



AGENDA

**Collier County Local Coordinating Board
for the Transportation Disadvantaged**
Collier County Government Center
County Administration Building F
Information Technology Training Room
3rd Floor – 3299 Tamiami Trail E.
Naples, FL 34112

REGULAR MEETING

**Wednesday – September 5, 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. May 2, 2018 Regular Meeting Minutes
- B. May 23, 2018 Regular Meeting Minutes

5. BOARD ACTION

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

**6. REPORTS & PRESENTATIONS (No
Presentation)**

- A. Draft Transportation Disadvantaged
Service Plan Major Update

7. OTHER BUSINESS

8. DISTRIBUTION ITEMS

9. BOARD MEMBER COMMENTS

10. NEXT MEETING DATE

September 19, 2018 at 2:30 p.m.

11. ADJOURNMENT

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

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

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

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

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

LCB REGULAR MEETING MINUTES

May 2, 2018

2:30 p.m.

Collier County Government Center
3299 Tamiami Trail East, Bldg. F, 5th Floor
Information Technology Training Room
Naples, Florida 34112

1. Call to Order

A. Roll Call

The meeting was called to order at approximately 2:07 p.m. Mr. Ortman called the roll. A quorum was not attained.

Members Present

Donna Fiala, Board of County Commissioners (BCC), *Chairwoman*
Dylan Vogel, Citizens Advocate/User
Sherry Brenner, Disabled
Susan Corris, Southwest Florida Regional Workforce Development Board
Steven Felter, Florida Department of Transportation (FDOT)

Members Absent

Felix Soto, Florida Department of Children and Families
David Ogilvie, Public Education
Robert Richards, Department of Education
Maribel Perez, Agency for Health Care Administration
Irene Johnson, Veteran Services
Cheryl Burnham, FL Association for Community Action
Rebecca MacKenzie, Area Agency on Aging
Emely Kafle, Representative for Children at Risk
Harold Kurzman, Elderly, *Vice-Chairman*

MPO Staff:

Brandy Otero, Senior Planner
Eric Ortman, Senior Planner

Others Present:

Michelle Arnold, Public Transit & Neighborhood Enhancement (PTNE) Division
Omar DeLeon, PTNE
Elena Ortiz Rosado, PTNE
Matt Liveringhouse, PTNE
Barry Bland, MTM
Jose Vargas, CAT
Birgitta Grasser

B. Pledge of Allegiance

Commissioner Fiala led the Pledge of Allegiance.

There was not a quorum of members.

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

Sherry Brenner stated that she had comments to provide. She commented that she has been leaving voicemails to schedule rides for meetings and has not been receiving return phone calls from CAT staff. Mr. Liveringhouse advised her that she should be staying in the queue and he suggested that it is best to wait to speak to a CAT scheduling representative. Ms. Brenner responded that she often gets disconnected when she stays in the queue. Mr. Liveringhouse requested that he be notified if the Customer Service Representatives are not providing good customer service. He stated that if he is given specific incident details, he can research the telephone recording and speak to CAT staff about service.

Ms. Birgitta Grasser stated that she has asked to speak to a supervisor in the past and has been disconnected. Mr. Liveringhouse stated that Mr. Bland is the supervisor and they should be directed to him.

Commissioner Fiala thanked Ms. Brenner and Ms. Grasser for bringing this issue to the Board's attention. Mr. Bland stated that he would provide Ms. Brenner and Ms. Grasser with his business card so they can contact him directly with any concerns.

Dylan Vogel stated that he was concerned with different drivers coming to United Cerebral Palsy (UCP). He commented that the passengers at UCP are anxious with new drivers. Ms. Arnold stated that all drivers should introduce themselves and make passengers comfortable. A discussion ensued regarding passengers and education of drivers for the UCP route.

3. Approval of the Agenda

No action was taken at this meeting due to lack of quorum.

4. Approval of Meeting Minutes

- A. March 7, 2018 Public Workshop Meeting Minutes
- B. March 7, 2018 Regular Meeting Minutes

No action was taken at this meeting due to lack of quorum.

5. Board Action

- A. Approval of Inventory of Private Transportation Providers

No action was taken at this meeting due to lack of quorum.

- B. Approval of 2018 TDSP Minor Update

No action was taken at this meeting due to lack of quorum.

- C. Approval of LCB Grievance Procedures

No action was taken at this meeting due to lack of quorum.

D. Endorsement of the TD Planning Grant Application and MPO Resolution

No action was taken at this meeting due to lack of quorum.

E. Review and Endorsement of the MOA

No action was taken at this meeting due to lack of quorum.

6. Reports and Presentations (May Require Board Action)

A. Community Transportation Coordinator (CTC) Quarterly Report

Mr. Liveringhouse stated that there was significant growth in the program from last year. He provided an overview of the quarterly report and statistics. He stated that the paratransit system was operating at 93.71% on time for all trips which is an improved level of service over last year. The on-time performance was originally assessed by evaluating drop offs only, but was now being assessed for all trips. This can possibly be attributed to training of scheduling and dispatchers and contract modifications for vendors.

Mr. Liveringhouse continued summarizing improvements being made regarding classifications of no shows, missed trips, and cancellations. He stated that vendor contract modifications were made to assign liquidated damages for missed trips and failure to arrive and perform. In addition, a non-escort fee was added. Michelle Peronto asked when the contract modification went into place. Mr. Liveringhouse stated that it took effect in February of 2018. Ms. Peronto requested that copies of the updated contract be sent to FDOT. She asked if there had been a decrease in the missed trips since the modification took effect. Mr. Liveringhouse stated that the missed trips appeared to be decreasing.

Ms. Grasser stated that when the bus doesn't show up on time to pick up her son for work, he has to call an uber. She asked who was going to reimburse him for that trip since the County was going to get \$50 for a missed trip. She asked if the money was going to be spread back into the community. Mr. Liveringhouse stated that it was going to be reinvested back into the system, possibly to retrain drivers or maybe to offer free passes to the customer. Ms. Grasser stated that many passengers make minimum wage and shouldn't have to pay higher fares for uber or other services when the buses don't show up. Ms. Arnold stated that the goal is always to ensure that the bus shows up on time and that the service is provided to the passenger.

7. Other Business

8. Distribution Items (no presentation)

9. Board Member Comments

Ms. Peronto introduced Steven Felter, FDOT Transit Projects Coordinator, as the new FDOT LCB representative. She reminded everyone about the FDOT/FPTA professional development workshop. She stated that FDOT received 47 grant applications for federal programs and they were still waiting for federal apportionments. She stated that FDOT Triennial reviews have begun; 12 reviews have been completed to date. The FDOT Southwest Area Office has announced Wayne Gaither as the new manager.

10. Next Meeting Date:

The Board was notified that since several grant deliverables were scheduled to be approved at this meeting and a quorum was not attained, a special meeting would be required prior to June 30th.

The next regular scheduled meeting will be held on September 5, 2018 at 2:30 p.m.

11. Adjournment

With no further business to discuss, Commissioner Fiala adjourned the meeting at approximately 2:58 pm.

