385.38	\$ 896,249.16	\$ 915,518.52	\$ 935,202.17	\$ 8,514,186.75
JARC	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Private	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
PTCA - Capital Contribution	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
FDOT Urban Transit Capital	\$ -	\$ 236,266.98	\$ 241,346.72	\$ 246,535.68	\$ 251,836.20	\$ 257,250.67	\$ 262,781.56	\$ 268,431.37	\$ 274,202.64	\$ 280,098.00	\$ 2,318,749.82
Paratransit Operating Revenue	\$ 1,585,844.02	\$ 1,623,266.69	\$ 1,665,184.82	\$ 1,712,327.87	\$ 1,765,786.32	\$ 1,827,141.08	\$ 1,898,661.83	\$ 1,983,609.45	\$ 2,086,699.13	\$ 2,214,815.33	\$ 18,363,336.53
<b>Total Operating Revenues</b>	<b>\$23,200,055.44</b>	<b>\$24,665,546.62</b>	<b>\$25,202,873.77</b>	<b>\$ 25,756,077.13</b>	<b>\$ 26,326,476.19</b>	<b>\$ 26,915,885.78</b>	<b>\$ 27,526,814.54</b>	<b>\$ 28,162,767.45</b>	<b>\$ 28,828,709.02</b>	<b>\$ 29,531,778.43</b>	<b>\$ 266,116,984.36</b>
<b>Budget Surplus/Deficit</b>	<b>\$ 5,911,326.22</b>	<b>\$ 6,858,155.52</b>	<b>\$ 4,266,634.68</b>	<b>\$ (623,599.83)</b>	<b>\$ (7,019,176.62)</b>	<b>\$ (11,919,121.26)</b>	<b>\$ (14,051,733.99)</b>	<b>\$ (16,104,352.71)</b>	<b>\$ (18,352,667.81)</b>	<b>\$ (20,845,497.23)</b>	<b>\$ (71,880,033.02)</b>
<b>Fund Balance</b>	<b>\$ 5,911,326.22</b>	<b>\$12,769,481.75</b>	<b>\$17,036,116.43</b>	<b>\$ 16,412,516.60</b>	<b>\$ 9,393,339.98</b>	<b>\$ (2,525,781.28)</b>	<b>\$ (16,577,515.27)</b>	<b>\$ (32,681,867.98)</b>	<b>\$ (51,034,535.79)</b>	<b>\$ (71,880,033.02)</b>	

**COMPONENT G: A REVISED LIST OF PROJECTS OR SERVICES NEEDED TO MEET THE GOALS AND OBJECTIVES, INCLUDING PROJECTS FOR WHICH FUNDING MAY NOT HAVE BEEN IDENTIFIED**

Using the list of projects included in the TDP major update and any subsequent APR-related revisions to that list, transit agencies should revisit the projects that may be needed to fully meet the TDP goals and objective. Using lists of funded and unfunded needs, along with any new projects added since the major update, agencies are required to identify the revised list of projects, as necessary, to ensure that their GOPs will be met.

<b>Objective/Policy</b>	<b>Funded and Unfunded Projects</b>
Overall Goal: "Develop and maintain a public transportation system to provide safe travel for all users which supports livable communities and economic activity."	Funded - current system  Unfunded- additional funding for shelters, pads, benches, sidewalks, and new routes.

**Objective (1): Safety Objective Safe And Secure Travel Conditions On Public Transportation.**

<b>Objective/Policy</b>	<b>Funded and Unfunded Projects</b>
Target (1.1) Maintain zero traffic-related fatalities on public transportation system.	<p>Funded- The new Safety Department and Director of Safety</p> <p>Unfunded- Avail upgrade for incident and accident reporting data.</p>
Target (1.2) : Annually reduce injuries and accidents/incidents on public transportation system.	<p>Funded- The new Safety Department and Director of Safety</p> <p>Unfunded- Avail upgrade for incident and accident reporting data.</p>
<b>Strategy and Action</b>	-
1.0.1: As part of the Transit Development Plan update, document the current safety and security of public transportation services and identify best safety and security practices for implementation as warranted.	<p>Funded- The new Safety Department and Director of Safety</p> <p>Unfunded- Avail upgrade for incident and accident reporting data. Avail upgrade for vehicle health monitoring.</p>

**Objective (2): Livability Objective Provide Travel Options For Persons Of All Ages And Abilities.**

<b>Objective/Policy</b>	<b>Funded and Unfunded Projects</b>
Target (2.1) Overall average Transit Connectivity Index score of 175 for Polk County Census block groups.	This data is updated during the TDP Major update.
Target (2.2) 75% of senior residents (age 65+) with high or moderate access to fixed-route transit services based on the Transit Connectivity Index.	This data is updated during the TDP Major update.
<b>Strategy and Action</b>	-
2.0.1 Support requirements for new development that place emphasis on the provision of complete streets, connectivity and access to transit.	Funded -This year LAMTD was awarded grant funds to place new shelters on two complete street projects.  Unfunded- future complete street projects
2.0.2 Participate in the development of community strategies to support aging in place and senior mobility.	Funded -mobility manager and travel trainer.  Unfunded- additional funding for shelters, pads, and sidewalks.
2.0.3 Provide transportation infrastructure and services that support livable communities and ensure mobility for all residents.	Funded -mobility manager and travel trainer.  Unfunded- additional funding for shelters, pads, and sidewalks.

