

LAKELAND AREA MASS TRANSIT DISTRICT
BOARD OF DIRECTORS MEETING
Citrus Connection, Hollingsworth Meeting Room, 1212 George Jenkins Blvd.
Wednesday, March 11th, 2020, at 8:30 a.m.

Call to Order	<u>Action Required</u>
1. Approval of February 12, 2020 LAMTD Board Meeting Minutes	Approval
2. Public Comments	None
3. Presentation of the District Independent Audit for FY 2018/2019/ Daniel Anderson, Manager, Mauldin & Jenkins, LLC	Approval
4. Finance / David Persaud, Chief Financial Officer	
a. LAMTD Financials	None
b. PCTS Financials	None
c. TD Financials	None
d. Travel Trainer Program Grant, Resolution 20-06	Approval
e. State Corridor Grant, Resolution 20-07	Approval
f. Rural Transit 5311 funding, Resolution 08	Approval
g. Asset Disposals	Approval
5. Legal / Tim Darby, Esq.	
a. FlixBus Release and Indemnification Agreement	Approval
6. Title VI Program Update / Marcia Roberson Director of RMCC	Approval
7. Transit System Update / Aaron Dunn & Paul Simms, Revenue Services	None
8. Fleet Maintenance / Joseph Cheney, Director of Fleet Maintenance	
a. Purchase of Two Ford Transit Buses T24 Ten Passenger	Approval
9. Policy Update Prohibiting Weapons/ Steven Schaible, Director of HR	Approval
10. Executive Director Report / Tom Phillips	
a. Agency Update(s)	None
11. Executive <u>Informational</u> Summary / Tom Phillips	
a. February Calendar	None
b. Ridership and UAP Update	None
12. Other Business	TBD
Adjournment	

LAKELAND AREA MASS TRANSIT DISTRICT
BOARD OF DIRECTORS MEETING
MARCH 11, 2020
AGENDA ITEM #1

Agenda Item: Approval of the Feb 12, 2020 LAMTD Meeting Minutes

Presenter: James Phillips

Recommended
Action: Board approval of the Feb 12, 2020 LAMTD Meeting
Minutes

Attachments: Feb 12, 2020 LAMTD Meeting Minutes

LAKELAND AREA MASS TRANSIT DISTRICT
BOARD OF DIRECTORS MEETING
Citrus Connection, Hollingsworth Meeting Room 1212
George Jenkins Blvd., Lakeland, Fl. 33815
Wednesday, February 12th, 2020 at 8:30 a.m.

Directors:

Polk County Commissioner George Lindsey III
Polk County Commissioner John Hall
City of Lakeland Commissioner Sara McCarley
City of Lakeland Mayor Bill Mutz

Executive Director: Tom Phillips
Executive Assistant: James Phillips

Call to Order

8:31 a.m. By Commissioner Hall

Agenda Item #1 – Approval of the Minutes

- a. Approval of the January 15, 2019 LAMTD Board Meeting Minutes

[Attachment available]

“Approval of meeting minutes for the month of January”
1st Bill Mutz/ 2nd Sara McCarley

MOTION CARRIED UNANIMOUSLY

Agenda Item #2 – Public Comments

Ms. Mary Lee- Asked if we can add more holidays to the bus schedule.

Agenda Item #3 – Finance

- a. LAMTD Financials

Lakeland Area Mass Transit District
Monthly Financial Report
Operating Budget. Budget to Actual
For the Year-to-date December 31, 2019
FY 2019-2020

Year to Date December 31, 2019

Description	YTD of FY Budget	YTD Budget \$	YTD Actual \$	YTD of FY Expended	Annual Budget
Revenue YTD	25%	\$2,748,760	\$4,577,700	167%	\$11 Million
Expenses YTD	25%	\$2,748,760	\$2,323,800	85%	\$11 Million

REVENUES:

LAKELAND AREA MASS TRANSIT DISTRICT
BOARD OF DIRECTORS MEETING
Citrus Connection, Hollingsworth Meeting Room 1212
George Jenkins Blvd., Lakeland, Fl. 33815
Wednesday, February 12th, 2020 at 8:30 a.m.

The total revenues realized year-to-date through December 31, 2019 totaled \$4.6 million or 167% of the YTD budget.

- Farebox revenues reflect \$114,660 or 77% of YTD budgeted revenues through December 31, 2019.
- Contract revenues totaled \$34,860 under the YTD budgeted revenues for UAP (Universal Access Passes).
- Other Contract Revenues totaled zero for RAMCO. RAMCO payment of \$93,600 billed in January 2020.
- Ad Valorem taxes reflects \$4.207 million or 87% of budget. The total budgeted revenues are \$4.86 million. Only 95% of the taxes are budgeted by State Law.

Property taxes become due and payable on November 1st, each year. Discounts for early payments are as follows:

- 4% discount is allowed if paid by November
- 3% discount is allowed if paid by December
- 2% discount is allowed if paid by January
- 1% discount is allowed if paid by February

Taxes become delinquent on April 1st of each year. The District normally receives 90% of property taxes by May of each year.

- Interest Income on Investment at the LGIP totaled \$37,510 in line with budget.
- Florida DOT operating grants \$1.7 million is being billed quarterly. These grants are on a cash basis which mean the services must be provided before we receive grant assistance. The year-to-date revenues totaled zero
- FTA Section 5307 operating and capital grants budgeted at \$2.4 million. This grant is also on a cash basis which means that the District must expend the funds before we seek grant reimbursement. Since most of the grant funding is used for operations and preventative maintenance the grant reimbursement is received at the end of the fiscal year after State funds are recognized. The year-to-date revenues totaled zero.
- Advertising income reflects no activity.
- The Support cost reimbursement revenue is in line with budget.
- Misc. revenue reflects \$1,118 under budget.
- The other revenues are showing a lag due to timing and being on a cash basis.

LAKELAND AREA MASS TRANSIT DISTRICT
BOARD OF DIRECTORS MEETING
Citrus Connection, Hollingsworth Meeting Room 1212
George Jenkins Blvd., Lakeland, Fl. 33815
Wednesday, February 12th, 2020 at 8:30 a.m.

FY 2019-2020

EXPENSES:

The total expenses year-to-date through December 31, 2019 totaled \$2.3 million or 85% of the YTD budget.

- Salaries and benefits represent 65% of the FY 2019-2020 budget. As of December 31, 2019, these expenses totaled \$1.5 million or 15% under budget of \$1.78 million a favorable variance.
- Professional and Technical Services expenses totaled \$109,320 of the YTD budget; and over budget.
- Other services expenses totaled \$31,322 of the YTD budget, over budget and is for cost for temporary employees in Finance- budgeted in salaries account.
- Fuel expenses totaled \$118,935 YTD, under budget.
- Materials and supplies totaled \$159,332 and under budget for vehicle parts.
- Dues and subscriptions, and office supplies are over budget, due to the Florida APTA dues paid in full.
- Property appraiser, Tax Collector Commission and CRA payments over budget, since payments are quarterly and annually.
- Fixed and variable cost has contributed to some budget variances since it is a combination of a onetime cost and reoccurring costs.

Other remaining expenses are under the YTD budget through December 31, 2019

CHANGE IN FINANCIAL CONDITION

Based on the year-to-date budget-to-actual variances through December 31st the financials reflect a favorable actual variance of \$2.3 million with 25% of the fiscal year due to collection of property taxes.

STATISTICAL TRENDS LAST FIVE YEARS AUDITED FINANCIAL STATEMENTS

	9/30/18	9/30/17	9/30/16	9/30/15	9/30/14
* 1. Farebox Recovery Ratio (All modes)	13.00%	10.04%	13.95%	25.50%	23.08%
2. Cost per revenue hour	\$108.42	\$106.94	\$104.76	\$89.45	\$86.29
3. Revenue Hours	146,597	142,189	139,228	103,550	117,008
4. Fuel Cost (\$)	\$1,082,166	\$834,971	\$757,485	\$847,360	\$1,316,739
5. Ridership	1,252,600	1,346,211	1,393,620	1,424,965	1,647,010

* Total 13.00%, LAMTD 13.40%, PCTS 4.70%

b. PCTS Financials

Lakeland Area Mass Transit District
Monthly Financial Report
Polk County Transit Contract
Month of December 31, 2019
Year to Date Report
Percent of FY Reported (25%)

Revenues

- The revenues totaled \$1.86 million or 95% of the year-to-date budget.
- The FTA grants drawdown reflects no activity.
- Fare Revenues totaled \$30,570 or 90% of the year-to-date budget.
- The Polk County City Contributions reflects payment of \$492,620 and over the FY Budget.
- The County funding reflects payments for the budgeted grants match totaling \$1.292 million for the for the first of four payments.
- The FDOT Grants drawdown reflects no activity.

Expenses

- Operating expenses consists of labor cost, operating expenses and contract expenses.
- Total expenses for the period totaled \$1.5 million or 76% of the year-to-date budget.
- Salaries and wages totaled \$.9 million or 84% of the YTD Budget
- Operating expenses totaled \$.5 million or 84% of the YTD Budget.
- The contract services are for contractual cost for the four routes with the Contractor Transitions Commute Solutions with expenses of \$103,000 or 76% of budget.
- Capital Expenses shows no activity.

c. TD Financials

Lakeland Area Mass Transit District
Monthly Financial Report
The Transportation Disadvantaged Program
Month of December 31, 2019
Year to Date Report
Percent of FY Reported (50%)
State FY July 1, 2019 thru June 30, 2020

Revenues

- The revenues totaled \$741,660 or 96% of the year-to-date budget.

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- The TD Trust Fund Grant drawdown reflects \$644,280 or 96% of the grants.
- Contract Revenues and other revenues totaled \$27,500.
- The County funding for the match totaled \$69,280 or 92%.

Expenses

- Operating expenses consists of labor cost, operating expenses and contract expenses.
- Total expenses for the period totaled \$669,900 or 89% of the year-to-date budget.
- Salaries and wages totaled \$456,240 or 94% of the YTD Budget.
- Operating expenses totaled \$213,670 or 82% of the YTD Budget.

Operating Results

- Actual Revenues exceeded actual expenses by \$71,750

Lakeland Area Mass Transit District Transportation Disadvantage Program Period Ending -December, 2019				
Revenue				
	Annual Budget	YTD Budget	YTD Actual	Total YTD
Revenues				
County Match 10%	\$ 149,788	\$ 74,894	\$ 69,275	92%
Contract Revenue	\$ 228	\$ 114	\$ 634	
Adult Day Care		\$ -	\$ 27,466	
FDOT Grants:		\$ -		
CTD Grant -Operating	\$ 1,348,094	\$ 674,047	\$ 644,279	96%
Total	\$ 1,498,110	\$ 749,055	\$ 741,655	99%
Expenditure				
	Annual Budget	YTD Budget	YTD Actual	Total YTD
Labor	\$ 973,780	\$ 486,890	\$ 456,239	94%
		\$ -		
Operating	\$ 524,330	\$ 262,165	\$ 213,666	82%
Total	\$ 1,498,110	\$ 749,055	\$ 669,905	89%

d. The Local Government Surplus Funds Trust Fund (Florida Prime) Resolution for Investment and Banking Services

The District has selected the Bank of Central Florida through an RFP process for Banking Services that the District Board of Directors approved on January 15, 2020. This change requires a Resolution to use the Florida Prime.

The Florida Prime Investment Pool is created by Florida Statutes Chapter 215 and 218 and permit the District to invest its surplus funds in authorized investments.

“Approval of the Resolution as recommended by staff”

1st George Lindsey/ 2nd Bill Mutz

MOTION CARRIED UNANIMOUSLY

e. ADA DEPLOYMENT PADS AND BUS SHELTER INSTALLATION AND MANUFACTURING

Through formal competitive bid processes, the District solicited and awarded both the ADA Deployment Pads/Shelter Installation Contract 19-002 and the Shelter Manufacturing Contract 19-010.

Contract 19-010 was awarded to Spencer Fabrication and approved by the Board and FDOT in March 2019, while Contract 19-002, to FL Safety Contractors, was awarded and approved in June 2019.

Both Contracts were written contingent upon Available Funding, for which the District has

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received numerous grant awards, now exceeding the original contract amounts. Said grant awards have afforded us the ability to increase deployment pad sites and shelters under the noted contracts. For this reason, the District seeks to increase both contracts by two-hundred thousand dollars (\$200,000) each.

The ADA Deployment Pads/Shelter Installation awarded for four-hundred and fifty thousand (\$450,000) would increase to six-hundred and fifty thousand (\$650,000), and the Shelter Manufacturing awarded for two-hundred thousand dollars (\$200,000) would increase to four-hundred thousand (\$400,000). Said grant awards have afforded us the ability to increase deployment pad sites and shelters under the noted contracts.

The attached modifications reiterate the contractual clauses referencing the agreements being contingent upon available funding and that the increase does not reflect that of the District's minimum guarantee.

The solicitation was posted publicly on the District's website and on our "business-2-government" web service "Demandstar.com", provided by Onvia. Thirty (30) firms received notification of the posting, of which 5% were Minority Owned or Small Businesses.

Five offers were received and reviewed for responsiveness by the Contract Specialist. All were found responsive and evaluated 50% technically and 50% price. Both technical and price were given equal weight to ensure that the selected firm was experienced, adequately staffed, and understood the requirements as outlined in the solicitation, with price being equally important. This process resulted in a cost savings of about \$6,000 annually.

The Source Evaluation Committee (SEC) reviewed the proposals in accordance with the Evaluation criteria identified in Section 5 of the solicitation, while Procurement reviewed, evaluated and scored the pricing through a mathematic calculation.

One firm did not meet the technical requirements and was found to be outside of the competitive range on pricing; resulting in no further consideration for award. Details are provided within the attached Findings and Determinations.

The remaining firms were given due consideration, resulting in the Bank of Central Florida ranking highest overall. Having demonstrated the ability to meet the needs of the District, a responsibility review was conducted with no adverse findings.

In conclusion, the Bank of Central Florida is being recommended for award.

"Approve an increase to the Not to Exceed Amount for the ADA Deployment Pads/Shelter Installation Contract 19-002 and the Shelter Manufacturing Contract 19-010."

1st George Lindsey/ 2nd Sara McCarley

MOTION CARRIED UNANIMOUSLY

LAKELAND AREA MASS TRANSIT DISTRICT
BOARD OF DIRECTORS MEETING
Citrus Connection, Hollingsworth Meeting Room 1212
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Wednesday, February 12th, 2020 at 8:30 a.m.

Agenda Item #4– Legal

a. New Beginnings Highschool UAP Renewal

Renewal of the New Beginnings Highschool Universal Access Program to include automatic renewal and sponsorship of the Summer of Safety program.

“Approve the UAP renewal with New Beginnings High School.”

1st Sara McCarley/ 2nd Bill Mutz

MOTION CARRIED UNANIMOUSLY

Agenda Item #5– SSPP & SPP Approval

Annually, the District is required to update the System Safety Program Plan (SSPP). The program plan was sent to board members in advance for familiarity.

“Approve the 2020 System Safety Program Plan and its component the Security Program Plan.”

1st Bill Mutz/ 2nd George Lindsey

MOTION CARRIED UNANIMOUSLY

Agenda Item #6– Human resources

a. Credential Verification

Legal review – Avoid FCRA Third Party complications.

Current employment application language already authorizes verification procedures.

Internal procedures managed by current HR team.

Only when necessary or required.

Agenda Item #7 – Executive Director Report

a. Agency Updates

- Retreat for the board is April 8 @ Circle B Bar Reserve
- Agency 40th Anniversary is coming up
- Elderpoint Ministries will need to be current by end of March or let go.
- HART CEO position, Tom is not applying but encouraging staff
- Lynx sales tax initiative is on the ballot this year
- Union is debating pepper spray issues
- E-purse is coming soon
- All-employee meeting went well and identified 3 areas of concern: 1. Safety 2. Protection 3. Cleanliness

b. Metro Bench Update

Follow up from the direction of the board to research the pedestrian bench provider for Lakeland and the county.

[Attachment Available]

LAKELAND AREA MASS TRANSIT DISTRICT
BOARD OF DIRECTORS MEETING
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c. Level II Background Amendment

Last month the Lakeland area Mass Transit Board of directors approved to pass the cost of doing these level II background checks in the form of an increased rate model. Since it was determined the rate model can not be changed until next Fiscal Year, we have decided it would be best to pass the costs as a pro-rated surcharge to cover the added expense of doing business with our partners we currently have Memorandums of Understandings with.

Agenda Item #8 – Executive Director Informational Summary

a. January Calendar

[Attachment Available]

b. Ridership and UAP Update

[Attachment Available]

Adjournment at 9:23 a.m.

Approved this 11th day of March, 2020.

Chairman – County Commissioner John Hall

Minutes Recorder – James Phillips

LAKELAND AREA MASS TRANSIT DISTRICT
BOARD OF DIRECTORS MEETING
March 11, 2020
AGENDA ITEM #2

Agenda Item: **Public Comments**

Presenter: TBD

Recommended
Action: TBD

LAKELAND AREA MASS TRANSIT DISTRICT
BOARD OF DIRECTORS MEETING
March 11, 2020
AGENDA ITEM #3

Agenda Item: **Presentation of the District Independent Audit for FY 2018/2019**

Presenter: Daniel Anderson, Manager, Mauldin & Jenkins, LLC

Recommended

Action: Staff recommendation to approve the independent audit as presented.

Summary: Presentation from Mauldin & Jenkins of the FY 2018/2019 Independent Financial Audit

Attachments: (1) FY 2018/2019 District Independent Audit

LAKELAND AREA MASS TRANSIT DISTRICT
BOARD OF DIRECTORS MEETING
MARCH 11, 2020
AGENDA ITEM #4a

Agenda Item: January 31, 2020 LAMTD Monthly Financial Statement
FY 2019-20

Presenter: David Persaud, 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
Operating Budget. Budget to Actual
For the Year-to-date January 31, 2020
FY 2019-2020

Year to Date January 31, 2020

Description	YTD of FY Budget	YTD Budget \$	YTD Actual \$	YTD of FY Expended	Annual Budget
Revenue YTD	33%	\$3,665,010	\$5,210,720	142%	\$11 Million
Expenses YTD	33%	\$3,665,010	\$3,351,220	91%	\$11 Million

REVENUES:

The total revenues realized year-to-date through January 31, 2020 totaled \$5.2 million or 142% of the YTD budget.

- Farebox revenues reflect \$141,510 or 72% of YTD budgeted revenues through January 31, 2020.
- Contract revenues totaled \$57,900 under the YTD budgeted revenues for UAP (Universal Access Passes).
- Other Contract Revenues totaled zero for RAMCO. RAMCO payment of \$93,600 billed in January 2020.
- Ad Valorem taxes reflects \$4.51 million or 93% of budget. The total budgeted revenues are \$4.86 million. Only 95% of the taxes are budgeted by State Law.

Property taxes become due and payable on November 1st, each year. Discounts for early payments are as follows:

- 4% discount is allowed if paid by November
- 3% discount is allowed if paid by December
- 2% discount is allowed if paid by January
- 1% discount is allowed if paid by February

Taxes become delinquent on April 1st of each year. The District normally receives 90% of property taxes by May of each year.

- Interest Income on Investment at the LGIP totaled \$52,400 in line with budget.
- Florida DOT operating grants \$1.7 million is being billed quarterly. These grants are on a cash basis which mean the services must be provided before we receive grant assistance. The year-to-date revenues totaled \$68,500.
- FTA Section 5307 operating and capital grants budgeted at \$2.4 million. This grant is also on a cash basis which means that the District must expend the funds before we seek grant reimbursement. Since most of the grant funding is used for operations and preventative maintenance the grant reimbursement is received at the end of the fiscal year after State funds are recognized. The year-to-date revenues totaled zero.
- Advertising income reflects \$34,680.
- The Support cost reimbursement revenue is in line with budget.
- Misc. revenue reflects \$10,080 under budget.
- The other revenues are showing a lag due to timing and being on a cash basis.

Lakeland Area Mass Transit District
Monthly Financial Report
Operating Budget. Budget to Actual
For the Year-to-date January 31, 2020
FY 2019-2020

EXPENSES:

The total expenses year-to-date through January 31, 2020 totaled \$3.4 million or 91% of the YTD budget.

- Salaries and benefits represent 65% of the FY 2019-2020 budget. As of January 31, 2020, these expenses totaled \$2.0 million or 15% under budget of \$2.4 million a favorable variance.
- Professional and Technical Services expenses totaled \$158,000 of the YTD budget; and over budget due to contract payments for Trapeze.
- Other services expenses totaled \$34,750 of the YTD budget, over budget and is for cost for temporary employees in Finance- budgeted in salaries account.
- Fuel expenses totaled \$162,330 YTD, under budget.
- Materials and supplies totaled \$211,360 and under budget for vehicle parts.
- Dues and subscriptions, and office supplies are over budget, due to the Florida APTA dues paid in full.
- Property appraiser, Tax Collector Commission and CRA payments over budget, since payments are quarterly and annually.
- Fixed and variable cost has contributed to some budget variances since it is a combination of a onetime cost and reoccurring costs.
- The CRA Payments totaling \$257,706 for Tax Year 2019 is paid.

Other remaining expenses are under the YTD budget through January 31, 2020

CHANGE IN FINANCIAL CONDITION	
Based on the year-to-date budget-to-actual variances through January 31 st the financials reflect a favorable actual variance of \$1.9 million with 33% of the fiscal year due to collection of property taxes.	

	STATISTICAL TRENDS LAST FIVE YEARS AUDITED FINANCIAL STATEMENTS				
	9/30/18	9/30/17	9/30/16	9/30/15	9/30/14
* 1. Farebox Recovery Ratio (All modes)	13.00%	10.04%	13.95%	25.50%	23.08%
2. Cost per revenue hour	\$108.42	\$106.94	\$104.76	\$89.45	\$86.29
3. Revenue Hours	146,597	142,189	139,228	103,550	117,008
4. Fuel Cost (\$)	\$1,082,166	\$834,971	\$757,485	\$847,360	\$1,316,739
5. Ridership	1,252,600	1,346,211	1,393,620	1,424,965	1,647,010

* Total 13.00%, LAMTD 13.40%, PCTS 4.70%



LAKELAND AREA MASS TRANSIT DISTRICT

**FY 2020
MONTHLY FINANCIAL STATEMENT
MONTH OF Jan 2020**

Account	Month				YTD				Approved Annual Budget
	Actual	Budget	Variance		Actual	Budget	Variance		
			\$'s	%			\$'s	%	
Farebox/Pass Sales	\$ 26,851	\$ 49,403	\$ (22,551)	-46%	\$ 141,511	\$ 197,610	\$ (56,099)	-28%	\$ 592,830
Contract Income (UAP)	\$ 20,045	\$ 17,781	\$ 2,264	13%	\$ 57,907	\$ 71,123	\$ (13,217)	-19%	\$ 213,370
Other Contract Revenue	\$ 93,600	\$ 7,800	\$ 85,800	1100%	\$ 93,600	\$ 31,200	\$ 62,400	200%	\$ 93,600
Miscellaneous Income	\$ 8,964	\$ 8,167	\$ 798	10%	\$ 10,082	\$ 32,667	\$ (22,584)	-69%	\$ 98,000
Advertising Revenue	\$ 34,680	\$ 12,000	\$ 22,680	189%	\$ 34,680	\$ 48,000	\$ (13,320)	-28%	\$ 144,000
Investment/Interest Income (net)	\$ 15,141	\$ 12,500	\$ 2,641	21%	\$ 52,401	\$ 50,000	\$ 2,401	5%	\$ 150,000
Ad Valorum Income, net	\$ 300,231	\$ 404,623	\$ (104,391)	-26%	\$ 4,507,288	\$ 1,618,490	\$ 2,888,798	178%	\$ 4,855,470
FDOT Operating Grant	\$ 68,180	\$ 142,215	\$ (74,035)	-52%	\$ 68,529	\$ 568,860	\$ (500,331)	-88%	\$ 1,706,580
Federal Operating Grant	\$ -	\$ 200,542	\$ (200,542)	-100%	\$ (0)	\$ 802,167	\$ (802,167)	-100%	\$ 2,406,500
Cost Recovery	\$ 4,212	\$ 2,167	\$ 2,045	94%	\$ 14,656	\$ 8,667	\$ 5,990	69%	\$ 26,000
City of Lakeland	\$ 15,091	\$ 15,152	\$ (60)	0%	\$ 60,365	\$ 60,607	\$ (241)	0%	\$ 181,820
Bartow Express	\$ -	\$ 1,478	\$ (1,478)	-100%	\$ -	\$ 5,913	\$ (5,913)	-100%	\$ 17,740
PCTS - Support Cost Reimb.	\$ 42,426	\$ 42,426	\$ (0)	0%	\$ 169,703	\$ 169,703	\$ (0)	0%	\$ 509,110
TOTAL REVENUES	\$ 629,421	\$ 916,252	\$ (286,830)	-31%	\$ 5,210,723	\$ 3,665,007	\$ 1,545,716	42%	\$ 10,995,020
Salaries	\$ 355,124	\$ 413,593	\$ (58,469)	-14%	\$ 1,398,704	\$ 1,654,370	\$ (255,666)	-15%	\$ 4,963,110
Employee Benefits	\$ 152,669	\$ 178,214	\$ (25,545)	-14%	\$ 607,768	\$ 712,857	\$ (105,089)	-15%	\$ 2,138,570
Advertising Fees	\$ 605	\$ 1,583	\$ (978)	-62%	\$ 2,518	\$ 6,333	\$ (3,815)	-60%	\$ 19,000
Professional & Technical Ser	\$ 48,609	\$ 30,564	\$ 18,045	59%	\$ 157,929	\$ 122,257	\$ 35,673	29%	\$ 366,770
Contract Maintenance Services	\$ 6,622	\$ 10,383	\$ (3,761)	-36%	\$ 25,826	\$ 41,533	\$ (15,707)	-38%	\$ 124,600
Other Services	\$ 3,428	\$ 5,204	\$ (1,776)	-34%	\$ 34,750	\$ 20,817	\$ 13,933	67%	\$ 62,450
Fuel & Lubricants	\$ 43,396	\$ 50,179	\$ (6,783)	-14%	\$ 162,331	\$ 200,717	\$ (38,386)	-19%	\$ 602,150
Freight	\$ 353	\$ 846	\$ (493)	-58%	\$ 2,166	\$ 3,383	\$ (1,218)	-36%	\$ 10,150
Repairs & Maintenance	\$ 125	\$ 4,217	\$ (4,092)	-97%	\$ 6,179	\$ 16,867	\$ (10,688)	-63%	\$ 50,600
Materials & Supplies	\$ 43,452	\$ 54,008	\$ (10,557)	-20%	\$ 211,365	\$ 216,033	\$ (4,668)	-2%	\$ 648,100
Utilities/Telephone	\$ 11,253	\$ 13,183	\$ (1,930)	-15%	\$ 42,196	\$ 52,733	\$ (10,537)	-20%	\$ 158,200
Insurance Expense	\$ 33,405	\$ 35,374	\$ (1,969)	-6%	\$ 130,854	\$ 141,497	\$ (10,643)	-8%	\$ 424,490
Dues & Subscriptions	\$ 1,404	\$ 3,700	\$ (2,296)	-62%	\$ 15,592	\$ 14,800	\$ 792	5%	\$ 44,400
Education/Training/Meeting/Travel	\$ 3,852	\$ 7,175	\$ (3,323)	-46%	\$ 19,637	\$ 28,700	\$ (9,063)	-32%	\$ 86,100
Service Charges	\$ 615	\$ 1,150	\$ (535)	-46%	\$ 3,552	\$ 4,600	\$ (1,048)	-23%	\$ 13,800
Office Expense	\$ 5,828	\$ 9,408	\$ (3,580)	-38%	\$ 27,590	\$ 37,633	\$ (10,043)	-27%	\$ 112,900
Advertising & Promotions	\$ 500	\$ 2,083	\$ (1,584)	-76%	\$ 1,894	\$ 8,333	\$ (6,440)	-77%	\$ 25,000
Miscellaneous Expenses	\$ 1,423	\$ 4,971	\$ (3,548)	-71%	\$ 10,029	\$ 19,883	\$ (9,854)	-50%	\$ 59,650
Property Appraiser/Tax Collector Comm	\$ 6,837	\$ 14,262	\$ (7,424)	-52%	\$ 131,728	\$ 57,047	\$ 74,682	131%	\$ 171,140
LDDA, CRA Contributions	\$ 257,706	\$ 19,270	\$ 238,436	1237%	\$ 257,706	\$ 77,080	\$ 180,626	234%	\$ 231,240
Capital Expenditures/ Debt Service	\$ 25,228	\$ 56,717	\$ (31,489)	-56%	\$ 100,912	\$ 226,867	\$ (125,955)	-56%	\$ 680,600
Bad Debt	\$ -	\$ 167	\$ (167)	-100%	\$ -	\$ 667	\$ (667)	-100%	\$ 2,000
Restricted Contingency	\$ -	\$ -	\$ -	0%	\$ -	\$ -	\$ -	0%	\$ -
TOTAL EXPENDITURES	\$ 1,002,434	\$ 916,252	\$ 86,182	9%	\$ 3,351,225	\$ 3,665,007	\$ (313,782)	-9%	\$ 10,995,020
REVENUES (OVER)/UNDER EXPENDITURES	\$ (373,012)	\$ -	\$ (373,012)		\$ 1,859,498	\$ -	\$ 1,859,498		\$ -

LAKELAND AREA MASS TRANSIT DISTRICT
BOARD OF DIRECTORS MEETING
MARCH 11, 2020
AGENDA ITEM #4b

Agenda Item: January 31, 2020 Financials for Polk County Transit Services
Contract – FY 2019-20

Presenter: David Persaud, 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
BOARD OF DIRECTORS MEETING
MARCH 11, 2020
AGENDA ITEM #4b

Lakeland Area Mass Transit District
Monthly Financial Report
Polk County Transit Contract
Month of January 31, 2020
Year to Date Report
Percent of FY Reported (33%)

Revenues

- The revenues totaled \$2.61 million or 100% of the year-to-date budget.
- The FTA grants drawdown \$217,000 year-to-date.
- Fare Revenues totaled \$39,100 or 86% of the year-to-date budget.
- The Polk County City Contributions reflects payment of \$498,600 and over the FY Budget.
- The County funding reflects payments for the budgeted grants match totaling \$1.72 million for the for the second of four payments.
- The FDOT Grants drawdown reflects no activity.

