



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

Meeting Agenda

December 15, 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.

Attending by Zoom:

Polk TD LCB Board Members and Alternates may attend this meeting by Zoom, if they wish. They will be counted as “present,” and they can join in the discussion of agenda items. However, according to Florida Laws on Public Meetings, members/alternates who attend this way will not be counted towards the Quorum. However, they may still take part in the meeting, and they may vote.

We start the Zoom 30 minutes before the actual meeting start time, to get all the equipment running. When you enter the Zoom call, please type your name into the chat box.

To Join the Zoom Meeting:

**<https://us02web.zoom.us/j/86327754301?pwd=Ym7fp50yc7kBK2PUcLhbaH9Qlzp5b.1>
Meeting ID: 863 2775 4301
Passcode: 301759**

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

CTC Reports

6. CTC Quarterly Report

Action Items

7. Redesignation of the CTC for Polk County
8. Training: Performance Measure Reporting - The CTC Report
9. Review and Approve of the CTC's Annual Operating Report (AOR) covering FY 2024-25
10. Review of Federal Transit Administration (FTA) grant application(s) received from the CTC and from Coordination Contractors, if available, for the FY 26-27 cycle.
11.
 - a. Discuss Annual Schedule of Polk TD Program
 - b. Review and Approval of the proposed Polk TD-LCB meeting Schedule for 2026
 - 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

Information Items, Communications and Reports

12. TPO DISTRIBUTION ITEMS & COMMENTS
13. CTC's Comments
14. Board Member Comments and Announcements
15. Next meeting date - next regular quarterly meeting is scheduled for March 16, 2026
16. 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.

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Polk County

TPO Transportation Disadvantaged Local Coordinating Board (TD LCB)

Agenda Item 4.

12/15/2025

AGENDA ITEM

Approval of Meeting Minutes

PRESENTER

NA

SUMMARY

The Polk Transportation Disadvantaged (TD) Local Coordinating Board (LCB) is required to keep an accurate record of the Board proceedings.

RECOMMENDED ACTION

The Board is requested to approve the meeting minutes from the meeting held on September 15, 2025.

ATTACHMENT

Draft Meeting Minutes from September 15, 2025.



Polk Transportation Disadvantaged Local Coordinating Board (TD LCB)

Draft LCB Quarterly Meeting Minutes

Date: Monday, September 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)
Sheryl Brown	Representing people with Disabilities
Connie Miller	Agency for Person with Disabilities (APD)
Maia Watson	FL Agency for Health Care Admin (AHCA)
Joy Johnson	Local Medical Community
Diane Durr (Zoom)	

Others Present:	Representing:
Marcia Roberson	Citrus Connection
Kelly Suazo	Citrus Connection
Julia Davis	Polk TPO
Cindy Mitchell	Polk TPO

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 –June 16, 2025

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

Motion: Motioned by Sheryl Brown and seconded by Mayor Nat Birdsong. Motion was approved unanimously

5. Agenda Review

Julia Davis, 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 April, May, and June in the CTC Report. A long discussion occurred between the board, Kelly Suazo, and Marcia Roberson.

Action Items

7. **Polk Transportation Planning Organization (Polk TPO) and the Lakeland Area Mass Transit District (LAMTD) commencement of the “local recommendation process to re-designate the CTC in Polk, an enter into a new Memorandum of Agreement (MOA) with the Commission of the Transportation Disadvantaged (CTD) when the CTC is a government agency”**

Julia Davis, TPO Staff, presented the process of re-designating the CTCs.

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

8. **Annual Review and Approval of LCB’s Bylaws**

Cindy Mitchell, TPO Staff, presented the LCB’s Bylaws with no changes from last year.

Motioned by Sheryl Brown and seconded by Mayor Nat Birdsong. Motion was approved unanimously.

Information Items, Communications and Reports

9. **CTC’s Annual Operating Report (AOR) covering FY 2024-25**

Marcia Roberson, Citrus Connection, stated the AOR was just submitted and nothing stood out.

10. **Training: TD 101**

Cindy Mitchell, TPO Staff, presented the annual training of the TD Program, flow chart and the TD schedule.

11.TPO Distribution Items and Comments

Julia Davis, TPO Staff, informed the board about Polk TPO LRTP major update Envision 2050 and the live forum October fifteenth, which is streamed on PGTv, Facebook, Polk TPO's website, and Citrus Connection's website. Along with Citrus Connection is updating their TDP process on public comment on October 8th. Lastly, we are scheduling a community-wide workshop with Vision Zero SS4A.

12.CTC Distribution Items and Comments

Marica Roberson, Citrus Connection, stated to let them know if there are any concern about the presentation.

13.Board Members Comments and Announcements

Dale Hanson, FDOT, stated Citrus Connection applied for a 5311 grant and the project was recommended by the district and approved by the Central Office. Training opportunity webinar September 18th for grant management and funding opportunities and lastly round 3 of the FDOT triennial reviews began in 2024 which include Peace River Center, Polk Training Center, Alliance for Independence, Citrus Connection, ROAR Florida and Sunrise Community of Polk County (Lakeland).

14.Next meeting date – December 15, 2025

15.Adjournment

With no further business the meeting, Chair Clark adjourned at 2:33pm

Motion: Motioned by Mayor Nat Birdsong

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.

12/15/2025

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 on Operating Data and Performance Measures



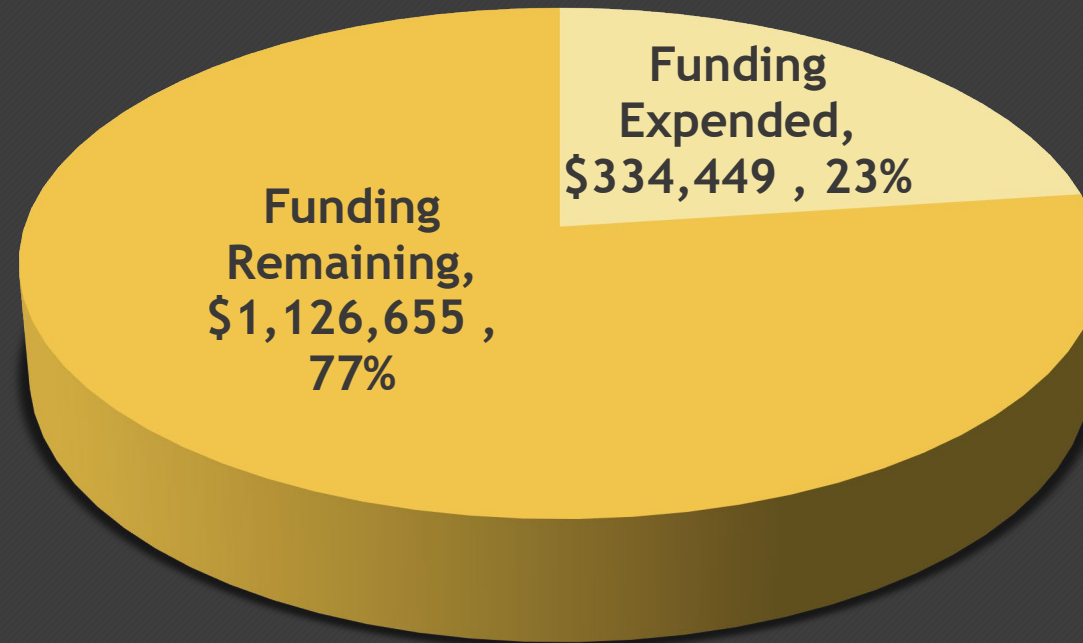
CitrusConnection
PROGRESS IN MOTION

CTC Report

DECEMBER 2025

2025-2026 Funding

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

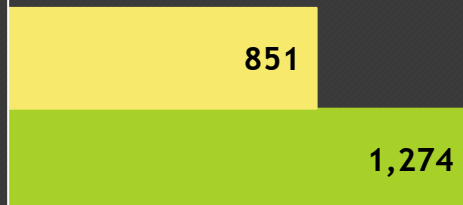


TD Bus Passes

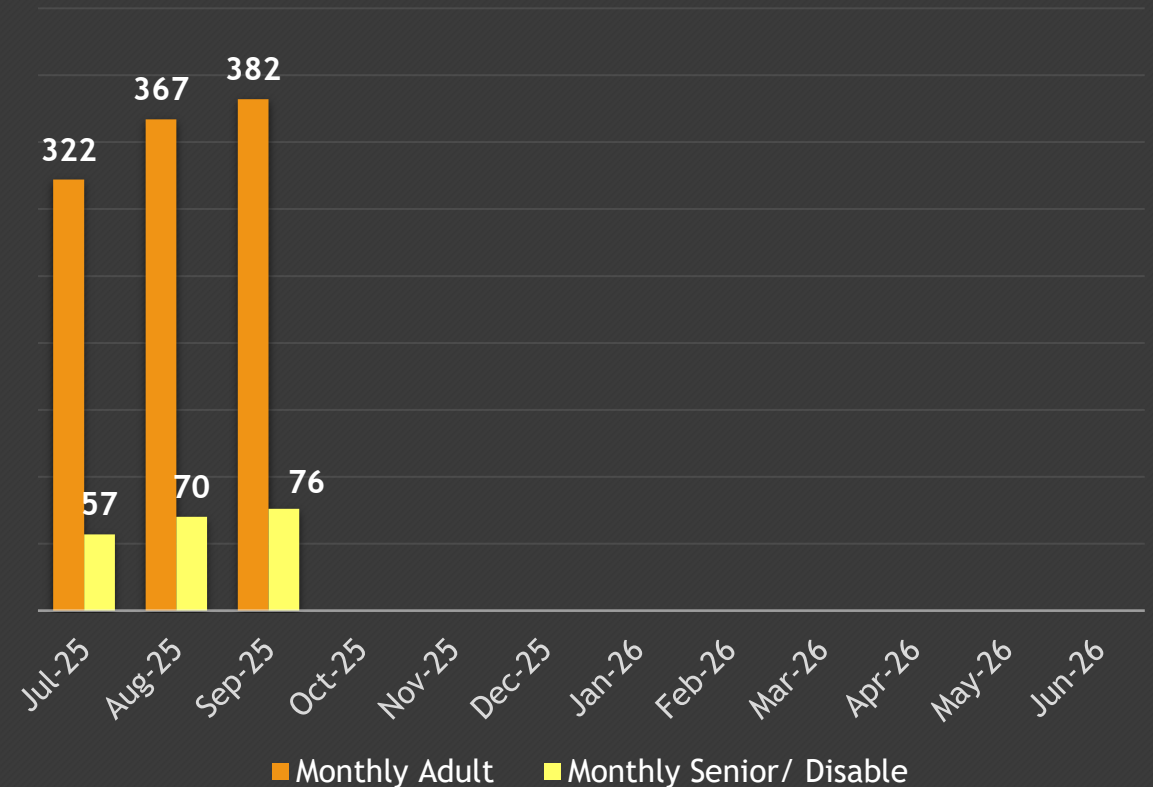
	Monthly	Monthly Senior/Disable
JUL-25	322	57
AUG-25	367	70
SEP-25	382	76
TOTALS	1,071	203

