



# AGENDA

## Collier County Local Coordinating Board for the Transportation Disadvantaged

Collier County Government Center  
County Administration Building F  
Board of County Commissioners Chambers  
3<sup>rd</sup> Floor – 3299 Tamiami Trail E.  
Naples, FL 34112

### REGULAR MEETING

Wednesday – March 7, 2018

Immediately After Public Workshop held at 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. December 6, 2017 Meeting Minutes
5. **BOARD ACTION**
  - A. Election of a Vice-Chair
  - B. Approval of Proposed Rate Model
  - C. Review and Endorsement of Collier County Fare Study Recommendations
  - D. Review and Endorsement of the 2018/19 Shirley Conroy Grant Application
6. **REPORTS & PRESENTATIONS (No Presentation)**
  - A. Community Transportation Coordinator (CTC) Quarterly Report
  - B. Paratransit Services Performance Improvement Measures
  - C. Presentation of Transportation Disadvantaged LCB Training
7. **OTHER BUSINESS**
8. **DISTRIBUTION ITEMS**
9. **BOARD MEMBER COMMENTS**
10. **NEXT MEETING DATE**

May 2, 2018 at 2:30 p.m. (usual location)
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) 252-5804 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) 252-5804.*

*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 MEETING MINUTES**

**December 6, 2017**

**2:30 p.m.**

Collier County Government Center  
3303 Tamiami Trail East,  
Human Resources Training Room, Building B  
Naples, Florida 34112

**1. Call to Order**

A. Roll Call

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

**Members Present**

Commissioner Donna Fiala, Board of County Commissioners (BCC), *Chairwoman*  
Dylan Vogel, Citizens Advocate/User  
Irene Johnson, Veteran Services  
David Ogilvie, Public Education  
Pamela Barr, Florida Department of Transportation  
Joe Martinez, Agency for Health Care Administration (AHCA)  
Glenda Gonzalez, ACHA (Alternate)  
Sherry Brenner, Representative of Disabled  
Susan Corris, Southwest Florida Regional Workforce Development Board

**Members Absent**

Harold Kurzman, Elderly, *Vice-Chairman*  
Cheryl Burnham, Florida Association for Community Action  
Felix Soto, Florida Department of Children and Families  
Robert Richards, Department of Education/ Division of Vocational Rehabilitation Services  
Rebecca MacKenzie, Agency on Aging SWFL  
Emely Kafle, Children at Risk

**MPO Staff:**

Brandy Otero, Senior Planner  
Gabrielle Gonzalez, Administrative Secretary

**Others Present:**

Michelle Arnold, Public Transit & Neighborhood Enhancement (PTNE) Department  
Omar DeLeon, PTNE  
Elena Ortiz Rosado, PTNE  
Matthew Liveringhouse, PTNE  
Braian Morales, MV  
Misty Mansfield, MTM  
Birgitta Grasser, member of the public

## B. Pledge of Allegiance

Commissioner Fiala led the Pledge of Allegiance.

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

Ms. Birgitta Grasser stated that her son uses the paratransit system and at the beginning of the year she was hopeful that the service would change. She stated that she has to drive her son to work 2-3 times per week because they inform her that there is no driver available. She stated that a few times when she has dropped her son off at work she has seen another driver dropping someone else off there and that she sees many empty buses around town. She stated that she has been told not to complain because her son is getting special treatment. She stated that she has written a letter to the governor and that she believes the service should be much better especially for people with disabilities.

Commissioner Fiala asked who was currently in charge of running the paratransit system. Ms. Arnold stated that she was in charge however, there were two vendors involved; one on the scheduling side and one on the driver side. She stated that she has been getting phone calls with this sort of complaint all week.

Mr. Vogel commented that he has been told that there is a shortage of drivers which may be causing some issues. Ms. Arnold stated that though there is a driver shortage something else should be done to address the issues.

Mr. Brian Morales, MV, stated that there are currently five vacancies for drivers. He explained that there were pending applications and that drivers are currently being trained. He stated that he has personally gone out to pick up some passengers in order to compensate for the driver shortage. Mr. Morales added that there was also a high turnover rate for drivers.

Ms. Johnson asked why they were losing drivers. Mr. Morales says that it seems to be vendor based.

Ms. Grasser stated that every time she comes to one of these meetings she hears an excuse from a vendor. She stated that she does not understand why this is not working and that if her son solely relied on this service he would be fired from his job.

Commissioner Fiala stated that there was no excuse for bad customer service and that this needed to be fixed immediately.

Ms. Arnold stated that changing the vendor would make it worse before better. She stated that this cannot be fixed overnight because of the magnitude of the service.

Mr. Liveringhouse agreed that the on-time performance is terrible and stated that this has been ringing through the doors at both PTNE and Collier Area Transit (CAT). He stated that statistically on-time performance has improved over the last 3-months. Mr. Liveringhouse stated that there were several issues affecting the on-time performance such as stability. He added that there has not been consistency in management over the past year. Mr. Liveringhouse also stated that driver training was extensive and drivers were lacking while ridership has increased by 5.5%. He added that MV was not able to hire during September because of the hurricane. He also stated that drivers are required to have a Commercial Driver's License (CDL) and most drivers that have a CDL want a higher pay rate. Mr. Liveringhouse stated that currently it takes 5 ½ weeks to train a person and the turnover rate is significant.

Ms. Grasser stated that it was important to consider the population at hand being people with disabilities and though there may not be a quick fix there should be an interim fix to address these issues.

Ms. Arnold stated that perhaps the vendor should explore other options such as hiring subs to handle these trips. Ms. Arnold stated that being sensitive to the population being served was key and that phone calls needed to be made in advanced to tell the customer that they would be late, or not arriving at all.

Ms. Grasser stated that there is no solution offered when customers call and that many paratransit riders had no other options. Ms. Grasser reiterated that there needed to be an interim solution.

Discussion ensued amongst committee members concerning possible solutions to the issues that were raised. Ms. Arnold stated that she would look into hiring subs to make up for the driver deficit. Mr. Martinez suggested that Ms. Arnold reach out to Good Wheels to be the sub.

Commissioner Fiala stated that perhaps a meeting should be held next month in order to get an update on this topic. Ms. Arnold stated that she could provide an email update on this by the end of January.

### **3. Approval of the Agenda**

Commissioner Fiala entertained a motion to approve the agenda.

**Mr. Martinez:**                   **I move to approve the agenda.**

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

**THE MOTION CARRIED UNANIMOUSLY**

### **4. Approval of Meeting Minutes**

A. July 12, 2017 Meeting Minutes

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

**Ms. Johnson:**                   **I move to approve the minutes.**

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

**THE MOTION CARRIED UNANIMOUSLY.**

### **5. Board Action**

A. Approval of the Local Coordinating Board (LCB) Membership Certification

Ms. Otero stated that membership certification was an annual requirement of the TD grant. She asked that committee members let staff know if any corrections were necessary. Ms. Barr stated that Debi Stephens no longer works at FDOT and should be taken off the list, Ms. Johnson pointed out that Collier County emails need to be changed to the new format, and Mr. Martinez asked that staff take his personal email off the list. Staff noted the changes presented.

**Mr. Martinez:**                   **I move to approve.**

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

**THE MOTION CARRIED UNANIMOUSLY.**

**B. Review and Approval of the FY 2016/17 Annual Operating Report (AOR)**

Ms. Otero stated that this item was also an annual requirement and that the report would be provided by the CTC. Ms. Arnold provided a brief summary of the annual report, stating that this was an annual requirement that identified the operating and fiscal related operations. She stated that this had been coordinated with the Commission for Transportation Disadvantaged (CTD). Ms. Arnold added that this would require the Chair's signature after approval.

Ms. Johnson asked what fringe benefits were. Ms. Arnold stated that those were staff benefits such as medical, etc.

**Mr. Vogel:**                   **I move to approve.**

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

**THE MOTION CARRIED UNANIMOUSLY.**

**C. Annual Review and Approval of the LCB Bylaws**

Ms. Otero stated that the bylaws must be reviewed annually, also as part of the TD grant, and changes needed to be submitted to the TD commission. She stated that the County Attorney's office recommended changing the Local Coordinating Board's (LCB) quorum requirement from 5 to 9 members. The Attorney's office also struck the language stating that the Board can vote as a committee of the whole without a quorum. Ms. Otero stated that if there is no quorum the meeting would adjourn and nothing will be discussed, which is consistent with the way other advisory committees are currently operating. Lastly, language was changed under section 1 "sub-committees" to state that a upon a majority vote of the LCB, the Chair can designate a sub-committee. Ms. Otero added that these changes will go to the MPO Board in February and then they would be forwarded to the TD commission.

**Mr. Ogilvie:**                   **I move to approve.**

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

**THE MOTION CARRIED UNANIMOUSLY.**

**D. Review Collier Area Paratransit Riders Guide and Service Violation**

Mr. Liveringhouse gave a Power Point presentation that addressed the rules and policies of the paratransit service. His presentation covered the rider's guide, ADA requirements, driver & passenger responsibilities, timing preferences, service rules, customer rights, no-show policy, federal regulations, and reasonable modifications. The Power Point can be made available to anyone who requests it. Mr. Liveringhouse discussed what drivers are currently doing versus what the riders guide requires them to do. He stated that because drivers were providing extended services, such as escorting a passenger past the door to door limits, the service was not

running smoothly. Taking a passenger past the first door may mean that the driver leaves the bus running with other passengers in the bus and could be an impact on the timeliness of the run.

The presentation was followed by a long discussion amongst members. Some members felt uncomfortable with lessening the current level of service. Members commented that some passengers needed assistance beyond the door to door requirement, such as Mr. Vogel who needs assistance to come up to the meeting room. Ms. Barr stated that this was not the driver's responsibility and a staff member needed to be down there to meet him and bring him up. Members were also concerned that a passenger may be left stranded. Mr. Liveringhouse stated that a driver would provide a reasonable modification in order to ensure passengers' safety. Other members were concerned with the driver not following the regulations and leaving the bus with other passengers on board.

Further discussion continued concerning this topic. Ms. Arnold stated that the PTNE staff would put some recommendations together based on the comments received and bring something back to the next meeting.

E. Endorsement of Collier County's Intent to Remain the CTC

Ms. Otero explained that Collier MPO was the designated planning agency for the TD program and that one requirement of the planning grant is to solicit a Community Transportation Coordinator (CTC) every 5 years. Ms. Otero stated that the Board of County Commissioners has served as the CTC since 1999 and the Public Transit and Neighborhood Enhancement (PTNE) department operates the program on their behalf. Ms. Otero stated that the designation expires on June 30, 2018 and the BCC has already approved a resolution requesting that they be re-designated as the CTC at their November 14<sup>th</sup> meeting. She stated that the LCB and MPO must deem that it is in the best interest of Collier County for the BCC to continue to serve as the CTC. Once the LCB approves this request it would go to the MPO Board for consent and then the TD commission for approval. The TD commission then works with PTNE to start developing a memorandum of agreement.

**Ms. Johnson: Recommendation to approve the endorsement of Collier County's intent to remain the CTC.**

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

**THE MOTION CARRIED UNANIMOUSLY.**

F. Review and Endorsement of the 2017/18 Shirley Conroy Grant Application

Ms. Arnold stated that PTNE has applied for the Shirley Conroy Rural Area Capital Assistance Grant for the purchase of a cutaway vehicle. She stated that this item was an after the fact approval as the application had already been submitted due to the required submittal date.

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

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

**THE MOTION CARRIED UNANIMOUSLY.**

G. Review and Endorsement of Submittal of FTA §5310, §5311 and §5339 Grant Applications

Ms. Arnold stated that these were standard applications submitted to the FDOT. The 5310 application is for capital funding for 80% of the project cost. There is a 10% County match and a 10% State match. She stated that they would be purchasing 3 expanded vehicles and associated Intelligent Transportation System (ITS) equipment for paratransit. Ms. Arnold stated that the 5311 grant was for operating costs to provide service to the rural areas of the County and it requires a 50% local match. The 5339 grant capital request for design of a transfer station in the Immokalee area. This grant is for 80% of the project cost and requires a 20% match. The County has requested to use state funding as a match.

Several members of the LCB had left by this time, and a question was raised as to whether the Board still had a quorum to proceed with the meeting. Ms. Otero stated that the MPO Board has not approved the new bylaws with the higher quorum requirement therefore, they could proceed with the meeting. Commissioner Fiala asked that MPO staff challenge the quorum requirement recommended by the County Attorney's office. The committee requested that the quorum be changed to 7 members instead of 9. Ms. Otero stated that she would relay this to the County Attorney's office and if it is acceptable, the bylaws would be changed to update the quorum prior to approval by the MPO Board.

**Ms. Johnson:**                    **I move to endorse.**

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

**Ms. Barr:**                        **I abstain.**

**THE MOTION PASSED WITH MS. BARR ABSTAINING FROM THE VOTE.**

H. Review and Approval of Scheduling Procedures for Negotiated Trip Preferences

Mr. Liveringhouse stated that the negotiated trips were part of the rider's guide but unfortunately were not defined. He explained that trips were currently being scheduled the day before the trip and to the number of drivers available. Mr. Liveringhouse stated that they would be changing this to schedule to the number of runs which would determine the number of drivers needed. The current contract with MV requires them to provide the necessary services to meet the needs. Currently however, with the scheduling procedures it was impossible to keep MV accountable for that measure because they were unsure of how many runs were needed. Mr. Liveringhouse stated that scheduling to the number of runs would help them know how many drivers were needed 5 days in advance. He also stated that there are currently 3 timing preferences (drop-off, pick-up, and negotiated time). Mr. Liveringhouse stated that subscription trips would now be scheduled with a negotiated time at the time of booking through the systems trip solutions option. Mr. Liveringhouse stated that the current timing preference was unreasonable as it was a 2-hour window and many paratransit riders cannot wait that amount of time. Mr. Liveringhouse stated that new procedures for negotiated trip preferences would help improve the system overall.

Commissioner Fiala entertained a motion to approve this item.

