



Polk County TPO Transportation Disadvantaged Local Coordinating Board (TD LCB)

Meeting Agenda

June 16, 2025 TPO TD LCB

**Polk County Administration Building
330 W. Church Street
Bartow, FL 33830**

Note to LCB Members: We must have FIVE voting members/alternates in the meeting room in order to conduct this meeting.

To Join the Polk TD LCB meeting via Zoom:

Topic: Polk TD-LCB -- Transportation Disadvantaged Local Coordinating Board

Time: Jun 16, 2025 01:30 PM Eastern Time (US and Canada)

<https://us02web.zoom.us/j/83401320402?pwd=BRUJDyCffHi7bbWbDux6lyAmFuxNbs.1>

Meeting ID 834 0132 0402 Passcode: 047581

One tap mobile

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1. Call to Order - 1:30 p.m. (Jeremy Clark, Chairman)
2. Confirmation of Quorum
3. Opportunity for Public Comment
4. Approval of Meeting minutes
5. Agenda Review - Ms. Julia B. Davis, AICP, Polk TPO

CTC Report

6. CTC Report

Action Items

7. Review and Approve LCB's Annual Evaluation of the CTC -- Citrus Connection's FY 2023-24
8. ANNUAL REVIEW/APPROVAL OF GRIEVANCE PROCEDURES
9. Review and Approval of the Community Transportation Coordinator (CTC)'s Rate Calculation Model/CTC Reimbursement Rates for the July 1, 2025 - June 30, 2026, Trip Equipment Grant.

10. REVIEW/APPROVE MINOR UPDATE TO POLK TRANSPORTATION DISADVANTAGED SERVICE PLAN (TDSP) WITH GRIEVANCE PROCEDURES, FOR FY 2025-26 AND UPDATED APPENDICES

Information Items, Communications, and Reports

11. TPO Announcements and Distribution Items
12. CTC's Announcements and Distribution Items
13. TD LCB Board members Announcements and Distribution Items
14. Next meeting date – the next regular quarterly meeting is scheduled for September 15, 2025.
15. Adjournment

In accordance with the Americans with Disabilities Act, persons with disabilities needing special accommodations to participate in this proceeding should contact the Board of County Commissioners, Communications Office, at 330 W. Church Street, Bartow. Telephone (863) 534-6090, not later than four days prior to the proceeding. If hearing impaired call: (TDD) (863) 534-7777 or 1-800-955-8771, or Voice impaired call: 1-800-955-8770, via Florida Relay Service.

The TPO planning process is conducted in accordance with Title VI of the Civil Rights Act of 1964 and Related Statutes. Any person or beneficiary who believes they have been discriminated against because of race, color, religion, sex, age, national origin, disability, or family status may file a complaint with Cindy Mitchell the TPO's Title VI Specialist at (863) 534-6486, or by writing the Polk TPO at Post Office Box 9005, Bartow, Florida 33831-9005.



Polk County

TPO Transportation Disadvantaged Local Coordinating Board (TD LCB)

Agenda Item 4.

6/16/2025

AGENDA ITEM

Approval of Meeting minutes

PRESENTER

Chairman

SUMMARY

Review and approve the minutes of these previous meetings: March 17, 2025-Annual Public Workshop of Polk TD LCB; and, the March 17, 2025 Quarterly Business meeting of the Polk TD LCB

RECOMMENDED ACTION

Take action to approve the minutes.

ATTACHMENTS

- a. Minutes of March 17, 2025-Annual Public Workshop of Polk TD LCB; and,
- b. Minutes of the March 17, 2025 Quarterly Business meeting of the Polk TD LCB



Polk Transportation Disadvantaged Local Coordinating Board (TD LCB)

Draft Annual Workshop Minutes

Date: Monday, March 17, 2025

Time: 1:30 p.m.

Location: Polk County Administration Building Commission Board Room
330 West Church Street
Bartow, FL 33830

Members Present:	Representing:
Vice Mayor Jeremy Clark, Chair	Polk TPO
Stacy Campbell-Domineck, Vice Chair	Regional Workforce Development
Dale Hanson	Florida Department of Transportation, FDOT
Kevin Gilds	Florida Dept. of Elder Affairs
Mayor Nat Birdsong	Mass Transit (Polk Transit Authority)
Sheryl Brown	Representing people with Disabilities
Riley Larsen	Florida Agency for Health Care Administration (AHCA)
Connie Miller	Agency for Person with Disabilities (APD)
Joy Johnson	Local Medical Community
Amy Beascoechea (Zoom)	A local representative for Children at Risk
Diane Durr (Zoom)	Representing Economically Disadvantaged people
Jacqueline Craft (Zoom)	Department of Children and Families (DCF)
Brenda Grella (Zoom)	Citizen Advocate

Others Present:	Representing:
Marcia Roberson	Citrus Connection
Ana Ervin	Citrus Connection
Kelly Suazo	Citrus Connection
Delisia Drayton	Citrus Connection (Zoom)
Tracy Kiley	Citrus Connection (Zoom)
Nicole McCleary	Citrus Connection (Zoom)
Julia Davis	Polk TPO
Angela Kaufman	Polk TPO

Cindy Mitchell	Polk TPO
KC Rivera	Polk TPO
Isia Chavez	Polk TPO
Marcia Andersen	Polk County (Zoom)

Annual Public Workshop

1. Welcome

Julia Davis, Polk TPO Staff, welcomed people present.

2. Call to Order

The meeting was brought to order at 1:30 p.m. by Chairman Vice Mayor Jeremy Clark.

3. Confirmation of Quorum

Roll call was taken by KC Rivera, and a quorum was confirmed.

4. TD LCB Training Module

Julia Davis, Polk TPO Staff, introduced Polk TPO staff and who was present from Citrus Connection. Julia then presented the training module material on Chapter 427, *Florida Statutes*, Rule 41-2 *Florida Administrative Code*, the "TD Program Concept" diagram, and the members of the LCB, and how they are appointed. She also presented an over view of the tasks and deliverables the LCB, together with the TPO and the CTC, carry out annually.

Mayor Birdsong asked who the members of the TD Commission are. Julia stated she did not have that information, but that she would provide it to the LCB via an email.

5. Public Comment

Chairman Vice Mayor Clark opened the workshop for public comment, seeing none, public comment was closed.

6. Adjournment

Chairman Vice Mayor Clark adjourned the Annual Public Workshop at 1:49 p.m.

Respectfully transcribed by KC Rivera, TPO Office Manager IV.

Section 286.0105, Florida Statutes, states that if a person decides to appeal any decision made by a record of the proceedings, and that, for such purpose, he may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based.



Polk Transportation Disadvantaged Local Coordinating Board (TD LCB)

Draft LCB Quarterly Meeting Minutes

Date: Monday, March 17, 2025

Time: Immediately Following the LCB's Annual Public Workshop which started at 1:30 p.m.

Location: Polk County Administration Building Commission Board Room
330 West Church Street
Bartow, FL 33830

Members Present:	Representing:
Vice Mayor Jeremy Clark, Chair	Polk TPO
Stacy Campbell-Domineck, Vice Chair	Regional Workforce Development
Dale Hanson	Florida Department of Transportation, FDOT
Kevin Gilds	Florida Dept. of Elder Affairs
Mayor Nat Birdsong	Mass Transit (Polk Transit Authority)
Sheryl Brown	Representing people with Disabilities
Riley Larsen	Florida Agency for Health Care Administration (AHCA)
Connie Miller	Agency for Person with Disabilities (APD)
Joy Johnson	Local Medical Community
Amy Beascochea (Zoom)	A local representative for Children at Risk
Diane Durr (Zoom)	Representing Economically Disadvantaged people
Jacqueline Craft (Zoom)	Department of Children and Families (DCF)
Brenda Grella (Zoom)	Citizen Advocate

Others Present:	Representing:
Marcia Roberson	Citrus Connection
Ana Ervin	Citrus Connection
Kelly Suazo	Citrus Connection
Delisia Drayton	Citrus Connection (Zoom)
Tracy Kiley	Citrus Connection (Zoom)

Nicole McCleary	Citrus Connection (Zoom)
Julia Davis	Polk TPO
Angela Kaufman	Polk TPO
Cindy Mitchell	Polk TPO
KC Rivera	Polk TPO
Isia Chavez	Polk TPO
Marcia Andersen	Polk County (Zoom)

TD LCB Meeting

1. Call to Order

The meeting was brought to order at 1:49 p.m. by Chairman, Vice Mayor Jeremy Clark.

2. Confirmation of Quorum

Roll Call was taken by KC Rivera, and a quorum was confirmed.

3. Opportunity for Public Comment

Chairman Clark opened the Floor to public comments. There were no public comments. The Floor was closed for public comments.

4. Approval of Meeting Minutes – December 16, 2024

Motion to approve TD LCB meeting draft minutes.

Motion: Motioned by Sheryl Brown and seconded by Stacy Cambell Domineck. Motion was approved unanimously

5. Agenda Review

Julia Davis, Polk TPO Staff, provided the agenda review.

Action Item

6. Amend page 80 of the June 2024 Polk Transportation Disadvantaged Service Plan (TSDP) by adding the CTC's new procedures on reporting

adverse incidents

Ana Ervin, Citrus Connection, presented the Standard Operating Procedures (SOP) for the CTD's new policy on reporting adverse incidents. She asked that this information be amended into the TDSP on page 80.

-Stacy Campbell Domineck asked we are putting in writing what has been implemented. Ana Ervin confirmed.

Motion: Motioned by Vice Chair Stacy Campbell Domineck and seconded by Sheryl Brown to amend the TDSP by adding this new procedure. Motion was approved unanimously.

7. Review/Approve Proposed Change to Performance Measure "Average Cost per Paratransit Trip" in Table 27, page 117 of the June 2024 Polk Transportation Disadvantaged Service Plan (TDSP)

Julia Davis, Polk TPO Staff, explained from previous years data the performance measure cost must be updated from \$35 to \$50 per paratransit trips.

-Sheryl Brown asked how other counties pay \$5. Julia explained that \$5.00 is what the passenger pays, when they get on the vehicle. (That is also called the 'co-payment.') The change from \$35.00 to \$50.00 is "cost per trip," for internal record-keeping purposes. Sheryl asked what the client will pay. Julia answered it would depend on the client's agreed upon Co-Pay.

Motion: Motioned by Sheryl Brown and seconded by Vice Chair Stacy Campbell Domineck to amend the TDSP with the new performance measure. Motion was approved unanimously.

CTC Quarterly Report

8. CTC Quarterly Report

Kelly Suazo, Citrus Connection, provided the CTC Report on Operating Data and Performance Measures for March 2025.

-Vice Chair Stacy Campbell Domineck asked how do you receive complaints and complements. Kelly explained that clients call with all comments.

-Dale Hansen asked if the number of accidents were all from Citrus Connection or just Paratransit. Kelly confirmed these were from Citrus Connection.

-Chair Vice Mayor Jeremy Clark asked why are there twenty complaints in this quarter compared to previous quarters. Marcia Roberson explained this quarter we hired an employee for collecting the complaints compared to the previous quarters.

-Vice Chair Stacy Campbell Domineck asked is communication only via phone or in person. Marcia Roberson answered we also have employees on the buses with tablets for surveys and on the streets.

Information Items, Communication and Reports

9. TPO Announcements & Distribution Items

Julia Davis Polk TPO Staff answered Mayors Birdsong's previous question – who makes up the TD Commission. Julia listed the members' names and informed the board she would send the information to the LCB..

Then she listed the informative items in the agenda packet, and introduced Cindy Mitchell new Senior Planner for TPO.

Marcia Roberson from Citrus Connection informed the LCB that the Bartow office will be moving to the new location -- 1120 George Jenkins Blvd Lakeland, FL 33815. With no confirmed moving date.

10. Board Member Comments and Announcements

-Dale Hanson from FDOT informed the LCB that FDOT is still reviewing (Federal Transit Administration) grant applications, she announced the upcoming training for professional development workshop in Tampa in June, and mentioned that the Department had contacted compliance reviews for some agencies in District One.

11. Next meeting date – June 16, 2025

Julia mentioned what is to be on the agenda for the next meeting, June 16, 2025. She observed that June is the “big meeting,” and encouraged everyone to attend.

12. Adjournment

With no further business the meeting, Chair Clark adjourned at 2:24pm

Motion: Motioned by Vice Chair Stacy Campbell Domineck

Respectfully transcribed by KC Rivera, TPO Office Manager IV.

Section 286.0105, Florida Statutes, states that if a person decides to appeal any decision made by a record of the proceedings, and that, for such purpose, he may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based.



Polk County

TPO Transportation Disadvantaged Local Coordinating Board (TD LCB)

Agenda Item 6.

6/16/2025

AGENDA ITEM

CTC Report

PRESENTER

CTC Report

SUMMARY

CTC staff will provide the board with an update on CTC activities and performance measures.

RECOMMENDED ACTION

This item is presented for information only.

ATTACHMENT

a. CTC Report, June 2025.

TPO Transportation Disadvantaged Local
Coordinating Board (TD LCB)

Agenda Item 7.

6/16/2025

AGENDA ITEM

Review and Approve LCB's Annual Evaluation of the CTC -- Citrus Connection's FY 2023-24

PRESENTER

TPO Staff

SUMMARY

An Annual Evaluation of the CTC, covering FY 2023-24 was conducted by the TPO this Spring. Information from the Evaluation process is folded into the Transportation Disadvantaged Service Plan (see Agenda Item #10.)

Within the Evaluation Report, Citrus Connection has received a **Notable Commendation** as they are doing a good job reporting on identified local standards and performance measures. These are reported to the LCB at each quarterly meeting. Additionally, the CTC is reporting that 72% of the Coordinated TD system trips were on Fixed Route which is more than double the goal of the Fixed Route utilization rate.

Recommendations: Based on the TPO Staff scheduling and rider experience, it is recommended that CTC staff conduct refresher training for scheduling personnel to reduce hold times and streamline the scheduling process, with additional staffing support during peak hours as needed. Management should also perform periodic reviews of voicemail volume and ensure proper staff identification in voicemail prompts, enabling riders to leave messages for the appropriate personnel. In addition, improving driver identification visibility will strengthen rider confidence in operators, ensuring clear and immediate recognition as passengers onboard the vehicle.

There was one area of **Noncompliance**: During the May 15th, 2025; On the evaluation ride, it was observed that the signage with the helpline/ CTD telephone/ toll free number were not displayed on the vehicle. All fleet vehicles should be inspected to make sure all required signage is displayed in clear view for all riders consideration.

Timeline for Compliance: Vehicle sign inspection should be completed within 90 days.

RECOMMENDED ACTION

1. Review the information contained in the **Evaluation Report** and take action to approve it and authorize the LCB Chairman to sign the Evaluation Report.

2. Direct TPO Staff to put the Evaluation Report into the TDSP.

ATTACHMENT

1. Evaluation Report for CTC's FY 2023-24.



Annual Evaluation Report
covering FY 2023-24 of Polk's Community
Transportation Coordinator
LAMTD, d/b/a, Citrus Connection



Conducted during FY 2024-25
By The POLK COUNTY TRANSPORTATION DISADVANTAGED LOCAL
COORDINATING BOARD & POLK TPO

Draft

LCB Statement:

I, Jeremy Clark, as the Polk County Local Coordinating Board (LCB) Chairperson, hereby certify in accordance with Rule 41-2.012(5) (c), F.S., that the Polk County LCB has reviewed this Evaluation Report, and the Polk Transportation Planning Organization (TPO) has received a copy.

Date Approved: 6/16/2025

LCB Chairperson's Signature: _____



CitrusConnection

PROGRESS IN MOTION

Polk County Community Transportation Coordinator FY 2023 | 2024 Evaluation Report

CTC: Citrus Connection
ADDRESS: 1212 George Jenkins Boulevard
Lakeland, FL 33815
CONTACT: Tom Phillips, General Manager
PHONE: 863-327-1303
FAX: 863-688-8019

Evaluation Conducted by:



Polk Transportation Disadvantaged Local Coordinating Board *And the*



Polk Transportation Planning Organization
P.O. Box 9005, Drawer TS05
Bartow, Florida 33831-9005
(863) 534-6495

(Draft to be)

Approved by the Polk Local Coordinating Board June 16, 2025

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<i>Area of Noncompliance: None</i>	<i>11</i>

Section 1. Introduction/General Information

TD Program and CTC Background

The Polk Transportation Planning Organization conducted a regular process to redesignate a government entity to be the Community Transportation Coordinator from March 2021. The Lakeland Area Mass Transit District (LAMTD), doing business as Citrus Connection became the designated Community Transportation Coordinator (CTC) for the Polk County service area effective July 1, 2021, by entering into a five-year Memorandum of Agreement with the Commission for the Transportation Disadvantaged. LAMTD operates Citrus Connection throughout Polk County. It's previous designation as the Polk CTC ran from April 1, 2016, through June 30, 2021.

Citrus Connection operates paratransit door-to-door services, fixed-route services, as well as complementary Americans with Disabilities Act (ADA) services, in the urban and rural areas of Polk County as a partial-brokerage. Citrus Connection's service modes include trips for people who are ambulatory and trips for people who use wheelchairs. Trips are performed in county and out-of-county.

Pursuant to Florida Statutes, the Local Coordinating Board (LCB) evaluates the performance of the Community Transportation Coordinator (CTC), approves the CTC's annual [transportation disadvantaged] service plan, which includes an evaluation element, and provides recommendations to the Commission for the Transportation Disadvantaged regarding the renewal of the CTC's contract.

Polk's operating environment is Urban. The operating area of the Community Transportation Coordinator (CTC) includes all of Polk County, an area covering 2,010 square miles which makes it the fourth largest county in Florida. According to the Commission for the Transportation Disadvantaged, the 2023 population was estimated at 736,229. [Data Source 2024 APR]. There are two urbanized areas (Lakeland and Winter Haven) centrally located within its borders, with both areas exceeding 200,000 population according to the 2020 Census. This makes it the ninth largest populated area within the State of Florida. Fixed route bus service is available primarily in the Lakeland and Winter Haven urbanized areas and there

are routes serving rural areas which include Poinciana and many of the smaller cities in the county.

During the FY 2022/23 evaluation period, service was provided in the Polk County Coordinated system by Citrus Connection. The Network Type is "Partial Brokerage." There were 313,056 coordinated trips in FY 21-22 and 331,421 in FY 2022-23. The CTC has Zero (0) contracts with Transportation Operators in this reporting period.

Citrus Connection (the CTC) has 5 coordination agreements in place with various private-non-profit organizations throughout Polk County.

Non-sponsored (Transportation Disadvantaged) riders must contact the CTC to arrange transportation. They must make an application, and have their eligibility determined. The CTC verifies trip requests and assigns trips to vehicles based on input from the CTC's automated scheduling/dispatching system.

Section 2. Follow-up of previous Evaluation (covering FY 2022/2023)

The most recent evaluation of the CTC conducted by the LCB was conducted for the period of for FY 2022/23 or the period July 1, 2022, to June 30, 2023, (2023). Historical performance comparison data is from the Community Transportation Coordinator's 2022-23 Annual Operating Report (AOR). Another primary source used was the FY 2023 Commission for the Transportation Disadvantaged Annual Performance Report, (APR). The 2023 APR contains data for the years 2021, 2022, and 2023. An evaluation committee consisting of Polk TPO staff and representatives of Citrus Connection -- the CTC -- met in person and virtually, to review the evaluation process. A member of the TPO staff prepared the Evaluation Workbook, inspected vehicles, and took a ride on the paratransit services. Their experiences are described elsewhere in the **Evaluation Workbook**.

Section 3. FY 23-24 Evaluation, Observations, and Recommendations

FY 2023/2024 Evaluation Related Highlights

This evaluation is for FY 2023/24 or the period July 1, 2023, to June 30, 2024, (2024). Historical performance comparison data is from the Community Transportation Coordinator's 2023-24 Annual Operating Report (AOR). Another primary source used was the FY 2024 Commission for the Transportation Disadvantaged Annual

Performance Report, (APR). The 2024 APR contains data for the years 2022, 2023, and 2024. An evaluation committee consisting of Polk TPO staff and representatives of Citrus Connection (the CTC) met in person and virtually, to review the evaluation process.

Members of the TPO staff prepared the Evaluation Workbook, inspected vehicles, and took a ride on the paratransit services. Their experiences are described elsewhere in the **Evaluation Workbook**.

Section 4. On site observation – Bus Ride

Summary of Scheduling Experience

On May 13, 2025, at 9:50 a.m., an attempt was made to schedule a door-to-door transportation service through Citrus Connection. The initial call was directed to Courtney Brown, who immediately transferred it to Customer Service. Subsequent attempts to reach her via the provided extension resulted in confusion, as the voicemail greeting indicated the extension belonged to a different individual, Courtney McKay. Additionally, the voicemail box was full, preventing a message from being left.

After multiple attempts, the call was answered at 10:08 a.m. by Courtney Brown, who placed the caller on hold multiple times before proceeding with the scheduling process. Throughout the conversation, the sound of a smoke detector’s low-battery warning was audible in the background.

The requested transportation appointment was for May 15, 2025, at 10:30 a.m. to travel to 1050 E. Van Fleet Drive, Bartow, FL. Courtney suggested adjusting the appointment to 10:00 a.m., which was agreed upon. She collected the necessary contact information and explained the pickup window—15 minutes before and 15 minutes after the scheduled time. Additionally, she stated that the rider would receive text message updates as the driver was in route.

The call concluded with Courtney repeating the appointment details for confirmation and thanking the caller. While the trip was successfully scheduled, the experience involved multiple call attempts, unclear communication regarding personnel, and extended hold times.

Ride Experience Summary

The overall ride experience was functional, with some notable communication challenges and operational observations. The scheduling process involved multiple attempts due to voicemail confusion and extended hold times, but the appointment was eventually secured.

On the day of the trip, there was an initial difficulty in coordinating the pickup location, as the driver struggled to locate the rider and did not acknowledge suggestions to improve the pickup process. The actual pickup occurred within the requested time window, with the female driver greeting the rider and ensuring seatbelt use before departure.

During the journey, the driver initially selected an incorrect destination on the GPS, requiring rider intervention to clarify the proper route. While the driver made an incorrect turn, she quickly adjusted and proceeded in the correct direction. The arrival at Walmart was timely, and the driver opened the door, allowing the rider to exit smoothly.

For the return trip, the bus was already waiting outside upon the rider's exit, and the driver promptly opened the door upon seeing the rider approach.

The vehicle interior was clean, signage was visible, and all required equipment appeared to be in place. The two-way communication system functioned properly, and the ride was comfortable. While the driver's workspace appeared cluttered, and identification visibility was limited, the air conditioning was effective, and there were no major service disruptions.

Upon arrival at the final destination, the driver stopped at the same location where the rider had been picked up and wished them a good day, concluding the trip on a positive note.

Area of Noncompliance: None

Recommendations:

General Service Improvements:

- Reinforce adherence to pedestrian traffic rules to improve safety measures.
- Provide ongoing customer service training to drivers to enhance

professionalism and responsiveness.

- Continue monitoring vehicle condition to maintain cleanliness, functionality, and passenger comfort.

Vehicle Readiness & Rider Experience

- Ensure that driver workspaces remain organized and free from unnecessary clutter.
- Improve visibility of driver identification, such as name badges or embroidered uniforms, to enhance rider confidence in service staff.
- Conduct periodic inspections of required signage and equipment to maintain compliance and accessibility.

Route Navigation & Driver Assistance

- Verify that drivers enter the correct destination before beginning the trip to prevent unnecessary detours.
- Increase driver familiarity with designated routes and key destinations to avoid misdirection.

Scheduling Process

- Regularly monitor and clear voicemail inboxes to allow riders/clients to leave messages when needed.
- Minimize extended hold times by streamlining the scheduling process or increasing staffing support during peak scheduling hours.

By implementing these recommendations, the overall ride experience can be significantly improved, ensuring more seamless scheduling, efficient pickups, precise routing, and enhanced rider confidence in the service.

Timeline for Compliance: TPO Staff will reevaluate the CTC rider experience during the next CTC Annual Evaluation.

Section 5. Vehicle Inspections

Polk TPO staff conducted a scheduled inspection of a paratransit vehicle while it was scheduled for maintenance service on March 24, 2025. All required signage and safety items were in place. A TPO staff member also checked the required signs in

the Paratransit vehicle during the scheduled Evaluation ride on May 15th, 2025. During the May 15th, 2025, Evaluation ride, it was observed that the signage with the helpline/ CTD telephone/ toll free number were not displayed.

Area of Noncompliance: During the May 15th, 2025; On the evaluation ride, it was observed that the signage with the helpline/ CTD telephone/ toll free number were not displayed on the vehicle.

Recommendation:

All fleet vehicles should be inspected to make sure all required signage is displayed in clear view for all riders consideration.

Timeline for Compliance: Follow up is needed.

Within 90 days of report being issued.

Section 6. Performance Measures

The performance measures in **Table 1** are from the June 2024 adopted update of the TDSP as amended by the LCB at their meeting in March 2025, and are monitored quarterly by the Local Coordinating Board:

Table 1. Performance Measures, TDSP 2024, amended March 2025

Performance Measure	Target
Potential TD Population Served	At least 5%
Percent of Trips on Fixed-Route	At least 35%
Average Cost per Trip	No greater than \$19.00
Average Cost per Paratransit Trip	No greater than \$50.00
Accidents per 100,000 Vehicle Miles (Paratransit)	No more than 1.0
Accidents per 100,000 Vehicle Miles (Fixed-Route)	No more than 1.0
Vehicle Miles between Road Calls (Paratransit)	At least 30,000
Vehicle Miles between Road Calls (Fixed-Route)	At least 10,000
Complaints per 1,000 Paratransit Trips	No more than 2.0
On-Time Performance	At least 90%

Performance Measure Outcomes:

The CTC is doing a good job reporting on identified local standards and performance measures. These are reported to the LCB at each quarterly meeting, and the CTC also provides that data to the Annual Operating Report. When we compare AOR/APR data from FY 2023-24 (2024) to the Performance indicators in the TDSP, we note the following:

Meeting standards or performance measures:

- * Fixed Route utilization, 72% of trips on FR.
- * Accidents per 100,000 vehicle miles
- * Vehicle miles between road calls.
- * number of complaints,
- * Complaints per 1000 paratransit trips.
- * Average cost per paratransit trip. (It is \$41.28, this meets the updated performance measure)

Not meeting standards or performance measures:

*None

Area of Noncompliance: None

Recommendation: In June 2024, The LCB Board initiated a directive for staff to revise the performance measure for the Average Cost per Paratransit Trip (\$35). Subsequently, in March 2025, during the quarterly meeting, the LCB Board approved the adjusted performance measure, setting the amount at \$50.

No further follow up is needed.

Timeline for Compliance: **No further follow up is needed.**

County: Polk
 CTC: Lakeland Area Mass Transit District
 Contact: Marcia Roberson
 1212 George Jenkins Blvd.
 Lakeland, FL 33815
 863-733-4222

Email: MRoberson@ridecitrus.com

Demographics	Number
Total County Population	736,229
Unduplicated Head Count	3,048



Trips By Type of Service	2022	2023	2024
Fixed Route (FR)	200,652	202,727	248,986
Deviated FR	8,868	7,708	7,582
Complementary ADA	48,694	49,288	54,122
Paratransit	54,842	71,698	68,642
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	313,056	331,421	379,332

Passenger Trips By Trip Purpose	2022	2023	2024
Medical	71,796	66,229	77,838
Employment	7,381	7,773	10,584
Ed/Train/Day Care	54,126	81,148	79,432
Nutritional	3,050	6,795	9,215
Life-Sustaining/Other	176,703	169,476	202,263
TOTAL TRIPS	313,056	331,421	379,332

Passenger Trips By Revenue Source	2022	2023	2024
CTD	99,278	107,338	137,641
AHCA	1,734	7,703	10,625
APD	18,857	26,450	19,354
DOEA	2,060	2,666	0
DOE	29,436	29,554	43,603
Other	161,691	157,710	168,109
TOTAL TRIPS	313,056	331,421	379,332

Trips by Provider Type	2022	2023	2024
CTC	276,992	280,426	334,086
Transportation Operator	0	0	0
Coordination Contractor	36,064	50,995	45,246
TOTAL TRIPS	313,056	331,421	379,332

Vehicle Data	2022	2023	2024
Vehicle Miles	833,205	778,063	883,024
Road Calls	91	68	85
Accidents	3	2	5
Vehicles	140	129	117
Drivers	270	243	225

Financial and General Data	2022	2023	2024
Expenses	\$5,362,754	\$5,508,624	\$6,165,371
Revenues	\$5,322,439	\$5,462,571	\$6,231,324
Commendations	29	31	2
Complaints	119	169	46
Passenger No-Shows	460	501	397
Unmet Trip Requests	33	21	10

Performance Measures	2022	2023	2024
Accidents per 100,000 Miles	0.36	0.26	0.57
Miles between Road Calls	9,156	11,442	10,389
Avg. Trips per Passenger	133.33	91.28	124.45
Cost per Trip	\$17.13	\$16.62	\$16.25
Cost per Paratransit Trip	\$45.85	\$41.28	\$45.63
Cost per Total Mile	\$6.44	\$7.08	\$6.98
Cost per Paratransit Mile	\$6.19	\$6.83	\$6.74

2024



Polk County

TPO Transportation Disadvantaged Local Coordinating Board (TD LCB)

Agenda Item 8.

6/16/2025

AGENDA ITEM

ANNUAL REVIEW/APPROVAL OF GRIEVANCE PROCEDURES

PRESENTER

TPO Staff

SUMMARY

The Transportation Disadvantaged (TD) Local Coordinating Board (LCB) must conduct an annual review of its Grievance Procedures. The approved Grievance Procedures are set out in the Transportation Disadvantaged Service Plan.

TPO staff are proposing minor changes to the Grievance Procedures at this time. We propose a small change to how the history of the review is placed in the procedures, and, we propose a change to the staff contact. These proposed changes are provided in Attachment A.

RECOMMENDED ACTION

Review and approve the draft 2025 Grievance Procedures, and then direct staff to include these updated procedures in the Transportation Disadvantaged Service Plan (TDSP) for 2025-26.

ATTACHMENT

a. Proposed changes to Grievance Procedures



TRANSPORTATION DISADVANTAGED GRIEVANCE PROCEDURES

**POLK COUNTY TRANSPORTATION DISADVANTAGED LOCAL
COORDINATING BOARD**

LCB Statement:

I, Jeremy Clark, as the Polk County Local Coordinating Board (LCB) Chairperson, hereby certify in accordance with Rule 41-2.012(5)(C), F.S., that the Polk County LCB has reviewed this document, and the Polk Transportation Planning Organization (TPO) has received a copy.

Date Adopted: June 16, 2025

LCB Chairperson Signature: _____



Polk TDSP - Draft-- Grievance and Complaint Procedures

The Polk Local Coordinating Board for the Transportation Disadvantaged (TD-LCB) conducts an annual review of the Grievance and Complaint Procedures to ensure compliance and effectiveness. This review has been carried out during board meetings on 9/20/2021, 6/27/2022, 6/12/2023, 6/17/2024, and most recently on 6/16/2025.

Citrus Connection is the Community Transportation Coordinator (CTC) for Polk County, Florida. The CTC will provide a toll free telephone number for comments/complaints to the CTC and disclose the toll free telephone number for comments/complaints to the Commission for Transportation Disadvantaged Ombudsman. These toll free numbers will be listed in the user's guide along with information on how to file a complaint.

The purpose of this grievance procedure is to provide participating users, funding agencies and transportation providers with a local impartial body to hear unresolved complaints and make recommendations on disputes concerning services. The CTC's complaint process includes advising dissatisfied persons about a second impartial body to hear complaints, i.e., the Commission's Ombudsman Program. An appeal to the Grievance Committee may be filed only after the complainant has sought satisfaction from the Polk County Community Transportation Coordinator (CTC). A complaint or appeal to the Commission's Ombudsman Program may be made anytime.

The Polk County Transportation Disadvantaged Coordinating Board (Coordinating Board) has established a Grievance Committee consisting of one (1) of its voting members who would serve as the chairperson, one (1) CTC representative (not involved in the original complaint), and one (1) planning agency representative. The Committee processes, investigates and assists in the resolution of formal grievances. In addition, the Committee verifies that the CTC implements and follows these grievance procedures.

The CTC Program Manager is on the Committee as an advisory member and the Committee receives staff support from the Polk Transportation Planning Organization (TPO).

In accordance with the CTC complaint process, if a complaint is not resolved within thirty (30) calendar days, the CTC will inform the grievant about the availability of the Coordinating Board's grievance procedure and that they may contact the TPO for additional information on how the grievance procedure is initiated. The TPO will inform the grievant requesting the information that they may present their grievance to the Committee by completing a grievance form provided by the TPO. The grievance form constitutes a written appeal to the Committee and shall include the following:

1. Name and address of the complainant.
2. Statement of the ground(s) for the grievance specifying areas of disagreement with the CTC's decision regarding the complaint.
3. Supplemental supporting documents, as available.
4. Appropriate, a statement regarding a possible violation of a specific law, regulation, or contractual arrangement; and
5. Explanation of the relief desired by the complainant.

Upon receipt of the completed form, the TPO has ten (10) working days to contact Committee members and set a hearing date. The grievant will be notified at least seven (7) working days prior to the hearing date by certified mail, return receipt requested.

At the grievance proceedings, a quorum (three voting members) of the Committee shall be present for any official actions. No member will vote on an issue that is deemed a conflict of interest. The committee will gather information and take testimony relating to the grievance. Committee meetings are open to the public and minutes shall be kept for the public record.

The committee reviews the material presented and recommends a resolution to the parties involved. A written copy of the Committee's decision will be forwarded to the Coordinating Board and the parties involved within ten (10) days from the date of the decision. The written decision will include the following information:

1. Statement that a meeting was held at which the involved parties were given an opportunity to present their positions;
2. Description of the issues discussed; and
3. Committee's recommendation and reasons for the Committee's decision.

If the grievance cannot be resolved by the Committee process, the grievant may notify the TPO that they want to file an appeal with the Coordinating Board. Once an appeal has been filed with the TPO, the Coordinating Board shall meet to render its decision within thirty (30) days of the date the appeal was filed. The grievant shall be notified in writing of the date, time and place where the appeal shall be heard. The written notice shall be mailed at least ten (10) working days in advance of the meeting.

Following the meeting where the appeal was heard, a written copy of the Coordinating Board's decision will be forwarded to the grievant and all parties involved within ten (10) days from the date of the decision. If the grievant is still unsatisfied, they may continue the appeal process with the TD Ombudsman Program.

Polk County Transportation Disadvantaged Local Coordinating Board

Grievance Form

Please provide this information

1. Name and address of the complainant.
2. A statement of the ground(s) for the grievance specifying areas of disagreement with the Polk County Community Transportation Coordinator's decision regarding the complaint.
3. As appropriate, a statement regarding a possible violation of a specific law, regulation, or contractual arrangement.
4. An explanation of the relief desired by the complainant.
5. Attach supplemental supporting documents, as available.

Mail completed form to:

Cindy Mitchell
Polk Transportation Planning Organization (TPO)
Drawer TS05
P.O. Box 9005
Bartow, FL 33831-9005

If you have any questions, contact the Polk TPO at (863) 534-6486

Or email to: **CindyMitchell@polk-county.net**

TPO Transportation Disadvantaged Local
Coordinating Board (TD LCB)

Agenda Item 9.

6/16/2025

AGENDA ITEM

Review and Approval of the Community Transportation Coordinator (CTC)'s Rate Calculation Model/CTC Reimbursement Rates for the July 1, 2025 - June 30, 2026, Trip Equipment Grant.

PRESENTER

CTC Staff - (Finance Staff)

SUMMARY

The Rate Model is a standard form which the CTC uses to calculate the reimbursement rate for the Commission for the Transportation Disadvantaged (CTD's) Trip Equipment Grant, for the FY 2025-26. The calculations are based upon the Allocations table for the Trip-Equipment Grant. (See Attachment A for this information.)

The CTC is required to provide a draft Rate Model to the CTD for review and CTD's approval. On June 5th, as TPO Staff were preparing the TD LCB Agenda packet for 'mail out,' our Regional CTD Staff confirmed they had just received the Polk CTC's Rate Model for FY 2025-26, only recently. CTD staff has to fit this review into the rest of their schedule. Although CTD staff hopes to have their review of the Rate Model completed in time for our June 16 LCB meeting, they cautioned us that in the past the CTD team and the CTC have had to meet a few times to discuss and make changes. Thus, our CTD staff can't promise that this review will be accomplished prior to June 16.

The "blank" rate model is provided in Attachment B, so that LCB members can familiarize themselves with its structure.

If the TPO staff receive the CTD's reviewed and approved Rate Model for the Polk CTC prior to the LCB meeting on June 16, we will bring copies to the LCB meeting. Then, the LCB could review the Rate Model forms and take action to approve them.

The information in the CTD-approved, and LCB-approved Rate Model, are then used to update this Table in the TDSP. (In Agenda Item # 10.)

These are the present rates (TDSP adopted June, 2024.)

Rates for Service**Table 28. Transportation Disadvantaged Trust Fund (TD Trip Grant) Published Rates for Service, July 1, 2024-June 30, 2025**

Type of Service	Rate Per Passenger Mile
Ambulatory	\$4.47
Wheelchair	\$7.67

This is where the approved rates will go, into the TDSP.

Table 28. Transportation Disadvantaged Trust Fund (TD Trip Grant) Published Rates for Service, July 1, 2024-June 30, 2025 July 1, 2025 - June 30, 2026.

Type of Service	Rate Per Passenger Mile
Ambulatory	\$4.47
Wheelchair	\$7.67

These amounts will change once the TPO Planning Staff receives the Rate Model documents (as approved by the CTD) from Finance Department at Citrus Connection

If the Rate Model for FY 2025-26 isn't received in time to be distributed to the Polk TD LCB meeting, or if the LCB wants more time to review the information prior to approving it, then the TDSP update would go forward, with the FY 2024-25 current rates and then the LCB would be asked to take action on the Rate Model and amend the TDSP at the September 15 LCB meeting.

RECOMMENDED ACTION

Review the CTC's approved Rate Model (if it is available at the June 16 meeting) and take action to approve it. If the Rate Model for FY 2025-26 isn't received in time to be distributed to the Polk TD LCB meeting, or if the LCB wants more time to review the information prior to approving it, then the TDSP update would go forward, with the FY 2024-25 current rates and then the LCB would be asked to take action on the Rate Model and amend the TDSP at the September 15 LCB meeting.

ATTACHMENTS

A. Trip-Equipment grant allocations table for FY 2025-26, as of March 31, 2025.

B. "Blank" Rate model forms from CTD.

C. *Potentially Distributed at the LCB Meeting*: CTC's Rate Model for FY 2025-26

NOTE: We will present the Rate Model spreadsheets on screen during the TD LCB Meeting.

Commission for the Transportation Disadvantaged
DRAFT Trip & Equipment Grant Allocations
FY2025-2026

County	Trip & Equipment Grant			Voluntary Dollars			Total Funding FY25-26
	Allocation *	Local Match **	Total Funding	Funding	Local Match **	Total Funding	
Alachua	\$ 500,824	\$ 55,647	\$ 556,471	\$ 25	\$ 2	\$ 27	\$ 556,498
Baker	\$ 223,692	\$ 24,854	\$ 248,546	\$ -	\$ -	\$ -	\$ 248,546
Bay	\$ 545,786	\$ 60,642	\$ 606,428	\$ 22	\$ 2	\$ 24	\$ 606,452
Bradford	\$ 182,877	\$ 20,319	\$ 203,196	\$ -	\$ -	\$ -	\$ 203,196
Brevard	\$ 1,634,966	\$ 181,662	\$ 1,816,628	\$ 68	\$ 7	\$ 75	\$ 1,816,703
Broward	\$ 5,368,687	\$ 596,520	\$ 5,965,207	\$ -	\$ -	\$ -	\$ 5,965,207
Calhoun	\$ 174,678	\$ 19,408	\$ 194,086	\$ -	\$ -	\$ -	\$ 194,086
Charlotte	\$ 555,005	\$ 61,667	\$ 616,672	\$ 106	\$ 11	\$ 117	\$ 616,789
Citrus	\$ 667,318	\$ 74,146	\$ 741,464	\$ 45	\$ 5	\$ 50	\$ 741,514
Clay	\$ 421,625	\$ 46,847	\$ 468,472	\$ 39	\$ 4	\$ 43	\$ 468,515
Collier	\$ 740,125	\$ 82,236	\$ 822,361	\$ 48	\$ 5	\$ 53	\$ 822,414
Columbia	\$ 297,815	\$ 33,090	\$ 330,905	\$ 3	\$ -	\$ 3	\$ 330,908
DeSoto	\$ 121,556	\$ 13,506	\$ 135,062	\$ 296	\$ 32	\$ 328	\$ 135,390
Dixie	\$ 206,838	\$ 22,982	\$ 229,820	\$ 2	\$ -	\$ 2	\$ 229,822
Duval	\$ 1,285,160	\$ 142,795	\$ 1,427,955	\$ 66	\$ 7	\$ 73	\$ 1,428,028
Escambia	\$ 901,295	\$ 100,143	\$ 1,001,438	\$ 168	\$ 18	\$ 186	\$ 1,001,624
Flagler	\$ 907,974	\$ 100,886	\$ 1,008,860	\$ 29	\$ 3	\$ 32	\$ 1,008,892
Franklin	\$ 140,997	\$ 15,666	\$ 156,663	\$ -	\$ -	\$ -	\$ 156,663
Gadsden	\$ 364,973	\$ 40,552	\$ 405,525	\$ 11	\$ 1	\$ 12	\$ 405,537
Gilchrist	\$ 140,201	\$ 15,577	\$ 155,778	\$ 5,303	\$ 589	\$ 5,892	\$ 161,670
Glades	\$ 114,559	\$ 12,728	\$ 127,287	\$ -	\$ -	\$ -	\$ 127,287
Gulf	\$ 238,981	\$ 26,553	\$ 265,534	\$ -	\$ -	\$ -	\$ 265,534
Hamilton	\$ 104,801	\$ 11,644	\$ 116,445	\$ -	\$ -	\$ -	\$ 116,445
Hardee	\$ 120,037	\$ 13,337	\$ 133,374	\$ -	\$ -	\$ -	\$ 133,374
Hendry	\$ 220,767	\$ 24,529	\$ 245,296	\$ 5	\$ -	\$ 5	\$ 245,301
Hernando	\$ 398,468	\$ 44,274	\$ 442,742	\$ 34	\$ 3	\$ 37	\$ 442,779
Highlands	\$ 358,746	\$ 39,860	\$ 398,606	\$ 10	\$ 1	\$ 11	\$ 398,617
Hillsborough	\$ 2,477,365	\$ 275,262	\$ 2,752,627	\$ 735	\$ 81	\$ 816	\$ 2,753,443
Holmes	\$ 221,449	\$ 24,605	\$ 246,054	\$ 1	\$ -	\$ 1	\$ 246,055
Indian River	\$ 343,354	\$ 38,150	\$ 381,504	\$ 25	\$ 2	\$ 27	\$ 381,531
Jackson	\$ 420,033	\$ 46,670	\$ 466,703	\$ -	\$ -	\$ -	\$ 466,703
Jefferson	\$ 207,408	\$ 23,045	\$ 230,453	\$ -	\$ -	\$ -	\$ 230,453
Lafayette	\$ 109,461	\$ 12,162	\$ 121,623	\$ -	\$ -	\$ -	\$ 121,623
Lake	\$ 862,323	\$ 95,813	\$ 958,136	\$ 2	\$ -	\$ 2	\$ 958,138
Lee	\$ 1,114,112	\$ 123,790	\$ 1,237,902	\$ 546	\$ 60	\$ 606	\$ 1,238,508
Leon	\$ 697,505	\$ 77,500	\$ 775,005	\$ 244	\$ 27	\$ 271	\$ 775,276
Levy	\$ 351,251	\$ 39,027	\$ 390,278	\$ 18	\$ 2	\$ 20	\$ 390,298
Liberty	\$ 214,263	\$ 23,807	\$ 238,070	\$ -	\$ -	\$ -	\$ 238,070
Madison	\$ 272,953	\$ 30,328	\$ 303,281	\$ -	\$ -	\$ -	\$ 303,281
Manatee	\$ 485,278	\$ 53,919	\$ 539,197	\$ -	\$ -	\$ -	\$ 539,197
Marion	\$ 806,616	\$ 89,624	\$ 896,240	\$ 138	\$ 15	\$ 153	\$ 896,393
Martin	\$ 255,725	\$ 28,413	\$ 284,138	\$ 76	\$ 8	\$ 84	\$ 284,222
Miami-Dade	\$ 5,858,652	\$ 650,961	\$ 6,509,613	\$ -	\$ -	\$ -	\$ 6,509,613
Monroe	\$ 205,035	\$ 22,781	\$ 227,816	\$ -	\$ -	\$ -	\$ 227,816
Nassau	\$ 769,219	\$ 85,468	\$ 854,687	\$ 19	\$ 2	\$ 21	\$ 854,708
Okaloosa	\$ 744,558	\$ 82,728	\$ 827,286	\$ 31	\$ 3	\$ 34	\$ 827,320
Okeechobee	\$ 123,851	\$ 13,761	\$ 137,612	\$ 3	\$ -	\$ 3	\$ 137,615
Orange	\$ 1,740,961	\$ 193,440	\$ 1,934,401	\$ 72	\$ 8	\$ 80	\$ 1,934,481
Osceola	\$ 559,880	\$ 62,208	\$ 622,088	\$ 60	\$ 6	\$ 66	\$ 622,154
Palm Beach	\$ 3,171,371	\$ 352,374	\$ 3,523,745	\$ 16	\$ 1	\$ 17	\$ 3,523,762
Pasco	\$ 964,624	\$ 107,180	\$ 1,071,804	\$ 42	\$ 4	\$ 46	\$ 1,071,850
Pinellas	\$ 4,247,615	\$ 471,957	\$ 4,719,572	\$ 6	\$ -	\$ 6	\$ 4,719,578
Polk	\$ 1,314,949	\$ 146,105	\$ 1,461,054	\$ 45	\$ 5	\$ 50	\$ 1,461,104
Putnam	\$ 439,850	\$ 48,872	\$ 488,722	\$ 62	\$ 6	\$ 68	\$ 488,790
St. Johns	\$ 718,319	\$ 79,813	\$ 798,132	\$ 275	\$ 30	\$ 305	\$ 798,437
St. Lucie	\$ 706,134	\$ 78,459	\$ 784,593	\$ 91	\$ 10	\$ 101	\$ 784,694
Santa Rosa	\$ 500,949	\$ 55,661	\$ 556,610	\$ 71	\$ 7	\$ 78	\$ 556,688
Sarasota	\$ 1,131,173	\$ 125,685	\$ 1,256,858	\$ 1	\$ -	\$ 1	\$ 1,256,859

Commission for the Transportation Disadvantaged
DRAFT Trip & Equipment Grant Allocations
FY2025-2026

County	Trip & Equipment Grant			Voluntary Dollars			Total Funding FY25-26
	Allocation *	Local Match **	Total Funding	Funding	Local Match **	Total Funding	
Seminole	\$ 583,259	\$ 64,806	\$ 648,065	\$ 14	\$ 1	\$ 15	\$ 648,080
Sumter	\$ 359,207	\$ 39,911	\$ 399,118	\$ -	\$ -	\$ -	\$ 399,118
Suwannee	\$ 254,523	\$ 28,280	\$ 282,803	\$ 18	\$ 2	\$ 20	\$ 282,823
Taylor	\$ 295,381	\$ 32,820	\$ 328,201	\$ 2	\$ -	\$ 2	\$ 328,203
Union	\$ 123,726	\$ 13,747	\$ 137,473	\$ -	\$ -	\$ -	\$ 137,473
Volusia	\$ 1,296,282	\$ 144,031	\$ 1,440,313	\$ 153	\$ 17	\$ 170	\$ 1,440,483
Wakulla	\$ 265,387	\$ 29,487	\$ 294,874	\$ 2	\$ -	\$ 2	\$ 294,876
Walton	\$ 477,556	\$ 53,061	\$ 530,617	\$ 23	\$ 2	\$ 25	\$ 530,642
Washington *	\$ 283,395	\$ 31,488	\$ 314,883	\$ 7	\$ -	\$ 7	\$ 314,890
Sub Total		\$ 5,879,269	\$ 58,792,972		\$ 989	\$ 10,067	\$ 58,803,039
Rounding		\$ 31	\$ 31		\$ 20	\$ 20	\$ 51
Total	\$ 52,913,703	\$ 5,879,300	\$ 58,793,003	\$ 9,078	\$ 1,009	\$ 10,087	\$ 58,803,090
	90%	10%	100%	90%	10%	100%	

The following were implemented for a cleaner management of the decimal portion of funding distribution

**Funding to the hundredth place was reduced from all counties (totaling \$38) and re-allocated to Washington*

*** Funding to the hundredth place was reduced from all counties (totaling \$31 for Trip & Equipment Local Match and \$20 for Voluntary Dollars Local Match)*

Preliminary Information Worksheet

Version 1.4

CTC Name:
County (Service Area):
Contact Person:
Phone #

Check Applicable Characteristic:

ORGANIZATIONAL TYPE:

- | | |
|----------------------------------|--------------------|
| <input type="radio"/> | Governmental |
| <input type="radio"/> | Private Non-Profit |
| <input checked="" type="radio"/> | Private For Profit |

NETWORK TYPE:

- | | |
|----------------------------------|--------------------|
| <input checked="" type="radio"/> | Fully Brokered |
| <input type="radio"/> | Partially Brokered |
| <input type="radio"/> | Sole Source |

***Once completed, proceed to the Worksheet entitled
"Comprehensive Budget"***

Comprehensive Budget Worksheet

Version 1.4

CTC: 0
County: 0

1. Complete applicable **GREEN** cells in columns 2, 3, 4, and 7

	Prior Year's ACTUALS from July 1st of 2023 to June 30th of 2024	Current Year's APPROVED Budget, as amended from July 1st of 2024 to June 30th of 2025	Upcoming Year's PROPOSED Budget from July 1st of 2025 to June 30th of 2026	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)

Local Non-Govt

Farebox						
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other						
Bus Pass Program Revenue						

Local Government

District School Board						
Compl. ADA Services						
County Cash						
County In-Kind, Contributed Services						
City Cash						
City In-kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						

CTD

Non-Spons. Trip Program						
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
Bus Pass Program Revenue						

USDOT & FDOT

49 USC 5307						
49 USC 5310						
49 USC 5311 (Operating)						
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
Bus Pass Program Revenue						

AHCA

Medicaid						
Other AHCA (specify in explanation)						
Bus Pass Program Revenue						

DCF

Alcohol, Drug & Mental Health						
Family Safety & Preservation						
Comm. Care Dis./Aging & Adult Serv.						
Other DCF (specify in explanation)						
Bus Pass Program Revenue						

DOH

Children Medical Services						
County Public Health						
Other DOH (specify in explanation)						
Bus Pass Program Revenue						

DOE (state)

Carl Perkins						
Div of Blind Services						
Vocational Rehabilitation						
Day Care Programs						
Other DOE (specify in explanation)						
Bus Pass Program Revenue						

AWI

WAGES/Workforce Board						
Other AWI (specify in explanation)						
Bus Pass Program Revenue						

DOEA

Older Americans Act						
Community Care for Elderly						
Other DOEA (specify in explanation)						
Bus Pass Program Revenue						

DCA

Community Services						
Other DCA (specify in explanation)						
Bus Pass Admin. Revenue						

Comprehensive Budget Worksheet

Version 1.4

CTC: 0
County: 0

1. Complete applicable **GREEN** cells in columns 2, 3, 4, and 7

	Prior Year's ACTUALS from July 1st of 2023 to June 30th of 2024	Current Year's APPROVED Budget, as amended from July 1st of 2024 to June 30th of 2025	Upcoming Year's PROPOSED Budget from July 1st of 2025 to June 30th of 2026	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

APD

Office of Disability Determination
Developmental Services
Other APD (specify in explanation)
Bus Pass Program Revenue

DJJ

(specify in explanation)
Bus Pass Program Revenue

Other Fed or State

xxx
xxx
xxx
Bus Pass Program Revenue

Other Revenues

Interest Earnings
xxxx
xxxx
Bus Pass Program Revenue

Balancing Revenue to Prevent Deficit

Actual or Planned Use of Cash Reserve

Balancing Revenue is Short By =

None

None

Total Revenues =

\$0

\$0

\$0

EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors!)