Expenses

- Operating expenses consists of labor cost, operating expenses and contract expenses.
- Total expenses for the period totaled \$2.24 million or 86% of the year-to-date budget.
- Salaries and wages totaled \$1.19 million or 84% of the YTD Budget
- Operating expenses totaled \$.77 million or 98% of the YTD Budget.
- The contract services are for contractual cost for the four routes with the Contractor Transitions Commute Solutions with expenses of \$.278 million or 85% of budget.
- Capital Expenses shows no activity.

Lakeland Area Mass Transit District
Financial Statement
Polk County Contract
Month of January 2020

Revenue

	Annual Budget	YTD Budget	YTD Actual	Percent Expended
Revenues				
County Match	\$ 2,176,676	\$ 725,559	\$ 1,722,597	237%
Other Contract Revenue - County	\$ 36,690	\$ 12,230	\$ 44,090	361%
City Contribution	\$ 497,320	\$ 165,773	\$ 498,621	301%
County Contribution - PCTS	\$ 407,220	\$ 135,740	\$ -	0%
Fares	\$ 136,000	\$ 45,333	\$ 39,132	86%
FDOT Block Grants:				
GOV71/G1481 - WHAT/ADA	\$ 643,490	\$ 214,497	\$ -	0%
RURAL AQR07	\$ 1,077,966	\$ 359,322	\$ 87,186	24%
FTA				
FTA 5307 Grant	\$ 2,879,208	\$ 959,736	\$ 217,004	23%
Capital Contributions - County	\$ -	\$ -	\$ -	0%
Total	\$ 7,854,570	\$ 2,618,190	\$ 2,608,630	100%

Expenses

	Annual Budget	YTD Budget	YTD Actual	Percent Expended
Labor	\$ 4,245,240	\$ 1,415,080	\$ 1,192,068	84%
Contract	\$ 980,326	\$ 326,775	\$ 278,100	85%
Operating	\$ 2,361,754	\$ 787,251	\$ 773,728	98%
Capital	\$ 203,160	\$ 67,721	\$ -	0%
Capital - Loughman Route	\$ 64,090	\$ 21,363	\$ -	0%
Total	\$ 7,854,570	\$ 2,618,190	\$ 2,243,896	86%

LAKELAND AREA MASS TRANSIT DISTRICT
BOARD OF DIRECTORS MEETING
MARCH 11, 2020
AGENDA ITEM #4c

Agenda Item: January 31, 2020 Financials for The Transportation Disadvantaged Program– FY 2019-20

Presenter: David Persaud, 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 starting July 1, 2019 and ends June 30, 2020. The funding is 90% State for the Transportation Disadvantaged Trust Fund and 10% matching funds funded by Polk County. There are some other third-party revenues for contract services.

Attachments: See Attachments

LAKELAND AREA MASS TRANSIT DISTRICT
BOARD OF DIRECTORS MEETING
MARCH 11, 2020
AGENDA ITEM #4c

Lakeland Area Mass Transit District
Monthly Financial Report
The Transportation Disadvantaged Program
Month of January 31, 2020
Year to Date Report
Percent of FY Reported (58%)
State FY July 1, 2019 thru June 30, 2020

Revenues

- The revenues totaled \$861,000 or 99% of the year-to-date budget.
- The TD Trust Fund Grant drawdown reflects \$747,100 or 95% of the grants.
- Contract Revenues and other revenues totaled \$32,800.
- The County funding for the match totaled \$81,000 or 93%.

Expenses

- Operating expenses consists of labor cost, operating expenses and contract expenses.
- Total expenses for the period totaled \$770,200 or 88% of the year-to-date budget.
- Salaries and wages totaled \$536,500 or 94% of the YTD Budget.
- Operating expenses totaled \$233,700 or 76% of the YTD Budget.

Operating Results

- Actual Revenues exceeded actual expenses by \$90,800.

**Lakeland Area Mass Transit District
Transportation Disadvantage Program
Period Ending -January, 2020**

Revenue

	Annual Budget	YTD Budget	YTD Actual	Total YTD
Revenues				
County Match 10%	\$ 149,788	\$ 87,376	\$ 81,116	93%
Contract Revenue	\$ 228	\$ 133	\$ 706	
Adult Day Care		\$ -	\$ 32,046	
FDOT Grants:		\$ -		
CTD Grant -Operati	\$ 1,348,094	\$ 786,388	\$ 747,086	95%
Total	\$ 1,498,110	\$ 873,898	\$ 860,955	99%

Expenditure

	Annual Budget	YTD Budget	YTD Actual	Total YTD
Labor	\$ 973,780	\$ 568,038	\$536,473	94%
		\$ -		
Operating	\$ 524,330	\$ 305,859	\$ 233,722	76%
Total	\$ 1,498,110	\$ 873,898	\$770,195	88%

LAKELAND AREA MASS TRANSIT DISTRICT
BOARD OF DIRECTORS MEETING
Date: MARCH 11, 2020
AGENDA ITEM #4d

Agenda Item: **Federal Transit Administration 2020 Section 5310
Enhanced Mobility of Seniors and Individuals with
Disabilities Public Transportation Grant Agreement
(PTGA) FM# 437582-2-94-02 for the District**

Presenter: David Persaud, CFO

Recommended
Action: Staff recommend approval of the 2020 Section 5310
acceptance of funding for LAMTD

Summary: This grant involves a Travel Trainer Program for the
purpose of educating Seniors and the Disabled population
on how to utilize public transit. The District has been
awarded 5310 grant funding in the amount of \$117,113
The grant match is 80/10/10. The sum of \$93,691 will be
provided through the FTA with a cash match of \$11,711
provided by the District and \$11,711 provided by the
state FDOT.

Attachments: Resolution #20-06
,

Resolution #20-06

A **RESOLUTION** of the **Lakeland Area Mass Transit District** authorizing the signing and submission of a grant application and supporting documents and assurances to the Florida Department of Transportation, the acceptance of a grant award from the Florida Department of Transportation, and the purchase of vehicles and/or equipment and/or expenditure of grant funds pursuant to a grant award.

WHEREAS, The Lakeland Area Mass Transit District has the authority to apply for and accept grants and make purchases and/or expend funds pursuant to grant awards made by the Florida Department of Transportation as authorized by Chapter 341, Florida Statutes and/or by the Federal Transit Administration Act of 1964, as amended;

NOW, THEREFORE, BE IT RESOLVED BY THE Lakeland Area Mass Transit District, FLORIDA:

1. That the PTGA for item-Segment-Phase-Sequence 437582-2-94-02, is approved.
2. The submission of a grant application(s), supporting documents, and assurances to the Florida Department of Transportation is approved.
3. **Tom Phillips, Executive Director** is authorized to sign the application, accept a grant award, purchase vehicles/equipment and/or expend grant funds pursuant to a grant award, unless specifically rescinded.

DULY PASSED AND ADOPTED THIS 11th day, of March 11, 2020

By

Signature, Chairperson of the Board [blue ink]

John Hall, Board Chair

ATTEST:

Seal

LAKELAND AREA MASS TRANSIT DISTRICT
BOARD OF DIRECTORS MEETING
Date: MARCH 11, 2020
AGENDA ITEM #4e

Agenda Item: **Federal Transit Administration 2019 State Corridor Projects Public Transportation Grant Agreement (PTGA) FM# 414063-1-84-06 for the District**

Presenter: David Persaud, CFO

Recommended
Action: Recommend Approval to accept additional funding under the Florida Department of Transportation (FDOT) Public Transportation Grant Agreement (PTGA) (FM#414063-1-84-06), and associated Resolution for the District.

Summary: FDOT has allocated funding in the amount of \$756,00 with \$756,000 local funds for a total of \$ 1,512,000 in Fiscal Year 2020 under the State Public Transit Corridor Program for operating expense of a transit corridor service operating along South Florida Avenue and State Road 37, a north/south corridor.

This funding will allow the District to continue the multi-modal travel options reducing traffic congestion in the S.R. 37 (South Florida Avenue) Corridor. High frequency services for buses, with frequencies less than 30 minutes, will continue during peak evening hours.

Attachments: Resolution # 20-07

RESOLUTION # 20-07

A RESOLUTION of the **Lakeland Area Mass Transit District** authorizing the signing and submission of a grant application and supporting documents and assurances to the Florida Department of Transportation, and the acceptance of a grant award from the Department.

WHEREAS, **Lakeland Area Mass Transit District** has the authority to apply for and accept grant awards made by the Florida Department of Transportation as authorized by Chapter 341, Florida Statutes and/or by the Federal Transit Administration Act of 1964, as amended;

NOW, THEREFORE, BE IT RESOLVED BY THE Lakeland Area Mass Transit District:

1. That the PTGA for item-Segment-Phase-Sequence 414063-1-84-06 is approved.
2. The submission of a grant application(s), supporting documents, and/or assurances to the Florida Department of Transportation is approved.
3. Tom Phillips, Executive Director is authorized to sign the application, accept a grant award, and enter into, modify or terminate any subsequent award contract or agreement related to this grant application unless specifically rescinded.

DULY PASSED AND ADOPTED THIS March 11, 2020

By: _____
(Signature)

John Hall, Chairman of the Board
Lakeland Area Mass Transit District

ATTEST:

_____ (seal)

LAKELAND AREA MASS TRANSIT DISTRICT
BOARD OF DIRECTORS MEETING
Date: MARCH 11, 2020
AGENDA ITEM #4f

Agenda Item: **Federal Transit Administration 2020 Section 5311
Formula Grants for Rural Areas application and
resolution.**

Presenter: David Persaud, CFO

Recommended
Action: Staff recommend approval of the 2019 Section 5311
grant award and corresponding resolution for the County.

Summary: This grant provides needed services to citizens in the
rural areas of Polk County. The District has been
awarded 5311 grant funding in the amount of \$1,968,082
This is a 50/50 match. FTA will provide \$984,041 with
in-kind match of \$984,041 to be provided by the County.
If awarded this program will be included in the 2020-
2021 FY budget

Attachments: Resolution # 20-08

RESOLUTION #20-08

A **RESOLUTION** of the **Lakeland Area Mass Transit District** authorizing the signing and submission of a grant application and supporting documents and assurances to the Florida Department of Transportation, the acceptance of a grant award from the Florida Department of Transportation, and the purchase of vehicles and/or equipment and/or expenditure of grant funds pursuant to a grant award.

WHEREAS, Lakeland Area Mass Transit District has the authority to apply for and accept grants and make purchases and/or expend funds pursuant to grant awards made by the Florida Department of Transportation as authorized by Chapter 341, Florida Statutes and/or by the Federal Transit Administration Act of 1964, as amended;

NOW, THEREFORE, BE IT RESOLVED BY THE Lakeland Area Mass Transit District, FLORIDA:

This resolution applies to the Federal Program under U.S.C. Section 5311. FPN # 440258-1-84-04

The submission of a grant application(s), supporting documents, and assurances to the Florida Department of Transportation is approved.

Tom Phillips, Executive Director is authorized to sign the application, accept a grant award, purchase vehicles/equipment and/or expend grant funds pursuant to a grant award, unless specifically rescinded.

DULY PASSED AND ADOPTED THIS **March 11, 2020**

By

Signature, Chairperson of the Board [blue ink]

John Hall, Chairman of the Board

Typed Name and Title

ATTEST:

Type here...

LAKELAND AREA MASS TRANSIT DISTRICT
BOARD OF DIRECTORS MEETING
 March 11, 2020
AGENDA ITEM # 4g

Agenda Item: **Asset Disposal**

Presenter: David Persaud, CFO

Recommended

Action: Recommend Board approve the disposal of five (5) rolling stock, fixed route buses, that have surpassed their useful life in years of service and/or mileage, generating costly repairs or limited usage.

Summary: The District is proposing the disposal of these items based on the depreciation schedule as defined by the Federal Transit Administration Circular 5010.1C – Grant Management Guidelines, Chapter II, paragraph 3.f.(4).

The vehicles shall be disposed of through a competitive bid process. Item that cannot be sold will be reassessed and disposed of as scrap, in accordance with the District's Asset Disposal Policies.

Description	In Service Date	Original Cost	Expected/Actual Proceeds	FTA/CUTR/TRIPS Useful Life	Current Status or Reason for Disposal	Current Condition
35' Fixed Route Bus #1060, 2002 Gillig Phantom (LATMD)	7/25/2002	\$ 267,229.94	Scrap Value	12 years or 500,000 miles	12+ years & 665,747 miles	Requires a high level of maintenance and has exceeded the useful life
35' Fixed Route Bus #1070, 2005 Gillig Phantom (LATMD)	10/26/2005	\$ 293,478.00	Scrap Value	12 years or 500,000 miles	12+ years & 614,548 miles	Requires a high level of maintenance and has exceeded the useful life
35' Fixed Route Bus #1072, 2005 Gillig Phantom (LATMD)	10/26/2005	\$ 293,478.00	Scrap Value	12 years or 500,000 miles	12+ years & 614,548 miles	Requires a high level of maintenance and has exceeded the useful life
35' Fixed Route Bus #1076, 2006 Gillig Phantom (LATMD)	4/11/2006	\$ 300,899.00	Scrap Value	12 years or 500,000 miles	12+ years & 599,779 miles	Requires a high level of maintenance and has exceeded the useful life
35' Fixed Route Bus #1077, 2006 Gillig Phantom (LATMD)	4/11/2006	\$ 300,899.00	Scrap Value	12 years or 500,000 miles	12 years & 591,992 miles	Requires a high level of maintenance and has exceeded the useful life

LAKELAND AREA MASS TRANSIT DISTRICT
BOARD OF DIRECTORS MEETING
March 11, 2020
AGENDA ITEM #5

Agenda Item: **FlixBus Release and Indemnification Agreement**

Presenter: Tim Darby, Esq.

Summary: In consideration of being allowed to have access and utilize the bus stop at the Gow B. Fields Park and Ride lot, located at the intersection of US Highway 98 and Pyramid Parkway for the purposes of boarding and alighting passengers.

Recommended
Action: Approve FlixBus Release and Indemnification Agreement

Attachments: FlixBus Release and Indemnification Agreement

RELEASE AND INDEMNIFICATION AGREEMENT

This Release and Indemnification Agreement is entered into this _____ day of _____, 2020, by and among the LAKELAND AREA MASS TRANSIT DISTRICT, an independent special taxing district (hereinafter referred to as the "District") and FlixBus, Inc. with registered address at 214 West 29th Street, New York, NY 10001, and represented by its Managing Director, Pierre Gourdain (hereinafter referred to as "FlixBus").

In consideration of being allowed to have access and utilize the bus stop at the Gow B. Fields Park and Ride lot, located at the intersection of US Highway 98 and Pyramid Parkway, as indicated on Exhibit A (the "Gow B. Fields Bus Stop") for the purposes of boarding and alighting passengers. on or with property owned by the District, FlixBus, agrees as follows:

1. The term of this Agreement shall be for a period of one (1) year commencing on _____, through and including _____, 2020.
2. The District or FlixBus may terminate the Agreement with no less than thirty (30) days written notice to the other party. Notice shall be delivered via certified mail, return receipt requested, or in person, with proof of delivery. Notice shall be effective upon receipt. Either party may terminate this Agreement based on the other party's breach, by giving the breaching party written notice of the breach. If the breach is not cured within thirty (30) days, the non-breaching party may terminate this Agreement immediately. Waiver by either party of breach of any provision of this agreement shall not be deemed to be a waiver of any other breach and shall not be construed to be a modification of the terms of this Agreement, and shall not act as a waiver or estoppels to enforcement of any provision of this Agreement.
3. All notices, requests, demands and other communications which are required or may be given under this Agreement shall be in writing and shall be deemed to have been duly given when received if personally delivered; when transmitted if transmitted by telecopy, electronic telephone line facsimile transmission or other similar electronic or digital transmission method; the day after it is sent, if sent by recognized expedited delivery service; and five (5) days after it is sent, if mailed, first class mail, postage prepaid. In each case, notice shall be sent to:

FLIXBus: 214 West 29th Street
New York, NY 10001
ATTN: Pierre Gourdain

DISTRICT: Lakeland Area Mass Transit District

1212 George Jenkins Boulevard
Lakeland, FL 33815
ATTN: Tom Phillips

4. If any covenant or provision of this Agreement is determined to be invalid, illegal or incapable of being enforced, all other covenants and provisions of this Agreement shall, nevertheless, remain in full force and effect, and no covenant or provision shall be dependent upon any other covenant or provision unless so expressed herein.

5. This Agreement contains all the terms and conditions agreed upon by the parties and is a complete and exclusive statement of the Agreement between the parties. Any renewals alterations, variations, modifications, amendments or waivers of provisions of this Agreement shall only be valid when they have been reduced to writing, duly signed, approved by all entities and attached to this Agreement. This Agreement supersedes all other agreements and proposals, oral or written, regarding the subject matter herein, and all such other agreements and proposals are hereby deemed void.

6. Liability of the District. The District shall not be liable to FlixBus, its employees, agents, business invitees, licensees, customers, clients, family members or guests for any damage, injury, loss, compensation or claim, including, but not limited to, claims for the interruption of or loss to FlixBus's business, based on, arising out of or resulting from any cause whatsoever, including, but not limited to: (a) repairs to any portion of the District's Property; (b) interruption in FlixBus's use of the District's Property; (c) any accident or damage resulting from the use or operation (by the District, FlixBus or any other person) of any equipment within the District's Property, including without limitation, heating, cooling, electrical or plumbing equipment or apparatus; (d) the termination of the FlixBus use of the District's Property by reason of the condemnation or destruction of the District's Property; (e) any fire, robbery, theft, mysterious disappearance or other casualty; and (f) the actions of any other person or persons. Any personal property or personal effects stored or placed by FlixBus on its employees in or about the District's Property shall be at the sole risk of the FlixBus.

7. Release and Indemnification of the District. FlixBus shall release, defend, indemnify and save and hold the District harmless from and against any and all liabilities, obligations, losses, damages, injunctions, suits, actions, fines, penalties, claims, demands, costs and expenses of every kind or nature, including reasonable attorneys' fees and court costs, incurred by the District, arising directly or indirectly from or out of : (a) any accident, injury or damage which shall happen at, in or upon the District's Property, however occurring; (b) any matter or thing growing out of the condition, occupation, use or operation by any person on the District's Property, or any part thereof, or the operation of the business or activities contemplated by User to be conducted thereon, thereat, therein, or therefrom; (c) any failure of User to comply with any laws, ordinances, requirements, orders, directions, rules or regulations of any governmental authority; or (d) any other act or omission of User, its employees, agents, invitees, customers,

licensees or contractors. User's indemnity obligations arising prior to the termination of the User's use of the District's Property shall survive such termination.

8. This Agreement shall be construed in accordance with the laws of the State of Florida and venue of any legal proceedings shall be in Polk County, Florida, if the action is commenced in state court. If any action is commenced in federal court, then venue shall be in the United States District Court for the Middle District of Florida, Tampa Division.

9. Nothing contained herein shall operate or be construed as a waiver of the District's limit of liability as set forth in §768.28 of the Florida Statutes regardless of whether such claims are based in tort, contract, statute, strict liability, and negligence, product liability or otherwise.

10. FlixBus and District agree that both parties shall comply with Florida's public records law to specifically include the following:

Public Records. District agrees to:

- a. Keep and maintain public records required by the public agency to perform the service.
- b. Upon request from the public agency's custodian of public records, provide the public agency with a copy of the requested records or allow the records to be inspected or copies within a reasonable time at a cost that does not exceed the cost provided in this chapter or as otherwise provided by law.
- c. Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the agreement term and following completion of the contract if FlixBus does not transfer the records to the public agency.
- d. Upon completion of the agreement, transfer, at no cost to the public agency all public records in possession of FlixBus or maintain public records required by the public agency to perform the service. If FlixBus transfers all public records to the public agency upon completion of the contract, FlixBus shall destroy any duplicate public records upon completion of the agreement, FlixBus shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the public agency, upon request from the public agency's custodian of public records, in a format that is compatible with the information technology systems of the public agency.

IF FLIXBUS HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO FLIXBUS DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS AGREEMENT, CONTACT STEVEN SCHAIBLE, THE CUSTODIAN OF PUBLIC RECORDS AT DISTRICT 863-327-1308, SSCHAIBLE@RIDEORANGE.COM, 1212 GEORGE JENKINS BOULEVARD, LAKELAND, FLORIDA 33815.

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

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

FLIXBUS

_____ BY: _____

Witnesses

LAKELAND AREA MASS TRANSIT DISTRICT

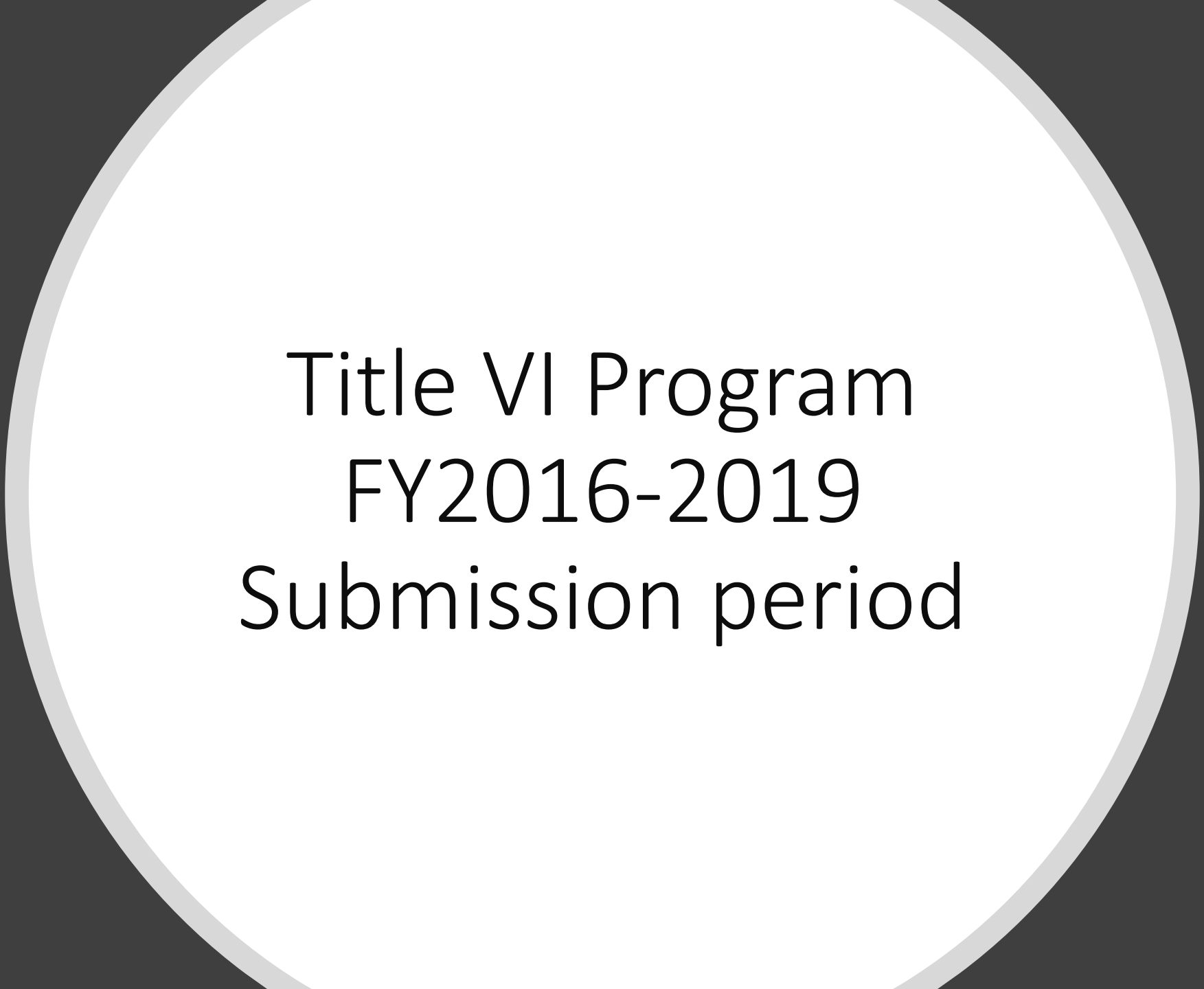
_____ BY: _____

John Hall, Board Chairman

Witnesses

LAKELAND AREA MASS TRANSIT DISTRICT
BOARD OF DIRECTORS MEETING
March 11, 2020
AGENDA ITEM #6

Agenda Item:	Title VI Program Update
Presenter:	Marcia Roberson, Director of RMCC
Summary:	Update and recertification of the Agency's Title VI Program as outlined by 49 CFR Part 21
Recommended Action:	Approve Agency's Title VI Program
Attachments:	Title VI Program



Title VI Program
FY2016-2019
Submission period

Requirements



This District certifies that Lynx was a Sub recipient and acknowledges compliance with Title VI.



Citrus Connection works to ensure nondiscriminatory transportation in providing public transportation for all Polk County area citizens”.



Citrus Connection developed the Standard Operating Procedure



Tracking report. To include Procedure for how to file and complaint form



Must keep Records



Must Promote inclusive public participation

Updates



LAMTD did not receive Title VI complaints during the Reporting period.



Updates to our websites under Civil rights allow residents to complete complaints form via web.



We have create a investigating tracking systems in the event we receive a complaint related to Title VI or any complaint.



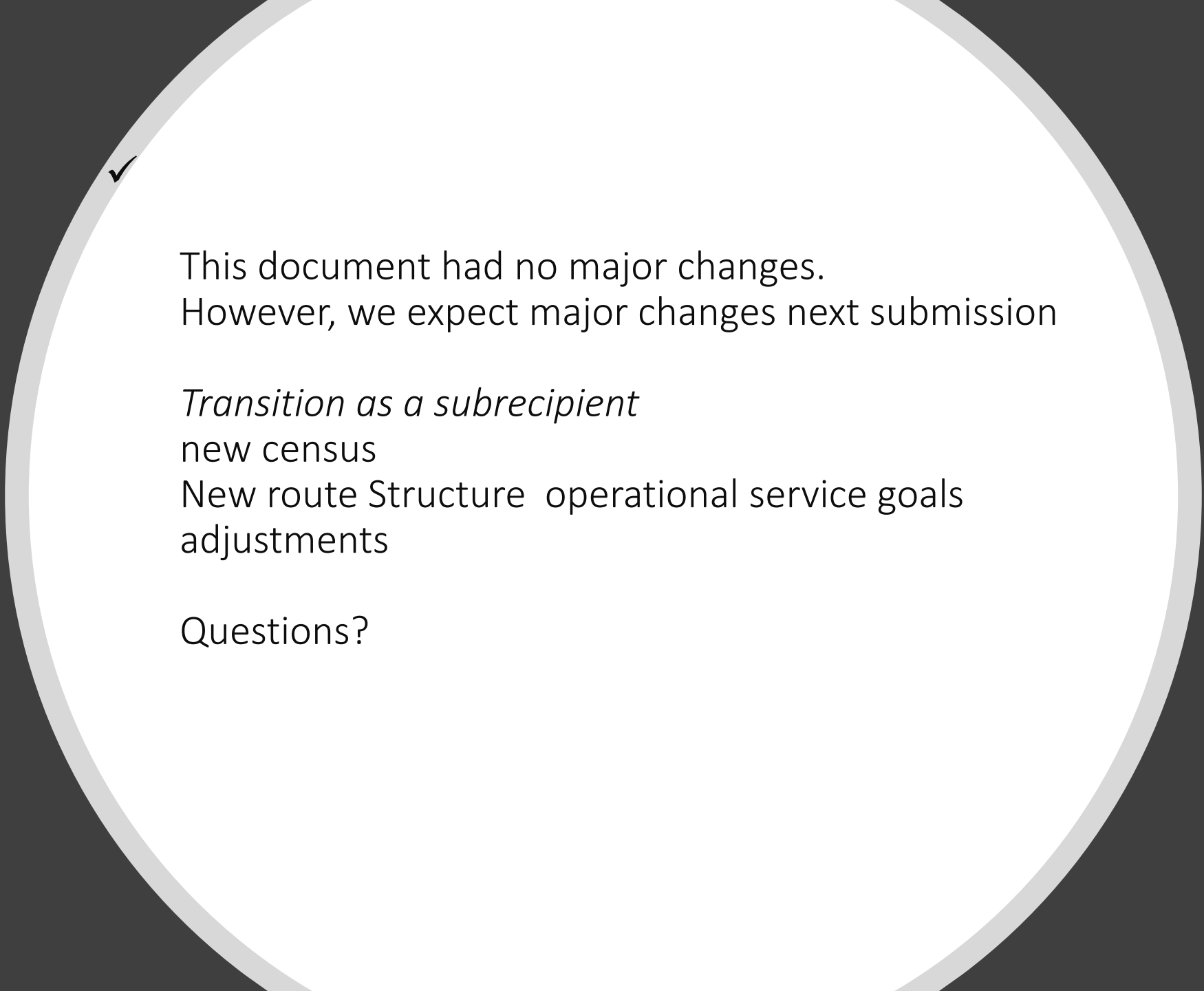
We have increased our Public outreach



We increased the number of Bilingual 5 service staff.



