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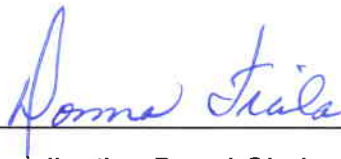
### TDSP Certification

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

We further certify that the rates contained herein have been thoroughly reviewed, evaluated and approved. This Transportation Disadvantaged Service Plan was reviewed in its entirety and approved by the Board at an official meeting held on May 4, 2016.

5/4/16

Date



Local Coordinating Board Chairperson

Approved by the Commission for the Transportation Disadvantaged:

\_\_\_\_\_  
Date

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

**LCB ROLL CALL VOTE**  
for Approval of Collier County's  
Transportation Disadvantaged Service Plan Update  
May 4, 2016

Name	Representing	Yes	No	Absent
Commissioner Donna Fiala	Chairwoman	x		
Harold Kurzman	Elderly	x		
Ellie Roberts	Citizen Advocate /Non User			x
Dylan Vogel	Citizen Advocate/User	x		
Joyce Austin	Children at Risk	x		
Olga Hernandez	Community Action (economically disadvantaged)			x
David Ogilvie	Public Education	x		
Debra Stephens	Florida Dept. of Transportation	x		
Felix Soto	Florida Dept. of Children and Families			x
Beth Severo	Area Agency on Aging SWFL	x		
Robert Richard	Florida Dept. of Education -Division of Vocational Rehabilitation Services			x
Joe Martinez	Agency for Health Care Administration	x		
Susan Corris	Southwest Florida Regional Workforce Development Board	x		
Gary Vincent	Veteran Services			x
VACANT	Local Medical Community			
N/A	Local Mass Transit			
Sherry Brenner	Citizens with Disabilities			x
VACANT	Private Transportation Industry			

## **SECTION 1 INTRODUCTION**

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

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

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

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

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

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

1) DEVELOPMENT PLAN

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

2) SERVICE PLAN

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

3) QUALITY ASSURANCE

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

For the purposes of this minor update, the mandatory components will be updated as well as Part II, Service Plan, Service Standards (part b.) PTNE recently went through a triennial review with the Federal Transit Authority (FTA) at which time it was recommended that the section regarding escorts and children be updated. As the 2014 TDSP Major Update was just completed recently, the remaining information contained in sections dealing with possible optional updates is still current and therefore is not included in this document.



## **SECTION 2**

### **MANDATORY TDSP REQUIREMENTS**

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

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

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

#### **Needs Assessment**

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

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

In 2013, CUTR released the Paratransit Service Demand Estimation Tool that replaced the 1993 methodology used to forecast paratransit demand. While the TDSP guidance handbook has not been updated, the new tool was used for the development of TD population forecasts in the 2014 TDSP Major Update adopted by the LCB on October 25, 2013. The data prepared in the TDSP Major Update indicates that the Collier County forecast of TD population in 2015 is 147,102. This includes all disabled, elderly and low-income persons and children who are “high-risk” or “at-risk”. These population groups are further refined to identify the “Critical Need TD” population. This population includes individuals who, due to severe physical limitations or low incomes, are unable to transport themselves or purchase transportation, and are dependent upon others to

obtain access to health care, employment, education, shopping, social activities, or other life sustaining activities. The Critical Need TD Population for 2015 is forecasted to be 14,231.

### **Barriers to Coordination**

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

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

Other barriers to TD coordination include:

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

## **2. Goals and Objectives**

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

The mission of the Collier County Local Coordinating Board is:

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

CAT's mission is:

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

Collier Area Paratransit's mission is:

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

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

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

Objective 1.1

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

Objective 1.2

Coordinate efforts with Collier Area Transit.

Objective 1.3

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

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

Objective 2.1

Increase effective use of transportation services.

Objective 2.2

Consistently provide on-time service.

Objective 2.3

Track and improve call-hold time.

Objective 2.4

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

Objective 2.5

Increase fixed route utilization.

Objective 2.6

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

Objective 2.7

Increase the number of passenger trips per vehicle hour.

Objective 2.8

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

Objective 2.9

Trend downward the cost per passenger trip.

Objective 2.10

Trend downward the cost per vehicle hour.

Objective 2.11

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

Objective 2.12

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

Objective 2.13

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

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

Objective 3.1

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

Objective 3.2

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

Objective 3.3

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

Objective 3.4

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

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

Objective 4.1

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

Objective 4.2

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

Objective 4.3

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

Objective 4.4

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

Objective 4.5

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

Objective 4.6

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

Objective 4.7

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

Objective 4.8

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

Objective 4.9

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

Objective 4.10

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

Objective 4.11

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

Objective 4.12

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

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

Objective 5.1

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

Objective 5.2

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

Objective 5.3

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

Objective 5.4

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

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

Objective 6.1

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

Objective 6.2

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

Objective 6.3

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

Objective 6.4

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

### **3. Implementation Plan**

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



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

Ongoing System Improvements/Review	Status Update												
<ul style="list-style-type: none"> <li>• Increase fixed-route utilization</li> </ul>	Ridership is increasing												
<ul style="list-style-type: none"> <li>• Continue to review ridership trends and origin/destination data to determine if fixed routes should be reviewed for service expansions or realignment to allow greater use by current paratransit patrons.</li> </ul>	Ridership trends are reviewed monthly												
<ul style="list-style-type: none"> <li>• Continue to monitor private provider utilization rates and adjust as needed to provide timely, effective service</li> </ul>	Private provider invoices are reviewed monthly												
<ul style="list-style-type: none"> <li>• Increase the number of passenger trips per vehicle hour</li> </ul>	Increased 18% over 2010 passenger trips per driver hour												
<ul style="list-style-type: none"> <li>• Maintain the cost per passenger trip</li> </ul>	<p>The cost per passenger trip since 2010 is as follows:</p> <table> <tr><td>FY 2010</td><td>\$28.04</td></tr> <tr><td>FY 2011</td><td>\$31.14</td></tr> <tr><td>FY 2012</td><td>\$37.62</td></tr> <tr><td>FY 2013</td><td>\$34.95</td></tr> <tr><td>FY 2014</td><td>\$36.26</td></tr> <tr><td>FY 2015</td><td>\$39.91</td></tr> </table> <p>Costs increases are attributed to increased ridership not trending to the degree of the increased operations costs including but not limited to fuel costs.</p>	FY 2010	\$28.04	FY 2011	\$31.14	FY 2012	\$37.62	FY 2013	\$34.95	FY 2014	\$36.26	FY 2015	\$39.91
FY 2010	\$28.04												
FY 2011	\$31.14												
FY 2012	\$37.62												
FY 2013	\$34.95												
FY 2014	\$36.26												
FY 2015	\$39.91												
<ul style="list-style-type: none"> <li>• Maintain the cost per vehicle hour</li> </ul>	<p>The cost per driver hour since 2010 is as follows:</p> <table> <tr><td>FY 2010</td><td>\$35.59</td></tr> <tr><td>FY 2011</td><td>\$52.49</td></tr> <tr><td>FY 2012</td><td>\$58.40</td></tr> <tr><td>FY 2013</td><td>\$54.10</td></tr> <tr><td>FY 2014</td><td>\$54.77</td></tr> <tr><td>FY 2015</td><td>\$50.62</td></tr> </table> <p>Costs are consistent with each year Annual Operating Report. Costs decreases could possibly be attributed to a decrease in fuel costs.</p>	FY 2010	\$35.59	FY 2011	\$52.49	FY 2012	\$58.40	FY 2013	\$54.10	FY 2014	\$54.77	FY 2015	\$50.62
FY 2010	\$35.59												
FY 2011	\$52.49												
FY 2012	\$58.40												
FY 2013	\$54.10												
FY 2014	\$54.77												
FY 2015	\$50.62												

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

Ongoing System Improvements/Review	Status Update
<ul style="list-style-type: none"> <li>• Explore all sources of funding to meet future service needs</li> </ul>	<p>Additional funding sources are being explored, both traditional transit funding as well as innovative sources and one time opportunities</p>
<ul style="list-style-type: none"> <li>• Develop contacts with agencies that provide or coordinate transportation services to TD eligible residents to determine options for future cost sharing of trips</li> </ul>	<p>Continuous agency coordination is being pursued to discuss options</p>
<ul style="list-style-type: none"> <li>• Provide trips on Sundays for religious services</li> </ul>	<p>Ongoing</p>

Table 2: Implementation Plan

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

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

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

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

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

During the review period Collier County implemented the 2015 Rate Calculation Worksheet (shown below), which was developed using the TD Commission model used by all Florida counties. The 2015 CTD rate changes went through a public involvement process and were reviewed and approved by the LCB prior to adoption by the Collier County Board of County Commissioners (BCC).