**Mr. Martinez:**                    **I move to approve.**

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

**THE MOTION CARRIED UNANIMOUSLY.**

I. Review and Endorse Scope of Work for the TDSP Major Update

Ms. Otero stated that one of the deliverables of the TD grant was the development of a Transportation Disadvantaged Service Plan within 120 days of the execution of the MOA. Ms. Otero added that this was a multi-year plan and a major update is required every 5-years. She stated that Center for Urban Transportation Research (CUTR) would be heading up the TDSP Major Update and the total cost would be approximately \$33,000.

Commissioner Fiala entertained a motion to approve.

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

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

**THE MOTION CARRIED UNANIMOUSLY.**

**6. Reports and Presentations (May Require Board Action)**

A. Community Transportation Coordinator (CTC) Quarterly Report

Ms. Otero stated that members could read the report and ask any questions or comment at their next meeting due to time constraints.

**7. Other Business**

Commissioner Fiala asked if MPO staff had heard from Mr. Kurzman. Ms. Otero stated that she has not heard from him. She explained that his membership on the LCB had expired and she reached out to inform him that she would be taking his reappointment to the MPO Board. The MPO subsequently approved his reappointment. Ms. Otero stated that she would reach out to him to check that everything is well and inform him that he has been reappointed. Ms. Otero also stated that there are currently several vacancies including a representative from the medical community, a private transportation provider, and a citizen advocate “non-user.” She asked that members let her know of any one that may be able to serve.

**8. Distribution Items (no presentation)**

A. 2018 MPO Calendar

**9. Board Member Comments**

Mr. Martinez introduced Ms. Glenda Gonzalez who would be serving as his alternate. He also suggested that the Board send a letter of appreciation to Ms. Stephens for her contributions to Collier County. Commissioner Fiala asked that the MPO staff draft that letter.



Ms. Otero stated that she would be having a discussion with the County Attorney's office to see if the quorum requirement can be reduced before taking the updated bylaws to the MPO Board for approval. Ms. Otero stated that once approved by the MPO Board she would send out the final version to the LCB members by email.

**10. Next Meeting Date:**

March 7, 2018 at 2:30 p.m.

**11. Adjournment**

With no further business to discuss, Commissioner Fiala adjourned the meeting at approximately 4:35 p.m.

**BOARD ACTION**  
**ITEM 5A**

**Election of a Vice-Chairperson**

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**OBJECTIVE:** For the Board to nominate and elect a vice-chairperson.

**CONSIDERATIONS:** Each year, the LCB must appoint a Vice-Chairperson. Harold Kurzman is the current Vice-Chairperson. Any regular (voting) member may nominate or be nominated as an officer.

- Commissioner Donna Fiala, *Chair*
- David Ogilvie, Public Education
- Dylan Vogel, Citizen Advocate / User
- Emily Kafle, Children at Risk
- Felix Soto, Florida Department of Children and Families
- Irene Johnson, Veterans Services
- Harold Kurzman, Elderly, *Current Vice Chair*
- Joe Martinez, Agency for Health Care Administration
- Robert Richards, Florida Department of Education Division of Vocational Rehabilitation
- Cheryl Burnham, Community Action
- Susan Corris, Southwest Florida Works
- Rebecca MacKenzie, Area Agency on Aging SWFL
- Sherry Brenner, Disabled Representative

**STAFF RECOMMENDATION:** A motion by a Board Member nominating a vice-chairperson and election by the committee.

Prepared By: Brandy Otero, Collier MPO Senior Planner

**ATTACHMENTS:**

None

**BOARD ACTION**  
**ITEM 5B**

**Approval of Proposed Rate Model**

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**OBJECTIVE:** To obtain the LCB's approval for the Fiscal Year 2018-19 Rate Model which derives annual unsubsidized rates per passenger trip for inclusion in the 2018 Transportation Disadvantaged Service Plan (TDSP) update and the FY 18-19 Trip and Equipment Grant.

**CONSIDERATIONS:** The Florida Commission for the Transportation Disadvantaged (CTD), through a Memorandum of Agreement with Collier County, requires the Community Transportation Coordinator (CTC) to update and submit a Transportation Disadvantaged Service Plan (TDSP). The TDSP identifies the types of paratransit service that will be provided for the community and the rates that will be assessed for that service. The rate calculations consider budgeted revenues, operating expenses and associated level of service that will be provided. All this information is factored into a Rate Model to produce equitable rates required for payment by Transportation Disadvantaged (TD) and Americans with Disabilities Act (ADA) passengers using the service. The rates are reviewed and updated annually and included in the TDSP and the Trip and Equipment grant application. The Trip and Equipment grant provides revenue to support operations of the paratransit system.

The CTD typically reviews the rate model for accuracy prior to review by the LCB. In order to meet the deadline for the LCB agenda, the CTD review is running concurrently to the LCB review. Revisions may be required by the CTD. In the event that any revisions are made, PTNE staff will report on the revised rates at the next LCB meeting.

**STAFF RECOMMENDATION:** To approve the rate model as presented which will be included in the next TDSP and the Trip and Equipment Grant. Also, to approve the unsubsidized rate per passenger trip type to be applied to all purchased transportation.

Prepared By: Brandy Otero, Collier MPO Senior Planner

**ATTACHMENTS:**

1. Rate Model Worksheet

# Item 5B - Attachment 1

## Worksheet for Multiple Service Rates

CTC: Collier County B Version 1.4  
 County: Collier County

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

### SECTION I: Services Provided

1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?.....

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No
Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	STOP! Do NOT Complete Sections II - V for Stretcher Service	Go to Section II for Group Service

### SECTION II: Contracted Services

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

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No
Answer # 2 for Ambulatory Service	Answer # 2 for Wheelchair Service	Do Not Complete Section II for Stretcher Service	Answer # 2 for Group Service

2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?.....

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No

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

Ambulatory	Wheelchair	Stretcher	Group
Leave Blank	Leave Blank	Leave Blank	Leave Blank

Effective Rate for Contracted Services:  
 per Passenger Mile =  
 per Passenger Trip =

Ambulatory	Wheelchair	Stretcher	Group
Go to Section III for Ambulatory Service	Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Go to Section III for Group Service

4. If you answered # 3 & want a Combined Rate per Trip PLUS a per Mile add-on for 1 or more services, INPUT the Desired per Trip Rate (but must be less than per trip rate in #3 above =  
 Rate per Passenger Mile for Balance =

Combination Trip and Mile Rate			
Leave Blank and Go to Section III for Ambulatory Service	Leave Blank and Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Leave Blank and Go to Section III for Group Service

**Worksheet for Multiple Service Rates**

CTC: Collier County B Version 1.4  
 County: Collier County

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

**SECTION III: Escort Service**

1. Do you want to charge all escorts a fee?.....

Yes  
 No

**Answer # 2, 3 & 4**

2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR .....  
 per passenger mile?.....

Pass. Trip  
 Pass. Mile

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

4. How much will you charge each escort?.....

per Passenger Trip

**SECTION IV: Group Service Loading**

1. If the message "You Must Complete This Section" appears to the right, what is the projected total  
 number of Group Service Passenger Miles? (otherwise leave blank).....

**You Must Complete This Section!**

..... And what is the projected total number of Group Vehicle Revenue Miles?

**Loading Rate**  
 2.86 to 1.00

**SECTION V: Rate Calculations for Multiple Services:**

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically
  - \* Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles and trips for contracted services IF the rates were calculated in the Section II above
  - \* Be sure to leave the service BLANK if you answered NO in Section I or YES to question #2 in Section II

		RATES FOR FY: 2018 - 2019			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	1,342,544	= 1,043,824	+ 234,256	+ Leave Blank	+ 64,464
Rate per Passenger Mile =		\$2.47	\$4.23	\$0.00	\$1.31 \$3.75 per passenger per group

		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	94,416	= 73,568	+ 19,080	+ Leave Blank	+ 1,768
Rate per Passenger Trip =		\$34.02	\$58.32	\$0.00	\$18.10 \$51.77 per passenger per group

2. If you answered # 1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,...

		Combination Trip and Mile Rate			
		Ambul	Wheel Chair	Stretcher	Group
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =		<input type="text"/>	<input type="text"/>	Leave Blank	<input type="text"/>
Rate per Passenger Mile for Balance =		\$2.47	\$4.23	\$0.00	\$1.31 \$3.75 per passenger per group

		Rates If No Revenue Funds Were Identified As Subsidy Funds			
		Ambul	Wheel Chair	Stretcher	Group
Rate per Passenger Mile =		\$3.05	\$5.22	\$0.00	\$1.62 \$4.64 per passenger per group
Rate per Passenger Trip =		\$42.05	\$72.09	\$0.00	\$22.37 \$63.99 per passenger per group

### Worksheet for Multiple Service Rates

CTC: Collier County B Version 1.4  
County: Collier County

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

Program These Rates Into Your Medicaid Encounter Data

**BOARD ACTION**  
**ITEM 5C**

**Review and Endorse the Collier Area Transit (CAT) Fare Study Recommendations**

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**OBJECTIVE:** For the LCB to review and endorse the Fare Study.

**CONSIDERATIONS:** Preliminary scenarios for modifications to the fare structure for Fixed Route and Paratransit were brought before the PTAC on January 16, 2018. The committee reviewed the seven (7) scenarios presented and recommended that four (4) of the seven be presented to the public to obtain their feedback. The selected scenarios were made public to the riders and the communities on January 30<sup>th</sup>, 2018 through Public Meetings.

Since that time staff and consultants have tabulated the survey results and conducted further analysis which is being brought back to the committee for consideration.

The Study includes the following recommendations:

**Scenario 6 as the preferred scenario. This includes:**

- Increase the Fixed Route fare by \$0.50, provide a free 90-minute transfer, and 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).
- 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)
- 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.
- 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.
- CAT implement a fare increase of up to \$1 for all ADA and TD riders within the next two years.
- 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.
- Update the definition of “household income” and required documentation as recommended in the “Definition of Household for Low Income Fare Qualification”
- 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.

The preferred scenario was presented to the Public Transit Advisory Committee on February 20, 2018. The committee was in agreement with the proposed changes to the Fixed Route service but had a concern regarding the increase of rates for paratransit services and impact it will have on the riders. However, understanding operating costs and the constraints that may result if an increase does not occur, the committee decided to wait to make an endorsement until the Local Coordinating Board (LCB) has an opportunity to comment and make an endorsement to the fare study. It should be noted that since the presentation to the PTAC, the proposal has changed regarding the increasing to paratransit service. Collier Area transit will continue to monitor the operating cost and may implement the increase with sufficient notice to maintain the current level of service.

**STAFF RECOMMENDATION:** To endorse the Fare Study and provide comments.

Prepared By: Omar Deleon, PTNE Senior Planner

**ATTACHMENTS:**

1. Fare Study Technical Memorandum





**To: Collier County Local Coordinating Board (LCB) Members**

**CC: Michelle Arnold, Omar Deleon, Matthew Liveringhouse, CAT; Brandy Otero, Collier MPO**

**From: Elisabeth Schuck and Randy Farwell, Tindale Oliver**

**RE: Summary of Ridership and Revenue Impacts for Proposed Fare Changes**

**Date: February 23, 2018**

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Tindale Oliver is conducting a fare study for Collier County addressing potential fare changes for both fixed-route and paratransit services. This memo presents a review of fare concepts, ridership and revenue impacts for both fixed-route and paratransit fare change scenarios, key findings from the public outreach activities, and final fare and policy recommendations for consideration by the LCB at its March 7<sup>th</sup> meeting. The findings of our analyses and recommendations are presented below. Fixed route services are presented first, followed by paratransit.

#### **FIXED-ROUTE FARE CHANGE SCENARIOS**

Based on analyses completed during early stages of the fare study and discussions with CAT staff, seven fixed-route fare change scenarios were prepared, along with the estimated potential ridership and revenue impacts of each. Each scenario was designed to measure potential changes in ridership and revenue with the overall objective of defining a scenario that increases ridership, increases revenue, and does not disproportionately adversely impact low-income riders. The seven scenarios initially developed are described as follows:

##### **Scenario 1**

- 1.A) Eliminate transfers; no change to base fare price
- 1.B) Decrease the cost of a day pass from \$4 to \$3/reduced day pass from \$2 to \$1.50
- 1.C) Eliminate 7-day pass and replace with 15 day pass at 50% of 30 day pass price

##### **Scenario 2** (same as Scenario 1 but no change to cost of day pass)

- 2.A) Eliminate transfers; no change to base fare price
- 2.B) No change to the cost of a day pass
- 2.C) Eliminate 7-day pass and replace with 15-day pass at 50% of 30-day pass price

##### **Scenario 3** (same as Scenario 2 but increase base fare and Marco Express fares)

- 3.A) Eliminate transfers
- 3.B) No change to the cost of a day pass
- 3.C) Eliminate 7-day pass and replace with 15-day pass at 50% of 30-day pass price
- 3.D) Increase base fare to \$2/reduced base fare to \$1
- 3.E) Increase Marco Express base fare to \$3/reduced ME base fare to \$1.50

**Scenario 4** (same as Scenario 1 but reduce cost of day pass)

- 4.A) Eliminate transfers
- 4.B) Decrease the cost of a day pass from \$4 to \$3/reduced day pass from \$2 to \$1.50
- 4.C) Eliminate 7-day pass and replace with 15-day pass at 50% of 30-day pass price
- 4.D) Increase base fare to \$2/reduced base fare to \$1
- 4.E) Increase Marco Express base fare to \$3/reduced Marco Express base fare to \$1.50

**Scenario 5** (same as Scenario 4 but increase cost of the 30-day pass)

- 5.A) Eliminate transfers
- 5.B) Decrease the cost of a day pass from \$4 to \$3/reduced day pass from \$2 to \$1.50
- 5.C) Eliminate 7-day pass and replace with 15-day pass at 50% of 30-day pass price
- 5.D) Increase base fare to \$2/reduced base fare to \$1
- 5.E) Increase Marco Express base fare to \$3/reduced ME base fare to \$1.50
- 5.F) Increase 30-day pass fare to \$40/reduced 30-day pass to \$20

**Scenario 6** (same as Scenario 5 but allows for a free 90-minute transfer)

- 6.A) Free 90-minute transfer to a different route
- 6.B) Decrease the cost of a day pass from \$4 to \$3/reduced day pass from \$2 to \$1.50
- 6.C) Eliminate 7-day pass and replace with 15-day pass at 50% of 30-day pass price
- 6.D) Increase base fare to \$2/reduced base fare to \$1
- 6.E) Increase Marco Express base fare to \$3/reduced ME base fare to \$1.50
- 6.F) Increase 30-day pass fare to \$40/reduced 30-day pass to \$20

**Scenario 7** (same as Scenario 6 but no increase to cost of the day pass)

- 7.A) Free 90-minute transfer to a different route
- 7.B) No change to the cost of a day pass
- 7.C) Eliminate 7-day pass and replace with 15-day pass at 50% of 30-day pass price
- 7.D) Increase base fare to \$2/reduced base fare to \$1
- 7.E) Increase Marco Express base fare to \$3/reduced ME base fare to \$1.50
- 7.F) Increase 30-day pass fare to \$40/reduced 30-day pass to \$20

Table 1 presents the seven fare change scenarios tested and compares these to the existing fare structure. Proposed changes to fares tested under each scenario shown in bold text.



