



AGENDA

Collier County Local Coordinating Board
for the Transportation Disadvantaged
Collier County Government Center
Human Resources Training Room
3303 Tamiami Trail E.
Naples, FL 34112

REGULAR MEETING

Wednesday – October 24, 2018
2:30 p.m.

1. **CALL TO ORDER**
 - A. Roll Call with Self Introductions
 - B. Pledge of Allegiance
2. **OPEN TO THE PUBLIC FOR COMMENTS ON ITEMS NOT ON THE AGENDA**
3. **APPROVAL OF AGENDA**
4. **APPROVAL OF MEETING MINUTES**
 - A. September 5, 2018 Regular Meeting Minutes
5. **BOARD ACTION (Roll Call Vote)**
 - A. Review and Approval of the 2018 Transportation Disadvantaged Service Plan Major Update
6. **REPORTS & PRESENTATIONS (No Presentation)**
 - A. Agriculture and Labor Program
 - B. CTC Quarterly Report
7. **OTHER BUSINESS**
8. **DISTRIBUTION ITEMS**
9. **BOARD MEMBER COMMENTS**
10. **NEXT MEETING DATE**

December 5, 2018 at 2:30 p.m.
11. **ADJOURNMENT**

This meeting of the Collier County Local Coordinating Board (LCB) for the Transportation Disadvantaged is open to the public and citizen input is encouraged. Any person wishing to speak on any scheduled item may do so upon recognition by the Chairperson. Staff requests that all cell phones and other such devices be turned off during meeting.

Any person desiring to have an item placed on the agenda shall make a request in writing, with a description and summary of the item, to the MPO Executive Director or the LCB Chair by calling (239) 252-5814 14 days prior to the date of the next scheduled meeting of the LCB. In accordance with the Americans with Disabilities Act, any person requiring special accommodations to participate in this meeting should contact MPO Executive Director Anne McLaughlin 72 hours prior to the meeting by calling (239) 252-5814.

Any person who decides to appeal a decision of this board will need a record of the proceedings pertaining thereto, and therefore may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based.

The MPO's planning process is conducted in accordance with Title VI of the Civil Rights Act of 1964 and Related Statutes. Any person or beneficiary who believes they have been discriminated against because of race, color, religion, sex, age, national origin, disability, or familial status may file a complaint with the Collier MPO by calling Ms. McLaughlin at (239) 252-5884 or by writing to her at 2885 South Horseshoe Dr., Naples, FL 34104.

**LOCAL COORDINATING BOARD FOR THE TRANSPORTATION DISADVANTAGED
OF THE
COLLIER METROPOLITAN PLANNING ORGANIZATION
3299 TAMiami TRAIL EAST, BLDG. F, 5TH FLOOR
September 5, 2018 Meeting Minutes
2:30P.M.**

1. Call to Order

A. Roll Call

Commissioner Fiala called the meeting to order at 2:30 p.m.

Ms. Otero called roll and confirmed that a quorum was present.

B. Pledge of Allegiance

Commissioner Fiala led the Pledge of Allegiance.

LCB MEMBERS PRESENT

Donna Fiala, Board of County Commissioners (BCC), Chairwoman
Harold Kurzman, Elerly, Vice-Chairman
Dylan Vogel, Citizens Advocate/User
Sherry Brenner, Disabled
Susan Corris, Southwest Florida Regional Workforce Development Board
Maribel Perez, Agency for Health Care Administration
Irene Johnson, Veteran Services
David Ogilvie, Public Education
Kelly Fernandez, FDOT
Emely Kafle, Children at Risk
Robert Richards, Department of Education
Cheryl Burnham, Florida Association for Community Action

LCB MEMBERS ABSENT

Felix Soto, Florida Department of Children and Families
Rebecca MacKenzie, Area Agency on Aging

MPO STAFF

Brandy Otero, MPO Senior Planner
Karen Intriago, Administrative Assistant

OTHERS PRESENT

Michelle Arnold, Director, Public Transit & Neighborhood Enhancement (PTNE) Division
Omar DeLeon, PTNE

Elena Ortiz, PTNE
Braian Morales, MV
Barry Bland, MTM
Birgitta Grasser
Robb Gregg, University of South Florida (USF)/Center for Urban Transportation Research (CUTR)
Ann Joslin, USF/CUTR

2. Open to the Public for Comments on Items Not on the Agenda

None.

2. Approval of Agenda

Ms. Johnson moved to approve the Agenda. Second by Mr. Ogilvie. Motion carried unanimously.

4. Approval of Meeting Minutes

A. May 2, 2018 Regular Meeting

B. May 23, 2018 Regular Meeting

Commissioner Fiala inquired about Ms. Grasser’s comment about her son getting reimbursed for his unplanned missed trip. Ms. Grasser stated that the question was so that CAT staff would be aware about the situation. Ms. Otero clarified that Ms. Grasser question was in reference to the discussion Mr. Liveringhouse had about modifying the vendors contract to assign liquidated damages for missed trips. Ms. Grasser stated that Mr. Liveringhouse informed that the funds would be reinvested back into the system.

Ms. Corris moved to approve the previous meeting minutes. Second by Mr. Vogel. Motion carried unanimously.

5. Board Action

A. Review and Approval of the FY 2017/18 Annual Operating Report (AOR)

This item was moved to be discussed after item 6A.

6. Reports and Presentations (No Presentation)

A. Draft Transportation Disadvantaged Service Plan Major Update

Ms. Otero presented the Executive Summary “*Discussion of the 2018 Transportation Disadvantaged Service Plan (TDSP) Major Update*” for discussion purposes. She noted that every five years the Transportation Disadvantage Service Plan (TDSP) must be updated. Collier County was re-designated as the Community Transportation Coordinator, effective July 1, 2018. The MPO has 120 days from that date to complete the TDSP and submit it to the TD Commission. Ms. Otero introduced the project team from CUTR that developed the draft document, Robert Gregg and Ann Joslin.

Robert Gregg presented the PowerPoint “*Collier County Transportation Disadvantaged Service Plan*” he noted that the purpose of the presentation is to better understand what the members think about the system and know what issues the public may have. He gave a brief introduction about CUTR. They were established to support local government. They provide ongoing technical assistance and technical research at a national level and state level. Their focus is on public transportation.

Board members were asked to provide feedback on any challenges, opportunity or threats the system faces at the current moment. The following was noted from members comments:

Strengths

- Collier County has a TD program and not just a fixed route.
- The TD program provides educational, nutritional and recreational trips and not just medical.
- Public can easily identify the CAT bus system.
- CAT buses and paratransit are well taken care of.
- Routes have been created depending on the public’s needs.
- Intercounty services are being provided.

Challenges

- Collier has a large service area to cover.
- Hours of operation for employment don’t match the public’s needs.
- Collier county has a high seasonal variation, system should be sized according to the public load.
- Scheduling/timing should be adjusted for season variation.
- Call center have trouble with the accuracy on setting up time frame for paratransit passengers.
- Service is door to first door; however, drivers are often expected to escort passengers further.
- Funding.

Opportunities

- More routes with different employers.
- Coordinate with health service providers regarding medical appointment delay.
- Partner with other transit systems.

Threats

- Safety factor of bus drivers having to leave passengers alone while providing door to door service.
- Weather.
- Driver becomes a caregiver.

Robert Gregg noted the goals for the draft:

- Implement a fully coordinated transportation system.

- Provide an efficient and effective coordinated transportation service.
- Educate and market paratransit services to current riders, the general public, agency sponsored clients, visitors, and other potential customers.
- Operate a safe transportation system.
- Provide quality transportation services.
- Secure funding necessary.

Commissioner Fiala asked committee members if there were any needs they would like included in the plan. The following was noted:

Ms. Kafle reported that she's new to the whole process, but something she would like to know more about is how aware the kids are about the services that are being provided.

Mr. Ogilvile reported that transportation is needed for kids with after school jobs.

Ms. Arnold noted that late night services are a need for fixed routes and paratransit. The plan should explore the possibility to expand the fix route service for later hours and if there's not a possibility, is Collier County willing to provide the service at a higher rate for paratransit.

Ms. Johnson stated if there was a possibility to provide the public with an educational opportunity to help them be more familiar with the services and help them feel safer with using them.

Robert Gregg requested that committee members review the draft and provided their feedback, so that they may redefine the plans goals to fit their needs and concerns. The Local Coordinating Board is required to adopt the plan by October so that the plan can be taken to the MPO Board for endorsement.

Ms. Otero noted that the plan is used by the Local Coordinating board for the next five- years. Stated that if any changes needed to be done this was the time to address them. Ms. Otero asked committee members to review the draft goals and objectives and forward any comments to staff so that these can be evaluated.

After Board discussion committee members requested a PDF file with the goals, objective and local service standards be sent to committee members so they could provide feedback. Ms. Otero stated she would forward the PDF to committee members and requested members to have their feedback submitted back no later than September 15th.

Commissioner Fiala left the meeting at 3:56 p.m.; Mr. Kurzman assumed the role of Chairperson

Ann Joslin explained the methodology used to determine the unmet demand for the transportation disadvantaged population.

5. Board Action

A. Review and Approval of the FY 2017/18 Annual Operating Report (AOR)

Ms. Arnold reported that the document that is being provide is an annual operating report that provides general information about the paratransit system and other coordinated transportation system that have agreements with Collier County. PTNE staff has coordinated with Collier County's budget office to review the financial aspect of the report. The report is providing past revenue and expenditures from July 1, 2017 to June 30, 2018. This document must be brought annually to the Local Coordinating Board for review and approval.

Mr. Ogilvie moved to approve the FY 2017/18 Annual Operating Report. Second by Ms. Johnson. Motion carried unanimously.

7. Other Business

FDOT

Ms. Fernandez updated the Board with the following:

- Annual Grants Opportunity Workshop will be held October 3rd in Fort Myers and October 4th in Bartow. This Workshop will include an overview of FDOT's new software, which will allow agencies to submit grant applications. Additional mandatory training for agencies will be provided at a later date.
- The FTA released the FY18 apportionments in May and recommendation letters have been sent out.
- Service Development and Park and Ride call for applications went out in June and applications were due on July 16th. Four applications were received.
- Bus Bench Letters went out in June for benches and shelters installed in the ROW of a State Highway System. Those are due mid- September. Committee member cooperation is requested.
- 2018 FPTA/CTD Annual Conference & Expo is October 14-17, 2018 in Daytona Beach.
- FDOT has been working with the consultants to conduct the FDOT triennial review. To date seventeen 5310 only agencies have been reviewed. FDOT has about 30 agencies to review.
- FDOT is pleased to announce the selection of Nicole Mills, P.E. to the position of ISD Administrator, effective June 11, 2018.

Ms. Arnold reported that Omar De Leon is their new Transit Manager starting September 15.

8. Distribution Items

None

9. Board Member Comments

10. Next Meeting Date

October 24, 2018 – 2:30 p.m.

With no further comments or items to attend to, Mr. Kurzman adjourned the meeting at 4:30 p.m.

BOARD ACTION (ROLL CALL VOTE)
ITEM 5A

**Review and approval of the 2018 Transportation Disadvantaged Service Plan (TDSP)
Major Update**

OBJECTIVE: Review and approval of the 2018 Transportation Disadvantaged Service Plan (TDSP) Major Update.

CONSIDERATIONS: The TDSP is a multi-year document that looks at development, service and quality assurance components related to the delivery of the Transportation Disadvantaged Program. This year, and every five years, Collier County is required to submit a Major Update to the TDSP, due to the re-designation of Collier Board of County Commissioners as the Community Transportation Coordinator.

The TDSP Major Update was prepared by staff from the Center for Urban Transportation Research at the University of South Florida. The document was transmitted to LCB members as a draft in September for comments and was subject to a 30-day public comment period. No comments were received from members of the public.

The TDSP Major Update must be approved by the LCB on October 24th in order to meet the deadline for submittal to the CTD.

STAFF RECOMMENDATION: Review and approve the 2018 TDSP Major Update.

Prepared By: Brandy Otero, MPO Senior Planner

ATTACHMENTS:

1. Collier County TDSP Major Update

**COLLIER COUNTY
TRANSPORTATION DISADVANTAGED SERVICE PLAN**

**MAJOR UPDATE
FY 2018/19 – FY 2022/23**

**ADOPTED
October 24, 2018**

Prepared for:

The Collier County Metropolitan Planning Organization

In Coordination with:

Collier County Local Coordinating Board for the Transportation Disadvantaged

&

Collier County Public Transit and Neighborhood Enhancement Division



Prepared by:



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Local Coordinating Board Membership Certification

Name: Collier County Metropolitan Planning Organization

Address: 2885 Horseshoe Dr. S, Naples, FL 34104

The Metropolitan Planning Organization/Designated Official Planning Agency named above hereby certifies to the following:

1. The Membership of the Local Coordinating Board, established pursuant to Rule 41-2012(3), FAC, does in fact represent the appropriate parties as identified in the following list; and
2. The membership represents, to the maximum extent feasible, a cross section of the local community.

Signature: _____

Date: _____

REPRESENTATION	MEMBER	ALTERNATE	TERM
Chairwoman	Donna Fiala		
Elderly - Vice-Chairman	Harold Kurzman		10/13/17-10/13/20
Disabled	Sherry Brenner		4/8/16 - 4/8/19
Citizen Advocate/Non-user	Vacant		
Citizen Advocate/User	Dylan Vogel		2/10/17 - 2/10/20
Children at Risk	Emely Kafle		
FL Assoc. for Community Action	Cheryl Burnham	Pa Houa Lee-Young	
Public Education	David Ogilvie	Bonnie Zaino	
Dept. of Transportation	Steven Felter	Kelly Fernandez	
Dept. of Children and Families	Felix Soto		
Dept. of Elder Affairs	Rebecca MacKenzie	Shelby Yelvington	
Dept. of Education	Robert Richards	Lisa O'Leary	
Dept. of Health Care Adm.	Maribel Perez	Alma Martinez	
Regional Workforce Board	Susan Corris		
Veteran Services	Irene Johnson		
Local Mass Transit	N/A		
Transportation Industry	Vacant		
Local Medical Community	Vacant		

Roll Call Vote

Approval of Collier County's Transportation Disadvantaged Service Plan Major Update

MEMBER	REPRESENTING	YES	NO	ABSENT
Commissioner Donna Fiala	Chairwoman			
Harold Kurzman	Vice Chairman/Elderly			
Vacant	Citizen's Advocate/Non User			
Dylan Vogel	Citizen's Advocate/User			
Irene Johnson	Veteran Services			
Cheryl Burnham	FL Association for Community Action			
David Ogilvie	Public Education			
Steven Felter	FL Dept. of Transportation			
Felix Soto	FL Dept. of Children and Families			
Robert Richards	FL Dept. of Education			
Rebecca MacKenzie	Area Agency on Aging/FL Dept. of Elder Affairs			
Maribel Perez	FL Dept. of Health Care Adm.			
Emely Kafle	Collier County School District/Children at Risk			
Vacant	Private Transportation Industry			
Sherry Brenner	Individuals with Disabilities			
Vacant	Local Medical Community			

Development Plan

Introduction to the Service Area

Background of the TD Program

Florida's Transportation Disadvantaged (TD) program was created in 1979 and re-enacted in 1989. The 1989 act created the Florida Transportation Disadvantaged Commission (currently the Florida Commission for the Transportation Disadvantaged) to enhance local participation in the planning and delivery of coordinated transportation services through the creation of local coordinating boards (LCBs) and Community Transportation Coordinators (CTCs). Local planning organizations assist the Commission and Local Coordinating Boards (LCBs) implement the TD program in designated service areas.

CTCs are business units or local public transportation providers that are responsible for providing or arranging the delivery of transportation services to the TD population. TD are “those persons who because of physical or mental disability, income status, or age are unable to transport themselves or purchase transportation and are, therefore, dependent on others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities or children who are handicapped or high-risk or at-risk as defined in s. 411.202, Florida Statutes.” (Chapter 427, Florida Statutes).

The designated CTC may provide all trips as a sole source, or the CTC may provide some trips and subcontract some (partial brokerage). The CTC may also function as a complete brokerage subcontracting all trips to approved operators.

The Commission provides financial support to the CTCs utilizing the Transportation Disadvantaged Trust Fund. Funds are for the purpose of reimbursing the CTC for a portion of the cost of each passenger trip provided to eligible non-sponsored transportation disadvantaged individuals, or for equipment to be utilized in the designated service area.

The Trust Fund is appropriated by the Legislature on an annual basis. The Commission then allocates a portion of the funds to each Florida's CTC utilizing a formula that considers the following:

- Performance - passenger trips and passenger miles
- Need – present of population that are seniors, persons with disabilities or low income
- Equity – equal share to each county

In its role as the Designated Official Planning Agency (DOPA), the Collier Metropolitan Planning Organization (MPO) is responsible for recommending a CTC for Collier County, which it first did in 1999 when it recommended that the Collier County Board of County Commissioners (BCC) serve as the CTC. The BCC accepted the recommendation in 1999 and in subsequent years. More recently, in February 2018 the Florida Commission for the Transportation Disadvantaged approved the Collier MPOs recommendation to re-designate the Collier BCC as the CTC for the period July 1, 2018 through June 20, 2023.

CTC Designation and History

In August 1999, the Board of County Commissioners adopted the Public Transportation Development Plan (PTDP), and agreed to become the governing agency for transit in Collier County. The Public Transportation Operating Plan (PTOP) was adopted by the MPO in December 2000 and by the Collier County Board of County Commissioners in January 2001.

At the time of its governing agency designation (by what was then known as the Naples MPO), transportation services in Collier County consisted of privately operated trolleys that catered to tourists during the winter season in Naples and Marco Island, and a network of paratransit providers serving the transportation disadvantaged.

The County introduced its first fixed route service in 2001 and currently operates 20 fixed routes, Americans with Disabilities (ADA) paratransit and TD services.

As previously described, The Collier County BCC has served as the CTC for Collier County since it became the transit agency governing body in 1999. Working on behalf of the BCC, the Collier County Public Transit and Neighborhood Enhancement Division manages and coordinates all operational services.

Organizational Chart

Figure 1 below displays the organizational structure of the entities involved in the delivery of TD services in Collier County.

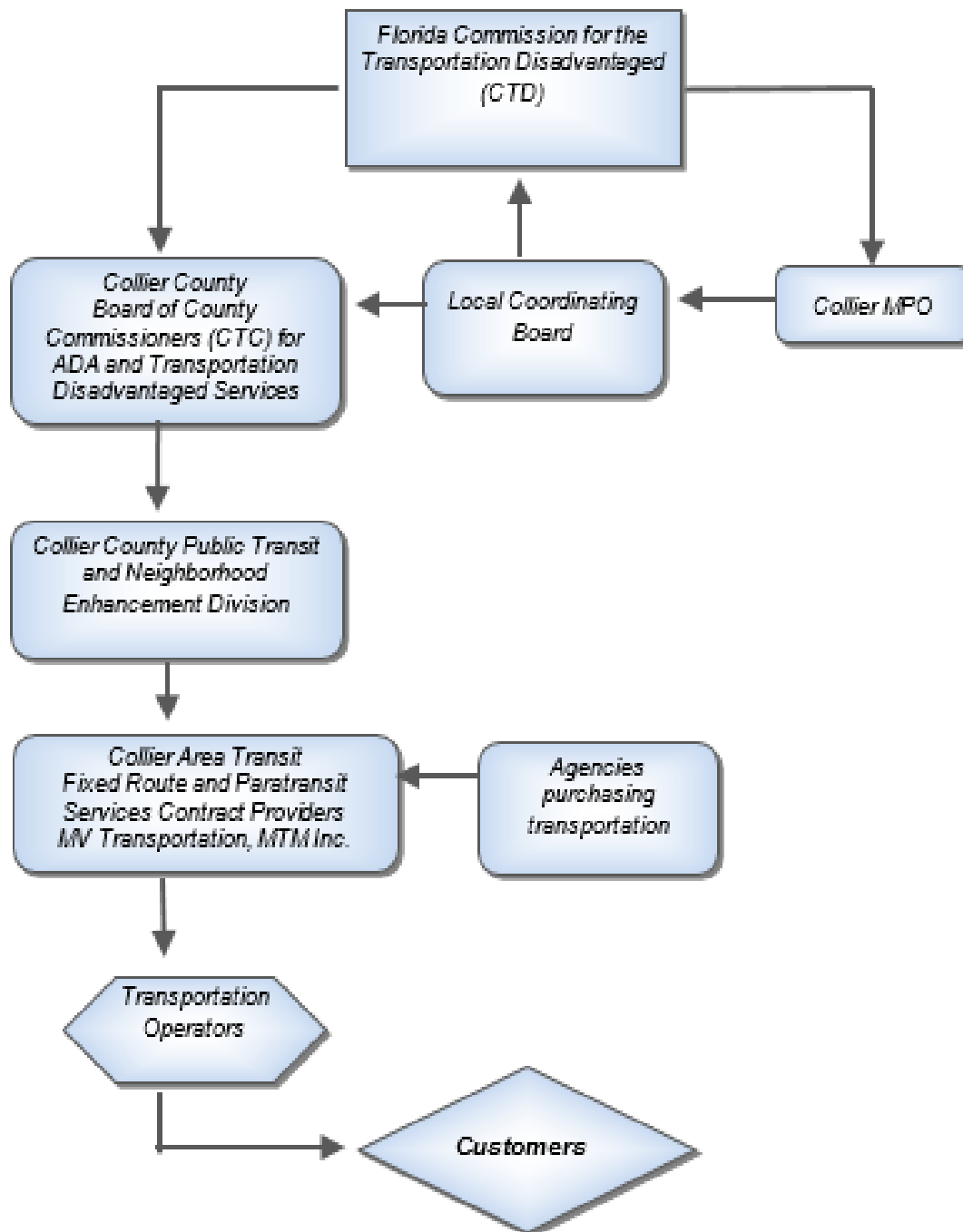


Figure 1. Organizational Chart for TD Service Delivery

Consistency Review of Other Plans

Other plans reviewed during the preparation of this TDSP are listed below along with some examples of language included in the plans that are supportive of TDSP initiatives.

Collier County Growth Management Plan

Policy 10.2: The County shall continue to improve transit services for the transportation disadvantaged in the rural areas through the Community Transportation Coordinator (CTC).

Objective 12: Encourage the efficient use of transit services now and in the future.

Policy 5.5: Providing transit shelters within the development (in coordination with Collier Area Transit).

Marco Island Comprehensive Plan

The City will continue to support Collier Area Transit (CAT) to promote the continuation and expansion of public transportation for Island residents and visitors.

City of Naples Comprehensive Plan

Objective 8: Continue to coordinate with the MPO to evaluate the potential for the development of an efficient public transportation system and mechanisms to reduce the reliance on private motor vehicles.

