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### TDSP Certification

The Collier County Local Coordinating Board hereby certifies that an annual evaluation of the Community Transportation Coordinator was conducted consistent with the policies of the Commission for the Transportation Disadvantaged and that all recommendations of that CTC Evaluation have been incorporated in this Service Plan.

We further certify that the rates contained herein have been thoroughly reviewed, evaluated and approved. This Transportation Disadvantaged Service Plan was reviewed in its entirety and approved by the Board at an official meeting held on May 3, 2017.

5-3-17

Date

Norma Feala

Local Coordinating Board Chairperson

Approved by the Commission for the Transportation Disadvantaged:

\_\_\_\_\_  
Date

\_\_\_\_\_  
Steven Holmes, Executive Director of the  
Commission for the Transportation  
Disadvantaged

**LCB ROLL CALL VOTE**  
for Approval of Collier County's  
Transportation Disadvantaged Service Plan Update  
May 3, 2017

<b>Name</b>	<b>Representing</b>	<b>Yes</b>	<b>No</b>	<b>Absent</b>
Commissioner Donna Fiala	Chairwoman	X		
Harold Kurzman	Elderly	X		
VACANT	Citizen Advocate /Non User			
Dylan Vogel	Citizen Advocate/User	X		
VACANT	Children at Risk			
Cheryl Burnham	Community Action (economically disadvantaged)	X		
David Ogilvie	Public Education	X		
Pamela Barr	Florida Dept. of Transportation	X		
Felix Soto	Florida Dept. of Children and Families			X
Rebecca MacKenzie	Area Agency on Aging SWFL	X		
Robert Richards	Florida Dept. of Education -Division of Vocational Rehabilitation Services			X
Joe Martinez	Agency for Health Care Administration	X		
Susan Corris	Southwest Florida Regional Workforce Development Board	X		
Irene Johnson	Veteran Services	X		
VACANT	Local Medical Community			
N/A	Local Mass Transit			
Sherry Brenner	Citizens with Disabilities	X		
VACANT	Private Transportation Industry			

## **SECTION 1 INTRODUCTION**

Chapter 427 of the Florida Statutes establishes the Florida Commission for the Transportation Disadvantaged (CTD) and directs the CTD to “accomplish the coordination of transportation services provided to the transportation disadvantaged.” In accomplishing this purpose, the CTD approves a Community Transportation Coordinator (CTC) for five years for each county of the state which is charged with arranging cost-effective, efficient, unduplicated services within its respectful service area. The Collier Metropolitan Planning Organization (MPO) is approved by the CTD, charged with creating the Local Coordinating Board (LCB) and providing technical assistance to the LCB. The LCB acts as an advisory board and such provides guidance, monitors, evaluates and supports the transportation activities of the CTC.

The Transportation Disadvantaged Service Plan (TDSP) is an annually updated tactical plan developed by the CTC and the MPO under the guidance and approval of the LCB in accordance with the requirements set out in Rule 4102, F.A.C. Chapter 427, F.S., requires each County to develop a Transportation Disadvantaged Service Plan (TDSP) for the Transportation Disadvantaged program, with a Major Update every five years, at a minimum. This 2016 Minor Update is outlined to meet the requirements established by the State of Florida that require each county to develop a TDSP. The 1979 Florida Legislature passed the Transportation Services Act, Chapter 427, Florida Statutes (F.S.), which called for the coordination at the County level of all Federal and State expenditures for the "transportation disadvantaged."

The CTD Guidelines for TDSP Amendments and Updates mandates that only the following components of the Plan are updated annually:

- 1) Previous TDSP Review Letter
- 2) Needs Assessment
- 3) Goals, Objectives and Strategies
  - a) Ensure that objectives indicate an implementation date/accomplishment date.
  - b) Note deficiencies & corrective actions.
  - c) Note service improvements or expansions.
  - d) Section should be logical and mirror the format from the previous year.
- 4) Implementation Plan

- a) Transportation Disadvantaged Improvement Plan (TDIP) should cite progress, setbacks, adherence to schedules.
  - b) Implementation schedule revisions as necessary.
- 5) Cost / Revenue Allocation and Rate Structure Justification
- a) Review current and updated projected expenses, revenues and levels of service and make adjustments accordingly. A new Service Rates Summary page as well as Rate Model Worksheets must be submitted.

The CTD Guidelines for TDSP Amendments and Updates also provide an option for the update of the following components of the Plan:

1) DEVELOPMENT PLAN

- a) Organization Chart updated as necessary.
- b) LCB certification page (members, agencies, alternates and term) to include any changes as previously submitted in TDSP or updates.
- c) Any significant changes to major trip generators/attractors that have significantly altered service delivery.

2) SERVICE PLAN

- a) Changes in types or hours of service
- b) Significant changes in system policies (priorities, eligibility criteria, etc.)
- c) New service innovations or cancellation of services
- d) Changes in operators/coordination contractors
- e) Changes in vehicle inventory
- f) System Safety Program Plan (SSPP) certification if expired and renewed.
- g) Include new acceptable alternatives
- h) Changes in narrative for adoption of new service standards
- i) Changes to the Grievance and Evaluation process

3) QUALITY ASSURANCE

The TDSP is used by the Community Transportation Coordinator (CTC) and the LCB to maintain and/or improve transportation services for the transportation disadvantaged and to serve as a framework for performance evaluation.

For the purposes of this minor update, the mandatory components will be updated as well as Part II, Service Plan, Service Standards (part b.) No additional optional updates are included in this document.

## **SECTION 2 MANDATORY TDSP REQUIREMENTS**

As previously noted, CTD Guidelines for Transportation Disadvantaged Service Plan (TDSP) Amendments and Updates require certain elements be updated annually. This section of the document will address those mandated components and provide applicable updated information.

### **1. Previous TDSP Review Letter**

The CTD Guidelines require that all items cited as deficient or inadequate and needing follow-up as part of the prior TDSP Review should be addressed in the update. To date, there were no TDSP reviews that indicate deficiencies.

### **Needs Assessment**

The purpose of this section is to assess the transportation needs and demands for individuals with disabilities, elderly, low income and high risk and at risk children. This section attempts to identify any gaps in transportation services that are needed in the service area. The section also provides a quantitative transportation needs profile for the applicable TD populations and indicates unmet need for transportation in the Collier County service area.

The Collier County TD population is discussed in Section 3 (Updated Tables and Statistics) of this document. In 2014, Collier County had a large senior citizen population, with 28.1% of the population aged 65 or older. This is higher than the state average of 18.2%. These conditions are key indicators of transit/paratransit use, as are automobile availability, income, traffic, urban growth and land use/site planning. All of these factors contribute to the need for public transit in Collier County.

In 2013, CUTR released the Paratransit Service Demand Estimation Tool that replaced the 1993 methodology used to forecast paratransit demand. While the TDSP guidance handbook has not been updated, the new tool was used for the development of TD population forecasts in the 2014 TDSP Major Update adopted by the LCB on October 25, 2013. The data prepared in the TDSP Major Update indicates that the Collier County forecast of TD population in 2016 is 150,190. This includes all disabled, elderly and low-income persons and children who are “high-risk” or “at-risk”. These population groups are further refined to identify the “Critical Need TD” population. This population includes individuals who, due to severe physical limitations or low incomes, are unable to transport themselves or purchase transportation, and are dependent upon others to

obtain access to health care, employment, education, shopping, social activities, or other life sustaining activities. The Critical Need TD Population for 2016 is forecasted to be 14,530.

### **Barriers to Coordination**

In Collier County and across the State of Florida, there is more demand for TD services than supply. Even though financing for TD services has seen modest increases over time, rising fuel costs, inflation, and a rapidly-increasing population all contribute to less money being available and having transport more people.

Some social service agencies have had their transportation funding reduced. This trend adds to the burden on the TD program due to the shift of individual trips from a “sponsored” to non-sponsored trip status. If this practice occurs, other agencies may either reduce their transportation budgets or eliminate sponsoring trips, potentially impacting the TD program.

Other barriers to TD coordination include:

- Collier County is the single largest county in Florida in terms of land area (2,026 square miles). The TD population is spread throughout the county, creating the potential for long distance trips, which, in turn increases the cost per trip per passenger.
- Funding for transportation services has remained relatively constant over the past several years, but has not kept up with the increasing travel demands. As a result, Collier County is struggling to maintain existing service levels and does not have the financial resources to pursue new or expanded service.
- The unavailability of adequate pedestrian access / sidewalks to CAT bus stops limits the ability of some TD passengers to safely access the fixed route system.

## **2. Goals and Objectives**

A review of the 2014 TDSP Major Update’s goals and objectives was conducted and no changes are recommended at this time. They are included in this report for ease of reference and are as follows:

The mission of the Collier County Local Coordinating Board is:

***To carry out a coordinated and comprehensive approach to planning, developing, and providing transportation services that meet the needs of transportation disadvantaged persons.***

CAT's mission is:

***Collier Area Transit is committed to providing safe, accessible, and courteous public transportation services to our customers.***

Collier Area Paratransit's mission is:

***Identify and safely meet the transportation needs of Collier County, through a courteous, dependable, cost effective and environmentally sound team commitment.***

The following goals and objectives have been adopted to further the missions above.

**GOAL 1: Implement a fully coordinated transportation system.**

Objective 1.1

Maximize coordination with public, private, and human service agencies, and other transportation operators.

Objective 1.2

Coordinate efforts with Collier Area Transit.

Objective 1.3

Communicate and coordinate with other counties to promote ride-sharing practices and transportation arrangements.

**GOAL 2: Provide an efficient and effective coordinated transportation service.**

Objective 2.1

Increase effective use of transportation services.

Objective 2.2

Consistently provide on-time service.

Objective 2.3

Track and improve call-hold time.

Objective 2.4

Maximize effective transfer of individuals to the fixed-route system.

Objective 2.5

Increase fixed route utilization.

Objective 2.6

Continue to review ridership trends and origin/destination data to determine if fixed routes should be reviewed for service expansions or realignment to allow greater use by current paratransit riders.

Objective 2.7

Increase the number of passenger trips per vehicle hour.

Objective 2.8

Continue to monitor private provider utilization rates and adjust as needed to provide timely, effective service.

Objective 2.9

Trend downward the cost per passenger trip.

Objective 2.10

Trend downward the cost per vehicle hour.

Objective 2.11

Maintain an optimal vehicle replacement program for paratransit vehicles and equipment.

Objective 2.12

Acquire new and upgraded paratransit vehicles and equipment, as funding permits.

Objective 2.13

Continually measure and analyze performance standards, as a basis for evaluating quality assurance.

**GOAL 3: Educate and market paratransit services to current riders, the general public, agency sponsored clients, visitors, and other potential customers.**

Objective 3.1

Maximize the accessibility of service information including alternative delivery formats such as Braille, auditory enhanced and alternative languages.

Objective 3.2

Utilize the electronic dissemination of marketing and education materials, including, but not limited to the internet, e-mails, listservs, websites, etc.

Objective 3.3

Ensure that all websites and other electronic media are compliant with Section 508 of the Rehabilitation Act, as amended in 1998. (Under Section 508 of the Rehabilitation Act, 29 U.S.C. 794d, agencies must give persons with disabilities, employees and members of the public access to information that is comparable to the access available to others. This includes access to electronic and information technology applications).

Objective 3.4

Provide a "Rider's Guide" to paratransit patrons covering the paratransit services offered (ADA, TD). Produce the guide in alternative formats and alternative languages including Creole or others that may be necessary.

**GOAL 4: Operate a safe transportation system.**

Objective 4.1

Ensure that services are provided in a safe and secure manner in accordance with the CTD and FDOT standards and recommendations.

Objective 4.2

Ensure consistency and compliance with Chapter 14-90, Florida Administrative Code, *Equipment and Operational Safety Standards for Bus Transit Systems*.

Objective 4.3

Ensure consistency and compliance with the 49 CFR Part 655, Federal Transit Administration Prevention of Alcohol Misuse and Prohibited Drug use in Transit Operations including the adopted Substance Abuse Policy and policy statements.

