

Performance Measure Reporting



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:

Final; from For the Polk TDLCB meeting on June 16, 2025



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.



Performance Measure Reporting – The CTC Report

Understanding The Requirements

1. Funding
2. TD Bus Pass Totals
3. Paratransit Trips Performed
4. Paratransit Unduplicated Clients
5. Fixed Route Ridership
6. Transition's Ridership
7. Coordination Ridership
8. Unmet Trip Data {Denials, Cancellations & No Shows}
9. On Time Performance

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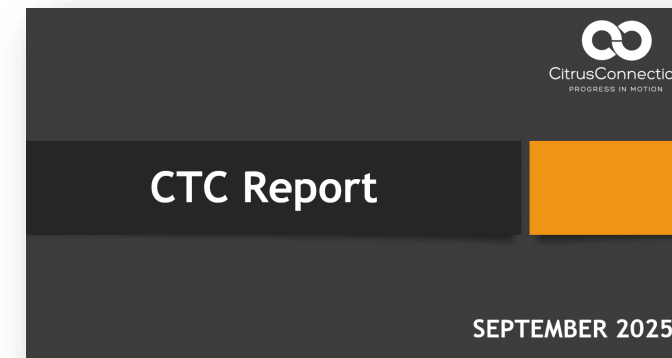
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Understanding The Requirements (continued)

10. Regional Mobility Call Center Data {calls answered, hold times, abandoned calls}
11. Commendations & Complaints
12. Road Calls & Average Distance Between Road Calls
13. Safety Fixed Route
14. Safety Paratransit

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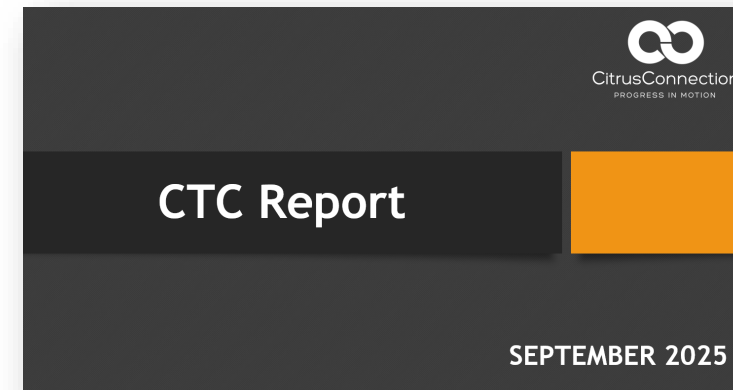
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Funding

This amount reflects the funding allocated by the Commission for the Transportation Disadvantaged to support trip services and bus pass distribution for individuals within the disadvantaged community.

TD Bus Pass Totals

This figure represents the total amount of bus passes distributed to the disadvantaged riders to include door to door passes, monthly, daily and senior passes allocated from Commission for the Transportation Disadvantaged.



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Paratransit Trips Performed

This is the actual number of trips completed by eligible door to door riders during the reporting period.

Paratransit Unduplicated Clients

This is the actual number of individual persons who took a trip during the reporting period, regardless of how many trips the person took.



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Fixed Route Ridership

This figure represents the total number of trips made collectively by all CTC's fixed bus routes through the Avail Technologies Reporting equipment within the designated reporting period.



Transition's Ridership

This figure represents the total number of trips made collectively by Transition's fixed bus routes through the Passio Go Reporting equipment within the designated reporting period.



Performance Measure Reporting – The CTC Report

Coordination Ridership

This figure represents the total number of trips made collectively by all coordinating organizations that report directly to the CTC within the designated reporting period.

- **Alliance for Independence**
- **Peace River Center**
- **Polk Training Center**
- **ROAR**
- **Sunrise Community Center**
- **TLC Comfort Care Industries**

Unmet Trip Data

- Denials refer to the total number of one-way passenger trips that could not be provided or arranged through the coordinated system, regardless of the reason.
- Cancellations refer to scheduled trips that are called off by the passenger in advance of the designated pick-up time.
- No Shows are recorded each time a para transit passenger either cancels late, fails to cancel, declines their trip upon arrival, or is unavailable at their scheduled pick-up time.



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On Time Performance

This established standard requires that at least 90% of all completed paratransit trips meet on-time performance criteria.

A trip is considered “on-time” if the vehicle arrives no more than fifteen minutes before or after the scheduled pick-up time.

RMCC Data

All calls directed to the Regional Mobility Call Center are placed into an incoming queue and answered in the order received.

The total number of calls answered are reported during a specified reporting time.

The total number of calls abandoned reported are considered any call that is not successfully answered by CTC Staff and can be for a variety of reasons.

Average Hold Time is also reported with a performance standard that no call should be placed on a hold status for over two minutes without status announcements during a specified reporting time.



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Commendations & Complaints

Commendation Reporting is defined as any documented compliment of any aspect of the coordinated system, including staff, vehicles, service, etc.

Complaint Reporting is defined as any documented customer concern involving timeliness, vehicle condition, quality of service, staff behavior and other operational policies.

Road Call Data

Road Call counts represent the total number of Road Calls performed collectively by the Fleet Maintenance Department while vehicles are out operating on a designated route.

{This does not include schedule routine maintenance}

Average Distance between Road Calls represents the averaged mileage between one road call to another within the entire fleet within the designated reporting period.

{Both Fixed Route & Paratransit have separate averages}



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Safety Fixed Route

This is the actual number of incidents for the Fixed Route Fleet reported by the Safety Department during the reporting period.

Staff performs an evaluation with this information to determine whether incidents are chargeable, non chargeable or non-collision. The evaluation also includes the total number of injuries in addition to how many individuals were transported to a medical facility.

Safety Paratransit

This is the actual number of incidents for the Paratransit Fleet reported by the Safety Department during the reporting period.

Staff performs an evaluation with this information to determine whether incidents are chargeable, non chargeable or non-collision. The evaluation also includes the total number of injuries in addition to how many individuals were transported to a medical facility.



Performance Measure Reporting – The CTC Report

Summary

It is essential for LCB Board Members and interested parties to understand the Performance Measures as outlined in the CTC Report to ensure informed, collaborative decision making that advances the goals of the Commission for the Transportation Disadvantaged, the CTC (Community Transportation Coordinator), Polk TPO & the Transportation Disadvantaged Program.

A clear understanding of the CTC Report fosters accountability, promotes strategic improvement, and supports the development of a more efficient and responsive coordinated transportation system for Polk County and the disadvantaged population.

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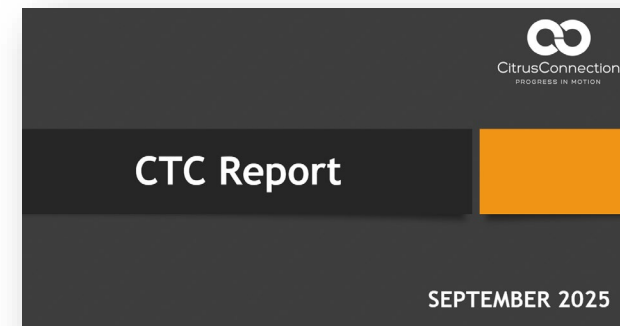
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Questions

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