



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

Meeting Agenda

March 16, 2026 TPO TD LCB

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

Polk Transportation Planning Organization Local Coordinating Board for the Transportation Disadvantaged - Annual Public Workshop

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

To Join the Zoom Meeting:

Polk Transportation Planning Organization Local Coordinating Board for the Transportation Disadvantaged – Annual Public Workshop & Meeting

Time: March 16, 2026, 01:15 PM Eastern Time (US and Canada)

Join Zoom Meeting

<https://us02web.zoom.us/j/86387212060?>

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Meeting ID: 863 8721 2060

Passcode: 896306

One tap mobile

+13052241968,,86387212060# US

+13017158592,,86387212060# US (Washington DC)

Join instructions

<https://us02web.zoom.us/join/86387212060/invitations?>

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(This Zoom link is the same as for the LCB's quarterly business meeting, which starts at the conclusion of this Public Workshop.)

Public Workshop Agenda

1. Welcome -- Polk TPO Staff
2. Call To Order -- Polk TD LCB Chairman Clark
3. Roll Call -- Polk TPO Staff

4. Public Workshop – Polk TD LCB Chairman Clark

- Polk TPO Staff brief comments
- Polk CTC Staff brief comments

The public is invited to address the Polk Transportation Disadvantaged Local Coordinating Board regarding transportation disadvantaged issues in Polk County. This information will be used to update the Polk Transportation Disadvantaged Service Plan (TDSP) in June 2025

5. 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 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 Transportation Planning Organization Local Coordinating Board for the Transportation Disadvantaged

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To Join the Zoom Meeting:
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[https://us02web.zoom.us/j/86387212060?
pwd=snSezbEaOrzIcdTv85uxkXCBJUUVvN.1](https://us02web.zoom.us/j/86387212060?pwd=snSezbEaOrzIcdTv85uxkXCBJUUVvN.1)

Meeting ID: 863 8721 2060
Passcode: 896306

One tap mobile
+13052241968,,86387212060# US
+13017158592,,86387212060# US (Washington DC)

(This Zoom link is the same as for the TD LCB's Annual Public Workshop, which starts at 1:30 PM. The TD LCB meeting starts just after the conclusion of the Public Workshop.)

Introduction

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. Cindy Mitchell, Polk TPO Staff

Informational Items

6. Redesignation of the CTC for Polk County
7. Appointment of Vice Mayor Jeremy Clark as Local Coordinating Board Chair by The Polk Transportation Planning Organization (TPO).

CTC Quarterly Report

8. CTC Quarterly Report

Communications and Reports

9. TPO Announcements and Distribution Items
10. CTC Staff Announcements
11. LCB Board Member Comments and Announcements
12. Next meeting date - June 15, 2026
13. Adjournment

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Polk County

TPO Transportation Disadvantaged Local Coordinating Board (TD LCB)

Agenda Item 4.

3/16/2026

AGENDA ITEM

Approval of Meeting minutes

PRESENTER

Chairman

SUMMARY

Review and approve the minutes of these previous meetings:

December 15, 2025

RECOMMENDED ACTION

Take action to approve the minutes.

ATTACHMENT

Minutes of December 15, 2025



Polk Transportation Disadvantaged Local Coordinating Board (TD LCB)

Final LCB Quarterly Meeting Minutes

Date: Monday, December 15, 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
Dale Hanson	FDOT
Kevin Gilds	Florida Dept. of Elder Affairs
Mayor Nat Birdsong	Mass Transit (Polk Transit Authority)
Maia Watson	FL Agency for Health Care Admin (AHCA)
Jeannette Estes	Person with Disabilities
Joy Johnson (Zoom)	Local Medical Community
Joe Lesniewics (Zoom)	Veterans Services
Tonya Akwetey (Zoom)	Local Representative for Children at Risk

Others Present:	Representing:
Marcia Roberson	Citrus Connection
Kelly Suazo	Citrus Connection
Candis Deking	TLC Comfort Care
Cindy Mitchell	Polk TPO
Ryan Kordek	Polk TPO Executive Director

TD LCB Meeting

1. Call to Order

The meeting was brought to order at 1:30 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 –September 15, 2025.

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

Motion: Motioned by Mayor Nat Birdsong and seconded by Dale Hanson. Motion was approved unanimously.

5. Agenda Review

Cindy Mitchell, Polk TPO Staff, provided the agenda review.

CTC Report

6. CTC Report on Operating Data and Performance Measures – September 2025

Kelly Suazo, Citrus Connection, presented an overview of the operating data and performance measures for July, August, and September in the CTC Report.

A long discussion occurred between the board, Kelly Suazo, and Marcia Roberson.

Action Items

7. Redesignation of the CTC for Polk County

Cindy Mitchell, TPO Staff, presented the process of designating the CTC for Polk County. Ms. Mitchell asked the board to approve the designation to remain with the LAMTD. This item will then be forwarded to the Polk County TPO Board for final approval and endorsement of Resolution 2026-01 along with the MOA for the next term of July 01, 2026 through June 30, 2030.

Motion: Motioned by Mayor Nat Birdsong and seconded by Jeannette Estes. Motion was approved unanimously.

8. Training: Performance Measure Reporting – The CTC Report

Cindy Mitchell, TPO staff, provided training on the performance measures, including an overview of the CTC report and a breakdown of each reporting requirement.

Dale Hanson expressed her gratitude and affirmed Citrus Connection was doing a great job with the reduction of road calls.

9. Review and Approve of the CTCs Annual Operating Report (AOR) covering FY 2024-25

Kelly Suazo, Citrus Connection, provided a summary of the Annual Operating Report (AOR).

Motion: Motioned by Mayor Nat Birdsong and seconded by Jeannette Estes. Motion was approved unanimously.

10. Review of Federal Transit Administration (FTA) grant application(s) received from the CTC and from Coordination Contractors, if available, for the 26-27 cycle

Cindy Mitchell, TPO staff, introduced Candance Ducking from TLC Comfort Care, the recipient of an FTA grant. Ms. Ducking provided an overview of her company.

Dale Hanson stated she is unable to vote.