Operating Expenditures

Labor
Fringe Benefits
Services
Materials and Supplies
Utilities
Casualty and Liability
Taxes
Purchased Transportation:
Purchased Bus Pass Expenses
School Bus Utilization Expenses
Contracted Transportation Services
Other
Miscellaneous
Operating Debt Service - Principal & Interest
Leases and Rentals
Contrib. to Capital Equip. Replacement Fund
In-Kind, Contributed Services
Allocated Indirect

Capital Expenditures

Equip. Purchases with Grant Funds
Equip. Purchases with Local Revenue
Equip. Purchases with Rate Generated Rev.
Capital Debt Service - Principal & Interest

PROFIT

Total Expenditures =

\$0

\$0

\$0

Once completed, proceed to the Worksheet entitled "Budgeted Rate Base"

Comprehensive Budget Worksheet

Version 1.4

CTC: 0
County: 0

1. Complete applicable **GREEN** cells in columns 2, 3, 4, and 7

	Prior Year's ACTUALS from July 1st of 2023 to June 30th of 2024	Current Year's APPROVED Budget, as amended from July 1st of 2024 to June 30th of 2025	Upcoming Year's PROPOSED Budget from July 1st of <input type="text"/> to 2025 June 30th of 2026	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

Budgeted Rate Base Worksheet

Version 1.4

CTC: 0

County: 0

1. Complete applicable **GREEN** cells in column 3; **YELLOW** and **BLUE** cells are automatically completed in column 3
2. Complete applicable **GOLD** cells in column and 5

	Upcoming Year's BUDGETED Revenues
	from
	July 1st of
	2025
	to
	June 30th of
	2026
1	2

What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue Excluded from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
3	4	5

REVENUES (CTC/Operators ONLY)

Local Non-Govt

Farebox	\$	-
Medicaid Co-Pay Received	\$	-
Donations/ Contributions	\$	-
In-Kind, Contributed Services	\$	-
Other	\$	-
Bus Pass Program Revenue	\$	-

Local Government

District School Board	\$	-
Compl. ADA Services	\$	-
County Cash	\$	-
County In-Kind, Contributed Services	\$	-
City Cash	\$	-
City In-Kind, Contributed Services	\$	-
Other Cash	\$	-
Other In-Kind, Contributed Services	\$	-
Bus Pass Program Revenue	\$	-

CTD

Non-Spons. Trip Program	\$	-
Non-Spons. Capital Equipment	\$	-
Rural Capital Equipment	\$	-
Other TD	\$	-
Bus Pass Program Revenue	\$	-

USDOT & FDOT

49 USC 5307	\$	-
49 USC 5310	\$	-
49 USC 5311 (Operating)	\$	-
49 USC 5311(Capital)	\$	-
Block Grant	\$	-
Service Development	\$	-
Commuter Assistance	\$	-
Other DOT	\$	-
Bus Pass Program Revenue	\$	-

AHCA

Medicaid	\$	-
Other AHCA	\$	-
Bus Pass Program Revenue	\$	-

DCF

Alcohol, Drug & Mental Health	\$	-
Family Safety & Preservation	\$	-
Comm. Care Dis./Aging & Adult Serv.	\$	-
Other DCF	\$	-
Bus Pass Program Revenue	\$	-

DOH

Children Medical Services	\$	-
County Public Health	\$	-
Other DOH	\$	-
Bus Pass Program Revenue	\$	-

DOE (state)

Carl Perkins	\$	-
Div of Blind Services	\$	-
Vocational Rehabilitation	\$	-
Day Care Programs	\$	-
Other DOE	\$	-
Bus Pass Program Revenue	\$	-

AWI

WAGES/Workforce Board	\$	-
AWI	\$	-
Bus Pass Program Revenue	\$	-

DOEA

Older Americans Act	\$	-
Community Care for Elderly	\$	-
Other DOEA	\$	-
Bus Pass Program Revenue	\$	-

DCA

Community Services	\$	-
Other DCA	\$	-
Bus Pass Program Revenue	\$	-

	\$	-
	\$	-
	\$	-
\$	-	\$
	\$	-
\$	-	\$

\$	-	\$	-
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YELLOW cells
are **NEVER** Generated by Applying Authorized Rates

BLUE cells
Should be funds generated by rates in this spreadsheet

GREEN cells
MAY BE Revenue Generated by Applying
Authorized Rate per Mile/Trip Charges

Fill in that portion of budgeted revenue in Column 2 that will be **GENERATED** through the application of authorized per mile, per trip, or combination per trip plus per mile rates. Also, include the amount of funds that are Earmarked as local match for Transportation Services and **NOT** Capital Equipment purchases.

If the Farebox Revenues are used as a source of Local Match Dollars, then identify the appropriate amount of Farebox Revenue that represents the portion of Local Match required on any state or federal grants. This does not mean that Farebox is the only source for Local Match.

Please review all Grant Applications and Agreements containing State and/or Federal funds for the proper Match Requirement levels and allowed sources.

GOLD cells

Fill in that portion of Budgeted Rate Subsidy Revenue in Column 4 that will come from Funds Earmarked by the Funding Source for Purchasing Capital Equipment. Also include the portion of Local Funds earmarked as Match related to the Purchase of Capital Equipment if a match amount is required by the Funding Source.

Worksheet for Program-wide Rates

CTC: 0
County: 0

Version 1.4

1. Complete Total Projected Passenger Miles and ONE-WAY Passenger Trips (**GREEN** cells) below

Do **NOT** include trips or miles related to Coordination Contractors!

Do **NOT** include School Board trips or miles UNLESS.....

INCLUDE all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!

Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS..

Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!

Do **NOT** include fixed route bus program trips or passenger miles!

PROGRAM-WIDE RATES

Total Projected Passenger Miles =

Rate Per Passenger Mile =

Total Projected Passenger Trips =

Rate Per Passenger Trip =

Fiscal Year

2025 - 2026

Avg. Passenger Trip Length = ##### Miles

Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = \$ -

Rate Per Passenger Trip = \$ -

Once Completed, Proceed to the Worksheet entitled "Multiple Service Rates"

Vehicle Miles

The miles that a vehicle is scheduled to or actually travels from the time it pulls out from its garage to go into revenue service to the time it pulls in from revenue service.

Vehicle Revenue Miles (VRM)

The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles exclude:

Deadhead
Operator training, and
Vehicle maintenance testing, as well as
School bus and charter services.

Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

Worksheet for Multiple Service Rates

CTC: 0
County: 0

Version 1.4

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the **DARK RED** prompts directing you to skip or go to certain questions and sections based on previous answers

SECTION I: Services Provided

1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?.....

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	Go to Section II for Stretcher Service	STOP! Do NOT Complete Sections II - V for Group Service

SECTION II: Contracted Services

1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?....

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
Answer # 2 for Ambulatory Service	Answer # 2 for Wheelchair Service	Answer # 2 for Stretcher Service	Do Not Complete Section II for Group Service

2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?.....

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No

3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service?
How many of the total projected Passenger Miles relate to the contracted service?
How many of the total projected passenger trips relate to the contracted service?

Ambulatory	Wheelchair	Stretcher	Group
Leave Blank	Leave Blank	Leave Blank	Do NOT Complete Section II for Group Service

Effective Rate for **Contracted Services:**
per **Passenger Mile** =
per **Passenger Trip** =

Ambulatory	Wheelchair	Stretcher	Group
Go to Section III for Ambulatory Service	Go to Section III for Wheelchair Service	Go to Section III for Stretcher Service	Do NOT Complete Section II for Group Service

4. If you answered # 3 & want a Combined Rate per Trip PLUS a per Mile add-on for 1 or more services, INPUT the Desired per Trip Rate (but must be less than per trip rate in #3 above =
Rate per Passenger Mile for Balance =

Combination Trip and Mile Rate			
Leave Blank and Go to Section III for Ambulatory Service	Leave Blank and Go to Section III for Wheelchair Service	Leave Blank and Go to Section III for Stretcher Service	Do NOT Complete Section II for Group Service

Worksheet for Multiple Service Rates

CTC: 0
County: 0

Version 1.4

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the **DARK RED** prompts directing you to skip or go to certain questions and sections based on previous answers

SECTION III: Escort Service

1. Do you want to charge all escorts a fee?.....

☐ Yes
☒ No

Skip #2 - 4 and
Section IV and
Go to Section V

2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR

per passenger mile?.....

☒ Pass. Trip
☐ Pass. Mile

Leave Blank

3. If you answered Yes to # 1 and completed # 2, for how many of the projected
Passenger Trips / Passenger Miles will a passenger be accompanied by an escort?

Leave Blank

4. How much will you charge each escort?.....

Leave Blank

SECTION IV: Group Service Loading

1. If the message "**You Must Complete This Section**" appears to the right, what is the projected total
number of Group Service Passenger Miles? (otherwise leave blank).....

.....

Do NOT
Complete
Section IV

..... And what is the projected total number of Group Vehicle Revenue Miles?

.....

Loading Rate
0.00 to 1.00

SECTION V: Rate Calculations for Multiple Services:

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically

* Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles
and trips for contracted services IF the rates were calculated in the Section II above

* Be sure to leave the service BLANK if you answered NO in Section I or YES to question #2 in Section II

Projected Passenger Miles (excluding totally contracted services addressed in Section II) = 0

Rate per Passenger Mile =

RATES FOR FY: 2025 - 2026				
Ambul	Wheel Chair	Stretcher	Group	
			Leave Blank	
			0	
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
			per passenger	per group

Projected Passenger Trips (excluding totally contracted services addressed in Section II) = 0

Rate per Passenger Trip =

Ambul	Wheel Chair	Stretcher	Group	
			Leave Blank	
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
			per passenger	per group

2. If you answered # 1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,...

...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =

Rate per Passenger Mile for Balance =

Combination Trip and Mile Rate				
Ambul	Wheel Chair	Stretcher	Group	
			Leave Blank	
				\$0.00
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
			per passenger	per group

Rate per Passenger Mile =

Rate per Passenger Trip =

Rates If No Revenue Funds Were Identified As Subsidy Funds				
Ambul	Wheel Chair	Stretcher	Group	
#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
			per passenger	per group
Ambul	Wheel Chair	Stretcher	Group	
#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
			per passenger	per group
Program These Rates Into Your Medicaid Encounter Data				

Worksheet for Multiple Service Rates

CTC: 0
County: 0

Version 1.4

1. Answer the questions by completing the GREEN cells starting in Section I for all services

2. Follow the **DARK RED** prompts directing you to skip or go to certain questions and sections based on previous answers

TPO Transportation Disadvantaged Local
Coordinating Board (TD LCB)

Agenda Item 10.

6/16/2025

AGENDA ITEM

REVIEW/APPROVE MINOR UPDATE TO POLK TRANSPORTATION DISADVANTAGED SERVICE PLAN (TDSP) WITH GRIEVANCE PROCEDURES, FOR FY 2025-26 AND UPDATED APPENDICES

PRESENTER

TPO Staff

SUMMARY

TPO staff will cover the following items:

In Attachment A (TDSP) and Attachment B (Appendices)

Staff will quickly mention where the previously three agenda items from today's meeting, are now "**Added to/Inserted**" into this TDSP Update. These include:

a. **Annual Evaluation Report** - from Agenda Item # 7, added at [pp 121-126]. No changes to "Performance Measures" Table 27 [pg 130].

b. **LCB's Grievance Procedures** - from Agenda Item # 8. Mentioned at pages 104 and 116. Goes into the TDSP's Appendix #15 in the Appendix packet.

c. **Rate Model** - from Agenda Item #9, (depending on TD LCB action today) the "Published Rates for Service" - Table 28 of the TDSP. [pg 133], and TDSP's Appendix # 16 in Appendix Packet.

Attachment A (TDSP)

Staff made changes in words/phrases for clarity, or to correct typos. Most are non-substantive in nature. This category of changes also includes information provided to the TPO by outside sources. **They are shown in ~~strike-through~~ & underline** throughout the TDSP package and the TDSP Appendix package. These include:

- Cover page, LCB roll call vote and certification pages, table of contents.
- Table 1- Polk coordinated trips by funding source (2024 Annual Performance Report), [Pg 12.]
- Updated Table 24 - Poverty Table, "Florida Food Stamping Income Limit Table" from Citrus

Connection, [Pg 77].

- Consistency review of other plans, pp 15 to 17, covering the Polk TPO Long Range Transportation Plan Envision 2050; the coinciding major update to Citrus Connection's Transportation Development Plan (for 2037); and the Polk County Comprehensive Plan, update - all happening this calendar year.

- Transportation Improvement Plan (TIP) section updated with FY 2025-26 allocations for TD Planning Grant and the TD Trust Fund Trip Equipment/Voluntary Dollar grants, from the Commission for the Transportation Disadvantaged, now with information on how to find the TIP in the Polk TPO's website. [Pg 18-19].

- Table 25 provides a list of the agencies with whom the CTC has Coordination Agreements and is updated on page 82.

Then, there's Items like this:

- Throughout the TDSP: Made mention that the Riders Guide which was contained in Appendix 10, is no longer being distributed. We provided Citrus Connection's website, instead. The Appendix number will be reserved so we don't have to renumber 11-16.

- In place of the Rider's Guide, we have added images of the Citrus Connection Fixed Route System. West Routes on page 55, and East routes on page 56.

- At page 97, TPO staff would like the Polk TD LCB to consider whether to amend this: "Except at a designated place, smoking or carrying a lighted or smoldering pipe, cigar, or cigarette; **vaping or E-cigarette**" to the list of prohibited conduct in Citrus Connection's Rider Rights and Responsibility and Code of Conduct.

ATTACHMENT B: Appendix Packet - these were updated:

- Appendix 4 - Citrus Connection's Organizational chart
- Appendix 10 - this item # is reserved
- Appendix 12 - 4 parts - Applications for TD service in English and Spanish, and, Applications for the ADA service, in English and Spanish.
- Appendix 13 - Vehicle Inventory-
- Appendix 14 - System Safety Performance Plan certification
- Appendix 15- Updated Grievance Procedures
- Appendix 16 - The Rate Model for 2025-26 (if available.)

RECOMMENDED ACTION

Approve the Polk TDSP Annual Update and direct the LCB Chairperson to sign it.

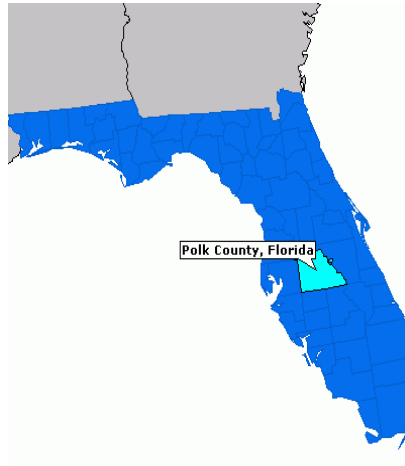
This item requires a roll call vote.

ATTACHMENTS

A. Proposed Polk TDSP Minor Update for FY 2025-26.

B. Proposed updates to the Polk TDSP Appendix Package for FY 2025-26.

FY 2025-26 MINOR UPDATE TO THE 2021/22 – 2025/26 POLK COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN & COORDINATED PUBLIC TRANSIT HUMAN SERVICES TRANSPORTATION PLAN -- MAJOR UPDATE



Polk Transportation Disadvantaged Local Coordinating Board

Major Update was Adopted by Polk TD LCB, 10/18/ 2021

FY 2024-25 Minor Update:

DRAFT --For the Polk TDLCB meeting on June 16, 2025

In this document, we are calling out updates/additions in red font with underlining, like this, and, showing items to delete ~~In strike out font like this~~



The TPO planning process is conducted in accordance with Title VI of the Civil Rights Act of 1964 and Related Statutes. Any person or beneficiary who believes they have been discriminated against because of race, color, religion, sex, age, national origin, disability, or family status may file a complaint with the TPO's Title VI Specialist at (863) 534-6486, or by writing Ms. Cindy Mitchell at Post Office Box 9005, Bartow, Florida 33831-9005. All documents in the TDSP and the TDSP Appendix Packet are available in Alternative Formats upon Request.



Polk County Transportation Disadvantaged Program

DESIGNATED OFFICIAL PLANNING AGENCY (DOPA):

Polk Transportation Planning Organization, (Polk TPO)
ADDRESS: P.O. Box 9005, Drawer TS05
Bartow, FL 33831-9005
CONTACT: Julia B. Davis, AICP, Transportation Planning Administrator
PHONE: (863) 534-6529

COMMUNITY TRANSPORTATION COORDINATOR (CTC):

Lakeland Area Mass Transit District (LAMTD), doing business as
(d/b/a), Citrus Connection
ADDRESS: 1212 George Jenkins Boulevard
Lakeland, FL 33815
CONTACT: Mr. Tom Phillips, General Manager
PHONE: (863) 686-7433



Polk Transportation Disadvantaged Local Coordinating Board (TD LCB):

Chairman – Vice Mayor Jeremy Clark

Accessing Services throughout Polk County



Citrus Connection's **Regional Mobility Call Center** is a one-call, one-click center for mobility options. It is located at ~~1290 Golfview Avenue, 2nd floor, Bartow, FL 33830.~~

1120 George Jenkins Blvd., Lakeland 33815

- Passengers may call the Regional Mobility Call Center.
- The local number is (863) 534-5500.
- The toll-free number is 855-POLKBUS (765-5287)

Telephone reservations can be made from 8:00 a.m. – 5:00 p.m. on weekdays.

Saturday scheduling from 8:00 a.m. – 3:00 p.m.

Only ADA for next service day trips will be scheduled on Saturdays.

Phone lines are open from 6:00 a.m. to 6:30 p.m. weekdays, and Saturdays from 8:00 a.m. – 4:00 p.m.

Citrus Connection offers an online service, a Passenger Portal allowing Para Transit passengers access to their profiles and trips itinerary. Approved ADA passengers may also schedule trips through Passenger Portal.

<https://ridecitrus.com/>

Call Center direct phone number at ~~863-688-7433~~ 863-534-5500

Quality Assurance at 863-733-4242.

Figure 1: -TDSP ADOPTION ROLL CALL VOTE PAGE -

(This will be inserted after June 16)

Figure 2: Polk TPO's certification of LCB's membership

(This will be inserted after June 16)

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INTRODUCTION TO THE 2021-22 to 2025-26 MAJOR UPDATE OF THE POLK TRANSPORTATION DISADVANTAGED SERVICE PLAN

In Florida, people who are **Transportation Disadvantaged** are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities.

The purpose of the **Transportation Disadvantaged Program** is to ensure the availability of coordinated transportation services in a community. Coordination enhances transportation access, minimizes duplication of services, and facilitates the most appropriate, cost-effective transportation possible with available resources. This is done for people who meet the definition of, "Transportation Disadvantaged," and who meet eligibility criteria for transportation services.

This **Transportation Disadvantaged Service Plan/Coordinated Public Transit Human Services Transportation Plan** – known collectively as the **Polk TDSP** or the **TDSP** is for the Polk County service area. Completion of a TDSP is a requirement for the Community Transportation Coordinator (CTC) to receive public transportation funds from federal, state, and local sources. The TDSP is updated annually, and a major update is prepared every five years. The major update covers the FY 2021-22 to 2025-26 time period and was approved by the Polk LCB in October 2021. Updates to the TDSP are prepared annually and are due by June 30.

How the TDSP is organized:

The TDSP/Coordinated Plan has four required components or elements which include:

- Development plan,
- Service plan,
- Quality assurance component and
- Cost/revenue –rates structure component.

The TDSP also has a very extensive set of Appendices.

The TD program is managed by the Florida Commission for the Transportation Disadvantaged. The TDSP complies with applicable state regulations as well as federal regulations for a **Coordinated Public Transit Human Services Transportation Plan**. The Coordinated Plan is required for funding from the Federal Transit Administration (FTA) Section 5310 "Enhanced Mobility of Seniors and Individuals with Disabilities Program,"

among other funding sources. It is also required so that the Community Transportation Coordinator may receive State funds.

The organizational chart contained in **Appendix 1**, “Florida Coordinated Transportation System Organization” identifies all those who are involved in the provision of TD services in Polk County, including the CTD, TPO, TD LCB and CTC. A List of Acronyms is contained in **Appendix 2** and the Glossary of Terms is in **Appendix 3**.

The Polk Coordinated Transportation Disadvantaged program is implemented locally by:

- Community Transportation Coordinator (CTC) – the Lakeland Area Mass Transit District, LAMTD, doing business as (d/b/a), Citrus Connection,
- Designated Official Planning Organization -- Polk Transportation Planning Organization (Polk TPO),
- Polk Transportation Disadvantaged Local Coordinating Board (Polk TD LCB).

TDSP PART ONE: DEVELOPMENT PLAN COMPONENT

TDSP PART ONE – DEVELOPMENT PLAN COMPONENT

Background of the Transportation Disadvantaged Program

In 1989, the Florida State Legislature established the Florida Commission for the Transportation Disadvantaged (CTD) to fund and oversee the expansion of transportation services for the Transportation Disadvantaged (TD). The CTD is sometimes called the TD Commission. The legislation also established a Transportation Disadvantaged Trust Fund (TDTF), funded from vehicle registration fees and gasoline sales taxes.

Definition of Transportation Disadvantaged

According to the Florida Statutes (F.S.), Chapter 427: “Transportation Disadvantaged’ means those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at-risk as defined in s.411.202.”

It is important to note that a person must not only be disabled, or low income, or elderly, or a child at risk, but they must also be either unable to transport themselves, or, unable to purchase their own transportation. They must make an application for transportation services and meet eligibility requirements. (See pages 69 -74 for information on **Eligibility Requirements**. This includes the **Prioritization Policy** on page 73 and the Florida **Food Stamps Income Limit (Poverty) Table 24** on page 72.)

The CTD administers and distributes these funds to each established service area within the entire state through Community Transportation Coordinators (CTC) according to an established formula, requiring a 10 percent local match. The CTD is responsible for establishing the distribution formula. Funds have been distributed to every service area’s CTC each year since 1990.

To assist with their local planning efforts, the CTD appoints a Designated Official Planning Agency (DOPA) for each service area to: staff the local coordinating board, appoint Local Coordinating Board (LCB) members, recommend the designation of the service area’s CTC, and assist the CTC in the development of the TDSP. The Polk Transportation Planning Organization, (TPO) has been the DOPA for Polk County since 1990.

To maintain its presence on a local level, the CTD has established Transportation Disadvantaged Local Coordinating Boards (TD LCBs) for each county that: advise the CTD directly on local TD issues, oversee the responsibilities of their local CTC, review all existing and proposed TD programs, and recommend the use of funds received from the Transportation Disadvantaged Trust Fund, TDTF.

The Florida coordinated transportation program serves as an on-going example to the rest of the country on coordinating local, state, and federal resources to provide the most transportation possible, to the most people possible.

What is Coordination?

In Florida, the **Community Transportation Coordinator (CTC)** is an entity recommended by a designated official planning agency to ensure that coordinated transportation services are provided to the transportation disadvantaged population in a designated service area. The CTC carries out coordination. The role of the CTC is to coordinate cost-effective, efficient, unduplicated, and un-fragmented TD services within its service area.

The CTC can be a government organization, a for-profit company, or a private non-profit organization. The Florida Coordinated system was set up so that a single entity in each County – the Coordinator, is responsible for receiving all the Federal, State, Local funds to transport people who meet the eligibility requirements for the various funding streams.

In ~~2022-23~~ **2023-24**, those funding streams included:

Table 1- Polk coordinated trips by funding source	2023 2024 APR trips	%
The Commission for the Transportation Disadvantaged (CTD)	107,338 137,641	32.39% 36
Agency for Health Care Administration (AHCA)	7,703 10,584	2.32 2.79
Agency for Persons with Disabilities (APD)	2,666 19,354	0.80 0.51
Department of Elder Affairs (DOEA)	26,450 0	7.98 0
Department of Education	29,554 43,603	8.92 11.49
Other sources of funds	157,710 168,109	47.59 44.31
TOTAL TRIPS	331,421 379,332	100%

Source: Polk Annual Performance Report, 2023-**2024**

The designated CTC in Polk County is the Lakeland Area Mass Transit District (LAMTD)/d/b/a/ Citrus Connection. LAMTD is a Special Taxing District and receives funding support from many sources including the Polk County Board of County Commissioners (BoCC), but it is a continuous challenge to maximize resources for TD trips.

The Coordinator is responsible for **conducting the eligibility verifications** for the various funding streams, and for **arranging trips** for the people who are eligible for them. The Coordinator may provide all of the trips itself (“sole source”) or, provide any number of the trips through a competitive procurement process (“partial brokerage,”) or, subcontract out all of the trips, as in a “complete brokerage.”

Designation Date/History of the Community Transportation Coordinator (CTC)

Chapter 427, *Florida Statutes* requires that every five years the Polk Transportation Disadvantaged Local Coordinating Board (TD LCB) and the Polk TPO recommend a single entity known as the Community Transportation Coordinator (CTC) to the Commission for the Transportation Disadvantaged (CTD) to manage the countywide TD program. The purpose of the Transportation Disadvantaged Program is to ensure the availability of efficient, cost-effective, and quality transportation services for TD persons. The role of the CTC is to coordinate cost-effective, efficient, unduplicated, and un-fragmented TD services within its service area.

Citrus Connection’s previous designation as the Polk CTC ran from April 1, 2016, through June 30, 2021. The Polk Transportation Planning Organization conducted a regular process to redesignate a government entity to be the Community Transportation Coordinator from late 2020 to March 2021. Citrus Connection became the designated Community Transportation Coordinator (CTC) for the Polk County service area effective July 1, 2021, by entering into a five-year Memorandum of Agreement with the Commission for the Transportation Disadvantaged. Citrus Connection provides various types of public transportation services throughout Polk County.

CTC Organizational Chart

Appendix 4 contains the organizational chart for the Polk Community Transportation Coordinator current as of ~~November 2023~~. **January 2025.**

Consolidation of Three Systems

The Polk County service area was historically composed of three transportation service providers: Citrus Connection, [the Winter Haven Area Transit \(WHAT\)](#), and Polk County.

- Polk County first implemented public transportation services in 1975 to provide transportation to the Polk General Hospital in Bartow, for residents who were unable to obtain transportation to the facility. In 2000, the Board of County Commissioners approved the transformation of the system to provide public transportation to underserved areas of Polk County.

In the early 1980's, Polk County Transit Service (PCTS) became involved in the coordinated transportation disadvantaged services program. In the 1990's, PCTS became the Community Transportation Coordinator (CTC) for the County. Then, effective April 1, 2016, the Lakeland Area Mass Transit District (LAMTD) became the official CTC.

- The LAMTD was created in 1980 by County Ordinance and approved by public referendum with the purpose of providing transit services in the Lakeland, Florida urbanized area. Services began in 1982. LAMTD is an independent transit authority which has been expanded to serve multiple communities over the past few years based on several successful referendums in those areas. LAMTD, d/b/a Citrus Connection's fixed routes serve portions of the City of Lakeland, with connections to Auburndale and Bartow, Winter Haven, Haines City, and to SunRail.
- Winter Haven Area Transit (WHAT) was established in 1997 through an Interlocal agreement between the City of Winter Haven and the Polk County Board of County Commissioners.

In 2015, Citrus Connection became the designated recipient for fixed route funding as recognized by the Federal Transit Administration for the Lakeland urbanized area and for the Winter Haven urbanized area. At that time, WHAT was merged with Citrus Connection.

Consistency Review of Other Plans

The Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with many approved plans and documents and planning efforts in Polk County. The Polk TPO reviewed pertinent portions of the following plans, and this Transportation Disadvantaged Service Plan is consistent with the referenced plans.

- Polk Transportation Planning Organization “Momentum 2045” (Long Range Transportation Plan); Envision 2050
- Polk County Comprehensive Plan 2025 update
- Polk Transit Vision 2032: Transit Development Plan (TDP) Major Update for Citrus Connection (November 2022.); Citrus Connection – TDP Major Update in 2025-26 for 2037
- Polk County Transportation Improvement Program (TIP)
- Unified Planning Work Program

Long Range Plan Update ~~for 2045 – Momentum 2045~~ Envision 2050

www.polkenvision2050.com

In 2020, the Polk Transportation Planning Organization updated the “Momentum 2040” (Long Range Transportation Plan), to the year 2045 planning horizon. This is called, “Momentum 2045.”

In 2025, the Polk TPO began updating the Long Range Transportation Plan for the 2050 horizon year. The Transit Element is being updated, as part of this effort. The Polk TPO regularly conducts transit studies that assist in identifying transportation barriers and issues for the transportation disadvantaged population. Some of these studies include:

- Neighborhood Mobility Audits (Case studies in ~~underserved areas~~ neighborhoods throughout Polk County to identify connectivity and gaps in mobility infrastructure)
- Complete Streets Corridor Feasibility Study
- Evaluation of Sidewalk Coverage for Connectivity
- Roadway Safety Audits



The TPO's goals and objectives for the Envision 2050 LRTP are as follows:

GOAL: Develop and **maintain** an integrated **multi-modal** transportation system to provide **safe** travel for all users, the **efficient** movement of goods and services, and to promote **livable** communities and **economic** activity.

OBJECTIVES:

SAFETY – Support safe movement for all users.

MOBILITY – Enhance connectivity for seamless travel options.

LIVABILITY – Foster vibrant communities and high quality of life.

ECONOMY – Drive growth through efficient transportation.

SUSTAINABLE RESOURCES – Maintain infrastructure and minimizing environmental impacts.

IMPLEMENTATION – Transform plans into impactful actions.

Citrus Connection – TDP Major Update in 2025-26 for 2037

Polk Transit Vision 2032: The Transit Development Plan Major Update for Citrus Connection Citrus Connection is the Community Transportation Coordinator (CTC), and it is also the recipient of Florida's State Transit Block Grant funds, so, it is obliged to have a Transit Development Plan. The most recent TDP Major Update was adopted by Citrus Connection's Board of Directors in November 2022. In order to comply with changes to State laws, in 2025, the TPO partnered with Citrus Connection to prepare a TDP major update which will make use of the data being collected for the LRTP 2050 effort. This data includes public surveys, transportation needs, cost estimates, and demographics. Information from this update process will be used by Citrus Connection to make short term changes to its services when feasible. The information also is used to guide future service and investments.

Polk County's Comprehensive Plan

In 2025, the Polk TPO staff and the Citrus Connection Planning staff cooperated with Polk County's Land Development Department, as it goes about its 2050 update to the County's Comprehensive Plan to carry out a series of "Listening Sessions" to collect Public Input on a variety of topics, including "transportation." During this activity, TPO staff attended events in three communities. Some of the public comment was about current transportation needs, and some was more long-term.

<https://www.inspire-engagement.com/polk-county-comp-plan>



Unified Planning Work Program

In the Polk TPO's two-year Unified Planning Work Program (UPWP), upcoming transit studies will build upon previously completed ones. Additional studies will include the following:

- Bicycle/Pedestrian Outreach and Safety Education Program
- Major Update to the Transit Development Plan (~~2021-2022 activity~~)

Polk Transportation Improvement Program, the TIP

Consistency with Other Plans

The projects included in the TIP are consistent with adopted short- and long-range transportation plans, as well as the master plans of other agencies and jurisdictions in Polk County.

Transportation projects which involve federal participation are also consistent with Momentum 2045, an applicable transit development plan, or airport master plan. Transit projects are consistent with the Transit Development Plan (TDP) and the Transportation Disadvantaged Service Plan (TDSP). Projects are also reviewed to ensure their consistency with adopted Comprehensive Plans of Polk County's local governments.

Should a change in project funding, scope or limit arise, the TPO amends the TIP through a TIP amendment process. This process mirrors the procedures required for developing and adopting the TIP. The TPO presents TIP amendments at regularly scheduled TPO Board meetings, and public notices are published in the local newspaper. Social media is also used to promote the public hearing, as well as a list of email contacts from the Adviser Network. Final approval of amendments by the TPO Board is done via a roll call vote consistent with subsection 339.175(13) F.S.

Polk TPO Transportation Improvement Program

page 11

Polk TPO 2025/26 - 2029/30 Draft TIP



In order to meet federal requirements, the Polk Transportation Planning Organization (TPO) must adopt and maintain a Transportation Improvement Program (TIP) document annually. The TIP is an extensive document which lists all the transportation projects which are planned in Polk County for the next five fiscal years. Projects included in the TIP are derived from FDOT's Five Year Work Program and local government Capital

Improvement Programs (CIP). The TIP is an implementation tool for how state and federal funds will be spent on transportation projects in Polk County. The TIP contains sections on projects in the following categories:

- Highways
- Turnpike
- Transportation Planning
- Maintenance
- Aviation
- Rail
- Transit & Transportation Disadvantaged
 - Specifically includes FTA 5310, FTA 5311, FTA 5339 grant funds for recipients located in the Lakeland UZA and the Winter Haven UZA
- Florida Rail Enterprise
- Miscellaneous projects.

The TIP is a budgetary document. Projects included in the TIP must be listed accurately to include the proper funding source, amount, a precise description of the project, the year programmed, and correct project limits.

Transportation Improvement Program (TIP) -TD Annual Element

The FY ~~2024-2025~~ **2025-2026** estimated allocations from the TD Trust Fund (TDTF) are as follows:

- Trip-Equipment Grant, and Voluntary Dollars

TEG Allocation	Local Match	Total Funding	TOTAL ALLOCATION
<u>\$1,314,949</u>	<u>\$146,105</u>	<u>\$1,461,104</u>	
\$1,318,455.00	\$ 146,495.00	\$1,464,950.00	
Voluntary Dollars	Local Match	Total funding	
\$61.00 <u>\$45.00</u>	\$ 6.00 <u>\$5.00</u>	\$67.00 <u>\$50.00</u>	<u>\$1,465,017.00</u>
			<u>\$1,461,154.00</u>

- TD Planning Grant, \$ ~~38,904.00.~~ **\$40,412**

Source: CTD, April 5, 2024 **March 2025**, estimates.

For the complete TIP, visit the Polk TPO's website:

<https://polktpo.com/plans-and-projects/transportation-improvement-plan/>

Then, check the table of contents to find the section on Transit.

Coordinated Public Transit Human Services Transportation Plans

Federal transit law [United States Code, 49 Federal Regulations] requires that projects selected for funding under the Federal Transit Administration (FTA) Enhanced Mobility for Individuals and Individuals with Disabilities (Section 5310) Program be "included in a locally developed, coordinated public transit-human services transportation plan," and that the plan be "developed and approved through a process that includes participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers and other members of the public" utilizing transportation services. These coordinated plans identify the transportation needs of individuals with disabilities, older adults, and people with low incomes, provide strategies for meeting these needs, and prioritize transportation services for funding and implementation.

"The human services transportation coordination [plan] provisions aim to improve transportation services for persons with disabilities, older adults, and individuals with lower incomes by ensuring that communities coordinate transportation resources provided through multiple federal programs. Coordination will enhance transportation access, minimize duplication of services, and facilitate the most appropriate cost-effective transportation possible with available resources."

Thus, the TDSP serves to satisfy the requirements of both the Commission for the Transportation Disadvantaged, and of the Federal Transit Administration.

Polk Vision

Polk Vision has taken an active role in seeking coordinated transportation solutions, recognizing that it is a quality-of-life issue for the residents of Polk County.

According to the Polk Vision website,

"Polk Vision is the leading collective impact organization serving the entire Polk County community. We provide central coordination to align the work of hundreds of dedicated volunteers through partnerships of public, private and civic organizations working collectively to make the shared vision of improved community prosperity for Polk County a reality. Polk Vision actively facilitates a process through which Polk County realizes its aspirations and full potential. Polk Vision identifies and builds awareness of community partnerships and encourages accountability."

Public Participation

The Polk TPO conducts meetings and activities of the Polk Transportation Disadvantaged Local Coordinating Board (TD LCB) according to rules and regulations regarding open meetings in Florida. The LCB conducts an annual Public Workshop, and there is an agenda item for public comment at every meeting of the Polk TD LCB.

Meetings are advertised in the legal section of *The Ledger*. This is the newspaper of record for the Polk County area.

Additional methods the TPO uses to communicate with the public include:

1. Asking Citrus Connection to share information on its ~~busses~~, **buses** at major bus stops and transfer centers, and, on its website: <https://ridecitrus.com/>
2. Email notifications to members and “interested parties,” of the Polk Transportation Disadvantaged Local Coordinating Board.
 - a. Tag-lines about the Voluntary Dollar and other important information, in email signature blocks.
3. Notices placed on the Polk TPO’s website: <https://polktpo.com/>
4. Announcements sent out to the Polk TPO’s “Transportation Advisor Network.”
5. A ~~monthly newsletter~~ is **Information is** distributed electronically.
6. Announcements placed on social media outlets including:



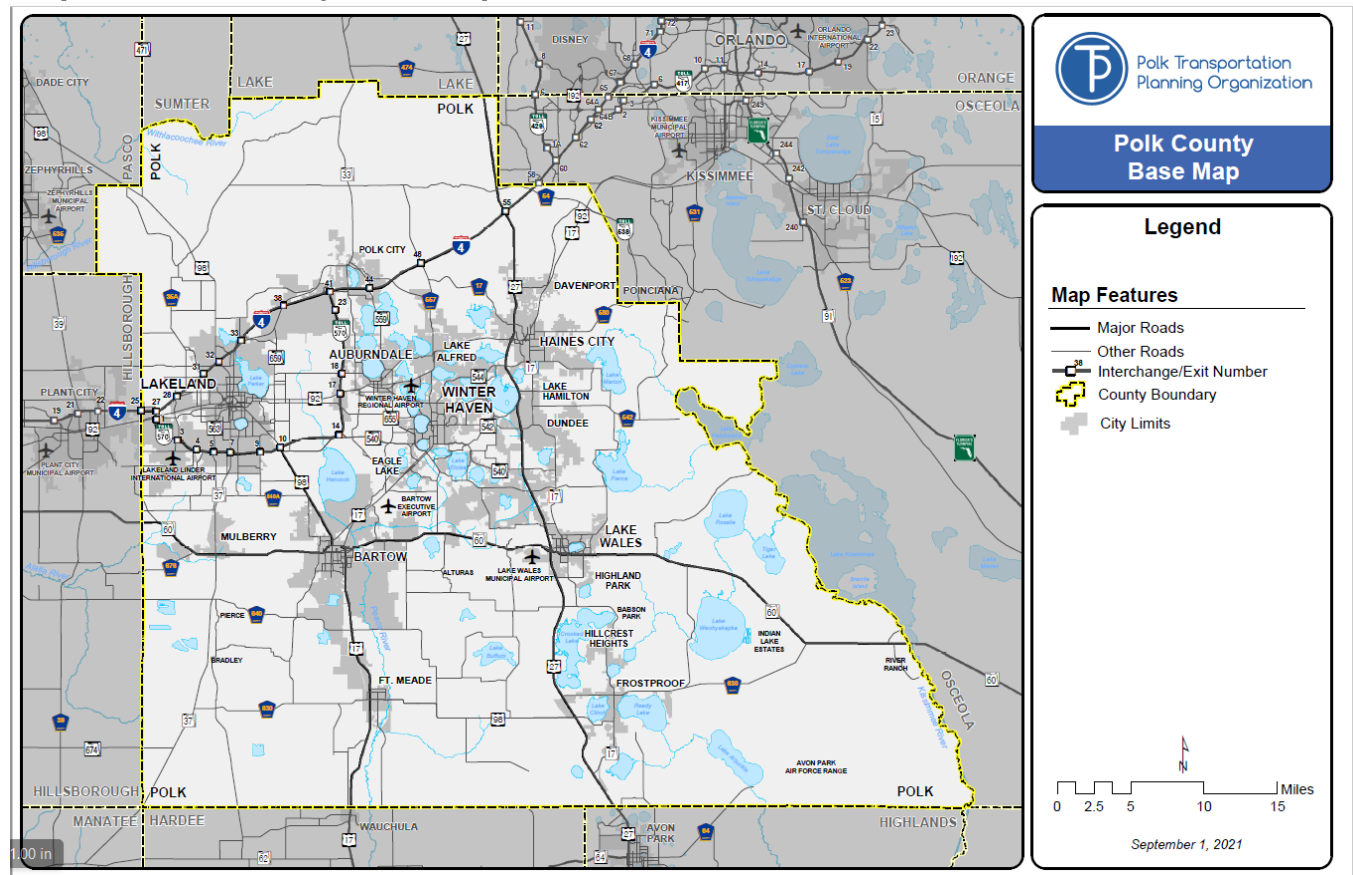
From mid-March 2020 to present, the contagious and deadly Novel Coronavirus pandemic (COVID-19), as well as its variants has impacted the Polk TPO’s ability to interact with the public and seek their input. To accommodate for this, the TPO has implemented more creative mechanisms for public engagement and to offer greater flexibility when face-to-face interaction may be limited. This includes the use of internet-based services like social media platforms, and content on the TPO’s website. People may access the social media platforms using the ‘app,’ – over the internet, or they may use special phone numbers and call into the meeting. Some meetings are conducted in a “hybrid” format where some of the participants are gathered in person in a meeting room, and other participants access the same meeting through the internet/their telephone.

For meetings which take place in person, various accommodations are made to reduce the spread of the virus. Meetings can be conducted in larger rooms to allow for adequate space between participants. This is called “social distancing,” which means to limit the space between people to 6 feet, in order to reduce the chances of spreading or catching the virus; sanitizing tables and other surfaces which people might touch, to reduce the spread of the virus, and providing face masks for people to use.

As of December 2020, in order to conduct a meeting of the Polk TD – Local Coordinating Board, a quorum of members must be physically in the meeting room. Any LCB voting members who decide to participate via Zoom or other platform, are allowed to participate in the discussion, and they may vote. However, only the votes made by the members in the meeting room will count towards any action.

SERVICE AREA PROFILE AND DEMOGRAPHICS

Map 1_ - Polk County Base Map



Land and Land Use

Polk County is located in the center of Florida, 35 miles west of Orlando and 25 miles east of Tampa. It is bordered on the north by Lake and Sumter counties, on the east by Osceola County, on the south by Hardee and Highland counties, and on the west by Hillsborough and Pasco counties.

Polk County is large – larger than the State of Rhode Island. According to the U.S. Census, the county has a total area of 2,011 square miles of which 1,798 square miles is land and 213 square miles (10.6%) is water. It is the fourth-largest county in Florida by land area and fifth-largest by total area. Providing coordinated transportation is challenging to the Polk Community Transportation Coordinator because of the large land area and the numerous lakes and other water bodies, and uneven and generally concentrated locations of medical/social services and employment opportunities.

DEMOGRAPHICS

As was mentioned previously, according to Chapter 427, *Florida Statutes (F.S.)*,

“Transportation Disadvantaged” means those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at-risk as defined in s.411.202.”

In this Component of the TDSP, we provide information on the following demographics:

- Number of people living in Florida and Polk County.
- Where people live:
 - Municipalities
 - Urban versus Rural
- Number of people who are considered “Transit-dependent,” which is people under the age of 18, and people aged 65 and older.
- Number of people who are in the groups which are in the definition of Transportation Disadvantaged: Disabled, Below Poverty (Low-income), Elderly, Children at risk.
- Number of Minorities / Environmental Justice / Limited English Proficiency

Data Sources:

The TPO utilized several sources of data to develop this Transportation Disadvantaged Service Plan (TDSP). This is a list of the primary sources of data.

US Census Data (and American Community Survey products)

The US Census was conducted in the Spring of 2020. In this Minor Update, we have updated demographics tables based upon the new US Census data.

Bureau of Economic Business Research, "BEBR"

The TPO also utilizes Bureau of Economic Business Research, "BEBR" for data. BEBR extrapolates population for the years 2025-2045. BEBR then provides "Low", "Medium", and "High" estimates. TPO staff used an average of "Medium and High" population data, to be consistent with the methodology recently used by the TPO in producing its 2045 Long Range Transportation Plan.

"CTD/CUTR TRAVEL DEMAND FORECAST ESTIMATING WORKSHEETS"

In the course of the TDSP MAJOR UPDATE, (**adopted October 2021**) the TPO fully updated the "CTD/CUTR Travel Demand Forecast Estimating Worksheets." We excerpted applicable tables in this section of the TDSP and are providing that information throughout this section. For more information about the "CTD/CUTR Travel Demand Forecast Estimating Worksheets" see the "Forecasts of the Transportation Disadvantaged Population" section, (page 54). All the worksheets are provided in **Appendix 5**.

Table 2- BASE YEAR LOOK UP TABLE

Since several data sources were used, there are several base years of population being used in this section of the TDSP.

Source	Polk County Population	Tables
"US Census Bureau Quick Facts about Polk County, 2022."	787,404	3, 4, 6, 7, 8, 11, 13, 14, 16
BEBR, (for 2022)	770,019	5, 6
"CTD/CUTR Travel Demand Forecast Estimating Worksheets" (2019)	709,779	7, 8, 9, 10, 12, 20, 21, 22, 23
Polk Annual Performance Report (APR) 2022 2024	313,056 379,332 trips	1, 19
AOR		15

Population

According to the U.S. Census, the total population for Polk County was 725,046 in 2020. The 2022 estimate is 787,404, an increase of 8.6%. This is a 4.3% annual growth rate over the two-year period. **Table 3** shows the population characteristics of Polk County and Florida from 2020-2022. **Table 4** compares population growth from 2021 to 2022 for Polk County and for Florida. Polk County is gradually becoming more populated, which puts a continued demand on services, and, denser, which contributes to a more efficient transit operating environment.

Table 3. Population Characteristics of Polk County and Florida from 2020-2022.

Population Data	2020		2022		% Change (2020-2022)	
	Polk County	Florida	Polk County	Florida	Polk County	Florida
Persons	725,046	21,538,187	787,404	22,244,823	8.6%	3.3%
Households	231,260	8,157,420	253,178	10,257,426	9.48%	25.74%
Persons per Household	2.84	2.65	2.77	2.57	2.5%	3.02%
Land area (square miles)	1,798	53,624.76	1,797.76	53,652.17	n/a	n/a
Persons per Sq. Mile of Land Area (Density)	403	400	403.3	401.4	.07%	.35%

Source: "US Census Bureau Quick Facts about Polk County, 2022."

Table 4. Population Characteristics of Polk County and Florida from 2021-2022.

Population Data	2021		2022		% Change (2021-2022)	
	Polk County	Florida	Polk County	Florida	Polk County	Florida
Persons	755,179	21,828,069	787,404	22,244,823	4.2%	1.3%
Households	253,178	10,257,426	253,178	10,257,426	N/A	N/A
Persons per Household	2.77	2.57	2.77	2.57	N/A	N/A
Land area (square miles)	1,797.76	53,652.17	1,797.76	53,652.17	N/A	N/A
Persons per Sq. Mile of Land Area (Density)	403.3	401.4	403.3	401.4	N/A	N/A

Source: "US Census Bureau Quick Facts about Polk County, 2021." *2022 Data not yet available for certain sections

Urban and Rural Areas

For reporting purposes, the Commission for the Transportation Disadvantaged counts the Polk County service area as “Urban.” This is because it has at least one urbanized area (UZA) in it. However, Polk County is very large, and most of the land lies in unincorporated Polk County, and so do most of the people.

The Urban/Rural distinction is important since urban areas usually have ‘fixed route’ public transit service, so, people who live in urban areas have more transportation options available to them. Rural areas may have some type of public transportation available, but not as much as Urban areas.

The Urban/Rural boundaries also matter because the Federal Transit Administration (FTA) allocates funding to operate transit systems and to purchase buses and other capital equipment, based upon the number of people living in urban areas (UZAs) and Rural areas.

Table 5 shows the Incorporated (Urban) / Unincorporated (Rural) distribution of population in the cities, towns and unincorporated areas of Polk County from 2010-2020-2022. There is tremendous growth of the population in the urbanized areas.

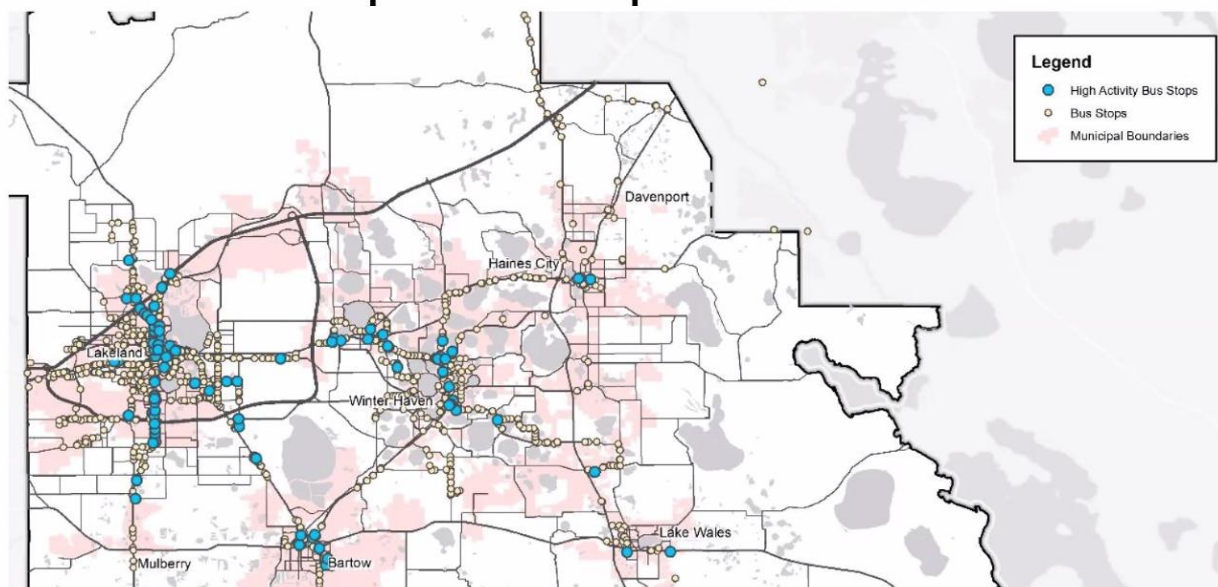
Table 5 – Population Trends for Cities, Towns and Unincorporated Areas, (Incorporated areas versus unincorporated areas) 2010-2022

Municipality	2010	2020	April 1, 2022, Estimate	% Change (2010-2020)	% Change (2020-2022)
Incorporated (Urban Area)	226,520	277,373	303,822	22.45%	34.13%
Unincorporated (Rural Area)	376,385	437,717	466,197	16%	23.86%
Total	602,095	715,090	770,019	18.77%	27.89%
Percent Incorporated (Urban)	37.43%	37.57%	39.46%		
Percent Unincorporated (Rural)	62.57%	62.43%	60.54%		

Source: BEBR Report 2022

Figure 3: “Location of Top 100 Stops” – shows the general location of the most active bus stops in Polk County along the general public fixed routes operated by Citrus Connection.

