



Transportation Disadvantaged Service Plan

Major Update

Adopted October 25, 2013

ADA SERVICE PARATRANSIT Service Bus Plan
 TRANSPORTATION BOARD TDSP TDSP ADA TD Disadvantaged
 ATM COLIER BUS ADA TRANSPORTATION TDSP PARATRANSIT TD COORDINATED
 CAT PARATRANSIT Transportation SERVICE TRANSPORTATION Transportation
 COORDINATED DISADVANTAGED PARATRANSIT ADA TD BUS PLAN
 CTD Disadvantaged COLIER DISADVANTAGED TRANSPORTATION TRANSPORTATION Coordinated
 ATM Transportation COLIER DISADVANTAGED TRANSPORTATION TRANSPORTATION Coordinated
 ATM LCB Disadvantaged SERVICE DISADVANTAGED Disadvantaged MPO TD LOCAL BUS
 LCB COORDINATED COORDINATED PARATRANSIT
 ADA SERVICE ADA SERVICE ADA SERVICE LCB
 TD ADA CTC TD LCB Local Local
 Collier Service Paratransit
 PARATRANSIT TRANSPORTATION TRANSPORTATION Service CTC TD
 CTC TRANSPORTATION PLAN COLIER TD Collier TD Disadvantaged LOCAL ATM
 TD COLIER SERVICE Paratransit DISADVANTAGED COORDINATED PLAN COLIER
 ATM DISADVANTAGED COORDINATED Paratransit TRANSPORTATION Local ATM
 COORDINATED COORDINATED TD TD TD COORDINATED COORDINATED TDSP DISADVANTAGED PLAN
 DISADVANTAGED TDSP COLIER LOCAL TRANSPORTATION Collier TDSP
 TD CAT CTC Local Paratransit BOARD PLAN TD TD
 CTD LCB COLIER Paratransit BOARD PLAN TD TD
 PARATRANSIT TD LCB DISADVANTAGED BOARD COORDINATED COLIER TD Plan
 ATM Plan COLIER ADA Transportation COLLIER COORDINATED CTD Paratransit LOCAL ATM
 LCB Board SERVICE CTD BOARD TDSP ADA PARATRANSIT TRANSPORTATION DISADVANTAGED
 TDSP TD Board PARATRANSIT Coordinated TDSP TD PARATRANSIT PLAN TDSP ATM BUS
 COLLIER CAT BOARD PARATRANSIT Coordinated CAT ADA Coordinated TDSP ATM MPO
 TRANSPORTATION Service CTD MPO DISADVANTAGED TRANSPORTATION Transportation COLLIER MPO
 LOCAL COORDINATED ADA DISADVANTAGED TRANSPORTATION Disadvantaged LOCAL COORDINATED
 TD Disadvantaged ADA DISADVANTAGED LOCAL TRANSPORTATION Disadvantaged COORDINATED
 Disadvantaged LOCAL TRANSPORTATION Disadvantaged COORDINATED Bus PLAN CTC Board
 ADA TRANSPORTATION DISADVANTAGED DISADVANTAGED DISADVANTAGED
 CTC DISADVANTAGED DISADVANTAGED
 SERVICE COLLIER SERVICE COLLIER SERVICE
 CAT SERVICE COLLIER



TRANSPORTATION CTD
 Transportation Local
 Transportation Local
 Coordinated PLAN
 PARATRANSIT PLAN
 Paratransit
 Disadvantaged BUS
 Collier

**COLLIER COUNTY
TRANSPORTATION DISADVANTAGED SERVICE PLAN
(TDSP)
Major Update**

**A COORDINATED PUBLIC TRANSIT-HUMAN
SERVICES TRANSPORTATION PLAN**



Prepared by:
Collier Metropolitan Planning Organization

In coordination with:
***Collier County Local Coordinating Board for the Transportation Disadvantaged
&
Collier Alternative Transportation Modes Department***

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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 October 25, 2013.

10/25/13

Date

Donna Fiala

Donna Fiala
County Commissioner, District 1
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
Approval of Collier County's
Transportation Disadvantaged Service Plan Major Update

Name	Representing	Yes	No	Absent
Commissioner Donna Fiala	Chair			X
Harold Kurzman	Elderly	X		
Mary Edwards	Citizens with Disabilities			X
Ellie Roberts	Citizen Advocate /Non User	X		
VACANT	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		
Angela Wood	Florida Dept. of Elder Affairs			X
Barbara Ridings	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		
N/A	Local Mass Transit			X
VACANT	Private Transportation Industry			X
Deborah Chesna	Local Medical Community	X		

I. DEVELOPMENT PLAN

A. INTRODUCTION TO THE SERVICE AREA

1. Background of the TD Program

Under Chapter 427, the local Metropolitan Planning Organization, serving as the designated planning agency for the Transportation Disadvantaged program, is tasked with nominating a qualified governmental agency to serve as the Community Transportation Coordinator (CTC). In 1999, the Collier Metropolitan Planning Organization (MPO) as the planning agency, determined that it was appropriate and in the best interest of the public health, safety and welfare of the community to designate the Collier County Board of County Commissioners (BCC) as the CTC for Collier County. The BCC accepted this recommendation and was designated the CTC by the Commission of Transportation Disadvantaged (CTD). Subsequent Resolutions from the Local Coordinating Board and the Collier MPO have been made to the CTD, reaffirming the 1999 recommendation in 2002, 2007 and 2012.

The County Alternative Transportation Modes Department (ATM) was designated by the CTC to manage and coordinate the Collier Area Transit (CAT) Paratransit Program. Through approved procurement procedures, a selection committee selected vendors to provide public transportation services for the local fixed-route and paratransit operations. On January 14, 2010, Tectrans, Inc., now known as Keolis Transit America, Inc. (Keolis), became the contracted provider of the local fixed-route and paratransit services. The paratransit services include ADA and Transportation Disadvantaged.

Due to funding limitations and the large number of requested trips that were required to be performed, the CTC opted out of providing Medicaid transportation trips when its contract expired on June 30, 2012. Since July 1, 2012, Medicaid transport trips have been provided by Medical Transportation Management, Inc. (MTM). As such, the Medicaid trips are no longer controlled or managed by the CTC.

2. CTC Designation

The Collier County Board of County Commissioners (BCC) has served as the Community Transportation Coordinator (CTC) for Collier County since 1999. The BCC has designated the Alternative Transportation Modes Department (ATM) to manage the Collier Area Transit (CAT) Paratransit Program and the responsibilities for the CTC. CAT fixed route and paratransit services are operated by Keolis Transit America, Inc.

Collier Area Transit operates ten routes on a fixed-route system. The entire fleet is equipped with lifts that are compatible with the Americans with Disabilities Act of 1990 (ADA).

Collier County CTC is considered a complete brokerage, contracting all fixed-route, paratransit and transportation disadvantaged operations to Keolis Transit America, Inc. The Commission for Transportation Disadvantage (CTD) contracts directly with MTM who operates Medicaid transportation.

As the designee for the CTC, ATM through CAT and Keolis perform the basic elements of coordinating the paratransit program in Collier County. These elements include call intake, certification, eligibility, reservations, scheduling, transportation, reporting, cost-sharing and information sharing. Other administrative support elements for the paratransit program, includes grant writing and management, planning, and public information.

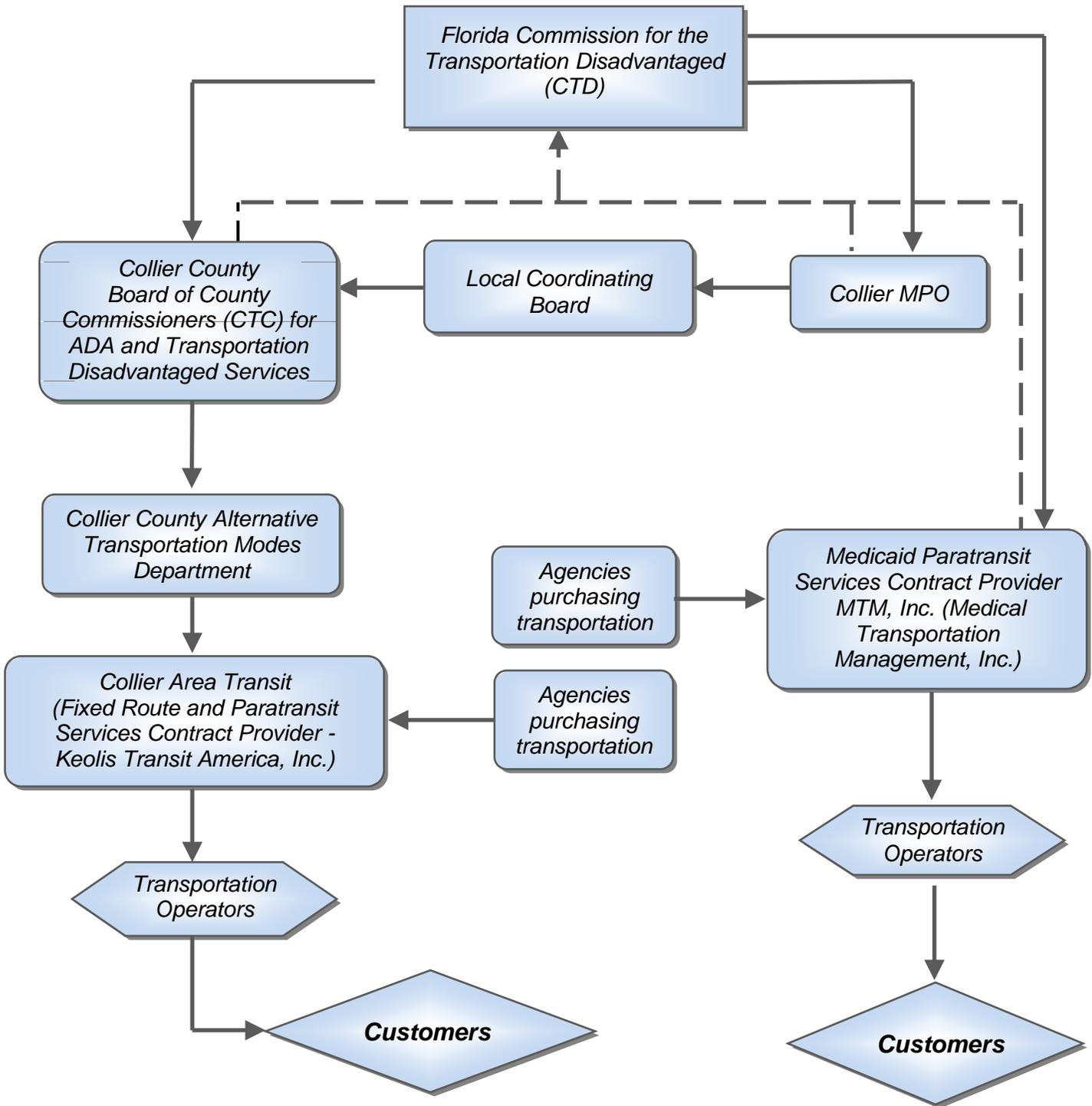
The ADA program provides service to people who reside within $\frac{3}{4}$ miles of an existing CAT bus route (with origins and destinations within $\frac{3}{4}$ miles of a fixed-route), have transportation needs that fall within the service schedule of CAT, but cannot access the bus system due to a disability. The TD program provides service to people residing in areas where CAT bus routes are not available, and who have no other means of transportation.

As the contract provider of Medicaid services for the CTD, MTM provides transportation for individuals on Medicaid to Medicaid eligible services who cannot travel by the CAT bus routes and have no other means of transportation. MTM coordinates with the CTC and the Local Coordinating Board. The Local Coordinating Board (LCB) coordinates and provides guidance to the Medicaid provider to ensure that all services are consistent with the needs and resources of the community. It is noted that the LCB does not monitor or evaluate the Medicaid provider.

3. Organization Chart (see Figure 1)

Figure 1 shows the organizational chart of those that provide service for the Transportation Disadvantaged. It is noted that the CTC provides ADA and Transportation Disadvantaged services and MTM provides Medicaid services. The LCB monitors and evaluates the CTC. The LCB only coordinates with Medicaid provider, to ensure that all services are consistent with the needs and resources of the community, but does not monitor or evaluate the Medicaid provider.

**Figure 1
Organizational Chart**



4. Consistency Review of Other Plans

Pertinent portions of the following plans were reviewed in order to determine consistency and identify existing goals, objectives and policies that support transit and paratransit issues.

- Collier County's Growth Management Plan
- Marco Island's Comprehensive Plan for Future Growth
- City of Naples' Comprehensive Plan
- 2012 Transit Development Plan for Collier Area Transit
- Collier MPO 2035 Long-Range Transportation Plan
- Collier MPO Comprehensive Pathway (Bicycle/Pedestrian) Plan
- Collier MPO Transportation Improvement Program (TIP)
- Strategic Regional Policy Plan by the Southwest Florida Regional Planning Council (SWFRPC)
- Commission for the Transportation Disadvantaged 5 and 20 year plans
- Transit 2060: Florida's Strategic Plan for Public Transportation

To the maximum extent feasible, this Service Plan is consistent with all of the above-referenced plans. By reducing the number of individual trips and vehicles on the road, the coordinated system helps address concerns regarding roadway safety and capacity constraints.

5. Public Participation/Outreach

Pursuant to Chapter 427, Florida Statutes, the purpose of a Local Coordinating Board (LCB) is to develop local service needs and to provide information, advice, and direction to the community transportation coordinator on the coordination of services to be provided to the transportation disadvantaged. The LCB reviews and approves the TDSP, evaluates CTC services provided, and assists the CTC with issues related to the delivery of transportation disadvantaged services. Rule 41-2.012, Florida Administration Code (FAC) outlines the membership of the LCB to include the following:

- Chairperson - a member of the MPO – elected official from the county that the LCB serves.
- A local representative of the Florida Department of Transportation;
- A local representative of the Florida Department of Children and Family Services;
- A local representative of the public education community which could include, but not be limited to, a representative of the District School Board, School Board Transportation Office, or Headstart Program in areas where the School District is responsible;
- A local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education;
- A person recommended by the local Veterans Service Office representing the veterans of the county;

- A person who is recognized by the Florida Association for Community Action (President), representing the economically disadvantaged in the county;
- A person over sixty representing the elderly in the county;
- A person with a disability representing the disabled in the county;
- Two (2) citizen advocate representatives in the county; one who must be a person who uses the transportation service(s) of the system as their primary means of transportation;
- A local representative for children at risk;
- The chairperson or designee of the local mass transit or public transit system's board, except in cases where they are also the Community Transportation Coordinator;
- A local representative of the Florida Department of Elderly Affairs;
- An experienced representative of the local private for-profit transportation industry.
- A local representative of the Florida Agency for Health Care Administration;
- A representative of the Regional Workforce Development Board; and
- A representative of the local medical community, which may include, but not be limited to, kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, local health department or other home and community based services, etc.

See **Appendix A** for Collier County Local Coordinating Board Membership Certification.

The Local Coordinating Board meets on a quarterly basis. These meetings are held in accessible locations and open to the public. In addition to the membership listed above, the mailing list for the LCB quarterly meeting agendas include transportation partners, transportation disadvantaged passengers and advocates, human service organizations, faith-based and community based organizations, local school districts and others. The Collier County LCB seeks input from the public at all its meetings and makes a concerted effort to include many community partners and advocacy groups in the planning, evaluation, and service development processes throughout the year. In addition, an annual public hearing is held and advertised to the public as required under the CTD regulations. The MPO arranges for the annual meeting to be video recorded and aired on the Collier County Government Channel.

Informal public involvement and outreach is also conducted by staff members of the Collier County Alternative Transportation Modes, the Collier Metropolitan Planning Organization and contractors for Collier Area Transit.

As part of the development of this TDSP document, input was solicited from the Collier Metropolitan Planning Organization (MPO) Board on October 11, 2013. A preliminary draft of this TDSP was discussed at the LCB meeting on September 12, 2013. It was also made available during a LCB special meeting on September 25, 2013 and went before the LCB on October 25, 2013 for final approval. Public input was also solicited during the annual public meeting on March 6, 2013 and at an LCB meeting on May 1, 2013.

The MPO, ATM and CAT have continually conducted public outreach activities to identify transportation needs for Collier County. Through these efforts, the following community transportation needs have been repeatedly expressed:

- Extended service hours;
- Increased routes;
- Geographical service connections – including additional connections to and from Lee County;
- More frequent transit service; and
- The addition of Bus Shelters / Benches.

B. SERVICE AREA PROFILE AND DEMOGRAPHICS

1. Service Area Description

Created in 1923, Collier County is located on Florida's west coast. Collier County occupies a land area of 2,026 square miles, making it one of the largest counties in Florida. There are nearly 50 miles of public beaches and a number of local, state and national preserves. Collier County is bordered by Broward and Dade to the east, Lee and Hendry counties to the north, and Monroe County to the south. The county consists of three incorporated areas: Naples, Everglades City, and Marco Island. Collier County is located in the Bonita Springs-Naples urbanized area, as designated by the Year 2010 Census.

The County's early economic growth has been associated with a millionaire from Memphis, Barron Giff 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. These additions attracted many people to the area. In 1950, the number of residents in Collier County was 6,488; by 1980, that number had grown to 85,000. The U.S. Census Bureau reported the population in the year 2000 was 251,377 and has grown to 328,134 as of 2012.

2. Collier County Demographics

a. Land Use

Over 80% of the land in Collier County is set aside as preserve lands, including Big Cypress National Preserve, Everglades National Park, two national wildlife refuges, one national research reserve, three state parks, one state forest and many county, city and private parks and nature preserves. These areas cannot be developed and still Collier County's population continues to grow. While much of the

population growth is occurring in the unincorporated areas east and immediately west of Interstate 75, the high density residential areas continue to be located in the urban coastal areas. In January 2011, CAT established a new east/west fixed route corridor to include the addition of service along Golden Gate Parkway. This was intended to help ease transportation demand along the east/west corridors of Collier County.

b. Population

According to the 2010 U.S. Census, the most populous city in Collier County is Naples with an estimated population of 19,537. The City of Marco Island is the second largest city, with an estimated population of 16,413. The population of the City of Everglades City is estimated at 400. The population of the county’s unincorporated area is 285,170 residents. From 2000 to 2012, the population of Collier County increased from 251,377 to 328,134, an increase of 31% percent.

(1) Total Population and Density

Table 1 displays population, population growth, and population density for Collier County and Florida as a whole. From 1990 to 2012, Collier County grew at a rate much higher than that of the State of Florida. Collier County population grew at over 30 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 162 persons per square mile versus 353 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 1
Population and Population Density**

Area	Population (1990)	Population (2000)	Population (2012)	Population Growth (2000-12)	Land Area (Sq. Miles)	Density (2012) (persons per square mile)
Collier County	152,099	251,377	328,134	30.53%	2,025.34	162
Florida	12,938,071	15,982,378	19,057,542	19.24%	53,926.82	353

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) 2011 U.S. Census Bureau American Community Survey (ACS) 1 year estimates

(2) Age

Table 2 charts the age group percentages for both Florida and Collier County. According to American Community Survey (ACS) estimates provided by the U.S. Census, 27.2% of Collier County’s population is 65 years of age or older. This is over 9% higher than the state of Florida. The 55-64 age cohort continues to comprise the smallest portion of the population in Collier County and the State of Florida, with approximately 13 percent and 12 percent of the population, respectively. The 0-19, 20-34, and 35-54 age cohorts are all somewhat less than those for the State of Florida.

**Table 2
Population Age Distribution, 2011**

	Age Cohorts				
Area	0-19	20-34	35-54	55-64	65 +
Collier County	21.3%	14.9%	23.2%	13.4%	27.2%
Florida	23.6%	19.0%	27.1%	12.7%	17.6%

Source: 2011 U.S. Census Bureau American Community Survey (ACS) 1 year estimates

(3) Income

Table 3 compares the distribution of household income in Florida and Collier County. The percent of households with incomes in the categories under \$25,000 are lower than the percentages 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 2006-2010 American Community Survey 5-year estimates, the median household income for the State of Florida is \$47,661. Collier County has a significantly higher median household income of \$58,106.

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 3
Annual Household Income Distribution, 2011

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	6,817	5.5%	20,080	16.2%	15,494	12.5%	18,592	15.0%	23,550	19.0%	39,416	31.8%
Florida	596,928	8.4%	1,378,619	19.4%	866,967	12.2%	1,073,049	15.1%	1,286,237	18.1%	1,904,484	26.8%

*Source: U.S. Census, 2006 – 2010 American Community Survey 5-Year Estimate
2011 U.S. Census Bureau American Community Survey (ACS) 1 year estimates*

(4) Employment Characteristics

Table 4 compares the Collier County labor force employment characteristics to the State of Florida employment characteristics. As of March 2013, approximately 7.5% 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 8.0%.

Table 4
Employment Characteristics for Collier County, 2013

Area	Percentage of Labor Force Employed	Percentage of Labor Force Unemployed
Collier	92.5%	7.5%
Florida	92.0%	8.0%

Source: Bureau of Labor and Employment Statistics, US Department of Labor, Employment Figures Released March 2013

(5) Largest Employers

Table 5 lists the top twenty-six largest employers in Collier County. The largest employer in Collier County is the Naples Community Hospital. Other large employers include Collier County Government, Ritz-Carlton-Naples, Garguilo, Inc. and Arthrex, Inc.

**Table 5
Collier County Largest Employers**

Employer	Type of Business	Total Employees
Naples Community Hospital	Health Care	4,000
Collier County Government	Government	1,592
Ritz-Carlton-Naples	Hospitality	1,110
Garguilo Inc.	Agriculture	1,110
Arthrex Inc.	Research and Development	1,056
Collier County's Sheriff's office	Government	1,029
Home Team Inspection Svc.	Real Estate	900
Publix Super Markets	Grocery	800
Marriott	Hospitality	700
Naples Grande Beach Resort	Hospitality	700
Downing Frye Realty	Real Estate	550
Gulf Bay Group Co	Real Estate	500
Moorings Park – Home Health	Health Care	500
Continental Transportation Svc	Transportation	500
Bentley Village	Retirement Community	470
John R. Wood Realtor	Real Estate	400
U.S. Post Office	Government	380
Finnegan Team	Real Estate	375
Naples Beach Hotel & Golf Club	Hospitality	350
Wal-Mart	Retail & Grocery	325
Cemex	Construction	301
Home Depot	Retail and Service	300
Naples Lake Country Club	Hospitality	300
Nordstrom	Retail	300
Seminole Casino Immokalee	Entertainment	300
Commercial Concrete System	Construction	290

Source: ReferenceUSA, study received from FGCU; 12/21/2010 Collier County Gov Net

(6) Automobile Ownership and Use

a. Vehicle Availability

Table 6 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 6
Vehicle Availability Distribution, 2011**

Household Vehicle Availability				
Area	None	% of Total	One or More	% of Total
Collier	6,760	5.1%	126, 072	94.9%
Florida	258,110	5.7%	7,681,987	94.3%

Source: 2011 U.S. Census Bureau American Community Survey (ACS) 1 year estimates

b. Travel to Work

Table 7 compares the distribution of travel time to work for Collier County and Florida. Approximately 67.8% of Collier County residents have a commute of less than 30 minutes, while approximately 62% of Florida residents have a commute of less than 30 minutes.

**Table 7
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%	33.3%	22.5%	22.1%	6.4%	3.9%
Florida	9.9%	28.5%	23.6%	23.5%	8.1%	6.4%

Source: 2011 U.S. Census Bureau American Community Survey (ACS) 1 year estimates

c. Mode of Travel to Work

Table 8 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 8
Mode of Travel to Work Distribution**

Area	Drive Alone	Carpool or Vanpool	Public Transportation	Walk	Other Means	Work at Home
Collier	99,952	16,470	1,461	2,346	5,240	7,363
Collier (%)	76.5%	12.6%	1.1%	1.8%	4.0%	5.6%
Florida	6,358,902	788,052	162,857	109,734	169,747	350,805
Florida (%)	77.9%	9.7%	2.0%	1.3%	2.1%	4.3%

Source: 2011 U.S. Census Bureau American Community Survey (ACS) 1 year estimates

(7) 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.

(8) Educational Profiles

A number of colleges and universities are located within Collier County and in neighboring communities and are listed in **Table 9**.

**Table 9
Names and Locations of Local Universities**

Institution Name	Location
Ave Maria University	Ave Maria
Barry University	Ft. Myers
Edison State College	Naples/Ft. Myers
Florida Gulf Coast University	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 10 depicts the educational attainment for Collier County compared to the State of Florida. More residents of Collier County have received a Bachelor’s degree than those of the State of Florida as a whole; however most of the other categories have very similar data.

**Table 10
Educational Attainment**

	Collier County	Florida
Less Than High School	18.3%	20.1%
High School or Equivalent	26.2%	28.7%
Less Than 1 Year of College	6.9%	7.5%
1 or More Years of College	14.9%	14.3%
Associate Degree	5.8%	7.0%
Bachelor’s Degree	18.2%	14.3%
Master’s Degree	5.9%	5.0%
Professional School Degree	2.9%	2.3%
Doctorate Degree	.9%	.8%

Source: 2013 data from http://www.city-data.com/county/Collier_County-FL.html#ixzz2cc7lluyY

(9) Historical Tradition

Collier County was created in 1923 from the southern portion of Lee County. It was named for Barron Collier, an advertising mogul and real estate developer who had moved into Southwest Florida and established himself as a prominent land owner.

In 1928, Tamiami Trail was completed and became the first paved highway from Tampa to Miami. Collier County continued to grow over the decades as a tourist destination. In 1949, Naples changed from a town to a city. In 1962 Collier County's seat of government was officially moved from Everglades City to East Naples. Alligator Alley (I-75) opened as an alternative to Tamiami Trail in 1968 and Marco Island incorporated to become Florida's 398th city in 1997.

(10) Cultural Descriptions

Collier County continues to experience significant growth and is becoming increasingly diverse. As of the 2010 census, 65.7% of the population was non-Hispanic whites, 25.9% was Latino or Hispanic, 6.6% was African-American and 1.1% was Asian. For the 2010 census, the Latino or Hispanic ethnic group represented the greatest source of population growth since the 2000 census, growing from 49,000 (19.6% of the total population) to 83,177 (25.9% of the total population).

