



February 5, 2018

MEMORANDUM

TO: Transportation Disadvantaged Coordinating Board, News Media and Interested Citizens

FROM: Mayor Charles Lake, TD Coordinating Board Chairman

SUBJECT: **Transportation Disadvantaged Coordinating Board Meeting**
Monday, February 12, 2018 at 1:30 p.m.
Polk County Commission Board Room
Polk County Neil Combee Administration Building

The Polk Transportation Disadvantaged Local Coordinating Board will meet on Monday, February 12, 2018 at 1:30 P.M. in the Polk County Commission Board Room on the first floor of the Polk County Neil Combee Administration Building at 330 West Church Street in Bartow, Florida.

The meeting agenda, previous meeting minutes and attachments are enclosed. If you have any questions regarding the meeting, or are unable to attend, please call TPO Staff at (863) 534-6495.

CL:ds

Enclosure

POLK TRANSPORTATION DISADVANTAGED COORDINATING BOARD

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, Public Information Office, at 330 W. Church Street, Bartow. Telephone (863) 534-6090, not later than four days prior to the proceeding. If hearing impaired call: (TDD) (863) 534-7777 or 1-800-955-8771, or Voice impaired call: 1-800-955-8770, via Florida Relay Service.

The TPO planning process is conducted in accordance with Title VI of the Civil Rights Act of 1964 and Related Statutes. Any person or beneficiary who believes they have been discriminated against because of race, color, religion, sex, age, national origin, disability, or family status may file a written complaint with the TPO's Title VI Specialist at Drawer TS05, P. O. Box 9005, Bartow, Florida 33831-9005.

**POLK COUNTY COMMISSION BOARD ROOM
MONDAY, FEBRUARY 12, 2018
1:30 P.M.**

AGENDA

Roll Call

Approval of Minutes

Minutes of Regular Board Meeting November 13, 2017 ([Attachment](#))

Minutes of Annual Public Hearing November 13, 2017 ([Attachment](#))

1. Welcome and Introductions

Agency Presentations—Carlos Gonzalez, Veterans Services

Shirley Johnson, Dept. of Children & Families

2. Public Comment

3. Election of Vice-Chair

TPO staff will request the Board elect a Vice-Chair for 2018. Action is requested.

4. Annual CTC Evaluation

TPO staff will present the Annual CTC Evaluation Report for review and approval by the Board. Action is requested. ([Attachment](#))

5. Update on Transportation to Nutritional Meal Sites

CTC staff will provide the Board with the status of service delivery performance and progress for Mid-Florida Community Service's Nutrition Center Program. This item is being presented for informational purposes only.

6. CTC Report

CTC staff will provide the Board an update on CTC activities and performance measures. This item is being presented for informational purposes only. ([Attachment](#))

7. Other Communications and Reports

8. Adjournment – Next meeting is scheduled for May 14, 2018.

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, Public Information 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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Transportation Disadvantaged Local Coordinating Board (TD LCB)

**Draft Meeting Minutes
Monday, November 13, 2017**

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

Members Present:

Mayor Charles Lake-Chair
Jared DeLong
Katie Kummer
Kevin Gilds
Penelope Barnard
Macia Staszko
Shirley Johnson
Mayor Steven Hunnicutt

Representing:

City of Lake Alfred
Florida Department of Transportation
Div. Voc. Rehab
Florida Department of Elderly Affairs
AHCA
Elderly Population
Children & Families
Mass Transit

Others Present:

Aaron Dunn
Delisia Pelt
Cindy Mixon
Marcia Andresen
Paul Simms
Ronnie Blackshear
Diane Slaybaugh
Ryan Kordek
Annette Crews

Representing:

Citrus Connection
Citrus Connection
Citrus Connection
Polk County BoCC
Citrus Connection
Polk TPO Staff
Polk TPO Staff
Polk TPO Staff
Polk TOP Staff

Call to Order and Roll Call

Chairman Lake called the Transportation Disadvantaged Local Coordinating Board meeting to order at 1:33 pm. Roll call was taken and a quorum was present with 8 members in attendance.

Approval of Minutes

- *May 8, 2017 Regular Board Meeting*

Motion: Motioned by Mayor Hunnicutt, seconded by Marcia Staszko. Motion carried without dissent.

1. Public Comments

- None

2. Recognitions and Introductions

Mrs. Diane Slaybaugh, TPO Staff, introduced Mr. Kevin Gilds, Senior Connection Center, which represents Department of Elderly Affairs. Mr. Gilds gave the Board an overview about what the Senior Connection offers the

elderly population. Senior Connection's mission statement is to help older adults and persons with disabilities live with independence and dignity. Senior Connection has a huge data base shared across the State of resources that can cover anything from utility payment assistance, legal assistance, consumer protection, transportation, and a wide variety of needs and resources.

3. Proposed Meeting Schedule for 2018

Ms. Slaybaugh presented the new schedule and made note of the November 2018 meeting change.

Motion: Motioned by Mayor Hunnicutt, seconded by Marcia Staszko. Motion carried without Dissent.

4. Annual Review and Approval of Update to LCB Bylaws

Ms. Slaybaugh recommended approval for the updated Annual LCB Bylaws. Bylaws were included in the packets with no changes.

Motion: Motioned by Mayor Hunnicutt, seconded by Kevin Gilds. Motion carried without dissent.

5. Annual Review and Approval of Grievance and Complaint Policy

Ms. Slaybaugh recommended approval for the updated Annual Grievance and Complaint Policy included in packet with no changes.

Motion: Motioned by Mayor Hunnicutt, seconded by Marcia Staszko. Motion carried without dissent.

6. Designate Board Subcommittee for Annual CTC Evaluation

Ms. Slaybaugh stated it was time to start the Annual CTC Evaluation and is seeking volunteers that would assist in the process. LCB members Marcia Staszko and Shirley Johnson volunteered.

7. Review and Approval of Shirley Conroy Grant Application

Rodney Wetzel, Senior Planner Citrus Connection, presented the Shirley Conroy Grant Application for one new vehicle.

Motion: Motioned by Mayor Hunnicutt, seconded by Marcia Staszko. Motion carried without dissent.

8. Review and Approval of FDOT Grant Applications

Mr. Wetzel presented the CTC's FDOT Grant Applications FTA Sections 5311 and 5310. Grant Applications were included in the packets for review.

Motion: Motioned by Mayor Hunnicutt, seconded by Marcia Staszko. Motion carried without dissent.

9. Review and Approval of Coordination Agreement

Cindy Mixon, Citrus Connection, presented the coordination agreements. Previously Citrus Connection had 9 providers, and 8 of the 9 have renewed their contracts.

Motion: Motioned by Mayor Hunnicutt, seconded by Marcia Staszko. Motion carried without dissent.

10. Update on CTC Transportation to the BOCC Nutritional Centers

Aaron Dunn, Director of Paratransit Citrus Connection, presented information about the Nutritional Centers in Polk County. Polk County currently operates 13 for the elderly citizen population. The county has contracted the food service centers out to Mid Florida. Mid Florida will be taking over the food service effective Jan 1, 2018. Mid Florida has a plan to provide transportation to 10 centers and Citrus Connection will provide transportation to 3 centers. Mr. Dunn introduced Paul Simms, the new Para Transit Manager with Citrus Connection. Informational item only.

11. Presentation on ADA Customer Service Survey Results

Cindy Mixon, Citrus Connection presented a slideshow regarding the Para Transit ADA Customer Service Survey results. Ms. Mixon also presented the Winter Haven TD Customer Service Survey results. Informational item only.

