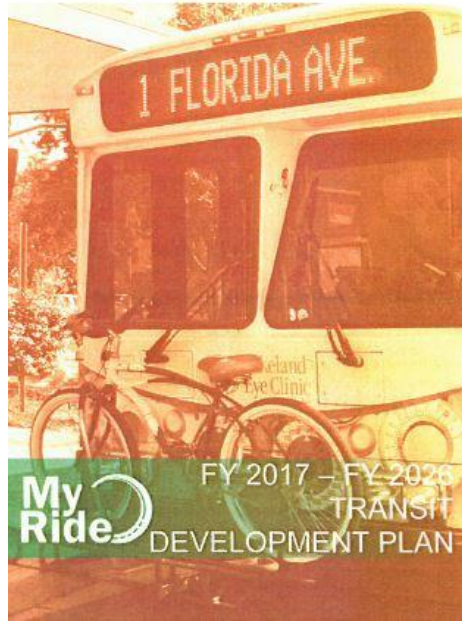


**MY RIDE:
POLK TRANSIT DEVELOPMENT PLAN 2017-2026
2019 ANNUAL PROGRESS REPORT**



Submitted to:

**Florida Department of Transportation
District One**



Prepared By:



ADOPTED August 14, 2019 by LAMTD

ANNUAL PROGRESS REPORT

The progress report required by FDOT is needed for several purposes. First and foremost, the update is just that, a progress update, providing an annual check on the progress that a transit agency has made toward implementing the recommendations in the prior TDP major update. Therefore, the annual progress update serves as an Annual Progress Report (APR) for the TDP. In fact, FDOT defines the update as a “progress report” in the TDP Rule. The TDP APR is needed to accomplish several objectives, including:

- Providing a check-in on the TDP progress made;
- Identifying where progress is not occurring;
- Facilitating updates to the goals, objectives, and strategies outlined in the TDP;
- Prompting updates to the implementation and finance plans;
- Enabling re-evaluations to account for large changes in needs; and
- Ensuring that the TDP recommendations are reviewed periodically.

Based on the requirements listed as part of the TDP Rule, the efforts required to produce an APR are largely localized to a few components of a TDP major update. These components include the following, but, of course, this scope can change if there are significant changes within an agency’s operating environment:

- 10-Year Implementation Plan;
- 10-Year Financial Plan; and
- Goals, Objectives & Policies.

While the Goals, Objectives & Policies (GOPs) section is not required to be updated as part of an APR, agencies do need to consider how changes to the implementation plan schedule may impact the pursuit of the GOPs. Oftentimes, this can be facilitated by keeping track of which GOPs are related to each of the projects in the implementation plan, which is discussed subsequently in this chapter. Alternatively, some agencies choose to include, in an addendum to the APR, specific notes on progress made related to each of the GOPs outlined in the TDP major update.

Identification of the Submitting Entity:

Agency: Lakeland Area Mass Transit District (LAMTD)
dba/Citrus Connection

Telephone Number: (863) 688-RIDE (7433)

Mailing Address: 1212 George Jenkins Blvd., Lakeland, FL 33815

Authorizing Agency Representative: Mr. Tom Phillips, Executive Director
For more information about this plan, please contact Mr. Rodney Wetzel, Senior Planner, Citrus Connection, at the phone number or address above.

Organization of the Report:

This TDP progress report is organized into the following sections:

Section 1: Introduction – This section outlines the requirements of a TDP and includes contact information for the submitting agency.

Section 2: Progress Report – This section includes the progress report on past year’s accomplishments and milestones achieved including the status of plan goals and objectives.

Section 3: Implementation and Financial Plan – This section presents the revised Implementation and Financial Program including the integration of any new recommendations.

Section 1: Introduction

The State of Florida Public Transit Block Grant Program was enacted by the Florida Legislature to provide a stable source of funding for public transit. The Block Grant Program requires public transit service providers to develop, adopt, and annually update a Ten-Year Transit Development Plan (TDP). Under legislation that became effective February 20, 2007, the TDP must undergo a Major Update every five years. In the interim years, an update is to be submitted in the form of an **annual progress report** on the ten-year implementation program of the TDP. Major updates involve more substantial reporting requirements than annual progress reports. Each major update and each annual progress report must be submitted to the appropriate Florida Department of Transportation (FDOT) District Office by September 1st.

The most recent major update of the Polk County Transit Development Plan, *My Ride*, was adopted by the Lakeland Area Mass Transit District (LAMTD) Board in August, 2017.

This is LAMTD’s annual progress report for 2019 which documents October 1, 2018 to September 30, 2019. This report covers the 10-year period from 2019 through 2028. This meets the requirement for a TDP annual progress report in accordance with Rule Chapter 14-73, Florida Administrative Code (FAC).

Table 1-1 lists the TDP requirements from Rule 14-73.001 for annual progress reports and indicates whether or not the item was accomplished in this TDP.

Table 1-1: TDP Progress Report Checklist

	Annual Progress Report Checklist Item	Related Section
A	Past Year’s accomplishments compared to the original implementation program	Section 2 – Progress Report
B	Analysis of discrepancies between the plan and its implementation for the past year and steps that will be taken to attain or modify original goals and objectives	Section 2 – Progress Report
C	Any revisions to the implementation program for the coming year	Section 3 – Implementation and Financial Plan
D	Revised implementation program for the new tenth year	Section 3 – Implementation and Financial Plan
E	Added recommendations for the new tenth year of the updated plan	Section 3 – Implementation and Financial Plan
F	A revised financial plan	Section 3 – Implementation and Financial Plan
G	A revised list of projects or services needed to meet the goals and objectives	Section 3 – Implementation and Financial Plan

Source: FDOT TDP Handbook – FDOT Guidance for Preparing and Reviewing Transit Development Plans, Version III, 2018.

SECTION 2- PROGRESS REPORT

COMPONENT A: LAST YEAR'S ACCOMPLISHMENTS COMPARED TO THE ORIGINAL IMPLEMENTATION PLAN

A direct comparison should be drawn between the actual progress on the service and capital projects that were stipulated to start or complete during the prior year, versus what was planned according to the prior TDP (e.g., either the TDP major update or APR that was completed most recently). The most effective format to summarize this progress is to list all projects programmed to start or complete during the prior year, either as a bulleted summary or in tabular format, along with a simple status to denote the progress, as shown in Table 2-1. If the project is complex in nature, or is expected to span multiple years of implementation, then an explanation also should be provided following the table. If implemented or begun, it is important to include the date of implementation. If a project was implemented early enough in the prior year, then it makes sense to include data on performance or impacts to-date. Based on the table developed to meet this particular component, a short summary should be provided in instances of non-adherence to the prior TDP's

Table 2-1

ACTIVITY	2017 TDP SERVICE PLAN	2018 RESULT	NOTES
Maximize existing service efficiency	Coordinated vehicle maintenance	No change	A grant application has been submitted that will coordinate safety and maintenance through the use of the AVAIL system.
Maximize existing service efficiency	Consolidated administration and maintenance activities,	No change	Efforts to consolidate these locations remain a challenge. This year LAMTD did try and move call center staff to the main office but the purchase of a new modular was not completed due to city guidelines.
Implement Service Improvements	Coordinated contracting for fuel and maintenance supplies and activities.	Continuation of Fuel consortium	LAMTD is part of a fuel consortium that includes HART and Polk County
Implement Service Improvements	Improvements to existing service frequency (headways)	No Change	LAMTD will see improvements in existing services with the execution of the Re-Route 2020
Implement Service Improvements	Extended weekday service hours (span), and weekend service.	No change	LAMTD will see improvements in existing services with the execution of the Re-Route 2020
Implement Service Improvements	Additional weekend service (either Saturday or Sunday).	New runs of ADA paratransit added. One run added in 17/18 and one more in 18/19	This year LAMTD was able to provide a new program that added ADA services to the Lakeland UZA for Saturdays through a grant with FDOT.
Service expansion	New routes operating in county activity centers with no existing service	No change	LAMTD was able to secure two new routes that will start in October '19 to areas with no existing service.
Service expansion	A proposed feeder route to the future Poinciana SunRail Station.	No change	Unfortunately, this route was offered as one of the new proposed routes but was not funded by the Polk County BoCC so remains unfunded for 19-20 at this time.

Over the last year, LAMTD has achieved some milestones consistent with the adopted implementation plan in *My Ride the TDP Major Update*. The progress report included in this section is organized into two major categories:

1. Transit capital and infrastructure projects, and
2. Service planning and operational projects.

Each project or activity is briefly described and the accomplishment achieved is summarized. Any discrepancies between the Implementation plan and the activity described are noted and steps to be taken to modify the corresponding goal or milestone are presented. An additional subsection is included which presents the status of LAMTD goals and objectives identified in the My Ride TDP major update.