(11) Governmental and Institutional Descriptions

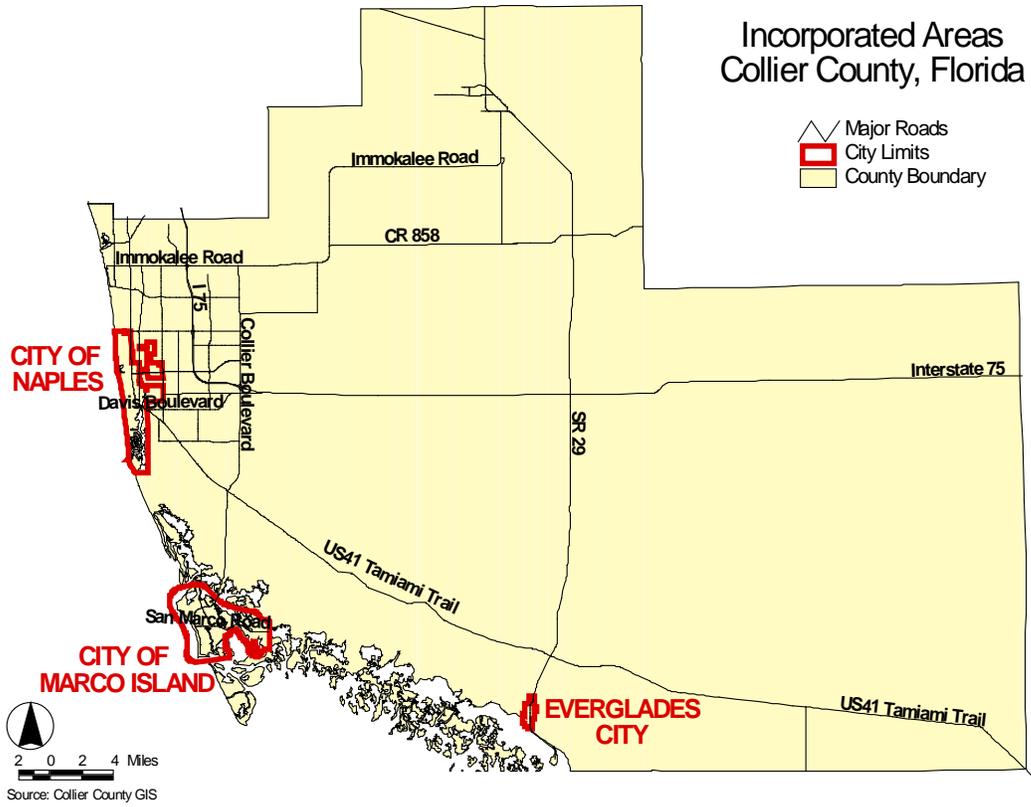
The City of Naples is the largest of the three incorporated cities in Collier County. The City encompasses approximately 9,870 acres or nearly 15.42 square miles of land area. The City's boundary may only include seven percent (7%) of the entire county land area but plays a major role in the local economy and affects the entire transportation system. In particular, the City owns and operates the Naples Municipal Airport.

Marco Island is the largest (6,000 acres) and most northerly island in the Ten Thousand Islands chain which extends to Key West.

Everglades City encompasses 768 acres, or approximately 1.2 square miles in area. The city is surrounded by waterways – the Barron River to the west and north, Lake Placid Waterway to the east, and Chokoloskee Bay to the south.

Collier County and the three municipalities are shown in **Figure 2** below.

**Figure 2
Collier County Boundary and Jurisdictions**



Collier County’s permanent population by jurisdiction is shown in **Table 11** below. The majority of the population lives in unincorporated Collier County.

**Table 11
Collier County Population by Jurisdiction, 2012**

Jurisdiction	2012 Population Estimates	
Collier County	293,343	88.93%
City of Naples	19,584	5.94%
City of Marco Island	16,521	5.01%
Everglades City	401	0.12%
Total	329,849	100.00%

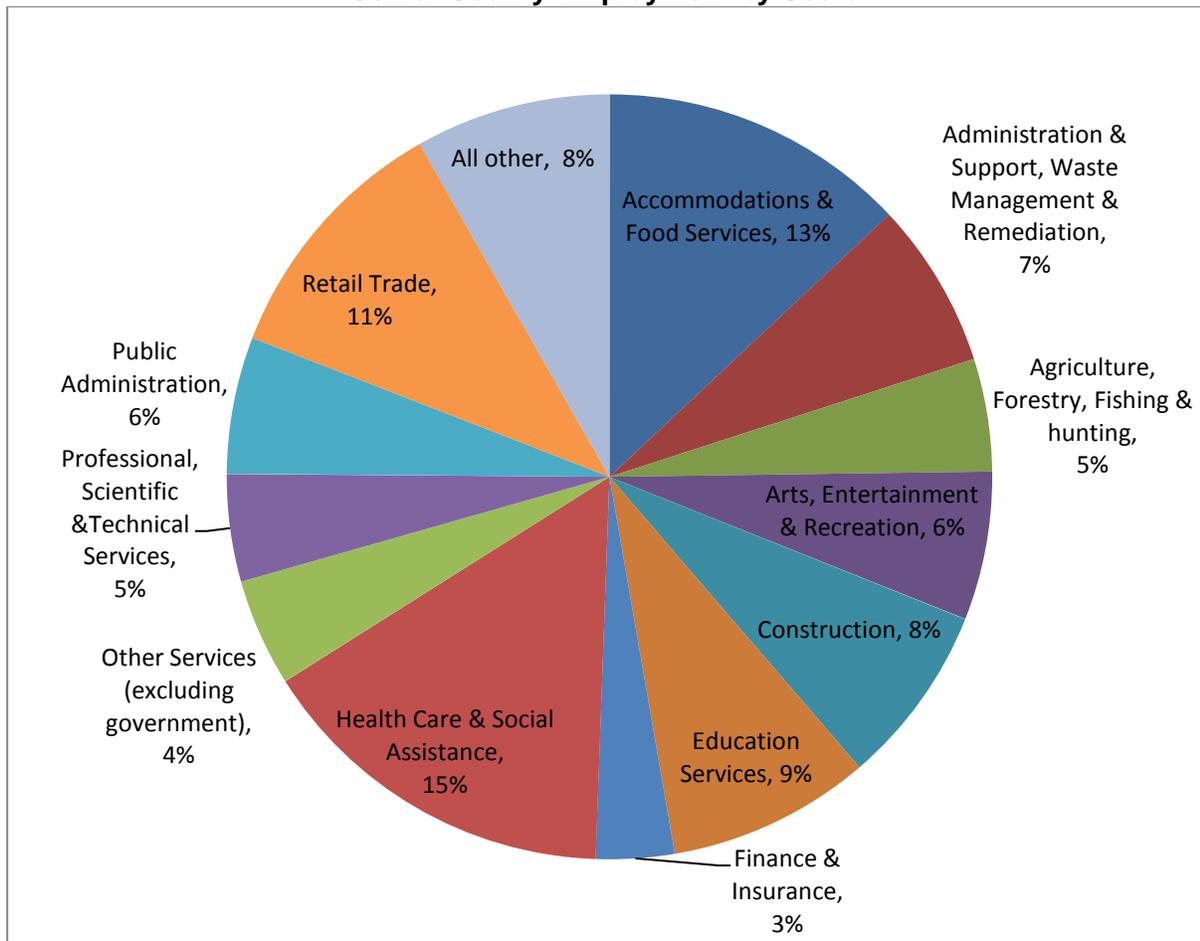
Source: Collier County Comprehensive Planning Collier County Permanent Population Estimates and Projections, April 2013

(12) Employment

As discussed above, Collier County has a significantly higher median household income of \$58,106 than the state of Florida at \$47,827. Collier County has approximately 22% of households reporting incomes in the categories under \$25,000, while the State of Florida has approximately 28%. On the other hand, Collier County is approximately 5% higher than the State of Florida in the category over \$75,000.

As shown in **Figure 3**, the largest single category of employment in Collier County is Health Care and Social Assistance. The second and third top employment industries are Accommodations/Food Services, and Retail. Combined, these two categories of service employment make up 24 percent of the employment in the county.

**Figure 3
Collier County Employment by Sector**



Source: U.S. Census Longitudinal Employer-Household Dynamics, Collier County Labor Market Home Area Profile, 2010.

Information in **Table 12** provides additional insights into the average wages by these major industry types.

**Table 12
Average Wages by Major Industry Type**

Industry Type	Average Wage
Agriculture, Fishing, Forestry, Hunting	\$14,444
Accommodations and Food Services	\$18,443
Other Services (non-governmental)	\$22,866
Retail Trade	\$23,919
Art, Entertainment and Recreation	\$26,288
Administrative Support/Waste Management and Remediation Services	\$27,178
Construction	\$35,165
Health Care and Social Assistance	\$35,679
Professional, Scientific and Technical Services	\$49,587
Finance and Insurance	\$63,555

Source: Collier County Comprehensive Planning Department, June 2012. Taken from Florida Agency for Workforce Innovation: Quarterly Census of Employment and Wages, 2009.

(13) Major Trip Generators / Attractors

Table 13 shows the major paratransit trip generators and attractors in Collier County.

**Table 13
Major Collier Area Paratransit Trip Generators and Attractors**

Medical Facilities	
Physicians Regional Medical Center (Collier Boulevard and Pine Ridge Road)	North Collier Hospital
CVS/Walgreens Pharmacy (at multiple locations through-out Collier County)	Dialysis Centers (at multiple locations through-out Collier County)
Naples Community Hospital	Children’s Medical Services
Shopping/Entertainment	
Publix (at multiple locations through-out Collier County)	Super Wal-Mart (at multiple locations through-out Collier County)
Coastland Center Mall	Pine Ridge Crossings
Bowling Woodside Lane	Carillon Place
Schools/Government Centers	
Lorenzo Walker Institute of Technology	Collier County Government Complex
Edison State College	Eden Autism Services Naples
Other Generators/Attractors	
United Cerebral Palsy	The Robert Center
Care Club	Assisted Living Facilities (at multiple locations through-out Collier County)

Source: Collier County Alternative Modes Department/CAT 2013

(14) Inventory of Available Transportation Services

In December 2012, the LCB approved the list of private transportation providers supplied by the Collier County Licensing’s Vehicle for Hire program. This program requires every vehicle which will transport passengers to obtain a permit. In 2012 there were 157 registered providers. The list is attached in **Appendix B**.

C. SERVICE ANALYSIS/NEED ASSESSMENT

This section presents estimates regarding the need and demand for transportation services among the Transportation Disadvantaged (TD) population in Collier County. It provides a quantitative transportation needs profile for the applicable TD populations and indicates unmet need for transportation in the Collier County service area.

In the TDSP guidance handbook, the CTD encourages using the “Methodology Guidelines for Forecasting TD Transportation Demand at the County Level”. This methodology was prepared for the CTD by the University of South Florida’s Center for Urban Transportation Research (CUTR) in May 1993. **Table 14** is depicted below to demonstrate the forecasted TD population using the 1993 CUTR Methodology. The table is only placed here to fulfill the requirements of the TDSP guidance handbook. 1993 Methodology will not be referenced in this TDSP.

Table 14
Category I and II Forecast of TD Population in Collier County 2013-2018

TD Population	Year					
	2013	2014	2015	2016	2017	2018
Category I	145,829	150,943	156,251	161,758	167,476	173,410
Category II	22,446	23,126	23,831	24,558	25,313	26,092

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 this section. It is intended that all future TDSP Updates will use the new estimation methodology.

(1) Population and Demand Forecasting

As a result of the 2013 CUTR Methodology, a new TD demand spreadsheet tool was developed which utilizes more current data and assumptions. The TD demand spreadsheet tool first requires the MPO to generate input. The Collier County Demographic Data was gathered from the 2010 American

Community Survey. **Table 15** below displays the age, income, and disability data gathered from the ACS and used in the CUTR methodology for estimating Florida’s TD population at the county level.

**Table 15
Collier County Population**

County Population By Age	Total Pop by Age	Population Below Poverty Level by Age	Total Population with a Disability by Age	Total Pop with Disability and Below Poverty Level by Age
< 5 Years of Age	16,981	4,587	116	26
5-17	44,900	8,941	1,688	602
18-34	53,382	11,212	2,847	548
35-64	119,293	13,423	11,296	2,388
Total Non Elderly	234,556	38,163	15,947	3,564
65-74	44,960	2,814	7,409	416
75+	37,083	2,283	13,947	875
Total Elderly	82,043	5,097	21,356	1,291
Total	316,599	43,260	37,303	4,855

Source: 2010 American Community Survey Census Data

Table 16 shows the population projections in the county for the next 25 years.

**Table 16
Collier County Total Population Projections**

County Population Projections	
2015	346,800
2020	383,200
2025	417,200
2030	447,000
2035	472,700
2040	497,700

Source: 2013 CUTR Forecasting Paratransit Services Demand Tool and Methodology

The Paratransit Service Demand Estimation Tool serves as an aid in the development of TD population and travel demand estimates. This tool was used to develop a new approach to defining transportation trip types and categories. The new 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 17** displays the population forecast for Collier County and the General TD Population versus the Critical Need TD Population.

Table 17
Population Forecast of General TD and Critical Need TD

	2013	2014	2015	2016	2017	2018
Total Population	336,959	344,032	351,254	358,627	366,156	373,842
General TD Population	141,115	144,078	147,102	150,190	153,343	156,562
Critical Need TD Population	13,652	13,939	14,231	14,530	14,835	15,146

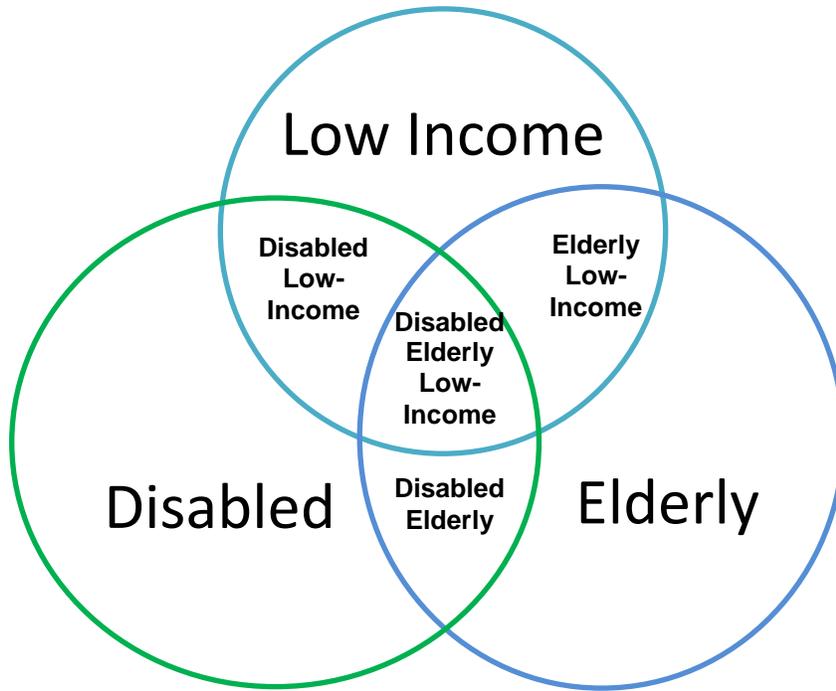
Source: 2013 CUTR Forecasting Paratransit Services Demand Tool and Methodology

According to the table, the General TD Population will make up 41.8% 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. These percentages are used to forecast the populations for the next 5 years.

a. General Transportation Disadvantaged Population

According to the CUTR methodology, the General TD population can be divided into three categories as represented in **Figure 4**. The General TD population includes those who are categorized as disabled that may have physical or mental limitations which hinder their ability to transport themselves independently. The general population also includes those persons of low income that may not have the ability to purchase transportation. Elderly population is included in the general categories as well. From these three categories there are subcategories that include populations that fall into more than one of the three major categories. In total, there are seven population categories shown in the circle component in **Figure 4** that make up the general TD population.

**Figure 4
General TD Population Circle Component**



In **Table 18**, the seven population categories are explained and estimates are given as to how many people out of the general TD population make up each category. These numbers are estimated by using the CUTR methodology and the U.S. 2010 Census demographic data of Collier County. The figures in the following table represent the estimates of 2013 population in the categories of age, income and disability.

**Table 18
General TD Population by Circle Component Category, 2013**

Population Segments	Population Estimates	% of Total General TD Population
Estimate non-elderly/disabled/ low income	3,793	2.7%
Estimate non-elderly/ disabled/not low income	13,179	9.4%
Estimate elderly/disabled/low income	1,374	1.0%
Estimate elderly/ disabled/not low income	21,355	15.1%
Estimate elderly/non-disabled/low income	4,051	2.9%
Estimate elderly/non-disabled/not low income	60,539	42.8%
Estimate low income/not elderly/not disabled	36,824	26.1%
TOTAL GENERAL TD POPULATION	141,115	100%

Source: 2013 CUTR Forecasting Paratransit Services Demand Tool and Methodology

The majority of the General TD population in Collier County is elderly, representing a total of 42.8%. The second highest represented category is composed of low-income persons; this number represents “high-risk” or “at-risk” children as well. The lowest population segment is the elderly/disabled/low income which represents where all 3 categories intersect and is estimated at 1.0% of the General TD population

The user-generated population totals (age, income and disability) are displayed in **Figure 4** and **Table 18**. Because some individuals may fall into one or more of these demographic or socio-economic categories, it is necessary to eliminate the “double counts”. The CUTR Methodology automatically calculates the overlapping populations as displayed in **Table 19**. Collier County has a non-duplicated general TD population of 132,589 individuals, or 41.9 percent of its total county population.

Table 19
General TD Population, 2010

General TD Population	% of Total
132,589	41.9%
<i>Source: 2013 CUTR Forecasting Paratransit Services Demand Tool and Methodology</i>	

b. Critical Need Transportation Disadvantaged Population and Demand Forecast

The Critical Need TD Population includes those persons that are unable to transport themselves due to severe disability or are unable to purchase or maintain transportation due to low income. These population groups are further refined to identify the critical need TD populations, or those who due to severe physical limitations or low incomes are dependent upon others for their mobility needs. In **Table 20**, Collier County has an estimated 10,320 residents with a need for transportation due to a severe disability.

Table 20
Critical Need TD Population, 2010

Critical Need - Severely Disabled TD Population			
	Not Low Income	Low Income	Totals
Non-Elderly	1,298	520	1,818
Elderly	7,507	995	8,502
TOTAL	8,805	1,515	10,320
<i>Source: 2013 CUTR Forecasting Paratransit Services Demand Tool and Methodology</i>			

Table 21 below shows the forecast of the Critical Need TD Population for the years 2013 through 2018.

**Table 21
Critical Need TD Population Forecast**

	2013	2014	2015	2016	2017	2018
Disabled	10,984	11,214	11,450	11,690	11,936	12,186
Low Income Not Disabled No Auto/Transit	2,668	2,724	2,782	2,840	2,900	2,960
Total Critical TD Population	13,652	13,939	14,231	14,530	14,835	15,146

Source: 2013 CUTR Forecasting Paratransit Services Demand Tool and Methodology

After the critical need TD population is defined, daily trip rates are applied to calculate daily and annual travel demand. This methodology uses trip rates for persons who live in households without any vehicles available from the 2009 National Household Travel Survey (NHTS).

Table 22 displays the trip rates calculated for the critical need TD population. These figures show the amount of trips made per person per day.

**Table 22
Trip Rates Used**

Low Income Non Disabled Trip Rate	
TOTAL	2.400
Less	
Transit	0.389
School Bus	0.063
Special Transit	0.049
	1.899
Severely Disabled Trip Rate	
Special Transit	0.049

Source: 2013 CUTR Forecasting Paratransit Services Demand Tool and Methodology

Table 23 calculates the daily trips made by using the critical need TD population and the trip rates per person.

**Table 23
Total Daily Trip Rates and Trip**

Total Actual Critical TD Population		Daily Trip Rates	Total
		Per Person	Daily Trips
<i>Severely Disabled</i>	10,320	0.049	506
<i>Low Income ND</i>	2,507	1.899	4,761
TOTAL	12,827		5,267

Source: 2013 CUTR Forecasting Paratransit Services Demand Tool and Methodology

The Critical TD Population can then be forecasted based on the estimates prepared in using the 2010 Census data and population estimates for specific populations at future points in time.

The CUTR methodology can also be used to predict the Daily Number of Trips by the Critical Need TD Population by using the population projections and applying the trip rate estimates that were developed. The annual trips are then calculated by multiplying the estimated daily trips by the number of days per year special services operate. Collier County operates 359 days a year.

Table 24 is Collier County's annual trip demand which is estimated to increase from 1,988,208 in the 2013 base year to 2,168,799 in 2018.

**Table 24
Critical Need TD Population Trip Demand Forecast**

Critical Need TD Population Daily Trips	2013	2014	2015	2016	2017	2018
<i>Severely Disabled</i>	538	550	561	573	585	597
<i>Low Income - Not Disabled - No Access</i>	5,067	5,173	5,282	5,393	5,506	5,622
Total Daily Trips Critical Need TD Population	5,538	5,632	5,731	5,833	5,936	6,041
ANNUAL TRIPS	1,988,208	2,021,809	2,057,595	2,094,015	2,131,079	2,168,799

Source: 2013 CUTR Forecasting Paratransit Services Demand Tool and Methodology

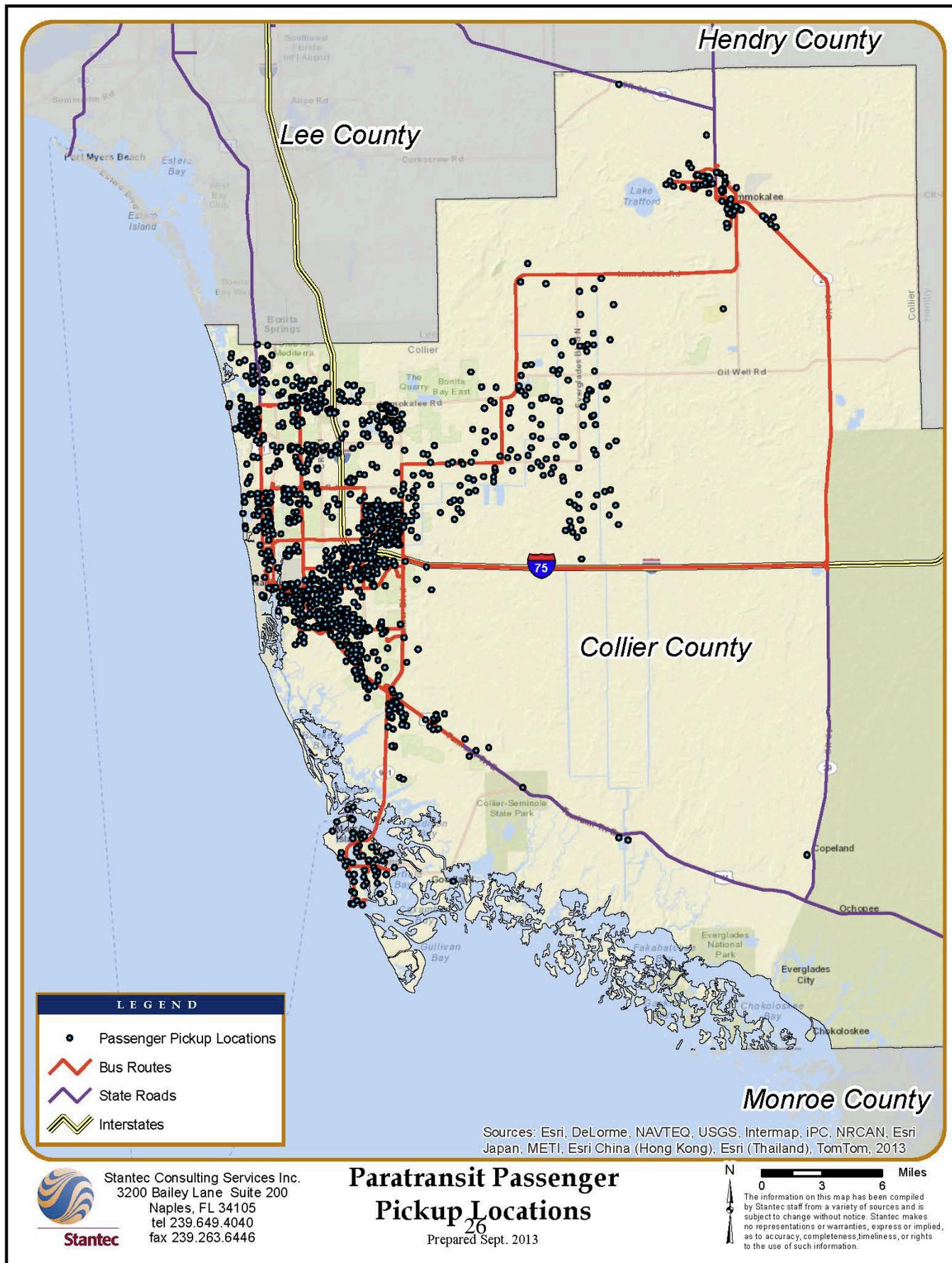
According to this methodology, the number of annual trips is projected to grow at an average rate of 1.7% for the next 5 years. In 2012, Collier Area Transit provided 546,854 paratransit trips. Using this number, it is calculated that the supply of service meets only 27% of the demand.