Objective 4.4

Ensure consistency and compliance to 49 CFR Part 40, Procedures for Transportation Workplace Drug and Alcohol Testing Programs.

Objective 4.5

Ensure consistency and compliance of FTA covered contractors to 49 CFR Part 655, Federal Transit Administration Prevention of Alcohol Misuse and Prohibited Drug Use in Transit Operations.

Objective 4.6

Ensure consistency and compliance with any local drug and alcohol service standards.

Objective 4.7

Ensure consistency and compliance with the annually updated System Safety Program Plan and Security Program Plan.

Objective 4.8

Ensure consistency and compliance of an accident/incident procedure as part of the bus system safety program.

Objective 4.9

Continually review accident/incident data to identify trends that may need to be addressed through training or procedural changes.

Objective 4.10

Review Operator training program to ensure inclusion of consistent boarding techniques for passengers.

Objective 4.11

Ensure that new bus stops are readily accessible to persons with disabilities and meet ADA Accessibility Guidelines (ADAAG) compliance requirements.

Objective 4.12

Ensure that existing bus stops are inventoried for their accessibility and the availability of sidewalks as outlined in the Collier County ADA Transition Plan. Ensure that existing bus stops are renovated to be consistent with Collier County's ADA Transition Plan. Establish a retrofit plan for those stops that do not have accessible shelters and/or sidewalks.

**GOAL 5: Provide quality transportation services.**

Objective 5.1

Maintain the accountability of transportation service providers through the CTC Quarterly Reports.

Objective 5.2

Continue to review ridership trends and origin/destination data to determine if fixed routes should be reviewed for service expansions or realignment to allow greater use by current paratransit riders.

Objective 5.3

Conduct continuing surveys of passengers to ensure that quality services are being provided.

Objective 5.4

Conduct immediate follow-up on any complaint or concern brought forward.

**GOAL 6: Secure funding necessary to meet above stated goals.**

Objective 6.1

Explore any and all sources of funding to meet future goals of provision of service.

Objective 6.2

Maximize efficiency of utilization of all current state, federal and local resources.

Objective 6.3

Coordinate with all public, quasi-public, and non-profit entities in order to maximize all potential funding opportunities for public transportation services in Collier and Lee counties.

Objective 6.4

Identify and pursue opportunities for establishing and coordinating privately-sponsored public transportation services in meeting local transit needs.

**3. Implementation Plan**

CTD Guidelines require that the three-year Transportation Disadvantage Improvement Plan (TDIP) should cite progress, setbacks, and adherence to schedules noted in the prior year TDSP, including all necessary revisions to the Implementation schedule. **Table 1** reflects the applicable updates/status of the elements in the implementation plan and **Table 2** summarizes implementation activities that have been accomplished per fiscal year and offers an implementation schedule through FY2017/18.

**Table 1: Implementation Schedule/TD Capital Improvements Program**

Ongoing System Improvements/Review	Status Update														
<ul style="list-style-type: none"> <li>• Increase fixed-route utilization</li> </ul>	<p>Ridership overall is declining on the Fixed Rote system. This is a national trend that Collier is also experiencing. The Transit Division hired a Mobility Manager to train existing paratransit how to use Fixed Route when available in an effort to achieve this initiative.</p>														
<ul style="list-style-type: none"> <li>• Continue to review ridership trends and origin/destination data to determine if fixed routes should be reviewed for service expansions or realignment to allow greater use by current paratransit patrons.</li> </ul>	<p>Ridership trends are reviewed monthly. Fixed routes have been increasing expanding accessibility to current paratransit patrons.</p>														
<ul style="list-style-type: none"> <li>• Continue to monitor private provider utilization rates and adjust as needed to provide timely, effective service</li> </ul>	<p>Private provider invoices are reviewed monthly</p>														
<ul style="list-style-type: none"> <li>• Increase the number of passenger trips per vehicle hour</li> </ul>	<p>Increased 18% over 2010 passenger trips per driver hour</p>														
<ul style="list-style-type: none"> <li>• Maintain the cost per passenger trip</li> </ul>	<p>The cost per passenger trip since 2010 is as follows:</p> <table border="0"> <tr><td>FY 2010</td><td>\$28.04</td></tr> <tr><td>FY 2011</td><td>\$31.14</td></tr> <tr><td>FY 2012</td><td>\$37.62</td></tr> <tr><td>FY 2013</td><td>\$34.95</td></tr> <tr><td>FY 2014</td><td>\$36.26</td></tr> <tr><td>FY 2015</td><td>\$39.91</td></tr> <tr><td>FY 2016</td><td>\$36.86</td></tr> </table> <p>Costs increases are attributed to increased ridership not trending to the degree of the increased operations costs including but not limited to fuel costs.</p>	FY 2010	\$28.04	FY 2011	\$31.14	FY 2012	\$37.62	FY 2013	\$34.95	FY 2014	\$36.26	FY 2015	\$39.91	FY 2016	\$36.86
FY 2010	\$28.04														
FY 2011	\$31.14														
FY 2012	\$37.62														
FY 2013	\$34.95														
FY 2014	\$36.26														
FY 2015	\$39.91														
FY 2016	\$36.86														
<ul style="list-style-type: none"> <li>• Maintain the cost per driver hour</li> </ul>	<p>The cost per driver hour since 2010 is as follows:</p> <table border="0"> <tr><td>FY 2010</td><td>\$35.59</td></tr> <tr><td>FY 2011</td><td>\$52.49</td></tr> <tr><td>FY 2012</td><td>\$58.40</td></tr> <tr><td>FY 2013</td><td>\$54.10</td></tr> <tr><td>FY 2014</td><td>\$54.77</td></tr> <tr><td>FY 2015</td><td>\$50.62</td></tr> </table>	FY 2010	\$35.59	FY 2011	\$52.49	FY 2012	\$58.40	FY 2013	\$54.10	FY 2014	\$54.77	FY 2015	\$50.62		
FY 2010	\$35.59														
FY 2011	\$52.49														
FY 2012	\$58.40														
FY 2013	\$54.10														
FY 2014	\$54.77														
FY 2015	\$50.62														

Ongoing System Improvements/Review	Status Update
	FY 2016 \$64.26 Costs are consistent with each year Annual Operating Report. Costs increases could possibly be attributed to new vendor contracts.
<ul style="list-style-type: none"> <li>• Maintain grant application process for FTA Section 5310 funds – specifically for replacement vehicles</li> </ul>	Ongoing, grant applications have been submitted for replacement vehicles
<ul style="list-style-type: none"> <li>• Continue to coordinate with Lee County Transit and other providers regarding the provision of intercounty transportation services</li> </ul>	Coordination is on-going. The fixed route connection called LinC began service in October 2011 as an express route
<ul style="list-style-type: none"> <li>• Continue providing information to patrons regarding cancellation/ no-show and co-pay policies</li> </ul>	Ongoing
<ul style="list-style-type: none"> <li>• Monitor CAT’s effectiveness in enforcing cancellation/ no-show and co-pay policies and strengthen enforcement where needed</li> </ul>	Ongoing. Staff recognizes the cost implications of no-shows and cancellations.
<ul style="list-style-type: none"> <li>• Pursue alternative funding sources to provide additional transportation services and/or capital equipment</li> </ul>	Numerous grants have been submitted and the cycle for applications is being tracked
<ul style="list-style-type: none"> <li>• Ensure that transportation services are provided in accordance with the CTD and FDOT safety standards and recommendations</li> </ul>	On-going review of transportation services and the CTD and FDOT safety standards
<ul style="list-style-type: none"> <li>• Ensure that all system drivers are adequately trained in system safety and security preparedness and response</li> </ul>	Ongoing
<ul style="list-style-type: none"> <li>• Continually review current training, available training, mandatory annual training curriculum and safety/security best practices</li> </ul>	Ongoing
<ul style="list-style-type: none"> <li>• Conduct annual safety reviews of all contracted operators</li> </ul>	Ongoing
<ul style="list-style-type: none"> <li>• Ensure the drug and alcohol testing requirements are being implemented system wide</li> </ul>	Collier County is ensuring that drug and alcohol testing requirements are met
<ul style="list-style-type: none"> <li>• Improve frequency of service and expand service hours</li> </ul>	Ongoing
<ul style="list-style-type: none"> <li>• Maximize the accountability of system transportation service providers</li> </ul>	Ongoing
<ul style="list-style-type: none"> <li>• Strictly enforce monetary penalties for failure to provide adequate service</li> </ul>	The vendor contracts provides incentives/disincentives for performance

Ongoing System Improvements/Review	Status Update
<ul style="list-style-type: none"> <li>• Monitor equipment and vehicles and replace as needed</li> </ul>	<p>Replacement vehicle needs are being tracked. Vehicles are being replaced as needed.</p>
<ul style="list-style-type: none"> <li>• Inspect all Collier County paratransit vehicles on a daily basis</li> </ul>	<p>On-going and continuous with vehicle inspection sheet</p>
<ul style="list-style-type: none"> <li>• Explore all sources of funding to meet future service needs</li> </ul>	<p>Additional funding sources are being explored, both traditional transit funding as well as innovative sources and one time opportunities</p>
<ul style="list-style-type: none"> <li>• Develop contacts with agencies that provide or coordinate transportation services to TD eligible residents to determine options for future cost sharing of trips</li> </ul>	<p>Continuous agency coordination is being pursued to discuss options</p>
<ul style="list-style-type: none"> <li>• Provide trips on Sundays for religious services</li> </ul>	<p>Ongoing</p>

**Table 2: Implementation Plan**

Improvement Date	Capital/Service Improvements	Comments/ Status	Potential Funding
<ul style="list-style-type: none"> <li>FY 2013/2014</li> </ul>	<ul style="list-style-type: none"> <li>Maintain existing service</li> <li>Bus Shelters / Benches</li> <li>Replace paratransit vehicles</li> </ul>	<ul style="list-style-type: none"> <li>Routes have stayed the same due to budget considerations</li> <li>Grant applications have been submitted for Bus Shelters/ Benches.</li> <li>Bus replacements have been pursued.</li> </ul>	<ul style="list-style-type: none"> <li>FTA Section 5310 - Transportation for Elderly Persons and Persons with Disabilities,</li> <li>FTA Section 5311 American Recovery and Reinvestment Act (ARRA),</li> <li>FDOT Service Development Grants Program, and CTD Shirley Conroy Rural Capital Equipment Grant.</li> <li>MPO STP funds for CMS/ITS projects</li> </ul>
<p>FY 2014/2015</p>	<ul style="list-style-type: none"> <li>Maintain existing service</li> <li>Bus Shelters / Benches</li> <li>Replace paratransit vehicles</li> </ul>	<ul style="list-style-type: none"> <li>Grant applications have been submitted for Bus Shelters/Benches.</li> <li>Bus replacements are pursued annually.</li> </ul>	<ul style="list-style-type: none"> <li>FTA Section 5310 - Transportation for Elderly Persons and Persons with Disabilities,</li> <li>FDOT Service Development Grants Program.</li> </ul>