■ Last Grant Year ■ Current Grant Year

Accumulative Totals



***423**
increase TD
Bus Passes

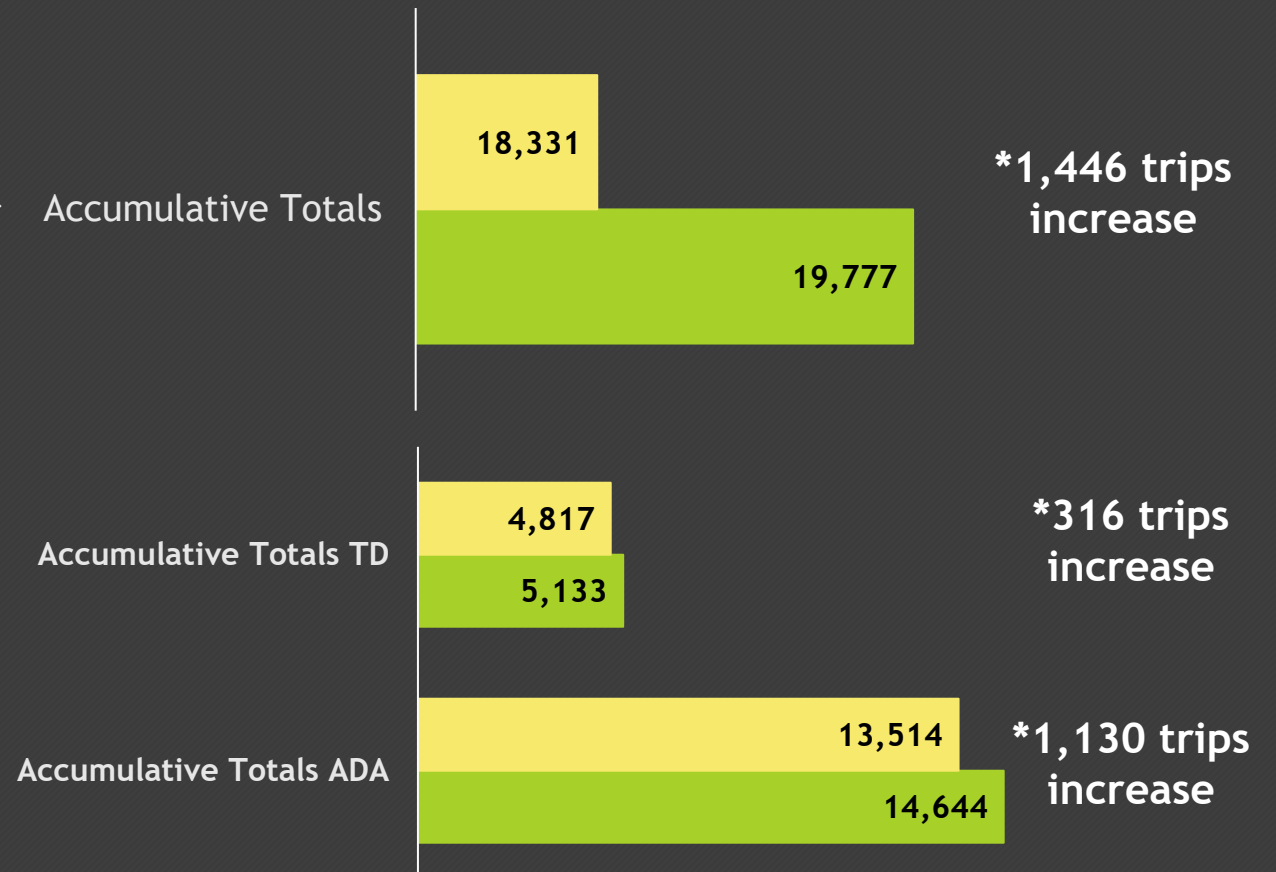


Paratransit Trips Performed

Total Trips
Completed
July-Aug-Sep
19,777

- ADA 14,644
- TD 5,133

■ Last Grant Year ■ Current Grant Year



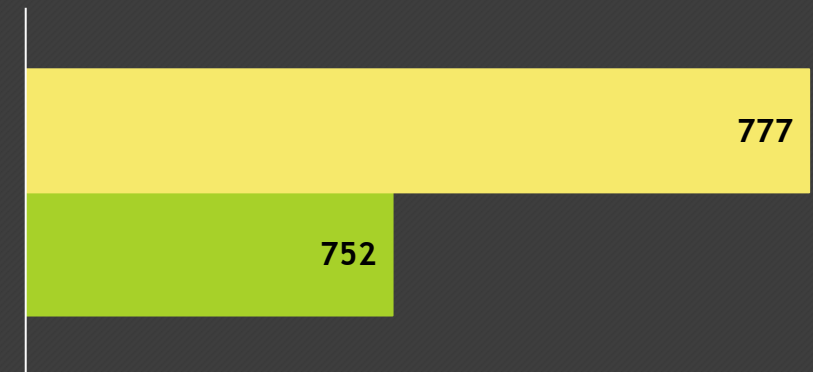
Paratransit Unduplicated

Total
Unduplicated
Clients
Jul-Aug-Sep

• 752

Accumulative Totals

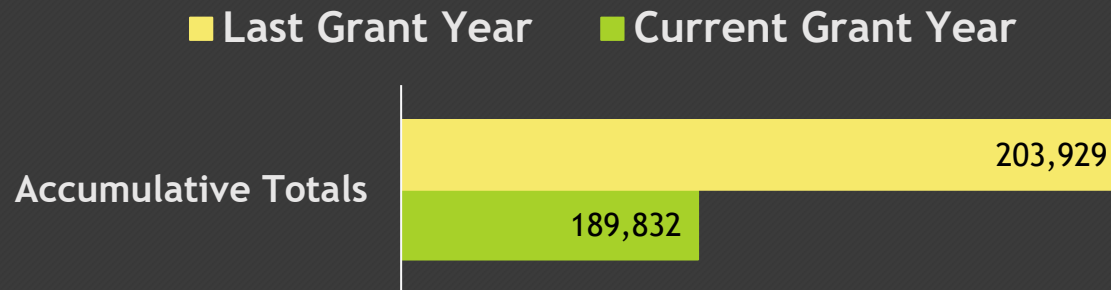
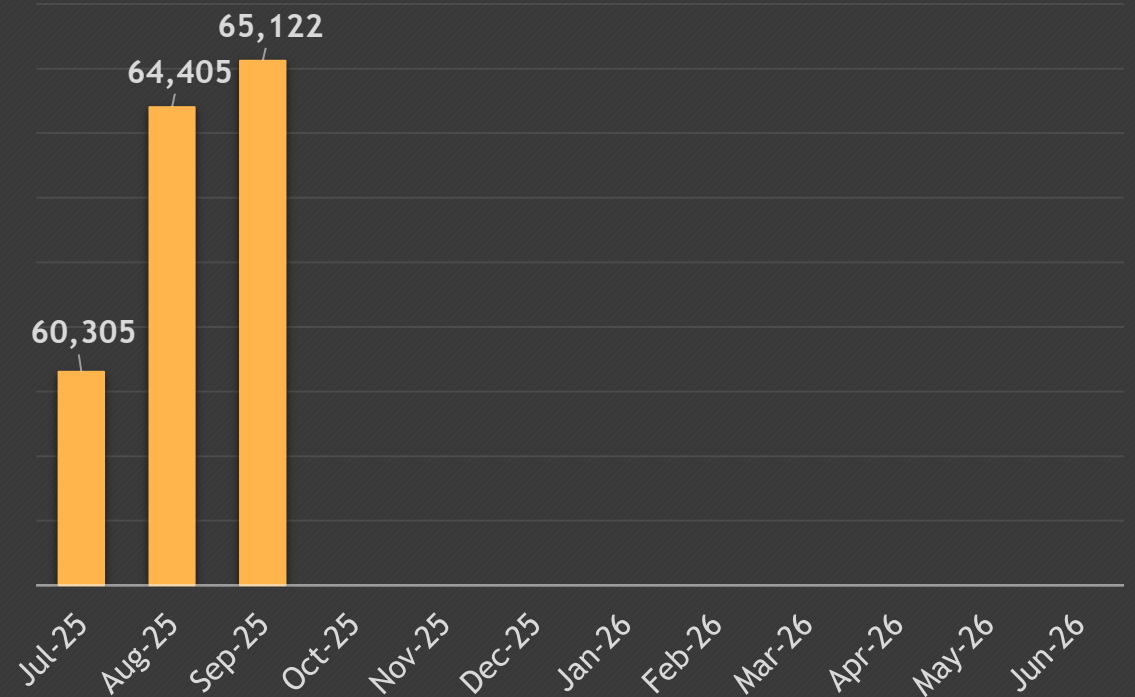
■ Last Grant Year ■ Current Grant Year



*25 client decrease

Fixed Route Ridership Data

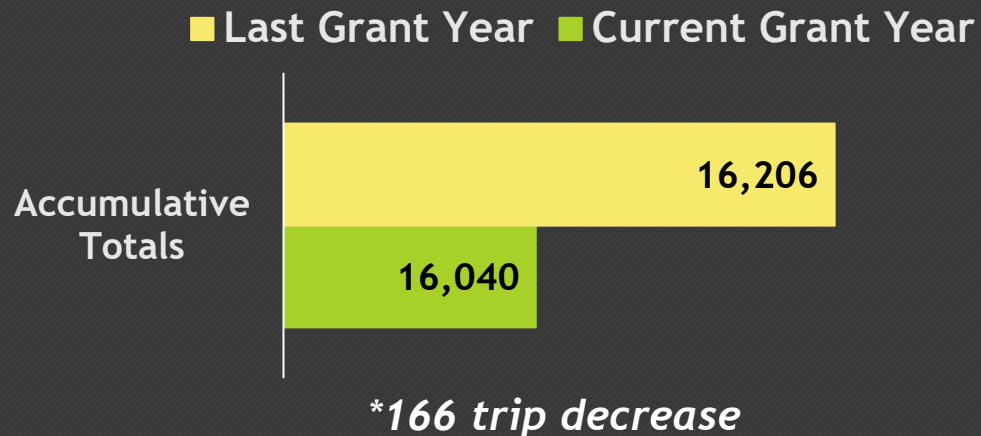
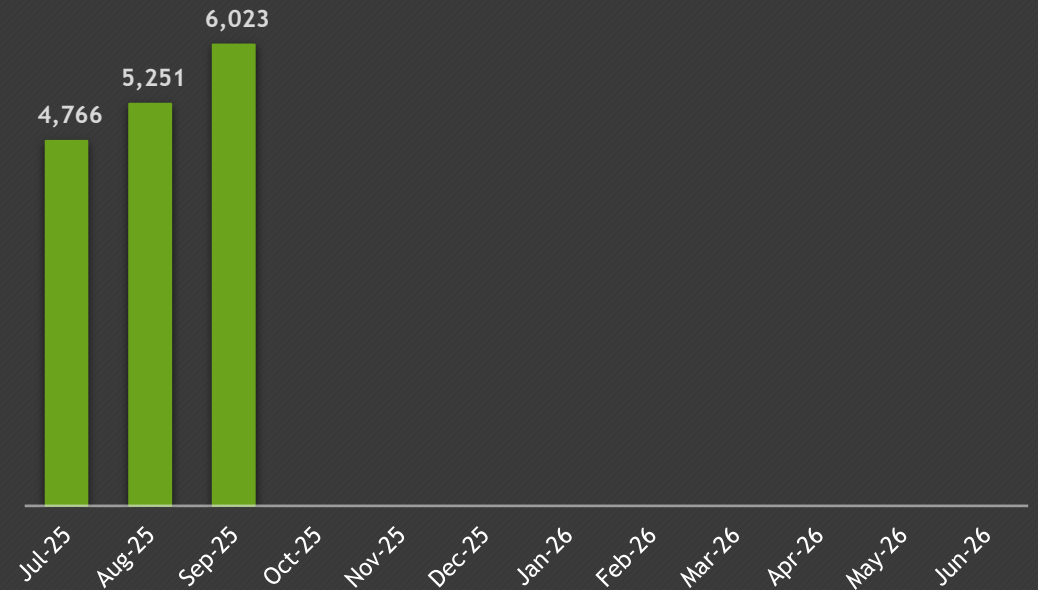
Total 189,832	JUL-25	60,305
	AUG-25	64,405
	SEP-25	65,122



**14,097 trip decrease*

Transitions Ridership Data

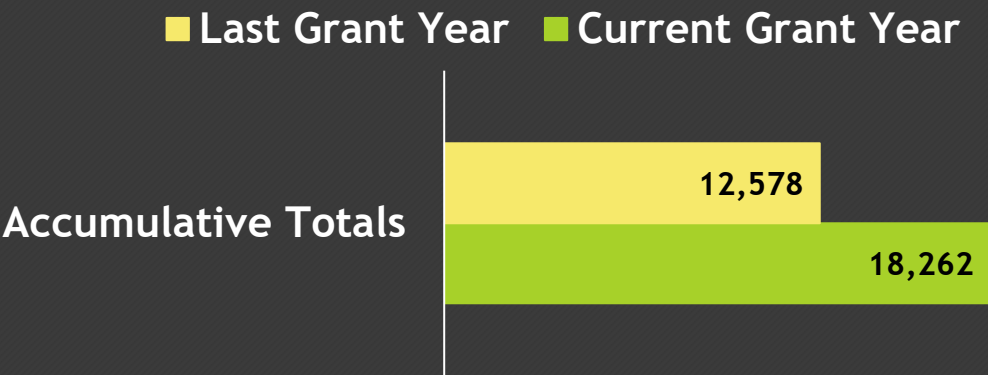
Total 16,040	JUL-25	4,766
	AUG-25	5,251
	SEP-25	6,023