(2) Needs Assessment

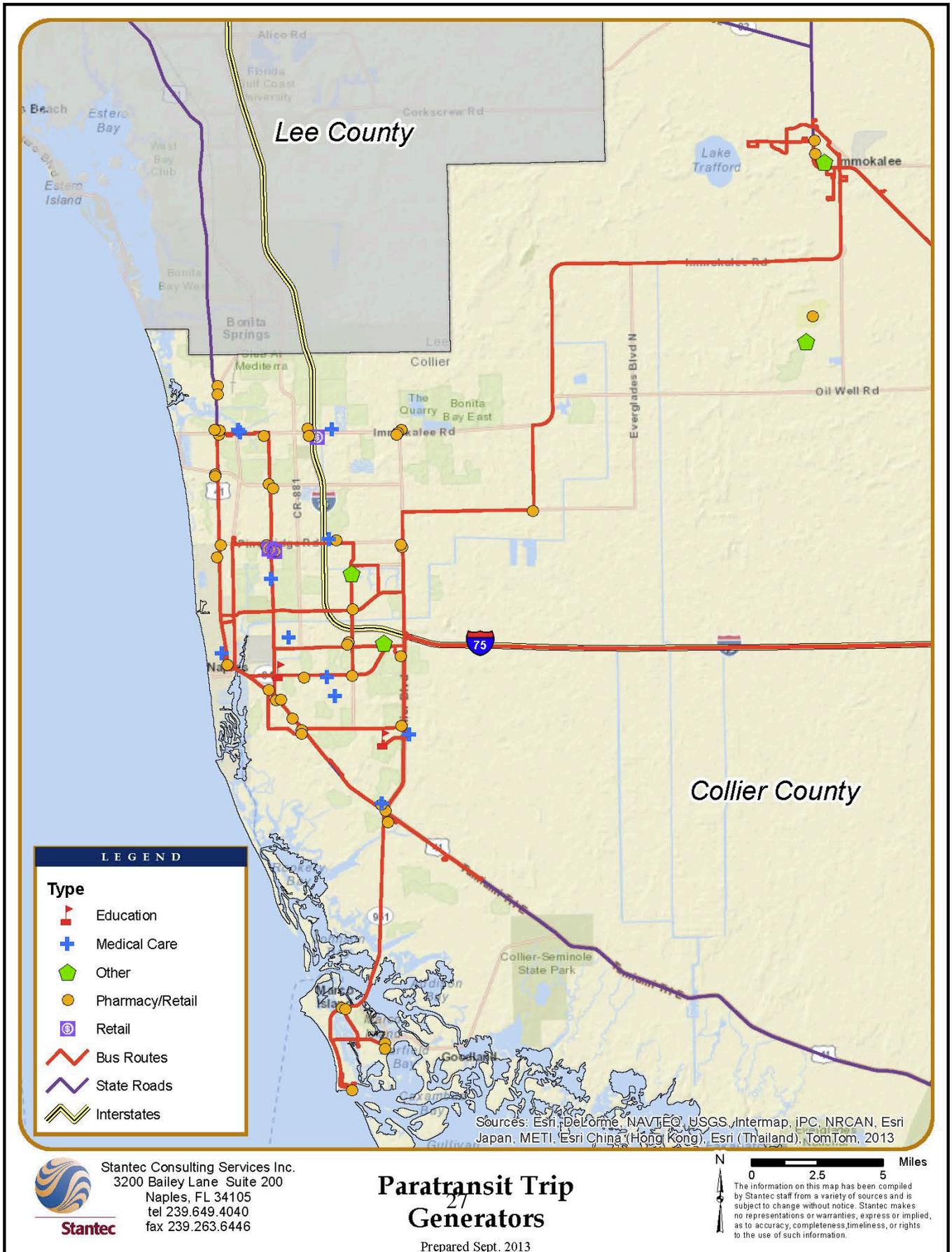
Information from the U.S. Census can be used to determine characteristics that are highly correlated with a person's or household's need for transit. Using data regarding age, income and disability, by

census block group in Collier County the general TD population can be displayed geographically. To identify the critical need TD population, data for households with no vehicles and the severely disabled is used. The spatial interpretation of data provides a better understanding of Collier County's paratransit needs. Data used in the following maps were collected through the U.S. Census, American Community Survey data. At the time of development for this TDSP Major Update, data representing the disabled population in the county was only available county wide and not available by individual census block groups. County wide data is not as detailed as census block group data and does not accurately illustrate information for the purpose of the needs assessment. This information will be available for use before the development of the next minor update and will aid in identifying the remaining general and critical need TD populations.

Figure 5
Paratransit Passenger Pickup Locations



**Figure 6
Paratransit Trip Generators**



**Figure 7
Population Above 65**

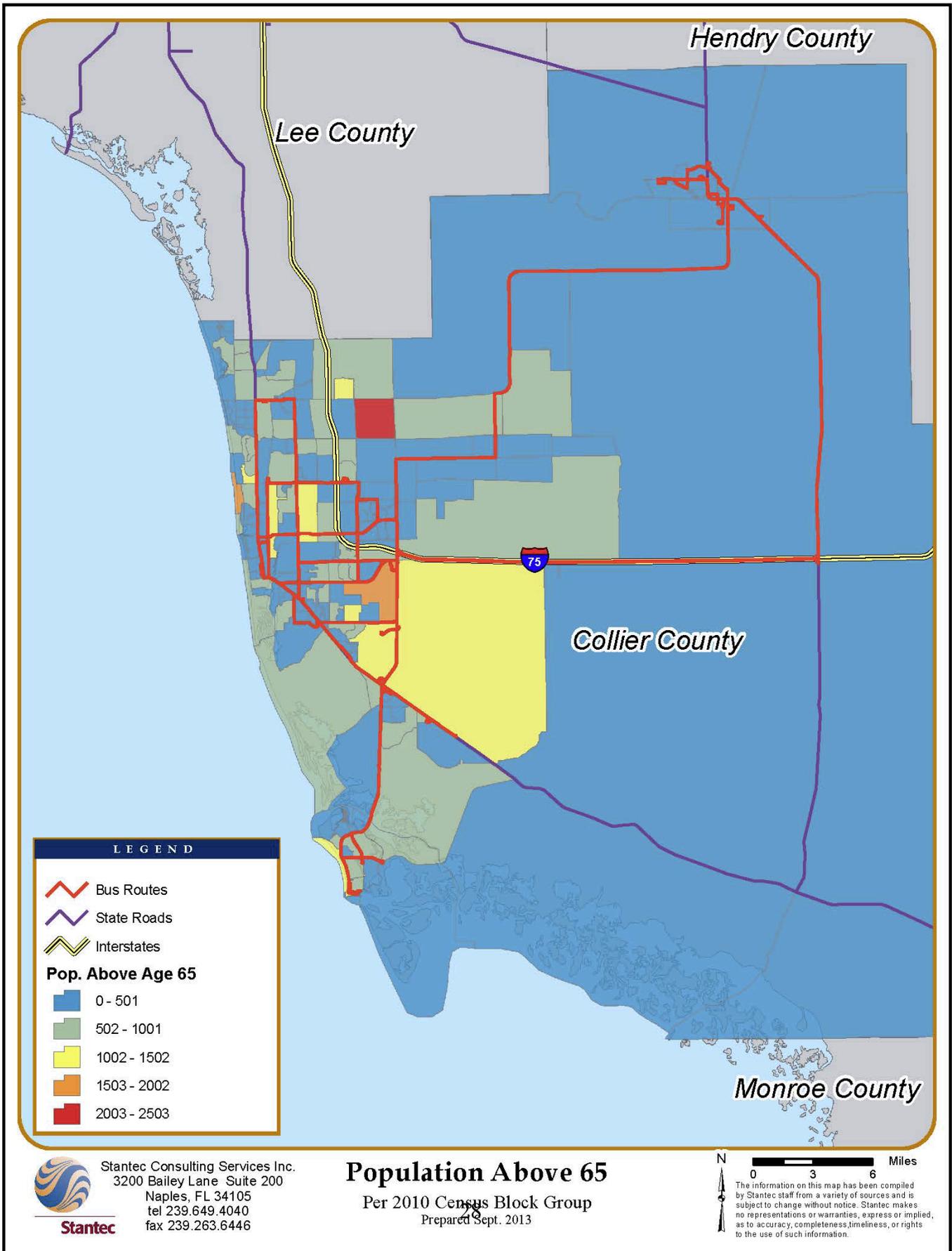


Figure 8
Population in Poverty

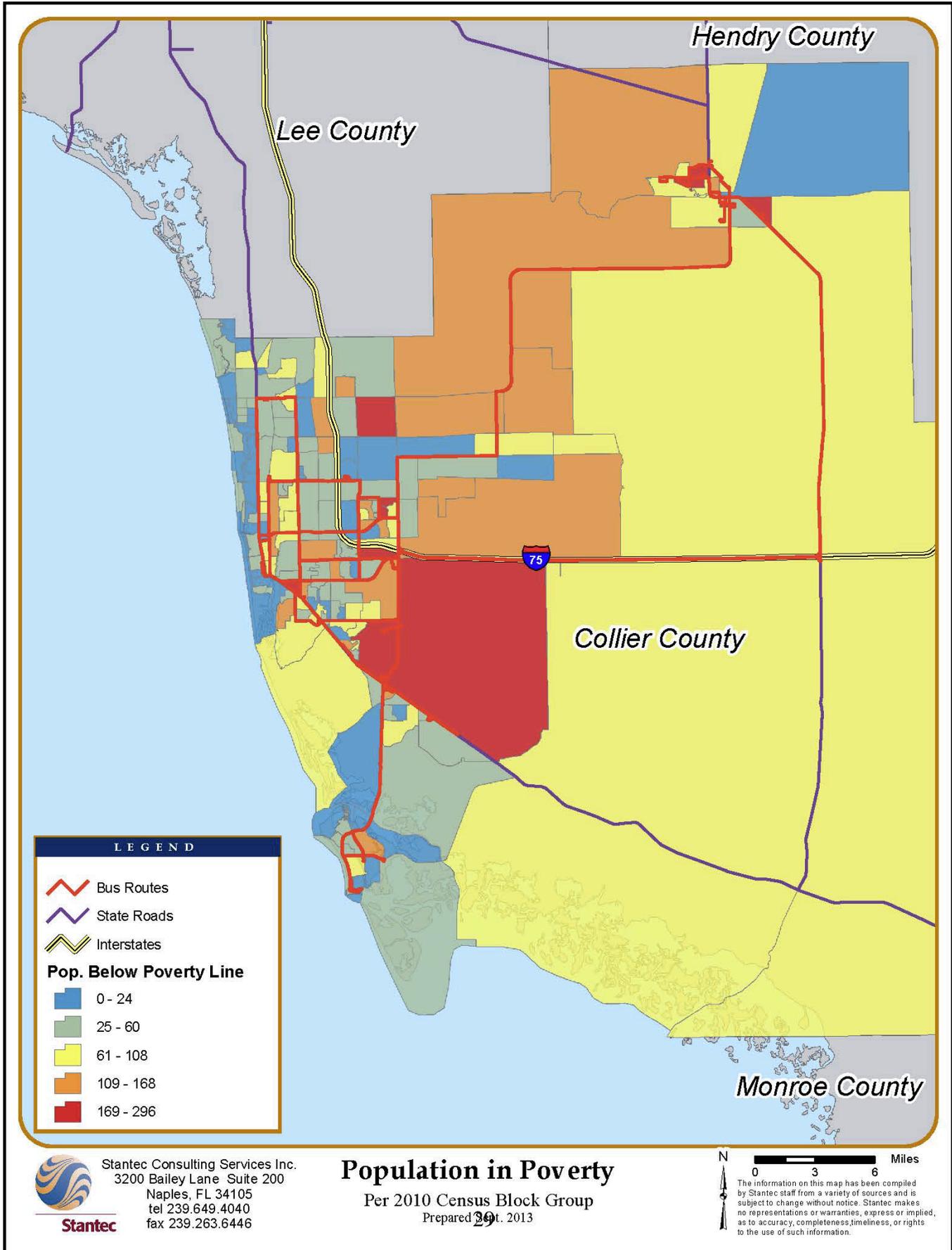
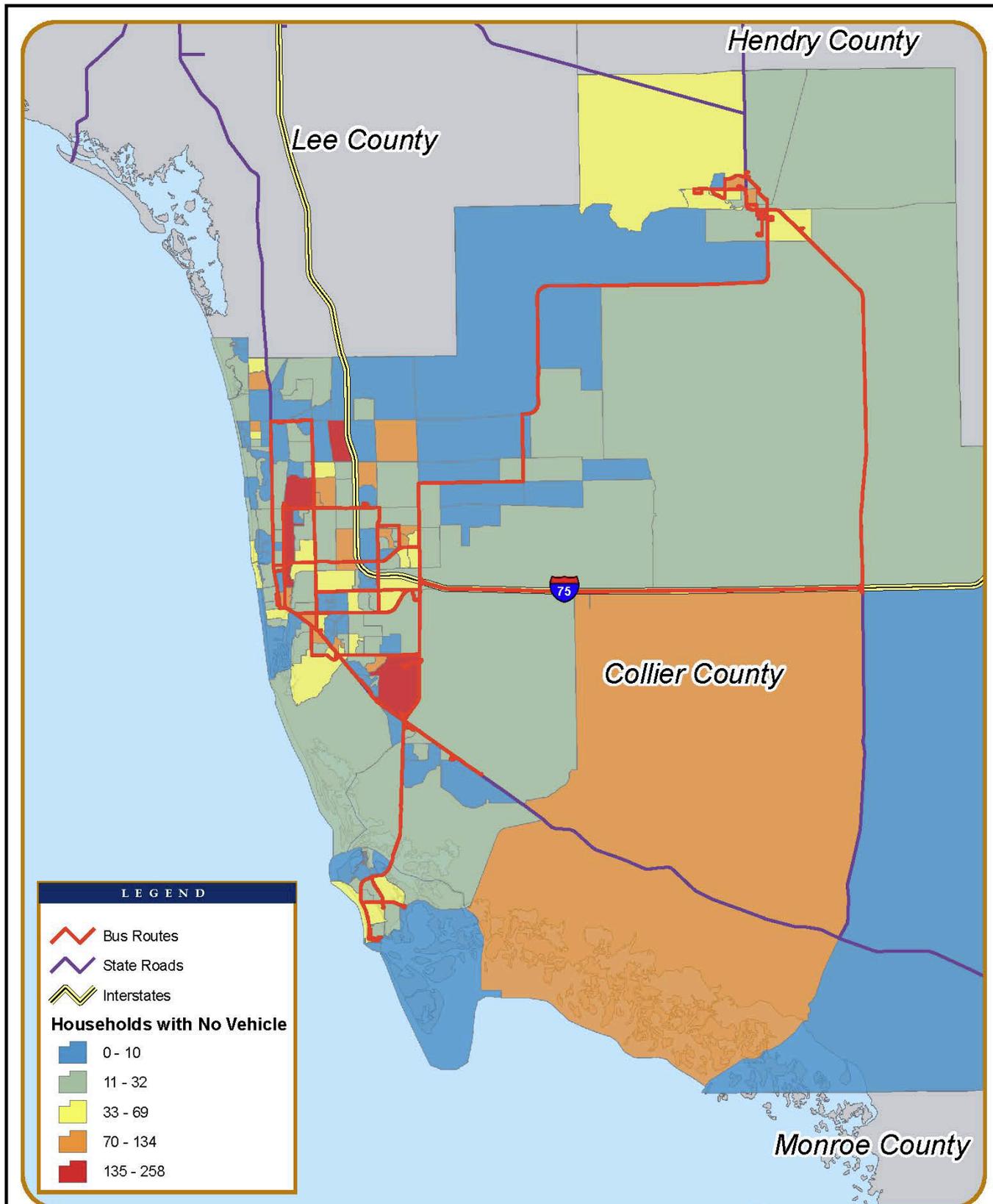


Figure 9
Households With No Vehicle



LEGEND

- Bus Routes
- State Roads
- Interstates

Households with No Vehicle

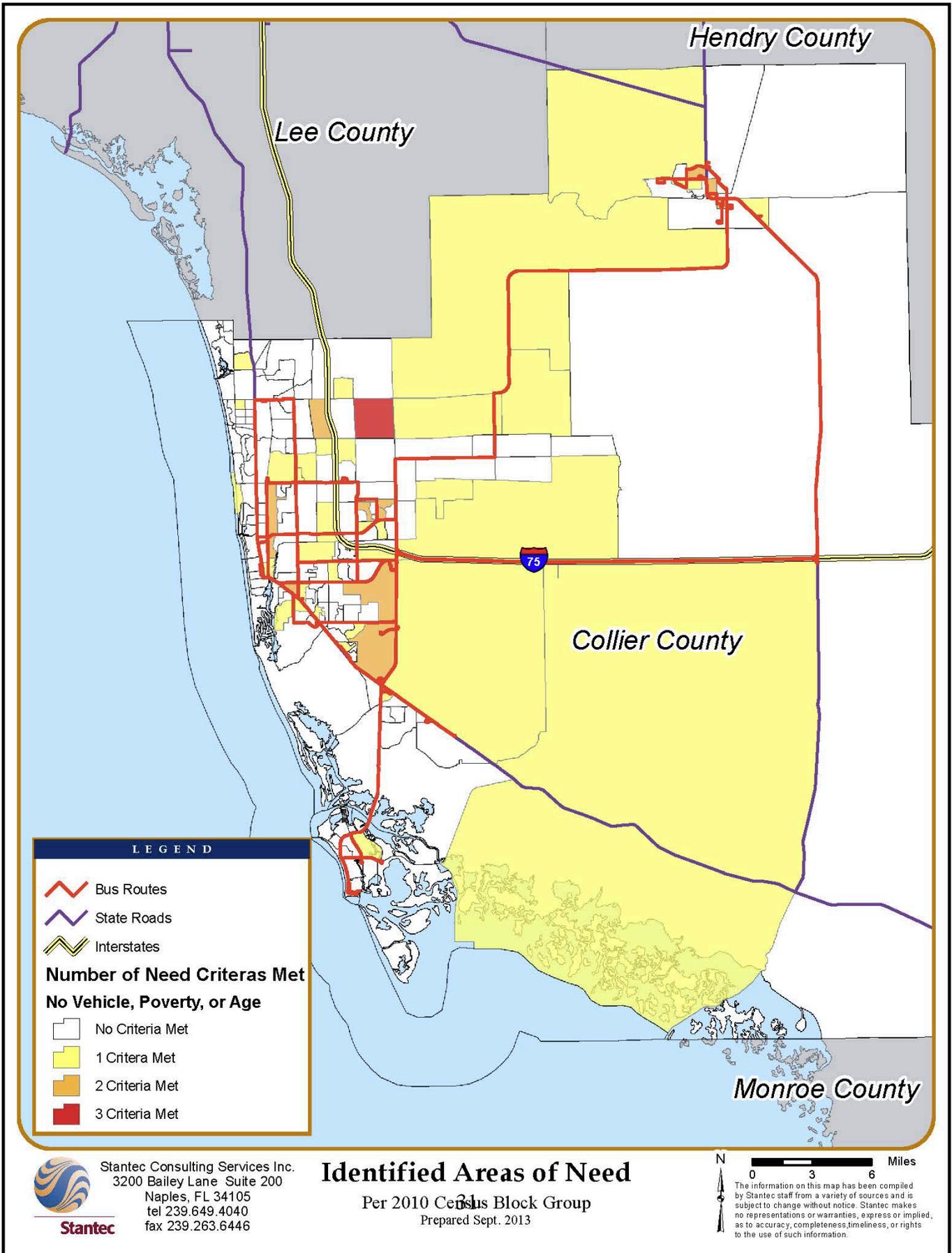
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- 11 - 32
- 33 - 69
- 70 - 134
- 135 - 258

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Households with No Vehicle
 Per 2010 Census Block Group
 Prepared Sept. 2013

 
 The information on this map has been compiled by Stantec staff from a variety of sources and is subject to change without notice. Stantec makes no representations or warranties, express or implied, as to accuracy, completeness, timeliness, or rights to the use of such information.

Figure 10
Identified Areas of Need



As previously mentioned, the CUTR Methodology calculated the number of annual Critical Need TD Trips for 2012 to be 1,955,166. In 2012, Collier Area Transit provided 546,854 paratransit trips. Using the forecasted number, it is calculated that the supply of service meets only 27% of the demand. While the CUTR Methodology is only a forecasting tool, we can estimate that at a cost of \$37.62 per paratransit trip that the forecasted unmet need would be over \$52,000,000.

It is therefore important to assess where the paratransit needs are and develop a potential solution for them.

By using publicly available data provided by CAT, registered paratransit user pick up locations were identified in **Figure 5**. The data on this map shows the locations in which paratransit riders are picked up and their proximity to transit routes. It is noted that there are clusters of passenger pick-up locations near Immokalee Road and Collier Boulevard, disbursed in the Golden Gate Estate area and along U.S. 41 north of Immokalee Road.

Figure 6 maps the most commonly visited paratransit trip generators. These places include schools, pharmacies, shopping, medical centers and social clubs or activity centers, and are primarily located on the fixed routes. Some exceptions include Immokalee Road from Airport Pulling Road to Randall Boulevard as well as in Ave Maria. The trip generators located in these exception areas can only be accessed by paratransit.

Among the three categories of the general TD population, only age and income census block data was available for the purposes of this update. Data representing the disabled population in the county was only available county wide and not available by individual census block groups. County wide data is not as detailed as census block group data and does not accurately illustrate information for the purpose of the maps or the needs assessment. Census data by block group was used to create **Figures 7, 8 and 9**. It is important to note that block group information includes all residents of Collier County, not just individuals or households that are transportation disadvantaged.

Figure 7 identifies block groups and the population of people over the age of 65. The most populated area with a population over 65 is noted in red and is located in **Figure 7**. The census block is East of I-75 between Immokalee Road and Vanderbilt Beach Road (VBR) and between Logan Blvd. and Collier Blvd.

Figure 8 identifies block groups where the population is living below the poverty line. There are several census blocks with a high number of residents living in poverty. The most populated areas with a population living in poverty are noted in red on **Figure 8**. Generally, they are in the census block is East of I-75 between Immokalee Road and VBR and between Logan Blvd. and Collier Blvd.; the Immokalee Area; the Lely Area and South of I-75 and North of US41. These areas have a large number of apartment communities which could be attributable to the high number of low income residents. Both **Figures 7 and 8** represent population in block groups that are considered transportation disadvantaged and represent 2 of the 3 general TD population categories.

Figure 9 identifies households with no vehicles. This is one of the critical need TD population categories. The most populated areas where there are households without a vehicle are noted in red on **Figure 9**. Generally, they are in the census block is West of I-75 and East of Livingston Road between Immokalee Road and VBR; the areas between Airport-Pulling Road and Goodlette Frank Road; and the Lely Area.

Using data from the previous three census data maps, **Figure 10** was created. By comparing the highest ranked block groups in **Figures 7, 8 and 9**, areas of greatest need were identified. In **Figure 10**, an area is shaded yellow because it was identified in orange or red on one of the three census data maps (Figures 7, 8 and 9). An area is shaded orange because it was identified as orange or red on two of the census maps, and an area is shaded red because it was identified as orange or red on all three of the census maps.

In **Figure 10**, the areas identified as yellow and orange are mostly areas where the population is living in poverty or the household does not have a vehicle. The majority of these identified block groups have access to fixed route service and while there is a need, they are not identified as areas of greatest concern.

One block group was identified as an area of need as it met three criteria, and is shaded red. This is the census block area East of I-75, between Logan Blvd. and Collier Blvd. and between Immokalee Road and VBR. This area was ranked high in persons above the age of 65, had a large amount of households living in poverty, and the most amount of households without access to a vehicle. **Figure 5**, titled Paratransit Passenger Pickup Locations, identifies the same red shaded area as having a large number of registered paratransit users. **Figure 6** shows a few trip generators that are not along fixed route transit lines in the same area. Based on these assessments, the population living in this census block is considered to have the greatest need for transit.

As funding continues to be limited, it is recommended that this identified census block be considered when new transit routes are developed. It is hoped that incorporating this census block will help assess where transit could potentially be the most help and address the unmet needs of Collier County.

(3) 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, means there is actually less money available to transport more people.

Some social service agencies have had their transportation funding reduced. This trend has the potential of creating a 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.

D. GOALS AND OBJECTIVES

The Goals and Objectives were brought to the public meeting on March 6, 2013 and to the regular LCB meetings on May 1, 2013 and September 12, 2013 for discussion.

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.

E. IMPLEMENTATION SCHEDULE

Transportation Disadvantaged Improvement Program

Collier County CTC Implementation Plan is to continue with its program of providing service with modern, clean, and efficient vehicles and equipment by utilizing ongoing upgrades and replacements within available funding capacity. Specific capital projects and activities are listed in the implementation schedule.

Increasing system efficiency is also a primary component of this Implementation Plan. If a paratransit trip has an origin and destination within the fixed-route, it will be necessary for the passenger to use the fixed-route, unless that patron is unable to utilize the system. This supports and emphasizes the use of fixed-route bus passes and tickets. Shifting trips to the fixed-route system will help increase capacity on the paratransit system, and reduce trip costs within the coordinated system, resulting in a more “efficient” system.

Table 25 provides an overview of an implementation schedule to meet the above-stated goals. Most tasks and actions should occur on an ongoing basis and are indicated as such.

Table 25
Ongoing System Improvements

Implementation Date	Ongoing System Improvements/Review
Ongoing	<ul style="list-style-type: none"> • Improve frequency of service and expand service hours. • Maximize the accountability of transportation service providers. • Strictly enforce monetary penalties for failure to provide adequate service. • Monitor and replace equipment and vehicles as needed. • Inspect all Collier County paratransit vehicles on a daily basis. • Explore any and all sources of funding to meet future service needs. • Develop contacts with agencies that provide or coordinate transportation services to transportation disadvantaged eligible residents to determine options for future cost sharing of trips.

**Table 25
Ongoing System Improvements (Continued)**

Implementation Date	Ongoing System Improvements/Review
Ongoing	<ul style="list-style-type: none"> • Increase fixed-route utilization by paratransit riders. • Continue to review paratransit and fixed route 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. • Continue to monitor private provider utilization rates and adjust as needed to provide timely, effective service. • Increase the number of passenger trips per vehicle hour. • Maintain the cost per passenger trip. • Maintain the cost per vehicle hour. • Maintain grant application process for 5310 funds – specifically for replacement vehicles. • Continue to coordinate with Lee County Transit and other providers regarding LinC, the intercounty fixed route service. Pursue additional routes. • Continue providing information to patrons regarding cancellation/no-show and co-pay policies. • Monitor CAT’s effectiveness in enforcing the above policies and strengthen enforcement where needed. • Pursue alternative funding sources to provide additional transportation services and/or capital equipment. • Ensure that transportation services are provided in accordance with the CTD and FDOT safety standards and recommendations. • Ensure that all system drivers are adequately trained in system safety and security preparedness and response. • Continually review and participate in current and available training, mandatory annual training curriculum and safety/security best practices. • Conduct annual safety reviews of all contracted operators. • Ensure the drug and alcohol testing requirements are being implemented system wide.

Table 26 provides an overview of the Capital Implementation Schedule to meet the above-stated goals. The tasks and actions listed in this table have anticipated dates for the improvements to occur.

**Table 26
TD Capital Improvements Schedule**

Improvement Date	Capital/Service Improvements
FY 2013/2014	<ul style="list-style-type: none"> • Maintain existing service • Bus Shelters / Benches • Replace paratransit vehicles
FY 2014/2015	<ul style="list-style-type: none"> • Maintain existing service • Bus Shelters / Benches • Replace paratransit vehicles
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 – 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
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 – 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
FY 2017/2018	<ul style="list-style-type: none"> • Maintain existing service • Extended service hours - night service for job access on both fixed route and paratransit systems • Improve frequency of 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

Funding Sources

Sources of funding available for fixed route services and improvements in Collier County are identified in the Long Range Transportation Plan and Transit Development Plan. Sources of funding available for paratransit services in Collier County include FTA Section 5310 and 5311 program funds and Transportation Disadvantaged Trip/Equipment grants. These funding categories are discussed briefly below.