Policy 8-1: Provide support data and analysis to the MPO as necessary to assist in the development of a public transportation system.

Policy 8-2: Assist the MPO in programs that promote alternative modes of transportation and encourage reducing the use of private automobiles and vehicle trips.

Collier County Transit Development Plan

Objective 1.1: Improve efficiency, quality, and level of service to adequately serve residents and visitors while increasing the economic vitality of transit in the county.

Initiative 1.2.3: Install a minimum of 10 covered, ADA-compliant, accessible bus stop shelters per year.

Initiative 1.4.3: Encourage local governments to provide accessible sidewalks, bus stops, and other bus stop improvements.

Objective 6.2: Efficiently and cost-effectively upgrade and maintain the CAT fleet.

Initiative 7.1.4: Annually seek to identify and obtain available alternative revenue sources for the provision of new and improved transit services.

Collier County 2040 Long Range Transportation Plan

Goal: Promote Multi-modal Solutions.

Objectives:

- Increase public transit ridership.
- Increase the number of covered bus shelters.
- Increase the miles of sidewalks.

Goal: Promote the Integrated Planning of Transportation and Land Use

Objectives:

- Coordinate with local governments to assure transportation plans and programs are supportive of local land use plans.
- Coordinate with local governments to assure land use decisions support a sustainable transportation system.
- Assure that local growth management objectives are reflected in transportation plans and programs.
- Assure that transportation plans and projects promote economic and environmental sustainability for Collier County.
- Assure that local governments are viewed as team members in the development of transportation plans and individual projects.

Collier County Transportation Improvement Program FY 2018/2019 – FY 2022/2023

Goal 1: A multi-modal transportation system that is balanced and integrated with all transportation modes to ensure safe and efficient movement of people and goods

Goal 2: A sustainable transportation system that enhances economic growth and anticipates development demand

Goal 3: A transportation system that is maintained, optimized and expanded using the best available technologies and innovations

Goal 4: A transportation system that is sensitive to the effects of socio-cultural elements of the communities, the community character and environmental resources

Strategic Regional Policy Plan by the Southwest Florida Regional Planning Council

Goal 5: Livable communities designed to affect behavior, improve quality of life and responsive to community needs. Strategy: Promote through the Council's review function a good environment for driving, walking, bicycling, and public transit using a highly connected network of public streets, green space, and community centers.

Strategy: Promote Smart Growth where residential communities are linked with job centers through transit, carpooling, or other high occupancy vehicle transportation.

Action 1: In cooperation with transit providers and other governmental and private entities, seek long term, dedicated funding sources for use for improving and expanding the transit system.

Transit 2060: Florida's Strategic Plan for Public Transportation

Goal: Make transportation decisions to support and enhance livable communities.

Goal: Provide a safe and secure transportation system for all users.

Goal: Maintain and operate Florida's transportation system proactively.

Goal: Improve mobility and connectivity for people and freight.

Public Participation

The powers and duties of Local Coordinating Boards (Chapter 427.0157 F.S) include the development of local service needs and the provision of information, advice, and direction to the CTC on the coordination of services to be provided to the transportation disadvantaged. The members of each board are appointed by the MPO or designated official planning agency. Each board is required to meet at least quarterly and shall:

1. Review and approve the coordinated community transportation disadvantaged service plan, including the memorandum of agreement, prior to submittal to the commission;
2. Evaluate services provided in meeting the approved plan;
3. In cooperation with the community transportation coordinator, review and provide recommendations to the commission on funding applications affecting the transportation disadvantaged;
4. Assist the community transportation coordinator in establishing eligibility guidelines and priorities with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust Fund moneys.
5. Review the coordination strategies of service provision to the transportation disadvantaged in the designated service area;
6. Evaluate multicounty or regional transportation opportunities; and
7. Work cooperatively with local workforce development boards established in Chapter 445 to provide assistance in the development of innovative transportation services for participants in the welfare transition program.

Membership of the LCB is defined as follows:

- Chairperson who is an elected official from a county served by the LCB;
- Vice-Chairperson elected by the LCB ;
- Local representative of the Florida Department of Transportation;
- Local representative of the Florida Department of Children and Family Services;

- Local representative of the Public Education Community which could include, but not be limited to, a representative of the District School Board, School Board Transportation Office, or Headstart Program in areas where the School District is responsible;
- Local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education;
- Person recommended by the local Veterans Service Office representing the veterans of the county;
- Person who is recognized by the Florida Association for Community Action (President), representing the economically disadvantaged in the county;
- Person over sixty representing the elderly in the county;
- Person with a disability representing the disabled in the county;
- Two citizen advocate representatives in the county; one who must be a person who uses the transportation service(s) of the system as their primary means of transportation;
- Local representative for children at risk;
- Chairperson or designee of the local mass transit or public transit system's board, except in cases where they are also the Community Transportation Coordinator;
- Local representative of the Florida Department of Elderly Affairs;
- Experienced representative of the local private for profit transportation industry. In areas where such representative is not available, a local private non-profit representative will be appointed, except where said representative is also the Community Transportation Coordinator;
- Local representative of the Florida Agency for Health Care Administration;
- Local representative of the Agency for Persons with Disabilities;
- Representative of the Regional Workforce Development Board established in chapter 445, F.S.; and,
- Representative of the local medical community, which may include, but not be limited to, kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, local health department or other home and community based services, etc.

The Local Coordinating Board meets on a quarterly basis at accessible locations open to the public. In addition to the membership, other transportation partners including transportation disadvantaged passengers and human service and community-based organizations are notified of the meetings.

Throughout the year, the MPO provides a variety of opportunities to share information and gain input from the public (and regional partners) regarding its projects and initiatives. Examples of staff activities include participation in the BCC Housing and Transportation Subcommittee, FDOT sponsored regional Civil Rights training, joint regional meetings with the Lee County MPO and the Lee County Technical Advisory Committee, and the City of Naples Downtown Mobility Study.

MPO staff conducted outreach at the CAT Transfer Center/Farmers Market related to the development of the draft FY 2017 – FY 2021 FDOT Work Program that includes over \$7 million dollars in transit funding for CAT. The MPO now actively tracks and responds to all public comments and inquiries received via email or phone and will continue to monitor annually to see if any changes to the process are needed to improve its public involvement efforts.

In accordance with the Collier MPO's Public Involvement Plan, the adoption date for the TDSP Major Update was advertised on transit vehicles. Flyers were also sent to the MPO's database of transportation disadvantaged contacts that includes dialysis centers, nursing homes, and day centers. The draft TDSP Major Update was posted to the MPO's website for a 30-day public comment period, which was advertised, by legal ad and press release. Notification of the public comment period and adoption date was distributed via fed ex to the MPO's public involvement agencies. The draft document was sent to LCB members for review. Representatives from the USF/CUTR attended the September 5, 2018 meeting to present the draft document and address questions from LCB members.

Service Area Profile/Demographics

Collier County is located on the west coast of Florida. It is bordered by Broward and Dade Counties to the east, Lee and Hendry Counties to the north and Monroe County to the south. As measured by land area, Collier County is the largest County in Florida and the fourth largest by total area. Naples, Everglades City and Marco Island are the County's three incorporated areas.

Land Use

As shown in the green areas in Figure 2 below, a significant portion of Collier County is protected conservation land, the largest area being Big Cypress National Preserve. As a result, commercial and residential development is generally located in the north western and central western portions of the County, while much of the north central area surrounding Immokalee is designated agricultural.

On the one hand, dense environments such as those seen in western Collier County are generally conducive to the provision of public transportation services. On the other hand, however, the desirability of these coastal locations has driven up housing prices forcing many residents to live farther from employment, healthcare and other services, which strains the County's transportation systems.

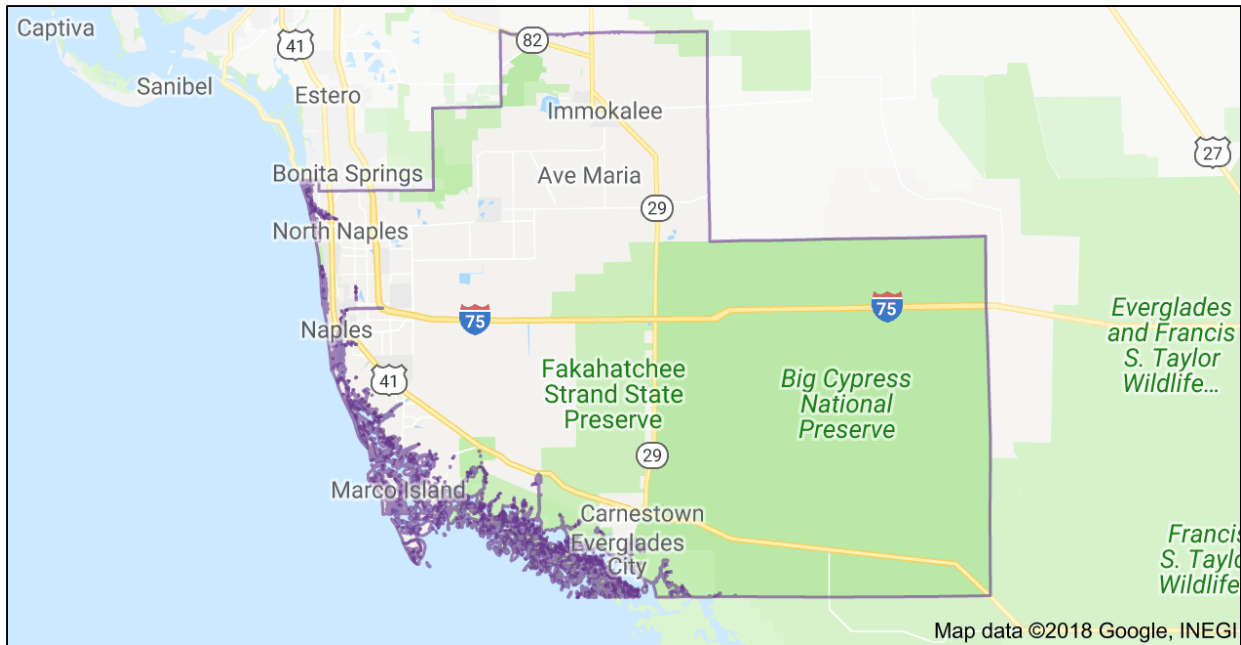


Figure 2. Land Use Map

Population/Composition

Total Population Estimates, Density, Age, Employment, Disability and Travel Characteristics

Table 1 below shows population estimates, growth, and density for Collier County as compared to the State of Florida. Between 2010 and 2017, Collier County’s population growth was estimated to be 8.40 percent, which was slightly higher than the population growth rate for Florida as a whole. Although a less reliable U.S. Census number due to the smaller sample size, based on the 2017 population estimates the County’s population growth between 2010 and 2017 was estimated to be 16.05 percent which was approximately 4.5 percent higher as compared to Florida.

Table 1. Population and Population Density

Area	Population (2010)	Population (2016 ACS 5-year estimate)	Population (2017 estimate)	Population Growth (2010 - 2016 ACS 5-year estimates) in percent	Population Growth (2010 - 2017 estimate)	Land Area (sq. miles)	Density (2017 estimate)
Collier County	321,320	348,236	372,880	8.40	16.05	1,998.32	186.6
Florida	18,801,310	19,934,451	20,984,400	5.68	11.61	53,624.76	350.6

Sources: U.S. Census Bureau, 2010 Population Data
 U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates
 U.S. Census Bureau, QuickFacts 2017 Population Estimates
 U.S. Census Bureau, Census of Population and Housing. Land area is based on current information in the TIGER® database, calculated for use with Census 2010.

With one exception, the population age distribution in Collier County is somewhat similar to the State of Florida. The population ages 65 years and older is over 10 percent higher than the same age group statewide. In each of the other age group categories, the difference is no more than 4.5 percent as shown in Table 2.

Table 2. Population Age Distribution, 2016

Percentages of Age Cohorts (in Years)					
Area	0-19	20-34	35-54	55-64	65+
Collier County	20.2%	14.7%	22.4%	13.2%	29.6%
Florida	22.8%	19.2%	26.0%	13.0%	19.1%

Source: U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates

As shown in Figure 3 below, the Census block groups with the highest concentration of Collier County residents ages 65 years and older are in the northern portion of the County generally bordering Lee County, and in the area south of I 75 and north of U.S. 41. Several small block groups in Naples and Marco Island have a very high concentration of this population segment.

Household Income

Table 3 displays the annual household income distribution for Collier County as compared to Florida in 2016. The most significant difference in household income distribution is in the income category of

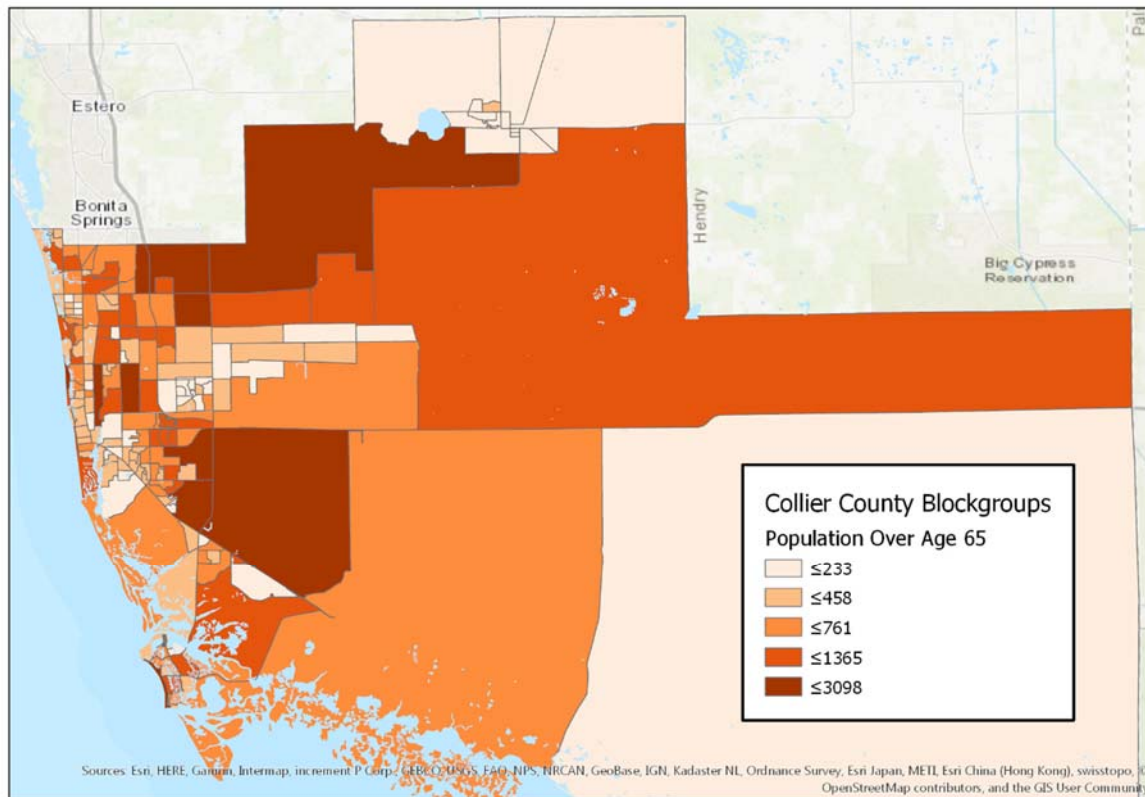


Figure 3. Population 65+ Years of Age

households earning \$75,000 or more per year. The percentage of households in the highest income category is 9.2 percent higher than the State of Florida. Households earning \$50,000 to \$74,999 is also slightly higher than the statewide average. All other income categories fall below the state average.

Table 3. Annual Household Income Distribution, 2016

Annual Household Income						
Collier County	\$0-\$9,999	\$10,000-\$24,999	\$25,000-\$34,999	\$35,000-\$49,999	\$50,000-\$74,999	\$75,000+
Population	556,637	16,506	13,815	18,073	25,041	53,361
Percent	4.9%	12.4%	10.4%	13.6%	18.8%	40.0%
Florida						
Population	556,637	126,7914	838,036	1,102,789	1,350,797	2,277,089
Percent	7.5%	17.1%	11.3%	14.9%	18.3%	30.8%

**Population included is 16 years or older.*

Source: U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates

Figure 4 below displays the population of individuals living below the poverty level in Collier County. Several block groups in the most northwestern portion of the county have a high concentration of low income residents. There are also dispersed block groups with low income residents generally located east of U.S. 41 and west of I 75.

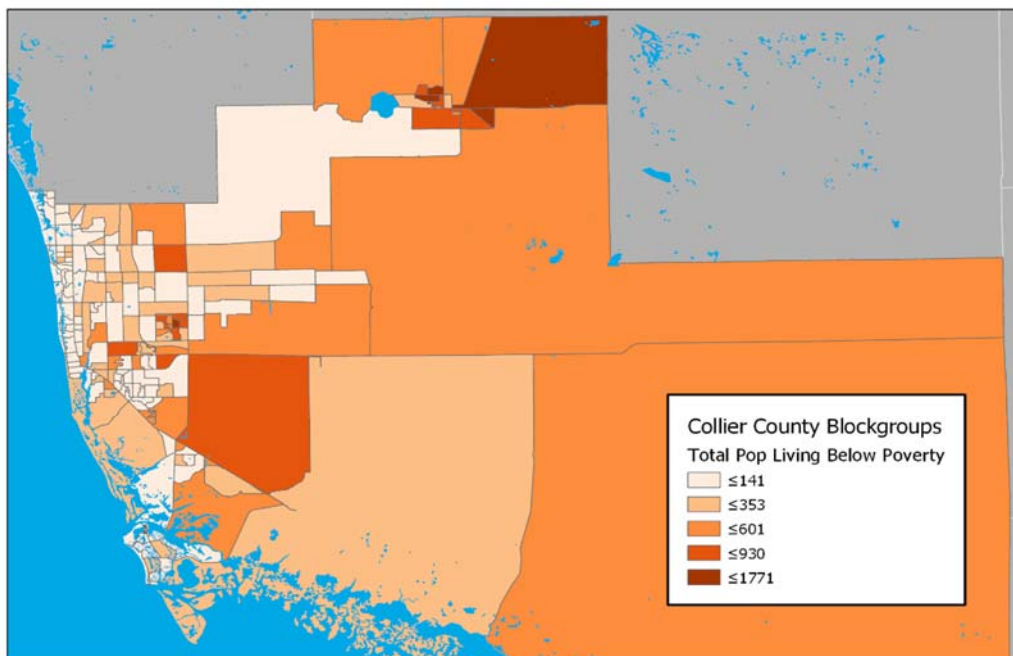


Figure 4. Population Below Poverty Level

Disability Characteristics

Figure 5 displays the density of residents with a disability residing in each of Collier County’s U.S. Census block groups. The distribution generally corresponds with density patterns for resident’s ages 65 years of age and older. Several block groups bordering Lee County, areas south of I 75 and north of U.S. 41, and small block groups in Naples and Marco Island have a high density of residents with a disability.

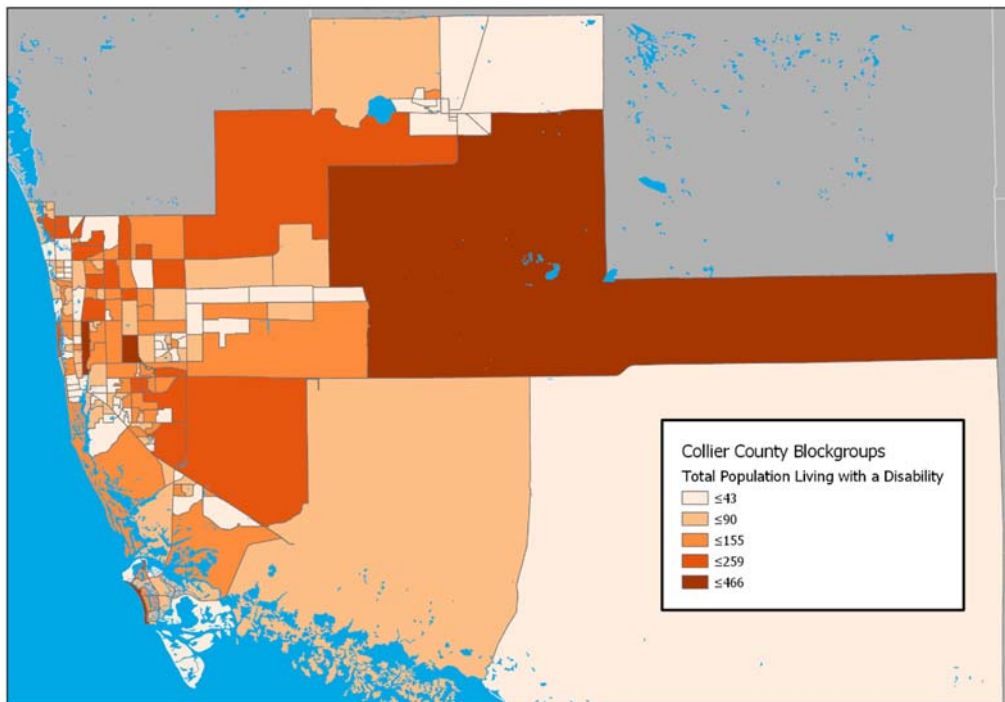


Figure 5. Residents with a Disability

Employment Characteristics

At 3.1 percent, the 2018 unemployment rate in Collier County is slightly lower than the unemployment rate across the State of Florida (3.4%) as shown in Table 4. This is more than 50 percent lower than in 2013, when the unemployment rates were 7.5 percent and 8.0 percent respectively.

Table 4. Employment Characteristics for Collier County, April 2018

Area	Percentage of Labor Force Employed	Percentage of Labor Force Unemployed
Collier County	96.9%	3.1%
Florida	96.6%	3.4%

Source: Local Area Unemployment Statistics Map, Bureau of Labor Statistics, U.S. Department of Labor, Employment Figures Released April 2018

Largest Employers

As shown in Table 5, Collier County's largest employer is the Naples Healthcare System. Other large employers represent a diverse group including agriculture, research and development, hospitality, real estate, and retail/grocery.