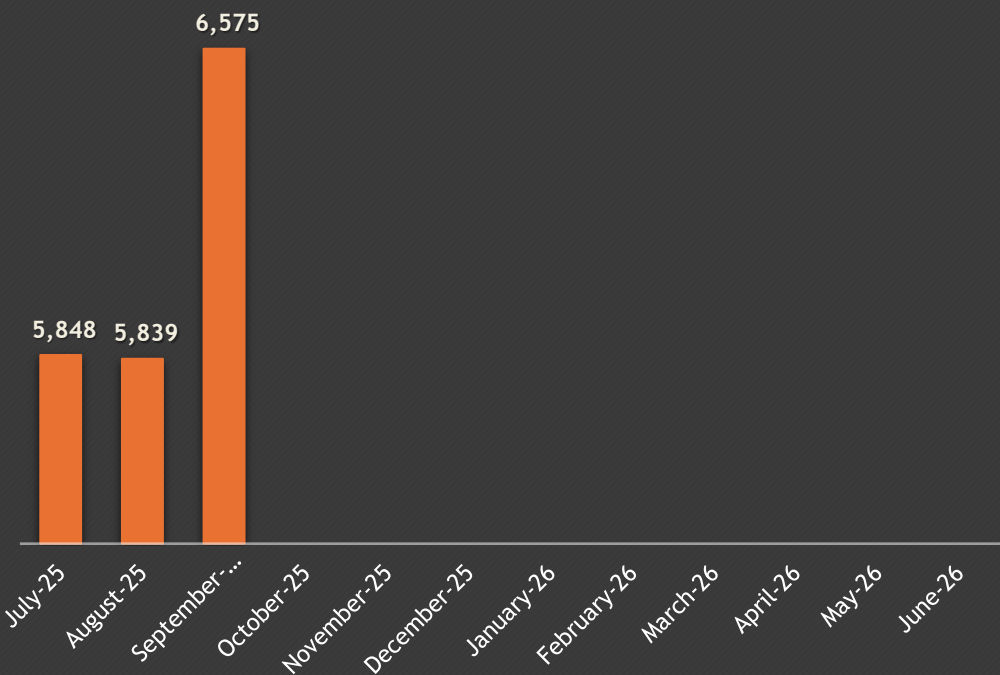
Coordination Ridership Data



Total 18,262	JUL-25	5,848
	AUG-25	5,839
	SEP-25	6,575



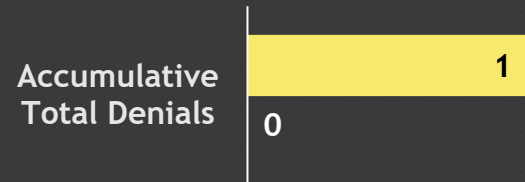
**5,684 trip increase*



Unmet Trip Data

Denials
0

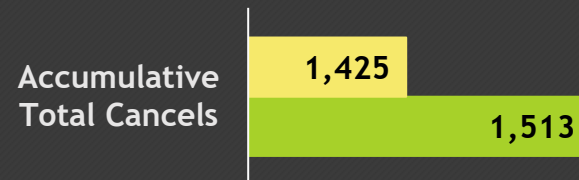
■ Last Grant Year ■ Current Grant Year



***1 trip
decrease**

Cancels
1,513

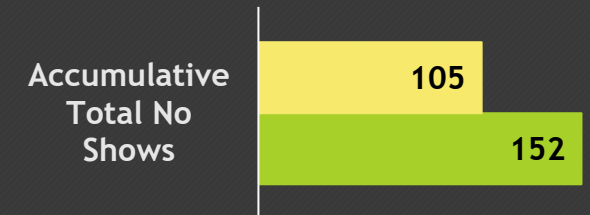
■ Last Grant Year ■ Current Grant Year



***88 trips
increase**

No Shows
152

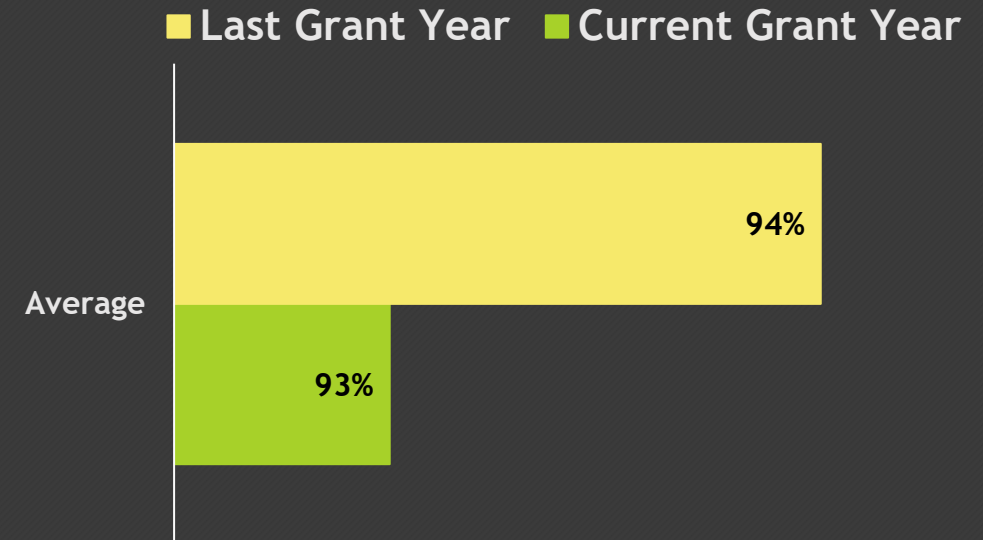
■ Last Grant Year ■ Current Grant Year



***47 trips
increase**

On Time Performance

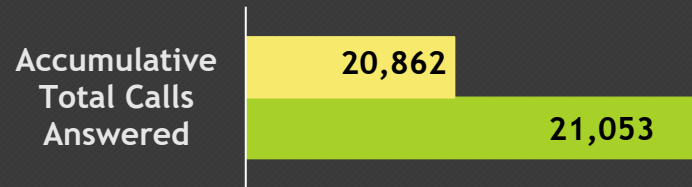
Average 93%	JUL-25	95%
	AUG-25	93%
	SEP-25	92%



Regional Mobility Call Center Data

Total Call Answered
21,053

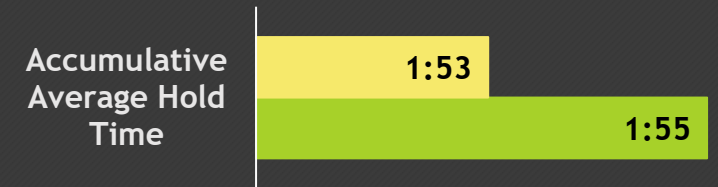
■ Last Grant Year ■ Current Grant Year



***191
increase**

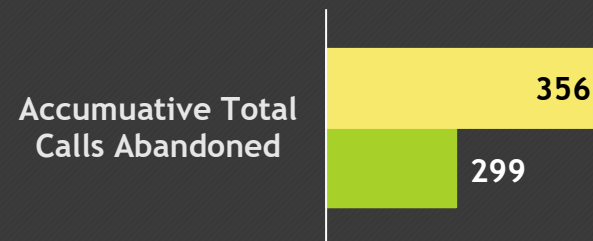
Average Hold Time
1:55

■ Last Grant Year ■ Current Grant Year



Calls Abandoned
299

■ Last Grant Year ■ Current Grant Year



***57
decrease**

Compliments & Complaints

Total Compliments 2

FR = 0

PT = 2

RMCC = 0

■ Last Grant Year ■ Current Grant Year

Accumulative Totals
Compliments



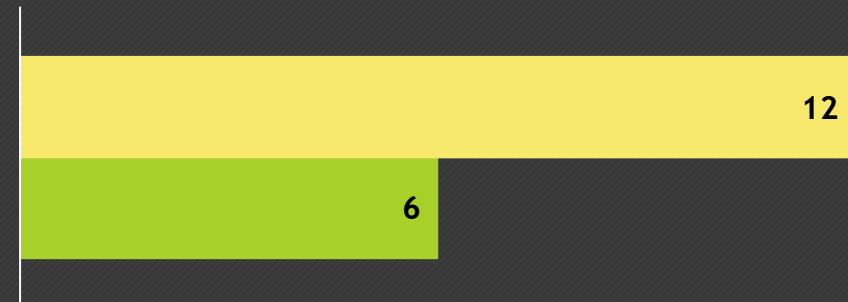
Total Valid Complaints 6

FR = 3

PT = 3

RMCC = 0

Accumulative Totals
Complaints



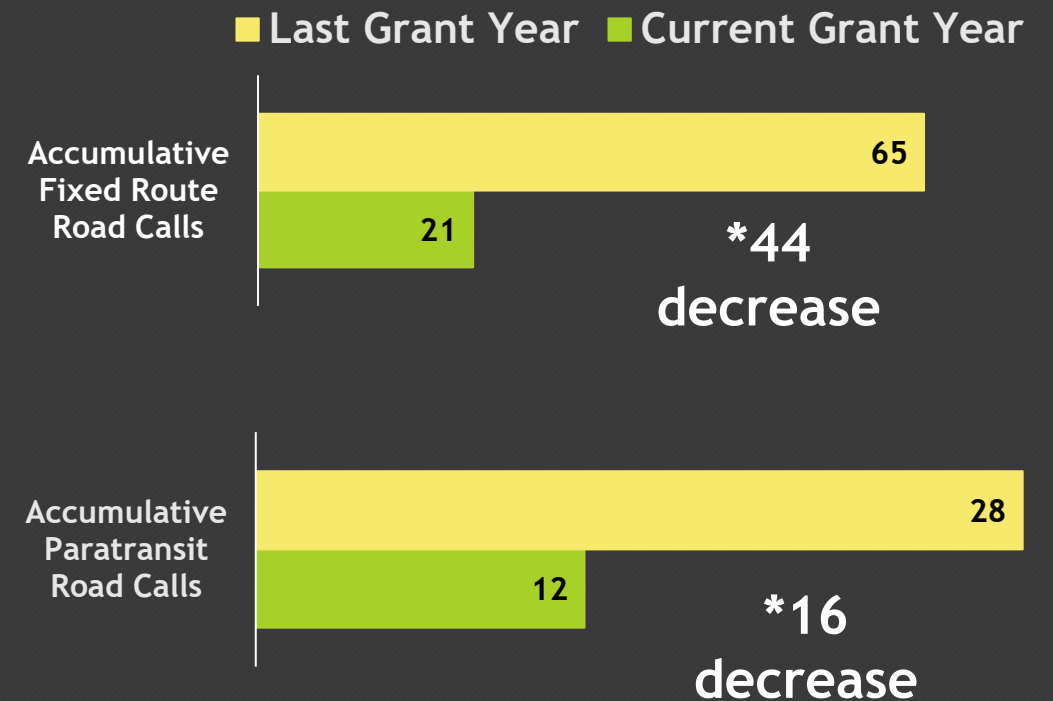
Road Calls & Average Distance Between Road Calls

Road Calls

Fixed Route Road Calls	21
Paratransit Road Calls	12

Average Distance Between Road Calls

Fixed Route	16,566
Paratransit	22,793



Safety Fixed Route

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

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

Safety Paratransit

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

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



CitrusConnection
PROGRESS IN MOTION

Questions?



Polk County

TPO Transportation Disadvantaged Local Coordinating Board (TD LCB)

Agenda Item 7.

12/15/2025

AGENDA ITEM

Redesignation of the CTC for Polk County

PRESENTER

TPO Staff

SUMMARY

CTC staff will provide the board with an 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.

ATTACHMENTS

Polk TPO Resolution 2025 - ##

Re-Designation Letter

Ratification of Support Document

POLK TPO RESOLUTION 2025 - ##

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, 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 December 15, 2025:

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

Signed:

Commissioner Jeremy Clark, Chairman
Polk Transportation Planning Organization (TPO)

December 15, 2025
Date

ATTEST:

Ryan Kordek, AICP, TPO Director

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

Heather Bryan, TPO Attorney



December 15, 2025

Florida Commission for the Transportation Disadvantaged
Attn: Karen Somerset- Executive Director
605 Suwanee Street
Tallahassee, FL 32399

Re: Polk Community Transportation Coordinator Re-Designation for the
July 1, 2026- June 30, 2031, MOA

Dear Ms. Somerset,

LAMTD -- the Lakeland Area Mass Transit District -- a government entity -- is currently the CTC for Polk County and has been the CTC since 2016. In preparation for the Memorandum of Agreement which expires June 30, 2026:

- The Polk TD LCB commenced the local designation process, September 15, 2025.
- In its role as the DOPA, the Polk TPO approved commencement of the local designation process, October 8, 2025.
- The LAMTD Board voted to request to be re-designated as the CTC for Polk, November 12, 2025. LAMTD's request letter, is attached.
- The Polk TPO adopted Resolution 2020-07, recommending LAMTD as the designated Community Transportation Coordinator for Polk County, December 15, 2025. The Resolution is attached.
- The Polk TD LCB ratified TPO's recommendation for LAMTD's to be designated as the Polk CTC, December 15, 2025. See attached form.

If you have any questions or require further information, please contact Ms. Cindy Mitchell, Senior Transportation Planner at (863) 534-6597.

Sincerely,

Ryan Kordek AICP, Executive Director
Polk Transportation Planning Organization

RK/cm



**Ratification of Support by the Polk TD LCB of the
Local Recommendation by the Polk TPO for the re-
designation of LAMTD as the CTC for Polk, for the
MOA between LAMTD and the Commission for the
Transportation Disadvantaged for July 1, 2026, to
June 30, 2031**

LCB Statement:

I, Jeremy Clark, as the Polk County Local Coordinating Board (LCB) Chairperson, hereby certify that the Polk TD LCB voted to ratify their support of the vote for local support by the Polk Transportation Planning Organization on December 15, 2025, to recommend that LAMTD become re-designated as the CTC of Polk County.

Date Adopted: December 15, 2025

LCB Signature: _____





Polk County

TPO Transportation Disadvantaged Local Coordinating Board (TD LCB)

Agenda Item 8.

12/15/2025

AGENDA ITEM

Training: Performance Measure Reporting - The CTC Report

PRESENTER

Cindy Mitchell, TPO Staff

SUMMARY

TPO Staff will provide the board with a Training Refresher PowerPoint on the CTC Performance Measures.

RECOMMENDED ACTION

This item is presented for information only.

ATTACHMENT

Understanding the CTC Report Performance Measure Reporting

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



Polk Transportation
Planning Organization

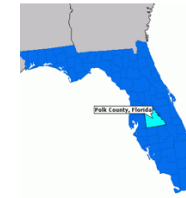
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Performance Measure Reporting – The CTC Report

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

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

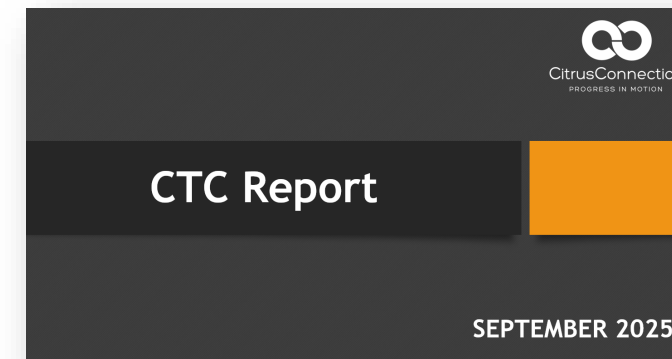
Major Update was Adopted by Polk TD LCB, 10/18/2021

FY 2024-25 Minor Update:

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Performance Measure Reporting – The CTC Report

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

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



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Performance Measure Reporting – The CTC Report

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.