FTA Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities

This program (49 U.S.C. 5310) provides formula funding to states for the purpose of assisting private nonprofit groups in meeting the transportation needs of the elderly and persons with disabilities when the transportation service provided is unavailable, insufficient, or inappropriate to meeting these needs. Funds are apportioned based on each state's share of these groups of people. Under MAP-21, activities eligible for funding from the former FTA Section 5317 New Freedom program are now eligible under 5310. Activities eligible for program funding include services that are developed beyond that required by the American's with Disabilities Act to assist persons with disabilities. Eligible projects also include those that will improve access to fixed route service and decrease reliance by individuals with disabilities on complementary paratransit as well as those projects that provide an alternative to public transportation that assists seniors and individuals with disabilities.

Legislation in MAP-21 apportions these funds to designated recipients based on a formula. In Florida, the Section 5310 Program is administered by the FDOT on behalf of FTA. It is noted that the projects selected must be included in a locally developed, coordinated public transit human services transportation plan. Currently, Collier County has a population over 200,000.

FTA Section 5311 Non-Urbanized Area Formula Program

This program (49 U.S.C. 5311) provides formula funding to states for the purpose of supporting public transportation in areas of less than 50,000 in population. Program funds are apportioned to each state based on a formula that uses land area, population, and transit service. Program funds may be used for capital, operating, state administration, and project administration expenses. Under MAP-21, activities eligible for the former FTA Section 5316 Job Access and Reverse Commute (JARC) are now eligible for funding under the 5311 program.

In Florida, the Section 5311 Program is administered by the FDOT. Program funds are distributed to each FDOT district office based on its percentage of the state's rural population. Each district office allocates program funds to designated eligible recipients through an annual grant application process.

Section 5311 funds in Collier County are used to provide fixed route circulator service to Immokalee and JARC activities.

Transportation Disadvantaged Non-Sponsored Trip and Equipment Grant Program

The Transportation Disadvantaged Non-Sponsored Trip and Equipment Grant Program is available to local community transportation coordinators to provide transportation to those individuals who are not sponsored by any other sponsoring program. Grant funds may be used to either provide trips or to purchase equipment needed in order to serve the transportation disadvantaged in a community. This is a formula based funding program. The majority of the trip/equipment grant funds statewide are used for the actual provision of service. This funding source provides the greatest share for supporting TD service.

Transit Service Development Program (FDOT)

The Public Transit Service Development Program was enacted by the Florida Legislature to provide initial funding for special projects. The Public Transit Service Development Program is authorized in Chapter 341, Florida Statutes and specific program guidelines are provided in FDOT Procedure Topic Number 725-030-005. The program is selectively applied to determine whether a new or innovative technique or measure can be used to improve or expand public transit services, including marketing. Service Development Projects specifically include projects involving the use of new technologies; services, routes, or vehicle frequencies; the purchase of special transportation services; and other such techniques for increasing service to the riding public. Service Development Projects are subject to specified times of duration, but no more than three years. If determined to be successful, Service Development Projects must be continued by the public transit provider without additional Public Transit Service Development Program funds.

Each FDOT district office must develop a program of eligible Service Development projects and submit the program to the FDOT Central Office by the first working day of July each year. Implementation of successful projects can begin on or after July 1 of the following fiscal year. Projects submitted for funding must be justified in the recipient's Transit Development Plan (TDP) (or transportation disadvantaged service plan, if applicable).

II. SERVICE PLAN

A. OPERATIONS

1. TYPES, HOURS, AND Days of Service

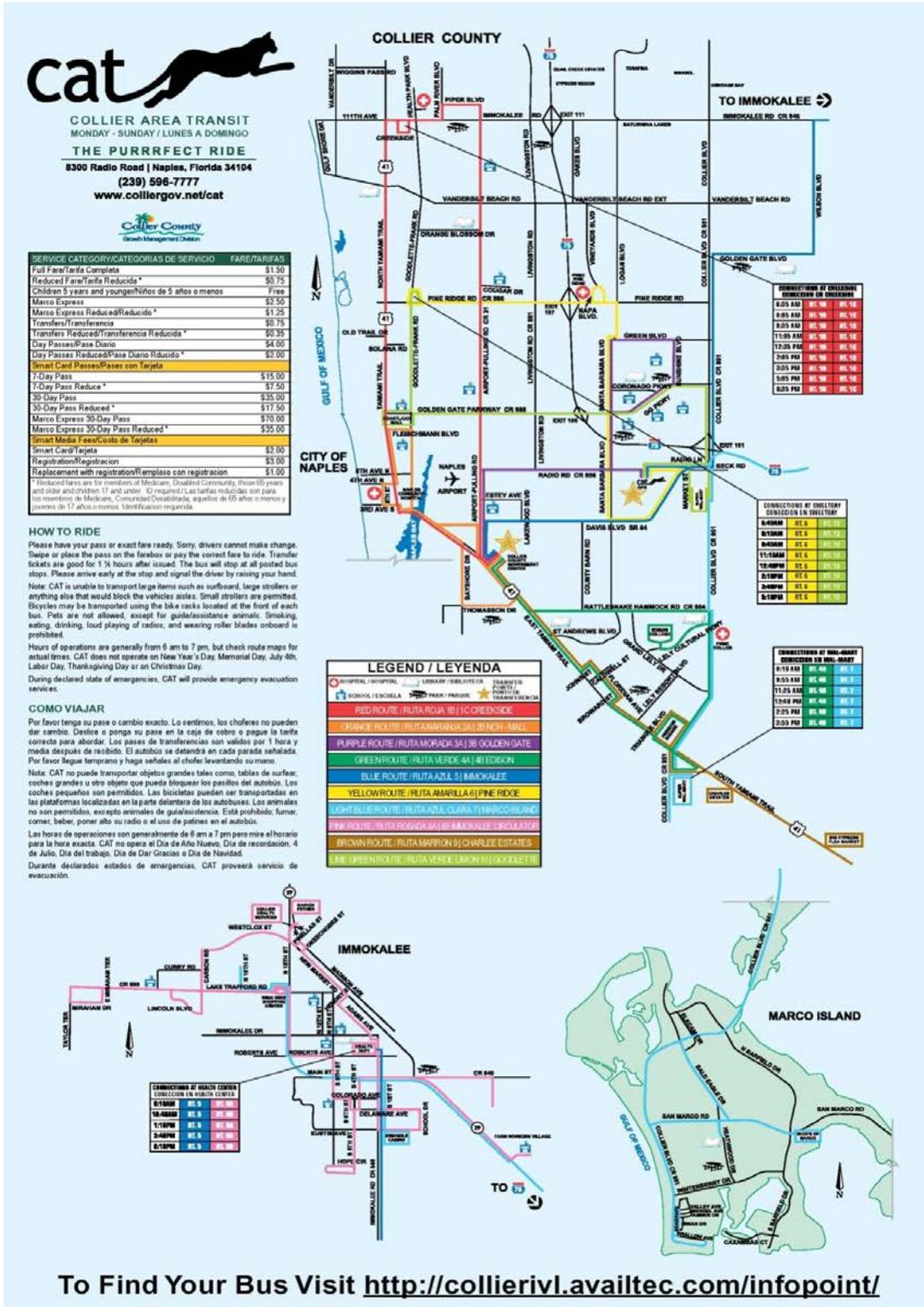
The Collier County Board of County Commissioners serves as the Community Transportation Coordinator (CTC) for Collier County. The County has directed that the Collier Area Transit (CAT) Paratransit Program (operated by Keolis Transit America, Inc.) handle the management responsibilities for the CTC. CAT provides two types of transportation services to the public – a fixed-route system and paratransit service. CAT paratransit service is offered door to door for the American with Disabilities Act and the Transportation Disadvantaged service.

The fixed-route system operates ten routes, six days a week (Monday through Saturday), between 4:00 a.m. and 8:00 p.m. (specific times vary by route). Eight of these routes also operate on Sunday with limited hours (see **Figure 11**). Service is provided between Immokalee and Naples nine times daily. Express service between Immokalee and Marco Island is provided with one trip in the morning and a return trip in the evening, functioning as the Marco Circulator Route between the express service runs. All buses are air-conditioned, wheelchair accessible, and equipped with racks for bicycle storage and some are hybrid buses. The Transportation Disadvantaged Program does not provide services on the following holidays: New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, and Christmas Day.

TD and ADA service is provided during the hours when fixed route service runs (TD Service is limited to medical trips on Saturday & Sunday). All paratransit service is provided by contract operators. Drivers will assist anyone who appears to need assistance, especially the frail, elderly, and those who are mentally or physically disabled. Drivers will not go into a residence and cannot go to rooms of nursing homes or hospitals, due to time constraints and liability issues. Office hours are from 8:00 a.m. to 5:00 p.m., Monday through Friday. After hours calls are forwarded to a voicemail box and are returned the following business day. All trips have an origin and destination within Collier County.

CAT rider guides have been developed for TD riders as well as others. In addition, guides have been developed in Spanish. A copy of the TD Rider Guide is provided in **Appendix C**.

Figure 11
Collier Area Transit Route Map



2. Accessing Services

Calls for reservations come into a central reservations office at CAT. Information on all paratransit system riders is contained in a central database in the computer system. Calls for reservations are taken until 5:00 p.m. the day before service is desired.

a. Eligibility

Individuals in Collier County may be eligible for paratransit services under two separately funded transportation programs: Americans with Disabilities Act (ADA) and/or Transportation Disadvantaged (TD).

ADA trips are provided to individuals who reside within $\frac{3}{4}$ mile of an established service route but cannot use CAT's regular fixed route service because of a disability.

TD trips are provided for individuals located in areas where fixed route service is not available and who have no other means of transportation. People who meet the definition of Transportation Disadvantaged may qualify for sponsorship from the Transportation Disadvantaged Trust Fund. Those seeking sponsorship will be asked to complete an application and should contact CAT at (239) 252-7272 for more information.

b. Prioritization

Coordinated Trips that are funded by the Transportation Disadvantaged Trust Fund are managed by the Community Transportation Coordinator (CTC) in accordance with the LCB's Prioritization Policy. The Policy ranks certain trip purposes in a priority order, and has a co-pay, based upon the passenger's income. (See Rate and Fare Structure for a detailed explanation of co-payment/fare determination.) Funding is allocated according to a monthly spending plan. Trips are provided based on trip efficiency, seating availability, and available funding. There may be times when the CTC cannot provide every trip requested. Passengers may be asked if they could take their trip on a different day, when there may be more availability. The CTC has been directed to impose performance measures on all trip requests. **Table 27** provides the trip purpose prioritization criteria used in Collier County.

Medical trips have the highest priority for trip scheduling. These trips include any type of medical appointment as defined in **Table 27**. Following medical trips, employment trips and nutritional trips (including food shopping trips) receive the next highest priority. Recreational trips may be accommodated if there is trip availability. Recreational trips are defined as any non-medical, employment and/or nutritional type trips. Recreational trips include the following type of activities:

sports, libraries, theaters, banking, NON-FOOD shopping trips, personal appointments, legal appointments, etc., (please note this list is not exhaustive).

The LCB requested CTC staff analyze the costs and feasibility of providing TD transportation service on the weekends. This service has been provided since January 2013 on a temporary basis and continues to be monitored at LCB meetings. If the LCB takes action to approve these TD Trips on a more permanent basis, the LCB may wish to update the Trip Purpose Priority.

As required under federal law, ADA trips are not included in the prioritization process. ADA eligible trips are provided without prioritization and cannot be denied. In addition, trips that are provided with FTA Section 5311 funds may not be prioritized and must be made available to the “general public.”

Table 27
Trip Purpose Prioritization Established By Collier County Local Coordinating Board

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 four (4) 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 four (4) 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

c. Cancellations/No Shows

Cancellations should be made at least twenty-four (24) hours before the scheduled trip. A cancellation is considered “late” if the passenger makes the cancellation less than two (2) hours before a scheduled trip. Late notice that a trip will not be taken constitutes misuse of the service and will be considered a “No Show”. CAT reserves the right to deny service for a reasonable amount of time to riders who show a pattern of excessive or consistent cancellations, as well as no-shows. Riders will be notified in writing about their practice of no-shows/cancellations.

d. Refusal to Pay or No Pay

In an effort to ensure consistent and fair transportation services to all of our passengers, everyone is expected to pay the proper fare upon boarding the Collier Area Paratransit (CAP) vehicle. To emphasize the importance of limiting No Pays, CAP has adopted the following, zero tolerance of refusal to pay policy:

1. If the passenger does not have the appropriate amount to pay for his or hers co-pay, transportation will not be provided.
2. If the passenger refuses to pay for a return trip the passenger will not be eligible to reserve a future trip until payment of the co-pay has been fulfilled.

e. Multiple Destinations

Each trip includes one destination. Brief stops at locations before the scheduled destination will not be allowed. If multiple destinations are needed, each section of the trip must be scheduled separately and the rider must pay a fare for each ride.

f. Fare Options

A passenger may:

1. Pay the fare with exact change on each ride.
2. Pay the fare for both ways on their first ride.
3. Purchase tickets for the value of the passengers co-pay in advance at CAT Operations facility 8300 Radio Rd Naples FL 34104

3. Transportation Operators and Coordination Contractors

Collier County is a considered a complete brokerage system. Collier County, as the CTC, does not provide any transportation services but has a contract with one transportation operator responsible for the provision both fixed-route and paratransit service. The contractor provides services for TD and ADA transportation services, but does not provide Medicaid transportation services. This contractor is

permitted to provide services under the name CAT and subcontract for the delivery of paratransit services. **Table 28** lists all transportation providers currently under contract. Medicaid transportation services are not provided by the CTC and not included in the list of contract providers.

**Table 28
Contract Providers**

	Contact Person	Service	Clients
Keolis Transit America, Inc.	James Means	A,W	All

A = Ambulatory; W = Wheelchair

4. Public Transit Utilization

Public transit utilization is an integral part of the overall CTC network. All ADA and TD clients whose origin and destination are within the fixed route service area are required to use the fixed-route as their primary mode of transportation unless required documentation is received and approved.

5. School Bus Utilization

At this time, there are no contracted providers utilizing school buses for TD trips.

6. Vehicle Inventory

Appendix D contains the fleet inventory for Collier County.

7. System Safety Program Plan Certification

Appendix E contains the System Safety Program Plan certification.

8. Inter-County Services

At this time, there are no inter-county paratransit service agreements in effect. Lee County does provide commuter fixed route service between Bonita Beach Road and Immokalee Road at Creekside. This service is currently being funded by an FDOT Service Development Grant.

9. Natural Disaster/Emergency Preparedness and Response

The CTC participates with Collier County Bureau of Emergency Management for natural disaster/emergency preparedness, response and recovery. As noted in the Collier County Comprehensive Plan’s Emergency Management Procedures, all special needs persons have been identified and a plan for evacuation exists. The plan is to identify all persons with special needs so that in the event of an evacuation, the CTC will print out a list of passengers to be used as a run sheet

for the operators. CAT partners with the Emergency Management Department in moving those residents identified to shelters during critical times when it is deemed necessary by the County.

10. Educational Efforts/Marketing

CAT management attends both formal and informal meetings with sponsoring social service agencies, community associations, advocacy groups and others in order to educate a myriad of potential users and sponsoring agencies. There are brochures/rider guides describing the available transportation services. These materials are distributed to social service agencies, doctors' offices, and new riders. Speaking engagement invitations are welcomed. Contact information is on the side of all vehicles in the coordinated system.

11. Acceptable Alternatives

When an agency that has funding available to purchase transportation for its clients has a transportation need that cannot be met by existing coordination efforts, a system is in place to meet their extenuating circumstances. Necessary steps to meet their extenuating circumstances are taken on a case by case basis.

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

A. Drug and Alcohol Testing

The Collier County CTC complies with applicable Federal Transit Administration requirements for all those in safety-sensitive positions. In addition, CAT maintains a Drug Free Workplace policy.

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.

C. Child Restraints

All passengers under the age of 5 and/or fewer than 50 pounds will be required to use a child restraint device. This device must be provided by the parent or sponsoring agency.

D. Passenger Property

Passengers will be allowed to bring up to four shopping bags onto the vehicle. Bags must fit under the passenger's seat, and/or on their lap.

E. Transfer Points

Vehicle transfer points will be located in a safe, secure place.

F. Local Toll Free Phone Number/Consumer Comment

The local toll-free number for complaints is 1-855-392-1418. This number is posted on all paratransit vehicles. If complaints cannot be resolved locally, individuals do have the option to contact the statewide Transportation Disadvantaged Ombudsman Hotline. The number for the Ombudsman is 1-800-983-2435.

G. Vehicle Cleanliness

The interior of all vehicles shall be free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials that could soil items placed in the vehicle or provide discomfort for the passenger. All vehicles shall be cleaned (interior and exterior) on a regular schedule.

H. Billing

All payments to transportation subcontractors will be made in a timely manner pursuant to Florida Statutes. All bills shall be paid within 7 working days to subcontractors, after receipt of said payment by the Community Transportation Coordinator, in accordance with Section 287.0585, Florida Statutes.

I. Passenger/Trip Data

The CTC management entity will collect and store in a database the name, phone number, address, funding source, eligibility, and special requirements of each passenger.

J. Seating

Vehicle seating will not exceed the manufacturer's recommended capacity.

K. Driver Identification

Drivers are required to announce and identify themselves by name and company in a manner that is conducive to communications with specific passengers, except in situations where the driver regularly transports the rider on a recurring basis. All drivers are to have a name badge displayed at all times when transporting passengers. Drivers also have business cards that can be distributed to passengers.

L. Passenger Loading Assistance

All drivers shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include opening the vehicle door, fastening the seat belt or utilization of wheelchair securement devices, storage of mobility assistive devices, and closing the vehicle door. Passengers, especially frail and elderly and/ or disabled, shall be assisted from the door of their pick up point to the door of their destination.

Other assistance may be provided except in situations in which providing assistance would not be safe for passengers remaining on the vehicle. Assisted access must be in a dignified manner. Drivers may not assist passengers in wheelchairs more than one step up or down.

M. Smoking, Drinking and Eating

There will be no smoking on any vehicles in the coordinated system. Eating and drinking on board the vehicle is prohibited. Exceptions are permitted when required due to an existing medical condition.

N. Passenger No-Shows

All scheduled trips (reservations) must be cancelled at least 2 hours prior to the scheduled trip in order to avoid being deemed a "No Show". Passengers are not responsible for "no-shows" due to sudden illness, family or personal emergency, transit connection or appointment delays, extreme weather conditions, operator error, or other unforeseen reasons for which it's not possible to call to cancel or

take the trip as scheduled. Late Cancellations and/or No Shows may result in suspension of service. Passengers will be notified of every “no-show” violation in writing. If a passenger receives notice of a no-show violation that proposes a suspension of service, the written notification shall also outline the passenger’s right to appeal the imposition of that sanction. All penalties reset after one year from the initial no-show violation.

Disciplinary Suspension of Service

- First No Show:** The passenger will receive a phone call and a warning letter to review the No Show policy and its exceptions.
- Second No Show:** The passenger will receive a second warning letter.
- Third No Show:** The passenger will receive a suspension of service for 7 calendar days (Suspension will begin the day following the No Show and continue for 7 calendar days – Example – No Show on Monday, suspension begins on Tuesday and continues through the following Monday).
- Fourth No Show:** The passenger will receive a suspension of service for 14 calendar days (Suspension will begin the day following the No Show and continue for 14 calendar days).
- Fifth and Greater No Shows:** The passenger will receive a suspension of service for 30 calendar days (Suspension will begin the day following the No Show and continue for 30 calendar days).

O. Communication Equipment

All vehicles will be equipped with two-way communication devices.

P. Vehicle Air Conditioning and Heating Equipment

All vehicles in the coordinated system shall have working air conditioning and heating. Vehicles that do not have a working air conditioner and/or heater will be scheduled for repair or replacement within five days. Should a vehicle incur a problem, it will be repaired as soon as possible. The owner/operator is responsible for its repair.

The priority is that the CTC provides transportation. If a vehicle’s air conditioning or heating is not functioning properly, and, if there are no other vehicles available, the passengers will be transported, rather than canceling a trip. Passengers with health conditions affected by air conditioning or lack

thereof will be notified if their vehicle's air conditioning is not working, and the passenger will be given an opportunity to decide whether or not to take the trip.

Q. First Aid Policy

Drivers are certified in first aid on an annual basis.

R. Cardiopulmonary Resuscitation (CPR)

Drivers are certified in CPR every two years (biennial).

S. Driver Background Checks

All drivers in the coordinated system must have a "favorable" background check from the Florida Department of Law Enforcement ("favorable" as defined by the Department of Children and Families policies and procedures).

T. Public Transit Ridership

Through the use of a single centralized operation for CTC and fixed route service, coordinated trips will be referred to the fixed route when accessible rather than placed into the CTC paratransit system. The CTC will continue to market and encourage the use of bus passes, by individuals and agencies that sponsor trips. It will also measure the use of each pass per month.

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.

Four (4) or more passengers dropped-off and/or picked-up at the same location constitute a group trip. 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.

V. On-Time Performance

The CTC will have a 90% on-time performance rate for all completed drop off trips. The CTC will report on-time performance at all LCB meetings.

W. Advance Reservations

Reservations are taken a day in advance up to 5 p.m. the business day prior to the trip request. Passengers with an urgent need to travel should call the CTC. Unless other regulations are applicable, same day trip requests cannot be guaranteed. However, the CTC will attempt to accommodate the request.

X. Accidents

There should be no more than 1.2 accidents per 100,000 miles.

Y. Roadcalls

There should be no less than 10,000 miles between each roadcall.

Z. Call-Hold

All calls shall be answered within three rings, and maximum hold time shall be two minutes.

The standards listed below are locally developed standards, in addition to those required by Section 41-2.006, Florida Administrative Code.

A. Driver Training

All operators, supervisors and safety-sensitive positions shall receive drug and alcohol safety training. Additional training shall consist of driver safety, passenger relations, wheelchair securement, CPR, fire safety and other topics, as deemed necessary. At a minimum, passenger relations and driver safety

training shall be conducted annually. All drivers will be annually certified in First Aid. All drivers will be certified every two years in Cardiopulmonary Resuscitation (CPR).

B. Oxygen Transport

Passengers may travel with oxygen equipment provided that it is self-administered and can be safely stowed when the vehicle is en-route. Drivers are not permitted to supply, connect, or disconnect oxygen.

C. Service Animals

Guide dogs or other service animals are allowed if specified when applying for TD and/or ADA sponsored transportation services. Family pets are not allowed.

D. On-Board Travel Time

The CTC will make every effort to comply with funding agencies' stated ride times. In situations where it becomes apparent that an individual's on-board travel time will exceed the one hour or two hour window (due to accidents and vehicular breakdown, as examples), the CTC will make every effort to contact the families or caregiver of the passenger.

E. Joint Lee and Collier County Local Coordinating Board Meetings

The CTC recognizes the importance of Joint LCB meetings between Lee and Collier Counties for the purpose of developing consistent inter and intra county policies. For this reason, the BCC as the CTC will make every effort to pay for out of county TD trips to attend the Joint LCB meetings between Lee and Collier County. These out of county trips will be for attendance at Joint LCB meetings only, and will be paid by the BCC, depending on the funding availability.

F. Refusal to Pay or No Pays

In an effort to ensure consistent and fair transportation services to all of our passengers, everyone is expected to pay the proper fare upon boarding the Collier Area Paratransit (CAP) vehicle. To emphasize the importance of limiting No Pays, CAP has adopted the following, zero tolerance of refusal to pay policy:

If the passenger does not have the appropriate amount to pay for his or hers co-pay, transportation will not be provided. If the passenger refuses to pay for a return trip the passenger will not be eligible to reserve a future trip until payment of the co-pay has been fulfilled.

G. Multiple Destinations

Each trip includes one destination. Brief stops at locations before the scheduled destination will not be allowed. If multiple destinations are needed, each section of the trip must be scheduled separately and the rider must pay a fare for each ride.

13. Consumer Comments/Complaints

The locally developed standard for complaints is no more than two complaints per 1,000 trips. The LCB annually evaluates the CTC based upon the number of complaints that are resolved, versus unresolved. Any noticeable increase in the number of complaints is recorded in the CTC's quarterly report and will be discussed by the LCB. The Collier County Local Coordinating Board has developed a grievance procedure that has been provided in **Appendix F**.

The local toll-free number for complaints is 1-855-392-1418. This number is posted on the right visor of all vehicles with numbers that are three inches high. The CTC will continue to explore other methods to communicate the phone numbers to passengers.

If complaints cannot be resolved locally, individuals do have the option to contact the statewide Transportation Disadvantaged Ombudsman Hotline. **The contact number for the Ombudsman is 1-800-983-2435.** There has also been a formal grievance process developed by the Florida Commission for Transportation Disadvantaged. This grievance process may be used if all local options have been attempted without resolution. The CTC's grievance procedures are available at www.dot.state.fl.us/ctd/docs.

14. CTC Monitoring Procedures of Operators and Coordination Contractors

The CTC monitors contractors using the LCB evaluation process and the FDOT System Safety Program Plan Inspection review checklist. Service effectiveness is monitored by utilizing and reviewing various operational and financial data that is customarily accepted by the transportation industry. The CTC and the LCB will review the Medicaid contractor's quarterly reports. The CTC will provide technical assistance, as needed, and report any outstanding findings to the Local Coordinating Board.

15. *Coordination Contract Evaluation Criteria*

An evaluation of coordination contracts is conducted on an annual basis to determine if existing coordination contracts should be maintained and to determine if other agencies should be offered coordination contracts. The agencies are evaluated based on the ability to provide transportation services, availability of equipment and drivers, the ability to ensure satisfactory continuing control of vehicles procured with Federal Transit Administration funding, i.e., Section 5310 Program funds, and the fiscal and managerial capacity of the organization.

B. COST/REVENUE ALLOCATION AND FARE STRUCTURE JUSTIFICATION

COST REVENUE ALLOCATION

The rate structure is based on the type of trip in the service area. Trips for individuals are the most costly, with centralized and subscription group trips costing less.

RATE AND FARE STRUCTURE

CTD CALCULATED RATES

Paratransit-TD

Ambulatory Trip	\$25.31
Ambulatory Group Trip	\$ 19.98
Wheelchair Trip	\$43.38
Stretcher Trip	\$76.87
Escort	\$ 5.00

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 full-fare Weekly pass	\$15.00
CAT full-fare Monthly pass	\$35.00
CAT full-fare Monthly pass Marco Express	\$70.00
CAT reduce fare Weekly pass	\$ 7.50
CAT reduced fare Monthly pass	\$17.50
CAT reduced fare Monthly pass Marco Express	\$35.00
CAT all day pass	\$ 4.00
CAT all day reduced pass	\$ 2.00

Passenger Co-Pay (Fare)

The co-pay is determined by which transportation program the trip is conducted under. ADA and TD programs require different co-pays as outlined below.