PROGRESS REPORT ON MILESTONES

Progress on ongoing efforts since the TDP major update adoption in August 2017, are summarized in Table 2-2, below. These efforts help LAMTD accomplish priority goals and work objectives.

Table 2-2

Service Type/Mode FY 2018 and FY 2019	Description	2018 Result	Notes
Route 1/101 Florida Ave Corridor	Maintain Existing Fixed Route Service	no change	none
Route 3/301 Lakeland Hills Corridor	Maintain Existing Fixed Route Service	no change	none
Route 10 Circulator	Maintain Existing Fixed Route Service	no change	Will increase frequency and hours after Re-Route 2020
Route 12 Lakeland to WH	Maintain Existing Fixed Route Service	no change	none
Route 14 Combee/Edgewood	Maintain Existing Fixed Route Service	no change	Will increase frequency and hours after Re-Route 2020
Route 15 (N/S) Kathleen/Providence/Harden	Maintain Existing Fixed Route Service	no change	Will increase frequency and hours after Re-Route 2020
Route 15 (E/W) Winter Haven/Haines City	Maintain Existing Fixed Route Service	no change	none

Route 22XL Bartow Express	Maintain Existing Fixed Route Service	no change	none
Route 22XW Winter Haven/Bartow	Maintain Existing Fixed Route Service	no change	None
Route 25 Bartow/Fort Meade	Maintain Existing Fixed Route Service	no change	None
Route 27X Dundee/Eagle Ridge Mall	Maintain Existing Fixed Route Service	no change	None
Route 30 Legoland	Maintain Existing Fixed Route Service	no change	None
Route 32/33 South FL/Carter Rd.	Maintain Existing Fixed Route Service	no change	None
Route 35 Bartow/Lake Wales	Maintain Existing Fixed Route Service	no change	None
Route 39 Bradley	Maintain Existing Fixed Route Service	no change	None
Route 40/44 Winter Haven Southside	Maintain Existing Fixed Route Service	no change	none
Route 45 George Jenkins/Swindell	Maintain Existing Fixed Route Service	no change	Will increase frequency and hours after Re-Route 2020
Route 46 10th/Wabash/Ariana	Maintain Existing Fixed Route Service	no change	Will increase frequency and hours after Re-Route 2020
Route 47 Duff Rd. Shuttle	Maintain Existing Fixed Route Service	no change	Will increase frequency and hours after Re-Route 2020
Route 50 Auburndale	Maintain Existing Fixed Route Service	no change	None
Route 58 College Connector	Maintain Existing Fixed Route Service	no change	Will increase frequency and hours after Re-Route 2020

Route 58X Airside Express	Maintain Existing Fixed Route Service	no longer in service	None
Route 59X County Line Express	Maintain Existing Fixed Route Service	no longer in service	None
Route 60 Winter Haven Northeast	Maintain Existing Fixed Route Service	no change	None
Route 416 Poinciana/Haines City LYNX	Maintain Existing Fixed Route Service	no change	None
Route 427 US 27/Haines City LYNX	Maintain Existing Fixed Route Service	Moved to 60 minute headway from a 120 minute headway	An additional bus was added to this route doubling frequency
Route 603 Neighborlink Line LYNX	Maintain Existing Fixed Route Service	no change	None
ADA Paratransit Service	Maintain Existing ADA Paratransit Service	Extended days of service	A new program was implemented adding Saturday ADA to all the Lakeland UZA

Transit Capital and Infrastructure

Bus Acquisitions

With the implementation of a bus replacement plan adopted in 17/18, LAMTD acquired three new 24 ft. buses to the fleet, each with 4 wheelchair positions. They received five new 35 ft. Gillig bus and two 30 ft. buses for the fixed-route fleet.

Park and Ride Lot on North US 98

One major goal of the TDP was the completion of the new Park and Ride lot on North US 98. This project completed in June of 2017, now stands as a major gateway to the City of Lakeland and has facilitated new partnerships with private transit agencies such as Mega Bus. The next two rounds of funding for this project have been awarded and will include two additional shelters, restrooms, and a drinking fountain.

Transit Intelligent Transportation System (ITS) Projects

Citrus Connection introduced a new fare media and commended its loyal passengers for their cooperation and willingness to change the way they pay their fares aboard its buses. The new Citrus Connection **SMARTCARD** fare payment system was implemented in October 2017 for FY 17/18 and is progressing each day. This new technology allows LAMTD to track not only ridership, but the rider and individual bus stop utilization. The District now has the ability to identify trends (strengths and deficiencies) in the system.

Other ITS project updates included:

- All Mentor Ranger Units were removed on County owned paratransit buses and replaced with Avail units in FY 17/18.
- New servers were installed in Lakeland to host the AVAIL communications system in FY 17/18.
- Tap Card readers for Smart Cards were installed in all fixed-route and paratransit buses in FY 17/18.
- Four (4) customer service Smart Card ticket sales stations were installed in FY 17/18.
- All GFI Genfare Fare boxes on fixed-route buses were removed and replaced with Diamond fare boxes in FY 17/18.

East Polk Maintenance Facility

Since the inception of transit services in the Winter Haven urbanized area, the need for a maintenance facility to service those vehicles that deliver transit services to the east Polk County routes has been a priority listed in the TDP. There is an existing maintenance facility in West Polk County, but due to the large geographical size of Polk County, it presents a great challenge to the routes operating in the eastern side of the County.

LAMTD secured consultant services to draw up concept plans for this proposed facility, in phases – a temporary facility and a permanent facility, along with cost estimates. However, the land utilized in the first study are no longer a viable option. LAMTD requested FDOT provide funds for a feasibility study for potential sites and a cost benefit analysis, but it did not meet FDOT requirements. Future requests will be forwarded to the TPO for consideration during the priorities program.

Capital Asset Management Plan

Transit performance measure targets were developed in coordination between LAMTD and the Polk TPO in January, 2017. As of the date of this report, all facilities have been inspected and rated. LAMTD has completed the Transit Asset

Management Plan (TAM) requirement for FTA and the final plan was submitted to the TPO in September of 2018. This plan was also reviewed by an FDOT consultant who confirmed that the TMA was compliant.

Service Planning and Operations

Ridership

The fixed-route service in Lakeland, Winter Haven and the rural areas provided 1,197,673 rides in fiscal year 2018/19, which was up from the 1,194,072 rides in fiscal year 2017/18, which was slightly down from the 1,274,460 in 2016/17.

Ridership on the paratransit service is as follows:

	2017	2018	2019
ADA	62225	66400	71004
TD	20279	21630	20844

New Routes

While there were no new routes implemented this year, funding has been secured for two new routes to start in October 2019. The first route will start in the city of Lake Wales and end in Haines city. The purpose of this new route is to provide transit options to individuals living in municipalities along US 27 while relieving congestion along this highly traveled corridor. The second route will provide a flex route service in the municipality of Loughman. This is the fastest growing area of Polk County which up to this point has no public transit. In order to service more municipalities route 416, which presently covers Haines City to Poinciana, will be changed to include service to the town of Davenport.

Additional Pass Sales Hours at Terminals

In 2017/2018 FY, the hours of the Bus Pass Sales windows at the Lakeland and Winter Haven terminals were expanded. They are open Monday through Friday from 8:30 a.m. to 5:30 p.m. This enhanced access to the fixed-route service and complements the other ticket purchase options for all Citrus Connection’s riders.

Universal Access Program Agreements

Businesses, colleges, schools and organizations recognize the importance of public transportation by entering into Universal Access Agreements (UAPs) with LAMTD,

where businesses and educational institutions pay a flat rate to subsidize transit for their employees, students or clients. Riders show their ID and are able to ride free. This program continues to thrive, with approximately a dozen UAPs currently in place, including Southeastern University, Pace Center for Girls, Polk County Schools, Peace River Center, and LEGOLAND. LAMTD is also proud of their partnership with the Polk County Board of County Commissioners for subsidizing free transportation for Veterans through a UAP.

Fair Share Agreements

In the Winter Haven urbanized areas, there are local municipalities that have partnered with transit to provide their citizens better access to public transportation. For many years, these contributions have been way below the fully allocated cost for service within their respective jurisdictions. LAMTD is diligently working with all of the municipalities to increase their contributions by one-third of their twenty percent of cost.

Summer of Safety

Thanks to a partnership begun in 2012 between New Beginnings High School and Citrus Connection, the Summer of Safety program is running for its sixth year providing free public transportation to Polk County students ages 12-18. This program provides crucial transportation options throughout the summer when students are not in school and is the first of its kind in the United States.

Quality Assurance

Citrus Connection staff regularly administers surveys to riders for quality-assurance purposes, as well as to identify where and when their riders need public transportation. Current data shows that 60% of riders are using the system five days per week going to work, medical appointments or educational opportunities. A Quality Assurance team was formed in 2018, and has initiated a Quality Assurance telephone line to help facilitate open lines of communication with our riders. All bus operators have received Quality Assurance phone Line cards to hand out to passengers.