Table 5. Collier County Largest Employers, 2018

Employer	Type	Total Employees
Naples Healthcare System	Healthcare	4000
Publix Super Markets	Grocery	2483 - 2930
Collier County BCC	Government	1904
Garguilo Inc.	Agriculture	1900
Arthrex Inc.	Research & Development	1400
Ritz-Carlton-Naples	Hospitality	1100
Premiere Plus Realty, Co.	Real Estate	1100
Collier County Sheriff's Office	Government	1029
Walmart Supercenter	Retail/Grocery	1015
Seminole Casino Hotel Immokalee	Entertainment	800
Pacific Tomato Growers	Agriculture	800
Marriott	Hospitality	700
Naples Grande Beach Resort	Hospitality	700
Downing Frye Realty	Real Estate	550
Radiology Regional Center	Healthcare	501
Gulf Bay Group Co	Real Estate	500
Moorings Park-A-Home Health	Healthcare	500
Bentley Village	Retirement Community	500
Ag-mart Produce Inc.	Agriculture/Retail	500
Five Star Gourmet Foods	Food Products	500
Gulf Bay Group of Companies	Real Estate	500
Collier County Public Schools	Government	400
John R. Wood Realtor	Real Estate	400
Naples Beach Hotel & Golf Club	Hospitality	350
Cemex	Construction	301
Home Depot	Retail/Service	300
Commercial Concrete Systems	Construction	290

Source: Reference USA, 2018

<http://www.referenceusa.com/UsBusiness/Result/b67fd33ef71047d28fec5721922fccf8>

Collier County FY 2018 Adopted Budget

Figure 6 below displays the employment characteristics of Collier County's workforce as it relates to industry sectors. The leisure/hospitality and trade/ transportation/utilities sectors are the largest with each accounting for 19 percent of the County's employment, followed by education/healthcare at 15

percent. It can be particularly challenging to meet the mobility needs of the hospitality industry due to the seasonal and often round-the-clock needs for transportation services. Similarly, workers in the health care and education sector often travel during off peak hours to widely dispersed locations. For example, Collier County’s largest employer, the Naples HealthCare System, has approximately 20 locations dispersed throughout the County.

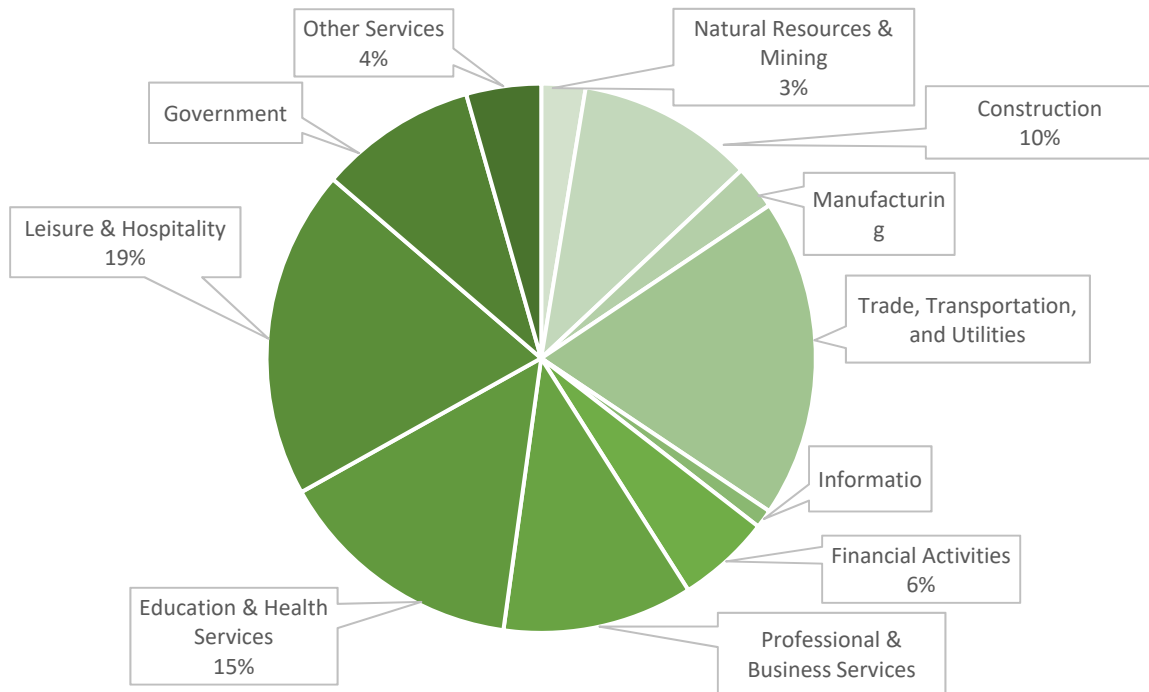


Figure 6. Employment Sector Distribution

Source: Florida Legislature, Office of Economic and Demographic Research, May 2018

Link: <http://edr.state.fl.us/Content/area-profiles/county/collier.pdf>

As shown in Table 6, average wages in Collier County are significantly higher in the financial and leisure/hospitality employment sectors and somewhat comparable in other industry classifications.

Table 6. Average Wages by Major Industry, 2016 Preliminary

Industry Type	Collier County	Florida
Natural Resources & Mining	\$27,855	\$31,501
Construction	\$45,834	\$47,342
Manufacturing	\$53,872	\$57,824
Trade, Transportation, & Utilities	\$39,732	\$41,939
Information	\$66,885	\$77,256
Financial Activities	\$84,025	\$69,701
Professional & Business Services	\$56,640	\$56,930
Education & Health Services	\$49,177	\$48,616
Leisure & Hospitality	\$29,287	\$24,399
Government	\$53,369	\$52,022
Other Services	\$34,253	\$33,996

Source: Florida Legislature, Office of Economic and Demographic Research, May 2018

Link: <http://edr.state.fl.us/Content/area-profiles/county/collier.pdf>

Housing Classification and Patterns

As previously described, a large portion of Collier County consists of protected land so housing is generally concentrated in the western portion of the County. Due to the desirability of coastal property, land values and high housing costs pose a challenge to area employers who report difficulty hiring and retaining employees due to a lack of affordable housing in the area. A 2017 study by the Urban Land Institute reported that two out of five households in Collier County are cost burdened (pay more than 30% of income toward housing) and one out of five are severely cost burdened (pay more than 50% of income toward housing). This impacts significant number the County’s employees including those in public safety, health care, education, service workers and entry/mid-level professionals. Also of significant concern are residents who are low to moderate income seniors, and very low income (transportation disadvantaged) residents, many of whom are particularly reliant on public transportation for access to health care and other life sustaining activities.

Educational Profiles

In addition to Collier County colleges and universities listed in Table 7 below, there are several technical training institutes and programs that feature curriculums focused on a specializations ranging from aerospace, computer science, early childhood education, auto repair and accounting to name a few. Technical training is available at Lorenzo Walker Technical College located in Naples and the northern part of the County is served by the Bethune Education Center and Immokalee Technical College.

Table 7. Names and Locations of Local Colleges and Universities

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

Table 8 below displays the educational attainment of Collier County residents. While 2.5 percent of residents have less than a 9th grade education as compared to the state average, approximately 6 percent more have a bachelors, graduate or professional degree than the state average.

Table 8. Percentages of Educational Attainment

	Collier County	Florida
Less than 9 th Grade	7.7%	5.2%
Some High School, No Diploma	6.6%	7.6%
High School or Equivalent	26.2%	29.2%
Some College, No Degree	17.9%	20.6%
Associate’s Degree	7.7%	9.6%
Bachelor’s Degree	19.8%	17.8%
Graduate or Professional Degree	14.1%	10.0%

Source: U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates
*Population 25 years or older

Automobile Ownership and Travel Characteristics

According to the Census Bureau’s 5-year estimates, 7,220 households in Collier County do not own vehicles while 94.6 percent have one or more vehicles available in the household. This is slightly higher than statewide average vehicle ownership of 93.1 percent. See Table 9.

Table 9. Vehicle Availability Distribution, 2016

Area	Household Vehicle Availability			
	None	Percent of Total	One or More	Percent of Total
Collier County	7,220	5.4%	126,111	94.6%
Florida	511,316	6.9%	6,881,946	93.1%

Source: U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates

Overall, Collier County commuters travel a shorter distance to work than the average for Florida commuters. Approximately 67 percent of the County’s commuters travel less than 30 minutes to work as compared to the state estimates of 60 percent. Only 12 percent have commutes in excess of 45 minutes as compared to 21 percent across Florida as shown in Table 10.

Table 10. Travel to Work – Commute Times, 2012- 2016 5-Year Estimates

Area	<10 min	10-19 min	20-29 min	30-44 min	45-59 min	60+ min
Collier County	12.3%	31.9%	22.6%	21.4%	6.5%	5.5%
Florida	9.3%	27.8%	23.0%	23.9%	8.6%	7.5%

Source: U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates

Travel Mode

Table 11 displays the travel mode utilized by Collier County commuters. As compared to the State of Florida, there are fewer (74.1% versus 79.5%) commuters who drive alone to work, more who carpool or vanpool to work, slightly more (2.7% versus 2.1%) who utilize public transportation for work trips and nearly 3% more who work at home.

Table 11. Mode of Travel to Work, 2012- 2016 5-Year Estimates

Area	Drive Alone	Carpool/Vanpool	Public Transportation	Walk	Other Means	Work at Home
Collier County						
Population	104,891	16,103	3,822	2,125	4,173	10,383
Percent	74.1%	11.4%	2.7%	1.5%	2.9%	7.3%
Florida						
Population	6,874,620	806,897	182,328	127,822	191,437	466,696
Percent	79.5%	9.3%	2.1%	1.5%	2.2%	5.4%

Source: U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates

Inter-County Commuter Flows

As shown in Table 12 below, for the period 2009 – 2013 the highest number of inter-county commute trips occurred between Collier County and Lee County. Although there were significant percentage increases and decreases in several of the counties analyzed (i.e. Hendry, Broward and Miami Dade Counties), as compared to the total number of commuters the changes were relatively small.

Table 12. Inter-County Commute Patterns

Commuter Flow 2006-2010			Commuter Flow 2009-2013			3 Yr
From	To	Total	From	To	Total	Total % Change
Collier County	Collier County	117,017	Collier County	Collier County	116,045	-0.8%
Collier County	Lee County	8,711	Collier County	Lee County	8,765	0.6%
Collier County	Hendry County	114	Collier County	Hendry County	426	73.2%
Collier County	Broward County	307	Collier County	Broward County	311	1.3%
Collier County	Miami Dade County	688	Collier County	Miami Dade County	655	-5.0%
From	To	Total	From	To	Total	
Collier County	Collier County	117,017	Collier County	Collier County	116,045	-0.8%
Lee County	Collier County	18,298	Lee County	Collier County	17,767	-3.0%
Hendry County	Collier County	518	Hendry County	Collier County	658	21.3%
Broward County	Collier County	364	Broward County	Collier County	250	-45.6%
Miami Dade County	Collier County	405	Miami Dade County	Collier County	231	-75.3%

Source: U.S. Census 2006-2010 and 2009-2013 Commuting Flows

Major Trip Generators/Attractors

In addition to the popular employment and educational trip generators previously described, an analysis of CAT's demand response service was completed using 12 months of customer origin and destination data. Figure 7 below displays the results of the analysis. The data revealed that popular trip origins (defined as home to destination or destination to home) are generally concentrated in the western portion of Collier County, with additional travel activity occurring in the central portion of the County and Immokalee. The highest number of trips were to or from:

- Naples Heart Rhythm Specialists PA
- Collier Area Transit
- Goodlette Arms Apartments
- Physicians Regional Hospital
- Coastland Center Mall

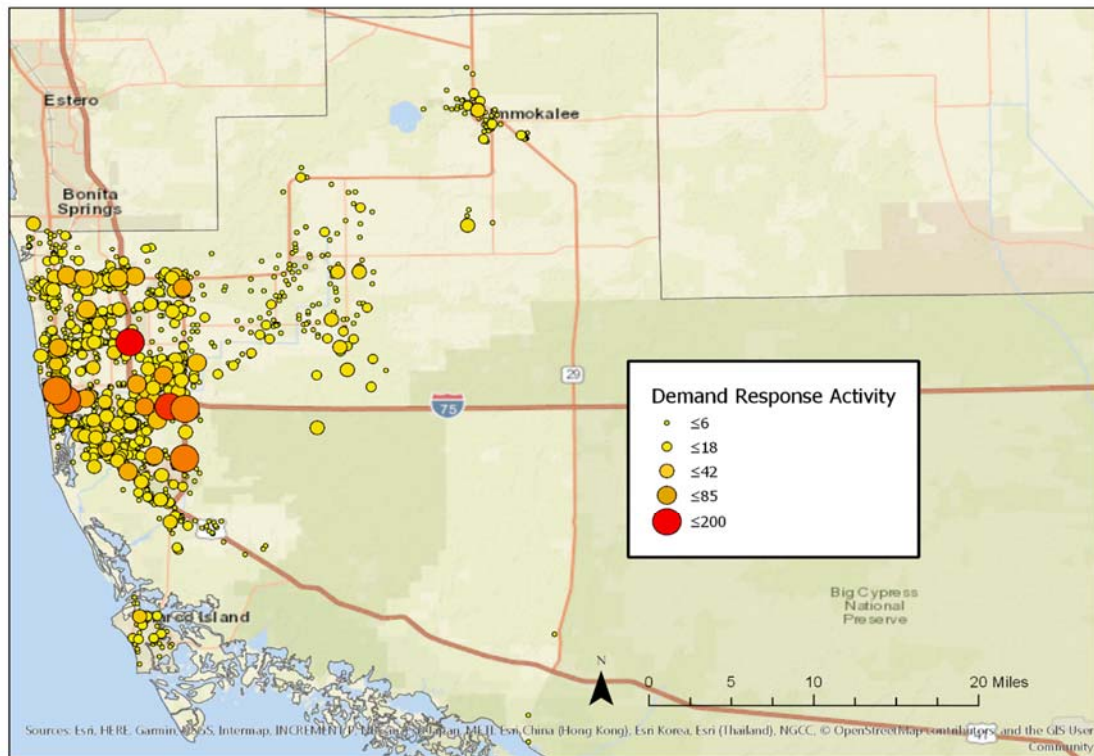


Figure 7. Paratransit Origins and Destinations

Historical Tradition

Collier County was created during the Florida land boom of the 1920s. Originally part of Lee County, Collier County was named for Barron Collier, a wealthy New York executive who agreed to build the Tamiami Trail for favorable consideration from the legislature to have a county named after him. The Tamiami Trail began to change the rugged wilderness area and opened the area's agriculture and resort potential.

To this day, agriculture and resort/tourism activities continue to play an important role in the County's economy. Over one third of the nation's tomatoes are grown in Immokalee, as well as significant amounts of other vegetables and citrus. The western portion of the County, commonly referred to as the Paradise Coast, is known for its beautiful beaches and artistic and cultural activities making it a popular vacation destination.

Government and Institutional Descriptions

Collier County is governed by a Board of County Commissioners consisting of five elected officials. It is one of the largest counties in Florida with three incorporated cities including the City of Naples, Marco Island and Everglades City. Marco Island is the largest in terms of land area followed by Naples and Everglades City. See Figure 8 below.

As shown in Table 13, the most populated of the cities is Naples with an estimated population of 19,736 in 2016, followed by Marco Island with a 2016 population estimate of 16,903. Everglades City is the smallest incorporated area with a population estimate of 432. The unincorporated areas of Collier County accounted for approximately 89 percent of the countywide population.

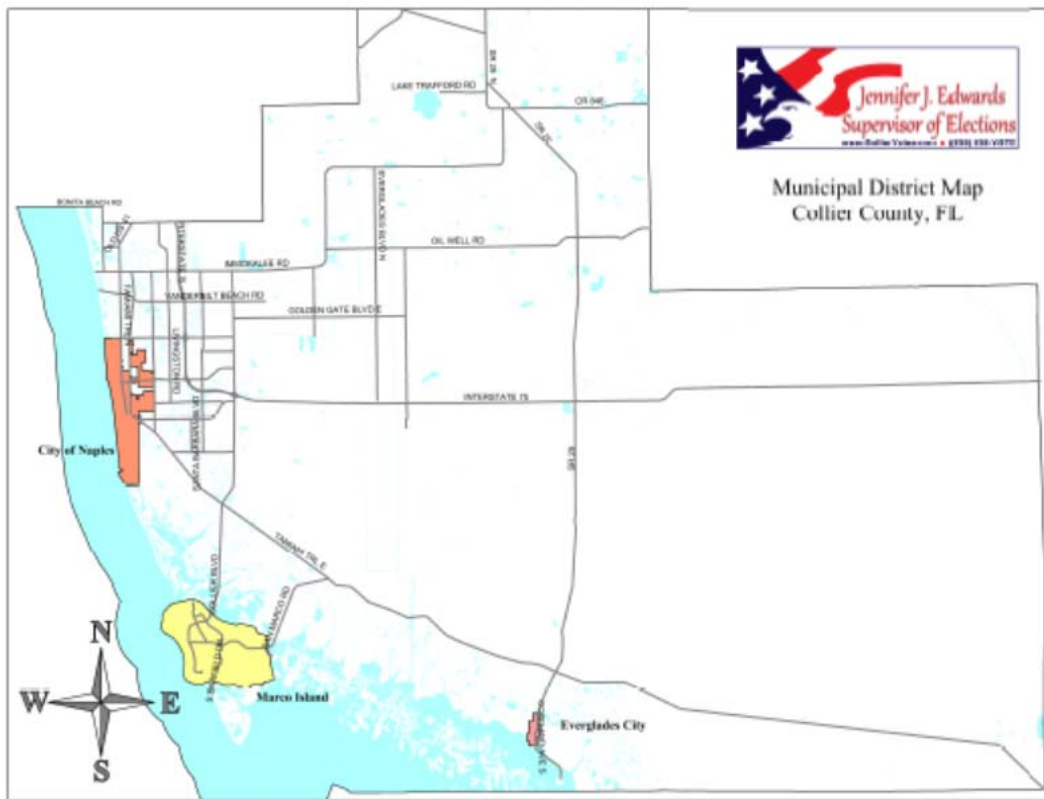


Figure 8. Collier County Jurisdictional Boundaries

Table 13. Collier County Population Estimates by Jurisdiction, 2016

Jurisdiction	Population	Percent
Collier County	313,104	89.4%
City of Everglades City	432	0.12%
City of Marco Island	16,930	4.8%
City of Naples	19,736	5.6%
TOTAL	350,202	100.0%

Source: Collier County Government, Collier County Permanent Population Estimates and Projections (April 1, 2010-2030) for 2016

Link: <https://www.colliercountyfl.gov/home/showdocument?id=78396>

Inventory of Available Services

The 20 regular fixed routes operated by CAT are displayed in Figure 9 below.

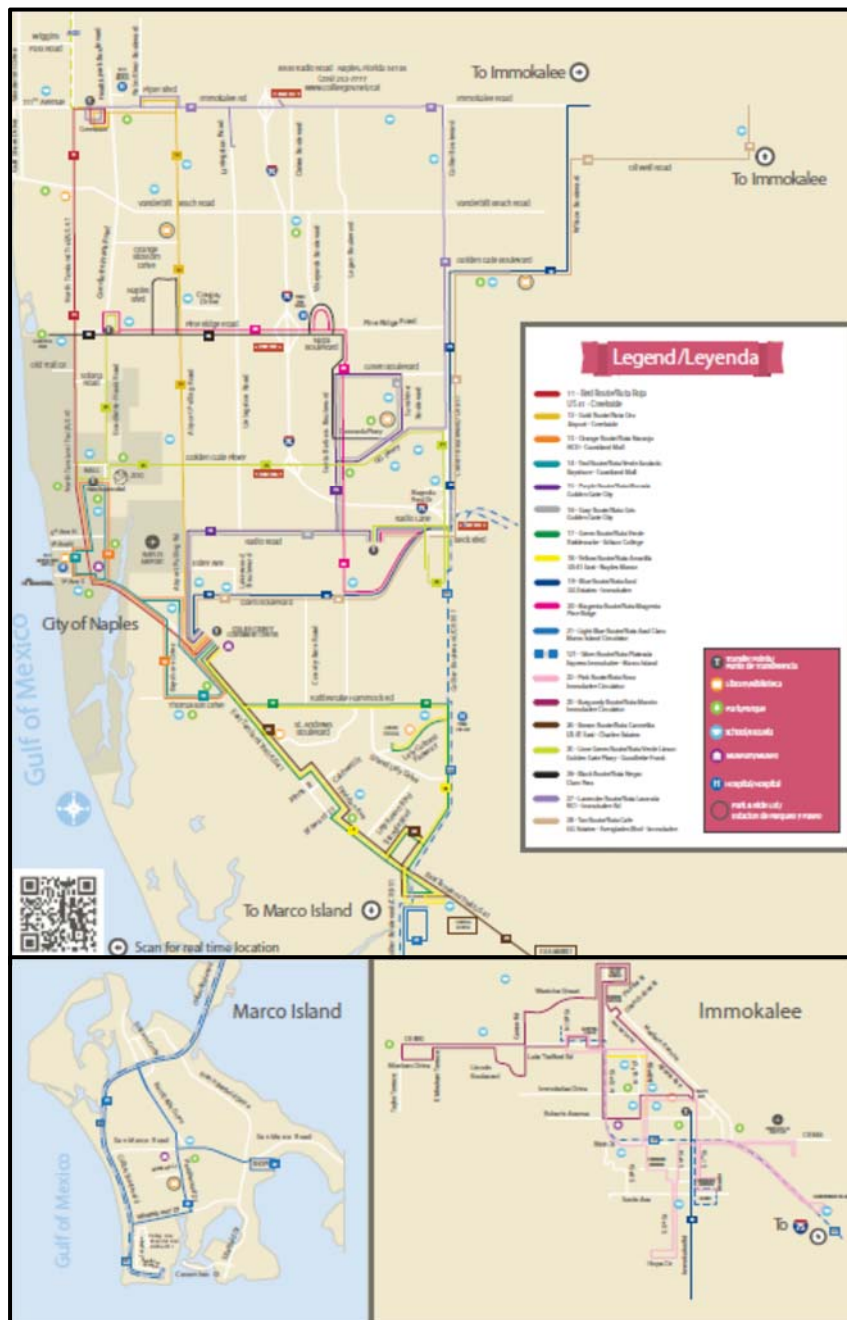


Figure 9. CAT System Map

In addition to the fixed route, paratransit and TD services operated by Collier Area Transit, there are numerous privately operated transportation providers in the County. At last count, there were approximately 170 licensed transportation companies operating in Collier County. In late 2015, however, the County became the second County in Florida to eliminate its “vehicle for hire” regulations.

As a result, Collier County no longer issues licenses to transportation companies, allowing anyone with a driver's license to operate vehicles for hire, which effectively opened the door for ridesharing companies such as Uber and Lyft to offer for hire services. Due to the deregulation and the proprietary nature of transportation network company data, it is impossible to estimate the total number of private providers operating "public" transportation in the County. There are, however, several known transportation providers (primarily private non-profits) that operate services specifically for their clients who in many cases are transportation disadvantaged individuals. Examples include:

- United Way
- National Runaway Switchboard
- Catholic Charities
- Seniors Helping Seniors of Southwest Florida
- St. Vincent de Paul Society
- United Cerebral Palsy of Southwest Florida
- Easter Seals Florida, Inc.
- Collier County Veterans Services
- Good Wheels
- Hope Health Care
- David Lawrence and Mental Health Center

Beginning in 2012, Medical Transportation Management, Inc. (MTM) began management of Non-Emergency Medical Transportation (NEMT) for the state's Medicaid program in Collier County. MTM coordinates transportation to and from medical appointments for Collier County residents who rely on the service.