Performance Measure Reporting – The CTC Report

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.

Performance Measure Reporting – The CTC Report

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.

Performance Measure Reporting – The CTC Report

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.

Performance Measure Reporting – The CTC Report

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}

Performance Measure Reporting – The CTC Report

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.

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

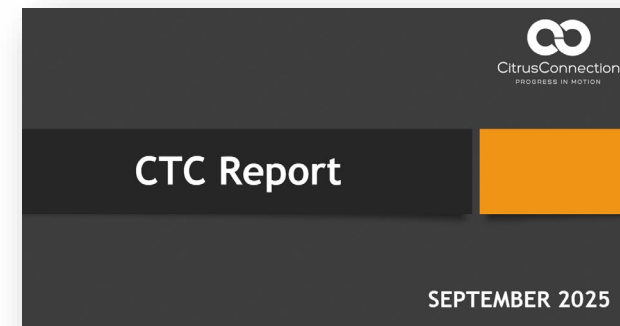
Major Update was Adopted by Polk TD LCB, 10/18/2021

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

Questions

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Polk County

TPO Transportation Disadvantaged Local Coordinating Board (TD LCB)

Agenda Item 9.

12/15/2025

AGENDA ITEM

Review and Approve of the CTC's Annual Operating Report (AOR) covering FY 2024-25

PRESENTER

CTC Staff

SUMMARY

CTC staff will provide the board with an update on CTC's Annual Operating Report (AOR) covering FY 2024-25

RECOMMENDED ACTION

This item is presented for Approval

ATTACHMENT

CTC's Annual Operating Report (AOR) covering FY 2024-25



CTC Organization

County: Polk

Fiscal Year: 7/1/2024 - 6/30/2025

CTC Status: Complete

CTD Status: Complete

Date Initiated: 8/5/2025

CTC Organization Name: Lakeland Area Mass Transit District

Address: 1212 George Jenkins Blvd.

City: Lakeland

State: FL

Zip Code: 33815

Organization Type: Other

Network Type: Partial Brokerage

Operating Environment: Urban

Transportation Operators: No

Number of Transportation Operators: 0

Coordination Contractors: Yes

Number of Coordination Contractors: 6

Provide Out of County Trips: Yes

Local Coordinating Board (LCB) Chairperson: Vice- Mayor Jeremy Clark

CTC Contact: Marcia Roberson

CTC Contact Title: Director of Mobility Services

CTC Contact Email: mroberson@ridecitrus.com

Phone: (863) 797-9541

CTC Certification

I, Marcia Roberson, as the authorized Community Transportation Coordinator (CTC) Representative, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): _____

LCB Certification

I, Vice- Mayor Jeremy Clark, as the Local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(6), F.A.C. that the Local Coordinating Board has reviewed this report and the Planning Agency has received a copy.

LCB Chairperson (signature): _____



Organization – Coordination Contractor

County: Polk

CTC Status: Complete

CTC Organization: Lakeland Area Mass Transit District

Fiscal Year: 7/1/2024 - 6/30/2025

Upload Date: 9/15/2025

Coordination Contractor Name: ROAR FLORIDA, INC.
Address: 500 Inspiration Drive
City: Lakeland
State: FL
Zip Code: 33805
Organization Type: Private Non Profit
Operating Environment: Urban
Provide Out of County Trips: No
Who Do You Serve: Residents with special needs
Contact Person: Dustin Freitas
Contact Title: Operations Manager
Contact Email: dustin@roarflorida.org
Phone: (863) 687-0804

Coordination Contractor Certification

By submission of this form, I, Dustin Freitas, as the authorized representative of ROAR FLORIDA, INC. , hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): _____



Organization – Coordination Contractor

County: Polk

CTC Status: Complete

CTC Organization: Lakeland Area Mass Transit District

Fiscal Year: 7/1/2024 - 6/30/2025

Upload Date: 9/12/2025

Coordination Contractor Name: SUNRISE COMMUNITY OF POLK COUNTY INC.
Address: 9040 SUNSET DR
City: MIAMI
State: FL
Zip Code: 33173
Organization Type: Private Non Profit
Operating Environment: Urban
Provide Out of County Trips: Yes
Who Do You Serve: Persons with disabilities
Contact Person: LESLIE STEINER
Contact Title: AREA DIRECTOR
Contact Email: Lsteiner@sunrisegroup.org
Phone: (239) 989-8571

Coordination Contractor Certification

By submission of this form, I, LESLIE STEINER, as the authorized representative of SUNRISE COMMUNITY OF POLK COUNTY INC. , hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): _____



Organization – Coordination Contractor

County: Polk

CTC Status: Complete

CTC Organization: Lakeland Area Mass Transit District

Fiscal Year: 7/1/2024 - 6/30/2025

Upload Date: 9/11/2025

Coordination Contractor Name: ALLIANCE FOR INDEPENDENCE, INC.
Address: 2710 W MEMORIAL BLVD.
City: LAKELAND
State: FL
Zip Code: 33815
Organization Type: Private For Profit
Operating Environment: Urban
Provide Out of County Trips: No
Who Do You Serve: Intellectually Disabled
Contact Person: SHEILA WICKETT
Contact Title: DIRECTOR OF FINANCE
Contact Email: swickett@afi-fl.org
Phone: (863) 709-7709

Coordination Contractor Certification

By submission of this form, I, SHEILA WICKETT, as the authorized representative of ALLIANCE FOR INDEPENDENCE, INC. , hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): _____



Organization – Coordination Contractor

County: Polk

CTC Status: Complete

CTC Organization: Lakeland Area Mass Transit District

Fiscal Year: 7/1/2024 - 6/30/2025

Upload Date: 9/11/2025

Coordination Contractor Name: POLK TRAINING CENTER, INC.
Address: 90 N. 4TH ST.
City: EAGLE LAKE
State: FL
Zip Code: 33839
Organization Type: Private Non Profit
Operating Environment: Urban
Provide Out of County Trips: No
Who Do You Serve: Adults with developmental disabilities
Contact Person: CHERI DAWSON
Contact Title: EXECUTIVE DIRECTOR
Contact Email: cdawson@polktrainingcenter.org
Phone: (863) 956-1620

Coordination Contractor Certification

By submission of this form, I, CHERI DAWSON, as the authorized representative of POLK TRAINING CENTER, INC. , hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): _____



Organization – Coordination Contractor

County: Polk

CTC Status: Complete

CTC Organization: Lakeland Area Mass Transit District

Fiscal Year: 7/1/2024 - 6/30/2025

Upload Date: 9/12/2025

Coordination Contractor Name: TLC COMFORT CARE INDUSTRIES, INC.
Address: 302 LAKEVIEW BLVD.
City: WINTER HAVEN
State: FL
Zip Code: 33880
Organization Type: Other
Operating Environment: Urban
Provide Out of County Trips: Yes
Who Do You Serve: Older Adults, Low Income & Person with Disabilities
Contact Person: CANDACE DUCKING
Contact Title: OWNER
Contact Email: tlccomfortcarellc@gmail.com
Phone: (863) 207-5191

Coordination Contractor Certification

By submission of this form, I, CANDACE DUCKING, as the authorized representative of TLC COMFORT CARE INDUSTRIES, INC. , hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): _____



Organization – Coordination Contractor

County: Polk

CTC Status: Complete

CTC Organization: Lakeland Area Mass Transit District

Fiscal Year: 7/1/2024 - 6/30/2025

Upload Date: 10/2/2025

Coordination Contractor Name: PEACE RIVER CENTER FOR PERSONAL DEVELOPMENT INC

Address: 1239 E Main St

City: Bartow

State: FL

Zip Code: 33830

Organization Type: Private Non Profit

Operating Environment: Urban

Provide Out of County Trips: Yes

Who Do You Serve: Disadvantaged clients and patients that use our services

Contact Person: Kevin Stallworth

Contact Title: Director of Plant Operations

Contact Email: kevin.stallworth@peacrivercenter.org

Phone: (863) 519-0575

Coordination Contractor Certification

By submission of this form, I, Kevin Stallworth, as the authorized representative of PEACE RIVER CENTER FOR PERSONAL DEVELOPMENT INC , hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): _____



CTC Trips

County: Polk

CTC Status: Complete

CTC Organization: Lakeland Area Mass Transit District

Fiscal Year: 07/01/2024 - 06/30/2025

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Service Type - One Way						
Fixed Route/Fixed Schedule						
Daily Pass Trips	22,385	N/A	22,385	20,686	N/A	20,686
Weekly Pass Trips	0	N/A	0	0	N/A	0
Monthly Pass Trips	157,969	N/A	157,969	228,300	N/A	228,300
Deviated Fixed Route Service	7,550	N/A	7,550	7,582	N/A	7,582
Complementary ADA Service	54,291	N/A	54,291	54,122	N/A	54,122
Paratransit						
Ambulatory	12,891	41,480	54,371	16,332	30,654	46,986
Non-Ambulatory	6,429	28,895	35,324	7,064	14,592	21,656
Stretcher	0	671	671	0	0	0
Transportation Network Companies	0	N/A	0	0	N/A	0
Taxi	0	N/A	0	0	N/A	0
School Board (School Bus)	0	N/A	0	0	N/A	0
Volunteers	0	N/A	0	0	N/A	0
Total - Service Type	261,515	71,046	332,561	334,086	45,246	379,332
Contracted Transportation Operator						
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC	0	N/A	0	0	N/A	0
Total - Contracted Transportation Operator Trips	0	0	0	0	0	0
Revenue Source - One Way						
Agency for Health Care Administration (AHCA)	0	11,316	11,316	0	10,625	10,625
Agency for Persons with Disabilities (APD)	0	19,338	19,338	0	19,354	19,354
Comm for the Transportation Disadvantaged (CTD)	94,398	N/A	94,398	137,641	N/A	137,641
Dept of Economic Opportunity (DEO)	0	0	0	0	0	0
Dept of Children and Families (DCF)	16,341	0	16,341	22,212	9,213	31,425
Dept of Education (DOE)	34,774	0	34,774	43,603	0	43,603
Dept of Elder Affairs (DOEA)	0	0	0	0	0	0
Dept of Health (DOH)	10,190	0	10,190	9,713	0	9,713
Dept of Juvenile Justice (DJJ)	1,894	0	1,894	1,772	0	1,772
Dept of Transportation (DOT)	54,291	0	54,291	7,582	0	7,582
Local Government	26,162	0	26,162	36,755	62	36,817
Local Non-Government	23,465	40,392	63,857	74,808	5,898	80,706
Other Federal & State Programs	0	0	0	0	94	94
Total - Revenue Source	261,515	71,046	332,561	334,086	45,246	379,332



CTC Trips (cont'd)

County: Polk

CTC Status: Complete

CTC Organization: Lakeland Area Mass Transit District

Fiscal Year: 07/01/2024 - 06/30/2025

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Passenger Type - One Way						
Older Adults	13,984	10,052	24,036	1,650	0	1,650
Children At Risk	23,140	670	23,810	31,774	0	31,774
Persons With Disabilities	79,984	53,176	133,160	82,390	45,246	127,636
Low Income	82,561	7,148	89,709	147,499	0	147,499
Other	61,846	0	61,846	70,773	0	70,773
Total - Passenger Type	261,515	71,046	332,561	334,086	45,246	379,332
Trip Purpose - One Way						
Medical	90,578	21,513	112,091	76,748	1,090	77,838
Employment	26,807	26	26,833	10,427	157	10,584
Education/Training/Daycare	56,792	33,575	90,367	47,157	32,275	79,432
Nutritional	29,812	415	30,227	8,675	540	9,215
Life-Sustaining/Other	57,526	15,517	73,043	191,079	11,184	202,263
Total - Trip Purpose	261,515	71,046	332,561	334,086	45,246	379,332
Unduplicated Passenger Head Count (UDPHC)						
UDPHC	2,408	441	2,849	2,352	696	3,048
Total - UDPHC	2,408	441	2,849	2,352	696	3,048
Unmet & No Shows						
Unmet Trip Requests	1	N/A	1	10	N/A	10
No Shows	466	N/A	466	397	N/A	397
Customer Feedback						
Complaints	125	N/A	125	46	N/A	46
Commendations	12	N/A	12	2	N/A	2

Date Created	Created By	User Role	Date Modified	Modified By	Comment
9/15/2025	Marcia Roberson	CTC User	10/2/2025	Marcia Roberson	ADA Trips under Revenue were moved from NON government to DOT
10/2/2025	Marcia Roberson	CTC User	10/2/2025	Marcia Roberson	The decrease in ridership count can be attributed to our AVAIL system not being fully functional and our fareboxes not integrating with the AVAIL system. The completion of the AVAIL upgrade project occurred on May, 19, 2025
10/2/2025	Marcia Roberson	CTC User			CTD numbers decreased (1) Some Para numbers reported last year were duplicates. (2) Fixed route data was affected by the AVAIL system failures
10/2/2025	Marcia Roberson	CTC User			On Fixed Route bus load sheet, we added a line to request mor info on trip Purpose. This data was capture and logged. This allowed us to decrease the reported Life Sustaining
10/30/2025	Sheryl Powers	CTD Area Manager			Comments provided on 9/15 and 10/2 were reviewed and accepted.
10/30/2025	Sheryl Powers	CTD Area Manager			Explain significant changes in Trips by Passenger Type. Also identify what populations are included in "Other Passenger Type."
10/31/2025	Sheryl Powers	CTD Area Manager			Confirm bus pass trips are based on usage - not Commission's method for calculating.
11/4/2025	Marcia Roberson	CTC User			Passenger Type changes: This year monthly bus pass