Jeanette Estes asked if it was a 5311 grant.
Ms. Mitchell confirmed it was a 5311 grant.

The board consented unanimously.

11.(A) Discuss Annual Schedule of Polk TD Program

(B) Review and Approve of the proposed Polk TD-LCB Meeting Schedule for 2026

Cindy Mitchell, TPO staff, presented the 2026 meeting calendar.

Motion: Motioned by Mayor Nat Birdsong and seconded by Jeannette Estes. Motion was approved unanimously.

Marcia Roberson asked if the September 14th date can be changed to September 21st.

Mayor Nat Birdsong advised coordinating with TPO staff before finalizing the dates.

Motion of meeting dates carries.

(C) Appoint subcommittee members to assist with Annual Evaluation of CTC (Jan-March 2026) and TDSP (March-May 2026). Subcommittee members will review the Draft document and provide comments back to TPO staff

Cindy Mitchell, TPO staff, presents and asks for a subcommittee to assist with Annual Evaluation of CTC (Jan-March 2026) and TDSP (March-May 2026).

Annual Evaluation of CTC Committee

1. Jeanette Estes
2. Tonya Akwetey
3. Jeremy Clark

TDSP Committee

1. Maia Watson
2. Kevin Gilds
3. Tonya Akwetey

Motion: Motioned by Mayor Nat Birdsong and seconded by Dale Hanson. Motion was approved unanimously.

Information Items, Communications and Reports

12. TPO Distribution Items and Comments

None

13. CTC's Comments

None

14. Board Members Comments and Announcements

Dale Hanson reported that during the last federal fiscal year, Citrus Connection was awarded funding through the 5311 program and is in process. She noted that there were 37 applications submitted for the annual grants, and that TLC Comfort Care Industries received funding through the 5310 program for both capital and operating expenses. She added that Citrus Connection also received capital and operating funding through the 5311 off-cycle application process. Ms. Hanson announced that a TDP Workshop will be held on January 21 in Bartow to provide guidance on preparing and reviewing Transit Development

Plans, and that registration is open. Lastly, she stated that Peace River Center has completed its triennial review and that Polk Training Center will no longer have FDOT assets.

Jeanette Estes states in August the Governor appointed a new leader, Director Bob Askolos, and is offering pre-enrollment has opened for services in seven areas.

Tonya Akwetey asked for the next steps for Polk Vision Action Plan.

Ryan Kordek stated that the Safe Streets for All Action Plan is a two-year process and that, in the coming year, additional corridor-focused meetings will be held.

15. Next meeting date – March 16, 2026

16. Adjournment

With no further business the meeting, Chair Clark adjourned at 2:31pm

Motion: Motioned by Mayor Nat Birdsong and seconded by Jeannette Estes.

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.

3/16/2026

AGENDA ITEM

Redesignation of the CTC for Polk County

PRESENTER

TPO Staff

SUMMARY

CTC staff will provide the board with the final update on redesignating Lakeland Area Mass Transit District (Citrus Connection) as the CTC for Polk County

RECOMMENDED ACTION

This item is presented for information only.

ATTACHMENT

Polk TPO Resolution 2026 - 01

POLK TPO RESOLUTION 2026-01

RESOLUTION OF THE POLK TRANSPORTATION PLANNING ORGANIZATION (TPO) RECOMMENDING THE LAKELAND AREA MASS TRANSIT DISTRICT (LAMTD) AS THE DESIGNATED COMMUNITY TRANSPORTATION COORDINATOR FOR POLK COUNTY

WHEREAS, the Polk Transportation Planning Organization (TPO) is designated by the Governor of the State of Florida as the body responsible for the urban transportation planning process for the Polk County area; and

WHEREAS, the Polk TPO is the designated official planning agency for the Polk County Transportation Disadvantaged service area; and

WHEREAS, in 2021, the Polk Transportation Disadvantaged Local Coordinating Board and the Polk TPO voted to recommend that the Florida Commission for the Transportation Disadvantaged designate the Lakeland Area Mass Transit District (LAMTD) as the community Transportation Coordinator for Polk County; and

WHEREAS, LAMTD is a Public Agency, which has provided public transportation in the Lakeland urbanized area since 1982; and

WHEREAS, LAMTD is currently serving as the designated community transportation coordinator for Polk County and desires to continue in that role; and

WHEREAS, LAMTD has the appropriate personnel, financial capacity, vehicle and equipment resources, experience and qualifications to serve the transportation disadvantaged population; and

WHEREAS, pursuant to Chapter 427.015(2) F.S., the Metropolitan Planning Organization is the organization that "shall recommend to the Commission a single community transportation coordinator".

NOW, THEREFORE, BE IT RESOLVED, by the Polk Transportation Planning Organization at its regular meeting convened on February 12, 2026:

That the Polk Transportation Planning Organization recommends to the Florida Commission for the Transportation Disadvantaged that the Lakeland Area Mass Transit District (LAMTD) be designated as the Community Transportation

TPO Resolution 2026-01

February 12, 2026

Page Two

Coordinator (CTC) for Polk County for a five-year period beginning July 1, 2026.

Signed:



Commissioner Trish Pfeiffer, Chair
Polk Transportation Planning Organization (TPO)

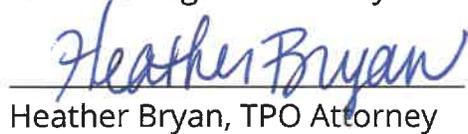
February 12, 2026

Date

ATTEST:


Ryan Kordek, TPO Director

Approved by the TPO Attorney as to
form and legal sufficiency:


Heather Bryan, TPO Attorney



Polk County

TPO Transportation Disadvantaged Local Coordinating Board (TD LCB)

Agenda Item 7.

3/16/2026

AGENDA ITEM

Appointment of Vice Mayor Jeremy Clark as Local Coordinating Board Chair by The Polk Transportation Planning Organization (TPO).

PRESENTER

TPO Staff

SUMMARY

CTC staff will provide the board an update on the appointment of Vice Mayor Jeremy Clark as Local Coordinating Board Chair by The Polk Transportation Planning Organization (TPO) at the February 12, 2026, meeting.