Federal Transit Administration (FTA) Triennial Review

Every three years, the FTA conducts a comprehensive compliance audit of each recipient of FTA Section 5307 Urbanized Area grant funds. The compliance audit consists of 20 subject areas which cover Procurement and Satisfactory Continuing Control, Civil Rights, and several other federal mandates. The process generally consists of two steps, a desk review conducted off-site by the FTA consultant

reviewer and then a formal site visit. LAMTD serves as the designated recipient for the Lakeland and Winter Haven urbanized areas within Polk County. The FTA conducted a Triennial Review in April, 2018. No deficiencies were found with the FTA requirements in 19 areas. One deficiency was found in ADA-General, regarding revising the Riders' Guide to publicize how the public may request a reasonable modification for accessibility to transit services. This was completed before September 10, 2018.

Preparing for Safety

This year saw the creation of the new position of Director of Safety. The department now operates as a separate division. In anticipation of the new FTA safety requirements and management the new stand-alone department will move forward to work on the completion of the Safety Management System.

Dixieland Road Diet Project

In response to the City of Lakeland's plans to implement a road diet project along South Florida Avenue (SR 37), the Lakeland Area Mass Transit District, in coordination with FDOT and the City of Lakeland has designed a circulator route around the affected area. The stopping of buses along the corridor, especially for the loading of wheelchairs, would cause major traffic delays. The solution is a circulator route to reduce congestion on South Florida Avenue while allowing for timely pick up and drop off local transit passengers utilizing multiple paratransit buses to provide services on less-traveled streets as close as possible to South Florida Avenue.

"Re-Route 2020"

This activity in 2018/2019 FY studied the consolidation of eight routes in Lakeland to five new color-coded routes. The study resulted in a new plan to address service performance with longer hours and more frequency. This new plan is cost neutral so there is no need for additional funding and is scheduled to start October 1, 2019. The goal of this is to expand hours of bus service and to make the transit service more user friendly. Citrus Connection had two try-it days, May 4 and May 18. Passengers could ride the one of the five color coded routes for free, in exchange for feedback about the changes.

COMPONENT B: ANALYSIS OF ANY DISCREPANCIES BETWEEN THE PLAN AND ITS IMPLEMENTATION FOR THE PAST YEAR AND STEPS THAT WILL BE TAKEN TO ATTAIN ORIGINAL GOALS AND OBJECTIVES

An assessment of the objectives and policies that support the vision, mission, and goals of the TDP should be conducted to meet this requirement of APRs. Information from the assessment of the TDP implementation plan, conducted previously for Component A, can be used to assess the status of meeting individual TDP objectives and, therefore, goals. The assessment should be presented in tabular format for easy review. In meeting this requirement, the transit agency is provided with the opportunity to begin reflecting, before revising the implementation plan as part of meeting the next requirement, upon why changes may have been necessary. This reflection makes the TDP a truly strategic tool and “living document” for the transit system.

EVALUATION OF TDP GOALS AND OBJECTIVES

Goals and objectives are an integral part of any transportation plan because they provide policy direction to achieve the community’s vision. As part of the planning process, goals, objectives and policies were established in My Ride – Polk Transit Development Plan FY 2017-FY2026. The resulting goals and objectives are consistent with the 10-year priorities and long-term improvements laid out in the plan which included operations, planning, policy and procedures, new technology, and capital and infrastructure priorities.

As part of this 2019 progress report, the goals, objectives and policies were assessed. Table 2-3 presents the goals and objectives for the TDP major update and additional columns in the table document were added to illustrate if the measure was achieved or is “in progress” and implemented over time.

Vision, Mission, Core Values, Overall Goal

Vision Statement: “Effectively connecting people with their world through expanded, environmentally-friendly service with full support of the communities we serve.”

Mission Statement: “We strive to be a superior provider of transportation services that contribute to the economic growth and quality of life for the communities we serve.”

Core Values

1. Safe and reliable transportation should be available to all regardless of their age, ability or social status.
2. Transportation is a part of the fabric of our community. Transportation projects and services should support vibrant communities and our vision for the future.
3. The best plans come from community collaboration. Leveraged resources go farther.

Table 2-3 Polk TDP Goals and Objectives

Objective/Policy	Implementation (Yes/No)	2018/2019 Assessment
Overall Goal: “Develop and maintain a public transportation system to provide safe travel for all users which supports livable communities and economic activity.”	Yes	LAMTD has made strides to provide safe travel for users while supporting livable communities and meeting the needs of economic development.

Objective (1): Safety Objective Safe and Secure Travel Conditions On Public Transportation.

Objective/Policy	Implementation (Yes/No)	2018/2019 Assessment
Target (1.1) Maintain zero traffic-related fatalities on public transportation system.	Yes	There were zero fatalities for this report year
Target (1.2) Annually reduce injuries and accidents/incidents on public transportation system.	Yes	There was a drop this year in accidents going from 11 to 8 this year.
Strategy and Action		
1.0.1: As part of the Transit Development Plan update, document the current safety and security of public transportation services and identify best safety and security practices for implementation as warranted.	Yes	This year saw the creation of the new position of Director of Safety. The department now operates as a separate division. In anticipation of the new FTA safety requirements and management the new stand-alone department will move forward to work on the completion of the Safety Management System.

Objective (2): Livability Objective Provide Travel Options For Persons Of All Ages And Abilities.

Objective/Policy	Implementation (Yes/No)	2018/2019 Assessment
Target (2.1) Overall average Transit Connectivity Index score of 175 for Polk County Census block groups.	-	This data is updated during the TDP Major update.
Target (2.2) 75% of senior residents (age 65+) with high or moderate access to fixed-route transit services based on the Transit Connectivity Index.	-	This data is updated during the TDP Major update.
Strategy and Action		
2.0.1 Support requirements for new development that place emphasis on the provision of complete streets, connectivity and access to transit.	Yes	In SFY 2018/19, LAMTD was awarded grant funds to place new shelters on complete street projects. LAMTD works closely with all the municipalities on future road and infrastructure projects
2.0.2 Participate in the development of community strategies to support aging in place and senior mobility.	Yes	LAMTD now has a mobility manager and has been awarded funding for a travel trainer that works on educating senior and disabled populations on mobility options.
2.0.3 Provide transportation infrastructure and services that support livable communities and ensure mobility for all residents.	Yes	While LAMTD cannot ensure mobility for all residents, we strive to continuously address transit needs among all populations

Objective (3): Mobility Objective Provide Transportation Options For Intercity And Local Travel.

Objective/Policy	Implementation (Yes/No)	2018/2019 Assessment
Target (3.1) Provide fixed-route transit service to all municipalities in Polk County.	Yes	LAMTD will be increasing services to two new municipalities in FY 19/20
Strategy and Action		
3.0.1 Evaluate public transportation options for intercity travel as part of the Transit Development Plan.	Yes	LAMTD currently has a total of eight routes that can be considered as intercity with two new routes planned for next year
3.0.2. As part of the Transit Development Plan update, document current public transportation options for intercity travel and identify opportunities for intercity and regional connections including feeder bus service to the Poinciana SunRail station.	Yes	LAMTD has regional connectivity with the LYNX system out of Orlando and is seeking connectivity with HART. LAMTD now covers the west county as far as County Line Road but there is no HART connection at this time. The SunRail service was taken to the board but was not approved at this time.

Objective (4): Economic Objective Provide Transportation Infrastructure And Services That Support Economic Vitality And Job Creation.

Objective/Policy	Implementation (Yes/No)	Assessment
Target (4.1) (none stipulated)		
Strategy and Action		
4.0.1 Focus on developing new ridership markets (economic growth, market-driven, outside of the traditional public transportation market segment).	Yes	Businesses, colleges, schools and organizations recognize the importance of public transportation by entering into Universal Access Agreements (UAPs) with LAMTD, where businesses and educational institutions pay a flat rate to subsidize transit for their employees, students or clients
4.0.2 The transit agency shall initiate and partner in programs to educate the community on the need for and the value of public transportation. These efforts will include community forums, transit summits, public meetings and regular updates to local government and other stakeholders.	Yes	LAMTD is currently a member to the TAC for the TPO and has been activity involved in the Lakeland Alternative Area Alternatives Analysis, the US 27 corridor study, Signal priority study, and the multi-modal feasibility study. LAMTD is also working on a summit to be held in November in partnership with Human Services and Polk Vision.
4.0.3 The transit agency will make the best use of existing resources to provide cost-efficient services and be a good steward of public resources. As part of a continuing commitment to the safe and cost-effective delivery of service, a set of Performance Standards will be used to evaluate said standards on an annual basis.	Yes	This was the major goal of Re-Route 2020 which will increase frequency and hours of service without increasing the need for additional funding. If successful LAMTD will look at instituting this model across the county.

