



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 – May 23, 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. March 7, 2018 Public Workshop Minutes
 - B. March 7, 2018 Regular Meeting Minutes
5. **BOARD ACTION**
 - A. Approval of Inventory of Private Transportation Providers
 - B. Approval of 2018 TDSP Annual Update
- C. Approval of 2018 Update to Grievance Procedures
- D. Endorsement of the TD Planning Grant Application and MPO Resolution
- E. Review and Endorsement of the MOA
6. **REPORTS & PRESENTATIONS (No Presentation)**
7. **OTHER BUSINESS**
8. **DISTRIBUTION ITEMS**
9. **BOARD MEMBER COMMENTS**
10. **NEXT MEETING DATE**
September 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) 252-5884 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) 252-5884.

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 (LCB) for the Transportation Disadvantaged
of the Collier Metropolitan Planning Organization (MPO)
Public Workshop**

PUBLIC WORKSHOP MEETING MINUTES

March 7, 2018

2:30 p.m.

Collier County Government Center
3299 Tamiami Trail East, Bldg. F, 3rd Floor
Board of County Commissioners Chambers
Naples, Florida 34112

1. Call to Order

Commissioner Fiala called the meeting to order at 2:36 p.m.

A. Roll Call with Self Introductions

Commissioner Fiala asked that members introduce themselves for the roll call.

Members Present

Donna Fiala, Board of County Commissioners (BCC), *Chairwoman*
Bonnie Zaino, Public Education (Alternate)
John Starling, Florida Department of Transportation
Joe Martinez, Agency for Health Care Administration (AHCA)
Dylan Vogel, Citizens Advocate/User
Susan Corris, Southwest Florida Regional Workforce Development Board

Members Absent

Ellie L. Roberts, Advocate/Non-User
Felix Soto, Florida Department of Children and Families
Robert Richards, Department of Education
Irene Johnson, Veteran Services
Cheryl Burnham, FL Association for Community Action
Rebecca MacKenzie, Area Agency on Aging
Emely Kafle, Representative for Children at Risk
Sherry Brenner, Disabled
Harold Kurzman, Elderly, *Vice-Chairman*

MPO Staff:

Brandy Otero, Senior Planner
Gabrielle Gonzalez, Administrative Secretary

Others Present:

Michelle Arnold, Public Transit & Neighborhood Enhancement (PTNE) Division
Omar DeLeon, PTNE
Elena Ortiz, PTNE
Braian Morales, MV
Barry Bland, MTM
Randy Farwell, Tindale Oliver
John Jenkins, PTAC

B. Pledge of Allegiance

Commissioner Fiala led the Pledge of Allegiance.

2. Approval of the Agenda

Mr. Martinez: I move to approve.

Mr. Vogel: I second the motion.

THE MOTION CARRIED UNANIMOUSLY.

3. Annual Public Workshop on Local Transportation Disadvantaged (TD) Program and Process

A. Public Comments on Local TD Program and Process

John Jenkins, representing the PTAC, stated that there has been an in-depth study for evaluation of the transit fares in Collier County. He stated that there has been a recommendation to increase the ADA and TD fares.

Ms. Arnold stated that the PTAC had not seen all the scenarios and that there would be a presentation on this in the Local Coordinating Board's regular meeting agenda, immediately following the public hearing.

B. Member Comments on Local TD Program and Process

None.

4. Adjourn Annual Public Workshop

With no further comment from the public or LCB members, Commissioner Fiala entertained a motion to adjourn the public workshop.

Mr. Martinez: I move to adjourn.

Ms. Zaino: I second the motion.

THE MOTION CARRIED UNANIMOUSLY.

**Local Coordinating Board (LCB) for the Transportation Disadvantaged
of the Collier Metropolitan Planning Organization (MPO)**

LCB REGULAR MEETING MINUTES

March 7, 2018

2:30 p.m.

Collier County Government Center
3299 Tamiami Trail East, Bldg. F, 3rd Floor
Board of County Commissioners Chambers
Naples, Florida 34112

1. Call to Order

A. Roll Call

Ms. Gonzalez called the roll and confirmed that a quorum was present.

Members Present

Donna Fiala, Board of County Commissioners (BCC), *Chairwoman*
Bonnie Zaino, Public Education (Alternate)
John Starling, Florida Department of Transportation
Joe Martinez, Agency for Health Care Administration (AHCA)
Dylan Vogel, Citizens Advocate/User
Susan Corris, Southwest Florida Regional Workforce Development Board
Harold Kurzman, Elderly, *Vice-Chairman*

Members Absent

Ellie L. Roberts, Advocate/Non-User
Felix Soto, Florida Department of Children and Families
Robert Richards, Department of Education
Irene Johnson, Veteran Services
Cheryl Burnham, FL Association for Community Action
Rebecca MacKenzie, Area Agency on Aging
Emely Kafle, Representative for Children at Risk
Sherry Brenner, Disabled

MPO Staff:

Brandy Otero, Senior Planner
Gabrielle Gonzalez, Administrative Secretary

Others Present:

Michelle Arnold, Public Transit & Neighborhood Enhancement (PTNE) Division
Omar DeLeon, PTNE
Elena Ortiz, PTNE
Braian Morales, MV
Barry Bland, MTM
Randy Farwell, Tindale Oliver
John Jenkins, PTAC

B. Pledge of Allegiance

Commissioner Fiala led the Pledge of Allegiance during the Public Workshop, held right before the regular meeting.

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

None.

3. Approval of the Agenda

Commissioner Fiala entertained a motion to approve the agenda.

Ms. Zaino: **I move to approve the agenda.**

Mr. Vogel: **I second the motion.**

THE MOTION CARRIED UNANIMOUSLY.

4. Approval of Meeting Minutes

A. December 6, 2017 Meeting Minutes

Commissioner Fiala entertained a motion to approve the previous meeting's minutes.

Ms. Corris: **I move to approve.**

Ms. Zaino: **I second the motion.**

THE MOTION CARRIED UNANIMOUSLY.

5. Board Action

A. Election of Vice-Chair

Commissioner Fiala entertained a motion for election of Vice-Chair.

Mr. Martinez: **I nominate Mr. Harold Kurzman.**

Ms. Zaino: **I second the motion.**

THE MOTION CARRIED UNANIMOUSLY.

B. Approval of Proposed Rate Model

Ms. Arnold stated that they are required to submit a rate model annually. She stated that the rate model is formula based and used to determine the reimbursement rate for the Trip and Equipment grant. Ms. Arnold stated that as part of the acceptance process the Local Coordinating Board (LCB) is required to approve the information provided in the rate model. She stated that the rate model has already been submitted to the Commission for the Transportation Disadvantaged (TD) and they're reviewing it simultaneously. Ms. Arnold stated that if there were any changes requested by the TD Commission this item would be brought back as information for the Board.

Commissioner Fiala asked if there were any further questions and entertained a motion for approval of this item.

Mr. Kurzman asked if this model was used throughout the state. Ms. Arnold replied that it is.

Mr. Kurzman: I move to approve.

Mr. Martinez: I second the motion.

THE MOTION CARRIED UNANIMOUSLY.

C. Review and Endorsement of Collier County Fare Study Recommendations

Mr. Randy Farwell, with Tindale Oliver, gave a presentation covering an overview of the fare study. Mr. Farwell covered the Fare Study's objectives, listed below:

- Analyze potential fixed-route and paratransit fare changes
- Assess potential ridership and revenue impacts
- Identify fare policy recommendations
- Minimize impacts to low income and minority persons as required by the Federal Transit Administration (FTA)

Mr. Farwell also covered the existing fare structure for Fixed Route and Paratransit services, ridership for each as well as revenue trends for each. He then covered conceptual fare alternatives for each service and recommendations. The recommendations for Fixed Route services are as follows:

- Implement Scenario D
 - Enhances value of passes to minimize ridership loss (estimated -66,000 to 54,000 annually)
 - \$68,000—\$209,000 in potential additional revenue estimated
- Smartcard fee
 - Eliminate \$2 charge
 - If fee retained, reduce number of transactions by combining smartcard fee with pass price

Recommendations for Paratransit services are as follows:

- Implement Scenario 14
 - No fare change to ADA or lowest-income TD fares (paying \$1, \$3, or \$4)
 - Reduce the number of income-based TD fare categories to streamline collection and administration (Riders now paying \$5 and \$7 will pay \$4)

- No estimated ridership impacts; minimal revenue impacts (-\$6k annually)
- Postpone fare increase to within next two years
 - Last fare increase in 2012 was only for paratransit
 - Provides time to prepare for fare increase
 - Tie future ADA fare increases to base fixed-route fare increases
 - Explore unlimited paratransit pass or reduced cost trip booklets to minimize financial impacts for frequent riders

Mr. Farwell also covered other policy recommendations in his presentation which include exploring the sale of passes at third party vendors, exploring the use of smartphones to purchase passes/fares, including college students and military personnel as eligible for reduced fares, and implementing a free transit day to attract new riders. Mr. Farwell discussed the next steps with the Board as part of his presentation. The next steps for completion of the Fare Study are to prepare a draft report including the LCB's recommendations and presenting a draft report to the Metropolitan Planning Organization (MPO) advisory committees in April, the MPO Board in May, and the Board of County Commissioners (BCC) in June. Mr. Farwell concluded his presentation and opened the floor for questions and comments from Board members. Mr. Farwell's presentation was included in the Board members packets and can be provided to anyone who requests it.

There was one public speaker on this item. His comments are summarized below:

Mr. John Jenkins, representing the Public Transit Advisory Committee (PTAC) stated that there were good comparisons made to all the other counties in Florida that were looked at as part of the Fare Study. He stated that Collier County is one of the most expensive places to live in Florida and to equate the cost of transit services in other counties to that of Collier is not realistic. Mr. Jenkins stated that most Collier County workers lived outside of the County because they simply cannot afford to live here. Mr. Jenkins asked how counties with significantly lower transit rates are able to manage their systems when Collier County is at raising fares to \$4. He asked if those counties were being subsidized.

Mr. Farwell stated that other areas may be receiving a local subsidy or they may be providing significantly less service to their riders. He stated that Collier County does not want to lose the level of service they're currently providing because that's what is really needed. Mr. Farewell stated that the Fare Study is looking at ways to increase revenues to maintain level of service while also reducing impacts to ridership and attract more riders.

Mr. Jenkins stated that Collier County is one of the wealthiest and beautiful places to live in Florida. He stated that he believes the local government should provide a subsidy so that fares are not increased for riders that fall under the Americans with Disabilities Act (ADA) and TD riders. Mr. Jenkins stated that Collier County should step up and do better for persons with disabilities.

Mr. Arnold stated that the recommendation is to consolidate the Paratransit fares, not raise them. Mr. Farewell stated that there would be no increase to ADA or TD fares. He stated that the top 2 fare categories would end up paying a little less.

Mr. Jenkins stated that he was concerned that some riders currently at a lower rate may be pushed into a higher rate. Mr. Farewell stated that there would be no changes to income brackets.

Mr. Kurzman noted that this County is also rather large and average trip time tends to be longer than that of other counties.

Mr. Jenkins stated that his other area of concern was the recommendation to tie Paratransit increases to Fixed Route increases. He stated that it did not seem appropriate to do this without further consideration.

Commissioner Fiala thanked Mr. Jenkins for being conscientious of those that are disadvantaged. She asked Mr. Farewell how many people have attended the public meetings held as part of the study. Mr. Otero stated that there was a meeting held at the transfer station on site where staff received many comments and another meeting in Immokalee where a few people came out and provided comments. Commissioner Fiala commended staff for going out to reach the public.

Mr. Farwell stated that the open house at the transfer center was a great idea and very useful because people came in to wait to transfer buses and staff was able to talk to them. He stated that there were about 60-75 completed surveys.

Ms. Arnold stated that this would ultimately go to the BCC for final approval.

Mr. Jenkins stated that his only remaining concern was the approval of tying any Paratransit increases to future Fixed Route increases. Ms. Arnold stated that nothing is automatic and anything that is studied in the future will come back before the PTAC, the LCB, and the BCC.

Commissioner Fiala entertained a motion for endorsement of the Fare Study.

Mr. Kurzman: I move to endorse.

Mr. Starling: I second the motion.

THE MOTION CARRIED UNANIMOUSLY.

D. Review and Endorsement of the 2018/19 Shirley Conroy Grant Application

Ms. Arnold stated that this was an after the fact item as the deadline for submittal had already passed. She stated that they were unsuccessful in attaining this grant last year however, they have resubmitted this year and are asking the Board for approval. She stated that Commissioner Fiala's signature would be required at the end of the meeting. Ms. Arnold stated that the application was for one 12-passenger Paratransit vehicle.