We are conscious in assuring we translate documents to Spanish so they are available when needed.



✓

This document had no major changes.
However, we expect major changes next submission

Transition as a subrecipient

new census

New route Structure operational service goals
adjustments

Questions?

TITLE VI PROGRAM

Lakeland Area Mass Transit District

d.b.a.

Citrus Connection

**FOR THE URBAN AREAS OF
LAKE LAND AND WINTER HAVEN, FLORIDA**

FY16-19

October 1, 2019

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Attachment 1: LAMTD's Certification and Assurances .

Attachment 2: Notices to Beneficiaries of Protection under Title VI.

Attachment 3: LAMTD S.O.P #D-3 – Monitoring Title VI.

Attachment 4: Citrus Connection Title VI Complaint Procedures and Complaint Forms

Attachment 5: Policy and Procedures for Public Hearing and Notices.

Attachment 6: Summary of outreach efforts.

Attachment 7: Citrus Connection Limited English Proficiency Plan.

Attachment 8: Approval of LAMTD Title VI Program FY16-19 by Board of Directors.

INTRODUCTION

The Lakeland Area Mass Transit District, d.b.a. Citrus Connection, is committed to meeting the requirements of Title VI of the Civil Rights Act of 1964:

“No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance”.

As part of the DOT regulations (70 FR 74087, December 14, 2005) and the FTA requirements, LAMTD is as well committed to meeting the requirement to take reasonable steps to ensure meaningful access to benefits, services, information, and other important portions of their programs and activities for individuals who are limited-English proficient (LEP) and minority population.

LAMTD is a direct recipient of Federal Transit Administration funds and operates in Lakeland Urbanized Area with a population of 262,596 according to the 2010 U.S. Census Bureau. LAMTD is also contracted to operate the Polk County Transit Services, located in the Winter Haven Urbanized Area with a population of 201,289, according to the 2010 U.S. Census Bureau. Including both transit systems, LAMTD operates less than 50 fixed route vehicles in peak service. LAMTD is submitting this updated report to the Federal Transit Administration to demonstrate that it complies with the non-discrimination clause of Title VI and complies with the regulations that were set forth in FTA Circular C 4702.1B. This report covers the existing conditions of the operations of LAMTD between October 1, 2016 and September 30, 2019, and is being submitted prior to the deadline of April 1, 2020 as set forth in the letter September 5, 2019 from the Regional Civil Rights Officer.

During the reporting period, LAMTD has only filed applications for financial assistance from the Federal Transit Administration. No applications for such assistance have been made with any other Federal agencies.

LAMTD has no sub recipient for this reporting period.

I. CERTIFICATION AND ASSURANCES

Lakeland Area Mass Transit District d.b.a. Citrus Connection has, and will continue to, submit its Title VI Certification and Assurances through TrAMS at the beginning of the Federal fiscal year once announced in the Federal Register. This District certifies that it does not pass on any Federal funding to any sub-recipient until the sub-recipient acknowledges compliance with Title VI.

LAMTD's certification for the fiscal year 2019 is provided on the Attachment 1.

II. NOTICE TO THE BENEFICIARIES OF PROTECTION UNDER TITLE VI

Title 49 CFR Section 21.9(d) requires recipients to provide information to the public regarding the recipient's obligations under DOT's Title VI regulations and apprise members of the public of the protections against discriminations afforded to them by Title VI. Citrus Connection complies with this requirement through its statement:

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

This statement is provided to the public in English and Spanish through:

- Legal Notices
- District's web site
- Flyers placed in transit vehicles
- Flyers at the downtown terminal
- At the Customer Service area, and
- At Citrus Connection's bulletin boards.

A sample of this notice is provided on the Attachment 2.

III. TITLE VI COMPLAINT PROCEDURES AND COMPLAINT FORM

In order to comply with 49 CFR Section 21.9(b), Citrus Connection developed the Standard Operating Procedure (S.O.P.) and Tracking report. #D-3, that describes the procedures for filing, investigating, and tracking Title VI complaints filed against The District (Please refer to Attachment 3).

Attachment 3 Copy of report for Tracking complaints

The District's current Title VI Coordinator is:

Marcia Roberson
Director of Regional Mobility Services
Lakeland Area Mass Transit District
d.b.a. Citrus Connection
1212 George Jenkins Blvd
Lakeland, FL
Phone number (863)733-4222
mroberson@ridecitrus.com

Citrus Connection Title VI Complaint procedure and forms are available in English and Spanish version. (Attachment 4)

IV. RECORD OF TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS.

There have been no investigations, complaints, or lawsuits naming the Lakeland Area Mass Transit District, d.b.a. Citrus Connection, alleging discrimination on the basis of race, color, national origin or ethnicity with respect to service or other transit benefits during the past three fiscal years.

V. PROMOTING INCLUSIVE PUBLIC PARTICIPATION

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

- Policy and Procedures for Public Hearing and Notices: A public hearing and Board of Directors' approval is required for changes to fares and ADA service levels or eligibility requirements; and changes to existing routes' revenue miles by twenty five percent (25%) or more. Route changes involving less than then twenty five (25%) percent of an existing routes' revenue miles are referred to as modifications and simply require

notice to the public of the change **(Attachment 5)**. Information in Spanish and bilingual representatives are available during public workshops and public hearings to the limited-English proficient community.

- Information on transit services is provided through advertisements on a minimum of four radio stations, one newspaper, flyers on the buses, route maps, telephone, web site, and audio at the Downtown Terminal, which is made available to all riders.
- Presentations are routinely made by the District's staff to a variety of different groups in the local area. This is part of the regular marketing effort of the Citrus Connection.
- Initial identification badges are provided at no cost to our riders (Students, Disabled, and Senior).
- Rider and non-rider comments, complaints, and appreciation comments related to Citrus Connection's service and route amenities, are kept in a database and used to improve service.
- The vast majority of the population of the Lakeland urbanized area is English speaking. According to the 2010 census, roughly 12.60% of the population of Lakeland area is of Hispanic descent. Other population groups speaking other foreign languages are negligible. At any rate, for the part of the population that does speak Spanish, we have several employees who speak fluent Spanish and can offer assistance. As of September 30, 2019 there were a total of Thirty-one employees who are Spanish-speaking: eight Fixed route Bus Operators, five Paratransit Bus Operators, three Customer Service Representatives, three Operations Supervisors, two Paratransit Supervisors, one Mechanic, one Fixed Route Transit Analyst, one Executive Assistant, one Senior Accountant, and one IT Analyst. Customer Service Representatives, Dispatcher, Route maps, flyers, web site, and audio at the Downtown Terminal, offer information in Spanish to this minority community.
- Surveys are conducted to get feedback from community.
- LAMTD's Governing Board of the Transit District (board of directors) consists of five members, of which one is a member of a racial minority.
- LAMTD's does not currently have a citizen advisory board that would include members of the public. In 2018 the Director of External Affairs worked to establish CAC (Citrus Connection Council) feedback from the public was low and the project failed.

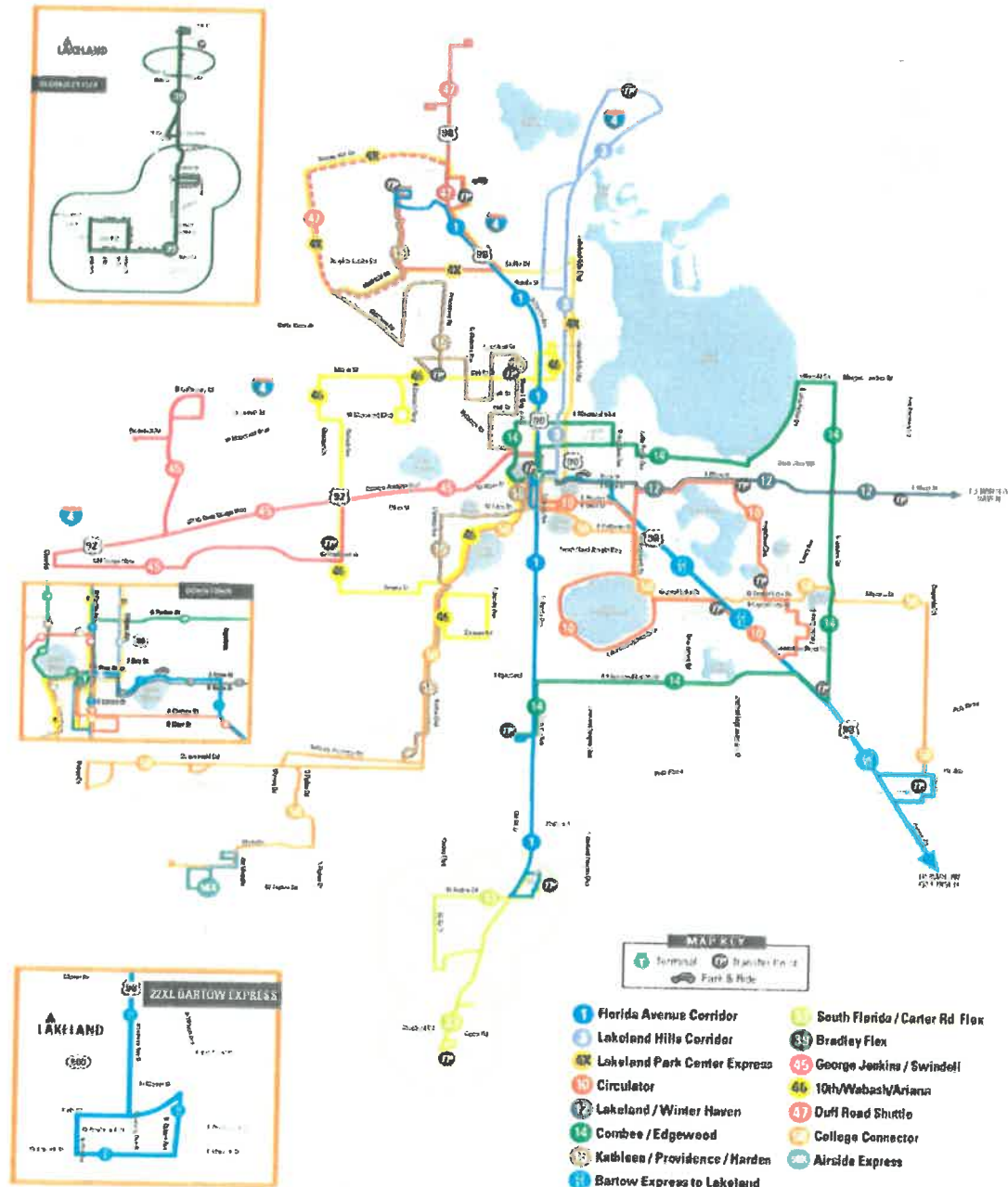
For summary of outreach efforts made since the last Title VI Program submission, please refer to **(Attachment 6)**.

Citrus Connection prepared a series of maps that are provided on the following pages:

- Map 1 is the LAMTD West County Transit System Map;

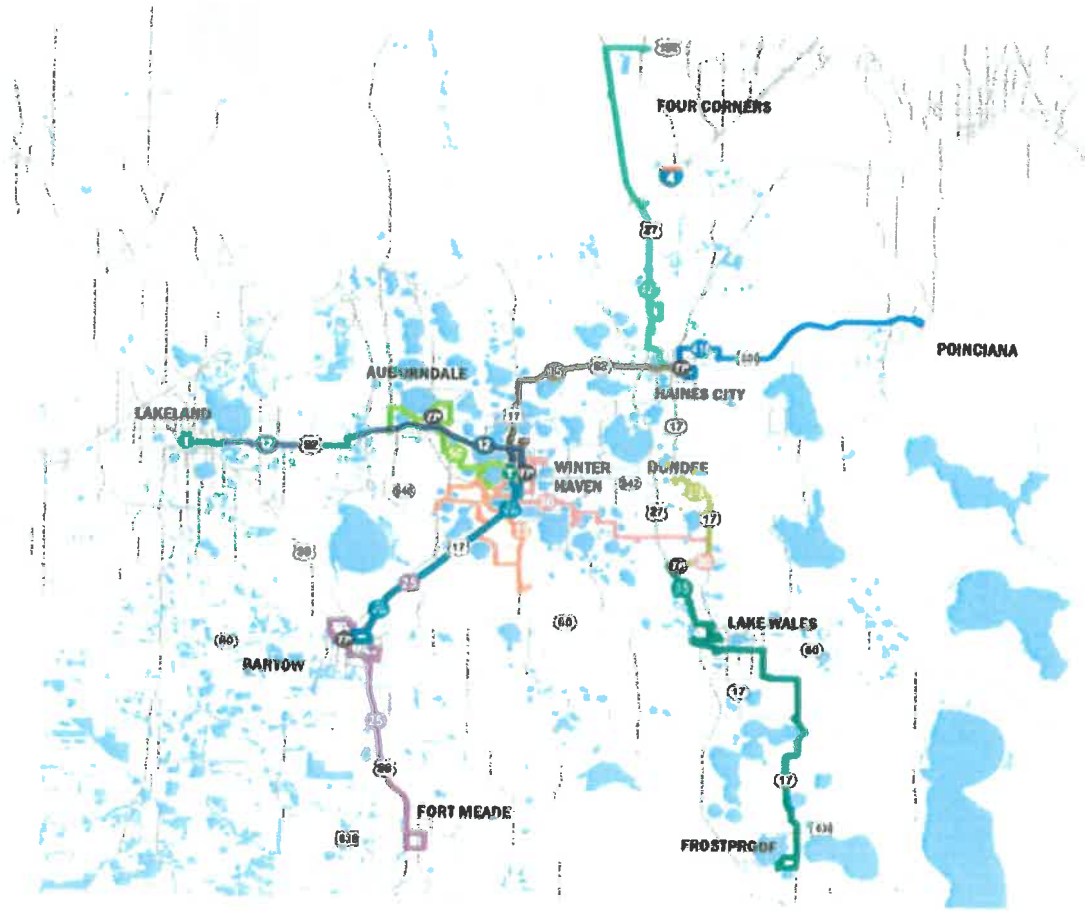
- Map 2 is the LAMTD East County Transit System Map;
- Map 3 is a map of the minority population areas with LAMTD bus routes overlaid;
- Map 4 is a map of the low-income population areas with LAMTD bus routes overlaid.

WEST COUNTY ROUTES



Map 1: LAMTD West County Transit System Map

EAST COUNTY ROUTES



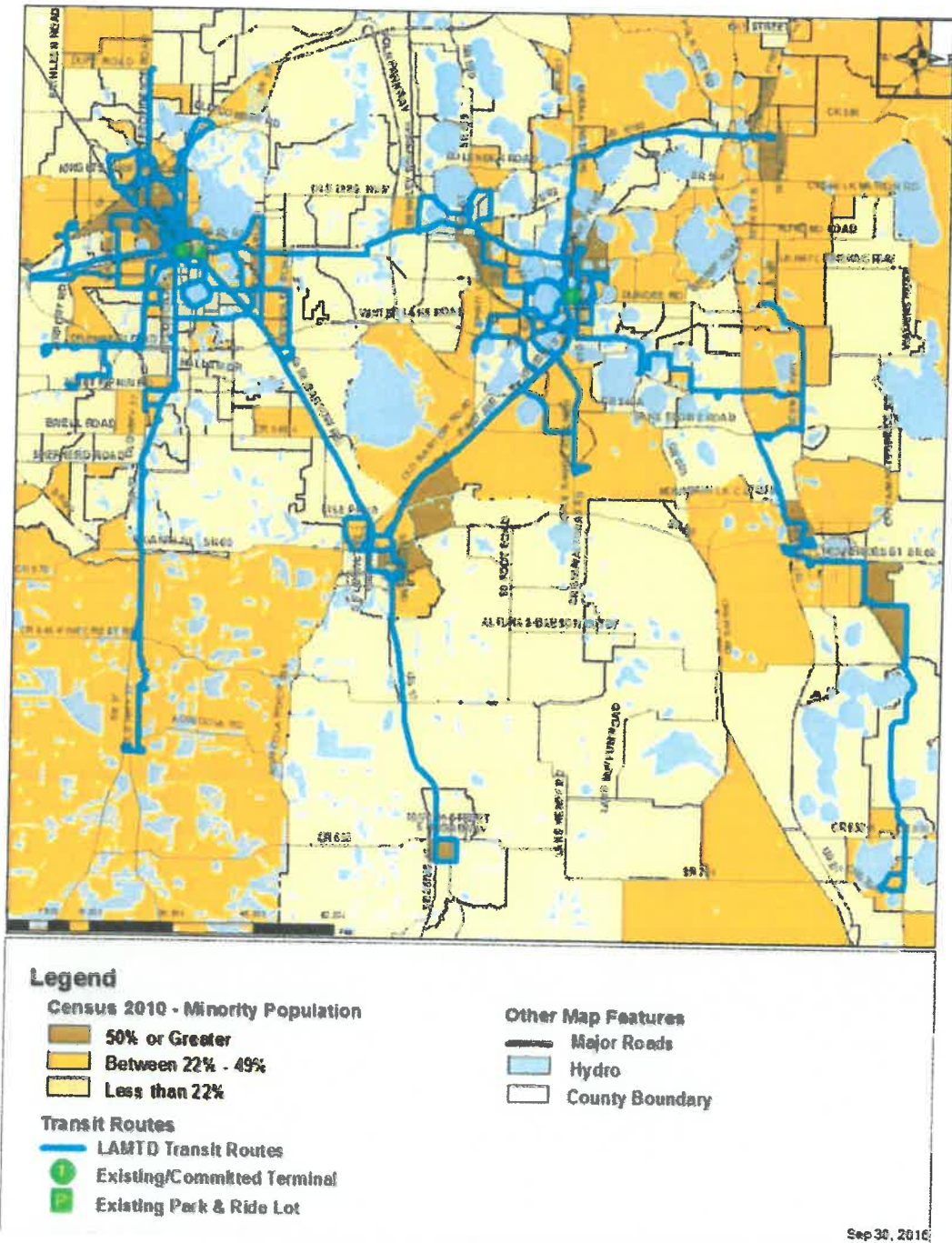
MAP KEY

- Winter Haven Terminal
- Lakeland Terminal
- Transfer Point

- 12 Lakeland / Winter Haven
- 15 Winter Haven / Haines City
- 25 Bartow / Fort Meade
- 35 Bartow / Lake Wales / Babson Park / Frostproof
- 40 Winter Haven / Bartow
- 42 Winter Haven Southside
- 50 Auburndale
- 416 Poinciana / Haines City
- 427 U.S. 27 / Haines City
- 30 LEGOLAND
- 27 Dundee / Eagle Ridge Mall

Map 2: LAMTD East County Transit System Map

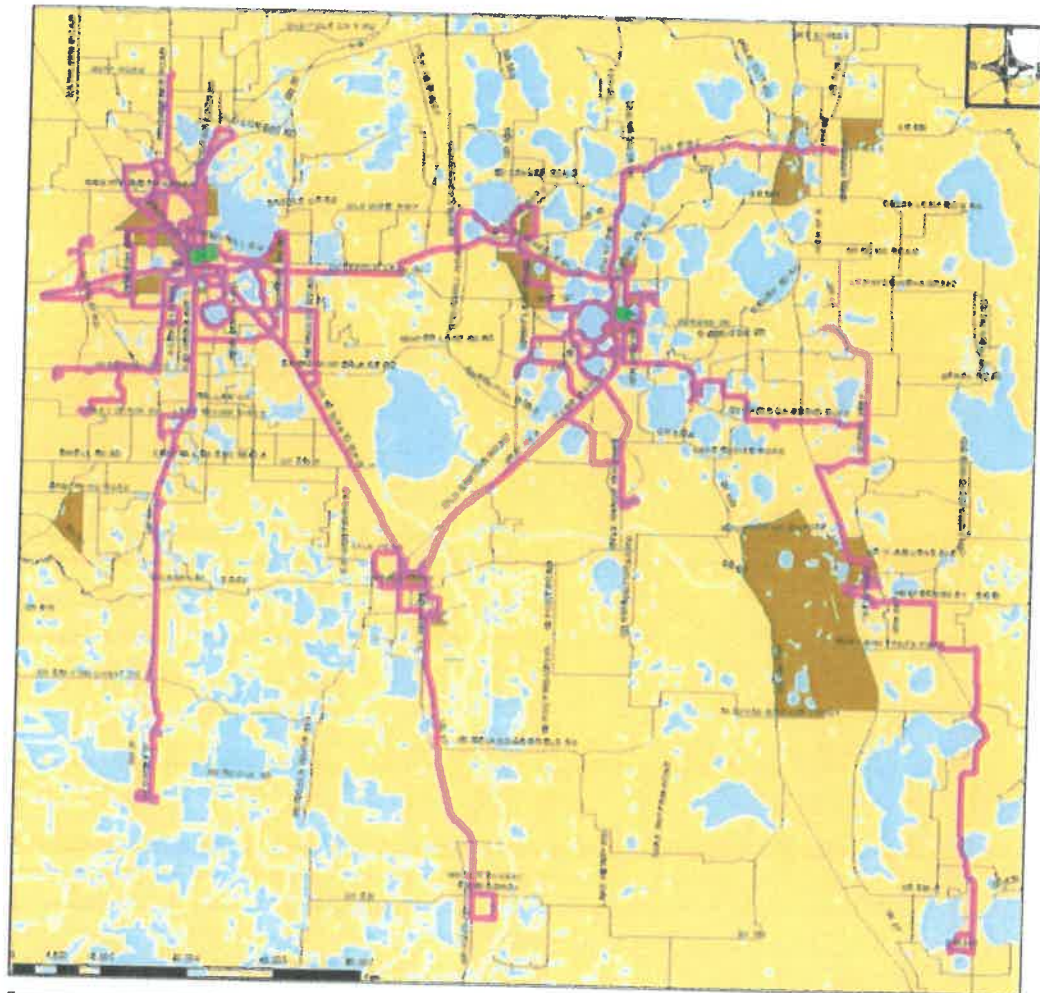
MINORITY POPULATION MAP AND LAMTD TRANSIT ROUTES



Source: U.S. Census 2010 summary (SF1) File Data release for Polk County, FL for ALL Races.

Map 3: 2010 Census Polk County Area Minority Populations and LAMTD Transit Routes

LOW INCOME POPULATION MAP AND LAMTD TRANSIT ROUTES



Legend

Census 2010 - Low Income Population
 Median HH Income < \$24,250
 Median HH Income above \$24,250

Transit Routes

Citrus Connection Routes
 Existing/Committed Terminal
 Existing Park & Ride Lot

Other Map Features

Major Roads
 Hydro
 County Boundary

Sep 30, 2016

Source: 2010-2014 American Community Survey (ACS) 5 year estimates.

Map 4: 2010 Census Polk County Area Low-Income Populations and LAMTD Transit Routes.

VI. LANGUAGE ASSISTANCE PLAN

The Lakeland Area Mass Transit District developed the Limited English Proficiency Accessibility Plan to ensure meaningful access to the benefits, services, information, programs, and activities for individuals who are Limited English Proficient (LEP). This plan was developed using the FTA's *Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons*. The plan is included as Attachment 7 and provides the complete four-factor analysis.

VII. LAMTD SYSTEM WIDE SERVICE STANDARDS AND POLICIES

FTA requires all fixed route transit providers to develop quantitative standards and policies for all fixed route modes of operations. LAMTD's standards and policies are designed to target levels of productivity, efficiency, and quality, and to ensure that LAMTD meet the FTA requirements.

A. SERVICE STANDARDS

1. Vehicle Maximum Load

LAMTD goal is to not have a passenger load that exceeds 125% of seated capacity.

In 2014, with the installation of the AVAIL system, LAMTD will be able to monitor passenger loads consistently

2. Vehicle Headway

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

The following table, list all of the Citrus Connection routes, whether the route serves as minority or low-income area, the route's weekday peak-hour headway, and whether the route meets the 60 minutes peak-hour headway goal.

3. Service Availability

Standards LAMTD will distribute transit service so that local bus stops are no more than $\frac{3}{4}$ miles apart. Express route bus stops shall be no more than a mile apart in non-rural areas where there are no residents to service.

Route Number	Route Name	Minority Area Served	Low Income Area Served	Peak Headway	Meets 60-minute Peak Hour Headway Goal
1	Florida Avenue Corridor	Yes	Yes	30	Yes
3	Lakeland Hills Corridor	Yes	Yes	30	Yes
4X	Lakeland Park Center Express	Yes	Yes	60	Yes
10	Circulator	Yes	Yes	60	Yes
12	Lakeland/Winter Haven	Yes	Yes	60	Yes
14	Combee / Edgewood	Yes	Yes	60	Yes
15	Kathleen / Providence / Harden	Yes	Yes	60	Yes
15	Winter Haven / Haines City	Yes	Yes	90	No
22XL	Bartow Express to Lakeland	Yes	Yes	90	No
22XW	Winter Haven / Bartow	Yes	Yes	90	No
25	Bartow / Fort Meade	Yes	Yes	90	No
27X	Dundee / Eagle Ridge Mall	Yes	No	N/A	N/A
30	Legoland	Yes	Yes	90	No
33	South Florida / Carter Rd. Flex	Yes	No	60	Yes
35	Bartow / Lake Wales / Babson Park / Frostproof	Yes	Yes	120	No
39	Bradley	Yes	No	300	No
40/44	Winter Haven Southside	Yes	Yes	90	No
45	George Jenkins / Swindell	Yes	Yes	60	Yes
46	10 th / Wabash / Ariana	Yes	Yes	60	Yes
47	Duff Rd. Shuttle	Yes	Yes	60	Yes
50	Auburndale	Yes	Yes	90	No
58	College Connector	Yes	Yes	60	Yes
58X	Airside Express	No	No	15	Yes
SS	Smart Shuttle	Yes	Yes	60	Yes
Total Routes	24	23	20		14
Percentage		96%	84%		
% Minority Routes Meeting Goal					57%
% Low Income Routes Meeting Goal					60%

As shown in the table, 96% (23 routes) of LAMTD's routes serve a minority area, and 84% (20 routes) serve a low-income area. Of the 18 routes serving minority areas, 57% meet the goal of 60 minute peak hour headway. Of the 20 routes serving low-income areas, 60% meet the goal of 60 minute peak hour headway.

3. On-time Performance

LAMTD defines a fixed-route trip as being on time if it arrives or departs a scheduled time point between 0 and 5 minutes; no service should operate ahead of schedule. On-time performance is calculated using Operations Supervisors reports, but will shift to using data collected from the Avail System once they are fully operational. LAMTD's on-time performance objective for all service type is 85% or greater. LAMTD continuously monitors on-time performance and system results are published and posted as part of monthly performance reports.

The following table, list all of the Citrus Connection routes, whether the route serves a minority or low income area, the route's average on-time performance and whether the route meets the 85% on-time performance goal or not.

Route Number	Route Name	Minority Area Served	Low Income Area Served	On-Time Performance	Meets 85% On-Time Performance Goal
1	Florida Avenue Corridor	Yes	Yes	71%	No
3	Lakeland Hills Corridor	Yes	Yes	79%	No
4X	Lakeland Park Center Express	Yes	Yes	57%	No
10	Circulator	Yes	Yes	88%	Yes
12	Lakeland/Winter Haven	Yes	Yes	48%	No
14	Combee / Edgewood	Yes	Yes	86%	Yes
15	Kathleen / Providence / Harden	Yes	Yes	83%	No
15	Winter Haven / Haines City	Yes	Yes	76%	No
22XL	Bartow Express to Lakeland	Yes	Yes	61%	No
22XW	Winter Haven / Bartow	Yes	Yes	88%	Yes
25	Bartow / Fort Meade	Yes	Yes	74%	No
27X	Dundee / Eagle Ridge Mall	Yes	No	No Data	-
30	Legoland	Yes	Yes	81%	No
33	South Florida / Carter Rd. Flex	Yes	No	92%	Yes
35	Bartow / Lake Wales / Babson Park / Frostproof	Yes	Yes	65%	No
39	Bradley	Yes	No	66%	No
40/44	Winter Haven Southside	Yes	Yes	69%	No
45	George Jenkins / Swindell	Yes	Yes	85%	Yes
46	10 th / Wabash / Ariana	Yes	Yes	78%	No
47	Duff Rd. Shuttle	Yes	Yes	86%	Yes
50	Auburndale	Yes	Yes	78%	No
58	College Connector	Yes	Yes	66%	No
58X	Airside Express	No	No	No Data	-
					-
Total Routes	24	23	20		6
Percentage		96%	84%		
% Minority Routes Meeting Goal					26%
% Low Income Routes Meeting Goal					25%

As shown in the table, 96% (23 routes) of LAMTD's routes serve a minority area, and 84% (20 routes) serve a low-income area. Of the 18 routes serving minority areas, 57% meet the goal of 60 minute peak hour headway. Of the 20 routes serving low-income areas, 60% meet the goal of 60 minute peak hour headway.

