



Polk Transportation Disadvantaged Local Coordinating Board (TD LCB) Draft Meeting Minutes

Monday, June 17, 2024

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

Members Present:		Representing:
Vice Mayor Jeremy Clark		Polk TPO
Dale Hanson		FDOT
Lisa Miller		Polk County School Board
Joseph Lesniewicz		Veterans Service
Kevin Gilds		Florida Dept. of Elder Affairs
Ian Martin	Zoom	AHCA
Mayor Nat Birdsong		Mass Transit
Sheryl Brown		Citizen Advocate Lighthouse for Blind
Jeanette Estes	Zoom	Agency for Persons with Disabilities

Others Present:		Representing:
Victoria Upthegrove		Florida Department of Transportation
Stacy Beth		Florida Department of Transportation
Rhonda Carter		Citrus Connection
Erin Killebrew		Citrus Connection
Delisia Drayton		Citrus Connection
Cindy Mitchell		Citrus Connection
Nic Pohopin		SVOP Disaster
Milvia Santiago		Citrus Connection
Delisia Drayton		Citrus Connection
Dave Walters		Citrus Connection

Nicole McCleary	Citrus Connection
Keila Morton	Citrus Connection
Lynda McMillan	Citrus Connection
Ryan Kordek	Polk TPO
Julia Davis	Polk TPO
Lorenzo Thomas	Polk TPO
Lena Alcula	Talbot House
Marsha Andresen	Polk County

Introduction

1. Call to Order, Roll Call, and Confirmation of Quorum

Chairman Commissioner Clark called the meeting to order at 1:30 pm. Roll call was taken, and a quorum was confirmed.

2. Public Comment

The Floor was opened to public comments. No public comments. The Floor was closed for public comments.

3. Approval of Minutes – March 18, 2024, Annual Public Workshop and TD LCB Regular Meeting

Motion to approve Annual Public Workshop draft meeting minutes and TD LCB Regular Meeting draft minutes.

Motion: Motioned by Lisa Miller and seconded by Kevin Gilds. Motion was carried without dissent.

4. Agenda Review

Julia Davis, TPO Staff, presented the Agenda Review which consisted of CTC Reports and Presentations, Citrus Connection Brand Directive Presentation, Review/Approval of Annual Evaluation of CTC, Review/Approve CTC’s FY 2024/25 Rate Mode, and Review/Approve Transportation Disadvantaged Service Plan Annual Update.

CTC Reports

5. Citrus Connection Brand Directive Presentation

Erin Killebrew, of Citrus Connection's Marketing and Community Outreach Department, presented the Citrus Connection Brand Directive Presentation. Citrus Connection brand guide outlines the standards for the branding identity for Lakeland Area Mass Transit District /d/b/a Citrus Connection. All printed and produced materials follow the listed standards to ensure consistency and reinforce Citrus Connection's brand identity. The consistent application and precise production of logo and graphic elements will identify and reinforce audience awareness. These guidelines also ensure Citrus Connection's integrity and produce maximum effect in particular media. The Squeeze is a Citrus Connection service operating in downtown Lakeland and Lake Wales that provides easy and free transportation to local professionals and visitors. As an extension of Citrus Connection, The Squeeze logo utilizes the same color palette but distinguishes itself visually in its overall design. The squeeze name is exemplified in the name and is accompanied by a script text and citrus embellishment to further emphasize its separate identity from Citrus Connection.

6. CTC Report on Operating Data and Performance Measures – June 2024

Cindy Mitchell presented the CTC Report. 2023/24 budget information included the total funding \$1,461,766, total funding expended through March 2024 was \$1,094,879, and the remaining funding is \$366,887. TD monthly bus passes was 1111, January was 353, February was 399, and March was 359. Paratransit trips performed totaled 19,051 and total unduplicated clients was 1,074. Total trips completed was 19,051. ADA trips completed was 13,244 and TD trips completed was 5,807. Fixed Route Ridership totaled 200,658. January total was 66,128, February total was 67,068, and March total was 67,462. Transition Ridership Data totaled 17,474. January totaled 5,830, February totaled 6,127, and March total was 5,517. Coordination Ridership Data total was 9,244. January total was 2,933, February total was 3,090, and March total was 3,221. Unmet Trip Data included two denials, 1,737 trips canceled, and 134 no shows. On Time Performance was 88%. Regional Mobility Call Center Data included total calls answered was 19,677, average hold time 2:28, and calls abandoned was 376. Total compliments were 0 and 8 complaints. For Safety Paratransit there were a total of two accidents, which

included one chargeable collision and one non-chargeable collision. Safety Fixed Route number of accidents was five which consisted of one chargeable collision and four non chargeable collisions.