RECOMMENDED ACTION

This item is presented for information only.

ATTACHMENT

N/A



Polk County

TPO Transportation Disadvantaged Local Coordinating Board (TD LCB)

Agenda Item 8.

3/16/2026

AGENDA ITEM

CTC Quarterly Report

PRESENTER

CTC Staff

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

CTC Report March 2026, covering October-November-December 2025



CitrusConnection
PROGRESS IN MOTION

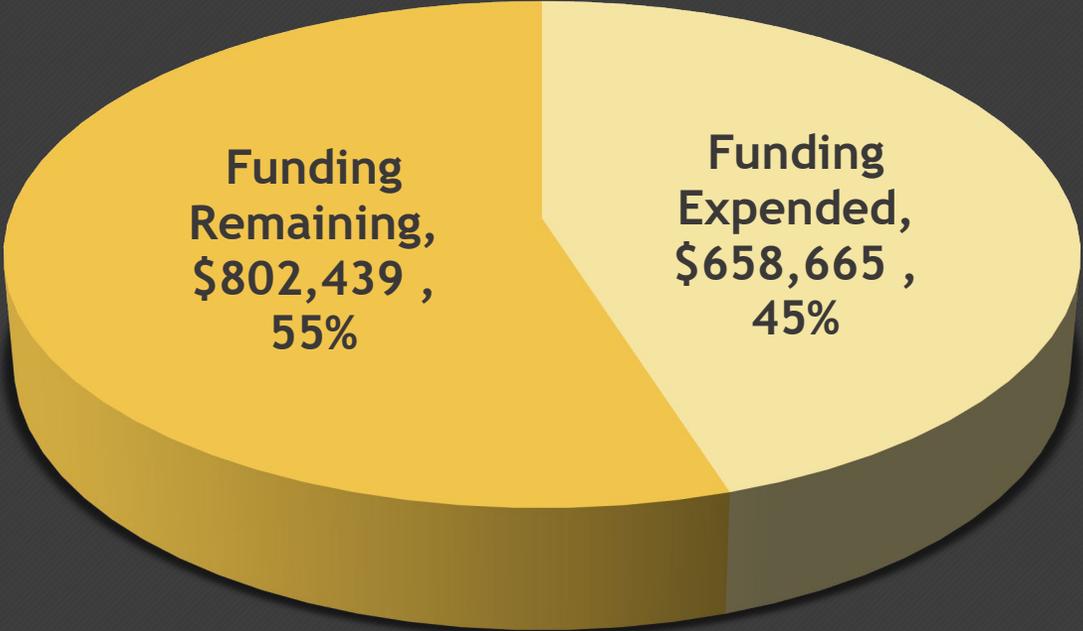
CTC Report

MARCH 2026

2025-2026 Funding

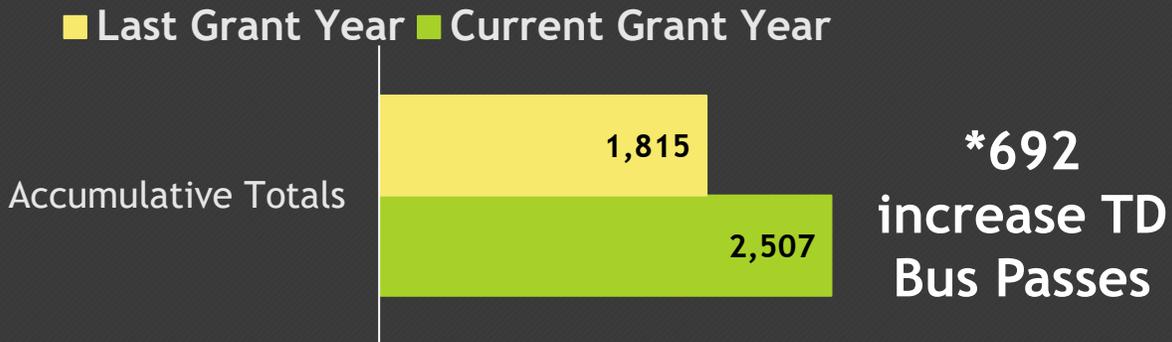
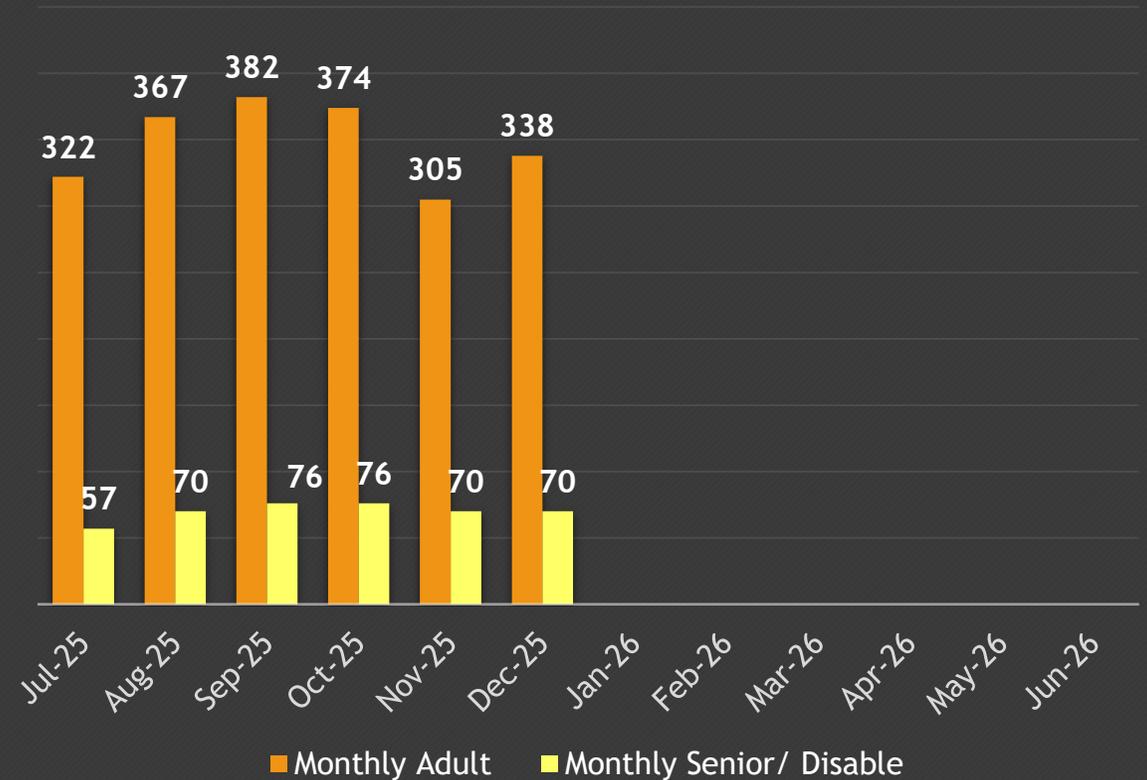