12. Other Communications and Reports

CTC Performance Measures- Ms. Mixon presented the overall funding and the target to spend the entire budgeted amount. Ms. Mixon also discussed the trip break down and the total clients served.

LCB Vacancies - Ms. Slaybaugh reminded the board about the vacant positions on the TD Board.

Board Presentations for Feb 12, 2018 Meeting – Ms. Slaybaugh ask for volunteer presentation for the next board meeting. Carlos Gonzalez had been scheduled to give a presentation today, but since he wasn't able to attend today's meeting, it will be deferred to the February meeting. Ms. Shirley Johnson stated she would be glad to give a short presentation on her agency as well at the next meeting.

13. Adjournment – Meeting adjourned at 2:37 PM.

Section 286.0105, Florida Statutes, states that if a person decides to appeal any decision made by a board, agency or commission with respect to any matter considered at a meeting or hearing, he will need a record of the proceedings, and that, for such purpose, he may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based.



Transportation Disadvantaged Local Coordinating Board (TD LCB)

**Draft MINUTES PUBLIC HEARING
Monday, November 13, 2017
Polk County Administration Building
Commission Board Room
330 West Church Street
Bartow, FL 33830**

Members Present:

Mayor Charles Lake-Chair
Jared DeLong
Katie Kummer
Kevin Gilds
Penelope Barnard
Macia Staszko
Shirley Johnson
Mayor Steven Hunnicutt

Representing:

City of Lake Alfred
Florida Department of Transportation
Div. Voc. Rehab
Florida Department of Elderly Affairs
AHCA
Elderly Population
Children & Families
Mass Transit

Others Present:

Aaron Dunn
Delisia Pelt
Cindy Mixon
Marcia Andresen
Paul Simms
Ronnie Blackshear
Diane Slaybaugh
Ryan Kordek
Annette Crews

Representing:

Citrus Connection
Citrus Connection
Citrus Connection
Polk County BoCC
Citrus Connection
Polk TPO Staff
Polk TPO Staff
Polk TPO Staff
Polk TOP Staff

Call to Order and Roll Call

Chairman Lake called the Transportation Disadvantaged Local Coordinating Board Annual Public Hearing to order at 1:31 p.m. Roll was called and a quorum was present with 8 members in attendance.

1. Public Comment

Public hearing was opened at 1:32. No one from the public came forward to make public comment.

2. Adjournment

With no public comments the public hearing was adjourned at 1:33 p.m.

Section 286.0105, Florida Statutes, states that if a person decides to appeal any decision made by a board, agency or commission with respect to any matter considered at a meeting or hearing, he will need a record of the proceedings, and that, for such purpose, he may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based.

2017 Annual Evaluation of Polk's County Community Transportation Coordinator

Agenda Item 4
Attachment 2
TD LCB
02.12.18



February 12, 2018



TD Local Coordinating Board



Evaluation Highlights

- **2016/2017 Annual Operating Report completed & submitted on time.**
- **Regained momentum in bus pass program.**
- **Winter Haven paratransit service increased 24%; decreased cost 25%**
- **Lakeland paratransit saw 22% increase in unduplicated clients**



Evaluation Highlights (cont'd)

- Overall increase of 3,131 unduplicated clients
- CTC hired a TD Coordinator
- Thanks to the LCB Subcommittee Members for their participation:
Marcia Staszko
Shirley Johnson



REVIEW: Roles & Responsibilities

Community Transportation Coordinator (CTC)

Ensure that coordinated transportation services are provided to the transportation disadvantaged population in Polk County.

Designated Planning Agency (Polk TPO)

Recommends CTC, assists LCB in annual evaluation of CTC, and appoints and provides staff support to the LCB.

Local Coordinating Board

Appointed by the designated planning agency to provide assistance to the CTC and to monitor performance of CTC.



REVIEW: Coordinated Trips

- **Fixed-Route**
Bus service provided by Citrus Connection,
WHAT, and PCTS
- **Paratransit**
Complementary ADA for fixed-route
Transportation Disadvantaged Program
Purchasing Agencies
- **School Board (no report for 2017)**
Transportation provided by School Board for summer
school/after school activities (not daily school bus trips)



REVIEW: Service Characteristics

- **Nearly one in three is part of the potential TD population.**
229,695/626,787 (37%)
- **Trips provided in the coordinated system 2017: 665,437**
 - Disabled – 187,517 (28%)
 - Low Income – 255,220 (38%)
 - Low Income & Disabled – 189,735 (28%)
 - Other – 32,965 (6%)
- **Provides transportation to people of all ages.**
- **Trips are prioritized for medical, critical life-skills training, nutritional, employment, education & other life-sustaining reasons.**



REVIEW: Program Goals in TDSP

- **Goal 1:** Enhance availability of transportation services to meet the mobility needs of the transportation disadvantaged.
- **Goal 2:** Provide transportation services in a cost-effective and efficient manner.
- **Goal 3:** Improve public awareness of the Transportation Disadvantaged Program.
- **Goal 4:** Provide transportation services in a safe and reliable manner.
- **Goal 5:** Ensure program accountability by collecting and reporting system and provider data in an accurate and timely manner.



2017 Performance Measures

Performance Measure	Target	FY 16/17	FY 15/16	FY 14/15	FY 13/14	FY 12/13	Peer ^{1,2} Averages	Statewide ² Average
Potential TD Population Served	>=9%	3.0%	5.83%	6.5%	9%	12.75%	5.43%	9.8%
Percent of Trips on Fixed-Route (Bus Passes)	>=25%	65%	61%	51.0%	45.42%	49.8%	28.67%	52%
Average Cost per Trip	<=\$19.00	\$10.81	\$18.51	\$18.51	\$19.99	\$15.39	\$9.96	\$12.66
Average Cost per Paratransit Trip	<=\$29.00	\$31.82	\$44.99	\$37.87	\$36.63	\$30.45	\$14.49	\$23.19
Accidents per 100,000 Vehicle Miles	<1.0	.114	1.07	.68	0.36	0.75	1.06	1.72
Vehicle Miles between Road Calls	>=30,000	15,102	15,650	11,028	13,314	14,350	39,836	38,706
Complaints per 1,000 Paratransit Trips	<2.0	.217	.0005	.39	.456	0.144	.362	.58



Committee Recommendations

- Provide internal oversight related to regulatory safety compliance for CTC activities as required in MOA between LAMTD and the TD Commission.
- Implement Call Center customer service metrics and customer service training; add to quarterly CTC report to LCB.
- Add above service standards to TDSP when updated.
- Add complaint option to telephone IVR system to record and report complaints to LCB.



Committee Recommendations

Amend Performance Measures in TDSP as follows:

- **Reduce potential TD population to 5%**
- **Increase average cost per paratransit trip to \$35.00**
- **Report only paratransit trips for roadcalls**
- **Increase fixed-route trips to 35%**



Staff Recommendation

Staff recommends approval of a favorable annual evaluation of the Polk CTC to be forwarded to the Florida Commission for the Transportation Disadvantaged for 2017 with the recommendations aforementioned.