3. On-time Performance

LAMTD defines a fixed-route trip as being on time if it arrives or departs a scheduled time point between 0 and 5 minutes; no service should operate ahead of schedule. On-time performance is calculated using Operations Supervisors reports, but will shift to using data collected from the Avail System once they are fully operational. LAMTD's on-time performance objective for all service type is 85% or greater. LAMTD continuously monitors on-time performance and system results are published and posted as part of monthly performance reports.

The following table, list all of the Citrus Connection routes, whether the route serves a minority or low income area, the route's average on-time performance and whether the route meets the 85% on-time performance goal or not.

Route Number	Route Name	Minority Area Served	Low Income Area Served	On-Time Performance	Meets 85% On-Time Performance Goal
1	Florida Avenue Corridor	Yes	Yes	71%	No
3	Lakeland Hills Corridor	Yes	Yes	79%	No
4X	Lakeland Park Center Express	Yes	Yes	57%	No
10	Circulator	Yes	Yes	88%	Yes
12	Lakeland/Winter Haven	Yes	Yes	48%	No
14	Combee / Edgewood	Yes	Yes	86%	Yes
15	Kathleen / Providence / Harden	Yes	Yes	83%	No
15	Winter Haven / Haines City	Yes	Yes	76%	No
22XL	Bartow Express to Lakeland	Yes	Yes	61%	No
22XW	Winter Haven / Bartow	Yes	Yes	88%	Yes
25	Bartow / Fort Meade	Yes	Yes	74%	No
27X	Dundee / Eagle Ridge Mall	Yes	No	No Data	-
30	Legoland	Yes	Yes	81%	No
33	South Florida / Carter Rd. Flex	Yes	No	92%	Yes
35	Bartow / Lake Wales / Babson Park / Frostproof	Yes	Yes	65%	No
39	Bradley	Yes	No	66%	No
40/44	Winter Haven Southside	Yes	Yes	69%	No
45	George Jenkins / Swindell	Yes	Yes	85%	Yes
46	10 th / Wabash / Ariana	Yes	Yes	78%	No
47	Duff Rd. Shuttle	Yes	Yes	86%	Yes
50	Auburndale	Yes	Yes	78%	No
58	College Connector	Yes	Yes	66%	No
58X	Airside Express	No	No	No Data	-
					-
Total Routes	24	23	20		6
Percentage		96%	84%		
% Minority Routes Meeting Goal					26%
% Low Income Routes Meeting Goal					25%

As shown in the table, of the 23 routes serving minority areas, 26% meet the goal of 85% on-time performance. Of the 20 routes serving low-income areas, 25% meets the goal of 85% on-time performance.

B. SERVICE POLICIES

1. Distribution of transit amenities

Transit amenities at Citrus Connection include the downtown Lakeland bus terminal, Winter Haven bus terminal, bus stop signs, trash receptacles, displays of timetables and maps, stand alone benches, park-and-ride lots, and passenger shelters. Stand-alone benches are provided by a private bench advertising company. Bus stops signs and benches are located along all of our routes. The two downtown bus terminal in Lakeland and Winter Haven are located in the downtown area for the convenience of all riders and serves as the primary transfer point between routes.

The standard for placement of transit amenities only applies to those that are directly controlled by LAMTD. Therefore, supplemental projects arranged by a municipality are outside of this standard.

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

- Average daily boarding
- Proximity to major trip generators
- Passenger activity
- Surrounding land uses like shopping centers, office buildings, hospitals, schools, senior facilities, large apartment's complex, and major residential subdivisions.
- Transit corridor marketing efforts
- Customer and community requests
- Available funding for shelters and amenities

As shown in the table on the following page, LAMTD has a total of fifty passenger shelters. Of these, all are located within minority areas, and 20 of the 50 passenger shelters are located within low-income areas.

**Lakeland Area Mass Transit District
Title VI Passenger Shelter Location Review**

Passenger Shelter Location	Also Serves	Minority Area	Low Income Area
Carter Rd. & S. Florida Ave. (2 passenger shelters) (#3710)	Wal-Mart Supercenter	No	No
550 Commerce Dr. (#3719)	Social Security Office	No	No
S. Florida Ave. & School House Rd. (#2632)	Commercial	Yes	No
4717 S. Florida Ave. (#2620)	Commercial	Yes	No
4730 S. Florida Ave. (#3014)	Lake Miriam Square	No	No
S. Florida Ave. & E. Alamo Dr. (#2615)	Commercial	No	No
4208 S. Florida Ave. (#2606)	Commercial	No	No
S. Florida Ave. & Poppell Dr. (#3430)	Commercial	No	No
S. Florida Ave. & Terrace Way (#3433)	Commercial	No	No
S. Florida Ave. & Azalea St. (#3712)	Commercial	No	No
S. Florida Ave. & Eastway Dr. (#3412)	Commercial	No	No
3501 S. Florida Ave. (#3713)	Wal-Mart Supercenter	No	No
2515 S. Florida Ave. (#3510)	Commercial	No	No
S. Florida Ave. & Cresap St. (#3401)	Commercial	Yes	Yes
530 S. Florida Ave. (#2629)	Senior Center/Assisted Living	Yes	Yes
N. Florida Ave. & E. 1 st St. (#3736)	Commercial	Yes	Yes
N. Florida Ave. & Whitehurst St. (#3997)	Commercial	Yes	Yes
N. Florida Ave. & W. 14 th St. (#4050)	Apartment Complex, Commercial	Yes	Yes
N. Florida Ave. & Modest St. (#3744)	Larry Jackson Library	Yes	Yes
1701 Morrell Dr. (#3985)	Watson Clinic	Yes	No
N. Florida Ave. & Bella Vista St. (#3540)	Watson Clinic Main Campus	Yes	Yes
2440 U.S. 98 N. (#3566)	Commercial	Yes	Yes
2750 U.S. 98 N. (#2558)	Convenience store	Yes	Yes
U.S. 98 N. & Pyramid Pkwy. (#2580)	Commercial	Yes	Yes
Sharon Dr. & U.S. 98 N. (2 passenger shelters) (#4085)	Commercial	Yes	No
U.S. 98 N. & Sleepy Hill Rd. (#3552)	Commercial	Yes	No
U.S. 98 N. & Sleepy Hill Rd. (#3553)	Commercial	Yes	No
Daughtery Rd. (#4067)	Wal-Mart Supercenter	No	No
6785 U.S. 98 N. (#3548)	Commercial	No	No
Old Combee Rd. & N. Socrum Loop Rd. (#3263)	Commercial	No	No
4141 Lakeland Hills Blvd. (#3751)	Senior Center/Assisted Living	Yes	No

Passenger Shelter Location	Also Serves	Minority Area	Low Income Area
3525 Lakeland Hills Blvd. (#2592)	LRMC Cancer Care	Yes	No
3241 Lakeland Hills Blvd. (#2582)	Polk County Health Department	Yes	Yes
Lakeland Hills Blvd. & E. Bella Vista St. (#3750)	Lakeland OB-GYN	Yes	No
Lakeland Hills Blvd. & E. Bella Vista St. (#3037)	Center for Cancer Care & Research	Yes	No
Lakeland Hills Blvd. & E. Crawford St. (#3035)	Watson Clinic	Yes	No
Lakeland Hills Blvd. & El Paseo (#3028)	Lakeland Regional Medical Center	Yes	No
916 N. Massachusetts Ave. (#2661)	Tax Collector Office, commercial	Yes	Yes
1617 Bartow Rd. (#2699)	Commercial	Yes	No
730 E. Orange St. (#4071)	Barnett Family Park	Yes	Yes
2126 N. Crystal Lake Dr. (#3138)	Southeastern University, residential	Yes	No
S. Iowa Ave. & E. Orange St. (#3454)	Senior Center/Assisted Living	Yes	Yes
E. Palmetto St. (#2838)	Public Library, Polk Museum of Art	No	No
N. Lake Parker Ave. & E. Magnolia St. (#4061)	VISTE, residential, commercial	Yes	No
940 E. Parker St. (#2856)	Town Center, Courthouse, Everest University	Yes	No
910 Ingraham Ave. (#3971)	Town Center, Everest University	Yes	No
1000 E. Edgewood Dr. (#4001)	Common Ground Park	Yes	No
1201 S. Central Ave. (#3366)	Senior Center/Assisted Living	Yes	No
Lake Beulah Dr. & Hartsell Ave. (#2971)	Apartment Complex, Blake Academy	Yes	No
2400 Interstate Dr. (#3768)	Keiser University, commercial	Yes	Yes
W. 14 th St. & Providence Rd. (#3579)	Apartment Complex	Yes	Yes
Martin Luther King Jr. Ave. & W. 10 th St. (#3075)	Funeral Home, residential	Yes	Yes
Martin Luther King Jr. Ave. & Silver St. (#2473)	Coleman Bush Community Center	Yes	Yes
1212 George Jenkins Blvd. (#2483)	Commercial	Yes	No
4231 S. Pipkin Rd. (#3759)	Veterans Affairs Clinic	No	Yes
N. Broadway Ave. & Polk St. (#3866)	F.D.O.T, commercial	Yes	Yes
Payne St. & K-Ville Ave. (#3807)	Residential	No	No
115 W. Park St. (#24448)	Auburndale Civic Center, Auburndale Senior Center, commercial	No	No
Hwy 17 & Ave. L N.W. (#24083)	Commercial	No	Yes
Hwy 17 & Ave. L N.W. (#24029)	Commercial	No	Yes
1776 Hwy 17 (#24030)	Residential	Yes	No
1601 Havendale Blvd. (#3903)	U.S. Social Security, commercial	No	No
353 Havendale Blvd. (#3913)	Commercial	Yes	No
Hwy 17/92 & Haines Blvd. (#24072)	Commercial	Yes	No
Hwy 17 & Brigham Rd. N.W. (#24077)	Residential	Yes	No

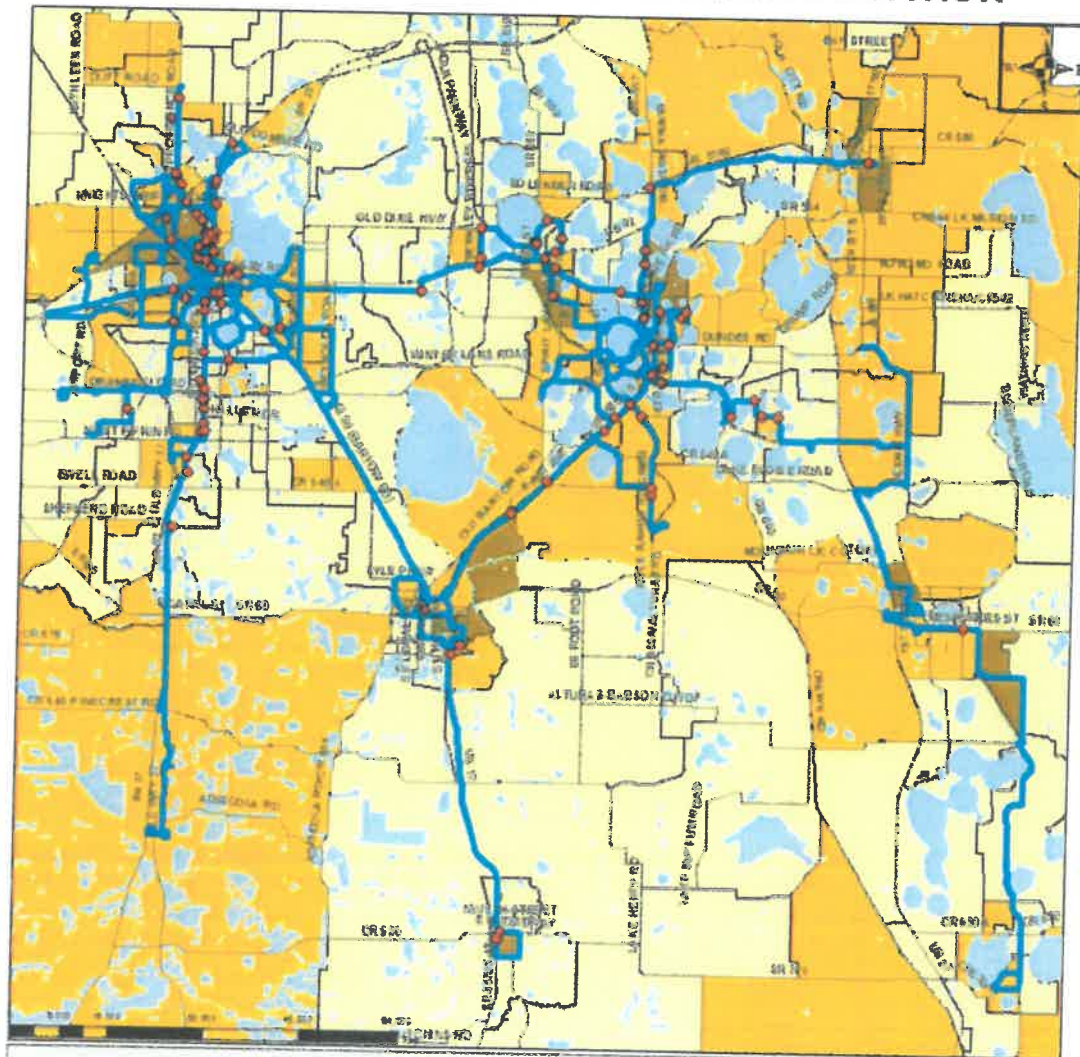
Passenger Shelter Location	Also Serves	Minority Area	Low Income Area
3425 Lake Alfred Rd. (Hwy 17) (#24594)	Gil Jones Government Center	Yes	No
17 th St. & E. Hinson Ave. (#24505)	Commercial	Yes	No
Hwy 17 & Casey Ave. (#24091)	Commercial	Yes	No
11023 Hwy 17 (#24092)	Commercial	Yes	No
Hwy 17 & Bomber Rd. (#24097)	Commercial	Yes	No
Hwy 17 & Griffin Rd. (#24100)	Residential	Yes	No
Hwy 17 & 91 Mine Rd. (#24108)	Residential	Yes	No
Hwy 17 & Gilbert Rd. (#24115)	Commercial, residential	Yes	No
E. Georgia St. & S. Engel Ave. (#24122)	Human Services Division, Polk County Occupational Health, Community Center	Yes	Yes
Hwy 17 & 3 rd St. S.W. (#24592)	Community Center	Yes	No
Hwy 98 E./E. Broadway St. & Hwy 17 (#24527)	Public Library	Yes	No
Hwy 17 & E. Clower St. (#24168)	UF/IFAS Extension Polk County, Polk County Probation Department	Yes	No
PSC Access Rd. (#24011)	Polk State College Winter Haven	Yes	No
11 th St. N.E. & Parker Lane N.E. (#24012)	Residential	Yes	No
6 th St. S.E. & E. Central Ave. (#24192)	Bond Clinic	Yes	Yes
Cypress Gardens Blvd. & 4 th St. S.E. (#24200)	Commercial	Yes	No
Register Rd. S.E. & Cypress Gardens Blvd. (#24209)	Commercial	No	No
Cypress Gardens Rd. S.E. & Lake Ned Rd. (#24213)	Commercial	No	No
Cypress Gardens Rd. (#24218)	Garden Grove Elementary School	Yes	No
Cypress Gardens Rd. & Lake Ned Village Cir. (#24263)	Residential	Yes	No
Register Rd. S.E. & Cypress Gardens Blvd. (#24270)	Commercial	No	No
Cypress Gardens Blvd. & 3 rd St. S.E. (#24526)	Commercial	Yes	No
1 st St. & Ave. O S.E. (#24280)	Regency Medical Center	Yes	No
Ave. K S.E. & Cambridge Square (#24282)	Commercial	Yes	No
391 Ave. O N.E. (#24026)	Senior Apartments	Yes	Yes
Hwy 60 & S. 11 th St. (#24368)	Polk State Lake Wales Arts Center, commercial	Yes	No
Ave. A S.W. & 1 st St. S. (#24292)	Winter Haven Manor	Yes	Yes
Ave. O S.W. & 1 st St. S. (#24295)	Commercial	Yes	No
Snively Ave. & 8 th St. (#24306)	Resource Center, industrial	Yes	No
Rifle Range Rd. & 8 th St. W. (#24313)	Residential	Yes	No
Rifle Range Rd. & 2 nd Wahneta St. E. (#24324)	Residential	Yes	No
Ave. O S.W. & 1 st St. S. (#24356)	Commercial	Yes	No
1805 Hobbs Rd. (#24433)	Auburndale Clinic-Florida Departments of Health	Yes	Yes
Bennett St. & U.S. 92 E. (#24437)	Community Center	Yes	No

Passenger Shelter Location	Also Serves	Minority Area	Low Income Area
300 E. Bridgers Ave. (#24439)	East Area Adult School	Yes	Yes
Dairy Rd. & Lake Marianna Rd. (#24442)	Commercial	No	Yes
Old Lake Alfred Rd. & Lake Ariana Blvd. (#24445)	Commercial, residential	Yes	No
Neptune Rd. & US. 92 W. (#24460)	Commercial	No	No
Berkley Rd. & Anarece Ave. (#24461)	Commercial, residential	Yes	No
Berkley Rd. & Old Dixie Hwy (#24464)	Commercial, residential	Yes	No
W. Park St. & Main St. (#24472)	Auburndale Civic Center, Auburndale Senior Center, commercial	No	No
Old Lake Alfred Rd. & Ohio Ave. (#24475)	Commercial, residential	Yes	No
Bennett St. & U.S. 92 E. (#24482)	Lincoln Park Cemetery, commercial	Yes	No
W. Church St. & N. Wilson Ave. (#3873)	Property Apprasers	Yes	Yes

Total Passenger Shelters	111
Number within Minority Area	83
% Within Minority Area	75%
Number within Low Income Area	30
% Within Low Income Area	27%

Map 5 illustrates the location of the 111 passenger shelters in relation to the minority population areas. Map 6 illustrates the location of the 111 passenger shelters in relation to the low-income population areas. All passenger shelters serve major destinations that attract both minority and low-income populations.

MINORITY POPULATION MAP AND LAMTD PASSENGER SHELTER LOCATION



Legend

Census 2010 - Minority Population

- 50% or Greater
- Between 22% - 49%
- Less than 22%

Transit Routes

- LAMTD Transit Routes
- Shelters

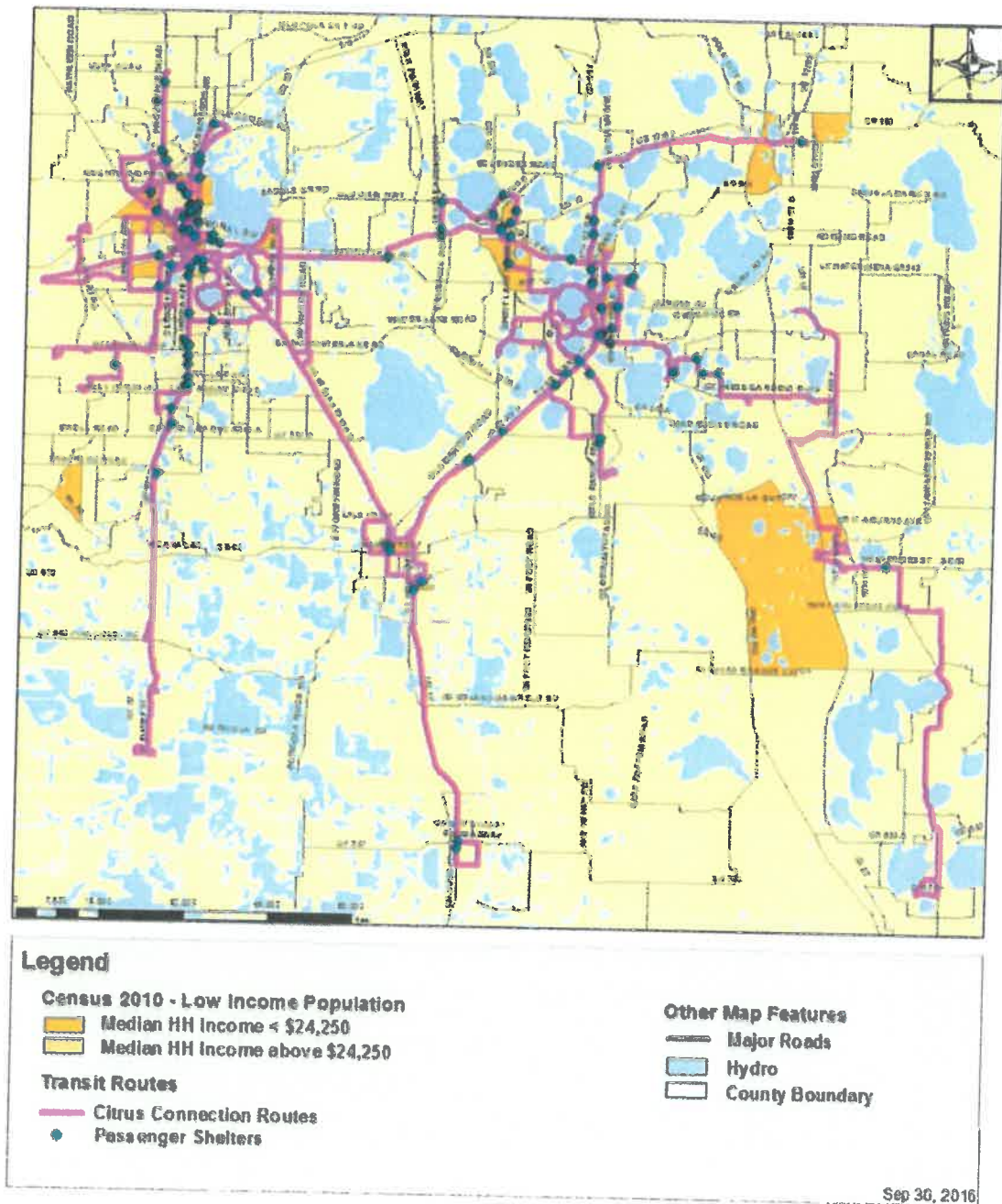
Other Map Features

- Major Roads
- Hydro
- County Boundary

Sep 30, 2010

Map 5: 2010 Census Polk County Area Minority Populations and LAMTD Passenger Shelters

LOW INCOME POPULATION MAP AND LAMTD PASSENGER SHELTER LOCATION



Map 6: 2010 Census Polk County Area Low-Income Populations and LAMTD Passenger Shelters

2. Vehicle Assignment

At this time, a lift- or ramp-equipped bus is scheduled on each fixed-route. No buses are regularly assigned to any specific route or service. The entire fleet in Lakeland is made up of 30-foot Orion buses and 35 and 40 foot El Dorado buses. Passenger loads also determine where 40-foot buses are assigned each day.

VIII. APPROVAL OF LAMTD TITLE VI PROGRAM FY16-19

To comply with the FTA reporting requirements, the Attachment 8 has a copy of the Board of Directors meeting minutes with the approval of LAMTD Title VI Program for FY16-19.

ATTACHMENT 1
LAMTD Certification and Assurances FY16

Records : TrAMS | Recipient Organizations

Lakeland Area Mass Transit District | LAKELAND LAMTD | 1086Summary Applications/Awards TrAMS Users Locations Designated Recipient Suballocations News **Related Actions****Certifications & Assurances | FY 2019 C&A Affirmations****Recipient Details****Recipient ID**

1086

Recipient Name

Lakeland Area Mass Transit District

Certification and Assurance Information**Fiscal Year** 2019**Original Certification Date** 3/25/2019**Assigned Date** 3/13/2019**Latest Certification Date** 3/25/2019**Due Date** 6/11/2019**Published Certifications and Assurances**

FTA CERTIFICATIONS AND ASSURANCES

PTASP Technical Assistance Center

PTASP Technical Assistance Center

Certifications and Assurances**Certification History**

Certification Date: 3/25/2019 | Official: Tom Phillips | Attorney: Ben Darby

Category	Title	Certified
01	Certifications and Assurances Required of Every Applicant	
02	Tax Liability and Felony Convictions	
03	Lobbying	
04	Private Sector Protections	
05	Transit Asset Management Plan	
06	Rolling Stock Buy America Reviews and Bus Testing	
07	Urbanized Area Formula Grants Program	
08	Formula Grants for Rural Areas	
09	Fixed Guideway Capital Investment Grants and the Expedited Project Delivery for Capital Investment Grants Pilot Program	
10	Grants for Buses and Bus Facilities and Low or No Emission Vehicle Deployment Grant Programs	

Category ¹	Title	Ce rti fie d
11	Enhanced Mobility of Seniors and Individuals with Disabilities Programs	<input checked="" type="checkbox"/>
12	State of Good Repair Grants	<input checked="" type="checkbox"/>
13	Infrastructure Finance Programs	<input checked="" type="checkbox"/>
14	Alcohol and Controlled Substances Testing	<input checked="" type="checkbox"/>
15	Rail Safety Training and Oversight	<input checked="" type="checkbox"/>
16	Demand Responsive Service	<input checked="" type="checkbox"/>
17	Interest and Financing Costs	<input checked="" type="checkbox"/>
18	Construction Hiring Preferences	<input checked="" type="checkbox"/>

1 - 18 of 18

▼ Documents

Existing Documents

Document	Description	Uploaded By	Date ¹
----------	-------------	-------------	-------------------

No items available

Affirmation of Applicant

Affirmation of Applicant BY SIGNING BELOW, on behalf of the Applicant, I declare that it has duly authorized me to make these Certifications and Assurances and bind its compliance. Thus, it agrees to comply with all federal laws, regulations, and requirements, follow applicable federal guidance, and comply with the Certifications and Assurances as indicated on the foregoing page applicable to each application its Authorized Representative makes to the Federal Transit Administration (FTA) in federal fiscal year 2018, irrespective of whether the individual that acted on his or her Applicant's behalf continues to represent it.

FTA intends that the Certifications and Assurances the Applicant selects on the other side of this document should apply to each Award for which it now seeks, or may later seek federal assistance to be awarded during federal fiscal year 2018.

The Applicant affirms the truthfulness and accuracy of the Certifications and Assurances it has selected in the statements submitted with this document and any other submission made to FTA, and acknowledges that the Program Fraud Civil Remedies Act of 1986, 31 U.S.C. § 3801 et seq., and implementing U.S. DOT regulations, "Program Fraud Civil Remedies," 49 CFR part 31, apply to any certification, assurance or submission made to FTA. The criminal provisions of 18 U.S.C. § 1001 apply to any certification, assurance, or submission made in connection with a federal public transportation program authorized by 49 U.S.C. chapter 53 or any other statute

In signing this document, I declare under penalties of perjury that the foregoing Certifications and Assurances, and any other statements made by me on behalf of the Applicant are true and accurate.

Official's Name Tom Phillips

☒ I accept the above

Certification Date Mar 20, 2019

Affirmation of Attorney

Affirmation of Applicant's Attorney As the undersigned Attorney for the above-named Applicant, I hereby affirm to the Applicant that it has authority under state, local, or tribal government law, as applicable, to make and comply with the Certifications and Assurances as indicated on the foregoing pages. I further affirm that, in my opinion, the Certifications and Assurances have been legally made and constitute legal and binding obligations on it.

I further affirm that, to the best of my knowledge, there is no legislation or litigation pending or imminent that might adversely affect the validity of these Certifications and Assurances, or of the performance of its FTA assisted Award.

Attorney's Name Ben Darby

☒ I accept the above

Certification Date Mar 25, 2019

CANCEL

ATTACHMENT 2
Notices to Beneficiaries of Protection under Title VI

ATTACHMENT 2
Notices to Beneficiaries of Protection under Title VI

NONDISCRIMINATION ASSURANCE

RIGHT TO FILE A TITLE VI COMPLAINT

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

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

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

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

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

GARANTIA DE NO DISCRIMINACION

DERECHO A PRESENTAR UNA DENUNCIA DEL TITULO VI

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

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

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

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

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

CONTACT INFORMATION/ INFORMACION DE CONTACTO

➤ CITRUS CONNECTION:

Marcia Roberson
Title VI Coordinator/Call Center
Director

1212 George Jenkins Blvd.
Lakeland, FL 33815

Phone: (863)733-4222
Fax: (863)327-1364
E-mail: mroberson@ridecitrus.com

➤ FEDERAL TRANSIT ADMINISTRATION (FTA):

Office of Civil
Attention: Complaint Team
East Building, 5th Floor - TCR
1200 New Jersey Ave. SE,
Washington, DC 20590

Phone: (866) 377-8642

NONDISCRIMINATION ASSURANCE

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

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

GARANTIA DE NO DISCRIMINACION

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

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

LAKELAND AREA MASS TRANSIT DISTRICT

NONDISCRIMINATION ASSURANCE

GARANTIA DE NO DISCRIMINACION



CitrusConnection

LAKELAND AREA MASS TRANSIT DISTRICT

NONDISCRIMINATION ASSURANCE

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Any person who believes himself or any specific class of persons to be subjected to discrimination prohibited by Title VI may by himself or by a representative file an official Title VI complaint with the Title VI Coordinator or with the Federal Transit Administration (FTA). A complaint must be filed within 180 days of the date of the alleged discrimination, unless the time for filing is extended by FTA.

Members of the public may request additional information relating to Nondiscrimination obligation from Citrus Connection Title VI Coordinator at www.ridecitrus.com, or at FTA web site: http://www.fta.dot.gov/civilrights/title6/civil_rights_5104.html.