Location of Top 100 Stops

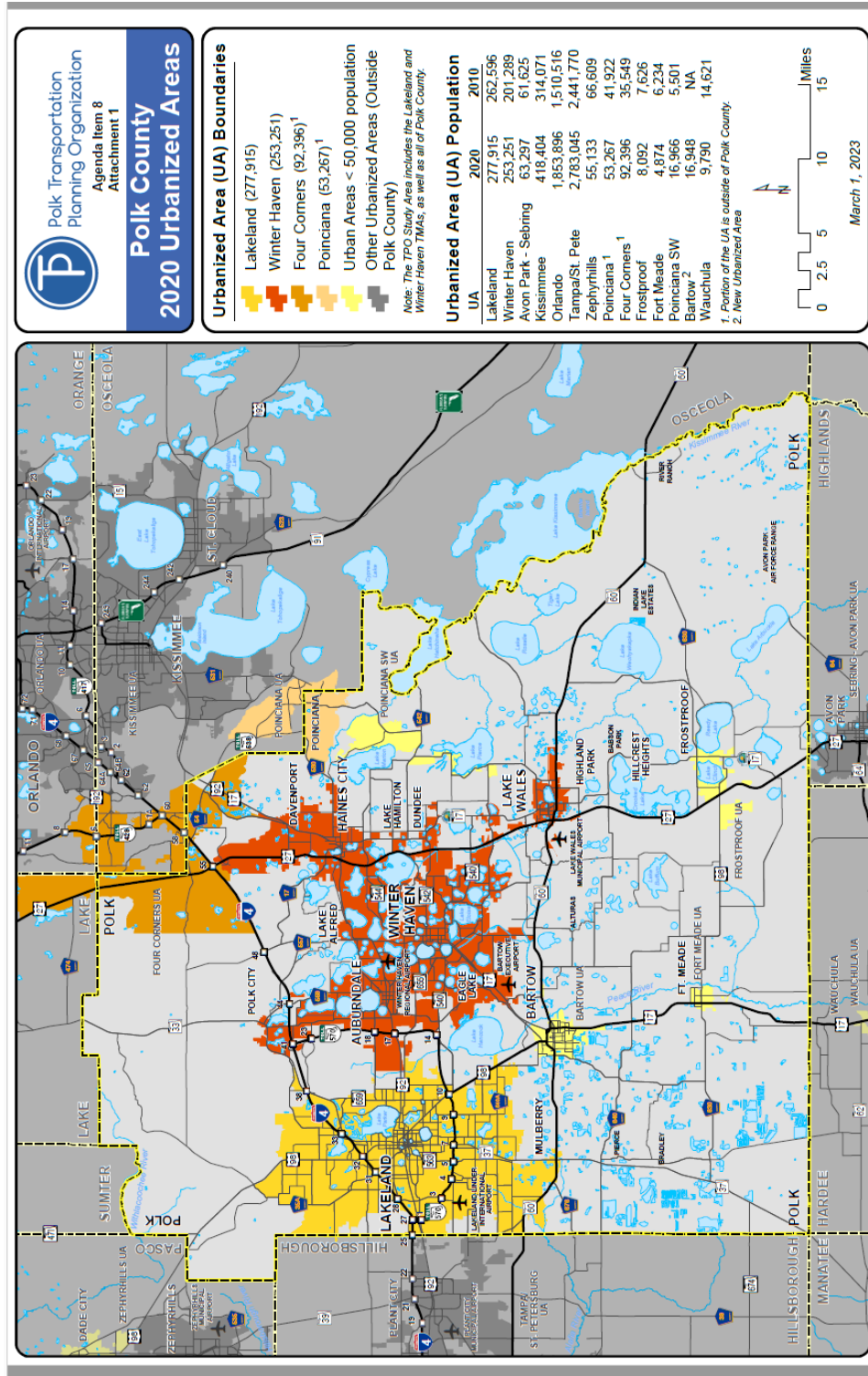


Source: Polk TPO's "East Polk Transit Studies, June 2021" based on FY 2019-20 ridership data from Citrus Connection.

This map is provided to give the reader an idea of the location of Lakeland and Winter Haven and Bartow to each other, and the general idea of where the Citrus Connection bus routes go.

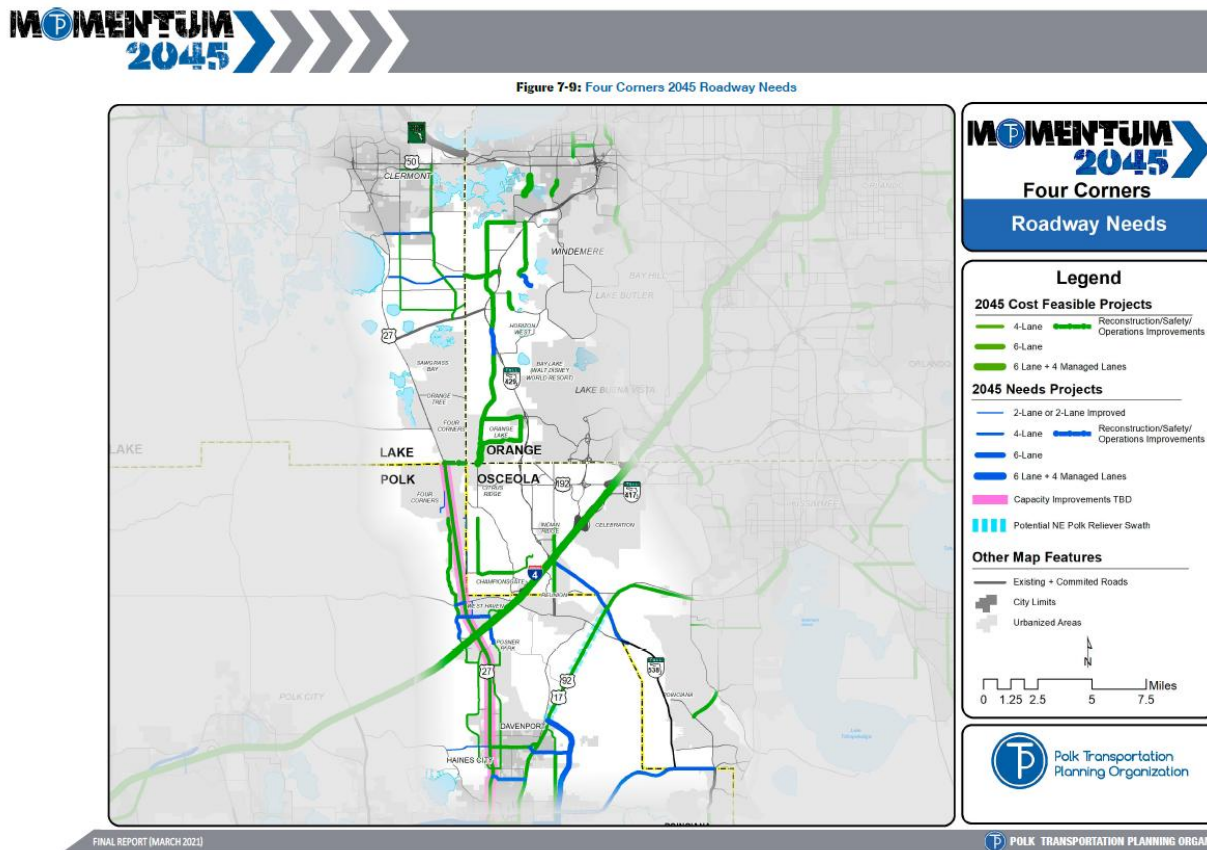
Urbanized Areas in Polk County

In January 2022, the U.S. Census (2020) released the urbanized area boundaries and associated population attributed to those areas. As a result of the 2020 US Census, some of the communities in the Four Corners area, have become new urban areas within Polk County. These additional urbanized areas in Polk County will have an impact on how Federal Transit Administration funds are distributed in this region in the next few years.



FOUR CORNERS

Figure 4: “Map of the “Four Corners” area of Florida.”



This figure is a map from the Polk TPO’s “Momentum 2045”. It shows projects in that plan. It is included in the Polk TDSP to give the reader an idea of the location of Polk County in relation to three other counties: Lake, Orange, and Osceola. This region is known as “Four Corners.” Each of these counties is experiencing high growth, due to their proximity to Orlando and all the attractions there. The growth of residential developments has an enormous demand upon the transportation system, and also upon the transit and paratransit systems of these counties.

Figure 5: Aerial Photo of school in Four Corners area, and adjacent development.



Caption: Looking south -- Bella Cita Elementary School and surrounding multi-family and single family residential and commercial development, August 2021 photo. Bella Cita is located in the Polk County portion of the Four Corners area. [Photo credit: Polk TPO.]

Municipalities

There are 17 incorporated municipalities in Polk County. **Table 6** presents population trends from 2010 to 2022 for incorporated and unincorporated areas in Polk County. Cities with a population of more than 10,000 in 2020 included Lakeland, Winter Haven, Bartow, Haines City, Lake Wales, Auburndale, and Davenport. The municipalities with the greatest population changes from 2020-2022 were Haines City, (19.9%), Davenport (19.69%) and Eagle Lake (12.73%). While the Unincorporated (Rural) population is greater than the Incorporated (Urban) population, from 2020 to 2022, the population growth rate of incorporated municipalities (8.45%) – 4.23% per year-- exhibited a faster increase than the population growth rate of the unincorporated area (4.79%) --2.40% per year.

Table 6 – Estimates of Population by County and City in Florida, 2020-2022 (Polk)

Municipality	April 1 2010 Census	April 1 2020 Census	April 1 2022 Estimate	Number changed (2020- 2022)	% Change (2020-2022)
Polk County	602,095	725,046	770,019	44,973	6.2%
Auburndale	13,507	15,616	17,453	1,837	11.76%
Bartow	17,298	19,309	19,653	344	1.78%
Davenport	2,888	9,043	10,824	1,781	19.69%
Dundee	3,717	5,235	5,575	340	6.49%
Eagle Lake	2,255	3,008	3,391	383	12.73%
Fort Meade	5,626	5,100	5,173	73	1.43%
Frostproof	2,992	2,877	2,998	121	4.21%
Haines City	20,535	26,669	31,979	5,310	19.9%
Highland Park	230	251	246	-5	-1.99%
Hillcrest Heights	254	243	243	0	0.00%
Lake Alfred	5,105	6,374	6,762	388	6.09%
Lake Hamilton	1,213	1,537	1,560	23	1.5%
Lakeland	97,422	112,641	120,279	7,638	6.78%
Lake Wales	14,225	16,361	17,359	998	6.1%
Mulberry	3,817	3,952	4,040	88	2.23%
Polk City	1,562	2,713	2,956	243	8.96%
Winter Haven	33,874	49,219	53,331	4,112	8.35%
Incorporated	226,473	280,148	303,822	23,674	8.45%
Unincorporated	376,385	444,898	466,197	21,299	4.79%

Source: BEBR Report 2022

Demographics of People Who Are Transportation Disadvantaged

“...PEOPLE WHO ARE TRANSPORTATION DISADVANTAGED –TD-- (DISABLED, ELDERLY/CHILDREN AT RISK, PEOPLE WITH LOW INCOMES) ARE UNABLE TO TRANSPORT THEMSELVES OR TO PURCHASE THEIR OWN TRANSPORTATION...”

Table 7, Below, provides a breakdown of all the different permutations of the demographics and the definition of Transportation Disadvantaged (TD) by age groups: the total population by age; the population below the US Poverty levels (i.e., ‘low income,’); the population with a disability; and the total population who are disabled/below the poverty level/by age.

Table 7 – Age, Poverty, Disabilities Distribution of Polk, 2022

County Population by Age	Total Population by Age	Population Below Poverty Level by Age	Total Population with a Disability by Age	Total Population with Disability and Below Poverty Level by Age
< 5 Years of Age	41,656	11,347	46	0
5-17	122,547	23,906	7,140	2,546
18-34	155,468	24,206	9,648	2,494
35-64	271,477	24,970	41,170	10,145
Total Non-Elderly	591,148	84,429	58,004	15,185
65-74	84,955	5,335	19,662	3,741
75+	63,029	4,460	26,646	3,059
Total Elderly	147,984	9,795	46,308	6,800
Total	739,132	94,224	104,312	21,985

Source: <https://data.census.gov>

B18130 Age by Disability Status by Poverty Status

SOURCE: from the US Census to obtain the 2022-year data on Polk County population “with or without disabilities; with or without low-income; and, by age. The base year is 2022 and the total county population = 739,132. These are the most current data available in May 2023.

AGE Age – Elderly

Some data sets define the Elderly as over the age of 65. The Florida Department of Elder Affairs defines the Elderly as over the age of 60. Citrus Connection defines elderly as 65 for eligibility purposes. This is consistent with Federal Transit Administration grant definitions.

Children who are handicapped or high-risk or at-risk

The Transportation Disadvantaged definition also counts “children who are handicapped or high-risk or at-risk as defined in s.411.202” as potentially eligible for transportation services, depending upon their circumstances. The definition uses the word ‘handicapped,’ although that term has been updated to ‘disabled.’ These definitions apply to pre-school children who are age 5 years or under. Chapter 411. Florida Statutes is provided in **Appendix 6**. Thus, potentially 42,219 children (5.6% of the total County population) are “at risk.”

Those two groups – Elderly, and pre-school aged children total 191,620 people, or, 25.43% of the total Polk population. **Table 8 provides** the number of people living in Polk County, as well as the percentages of the total. There were 604,119 people (80.17%) who are “non-elderly” and, 149,401 people (19.83%) who are elderly. The Transportation Disadvantaged definition counts all people who are Elderly, as potentially eligible for transportation services, depending upon their circumstances¹. Thus, 149,401 people (19.83% of the total County population) are elderly.

Table 8 – Age Distribution of Polk, 2022

County Population by Age	Total Population by Age	% OF TOTAL POPULATION	Number of population who could be TD based upon their age	Percent of population who could be TD based upon their age
< 5 Years of Age	42,219	5.6%	42,219	22.03%
5-17	124,557	16.53%	0	0
18-34	161,724	21.46%	0	0
35-64	275,619	36.58%	0	0
Total Non-Elderly	604,119	80.17%	42,219	22.03%
65-74	85,381	11.33%	85,381	44.56%
75+	64,020	8.5%	64,020	33.41%
Total Elderly	149,401	19.83%	149,401	77.97%
Total	753,520	100%	191,629	100%

Sources: <https://data.census.gov> S0101 AGE AND SEX

TRANSIT DEPENDENT/NOT TRANSIT DEPENDENT

¹ “...depending upon their circumstances...” – people who want to use the Transportation Disadvantaged program funds to provide their transportation must meet eligibility criteria. These are explained in more detail, elsewhere in the TDSP.

The transit-dependent population are persons aged 17 years and under, and persons aged 65 years old and over.

People under the age of 18 are generally assumed to be dependent upon other people for their transportation since they are too young to drive, or do not yet have their own vehicle. (According to a FDOT presentation on 9/02/2021: "in the United States, 61% of 16-19 year-olds in 2018 had driver's licenses compared with 87% in 1983.")

People aged 65 and over, are also considered to be transit-dependent since many people in this age range either no longer drive or no longer have money to maintain their own vehicle.

Table 9 illustrates that approximately 316,177 people in Polk County (41.96% of the 2021 population) are considered Transit Dependent. Some of these people could utilize the fixed-route transit system, if they live close enough to the routes.

Table 9 – Age Distribution of Polk, 2022 (Transit Dependent)

County Population by Age	Total Population by Age	Transit Dependent	Percent of population who are Transit Dependent
< 5 Years of Age	42,219	42,219	5.6%
5-17	124,557	124,557	16.53%
18-34	161,724	0	0%
35-64	275,619	0	0%
Total Non-Elderly	604,119	166,776	22.13%
65-74	85,381	85,381	11.33%
75+	64,020	64,020	8.50%
Total Elderly	149,401	149,401	19.83%
Total	753,520	316,177	41.96%

Source:

<https://data.census.gov S0101 AGE AND SEX>

Additional Demographic Data – Older Floridians

The report, "Profile of Older Floridians" containing additional data on demographics of Older Floridians is located in **Appendix 7**.

PEOPLE WHO ARE LOW-INCOME – BELOW THE FEDERAL POVERTY LEVELS.

Economically Disadvantaged – The provision of transportation services for those individuals that are low income and consequently cannot afford adequate transportation is one of the stated goals of the TD program. Low income is defined as at or below the Federal Poverty Level. There

are two slightly different versions of the federal poverty measure: the poverty thresholds, and the poverty guidelines.

The **poverty thresholds** are the original version of the federal poverty measure. They are updated each year by the Census Bureau. The thresholds are used mainly for statistical purposes – for instance, preparing estimates of the number of Americans in poverty each year. (In other words, all official poverty population figures are calculated using the poverty thresholds, not the guidelines.)

The **poverty guidelines** are the other version of the federal poverty measure. They are issued each year in the Federal Register by the Department of Health and Human Services. The guidelines are a simplification of the poverty thresholds for use for administrative purposes – for instance, determining financial eligibility for certain federal programs. Poverty guidelines are designated by the year in which they are issued.

Table 10 shows the number of people below the Federal Poverty Levels by the various age groups. In this table, we calculated the percent of the population living below the Poverty Level against the population by age groups. For example, a total of 94,224 people are living below the poverty level in Polk County. That's 10.40% of the total population. Of the children 5 and younger, 27.24% of the total number of children in that age group (11,347) are living below the poverty levels. And of **Of** all the people living in poverty, 23,906 or 19.51% of children are below poverty.

Table 10 – Poverty Distribution of Polk, 2022

County Population by Age	Total Population by Age	Population Below Poverty Level by Age	% of population Below Poverty Level by Age	% of number of people living below poverty level by age.
< 5 Years of Age	41,656	11,347	27.24%	12.04%
5-17	122,547	23,906	19.51%	25.37%
18-34	155,468	24,206	15.57%	25.69%
35-64	271,477	24,970	9.20%	26.50%
Total Non-Elderly	591,148	84,429		89.60%
65-74	84,955	5,335	6.28%	5.66%
75+	63,029	4,460	7.08%	4.73%
Total Elderly	147,984	9,795		10.40%
Total	739,132	94,224	12.75%	100.00%

Source: <https://data.census.gov>

B18130 Age by Disability Status by Poverty Status

Standard of Living – Income and Poverty Level

The most current data show that the Polk County per capita income in past twelve months (2021 dollars for 2022) was \$27,909 for Polk County. The Median household income for this same period was \$55,099.

Table 11 – Standard of Living, Polk 2022

Standard of Living	2022
	Polk County
Polk County per capita income in past twelve months (in 2021 dollars)	\$27,909
Median household income (in 2021 dollars)	\$55,099

Source: Census quick facts Polk County, FL/New LEP

The Community Transportation Coordinator uses more current poverty information as part of the eligibility criteria for transportation services. (See Table 24 on PAGE 72 in the SERVICE PLAN COMPONENT of the TDSP)

PEOPLE WITH DISABILITIES

People who have mental or physical disabilities are potentially eligible for trips through the Transportation Disadvantaged program, as long as they meet the other eligibility requirements.

Table 12 shows the number of people with disabilities by the various age groups. In this table, we calculated the percent of the population with a disability by age groups.

For example, according to the US Census, a total of 104,312 people are considered disabled in Polk County. That's 14.11% of the total population. Of the children 5 and younger 0.11% of the total number of children in that age group (41,656) are people with a disability. And of all the people with a disability, 46 or 0.11% are children 5 years old and younger.

Table 12 – Age, Disabilities Distribution of Polk, 2022

County Population by Age	Total Population by Age	Total Population with a Disability by Age	% of population with a disability by Age	% of number of people with a disability by age.
< 5 Years of Age	41,656	46	0.11%	0.04%
5-17	122,547	7,140	5.83%	6.84%
18-34	155,468	9,648	6.21%	9.25%
35-64	271,477	41,170	15.17%	39.47%
Total Non-Elderly	591,148	58,004	9.81%	55.61%
65-74	84,955	19,662	23.14%	18.85%
75+	63,029	26,646	42.28%	25.54%
Total Elderly	147,984	46,308	31.29%	44.39%
Total	739,132	104,312	14.11%	100.00%

Source: <https://data.census.gov>

B18130 Age by Disability Status by Poverty Status

People under age 65 with Disabilities

Many people under the age of 65 with disabilities rely upon the Transportation Disadvantaged Program for their transportation to life sustaining services. The data in **Table 12** indicate that 58,004 people in Polk County -- fully 55.61% of the people with disabilities in Polk County, are under the age of 65.

Minorities

When compared to Florida, Polk County's minority and non-minority populations are a little higher than the state averages. Based upon 2022 data, **Table 13**, shows that Polk County's minority population is 22.90 percent. This information is provided since historically, people who are minorities also tend to be lower income than non-minorities, and sometimes also have less access to transportation.

Table 13 – Race and Hispanic Origin 2022

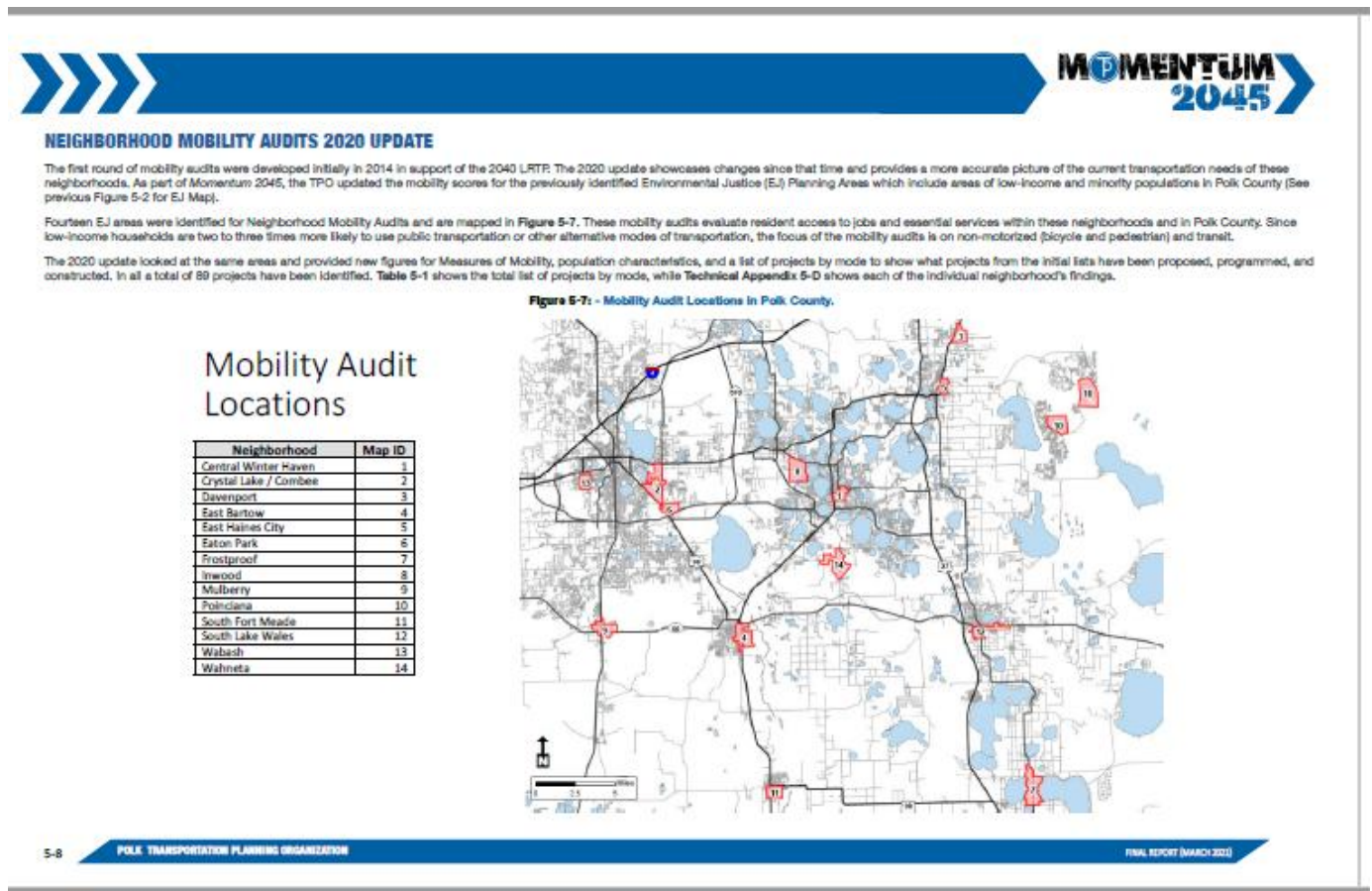
Race and Hispanic Origin	Polk County, 2022
White alone, percent	78.00%
Black or African American alone, percent	16.80%
American Indian and Alaska Native alone, percent	0.70%
Asian alone, percent	1.90%
Native Hawaiian and Other Pacific Islander alone, percent	0.10%
Two or More Races, percent	2.50%
Hispanic or Latino, percent	27.40%
White alone, not Hispanic or Latino, percent	53.90%

Source: Census quick facts Polk County, FL/TPO's Limited English Proficiency Plan (LEP)

NEIGHBORHOOD MOBILITY AUDITS

In 2016, the Polk TPO conducted Neighborhood Mobility Audits, targeting the underserved areas of the county. Using specific criteria to measure a neighborhood's access to public transit, schools, medical services, shopping, etc., **connectivity barriers** were identified such as lack of sidewalks, public transportation, bicycle paths, and safety issues such as lighting. The outcome of these studies were presented to the local government jurisdictions in order to coordinate the implementation of improvements in these areas when funding becomes available. These Neighborhood Mobility Audits were updated in 2020, in preparation for the TPO's update to the Long Range Transportation Plan (2045). To view these studies, please go to www.polktpo.com.

The map in Figure 6, below, shows the Mobility Audit Locations.



Environmental Justice (EJ) and Limited English Proficiency (LEP)

The Polk TPO has conducted extensive work in mapping the location at the Census Block level of the County with congregations of people who are at-poverty, or below poverty levels, or where there are congregations of non-white populations. It has also mapped locations of the population who are literate in languages other than English. The resulting "Environmental Justice (EJ) and Limited English Proficiency (LEP)" map series are located in **Appendix 8**. In 2019, (22.3%) of the people in Polk County have a Limited English Proficiency.

"DEPENDENT UPON OTHERS TO OBTAIN ACCESS TO..."

As was mentioned previously, in Florida, people who are **Transportation Disadvantaged** are unable to transport themselves or to purchase transportation and are, therefore, **dependent upon others to obtain access to** health care, employment, education, shopping, social activities, or other life-sustaining activities. What does “access” look like? Access BEGINS with Communications and Information.

Communications and Information -- access to Computers and Phones and the Internet and Wi-Fi and Broadband subscriptions --

Hardware - equipment

The **equipment** we use to communicate and to share information and the technology which supports it changes rapidly. In fact, *during the lifespan of this five-year plan, chances are good that you will replace your present cellular phone at least once.* And, while you might still have a desktop computer, many people no longer have them, instead, they are using laptops or tablets. This is true, even for people who are Transportation Disadvantaged: they, or their caretakers, use cellular phones (and more frequently now-days, “smart phones,”) and tablets to access the internet.

For the transit system, the equipment is a capital grant expense. The computer and the software that runs it, are capital expenses. The machines that bring the broadband to your home or business are also capital. It can be very costly and challenging for the transit system to upgrade all of its computers at one time.

Software – systems and service

When we make a phone call with our (wireless) cellular phones, or smart phones, or, when we receive a text, or go on-line to surf the internet—we are dealing with wireless signals and data. Access to the Internet is becoming more and more important since this is the way news and information is shared around the world. Citrus Connection utilizes many different “apps” and services which must be accessed through the internet.

Go to: <https://ridecitrus.com/> to access Citrus Connection’s website.

Smart cards and Bus Passes

Access to computers and broadband has become increasingly important in order for transit customers to locate bus schedule information and to purchase bus passes.

Digital Divide

Table 14 shows that 92.50% of the Polk County households have access to a computer. It is not clear whether this access is located in their homes. And, since **Since** the information shows that only 80.30% have a broadband subscription, perhaps people are accessing computers at schools or libraries. It is safe to suggest that the people who do not have access to computers, or the people who don't have computers are low-income, or elderly, or both. The people who don't have access to broadband internet are either low income, or, elderly, or live in remote/rural areas, or both.

According to Polk Vision representatives, "There are other matters related to the divide...computer literacy is a very real challenge for many households. Unaccustomed to having access to the resource, parents and other adults in the home do not know how to navigate online."

Table 14 – Households with Access to computers in Polk County 2022

Computers and Broadband	Polk County
	2022
Households	253,178
Persons under 18 years old, percent	22.10%
Households with a computer, percent	92.50%
Households with a broadband internet subscription, percent	80.30%

Source: Census quick facts Polk County, FL/New LEP

Major Trip Generators and Attractors

Polk County contains several types of facilities that serve as trip generators and attractors.

Examples of Trip generation locations are nursing homes, assisted living facilities, and high-density residential developments including traditional apartment complexes and low-income subsidized housing developments. There are forty-eight (48) nursing homes and assisted living facilities, and fifty-two (52) apartment complexes in the county.

Trip attractors include medical complexes, shopping facilities, theme parks, colleges and universities, and major employers.

Table 15 illustrates the number of trips made for the past 5 years, by trip purpose.

Table 15: Trip Purpose	2020	2021	2022	<u>2023</u>	<u>2024</u>
Medical	66,102	62,199	71,796	<u>64,985</u>	<u>76,748</u>
Employment	4,112	5,215	7,381	<u>7,412</u>	<u>10,427</u>
Education/Training/Sheltered Day Care	115,832	41,840	54,126	<u>43,310</u>	<u>47,157</u>
Nutritional	14,910	5,150	3,050	<u>6,400</u>	<u>8,675</u>
Life-sustaining/Other	441,592	224,658	176,703	<u>158,319</u>	<u>191,079</u>
TOTAL TRIPS	642,548	339,062	313,056	<u>280,426</u>	<u>334,086</u>

Source: Annual Operating Reports FY 20-21, ~~and~~ FY 21-22, FY 22-23, FY 23-24 Comparison Polk County

Decline in 2021 and 2022 compared to 2020, is due to the COVID Pandemic.

TRIPS BY TRIP PURPOSE AND ACCESS TO TRIPS

People who are Transportation Disadvantaged need access to:

- health care
- employment
- education
- shopping
- social activities
- other life-sustaining activities

Each of these trip purposes can potentially be made on the coordinated system. It depends upon a lot of circumstances. When the demand for trips exceeds the supply of trips, the Local Coordinating Board has directed the CTC to use a Prioritization Policy to determine which trip purpose has a higher priority.

For definitions of these trip purposes, please refer to the PRIORITIZATION POLICY on page 71 of the TDSP.

Access to Medical Care

Although non-hospital medical care is provided at clinics in almost every community, the larger hospital facilities are located only in Lakeland, Bartow, Winter Haven, Haines City, and Poinciana.

Specialized medical services are limited. There is a new, but **small**, Veteran's Clinic in Lakeland, which opened in 2017. ~~As a result,~~ It is often necessary to transport clients needing specialized services to the Tampa or Orlando areas. The average length of a trip to these areas is 50-60 miles (one way). A new Veteran's medical facility ~~is opening~~ **opened** in central Lakeland in the Summer of 2024, and this ~~will improve~~ **has improved** access to services.

Medical complexes include five area hospitals, three of which are regional medical centers. There are also six (6) major medical groups that operate more than 50 individual locations throughout Polk County. The groups include BayCare Medical Group, Bond Clinic, Central Florida Health Care, Gessler Clinic, Lakeland Regional Health, and Watson Clinic. These groups have major facilities as well as satellite facilities in Auburndale, Bartow, Davenport, Haines City, Lakeland, Lake Wales, Mulberry, and Winter Haven.

For a map of the location of medical care facilities, turn to **Appendix 9**.

Way-finding

One of the difficulties in accessing medical care is way-finding. These campuses are big – some of them take up city blocks. Even if you drive your own car, sometimes 'google' might take you to the incorrect doorway. ~~And, the~~ **The** parking lots are large, so, you ~~have to~~ **must** allow extra time to get from your car to the receptionist desk inside the building.

These are services which are expanding access to health care, and becoming more commonplace and which are freeing up trips on the coordinated system:

Telehealth – using technology to visit the doctor

Health care providers are offering a service where patients can communicate with a doctor (or other medical provider) through telephone calls, and in many cases, through video-calls. This service frees up trips on the coordinated system.

Pharmacy by mail

Some people, usually those with health insurance, can sign up to receive their medications through the US Mail. This saves them trips to a pharmacy to obtain the medications or medical equipment. This service frees up trips on the coordinated system.

Access to Health Insurance

People who do not have health insurance put off preventative care because they cannot afford it. They sometimes must go to the Emergency Room for treatment, sometimes of conditions which are preventable, if they had insurance and access to the medical system. People with health insurance can typically plan their medical care in advance. These preventative care trips are known in advance, and a person has time to make a trip request in advance for this care. This helps the coordinated transportation system.

Table 16 – People without Health Insurance Polk 2022

People without health insurance	2022
	Polk County
Population	725,046
Persons without health insurance, under age 65 years old	16%
(Estimated) Number of people in Polk without Health Insurance	116,007

Source: Census quick facts Polk County, FL/New LEP

FOOD

Access to nutritious food is a fundamental need. Eligible individuals may utilize the to obtain food.

Food deserts – lack of access to food.

According to Caroline Benitez, “Eating well starts not with what’s on your plate, but what’s in your grocery cart. Though there isn’t a one-size fits-all way to eat, almost everyone agrees that a diet rich in fresh veggies, produce, and whole grains is the foundation to good health. Sometimes knowing the right foods to eat isn’t enough. The community where you live can have a big impact on what goes into your diet- especially if you live in a food desert.

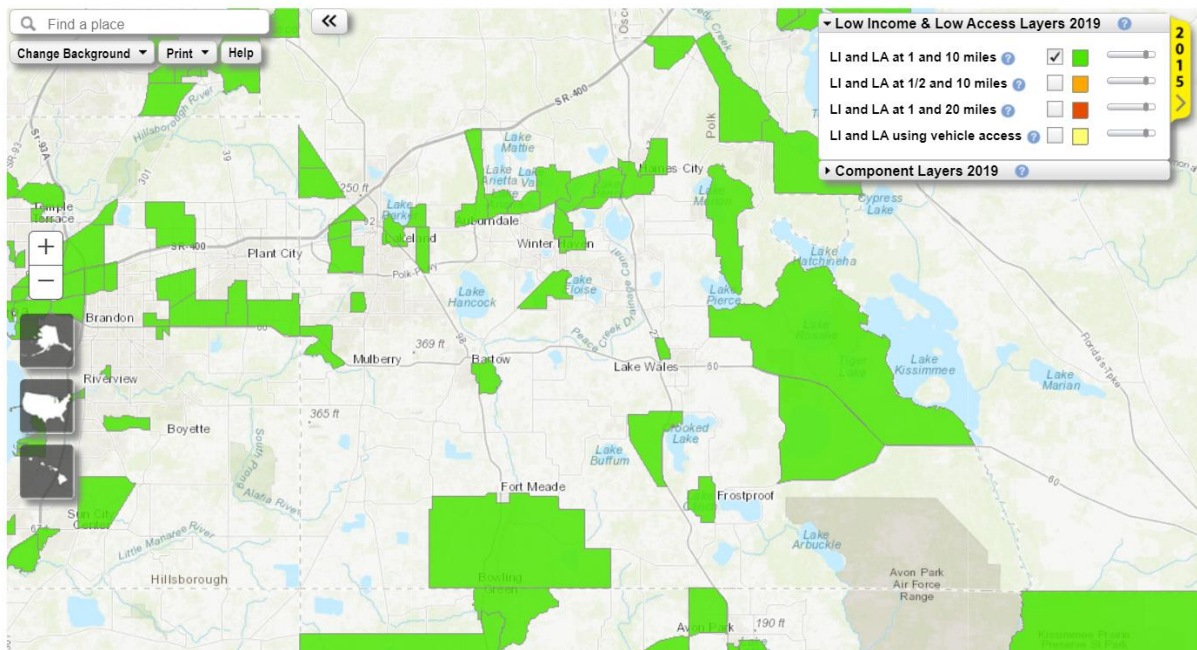
The USDA defines a food desert as a community where a large proportion of households are low-income and have low access to fresh foods. There might be convenience stores or restaurants nearby to buy the basics and shelf-stable processed items, but an actual grocery store or supermarket with fresh foods is harder to get to. In these places, the closest grocery store is over one mile away in an urban area, or 10 miles in a rural area.

For those of us living in an urban area, living one mile from a grocery store might not sound too terrible. But what if you don’t have a car and have to rely on public transportation or rides from friends? What if you have a disability or mobility issues? Then, reliably gathering fresh ingredients to make a healthy meal for you and your family is no easy task.

A 2015 analysis by the USDA found that a relatively high proportion (9.8%) of households in the central Lakeland area did not have vehicles and lived over one half-mile from a supermarket. All in all, 1.2 million urban Floridians and 780,000 rural Floridians live in a food desert.”

Source: “EATING WELL & THE LVIM MOBILE FOOD PANTRY June 4, 2020/in News & Updates, [Polk TPO last found 08/30/2021 at] <https://www.lvim.net/eating-well-the-lvim-mobile-food-pantry/>

Figure 7_ locations of food deserts in Polk County



<https://www.ers.usda.gov/data-products/food-access-research-atlas/go-to-the-atlas/>

Food deliveries by internet

A recent development in obtaining food in some parts of the country is to order food on the internet. For example, you can order food on Amazon, and have it delivered to your home. Or, you **You** can order food from a grocery store (using their 'app,') and have it delivered. The food might cost a little more, but this service greatly improves access to food for many people. (And, this **This** frees up trips on the coordinated system.)

Citrus Connection has identified Food Deserts as an important problem and works in partnership to provide solutions. These partnerships include:

- Lakeland Downtown Development Association (LDDA) service on Saturday to the Farmers Market.
- Lake Wales - New route providing access to food distribution and healthcare.

Employment

In 2020, the percentage of Polk County population 16 years of age and older in the labor force was at 52.3 percent compared to the state average of 58.9 percent. The percent of labor force employed was 55.3 percent for Polk County with the state at 55.4 percent. It

should be noted, however, that the unemployment rate in Polk County was 2.7 percent in 2022 which is higher than the state average at 2.2 percent.

Table 17 – Changes in Unemployment for Polk County, Florida and the US 2021-2022

Unemployment	December 2022	November 2022	December 2021
Polk County	2.7%	3.2%	3.4%
Florida – not seasonally adjusted	2.2%	2.6%	2.9%
Florida – seasonally adjusted	2.5%	2.6%	3.5%
United States – not seasonally adjusted	3.3%	3.4%	3.7%
United States – Seasonally adjusted	3.5%	3.6%	3.9%

Sources: <http://www.floridajobs.org/workforce-statistics/workforce-statistics-data-releases/monthly-data-releases>, Florida labor force - statewide, counties, and MSAs , on 5/22/2020

Table 17A. Unemployment for Polk County, Florida, and the US, December 2022 2024

Unemployment Rate	December 2022 <u>2024</u>
Polk County	2.7% <u>3.8%</u>
Florida – Not seasonally adjusted	2.2% <u>3.1%</u>
Florida – Seasonally adjusted	2.5% <u>3.4%</u>
United States – Not seasonally adjusted	3.3% <u>3.8%</u>
United States – Seasonally adjusted	3.5% <u>4.1%</u>

Sources: https://lmsresources.labormarketinfo.com/charts/unemployment_rate.html

Top Employers in Polk County

This table is a list of the largest employers in Polk County. However, these employees do not all work at the same location. And, it **It** should be noted that not all the employees at each location work 8AM to 5PM.

	Table 18 – List of Top 10 Employers	Industry	Number of Employees
1	Publix	Groceries	8008
2	Lakeland Regional Health	Healthcare	6000
3	Geico	Insurance	3800 3,300
4	Amazon Air Hub & Distribution	Retail	2000
5	Watson Clinic	Healthcare	1857
6	Southeastern University	Education	1072
7	Saddle Creek Logistics Services	Logistics	1289
8	Rooms To Go <u>Midstate Machine & Fab</u>	Furniture <u>Fabrication & Machining</u>	827 900
9	Advanced Auto Parts <u>Rooms To Go</u>	Auto Parts <u>Furniture</u>	615 827
10	Florida Southern College <u>Advance Auto Parts</u>	Education <u>Auto Parts</u>	550 615

Updated 2025 Source:

<https://lakelandcdc.com/major-employers/>

Education

For the period of 2015-2019, (82.5%) of persons age 25+ were high school graduates or had a higher degree, and 20.2% had a Bachelor's degree or higher.

List of Local Colleges and Universities

Florida Southern College
Lakeland, FL
Private, non-profit · 4-year

Polk State College
Winter Haven, FL
Public · 2-year

Southeastern University
Lakeland, FL
Private, non-profit · 4-year

Warner University
Lake Wales, FL
Private, non-profit · 4-year

Webber International University
Babson Park, FL
Private, non-profit · 4-year

Florida Polytechnic University
Lakeland, FL
Public · 4-year

Access to shopping and other activities of daily living

Three major shopping facilities are located in Polk County and include the Lakeland Square Mall, Lakeside Village, and the Eagle Ridge Mall. The two theme parks in Polk County include Legoland in Winter Haven and Fantasy of Flight in Polk City.

New Development

New housing developments, new hospitals, new colleges and universities, new shopping centers; it is normal to see a lot of development happening in Central Florida on a regular basis. These developments provide new paces for people to live, work, and conduct personal business. The people and activities stimulate the economy and generate taxes. The taxes provide funds to build roads and to operate transit systems. Ironically, all of that development causes congestion and slows down the transportation system. As a

result, then the transit system must decide how to adjust its routes to serve the new facilities.

COVID 19 and IMPACTS TO TRANSPORTATION

Access to Computers and Broadband Internet Subscriptions.

Access to the Internet is becoming more and more important since this is the way news and information is shared around the world. In March 2020, as the global pandemic COVID-19 swept worldwide, many countries and the United States implemented various degrees of stay-at-home measures designed to reduce the spread of the Novel Corona Virus. People who could telecommute or do “Work From Home” (WFH), did that.

Economy and COVID-19 PANDEMIC

In March 2020, as the global pandemic COVID-19 swept worldwide, many countries and the United States required various degrees of stay-at-home measures designed to reduce the spread of the Novel Corona Virus. Workplaces shut down or slowed down activities. Many, many people were either laid off or had reduced hours. The unemployment rate in Polk County went up from around 4.90% in March 2020, to around 13.4%, in April 2020. This triggered a depressed economy.

COVID and the Impact on education

As a result of the COVID Pandemic, in March 2020 all schools in the US sent students home. Most schools continued delivering lessons through “distance learning.” This required access to computer equipment, and to a way to access the internet. Under normal circumstances (i.e., “Before COVID-19”) people could access computers and broadband at public libraries. And, people **People** could bring their computers to many shops, and public buildings and access the internet that way. However, during the Pandemic, most libraries and government buildings were closed. In Polk County, the School Board and community groups put out a call to locate additional laptops to provide to students who did not have their own computers.

According to Polk Vision and Polk County School Board representatives, “There are some informed / educated estimates that we have been working with based upon usage rates of the parent portal, numbers of students completing assignments online and the number of devices the school district deployed. We also reviewed the percent of parents responding to a poll back at the onset of COVID-19 regarding distance learning initiative. ~~But~~, **but** no statistically valid number of respondents was ever achieved through the poll. With that being said, we are utilizing 25-30% as an estimated number of the students who do not have devices sufficient to perform course work from home. Furthermore, we believe that is a low estimate. The School District deployed nearly 23,000 devices with

many thousands of students performing coursework with paper packets rather than on-line. So, whether it is a device issue or an internet access in the home issue, Polk County has a serious digital divide to address when facing distance learning and equitable access to resources.”

Impact on Paratransit

As the Pandemic continued, Citrus Connection communicated by phone, email, Facebook to make sure people who don't have computers can find out about their services, and to purchase bus passes. From mid-March to early June 2020, there was no face-to-face public outreach due to COVID-19.

STATUS OF COVID PANDEMIC

~~At this~~ ~~As of this writing,~~ As of June 2024, the COVID-19 Pandemic has joined the list of communicable diseases that people should be aware of. Except for some medical facilities which request clients wear face masks, there are no business restrictions in Florida.

Inventory of Available Transportation Services

Citrus Connection

Lakeland Area Mass Transit District (LAMTD) is a special taxing district which provides fixed route transportation and other services throughout Polk County, through Citrus Connection. Citrus Connection became the designated Community Transportation Coordinator (CTC) for Polk County in April 2016. Citrus Connection was re-designated as the CTC in March 2021 and that five-year contract took effect July 1, 2021.

Coordinated Transportation is provided through several “modes.” The most typical are: **Fixed Route**, the **complementary ADA service**, and, **paratransit**. Some people with disabilities can ride a fixed route bus, as long as they can navigate to the bus stop, and if the bus is equipped with features that make it easier to board. These include ramps, and kneeling buses. Every Citrus Connection bus is wheelchair lift-equipped, and all of the regular route buses are also equipped with “kneelers,” which lower the front step of the bus and make it easier to board.

In order to provide cost effective and efficient transportation, and to serve as many eligible people as possible, the Polk CTC arranges the eligible Transportation Disadvantaged (TD) trips which begin or end in the areas served by fixed route transit systems using the fixed route service for clients who are able to access the fixed routes.

The people who cannot use fixed route are provided trips either through Citrus Connection's complementary ADA service, or through the paratransit service.

To access the Polk TD program, clients contact the CTC, which schedules a trip with a vehicle available in the area at the time of the request, utilizing scheduling software. To ensure a trip reservation, requests for services must be received from the client or the client's care giver at least 72-hours in advance. This allows time to authorize the trip and determine the most appropriate method of delivery. If the schedule permits, requests made for service less than 72 hours in advance may be granted. Same day service may also be available for access to or from urgent care.

Re-Route 2020

In October 2019, Citrus Connection re-worked many of its fixed routes on the West (Lakeland) side of the county service area. Route miles increased by 5% -- by 142.62 miles on weekdays, and 10.78 miles on Saturdays. Since many customers in the coordinated system ride either the fixed route service, or, the ADA service, these changes should have a positive impact on the TD Program. **(The routes have been updated annually since 2020.)**

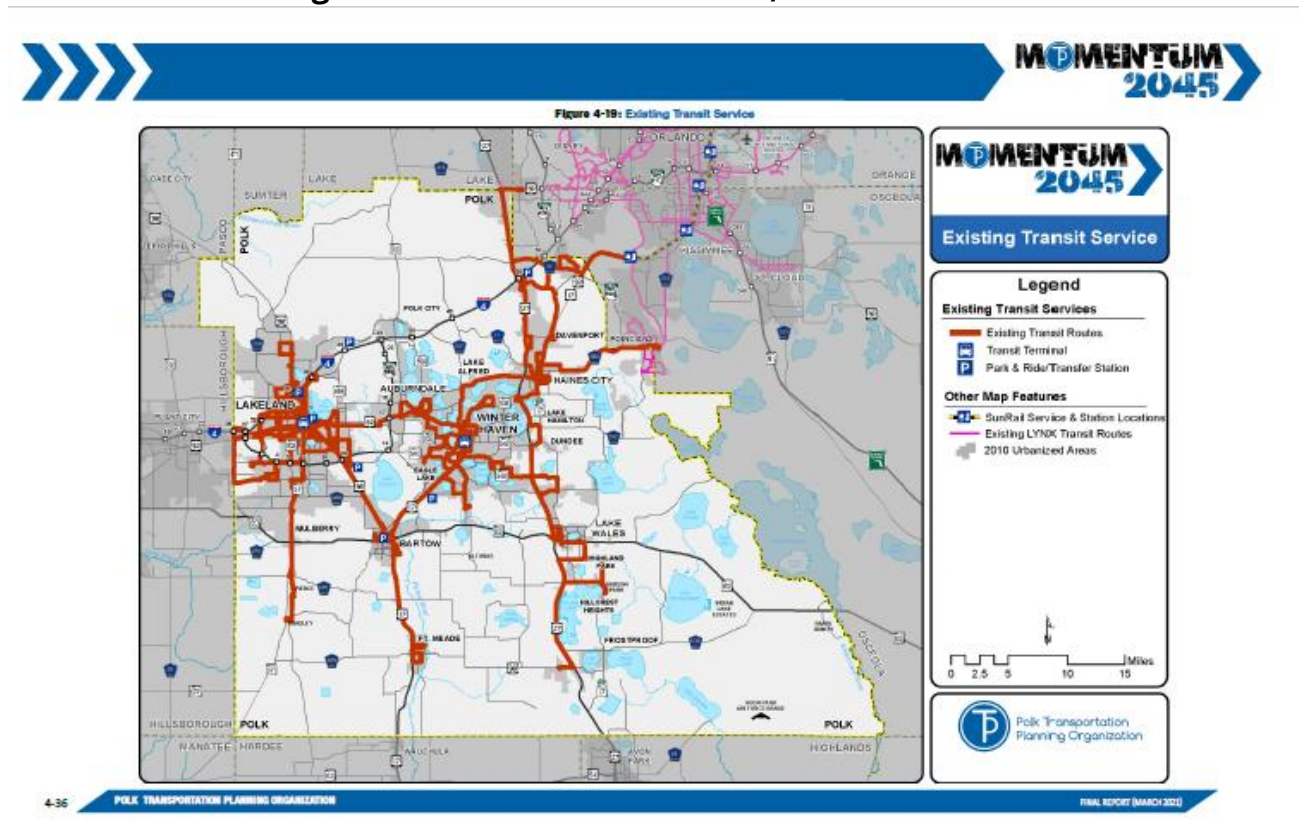
See **Appendix 10** for the System Guide. **[NOTE: Throughout the TDSP, we are deleting all references to the System Guide, since Citrus Connection no longer provides this document.] Citrus Connection SYSTEM GUIDE -- This is no longer in print. (Reserve this appendix number.)** visit, <https://ridecitrus.com/>

Table 19 illustrates the number of trips made in the Polk coordinated system by the type of service, as reported in the Annual Performance Report.