**Objective (3): Mobility Objective Provide Transportation Options For Intercity And Local Travel.**

Objective/Policy	Funded and Unfunded Projects
Target (3.1) Provide fixed-route transit service to all municipalities in Polk County.	Funded -LAMTD will be increasing services to two new municipalities this year.  Unfunded- a route that services Polk City
<b>Strategy and Action</b>	-
3.0.1 Evaluate public transportation options for intercity travel as part of the Transit Development Plan.	Funded-Two new intercity routes  Unfunded- a route servicing Polk City  Unfunded- BRT
3.0.2 As part of the Transit Development Plan update, document current public transportation options for intercity travel and identify opportunities for intercity and regional connections including feeder bus service to the Poinciana SunRail station.	Funded- routes connecting Citrus Connection with the LYNX system. These routes include 16X to Poinciana and 18X to the Four Corners area, and 19x from Posner to the SunRail station in Poinciana.  Unfunded: The I-4 Park and Ride "Hopper."

**Objective (4): Economic Objective Provide Transportation Infrastructure And Services That Support Economic Vitality And Job Creation.**

Objective/Policy	Funded and Unfunded Projects
Target (4.1) (none stipulated)	-
<b>Strategy and Action</b>	-
4.0.1 Focus on developing new ridership markets (economic growth, market-driven, outside of the traditional public transportation market segment).	Funded- UAP program, Colts program, and Summer of Safety
4.0.2 The transit agency shall initiate and partner in programs to educate the community on the need for and the value of public transportation. These efforts will include community forums, transit summits, public meetings and regular updates to local government and other stakeholders.	Funded- Mobility management, transit summit, workshops and stakeholder updates  Unfunded- Media outreach
4.0.3 The transit agency will make the best use of existing resources to provide cost-efficient services and be a good steward of public resources. As part of a continuing commitment to the safe and cost-effective delivery of service, a set of Performance Standards will be used to evaluate said standards on an annual basis.	Funded- Re-Route 2020 and performance standards.

**CONCLUSION**

This fiscal year has been a challenging yet rewarding year for public transportation in Polk County. This year saw the launch of the Re-Route 2020 plan that will increase frequency and hours while remaining cost neutral. LAMTD was also able to secure funding for two new routes that started in October 2019. As the transition to one transit system completed its third year, there are still issues that need to be addressed, such as the cost of unifying the branding on all of the vehicles. This process will take time to complete and all new buses are receiving the updated logo.

A new endeavor for the District is to revamp the “fair share” system with the municipalities through Polk County. The District identified that the fair share Agreements grossly understated the proportion of cost required to provide quality service to each municipality in the Winter Haven urbanized area. A goal of 20 percent of the total cost of providing services will be redistributed to the municipalities over a three-year period with a gradual increase to the required FTA 50% local match.

Over the past year, LAMTD continued to make strides towards implementing the priorities with respect to the adopted 10-year Major TDP Update, My Ride, adopted in 2017.

The 10-year TDP was created to ensure that limited public funds are being allocated in the most efficient way possible and to ensure that investment is still reflective of the values of the people of Polk County. Continued diligence and service optimization efforts ensure that LAMTD continues to provide the highest possible value to the county taxpayers/residents, and visitors. The phased Implementation Plan will hopefully assist the agency in achieving those objectives. As transit services in Polk County are expanded in a phased, measured, incremental, and cost-effective approach, the full vision for Polk County and LAMTD can be achieved over time, enhancing economic development and the agency’s overall value to the community.

## **Fare Box Report**

The TDP and annual updates to the TDP, must contain a farebox recovery report that addresses “potential enhancements to productivity and performance which would have the effect of increasing farebox recovery ratio.” This requirement for the TDP was added by the Florida Legislature in 2007 when it adopted House Bill 985. This legislation amended s. 341.071, Florida Statutes (F.S.), requiring transit agencies to “... specifically address potential enhancements to productivity and performance which would have the effect of increasing farebox recovery ratio.” The Florida Department of Transportation subsequently issued guidance requiring the TDP and each annual update to include a 1–2-page summary report on the farebox recovery ratio and strategies implemented and planned to improve it as an appendix item.”

**Annual Farebox Recovery Ratio Report  
LAMTD Fixed-Route Bus System**

August 2021



TDP Reviewer's Checklist Review Item	Compliant (Y/N)	Deficiencies	Comments
Past year's accomplishments compared to the original implementation program			
Analysis of any discrepancies between the plan and its implementation for the past year and steps that will be taken to attain or modify original goals and objectives			
Any revisions to the implementation program for the coming year			
Revised implementation program for the new tenth year			
Added recommendations for the new tenth year of the updated plan			
A revised financial plan			
A revised list of projects or services needed to meet the goals and objectives, including projects for which funding may not have been identified.			
Provided FDOT, decision-makers, and the public an opportunity to review and comment			