CONTACT INFORMATION

- ▶ Dean Kirkland-McMillan
Director Safety Security &
Operations Support / Title VI
Coordinator
1212 George Jenkins Blvd.
Lakeland, FL 33815

Phone: (863)327-1324
(863)733-4211
Fax: (863)327-1364
E-mail: dkirkland@ridecitrus.com
- ▶ Federal Transit Administration
230 Peachtree St. N.W.
Suite 800
Atlanta, GA 30303
Attention: Region IV Civil Rights
Officer.
Phone: (404)865-5620



LAKELAND AREA MASS TRANSIT DISTRICT

JANUARY 2016

LAKELAND AREA MASS TRANSIT DISTRICT

GARANTIA DE NO DISCRIMINACION

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Cualquier persona que crea que ella misma o cualquier clase específica de personas han sido sujeto de discriminación prohibida por el Título VI puede por sí mismo o por un representante presentar una denuncia oficial del Título VI con el Coordinador del Título VI o con la Administración Federal de Tránsito (FTA). La queja debe ser presentada dentro de los 180 siguientes de la fecha de la alegada discriminación, a menos que el plazo para la queja sea extendida por el FTA.

Los miembros del público podrán solicitar información adicional relacionada con la obligación de no discriminación con el Coordinador del Título VI de Citrus Connection en la página de internet: www.ridecitrus.com, o con el FTA en la página de internet: http://www.fta.dot.gov/civilrights/title6/civil_rights_5104.html.

INFORMACION DE CONTACTO

▶ Dean Kirkland-McMillan
Directora de Seguridad & Soporte
de Operaciones / Coordinadora
del Título VI
1212 George Jenkins Blvd.,
Lakeland, FL 33815

Teléfono: (863)327-1324
(863)733-4211
Fax: (863)327-1364
E-mail: dkirkland@ridecitrus.com

▶ Administración Federal
de Tránsito.
230 Peachtree St. N.W.,
Suite 800
Atlanta, GA 30303
Atención: Region IV Oficial de
Derechos Civiles.
Teléfono: (404)865-5620



LAKELAND AREA MASS TRANSIT DISTRICT

ENERO 2016

NONDISCRIMINATION ASSURANCE

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LAKELAND AREA MASS TRANSIT DISTRICT

NONDISCRIMINATION
ASSURANCE
GARANTIA DE NO
DISCRIMINACION



LAKELAND AREA MASS TRANSIT DISTRICT

JANUARY 2016

NONDISCRIMINATION ASSURANCE

RIGHT TO FILE A TITLE VI COMPLAINT

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

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

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GARANTIA DE NO DISCRIMINACION

DERECHO A PRESENTAR UNA DENUNCIA DEL TITULO VI

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

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

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

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

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

CONTACT INFORMATION/ INFORMACION DE CONTACTO

▶ CITRUS CONNECTION:

Dean Kirkland-McMillan
Director Safety Security & Operations
Support / Title VI Coordinator

1212 George Jenkins Blvd.
Lakeland, FL 33815

Phone: (863)327-1324 / (863)733-4211
Fax: (863)327-1364
E-mail: dkirkland@ridecitrus.com

▶ FEDERAL TRANSIT ADMINISTRATION (FTA):

230 Peachtree St., N.W., Suite 800
Atlanta, GA 30303
Attention: Region IV Civil Rights Officer
Phone: (404)865-5620
Web site: http://www.fta.dot.gov/civilrights/title6/civil_rights_5104.html

Lakeland Area Mass Transit District

NONDISCRIMINATION ASSURANCE

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

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

CONTACT INFORMATION/ INFORMACION DE CONTACTO

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

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

GARANTIA DE NO DISCRIMINACION

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

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DERECHO A PRESENTAR UNA DENUNCIA DEL TITULO VI

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

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

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

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

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



ATTACHMENT 3
LAMTD S.O.P. #D-3 – Monitoring Title VI and Tracking Report.

Complaints by Feedback Subtype

Received From 10-01-2016 To 09-30-2019 For TITLE VI

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

LAMTD

- STANDARD OPERATING PROCEDURE -

TITLE: Monitoring Title VI

S.O.P. #:
SOP D-3

PAGE:
1 of 3

DEPARTMENT: Lakeland Area Mass Transit

DATE:
9/26/06

PURPOSE - REFERENCES - SUPERSEDES - DEFINITIONS - RESPONSIBILITIES - PROCEDURES - CHECKLIST

PURPOSE: To establish procedures for the LAMTD staff to ensure the District is complying with Appendix A. FTA Circular 4702 Title VI Compliance Reporting.

SUPERSEDES: None

DEFINITIONS: None

RESPONSIBILITIES: The Executive Director is responsible for oversight of the Districts Title VI policy.

The Title VI Coordinator is responsible to monitor company procedures and data related to Title VI to ensure level of service, and that transit service and related benefits are distributed in an equitable manner.

PROCEDURES: Monitoring Title VI

1. During the planning phase of any construction project, the design engineer or coordinator will be required to demonstrate proof that the environment justice applications pertaining to environmental assessment or impact are completed as required by Chapter IV Part 2. in order to comply with 49 CFR 21.5(b)(3) and provide the documentation to the Title VI Coordinator.
2. The district staff will provide a copy of all notices for public workshops and hearings as required by LAMTD policy to the Title VI Coordinator prior to the workshops or hearings for review and comment as appropriate.

PREPARED BY:
Norman Whitaker

DEPT. COOR'D WITH:

**DEPT
INITIAL:**

MANAGER'S APPROVAL:

EXECUTIVE DIRECTOR:

Attachment 1

LAMTD

TITLE: Monitoring Title VI

S.O.P. #:
SOP D-3

PAGE:
2 of 3

3. Language assistance is to be provided as necessary when there is a significant population change. To determine the changes two primary sources are used:
 - a. Survey the bus Operators to determine the number and magnitude of communication problems due to language.
 - b. Survey the Customer Representatives to determine the need for language assistance.
 - c. The information is given to the Operations Manager for action.
4. Title VI Complaints:
 - a. In the event of a Title VI complaint the District shall provide to the person submitting the complaint, a Title VI complaint form.
 - b. The District shall maintain a list of active investigations conducted by entities other than the FTA. The list will include the date of the investigation, lawsuit or complaint was filed, a summary of the allegation(s), the status of the investigation, complaint, lawsuit, and the actions taken by the Lakeland Area Mass Transit District as required by Title VI Appendix A Chapter IV Part 6. 49 CFR 21.9(b).
 - c. Posters containing Title VI information will be prominently displayed within the facility and at the bus terminal. All posters and advertisements will show the Transit Districts name and the local Title VI Coordinators contact information to whom complaints should be referred.

LAMTD

TITLE: Monitoring Title VI

S.O.P. #:
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PAGE:
3 of 3

- d. The Lakeland Area Mass Transit District will annually publish a notice that it operates in accordance with Title VI of the Civil Rights Act of 1964 and Related Statutes.

ATTACHMENT 4
Citrus Connection Title VI Complaint Procedures and Complaints Forms

Website

Go to Ridecitrus.com > About us > Civil Rights > Procedures for filing a complaint and complaint form in English and spanish link are there.

[https://ridecitrus.com/about-us/civil-rights/](#)

[Appian for Federal Transit Ad...](#) [Change Password](#) [Records Request](#) [Web Site Gallery](#) [Suggested Sites \(374\)](#) [Suggested Sites \(3\)](#) [Suggested Sites \(2\)](#) [Suggested Sites \(4\)](#) [Suggested Sites \(5\)](#) [Search...](#)

About Citrus Connection

Civil Rights

The information provided is specific to Lakeland Area Mass Transit District.

Title VI

- [Reasonable Accommodation Request Form](#)
- [ADA Complaint Procedure or Procedimiento de queja ADA](#)
- [ADA Complaint Form or Forma de reclamo para ADA \(Must Use Internet Explorer\)](#)
- [Title VI Complaint Form or Formulario de Queja de Título VI \(Must Use Internet Explorer\)](#)
- [LAMTDO Title VI Complaint Procedures or Procedimiento para una Queja del Título VI](#)
- [Disadvantage Business Enterprise Goal 2019-2021](#)
- [Disadvantage Business Enterprise \(DBE\) Program](#)
- [Equal Employment Opportunities \(EEO\) Program](#)
- [DBE Uniform Reporting Announcement](#)
- [LAMTDO Credit Card Privacy Policy](#)

Agenda Info/Meeting Minutes

- [Art in Transit](#)
- [Board of Directors](#)
- [Blue Shelters](#)
- [Chapter 119 Request & Information](#)
- [Civil Rights](#)
- [COLTS](#)
- [Community Scorecard](#)
- [Employment](#)
- [Get To Know Us](#)
- [LAMTDO Budgets](#)
- [Lost and Found](#)
- [Performance Indicators](#)
- [PTA Board of Directors Meeting](#)
- [Regional Mobility Call Center](#)
- [Safe Place](#)



TITLE VI COMPLAINT PROCEDURES

In order to comply with 49 CFR Section 21.9(b), Citrus Connection developed the Standard Operating Procedure (S.O.P.) #D-3, that describes the procedures for filing, investigating, and tracking Title VI complaints filed against The District. The procedures for filing a complaint are available to members of the public upon request.

Members of the public may request additional information relating to Nondiscrimination obligation from:

The Lakeland Area Mass Transit District Title VI Coordinator:

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

The Federal Transit Administration (FTA):

Federal Transit Administration
230 Peachtree St., N.W., Suite 800
Atlanta, GA 30303
Attention: Region IV Civil Rights Officer
Phone number: (404)865-5620
Website: <http://www.fta.dot.gov>

RIGHT TO FILE A COMPLAINT

If you believe that you have been excluded from participation in, denied the benefits of, or subjected to discrimination based on race, color or national origin under the Citrus Connection program of transit service delivery or related services or programs, you may file an official Title VI complaint with the Title VI Coordinator or with the Federal Transit Administration (FTA). A complaint must be filed no later than 180 days after the date of the alleged discrimination, unless the time for filing is extended by FTA.

FILING A COMPLAINT WITH LAKELAND AREA MASS TRANSIT DISTRICT

Lakeland Area Mass Transit District encourages you to make your complaint in writing (see the attached Title VI Compliant Form), including the following information:

- Your name, address and how to contact you (phone number, email address, and mailing address)
- How, why, when and where you believe you were discriminated against. Include the location, names and contact information of any witnesses. If the alleged incident occurred on a bus or other Citrus Connection vehicle, please give the date, time of day, and bus/vehicle number if available.
- Your signature

In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the Citrus Connection Title VI Coordinator. Under these circumstances, the complainant will be interviewed, and the Title VI Coordinator will assist the complainant in completing a written statement.

Any complaint must be filed with the Citrus Connection Title VI Coordinator within 180 days of the date of the alleged Title VI violation.

All complaints will be investigated promptly. Reasonable measures will be undertaken to preserve any information that is confidential. The Title VI Coordinator will review every complaint, and when necessary, begin the investigation process. At a minimum the investigator will:

- Identify and review all relevant documents, practices and procedures;
- Identify and interview persons with knowledge of the alleged Title VI violation, i.e., the person making the complaint; witnesses or anyone identified by the complainant; anyone who may have been subject to similar activity, or anyone with relevant information.

Upon completion of the investigation, the Title VI Coordinator will complete a final report for the Executive Director. If a Title VI violation is found to exist, remedial steps as appropriate and necessary will be taken immediately. The complainant will also receive a final report together with any remedial steps. The investigation process and final report should take no longer than twenty-five (25) business days. If no violation is found and the complainant wishes to

appeal the decision, he or she may do so by contacting the Federal Transit Administration.

Complainants may also file their initial Title VI complaint directly, no later than 180 days after the date of the alleged discrimination, with the Federal Transit Administration at the above listed address and contact information.



PROCEDIMIENTO PARA UNA QUEJA DEL TITULO VI

Con el fin de cumplir con el 49 CFR Sección 21.9(b), Citrus Connection desarrolló el Procedimiento Operativo Estándar (S.O.P.) #D-3, que describe los procedimientos de presentación, investigación y seguimiento de quejas del Título VI presentadas en contra del Distrito. Los procedimientos para presentar una queja están disponibles para los miembros del público bajo petición.

Los miembros del público podrán solicitar información adicional relacionada con la obligación de no discriminación con:

El Coordinador del Título VI de Lakeland Area Mass Transit District:

Marcia Roberson
Directora del Centro de Llamadas de Movilidad Regional
Lakeland Area Mass Transit District
1212 George Jenkins Blvd., Lakeland, FL 33815
Número de teléfono: (863)733-4222
Número de Fax: (863)327-1364
MRoberson@ridecitrus.com

La Administración Federal de Tránsito (FTA):

Administración Federal de Tránsito
230 Peachtree St., N.W., Suite 800
Atlanta, GA 30303
Atención: Region IV Oficial de Derechos Civiles
Teléfono: (404)865-5620
Website: <http://www.fta.dot.gov>

DERECHO A PRESENTAR UNA DENUNCIA

Si usted cree que ha sido excluido de participar en, negársele los beneficios de, o ser sujeto de discriminación basado en raza, color u origen nacional bajo los programas de prestación de servicios de tránsito o de los servicios o programas relacionados de Citrus Connection, usted puede presentar una queja oficial del Título VI con el Coordinador del Título VI, o con la Administración Federal de Tránsito (FTA). La queja debe ser presentada no más tarde de 180 días

después de la fecha de la alegada discriminación, a menos que el plazo para la queja sea extendida por la Administración Federal de Tránsito (FTA).

PRESENTAR UNA QUEJA ANTE EL TRANSPORTE PÚBLICO DEL DISTRITO DE LAKE LAND.

El Transporte Público del Distrito de Lakeland lo anima a presentar su queja por escrito (ver el formulario adjunto del Título VI), incluyendo lo siguiente:

- Su nombre, dirección y como contactarlo a usted (teléfono, correo electrónico y dirección postal)
- Cómo, por qué, cuando, y dónde usted cree fue discriminado. Incluya el lugar, nombres e información de contacto de los testigos. Si el alegado incidente ocurrió en el autobús o en otro vehículo de Citrus Connection, por favor indique la fecha, la hora del día, y el número de autobús/vehículo si está disponible.
- Su firma

En el caso de que el denunciante no puede o es incapaz de proporcionar una declaración por escrito, una queja verbal de la discriminación puede ser hecha con el Coordinador del Título VI. Bajo estas circunstancias, el denunciante será entrevistado, y el Coordinador del Título VI asistirá al denunciante en la realización de una declaración por escrito.

Cualquier queja deber ser presentada con el Coordinador del Título VI de Citrus Connection dentro de los 180 días siguientes de la fecha de la alegada violación del Título VI.

Todas las denuncias serán investigadas con prontitud. Medidas razonables se llevarán a cabo para preservar cualquier información que es confidencial. El Coordinador del Título VI revisará cualquier queja, y cuando sea necesario, comenzará un proceso de investigación. Como mínimo el investigador:

- Identifica y examina todos los documentos pertinentes, prácticas y procedimientos;
- Identifica y entrevista a las personas que tengan conocimiento de la alegada violación del Título VI, por ejemplo, la persona que hace la denuncia; los testigos o cualquier persona identificada por el denunciante; cualquier que haya sido objeto de una actividad similar, o cualquier persona con información relevante.

Al término de la investigación, el Coordinador del Título VI completará un informe final para el Director Ejecutivo. Si una violación del Título VI se encuentra existente, medidas correctivas adecuadas y necesarias serán tomadas inmediatamente. El demandante también recibirá un informe final con las medidas correctivas. El proceso de investigación e informe final no debe tomar más de veinte y cinco días (25) hábiles. Si no se encuentra violación y el demandante desea apelar la decisión, él o ella pueden hacerlo poniéndose en contacto con la Administración Federal de Tránsito.

Demandantes también pueden presentar su queja inicial del Título VI directamente, no más tarde de 180 días después de la fecha de la alegada discriminación, con la Administración Federal de Tránsito en la dirección e información de contacto arriba indicada.



TITLE VI COMPLAINT FORM

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

Complaint No.

Name:

Home Number:

Work Number:

Email Address:

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

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

AFFIRMATION

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

Your Signature

Today's Date

E-mail Submission

**ACTION TAKEN
(TO BE COMPLETED BY TITLE VI INVESTIGATOR)****Received on:****Accepted for formal investigation on:****Referred to another department on:****If rejected, because:**

Title VI Investigator

Today's Date**Mailing Address:**

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



FORMULARIO DE QUEJA DE TITULO VI

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

Queja No.

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

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

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

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

Nombre:

Dirección:

Número de teléfono:

Nombre:

Dirección:

Número de teléfono:

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

Si sí, cuando?

AFIRMACION

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

Su firma

Fecha de hoy

Envío electrónico

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

Recibido en:

Aceptado para la investigación formal en:

Referido a otro departamento en:

Si fue rechazada, porque:

Investigador Título VI

Fecha de hoy

Dirección Postal:

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

ATTACHMENT 5
Policy and Procedures for Public Hearing and Notices

Policy and Procedure for Public Hearings and Notices

Rationale: Changes in fares, complementary paratransit service (ADA) and/or routes affected by customer trip generation/termination points, travel patterns, or other community based factors may require evaluation to improve customer service or service delivery cost.

Policy: A public hearing and Board of Directors' approval is required for changes to fares and ADA service levels or eligibility requirements; and, changes to an existing routes revenue miles by twenty five percent (25%) or more.

Route changes involving less than then twenty five (25%) percent of an existing routes revenue miles are referred to as modifications and require notice to the public.

Procedure: The hearing will be advertised in the local newspaper and posted for public viewing at the transit headquarters, in the facility at which Board of Directors' Meetings are conducted, and on the affected routes, no less than 30 days prior to the hearing. Board approval is required for changes that were the subject of a public hearing. Notice of approved route changes will be available on all buses no less then 14 days prior to the effective date of the change.

The Board of Directors will be briefed prior to staffs' posting notices, publishing notices, or conducting meetings as a means of providing customers notice of route modification that will occur or are being considered for modification. Printed notices or notice meetings will be in place no less then 14 days prior to an established comment date; and, notice of modifications will be available on affected routes no less then 14 days prior to the effective date of a modification.



Daniel Ours
Executive Director

Adopted By LAMTD Board of Directors March 14, 2006

The Ledger

theledger.com

300 West Lime St., Lakeland FL 33815

Classified Advertising: (863) 802-7355

Fax Number: (863) 802-7814

East Polk bureau: 455 Sixth St. NW, Winter Haven FL 33881

Order:	L060G0HS3Q	Pubs:	1,11	Rate:	LA
Phone:	(863)688-7433	Class:	0001	Charges:	\$ 0.00
Account:	301066	Start Date:	10/28/2016	List Price:	\$ 282.33
Name:	N/A,	Stop Date:	10/28/2016	Payments:	\$ 0.00
Caller:	DAVE	Insertions:	2	Balance:	\$ 282.33
Taken By:	L060	Columns:	2	Lines:	28
Schedule:	10/28 1x, 10/28 1x, , ,			Taken On:	10/26/2016

CITRUS CONNECTION PUBLIC NOTICE

Proposed Route Changes

Lakeland Area Mass Transit District, d/b/a Citrus Connection, will hold public workshop to allow public comments regarding the proposed addition of Route 60 to serve northeast Winter Haven and enhancements to Winter Haven Routes 30 and 15.

Public Workshop Location and Date:

Winter Haven Transit Terminal, 555 Ave. E. NW
Monday, Nov. 7 from 8-11:30 a.m.
Florence Villa Community Development Corporation,
111 Ave. R NE Monday, Nov. 7 from 1 p.m. to 3:30 p.m.

Changes under consideration:

The addition of Route 60 would provide service to Polk State College, Winter Haven Recreation and Cultural Center, Lucerne Park Road, Lucerne Loop, Ave. Y NE at Wilfred Smith Community Center, and will travel on Old Lucerne Park Road, Ave. Y NE, Ave. T NE, Ave. O NE, Ave. K NE, 1 st St., 3 rd St. NW, 6 th St. NE, Central Ave. and 11 th St. NE.

Route 60 will absorb some of the service of Route 30 and Route 15. Route 30 will return to 60 minute service from 90-minute service.

Information will also be provided regarding changes to route 12, 22XW and 35 as well as our bus pass program for the transportation disadvantaged community.

L2255 10-28; 2016

Attention: _____ Fax: _____

This is a representation of the content of your ad. Your ad may be larger or smaller when printed in the newspaper. If any information is incorrect, please contact your sales representative prior to the deadline of the first insertion. Otherwise your order is accepted as having been approved.

The Ledger

theledger.com

300 West Lime St., Lakeland FL 33815

Classified Advertising: (863) 802-7355

Fax Number: (863) 802-7814

East Polk bureau: 455 Sixth St. NW, Winter Haven FL 33881

Order:	L060G0116B	Pubs:	1,11	Rate:	LA
Phone:	(863)688-7433	Class:	0001	Charges:	\$ 0.00
Account:	301066	Start Date:	05/10/2017	List Price:	\$ 192.11
Name:	N/A,	Stop Date:	05/10/2017	Payments:	\$ 0.00
Caller:	David	Insertions:	2	Balance:	\$ 192.11
Taken By:	L060	Columns:	2	Lines:	21
Schedule:	5/10 1x, 5/10 1x, , ,			Taken On:	05/05/2017

CITRUS CONNECTION PUBLIC NOTICE Proposed Service Elimination

Lakeland Area Mass Transit District, d/b/a Citrus Connection, will hold public hearing to allow public comments regarding the proposed elimination of SMART Shuttle service serving the Winter Haven area.

Public Hearing Location and Date:

Winter Haven City Hall, John Fuller Auditorium, 451 Third Street NW, Winter Haven, Florida 33881

Wednesday, June 14 at 8:30 a.m.

Changes under consideration:

Due to an expired federal program (Job Access Reverse Commute), it is proposed that the SMART Shuttle cease operation July 10, 2017.

Information will also be provided for fixed route transportation alternatives as well as ADA and Transportation Disadvantaged service.

L3657 5-10; 2017

LED

Attention: _____ Fax: _____

This is a representation of the content of your ad. Your ad may be larger or smaller when printed in the newspaper. If any information is incorrect, please contact your sales representative prior to the deadline of the first insertion. Otherwise your order is accepted as having been approved.

The Ledger

theledger.com

300 West Lime St., Lakeland FL 33815

Classified Advertising: (863) 802-7355

Fax Number: (863) 802-7814

East Polk bureau: 455 Sixth St. NW, Winter Haven FL 33881

Order:	L060G011F9	Pubs:	1,11	Rate:	LA
Phone:	(863)688-7433	Class:	0001	Charges:	\$ 0.00
Account:	301066	Start Date:	05/13/2017	List Price:	\$ 192.57
Name:	N/A,	Stop Date:	05/13/2017	Payments:	\$ 0.00
Caller:	David	Insertions:	2	Balance:	\$ 192.57
Taken By:	L060	Columns:	2	Lines:	20
Schedule:	5/13 1x, 5/13 1x, , ,			Taken On:	05/11/2017

AMENDED CITRUS CONNECTION PUBLIC NOTICE Proposed Service Elimination

Lakeland Area Mass Transit District, d/b/a Citrus Connection, will hold public hearing to allow public comments regarding the proposed elimination of SMART Shuttle service serving the Winter Haven area.

Public Hearing Location and Date:
1212 George Jenkins Blvd, Lakeland, Florida 33815
Wednesday, June 14 at 8:30 a.m.

Changes under consideration:
Due to an expired federal program (Job Access Reverse Commute), it is proposed that the SMART Shuttle cease operation July 10, 2017.

Information will also be provided for fixed route transportation alternatives as well as ADA and Transportation Disadvantaged service.

L3657 5-13; 2017

Attention: _____ Fax: _____

This is a representation of the content of your ad. Your ad may be larger or smaller when printed in the newspaper. If any information is incorrect, please contact your sales representative prior to the deadline of the first insertion. Otherwise your order is accepted as having been approved.

The Ledger

theledger.com

300 West Lime St., Lakeland FL 33815

Classified Advertising: (863) 802-7355

Fax Number: (863) 802-7814

East Polk bureau: 455 Sixth St. NW, Winter Haven FL 33881

Order:	L060G011FA	Pubs:	14,44	Rate:	LA
Phone:	(863)688-7433	Class:	0001	Charges:	\$ 0.00
Account:	301066	Start Date:	05/13/2017	List Price:	\$ 47.00
Name:	N/A,	Stop Date:	05/13/2017	Payments:	\$ 0.00
Caller:	DAVID	Insertions:	2	Balance:	\$ 47.00
Taken By:	L060	Columns:	2	Lines:	20
Schedule:	5/13 1x, 5/13 1x, , ,			Taken On:	05/11/2017

AMENDED CITRUS CONNECTION PUBLIC NOTICE Proposed Service Elimination

Lakeland Area Mass Transit District, d/b/a Citrus Connection, will hold public hearing to allow public comments regarding the proposed elimination of SMART Shuttle service serving the Winter Haven area.

Public Hearing Location and Date:

1212 George Jenkins Blvd, Lakeland, Florida 33815

Wednesday, June 14 at 8:30 a.m.

Changes under consideration:

Due to an expired federal program (Job Access Reverse Commute), it is proposed that the SMART Shuttle cease operation July 10, 2017.

Information will also be provided for fixed route transportation alternatives as well as ADA and Transportation Disadvantaged service.

NC3657 5-13; 2017

Attention: _____ Fax: _____

This is a representation of the content of your ad. Your ad may be larger or smaller when printed in the newspaper. If any information is incorrect, please contact your sales representative prior to the deadline of the first insertion. Otherwise your order is accepted as having been approved.

The Ledger

theledger.com

300 West Lime St., Lakeland FL 33815

Classified Advertising: (863) 802-7355

Fax Number: (863) 802-7814

East Polk bureau: 455 Sixth St. NW, Winter Haven FL 33881

Order:	L060G01BS	Pubs:	1,11	Rate:	LA
Phone:	(863)688-7433	Class:	0001	Charges:	\$ 0.00
Account:	301066	Start Date:	05/13/2017	List Price:	\$ 179.46
Name:	N/A,	Stop Date:	05/13/2017	Payments:	\$ 0.00
Caller:	Dave Walters	Insertions:	2	Balance:	\$ 179.46
Taken By:	L060	Columns:	2	Lines:	16
Schedule:	5/13 1x, 5/13 1x, , ,			Taken On:	05/10/2017

CITRUS CONNECTION PUBLIC NOTICE Proposed Service Elimination

Lakeland Area Mass Transit District, d/b/a Citrus Connection, will hold public hearing to allow public comments regarding the proposed elimination of Route 4X (Lakeland Park Center Express).

Public Hearing Location and Date: 451 3rd St NW, Winter Haven, FL
Wednesday, June 14 at 8:30 a.m.

Changes under consideration:

It is proposed that the 4X (Lakeland Park Express) cease operation July 10, 2017. The proposal includes adding three trips on Route 47 which already serves the Lakeland Park Center. The additional times to be added are 7:15 a.m., 5:15 p.m. and 6:15 p.m. Route 47 will also service the Salvation Army at 7:15 a.m. and 6:15 p.m.

L3675 5-13; 2017

Attention: _____ Fax: _____

This is a representation of the content of your ad. Your ad may be larger or smaller when printed in the newspaper. If any information is incorrect, please contact your sales representative prior to the deadline of the first insertion. Otherwise your order is accepted as having been approved.

The Ledger

theledger.com

300 West Lime St., Lakeland FL 33815

Classified Advertising: (863) 802-7355

Fax Number: (863) 802-7814

East Polk bureau: 455 Sixth St. NW, Winter Haven FL 33881

Order:	L060G011FB	Pubs:	1,11	Rate:	LA
Phone:	(863)688-7433	Class:	0001	Charges:	\$ 0.00
Account:	301066	Start Date:	05/13/2017	List Price:	\$ 228.63
Name:	N/A,	Stop Date:	05/13/2017	Payments:	\$ 0.00
Caller:	DAVID	Insertions:	2	Balance:	\$ 228.63
Taken By:	L060	Columns:	2	Lines:	21
Schedule:	5/13 1x, 5/13 1x, , ,			Taken On:	05/11/2017

CITRUS CONNECTION PUBLIC NOTICE Proposed Service Elimination

Lakeland Area Mass Transit District, d/b/a Citrus Connection, will hold public hearings to allow public comments regarding the following proposed route enhancements: Elimination of Route 4X (Lakeland Park Center Express); Adding three hours of service to Route 47.

Public Workshop Location and Date:

Route 4X: Onboard Route 4X bus from 2:45 p.m. to 4:45 p.m.

Route 47: Onboard Route 47 bus from 9:15 a.m. to 11:15 a.m.

Wednesday, May 31, 2017

Public Hearing Location and Date:

1212 George Jenkins Blvd., Lakeland FL

Wednesday, June 14 at 8:30 a.m.

Changes under consideration:

It is proposed that the 4X (Lakeland Park Express) cease operation July 10, 2017.

The proposal includes adding three trips on Route 47 which already serves the Lakeland Park Center. The additional times to be added are 7:15 a.m., 5:15 p.m. and 6:15 p.m. Route 47 will also service the Salvation Army at 7:15 a.m. and 6:15 p.m.