Table 19: Trips by type of service	2022 2024	%
Fixed Route (FR)	200652 248,986	64.09% 65.6%
Deviated Fixed Route	8868 7,582	2.83% 1.9%
Complementary ADA	48694 54,122	15.55% 14.2%
Paratransit	54842 68,642	17.52% 18%
Other types of service providers: TNC, Taxi, School Bus, Volunteers	0	0.00%
TOTAL TRIPS	313056 379,332	100%

Source: Annual Operating Performance Report FY 20-21 **2023-2024** and FY 21-22 Comparison
Polk County

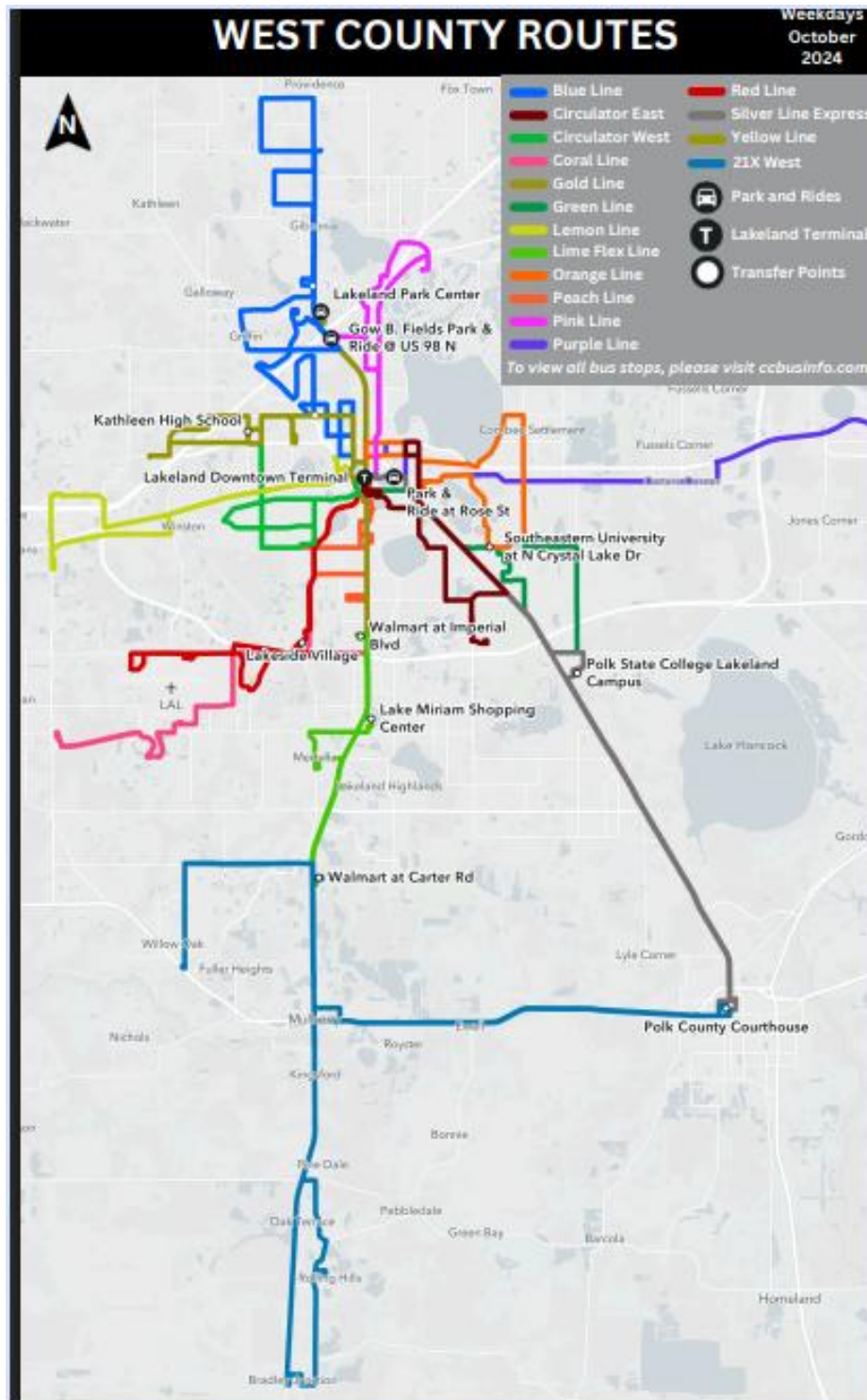
FIGURE # 8 - Existing Fixed Route Transit Service, Polk



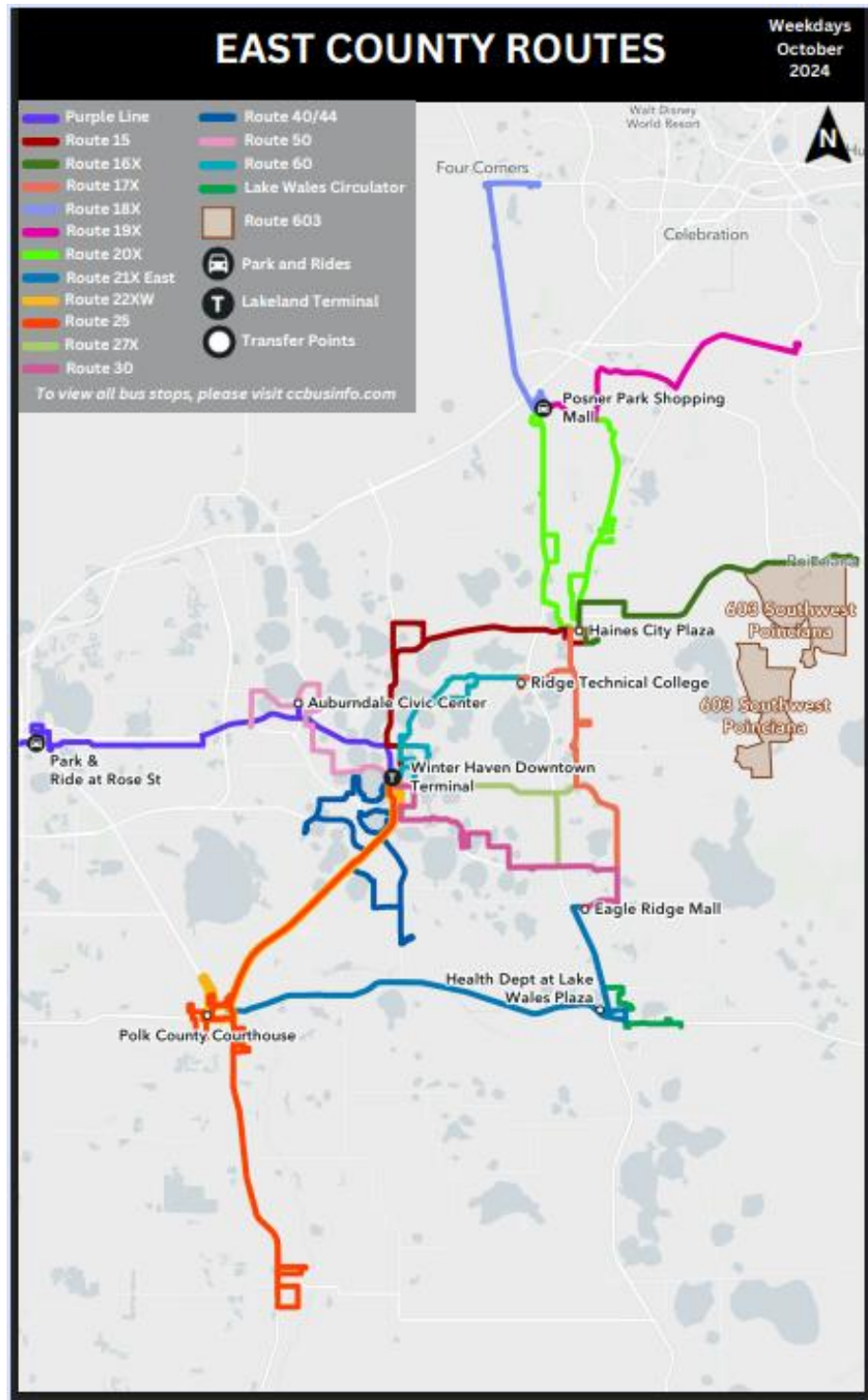
Citrus Connection's fixed route bus routes, current as of October 2024 can be found on the following two pages.

These can be found at:

<https://ridecitrus.com/services/bus-systems/routes/>



[Citrus Connection's West Polk County routes, October 2024](https://ridecitrus.com/services/bus-systems/routes/)
<https://ridecitrus.com/services/bus-systems/routes/>



[Citrus Connection's West Polk County routes, October 2024](https://ridecitrus.com/services/bus-systems/routes/)
<https://ridecitrus.com/services/bus-systems/routes/>

List of Private Transportation Service Providers Operating in Polk County

As part of the TDSP update process, we are asked to list private transportation service providers. Any person needing transportation could contact providers such as these to arrange their own transportation. Some of these are based in Osceola County. Neither the Polk TPO nor the CTC have reviewed these companies to determine their operating standards.

Independent Community Transport
Imperial Cab
Checker Cab
Yellow Cab
Amen Taxi
Angel Taxi Cab
D & D Taxi
Polk County Taxi
Big Herb's Taxi & Shuttle
H & H Transport
Affordable Transport, Inc.
All Generations Transport Service
Trinity Non-emergency Transport, Inc.
Medical Transport Services
Integrity Medical Transportation
Beyond Transport
Freedom Medical Transport
Orlando Cab Company
Magic Shuttle
Orlando Transportation Solutions
America's Taxi
Airport & Local Taxi
Davenport Taxi
Uber
Lyft

List checked 5/24/2021 **10/2024**. This list will be updated once the Citrus Connection Major Update to the Transit Development Plan (TDP) is adopted in October 2022.

Please note: **T**he agencies which have Coordination Contracts with the Polk CTC are listed on **Page 82**.

Service Analysis - Forecasting Transit Demand, Needs Assessment, Barriers to Coordination

Travel Demand

This section of the Polk TDSP discusses the “CTD/CUTR Travel Demand Forecast Estimating Worksheets.” These were developed by the Commission for the Transportation Disadvantaged (CTD) and the Center for Urban Transportation Research (CUTR) in 2015. The worksheets contain several tables. Data is manually entered on one page of the worksheets, and then the formulas populate numerous tables automatically. The complete set of worksheets is supplied in **Appendix 5**.

Needs Assessment

According to the Bureau of Economic and Business Research, the population of Polk County will increase by more than 13 percent between 2020 and 2025 from an estimated population of 715,090 to a projected population of 812,250. With the population increases and the demographic characteristics of the current population, the potential annual demand for transportation disadvantaged services are estimated to increase by approximately 150,460 annual trips over the next five years (from 10,721,083 in 2020 to 11,473,427 in 2025) as described in the TD Population Forecasting methodology below.

Forecasts of the Transportation Disadvantaged Population

Forecasts of the TD population are required by the CTD for major TDSP updates. The Polk TDSP Major Update was adopted in October 2021. The CTD recommends a tool developed for the CTD in 2015 that utilizes data from a variety of the most currently available sources to predict demand into the future. Data from the U.S. Census Bureau’s American Community Survey (ACS) and the Survey of Income and Program Participation (SIPP), The Bureau of Economic and Business Research County Population Projections, and the National Household Travel Survey and fixed route bus coverage are examples of the data utilized. These sources are helpful in capturing economic trends, population growth, and the changing demographic composition of the population such as aging baby boomers and the associated increases in disabilities. It is important to note the tool only quantifies potential TD demand in the geography analyzed and trends in potential utilization over time. Other factors such as the quality of available transportation services or other unique community characteristics may impact actual service utilization.

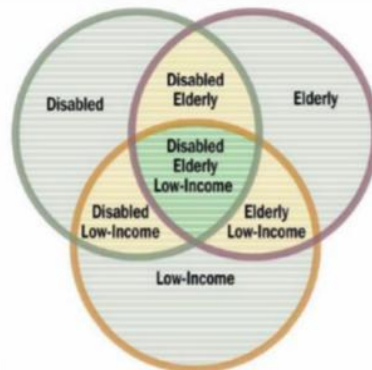
Persons with disabilities or seniors who strive to maintain their independence by accessing public transportation may find it is preferable or necessary to rely on family or friends for their transportation needs if the publicly available services do not meet their travel needs. Senior citizens who qualify for TD services based on their age may be able to afford other transportation alternatives such as taxis or ride hailing services such as Uber or Lyft.

Following is a summary of several of the key factors and data analysis steps used to arrive at the TD demand estimates for Polk County. Utilizing 2019 U.S. Census American Community Survey information (the most current data available) the population estimates for the TD population are shown below in **Table 20**. As defined by the CTD, the Category I TD population consists of all disabled, elderly, low income and children who are high risk or at risk. (This is the same table as Table 5.)

Table 20

County Pop. By Age	Total Pop by Age	% of Total Pop	Population Below Poverty Level by Age	% of Total Pop Below Poverty Level by Age	Total Population with a Disability by Age	% of Total Pop with a Disability by Age	Total Pop with Disability and Below Poverty Level by Age	% Total Pop with a Disability and Below Poverty Level by Age
< 5 Years of Age	39,743	5.6%	11,680	1.6%	122	0.1%	65	0.37%
5-17	115,568	16.3%	21,288	3.0%	9,497	1.3%	2,400	0.34%
18-34	151,338	21.3%	23,558	3.3%	10,601	1.5%	2,199	0.31%
35-64	256,306	36.1%	28,931	4.1%	37,883	5.3%	7,116	1.00%
Total Non Elderly	562,955	79.3%	85,457	12.0%	58,103	8.2%	11,780	1.66%
65-74	82,796	11.7%	8,703	1.2%	19,245	2.7%	2,832	0.40%
75+	64,028	9.0%	5,184	0.7%	28,284	4.0%	2,895	0.41%
Total Elderly	146,824	20.7%	13,887	2.0%	47,529	6.7%	5,727	0.81%
Total	709,779	100%	99,344	14.0%	105,632	14.9%	17,507	2.47%

To ensure individuals who fall into two or more categories (e.g., low income and disabled) are not counted twice, the overlapping population must be eliminated as shown in the **Figure 9**, below:



Critical Needs Population

Ideally, comparisons of disability estimates should be made using the same survey information, geographic parameters and disability definitions. Because the severity of an individual's disability is not clearly captured in the ACS data, particularly as it relates to the need for specialized transportation, the 2010 U.S. Census Bureau's Survey of Income and Program Participation (SIPP) is used for the next step in the demand estimates. The rates for those who report a severe disability, or those who have a "critical need" for transportation based on their disability status, are applied to the disability rates reported in the ACS as shown below.

Table 21 - Critical Needs Population

County Pop. By Age	Total Population with a Disability by Age	% with a Severe Disability by Age	Total Population with a Severe Disability by Age	% of Total Pop with Severe Disability by Age	% of Severe Disability Below Poverty Level	Total Severe Disability Below Poverty Level
< 5 Years of Age	122	4.20%	5	0		
5-17	9,497	4.20%	399	0.35%		
18-34	10,601	6.30%	668	0.44%		
35-64	37,883	13.84%	5,243	2.05%		
Total Non Elderly	58,103		6,315	1.12%	28.60%	1,806
65-74	19,245	27.12%	5,219	6.30%		
75+	28,284	46.55%	13,166	20.56%		
Total Elderly	47,529		18,385	12.52%	11.70%	2,151
Total	105,632		24,700	3.48%		3,957

Data from the Federal Highway Administration sponsored National Households Survey (NHTS) is used for the next step of the demand methodology. The NHTS collects in-depth information at the individual and household levels about travel patterns including, but not limited to, trip purpose, mode, vehicle availability and travel time. After applying the NHTS trip rates to the TD population in Polk County, there is an estimated potential demand of 29,532 trips per day for the critical need population as shown in **Table 22**.

Table 22

Critical Need - Severely Disabled TD Population			
	Not Low Income	Low Income	Totals
Non-Elderly	4,509	1,806	6,315
Elderly	16,234	2,151	18,385
TOTAL	20,743	3,957	24,700

TRIP RATES USED	
Low Income Non Disabled Trip Rate	
Total	2.400
Less	
Transit	0.389
School Bus	0.063
Special Transit	0.049
	1.899
Severely Disabled Trip Rate	
Special Transit	0.049

Low Income & Not Disabled = C + F			
Assumes	81,837	CALCULATION OF DAILY TRIPS	
27.2%	xx % without auto access	FOR THE	
	22,260	CRITICAL NEED TD POPULATION	
67.0%	xx % without transit access		
	14,914	Calculation of Daily Trips	
Total Actual Critical TD Population		Daily Trip Rates	Total
Severely Disabled	24,700	Per Person	Daily Trips
Low Income ND	###	0.049	1,210
		1.899	28,322
Totals			29,532

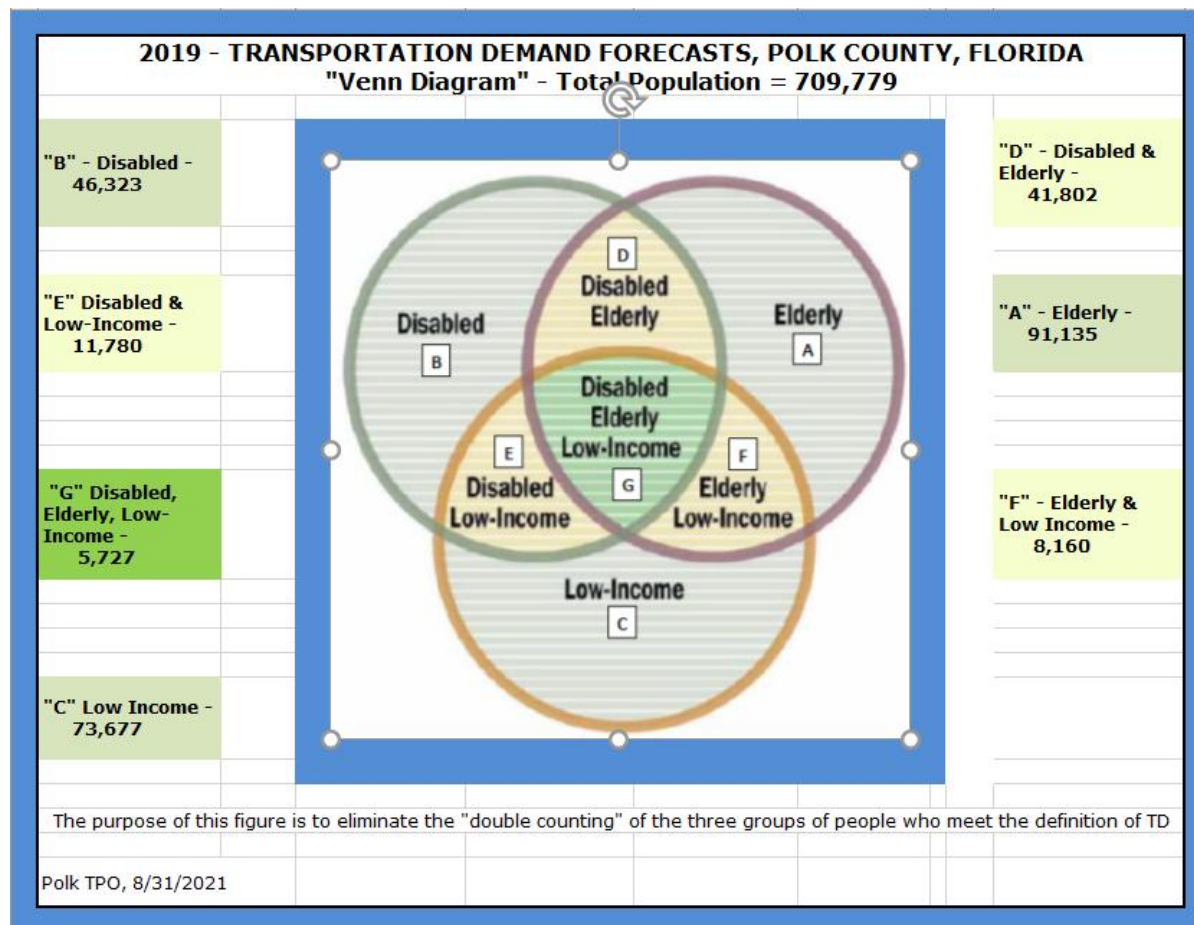
Note: ### = 14,914 Low income non-disabled people.

By using population forecasts prepared by the Bureau of Economic and Business Research and applying the changes to the TD population and trip rate estimates previously described, Table 23 displays the future potential demand for critical need transportation in Polk County through 2029.

Table 23 - Critical Need Trip Demand

Critical Need TD Population Forecast	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029
Total Critical TD Population											
<i>Disabled</i>	24,700	25,372	26,061	26,769	27,497	28,244	29,011	29,800	30,609	31,441	32,296
<i>Low Income Not Disabled No Auto/Transit</i>	14,914	15,319	15,736	16,163	16,602	17,054	17,517	17,993	18,482	18,984	19,500
Total Critical Need TD Population	39,614	40,691	41,797	42,932	44,099	45,298	46,528	47,793	49,091	50,425	51,796
Daily Trips - Critical Need TD Population											
<i>Severely Disabled</i>	1,210	1,243	1,277	1,312	1,347	1,384	1,422	1,460	1,500	1,541	1,582
<i>Low Income - Not Disabled - No Access</i>	28,322	29,091	29,882	30,634	31,528	32,385	33,265	34,163	35,097	36,051	37,030
Total Daily Trips Critical Need TD Population	29,532	30,334	31,159	31,946	32,875	33,769	34,687	35,623	36,597	37,592	38,612
Annual Trips	10,542,907	10,721,083	10,902,269	11,086,517	11,273,879	11,473,427	11,676,507	11,883,181	12,093,513	12,307,568	12,500,797

Finally, we loaded the resulting 2019 population forecasts from the tables, into the Venn Diagram in Figure 10:



BARRIERS TO COORDINATION Barriers To Coordination

In order to attempt to meet the demand for transit service for the TD population, there is recognition that a more coordinated approach to transportation service provides an opportunity to improve service delivery. To successfully provide cost efficient transportation for the disadvantaged population it is imperative that the barriers to coordination be identified. A number of barriers currently exist that present challenges to coordination:

- a) **Lack of information.** The general public and public service agencies need to be aware (or made more aware) of the TD program. Following are a number of community information resources and strategies that can be utilized to promote the TD program:
 - Elected Officials
 - Public Hearings
 - County Departments including: Human Services, Community Action and Veterans Affairs
 - Community Based Organizations including: The Salvation Army, Local Charities, and Veterans Affairs
 - Transit Handbooks and Maps
 - **Riders Guide**
 - CTC and TPO Websites
 - Travel Training
 - Community Events
- b) **Lack of Cooperation within Agencies:** Administrative barriers may inhibit cooperative arrangements between human services agencies and transportation agencies. Reporting requirements for public transportation providers are far more stringent than those imposed on human services agencies that fund transportation as an ancillary service. Transportation providers allocate costs on a per-trip basis, while human services providers often do not. One of the major benefits of a coordination-working group is that bringing a diverse group together gives participants an opportunity to learn how each agency operates and to develop trust so barriers can be removed. Another major barrier to coordination among different state agencies is turf.

Participants may mistakenly believe that they are being pushed into this effort because another participant wants to assume their responsibilities or dictate program outcomes.

c) Lack of Sufficient Funding: While there is on-going support for state legislators to approve an increase in funding for the Transportation Disadvantaged Trust Fund, there is not enough funding to assist everyone in need. Funding for transportation services has remained relatively constant over the past several years but has not kept up with the increasing travel demands, resulting in CTCs struggling to maintain their existing service levels. The population is growing older and the demand for public transportation services is expected to continue to increase. The lack of adequate pedestrian access to and from the bus stops limits the ability of TD passengers to safely access the fixed route transit services. Transportation coordination holds great potential for addressing multiple needs and goals with limited resources. As basic as it may seem, several dynamics are critical to success, including leadership, participation, and continuity. By establishing and supporting formal transportation coordinating mechanisms, the Polk County CTC can leverage state, federal, local, and private resources to provide more effective transportation solutions that can lead to reduced congestion, better access to jobs, and more efficient provision of transportation services in the region.

Goals, Objectives, Strategies (“GOS”) and Implementation Schedule

The **Goals** identified by the Polk County Transportation Disadvantaged Local Coordinating Board help guide the program towards producing a more efficient and effective coordinated transportation system for the disadvantaged population of Polk County.

Each Goal contains an **Objective**.

Each goal contains specific action steps to achieve that Goal. These are called **Strategies**.

Each Goal contains an **Implementation Schedule**. This is either a due-date, or an indication that the Goal is an on-going activity.

The CTC and the TPO staff reviewed the Goals, Objectives, Strategies, and the Implementation Schedule for the ~~2023-24~~ **2024 - 25** TDSP minor update and proposes no changes.

In this section, “operator” is used to mean a company which provides bus drivers and vehicles.

Goal 1. Enhance the availability of transportation services to meet the mobility needs of transportation disadvantaged persons.

Objective 1.1 Maximize transportation resources by using contract operators or service providers with coordination agreements when available under a partial brokerage system and encouraging clients to use the fixed-route systems.

Strategy 1.1.1: Initiate Requests for Qualification/Requests for Proposal to acquire additional contract operators as necessary.

Strategy 1.1.2: Maintain agreements with all transportation operators participating in the trip brokerage system.

Strategy 1.1.3: Maintain performance standards for monitoring coordination agreement agencies.

Strategy 1.1.4: Require clients who live within three-quarters of a mile of a fixed route and are able to access and utilize a transit bus to use the fixed-route service.

Strategy 1.1.5: Coordinate transportation disadvantaged services with surrounding counties.

Objective 1.2 Maximize transportation resources by using ~~Computer~~ computer aided Scheduling scheduling software where clients can schedule transportation from anywhere, anytime by using the Passenger ~~portal~~ Portal.

Strategy 1.2.1 Clients will have the ~~availability~~ ability to schedule transportation online or over the phone.

Objective 1.3 Notifications enable the clients to receive real time information pertaining to their upcoming appointments.

Strategy 1.3.1 Clients will receive a reminder to notify them of their scheduled transportation.

Implementation Schedule: On-going. This Goal has been continually met through the consolidation and coordination of services with all of the transit agencies and coordinators within Polk County.

Goal 2. Provide transportation disadvantaged services in a cost-effective and efficient manner.

Objective 2.1 Evaluate Open Brokerage of Door-to-Door Trips in the Urban Transit Service Area (UTSA).

Strategy 2.1.1: The CTC will coordinate with the Polk Transit Authority (PT) to conduct an evaluation of potential cost savings and service efficiencies of brokering ADA or other paratransit trips within the UTSA—including those in the LAMTD and WHAT service areas—on a minimum cost basis.

Objective 2.2 Evaluate Centralized Scheduling and Dispatch of All Door-to-Door Trips.

Strategy 2.2.1: The CTC will coordinate with PT to conduct an evaluation of providing scheduling/dispatch of all door-to-door trips under a central system using Trapeze advanced scheduling software system.

Strategy 2.2.2: Reduce the no-show rate by consistently enforcing the ~~no-show~~ No Show Strategy.

Implementation Schedule: This **Goal** was met by the opening of the Regional Mobility Call Center in 2013 which consolidated all dispatch and scheduling duties under one umbrella.

Objective 2.3 Evaluate Establishing a Garage/Maintenance Facility in East Polk Area

Strategy 2.3.1: The CTC will ~~coordinate with the PTA to~~ evaluate establishing a garage/maintenance facility in East Polk County for buses, paratransit vans, and other public transit vehicles as needed.

Implementation Schedule: This is an on-going goal.

Goal 3. Improve public awareness of the Transportation Disadvantaged Program.

Objective 3.1 Participate in Implementing a Common Marketing Plan for “Seamless” Fixed Route Transit and Paratransit Services. The CTC will implement Citrus Connection’s updated Marketing Plan.

Strategy 3.1.1: The CTC will work jointly with PT’s Marketing Department on the development, production, and distribution of a single transit system map for customers indicating how the routes relate to each other and a new “Rider’s Guide” explaining how to access all of the fixed route and paratransit services in Polk County.

Strategy 3.1.2: The CTC shall serve as a clearinghouse for information about services and funding sources for the transportation disadvantaged.

Strategy 3.1.3: The CTC will provide presentations to inform the public about the Transportation Disadvantaged Program.

Strategy 3.1.4: The CTC will distribute the new “User’s Guide” and other print material explaining the transportation disadvantaged program and other public transit services.

Implementation Schedule: This Goal has been met through the development and distribution of the ~~System~~ “Rider’s Guide” containing all information related to transit services available in Polk County, as well as the implementation of the “one-click, one-call center.”

[Consider what to do about this goal and strategies, since Citrus Connection is no longer distributing the “Rider’s Guide.”]

Goal 4. Provide transportation services in a safe and reliable manner.

Objective 4.1 Require that transportation operators provide safe, reliable and courteous service.

Strategy 4.1.1: Ensure that all transportation operators maintain a ~~System Safety Program Plan~~ Public Transit Agency Safety Plan (PTASP) pursuant to Section 341.061, F.S. and Rule 14-90, FAC.

Strategy 4.1.2: Ensure that all contracted operators provide adequate passenger assistance training for their drivers.

Strategy 4.1.3: Use real-time demand responsive scheduling and dispatching system to ensure trips are provided “on time”.

Strategy 4.1.4: Monitor the CTC’s routing, scheduling, and dispatching operations.

Strategy 4.1.5: Maintain standards to promote courteous service and monitor customer satisfaction.

Strategy 4.1.6: Monitor transportation operators to ensure a reliable and adequate fleet of vehicles is maintained for the coordinated system.

Strategy 4.1.7: Research remote, real-time surveillance systems for on-board the vehicles to improve system safety.

Implementation Schedule - This is an on-going goal.

Goal 5. Ensure program accountability by collecting and reporting system and provider data in an accurate and timely manner.

Objective 5.1 Document compliance with procedures, rules and regulations established by the Commission for the Transportation Disadvantaged and the Florida Legislature.

Strategy 5.1.1: Produce an Annual Operating Report (AOR) that meets State standards.

Strategy 5.1.2: Complete an annual evaluation of the Community Transportation Coordinator and the Coordinated System that includes an evaluation of the standards and performance measures adopted by the Coordinating Board. This task will be done by the Polk TPO.

Strategy 5.1.3: Provide a report at each Coordinating Board meeting outlining the activities and accomplishments relative to the TDSP Goals, Objectives and Policies.

Implementation Schedule - ~~This is on-going.~~ This is an on-going goal.

TDSP PART TWO – SERVICE DELIVERY – OPERATIONS PLAN COMPONENT

TDSP PART TWO – SERVICE DELIVERY – OPERATIONS PLAN COMPONENT

Types, Hours and Days of Service by mode

General Public Fixed Route Service

Citrus Connection operates a fixed route transit system throughout Polk County. In a fixed route transit system, passengers make their way to the bus and, the bus follows a route (a fixed schedule). The costs to purchase the equipment, and to operate fixed route are funded through tax dollars –the Federal Transit Administration, (FTA) the Florida Department of Transportation, (FDOT) local *ad valorem* funds, and, agreements with municipalities. These services are open to the general public.

Persons who are considered Transportation Disadvantaged may ride the fixed route as a member of the general public, and pay the going fare at the time they get board the bus. People who meet the CTC's eligibility criteria for Transportation Disadvantaged, can have all-or-a-portion of their trips on the fixed route system, paid for through the TD Trust Fund.

People who meet the eligibility criteria for the Americans with Disabilities Act (ADA) of 1990, may also utilize the fixed route system. If an ADA eligible passenger shows their ADA Card, they may ride the fixed route system at no cost.

General Public (FTA Section 5311) Policy – Rural Fixed Routes

The Community Transportation System is open to the general public through the receipt of Federal Transit Administration (FTA) Section 5311 operating grant funds. The FTA requires that trips paid for with these funds be scheduled on a first-come, first-served basis. The CTC provides this service in the rural areas of Polk County through the rural, fixed-routes. The general public may also access the system by calling the Coordinator's local access number or toll-free number. Once the funds for the month have been depleted, the general public may only access the system by personally paying the fully allocated cost per trip if there is vehicle seating/capacity for the trip request.

Paratransit service (Demand-Response)

Citrus Connection also offers demand-response service, which is also called, "paratransit." All Citrus Connection's paratransit service is called, "PT Connect." ~~Some of it is~~ Services include ADA and ~~some of it is~~ TD. Because the ADA law is federal civil rights law, and the

TD Program is a state program that came about BEFORE the federal ADA law, these two programs have vastly different rules and regulations. See the **Paratransit Rider Brochure** in **Appendix 11**. This is also why there are two Applications for service. These are located in **Appendix 12 A** and **Appendix 12 B**.

ADA Service – Americans With Disabilities Act

Some of the paratransit service is in place to provide what is called, “complementary paratransit service” according to the Americans with Disabilities Act (ADA) of 1990. This paratransit service is tied to the fixed route service. Generally, ADA service is available if an eligible person’s trip begins and ends within the ADA service area. Citrus Connection’s ADA service is a typical $\frac{3}{4}$ mile service area from the fixed-route; as-the-crow-flies. People who meet the eligibility criteria for the Americans with Disabilities Act (ADA) of 1990, and who are not able to use the fixed route system, may use the ADA paratransit service. There is a \$2.00 per trip co-payment for door-to-door ADA service.

Transportation Disadvantaged

People who meet the CTC’s eligibility criteria for Transportation Disadvantaged, but who cannot use the fixed route service, may use paratransit, too. These trips are paid for through the TD Trust Fund. These passengers must pay a co-payment for each trip.

Accessing Services

Citrus Connection’s Regional Mobility Call Center, a one-call, one-click center for mobility options is located at 1290 Golfview Avenue, 2nd floor, Bartow, FL 33830.

[Regional Mobility Call Center: 1120 George Jenkins Blvd., Lakeland 33815](#)

- Passengers may call the Regional Mobility Call Center.
- The local number is (863) 534-5500.
- The toll free number is 855-POLKBUS (765-5287)

[Telephone reservations can be made from 8:00 a.m. – 5:00 p.m. on weekdays. Saturday scheduling from 8:00 a.m. – 3:00 p.m. Only ADA for next service day trips will be scheduled on Saturdays. Phone lines are open from 6:00 a.m. to 6:30 p.m. weekdays, and Saturdays from 8:00 a.m. – 4:00 p.m.](#)

<https://ridecitrus.com/>

The CTC provides all of the scheduled trips for Polk County.

- Service is provided Monday – Saturday.
- The earliest appointment time that will be accommodated is 6:15 a.m.
- There is limited Sunday service. Route 30 operates on Sunday.
- Reservations should be made a minimum of 72 hours in advance and may be made up to 14 days in advance for medical or medical related trips.
- All other categories must be scheduled within 3-7 days in advance.
- All scheduling must be done during normal business hours (Monday through Friday, 8:00 a.m. – 5:00 p.m., except for ADA on Saturday for next business day service
- Door-to-door (Transportation Disadvantaged) service is provided for ambulatory and wheelchair passengers.
- Subscription trips will be allowed on a first-come, first-served basis, to the extent of funding and scheduling availability.
- Subscriptions shall fill up fewer than 50% of average trips booked.
- No waiting list will be maintained for services.

ADA trips may be scheduled by close of business one (1) day in advance of the requested trip date. All trips may be scheduled up to 7 calendar days in advance. Please call no later than 3:00 P.M. Saturday for trips on Monday, or one (1) day before a holiday for the service the day after a holiday. ADA trips may also be scheduled using Citrus Connection's on-line portal.

Out of area trips will be provided to the requested service areas **only** on Tuesday and Thursday only. ~~the days that transportation is provided to that specific service area~~ (See Out-of-Area Transport Policy).

Citrus Connection is the designated recipient for the Lakeland and Winter Haven urbanized areas and provides ADA complementary paratransit services throughout the service area.

All door-to-door service in Polk County is branded as PT Connect. All scheduling for PT Connect Services is handled through Citrus Connection Regional Mobility Call Center.

~~See the System Guide in Appendix 10 for more information.~~ **There are no more System Guides being provided.** Customers should visit Citrus Connection's website at: <https://ridecitrus.com/>

ELIGIBILITY

To be eligible for services under the TD Program in Polk County, a person must:

- Meet age (65 or older), income, and/or disability guidelines.
- Live in Polk County. Transportation Disadvantaged eligibility will be considered for residents of Polk County with US citizenship; must be a legal resident of Polk County and of the United States. Residents of Polk County with forms of US residency other than Social Security identification such as I-551, I-10, I-20, etc., or other government issued documentation will be considered for TD Eligibility.
- Not be able to get a ride from others for life-sustaining trips.
- Have documented household income which does not exceed 150% of the federal poverty level guidelines. See the federal food stamps poverty guidelines **Table 24** on page 72.
- Individuals meeting two or more eligibility requirements and who are Transit dependent will be deemed eligible based on being Transit dependent.
- Individuals residing in Polk County 6 months or more out of the year will qualify as a Polk County resident. The applicant must provide proof such as a lease, lot space rental, or letter from family or friend with whom they are residing.

Applications for service

The customer Applications ~~is~~ are supplied in **Appendix 12 {A & B}**. (There are two applications: One for ADA ~~& a different~~ and one for TD, and there is an English edition and a Spanish edition of each).

It is the sole responsibility of the applicant, or responsible party representing the applicant, to apply for transportation program eligibility, including ADA in a timely manner to qualify for service to avoid service delays or interruptions. All forms and assessments must be completed prior to beginning or continuing service. Expiration dates are clearly noted on the eligibility acceptance letter. Please allow a minimum processing time of **14-21** days for applications. Notification will be forwarded to the applicant via regular US mail.

Service renewals

All TD passengers must reapply for services, annually.

ADA passengers -- renewal is based on eligibility approvals. They do not have to reapply annually.

All TD passengers must reapply for services, annually.

Consideration will be based on information presented by the applicant to determine the need for services; and granted to those individuals who, because of physical or mental disability, income status, or age, are unable to transport themselves or to purchase transportation and are therefore dependent on others to obtain access to medical, medical-related, or other life sustaining assistance. The rider's fee will be determined based on the economic status of the applicant's household using a sliding scale. See additional information under Eligibility Determination for Non-Sponsored Trips.

Transportation Disadvantaged Trust Fund Program (TD) dollars is a funding source of last resort. All other means of funding and transportation resources must be exhausted or non-existent with the use of TD funding. The CTC has the right to require additional information as deemed necessary before making a final decision on eligibility.

Eligibility determination requirements and processes will also pertain to bus pass assistance recipients under the TD program.

Clients are instructed to schedule trips during identified off peak hours whenever possible. Trips to out-of-county facilities are scheduled in multi-loaded, shared ride vehicles and may be scheduled on specific days and times of the week for different geographic areas.

The CTC's policy is that requests for TD services are to be received at least 72 hours prior to the date service is needed. However, consideration is given to any request made at any time, depending on availability.

In accordance with the "No-Show" Policy, the CTC will notify habitual no-show clients that they may be suspended from service delivery.

Payment for your trip must be in the form of a prepaid pass. Cash will not be accepted.

Eligibility Determination for Non-Sponsored Trips

TD funds are allocated as follows: a.) to those most in need, b.) for trips deemed most necessary, c.) using transportation services/modes that are most cost effective and d.) In a leveraged manner to receive the greatest benefit from available funds.

“Those Most in Need”

The CTC will use an eligibility process (also called an enrollment process) that verifies that a customer meets the following criteria.

Transportation Disadvantaged. (Is the person “transportation disadvantaged”?) See definition in Glossary of Terms in **Appendix 3**.

No Other Transportation Available. (For example, a family member is not able to provide the transportation)

No Other Funding Available. (That is, there is no agency responsible for the transportation requested, e.g., transportation of an agency client to an agency sponsored program?)

No Public Transit. (Is the trip origin and destination within a fixed route service area? If yes, the client will be advised of the route, location and schedule. ADA-eligible clients will be offered an application for complementary door-to-door service.)

Ability to Pay. (Determine the individual’s ability to pay and use the income/percent of full fare sliding scale table. The minimum required co-pay per one-way trip will be \$2.00.

“Trips Deemed Most Necessary” (Medical/Medical Related are the highest priority, etc.)

Residency

Transportation Disadvantaged - eligibility will be considered for residents of Polk County with US citizenship; must be a legal resident of Polk County and of the United States. Residents of Polk County with forms of US residency other than Social Security identification such as I-551, I-10, I-20, etc., or other government issued documentation will be considered for **TD Eligibility**.

Individuals residing in Polk County six (6) months or more out of the year will qualify as a Polk County resident. The applicant must provide proof such as a lease, lot space rental, or letter from family or friend with whom they are residing.

Polk 2021 Transit Summit – September 2, 2021

A great deal of good information about the services Citrus Connection provides was presented at this day-long Summit. A two-hour recording is available at this link:

<https://youtu.be/S9hiPOiHIOM>

A two-page flyer with Summit Summary is located behind the last Appendix.

Table 24 -- POVERTY TABLE for 2025-26

Citrus Connection -- the Community Transportation Coordinator in Polk County uses this information to determine eligibility for transportation services:

FINANCIAL ELIGIBILITY SCALE BASED ON NET DISPOSABLE INCOME TRANSPORTATION DISADVANTAGED REVISED 04/14/2025 USING FLORIDA FOOD STAMPING INCOME LIMIT TABLE.

1 person	\$1,255 /month
2 people	\$1,704 /month
3 people	\$2,152 /month
4 people	\$2,600 /month
5 people	\$3,049 /month
6 people	\$3,497 /month
7 people	\$3,945 /month
Each additional person	+ \$ 449/month
	The net income limit is 100% of the federal poverty level.

Source: Citrus Connection, June 2025.

- Trips qualified for any ~~co-pay~~ **copay** amount over the minimum must have payment arrangements made directly at the office of Citrus Connection.
- Effective May 1, 2013, drivers no longer accept cash for Door-to-Door (Paratransit) trips. Passes may be purchased as a single ride or in a ten (10) ride stamp pass. Passes are \$2.00 for each single ride pass and \$20.00 for a (10) ride stamp pass. Passes may be purchased in person, by phone, online, or by mail (DO NOT MAIL IN CASH). Purchases can also be made with debit or credit cards. For additional information on bus pass purchases please contact customer service at (863) 534-5500 or (863) 688-7433.
- Passengers may contact the Intake department to determine if they are eligible for Bus pass assistance

- **ELIGIBILITY REASSESSMENTS ARE REQUIRED ON AN ANNUAL BASIS.** (income and expenses documentation must be verified annually for renewal applicants).
- **Transportation Disadvantaged funds are a funding source of last resort.** *There must be no other means of transportation available to the recipient. Including public transit buses, family friends, or other agencies.*

NOTE: Out of County trips are granted based on documented medical necessity and funds available basis. Fees for out of county trips are provided at the individual's approved rate.

POLK TRANSPORTATION DISADVANTAGED PRIORITIZATION POLICY

(Approved Revision 12/16/2024) – TPO Staff edited on 4-22-2025²

Citrus Connection, the Community Transportation Coordinator (CTC) for Polk County, implements a Local Coordinating Board-approved Prioritization Policy for trips provided through the “Non-sponsored Trip-Equipment Grant,” in order to provide the maximum number of the most critical trips, with available funds. The Prioritization Policy was established prior to 2015. ***This 12/2024 revision establishes that Medical, Nutrition, Employment, and Education will be top priorities.*** If funding allows, the other trip purposes will be considered at the discretion of the CTC in this priority order:

1. **Medical/Medical Related** - (Examples: Life sustaining medical—dialysis, chemotherapy, radiation, hospital discharge, other medical appointments and treatment, mental health, dental, pharmacy, physical therapy, etc.) Medical appointments more than 20 miles require referrals.
2. **Nutrition** - Examples: Grocery shopping, food banks.
3. **Employment** - Personal travel to employment, up to 20 miles within Polk County. No employment trips on Saturdays.
4. Specific **Education** and **Training** determined by the CTC -- Up to 20 miles within Polk County. (No **education** trips on Saturdays.)
5. **Obtaining Social Services** - (Examples: Government offices, Courts, Pay utility bills, banks for personal business, legal.)
6. **Other Activities** - (Examples: leisure shopping, social events, recreation, gym, etc.)

The CTC shall determine if funding is available to allow the requested trip using the above priorities established by the LCB.

Using Cost-Effective Transportation Services/Modes

The CTC in Polk County and the TD Trust Fund Program require that services be provided by the least costly mode and the most efficient means (e.g., maximizing the use of fixed-route transit and multi-loading of vehicles).

² The changes to the Prioritization Policy are as approved by LCB 12/16/2024. Staff completed edits in April 2025. The edits are based upon reviewing the audio recording of the LCB meeting on 12/16/2024, again.

Leverage Non-Sponsored Trip Funds

A sliding scale is used to determine the ability to pay based on a client's verified disposable net income and liquid assets. The chart used in this eligibility assessment is based on the poverty guidelines issued in the Federal Register by the Department of Health and Human Services. The guidelines are a simplification of the poverty thresholds for use for administrative purposes – for instance, determining financial eligibility for certain federal programs. Poverty guidelines are designated by the year in which they are issued. See **Table 24** on page 72.

For TD trips, the co-payment is a \$2.00 per one-way trip. The CTC may establish a different co-payment on a trip-by-trip basis for public fare customers.

In (2015) because of changes to the Medicaid laws, the CTC no longer provides trips under the Non-Emergency Medicaid Transportation (NEMT) program. Those trips are provided by other companies.

The CTC has implemented a “cashless fare system”. All PT Connect paratransit trips must be paid for using the PT Connect prepaid bus pass.

Bus Passes – The CTC will utilize bus passes under the Non-Sponsored Trip Program whenever possible. If a qualified TD client can use fixed-route services and cannot afford bus fare, then CTC may issue bus passes to the client. Passes may also be distributed through this program for qualified PT Connect riders who demonstrate temporary hardship and meet the eligibility criteria under the TD Program.

Arrival Window Time

Citrus Connection's notification system will provide trip notification by phone 20 minutes prior to scheduled arrival window time. Passengers are requested to be ready and waiting for departure up to 15 minutes in advance of the scheduled window. If the passenger is not ready when the vehicle arrives, the 5 minute Wait Time Policy would take effect.

Wait Time Policy

Operators are permitted to wait no more than 5 (five) minutes for a passenger when they arrive within the Arrival Window Time. The No Show Policy would take effect if the passenger does not utilize the scheduled ride.

Pick Up

Passengers are expected to be ready and waiting for their ride at the door of their home or in the lobby of a complex, apartment building or other facility. There is no requirement for the passenger to wait for the ride if the operator arrives after the originally scheduled time of the trip. Passengers in facilities where the passenger will be at risk in the lobby are expected to be ready to be boarded by the driver when the driver arrives for the pickup.

Return Trips

Paratransit Passengers should be ready to be dropped off at the scheduled destinations and allow the operator to move on. Passengers in apartment complexes, assisted living facilities, health care facilities, etc., are expected to be received from the driver when the driver arrives on the premises. Operators are not permitted to enter private quarters or residences for ambulatory or wheelchair transports. Exceptions to this rule may apply during emergency evacuations.

Public Transit Utilization

Citrus Connection is the Community Transportation Coordinator CTC for Polk County. It is also the designated recipient of federal funds for the Lakeland and Winter Haven urbanized areas. Citrus Connection operates throughout Polk County. ADA complementary paratransit services are provided throughout the service area. There is a goal / Performance Measure Standard that **35%** of the trips in the coordinated system will be placed on the fixed route system.

COMMUNITY TRANSPORTATION COORDINATORS—NETWORK TYPES

1. **Complete Brokerage:** System in which the CTC does not provide any of the on-street transportation services itself, but contracts with transportation providers (including coordination contractors) to provide all on-street transportation disadvantaged services.
2. **Partial Brokerage:** System in which the CTC provides some of the on-street transportation services and contracts with one or more other transportation providers (including coordination contractors) to provide the other portion of the on-street transportation disadvantaged services.
3. **Sole Source:** System in which the CTC provides all the coordinated on-street transportation disadvantaged services and has no providers or coordination contractors.

Transportation Operators and Coordination Agreements

Citrus Connection is the Community Transportation Coordinator (CTC) in Polk County. It functions as a "PARTIAL BROKERAGE" CTC which means that it provides transportation for the transportation disadvantaged non-sponsored clients. It also utilizes some social service agencies that have their own vehicle fleet to provide their own transportation services for their clients and have executed Coordination Agreements with the CTC.

Table 25 provides a list of the agencies with whom the CTC has Coordination Agreements.

Table 25. Coordination Agreement Agencies for FY 2023-2024 2024-2025

Name	Contact Person	Service	Who they transport
Alliance for Independence	Katie Tinsley <u>Sheila Wickett</u>	Ambulatory, Wheelchair	Clients <u>Program Participants</u>
Noah's Ark (ROAR) <u>ROAR (Noah's Ark)</u>	Brenda Grella <u>Dustin Freitas</u>	Ambulatory, Wheelchair	Program Participants
Peace River Center	Larry Williams Jr. - Chief Executive Officer	Ambulatory, Wheelchair	Program Participants
Polk Training Center	Lora Bonacic	Ambulatory, Wheelchair	Program Participants
Sunrise Community of Polk County	Zachary Wray - President & CEO	Ambulatory, Wheelchair	Program Participants
<u>TLC Comfort Care LLC</u>	<u>Candace Ducking</u> <u>- Owner</u>	<u>Ambulatory,</u> <u>Wheelchair</u>	<u>Program Participants</u> <u>Open to Public</u>

Source: CTC, ~~Spring 2024~~ Spring 2025

School Bus Utilization

Under State provisions, local Boards of Education are required to provide transportation for students attending primary, secondary and high school facilities including, but not limited to, public, private and charter schools.

School buses are utilized for the general public during evacuations for emergencies and disasters.

Community of Learning Transportation Services (COLTS) Program

Citrus Connection entered into a Universal Access Program Agreement with the School Board that makes it possible for all public school high school students in the County to use public transportation for free. The Community of Learning Transportation Services (COLTS) Program has been very successful since implementation and **is** still growing.

Riders 7 years of age and younger may ride free when accompanied by an adult.

~~Community of Learning Transportation Services (COLTS) Program and COVID-19~~

~~Citrus Connection and Polk County Public Schools (PCPS) have partnered to provide students 8 years of age and older free public transportation until further notice to assist families with local travel during the Covid-19 outbreak.~~

~~Citrus Connection and PCPS have a long-standing partnership to provide transportation through the Community of Learning Transportation Services (COLTS) Program, which provides subsidized public transit for high school students. The district and Citrus Connection have agreed to open the service to children 8 years of age and older.~~

~~In the midst of the Covid-19 public health crisis, Citrus Connection **will** continue to provide public transit service on all routes and will follow the guidelines of the Florida Department of Transportation. If FDOT calls for the suspension or reduction in service, Citrus Connection will honor that order.~~

Vehicle Inventory

The vehicle inventory for the coordinated system is located in **Appendix 13** of the TDSP. This inventory contains the vehicles involved in providing coordinated trips in Polk County. It includes all the vehicles referenced in the Annual Operating Report.

Public Transit Agency Safety Plan (PTASP) which contains the System Safety Program Plan – SSPP and System Security Plan, SSP

The annual ~~System Safety Program Plan/System Security Plan~~ **Public Transit Agency Safety Plan (PTASP)** Certification form is located in **Appendix 14** of the TDSP.

Inter-County Services

Coordination efforts between adjacent counties are encouraged, due to the close proximity of the transit boundaries. One example of coordination is the implementation of the Pick-Up Line service in the Poinciana area. This service is operated by Transitions under contract to Citrus Connection. This service provides travel and connectivity to public transportation for Polk and Osceola Counties and is funded by the Polk County Board of County Commissioners.