ADA Program Co-Pay

ADA serves those individuals who reside within $\frac{3}{4}$ mile of an established bus route, but cannot use CAT's regular fixed-route service because of a disability. The fare for this service is \$3.00 for a one-way curb-to-curb trip.

The paratransit fare was increased from \$2.00 to \$3.00 effective October 1, 2012. The fare increase placed a financial challenge on some of users of the system. As a result, the LCB directed staff to consider financial hardship for passengers and provide for an alternate fare for ADA trips based on the household income level similar to the TD fare structure. On September 12, 2013, the LCB approved providing an alternate fare structure for ADA passengers who demonstrate a financial hardship and provide income verification information to support a \$1.00 fare.

Transportation Disadvantaged Co-Pay

Includes qualifying individuals located in areas where fixed route service is not available and who have no other means of transportation. Transportation availability in the household may eliminate eligibility. The fare for TD trips is based on an income scale. The fare is \$1.00, \$3.00, \$4.00 \$5.00 or \$7.00, per one way trip. The current TD co-pay rates are presented in **Table 29** below.

**Table 29
Passenger Co-Pay Rates**

Family Size	2013 Federal Poverty Level	Passenger pays \$1.00 if household income is under: Poverty Level	Passenger pays \$3.00 if household income is: 101% to 150% of the Poverty Level	Passenger pays \$4.00 if household income is: 151% to 225% of the Poverty Level	Passenger pays \$5.00 if household income is: 226% to 337% of the Poverty Level	Passenger pays \$7.00 if household income is: +337% of the Poverty Level
1	\$11,490	\$11,490	\$11,491-\$17,235	\$17,236-\$25,853	\$25,854-\$38,721	\$38,722
2	\$15,510	\$15,510	\$15,511-\$23,265	\$23,266-\$34,898	\$34,899-\$52,269	\$52,270
3	\$19,530	\$19,530	\$19,531-\$29,295	\$29,296-\$43,943	\$49,944-\$65,816	\$65,817
4	\$23,550	\$23,550	\$23,551-\$35,325	\$35,326-\$52,988	\$52,989-\$79,364	\$79,365
5	\$27,570	\$27,570	\$27,571-\$41,355	\$41,356-\$62,033	\$62,034-\$92,911	\$92,912
6	\$31,590	\$31,590	\$31,591-\$47,385	\$47,386-\$71,078	\$71,079-\$106,458	\$106,459
7	\$35,610	\$35,610	\$35,611-\$53,415	\$53,416-\$80,123	\$80,124-\$120,006	\$120,007
8	\$39,630	\$39,630	\$39,631-\$59,445	\$59,446-\$89,168	\$89,169-\$133,553	\$133,554

Source: 2013 Federal Poverty Guidelines

III. QUALITY ASSURANCE

LOCAL GRIEVANCE PROCEDURE/ PROCESS

The grievance procedure for Collier County developed and adopted by the Collier County LCB is provided in **Appendix F**.

CTC EVALUATION PROCESS

An annual evaluation of the Collier County CTC is conducted by the MPO in coordination with the LCB, based on the Standards, Goals, and Objectives contained within the local TDSP and using the Evaluation Workbook and Review Sheet from the CTD. The evaluation may also include ride-alongs, surveys, and interviews with customers as part of the evaluation process. After the MPO completes its evaluation, the CTC is given the opportunity to address and respond to any corrective actions, findings or recommendations. The MPO and the LCB follow-up on the corrective actions and recommendations included in the evaluation throughout the year. The review sheet from Collier's most recent review is contained in **Appendix G**.

In addition, the Commission for the Transportation Disadvantaged 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.

TREND AND PEER ANALYSIS

As part of the prior TDSP Major Update, the LCB reviewed five other CTC's to conduct a peer trend comparison.

CTC TREND ANALYSIS

A trend comparison was completed to compare the performance of the Collier County CTC over the last five years. The trend comparison analyzed data for Fiscal Years 2008 through 2012. **Table 30** shows the performance indicators and measures for each of the five fiscal years. This trend analysis represents a combined set of statistics for all TD transportation services coordinated through the CTC, including TD and Medicaid paratransit, fixed-route (unless otherwise specified), and subscription service. The source for each of these data sets is the Annual Operating Reports released by the Commission for Transportation Disadvantaged. The Annual Operating Reports are based upon locally reported data.

Table 30
Trend Analysis for Collier County CTC

Measure	2008	2009	2010	2011	2012	Average
Total Passenger Trips	190,228	344,566	406,702	509,440	546,854	399,558
Total Vehicle Miles	1,320,379	1,337,980	1,476,166	1,482,513	1,554,284	1,434,264
Total Revenue Miles	1,104,340	1,130,544	1,241,324	1,264,704	1,313,083	1,210,799
Vehicle Miles Per Trip	6.94	3.88	3.63	2.91	2.84	4.04
Cost Per Trip	\$17.25	\$10.60	\$10.23	\$9.75	\$8.55	\$11.27
Cost Per Paratransit Trip	\$22.60	\$28.58	\$28.04	\$31.14	\$37.62	\$29.59
Cost Per Total Mile	\$1.79	\$2.42	\$2.21	\$2.55	\$2.66	\$2.32
Accidents Per 100,000 Vehicle Miles	2.8	2.32	1.35	0.67	0.39	1.5
Vehicle Miles Between Roadcalls	45,530	14,084	27,852	41,181	55,510	36,831.4

Source: Florida Commission for the Transportation Disadvantaged: Annual Performance Reports, 2008 – 2012

The most significant trend illustrated in **Table 30** is the decrease in the number of accidents per 100,000 vehicle miles of travel. From FY 2008 to 2009 it decreased by 17% from 2.80 to 2.32. From FY 2009 to 2010 it decreased by 41% from 2.32 to 1.35. From FY 2010 to 2011 it decreased by 51% from 1.35 to 0.67. From FY 2011 to FY 2012 it decreased by almost 42%. Collier County's adopted performance measure of 1.2 accidents per 100,000 miles. In FY 2011 and FY 2012 this measure was

achieved. The average accident rate from FY 2008 to 2012 per 100,000 vehicle miles is 1.5. This significant accident rate decline is very encouraging and hopefully presents a trend in which the number of accidents will continue to decrease. Safety is of critical importance so accidents should be investigated immediately and the causes should be carefully assessed by the CTC and the ATM department. The MPO and LCB support CAT in their efforts to continue to develop proactive strategies to avoid future accidents and to continue to have their supervisors closely monitor drivers' performance.

Another area that should continue to be monitored is the number of vehicle miles between road calls. The service standard is 10,000 miles or more between road calls. The FY 2008, FY 2009, FY 2010, FY 2011 and FY 2012 AOR reports that Collier County has fluctuated over the period from 45,530 miles, 14,084 miles, 27,852 miles, 41,181 miles, and 44,734 miles respectively, between road calls. This trend correlates with the replacement of the CAT paratransit fleet. It is suggested that continued replacement of the fleet should be made a priority in order to avoid adversely impacting the passenger safety, service quality and operating cost.

Other measures reported in **Table 30** calculate the cost efficiency of the services provided and coordinated by the CTC. The average cost per trip is \$11.27. The average cost per paratransit trip is \$29.59. The cost per trip calculation includes both fixed route and paratransit trips. The cost per paratransit trip is the calculation only for paratransit trips. Operating expense per paratransit passenger trip has experienced an increase over the analysis period. The operating expense per paratransit passenger trip has fluctuated over the analysis period. It started out at \$22.60 in FY 2008 and increased by 66% by FY 2012 to \$37.62. This cost is dependent on many variables including the cost for fuel and maintenance. For example, if fuel expenses increase but the number of passengers does not increase, the cost per passenger trip increases.

These trends illustrate the performance of the CTC over a five-year trend period. Many factors and policies can affect these numbers. As such, they are presented for information purposes only.

CTC PEER REVIEW ANALYSIS

In this section, demographic characteristics of Collier County will be compared to those of peer Community Transportation Coordinators in Florida. In addition to a comparison of demographic characteristics, the review will compare performance measures within the Transportation Disadvantaged program. All data contained in Table 30, the demographic comparison peer data, was obtained from the 2012 AOR, the most current information available. The actual performance measures for peer CTCs were obtained from the individual systems' Annual Performance Reports for 2012.

Collier County Transit was compared to its CTC peers, which were selected based on its similarity with peers in the following five categories:

- Demographic characteristics.
- System size (measured in terms of annual TD ridership).
- Operating environment (urban or rural service area designation).
- Organization type (transit agency, government, private non-profit or private for-profit).
- Network type (sole provider, partial brokerage, or complete brokerage).

According to the *Evaluation Workbook for Community Transportation Coordinators and Providers in Florida*, prepared by CUTR, the Collier County CTC is categorized as a "size 5" system (200,000 - 749,999 annual one-way passenger trips) that operates in an urban service area (contains an urbanized area, with a population of over 50,000), is organized as a governmental entity, and coordinates TD trips as a complete brokerage.

The five counties that were selected for the Collier County CTC peer review include: Manatee, Okaloosa, Pasco, St. Lucie and Volusia. Although these CTCs are not identical to Collier County Transit, they generally share similar demographic and systemic characteristics, as shown in **Table 31**. All six CTCs operate in urban service areas.

Table 31
Peer CTC Characteristics

Characteristics	Manatee	Okaloosa	Pasco	St. Lucie	Volusia	Collier	Average
TD Population	147,729	60,814	234,199	116,817	259,721	140,900	160,030
Total Trips	258,392	150,217	418,272	275,363	780,234	546,854	404,889
Number of TD Passengers Served	9,706	6,682	8,682	18,224	28,163	2,982	12,407
Service Area Designation	Urban	Urban	Urban	Urban	Urban	Urban	
Organization Type	County	County	County	County	County	County	
Network Type	Partial Brokerage	Complete Brokerage	Partial Brokerage	Complete Brokerage	Partial Brokerage	Complete Brokerage	

Source: Florida Commission for the Transportation Disadvantaged: Annual Performance Reports, 2012

Comparative Demographics

Table 32 contains information for each of the six peer counties on total population, potential transportation disadvantaged population, population density, median age, percentage of households with annual incomes less than \$10,000, median household income, and percentage of households with no access to a vehicle. Collier County is significantly below the peer group mean in total population, potential TD population, population density and in households with less than \$10,000 in income. Collier County is significantly above the average in median household income. When reviewing the data below and comparing Collier County's performance relative to its peers, it will be important to consider the population density is less than half that of the average for the group. This could potentially affect the relative efficiency of the system due to trips of greater distances for fewer individuals.

Table 32
Demographic Comparison of Peer CTCs (2012)

Characteristics	Manatee	Okaloosa	Pasco	St. Lucie	Volusia	Collier	Average
Total Population	315,900	181,700	434,400	279,700	508,000	333,900	342,267
Potential TD Population	134,992	60,814	212,025	116,817	225,905	122,912	145,578
Population Density (pop/square mile)	426.30	194.40	583.20	485.70	460.46	164.86	385.82
Median Age	43.1	38.0	42.1	42.4	42.5	43.6	41.95
% of Households with less than \$10,000	5.1%	5.9%	6.1%	4.9%	8.1%	4.5%	5.77%
Median Household Income	\$47,761	\$54,140	\$42,912	\$44,947	\$41,772	\$57,166	\$ 48,116
% of Households with no Access to a Vehicle	4.2%	2.0%	4.7%	5.2%	5.8%	3.8%	4.29%

Source: Florida Commission for the Transportation Disadvantaged: Annual Performance Reports, 2012
U.S. Census Bureau, American Factfinder Survey Data, (2010 – 2012)

Comparative Performance

Performance measures for FY 2012 were calculated for Collier County and each of its peer CTCs and are shown in **Table 33**. Collier County is close to the average of the peer group for number of passenger trips, total vehicle miles and total revenue miles. Collier County has the lowest number of vehicle miles per trip. Collier County's cost per total mile is exactly the same as the average peer's cost per total mile. Collier County is below the average for accidents per 100,000 vehicle miles, and above the average for number of vehicle miles between road calls.

Table 33
Performance Measures for Peer CTCs (2012)

Measure	Manatee	Okaloosa	Pasco	St. Lucie	Volusia	Collier	Average
Total Passenger Trips	258,392	150,217	418,272	275,363	780,234	546,854	404,889
Total Vehicle Miles	1,061,752	714,372	1,280,727	1,594,959	2,802,889	1,554,284	1,501,497
Total Revenue Miles	861,619	624,943	1,118,841	978,076	2,484,515	1,313,083	1,230,180
Vehicle Miles Per Trip	4.11	4.76	3.06	5.79	3.59	2.84	4.03
Cost Per Trip	\$15.65	\$12.08	\$7.47	\$16.76	\$8.24	\$8.55	\$11.46
Cost Per Paratransit Trip	\$16.02	\$18.79	\$19.78	\$18.31	\$19.74	\$37.62	\$21.71
Cost Per Total Mile	\$3.17	\$2.54	\$2.44	\$2.88	\$2.29	\$2.66	\$2.66
Accidents Per 100,000 Vehicle Miles	5.18	0.14	0.39	0.38	0.11	0.39	1.10
Vehicle Miles Between Roadcalls	9,565	79,375	91,481	31,899	14,909	55,510	47,123

Source: Florida Commission for the Transportation Disadvantaged: Annual Performance Reports, 2012

These comparisons provide helpful insight into how well Collier County appears to be performing statistically. However, since many factors affect performance, they should not be used as the sole measures to make inferences about the quality of Collier County's system.

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.

The Collier BCC remains as the CTC for Collier County and will continue to provide information to the Local Coordinating Board regarding on-time performance reports, no-shows, complaints, service standards and summaries of customer surveys. The CTC should work with the LCB and the MPO to streamline their Quarterly Reports. The CTC must ensure that the vendor is 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.

Appendix A
Collier County Local Coordinating Board Membership Certification

LCB Membership List

**Location: Collier County Government Center
Information Technology Training Room
5th Floor – 3299 E. Tamiami Trail, Building F
Naples, Florida 34104**

Total LCB Members 17
Vacancy 2
Current Members 15
Quorum 8

COLLIER COUNTY LOCAL COORDINATING BOARD FOR THE TRANSPORTATION DISADVANTAGED -- rev. 9-16-13

A Representative of:	Voting Member	(Alternate	(Term expires)
1. CHAIRWOMAN	<p>Donna Fiala Collier County Board of County Commissioners 3301 E. Tamiami Trail, Bldg. F, 3rd FL Naples, FL (239) 252-8097 donna.fiala@colliergov.net</p>		<i>No alternate pursuant to Chapter 427, Florida Statutes, and Rule 41-2, Florida Administrative Code.</i>
2. Disabled	<p>Ms. Mary Edwards 47 Moonbay Street Naples, FL 34114 (239) 775-2993</p>		
3. Citizen Advocate/Non User	<p>Ellie Roberts United Cerebral Palsy of Southwest Florida Area Director 4227 Exchange Avenue Naples, Florida 34104 Office: (239) 643-5338 ext 101 Cell: (239) 682-5609 eroberts@sunrisegroup.org</p>		
4. Citizen Advocate/User	<p>VACANT</p>		
5. Veteran Services-	<p>Eddie Hartnack Housing, Human & Veteran Services 3339 E. Tamiami Trail, Suite 212 Naples, FL 34112-5361 HeribertoHartnack@colliergov.net 239-252-8449</p>		
6. Florida Association for Community Action (economically disadvantaged)	<p>Ms. Olga Hernandez, Executive Director Immokalee Multicultural Multipurpose Community Action Agency 1255 N. 15th Street, #1 Immokalee, FL 34142 (239) 657-2213</p>		<p>Ms. Maria Adame, Executive Director Coalition of Florida Farmworker Organizations, Inc. 210 A South 1st Street Immokalee, FL 34142 (239) 657-7272 mcadame49@aol.com</p>

COLLIER COUNTY LOCAL COORDINATING BOARD FOR THE TRANSPORTATION DISADVANTAGED -- rev. 9-16-13

A Representative of:	Voting Member	(Alternate	(Term expires)
7. Public Education	<p>imm@embarqmail.com David Ogilvie Transportation Director Collier County School Board 5700 Cougar Lane Naples, Florida 34109 (239)377-0613 Fax (239) 377-0601 ogilvida@collierschools.com</p>		<p>Faye Floyd Collier County School Board 5700 Cougar Lane Naples, Florida 34109 (239)377-0604 floydfa@collier.k12.fl.us</p>
8. Florida Department of Transportation (FDOT)	<p>Debra Stephens Transit Projects Coordinator 10041 Daniels Parkway Fort Myers, FL 33913 239-461-4300 Debra.stephens@dot.state.fl.us</p>	<p>Richard Shine FDOT District 1, Multi-Modal Programs 2981 Pine Island Road Cape Coral, FL 33909 (239) 656-7800 Richard.shine@dot.state.fl.us</p>	<p>Michelle S. Peronto Transit Projects Coordinator FDOT P.O. Box 1249 BARTOW, FLORIDA 33830 Phone: 863-519-2551 michelle.peronto@dot.state.fl.us</p>
9. Florida Dept of Children and Family Services [FD C & F]	<p>Felix Soto Operations and Management Consultant Department of Children and Families 750 S. 5th Street Immokalee, Florida 34142 239-340-0043 Felix_Soto@dcf.state.fl.us</p>	VACANT	
10. Florida Dept. of Education Division of Vocational Rehabilitation Services	<p>Barbara Ridings Dept. of Education Division of Vocational Rehabilitation Services 10681 Airport Pulling Road North, Ste. 19 Naples, Florida 34109 (239) 593-2543 x 107 Fax: 239-593-2548 Barbara.ridings@vr.fldoe.org</p>	<p>Mike Sedgwick Division of Vocation Rehab 10681 Airport Pulling Road North, Ste. 19 Naples, Florida 34109 (239) 593-2543 Michael.Sedgwick@vr.fldoe.org</p>	<p>Flora Gonzalez Dept. of Education Division of Vocational Rehabilitation Services</p>
11. Florida. Dept of Elder Affairs [FD of EA]	<p>Angela Wood Area Agency on Aging for SWFL 15201 N. Cleveland Ave., Ste. 1100 N. Ft. Myers, Florida 33903 (239) 652-6900 ext. 258 Fax: (239-236-0261 Angela.Wood@srchoices.org</p>	<p>Amanda Townsend & Sue Clarke Area Agency on Aging for SWFL 15201 N. Cleveland Ave., Ste. 1100 N. Ft. Myers, Florida 33903 (239) 652-6900 ext 267 Fax: (239-236-0261 spurra@elderaffairs.org clarkes@elderaffairs.org</p>	<p>Gail Holton Area Agency on Aging for SWFL 15201 N. Cleveland Ave., Ste. 1100 N. Ft. Myers, Florida 33903 (239) 652-6900 Fax: (239-236-0261 Gail.Holton@srchoices.org</p>

COLLIER COUNTY LOCAL COORDINATING BOARD FOR THE TRANSPORTATION DISADVANTAGED -- rev. 9-16-13

A Representative of:	Voting Member	(Alternate (Term expires)
12. Florida Agency for Health Care Administration [AHCA] (Medicaid)	<p>Joe Martinez Area 8 Medicaid Program Office Agency for Health Care Administration 2295 Victoria Ave., Suite 319 Ft Myers, Florida 33901 (239) 335-1268 Fax (239) 338-2927 Joseph.Martinez@ahca.myflorida.com m</p>	<p>Karen Brooks Area 8 Medicaid Program Office Agency for Health Care Administration 2295 Victoria Ave., Suite 319 Ft Myers, Florida 33901 (239) 335-1270 brooksk@ahca.myflorida.com</p>
13. Representative of Children at Risk	<p>Joyce Austin, ESE Coordinator School District of Collier County Dr. Martin Luther King, Jr. Administrative Center 5775 Osceola Trail Naples, FL 34109 239-377-0135 austinjo@collier.k12.fl.us</p>	VACANT
14. Private Transp. Industry	VACANT	
15. Elderly – VICE-CHAIRMAN	<p>Harold Kurzman 1166 Sweetwater Lane Naples, FL 34110 (239) 566-8494 hardu@msn.com</p>	
16. Local Medical Community	<p>Deborah Chesna Florida Department of Health in Collier County 3339 Tamiami Trail East Suite 145 Bldg H Naples, FL 34112 Deborahchesna@doh.state.fl.us 239-252-2594</p>	
17. Southwest Florida Regional Workforce Development Board	<p>Susan Corris 3353 Radio Road North Naples, FL 34104 Phone: (239) 436-4301 ext.12114 Fax: (239) 436-4340 Email: Scorris@swflworks.org Web Site: www.swflworks.org</p>	

**Technical Assistance for the
COLLIER COUNTY
LOCAL COORDINATING BOARD FOR THE TRANSPORTATION DISADVANTAGED**

Advisory Members

None at present

Community Transportation Coordinator

Collier County Board of Commissioners
C/O Michelle Arnold
Main (239) 252-5840
Direct (239) 252-5841

James Means
Collier Area Transit
(239) 252-7777

Medicaid Transportation Provider

MTM, Inc.
Lisa Sanders
Program Director
Phone: 772-266-4971
Toll Free: 888-561-8747 x 5124

Commission for the Transportation Disadvantaged (CTD):

Commission for the Transportation Disadvantaged
605 Suwannee Street, MS-49
Tallahassee, Florida 32399-0450
(850) 488-6036 sun/com 292-7279

Designated Official Planning Agency

Collier Metropolitan Planning Organization
2885 South Horseshoe Drive
Naples, Florida 34104
(239) 252-8192

Appendix B
List of Licensed Transportation Providers in Collier County

Name / Company of Licensed Transportation Services in Collier County	
1	365 Taxi Cab, Inc.
2	A + Airport Transportation, Inc.
3	A 1 on 1 Professional Limousine Service, Inc.
4	A Carr Transportation Inc
5	A Green Arrow Transportation, Inc
6	A OK Transportation, Inc.
7	AAAWELLING CAR SERVICE
8	Aaron Airport Transportation Inc
9	Above All Airport Rides LLC
10	Abraham Taxi Inc
11	Advanced Home Management
12	Airport Express Shuttle, LLC
13	Airport, Limo & RV Transportation Services
14	Alvi's Taxi
15	American Comfort Limousines, Inc.
16	AOL Taxi
17	Aristocrat Luxury Transportation, Inc.
18	Arkway Taxi, Inc
19	Atlantis Cars & Limousines, Inc
20	Barbara Galasso
21	Black Diamond Limo, LLC
22	Black Limo LLC
23	Black Star Limo Corp
24	Blue Taxi Inc.
25	Bluebird Taxi of Lee County Inc
26	Bluebird Taxi of Lee County Inc, dba Bluebird Executive Sedan Transportation
27	Bonita Bee Airport Express Service, LLC
28	Call Saul - Your Personal Driver
29	Callatran Chauffeured Services of Florida
30	Carway Town Car
31	Checker Airport Transportation Inc
32	City Taxi of Naples
33	Claude Alix
34	Collier Coach LLC
35	Comfort Luxury Transportation LLC dba Naples Royal Transportation
36	Cookie Fast Transportation Services Inc
37	Cortez Taxi Inc
38	Crown Taxi & Limo Services LLC
39	Crowne Transportation Inc
40	CSP Associates, Inc (DBA) Ambassador Transportation
41	David's Livery
42	Day -N- Night Taxi Service
43	Dixie Transportation & Logistics, LLC dba Dixie Transportation
44	Doino Classic Transportation, Inc. dba Classic Transportation
45	Dolphin Transportation Specialist, Inc.
46	Dorian Limousine
47	Doug's Transportation

	Name / Company of Licensed Transportation Services in Collier County
48	Eagle Taxi Inc
49	Easy Come Easy Go Limousine Service
50	El Catrachito Taxi Inc
51	Elite Limousine Service of SW Florida, Inc.
52	Ellsworth Limousine LLC, (DBA) Diamond Limousine
53	Estelle's Airport Shuttle Service LLC
54	European Gourmet Connection Inc dba Home & Office Wizard
55	Excellent Transportation LLC
56	Executive Diamond Limos Inc
57	EZ Journey Inc
58	F.B.T. Inc D.B.A. Royal Palm Limos
59	Fallon Transport, LLC
60	First Call Taxi Inc.
61	First Class Taxi Inc.
62	Five Star Enterprises of Southwest Florida Inc
63	Five Star Transportation Of Naples, Inc. (DBA) Five Star Transportation Of Naples
64	Flamingo Transportation, Inc.
65	Florida Airport Transportation Corp.
66	Florida Garden Cab
67	Freedom Taxi, Inc
68	Global Vision Web LLC DBA Global Limo Service
69	Go Platinum Transportation, LLC
70	Gold Star Transport, LLC, (DBA) Tommy's Car Service
71	Golden Gate Taxi, Inc
72	Green Travel Taxi Inc
73	Green Travel Taxi, LLC
74	Guiampu Corp dba Naples Premium Transport
75	Gulf Coast Airport Service and Taxi, LLC
76	Gulf Coast Metro Cab, LLC dba Checker Cab
77	Gulf Coast Metro Cab, LLC dba Metro Cab
78	Hello Taxi LLC
79	Hollywood Limos Of Naples LLC
80	Ion Transportation, LLC
81	J. Poelker Transportation Services, Inc, DBA APPLE Transportation
82	Jalero Transportation Inc
83	JB Transportation Taxi
84	Jet-Up Transportation Inc
85	K&K Worldwide Trading Co., dba A Class Transportation
86	KCR & SONS, INC, dba TAXI MAN
87	Kreider Enterprises LLC dba Bobby's Airport Transportation
88	L.A. Limousine Service, Inc.
89	La Raza Taxi, Inc.
90	Lako's Taxi
91	Limotions Inc
92	Lous Taxi Of SW FL Inc
93	Luders Andre Transportation
94	Luis Transportation LLC

	Name / Company of Licensed Transportation Services in Collier County
95	Luxury Limousine of Naples Inc
96	Luxury Taxi Service of SWFL Inc, dba Luxury Taxi Service
97	M & J Transportation
98	Maintain Domain Etc. Inc.
99	Majestic Transportation Services Inc
100	Maxi-Taxi of Florida, Inc.
101	MB Transportation, Corp
102	MBA Airport Transportation LLC
103	Meco Taxi
104	Men In Black Town Car Service, LLC
105	Mexi Taxi Services Inc
106	Moon Light Taxi
107	My City Taxi
108	Naples Airport Shuttle, Inc.
109	Naples Car Service LLC
110	Naples Chauffeur Service, Inc.
111	Naples Coast Limousine and Taxi Inc.
112	Naples Limousine Service Inc., dba Naples Limousine
113	Naples Shuttle, Inc
114	Naples Taxi & Limousine Service Inc, dba Naples Taxi
115	Naples Transportation & Tours, LLC
116	Naples VIP Limo L.L.C
117	Naples-Luxury Taxi-Transportation
118	Naples-Luxury Taxi-Transportation
119	Nice Taxi LLC
120	Ocean Line Transportation Inc.
121	On Time Limousine Service, LLC.
122	P J Transportation
123	PALM-AIR TRANSPORTATION LLC
124	Preferred Shuttle LLC
125	Prestige Transportation Inc
126	Prince Giovanni's A Lovewell Family LLC
127	Private Car Luxury Transportation, Inc.
128	Raynold Taxi
129	Red Rover of SW FL Inc
130	Regency Executive Services & Transportation, Inc
131	RF Sedan Services Inc.
132	Rick's Taxi Inc
133	Royal Floridian Transportation, Inc
134	RRK Ventures, Inc. DBA Royal Palm Transportation
135	Sansone Enterprises (DBA) Naples Limo and Car Services
136	Senior Solutions Concierge Services Inc, dba Concierge Solutions
137	Shalom Transportation
138	Sivelis Marrero
139	Southwest Florida Limousine Inc (DBA) Island Coast Transportation
140	Sunshine Transportation And Limo Services Inc.
141	Superior Airport Shuttle LLC

Name / Company of Licensed Transportation Services in Collier County	
142	Taxi Go Go Gooo
143	Taxi Hispano SW, Inc
144	Taxi Latino Inc
145	Taxi Pam, Inc.
146	Taxi Time Inc
147	Taxi USA Service Inc
148	The Best Transportation In Naples
149	The Nellie Group Inc, dba A-Action Transportation Service
150	Theo Multi-Tech Services Inc (DBA) Theo Taxi
151	Time For Taxi Inc.
152	TLC Non-Emergency Medical Transport, Inc.
153	Turbo Cab
154	Union Taxi Corporation
155	United Cab Inc
156	Victor Fast Transportation LLC
157	Yellow Cab Transportation of Lee County Inc dba Yellow Cab Transportation of Collier

Appendix C
Rider Guide

Collier Area Paratransit Rider's Guide



CUSTOMER SERVICE
Ph: (239)-252-7272 or 1(800)-392-1418
FAX: (239)-252-4464



Effective October 1, 2012

I. Welcome

This Rider's Guide is designed to help customers understand the Collier Area Paratransit (CAP) Program. In this guide you will find information that is pertinent to making a trip as convenient and hassle-free as possible including the policy and procedures. It is important that you take the time to read this guide completely to avoid any misunderstanding about the services offered by this program. This guide is also available in Spanish and online at www.colliergov.net/cat. If you have any questions please call **(239) 252-7272, (239) 252-7777 or 1(855) 392-1418.**

II. Introduction

The Collier Area Paratransit program, also known as CAP, started in February of 2001 under the name of Collier Community Transportation or CCT. It is a shared-ride door-to-door transportation service provided for individuals who do not have access to any other means of transportation, including the Collier Area Transit (CAT) public transportation bus service. The CAP program provides transportation service for eligible individuals through several funding programs, including the Florida Department of Transportation, Agency for persons with Disabilities and Florida Commissions for the Transportation Disadvantaged. CAP can be used for medical appointments, work, school and other trips depending on the funding program the individual qualifies under. Cooperation and flexibility from customers will allow CAP to better serve its customers.