Mr. Kurzman asked what other options were available if the application was not approved this year. Ms. Arnold stated that they could apply for other grants. She stated that vehicle maintenance staff has been excellent in maintaining vehicles until they can be replaced.

Commissioner Fiala entertained a motion for approval of this item.

Mr. Vogel: I move to approve.

Mr. Zaino: I second the motion.

THE MOTION CARRIED UNANIMOUSLY.

6. Reports and Presentations (May Require Board Action)

A. Community Transportation Coordinator (CTC) Quarterly Report

Ms. Arnold stated that this report was for the months of October through December. She stated that in the month of September ridership decreased significantly, due to the Hurricane. Ms. Arnold stated that ridership was back up in October, which is typically a higher month. She stated that the ridership didn't completely recover from

BOARD ACTION
ITEM 5A

Approval of the Inventory List of Private Transportation Providers

OBJECTIVE: To approve the updated inventory list of Private Transportation Providers.

CONSIDERATIONS: The LCB must annually update the inventory of private transportation providers in order to comply with the requirements of the Collier MPO's Transportation Disadvantaged Planning Grant.

The current list of private transportation providers was compared against the Florida Department of State Division of Corporations website (www.sunbiz.org). The only companies included are those that are legally registered with the Florida Department of Corporations.

STAFF RECOMMENDATION: That the Board approve the list for submission to the TD Commission.

Prepared By: Brandy Otero, Collier MPO Senior Planner

ATTACHMENTS:

1. List of Private Transportation Providers

2017 List of Private Transportation Providers *

2017 Doc #	2017 Status	Name / Company	Licensee Number
394782	Active	Wheelchair Transport Service, Inc.	LCCTO20080000556
P15000037985	Active	BLUE AREA TRANSPORTATION INC	LCCTO20150002059
L05000054939	Active	PALM-AIR TRANSPORTATION, LLC	LCCTO20140003074
L05000113592	Active	Preferred Shuttle LLC	LCCTO20100001647
L05000119388	Active	Ion Transportation, LLC	LC2007000111
L06000060122	Active	MBA Airport Transportation LLC	LCCTO20080000080
L06000089699	Active	Hollywood Limos of Naples LLC	LC2007000034
L06000112808	Active	Gold Star Transport, LLC, (DBA) Tommy's Car Service	LCCTO20090001211
L07000056182	Active	Superior Airport Shuttle LLC	LC2007000052
L07000120363	Active	Naples Transportation & Tours, LLC	LCCTO20090000069
L08000065552	Active	Kreider Enterprises LLC (DBA) Bobby's Airport Transportation	LCCTO20120003198
L09000069455	Active	Florida Garden Coach, LLC	add in 2017
L09000098156	Active	Go Platinum Transportation, LLC	LCCTO20090002265
L09000109823	Active	Airport Express Shuttle, LLC	LCCTO20090002215
L10000078249	Active	ABOVE ALL AIRPORT RIDES. LLC	L10000078249
L11000021775	Active	K. T. S. LLC	LCCTO20150000109
L12000005599	Active	JACK'S AIRPORT TAXI, LLC	LCCTO20140003890
L12000024618	Active	Go Native Adventure Tours, LLC	LCCTO20130001857
L12000072416	Active	Collier Coach LLC	LCCTO20120003757
L12000104856	Active	Victor Fast Transportation LLC	LCCTO20120003378
L12000134109	Active	Naples Elite Transportation, LLC	LCCTO20130001100
L12000141547	Active	Call Saul - Your Personal Driver, LLC	LCCTO20130003572
L12000161357	Active	VALET PROS LLC	LCCTO20130003271
L13000051191	Active	Consider It Done Consulting, LLC (DBA) My Driver	LCCTO20130003428
L13000059967	Active	Sunlight Transportation, LLC (DBA) SWFL-LIMO	LCCTO20130001755
L13000129175	Active	Airport Express Naples LLC dba Direct Transportation	LCCTO20140002706
L14000004736	Active	All Around Transportation L.L.C.	LCCTO20150003016
L14000041355	Active	Naples Taxi Alberto's, LLC	LCCTO20130001697
L14000041355	Active	NAPLES TAXI ALBERTO'S LLC	L14000041355
L14000051797	Active	Care Med Transportation, L.L.C.	LCCTO20140002739
L14000068204	Active	ANDERSON'S DRIVING SERVICE, LLC	LCCTO20150000275
L14000105639	Active	Clearwater Transportation Company, LLC	LCCTO20140003469
L14000180284	Active	ON TIME CAR SERVICE "LLC"	LCCTO20140004205
L14000191240	Active	Sunlight Limo LLC	LCCTO20150000522
L15000068494	Active	ASCOT TRANSPORTATION, LLC	LCCTO20150001775
L15000118186	Active	OUT ON THE TOWN TRANSPORTATION, LLC	LCCTO20150003179
L15000122341	Active	RC TAXI SERVICES LLC	LCCTO20150003397
L15000123758	Active	P & J Transportation LLC	LCCTO20120000819
L15000142483	Active	B & K Transportation Services	L15000142483
L16000035957	Active	The Best Transportation In Naples, LLC	LCCTO20120004347
L16000204171	Active	Clearwater Transport, LLC	LCCTO20140003469
L85378	Active	Aaron Airport Transportation Inc	LCCTO20120001305
P02000008780	Active	Ocean Drive Travel and Tours, Inc.	LCCTO20130002543
P02000024339	Active	CSP Associates, Inc (DBA) Ambassador Transportation	LCCTO20110003784
P03000006541	Active	Dolphin Transportation Specialists, Inc.	LC2007000122
P03000020491	Active	Naples Airport Shuttle, Inc.	LC2007000048
P03000089714	Active	Naples Chauffeur Service, Inc.	LC2007000038
P04000072212	Active	Doino Classic Transportation, Inc. (DBA) Classic Transportation	LC2007000136
P04000118241	Active	Roger's Limo Service, Inc.	LC2007000047
P04000165392	Active	Alpha Transportation Services	LCCTO20150003005
P05000060144	Active	J. Poelker Transportation Services, Inc, DBA Apple Transportation	LC2007152565
P05000071212	Active	Yellow Cab Transportation of Lee County Inc (DBA) Yellow Cab Transportation of Collier County	LCCTO20110000435

P05000124873	Active	Maintain Domain Etc. Inc.	LCCTO20110003359
P05000131512	Active	Naples Limousine Service, Inc. dba Naples Limousine	LC2007000093
P05000150202	Active	Canary Transportation, Inc	LC2007000103
P06000000759	Active	Clean Ride Limo, Inc.	LCCTO20150000424
P06000026022	Active	Arkway Taxi, Inc	LC2007000108
P06000057093	Active	Atlantis Cars & Limousines, Inc	LC2007000146
P06000107876	Active	Limotions Inc	LCCTO20090000353
P07000069504	Active	American Comfort Limousines, Inc.	LCCTO20080000103
P07000115042	Active	Guiampu Corp	LCCTO20080000988
P08000087884	Active	EZ JOURNEY INC	LCCTO20090000040
P09000015212	Active	Ocean Line Transportation Inc.	LCCTO20090000284
P09000062272	Active	A 1 on 1 Professional Limousine Service, Inc.	LCCTO20090002266
P09000078579	Active	VANDERBILT TRANSPORTATION COMPANY	LCCTO20090001958
P10000001101	Active	Eagle Taxi Inc	LCCTO20080000622
P10000012661	Active	A CARR TRANSPORTATION INC	LCCTO20100000426
P10000021639	Active	Luxury Taxi Service of SWFL Inc, (DBA) Luxury Taxi Service	LCCTO20080000021
P10000021710	Active	TAXI PAM, INC.	LCCTO20100001340
P10000024724	Active	Crowne Transportation Inc	LCCTO20120000599
P10000034763	Active	Taxi Hispano SW, Inc	LCCTO20110000345
P10000075171	Active	Five Star Enterprises of Southwest Florida, Inc.	LCCTO20110001120
P11000028295	Active	Flamingo Transportation	P11000028295
P11000058954	Active	A Blue Ribbon Transportation Services Co.	LCCTO20130001075
P12000008555	Active	Taxi Latino Inc	LCCTO20120000516
P12000058344	Active	ANY TIME PARTY BUS, INC	LCCTO20150000388
P12000070683	Active	El Catrachito Taxi Inc	LCCTO20120003384
P12000099534	Active	Bluebird Mobility Inc.	LCCTO20130001032
P13000008170	Active	avid's	LCCTO20130000519
P13000066295	Active	Poly Taxi Inc	LCCTO20130002941
P13000068194	Active	TLC Transport Company of Southwest Florida Inc.	LCCTO20130003356
P13000085497	Active	BLUEBIRD TAXI OF LEE COUNTY INC (DBA) BLUEBIRD EXECUTIVE SEDAN TRANSPORTATION	LCCTO20110000432
P13000092092	Active	Engel and Welch Enterprises, Inc.	LCCTO20140004346
P13000092484	Active	PRISTINE TRANSPORTATION, INC (DBA) PRISTINE TRANSPORTATION	LCCTO20130004023
P14000051994	Active	Independent Taxi Naples Inc	LCCTO20150000661
P15000006623	Active	Safeway Taxi Corp	LCCTO20150000396
P15000017080	Active	T&T Tzonev Inc (DBA) Abritus	LCCTO20150001113
P15000041097	Active	Red Rover Transportation of SW FL Inc	LCCTO20150002061
P15000043913	Active	NAPLES EXPRESS TRANSPORTATION, INC.	LCCTO20150002020
P15000063906	Active	ALL ABOARD LIMO INC	LCCTO20150003490
P15000085150	Active	Naples Royal Transportation, Inc.	Added 2016
P16000007596	Active	CITY TRANSPORTATION OF NAPLES, INC	LCCTO20150002359
P17000079556	Active	Naples Limo Services	Added 2016
P93000064088	Active	Majestic Transportation Services Inc	LC2007000050
P94000041309	Active	ROYAL FLORIDIAN TRANSPORTATION, INC.	LC2007000053
P95000018197	Active	A-OK Transportation, Inc.	LC2007000002
P95000096326	Active	Elite Limousine Service of SW Florida, Inc.	LC2007000042
P96000003308	Active	The Nellie Group Inc, (DBA) A-Action Transportation Service	LC2007000003
P96000069918	Active	Checker Airport Transportation, Inc.	LCCTO20110000416
P97000093935	Active	Alfonso Transport, Inc	P97000093935
P99000030245	Active	L.A. Limousine Service, Inc.	LC2007000051

the hurricane and then there was a dip in ridership in November and December. Ms. Arnold stated that revenues followed the ridership trends and that passengers per hour stayed stable during the 3 months. She stated that on time performance reduced, with the best month being October at 91%, and lowering to 88% in November and 87% in December. Ms. Arnold also stated that there was an increase in cancellations in the month of December, this being the highest for cancellations they've seen. She stated that there were also significant no-shows during the 3-month period. Ms. Arnold stated that at the last meeting members of the public expressed concerns with the fact that there were a lot of late services which causes folks to miss their appointments. Ms. Arnold stated that the significant increase in no-shows may be attributable to this factor.

Commissioner Fiala asked what can be done when there is heavy traffic and drivers are running late. Ms. Arnold stated that there isn't much that can be done about the traffic congestion however, there should be better communication between drivers and dispatch to alert riders of the lateness.

Ms. Arnold continued with her report stating that suspensions were also unusually high during the quarter and that this would be looked into further. She stated that ticket sales and collections were normal for the quarter and that complaint numbers had gone down. Ms. Arnold stated that complaints are being handled differently in order to more effectively address customer complaints.

B. Paratransit Services Performance Improvement Measures

Ms. Arnold stated that she has been looking at the contract for the vendors, more specifically the operating vendor. She stated that an amendment was taken to the BCC that would strengthen their performance measures and liquidated penalties associated with things that are negatively impacting the system. The amendment added a liquidated damage for failing to escort ADA passengers as that is a requirement, an added penalty for excessive late trips and defined what an excessive late trip is. Ms. Arnold stated that in order to be fair to the vendor circumstances that are beyond their control, such as heavy traffic, are considered. Ms. Arnold stated that they have found that some drivers are getting to a location and arriving and performing at the same time, which is skewing the data provided. She stated that a penalty has been added for drivers not documenting properly. Ms. Arnold added that penalties have also been added for missed trips and closed runs. She stated that they are trying to get the vendor to schedule drivers based on demand. If they are closing runs, meaning not increasing the run because they don't have sufficient drivers, they will be penalized for that.