**Total
Funding
\$1,461,104**



TD Bus Passes

	Monthly	Monthly Senior/Disable
OCT-25	374	76
NOV-25	305	70
DEC-25	338	70
TOTALS	1,017	216

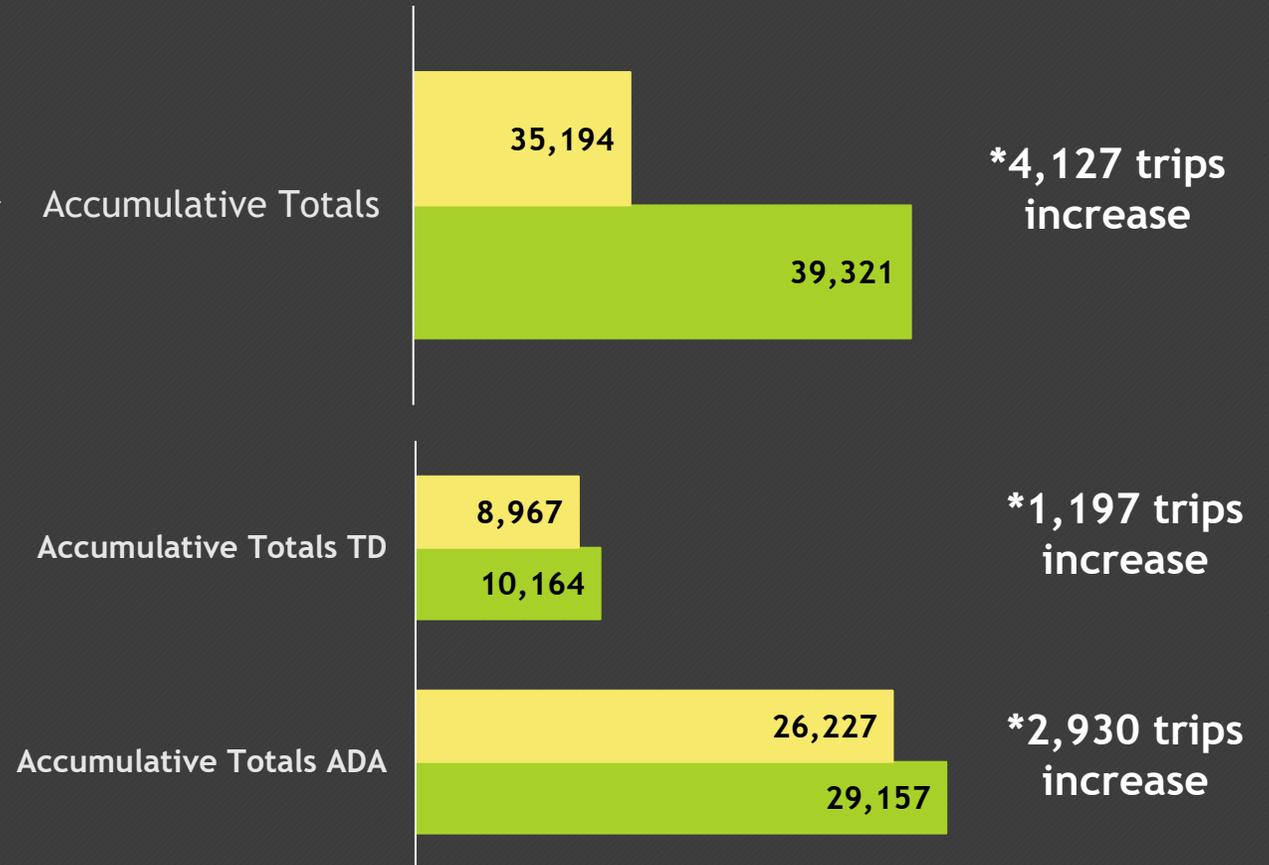


Paratransit Trips Performed

**Total Trips Completed
OCT-NOV-DEC
19,544**

- ADA 14,513
- TD 5,031

■ Last Grant Year ■ Current Grant Year



Paratransit Unduplicated

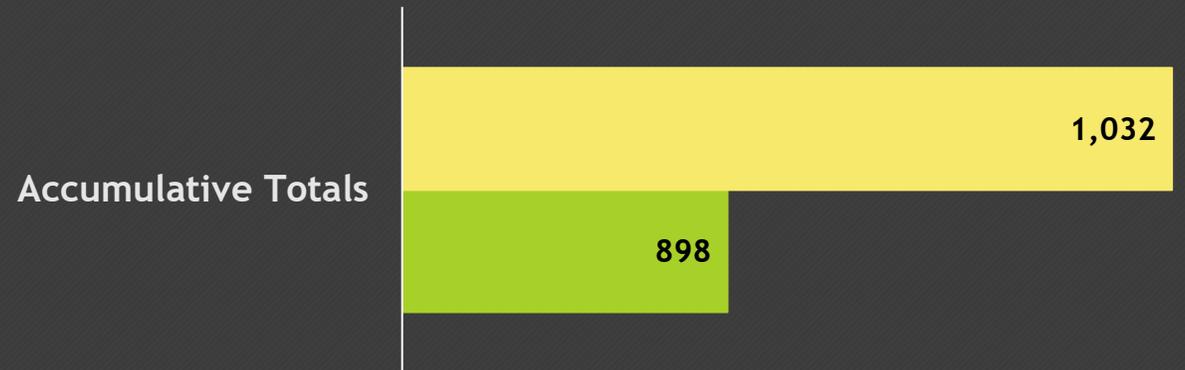