III. Contact Information

To obtain an application, schedule a trip or any other questions please contact CAP Monday through Friday between 8:00 a.m. and 5:00 p.m.; call (239) 252-7272, 239-252-7777 or 1(855) 392-1418. You may also visit the centers at:

**Collier Area Transit
Paratransit Customer Service
8300 Radio Road
Naples, FL 34104**

**Collier Area Transit Intermodal Transfer Station at the Government Center
3355 East Tamiami Trail
Naples, FL 34112**

If you experience a problem with any aspect of the service, you may call or write Collier Area Paratransit. When sending a written complaint please include details such as time, date, location and a description of the problem you experienced. This will help in determining the appropriate personnel to contact in order to resolve any difficulties you may have as quickly as possible.

If your complaint cannot be resolved, you may obtain information on the grievance process by contacting the Superintendent of Paratransit Operations and requesting a copy of our adopted Grievance Procedure or calling the Florida Commission for the Transportation Disadvantaged Ombudsman Hot Line at **1-800-983-2435**.

For Florida Relay for ASCII callers call 1(800)955-1339.

IV. 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. 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.colliergov.net/cat, 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 public fixed-route bus system. In addition, the individual must reside 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 public transportation bus service.
- **Visitors** that are certified under the Americans with Disabilities Act in their community or place of residence will be honored for up to 21 days. 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.

V. Destination and Hours of Operation

CAP services the entire Collier County including **City of Naples, North Naples, East Trails, Marco Island, Golden Gate City, Golden Gate Estates and Immokalee**. In accordance with federal and/or state regulations, certain restrictions may apply to the trips provided related to the times of travel or destinations based upon the program eligibility.

- **ADA** recipients may only schedule trips that begin and end within the ADA Corridor

which is three-quarters ($\frac{3}{4}$) of a mile of an established CAT bus route. Hours of operation for ADA are the same as the CAT published bus schedule. While you may be certified to ride CAP, all destinations in Collier County may not be within the ADA corridor.

- **Transportation Disadvantaged** recipients are permitted to travel countywide Monday through Friday. The pickup time may be as early as 4:00 AM and the latest pickup time may be as late as 6:00 PM. Saturdays and Sundays are reserved for medical trips only. In addition, the individual's trip origin and/or destination must reside outside the ADA corridor.
- **Agency** sponsored trips must be prearranged by the particular agency sponsoring the trip.

Please keep in mind that CAP operates on the public roads and highways and occasionally our vehicles will run behind schedule during periods of peak demand such as special events, rush hour, or inclement weather. To lessen trip delays, try to avoid peak travel periods.

The CAP Program **does not operate** on the following holidays: New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, and Christmas Day.

VI. Reservations

All trips require prior reservation; please contact CAP Monday through Friday between 8:00 a.m. and 5:00 p.m. to make your reservations. For weekend service, please contact CAP, leave your name and trip information on the voicemail, someone will return your call to confirm your reservation. Trips may be scheduled up to two (2) weeks in advance. For NEXT DAY service, reservations must be scheduled by 5:00 p.m. **Same day service is not available.**

When making a reservation for service, please keep in mind that travel time for a local trip (within the same service area) can take up to one hour. For this reason customers in the Naples area must be ready for pick up one (1) hour in advance of their scheduled appointment time. For example if you have a 9:00 a.m. appointment you may be picked up as early as 8:00 a.m. Travel time for trips in the Golden Gate Estates, Marco Island, or Immokalee area can take up to two hours. Please be ready for your trip two (2) hours prior to your appointment. For reservations it is recommended to call during off peak hours between 10:00am and 1:00pm when our phone lines are less busy.

When making a reservation, please have the following information ready:

- Pick up location - name, phone number, address including building and apartment number, town or city and zip code.
- Destination - Name of Facility if applicable or Doctor's Name, phone number and Street address (including: suite number, town or city & zip code).
- Exact appointment Time
- Whether a personal care attendant (PCA) is required.

- Whether the customer or the PCA uses a wheelchair or other mobility device.
- Whether the customer has a service animal.
- Whether there are any other special considerations for the customer to travel.
- Return trip information - please provide same information as the destination above. The Return trip MUST be scheduled at the time of reservation or they will not be accepted.

A. Subscription Service

A standing order or subscription service can be established when a customer regularly travels to and from the same destination (two / three or more times a week) at the same times. You will save time by submitting a standing order; however you must contact the reservation department immediately if your plans change to avoid being charged as a no-show.

VII. Fares, Multiple Destinations & Refusal to Pay/No Pay
--

All trips require a fare; the passenger will be informed at the time of approval for the Paratransit service. A passenger may:

- Pay the fare with exact change on each ride.
- Pay the fare for both ways on their first ride.
- Purchase tickets for the value of the passengers co-pay in advance

Tickets equal to the amount of your individual trip fare may be purchased in advance at the following locations:

**Collier Area Transit
Paratransit Customer Service
8300 Radio Road
Naples, FL 34104**

**Collier Area Transit
Intermodal Transfer Station
at the
Government Center
3355 East Tamiami Trail
Naples, FL 34112**

The driver will collect the fare/ticket from you when you board the vehicle. You must have the **exact change**; drivers do not carry money. Payment of proper fare is required upon boarding the vehicle. Failure to pay the appropriate fare will result in your trip being denied. Fares will depend upon your sponsorship or funding source, see details below. **Effective October 1, 2012 the fares are as follows:**

Americans with Disabilities Act (ADA): The fare for this service is \$3.00 for a one-way trip. Guests are required to pay \$3.00 for a one-way trip.

Transportation Disadvantaged (TD): The fare for TD trips is on an income scale and varies from \$1.00, \$3.00, \$4.00, \$5.00, or \$7.00 per one-way trip. This program does not allow/transport guests.

Multiple Destinations

Each trip includes one destination. Brief stops at locations before the scheduled destination will not be allowed. If multiple destinations are needed, each section of the trip must be scheduled separately and the rider must pay a fare for each ride.

Refusal to Pay or No Pays

In an effort to ensure consistent and fair transportation services to all of our passengers, everyone is expected to pay the proper fare upon boarding the Collier Area Paratransit (CAP) vehicle.

To emphasize the importance of limiting No Pays, CAP has adopted the following, zero tolerance of refusal to pay policy:

If the passenger does not have the appropriate amount to pay for his or hers co-pay, transportation will not be provided.

If the passenger refuses to pay for a return trip the passenger will not be eligible to reserve a future trip until payment of the co-pay has been fulfilled.

VIII. Travel Assistance

Many of our customers require assistance during their travel. While drivers are able to provide assistance to and from the vehicle, some customers may require more personalized care. This section of the Guide addresses customer's needs that extend beyond the responsibility of the driver. Customers needing additional assistance upon reaching their destination are required to travel with an attendant. All guests or Personal Care Attendants (PCA) traveling with the customer must be picked up and dropped off at the same address.

Personal Care Attendant (PCA)

A PCA travels with the customer to assist with life-functions and to facilitate travel. A PCA request must be approved on the initial application in order to be eligible to travel with a customer. The information provided must state the functional limitations that require you to have additional assistance. Medical documentation stating the reason an attendant is needed will be required. Only one PCA may ride free of charge per customer.

The following are required to have a PCA:

- Children under the age of 12 **MUST** have an attendant.
- Children under the age of 5 and/or under the weight of 45 lbs. will be required to use a child restraint device that must be provided by the accompanying adult or attendant.
- If you now require a PCA, yet your application approval does not include a PCA, please submit a letter from your physician or other qualified medical professional stating that your needs now require a PCA.
- A parent or guardian assisting an under-age child may not bring additional children unless the other children have a scheduled reservation and will be receiving a service.

Guest for ADA passengers

- ADA passengers may be accompanied by a single guest.
- Guests are required to pay the same fare as the ADA passenger.

Service Animals

- Service animals ride for free with a Paratransit passenger.

IX. Ready Early, Will Call, Cancellations or No-Show

The Transportation Disadvantaged Local Coordinating Board (TDLCB) approved a No Show / Cancellation Policy to identify those who habitually cancel or who are a no-show for a scheduled trip. The goal of the TDLCB is to educate the customers of the policy to reduce the incidences of cancellations and / or no shows. The customer has the option to appeal any action taken to enforce this policy.

Ready Early

Customers who are ready prior to their scheduled pickup time should contact CAP customer service. Customers will be picked up as a vehicle becomes available.

Will Call

If the customer is not ready to make the return trip when the service vehicle arrives, the customer is placed into “will call” status. This means customers “will call” CAP customer service when ready. Customer will be picked up as a vehicle becomes available.

Cancellations

All cancellations need to be made preferably before 2:00 p.m. of the day prior to the reservation date. All scheduled trips (reservations) must be cancelled at least 2 hours prior to the scheduled

trip in order to avoid being deemed a “No Show”. Passengers are not responsible for “no-shows” resulting from their sudden illness, family or personal emergency, transit connection or appointment delays, extreme weather conditions, operator error, or other unforeseen reasons for which it’s not timely to call to cancel or take the trip as scheduled.

No Show

Late Cancellations and/or No Shows may result in suspension of service. Passengers will be notified of every “no-show” violation in writing. If a passenger receives notice of a no-show violation that proposes a suspension of service, the written notification shall also outline the passenger’s right to appeal the imposition of that sanction. All penalties reset after one year from the initial no-show violation.

Disciplinary Suspension of Service

- First No Show:** The passenger will receive a phone call and a warning letter to review the No Show policy and its exceptions.
- Second No Show:** The passenger will receive a second warning letter.
- Third No Show:** The passenger will receive a suspension of service for 7 calendar days (Suspension will begin the day following the No Show and continue for 7 calendar days – Example – No Show on Monday, suspension begins on Tuesday and continues through the following Monday).
- Fourth No Show:** The passenger will receive a suspension of service for 14 calendar days (Suspension will begin the day following the No Show and continue for 14 calendar days).
- Fifth and Greater No Shows:** The passenger will receive a suspension of service for 30 calendar days (Suspension will begin the day following the No Show and continue for 30 calendar days).

X. Drivers

Collier Area Paratransit has contracted with a private transportation carrier to provide door-to-door Paratransit transportation services. The carrier uses minivans and lift equipped vehicles to transport passengers. All vehicles are plainly marked with the name of the company in a prominent location (Collier Area Paratransit / or the Carrier information).

Drivers are trained to help those who require assistance to and from the vehicle. We do not enter

a person's home or a person's room at a living facility. In addition, we do not go above the first floor of a multi - family residence.

Drivers do not accept tips. Please notify CAP if any driver asks for or accepts a tip.

Drivers are expected to:

- Be properly uniformed and carry picture identification badges.
- Be courteous.
- Drive safely.
- Wear a seat belt.
- Securely tie down wheelchairs.
- Make a good faith effort to find a client (horn honking to notify a customer of arrival is not acceptable)

If a driver or passenger acts in an unreasonable manner (or contrary to company policies and procedures) it should be reported immediately by calling (239) 252-7272.

XI. Rights and Responsibilities

The Florida Commission for the Transportation Disadvantaged has established the following set of rights and responsibilities for the customers of Collier Area Paratransit transportation services.

Customers have the right to:

Safety

- Trips in air-conditioned and heated vehicles;
- Safe, clean, properly equipped and smoke-free vehicles;
- Properly fastened seatbelts and/or mobility device tie-downs;
- Vehicle transfer points that are sheltered, secure and safe;
- A properly identified driver;
- Adequate seating, to include ample space for service animals;
- Assistance in maneuvering mobility devices up and down a maximum of one step;

Courtesy

- Professional, courteous and properly trained drivers;
- Assistance while getting in and out of the vehicle and to the seat; and
- Assistance with a maximum of 4 bags would be allowed at a time by the customer in one trip.

Complaints

- File complaints without fear of retaliation;
- Prompt investigations and effective resolutions; and
- Current and complete program information.

Service

- Pick-ups within the established pick-up window;
- Expect the driver to wait up to five minutes at the time of arrival within the pickup window;
- Toll-free accessibility to the CTC;
- Be delivered to an appointment on time;
- The CTC's policy on standing orders/subscription service; and
- The CTC's policy on no-shows.

Customers are responsible for:

Safety

- Be ready and waiting for the vehicle in a safe location according to the pickup window for your scheduled appointment time;
- Keep seat belts and mobility device tie-downs secure until the vehicle stops;
- Remain seated until the vehicle comes to a complete stop at place of destination;
- Report any safety hazards;
- Keep wheelchairs or other mobility aids in good condition;
- Do not tamper with or operate vehicle equipment;
- Address car-seat provision with the CTC;
- Make CTC aware of customer's physical and/or mental conditions/limitations prior to transport; and
- Adhere to policy for violent and/or disruptive behavior.

Courtesy

- Call in trip cancellations (refer to cancellation section pg. 6);
- Inform CTC of all pertinent information regarding the trip;
- Present the correct fare;
- Be ready at the time of pick-up;
- Ensure personal hygiene; and
- Be courteous to drivers and fellow passengers/customers.

Complaints

- File complaints in a timely manner, providing the CTC with pertinent information.

Service

- Advise the reservationist of appointment times;
- Advise the reservationist of the intent to utilize a guest, personal care attendant or service

- animal.
- Accept a shared-ride service on vehicles provided;
- Schedule trip requests at least one day in advance; and
- Provide own wheelchair / car seat, and/or escort.

Florida State law has determined that all customers on Paratransit vehicles **MUST WEAR SEAT BELTS**. A customer who refuses to remain seated with the seat belt in place will be denied service. If you have medical documentation stating that the use of seat belts may be detrimental to your health, the seat belt regulation will be waived. Please inform the reservationist of your situation when you schedule your first trip, you will be required to provide CAP with written documentation to have the seat belt requirement waived.

Inappropriate Behavior

Customers may not eat, drink, smoke or spit in/on the bus. Eating on the bus will be permitted on a case by case basis based on medical need. Customers are responsible for being considerate of other customers in sharing rides, to refrain from excessive noise, constantly changing seats, throwing objects, fighting, sticking heads or arms out the windows, lewd behavior and speech, etc. This behavior will not be tolerated and customers that behave in such a manner may be subject to suspension.

In accordance with Collier Area Paratransit Policy, service may be terminated due to threats, violent or abusive treatment toward the provider or other customers. Service may be refused if a customer engages in violent, seriously disruptive or illegal conduct. Seriously disruptive conduct does not include behavior or appearance that only offends, annoys, or inconveniences other customers or employees.

When it has been determined by the Superintendent of Paratransit Operations that suspension will be initiated, communication of the suspension of service will be made by phone and/or mail to the Customer or Parent/Guardian of the Customer with a copy to the appropriate agency (if applicable).

XII. Other Considerations

A. Wheelchair Service

When making a reservation please be sure to mention if the customer uses a mobility device or wheelchair. Wheelchairs must be provided by the customer. Customer must be waiting on the ground floor in the lobby or at the main entrance no more than one (1) step from the ground level. If there is more than one (1) step to negotiate, an accessible ramp must be installed in order to accommodate the customer. Our vehicles are equipped to transport mobility devices. CAP will transport passengers and their mobility devices as long as the lift and vehicle can physically accommodate the device and legitimate safety requirements can be met. Drivers are not responsible for charging, connecting or disconnecting any equipment used by a customer.

Customers must ensure all equipment is functioning properly and independently prior to starting your trip.

In addition, customers in wheelchairs must have an accessible boarding area on which the lift can safely be deployed and the area leading up to the boarding area must be firm to accommodate the approach to the wheelchair lift. Grass, gravel and soft sand are not acceptable surfaces. WHEELCHAIRS MUST BE EQUIPPED WITH FOOT RESTS.

B. Oxygen Transport

Travel with oxygen equipment is permitted providing that the safety and use of it is the sole responsibility of the customer and can be stowed when the vehicle is en-route. Drivers are not permitted to supply, connect or disconnect oxygen.

C. Personal Belongings

Customer property that can be carried by the customer and/or the guest/attendant in one trip and can be safely stored in the vehicle shall be allowed. Items that block the aisles or are not able to be secured in the vehicles will not be allowed.

What if I'm not satisfied with the services provided?

XIII. CUSTOMER FEEDBACK

If you experience a problem with any aspect of the service, you may call or write to Collier Area Paratransit Customer Service Department. To send your complaint in writing, direct your correspondence to:

**Collier Area Paratransit
CUSTOMER SERVICE DEPARTMENT
CAT Operations Center
8300 Radio Road
Naples, FL 34104**

OR

CALL 239-252-7272 / 239-252-7777/855-392-1418

Please include details such as time, date, location and a description of the problem you experienced. This will help in determining the appropriate personnel to contact in order to resolve any difficulties you may have as quickly as possible.

If your complaint cannot be resolved, you may obtain information on the grievance process by contacting the Superintendent of Paratransit Operations and requesting a copy of our adopted Grievance Procedure.

OR

You may call the Florida Commission for the Transportation Disadvantaged Ombudsman Hot Line:

1-800-983-2435.

***Acknowledgement of Receipt Form
Collier Area Paratransit***

The information provided in this guide is an important factor in helping you understand your transportation options. We encourage you to read it completely and to contact the Collier Area Paratransit staff if you have any questions regarding the information contained within this booklet.

It's important for Collier Area Paratransit staff to know that you have received this Rider Guide. Please sign your name below, detach this page, and return it to Collier Area Paratransit.

Customer Signature

Date

Printed Name

Collier Area Paratransit strives to provide the highest level of quality service.

We appreciate and welcome suggestions, and comments from the community.

Thank you.

Appendix D
Vehicle Inventory and
Five Year Replacement Schedule

Collier County - Paratransit Fleet Inventory - March 2013
Cost Center 138337

Equip #	Cost	Date Acquired	License #	Year	Manufacturer	Model	Latest Mileage
60057	\$80,253.00	1/25/2006	218428	2006	CHEVROLET	GLAVAL BUS	316,494
CC2-123	\$59,958.00	4/23/2007	TA7635	2006	CHEVROLET	EXPRESS 3500	220057
CC2-254	\$81,358.00	10/12/2007	220294	2007	CHEVROLET	GLAVAL BUS	263232
CC2-255	\$81,358.00	10/12/2007	220293	2007	CHEVROLET	GLAVAL BUS	319736
CC2-334	\$87,258.00	3/20/2008	220299	2007	CHEVROLET	GLAVAL BUS	243454
CC2-335	\$87,258.00	4/21/2008	220298	2007	CHEVROLET	GLAVAL BUS	237763
CC2-336	\$87,258.00	5/22/2008	220297	2007	CHEVROLET	GLAVAL BUS	237675
CC2-361	\$64,090.00	5/21/2008	TA9683	2007	CHEVROLET	EXPRESS 3500	161060
CC2-472	\$72,418.00	7/9/2009	TC2408	2009	CHAMPION	Crusader	165015
CC2-477	\$72,418.00	7/29/2009	TC0794	2009	CHAMPION	Crusader	168535
CC2-478	\$72,418.00	8/4/2009	TC0795	2009	CHAMPION	Crusader	170635
CC2-479	\$72,418.00	8/4/2009	TC0796	2009	CHAMPION	Crusader	170083
CC2-480	\$72,418.00	8/5/2009	TC0793	2009	CHAMPION	Crusader	175906
CC2-521	\$78,681.00	5/3/2010	TC4407	2010	CHEVROLET	G3500 Crusader	124308
CC2-532	\$79,105.00	8/4/2010	TC4041	2010	CHEVROLET	G4500 Odyssey	160019
CC2-591	\$86,895.00	7/8/2011	TC5091	2011	CHEVROLET	G4500 Odyssey	91521
CC2-592	\$86,895.00	7/8/2011	TC5090	2011	CHEVROLET	G4500 Odyssey	98619
CC2-593	\$86,895.00	9/20/2011	TC6864	2011	CHEVROLET	G4500 Odyssey	96056
CC2-681	\$89,150.00	9/4/2012	TD1268	2012	CHEVROLET	Turtle top	24140
CC2-682	\$89,150.00	10/18/2012	TD1269	2012	CHEVROLET	Turtle top	24500
CC2-683	\$89,150.00	10/18/2012	TD1270	2012	CHEVROLET	Turtle top	23717

Replacement Schedule

Year	Fixed-route Bus	ADA Paratransit Bus	Support Vehicle/Truck
2014	1	5	1
2015	0	1	1
2016	0	6	1
2017	3	7	0
2018	3	0	0
2019	3	7	2
2020	3	5	1
2021	0	5	1
2022	4	5	1
2023	3	5	1

Appendix E
Collier Area Transit System Safety Program Plan Certification

COLLIER AREA TRANSIT
Naples, Florida

System Safety Program Plan
February, 2012

Revised February 2012, April 2010, July 2009, October 2008, July 2006,

REVISED FEBRUARY, 2012

Collier Area Transit

System Safety Program Plan

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VI	System Safety Task and Implementation	8

ATTACHMENTS

Collier Area Transit Map
Collier Area Transit Vehicle Inventory Listing
Collier Area Transit Employment Application-Keolis Transit America (weblink)
Collier Area Transit Annual Florida Department of Transportation Annual Safety Certification
Collier Area Transit Employment Referral Letter/FTA Release of Drug/Alcohol Testing Form
Collier Area Transit Bus Operations Training Manual

REFERENCES

Collier Area Transit System Security Emergency Preparedness Plan
Collier Area Transit Bus Operator Training Program
Collier Area Transit Bus Operations Manual

XIV. Policy Statement

To all Collier Area Transit Personnel

Collier Area Transit is organized to provide safe, courteous clean, reliable and effective on-time service to residents of our operating service area.

Collier Area Transit shall strive to operate as safely as possible. All personnel are charged with the responsibility of insuring the safety of employees, property, passengers, and those who are exposed to the system. Furthermore, the general manager and his/her designees are directed and empowered to develop, implement, and administer a comprehensive and coordinated system safety program plan (SSPP). The plan shall be specifically designed to prevent, control, and resolve unsafe conditions, which may occur as a result of Collier Area Transit service and operations. This authority includes the right to stop any operations, which are determined to be hazardous or creating an unsafe condition.

It is the duty of each Collier Area Transit Team Member to cooperate with management and provide them with any requested information, assistance in any investigation, or inspection they may under take.

II. INTRODUCTION

This System Safety Program Plan describes activities and responsibilities that must be maintained to reflect a high level of safety at Collier Area Transit. The essential elements of this plan are safety-related documentation, communication, coordination and cooperation within the entire organization in order to promote a safe operating environment.

A. PURPOSE

The System Safety Program Plan establishes and organized and logical safety program at Collier Area Transit. The plan formalizes Collier Area Transit's commitment to ensure that management, technical and operational skills are adequate, coordinated and focused towards establishing, improving and attaining quantifiable improvements in all identified areas of safety performance. The plan reconfirms Collier Area Transit's management desire in completing every operation without an accident, which could cause injuries to people, damage to equipment or delays to service.

B. SCOPE

This System Safety Program Plan includes all areas of transit:

- Vehicle/Equipment Design
- Operation and Maintenance of Vehicles/Equipment
- Personnel employed or performing work for Collier Area Transit

Described below are the applicability and intent regarding the System Safety Program Plan.