Mr. Martinez asked for clarification on the meaning of missed trips and closed runs. Ms. Arnold stated that a missed trip is one that did not happen. She stated that a closed run is a trip that requires an added vehicle and driver and isn't accommodated. Ms. Arnold stated that there need to be enough drivers to meet the demand or number of trips in the service.

Mr. Martinez asked if quarterly reports can be provided from the vendors. Ms. Arnold stated that this could be requested, but she is hoping there won't be any violations to the new terms. Mr. Martinez stated that he believed statistical data was necessary to address the concerns of riders that have come before the Board in the past.

Ms. Arnold stated that they have also modified the training requirements to fit the services being provided. She also stated that they will also be installing tablets in the vendors vehicle in order to have the same technology that is currently present on the County vehicles. This would provide more accuracy in terms of reporting. Ms. Arnold stated that they are also in the process of introducing negotiated trips timing which would provide for passengers to negotiate when they need to get to a location. She stated that this requires a lot of training but would provide a higher level of efficiency.

Mr. Morales, General Manager for MV Transportation, stated that he has updated the ad for recruiting and included a \$500 sign on bonus to increase recruiting efforts. He stated that they are also doing a cost of living study to make sure the wages are competitive.

Mr. Martinez asked if MTM was still one of the vendors on contract. Ms. Arnold stated that they are and introduced their new General Manager, Barry Bland.

Mr. Bland stated that there were a lot of moving parts in all of this. He stated a lot of things that were done in the past created wasted time in the Paratransit program. Mr. Bland stated that the system must get more efficient because ridership is growing and they are working towards that.

Ms. Arnold stated that they were looking at a new request for proposal (RFP). She stated that the current system is using two vendors to provide service, however, they were going back to the old model of having one contractor provide all services.

Mr. Kurzman asked when the new contractor would come on Board. Ms. Arnold stated that the RFP should be out for proposals in May and the likelihood is a January start date for a new contractor.

Commissioner Fiala commended Michelle on her work and the report provided.

C. Presentation of Transportation Disadvantaged LCB Training

Ms. Otero gave a Power Point presentation covering the LCB Annual training. The presentation covered the definition of an MPO and what the MPO's responsibilities are, the composition of Collier MPO, the MPO's funding, LCB funding, and the Unified Planning Work Program (UPWP). She also covered the LCB's operating guidelines, the composition of the LCB, their duties, and grant requirements. Ms. Otero also covered an overview of Paratransit services, the definition of TD, TD eligibility, and trip prioritization. Lastly, she covered some of the LCB's procedures and processed to include the grievance process. Ms. Otero concluded her presentation and opened the floor for comments and questions from Board members. There were no questions. The presentation was included in the Board members agenda packets and can be provided to anyone who requests it.

7. Other Business

Ms. Otero introduced John Starling, representing FDOT. She stated that he would be representing them for a short period of time until they hire someone to replace Pam Barr. Mr. Starling stated that the department would have 2 new hires soon and a new representative should be present at the next meeting.

8. Distribution Items (no presentation)

9. Board Member Comments

None.

10. Next Meeting Date:

May 2, 2018 at 2:30 p.m.

11. Adjournment

With no further business to discuss, Commissioner Fiala adjourned the meeting at approximately 4:33pm.

BOARD ACTION
ITEM 5B

Approval of the 2018 Transportation Disadvantaged Service Plan (TDSP) Annual Update

OBJECTIVE: To approve the 2018 TDSP Annual Update.

CONSIDERATIONS: Every year, Collier County is required to submit an annual update to the TDSP to the Florida Commission for the Transportation Disadvantaged (CTD). 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. The 2018 annual update to the TDSP was prepared by MPO Staff and is shown in **Attachment 1**. The document must be submitted to the CTD prior to July 1st.

The document was advertised for a 14-day public comment period which expired on May 9th. There were no comments received during the public comment period. The 2018 update to the TDSP will subsequently be ratified by the MPO Board on June 8th.

STAFF RECOMMENDATION: Review, comment and approve the 2018 Transportation Disadvantaged Service Plan (TDSP) annual update.

Prepared By: Brandy Otero, Collier MPO Senior Planner

ATTACHMENTS:

1. 2018 TDSP Annual Update



Disadvantaged Service Transportation PTNE
 ADA BUS Plan CAT
 ADA Service ADA
 Plan Collier County
 CTD ADA
 ADA
 Transportation CAT
 Disadvantaged Disadvantaged BUS

**Transportation
 Disadvantaged
 Service Plan**

**Annual Update
 Adopted May 23,
 2018**

CTD Transportation Service ADA PTNE Disadvantaged
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 Service

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TDSP Certification

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

We further certify that the rates contained herein have been thoroughly reviewed, evaluated and approved. This Transportation Disadvantaged Service Plan was reviewed in its entirety and approved by the Local Coordinating Board at an official meeting held on May 2, 2018 and by the MPO Board at an official meeting held on May 11, 2018.

Date

Local Coordinating Board Chairperson

Approved by the Commission for the Transportation Disadvantaged:

Date

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

LCB ROLL CALL VOTE
for Approval of Collier County's
Transportation Disadvantaged Service Plan Update
May 2, 2018

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

SECTION 1 INTRODUCTION

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

The Transportation Disadvantaged Service Plan (TDSP) is an annually updated tactical plan developed by the CTC and the MPO under the guidance and approval of the LCB in accordance with the requirements set out in Rule 4102, F.A.C. Chapter 427, F.S., requires each County to develop a Transportation Disadvantaged Service Plan (TDSP) for the Transportation Disadvantaged program, with a Major Update every five years, at a minimum. This 2018 Minor Update is outlined to meet the requirements established by the State of Florida that require each county to develop a TDSP. The 1979 Florida Legislature passed the Transportation Services Act, Chapter 427, Florida Statutes (F.S.), which called for the coordination at the County level of all Federal and State expenditures for the "transportation disadvantaged."

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

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

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

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

1) DEVELOPMENT PLAN

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

2) SERVICE PLAN

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

3) QUALITY ASSURANCE

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

For the purposes of this minor update, the mandatory components will be updated. No additional optional updates are included in this document.

SECTION 2

MANDATORY TDSP REQUIREMENTS

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

1. Previous TDSP Review Letter

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

Needs Assessment

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

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

In 2013, CUTR released the Paratransit Service Demand Estimation Tool that replaced the 1993 methodology used to forecast paratransit demand. While the TDSP guidance handbook has not been updated, the new tool was used for the development of TD population forecasts in the 2014 TDSP Major Update adopted by the LCB on October 25, 2013. The data prepared in the TDSP Major Update indicates that the Collier County forecast of TD population in 2017 is 150,343. This includes all disabled, elderly and low-income persons and children who are “high-risk” or “at-risk”. These population groups are further refined to identify the “Critical Need TD” population. This population includes individuals who, due to severe physical limitations or low incomes, are unable to transport themselves or purchase transportation, and are dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life sustaining activities. The Critical Need TD Population for 2017 is forecasted to be 14,835.

Barriers to Coordination

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

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

Other barriers to TD coordination include:

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

2. Goals and Objectives

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

The mission of the Collier County Local Coordinating Board is:

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

CAT's mission is:

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

Collier Area Paratransit's mission is:

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

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

GOAL 1: Implement a fully coordinated transportation system.

Objective 1.1

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

Objective 1.2

Coordinate efforts with Collier Area Transit.

Objective 1.3

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

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

Objective 2.1

Increase effective use of transportation services.

Objective 2.2

Consistently provide on-time service.

Objective 2.3

Track and improve call-hold time.

Objective 2.4

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

Objective 2.5

Increase fixed route utilization.

Objective 2.6

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

Objective 2.7

Increase the number of passenger trips per vehicle hour.

Objective 2.8

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

Objective 2.9

Trend downward the cost per passenger trip.

Objective 2.10

Trend downward the cost per vehicle hour.

Objective 2.11

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

Objective 2.12

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

Objective 2.13

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

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

Objective 3.1

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

Objective 3.2

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

Objective 3.3

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

Objective 3.4

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

GOAL 4: Operate a safe transportation system.

Objective 4.1

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

Objective 4.2

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

Objective 4.3

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

Objective 4.4

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

Objective 4.5

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

Objective 4.6

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

Objective 4.7

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

Objective 4.8

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

Objective 4.9

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

Objective 4.10

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

Objective 4.11

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

Objective 4.12

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

GOAL 5: Provide quality transportation services.

Objective 5.1

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

Objective 5.2

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

Objective 5.3

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

Objective 5.4

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

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

Objective 6.1

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

Objective 6.2

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

Objective 6.3

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

Objective 6.4

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

3. Implementation Plan

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

Table 1: Implementation Schedule/TD Capital Improvements Program

Ongoing System Improvements/Review	Status Update																
<ul style="list-style-type: none"> • Increase fixed-route utilization 	<p>Ridership overall is declining on the Fixed Rote system. This is a national trend that Collier is also experiencing. CAT will be hosting several travel training events throughout Collier County to encourage the use of Public Transportation.</p>																
<ul style="list-style-type: none"> • Continue to review ridership trends and origin/destination data to determine if fixed routes should be reviewed for service expansions or realignment to allow greater use by current paratransit patrons. 	<p>Ridership trends are reviewed monthly. Fixed routes have been increasing expanding accessibility to current paratransit patrons.</p>																
<ul style="list-style-type: none"> • Continue to monitor private provider utilization rates and adjust as needed to provide timely, effective service 	<p>Private provider invoices are reviewed monthly</p>																
<ul style="list-style-type: none"> • Increase the number of passenger trips per vehicle hour 	<p>The trips per driver hour reduced from 1.74 in 2016 to 1.35 in 2017. CAT is implementing alternative ways to reserve trips by negotiating trips with the intent to increase efficiency as well as enhance customer service.</p>																
<ul style="list-style-type: none"> • Maintain the cost per passenger trip 	<p>The cost per passenger trip since 2010 is as follows:</p> <table border="0"> <tr><td>FY 2010</td><td>\$28.04</td></tr> <tr><td>FY 2011</td><td>\$31.14</td></tr> <tr><td>FY 2012</td><td>\$37.62</td></tr> <tr><td>FY 2013</td><td>\$34.95</td></tr> <tr><td>FY 2014</td><td>\$36.26</td></tr> <tr><td>FY 2015</td><td>\$39.91</td></tr> <tr><td>FY 2016</td><td>\$36.86</td></tr> <tr><td>FY 2017</td><td>\$ 40.21</td></tr> </table> <p>Costs increases are attributed to increased ridership not trending to the degree of the increased operations costs including but not limited to fuel costs.</p>	FY 2010	\$28.04	FY 2011	\$31.14	FY 2012	\$37.62	FY 2013	\$34.95	FY 2014	\$36.26	FY 2015	\$39.91	FY 2016	\$36.86	FY 2017	\$ 40.21
FY 2010	\$28.04																
FY 2011	\$31.14																
FY 2012	\$37.62																
FY 2013	\$34.95																
FY 2014	\$36.26																
FY 2015	\$39.91																
FY 2016	\$36.86																
FY 2017	\$ 40.21																
<ul style="list-style-type: none"> • Maintain the cost per driver hour 	<p>The cost per driver hour since 2010 is as follows:</p> <table border="0"> <tr><td>FY 2010</td><td>\$35.59</td></tr> <tr><td>FY 2011</td><td>\$52.49</td></tr> <tr><td>FY 2012</td><td>\$58.40</td></tr> </table>	FY 2010	\$35.59	FY 2011	\$52.49	FY 2012	\$58.40										
FY 2010	\$35.59																
FY 2011	\$52.49																
FY 2012	\$58.40																

