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November 18, 2020

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

Dear Mr. Darm,

LAMTD is currently the CTC for Polk County and has been the CTC since 2016. We would like to thank you for allowing LAMTD to serve as the CTC in the last few years. It is our goal to work to improve our service and increase mobility for Polk County residents. Over the last few years, we've made major headways in improving the service provided by changing program structures.

- *The Fixed Route Bus programs outreach has increased our visibility in the public, resulting in increased ridership and public use.*
- *In 2018 the Travel Training program became a major focus to help assist those who wanted to gain self-sufficiency by accessing the Fixed Route bus and Para-transit if needed. The program took on an innovative approach by partnering with Community stakeholders to help train and educate the community on transit, with an emphasis on both individual and group training.*
- *Call Center Operations Intake eligibility is now done in-house. This reduces the timeline it takes for application approvals. As a result, residents now have access to transit sooner.*
- *Re-Route 2020 changed the way we did transit for West Polk County. The Public received earlier and later hours, without increasing Operational cost.*

On behalf LAMTD and the LAMTD Board of Directors we would like to continue to serve in the role of the Community Transportation Coordinator for Polk County, for the five-year MOA contract starting July 1, 2021. Thank you for your time and consideration.

Sincerely,

A handwritten signature in black ink, appearing to read "Tom Phillips".

Tom Phillips
Executive Director