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GREAT INSIGHTS. GREATER OUTCOMES.

**Table 1: Summary of Existing and Proposed Fixed-Route Fare Change Scenarios**

Fare Category	Current	Scenario 1	Scenario 2	Scenario 3	Scenario 4	Scenario 5	Scenario 6	Scenario 7
Public Workshop Scenario		Scenario A	N/A	N/A	Scenario B	Scenario C	Scenario D	N/A
Full Fixed Route Fare	\$1.50	\$1.50	\$1.50	<b>\$2.00</b>	<b>\$2.00</b>	<b>\$2.00</b>	<b>\$2.00</b>	<b>\$2.00</b>
Reduced Fixed-Route Fare	\$0.75	\$0.75	\$0.75	<b>\$1.00</b>	<b>\$1.00</b>	<b>\$1.00</b>	<b>\$1.00</b>	<b>\$1.00</b>
Transfer	\$0.75	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>Free 90 min</b>	<b>Free 90 min</b>
Reduced Transfer	\$0.35	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>Free 90 min</b>	<b>Free 90 min</b>
Children	Age 5 & Under Free	Age 5 & Under Free	Age 5 & Under Free	Age 5 & Under Free	Age 5 & Under Free	Age 5 & Under Free	Age 5 & Under Free	Age 5 & Under Free
Day Pass	\$4.00	<b>\$3.00</b>	\$4.00	\$4.00	<b>\$3.00</b>	<b>\$3.00</b>	<b>\$3.00</b>	\$4.00
Reduced Day Pass	\$2.00	<b>\$1.50</b>	\$2.00	\$2.00	<b>\$1.50</b>	<b>\$1.50</b>	<b>\$1.50</b>	\$2.00
7 Day Pass	\$15.00	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>
Reduced 7 Day Pass	\$7.50	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>
15 Day Pass (new)	N/A	<b>\$18.00</b>	<b>\$18.00</b>	<b>\$18.00</b>	<b>\$18.00</b>	<b>\$20.00</b>	<b>\$20.00</b>	<b>\$20.00</b>
Reduced 15 Day Pass (new)	N/A	<b>\$9.00</b>	<b>\$9.00</b>	<b>\$9.00</b>	<b>\$9.00</b>	<b>\$10.00</b>	<b>\$10.00</b>	<b>\$10.00</b>
30 Day Pass	\$35.00	\$35.00	\$35.00	\$35.00	\$35.00	<b>\$40.00</b>	<b>\$40.00</b>	<b>\$40.00</b>
Reduced 30 Day Pass	\$17.50	\$17.50	\$17.50	\$17.50	\$17.50	<b>\$20.00</b>	<b>\$20.00</b>	<b>\$20.00</b>
Marco Express Single Fare	\$2.50	\$2.50	\$2.50	<b>\$3.00</b>	<b>\$3.00</b>	<b>\$3.00</b>	<b>\$3.00</b>	<b>\$3.00</b>
Reduced Marco Express Single Fare	\$1.20	\$1.20	\$1.20	<b>\$1.50</b>	<b>\$1.50</b>	<b>\$1.50</b>	<b>\$1.50</b>	<b>\$1.50</b>
Marco Express 30 Day Pass	\$70.00	\$70.00	\$70.00	\$70.00	\$70.00	\$70.00	\$70.00	\$70.00
Reduced Marco Express 30 Day Pass	\$35.00	\$35.00	\$35.00	\$35.00	\$35.00	\$35.00	\$35.00	\$35.00

During the fare study, a fare elasticity of -0.4 was calculated. This means that for every \$0.10 of fare increase, the ridership is anticipated to initially decrease by 4%. Over time it has been observed that the initial decrease in ridership experienced following a fare increase tends to subsequently trend upward over time as customers adjust to price changes. While the elasticity calculates the potential ridership loss or increase from a fare change, it does not account for the potential shift in riders to another fare category. To account for both possibilities, a range in potential ridership and revenue impacts was calculated for each scenario listed above.

In an effort to recognize potential changes in rider behavior resulting from changes to fares, Tindale Oliver examined a range (low to high) of likely behavioral impacts. The low end of the range assumes that the full impact of measured elasticity is applied to the ridership and those riders will initially leave the system, resulting in greater initial impacts to annual ridership and revenue. The high end of the range assumes that either the existing ridership will be maintained or only a portion of the riders will leave the system due to elasticity impacts. Depending on the scenario/fare category, and the rest of the riders impacted will shift to other fare categories based on the existing/proposed fare changes.

The high-end assumptions produce less impacts to ridership and therefore higher annual revenue estimates. The actual ridership and revenue impacts are likely somewhere in the middle of the ranges presented, as assumptions must be made regarding ridership behavior for each scenario. Important in our assumptions is the recognition that mobility is largely an essential commodity for most riders, especially those on the low end of the income spectrum. Thus, by providing a range of scenarios that attempt to counter increased costs in certain fare categories with reduced costs in alternative fare categories, we are attempting to provide attractive and reasonable options for riders other than to simply stop using the CAT services.

Tables 2 and 3 illustrate the ridership and revenue impacts for the low-end range (elasticity fully applied) and the high-end range of ridership and revenue estimates (elasticity partially applied), respectively. It should be noted that the ridership and revenue figures in the tables below only represent the fare types affected by each scenario and do not reflect system-wide ridership and revenue figures.

As shown below, Scenarios 1 and 2 are anticipated to produce less revenue than the base year (FY 2016), primarily due to minimal proposed changes to the fare structure. Scenarios 3, 4, and 5, which propose to eliminate transfers, are projected to generate additional revenue ranging from approximately \$41,000-\$166,000 in Scenario 3, \$21,000-\$141,000 in Scenario 4, and \$37,500-\$179,000 in Scenario 5. The higher revenue generated in Scenarios 3, 4 and 5 is primarily influenced by the increase in the base fare, which carries the highest percentage of riders (44% of ridership, including full and reduced fare customers in FY 16).

Scenarios 6 and 7, which propose providing a free 90-minute transfer to another route along with other fare changes, generate the highest revenue of all the scenarios. In FY 16 approximately \$25,000 was generated by full and reduced transfer fares. If the current fare structure remains unchanged and a 90-minute free transfer is allowed, then it is assumed the \$25,000 annual transfer revenue would disappear as most (if not all) riders make a transfer to another route within a 90-minute window.

If a free 90-minute transfer is offered along with other fare changes, it is estimated that more revenue will be generated, as the free transfer encourages riders to remain in the highest cost-per trip base fare category rather than shifting to another fare options. Under Scenarios 6 and 7, while the transfer revenue disappears more riders remain in the base fare category, which has a higher average cost per trip than a day pass. This generates more revenue than if those riders shift to a pass option. Therefore, it is estimated that Scenario 6 could generate up to an additional 53,700 annual trips and \$68,000-\$209,000 annually in revenue over the base year (or \$23,000-\$31,000 more than Scenario 5). Scenario 7 could generate up to an additional 48,700 annual trips and \$79,000-\$231,000 annually over the base year (or \$35,000-\$54,000 more than Scenario 5, as the cost of a day pass is not reduced).

**Table 2: Low-End Range of Fixed-Route Ridership and Revenue Estimates for Fixed-Route Fare Change Scenarios 1-7 (Elasticity Fully Applied Resulting in Ridership Loss)**

Scenario	Base: FY 2016		Estimated Ridership and Revenue			
	Ridership	Revenue	Ridership	Difference from Base	Revenue	Difference from Base
<b>Scenario 1</b>	891,606	\$873,694	869,679	(21,927)	\$816,874	(\$56,820)
<b>Scenario 2</b>	891,606	\$873,694	864,755	(26,851)	\$846,616	(\$27,078)
<b>Scenario 3</b>	911,114	\$912,120	820,470	(90,644)	\$953,077	\$40,957
<b>Scenario 4</b>	911,114	\$912,120	830,880	(80,234)	\$933,170	\$21,050
<b>Scenario 5</b>	911,114	\$912,120	816,194	(94,920)	\$956,624	\$44,504
<b>Scenario 6</b>	911,114	\$912,120	845,489	(65,625)	\$980,135	\$68,015
<b>Scenario 7</b>	911,114	\$912,120	840,109	(71,005)	\$991,510	\$79,390

**Table 3: High-End Range of Ridership and Revenue Estimates for Fixed-Route Fare Change Scenarios 1-7 (Elasticity Applied with Estimate of Likely Shift of Riders to More Favorable Fare Options)**

Scenario	Base: FY 2016		Estimated Ridership and Revenue			
	Ridership	Revenue	Ridership	Difference from Base	Revenue	Difference from Base
<b>Scenario 1</b>	891,606	\$873,694	872,052	(19,554)	\$818,804	(\$54,890)
<b>Scenario 2</b>	891,606	\$873,694	868,513	(23,093)	\$850,979	(\$22,715)
<b>Scenario 3</b>	911,114	\$912,120	914,652	3,538	\$1,078,138	\$166,018
<b>Scenario 4</b>	911,114	\$912,120	925,853	14,739	\$1,052,875	\$140,754
<b>Scenario 5</b>	911,114	\$912,120	932,816	21,702	\$1,089,134	\$177,013
<b>Scenario 6</b>	911,114	\$912,120	964,792	53,678	\$1,120,682	\$208,562
<b>Scenario 7</b>	911,114	\$912,120	959,842	48,728	\$1,142,987	\$230,867

## PARATRANSIT SYSTEM (ADA AND TRANSPORTATION DISADVANTAGED SERVICES)

As the ADA fare, by law, cannot exceed twice the base fixed-route fare, there are limited options for changing this fare structure. In the fixed-route scenarios previously presented, the base fixed-route fare is proposed to increase from \$1.50 to \$2.00 in Scenarios 3, 4, and 5. This would allow for an increase from the current ADA fare of \$3.00 to a maximum new fare of \$4.00. Collier County also offers a reduced ADA fare of \$1.00 for households whose income is below poverty level. Since TD fares are not tied to the base fixed-route fare, there is more flexibility in terms of changing the TD fares; however, it is acknowledged that potential financial impacts to both ADA and TD riders must be carefully considered as part of any recommendation.

Fare elasticity for ADA and Transportation Disadvantaged (TD) services is more difficult to apply as travel behavior is different than for fixed-route riders and eligibility requirements must be met to use the service. The ridership and revenue impacts for the paratransit scenarios assume that the elasticity is applied in the case of a fare increase; however, in instances of a fare decrease, it is assumed that a person's travel behavior does not necessarily change and the number of trips does not increase, nor does the ridership increase due to a lower fare offered as eligibility requirements stay the same.

For the paratransit services, seven scenarios were developed and the ridership and revenue impacts of each assessed. These scenarios include:

- **Scenario 8:** Increase ADA fare from \$3 to \$4 (assuming the fixed-route fare is increased to \$2), but maintain the \$1 fare for qualified low-income individuals.
- **Scenario 9:** Increase ADA fare from \$3 to \$4 as in Scenario 8, but also increase the \$1 fare to \$1.25 for qualified low-income individuals.
- **Scenario 10:** Increase TD fares for all income-based fare categories by \$0.50.
- **Scenario 11:** Increase TD fares for all income-based fare categories by \$1.00.
- **Scenario 12:** Provide a single ADA and TD fare based on income, where individuals at or below the poverty level (currently paying \$1 for either ADA or TD services) will continue to pay \$1 and all others will pay \$3.
- **Scenario 13:** Provide a single ADA and TD fare based on income where individuals at or below the poverty level (currently paying \$1 for either ADA or TD services) will continue to pay \$1 and all others will pay \$4.
- **Scenario 14:** Maintain the existing ADA fare structure and consolidate the TD fare structure into three income-based categories with fares of \$1, \$3, or \$4, resulting in no fare increase for any paratransit rider.

**Scenario 8 (\$4 Full and \$1 Reduced ADA fare)**

Under this scenario, ridership and revenue impacts are calculated assuming the regular ADA fare will increase to \$4 if the base fixed-route fare increases to \$2, but the \$1 fare for qualifying low-income will not change. The low-end of the range assumes that elasticity is fully applied and that 100% of the riders “lost” from elasticity (7,758) due to the increase in fare will no longer use the ADA system. The high-end of the range assumes the existing ridership will be maintained since there is no other fare category for riders to shift into, as there is in the fixed-route system.

Table 4 presents ridership and revenue impacts resulting from this fare change scenario. If elasticity is applied and the ridership decreases as estimated, there is projected to be 7,758 fewer ADA trips and an additional \$27,000 generated annually through the fare increase; however, fewer trips being provided will also likely lower CAT’s overall operating costs. Therefore, it is estimated that the net operating cost reduction, less estimated state revenue for non-sponsored paratransit trips that would also decrease if these trips are no longer provided, is \$235,100. While this provides a net revenue change of \$262,100, it is recognized that up to 7,758 trips may not be made annually under this scenario, greatly impacting these riders. If ridership is maintained, the additional annual revenue generated is estimated to increase by \$58,000.