Date Created	Created By	User Role	Date Modified	Modified By	Comment
					were issues by passenger type adult vs senior disabled. As a result those areas increased and causing low income to decrease.
11/4/2025	Marcia Roberson	CTC User			Other Passenger type included Deviated fixed route, and some UAP trips
11/4/2025	Marcia Roberson	CTC User			Bus pass Trips are based on usage
11/4/2025	Kelly Suazo	CTC User			This report reflects an increase in miles, and a decrease trips. We have a review trips and miles variances. The AOR does not report Fixed Route miles. Unfortunately, due to the error with Avail that is where we reported approximately a 31% decrease. This issue has a neglect impact on out miles vs. trip variances



Coordination Contractor Trips

County: Polk CTC Status: Complete CTC Organization: Lakeland Area Mass Transit District
 Fiscal Year: 07/01/2024 - 06/30/2025 Upload Date: 9/15/2025 Coordination Contractor: ROAR FLORIDA, INC.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Service Type - One Way		
Fixed Route/Fixed Schedule		
Daily Pass Trips	N/A	N/A
Weekly Pass Trips	N/A	N/A
Monthly Pass Trips	N/A	N/A
Deviated Fixed Route Service	N/A	N/A
Complementary ADA Service	N/A	N/A
Paratransit		
Ambulatory	3,293	3,266
Non-Ambulatory	76	82
Stretcher	0	0
Transportation Network Companies	N/A	N/A
Taxi	N/A	N/A
School Board (School Bus)	N/A	N/A
Volunteers	N/A	N/A
Total - Service Type	3,369	3,348
Contracted Transportation Operator		
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	N/A	N/A
Total - Contracted Transportation Operator Trips	0	0
Revenue Source - One Way		
Agency for Health Care Administration (AHCA)	0	0
Agency for Persons with Disabilities (APD)	0	0
Comm for the Transportation Disadvantaged (CTD)	N/A	N/A
Dept of Economic Opportunity (DEO)	0	0
Dept of Children and Families (DCF)	0	0
Dept of Education (DOE)	0	0
Dept of Elder Affairs (DOEA)	0	0
Dept of Health (DOH)	0	0
Dept of Juvenile Justice (DJJ)	0	0
Dept of Transportation (DOT)	0	0
Local Government	0	0
Local Non-Government	3,369	3,348
Other Federal & State Programs	0	0
Total - Revenue Source	3,369	3,348

Coordination Contractor Trips (cont'd)

County: Polk
Fiscal Year: 07/01/2024 - 06/30/2025

CTC Status: Complete
Upload Date: 9/15/2025

CTC Organization: Lakeland Area Mass
Transit District
Coordination Contractor: ROAR FLORIDA, INC.

	Selected Reporting Period Coordination Contractors	Previous Reporting Period Coordination Contractors
Passenger Type - One Way		
Older Adults	0	0
Children At Risk	0	0
Persons With Disabilities	3,369	3,348
Low Income	0	0
Other	0	0
Total - Passenger Type	3,369	3,348
Trip Purpose - One Way		
Medical	0	0
Employment	0	0
Education/Training/Daycare	0	0
Nutritional	0	0
Life-Sustaining/Other	3,369	3,348
Total - Trip Purpose	3,369	3,348
Unduplicated Passenger Head Count (UDPHC)		
UDPHC	73	80
Total - UDPHC	73	80
Unmet & No Shows		
Unmet Trip Requests	N/A	N/A
No Shows	N/A	N/A
Customer Feedback		
Complaints	N/A	N/A
Commendations	N/A	N/A



Coordination Contractor Trips

County: Polk CTC Status: Complete CTC Organization: Lakeland Area Mass Transit District
 Fiscal Year: 07/01/2024 - 06/30/2025 Upload Date: 9/12/2025 Coordination Contractor: SUNRISE COMMUNITY OF POLK COUNTY INC.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Service Type - One Way		
Fixed Route/Fixed Schedule		
Daily Pass Trips	N/A	N/A
Weekly Pass Trips	N/A	N/A
Monthly Pass Trips	N/A	N/A
Deviated Fixed Route Service	N/A	N/A
Complementary ADA Service	N/A	N/A
Paratransit		
Ambulatory	9,858	7,948
Non-Ambulatory	14,523	14,469
Stretcher	0	0
Transportation Network Companies	N/A	N/A
Taxi	N/A	N/A
School Board (School Bus)	N/A	N/A
Volunteers	N/A	N/A
Total - Service Type	24,381	22,417
Contracted Transportation Operator		
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	N/A	N/A
Total - Contracted Transportation Operator Trips	0	0
Revenue Source - One Way		
Agency for Health Care Administration (AHCA)	11,316	10,625
Agency for Persons with Disabilities (APD)	13,065	11,792
Comm for the Transportation Disadvantaged (CTD)	N/A	N/A
Dept of Economic Opportunity (DEO)	0	0
Dept of Children and Families (DCF)	0	0
Dept of Education (DOE)	0	0
Dept of Elder Affairs (DOEA)	0	0
Dept of Health (DOH)	0	0
Dept of Juvenile Justice (DJJ)	0	0
Dept of Transportation (DOT)	0	0
Local Government	0	0
Local Non-Government	0	0
Other Federal & State Programs	0	0
Total - Revenue Source	24,381	22,417



Coordination Contractor Trips (cont'd)

County: Polk

CTC Status: Complete

CTC Organization: Lakeland Area Mass Transit District

Fiscal Year: 07/01/2024 - 06/30/2025

Upload Date: 9/12/2025

Coordination Contractor: SUNRISE COMMUNITY OF POLK COUNTY INC.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Passenger Type - One Way		
Older Adults	0	0
Children At Risk	0	0
Persons With Disabilities	24,381	22,417
Low Income	0	0
Other	0	0
Total - Passenger Type	24,381	22,417
Trip Purpose - One Way		
Medical	1,001	605
Employment	0	0
Education/Training/Daycare	21,047	19,346
Nutritional	347	369
Life-Sustaining/Other	1,986	2,097
Total - Trip Purpose	24,381	22,417
Unduplicated Passenger Head Count (UDPHC)		
UDPHC	64	66
Total - UDPHC	64	66
Unmet & No Shows		
Unmet Trip Requests	N/A	N/A
No Shows	N/A	N/A
Customer Feedback		
Complaints	N/A	N/A
Commendations	N/A	N/A



Coordination Contractor Trips

County: Polk CTC Status: Complete CTC Organization: Lakeland Area Mass Transit District
 Fiscal Year: 07/01/2024 - 06/30/2025 Upload Date: 9/11/2025 Coordination Contractor: ALLIANCE FOR INDEPENDENCE, INC.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Service Type - One Way		
Fixed Route/Fixed Schedule		
Daily Pass Trips	N/A	N/A
Weekly Pass Trips	N/A	N/A
Monthly Pass Trips	N/A	N/A
Deviated Fixed Route Service	N/A	N/A
Complementary ADA Service	N/A	N/A
Paratransit		
Ambulatory	6,595	7,880
Non-Ambulatory	0	41
Stretcher	0	0
Transportation Network Companies	N/A	N/A
Taxi	N/A	N/A
School Board (School Bus)	N/A	N/A
Volunteers	N/A	N/A
Total - Service Type	6,595	7,921
Contracted Transportation Operator		
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	N/A	N/A
Total - Contracted Transportation Operator Trips	0	0
Revenue Source - One Way		
Agency for Health Care Administration (AHCA)	0	0
Agency for Persons with Disabilities (APD)	6,193	7,562
Comm for the Transportation Disadvantaged (CTD)	N/A	N/A
Dept of Economic Opportunity (DEO)	0	0
Dept of Children and Families (DCF)	0	0
Dept of Education (DOE)	0	0
Dept of Elder Affairs (DOEA)	0	0
Dept of Health (DOH)	0	0
Dept of Juvenile Justice (DJJ)	0	0
Dept of Transportation (DOT)	0	0
Local Government	0	0
Local Non-Government	402	359
Other Federal & State Programs	0	0
Total - Revenue Source	6,595	7,921



Coordination Contractor Trips (cont'd)

County: Polk

CTC Status: Complete

CTC Organization: Lakeland Area Mass Transit District

Fiscal Year: 07/01/2024 - 06/30/2025

Upload Date: 9/11/2025

Coordination Contractor: ALLIANCE FOR INDEPENDENCE, INC.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Passenger Type - One Way		
Older Adults	0	0
Children At Risk	0	0
Persons With Disabilities	6,595	7,921
Low Income	0	0
Other	0	0
Total - Passenger Type	6,595	7,921
Trip Purpose - One Way		
Medical	0	0
Employment	0	0
Education/Training/Daycare	6,595	7,921
Nutritional	0	0
Life-Sustaining/Other	0	0
Total - Trip Purpose	6,595	7,921
Unduplicated Passenger Head Count (UDPHC)		
UDPHC	18	30
Total - UDPHC	18	30
Unmet & No Shows		
Unmet Trip Requests	N/A	N/A
No Shows	N/A	N/A
Customer Feedback		
Complaints	N/A	N/A
Commendations	N/A	N/A



Coordination Contractor Trips

County: Polk CTC Status: Complete CTC Organization: Lakeland Area Mass Transit District
 Fiscal Year: 07/01/2024 - 06/30/2025 Upload Date: 9/11/2025 Coordination Contractor: POLK TRAINING CENTER, INC.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Service Type - One Way		
Fixed Route/Fixed Schedule		
Daily Pass Trips	N/A	N/A
Weekly Pass Trips	N/A	N/A
Monthly Pass Trips	N/A	N/A
Deviated Fixed Route Service	N/A	N/A
Complementary ADA Service	N/A	N/A
Paratransit		
Ambulatory	2,095	2,079
Non-Ambulatory	0	0
Stretcher	0	0
Transportation Network Companies	N/A	N/A
Taxi	N/A	N/A
School Board (School Bus)	N/A	N/A
Volunteers	N/A	N/A
Total - Service Type	2,095	2,079
Contracted Transportation Operator		
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC	N/A	N/A
Total - Contracted Transportation Operator Trips	0	0
Revenue Source - One Way		
Agency for Health Care Administration (AHCA)	0	0
Agency for Persons with Disabilities (APD)	0	0
Comm for the Transportation Disadvantaged (CTD)	N/A	N/A
Dept of Economic Opportunity (DEO)	0	0
Dept of Children and Families (DCF)	0	0
Dept of Education (DOE)	0	0
Dept of Elder Affairs (DOEA)	0	0
Dept of Health (DOH)	0	0
Dept of Juvenile Justice (DJJ)	0	0
Dept of Transportation (DOT)	0	0
Local Government	0	0
Local Non-Government	2,095	2,079
Other Federal & State Programs	0	0
Total - Revenue Source	2,095	2,079



Coordination Contractor Trips (cont'd)

County: Polk CTC Status: Complete CTC Organization: Lakeland Area Mass Transit District
 Fiscal Year: 07/01/2024 - 06/30/2025 Upload Date: 9/11/2025 Coordination Contractor: POLK TRAINING CENTER, INC.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Passenger Type - One Way		
Older Adults	0	0
Children At Risk	0	0
Persons With Disabilities	2,095	2,079
Low Income	0	0
Other	0	0
Total - Passenger Type	2,095	2,079
Trip Purpose - One Way		
Medical	0	0
Employment	0	0
Education/Training/Daycare	2,095	2,079
Nutritional	0	0
Life-Sustaining/Other	0	0
Total - Trip Purpose	2,095	2,079
Unduplicated Passenger Head Count (UDPHC)		
UDPHC	7	6
Total - UDPHC	7	6
Unmet & No Shows		
Unmet Trip Requests	N/A	N/A
No Shows	N/A	N/A
Customer Feedback		
Complaints	N/A	N/A
Commendations	N/A	N/A

Coordination Contractor Trips

County: Polk CTC Status: Complete CTC Organization: Lakeland Area Mass Transit District
Fiscal Year: 07/01/2024 - 06/30/2025 Upload Date: 9/12/2025 Coordination Contractor: TLC COMFORT CARE INDUSTRIES, INC.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Service Type - One Way		
Fixed Route/Fixed Schedule		
Daily Pass Trips	N/A	N/A
Weekly Pass Trips	N/A	N/A
Monthly Pass Trips	N/A	N/A
Deviated Fixed Route Service	N/A	N/A
Complementary ADA Service	N/A	N/A
Paratransit		
Ambulatory	7,371	0
Non-Ambulatory	14,296	0
Stretcher	671	0
Transportation Network Companies	N/A	N/A
Taxi	N/A	N/A
School Board (School Bus)	N/A	N/A
Volunteers	N/A	N/A
Total - Service Type	22,338	0
Contracted Transportation Operator		
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC	N/A	N/A
Total - Contracted Transportation Operator Trips	0	0
Revenue Source - One Way		
Agency for Health Care Administration (AHCA)	0	0
Agency for Persons with Disabilities (APD)	80	0
Comm for the Transportation Disadvantaged (CTD)	N/A	N/A
Dept of Economic Opportunity (DEO)	0	0
Dept of Children and Families (DCF)	0	0
Dept of Education (DOE)	0	0
Dept of Elder Affairs (DOEA)	0	0
Dept of Health (DOH)	0	0
Dept of Juvenile Justice (DJJ)	0	0
Dept of Transportation (DOT)	0	0
Local Government	0	0
Local Non-Government	22,258	0
Other Federal & State Programs	0	0
Total - Revenue Source	22,338	0