Total
Unduplicated
Clients

• 146

OCT-NOV-DEC



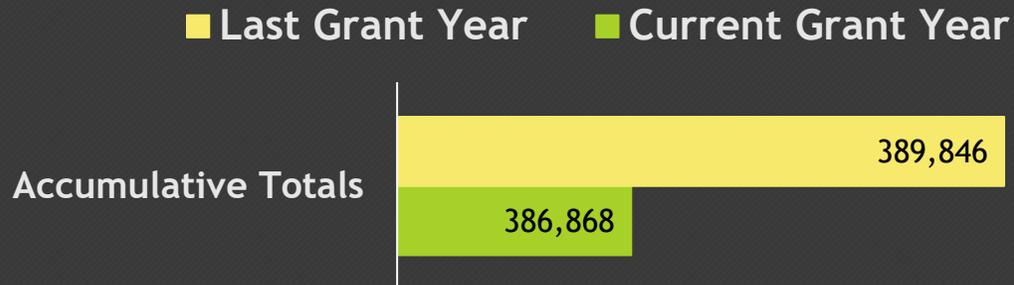
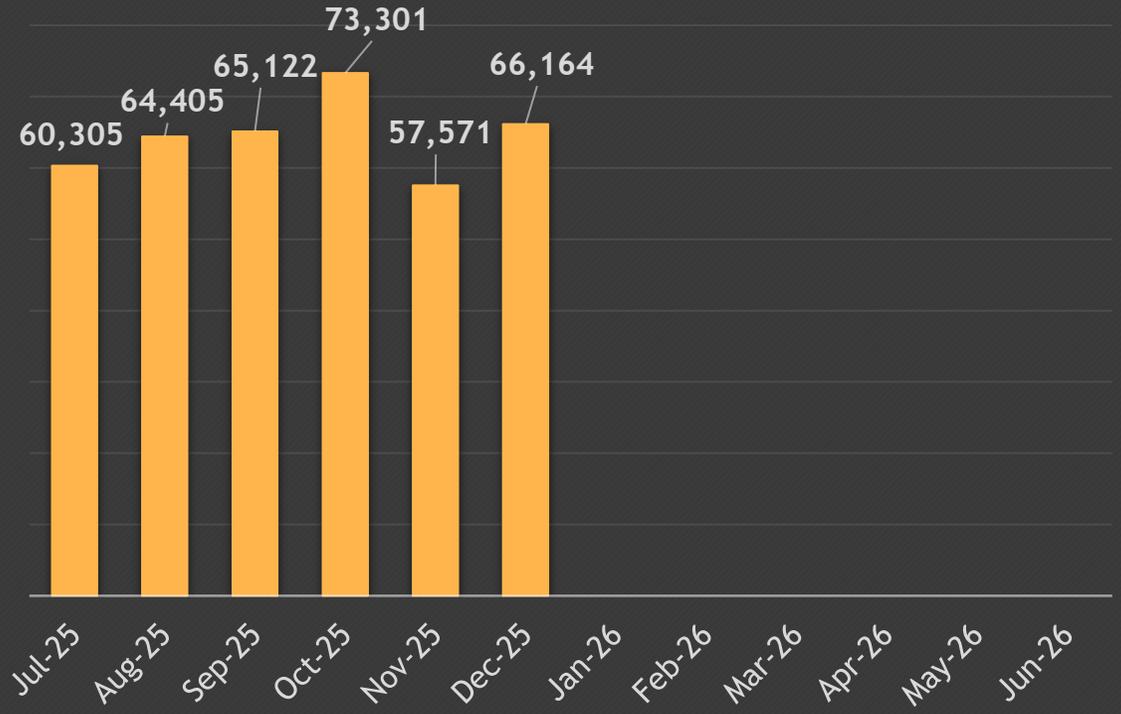
■ Last Grant Year ■ Current Grant Year



*134 client
decrease

Fixed Route Ridership Data

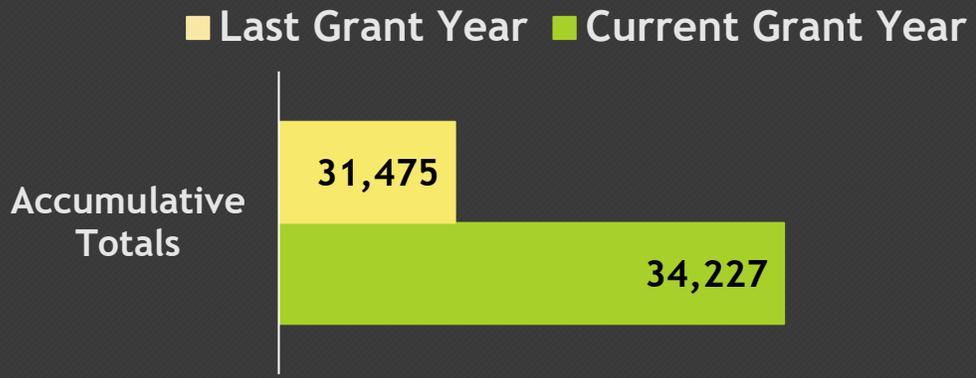
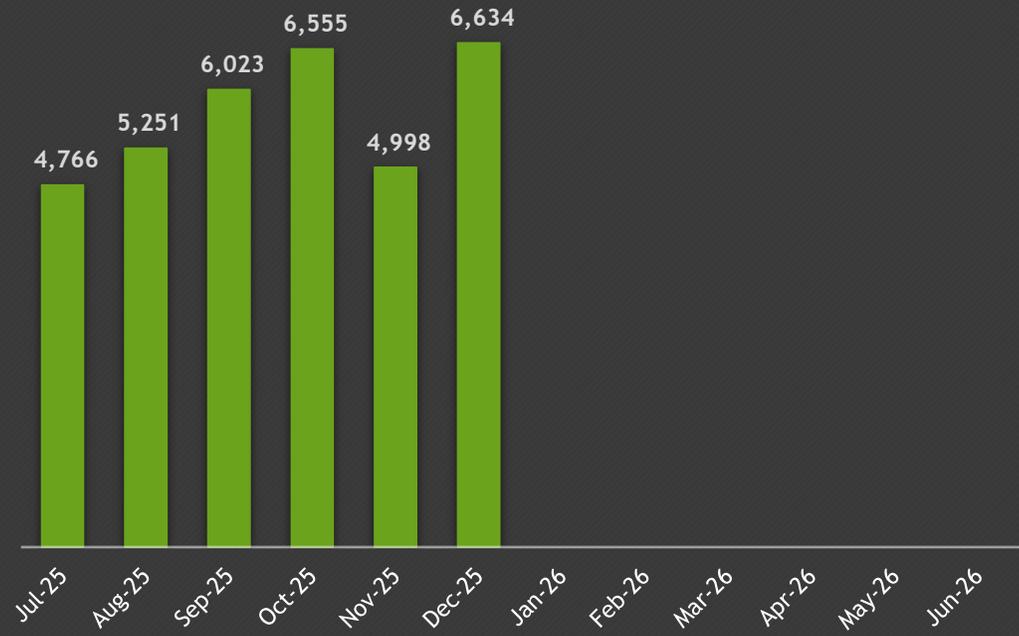
Total 197,036	OCT-25	73,301
	NOV-25	57,571
	DEC-25	66,164