**Table 4: Scenario 8— Ridership and Revenue Estimates for \$4 Regular /\$1 Low Income ADA Fare**

Scenario	Base: FY 2016		Estimated Ridership and Revenue			
	Ridership	Revenue	Ridership	Difference from Base	Revenue	Difference from Base
<i>Elasticity Applied to Ridership</i>	75,961	\$192,470	68,203	(7,758)	\$219,477	\$27,007
<i>Operating Cost Reduction due to Ridership Decrease</i>						\$235,110
<b>Net Revenue Impact if Elasticity Applied</b>						\$262,117
<b>Maintain Existing Ridership</b>	75,961	\$192,470	75,961	0	\$250,507	\$58,037

Notes: No variance between the estimated revenue and actual revenue collected for FY 2016 was observed, so no adjustment to the estimated revenue is made. Operating cost reduction due to ridership decrease based on the FY 16 state revenue and cost per trip to be consistent with the base year ridership.

**Scenario 9 (\$4 Full and \$1.25 Reduced ADA fare)**

This scenario includes the same assumptions as made under the previous scenario except it is assumed the regular ADA fare will increase to \$4 and the low-income qualifying ADA fare increase to \$1.25. While a low-income fare of \$1.33 would equate to the same percentage increase as the regular ADA fare (33%), a fare of \$1.25 is assumed for ease of fare collection. As shown in Table 5, if elasticity is applied, the effect of increasing the fare from \$1.00 to \$1.25 results in the assumption that 1,778 more riders will be lost if elasticity is applied, or a total of 9,536 riders. While the \$0.25 fare increase will generate some new revenue (estimated to be \$2,200), the net effect is an additional \$289,000 in operating cost reduction, resulting in a net revenue impact of \$318,200 annually. If elasticity is not applied, it is assumed increasing the fare by \$0.25 will generate \$4,400 annually.

**Table 5: Scenario 9—Ridership and Revenue Estimates for \$4 Regular /\$1.25 Low Income ADA Fare**

Scenario	Base: FY 2016		Estimated Ridership and Revenue			
	Ridership	Revenue	Ridership	Difference from Base	Revenue	Difference from Base
<i>Elasticity Applied to Ridership</i>	75,961	\$192,470	66,425	(9,536)	\$221,699	\$29,229
<i>Operating Cost Reduction due to Ridership Decrease</i>						\$288,993
<b>Net Revenue Impact if Elasticity Applied</b>						\$318,222
<b>Maintain Existing Ridership</b>	75,961	\$192,470	75,961	0	\$254,952	\$62,482

Notes: No variance between the estimated revenue and actual revenue collected for FY 2016 was observed, so no adjustment to the estimated revenue is made. Operating cost reduction due to ridership decrease based on the FY 16 state revenue and cost per trip to be consistent with the base year ridership.

**Scenario 10 (\$0.50 Increase to all TD Fare Categories)**

Similar to the ADA fare, ridership and revenue impacts for the TD fares were estimated for Scenarios 10 and 11. Scenario 10 assumes that the five income categories used for the purpose of determining the TD fare will be retained and the existing fare for each will increase by \$0.50. It is recognize that increasing the TD fare the same amount among all five fare categories results in a higher change in overall fare for riders at or below the poverty level as they are paying the lowest fare; however, the range in current fares collected (\$1 to \$7) provides a challenge in creating a more equitable distribution unless the amount of the proposed increase were considerably higher.

The low-end of the range assumes that elasticity is fully applied and that 100% of the riders “lost” from elasticity due to the increase in fare will no longer use the TD system. The high-end of the range assumes the existing ridership will be maintained as the fare a TD user pays is strictly based on their household income and thus the rider cannot choose another TD fare category. Table 6 presents ridership and revenue impacts if increasing the TD fare across all income categories by \$0.50. If elasticity is applied and the ridership decreases as estimated (by -3,010), there is projected to be an additional \$5,200 generated annually. Similar to two previous scenarios concerning the ADA fare, the estimated decrease in operating costs associated with the potential TD ridership decrease, net of any state revenue no longer received due to the decrease in trips, is included in this table. Accounting for the net operating cost reduction due to the ridership decrease, a net revenue impact of \$96,500 is calculated. If ridership is maintained, the additional annual revenue generated is estimated to increase by \$11,000.



**Table 6: Scenario 10—Ridership and Revenue Estimates for \$0.50 TD Fare Increase**

TD Category/Scenario	Existing/ Proposed Fare	Base: FY 2016		Estimated Ridership and Revenue			
		Ridership	Revenue	Ridership	Difference from Base	Revenue	Difference from Base
<b>Elasticity Applied to Ridership</b>							
At or Under Poverty Level	\$1/\$1.50	11,361	\$10,130	9,089	(2,272)	\$12,156	\$2,026
101% to 150% of Poverty Level	\$3/\$3.50	7,308	\$19,549	6,821	(487)	\$21,286	\$1,738
151% to 225% of Poverty Level	\$4/\$4.50	2,962	\$10,564	2,814	(148)	\$11,291	\$726
226% to 337% of Poverty Level	\$5/\$5.50	1,294	\$5,769	1,242	(52)	\$6,092	\$323
+337% of Poverty Level	\$7/\$7.50	1,761	\$10,992	1,711	(50)	\$11,440	\$449
<b>Subtotal</b>		<b>24,686</b>	<b>\$57,004</b>	<b>21,676</b>	<b>(3,010)</b>	<b>\$62,266</b>	<b>\$5,262</b>
Operating Cost Reduction due to Ridership Decrease							\$91,211
<b>Net Revenue Impact if Elasticity Applied</b>							<b>\$96,473</b>
<b>Maintain Existing Ridership</b>							
At or Under Poverty Level	\$1/\$1.50	11,361	\$10,130	11,361	0	\$15,195	\$5,065
101% to 150% of Poverty Level	\$3/\$3.50	7,308	\$19,549	7,308	0	\$22,807	\$3,258
151% to 225% of Poverty Level	\$4/\$4.50	2,962	\$10,564	2,962	0	\$11,885	\$1,321
226% to 337% of Poverty Level	\$5/\$5.50	1,294	\$5,769	1,294	0	\$6,346	\$577
+337% of Poverty Level	\$7/\$7.50	1,761	\$10,992	1,761	0	\$11,777	\$785
<b>Total - with Elasticity Applied</b>		<b>24,686</b>	<b>\$57,004</b>	<b>24,686</b>	<b>0</b>	<b>\$68,010</b>	<b>\$11,006</b>

Notes: Variance between estimated revenue and actual revenue collected for FY 2016 (89%) applied to estimated revenue under the scenario to be conservative. Operating cost reduction due to ridership decrease based on the FY 16 state revenue and cost per trip to be consistent with the base year ridership.

**Scenario 11 (\$1 Increase to all TD Fare Categories)**

This scenario includes the same assumptions as made under the previous scenario except that a fare increase of \$1 is applied across all TD fare categories. Table 7 shows that, if elasticity is applied and the ridership decreases as estimated (by -6,000), \$7,800 more is projected to be generated annually. Similar to the previous scenario, an assumption is made that there will a decrease in operating costs associated with the ridership decrease, net of any state revenue no longer received due to the decrease in trips. Accounting for the net operating cost reduction due to the ridership decrease, a net revenue impact of \$190,300 is calculated. If ridership is maintained, the additional annual revenue generated is estimated to increase by \$22,000.

**Table 7: Scenario 11—Ridership and Revenue Estimates for \$1.00 Increase to TD Fare**

TD Category/Scenario	Existing/ Proposed Fare	Base: FY 2016		Estimated Ridership and Revenue			
		Ridership	Revenue	Ridership	Difference from Base	Revenue	Difference from Base
<b>Elasticity Applied to Ridership</b>							
At or Under Poverty Level	\$1/\$2	11,361	\$10,130	6,817	(4,544)	\$12,156	\$2,026
101% to 150% of Poverty Level	\$3/\$4	7,308	\$19,549	6,334	(974)	\$22,590	\$3,041
151% to 225% of Poverty Level	\$4/\$5	2,962	\$10,564	2,666	(296)	\$11,885	\$1,321
226% to 337% of Poverty Level	\$5/\$6	1,294	\$5,769	1,190	(104)	\$6,369	\$600
+337% of Poverty Level	\$7/\$8	1,761	\$10,992	1,660	(101)	\$11,844	\$852
<b>Subtotal</b>		<b>24,686</b>	<b>\$57,004</b>	<b>18,667</b>	<b>(6,019)</b>	<b>\$64,844</b>	<b>\$7,840</b>
Operating Cost Reduction due to Ridership Decrease							\$182,423
<b>Net Revenue Impact if Elasticity Applied</b>							<b>\$190,263</b>
<b>Maintain Existing Ridership</b>							
At or Under Poverty Level	\$1/\$2	11,361	\$10,130	11,361	0	\$20,260	\$10,130
101% to 150% of Poverty Level	\$3/\$4	7,308	\$19,549	7,308	0	\$26,065	\$6,516
151% to 225% of Poverty Level	\$4/\$5	2,962	\$10,564	2,962	0	\$13,206	\$2,641
226% to 337% of Poverty Level	\$5/\$6	1,294	\$5,769	1,294	0	\$6,923	\$1,154
+337% of Poverty Level	\$7/\$8	1,761	\$10,992	1,761	0	\$12,562	\$1,570
<b>Total - with Elasticity Applied</b>		<b>24,686</b>	<b>\$57,004</b>	<b>24,686</b>	<b>0</b>	<b>\$79,016</b>	<b>\$22,012</b>

Notes: Variance between estimated revenue and actual revenue collected for FY 2016 (89%) applied to estimated revenue under the scenario to be conservative. Operating cost reduction due to ridership decrease based on the FY 16 state revenue and cost per trip to be consistent with the base year ridership.

**Scenario 12 (Single Fare of \$3 Full and \$1 Reduced for TD and ADA Services)**

CAT’s current paratransit fare structure includes five TD fares and two ADA fares, depending on the rider’s annual household income. To simplify the paratransit fare structure, a single fare charged for either service is explored, replacing the income-based TD fare scale. Under this scenario, it is assumed that a TD/ADA fare of \$3 is implemented, which is equivalent to the current ADA fare. However, riders at or below the poverty level will pay \$1, equivalent to the reduced ADA fare and lowest TD fare currently offered.

Table 8 presents the ridership and revenue impacts assuming a flat ADA/TD fare of \$3 (or \$1 for qualified low-income individuals). Since the TD program is qualification-based program, no assumption is made that a reduced fare for the higher income categories (currently paying \$4 or more) will increase ridership. Based on these estimates, there is projected to be a decrease of \$11,200 annually due to income loss from TD riders that would pay a lower fare than they currently pay. There are not anticipated to be any ADA ridership or revenue impacts as no changes to the current ADA fare are assumed in this scenario.

**Table 8: Scenario 12—Ridership and Revenue Estimates for \$3 Full/\$1 Reduced ADA/TD Fare**

TD Category/Scenario	Existing/ Proposed Fare	Base: FY 2016		Estimated Ridership and Revenue			
		Ridership	Revenue	Ridership	Difference from Base	Revenue	Difference from Base
<b>Maintain Existing Ridership</b>							
At or Under Poverty Level	\$1/\$1	11,361	\$10,130	11,361	0	\$10,130	\$0
101% to 150% of Poverty Level	\$3/\$3	7,308	\$19,549	7,308	0	\$19,549	\$0
151% to 225% of Poverty Level	\$4/\$3	2,962	\$10,564	2,962	0	\$7,923	(\$2,641)
226% to 337% of Poverty Level	\$5/\$3	1,294	\$5,769	1,294	0	\$3,461	(\$2,308)
+337% of Poverty Level	\$7/\$3	1,761	\$10,992	1,761	0	\$4,711	(\$6,281)
<b>Total - with Elasticity Applied</b>		<b>24,686</b>	<b>\$57,004</b>	<b>24,686</b>	<b>0</b>	<b>\$45,774</b>	<b>(\$11,230)</b>

Notes: Variance between estimated revenue and actual revenue collected for FY 2016 (89%) applied to estimated revenue under the scenario to be conservative. Operating cost reduction due to ridership decrease based on the FY 16 state revenue and cost per trip to be consistent with the base year ridership.

**Scenario 13 (Single Fare of \$4 Full and \$1 Reduced for TD and ADA Services)**

This scenario is similar to the previous scenario in that it provides for a single ADA and TD fare, but the fare for riders who currently pay \$3 is proposed to increase to \$4, while the \$1 fare for qualified low-income individuals remains as is. The ridership and revenue impacts of this scenarios are presented in Table 9. Similar to the previous scenario, no assumption is made that a reduced fare for the higher income categories (currently paying \$5 or more) will increase ridership. However, elasticity is applied in the instances where the fare increases as there could be an associated potential ridership decrease. Under these assumptions, elasticity is applied only for riders currently paying \$3, which would increase to \$4 under this scenario. Based on these estimates, if elasticity is applied to fare categories where riders currently pay a lower fare and the ridership decreases as estimated (by -974), there is projected to be a \$2,800 annual loss. However, because this scenario also includes a \$1 increase for ADA riders currently paying \$3, the net revenue impact attributed to the \$4 ADA fare increase under Scenario 8 is also included (in addition to the estimated net operating impacts for the TD ridership loss). This results in a net revenue impact of \$288,825. If ridership is maintained, the revenue generated is estimated to be minimal at \$650 per year.