**Local Coordinating Board (LCB) for the Transportation Disadvantaged of the Collier Metropolitan
Planning Organization (MPO)
Collier County Human Resources Office Conference Room
Government Center
3301 Tamiami Trail E, Naples, FL 34112
2:30 P.M.**

May 23, 2018 Meeting Minutes

LCB MEMBERS PRESENT

Donna Fiala, Board of County Commissioners (BCC), *Chairwoman*
Harold Kurzman, Elerly, Vice-Chairman
Dylan Vogel, Citizens Advocate/User
Sherry Brenner, Disabled
Susan Corris, Southwest Florida Regional Workforce Development Board
Steven Felter, Florida Department of Transportation (FDOT)
Maribel Perez, Agency for Health Care Administration
Pa Houa Lee-Yang, FL Association for Community Action

LCB MEMBERS ABSENT

Felix Soto, Florida Department of Children and Families
Robert Richards, Department of Education
Emely Kafle, Children at Risk
Irene Johnson, Veteran Services
Rebecca MacKenzie, Area Agency on Aging
David Ogilvie, Public Education

MPO STAFF

Brandy Otero, MPO Senior Planner

OTHERS PRESENT

Michelle Arnold, Director, Public Transit & Neighborhood Enhancement (PTNE) Division
Matt Liveringhouse, PTNE
Omar DeLeon, PTNE
Elena Ortiz, PTNE
Braian Morales, MV
Barry Bland, MTM

1. CALL TO ORDER

Commissioner Fiala called the meeting to order at 2:57 p.m.

A. Roll Call with Self Introductions

Roll call was taken and a quorum was established.

B. Pledge of Allegiance

None

2. OPEN TO THE PUBLIC FOR COMMENTS ON ITEMS NOT ON THE AGENDA

None

3. APPROVAL OF AGENDA

Ms. Corris moved to approve the Agenda. Second by Ms. Lee-Yang. Carried unanimously 8 – 0.

4. APPROVAL OF MEETING MINUTES

a. March 7, 2018 Workshop

Mr. Kurzman moved to approve the minutes of the March 7, 2018 Workshop meeting as presented. Second by Ms. Brenner. Carried unanimously 8 – 0.

b. March 7, 2018 Regular Meeting

Mr. Kurzman moved to approve the minutes of the March 7, 2018 Regular meeting as presented. Second by Ms. Brenner. Carried unanimously 8 – 0.

5. BOARD ACTION

A. Approval of Inventory of Private Transportation Providers

Ms. Otero presented the Executive Summary “*Approval of Inventory of Private Transportation Providers*” for consideration. She noted:

- The County no longer regulates Vehicles for Hire and the list was developed from the database in the Florida Department of Business and Professional Regulation.
- The provider is to be utilized in the event private transportation is needed and is a requirement of the Grant issued by the Florida Commission for the Transit Disadvantaged (TD) to the program.

Ms. Corris moved to approve the Inventory of Private Transportation Providers. Second by Ms. Lee-Yang. Carried unanimously 8 – 0.

B. Approval of 2018 TDSP Annual Update

Ms. Otero presented the Executive Summary “*Approval of 2018 TDSP Annual Update*” for consideration. She noted the changes to the plan include demographic data updates, revisions to the eligibility language, updates to the rate model used for cost reimbursements, etc.

Mr. Kurzman moved to approve 2018 TDSP Annual Update. Second by Ms. Lee-Yang. A Roll Call vote was taken and the motion carried unanimously 8 – 0 with Commissioner Fiala, Ms. Lee-Yang, Mr. Kurzman, Ms. Corris, Mr. Felter, Ms. Brenner, Mr. Vogel and Ms. Perez voting in favor.

C. Approval of 2018 Update to Grievance Procedures

Ms. Otero presented the Executive Summary “*Approval of 2018 Update to Grievance Procedures*” for consideration. She noted the process is part of an annual review and no changes are proposed to the procedures.

Mr. Vogel moved to approve the 2018 Update to Grievance Procedures. Second by Ms. Sherry. Carried unanimously 8 – 0.

D. Endorsement of the TD Planning Grant Application and MPO Resolution

Ms. Otero presented the Executive Summary “*Endorsement of the TD Planning Grant Application and MPO Resolution*” for consideration. She noted:

- The funds are used to assist the MPO in covering expenses associated with administering the program.
- The funding is in the amount of \$26,962 and will be effective on July 1, 2018.
- Staff utilizes the monies for updating plans, evaluating the Community Transportation Coordinator, legal advertising, costs associated with administering meetings, etc.
- Additional funds are made available for Staff from other sources

Mr. Kurzman moved to endorse the TD Planning Grant Application and MPO Resolution Second by Mr. Vogel. Carried unanimously 8 – 0.

E. Review and Endorsement of the MOA

Ms. Otero presented the Executive Summary “*Endorsement of the Memorandum of Agreement (MOA) for the Community Transportation Coordinator (CTC) Designation*” for consideration. She noted:

- The CTC designation is renewed every 5 years.
- The County’s CTC is the Board of County Commissioners who is scheduled to review the agreement a June meeting.
- Following the approval of the agreement by the BCC, it must be approved by the Commission for the Transportation Disadvantaged.
- A major update of the Transportation Disadvantaged Service Plan is required to be completed within 120 days of execution of the MOA.

Ms. Corris moved to endorse the Memorandum of Agreement (MOA) for the Community Transportation Coordinator (CTC) Designation. Second by Ms. Lee-Yang. Carried unanimously 8 – 0.

7. REPORTS AND PRESENTATIONS

None

8. DISTRIBUTION ITEMS

None

9. BOARD MEMBER COMMENTS

Mr. Kurzman questioned the status of the new transit contract provider scheduled to begin service on January 1, 2018.

Mr. Liveringhouse reported that the Request for Proposal is being issued in mid-June and is due back in mid to end of July. The selection of the vendor is scheduled to occur in August with 9 – 10 companies identified for the RFP which will be publicly advertised.

10. NEXT MEETING DATE

September 5, 2018 – 2:30am Growth Management Department Conference Rooms 609/610

With no further comments or items to attend to, Commissioner Fiala adjourned the meeting at approximately 3:31p.m.

BOARD ACTION
ITEM 5A

Review and Approval of the FY 2017-18 Annual Operating Report (AOR)

OBJECTIVE: To authorize the Chairman of the Local Coordinating Board (LCB) to sign the FY 2017-18 Annual Operating Report (AOR) certifying that the LCB has reviewed the AOR and that the Planning Agency (Collier MPO) has received a copy.

CONSIDERATIONS: Pursuant to Chapter 427, Florida Statutes, each Community Transportation Coordinator (CTC) must submit an Annual Operating Report (AOR). Collier County is the designated CTC. The Public Transit and Neighborhood Enhancement Director has submitted the report electronically to the Florida Commission for the Transportation Disadvantaged (CTD).

The CTD uses the information to determine each CTC's operating data, provide a statewide operational profile of the Florida Coordinated Transportation System, and to evaluate certain performance aspects of the coordinated systems individually and as a whole. The CTD also uses the data collected in this report to substantiate the need for the CTC to request additional funds.

STAFF RECOMMENDATION: To approve the FY 2017-18 AOR for the signature of the Chairman to certify that the LCB has reviewed the report and that a copy has been received by the Planning Agency (the MPO).