Action is requested



Agenda Item 4
Attachment 1
TD LCB
02.12.18

POLK COUNTY
COMMUNITY TRANSPORTATION COORDINATOR
FY 2016 / 2017 Evaluation

**Transportation Disadvantaged
Local Coordinating Board**

Evaluation Conducted by:



Polk Transportation Planning Organization
P.O. Box 9005, Drawer TS05
Bartow, Florida 33831-9005
(863) 534-6495

Approved by Local Coordinating Board
Pending



**Transportation Disadvantaged Local Coordinating Board
2017 Annual Evaluation of the Polk County
Community Transportation Coordinator**

CTC: **Lakeland Area Mass Transit District (LAMTD)**
ADDRESS: 1212 George Jenkins Boulevard
Lakeland, FL 33815
CONTACT: Tom Phillips, Executive Director

PHONE: 863-327-1303
FAX: 863-688-8019

TYPE OF REVIEW: Annual Evaluation of the CTC
REVIEW DATES: FY 2016/17 (July 2016 - June 2017)

REVIEWING AGENCY: **Polk Transportation Planning Organization**
ADDRESS: P.O. Box 9005, Drawer TS05
Bartow, FL 33831-9005
CONTACT: Diane Slaybaugh, Senior Transportation Planner
PHONE: 863/534-6495

EVALUATION COMMITTEE:

Marcia Staszko, LCB Member
Shirley Johnson, LCB Member
Diane Slaybaugh, Polk TPO



**2017 Annual Evaluation of Polk
County's Community Transportation
Coordinator**

**POLK COUNTY TRANSPORTATION DISADVANTAGED
LOCAL COORDINATING BOARD**

LCB Statement:

I, **Charles Lake**, as the Polk County Local Coordinating Board (LCB) Chairperson, hereby certify in accordance with Rule 41-2.012(5)©, F.S., that the Polk County LCB has reviewed this document, and the Polk Transportation Planning Organization (TPO) has received a copy.

Date Approved: February 12, 2018

LCB Signature: _____



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Section 1. Introduction/General Information

CTC Background

The Florida Commission for the Transportation Disadvantaged designated the Lakeland Area Mass Transit District (LAMTD) as the Community Transportation Coordinator (CTC) for Polk County effective April 1, 2016 through June 30, 2021. LAMTD operates paratransit door-to-door services, fixed-route services, as well as complementary Americans with Disabilities Act (ADA) services, in the urban and rural areas on Polk County as a partial-brokerage. LAMTD services include ambulatory and wheelchairs, with trips performed in county and out-of-county.

Pursuant to Florida Statutes, the Local Coordinating Board (LCB) evaluates the performance of the Community Transportation Coordinator (CTC), approves the CTC's annual service plan, which includes an evaluation element, and provides recommendations to the Commission for the Transportation Disadvantaged (CTD) regarding the renewal of the CTC's contract. This evaluation is for FY 2016/17 or the period July 1, 2016 to June 30, 2017. Historical performance comparison data is from the FY 2016 Commission for the Transportation Disadvantaged Annual Performance Report.

The operating area of the Community Transportation Coordinator (CTC) includes all of Polk County, an area covering 2,010 square miles which makes it the fourth largest county in Florida. The 2016 population was estimated at 626,787. There are two urbanized areas (Lakeland and Winter Haven) centrally located within its borders, with both areas exceeding 200,000 population according to the 2010 Census, making it the ninth largest populous area within the State of Florida. Fixed route bus service is available in the Lakeland and Winter Haven urbanized areas and intercity flex route service on routes serving rural areas which include Poinciana and smaller cities in the county.

During the FY 2016/17 evaluation period, service was provided in the Polk County Coordinated system by the Lakeland Area Mass Transit District, who is the CTC for Polk County. The CTC has 12 coordination agreements in place with various non-profit organizations throughout Polk County.

Non-sponsored (Transportation Disadvantaged) riders must contact the CTC to arrange transportation. The CTC verifies trip requests and assigns trips to vehicles based on input from the CTC's automated scheduling/dispatching system.

FY 2016/2017 Evaluation Related Highlights

- The 2016/17 Annual Operating Report was submitted on time.
- The CTC regained momentum in implementing a new bus pass program resulting in better utilization of TD funding. This program added more than 300 new (previously unserved) clients, which translated into an increase of over 45,000 additional trips and increased billable dollars to more than \$100,000.
- The Winter Haven paratransit service provided a 24% increase in trips with a

25.4% decrease in operational cost, representing a significant increase in efficiency.

- The LAMTD paratransit service increased the number of clients served to a total of 930, up from the previous year of 760 in the surrounding county area; a 22% increase in unduplicated clients.
- The recommendation from the previous CTC evaluation was implemented with the hiring of a coordinator, which has positively impacted the program, with better communication between the CTC and coordinators, and adding new coordination contracts to the system.
- The overall coordinated system increased the paratransit unduplicated passenger headcount by 3,131 and increased trips by 51,674.

Summary of CTC Operations

Coordination

The CTC operates a Regional Mobility Call Center for assessing the mobility needs of the transportation disadvantaged to provide services through all modes and areas for Polk County residents. The CTC uses eligibility criteria to determine needs and eligibility. TD trip purposes are prioritized annually based on the available funding and the areas of most need. Additionally, the CTC has coordinated with two non-profit volunteer agencies to share resources and have the agencies utilize the Trapeze database for reporting and tracking purposes.

Competition

The CTC uses Request for Qualifications/Request for Proposals to respond to operators interested in providing transportation within the coordinated system. There was a Request for Qualifications/Request for Proposals conducted in 2016 by LAMTD. The RFQ/P was released to solicit interested parties for new transportation operators under the coordinated system. Only one response was received from ElderPoint Ministries, who has a coordination agreement with the CTC.

Quality

The CTC was being monitored regularly by the Polk County Social Services monitoring unit, independent to the Transit Services Division, to help ensure the qualitative aspects of the system (complaints, safety, vehicle maintenance, drug and alcohol compliance, risk management, etc.) are maintained. The 2017 monitoring report for LAMTD during the evaluation period is attached to this report. It should be noted that this service will no longer be provided by the County after this year. The CTC will now be responsible for monitoring all coordination and operator agreements, and provide said reports to the Polk TPO and the CTD.

Training

System standards for training are outlined in each contract between the CTC and each provider or agency.

Unmet Needs

For FY 2016/17, approximately \$159,246.00 was left at the end of the grant cycle, \$57,911.00 for capital and \$101,335.00 for operating. The under billing of the TD grant can be attributed to two things. First, the grant was not billed 100% due to an imbalance in the FY 16/17 rate model and Citrus Connection's actual cost per mile. This imbalance was derived from differences in the previous CTC (Polk BOCC) and Citrus Connection, and is not reflective of poor planning by the CTC or administration by the State. It's simply a reflection of unavailable, historical data to support a healthy rate model for FY 16/17. Nevertheless, when compared to Citrus Connection's actual per mile costs (as reflected in the current FY rate model), the difference between the FY 16/17 billed amount and Citrus Connection's per mile expense was \$226,712.75. This difference is verifiable when comparing an increase in services provided, despite a decrease in funds billed. Secondly, the \$344,546 planned for capital in the FY 16/17 grant year was under-utilized as well. In fact, only \$286,635 was used to purchase vehicles through the state approved vehicle contract, a plan intended on overcoming a potential for leaving grant funds on the table at the end of the year. This can be attributed to the loss of the state approved vehicle vendor through May, 2017, which left only 60 days to complete the procurement process and obtain receipt of the vehicles by the end of the funding year, which was not achievable.

Service Hours

Telephone reservations may be made from 8:00 a.m. to 5:00 p.m. on weekdays, and 8:00 a.m. – 3:00 p.m. on Saturdays. No Sunday service. Reservations are to be made a minimum of 72 hours in advance and may be made up to 7 days in advance.

Accountability

The CTC reports on performance measures at each LCB meeting. The CTC's comprehensive transportation management software system has increased information management and reporting capabilities, and it is recommended that the CTC management and staff get the necessary training to better utilize the data from Trapeze for service planning and coordination purposes. In addition, the CTC should create customer service metrics for the Call Center and report to the LCB at the quarterly meetings.

Cost Effectiveness

The CTC attempts to control costs by dictating a maximum per mile allowable limit.