Sponsored by the Florida Department of Transportation, Commuter Services of Southwest Florida is the coordinator of a variety of programs and services to assist commuters who travel to, from, and within Collier County. Although not a direct operator of transportation services, Commuter Services conducts employer and individual outreach to help inform individuals about available transit options, provides carpool and vanpool formation assistance, and incentivizes the use of alternative mode options by offering an Emergency Ride Home Program.

Service Analysis

CTD Trend Analysis

A trend comparison was completed to compare the performance of Collier Area Transit over the last five years. The trend comparison analyzed data for Fiscal Years 2013 through 2017. Table 14 shows the performance indicators and measures for each of the five fiscal years. This trend analysis represents a combined set of statistics for all TD transportation services coordinated through the CTC, including TD and paratransit services. The source for each of these data sets is the Annual Operating Reports released by the Commission for Transportation Disadvantaged. The Annual Operating Reports are based upon locally reported data.

Table 14. Trend Analysis for Collier County CTC

Measure	2013	2014	2015	2016	2017
Total Passenger Trips	88,234	84,465	94,248	108,373	114,744
Total Vehicles	25	23	23	26	29
Total Vehicle Miles	1,112,179	1,150,405	1,141,826	1,269,393	1,351,040
Total Revenue Miles	953,565	986,938	967,178	1,091,651	1,172,194
Vehicle Miles Per Trip	12.60	13.61	12.12	10.07	12.00
Cost Per Paratransit Trip	\$37.93	\$38.74	\$39.91	\$36.86	\$40.21
Cost Per Total Mile	\$3.01	\$2.84	\$3.29	\$3.15	\$3.42
Accidents Per 100,000 Veh. Miles	1.26	0.87	1.14	1.18	1.33
Vehicle Miles Between Road Calls	61,788	30,274	34,601	63,470	79,473

Source: Florida Commission for the Transportation Disadvantaged: Annual Performance Reports, 2013 – 2017

Collier County experienced an upward trend in total passenger trips, total vehicle miles, and total revenue miles from 2013 to 2017. Efficiency measures per trip remained relatively stable over the five-year period. Accidents per 100,000 vehicle miles also remained relatively constant at 1.33 per 100,000 miles). Vehicle miles between road calls were at their lowest in 2014 and 2015, but rebounded to a new high in 2017. See Figures 10 – 18 below.

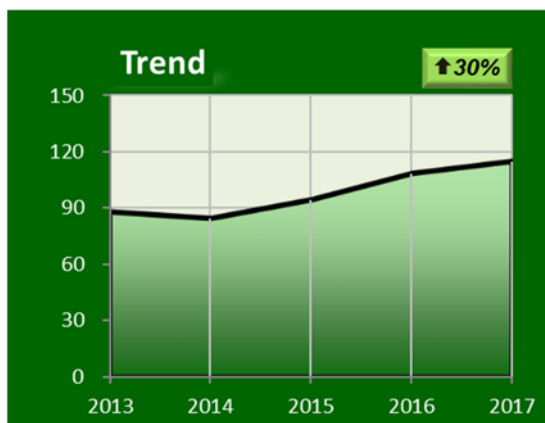


Figure 10. Passenger Trips (000)



Figure 11. Total Vehicles



Figure 12. Total Vehicle Miles (000's)



Figure 13. Total Revenue Miles (000's)

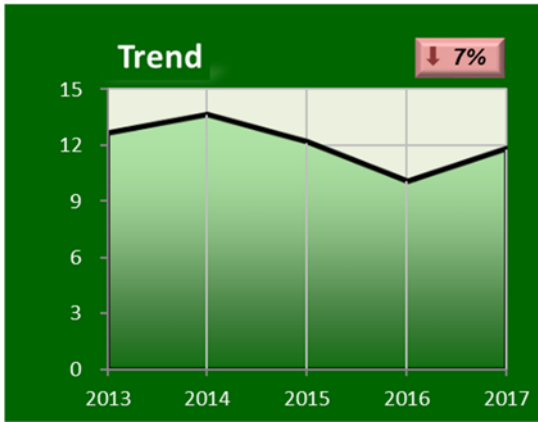


Figure 14. Vehicle Miles Per Trip



Figure 15. Cost Per Passenger Trip



Figure 16. Cost Per Total Mile



Figure 17. Cost Per 100,000 Vehicle Miles



Figure 18. Veh Miles Between Road Calls (000's)

CTC Peer Review Analysis

In this section, demographic characteristics of Collier County were compared to those of peer Community Transportation Coordinators in Florida. In addition to a comparison of demographic characteristics, the review compared performance measures within the Transportation Disadvantaged Program. Collier County's peers were selected based on similarities in the following four categories:

- System size (measured in terms of annual TD ridership and number of TD passengers served)
- Operating environment (urban service area designation)
- Organization type (county government)
- Network type (partial brokerage or complete brokerage)

The six counties that were selected for the CTC peer review were Bay, Charlotte, Escambia, Manatee, Okaloosa, and Pasco Counties. Although these CTCs are not identical to Collier Area Transit, they generally share similar demographics and systemic characteristics, and are operated by county governments in urban services areas as shown in Table 15.

Table 15. Peer CTC Characteristics

Characteristics	Collier	Bay	Charlotte	Escambia	Manatee	Okaloosa	Pasco
Total Trips	114,744	127,776	87,588	83,135	191,597	100,634	183,752
No. of TD Passengers Served	1,174	1,325	1,639	1,289	5,980	2,309	4,059
Service Area Designation	Urban	Urban	Urban	Urban	Urban	Urban	Urban
Organization Type	County	County	County	County	County	County	County
Network Type	Complete Brokerage	Complete Brokerage	Partial Brokerage	Complete Brokerage	Partial Brokerage	Complete Brokerage	Partial Brokerage

Source: Florida Commission for the Transportation Disadvantaged: Annual Performance Reports, 2013 – 2017

Peer Comparison: Demographics

Table 16 contains information for each of the six peer counties including: total population, potential transportation disadvantaged population, population density, median age, percentage of individuals below the poverty level, median household income, and percentage of households with no access to a vehicle. Table 17 shows that Collier County is above the peer group mean in total population, potential TD population, median age, and median household income. Collier County is below the average in the number of individuals below the poverty level and percent of households with no vehicle. When reviewing the data below and comparing Collier County’s performance relative to its peers, it is important to consider the population density is less than half that of the average for the group. This could potentially affect the relative efficiency of the system due to trips of greater distances for fewer individuals.

Table 16. Demographic Comparison of Peer CTCs

Measure	Bay	Charlotte	Escambia	Manatee	Okaloosa	Pasco
Total County Population	178,361	169,642	309,574	353,411	195,798	488,310
Potential TD Population	74,226	138,094	138,094	130,663	165,540	265,716
Population Density (pop/sq. mile)	235.3	249.5	471.9	475.7	210.5	653.7
Median Age	39.7	57.7	37.1	47.1	36.8	44.6
Individuals Below Poverty Level	15.6%	12.4%	14.7%	14.3%	12.0%	13.6%
Median Household Income	\$48,577	\$44,865	\$46,117	\$51,483	\$57,655	\$46,010
% of Households with No Access to a Vehicle	6.2%	4.8%	6.1%	5.3%	4.8%	5.9%

Sources: U.S. Census Bureau, 2012-2016 American Community Survey 5-year Estimates
Florida Commission for the Transportation Disadvantaged: Annual Performance Reports, 2013 – 2017

Table 17. Performance Comparison Between Collier County and Peer CTCs (2017)

Measure	Collier	Peer Average	% Difference
Total County Population	348,236	294,509	19%
Potential TD Population	167,476	140,470	16%
Population Density (pop/sq. mile)	174.3	382.8	-120%
Median Age	49.2	44.6	11%
Individuals Below Poverty Level	13.2%	13.8%	-4%
Median Household Income	\$59,783	\$49,118	18%
% of Households with no Access to a Vehicle	5.4%	5.9%	-2%

Sources: U.S. Census Bureau, 2012-2016 American Community Survey 5-year Estimates, Florida Commission for the Transportation Disadvantaged: Annual Performance Reports, 2013 – 2017

Peer Comparison: Performance Measures

Performance measures for FY 2017 (Table 18) were calculated for each of CAT’s peer CTCs. Table 19 shows that Collier County has 33% fewer vehicles than its peer systems and is slightly below the average of the peer group for number of passenger trips, but above the average in total vehicle miles and total revenue miles. Likely due in part to the large size of Collier County as compared to peer systems, Collier County has the highest number of vehicle miles per trip and its cost per paratransit trip is 45 percent higher than the peer average. Cost per total mile was also higher but only by 15 percent. Collier County had a far lower accident rate per 100,000 vehicle miles than the peer average, and was above the average for number of vehicle miles between road calls.

Table 18. Performance Measures for Peer CTCs (2017)

Measure	Bay	Charlotte	Escambia	Manatee	Okaloosa	Pasco
Total Passenger Trips	127,776	87,588	83,135	191,597	100,634	183,752
Total Vehicles	29	37	27	76	33	57
Total Vehicle Miles	527,437	567,523	968,844	1,126,106	1,161,781	1,174,451
Total Revenue Miles	428,906	482,708	855,216	925,779	1,016,524	980,335
Vehicle Miles Per Trip	4.13	6.48	11.65	5.88	11.54	6.39
Cost Per Paratransit Trip	\$11.52	\$24.52	\$31.91	\$25.74	\$19.09	\$20.73
Cost Per Total Mile	\$2.79	\$3.78	\$2.74	\$4.05	\$1.43	\$2.71
Accidents Per 100,000 Veh. Miles	2.46	0.35	1.45	12.08	2.67	0.34
Vehicle Miles Between Road Calls	105,487	11,823	n/a	13,248	29,789	167,779

Source: Florida Commission for the Transportation Disadvantaged: Annual Performance Reports, 2013 – 2017

Table 19. Performance Comparison Between Collier County and Peer CTCs (2017)

Measure	Collier	Peer Average	% Difference
Total Passenger Trips	114,744	129,080	-12%
Total Vehicles	29	43	-33%
Total Vehicle Miles	1,351,040	921,024	32%
Total Revenue Miles	1,172,194	781,578	33%
Vehicle Miles Per Trip	11.77	7.68	35%
Cost Per Paratransit Trip	\$40.21	\$22.25	45%
Cost Per Total Mile	\$3.42	\$2.92	15%
Accidents Per 100,000 Veh. Miles	1.33	3.23	-142%
Vehicle Miles Between Road Calls	79,473	65,625	17%

Source: Florida Commission for the Transportation Disadvantaged: Annual Performance Reports, 2013 – 2017

Figure 19 through Figure 27 show graphical comparisons of Collier County with its peer counties and the peer mean. These comparisons provide helpful insight into how well Collier County appears to be performing statistically. However, since many factors affect performance, they should not be used as the sole measures to make inferences about the quality of Collier County’s system.

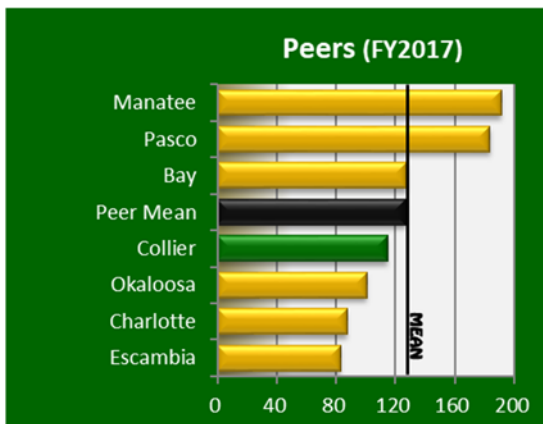


Figure 19. Passenger Trips (000's)

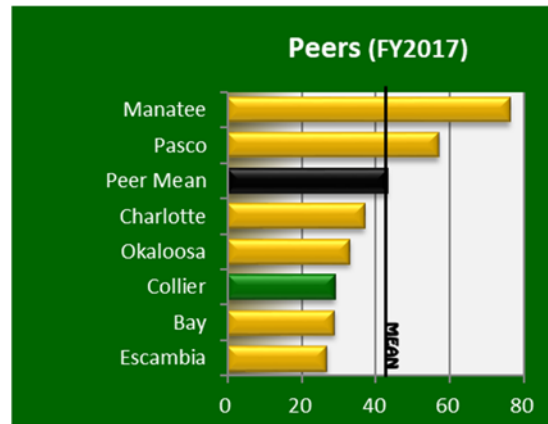


Figure 20. Total Vehicles

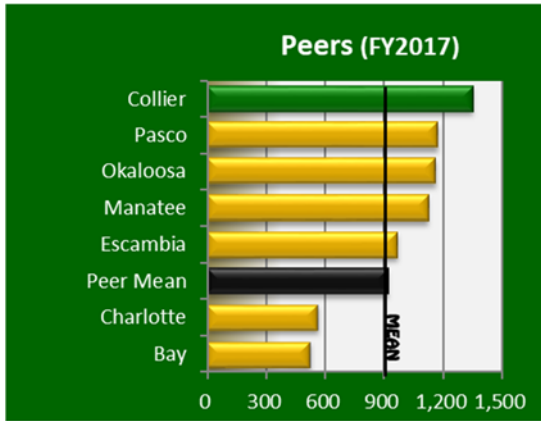


Figure 21. Total Vehicle Miles (000's)

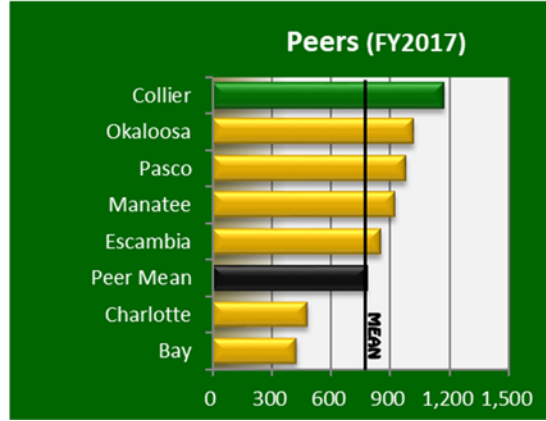


Figure 22. Total Revenue Miles (000's)

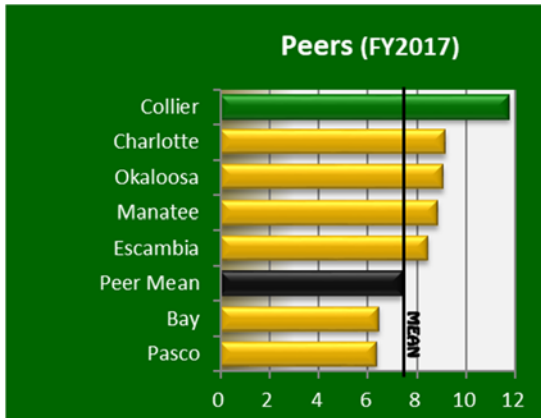


Figure 23. Vehicle Miles Per Passenger Trip

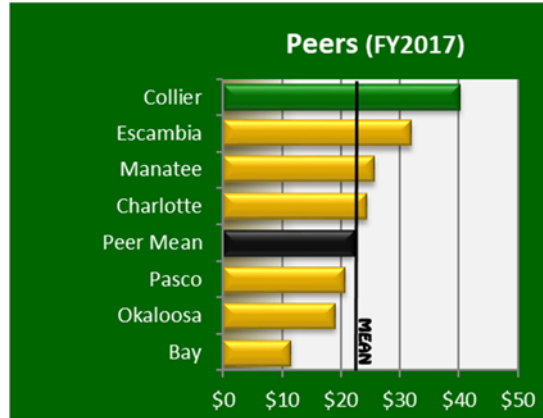


Figure 24. Cost Per Passenger Trip

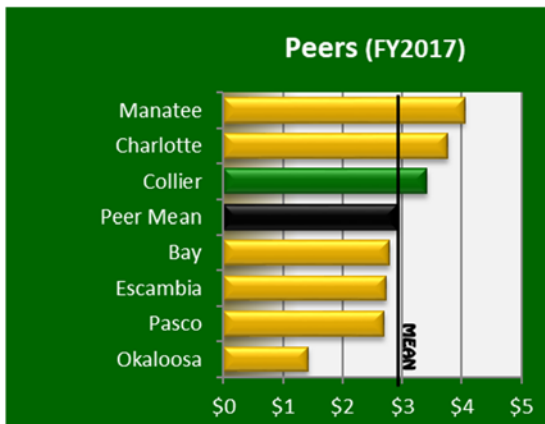


Figure 25. Cost Per Total Mile

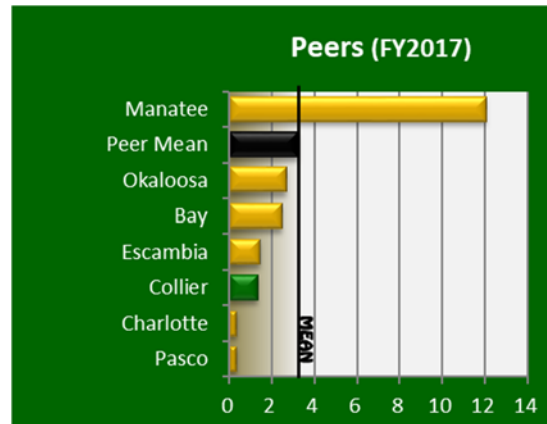


Figure 26. Accidents Per 100,000 Vehicle Miles

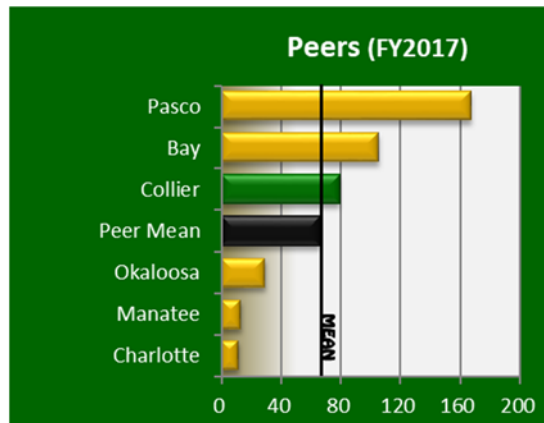


Figure 27. Veh Miles Between Road Calls (000's)

Needs Assessment

According to the Bureau of Economic and Business Research, the population of Collier County will increase by more than 15 percent between 2017 and 2025 from an estimated population of 357,470 to a projected population of 413,700. As compared to the average of other Florida counties, Collier County also has approximately 10 percent more residents ages 65 years and older (with a corresponding rate of disabilities). With the population increases and the demographic characteristics of the current population, the *potential* annual demand for transportation disadvantaged services are estimated to increase by approximately 300,000 over the next five years as described in the TD population forecasting section.

Historically, public transportation funding in Collier County has remained relatively constant and while there are no firm future commitments from its funding partners CAT anticipates it will be able to maintain existing levels of service with only minor planning and capital improvements possible.

Following input received from public, private, human service and nonprofit transportation providers and general public stakeholders, projects that would directly benefit the transportation disadvantaged have been identified as priorities if additional funding becomes available are shown below. Additional details on estimated project costs and associated initiatives are described in the implementation schedule section of this report.

- 1) Secure funds necessary for vehicle replacement and expansion
- 2) Enhance accessibility to bus stops to meet Americans with Disabilities Act (ADA) requirements.
- 3) Construct bus shelters & amenities (bike rack, bench, trash can, etc.)
- 4) Extend Service Hours on existing routes
- 5) Reduce headways on select routes
- 6) Implement new Collier County Lee/Collier Inter-county Connection

Forecasts of the Transportation Disadvantaged Population

Forecasts of the TD population are required by the CTD for major TDSP updates. The CTD recommends a tool developed for the CTD in 2015 that utilizes data from a variety of the most currently available sources to predict demand into the future. Data from the U.S. Census Bureau’s American Community Survey (ACS) and the Survey of Income and Program Participation (SIPP), The Bureau of Economic and Business Research County Population Projections, and the National Household Travel Survey and fixed route bus coverage are examples of the data utilized. These sources are helpful in capturing economic trends, population growth, and the changing demographic composition of the population such as aging baby boomers and the associated increases in disabilities.

It is important to note the tool only quantifies *potential* TD demand in the geography analyzed and trends in potential utilization over time. Other factors such as the quality of available transportation services or other unique community characteristics may impact actual service utilization. Persons with disabilities or seniors who strive to maintain their independence by accessing public transportation may find it is preferable or necessary to rely on family or friends for their transportation needs if the publicly available services are of poor quality. The relative affluence of Collier County’s residents, as another example, may mean that actual demand may be lower than potential demand. Senior citizens who qualify for TD services based on their age may be able to afford other transportation alternatives such as taxis as compared to residents of another county with a senior population of similar size that is less affluent.

Following is a summary of several of the key factors and data analysis steps used to arrive at the TD demand estimates for Collier County.

Utilizing 2012-2016 U.S Census American Community Survey information (the most current data available) the population estimates for the TD population is shown below in Table 20. As defined by the CTD, the Category I TD population consists of all disabled, elderly, low income and children who are high risk or at risk.

Table 20. TD Population Estimates

County Pop. By Age	Total Pop by Age	% of Total Pop	Population Below Poverty Level by Age	% of Total Pop Below Poverty Level by Age	Total Population with a Disability by Age	% of Total Pop with a Disability by Age	Total Pop with Disability and Below Poverty Level by Age	% Total Pop with a Disability and Below Poverty Level by Age
< 5 Years of Age	16,284	4.5%	2,569	0.7%	276	0.7%	217	3.92%
5-17	47,347	13.1%	7,985	2.2%	994	0.3%	341	0.09%
18-34	59,354	16.4%	7,651	2.1%	1,452	0.4%	215	0.06%
35-64	127,185	35.1%	14,367	4.0%	9,659	2.7%	2,190	0.60%
Total Non Elderly	250,170	69.0%	32,572	9.0%	12,381	3.4%	2,963	0.82%
65-74	59,352	16.4%	3,499	1.0%	8,267	2.3%	701	0.19%
75+	52,808	14.6%	5,089	1.4%	18,525	5.1%	1,877	0.52%
Total Elderly	112,160	31.0%	8,588	2.4%	26,792	7.4%	2,578	0.71%
Total	362,330	100%	41,160	11.4%	39,173	10.8%	5,541	1.53%

To ensure individuals who fall into two or more categories (e.g. low income and disabled) are not counted twice, the overlapping population must be eliminated as shown in as shown in Figure 28 below.