Prepared By: Yousi Cardeso, PTNE Operations Analyst

ATTACHMENTS:

1. FY17-18 Annual Operating Report (AOR)

Item 5A - Attachment 1
FLCTD
Annual Operations Report
Section I: Face Sheet

County: Collier	Fiscal Year: July 1, 2017 - June 30, 2018
Status: Ready	
Report Date:	08/02/2018
Period Covered:	July 1, 2017 - June 30, 2018
Coordinator's Name:	Collier County Board of County Commissioners
Address:	3299 Tamiami Trail East #103
City:	Naples
Zip Code:	34112
Service Area:	Collier
Contact Person:	Michelle E. Arnold
Title:	PTNE Director
Phone:	(239) 252 - 5841
Fax:	(239) 252 - 3929
Email:	michelle.arnold@colliercountyfl.gov
Network Type:	Complete Brokerage
Organization Type:	County

CTC Certification:

I, Michelle E. Arnold, as the authorized Community Transportation Coordinator (CTC) Representative, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature)

LCB Statement:

I, _____, as the local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(7) F.S. that the local Coordinating Board has reviewed this report and the Planning Agency has received a copy.

LCB Signature

FLCTD
Annual Operations Report
Section II: General Info

County: **Collier**

Fiscal Year: **July 1, 2017 - June 30, 2018**

Status: Ready

Section II: Coordinated System General Information

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

Number of Private Non-Profits: 3

Number of Private For-Profits: 2

Public Entities:

School Board: 0

Municipality: 0

County: 1

Transit Authority: 0

Other: 0

Total: 6

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

5

FLCTD

Annual Operations Report

Section III: Passenger Trip Info

County: Collier		Fiscal Year: July 1, 2017 - June 30, 2018	
Status: Ready			
Section III: Passenger Trip Information			
1a. One-Way Passenger Trips			
Type of Service	Service Area		Total
	Within	Outside	
Fixed Route/Fixed Schedule			
Daily Trip Tickets	0	0	0
Weekly Passes	0	0	0
Monthly Passes	0	0	0
Deviated Fixed Route Service	0	0	0
Paratransit			
Ambulatory	91435	0	91435
Non-Ambulatory	18188	0	18188
Stretcher	0	0	0
Other Services			
School Board Trips	0	0	0
Total Trips	109623	0	109623
1b. How many of the total trips were provided by contracted transportation providers (do not include the CTC, if the CTC provides transportation services)?			103178
1c. How many of the total trips were provided by coordination contractors?			6445
2. One-Way Trips by Funding Source			
Agency for Health Care Administration			0
Agency for Persons with Disabilities			0
Agency for Workforce Innovation			0
Commission for the Transportation Disadvantaged			18917
Department of Children and Families			0
Department of Community Affairs			0
Department of Education			0
Department of Elder Affairs			319
Department of Health			0

Department of Juvenile Justice	0
Florida Department of Transportation	6403
Local Government	67185
Local Non-Government	11311
Other Federal Programs	5488
Total:	109623

3. One-Way Trips by Passenger Type

Was this information obtained by sampling?

Elderly

Low Income: 40238

Disabled: 28889

Low Income and Disabled: 0

Other: 0

Children

Low Income: 0

Disabled: 0

Low Income and Disabled: 0

Other: 0

Other

Low Income: 34051

Disabled: 0

Low Income and Disabled: 0

Other: 6445

Total: 109623

4. One-Way Passenger Trips - by Purpose

Was this information obtained by sampling?

no

Medical Purpose

50069

Employment Purpose

12874

Education/Training/Daycare Purpose

4097

Nutritional Purpose

13868

Life-Sustaining/Other Purpose

28715

Total: 109623

5. Unduplicated Passenger Head Count

5a. Paratransit/Deviated Fixed Route/ School Brd

1316

5b. Fixed Route	0
Total:	1316
6. Number of Unmet Trip Requests	
	0
Unmet Trip Requests by Type of Trip	
Unmet Medical	0
Unmet Employment	0
Unmet Education/Training/Daycare	0
Unmet Nutritional	0
Unmet Life-Sustaining/Other	0
Reason Trip was Denied (Optional)	
Lack of Funding:	0
Lack of Vehicle Availability:	0
Lack of Driver Availability:	0
Other:	0
7.) Number of Passenger No-shows	
	2821
Passenger No-Shows by Funding Source (optional)	
CTD:	0
AHCA:	0
AWI:	0
DCF:	0
APD:	0
DOE:	0
DOEA:	0
Other:	0
8. Complaints	
Complaints by Service	65
Complaints by Policy	0
Complaints by Vehicle	0
Complaints by Other	0
Complaint Total:	65
9. Commendations	
Commendations by CTC	0

Commendations by Transportation Providers	6
Commendations by Coordination Contractors	0
Total Commendations:	6

FLCTD

Annual Operations Report

Section IV: Vehicle Info

County: Collier	Fiscal Year: July 1, 2017 - June 30, 2018		
Status: Ready			
Section IV: Vehicle Information			
1. Mileage Information			
	Vehicle Miles		Revenue Miles
CTC:	0		0
Transportation Providers:	1378344		1194397
Coordination Contractors:	29360		25543
School Bus Utilization Agreement:	0		0
Total:	1407704		1219940
2. Roadcalls			
	20		
3. Accidents			
	Chargeable		Non-Chargeable
Total Accidents Person Only:	0		0
Total Accidents Vehicle Only:	9		9
Total Accidents Person & Vehicle:	0		0
Total Accidents:	9		9
Grand Total:	18		
4. Total Number of Vehicles			
	29		
		Count	Percentage
a. Total vehicles that are wheelchair accessible:		29	100.00%
b. Total vehicles that are stretcher equipped:		0	0.00%

FLCTD

Annual Operations Report

Section V: Employee Info

County: Collier	Fiscal Year: July 1, 2017 - June 30, 2018		
Status: Ready			
Section V: Employee Information			
1. CTC and Transportation Provider Employee Information			
			Hours
Full-Time Drivers	51		75300
Part-Time Drivers	3		1560
Volunteer Drivers	0		0
Total Hours:			76860
Maintenance Employees	2		
Dispatchers	3		
Schedulers	2		
Call Intake/Reserv./Cust. Serv.	2		
Other Operations Employees	0		
			Hours
Other Volunteers	0		0
Administrative Support	5		
Management Employees	4		
Total	72		
2. Coordination Contractors Employee Information			
			Hours
Full-Time Drivers	7		15100
Part-Time Drivers	5		2332
Volunteer Drivers	0		0
Total Hours:			17432
Maintenance Employees	1		
Dispatchers	2		
Schedulers	1		
Call Intake/Reserv./Cust. Serv.	2		

Other Operations Employees	0	
		Hours
Other Volunteers	0	0
Administrative Support	2	
Management Employees	4	
Total	24	
		TOTAL HOURS: 94292