Improvement Date	Capital/Service Improvements	Comments/ Status	Potential Funding
FY 2015/2016	<ul style="list-style-type: none"> <li>• Maintain existing service</li> <li>• Establish new service</li> <li>• Extend service hours - night service for job access on both fixed route and paratransit systems</li> <li>• Improve frequency of service</li> <li>• Add more frequent transit service – including weekend and personal trips that fall out of the established prioritization schedule</li> <li>• Add Bus Shelters / Benches</li> <li>• Replace paratransit and support vehicles and purchase new vehicles</li> </ul>	<ul style="list-style-type: none"> <li>• Existing service is being maintained.</li> <li>• New service was established along Immokalee Rd. in Jan. 2016</li> <li>• Service hours and frequency have not been extended.</li> <li>• Sunday paratransit service has been extended for religious organizations.</li> <li>• No additional shelters/benches have been added</li> <li>• Paratransit &amp; support vehicle replacement is being maintained.</li> </ul>	<ul style="list-style-type: none"> <li>• 5307, 5311, local funding</li> <li>• Service Development grant</li> <li>• None identified</li> <li>• 5307, Trip &amp; Equip Grant</li> <li>• CMS/ITS Grant</li> <li>• 5310</li> </ul>
FY 2016/2017	<ul style="list-style-type: none"> <li>• Maintain existing service</li> <li>• Extend service hours - night service for job access on both fixed route and paratransit systems</li> <li>• Improve frequency of service</li> <li>• Add more frequent transit service – including weekend and personal trips that fall out of the established prioritization schedule</li> <li>• Add Bus Shelters / Benches</li> <li>• Replace paratransit and support vehicles and purchase new vehicles</li> </ul>	<ul style="list-style-type: none"> <li>• Service was expanded on Immokalee Road. Previous existing service is being maintained.</li> <li>• Service hours and frequency have not been extended</li> <li>• Paratransit Service on Saturdays has removed any limitations on trips based trip purpose.</li> <li>• Currently, CAT is designing 12 Bus Stop Shelters and will start the construction of 35 sites for ADA improvements.</li> <li>• Paratransit &amp; support vehicle replacement is being maintained.</li> </ul>	<ul style="list-style-type: none"> <li>• 5307, 5311, local funding</li> <li>• None identified</li> <li>5307</li> <li>CMS/ITS grant and 5307</li> <li>5310</li> </ul>

Improvement Date	Capital/Service Improvements	Comments/ Status	Potential Funding
FY 2017/2018	<ul style="list-style-type: none"> <li>• Maintain existing service</li> <li>• Extend service hours - night service for job access on both fixed route and paratransit systems</li> <li>• Improve frequency of service</li> <li>• Add more frequent transit service – including weekend and personal trips that fall out of the established prioritization schedule</li> <li>• Add Bus Shelters / Benches</li> <li>• Replace paratransit and support vehicles and purchase new vehicles fleet</li> </ul>		

#### 4. COST / REVENUE ALLOCATION AND RATE STRUCTURE JUSTIFICATION

CTD Guidelines state that TDSP Updates/Amendments should include a complete explanation for any rate changes or new service changes. The explanation should include a discussion of the review process as well as detail of LCB involvement and approval. A new summary rate sheet should be presented if there are any changes.

During the review period Collier County implemented the 2016 Rate Calculation Worksheet (shown below), which was developed using the TD Commission model used by all Florida counties. The 2016 CTD rate changes went through a public involvement process and were reviewed and approved by the LCB prior to adoption by the Collier County Board of County Commissioners (BCC).

#### COST REVENUE ALLOCATION

The rate structure is based on the type of trip (i.e. ambulatory, ambulatory group, wheelchair, etc.) in the service area.

**Table 3: CTD Calculated Rates – FY 2017/2018 CTD Rate Model  
Transportation Disadvantaged Trust Fund Service Rates  
Effective Date: 7/1/2017**

Ambulatory Trip	\$36.96
Wheelchair Trip	\$63.36
Group Trip	\$28.77
Escort Trip	\$5.00
Bus Pass (daily-full fare)	\$4.00
Bus Pass (daily-reduced fare)	\$2.00
Bus Pass (weekly-full fare)	\$15.00
Bus Pass (weekly-reduced fare)	\$7.50
Bus Pass (monthly-full fare)	\$35.00
Bus Pass (monthly-reduced fare)	\$17.50
Marco Express (monthly-full fare)	\$70.00
Marco Express (monthly-reduced fare)	\$35.00

**Sources: Service Rates, Commission for the Transportation Disadvantaged, TD Rate Model, Adopted March 1, 2017, Public Transit and Neighborhood Enhancement Department, 2017.**

<b>Table 4: Current Collier County Adopted Fare Structure</b>	
CAT full-fare one-way ticket	\$1.50
CAT full-fare one-way ticket Marco Express	\$2.50
CAT reduced fare one-way ticket	\$0.75
CAT reduced fare one-way ticket Marco Express	\$1.25
CAT Transfers	\$0.75
CAT Transfers reduced fare	\$0.35
CAT full-fare monthly pass	\$35.00
CAT full-fare monthly pass Marco Express	\$70.00
CAT reduced fare monthly pass	\$17.50
CAT reduced fare monthly pass Marco Express	\$35.00
CAT weekly pass - full fare	\$15.00
CAT weekly pass - reduced fare	\$7.50
CAT all day pass	\$4.00
CAT all day reduced pass	\$2.00
<b><i>Resolution 2013-28 was adopted by the Board of County Commissioners on February 12, 2013, which modified the fixed route fares.</i></b>	

Reduced fares are for members of Medicare, Disabled community, those 65 years and older and children 17 and under.

The fare structure for ADA, TD and Medicaid trips was discussed by the LCB on March 21, 2012. The recommendation was to implement a uniform \$1.00 fare increase for the TD fare structure. The recommendation did not include ADA or Medicaid trips. The LCB also recommended not renewing the Medicaid contract when it expired on June 30, 2012. The BCC approved a new fare structure effective October 1, 2012, as indicated below:

<b>Table 5: Collier Area Paratransit Fare Structures</b>		
	Previous Fare Structure	Fare Structure Approved by the BCC effective 10/1/12
<b>ADA fare – At or above Poverty Level</b>	\$2.00	\$3.00
<b>Medicaid fare – Fee for Service</b>	\$1.00 fare or copayment	\$1.00 fare or copayment
<b>ADA &amp; TD fare - Under Poverty Level</b>	\$0.00	\$1.00
<b>TD fare - 101% to 150% of Poverty Level</b>	\$2.00	\$3.00
<b>TD fare - 151% to 225% of Poverty Level</b>	\$3.00	\$4.00
<b>TD fare - 226% to 237% of Poverty Level</b>	\$4.00	\$5.00
<b>TD fare - +337% of Poverty Level</b>	\$6.00	\$7.00

The Collier MPO, in coordination with PTNE, is conducting a Fare Analysis Study for the fixed route system and the paratransit system. The study is expected to be completed prior to December 31, 2017. Any changes to fares will be reported in the 2018 TDSP minor update.

## **QUALITY ASSURANCE**

In accordance with the CTD's Guidelines the service standards established in the TDSP were reviewed. The Medicaid Grievance Process was developed and is included here by reference. Additionally, no changes were made to the Evaluation Process or the local Grievance Process.

## **CTC EVALUATION PROCESS**

An annual evaluation of the Collier County CTC was conducted by the LCB, based on the Standards, Goals, and Objectives contained within the local TDSP and using the Evaluation Workbook of the CTD. A desk audit was performed using the Evaluation Workbook of the CTD, conducted site visits, surveys and paratransit rides during the winter season when there is a higher seasonal population and more traffic. The CTC evaluation team presented the LCB with the CTC-LCB Review document. The CTC-LCB Review discussed on time performance issues and recommended continued education and improvement on other policies in the TDSP. The LCB reviewed and approved the CTC-LCB Evaluation (see **Appendix A**) at their May 3, 2017 meeting.

The CTD conducts triennial Quality Assurance and Program Evaluation Reviews as a part of the Commission's oversight and monitoring activities. The review is conducted by the Commission's Quality Assurance and Program Evaluation (QAPE) staff and includes a series of interviews with the CTC staff and a review of the system's records. The review includes a survey of riders and the operators of service. Further, the QAPE evaluates the system based on compliance with Chapter 427, F.S., Rule 41-2, F.A.C., Commission standards, local standards, and ADA Requirements.

**SECTION 3**  
**SERVICE PLAN UPDATE**

As part of PTNE's recent triennial review, it was noted that the current policy for escorts and children is prohibited by 49 CFR 37.5(a), due to the fact that there is no such requirement for children to be accompanied by an adult on fixed route buses. In order to be compliant, this standard was updated during the previous TDSP review period to read as follows:

*B. Escorts and Children*

If an escort/personal care attendant is requested or necessary they will be transported at no additional charge.

## **SECTION 4 UPDATED TABLES AND STATISTICS**

A number of the tables in the TDSP have been updated in an effort to evaluate the system progress. A summary of the findings is provided when there is a significant change in the activity.

### **SERVICE AREA PROFILES AND DEMOGRAPHICS**

#### **An Overview of Collier County**

Collier County, located on Florida's west coast, occupies a land area of 2,026 square miles, making it the largest county in Florida. Broward and Dade counties are located on Collier's eastern border, Lee and Hendry counties are on the northern border, and Monroe County is on the southern border. The county contains three incorporated areas: Naples, Everglades City, and Marco Island. Collier County includes the Bonita Springs-Naples urbanized area, as designated by the Year 2000 Census.

Collier County has nearly 50 miles of public beaches, along with a number of local, state, and national nature preserves. It was established in 1923. Its early economic growth has been associated with a millionaire from Memphis, Barron Gift Collier, who acquired his fortune through streetcar advertising. When Collier came to the area, he introduced paved roads, electric power, telegraphs and many new businesses to the people of the area. These additions attracted many people to the area. In 1950, the number of residents in Collier County was 6,488. By 1980, the County's population had grown to 85,000, in 2000, the population was 251,377 and in 2011 the population was estimated to be 321,520.

#### **Collier County Demographics**

According to the U.S. Census, the most populous city in the county is Naples with an estimated 2015 population of 20,603. The City of Marco Island is the second largest in Collier County, with an estimated population of 17,148. The population of the county's unincorporated area is quite large as compared to the cities, with about 297,012 residents. During the time period of 2000 to 2015, Collier County saw its population increase from 251,377 to 341,091, approximately a 36% increase.

It should be noted that the following population data and demographic and socioeconomic analysis is based on 2011 - 2015 U.S. Census Bureau American Community Survey (ACS) data, which is the most recent source of census data available.

**Table 6** displays population, population growth, and population density for Collier County and Florida as a whole. From 1990 to 2015, Collier County grew at a rate much higher than that of the State of Florida. Collier County population grew at over 25 percent, while the state population grew at over 19 percent. The population density that exists in Collier County, however, is much less than the overall population density for the state, with 167 persons per square mile versus 362 persons per square mile. This is due to the vast amount of land that is in a natural state or environmentally protected by the federal or state government.

**Table 6: Population and Population Density**

Area	Population (1990)	Population (2000)	Population (2015)	Population Growth (2000-15)	Land Area (Sq. Miles)	Density (2015) (persons per square mile)
Collier	152,099	251,377	341,091	35.69%	2,025.34	168
Florida	12,938,071	15,982,378	19,645,772	22.92%	53,926.82	364

*Source: US Census Bureau, 2000 Population Data Bureau of Economic and Business Research (BEBR, University of Florida, Florida Population by county and Municipality, April 1, 2009, (Release Date: November 2009) 2015 U.S. Census Bureau American Community Survey 5 year estimates*

**Population Age Characteristics**

**Table 7** charts the age group percentages for both Florida and Collier County. According to American Community Survey (ACS) estimates provided by the U.S. Census, 28.7% of Collier County’s population is 65 years of age or older. This is 10% higher than the state of Florida. The 85 and over age category comprises the smallest portion of the population in Collier County and the State of Florida, with approximately 3.5 percent of the population in Collier County and 2.5% in Florida. The 0-19, 20-34, and 35-54 age cohorts are all somewhat less than those for the State of Florida.

**Table 7  
Population Age Distribution, 2015**

Area	Age Cohorts				
	0-19	20-34	35-54	55-64	65 +
Collier County	20.5%	14.9%	22.8%	13.1%	28.7%
Florida	23.0%	19.1%	26.3%	12.9%	18.5%

*Source: 2015 U.S. Census Bureau American Community Survey 5 year estimates*

### Income Characteristics

**Table 8** compares the distribution of household income in Florida and Collier County. The percent of households with incomes in the categories under \$25,000 is lower than the percentage for the State of Florida. On the other hand, Collier County is higher than the State of Florida in the category over \$75,000. According to 2015 American Community Survey 5-year estimates, the median household income for the State of Florida is \$47,507 Collier County has a significantly higher median household income of \$57,452.