Action Items

7. Review and Approval of LCB's Annual Evaluation of CTC's FY 2022/23

Ms. Davis presented the LCB's Annual Evaluation of CTC's FY 2022/23. The Evaluation Workbook is a working document that provides required elements of the evaluation and summarizes the process and the findings of the evaluation. The CTC's average cost per paratransit trips was \$41.28 and the performance measure is \$35.00 per hour. Staff recommended the performance measure be changed from \$35 an hour to \$(TBD) per hour, due to the cost of providing service. The completion of the CTC should be completed by September 2024. Action should be to approve the workbook and the evaluation report and direct the Chair to sign the certification. Recommend that text of the Evaluation Report be added in to the TDSP and direct staff to present a recommended revised performance measure for an average cost per paratransit trip from \$35.00 per hour to \$(TBD) per hour at the September LCB Meeting.

Motion: Motioned by Lisa Miller and seconded by Kevin Gilds. Motion was carried without dissent.

8. Review and Approval of CTC's Rate Calculation Model/CTC Reimbursement Rates for July 1, 2024 – June 30, 2025, Trip Equipment Grant

Rhonda Carter of Citrus Connection Finance Department presented the Rate Model for FY 2024/25. The CTC Finance prepares the report and the proposed per mile rate for ambulatory trips is \$4.47 and proposed wheelchair trips is \$7.67. This rate model is based on CTC's grant estimate table, dated April 2024. Recommended action is to approve the rate model, acknowledge that the LCB has reviewed it, and to recommend that the per-trip rates be added in to the TDSP and that the Rate Model be added in as appendix 16. TDSP has four components plus front pages and the appendix. Recommendations include review and approve the TDSP 2024/25 annual minor update as presented, including the updated appendices, particularly appx 15 grievance procedures. Direct the chairman to sign the

certification form and authorize TPO staff to finalize the document and transmit it to the CTD by June 30. Roll call vote was required, and it was a unanimous vote.

Motion: Motioned by Sheryl Brown and seconded by Lisa Miller. Motion was carried without dissent.

9. Review and Approval of Polk Transportation Disadvantaged Service Plan 2024/25 Minor Update, including updated Appendices and Grievance Procedures

Julia Davis presented the Annual Minor update of the TDSP with Grievance Procedures. The TDSP Minor update includes today's previous agenda items "added in" Evaluation and Rate Model. The Board reviewed the proposed TDSP Minor Update including various minor changes noted in the write up and minor changes to the grievance procedures.

Motion: Motioned by Dale Hanson and seconded by Lisa Miller. A Roll Call vote was completed. Motion passed unanimously.

Information Items, Communications, and Reports

10. Distribution Items and Member Comments

Dale Hanson, FDOT gave an update that 36 Federal grant applications for FTA 5310 – Seniors with Disabilities, FTA 5311 – For Rural Areas grant applications were received. There is training opportunities in September 22 through 25 in West Palm Beach for the 2024 FPTA/CTD Annual Conference and Expo. Ms. Stacy Booth and Mr. Victoria Upthegrove (alternate for the Polk TPO/LCB meetings) were introduced as the new Transit Project Coordinators for FDOT District One.

11. Next meeting date – September 30, 2024

12. With no further business the meeting adjourned at 3:01pm.

Respectfully transcribed by Annette Crews-Downs, TPO Staff, and Office Manager IV. Section 286.0105, Florida Statutes, states that if a person decides to appeal any decision made by a board, agency, or commission with respect to any matter considered at a meeting or hearing, he will need 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.