Citrus Connection's coordination efforts now seeks partnership with the Hillsborough Area Transit (HART) in order to connect Polk and Hillsborough's communities by implementing a **pick up pickup** line in the Plant City area.

Natural Disaster/Emergency Preparedness

From building fires and water pipe breaks in nursing homes, to forest fires or hurricanes, Citrus Connection plays an important role in Polk County's Emergency Response Plan and is classified as ESF-1 for emergency operations.

When an evacuation requiring transportation is declared by Polk County Emergency Management, the Polk County School Board and Citrus Connection will activate their plans to ensure that transportation services are provided in a timely manner. The following vehicles are available to provide transportation to primary and special care shelters or appropriate medical care facilities.

- Standard School Buses and Vans/Buses - The School Board will provide school buses and Citrus Connection will provide vans and/or buses to transport ambulatory people.
- Lift-Equipped Vehicles - The School Board and Citrus Connection will provide buses equipped with lifts to transport individuals who use wheelchairs.
- Ambulances - Polk County Emergency Medical Services (EMS) ambulances will transport individuals requiring medical attention during transportation.

Inclement Weather

Inclement weather (including, but not limited to: hurricane conditions, torrential rain, high winds, flooding) may result in the Citrus Connection system operating behind schedule or ceasing service for a period of time. If Citrus Connection determines that service may be running behind schedule due to inclement weather, Citrus Connection reserves the right

to prioritize trips on these days in the following order: medical, medical related, life sustaining, support group, other.

Education Efforts/Marketing

Presentations on the Citrus Connections Transportation Solutions include TD funded program and services are made at agency meetings and at county and city sponsored events. **Ride Guide information is distributed to target groups like senior citizens and new comers.** The Rider's Guide/ System Guide is no longer being printed or provided electronically for bus riders. Single route brochures are available in print or electronically on the Citrus Connection website, <https://ridecitrus.com/>

Travel Trainer

Citrus Connection's transit services is a valuable community resource that can be intimidating for those unfamiliar with the system. Passengers capable of utilizing the Fixed Route bus may require some assistance before doing so. Citrus Connection has a travel training program to provide comprehensive instruction in real-life transit scenarios in order to familiarize the passengers with local transportation options. Our expert travel trainer is your partner in removing community barriers by helping passengers travel independently, safely, and confidently. The benefits of travel training are two-fold. For individuals receiving travel training, increased confidence and self-reliance are immediate results of learning to travel independently. These skills improve the passenger's quality of life by encouraging community integration, participation in recreational, employment opportunities, and overall independence. Travel Training also benefits the clients and the communities we work with by reducing program expenses and paratransit utilization while increasing the use of cost -effective public transit systems.

Travel Training topics include:

- Safety awareness
- Reading and using the maps and schedules
- Trip planning, including making transfers
- Paying fare
- Street crossing safety
- Accessibility features of buses, stops, **and** terminals
- Emergency skills
- Following appropriate social behavior and system rules

- Requesting stops and assistance with special needs
- Judging distance and time

VOLUNTEERS –

There is no policy on the use of volunteers in the Coordinated system at this time.

RECEIVING AND INVESTIGATING REPORTS OF ADVERSE INCIDENTS IN PARATRANSIT SERVICES (March 17, 2025, amendment to June 2024 TDSP)

The Commission for the Transportation Disadvantaged (CTD) has transmitted the “New Reporting Requirements - Receiving and Investigating Reports of Adverse Incidents in Paratransit Services” in a memo dated December 27, 2024. Chapter 427.021 of the Florida Statutes outlines procedures related to adverse incidents involving transportation service providers. It mandates that the Commission for the Transportation Disadvantaged establish model procedures for investigating such incidents, ensuring timely reviews and documentation. Additionally, reports of these incidents must be submitted quarterly to the Commission for the Transportation Disadvantaged. This requirement is designed to achieve improved oversight, heightened safety standards, and promote greater transparency in transportation services to the disadvantaged population.

Citrus Connection has developed an **SOP for Quality Assurance and Adverse Incident Reporting** and is utilizing the reporting form developed by the CTD.



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SOP for Quality Assurance and Adverse Incident Reporting

1. Receiving Complaints or Compliments:

- **Email:** Complaints or compliments can be received via any @ridecitrus.com email address. Ensure that you check for specific details in the email, such as the sender's name, contact details, the nature of the complaint/compliment, and any other relevant information (like bus route, times, etc.).
- **Phone Call:** When receiving a phone call, ask for as much detailed information as possible. You'll need the following:
 - **Name:** The name of the person calling.
 - **Phone Number:** This is essential in case they need a follow-up or a call back.
 - **Bus Route:** If the complaint/compliment relates to a specific bus, note down the route number or name.
 - **Bus Stop:** If the issue occurs at a specific bus stop, ask for the exact stop or location.
 - **Road Signs:** If applicable, ask whether there were any issues with road signage that could have affected the ride.
 - **Date and Time:** Write down the exact date and time of the incident or event. This will be essential for finding the right bus or driver involved.

2. Log into Trapeze COM:

- After gathering all the necessary information, **log into the Trapeze COM system**. You'll need to use your **own username and password** to access the platform.
- Ensure that you are logged in correctly before proceeding with entering data.

3. Enter the Information into Trapeze:

Information Tab:

- **Name and Phone Number:** Enter the individual's name and phone number into the system.
 - If they would like a callback, ask for their **preferred time** and **best contact method** (e.g., phone, email) and note this.
- **Additional Info:** If there's any extra information shared (e.g., detailed issues, complaint), enter it here as well.

Incident Tab:

- **Date of the Incident:** Enter the exact **date** when the event occurred. This is critical for investigating the issue.

MISSION: To be a superior provider of transportation services that contribute to the economic growth and quality of life for the communities we serve.

- **Type of Report:**
 - **Comment or Complaint:** Select whether this is a **comment** (positive feedback) or a **complaint** (negative feedback). This helps categorize the incident.
- **Select Issue(s):** You'll be asked to select the nature of the issue. This could be anything related to the bus or service, such as:
 - **Passenger Passed:** If a passenger was missed by the bus.
 - **Bus Was Late:** If the bus did not arrive at the scheduled time.
 - **Poor Customer Service:** If the caller has an issue with the service, driver, or overall experience.
 - Other options depend on the available categories in the system.
- **Select Department:** Based on the type of issue, choose the appropriate department for investigation or follow-up. These might include:
 - **Fixed Route:** If the issue pertains to regular bus routes.
 - **PT Connect:** If it's related to specialized transportation services.
 - **RMCC:** If it's related to maintenance or operations.
 - **Planning:** If it's a strategic issue regarding routes, schedules, or service areas.
- **Uncheck the Valid Tab:** The **valid** tab typically indicates whether the issue has been verified or accepted. For now, uncheck this box until the issue is further assessed.

Summary of the Incident:

- **Summarize the Event:** In the summary section, write a **brief and clear description** of what happened, based on the information provided. Be objective and factual. For example:
 - "The passenger reported the bus was 10 minutes late at the Winter Haven Terminal for Route 60 at 3:15 PM."
 - "A compliment was received regarding the courteous behavior of the driver on Route 7, Bus 315."

4. Save the Incident:

- After filling out all the required fields, click **Save**. This will store the information in the Trapeze COM system for further review and follow-up.
- Make sure that all data is entered accurately before clicking save to avoid mistakes in the log.

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5. Follow-Up:

- If the complaint was flagged for follow-up (especially if a call back is requested), make sure to **schedule a time to call the person back**. You may need to either resolve the issue with the customer or inform them of the steps being taken.
- If further action is required (e.g., investigation of a bus route, driver behavior), make sure the relevant department or personnel is informed.

6. Adverse incident Reporting

- Pursuant to Section 427.021, Florida Statutes, transportation service providers contracting with local governments to provide paratransit services for persons with disabilities are required to establish procedures for receiving, investigating, and reporting adverse incidents to the Commission for the Transportation Disadvantaged (Commission) on a quarterly basis.
- Quality Assurance voicemail and E-mail are checked daily. All complaints are logged into Trapeze. Complaints will be reviewed to determine if they qualify as an Adverse Incident. If the event qualifies as an adverse incident, Quality Assurance will:
 - Collect all the pertinent information about the incident and generate a summary report.
 - Forward the report to the department director responsible for investigating the incident.
 - The department director assigns a supervisor or manager to begin the investigation and notifies Quality Assurance of investigator name and investigation start date. **The supervisor or manager must commence an investigation within 48 hours of receipt of the report, as required by s. 427.021(2), F.S.**
- The investigation should determine:
 - What led to the incident and any causal factors that may have contributed.
 - The hazards (equipment, behavior, etc.) that adversely impacted the passenger(s) involved in the incident.
 - What actions were taken by the operator in response to the incident and whether other actions should have been taken in preventing the incident.
 - Any corrective actions or retraining that have occurred or should occur upon completion of the investigation.
- The investigator will complete the Adverse Incident Form and return to Quality Assurance when the investigation is closed
- Quality Assurance will update Trapeze and forward the completed form to FLCTDAdverseIncidentReport@dot.state.fl.us by the last day of the month following the end of the quarter. (example-reports are due FLCTD by 4/30/2025 for incident occurring January 1 to March 31, 2025)

7. Adverse incident Identified during event investigation

MISSION: To be a superior provider of transportation services that contribute to the economic growth and quality of life for the communities we serve.

- The Safety Department is responsible for conducting thorough investigations of all safety events, including major events, fatalities, injuries, assaults, and system reliability issues. The Safety Department has detailed procedures in place for investigating these events which are outlined in the Public Transit Agency Safety Plan (PTASP). All events are entered into the Safety Department Event Log and the completion status is updated frequently as investigations are finalized and closed.
- Safety event notifications are initiated by the control center via e-mail through the emergency notification list according to Citrus Connection policies and procedures.
- The Safety Department immediately responds to the scene to begin the investigation. During the investigation, Safety will determine if the event qualifies as an "Adverse Incident".
- If the event qualifies as an adverse incident, the safety department will determine:
 - What led to the incident and any causal factors that may have contributed.
 - The hazards (equipment, behavior, etc.) that adversely impacted the passenger(s) involved in the incident.
 - What actions were taken by the operator in response to the incident and whether other actions should have been taken in preventing the incident.
 - Any corrective actions or retraining that have occurred or should occur upon completion of the investigation.
- The Safety Department will be responsible for completing the Adverse Incident Form and forwarding to FLCTDAdverseIncidentReport@dot.state.fl.us by the last day of the month following the end of the quarter. (example-reports are due FLCTD by 4/30/2025 for incident occurring January 1 to March 31, 2025)



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COMMISSION FOR THE TRANSPORTATION DISADVANTAGED
ADVERSE INCIDENT REPORT FORM
RELATED TO PARATRANSIT SERVICES PROVIDED TO PERSONS WITH DISABILITIES

This form must be completed by a transportation service provider upon receipt of a report of an adverse incident. The form must be submitted to the Commission for the Transportation Disadvantaged for each incident no later than the last day of the month following the end of the quarter, beginning January 1, 2025. Reports should be emailed to: FLCTDAdverseIncidentReport@dot.state.fl.us.

REPORT STATUS:

☐ Preliminary Report ☒ Under Investigation ☐ Investigation Closed

TRANSPORTATION SERVICE PROVIDER INFORMATION:

Organization Name:	
Local Government Name: (Contracting for Paratransit Services)	
Name of Person Completing Report:	
Phone Number:	
Email Address:	
Date of Report:	

DESCRIPTION OF ADVERSE INCIDENT:

Who, what, when, where, how, injury(ies). Exclude names and personal information, providing only information regarding the incident.

--

FOLLOWUP ACTIONS:

Briefly describe follow-up measures taken, including mitigation or corrective actions. At a minimum, this description must include a summary of investigation activities taken by the transportation service provider.

--

MISSION: To be a superior provider of transportation services that contribute to the economic growth and quality of life for the communities we serve.

12/11/2024

TDSP PART THREE:

**QUALITY ASSURANCE
(AND PERFORMANCE
STANDARDS)**

COMPONENT

TDSP Part THREE – QUALITY ASSURANCE COMPONENT

TDSP PART III – QUALITY ASSURANCE COMPONENT

This Component of the TDSP contains three elements:

- A. Service Standards
- B. Evaluation and Monitoring
- C. Performance standards and measures

Part III- Quality Assurance –Element A – Service Standards

In 1990, the Florida Commission for the Transportation Disadvantaged recommended a small set of “standards” which were put into Rule 41-2.006, Florida Administrative Code. This list was amended in 1992, twice in 1996, then in 1998, 2001, and 2018.

The Commission’s intent was to provide a list of topics which the CTC (and the LCB) needed to address, in a “standardized” way, across the state. The LCB, together with the CTC, developed policies to meet the standards. Then, the LCB could refer to this information when conducting the annual evaluation of the CTC. Service effectiveness standards should be jointly established by the CTC and the Local Coordinating Board. Those standards should give the Local Coordinating Board information on how effectively the CTC is operating.

There are two types of “Standards” in the Transportation Disadvantaged Service Plan:

A-1 --STANDARDS REQUIRED BY RULE 41-2.006, Florida Administrative Code (FAC): The first set of standards are those called out in Rule 41-2.006, Florida Administrative Code, regarding Insurance, Safety and Standards. They are a list of **topics** which the CTC and LCB are required to address. They are listed in order according to the Rule 41-2.006, FAC.

A-2--LOCAL STANDARDS: The second set of standards in the TDSP are known as “local standards.” These are topics the CTC chooses to address, or which the LCB recommended the CTC address.

A-1: STANDARDS REQUIRED BY RULE 41-2.006, FAC

Liability Insurance– 41-2.006(1)

The Community Transportation Coordinator (CTC) shall ensure compliance with the minimum liability insurance requirement of \$200,000 per person and \$300,000 per incident, which are comparable to Section 768.28(5), Florida Statutes, and limits for all transportation services purchased or provided for the transportation disadvantaged through the CTC. The CTC will indemnify and hold harmless the Local, State, and Federal governments and their entities, departments, and the Commission from any liabilities arising out of or due to an accident or negligence on the part of the CTC and all Transportation Operators under contract to them. Any liability insurance coverage in excess of \$1 million per incident, where its cost is included in the service rate, must be approved by the Commission before its cost is included in any purchase of service contract. Documentation from the CTC must fully justify the need for the additional insurance coverage. The justification will identify the reasons for the additional coverage, the incremental cost of the additional coverage on each unit of transportation service and the estimated additional annual cost to each contracting agency/entity. The Coordinated System in Polk County has established a \$300,000/combined single limit.

Safety Requirements– 41-2.006(2).

Each CTC, and any transportation operators from whom transportation service is purchased with local government, state or federal transportation disadvantaged funds, shall ensure the purchaser that their operations and services are in compliance with the safety requirements as specified in Section 341.061(2)(a), Florida Statutes, and Chapter 14-90, F.A.C.

Weapons & Contraband or Illegal Activity

Weapons, concealed or otherwise, contraband and illegal activity are strictly prohibited on Citrus Connection vehicles.

Abusive Behavior

Abusive behavior of any type, directed towards Citrus Connection employees or passengers, will not be tolerated. Instances of abuse will be thoroughly investigated on a case-by-case basis and transportation services may be interrupted while the investigation is pending. The severity of the instance will determine the penalty and may range from a letter of warning to criminal prosecution. Citrus Connection reserves the right to suspend and/or revoke transportation privileges in cases of abusive behavior when the safety and well-being of the employees and/or passengers is compromised.

Under Florida Statute 784, assault against a Transit employee while engaged in the performance of his or her duties is a misdemeanor of the second degree or a misdemeanor of the first degree depending on the gravity of the offense. Battery against a transit employee while engaged in the performance of his or her duties could be constituted as a misdemeanor of the first degree or a felony of the third degree depending on the gravity of the offense.

Code of Conduct

To help ensure the safety, security, comfort and convenience of all those who use our services, Citrus Connection has established a Code of Conduct to regulate conduct on Citrus Connection property. Our aim is for transit passengers to enjoy a safe, secure, comfortable and inviting atmosphere, and to improve the overall efficiency of the transportation system.

The bus driver's primary job is to operate the bus safely. If problems arise on the bus, the bus driver's first priority is to determine if a person's safety or security is at stake. The driver will assess the severity of the problem and resources available and respond accordingly. The bus driver, at his/her discretion, may choose to talk to the passenger, call for assistance, submit a report on the incident at the end of their shift, or take no immediate action. In the case of minor infractions of the code of conduct, Citrus Connection's general guideline for the driver would be to continue on the route rather than inconvenience other riders by delaying service. In either scenario, the operator is required to submit a report on the incident at the end of their shift.

The bus driver is the person in authority onboard the vehicle at all times. Enforcement of the code of conduct is handled through a network of professionals that can be called upon by the bus driver, if and when needed.

The Code of Conduct guidelines apply to all activities that occur in or on:

- Citrus Connection buses and vehicles, or those of its contracted transportation providers
- Transit Service Centers
- Park and Ride lots
- Bus Terminals or Bus Shelters
- Other passenger facilities

Those in violation will be asked to leave the vehicle or facility immediately.

Citrus Connection's Rider Rights and Responsibility and Code of Conduct:

- Respect other passengers' privacy
- Do not cause safety problems (i.e., distract the driver in any way)
- Use headphones
- No eating, smoking or littering
- No alcoholic beverages
- No open beverage containers
- No weapons of any kind
- Do not harass driver or other riders
- Do not lie down on the seats
- Respect property of the transit agency
- Bring correct change
- Be ready to board and ~~unboard~~ **exit** safely
- Use Citrus Connection services and facilities for transportation purposes only

A. Prohibited Conduct

The following conduct is prohibited on Citrus Connection vehicles (owned or operated), within or upon Citrus Connection facilities and properties, and in connection with Citrus Connection provision of public transportation services:

- Committing any act which tends to create or incite an immediate breach of peace, including, but not limited to (a) fighting, (b) obscene language, and (c) personally abusive epithets, words or language of an offensive, disgusting or insulting nature to a Citrus Connection operator or Administrative staff.
- Discarding litter other than in designated receptacles;
- Allowing any animal to run at large, to unreasonably disturb others, or interfere with transit-related activities;
- Roller-skating, roller-blading or skateboarding;
- Riding bicycles, unicycles, mopeds and motorcycles, except where vehicle travel and access is permitted;
- Eating or drinking on Citrus Connection vehicles or in prohibited areas of Citrus Connection facilities and properties;
- Operating, stopping, standing or parking a vehicle in any roadway or location restricted for use only by Citrus Connection vehicles or otherwise restricted;
- Extending an object or a portion of one's body through the door or window of a Citrus Connection vehicle while it is in motion;

- Hanging or swinging on bars or stanchions, with feet off the floor, inside a Citrus Connection vehicle or other Citrus Connection property; hanging onto or otherwise attaching oneself at any time to the exterior of a Citrus Connection vehicle or other Citrus Connection property;
- Using a Citrus Connection facility for residential or commercial parking purposes;
- Performing non-emergency repairs or cleaning of a vehicle on Citrus Connection property;
- Failing to present a valid, un-expired pass, ticket or otherwise failing to pay the appropriate fare as established by Citrus Connection;
- Citrus Connection no longer uses or issues transfers;
- Bringing onto Citrus Connection property odors which unreasonably disturb others or interfere with their use of the Citrus Connection system, whether such odors arise from one's person, clothes, articles, accompanying animal or any other source;
- Engaging in illegal activity
- Except at a designated place, smoking or carrying a lighted or smoldering pipe, cigar, or cigarette; **vape or E-cigarettes.**
- Playing any radio, recorder, or other sound-producing equipment, except that nothing herein shall prohibit the use of such equipment when connected to earphones that limit the sound to individual listeners or the use of communication devices by Citrus Connection employees, Citrus Connection contractors or public safety officers in the line of duty;
- Spitting, urinating or defecating on Citrus Connection properties or vehicles;
- Carrying any flammable liquid, explosive, acid, or other article or material likely to cause harm to others except that nothing herein shall prevent a person from carrying a cigarette, cigar, or pipe lighter or carrying a firearm or ammunition in a way that is not otherwise prohibited by law;
- Intentionally obstructing or impeding the flow of Citrus Connection vehicles or passenger traffic, hindering or preventing access to Citrus Connection vehicles, facilities, and properties, or otherwise unlawfully interfering with the provision or use of public transportation services;
- Disturbing others by engaging in loud, raucous, unruly, harmful, or harassing behavior;
- Destroying, defacing, or otherwise damaging property of Citrus Connection;
- Carrying any alcoholic beverages or controlled substances, unless otherwise authorized by law;
- Drinking an alcoholic beverage or possessing an open container of the same.

- Carrying, exhibiting, displaying, or drawing any firearm, dagger, sword, knife or other cutting or stabbing instrument, club, or any other weapon apparently capable of producing bodily harm, in a manner, under circumstances, and at a time and place that either manifests an intent to intimidate another or that warrants alarm for the safety of other persons;
- Manufacturing, selling, delivering, or possessing with the intent to manufacture, sell, or deliver a controlled substance or who sells for profit any controlled substance or counterfeit substance on a Citrus Connection vehicle, properties or facilities to include but not limited to; transfer center, bus shelter, bus stop, or park and ride lots;
- Entering a Citrus Connection vehicle with live pets or other animals, with the exception of service animals, that are not in a suitable pet carrier;
- Entering a Citrus Connection vehicle not wearing any type of footwear, with the exception of passengers using a wheelchair or similar device or children that are being carried;
- Using a public address system, loudspeaker or other sound amplifying device;
- Sleeping, camping or storing personal property on benches and floors on or within Citrus Connection vehicles or Citrus Connection facilities and properties, unless otherwise authorized by law;
- Entering or remaining upon any non-public areas of Citrus Connection facilities and properties, including, but not limited to, staging areas, work areas and equipment rooms, except when authorized by Citrus Connection or its designee;
- Engaging in commercial activities, except as such activities are authorized by Citrus Connection or its designee in a written permit, license, concession contract, lease or other written authorization;
- Engaging in public communication activities.
- Engaging in any civic, cultural and other special event, not included in the definitions of commercial or public communication activities, except as such activities are authorized by Citrus Connection or its designee in a written permit, license, concession contract, lease or other written authorization;
- Committing any act which tends to create or incite, or creates or incites, an immediate breach of peace, including, but not limited to (a) fighting, (b) racing, (c) obscene language and noisy or boisterous conduct tending to cause a breach of the peace, and (d) personally abusive epithets, or words or language of an offensive, disgusting or insulting nature, which epithets, words or language when addressed to the ordinary citizen are, as a matter of common knowledge, inherently likely to provoke a violent reaction of fear, anger or apprehension;

- ~~Using~~ **Use** of Citrus Connection vehicles, facilities, and properties for non-transit-related activities, except as authorized by Citrus Connection;
- Entering Citrus Connection vehicles, facilities, and properties when lacking the ability, because of illness or intoxication, to care for oneself;
- Dumping any materials whatsoever on Citrus Connection property, including but not limited to chemicals and automotive fluids;
- Throwing an object at Citrus Connection property or at any Citrus Connection person on Citrus Connection property;
- Falsely representing oneself as eligible for a special or reduced fare or obtaining any permit or pass related to the Citrus Connection system by making a false representation;
- Falsely claiming to be a Citrus Connection bus operator or other Citrus Connection employee; or through words, actions, and/or the use of clothes, insignia, or equipment resembling department issued uniforms and equipment, creating a false impression that he or she is a Citrus Connection operator or other Citrus Connection employee;
- Violating any federal, state, or municipal civil and criminal laws.

B. Trespass Enforcement

1. Removal from Citrus Connection Vehicles, Facilities, and Properties.

Any person engaging in prohibited conduct under the provisions in Section A may be refused entrance upon or ordered to leave Citrus Connection vehicles, facilities and properties by a law enforcement official, Citrus Connection personnel as authorized by the Director, or authorized personnel of a contracted service provider. Failure to immediately comply with such a removal order may be grounds for prosecution for criminal trespass and/or unlawful bus conduct.

2. Exclusion from Service.

- (a) Basis for Exclusion.** Engaging in prohibited conduct as described under Section A shall be cause for excluding or restricting a person from entering and using all or any part of Citrus Connection vehicles, facilities, and properties for a period of time not to exceed one year, unless otherwise authorized by Director or their designee.
- (b) Notice Procedure.** Citrus Connection shall give a person to be excluded from Citrus Connection vehicles, facilities, and properties written notice, by personal delivery or by mailing a copy, by U.S. mail, return receipt requested, addressed to the person's last known address. The notice shall specify the reason for exclusion, identify the scope, duration, and effective date of the exclusion, and explain the appeal process.

- (c) Constructive Notice. Receipt of a notice is construed to have occurred if the person knew or reasonably should have known from the circumstances that he/she is excluded from Citrus Connection vehicles, facilities and properties. Receipt of a notice is also presumed to have been accomplished three (3) calendar days after the notice has been placed in the U.S. mail to the person's last known mailing address.
- (d) Immediate Refusal or Removal. A person may be immediately re-seated, refused transportation, or removed from Citrus Connection vehicles, facilities, and properties without prior written notice if the person has engaged in prohibited conduct under Section A or at Citrus Connection's discretion, poses a safety or security risk, interferes with or impinges on the rights of others, impedes the free flow of the general public, or impedes the orderly and efficient use of Citrus Connection vehicles, facilities, and properties.
- (e) Types of Exclusion. Exclusion may be limited to bus stops, super-stops, Citrus Connection Central Station or Citrus Connection vehicles.

The actual exclusion period imposed may be shorter or longer depending on the circumstances of each case.

Driver/Employee Training Requirements – 41-2.006(2) – Safety Requirements

All drivers/employees will be trained in accordance with requirements under the Coordinated System. Training will be provided by approved trainers as identified by the Coordinator. An employee training log will be kept and updated to include dates of all refresher trainings and available for monitoring by the CTC.

Training will include at a minimum:

- Transportation Safety Institute – Bus Operator training
- Instruction on daily vehicle inspections
- Passenger Assistance Techniques
- Training in daily passenger manifests, vehicle condition reports, incident reports, accident reports and procedures
- Sensitivity and Awareness Training
- Security Awareness

Drug and Alcohol Policy – 41-2.006(3), and also 41-2.006(4)(a).

Each CTC, and any transportation operators from whom service is purchased or funded by local government, state or federal transportation disadvantaged funds shall assure the purchaser of their continuing compliance with the applicable state or federal laws relating to drug testing (specifically, Section 112.0455, Florida Statutes; Rule 14-17.012 and Chapters 59A-24 and 60L-19, F.A.C.; and 41 U.S.C. 701; 49 C.F.R., Parts 29 and 382; and 46 C.F.R., Parts 4, 5, 14, and 16). The Coordinated System in Polk County adheres to the Florida Department of Transportation Drug and Alcohol Policy established and approved by the Citrus Connection Board and incorporated within each contract.

Drug and alcohol testing for safety sensitive job positions within the coordinated system regarding pre-employment, randomization, post-accident, and reasonable suspicion as required by the Federal Highway Administration and the Federal Transit Administration.

Transportation of Personal Care Attendant and Dependent Children (PCA, Escorts and Companions) – Rule 41-2.006(4)(b)

Personal Care Attendant (PCA)

The ADA law defines a Personal Care Attendant (PCA) as someone who provides assistance in activities of daily living for the passenger that he or she is unable to provide for him or herself. One (1) PCA must be allowed to ride at no charge per ADA law.

For the TD Program, a Personal Care Attendant (PCA) is required for children under age eight (8) and individuals requiring special loading assistance. The PCA must be able to provide the necessary assistance to the passenger. The need for PCAs are determined during the eligibility process for individuals requiring special loading assistance and must be medically necessary. PCAs ride for free once documentation of the need is stated on the eligibility form.

Companions

Companion passengers are friends or family members of a passenger, but they are not defined as a PCA.

Companions are not permitted for TD trips. PCA must be approved during eligibility screening.

All Citrus Connection ADA passengers shall be allowed one companion rider regardless of age to accompany them at the current rate of the passenger fare when prearranged. **This companion must be made known to the Scheduler at the time the request for transportation is made.** A companion may not be another Citrus Connection eligible

rider. All eligible Citrus Connection riders must schedule their trip separately under Citrus Connection scheduling guidelines.

PCAs are counted as passengers and companions are counted as revenue passengers for NTD reporting.

Child Restraint Devices – Rule 41-2.006(4)(c)

Use of child restraint devices shall be determined locally as to their responsibility, and cost of such device in the local Transportation Disadvantaged Service Plan.

For paratransit trips within the Coordinated System in Polk County, the CTC does not provide child restraints or child restraint devices for use in its paratransit vehicles. Due to sanitary reasons related to transmittal of communicable diseases, it is the responsibility of the passenger, or their accompanying parent or Personal Care Attendant to provide child restraint devices, if needed. These cannot be left on the vehicles.

Passenger Property – 41-2.006(4)(d)

Passenger property that can be carried by the passenger and/or driver in one trip and can safely be stored on the vehicle shall be allowed to be transported with the passenger at no additional charge. Additional requirements may be negotiated for carrying and loading rider property beyond this amount. Passenger property does not include wheelchairs, child seats, ~~stretchers~~, secured oxygen, personal assistive devices, or intravenous devices.

Within the Coordinated System in Polk County, passengers must be able to independently carry any items brought onto the vehicle. Drivers will not be allowed to carry passenger property, other than on and off of the vehicle, unless prior approval has been made through central schedule/dispatching and with the CTC Program Manager's approval. Regarding oxygen units, only personal/portable oxygen units accompanying the passenger shall be transported and must be properly secured or stowed during transit.

Bags Policy (Local)

Operator will assist with three (3) large or six (6) small bags per trip, per elderly or disabled passenger. Assistance with bags would be given upon request of the passenger. A bag would be defined as one large paper or plastic sack (weight not to exceed 10 pounds) or two small plastic bags (weight not to exceed 5 pounds each). Any item meeting the preceding requirements may be substituted for a "bag." Any passenger violating this policy will be given one (1) letter of warning. A second occurrence will result in denial of transportation. Escorts may accompany (when scheduling permits) to assist with shopping bags. Shopping trips should be limited to an amount of bags being loaded that will not

interfere with scheduled route and paratransit service times. Passengers are expected to load and unload quickly to allow the route to continue in service.

Vehicle Transfer Points – 41-2.006(4)(e)

Vehicle transfer points shall provide shelter, security, and safety of passengers. The Coordinated System in Polk County does not currently use vehicle transfer points for paratransit trips. In the event that transfer points are needed, the transfer will take place at a location that provides shelter, security, and safety of passengers.

Local Toll Free Phone Number– 41-2.006(4)(f)

“41-2. 006(4)(f) - A local toll free phone number for complaints or **grievances** shall be posted inside the vehicle. The TD Helpline phone number 1(800)983-2435 shall also be posted inside all vehicles of the coordinated system. The local complaint process shall be outlined as a section in the local Transportation Disadvantaged Service Plan including, advising the dissatisfied person about the Commission’s Ombudsman Program as a step within the process as approved by the local Coordinating Board. All rider information/materials (brochures, user’s guides, etc.) will include the TD Helpline phone number”.

From CTD Website

Tel: (850) 410-5700

Toll Free: 1(800) 983-2435

Fax: (850) 410-5752

Hearing & Speech Impaired

Call 711 FL Relay System

A local toll free phone number for complaints or grievances shall be posted inside the vehicle. The local complaint process shall be outlined as a section in the local Transportation Disadvantaged Service Plan including, advising the dissatisfied person about the Commission's Ombudsman Program as a step within the process as approved by the local Coordinating Board.

Vehicles providing paratransit service within the Coordinated System in Polk County shall have signs posted within sixty (60) days of contract execution listing the CTC’s toll free telephone number for comments/complaints (fixed route public transit operators within the Coordinated System may instead post their local toll free telephone number) and a toll free telephone number for comments/complaints to the Commission for the Transportation Disadvantaged Ombudsman.

- The Commission for the Transportation Disadvantaged Ombudsman contact information is:

Toll free (800) 983-2435
Phone (850) 410-5700
Fax (850) 410-5752
605 Suwannee Street, MS 49
Tallahassee, FL 32399-0450
Website: www.ctd.fdot.gov

The CTC's and the Ombudsman's toll free numbers will also be listed in the CTC's users guide along with information on how to file a complaint. The CTC has an adopted grievance procedure approved for the Polk County Coordinating System. Any complaints or grievances not resolved between both parties within 30 calendar days will be referred to the Grievance Subcommittee of the Polk County Transportation Disadvantaged Coordinating Board.

Passengers may call the Regional Mobility Call Center.

The local number is (863) 534-5500.

The toll free number is 855-POLKBUS (765-5287).

Updated Grievance Procedures for FY 2024-25, 2025-26 are in Appendix 15

Out of Service Area Trips– 41-2.006(4)(g)

The CTC recommends program participants request to be transported to sources of medical care within his/her locality, except when the required medical care is not available within that locality. For the purpose of this policy, the locality is defined as the recipient's county of residence. When the required medical care is not available within the recipient's county of residence, out of area trips will be considered when supporting documents are presented to justify the necessity to be transported out of area. All trips will be provided in the most cost-effective and most appropriate mode of transportation available at the time of the request.

Out-of-service area medical appointments must be scheduled at least seventy-two (72) hours in advance and not more than 14 days in advance. Exceptions to the seventy-two (72) hour or less scheduling rule include extenuating circumstances such as:

- Follow up appointments in less than seventy-two (72) hours.
- Urgent care.

- Hospital and emergency room discharges.
- Transportation to appointments made to replace missed appointments that were not caused by the recipient's negligence.

Customers may be multi-loaded with other customers traveling in the same general vicinity.

Medical documentation is required to verify the service cannot be received locally.

Citrus Connection will only coordinate transportation for residents of Polk County. Residents of other counties will be referred to the transportation provider Community Transportation Coordinator in their county of residence

Trip reservations for out-of-county transportation are accepted Monday through Friday, 8:00 a.m. to 5:00 p.m.

Customers requiring city to city trips over 20 miles will be deemed out of area. Out of area trips require a referral to determine why medical treatment cannot be treated locally. Out of area medical transportation must schedule appointments so that they are cared for or treated between the hours of 9:00 a.m. and 12:00 p.m.

Out-of-service area trips requested for the same day is not available.

Table 26 - Days, Service Hours, and Areas of Service for Out-of-Area Trips:

Locations:	Days of Travel:
Osceola and Orange Counties	Tuesdays and Thursdays
Tampa Area	Tuesdays and Thursdays

Customers requiring out-of-county transportation must schedule appointments so that they are cared for or treated between the hours of 9:00 AM and 12:00 **PM** Noon.

Out of Area Pick-up and Drop-off Windows

Estimated pick up and drop off windows could vary depending on other scheduled shared ride trips. Scheduling window will be provided via Notifications system the day prior.

Trips will be multi-loaded in vehicles with other passengers who share common pickup and/or travel destinations whenever convenient for the transit agency.

Necessary & Convenience Trips

Necessary trips are defined as trips for the purpose of Medical, Medical Related. Convenience trips are defined as any trip that does not fall under the categories listed above as Necessary trips.

Taking the passenger to the nearest bus stop to utilize fixed route bus and dial-a-ride service is an option which will be used at the discretion of the transit agency whenever suitable and reasonable. In some cases, passengers may be transferred to other transportation providers.

The CTC reserves the right to restrict service due to capacity and funding constraints. Requested trips may not always be able to be accommodated. Alternatives to requested dates and times for trips will be offered wherever possible.

Personal Care Attendant "PCA"

An enrollee who can walk to and from a vehicle, his or her home, and a place of medical services without such assistance is deemed not to require personal care attendant.

Citrus Connection does not provide "PCA"s.

The necessity of a "PCA" is determined during the enrollment and eligibility process. Passengers must provide their own "PCA" should one be needed.

The direction of the transit agency's staff will be accepted when an on-site assessment and observation of potential harmful situations exist. Transportation may be denied when such uncorrectable situations exist.

We are committed to providing transportation services with a high regard for the person's safety, dignity, and respect. Ensuring the paratransit passenger's dignity allows the passenger to feel as if they are being treated respectfully. To avoid sensitivity issues and misunderstandings, passengers are required to wear appropriate clothing at all times during transport.

If an individual's weight exceeds the manufacturer's capacity limit for the wheelchair lift, the Operator will not be able to load the passenger. The Operator will contact the Dispatch center to request guidance.

Non-Emergency Stretcher Transport

The Polk County CTC does not provide or contract to provide non-emergency stretcher transportation under the Transportation Disadvantaged funded program.

Scheduling and Pick-Up Window Scheduling information

Except for subscription service, routine appointments may be scheduled with a minimum of three (3) days advance notice, and up to (14) days in advance.

Polk County CTC scheduling staff may be reached during normal office hours (Monday through Friday, from 8:00 a.m. through 5:00 p.m.

Passengers may call the Regional Mobility Call Center.

The local number is (863) 534-5500.

The toll-free number is 855-POLKBUS (765-5287).

Trips may be provided by Citrus Connection staff or through a contracted transport provider.

Non-Emergency Stretcher Transport

The Polk County CTC does not provide or contract to provide non-emergency stretcher transportation under the Transportation Disadvantaged funded program.

Scheduling and Pick-Up Window

Except for subscription service, routine appointments may be scheduled with a minimum of three (3) days advance notice, and up to (14) days in advance.

Polk County CTC scheduling staff may be reached during normal office hours (Monday through Friday, from 8:00 a.m. through 5:00 p.m., and Saturdays from 8:00 a.m. through 3:00 p.m.).

Passengers may call the Regional Mobility Call Center.

The local number is (863) 534-5500.

The toll free number is 855-POLKBUS (765-5287).

Trips may be provided by Citrus Connection staff or through a contracted transport provider.

Vehicle Cleanliness – 41-2.006(4)(h)

Interior of all vehicles providing service in the Coordinated System in Polk County shall be free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger.

Billing Requirements– 41-2.006(4)(i)

Billing requirements of the CTC to subcontractors shall be determined locally by the local Coordinating Board and provided in the local Transportation Disadvantaged Service Plan. All bills shall be paid within 7 calendar days to subcontractors, after receipt of said payment by the CTC, in accordance with Chapter 287.0585, Florida Statutes.

All Coordinated System in Polk County contracted operators will invoice the CTC by the end of the week following service delivery, on the appropriate invoice forms made a part of the operator's contract. Invoices will be logged in by the CTC Fiscal Unit and will be handled invoice by invoice, first come, first reviewed. The operator will be reimbursed within 45 days of receipt of an approved, final, corrected invoice. This is covered in the operator's contract.

Passenger/Trip Database– 41-2.006(4)(j)

Passenger/trip database must be maintained or accessible by the CTC on each rider being transported within the system.

For all trips provided by the Coordinated System in Polk County, including trips provided by the CTC or brokered to coordinated operators, passenger/trip data will be collected and entered into the CTC's Trapeze automated scheduling and dispatch system. Each coordinated operator will keep the appropriate information necessary to satisfy the CTC in making eligibility assessments and fulfilling reporting requirements as determined by any and all funding agencies. These requirements are outlined in each contract.

Adequate Seating– 41-2.006(4)(k)

Adequate seating for paratransit services shall be provided to each rider and escort, child, or personal care attendant, and no more passengers than the registered passenger seating capacity shall be scheduled or transported in a vehicle at any time. For transit services provided by transit vehicles, adequate seating or standing space will be provided to each rider and escort, child, or personal care attendant, and no more passengers than the registered passenger seating or standing capacity shall be scheduled or transported in a vehicle at any time.

The Coordinated System in Polk County will ensure that vehicle seating will not exceed the manufacturer's recommended capacity or, when applicable, the Florida Department of Transportation seating guidelines.

Driver Identification and Uniform Requirements– 41-2.006(4)(l)

Each driver must have photo identification that is in view of the passenger. Name patches, inscriptions or badges that affix to driver clothing are acceptable. For transit services, the driver photo identification shall be in a conspicuous location in the vehicle.

All drivers for the Coordinated System in Polk County will have a picture identification displayed at all times when transporting passengers. The driver may also be identified by a standard uniform.

Drivers providing Coordinated System in Polk County paratransit services, including through coordination agreements, shall be required to announce and identify themselves by name and company in a manner that is conducive to communications with the specific passenger, upon pickup of each rider, group of riders, or representative, guardian, or associate of the rider, except in situations where the driver regularly transports the rider on a recurring basis.

General Passenger Assistance – 41-2.006(4)(m)

Drivers providing Coordinated System in Polk County paratransit services shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include opening the vehicle door, fastening the seat belt or utilization of wheelchair securement devices, storage of mobility assistive devices, and closing the vehicle door. In the door-through-door paratransit service category, the driver shall be required to open and close doors to buildings, except in situations in which assistance in opening/closing building doors would not be safe for passengers remaining on the vehicle. Assisted access must be in a dignified manner. At no time shall the vehicle leave the sight of the operator. The operator will not enter the residence. Operators will assist with bags for elderly and disabled persons pursuant to the adopted Bag Policy. Assistance will not be given if the operator determines the area from the door to the vehicle to be unsafe for the passenger and themselves. This includes walkways that are not clear of objects and/or debris.

Drivers may not assist wheelchair up or down more than one step, unless it can be performed safely as determined by the passenger, guardian, and driver. Assistance will not be given if steps or ramps appear not to be properly constructed or maintained. If the passenger does not concur with the operator's professional determination of the area, he or she may call into the dispatch office and a supervisor will be dispatched to the address in question for a second opinion of the area in question. The supervisor will notify the passenger when the determination is made, and proper documentation of the determination will be maintained in the client's file.

Smoking, Eating and Drinking- 41-2.006(4)(n)

Smoking is prohibited in any vehicle. There will be no smoking in any vehicle serving the Coordinated System in Polk County. There will be NO eating or drinking on the vehicle, by the passenger or the driver.

No-Shows - 41-2.006(4)(o); and Cancellations

Citrus Connection Passenger No-Show Policy

Effective September 2015

Citrus Connection has adopted a new ADA Para transit Passenger No-Show policy in an effort to bring our riders more efficient para transit service, and to be up-to-date with the Federal Transit Administration best practices, and with community input.

No-shows are recorded each time a para transit passenger makes a late cancellation, forgets to cancel, declines their trip at the door, or is not available for pick-up for their scheduled trip.

Cancellations

Cancellations are accepted as late as one hour before the scheduled trip. Cancellations made less than one hour before a scheduled trip are considered a no-show.

Passengers may call the Regional Mobility Call Center.

The local number is (863) 534-5500.

The toll free number is 855-POLKBUS (765-5287).

Passengers may call the Regional Mobility Call Center to cancel a trip.

No Show Policy

No show/late cancellations shall represent 10 percent (10%) or more of their scheduled trips and the rider has four (4) or more no-shows in a calendar month this will result in a violation and will increase each month that the passenger exceeds the no-show threshold.

Penalties

- 1st violation - Passenger will receive communication alerting them of the no show/late cancellation.
- 2nd second violation - Passenger will receive a warning letter.
- 3rd violation - Final warning, communicated by email.
- 4th violation - 7 day suspension.
- 5th violation - 30 day suspension.

Habitual no shows will be addressed in accordance with the policy.

No Show Notifications

Passengers will be notified of every no show; passengers will receive written notification starting with the second no show.

Passengers with concerns about a No Show are encouraged to call the Manager of the Regional Mobility Call Center. Passengers who wish to appeal an ADA suspension may download a form at www.ridecitrus.com or request a form be sent to them.

No Shows beyond a Passenger's Control

Passengers are not responsible for no-shows resulting from sudden illness, family or personal emergency, transit connection or appointment delay, extreme weather conditions, operator error, or other unforeseen reasons for which it's not possible to call the Paratransit Dispatch line to cancel in time or take the trip as scheduled.

Passengers may call the Regional Mobility Call Center.

The local number is (863) 534-5500.

The toll free number is 855-POLKBUS (765-5287).

Passengers may call the Regional Mobility Call Center to cancel a trip.

Suspensions

If a passenger exceeds the no-show threshold, they will receive a suspension letter, proposing to suspend service within one week and outlining the appeals process.

Late Cancels Policy

Trips not cancelled at least 60 minutes prior to scheduled pick up time will result in a no-show. (See the no-show policy, described above.)

Two-way Communication (communication equipment) – 41-2.006(4)(p)

All vehicles providing service within the Coordinated System in Polk County shall be equipped with two-way communications in good working order and audible to the driver at all times to the base.

COMMUNICATIONS: Cellular Phone & ~~Electronics~~ Electronic Devices Policy

The intent of this policy is to ensure the Safety of passengers, pedestrians, other citizens and employees of the District. The District will not be liable for the loss of or damage to personal cellular phones and similar devices brought into the workplace.

POLICY: GENERAL

A. Support/Administrative Employees

- Cellular phone usage is allowed during working hours, but calls must be limited and must not interfere with the employee's job duties and responsibilities.
- Support staff may not use their personal cell phones in any of the safety sensitive areas outlined above.
- Support staff may not use their personal cell phones during the operation of a company vehicle unless equipped with hands-free technology (Bluetooth).

B. Safety Sensitive Employees and Bus Handlers

- Cellular phones, electronic devices and accessories to include a blue-tooth earpiece may be carried on the bus; however, these devices may not be powered on or visible during operation of the bus or in the act of performing a safety sensitive function. In addition, devices and accessories may not be carried onto the maintenance shop floor (levels 1 & 2).
- The use of all cellular phones and electronic devices (non-district issued), to include talking, texting, instant messaging or e-mailing while performing any safety sensitive duty is strictly prohibited. To use a cellular phone or electronic device you must be on an authorized break (for Bus Operators, this means the end of the line), and in a non-safety sensitive area.
- The use of bus radios (hand-held), MDTs, GPS and mobile computers to include staff and maintenance vehicle radios, to conduct District business is considered essential communication and is authorized communication equipment. All communications must be kept to an essential minimum; the use of this communication must be at an authorized bus stop, in a parking lot and out of the flow of traffic.

EMERGENCY EXCEPTIONS:

1. When involved in an accident/incident and moving the vehicle is not feasible.
2. When the vehicle has a mechanical breakdown, and the vehicle cannot be moved.
3. When advised by law enforcement that a vehicle cannot be moved.

4. When advised by supervisory personnel or the **Control center** Regional Mobility Call Center (RMCC) that a vehicle cannot be moved.
5. When under duress.

C. Policy Applicability: Staff with District-issued cellular phones

Revised 12/2013

District staff who use District-provided cell phones, while in a District-owned vehicle or in their own personal vehicle, will be equipped with hands free Bluetooth technology devices; these devices will be required for use with all company-issued cell phones. In no case is District staff allowed to use company-issued cell phones during the operation of a bus or while performing other safety sensitive duties.

PRIVACY – Employees have no reasonable expectation of privacy in any equipment issued by the District, including but not limited to cell phones and blackberries. All company equipment, including voicemail messages, e-mail messages and text messages contained on such equipment, is subject to search and review by the company at any time without prior notice.

D. Management responsibility

Management will randomly monitor compliance of this policy.

Management will investigate all allegations of non-compliance of this policy.

E. Violations

Violation of this policy will result progressive discipline up to and including termination.

Air Conditioning/Heating– 41-2.006(4)(q)

All vehicles providing service within the coordinated system shall have working air conditioners and heaters in each vehicle. Vehicles that do not have a working air conditioner or heater will be scheduled for repair or replacement as soon as possible.

If the heat or air-conditioning malfunctions in a vehicle providing service within the Coordinated System in Polk County, the driver must have CTC permission to finish the day. Vehicles with malfunctioning heater or air conditioning systems must be repaired before the next service day.

First Aid– 41-2.006(4)(r)

First Aid Policy shall be determined locally and provided in the TDSP.

The CTC does not have a policy on this topic. There are first aid kits on the buses.

Cardiopulmonary Resuscitation (CPR)– 41-2.006(4)(s)

Cardiopulmonary Resuscitation (CPR) policy shall be determined locally and provided in the TDSP. The CTC does not have a policy on this topic.

Driver Background Screening– 41-2.006(4)(t)

[The Polk TDLCB discussed this Policy language in March 2024]

Driver background screening shall be determined locally, dependent upon purchasing agencies' requirements, and provided in the local Transportation Disadvantaged Service Plan.

Citrus Connection requires the following to be completed for a driver:

1. National Criminal Records Check
2. National Sex Offender check
3. Local County criminal check
4. Motor Vehicle Check (MVR)
5. Drug test

Upon discovery of an unfavorable report Citrus Connection shall review and determine if the driver should be removed from transporting the TD population.

Public Transit Ridership – 41-2.006(4)(u)

The CTC and the Local Coordinating Board should jointly establish a percentage of total trips that will be placed on the fixed route system.

A Coordinated System in Polk County standard has been jointly established by the CTC and the local Coordinating Board that fixed-route trips will equal at least **35%** of total trips.

Pick-up Windows – 41-2.006(4)(v) and On-Time Performance – 41-2.006(4)(w)

The Coordinated System in Polk County has established a standard of 90% on-time performance for all completed trips. The "On-time" window has been defined as no more than fifteen minutes before or later than the scheduled pick up time. "Will Call" or trips for return pick-up, between the hours of 6:15 a.m. and 6:15 p.m., will be evaluated on the one

(1) hour return time of pick-up for trips in Polk County, unless another time is agreed upon. Trips for return pick-up, between the hours of 6:15 a.m. and 6:15 p.m., will be evaluated on the two (2) hours return time of pick-up for trips in Polk County, unless another time is agreed upon, and within a reasonable time for return trips for pick-up outside the County.

Advance Reservation Requirements – 41-2.006(4)(x)

Within the Coordinated System in Polk County, except for ADA paratransit trips, a minimum of 72 hours (3 days) notification is required for scheduling trips. With the exception of ADA paratransit trips, trips that are requested less than 72 hours in advance may be scheduled only on a space available basis. ADA paratransit trips will be provided in accordance with the Americans with Disabilities Act and Citrus Connection's adopted procedure.

Performance measures to evaluate safety (Accidents) 41-2.006(4)(y)

The CTC and local Coordinating Board will review accident data at least annually. CTC Performance Standards are no more than 1.0 accidents per 100,000 miles on the paratransit system, and, no more than 1.0 accidents per 100,000 miles on the fixed-route system.

Performance measures to evaluate reliability of vehicles (Road calls)– 41-2.006(4)(z)

The CTC and local Coordinating Board will review road call data at least annually. CTC Performance Standards are at least 30,000 miles between road calls on the paratransit system, and at least 10,000 miles between road calls on the fixed-route system.

Call Hold Time– 41-2.006(4)(aa)

Within the Coordinated System in Polk County, all calls go into a queue to be answered, and callers should not be placed on hold for longer than two minutes without status announcements.

Complaint Standard – 41-2.006(4)(bb)

The Coordinated System in Polk County standard is no more than two (2) complaints per 1,000 trips.