SECTION 3- IMPLEMENTATION AND FINANCIAL PLAN

COMPONENT C: ANY REVISIONS TO THE IMPLEMENTATION PROGRAM FOR THE COMING YEAR

Based on the discrepancy analysis and other emergent needs of the agency, the transit agency should use the APR to summarize any changes to the implementation plan for the next year. Ideally, the reasons for the changes can be summarized in a brief note as part of the implementation plan summary developed for Component A. However, if the project is complex, spans multiple years, has fundamentally changed, or is a new project altogether, a supplemental paragraph can be provided following the revised implementation program table, as discussed next.

The purpose of My Ride, Polk Transit Development Plan FY 2017-2026, is to provide direction for transit service improvements in Polk County over the next 10 years. This direction was developed through extensive public outreach and consideration of all modes of transportation options, resulting in a 10-year phased implementation plan. Progress on the implementation of service improvements and expansion in the 10-year plan, along with an updated implementation and financial plan, is included in this section.

In the major update of the My Ride TDP document, the following priorities were listed for operations and capital and infrastructure (This was edited to show current progress):

OPERATIONS

- **Maximize existing service efficiency**

In a fiscally constrained transit environment, maximizing existing service efficiency is a high priority. Service efficiency includes:

- Coordinated vehicle maintenance
A grant application has been submitted that will coordinate safety and maintenance through the use of the Avail system.
- Consolidated administration and maintenance activities, and
Efforts to consolidate these locations remain a challenge. This year LAMTD did try and move call center staff to the main office but the purchase of a new modular was not completed due to city guidelines.
- Coordinated contracting for fuel and maintenance supplies and activities.
LAMTD remains a part of the fuel consortium for discounted fuel prices.

- **Implement service improvements**

Service improvements were also identified as priorities for implementation.

Service improvements include:

- Improvements to existing service frequency (headways)
LAMTD will see improvements in existing services with the execution of the Re-Route 2020.
- Extended weekday service hours (span), and LAMTD will see improvements in existing services with the execution of the Re-Route 2020.
- Additional weekend service (either Saturday or Sunday).
This year LAMTD was able to provide a new program that added ADA services to the Lakeland UZA for Saturdays through a grant with FDOT.

- **Service expansion**

Service expansion is a priority for implementation for the 10-year needs plan.

Service expansion includes:

- New routes operating in county activity centers with no existing service, and LAMTD was able to secure two new routes that will start in October to areas with no existing service.
- A proposed feeder route to the future Poinciana SunRail Station.
Unfortunately, this route was offered as one of the new proposed routes but was not funded by the Polk County BoCC.

CAPITAL AND INFRASTRUCTURE

- **Downtown Lakeland Intermodal Center**

LAMTD is working closely with FDOT and the City on the intermodal center study

- **East Polk Maintenance Facility**

LAMTD has requested funding from the FDOT for a feasibility study but was denied, LAMTD will try different avenues to achieve this study.

- **Park and Ride Facilities**

The first round of construction was completed, and funding two additional shelters and public bathrooms have been approved by FDOT

- **Vehicle expansion and replacement**

LAMTD had a total of four new buses this year and a total of six new ones are on order. LAMTD has also received notice of funding for an addition three buses one of which is for the purpose of expansion.

- **IT and Technology**

By October 2019 LAMTD will have the technology to load smart cards online. LAMTD is also moving forward with on bus Wi-Fi, Vehicle health monitoring, USB charging stations, Pre-Trip information loaded into the Avail system and Phone ticketing.

As indicated in Section 2 of this report, progress has been made in the implementation of the 10-year implementation plan. During the development of the major update to the TDP in 2017, efforts were still ongoing regarding the consolidation of transit services from the Polk County Board of County Commissioners to LAMTD. The transfer of capital equipment and negotiating contracts has finally been completed, with the Polk BOCC actively participating in the funding of transit services.

Table 3-1 depicts the original Implementation Plan contained in the FY 2017-FY2026 TDP major update.

Table 3-1 Original Service Implementation Plan

Service Type/Mode	Description	Operating Characteristics		
		Frequency (Weekday)	Service Span (Weekday)	Days of Service
FY 2017 and FY 2018				
Route 1/101 Florida Ave Corridor	Maintain Existing Fixed Route Service	30 mins	6:15 AM - 6:05 PM	Mon - Sat
Route 3/301 Lakeland Hills Corridor	Maintain Existing Fixed Route Service	60 mins	6:15 AM - 6:05 PM	Mon - Fri
Route 10 Circulator	Maintain Existing Fixed Route Service	60 mins	6:15 AM - 6:05 PM	Mon - Fri
Route 12 Lakeland to WH	Maintain Existing Fixed Route Service	60 mins	6:15 AM - 7:05 PM	Mon - Sat
Route 14 Combee/Edgewood	Maintain Existing Fixed Route Service	120 mins	7:15 AM - 6:05 PM	Mon - Fri
Route 15 (N/S) Kathleen/Providence/Harden	Maintain Existing Fixed Route Service	60 mins	6:15 AM - 6:05 PM	Mon - Fri
Route 15 (E/W) Winter Haven/Haines City	Maintain Existing Fixed Route Service	90 mins	5:45 AM - 7:00 PM	Mon - Sat

Route 22XL Bartow Express	Maintain Existing Fixed Route Service	90 mins	5:55 AM - 5:10 PM	Mon - Fri
Route 22XW Winter Haven/Bartow	Maintain Existing Fixed Route Service	90 mins	5:45 AM - 7:00 PM	Mon - Sat
Route 25 Bartow/Fort Meade	Maintain Existing Fixed Route Service	90 mins	5:45 AM - 5:45 PM	Mon - Fri
Route 27X Dundee/Eagle Ridge Mall	Maintain Existing Fixed Route Service	60 mins	6:00 AM - 7:05 AM	Mon - Fri
Route 30 Legoland	Maintain Existing Fixed Route Service	60 mins	6:15 AM - 7:10 PM	Mon - Sun
Route 32/33 South FL/Carter Rd.	Maintain Existing Fixed Route Service	60 mins	7:41 AM - 6:05 PM	Mon - Fri
Route 35 Bartow/Lake Wales	Maintain Existing Fixed Route Service	120 mins	6:10 AM - 7:05 PM	Mon - Sat
Route 39 Bradley	Maintain Existing Fixed Route Service	5 hrs	6:45 AM - 5:35 PM	Mon - Fri
Route 40/44 Winter Haven Southside	Maintain Existing Fixed Route Service	90 mins	5:45 AM - 7:05 PM	Mon - Sat
Route 45 George Jenkins/Swindell	Maintain Existing Fixed Route Service	60 mins	6:15 AM - 7:05 PM	Mon - Fri
Route 46 10th/Wabash/Ariana	Maintain Existing Fixed Route Service	60 mins	6:15 AM - 5:05 PM	Mon - Fri
Route 47 Duff Rd. Shuttle	Maintain Existing Fixed Route Service	60 mins	8:15 AM - 5:05 PM	Mon - Fri
Route 50 Auburndale	Maintain Existing Fixed Route Service	90 mins	5:45 AM - 7:05 PM	Mon - Sat
Route 58 College Connector	Maintain Existing Fixed Route Service	60 mins	6:30 AM - 4:40 PM	Mon - Fri

Route 58X Airside Express	Maintain Existing Fixed Route Service	15 mins	7:00 AM - 1:00 AM	Mon - Fri
Route 59X County Line Express	Maintain Existing Fixed Route Service	60 mins	6:15 AM - 6:05 PM	Mon - Fri
Route 60 Winter Haven Northeast	Maintain Existing Fixed Route Service	60 mins	6:15 AM - 7:05 PM	Mon - Sat
Route 416 Poinciana/Haines City LYNX	Maintain Existing Fixed Route Service	150 mins	10:40 AM - 7:00 PM	Mon - Fri
Route 427 US 27/Haines City LYNX	Maintain Existing Fixed Route Service	120 mins	6:25 AM - 7:12 PM	Mon - Fri
Route 603 Neighborlink Line LYNX	Maintain Existing Fixed Route Service	90 mins	6:05 AM - 6:15 PM	Mon - Fri
ADA Paratransit Service	Maintain Existing ADA Paratransit Service	n/a	6:00 AM - 6:30 PM	Mon - Sat
FY 2019				
Route 12 Lakeland to WH	Increase Frequency	30 mins	6:15 AM - 8:05 PM	Mon - Sat
	Increase Hours of Service			
	Add Weekend Service			
FY 2020				
Route 1/101 Florida Ave Corridor	Increase Frequency	15 mins	6:15 AM - 8:05 PM	Mon - Sun
	Increase Hours of Service			
	Add Weekend Service			
FY 2021				
Route 14 Combee/Edgewood	Increase Frequency	60 mins	6:15 AM - 8:05 PM	Mon - Sat
	Increase Hours of Service			
	Add Weekend Service			