Instead of selecting operators through a bid process, the CTC has been using a Request for Qualifications, setting rules, procedures and limits to which providers must agree before contract execution.

Area of Noncompliance: None

Recommendation: CTC management and staff get the necessary training to better utilize the data from Trapeze for service planning and coordination purposes. Also, the CTC should create customer service metrics for the Call Center and report to the LCB at the quarterly meetings.

Timeline for Compliance: This area will be reviewed for improvements during the next CTC evaluation cycle.

Section 2. Performance Measures

Transportation Disadvantaged Program Goals

The Polk County Transportation Disadvantaged Service Plan (TDSP) identifies the following five goals of the local Transportation Disadvantaged (TD) program:

Goal 1. Enhance the availability of transportation services to meet the mobility needs of transportation disadvantaged person.

Goal 2. Provide transportation disadvantaged services in a cost-effective and efficient manner.

Goal 3. Improve public awareness of the Transportation Disadvantaged program.

Goal 4. Provide transportation services in a safe and reliable manner.

Goal 5. Ensure program accountability by collecting and reporting system and provider data in an accurate and timely manner.

Those goals and corresponding objectives and policies help guide the annual evaluation of the CTC by through a set of performance measures. The following performance measures are tracked annually by the Local Coordinating Board:

- Serve at least 9% of the potential TD population.
- Perform at least 25% of trips on the fixed-route system.
- Keep the average cost per trip below \$19.00.
- Keep the average cost per paratransit trip below \$29.00.
- Maintain a 90% or better on-time performance.
- Receive no more than 2 complaints per 1,000 trips.
- Do not exceed more than 1.0 accident per 100,000 miles of service.
- Obtain at least 30,000 vehicle miles between maintenance road calls.

Performance Measure Outcomes

The following highlights are based on data reported by the FY 2016/17 CTC Annual Operating Report. Statewide totals and data reported for other counties are drawn from the Commission for the Transportation Disadvantaged's published 2016 Annual Performance Report. Performance measure data can be found in tables 1 through 6 of this section.

- **Decrease in the percent of TD population transported.** 3% of all those in Polk County determined to qualify for a Transportation Disadvantaged service were served by the program in 2017 – down from 5.83% in 2016 which is below the goal of serving at least 9%. This decline is attributed to the transition of the CTC operations from the Polk County Board of County Commissioners to LAMTD, Medicaid Reform, and changing behavioral patterns in the riders in general.

- **Decrease in passengers served.** Total passengers served in 2017 (6,137) decreased from 2016 (13,409). This decrease is attributed to the same changes stated above.
- **Number of total trips increased.** Total reported trips were up from 477,313 to 665,437, or 28%.
- **The number of reported fixed route trips increased.** Fixed route trips were up from 294,268 to 430,994, representing a 46% increase.
- **The number of paratransit trips increased.** These trips were up by 28% from 183,045 to 234,443. The School Board did not report any trips for 2017.
- **Expense per passenger trip decreased.** Expense per passenger trip decreased from \$17.25 to \$10.82, which is a 37% decrease.
- **Expense per paratransit trip decreased.** The expense per paratransit trip decreased from \$44.99 to \$31.82.
- **Expense per vehicle mile decreased.** The expense per vehicle mile decreased from \$5.52 to \$2.62.
- **Expense per driver hour decreased slightly.** The expense per driver hour decreased slightly from \$37.93 to \$36.58.
- **Vehicle miles between road calls did not meet the set goal of 30,000 miles.** The CTC reported 15,102 vehicle miles between road calls in 2017, down from the 15,650 miles reported in 2016. This continues to be a concern and will be monitored closely as the transition of vehicle maintenance is shifted from the County to Citrus Connection in Lakeland. It should be noted that FDOT monitors the grant vehicles as well.
- **Accidents in 2017 decreased.** Two chargeable accidents were reported for 2017, which account for an average of .114 accidents per 100,000 miles. This is a decrease from 2016.
- **Number of complaints remains low.** The CTC received .217 complaints per 1,000 paratransit trips in 2017 – staying well below the goal of less than 2 per 1,000 paratransit trips. A total of 51 complaints were reported for 2017. Each complaint is investigated and processed internally to determine the source of the problem for a prompt resolution which resulted in no grievances being filed in the past year.

Evaluation Committee Recommendations and Observations

An evaluation committee consisting of Polk TPO staff and members of the Local Coordinating Board met to discuss the performance measure outcomes for FY 2016/17. The following are recommendations for improvement:

- Increased oversight for the CTC related to regulatory safety compliance screening (paratransit) would be highly beneficial. Previously, this was conducted by an internal auditor with the Polk BOCC. However, with the transition to LAMTD, the CTC should ensure that they have appropriate staff to support the regulatory requirements and safety training for the paratransit division, as is required by the TD Commission and included in the adopted TDSP.
- It is recommended that the Call Center implement customer service metrics, and/or customer service training. This would result in improved customer service, reduce complaints, and afford the Call Center staff to understand the TD program and its Mission. These performance measures should be added to the TDSP and reported to the TD LCB on a continuing and regular basis.
- Add service standards into the TDSP related to Employee Training which includes training for all CTC employees, including standards referenced in above related to the Call Center.
- Add a message on the automated IVR/phone system to dedicate a line to report complaints. The employee will register the issue in the system and then forward to the Call Center Director for direction towards resolution. The documentation will be compiled into a report and forwarded to the Polk TPO on a quarterly basis. Operating procedure to mirror the TD Commission's Ombudsman program and adopted complaint/grievance procedure in the TDSP.
- Amend the performance measures in the adopted TDSP as follows:
 - 1) Reduce the "potential TD population" to 5%.
 - 2) Increase "average cost per paratransit trip" to \$35.00.
- Report only paratransit vehicles under "30,000 miles between road calls."
- Increase "fixed route trips" goal to 35%.

Table 1. Trip Cost by Expense Category – All Trips

Total Trips	FY 2015/2016		FY 2016/2017		% Change in Expenses
	477,313		665,437		
Expense Category	Expense	Cost/Trip	Expense	Cost/Trip	
Labor (501)	\$3,885,465	\$8.14	\$3,768,687	\$5.66	-30.4%
Fringe Benefits (502)	\$853,745	\$1.79	\$793,945	\$1.19	-7%
Services (503)	\$387,876	\$0.81	\$423,841	\$0.64	+9.2%
Materials and Supplies Consumed (504)	\$1,481,307	\$3.10	\$1,359,105	\$2.04	-8.2%
Utilities (505)	\$89,616	\$0.19	\$67,787	\$0.10	-24%
Casualty and Liability Costs (506)	\$168,311	\$0.35	\$185,009	\$0.28	+10%
Taxes (507)	\$21,541	\$0.05	\$8,629	\$0.01	-60%
Purchased Transport Service (508)	\$17,289	\$0.04	\$13,444	\$0.02	-22%
Leases & Rentals (512)	\$69,684	\$0.15	\$12,000	\$0.02	-83%
Annual Depreciation & Amortization (513)	\$305,378	\$0.64	\$348,396	\$0.52	+12.3%
Other Expenses	\$955,468	\$2.00	\$383,022	\$0.58	-60%
SYSTEM TOTAL	\$8,235,680	\$17.26	\$7,363,865	11.07	-10.6%

Table 2. FY 2017 Performance Standards - Peer Comparison

Performance Measure	Target	FY 16/17	FY 15/16	FY 14/15	FY 13/14	FY 12/13	Peer ^{1,2} Averages	Statewide ² Average
Potential TD Population Served	>=9%	3.0%	5.83%	6.5%	9.0%	12.75%	5.43%	9.8%
Percent of Trips on Fixed-Route (Bus Passes)	>=25%	65%	61%	51%	45.42%	49.8%	28.67%	52%
Average Cost per Trip	<=\$19.00	\$10.81	\$17.25	\$18.50	\$19.99	\$15.39	\$9.96	\$12.66
Average Cost per Paratransit Trip	<=\$29.00	\$31.82	\$44.99	\$37.87	\$36.63	\$30.45	\$14.49	\$23.19
Accidents per 100,000 Vehicle Miles	<1.0	.114	1.07	.68	.36	0.75	1.06	1.72
Vehicle Miles between Road Calls	>=30,000	15,650	15,650	11,028	13,314	14,350	39,836	38,706
Complaints per 1,000 Paratransit Trips	<2.0	.217	.0005	.39	.456	0.144	.362	.58

1. Peer Counties: Brevard, Lee, and Volusia.

2. Statewide average includes Miami-Dade, which because they account for the majority of all CTC fixed route trips provided statewide and 85% of Miami-Dade's total CTC trips were reported as fixed-route trips. For these reasons, data for Miami-Dade may distort statewide averages.