L3681 5-13; 2017

Attention: _____ Fax: _____

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The Ledger

theledger.com

300 West Lime St., Lakeland FL 33815

Classified Advertising: (863) 802-7355

Fax Number: (863) 802-7814

East Polk bureau: 455 Sixth St. NW, Winter Haven FL 33881

Order:	L060G0I5LU	Pubs:	1,11	Rate:	LA
Phone:	(863)688-7433	Class:	0001	Charges:	\$ 0.00
Account:	301066	Start Date:	08/25/2017	List Price:	\$ 136.50
Name:	N/A,	Stop Date:	08/25/2017	Payments:	\$ 0.00
Caller:	Dave	Insertions:	2	Balance:	\$ 136.50
Taken By:	L060	Columns:	1	Lines:	27
Schedule:	8/25 1x, 8/25 1x, , ,			Taken On:	08/23/2017

CITRUS CONNECTION PUBLIC NOTICE Proposed Route Change

Lakeland Area Mass Transit District, d/b/a Citrus Connection, will hold a public workshop to allow public comments regarding the proposed elimination of service within the City of Frostproof.

Public Workshop Date:
Latt Maxcy Memorial Library,
15 N. Magnolia Ave., Frostproof

Monday, Sept. 11.
from 9 a.m. to Noon

Changes under consideration:

Discontinuing service to the 11 stops within the city limits of Frostproof on Route 35. A funding decision made by the Frostproof City Commission has resulted in these service reductions.

L3590 8-25; 2017

Attention: _____ Fax: _____

This is a representation of the content of your ad. Your ad may be larger or smaller when printed in the newspaper. If any information is incorrect, please contact your sales representative prior to the deadline of the first insertion. Otherwise your order is accepted as having been approved.

The Ledger

theledger.com

300 West Lime St., Lakeland FL 33815

Classified Advertising: (863) 802-7355

Fax Number: (863) 802-7814

East Polk bureau: 455 Sixth St. NW, Winter Haven FL 33881

Order:	L060G017FJ	Pubs:	1,11	Rate:	LA
Phone:	(863)688-7433	Class:	0001	Charges:	\$ 0.00
Account:	301066	Start Date:	10/10/2017	List Price:	\$ 141.17
Name:	N/A,	Stop Date:	10/10/2017	Payments:	\$ 0.00
Caller:	David Walters	Insertions:	2	Balance:	\$ 141.17
Taken By:	L060	Columns:	1	Lines:	28
Schedule:	10/10 1x, 10/10 1x, , ,			Taken On:	10/09/2017

CITRUS CONNECTION PUBLIC NOTICE Proposed Service Enhancements

Lakeland Area Mass Transit District, d/b/a Citrus Connection, will hold a public hearing to allow public comments regarding the proposed expansion of Route 25 and the elimination of Route 39X. Public Hearing Location and Date:

Citrus Connection Board Room,
1212 George Jenkins Blvd.,
Lakeland FL
Wednesday, Nov. 8 at 8:30 a.m.

Changes under consideration:

Expand Route 25 to provide service to and from Bartow to Ft. Meade, Homeland, Alkins, Bradley Junction and Mulberry. This expansion will provide service to the area currently served by Route 39X resulting in the consolidation of Route 39X service into Route 25.

L3769 10-10; 2017

Attention: _____ Fax: _____

This is a representation of the content of your ad. Your ad may be larger or smaller when printed in the newspaper. If any information is incorrect, please contact your sales representative prior to the deadline of the first insertion. Otherwise your order is accepted as having been approved.

The Ledger

theledger.com

300 West Lime St., Lakeland FL 33815

Classified Advertising: (863) 802-7355

Fax Number: (863) 802-7814

East Polk bureau: 455 Sixth St. NW, Winter Haven FL 33881

Order:	L060G0I8R1	Pubs:	1,11	Rate:	LA
Phone:	(863)688-7433	Class:	0001	Charges:	\$ 0.00
Account:	301066	Start Date:	11/29/2017	List Price:	\$ 248.50
Name:	N/A,	Stop Date:	11/29/2017	Payments:	\$ 0.00
Caller:	David Walters	Insertions:	2	Balance:	\$ 248.50
Taken By:	L060	Columns:	1	Lines:	51
Schedule:	11/29 1x, 11/29 1x, , ,			Taken On:	11/06/2017

Public Notice

All interested parties within Polk County are hereby advised that Lakeland Area Mass Transit District (LAMTD) is applying to the Florida Department of Transportation for capital grants under Section 5310 of the Federal Transit Act of 1991, as amended, in the amount of \$83,900 for the implementation of a Travel Trainer program with in the Lakeland Urbanized Area.

This notice is to provide an opportunity for a Public Hearing for this project. This public notice is to ensure that this project and the contemplated services will not duplicate current or proposed services provided by existing transit or paratransit operators in the area.

This hearing will be conducted at the LAMTD office, 1212 George Jenkins Blvd, Lakeland FL 33815 on December 13th at 8:30 am only if a written request for the hearing is received by December 8, 2017.

Requests for a hearing must be addressed to Tom Phillips, Executive Director 1212 George Jenkins Blvd., FL 33815 and a copy sent to Jared Delong, Transit Projects Coordinator, Florida Department of Transportation, District 1 Office, P. O. Box 1249, Bartow, FL 33831-1249. Florida Law and Title VI of the Civil Rights Act of 1964 Prohibits Discrimination in Public accommodation on the basis of race, color, religion, sex, national origin, handicap, or of marital status.

Persons believing they have been discriminated against on these conditions may file a complaint with the Florida Commission on Human Relations at 850-488-7082 or 800-342-8170 (voice messaging)

L3871 11-29; 2017

Attention: _____ Fax: _____

This is a representation of the content of your ad. Your ad may be larger or smaller when printed in the newspaper. If any information is incorrect, please contact your sales representative prior to the deadline of the first insertion. Otherwise your order is accepted as having been approved.

The Ledger

theledger.com

300 West Lime St., Lakeland FL 33815

Classified Advertising: (863) 802-7355

Fax Number: (863) 802-7814

East Polk bureau: 455 Sixth St. NW, Winter Haven FL 33881

Order:	L060G0IKOI	Pubs:	1,11	Rate:	LA
Phone:	(863)688-7433	Class:	0001	Charges:	\$ 0.00
Account:	301066	Start Date:	08/11/2018	List Price:	\$ 297.46
Name:	N/A,	Stop Date:	08/11/2018	Payments:	\$ 0.00
Caller:	David Walters	Insertions:	2	Balance:	\$ 297.46
Taken By:	L060	Columns:	2	Lines:	28
Schedule:	8/11 1x, 8/11 1x, , ,			Taken On:	08/08/2018

CITRUS CONNECTION PUBLIC NOTICE Proposed Service Enhancements

Lakeland Area Mass Transit District, d/b/a Citrus Connection, will hold a public hearing to allow public comments regarding the proposed elimination of Route 59X and changes to Route 35 in the City of Frostproof.

Public Hearing Location and Date: Citrus Connection Board Room,
1212 George Jenkins Blvd., Lakeland FL
Wednesday, Sept. 12 at 8:35 a.m.

Changes under consideration:

Discontinuing Route 59X and have the major stops on that Route be assumed by Route 45.
Reducing the daily stops in Frostproof to five per day and eliminating Saturday service.

Public Workshops schedules are as follows:

A Route 59X workshop will be conducted on the bus from 9 a.m. to 11 a.m. Friday, August 24.

A Route 35 workshop will be conducted Monday, August 27 from 10 a.m. to noon at the stop at on the east side of the intersection of Scenic Highway 17 and CR 630 (in front of the Dollar General Store).

An additional workshop to review route enhancements of Lakeland routes will be held at the Lakeland Transit Terminal Tuesday, August 28 from 8 a.m. to 11 a.m. Staff will be on hand August 28 throughout the day at the Winter Haven Terminal to answer any question about route enhancements to the Winter Haven system.

L3876 8-11; 2018

Attention: _____ Fax: _____

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The Ledger

theledger.com

300 West Lime St., Lakeland FL 33815

Classified Advertising: (863) 802-7355

Fax Number: (863) 802-7814

East Polk bureau: 455 Sixth St. NW, Winter Haven FL 33881

Order:	L060G01O96	Pubs:	1,11	Rate:	LA
Phone:	(863)688-7433	Class:	0001	Charges:	\$ 0.00
Account:	301066	Start Date:	12/02/2018	List Price:	\$ 366.29
Name:	N/A,	Stop Date:	12/02/2018	Payments:	\$ 0.00
Caller:	Debbie Moore	Insertions:	2	Balance:	\$ 366.29
Taken By:	L060	Columns:	2	Lines:	35
Schedule:	12/2 1x, 12/2 1x, , ,			Taken On:	11/06/2018

Public Notice

All interested parties within Polk County are hereby advised that Lakeland Area Mass Transit District (LAMTD) is applying to the Florida Department of Transportation for capital grants under Section 5310 of the Federal Transit Act of 1991, as amended, in the amount of \$342,575 for the purchase of 3 lift equipped 22 foot buses and 3 radio systems to be used for the provision of public transit services within the Winter Haven Urbanized Area. LAMTD is applying for \$69,550 for capital grants under Section 5310 of the Federal Transit Act of 1991, as amended for a Travel Training Program for the Lakeland Area UZA. LAMTD is applying for \$66,410 capital grant under Section 5339 of the Federal Transit Act of 1991, as amended, for two passenger shelters south of Lake Wales behind Walmart.

This notice is to provide an opportunity for a Public Hearing for this project. This public notice is to ensure that this project and the contemplated services will not duplicate current or proposed services provided by existing transit or paratransit operators in the area.

This hearing will be conducted at the LAMTD office, 1212 George Jenkins Blvd, Lakeland FL 33815 on December 12, at 8:30 am only if a written request for the hearing is received by December 10th.

Requests for a hearing must be addressed to Tom Phillips, Executive Director 1212 George Jenkins Blvd., FL 33815 and a copy sent to Charlene Ross, Transit Projects Coordinator, Florida Department of Transportation, District 1 Office, P. O. Box 1249, Bartow, FL 33831-1249

Florida Law and Title VI of the Civil Rights Act of 1964 Prohibits Discrimination in Public accommodation on the basis of race, color, religion, sex, national origin, handicap, or of marital status.

Persons believing they have been discriminated against on these conditions may file a complaint with the Florida Commission on Human Relations at 850-488-7082 or 800-342-8170 (voice messaging)

L4317 12-2; 2018

Attention: _____ Fax: _____

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AFFIDAVIT OF PUBLICATION THE LEDGER Lakeland, Polk County, Florida

STATE OF FLORIDA)
COUNTY OF POLK)

Before the undersigned authority personally appeared Brandy Arnett who on oath says that she is an Account Executive for Advertising at The Ledger, the owner of The Ledger, a daily newspaper published at Lakeland in Polk County, Florida; that the attached copy of advertisement, being a

PUBLIC NOTICE

In the matter of CITRUS CONNECTION

Concerning PROPOSED SERVICE CHANGES

was published in said newspaper in the issues of

8-15; 2019

Affiant further says that said The Ledger is a newspaper published at Lakeland, in said Polk County, Florida, and that the said newspaper has heretofore been continuously published in said Polk County Florida, daily, and has been entered as second class matter at the post office in Lakeland, in said Polk County, Florida, for a period of one year next preceding the first publication of the attached copy of advertisement; and affiant further says that she has neither paid nor promised any person, firm or corporation any discount, rebate, commission or refund for the purpose of securing this advertisement for publication in the said newspaper.

Signed.....

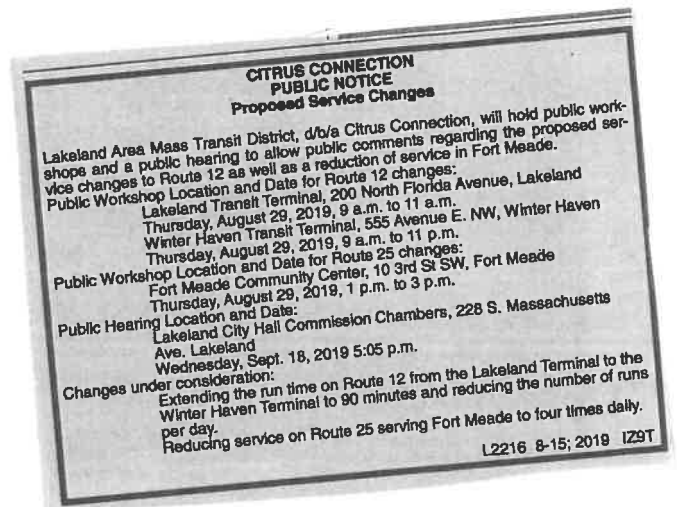
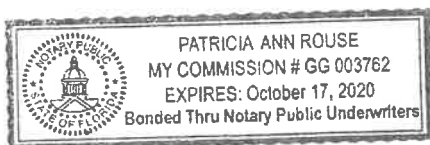
Brandy Arnett
Brandy Arnett
Advertising Account Executive
Who is personally known to me.

Sworn to and subscribed before me this 15th day of August, A.D. 2019

Patricia Ann Rouse

Notary Public

(Seal)



AFFIDAVIT OF PUBLICATION

THE LEDGER

Lakeland, Polk County, Florida

STATE OF FLORIDA)
COUNTY OF POLK)

Before the undersigned authority personally appeared Brandy Arnett who on oath says that she is an Account Executive for Advertising at The Ledger, the owner of The Ledger, a daily newspaper published at Lakeland in Polk County, Florida; that the attached copy of advertisement, being a

PUBLIC NOTICE

In the matter of PROPOSED SERVICE ENHANCEMENTS

Concerning CITRUS CONNECTION

was published in said newspaper in the issues of

8-10; 2019

Affiant further says that said The Ledger is a newspaper published at Lakeland, in said Polk County, Florida, and that the said newspaper has heretofore been continuously published in said Polk County Florida, daily, and has been entered as second class matter at the post office in Lakeland, in said Polk County, Florida, for a period of one year next preceding the first publication of the attached copy of advertisement; and affiant further says that she has neither paid nor promised any person, firm or corporation any discount, rebate, commission or refund for the purpose of securing this advertisement for publication in the said newspaper.

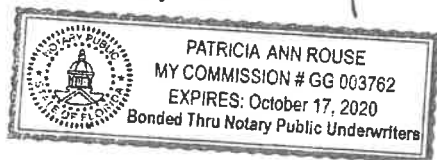
Signed.....

Brandy Arnett
Brandy Arnett
Advertising Account Executive
Who is personally known to me.

Sworn to and subscribed before me this 10th day of August, A.D. 2019

Patricia Ann Rouse
.....
Notary Public

(Seal)



LAKELAND AREA MASS TRANSIT DISTRICT PERFORMANCE MEASURES

Pursuant to Chapter 341.071 Florida Statutes, the Lakeland Area Mass Transit District (LAMTD) d/b/a Citrus Connection is required to publish a report which provides quantitative data relative to productivity and performance measures established by the Florida Department of Transportation. This report is based upon National Transit Database annual reports, which are comprised of operating and financial information. For further information regarding this report, -please call David Persaud, Chief Financial Officer, at (863) 327-1303. Tom Phillips, Executive Director

EFFICIENCY MEASURES	PRODUCTIVITY INDICATORS	FISCAL YEAR 2017	FISCAL YEAR 2016
PASSENGER TRIPS	One-way passenger trips	93,706-DR 1,252,509-MB	88,809-DR 1,304,808-MB
REVENUE MILES	Revenue Miles	640,260-DR 1,378,277-MB	641,077-DR 1,372,618-MB
TOTAL OPERATING EXPENSES	Total Operating Expenses	\$6,897,846-DR \$8,855,838-MB	\$5,164,672-DR \$9,805,544-MB
OPERATING REVENUE	Total Operating Revenue	\$110,682-DR \$2,294,242-MB	\$177,618-DR \$2,010,747-MB
VEHICLES OPERATED IN MAXIMUM SERVICE	Peak period vehicles operated	34-DR 32-MB	31-DR 30-MB
BASE FARE	Base price of one transit trip	\$2.00-DR \$1.50-MB	\$2.00-DR \$1.50-MB
REVENUE MILES BETWEEN VEHICLE SYSTEM FAILURES	Revenue miles between system failure	6,008	4,284
SERVICE AVAILABILITY	Days/hours service is available	Fixed Route 5:40 AM to 1:00 AM Weekdays 6:45 AM to 4:35 PM Saturday 8:15 AM to 3:35 PM Sunday Demand Response 5:45 AM to 7:00 PM Weekdays 7:15:00 AM to 4:10 PM Saturdays 8:15 AM to 3:30 PM Sunday	
EFFICIENCY MEASURES	Operating expenses per passenger trip	\$73.61-DR \$7.07-MB	\$58.15-DR \$7.51-MB

DR-Demand Response

MB-Motor Bus

LAKELAND AREA MASS TRANSIT DISTRICT
Public Hearing Meeting
Hollingsworth Conference Room
Thursday, September 28, 2017
8:30 a.m.

	<u>Action Required</u>
Call to Order	
• Roll Call	
1. Proposed Elimination of 11 Stops within the City of Frostproof	Approval
2. Public Comments	None
Adjournment	

The Ledger

theledger.com

300 West Lime St., Lakeland FL 33815

Classified Advertising: (863) 802-7355

Fax Number: (863) 802-7814

East Polk bureau: 455 Sixth St. NW, Winter Haven FL 33881

Order:	L060G015LV	Pubs:	1,11	Rate:	LA
Phone:	(863)688-7433	Class:	0001	Charges:	\$ 0.00
Account:	301066	Start Date:	08/25/2017	List Price:	\$ 122.50
Name:	N/A,	Stop Date:	08/25/2017	Payments:	\$ 0.00
Caller:	Dave	Insertions:	2	Balance:	\$ 122.50
Taken By:	L060	Columns:	1	Lines:	24
Schedule:	8/25 1x, 8/25 1x, , ,			Taken On:	08/23/2017

CITRUS CONNECTION

PUBLIC NOTICE

Proposed Service Elimination

Lakeland Area Mass Transit District, d/b/a Citrus Connection, will hold public hearing to allow public comments regarding the proposed elimination of 11 stops within the City of Frostproof.

Public Hearing Location and Date:
Citrus Connection Board Room, 1212
George Jenkins Blvd., Lakeland FL
Thursday, Sept. 28 at 8:30 a.m.

Changes under consideration:

Discontinuing service to the 11 stops within the city limits of Frostproof on Route 35. A funding decision made by the Frostproof City Commission has resulted in these service reductions.

L3591 8-25; 2017

Attention: _____ Fax: _____

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The Ledger

theledger.com

300 West Lime St., Lakeland FL 33815

Classified Advertising: (863) 802-7355

Fax Number: (863) 802-7814

East Polk bureau: 455 Sixth St. NW, Winter Haven FL 33881

Order:	L060G0ILY6	Pubs:	1,11	Rate:	LA
Phone:	(863)688-7433	Class:	0001	Charges:	\$ 0.00
Account:	301066	Start Date:	09/13/2018	List Price:	\$ 170.33
Name:	N/A,	Stop Date:	09/13/2018	Payments:	\$ 0.00
Caller:	David	Insertions:	2	Balance:	\$ 170.33
Taken By:	L060	Columns:	2	Lines:	16
Schedule:	9/13 1x, 9/13 1x, , ,			Taken On:	09/11/2018

CITRUS CONNECTION PUBLIC NOTICE Proposed Service Enhancements

Lakeland Area Mass Transit District, d/b/a Citrus Connection, will hold a public hearing to allow public comments regarding the proposed reconfiguration of Route 35.

Public Hearing Location and Date:

Citrus Connection Board Room, 1212 George Jenkins Blvd., Lakeland FL

Monday, Oct. 15 at 8:35 a.m.

Changes under consideration:

Modification of Route 35 eliminating service to Frostproof.

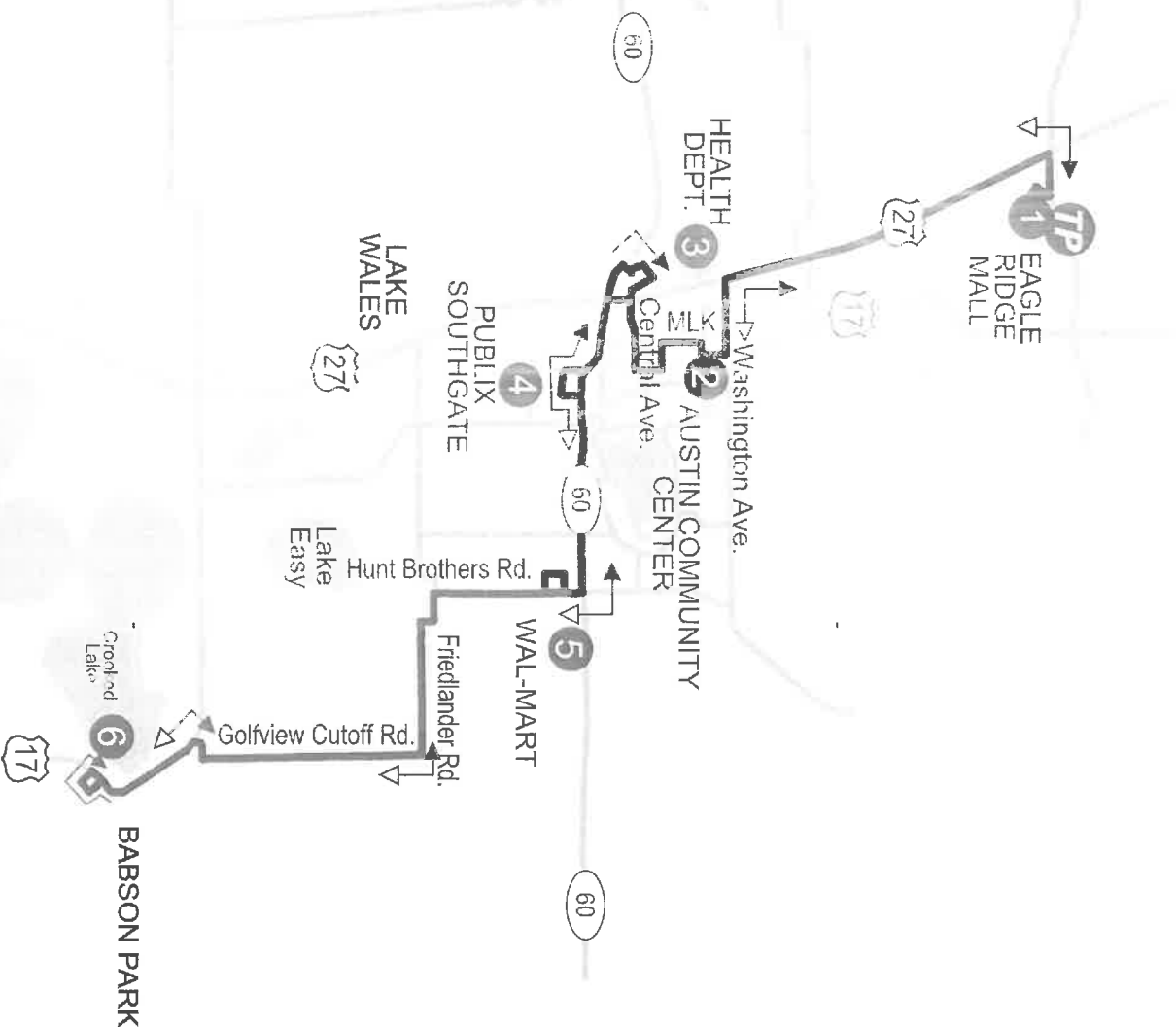
Public Workshops schedules are as follows:

A Route 35 workshop will be conducted Friday, Sept. 28 from 10 a.m. to noon at the stop at on the east side of the intersection of Scenic Highway 17 and CR 630 (in front of the Dollar General Store).6 8-11; 2018

L4123 9-13; 2018

Attention: _____ Fax: _____

This is a representation of the content of your ad. Your ad may be larger or smaller when printed in the newspaper. If any information is incorrect, please contact your sales representative prior to the deadline of the first insertion. Otherwise your order is accepted as having been approved.



SATURDAY

7:15	7:27	7:32	7:37	7:44	7:56
8:45	8:57	9:02	9:07	9:14	9:26
10:15	10:27	10:32	10:37	10:44	10:56
12:45	12:57	1:02	1:07	1:14	1:26
2:15	2:27	2:32	2:37	2:44	2:56

WEEKDAYS

6:10	6:21	6:26	6:31	6:38	---
7:15	7:27	7:32	7:37	7:44	7:56
8:45	8:57	9:02	9:07	9:14	9:26
10:15	10:27	10:32	10:37	10:44	10:56
11:45	11:57	12:02	12:07	12:14	12:26
1:15	1:27	1:32	1:37	1:44	1:56
2:45	2:57	3:02	3:07	3:14	3:26
4:15	4:27	4:32	4:37	4:44	4:56
5:45	5:57	6:02	6:07	6:14	6:26

- 1** Depart Eagle Ridge Mall
- 2** Austin Community Center
- 3** Health Department at Lake Wales Plaza
- 4** Publix Southgate at Lake Wales
- 5** Walmart at Lake Wales
- 6** N. Scenic Hwy/Hwy 17 & Stephenson Ave.

TP Transfer Points

T Winter Haven Terminal

TRANSFER POINTS PUNTOS DE TI
Eagle Ridge Mall: Rt 30

→ From Eagle Ridge Mall to N. Scer
Desde Eagle Ridge Mall hacia N. Scer
→ From N. Scenic Hwy/Hwy 17 & St
Desde N. Scenic Hwy/Hwy 17 & St

For More Information CALL Para más información llame al
855.POLKBUS (765-5287)



Let's Talk

SEPTEMBER 14, 2017 AT 9 A.M.

Frostproof Transit Riders,

Lakeland Area Mass Transit District, d/b/a Citrus Connection, will hold a public workshop at the Latt Maxcy Memorial Library, 15 N. Magnolia Ave., Frostproof to allow public comments regarding the proposed elimination of service on Route 35 in Frostproof.

Changes under consideration: Due to the Frostproof City Commission's decision to not subsidize public transit in the city, the following 11 stops are being considered for elimination:

(SOUTHBOUND) N. Scenic Hwy. 17 and McCloud Rd., N. Scenic Hwy. 17 and Bulldog Way, N. Scenic Hwy. 17 and CR 630, N. Scenic Hwy. 17 and E. Wall St., W. 7th St. and Elkhorn Dr., Hickory Avenue and Big Dipper.

(NORTHBOUND) N. Scenic Hwy. 17 and E. 9th St., N. Scenic Hwy. 17 and W. A St., N. Scenic Hwy. 17 and CR 630, N. Scenic Hwy. 17 and Bulldog Way and N. Scenic Hwy. 17 and Mullinsville Rd.



Let's Talk

SEPTIEMBRE 11, 2017 a las 9 AM.

Los pasajeros de tránsito de Frostproof,

El Transporte Público del Distrito de Lakeland haciendo negocios como Citrus Connection, llevará a cabo un taller en la Biblioteca Memorial Latt Maxcy, 15 N. Magnolia Ave., Frostproof para permitir comentarios públicos con respecto a la propuesta de eliminación del servicio de la Ruta 35 en Frostproof.

Cambios bajo consideración: Debido a la decisión de la Comisión de la Ciudad de Frostproof de no subsidiar el transporte público en la ciudad, se están considerando las siguientes 11 paradas de autobuses para su eliminación:

(HACIA EL SUR) N. Scenic Hwy. 17 and McCloud Rd., N. Scenic Hwy. 17 and Bulldog Way, N. Scenic Hwy. 17 and CR 630, N. Scenic Hwy. 17 and E. Wall St., W. 7th St. and Elkhorn Dr., Hickory Ave. and Big Dipper.
(HACIA EL NORTE) N. Scenic Hwy. 17 and E. 9th St., N. Scenic Hwy. 17 and W.A St., N. Scenic Hwy. 17 and CR 630, N. Scenic Hwy. 17 and Bulldog Way, N. Scenic Hwy. 17 and Mullinsville Rd.

LAKELAND AREA MASS TRANSIT DISTRICT
PUBLIC HEARING MEETING
September 28, 2017
AGENDA ITEM #1

Agenda Item: Proposed Elimination of 11 Stops within the City of Frostproof

Presenter: Tom Phillips, Executive Director

Recommended
Action: The Board to approve the proposed elimination of 11 stops within the City of Frostproof on Route 35

Summary: Changes under consideration: Due to the Frostproof City Commission's decision to not subsidize public transit in the city, the following 11 stops are being considered for elimination:

(SOUTHBOUND) N. Scenic Hwy. 17 and McCloud Rd., N. Scenic Hwy. 17 and Bulldog Way, N. Scenic Hwy. 17 and CR 630, N. Scenic Hwy. 17 and E. Wall St., W. 7th St. and Elkhorn Dr., Hickory Avenue and Big Dipper.

(NORTHBOUND) N. Scenic Hwy. 17 and E. 9th St., N. Scenic Hwy. 17 and W. A St., N. Scenic Hwy. 17 and CR 630, N. Scenic Hwy. 17 and Bulldog Way and N. Scenic Hwy. 17 and Mullinsville Rd.

**CITRUS CONNECTION
PUBLIC NOTICE**

Proposed Service Elimination

Lakeland Area Mass Transit District, d/b/a Citrus Connection, will hold public hearing to allow public comments regarding the proposed elimination of Route 4X (Lakeland Park Center Express).

Public Hearing Location and Date:

451 3rd St NW, Winter Haven, FL

Wednesday, June 14 at 8:30 a.m.

Changes under consideration:

It is proposed that the 4X (Lakeland Park Express) cease operation July 10, 2017. The proposal includes adding three trips on Route 47 which already serves the Lakeland Park Center. The additional times to be added are 7:15 a.m., 5:15 p.m. and 6:15 p.m. Route 47 will also service the Salvation Army will be at 7:15 a.m. and 6:15 p.m. trips.