Ongoing System Improvements/Review	Status Update
	FY 2013 \$54.10 FY 2014 \$54.77 FY 2015 \$50.62 FY 2016 \$64.26 FY 2017 \$54.13 Costs are consistent with each year Annual Operating Report. The cost per driver hour has decreased since 2016. The decrease could possibly be attributed to having a separate contract for drivers and administration/scheduling.
<ul style="list-style-type: none"> • Maintain grant application process for FTA Section 5310 funds – specifically for replacement vehicles 	Ongoing, grant applications have been submitted for replacement vehicles
<ul style="list-style-type: none"> • Continue to coordinate with Lee County Transit and other providers regarding the provision of intercounty transportation services 	Coordination is on-going. The fixed route connection called LinC began service in October 2011 as an express route.
<ul style="list-style-type: none"> • Continue providing information to patrons regarding cancellation/ no-show and co-pay policies 	Ongoing
<ul style="list-style-type: none"> • Monitor CAT’s effectiveness in enforcing cancellation/ no-show and co-pay policies and strengthen enforcement where needed 	Ongoing. Staff recognizes the cost implications of no-shows and cancellations.
<ul style="list-style-type: none"> • Pursue alternative funding sources to provide additional transportation services and/or capital equipment 	Numerous grants have been submitted and the cycle for applications is being tracked. Capital needs for CAT were included in a TIGER application that was submitted by Collier County for improvements in the Immokalee area. The grant was awarded and a Transfer Facility as well as 22 bus stop improvements will be constructed as part of this project.
<ul style="list-style-type: none"> • Ensure that transportation services are provided in accordance with the CTD and FDOT safety standards and recommendations 	On-going review of transportation services and the CTD and FDOT safety standards
<ul style="list-style-type: none"> • Ensure that all system drivers are adequately trained in system safety and security preparedness and response 	Ongoing
<ul style="list-style-type: none"> • Continually review current training, available training, mandatory annual training curriculum and safety/security best practices 	Ongoing

Ongoing System Improvements/Review	Status Update
<ul style="list-style-type: none"> • Conduct annual safety reviews of all contracted operators 	Ongoing
<ul style="list-style-type: none"> • Ensure the drug and alcohol testing requirements are being implemented system wide 	Collier County is ensuring that drug and alcohol testing requirements are met
<ul style="list-style-type: none"> • Improve frequency of service and expand service hours 	Ongoing
<ul style="list-style-type: none"> • Maximize the accountability of system transportation service providers 	Ongoing
<ul style="list-style-type: none"> • Strictly enforce monetary penalties for failure to provide adequate service 	The vendor contracts provides incentives/disincentives for performance
<ul style="list-style-type: none"> • Monitor equipment and vehicles and replace as needed 	Replacement vehicle needs are being tracked. Vehicles are being replaced as needed.
<ul style="list-style-type: none"> • Inspect all Collier County paratransit vehicles on a daily basis 	On-going and continuous with vehicle inspection sheet
<ul style="list-style-type: none"> • Explore all sources of funding to meet future service needs 	Additional funding sources are being explored, both traditional transit funding as well as innovative sources and one time opportunities
<ul style="list-style-type: none"> • Develop contacts with agencies that provide or coordinate transportation services to TD eligible residents to determine options for future cost sharing of trips 	Continuous agency coordination is being pursued to discuss options
<ul style="list-style-type: none"> • Provide trips on Sundays for religious services 	Ongoing

Table 2: Implementation Plan

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

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

Improvement Date	Capital/Service Improvements	Comments/ Status	Potential Funding
FY 2017/2018	<ul style="list-style-type: none"> • Maintain existing service • Extend service hours - night service for job access on both fixed route and paratransit systems • Improve frequency of service • Add more frequent transit service – including weekend and personal trips that fall out of the established prioritization schedule • Add Bus Shelters / Benches • Replace paratransit and support vehicles and purchase new vehicles fleet 	<ul style="list-style-type: none"> • Existing service is being maintained. • Hours have not been extended • Service frequency was increased by 4 added loops which was split between Route 11 and 12 during peak hours • Paratransit Service on Saturdays has removed any limitations on trips based trip purpose. • Currently, CAT is constructing 10 Bus Stop Shelters and completed the construction of 35 sites for ADA improvements. 6 Sites are currently being designed for ADA improvements, shelters and Bus Pull Outs (for 2 sites). • Paratransit & support vehicle replacement is being maintained. 	<ul style="list-style-type: none"> • 5307, 5311, local funding • None identified • 5307 and Local Funds • CMS/ITS grant, 5307 and FDOT • 5310

4. COST / REVENUE ALLOCATION AND RATE STRUCTURE JUSTIFICATION

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

During the review period Collier County implemented the 2017 Rate Calculation Worksheet (shown below), which was developed using the TD Commission model used by all Florida counties. The 2016 CTD rate changes went through a public involvement process and were reviewed and approved by the LCB prior to adoption by the Collier County Board of County Commissioners (BCC).

COST REVENUE ALLOCATION

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

**Table 3: CTD Calculated Rates – FY 2018/2019 CTD Rate Model
Transportation Disadvantaged Trust Fund Service Rates
Effective Date: 7/1/2018**

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

Sources: Service Rates, Commission for the Transportation Disadvantaged, TD Rate Model, Adopted March 1, 2018, Public Transit and Neighborhood Enhancement Department, 2018.

Table 4: Current Collier County Adopted Fare Structure

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

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

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

Table 5: Collier Area Paratransit Fare Structures

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

The Collier MPO, in coordination with PTNE, is conducting a Fare Analysis Study for the fixed route system and the paratransit system. The public was surveyed and a public meeting was conducted to receive input on the proposed scenarios. The study was reviewed by the Public Transit Advisory Committee (PTAC) on January 16th, 2018 and endorsed by the PTAC on March 20th, 2018. The Local Coordinating Board also reviewed and endorsed the study on March 7th, 2018.

The study recommendations will be presented to the Board of County Commissioners at their May 22nd meeting. The following recommendations for the fixed route and paratransit system are included in the Fare Study:

Fixed-route:

- Increase the Fixed Route fare by \$0.50 (\$2.00 proposed full-fare); and increase the reduced fare by \$0.25 (\$1.00 proposed reduced fare); Provide a free 90-minute transfer; Reduce the day pass to \$3 as part of a consolidated package to optimize use of the day pass while reducing possible ridership reduction associated with increasing the one-way fare;
- Eliminate the existing 7-day pass and replace with a 15-day pass at 50% of the cost of the 30-day pass. The 15-day pass would be priced at \$20 (\$10 for reduced fare) based on increasing the cost of the 30-day pass to \$40 as the next bullet describes;
- Increase the cost of the 30-day pass from \$35 to \$40 (\$20 for reduced fare).
- Increase the cost of the Marco Express single fare from \$2.50 to \$3 (\$1.50 for reduced fare) to bring it more in line with the cost of the Marco Express monthly pass.
- Eliminate the cost of the smartcard in conjunction with the fare increase for the 30-day pass.
- Combine the cost of the smartcard and the full or reduced 30-day pass price into one fare when a customer needs to purchase or replace a smart card. (\$42 full fare or \$22 reduced fare)

Fixed Route Policy Recommendations:

- Explore the potential for sale of passes at third party vendors (such as grocery and convenience stores). This had considerable support by the public.
- Explore the potential to use a phone/computer app to purchase passes/fares. This concept was also desired by the public.
- Implement a policy to include college-age students and active/retired military personnel as eligible for reduced fare with valid ID.
- Further incentivize the Business Pass Program by maintaining the currently corporate 30-day pass rate of \$29.75 if the 30-day pass fare is increased to \$40.
- Implement a promotional “Try Transit” day where fixed-route fares are waived on a designated day to encourage infrequent or new riders to try CAT’s service.

Table 6 : Proposed Fixed Route Fare Changes

Fare Category	Current		Proposed	
	Full Fare	Reduced Fare	Full Fare	Reduced Fare
One-way Fare	\$1.50	\$0.75	\$2.00	\$1.00
Children 5 years of age & under	Free	Free	Free	Free
Transfer	\$0.75	\$0.35	Free/90 min.	Free/90 min.
Day Pass	\$4.00	\$2.00	\$3.00	\$1.50
7-Day Pass	\$15.00	\$7.50	NA	NA
15-Day Pass	NA	NA	\$20.00	\$10.00
30-Day Pass	\$35.00	\$17.50	\$40.00	\$20.00
Marco Express One-way Fare	\$2.50	\$1.20	\$3.00	\$1.50
Marco Express 30-Day Pass	\$70.00	\$35.00	\$70.00	\$35.00

Paratransit:

- Maintain the existing ADA fare structure and consolidate the TD fare structure from five to three income-based categories to include:
 - \$1 for riders at or below the poverty level
 - \$3 for riders 101-150% of the poverty level
 - \$4 for riders with income 151% or higher above the poverty.

Paratransit Policy Recommendations:

- Update the definition of “household income” and required documentation as recommended in the “Definition of Household for Low Income Fare Qualification”
- Consider implementing a fare increase of up to \$1 for the ADA and TD fares within the next two years. The PTAC members did not want this to be an automatic increase without further review and evaluation of the impacts on the users.

Any changes to fares will be reported in the next TDSP major update which will be completed by October 2018.

QUALITY ASSURANCE

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

CTC EVALUATION PROCESS

An annual evaluation of the Collier County CTC was not required this year. The Collier MPO conducted the process of recommending Collier County as the CTC. The Collier County Board of County Commissioners approved Resolution 2017-210 requesting that they be re-designated as the CTC for Collier County. The LCB voted unanimously to recommend to the Collier MPO that the Collier County BCC be re-designated and approved as the CTC at their December 6, 2017 meeting. The Collier MPO Board deemed that it is in the best interest of public health, safety and welfare of Collier County that the Collier County BCC be re-designated and approved as the CTC. The MPO Board voted unanimously to approve Resolution 2017-08, recommending that the Collier County BCC be re-designated and approved as the CTC. The recommendation was submitted to the CTD and was approved at their February 13th Board meeting. The MPO will conduct an annual evaluation of the CTC in early 2019.

**SECTION 3
SERVICE PLAN UPDATE**

The TDSP was amended by the LCB in July 2017, and ratified by the MPO Board in October 2017 to include updated language regarding Escorts and Children and an updated definition of group trips. The revised language is shown below:

B. Escorts and Children

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

In addition to the change noted above, the definition of a “group” trip was changed in Section 2 (Accessing Services) and Section 12 (Service Standards), from four passengers to three passengers as shown below:

Priority	Trip Purpose — Categories and Definitions
1	MEDICAL -- medical, dental, or therapeutic services including hospital appointments; clinic visits; dialysis; health department; speech, occupational, physical therapies; psychiatric, psychological services.
2	EMPLOYMENT -- work or employment training education such as Job Service and vocational technical schools. a. Permanent disability employment trips b. Elderly or Low Income employment trips
3	NUTRITIONAL -- adult congregate meal programs, breakfast programs, food stamp procurement and food shopping trips.
4	GROUP RECREATION for Disabled Passengers -- Group trips booked through a single reservation request for non-essential, non-employment related activities such as: bowling, bingo, beach, parks, restaurants, libraries, or theaters. A group is defined as a minimum of three (3) passengers having either the same trip origination or destination.
5	SOCIAL for agency-related activity -- Support services such as those through Department of Children and Families, Department of Vocational Rehabilitation, mental health centers, churches, senior citizen programs. This includes civic responsibilities (governmental services, voting), but excludes nutritional programs.
6	GROUP RECREATION for elderly or low-income passengers -- Group trips booked through a single reservation request for non-essential, non-employment related activities such as: bowling, bingo, beach, parks, restaurants, libraries, theaters. A group is defined as a minimum of three (3) passengers having either the same trip origination or destination.
7	PERSONAL BUSINESS -- non-agency activities essential to maintenance of independence including banking, shopping, legal appointments, religious activities, etc. a. Disabled, elderly or low income b. Trips for persons with a self-created transportation hardship

12. Service Standards

In order to assess quality assurance for the delivery of transportation services, it is necessary to have established service standards and policies. The Commission for the Transportation Disadvantaged and FTA have several requirements of its transportation providers, which forms basis for the following standards and policies. These service standards and policies are the basis for the annual review of the Community Transportation Coordinator by the Local Coordinating Board.

The standard listed below were revised as part of the July 2017 Amendment to update the definition of group trips.

U. 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.

A Group Trip per passenger is defined as a trip where three or more eligible Transportation Disadvantaged customers on one vehicle being picked up at multiple origins and traveling to one single destination or being picked up from one single origin and traveling to multiple destinations. A Group Trip per Group is defined as a trip where three or more eligible Transportation Disadvantaged customers on one vehicle being picked up from a single origin and traveling to a single destination. 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.

SECTION 4 UPDATED TABLES AND STATISTICS

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

SERVICE AREA PROFILES AND DEMOGRAPHICS

An Overview of Collier County

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

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

Collier County Demographics

According to the U.S. Census, the most populous city in the county is Naples with an estimated 2016 population of 20,980. The City of Marco Island is the second largest in Collier County, with an estimated population of 17,361. The population of the county's unincorporated area is quite large as compared to the cities, with about 297,012 residents. During the time period of 2000 to 2015, Collier County saw its population increase from 251,377 to 341,091, approximately a 36% increase.