**Table 9: Scenario 13—Ridership and Revenue Estimates for \$4 Full/\$1 Reduced ADA/TD Fare**

TD Category/Scenario	Existing/ Proposed Fare	Base: FY 2016		Estimated Ridership and Revenue			
		Ridership	Revenue	Ridership	Difference from Base	Revenue	Difference from Base
<b>Elasticity Applied to Ridership</b>							
At or Under Poverty Level	\$1/\$1	11,361	\$10,130	11,361	0	\$10,130	\$0
101% to 150% of Poverty Level	\$3/\$4	7,308	\$19,549	6,334	(974)	\$22,590	\$3,041
151% to 225% of Poverty Level	\$4/\$4	2,962	\$10,564	2,962	0	\$10,564	\$0
226% to 337% of Poverty Level	\$5/\$4	1,294	\$5,769	1,294	0	\$4,615	(\$1,154)
+337% of Poverty Level	\$7/\$4	1,761	\$10,992	1,761	0	\$6,281	(\$4,711)
<b>Total - with Elasticity Applied</b>		<b>24,686</b>	<b>\$57,004</b>	<b>23,712</b>	<b>(974)</b>	<b>\$54,180</b>	<b>(\$2,824)</b>
Operating Cost Reduction due to Ridership Decrease (ADA + TD)							\$291,648
<b>Net Revenue Impact if Elasticity Applied</b>							<b>\$288,825</b>
<b>Maintain Existing Ridership</b>							
At or Under Poverty Level	\$1/\$1	11,361	\$10,130	11,361	0	\$10,130	\$0
101% to 150% of Poverty Level	\$3/\$4	7,308	\$19,549	7,308	0	\$26,065	\$6,516
151% to 225% of Poverty Level	\$4/\$4	2,962	\$10,564	2,962	0	\$10,564	\$0
226% to 337% of Poverty Level	\$5/\$4	1,294	\$5,769	1,294	0	\$4,615	(\$1,154)
+337% of Poverty Level	\$7/\$4	1,761	\$10,992	1,761	0	\$6,281	(\$4,711)
<b>Total - with Elasticity Applied</b>		<b>24,686</b>	<b>\$57,004</b>	<b>24,686</b>	<b>0</b>	<b>\$57,656</b>	<b>\$652</b>

Notes: For TD service, variance between estimated revenue and actual revenue collected for FY 2016 (89%) applied to estimated revenue under the scenario to be conservative. As noted in previous tables, no variance for ADA service is estimated. Operating cost reduction accounting for both ADA and TD service is due to ridership decrease based on the FY 16 state revenue and cost per trip to be consistent with the base year ridership.

**Scenario 14 (Maintain Existing ADA Fare and Consolidate TD Fare Structure)**

Under the previous scenario, ADA riders currently paying \$3 who do not qualify for the reduced \$1 fare and TD riders with income between 101-150% of the poverty level would experience a fare increase. While CAT does have the option to redefine the income levels qualifying riders for the lowest fare, it would also experience higher revenue loss, potentially affecting service. To minimize the disproportional impact to these riders and adverse revenue impacts, this scenario assumes the existing ADA fare structure is maintained and the TD fare structure is consolidated from five to three income-based categories:

- \$1 for riders at or below the poverty level—no change proposed based on current fare structure.
- \$3 for riders 101-150% of the poverty level—no change proposed based on current fare structure.
- \$4 for riders with income 151% or higher above the poverty. This only affects riders at 226% or more of the poverty level who currently pay \$5 or \$7, depending on their household income. This scenario would reduce the fare for these riders by \$1 or \$3, respectively.

The ridership and revenue impacts of this scenarios are presented in Table 10 and estimate an annual revenue reduction of \$5,800 from riders currently paying fares of \$5 or \$7, but would now pay \$4 under this scenario.

**Table 10: Scenario 14—Ridership and Revenue Estimates for Consolidated TD Fare Structure**

TD Category/Scenario	Existing/ Proposed Fare	Base: FY 2016		Estimated Ridership and Revenue			
		Ridership	Revenue	Ridership	Difference from Base	Revenue	Difference from Base
<b>Maintain Existing Ridership</b>							
At or Under Poverty Level	\$1/\$1	11,361	\$10,130	11,361	0	\$10,130	\$0
101% to 150% of Poverty Level	\$3/\$3	7,308	\$19,549	7,308	0	\$19,549	\$0
151% to 225% of Poverty Level	\$4/\$4	2,962	\$10,564	2,962	0	\$10,564	\$0
226% to 337% of Poverty Level	\$5/\$4	1,294	\$5,769	1,294	0	\$4,615	(\$1,154)
+337% of Poverty Level	\$7/\$4	1,761	\$10,992	1,761	0	\$6,281	(\$4,711)
<b>Total - with Elasticity Applied</b>		<b>24,686</b>	<b>\$57,004</b>	<b>24,686</b>	<b>0</b>	<b>\$51,140</b>	<b>(\$5,864)</b>

Notes: Variance between estimated revenue and actual revenue collected for FY 2016 (89%) applied to estimated revenue under the scenario to be conservative.

## Fare Study Public Outreach Activities

### Rider Intercept Surveys

CAT staff performed an intercept survey of riders at the CAT Transfer Center on January 18-19, 2018. A total of 80 people took the survey. Highlights of the survey findings are noted below.

- If base fare increases from \$1.50 to \$2, most fixed-route respondents stated they would switch to either a day pass or the new 15-day pass.
- If transfers are eliminated, respondents are split between switching to a day pass and staying with the base fare.
- If the 30-day pass increases from \$35 to \$40, riders seem split between continuing using the same fare versus switching to a 15-day pass. There were also a couple of respondents that indicated a \$5 increase on the 30-day pass is too high.
- Of the respondents that currently use the reduced fixed-route base fare, two-thirds would keep using that fare and the remaining one-third would switch to the reduced day pass if the price is lowered to \$1.50.
- Of the respondents that use the reduced 30-day pass, nearly all would keep using it if the price increases given how often they ride.
- Of the paratransit riders that responded, most would continue to use the service if the fare is increased from the current \$3 fare because they have no other choice, but feel this would be a financial hardship and may try to find financial assistance.
- Of those that responded to the demographic questions:
  - Most use the bus for life sustaining trips or it is their primary mode of transportation.
  - There is a fairly even distribution of riders 25-65 years and riders age 65+.
  - Approximately 80% of respondents have an annual household income of less than \$25,000.

Based on the above survey results and discussions with staff, the County's Public Transit Advisory Committee recommended the following four scenarios be presented at the public workshops: Scenarios 1, 4, 5, and 6. These scenarios were renamed Scenarios A, B, C, and D, respectively.

### **Public Workshops**

Two public workshops were held on January 30, 2018, to solicit feedback from the public on potential fare changes for CAT's fixed-route and paratransit services. The first was held at the CAT Transfer Center in Naples from 10 a.m. to 2 p.m. and the second at CareerSource Southwest Florida in Immokalee from 4 p.m. to 7 p.m. The workshops were open-house style with three stations. The first station included a narrated presentation running a continuous loop providing information about CAT's current fare structure, historic ridership and revenue trends, and the four proposed fare scenarios. Following the presentation, participants were asked to move to a second station and complete an exercise sheet seeking information about their use of CAT's fixed-route and paratransit services and the different fare scenarios. The third station provide an opportunity to discuss the fare study with and ask questions of CAT and Tindale Oliver staff.

A total of 54 people completed the exercise sheet to provide feedback for use in developing fare study recommendations. Highlights of the public workshop feedback include:

- Over 40% of all respondents stated that a fare rounded to a whole dollar is most convenient.
- Nearly 60% of all respondents stated that the ability to buy a smart card at a third-party location (like a convenience or grocery store) would be convenient. Just over 40% stated that being able to pay the fare using their smartphone or tablet would also be convenient.
- A total of 77% of all respondents stated that they would support a fare increase if the revenue was used to improve service frequency/availability or provide better access to other locations. The remaining 23% of respondents stated they do not support a fare increase. Additional service to Vanderbilt Beach, better locations of stops, and later/more frequent service were specific comments received.
- Of respondents that use the ADA service, 50% said they would support a fare increase of \$0.50 while 11% would support an increase of \$0.25, and 17% would support an increase of \$1.00. The remaining 22% stated they did not support an ADA fare increase.
- Of respondents that use the TD service, 56% said they would support a fare increase of \$0.25 while 17% would support an increase of \$0.50. Respondents were able to state different amounts that they would support other than the options supplied and one person stated they would support an increase of \$0.05. The remaining 33% stated they did not support a TD fare increase.
- Of the respondents that use the fixed-route system, 60% indicated they would support paying a slightly higher one-way fare if it includes a free transfer.
- Of the respondents that use the fixed-route system, 31% indicated that a fare of \$2 would be too expensive while 40% indicated a fare of \$2.50 would be too expensive. The remaining 29% indicated that the current fare of \$1.50 is already too expensive.

- When asked about fare passes, 47% of fixed-route riders indicated that they do not ride the bus enough to make the cost of a pass worthwhile. Of the remaining responses, 41% stated that one of the pass options was too expensive (20% for the 30-day pass, 12% for the day pass, and 9% for the 7 day pass). The remaining 12% of respondents indicated they are either unable to get to a location to buy a pass or it is too confusing for them to buy a pass on the bus.
- When asked which three fare pass options CAT should institute first, the following were selected:
  - 1<sup>st</sup> (29% of respondents): Reduce the day-pass from \$4.00 to \$3.00 as a stand-alone change.
  - 2<sup>nd</sup> (24% of respondents): Increase the base fare from \$1.50 to \$2.00 and reduce the day-pass from \$4.00 to \$3.00.
  - 3<sup>rd</sup> (18% of respondents): Change the 7-day pass from \$15.00 to a 15-day pass at 50% of the 30-day pass price.
  - 4<sup>th</sup> (16% of respondents): Eliminate transfers and reduce the unlimited day-pass from \$4.00 to \$3.00.
  - 5<sup>th</sup> (13% of respondents): Increase the base fare to \$2.00 and make transfers free for 90 minutes.
- Other comments received from the public workshop include:
  - Provide a two-hour fare with transfer.
  - Provide day, 7-day, and 30-day pass options for service between Lee and Collier counties.
  - Have a frequency user program or other ways of purchasing a 30-day pass.
  - Extend summer season student paw pass for athletes/college students during sports.
  - Allow for payment options for the 30-day pass.
  - Provide reduced passes for college students.
  - Provide Wi-Fi in the bus, a simpler (more user-friendly website, and a smartphone/tablet app with a trip planner.

### **Definition of Household for Low Income Fare Qualification**

Reduced ADA and TD fares are available for riders who qualify based on their annual household income and proof of income is required. Currently, acceptable types of proof of income are pension benefit statements, unemployment benefits, or current paystubs. However, these documents all tie to the individual's income rather than their household income. This may allow individuals to qualify for reduced fares based on their individual income when their household income is, in fact, high enough to support paying the full fare. At the same time, it should be recognized that individuals may live in a physical household with other family members, but still maintain separate finances. One example of this is an older parent living with their child, but still independent financially and supported by their own retirement/social security income.

As part of this fare study, it is recommended that CAT maintain the requirement that qualification for the reduced/low-income fare be tied to a person's household income (rather than individual income). However, the documentation used to demonstrate qualification should prove that the household income meets the required threshold. Therefore, it is recommended that the proof of income be tied to a person's federal income tax return from the prior year (or state filing if from outside Florida). This will ensure that the most current annual household income figure is used to determine eligibility of the person and will reduce potential abuse of eligibility if the documentation provided does not reflect the true household income. At the same time, this will ensure that a person physically living in a household, but is otherwise financially independent as may still qualify for a reduced fare so long as they have filed their own taxes reflecting their own "household" income.

It is recognized that not all individuals file federal taxes or can provide a federal tax return. To provide flexibility in these instances, CAT should also adopt a policy to consider other proof of income types (such as year-end social security statement, etc.) on a case-by-case basis for individuals who either cannot provide a federal income tax form or to document that their income has changed since their last tax statement, such as due to job change or loss, now qualifying them for the reduced fare.

### **Fare Study Recommendations**

Based on the analysis completed during this study and the public outreach conducted through intercept surveys and public workshops in January 2018, the following recommendations are presented to the LCB for further consideration.

#### **Fixed-Route Fare Structure Recommendations**

For fixed-route fares, Scenario 6 in this memo is recommended as the preferred scenario (this is Scenario D presented at the public workshops). This includes:

- Increase the fixed-route fare to \$2 (\$1 reduced), which has support if a 90-minute free transfer were implemented, and the cost of the day pass was reduced to \$3, and the additional revenue went to enhance the services provided. Therefore, it is recommended to increase the fixed route fare by \$0.50, provide a free 90-minute transfer, and 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. This had support from the public as the 30-day pass is too expensive for many riders and the 7-day pass cost per trip is considerably higher than the other passes and generates the lowest ridership and utilization of all pass types. In this case, the 15-day pass would be priced at \$20 (\$10 reduced) 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 reduced). Input from the public did not indicate that this would be a considerable hardship for existing riders and it will put the cost per trip for the 30-day pass more in line with the cost per trip for the other passes offered, while still providing the lowest cost per trip for all of CAT's fare options.
- Increase the cost of the Marco Express single fare from \$2.50 to \$3 (\$1.50 reduced) to bring it more in line with the cost of the Marco Express 30-day pass.

Regarding the current use of the smartcard, there are two recommendations:

- The cost of a smartcard-based pass currently involves two transactions, a \$2 transaction to purchase the smartcard, then a purchase for the 30-day pass, a combined cost of \$37. This process takes time and adds a disincentive for riders to purchase the 30-day pass. Our recommendation is to eliminate the cost of the smartcard in conjunction with the fare increase for the 30-day pass. The revenue impacts for new card purchases are anticipated to be minimal, but the added initial cost may discourage new riders. While smartcard purchases have generated \$2,500-\$3,000 in annual revenue over the last two years, this is primarily due to the influx of initial purchases of 30-day passes upon introduction of this fare media. In the future, the cost of the smartcard should be included in the price of the pass. If the price of a 30-day pass increases from \$35 to \$40, then the net effect is a \$3 fare increase for new 30-day pass users. Eliminating the smartcard fee may encourage new riders who otherwise feel an initial \$42 cost for a 30-day pass is too high.
- If the fee to purchase a smartcard is maintained, additional fare options should be introduced that combines the cost of the smartcard and the full or reduced 30-day pass price into one fare when a customer needs to purchase a smart card. For example, to reload a 30-day pass would cost \$35 current, or \$40 if the pass price changes. To purchase a new or replacement card in conjunction with a 30-day pass, the price would be \$37 current, or \$42 if the pass price changes. This eliminates the need for the two transactions currently required to purchase the smartcard and pass separately, therefore saving time (especially when purchasing the pass onboard the bus).

### **Paratransit Fare Structure Recommendations**

Given that the last fare increase in 2012 applied only to paratransit fares and public outreach indicates that a fare increase at any level would provide a financial hardship to many paratransit riders, it is recommended that Scenario 14 be implemented at this time. This will maintain existing ADA and TD fares for most riders, while consolidating the number of TD fares provided, thereby decreasing the fares for TD riders who currently pay \$5 or \$7 to \$4. The purpose of this change is to simplify the administration and collection of the TD fare program. At such time the ADA and TD fares are increased, it is recommended that CAT explore implementation of an unlimited paratransit monthly pass or discounted ticket book (i.e., book of 10 or 20 ride tickets at a reduced cost per trip than a single fare) to offset the overall financial impacts for frequent ADA or TD users.

