



September 3, 2018

MEMORANDUM

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

FROM: Commissioner Charles Lake, TD Local Coordinating Board Chairman

SUBJECT: **Transportation Disadvantaged Local Coordinating Board Meeting**
Monday, September 10, 2018 at 1:30 p.m.
Polk County Commission Board Room
Polk County Administration Building

The Polk Transportation Disadvantaged Local Coordinating Board will meet on Monday, September 10, 2018 at 1:30 P.M. in the Polk County Commission Board Room on the first floor of the Polk County 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) 534-6486.

CL:ds

Enclosure

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 TRANSPORTATION DISADVANTAGED COORDINATING BOARD
POLK COUNTY COMMISSION BOARD ROOM
MONDAY, SEPTEMBER 10, 2018
1:30 P.M.**

AGENDA

Roll Call

Approval of Minutes

Minutes of Regular Board Meeting May 14, 2018 ([Attachment](#))

1. Public Comment

2. Introductions

3. Review of Draft Annual Operations Report (AOR) for Polk CTC

Staff will present the draft 2017/18 AOR and request that the Board certify that it has reviewed the draft document for submission to the CTD. Action is requested. ([Attachment](#))

4. CTC Report

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

5. Other Communications and Reports

A. CTC Video

6. Adjournment

Next regular quarterly meeting and Annual Public Hearing is scheduled for November 19, 2018 in the BOCC Board Room.

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Transportation Disadvantaged Local Coordinating Board (TD LCB)

**Draft Meeting Minutes
Monday, May 14, 2018**

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

Members Present:

Mayor Charles Lake-Chair
Charlene Ross
Shirley Johnson
Katie Kummer
Kevin Gilds
Marcia Staszko Vice- Chair
Stacy Campbell-Domineck
Lisa Peterson
Sheryl Brown
Juanita Warner (late)
Penelope Barnard (late)

Representing:

City of Lake Alfred
Florida Department of Transportation
Children & Families
Div. Voc. Rehab
Florida Department of Elderly Affairs
Elderly Population
Workforce Board Rep.
Disabled Citizen Rep
Citizen Advocate #2
Children at Risk
AHCA

Others Present:

Aaron Dunn
Marcia Roberson
Cindy Mixon
Sherrie Holbrook
Rod Wetzel
Kenneth Harley
Steve Hour
Joan Miller
Delisia Pelt
Cieara Edwards
Diane Slaybaugh
Annette Crews
Ryan Kordek
Julia Davis

Representing:

Paratransit Director, Citrus Connection
Regional Mobility Call Center Director, Citrus Connection
CTC Coordinator, Citrus Connection
Polk Training Center
Citrus Connection
Central Florida Regional Planning Council
MFCS
Sunrise Community
Citrus Connection
Citrus Connection
Polk TPO Staff
Polk TPO Staff
Polk TPO Staff
Polk TPO Staff

Call to Order and Roll Call

Chairman Lake called the Transportation Disadvantaged Local Coordinating Board meeting to order at 1:31 pm. Roll call was taken and a quorum was present with 9 members in attendance. Two LCB members came in after roll call, making a total of 11 Board members in attendance.

Approval of Minutes

- February 12, 2018 Regular Board Meeting

Motion: Motioned by Marcia Staszko, seconded by Stacy Campbell-Domineck. Motion carried without dissent.

1. Welcome and Introductions

Diane Slaybaugh, TPO Staff, recognized Lisa Peterson, Disabled Citizen Rep. and Charlene Ross, Florida Department of Transportation, as new members to the LCB.

2. Public Comments

- None

3. Agency Presentation

Shirley Johnson, Department of Children & Families, presented a slideshow presentation pertaining to what the ACCESS program is and what services they offer to the public. Stacy Campbell-Domineck, Chairman Lake, and Marcia Staszko commented.