1. **Applicability**
This plan applies to all departments within the Collier Area Transit organization who operates or maintains revenue vehicles and auxiliary equipment or structures, and to contractors who design, construct and modify any portion of the bus system that would, in any form, enhance or degrade the safety of the system.
2. **Intent**
It is intended that primary and ultimate responsibility for the plan be retained by the General Manager and his designees, the Superintendent of Fixed Route Operations and Superintendent of Paratransit Operations, who have the responsibility of safety coordination. They shall ensure that the plan activities are performed to provide the safest possible operation for employees, passengers, passengers in other vehicles, pedestrians, and property within the constraints of operational effectiveness, cost and time.

Collier Area Transit shall support or direct the System Safety Program Plan by:

- Establishing appropriate safety rules, regulations, orders, bulletins and standards.
- Monitor and react to transit and other industry safety findings and accomplishments known to enhance system safety.
- Perform analysis and investigations that identify the causes of hazards or accidents, their effects, likelihood, or occurrence and methods to resolve and/or maintain an aggressive and effective hazard identification, evaluation and resolution organization sensitive to the physical organizational and operation conditions at Collier Area Transit.

C. GOALS AND OBJECTIVES

The overall goal of Collier Area Transit is to provide public transportation in a safe, reliable, efficient and economical manner to the service area. The System Safety Program Plan's goal is to provide the highest level of safety practical, in order to minimize any risk to the traveling public, general public and Collier Area Transit employees. The goal must be quantifiable and comparable to Collier Area Transit's historical performance and not necessarily that of industrial averages. Listed below are the System Safety Program Plan's objectives that are required to attain safety goals:

- 1) **System Safety Program Plan**
The System Safety Program Plan will be managed to produce safety efforts without voids, deficiencies or duplications.
- 2) **Integration of Safety**
The plan activities will become an integral part of the operation, inspection, maintenance and management among all Collier Area Transit departments and their personnel and their contractors
- 3) **Safety Concerns, Identification and Control**
Hazardous conditions or concerns shall be identified by all departments and corrective measures defined to control the occurrence, severity or to provide for adequate caution or warning to prevent accidents.
- 4) **Uniform System Safety Program Plan**
The System Safety Program Plan shall be applied uniformly to all departments and operations to ensure that safety-related information is collected, evaluated and considered in the decision-making process.
- 5) **Management Visibility of System Safety Program Plan**
Visibility by management of the System Safety Program Plan efforts shall be provided to enable adequate control, evaluation, assessments, priorities and resource allocation based on system and safety needs.

- 6) Maximum Use of Safety Efforts
Reports, studies, investigations and bulletins shall be distributed to all departments for appropriate safety-related actions.
- 7) Safety Performance Improvement Areas
The objectives in the areas of obtaining safety performance improvements through the proper application of the System Safety Program Plan efforts are listed below:
 - a. Reduce accident rates in the areas that follow:
 - (i) Traffic and passenger accidents;
 - (ii) Employee injuries based on industrial accidents;
 - (iii) Collect, analyze and present injury and accident information.
 - b. Identify/eliminate or control:
 - (i) Review accident investigation records to determine trends and frequencies.
 - (ii) Regularly inspect facilities to identify potential injury producing conditions;
 - (iii) Develop injury-control systems or methods;
 - (iv) Develop and present training programs to inform supervisors and employees of safe methods and procedures.

D. AUTHORITY

The efficiency of Collier Area Transit operations is directly related to the well being of our employees, the maintenance of system coaches, facilities and property and the management of all our activities. It is with this concern in mind that the following policy is issued by the General Manager, as a statement of the direction that this transit system is to take in the control and reduction of accidental losses.

Collier Area Transit was organized to provide safe, courteous, clean, reliable, and effective on-time service to the residents of our operating area.

The safety portion of Collier Area Transit's task is of paramount concern. As a result, all Collier Area Transit personnel and appropriate contractors are charged with the responsibility of insuring the safety of employees, property, passengers and those who encounter the system.

Further, the Collier Area Transit Management team are directed and empowered to devise, implement and administer a comprehensive and coordinated System Safety

Program Plan with specific activities to prevent, control and resolve unsafe conditions which may occur during both design and operational stages. This authority includes the right to stop any operation, which the Safety Coordinators determine are not safe.

It is the duty of each Collier Area Transit employee to cooperate with the Management team and provide them with any requested information to help in any investigation or inspection they may undertake.

III. REGULATORY AGENCIES

1) Federal law requires Collier Area Transit to systematically inspect, repair and maintain or cause to be systematically inspected, repaired or maintained, all transit coaches. Generally, all employees are directly concerned with the inspection or maintenance and operation of the vehicle for passenger service.

2) Operations and Maintenance

The SSPP requires the continuing effort of all levels of supervisory and management personnel at the selected maintenance facilities. All Collier Area Transit vehicles receive regularly scheduled preventive maintenance and safety checks through Collier County Management Department. Any repairs performed during the preventive maintenance and safety checks or any item needing repair and items, which are satisfactory, are recorded on individual vehicle maintenance records. Prior to operation of the vehicle, or no less than daily if the vehicle is so operated, an inspection or test shall be made of the following parts and devices to ascertain that they are in safe condition and in good working order using the Drivers Daily Bus Inspection Sheet.

Horn	Exhaust	Warning Devices
Brakes	W/C Equipment	Lighting System
Hazard Signals	Mirrors	Doors
Steering	Turn Signals	Tires and Wheels
Wipers	Handrails	Seat Belts
Stepwell Door	W/C Lift	Suspension
Emergency Exits	Safety and Emergency Equipment	

Each driver shall submit a Daily Bus Inspection report indicating the condition of the vehicle and listing all defects and deficiencies likely to affect safe operation or cause mechanical malfunctions.

3) *Existing Safety Capabilities and Practices*

Collier Area Transit is required to hire qualified bus operators and shall not permit operators to exceed maximum driving and on-duty time allowed by State Laws.

a. Successful applicants, those obtaining employment with Collier Area Transit, must pass a series of tests before operating a vehicle. A physician during the pre-

- employment physical examination and drug screen must find employees medically acceptable for work. Operators are also required to undergo a physical examination every two (2) years. A motor vehicle record check which confirms the validity of the particular license as well as checking for any violation during the three (3) year period immediately prior to the time of employment with Collier Area Transit. In addition, employees will receive annual driving and criminal background checks.
- b. Operator trainees will receive a minimum of 80 hours of training to include classroom training on safe driving procedures, and the rules and regulations required for the safe and efficient operation of Collier Area Transit equipment. The training shall consist of basic driving maneuvers, including turns, stops, backing and other skills that are required by Collier Area Transit, and all transit route and line service training.
 - c. Operators are trained in passenger relations and accident/emergency procedures. Some of the customers are transported in wheelchairs. Accordingly, safe handling of wheelchair passengers and differently-abled customers is an important part of the training program for all bus operators.
 - d. Each Collier Area Transit vehicle is equipped with a two-way radio providing communication to Cat dispatch with additional communication through dispatch to law enforcement and other County departments as necessary.
 - e. All vehicles are equipped with fire extinguishers, and first-aid kits and clean-up kits.
 - f. All Collier Area Transit safety sensitive team members are cleared to operate every vehicle type in Collier Area Transit's mixed fleet prior to being authorized to operate the vehicle in route service.
 - g. Collier Area Transit Team Members are trained using the US DOT/FTA certification program for bus operators.
 - h. Collier Area Transit's Professional Bus Operator Training Program includes education of F.A.C. 14-90.

IV. SYSTEM DESCRIPTION

A. History Background

Collier Area Transit began operating service in February 2001; its first full fiscal year of operation, however, was FY 2002. The General Manager of CAT reports to the Public Transit Manager and Director of the Alternative Transportation Modes Department of Collier County Transportation. The governing board is the Collier County Board of County Commissioners. Collier County Government contracts with a private service

provider to operate the day to day operations of fixed route and paratransit services. The current provider is Keolis Transit America.

CAT provides fixed-route service in Collier County on ten routes, serving the incorporated areas of Naples, Marco Island, and Immokalee. The hours of operations for the core routes are from 6:00 a.m. to 7:30 p.m., Monday through Saturday. Sunday service was implemented in January of 2007, and certain routes have limited service on Sunday.

Ridership increased 32 percent between FY 2003 and FY 2004, indicating the continuing trend of rapidly growing ridership on the young CAT system. While the total ridership for FY 2004 was 627,823, it should be noted that ridership for FY 2005 has already surpassed the FY 2004 amount, with 949,423 trips in FY 2005. Between FYs 2005 and 2006, the level of service, as measured by revenue miles, increased and ridership exceeded 1,180,000 passengers. These data indicate that ridership on the CAT system is growing faster than service levels, which results in increased productivity and effectiveness. Two measures of service effectiveness are passenger trips per revenue mile and passenger trips per revenue hour, both of which have been increasing. FY 2010 recorded ridership exceeded 1,064,910 passenger boardings.

B. Scope of Transit Services/Service Area

See Attached Map

C. Operating Environment

Weather conditions are primarily sub-tropical consisting of hot and rainy days with usually heavy early morning fog during spring and summer. Mild conditions prevail during fall and winter months. Some years, drought conditions bring the threat of area wild fires. During the summer months it is not unusual for there to be a daily heavy afternoon rainfall.

D. Equipment and Facilities

Facilities

Collier Area Transit has (23) active revenue fixed route vehicles. And (23) paratransit vehicles that are County owned. Vehicles are added and replaced in accordance with vehicle life-cycle and capital replacement schedules. The primary private service provider Keolis Transit America supplements the fleet with vans used primarily in the paratransit program. The Collier Area Transit Bus Operations facility is located in the 8300 Radio Road, Naples Florida. A temporary bus transfer station has been established at Collier County Government Complex located at 3301 East Tamiami Trail, Naples, FL. Construction will begin in mid 2012 for a permanent facility at an adjacent parcel in the Government Center complex.

V. SYSTEM SAFETY MANAGEMENT

The management at Collier Area Transit is responsible for the implementation, maintenance, and update of the SSPP. Safety related responsibilities for all areas of Collier Area Transit are assigned to designated employees or individuals of the operations or maintenance sections. Management shall review and monitor contractors or sub-contractors of service for compliance with the SSPP in regard to maintenance and operations.

A. Operations

Management is responsible for pre-employment qualifications for drivers, proof of valid license, training and testing, drivers work periods and driving hours, medical examination requirements, and daily vehicle inspections. Operational rules and procedures shall be in accordance with Rule Chapter 14-90 and all newly employed operators shall be instructed on such rules and procedures.

B. Maintenance

Management shall ensure that all vehicles operated are regularly and systematically inspected, maintained, and lubricated for safe operation.

Maintenance and operations shall coordinate all activities to ensure safe practices are not overlooked. Preventive maintenance shall be performed and safety inspections, repairs, and other maintenance functions properly documented. Contracted maintenance service shall be reviewed for accuracy and completeness and record of such services shall be maintained. All records shall be maintained in accordance with Rule Chapter 14.90 (FAC).

C. Accidents

Collier Area Transit shall maintain a comprehensive accident reporting, evaluation and record maintenance system. Any accident involving a fatality shall be verbally reported to Florida Department of Transportation District Office within 24 hours, and a written report made in such accidents and submitted to FDOT District Office within thirty (30) days after the accident occurs. All accidents shall be reviewed by management to determine the nature, cause(s), and what actions or procedures should be implemented to prevent any reoccurrence. Management also determines whether an accident is preventable or non-preventable. Collier Area Transit complies with National Transit Database and Federal Transit Administration accident reporting requirement, in addition to all OSHA accident reporting requirements.

D. Equipment and Devices

All vehicles operated by Collier Area Transit shall be equipped with all necessary safety equipment required by Rule Chapter 14-90 and Chapter 316, Florida Statute. It is mandatory that all new vehicles procured will be specified to include all required

safety equipment at a minimum. This equipment shall include that for transporting wheelchairs.

E. Safety Inspections

Safety Inspections shall include, at a minimum, the equipment and devices required by Rule Chapter 14-90 FAC. All inspections contracted to an outside vendor shall be monitored and reviewed for accuracy and completeness. Safety inspections shall be documented and maintained in a file that is readily available for periodic reviews by FDOT.

VI. SYSTEM SAFETY TASKS AND IMPLEMENTATION

A. Tasks

The primary task for ensuring the safest operations for Collier Area Transit is to properly identify and assess hazards or conditions that result in accidents. The method of identifying, analyzing, assessing and resolving cause of accidents is done by all sections of the system with available resources and information. Additional efforts shall be made toward remedies for the more severe hazards that result in accidents. Assessment of hazards shall result in resolution by either minimizing the hazard or making the hazard acceptable by the use of safety devices and/or new/improved procedures. Safe operations and a reduction in hazards are accomplished by proper and adequate training for new employees and refresher training courses for existing employees. All training is coordinated between maintenance and operations. Random inspections of operational functions shall be made by management to identify hazards not normally identified in day to day activities.

B. Implementation

The requirements of this SSPP were implemented within six (6) months of adoption of Florida Law Rule Chapter 14-90. It is the responsibility of management to maintain, annually update, and make the necessary revisions to the SSPP on a required basis. The plan shall also be submitted to FDOT for review and to determine compliance with Rule Chapter 14-90 FAC.



Collier County
Public Services Division
Alternative Transportation Modes

January 28, 2013

Mr. Richard P. Shine
Florida Department of Transportation, District One
Modal Development Office/Public Transit
Fort Myers Operations Center
2981 Northeast Pine Island Road
Cape Coral, Florida 33909

Re: Annual Transit System Safety and Security Certification (SSPP)

Dear Mr. Shine:

Enclosed you will find the Collier Area Transit annual system safety and security certification as required by Florida Rule Chapter 14-90.

If you have any questions, please do not hesitate to contact me at (239) 252-5832.

Best Regards,



Trinity L. Scott
Public Transit Manager

Enclosure(s)



COLLIER AREA TRANSIT

8300 Radio Road

Naples, Florida 34104

Collier Area Transit Annual Certification Requirement per

14-90.010 Bus Transit Operational Certification

In accordance with Florida Rule Chapter 14-90.004 Bus Transit System Operational Standards, specifically subchapter 14-90.010 Certification, as amended, the following certifications are provided to the Florida Department of Transportation.

The following certifications are submitted this February 14, 2012 for the prior calendar year period commencing January 1, 2011.

It is hereby certified that:

Collier Area Transit, operating as CAT has adopted a transit Bus System Safety Program Plan (SSPP) in accordance with the established standards set forth in Florida Rule Chapter 14-90.004 Bus Transit System Operational Standards and has adopted a Security Program Plan (SSPP).

Collier Area Transit complies with the requirements provided and adopted in the CAT Transit System Safety Program Plan (SSPP) and Security Program Plan (SSPP).

Collier Area Transit certifies the performance of safety inspections on all buses operated by the CAT transit system in accordance with Florida Rule Chapter 14-90.004 Bus Transit System Operational Standards.

Collier Area Transit certifies that a review of the Collier Area Transit System Safety Program Plan (SSPP) and Security Program Plan (SPP) is conducted periodically to ensure that the program plans remain in compliance.

This certification is provided by Collier Area Transit which has performed the required bus safety inspections.

Collier Area Transit

8300 Radio Road

Naples, Florida 34104

The following certification is provided on behalf of Collier Area Transit – CAT – by its General Manager who is directly responsible for the management of the bus transit system and attests to this agency's compliance with Florida Rule Chapter 14-90 Bus System Operational Standards for Bus Transit Systems, as amended.

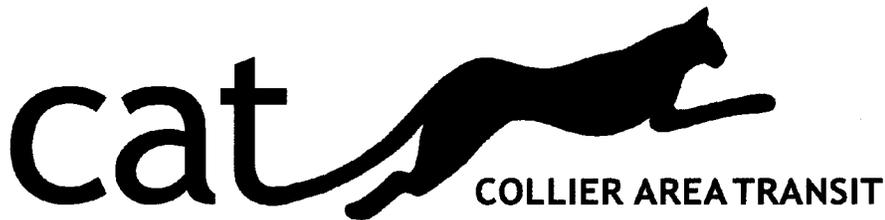
Date: 1/14/2013

1/14/2013

Signed: Thomas E. Stringer, Jr.

Thomas E. Stringer, Jr. General Manager

Collier Area Transit - CAT



**BUS TRANSIT SYSTEM
ANNUAL SAFETY CERTIFICATION**

DATE: January 14, 2013

NAME: Collier Area Transit dba CAT

ADDRESS: 8300 Radio Road, Naples, FL 34104

**IN ACCORDANCE WITH FLORIDA STATUTE 341.061, THE BUS TRANSIT SYSTEM NAMED ABOVE
HEREBY CERTIFIES TO THE FOLLOWING COMMENCING: Calendar Year : January 1, 2013**

- 1) **The adoption of a System Safety Program Plan (SSPP) pursuant to Florida Department of Transportation safety standards set forth in Rule Chapter 14-90, Florida Administrative Code. This program will include the required Security Program Plan to be in place by July 2006. Collier Area Transit has the required Security Program Plan in place.**
- 2) **Compliance with adopted safety standards in the SSPP.**
- 3) **Performance of annual safety inspections on all operational buses in accordance with Rule 14-90.009.**

Name: Thomas E. Stringer, Jr.

Signature: Thomas E. Stringer, Jr.

Title: Operations General Manager, Collier Area Transit /Keolis Transit America

Name and Address of entity which has performed safety inspections:

Carrier
1. Keolis Transit America, LoSF

Safety Inspector
Reginald Reese, Vice President, Safety and Security

Appendix F
Collier County Local Coordinating Board
Grievance Procedures

Collier Area Paratransit Grievance / Appeal Policy / Procedures



Collier County Board of County Commissioners (BCC) is the Community Transportation Coordinator (CTC) for Collier County. The BCC has directed that the Collier County Alternative Transportation Modes (ATM) Department under the supervision of the Public Services Division handle the management responsibilities of the CTC. Under the oversight of the Collier County ATM Department, the Collier Area Transit (CAT) Paratransit Program is contracted out to Keolis Transit America, Inc. Under Collier Area Paratransit the following programs are managed:

ADA – Americans with Disabilities Act

People who reside within $\frac{3}{4}$ miles of a CAT bus route, have transportation that falls within CAT service schedule, but cannot access the bus system due to a disability.

Transportation Disadvantaged (TD)

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

Agency Sponsored

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

As part of Collier Area Paratransit we determine program eligibility, provide management for the provision of service, and administer the Transportation Disadvantaged Local Coordinating Board's No Show / Cancellation Policy.

If you are not satisfied and / or disagree with a decision such as eligibility for a program, or you disagree with a no-show / cancellation violation, you have an option of filing a grievance or to request an appeal within 60 days of the decision.

If you experience a problem with any aspect of the service, you may call or write the Collier Area Paratransit. When sending a written complaint please include details such as time, date, location and a description of the problem you experienced. This will help in determining the appropriate personnel to contact in order to resolve any difficulties you may have as quickly as possible.

Collier Area Paratransit is not required to provide ADA complementary paratransit service pending the determination of the appeal, however if the decision takes longer than 30 days after completing the appeals process, paratransit service will be provided until that time until a decision to deny the appeal is issued.

If your complaint cannot be resolved, you have the option to file a grievance or call the Florida Commission for the Transportation Disadvantaged Ombudsman Hot Line at **1-800-983-2435**.

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

STEP ONE:

Contact the Superintendent of Paratransit. The Superintendent of Paratransit will investigate your concern and provide a written response.

Superintendent of Paratransit
Collier Area Paratransit
8300 Radio Road
Naples, FL 34104
Telephone: 239-252-7272 / 239-252-7777
Fax: 239-252-4464

STEP TWO:

Contact the General Manager of Collier Area Transit. The General Manager will review your case and provide you a written response.

General Manager
Collier Area Paratransit
8300 Radio Road
Naples, FL 34104
Telephone: 239-252-7777
Fax: 239-252-5753

STEP THREE:

Contact the Collier County Alternative Modes of Transportation Director.

Alternative Modes of Transportation Director

3299 East Tamiami Trail, Suite 103
Naples, Florida 34112
Phone: 239.252.5840 (Front Desk)
E-Mail: AltTransModes@colliergov.net

STEP FOUR:

Contact the Collier County Metropolitan Planning Organization to request a formal hearing before the Local Coordinating Board (LCB). Once the LCB hears the appeal and makes a determination, a written notification of the appeal determination will be provided.

Collier County Metropolitan Planning Organization Executive Director
2885 South Horseshoe Drive
Naples, Florida 34104
Phone: 239-252-8192 (Front Desk)



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

Appendix G
CTD Quality Assurance and Program Evaluation Review

CTC-LCB Review

(Collier Area Transit – Collier County)

Counties served: Collier County

Date(s) of Review: March, 2012 for January through December 2011

Staff Assigned to Review: Lorraine M. Lantz

I. Records and Areas of Review

- A. General Information
- B. Chapter 427, F.S.
- C. Rule 41-2, F.A.C.
- D. Americans with Disabilities Act
- E. Bus/Van Ride
- F. Surveys
- G. Follow-up of previous QAPE Review
- H. Additional Observations
- I. Current Year Trip and Equipment Grant

II. Findings and Recommendations

A. General Information

Collier Area Transit was designated as the CTC for Collier County on July 1, 2008. *Collier Area Transit* operates Government paratransit System in a rural and urban area as a complete broker.

Area of Noncompliance: None
Recommendation: None
Timeline for Compliance: None

B. Chapter 427, F.S.

The CTC contract provider is adhering to Chapter 427, F.S. In October 2010, TecTrans began its contract with Collier County to run the Collier Area Transit (CAT) and ParaTransit systems. Collier County monitors its contractor TecTrans, now TecTrans - Keolis Transit America, on a monthly basis with site visits, ride-alongs and desk audits of paperwork / reports. CAT, with TecTrans- Keolis Transit America, monitors the system subcontractor's quarterly.

Area of Noncompliance: None
Recommendation: None
Timeline for Compliance: None

C. Rule 41-2, F.A.C.

Overall, the CTC contract provider works effectively to ensure that service is provided in a safe, accessible and efficient manner as required under statutory and local requirements.

CTC-LCB Review

(Collier Area Transit – Collier County)

Upon review of documentation provided by the CTC and the contract provider (TecTrans – Keolis Transit America), as well as the on-site / on-board surveys and client surveys, some areas continue to have minor issues, and we continue to recommend these areas be addressed or reviewed for possible improvements.

Area of noncompliance with commission standards:

1. During the on-board / on-site evaluation, it was observed that one of the paratransit vehicles did not display signs with the local toll free phone number.

Recommendation:

1. While it is noted that this bus was new to the CAT paratransit fleet, the signs should be mounted on-board prior to the vehicle being placed in service. Once told of this, CAT staff immediately installed the signage on-board and checked all vehicles in the fleet for sign compliance. In addition, CAT stated they will order extra signs to keep on hand in case additional signs are needed. While this area of non-compliance was quickly rectified, it is recommended that a vehicle check be completed prior to a new vehicle being placed in service. In addition, it may be beneficial to provide agencies that use the paratransit services regularly with updated contact information (such as ParaTransit Users Guides and business cards) so they have and can distribute the information, as necessary.

Additional areas where the paratransit system could improve: None.

Area of noncompliance with local standards:

Areas where the paratransit system is operating outside of the on-time performance standards established in the Transportation Disadvantaged Service Plan (TDSP).

1. During the on-board / on-site evaluation and subsequent review of the completed manifests, it was noted that some trips fell outside of the approved on-time performance window. This finding has been a concern during previous evaluations. Previous recommendations have included that the CTC management monitor on-time performance. This CTC evaluation does recognize that the CTC management is making progress in complying with the on-time performance standards. The 2011 CTC Evaluation recommended creating a larger sampling of manifests to see if the on-time standard is achieved and reasons / explanations when it is not achieved. The CTC management are complying with that recommendation and providing more explanations to the LCB during the quarterly report when trips are late. These reasons include traffic, scheduling of the manifests too tightly, boarding times taking longer than anticipated and waiting for passengers who are not ready on time.

Recommendation:

1. On-time performance seems to be an on-going concern. In 2011, CTC Management announced that they would immediately increase the on-time performance sample size and

CTC-LCB Review

(Collier Area Transit – Collier County)

expand on the explanations for late performance. In addition, the CTC planned on purchasing vehicle locator devices and tracking software to make monitoring on-time performance more accurate and include all manifests. This CTC evaluation recognizes that Collier Area ParaTransit is consistently conducting sampling and explanations of late trips during a quarterly LCB meeting and acknowledges that the software and technology is still not operational. It is recommended that the CTC management provide to the LCB an estimated date for the software and technology to become operational.

Until the software and technology are in place, the current CTC reports will be used. The CTC has presented monthly performance rates to the LCB when they are at or lower than 93% a month or there are more than four days per month where the daily on-time performance is lower than 90%. During 2011, the reports indicated the following monthly information:

MONTH	Overall On-Time Performance	# of Days On-Time Performance Below 90%
January	97%	3
February	95%	8
March	96%	2
April	99%	0
May	100%	0
June	99%	1
July	98%	2
August	97%	1
September	96%	2
October	96%	1
November	93%	7
December	95%	3
2011 Annual Average	97%	2.5
2010 Annual Average	96%	2.9

During the CTC evaluation, the evaluation team became aware of passenger and agency concerns regarding vehicles waiting for passengers who were not ready when the vehicle arrived. According to the ParaTransit Users Guide, customers have the right to expect drivers to wait up to five minutes at the time of arrival within the pick-up window. Based on discussions with passengers and late service explanations provided by the CTC Management, it is assumed that drivers are waiting longer than five minutes for passengers who are not ready when the vehicle arrives. It is recommended that the LCB and the CTC discuss this policy and how it is to be implemented in the future.

While traffic cannot be avoided it does have an impact on the on-time performance measure. It is recommended that CTC management review how tightly the manifests are scheduled to ensure that on days with high ridership (such as Wednesdays), the manifests are not overloaded / packed too tightly and drivers have enough time to take breaks, account for seasonal traffic, assist passengers when needed and still arrive on time.

CTC-LCB Review

(Collier Area Transit – Collier County)

D. Americans with Disabilities Act

The CTC contract provider adheres to the Americans with Disabilities Act by completing ADA service requirements, training and vehicle maintenance.

Area of Noncompliance: None
Recommendation: None
Timeline for Compliance: None.

E. Bus/Van Ride

On-Site Observations were conducted on January 25 and February 9, 2012 at various locations to maximize the number of trips surveyed. MPO staff conducted the surveys at the pick-up and drop-off locations to minimize the impact on capacity of the system.