In conjunction with the above, it is also recommended that CAT implement a fare increase of up to \$1 for all ADA and TD riders within the next two years. Providing considerable advance notice of a future fare change to riders should reduce potential ridership loss, while generating the additional fare revenue needed to maintain existing service levels as operating costs continue to increase. Thereafter it is also recommended that subsequent increases to the ADA/TD fares be tied to changes to the fixed-route base fare.

### **Other Policy Recommendations**

In addition to the recommended fare changes it is also recommended that CAT explore implementing the following policy changes:

- Sale of passes at third party vendors (such as grocery and convenience stores) as this had considerable support by the public.
- Use of a phone/computer app to purchase passes/fares; this concept was also desired by the public.
- Include college-age students and active/retired military personnel as eligible for reduced fare with valid ID.
- Update the definition of “household income” and required documentation as recommended in the “Definition of Household for Low Income Fare Qualification” section above.
- 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 as recommended above. The federal tax incentive for private employers to subsidize employees' commuter benefits, including transit passes, was eliminated under the federal tax reform signed into law in December 2018. To overcome the loss of this tax incentive, a 25% reduced 30-day pass may re-incentivize private employers to offer transit passes for their employees.
- 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. Revenue impacts for providing a free transit day will likely be minimal as only revenue from single ride or day passes that would have otherwise been purchased that day will not be generated.

**BOARD ACTION**  
**ITEM 5D**

**Review and Approve an after-the-fact 2018-19 Shirley Conroy Rural Area Capital Equipment Support Grant Application**

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**OBJECTIVE:** Recommendation to authorize the Chairman of the Local Coordinating Board (LCB) to execute the attached Shirley Conroy Rural Area Capital Equipment Support Grant, in the amount of \$83,493, and to sign all applicable documents.

**CONSIDERATIONS:** The Shirley Conroy Rural Area Capital Equipment Support Grant is used to help provide rural transportation in Collier County and is made available each year through an application process administered by the Florida Commission for the Transportation Disadvantaged (FCTD).

This application seeks funding to purchase 1 24' cutaway universal gas vehicle for the paratransit service. The vehicle will have seating capacity for 12 and include a wheelchair lift. If this grant is awarded it would help the Transit Division to further recommendations that were made through the CTC Evaluation process.

The grant application was due for submittal on February 28, 2018 prior to the next available LCB meeting. The County Manager approved the submittal of this grant application on February 23, 2018. The CTD allows for the LCB's endorsement after the fact.

**STAFF RECOMMENDATION:** To approve and authorize the Chair to sign all applicable documents for the 2018 Shirley Conroy Rural Area Capital Equipment Support Grant in the amount of \$83,493 for the purchase of a 24' cutaway gas vehicle for the paratransit system certifying that the LCB has endorsed the application after the fact.

Prepared By: Joshua Thomas, PTNE Grants Support Specialist

**ATTACHMENTS:**

1. FY 2018 Shirley Conroy Grant Application



SHIRLEY CONROY RURAL AREA CAPITAL ASSISTANCE GRANT APPLICATION APPLICATION FORM

- 1. DATE SUBMITTED:
2. LEGAL NAME OF APPLICANT: Collier County Board of County Commissioners
3. FEDERAL IDENTIFICATION NUMBER: 59-6000558
4. REGISTERED ADDRESS: 3299 Tamiami Trail East Suite 103
CITY AND STATE: Naples, FL ZIP CODE: 34112
5. CONTACT PERSON FOR THIS GRANT: Joshua Thomas
6. PHONE NUMBER: 239-252-8989
7. E-MAIL ADDRESS: Joshua.Thomas@colliercountyfl.gov
8. PROJECT LOCATION [County(ies)]: Collier County
9. PROPOSED START DATE: July 1, 2018 ENDING DATE: June 30, 2019

10. I hereby certify that this document has been duly authorized by the governing body of the applicant, and the applicant intends to complete the project, and to comply with any attached assurances if the assistance is awarded.

Leo E. Ochs, Jr., County Manager
TYPED NAME OF AUTHORIZED REPRESENTATIVE AND TITLE

SIGNATURE OF AUTHORIZED REPRESENTATIVE DATE

11. Local Coordinating Board Approval

I hereby certify that this grant has been reviewed in its entirety by the

County Coordinating Board.

COORDINATING BOARD CHAIRPERSON'S SIGNATURE DATE



## SHIRLEY CONROY RURAL AREA CAPITAL ASSISTANCE GRANT APPLICATION PROPOSED PROJECT SCOPE

### **Describe the Capital Equipment Requested:**

These grant funds will be used to purchase (1) Ford E-450 Cutaway Transit vehicle for the paratransit service to replace a vehicle that has met its useful life. The vehicle will have seating capacity for 12, and include a wheelchair lift. They are also equipped with video surveillance equipment. The vehicle will enhance Collier County's overall paratransit vehicle fleet by supporting the system during any mechanical and emergency issues as well as provide assistance for the Transportation Disadvantaged population that are in need of transportation to medical, employment, social and other life sustaining activities. This enhancement will improve service delivery because the new vehicle will have fewer mechanical issues.

### **Explain Why the Equipment is Needed:**

This project is to replace one high mileage vehicle in Collier County's paratransit program. Over fifty percent of the total existing fleet has mileage over 200,000 miles. Due to the vehicles' current condition, the vehicles are constantly under repair to meet the demand of the service. Public transportation for the disabled population for the rural area of Collier County such as the community of Immokalee is critical to allow the transportation dependent population access to employment, health care and the freedom to live independently.

According to the US Census Bureau; the 2010 permanent population of Immokalee is 24,154. However, the population nearly doubles during the winter months due to the agricultural industry. This increase occurs when the harvest season for vegetables and citrus is at its peak. This rural area is considered part of the Florida's Heartland Economic Development Initiative (FHREDI). Nearly half of the population is considered to be below poverty level.

Ridership in the Immokalee area shows a steady increase every year. The service to this area is critical to ensure the transportation needs in the rural areas of our County the elderly, disabled, and low income citizens of Immokalee are met. Replacing this vehicle will reduce maintenance costs and keep ridership numbers in Immokalee steady.

### **Identify Local Match Required and Source for Match:**

This project meets the REDI Designation, matching funds are not required.

### **Describe the Procurement Process and Timeline:**

The procurement for this vehicle will be from the Florida State Vehicle Procurement Program administered through the Center for Urban Transportation Research in Tampa, Florida and will meet the following timeline:

July 1, 2018 agreement executed

August 15, 2018 equipment ordered

March 30, 2019 equipment delivered

April 30, 2019 final invoice to CTD

Note: This section has changed from previous grant years' applications. Please refer to the Program Manual for guidance on what information to include here.



**SHIRLEY CONROY RURAL AREA CAPITAL  
ASSISTANCE GRANT APPLICATION  
PROPOSED PROJECT FUNDING**

Project Description and Estimated Cost:

- Capital equipment - **Prioritize based on need.**
- If vehicle, specify type of vehicle.
- Include a copy of the TRIPS vehicle order form used to determine price or quote received for other capital equipment to document cost.

1.	1 24' cutaway universal gas vehicle	\$83,493.00
2.		\$
3.		\$
4.		\$
5.		\$
6.		\$
<b>Total Project Cost</b>		<b><u>\$83,493.00</u></b>

Funding Participation

Transportation Disadvantaged Trust Funds	(90%)	83,493.00
Local Match	(10%) *	REDI
<b>Total Project Cost</b>		<b><u>83,493.00</u></b>

\* If REDI, include 100% of the total project cost on the Transportation Disadvantaged Trust Funds line and "REDI" on the Local Match line.



## SHIRLEY CONROY RURAL AREA CAPITAL ASSISTANCE GRANT APPLICATION STANDARD ASSURANCES

The recipient hereby assures and certifies that:

1. The recipient has the requisite fiscal, managerial, and legal capacity to carry out the Transportation Disadvantaged Program and to receive and disburse State funds.
2. The recipient intends to accomplish all tasks as identified in this grant application.
3. The recipient is aware that the Shirley Conroy Rural Area Capital Assistance Program Grant is a reimbursement grant. Reimbursement of funds will be approved for payment upon receipt of a properly completed invoice with supporting documentation such as the vendor's invoice preferably reflecting a zero balance due or a copy of the cancelled check along with the vendor's invoice. If this project consists of a vehicle purchase, the application for title reflecting the Commission as the first lienholder is also required.
4. The recipient is aware that the approved project must be complete by June 30, 2019, which means the equipment must be received by the recipient by that date or reimbursement will not be approved.
5. Transportation Disadvantaged Trust Funds will not be used to supplant or replace existing federal, state, or local government funds.
6. Capital equipment purchased through this grant shall comply with the recipient's competitive procurement requirements or Chapter 287 and Chapter 427, Florida Statutes.

This certification is valid for the agreement period for which the grant application is filed.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Name: Leo E. Ochs, Jr.

Title: County Manager

Agency: Board of County Commissioners

Service Area: Collier County



**COLLIER AREA TRANSIT PARATRANSIT VEHICLE INVENTORY LIST**

<b>EQUIPMENT #</b>	<b>PURCHASE YEAR</b>	<b>REPLACEMENT YEAR</b>	<b>Avail system</b>	<b>MAKE</b>	<b>FDOT Control Number</b>	<b>MODEL</b>	<b>SEATING</b>	<b>Mileage</b>	<b>Avg miles per year</b>	<b>Avg miles per month</b>	<b>Purchased From</b>	<b>Funding Source</b>
<a href="#">CC2-532</a>	2010	2014	MDT	CHEVROLET	96138	Turtle Top	12	334,873	47839	3987	First Class Coach & Equip.	5310 FY09/10
<a href="#">CC2-591</a>	2011	2015	MDT	CHEVROLET	96162	G4500 Odyssey	12	325,148	54191	4516	First Class Coach & Equip.	5310 FY10/11
<a href="#">CC2-592</a>	2011	2015	MDT	CHEVROLET	96163	G4500 Odyssey	12	335,531	55922	4660	First Class Coach & Equip.	5310 FY10/11
<a href="#">CC2-593</a>	2011	2015	MDT	CHEVROLET	96168	G4500 Odyssey	12	311,658	51943	4329	First Class Coach & Equip.	5310 FY10/11
<a href="#">CC2-681</a>	2012	2017	MDT	CHEVROLET	97107	G4500 Odyssey	12	260,099	52020	4335	First Class Coach & Equip.	5311 FY11/12
<a href="#">CC2-682</a>	2012	2017	MDT	CHEVROLET	97108	G4500 Odyssey	12	269,035	53807	4484	First Class Coach & Equip.	5311 FY11/12
<a href="#">CC2-683</a>	2012	2017	MDT	CHEVROLET	97109	G4500 Odyssey	12	233,118	46624	3885	First Class Coach & Equip.	5311 FY11/12
<a href="#">CC2-793</a>	2013	2018	MDT wires	CHEVROLET	97143	Turtle Top	12	188,493	47123	3927	First Class AKA Alliance	5310 FY12/13
<a href="#">CC2-794</a>	2013	2018	MDT wires	CHEVROLET	97144	Turtle Top	12	170,058	42515	3543	First Class AKA Alliance	5310 FY12/13
<a href="#">CC2-795</a>	2013	2018	MDT wires	CHEVROLET	97145	Turtle Top	12	173,750	43438	3620	First Class AKA Alliance	5310 FY12/13
<a href="#">CC2-879</a>	2014	2019	MDT complete	FORD	97146	Turtle Top	12	152,450	50817	4235	First Class AKA Alliance	Shirley Conroy
<a href="#">CC2-1045</a>	2015	2020	MDT wires	CHEVROLET	97147	GLAVAL	12	118,315	59158	4930	Getaway Bus	5310 FY13/14
<a href="#">CC2-1046</a>	2015	2020	MDT wires	CHEVROLET	97148	GLAVAL	12	109,430	54715	4560	Getaway Bus	5310 FY13/14
<a href="#">CC2-1047</a>	2015	2020	MDT wires	CHEVROLET	97149	GLAVAL	12	113,300	56650	4721	Getaway Bus	5310 FY13/14
<a href="#">CC2-1048</a>	2015	2020	MDT wires	CHEVROLET	97150	GLAVAL	12	93,230	46615	3885	Getaway Bus	5310 FY13/14
<a href="#">CC2-1049</a>	2015	2020	MDT wires	CHEVROLET	97151	GLAVAL	12	124,440	62220	5185	Getaway Bus	5310 FY13/14
CC2-1113	2015	2020	mSlate	CHEVROLET	98126	GLAVAL	12	96544	48272	4023	Getaway Bus	5310 FY14/15
CC2-1114	2015	2020	mSlate	CHEVROLET	98127	GLAVAL	12	90801	45401	3783	Getaway Bus	5310 FY14/15
CC2-1115	2015	2020	mSlate	CHEVROLET	98128	GLAVAL	12	82934	41467	3456	Getaway Bus	5310 FY14/15
CC2-1116	2015	2020	mSlate	CHEVROLET	98129	GLAVAL	12	90068	45034	3753	Getaway Bus	5310 FY14/15
CC2-1117	2015	2020	mSlate	CHEVROLET	98130	GLAVAL	12	88691	44346	3695	Getaway Bus	5310 FY14/15
CC2-1410	2016	2021	mSlate	CHEVROLET	98173	GLAVAL	12	42905	42905	3575	Getaway Bus	5310 FY15/16
CC2-1411	2016	2021	mSlate	CHEVROLET	98177	GLAVAL	12	30023	30023	2502	Getaway Bus	5310 FY15/16
CC2-1412	2016	2021	mSlate	CHEVROLET	98176	GLAVAL	12	26367	26367	2197	Getaway Bus	5310 FY15/16

**REPORTS AND PRESENTATIONS**  
**ITEM 6A**

**Community Transportation Coordinator (CTC) Quarterly Report**

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**OBJECTIVE:** To review and discuss the CTC Quarterly Report.

