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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 23, 2018.

5-29-18

Date

Donna Feala

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 23, 2018

Name	Representing	Yes	No	Absent
Commissioner Donna Fiala	Chairwoman	X		
Harold Kurzman	Elderly	X		
VACANT	Citizen Advocate /Non User			
Dylan Vogel	Citizen Advocate/User	X		
Emely Kafle	Children at Risk			X
Pa Houa Lee-Yang	Community Action (economically disadvantaged)	X		
David Ogilvie	Public Education			X
Steve Felter	Florida Dept. of Transportation	X		
Felix Soto	Florida Dept. of Children and Families			X
Rebecca MacKenzie	Area Agency on Aging SWFL			X
Robert Richards	Florida Dept. of Education -Division of Vocational Rehabilitation Services			X
Maribel Perez	Agency for Health Care Administration	X		
Susan Corris	Southwest Florida Regional Workforce Development Board	X		
Irene Johnson	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 2018 Minor Update is outlined to meet the requirements established by the State of Florida that require each county to develop a TDSP. The 1979 Florida Legislature passed the Transportation Services Act, Chapter 427, Florida Statutes (F.S.), which called for the coordination at the County level of all Federal and State expenditures for the "transportation disadvantaged."

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

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

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

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

1) DEVELOPMENT PLAN

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

2) SERVICE PLAN

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

3) QUALITY ASSURANCE

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

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

SECTION 2 MANDATORY TDSP REQUIREMENTS

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

1. Previous TDSP Review Letter

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

Needs Assessment

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

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

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

Barriers to Coordination

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

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

Other barriers to TD coordination include:

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

2. Goals and Objectives

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

The mission of the Collier County Local Coordinating Board is:

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

CAT's mission is:

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

Collier Area Paratransit's mission is:

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

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

GOAL 1: Implement a fully coordinated transportation system.

Objective 1.1

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

Objective 1.2

Coordinate efforts with Collier Area Transit.

Objective 1.3

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

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

Objective 2.1

Increase effective use of transportation services.

Objective 2.2

Consistently provide on-time service.

Objective 2.3

Track and improve call-hold time.

Objective 2.4

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

Objective 2.5

Increase fixed route utilization.

Objective 2.6

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

Objective 2.7

Increase the number of passenger trips per vehicle hour.

Objective 2.8

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

Objective 2.9

Trend downward the cost per passenger trip.

Objective 2.10

Trend downward the cost per vehicle hour.

Objective 2.11

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

Objective 2.12

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

Objective 2.13

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

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

Objective 3.1

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

Objective 3.2

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

Objective 3.3

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

Objective 3.4

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

GOAL 4: Operate a safe transportation system.

Objective 4.1

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

Objective 4.2

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

Objective 4.3

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

Objective 4.4

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

Objective 4.5

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

Objective 4.6

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

Objective 4.7

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

Objective 4.8

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

Objective 4.9

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

Objective 4.10

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

Objective 4.11

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

Objective 4.12

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

GOAL 5: Provide quality transportation services.