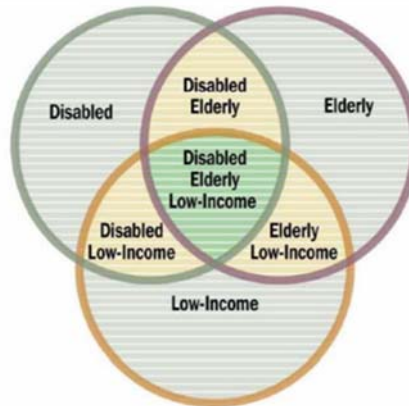


Figure 28. Category I TD Composition

Ideally, comparisons of disability estimates should be made using the same survey information, geographic parameters and disability definitions. Because the severity of an individual’s disability is not clearly captured in the ACS data, particularly as it relates to the need for specialized transportation, the 2010 U.S Census Bureau’s SIPP is used for the next step in the demand estimates. The rates for those who report a severe disability, or those who have a “critical need” for transportation based on their disability status, are applied to the disability rates reported in the ACS as shown below.

Table 21. Critical Need Population

County Pop. By Age	Total Population with a Disability by Age	% with a Severe Disability by Age	Total Population with a Severe Disability by Age	% of Total Pop with Severe Disability by Age	% of Severe Disability Below Poverty Level	Total Severe Disability Below Poverty Level
< 5 Years of Age	276	4.20%	12	0		
5-17	994	4.20%	42	0.09%		
18-34	1,452	6.30%	91	0.15%		
35-64	9,659	13.84%	1,337	1.05%		
Total Non Elderly	12,381		1,482	0.59%	28.60%	424
65-74	8,267	27.12%	2,242	3.78%		
75+	18,525	46.55%	8,623	16.33%		
Total Elderly	26,792		10,865	9.69%	11.70%	1,271
Total	39,173		12,347	3.41%		1,695

Data from the Federal Highway Administration sponsored National Households Survey (NHTS) is used for the next step of the demand methodology. The NHTS collects in-depth information at the individual and household levels about travel patterns including, but not limited to, trip purpose, mode, vehicle availability and travel time. After applying the NHTS trip rates to the TD population in Collier County, there is an estimated potential demand of 9,068 trips per day for the critical need population as shown in Table 22.

Table 22. Critical Need Trip Rates

Critical Need - Severely Disabled TD Population			
	Not Low Income	Low Income	Totals
Non-Elderly	1,058	424	1,482
Elderly	9,594	1,271	10,865
TOTAL	10,652	1,695	12,347

TRIP RATES USED	
<i>Low Income Non Disabled Trip Rate</i>	
Total	2.400
Less	
Transit	0.389
School Bus	0.063
Special Transit	0.049
	1.899
<i>Severely Disabled Trip Rate</i>	
Special Transit	0.049

Low Income & Not Disabled = C + E		CALCULATION OF DAILY TRIPS FOR THE CRITICAL NEED TD POPULATION	
<i>Assumes</i>	35,619		
27.2%	xx % without auto access		
	9,688		
46.0%	xx % without transit access		
	4,457		
		Calculation of Daily Trips	
Total Actual Critical TD Population	Daily Trip Rates Per Person	Total Daily Trips	
Severely Disabled	12,347	0.049	605
Low Income ND	4,457	1.899	8,463
Totals	16,804		9,068

By using population forecasts prepared by the Bureau of Economic and Business Research and applying the changes to the TD population and trip rate estimates previously described, Table 23 displays the future potential demand for critical need transportation in Collier County through 2026.

Table 23. Critical Need Trip Demand

Critical Need TD Population Forecast	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
Total Critical TD Population											
Disabled	12,347	12,504	12,663	12,824	12,987	13,152	13,319	13,489	13,660	13,834	14,010
Low Income Not Disabled No Auto/Transit	4,457	4,513	4,571	4,629	4,688	4,747	4,808	4,869	4,931	4,993	5,057
Total Critical Need TD Population	16,804	17,017	17,234	17,453	17,675	17,899	18,127	18,357	18,591	18,827	19,066
Daily Trips - Critical Need TD Population											
Severely Disabled	605	613	620	628	636	644	653	661	669	678	686
Low Income - Not Disabled - No Access	8,463	8,571	8,680	8,790	8,902	9,015	9,130	9,246	9,363	9,482	9,603
Total Daily Trips Critical Need TD Population	9,068	9,221	9,377	9,536	9,697	9,869	10,043	10,221	10,402	10,586	10,752
Annual Trips	3,246,409	3,301,273	3,357,065	3,413,799	3,471,492	3,532,938	3,595,471	3,659,110	3,723,877	3,789,789	3,849,289

Barriers to Coordination

Similar to other agencies across the state and across the nation, limited resources (both personnel and financial) pose significant challenges to transportation providers. In Collier County, the large size and diversity of the County further exasperates these challenges.

As previously described, the lack of affordable housing in close proximity to employment opportunities and other essential services results in Collier County results in the need for more geographically dispersed and more costly public transportation services. Transportation providers must strike a careful balance between implementing enhancements to core services which are often more financially productive versus providing life sustaining services for the transportation disadvantaged who often live in different political jurisdictions outside core service areas.

A myriad of stakeholder organizations have a vested interest in ensuring the County’s economic vitality of which mobility is a critical element, but these organizations may sometimes have competing interests resulting in stiff competition for scarce resources which have remained relatively constant in recent

years. The transportation needs of the agricultural industry, for example, are significantly different than hospitality industry needs to ensure mobility for tourists, but also staff transportation needs, and the needs of social service agencies, and agencies that serve persons with disabilities, are very different than the service needs of those employed in education.

Goals, Objectives and Strategies

CAT's mission is to provide safe, accessible, and courteous public transportation services to our customers.

The mission of the newly rebranded CAT Connect (formerly known as Collier Area Paratransit) is to 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 with other counties and FDOT to evaluate and implement mutually beneficial transportation services such as expansion of cross-county connections.

Objective 1.3

Explore efforts to increase effective use of transportation services, including providing alternative transportation sources and public education about those options.

Strategy 1.1.1

Continue coordination efforts with City and County departments to ensure inclusion of transit supportive elements in development plans and affordable housing/economic development initiatives.

Strategy 1.1.2

Coordinate with FDOT District One Commuter Services to complement CAT outreach efforts to major employers and to identify service expansion needs and ridesharing opportunities.

Strategy 1.1.3

Maintain ongoing communication with coordinated providers to assess needs and maximize access to available funding sources.

Strategy 1.1.4

Identify opportunities to educate and inform parents and school districts about the availability of transportation services, particularly as it relates to the needs of at risk students.

GOAL 2: Maximize effective transfers of individuals from paratransit to fixed route services.

Objective 2.1

Coordinate with CAT's fixed route section to encourage passengers to use both systems when accessible.

Strategy 2.1.1

Continue to offer travel training programs targeting a minimum of three group programs per year.

Strategy 2.1.2

Install a minimum of ten covered ADA compliant accessible bus shelters per year.

Strategy 2.1.3

Utilize available communication tools and techniques as appropriate to reinforce the safety and security measures/features of the public transit system.

Strategy 2.1.4

Ensure the CAT Connect eligibility screening process evaluates potential fixed route opportunities and educate passengers on available options as appropriate for the individual's travel needs.

Strategy 2.1.5

Ensure all staff involved in service delivery receive training on customer sensitivity and etiquette techniques.

Goal 3: Provide an efficient and effective coordinated transportation service.

Objective 3.1

Consistently provide on-time service.

Objective 3.2

Minimize customer service reservation/inquiry call hold times.

Objective 3.3

Ensure contract provider's services are well utilized, timely, effective and affordable.

Objective 3.4

Increase the number of passenger trips per vehicle hour.

Objective 3.5

Maintain or trend downward the cost per passenger trip.

Objective 3.6

Maintain or trend downward the cost per mile.

Objective 3.7

Adjust fixed route services to allow greater use by paratransit customers.

Strategy 3.1.1

Obtain a system to track call hold time.

Strategy 3.1.2

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

Strategy 3.1.3

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

Strategy 3.1.4

Identify opportunities to coordinate with dialysis centers to schedule patient treatments concurrently to allow for the provision of more efficient paratransit group trips.

GOAL 4: Educate and market fixed route and paratransit services to current riders, the general public, agency sponsored clients, visitors, and other potential customers.**Objective 4.1**

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

Objective 4.2

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

Objective 4.3

Identify opportunities to participate in or sponsor community events to build awareness of available public transportation services.

Objective 4.4

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.

Strategy 4.1.1

Continue active involvement in outreach activities, which may include but are not limited to: "Dump the Pump" Day, Mobility Week, the library system's Mail-a-Book promotion and local job fairs.

Strategy 4.1.2

Participate in Lighthouse for the Blind and Immokalee's travel training programs and other training opportunities identified by CAT.

Strategy 4.1.3

Provide a current “Rider’s Guide” to paratransit patrons covering ADA and TD services. Produce the guide in alternative formats and alternative languages that may be needed to comply with “safe harbor” provisions as identified in CAT’s next Title VI update.

GOAL 5: Operate a safe transportation system.

Objective 5.1

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

Objective 5.2

Ensure consistency and compliance with Chapter 14-90, Florida Administrative Code,

Objective 5.3

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 5.4

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

Objective 5.5

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 5.6

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

Objective 5.7

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

Objective 5.8

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

Objective 5.9

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

Strategy 5.1.1

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

Strategy 5.1.2

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

Strategy 5.1.3

Conduct periodic bus stop inventories to ensure accessibility and the availability of sidewalks.

Strategy 5.1.4

Coordinate with FDOT and Collier County Transportation Planning to evaluate potential bus stop improvements that can be made in conjunction with roadway improvements.

GOAL 6: Provide quality transportation services.**Objective 6.1**

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

Objective 6.2

Adjust or expand service fixed route services to allow greater use by current paratransit riders.

Objective 6.3

Evaluate customer input to ensure high quality services are provided.

Strategy 6.1.1

Continuously review ridership trends and origin/destination data to determine necessary service enhancements.

Strategy 6.1.2

Periodically conduct fixed route and paratransit customer surveys.

Strategy 6.1.3

Conduct immediate follow-up on any complaint or concern identified in customer surveys or phone inquiries.

GOAL 7: Secure funding necessary to meet above stated goals.**Objective 7.1**

Explore all potential funding sources to address capital and operating needs.

Objective 7.2

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

Objective 7.3

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 7.4

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

Strategy 7.1.1

Acquire new and upgraded paratransit vehicles and equipment necessary to maintain existing services and allow for expansion as needed.

Strategy 7.1.2

Coordinate with Commuter Services to build awareness of existing services and identify potential new partnership opportunities with major employers.

Implementation Schedule

Table 24 below displays the schedule, strategies, responsible parties and the estimated costs for major activities planned during the five-year planning horizon of the Collier County Transit TDSP Major Update.

Table 24. Implementation Schedule

Schedule	Major Strategies/Activities	Responsible Parties	Estimated Cost (If Known)
Maintain Existing System			
FY 2018/2019	Maintain existing service	CAT	\$11,059,543 (Capital and Operating)
Ongoing	Continue coordination efforts to ensure transit supportive elements in development plans	CAT, Local Gove, FDOT, Developers	CAT Staff Resources
Ongoing	Coordinate with FDOT District 1 Commuter Services	CAT, FDOT	CAT Staff Resources
Ongoing	Maintain ongoing communication with coordinated providers to assess needs and maximize access to funding	CAT, Coordinated Providers	CAT Staff Resources
Ongoing	Identify opportunities to inform schools/parents about available CAT services	CAT	CAT Staff Resources
Ongoing	Conduct a minimum of three group travel training programs per year	CAT	CAT Staff Resources
Ongoing	Educate CAT Connect passengers about fixed route options as appropriate	CAT	CAT Staff Resources
Ongoing	Ensure staff involved in service delivery receive training on sensitivity and etiquette	CAT, Contracted Providers	CAT Staff Resources
Ongoing	Maintain or improve CAT Connect performance measures from FY 2017 baseline: <ul style="list-style-type: none"> •Cost per passenger trip \$40.21 •Accidents per 100,000 vehicle miles 1.33 •On-time performance 90% •Vehicle miles between road calls 79,473 •Cost per mile \$3.42 	CAT, Contracted Providers	CAT Staff Resources
Ongoing	Review CAT Connect origin and destination data and adjust fixed route accordingly	CAT	CAT Staff Resources
Ongoing	Identify opportunities to coordinate with dialysis centers for potential scheduling efficiencies	CAT	CAT Staff Resources
Ongoing	Conduct outreach and participate in community partner initiatives	CAT, Partner Agencies	CAT Staff Resources
Ongoing	Conduct travel training in cooperation with community partners	CAT, Partner Agencies	CAT Staff Resources
Ongoing	Review accident/incident data to identify trends that can be addressed with additional training or procedural changes	CAT, Contracted Providers	CAT Staff Resources
Ongoing	Monitor operator training to ensure consistent boarding techniques	CAT, Contracted Providers	CAT Staff Resources
Ongoing	Conduct bus stop inventories to ensure accessibility	CAT, Local Govts	CAT Staff Resources
Ongoing	Coordinate with FDOT/Collier County Transportation Planning to evaluate potential bus stop improvements	CAT, FDOT, Collier County	CAT Staff Resources
Ongoing	Review ridership trends and O&D information to determine potential service enhancements	CAT	CAT Staff Resources
Ongoing	Conduct periodic fixed route and paratransit surveys	CAT	CAT Staff Resources
Ongoing	Conduct immediate follow up on customer complaints and inquiries	CAT	CAT Staff Resources
Ongoing	Install a minimum of 10 ADA compliant bus shelters per year and associated amenities	CAT, Funding Partners	Included in status quo budget
Ongoing	Develop/Procure new phone system to enhance customer service	CAT, Funding Partners	
Ongoing	Acquire new vehicles and equipment to allow for replacement and expansion as needed based on available resources	CAT	
Unfunded Priorities			
	Enhance bus stop accessibility to meet ADA requirements	CAT, Funding Partners	\$500,000
	Enhance Fixed Route Services (frequency) on Routes 11, 12, 13, 15, and 17	CAT, Funding Partners	\$2,034,230 (excludes capital)
	Enhance fixed route services (span) to one additional trip Mon-Sun on existing routes	CAT, Funding Partners	\$780,000
	Implement new fixed route (Collier/Lee Inter-county)	CAT, Funding Partners	\$370,000 (excludes capital)

Schedule	Major Strategies/Activities	Responsible Parties	Estimated Cost (If Known)
Maintain Existing System			
FY 2019/2020	Maintain existing service	CAT	\$11,895,058 (Capital and Operating)
Ongoing	Continue coordination efforts to ensure transit supportive elements in development plans	CAT, Local Gove, FDOT, Developers	CAT Staff Resources
Ongoing	Coordinate with FDOT District 1 Commuter Services	CAT, FDOT	CAT Staff Resources
Ongoing	Maintain ongoing communication with coordinated providers to assess needs and maximize access to funding	CAT, Coordinated Providers	CAT Staff Resources
Ongoing	Identify opportunities to inform schools/parents about available CAT services	CAT	CAT Staff Resources
Ongoing	Conduct a minimum of three group travel training programs per year	CAT	CAT Staff Resources
Ongoing	Educate CAT Connect passengers about fixed route options as appropriate	CAT	CAT Staff Resources
Ongoing	Ensure staff involved in service delivery receive training on sensitivity and etiquette	CAT, Contracted Providers	CAT Staff Resources
Ongoing	Maintain or improve CAT Connect performance measures from prior FY	CAT, Contracted Providers	CAT Staff Resources
Ongoing	Review CAT Connect origin and destination data and adjust fixed route accordingly	CAT	CAT Staff Resources
Ongoing	Identify opportunities to coordinate with dialysis centers for potential scheduling efficiencies	CAT	CAT Staff Resources
Ongoing	Conduct outreach and participate in community partner initiatives	CAT, Partner Agencies	CAT Staff Resources
Ongoing	Conduct travel training in cooperation with community partners	CAT, Partner Agencies	CAT Staff Resources
Ongoing	Review accident/incident data to identify trends that can be addressed with additional training or procedural changes	CAT, Contracted Providers	CAT Staff Resources
Ongoing	Monitor operator training to ensure consistent boarding techniques	CAT, Contracted Providers	CAT Staff Resources
Ongoing	Conduct bus stop inventories to ensure accessibility	CAT, Local Govts	CAT Staff Resources
Ongoing	Coordinate with FDOT/Collier County Transportation Planning to evaluate potential bus stop improvements	CAT, FDOT, Collier County	CAT Staff Resources
Ongoing	Review ridership trends and O&D information to determine potential service enhancements	CAT	CAT Staff Resources
Ongoing	Conduct periodic fixed route and paratransit surveys	CAT	CAT Staff Resources
Ongoing	Conduct immediate follow up on customer complaints and inquiries	CAT	CAT Staff Resources
Ongoing	Install a minimum of 10 ADA compliant bus shelters per year and associated amenities	CAT, Funding Partners	Included in status quo budget
Ongoing	Acquire new vehicles and equipment to allow for replacement and expansion as needed based on available resources	CAT	
Unfunded Priorities			
	Enhance bus stop accessibility to meet ADA requirements	CAT, Funding Partners	\$500,000
	Enhance fixed route services (frequency) on Routes 11, 12, 13, 15, and 17	CAT, Funding Partners	\$2,034,230 (excludes capital)
	Enhance fixed route services (span) to one additional trip Mon-Sun on existing routes	CAT, Funding Partners	\$780,000
	Implement new fixed route (Collier/Lee Inter-county)	CAT, Funding Partners	\$370,000 (excludes capital)

Schedule	Major Strategies/Activities	Responsible Parties	Estimated Cost (If Known)
Maintain Existing System			
FY 2020/2021	Maintain existing service	CAT	\$10,865,454 (Capital and Operating)
Ongoing	Continue coordination efforts to ensure transit supportive elements in development plans	CAT, Local Gove, FDOT, Developers	CAT Staff Resources
Ongoing	Coordinate with FDOT District 1 Commuter Services	CAT, FDOT	CAT Staff Resources
Ongoing	Maintain ongoing communication with coordinate providers to assess needs and maximize access to funding	CAT, Coordinated Providers	CAT Staff Resources
Ongoing	Identify opportunities to inform schools/parents about available CAT services	CAT	CAT Staff Resources
Ongoing	Conduct a minimum of three group travel training programs per year	CAT	CAT Staff Resources
Ongoing	Educate CAT Connect passengers about fixed route options as appropriate	CAT	CAT Staff Resources
Ongoing	Ensure staff involved in service delivery receive training on sensitivity and etiqestte	CAT, Contracted Providers	CAT Staff Resources
Ongoing	Maintain or improve CAT Connect performance measures from prior FY	CAT, Contracted Providers	
Ongoing	Review CAT Connect origin and destination data and adjust fixed route accordingly	CAT	CAT Staff Resources
Ongoing	Identify opportunitites to coordinate with dialysis centers for potential scheduling efficiencies	CAT	CAT Staff Resources
Ongoing	Conduct outreach and participate in community partner initiatives	CAT, Partner Agencies	CAT Staff Resources
Ongoing	Conduct travel training in cooperation with community partners	CAT, Partner Agencies	CAT Staff Resources
Ongoing	Review accident/incident data to identify trends that can be addressed with additional training or procedural changes	CAT, Contracted Providers	CAT Staff Resources
Ongoing	Monitor operator training to ensure consistent boarding techniques	CAT, Contracted Providers	CAT Staff Resources
Ongoing	Conduct bus stop inventories to ensure accessibility	CAT, Local Govts	CAT Staff Resources
Ongoing	Coordinate with FDOT/Collier County Transportation Planning to evaluate potential bus stop improvements	CAT, FDOT, Collier County	CAT Staff Resources
Ongoing	Review ridership trends and O&D information to determine potential service enhancements	CAT	CAT Staff Resources
Ongoing	Conduct periodic fixed route and paratransit surveys	CAT	CAT Staff Resources
Ongoing	Conduct immediate follow up on customer complaints and inquiries	CAT	CAT Staff Resources
Ongoing	Install a minimum of 10 ADA compliant bus shelters per year and associated amenities	CAT, Funding Partners	Included in status quo budget
Ongoing	Acquire new vehicles and equipment to allow for replacement and expansion as needed based on available resources	CAT	
Unfunded Priorities			
	Enhance bus stop accessibility to meet ADA requirements	CAT, Funding Partners	\$500,000
	Enhance Fixed Route Services (frequency) on Routes 11, 12, 13, 15, and 17	CAT, Funding Partners	\$2,034,230 (excludes capital)
	Enhance fixed route services (span) to one additional trip Mon-Sun on existing routes	CAT, Funding Partners	\$780,000
	Implement new fixed route (Collier/Lee Inter-county)	CAT, Funding Partners	\$370,000 (excludes capital)

Schedule	Major Strategies/Activities	Responsible Parties	Estimated Cost (If Known)
Maintain Existing System			
FY 2022/2023	Maintain existing service	CAT	\$14,201,503 (Capital and Operating)
Ongoing	Continue coordination efforts too ensure transit supportive elements in development plans	CAT, Local Gove, FDOT, Developers	CAT Staff Resources
Ongoing	Coordinate with FDOT District 1 Commuter Services	CAT, FDOT	CAT Staff Resources
Ongoing	Maintain ongoing communication with coordinate providers to assess needs and maximize access to funding	CAT, Coordinated Providers	CAT Staff Resources
Ongoing	Identify opportunities to inform schools/parents about available CAT services	CAT	CAT Staff Resources
Ongoing	Conduct a minimum of three group travel training programs per year	CAT	CAT Staff Resources
Ongoing	Educate CAT Connect passengers about fixed route options as appropriate	CAT	CAT Staff Resources
Ongoing	Ensure staff involved in service delivery receive training on sensitivity and etiquette	CAT, Contracted Providers	CAT Staff Resources
Ongoing	Maintain or improve CAT Connect performance measures from prior FY	CAT, Contracted Providers	CAT Staff Resources
Ongoing	Review CAT Connect origin and destination data and adjust fixed route accordingly	CAT	CAT Staff Resources
Ongoing	Identify opportunitis to coordinate with dialysis centers for potential scheduling efficiencies	CAT	CAT Staff Resources
Ongoing	Conduct outreach and participate in community partner initiatives	CAT, Partner Agencies	CAT Staff Resources
Ongoing	Conduct travel training in cooperation with community partners	CAT, Partner Agencies	CAT Staff Resources
Ongoing	Review accident/incident data to identify trends that can be addressed with additional training or procedural changes	CAT	CAT Staff Resources
Ongoing	Monitor operator training to ensure consistent boarding techniques	CAT, Contracted Providers	CAT Staff Resources
Ongoing	Conduct bus stop inventories to ensure accessibility	CAT, Local Govts	CAT Staff Resources
Ongoing	Coordinate with FDOT/Collier County Transportation Planning to evaluate potential bus stop improvements	CAT, FDOT, Collier County	CAT Staff Resources
Ongoing	Review ridership trend and O&D information to determine potential service enhancements	CAT	CAT Staff Resources
Ongoing	Conduct periodic fixed route and paratransit surveys	CAT	CAT Staff Resources
Ongoing	Conduct immediate follow up on customer complaints and inquiries	CAT	CAT Staff Resources
Ongoing	Acquire new vehicles and equipment to allow for replacement and expansion as needed based on available resources	CAT	
Ongoing	Install a minimum of 10 ADA compliant bus shelters per year and associated amenities	CAT, Funding Partners	Included in status quo budget
Unfunded Priorities			
	Enhance bus stop accessibility to meet ADA requirements	CAT, Funding Partners	\$500,000
	Enhance fixed route services (frequency) on Routes 11, 12, 13, 15, and 17	CAT, Funding Partners	\$2,142,638 (excludes capital)
	Enhance fixed route services (span) to one additional trip Mon-Sun on existing routes	CAT, Funding Partners	\$821,568
	Implement new fixed route (Collier/Lee Inter-county)	CAT, Funding Partners	\$389,718 (excludes capital)

Service Plan

Operations

Types, Hours and Days of Service

Collier Area Transit operates fixed route, ADA, and paratransit services (CAT Connect) seven days per week excluding major holidays. The hours of operation for fixed route service vary by route, but some routes start as early as approximately 4:00 a.m. and end as late as 8:00 p.m.