Route 15 Winter Haven - Haines City	Increase Frequency	60 mins	5:45 AM - 7:35 PM	Mon - Sun
	Increase Hours of Service			
	Add Weekend Service			
Route 22XL Bartow Express	Increase Frequency	30 mins	5:55 AM - 7:10 PM	Mon - Sat
	Increase Hours of Service			
	Add Weekend Service			
SunRail Feeder Winter Haven to Poinciana	Add New Service	30 mins	6:15 AM - 8:05 PM	Mon - Fri
FY 2022				
Route 30 Legoland	Increase Frequency	30 mins	6:15 AM - 8:05 PM	Mon - Sun
	Increase Hours of Service			
Route 58 College Connector	Increase Frequency	30 mins	6:30 AM - 4:40 PM	Mon - Fri
Route 427 US 27/Haines City LYNX	Increase Frequency	60 mins	6:15 AM - 8:05 PM	Mon - Sat
	Increase Hours of Service			
	Add Weekend Service			
FY 2023				
Polk City to Winter Haven	Add New Service	60 mins	6:15 AM - 8:05 PM	Mon - Sat
Route 22XW Winter Haven/Bartow	Increase Frequency	60 mins	6:15 AM - 8:05 PM	Mon - Sun
	Increase Hours of Service			
	Add Weekend Service			
FY 2024				
Route 60 Winter Haven Northeast	Increase Frequency	30 mins	6:15 AM - 8:05 PM	Mon - Sun
	Increase Hours of Service			

	Add Weekend Service			
FY 2025				
Route 15 Kathleen/Providence/Harden	Increase Hours of Service	60 mins	6:15 AM - 8:05 PM	Mon - Sat
	Add Weekend Service			
FY 2026				
Route 3/301 Lakeland Hills Corridor	Increase Hours of Service	60 mins	6:15 AM - 8:05 PM	Mon - Sat
	Add Weekend Service			
Route 32/33 South FL/Carter Rd.	Increase Hours of Service	60 mins	6:15 AM - 8:05 PM	Mon - Sat
	Add Weekend Service			

COMPONENT D: REVISED IMPLEMENTATION PROGRAM FOR THE TENTH YEAR

Agencies should provide an updated 10-year implementation plan as part of the APR. As a result of changes to projects for the upcoming year and any potential cascading effects that these changes may produce on subsequent year plans, all years up through the final implementation year (10th year) of the prior TDP should be reassessed. If for no other reason than to recertify the implementation years that were previously listed, it is important to ensure the accuracy of these projects before adding a new tenth year to the TDP.

The original Service Implementation Plan recommended maintaining existing service in FY 2017 and FY 2018, with the first improvement in FY 2019. The transit agency has been able to maintain existing transit services within their funding limitations. Until funding is identified to expand services, all resources have gone towards maintaining the areas currently served. Therefore, the Service Implementation Plan has been adjusted to move everything out one year, which adds the tenth year to the TDP Progress Report. The adjusted Service Implementation Plan follows in Table 3-2.

Table 3-2 REVISED SERVICE IMPLEMENTATION PLAN revised for 2019 and 2020

Service Type/Mode	Description	Operating Characteristics		
		Frequency (Weekday)	Service Span (Weekday)	Days of Service
FY 2019 and FY 2020				
Route 1/101 Florida Ave Corridor	Maintain Existing Fixed Route Service	30 mins	6:15 AM - 6:05 PM	Mon - Sat
Route 3/301 Lakeland Hills Corridor	Maintain Existing Fixed Route Service	60 mins	6:15 AM - 6:05 PM	Mon - Fri
Route 10 Circulator	Maintain Existing Fixed Route Service	45 mins	6:15 AM - 6:05 PM	Mon - Fri
Route 12 Lakeland to WH	Maintain Existing Fixed Route Service	60 mins	6:15 AM - 7:05 PM	Mon - Sat
Route 14 Combee/Edgewood	Maintain Existing Fixed Route Service	45 mins	6:00 AM - 7:50 PM	Mon - Fri
Route 15 (N/S) Kathleen/Providence/Harden	Maintain Existing Fixed Route Service	45 mins	6:00 AM - 7:50 PM	Mon - Fri
Route 15 (E/W) Winter Haven/Haines City	Maintain Existing Fixed Route Service	45 mins	6:00 AM - 7:50 PM	Mon - Sat
Route 22XL Bartow Express	Maintain Existing Fixed Route Service	90 mins	5:55 AM - 5:10 PM	Mon - Fri
Route 22XW Winter Haven/Bartow	Maintain Existing Fixed Route Service	90 mins	5:45 AM - 7:00 PM	Mon - Sat
Route 25 Bartow/Fort Meade	Maintain Existing Fixed Route Service	90 mins	5:45 AM - 5:45 PM	Mon - Fri
Route 27X Dundee/Eagle Ridge Mall	Maintain Existing Fixed Route Service	60 mins	6:00 AM - 7:05 AM	Mon - Fri

Route 30 Legoland	Maintain Existing Fixed Route Service	60 mins	6:15 AM - 7:10 PM	Mon - Sun
Route 32/33 South FL/Carter Rd.	Maintain Existing Fixed Route Service	45 mins	6:00 AM - 7:50 PM	Mon - Fri
Route 35 Lake Wales	Maintain Existing Fixed Route Service	120 mins	6:10 AM - 7:05 PM	Mon - Sat
Route 39 Bradley	Maintain Existing Fixed Route Service	5 hrs	6:45 AM - 5:35 PM	Mon - Fri
Route 40/44 Winter Haven Southside	Maintain Existing Fixed Route Service	90 mins	5:45 AM - 7:05 PM	Mon - Sat
Route 45 George Jenkins/Swindell	Maintain Existing Fixed Route Service	45 mins	6:15 AM - 7:05 PM	Mon - Fri
Route 46 10th/Wabash/Ariana	Maintain Existing Fixed Route Service	45 mins	6:00 AM - 7:50 PM	Mon - Fri
Route 47 Duff Rd. Shuttle	Maintain Existing Fixed Route Service	45 mins	6:00 AM - 7:50 PM	Mon - Fri
Route 50 Auburndale	Maintain Existing Fixed Route Service	90 mins	5:45 AM - 7:05 PM	Mon - Sat
Route 58 College Connector	Maintain Existing Fixed Route Service	45 mins	6:00 AM - 7:50 PM	Mon - Fri
Route 58X Airside Express	Maintain Existing Fixed Route Service	No longer in service	7:00 AM - 1:00 AM	Mon - Fri
Route 59X County Line Express	Maintain Existing Fixed Route Service	No longer in service	6:15 AM - 6:05 PM	Mon - Fri
Route 60 Winter Haven Northeast	Maintain Existing Fixed Route Service	60 mins	6:15 AM - 7:05 PM	Mon - Sat
Route 416 Poinciana/Haines City LYNX	Maintain Existing Fixed Route Service	150 mins	10:40 AM - 7:00 PM	Mon - Fri

Route 427 US 27/Haines City LYNX	Maintain Existing Fixed Route Service	120 mins	6:25 AM - 7:12 PM	Mon - Fri
Route 603 Neighborlink Line LYNX	Maintain Existing Fixed Route Service	90 mins	6:05 AM - 6:15 PM	Mon - Fri
ADA Paratransit Service	Maintain Existing ADA Paratransit Service	n/a	6:00 AM - 6:30 PM	Mon - Sat
FY 2021				
Route 12 Lakeland to WH	Increase Frequency	30 mins	6:15 AM - 8:05 PM	Mon - Sat
	Increase Hours of Service			
	Add Weekend Service			
FY 2022				
Route 1/101 Florida Ave Corridor	Increase Frequency	15 mins	6:15 AM - 8:05 PM	Mon - Sun
	Increase Hours of Service			
	Add Weekend Service			
FY 2023				
Route 14 Combee/Edgewood	Increase Frequency	60 mins	6:15 AM - 8:05 PM	Mon - Sat
	Increase Hours of Service			
	Add Weekend Service			
Route 15 Winter Haven - Haines City	Increase Frequency	60 mins	5:45 AM - 7:35 PM	Mon - Sun
	Increase Hours of Service			
	Add Weekend Service			
Route 22XL Bartow Express	Increase Frequency	30 mins	5:55 AM - 7:10 PM	Mon - Sat
	Increase Hours of Service			
	Add Weekend Service			