Coordination Contractor Trips (cont'd)

County: Polk CTC Status: Complete CTC Organization: Lakeland Area Mass Transit District
 Fiscal Year: 07/01/2024 - 06/30/2025 Upload Date: 9/12/2025 Coordination Contractor: TLC COMFORT CARE INDUSTRIES, INC.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Passenger Type - One Way		
Older Adults	10,052	0
Children At Risk	670	0
Persons With Disabilities	4,468	0
Low Income	7,148	0
Other	0	0
Total - Passenger Type	22,338	0
Trip Purpose - One Way		
Medical	20,104	0
Employment	0	0
Education/Training/Daycare	2,234	0
Nutritional	0	0
Life-Sustaining/Other	0	0
Total - Trip Purpose	22,338	0
Unduplicated Passenger Head Count (UDPHC)		
UDPHC	37	0
Total - UDPHC	37	0
Unmet & No Shows		
Unmet Trip Requests	N/A	N/A
No Shows	N/A	N/A
Customer Feedback		
Complaints	N/A	N/A
Commendations	N/A	N/A



Coordination Contractor Trips

County: Polk CTC Status: Complete CTC Organization: Lakeland Area Mass Transit District
 Fiscal Year: 07/01/2024 - 06/30/2025 Upload Date: 10/2/2025 Coordination Contractor: PEACE RIVER CENTER FOR PERSONAL DEVELOPMENT INC

	Selected Reporting Period Coordination Contractors	Previous Reporting Period Coordination Contractors
Service Type - One Way		
Fixed Route/Fixed Schedule		
Daily Pass Trips	N/A	N/A
Weekly Pass Trips	N/A	N/A
Monthly Pass Trips	N/A	N/A
Deviated Fixed Route Service	N/A	N/A
Complementary ADA Service	N/A	N/A
Paratransit		
Ambulatory	12,268	0
Non-Ambulatory	0	0
Stretcher	0	0
Transportation Network Companies	N/A	N/A
Taxi	N/A	N/A
School Board (School Bus)	N/A	N/A
Volunteers	N/A	N/A
Total - Service Type	12,268	0
Contracted Transportation Operator		
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC	N/A	N/A
Total - Contracted Transportation Operator Trips	0	0
Revenue Source - One Way		
Agency for Health Care Administration (AHCA)	0	0
Agency for Persons with Disabilities (APD)	0	0
Comm for the Transportation Disadvantaged (CTD)	N/A	N/A
Dept of Economic Opportunity (DEO)	0	0
Dept of Children and Families (DCF)	0	0
Dept of Education (DOE)	0	0
Dept of Elder Affairs (DOEA)	0	0
Dept of Health (DOH)	0	0
Dept of Juvenile Justice (DJJ)	0	0
Dept of Transportation (DOT)	0	0
Local Government	0	0
Local Non-Government	12,268	0
Other Federal & State Programs	0	0
Total - Revenue Source	12,268	0



Coordination Contractor Trips (cont'd)

County: Polk CTC Status: Complete CTC Organization: Lakeland Area Mass Transit District
 Fiscal Year: 07/01/2024 - 06/30/2025 Upload Date: 10/2/2025 Coordination Contractor: PEACE RIVER CENTER FOR PERSONAL DEVELOPMENT INC

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Passenger Type - One Way		
Older Adults	0	0
Children At Risk	0	0
Persons With Disabilities	12,268	0
Low Income	0	0
Other	0	0
Total - Passenger Type	12,268	0
Trip Purpose - One Way		
Medical	408	0
Employment	26	0
Education/Training/Daycare	1,604	0
Nutritional	68	0
Life-Sustaining/Other	10,162	0
Total - Trip Purpose	12,268	0
Unduplicated Passenger Head Count (UDPHC)		
UDPHC	242	0
Total - UDPHC	242	0
Unmet & No Shows		
Unmet Trip Requests	N/A	N/A
No Shows	N/A	N/A
Customer Feedback		
Complaints	N/A	N/A
Commendations	N/A	N/A



CTC Vehicles & Drivers

County: Polk

CTC Status: Complete

CTC Organization: Lakeland Area Mass Transit District

Fiscal Year: 07/01/2024 - 06/30/2025

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Vehicle Miles						
Deviated Fixed Route Miles	60,397	N/A	60,397	59,678	N/A	59,678
Complementary ADA Service Miles	399,565	N/A	399,565	380,781	N/A	380,781
Paratransit Miles	168,529	474,241	642,770	218,608	223,957	442,565
Transportation Network Companies (TNC) Miles	0	N/A	0	0	N/A	0
Taxi Miles	0	N/A	0	0	N/A	0
School Board (School Bus) Miles	0	N/A	0	0	N/A	0
Volunteers Miles	0	N/A	0	0	N/A	0
Total - Vehicle Miles	628,491	474,241	1,102,732	659,067	223,957	883,024
Roadcalls & Accidents						
Roadcalls	68	6	74	83	2	85
Chargeable Accidents	2	1	3	4	1	5
Vehicle Inventory						
Total Number of Vehicles	90	40	130	88	29	117
Number of Wheelchair Accessible Vehicles	90	21	111	88	12	100
Drivers						
Number of Full Time & Part Time Drivers	117	118	235	115	109	224
Number of Volunteer Drivers	0	2	2	0	1	1

Date Created	Created By	User Role	Date Modified	Modified By	Comment
10/30/2025	Sheryl Powers	CTD Area Manager			Identify number of wheelchair accessible vehicles.
11/4/2025	Kelly Suazo	CTC User			Number of wheelchair accessible vehicles was updated for Citrus Connection



Coordination Contractor Vehicles & Drivers

County: Polk

CTC Status: Complete

CTC Organization: Lakeland Area Mass Transit District

Fiscal Year: 07/01/2024 - 06/30/2025

Upload Date: 9/15/2025

Coordination Contractor: ROAR FLORIDA, INC.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Vehicle Miles		
Deviated Fixed Route Miles	N/A	N/A
Complementary ADA Service Miles	N/A	N/A
Paratransit Miles	2,919	2,574
Transportation Network Companies (TNC) Miles	N/A	N/A
Taxi Miles	N/A	N/A
School Board (School Bus) Miles	N/A	N/A
Volunteers Miles	N/A	N/A
Total - Vehicle Miles	2,919	2,574
Roadcalls & Accidents		
Roadcalls	0	0
Chargeable Accidents	0	0
Vehicle Inventory		
Total Number of Vehicles	2	2
Number of Wheelchair Accessible Vehicles	1	1
Drivers		
Number of Full Time & Part Time Drivers	2	2
Number of Volunteer Drivers	1	1



Coordination Contractor Vehicles & Drivers

County: Polk

CTC Status: Complete

CTC Organization: Lakeland Area Mass
Transit District

Fiscal Year: 07/01/2024 - 06/30/2025

Upload Date: 9/12/2025

Coordination Contractor: SUNRISE COMMUNITY
OF POLK COUNTY INC.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Vehicle Miles		
Deviated Fixed Route Miles	N/A	N/A
Complementary ADA Service Miles	N/A	N/A
Paratransit Miles	113,714	95,127
Transportation Network Companies (TNC) Miles	N/A	N/A
Taxi Miles	N/A	N/A
School Board (School Bus) Miles	N/A	N/A
Volunteers Miles	N/A	N/A
Total - Vehicle Miles	113,714	95,127
Roadcalls & Accidents		
Roadcalls	0	0
Chargeable Accidents	0	0
Vehicle Inventory		
Total Number of Vehicles	11	13
Number of Wheelchair Accessible Vehicles	9	11
Drivers		
Number of Full Time & Part Time Drivers	26	20
Number of Volunteer Drivers	0	0



Coordination Contractor Vehicles & Drivers

County: Polk

CTC Status: Complete

CTC Organization: Lakeland Area Mass
Transit District

Fiscal Year: 07/01/2024 - 06/30/2025

Upload Date: 9/11/2025

Coordination Contractor: ALLIANCE FOR
INDEPENDENCE, INC.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Vehicle Miles		
Deviated Fixed Route Miles	N/A	N/A
Complementary ADA Service Miles	N/A	N/A
Paratransit Miles	23,606	30,812
Transportation Network Companies (TNC) Miles	N/A	N/A
Taxi Miles	N/A	N/A
School Board (School Bus) Miles	N/A	N/A
Volunteers Miles	N/A	N/A
Total - Vehicle Miles	23,606	30,812
Roadcalls & Accidents		
Roadcalls	0	0
Chargeable Accidents	0	1
Vehicle Inventory		
Total Number of Vehicles	1	2
Number of Wheelchair Accessible Vehicles	0	0
Drivers		
Number of Full Time & Part Time Drivers	1	2
Number of Volunteer Drivers	0	0



Coordination Contractor Vehicles & Drivers

County: Polk **CTC Status:** Complete **CTC Organization:** Lakeland Area Mass Transit District
Fiscal Year: 07/01/2024 - 06/30/2025 **Upload Date:** 9/11/2025 **Coordination Contractor:** POLK TRAINING CENTER, INC.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Vehicle Miles		
Deviated Fixed Route Miles	N/A	N/A
Complementary ADA Service Miles	N/A	N/A
Paratransit Miles	14,501	13,007
Transportation Network Companies (TNC) Miles	N/A	N/A
Taxi Miles	N/A	N/A
School Board (School Bus) Miles	N/A	N/A
Volunteers Miles	N/A	N/A
Total - Vehicle Miles	14,501	13,007
Roadcalls & Accidents		
Roadcalls	0	0
Chargeable Accidents	0	0
Vehicle Inventory		
Total Number of Vehicles	1	1
Number of Wheelchair Accessible Vehicles	0	0
Drivers		
Number of Full Time & Part Time Drivers	2	2
Number of Volunteer Drivers	0	0

Coordination Contractor Vehicles & Drivers

County: Polk

CTC Status: Complete

CTC Organization: Lakeland Area Mass
Transit District

Fiscal Year: 07/01/2024 - 06/30/2025

Upload Date: 9/12/2025

Coordination Contractor: TLC COMFORT CARE
INDUSTRIES, INC.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Vehicle Miles		
Deviated Fixed Route Miles	N/A	N/A
Complementary ADA Service Miles	N/A	N/A
Paratransit Miles	218,396	0
Transportation Network Companies (TNC) Miles	N/A	N/A
Taxi Miles	N/A	N/A
School Board (School Bus) Miles	N/A	N/A
Volunteers Miles	N/A	N/A
Total - Vehicle Miles	218,396	0
Roadcalls & Accidents		
Roadcalls	3	0
Chargeable Accidents	1	0
Vehicle Inventory		
Total Number of Vehicles	15	0
Number of Wheelchair Accessible Vehicles	11	0
Drivers		
Number of Full Time & Part Time Drivers	20	0
Number of Volunteer Drivers	1	0



Coordination Contractor Vehicles & Drivers

County: Polk

CTC Status: Complete

CTC Organization: Lakeland Area Mass Transit District

Fiscal Year: 07/01/2024 - 06/30/2025

Upload Date: 10/2/2025

Coordination Contractor: PEACE RIVER CENTER FOR PERSONAL DEVELOPMENT INC

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Vehicle Miles		
Deviated Fixed Route Miles	N/A	N/A
Complementary ADA Service Miles	N/A	N/A
Paratransit Miles	101,105	0
Transportation Network Companies (TNC) Miles	N/A	N/A
Taxi Miles	N/A	N/A
School Board (School Bus) Miles	N/A	N/A
Volunteers Miles	N/A	N/A
Total - Vehicle Miles	101,105	0
Roadcalls & Accidents		
Roadcalls	3	0
Chargeable Accidents	0	0
Vehicle Inventory		
Total Number of Vehicles	10	0
Number of Wheelchair Accessible Vehicles	0	0
Drivers		
Number of Full Time & Part Time Drivers	67	0
Number of Volunteer Drivers	0	0