#### COST REVENUE ALLOCATION

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

**Table 3: CTD Calculated Rates – FY 2016/2017 CTD Rate Model**  
**Transportation Disadvantaged Trust Fund Service Rates**  
**Effective Date: 7/1/2016**

Ambulatory Trip	\$36.81
Wheelchair Trip	\$63.10
Group Trip	\$28.63
Escort Trip	\$5.00
Bus Pass (daily-full fare)	\$4.00
Bus Pass (daily-reduced fare)	\$2.00
Bus Pass (weekly-full fare)	\$15.00
Bus Pass (weekly-reduced fare)	\$7.50
Bus Pass (monthly-full fare)	\$35.00
Bus Pass (monthly-reduced fare)	\$17.50
Marco Express (monthly-full fare)	\$70.00
Marco Express (monthly-reduced fare)	\$35.00

**Sources:** Service Rates, Commission for the Transportation Disadvantaged, TD Rate Model, Adopted March 2, 2016, Public Transit and Neighborhood Enhancement Department, 2016.

**Table 4: Current Collier County Adopted Fare Structure**

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

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

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

**Table 5: Collier Area Paratransit Fare Structures**

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



## **QUALITY ASSURANCE**

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

## ***CTC EVALUATION PROCESS***

An annual evaluation of the Collier County CTC was conducted by the LCB, based on the Standards, Goals, and Objectives contained within the local TDSP and using the Evaluation Workbook of the CTD. This year the CTC evaluation team performed a desk audit using the Evaluation Workbook of the CTD, conducted site visits, surveys and paratransit rides during the winter season when there is a higher seasonal population and more traffic. The CTC evaluation team presented the LCB with the CTC-LCB Review document. The CTC-LCB Review acknowledged recent progress in on-time performance monitoring and recommended continued education and improvement on other policies in the TDSP. The LCB reviewed and approved the CTC-LCB Review document (see **Appendix A**) at their May 4, 2016 meeting.

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

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

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

*B. Escorts and Children*

Children under age 12 or individuals requiring special assistance must have an escort/personal care attendant (PCA). The escort/PCA must be an adult and must be able to provide necessary assistance to the passenger. Waivers may be granted on a case-by-case basis.

In order to be in compliance with 49 CFR 37.5(a), this section is replaced by the language shown below:

*B. Escorts and Children*

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

## **SECTION 4**

### **UPDATED TABLES AND STATISTICS**

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

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

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

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

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

##### **Collier County Demographics**

According to the U.S. Census, the most populous city in the county is Naples with an estimated 2014 population of 20,214. The City of Marco Island is the second largest in Collier County, with an estimated population of 16,921. The population of the county's unincorporated area is quite large as compared to the cities, with about 297,012 residents. During the time period of 2000 to 2014, Collier County saw its population increase from 251,377 to 334,474, approximately a 33% increase.

It should be noted that the following population data and demographic and socioeconomic analysis is based on 2010 - 2014 U.S. Census Bureau American Community Survey (ACS) data, which is the most recent source of census data available.

**Table 6** displays population, population growth, and population density for Collier County and Florida as a whole. From 1990 to 2014, Collier County grew at a rate much higher than that of the State of Florida. Collier County population grew at over 25 percent, while the state population grew at over 19 percent. The population density that exists in Collier County, however, is much less than the overall population density for the state, with 167 persons per square mile versus 362 persons per square mile. This is due to the vast amount of land that is in a natural state or environmentally protected by the federal or state government.

**Table 6: Population and Population Density**

Area	Population (1990)	Population (2000)	Population (2014)	Population Growth (2000-14)	Land Area (Sq. Miles)	Density (2014) (persons per square mile)
Collier	152,099	251,377	334,474	33.06%	2,025.34	165
Florida	12,938,071	15,982,378	19,361,792	21.14%	53,926.82	359

Source: US Census Bureau, 2000 Population Data

Bureau of Economic and Business Research (BEBR, University of Florida, Florida Population by county and Municipality, April 1, 2009, (Release Date: November 2009)

2014 U.S. Census Bureau American Community Survey 1 year estimates

## Population Age Characteristics

**Table 7** charts the age group percentages for both Florida and Collier County. According to American Community Survey (ACS) estimates provided by the U.S. Census, 28.1% of Collier County's population is 65 years of age or older. This is 10% higher than the state of Florida. The 85 and over age category comprises the smallest portion of the population in Collier County and the State of Florida, with approximately 3.4 percent of the population. The 0-19, 20-34, and 35-54 age cohorts are all somewhat less than those for the State of Florida.

**Table 7  
Population Age Distribution, 2014**

	Age Cohorts				
Area	0-19	20-34	35-54	55-64	65 +
Collier County	20.8%	14.9%	23.1%	13.1%	28.1%
Florida	23.4%	19.1%	26.7%	12.7%	18.2%

Source: 2014 U.S. Census Bureau American Community Survey 1 year estimates

## Income Characteristics

**Table 8** compares the distribution of household income in Florida and Collier County. The percent of households with incomes in the categories under \$25,000 is lower than the percentage for the State of Florida. On the other hand, Collier County is higher than the State of Florida in the category over \$75,000. According to 2014 American Community Survey 5-year estimates, the median household income for the State of Florida is \$47,212. Collier County has a significantly higher median household income of \$56,250.

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

**Table 8**  
**Annual Household Income Distribution, 2014**

Area	Annual Household Income											
	\$0 - \$9,999		\$10,000 - \$24,999		\$25,000 - \$34,999		\$35,000 - \$49,999		\$50,000 - \$74,999		Over \$75,000	
	Pop	%	Pop	%	Pop	%	Pop	%	Pop	%	Pop	%
<b>Collier</b>	6,812	5.4%	16,725	13.2%	14,133	11.2%	17,804	14.1%	23,582	18.7%	47,275	37.4%
<b>Florida</b>	566,058	7.8%	1,286,251	17.8%	844,807	11.7%	1,087,665	15.1%	1,307,549	18.1%	2,125,178	29.4%

Source: 2014 U.S. Census Bureau American Community Survey 1 year estimates

## Employment Characteristics

**Table 9** compares the Collier County labor force employment characteristics to the State of Florida employment characteristics. As of December 2015, approximately 4.7% of the Collier County labor force was unemployed, with the labor force defined as persons 16 years of age and older. This is slightly lower than the Florida labor force unemployment rate of 5.1%.

**Table 9**  
**Employment Characteristics for Collier County, 2014**

Area	Percentage of Labor Force Unemployed
<b>Collier</b>	4.7%
<b>Florida</b>	5.1%

Source: Bureau of Labor and Employment Statistics, US Department of Labor, Employment Figures Released December 2015

## Vehicle Availability

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

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

Household Vehicle Availability				
Area	None	% of Total	One or More	% of Total
Collier	7,575	6.0%	118,756	94.0%
Florida	512,040	7.09%	6,705,468	92.9%

*Source: 2014 U.S. Census Bureau American Community Survey 5 year estimates*

## Travel to Work

**Table 11** compares the distribution of travel time to work for Collier County and Florida. Approximately 68% of Collier County residents have a commute of less than 30 minutes, while approximately 61% of Florida residents have a commute of less than 30 minutes.

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

Area	Less than 10 min	10-19 min	20-29 min	30-44 min	45-59 min	60 + min
Collier	12.0%	31.7%	23.9%	20.5%	5.2%	5.2%
Florida	9.7%	28.4%	23.3%	23.5%	8.2%	6.8%

*Source: 2014 U.S. Census Bureau American Community Survey 5 year estimates*

## Mode of Travel to Work

**Table 12** shows the distribution of workers' mode of transportation to work in Collier County and Florida. Collier County has a slightly lower percentage of drive alone travel, and a higher rate of carpool/vanpool travel when compared to statewide results. Public transportation use in Collier County is slightly lower than that of the State of Florida, with 1.1% of workers using it to travel to work at the county level and approximately 2.0% usage statewide. Collier County has a higher percentage of employees who work at home when compared to the statewide results.

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

Area	Drive Alone	Carpool or Vanpool	Public Transportation	Walk	Other Means	Work at Home
Collier	98,376	14,902	2,883	2,094	4,467	9,198
Collier (%)	74.6%	11.3%	2.19%	1.59%	3.39%	6.97%
Florida	6,541,487	787,601	166,623	114,448	179,072	387,036
Florida (%)	80.0%	9.63%	2.04%	1.40%	2.19%	4.73%

*Source: 2014 U.S. Census Bureau American Community Survey 5 year estimates*

### **(1) Housing Classifications and Patterns**

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

### **Educational Profiles**

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

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

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

In addition to these colleges and universities, the County is also home to a number of technical institutes and training programs. Adult and workforce education is provided through Collier County Public Schools and includes the secondary technical training schools of Lorenzo Walker Institute of Technology (LWIT) and Bethune Education Center (BEC). In addition, Immokalee Technical

Institute (iTECH) is a technical training center focusing on technical education programs for high school students and adults. The center also offers Adult Basic Education (ABE), General Education Development (GED), and adult literacy programs.