Objective 5.1

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

Objective 5.2

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

Objective 5.3

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

Objective 5.4

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

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

Objective 6.1

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

Objective 6.2

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

Objective 6.3

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

Objective 6.4

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

3. Implementation Plan

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

Table 1: Implementation Schedule/TD Capital Improvements Program

Ongoing System Improvements/Review	Status Update																
<ul style="list-style-type: none"> • Increase fixed-route utilization 	<p>Nationally, ridership on Fixed Route systems have been declining but during the last year it has held steady on the Collier Area Transit system. CAT will be hosting several travel training events throughout Collier County to encourage the use of the Public Transportation.</p>																
<ul style="list-style-type: none"> • Continue to review ridership trends and origin/destination data to determine if fixed routes should be reviewed for service expansions or realignment to allow greater use by current paratransit patrons. 	<p>Ridership trends are reviewed monthly. Fixed routes have been increasing expanding accessibility to current paratransit patrons.</p>																
<ul style="list-style-type: none"> • Continue to monitor private provider utilization rates and adjust as needed to provide timely, effective service 	<p>Private provider invoices are reviewed monthly</p>																
<ul style="list-style-type: none"> • Increase the number of passenger trips per vehicle hour 	<p>The trips per driver hour reduced from 1.74 in 2016 to 1.35 in 2017. The reduction in this performance indicator may be due to the increased distance traveled by TD passengers. CAT is implementing alternative way to reserving trips by negotiating trips the intent to increase efficiency as well as enhanced customer service.</p>																
<ul style="list-style-type: none"> • Maintain the cost per passenger trip 	<p>The cost per passenger trip since 2010 is as follows:</p> <table border="0"> <tr> <td>FY 2010</td> <td>\$28.04</td> <td>FY 2011</td> <td>\$31.14</td> </tr> <tr> <td>FY 2012</td> <td>\$37.62</td> <td>FY 2013</td> <td>\$34.95</td> </tr> <tr> <td>FY 2014</td> <td>\$36.26</td> <td>FY 2015</td> <td>\$39.91</td> </tr> <tr> <td>FY 2016</td> <td>\$36.86</td> <td>FY 2017</td> <td>\$ 40.21</td> </tr> </table> <p>Costs increases are attributed to the increased in distance traveled for TD passengers as well as increased ridership not trending to the degree of the increased operations costs including but not limited to fuel costs.</p>	FY 2010	\$28.04	FY 2011	\$31.14	FY 2012	\$37.62	FY 2013	\$34.95	FY 2014	\$36.26	FY 2015	\$39.91	FY 2016	\$36.86	FY 2017	\$ 40.21
FY 2010	\$28.04	FY 2011	\$31.14														
FY 2012	\$37.62	FY 2013	\$34.95														
FY 2014	\$36.26	FY 2015	\$39.91														
FY 2016	\$36.86	FY 2017	\$ 40.21														
<ul style="list-style-type: none"> • Maintain the cost per driver hour 	<p>The cost per driver hour since 2010 is as follows:</p> <table border="0"> <tr> <td>FY 2010</td> <td>\$35.59</td> <td>FY 2011</td> <td>\$52.49</td> </tr> <tr> <td>FY 2012</td> <td>\$58.40</td> <td>FY 2013</td> <td>\$54.10</td> </tr> <tr> <td>FY 2014</td> <td>\$54.77</td> <td>FY 2015</td> <td>\$50.62</td> </tr> </table>	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
	FY 2016 \$64.26 FY 2017 \$54.13 Costs are consistent with each year Annual Operating Report. Costs fluctuation can be attributed to the maintenance cost, including fluctuation in fuel.
<ul style="list-style-type: none"> • Maintain grant application process for FTA Section 5310 funds – specifically for replacement vehicles 	Ongoing, grant applications have been submitted for replacement vehicles
<ul style="list-style-type: none"> • Continue to coordinate with Lee County Transit and other providers regarding the provision of intercounty transportation services 	Coordination is on-going. The fixed route connection called LinC began service in October 2011 as an express route.
<ul style="list-style-type: none"> • Continue providing information to patrons regarding cancellation/ no-show and co-pay policies 	Ongoing
<ul style="list-style-type: none"> • Monitor CAT’s effectiveness in enforcing cancellation/ no-show and co-pay policies and strengthen enforcement where needed 	Ongoing. Staff recognizes the cost implications of no-shows and cancellations.
<ul style="list-style-type: none"> • Pursue alternative funding sources to provide additional transportation services and/or capital equipment 	Numerous grants have been submitted and the cycle for applications are being tracked. Capital needs for CAT were included in a TIGER Grant application that was submitted by Collier County for the Immokalee area. The grant was awarded and a Transfer Facility as well as 22 Bus stop improvements will be constructed as part of this project. Staff is exploring the possibility of expanding the option available for advertising as an alternate funding source to support additional service.
<ul style="list-style-type: none"> • Ensure that transportation services are provided in accordance with the CTD and FDOT safety standards and recommendations 	On-going review of transportation services and the CTD and FDOT safety standards
<ul style="list-style-type: none"> • Ensure that all system drivers are adequately trained in system safety and security preparedness and response 	Ongoing
<ul style="list-style-type: none"> • Continually review current training, available training, mandatory annual training curriculum and safety/security best practices 	Ongoing
<ul style="list-style-type: none"> • Conduct annual safety reviews of all contracted operators 	Ongoing

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

Table 2: Implementation Plan

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

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

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

4. COST / REVENUE ALLOCATION AND RATE STRUCTURE JUSTIFICATION

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

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

COST REVENUE ALLOCATION

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

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

Ambulatory Trip	\$34.02
Wheelchair Trip	\$58.32
Group Trip- Individual	\$18.10
Group Trip - Group	\$51.77
Bus Pass (daily-full fare)	\$4.00
Bus Pass (daily-reduced fare)	\$2.00
Bus Pass (weekly-full fare)	\$15.00
Bus Pass (weekly-reduced fare)	\$7.50
Bus Pass (monthly-full fare)	\$35.00
Bus Pass (monthly-reduced fare)	\$17.50
Marco Express (monthly-full fare)	\$70.00
Marco Express (monthly-reduced fare)	\$35.00

Sources: Service Rates, Commission for the Transportation Disadvantaged, TD Rate Model, Adopted March 7, 2018, Public Transit and Neighborhood Enhancement Department, 2018.

Table 4: Current Collier County Adopted Fare Structure

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

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

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

Table 5: Collier Area Paratransit Fare Structures

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

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

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

Fixed-route:

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

Fixed Route Policy Recommendations:

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

Table 6 : Proposed Fixed Route Fare Changes

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

Paratransit:

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

Paratransit Policy Recommendations:

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

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

QUALITY ASSURANCE

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

CTC EVALUATION PROCESS

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

SECTION 3
SERVICE PLAN UPDATE

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

B. Escorts and Children

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

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

12. Service Standards

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

The Program provided to users of the system will be based on the following eligibility criteria.