It should be noted that the following population data and demographic and socioeconomic analysis is based on 2012 - 2016 U.S. Census Bureau American Community Survey (ACS) data, which is the most recent source of census data available.

Table 7 displays population, population growth, and population density for Collier County and Florida as a whole. From 1990 to 2016, Collier County grew at a rate much higher than that of the State of

Florida. Collier County population grew at over 25 percent, while the state population grew at over 19 percent. The population density that exists in Collier County, however, is much less than the overall population density for the state, with 167 persons per square mile versus 362 persons per square mile. This is due to the vast amount of land that is in a natural state or environmentally protected by the federal or state government.

Table 7: Population and Population Density

Area	Population (1990)	Population (2000)	Population (2016)	Population Growth (2000-16)	Land Area (Sq. Miles)	Density (2016) (persons per square mile)
Collier	152,099	251,377	348,236	38.53%	2,025.34	172
Florida	12,938,071	15,982,378	19,934,451	24.73%	53,926.82	370

Source: US Census Bureau, 2000 Population Data
 Bureau of Economic and Business Research (BEER, University of Florida, Florida Population by county and Municipality, April 1, 2009, (Release Date: November 2009)
 2016 U.S. Census Bureau American Community Survey 5 year estimates

Population Age Characteristics

Table 8 charts the age group percentages for both Florida and Collier County. According to American Community Survey (ACS) estimates provided by the U.S. Census, 29.5% of Collier County’s population is 65 years of age or older. This is almost 10% higher than the state of Florida. The 85 and over age category comprises the smallest portion of the population in Collier County and the State of Florida, with approximately 3.7% of the population in Collier County and 2.6% in Florida. The 0-19, 20-34, and 35-54 age cohorts are all somewhat less than those for the State of Florida.

**Table 8
 Population Age Distribution, 2016**

Area	Age Cohorts				
	0-19	20-34	35-54	55-64	65 +
Collier County	20.2%	14.7%	22.4%	13.1%	29.5%
Florida	22.7%	19.2%	26.0%	12.9%	19.1%

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

Income Characteristics

Table 9 compares the distribution of household income in Florida and Collier County. The percent of households with incomes in the categories under \$25,000 is lower than the percentage for the State of Florida. On the other hand, Collier County is higher than the State of Florida in the category over \$75,000. According to 2016 American Community Survey 5-year estimates, the median household income for the State of Florida is \$48,900 Collier County has a significantly higher median household income of \$59,783.

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

Table 9
Annual Household Income Distribution, 2016

Area	Annual Household Income											
	\$0 - \$9,999		\$10,000 - \$24,999		\$25,000 - \$34,999		\$35,000 - \$49,999		\$50,000 - \$74,999		Over \$75,000	
	Pop	%	Pop	%	Pop	%	Pop	%	Pop	%	Pop	%
Collier	6,535	4.9%	16,506	12.4%	13,815	10.4%	18,073	13.6%	25,041	18.8%	53,361	40.0%
Florida	556,637	7.5%	1,267,914	17.2%	838,036	11.3%	1,102,789	14.9%	1,350,797	18.3%	2,277,089	30.9%

Source: 2016 U.S. Census Bureau American Community Survey 5 year estimates

Employment Characteristics

Table 10 compares the Collier County labor force employment characteristics to the State of Florida employment characteristics. As of December 2016, approximately 4.5% of the Collier County labor force was unemployed, with the labor force defined as persons 16 years of age and older. This is slightly lower than the Florida labor force unemployment rate of 5.2%.

Table 10
Employment Characteristics for Collier County, 2016

Area	Percentage of Labor Force Unemployed
Collier	3.5%
Florida	3.9%

Source: Bureau of Labor and Employment Statistics, US Department of Labor, Employment Figures Released December 2017

Vehicle Availability

Table 11 shows the number and percentage of households who have access to a vehicle. Collier County’s ratio is very similar to that of the State of Florida.

Table 11
Vehicle Availability Distribution, 2016

Household Vehicle Availability				
Area	None	% of Total	One or More	% of Total
Collier	7,220	5.42%	126,211	94.58%
Florida	511,316	6.92%	6,881,946	93.08%

Source: 2016 U.S. Census Bureau American Community Survey 5 year estimates

Travel to Work

Table 12 compares the distribution of travel time to work for Collier County and Florida. Approximately 67% of Collier County residents have a commute of less than 30 minutes, while approximately 60% of Florida residents have a commute of less than 30 minutes.

Table 12
Travel to Work – Commute Times

Area	Less than 10 min	10-19 min	20-29 min	30-44 min	45-59 min	60 + min
Collier	12.3%	31.8%	22.6%	21.3%	6.5%	5.5%
Florida	9.3%	27.8%	23.0%	23.9%	8.6%	7.5%

Source: 2016 U.S. Census Bureau American Community Survey 5 year estimates

Mode of Travel to Work

Table 13 shows the distribution of workers' mode of transportation to work in Collier County and Florida. Collier County has a slightly lower percentage of drive alone travel, and a higher rate of carpool/vanpool travel when compared to statewide results. Public transportation use in Collier County is slightly higher than that of the State of Florida, with 2.6% of workers using it to travel to work at the county level and approximately 2.1% usage statewide. Collier County has a higher percentage of employees who work at home when compared to the statewide results.

Table 13
Mode of Travel to Work Distribution

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

Source: 2016 U.S. Census Bureau American Community Survey 5 year estimates

(1) Housing Classifications and Patterns

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

Educational Profiles

A number of colleges and universities are located within Collier County and in neighboring communities and are listed in **Table 14**.

**Table 14
Names and Locations of Local Universities**

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

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

Table 15 depicts the educational attainment for Collier County compared to the State of Florida. More residents of Collier County have received a Graduate or Professional School degree than those of the State of Florida as a whole; however most of the other categories have very similar data.

**Table 15
Educational Attainment**

	Collier County	Florida
Less Than High School	14.3%	12.8%
High School or Equivalent	26.2%	29.2%
Some College but no Degree	17.9%	20.6%
Associate Degree	7.7%	9.6%
Bachelor's Degree	19.8%	17.8%
Graduate or Professional School Degree	14.1%	10.0%

Source: 2016 U.S. Census Bureau American Community Survey 5 year estimates (Population 25 years and over)

TD Population Forecasts

The Paratransit Service Demand Estimation Tool serves as an aid in the development of TD population and travel demand estimates. This tool was used in the 2014 TDSP Major Update, adopted by the LCB on October 25, 2013. The tool defines two categories of TD population in the State of Florida. The first category is the “General TD” population. This includes all disabled, elderly and low-income persons and children who are “high-risk” or “at-risk”. These population groups are further refined to identify the “Critical Need TD” population. This population includes individuals who, due to severe physical limitations or low incomes, are unable to transport themselves or purchase transportation, and are dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life sustaining activities. **Table 16** displays the population forecast for Collier County and the General TD Population versus the Critical Need TD Population.

Table 16: TD Population Forecast

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

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

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

SECTION 5 CONCLUSIONS

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

The CTC recently went to an operations model that utilized one vendor for operations and another vendor for administration (scheduling, dispatch). The CTC has been monitoring operations and inefficiencies have been identified. The CTC has been working with the two vendors to improve operations and increase efficiencies. The CTC found deficiencies in having two vendors for a system of CAT's size and it was determined that a single vendor model historically worked better for this area and would work more efficiently. The CTC is developing a procurement package and expects to award a new contract before the end of 2018. In addition, the CTC should continue to request information from coordination contracts that is sufficient for evaluating cost effectiveness. This information should be reported to the LCB annually.

The paratransit system is an essential service that continues to provide mobility options to the customers of Collier County. The CTC should continue to monitor vendor operations and ensure that the vendors are providing the required services in accordance with local developed standards in addition to those that are required by Section 41-2.006, Florida Administrative Code. The CTC should continue to provide information to the Local Coordinating Board regarding performance reports and summaries of customer surveys.

The conclusions and recommendations of this report are intended to improve the system as it continues to grow, mature and move forward.

BOARD ACTION
ITEM 5C

Approval of the 2018 Update to the Collier Area Paratransit (CAP) Grievance Procedures

OBJECTIVE: To review and approve the annual update to the CAP Grievance Procedures.

CONSIDERATIONS: In accordance with the Transportation Disadvantaged (TD) Planning Grant, the Local Coordinating Board (LCB) must review and update the Grievance Procedure on an annual basis. The Grievance Procedures provided guidance for passengers of public transportation that are not satisfied and/or disagree with a decision made as it relates to program eligibility or the provision of service. The Grievance Procedures shown in **Attachment 1** were reviewed and approved last year. No changes to the procedures have been made since approval.

STAFF RECOMMENDATION: Review, comment and approve the updated CAP Grievance Procedures.

Prepared By: Brandy Otero, Collier MPO Senior Planner

ATTACHMENTS:

1. 2018 Grievance Procedures

Collier Area Paratransit Grievance / Appeal Policy / Procedures

Collier County Board of County Commissioners (BCC) is the Community Transportation Coordinator (CTC) for Collier County. The BCC has directed that the Collier County Public Transit & Neighborhood Enhancement (PTNE) Division under the supervision of the Public Services Department handles the management responsibilities of the CTC. Under the oversight of the Collier County PTNE Division, the Collier Area Paratransit Program is contracted out to private vendors. Under Collier Area Paratransit the following programs are managed:

ADA – Americans with Disabilities Act

People who travel within ¼ miles of a CAT bus route, have transportation that falls within CAT service schedule, but cannot access the bus system (fixed route) due to a disability.

Transportation Disadvantaged (TD)

People who travel within in areas where the CAT bus routes are not available, and who have no other means of transportation.

Agency Sponsored

Includes those people whose trips are funded under a negotiated agency contract.

The Collier Area Paratransit functions include program eligibility determination, providing management for the provision of service, and administering the Transportation Disadvantaged Local Coordinating Board's No Show / Cancellation Policy.

If someone is not satisfied and/or disagrees with a decision made as it relates to program eligibility, the provision of service that individual has the right to file a grievance or to request an 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, please call 239-252-7777 or write the Collier Area Paratransit 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 issue(s) as quickly as possible.

Collier Area Paratransit is not required to provide ADA complementary paratransit service pending the determination of the appeal, however 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 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 Ombudsman Hot Line at **1-800-983-2435**.

The process to file a grievance, or to request appeals are as follows:

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 Paratransit
8300 Radio Road
Naples, FL 34104
Telephone: 239-252-7777 or 252-4997
Fax: 239-252-5753

STEP TWO:

Contact the Collier County Public Transit & 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 & 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
2885 South Horseshoe Drive
Naples, Florida 34104
Phone: 239-252-8192 (Front Desk)



You may call the Florida Commission for the Transportation Disadvantaged Ombudsman Hot Line: 1-800-983-2435.

BOARD ACTION
ITEM 5D

Endorsement of the Transportation Disadvantaged (TD) Planning Grant Application and Resolution

OBJECTIVE: To endorse the Transportation Disadvantaged (TD) Planning Grant Application and MPO Resolution.

CONSIDERATIONS: The MPO has the authority to file a TD Planning Grant Application for Collier County and to undertake a TD service project as authorized by Section 427.0159, *Florida Statutes*, and Rule 41-2, *Florida Administrative Code*. As part of the annual process, the TD Grant Application must be filed by July 1st. The amount requested in the TD Grant application for FY 2018/19 is \$26,962. These funds will be used as described in the FY 2018/19-2019/20 Unified Planning Work Program (UPWP), Task 6 – Transit and Transportation Disadvantaged and the TD Planning Grant Agreement. The planning tasks include:

- Conducting the annual Transportation Disadvantaged Service Plan Update;
- Annual Community Transportation Coordinator (CTC) Evaluation;
- Staff support at LCB meetings;
- Legal advertisement of LCB meetings;
- Conducting the annual Public Hearing;
- Conducting LCB training
- Review of LCB bylaws, grievance procedures, reports; and
- Staff attending TD Training Events and TD Commission meetings.

STAFF RECOMMENDATION: Staff recommends endorsement of the grant application and Resolution.