CAT Connect is designed to serve those who have no other means of transportation and qualify as ADA eligible (those with a physical or mental impairment that prevents use of the fixed route bus service) or Transportation Disadvantaged (individuals who because of a mental or physical impairment, income status or age are unable to transport themselves). CAT Connect is operated during the same hours as the fixed route service. Those with an origin and destination within three quarters of a mile of a CAT fixed route are eligible for ADA services and those with an origin or destination outside of the ADA service area may be eligible for Transportation (TD) services.

Reservations can be made for CAT Connect between the hours of 8:00 a.m. and 5:00 p.m. Monday through Friday. Same day service is not available, but trips may be scheduled up to two weeks in advance or as late as 5:00 p.m. the day before service is needed.

CAT Connect drivers are trained to help those who require assistance to and from the vehicle. They will not enter a person's home or a person's room at a living facility nor will they go above the first floor of a multi-family residence.

Subscription paratransit service is available when a customer regularly travels to and from the same destination two or more times per week and group trips (four or more passengers with the same trip origin or destination) are provided at a reduced rate.

Accessing Services

To obtain an application, schedule a trip or any other questions customers may contact CAT Connect Monday through Friday between 8:00 a.m. and 5:00 p.m. by calling (239) 252-7272, 239-252-7777 or 1-(855) 392-1418. Customers may also visit the centers at CAT Connect Customer Service, 8300 Radio Road Naples, FL 34104 or the Collier Area Transit Intermodal Transfer Station at the Government Center located at 3355 East Tamiami Trail Naples, FL 34112. Florida Relay for ASCII callers can be accessed by calling 1(800)955-1339.

All trips require prior reservations, which can be scheduled Monday through Friday between 8:00 a.m. and 5:00 p.m. For weekend service, customers may contact CAT Connect and leave their name and trip information on the voicemail. Someone will return the call to confirm the reservation.

CAT Connect understands that because paratransit service requires trips to be scheduled in advance, passengers may have to reschedule or cancel a trip. CAT Connect understands that passengers may sometimes miss scheduled trips or timely cancel trips for reasons that are beyond their control. However, in order to maintain an efficient system, a policy for managing passengers who repeatedly miss scheduled trips or fail to timely cancel trips has been developed. This policy has been developed with consideration to the frequency of use by passengers and the no-show/late cancellation system average. The following information explains CAP's no-show policy.

Definitions

No-show

A no-show is defined as the failure of a passenger to appear to board the vehicle for a scheduled trip. This presumes the vehicle arrives at the prescribed pick-up location within the pick-up time and the passenger is not present for the appointment or fails to respond within five (5) minutes of the vehicle's arrival time.

Late Cancellation

A late cancellation is defined as failure to cancel a trip 2 hours or more before the scheduled pick-up time, including a cancellation made at the door (a refusal to board a vehicle that has arrived within the pick-up window).

No-Shows Due to Operator Error or to Circumstances beyond a Rider's Control

Passengers will not be assessed a no-show or late cancellation when it has been found that the missed trips occurred due to an error of CAT Connect personnel. These types of errors include:

- Trips placed on the schedule in error
- Pick-ups scheduled at the wrong pick-up location
- Drivers arriving and departing before the pick-up window begins
- Drivers arriving late (after the end of the pick-up window)
- Drivers arriving within the pick-up window, but departing without waiting the required 5 minutes

Trips that are missed due to situations beyond a passenger's control that may prevent a timely notification are not counted towards no-shows or cancellations. The following are examples of such situations:

- Medical emergency
- Family emergency
- Sudden illness or change in condition

Passengers are encouraged to contact a CAT Connect Customer Service Representative to inform them of these situations regardless of the time of the notification so that the excused missed trip can be appropriately recorded.

Policy for Handling Subsequent Trips Following No-shows

When a passenger fails to show for a scheduled trip, the driver should radio dispatch and advise them of the no-show. Dispatch attempts to call the passenger and reminds the driver to wait the five (5) minutes to ensure that the passenger will not be present. The no-show is recorded in the system and any return trip for the same day that was scheduled is also cancelled unless the passenger calls to indicate that the return trip should not be cancelled. The courtesy cancellation of the return trip is performed in order to avoid charging the passenger multiple no-shows on the same day and increasing the no show trip count. Passengers are strongly encouraged to cancel any subsequent trips they no longer need. A confirmation number will be provided with all cancellations and passengers are encouraged to retain the confirmation number for verification of their call.

Suspension Policies for a Pattern or Practice of Excessive No-shows and Late Cancellations

CAT Connect reviews all recorded no-shows and late cancellations to ensure accuracy before recording them in a passenger's account. Each verified no-show or late cancellation consistent with the above definitions counts as one penalty point. Passengers will be subject to suspension after they meet all the following conditions:

- Accumulate three penalty points in a six (6) calendar month period (January to June & June to December)
- Have "no-showed" or "late cancelled" at least five percent of the passenger's booked trips for the month.

A passenger will be subject to suspension only if both the number of penalty points is reached and percentage of trips deemed no-show is met. CAT Connect will notify passengers by telephone after they have accumulated one penalty point and they will be advised that they are subject to suspension should they accumulate two additional penalty points within the six (6) month period consistent with the criteria listed in this section of the policy above.

All suspension notices include a copy of this policy, and grievance/appeal policy which details how to appeal suspensions.

Suspensions begin five days after the decision has been determined, ensuring the passenger is notified by telephone and letter. Suspensions will be held in abeyance if the passenger timely files an appeal of the suspension. The first violation in a calendar month triggers a warning telephone call but no suspension. Subsequent violations result in the following suspensions:

- Second violation: Second warning letter and phone call
- Third violation: [7-day] suspension; Notification will be by telephone and letter
- Third violation: [14-day] suspension; Notification will be by telephone and letter

- Fourth violation and subsequent violations: [30-day] suspension; Notification will be by telephone and letter

Each letter will specify the basis of the proposed penalty (e.g., Mr. Smith scheduled trips for 8:00 a.m. on May 15th, 2:00 p.m. on June 3rd, 9:00 a.m. on June 21st, and 9:20 p.m. on July 10th, and on each occasion the vehicle appeared at the scheduled time and Mr. Smith was nowhere to be found) and set forth the proposed suspension (e.g., Mr. Smith would not receive service for 14 days).

Policy for Disputing Specific No-Shows or Late Cancellations

Passengers wishing to dispute specific no-shows or late cancellations must do so within five business days of receiving a phone call or letters. Passengers should contact the CAT Connect operations center at 239-252-7272, Monday through Friday from 8:00 a.m. to 5:00 p.m. to explain the circumstance, and request the removal of the no-show or late cancellation.

Policy for Appealing Proposed Suspensions

Passengers wishing to appeal suspensions under this policy have the right to file an appeal request, which must be in writing by letter or via email. Passengers must submit written appeal requests within 15 business days of the date of the suspension letters. Passengers who miss the appeal request deadline will be suspended from CAT Connect on the date listed on the suspension notice.

All suspension appeals follow the CAT Connect grievance/appeal policy.

Trip Prioritization

Trips funded by the TD Trust fund are prioritized based upon the Local Coordinating Board's policy. Trips are based on trip efficiency, seating availability, and funding availability. As shown below, medical trips have the highest priority followed by employment and nutritional trips. Recreational trips will be accommodated when possible.

Priority 1 – Medical

Priority 2 – Employment

Priority 3 – Nutritional

Priority 4 – Group Recreational

Priority 5 - Social (agency related activities)

Priority 6 – Group Recreation

Priority 7 – Personal Business

ADA trips are provided without prioritization and cannot be denied. Additionally, trips that are provided through the Federal Transit Administration's Section 5311 funding program must be open to the general public, and may not be prioritized.

Transportation Operators and Coordination Contractors

At the time this TDSP Major update was being prepared, Collier County was under contract with MV Transportation and MTM Inc. to provide Operations and Administrative services for its fixed route and paratransit systems as shown in Table 24 below.

Table 25. CAT Transportation Operators

Operators	Contact	Services	Client	Hours
MV Transportation	Barry Bland	Fixed Route and Para Operations	BCC	4:30 - 8:00
MTM Transportation	Braian Morales	Fixed Route and Para Scheduling/Dispatch	BCC	4:30 - 8:00

Concurrent with the preparation of the TDSP Major update, however, Collier County Government issued a Request for Proposal for a single new or incumbent contractor to perform and operate a turnkey operation for 1) Transportation operations management services 2) Fixed route transit operations and 3) Demand response services utilizing county owned vehicles supplemented with a minimum 20% non-county owned vehicle, as well as any vehicles owned and maintained by third parties that are subcontracted with the County.

Proposers were encouraged to leverage technologies, hardware and applications, best operational practices, transit vision, and the ability for coordination to promote efficiencies. Proposers were also encouraged to propose optional alternatives, modes, practices and resources to achieve transit efficiency goals.

Proposals were due on July 20, 2018 for scoring by the County’s selection Committee based on the following criteria (100 total possible points) which will serve as the basis for short listing firms:

1. Cover Letter / Management Summary 0 Points
2. Certified Minority Business Enterprise 5 Points
3. Plans & Programs 35 Points
4. Financial Capacity & Cost of Services 15 Points
5. Employee Retention, Benefits and Compensation Plans 10 Points
6. Experience and Capacity of Firm 20 Points
7. Past Record & References 10 Points
8. Disadvantaged Business Enterprise/Small Business Enterprise Utilization 5 Points

The selection committee then grades and ranks the firms and enters into negotiations with the top ranked firm to establish costs for the services needed. The County reserved the right to issue an invitation for oral presentations to obtain additional information after grading and before the final ranking. With successful negotiations, a contract will be developed with the selected firm, based on the negotiated price and scope of services and submitted for approval by the Board of County Commissioners with anticipated award in the fall of 2018.

Additionally, following negotiated agreements, coordination contracts have been executed with the five private non-profit organizations shown in Table 24 below. In FY 2016/2017, 12,320 trips were provided on the coordinated system.

Table 26. CTC Coordination Contractors

Coordination Contractors	Services	Contact	Clients	Hours
EasterSeals Florida Inc.	Demand Response	Susan Ventura	Disabled	8:00 - 4:00
Goodwheels	Demand Response	Alan Mandel	Disabled/NEMT	4:30 - 7:30
Hope Health Care	Demand Response	Samira Beckwith	Seniors	8:00 - 5:00
David Lawrence Mental Health Center	Demand Response	Scott Burgess	Disabled	8:00 - 5:00
UCP of Southwest Florida	Demand Response	Kirk Zaremba	Disabled	8:30 - 4:40

Public Transit Utilization

As shown in Table 25, CAT fixed route ridership has declined over the past five years. This is consistent with trends seen across the country and within the State of Florida where fixed route bus ridership has declined approximately 11 percent and 21 percent respectively between 2014 and 2017. In urbanized areas with populations under 200,000, the declines were higher.

Table 27. Fixed Route Ridership

Fixed Route Ridership FY 2013 - FY 2017	
FY13	1,361,294
FY 14	1,181,530
FY 15	1,094,103
FY 16	973,981
FY 17	893,398

School Bus Utilization

No school buses are utilized in the coordinated system.

Vehicle Inventory

An inventory of CAT’s paratransit fleet is included in Appendix A. The inventory identifies vehicle type, model year, accessibility features and mileage.

In prior TDSPs, a vehicle replacement schedule was included based on the useful life as measured in years. A recent FDOT policy change now stipulates that vehicles are eligible for replacement based on both the useful life in years and the useful life in miles unless there is a compelling reason to replace the vehicle earlier due to excessive maintenance costs or other special circumstances. There should not be any significant negative impacts on CAT’s vehicle replacement needs resulting from this policy. It is possible that some vehicles will need to remain in service slightly longer than in prior years and defining

replacement needs and eligibility will be somewhat more complex. As CAT plans for its future replacement needs, future mileage projections, anticipated vehicle delivery dates and funding availability will need to be carefully estimated to determine when vehicles will be eligible for replacement based on the new policy.

System Safety Plan Certification

CAT's System Safety Plan Certification is included in Appendix B.

Inter-county Services

Introduced in 2011, CAT's LinC route provides inter-county service between Collier and Lee Counties. Due to its success, a secondary route inter-county connection has been identified by the Collier MPO as one of its unfunded priorities.

Emergency Preparedness and Response

CAT is identified as a responsible agency in the Collier County Comprehensive Emergency Management Plan (CEMP). The plan is designed to provide a framework through which Collier County may prevent or mitigate the impacts of, prepare for, respond to, and recover from natural, manmade, and technological hazards that could adversely affect the health, safety and general welfare of residents and visitors to the County. Additionally, this plan establishes the National Incident Management System (NIMS) as the standard for tasked agencies to use in responding to emergency events. The CEMP was approved by the Florida Division of Emergency Management and complies with Homeland Security Presidential Directives.

Education Efforts/Marketing

CAT actively markets its programs and services on social media such as Twitter, Facebook and Instagram and at a variety of local community events. Recent examples include: promotions for the Paw Pass for summer for unlimited student rides and the seasonal Beach Bus and participation in the library system's Mail-a-Book promotion for homebound residents and Lighthouse for the Blind student travel training and a public transit training day in Immokalee.

Service Standards

In order to assess quality assurance for the delivery of transportation services, the Local Coordinating Board utilizes the following services standards that form the basis for the annual review of the Community Transportation Coordinator (CAT). These standards are consistent with Section 41-2.006 Florida Administrative Code and the Code of Federal Regulation.

- Drug and alcohol program – CAT complies with applicable Federal Transit Administration requirements for all individuals in safety-sensitive positions. In addition, CAT maintains a Drug Free Workplace policy.

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- Escorts and children – Personal care attendants must be approved on initial customer application with medical documentation for reason attendant is needed. If an escort/personal care attendant is requested, they will be transported at no additional charge.
 - Child restraints – Restraints are required for children under 5 and/or under 50 lbs.
 - Rider property – Passengers are allowed to bring up to four shopping bags that fit under the passenger’s seat and/or on their lap.
 - Vehicle transfer points – Vehicle transfer points will be located in safe and secure locations. Riders have the right to vehicle transfer points that are sheltered, secure and safe.
 - Local toll free number for consumer comments – The local toll-free number for complaints is 1-855-392-1418. The number is posted in all paratransit vehicles. If a complaint cannot be resolved locally, individuals have the option to contact the statewide Transportation Disadvantaged Ombudsman Hotline at 1-800-983-2435.
 - Vehicle Cleanliness – All vehicles shall be free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials that could soil items place in the vehicle or provide discomfort for the passenger. All vehicles are cleaned (interior and exterior) on a regular schedule.
 - Billing requirements – All payments to transportation subcontractors will be made in a timely manner pursuant to Florida Statutes. All bills shall be paid within 7 working days to subcontractors after receipt of said payment by the CTC in accordance with Section 287.0585, Florida Statutes.
 - Rider/trip data – The CTC management entity will collect and store in a database the name, phone number, address, funding source, eligibility, and special requirements of each passenger.
 - Seating - Vehicle seating will not exceed the manufacturer’s recommended capacity.
 - Driver Identification - Drivers are required to announce and identify themselves by name and company in a manner that is conducive to communications with specific passengers, except in situations where the driver regularly transports the rider on a recurring basis. All drivers are to have a name badge displayed at all times when transporting passengers. Drivers also have business cards that can be distributed to passengers.
 - Passenger Loading Assistance - All drivers shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include opening the vehicle door, fastening the seat belt or utilization of wheelchair securement devices, storage of mobility assistive devices, and closing the vehicle door. Passengers, especially frail and elderly and/or disabled, shall be assisted from the door of their pick up point to the door of their destination. Other assistance may be provided except in situations in which providing assistance would not be safe for passengers remaining on the vehicle. Assisted access

must be in a dignified manner. Drivers may not assist passengers in wheelchairs more than one step up or down.

- Smoking, Drinking and Eating - There will be no smoking on any vehicles in the coordinated system. Eating and drinking on board the vehicle is prohibited. Exceptions are permitted when required due to an existing medical condition.
- Passenger No-Shows - All scheduled trips (reservations) must be cancelled at least 2 hours prior to the scheduled trip in order to avoid being deemed a “no show”. Passengers are not responsible for “no-shows” due to sudden illness, family or personal emergency, transit connection or appointment delays, extreme weather conditions, operator error, or other unforeseen reasons for which it is not possible to call to cancel or take the trip as scheduled. Late Cancellations and/or No Shows may result in suspension of service. Passengers will be notified of every “no-show” violation in writing. If a passenger receives notice of a no-show violation that proposes a suspension of service, the written notification shall also outline the passenger’s right to appeal the imposition of that sanction. All penalties reset after one year from the initial no-show violation.
- Communication Equipment - All vehicles will be equipped with two-way communication devices.
- Vehicle Air Conditioning and Heating Equipment - All vehicles in the coordinated system shall have working air conditioning and heating. Vehicles that do not have a working air conditioner and/or heater will be scheduled for repair or replacement within five days. Should a vehicle incur a problem, it will be repaired as soon as possible. The owner/operator is responsible for its repair. The priority is that the CTC provides transportation. If a vehicle’s air conditioning or heating is not functioning properly, and, if there are no other vehicles available, the passengers will be transported, rather than canceling a trip. Passengers with health conditions affected by air conditioning or lack thereof will be notified if their vehicle’s air conditioning is not working, and the passenger will be given an opportunity to decide whether or not to take the trip.
- First Aid Policy - Drivers are certified in first aid on an annual basis.
- Cardiopulmonary Resuscitation (CPR) - Drivers are certified in CPR every two years (biennial).
- Driver Background Checks - All drivers in the coordinated system must have a “favorable” background check from the Florida Department of Law Enforcement (“favorable” as defined by the Department of Children and Families policies and procedures).
- Public Transit Ridership - Through the use of a single centralized operation for CTC and fixed route service, coordinated trips will be referred to the fixed route when accessible rather than placed into the CTC paratransit system.
- The CTC will continue to market and encourage the use of bus passes, by individuals and agencies that sponsor trips. It will also measure the use of each pass per month.

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- Pick-Up Window - Passengers are not given a set pick-up time. Instead, they are told to be ready for their ride to arrive from between one to two hours before their appointment time. This window is dependent on the service area of the pick-up and drop-off points. The service areas are defined as the Naples Service Area, Golden Gate Estates Service Area, Marco Island Service Area and Immokalee Service Area. Trips within one service area have a one hour window. Trips between service areas have a two hour window. The one to two hour windows are inclusive of travel time between pick-up and drop-off. The CTC may negotiate special pick-up arrangements with the customer, in advance, as the situation dictates. These arrangements shall be documented and maintained on file to distinguish these trips from regularly scheduled trips for determining on-time performance. Medical appointments and employment must follow the “30 minutes early to zero minutes late” policy. All other trips are considered on-time if they arrive one minute before or one minute after scheduled time. Four (4) or more passengers dropped-off and/or picked-up at the same location constitute a group trip. The CTC may negotiate special arrangements with the customer or agency, in advance, for a group trip. These special arrangements will be documented and evaluated separately for on-time performance. Every effort will be made by the CTC to keep the ride times within the service window for these trips.
 - All return trips are also scheduled in advance. The pick-up process for return trips is the same as the originating trip. Depending on the location, the window may be one or two hours. General expectations are that travel within a single service area will be within the one hour window and trips between service areas will have a two hour window.
 - On-time Performance - The CTC will have a 90% on-time performance rate for all completed trips including both pick-ups and drop-offs. The CTC will report on-time performance at all LCB meetings.
 - Advance Reservations - Reservations are taken a day in advance up to 5 p.m. the business day prior to the trip request. Passengers with an urgent need to travel should call the CTC. Unless other regulations are applicable, same day trip requests cannot be guaranteed. However, the CTC will attempt to accommodate the request.
 - Accidents - There should be no more than 1.2 accidents per 100,000 miles.
 - Road Calls - There should be no less than 10,000 miles between each road call.
 - Call-Hold - All calls shall be answered within three rings, and maximum hold time shall be two minutes. The standards listed below are locally developed standards, in addition to those required by Section 41-2.006, Florida Administrative Code.
 - Driver Training - All operators, supervisors and safety-sensitive positions shall receive drug and alcohol safety training. Additional training shall consist of driver safety, passenger relations, wheelchair securement, CPR, fire safety and other topics, as deemed necessary. At a minimum, passenger relations and driver safety training shall be conducted annually. All drivers will be annually certified in First Aid. All drivers will be certified every two years in Cardiopulmonary Resuscitation (CPR).