Complaints and Grievance Procedures

The CTC has an adopted complaint and grievance procedure. The LCB reviews this annually. Any complaints or grievances not resolved between both parties within 30 calendar days will be referred to the Grievance Subcommittee of the TD LCB. **(See the Grievance Policy in Appendix 15.)**

A-2: LOCALLY DEVELOPED POLICIES NOT CONTAINED IN RULE 41-2

Lost and Found Policy

The Lakeland Area Mass Transit District d/b/a Citrus Connection and Winter Haven Area Transit [the Coordinated system in Polk County] assumes no responsibility whatsoever for the care and/or protection of any personal belonging left unattended on its property, and for loss, under any circumstance, including theft, vandalism, or malicious mischief, of such belonging. For lost or abandoned property, the above referenced agencies shall retain custody of the property for 90 days. After 90 days the items will be donated to a non-profit organization.

Service Animals

Citrus Connection vehicles will allow **service animals** to board their vehicles. Pets or companion animals will not be transported on Citrus Connection vehicles, caged or otherwise.

The ADA defines a service animal as any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability. Service animals perform some of the functions and tasks that the individual with a disability cannot perform for him or her. "Seeing eye dogs" are one type of service animal, used by some individuals who are visually impaired.

The care or supervision of a service animal is solely the responsibility of his or her owner. The passenger and the service animal may be asked to exit the vehicle if the service animal's behavior poses a direct threat to the health or safety of others.

Mobility Devices, Ramps, Curbs & Steps

Operators will assist passengers in manual mobility devices up or down one curb or standard size step if it is safe to do so. Operators will take an **unoccupied** manual mobility device up or down no more than 3 steps.

All ramps and walkways must be cleared of clutter or debris and properly maintained to ~~allow~~ provide a safe area for the operator to assist. If the area is deemed unsafe, assistance for the passenger will not be given and transportation will be denied for that trip unless the passenger can meet the operator at the vehicle.

Mobility Devices

The Americans with Disabilities Act (ADA) prohibits discriminating against individuals with disabilities in providing transportation services. All wheelchairs and their users must be transported. A "wheelchair" is defined by the ADA as a mobility device which safely fits on a passenger lift or ramp.

Operators must require that a passenger permit his/her wheelchair to be secured, if the wheelchair can be properly secured. If the bus securement system cannot be used properly on a particular wheelchair, operators must use their "best efforts" to restrain or confine the wheelchair to the securement area and advise the wheelchair passenger of a potential hazard. At the user's request, Operators may not deny transportation to wheelchair users because his/her wheelchair cannot be secured satisfactorily by the bus securement system.

Operators are to assist passengers in using passenger seat and/or shoulder belts upon request. The use of seat/shoulder belts is at the option of the passenger but is strongly recommended by the transit agency. If an operator asks the wheelchair passenger to use the seat/shoulder belt and the passenger refuses, the operator should immediately notify the dispatcher/supervisor that the operator did make an attempt to have the wheelchair passenger use the seat/shoulder belt, and the passenger refused.

While the operator may recommend that passengers using "scooters" transfer from the "scooter" to a bus seat if the person is willing to do so, the passenger is not required to transfer. Citrus Connection's vehicles can only transport passengers who use "common wheelchairs."

Operators are not permitted to drive or operate a motorized mobility device. Operation of the device is the sole responsibility of the passenger or their designee.

Reporting Elderly and Disabled Abuse

Citrus Connection is committed to report abuse, neglect and exploitation. Citrus Connection employees are mandated to report any suspected or known abuse, neglect or exploitation to the State of Florida Abuse Registry and Tracking System.

All employees of Citrus Connection who know or have reasonable cause to suspect that a child, elderly person or disabled adult is or has been abused, neglected or exploited, shall immediately report such knowledge or suspicion to the State of Florida Abuse Registry and Tracking System by calling the statewide toll free telephone number 1-800-96ABUSE or by faxing this information to Registry and Tracking System (1-800-914-0004) using the Department of Children and Families Abuse/Abandonment /Neglect/Exploitation Fax Transmittal Form. The employee's direct supervisor should be notified in writing.

Vehicle Securement

Vehicles will not be left running and unattended.

Group Trips

The Polk CTC will consider group trips on a first come-first served availability basis. All passengers in the group must meet Citrus Connection qualifications and adhere to the policies and procedures of the transit agency. All passengers and assistants must pay the fare agreed upon at the time the trip is arranged. The fare is due upon entrance of the vehicle unless other arrangements have been previously arranged and agreed upon by the transit agency. Citrus Connection is unable to transport group trips for students attending primary, secondary, high school or other education facilities as an alternative to school board transportation. Persons wishing to schedule group trips have the option of contacting private transportation organizations to inquire into chartering services.

ADA Compliance

An agency or operator within the Coordinated System in Polk County shall assure compliance with the American's with Disabilities Act of 1990, as it is amended from time to time.

Request for Bids/Proposals/Qualifications (Local Policy)

The CTC will use the Request for Qualifications process in procurement of service providers under the coordinated system. The process is in accordance with Citrus Connection's policies.

Periodically, for-profit operators are provided the opportunity to respond to a Letter of Interest that has been publicly noticed by the CTC. Through a Request for Qualifications (RFQ) process (competitive procurement process required by Florida Statutes), operators are evaluated to determine those who are qualified and subsequently selected to contract with the CTC to provide transportation services within the coordinated system. As operator contracts expire, each existing operator has an opportunity to renew their contract, based upon contract fulfillment. The following table reflects the maximum (not-to-exceed) reimbursement rates. The RFQ remains in full force and effect for a period of one year. Rate increases will only be considered if additional funding is obtained from funding agency, such as the Florida Commission for the Transportation Disadvantaged for TD services. In the event funds to provide said services become unavailable then all contracts and agreements will be null and void.

Part III- Quality Assurance –Element B – Monitoring and Evaluation

Quality Assurance monitoring and evaluation occurs at many levels of the TD Program.

The Commission for the Transportation Disadvantaged (CTD) - Quality Assurance Performance Reviews (QAPE).

The CTD conducts reviews of each CTC in the state of Florida, on a regular two-year cycle. The Polk CTC's last QAPE by the CTD was conducted in 2018. ~~The CTD has recently indicated that Polk will be visited again in FY 2019-20, to review the FY 2018-19 fiscal year.~~

The Process by which the LCB Conducts the Annual Evaluation of the CTC

The Community Transportation Coordinator role, is the result of a contract between the CTC and the Commission for the Transportation Disadvantaged. It is not a local contract. Nevertheless, the Polk LCB serves as “the eyes and ears of the Commission for the Transportation Disadvantaged,” and so, a primary task of the TD LCB is to continually evaluate the services provided by the CTC. The TD LCB must provide the CTD and the TPO with an annual evaluation of the CTC's performance, including a recommendation as to whether to retain the current coordinator. The purpose of this evaluation is to ensure that the most cost-effective, efficient, non-fragmented, unduplicated, appropriate, reliable, and accountable transportation services are provided to the local TD population.

The CTC is evaluated according to the required sections of the Quality Assurance and Program Evaluation LCB/CTC Evaluation Workbook, which was developed by the CTD. The CTC is also evaluated by locally adopted performance standards, which have been described previously in the TDSP, and which are summarized at **Table 24**. After the LCB establishes the evaluation period, staff requests the necessary statistical data from the CTC. In addition, staff requests output from on-board MDTs, a select sample of driver logs to review on-time and travel-time performance, and a select sample of eligibility files to ensure compliance and performance in all areas of CTC practices. The CTC Evaluation Subcommittee will also conduct client satisfaction surveys to users of the door-to-door service and the bus pass program. Staff may also contact clients or funding agencies to determine their satisfaction with the TD services received. Polk TPO staff tabulates this information and draft a report for the review of the TD LCB CTC Evaluation Subcommittee. Staff revises the document per the committee's request and gathers any additional information needed to fully evaluate the CTC's performance. Next, the evaluation is presented to the full TD LCB for their review and approval, directs staff to make any appropriate revisions, and recommends the adoption of the document. Finally, the evaluation report is forwarded to the CTD and the Polk TPO.

~~June 2023 “Evaluation Report -- Section 3. CTC’s FY 22-23 Evaluation, Observations, and Recommendations”~~

~~FY 2022/2023 Evaluation Related Highlights~~

~~This evaluation is for FY 2022/23 or the period July 1, 2022 to June 30, 2023, (2023). Historical performance comparison data is from the Community Transportation Coordinator’s 2022-23 Annual Operating Report (AOR). Another primary source used was the FY 2023 Commission for the Transportation Disadvantaged Annual Performance Report, (APR). The 2023 APR contains data for the years 2021, 2022, and 2023.~~

~~An evaluation committee consisting of Polk TPO staff and representatives of Citrus Connection -- the CTC -- met in person and virtually, to review the evaluation process.~~

~~A member of the TPO staff prepared the Evaluation Workbook, inspected vehicles, and took a ride on the paratransit services. Their experiences are described elsewhere in the **Evaluation Workbook**.~~

~~Inspection of Vehicles~~

~~Polk TPO staff conducted a scheduled inspection of a paratransit vehicle while it was in service in February 2023 and noticed that a few “Standards” policy signs were missing. These are noted in the **Evaluation Workbook**.~~

~~One of the signs which was missing, -- the “no eating, drinking, smoking” -- the CTC proactively corrected this within 24 hours of the scheduled inspection in February.~~

~~Recommendations for Improvement:~~

~~Topic #1:~~

~~Signage missing from bus on 2-08-2023: Local number signs were not seen. And the toll-free number was not seen.~~

~~Recommendations:~~

~~Ensure signs are in buses: CTC will post sign(s) containing the local toll free number (855)POLKBUS and the local number, (863) 534-5500, in all the vehicles within 90 days from June 12, 2023, LCB meeting.~~

~~Timeline for Compliance:~~ Within 90 days from June 12, 2023, LCB meeting.

~~Status:~~ This is complete.

FY 2022/2023 Evaluation Related Highlights - June 2024

This evaluation is for FY 2022/23 or the period July 1, 2022 to June 30, 2023, (2023). Historical performance comparison data is from the Community Transportation Coordinator's 2022-23 Annual Operating Report (AOR). Another primary source used was the FY 2023 Commission for the Transportation Disadvantaged Annual Performance Report, (APR). The 2023 APR contains data for the years 2021, 2023, and 2023.

An evaluation committee consisting of Polk TPO staff and representatives of Citrus Connection -- the CTC -- met in person and virtually, to review the evaluation process.

A member of the TPO staff prepared the Evaluation Workbook, inspected vehicles, and took a ride on the paratransit services. There were no findings or recommendations with respect to the ride, or the inspection of the vehicles.

Performance Measure Outcomes

The CTC is doing a good job reporting on identified local standards and performance measures. These are reported to the LCB at each quarterly meeting, and the CTC also provides that data to the Annual Operating Report.

When we compare AOR/APR data from FY 2022-23 (2023) to the Performance indicators in the TDSP, we note the following:

Meeting standards or performance measures:

- * Fixed Route utilization, % of trips on FR.
- * Accidents per 100,000 vehicle miles
- * Vehicle miles between road calls.
- * number of complaints,
- * Complaints per 1000 paratransit trips.

Not meeting standards or performance measures:

- *Average cost per paratransit trip. (It is \$41.28)

Area of Noncompliance: None

Recommendation: It is recommended to change the “Average cost per paratransit trip” Performance measure in **Table 27_** in the TDSP to \$_____, due to inflation impacting the costs to provide service.

Timeline for Compliance: September 2024.

Status: In March 2025, the Polk TD LCB adopted a revised performance measure for this topic: “Average cost per paratransit trip” found in Table 27_ in the TDSP to \$50.00, due to inflation impacting the costs to provide service.

{Please note, the following is the *Draft Evaluation Report* covering FY 2023-24, provided to the LCB in June 2025. Once it is reviewed and approved by the LCB, then, it becomes part of the June 2025 TDSP.}

FY 2023/2024 Evaluation Related Highlights - June 2025

This evaluation is for FY **2023-24** or the period July 1, 2023, to June 30, 2024, (2024). Historical performance comparison data is from the Community Transportation Coordinator's 2023-24 Annual Operating Report (AOR). Another primary source used was the FY 2024 Commission for the Transportation Disadvantaged Annual Performance Report, (APR). The 2024 APR contains data for the years 2022, 2023, and 2024.

An evaluation committee consisting of Polk TPO staff and representatives of Citrus Connection - the CTC -- met in person and virtually, to review the evaluation process.

Members of the TPO staff prepared the Evaluation Workbook, inspected vehicles, and took a ride on the paratransit services.

Performance Measure Outcomes

The CTC is doing a good job reporting on identified local standards and performance measures. These are reported to the LCB at each quarterly meeting, and the CTC also provides that data to the Annual Operating Report.

When we compare AOR/APR data from FY 2023-24 (2024) to the Performance indicators in the TDSP, we note the following:

Meeting standards or performance measures:

- * Fixed Route utilization, 72% of trips on FR
- * Accidents per 100,000 vehicle miles
- * Vehicle miles between road calls
- * Number of complaints
- * Complaints per 1000 paratransit trips
- * Average cost per paratransit trip.

Commendation:

It should be noted that 72% of the Coordinated System trips were on the Fixed Route service, which is more than double the goal of the Fixed Route utilization rate.

Not meeting standards or performance measures:

None

Area of Noncompliance: None

Bus Annual Evaluation Ride

The overall ride experience was functional, with some notable communication challenges and operational observations. The scheduling process involved multiple attempts due to voicemail confusion and extended hold times, but the appointment was eventually secured.

On the day of the trip, there was an initial difficulty in coordinating the pickup location, as the driver struggled to locate the rider and did not acknowledge suggestions to improve the pickup process. The actual pickup occurred within the requested time window, with the female driver greeting the rider and ensuring seatbelt use before departure.

During the journey, the driver initially selected an incorrect destination on the GPS, requiring rider intervention to clarify the proper route. While the driver made an incorrect turn, she quickly adjusted and proceeded in the correct direction. The arrival at Walmart was timely, and the driver opened the door, allowing the rider to exit smoothly. For the return trip, the bus was already waiting outside upon the rider's exit, and the driver promptly opened the door upon seeing the rider approach.

The vehicle interior was clean, signage was visible, and all required equipment appeared to be in place. The two-way communication system functioned properly, and the ride was comfortable. While the driver's workspace appeared cluttered, and identification visibility was limited, the air conditioning was effective, and there were no major service disruptions.

Upon arrival at the final destination, the driver stopped at the same location where the rider had been picked up and wished them a good day, concluding the trip on a positive note.

Recommendations for the Evaluation Ride Survey:

General Service Improvements:

- Reinforce adherence to pedestrian traffic rules to improve safety measures.
- Provide ongoing customer service training to drivers to enhance professionalism and responsiveness.
- Continue monitoring vehicle condition to maintain cleanliness, functionality, and passenger comfort.

Vehicle Readiness & Rider Experience

- Ensure that driver workspaces remain organized and free from unnecessary clutter.
- Improve visibility of driver identification, such as name badges or embroidered uniforms, to enhance rider confidence in service staff.

- Conduct periodic inspections of required signage and equipment to maintain compliance and accessibility.

Route Navigation & Driver Assistance

- Verify that drivers enter the correct destination before beginning the trip to prevent unnecessary detours.
- Increase driver familiarity with designated routes and key destinations to avoid misdirection.

Scheduling Process

- Regularly monitor and clear voicemail inboxes to allow riders/clients to leave messages when needed.
- Minimize extended hold times by streamlining the scheduling process or increasing staffing support during peak scheduling hours.

By implementing these recommendations, the overall ride experience can be significantly improved, ensuring more seamless scheduling, efficient pickups, precise routing, and enhanced rider confidence in the service.

Timeline for Compliance:

TPO Staff will reevaluate the CTC rider experience during the next CTC Annual Evaluation.

Bus Annual Inspections Vehicles

Polk TPO staff conducted a scheduled inspection of a paratransit vehicle while it was scheduled for maintenance service on March 24, 2025. All required signage and safety items were in place. A TPO staff member also checked the required signs in the Paratransit vehicle during the scheduled Evaluation ride on May 15th, 2025. During the May 15th, 2025, Evaluation ride, it was observed that the signage with the helpline/ CTD telephone/ toll free number were not displayed.

Area of Noncompliance: During the May 15th, 2025; On the evaluation ride, it was observed that the signage with the helpline/ CTD telephone/ toll free number were not displayed on the vehicle.

Recommendations for the Fleet Vehicle Inspection:

- All fleet vehicles should be inspected to make sure all required signage is displayed in clear view for all riders consideration.

Timeline for Compliance: Follow up is needed.

- Within 90 days of report being issued.

Contract Evaluations and Monitoring by the CTC.

The Commission for the Transportation Disadvantaged requires the CTC to have a written contract monitoring process in place to evaluate its coordination contractors and transportation operators.

Contract compliance monitoring within the Coordinated System is done by management staff and includes on-site visits. Monitoring of standards is done on an annual basis using reports required from providers and reports generated by the CTC's computer assisted scheduling program. Monitoring results are available to assist in the local Coordinating Board's annual review of contract conformance with TDSP standards.

Beginning in FY 2020-21, the will CTC collect ridership and accident information on a monthly basis and report it to the LCB on a quarterly basis.

The Community Transportation Coordinator conducts on-going monitoring of these aspects:

- Service Effectiveness
- Cost Efficiency and Effectiveness
- Vehicle Utilization
- Service Availability
- Reliability
- Safety and Training
- Monitoring Procedure

The CTC is responsible for assuring that operators and contractors are monitored at least once a year. Monitoring will include annual inspections for the following:

- Vehicles
- Insurance renewals and updates
- Staff training
- License and permit checks
- Client feedback on performance
- Non-discrimination policies
- Invoice verification to include:
 - Actual trip length verification
 - Cost per trip verification

- Accident records
- Fully allocated cost review
- System Safety Plan adherence
- Client complaints
- Trip logs

Contract Evaluation

At the time the CTC receives applications for funding under Federal Transit Administration Section 5310, the TD LCB, Polk TPO, and the CTC review the reasonableness of the application and whether or not the trips could be provided by the CTC. Coordination contracts are only extended to those agencies that can provide transportation more efficiently and cost effectively. Coordination contracts are then reviewed prior to renewal.

Citrus Connection - Community Transportation Coordinator Vehicle Compliance Policy

SCOPE

- To make sure that Coordinating Agencies are in full compliance with 14-90 regulations.
- Identify responsibilities of the CTC, Coordinating Agency and Monitor.

PROCESS

- (a) Upon completion of a vehicle inspection the Monitor will provide a monitoring report to both the CTC and the Coordinating Agency.
- (b) A formal letter will be sent by the CTC to the Coordinating Agency stating the corrective actions required and the time frame allowed for corrective actions.
- (c) After inspection for compliance, the Monitor will send a formal finding to the CTC and Coordinating Agency.
- (d) If corrective actions have still not been completed by the agency within the time frame identified, the CTC will send a formal letter requesting the vehicle be removed from services until which time the Monitor gives their formal response that the vehicle is in full compliance.
- (e) If discrepancies require immediate removal of vehicle from revenue operations, the CTC will send a formal request for the removal of the identified vehicle from service until which time the Monitor submits a formal response that the vehicle is in full compliance.

DISCREPANCY CATEGORIZATION

1. Discrepancies requiring immediate removal of vehicle from revenue operations:
 - (a) Any defect that will jeopardize the safe operation of the vehicle, including, but not limited to, tires, brakes, steering gear, and exhaust system.
 - (b) A lack of or defects in securement devices, including, but not limited to, seats, seat belts, wheelchair restraints, and child restraints.
 - (c) A lack of or defects in safety devices, including fire extinguishers, first-aid kits, and reflective triangles.
 - (d) Carrying a number of passengers on board the vehicle exceeding the manufacturer's designated rating for the vehicle.
 - (e) Any unsafe transport or stowage of passenger property or any of the following: wheelchairs, child seats, stretchers, personal/portable oxygen, personal assistive devices, or intravenous devices.
 - (f) Absence of any form of communication between the driver and his/her dispatcher.
2. Discrepancies that must be corrected within eight hours before the vehicle may be returned to revenue service:
 - (a) Malfunctioning vehicle air conditioning systems, if applicable for the season.
 - (b) Malfunctioning vehicle heating systems, if applicable for the season.
3. Discrepancies that must be corrected within seven calendar days:
 - (a) Evidence that the vehicle's driver is not following accepted passenger assistance techniques or providing courteous service.
 - (b) Failure to have the provider's identification and vehicle number affixed to the exterior of the vehicle; to have the required placarding on board the vehicle in view of the passengers; and, for the drivers to have proper identification and/or uniforms.
 - (c) Evidence that passengers' consumption of food or beverages is creating an unsafe or unsanitary condition.
 - (d) Vehicle interiors with dirty or damaged seats that could soil items placed in the vehicle or provide discomfort to the passenger.
 - (e) Damage to the vehicle through accidents or wear and tear that does not present a professional image for passengers transported by Polk County sponsored providers.

Part III- QUALITY ASSURANCE: – Element C—PERFORMANCE MEASURES AND PERFORMANCE MONITORING

The TD Program Performance Measures shown in **Table 27** are derived from the Polk Transportation Disadvantaged Program’s goals, objectives, and strategies, as well as from the service standards and policies contained in the TDSP and provide the basis for an annual evaluation of the Community Transportation Coordinator.

The Community Transportation Coordinator tracks these metrics and conducts on-going monitoring of paratransit service and fixed route service.

Table 27. TD Program Performance Measures– 2024-25- 2025-26

Performance Measure	Target
Potential TD Population Served	At least 5%
Percent of Trips on Fixed-Route	At least 35%
Average Cost per Trip	No greater than \$19.00
Average Cost per Paratransit Trip	No greater than \$50.00
Accidents per 100,000 Vehicle Miles (Paratransit)	No more than 1.0
Accidents per 100,000 Vehicle Miles (Fixed-Route)	No more than 1.0
Vehicle Miles between Road Calls (Paratransit)	At least 30,000
Vehicle Miles between Road Calls (Fixed-Route)	At least 10,000
Complaints per 1,000 Paratransit Trips	No more than 2.0
On-Time Performance	At least 90%

From the CTC.

TDSP PART FOUR:

**COST/REVENUE ALLOCATION
AND RATE STRUCTURE
JUSTIFICATION**

COMPONENT

TDSP PART FOUR: COST/REVENUE ALLOCATION AND RATE STRUCTURE JUSTIFICATION COMPONENT

The Novel Corona Virus SARS-CoV-2 was detected in late 2019 and named COVID-19 in March 2020. This worldwide Pandemic has significant impacts for health, society and the economy. Most non-essential businesses were closed in Florida from mid-March 2020 until mid-May 2020. These events have had an impact on system performance for FY 19-20, and it is anticipated there will be ~~and~~ resulting economic impacts in FY 2020-2021, also.

PUBLISHED RATES FOR SERVICE (TABLE 28)

The Polk County Transportation Disadvantaged Local Coordinating Board must annually review, discuss and approve the Rate Calculation Model contained in the Transportation Disadvantaged Service Plan.

The Commission has established the Rate Calculation Model, a standard process for the development of rates for the transportation services that are arranged or provided by the CTC. This model has been used to develop the local rate for all purchasing agencies, except fixed route and bus passes. The Rate Calculation Model worksheets and rates for services are reviewed and updated annually and may be found in the **Appendix 16** of the TDSP. This process allows for annual changes based on fluctuating expenditures and revenues and must be approved by the Commission.

Once the CTC presents its rates to the LCB, then, the information contained in the Rate Calculation Worksheets is inserted into the TDSP. This information becomes the "Transportation Disadvantaged Trust Fund published rates for service" shown in **Table 28**. **When the CTC invoices the Commission or participating agencies in the coordinated system for trips, the CTC does so according to the "published rates for service."** This is for the demand-response door-to-door TD service.

(IF the FY 2025-26 Rate Model is received in time for the LCB to review it on June 16, 2025: The Polk TD-LCB reviewed and approved the Rate Model in **Appendix 16** on June 27, 2022. **June 16, 2025.** These rates are contained in that Rate Model and are the rates in effect for the CTC's FY 2023-24 **2025-26** fiscal year.

Rates for Service

Table 28. Transportation Disadvantaged Trust Fund (TD Trip Grant) Published Rates for Service, ~~July 1, 2024-June 30, 2025~~ July 1, 2025 – June 30, 2026.

Type of Service	Rate Per Passenger Mile
Ambulatory	\$4.47
Wheelchair	\$7.67

← These amounts will probably change once the TPO Planning Staff receives the Rate

Model documents (as approved by the CTD) from Finance Department at Citrus Connection

Note: Per mile reimbursement is calculated using the latest up-to-date technology available, i.e., Trapeze Software and GIS technology.

These amounts are based upon the adopted Rate Model, found in **Appendix 16.**

~~BUS FARES~~ **Bus Fares**

When people ride the fixed route transit system, or use the ADA service, these are the fares—what they pay when they board the bus/van. *[These bus fares have not changed.]*

Table 29. Bus Fares -- ~~July 1, 2024-June 30, 2025~~ July 1, 2025 – June 30, 2026

Fare Type	One-Way Fare
Regular Adult	\$1.50
Students (all ages)	\$1.25
Senior Citizens* (65 years and older)	\$0.75
Disabled Citizens*	\$0.75
Children (under 7 years with adult)	Free
ADA/PT Connect	\$2.00
ADA Fixed Route	Free
Children Fixed Route (7 and under accompanied by adult)	Free

*These fares are available to senior citizens and disabled individuals (including those who have illness, injury, or other temporary or permanent incapacity or disability.)

Bus Passes

Bus passes are a way of purchasing rides in advance. Bus passes are utilized whenever possible as a cost-effective means of transporting clients. They will be reimbursed at the current published rates provided in schedules. Current prices for bus passes for the Citrus Connection Service Area is presented in **Table 30**.

Table 30. Bus Passes – July 1, 2024-June 30, 2025 July 1, 2025-June 30, 2026

Pass Type	Price
Unlimited Monthly Pass (31 days)	\$47.00
Unlimited Weekly Pass	\$12.00
Adult Day Pass	\$3.00
Student Day Pass	\$2.50
Senior/Disabled Day Pass	\$1.50
Senior Weekly Pass	\$9.00
Senior Monthly Pass	\$31.50
Smart Card	\$2.00

Paratransit (PT **Connect**) Passes are \$2.00 each and may be purchased as a single pass or in booklets **a multi-ride pass** which includes of ten (10) **rides** for \$20.00.

CASHLESS FARE Cashless Fare

Purpose:

To assist in improving operator performance; to make the travel experience more convenient for the customer.

DEFINITION: “PT Connect” is the single brand name for paratransit (door-to-door) services throughout Polk County, a single brand name and a cashless fare system for door-to-door service.

PROCEDURE: The paratransit operators will no longer accept cash payments on board for the rides. Riders must present a “PT Connect” pass for their fare at the time of boarding. Passes are \$2.00 each and may be purchased as a single pass or in booklets **a multi-ride pass which includes** of ten (10) **rides**:

By Mail: Citrus Connection – 1212 George Jenkins Blvd., Lakeland FL 33802-**33815**

By Phone: (863) 534-5500 or (863) 688-RIDE (7433)

On-Line: www.ridecitrus.com

In Person:

Winter Haven Terminal: 555 Ave. "E" NW, Winter Haven

Citrus Connection Offices: 1212 George Jenkins Blvd., Lakeland

~~Regional Call Center: 1290 Golfview Ave., 2nd FL, Bartow (Human Services)~~

Lakeland Transfer Center: 200 N. Florida Avenue, [Lakeland 33802](#)

[Regional Mobility Call Center: 1120 George Jenkins Blvd., Lakeland 33815](#)

Passes may be purchased with cash, Master Card/Visa, debit cards or money orders.

Personal checks will not be accepted. [A minimum of ten \(10\) passes must be purchased in a single transaction when using debit or credit cards.](#) [PT Connect Passes may be purchased in any denominations.](#)

Passengers may call the Regional Mobility Call Center.

NOTE: Also refer to NO PAY COPAY POLICY

Fare Collection Policy *Include No Pay Policy and Cashless Fare Policy

All clients provided with transportation services sponsored by the Transportation Disadvantaged Non-Sponsored Trust Fund Program will be required to pay a minimum of \$2.00 for each one-way trip. (Round trip cost will be a minimum of \$4.00.) The actual trip cost will be determined when the trip request is made.

For more information about the cashless fare system, visit [Appendix 10.](#) [visit, https://ridecitrus.com/](#)

County: Polk
 CTC: Lakeland Area Mass Transit District
 Contact: Marcia Roberson
 1212 George Jenkins Blvd.
 Lakeland, FL 33815
 863-733-4222
 Email: MRoberson@ridecitrus.com

Florida Commission for the



Transportation
Disadvantaged

Demographics
 Number
 Total County Population 736,229
 Unduplicated Head Count 3,048

Trips By Type of Service	2022	2023	2024	Vehicle Data	2022	2023	2024
Fixed Route (FR)	200,652	202,727	248,986	Vehicle Miles	833,205	778,063	883,024
Deviated FR	8,868	7,708	7,582	Roadcalls	91	68	85
Complementary ADA	48,694	49,288	54,122	Accidents	3	2	5
Paratransit	54,842	71,698	68,642	Vehicles	140	129	117
TNC	0	0	0	Drivers	270	243	225
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	313,056	331,421	379,332				

Passenger Trips By Trip Purpose

Medical	71,796	66,229	77,838
Employment	7,381	7,773	10,584
Ed/Train/DayCare	54,126	81,148	79,432
Nutritional	3,050	6,795	9,215
Life-Sustaining/Other	176,703	169,476	202,263
TOTAL TRIPS	313,056	331,421	379,332

Passenger Trips By Revenue Source

CTD	99,278	107,338	137,641
AHCA	1,734	7,703	10,625
APD	18,857	26,450	19,354
DOEA	2,060	2,666	0
DOE	29,436	29,554	43,603
Other	161,691	157,710	168,109
TOTAL TRIPS	313,056	331,421	379,332

Trips by Provider Type

CTC	276,992	280,426	334,086
Transportation Operator	0	0	0
Coordination Contractor	36,064	50,995	45,246
TOTAL TRIPS	313,056	331,421	379,332

Financial and General Data

Expenses	\$5,362,754	\$5,508,624	\$6,165,371
Revenues	\$5,322,439	\$5,462,571	\$6,231,324
Commendations	29	31	2
Complaints	119	169	46
Passenger No-Shows	460	501	397
Unmet Trip Requests	33	21	10

Performance Measures

Accidents per 100,000 Miles	0.36	0.26	0.57
Miles between Roadcalls	9,156	11,442	10,389
Avg. Trips per Passenger	133.33	91.28	124.45
Cost per Trip	\$17.13	\$16.62	\$16.25
Cost per Paratransit Trip	\$45.85	\$41.28	\$45.63
Cost per Total Mile	\$6.44	\$7.08	\$6.98
Cost per Paratransit Mile	\$6.19	\$6.83	\$6.74

Polk TDSP - LIST OF APPENDICIES as of ~~June 17, 2024~~ June 16, 2025

These UPDATED appendices are located in a stand-alone packet.

Appendix 1: Florida Coordinated Transportation System

Appendix 2: List of Acronyms

Appendix 3: Glossary of Terms

Appendix 4: CTC's Organizational chart (~~November 2023~~) (January 2025)

Appendix 5: CTD/CUTR Travel Demand Forecast Worksheets August 10, 2021.

Appendix 6: Definition of Handicapped and At-Risk children

Appendix 7: Profile of Older Floridians (2019) DOEA

Appendix 8: Map Environmental Justice (EJ) Planning areas

Appendix 9: Map Location of Polk County Hospitals

Appendix 10: ~~Citrus Connection SYSTEM GUIDE~~ – This is no longer in print. (Reserve this appendix number.) visit, <https://ridecitrus.com/>

Appendix 11: Paratransit Rider Brochure

Appendix 12A: ADA Program Application English & Spanish (~~2023~~) (May 2025)

Appendix 12B: TD Program Application English & Spanish (~~2023~~) (May 2025)

Appendix 13: Vehicle Inventory (~~2023-24~~) (January 2025)

Appendix 14: PTASP/SSPP Certification Form (~~March 2024~~) (December 2025)

Appendix 15: Grievance and Complaint Procedures and the Form (~~June 2024~~) (June 2025)

Appendix 16: Rate Calculation Model for TD Trust fund trips for FY ~~2024-25~~ ~~July 1, 2024-June 30, 2025~~ 2025-26 July 1, 2025 - June 30, 2026

Additional Attachments following the Appendices:

- Flyer about the 2021 Transit Summit
- Youth Summer of Safety Program Flyer

All documents in the TDSP and the TDSP Appendix Packet are available in Alternative Formats upon Request

Polk TDSP - LIST OF APPENDICIES as of June 16, 2025

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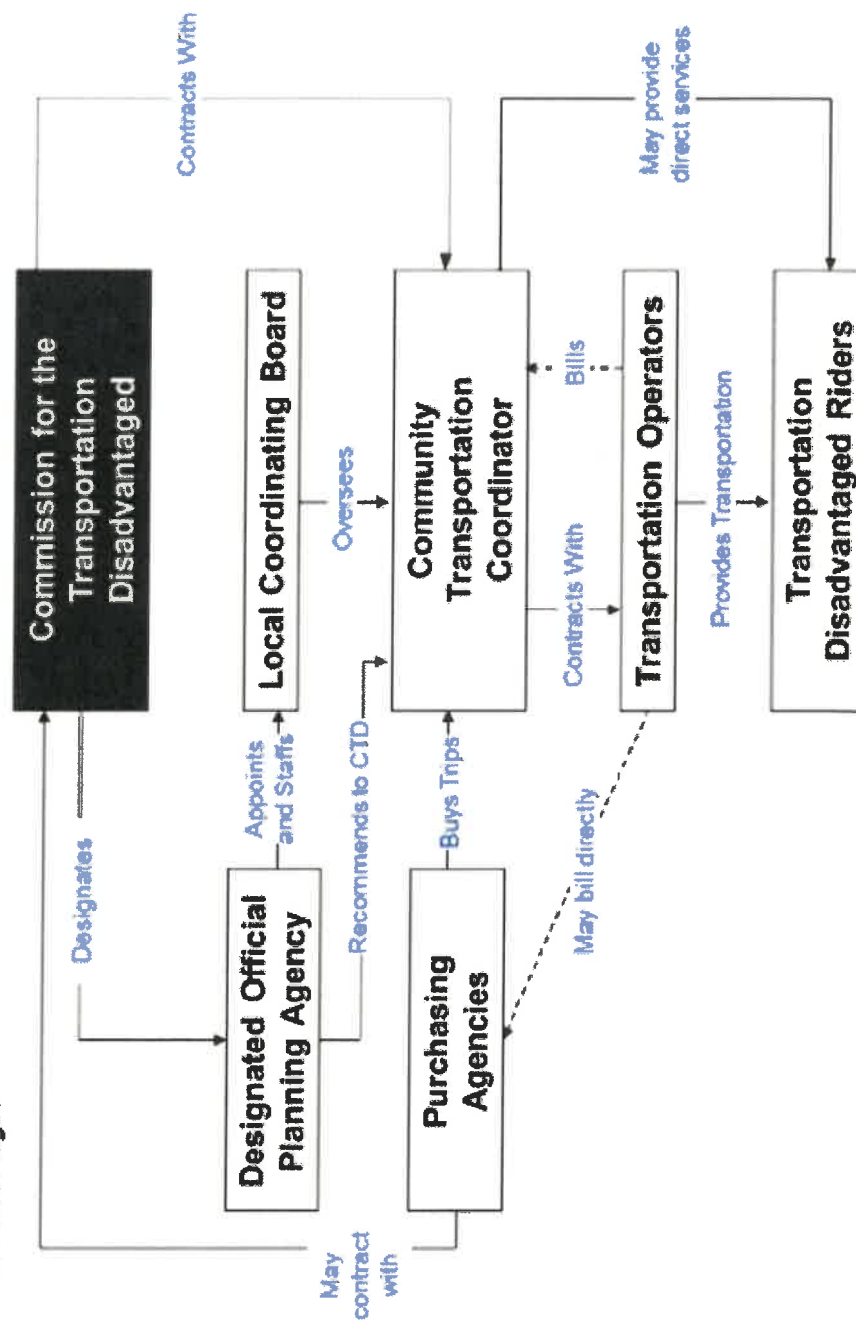
- Flyer about the 2021 Transit Summit
- Youth Summer of Safety Program Flyer

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Appendix 1: Florida Coordinated Transportation System



Coordinated Transportation System Organization



Appendix 2: List of Acronyms

Appendix 2: Acronyms

ABE	Annual Budget Estimate
ADA	Americans with Disabilities Act
AOR	Annual Operating Report
APR	Annual Performance Report
CDL	Commercial Driver's License
CPR	Cardiopulmonary Resuscitation
CTC	Community Transportation Coordinator
CTD	Commission for the Transportation Disadvantaged
CUTR	Center for Urban Transportation Research
COLTS	Community of Learning Transportation Services
DOPA	Designated Official Planning Agency
FAC	Florida Administrative Code
FCTS	Florida Coordinated Transportation System
FDOT	Florida Department of Transportation
FS	Florida Statutes
FY	Fiscal Year
FTE	Full-time Equivalent
ITS	Information and Technology Services
LAMTD	Lakeland Area Mass Transit District
LCB	Local Coordinating Board
LRTP	Long Range Transportation Plan
MDT	Mobile Data Terminal
MOA	Memorandum of Agreement
MPO	Metropolitan Planning Organization
POS	Purchase of Service Contract
PT	Polk Transit
PTA	Polk Transit Authority
RFP	Request for Proposals
RFQ	Request for Qualifications
SSPP	System Safety Program Plan
TD	Transportation Disadvantaged
TDP	Transit Development Plan

TDSP	Transportation Disadvantaged Service Plan
TIP	Transportation Improvement Program
TPO	Polk Transportation Planning Organization
UPWP	Unified Planning Work Program
U.S.C.	United States Code
USDOT	U. S. Department of Transportation
WHAT	Winter Haven Area Transit

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Appendix 3: Glossary of Terms

Appendix 3: Glossary of Terms

Annual Budget Estimate - a budget estimate of funds available for providing transportation services to the transportation disadvantaged that is prepared annually and covers a period of one state fiscal year.

Annual Operating Report - an annual report prepared by the community transportation coordinator detailing its designated-area operating statistics for the most recent operating year.

Annual Performance Report - an annual report issued by the Commission for the Transportation Disadvantaged that compiles all the data submitted in the Annual Operating Reports.

Chapter 427, FS - the Florida statute establishing the Commission for the Transportation Disadvantaged and prescribing its duties and responsibilities.

Commission for the Transportation Disadvantaged - an independent organization created in 1989 to accomplish the coordination of transportation services provided to the transportation disadvantaged population. Replaced the Coordinating Council for the Transportation Disadvantaged.

Community Transportation Coordinator (CTC) - a transportation entity recommended by a designated official planning agency to ensure that coordinated transportation services are provided to the transportation disadvantaged population in a designated service area. Formerly known as a coordinated community transportation provider.

Complete (or Full) Brokerage - type of CTC network in which the CTC operates no transportation service and contracts with other operators for the delivery of all transportation services.

Coordinated Trips - passenger trips provided by or through a CTC

Demand-Responsive Service - a transportation service characterized by flexible routing and scheduling that provides door-to-door or point-to-point transportation at the user's request.

Designated Official Planning Agency (DOPA) - the agency or official body designated by the Commission for the Transportation Disadvantaged appoint the community coordinating board and recommend the community transportation coordinator for each service area. Metropolitan planning organizations are automatically the official planning agencies in urban areas.

Designated Service Area - the geographical area, consisting of one or more counties, in which the CTC is the designated provider.

Economies of Scale - cost savings resulting from combined resources (e.g., joint purchasing agreements that result in a lower cost per gallon or quantity discount for fuel).

Effectiveness Measure - a performance measure that indicates the level of consumption per unit of output. Passenger trips per vehicle mile are an example of an effectiveness measure.

Efficiency Measure - a performance measure that evaluates the level of resources expended to achieve a given level of output. An example of an efficiency measure is operating cost per vehicle mile.

Fixed-Route Service - transit service in which the vehicles follow a prescribed schedule over a prescribed route.

Full Time Equivalent (FTE) - a measure used to determine number of employees based on a 40-hour work week. One FTE equals 40 work hours per week.

Fully Allocated Costs - the total cost, including the value of donations, contributions, grants or subsidies, of providing coordinated transportation, including those services which are purchased through transportation operators or provided through coordination contracts.

General Trips - passenger trips by individuals to destinations of their choice, not associated with any agency program.

Local Coordinating Board (LCB) - entity in each designated service area composed of representatives appointed by the official planning agency. Its purpose is to provide assistance to the community transportation coordinator concerning the coordination of transportation services.

Memorandum of Agreement (MOA) - a binding standard contract between the Commission for the Transportation Disadvantaged and a CTC. This contract and its provisions serve as a performance and reporting standard to guide the delivery of services by all agencies or entities that provide transportation disadvantaged services.

Metropolitan Planning Organization (MPO) - the organization responsible for transportation planning and programming in urban areas. Also serves as the official planning agency referred to in Chapter 427, FS.

Missed Trip – If the driver is running late for the pickup and the client had to arrange for another ride (either through the CTC or personal) to keep from being late; or, if the client arrives at the appointment too late to be treated. (May apply to original trip or return trip.)

No Show – A client not calling the office to cancel their scheduled pick up within the required time frame or not being ready for their scheduled trip.

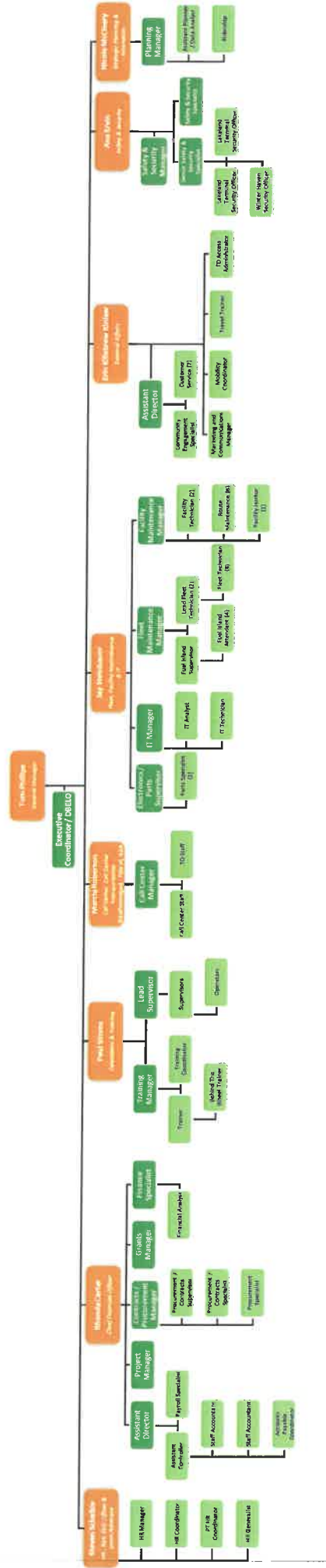
Transportation Disadvantaged – Those persons who cannot obtain their own transportation due to their age, disability, or income.

Appendix 4: CTC's Organizational chart



CitrusConnection
PROGRESS IN MOTION

ORGANIZATION CHART



Last updated: 1.10.2025

Appendix 5: CTD/CUTR “Travel Demand Forecast Worksheets, August 10 (and amended)” -- Forecast of Transportation Disadvantaged Population (Demand Model)

INSTRUCTION PAGE

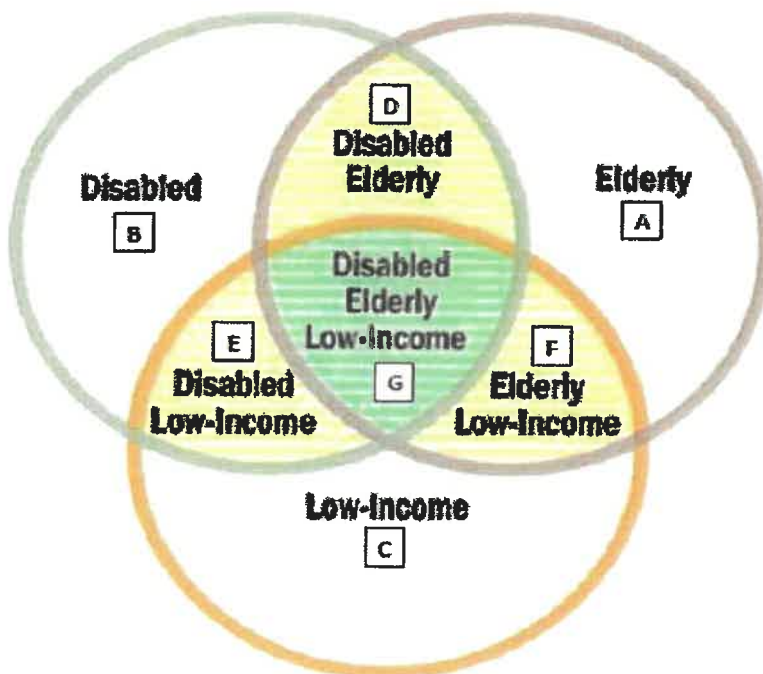
This workbook and five worksheets were developed in conjunction with the **2013 National Center for Transit Research "Forecasting Paratransit Service Demand - Review and Recommendations."** This report provides the background on the demand estimation methodology and provides specific instructions for the required data input.

Step-by-step instructions are provided for accessing the required Inputs including: the U.S. Census Bureau's American Community Survey (ACS) age, income, disability, and county level population data.. Other data used in the model such as those from the National Household Travel Survey and the U.S. Census Bureau's Survey of Income and Program Participation (SIPP) have been pre-coded in the spreadsheet tool for ease of use.

The TD methodology described in this report can serve as a resource which is easily updated with current data, enables users to better analyze various sub-components of the TD market, and can be complemented with local knowledge and information for further customization.