July 2017
Route Changes

NOTICE



CitrusConnection

SS

SMART SHUTTLE

Due to an expired federal program (JARC), effective July 10, 2017, the SMART SHUTTLE will cease operation in Winter Haven.

Citrus Connection will be hosting public workshops to accept public comment and explain future transit options Monday, May 1, 2017 at the Winter Haven Transit Terminal from 9 a.m. to noon and 1 p.m. to 4 p.m.

A public hearing regarding the elimination of the SMART SHUTTLE is scheduled for Wednesday, June 14 at 8:30 a.m. at 1212 George Jenkins Blvd. as part of the Lakeland Area Mass Transit District Board of Directors Meeting.

**For More Information
Call 855.POLKBUS (765-5287)**

AVISO



CitrusConnection

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SMART SHUTTLE

Debido a la caducidad de un programa federal (JARC), a partir del 10 de Julio de 2017, el SMART SHUTTLE, dejará de operar en Winter Haven.

Citrus Connection organizará talleres públicos para recibir comentarios del público y explicar futuras opciones de tránsito, el Lunes, Mayo 1, 2017 en la Terminal de Tránsito de Winter Haven desde las 9 a.m. hasta el mediodía y desde la 1 p.m. hasta las 4 p.m.

Una audiencia pública sobre la eliminación del SMART SHUTTLE está programada para el Miércoles, Junio 14 a las 8:30 a.m. en el 1212 George Jenkins Blvd. como parte de la reunión del Consejo de Administración de Lakeland Area Mass Transit District.

**Para más información
Llame 855.POLKBUS (765-5287)**

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CITRUS CONNECTION PUBLIC NOTICE Proposed Service Elimination

Lakeland Area Mass Transit District, d/b/a Citrus Connection, will hold public hearing to allow public comments regarding the proposed elimination of SMART Shuttle service serving the Winter Haven area.

Public Hearing Location and Date:

Winter Haven City Hall, John Fuller Auditorium, 451 Third Street NW, Winter Haven, Florida 33881

Wednesday, June 14 at 8:30 a.m.

Changes under consideration:

Due to an expired federal program (Job Access Reverse Commute), it is proposed that the SMART Shuttle cease operation July 10, 2017.

Information will also be provided for fixed route transportation alternatives as well as ADA and Transportation Disadvantaged service.

L3657 5-10; 2017

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**LAKELAND AREA MASS TRANSIT DISTRICT
FY16-17**

SERVICE CHANGES

DATE	COMMENTS
11/01/2016	<ul style="list-style-type: none"> • Route 33 – South Florida / Carter Rd. Flex: Minor route change at Walmart.
12/12/2016	<ul style="list-style-type: none"> • Route 427 – U.S 27/ Haines City: Schedule and route change
01/09/2017	<ul style="list-style-type: none"> • Route 1 – Florida Avenue Corridor: Schedule change to improve on-time performance. • Route 3 – Lakeland Hills Corridor: Route change to serve the community on Lakeland Harbor. • Route 46 – 10th /Wabash/Ariana: Schedule change to improve on-time performance. • Route 58X – Airside Express: 4 trips were added at the end of the day: 12:00 am, 12:15 am, 12:30 am, and 12:45 am. • New Route 59X – County Line Express: New route to provide service on County Line Rd. Service provided Monday through Friday only. • Route 12 – Lakeland/Winter Haven: Route and schedule change to provide same service Monday through Saturday. • Route 15 – Winter Haven/Haines City: Route and schedule change to provide same service Monday through Saturday. Saturday schedule changed to 90 minutes trip. • Route 22XW - Winter Haven/Bartow: Route change to provide service to Bartow Regional Medical Center. Saturday schedule changed to 90 minutes trip. • Route 25 – Bartow/Fort Meade: Last trip changed to stop at Human Services. • Route 27X – Dundee/Eagle Ridge Mall: Northbound trip changed from Walmart Supercenter to Dundee. • Route 30 – Legoland: Route and schedule change. Headway changed to 60 minutes.

DATE	COMMENTS
01/09/2017	<ul style="list-style-type: none"> • Route 35 – Lake Wales/Babson Park/Frostproof: Schedule change to start from Eagle Ridge Mall. • New Route 60 – Winter Haven Northeast: New route to provide service on Lucerne Park area and to the Walmart Distribution Center. Service provided Monday through Saturday.
03/06/2017	<ul style="list-style-type: none"> • Route 59X – County Line Express: Route change to make connection with RT45 on Clark Rd.
05/01/2017	<ul style="list-style-type: none"> • Route 427 – U.S 27/ Haines City: Route change
07/10/2017	<ul style="list-style-type: none"> • Route 1 – Florida Avenue Corridor: Route changed to provide service to the new Park & Ride at U.S. 98 N. Lakeland Square Mall is served during Saturdays only. • Route 4X – Lakeland Park Center: Route was eliminated. Service provided through Route 47. • Route 22XL – Bartow Express to Lakeland: Schedule changed on its second trip to improve on time performance. No service to PSC on its southbound trip. • Route 47 – Duff Road Shuttle: Route and schedule was changed to provide service to the new Park & Ride at U.S. 98 N. and to include the three hours of service provided on RT4X. • Route 59X – County Line Express: Last trip was changed to finish route at Lakeland Terminal. • Route Smart Shuttle: Route was eliminated due to not funds from a Grant. • Route 30 – Legoland: Minor change on its route, to improve on time performance. • Route 35 – Lake Wales/Babson Park/Frostproof: Minor change on its southbound trips, due to safety reasons.

DATE	COMMENTS
07/10/2017	<ul style="list-style-type: none"> • Route 40/44 – Winter Haven Southside: Route and schedule changed to improve on time performance. • Route 50 – Auburndale: Route and schedule changed to improve on time performance.
08/28/2017	<ul style="list-style-type: none"> • Route 1 – Florida Avenue Corridor: Route changed to provide service to the Lakeland Square Mall Monday through Saturdays. • New Route 61 – U.S. 98 N./Banana Rd: New route started to provide service on Duff Rd. and Banana Rd. Service provided during three trips in the morning and three trips in the afternoon.

**LAKELAND AREA MASS TRANSIT DISTRICT
FY17-18**

SERVICE CHANGES

DATE	COMMENTS
10/01/2017	<ul style="list-style-type: none"> • Route 30 – Legoland: Minor route change going Westbound, no service at Walmart at Cypress Gardens Blvd.
10/02/2017	<ul style="list-style-type: none"> • Route 27X – Dundee/Eagle Ridge Mall: One trip was added at 11:00 am from Dundee to Eagle Ridge Mall (Southbound), and one trip added at 11:15 am from Eagle Ridge Mall to Dundee (Northbound). • Route 416 – Poinciana/Haines City: Schedule change Monday through Friday. Service added on Saturdays. • Route 427 – U.S. 27/Haines City: Schedule change Monday through Friday, two buses running. Service added on Saturdays.
10/26/2017	<ul style="list-style-type: none"> • Route 27X – Dundee/Eagle Ridge Mall: Schedule change at midday trips. • Route 35 – Lake Wales/Babson Park: Route and schedule change. No service to Frostproof.
12/11/2017	<ul style="list-style-type: none"> • Route 27X – Dundee/Eagle Ridge Mall: Schedule change at midday trips. • Route 35 – Lake Wales/Babson Park: Route and schedule change to provide service to Frostproof.
12/13/2017	<ul style="list-style-type: none"> • Route 58X – Airside Express: Route was eliminated, due to GEICO canceled contract. Last day of service 12/12/17.
01/08/2018	<ul style="list-style-type: none"> • Route 45 – George Jenkins/Swindell: Minor route change leaving and coming back to the Lakeland Terminal. • Route 59X – County Line Express: Route change on its last trip. Schedule change to provide service from 6:15 am through 6:05 pm., Monday through Friday. • Route 60 – Winter Haven Northeast: Minor route change coming back to the Winter Haven Terminal.

07/19/2018

- **Route 30 – Legoland:** Minor route change to improve on-time performance. Route change due to heavy traffic at Legoland.

**LAKELAND AREA MASS TRANSIT DISTRICT
FY18-19**

SERVICE CHANGES

DATE	COMMENTS
10/01/2018	<ul style="list-style-type: none"> • Route 1 – Florida Avenue Corridor: Times changed to improve on-time performance. • Route 3 – Lakeland Hills Corridor: Times changed to improve on-time performance. The 45 after trips, route changed to provide service to Watson Clinic. • Route 10 – Circulator: Route and times changed to provide service to Town Center. Lake Hollingsworth area removed from this route, moved to Route 58. • Route 14 – Combee/Edgewood: Route and times changed to provide service to Town Center at Ingraham Ave. in both directions. • Route 15 – Kathleen/Providence/Harden: Times changed to improve on-time performance and to provide service on Griffin Rd. • Route 22XL – Bartow Express to Lakeland: Times changed to improve on-time performance and to improve connection with routes 22XW and 25 at Bartow Courthouse. • Route 33 - South Florida/Carter Rd. Flex: Route and times changed to provide service to Walmart at Imperial Blvd. • Route 39 - Bradley Flex: Times changed to improve on-time performance. • Route 45 - George Jenkins/Swindell: Route and times changed to provide service to Amazon. The Pines area was removed from this route, moved to Route 46. • Route 46 – 10th /Wabash/Ariana: Route and times changed to provide service to The Pines, W. Highlands Rd, and Olive St. areas. Beacon and Lincoln areas were removed from this route, moved to Route 58. Watson Clinic removed from this route, moved to Route 3.


10/01/2018

- **Route 47 – Duff Road Shuttle:** Route and times changed to improve on-time performance. Salvation Army was removed from this route, moved to Route 61. Griffin Rd. removed from this route, moved to Route 15.
- **Route 58 – College Connector:** Route and times changed to provide service to Beacon and Lincoln area and Lake Hollingsworth area.
- **Route 61 – U.S. 98 N./Banana Rd.:** Route and times changed to provide service to Salvation Army.
- **Route 12 – Lakeland/Winter Haven:** Route and times changed to improve on-time performance and to provide service to Pace School.
- **Route 15WH – Winter Haven/Haines City:** Route and times changed to improve on-time performance and to provide service to Haines City area.
- **Route 22XW – Winter Haven/Bartow:** Times changed to improve on-time performance.
- **Route 25 – Bartow/Fort Meade:** Route and times changed to improve on-time performance to provide service to Fort Meade High School and to make connection with Routes 22XL and 22XW at Bartow Courthouse.
- **Route 27X – Dundee/Eagle Ridge Mall:** Trips added from and to Winter Haven Terminal and Dundee.
- **Route 30 – Legoland:** Times changed to improve on-time performance. Saturday and Sunday schedule changed to provide break time as the other routes in Winter Haven.
- **Route 35 – Lake Wales/Babson Park/South County Jail:** Route and times changed to provide service at South County Jail.
- **Route 40/44 – Winter Haven Southside:** Route and times changed to improve on-time performance and to provide service to Amtrak Winter Haven Station.
- **Route 50 – Auburndale:** Times changed to improve on-time performance.
- **Route 60 - Winter Haven Northeast:** Times changed to improve on-time performance.

10/27/2018	<ul style="list-style-type: none"> • Route 35 – Lake Wales/Babson Park/South County Jail: Frostproof area was removed from this route due to no agreement on a Fare Share. Route and times changed.
10/11/2018	<ul style="list-style-type: none"> • Route 15 – Kathleen/Providence/Harden: Route change on the Southbound trips only to improve on-time performance.
10/29/2018	<ul style="list-style-type: none"> • Route 35 – Lake Wales/Babson Park/South County Jail: Route and schedule change. No service to Frostproof.
12/5/2018	<ul style="list-style-type: none"> • Route 35 – Lake Wales/Babson Park/South County Jail: Route change due to safety issue on a bus stop located at Hwy 60 & 11th St. S.
01/07/2019	<ul style="list-style-type: none"> • Route 25 – Bartow/Fort Meade: Route and schedule changed to provide service at Fort Meade High School.
04/01/2019	<ul style="list-style-type: none"> • Route 416 – Poinciana/Haines City: Schedule change to provide service to Haines City High School at 1:55 pm trip.
04/01/2019	<ul style="list-style-type: none"> • Route 427 – U.S. 27/Haines City: Schedule change to improve on-time performance.
07/22/2019	<ul style="list-style-type: none"> • Route 35 – Lake Wales/Babson Park/South County Jail: Schedule change Monday through Friday only. Trip at 1:15 pm was changed to one hour trip.
08/05/2019	<ul style="list-style-type: none"> • Route 25 – Bartow/Fort Meade: Route changed to provide service at New Beginnings High School and Bartow Jail.

ATTACHMENT 6
Summary of Outreach efforts

GET INVOLVED

CITIZENS'

ADVISORY

CitrusConnection

COUNCIL

Meetings will be held three times per year or more frequently if needed and terms will be three years starting the Summer of 2018 to July of 2021

Appointments to the CAC will be vetted through Citrus Connection staff and the Board of Directors will approve appointment recommendations.

- The CAC will consist of 25 members with one representative from each of the 17 municipalities and eight additional citizens from the business community county-wide.
- Members must have a cell phone, access to the internet, an email address, or ride public transit, have community interest and must attend 75 percent of all CAC m meetings

For more information call (863) 668-7433 or send an email to EKillebrew@ridecitrus.com

NC

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FISCAL YEAR 2016-2017

DATE	LOCATION	Minority Area Served	Low Income Area Served
11/2	Indigent Health , Bartow- Bus Pass Presentation	Yes	Yes
11/7	Florence Villa CDC , Winter Haven Overview	Yes	Yes
12/1	Specialty Care World Aids Day, Bartow Bus Pass Blitz	Yes	Yes
1/20	High School Tech George Jenkins, Lakeland Bus Pass	Yes	Yes
2/1	Bus Pass Blitz-Winter Haven Terminal	Yes	Yes
2/3	Lakeland Regional Cancer Center, Lakeland Bus pass	Yes	Yes
3/22	Talbot House, Lakeland – Bus pass	Yes	Yes
4/26	Indigent Health, Bartow- Bus pass Overview	Yes	Yes
5/1	Episcopal Apartments, Winter Haven- Bus pass	Yes	Yes
6/23	Parker Street Ministries, Lakeland – Bus pass	Yes	Yes

Goal 12 , Actual 10

FISCAL YEAR 2017-2018

DATE	LOCATION	Minority Area Served	Low Income Area Served
12/4	Homeless Youth Task Force, Lakeland -Bus Pass Overview	Yes	Yes
12/16	Recruiting in the Community, Lakeland Transit Solutions	Yes	Yes
12/20	Haines City Rotary, Haines City-Transit Solutions	Yes	Yes
2/1	Winter Haven Manor, Winter Haven Transit Solutions	Yes	Yes
2/13	Agape Transitions, Winter Haven- Bus Pass Overview	Yes	Yes
2/15	Mulberry High School, Mulberry- Travel Training	Yes	Yes
2/21	Frostproof Chamber of Commerce, Public Meeting	Yes	Yes
2/21	Talbot House, Lakeland- Transit Solutions	Yes	Yes
2/22	Lake Alfred Chamber of Commerce, Public Meeting	Yes	Yes
3/8	Talbot House, Lakeland- Bus Pass Training	Yes	Yes
3/10	Polk Symposium, Auburndale - Transit Solutions	Yes	Yes
3/12	Public Facebook Access, Lakeland For Citrus Connection	Yes	Yes
3/17	Kiwanis Club, Lakeland- Transit Solutions Overview	Yes	Yes
5/16	Goodwill Industries, Lakeland- Bus pass/ Transit Solutions	Yes	Yes
8/15	Winter Haven ALFs , Winter Haven – Travel Training Info	Yes	Yes
8/21	County outreach, Travel Solutions Information	Yes	Yes
9/14	Lakeside Terrace, Winter Haven- Travel Solutions	Yes	Yes
9/18	Lakeside Manor, Winter Haven- Travel Solutions	Yes	Yes
9/19	Peace River, Bartow- Travel Solutions	Yes	Yes

Goal 20 Actual 19

Fiscal Year 2018 - 2019

Date	LOCATION	Minority Area Served	Low Income Area Served
10/9	Blitz, Winter Haven - Bus pass program	YES	YES
10/10	Health Fair EC Apartments - Winter Haven - Travel Sol. & TT	YES	YES
10/13	Lakeland MS Group, Lakeland - Travel Solutions & TT	YES	YES
10/22	Lakeland - Travel Training	YES	YES
10/22	Bartow Manor, Bartow - Travel Solutions & Travel Training	YES	YES
10/24	Project Search, RPF, Lakeland - Travel Training	YES	YES
10/25	Sterling Place, Lakeland - Travel Solutions & TT	YES	YES
10/29	Lakeland - Travel Training	YES	YES
11/1 - 11/2	Lakeland - Travel Training	YES	YES
11/5 - 11/8	Lakeland - Travel Training	YES	YES
11/9	Sterling Place, Lakeland - group travel training	YES	YES
11/14	Sterling Place Southside, Lakeland - Travel Training	YES	YES
11/26 - 11/30	Lakeland - Travel Training	YES	YES
01/7 -01/11	Lakeland - Travel Training	YES	YES
1/14	Polk Training Center, Lake Alfred - Travel Training	YES	YES
1/17	Polk Training Center, Lake Alfred - Group Travel Training	YES	YES
1/24	PCBS, Courthouse	YES	YES
1/28 - 1/31	Tabolt House, Lakeland - Travel Training	YES	YES
1/31	RP FUNDING, lakeland - Travel Training	YES	YES
2/4 -2/8	Lakeland - Travel Training	YES	YES
2/14	Travel training assesment, Lakeland - TT	YES	YES
2/28	Coleman Bush Building, Lakeland - Travel Solutions & TT	YES	YES
3/12	Polk Training Center Group travel training	YES	YES
3/19	High School Mulberry - Travel Training	YES	YES
3/20	High School High Tech George Jenkins - TT	YES	YES
3/21	Mulberry High School annual field trip, Lakeland - TT	YES	YES
3/29	Gig on the Grass, Laleland - bus pass program	YES	YES
4/12	Bartow - Travel Solutions	YES	YES
4/26	206 Ave. D NW, Winter Haven - Travel Solutions & TT	YES	YES
5/3	Project Search, RPF, Lakeland - Travel Training	YES	YES
5/31	Palm Place Apartments, Winter Haven - Travel S. & TT	YES	YES
6/7	DOH, Bartow - Travel Solutions	YES	YES
6/13	Center for independent Living, Lakeland -Travel Training	YES	YES
6/27	Project Search, RPF, Lakeland - Travel Training	YES	YES
7/12	Grove Manor Apartments, Lakeland - Travel Sol. & TT	YES	YES
8/2	First Friday, Lakeland - Travel Solutions & TT	YES	YES
8/12	Sterling Place, Lakeland, Travel Solutions & TT	YES	YES
8/23	Agency Connection Meeting, Lake Wales - Travel Sol & TT	YES	YES
9/6	First Friday, Lakeland - Travel Solutions & TT	YES	YES
9/23	CC Bus Info & MyStop, Lakeland - Travel Training	YES	YES

Goal 24 - Actual 40

ATTACHMENT 7
Citrus Connection Limited English Proficiency Accessibility Plan

LAKELAND AREA MASS TRANSIT DISTRICT



Limited English Proficiency Plan

Updated on October 30, 2019

INTRODUCTION

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

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

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

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

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

MEANINGFUL ACCESS: FOUR-FACTOR ANALYSIS

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

Public transit in Polk County, FL is provided by the Lakeland Area Mass Transit District, operating as Citrus Connection. According to the 2010 census, 2012 American Community Survey (see table below), 578,308 people over the age of five lived within the county, 20.4 % of the population speak a language other than English: Spanish or

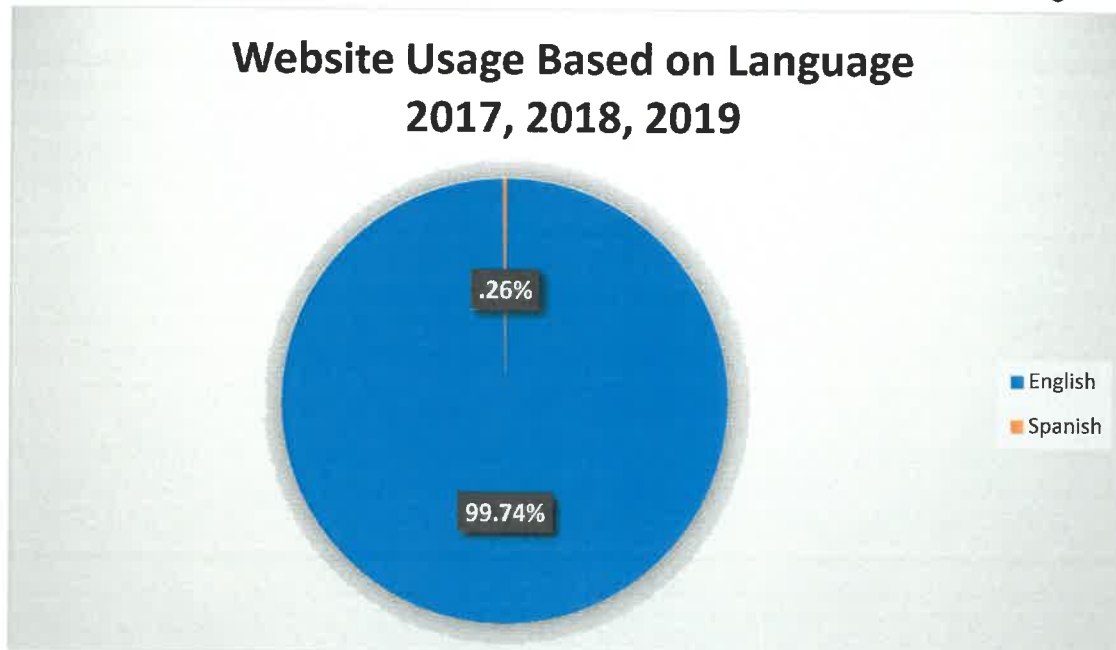
Spanish Creole 15.7%, Other Indo-European languages 2.9%, Asian and Pacific Island languages 1.5% and other languages 0.2%. From the 15.7% of the population that speaks Spanish or Spanish Creole, 38.2% speak English less than "very well". After evaluating available resources and population counts, LAMTD continues to focus its efforts on the Spanish speaking population.

Subject	Polk County, Florida					
	Total		Percent of specified language speakers			
			Speak English "very well"		Speak English less than "very well"	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Population 5 years and over	578,308	+/-519	92.5%	+/-0.8	7.5%	+/-0.8
Speak only English	79.6%	+/-1.0	(X)	(X)	(X)	(X)
Speak a language other than English	20.4%	+/-1.0	63.1%	+/-3.3	36.9%	+/-3.3
Spanish or Spanish Creole	15.7%	+/-0.6	61.8%	+/-3.5	38.2%	+/-3.5
Other Indo-European languages	2.9%	+/-0.7	70.3%	+/-8.3	29.7%	+/-8.3
Asian and Pacific Island languages	1.5%	+/-0.2	62.3%	+/-13.1	37.7%	+/-13.1
Other languages	0.2%	+/-0.2	68.1%	+/-16.8	31.9%	+/-16.8

Source: U.S. 2010 Census, 2012 American Community Survey 1-Year Estimates, table S1601

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

LAMTD web site, www.ridecitrus.com, provides information in Spanish about Civil Rights, Fares/Passes, Routes/Services, and general information. During FY17, FY18, AND FY19 the number of Spanish users accessing our web site is showing below:



LAMTD continue focusing its efforts on the Spanish speaking population.

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

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

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

Administration

ITEM	NOW	FY17	FY18	FY19
Procurement will develop/review contract language to ensure all contractors providing goods and services for LAMTD are in compliance with Title VI regulations (Title VI of the Civil Rights Act of 1964, "Nondiscrimination under Programs Receiving Federal Financial Assistance through the U.S. Department of Transportation").	X			
Translate any public document into Spanish upon request.	X			
Develop curriculum and train frontline and other key staff in: <ul style="list-style-type: none"> • awareness of type of language services available • how staff and/or LEP customers can obtain these services • how to respond to LEP callers • how to respond to correspondence from LEPs • how to respond to LEPs in person • how to document LEP needs • How to respond to civil rights complaints. 	X			
Incorporate LEP plan information into the new employee orientation, handbook and other sources.				X

Marketing & Customer Services

ITEM	NOW	FY17	FY18	FY19
Provide telephone interpretation for basic transit questions and trip planning assistance in Spanish	X			
Establish competency standards for interpreters and translators and test by conducting interviews in Spanish & English.	X			
Conduct onboard surveys in both English and Spanish, measuring the % of Spanish surveys Vs. English	X			
Produce all public timetables in both English and Spanish	X			
Create protocol for responding to foreign language correspondence and communication.				X
Provide Spanish version of website.	X			
Track incoming calls by language.	X			
Add English and Spanish complaint form and process of website	X			
Include recorded message on phone system notifying customers of ability to speak Spanish.	X			

Operations

ITEM	NOW	FY17	FY18	FY19
Provide training to operators, fare inspectors and other frontline employees in LEP policies and procedures (see Legal/Human Resources section for details).				X
Create reference materials for operations personnel with common language terms to allow for basic communication with LEP clients				X
Offer Spanish classes through LAMTD for key personnel.				X

Diversity & Transit Equity

ITEM	NOW	FY17	FY18	FY19
Identify areas within the service district that have high concentrations of LEP individuals.	x			
<p>Operations and Marketing, working together, will conduct an evaluation of LAMTD's LEP plan to gauge its effectiveness and determine if updates are needed every two years. Operations Support Department will lead the evaluation with the help of staff familiar with Title VI language access requirements and the LEP plan. The evaluation will:</p> <ul style="list-style-type: none"> determine the number of LEP individuals in LAMTD's service district assess whether existing language assistance services are meeting the needs of clients with LEP assess whether staff members understand LAMTD's LEP policies and procedures, how to carry them out, and whether language assistance resources and arrangements for those resources are still current and accessible seek feedback from LEP communities, including customers and community organizations, about the effectiveness of LAMTD's LEP plan 				x

Additional Services

ITEM	NOW	FY17	FY18	FY19
Provide key transit information and online Trip Planner in Spanish on LAMTD's website.	X			
Ensure a Spanish speaking customer service staff member is available during standard hours	X			
Place foreign-language ads in publications serving second language populations to demonstrate LAMTD's commitment to full information; to share current significant, service-related announcements; to increase comfort levels regarding access to information in a native language.	X			
Provide Spanish-language interface for new TVM transactions.	X			
Provide one-on-one and group travel training to LEPs by working through the Marketing Department.			X	
Establish partnerships and work closely with community organizations that serve LEP populations.				X
Design new pictograms with community input to replace text in signage when possible				X
Identify service changes affecting areas with high concentrations of LEP individuals and develop mitigation strategies.				X

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

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

ATTACHMENT 8
Approval of LAMTD Title VI Program FY13-16 by Board of Directors

LAKELAND AREA MASS TRANSIT DISTRICT
BOARD OF DIRECTORS MEETING
March 11, 2020
AGENDA ITEM #7

Agenda Item: **Transit System Update**

Presenters: Aaron Dunn, Director of Revenue Services
Paul Simms, Assistant Director of Revenue Services

Summary: Update on the current system of routes in Polk County and the
evaluation of their performance.