Eligibility

Individuals who are interested in using the CAP services must apply through a written application process. The eligibility process can take up to twenty-one (21) calendar days to complete. A functional assessment/interview may be required as part of the eligibility process. After qualifying for service, all approved individuals are subject to recertification every three years or if there is a change in address or health condition, whichever is sooner. To receive an application please visit our website at www.colliertransit.com, visit or call the center. CAP is intended to serve a limited group of people, specifically those who have no other means of transportation and qualify under the following sponsored programs:

Americans with Disabilities Act (ADA): Individuals whose physical or mental impairment prevent use of the CAT bus service (fixed route). In addition, the individual's origin and destination must be within the ADA corridor, which is defined as a service corridor that extends three-quarters ($\frac{3}{4}$) of a mile on either side of CAT bus service (fixed route).

Visitors who are unable to utilize CAT bus service (fixed route) may be eligible to utilize paratransit services. Visitors will be required to provide proof of their visitor status, proof of their disability if it is not apparent, and certify that they are unable to use fixed route service. For more information please contact our Customer Service Department at 239-252-7272. For service beyond the 21 days, an application will be required.

Transportation Disadvantaged (TD): Individuals who because of a mental or physical disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to healthcare, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped, or high risk or at risk (as defined in § [411.202](#)). In addition, the individual's trip origin and/or destination must reside outside the ADA corridor.

Agencies: Individuals whose trips are funded under a negotiated agency contract.

The standards listed below are those that are required by Section 41-2.006, Florida Administrative Code and the Code of Federal Regulations.

U. Pick-Up Window

Passengers are not given a set pick-up time. Instead, they are told to be ready for their ride to arrive from between one to two hours before their appointment time. This window is dependent on the service area of the pick-up and drop-off points. The service areas are defined as the Naples Service Area, Golden Gate Estates Service Area, Marco Island Service Area and Immokalee Service Area. Trips within one service area have a one hour window. Trips between service areas have a two-hour window. The one to two hour windows are inclusive of travel time between pick-up and drop-off. The CTC may negotiate special pick-up arrangements with the customer, in advance, as the situation dictates. These arrangements shall be documented and maintained on file to distinguish these trips from regularly scheduled trips for determining on-time performance. Medical appointments and employment must follow the “30 minutes early to zero minutes late” policy.

A Group Trip per passenger is defined as a trip where three or more eligible Transportation Disadvantaged customers on one vehicle being picked up at multiple origins and traveling to one single destination or being picked up from one single origin and traveling to multiple destinations. A Group Trip per Group is defined as a trip where three or more eligible Transportation Disadvantaged customers on one vehicle being picked up from a single origin and traveling to a single destination. The CTC may negotiate special arrangements with the customer or agency, in advance, for a group trip. These special arrangements will be documented and evaluated separately for on-time performance. Every effort will be made by the CTC to keep the ride times within the service window for these trips.

All return trips are also scheduled in advance. The pick-up process for return trips is the same as the originating trip. Depending on the location, the window may be one or two hours. General expectations are that travel within a single service area will be within the one hour window and trips between service areas will have a two-hour window.

SECTION 4 UPDATED TABLES AND STATISTICS

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

SERVICE AREA PROFILES AND DEMOGRAPHICS

An Overview of Collier County

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

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

Collier County Demographics

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

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

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

Florida. Collier County population grew at over 25 percent, while the state population grew at over 19 percent. The population density that exists in Collier County, however, is much less than the overall population density for the state, with 172 persons per square mile versus 370 persons per square mile. This is due to the vast amount of land that is in a natural state or environmentally protected by the federal or state government.

Table 7: Population and Population Density

Area	Population (1990)	Population (2000)	Population (2016)	Population Growth (2000-15)	Land Area (Sq. Miles)	Density (2015) (persons per square mile)
Collier	152,099	251,377	348,236	38.53%	2,025.34	172
Florida	12,938,071	15,982,378	19,934,451	24.73%	53,926.82	370

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

Population Age Characteristics

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

**Table 8
 Population Age Distribution, 2016**

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

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

Income Characteristics

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

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

Table 9
Annual Household Income Distribution, 2016

Area	Annual Household Income											
	\$0 - \$9,999		\$10,000 - \$24,999		\$25,000 - \$34,999		\$35,000 - \$49,999		\$50,000 - \$74,999		Over \$75,000	
	Pop	%	Pop	%	Pop	%	Pop	%	Pop	%	Pop	%
Collier	6,535	4.9%	16,506	12.4%	13,815	10.4%	18,073	13.6%	25,041	18.8%	53,361	48.0%
Florida	556,637	7.5%	1,267,971	17.2%	838,036	11.3%	1,102,789	14.9%	1,350,797	18.3%	2,277,089	30.9%

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

Employment Characteristics

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

Table 10
Employment Characteristics for Collier County, 2016

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

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

Vehicle Availability

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

Table 11
Vehicle Availability Distribution, 2016

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

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

Travel to Work

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

Table 12
Travel to Work – Commute Times

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

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

Mode of Travel to Work

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

Table 13
Mode of Travel to Work Distribution

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

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

(1) Housing Classifications and Patterns

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

Educational Profiles

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

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

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

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

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

**Table 15
Educational Attainment**

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

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

TD Population Forecasts

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

Table 16: TD Population Forecast

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

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

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

SECTION 5 CONCLUSIONS

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

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

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

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