



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@peacerivercenter.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 affeted 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.

Expense Sources	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
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.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Expense Sources		
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	Number
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