CTC Revenue Sources

County: Polk

CTC Status: Complete

CTC Organization: Lakeland Area Mass Transit District

Fiscal Year: 07/01/2024 - 06/30/2025

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Revenue Sources						
Agency for Health Care Administration (AHCA)	\$ 0	\$ 201,389	\$ 201,389	\$ 0	\$ 233,561	\$ 233,561
Agency for Persons with Disabilities (APD)	\$ 0	\$ 283,291	\$ 283,291	\$ 0	\$ 319,037	\$ 319,037
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 33,367	\$ 0	\$ 33,367	\$ 17,886	\$ 531,700	\$ 549,586
Dept of Education (DOE)	\$ 94,561	\$ 0	\$ 94,561	\$ 87,783	\$ 0	\$ 87,783
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Health (DOH)	\$ 23,534	\$ 0	\$ 23,534	\$ 15,208	\$ 0	\$ 15,208
Dept of Juvenile Justice (DJJ)	\$ 4,929	\$ 0	\$ 4,929	\$ 11,572	\$ 0	\$ 11,572
Commission for the Transportation Disadvantaged (CTD)						
Non-Sponsored Trip Program	\$ 994,260	N/A	\$ 994,260	\$ 1,315,590	N/A	\$ 1,315,590
Non-Sponsored Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Rural Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
TD Other	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Department of Transportation (DOT)						
49 USC 5307	\$ 1,637,303	\$ 0	\$ 1,637,303	\$ 1,607,492	\$ 0	\$ 1,607,492
49 USC 5310	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5311	\$ 376,547	\$ 0	\$ 376,547	\$ 444,053	\$ 0	\$ 444,053
49 USC 5311 (f)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Service Development	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Government						
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
County Cash	\$ 112,386	\$ 0	\$ 112,386	\$ 146,177	\$ 1,910	\$ 148,087
County In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City Cash	\$ 159,293	\$ 0	\$ 159,293	\$ 188,264	\$ 0	\$ 188,264
City In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Cash	\$ 854,080	\$ 0	\$ 854,080	\$ 944,394	\$ 0	\$ 944,394
Other In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Non-Government						
Farebox	\$ 129,587	\$ 19,120	\$ 148,707	\$ 209,178	\$ 17,408	\$ 226,586
Donations/Contributions	\$ 0	\$ 82,620	\$ 82,620	\$ 0	\$ 84,485	\$ 84,485
In-Kind Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 5,381	\$ 5,381
Other Non-Government	\$ 0	\$ 867,458	\$ 867,458	\$ 0	\$ 49,612	\$ 49,612
Other Federal & State Programs						
Other Federal Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 633	\$ 633
Total - Revenue Sources	\$ 4,419,847	\$ 1,453,878	\$ 5,873,725	\$ 4,987,597	\$ 1,243,727	\$ 6,231,324

Date Created	Created By	User Role	Date Modified	Modified By	Comment
10/30/2025	Sheryl Powers	CTD Area Manager	10/31/2025	Sheryl Powers	What is "Other" Loc Govt cash? Nothing was reported in this category last year.
10/31/2025	Sheryl Powers	CTD Area Manager			CTD revenue should be \$994,260 based on payment records for T/E grant.
11/5/2025	Rhonda Carter	CTC User			We reported 944,394 last year in local govt other cash

Date Created	Created By	User Role	Date Modified	Modified By	Comment
11/6/2025	Sheryl Powers	CTD Area Manager			Correct, \$944,394 was reported in Local Govt Other Cash last year. I mistakenly looked at Local Non-Govt. A comment was provided last year that identified the funds as Ad Valorem tax. If this has changed, please identify the source of this revenue.
11/7/2025	Rhonda Carter	CTC User			yes it is Ad Valorem tax.
11/10/2025	Sheryl Powers	CTD Area Manager			All comments provided were reviewed and accepted.



Coordination Contractor Revenue Sources

County: Polk CTC Status: Complete CTC Organization: Lakeland Area Mass Transit District
 Fiscal Year: 07/01/2024 - 06/30/2025 Upload Date: 9/15/2025 Coordination Contractor: ROAR FLORIDA, INC.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Revenue Sources		
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 0	\$ 0
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)		
Non-Sponsored Trip Program	N/A	N/A
Non-Sponsored Capital Equipment	N/A	N/A
Rural Capital Equipment	N/A	N/A
TD Other	N/A	N/A
Department of Transportation (DOT)		
49 USC 5307	\$ 0	\$ 0
49 USC 5310	\$ 0	\$ 0
49 USC 5311	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0
Service Development	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0
Local Government		
School Board (School Bus)	N/A	N/A
County Cash	\$ 0	\$ 0
County In-Kind	\$ 0	\$ 0
City Cash	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0
Local Non-Government		
Farebox	\$ 0	\$ 0
Donations/Contributions	\$ 45,200	\$ 78,791
In-Kind Services	\$ 0	\$ 0
Other Non-Government	\$ 0	\$ 0
Other Federal & State Programs		
Other Federal Programs	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0
Total - Revenue Sources	\$ 45,200	\$ 78,791



Coordination Contractor Revenue Sources

County: Polk

CTC Status: Complete

CTC Organization: Lakeland Area Mass Transit District

Fiscal Year: 07/01/2024 - 06/30/2025

Upload Date: 9/12/2025

Coordination Contractor: SUNRISE COMMUNITY OF POLK COUNTY INC.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Revenue Sources		
Agency for Health Care Administration (AHCA)	\$ 201,389	\$ 233,561
Agency for Persons with Disabilities (APD)	\$ 232,517	\$ 259,215
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)		
Non-Sponsored Trip Program	N/A	N/A
Non-Sponsored Capital Equipment	N/A	N/A
Rural Capital Equipment	N/A	N/A
TD Other	N/A	N/A
Department of Transportation (DOT)		
49 USC 5307	\$ 0	\$ 0
49 USC 5310	\$ 0	\$ 0
49 USC 5311	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0
Service Development	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0
Local Government		
School Board (School Bus)	N/A	N/A
County Cash	\$ 0	\$ 0
County In-Kind	\$ 0	\$ 0
City Cash	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0
Local Non-Government		
Farebox	\$ 0	\$ 0
Donations/Contributions	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0
Other Non-Government	\$ 0	\$ 0
Other Federal & State Programs		
Other Federal Programs	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0
Total - Revenue Sources	\$ 433,906	\$ 492,776



Coordination Contractor Revenue Sources

County: Polk

CTC Status: Complete

CTC Organization: Lakeland Area Mass Transit District

Fiscal Year: 07/01/2024 - 06/30/2025

Upload Date: 9/11/2025

Coordination Contractor: ALLIANCE FOR INDEPENDENCE, INC.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Revenue Sources		
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 49,474	\$ 59,822
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)		
Non-Sponsored Trip Program	N/A	N/A
Non-Sponsored Capital Equipment	N/A	N/A
Rural Capital Equipment	N/A	N/A
TD Other	N/A	N/A
Department of Transportation (DOT)		
49 USC 5307	\$ 0	\$ 0
49 USC 5310	\$ 0	\$ 0
49 USC 5311	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0
Service Development	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0
Local Government		
School Board (School Bus)	N/A	N/A
County Cash	\$ 0	\$ 0
County In-Kind	\$ 0	\$ 0
City Cash	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0
Local Non-Government		
Farebox	\$ 6,255	\$ 4,939
Donations/Contributions	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0
Other Non-Government	\$ 0	\$ 0
Other Federal & State Programs		
Other Federal Programs	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0
Total - Revenue Sources	\$ 55,729	\$ 64,761



Coordination Contractor Revenue Sources

County: Polk

CTC Status: Complete

CTC Organization: Lakeland Area Mass Transit District

Fiscal Year: 07/01/2024 - 06/30/2025

Upload Date: 9/11/2025

Coordination Contractor: POLK TRAINING CENTER, INC.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Revenue Sources		
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 0	\$ 0
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)		
Non-Sponsored Trip Program	N/A	N/A
Non-Sponsored Capital Equipment	N/A	N/A
Rural Capital Equipment	N/A	N/A
TD Other	N/A	N/A
Department of Transportation (DOT)		
49 USC 5307	\$ 0	\$ 0
49 USC 5310	\$ 0	\$ 0
49 USC 5311	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0
Service Development	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0
Local Government		
School Board (School Bus)	N/A	N/A
County Cash	\$ 0	\$ 0
County In-Kind	\$ 0	\$ 0
City Cash	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0
Local Non-Government		
Farebox	\$ 12,865	\$ 11,290
Donations/Contributions	\$ 37,420	\$ 5,694
In-Kind Services	\$ 0	\$ 0
Other Non-Government	\$ 0	\$ 49,612
Other Federal & State Programs		
Other Federal Programs	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0
Total - Revenue Sources	\$ 50,285	\$ 66,596



Coordination Contractor Revenue Sources

County: Polk CTC Status: Complete CTC Organization: Lakeland Area Mass Transit District
 Fiscal Year: 07/01/2024 - 06/30/2025 Upload Date: 9/12/2025 Coordination Contractor: TLC COMFORT CARE INDUSTRIES, INC.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Revenue Sources		
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 1,300	\$ 0
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)		
Non-Sponsored Trip Program	N/A	N/A
Non-Sponsored Capital Equipment	N/A	N/A
Rural Capital Equipment	N/A	N/A
TD Other	N/A	N/A
Department of Transportation (DOT)		
49 USC 5307	\$ 0	\$ 0
49 USC 5310	\$ 0	\$ 0
49 USC 5311	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0
Service Development	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0
Local Government		
School Board (School Bus)	N/A	N/A
County Cash	\$ 0	\$ 0
County In-Kind	\$ 0	\$ 0
City Cash	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0
Local Non-Government		
Farebox	\$ 0	\$ 0
Donations/Contributions	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0
Other Non-Government	\$ 660,451	\$ 0
Other Federal & State Programs		
Other Federal Programs	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0
Total - Revenue Sources	\$ 661,751	\$ 0



Coordination Contractor Revenue Sources

County: Polk CTC Status: Complete CTC Organization: Lakeland Area Mass Transit District
 Fiscal Year: 07/01/2024 - 06/30/2025 Upload Date: 10/2/2025 Coordination Contractor: PEACE RIVER CENTER FOR PERSONAL DEVELOPMENT INC

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Revenue Sources		
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 0	\$ 0
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)		
Non-Sponsored Trip Program	N/A	N/A
Non-Sponsored Capital Equipment	N/A	N/A
Rural Capital Equipment	N/A	N/A
TD Other	N/A	N/A
Department of Transportation (DOT)		
49 USC 5307	\$ 0	\$ 0
49 USC 5310	\$ 0	\$ 0
49 USC 5311	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0
Service Development	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0
Local Government		
School Board (School Bus)	N/A	N/A
County Cash	\$ 0	\$ 0
County In-Kind	\$ 0	\$ 0
City Cash	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0
Local Non-Government		
Farebox	\$ 0	\$ 0
Donations/Contributions	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0
Other Non-Government	\$ 207,007	\$ 0
Other Federal & State Programs		
Other Federal Programs	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0
Total - Revenue Sources	\$ 207,007	\$ 0



CTC Expense Sources

County: Polk

CTC Status: Complete

CTC Organization: Lakeland Area Mass Transit District

Fiscal Year: 07/01/2024 - 06/30/2025

CTD Status: Complete

Expense Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Labor	\$ 2,627,620	\$ 694,541	\$ 3,322,161	\$ 2,880,649	\$ 475,487	\$ 3,356,136
Fringe Benefits	\$ 1,037,034	\$ 50,516	\$ 1,087,550	\$ 1,059,187	\$ 95,946	\$ 1,155,133
Services	\$ 90,665	\$ 210,268	\$ 300,933	\$ 84,457	\$ 294,145	\$ 378,602
Materials & Supplies Consumed	\$ 422,945	\$ 206,822	\$ 629,767	\$ 671,005	\$ 82,040	\$ 753,045
Utilities	\$ 21,765	\$ 18,382	\$ 40,147	\$ 17,097	\$ 25,955	\$ 43,052
Casualty & Liability	\$ 21,119	\$ 155,233	\$ 176,352	\$ 14,164	\$ 73,216	\$ 87,380
Taxes	\$ 0	\$ 7,115	\$ 7,115	\$ 0	\$ 1,334	\$ 1,334
Miscellaneous	\$ 24,579	\$ 10,500	\$ 35,079	\$ 43,421	\$ 21,564	\$ 64,985
Interest	\$ 0	\$ 1,600	\$ 1,600	\$ 0	\$ 938	\$ 938
Leases & Rentals	\$ 0	\$ 6,180	\$ 6,180	\$ 0	\$ 0	\$ 0
Capital Purchases	\$ 0	\$ 164,816	\$ 164,816	\$ 0	\$ 91,279	\$ 91,279
Contributed Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 14,454	\$ 14,454	\$ 0	\$ 15,870	\$ 15,870
Purchased Transportation Services						
Bus Pass	\$ 174,120	N/A	\$ 174,120	\$ 217,617	N/A	\$ 217,617
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Contracted Operator	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Total - Expense Sources	\$ 4,419,847	\$ 1,540,427	\$ 5,960,274	\$ 4,987,597	\$ 1,177,774	\$ 6,165,371

Date Created	Created By	User Role	Date Modified	Modified By	Comment
10/31/2025	Sheryl Powers	CTD Area Manager			Explain increase in services.
10/31/2025	Sheryl Powers	CTD Area Manager			Explain increase in Miscellaneous. Also, explain what is included in this category.
11/5/2025	Rhonda Carter	CTC User			Expenses for travel & meeting, dues and subscription, and small misc expenses such as
11/5/2025	Rhonda Carter	CTC User			Reduce the amount in services
11/10/2025	Sheryl Powers	CTD Area Manager			Per CTC, completing the sentence above for Misc - and small miscellaneous expenses such as printing and office supplies.
11/10/2025	Sheryl Powers	CTD Area Manager			All comments have been reviewed and accepted.