This workbook consists of 5 worksheets denoted by the bottom tabs:

- 1. Instructions** - a brief overview of the workbook and details on the worksheets
- 2. Data Input** - this is the only sheet the user must provide input. After all the required data is provided, the rest of the worksheets will self-calculate
- 3. General TD population** - this worksheets calculates the "General TD" populations and accounts for the double counts in the overlapping circles
- 4. Critical Need TD Population** - this worksheet focuses on the severe disabilities and low income-non-disabled population persons - the "Critical Need TD" population
- 5. TD Population and Trip Forecasts** - the final worksheet projects the "General TD" and "Critical Need TD" populations, as well as the daily and annual "Critical Need TD" trips



DATA INPUT PAGE

Yellow cells indicate required data input

Area Name:

Polk County

Last Year of Census Data Used:

2019

Percent Transit Coverage:

33%

Number of Annual Service Days:

357

County Population By Age	Total Pop by Age	Population Below Poverty Level by Age	Total Population with a Disability by Age	Total Pop with Disability and Below Poverty Level by Age
< 5 Years of Age	39,743	11,680	122	65
5-17	115,568	21,288	9,497	2,400
18-34	151,338	23,558	10,601	2,199
35-64	256,306	28,931	37,883	7,116
Total Non Elderly	562,955	85,457	58,103	11,780
65-74	82,796	8,703	19,245	2,832
75+	64,028	5,184	28,284	2,895
Total Elderly	146,824	13,887	47,529	5,727
Total	709,779	99,344	105,632	17,507

County Population Projections	
2020	715,090
2025	812,250
2030	884,700
2035	948,950
2040	1,006,900
2045	1,061,000

5-year growth 97,160
Annual % Growth 2.72%

CALCULATION OF GENERAL TRANSPORTATION DISADVANTAGED POPULATION

Polk County

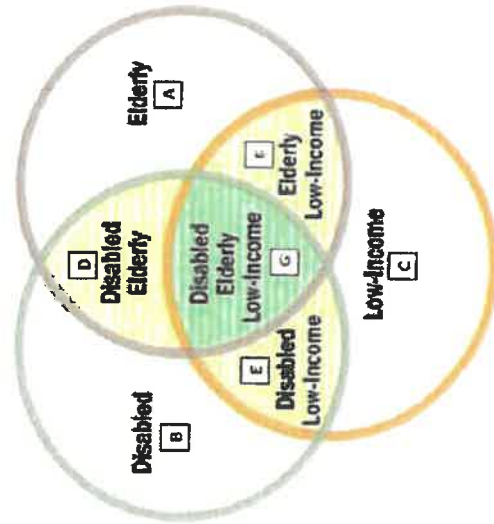
Census Data from 2019

County Pop. By Age	Total Pop by Age	% of Total Pop	Population Below Poverty Level by Age	% of Total Pop Below Poverty Level by Age	Total Population with a Disability by Age	% of Total Pop with a Disability by Age	Total Pop with Disability and Below Poverty Level by Age	% Total Pop with a Disability and Below Poverty Level by Age
< 5 Years of Age	39,743	5.6%	11,680	1.6%	122	0.1%	65	0.37%
5-17	115,568	16.3%	21,288	3.0%	9,497	1.3%	2,400	0.34%
18-34	151,338	21.3%	23,558	3.3%	10,601	1.5%	2,199	0.31%
35-64	256,306	36.1%	28,931	4.1%	37,883	5.3%	7,116	1.00%
Total Non Elderly	562,955	79.3%	85,457	12.0%	58,103	8.2%	11,780	1.66%
65-74	82,796	11.7%	8,703	1.2%	19,245	2.7%	2,832	0.40%
75+	64,028	9.0%	5,184	0.7%	28,284	4.0%	2,895	0.41%
Total Elderly	146,824	20.7%	13,887	2.0%	47,529	6.7%	5,727	0.81%
Total	709,779	100%	99,344	14.0%	105,632	14.9%	17,507	2.47%

Double Counts Calculations

E - Estimate non-elderly/disabled/ low income	From Base Data (I11)	11,780
B - Estimate non-elderly/ disabled/not low income	Subtract I11 from G11	46,323
G - Estimate elderly/disabled/low income	From Base Data (I14)	5,727
D- Estimate elderly/ disabled/not low income	Subtract I14 from G14	41,802
F - Estimate elderly/non-disabled/low income	Subtract I14 from E14	8,160
A - Estimate elderly/non-disabled/not low income	Subtract sum of J17, J18 and J19 from C14	91,135
C - Estimate low income/not elderly/not disabled	Subtract I11 from E11	73,677
Total - Non-Duplicated		278,604

General TD Population	% of Total
Non-Duplicated General TD Population Estimate	39.3%
Total	278,604



CALCULATION OF CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATION

Polk County

Census Data from: 2019

County Pop. By Age	Total Population with a Disability by Age	% with a Severe Disability by Age	Total Population with a Severe Disability by Age	% of Total Pop with Severe Disability by Age	% of Severe Disability Below Poverty Level	Total Severe Disability Below Poverty Level
< 5 Years of Age	122	4.20%	5	0		
5-17	9,497	4.20%	399	0.35%		
18-34	10,601	6.30%	668	0.44%		
35-64	37,883	13.84%	5,243	2.05%		
Total Non Elderly	58,103		6,315	1.12%	28.60%	1,806
65-74	19,245	27.12%	5,219	6.30%		
75+	28,284	46.55%	13,166	20.56%		
Total Elderly	47,529		18,385	12.52%	11.70%	2,151
Total	105,632		24,700	3.48%		3,957

Critical Need - Severely Disabled TD Population			
	Not Low Income	Low Income	Totals
Non-Elderly	4,509	1,806	6,315
Elderly	16,234	2,151	18,385
TOTAL	20,743	3,957	24,700

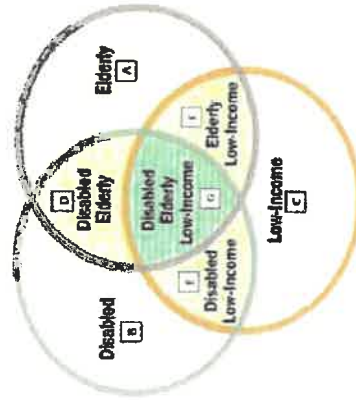
TRIP RATES USED	
Low Income Non Disabled Trip Rate	
Total	2.400
Less	
Transit	0.389
School Bus	0.063
Special Transit	0.049
	1.899
Severely Disabled Trip Rate	
Special Transit	0.049

<div>CALCULATION OF DAILY TRIPS FOR THE CRITICAL NEED TD POPULATION</div>	
Low Income & Not Disabled = C + F	
Assumes 27.2%	81,837
xx % without auto access	22,260
xx % without transit access	14,914
57.0%	
Calculation of Daily Trips	
Total Actual Critical TD Population	Daily Trip Rates
Severely Disabled	Per Person
Low Income ND	Daily Trips
###	0.049
	1.899
Totals	28,322
	29,532

FORECAST OF GENERAL AND CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATIONS

Polk County

General TD Population Forecast	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029
Overlapping Circle Component											
E - Estimate non-elderly/disabled/ low Income	11,780	12,100	12,429	12,767	13,114	13,470	13,836	14,212	14,598	14,995	15,402
B - Estimate non-elderly/ disabled/not low Income	46,323	47,582	48,875	50,203	51,567	52,968	54,408	55,886	57,405	58,965	60,567
G - Estimate elderly/disabled/low Income	5,727	5,883	6,042	6,207	6,375	6,549	6,727	6,909	7,097	7,290	7,488
D- Estimate elderly/ disabled/not low Income	41,802	42,938	44,105	45,303	46,534	47,798	49,098	50,432	51,802	53,210	54,656
F - Estimate elderly/non-disabled/low Income	8,160	8,382	8,610	8,843	9,084	9,331	9,584	9,845	10,112	10,387	10,669
A - Estimate elderly/non-disabled/not low Income	91,135	93,612	96,155	98,768	101,452	104,209	107,041	109,950	112,937	116,006	119,159
C - Estimate low Income/not elderly/not disabled	73,677	75,679	77,736	79,848	82,018	84,247	86,536	88,887	91,303	93,784	96,333
TOTAL GENERAL TD POPULATION	278,604	286,175	293,951	301,939	310,144	318,572	327,229	336,121	345,255	354,637	364,274
TOTAL POPULATION	709,779	729,067	748,878	769,229	790,132	811,603	833,658	856,312	879,581	903,483	928,035



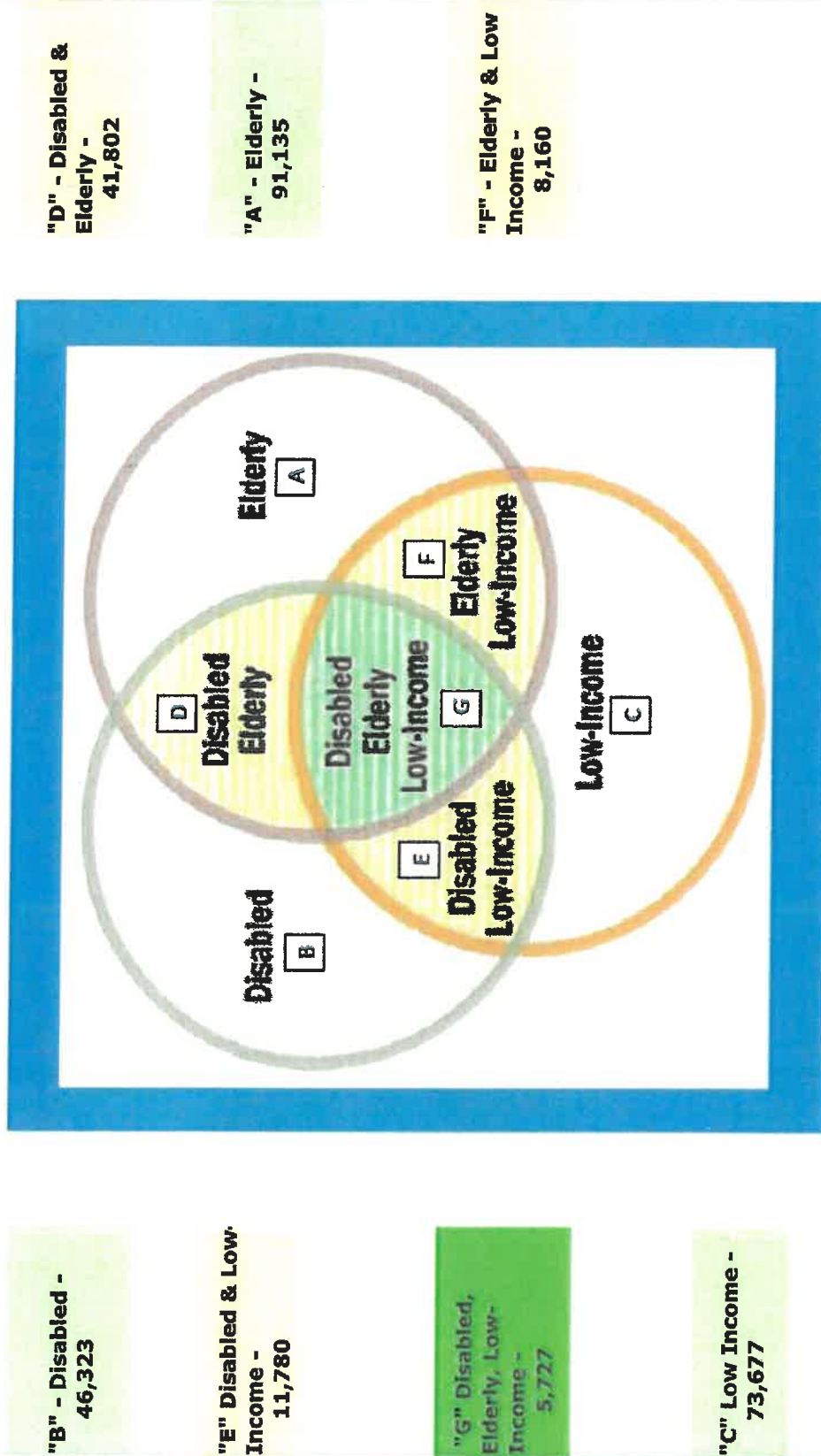
Polk County

Critical Need TD Population Forecast	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029
Total Critical TD Population											
Disabled	24,700	25,372	26,061	26,769	27,497	28,244	29,011	29,800	30,609	31,441	32,296
Low Income Not Disabled No Auto/Transit	14,914	15,319	15,736	16,163	16,602	17,054	17,517	17,993	18,482	18,984	19,500
Total Critical Need TD Population	39,614	40,691	41,797	42,932	44,099	45,297	46,528	47,793	49,091	50,425	51,796
Daily Trips - Critical Need TD Population											
Severely Disabled	1,210	1,243	1,277	1,312	1,347	1,384	1,422	1,460	1,500	1,541	1,582
Low Income - Not Disabled - No Access	28,322	29,091	29,882	30,694	31,528	32,385	33,265	34,169	35,097	36,051	37,030
Total Daily Trips Critical Need TD Population	29,532	30,334	31,159	32,006	32,875	33,769	34,687	35,629	36,597	37,592	38,612
Annual Trips	10,542,907	10,721,083	10,902,269	11,086,517	11,273,879	11,473,427	11,676,507	11,883,181	12,093,513	12,307,568	12,500,797

Assumes Annual Service Days = 357

Annual Population Growth (as a percent) 2.72%

2019 - TRANSPORTATION DEMAND FORECASTS, POLK COUNTY, FLORIDA **"Venn Diagram" - Total Population = 709,779**



The purpose of this figure is to eliminate the "double counting" of the three groups of people who meet the definition of TD

Polk TPO, 8/31/2021

**Notes on the August 10, 2021 edition of the TD Transportation Demand Forecast for Polk (2019-2045), for the
TDSP Major Update for 2022-23 to 2026-27.**

1. TPO staff obtained the Number of Annual (Fixed Route) service days (357) and the Percent of the Polk population covered by transit (33%) from the operations staff at Citrus Connection.

2. TPO staff obtained the population data from the 2019 BEBR tables. TPO staff used an average of "Medium and High" population data, to be consistent with the methodology used by the TPO in producing its 2045 Long Range Transportation Plan. Thus the 2022 TDSP is calibrated to the 2045 LRTP. NOTE: The CTD/CUTR tables only utilize these data to obtain the 5-year growth rate, and from there, it calculates the Annual % Growth rate, (2.72%). This growth rate is used as a multiplier throughout the tables.

3. TPO staff used Table **ACSDT1Y2019.B18130.2021-08-06 T174705** from the US Census to obtain the 2019 year data on Polk County population with or without disabilities; with or without low-income; and, by age. The base year is 2019 and the total county population = 709,779. These are the most current data available in August 2021.

4. The CTD/CUTR Tables formulae utilize this 2019 total county population, 709,779, to calculate all the other population totals in the tables.

5. The Annual Growth rate is 2.72% from year to year for the 2020 to 2045 year period. The 2019 population from US Census = 709,779. The 2020 population from BEBR = 715,090. This is an increase of 5,311 people, which is about a 0.75% growth rate. TPO staff estimates that this shallow growth rate is due to the measures put in place globally in 2019-2020 to stop the spread of the COVID-19 Pandemic.

6. The TPO utilized the data in the years 2022-2027 to update the other tables in the TDSP. We also utilized the 2022 data to make the large "venn diagram" showing the 3 interconnecting circles of Disabled/Low-Income/Disability

BEBR Data for 2025-2045 from 2019 projections, showing Low, Medium, High for Polk County and State of Florida, then, showing the Medium and High projections, averaged

County and State	Estimates April 1, 2020	Projections, April 1				
		2025	2030	2035	2040	2045
POLK	715,090					
Low		718,300	747,800	770,200	785,000	794,600
Medium		783,100	840,200	888,400	929,300	965,800
High		841,400	929,200	1,009,500	1,084,500	1,156,200
FLORIDA	21,596,068					
Low		22,164,100	23,037,100	23,650,600	24,090,900	24,405,600
Medium		23,138,600	24,419,100	25,461,900	26,356,400	27,149,800
High		24,109,200	25,798,900	27,275,900	28,634,200	29,921,300
POLK	715,090					
Medium		783,100	840,200	888,400	929,300	965,800
High		841,400	929,200	1,009,500	1,084,500	1,156,200
Average of Medium and High		812,250	884,700	948,950	1,006,900	1,061,000
FLORIDA	21,596,068					
Medium		23,138,600	24,419,100	25,461,900	26,356,400	27,149,800
High		24,109,200	25,798,900	27,275,900	28,634,200	29,921,300
Average of Medium and High		23,623,900	25,109,000	26,368,900	27,495,300	28,535,550

BEBR Projections obtained in 2021

Appendix 6: (State) Definition of Handicapped and At-Risk children

HANDICAP OR HIGH-RISK CONDITION PREVENTION AND EARLY CHILDHOOD ASSISTANCE

411.202 Definitions.—As used in this chapter, the term:

- (1) “Assistance services” means those assessments, individualized therapies, and other medical, educational, and social services designed to enhance the environment for the high-risk or handicapped preschool child, in order to achieve optimum growth and development. Provision of such services may include monitoring and modifying the delivery of assistance services.
- (2) “Case management” means those activities aimed at assessing the needs of the high-risk child and his or her family; planning and linking the service system to the child and his or her family, based on child and family outcome objectives; coordinating and monitoring service delivery; and evaluating the effect of the service delivery system.
- (3) “Community-based local contractor” means any unit of county or local government, any for-profit or not-for-profit organization, or a school district.
- (4) “Developmental assistance” means individualized therapies and services needed to enhance both the high-risk child’s growth and development and family functioning.
- (5) “Discharge planning” means the modification of the written individual and family service plan at the time of discharge from the hospital, which plan identifies for the family of a high-risk or handicapped infant a prescription of needed medical treatments or medications, specialized evaluation needs, and necessary nonmedical and educational intervention services.
- (6) “Drug-exposed child” means any child from birth to 5 years of age for whom there is documented evidence that the mother used illicit drugs or was a substance abuser, or both, during pregnancy and the child exhibits:
 - (a) Abnormal growth;
 - (b) Abnormal neurological patterns;
 - (c) Abnormal behavior problems; or
 - (d) Abnormal cognitive development.

(7) “Early assistance” means any sustained and systematic effort designed to prevent or reduce the assessed level of health, educational, biological, environmental, or social risk for a high-risk child and his or her family.

(8) “Handicapped child” means a preschool child who is developmentally disabled, mentally handicapped, speech impaired, language impaired, deaf or hard of hearing, blind or partially sighted, physically handicapped, health impaired, or emotionally handicapped; a preschool child who has a specific learning disability; or any other child who has been classified under rules of the State Board of Education as eligible for preschool special education services, with the exception of those who are classified solely as gifted.

(9) “High-risk child” or “at-risk child” means a preschool child with one or more of the following characteristics:

- (a) The child is a victim or a sibling of a victim in a confirmed or indicated report of child abuse or neglect.
- (b) The child is a graduate of a perinatal intensive care unit.
- (c) The child’s mother is under 18 years of age, unless the mother received necessary comprehensive maternity care and the mother and child currently receive necessary support services.
- (d) The child has a developmental delay of one standard deviation below the mean in cognition, language, or physical development.
- (e) The child has survived a catastrophic infectious or traumatic illness known to be associated with developmental delay.
- (f) The child has survived an accident resulting in a developmental delay.
- (g) The child has a parent or guardian who is developmentally disabled, severely emotionally disturbed, drug or alcohol dependent, or incarcerated and who requires assistance in meeting the child’s developmental needs.
- (h) The child has no parent or guardian.
- (i) The child is drug exposed.
- (j) The child’s family’s income is at or below 100 percent of the federal poverty level or the child’s family’s income level impairs the development of the child.

- (k) The child is a handicapped child as defined in subsection (8).
 - (l) The child has been placed in residential care under the custody of the state through dependency proceedings pursuant to chapter 39.
 - (m) The child is a member of a migrant farmworker family.
- (10) "Impact evaluation" means the provision of evaluation information to the department on the impact of the components of the childhood pregnancy prevention public education program and an assessment of the impact of the program on a child's related sexual knowledge, attitudes, and risk-taking behavior.
- (11) "Individual and family service plan" means a written individualized plan describing the developmental status of the high-risk child and the therapies and services needed to enhance both the high-risk child's growth and development and family functioning, and shall include the contents of the written individualized family service plan as defined in part H of Pub. L. No. 99-457.
- (12) "Infant" or "toddler" means any child from birth to 3 years of age.
- (13) "Interdisciplinary team" means a team that may include the physician, psychologist, educator, social worker, nursing staff, physical or occupational therapist, speech pathologist, parents, developmental intervention and parent support and training program director, case manager for the child and family, and others who are involved with the individual and family service plan.
- (14) "Parent support and training" means a range of services for families of high-risk or handicapped preschool children, including family counseling; financial planning; agency referral; development of parent-to-parent support groups; education relating to growth and development, developmental assistance, and objective measurable skills, including abuse avoidance skills; training of parents to advocate for their child; and bereavement counseling.
- (15) "Posthospital assistance services" means assessment, individual and family service planning, developmental assistance, counseling, parent education, and referrals which are delivered as needed in a home or nonhome setting, upon discharge, by a professional or paraprofessional trained for this purpose.
- (16) "Prenatal" means the time period from pregnancy to delivery.
- (17) "Preschool child" means a child from birth to 5 years of age, including a child who attains 5 years of age before September 1.

(18) “Prevention” means any program, service, or sustained activity designed to eliminate or reduce high-risk conditions in pregnant women, to eliminate or ameliorate handicapping or high-risk conditions in infants, toddlers, or preschool children, or to reduce sexual activity or the risk of unwanted pregnancy in teenagers.

(19) “Preventive health care” means periodic physical examinations, immunizations, and assessments for hearing, vision, nutritional deficiencies, development of language, physical growth, small and large muscle skills, and emotional behavior, as well as age-appropriate laboratory tests.

(20) “Process evaluation” means the provision of information to the department on the breadth and scope of the childhood pregnancy prevention public education program. The evaluation must identify program areas that need modification and identify community-based local contractor strategies and procedures which are particularly effective.

(21) “Strategic plan” means a report that analyzes existing programs, services, resources, policy, and needs and sets clear and consistent direction for programs and services for high-risk pregnant women and for preschool children, with emphasis on high-risk and handicapped children, by establishing goals and child and family outcomes, and strategies to meet them.

(22) “Teen parent” means a person under 18 years of age or enrolled in school in grade 12 or below, who is pregnant, who is the father of an unborn child, or who is the parent of a child.

History.—s. 1, ch. 89-379; s. 7, ch. 90-358; s. 2, ch. 91-229; s. 1, ch. 95-321; s. 51, ch. 97-103; s. 62, ch. 2000-153.

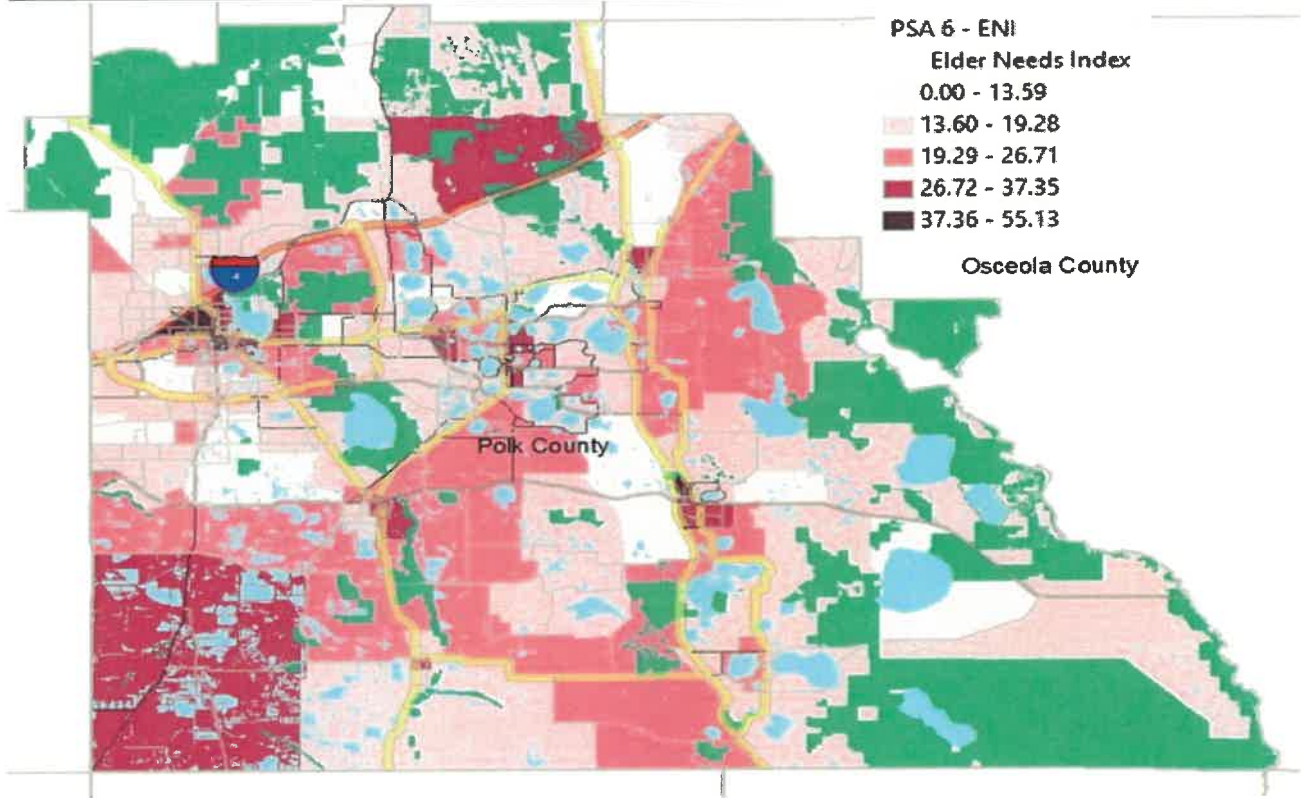
Appendix 7: Profile of Older Floridians (2019) DOEA

2018 Profile of Older Floridians

Polk County

This profile of older Floridians is a source of current information related to seniors in the county. Topics include the current and future population of older adults, the prevalence of older adults who experience financial and housing issues, the array of health and medical resources, and information related to disasters. As Florida's older adult population grows, awareness of these issues is needed to ensure that elders continue to be vital participants in their communities.

Elder Needs Index



The Elder Needs Index (ENI) is a measure that includes: (1) the percentage of the 60 and older population that is age 85 and older; (2) the percentage of the 55 and older population that are members of racial or ethnic minority groups; (3) the percentage of the 65 and older population with one or more disability; and (4) the percentage of the 55 and older population living below 125 percent of the Federal Poverty Level. ENI is an averaged score indicating older adults who may need social services within a geographic area. **It is not a percentage of the area's population.** The green areas of the map represent bodies of land such as national parks, state forests, wildlife management areas, and local and private preserves. The blue areas of the map represent bodies of water such as lakes, streams, rivers, and coastlines. Interactive maps, viewing software, and a detailed user's guide are available at http://elderaffairs.state.fl.us/doea/eni_home.php

The index cutpoints in the ENI is scaled at the PSA-level

Source: Florida Department of Elder Affairs using U.S. Census Bureau, 2013-2017 American Community Survey 5-Year Estimates

Useful Websites

Bureau of Economic and Business Research (BEBR)
U.S. Census Bureau, American Community Survey (ACS)
U.S. Census Bureau, Quick Facts
Florida Agency for Health Care Administration (AHCA)
Florida Department of Elder Affairs (DOEA)
How to Become an Age Friendly Community

Florida Division of Emergency Management (Shelters)
Florida Housing Data Clearinghouse
County Chronic Disease Profile
Aging Integrated Database (AGID)
Florida DOEA ENI Maps

2018 Profile of Older Floridians

Polk County Demographic Profile

The demographics section presents the population characteristics of those age 60 and older and examines traits about older Floridians, such as the number of veterans, voters, and drivers.

Age Category	Value	Percent
All Ages	673,028	100%
Under 18	151,616	23%
Under 60	492,227	73%
18-59	340,611	51%
60+	180,801	27%
65+	136,741	20%
70+	95,201	14%
75+	59,582	9%
80+	32,691	5%
85+	15,433	2%

Source: BEBR, 2019

Gender	Value	Percent
Male	83,728	46%
Female	97,073	54%

Source: BEBR, 2019

Living Alone	Value	Percent
Male Living Alone	11,235	33%
Female Living Alone	22,570	67%

Source: AGID 2012-16 ACS

Educational Attainment (65+)	Value	Percent
Less than High School	22,610	17%
High School Diploma	47,742	35%
Some College, No Degree	27,115	20%
Associates Degree or Higher	31,524	23%

Source: U.S. Census Bureau, 2013-2017 ACS

Marital Status	Male	Female
Never Married	3,925	3,630
Percentage Never Married	5%	4%
Married	54,885	46,260
Percentage Married	73%	52%
Widowed	7,090	26,225
Percentage Widowed	9%	30%
Divorced	9,435	12,665
Percentage Divorced	13%	14%

Source: AGID 2012-16 ACS

Race and Ethnicity	Value	Percent
White	159,818	88%
Black	17,780	10%
Other Minorities	3,203	2%
Total Hispanic	17,780	10%
White Hispanic	16,245	9%
Non-White Hispanic	1,535	1%
Total Non-Hispanic	163,021	90%
Total Minority	41,966	23%

Source: BEBR, 2019

Driver License Holders	Value	Percent
Drivers	160,736	30%

Source: Florida Department of Highway Safety and Motor Vehicles, 2019

Registered Voters	Value	Percent
Registered Voters	159,760	37%

Source: Florida Department of State, 2018

Veterans	Value	Percent
Age 45-64	15,241	31%
Age 65-84	21,781	45%
Age 85+	4,554	9%

Source: U.S. Department of Veterans Affairs

Grandparents	Value	Percent
Living With Grandchildren	8,635	5%
Grandparent Responsible for Grandchildren	2,420	1%
Grandparent Not Responsible for Grandchildren	6,215	3%
Not Living With Grandchildren	152,770	84%

Grandchildren are defined as being under the age of 18.

Source: AGID 2012-16 ACS

English Proficiency	Value	Percent
With Limited English Proficiency	6,720	4%

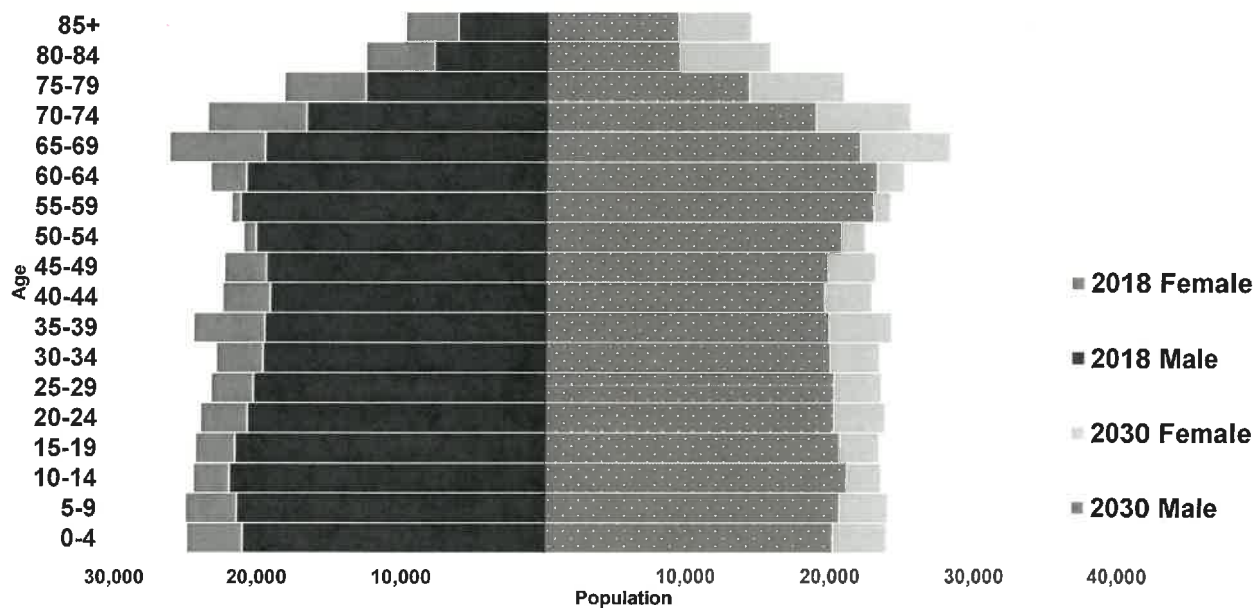
Source: AGID 2012-16 ACS

Note: The American Community Survey (ACS) requires a minimum of 50 cases in a geographic area and therefore a value of 0 may denote fewer than 50 seniors in a region.

2018 Profile of Older Floridians

Polk County Demographic Profile

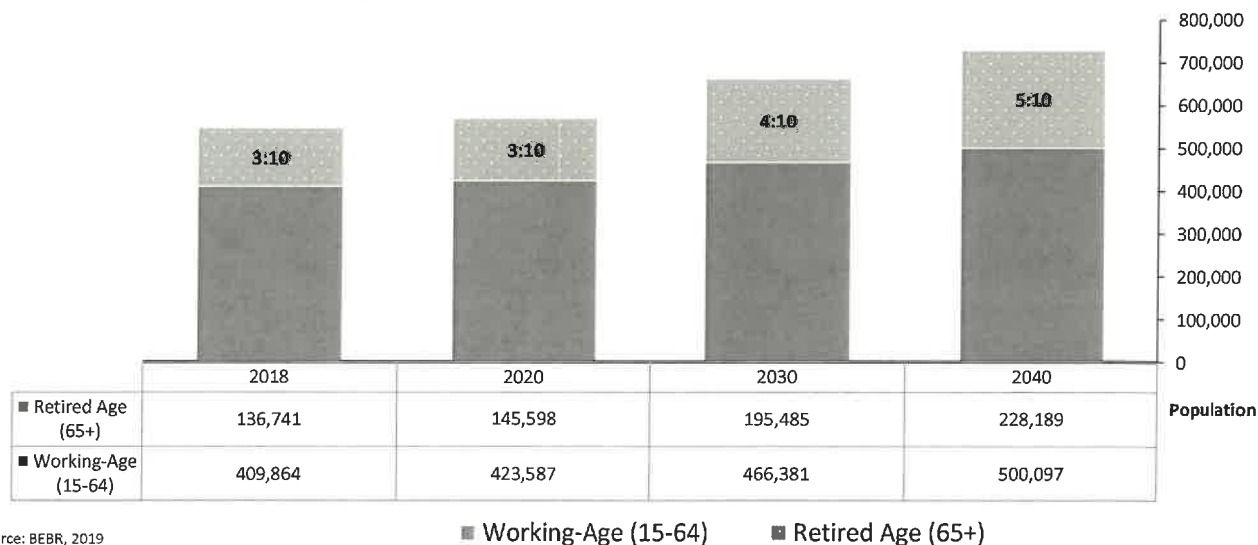
The population pyramid below compares the projected older adult population by gender between 2018 and 2030, demonstrating the changes expected in the next decade. As a whole, Florida is expected to experience population growth, with some areas expecting notable growth in the proportion of those age 65 and older.



Source: BEBR, 2019

Senior Dependency Ratio

The dependency ratio contrasts the number of working-age (15-64) individuals compared to the number of individuals age 65 and older who are likely retired from the workforce. This ratio reflects the ongoing contributions of taxes and wages to support the health care and retirement systems used by retirees, as well as the availability of younger individuals to serve as caregivers to older loved ones.



Source: BEBR, 2019

2018 Profile of Older Floridians

Polk County Financial Profile

This section examines financial conditions, poverty rates, and the cost of living for older Floridians. The ratio of income to poverty level graphic below shows the distribution of older adults relative to the poverty level to show the proportion of the senior population who fall below the Federal Poverty Level (FPL). The portrayal of the financial conditions of older adults is detailed in the final graphic, which includes information about income relative to rates of homeownership and partnership status in the consideration of cost of living.

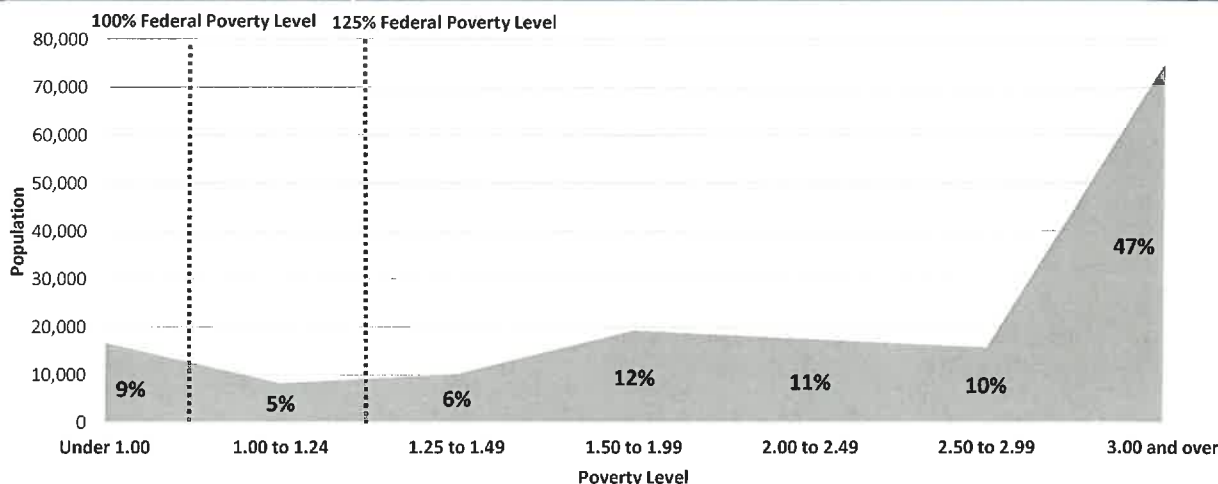
Federal Poverty Level	Value
Single-Person Household	\$12,140
Two-Person Household	\$16,460
125% Single-Person Household	\$15,175
125% Two-Person Household	\$20,575

Source: U.S. Department of Health & Human Services, 2018

Poverty	Value	Percent
At Poverty Level	16,550	9%
Below 125% of Poverty Level	24,735	14%
Minority At Poverty Level	5,400	3%
Minority Below 125% of Poverty Level	8,295	5%

Source: AGID 2012-16 ACS

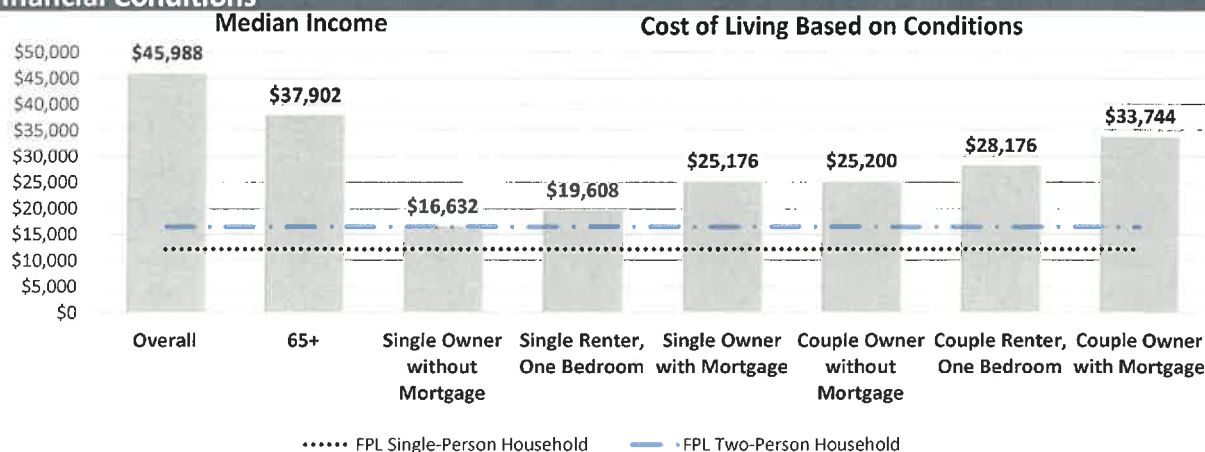
Ratio of Income to Poverty Level



Value is expressed as the percentage of the 60+ population, with the dotted lines representing the Federal Poverty Level.

Source: AGID 2012-16 ACS

Financial Conditions



Cost of living is an index of how much income retired older adults require to meet their basic needs to live in their community without assistance.

Source: U.S. Census Bureau, 2013-2017 ACS and WOW Elder Economic Security Standard Index, 2016

2018 Profile of Older Floridians

Polk County Livability Profile

The livability section presents new elements, such as available affordable housing for older adults. Many essential community elements are also included below, such as sidewalk safety, the safety of roadways, and availability of green spaces. The rates of older Floridians who have access to a vehicle or public transportation, as well as the availability of internet access and various food resources, are also provided. These provide estimates of older adults' ability to access community resources.

Pedestrian Safety	Percent
Sidewalks with Barriers	41%
Physical barriers are those that separate motorized vehicle lanes from sidewalks or shared path (e.g. areas for parking lots, guardrail, trees, etc.).	
Source: Florida Department of Transportation, 2018	

Road Incidents	Value
Total Involved in Fatal Car Crashes per 100,000	34
This figure includes occupants and non-occupants involved in a crash.	
Source: National Highway Traffic Safety Administration, 2017	

SNAP or Food Stamps	Value
Participants	24,838
Potentially Eligible	24,735
Participation Rate	100%
Source: Florida Department of Children and Families, 2018	

Food Resource Centers	Value
SNAP Access Site	33
Fresh Access Bucks Outlet	13
Farmer's Market	3
Food Distribution (No Cost)	57
SNAP Retailers	588
Congregate Meal Sites	11
Food Distribution (No Cost) is the number of food pantries, soup kitchens, and food banks in the area.	
Source: Feeding Florida.org, USDA, and Florida DOEA, 2019	

Public Transportation Options	Value
Bus Operations at least at the County	1
Rail Operations at least at the County	0
Public Transit Service Area (sq. mi.)	452
Public Transit Service Area Population	922,587
Annual Unlinked Trips	2,755,562
Vehicles Operated in Maximum Service (VOMS)	164
Total Miles of Bike Lanes	255
Information on service area is not reported by rural and intercity public transit.	
VOMS are the number of vehicles operated to meet the annual max service, and unlinked trips are the number of passengers boarding public transit.	
Source: Federal Transit Administration, 2017, and FDOT, 2018	

Green Space	Value
Number of Nearby State Parks	9
Nearby refers to the park that has the shortest distance from the center of the county.	
Source: Florida Department of Transportation, 2018	

Rural-Urban Designation	Value
Census Tracts Rural	3%
Census Tracts Urban	97%
Number of Census Tracts	154
Source: U.S. Department of Agriculture, 2019	

Households With High Cost Burden (65+)	Value
Owner-Occupied Households	69,521
Percent of Owners with High Cost Burden	11%
Renter-Occupied Households	11,499
Percent of Renters with High Cost Burden	27%
Households with a high cost burden have occupants age 65+ paying more than 30% of income for housing costs and having an income below 50% of the area median income.	
Source: The Shimberg Center for Housing Studies, 2018	

Affordable Housing Inventory	Value
Properties	30
Properties Ready for Occupancy	28
Total Units	2,993
Units with Rent and/or Income Restrictions	2,566
Units Receiving Monthly Rental Assistance	977
Affordable housing inventory receives funding from HUD, Florida Housing Financing Corp., and the USDA. The inventory above includes older adults as its target population.	
Source: The Shimberg Center for Housing Studies, 2018	

Housing Units by Occupancy (65+)	Percent
Owner-Occupied Housing Units	53%
Renter-Occupied Housing Units	23%
Source: U.S. Census Bureau, 2013-2017 ACS	

Vehicle Access (65+)	Percent
Owner-Occupied Households with Access to Vehicle(s)	95%
Renter-Occupied Households with Access to Vehicle(s)	76%
Source: U.S. Census Bureau, 2013-2017 ACS	

Employment Status (65+)	Value	Percent
Number of Seniors Employed	16,313	12%
Number of Seniors Unemployed	5,208	4%
Source: U.S. Census Bureau, 2013-2017 ACS		

Retirement (65+)	Value	Percent
Social Security Beneficiaries	114,910	70%
SSI Recipients	4,174	19%
SSI stands for Supplemental Security Income. To qualify, a person must be at least age 65 OR be blind or disabled. Also, the person must have limited income and resources.		
Source: U.S. Social Security Administration, 2018		

Internet Access (65+)	Percent
Have Internet Access	67%
Source: U.S. Census Bureau, 2013-2017 ACS	

2018 Profile of Older Floridians

Polk County Health Profile and Medical Resources

The health and medical section presents the variety and availability of different types of facilities, medical professionals, and treatment services in the community. This includes complex estimates based on probable usage by older adults. For example, the "Medically Underserved" are areas designated by the U.S. Department of Health and Human Services as having too few primary care providers, high infant mortality, high poverty, or a high elderly population. Medical access and health support services information is an important area for community planners to ensure that support is in place to accommodate an older population.

Ambulatory Surgical Centers	Value
Facilities	11
Operating Rooms	28
Recovery Beds	100

Source: Florida AHCA, 2019

Hospitals	Value
Hospitals	6
Hospitals with Skilled Nursing Units	0
Hospital Beds	1,808
Skilled Nursing Unit Beds	0

Source: Florida AHCA, 2019

Medical Professionals	Value
Medical Doctors	
Licensed	887
Limited License	0
Critical Need Area License	35
Restricted	0
Medical Faculty Certification	0
Public Health Certificate	0
Other Professionals	
Licensed Podiatric Physicians	28
Licensed Osteopathic Physicians	91
Dentists	175
Licensed Registered Nurses	7,726
Pharmacies	246

Source: Florida Department of Health, 2019

Assisted Living Facility	Value
Total ALF Beds	2,676
Optional State Supplementation (OSS) Beds	471
Non-OSS Beds	2,205
Total ALF Facilities	40
Facilities with Extended Congregate Care License	5
Facilities with Limited Mental Health License	8
Facilities with Limited Nursing Service License	9

Source: Florida AHCA, 2019

Medically Underserved	Value	Percent
Total Medically Underserved	17,511	10%
Living in Areas Defined as Having Medically Underserved Populations	0	0%
Living in Medically Underserved Areas	17,511	10%

Source: Calculated using U.S. Health Resources & Services Administration and AGID

Health Insurance 65+	Value	Percent
Insured	125,332	99%
Uninsured	1,617	1%

Source: U.S. Census Bureau, 2013-2017 ACS

Disability Status	Value	Percent
With One Type of Disability	24,400	13%
With Two or More Disabilities	27,875	15%
Total With Any Disability		
Hearing	20,855	12%
Vision	10,285	6%
Cognitive	12,690	7%
Ambulatory	34,605	19%
Self-Care	10,265	6%
Independent Living	20,605	11%
With No Disabilities	109,505	61%
Probable Alzheimer's Cases (65+)	17,216	13%

Source: AGID 2012-16 ACS

Medicaid & Medicare Beneficiaries	Value	Percent
60+ Medicaid Eligible	22,277	14%
60+ Dual Eligible	19,893	68%

Source: Florida AHCA, 2019

Adult Day Care (ADC)	Value
ADC Facilities	3
Capacity	195

Source: Florida AHCA, 2019

Home Health Agencies	Value
Agencies	30
Medicaid Certified Agencies	2
Medicare Certified Agencies	9
Homemaker and Companion Service Companies	69

Source: Florida AHCA, 2019

Polk County Health Profile and Medical Resources

Skilled Nursing Facility (SNF) Use	Value
SNFs With Beds	24
Community Beds	22
Sheltered Beds	2
Veteran Administration Beds	0
Other Beds	0
SNF Beds	3,037
Community Beds	2,991
Sheltered Beds	46
Veteran Administration Beds	0
Other Beds	0
SNFs With Community Beds	22
Community Bed Days	1,089,663
Community Patient Days	946,323
Medicaid Patient Days	582,884
Occupancy Rate	87%
Percent Medicaid	62%

The day the patient is admitted is a patient day. A bed day is a day during which a person is confined to a bed and in which the patient stays overnight in a hospital.

Source: Florida AHCA, 2019

Emergency Medical Services (EMS) Providers	Value
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EMS providers include air ambulances and ambulances with Basic Life Support (BLS) or Advanced Life Support (ALS).

Source: Florida Department of Health, 2019

Adult Family Care Homes	Value
Homes	17
Beds	78

Source: Florida AHCA, 2019

Memory Disorder Clinics	Value
Total	0

Source: Florida DOEA's Summary of Programs and Services (SOPS), 2019

Dialysis	Value
End-Stage Renal Disease Centers	14

Source: Florida Department of Health, 2019

Polk County Disaster Preparedness

The disaster preparedness section presents the count and percentage of people age 60 or older living in Census tracts that fall within particular FEMA-designated evacuation zones, as well as the portions of DOEA Home and Community-Based Services (HCBS) clients who reside in these zones. The estimate of electricity-dependent individuals is presented by insurance type to show the number of people who use electricity-dependent medical equipment necessary for things such as survival or mobility. This information can also be used to evaluate the sufficiency of shelters, generators, and evacuation route roadways to handle the needs of seniors and medically fragile adults in emergencies.

Electricity-Dependent	Value
Medicare Beneficiary	6,986
Medicaid Beneficiary	292

Medicare beneficiary includes the entire Medicare population (65+ and SSI Recipients).

Medicaid beneficiaries are individuals age 60 to 64.

Source: Florida AHCA and U.S. Centers for Medicare & Medicaid Services, 2018

Shelter Resources	Value
Number of General Shelters	95
General Shelter Max Capacity in People	32,527
Number of Special Needs Shelters	6
Special Needs Shelters Max Capacity in People	1,063

Source: FDEM, 2018

Evacuation Zones	Value	Percent
Total Population Residing in Evac Zone:	0	0%
Zone A	0	0%
Zone B	0	0%
Zone C	0	0%
Zone D	0	0%
Zone E	0	0%
DOEA HCBS Clients	862	100%
Zone A	0	0%
Zone B	0	0%
Zone C	0	0%
Zone D	0	0%
Zone E	0	0%
Lives in an Evac Zone and Has Memory Problems	0	0%
Lives in an Evac Zone and Lives Alone	0	0%

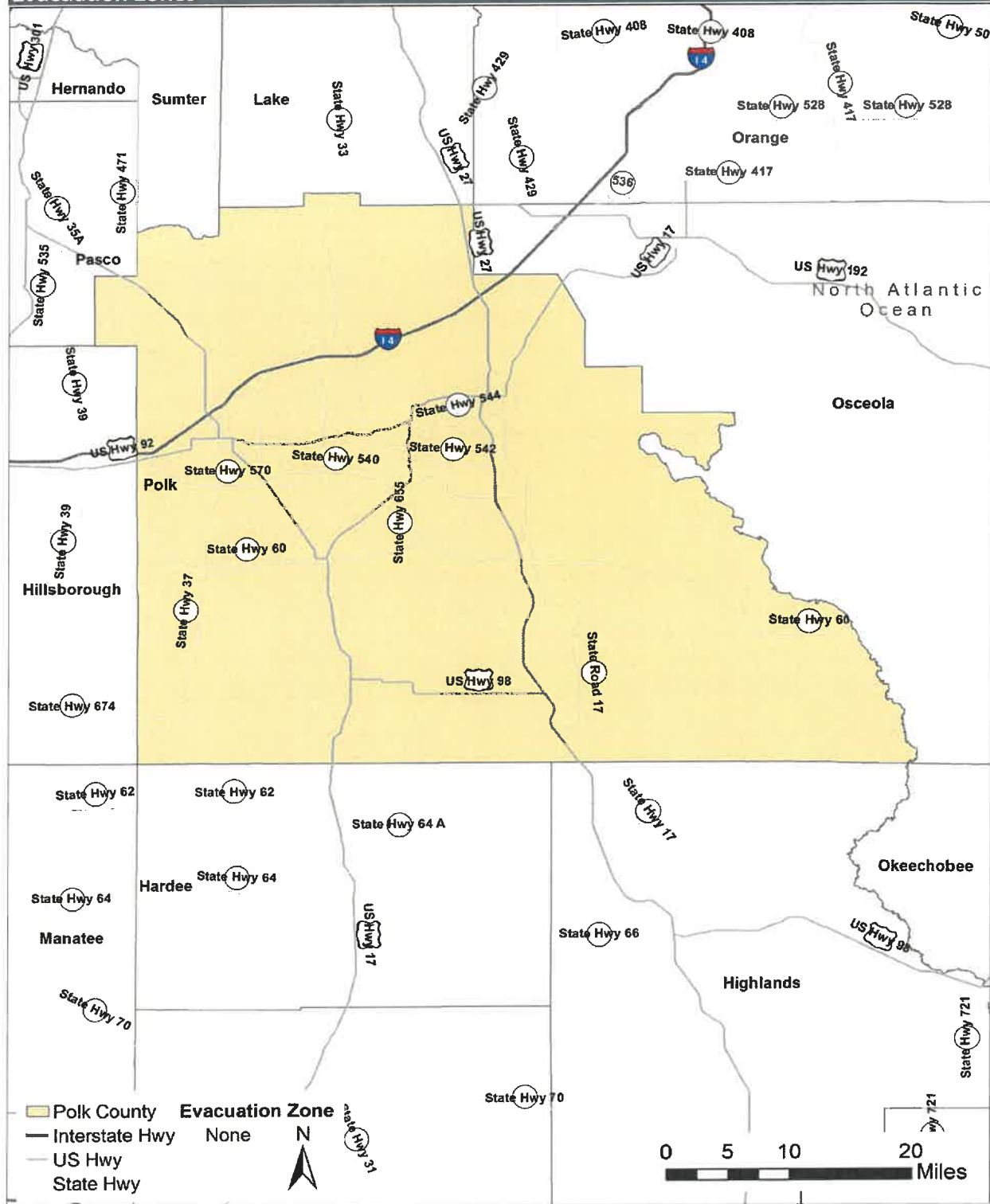
Zones are associated with the following surge heights: Zone A up to 11 feet, Zone B up to 15 feet,

Zone C up to 20 feet, Zone D up to 28 feet, and Zone E up to 35 feet.

Source: Florida DOEA CIRTS, ACS, Florida Division of Emergency Management (FDEM), 2019

Polk County Disaster Preparedness

Evacuation Zones

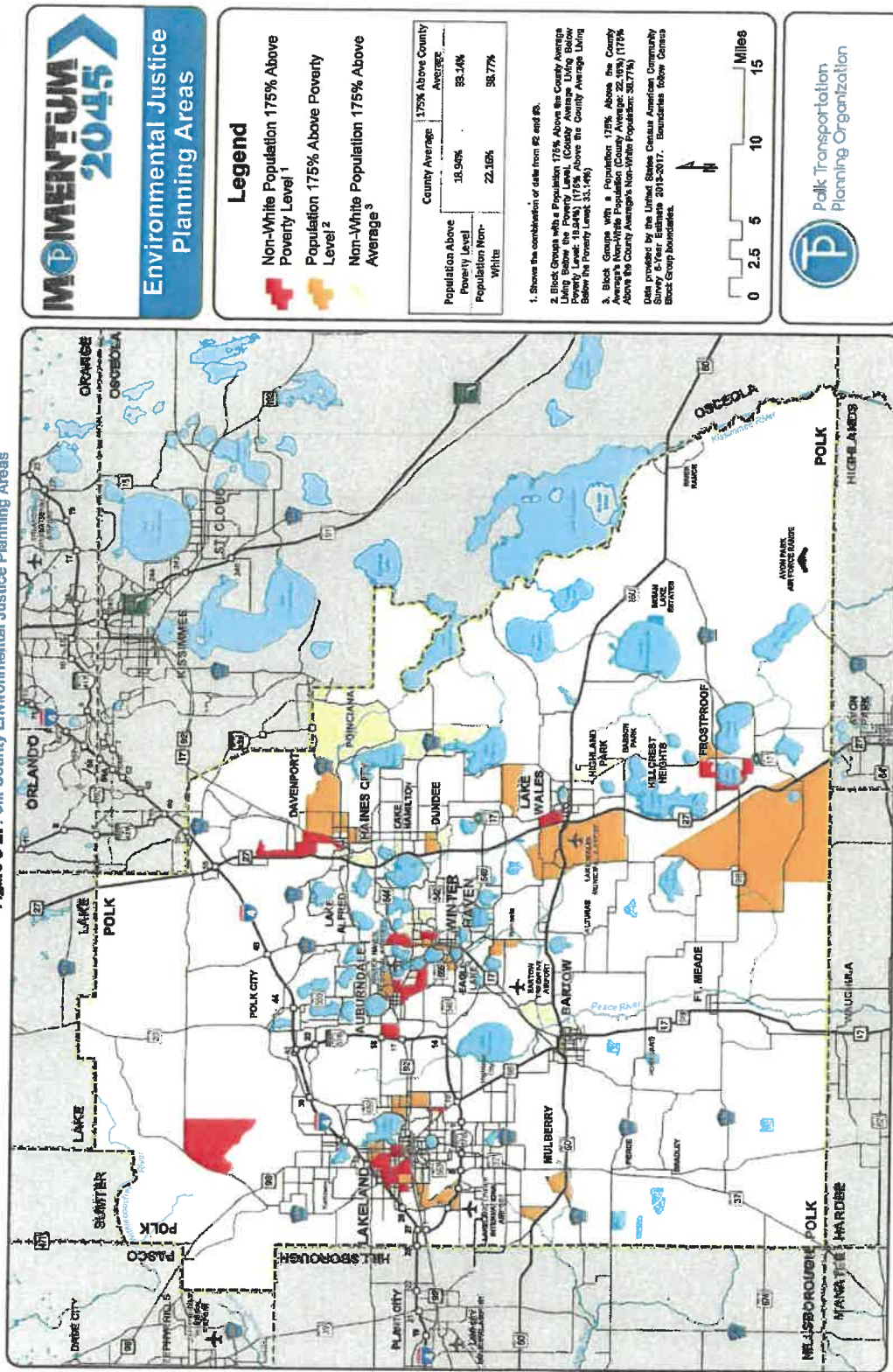


Zones are associated with the following surge heights: Zone A up to 11 feet, Zone B up to 15 feet, Zone C up to 20 feet, Zone D up to 28 feet, and Zone E up to 35 feet.