Table 3. Peer Comparative Data

Characteristics¹	Polk County	Brevard County	Lee County	Volusia County
County Population	650,092	568,088	701,982	517,887
Potential TD Population	236,812	265,784	263,299	298,980
Passengers (UPHC)	6,137	17,719	5,219	23,077
Fixed-Route Ridership (Bus Passes)	430,994	392,427	0	272,493
CTC Operating Expense	\$7,363,865	\$4,510,173	\$3,773,594	\$7,657,144

Table 4. Peer Averages

FY 2016 Performance Measure	Brevard County (Space Coast Area Transit)	Lee County (Good Wheels, Inc.)	Volusia County (VOTRAN)	Peer Average FY 2016
Potential TD Population	265,784	263,299	517,887	348,990
Potential TD Population Served	6.6%	2.0%	7.7%	5.43%
Percent of Trips on Fixed-Route	40%	0%	46%	28.67%
Average Cost per Trip	\$4.54	\$12.54	\$12.80	\$9.96
Average Cost per Paratransit Trip	\$7.47	\$12.54	\$23.47	\$14.49
Accidents per 100,000 Vehicle Miles	.95	1.60	.63	1.06
Vehicle Miles between Road Calls	69,046	36,975	13,487	39,836
Complaints per 1,000 Paratransit Trips	.009	.186	.892	.362

Table 5. Summary of CTC Performance FY 2012 - FY 2017

Performance Measure	FY 16/17	FY 15/16	FY 14/15	FY 13/14	FY 12/13	FY 11/12
Revenues	\$7,477,272	\$8,208,159	\$7,265,954	\$8,989,940	\$8,674,860	\$8,521,344
Expenses	\$7,191,199	\$8,235,680	\$7,262,178	\$8,511,029	\$8,513,644	\$8,463,033
Total Passenger Trips	665,437	477,313	392,509	425,559	553,364	506,642
Expenses per Passenger Trip	\$10.82	\$17.25	\$18.50	\$19.99	\$15.39	\$16.70
Vehicle Miles	1,744,038	1,490,814	2,073,346	2,489,766	2,539,934	2,397,371
Expense per Vehicle Mile	\$2.62	\$5.52	\$3.50	\$3.14	\$3.33	\$3.53
Driver Hours	197,515	217,118	208,457	252,521	250,522	264,991
Operating Expense per Driver Hour	\$36.58	\$37.93	\$34.84	\$33.70	\$33.76	\$31.93
Total Paratransit Trips	234,443	183,045	191,771	232,300	273,658	285,388
Percent of Trips as Paratransit	35%	39%	49%	54.58%	49.45%	56.32%
Total Fixed-Route Trips	430,994	294,268	200,738	193,259	275,559	221,254
Percent of Trips as Fixed-Route	65%	61%	51%	45.42%	49.8%	43.67%
Total School Board Trips	0	0	0	0	0	0
Percent of Trips as School Board	0%	0%	0%	0%	0%	0%

Section 3. Compliance with Chapter 427, F.S.

Review the CTC monitoring of its contracted operators in compliance with FS 427.

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS OPERATOR(S) AND COORDINATION CONTRACTORS AND HOW OFTEN IS IT CONDUCTED?

The CTC is responsible for assuring that operators and contractors are monitored at least once a year. The Polk County Board of County Commissioners has a contract monitoring process in place to evaluate the Polk County Transit Services Division, its coordination contractors and transportation operators. Contract compliance monitoring within the Polk County Coordinated System is done by an independent contract and compliance officer employed by Polk County government but not by the Transit Services Division/CTC. The monitor has been employed with government for over 18 years, extensively educated and trained in all areas of transportation, and performs monitoring and audit functions for the Florida Department of Transportation, the Federal Transit Administration, Housing and Urban Development (HUD), and many other local, state, and federal agencies. The monitoring reports that were completed during this reporting period are attached as part of the final evaluation report. Because the LAMTD is operating transportation services through a contract with the Polk County BOCC, this monitoring has continued throughout and after the transition of operations from the BOCC to LAMTD. However, the transition between agencies was completed in 2017, so in the future the full responsibility for monitoring lies with the CTC/LAMTD.

IS A WRITTEN REPORT ISSUED TO THE OPERATOR? Yes, as necessary.

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes.

Review the TDSP to determine the utilization of school buses and public transportation services. Approve and coordinate the utilization of school bus and public transportation services in accordance with the TDSP.

IS THE CTC USING SCHOOL BUSES IN THE COORDINATED SYSTEM?

No. The Polk County School Board has drastically reduced its services due to their funding constraints. For FY 2016/2017 the School Board did not submit a report of trips to the CTC for inclusion in the AOR.

HOW IS THE CTC USING PUBLIC TRANSPORTATION SERVICES IN THE COORDINATED SYSTEM?

Service contracts exist with the Lakeland Area Mass Transit District (LAMTD) to provide transportation for several public and private agencies. Bus passes from both fixed route systems are utilized whenever and wherever feasible to lower the cost of the trips.

IS THERE A GOAL FOR TRANSFERRING PASSENGERS FROM PARATRANSIT TO TRANSIT? Yes

IF YES, WHAT IS THE GOAL? 25% of total annual trips.

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT?

Yes. The FY 2016/17 AOR reported that 61% of trips were provided by fixed route public transit.

Attachments to this report: Monitoring Report and Safety Compliance Reports for the following providers: Lakeland Area Mass Transit District.

Area of Noncompliance: None

Recommendation: None

Timeline for Compliance: None

Section 4. Compliance with 41-2, F.A.C.

Compliance with 41-2.006(1), Minimum Insurance Compliance Ensure compliance with the minimum liability insurance requirement of \$200,000 per person and \$300,000 per incident.

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS IN THE OPERATOR AND COORDINATION CONTRACTS?

The adopted TDSP standards are that the CTC shall ensure compliance with the minimum liability insurance requirement of \$200,000 per person and \$300,000 per incident, which are comparable to Section 768.28(5), Florida Statutes, limits, for all transportation services purchased or provided for the transportation disadvantaged through the CTC. The CTC will indemnify and hold harmless the Local, State, and Federal governments and their entities, departments, and the Commission from any liabilities arising out of or due to an accident or negligence on the part of the CTC and all Transportation Operators under contract to them. Any liability insurance coverage in excess of \$1 million per incident, where its cost is included in the service rate, must be approved by the Commission before its cost is included in any purchase of service contract. Documentation from the Community Transportation Coordinator must fully justify the need for the additional insurance coverage. The justification will identify the reasons for the additional coverage, the incremental cost of the additional coverage on each unit of transportation service and the estimated additional annual cost to each contracting agency/entity. The Polk County Coordinated System has established a \$300,000/combined single limit.