Prepared By: Brandy Otero, Collier MPO Senior Planner

ATTACHMENTS:

1. Draft TD Planning Grant Allocation
2. TD Program Manual
3. MPO TD Grant Resolution 2018-5
4. TD Grant Application

**Commission for the Transportation Disadvantaged
Planning Grant Allocations
FY2018-19**

County	Planning Funds
Alachua	\$24,970
Baker	\$19,988
Bay	\$23,271
Bradford	\$19,980
Brevard	\$31,578
Broward	\$59,893
Calhoun	\$19,711
Charlotte	\$23,081
Citrus	\$22,447
Clay	\$23,748
Collier	\$26,962
Columbia	\$20,877
DeSoto	\$20,158
Dixie	\$19,744
Duval	\$38,970
Escambia	\$26,122
Flagler	\$21,631
Franklin	\$19,649
Gadsden	\$20,398
Gilchrist	\$19,765
Glades	\$19,687
Gulf	\$19,739
Hamilton	\$19,707
Hardee	\$19,988
Hendry	\$20,229
Hernando	\$23,237
Highlands	\$21,543
Hillsborough	\$48,144
Holmes	\$19,820
Indian River	\$22,553
Jackson	\$20,454
Jefferson	\$19,701
Lafayette	\$19,585
Lake	\$26,296
Lee	\$34,192

County	Planning Funds
Leon	\$25,583
Levy	\$20,258
Liberty	\$19,575
Madison	\$19,798
Manatee	\$27,074
Marion	\$26,790
Martin	\$22,732
Miami-Dade	\$77,290
Monroe	\$21,071
Nassau	\$21,072
Okaloosa	\$23,649
Okeechobee	\$20,252
Orange	\$46,688
Osceola	\$26,174
Palm Beach	\$49,789
Pasco	\$30,005
Pinellas	\$39,810
Polk	\$33,251
Putnam	\$20,966
Saint Johns	\$24,140
Saint Lucie	\$25,765
Santa Rosa	\$22,956
Sarasota	\$28,043
Seminole	\$29,019
Sumter	\$21,863
Suwannee	\$20,344
Taylor	\$19,886
Union	\$19,724
Volusia	\$30,494
Wakulla	\$20,075
Walton	\$20,732
Washington	\$19,930
TOTALS	\$1,732,620

43,210

Florida Commission for the



**Transportation
Disadvantaged**

FISCAL YEAR 2018-19
PROGRAM MANUAL AND APPLICATION
FOR THE
PLANNING GRANT

Issued By:

FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

605 Suwannee Street, Mail Station 49

Tallahassee, Florida 32399-0450

850-410-5700

www.fdot.gov/ctd

INTRODUCTION

The Transportation Disadvantaged Trust Fund is administered by the Florida Commission for the Transportation Disadvantaged (Commission), pursuant to Section 427.0159, Florida Statutes. The purpose of the Transportation Disadvantaged trust fund is to provide a dedicated funding source for the operational and planning expenses of the Commission in carrying out its legislative responsibilities. The trust fund is appropriated by the Legislature annually from revenues collected from vehicle registrations and voluntary contributions. The Planning Grant Program was established to provide funding to designated official planning agencies to assist the Commission in their responsibilities at the local level and to provide support to the Local Coordinating Boards.

This manual contains information regarding the Transportation Disadvantaged Planning Grant Program administered by the Commission. It provides guidance to designated official planning agencies when implementing local transportation disadvantaged planning services under the Transportation Disadvantaged Program.

This manual is divided into two parts: Program Requirements and the Grant Application Instructions and Forms.

PART I PLANNING GRANT PROGRAM REQUIREMENTS

This part of the manual contains requirements that accompany the Planning Grant Program and the tasks that are required to be accomplished.

1. ELIGIBILITY INFORMATION

A. Eligible Recipients

An eligible recipient is any official body, agency or entity designated by the Commission to fulfill the functions associated with staffing the local coordinating board (LCB) and other necessary local designated planning agency functions. The Metropolitan Planning Organization (MPO) shall serve as the planning agency in areas covered by such organizations unless the Commission has designated a service area beyond the area for which an MPO has been created to serve. In designated service areas not covered by a MPO, agencies eligible for selection as the designated planning agency include county or city governments, regional planning councils, local planning organizations or other planning providers who are currently performing planning activities in designated service areas or capable of such.

To be eligible for this grant agreement, there must be an active LCB in the respective service area to assist in the successful completion of the tasks herein. The determination of whether a LCB is functioning will be based on supportive documentation in the Commission files.

B. Allowable Activities

This is a lump sum – percent complete grant to accomplish the tasks identified in the law, rule, this Program Manual and the grant agreement. It is not subject to adjustment due to the actual cost experience of the recipient in the performance of the grant agreement. The amount paid is based on the weighted value of the tasks and deliverables listed below that have been accomplished for the invoiced period. Prior to payment, the tasks performed and deliverables are subject to review and acceptance by the Commission. The criteria for acceptance of completed tasks and deliverables are based on the most recent regulations, guidelines or directives related to the particular task and deliverable. Specific required tasks are as follows:

TASK 1: **Weighted value = 17%**
Jointly develop and annually update the Transportation Disadvantaged Service Plan (TDSP) with the community transportation coordinator (CTC) and the LCB.

Deliverable: Complete initial TDSP or annual updates. Must be approved by the LCB no later than June 30th of the current grant cycle.

TASK 2 A:**Weighted value = 15%**

When necessary and in cooperation with the LCB, solicit and recommend a CTC. The selection will be accomplished, to the maximum extent feasible, through public competitive bidding or proposals in accordance with applicable laws and rules. Such recommendation shall be presented to the Commission by planning agency staff or their designee as needed.

Deliverable:

Planning agency's letter of recommendation and signed resolution.

OR**TASK 2 B:**

Provide staff support to the LCB in conducting an annual evaluation of the CTC, including local developed standards as delineated in the adopted TDSP. Assist the Commission in joint reviews of the CTC.

Deliverable:

LCB and planning agency selected CTC evaluation worksheets pursuant to the most recent version of the Commission's CTC Evaluation Workbook.

TASK 3:**Weighted value = 40%**

Organize and provide staff support and related resources for at least four (4) LCB meetings per year, holding one meeting during each quarter. Exceptions to reschedule meeting(s) outside of a quarter due to the imminent threat of a natural disaster may be granted by the Commission.

Provide staff support for committees of the LCB.

Provide program orientation and training for newly appointed LCB members.

Provide public notice of LCB meetings in accordance with the most recent LCB and Planning Agency Operating Guidelines.

LCB meetings will be held in accordance with the Commission's most recent LCB and Planning Agency Operating Guidelines and will include at least the following:

1. Agendas for LCB meetings. Agenda should include action items, informational items and an opportunity for public comment.
2. Official minutes of LCB meetings and committee meetings (regardless of a quorum). A copy will be submitted along with the quarterly report to the Commission. Minutes will at least be in the form of a brief summary of basic points, discussions, decisions, and recommendations. Records of all meetings shall be kept for at least five years.

3. A current full and active membership of voting and non-voting members to the LCB. Any time there is a change in the membership, provide the Commission with a current membership roster and mailing list of LCB members.
4. A report of the LCB membership's attendance at the LCB meeting held during this grant period. This would not include committee meetings.

Deliverable: LCB Meeting agendas; minutes; membership roster; attendance report; copy of public notice of meetings; training notification.

TASK 4: **Weighted value = 4%**
Provide at least one public workshop annually by each LCB, and assist the Commission, as requested, in co-sponsoring public workshop. This public workshop must be held separately from the LCB meeting. It may, however, be held on the same day as the scheduled LCB meeting. It could be held immediately following or prior to the LCB meeting.

Deliverable: Public workshop agenda and minutes of related workshop only. The agenda and minutes must be separate documents and cannot be included in the LCB meeting agenda and minutes, if held on the same day. Minutes may reflect "no comments received" if none were made.

TASK 5: **Weighted value = 4%**
Develop and annually update by-laws for LCB approval.

Deliverable: Copy of LCB approved by-laws with date of update noted on cover page and signature of LCB Chair or designee.

TASK 6: **Weighted value = 4%**
Develop, annually update, and implement LCB grievance procedures in accordance with the Commission's most recent LCB and Planning Agency Operating Guidelines. Procedures shall include a step within the local complaint and/or grievance procedure that advises a dissatisfied person about the Commission's Ombudsman Program.

Deliverable: Copy of LCB approved Grievance Procedures with date of update noted on cover page.

TASK 7: **Weighted value = 4%**
Review and comment on the Annual Operating Report (AOR) for submittal to the LCB, and forward comments/concerns to the Commission.

Deliverable: Cover Page of AOR, signed by CTC representative and LCB Chair.

TASK 8:**Weighted value = 4%**

Research and complete the Actual Expenditures Report (AER) for direct federal and local government transportation funds to the Commission no later than September 15th. Complete the AER, using the Commission approved form.

Deliverable: Completed AER in accordance with the most recent Commission's AER instructions.

TASK 9:**Weighted value = 4%**

Complete quarterly progress reports addressing planning accomplishments for the local transportation disadvantaged program as well as planning grant deliverables; including but not limited to, consultant contracts, special studies, and marketing efforts.

Deliverable: Complete Quarterly Progress Reports submitted with invoices. Quarterly Report must be signed by planning agency representative. Electronic signatures are acceptable.

TASK 10:**Weighted value = 4%**

Planning agency staff shall attend at least one Commission sponsored training, including but not limited to, the Commission's regional meetings or annual training workshop.

Deliverable: Documentation related to attendance at such event(s); including but not limited to sign in sheets.

2. GRANT FUNDING

Each year, the Commission will calculate each service area's allocation in accordance with Rule 41-2, FAC. Each service area's anticipated eligible allocation is subject to change based on appropriations by the Legislature.

LOCAL MATCH REQUIREMENT

There is no match required.

3. GRANT APPROVAL

All grants are subject to approval by the Commission or its designee. Once the grant application has been approved, a grant agreement will be forwarded to the recipient for execution.

Costs incurred prior to the grant agreement execution cannot be charged to the project, nor will the Commission give retroactive grant agreement execution. Costs incurred by a recipient to process this application are not eligible project costs for this project.

4. INVOICING

Invoices for trust funds will not be honored until the grant agreement has been executed by both the Commission and the Grantee, and is on file at the Commission office. Invoices related to this grant agreement shall be completed on the invoice form(s) provided by the Commission and submitted electronically to FLCTDInvoice@dot.state.fl.us unless otherwise notified by the Commission.

Grantee shall invoice on a quarterly basis. Invoices should be submitted after the last month of each quarter and shall include only the activities performed during that time. The Grantee shall provide sufficient detailed documentation to support the completion of task outlined above.

Invoices for deliverables pursuant to the grant agreement must be submitted in detail sufficient for a proper pre-audit and post-audit thereof. Failure to submit to the Commission detailed supporting documentation with the invoice or request for project funds will be cause for the Commission to refuse to pay the amount claimed by the Grantee until the Commission is satisfied that the criteria set out in Chapter 427, Florida Statutes, and Rule 41-2, Florida Administrative Code, is met. Unless extended by the Commission, the final invoice and supporting documentation must be submitted to the Commission in acceptable format by August 15, 2019.

PART II PLANNING GRANT APPLICATION INSTRUCTIONS AND FORMS

GENERAL INSTRUCTIONS

Presented in this part are specific instructions on the preparation of the grant application forms. Although specific instructions on the preparation of the grant application are provided, additional assistance may be obtained by contacting the Commission at (850) 410-5700.

- A.** A complete Planning Grant Application Form shall be submitted to the Commission. The application can be submitted to the assigned CTD Project Manager via email, with signed original to follow via mailed to the Commission for the Transportation Disadvantaged, 605 Suwannee Street, MS-49, Tallahassee, FL 32399.

NOTE: For those planning agencies who are responsible for more than one service area that has not been designated as a multi-county service area, a separate application must be submitted for each service area. However, one original resolution will satisfy the requirement for each service area.

- B.** A signed Authorizing Resolution is required prior to the execution of the grant. The signed resolution may be submitted after the submission of the application but prior to the grant agreement execution.

TIMETABLE

JULY 1 Earliest date that grant agreements can be effective for these grant funds. Commission's fiscal year begins on July 1. Contracts not executed prior to July 1 will begin on the date of execution.

JUNE 30 All Grant Agreements will terminate on June 30th the following year.

AUGUST 15 Deadline for final invoices.

TRANSPORTATION DISADVANTAGED PLANNING GRANT APPLICATION FORM INSTRUCTIONS

Except for the following notes, the grant application form is essentially self-explanatory. If questions arise, please contact the Commission.

PLANNING GRANT APPLICATION

LEGAL NAME: The full legal name of the grantee's organization, not an individual. Name must match Federal ID number and the information registered with MyFloridaMarketPlace.