It is important to note that while the county as a whole is predominantly more affluent than that for the State of Florida, there are anomalies that exist. The Immokalee area falls within a statewide area of critical economic concern and has been designated as a “rural enterprise zone” with higher than average unemployment, children living in poverty, and families who fall under the federal poverty thresholds. Transportation to employment, job training, and critical health and social services available in the western portions of the county must continue to be available to residents of Immokalee area.

**Table 8  
Annual Household Income Distribution, 2015**

Area	Annual Household Income											
	\$0 - \$9,999		\$10,000 - \$24,999		\$25,000 - \$34,999		\$35,000 - \$49,999		\$50,000 - \$74,999		Over \$75,000	
	Pop	%	Pop	%	Pop	%	Pop	%	Pop	%	Pop	%
<b>Collier</b>	6,603	5.1%	17,023	13.1%	14,043	10.8%	17,869	13.8%	24,719	19.0%	49,631	38.2%
<b>Florida</b>	566,780	7.8%	1,295,124	17.7%	847,139	11.6%	1,327,002	18.2%	1,307,549	18.1%	2,171,190	29.8%

*Source: 2015 U.S. Census Bureau American Community Survey 5 year estimates*

### Employment Characteristics

**Table 9** compares the Collier County labor force employment characteristics to the State of Florida employment characteristics. As of December 2016, approximately 4.5% of the Collier County labor force was unemployed, with the labor force defined as persons 16 years of age and older. This is slightly lower than the Florida labor force unemployment rate of 5.2%.

**Table 9  
Employment Characteristics for Collier County, 2015**

Area	Percentage of Labor Force Unemployed
<b>Collier</b>	4.5%
<b>Florida</b>	5.2%

*Source: Bureau of Labor and Employment Statistics, US Department of Labor, Employment Figures Released December 2016*

## Vehicle Availability

**Table 10** shows the number and percentage of households who have access to a vehicle. Collier County's ratio is very similar to that of the State of Florida.

**Table 10**  
**Vehicle Availability Distribution, 2014**

Household Vehicle Availability				
Area	None	% of Total	One or More	% of Total
Collier	7,579	5.84%	122,309	94.23%
Florida	516,293	7.07%	6,784,201	92.93%

*Source: 2015 U.S. Census Bureau American Community Survey 5 year estimates*

## Travel to Work

**Table 11** compares the distribution of travel time to work for Collier County and Florida. Approximately 67% of Collier County residents have a commute of less than 30 minutes, while approximately 61% of Florida residents have a commute of less than 30 minutes.

**Table 11**  
**Travel to Work – Commute Times**

Area	Less than 10 min	10-19 min	20-29 min	30-44 min	45-59 min	60 + min
Collier	12.1%	32.3%	22.7%	21.0%	6.6%	5.2%
Florida	9.5%	28.0%	23.1%	23.8%	8.4%	7.1%

*Source: 2015 U.S. Census Bureau American Community Survey 5 year estimates*

## Mode of Travel to Work

**Table 12** shows the distribution of workers' mode of transportation to work in Collier County and Florida. Collier County has a slightly lower percentage of drive alone travel, and a higher rate of carpool/vanpool travel when compared to statewide results. Public transportation use in Collier County is slightly higher than that of the State of Florida, with 2.6% of workers using it to travel to work at the county level and approximately 2.1% usage statewide. Collier County has a higher percentage of employees who work at home when compared to the statewide results.

**Table 12**  
**Mode of Travel to Work Distribution**

Area	Drive Alone	Carpool or Vanpool	Public Transportation	Walk	Other Means	Work at Home
Collier	102,929	15,133	3,628	2,125	4,555	9,644
Collier (%)	74.6%	11.0%	2.6%	1.5%	3.3%	7.0%
Florida	6,712,165	798,104	178,238	125,170	187,661	431,175
Florida (%)	79.6%	9.5%	2.1%	1.5%	2.2%	5.1%

Source: 2015 U.S. Census Bureau American Community Survey 5 year estimates

**(1) Housing Classifications and Patterns**

As the previous tables have indicated, most households in Collier County have access to at least one vehicle. There are three main locations where zero car households are most prevalent: in Immokalee, as well as in areas near Collier Boulevard/SR 951 and US 41, and along Goodlette Frank Road until just north of Immokalee Road. Smaller concentrations of zero car households may be found near Naples Manor and Lely Resort, near US 41 and Davis Boulevard and near Davis Boulevard and Santa Barbara Boulevard. These areas are also locations of more rental and workforce housing.

**Educational Profiles**

A number of colleges and universities are located within Collier County and in neighboring communities and are listed in **Table 13**.

**Table 13**  
**Names and Locations of Local Universities**

Institution Name	Location
Ave Maria University	Ave Maria
Barry University	Ft. Myers
Florida Gulf Coast University	Ft. Myers
Florida SouthWestern State College	Naples/Ft. Myers
Hodges University	Naples
Nova Southeastern University	Bonita Springs

In addition to these colleges and universities, the County is also home to a number of technical institutes and training programs. Adult and workforce education is provided through Collier County Public Schools and includes the secondary technical training schools of Lorenzo Walker Institute of Technology (LWIT) and Bethune Education Center (BEC). In addition, Immokalee Technical Institute (iTECH) is a technical training center focusing on technical education programs for high school students and adults. The center also offers Adult Basic Education (ABE), General Education Development (GED), and adult literacy programs.

**Table 14** depicts the educational attainment for Collier County compared to the State of Florida. More residents of Collier County have received a Graduate or Professional School degree than those of the State of Florida as a whole; however most of the other categories have very similar data.

**Table 14  
Educational Attainment**

	Collier County	Florida
Less Than High School	14.0%	13.1%
High School or Equivalent	26.7%	29.5%
Some College but no Degree	18.4%	20.7%
Associate Degree	7.7%	9.4%
Bachelor’s Degree	19.8%	17.5%
Graduate or Professional School Degree	13.4%	9.8%

*Source: 2015 U.S. Census Bureau American Community Survey 5 year estimates (Population 25 years and over)*

**TD Population Forecasts**

The Paratransit Service Demand Estimation Tool serves as an aid in the development of TD population and travel demand estimates. This tool was used in the 2014 TDSP Major Update, adopted by the LCB on October 25, 2013. The tool defines two categories of TD population in the State of Florida. The first category is the “General TD” population. This includes all disabled, elderly and low-income persons and children who are “high-risk” or “at-risk”. These population groups are further refined to identify the “Critical Need TD” population. This population includes individuals who, due to severe physical limitations or low incomes, are unable to transport themselves or purchase transportation, and are dependent upon others to obtain access to health

care, employment, education, shopping, social activities, or other life sustaining activities. **Table 15** displays the population forecast for Collier County and the General TD Population versus the Critical Need TD Population.

**Table 15: TD Population Forecast**

	2015	2016	2017	2018	2019	2020
Total Population	351,254	358,627	366,156	373,842	381,690	389,702
General TD Population	147,102	150,190	153,343	156,562	159,848	163,204
Critical Need TD Population	14,231	14,530	14,835	15,146	15,464	15,789

*Source: TD Population Forecast is from the 2014 TDSP Major Update adopted on October 25, 2013. The data and the methodology are consistent with the Instruction Manual for the TDSP from the CTD and based on 2010 U.S. Census Bureau American Community Survey 1 year estimate and 2013 CUTR Forecasting Paratransit Services Demand Tool and Methodology.*

According to the table, the General TD Population will make up 41.9% of Collier County's total population. The Critical Need TD Population is 4.0% of the total population and 9.7% of the General TD Population. The percentages established in the 2014 TDSP Major Update were used to forecast the populations through 2020.

## **SECTION 5 CONCLUSIONS**

The large geographical size of the County in the terms of land area (2,026 square miles) causes the TD population to be spread throughout the county, creating the potential for longer trips. The large land area presents a challenge in meeting on time performance and other local standards.

The CTC must ensure that the vendors are providing the required services in accordance with local developed standards in addition to those that are required by Section 41-2.006, Florida Administrative Code. The CTC should continue to provide information to the Local Coordinating Board regarding performance reports and summaries of customer surveys. The CTC should request information from coordination contracts that is sufficient for evaluating cost effectiveness. This information should be reported to the LCB annually.

It is recommended that the CTC continue to monitor on time performance and review all TDSP standards with the vendors. Continued education for administration staff and drivers regarding TDSP standards and proper etiquette is encouraged. Compliance with all TDSP standards should be reported to the LCB on an annual basis.

In conclusion, this document reflects several areas of opportunities for improvement in the area of efficiency. The paratransit system is an essential service that continues to provide the customers of Collier County assistance with good, respectful and courteous service. The conclusions and recommendations of this report are intended to improve the system as it continues to grow, mature and move forward.

APPENDIX A  
2016 CTC EVALUATION  
JULY 2016 – JUNE 2017

***CTC***  
***EVALUATION WORKBOOK***

Florida Commission for the



**Transportation  
Disadvantaged**

**CTC BEING REVIEWED:** \_\_\_\_\_

**COUNTY (IES):** \_\_\_\_\_

**ADDRESS:** \_\_\_\_\_

**CONTACT:** \_\_\_\_\_ **PHONE:** \_\_\_\_\_

**REVIEW PERIOD:** \_\_\_\_\_ **REVIEW DATES:** \_\_\_\_\_

**PERSON CONDUCTING THE REVIEW:** \_\_\_\_\_

**CONTACT INFORMATION:** \_\_\_\_\_

**FORMATTED 2011 – 2012**

## EVALUATION INFORMATION

**An LCB review will consist of, but is not limited to the following pages:**

	Cover Page
2-4	Entrance Interview Questions
7	Chapter 427.0155 (3) Review the CTC monitoring of contracted operators
8-9	Chapter 427.0155 (4) Review TDSP to determine utilization of school buses and public transportation services
10	Insurance
11-13	Rule 41-2.011 (2) Evaluation of cost-effectiveness of Coordination Contractors and Transportation Alternatives
14-20	Commission Standards and Local Standards
24-43	On-Site Observation
44	Surveys
45-46	Level of Cost - Worksheet 1
47-48	Level of Competition – Worksheet 2
49-53	Level of Coordination – Worksheet 3

**Notes to remember:**

- **The CTC should not conduct the evaluation or surveys. If the CTC is also the PA, the PA should contract with an outside source to assist the LCB during the review process.**
- **Attach a copy of the Annual QA Self Certification.**

## ENTRANCE INTERVIEW QUESTIONS

### INTRODUCTION AND BRIEFING:

- Describe the evaluation process (LCB evaluates the CTC and forwards a copy of the evaluation to the CTD).
- The LCB reviews the CTC once every year to evaluate the operations and the performance of the local coordinator.

The LCB will be reviewing the following areas:

- Chapter 427, Rules 41-2 and 14-90, CTD Standards, and Local Standards
- Following up on the Status Report from last year and calls received from the Ombudsman program.
- Monitoring of contractors.
- Surveying riders/beneficiaries, purchasers of service, and contractors
- The LCB will issue a Review Report with the findings and recommendations to the CTC no later than 30 working days after the review has concluded.
- Once the CTC has received the Review Report, the CTC will submit a Status Report to the LCB within 30 working days.
- Give an update of Commission level activities (last meeting update and next meeting date), if needed.