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- Oxygen Transport - Passengers may travel with oxygen equipment provided that it is self-administered and can be safely stowed when the vehicle is en route. Drivers are not permitted to supply, connect, or disconnect oxygen.
 - Service Animals - Guide dogs or other service animals are allowed if specified when applying for TD and/or ADA sponsored transportation services. Family pets are not allowed.
 - On-Board Travel Time - The CTC will make every effort to comply with funding agencies' stated ride times. In situations where it becomes apparent that an individual's on-board travel time will exceed the one hour or two hour window (due to accidents and vehicular breakdown, as examples), the CTC will make every effort to contact the families or caregiver of the passenger.
 - Joint Lee and Collier County Local Coordinating Board Meetings - The CTC recognizes the importance of Joint LCB meetings between Lee and Collier Counties for the purpose of developing consistent inter and intra county policies. For this reason, the BCC as the CTC will make every effort to pay for out-of-county TD trips to attend the Joint LCB meetings between Lee and Collier County. These out-of-county trips will be for attendance at Joint LCB meetings only, and will be paid by the BCC, depending on the funding availability.
 - Refusal to Pay or No Pays - In an effort to ensure consistent and fair transportation services to all of our passengers, everyone is expected to pay the proper fare upon boarding a CAT Connect. To emphasize the importance of limiting No Pays, CAT Connect adopted the following, zero tolerance of refusal to pay policy: If the passenger does not have the appropriate amount to pay for his or hers co-pay, transportation will not be provided. If the passenger refuses to pay for a return trip the passenger will not be eligible to reserve a future trip until payment of the co-pay has been fulfilled.
 - Multiple Destinations - Each trip includes one destination. Brief stops at locations before the scheduled destination will not be allowed. If multiple destinations are needed, each section of the trip must be scheduled separately and the rider must pay a fare for each ride.

Local Complaint and Grievance Procedure

The Local Coordinating Board has adopted the Collier County local complaint and grievance procedures as follows:

If someone is not satisfied and/or disagrees with a decision made as it relates to program eligibility or the provision of service that individual has the right to file a grievance or to request and appeal within 60 days of the decision. For appeals to the No Show/Late Cancellation suspension, passengers must submit a written appeal within 15 business days from the date of the suspension letter.

When making contact with CAT to express a concern with any aspect of the service, customers may call 239-252-777 or write to CAT Connect at 8300 Radio Road, Naples, Florida 34104. When sending a written complaint please include details such as time, date, location and a description of the problem

you experienced. This will help in determining the appropriate personnel to contact in order to resolve any issues(s) as quickly as possible.

CAT is not required to provide ADA complementary paratransit service pending the determination of the appeal, but transportation will continue to be provided for existing passengers while a determination is pending for appeals for no show suspensions. Should the suspension be upheld, suspension implementation will commence the day after the appeal determination. If the decision takes longer than 30 days after completing the appeals process, paratransit service will be provided until that time until that time until a decision to deny the appeal is issued.

For those that are not satisfied with the resolution of the complaint, appellants also have the option to file a grievance or call the Florida Commission for the Transportation Disadvantaged Ombudsmen Hot Line at 1-800-983-2435.

The process to file a grievance or to request an appeal are described below.

Step One:

Contact the Administration General Manager of Collier Area Transit. The General Manager will investigate your concern and provide you a written response within 14 days after the appeal is received.

General Manager
Collier Area Transit
8300 Radio Road
Naples, FL 34104
Telephone: 239-252-7777 or 239-252-4997
Fax: 239-252-5753

Step Two:

Contact the Collier County Public Transit and Neighborhood Enhancement (PTNE) Division Director. The PTNE Director will investigate your concern and provide you a written response within 14 days after the appeal is received.

Public Transit and Neighborhood Enhancement Director
3299 East Tamiami Trail, Suite 103
Naples, Florida 34112
Phone: 239-252-5840 (Front Desk)
E-mail: AltTransModes@colliergov.net

Step Three:

Contact the Collier County Metropolitan Planning Organization to request a formal hearing before the Local Coordinating Board (LCB). The item will be placed on the next available LCB meeting for their

consideration. The Appellant’s attendance at that meeting is encouraged. Once the LCB hears the appeal and makes a determination, a written notification of the appeal determination will be provided.

Collier County Metropolitan Planning Organization Executive Director
 3229 Tamiami Trail, Suite 103
 Naples, Florida 34112
 Phone: 239-252-8192 (Front Desk)

Coordination Contract Evaluation Criteria

In its role as the CTC, Collier County is responsible for planning, coordination and implementation of the most cost effective transportation system possible within Collier County. Before entering into a coordination contract, Collier County analyzes local transportation needs and available resources to ensure that TD services are non-duplicative and can be provided in the most cost effective manner by the proposed coordination contractor. Collier County considers the capabilities of a proposed coordination contractor to comply with record keeping, safety, vehicle operations, state and federal civil rights laws, etc. When applicable, Collier County evaluates the past performance of the proposed coordinated provider before entering into another Memorandum of Understanding.

Cost/Revenue and Allocation and Rate Structure Justification

In March 2018, Collier County’s Public Transit and Neighborhood Enhancement Department adopted the service rates shown in Table 19 below utilizing the Florida Commission for the Transportation Disadvantaged 2017 Rate Calculation Worksheet. The Rate Calculation Model is a tool utilized by the CTD to standardize the comparison and approval of rates paid to coordinators throughout the State of Florida. The detailed Rate Model worksheets are included in Appendix C.

Table 28. CTD Calculated Rates

FY 2018/2019 CTD Rate Model	
Ambulatory Trip	\$34.02
Wheelchair Trip	\$58.32
Group Trip-Individual	\$18.10
Group Trip-Group	\$51.77
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

Source: 2018 Collier County TDSP Annual Update

During 2018, Collier County conducted an extensive fare structure evaluation to analyze potential fixed-route and paratransit fare changes, assess potential ridership and revenue impacts, minimize adverse impacts to low income and minority persons and identify fare policy recommendations.

The fare study involved a public outreach campaign involving rider intercept surveys, public workshops, and the involvement of the County's Public Transit Advisory Committee. Based on the input received, the majority (77%) of bus riders would support a fare increase if revenue is used to improve service frequency and availability or to access new locations. Fifty percent of ADA riders supported a \$0.50 fare increase and 56% of TD riders supported a fare increase of \$0.25.

At the June 12, 2018 Board of County Commissioner's Meeting a resolution was adopted to implement the following fare structure changes effective October 1, 2018. The effective date for student discount programs is June 12, 2018. Table 20 displays CAT's new fare policy.

Table 29. New CAT Fare Structure Effective October 1, 2018

Service Category	Base Fare	Reduced Fare
One Way Fare	\$2.00	\$1.00
Children 5 Years of Age and Younger	Free	Free
Transfers	Free up to 90 Min.	Free up to 90 Min
Day Pass	\$3.00	\$1.50
Marco Express One-way Fare	\$3.00	\$1.50
Smart Card Passes		
15-Day Pass	\$20.00	\$10.00
30-Day Pass	\$40.00	\$20.00
Marco Express 30-Day Pass	\$70.00	\$35.00
Smart Card Media Fees		
Smart Card Replacement Without Registration	\$2.00	\$2.00
Smart Card Registration	\$3.00	\$3.00
Smart Card Replacement With Registration	\$1.00	\$1.00
Discount Passes		
Summer Paw Pass (Valid June 1-August 31 for Students Age 17 and Under (Cost Includes Smart Card).		\$30.00
30-Day Corporate Pass		\$29.75/mo.
*Reduced Fares are For members of Medicare, Disabled Community, those 65 years and older, children 17 and under, high school and college students and active/retired military personnel. ID required. This fare also applies to the subcontracted transportation provider with the Florida Commission for the Transportation Disadvantaged that provides transportation services under the non-emergency transportation Medicaid contract for Collier County		
Promotional Fares		
Try Transit Day	Annual as designated by the Board	Free
Transit Anniversary	As designated by the PTNE Director	Free
Special Events	Up to 5 events annually (Staff may distribute fare media up to specific value).	\$200/event

Table 30. TD & ADA Fare Structure

TD & ADA Fare Structure	
ADA Fare Full/At or under poverty level	\$3.00/\$1.00
TD Fare - At or below poverty level	\$1.00
TD Fare - 101% to 150% of poverty level	\$3.00
TD Fare - 151% or higher above poverty level	\$4.00

Quality Assurance

The Local Coordinating Board conducted the last evaluation of the CTC in 2017 for the period July 1, 2015 through June 30, 2016 utilizing the CTD's QAPE/LCB CTC Evaluation Workbook. As a result, the following recommendations were made:

- Adopt a goal to “maximize effective transfer of individuals to the fixed route system”.
Status: Completed.
- The TDSP should be revised during the next major update to include a goal to transfer passengers from paratransit to transit.
Status: Completed.
- 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.
Status: Ongoing.
- Cost effectiveness and performance measures for transportation operators and coordination contracts should be provided to the LCB on an annual basis.
Status: Ongoing.
- The CTC is encouraged to review the use of handheld radios to determine if their use is efficient. An analysis was conducted and it was determined that the utilization of handheld radios is the most safe and efficient method of communication.
Status: Completed.
- The pick-up and drop-off times for medical and employment trips continues to be an issue. CAT continues to monitor performance and will incorporate appropriate standards in the new transportation operator's contract.
Status: Ongoing.
- 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 will be arriving. The CTC is encouraged to pursue the phone system to enhance customer service.
Status: Ongoing.
- 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.
Status: Ongoing.

Appendices

Appendix A: Vehicle Inventory

PARATRANSIT VEHICLES								
UNIT #	YEAR	MAKE	TYPE	LIFT/RAMP	MILEAGE	VIN #	FUNDING SOURCE	OWNER
CC2-1045	2015	CHEVROLET	GLAVEL	LIFT	141,552	1GB6G5BL4E1202016	5310	Collier BOCC
CC2-1046	2015	CHEVROLET	GLAVEL	LIFT	133,101	1GB6G5BL7E1201782	5310	Collier BOCC
CC2-1047	2015	CHEVROLET	GLAVEL	LIFT	137,606	1GB6G5BL2E1201074	5310	Collier BOCC
CC2-1048	2015	CHEVROLET	GLAVEL	LIFT	116,820	1GB6G5BL9E1201346	5310	Collier BOCC
CC2-1049	2015	CHEVROLET	GLAVEL	LIFT	150,815	1GB6G5BL5E1201389	5310	Collier BOCC
CC2-1113	2015	CHEVROLET	GLAVEL	LIFT	122,302	1GB6G5BL0F1259279	5310	Collier BOCC
CC2-1114	2015	CHEVROLET	GLAVEL	LIFT	117,513	1GB6G5BL0F1261808	5310	Collier BOCC
CC2-1115	2015	CHEVROLET	GLAVEL	LIFT	108,409	1GB6G5BL8F1262043	5310	Collier BOCC
CC2-1116	2015	CHEVROLET	GLAVEL	LIFT	118,259	1GB6G5BL6F1263000	5310	Collier BOCC
CC2-1117	2015	CHEVROLET	GLAVEL	LIFT	114,810	1GB6G5BL0F1263333	5310	Collier BOCC
CC2-1376	2016	VPG	MV1	RAMP	45,796	57WMD2C64GM100120	5310	Collier BOCC
CC2-1377	2016	VPG	MV1	RAMP	9,000	57WMD2C63GM100433	5310	Collier BOCC
CC2-1378	2016	VPG	MV1	RAMP	20,074	57WMD2C64GM100540	5310	Collier BOCC
CC2-1410	2016	CHEVROLET	GLAVEL	LIFT	73,349	1GB6GUBL7G1138289	5310	Collier BOCC
CC2-1411	2016	CHEVROLET	GLAVEL	LIFT	59,624	1GB6GUBL0G1140658	5310	Collier BOCC
CC2-1412	2016	CHEVROLET	GAVEL	LIFT	52,728	1GB6GUBL3G1265573	5310	Collier BOCC
CC2-1842	2017	FORD	GAVEL	LIFT	1,521	1FDFE4FS3HDC70786	5310	Collier BOCC
CC2-1843	2017	FORD	GAVEL	LIFT	1,465	1FDFE4FS2HDC70794	5310	Collier BOCC
CC2-1844	2017	FORD	GAVEL	LIFT	1,467	1FDFE4FS7HDC70791	5310	Collier BOCC
CC2-1845	2017	FORD	GAVEL	LIFT	1,496	1FDFE4FS1HDC70785	5310	Collier BOCC
CC2-793	2013	CHEVROLET	TURTLE TOP	LIFT	202,888	1GB6G5B6LD1153772	5310	Collier BOCC
CC2-794	2013	CHEVROLET	TURTLE TOP	LIFT	189,177	1GB6G5BL6D1153948	5310	Collier BOCC
CC2-795	2013	CHEVROLET	TURTLE TOP	LIFT	194,455	1GB6G5BL6D1155019	5310	Collier BOCC
CC2-868	2012	VPG	MV1	RAMP	89,668	523MF1A60CM101667	5310	Collier BOCC
CC2-879	2014	FORD	E450	LIFT	176,656	1FDEE4FL0EDA75938	S CONROY	Collier BOCC
CC2-997	2014	VPG	MV1	RAMP	76,441	57WMD1A65EM100427	S CONROY	Collier BOCC

Paratransit Replacement	
Year	No. of Vehicles
2018	0
2019	4
2020	5
2021	6
2022	5
2023	5
2024	1
2025	0
2026	1

Appendix B: SSPP Certification



Bus Transit System Annual Safety and Security Certification

*Certifying Compliance with Rule 14-90, FAC to the
Florida Department of Transportation (FDOT)*

February 2, 2018.
MV Contract Transportation, Inc.
8300 Radio Rd
Naples, Fl. 34104

The Bus Transit System (Agency) named above hereby certifies the following:

1. *The Agency has adopted a System Safety Program Plan (SSPP) and a Security Program Plan (SPP) pursuant to the standards set forth in Rule Chapter 14-90, Florida Administrative Code.*
2. *The Agency is in compliance with its adopted SSPP and SPP.*
3. *The Agency has performed annual safety inspections on all operational vehicles in accordance with Rule Chapter 14-90, Florida Administrative Code.*
4. *The Agency has conducted reviews of SSPP and SPP and the plans are up to date.*

Blue Ink Signature:  *Date:* 2/26/18
(Individual Responsible for Assurance of Compliance)

Name: Braian Morales *Title:* General Manager

Name and address of entity(ies) which has (have) performed bus safety inspections and security assessments:

Name: MV Contract Transportation, Inc.
Address: 8300 Radio Rd Naples, FL 34104

Name of Qualified Mechanic who Performed Annual Inspections: All Out Automotive
Rodney Batcher

** Note: Please do not edit or otherwise change this form.*

Appendix C: CTD Rate Model Worksheet

Worksheet for Multiple Service Rates

1. Answer the questions by completing the GRTN cells starting in Section 1 for all services.
 2. Review the GRTN PDF prompts showing you in step or go to certain questions and sections based on previous answers.

CTD: Collier County 8/1/2019 14
 County: Collier County

SECTION 1: Services Provided

1. Will the CTD be providing any of these services in transportation of disadvantaged passengers in the upcoming budget year?

Accessibility	Wheelchair	Blindfold	Other
<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
Go to Section 2 for Accessibility Services	Go to Section 2 for Wheelchair Services	Go to Section 2 for Blindfold Services	Go to Section 2 for Other Services

SECTION 2: Contracted Services

1. Will the CTD be contracting out any of these services TOTALLY in the upcoming budget year?

Accessibility	Wheelchair	Blindfold	Other
<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
Answer #12 for Accessibility Services	Answer #12 for Wheelchair Services	Go to #12 for Accessibility Services	Answer #12 for Other Services

2. If you answered YES to #1 above, do you want to enter the billing rate by simply dividing the proposed contract amount by the proposed Passenger Miles (passenger trips)?

Accessibility	Wheelchair	Blindfold	Other
<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
		Go to #12 for Accessibility Services	

3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service?
 How many of the total proposed Passenger Miles relate to the contracted service?

Accessibility	Wheelchair	Blindfold	Other
1,000 Miles	1,000 Miles	1,000 Miles	1,000 Miles
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Contract Rate for Contracted Services per Passenger Mile

Accessibility	Wheelchair	Blindfold	Other
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Go to Section 2 for Accessibility Services	Go to Section 2 for Wheelchair Services	Go to #12 for Accessibility Services	Go to Section 2 for Other Services

4. If you answered #1 & 2 with a Contract Rate per Trip 0.000 a per mile value for 1 or more services, INPUT the Contract per Trip Rate (not mile fee) for 0.000 then per mile fee in all above Rate per Passenger Miles for Rates:

Contracted Trip and Mile Rates			
1,000 Miles	1,000 Miles	1,000 Miles	1,000 Miles
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Go to Section 2 for Accessibility Services	Go to Section 2 for Wheelchair Services	Go to #12 for Accessibility Services	Go to Section 2 for Other Services

Worksheet for Multiple Service Rates

City: **Collier County** Session: **14**
 County: **Collier County**

1. Answer the questions by completing the GRSR cells starting in Section I for all services
2. Follow the GRSR prompts directing you to skip or go to certain questions and sections based on previous answers

SECTION III: Recruit Services

1. Do you want to charge all events a fee? Yes No

2. If you answered Yes in #1, do you want to charge the fee per passenger by: Mile Pass Mile

3. If you answered Yes in #1 and completed #2, for how many of the projected Passenger Trips / Passenger Miles will a passenger be accompanied by an escort? Passenger Miles

4. How much will you charge each escort? \$ per Passenger Trip

SECTION IV: Group Service Loading

1. If the message "You Must Complete This Section" appears in purple, what is the projected total number of Group Service Passenger Miles? Loading Miles

..... And what is the projected total number of Group Vehicle Excess Mile? 0.00

SECTION V: Rate Calculations for Multiple Services

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GRSR cells and the Rates for each Service will be calculated automatically
 - * Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet. MINUS miles and trips for non-rated services (if services were selected in the Section 2 above)
 - * Be sure to save the service 01000 if you answered NO in Section 1 or YES in question #2 in Section 3.

	01000 FOR PV			0100 - 0100		
	Amount	Wheel Chair	Minivan	Amount	Wheel Chair	Minivan
Projected Passenger Miles (including totally unaccompanied services addressed in Section 3) =	1,342,844	1,342,844	334,268	0	0	0
Rate per Passenger Mile =	\$0.07	\$0.05	\$0.05	\$0.00	\$0.00	\$0.00

	01000 FOR PV			0100 - 0100		
	Amount	Wheel Chair	Minivan	Amount	Wheel Chair	Minivan
Projected Passenger Trips (including totally unaccompanied services addressed in Section 3) =	61,418	75,566	18,547	0	0	0
Rate per Passenger Trip =	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

2. If you answered #1 above and want a COMBINED Rate per Trip (not per Mile) add the following rates for 1 or more services, ...

COMBINED Trip and Mile Rates						
	Amount	Wheel Chair	Minivan	Amount	Wheel Chair	Minivan
...INPUT the Desired Rate per Trip (not must be <u>per</u> per trip rate above) =						
Rate per Passenger Mile for Selection =	\$0.07	\$0.05	\$0.05	\$0.00	\$0.00	\$0.00

Rates of the Government Funds Have Identified On Subsidy Funds						
	Amount	Wheel Chair	Minivan	Amount	Wheel Chair	Minivan
Rate per Passenger Mile =	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00
Rate per Passenger Trip =	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Worksheet for Multiple Service Rates

City: **Collier County** Session: **14**
 County: **Collier County**

1. Answer the questions by completing the GRSR cells starting in Section I for all services
2. Follow the GRSR prompts directing you to skip or go to certain questions and sections based on previous answers

Program: **Transit Rates Use Your Worksheet Worksheet Data**

REPORTS AND PRESENTATIONS
ITEM 6A

Overview of program offered by the Agricultural and Labor Program, Inc.

OBJECTIVE: To receive an overview of the services provided by the Agricultural and Labor Program, Inc.

CONSIDERATIONS: Ms. Cheryl Burnham, Agricultural and Labor Program, Inc., will provide an overview of the agency she represents and the services they offer that may benefit clients of other agencies.

STAFF RECOMMENDATION: For the Board to receive an overview of the services provided by the Agricultural and Labor Program, Inc.

Prepared By: Brandy Otero, Collier MPO Senior Planner

ATTACHMENTS:

None

REPORTS AND PRESENTATIONS
ITEM 6B

Community Transportation Coordinator (CTC) Quarterly Report

OBJECTIVE: To review and discuss the CTC Quarterly Report.

CONSIDERATIONS: Public Transit and Neighborhood Enhancement (PTNE) Division staff representing Collier Area Transit (CAT) will present the operating statistics for the paratransit system.

STAFF RECOMMENDATION: For the Board to review and discuss the CTC Quarterly Report.