4. Update on current year TD Trips and Funding

Aaron Dunn, Citrus Connection, gave an update on the TD trips related to the current year TD grant. Mr. Dunn reviewed where they stood for 2016/17 and where they are at for 2018. Challenges that were faced in 2017 were due to the hurricane, five mile minimum billing rate, and the increased demand on purchased services. He stated that Citrus Connection has limited capacity with multiple lines of business that they have to provide service for which include Purchasers of Service, ADA Service which is mandated, and TD Services.

5. Review and Approval of Rate Calculation Model/CTC Reimbursement Rates

Mr. Dunn reviewed the Rate Calculation Model and CTC Reimbursement Rates for the upcoming year 2018/19. Sheryl Brown and Shirley Johnson asked questions about the rates. The ambulatory rate for FY 2018/19 is \$4.25 per mile and the wheelchair rate is \$7.28 per mile.

Motion: Motioned by Stacy Campbell-Domineck, seconded by Kevin Gilds. Motion carried without dissent.

6. Review and Approval of Draft TD Trip/Equipment Grant for 2018/2019

Cindy Mixon, CTC Coordinator, Citrus Connection, reviewed the TD Trip Grant for 2018/19. She stated there have been no increases since 2016 on the monthly bus pass amount. The total grant allocation for FY 2018/19 is \$1,444,867, with all funding going to operations for the provision of TD trips. They are not seeking capital funding in this grant year.

Motion: Motioned by Marcia Staszko, seconded by Stacy Campbell- Domineck. Motion carried without dissent.

7. Annual Update of Transportation Disadvantaged Service Plan (TDSP)

Diane Slaybaugh, TPO staff, presented the draft TDSP which includes performance measures, rate structures, goals, objectives, policies, and operating procedures. The TDSP has to be updated and approved annually. Marsha Staszko asked about the Agencies that have Coordination Agreements with the CTC and if they applied for FTA grant funding. Sheryl Brown and Kevin Gilds asked questions as well.

Motion: Motioned by Marcia Staszko, seconded by Stacy Campbell-Domineck. Roll Call vote required. Unanimous vote carried without dissent.

8. CTC Report

Ms. Mixon presented the CTC Report which gives an update on activities and performance measures for the grant year. She stated that Customer Service surveys for Citrus Connection will be going out in July of this year. Informational purposes only.

9. Other Communications and Reports

Ms. Slaybaugh had no communications or reports to give. Charlene Ross, FDOT, provided a brief report on FDOT activities. The next scheduled meeting is September 10, 2018.

10. Adjournment

There being no further business the meeting was adjourned at 2:56pm.

Respectfully transcribed by Annette Crews, TPO Staff.

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.

LCB Board Meeting
September 10th, 2018
AGENDA ITEM #3

Agenda Item: 2017 -2018 Annual Operating Report Draft

Presenter: Aaron Dunn, Citrus Connection

Recommended
Action: Action is Requested

Summary: Aaron Dunn to present to the draft of the 2017/2018 Annual Operation Report (AOR) and request that the Board certify that it has reviewed the draft document for submission to the Commission for the Transportation Disadvantaged.

Attachment: AOR Draft

County: POLK
 Status

Fiscal Year: July1, 2017 - June 30,2018

Report Date	15-Sep-18
Period Coverd	July 1, 2017 through June 30, 2018
Coordinator's name	Lakeland Area Mass Transit District
Address	1212 George Jenkins Boulevard
City	Lakeland, Florida
Zip Code	33801
Service Area	Polk County
Contact Person	
Title	
Phone	
Fax	
Email	
Network Trype	
Organization Type	

1. Provider Listing (include the CTC, if the CTC provides transporation services)

Number of Non-Profits	
Number of Private For-Profits	
Public Entities	
School Board	
Municipality	
County	
Transit Authority	
Other	
Total	