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

**Table 14**  
**Educational Attainment**

	Collier County	Florida
Less Than High School	14.2%	13.5%
High School or Equivalent	27.0%	29.7%
Some College but no Degree	19.0%	20.9%
Associate Degree	7.5%	9.2%
Bachelor's Degree	19.3%	17.1%
Graduate or Professional School Degree	13.0%	9.6%

Source: 2014 U.S. Census Bureau American Community Survey 5 year estimates (Population 25 years and over)

## TD Population Forecasts

The Paratransit Service Demand Estimation Tool serves as an aid in the development of TD population and travel demand estimates. This tool was used in the 2014 TDSP Major Update, adopted by the LCB on October 25, 2013. The tool defines two categories of TD population in the State of Florida. The first category is the “General TD” population. This includes all disabled, elderly and low-income persons and children who are “high-risk” or “at-risk”. These population groups are further refined to identify the “Critical Need TD” population. This population includes individuals who, due to severe physical limitations or low incomes, are unable to transport themselves or purchase transportation, and are dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life sustaining activities. **Table 15** displays the population forecast for Collier County and the General TD Population versus the Critical Need TD Population.



**Table 15: TD Population Forecast**

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

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

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

## **SECTION 5 CONCLUSIONS**

The large geographical size of the County in the terms of land area (2,026 square miles) causes the TD population to be spread throughout the county, creating the potential for longer trips. The funding for transportation services has remained relatively constant over the past several years and not kept up with the increasing travel demands. As a result, Collier County is struggling to maintain existing service levels and does not have the financial resources to pursue and/or expand service. All of these factors combined with the financial challenges that all government transit agencies are facing due to the economy downturn, serve as a pre-ambler for the conclusion of this report.

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

The CTC should continue to track on-time performance. The vendor contract was recently split into two separate contracts; one for scheduling and dispatch and one for operations. It is recommended that the CTC review all TDSP standards with the new vendors and use this as an opportunity to train staff on TDSP requirements. Compliance with all TDSP standards should be reported to the LCB on an annual basis.

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

APPENDIX A  
2015 CTC EVALUATION  
JULY 2015 – JUNE 2016

# ***CTC***

## ***EVALUATION WORKBOOK***

Florida Commission for the



### **Transportation Disadvantaged**

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

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

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

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

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

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

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

**FORMATTED 2011 – 2012**

## EVALUATION INFORMATION

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

1	Cover Page
5 - 6	Entrance Interview Questions
12	Chapter 427.0155 (3) Review the CTC monitoring of contracted operators
13	Chapter 427.0155 (4) Review TDSP to determine utilization of school buses and public transportation services
19	Insurance
23	Rule 41-2.011 (2) Evaluation of cost-effectiveness of Coordination Contractors and Transportation Alternatives
25 - 29	Commission Standards and Local Standards
39	On-Site Observation
40 – 43	Surveys
44	Level of Cost - Worksheet 1
45- 46	Level of Competition – Worksheet 2
47 - 48	Level of Coordination – Worksheet 3

**Notes to remember:**

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

## ENTRANCE INTERVIEW QUESTIONS

### INTRODUCTION AND BRIEFING:

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

The LCB will be reviewing the following areas:

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

### USING THE APR, COMPILE THIS INFORMATION:

#### 1. OPERATING ENVIRONMENT:

- ☐ RURAL      ☐ URBAN

#### 2. ORGANIZATION TYPE:

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

3. NETWORK TYPE:

- ☐ SOLE PROVIDER
- ☐ PARTIAL BROKERAGE
- ☐ COMPLETE BROKERAGE

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

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

<b>Coordination Contract Agencies</b>				
<b>Name of Agency</b>	<b>Address</b>	<b>City, State, Zip</b>	<b>Telephone Number</b>	<b>Contact</b>
United Cerebral Palsy of SW Fl, Inc.	9040 Sunset Drive	Miami, Florida 33173	305-273-3055	James G. Weeks, PhD
David Lawrence Center	6075 Bathey Lanes	Naples, Florida 34116	239-455-8500	Scott Burgess
Good Wheels, Inc.	10075 Bavaria Road	Ft. Myers, Florida 33913	239-768-2900	Alan M. Mandel, CEO

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

Name of Agency	% of Trips	Name of Contact	Telephone Number

7. REVIEW AND DISCUSS TD HELPLINE CALLS:

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



## COMPLIANCE WITH CHAPTER 427, F.S.

**Review the CTC contracts for compliance with 427.0155(1), F.S.**

***“Execute uniform contracts for service using a standard contract, which includes performance standards for operators.”***

ARE YOUR CONTRACTS UNIFORM? ☐ Yes ☐ No

IS THE CTD’S STANDARD CONTRACT UTILIZED? ☐ Yes ☐ No

DO THE CONTRACTS INCLUDE PERFORMANCE STANDARDS FOR THE TRANSPORTATION OPERATORS AND COORDINATION CONTRACTORS?

☐ Yes ☐ No

DO THE CONTRACTS INCLUDE THE PROPER LANGUAGE CONCERNING PAYMENT TO SUBCONTRACTORS? (Section 21.20: Payment to Subcontractors, T&E Grant, and FY)

☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Operator Name	Exp. Date	SSPP	AOR Reporting	Insurance
Keolis Transit America, Inc.	3/25/2016	10/2016	January 2016	

## COMPLIANCE WITH CHAPTER 427, F.S.

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

### REPORTING TIMELINESS

Were the following items submitted on time?

a. Annual Operating Report ☐ Yes ☐ No

Any issues that need clarification? ☐ Yes ☐ No

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

List:

b. Memorandum of Agreement ☐ Yes ☐ No

c. Transportation Disadvantaged Service Plan ☐ Yes ☐ No

d. Grant Applications to TD Trust Fund ☐ Yes ☐ No

e. All other grant application (\_\_\_\_%) ☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

## COMPLIANCE WITH CHAPTER 427, F.S.

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

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

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

PTNE monitors the operations contractor for compliance with FTA requirements and contract compliance in the following ways: conduct bi-weekly operational meetings that include staff from Fleet Maintenance, CAT fixed route and paratransit operations, and County staff. Agendas for those meetings include topics such as safety, maintenance, ADA, customer service, operations, etc. to ensure operational efficiency. Reports are provided by the vendor as specified by the contract and reviewed by the Public Transit Manager. These reports include accident/incidents, customer service, farebox validation, drug and alcohol testing, ridership, performance measures and on-time performance. NTD Data is prepared by the vendor and reviewed by the County on a monthly and annual basis. Site visits to the CAT operations facility, and transfer facilities are performed quarterly to evaluate procedures and performance.

Is a written report issued to the operator? ☐ Yes ☐ No

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

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

The coordination contractors are required to provide monthly reports of the service being performed for CTC monitoring. If a vehicle purchased with 5310 grant funds is used to provide the service by the Coordination contractor, then vehicle records are provided to the CTC to ensure appropriate maintenance. Monthly reports are provided to the CTC.

Is a written report issued? ☐ Yes ☐ No

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

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

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

## COMPLIANCE WITH CHAPTER 427, F.S.

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

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

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

School buses are not utilized in the coordinated system.

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

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

☐ N/A

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

☐ Yes ☐ No

If YES, what is the goal?

Is the CTC accomplishing the goal? ☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT? ☐ Yes ☐ No

Comments:

## CHAPTER 427

Findings:

Recommendations:

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

### Compliance with 41-2.006(1), Minimum Insurance Compliance

***“...ensure compliance with the minimum liability insurance requirement of \$100,000 per person and \$200,000 per incident...”***

#### WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

The contractor is required to maintain Commercial general liability (Occurrence Form) with no limiting endorsements, excluding Garage Liability: \$5,000,000 combined single limit per occurrence for bodily injury, personal injury and property damage. The limits of general liability to be \$1,000,000 Bodily Injury and/or Property Damage per person or \$200,000 Bodily Injury and/or Property Damage per occurrence. These specific limits of liability are increased to \$5,000,000 (combined single limit) per occurrence, solely for any liability resulting from entry of a claims bill pursuant to Sections 768.28 , F. S. Vehicle/Automobile Liability (owned/non-owned/hired): \$2,000,000 combined single limit per accident for bodily injury, personal injury and property damage including passenger liability.