FEDERAL EMPLOYER IDENTIFICATION NUMBER: The number used by all employers within the United States to identify their payroll and federal income tax. Name must match Federal ID number and the information registered with MyFloridaMarketPlace.

REGISTERED ADDRESS: This should be the grant recipient's mailing address as registered in MyFloridaMarketPlace, and will be the address on the grant agreement. This address should also be consistent with the address associated with your Federal Employer Identification (FEI) Number.

CONTACT PERSON, PHONE NUMBERS AND E-MAIL ADDRESS: Provide the name of the person who will be the point of contact, their phone number and email address.

PROJECT LOCATION: This is the service area [county(ies)] the Planning Agency is designated to serve and is identified in the Memorandum of Agreement and the Transportation Disadvantaged Service Plan. Planning Agencies that serve several different service areas should complete a separate application form for each service area.

PROPOSED PROJECT START DATE: The start date shall be July 1st each fiscal cycle or date of grant agreement execution if later than July 1st.

BUDGET ALLOCATION: Using the Commission approved Planning Grant Allocations chart, complete the funding category as appropriate. Once the line item is complete, right click on the space provided for the "Total Project Amount." Select "update field" from the dropdown box. This will automatically calculate the total project amount.

SAMPLE AUTHORIZING RESOLUTION

A resolution authorizing an individual and/or position to sign the grant agreement, amendments, assurances, etc., must be completed by the recipient's governing body. A sample resolution is provided for convenience. It is not required that this sample resolution be used as long as the same basic information is included. The resolution must include signatures. Remember that the resolution can be good for an extended period or for multiple contracts if worded accordingly. The signed resolution may be submitted after the submission of the application but prior to the grant agreement execution.

PLANNING GRANT APPLICATION DOCUMENTS

- Planning Grant Application Form
- Sample Authorizing Resolution Form

*Actual forms are "Fill-In" documents and are provided separately. *



Transportation Disadvantaged Planning Grant Application Form

Legal Name			
Federal Employer Identification Number			
Registered Address			
City and State		Zip Code	
Contact Person for this Grant		Phone Number <small>Format 111-111-1111</small>	
E-Mail Address [Required]			
Project Location [County(ies)]		Proposed Project Start Date	
Budget Allocation			
		Grant Amount Requested	
		<i>Total Project Amount</i>	\$ 0.00

I, the authorized Grant Recipient Representative, hereby certify that the information contained in this form is true and accurate and is submitted in accordance with the 2018-19 Program Manual and Application for the Planning Grant.

_____ _____
Signature of Grant Recipient Representative **Date**
Name: _____
Title: _____

Transportation Disadvantaged Planning Grant Sample Authorizing Resolution

A RESOLUTION of the (Grantee), hereinafter BOARD, hereby authorizes the filing and execution of a Transportation Disadvantaged Planning Grant Agreement with the Florida Commission for the Transportation Disadvantaged.

WHEREAS, this BOARD is eligible to receive a Transportation Disadvantaged Planning Grant and to undertake a transportation disadvantaged service project as authorized by Section 427.0159, Florida Statutes, and Rule 41-2, Florida Administrative Code.

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD THAT:

1. The BOARD has the authority to enter into this grant agreement.
2. The BOARD authorizes (Person or position) to execute the grant agreement, amendments, warranties, certifications and any other documents which may be required in connection with the agreement with the Florida Commission for the Transportation Disadvantaged on behalf of the _____.
3. The BOARD'S Registered Agent in Florida is _____.
The Registered Agent's address is: _____.

DULY PASSED AND ADOPTED THIS _____ DAY OF _____, 2018.

BOARD OF _____

(Signature of Chairperson)

(Typed name of Chairperson)

ATTEST:

Signature _____

RESOLUTION 2018 - 05

RESOLUTION OF THE COLLIER METROPOLITAN PLANNING ORGANIZATION AUTHORIZING THE MPO CHAIRMAN TO EXECUTE A TRANSPORTATION DISADVANTAGED TRUST FUND GRANT AGREEMENT WITH THE FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED.

WHEREAS, the Collier Metropolitan Planning Organization (MPO) has the authority to execute a Transportation Disadvantaged Trust Fund Grant Agreement for Collier County and to undertake a transportation disadvantaged service project as authorized by Florida Statutes, section 427.0159 and Florida Administrative Code, Rule 41-2; and

WHEREAS, on June 8, 2018, the Collier Metropolitan Planning Organization (MPO) voted in favor of authorizing its Chairman to execute a Transportation Disadvantaged Trust Fund Grant Agreement with the Florida Commission for the Transportation Disadvantaged.

NOW, THEREFORE, BE IT RESOLVED BY THE COLLIER METROPOLITAN PLANNING ORGANIZATION THAT:

1. The Collier MPO has the authority to execute a Transportation Disadvantaged Trust Fund Grant Agreement.
2. The Collier MPO authorizes its Chairman to execute the Transportation Disadvantaged Trust Fund Grant Agreement on behalf of the MPO and to file it with the Florida Commission for the Transportation Disadvantaged in the total amount of \$26,962.
3. The Collier MPO authorizes its Chairman to sign any agreements, assurances, warranties, certifications, and any other related documents that may be required in connection with the grant submission or subsequent agreements.

This Resolution was PASSED and DULY ADOPTED by the Collier Metropolitan Planning Organization Board on June 8, 2018.

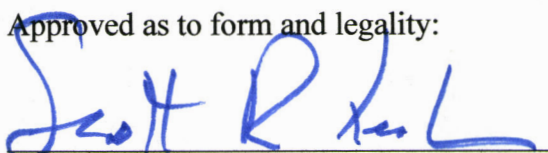
Attest:

**COLLIER COUNTY METROPOLITAN
PLANNING ORGANIZATION**

By: _____
Anne McLaughlin
Collier MPO Executive Director

By: _____
Commissioner William L. McDaniel, Jr.
MPO Chair

Approved as to form and legality:



Scott R. Teach, Deputy County Attorney





Transportation Disadvantaged Planning Grant Application Form

Legal Name	Collier Metropolitan Planning Organization		
Federal Employer Identification Number	59-6000558		
Registered Address	2885 South Horseshoe Drive		
City and State	Naples, FL	Zip Code	34104
Contact Person for this Grant	Anne McLaughlin	Phone Number <i>Format 111-111-1111</i>	239-252-5884
E-Mail Address [Required]	Anne.McLaughlin@colliercountyfl.gov		
Project Location [County(ies)]	Collier	Proposed Project Start Date	07/01/2018
Budget Allocation			
		Grant Amount Requested	\$26,962.00
		<i>Total Project Amount</i>	\$ 0.00

I, the authorized Grant Recipient Representative, hereby certify that the information contained in this form is true and accurate and is submitted in accordance with the 2018-19 Program Manual and Application for the Planning Grant.

Signature of Grant Recipient Representative

Date

Name: Anne McLaughlin

Title: MPO Executive Director:

BOARD ACTION
ITEM 5E

**Endorsement of the Memorandum of Agreement (MOA) for the Community
Transportation Coordinator (CTC) Designation**

OBJECTIVE: For the LCB to endorse the Memorandum of Agreement (MOA) between the Florida Commission for Transportation Disadvantaged (CTD) and the Collier County Board of County Commissioners (BCC).

CONSIDERATIONS: Since 1999, the BCC has served as the CTC for Collier County. The BCC approved Resolution 2017-210 requesting that they be re-designated as the CTC for Collier County. The LCB voted unanimously to recommend to the Collier MPO that the Collier County BCC be re-designated and approved as the CTC at their December 6, 2017 meeting. The Collier MPO Board deemed that it is in the best interest of public health, safety and welfare of Collier County that the Collier County BCC be re-designated and approved as the CTC. The MPO Board voted unanimously to approve Resolution 2017-08, recommending that the Collier County BCC be re-designated and approved as the CTC. The MPO then submitted both executed Resolutions and the LCB Minutes to the CTD. The CTD approved the re-designation request at its February 13th Business Meeting. The CTD has submitted the MOA which is included as Attachment 1.

Pursuant to Chapter 427, Florida Statutes, Rule 41-2 FAC, the Memorandum of Agreement (MOA) is between the Florida Commission for the Transportation Disadvantaged (CTD) and the Community Transportation Coordinator. The MOA requires the approval of the Local Coordinating Board prior to execution by both parties.

STAFF RECOMMENDATION: That the LCB approve the MOA and authorize the LCB Chair to execute the document. The BCC is expected to approve the MOA at a future meeting. The CTD will execute the document last.

Prepared By: Brandy Otero, Collier MPO Senior Planner

ATTACHMENTS:

1. Collier MOA – TD 1803

Contract # TD-1803

Effective: 7/1/18 to 6/30/2023

STATE OF FLORIDA
COMMISSION FOR THE TRANSPORTATION DISADVANTAGED
MEMORANDUM OF AGREEMENT

This Memorandum of Agreement is between the COMMISSION FOR THE TRANSPORTATION DISADVANTAGED, hereby referred to as the "Commission," and Collier County Board of County Commissioners, Collier Area Transit, 3299 East Tamiami Trail, Naples, FL 34112 the COMMUNITY TRANSPORTATION COORDINATOR, designated pursuant to Chapter 427, F.S., to serve the transportation disadvantaged for the community that includes the entire area of Collier county(ies), and hereafter referred to as the "Coordinator."

This Agreement is made in consideration of the mutual benefits to both parties; said consideration acknowledged hereto by the parties as good and valuable consideration.

The Parties Agree:

I. The Coordinator Shall:

- A. Become and remain totally apprised of all of the Transportation Disadvantaged resources available or planned in their designated service area. This knowledge will be used to plan, coordinate, and implement the most cost effective transportation disadvantaged transit system possible under the economic and other conditions that exist in the designated service area.
- B. Plan and work with Community Transportation Coordinators in adjacent and other areas of the state to coordinate the provision of community trips that might be handled at a lower overall cost to the community by another Coordinator. This includes honoring any Commission-approved statewide certification program that allows for intercounty transportation opportunities.
- C. Arrange for all services in accordance with Chapter 427, Florida Statutes, and Rule 41-2, FAC, and as further required by the Commission and the local Coordinating Board approved Transportation Disadvantaged Service Plan.
- D. Return any acquired profits or surplus funds originating through the course of business as the Coordinator that are beyond the amounts(s) specifically identified and approved in the accompanying Transportation Disadvantaged Service Plan. Such profits or funds shall be returned to the Coordinator's transportation system or to any subsequent Coordinator, as a total transportation system subsidy, to be applied to the immediate following operational year. The Coordinator will include similar language in all coordination contracts to assure that transportation disadvantaged related revenues are put back into transportation disadvantaged services.

E. Accomplish this Project by:

1. Developing a Transportation Disadvantaged Service Plan for approval by the local Coordinating Board and the Commission. Coordinators who are newly designated to a particular service area shall submit a local Coordinating Board approved Transportation Disadvantaged Service Plan, within 120 calendar days following the execution of the Coordinator's initial memorandum of agreement with the Commission, for approval by the Commission. All subsequent Transportation Disadvantaged Service Plans shall be submitted and approved with the corresponding memorandum of agreement. The approved Transportation Disadvantaged Service Plan will be implemented and monitored to provide for community-wide transportation services for purchase by non-sponsored transportation disadvantaged persons, contracting social service agencies, and other entities that use local, state, or federal government funds for the purchase of transportation for the transportation disadvantaged.
2. Maximizing the use of available public school transportation resources and public fixed route or fixed schedule transit services and assuring that private or public transit, paratransit operators, and school boards have been afforded a fair opportunity to participate to the maximum extent feasible in the planning process and in the development of the provisions of the Transportation Disadvantaged Service Plan for the transportation disadvantaged.
3. Providing or arranging 24-hour, 7-day per week transportation disadvantaged service as required in the designated service area by any Federal, State or Local Government agency sponsoring such services. The provision of said services shall be furnished in accordance with the prior notification requirements identified in the local Coordinating Board and Commission approved Transportation Disadvantaged Service Plan.
4. Complying with all local, state, and federal laws and regulations that apply to the provision of transportation disadvantaged services.
5. Submitting to the Commission an Annual Operating Report detailing demographic, operational, and financial data regarding coordination activities in the designated service area. The report shall be prepared on forms provided by the Commission and according to the instructions of said forms.