2. How many of the providers listed in 1 are coordination contractors?	
--	--

Current Years Totals			
1. One- Way Passenger Trips			
Type of Service	Service Area County		Totals
Fixed Route/Fixed Schedule	Within	Outside	Totals
Daily Trip Tickets	372414	0	372,414
Weekly Passes	1019	0	1,019
Monthly Passes	84525	0	84,525
Deviated Fixed Route Services	0	0	0
Paratransit			
	Within	Outside	Totals
Ambulatory	134876	2094	136970
Non-Ambulatory	48885	2394	51279
Stretcher	0	0	0
			188249
Other Services			
School Board Trips	0	0	0
Total Trips	641719	4488	646,207
How Many of the total trips were provided by contracted transportation providers			
How many of the total trips were provided by coordination contractors.			92844
One-Way Trips by Funding Source			
	Agency for Health Care Administration		2754
	Agency for Persons with Disabilities		86862
	Agency for Work Force Innovation		0
	Commission for the Transportation Disadvantaged		108229
	Department of Children and Families		0
	Department of Community Affairs		0
	Department of Education		79930
	Department of Elder Affairs		6058
	Department of Health		25
	Department of Juvenile Justice		4502
	Florida Department of Transportation		30935
	Local Government		189894
	Local Non-Government		63735
	Other Federal Programs		52117
	Total		625041
One-Way Trips by Passenger Type			
Was this information obtained by Sampling			NO
Elderly			
	Low Income		113561
	Disabled		1342
	Low Income and Disabled		33071
	Other		0
Children			
	Low Income		47564
	Disabled		0
	Low Income and Disabled		0
	Other		46042
Other			

	Low Income	176136
	Disabled	146849
	Low Income and Disabled	36143
	Other	25624
	384752	
	Total	626332
One-Way Trips by Passenger -by Purpose		
Was this information obtained by Sampling		NO
	Medical Purpose	61043
	Employment Purpose	8645
	Education/Training/Daycare Purpose	43452
	Nutritional Purpose	19000
	Life-Sustaining/Other Purpose	494192
	Total	626332
Unduplicated Passenger Head Count (number of clients you transported)		
	Paratransit/Deviated Fixed Route/School Board	3229
	Fixed Route	2932
	Total	6161
Number of Unmet Trip Request		
	Unmet Medical	427
	Unmet Employment	5
	Unmet Education/Training/Daycare	8
	Unmet Nutrition	1
	Unmet Life-Sustaining/Other	0
Reason Trip was Denied		
	Lack of Funding	102
	Lack of Vehicle Availability	346
	Lack of Driver Availability	5
	Other	0
Number of Passenger No-Shows		3885
Now Shows by Funding Source		
	CTD	42
	AHCA	0
	AWI	0
	DCF	0
	APD	0
	DOE	0
	DOEA	608
	Other	3235
Complaints		
	Complaints by Service	14
	Complaints by Policy	5
	Complaints by Vehicle	3
	Complaints by Other	2
	Complaint Total	24
	Commendations by CTC	0
	Commendations by Transportation Provider	0

Commendations by Coordination Contractors		0	
Total Commendations		0	
Mileage Information			
	Vehicle Miles		Revenue Miles
CTC	2192161		2104549
Transportation Providers	0		0
Coordination Contractors	485899		230378
School Bus	0		0
Total	2678060		2334927
Road calls	250		
Accidents			
	Chargeable		Non-Chargeable
Total Accidents Person Only	8		7
Total Accident Vehicle Only	10		32
Total Accidents Person & Vehicle	11		10
Total Accidents	29		49
Grand Total	78		0
Total Number of Vehicles			
	122		
		Count	Percentage
Total vehicles that are wheelchair assessable		102	84%
Total vehicles that are stretcher equipped		0	0%
CTC and Provider Employee Information			
			Hours
Full-Time Drivers	125		216630.04
Part-Time Drivers	0		0
Volunteer Drivers	0		0
		Total Hours	216630.04
Maintenance	5		
Dispatchers	4		
Schedulers	6		
Call Intake/Reser/Cust. Serv	1		
Other Operations	2		
			Hours
Other Volunteers	0		0
Administrative Support	0		
Management Employees	0		
Total	143		
Coordinating Contractors			
			Hours
Full-Time Drivers	2		2200
Part-Time Drivers	165		12843
Volunteer Drivers	58		4441
		Total Hours	19484
Maintenance	6		