Source: FDEM, 2018

Appendix 8: Maps of Environmental Justice (EJ) Planning areas

Figure 5-2: Polk County Environmental Justice Planning Areas

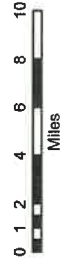


Appendix 9: Map- Location of Polk County Hospitals

Polk County Hospitals

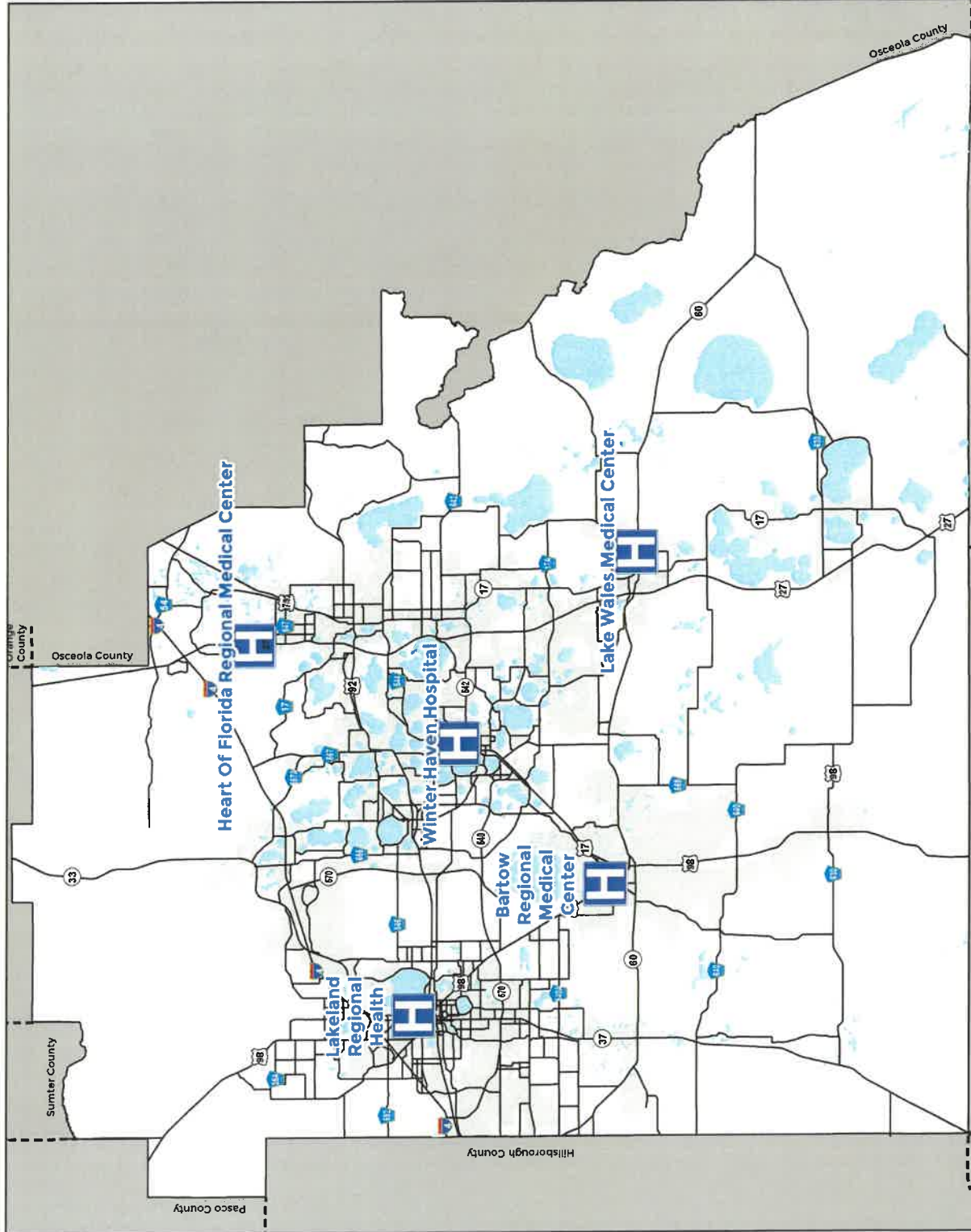


Hospitals



Polk Transportation
Planning Organization

Date: 5/8/2019
Document Path: S:\P\MPD\GIS\GIS Projects\Hospitals\Hospitals.mxd



Appendix 10: Reserved for Future Use

Appendix 11: Paratransit Rider Brochure



American's with Disabilities Act (ADA)

Paratransit is a door to door, shared ride service providing transportation throughout our area. There are no restrictions on the purpose or number of trips you may take, except that you share the ride with others traveling at the same time in the same direction. Every bus carries ADA certified lift-equipment and our operators are available to provide boarding assistance.

Paratransit ADA operates six (6) days a week from 6:15AM until 6:15PM on weekdays and 7:15AM to 4:15PM on Saturday. Paratransit reservations are taken from 8AM to 5PM weekdays and Saturday 8AM to 3PM. There is no ADA service on Sundays or on the following holidays: New Year's Day, MLK Jr. Day, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving and Christmas.

One way fare on Paratransit is \$2. You MUST have a previously purchased bus pass for travel as Paratransit DOES NOT ACCEPT ANY CASH on board the bus. Paratransit bus passes are available as single use pass or in multi-ride pass for your convenience. Passes may be purchased with cash, money order, debit or charge cards at the offices, by phone, by mail or online.

An approved Personal Care Attendant (PCA) rides for free. The need for a PCA must be indicated on your application for ADA services and is subject to approval. One companion may travel with you if requested at time of scheduling and when there is availability of space. The companion's fee will also be \$2 each way and must be paid for with a pre-purchased pass.



WHO IS ELIGIBLE FOR ADA TRANSPORTATION

Any resident of Polk County may request an ADA Eligibility Application. The application must be completed by you and your health care professional, which certifies that because of a disability or other barrier, you are unable to use the standard main route bus service sometime or at all times.

Disabled visitors / temporary residents will be permitted to ride under ADA for 21 days in a calendar year.

ADA REGISTRATION

The application to be completed is available at the business offices (addresses provided on the back), online at ridecitrus.com under the Bus System tab or by calling 863-534-5500 and one will be mailed to you. The completed application is to be mailed to Bartow (address provided on application). When the application has been approved you will receive an approval letter and eligibility card with expiration dates. For continued service a new application is required prior to expiration of eligibility.



NO PASSENGER LEFT BEHIND

If you are not ready at the scheduled pick up time and location for your return trip, you will be placed on a "will-call" list. Your trip will be rescheduled once we receive a call indicating that you are ready for pickup. The next available driver will be scheduled for your pickup in a time not to exceed two (2) hours.

NOTE: Not being ready from your origin results in a No-Show. Please review the No-Show policy.

LOCATIONS

Locations for pass purchases, route, fare and general information are:

- > **CITRUS CONNECTION**
1212 George Jenkins Blvd., Lakeland
- > **WINTER HAVEN BUS TERMINAL**
555 Avenue E, NW, Winter Haven
- > **REGIONAL MOBILITY CALL CENTER**
1290 Golfview, Bartow, 2nd Floor

HOURS

8:30AM to 4:30PM Weekdays

[RIDECITRUS.COM](http://ridecitrus.com)



USER'S GUIDE
863-534-5500



WHO IS ELIGIBLE FOR TD SERVICE?

In compliance with the Transportation Disadvantaged Service Plan (TDSP), Citrus Connection Paratransit is our call ahead, door-to-door service for those who are unable to use our regular service. This specialized fleet of small, wheelchair lift-equipped buses is currently available to senior citizens, disadvantaged citizens and citizens with disabilities throughout Polk County. The cost of these services is a one-way fare of \$2, or co-pay as low as \$2. Once the qualification process is approved, requests for transportation can be made in advance at 863-534-5500. (TD requests for service may be subject to service availability). For more information or to see if you qualify for Paratransit service, download the application form at ridecitrus.com, or give us a call at 863-534-5500.

NO SHOW / LATE CANCELLATION POLICY

Citrus Connection adopted a new ADA Paratransit Passenger No-Show policy in an effort to bring our riders more efficient Paratransit service, and to be up-to-date with the Federal Transit Administration best practices and community input.

No-shows are recorded each time a Paratransit passenger makes a late cancellation, forgets to cancel, declines their trip at the door, or is not available for pick-up for their scheduled trip.

Cancellations are accepted as late as one hour before the scheduled trip. Cancellations made less than one hour before a scheduled trip are considered a no-show. Passengers may call the Regional Mobility Call Center at 863-534-5500 to cancel a trip.

GROCERY BAG LIMIT

There is a limit of 3 large or 6 small bags per trip, per elderly or disabled passenger. If a non ADA approved person is riding with you, your limit is still 3 large or 6 small bags. Assistance with bags would be given upon request of the passenger. A bag would be defined as 1 large paper or plastic sack, weight not to exceed 10 lbs. or 2 small plastic bags, weight not to exceed 5 lbs. each. Any item meeting the preceding requirement may be substituted for a "bag". Any passenger violating this policy will be given 1 verbal warning and 1 letter of warning. A third occurrence will result in a 30 day suspension of service.

863-534-5500

TDD Line: (800) 955-8770

INFO

THINGS TO KNOW

- > Please be ready for your pick up at least 15 minutes ahead of the scheduled pick up time.
- > Your Paratransit Operator will announce his/her arrival by knocking on your door or ringing the bell if accessible.
- > We can ONLY wait five minutes for passengers.
**Remember your ride is being shared.
- > Please keep our buses clean and comfortable by not eating, drinking or smoking while on board the bus.
- > Because we are a shared ride service we cannot take more than one (1) companion or family member with you that is not certified to ride.
- > Pets must be in approved carriers. Service animals are welcome.
- > To cancel or reschedule call 863-534-5500 as soon as you are aware of a scheduling conflict.
- > Minimum no show / cancellation notice is ONE HOUR prior to your scheduled pick up time on the day of your trip or the cancellation will count as a No Show.
- > Multiple No Shows may result in suspension of service.
- > Your Paratransit Bus Operator cannot take reservations, cancellations, and/or schedule changes.



Appendix 12A: ADA Program Application

ADA Application for Paratransit Services

I. Instructions to Applicant or Representative:

Please read the enclosed Paratransit eligibility criteria carefully. If you believe that you meet **all** the criteria, please ***fill out the Applicant section A of the form***. Be sure to print and complete **all** the information requested and sign where indicated. ***A Health Care Professional must complete Section B. All the information provided will be verified and confirmed.*** You may attach supporting documentation. Your Health Care Professional may require that you sign an authorization for him/her to release your private medical information.

If you have any questions, please contact the Regional Mobility Call Center at local (863) 534- 5500 or 855-POLKBUS (765-5287) Monday through Friday between 8:00 a.m. and 5:00 p.m.

II. Instructions to Health Care Professional:

The Applicant is requesting certification to use ADA Paratransit service. ADA Paratransit is a door-to-door, shared ride program for individuals with physical or cognitive disabilities who are unable to use or access the fixed-route public transportation system, such as Citrus Connection which is in compliance with the Americans with Disabilities Act (ADA) of 1990.

Please complete the medical verification sections of this application. The information you provide must be based solely upon the individual physical or cognitive ability to use or access public transportation independently. Considerations based on the individual's age and/or the economic status of the applicant will not be used as certification for this service. Federal law is quite specific in defining who is eligible for this specialized service. The diagnosis of a potentially limiting illness or condition is not sufficient to document the need for ADA Paratransit service.

III. Incomplete or illegible applications will be returned for completion, which may delay the Applicant's eligibility determination. The determination of eligibility will be made within 21 days from receipt of the completed application.

Information provided by the Applicant may be shared with our Functional Assessment Team. Please read the Notice of Privacy Practices contained in this application packet.

ADA Application for Paratransit Services**Return Completed Form to:**

Citrus Connection
1120 George Jenkins Blvd., Lakeland,
FL 33815
Attention: PT Connect
Or Fax Number: (863)327-1366, or
Email: **ALLRMCC_Employees@ridecitrus.com**

For Office use only

Client ID # _____
New applicant? Yes ____ No ____
Recertification? Yes ____ No ____
Expire: _____
Eligibility From: _____ To: _____
PCA (Y/N) _____ Archive Yr: _____
Comments: _____
Staff Signature: _____

SECTION A - APPLICANT**PART 1 – Applicant's Information**

PT Connect provides paratransit services in accessible vehicle to people who has limited ability to use the Fixed route bus system. To be eligible for this service, individuals must have disabilities that prevent the use or access of regular bus system. The age of the rider is not by itself an eligible disability.

First Name: _____ M. I: _____ Last Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Provide Mailing Address if different from above:

Address: _____

City: _____ State: _____ Zip Code: _____

Home Phone Number: _____ Cell Phone Number: _____

E-mail: _____

Preferred contact method: Phone ☐ Text Message ☐ E-mail ☐

Emergency contact Name /Phone Number / relationship: _____

PART 2 - Please check all that apply:

Use cane / walker	<input type="checkbox"/>	Cancer treatment	<input type="checkbox"/>
Use scooter / wheelchair	<input type="checkbox"/>	Renal patient	<input type="checkbox"/>
Use oversized wheelchair	<input type="checkbox"/>	Hearing impaired	<input type="checkbox"/>
Portable Oxygen	<input type="checkbox"/>	Cognitive impaired	<input type="checkbox"/>
Service animal	<input type="checkbox"/>	Sight impaired	<input type="checkbox"/>

SECTION A - APPLICANT

PART 3 – Notice of HIPAA / Medical Release Information

I understand that the purpose of this application is to determine my eligibility for Paratransit service. I understand that information about my disability will be kept confidential and Citrus Connection will only share my health information in a manner that is required to document my abilities or disabilities, and only with health professionals contributing to the evaluation or certification process as necessary to determine my eligibility for door-to-door transportation services. I authorize my medical representatives to release and share any and all medical information in this manner with Citrus Connection. I understand that providing false or misleading information could result in my eligibility status being revoked. Failure to complete this application may result in incomplete client eligibility to ride the PT Connect (*HIPPA, Health Insurance Portability and Accountability, Act of 1996*).

Request information to be released from: _____

Provide name of doctor, hospital, clinic or living facility:

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Phone Number: _____ Fax Number: _____

Applicant's Signature: _____ Date: _____

PART 4 – Person completing Application (if different from Applicant)

First Name: _____ M. I.: _____ Last Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Home Phone Number: _____ Cell Phone Number: _____

Another person as his/ her personal representative (parent, guardian, family member, etc.)

Relationship: _____ Signature _____ Date: _____

SECTION B – HEALTH CARE PROFESSIONAL

PART 1 – Professional Verification

As a Health Care Professional familiar with the Applicant medical history, please complete this form documenting all conditions which prevent the use or access of fixed route bus service. Please assist us in certifying only those individuals who, because of disability, are truly unable to use the regular bus service. (Please check all that apply.)

Applicant's Name: _____

PART 2

Medical Diagnosis: _____

In your own word please describe in detail what prevents the patient from independently traveling using regular or accessible buses: _____

I have read the entirety Section A prepared by the Applicant.

Yes

☐

No

☐

I agree with all the information in Section A.

Yes

☐

No

☐

Is the Applicant disabled?

Yes

☐

No

☐

Does the disability prevent the use or access of regular bus service?

Yes

☐

No

☐

PART 3 - Mobility Limitations

Can the applicant travel $\frac{3}{4}$ mile without assistance?

Yes

☐

No

☐

Can the applicant wait outside without support for 10 minutes?

Yes

☐

No

☐

Can the applicant safely navigate obstacles in travel to the bus stop?

Yes

☐

No

☐

PART 4 – Cognitive Limitations

Applicant can give address and phone number?

Yes

☐

No

☐

Applicant can recognize a destination or landmark?

Yes

☐

No

☐

Applicant can deal with unexpected situations?

Yes

☐

No

☐

Applicant can ask for, understand, and follow directions?

Yes

☐

No

☐

Applicant can safely travel through crowded/complex facilities?

Yes

☐

No

☐

Are there any other effects of this disability that we should be aware of? Yes

☐

No

☐

SECTION B – HEALTH CARE PROFESSIONAL

Capacity in which you are familiar with the Applicant: _____

Does the patient need someone to travel with them?

Never ☐ Sometimes ☐ Always ☐

For Always or Sometimes, please explain why? _____

PART 5 – Health Care Professional Information

All fields in this section must be completed in full by the health care professional. Incomplete or missing information may result in delays or affects the applicant's eligibility for services.

Please indicate your Licensed Profession:

Physician <input type="checkbox"/>	Occupational Therapist <input type="checkbox"/>	Registered Nurse <input type="checkbox"/>
Psychologist <input type="checkbox"/>	Mental Health Counselor <input type="checkbox"/>	Clinical Social Worker <input type="checkbox"/>
Ophthalmologist <input type="checkbox"/>	Independent Living Specialist <input type="checkbox"/>	Audiologist <input type="checkbox"/>
Other Medical Professional <input type="checkbox"/>	Which Profession: _____	

Print Name of Health Care Professional: _____

Agency/Clinic Name: _____

Address: _____

City: _____ **State:** _____ **Zip Code:** _____

Phone Number: _____ **Ext.:** _____

Signature of Health Care Professional: _____ **Date:** _____

State of Florida License Number: _____

Aplicación para el Servicio ADA de Paratransito

I. Instrucciones para el Solicitante o Representante:

Por favor lea atentamente los criterios adjuntos para la elegibilidad de Paratransito. Si considera que cumple con **todos** los criterios, **complete la sección A del formulario para el Solicitante**. Asegúrese de imprimir y completar **toda** la información solicitada y firmar donde se indica. **Un profesional de la salud debe completar la sección B. Toda la información proporcionada será verificada y confirmada.** Usted puede adjuntar documentación de respaldo. Su profesional de la salud podría solicitarle que firme una autorización para que revele su información médica privada.

Si tiene alguna pregunta, comuníquese con el Centro de Llamadas de Movilidad Regional al (863) 534- 5500 o al 855-POLKBUS (765-5287) de Lunes a Viernes, de 8:00 a.m. a 5:00 p.m.

II. Instrucciones para el Profesional de la salud:

El aplicante está solicitando una certificación para utilizar el servicio ADA de Paratransito. ADA Paratransito es un programa de transporte compartido puerta a puerta para personas con discapacidades físicas o cognitivas que no pueden usar o acceder al sistema de transporte público de ruta fija, Citrus Connection cumple con la Ley Estadounidense con Discapacidades (ADA) de 1990.

Por favor complete las secciones de verificación médica de esta solicitud. La información que proporcione debe basarse únicamente en la capacidad física o cognitiva de la persona para usar o acceder al transporte público de forma independiente. Las consideraciones basadas en la edad o la situación económica de la persona solicitante no se utilizarán como certificación para este servicio. La ley federal es bastante específica al definir quién es elegible para este servicio especializado. El diagnóstico de una enfermedad o afección potencialmente limitante no es suficiente para documentar la necesidad del servicio ADA de Paratransito.

- III. Las solicitudes incompletas o ilegibles serán devueltas para ser completadas, lo que podría retrasar la determinación de elegibilidad del solicitante. La determinación de elegibilidad se realizará en un plazo de 21 días a partir de recibida la aplicación complete.

La información proporcionada por el solicitante podrá ser compartida con nuestro equipo de Evaluación Funcional. Por favor lea el Aviso de Prácticas de Privacidad incluido en este paquete de solicitud.

Aplicación para el Servicio ADA de Paratransito	Para uso oficial solamente
Regrese la aplicación completa a: Citrus Connection 1120 George Jenkins Blvd., Lakeland, FL 33815 Atención: PT Connect O al Número de Fax: (863)327-1366, o al Email: ALLRMCC_Employees@ridecitrus.com	Client ID # _____ New applicant? Yes _____ No _____ Recertification? Yes _____ No _____ Expire: _____ Eligibility From: _____ To: _____ PCA (Y/N) _____ Archive Yr: _____ Comments: _____ Staff Signature: _____

SECCION A - SOLICITANTE

PART 1 – Información del Solicitante

PT Connect ofrece servicios de paratransito en vehículos accesibles a personas que tienen capacidad limitada de usar el sistema de autobuses de ruta fija. Para ser elegibles para este servicio, las personas deben tener discapacidades que les impidan usar o acceder al sistema de autobuses regular. La edad del solicitante no constituye por sí sola una discapacidad elegible.

Primer Nombre: _____ M. I: _____ Apellidos: _____

Dirección: _____

Ciudad: _____ Estado: _____ Código Postal: _____

Proporcione la dirección de correo si es diferente a la anterior:

Dirección: _____

Ciudad: _____ Estado: _____ Código Postal: _____

Número de teléfono de casa: _____ Número de celular: _____

E-mail: _____

Método de contacto preferido: Teléfono ☐ Mensaje de texto ☐ E-mail ☐

Nombre de contacto de emergencia /número de teléfono / relación: _____

PART 2 – Por favor marque todas las que correspondan:

Usa bastón/andador	<input type="checkbox"/>	Tratamiento del cancer	<input type="checkbox"/>
Usa scooter/silla de ruedas	<input type="checkbox"/>	Paciente renal	<input type="checkbox"/>
Usa silla de ruedas de gran tamaño	<input type="checkbox"/>	Discapacidad auditiva	<input type="checkbox"/>
Oxigeno Portable	<input type="checkbox"/>	Discapacidad cognitiva	<input type="checkbox"/>
Animal de servicio	<input type="checkbox"/>	Discapacidad visual	<input type="checkbox"/>

SECCION A - SOLICITANTE

PARTE 3 – Aviso de HIPAA / Información de Autorización Médica

Entiendo que el propósito de esta aplicación es determinar mi elegibilidad para el servicio de Paratransito. Entiendo que la información sobre mi discapacidad se mantendrá confidencial y Citrus Connection solo compartirá mi información médica de la manera necesaria para documentar mis capacidades o discapacidades, y únicamente con profesionales de la salud que participen en el proceso de evaluación o certificación, según sea necesario, para determinar mi elegibilidad para los servicios de transporte puerta a puerta. Autorizo a mis representantes médicos a divulgar y compartir toda la información médica de este asunto con Citrus Connection. Entiendo que proporcionar información falsa o engañosa podría resultar en la revocación de mi elegibilidad. No completar esta aplicación podría resultar en la elegibilidad incompleta del cliente para usar PT Connect (*HIPPA, Ley de Portabilidad y Responsabilidad del Seguro Médico, Ley de 1996*).

Solicitar la divulgación de información a: _____

Indique el nombre del médico, hospital, clínica o Centro de cuidado asistido:

Nombre: _____

Dirección: _____

Ciudad: _____ Estado: _____ Código Postal: _____

Número de teléfono: _____ Número de Fax: _____

Firma del Solicitante: _____ Fecha: _____

PARTE 4 – Persona que complete la aplicación (si es diferente al Solicitante)

Primer Nombre: _____ M. I: _____ Apellidos: _____

Dirección: _____

Ciudad: _____ Estado: _____ Código Postal: _____

Número de teléfono de casa: _____ Número de celular: _____

Otra persona como su representante personal (padre, tutor, familiar, etc)

Relación: _____ Firma _____ Fecha: _____

SECCION B – PROFESIONAL DE LA SALUD

PARTE 1 – Verificación Profesional

Como profesional de la salud familiarizado con el historial médico del solicitante, por favor complete esta forma documentando todas las condiciones que le impidan usar o acceder el servicio de autobús de ruta fija. Por favor, ayúdenos a certificar únicamente a las personas que, debido a una discapacidad, no pueden usar el servicio regular de autobús. (Marque todas las opciones que correspondan).

Nombre del Solicitante: _____

PARTE 2

Diagnóstico Médico: _____

En sus propias palabras, describa en detalle qué impide al paciente viajar de forma independiente utilizando autobuses regulares o accesibles: _____

He leído la totalidad de la Sección A preparada por el Solicitante	Sí <input type="checkbox"/>	No <input type="checkbox"/>
Estoy de acuerdo con toda la información en la Sección A	Sí <input type="checkbox"/>	No <input type="checkbox"/>
¿Es el Solicitante discapacitado?	Sí <input type="checkbox"/>	No <input type="checkbox"/>
¿La discapacidad impide el uso o acceso al servicio regular de autobús?	Sí <input type="checkbox"/>	No <input type="checkbox"/>

PARTE 3 – Limitaciones de Movilidad

¿Puede el solicitante caminar ¾ de milla sin ayuda?	Sí <input type="checkbox"/>	No <input type="checkbox"/>
¿Puede el solicitante esperar afuera sin ayuda durante 10 minutos?	Sí <input type="checkbox"/>	No <input type="checkbox"/>
¿Puede el solicitante sortear con seguridad obstáculos en el camino hacia la parada del autobús?	Sí <input type="checkbox"/>	No <input type="checkbox"/>

PARTE 4 – Limitaciones Cognitivas

¿Puede el solicitante proporcionar dirección y número de teléfono?	Sí <input type="checkbox"/>	No <input type="checkbox"/>
¿Puede el solicitante reconocer un destino o punto de referencia?	Sí <input type="checkbox"/>	No <input type="checkbox"/>
¿Puede el solicitante hacer frente a situaciones inesperadas?	Sí <input type="checkbox"/>	No <input type="checkbox"/>
¿Puede el solicitante pedir, comprender y seguir instrucciones?	Sí <input type="checkbox"/>	No <input type="checkbox"/>
¿Puede el solicitante viajar con seguridad a través de instalaciones concurridas o complejas?	Sí <input type="checkbox"/>	No <input type="checkbox"/>
¿Existen otros efectos de esta discapacidad que debemos conocer?	Sí <input type="checkbox"/>	No <input type="checkbox"/>

SECCION B – PROFESIONAL DE LA SALUD

Capacidad en la cual usted está familiarizado con el Solicitante: _____

¿Necesita el paciente que alguien viaje con él?

Nunca ☐

Algunas veces ☐

Siempre ☐

Si respondió siempre o algunas veces, por favor explique por qué? _____

PARTE 5 – Información del Profesional de la Salud

El profesional de la salud debe completar todos los campos de esta sección. La información incompleta o faltante puede causar demoras o afectar la elegibilidad del solicitante para los servicios.

Por favor indique cuál es su profesión autorizada:

Médico	<input type="checkbox"/>	Terapeuta Ocupacional	<input type="checkbox"/>	Enfermero Registrado	<input type="checkbox"/>
Psicólogo	<input type="checkbox"/>	Consejero de Salud Mental	<input type="checkbox"/>	Trabajador Social Clínico	<input type="checkbox"/>
Oftalmólogo	<input type="checkbox"/>	Especialista de Vida Independiente	<input type="checkbox"/>	Audiólogo	<input type="checkbox"/>
Otro Médico Profesional	<input type="checkbox"/>	Cuál Profesión?	_____		

Nombre impreso del Profesional de la Salud:

Agencia/Nombre de la Clínica: _____

Dirección: _____

Ciudad: _____ Estado: _____ Código Postal: _____

Número de teléfono: _____ Ext.: _____

Firma del Profesional de la Salud: _____ Fecha: _____

Número de Licencia del Estado de la Florida: _____

Appendix 12B: TD Program Application

**Community Transportation Disadvantage
Program Application**

Return Completed Form to:

Citrus Connection
1120 George Jenkins Blvd.,
Lakeland, FL 33815
Phone Number: (863)327-1334
Fax Number: (863)327-1366
Email: AllRMCC_Employees@ridecitrus.com

For Office use only:

Eligibility criteria: _____
Application Process Date: _____
Address verification Date: _____
Results Letter sent: _____
Financial and Eligibility Documents Received Dates: _____
Denial Date: _____
Denial Reason: _____
Staff Signature: _____

Personal Information

First Name: _____ - M. I.: _____ Last Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Provide Mailing Address if different from above:

Address: _____

City: _____ State: _____ Zip Code: _____

Social Security Number: _____ - _____ - _____ D.O.B.: _____ Sex: _____

Home Phone Number: _____ Cell Phone Number: _____

E-mail: _____

Preferred contact method: Phone ☐ Text Message ☐ E-mail ☐

Emergency contact Name /Phone Number / relationship: _____

Number of household members: _____ Client Mobility: Ambulatory ☐ Wheelchair ☐

Do you require a PCA (Personal Care Attendant)? _____

If yes to PCA, explain why? _____

Service Animal? _____

Are you a Veteran of the US Armed Forces entitled to Veteran benefits? Yes ☐ No ☐

Insurance Coverage: ☐ Polk Health Plan: ☐ Other: ☐

What company provides your insurance? _____

Name, address and phone number for your Primary Care: _____

When was your last visit? _____

Do you see any specialist? Yes ☐ No ☐

Name, address and phone number for your specialist:

1. _____
2. _____
3. _____

How often do you see the specialist? _____

Where do you need transportation to?

Grocery store ☐ Pharmacy ☐ Doctor ☐
Education ☐ Employment ☐

If you selected Education, please provide name of the Institution and address: _____

If you selected Employment, please provide name of the business and address: _____

Transportation Availability

Do you or anyone in your household own a car? Yes ☐ No ☐

If yes, can this car be used for your transportation needs? Yes ☐ No ☐

If not, please explain why? _____

What transportation do you currently use? _____

Do you live within ¾ mile of a fixed bus route? Yes ☐ No ☐

Can you use the fixed route bus for your transportation needs? Yes ☐ No ☐

If not, please explain why? _____

I understand and affirm that the information provided in this application for CTD (NET) services is true and correct, to the best of my knowledge, and will be kept confidential and shared only with medical and transportation professionals involved in evaluating and determining my needs and eligibility for transportation. I understand that providing false or misleading information, or making fraudulent claims, or making false statements on behalf of others constitutes a felony under the laws of the State of Florida. I understand that incomplete forms will be returned, and eligibility will not be determined until all information is provided.

Applicant's Signature: _____ **Date:** _____

Another person as his/ her personal representative (parent, guardian, family member, etc.)

Representative's name: _____

Relationship: _____ **Signature** _____ **Date:** _____

**Solicitud para el Programa de Desventajas del
Transporte Comunitario**

Devuelva el formulario completo

Citrus Connection

1120 George Jenkins Blvd.,
Lakeland, FL 33815

Número de teléfono: (863)327-1334

Número de Fax: (863)327-1366

Email: **ALLRMCC_Employees@ridecitrus.com**

Solamente para uso Oficial:

Eligibility criteria: _____

Application Process Date: _____

Address verification Date: _____

Results Letter sent: _____

Financial and Eligibility Documents Received Dates: _____

Denial Date: _____

Denial Reason: _____

Staff Signature: _____

Información Personal

Primer Nombre: _____ Inicial 2do: _____ Apellido: _____

Dirección: _____

Ciudad: _____ Estado: _____ Código Postal: _____

Proporcione la dirección de correo si es diferente a la anterior:

Dirección: _____

Ciudad: _____ Estado: _____ Código Postal: _____

Número de Seguro Social: _____ - _____ - _____ Fecha de nacimiento: _____ Sexo: _____

Número de teléfono de casa: _____ Número de celular: _____

E-mail: _____

Medio de contacto preferido: Teléfono ☐ Mensaje de texto ☐ E-mail ☐

Nombre de contacto de emergencia / Teléfono / relación: _____

Número de miembros de la casa: _____ Movilidad del cliente: Ambulatorio ☐ Silla de ruedas ☐

¿Requiere de un Asistente de Cuidado Personal? _____ Animal de servicio? _____

Si respondió que Sí a un Asistente de Cuidado Personal, explique por qué? _____

¿Es usted un veterano de las Fuerzas Armadas de los Estados Unidos con derecho a recibir beneficios para veteranos?

Sí ☐ No ☐

Cobertura de seguro: ☐ Plan de Salud de Polk: ☐ Otro: ☐

¿Qué compañía provee su seguro? _____

Nombre, dirección y número de teléfono de su Doctor Primario: _____

¿Cuándo fue su última visita? _____

¿Visita a algún especialista? Sí ☐ No ☐

Nombre, dirección y número de teléfono de sus especialistas:

1. _____
2. _____
3. _____

¿Qué tan frecuente usted visita el especialista? _____

¿A dónde necesita transporte?

Tienda de comestibles ☐ Farmacia ☐ Doctor ☐
Educación ☐ Empleo ☐

Si usted escogió educación, por favor proporcione el nombre de la Institución y la dirección: _____

Si usted seleccionó Empleo, por favor proporcione el nombre de la Empresa y la dirección: _____

Disponibilidad de Transporte

¿Usted o algún miembro de su casa posee un automóvil? Sí ☐ No ☐

Si sí, puede este vehículo ser usado para sus necesidades de transporte? Sí ☐ No ☐

Si respondió No, explique por qué? _____

¿Qué transporte utiliza actualmente? _____

¿Vive usted a ¾ de milla de una ruta de bus fija? Sí ☐ No ☐

¿Puede usted usar el autobús de ruta fija para sus necesidades de transporte? Sí ☐ No ☐

Si respondió No, explique por qué? _____

Entiendo y afirmo que la información proporcionada en esta solicitud para los servicios de CTD(NET) es verdadera y correcta, según mi leal saber y entender, y se mantendrá confidencial y se compartirá únicamente con los profesionales médicos y de transporte que participan en la evaluación y determinación de mis necesidades y elegibilidad para el transporte. Entiendo que proporcionar información falsa o engañosa, o hacer declaraciones fraudulentas o falsas en nombre de terceros constituye un delito grave según las leyes del Estado de la Florida. Entiendo que se devolverán las aplicaciones incompletas y que no se determinará la elegibilidad hasta que se proporcione toda la información.

Firma del Solicitante: _____

Fecha: _____

Otra persona como su representante personal (padre, tutor, familiar, etc.)

Nombre del Representante: _____

Relación: _____ **Firma** _____ **Fecha:** _____

Appendix 13: Vehicle Inventory

Vehicle Information							
Vehicle #	Vehicle Use (Drop Down List)	Year	Make	Model	Body Type (Drop Dwn List)	Max Ambulatory / WC Positions	Ramp / Lift
207	Para Transit	2017	Dodge	Grand Caravan	Van / Passenger	4 / 1	Ramp
208	Para Transit	2017	Dodge	Grand Caravan	Van / Passenger	4 / 1	Ramp
209	Para Transit	2017	Dodge	Grand Caravan	Van / Passenger	4 / 1	Ramp
210	Para Transit	2017	Dodge	Grand Caravan	Van / Passenger	4 / 1	Ramp
211	Para Transit	2017	Dodge	Grand Caravan	Van / Passenger	4 / 1	Ramp
212	Para Transit	2017	Dodge	Grand Caravan	Van / Passenger	4 / 1	Ramp
549	Para Transit	2011	Chevy	C4500 ARBOC	Cutaway	12 / 2	
550	Para Transit	2012	Chevy	C4500 Goshen	Cutaway	10 / 2	Lift
551	Para Transit	2012	Chevy	C4500 Goshen	Cutaway	10 / 2	Lift
552	Para Transit	2013	Chevy	C4500 Champion	Cutaway	12 / 2	Lift
553	Para Transit	2013	Chevy	C4500 Champion	Cutaway	12 / 2	Lift
554	Para Transit	2013	Chevy	C4500 Champion	Cutaway	12 / 2	Lift
556	Para Transit	2016	Ford	F-550	Cutaway	18 / 4	Lift
557	Para Transit	2016	Chevy	G4500 Odyssey	Cutaway	14 / 4	Lift
558	Para Transit	2016	Chevy	G4500 Odyssey	Cutaway	14 / 4	Lift
559	Para Transit	2018	Chevy	G4500 Odyssey	Cutaway	12 / 4	Lift
560	Para Transit	2019	Chevy	G4500 Odyssey	Cutaway	14 / 4	Lift
561	Para Transit	2019	Chevy	G4500 Odyssey	Cutaway	14 / 4	Lift
563	Para Transit	2017	Ford	E450	Cutaway	8 / 2	Lift
564	Para Transit	2021	Ford	E450 Odyssey	Cutaway	12 / 3	Lift
565	Para Transit	2021	Ford	E450 Odyssey	Cutaway	12 / 3	Lift
601	Para Transit	2015	ElDorado	Advantage	Cutaway	16 / 4	Lift
602	Para Transit	2015	ElDorado	Advantage	Cutaway	16 / 4	Lift
1107	Para Transit	2020	Ford	T350 Collins	Cutaway	7 / 2	Lift
1108	Para Transit	2020	Ford	T350 Collins	Cutaway	7 / 2	Lift
5102	Para Transit	2012	Ford	E450	Cutaway	14 / 3	Lift
5103	Para Transit	2012	Ford	E450	Turtle Top	14 / 3	Lift
5104	Para Transit	2012	Ford	E450	Turtle Top	14 / 3	Lift
5106	Para Transit	2012	Ford	E450 Glavel	Cutaway	14 / 3	Lift
5108	Para Transit	2012	Ford	E450 Glavel	Cutaway	14 / 3	Lift
5117	Para Transit	2015	Chevy	C4500 Glavel	Cutaway	8 / 2	Lift
5118	Para Transit	2015	Chevy	C4500 Glavel	Cutaway	14 / 2	Lift
5119	Para Transit	2015	Chevy	C4500 Glavel	Cutaway	16 / 2	Lift
5120	Para Transit	2015	Chevy	C4500 Glaval Titan 2	Cutaway	14 / 2	Lift
5121	Para Transit	2015	Chevy	C4500 Glavel	Cutaway	14 / 2	Lift
5122	Para Transit	2015	Chevy	C4500 Glavel	Cutaway	14 / 2	Lift
5123	Para Transit	2015	Chevy	C4500 Glavel	Cutaway	14 / 2	Lift
5124	Para Transit	2015	Chevy	C4500 Glavel	Cutaway	14 / 2	Lift
5125	Para Transit	2015	Chevy	C4500 Glavel	Cutaway	14 / 2	Lift
5126	Para Transit	2016	Chevy	C4500 Glavel	Cutaway	14 / 2	Lift

5127	Para Transit	2016	Chevy	C4500 Glavel	Cutaway	14 / 2	Lift
5128	Para Transit	2016	Chevy	C4500 Glavel	Cutaway	14 / 2	Lift
5129	Para Transit	2016	Chevy	C4500 Glavel	Cutaway	14 / 2	Lift
5130	Para Transit	2016	Chevy	C4500 Glavel	Cutaway	14 / 2	Lift
5131	Para Transit	2016	Chevy	C4500 Glavel	Cutaway	14 / 2	Lift
5132	Para Transit	2016	Chevy	C4500 Glavel	Cutaway	14 / 2	Lift
5133	Para Transit	2018	Chevy	G4500 Odyssey	Cutaway	12 / 4	Lift
5134	Para Transit	2018	Chevy	G4500 Odyssey	Cutaway	12 / 4	Lift
5135	Para Transit	2019	Chevy	G4500 Odyssey	Cutaway	14 / 4	Lift
5136	Para Transit	2019	Chevy	G4500 Odyssey	Cutaway	14 / 4	Lift
5137	Para Transit	2019	Chevy	G4500 Odyssey	Cutaway	14 / 4	Lift
5138	Para Transit	2021	Chevy	G4500 Odyssey	Cutaway	14 / 2	Lift
5139	Para Transit	2021	Chevy	G4500 Odyssey	Cutaway	14 / 2	Lift
5140	Para Transit	2021	Chevy	G4500 Odyssey	Cutaway	14 / 2	Lift
5141	Para Transit	2021	Ford	E450 Odyssey	Cutaway	12 / 4	Lift
5190	Para Transit	2009	Ford	E450	Turtle Top	14 / 3	Lift
5192	Para Transit	2009	Ford	E450	Turtle Top	14 / 3	Lift
5195	Para Transit	2010	Ford	E450	Turtle Top	10 / 3	Lift
2311	Para Transit	2023	Starcraft	Allstar MVP	High Floor	12/2	Lift

Appendix 14: PTASP/SSPP Certification Form

I CERTIFICATION

BUS TRANSIT SYSTEM

ANNUAL SAFETY CERTIFICATION AND ADOPTION

Date: 12/11/2024

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

Address: 1212 George Jenkins Blvd.
Lakeland, Florida 33815

In accordance with FTA 49 CFR Part 673 Final Rule, the bus system named above hereby adopts and certifies the following:

1. The adoption of the Citrus Connection Public Transportation Agency Safety Plan for calendar year 2025
2. The adoption of the Citrus Connection Security Program Plan for calendar year 2025
3. Compliance with adopted standards of the Public Transportation Agency Safety Plan (PTASP), for calendar year 2025
4. Performance of safety inspections on all buses operated in accordance with Rule 14-90.009, for calendar year 2025

Signature: 

Name: Martha Santiago
Title: Vice Chair of the Board of Directors, Citrus Connection

Signature: 

Name: Tom Phillips
Title: General Manager, Citrus Connection

Signature: 

Name: Caroline Hird
Title: Safety Committee Chairperson, Citrus Connection

Appendix 15: Polk LCB's Grievance and Complaint Procedures and Forms (September 2021)

Polk TDSP - Draft-- Grievance and Complaint Procedures

The Polk Local Coordinating Board for the Transportation Disadvantaged (TD-LCB) conducts an annual review of the Grievance and Complaint Procedures to ensure compliance and effectiveness. This review has been carried out during board meetings on 9/20/2021, 6/27/2022, 6/12/2023, 6/17/2024, and most recently on 6/16/2025.

Citrus Connection is the Community Transportation Coordinator (CTC) for Polk County, Florida. The CTC will provide a toll free telephone number for comments/complaints to the CTC and disclose the toll free telephone number for comments/complaints to the Commission for Transportation Disadvantaged Ombudsman. These toll free numbers will be listed in the user's guide along with information on how to file a complaint.

The purpose of this grievance procedure is to provide participating users, funding agencies and transportation providers with a local impartial body to hear unresolved complaints and make recommendations on disputes concerning services. The CTC's complaint process includes advising dissatisfied persons about a second impartial body to hear complaints, i.e., the Commission's Ombudsman Program. An appeal to the Grievance Committee may be filed only after the complainant has sought satisfaction from the Polk County Community Transportation Coordinator (CTC). A complaint or appeal to the Commission's Ombudsman Program may be made anytime.

The Polk County Transportation Disadvantaged Coordinating Board (Coordinating Board) has established a Grievance Committee consisting of one (1) of its voting members who would serve as the chairperson, one (1) CTC representative (not involved in the original complaint), and one (1) planning agency representative. The Committee processes, investigates and assists in the resolution of formal grievances. In addition, the Committee verifies that the CTC implements and follows these grievance procedures.

The CTC Program Manager is on the Committee as an advisory member and the Committee receives staff support from the Polk Transportation Planning Organization (TPO).

In accordance with the CTC complaint process, if a complaint is not resolved within thirty (30) calendar days, the CTC will inform the grievant about the availability of the Coordinating Board's grievance procedure and that they may contact the TPO for additional information on how the grievance procedure is initiated. The TPO will inform the grievant requesting the information that they may present their grievance to the Committee by completing a grievance form provided by the TPO. The grievance form constitutes a written appeal to the Committee and shall include the following:

1. Name and address of the complainant.
2. Statement of the ground(s) for the grievance specifying areas of disagreement with the CTC's decision regarding the complaint.
3. Supplemental supporting documents, as available.
4. Appropriate, a statement regarding a possible violation of a specific law, regulation, or contractual arrangement; and
5. Explanation of the relief desired by the complainant.

Upon receipt of the completed form, the TPO has ten (10) working days to contact Committee members and set a hearing date. The grievant will be notified at least seven (7) working days prior to the hearing date by certified mail, return receipt requested.

At the grievance proceedings, a quorum (three voting members) of the Committee shall be present for any official actions. No member will vote on an issue that is deemed a conflict of interest. The committee will gather information and take testimony relating to the grievance. Committee meetings are open to the public and minutes shall be kept for the public record.

The committee reviews the material presented and recommends a resolution to the parties involved. A written copy of the Committee's decision will be forwarded to the Coordinating Board and the parties involved within ten (10) days from the date of the decision. The written decision will include the following information:

1. Statement that a meeting was held at which the involved parties were given an opportunity to present their positions;
2. Description of the issues discussed; and
3. Committee's recommendation and reasons for the Committee's decision.

If the grievance cannot be resolved by the Committee process, the grievant may notify the TPO that they want to file an appeal with the Coordinating Board. Once an appeal has been filed with the TPO, the Coordinating Board shall meet to render its decision within thirty (30) days of the date the appeal was filed. The grievant shall be notified in writing of the date, time and place where the appeal shall be heard. The written notice shall be mailed at least ten (10) working days in advance of the meeting.

Following the meeting where the appeal was heard, a written copy of the Coordinating Board's decision will be forwarded to the grievant and all parties involved within ten (10) days from the date of the decision. If the grievant is still unsatisfied, they may continue the appeal process with the TD Ombudsman Program.

Polk County Transportation Disadvantaged Local Coordinating Board
Grievance Form

Please provide this information

1. Name and address of the complainant.
2. A statement of the ground(s) for the grievance specifying areas of disagreement with the Polk County Community Transportation Coordinator's decision regarding the complaint.
3. As appropriate, a statement regarding a possible violation of a specific law, regulation, or contractual arrangement.
4. An explanation of the relief desired by the complainant.
5. Attach supplemental supporting documents, as available.

Mail completed form to:

Cindy Mitchell
Polk Transportation Planning Organization (TPO)
Drawer TS05
P.O. Box 9005
Bartow, FL 33831-9005

If you have any questions, contact the Polk TPO at (863) 534-6486
Or email to: CindyMitchell@polk-county.net

Appendix 16: Polk CTC's Rate Calculation Model (July 1, 2025-26) {will insert when available}



Polk County

TPO Transportation Disadvantaged Local Coordinating Board (TD LCB)

Agenda Item 11.

6/16/2025

AGENDA ITEM

TPO Announcements and Distribution Items

PRESENTER

TPO Staff

SUMMARY

TPO staff will provide the TD LCB with an update on TPO's planning activities. The Polk TPO is collecting public comments on several plans and studies at this time.

The TPO is requesting comments on the LRTP Needs Plan. The TPO is conducting a Live Stream" Public Workshop via social media on June 20. (Attachment i)

The TPO is announcing several opportunities to review and comment upon the Transit Development Plan's Needs Plan. This afternoon, you may visit the Transit Development Plan poster boards in the meeting room, after the meeting, to provide comment on the Transit Development Plan Needs Map. On June 17, you may attend the Winter Haven Public Workshop. (Attachment ii)

And, the TPO is collecting comments via a survey, on the Safe Streets For All/Vision Zero Action Plan for Polk. (Attachment iii.)

For more information visit the Polk TPO's website: www.polktpo.com

RECOMMENDED ACTION

This item is presented for information only.

ATTACHMENTS

- i Long Range Transportation Plan (LRTP), Needs Plan -June 20.
- ii Transit Development Plan (TDP) Major Update, Needs Plan
- iii Polk FL: Safe Streets for All (SS4A) Vision Zero Action Plan, Public Survey

MARK YOUR CALENDAR

Long Range Transportation Plan

ENVISION 2050

Live Stream 

f + Q/A Session

Live Stream begins at Noon
Friday, June 20

 Polk Transportation Planning Organization

HAVE A TRANSPORTATION QUESTION?
Submit it early and tune in for the live response.

The Polk Transportation Planning Organization (TPO) is conducting a Live Stream event on Facebook, starting at Noon on Friday, June 20, 2025 to provide information about “Envision 2050,” the Long Range Transportation plan update. The TPO also wants to know what your transportation needs are for all the modes in Polk County, including, highways and intersections, freight, public transit, trails, bicycle facilities, sidewalks, and passenger rail service.

This is the link to the Facebook live event page:

https://link.edgepilot.com/s/ee3a6f20/RHSAm-LV8kGHBC_RJPstrA?u=https://www.facebook.com/share/15qwTTTifx/

The public can submit questions in advance of the June 20 event by emailing

Envision2050@polk-county.net

This is the link to the “Envision 2050” project page:

<https://link.edgepilot.com/s/ccd450ba/GKM2l8t0uE6JA6lYFuZq9Q?u=https://www.polkenvision2050.com/>

This page features plan information, surveys, and project contact information.



Polk Vision Zero Action Plan



**HELP US
BUILD
SAFER
STREETS**

**Take a
quick survey:**



Scan or visit
polkvisionzero.mysocialpinpoint.com



Polk Transportation
Planning Organization





Polk County

TPO Transportation Disadvantaged Local Coordinating Board (TD LCB)

Agenda Item 12.

6/16/2025

AGENDA ITEM

CTC's Announcements and Distribution Items

PRESENTER

CTC Staff

SUMMARY

CTC staff will provide the TD LCB with an update on various activities.

For more information visit the Citrus Connection website:

<https://ridecitrus.com/>

RECOMMENDED ACTION

This item is presented for information only.

ATTACHMENT

i Summer of Safety - program flyer

JUNE 5
THRU
AUGUST 7



YOUTH
AGES
12-18

FREE TRANSIT

To participate in the Youth Summer of Safety program, simply board one of the Citrus Connection buses at any of our convenient locations.

Riders must present their pass or a screenshot of the pass upon boarding.



Save a screen
shot or photo of this
Summer of Safety
Pass, share it with
your Bus Operator
and ride for free.

It's that easy!



RESTAURANTS | MOVIES | DOWNTOWN | LIBRARY

SPONSORED BY: **NEW BEGINNINGS HIGH SCHOOL**



Polk County

TPO Transportation Disadvantaged Local Coordinating Board (TD LCB)

Agenda Item 13.

6/16/2025

AGENDA ITEM

TD LCB Board members Announcements and Distribution Items

PRESENTER

Chairman Clark and members of the Board

SUMMARY

Members of the TD LCB may provide brief update on various activities.

RECOMMENDED ACTION

This item is presented for information only.

ATTACHMENT

none