HOW MUCH DOES THE INSURANCE COST? \$168,311.00 for Casualty & Liability

DOES THE MINIMUM LIABILITY INSURANCE REQUIREMENTS EXCEED \$1 MILLION PER INCIDENT? No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes

Compliance with 42-2.011(2), Evaluating Cost-Effectiveness of Coordination Contractors and Transportation Alternatives. Contracts shall be reviewed annually by the CTC and the Coordinating Board as to the effectiveness and efficiency of the Transportation Operator or the renewal of any Coordination Contracts.

IF THE CTC HAS COORDINATION CONTRACTORS, DETERMINE THE COST-EFFECTIVENESS OF THESE CONTRACTORS.

At the time the CTC receives applications for funding under Federal Transit Administration Section 5310, the CTC reviews the reasonableness of the application and whether or not the trips could be provided by the CTC. Coordination contracts are only extended to those agencies that can provide transportation more efficiently and cost effectively. Coordination contracts are then reviewed prior to renewal. As operator contracts expire, each existing operator has an opportunity to renew their contract, based upon contract fulfillment. An evaluation of each operator is completed by determining satisfactory contract compliance.

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes.

Area of Noncompliance: None

Recommendation: None

Timeline for Compliance: None

Section 5. Level of Competition

Table 6. Inventory of Transportation Operators in the Service Area

	Operators Available	Operators Contracted in the System
Private Non-Profit	10	8
Private For-Profit	5	0
Government	2	2
Public Transit Agency	1	1
Total	20	11

HOW MANY OF THE OPERATORS ARE COORDINATION CONTRACTORS? 8.

OF THE OPERATORS INCLUDED IN THE LOCAL COORDINATED SYSTEM, HOW MANY HAVE THE CAPABILITY OF EXPANDING CAPACITY? None (due to constrained funding).

DOES THE CTC HAVE THE ABILITY TO EXPAND? No (Lack of sufficient funding).

INDICATE THE DATE THE LATEST TRANSPORTATION OPERATOR WAS BROUGHT INTO THE SYSTEM. FY 2001.

DOES THE CTC HAVE A COMPETITIVE PROCUREMENT PROCESS? Yes.

IN THE PAST FIVE (5) YEARS, HOW MANY TIMES HAVE THE FOLLOWING METHODS BEEN USED IN SELECTION OF THE TRANSPORTATION OPERATORS?

Table 7. Transportation Operators Selection Method (Past 5 Years)

	Low bid	1	Requests for proposals
1	Requests for qualifications	1	Requests for interested parties
	Negotiation only		

WHICH OF THE METHODS WAS USED TO SELECT THE CURRENT OPERATORS?

Requests for Qualifications/Requests for Proposals are conducted as necessary unless an emergency or need arises to conduct the process earlier.

WHICH OF THE FOLLOWING ITEMS ARE INCORPORATED IN THE REVIEW AND SELECTION OF TRANSPORTATION OPERATORS FOR INCLUSION IN THE COORDINATED SYSTEM?

All of the following items are incorporated.

Table 8. Transportation Operators Selection Criteria

X	Capabilities of operator	X	Scope of Work
X	Age of company	X	Safety Program
X	Previous experience	X	Capacity
X	Management	X	Training Program
X	Qualifications of staff	X	Insurance
X	Resources	X	Accident History
X	Economies of Scale	X	Quality
X	Contract Monitoring	X	Community Knowledge
X	Reporting Capabilities	X	Cost of the Contracting Process
X	Financial Strength	X	Price
X	Performance Bond	X	Distribution of Costs
X	Responsiveness to Solicitation		Other: (list)

IF A COMPETITIVE BID OR REQUEST FOR PROPOSALS HAS BEEN USED TO SELECT THE TRANSPORTATION OPERATORS, TO HOW MANY POTENTIAL OPERATORS WAS THE REQUEST DISTRIBUTED IN THE MOST RECENTLY COMPLETED PROCESS? Polk County's Purchasing Division oversees the bid process and all bids are placed on the Board of County Commissioner's website.

HOW MANY RESPONDED? 3.

THE REQUEST FOR BIDS/PROPOSALS WAS DISTRIBUTED:

X	Locally	X	Statewide	X	Nationally (Available via Website)
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HAS THE CTC REVIEWED THE POSSIBILITIES OF COMPETITIVELY CONTRACTING ANY SERVICES OTHER THAN TRANSPORTATION PROVISION (SUCH AS FUEL & MAINTENANCE)? Yes, this is handled through contract with the Polk County Board of County Commissioners, Fleet Maintenance Division, a member of a fuel consortium. Lakeland Area Mass Transit District performs their own fleet maintenance on vehicles which is more cost efficient due to their training, expertise, and compliance with regulations in this area.

Section 6. Level of Coordination

EVALUATE THE DEGREE OF COORDINATION OF TD TRANSPORTATION CONSIDERING BOTH THE CTC AND THE COMMUNITY AS A WHOLE.

1. HOW MANY OPERATORS ARE INCLUDED IN THE COORDINATED SYSTEM?

The CTC currently performs all of the trips within the coordinated system.

2. WITH HOW MANY AGENCIES DOES THE CTC HAVE A COORDINATION AND/OR SERVICE CONTRACT?

Eight agencies: ElderPoint Ministries, Faith In Action North Lakeland, Noah's Ark of Central Florida, Peace River Center, Polk Training Center for Handicapped Citizens, Southeast Christian Assemblies of God, and Wade & Coney Community Center, Alliance for Independence.

ARE THE FOLLOWING AREAS HIGHLY COORDINATED?

3. PLANNING - ARE PLANS FOR TRANSPORTING THE TD POPULATION COORDINATED?

X= Yes O No

The CTC operates the Regional Mobility Call Center (RMCC) for assessing the mobility needs of the transportation disadvantaged to provide services through all modes and areas for Polk residents. The CTC uses eligibility criteria to determine needs and eligibility. TD trip purposes are prioritized annually based on the available funding and the areas of most need.

4. PUBLIC INFORMATION - IS THE INFORMATION DISTRIBUTED ABOUT TRANSPORTATION SERVICES IN THE COMMUNITY COORDINATED?

X= Yes O No

Through websites, agency networks, LCB membership and community outreach efforts. Also, the transit agencies were consolidated in Polk County, and adopted a unique, single branding for fixed route and paratransit services which creates a single, coordinated transportation system.

5. CERTIFICATION - IS THE WAY IN WHICH INDIVIDUALS ARE CERTIFIED AND REGISTERED FOR LOCAL TD TRANSPORTATION SERVICES COORDINATED?

X= Yes O No

Determination of eligibility is required. In person intake assessments are performed and required documentation is presented at the time of the interview. Self-declarations are not permitted.

6. ELIGIBILITY RECORDS - DOES A SYSTEM EXIST TO COORDINATE WHICH INDIVIDUALS ARE ELIGIBLE FOR WHICH SPECIAL TRANSPORTATION SERVICES IN THE COMMUNITY?

X= Yes O No

Trapeze software documents eligibility for various funding programs on the client information screen as well as the trip booking screen.

7. CALL INTAKE - ARE TRANSPORTATION SERVICES COORDINATED TO THE EXTENT THAT USERS CAN REACH A RESERVATIONIST ON THE FIRST CALL?

X= Yes O No

CTC utilizes an automated call distribution telecommunications system, with menu selection options for appropriately directing calls. The CTC operates a one-call, one-click call center.