Coordination Contractor Expense Sources

County: Polk

CTC Status: Complete

CTC Organization: Lakeland Area Mass Transit District

Fiscal Year: 07/01/2024 - 06/30/2025

Upload Date: 9/15/2025

Coordination Contractor: ROAR FLORIDA, INC.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Expense Sources		
Labor	\$ 11,033	\$ 15,000
Fringe Benefits	\$ 0	\$ 0
Services	\$ 1,946	\$ 48,250
Materials & Supplies Consumed	\$ 2,926	\$ 2,136
Utilities	\$ 0	\$ 15,650
Casualty & Liability	\$ 28,222	\$ 21,536
Taxes	\$ 1,073	\$ 152
Miscellaneous	\$ 0	\$ 0
Interest	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0
Capital Purchases	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 0
Purchased Transportation Services		
Bus Pass	N/A	N/A
School Board (School Bus)	N/A	N/A
Transportation Network Companies (TNC)	N/A	N/A
Taxi	N/A	N/A
Contracted Operator	N/A	N/A
Total - Expense Sources	\$ 45,200	\$ 102,724



Coordination Contractor Expense Sources

County: Polk

CTC Status: Complete

CTC Organization: Lakeland Area Mass
Transit District

Fiscal Year: 07/01/2024 - 06/30/2025

Upload Date: 9/12/2025

Coordination Contractor: SUNRISE COMMUNITY
OF POLK COUNTY INC.

Expense Sources	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Expense Sources		
Labor	\$ 204,271	\$ 243,318
Fringe Benefits	\$ 34,512	\$ 35,206
Services	\$ 74,364	\$ 86,762
Materials & Supplies Consumed	\$ 44,334	\$ 44,286
Utilities	\$ 4,620	\$ 5,460
Casualty & Liability	\$ 38,540	\$ 36,406
Taxes	\$ 1,845	\$ 1,182
Miscellaneous	\$ 0	\$ 0
Interest	\$ 0	\$ 257
Leases & Rentals	\$ 0	\$ 0
Capital Purchases	\$ 16,966	\$ 24,029
Contributed Services	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 14,454	\$ 15,870
Purchased Transportation Services		
Bus Pass	N/A	N/A
School Board (School Bus)	N/A	N/A
Transportation Network Companies (TNC)	N/A	N/A
Taxi	N/A	N/A
Contracted Operator	N/A	N/A
Total - Expense Sources	\$ 433,906	\$ 492,776



Coordination Contractor Expense Sources

County: Polk

CTC Status: Complete

CTC Organization: Lakeland Area Mass Transit District

Fiscal Year: 07/01/2024 - 06/30/2025

Upload Date: 9/11/2025

Coordination Contractor: ALLIANCE FOR INDEPENDENCE, INC.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Expense Sources		
Labor	\$ 29,203	\$ 28,610
Fringe Benefits	\$ 2,241	\$ 2,660
Services	\$ 24,735	\$ 17,967
Materials & Supplies Consumed	\$ 10,217	\$ 14,739
Utilities	\$ 0	\$ 0
Casualty & Liability	\$ 9,431	\$ 6,686
Taxes	\$ 0	\$ 0
Miscellaneous	\$ 0	\$ 0
Interest	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0
Capital Purchases	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 0
Purchased Transportation Services		
Bus Pass	N/A	N/A
School Board (School Bus)	N/A	N/A
Transportation Network Companies (TNC)	N/A	N/A
Taxi	N/A	N/A
Contracted Operator	N/A	N/A
Total - Expense Sources	\$ 75,827	\$ 70,662



Coordination Contractor Expense Sources

County: Polk

CTC Status: Complete

CTC Organization: Lakeland Area Mass Transit District

Fiscal Year: 07/01/2024 - 06/30/2025

Upload Date: 9/11/2025

Coordination Contractor: POLK TRAINING CENTER, INC.

Expense Sources	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Labor	\$ 85,950	\$ 12,559
Fringe Benefits	\$ 0	\$ 0
Services	\$ 2,450	\$ 5,424
Materials & Supplies Consumed	\$ 4,283	\$ 6,413
Utilities	\$ 1,762	\$ 240
Casualty & Liability	\$ 6,144	\$ 2,752
Taxes	\$ 3,197	\$ 0
Miscellaneous	\$ 0	\$ 0
Interest	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0
Capital Purchases	\$ 63,850	\$ 0
Contributed Services	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 0
Purchased Transportation Services		
Bus Pass	N/A	N/A
School Board (School Bus)	N/A	N/A
Transportation Network Companies (TNC)	N/A	N/A
Taxi	N/A	N/A
Contracted Operator	N/A	N/A
Total - Expense Sources	\$ 167,636	\$ 27,388



Coordination Contractor Expense Sources

County: Polk CTC Status: Complete CTC Organization: Lakeland Area Mass Transit District
 Fiscal Year: 07/01/2024 - 06/30/2025 Upload Date: 9/12/2025 Coordination Contractor: TLC COMFORT CARE INDUSTRIES, INC.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Expense Sources		
Labor	\$ 313,449	\$ 0
Fringe Benefits	\$ 0	\$ 0
Services	\$ 36,000	\$ 0
Materials & Supplies Consumed	\$ 144,000	\$ 0
Utilities	\$ 12,000	\$ 0
Casualty & Liability	\$ 2,122	\$ 0
Taxes	\$ 1,000	\$ 0
Miscellaneous	\$ 10,500	\$ 0
Interest	\$ 1,600	\$ 0
Leases & Rentals	\$ 6,180	\$ 0
Capital Purchases	\$ 84,000	\$ 0
Contributed Services	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 0
Purchased Transportation Services		
Bus Pass	N/A	N/A
School Board (School Bus)	N/A	N/A
Transportation Network Companies (TNC)	N/A	N/A
Taxi	N/A	N/A
Contracted Operator	N/A	N/A
Total - Expense Sources	\$ 610,851	\$ 0



Coordination Contractor Expense Sources

County: Polk CTC Status: Complete CTC Organization: Lakeland Area Mass Transit District
 Fiscal Year: 07/01/2024 - 06/30/2025 Upload Date: 10/2/2025 Coordination Contractor: PEACE RIVER CENTER FOR PERSONAL DEVELOPMENT INC

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Expense Sources		
Labor	\$ 50,635	\$ 0
Fringe Benefits	\$ 13,763	\$ 0
Services	\$ 70,773	\$ 0
Materials & Supplies Consumed	\$ 1,062	\$ 0
Utilities	\$ 0	\$ 0
Casualty & Liability	\$ 70,774	\$ 0
Taxes	\$ 0	\$ 0
Miscellaneous	\$ 0	\$ 0
Interest	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0
Capital Purchases	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 0
Purchased Transportation Services		
Bus Pass	N/A	N/A
School Board (School Bus)	N/A	N/A
Transportation Network Companies (TNC)	N/A	N/A
Taxi	N/A	N/A
Contracted Operator	N/A	N/A
Total - Expense Sources	\$ 207,007	\$ 0

County: Polk
 CTC: Lakeland Area Mass Transit District
 Contact: Marcia Roberson
 1212 George Jenkins Blvd.
 Lakeland, FL 33815
 863-797-9541

Email: mroberson@ridecitrus.com

Demographics

Total County Population	0
Unduplicated Head Count	2,849



Trips By Type of Service	2023	2024	2025	Vehicle Data	2023	2024	2025
Fixed Route (FR)	202,727	248,986	180,354	Vehicle Miles	778,063	883,024	1,102,732
Deviated FR	7,708	7,582	7,550	Roadcalls	68	85	74
Complementary ADA	49,288	54,122	54,291	Accidents	2	5	3
Paratransit	71,698	68,642	90,366	Vehicles	129	117	130
TNC	0	0	0	Drivers	243	225	237
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	331,421	379,332	332,561				

Passenger Trips By Trip Purpose

Medical	66,229	77,838	112,091
Employment	7,773	10,584	26,833
Ed/Train/DayCare	81,148	79,432	90,367
Nutritional	6,795	9,215	30,227
Life-Sustaining/Other	169,476	202,263	73,043
TOTAL TRIPS	331,421	379,332	332,561

Financial and General Data

Expenses	\$5,508,624	\$6,165,371	\$5,960,274
Revenues	\$5,462,571	\$6,231,324	\$5,873,725
Commendations	31	2	12
Complaints	169	46	125
Passenger No-Shows	501	397	466
Unmet Trip Requests	21	10	1

Passenger Trips By Revenue Source

CTD	107,338	137,641	94,398
AHCA	7,703	10,625	11,316
APD	26,450	19,354	19,338
DOEA	2,666	0	0
DOE	29,554	43,603	34,774
Other	157,710	168,109	172,735
TOTAL TRIPS	331,421	379,332	332,561

Performance Measures

Accidents per 100,000 Miles	0.26	0.57	0.27
Miles between Roadcalls	11,442	10,389	14,902
Avg. Trips per Passenger	91.28	124.45	116.73
Cost per Trip	\$16.62	\$16.25	\$17.92
Cost per Paratransit Trip	\$41.28	\$45.63	\$38.02
Cost per Total Mile	\$7.08	\$6.98	\$5.41
Cost per Paratransit Mile	\$6.83	\$6.74	\$5.25

Trips by Provider Type

CTC	280,426	334,086	261,515
Transportation Operator	0	0	0
Coordination Contractor	50,995	45,246	71,046
TOTAL TRIPS	331,421	379,332	332,561

TPO Transportation Disadvantaged Local
Coordinating Board (TD LCB)

Agenda Item 10.

12/15/2025

AGENDA ITEM

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

PRESENTER

TPO Planning Staff

SUMMARY

Each year, the Florida Department of Transportation (FDOT) conducts a grant application process for Federal Transit Administration (FTA) grants. FDOT is responsible for reviewing these grant applications and determining which, if any, to fund according to its grant criteria. The FFY25 grant applications for FTA Sections 5310, 5311 and 5339 were due to FDOT District One by 5:00 PM Friday, December 15, 2025.

These grants provide operating assistance and capital assistance for transit and paratransit systems around the country. The grants must support services to elderly and disabled passengers and rural trips. The funds are distributed by formula, to each of the States; some funds are allocated to Urbanized Areas (Lakeland, Winter Haven in Polk) and some are distributed by FDOT.

Pursuant to Chapter 427, Florida Statutes (FS) and Rule 41-2 Florida Administrative Code (FAC), the TD LCB is required to review grant applications for coordination purposes. In other words: if these funds are awarded to the applicant, will that award further the goals of the Polk coordinated transportation system and service area.

Grant applications received by Polk TPO staff up until December 6, 2025, are attached. This includes 2 from Citrus Connection, as the Community Transportation Coordinator (CTC) in Polk County. Non-profit agencies which provide transportation to their clients, and which have coordination agreements with the designated CTC may also be eligible for these funds. Any such applications received by the Polk TPO this week, will be distributed at the LCB meeting.

After today's LCB meeting, Planning Staff will send a memo to FDOT to let them know what action(s) the LCB took on this agenda item, if any. *That memo will note that the FTA grants are mentioned at page 15 of the Transportation Disadvantaged Service Plan (TDSP) - as was done at the previous agenda item.* Copies of local Notifications of Grant funds will eventually be amended into the Polk TPO's Transportation Improvement Program.

The Grant application packets are quite lengthy, so, the TPO asks for just a few pages for the Agenda Packets. Complete information on each grant application would be available from each applicant.

Grant Applicants were advised to put a 'placeholder page' in their application for the Polk LCB's actions.

RECOMMENDED ACTION

1. Review the list of grant applications received.
2. Make recommendations on the applicability of these funds to coordinated transportation services in Polk County.
3. Direct Planning Staff to communicate the actions taken today by the Polk TD LCB to FDOT District One.

ATTACHMENT

Click or tap here to enter text.

TPO Transportation Disadvantaged Local
Coordinating Board (TD LCB)

Agenda Item 11.

12/15/2025

AGENDA ITEM

- a. Discuss Annual Schedule of Polk TD Program
- b. Review and Approval of the proposed Polk TD-LCB meeting Schedule for 2026
- 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

PRESENTER

TPO Staff

SUMMARY

1. Annual schedule of events.

TPO Staff will ask the LCB to review and approve the attached schedule of meeting dates. (See dates below). Annually the TPO staff presents a draft schedule of meetings for the upcoming calendar year. The Polk TD-LCB must conduct meetings at least quarterly. Traditionally, meetings are held in March, June, September, and, December. This works well for most of the deliverables the CTC and TPO and LCB must produce. Meeting dates are also subject to the schedule for the meeting rooms.

The proposed meeting dates are:

- March 16, 2026 - This will also be the date of the TD LCB's annual required Public Workshop
- June 15, 2026
- September 14, 2026
- December 14, 2026

2. Appoint subcommittee members to assist with the Annual Evaluation of the CTC (which takes place from January to March 2026) and update the TDSP (March-May 2026). New this year: Subcommittee members will only be asked to review the Draft documents and provide comments back to TPO staff.

RECOMMENDED ACTION

- 1.Review the draft meeting dates supplied and approve them.
- 2.Appoint members of the LCB to the Subcommittees.

ATTACHMENT

Click or tap here to enter text.



Polk County

TPO Transportation Disadvantaged Local Coordinating Board (TD LCB)

Agenda Item 12.

12/15/2025

AGENDA ITEM

TPO DISTRIBUTION ITEMS & COMMENTS

PRESENTER

TPO Staff

SUMMARY

TPO will briefly mention important announcements and distribute related materials

RECOMMENDED ACTION

INFORMATION ITEM - no LCB action is required



Polk County

TPO Transportation Disadvantaged Local Coordinating Board (TD LCB)

Agenda Item 13.

12/15/2025

AGENDA ITEM

CTC's Comments

PRESENTER

CTC Staff

SUMMARY

CTC will briefly mention important announcements and distribute related materials

RECOMMENDED ACTION

INFORMATION ITEM - NO LCB action is required