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

#### HOW MUCH DOES THE INSURANCE COST (per operator)?

Operator	Insurance Cost

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

☐ Yes ☐ No

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

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

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

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

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

Cost [CTC and Coordination Contractor (CC)]

	CTC	CC #1	CC #2	CC #3	CC #4
Flat contract rate (s) (\$ amount / unit)					
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
Special or unique considerations that influence costs?					
Explanation: Trip information is not available by coordination contract. The CTC should provide this information to the LCB annually.					

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

Cost [CTC and Transportation Alternative (Alt.)]

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No



## **RULE 41-2**

Findings:

Recommendations:

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

### Compliance with Commission Standards

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

Review the TDSP for the Commission standards.

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

Adequate seating	
Driver Identification	
Passenger Assistance	
Smoking, Eating and Drinking	

Two-way Communications	
Air Conditioning/Heating	
Billing Requirements	

## COMMISSION STANDARDS

Findings:

Recommendations:

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

### Compliance with Local Standards

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

Review the TDSP for the Local standards.

Local Standards	Comments
Transport of Escorts and dependent children policy	
Use, Responsibility, and cost of child restraint devices	
Out-of-Service Area trips	
CPR/1st Aid	
Driver Criminal Background Screening	
Rider Personal Property	
Advance reservation requirements	
Pick-up Window	

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

## LOCAL STANDARDS

Findings:

Recommendations:



# ON-SITE OBSERVATION OF THE SYSTEM

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

Date of Observation: 3-7-16

Please list any special guests that were present:

Location: Cara Club

Number of Passengers picked up/dropped off: 5

Ambulatory 4

Non-Ambulatory 1

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

Did the driver provide any passenger assistance? ☒ Yes ☐ No

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

Did the driver render an appropriate greeting?

☐ Yes ☐ No ☒ Driver regularly transports the rider, not necessary

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

☒ Yes ☐ No

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

☒ Yes ☐ No

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

☒ Yes ☐ No

Does the vehicle have working heat and air conditioning?

☒ Yes ☐ No

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

☒ Yes ☐ No

If used, was the lift in good working order?

☒ Yes ☐ No

Was there safe and appropriate seating for all passengers?

☒ Yes ☐ No

Did the driver properly use the lift and secure the passenger?

☒ Yes ☐ No

If No, please explain:

CTC: \_\_\_\_\_ County: \_\_\_\_\_

Date of Ride: \_\_\_\_\_

Funding Source	No. of Trips	No. of Riders/Beneficiaries	No. of Calls to Make	No. of Calls Made
CTD				
Medicaid				
Other				
Other				
Other)				
Other				
Totals				

Number of Round Trips	Number of Riders/Beneficiaries to Survey
0 – 200	30%
201 – 1200	10%
1201 +	5%

**Note: Attach the manifest**

Vehicle: G29-TURTLE Run: 205 KEOLIS [ 6:00AM - 5:30PM]  
TOP 879

Driver Name: [-]

For: 3/7/2016

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

3:30 PM

4:30PM

3:30PM

4:30PM

0

0

550520

Request: 3:30 PM P

CARE CLUB-8:30am-4:00pm  
1800 Santa Barbara Blvd 239-353-1994  
Naples, FL 34116

Comments: P/U-D/O ARE IN THE REAR OF  
THE BUILDING (ALLEY).

710 20th St Se  
Naples, FL 34117

Complete ☒

Cancellation ☐

No Show ☐

Customer Pay: \$7.00

Attendants: 0 Guests: 0 Mobility: AMB

Assistance Need:

Funding Source: TDC

Comments: one way only a.r

Fare Type : Assorted Cash Tickets

3:30 PM

4:55PM

3:30PM

4:55PM

0

0

572036

Request: 3:30 PM P

CARE CLUB-8:30am-4:00pm  
1800 Santa Barbara Blvd 239-353-1994  
Naples, FL 34116

Comments: P/U-D/O ARE IN THE REAR OF  
THE BUILDING (ALLEY).

2725 31st Ave Ne  
Naples, FL 34120

Complete ☒

Cancellation ☐

No Show ☐

Customer Pay: \$1.00

Attendants: 0 Guests: 0 Mobility: AMB

Assistance Need:

Funding Source: TDC

Fare Type : Assorted Cash Tickets

4:00 PM

4:30PM

4:00PM

4:30PM

0

0

582532

Request: 4:00 PM P

Golden Gate Senior Center  
4898 Coronado Pkwy  
Naples, FL 34116

3566 20th Ave Ne  
Naples, FL 34120

Complete ☒

Cancellation ☐

No Show ☐

Customer Pay: \$3.00

Attendants: 0 Guests: 0 Mobility: AMB

Assistance Need:

Funding Source: TDC

Fare Type : Assorted Cash Tickets



Run By Vehicle

Page 7 of 8

Driver Initial: \_\_\_\_\_



RouteMatch  
Software

Route # 219

Bus #

# ON-SITE OBSERVATION OF THE SYSTEM

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

Date of Observation: 3-7-16

Please list any special guests that were present: ASSISTANT

Location: COASTLAND CENTER MALL, 1900 9th ST N FOOD COURT

Number of Passengers picked up/dropped off: 1

Ambulatory

Non-Ambulatory Wheel chair

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

Did the driver provide any passenger assistance? ☒ Yes ☐ No

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

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

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

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

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

TENDS TO BE BLOCKED AT TIMES  
Does the vehicle have working heat and air conditioning? ☒ Yes ☐ No

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

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

Was there safe and appropriate seating for all passengers?

☒ Yes ☐ No

Did the driver properly use the lift and secure the passenger?

☒ Yes ☐ No

If No, please explain:

CTC: \_\_\_\_\_ County: \_\_\_\_\_

Date of Ride: \_\_\_\_\_

Funding Source	No. of Trips	No. of Riders/Beneficiaries	No. of Calls to Make	No. of Calls Made
CTD				
Medicaid				
Other				
Other				
Other)				
Other				
Totals				

Number of Round Trips	Number of Riders/Beneficiaries to Survey
0 – 200	30%
201 – 1200	10%
1201 +	5%

**Note: Attach the manifest**

Vehicle: B28-Glaval 1115 Run: KEOLIS 219 [ 7:00AM - 7:00PM] Driver Name: [ - ] For: 3/7/2016

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

[REDACTED]	12:50 PM	1:05PM	12:50PM	1:05PM	0	0
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565740  
Request: 12:45 PM P

YMCA  
5450 YMCA RD 597-3148 EXT.375  
NAPLES, FL 34109

735 Southern Pines Dr  
Naples, FL 34103

Complete ☒ Cancellation ☐ No Show ☐

Customer Pay: \$3.00

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: ADA  
Comments: one way only - mom canceling tuesdays until further notice JA6291050

Fare Type : Assorted Cash Tickets

[REDACTED]	1:30 PM	2:25PM	1:30PM	2:25PM	0	0
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594935  
Request: 1:30 PM P

COASTLAND CENTER MALL  
1900 9th St N FOOD COURT  
NAPLES, FL 34102

3475 19th Ave Sw  
Naples, FL 34117

Complete ☒ Cancellation ☐ No Show ☐

Customer Pay: \$1.00

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

Fare Type : Assorted Cash Tickets

[REDACTED]	1:55 PM	2:45PM	1:55PM	2:45PM	0	0
------------	---------	--------	--------	--------	---	---

594839  
Request: 1:30 PM P

MANOR CARE AT LELY PALMS  
6135 Rattlesnake Hammock Rd  
Naples, FL 34113

575 Jung Blvd W  
Naples, FL 34120

Complete ☒ Cancellation ☐ No Show ☐

Customer Pay: \$1.00

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

Fare Type : Assorted Cash Tickets

# ON-SITE OBSERVATION OF THE SYSTEM

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

Date of Observation: 3/7/16

Please list any special guests that were present:

Location: DCP - 4227 Exchange Ave

Number of Passengers picked up/dropped off: 5

Ambulatory 3

Non-Ambulatory 2

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

Did the driver provide any passenger assistance? ☒ Yes ☐ No

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

Did the driver render an appropriate greeting?

☒ Yes ☐ No ☐ Driver regularly transports the rider, not necessary

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

☒ Yes ☐ No

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

☒ Yes ☐ No

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

☒ Yes ☐ No

Does the vehicle have working heat and air conditioning?

☒ Yes ☐ No

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

☒ Yes ☐ No

If used, was the lift in good working order?

☒ Yes ☐ No

Was there safe and appropriate seating for all passengers?

☒ Yes ☐ No

Did the driver properly use the lift and secure the passenger?