**2,978 trip decrease*

Transitions Ridership Data

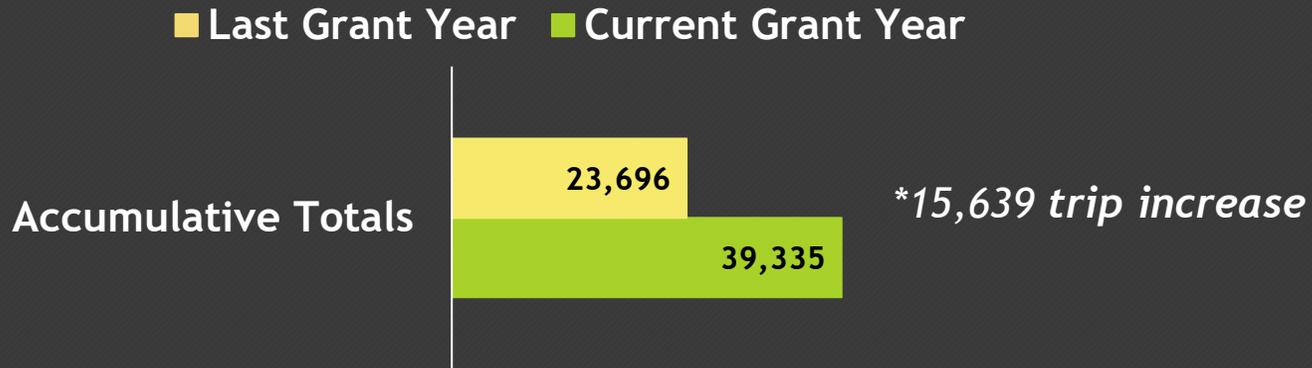
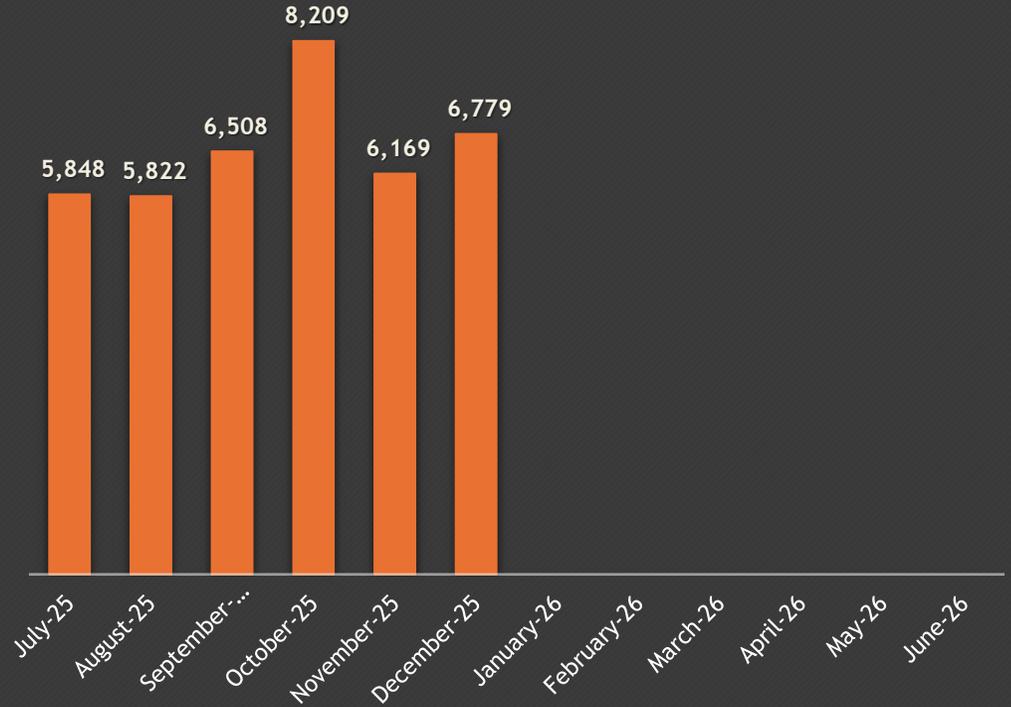
Total 18,187	OCT-25	6,555
	NOV-25	4,998
	DEC-25	6,634



**2,752 trip increase*

Coordination Ridership Data

Total 21,157	OCT-25	8,209
	NOV-25	6,169
	DEC-25	6,779

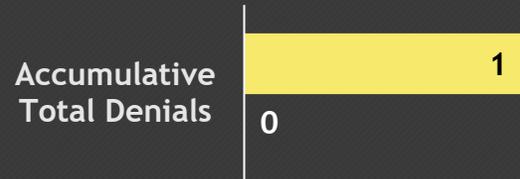


Note: December 2025 data from one coordinator is not yet included.