SunRail Feeder Winter Haven to Poinciana	Add New Service	30 mins	6:15 AM - 8:05 PM	Mon - Fri
FY 2024				
Route 30 Legoland	Increase Frequency	30 mins	6:15 AM - 8:05 PM	Mon - Sun
	Increase Hours of Service			
Route 58 College Connector	Increase Frequency	30 mins	6:30 AM - 4:40 PM	Mon - Fri
Route 427 US 27/Haines City LYNX	Increase Frequency	60 mins	6:15 AM - 8:05 PM	Mon - Sat
	Increase Hours of Service			
	Add Weekend Service			
FY 2025				
Polk City to Winter Haven	Add New Service	60 mins	6:15 AM - 8:05 PM	Mon - Sat
Route 22XW Winter Haven/Bartow	Increase Frequency	60 mins	6:15 AM - 8:05 PM	Mon - Sun
	Increase Hours of Service			
	Add Weekend Service			
FY 2026				
Route 60 Winter Haven Northeast	Increase Frequency	30 mins	6:15 AM - 8:05 PM	Mon - Sun
	Increase Hours of Service			
	Add Weekend Service			
FY 2027				
Route 15 Kathleen/Providence/Harden	Increase Hours of Service	60 mins	6:15 AM - 8:05 PM	Mon - Sat
	Add Weekend Service			
FY 2028				
Route 3/301 Lakeland Hills Corridor	Increase Hours of Service	60 mins	6:15 AM - 8:05 PM	Mon - Sat
	Add Weekend Service			

Route 32/33 South FL/Carter Rd.	Increase Hours of Service	60 mins	6:15 AM - 8:05 PM	Mon - Sat
	Add Weekend Service			

Without the availability of additional funding no progress was made on last years' Service Implementation Plan regarding frequency or extended hours. To address the increase in frequencies and extended hours LAMTD has developed what it calls "Re-Route 2020". By combining routes coupled with multiple buses traveling in opposite directions, LAMTD will be able to increase services hours and frequency without the need for additional funding. Lakeland will see a format that is more in line with larger subway systems utilizing lines instead of routes. This plan will be going to the Board of Directors for approval in June with implementation scheduled in October. For sake of this report projections were changed in the table above to reflect services to riders along these routes in general rather than specific routes. Those not effect by the system change will be moved forward one year. If approved this new system will result in major changes to the entire system and will call for additional changes to the Service Implementation Plan. Once an analysis of the new program is completed and if the goals are obtained in the Lakeland area, phase two would include the Eastside of the County.

In addition to continuing to implement capital and operating projects that move the Agency closer to meeting its Goals and Objectives, scheduled upgrades and improvements under new technology (ITS) include:

- Working with AVAIL to complete a prototype with Wi Fi, USB Charging, Pre-Trip on MDT, upgrade Modem from 3G to 4G technology, Video Surveillance with wireless connection and bus health monitoring.
- Working with AVAIL to implement remote loading of value on Smart Cards through Internet and fare payment with Smart Phones.

COMPONENT E. ADDED RECOMMENDATIONS FOR THE NEW TENTH YEAR OF THE UPDATED PLAN

Next, transit agencies will need to determine which projects will be implemented in the new tenth year of the TDP. Whether the projects that are recommended for the new tenth year are brand new additions to the TDP, continuations of ongoing projects, or are simply projects that have been pushed back in implementation timing, it is important to denote all projects starting, continuing, or completing in the new tenth year of the TDP. This is shown in Table 3-3.

Table 3-3.

Service Type/Mode	Description	Operating Characteristics		
		Frequency (Weekday)	Service Span (Weekday)	Days of Service
	Add Weekend Service	-	-	-
FY 2028				
Route 3/301 Lakeland Hills Corridor	Increase Hours of Service	60 mins	6:15 AM - 8:05 PM	Mon - Sat
	Add Weekend Service			
Route 32/33 South FL/Carter Rd.	Increase Hours of Service	60 mins	6:15 AM - 8:05 PM	Mon - Sat
	Add Weekend Service			

COMPONENT F. A REVISED “MY RIDE” FINANCIAL PLAN

After summing up all of the changes to the implementation plan from the upcoming year to the new tenth year, agencies need to update the financial plan to be consistent with the new implementation schedule. While updates to a financial plan may consist of straightforward changes to the year to which expenditures or revenues are allocated, the changes also may need to reflect funding source changes (e.g., the availability of a loan program has changed, or other modifications in local revenue sources), new costs and/or technology requirements, and even differences based on modifications/updates to the underlying assumptions in the financial plan. Meeting Component F can consist of a summary table in the same format as the TDP’s original financial plan summary, itemizing revenues and costs by type (not necessarily by individual projects or routes) and including an additional column for the new 10th year of the updated plan.

Capital and operating costs in this progress report area consistent with the information and assumptions prepared for the My Ride TDP major update. All key assumptions are documented in the 2017 major update report. Cost estimates are based on a variety of data, including professional experience, recent procurements, peer agency costs, NTD data, trend information and analysis, fleet planning, and discussions with Transit Management staff. Revenue projections take into account capital and operating revenue from several sources, including state and federal grants, the District’s Ad Valorem tax, allocated county general fund, passenger fares, and advertising sales.

Every year, LAMTD operates using a fiscally constrained, balanced budget to provide a basic level of transit service for Polk County. The updated 10-year Financial Plan for this TDP Progress Report is shown in the next two tables. **Table 3-4** contains the Revised Ten-Year Budget Estimates. **Table 3-5** contains the Revised Ten-Year Operating Revenue and Costs. As stated above with respect to the revised Service Implementation Plan, the dates on year of expense have been moved out a year to align with the revised Implementation Plan

TABLE 3-4 – 10 year revised budget table for FY 2019-2028

**Table 3-4
Revised Ten-Year Budget Estimates**

	FY 2019 Estimated	FY 2020 Estimated	FY 2021 Estimated	FY 2022 Estimated	FY 2023 Estimated	FY 2024 Estimated	FY 2025 Estimated	FY 2026 Estimated	FY 2027 Estimated	FY 2028 Estimated	TOTAL
TOTAL COSTS	\$17,288,729.22	\$ 27,307,830.93	\$ 40,031,892.24	\$ 41,242,853.81	\$ 47,707,642.70	\$ 46,002,107.28	\$ 51,195,879.39	\$ 50,582,871.08	\$ 52,944,483.54	\$ 55,591,707.72	\$ 429,895,997.91
TOTAL REVENUES	\$ 21,167,389.88	\$ 22,388,204.21	\$ 22,875,403.75	\$ 23,376,684.17	\$ 23,893,164.02	\$ 24,426,375.36	\$ 24,978,429.31	\$ 25,552,268.38	\$ 26,152,052.80	\$ 26,783,756.93	\$ 241,593,728.82
Budget Surplus/Deficit	\$ 3,878,660.66	\$ (4,919,626.72)	\$ (17,156,488.49)	\$ (17,866,169.64)	\$ (23,814,478.68)	\$ (21,575,731.92)	\$ (26,217,450.08)	\$ (25,030,602.69)	\$ (26,792,430.74)	\$ (28,807,950.78)	\$ (188,302,269.09)
Fund Balance	\$ 3,878,660.66	\$ (1,040,966.05)	\$ (18,197,454.54)	\$ (36,063,624.18)	\$ (59,878,102.86)	\$ (81,453,834.78)	\$ (107,671,284.87)	\$ (132,701,887.56)	\$ (159,494,318.30)	\$ (188,302,269.09)	