### USING THE APR, COMPILER THIS INFORMATION:

#### 1. OPERATING ENVIRONMENT:

- RURAL       URBAN

#### 2. ORGANIZATION TYPE:

- PRIVATE-FOR-PROFIT
- PRIVATE NON-PROFIT
- GOVERNMENT
- TRANSPORTATION AGENCY

3. NETWORK TYPE:

- SOLE PROVIDER
- PARTIAL BROKERAGE
- COMPLETE BROKERAGE

4. NAME THE OPERATORS THAT YOUR COMPANY HAS CONTRACTS WITH:

5. NAME THE GROUPS THAT YOUR COMPANY HAS COORDINATION CONTRACTS WITH:

<b>Coordination Contract Agencies</b>				
<b>Name of Agency</b>	<b>Address</b>	<b>City, State, Zip</b>	<b>Telephone Number</b>	<b>Contact</b>
ee eb a Pa c	9040 e e	a 33173	305 273 3055	a e ee P
a a e ce e e	6075 a e a e	a e 34116	239 455 8500	c ge
ee c	10075 a a a a	e 33913	239 768 2900	a a e
e ce e ce c	9470 ea a ce	e 33908	239 454 3404	a e a a

6. NAME THE ORGANIZATIONS AND AGENCIES THAT PURCHASE SERVICE FROM THE CTC AND THE PERCENTAGE OF TRIPS EACH REPRESENTS?  
(Recent APR information may be used)

Name of Agency	% of Trips	Name of Contact	Telephone Number

7. REVIEW AND DISCUSS TD HELPLINE CALLS:

	Number of calls	Closed Cases	Unsolved Cases
Cost			
Medicaid			
Quality of Service			
Service Availability			
Toll Permit			
Other			



**COMPLIANCE WITH CHAPTER 427, F.S.**

**Review the CTC last AOR submittal for compliance with 427. 0155(2)  
“Collect Annual Operating Data for submittal to the Commission.”**

REPORTING TIMELINESS

Were the following items submitted on time?

- a. Annual Operating Report  Yes  No
- Any issues that need clarification?  Yes  No

Any problem areas on AOR that have been re-occurring?

List:

- b. Memorandum of Agreement  Yes  No
- c. Transportation Disadvantaged Service Plan  Yes  No
- d. Grant Applications to TD Trust Fund  Yes  No
- e. All other grant application (\_\_\_\_%)  Yes  No

IS THE CTC IN COMPLIANCE WITH THIS SECTION?  Yes  No

Comments:

**COMPLIANCE WITH CHAPTER 427, F.S.**

**Review the CTC monitoring of its transportation operator contracts to ensure compliance with 427.0155(3), F.S.**

***“Review all transportation operator contracts annually.”***

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

P e e a c ac c a ce e e e a c ac c a ce e g a c c b  
ee e a a ee g a c e a ee a e a ce e ea a a a e a a a ge a  
e ee g c e c c a ae a e a ce c e e ce ea ec e e ea a e ce c e  
a e e b e e a ec e b ec ac a e e e b e P b c a a age e e e c e acc e c e  
c e e ce a eb a a ga ac e g e e a ce ea e a e a ce aa e a e  
b e e a e e e b e a a a a ba e e e a ac a a e ac e a e  
e e a e e a a e ce e a e a ce

Is a written report issued to the operator?  Yes  No

If NO, how are the contractors notified of the results of the monitoring?

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

ec a c ac a ee e e e e e e ce be g e e g a e ce  
c ae 5310 ga e e e e ce b e a c ac e e ce ec ae e e  
e ea ae a e a ce e ae e e

Is a written report issued?  Yes  No

If NO, how are the contractors notified of the results of the monitoring?

WHAT ACTION IS TAKEN IF A CONTRACTOR RECEIVES AN UNFAVORABLE REPORT?

IS THE CTC IN COMPLIANCE WITH THIS SECTION?  Yes  No

**ASK TO SEE DOCUMENTATION OF MONITORING REPORTS.**

**COMPLIANCE WITH CHAPTER 427, F.S.**

**Review the TDSP to determine the utilization of school buses and public transportation services [Chapter 427.0155(4)]**

***“Approve and coordinate the utilization of school bus and public transportation services in accordance with the TDSP.”***

HOW IS THE CTC USING SCHOOL BUSES IN THE COORDINATED SYSTEM?

**Rule 41-2.012(5)(b):** *"As part of the Coordinator's performance, the local Coordinating Board shall also set an annual percentage goal increase for the number of trips provided within the system for ridership on public transit, where applicable. In areas where the public transit is not being utilized, the local Coordinating Board shall set an annual percentage of the number of trips to be provided on public transit."*

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

N/A

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

Yes  No

If YES, what is the goal?

Is the CTC accomplishing the goal?  Yes  No

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT?  Yes  No

Comments:

## CHAPTER 427

Findings:

Recommendations:

**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 \$100,000 per person and \$200,000 per incident...”*

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

ec ac e e a a e c a g e e a ab cc e ce ge e e e c g a age  
 ab 5 000 000 c b e ge e cc e ce b e a a e a age e ge e a ab  
 be 1 000 000 b a e a age e e 200 000 b a e a age e cc e ce e e  
 ec c ab a e c ea e 5 000 000 c b e ge e cc e ce e a ab e g e a  
 c a b a ec 768 28 e ce b e ab e e e 200 000 c b e ge e  
 acc e b e a a e a age c g a e ge ab

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

HOW MUCH DOES THE INSURANCE COST (per operator)?

Operator	Insurance Cost

DOES THE MINIMUM LIABILITY INSURANCE REQUIREMENTS EXCEED \$1 MILLION PER INCIDENT?

Yes  No

If yes, was this approved by the Commission?  Yes  No

IS THE CTC IN COMPLIANCE WITH THIS SECTION?  Yes  No

Comments:

**COMPLIANCE WITH 41-2, F.A.C.**

**Compliance with 41-2.011(2), Evaluating Cost-Effectiveness of Coordination Contractors and Transportation Alternatives.**

*“...contracts shall be reviewed annually by the Community Transportation Coordinator and the Coordinating Board as to the effectiveness and efficiency of the Transportation Operator or the renewal of any Coordination Contracts.”*

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

Cost [CTC and Coordination Contractor (CC)]

	CTC	CC #1	CC #2	CC #3	CC #4
Flat contract rate (s) (\$ amount / unit)					
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
Special or unique considerations that influence costs? <small>ecac a c a c ac c e ea a ea cec ec a eba e a e e e e e  c a e e a be</small>					
Explanation:					

2. DO YOU HAVE TRANSPORTATION ALTERNATIVES?  Yes  No  
 (Those specific transportation services approved by rule or the Commission as a service not normally arranged by the Community Transportation Coordinator, but provided by the purchasing agency. Example: a neighbor providing the trip)

Cost [CTC and Transportation Alternative (Alt.)]

	<b>CTC</b>	<b>Alt. #1</b>	<b>Alt. #2</b>	<b>Alt. #3</b>	<b>Alt. #4</b>
Flat contract rate (s) (\$ amount / unit)					
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
Special or unique considerations that influence costs?					
Explanation:					

IS THE CTC IN COMPLIANCE WITH THIS SECTION?  Yes  No

**RULE 41-2**

Findings:

Recommendations:

**COMPLIANCE WITH 41-2, F.A.C.**

**Compliance with Commission Standards**  
*“...shall adhere to Commission approved standards...”*

Review the TDSP for the Commission standards.

<b>Commission Standards</b>	<b>Comments</b>
Local toll free phone number must be posted in all vehicles.	
Vehicle Cleanliness	
Passenger/Trip Database	

Adequate seating	
Driver Identification	
Passenger Assistance	
Smoking, Eating and Drinking	

Two-way Communications	
Air Conditioning/Heating	
Billing Requirements	

## COMMISSION STANDARDS

Findings:

Recommendations:

## COMPLIANCE WITH 41-2, F.A.C.

### Compliance with Local Standards

*“...shall adhere to Commission approved standards...”*

Review the TDSP for the Local standards.

Local Standards	Comments
Transport of Escorts and dependent children policy	<p style="font-size: small; margin: 0;">e P a e e g e 2016 a a a e a e c e            ega g e g e c e e c a bee e e ea a e c e a            ca ea e a e e e e ce a e be a e a a a c age</p>
Use, Responsibility, and cost of child restraint devices	
Out-of-Service Area trips	
CPR/1st Aid	
Driver Criminal Background Screening	<p style="font-size: small; margin: 0;">e P a e e a a e e c a e e            a e a a a b e a e e b e e a e e a            a e c e a c e e bac g c e c e e</p>
Rider Personal Property	
Advance reservation requirements	
Pick-up Window	

<i>Measurable Standards/Goals</i>	<i>Standard/Goal</i>	<i>Latest Figures</i>	<i>Is the CTC/Operator meeting the Standard?</i>
Public Transit Ridership	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
On-time performance	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Passenger No-shows	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Accidents	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Roadcalls <i>Average age of fleet:</i>	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Complaints <i>Number filed:</i>	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Call-Hold Time	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	

## LOCAL STANDARDS

### Findings:

c e e e e a e e a a c e e a a e a a e P e e e  
e a ce a be g ba e e e e age e e e a ce be g  
e e ee g e ga 90 e e e e a e a e a e ce a  
be a e e

ec age 55 ec e P e e c a e e e e e  
g a e a a ae a e ca a e a e e e 30  
e ea e e ae c g e e a a a e a e a e ge a ce  
be e e bega a e a a be e e e e e  
a e ge a a ea e e e e e e e a e e ce ea a e  
ea e ca a e e e e e e e ce a be e e a e  
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a e e P a e a eg ae e ca a a ge e ec e age c a a ce  
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e

### Recommendations:

**ON-SITE OBSERVATION OF THE SYSTEM**

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation:

3/10/17

CC2-1114

Please list any special guests that were present:

[REDACTED]

Location:

DVA Dialysis

Number of Passengers picked up/dropped off:

1

Ambulatory

[REDACTED]

Non-Ambulatory

1

Was the driver on time?  Yes  No - How many minutes late/early?

Did the driver provide any passenger assistance?  Yes  No

Was the driver wearing any identification?  Yes:  Uniform  Name Tag  
 ID Badge  No

Did the driver render an appropriate greeting?

Yes  No  Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?

Yes  No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?

Yes  No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?

Yes  No

Does the vehicle have working heat and air conditioning?

Yes  No

Does the vehicle have two-way communications in good working order?

Yes  No

If used, was the lift in good working order?

Yes  No



Vehicle: B27-Glaval Run: 211 [ 4:30AM - 4:00PM] Driver Name: [-] For: 3/16/2017  
 1114

Customer Name Conf. #	Request Time	Pickup Time	Dropoff Time	Validation Information			
		Pickup Address	Dropoff Address	Pickup Time	Dropoff Time	Pickup Odometer	Dropoff Odometer

[REDACTED] 663960		11:10 AM TUSCANY VILLA 8901 Tamiami Trl E Naples, FL 34113	11:20AM DAVIS KIDNEY CENTER-code#05 6625 HILLWAY CIR. 775-9454-(+30 minutes, machine time) Naples, FL 34112	11:17AM	11:44AM	60,826	60,831
				Complete <input checked="" type="checkbox"/>	Cancellation <input type="checkbox"/>	No Show <input type="checkbox"/>	
				Request: 12:00 PM D			

Customer Pay: \$0.00

Attendants: 1 Guests: 0 Mobility: ELECTRIC Assistance Need: WHEELCHAIR Funding Source: Senior Services

Fare Type : Assorted Cash Tickets

[REDACTED] 628959		12:00 PM DAVIS KIDNEY CENTER-code#05 6625 HILLWAY CIR. 775-9454-(+30 minutes, machine time) Naples, FL 34112	12:25PM 12064 Sitterley Ln Naples, FL 34113	12:13PM	12:34PM	60,843	60,851
				Complete <input checked="" type="checkbox"/>	Cancellation <input type="checkbox"/>	No Show <input type="checkbox"/>	
				Request: 12:00 PM P			

Customer Pay: \$1.00

Attendants: 0 Guests: 0 Mobility: WHEELCHAIR Assistance Need: Funding Source: ADA

Fare Type : Assorted Cash Tickets

[REDACTED] 668788		12:48 PM 300 Forest Lakes Blvd, Apt. #306 Naples, FL 34105	12:55PM 3325 Airport Pulling Rd N Naples, FL 34105	12:38PM	12:57PM	60,851	60,856
				Complete <input checked="" type="checkbox"/>	Cancellation <input type="checkbox"/>	No Show <input type="checkbox"/>	
				Request: 1:00 PM D			

Customer Pay: \$3.00

Attendants: 0 Guests: 0 Mobility: AMBULATORY Assistance Need: Funding Source: ADA

Fare Type : Assorted Cash Tickets

**ON-SITE OBSERVATION OF THE SYSTEM**

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation:

CC 2-1114

Please list any special guests that were present:

Location:

Number of Passengers picked up/dropped off:

D/O @ 10:01

Ambulatory

Non-Ambulatory

Was the driver on time?  Yes  No - How many minutes late/early?