FLCTD
Annual Operations Report
Section VI: Revenue Sources

County: Collier		Fiscal Year: July 1, 2017 - June 30, 2018	
Status: Ready			
Section VI: Financial Data			
1. Detailed Revenue and Trips Provided by Funding Source			
Revenue Source	CTC and Transportation Providers	Coordination Contractors	TOTAL REVENUES
Agency for Health Care Administration			
Medicaid Non-Emergency	\$0.00	\$0.00	\$0.00
Medicaid Non-Emergency (under fixed fee service with AHCA)	\$0.00	\$0.00	\$0.00
Agency for Persons with Disabilities			
Comm Care for Dis Adults/Aging & Adult Services	\$0.00	\$0.00	\$0.00
Developmental Services	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Agency for Workforce Innovation			
WAGES/Workforce Board	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Commission for the Transportation Disadvantaged			
Non-Sponsored Trip Program	\$647,818.00	\$0.00	\$647,818.00
Non-Sponsored Cap. Equip.	\$0.00	\$0.00	\$0.00
Rural Capital Equip.	\$0.00	\$0.00	\$0.00
TD Other (specify)	\$0.00	\$0.00	\$0.00
Department of Children and Families			
Alcohol, Drug Abuse & Mental Health Program	\$0.00	\$0.00	\$0.00
Family Safety & Preservation	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Community Affairs			
Community Services	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Education			
Carl Perkins Vocational Ed. Act	\$0.00	\$0.00	\$0.00
Division of Blind Services	\$0.00	\$0.00	\$0.00

Vocational Rehabilitation	\$0.00	\$0.00	\$0.00
Day Care Programs	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Elder Affairs			
Older Americans Act	\$0.00	\$0.00	\$0.00
Community Care for the Elderly	\$10,786.00	\$0.00	\$10,786.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Health			
Children's Medical Services	\$0.00	\$0.00	\$0.00
Office of Disability Deter.	\$0.00	\$0.00	\$0.00
County Public Health Unit	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Juvenile Justice			
(specify)	\$0.00	\$0.00	\$0.00
Department of Transportation			
49 USC 5307 (Section 9)	\$0.00	\$0.00	\$0.00
49 USC 5310 (Section 16)	\$0.00	\$0.00	\$0.00
49 USC 5311 (Section 18)	\$288,176.00	\$0.00	\$288,176.00
490USC 5311(f) (Section 18i)	\$0.00	\$0.00	\$0.00
Block Grant	\$0.00	\$0.00	\$0.00
Service Development	\$0.00	\$0.00	\$0.00
Commuter Assistance Program	\$0.00	\$0.00	\$0.00
Other DOT (Specify)	\$0.00	\$0.00	\$0.00
Local Government			
School Board Service	\$0.00	\$0.00	\$0.00
Complementary ADA Service	\$2,692,700.00	\$0.00	\$2,692,700.00
County Cash	\$236,229.00	\$0.00	\$236,229.00
County In-Kind	\$0.00	\$0.00	\$0.00
City Cash	\$0.00	\$0.00	\$0.00
City In-Kind	\$0.00	\$0.00	\$0.00
Other Cash (specify)	\$0.00	\$0.00	\$0.00
Other In-Kind (specify)	\$0.00	\$0.00	\$0.00
Local Non-Government			
Farebox	\$213,816.00	\$0.00	\$213,816.00
Donations, Contributions	\$0.00	\$0.00	\$0.00
In-Kind Services	\$0.00	\$0.00	\$0.00
Other Non-Government	\$5,177.00	\$589,396.00	\$594,573.00
Other Federal or State Programs			

(specify)Section 5307 ADA	\$246,978.00	\$0.00	\$246,978.00
(specify)	\$0.00	\$0.00	\$0.00
(specify)	\$0.00	\$0.00	\$0.00
GRAND TOTAL:			
	\$4,341,680.00	\$589,396.00	\$4,931,076.00

FLCTD
Annual Operations Report
Section VII: Expense Sources

County: Collier		Fiscal Year: July 1, 2017 - June 30, 2018	
Status: Ready			
Section VII: Financial Data			
2. Expense Sources			
Expense Item	Community Transportation Coordinator	Coordination Contractor	TOTAL EXPENSES
Labor (501):	\$1,308,626.00	\$329,555.00	\$1,638,181.00
Fringe Benefits (502):	\$246,244.00	\$59,162.00	\$305,406.00
Services (503):	\$1,404,621.00	\$940.00	\$1,405,561.00
Materials and Supplies Cons. (504):	\$636,471.00	\$129,934.00	\$766,405.00
Utilities (505):	\$35,986.00	\$0.00	\$35,986.00
Casualty and Liability (506):	\$114,395.00	\$21,805.00	\$136,200.00
Taxes (507):	\$33,826.00	\$0.00	\$33,826.00
Purchased Transportation Services (508)			
Bus Pass Expenses:	\$0.00	\$0.00	\$0.00
School Bus Expenses:	\$0.00	\$0.00	\$0.00
Other:	\$0.00	\$0.00	\$0.00
Miscellaneous (509):	\$33,069.00	\$0.00	\$33,069.00
Interest (511):	\$0.00	\$0.00	\$0.00
Leases and Rentals (512):	\$4,640.00	\$0.00	\$4,640.00
Annual Depreciation (513):	\$484,186.00	\$0.00	\$484,186.00
Contributed Services (530):	\$0.00	\$0.00	\$0.00
Allocated Indirect Expenses:	\$541,766.00	\$48,000.00	\$589,766.00
GRAND TOTAL:	\$4,843,830.00	\$589,396.00	\$5,433,226.00

REPORTS & PRESENTATIONS
ITEM 6A

Discussion of the 2018 Transportation Disadvantaged Service Plan (TDSP) Major Update

OBJECTIVE: To review and discuss the draft 2018 TDSP Major Update.

CONSIDERATIONS: This year, Collier County is required to submit a Major Update to the TDSP, due to the re-designation of Collier Board of County Commissioners as the Community Transportation Coordinator. The Major Update to the TDSP is being prepared by staff from the Center for Urban Transportation Research at the University of South Florida. The document is still being developed and will be distributed under separate cover. Consultant representatives will be in attendance at the September 5th meeting to present the TDSP and address any questions LCB members may have.

A special meeting has been scheduled for September 19th, for the adoption of the TDSP. This will allow an additional review and comment opportunity for LCB members and the public to comment on the document.

STAFF RECOMMENDATION: Review and comment on the draft 2018 TDSP.

Prepared By: Brandy Otero, MPO Senior Planner

ATTACHMENTS:

1. TDSP Instruction Manual



INSTRUCTION MANUAL
FOR THE
MEMORANDUM OF AGREEMENT
AND
THE TRANSPORTATION DISADVANTAGED SERVICE PLAN
2007/2008

Issued By:

FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED
605 Suwannee Street, Mail Station 49
Tallahassee, Florida 32399-0450
850-410-5700
Fax 850-410-5752
Internet <http://www.dot.state.fl.us/ctd>

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INTRODUCTION

This manual contains information regarding the Memorandum of Agreement and the Transportation Disadvantaged Service Plan. This manual is intended to provide guidance to Community Transportation Coordinators, Planning Agencies, and Local Coordinating Boards when planning, implementing and evaluating services under the Coordinated Transportation Disadvantaged Program.

Pursuant to Chapter 427, Florida Statutes, the purpose of the Commission for the Transportation Disadvantaged (Commission) is to accomplish the arrangement for the provision of transportation services to the transportation disadvantaged. In accomplishing this, the Commission approves a Community Transportation Coordinator (Coordinator) for each service area of the state. The Coordinator is responsible for the accomplishment of certain requirements regarding the arrangement of cost-effective, efficient, unduplicated, and unfragmented transportation disadvantaged services within its respective service area. The contractual administration for transportation disadvantaged services by a Coordinator is accomplished through a Memorandum of Agreement between the Commission and the Coordinator. This Agreement is a contract through which the Commission delineates the statewide minimum service standards and requirements by which the Coordinator must operate.