☒ Yes ☐ No

If No, please explain:

CTC: \_\_\_\_\_ County: \_\_\_\_\_

Date of Ride: \_\_\_\_\_

Funding Source	No. of Trips	No. of Riders/Beneficiaries	No. of Calls to Make	No. of Calls Made
CTD				
Medicaid				
Other				
Other				
Other)				
Other				
Totals				

Number of Round Trips	Number of Riders/Beneficiaries to Survey
0 – 200	30%
201 – 1200	10%
1201 +	5%

**Note: Attach the manifest**



<b>Vehicle:</b> B15-TURTLETOP 683		<b>Run:</b> 201 KEOLIS [ 6:12AM - 6:00PM]		<b>Driver Name:</b> Tavenier . Pierre [ 6:12AM - 6:00PM]		<b>For:</b> 3/7/2016	
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Customer Name Conf. #	Request Time	Pickup Time	Pickup Address	Dropoff Time	Dropoff Address	Pickup Time	Dropoff Time	Pickup Odometer	Dropoff Odometer
[REDACTED]		1:39 PM		1:52PM		1:39PM	1:52PM	176,940	176,944
595137		1925 W Crown Pointe Blvd Naples, FL 34112	MEDICAL SPORTS REHAB 661 Goodlette Rd N* SUITE 101 261-4592 Naples, FL 34102			<b>Complete</b> <input checked="" type="checkbox"/> <b>Cancellation</b> <input type="checkbox"/> <b>No Show</b> <input type="checkbox"/> Request: 2:30 PM D			
<b>Customer Pay: \$3.00</b>									
Attendants: 0		Guests: 0		Mobility: AMB		Assistance Need:			
Fare Type :		Assorted		Cash		Tickets			
[REDACTED]		3:17 PM		3:41PM		3:17PM	3:41PM	176,949	176,958
457437		UCP-ADT 4227 Exchange Ave Naples, FL 34104	542 Avellino Isles Cir Naples, FL 34119			<b>Complete</b> <input checked="" type="checkbox"/> <b>Cancellation</b> <input type="checkbox"/> <b>No Show</b> <input type="checkbox"/>			
Request: 3:00 PM P									
<b>Customer Pay: \$3.00</b>									
Attendants: 1		Guests: 0		Mobility: AMB		Assistance Need:			
Comments: Gate Code 1246. Apt.10302									
Fare Type :		Assorted		Cash		Tickets			
[REDACTED]		3:17 PM		4:32PM		3:17PM	4:32PM	176,949	176,975
7042		UCP-ADT 4227 Exchange Ave Naples, FL 34104	2325 Oil Well Rd Naples, FL 34120 Comments: SUNRISE PASSENGER/2hour zone.			<b>Complete</b> <input checked="" type="checkbox"/> <b>Cancellation</b> <input type="checkbox"/> <b>No Show</b> <input type="checkbox"/>			
Request: 3:00 PM P									
<b>Customer Pay: \$1.00</b>									
Attendants: 0		Guests: 0		Mobility: WHEELCHAIR		Assistance Need: Boarding/Deboarding Assistance		Funding Source: ADA	
Comments: Code#03-PASSENGER SHOULD NOT BE LEFT ALONE.3-16-08 #MD / TIME CHANGED FOR 3:30PM. 12/13/2010-CM									
Fare Type :		Assorted		Cash		Tickets			



Route # 204

Bus # CC2-793

**ON-SITE OBSERVATION OF THE SYSTEM**

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

Date of Observation: 3-7-16

Please list any special guests that were present: ASSISTANT

Location: COASTLAND CENTER MALL, 1900 9<sup>th</sup> ST N FOOD COURT

Number of Passengers picked up/dropped off: 2

Ambulatory

Non-Ambulatory

Wheel chair

Was the driver on time? ☒ Yes ☐ No - How many minutes late/early?Did the driver provide any passenger assistance? ☒ Yes ☐ NoWas the driver wearing any identification? ☒ Yes: ☒ Uniform ☐ Name Tag  
☒ ID Badge ☐ No

Did the driver render an appropriate greeting?

☒ Yes ☐ No ☐ Driver regularly transports the rider, not necessary

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

☒ Yes ☐ No

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

☒ Yes ☐ No

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

☒ Yes ☐ No

Does the vehicle have working heat and air conditioning?

☒ Yes ☐ No

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

☒ Yes ☐ No

If used, was the lift in good working order?

☒ Yes ☐ No

Was there safe and appropriate seating for all passengers?

☒ Yes ☐ No

Did the driver properly use the lift and secure the passenger?

☒ Yes ☐ No

If No, please explain:

CTC: \_\_\_\_\_ County: \_\_\_\_\_

Date of Ride: \_\_\_\_\_

Funding Source	No. of Trips	No. of Riders/Beneficiaries	No. of Calls to Make	No. of Calls Made
CTD				
Medicaid				
Other				
Other				
Other)				
Other				
Totals				

Number of Round Trips	Number of Riders/Beneficiaries to Survey
0 – 200	30%
201 – 1200	10%
1201 +	5%

**Note: Attach the manifest**

Vehicle: G25-TURTLETOP 793 Run: 204 KEOLIS [ 7:04AM - 6:26PM] Driver Name: Virgilio . Balmori [ 7:04AM - 6:26PM] For: 3/7/2016

Customer Name Conf. #	Request Time	Pickup Time Pickup Address	Dropoff Time Dropoff Address	Pickup Time	Dropoff Time	Validation Information Pickup Odometer	Dropoff Odometer
[REDACTED]		1:23 PM	1:54PM	1:23PM	1:54PM	118,715	118,725

565224  
Request: 1:30 PM P  
COASTLAND CENTER MALL  
1900 9th St N FOOD COURT  
NAPLES, FL 34102  
3122 54th St Sw  
Naples, FL 34116  
Complete ☒ Cancellation ☐ No Show ☐

Customer Pay: \$1.00

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

[REDACTED]	1:23 PM	1:54PM	1:23PM	1:54PM	118,715	118,725
------------	---------	--------	--------	--------	---------	---------

563977  
Request: 1:30 PM P  
COASTLAND CENTER MALL  
1900 9th St N FOOD COURT  
NAPLES, FL 34102  
3122 54th St Sw  
Naples, FL 34116  
Complete ☒ Cancellation ☐ No Show ☐

Customer Pay: \$1.00

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

[REDACTED]	1:33 PM	2:54PM	1:33PM	2:54PM	118,718	118,744
------------	---------	--------	--------	--------	---------	---------

568688  
Request: 1:30 PM P  
PROJECT EXPLORER  
111 MOORINGS PARK DRIVE the learning  
center  
NAPLES, FL 34105  
Comments: Person in charge ANN FRIDETT  
TEL.# 280-6064  
island walk  
4598 Ossabaw Way  
Naples, FL 34119  
Complete ☒ Cancellation ☐ No Show ☐

Customer Pay: \$1.00

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

Bus  
# 593

Run: #217 KBOLIS

### ON-SITE OBSERVATION OF THE SYSTEM

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

Date of Observation: 3-7-16

Please list any special guests that were present: none

Location: DAVIS KIDNEY CENTER, 2225 HILLWAY CIR

Number of Passengers picked up/dropped off: 1

Ambulatory

Non-Ambulatory wheel chair

Was the driver on time? ☐ Yes ☒ No - How many minutes late/early? 15 minutes late

Did the driver provide any passenger assistance? ☒ Yes ☐ No

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

Did the driver render an appropriate greeting?

☒ Yes ☐ No ☐ Driver regularly transports the rider, not necessary ALVIN

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

☒ Yes ☐ No

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

☐ Yes ☐ No

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

☒ Yes ☐ No

Does the vehicle have working heat and air conditioning?

☐ Yes ☐ No

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

If used, was the lift in good working order?

☒ Yes ☐ No

Was there safe and appropriate seating for all passengers?

☒ Yes ☐ No

Did the driver properly use the lift and secure the passenger?