Unmet Trip Data

Denials
0

■ Last Grant Year ■ Current Grant Year



***1 trip decrease**

Cancel
1,456

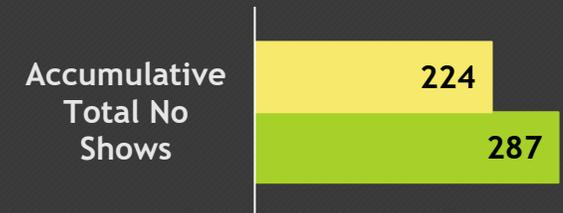
■ Last Grant Year ■ Current Grant Year



***271 trips decrease**

No Shows
135

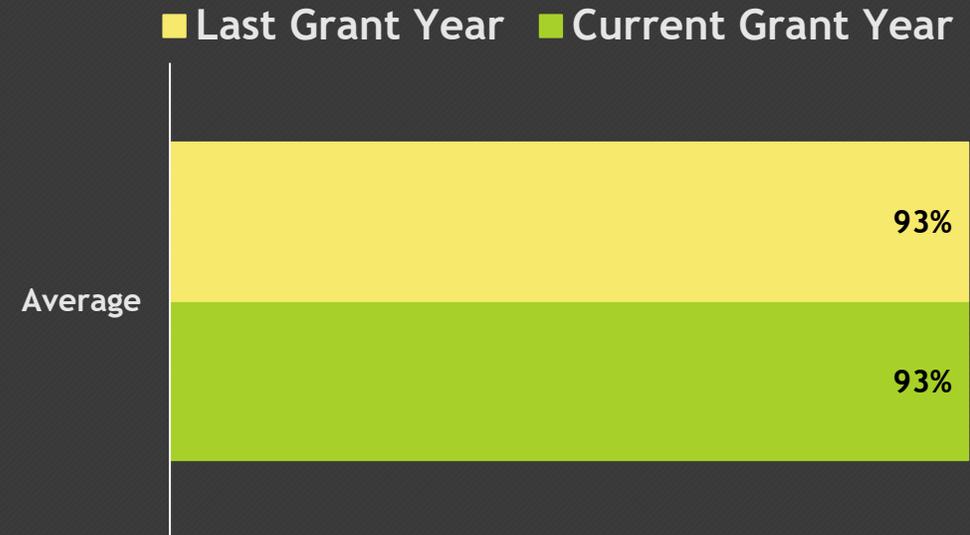
■ Last Grant Year ■ Current Grant Year



***63 trips increase**

On Time Performance

Average	OCT-25	92%
92%	NOV-25	92%
	DEC-25	92%

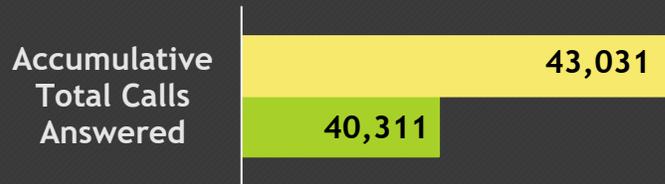


Regional Mobility Call Center Data

Total Call Answered
19,258

Average Hold Time
1:58

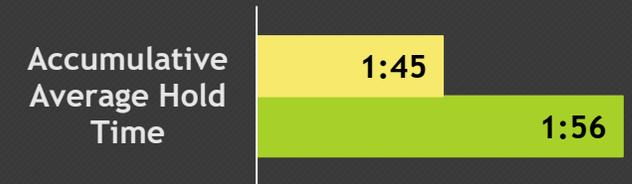
■ Last Grant Year ■ Current Grant Year



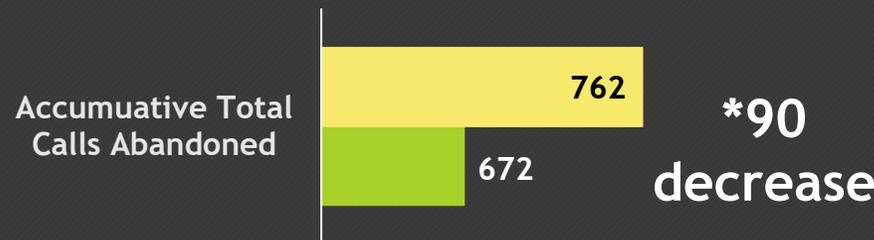
*2,720
decrease

Calls Abandoned
373

■ Last Grant Year ■ Current Grant Year



■ Last Grant Year ■ Current Grant Year



*90
decrease

Compliments & Complaints

Total Compliments 4

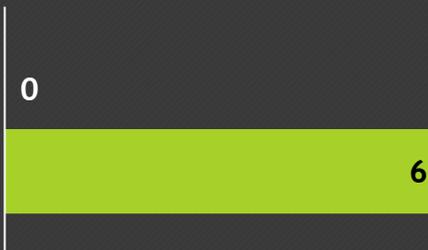
FR = 2

PT = 2

RMCC = 0

■ Last Grant Year ■ Current Grant Year

Accumulative Totals
Compliments



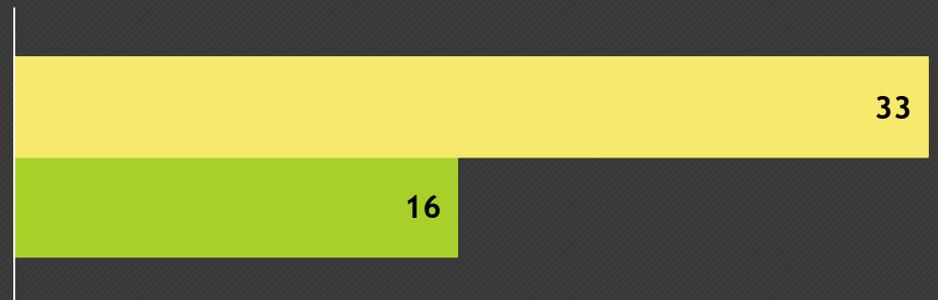
**Total Complaints At Fault
10**

FR = 10

PT = 0

RMCC = 0

Accumulative Totals
Complaints



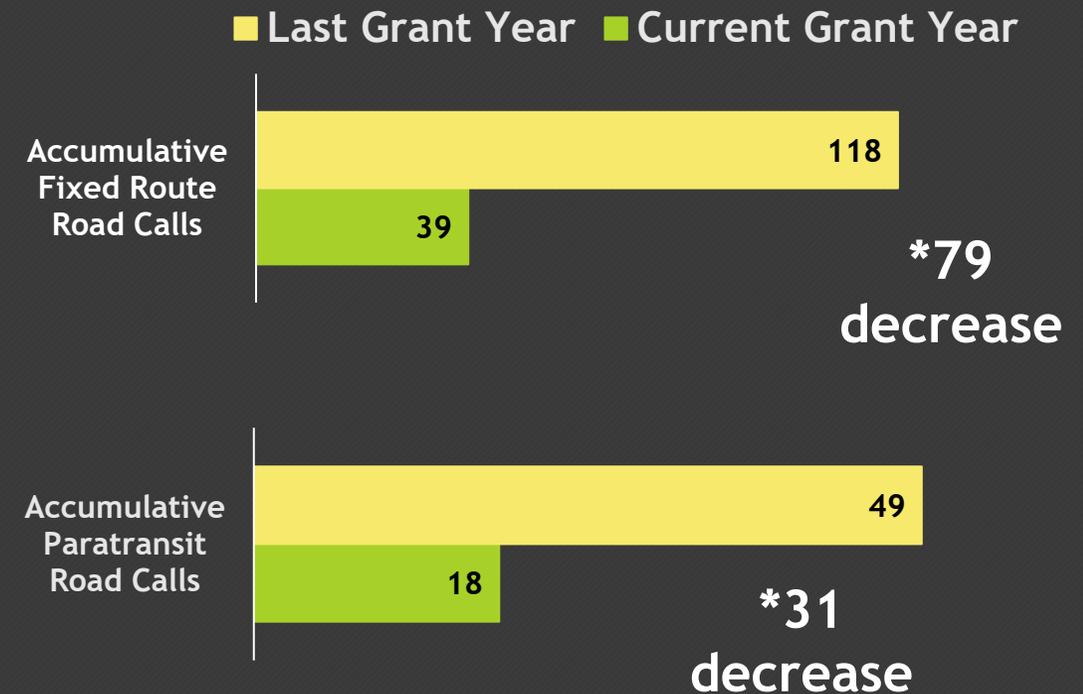
Road Calls & Average Distance Between Road Calls

Road Calls

Fixed Route Road Calls	18
Paratransit Road Calls	6

Average Distance Between Road Calls

Fixed Route	24,449
Paratransit	46,132



Safety Fixed Route

Total Accidents Quarter = 2

Collision	Total	With Passenger	Number of Injuries	Transported to Medical Facility
Chargeable	1	1	1	1
Non-Chargeable	0	0	0	0
Total Quarter	1	1	1	1

Non-Collision	Total	Number of Injuries	Transported to Medical Facility
Chargeable	0	0	0
Non-Chargeable	1	1	1
Total Quarter	1	1	1

Total Accidents Accumulative = 4

Collision	Total	With Passenger	Number of Injuries	Transported to Medical Facility
Chargeable	3	2	1	1
Non-Chargeable	0	0	0	0
Accumulative	3	2	1	1

Non-Collision	Total	Number of Injuries	Transported to Medical Facility
Chargeable	0	0	0