Dispatchers	2	
Schedulers	1	
Call Intake/Reser/Cust.Serv	1	
Other Operations	2	
		Hours
Other Volunteers	3	7988
Administrative Support	16	
Management Employees	10	
Total	266	
		Total Hours 236114.04

Detailed Revenue and Trips Provided by Funding Source

Revenue Source	CTC and Providers	Coordination Contractors	Total Revenues
Agency for Health Care Administration			
Medicaid Non-Emergency	\$0	\$0	\$0
Medicaid Non-Emergency (under fixed fee service with AHCA)	\$0	\$0	\$0
Agency for Persons with Disabilities			
Comm Care for Dis Adults/Aging & Adult Services	\$0	\$111,337	\$111,337
Developmental Services	\$0	\$57,646	\$57,646
Other (Specify)	\$0	\$1,155	\$1,155
Agency for Workforce Innovation			
Wages/Workforce Board	\$0	\$0	\$0
Other (Specify)	\$0	\$0	\$0
Commission for the Transportation Disadvantaged			
Non-Sponsored Trip Program	\$0	\$4,026	\$4,026
Non-Sponsored Cap. Equip	\$0	\$0	\$0
Rural Capital Equip	\$0	\$0	\$0
TD Other (Specify)	\$0	\$0	\$0
Department of Children and Families			
Alcohol, Drug Abuse & Mental Health Program	\$0	\$0	\$0
Family Safety & Preservation	\$0	\$0	\$0
Other (Development)	\$0	\$0	\$0
Department of Community Affairs			
Community Services	\$0	\$0	\$0
Other (Specify)	\$0	\$0	\$0
Department of Education			
Carl Perkins Vocational Ed. Act	\$0	\$0	\$0

Division of Blind Services	\$0	\$0	\$0
Vocational Rehabilitation	\$0	\$0	\$0
Day Care Programs	\$0	\$0	\$0
Other (Pace)	\$0	\$0	\$0
Department of Elder Affairs			
Older Americans Act	\$0	\$0	\$0
Community Care for the Elderly	\$0	\$375	\$375
Other (Family)	\$0	\$0	\$0
Department of Health			
Children Medical Services	\$0	\$0	\$0
Office of Disability Deter.	\$0	\$0	\$0
County Public Health Unit	\$0	\$0	\$0
Other (Polk Health)	\$0	\$0	\$0
Department of Juvenile Justice			
(Specify)	\$0	\$0	\$0
Department of Transportation			
5307	\$0	\$0	\$0
5310	\$0	\$76,058	\$76,058
5311 (Section 18)	\$0	\$0	\$0
5311 (f) (Section 18i)	\$0	\$0	\$0
Block Grant	\$0	\$0	\$0
Service Development	\$0	\$0	\$0
Commuter Assistance Program	\$0	\$0	\$0
Other DOT Specify (5316-5317)	\$0	\$0	\$0
Local Government			
School Board	\$0	\$0	\$0
ADA Service	\$0	\$76,058	\$76,058
County Cash	\$0	\$0	\$0
County-In-Kind	\$0	\$0	\$0
City Cash	\$0	\$3,500	\$3,500
City In-Kind	\$0	\$0	\$0
Other Cash (Fuel)	\$0	\$0	\$0
Other In-Kind (Specify)	\$0	\$0	\$0
Local Non-Government			
Fare box	\$0	\$21,655	\$21,655
Donations, Contributions	\$0	\$39,218	\$39,218
In-Kind Services	\$0	\$80,304	\$80,304
Other Non-Government	\$0	\$473,124	\$473,124
Other Federal or State Programs			
Specify	\$0	\$0	\$0
Specify	\$0	\$0	\$0
Specify	\$0	\$24,515	\$24,515
Specify	\$0	\$2,447	\$2,447