☒ Yes ☐ No

If No, please explain:

CTC: \_\_\_\_\_ County: COLLIER

Date of Ride: ~~3-2-16~~

Funding Source	No. of Trips	No. of Riders/Beneficiaries	No. of Calls to Make	No. of Calls Made
CTD				
Medicaid				
Other				
Other				
Other)				
Other				
Totals				

Number of Round Trips	Number of Riders/Beneficiaries to Survey
0 - 200	30%
201 - 1200	10%
1201 +	5%

**Note: Attach the manifest**

Customer Name	Pickup Time	Dropoff Time	Validation Information			
Conf. # Request Time Pickup Address	Pickup Address	Dropoff Address	Pickup Time	Dropoff Time	Pickup Odometer	Dropoff Odometer
[REDACTED]	10:10 AM	10:59AM	10:10AM	10:59AM	0	0
520215	11700 Labrador Ln Naples, FL 34114	DAVIS KIDNEY CENTER-code#05 6625 HILLWAY CIR. 775-9454-(+30 minutes, machine time) Naples, FL 34112	<div>Complete <input checked="" type="checkbox"/> Cancellation <input type="checkbox"/> No Show <input type="checkbox"/></div> <div>Request: 10:45 AM D</div>			

<b>Customer Pay: \$3.00</b>						
Attendants: 0	Guests: 0	Mobility: WHEELCHAIR	Assistance Need:		Funding Source: TDC	
Fare Type : Assorted Cash Tickets						
[REDACTED]	11:17 AM	11:24AM	11:17AM	11:24AM	251,718	251,720
575302	35 Glades Blvd #3 Naples, FL 34112	DAVIS KIDNEY CENTER-code#05 6625 HILLWAY CIR. 775-9454-(+30 minutes, machine time) Naples, FL 34112	<div>Complete <input checked="" type="checkbox"/> Cancellation <input type="checkbox"/> No Show <input type="checkbox"/></div> <div>Request: 11:30 AM D</div>			

<b>Customer Pay: \$3.00</b>						
Attendants: 0	Guests: 0	Mobility: AMB	Assistance Need:		Funding Source: ADA	
Fare Type : Assorted Cash Tickets						
[REDACTED]	12:59 PM	1:25PM	12:59PM	1:25PM	251,734	251,749
564658	North Naples Dialysis 1750 Sw Health Pkwy Naples, FL 34109	1170 16th Ave Sw Naples, FL 34117	<div>Complete <input checked="" type="checkbox"/> Cancellation <input type="checkbox"/> No Show <input type="checkbox"/></div> <div>Request: 12:00 PM P</div>			

<b>Customer Pay: \$3.00</b>						
Attendants: 0	Guests: 0	Mobility: AMB	Assistance Need:		Funding Source: TDC	
Fare Type : Assorted Cash Tickets						

Bus #592

Run #214 KEBUS

**ON-SITE OBSERVATION OF THE SYSTEM**

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

Date of Observation: 3-7-16

Please list any special guests that were present: none

Location: DAVIS KIDNEY CENTER, 6625 HILLWAY CIR

Number of Passengers picked up/dropped off: 2

Ambulatory Both

Non-Ambulatory

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

Did the driver provide any passenger assistance? ☒ Yes ☐ No

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

Did the driver render an appropriate greeting?

☒ Yes ☐ No ☐ Driver regularly transports the rider, not necessary

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

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

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

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

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

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



Was there safe and appropriate seating for all passengers?

☒ Yes ☐ No

Did the driver properly use the lift and secure the passenger?

*N/A*

☐ Yes ☐ No

If No, please explain:

CTC: \_\_\_\_\_

County: COHLER

Date of Ride: ~~2/27~~

Funding Source	No. of Trips	No. of Riders/Beneficiaries	No. of Calls to Make	No. of Calls Made
CTD				
Medicaid				
Other				
Other				
Other)				
Other				
Totals				

Number of Round Trips	Number of Riders/Beneficiaries to Survey
0 – 200	30%
201 – 1200	10%
1201 +	5%

**Note: Attach the manifest**

Vehicle: B11-TURTLETOP 592 Run: 214 KEOLIS [ 3:15AM - 3:57PM] Driver Name: Crystal P. LaCross [ 3:15AM - 3:57PM] For: 3/7/2016

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

[REDACTED]	9:11 AM	9:47AM	9:11AM	9:47AM	258,527	258,540
595169	SUMMER LAKE 5530 JONQUIL LANE 103 Naples, FL 34109	BRIGGS HEALTH 399 9th St N 436-6712 Naples, FL 34102	Complete <input checked="" type="checkbox"/> Cancellation <input type="checkbox"/> No Show <input type="checkbox"/> Request: 10:00 AM D			

Customer Pay: \$3.00

Attendants: 1 Guests: 0 Mobility: WHEELCHAIR Assistance Need: Funding Source: ADA

Comments: suite-300

Fare Type : Assorted Cash Tickets

[REDACTED]	10:23 AM	11:04AM	10:23AM	11:04AM	258,554	258,571
586332	490 31st St Nw Naples, FL 34120	DAVIS KIDNEY CENTER-code#05 6625 HILLWAY CIR. 775-9454-(+30 minutes, machine time) Naples, FL 34112	Complete <input checked="" type="checkbox"/> Cancellation <input type="checkbox"/> No Show <input type="checkbox"/> Request: 11:15 AM D			

Customer Pay: \$3.00

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

Fare Type : Assorted Cash Tickets

[REDACTED]	10:49 AM	11:04AM	10:49AM	11:04AM	258,567	258,571
571725	663 Pine Cone Ln Naples, FL 34104	DAVIS KIDNEY CENTER-code#05 6625 HILLWAY CIR. 775-9454-(+30 minutes, machine time) Naples, FL 34112	Complete <input checked="" type="checkbox"/> Cancellation <input type="checkbox"/> No Show <input type="checkbox"/> Request: 11:15 AM D			

Customer Pay: \$3.00

Attendants: 1 Guests: 0 Mobility: WHEELCHAIR Assistance Need: Funding Source: ADA

Fare Type : Assorted Cash Tickets



Run #218

**ON-SITE OBSERVATION OF THE SYSTEM**

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

Date of Observation: 3-7-16

Please list any special guests that were present:

Location: DAVIS KIDNEY CENTER, 6625 HILLWAY CIR

Number of Passengers picked up/dropped off: 1

Ambulatory ☒

Non-Ambulatory ☐

MR JOAN  
PLOW,  
GULFSTREAM  
DRIVE

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

Did the driver provide any passenger assistance? ☐ Yes ☒ No

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

Did the driver render an appropriate greeting?

☒ Yes ☐ No ☐ Driver regularly transports the rider, not necessary

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

☒ Yes ☐ No

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

☒ Yes ☐ No

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

☒ Yes ☐ No

Does the vehicle have working heat and air conditioning?

☒ Yes ☐ No

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

☒ Yes ☐ No

If used, was the lift in good working order?

☐ Yes ☒ No

Was there safe and appropriate seating for all passengers?

☒ Yes ☐ No

Did the driver properly use the lift and secure the passenger?

☐ Yes ☒ No

If No, please explain:

CTC: \_\_\_\_\_ County: \_\_\_\_\_

Date of Ride: \_\_\_\_\_

Funding Source	No. of Trips	No. of Riders/Beneficiaries	No. of Calls to Make	No. of Calls Made
CTD				
Medicaid				
Other				
Other				
Other)				
Other				
Totals				

Number of Round Trips	Number of Riders/Beneficiaries to Survey
0 – 200	30%
201 – 1200	10%
1201 +	5%

**Note: Attach the manifest**

Vehicle: B10-E3500 532 Run: 218 KEOLIS [ 7:21AM - 6:30PM]

Driver Name: Nancy . Summers [ 7:21AM - 6:30PM]

For: 3/7/2016

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

8:19 AM

8:46AM

8:19AM

8:46AM

289,928

289,938

595087

156 3rd St  
Naples, FL 34113SALON ZENERGE-HIBUSCUS CENTE  
2950 Tamiami Trl N  
Naples, FL 34112Complete ☒ Cancellation ☐ No Show ☐  
Request: 9:30 AM D

Customer Pay: \$3.00

Attendants: 0 Guests: 0 Mobility: AMB

Assistance Need:

Funding Source: ADA

Fare Type: Assorted Cash Tickets

9:36 AM

9:49AM

9:36AM

9:49AM

289,952

289,955

552900

234 Robelina Palm Ln  
Naples, FL 34114S. COLLIER KIDNEY Dialysis  
12703 Tamiami Trl E-code#05 732-5333-(+30  
minutes, machine time)  
Naples, FL 34113Complete ☒ Cancellation ☐ No Show ☐  
Request: 11:15 AM D

Customer Pay: \$3.00

Attendants: 0 Guests: 0 Mobility: WHEELCHAIR

Assistance Need:

Funding Source: ADA

Fare Type: Assorted Cash Tickets

10:18 AM

10:34AM

10:18AM

10:34AM

289,960

289,965

572010

4220 Gulfstream Dr Apt# 1  
Naples, FL 34112DAVIS KIDNEY CENTER-code#05  
6625 HILLWAY CIR. 775-9454-(+30 minutes,  
machine time)  
Naples, FL 34112Complete ☒ Cancellation ☐ No Show ☐  
Request: 11:30 AM D

Customer Pay: \$3.00

Attendants: 0 Guests: 0 Mobility: WHEELCHAIR

Assistance Need:

Funding Source: ADA

Fare Type: Assorted Cash Tickets

Route # 202 Keokuk

Bus # CC2-1048

**ON-SITE OBSERVATION OF THE SYSTEM**

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

Date of Observation: 3-7-16

Please list any special guests that were present: none

Location: PHYSICIANS Regional CLINIC, KID PINE RIDGE RD

Number of Passengers picked up/dropped off: 1

Ambulatory 1

Non-Ambulatory

Was the driver on time? ☒ Yes ☐ No - How many minutes late/early?Did the driver provide any passenger assistance? ☒ Yes ☐ NoWas the driver wearing any identification? ☐ Yes: ☐ Uniform ☐ Name Tag  
☐ ID Badge ☒ No

Did the driver render an appropriate greeting?