TABLE 3-5 – 10 year revised Operating and Capital Costs table for FY 2019-2028

Table 3-5
Revised Ten-Year Operating Revenues and Costs

	FY 2019 Estimated	FY 2020 Estimated	FY 2021 Estimated	FY 2022 Estimated	FY 2023 Estimated	FY 2024 Estimated	FY 2025 Estimated	FY 2026 Estimated	FY 2027 Estimated	FY 2028 Estimated	TOTAL
Operating Costs											
Existing Fixed-Route Service	\$ 9,467,125.52	\$ 9,751,139.29	\$ 10,043,673.46	\$ 10,344,983.67	\$ 10,655,333.18	\$ 10,974,993.17	\$ 11,304,242.97	\$ 11,643,370.26	\$ 11,992,671.37	\$ 12,352,451.51	\$ 108,529,984.39
Existing ADA Paratransit Service	\$ 7,821,603.70	\$ 8,056,251.81	\$ 8,297,939.37	\$ 8,546,877.55	\$ 8,803,283.87	\$ 9,067,382.39	\$ 9,339,403.86	\$ 9,619,585.98	\$ 9,908,173.56	\$ 10,205,418.76	\$ 89,665,920.84
Maintain Existing Service	\$ 17,288,729.22	\$ 17,807,391.10	\$ 18,341,612.83	\$ 18,891,861.21	\$ 19,458,617.05	\$ 20,042,375.56	\$ 20,643,646.83	\$ 21,262,956.23	\$ 21,900,844.92	\$ 22,557,870.27	\$ 198,195,905.23
Service Improvements	\$ -	\$ -	\$ 2,594,626.26	\$ 7,487,815.74	\$ 11,579,344.56	\$ 16,435,324.92	\$ 18,136,634.34	\$ 20,145,733.82	\$ 22,360,645.55	\$ 24,836,741.48	\$ 123,576,866.66
Service Expansion	\$ -	\$ -	\$ -	\$ -	\$ 2,307,691.20	\$ 2,357,306.56	\$ 2,798,267.36	\$ 2,858,430.11	\$ 2,919,886.36	\$ 2,982,663.91	\$ 16,224,245.49
Service Improvements & Expansions	\$ -	\$ -	\$ 2,594,626.26	\$ 7,487,815.74	\$ 13,887,035.76	\$ 18,792,631.48	\$ 20,934,901.70	\$ 23,004,163.92	\$ 25,280,531.91	\$ 27,819,405.39	\$ 139,801,112.16
Total Operating Costs	\$ 17,288,729.22	\$ 17,807,391.10	\$ 20,936,239.09	\$ 26,379,676.95	\$ 33,345,652.81	\$ 38,835,007.04	\$ 41,578,548.53	\$ 44,267,120.16	\$ 47,181,376.83	\$ 50,377,275.66	\$ 337,997,017.38
Operating Revenues											
LAMTD - Local General Revenue	\$ 1,276,578.77	\$ 1,304,025.21	\$ 1,332,061.75	\$ 1,360,701.08	\$ 1,389,956.15	\$ 1,419,840.21	\$ 1,450,366.77	\$ 1,481,549.66	\$ 1,513,402.98	\$ 1,545,941.14	\$ 14,074,423.71
PCTA - City Contributions	\$ 500,859.84	\$ 511,628.32	\$ 522,628.33	\$ 533,864.84	\$ 545,342.94	\$ 557,067.81	\$ 569,044.77	\$ 581,279.23	\$ 593,776.73	\$ 606,542.93	\$ 5,522,035.74
PCTA - Contract Revenue	\$ 2,080,875.18	\$ 2,125,613.99	\$ 2,171,314.69	\$ 2,217,997.96	\$ 2,265,684.92	\$ 2,314,397.14	\$ 2,364,156.68	\$ 2,414,986.05	\$ 2,466,908.25	\$ 2,519,946.78	\$ 22,941,881.64
LAMTD - Farebox Revenue	\$ 777,522.39	\$ 953,086.94	\$ 973,578.31	\$ 994,510.24	\$ 1,015,892.21	\$ 1,037,733.90	\$ 1,060,045.18	\$ 1,082,836.15	\$ 1,106,117.12	\$ 1,129,898.64	\$ 10,131,221.08
PCTA - Farebox Revenue	\$ 70,849.32	\$ 86,847.10	\$ 88,714.31	\$ 90,621.67	\$ 92,570.04	\$ 94,560.29	\$ 96,593.34	\$ 98,670.10	\$ 100,791.50	\$ 102,958.52	\$ 923,176.21
LAMTD - FTA 5307 Operating	\$ 2,493,032.04	\$ 2,546,632.23	\$ 2,601,384.82	\$ 2,657,314.60	\$ 2,714,446.86	\$ 2,772,807.47	\$ 2,832,422.83	\$ 2,893,319.92	\$ 2,955,526.30	\$ 3,019,070.11	\$ 27,485,957.17
PCTA - FTA 5307 Operating	\$ 2,310,710.63	\$ 2,360,390.91	\$ 2,411,139.32	\$ 2,462,978.81	\$ 2,515,932.86	\$ 2,570,025.41	\$ 2,625,280.96	\$ 2,681,724.50	\$ 2,739,381.58	\$ 2,798,278.28	\$ 25,475,843.27
PCTA - FTA 5311 Operating	\$ 1,165,786.88	\$ 1,429,021.55	\$ 1,459,745.51	\$ 1,491,130.04	\$ 1,523,189.34	\$ 1,555,937.91	\$ 1,589,390.58	\$ 1,623,562.47	\$ 1,658,469.07	\$ 1,694,126.15	\$ 15,190,359.50
Property Tax	\$ 4,770,027.05	\$ 4,872,582.63	\$ 4,977,343.15	\$ 5,084,356.03	\$ 5,193,669.69	\$ 5,305,333.58	\$ 5,419,398.26	\$ 5,535,915.32	\$ 5,654,937.50	\$ 5,776,518.65	\$ 52,590,081.85
TD Commission	\$ 66,465.94	\$ 67,894.96	\$ 69,354.70	\$ 70,845.83	\$ 72,369.01	\$ 73,924.94	\$ 75,514.33	\$ 77,137.89	\$ 78,796.35	\$ 80,490.48	\$ 732,794.43
State Block Grant	\$ 1,593,367.37	\$ 1,777,778.98	\$ 1,816,001.23	\$ 1,855,045.26	\$ 1,894,928.73	\$ 1,935,669.70	\$ 1,977,286.60	\$ 2,019,798.26	\$ 2,063,223.92	\$ 2,107,583.24	\$ 19,040,683.28
FL Transportation Disadvantaged Program	\$ 1,328,128.76	\$ 1,356,683.53	\$ 1,385,852.23	\$ 1,415,648.05	\$ 1,446,084.48	\$ 1,477,175.30	\$ 1,508,934.57	\$ 1,541,376.66	\$ 1,574,516.26	\$ 1,608,368.36	\$ 14,642,768.20
FDOT Service Development	\$ 1,532.25	\$ 1,565.19	\$ 1,598.85	\$ 1,633.22	\$ 1,668.33	\$ 1,704.20	\$ 1,740.84	\$ 1,778.27	\$ 1,816.51	\$ 1,855.56	\$ 16,893.23
FDOT Congestion Management	\$ -										\$ -
FDOT Transit Corridor	\$ 899,684.96	\$ 919,028.19	\$ 938,787.29	\$ 958,971.22	\$ 979,589.10	\$ 1,000,650.27	\$ 1,022,164.25	\$ 1,044,140.78	\$ 1,066,589.81	\$ 1,089,521.49	\$ 9,919,127.35
JARC	\$ 157,770.68	\$ 193,395.29	\$ 197,553.29	\$ 201,800.69	\$ 206,139.40	\$ 210,571.40	\$ 215,098.69	\$ 219,723.31	\$ 224,447.36	\$ 229,272.98	\$ 2,055,773.08
Private	\$ 18,387.00	\$ 18,782.32	\$ 19,186.14	\$ 19,598.64	\$ 20,020.01	\$ 20,450.44	\$ 20,890.13	\$ 21,339.27	\$ 21,798.06	\$ 22,266.72	\$ 202,718.73

PTCA - Capital Contribution	\$ 328,956.20	\$ 268,823.01	\$ 274,602.70	\$ 280,506.66	\$ 286,537.55	\$ 292,698.11	\$ 298,991.12	\$ 305,419.43	\$ 311,985.94	\$ 318,693.64	\$ 2,967,214.36
FDOT Urban Transit Capital	\$ -	\$ 236,266.98	\$ 241,346.72	\$ 246,535.68	\$ 251,836.20	\$ 257,250.67	\$ 262,781.56	\$ 268,431.37	\$ 274,202.64	\$ 280,098.00	\$ 2,318,749.82
Paratransit Operating Revenue	\$ 1,326,854.65	\$ 1,358,156.87	\$ 1,393,210.39	\$ 1,432,623.66	\$ 1,477,306.20	\$ 1,528,576.59	\$ 1,588,327.87	\$ 1,659,279.77	\$ 1,745,364.93	\$ 1,852,325.27	\$ 15,362,026.19
Total Operating Revenues	\$ 21,167,389.88	\$ 22,388,204.21	\$ 22,875,403.75	\$ 23,376,684.17	\$ 23,893,164.02	\$ 24,426,375.36	\$ 24,978,429.31	\$ 25,552,268.38	\$ 26,152,052.80	\$ 26,783,756.93	\$ 241,593,728.82

Budget Surplus/Deficit	\$ 3,878,660.66	\$ 4,580,813.12	\$ 1,939,164.66	\$ (3,002,992.78)	\$ (9,452,488.79)	\$ (14,408,631.68)	\$ (16,600,119.22)	\$ (18,714,851.78)	\$ (21,029,324.03)	\$ (23,593,518.73)	\$ (96,403,288.56)
Fund Balance	\$ 3,878,660.66	\$ 8,459,473.78	\$ 10,398,638.44	\$ 7,395,645.66	\$ (2,056,843.13)	\$ (16,465,474.81)	\$ (33,065,594.03)	\$ (51,780,445.80)	\$ (72,809,769.84)	\$ (96,403,288.56)	

Check Balance 21,167,390.00
 \$ (0.12)

COMPONENT G: A REVISED LIST OF PROJECTS OR SERVICES NEEDED TO MEET THE GOALS AND OBJECTIVES, INCLUDING PROJECTS FOR WHICH FUNDING MAY NOT HAVE BEEN IDENTIFIED

Using the list of projects included in the TDP major update and any subsequent APR-related revisions to that list, transit agencies should revisit the projects that may be needed to fully meet the TDP goals and objective. Using lists of funded and unfunded needs, along with any new projects added since the major update, agencies are required to identify the revised list of projects, as necessary, to ensure that their GOPs will be met.