8. RESERVATIONS - IS THE WAY IN WHICH RESERVATIONS ARE PLACED STANDARDIZED AND CAN A RESERVATIONISTS PREVENT DUPLICATE RESERVATIONS WITH DIFFERENT CARRIERS?

X= Yes O No

Trapeze scheduling and dispatching software is utilized in real time; pop-up features prevent duplication of trips.

9. TRIP ALLOCATION - IS THE ALLOCATION OF TRIP REQUESTS TO TRANSPORTATION PROVIDERS COORDINATED?

X= Yes O No

Trapeze scheduling and dispatching software is utilized in real time and trips are assigned based on demand, available funding, least cost or available resources.

10. SCHEDULING - IS THE ASSIGNMENT OF TRIPS TO VEHICLES COORDINATED IN SOME WAY?

X= Yes O No

Using Trapeze scheduling and administrative software.

11. TRANSPORT - ARE THE ACTUAL TRANSPORTATION SERVICE AND MODES OF TRANSPORTATION COORDINATED?

X= Yes O No

Using Trapeze scheduling and administrative software for paratransit and Trapeze fixed route modules to identify all potential modes of transportation. All intake and scheduling is done through the CTC's Regional Mobility Call Center.

12. DISPATCHING - IS THE REAL TIME COMMUNICATION AND DIRECTION OF DRIVERS COORDINATED?

X= Yes O No

Trapeze Software – Live, real time dispatching is performed, and also communicate with drivers via cell phone.

13. GENERAL SERVICE MONITORING - IS THE OVER-SEEING OF THE TRANSPORTATION PROVIDERS COORDINATED?

X= Yes O No

Scheduled 14-90 monitoring is performed by a Contract and Program Compliance Specialist, as previously described in this report. However, please note that this will cease in 2017 and the CTC must provide their own monitoring.

14. DAILY SERVICE MONITORING - IS THE WAY IN WHICH TRIP PROBLEMS ARE RESOLVED IN REAL-TIME COORDINATED?

X= Yes O No

With Trapeze scheduling, dispatching and administrative software, daily activity is monitored by the CTC with the status of all trips being performed in the database.

15. TRIP RECONCILIATION - IS THE WAY IN WHICH ALL COMPLETED TRIPS ARE CONFIRMED FOR OFFICIAL COUNTS COORDINATED?

X= Yes O No

Trapeze reports are utilized for trip verification and reconciliation. All post processing is done by the Finance Unit.

16. BILLING - IS THE PROCESS FOR REQUESTING AND PROCESSING FARES, PAYMENTS, AND REIMBURSEMENTS COORDINATED?

X= Yes O No

All trip activity is verified and entries matched with the Trapeze database. All post-processing, invoices and reimbursements are submitted and processed through the Finance Unit.

17. REPORTING - IS OPERATING INFORMATION REPORTED ACCORDING TO A SET OF STANDARD DEFINITIONS, COMPILED, AND EXAMINED?

X= Yes O No

Per the 14-90 standards, AOR and NTD requirements, and as outlined in the TDSP. Quarterly performance reports are reviewed at the LCB meetings.

18. COSTS RESOURCES - ARE COSTS, WHICH MUST BE INCURRED BY MANY OR ALL OF THE TRANSPORTATION PROVIDERS, SHARED SO AS TO REDUCE THE OVERALL COSTS OF THE COORDINATED PROGRAM?

X= Yes O No

Providers under coordination contracts are non-profit agencies and may be able to benefit from the FDOT Section 5310 Capital Assistance program.

19. INFORMATION RESOURCES - IS INFORMATION SHARED REGULARLY WITH ALL ORGANIZATIONS INVOLVED SO THAT THEY MAY HAVE A SIMILAR BASE OF KNOWLEDGE WHICH SMOOTHES SERVICE PROVISION AND INCREASES THE COORDINATION OF OTHER ELEMENTS?

X= Yes O No

Through LCB and transportation related board activities as well as through community workshops and public events. CTC contracted agencies share information through meetings which are usually scheduled on a quarterly basis.

20. OVERALL - DOES THE CTC HAVE AN APPROVED CONTRACT OR FORMAL AGREEMENT WITH ORGANIZATIONS, WHICH PROVIDE TRANSPORTATION IN THE COMMUNITY?

X= Yes O No

The CTC has coordination agreements with several non-profit agencies that have requested to be part of the coordinated system. This includes agencies that provide volunteer transportation services and not-for-profit organizations that serve disadvantaged populations. In addition, the CTC has almost 20 Universal Access Program (UAP) contracts with public and private employers, and educational institutions which allow riders free access to fixed-route public transportation in Polk County.

21. HOW MANY OF THE ABOVE ELEMENTS OF TRANSPORTATION (NUMBER OF YES'S) ARE HIGHLY COORDINATED: 20

22. WHICH TRANSPORTATION OPERATORS NEED TO BE BETTER COORDINATED WHEN COMPARED TO THE OTHERS? IN WHAT WAYS?

All of the current paratransit operators have the option to be coordinated under the CTC utilizing the Trapeze scheduling and administrative software. In contrast, several of the non-profit coordination contract agencies lack the technical resources to become fully integrated with Trapeze at this time.

Coordination efforts due to the consolidation of operations under one agency continue to be very effective. With the implementation of a single phone number and the opening of a one-call, one-click regional mobility call center in May of 2013, customers have a one-stop shop for their mobility needs.

23. OF THE AGENCIES THAT THE COORDINATOR HAS COORDINATION OR SERVICE CONTRACTS WITH, WHICH COULD BE BETTER COORDINATED, WHEN COMPARED TO THE OTHERS? IN WHAT WAYS?

The addition of more non-profit agencies to combine efforts with the lead agency, ElderPoint Ministries (Blue Bird) Volunteer Driver Program, who endeavors to reach out to other nonprofits throughout the county to provide transportation through volunteer drivers and gives additional access to services for more of the transportation disadvantaged populations.

24. WHAT IMPROVEMENTS IN COORDINATION COULD BE PURSUED?

Unfortunately, due to Medicaid reform and the changes brought to the coordinated system in Florida, the sharing of resources and human service agency coordination will be essential. The CTC hired a new staff member who will be dedicated to the coordination of services and the TD Program for Polk County.

Attachment to this report:

CTC Self-Evaluation Report – 2017

Section 7. Americans with Disabilities Act

In addition to being the CTC for Polk County, LAMTD operates the fixed-route bus services operated in the greater Winter Haven urbanized area in the eastern portion of Polk County, as well as in the Lakeland urbanized area.

This provides the opportunity to multi-load ADA passengers with TD and other passengers, which results in a more cost-effective operation. ADA services are provided for those who qualify under ADA and are within three-quarters of a mile from a bus stop in the fixed-route service area.

Monitoring in this area is done by the Federal Transit Administration during the triennial review. Please see attached page from FTA related to this section.

Area of noncompliance: None

Recommendation: None

Timeline for Compliance: None

Section 8. Bus/Van Ride

The LCB members on the CTC Evaluation Subcommittee actively participated in the on-site observation surveys of the system by riding along with the providers in providing transportation disadvantaged trips.

The first LCB member had a good experience on their "ride along" which took place on December 22, 2017. There were 2 non-ambulatory passengers and 1 ambulatory passenger on board. The driver was on time, offered a friendly greeting and assistance to the passengers, ensuring safety protocols were followed. The vehicle was in good working order, neat and clean.