Conditions set forth in the Memorandum of Agreement require the development and implementation of a Transportation Disadvantaged Service Plan. The Service Plan is developed by the Coordinator and the Planning Agency under the guidance and approval of the Local Coordinating Board. The plan is an annually updated tactical plan with components of development, service and, quality assurance. Through the Local Coordinating Board's involvement in the review and approval of the Service Plan, the Local Coordinating Board is able to guide and support the Coordinator in implementing coordination efforts and locally developed service standards that are consistent with the needs and resources of the community.

This manual is divided into two parts: Memorandum of Agreement, and Transportation Disadvantaged Service Plan. Each part contains information and guidance to assist in the completion of these program requirements. An appendix is provided that contains the Memorandum of Agreement Boilerplate, a sample Transportation Disadvantaged Service Plan format, Local Coordinating Board Membership Certification Format, Roll Call Voting Sheet Format, Rate for Services Summary Page Format, Sample Update or Amendment Submittal Letter, Update or Amendment Table and, Glossary of Terms.

PART I

MEMORANDUM OF AGREEMENT

This part of the manual contains requirements and instructions for the completion of the Memorandum of Agreement.

A. GENERAL INFORMATION

Under Chapter 427, Florida Statutes, the Planning Agency is tasked with recommending to the Commission a single Community Transportation Coordinator. The Planning Agency must follow the competitive procurement process as outlined in Chapter 287, Florida Statutes, for a Coordinator designation. Once the process has been completed, the Planning Agency submits documentation to the Commission staff, verifying a competitive process was used. The Planning Agency then requests that the Commission approve the Planning Agency's recommendation of a single Community Transportation Coordinator for that specific service area. This process is followed every five years. The contractual administration for transportation disadvantaged services by a Coordinator is accomplished through a Memorandum of Agreement between the Commission and the Coordinator.

The Memorandum of Agreement is a "state contract" for passenger transportation services and is for a term of five years. The Agreement recognizes/establishes a vendor, the Community Transportation Coordinator, who is responsible for the arrangement of all transportation services in a particular service area which are funded through federal, state, and local government transportation disadvantaged funds. This agreement is between the Commission for the Transportation Disadvantaged and an approved Coordinator. The Agreement must be reviewed in its entirety and approved by the Local Coordinating Board prior to execution by the Commission. The agreement contains the Commission's minimum standard requirements and is the basis for uniform statewide passenger transportation services. The Memorandum of Agreement includes standard contract language approved by the Commission and adopted by administrative rule. The requirements of this agreement are not subject to change by the Coordinator.

B. INSTRUCTION FOR COMPLETION AND SUBMITTAL

The Planning Agency is responsible for ensuring that the Memorandum of Agreement is signed by the proposed Community Transportation Coordinator and the Local Coordinating Board. The Commission-approved Memorandum of Agreement form must be used. The most current form may be found on the Commission for the Transportation Disadvantaged web site: <http://www.dot.state.fl.us/ctd/programinfo/programdevelopmentsection/programdevelopmenthome.htm>. The approved and signed Agreement should be submitted with the Planning Agency's recommendation of a Community Transportation Coordinator. Please use the following guidelines when completing a Memorandum of Agreement for submission to the Commission for execution:

Instructions for PAGE 1 of the Memorandum of Agreement

- Do not fill in the contract number. This number will be assigned by the Commission upon execution.
- Do not fill in the effective dates. The Commission will fill in the dates upon execution.
- Insert the legal name of the governing body which is responsible as the Community Transportation Coordinator. Include the address to which this contract will be returned upon execution.
- Enter the name of the county(ies) for which the Coordinator is designated to serve in the appropriate space.

Instructions for PAGE 8 of the Memorandum of Agreement.

- Enter the name and/or position of the representative who is responsible for the administration of the program under the Agreement.
- Do not fill in any dates on the Agreement, except the date the local coordinating board approved the document.
- All signatures must be originals. Do not use rubber stamps.
- Be sure authorized parties type or neatly print titles and names on all copies to ensure clarity.
- Signatures on the agreements must be attested to by one affirming official and sealed (corporate or notary seal).
- Be sure to include a resolution from the agency authorizing signing of the agreement by an individual or position. The resolution must have original signatures. The resolution is from the governing body of the Community Transportation Coordinator, not the Local Coordinating Board.
- Submit two signed copies for further processing to:

Commission for the Transportation Disadvantaged
605 Suwannee Street, Mail Station 49
Tallahassee, Florida 32399-0450

A copy of the Memorandum of Agreement will be furnished to the Community Transportation Coordinator and the Planning Agency after the agreement has been executed by the Commission.

PART II

TRANSPORTATION DISADVANTAGED SERVICE PLAN

This part of the manual contains requirements and instructions for the completion of the Transportation Disadvantaged Service Plan.

A. GENERAL INFORMATION

The Transportation Disadvantaged Service Plan is an annually updated tactical plan jointly developed by the Planning Agency and the Coordinator which contains development, service, and quality assurance components. The Local Coordinating Board reviews and approves the Service Plan and it is submitted to the Commission for the Transportation Disadvantaged for final action.

The Federal Transit Administration modified several of its circulars for funding assistance in support of the federal Safe Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU). Beginning in fiscal year 2007, projects selected for funding under the Elderly Individuals and individuals with Disabilities, JARC, and New Freedom program must be derived from a Coordinated Public Transit-Human Services Transportation Plan. These projects should be identified within the Needs Assessment and Goals, Objectives and Strategies sections of the Development Plan. The plan must be developed through a process that includes representatives of public, private, and nonprofit transportation and human services providers and participation by the public. Florida's Transportation Disadvantaged Service Plan is developed through the input of Local Coordinating Boards whose membership includes citizens, public transportation, and human service providers. In addition to being a statutory requirement of Chapter 427, the Transportation Disadvantaged Service Plan may also be used to satisfy this federal requirement.

Through the guidance and support of the Coordinating Board, both the development and service components should complement each other. The Local Coordinating Board plays an important role in the support, advisement, monitoring, and evaluation of the Coordinator based on the approved Transportation Disadvantaged Service Plan. Through the Local Coordinating Board's involvement in the review and approval of the plan, the Coordinating Board is able to guide and support the Coordinator in implementing coordination efforts and locally developed service standards that are consistent with the needs and resources of the community.

A Transportation Disadvantaged Service Plan must be developed and maintained for each service area as recognized by the Commission. An initial Transportation Disadvantaged Service Plan is due within 120 calendar days after the execution of the initial Memorandum of Agreement. The Service Plan will cover a five-year period, with annual updates for years two through five, due prior to July 1 of each subsequent year. The development and submission of the Service Plan and annual updates are the responsibility of the Coordinator, the Planning Agency, and the Local Coordinating Board. In order to prevent any loss of funding, it is critical

that the plan and updates are submitted timely. The minimum guidelines to be utilized when developing the Transportation Disadvantaged Service Plan are provided in this manual.