Grand Total	\$0	\$971,418	\$971,418
Expense Sources			
Expense Item	CTC	Coordination Contractor	Total Expenses
Labor (501)	\$0	\$552,524	\$552,524
Fringe Benefits (502)	\$0	\$32,557	\$32,557
Service (503)	\$0	\$49,714	\$49,714
Materials and Supplies (504)	\$0	\$144,719	\$144,719
Utilities (505)	\$0	\$63,243	\$63,243
Casualty and Liability (506)	\$0	\$128,190	\$128,190
Taxes (507)	\$0	\$18,280	\$18,280
Purchased Transportation Services (508)			
Bus Pass Expenses	\$0	\$10,774	\$10,774
School Bus Expenses	\$0	\$0	\$0
Other	\$0	\$0	\$0
Miscellaneous (509)	\$0	\$6,285	\$6,285
Interest (511)	\$0	\$410	\$410
Leases and Rentals (512)	\$0	\$4,944	\$4,944
Annual Depreciation (513)	\$0	\$73,725	\$73,725
Contributed Services (530)	\$0	\$0	\$0
Allocated Indirect Expenses	\$0	\$35,170	\$35,170
Grand Total	\$0	\$1,120,535	\$1,120,535

LCB Board Meeting
September 10th, 2018
AGENDA ITEM #4


Agenda Item: CTC Quarterly Report

Presenter: Cindy Mixon, Citrus Connection

Recommended
Action: Informational

Summary: Every quarterly Local Coordinating Board (LCB) meeting the CTC staff presents to the board the year-to-date service delivery performance measures. These performance measures were devised and instituted as operational benchmarks for the CTC and its staff by the LCB and are in accordance with the approved Transportation Disadvantaged Service Plan (TDSP).

Attachment: CTC report



Agenda Item 4
TD LCB Meeting
09.10.18

CTC REPORT

Citrus Connection

Quarter 3

Funding Status

- Total Funding Grant Year 17/18
 - \$1,107,450.
- Funding encumbered or expended:
 - \$979,398
- Funding remaining:
 - \$128,052

Performance Measures

Trip Breakdown 3rd Quarter
period:

- ADA = **19,533**
- TD Trips = **5,074**
- Total Trips = **24,607**

Performance Measures

**Performed
Paratransit Trips**

Total trips provided over
Quarter 3 period:

24,607

Total Clients served over
Quarter 3 period:

1,660



On Time Performance

On-Time Performance for Quarter 3:

93 %

(April= 92.78% May = 93.11% June = 92.94%)

Goal is 90% or better

Safety

Fixed Route

- Total Number of Accidents = **10**
- Preventable = **4**
- Non Preventable = **6**
- No Injuries = **6**
- Injuries = **4**

Para Transit

- Total Number of Accidents = **3**
- Preventable = **1**
- Non Preventable = **2**
- No Injuries = **1**
- Injuries = **2**

Bus Pass Program

1781 TD Bus
Passes

Approximately
8,667 trips

Paratransit Complaints & Compliments

- 8 Complaints
- 3 Compliments
- Per 24,607 Paratransit Trips

(1 complaint per 3,075 trips)

Customer Service

Quarter 3

- Calls Answered: 25,043
- Average Hold Time: 1:53
- Calls Abandoned : 1,917

Vehicle Breakdowns

- 3rd Quarter Totals
- Total in-service Fixed Route road calls has been **55**
- Total in-service Para Transit road calls have been **16**
- Average mileage between road calls:
 - Fixed = **14,219**
 - Para Transit = **20,080**

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



Ridership (Headcount)

Quarter 3 Ridership

- Fixed = **272,392**
- Para Transit = **1,660**