Prepared By: Brandy Otero, Collier MPO Senior Planner

ATTACHMENTS:

1. CTC Quarterly Report

APRIL 1-30 2018

Total	Days	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancel	No Shows	Passenger Trips	PCA	Guest
Weekday	21	7769	6207	5164	111473	96840	861	249	8816	946	101
Saturday	4	630	546	450	9465	8153	81	21	730	95	5
Sunday	5	277	266	224	4665	4097	39	16	329	49	3
Total	30	8676	7018	5838	125603	109090	981	286	9875	1090	109

Average	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancel	No Shows	Passenger Trips	PCA	Guest
Weekday	370	296	246	5308	4611	41	12	420	45	5
Saturday	158	136	112	2366	2038	20	5	183	24	1
Sunday	55	53	45	933	819	8	3	66	10	1

Difference Prior Year	Days	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancel	No Shows	Passenger Trips	PCA	Guest
Weekday	1	993	1023	736	17187	14302	(63)	227	1126	117	16
Saturday	(1)	(192)	(84)	(86)	(2860)	(2515)	(31)	19	(190)	13	(11)
Sunday	0	(35)	(12)	(12)	(492)	(361)	(42)	10	(54)	(17)	(2)
Total	0	766	928	638	13835	11426	(136)	256	882	113	3

Fares to Collect	Fares Deposit	Balance	% Cancel of Total Trips		% No Shows of Total Trips		Prior Year On-Time Performance	On-Time Performance	Increase
\$19,764.00	\$19,827.00	\$ 63.00	11%	3%	87.81%	92.02%	4.21%		
Ticket Sales	Sales Deposit	Balance	Prior Year PPH		No Shows Day Suspensions				
\$4,283.00	\$4,283.00	\$0.00	PPH	PPH	Difference	7	14	30	
Total Deposit	\$24,110.00		1.73	1.69	-0.04	1	1	0	
	Accidents	Road Calls							
	1	0							

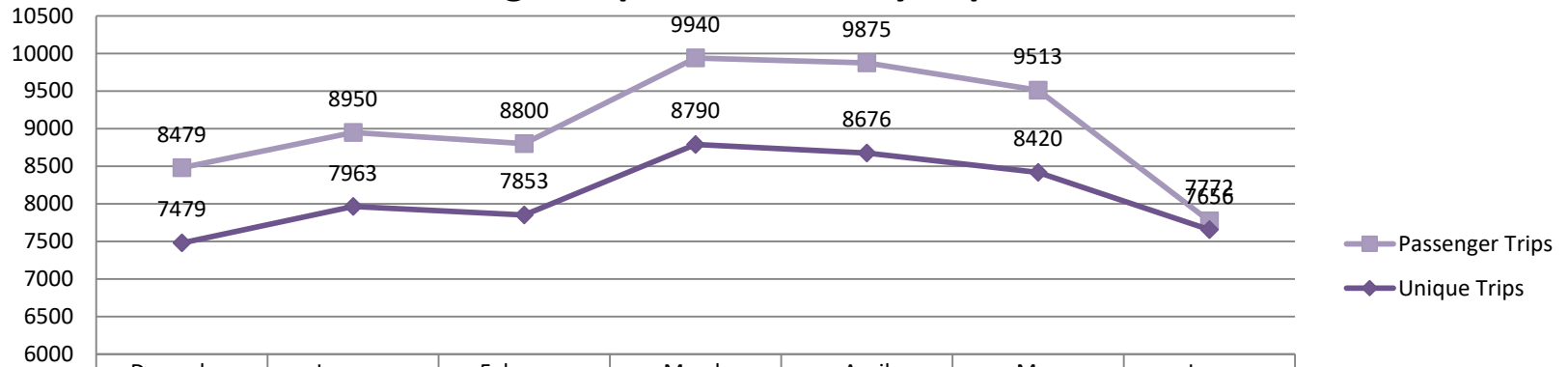
MAY 1-31 2018

Total	Days	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancels	No Shows	Passenger Trips	PCA	Guest
Weekday	22	7653	6562	5314	114032	98070	925	304	8625	857	115
Saturday	4	569	564	447	9142	7569	70	21	651	77	5
Sunday	4	198	223	184	3823	3092	25	30	237	33	6
Total	30	8420	7349	5945	126997	108731	1020	355	9513	967	126
Average		One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancels	No Shows	Passenger Trips	PCA	Guest
Weekday		348	298	242	5183	4458	42	14	392	39	5
Saturday		142	141	112	2286	1892	18	5	163	19	1
Sunday		50	56	46	956	773	6	8	59	8	2

Difference Prior Year	Days	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancels	No Shows	Passenger Trips	PCA	Guest
Weekday	0	662	1181	757	12547	9041	(140)	274	601	(88)	27
Saturday	0	(63)	88	43	(90)	(437)	(26)	19	(58)	5	0
Sunday	0	(52)	(2)	(11)	(385)	(592)	(38)	24	(68)	(12)	(4)
Total	0	547	1267	789	12072	8012	(204)	317	475	(95)	23

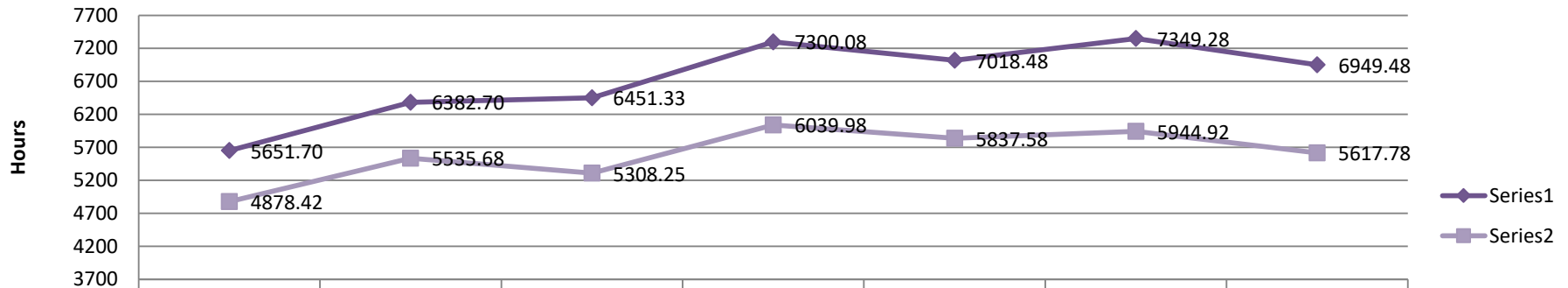
Fares to Collect	Fares Deposit	Balance	% Cancel of Total Trips		% No Shows of Total Trips		Prior Year On-Time Performance	On-Time Performance	Increase
\$18,879.00	\$18,921.00	\$ 42.00	12%	4%	85.59%	91.08%	5.49%		
Ticket Sales	Sales Deposit	Balance							
\$4,188.00	\$4,188.00	\$0.00							
Total Deposit	\$23,109.00								
			Prior Year PPH	PPH	Difference	No Shows/Day Suspensions			
			1.75	1.60	-0.15	7	14	30	
			0	0	0				
			0	4					

Passenger Trips and One Way Trips



Passenger Trips	8479	8950	8800	9940	9875	9513	7772
Unique Trips	7479	7963	7853	8790	8676	8420	7656

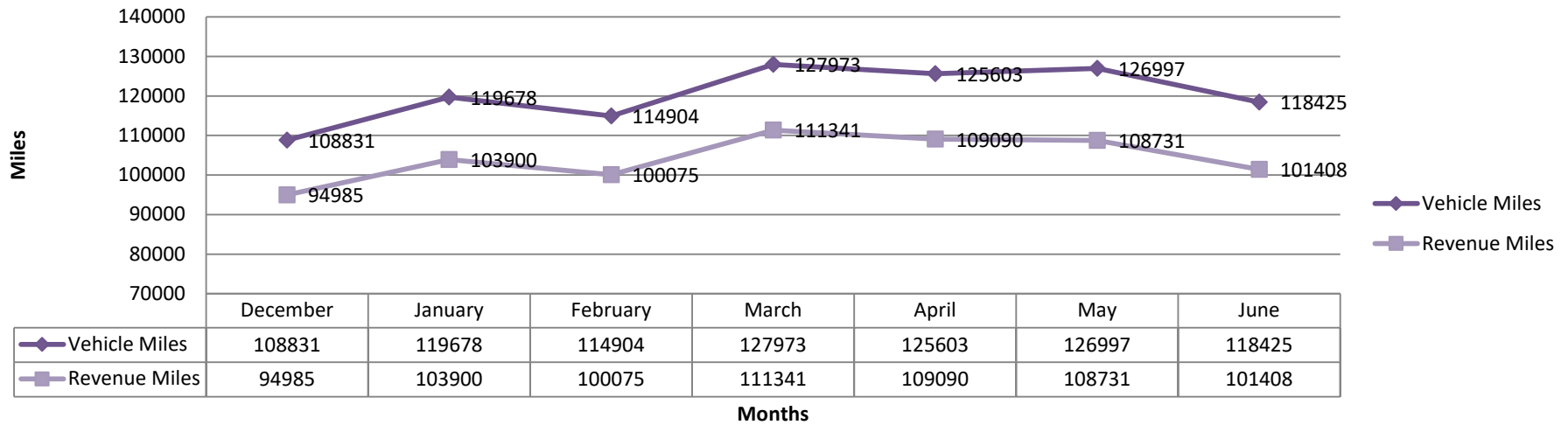
Vehicle Hours and Revenue Hours



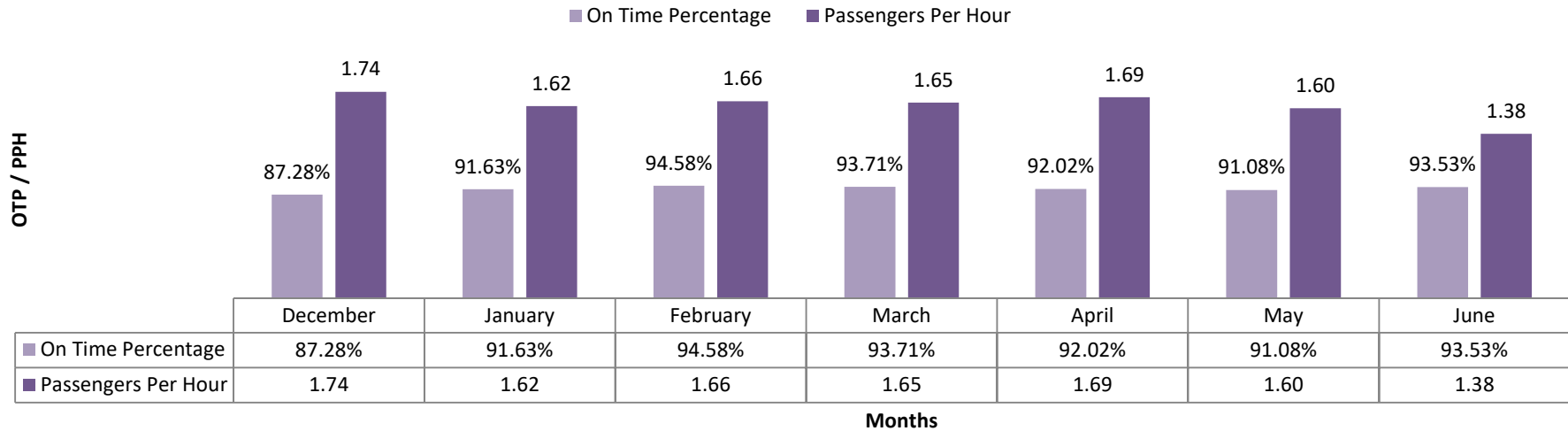
Series1	5651.70	6382.70	6451.33	7300.08	7018.48	7349.28	6949.48
Series2	4878.42	5535.68	5308.25	6039.98	5837.58	5944.92	5617.78

Months

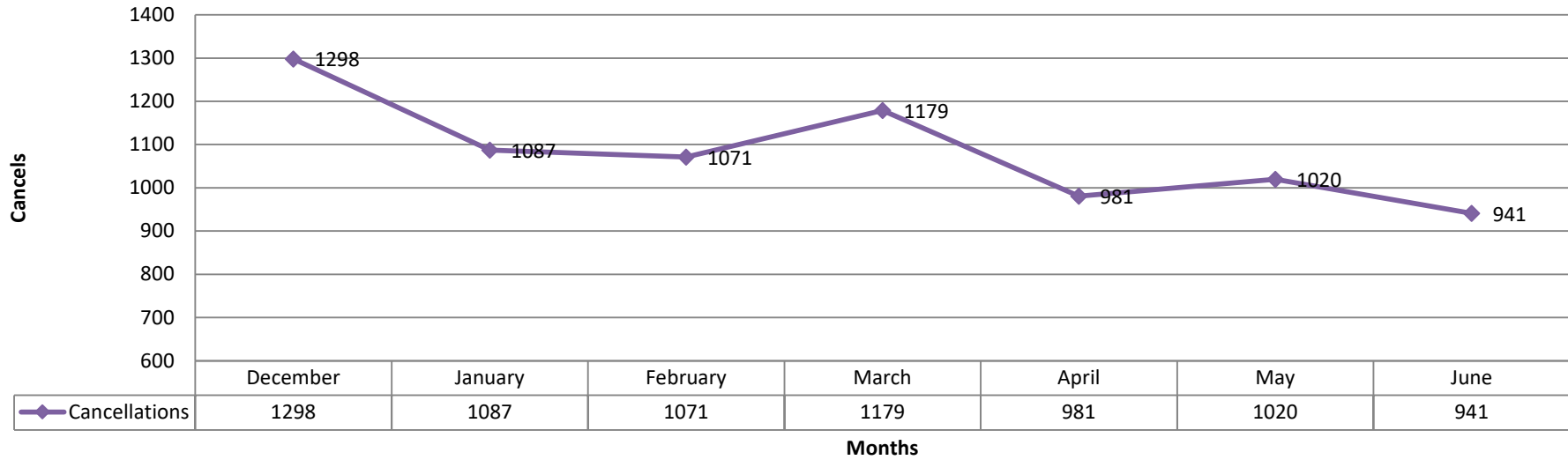
Vehicle Miles and Revenue Miles



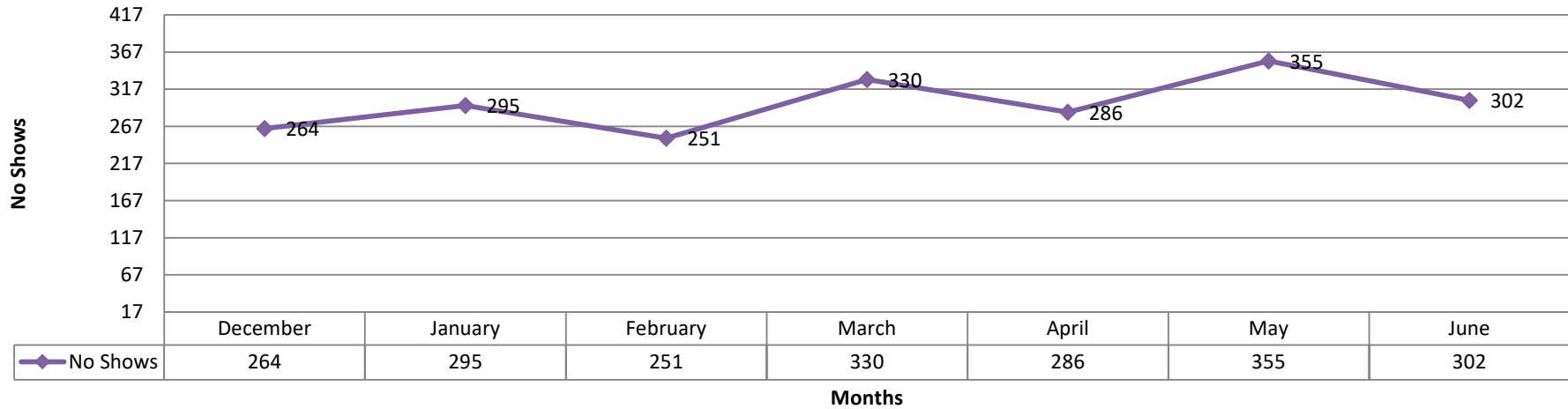
On-Time Performance and Passengers Per Hour



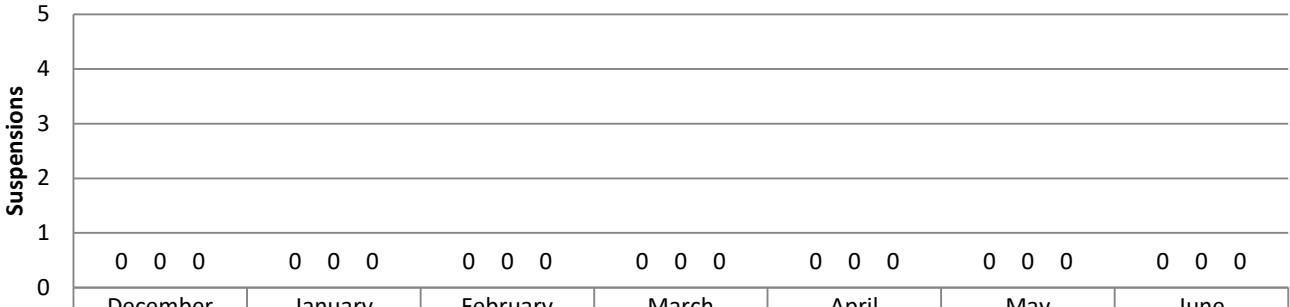
Cancellations



No Show



Suspensions

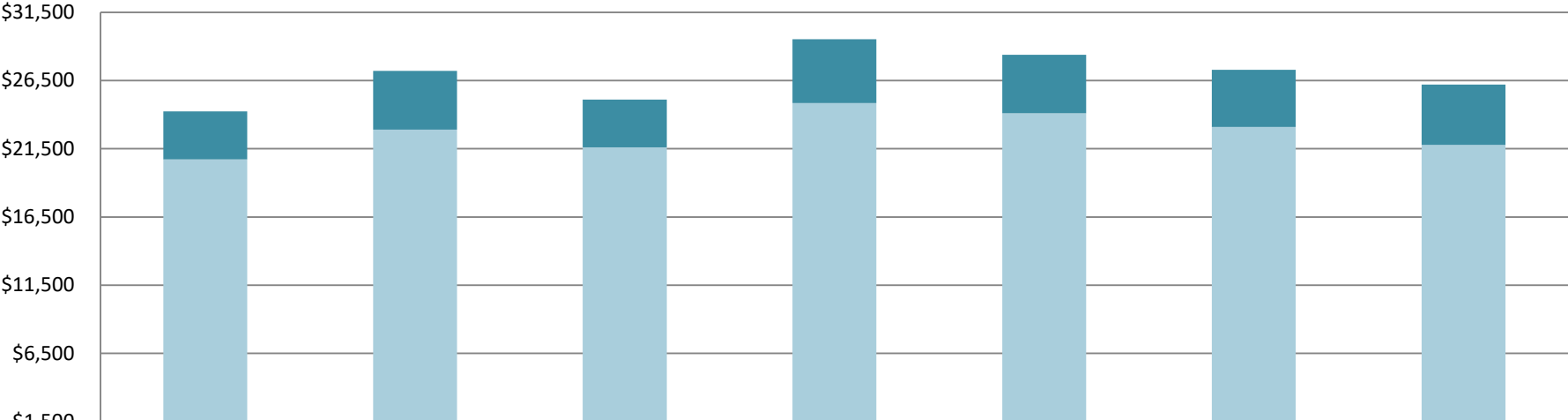


- 7 Day Suspension
- 14 Day Suspension
- 30-Day Suspension

	December	January	February	March	April	May	June
7 Day Suspension	0	0	0	0	0	0	0
14 Day Suspension	0	0	0	0	0	0	0
30-Day Suspension	0	0	0	0	0	0	0

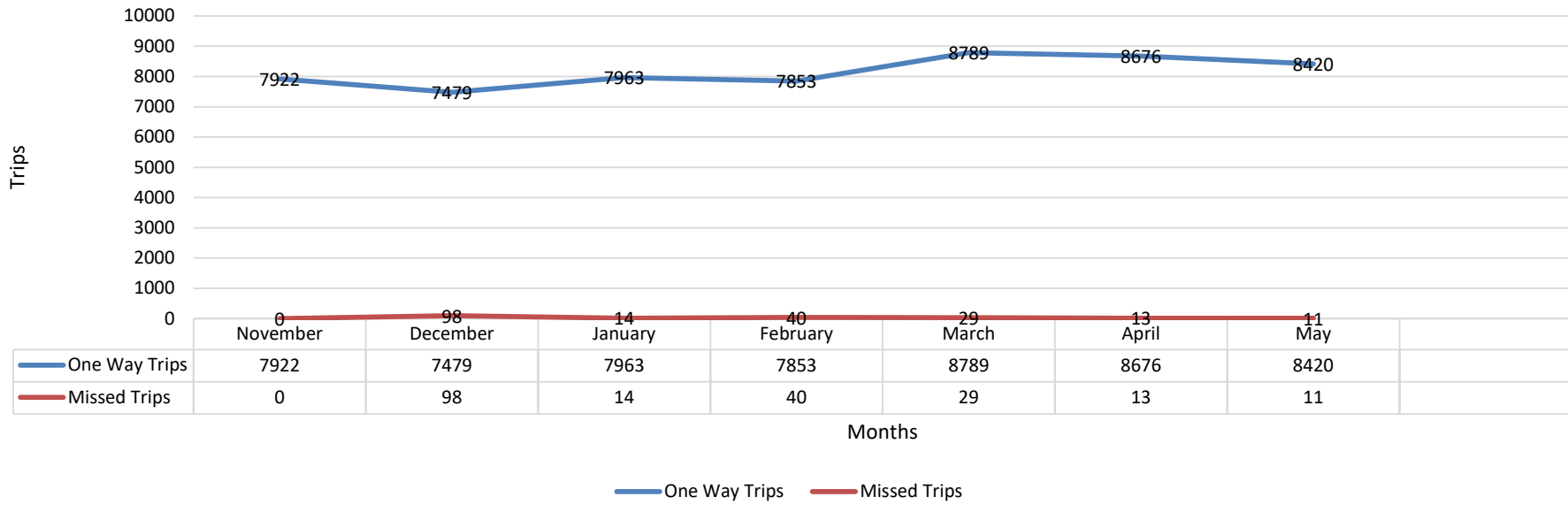
Months

Ticket Sales and Fares Collected



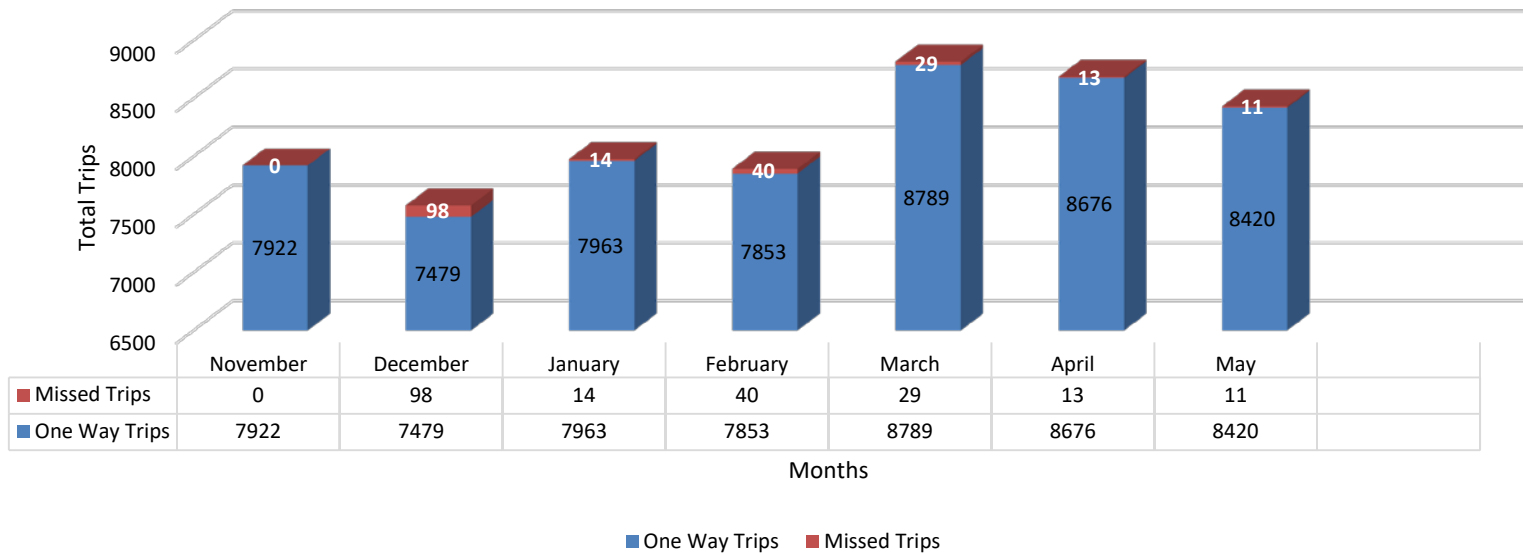
	December	January	February	March	April	May	June
Passes	\$3,527	\$4,309	\$3,493	\$4,678	\$4,283	\$4,188	\$4,420
Fares	\$20,716	\$22,904	\$21,607	\$24,856	\$24,110	\$23,109	\$21,791

Total Trips & Missed Trips



— One Way Trips — Missed Trips

Total Trips & Missed Trips



■ One Way Trips ■ Missed Trips