Objective/Policy	Funded and Unfunded Projects
Overall Goal: “Develop and maintain a public transportation system to provide safe travel for all users which supports livable communities and economic activity.”	Funded – current system Unfunded- additional funding for shelters, pads, benches, sidewalks, and new routes.

Objective (1): Safety Objective Safe And Secure Travel Conditions On Public Transportation.

Objective/Policy	Funded and Unfunded Projects
Target (1.1) Maintain zero traffic-related fatalities on public transportation system.	<p>Funded- The new Safety Department and Director of Safety</p> <p>Unfunded- Avail upgrade for incident and accident reporting data.</p>
Target (1.2) : Annually reduce injuries and accidents/incidents on public transportation system.	<p>Funded- The new Safety Department and Director of Safety</p> <p>Unfunded- Avail upgrade for incident and accident reporting data.</p>
Strategy and Action	-
1.0.1: As part of the Transit Development Plan update, document the current safety and security of public transportation services and identify best safety and security practices for implementation as warranted.	<p>Funded- The new Safety Department and Director of Safety</p> <p>Unfunded- Avail upgrade for incident and accident reporting data. Avail upgrade for vehicle health monitoring.</p>

Objective (2): Livability Objective Provide Travel Options For Persons Of All Ages And Abilities.

Objective/Policy	Funded and Unfunded Projects
Target (2.1) Overall average Transit Connectivity Index score of 175 for Polk County Census block groups.	This data is updated during the TDP Major update.
Target (2.2) 75% of senior residents (age 65+) with high or moderate access to fixed-route transit services based on the Transit Connectivity Index.	This data is updated during the TDP Major update.
Strategy and Action	-
2.0.1 Support requirements for new development that place emphasis on the provision of complete streets, connectivity and access to transit.	Funded -This year LAMTD was awarded grant funds to place new shelters on two complete street projects. Unfunded- future complete street projects
2.0.2 Participate in the development of community strategies to support aging in place and senior mobility.	Funded -mobility manager and travel trainer. Unfunded- additional funding for shelters, pads, and sidewalks.
2.0.3 Provide transportation infrastructure and services that support livable communities and ensure mobility for all residents.	Funded -mobility manager and travel trainer. Unfunded- additional funding for shelters, pads, and sidewalks.

Objective (3): Mobility Objective Provide Transportation Options For Intercity And Local Travel.

Objective/Policy	Funded and Unfunded Projects
Target (3.1) Provide fixed-route transit service to all municipalities in Polk County.	Funded -LAMTD will be increasing services to two new municipalities this year. Unfunded- a route that services Polk City
Strategy and Action	-
3.0.1 Evaluate public transportation options for intercity travel as part of the Transit Development Plan.	Funded-Two new intercity routes Unfunded- a route servicing Polk City Unfunded- BRT
3.0.2 As part of the Transit Development Plan update, document current public transportation options for intercity travel and identify opportunities for intercity and regional connections including feeder bus service to the Poinciana SunRail station.	Funded- routes connecting with the LYNX system. Unfunded- a new route to the SunRail station in Poinciana

Objective (4): Economic Objective Provide Transportation Infrastructure And Services That Support Economic Vitality And Job Creation.

Objective/Policy	Funded and Unfunded Projects
Target (4.1) (none stipulated)	-
Strategy and Action	-
4.0.1 Focus on developing new ridership markets (economic growth, market-driven, outside of the traditional public transportation market segment).	Funded- UAP program, Colts program, and Summer of Safety
4.0.2 The transit agency shall initiate and partner in programs to educate the community on the need for and the value of public transportation. These efforts will include community forums, transit summits, public meetings and regular updates to local government and other stakeholders.	Funded- Mobility management, transit summit, workshops and stakeholder updates Unfunded- Media outreach
4.0.3 The transit agency will make the best use of existing resources to provide cost-efficient services and be a good steward of public resources. As part of a continuing commitment to the safe and cost-effective delivery of service, a set of Performance Standards will be used to evaluate said standards on an annual basis.	Funded- ReRoute 2020 and performance standards.

CONCLUSION

This fiscal year has been a challenging yet rewarding year for public transportation in Polk County. This year saw the launch of the Re-Route 2020 plan that will increase frequency and hours while remaining cost neutral. LAMTD was also able to secure funding for two new routes this year that will start in October 2019. As the transition to one transit system completed its third year, there are still issues that need to be addressed, such as the cost of unifying the branding on all of the vehicles. This process will take time to complete and all new buses are receiving the updated logo.

A new endeavor for the District is the revamp of the “fair share” system with the municipalities through Polk County. The District identified that the fair share Agreements grossly understated the proportion of cost required to provide quality service to each municipality in the Winter Haven urbanized area. A goal of 20 percent of the total cost of providing services will be redistributed to the municipalities over a three-year period with a gradual increase to the required FTA 50% local match.

Over the past year, LAMTD continued to make strides towards implementing the priorities with respect to the adopted 10-year Major TDP Update, My Ride, adopted in 2017.

The 10-year TDP was created to ensure that limited public funds are being allocated in the most efficient way possible and to ensure that investment is still reflective of the values of the people of Polk County. Continued diligence and service optimization efforts ensure that LAMTD continues to provide the highest possible value to the county taxpayers/residents, and visitors. The phased Implementation Plan will hopefully assist the agency in achieving those objectives. As transit services in Polk County are expanded in a phased, measured, incremental, and cost-effective approach, the full vision for Polk County and LAMTD can be achieved over time, enhancing economic development and the agency’s overall value to the community.

Fare Box Report

The TDP and annual updates to the TDP, must contain a farebox recovery report that addresses “potential enhancements to productivity and performance which would have the effect of increasing farebox recovery ratio.” This requirement for the TDP was added by the Florida Legislature in 2007 when it adopted House Bill 985. This legislation amended s. 341.071, Florida Statutes (F.S.), requiring transit agencies to “... specifically address potential enhancements to productivity and performance which would have the effect of increasing farebox recovery ratio.” The Florida Department of Transportation subsequently issued guidance requiring the TDP and each annual update to include a 1–2-page summary report on the farebox recovery ratio and strategies implemented and planned to improve it as an appendix item.”

Annual Farebox Recovery Ratio Report LAMTD Fixed-Route Bus System

July 2019

CURRENT FAREBOX RECOVERY RATIO

Farebox recovery (ratio) refers to the percent of a transit system's total operating expenses that are funded with fares paid by passengers and is calculated by dividing the total fare revenue collected by the total operating expenses. This value is reported by transit agencies to the National Transit Database using a standardized equation, as required for FTA grant recipients. The farebox recovery ratio for LAMTD, the public transportation provider for Polk County, was 13 percent in FY 2018. The background regarding the farebox recovery ratio includes the following.

PRIOR YEAR FARE STUDIES AND CHANGES

LAMTD fares were last increased in April 2011. The base fare was increased to \$1.50 and the senior/disabled was increased to \$0.75. Children 7 and under, ride for free when accompanying a paying adult.

PROPOSED FARE CHANGES FOR THE UPCOMING YEARS

Since the fare increase in 2011, no additional fare increases have been proposed.

STRATEGIES THAT WILL AFFECT THE FAREBOX RECOVERY RATIO

The following is a list of strategies LAMTD should consider improving the farebox recovery ratio:

1. Utilization of the Avail system to identify underperforming routes and bus stops.
2. Implementation of the ReRoute 2020 plan.
3. Increase the number of UAP agreements across the county.
4. New procedure to upload funding onto smart cards utilizing the internet
6. Continue to provide travel training to riders of the paratransit system on how to use the fixed route system, where possible.
7. The use of phone ticketing apps.

TDP Reviewer's Checklist Review Item	Compliant (Y/N)	Deficiencies	Comments
Past year's accomplishments compared to the original implementation program			
Analysis of any discrepancies between the plan and its implementation for the past year and steps that will be taken to attain or modify original goals and objectives			
Any revisions to the implementation program for the coming year			
Revised implementation program for the new tenth year			
Added recommendations for the new tenth year of the updated plan			
A revised financial plan			
A revised list of projects or services needed to meet the goals and objectives, including projects for which funding may not have been identified.			
Provided FDOT, decision-makers, and the public an opportunity to review and comment			