Did the driver provide any passenger assistance?  Yes  No

Was the driver wearing any identification?  Yes:  Uniform  Name Tag  
 ID Badge  No

Did the driver render an appropriate greeting?  
 Yes  No  Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?  
 Yes  No  
*only observed drop off*

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?  
 Yes  No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?  
 Yes  No

Does the vehicle have working heat and air conditioning?  
 Yes  No

Does the vehicle have two-way communications in good working order?  
 Yes  No

If used, was the lift in good working order?  
*N/A*  Yes  No



Vehicle: B27-Glaval  
1114

Run: 211 [ 4:30AM - 4:00PM]

Driver Name: [-]

For: 3/16/2017

Customer Name Conf. #	Request Time	Pickup Time Pickup Address	Dropoff Time Dropoff Address	Validation Information			
				Pickup Time	Dropoff Time	Pickup Odometer	Dropoff Odometer
[REDACTED] 668050		8:45 AM 592 107th Ave N Naples, FL 34108	9:00 AM PUBLIX CROSSINGS 2310 Pine Ridge Rd 435-0387 NAPLES, FL 34109	9:09 AM	9:38 AM	60,780	60,792
				Complete <input checked="" type="checkbox"/>	Cancellation <input type="checkbox"/>	No Show <input type="checkbox"/>	
				Request: 9:00 AM D			

Customer Pay: \$1.00

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: ADA  
Fare Type : Assorted Cash Tickets

[REDACTED] 633322		9:30 AM 2334 Queens Way Naples, FL 34112	10:00 AM ARBY'S RESTAURANT 2436 Pine Ridge Rd 434-2264 Naples, FL 34109	10:01 AM	10:02 AM	60,802	60,802
				Complete <input checked="" type="checkbox"/>	Cancellation <input type="checkbox"/>	No Show <input type="checkbox"/>	
				Request: 10:30 AM D			

Customer Pay: \$1.00

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: TDC  
Fare Type : Assorted Cash Tickets

[REDACTED] 640897		10:15 AM PLANET FITNESS 2650 Tamiami Trl E Naples, FL 34112	10:25 AM FOXFIRE 322 Foxtail Ct Naples, FL 34104 Comments: USE DAVIS ENTRANCE	10:17 AM	10:33 AM	60,808	60,812
				Complete <input checked="" type="checkbox"/>	Cancellation <input type="checkbox"/>	No Show <input type="checkbox"/>	
				Request: 9:50 AM P			

Customer Pay: \$3.00

Attendants: 0 Guests: 0 Mobility: CANE Assistance Need: Funding Source: ADA  
Fare Type : Assorted Cash Tickets

[REDACTED] 628288		10:45 AM 27 Cimmaron Trl (HITCHING POST MOBILE HOME PARK) Naples, FL 34113	10:55 AM ARA-Naples South Dialysis 4270 Tamiami Trail E Naples of AVALON DR. near Thomasson. Naples, FL 34112 Comments: 239-774-7523 / fax# 774-1681	11:04 AM	11:04 AM	60,824	60,824
				Complete <input checked="" type="checkbox"/>	Cancellation <input type="checkbox"/>	No Show <input type="checkbox"/>	
				Request: 11:00 AM D			

Customer Pay: \$3.00

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: ADA  
Fare Type : Assorted Cash Tickets

**ON-SITE OBSERVATION OF THE SYSTEM**

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

CC2-579    run # 205

Date of Observation:

Please list any special guests that were present: 

Location:

Number of Passengers picked up/dropped off:

Ambulatory

Non-Ambulatory

Was the driver on time?  Yes  No - How many minutes late/early?

Did the driver provide any passenger assistance?  Yes  No

Was the driver wearing any identification?  Yes:  Uniform  Name Tag  
 ID Badge  No

Did the driver render an appropriate greeting?  
 Yes  No  Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?  
 Yes  No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?  
 Yes  No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?  
 Yes  No

Does the vehicle have working heat and air conditioning?  
 Yes  No

Does the vehicle have two-way communications in good working order?  Yes  No

If used, was the lift in good working order?  Yes  No



Vehicle: G29-TURTLE Run: 205 [6:00AM - 5:50PM] Driver Name: [-] For: 3/16/2017  
 TOP 879

Customer Name Conf. #	Request Time	Pickup Time	Dropoff Time	Pickup Time	Dropoff Time	Validation Information	
		Pickup Address	Dropoff Address			Pickup Odometer	Dropoff Odometer
[REDACTED] 632381	Request: 3:00 PM P	3:00 PM UCP-ADT 4227 Exchange Ave Naples, FL 34104	4:20PM 542 Avellino Isles Cir Naples, FL 34119	2:53PM	3:22PM	126,488	126,497
				Complete <input checked="" type="checkbox"/>	Cancellation <input type="checkbox"/>	No Show <input type="checkbox"/>	

**Customer Pay: \$3.00**

Attendants: 1 Guests: 0 Mobility: AMB Assistance Need: Funding Source: TDC  
 Fare Type : Assorted Cash Tickets

[REDACTED] 668536	Request: 3:00 PM P	3:00 PM UCP-ADT 4227 Exchange Ave Naples, FL 34104	4:55PM 15975 Arbor View Blvd APT#614 Naples, FL 34110	2:53PM	4:57PM	126,488	126,526
				Complete <input checked="" type="checkbox"/>	Cancellation <input type="checkbox"/>	No Show <input type="checkbox"/>	

**Customer Pay: \$1.00**

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: TDC  
 Fare Type : Assorted Cash Tickets

[REDACTED] 570108	Request: 3:00 PM P	3:00 PM UCP-ADT 4227 Exchange Ave Naples, FL 34104	5:20PM 168 North St Naples, FL 34108	2:53PM	4:20PM	126,488	126,513
				Complete <input checked="" type="checkbox"/>	Cancellation <input type="checkbox"/>	No Show <input type="checkbox"/>	

**Customer Pay: \$1.00**

Attendants: 0 Guests: 0 Mobility: WHEELCHAIR Assistance Need: Funding Source: ADA  
 Fare Type : Assorted Cash Tickets

[REDACTED] 561223	Request: 4:00 PM P	4:00 PM LIGHTHOUSE OF COLLIER 2685 Horseshoe Dr S #211 Naples, FL 34104	4:45PM DR. HOGLUND 15 8th St SUITE B Naples, FL 34110 Comments: PER THOMAS STRINGER, THIS IS A BONITA ADDRESS BUT LIES WITH IN COLLIER COUNTY	3:49PM	4:44PM	126,506	126,521
				Complete <input checked="" type="checkbox"/>	Cancellation <input type="checkbox"/>	No Show <input type="checkbox"/>	

**Customer Pay: \$1.00**

Attendants: 0 Guests: 0 Mobility: CANE Assistance Need: Funding Source: TDC  
 Fare Type : Assorted Cash Tickets

**ON-SITE OBSERVATION OF THE SYSTEM**

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation:

CC2-1117

Please list any special guests that were present:

Location:

Number of Passengers picked up/dropped off:

Ambulatory

Non-Ambulatory

Was the driver on time?  Yes  No - How many minutes late/early?

Did the driver provide any passenger assistance?  Yes  No

Was the driver wearing any identification?  Yes:  Uniform  Name Tag  
 ID Badge  No

Did the driver render an appropriate greeting?  
 Yes  No  Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?  
 Yes  No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?  
 Yes  No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?  
 Yes  No

Does the vehicle have working heat and air conditioning?  Yes  No

Does the vehicle have two-way communications in good working order?  Yes  No

If used, was the lift in good working order?  Yes  No



Vehicle: B30-Glaval Run: 201 [ 5:30AM - 5:40PM] Driver Name: [-] For: 3/16/2017  
1117

Customer Name Conf. #	Request Time	Pickup Time	Dropoff Time	Validation Information			
		Pickup Address	Dropoff Address	Pickup Time	Dropoff Time	Pickup Odometer	Dropoff Odometer
[REDACTED] 668761		12:30 PM 2064 Alamanda Dr #5 Naples, FL 34102	12:55PM NDIC SUITE 101 6400 Davis Blvd 593-4200 Naples, FL 34104	<input checked="" type="checkbox"/> 12:37PM	<input type="checkbox"/> 1:03PM	<input type="checkbox"/> 53,346	<input type="checkbox"/> 53,354

Complete  Cancellation  No Show   
Request: 1:30 PM D

**Customer Pay: \$3.00**

Attendants: 0 Guests: 1 Mobility: CANE Assistance Need: Funding Source: ADA  
Fare Type : Assorted Cash Tickets

[REDACTED] 668919		1:10 PM West Wind Estates 1000 Lely Palms Dr room -411 Naples, FL 34113	1:25PM Super Walmart-Before Marco 6650 Collier Blvd Naples, FL 34113	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Complete  Cancellation  No Show   
Request: 1:30 PM D

**Customer Pay: \$3.00**

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: ADA  
Comments: one way  
Fare Type : Assorted Cash Tickets

[REDACTED] 668961		2:20 PM 6828 Sterling Greens Pl Apt:101 Naples, FL 34104	2:30PM COLLIER AREA PARA TRANSIT 8300 Radio Rd UNLOAD AT FRONT DOOR Naples, FL 34104	<input checked="" type="checkbox"/> 2:30PM	<input type="checkbox"/> 2:51PM	<input type="checkbox"/> 53,389	<input type="checkbox"/> 53,392
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Complete  Cancellation  No Show   
Request: 3:00 PM D

**Customer Pay: \$0.00**

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: ADA  
Fare Type : Assorted Cash Tickets

[REDACTED] 639394		3:00 PM UCP-ADT 4227 Exchange Ave Naples, FL 34104	3:40PM BRISTOL PINES 7325 Bristol Cir Naples, FL 34120	<input checked="" type="checkbox"/> 3:06PM	<input type="checkbox"/> 3:56PM	<input type="checkbox"/> 53,396	<input type="checkbox"/> 53,411
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Complete  Cancellation  No Show   
Request: 3:00 PM P

**Customer Pay: \$1.00**

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: ADA  
Fare Type : Assorted Cash Tickets

Vehicle: B30-Glaval Run: 201 [ 5:30AM - 5:40PM] Driver Name: [-] For: 3/16/2017  
 1117

Customer Name Conf. #	Request Time	Pickup Time	Dropoff Time	Validation Information			
		Pickup Address	Dropoff Address	Pickup Time	Dropoff Time	Pickup Odometer	Dropoff Odometer

[REDACTED] 641216 Request: 3:00 PM P	3:00 PM UCP-ADT 4227 Exchange Ave Naples, FL 34104	4:15PM 2775 29th Ave Ne Naples, FL 34120	3:06PM	4:19PM	53,396	53,423	Complete <input checked="" type="checkbox"/> Cancellation <input type="checkbox"/> No Show <input type="checkbox"/>
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**Customer Pay: \$1.00**

Attendants: 1 Guests: 0 Mobility: AMB Assistance Need: Boarding/Deboarding Assistance Funding Source: TDC  
 Fare Type : Assorted Cash Tickets

[REDACTED] 648462 Request: 3:00 PM P	3:15 PM Goodwill 1687 Pine Ridge Rd 239-592-1586 Naples, FL 34105	4:30PM 3145 66th Ave Ne Naples, FL 34120	3:26PM	4:29PM	53,401	53,428	Complete <input checked="" type="checkbox"/> Cancellation <input type="checkbox"/> No Show <input type="checkbox"/>
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**Customer Pay: \$4.00**

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: TDC  
 Fare Type : Assorted Cash Tickets

[REDACTED] 668351 Request: 4:30 PM P	4:40 PM 3760 50th Ave Ne Naples, FL 34120	5:20PM HERITAGE HEALTHCARE CENTER 777 9th St N Naples, FL 34102	4:42PM	5:47PM	53,431	53,459	Complete <input checked="" type="checkbox"/> Cancellation <input type="checkbox"/> No Show <input type="checkbox"/>
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**Customer Pay: \$3.00**

Attendants: 1 Guests: 0 Mobility: WHEELCHAIR Assistance Need: Funding Source: TDC  
 Fare Type : Assorted Cash Tickets

Garage Return	9:00 PM Scheduled Pullin COLLIER AREA PARA TRANSIT 8300 Radio Rd Naples, FL 34104	9:00 PM Latest PullIn					
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**Total Customer Pay: \$31.00**

MV 409 - Run 201

**ON-SITE OBSERVATION OF THE SYSTEM**

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation: 3/17/17

Please list any special guests that were present:

Location: Walgreens - Berkshire

Number of Passengers picked up/dropped off:

Ambulatory

Non-Ambulatory

Was the driver on time?  Yes  No - How many minutes late/early?