Non-Chargeable	1	1	1
Accumulative	1	1	1

Safety Paratransit

Total Accidents Quarter = 2

Collision	Total	With Passenger	Number of Injuries	Transported to Medical Facility
Chargeable	1	1	0	0
Non-Chargeable	1	1	0	0
Total Quarter	2	2	0	0

Non-Collision	Total	Number of Injuries	Transported to Medical Facility
Chargeable	0	0	0
Non-Chargeable	0	0	0
Total Quarter	0	0	0

Total Accidents Accumulative = 4

Collision	Total	With Passenger	Number of Injuries	Transported to Medical Facility
Chargeable	2	1	0	0
Non-Chargeable	1	1	0	0
Accumulative	3	2	0	0

Non-Collision	Total	Number of Injuries	Transported to Medical Facility
Chargeable	0	0	0
Non-Chargeable	1	1	0
Accumulative	1	1	0



CitrusConnection
PROGRESS IN MOTION

Questions?



Polk County

TPO Transportation Disadvantaged Local Coordinating Board (TD LCB)

Agenda Item 9.

3/16/2026

AGENDA ITEM

TPO Announcements and Distribution Items

PRESENTER

TPO Staff

SUMMARY

TPO will make announcements, distribute information, and comment on the status of planning tasks.

- a) Status of TDSP Major Update
- b) Status of the Annual CTC Evaluation
- c) Other announcements

RECOMMENDED ACTION

INFORMATION ITEM - no LCB action required.

ATTACHMENT

N/A



Polk County

TPO Transportation Disadvantaged Local Coordinating Board (TD LCB)

Agenda Item 10.

3/16/2026

AGENDA ITEM

CTC Staff Announcements

PRESENTER

CTC Staff

SUMMARY

The CTC Staff will provide an opportunity for the LCB members to make comments or announcements

RECOMMENDED ACTION

INFORMATION ITEM - no LCB action required

ATTACHMENT

N/A



Polk County

TPO Transportation Disadvantaged Local Coordinating Board (TD LCB)

Agenda Item 11.

3/16/2026

AGENDA ITEM

LCB Board Member Comments and Announcements

PRESENTER

LCB Chairman

SUMMARY

The Chairman will provide an opportunity for the LCB members to make comments or announcements

RECOMMENDED ACTION

INFORMATION ITEM - no LCB action required.

ATTACHMENT

N/A