B. INSTRUCTIONS FOR COMPLETION AND SUBMITTAL

The Planning Agency is responsible for ensuring that the Transportation Disadvantaged Service Plan is completed, approved and signed by the Local Coordinating Board. The Planning Agency must complete the Development component and the Quality Assurance component of the Service Plan. The Community Transportation Coordinator must complete the Service Element and submit it to the Planning Agency to be incorporated into the complete service plan to be presented to the Local Coordinating Board for approval. At a minimum, the Service Plan must address the mandatory elements as identified in the sample format. The approved and signed Service Plan should be submitted by the Planning Agency. Please use the following guidelines when completing a Transportation Disadvantaged Service Plan for submission to the Commission for execution:

- Provide a Cover Page identifying the service area, the time period of the service plan and the parties who are submitting the plan.
- Include a Table of Contents that, at a minimum, follows the format provided in this manual. All pages should be numbered.
- Include a completed Local Coordinating Board Membership Certification form, signed by the Planning Agency representative.
- Ensure that a roll call voting sheet identifying all Coordinating Board members, their affiliation, and whether they voted for or against the submittal of this document to the Commission is included and is signed by the Local Coordinating Board chairman. Also indicate those members who were absent from the meeting.
- All signatures must be originals. Do not use rubber stamps.
- Submit two signed copies for further processing to:

Commission for the Transportation Disadvantaged
605 Suwannee Street, Mail Station 49
Tallahassee, Florida 32399-0450

A copy of the Transportation Disadvantaged Service Plan will be furnished to the Community Transportation Coordinator and the Planning Agency after it has been executed by the Commission.

C. SPECIFIC COMPONENT REQUIREMENTS

Each component of the Service Plan builds and supports the others. The Development section identifies the long term goals and objectives for the local program based on data presented within that component. The Development component should describe how you will get from where you are today, as identified in the Service Plan component, to where you plan to be illustrated through the analysis provided in the Development component. The Service component identifies the operational and administrative structure as it exists today. The Quality Assurance component describes the methods utilized to evaluate the services provided by the Coordinator. The following is specific criteria that, at a minimum, should be addressed within each section of the Service Plan. The Planning Agency, Community Transportation Coordinator or Local Coordinating Board may include additional information as needed.

I. DEVELOPMENT PLAN

A. Introduction to the Service Area

1. Background of the TD Program

This section should provide the reader with an account of the organization and development of the TD Program at the local level. It may also include a discussion of the evolution of the Program at the state level. However, this is not a requirement.

2. Community Transportation Coordinator Designation Date/History

At a minimum, include information on when and how the organization was formed and selected as a Coordinator. Also identify the process used by the Planning Agency for selection.

3. Organization Chart

This should identify all those involved in the provision of service, from the Commission for the Transportation Disadvantaged, through the local Coordinating Board, to the Community Transportation Coordinator and the Planning Agency, and to the consumers.

4. Consistency Review of Other Plans

Confirm that the Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the following approved documents.

- a) Local Government Comprehensive Plans
- b) Regional Policy Plans
- c) Transit Development Plans
- d) Commission for the Transportation Disadvantaged 5Yr/20Yr Plan
- e) MPO Long Range Transportation Plans (where applicable)
- f) Transportation Improvement Programs (where applicable)

5. Public Participation

Identify the local process that allows representatives of public, private, and non-profit transportation and human services providers and members of the public to participate in the development and update of the Transportation Disadvantaged Service Plan. Stakeholders may include:

- ❖ Transportation Partners such as
 - area transportation planning agencies
 - public transportation providers (including ADA paratransit providers),
 - private transportation providers (including private transportation brokers, taxi operators, van pool providers and intercity bus operators),
 - non-profit transportation providers;
- ❖ Passengers and Advocates such as
 - existing and potential riders, including both general and targeted population passengers,
 - protection and advocacy organizations
 - representatives from independent living centers
 - advocacy organizations working on behalf of targeted populations
- ❖ Human Service Partners
 - agencies that administer health, employment or other support programs for targeted populations
 - job training and placement agencies
 - housing agencies
 - health care facilities
 - mental health providers
- ❖ Others
 - emergency and security management agencies
 - tribes and tribal representatives
 - economic development organizations
 - faith-based and community based organizations
 - representatives of the business community (employers)
 - appropriate local or state officials and elected officials
 - school districts

It is important that stakeholders be included in the development, implementation and updates of the local coordinated Transportation Disadvantaged Service Plan. This should include the annual public hearing as required of the Local Coordinating Board.

B. Service Area Profile/Demographics

1. Service Area Description

Provide general descriptive information about the service area. This should be a short, one to two paragraph explanation.

2. Demographics

a) Land Use

Emphasize the relationship between land uses and transportation in the service area.

b) Population/Composition

Provide a description of the population of the service area. Include population information such as total population, population breakdown by age groups, population densities, income information, employment status and location of employment, housing classifications and patterns, educational profiles, automobile ownership and use, historical tradition, cultural descriptions, and government and institutional descriptions.

c) Employment

Address employment as it relates to the generation of trips for the service area.

d) Major Trip Generators/Attractors

Identify major locations where trips would be generated from or to. This can include major medical facilities, amusement parks, large employers,

e) Inventory of Available Transportation Services

Develop an inventory of all identifiable transportation services that are currently available in the service area. This would include public, private, non-profit and local commuter service providers.

C. Service Analysis

1. Forecasts of Transportation Disadvantaged Population

You are encouraged to use the Methodology Guidelines for Forecasting TD Transportation Demand at the County Level, prepared for the Commission by the Center for Urban Transportation Research, May 1993. However, if you choose to develop and utilize your own methodology, please indicate that you have done so.

2. Needs Assessment

Assess the transportation needs and demand for individuals with disabilities, elderly, low income, and high risk and at-risk children. Identify any gaps in transportation services that are needed in the service area. Use service trends, populations by segments and rider expectations, and any community development plans as tools. This may be difficult for very rural counties to accomplish with a lot of certainty. Be specific as to what is needed. This

should include both service needs as well as capital purchase needs. Projects selected for funding under the Elderly Individuals and individuals with Disabilities, JARC, and New Freedom program may be derived from a the Transportation Disadvantaged Service Plan. The need for services that could be considered projects should be identified within this section of the Development Plan. The plan must be developed through a process that includes representatives of public, private, and nonprofit transportation and human services providers and participation by the public. Some examples could be expansion of service, additional routes, more vehicles, maintenance facilities, changes in routes, additional funding for particular service needs, etc.

3. Barriers to Coordination

Identify any federal, state, or local governmental policies, natural or operational environmental characteristics/constraints, or funding constraints, etc. that hinder or prevent the coordination of transportation services. Provide local efforts planned to address barriers and identify how the Commission for Transportation Disadvantaged can assist.

D. Goals, Objectives, and Strategies

Develop goals, objectives and strategies for the local coordinated transportation program. Goals, objectives and strategies are critical to the implementation of the Transportation Disadvantaged Service Plan. They are important policy statements that have been carefully considered by the Coordinator and the Planning Agency with the direction and support of the Coordinating Board. They represent a statement of local policy that will be used to manage the future transportation disadvantaged program within the service area. The plan for advancing from where you are today to where you need to be should be presented in this section through long range goals, specific measurable objectives, and strategies. This section should be updated on an annual basis.

A goal is a statement of purpose intended to define an ultimate end or condition. It reflects a direction of action, and is a subjective value statement. Goals may include more than one objective. That is, there may be more than one milestone necessary to achieve a goal.

An objective is a specific, measurable action that can be taken toward achieving the goal. Objectives should be dated. Deficiencies and corresponding corrective actions, as well as any service improvements or expansions should be identified within this section as dated objectives.