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

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

Prepared By: Brandy Otero, MPO Senior Planner

**ATTACHMENTS:**

1. CTC Report

## OCTOBER 1-31 2017

Total	Days	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancels	No Shows	Passenger Trips	PCA	Guest
Weekday	22	7415	5702	4897	109316	95161	883	231	8380	900	65
Saturday	4	544	461	396	8640	7541	85	21	627	73	10
Sunday	5	244	246	199	4060	3460	44	24	283	28	11
<b>Total</b>	<b>31</b>	<b>8203</b>	<b>6408</b>	<b>5492</b>	<b>122016</b>	<b>106162</b>	<b>1012</b>	<b>276</b>	<b>9290</b>	<b>1001</b>	<b>86</b>

Average	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancels	No Shows	Passenger Trips	PCA	Guest
Weekday	337	259	223	4969	4326	40	11	381	41	3
Saturday	136	115	99	2160	1885	21	5	157	18	3
Sunday	49	49	40	812	692	9	5	57	6	2

Difference Prior Year	Days	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancels	No Shows	Passenger Trips	PCA	Guest
Weekday	1	770	576	546	13977	12809	33	206	906	150	(14)
Saturday	(1)	(63)	(33)	(29)	(573)	(549)	(9)	11	(71)	(7)	(1)
Sunday	0	(18)	27	5	(335)	(597)	(18)	21	(43)	(22)	(3)
<b>Total</b>	<b>0</b>	<b>689</b>	<b>570</b>	<b>522</b>	<b>13069</b>	<b>11663</b>	<b>6</b>	<b>238</b>	<b>792</b>	<b>121</b>	<b>(18)</b>

Revenue										
Fares to Collect	Fares Deposit	Balance	% Cancel of Total Trips	% No Shows of Total Trips	Prior Year On-Time Performance	On-Time Performance	Increase			
\$ 18,621.00	\$18,774.00	\$ 153.00	12%	3%	89.58%	91.53%	1.95%			
Ticket Sales	Sales Deposit	Balance								
\$4,275.00	\$4,275.00	\$0.00								
<b>Total Deposit</b>	<b>\$23,049.00</b>									

Prior Year	No Shows/Day Suspensions	
PPH	PPH	Difference
1.71	1.69	-0.02

Accidents		Road Calls	
2		2	

## NOVEMBER 1-30 2017

Total	Days	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancel	No Shows	Passenger Trips	PCA	Guest
Weekday	21	7201	5254	4574	102002	89932	1063	220	8123	844	78
Saturday	4	518	427	368	8001	6874	104	32	594	70	6
Sunday	4	203	191	165	3289	2896	45	8	250	40	7
<b>Total</b>	<b>29</b>	<b>7922</b>	<b>5872</b>	<b>5107</b>	<b>113292</b>	<b>99702</b>	<b>1212</b>	<b>260</b>	<b>8967</b>	<b>954</b>	<b>91</b>
Average		One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancel	No Shows	Passenger Trips	PCA	Guest
Weekday		343	250	218	4857	4282	51	10	387	40	4
Saturday		130	107	92	2000	1719	26	8	149	18	2
Sunday		51	48	41	822	724	11	2	63	10	2

Difference Prior Year	Days	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancel	No Shows	Passenger Trips	PCA	Guest
Weekday	0	457	1	100	6100	7905	127	192	521	78	(14)
Saturday	0	27	25	21	595	389	27	31	32	13	(8)
Sunday	0	(35)	3	2	(197)	(275)	9	8	(20)	12	3
<b>Total</b>	<b>0</b>	<b>449</b>	<b>30</b>	<b>123</b>	<b>6498</b>	<b>8019</b>	<b>163</b>	<b>231</b>	<b>533</b>	<b>103</b>	<b>(19)</b>

Revenue										
Fares to Collect	Fares Deposit	Balance	% Cancel of Total Trips	% No Shows of Total Trips	Prior Year On-Time Performance	On-Time Performance	Increase			
\$ 18,083.00	\$18,434.00	\$ 351.00	15%	3%	91.41%	87.28%	<b>-4.13%</b>			
Ticket Sales	Sales Deposit	Balance								
\$3,851.00	\$3,851.00	\$0.00								
Total Deposit	<b>\$22,285.00</b>									
Accidents			No Shows			Day Suspensions				
Accidents	Road Calls		Prior Year PPH	PPH	Difference	7	14	30		
3	1		1.64	1.74	0.10	0	0	0		

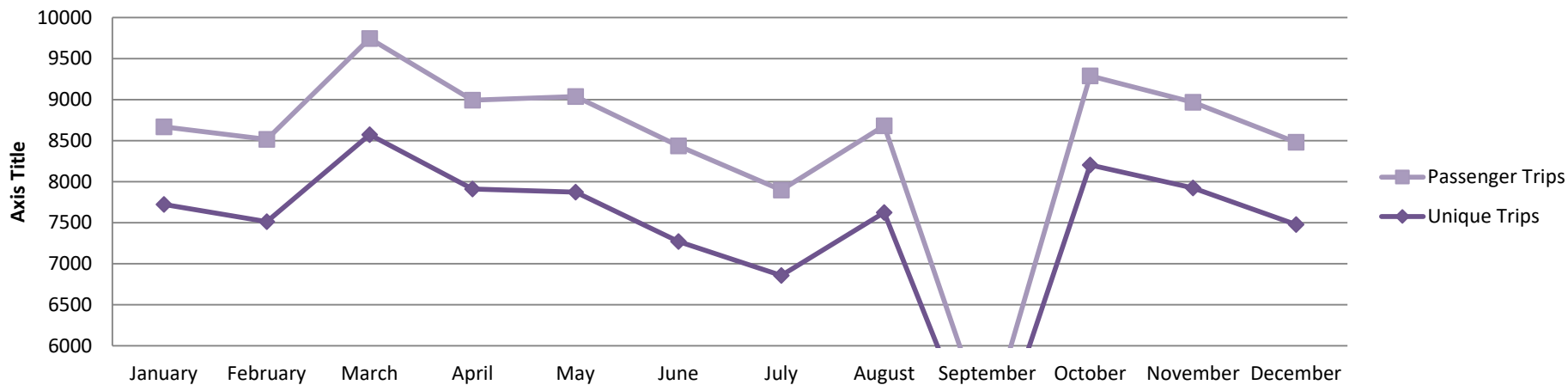
## DECEMBER 1-31 2017

Total	Days	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancel	No Shows	Passenger Trips	PCA	Guest
Weekday	20	6474	4802	4132	92595	80657	1075	189	7321	784	63
Saturday	5	691	557	504	10864	9635	136	45	813	105	17
Sunday	5	314	293	243	5372	4692	87	30	345	29	2
<b>Total</b>	<b>30</b>	<b>7479</b>	<b>5652</b>	<b>4878</b>	<b>108831</b>	<b>94984</b>	<b>1298</b>	<b>264</b>	<b>8479</b>	<b>918</b>	<b>82</b>
Average	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancel	No Shows	Passenger Trips	PCA	Guest	
Weekday	324	240	207	4630	4033	54	9	366	39	3	
Saturday	138	111	101	2173	1927	27	9	163	21	3	
Sunday	63	59	49	1074	938	17	6	69	6	0	

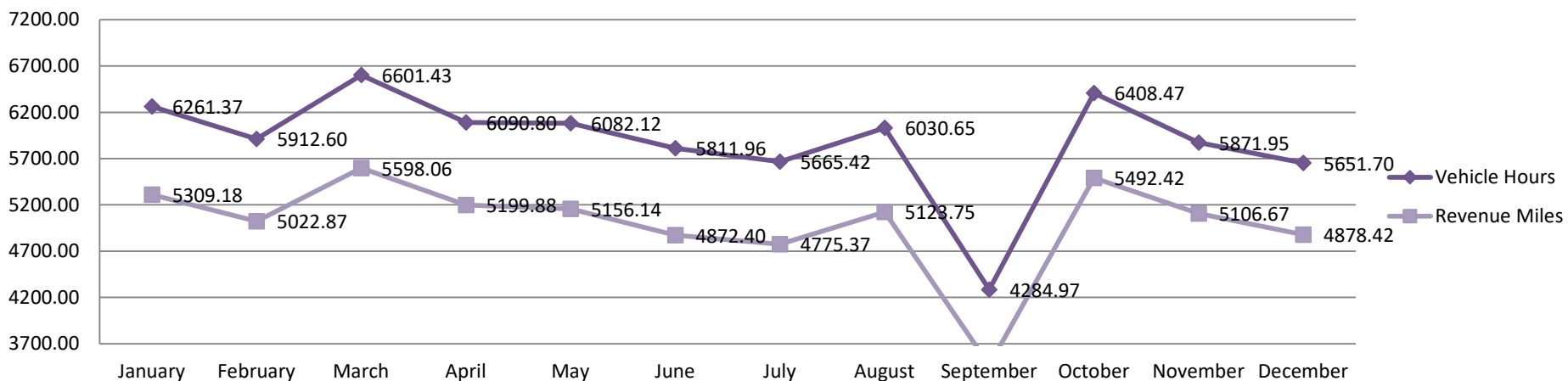
Difference Prior Year	Days	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancel	No Shows	Passenger Trips	PCA	Guest
Weekday	(2)	(93)	(504)	(376)	(4121)	(2166)	18	162	(113)	11	(31)
Saturday	0	42	19	39	1115	1139	30	41	85	41	2
Sunday	2	128	135	106	2482	2078	55	29	128	4	(4)
<b>Total</b>	<b>0</b>	<b>77</b>	<b>(349)</b>	<b>(232)</b>	<b>(524)</b>	<b>1051</b>	<b>103</b>	<b>232</b>	<b>100</b>	<b>56</b>	<b>(33)</b>

Revenue										
Fares to Collect	Fares Deposit	Balance	% Cancel of Total Trips	% No Shows of Total Trips	Prior Year On-Time Performance	On-Time Performance	Increase			
\$ 17,040.00	\$17,189.00	\$ <b>149.00</b>	17%	4%	91.41%	87.28%	<b>-4.13%</b>			
Ticket Sales	Sales Deposit	Balance								
\$3,527.00	\$3,527.00	\$0.00								
Total Deposit	<b>\$20,716.00</b>									
			Prior Year			No Shows/Day Suspensions				
			PPH	PPH	Difference					
			1.64	1.74	<b>0.10</b>	7	14	30		
			2	1		6	2	1		
			Accidents	Road Calls						