Unfortunately, the second LCB member had a poor experience with their "ride along." Their ride was scheduled for 7:30 a.m. on January 2, 2018, in downtown Lakeland. As they watched for the arrival of the vehicle, they were unable to get through a locked door in their office, so they had to go around to the back of the building, which was done quickly. When she got out front, the vehicle had left. She immediately called the Call Center and spoke to a Customer Service Representative. She was told that her ride was scheduled for 7:15, not 7:30 and she was marked a "no-show." She tried to explain that she was told it was scheduled for 7:30 and that the driver did not wait the 5 minute window and he responded that the bus would not be back to get her, resulting in a missed doctor appointment. The Customer Service Representative did not offer her any further assistance or resolution to the immediate problem, and refused to give their name; basically blaming the rider.

The completed On-Site Observation Forms are attached to this report

Areas of Noncompliance: Customer Service Issue

Recommendations: See Committee Recommendations related to this section.

Timeline for Compliance: Staff will follow-up and report back to LCB.

Section 9. Surveys

RIDER SURVEYS

TPO staff conducted random telephone surveys. The survey forms are included in this report. A summary of the results are as follows:

Summary of Rider Survey

Name of Program Funding Source	Number of Trips by Program	Number of Riders /Beneficiaries Contacted by Program	Number of Riders /Beneficiaries Experiencing a Problem	Number of Riders /Beneficiaries refused transportation within last 6 months	Rate the ride on a scale of 1 to 10 (10 being most satisfied)
CTD	14	7	4	1	6
Medicaid	0	0	0	0	0
FX RT ADA	0	0	0	0	0
Other	0	0	0	0	0
Other	0	0	0	0	0
Total	14	7	4	1	6

CONTRACT OPERATOR SURVEYS

The CTC had no contract operators that actually provided trips during the reporting period.

PURCHASING AGENCY SURVEYS

- **Do you purchase transportation from the coordinated system?**
Purchasing Agency – Polk County Community Health and Social Services;
Polk County Elderly Services.
- **Which transportation operator provides services to your clients?**
Purchasing Agency – CTC vehicles
- **What is the primary purpose of purchasing transportation for your clients?**
Purchasing Agency – Medical, medical related, and critical life skills purposes.
- **On average, how often do your clients use the transportation system?**
Purchasing Agency – 5 days per week on most occasions.
- **Have you had any unresolved problems with the coordinated transportation system?**
Purchasing Agency – Contractual arrangements are currently being resolved between the County and LAMTD.
- **What type of problems have you had with the coordinated system?**
Purchasing Agency – Transition from County will increase our costs and force us to find alternative sources for the Rohr Home social outings.
- **Overall, are you satisfied with the transportation you have purchased for your clients?**
The Purchasing Agency – Yes for the most part.

Attachments to this report:

Survey forms completed by LCB Evaluation Committee Members.

Area of Noncompliance: None

Recommendation: None

Timeline for Compliance: None

Section 10. Follow-up of previous QAPE Review (if applicable)

Recommendations from last year's CTC Evaluation Report (2015/16) were reviewed to measure the CTC's efforts in implementing improvements to address same:

- The CTC Evaluation Committee voiced deep concern regarding the \$139,525.31 that was left on the table at year end of the grant. Unmet trip requests totaled 1,208 with 1,174 being due to lack of capacity issues. This area needs to be closely monitored in the upcoming year to ensure that the TD population is served adequately throughout Polk County.

The CTC worked diligently to implement their updated bus pass program which complies with all CTD regulations. The result was a sharp increase in bus passes utilized for coordinated trips, which is a cost-effective way to deliver efficient transportation services.

- During the evaluation process, TPO staff observed that CTC staff is in need of additional training in using the Trapeze software, specifically in the reporting area. The database contains information of the location of the TD population throughout Polk County, which can be very useful in effectively coordinating transit services between the paratransit and fixed-route services offered by the CTC.

This is an ongoing process as new staff comes on board and training of existing staff. The CTC continues to strive to increase productivity in this area.

- During the evaluation process, TPO staff observed that the CTC is in dire need of a TD Coordinator; a person who can go out into the community to coordinate transportation services with the public, the hospitals, the dialysis centers, and manage the TD program overall. This is critical to the success of the TD program in order to identify the unmet needs in the community and implement services to transport individuals.

The CTC hired a new staff member as recommended, which has already resulted in better communication between the CTC and Coordination Agencies, as well as increasing the number of Coordination Agencies in the county.

Area of Noncompliance: None

Recommendation: None

Timeline for Compliance: None

Section 11. Additional Observations

The Polk CTC continues to think “outside the box” for ways to implement innovative ideas in coordinating transportation services throughout Polk County. One shining example is LAMTD’s Universal Access Program (UAP), which is a contract between LAMTD and various educational institutions and employers throughout Polk County, including Legoland. The contracting agency provides funding to Citrus Connection and in return their students and/or employees are able to access the fixed-route system at no charge. The CTC now has almost 20 UAPs with various agencies, which results in the most cost-effective way to deliver access to transportation services throughout the County.

Section 12. Current Year Trip and Equipment Grant


The Trip and Equipment grant for Polk County ran from July 1, 2016 through June 30, 2017 in the total amount of \$1,378,603.00. All funding was originally designated for the provision of TD services. However, due to the transition from the BOCC to LAMTD effective April 1, 2016, LAMTD requested to use some funding to purchase capital equipment before the end of the grant cycle on June 30, 2017. Even so, a total of \$159,246.00 was not billed and subsequently forfeited for this funding year.

Area of noncompliance: None
Recommendation: None
Timeline for Compliance: None

Section 13. Appendices

Attachments included in this document:

1. CTC Self-Evaluation
2. Monitoring Report
3. Survey forms
4. FTA Triennial Review for ADA section



Agenda Item 6
TD LCB
02.12.18

CTC REPORT

Citrus Connection

Quarter 2

Funding Status

- Total Funding Grant Year 17/18
 - \$1,107,450.
- Funding encumbered or expended:
 - \$403,685.
- Funding remaining:
 - \$703,765.

Performance Measures

Trip Breakdown 2nd Quarter period:

- ADA = **15,541**
- TD Trips = **4,355**
- Total Trips = **19,896**

Performance Measures

**Performed
Paratransit Trips**

Total trips provided over
Quarter 2 period:

19,896

Total Clients served over
Quarter 2 period:

1,240

On Time Performance

On-Time Performance for Quarter 2:

87 %

(October= 85% November = 89% December = 88%)

Goal is 90% or better

Safety

Fixed Route

- Total Number of Accidents = **17**
- Preventable = **5**
- Non Preventable = **12**
- No Injuries = **12**
- Injuries = **5**

Para Transit

- Total Number of Accidents = **5**
- Preventable = **3**
- Non Preventable = **2**
- No Injuries = **0**
- Injuries = **0**

Bus Pass Program

692 TD Bus
Passes

The diagram consists of two orange circles connected by a light orange arrow pointing from left to right. The left circle contains the text '692 TD Bus Passes' and the right circle contains the text 'Approximately 4,355 trips'. The background features a decorative graphic on the left side with diagonal stripes in grey, orange, and white.

Approximately
4,355 trips

Paratransit Complaints & Compliments

- 3 Complaints
- 1 Compliments
- Per 19,896 Paratransit Trips

Goal is fewer than 2 complaints per 1,000 trips.

Customer Service

Quarter 2

- Calls Answered: **27,442**
- Average Hold Time: **2:11**

Vehicle Breakdowns

- 2nd Quarter Totals
- Total in-service Fixed transit road calls has been **46**
- Total in-service Para transit road calls have been **10**
- Average mileage between road calls **31, 540**

*Target is at least **30,000** miles between road calls.*

Ridership (Headcount)

Quarter 2 Ridership

- Fixed = **201,995**
- Para Transit = **1,240**