Recommended
Action: None

Attachments: Presentation



CitrusConnection

RIDERSHIP IMPACT

From FY2020/2021 Route Changes

AARON DUNN

SYNOPSIS OF CHANGES

- Combined Lakeland's 11 intercity transit routes into 8 multi-directional routes
- Added 98.6 service hours per week (direct to our citizens)
- Eliminated 10 transfer points throughout the system; went from 36 to 26 total TPs
- Instituted a redesigned user interface; new signage and bus tracking tools

OVERALL RIDERSHIP

- Current system-wide ridership October 19' –thru- January 20' is: 276,834 (8.8% decrease from prior year Oct-Jan)
- Current East County ridership October 19' –thru- January 20' is: 130,093 (4.4% decrease from prior year Oct-Jan)
- Current Lakeland ridership October 19' –thru- January 20' is: 239,269 (11.2% decrease from prior year Oct-Jan)



CitrusConnection

PRINCIPLE CAUSATION

- 27.8% decrease in transfer points resulting from route changes (anticipated that this would cause a ridership decline)
- Route changes represent a period of transition rather than an abrupt change (implications for continued community outreach)



CitrusConnection

MEASURING TRANSIT UTILIZATION

- Analyzing transit participation with unduplicated headcount (how many riders) reveals no change in transit participation- 13,236 riders in 2019 compared to 13,239 riders in 2020
- This information reveals 2 essential implications for the district; 1.) efforts to engender transit participation and ridership must be targeted and pursued vigorously and 2.) an evaluation of where and how increased transit services are provided must induce decision making



CitrusConnection

1.) TARGETING OUTREACH EFFORTS

QUARTER - OCT/19-DEC/19

ROUTE	5:45 AM - 11:10 AM			11:15 AM - 3:10 PM			3:15 PM - 7:15 PM		
	MIN PER TRIP	MAX PER TRIP	AVG PER TRIP	MIN PER TRIP	MAX PER TRIP	AVG PER TRIP	MIN PER TRIP	MAX PER TRIP	AVG PER TRIP
GOLD	20.3	21.6	20.9	24.2	25.4	24.8	11.9	12.4	12.2
PINK	16.2	18.7	17.4	14.4	16.0	15.2	13.0	14.2	13.6
BLUE	13.6	16.0	14.8	16.0	20.4	18.2	7.5	9.1	8.3
YELLOW	13.3	17.3	15.3	15.9	18.1	17.0	8.8	9.6	9.2
RED	8.4	9.9	9.2	7.7	10.1	8.9	4.3	5.9	5.1
ORANGE	8.7	12.4	10.5	12.1	16.2	14.2	6.5	7.4	7.0
GREEN	12.6	14.9	13.8	14.4	17.7	16.0	6.9	8.1	7.5
PURPLE 12	8.7	9.5	9.1	9.1	11.3	10.2	5.6	6.7	6.1
SILVER EXPRESS 22XL	29.0	34.7	31.9	25.7	32.2	28.9	18.1	21.6	19.9
LIME FLEX	10.0	11.4	10.7	8.6	9.8	9.2	4.2	4.6	4.4
CYAN FLEX	4.7	5.7	5.2	5.7	7.7	6.7	3.3	3.7	3.5

2.) EVALUATION OF RESOURCE UTILIZATION

CONSIDERATIONS FOR TRANSIT RESOURCES

- Condensing daily service lengths and increase service frequency
- Increasing Saturday service in lieu of extending weekday service length
- Create alternate route/ routes for consolidated evening or localized transit services



CitrusConnection

LAKELAND AREA MASS TRANSIT DISTRICT
BOARD OF DIRECTORS MEETING
Date: MARCH 11, 2020
AGENDA ITEM #8

Agenda Item: **Purchase of Two Ford Transit Buses T24 Ten Passenger**

Presenter: Joseph Cheney, Maintenance Director

Recommended

Action: Approve the Purchase of two 24 Foot Ford /Collins Transit Buses

Summary: Citrus Connection has been awarded a Public Service Development Grant. The purpose of this agreement is to provide two (2) new buses for a new bus circulator route around the SR37 (South Florida Avenue) road diet pilot project. The grant provides a 50/50 match for the cost of the bus not to exceed \$85,273.00. The buses are available under the State of Florida TRIPS Procurement Contract #TRIPS-17-CA-FTS-C. These buses will be narrow and only 24 Feet in Length with side loading Wheel Chair Lift, Electronic Front Signs, Avail ITS Sys, 2-way Radios and Bike Racks.

Funding:

	<u>Each</u>	<u>Total</u>
Base cost of bus	\$85,495	\$170,990
Electronic Sign	\$3,812	\$7,624
AVAIL ITS Sys	\$17,000	\$34,000
2Way Radio	\$5,000	\$5,000
Bike Rack	\$2,085	\$4,170
Diesel Engine	\$1,822	\$3,644
<hr/>		
Total	\$115,214	\$230,428
Grant Allowance		-\$85,273
LAMTD CIP Funding		\$145,155

LAMTD CIP Funding is available for this project.

LAKELAND AREA MASS TRANSIT DISTRICT
BOARD OF DIRECTORS MEETING
March 11, 2020
AGENDA ITEM #9

Agenda Item:	Policy Update Prohibiting Weapons
Presenters:	Steven Schaible, Director of Human Resources
Summary:	After discussions with employment legal counsel and TWU 525 representation, a consensus about the updates weapons policy was established.
Recommended Action:	Approve the updated weapon policy.
Attachments:	Updated Weapons Policy for the Lakeland Area Mass Transit District MOU Regarding Informal Discussions

CITRUS CONNECTION POLICY PROHIBITING WEAPONS IN THE WORKPLACE

Policy: Employees are prohibited from carrying or bringing any weapon, as defined herein, to the workplace. This provision applies to all employees except those required to carry a weapon as part of their job responsibilities.

Purpose: To help ensure a safe workplace for employees, customers, vendors and all others on Citrus Connection property, including buses.

Guidelines:

1. To the fullest extent permitted by law, Employees are prohibited from carrying or bringing any weapon to their work site or any other location the employee may have to be during the workday. This prohibition also applies to any employee licensed to carry a firearm or weapon.
2. Weapon means any firearm, whether loaded or unloaded, from which a shot may be discharged including but not limited to pistol, revolver, shotgun, rifle, bb gun or any knife including switchblade knife, gravity knife, or any knife with a blade longer than 3 inches, or billy, blackjack, bludgeon, metal knuckles, bow and arrow, dirk, tear gas gun, chemical weapon or device, or other weapon that might incur physical injury.
3. Any employee who is uncertain whether an instrument or device is prohibited under this policy is obligated to request clarification from Human Resources to insure he or she does not violate this policy.
4. A violation of this policy is a serious infraction of the work rules and may result in discipline up to and including termination.

Exceptions:

1. Certain employees may carry a “self-defense chemical spray” which means a device carried solely for purposes of lawful self-defense that is compact in size, designed to be carried on or about the person, and contains not more than two ounces of chemical “pepper spray” or “pepper gel”.
2. A self-defense chemical spray must be no more than two (2) ounces. An employee must have no felony convictions. Pepper spray or pepper gel may only be used in self-defense situations and cannot be used against a police officer.
3. Employees permitted to apply to carry a self-defense chemical spray include Bus Operators and employees who have regular daily consistent face-to-face customer interactions. Those employees authorized to carry a self-defense spray must first obtain a certification from a State of Florida Licensed training program on the use of pepper spray before they are permitted to carry a self-defense chemical spray on the job. To be considered a valid certification program the training must be on file in Human Resources and be a minimum of 4 hours of training or longer and the trainer/instructor a current or former law enforcement officer.
4. A record of Citrus Connection approved verbal de-escalation training must be on file in Human Resources and current within the last calendar year.

**MEMORANDUM OF UNDERSTANDING REGARDING INFORMAL DISCUSSIONS
BETWEEN
LAKELAND AREA MASS TRANSIT DISTRICT
AND
TRANSPORT WORKERS UNION OF AMERICA
AFL-CIO LOCAL 525**

This Memorandum of Understanding (“MOU”) is entered into by and between Lakeland Area Mass Transit District (“the District”) and Transport Workers Union of America AFL-CIO Local 525 (“Union”) (collectively referred to as the “Parties”):

WHEREAS, the District and the Union are parties to a collective bargaining agreement (“CBA”), effective from October 1, 2017 through October 2, 2020, covering all regular full-time and part-time Apprentice Technicians, Technicians, Master Technicians, Quality Assurance Master Technicians, Parts Procurement & MIS Administrative Specialists, Bus Operators, Bus Operator Trainees, Electronic Technicians, Utility 1 & 2 Technicians, Facility 1 & 2 Technicians, and Parts Technicians.

NOW, THEREFORE, the District and the Union desire to set forth their mutually agreed upon understanding in this MOU as follows:

Beginning March 2020, the District wishes to allow Bus Operators, Bus Operator Trainees, and certain other customer facing employees as defined in the attached policy in order that these employees may defend themselves from assault.

The Union agrees that protection of bargaining unit employees is an appropriate goal and approves of and agrees to the attached Policy.

Nothing in this MOU shall abrogate or otherwise modify the parties’ respective rights and responsibilities as set forth in the CBA. Nothing in this MOU is intended to or shall be

deemed to be a modification or amendment of any other the provisions set forth the current CBA.

This MOU is entirely non-precedential as to any claims (whether or not presently existing) by the Union, the District, or any person, firm, corporation, agency or labor organization, and this MOU and cannot be relied upon or otherwise used in any labor arbitration or civil proceeding as an admission against interest or precedent of any kind.

Date: _____

For the Union:

Kevin Smith - President

Date: _____

For the District:

Commissioner John Hall Chairman

Commissioner Sara Roberts
McCarley

Commissioner Phillip Walker

Commissioner George Lindsey

Commissioner H. William Mutz

Tom Phillips Executive Director

Attachment

LAKELAND AREA MASS TRANSIT DISTRICT
BOARD OF DIRECTORS MEETING
Date: MAR 11, 2020
AGENDA ITEM 10a

Agenda Item: **Agency Updates**

Presenter: Tom Phillips

Recommended
Action: Informational

Summary: TBA

LAKELAND AREA MASS TRANSIT DISTRICT
BOARD OF DIRECTORS MEETING
Date: MAR 11, 2020
AGENDA ITEM 11a

Agenda Item: **February calendar**

Presenter: Tom Phillips

Recommended
Action: Informational

Summary: Review and summary of events taken place in February.

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Jan 26	27	28	29	30	31	Feb 1
James in Virginia						
	8:00am Repatha 9:30am Cardiac Rehab; 3525 Lakeland Hills Blvd, Lakeland, FL 33805 12:00pm 1 on 1 with HR; Tom's office ; Tom Phillips	Tallahassee - Polk County Days 9:30am Cardiac Rehab; 3525 Lakeland Hills Blvd, Lakeland, FL 33805		8:00am 1-on-1 w/Marcia; Starbucks; 1590 N Broadway Ave, Bartow, FL 33830 2:00pm 1/1 with David Persaud; Executive Office; Tom Phillips 2:30pm Transit Summit meeting; Hollingsworth; Rodney Wetzel	7:55am Labs - Fasting; Watson Main 9:30am Cardiac Rehab; 3525 Lakeland Hills Blvd, Lakeland, FL 33805	
2 Groundhog Day; United States	3	4	5	6	7	8
	FTE Week					7:00am 1st Quarter Meeting; Hollingsworth; 1212 George Jenkins; James Phillips
	8:30am Dr Reddy; Watson Clinic Main 2nd floor 9:30am Cardiac Rehab; 3525 Lakeland Hills Blvd, Lakeland, FL 33805 12:00pm 1 on 1 with HR; Tom's office ; Tom Phillips	10:00am Discuss CFDC Transit Leadership Mission; Citrus Connection office; Lindsay Zimmerman	Out of Office Copy: Board of Directors, Performance Indicator Data, due COB 3rd working day of ever 6:00pm Community Meeting - Davenport Elementary Zoning; Davenport City Hall Commission Chambers - 1 South Allapaha Avenue; Luce, Pam L.		8:00am Dr. Afupan; Main 3 W D; Watson Main 9:30am Cardiac Rehab; 3525 Lakeland Hills Blvd, Lakeland, FL 33805	
9	10	11	12	13	14	15
	8:00am Repatha 9:30am Cardiac Rehab; 3525 Lakeland Hills Blvd, Lakeland, FL 33805 11:30am Introduction to new class; Tom... 12:00pm 1 on 1 with HR; Tom's office ; T... 5:00pm Gang Task Force; Conf Rm City ...	8:30am Email Ridership Update to LAMTD Board of Directors 9:00am Invitation: BSP / Citrus Connecti... 10:30am Appointment w/Aflac 1:00pm Edward Jones call 2:00pm WebEx meeting changed: Revie...	Interim Reports Lincoln's Birthday; United States 7:30am Pick up Mr. Mele 8:30am LAMTD Board Meeting; James Phillips 9:30am Cardiac Rehab; 3525 Lakeland H...	2:00pm 1/1 with David Persaud; Executive Office; Tom Phillips 2:30pm Transit Summit Planning meeting; 1212 George Jenkins; Rodney Wetzel	McKeel Open Students & Staff (District Work Day) Valentine's Day; United States 8:00am 1-on-1 w/Marcia; Starbucks; 1590 N Broadway Ave, Bartow, FL 33830 9:30am Cardiac Rehab; 3525 Lakeland Hills Blvd, Lakeland, FL 33805	James in GA
16	17	18	19	20	21	22
	James in GA			2:00pm 1/1 with David Persaud; Executive Office; Tom Phillips 2:30pm Transit Summit Planning Meeting; 1212 George Jenkins ; Rodney Wetzel	8:00am 1-on-1 w/Marcia; Starbucks; 1590 N Broadway Ave, Bartow, FL 33830 9:30am Cardiac Rehab; 3525 Lakeland Hills Blvd, Lakeland, FL 33805 1:00pm Out of Office	
	HOLIDAY - Students/Staff (President's Day) Presidents' Day; United States 12:00pm 1 on 1 with HR; Tom's office ; Tom Phillips		9:30am Cardiac Rehab; 3525 Lakeland H... 2:00pm Plant City Transit Master Plan St... 2:00pm Plant City Transit Master Plan St... 4:00pm Tapas 10 4:00pm Updated invitation: Carvana Pro...			
23	24	25	26	27	28	29
	8:00am Repatha 9:30am Cardiac Rehab; 3525 Lakeland Hills Blvd, Lakeland, FL 33805 12:00pm 1 on 1 with HR; Tom's office ; Tom Phillips 4:00pm LEDC Meeting-Location CHANGE; Catapult 331 S, Florida Ave, Basement,...	10:00am Annual Audit and Pension Liability Discussions; 1212 George Jenkins Blvd, Lakland, FL 33801; Tom Phillips 11:30am Abuelo's; Eddie Hall 6:00pm Call Jane Hammond	9:30am Cardiac Rehab; 3525 Lakeland Hills Blvd, Lakeland, FL 33805 12:00pm Equinox Car Tint **NEW DAY**; Office ; Jay Kirkland 2:00pm FDOT/Citrus Connection Meet and Greet; 1212 George Jenkins Blvd, Lakeland, FL 33815; Ross, Charlene	11:00am Grievance w/Wayne Crosby; Tom Phillips 12:00pm Meeting w/EI 2:00pm COL & Citrus Connection re Creative Outdoor Advertising/Metropolitan Systems; Cmgr Conf Rm; Stovall, Jennifer (City Hall)	8:00am Blood Draw 8:30am Updated invitation: Infrastructure Team Meeting @ Monthly from 8:30am to 10am on the fourth Friday (EDT) (tphillip... 1:00pm Updated invitation: ElevatePolk Podcast Tom Phillips @ Fri Feb 28, 2020 1pm - 2pm (EST) (tphillips@ridecitrus.co...	

LAKELAND AREA MASS TRANSIT DISTRICT
BOARD OF DIRECTORS MEETING
Date: MARCH 11, 2020
AGENDA ITEM #11b

Agenda Item: **Ridership Report**

Presenter: Tom Phillips, ED

Recommended
Action: Information only

Summary: Year to date ridership information for the entire system
including LAMTD, Winter Haven, Rural and Demand
Response through January 31, 2020

Attachments: Ridership Report.

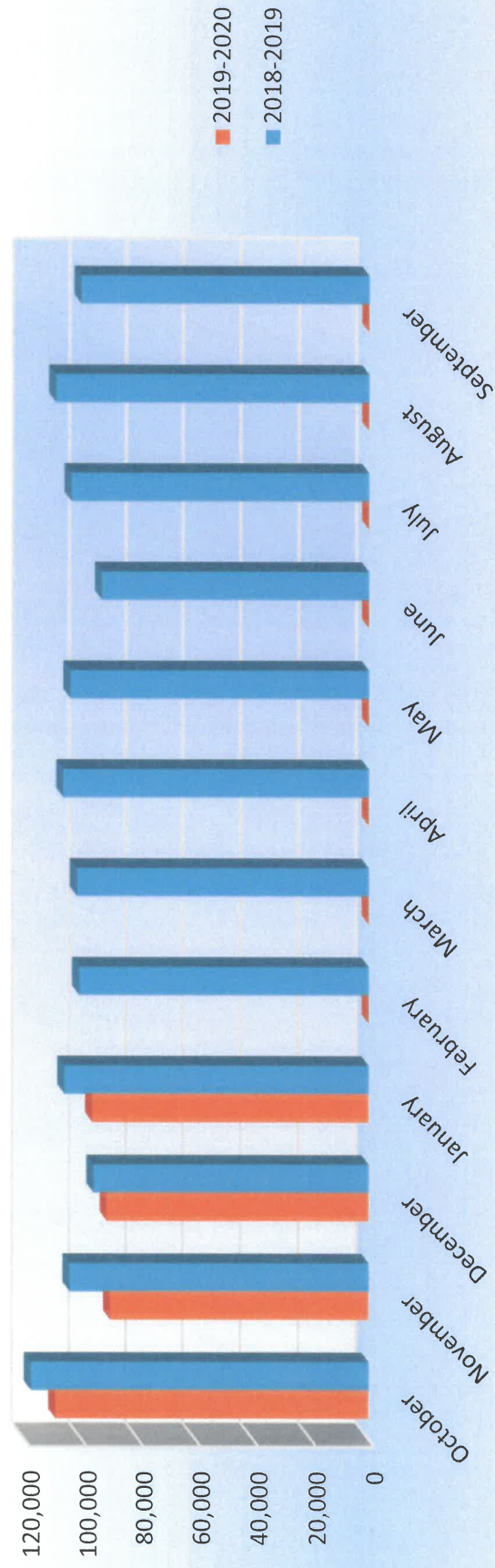
Citrus Connection and PCTS Fixed Route						
	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	Change
October	125,714	108,078	113,220	117,763	109,219	-7%
November	111,028	106,998	104,149	104,192	89,803	-14%
December	122,018	111,197	95,520	95,813	91,057	-4%
January	101,190	103,647	93,227	106,080	96,288	-9%
February	111,486	108,068	100,300	100,900	0	0%
March	117,618	116,794	99,916	101,697	0	0%
April	110,754	103,274	95,993	106,578	0	0%
May	105,362	108,224	95,476	104,034	0	0%
June	106,252	102,092	93,781	93,028	0	0%
July	100,929	98,193	92,042	103,793	0	0%
August	115,998	118,104	111,898	109,285	0	0%
September	109,705	89,794	98,550	100,468	0	0%
Totals	1,338,053	1,274,460	1,194,072	1,243,631	386,367	-9%

Citrus Connection and PCTS Para-Transit Totals						
	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	Change
October	7,846	7,071	8,654	9,820	9,745	-1%
November	6,690	7,002	7,940	8,495	8,246	-4%
December	7,330	7,014	7,660	8,032	8,177	2%
January	7,020	7,521	9,478	8,846	8,734	-1%
February	7,027	7,413	9,514	8,559	0	0%
March	7,780	8,715	10,469	9,204	0	0%
April	7,334	7,757	9,947	9,377	0	0%
May	7,431	8,460	9,534	9,801	0	0%
June	7,548	8,374	8,777	8,784	0	0%
July	6,846	8,131	8,247	9,502	0	0%
August	8,166	9,533	9,642	9,455	0	0%
September	7,791	6,711	8,437	7,866	0	0%
Totals	88,809	93,702	108,299	107,741	34,902	-1%

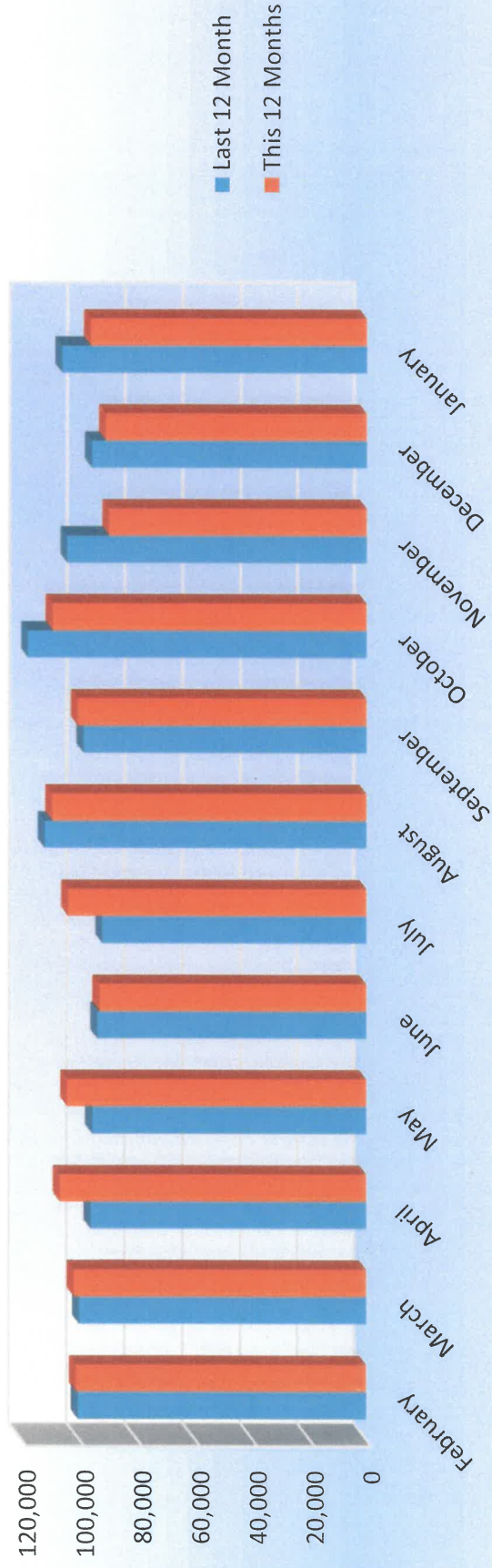
Citrus Connection only Fixed Route Totals						
	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	Change
October	83,092	67,636	73,349	74,739	67,938	-9%
November	73,987	71,083	67,437	66,084	55,331	-15%
December	82,287	72,646	60,879	60,217	55,960	-6%
January	67,774	70,767	58,830	66,889	58,774	-11%
February	74,506	71,884	63,140	62,854	0	0%
March	79,428	78,158	62,897	63,867	0	0%
April	73,926	67,338	59,873	67,078	0	0%
May	69,120	72,329	60,039	66,297	0	0%
June	71,398	67,965	59,754	60,242	0	0%
July	68,162	66,347	59,884	67,655	0	0%
August	76,847	79,427	71,375	70,546	0	0%
September	72,624	54,155	62,306	65,477	0	0%
Totals	893,149	839,734	759,763	791,945	238,003	-11%

Citrus Connection only Para-Transit Totals						
	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	Change
October	4,094	3,229	4,025	4,745	4,889	3%
November	3,437	3,252	3,734	3,963	3,980	1%
December	3,695	3,154	3,444	3,818	3,930	4%
January	3,512	3,507	4,055	4,252	4,277	1%
February	3,496	3,505	3,909	4,248	0	0%
March	3,897	4,040	4,217	4,513	0	0%
April	3,651	3,694	3,935	4,630	0	0%
May	3,589	4,060	3,848	4,916	0	0%
June	3,660	3,880	3,627	4,352	0	0%
July	3,269	3,681	3,437	4,612	0	0%
August	3,866	4,306	3,978	4,686	0	0%
September	3,747	6,039	3,396	3,414	0	0%
Totals	43,913	46,347	45,605	52,149	17,076	2%

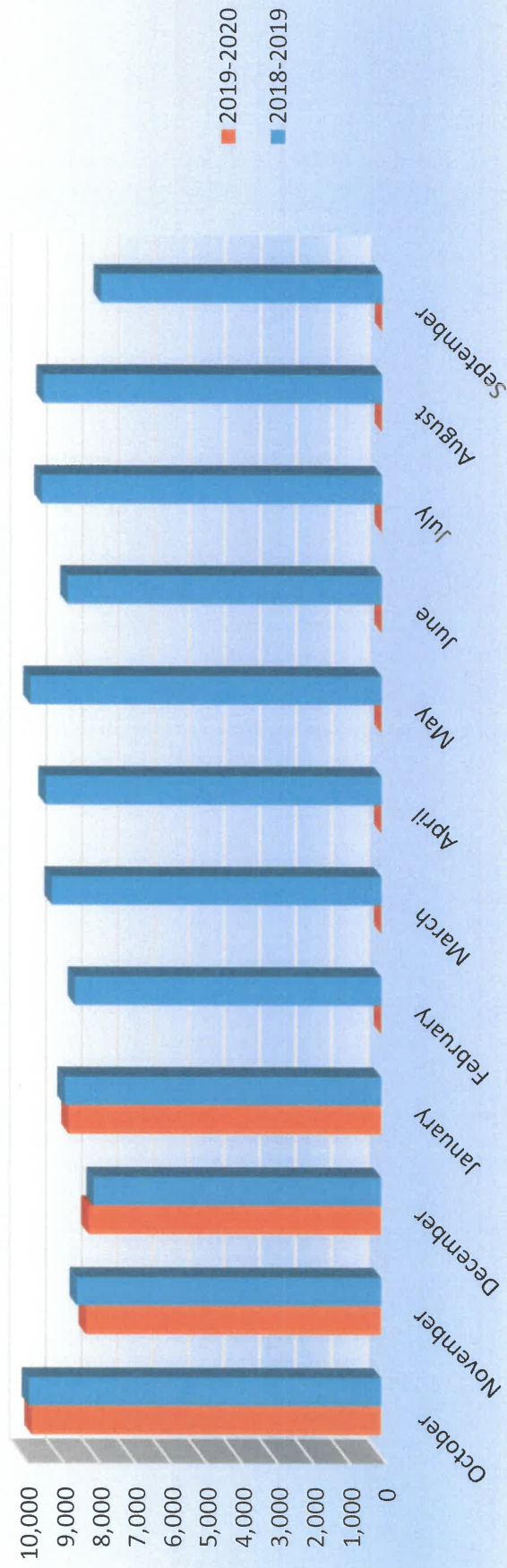
Citrus Connection and PCTS Fixed Route Total Ridership



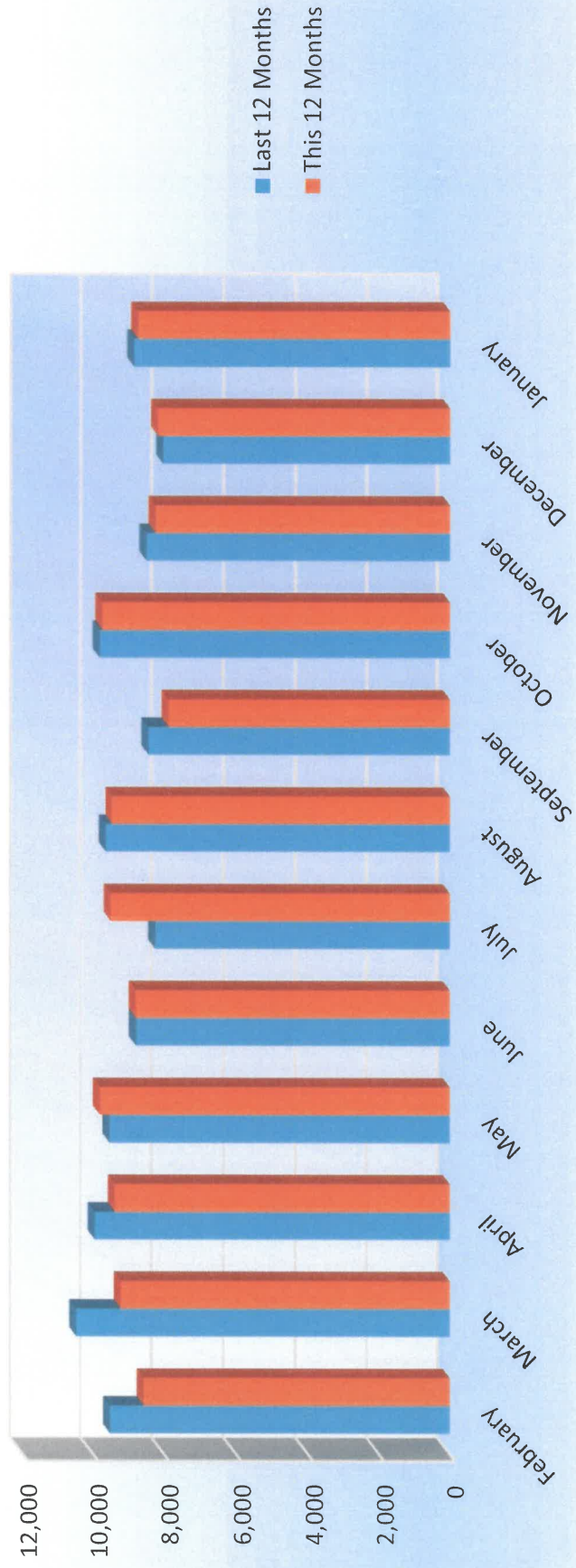
Citrus Connection and PCTS Fixed Over 12 Months



Citrus Connection and PCTS Para-Transit Total Ridership



Citrus Connection and PCTS Para Over 12 Months



UAP Ridership Totals FY 2019	LAMTD	WHAT	Total
December	11,129	8,073	19,202
January	13,166	9,880	23,046
UAP Ridership 2019	LAMTD	WHAT	Total
Polk State College			
December	1,329	862	2,191
January	2,437	1,174	3,611
LEGOLAND			
December	79	1,088	1,167
January	109	1,258	1,367
Southeastern University			
December	122	81	203
January	254	66	320
COLTS			
December	1,758	1,127	2,885
January	1,992	1,718	3,710
Veterans			
December	3,333	1,192	4,525
January	3,547	1,276	4,823
Southern Technical College			
December	86	202	288
January	67	344	411
Central Florida Healthcare			
December	718	412	1,130
January	898	431	1,329
New Beginnings High School			
December	937	2,457	3,394
January	1,075	2,826	3,901
LDDA			
December	12	0	12
January	13	0	13
PACE			
december	341	199	540
January	422	308	730
Peace River			
December	2,414	453	2,867
January	2,352	479	2,831
Summer of Safety			
December	0	0	-
January	0	0	-

LAKELAND AREA MASS TRANSIT DISTRICT
BOARD OF DIRECTORS MEETING
Date: MAR 11, 2020
AGENDA ITEM#12

Agenda Item: **Other Business**

Presenter: TBD

Recommended
Action: TBD

Summary: TBD