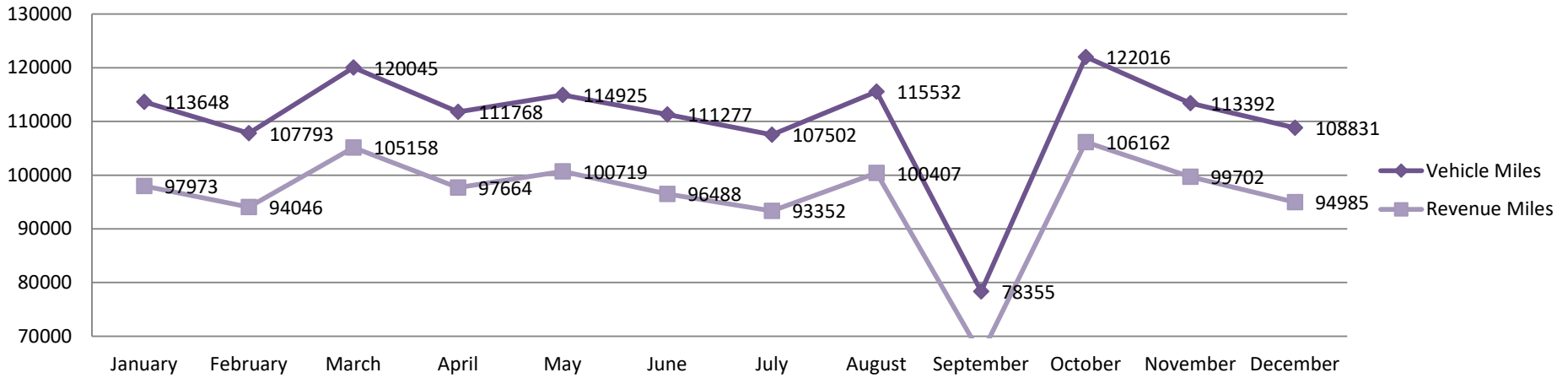
### Passenger Trips and One Way Trips



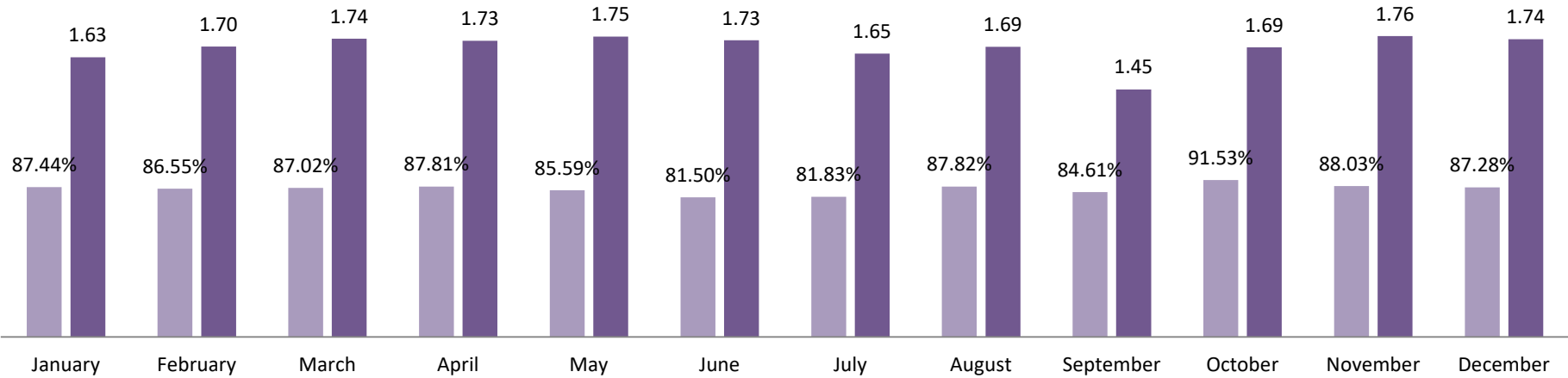
### Vehicle Hours and Revenue Miles



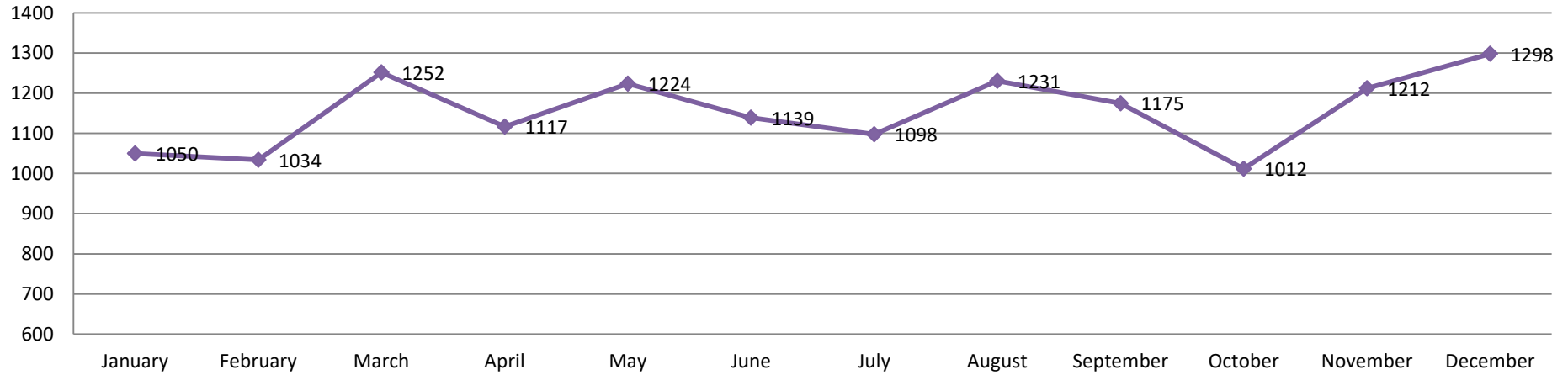
## Vehicle Miles and Revenue Miles



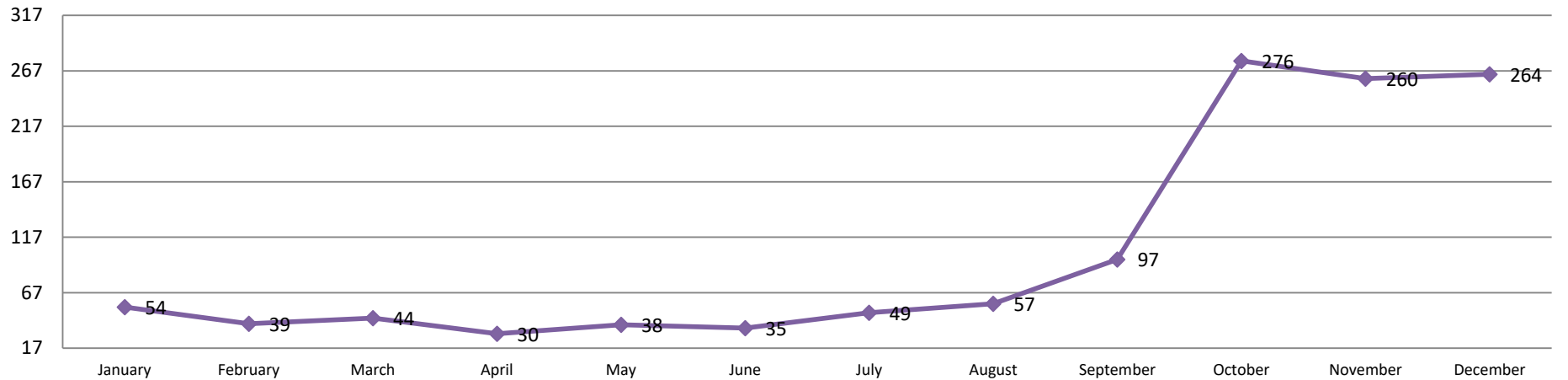
## On Time Percentage and Passengers Per Hour



## Cancellations

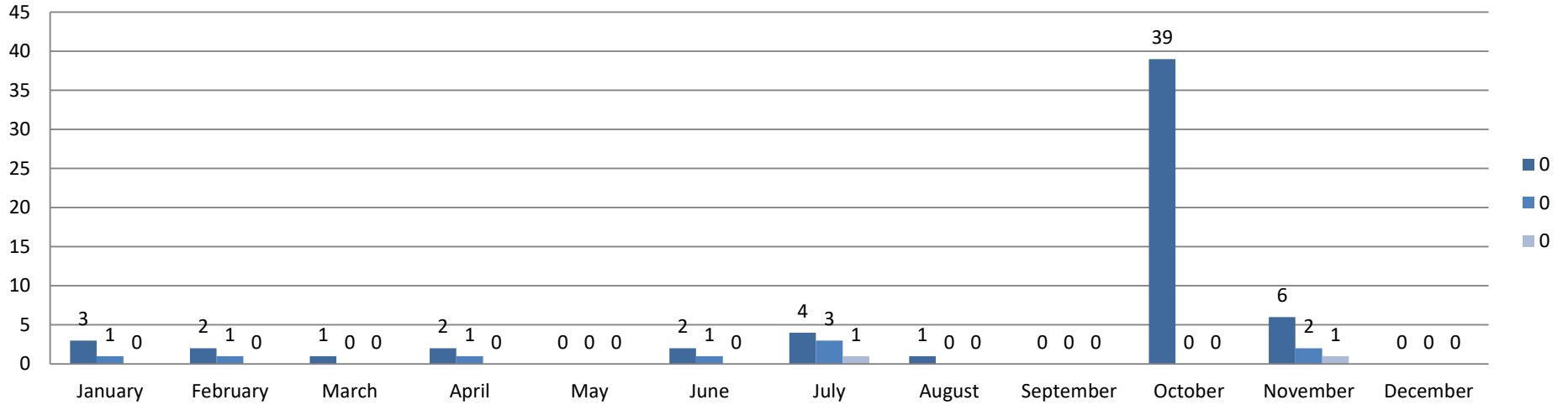


## No Show

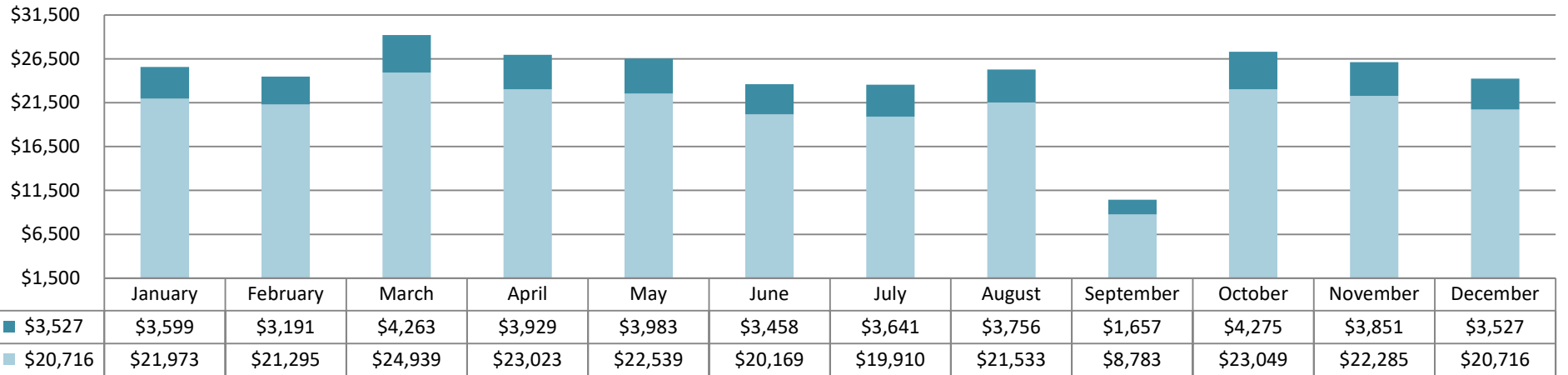




## Suspensions



## Ticket Sales and Collected





	Oct-17	Nov-17	Dec-17		YTD
<b>COMPLAINTS</b>					
ADA	0	0	0		0
Late	0	1	1		15
No Show	0	0	1		4
Ride Time	0	0	0		0
Discourteous	0	2	0		4
Early	0	0	0		1
Fare Dispute	0	0	0		0
Securement	0	0	0		0
Mechanical	0	0	0		0
Mis-Information	0	0	0		1
By Pass	0	0	0		0
Off Route	0	0	0		0
Other	0	1	0		3
Unsafe	0	0	0		4
Client Error	0	0	0		0
CSR Error	0	0	0		0
Dispatch Error	0	0	0		2
Driver Error	0	0	0		3
Scheduling Error	0	0	1		2
<b>Total Complaints</b>	<b>0</b>	<b>4</b>	<b>3</b>		<b>39</b>

Commendation	0	1	0		2
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<b>AOR Breakdown</b>	Oct-17	Nov-17	Dec-17		YTD
Service	0	3	3		25
Policy	0	0	0		4
Vehicle	0	0	0		0
Other	0	1	0		3
<b>Total</b>	<b>0</b>	<b>4</b>	<b>3</b>		<b>32</b>

**REPORTS AND PRESENTATIONS**  
**ITEM 6B**

**Para-Transit Services Performance Improvement Measures**

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**OBJECTIVE:** To review and discuss the measures being implemented to improve Para-transit Americans with Disabilities Act (ADA) and Transportation Disadvantaged (TD) Services.

**CONSIDERATIONS:** At the last Local Coordinating Board (LCB) meeting, members of the public raised concerns with the service performance and the committee requested staff report back on the steps taken to improve the level of service. The Public Transit and Neighborhood Enhancement (PTNE) Division staff, representing CAT Connect, is implementing policy and procedural changes to improve the transit services and achieve the required performance measures.

1. Contract Amendment- The Collier County Board approved and executed a contract amendment with MV Transit to implement changes in procedures and policies that will improve the operational performance of the service. The Contract Amendment also implemented additional or more severe liquidated damages for Key Performance Indicators (KPI's) that will affect the contractor financially for failing to achieve the desired performance measures.
  - a. Performance Measure Changes-
    - The performance standards will be reviewed monthly and incentive payments or reductions will be applied monthly.
    - Added language and liquidated damages
      - Failure to escort ADA Passenger - \$100.00 per incident
      - Excessively late Para-transit trip - \$50.00 per trip
      - Falsely recording of Arrive/Perform status of the trip - \$50.00 per incident
      - Missed trip - \$50.00 per trip
      - Closed Run due to driver staffing issue - \$250.00 per run
  - b. Staffing - The contract amendment implements changes to improve the ability for the operations contractor to recruit drivers.
    - Training Requirements - Changed to 114 hours for Para-transit operators and 167 hours for fixed route operators. The original contract required that all operators were trained for both para-transit and fixed route services with total hours of 212 hours.
    - Vehicle Licensure - Changed to require the driver licensure to meet Florida driver's license requirements and endorsement that is consistent with State Requirements for proper class and weight specifications. The original contract required that all drivers have Commercial Driver's License.

2. Technology changes - The Collier County Board approved and executed a contract to acquire latest technology to improve the automated dispatch functions of the CAT Connect system.
  - a. RM Mobile Application is a module that allows the total integration of the RouteMatch Scheduling and Dispatching Application with the buses. This allows the scheduling system to autonomously dispatch trips to buses.
  - b. Sygic Mapping and Navigation Application system is an offline navigation system that does not require cellular or WIFI connectivity to operate.
  - c. Tablet Hardware and Mobile Data Terminals will be installed in all buses to include vendor owned buses.
3. Change to Scheduling Methods -
  - a. Use of Negotiated Trip Timing Method will allow the passenger to have more control over the details of their trips preferences and allow the service to schedule trips with better efficiency.
  - b. Schedule all trips booked to run rather than to the number of available drivers. The Contractor is responsible to staff the number of drivers needed based on the demand. Therefore, trips will be scheduled to a Run. When demand exceeds the number of Runs available, the Scheduler will then add additional Runs to respond to the demand. The Contractor will be responsible to provide a driver per run. The Contractor has experienced staffing shortages since October and is making efforts to recruit adequate staff. There will be times when the Contractor does not have enough staff to meet the demand, and the Run will be closed. The Contractor has been encouraged to use back-up drivers, supervisors, or managers to assign to the Run. PTNE staff has even gone as far to allow the Contractor to subcontract with other transit agencies that meet the qualifications. With this all being said, there will be times when there are no other options other than to close a Run and the trips will be distributed to the other available Runs. This will more than likely cause performance issues for that day of service.
  - c. The Contractor will be assessed a liquidated damage of \$250.00 for each instance of a Run being closed due to the Contractor's failure to provide adequate staffing.
4. Change to Transit Operations and Management Model- PTNE staff has determined that the service model of having a single Contractor for transit management responsibilities and another Contractor for transit operations is ineffective. Many of the service issues being experienced will not be resolved unless the contract model is changed. PTNE is preparing to release a Request for Proposal for a single provider to provide Transit Operations Management Services (TOMS), Fixed Route Transit Operations, and CAT Connect Demand Response Transit (Para-Transit and Transportation Disadvantaged).

**STAFF RECOMMENDATION:** For the Board to review and discuss the measures PTNE is implementing to improve Para-Transit ADA and TD Services.

Prepared By: Matt Liveringhouse PTNE Public Transit Manager

**ATTACHMENTS:**

None

**REPORTS AND PRESENTATIONS**  
**ITEM 6C**

**Presentation of Transportation Disadvantaged Local Coordinating Board Annual Training**

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**OBJECTIVE:** To update the Local Coordinating Board (LCB) on the Transportation Disadvantaged program and agency requirements.

**CONSIDERATIONS:** MPO staff will present a power-point training regarding the Commission for the Transportation Disadvantaged program and the role of the LCB, LCB member role and responsibilities and role of the MPO.

**STAFF RECOMMENDATION:** For the Board to receive the annual training presentation.

Prepared By: Brandy Otero, MPO Senior Planner

**ATTACHMENTS:**

None