F. Comply with Audit and Record Keeping Requirements by:

1. Utilizing the Commission recognized Chart of Accounts defined in the *Transportation Accounting Consortium Model Uniform Accounting System for Rural and Specialized Transportation Providers* (uniform accounting system) for all transportation disadvantaged accounting and reporting purposes. Community Transportation Coordinators with existing and equivalent accounting systems are not required to adopt the Chart of Accounts in lieu of their existing Chart of Accounts but shall prepare all reports, invoices, and fiscal documents relating to the transportation disadvantaged functions and activities using the chart of accounts and accounting definitions as outlined in the above referenced manual.

2. Assuming the responsibility of invoicing for any transportation services arranged, unless otherwise stipulated by a purchase of service contract or coordination contract.
 3. Maintaining and filing with the Commission, local Coordinating Board, and all purchasing agencies/entities such progress, fiscal, inventory, and other reports as those entities may require during the period of this Agreement.
 4. Providing copies of finance and compliance audits to the Commission and local Coordinating Board as requested by the Commission or local Coordinating Board.
- G. Retain all financial records, supporting documents, statistical records, and any other documents pertinent to this Agreement for a period of five (5) years after termination of this Agreement. If an audit has been initiated and audit findings have not been resolved at the end of five (5) years, the records shall be retained until resolution of the audit findings. The Coordinator shall assure that these records shall be subject to inspection, review, or audit at all reasonable times by persons duly authorized by the Commission or this Agreement. They shall have full access to and the right to examine any of the said records and documents during the retention period.
- H. Comply with Safety Requirements by:
1. Complying with Section 341.061, F.S., and Rule 14-90, FAC, concerning System Safety; or complying with Chapter 234.051, F.S., regarding school bus safety requirements for those services provided through a school board; and
 2. Assuring compliance with local, state, and federal laws, and Commission policies relating to drug testing. Conduct drug and alcohol testing for safety sensitive job positions within the coordinated system regarding pre-employment, randomization, post-accident, and reasonable suspicion as required by the Federal Highway Administration and the Federal Transit Administration.
- I. Comply with Commission insurance requirements by maintaining at least minimum liability insurance coverage in the amount of \$200,000 for any one person and \$300,000 per occurrence at all times during the existence of this Agreement for all transportation services purchased or provided for the transportation disadvantaged through the Community Transportation Coordinator. Upon the execution of this Agreement, the Coordinator shall add the Commission as an additional **named insured** to all insurance policies covering vehicles transporting the transportation disadvantaged. In the event of any cancellation or changes in the limits of liability in the insurance policy, the insurance agent or broker shall notify the Commission. The Coordinator shall insure that contracting transportation operators and coordination contractors also maintain the same minimum liability insurance, or an equal governmental insurance program. Insurance coverage in excess of \$1 million per occurrence must be approved by the Commission and the local Coordinating Board before inclusion in the Transportation Disadvantaged Service Plan or in the justification of rates and fare structures. Such coverage may be provided by a self-insurance program established and operating under the laws of the State of Florida and written verification of insurance protection in accordance with Section 768.28, Florida Statutes, shall be provided to the Commission upon request.

- J. Safeguard information by not using or disclosing any information concerning a user of services under this Agreement for any purpose not in conformity with the local, state and federal regulations (45 CFR, Part 205.50), except upon order of a court, written consent of the recipient, or his/her responsible parent or guardian when authorized by law.
- K. Protect Civil Rights by:
1. Complying with state and federal laws including but not limited to laws regarding discrimination on the basis of sex, race, religion, age, disability, sexual orientation, or national origin. The Coordinator gives this assurance in consideration of and for the purpose of obtaining federal grants, loans, contracts (except contracts of insurance or guaranty), property, discounts, or other federal financial assistance to programs or activities receiving or benefiting from federal financial assistance and agreeing to complete a Civil Rights Compliance Questionnaire if so requested by the Commission.
 2. Agreeing that compliance with this assurance constitutes a condition of continued receipt of or benefit from federal financial assistance, and that it is binding upon the Coordinator, its successors, subcontractors, transferee, and assignees for the period during which such assistance is provided. Assure that all operators, subcontractors, subgrantee, or others with whom the Coordinator arranges to provide services or benefits to participants or employees in connection with any of its programs and activities are not discriminating against those participants or employees in violation of the above statutes, regulations, guidelines, and standards. In the event of failure to comply, the Coordinator agrees that the Commission may, at its discretion, seek a court order requiring compliance with the terms of this assurance or seek other appropriate judicial or administrative relief, to include assistance being terminated and further assistance being denied.
- L. To the extent allowed by Section 768.28, Florida Statutes, and only to the monetary and other limitations contained therein, indemnify and hold harmless the Commission and all of the Commission's members, officers, agents, and employees; purchasing agency/entity officers, agents, and employees; and the local, state, and federal governments from any claim, loss, damage, cost, charge or expense arising out of any act, action, neglect or omission by the Coordinator during the performance of this Agreement, whether direct or indirect, and whether to any person or property to which the Commission or said parties may be subject, except that neither the Coordinator nor any of its sub-contractors will be liable under this section for damages arising out of injury or damage to persons or property directly caused or resulting from the sole negligence of the Commission or any of its members, officers, agents or employees; purchasing agency/entity, officers, agents, and employees; and local, state, or federal governments. Nothing herein is intended to serve as a waiver of sovereign immunity by any agency/entity or Coordinator to which sovereign immunity may be applicable. Nothing herein shall be construed as consent by a state agency/entity or political subdivision of the State of Florida or the federal government to be sued by third parties in any matter arising out of any Agreement or contract. Notwithstanding the foregoing, pursuant to Section 768.28, Florida Statutes, no agency or subdivision of the state shall be required to indemnify, insure, or assume any liability for the Commission's negligence.

- M. Comply with standards and performance requirements of the Commission, the local Coordinating Board approved Transportation Disadvantaged Service Plan, and any purchase of service contracting agencies/entities. Failure to meet the requirements or obligations set forth in this MOA, and performance requirements established and monitored by the local Coordinating Board in the approved Transportation Disadvantaged Service Plan, shall be due cause for non-payment of reimbursement invoices until such deficiencies have been addressed or corrected to the satisfaction of the Commission.
- N. Comply with subcontracting requirements by executing or negotiating contracts for transportation services with Transportation Operators and Coordination Contractors, and assuring that the conditions of such contracts are maintained. The requirements of Part 1, Paragraph E.5. through M are to be included in all contracts, subcontracts, coordination contracts, and assignments made by the Coordinator for services under this Agreement. Said contracts, subcontracts, coordination contracts, and assignments will be reviewed and approved annually by the Coordinator and local Coordinating Board for conformance with the requirements of this Agreement.
- O. Comply with the following requirements concerning drivers and vehicles:
1. Drivers for paratransit services, including coordination contractors, shall be required to announce and identify themselves by name and company in a manner that is conducive to communications with the specific passenger, upon pickup of each rider, group of riders, or representative, guardian, or associate of the rider, except in situations where the driver regularly transports the rider on a recurring basis. Each driver must have photo identification that is in view of the passenger. Name patches, inscriptions or badges that affix to driver clothing are acceptable. For transit services, the driver photo identification shall be in a conspicuous location in the vehicle.
 2. The paratransit driver 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. In certain paratransit service categories, the driver may also be required to open and close doors to buildings, except in situations in which assistance in opening/closing building doors would not be safe for passengers remaining on the vehicle. Assisted access must be in a dignified manner. Drivers may not assist wheelchair up or down more than one step, unless it can be performed safely as determined by the passenger, guardian, and driver.
 3. All vehicles shall be equipped with two-way communications in good working order and be audible to the driver at all times to the base.
 4. All vehicles providing service within the coordinated system, shall have working air conditioners and heaters in each vehicle. Vehicles that do not have a working air conditioner or heater will be scheduled for repair or replacement as soon as possible.

P. Comply with other requirements as follows:

1. Transport an escort of a passenger and dependent children as locally negotiated and identified in the local Transportation Disadvantaged Service Plan.
2. Determine locally in the Transportation Disadvantaged Service Plan, the use, responsibility, and cost of child restraint devices.
3. Transport with the passenger at no additional charge, passenger property that can be carried by the passenger and/or driver in one trip and can be safely stowed on the vehicle. Additional requirements may be negotiated for carrying and loading rider property beyond this amount. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistive devices, or intravenous devices.
4. Provide shelter, security, and safety of passengers at vehicle transfer points.
5. Post a local or other toll-free number for complaints or grievances inside each vehicle. The local complaint process shall be outlined as a section in the local Transportation Disadvantaged Service Plan including advising the dissatisfied person about the Commission's Ombudsman Program as a step within the process as approved by the local Coordinating Board.
6. Provide out-of-service-area trips, when determined locally and approved by the local Coordinating Board, except in instances where local ordinances prohibit such trips.
7. Keep interior of all vehicles free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger.
8. Determine locally by the local Coordinating Board and provide in the local Transportation Disadvantaged Service Plan the billing requirements of the Community Transportation Coordinator. All bills shall be paid to subcontractors within 7 calendar days after receipt of said payment by the Coordinator, in accordance with Section 287.0585, Florida Statutes.
9. Maintain or have access to a passenger/trip database on each rider being transported within the system.
10. Provide each rider and escort, child, or personal care attendant adequate seating for paratransit services. No more passengers than the registered passenger seating capacity shall be scheduled or transported in a vehicle at any time. For transit services provided by transit vehicles, adequate seating or standing space will be provided to each rider and escort, child, or personal care attendant, and no more passengers than the registered passenger seating or standing capacity shall be scheduled or transported in a vehicle at any time.
11. First Aid shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

12. Cardiopulmonary Resuscitation shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

II. The Commission Shall:

- A. Recognize the Coordinator as the entity described in Section 427.011(5), Florida Statutes, and Rule 41-2.002(4), F.A.C.
- B. Attempt to insure that all entities with transportation disadvantaged funds will purchase transportation disadvantaged services through the Coordinator's system.

III. The Coordinator and the Commission Further Agree:

- A. Nothing in this Agreement shall require the Commission to observe or enforce compliance with any provision thereof, perform any other act or do any other thing in contravention of any applicable state law. If any of the provisions of this Agreement is found by a court of law to violate any applicable state law, the purchasing agency/entity will at once notify the Commission in writing in order that appropriate changes and modifications may be made by the Commission and the Coordinator to the end that the Coordinator may proceed as soon as possible with the provision of transportation services.
- B. If any part or provision of this Agreement is held invalid, the remainder of this Agreement shall be binding on the parties hereto.
- C. Termination Conditions:
 1. Termination at Will - This Agreement may be terminated by either party upon no less than thirty (30) days notice, without cause. Said notice shall be delivered by certified mail, return receipt required, or in person with proof of delivery.
 2. Termination for Breach - Unless the Coordinator's breach is waived by the Commission in writing, the Commission may, by written notice to the Coordinator, terminate this Agreement upon no less than twenty-four (24) hours notice. Said notice shall be delivered by certified mail, return receipt requested, or in person with proof of delivery. Waiver by the Commission of breach of any provision of this Agreement shall not be deemed to be a waiver of any other breach and shall not be construed to be a modification of the terms of this Agreement, and shall not act as a waiver or estoppel to enforcement of any provision of this Agreement. The provisions herein do not limit the Commission's right to remedies at law or to damages.
- D. This agreement will expire unless an extension is granted to the Coordinator in writing by the Commission, in accordance with Chapter 287, Florida Statutes.
- E. Renegotiations or Modifications of this Agreement shall only be valid when they have been reduced to writing, duly approved by the Commission, and signed by both parties hereto.

F. Notice and Contact:

The name and address of the contract manager for the Commission for this Agreement is: **Executive Director, 605 Suwannee Street, MS-49, Tallahassee, FL 32399-0450**. The representative/position of the Coordinator responsible for administration of the program under this Agreement is:

Ms. Michelle Arnold,
3299 East Tamiami Trail, Suite 103, Naples, FL 34112

In the event that either party designates different representatives after execution of this Agreement, notice of the name and address of the new representative will be rendered in writing to the other party and said notification attached to originals of this Agreement.

This document has been reviewed in its entirety and approved by the local Coordinating Board at its official meeting held on May 23, 2018.

Coordinating Board Chairperson

WITNESS WHEREOF, the parties hereto have caused these presents to be executed.

COMMUNITY TRANSPORTATION
COORDINATOR:

STATE OF FLORIDA, COMMISSION FOR
THE TRANSPORTATION DISADVANTAGED:

Agency Name

Printed Name of Authorized Individual

Printed Name of Authorized Individual

Signature: _____

Signature: _____

Title: Executive Director

Title: _____