Did the driver provide any passenger assistance?  Yes  No

Was the driver wearing any identification?  Yes:  Uniform  Name Tag  
 ID Badge  No

Did the driver render an appropriate greeting?  
 Yes  No  Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?  
 Yes  No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?  
 Yes  No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?  
 Yes  No

Does the vehicle have working heat and air conditioning?  
 Yes  No

Does the vehicle have two-way communications in good working order?  
 Yes  No

If used, was the lift in good working order? N/A  Yes  No

Ambulatory



MV 609 Run 201

**ON-SITE OBSERVATION OF THE SYSTEM**

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation:

Please list any special guests that were present:

Location:

Number of Passengers picked up/dropped off:

Ambulatory

Non-Ambulatory

Was the driver on time?  Yes  No - How many minutes late/early?

Did the driver provide any passenger assistance?  Yes  No

Was the driver wearing any identification?  Yes:  Uniform  Name Tag  
 ID Badge  No

Did the driver render an appropriate greeting?  
 Yes  No  Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?  
 Yes  No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?  
 Yes  No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?  
 Yes  No

Does the vehicle have working heat and air conditioning?  
 Yes  No

Does the vehicle have two-way communications in good working order?  
 Yes  No

If used, was the lift in good working order?  
 Yes  No  
N/A - Ambulatory



**ON-SITE OBSERVATION OF THE SYSTEM**

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation: 3/17/17

Please list any special guests that were present:

Location: Planet Fitness

Number of Passengers picked up/dropped off:

Ambulatory

Non-Ambulatory

Was the driver on time?  Yes  No - How many minutes late/early?

Did the driver provide any passenger assistance?  Yes  No

Was the driver wearing any identification?  Yes:  Uniform  Name Tag  
 ID Badge  No

Did the driver render an appropriate greeting?  
 Yes  No  Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?  
 Yes  No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?  
 Yes  No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?  
 Yes  No

Does the vehicle have working heat and air conditioning?  
 Yes  No

Does the vehicle have two-way communications in good working order?  Yes  No

If used, was the lift in good working order?  Yes  No

N/A  
Ambulatory



Vehicle: MV-609      Run: 201 [ 5:30AM - 5:30PM]      Driver Name: [-]      For: 3/17/2017

Customer Name Conf. #	Request Time	Pickup Time	Dropoff Time	Pickup Time	Dropoff Time	Validation Information	
		Pickup Address	Dropoff Address			Pickup Odometer	Dropoff Odometer
[REDACTED] 651903		9:30 AM Poinciana Apts 3325 Airport Pulling Rd N Unit E-4 Naples, FL 34105	9:50 AM DAVIS KIDNEY CENTER-code#05 6625 HILLWAY CIR. 775-9454-(+30 minutes, machine time) Naples, FL 34112	9:30AM	9:50AM	0	0
				Complete <input checked="" type="checkbox"/>	Cancellation <input type="checkbox"/>	No Show <input type="checkbox"/>	
				Request: 10:15 AM D			

**Customer Pay: \$3.00**

Attendants: 0    Guests: 0    Mobility: WHEELCHAIR    Assistance Need:    Funding Source: ADA

Comments: UNIT E-4

Fare Type :    Assorted    Cash    Tickets

[REDACTED] 668938		9:55 AM WALGREENS BERKSHIRE 7301 Radio Rd Naples, FL 34104	10:04 AM Southwind Village Trailer Park 102 Dewey Ct Naples, FL 34104	9:55AM	10:04AM	0	0
				Complete <input checked="" type="checkbox"/>	Cancellation <input type="checkbox"/>	No Show <input type="checkbox"/>	
				Request: 9:30 AM P			

**Customer Pay: \$1.00**

Attendants: 0    Guests: 0    Mobility: WALKER    Assistance Need:    Funding Source: ADA

Fare Type :    Assorted    Cash    Tickets

[REDACTED] 665964		10:30 AM PLANET FITNESS 2650 Tamiami Trl E Naples, FL 34112	10:42 AM 2325 Hidden Lake Dr #7 Naples, FL 34112	10:30AM	10:42AM	0	0
				Complete <input checked="" type="checkbox"/>	Cancellation <input type="checkbox"/>	No Show <input type="checkbox"/>	
				Request: 10:30 AM P			

**Customer Pay: \$3.00**

Attendants: 0    Guests: 0    Mobility: AMB    Assistance Need:    Funding Source: ADA

Fare Type :    Assorted    Cash    Tickets

[REDACTED] 669117		11:00 AM PUBLIX BERKSHIRE 7101 Radio Rd 455-3001 Naples, FL 34104	11:10 AM 7826 Great Heron Way unit-106 Naples, FL 34104 Comments: gate code -2511	11:00AM	11:10AM	0	0
				Complete <input checked="" type="checkbox"/>	Cancellation <input type="checkbox"/>	No Show <input type="checkbox"/>	
				Request: 11:00 AM P			

**Customer Pay: \$3.00**

Attendants: 0    Guests: 0    Mobility: WHEELCHAIR    Assistance Need:    Funding Source: ADA

Fare Type :    Assorted    Cash    Tickets

**ON-SITE OBSERVATION OF THE SYSTEM**

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation:  CC2-879 run# 205

Please list any special guests that were present:

Location:  2:00 2:25

Number of Passengers picked up/dropped off:

Ambulatory

Non-Ambulatory

Was the driver on time?  Yes  No - How many minutes late/early?

Did the driver provide any passenger assistance?  Yes  No

Was the driver wearing any identification?  Yes:  Uniform  Name Tag  ID Badge  No

Did the driver render an appropriate greeting?  Yes  No  Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?  Yes  No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?  Yes  No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?  Yes  No  
*no bad sign? missing.*

Does the vehicle have working heat and air conditioning?  Yes  No

Does the vehicle have two-way communications in good working order?  Yes  No

If used, was the lift in good working order?  Yes  No

*ambulatory passenger*



Vehicle: G29-TURTLE Run: 205 [ 6:00AM - 5:45PM] Driver Name: [-] For: 3/17/2017  
 TOP 879

Customer Name Conf. # Request Time	Pickup Time Pickup Address	Dropoff Time Dropoff Address	Validation Information			
			Pickup Time	Dropoff Time	Pickup Odometer	Dropoff Odometer

[REDACTED] 633323 Request: 2:00 PM P	2:00 PM ARBY'S RESTAURANT 2436 Pine Ridge Rd 434-2264 Naples, FL 34109	2:30PM 2334 Queens Way Naples, FL 34112	1:43PM Complete <input checked="" type="checkbox"/>	2:25PM Cancellation <input type="checkbox"/>	126,730 No Show <input type="checkbox"/>	126,737 No Show <input type="checkbox"/>
--	---	---	--	---	---	---

Customer Pay: \$1.00

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: TDC  
 Fare Type: Assorted Cash Tickets

[REDACTED] 669004 Request: 2:00 PM P	2:23 PM 6400 Davis Blvd 353-9219 SUITE 101 Naples, FL 34104	2:40PM 3189 Cottage Grove Ave Naples, FL 34112	1:06PM Complete <input checked="" type="checkbox"/>	1:22PM Cancellation <input type="checkbox"/>	75,822 No Show <input type="checkbox"/>	75,828 No Show <input type="checkbox"/>
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Customer Pay: \$1.00

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: ADA  
 Fare Type: Assorted Cash Tickets

[REDACTED] 652620 Request: 3:00 PM P	3:00 PM UCP-ADT 4227 Exchange Ave Naples, FL 34104	3:30PM 221 PRICE ST (pick up after 6:30am 10/5/12 A.P. ) NAPLES, FL 34113 Comments: SUNRISE PASSENGER	2:42PM Complete <input checked="" type="checkbox"/>	3:25PM Cancellation <input type="checkbox"/>	126,742 No Show <input type="checkbox"/>	126,751 No Show <input type="checkbox"/>
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Customer Pay: \$1.00

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: ADA  
 Fare Type: Assorted Cash Tickets

[REDACTED] 632381 Request: 3:00 PM P	3:00 PM UCP-ADT 4227 Exchange Ave Naples, FL 34104	4:00PM 542 Avellino Isles Cir Naples, FL 34119	2:42PM Complete <input checked="" type="checkbox"/>	3:59PM Cancellation <input type="checkbox"/>	126,742 No Show <input type="checkbox"/>	126,769 No Show <input type="checkbox"/>
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Customer Pay: \$3.00

Attendants: 1 Guests: 0 Mobility: AMB Assistance Need: Funding Source: TDC  
 Fare Type: Assorted Cash Tickets

Date of ride	3/16/2017
# Manifests	20
# Rides	332
# Surveys	34
% Surveyed	10.2%

Q1 Did you receive transportation service on March 16, 2017

Yes	32
No	2
n/a	0

Explanation for No  
 1. Person was in hospital  
 2. Person has not yet received "badge" to ride

Q2 Did you pay amount greater than co-pay

Yes	1
No	31
n/a	2

Explanation for Yes  
 AM driver did not have change so took round-trip fare. PM different driver, Mr. Cappa paid another \$3.00 - total payment of \$9.00 for day

Q3 How often do you receive transportation services

Daily	2
Other	2
1-2 D/Wk	10
3-5 D/Wk	19
n/a	1

Q4 Have you ever been refused service

Yes	3
No	30
n/a	1

Explanation for Yes  
 1. Went shopping. Had too many bags.  
 2. Not allowed to bring oxygen bottle and 2-wheel shopping cart onto the bus.  
 3. Time not available

Q8 Additional Comments Received

1. Drivers very courteous, 80% of time exactly on time
2. Wonderful service. Everyone courteous and helpful
3. At least once a week ride is late or is cancelled. Some d
4. One time was picked up early.
5. Drivers need to be empathic. Qual of service depends o
6. Pleased with service
7. Drivers continue to speak Chinese, Spanish and Haitiar drivers only know two speeds full throttle and idle
8. Sometimes drivers early/late because of traffic
9. Occasionally driver not pleasant, sometimes wait too lo
10. Very pleased with service
11. Her trip is cancelled when Lee Co Trans connection is l
12. Sometimes drivers come too early, on 3/23 had to wa
13. Not allowed to bring oxygen bottle and 2-wheel shop drivers did not accept quarters as fare.
14. Last year, had to wait 45 minutes once. Great service.
15. Like Haitian driver, can speak Creole with
16. Good service
17. Once/twice drivers came too early and did not come k
18. Last year, driver forgot to pick him up once
19. Paratransit has "saved my leg". Taken more than 200 r rudeness seen was by passengers.
20. Her 3 drivers are all lovely. Was in hospital on 3/16 th
21. Sometimes not get picked up. On 3/28 was speaking c on hold then disconnected and did not receive a call back in July. Mix up and driven to "old" destination 1st time.
22. Not always on time. Drivers are friendly.
23. Had incorrect pick-up time three times in a row - was : On medicaid-should be charged less.
24. Drivers doing well
25. Repeated mistakes in scheduling. Not always picked u