Strategies are specific actions that will be taken to achieve the objectives. These represent priority actions that will be carried out as part of the planning or quality assurance activities. For accountability purposes, the annual evaluation of the Coordinator should assess both the progress on the strategies themselves and

how well the strategies that have been implemented advance the progress towards reaching or achieving the corresponding objectives.

E. Implementation Schedule

The Implementation Schedule should be derived from the goals, objectives, and strategies described in the section above. The schedule should be in chronological order and include the strategy, the responsible party(s) for accomplishment, the anticipated beginning and ending date and any known costs. This section should be updated on an annual basis.

II. SERVICE PLAN

A. Operations

The operations element is a profile of the Coordinator's current system which provides basic information about the Coordinator's daily operations. This element should be written in a manner which is intended to give someone with little or no knowledge of transportation operations an adequate level of understanding. All terminology must be consistent with the terms identified in the Glossary of Terms provided in this manual.

1. Types, Hours and Days of Service

At a minimum, describe the various types of transportation services available, i.e., ambulatory, non-ambulatory, stretcher, paratransit, fixed-route, subscription or group services. Identify any special routes that are available and when these services are available. The services identified in this section should be those which are required to meet the identified needs of federal, state and local government purchasing agencies.

Coordinators should establish policies regarding any restrictions to whether services are provided door-to-door or curb-to-curb; utilization of friends/family first, mandatory use of fixed route (where available).

The Coordinator must provide for or arrange for after hours and weekend transportation as required by any Federal, State, or Local Government agency sponsoring such services. The provision of said services shall be furnished in accordance with the Coordinator's prior notification requirements. At the discretion of the Coordinator and the Local Coordinating Board, will call and same day services may be provided. However, these services should only be provided at a minimal level and may be provided for additional costs to the purchaser. Coordinator must provide a listing of any holidays that services will not be available.

Group trips may also be provided, but at a lower cost than the advance reservation or demand response. Provide the locally established definition of a group trip. Subscription trips may also be provided. Under no circumstances should a subscription rider have to continually call to arrange for their transportation. Provide the locally established definition of a subscription trip.

2. Accessing Services

At a minimum, this section must include detailed information regarding:

- a) The phone number and office hours in which services can be scheduled. Include alternative communications such as internet reservations and Relay Services.
- b) The method and advanced notification time required to obtain services.
- c) An explanation of the cancellation process and requirements.
- d) No show procedure (both Coordinator and rider), including any applicable penalties.
- e) Procedures for dispatching backup service or after-hours service.

Also, this section should address any policies the local coordinating board has established in regards to:

- a) Eligibility, as determined locally, for services funded by the Transportation Disadvantaged Trust Fund.
- b) Prioritization, as determined locally, for services funded by the Transportation Disadvantaged Trust Fund.
- c) Other Procedures

3. Transportation Operators and Coordination Contractors

The Coordinator must provide the process by which it analyzes and implements the provision of services through potential operator contracting entities. This must include: 1) the steps that must be taken by the Coordinator to contract with an operator, i.e. the locally approved procedure, whether it be competitive bid, RFP, RFQ, negotiation, etc.; and 2) the criteria on which the Coordinator makes decisions regarding the potential operator contracting entity.

Transportation services provided through negotiated arrangements with coordination contractors by the Coordinator must be justified through an analysis of the appropriate financial data, calculation methodology, and any other factors the Coordinating Board feels is relevant.

For each Operator and Coordination Contract currently in place, identify the name of the contractor and contact person, the type of service(s) they provide, the clients they serve (i.e., non-sponsored, Medicaid, ADA Complementary Paratransit (where applicable), etc.), and their hours of operation.

4. **Public Transit Utilization (where applicable)**
Indicate the degree to which public transit is being utilized in the service area. If Public Transit is available but is not being utilized by the Coordinator, please identify any barriers which you may have encountered in your efforts. Please note that utilization of an existing public transit system is encouraged due to the cost effectiveness of this service.
5. **School Bus Utilization**
Identify current services available through the use of school buses. Provide a detailed explanation of any additional cost for insurance, coordination surcharge, or other necessary costs, and provide the bottom line cost of utilizing school buses. In addition, for those Coordinators who currently have an agreement with a school board, provide information on anticipated services. If you do not have an agreement with the local school board in place, please identify any barriers which you may have encountered in your efforts.
6. **Vehicle Inventory**
Provide a vehicle inventory report of the vehicles utilized within the coordinated system. The inventory should reflect the year, make, model, mileage, funding source and owner for each vehicle.
7. **System Safety Program Plan Certification**
Each Coordinator and any transportation operators from whom service is purchased or funded by local government, state or federal transportation disadvantaged funds, shall ensure the purchasers that their operations and services are in compliance with the safety requirements as specified in Section 341.061, Florida Statutes, and Chapter 14-90, F.A.C. Provide a copy of the latest Department of Transportation System Safety Program Plan Certification.
8. **Intercounty Services**
Coordinators are required to 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. At a minimum, describe any cooperative agreements you may have with other Coordinators in the state. This section should also include information regarding any cooperative agreements or discussions currently in progress or planned for the period covered by the Service Plan. If applicable, identify any problems that may impede the use of cooperative agreements.
9. **Emergency Preparedness and Response**
Discuss what plans are in place that will be activated in the event of an emergency, the anticipation of an event and after an emergency has been declared. Describe the relationship the Coordinator has with the Local Emergency Management Agency (Specifically ESF 1).

10. Educational Efforts/Marketing

Describe any current or planned activities that the Coordinator is undertaking to provide information about the transportation system. This could include educational efforts as well as marketing for services.

11. Acceptable Alternatives

Identify alternatives that have been approved based on Chapter 427.016(l)(a), Florida Statutes, and Rule 41-2.015(2-3), Florida Administrative Code, and the specific reasons for their categorization as an alternative. Include for each of these alternatives any plans to bring them through the system in the future. Indicate whether or not these alternatives were reviewed by the local coordinating board. It is not intended that you identify transportation that is currently being provided through the alternatives identified in Rule 41-2.015(2)(a)-(e), FAC.

12. Service Standards

Identify local service standards that have been jointly developed by the Local Coordinating Board, the Planning Agency, and the Coordinator, consistent with those of the Commission. Service standards are integral to the development and implementation of a quality transportation program to the transportation disadvantaged in a service area. Standards should be developed to address, at a minimum, the following:

- a) drug and alcohol policy
- b) escorts and children
- c) child restraints
- d) rider property
- e) vehicle transfer points
- f) local toll free phone number for consumer comment
- g) out of service area trips
- h) vehicle cleanliness
- i) billing requirements to contracted operators
- j) rider/trip data
- k) adequate seating
- l) driver identification
- m) passenger assistance
- n) smoking and eating on vehicles
- o) no-show policies
- p) communication equipment
- q) vehicle air conditioning and heating equipment
- r) first aid policy
- s) cardiopulmonary resuscitation
- t) pick-up windows
- u) on-time performance
- v) advance reservation requirements

- w) public transit ridership (if applicable)
- x) complaints
- y) accidents
- z) roadcalls
- aa) call-hold time

Service standards may also be developed to correct deficiencies identified in the annual evaluation of the Coordinator. The identified standards which do not currently exist or are not yet in application should be addressed in the Development Plan component of this plan through a dated objective.