☒ Yes ☐ No ☐ Driver regularly transports the rider, not necessary

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

☐ Yes ☐ No

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

☒ Yes ☐ No

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

☒ Yes ☐ No

Does the vehicle have working heat and air conditioning?

☒ Yes ☐ No

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

☒ Yes ☐ No

If used, was the lift in good working order?

N/A

☐ Yes ☐ No

Was there safe and appropriate seating for all passengers?

☒ Yes ☐ No

Did the driver properly use the lift and secure the passenger? (

☐ Yes ☒ No

If No, please explain:

*waited off bus*

CTC: \_\_\_\_\_ County: \_\_\_\_\_

Date of Ride: \_\_\_\_\_

Funding Source	No. of Trips	No. of Riders/Beneficiaries	No. of Calls to Make	No. of Calls Made
CTD				
Medicaid				
Other				
Other				
Other)				
Other				
Totals				

Number of Round Trips	Number of Riders/Beneficiaries to Survey
0 – 200	30%
201 – 1200	10%
1201 +	5%

**Note: Attach the manifest**

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

[REDACTED]		12:20 PM	12:30PM	12:20PM	12:30PM	0	0
------------	--	----------	---------	---------	---------	---	---

[REDACTED]

593464

village walk

3419 Donoso Ct

Naples, FL 34109

PHYSICIANS REGIONAL CLINIC

6101 PINE RIDGE RD

Naples, FL 34109

Complete ☒

Cancellation ☐

No Show ☐

Request: 1:20 PM D

Customer Pay: \$5.00

Attendants: 0

Guests: 0

Mobility: AMB

Assistance Need:

Funding Source: TDC

Fare Type :

Assorted

Cash

Tickets

[REDACTED]		1:00 PM	1:20PM	1:00PM	1:20PM	0	0
------------	--	---------	--------	--------	--------	---	---

[REDACTED]

595145

6475 College Park Cir APT 204

Naples, FL 34113

LIGHTHOUSE OF COLLIER

2685 Horseshoe Dr S #211

Naples, FL 34104

Complete ☒

Cancellation ☐

No Show ☐

Request: 2:00 PM D

Customer Pay: \$3.00

Attendants: 0

Guests: 0

Mobility: AMB

Assistance Need:

Funding Source: ADA

Fare Type :

Assorted

Cash

Tickets

[REDACTED]		1:45 PM	2:00PM	1:45PM	2:00PM	0	0
------------	--	---------	--------	--------	--------	---	---

[REDACTED]

562820

LORENZO WALKER INSTITUTE

3702 ESTEY AVE. MAIN ENTRANCE

NAPLES, FL 34104

Comments: 377-0900

8615 Barot Dr #104

Naples, FL 34104

Complete ☒

Cancellation ☐

No Show ☐

Request: 1:30 PM P

Customer Pay: \$1.00

Attendants: 1

Guests: 0

Mobility: AMB

Assistance Need:

Funding Source: ADA

Fare Type :

Assorted

Cash

Tickets



# 2016 Rider Surveys

## How often do you normally obtain Transportation?

Daily	0	0%
1-2 times a week	25	50%
3-5 times a week	22	44%
Other	3	6%
Total	50	100%

## Have you ever been denied transportation services?

Yes	4	8%
No	46	92%
Total	50	100%

## If Yes, How Many Times in the past 6 months

none	2	50%
1 - 2 times	1	25%
3 - 5 times	1	25%
Total	4	100%

## REASONS DENIED SERVICE

Space not available	1	25%
Other	3	75%
Total	4	100%

## What do you normally use the service for?

Medical	31	62%
Education/Training/DayCare	13	26%
Employment	9	18%
Life Sustaining/Other	23	46%
Nutritional	3	6%
Total	50	100%

## Did you have a problem with your trip?

Yes	3	6%
No	47	94%
Total	50	100%

## IF YES, WHY...

Accessibility	0	0%
Advanced Notice	0	0%
Assistance	1	33%
Cost	0	0%
Drivers	0	0%
Late pick-up	2	67%
Late return	0	0%
Pick-Up not convenient	0	0%
Service Area limits	0	0%
Other	0	0%
Reservations	0	0%

Vehicle Condition		0	0%
	Total	3	100%
<b>Rate the transportation you have been receiving</b>			
1		0	0%
2		0	0%
3		0	0%
4		0	0%
5		0	0%
6		0	0%
7		2	4%
8		7	14%
9		13	26%
10		28	56%
	Total	50	100%
<b>What does transportation mean to you?</b>			
It means everything		21	42%
Independence / Freedom		9	18%
Able to go to medical appointments		6	12%
Able to go to work		3	6%
Able to get out of the house		11	22%
	Total	50	100%

<b>Level of Cost Worksheet 1</b>
--------------------------------------

**Insert Cost page from the AOR.**

# FLCTD

## Annual Operations Report

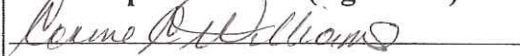
### Section I: Face Sheet

<b>County:</b> Collier	<b>Fiscal Year:</b> July 1, 2014 - June 30, 2015
<b>Status:</b> Submitted to FLCTD	
<b>Report Date:</b>	07/10/2015
<b>Period Covered:</b>	July 1, 2014 - June 30, 2015
<b>Coordinator's Name:</b>	Collier County Board of County Commissioners
<b>Address:</b>	3299 Tamiami Trail East #103
<b>City:</b>	Naples
<b>Zip Code:</b>	34112
<b>Service Area:</b>	Collier
<b>Contact Person:</b>	Corine Williams
<b>Title:</b>	Public Transit Manager
<b>Phone:</b>	(239) 252 - 5849
<b>Fax:</b>	(239) 252 - 6969
<b>Email:</b>	corinewilliams@colliergov.net
<b>Network Type:</b>	Complete Brokerage
<b>Organization Type:</b>	County

**CTC Certification:**

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

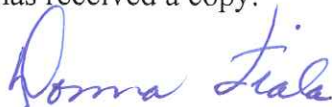
**CTC Representative (signature)**



**LCB Statement:**

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

**LCB Signature**



## Level of Competition Worksheet 2

### 1. Inventory of Transportation Operators in the Service Area

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

2. How many of the operators are coordination contractors? \_\_\_\_\_
3. Of the operators included in the local coordinated system, how many have the capability of expanding capacity? \_\_\_\_\_  
Does the CTC have the ability to expand? \_\_\_\_\_
4. Indicate the date the latest transportation operator was brought into the system. \_\_\_\_\_  
\_\_\_\_\_
5. Does the CTC have a competitive procurement process? \_\_\_\_\_
6. In the past five (5) years, how many times have the following methods been used in selection of the transportation operators?

	Low bid
	Requests for qualifications
	Negotiation only

	Requests for proposals
	Requests for interested parties

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

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

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

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

8. If a competitive bid or request for proposals has been used to select the transportation operators, to how many potential operators was the request distributed in the most recently completed process? \_\_\_\_\_

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

The request for bids/proposals was distributed:

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

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

## **Level of Availability (Coordination)**

### **Worksheet 3**

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

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

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

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

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

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

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

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



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

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

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

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

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

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

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

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

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

--

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

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# APPENDIX B

## PTNE RESPONSE TO 2015 CTC EVALUATION

# Memorandum

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

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

**DATE:** April 12, 2016

**SUBJECT:** Responses to 2015 CTC Evaluation

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

Please find the Public Transit & Neighborhood Enhancement (PTNE) Division's responses to the 2015 CTC Evaluation conducted by the Collier Metropolitan Planning Organization (MPO) staff on the CAP service.

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

## CHAPTER 427

### **Findings:**

There are no compliance issues found with Chapter 427.

### **Recommendations:**

As part of the new scheduling and dispatch contract, there will be a staff member that conducts eligibility reviews to determine if the fixed- route system can be utilized. The CTC is encouraged to continue the transfer of individuals to the fixed- route system to minimize paratransit costs.

### **Response:**

The CTC has no objections to this recommendation.

## **RULE 41-2**

### **Finding:**

The CTC is in compliance with this rule.

### **Recommendations:**

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

(2) ....All Transportation Operator contracts shall be reviewed annually by the CTC and the Coordinating Board as to the effectiveness and efficiency of the Transportation Operator or the renewal of any Coordination Contracts previously approved. Each CTC will ensure the terms set forth for monitoring said Transportation Operators and Coordination Contractors are in compliance with standards pursuant to Rule 41-2.006, F.A.C.