**Level of Cost  
Worksheet 1**

**Insert Cost page from the AOR.**

**FLCTD**  
**Annual Operations Report**  
**Section VII: Expense Sources**

County: <b>Collier</b>		Fiscal Year: <b>July 1, 2015 - June 30, 2016</b>	
<b>Status: Ready</b>			
<b>Section VII: Financial Data</b>			
<b>2. Expense Sources</b>			
<b>Expense Item</b>	<b>Community Transportation Coordinator</b>	<b>Coordination Contractor</b>	<b>TOTAL EXPENSES</b>
Labor (501):	\$1,279,896.00	\$151,770.00	\$1,431,666.00
Fringe Benefits (502):	\$227,583.00	\$37,138.00	\$264,721.00
Services (503):	\$1,194,545.00	\$0.00	\$1,194,545.00
Materials and Supplies Cons. (504):	\$458,614.00	\$22,517.00	\$481,131.00
Utilities (505):	\$21,372.00	\$6,603.00	\$27,975.00
Casualty and Liability (506):	\$33,617.00	\$10,896.00	\$44,513.00
Taxes (507):	\$38,390.00	\$8,984.00	\$47,374.00
<b>Purchased Transportation Services (508)</b>			
Bus Pass Expenses:	\$0.00	\$0.00	\$0.00
School Bus Expenses:	\$0.00	\$0.00	\$0.00
Other:	\$0.00	\$0.00	\$0.00
Miscellaneous (509):	\$66,283.00	\$0.00	\$66,283.00
Interest (511):	\$3,217.00	\$0.00	\$3,217.00
Leases and Rentals (512):	\$0.00	\$0.00	\$0.00
Annual Depreciation (513):	\$397,315.00	\$1,545.00	\$398,860.00
Contributed Services (530):	\$0.00	\$0.00	\$0.00
Allocated Indirect Expenses:	\$34,219.00	\$0.00	\$34,219.00
<b>GRAND TOTAL:</b>	<b>\$3,755,051.00</b>	<b>\$239,453.00</b>	<b>\$3,994,504.00</b>

## Level of Competition Worksheet 2

1. Inventory of Transportation Operators in the Service Area

	Column A Operators Available	Column B Operators Contracted in the System.	Column C Include Trips	Column D % of all Trips
Private Non-Profit				
Private For-Profit				
Government				
Public Transit Agency				
<b>Total</b>				

2. How many of the operators are coordination contractors? \_\_\_\_\_

3. Of the operators included in the local coordinated system, how many have the capability of expanding capacity? \_\_\_\_\_

Does the CTC have the ability to expand? \_\_\_\_\_

4. Indicate the date the latest transportation operator was brought into the system. \_\_\_\_\_  
\_\_\_\_\_

5. Does the CTC have a competitive procurement process? \_\_\_\_\_

6. In the past five (5) years, how many times have the following methods been used in selection of the transportation operators?

	Low bid
	Requests for qualifications
	Negotiation only

	Requests for proposals
	Requests for interested parties

Which of the methods listed on the previous page was used to select the current operators?

7. Which of the following items are incorporated in the review and selection of transportation operators for inclusion in the coordinated system?

Capabilities of operator
Age of company
Previous experience
Management
Qualifications of staff
Resources
Economies of Scale
Contract Monitoring
Reporting Capabilities
Financial Strength
Performance Bond
Responsiveness to Solicitation

Scope of Work
Safety Program
Capacity
Training Program
Insurance
Accident History
Quality
Community Knowledge
Cost of the Contracting Process
Price
Distribution of Costs
Other: (list)

8. 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? \_\_\_\_\_

How many responded? \_\_\_\_\_

The request for bids/proposals was distributed:

\_\_\_\_\_ Locally      \_\_\_\_\_ Statewide      \_\_\_\_\_ Nationally

9. Has the CTC reviewed the possibilities of competitively contracting any services other than transportation provision (such as fuel, maintenance, etc...)? \_\_\_\_\_

**Level of Availability (Coordination)**  
**Worksheet 3**

**Planning** – What are the coordinated plans for transporting the TD population?

**Public Information** – How is public information distributed about transportation services in the community?

**Certification** – How are individual certifications and registrations coordinated for local TD transportation services?

**Eligibility Records** – What system is used to coordinate which individuals are eligible for special transportation services in the community?

**Call Intake** – To what extent is transportation coordinated to ensure that a user can reach a Reservationist on the first call?

**Reservations** – What is the reservation process? How is the duplication of a reservation prevented?

**Trip Allocation** – How is the allocation of trip requests to providers coordinated?

**Scheduling** – How is the trip assignment to vehicles coordinated?

**Transport** – How are the actual transportation services and modes of transportation coordinated?

**Dispatching** – How is the real time communication and direction of drivers coordinated?

**General Service Monitoring** – How is the overseeing of transportation operators coordinated?

**Daily Service Monitoring** – How are real-time resolutions to trip problems coordinated?

**Trip Reconciliation** – How is the confirmation of official trips coordinated?

**Billing** – How is the process for requesting and processing fares, payments, and reimbursements coordinated?

**Reporting** – How is operating information reported, compiled, and examined?

**Cost Resources** – How are costs shared between the coordinator and the operators (s) in order to reduce the overall costs of the coordinated program?

**Information Resources** – How is information shared with other organizations to ensure smooth service provision and increased service provision?

**Overall** – What type of formal agreement does the CTC have with organizations, which provide transportation in the community?

APPENDIX B  
PTNE RESPONSE TO  
2016 CTC EVALUATION

# Memorandum

**TO:** Anne McLaughlin, MPO Executive Director  
Brandy Otero, MPO Senior Planner

**FROM:** Michelle Edwards Arnold, Director  
Public Transit & Neighborhood Enhancement Division

**DATE:** April 21, 2017

**SUBJECT:** Responses to 2016 CTC Evaluation

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The delivery of safe, courteous and convenience transportation is paramount to providing a high level of Demand Response services for the residents and visitors of Collier County. In order to achieve a high level of service, it is important to receive feedback both from our customers and through independent evaluations. That being said, Collier Area Paratransit (CAP) is open to feedback and suggestions that will result in improved service to the community.

Please find the Public Transit & Neighborhood Enhancement (PTNE) Division's responses to the 2016 CTC Evaluation conducted by the Collier Metropolitan Planning Organization (MPO) staff on the CAP service.

If additional responses or clarification is necessary, please contact me at your earliest convenience.

**Review the CTC last AOR submittal for compliance with 427. 0155(2) – Collect Annual Operating Data for submittal to the Commission.**

**Comments:**

The CTC submitted all reports and agreements on time. No recommendations for improvement is needed in this area.

**Review the CTC monitoring of its transportation operator contracts to ensure compliance with 427.0155(3), F.S. - Review all transportation operator contracts annually.**

**Comments:**

None provided.

**Review the TDSP to determine the utilization of school buses and public transportation services [Chapter 427.0155(4)] - Approve and coordinate the utilization of school bus and public transportation services in accordance with the TDSP.**

**Comments:**

NA

**Rule 41-2.012(5)(b): "As part of the Coordinator's performance, the local Coordinating Board shall also set an annual percentage goal increase for the number of trips provided within the system for ridership on public transit, where applicable. In areas where the public transit is not being utilized, the local Coordinating Board shall set an annual percentage of the number of trips to be provided on public transit."**

**Comments:**

Although there is no specific goal, objective 2.4 of the TDSP states that the CTC will "maximize effective transfer of individuals to the fixed route system". This item should be addressed during the next major TDSP update to ensure compliance.

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**Finding:**

There are no compliance issues found with Chapter 427.

**Recommendations:**

A mobility manager conducts eligibility reviews to determine if the fixed route system can be utilized. The CTC is encouraged to continue the transfer of individuals to the fixed route system whenever possible to minimize paratransit costs. The TDSP should be revised during the next major update to include a goal to transfer passengers from paratransit to transit.

**Response:**

The CTC is working with the Mobility Manager to conduct Travel Training with those individuals identified with the potential to utilize Fixed Route when it is accessible.

**RULE 41-2**

**Compliance with 41-2.006(1), Minimum Insurance Compliance - "...ensure compliance with the minimum liability insurance requirement of \$100,000 per person and \$200,000 per incident..."**

**Comments:**

The CTC maintains compliance with the minimum liability insurance requirements as directed by, F.A.C 41-2.006.

**Compliance with 41-2.011(2), Evaluating Cost-Effectiveness of Coordination Contractors and Transportation Alternatives. - "...contracts shall be reviewed annually by the Community Transportation Coordinator and the Coordinating Board as to the effectiveness and efficiency of the Transportation Operator or the renewal of any Coordination Contracts."**

**Comments:**

NA

**Finding:**

The CTC is in compliance with this rule.

**Recommendations:**

F.A.C 41-2.011 states the following:

(2) ....All Transportation Operator 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 previously approved. Each CTC will ensure the terms set forth for monitoring said Transportation Operators and Coordination Contractors are in compliance with standards pursuant to Rule 41-2.006, F.A.C.

The CTC has begun to collect cost information from coordination contractors. The CTC is encouraged to refine the reporting requirements to ensure that the LCB is able to review contracts for effectiveness and efficiency as required by the Florida Statute.

Cost effectiveness and performance measures for transportation operators and coordination contracts should be provided to the LCB on an annual basis.

**Response:**

PTNE will work with the MPO staff to determine what information is desired for presentation to the LCB with respects to the annual reporting of cost effectiveness and performance measures for transportation operators and coordination contracts.

**COMMISSION STANDARDS**

**Finding:**

The TDSP complies with all Commission Standards.

**Recommendations:**

The CTC is encouraged to review the use of handheld radios to see if their use is efficient.

**Response:**

The CTC had not been advised by the vendor that there may be an issue with the battery life of the handheld radios. There is a plan to upgrade all radios to digital which will likely improve the battery life. In the interim, the CTC will work with its vendor to ensure that all drivers are equipped with radios that are working properly.

**LOCAL STANDARDS**

**Findings:**

A complete review of manifests for one day was completed as part of this evaluation. The TDSP defines on time performance as being based upon drop offs only. As noted on the previous page, the on time performance is meeting the goal of 90%. However, upon review of the manifests, it was noted that other policies may not be adhered to.

Section U, page 55, of the current TDSP identifies pick up windows as one or two hours dependent upon zones for origin and destination. It also states that "medical appointments and employment must follow the 30 minutes early to zero minute late policy". There were several riders that were picked up early and dropped off early for medical and employment. Some riders were picked up an hour before the window and dropped off an hour before the appointment.

It is stated in the TDSP that the CTC may negotiate special arrangements with the customer or agency in advance for group trips. The special arrangements must be documented and evaluated separately for on time performance. If comments were noted on the manifests, these trips were not considered as late or outside of the window.

If all rides are evaluated for compliance with all standards, there were only 81% percent that would be considered on time.

**Recommendations:**

The pick-up and drop off for medical and employment continues to be an issue. The on-time performance was brought up during the annual public workshop. Passengers that attended discussed concerns with on time performance. Employment and medical trips were specifically discussed. In addition, passengers reported that they were not being notified of tardiness or vehicle issues.

The CTC is working with the vendor to address on time performance issues. They are also in the process of developing a phone system to inform passengers as to when the driver would be arriving. The CTC is encouraged to purchase the phone system to enhance customer service.

Finally, the CTC is encouraged to continue training administration staff and drivers to ensure that proper etiquette is being used when dealing with passengers and caretakers.

**Response:**

The CTC also identified on an independent audit that the vendor has been dropping off earlier for medical and employment trips than is noted in the TDSP. We have corrected this by re-educating the schedulers. We have been monitoring the schedules and believe the issues has been corrected. However, we will continue to monitor for an additional 6 months to insure fully corrected.

As noted, PTNE is evaluating purchasing a phone system that will give reminder notices to passengers of their trips as well as let them know if the bus is going to be late or minutes away. Unfortunately, the funding for this system will not be available until 2018. In the interim the Customer Service Representatives (CSR) has be instructed to call passengers to let them if the bus is running late.

**Conclusion:** The PTNE Division appreciates the feedback provided and will make every effort to comply with the recommendations in the future.