13. Local Complaint and Grievance Procedure/Process

Provide the Coordinator's process for resolving complaints. This would include any steps that would be taken directly by the Coordinator.

Provide the process that the Local Coordinating Board uses to hear complaints and grievances regarding service. The grievance process should include the identification of the manner in which a user is made aware of the grievance process.

14. Community Transportation Coordinator Monitoring Procedures of Operators and Coordination Contractors

Identify the process the Coordinator has in place to monitor both transportation operators and coordination contractors. Community Transportation Coordinators are responsible for evaluating their operators and coordination contractors to ensure contractual compliance. This evaluation should be done on a periodic basis depending on the needs and requirements of the Coordinator. A comprehensive annual evaluation should be completed to ensure compliance, at a minimum, with the System Safety Program Plan, locally approved standards, Commission standards, reporting of annual operating data, and insurance requirements. This report should be provided to the Local Coordinating Board to be reviewed and included in the Coordinator's evaluation.

15. Coordination Contract Evaluation Criteria

Identify the criteria used to annually review coordination contractors, in cooperation with the Local Coordinating Board, and determine whether the issuance or continuation of a coordination contract would be the most cost-effective and efficient utilization of local, state, or federal dollars.

B. Cost/Revenue Allocation and Rate Structure Justification

The Commission has established the Rate Calculation Model, a standard process for the development of rates for transportation services that are arranged or provided by the Coordinator. This model can be used by the Commission in

comparing and approving rates to be paid to and used by Coordinators and in determining cost-based rates to be charged to all purchasing agencies.

It is the intent that this model be used to develop a rate for all purchasing agencies, except fixed route bus passes. If there are any rates for services provided to other agency-sponsored customers that are different from the non-sponsored rates, provide an explanation as to why these rates were not developed in accordance with the rate model and what actions are being taken to include them in future years.

All rates for services will be included on a summary page following the format provided in this manual. This single location of information regarding rates for different types of services allows the Coordinating Board, the Commission and others the opportunity to do a comprehensive analysis of the rate structure. Coordinators should also include a copy of the Rate Calculation Model worksheets as backup documentation.

The Rate Calculation Model Worksheets and Rates for Services should be reviewed and updated annually. The Rate Calculation Model allows for annual changes to occur based on changes to the level of service, expenditures and revenues.

Any amendments that may occur after July 1, to rates which result in an increase, for any service provided, that is greater than 3% must come before the Commission for review and approval. The only exceptions to this is in instances where a recent procurement process has been conducted (i.e., request for proposals, request for bids, etc.) or an increase in rates for fixed schedule/fixed route systems, i.e., bus passes or tokens.

III. QUALITY ASSURANCE

Provide information on the evaluation processes utilized at the local level to ensure quality of service is being obtained and that it is being provided in the most cost effective, efficient, unduplicated and unfragmented manner.

Identify the process used by the Local Coordinating Board and the planning agency in the evaluation of the Community Transportation Coordinator. The evaluation should be conducted utilizing the Commission for the Transportation Disadvantaged *QAPE/LCB CTC EVALUATION WORKBOOK*. This evaluation workbook was created to provide a formal process for evaluating the performance of the Coordinator (and its operators.) The workbook contains several worksheets that can be used by the Coordinating Board to conduct this evaluation. The Commission requires worksheets regarding Cost, Competition and Coordination be completed during this review.

Address what steps the Local Coordinating Board will take to monitor and evaluate the services provided by or coordinated through the Coordinator, based on the locally established service standards, and consistent with those of the Commission. Include a summary of the latest Coordinator Evaluation and Evaluation Procedure developed by the Coordinating Board.

Coordinators can only be evaluated against the established standards for service. It is the responsibility of the Local Coordinating Board to recommend and approve effective service standards against which the Coordinator can be evaluated, ensuring quality transportation for the transportation disadvantaged. Also included in this section should be the locally approved process through which these standards will be evaluated. The criteria used in the development of these standards should include, at a minimum:

- a) service effectiveness;
- b) cost efficiency and effectiveness;
- c) vehicle utilization;
- d) service availability;
- e) reliability; and
- f) safety and training.

Identify any local service standards which were developed based on deficiencies or problems within the system. The evaluation should provide a time table for compliance by the Coordinator. The Local Coordinating Board follow-up on the corrective actions should be incorporated in the evaluation in the following year, as well as any recommendations from the Commission through their triennial Quality Assurance reviews.

D. UPDATES OR AMENDMENTS

It will be necessary to make amendments or updates to the Transportation Disadvantaged Service Plan. The Local Coordinating Board must approve any changes to the Plan. The Planning Agency will submit the changes to the Commission after it has been reviewed and approved by the Local Coordinating Board.

The Planning Agency should submit a letter to the Executive Director of the Commission for the Transportation Disadvantaged providing the necessary information concerning the update or amendment, a copy of the Update or Amendment Table indicating which area is being changed, and the actual pages reflecting the update or amendment. A sample format is included in this manual. Once the necessary documentation is submitted, the Commission staff will respond to the Planning Agency advising whether the change is accepted. Once the update or amendment has been accepted, they will become a part of the Transportation Disadvantaged Service Plan.

I. UPDATES

The Transportation Disadvantaged Service Plan is an annually updated tactical plan. It must be reviewed and updated annually prior to July 1 of each year. The Local Coordinating Board must approve each annual update. The following sections of the Plan must be reviewed and updated annually.

Section I – DEVELOPMENT PLAN

Needs Assessment

Ensure that new service or capital needs are identified to support future funding applications

Goals, Objectives, Strategies

Ensure that objectives indicate an implementation date/accomplishment date.
Note deficiencies & corrective actions
Note service improvements or expansions
Section should be logical and mirror format from previous year

Implementation Plan

Identify progress, setbacks, adherence to schedules
Revise implementation schedule as necessary

Section III - COST/REVENUE ALLOCATION AND RATE STRUCTURE JUSTIFICATION

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.

Previous TDSP Review Letter

All items cited as deficient or inadequate and needing follow up

Others sections of the Plan may be updated during the same review period. These areas may include:

Section I. DEVELOPMENT PLAN

Organization Chart updated as necessary

LCB certification page (members, agencies, alternates and term) to include any changes as previously submitted in TDSP or updates

Any significant changes to major trip generators/attractors that have significantly altered service delivery

Section II SERVICE PLAN

Changes in types or hours of service

Significant changes in system policies (priorities, eligibility criteria, etc.)

New service innovations or cancellation of services

Changes in operators/coordination contractors

Changes in vehicle inventory

SSPP certification if expired and renewed

Include new acceptable alternatives

Changes and narrative for adoption of new Service standards

Any and all changes to the local Grievance Process and the Evaluation Process, including explanations for implementation of changes

Section III. QUALITY ASSURANCE

Include any evaluation process changes and update to the Summary of the latest Coordinator Evaluation.

II. AMENDMENTS

Amendments may occur in any one of the sections of the Plan. Amendments are changes that need to be made to the Plan that were not made during the annual update process. Any changes to the Plan after July 1 of each year will be considered an amendment.

Rates amendments which result in an increase, for any service provided, that is greater than 3% must come before the Commission for review and approval. The only exceptions to this is an increase in rates for fixed schedule/fixed route systems, i.e., bus passes or tokens.