The CTC should ensure that the LCB is able to review contracts for effectiveness and efficiency as required by the Florida Statute. In order to accomplish this, cost effectiveness and performance measures for transportation operators and coordination contracts should be provided to the LCB on an annual basis.

### **Response:**

Recently, the Florida Legislature passed HB 5001 which stipulates that Community Transportation Coordinators (CTCs) shall:

"Develop and implement performance measures which, at a minimum, shall address:

- timing of advanced scheduling requests;
- on-time passenger pick-up;
- improved routing to minimize passenger wait times;
- error rates for passenger pick-up and drop-off; and,
- collection and public posting of passenger satisfaction survey ratings.

By September 30, 2016, each such CTC will be required to provide information to the Florida Department of Transportation (FDOT) which details the adopted performance measures and the methods used to evaluate performance.

PTNE recommends coordinating with this process and bringing the established performance measures prepared as a part of this requirement to the LCB for its endorsement and annual review.

## **COMMISSION STANDARDS**

### **Finding:**

The TDSP complies with all Commission Standards.

### **Recommendations:**

The CTC is recommended to remind drivers to display name badges at all times.

### **Response:**

The CTC agrees with this recommendation.

## **LOCAL STANDARDS**

### **Findings:**

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

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

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

If all rides are evaluated for compliance with all standards, there were only 75% percent that would be considered on time.

### **Recommendations:**

The vendor contract was recently split into two separate contracts; one for scheduling and dispatch and one for operations. It is recommended that the CTC review the TDSP standards with the new vendors and use this as an opportunity to train staff on TDSP requirements.

### **Response:**

The CTC agrees that with the hiring of a new vendor there is opportunity for training, setting expectations and making improvements to the service. Additionally, the process may also warrant reevaluation of some of the existing policies within the TDSP to ensure that the strict enforcement does not cause the passenger an unintended burden. For example, the policy does not allow the CTC to pick up a passenger 30 minutes early from a doctor's appointment even if the passenger is ready to go home.

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

## APPENDIX C

# APPENDIX C – FDOT SSPP, SPP AND VEHICLE MAINTENANCE REVIEWS OF COLLIER AREA TRANSIT COVER LETTER





## *Florida Department of Transportation*

RICK SCOTT  
GOVERNOR

801 North Broadway Avenue  
Bartow, Florida 33830

JIM BOXOLD  
SECRETARY

April 22, 2015

Ms. Michelle Edwards-Arnold, Director  
Collier County Alternative Modes Department  
Growth Management Division  
2885 South Horseshoe Drive  
Naples, Florida 34104

**RE: System Safety Program Plan (SSPP), Security Program Plan (SPP), and Vehicle Maintenance Reviews of Collier Area Transit**

Dear Ms. Edwards-Arnold

This letter pertains to the Florida Department of Transportation's Bus Transit System Safety Program, Security Program Plan (SPP), and Fleet Maintenance Reviews of Collier Area Transit (CAT), including Community Transportation Coordinator (CTC) services, on Monday, December 15 and Tuesday, December 16, 2014. The University of South Florida / Center for Urban Transportation Research (CUTR) and Florida State University's Preventive Maintenance Planning, Training and Technical Assistance (PrMPT) Program performed the on-site reviews at 8300 Radio Road, Naples, Florida.

Accompanying this letter, please your copy of the final *Bus System Safety and Security Review Report for Collier Area Transit* (Draft Report Date: March 5, 2015 / Final Report Date: April 20, 2015). At the conclusion of reviews, reviewers discuss any findings with local responsible staff. During the reviews, safety, security, or maintenance concern are discussed and corrective action is immediately scheduled, and often corrected while the review is in progress.

The purpose of this review was to determine CAT's compliance with the provisions of Rule Chapter 14-90, *Florida Administrative Code* (FAC) "Equipment and Operational Safety Standards Bus Transit Systems," as amended effective September 16, 2010, and Florida Department of Transportation procedural Topic Number 725-030-009-j, "Bus Transit System Safety Program," effective January 20, 2011. The provisions include the development of and compliance with a System Safety Program Plan (SSPP), performance of safety inspections of all operational buses, documentation of compliance with equipment and operational safety standards, and safety monitoring of covered contractors. The provisions also include the development of and compliance with a Security Program Plan (SPP). (Please note: Bus transit systems are prohibited from publicly disclosing, under any circumstance, their SPP or other security sensitive documents. The reviewers examined CAT's SPP while on site and the contents of the SPP are not summarized or discussed in the review report).

Review reports note "Deficiency" conditions, "Areas of Concern," and any "Observation." Those terms are defined in the accompanying report. Reviewers noted none of those in the "Safety Review Checklist Items" sections of the final report.



To: Ms. Michelle Edwards-Arnold, Director, Collier County Alternative Modes Department  
RE: System Safety Program Plan (SSPP), Security Program Plan (SPP), and  
Vehicle Maintenance Reviews of Collier Area Transit  
Date: April 22, 2015,  
Page: 2

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In the "Findings, Recommendations, Requirements, and Corrective Actions" area of the final report, reviewers stated:

CAT was determined to be in compliance with the Equipment and Operational Standards for Bus Transit Systems established in Rule Chapter 14-90, FAC. There were two recommendations contained within the *Collier Area Transit Services Maintenance Review* that are provided in an effort to assist CAT with the reduction of unscheduled repairs and ongoing maintenance inspections and procedures for CAT facilities and other equipment. These are provided below and contained within Appendix A [of the final report].

Recommendation 1: It is recommended that unscheduled repairs conducted between preventative maintenance inspections be analyzed on a regular basis to determine if adjustments should be made to the preventative maintenance inspection program or if additional mechanic training is needed. *Table 3: Unscheduled Repairs* in Appendix A shows a summary of these repairs. A detailed description of the preventative maintenance inspection intervals and defects repaired between inspections is included as Exhibit C in Appendix A.

Recommendation 2: It is recommended that a written Facility and Equipment Maintenance Plan be established that includes detailed cleaning and maintenance procedures as well as schedules and checklists for all shop equipment. All of the shop equipment and buildings that currently do not have a regularly scheduled maintenance inspection should be placed on a maintenance schedule along with appropriate checklists. The schedule will depend on the type of equipment, frequency of use, and the manufacturer's recommended maintenance intervals. All internally generated checklists plus outsourced invoices and lists should be filed. A written cleaning schedule for the shop and how the cleaning duties are implemented is also recommended to be a component of that plan. A Facility and Equipment Maintenance Plan template is provided as Exhibit E in Appendix A.

The maintenance review section references one finding: It is

"...CAT was unable to produce a Facility and Equipment Maintenance Plan upon request."

Please see the two recommendations written above.

The reviews this office conducted during this cycle were broader and more comprehensive in comparison to the last cycle, while adhering to the set of compliance activities and documentation expectations of local grantees and providers as reference in State Statutes, Florida Administrative Code, and Department procedural requirements. District One participated with the State Transit Operations and Safety Office in process improvement in the public interest. A very important outcome of this cycle's approach is the development and roll-out of specific training and continuing education classes in safety, security and maintenance the Department has already begun to offer to support local transit systems, CTCs, and their subcontracted management firms and carriers. We will appreciate your enrolling appropriate staff in those classes as they are announced.

To: Ms. Michelle Edwards-Arnold, Director, Collier County Alternative Modes Department  
RE: System Safety Program Plan (SSPP), Security Program Plan (SPP), and  
Vehicle Maintenance Reviews of Collier Area Transit  
Date: April 22, 2015,  
Page: 3

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In the "General Comments" section of the report, the reviewers commented:

The reviewers would like to thank the management and employees of Collier County and Keolis for the assistance they provided during the conduct of the Bus System Safety and Security Review. Without exception, they were extremely helpful, accommodating, and responsive to our requests for documents and other needs during and following the review.

Thank you for your participation in this process. I recognize with appreciation Collier County's good performance as documented in this review.

Sincerely,  
  
for Debra Stephens  
Transit Projects Coordinator

Enclosures: 1  
S/.

cc:

Robert Westbrook, Florida Department of Transportation, State Transit Operations and Safety Office  
Lisa Staes, University of South Florida, Center for Urban Transportation Research (letter)  
Paul A. Simmons, Florida Department of Transportation, District One, Intermodal Systems Development Office/Modal Development Office  
Debra Stephens, Florida Department of Transportation, District One, Intermodal Systems Development Office/ Modal Development Office /Public Transit  
Michelle Peronto, Florida Department of Transportation, District One, Intermodal Systems Development Office/ Modal Development Office Public Transit  
Richard Shine, Florida Department of Transportation, District One, Intermodal Systems Development Office/ Modal Development Office Public Transit