On February 9, 2012, Lorraine Lantz – Principal Planner for the Collier MPO took a paratransit ride with two passengers. The MPO staff member observed the pick-up of two passengers at the location of the boarding (both ambulatory). While on-board, the MPO staff member observed the drop-off of both passengers separately and the pick-up of one non-ambulatory passenger and companion, and then the drop-off of the non-ambulatory passenger and companion.

Area of Noncompliance: None
Recommendation: None
Timeline for Compliance: None

F. Surveys (see attachment)

During the CTC evaluation review of the Rider Surveys, it was noted that overall customer satisfaction with the paratransit service increased (1.63%) from last year and a total of 0.11% since the CTC evaluation team began monitoring this statistic in 2008.

Area of Noncompliance: None
Recommendation: None
Timeline for Compliance: None

G. Follow-up of previous QAPE Review

Previous Area of Noncompliance:

1. On-Time Performance – as previously discussed in Section C, this continues to be an issue.

CTC-LCB Review

(Collier Area Transit – Collier County)

2. On-Hold Times - During the 2011 CTC Evaluation, it was noted that customer service hold time was excessive. The CTC indicated that they could not properly measure the on hold time of the customers with the current phone system. A new system was installed in April, 2011. It is recommended that the CTC incorporate the call volumes and hold times into the quarterly CTC report at the regular LCB meetings. This will give the LCB the opportunity to evaluate the hold time policy and the ability of the vendor to effectively staff the call center. It is noted that the MPO has not received any complaints regarding hold times, since the previous CTC Evaluation.

Recommendation:

1. CTC management is continuing to work on this issue as discussed earlier in the evaluation.
2. To date, the hold times have not been evaluated or discussed as part of the CTC Quarterly Report. As was recommended during the previous CTC Evaluation, the CTC Management should add the hold time analysis to the CTC Quarterly Report.

H. Additional Observations

During the bus ride and observations, the bus drivers seemed friendly and knew the passengers very well. The passengers seemed happy with the services they were provided and the paratransit system.

I. Current Year Trip and Equipment Grant

The Trip and Equipment Grant for Collier County currently runs from July 1, 2011 through June 30, 2012.

Area of Noncompliance: None

Recommendation: None

Timeline for Compliance: Not applicable

III. Conclusion

We recommend that the CTC create and implement a signage policy so that all vehicles contain the necessary phone numbers and contact information. We also recommend the CTC continue to review their on-time performance and on hold times.

Report completed by: Lorraine Lantz

Title: MPO Principal Planner

Date: March 7, 2012

Page 5

CTC-LCB Review

(Collier Area Transit – Collier County)

Attachment

1. BUS/VAN RIDE

The MPO observed the CTC on January 25, 2012 and February 9, 2012. Six vehicles were observed and operated by TecTrans - Keolis Transit America. Service provided was observed to be professional and courteous.

2. RIDER SURVEYS

During the evaluation period, 80 surveys were conducted of riders who rode the transportation system. A summary of the survey results are attached and below:

Name of Program Funding Source	Percentage of Riders by Program	Number of Trips by Program	Number of Riders Called by Program	Number of Riders Experiencing a Problem	Number of Riders refused transportation within last 6 months	Rate the ride on a scale of 1 to 10 (10 being most satisfied)
Medicaid			16	1	2	9.25
CTD			33	4	6	8.91
ADA			31	3	10	9.00
Total			80	8	18	9.03

Additional Comments: Above is the compilation of the survey results.

3. CONTRACT OPERATOR SURVEYS

The Community Transportation Coordinator (CTC) has one contract operator. TecTrans - Keolis Transit America contracts out the provision of service to six subcontractors. The CAT staff surveyed TecTrans - Keolis Transit America operators. The results are as follows:

- **Do the riders contact your facility directly to cancel a trip?**
The passengers contact Collier Area Transit to cancel trips.
- **Do you have a toll-free phone number for a rider to issue commendations/complaints posted on the interior of all vehicles used to transport TD riders?**
All vehicles are required by Collier Area Transit to have the toll-free number posted in all vehicles.
- **Does CTC pay invoices in a timely manner?**
Yes, Collier County pays TecTrans - Keolis Transit America in a timely manner.
- **Does the CTC give your facility adequate time to report statistics?**
Yes.
- **Have you experienced problems with the CTC?**
No, Collier County is a professional organization and a partner in the provision of service to the disabled / high risk transit dependent population.

Appendix H
Public Involvement Documentation

Legal Advertisements in Florida Administrative Weekly

Florida Administrative Register

Volume 39, Number 169, August 29, 2013

If any person decides to appeal any decision made by the Board with respect to any matter considered at this meeting or hearing, he/she will need to ensure that a verbatim record of the proceeding is made, which record includes the testimony and evidence from which the appeal is to be issued.

For more information, you may contact: Sarah J. Rumph.

REGIONAL PLANNING COUNCILS

Tampa Bay Regional Planning Council

The Tampa Bay Regional Planning Council's Agency on Bay Management announces a public meeting to which all persons are invited.

DATE AND TIME: September 12, 2013, 9:00 a.m.

PLACE: 4000 Gateway Centre Blvd., Suite 100, Pinellas Park, FL 33782

GENERAL SUBJECT MATTER TO BE CONSIDERED: To conduct the regular business of the Agency on Bay Management.

A copy of the agenda may be obtained by contacting: www.tbrpc.org.

Pursuant to the provisions of the Americans with Disabilities Act, any person requiring special accommodations to participate in this workshop/meeting is asked to advise the agency at least 4 days before the workshop/meeting by contacting: Wren Krahl, (727)570-5151, ext. 22 or wren@tbrpc.org. If you are hearing or speech impaired, please contact the agency using the Florida Relay Service, 1(800)955-8771 (TDD) or 1(800)955-8770 (Voice).

For more information, you may contact: Ms. Suzanne Cooper, (727)570-5151, ext. 32 or suzanne@tbrpc.org.

METROPOLITAN PLANNING ORGANIZATIONS

Collier Metropolitan Planning Organization

The Collier Metropolitan Planning Organization announces a public meeting to which all persons are invited.

DATE AND TIME: Thursday, September 12, 2013, 2:00 p.m.

PLACE: Collier County Government Center, Information Technology Training Room, 5th Floor, 3299 East Tamiami Trail, Naples, FL

GENERAL SUBJECT MATTER TO BE CONSIDERED: Local Coordinating Board for the Transportation Disadvantaged meeting. The LCB agenda will be posted on the MPO's website approximately two weeks prior to the meeting.

A copy of the agenda may be obtained by contacting: Lorraine Lantz, MPO principal planner at (239)252-8192. The LCB agenda can also be found at www.colliermpo.net, select the calendar and then select the meeting date.

Pursuant to the provisions of the Americans with Disabilities Act, any person requiring special accommodations to participate in this workshop/meeting is asked to advise the agency at least 72 hours before the workshop/meeting by contacting: Lorraine Lantz, MPO principal planner at (239)252-8192. If you are hearing or speech impaired, please contact the agency using the Florida Relay Service, 1(800)955-8771 (TDD) or 1(800)955-8770 (Voice).

If any person decides to appeal any decision made by the Board with respect to any matter considered at this meeting or hearing, he/she will need to ensure that a verbatim record of the proceeding is made, which record includes the testimony and evidence from which the appeal is to be issued.

For more information, you may contact: Ms. Lucilla Ayer, MPO executive director at (239)252-8192.

WATER MANAGEMENT DISTRICTS

St. Johns River Water Management District

The St. Johns River Water Management District announces a public meeting to which all persons are invited.

DATE AND TIME: Tuesday, September 10, 2013, 5:05 p.m.

PLACE: District Headquarters, 4049 Reid Street (Hwy. 100 West), Palatka, FL 32177. One or more Governing Board members may attend and participate in the meeting via telephone or web conferencing technology. Public should attend in person at the District Headquarters.

GENERAL SUBJECT MATTER TO BE CONSIDERED: Official presentation of the FY 2013-2014 tentative millage rate and tentative budget and opportunity to receive public comment prior to consideration and adoption by the Governing Board.

A copy of the agenda may be obtained by contacting: Missy McDermont, 4049 Reid Street, Palatka, FL 32177, by phone at (386)329-4214, or by visiting the District's website at floridaswater.com. A copy of the FY 2013-2014 tentative millage rate and tentative budget may be obtained by visiting the District's website at floridaswater.com/budget/index.html or by contacting the District Clerk at (386)329-4500. For more information, or if you wish to submit written or other physical evidence during the proceeding, you may contact Missy McDermont at the above referenced address or phone number.

Pursuant to the provisions of the Americans with Disabilities Act, any person requiring special accommodations to participate in this workshop/meeting is asked to advise the agency at least 48 hours before the workshop/meeting by contacting the District Clerk at (386)329-4500. If you are hearing or speech impaired, please contact the agency using the Florida Relay Service, 1(800)955-8771 (TDD) or 1(800)955-8770 (Voice).

Pursuant to the provisions of the Americans with Disabilities Act, any person requiring special accommodations to participate in this workshop/meeting is asked to advise the agency at least 2 days before the workshop/meeting by contacting: Stacey Small, Executive Assistant, Division of Elections, (850)245-6200, stacey.small@dos.myflorida.com. If you are hearing or speech impaired, please contact the agency using the Florida Relay Service, (800)955-8771 (TDD) or (800)955-8770 (Voice).

For more information, you may contact: Kristi Bronson, Chief, Bureau of Election Records, Division of Elections, (850)245-6240, kristi.bronson@dos.myflorida.com.

DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES

Division of Marketing and Development

The Division of Marketing and Development announces a public meeting to which all persons are invited.

DATE AND TIME: September 19, 2013, 2:30 p.m.

PLACE: Florida's Natural Grove House, Hwy, 27, Lake Wales, Florida 33859

GENERAL SUBJECT MATTER TO BE CONSIDERED: The citrus crop estimates program, and any other matters which might properly come before this committee.

A copy of the agenda may be obtained by contacting: Candice Erick at (407)648-6013.

METROPOLITAN PLANNING ORGANIZATIONS

Collier Metropolitan Planning Organization

The Collier Metropolitan Planning Organization (MPO) announces a public meeting to which all persons are invited.

DATE AND TIME: Wednesday, September 25, 2013, 2:00 p.m.

PLACE: Collier County Growth Management Division – Planning & Regulation, Room 609/610, 2800 North Horseshoe Drive, Naples, FL 34104

GENERAL SUBJECT MATTER TO BE CONSIDERED: Local Coordinating Board for the Transportation Disadvantaged special meeting. The special meeting is being held to discuss the Transportation Disadvantaged Service Plan major update. The LCB agenda will be posted on the MPO's web site approximately two weeks prior to the meeting. To access the LCB's agenda, go to: www.colliermopo.net, select the calendar and then select the meeting date.

A copy of the agenda may be obtained by contacting: MPO principal planner, Lorraine Lantz at (239)252-5779 or by email at lorainelantz@colliergov.net.

Pursuant to the provisions of the Americans with Disabilities Act, any person requiring special accommodations to participate in this workshop/meeting is asked to advise the agency at least 72 hours before the workshop/meeting by contacting: Lorraine Lantz, MPO principal planner at (239)252-8192. If you are hearing or speech impaired, please contact the agency using the Florida Relay Service, (800)955-8771 (TDD) or (800)955-8770 (Voice).

For more information, you may contact: Ms. Lucilla Ayer, MPO executive director at (239)252-8192.

WATER MANAGEMENT DISTRICTS

Suwannee River Water Management District

The Suwannee River Water Management District announces a public meeting to which all persons are invited.

DATE AND TIME: September 24, 2013, 1:30 p.m.

PLACE: District headquarters, 9225 CR 49, Live Oak, FL 32060

GENERAL SUBJECT MATTER TO BE CONSIDERED: The Lands Committee will be holding a meeting to discuss the management of District lands and the potential disposition of surplus lands.

A copy of the agenda may be obtained by contacting: Richard Rocco, rnr@srwmd.org or (386)362-1001.

Pursuant to the provisions of the Americans with Disabilities Act, any person requiring special accommodations to participate in this workshop/meeting is asked to advise the agency at least 2 days before the workshop/meeting by contacting: Pennie Flickinger, pff@srwmd.org or (386)362-1001. If you are hearing or speech impaired, please contact the agency using the Florida Relay Service, (800)955-8771 (TDD) or (800)955-8770 (Voice).

If any person decides to appeal any decision made by the Board with respect to any matter considered at this meeting or hearing, he/she will need to ensure that a verbatim record of the proceeding is made, which record includes the testimony and evidence from which the appeal is to be issued.

WATER MANAGEMENT DISTRICTS

Suwannee River Water Management District

RULE NO.: RULE TITLE:

40B-4.1010: Policy and Purpose

40B-4.1020: Definitions

40B-4.1030: Implementation

40B-4.1040: Permits Required

40B-4.1050: Permit Fees (Repealed)

using the Florida Relay Service, 1(800)955-8771 (TDD) or 1(800)955-8770 (Voice).

For more information, you may contact: Suzanne Cooper, (727)570-5151, ext. 32.

METROPOLITAN PLANNING ORGANIZATIONS

Collier Metropolitan Planning Organization

The Collier Metropolitan Planning Organization (MPO) announces a public meeting to which all persons are invited.

DATE AND TIME: October 25, 2013, 2:00 p.m.

PLACE: Collier County Government Center, 3299 East Tamiami Trail, Building F, IT Training Room, 5th Floor, Naples, Florida

GENERAL SUBJECT MATTER TO BE CONSIDERED: Local Coordinating Board for the Transportation Disadvantaged special meeting. This special meeting will be held for the adoption of the 2014 Transportation Disadvantaged Service Plan (TDSP) Major Update after discussion of any comments received during the public comment period held from September 19, 2013 through October 18, 2013.

A copy of the agenda may be obtained by contacting: MPO Principal Planner, Lorraine Lantz at (239)252-5779 or lorrainelantz@colliergov.net. The agenda will be posted on our website at www.colliermopo.net one week prior to the meeting date. On our website select the calendar then select the meeting date to view the agenda.

Pursuant to the provisions of the Americans with Disabilities Act, any person requiring special accommodations to participate in this workshop/meeting is asked to advise the agency at least 72 hours before the workshop/meeting by contacting: MPO Principal Planner, Lorraine Lantz at (239)252-5779 or lorrainelantz@colliergov.net. If you are hearing or speech impaired, please contact the agency using the Florida Relay Service, 1(800)955-8771 (TDD) or 1(800)955-8770 (Voice).

WATER MANAGEMENT DISTRICTS

Northwest Florida Water Management District

The Northwest Florida Water Management District announces a public meeting to which all persons are invited.

DATE AND TIME: October 10, 2013, 1:00 p.m. (EST)

PLACE: District Headquarters

GENERAL SUBJECT MATTER TO BE CONSIDERED: Governing Board Meeting – to consider District business.

Other Meetings to be held on Thursday, October 10, 2013:

12:00 Noon, District Lands Committee

1:05 p.m., Public Hearing on Consideration of Regulatory Matters

1:10 p.m., Public Hearing on Consideration of Land Acquisition Matters

A copy of the agenda may be obtained by contacting: Savannah White, NWFWM, 81 Water Management Drive, Havana, FL 32333, (850)539-5999 (also available through the Internet: (www.nfwmd.state.fl.us)). Pursuant to the provisions of the Americans with Disabilities Act, any person requiring special accommodations to participate in this workshop/meeting is asked to advise the agency at least 72 hours before the workshop/meeting by contacting: Ms. Jean Whitten. If you are hearing or speech impaired, please contact the agency using the Florida Relay Service, 1(800)955-8771 (TDD) or 1(800)955-8770 (Voice).

If any person decides to appeal any decision made by the Board with respect to any matter considered at this meeting or hearing, he/she will need to ensure that a verbatim record of the proceeding is made, which record includes the testimony and evidence from which the appeal is to be issued.

DEPARTMENT OF BUSINESS AND PROFESSIONAL REGULATION

Florida Building Commission

The Department of Business and Professional Regulation, The Florida Building Commission, "THE COMMISSION", announces a public meeting to which all persons are invited.

DATE AND TIME: Thursday, October 17, 2013, 10:00 a.m.

PLACE: Gaylord Palms Resort and Convention Center, 6000 W. Osceola Parkway, Kissimmee, Florida 34746, (407)586-0000

GENERAL SUBJECT MATTER TO BE CONSIDERED: The Chairpersons of the Florida Building Commission's Committees will meet to consider, evaluate and make recommendations regarding suggested Commission funded research topics for the Commission's consideration, and other business for the Commission.

A copy of the agenda may be obtained by contacting: Mr. Mo Madani or Marlita Peters, Building Codes and Standards Office, Department of Business and Professional Regulation, 1940 North Monroe Street, Tallahassee, Florida 32399-0772 or call (850)487-1824, refer to http://www.floridabuilding.org/fbc/meetings/1_meetings.htm.

Pursuant to the provisions of the Americans with Disabilities Act, any person requiring special accommodations to participate in this workshop/meeting is asked to advise the agency at least 10 days before the workshop/meeting by contacting: Ms. Barbara Bryant, Building Codes and Standards Office, Department of Business and Professional Regulation, 1940 North Monroe Street, Tallahassee, Florida 32399-0772, (850)487-1824 or fax (850)414-8436. If you are hearing or speech impaired, please contact the agency using the Florida Relay Service, 1(800)955-8771 (TDD) or 1(800)955-8770 (Voice).

Legal Advertisements in Naples Daily News

NOTICE OF PUBLIC HEARING

Notice is hereby given that the Local Coordinating Board (LCB) for the Transportation Disadvantaged of the Collier Metropolitan Planning Organization (MPO) will hold a special meeting to discuss the Transportation Disadvantaged Service Plan Major Update. The meeting will be held on Wednesday, September 25 at 2 p.m. in the Collier County Growth Management Division - Planning & Regulation, Room 609/610, 2800 North Horseshoe Drive, Naples, Fla.

One week prior to the meeting, the LCB agenda will be posted on the MPO's website at colliermpo.net. To access the agenda, go to the calendar and select the meeting date.

Members of the MPO Board may be in attendance at this meeting.

The MPO's planning process is conducted in accordance with Title VI of the Civil Rights Act of 1964 and related statutes. Any person or beneficiary who believes that he or she has been discriminated against because of race, color, religion, sex, age, national origin, disability, or familial status may file a complaint with the Florida Department of Transportation District One Title VI Coordinator Ms. Robin Parrish at (863) 519-2675 or by writing Ms. Parrish at Post Office Box 1249, Bartow, Florida 33831.

Any person requiring special accommodations at this meeting because of a disability or physical impairment should contact Ms. Lorraine Lantz, principal planner, up to 72 hours prior to the meeting by calling (239) 252-8192.

For general information, also call Lorraine Lantz at 239-252-8192.

Lucilla Ayer, AICP
MPO Executive Director

September 9, 2013

No. 2000298

NOTICE OF PUBLIC DISCUSSION

Notice is hereby given that the Collier Metropolitan Planning Organization (MPO) has opened a 30-Day Public Comment Period for the Transportation Disadvantaged Service Plan (TDSP) Major Update. This public comment period will end on Oct. 18, 2013. The Local Coordinating Board (LCB) is the Board responsible for setting policy for the transportation disadvantaged service and will consider adoption of the TDSP at their Oct. 25th meeting after discussion of the comments received. The public is encouraged to provide comments to the MPO before Oct. 18 and attend the LCB Meeting on Oct. 25 at 2 p.m. in the Collier County Government Center Admin. Bldg. F, 5th floor, IT Training Room, 3299 Tamiami Trail East, Naples.

One week prior to the meeting, the LCB Meeting Agenda will be posted on the MPO's website at colliermpo.net. To access the agenda select the meeting date on the calendar.

Members of the MPO Board may be in attendance at this meeting.

The MPO's planning process is conducted in accordance with Title VI of the Civil Rights Act of 1964 and related statutes. Any person or beneficiary who believes that he or she has been discriminated against because of race, color, religion, sex, age, national origin, disability, or familial status may file a complaint with the Florida Department of Transportation District One Title VI Coordinator Ms. Robin Parrish at (863) 519-2675 or by writing Ms. Parrish at Post Office Box 1249, Bartow, Florida 33831.

Any person requiring special accommodations at this meeting because of a disability or physical impairment should contact Ms. Lorraine Lantz, principal planner, up to 72 hours prior to the meeting by calling (239) 252-5779.

For general information, also call Lorraine Lantz at 239-252-5779.

Lucilla Ayer, AICP
Executive MPO Director

September 26, 2013

No. 2001837

Advertisement and Comment Form on Collier MPO Website

The screenshot shows the website header with navigation links: FAQs, Calendar, Documents, Related Links, Contact Us. The main header features the MPO logo and the text "COLLIER METROPOLITAN PLANNING ORGANIZATION COLLIER COUNTY, FLORIDA". A search bar is located on the right. Below the header is a menu with "HOME", "ABOUT MPO", "WHAT'S NEW" (highlighted), "PROGRAMS & DOCUMENTS", and "RESOURCES".

The main content area is titled "WHAT'S NEW » NEWS STORIES" and "NEWS STORIES - CURRENT AND PAST". It includes social media icons for "SHARE & BOOKMARK", "PRINT", and "FEEDBACK". The primary news item is "2014 Transportation Disadvantaged Service Plan Major Update 30 - Day Public Comment Period" with a "TDSP Comment Period Open from 9/19/13 through 10/18/13". The post date is "9/19/2013". The text states: "The 30-Day Public Comment Period is now open for the 2014 Transportation Disadvantaged Service Plan (TDSP) Major Update. To view the document you can click the below link or access the [Transportation Disadvantaged Page](#)." Below this are links for "2014 TDSP Major Update" and "Comment Form". A "More News »" link is at the bottom right.

The left sidebar contains a "Newsletters" section and a list of links: Event Calendar, News Releases, Get Involved, E-News Sign Up, News Stories (highlighted), MPO Meeting Schedule, Open For Public Comment, and Agendas & Minutes & Video Recordings.



**2014 Transportation Disadvantaged Service Plan
(TDSP) Major Update
Public Comment Form**

PLEASE RETURN COMMENT SHEETS BY October 18, 2013

Name _____
 Company _____
 Address _____
 City _____ State _____ Zip Code _____

The Collier Metropolitan Planning Organization's (MPO) policy is to support and encourage public involvement and to adhere to the principles of Environmental Justice in the planning process relating to transportation systems and facilities. The MPO appreciates all comments/suggestions, and encourages every member of the public to become active participants in the decision making process. All comments received will be considered for inclusion in the development of the final document.

COMMENTS: _____

(Please attach additional sheets if necessary)

Thank you for taking the time to participate in this public comment process.



Scan with Smart Phone to go to the MPO website and 2014 TDSP Major Update

Public Comment Letters to Collier Government Centers and Libraries



2885 South Horseshoe Drive, Naples, FL 34104 • (239) 252-8192 • Fax (239) 252-5815

September 18, 2013

XXXXXXXXXX
XXXXXXXXXX

RE: Draft 2014 Transportation Disadvantaged Service Plan – Major Update

Dear XXXXXXXXX:

The Collier Metropolitan Planning Organization (MPO) has opened a required 30-day public comment period for the Draft 2014 Transportation Disadvantaged Service Plan (TDSP) – Major Update.

As required by our Public Involvement Plan, we are distributing copies of the Draft TDSP and corresponding comment sheets to libraries, city halls and other municipal buildings around the county. To accomplish this, we are requesting your assistance.

Attached please find a display hard copy of the Draft TDSP and corresponding comment sheets. Please exhibit in an area easily accessible to the public from September 18th until October 18th. Please fax any comments received to Collier MPO Attention: MPO Principal Planner Lorraine Lantz at (239) 252-5815.

We appreciate your assistance with this important effort. Should you have any questions or need additional copies, please contact our office at (239) 252-8192.

Sincerely,

Lucilla Ayer, AICP
MPO Executive Director

Enclosure(s)

Flyers Distributed on Buses and Paratransit Vehicles

Transportation Disadvantaged Service Plan (TDSP) Major Update



**30-Day Public Comment Period
September 18th – October 18th**

The TDSP examines the paratransit service provided by Collier County (Collier Area Transit) and the demand for paratransit service in the coming five years. The Local Coordinating Board (LCB) is the Board responsible for setting policy for the transportation disadvantaged service and is scheduled to review the TDSP at their September 25th meeting and approve it at their October 25th meeting. The public is encouraged to attend these meetings to provide comments.

<p>Wednesday, September 25th LCB Meeting Collier County Growth Management Division Planning & Regulation, Room 609/610, 2800 North Horseshoe Drive, Naples. The meeting starts at 2 p.m.</p>	<p>Friday, October 25th LCB Meeting Collier County Government Center County Administration Building F, 5th floor, IT Training Room 3299 Tamiami Trail East, Naples. The meeting starts at 2 p.m.</p>
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The TDSP is available on the MPO website at www.colliermpo.net

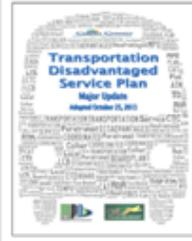
The TDSP is also available by scanning the QR Code below with a Smart Phone.



For more information call MPO Principal Planner Ms. Lorraine Lantz at 239-252-5779.

English

Transportation Disadvantaged Service Plan (TDSP) Major Update



**Período de 30 Días para Comentarios Públicos
18 Septiembre - 18 Octubre**

El TDSP examina el servicio paratransit de Collier County (Collier Area Transit) y la demanda para el servicio de paratransit en los próximos cinco años. La Junta de Coordinación Local (LCB) es responsable de establecer políticas para el servicio de transporte en desventaja el tablero y está previsto que revise el TDSP en su reunión de 25 de Septiembre y aprobado en su reunión de 25 de Octubre. Se alienta al público a asistir a estas reuniones para proporcionar comentarios.

<p>Miércoles, 25 de Septiembre LCB Meeting Collier County Growth Management Division Planning & Regulation, Room 609/610, 2800 North Horseshoe Drive, Naples. La reunión se iniciará a las 2 p. m.</p>	<p>Viernes, 25 de Octubre LCB Meeting Collier County Government Center County Administration Building F, 5th floor, IT Training Room 3299 Tamiami Trail East, Naples. La reunión se iniciará a las 2 p. m.</p>
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El TDSP está disponible en el sitio web de MPO www.colliermpo.net

El TDSP también está disponible mediante la lectura del código QR, a continuación con un Smart Phone



Para obtener más información llame MPO Principal Planner Ms. Lorraine Lantz en 239-252-5779

Spanish

Collier County News Releases

MPO Local Coordinating Board (LCB) for the Transportation Disadvantaged Special Meeting

Posted Date: 10/17/2013

FOR IMMEDIATE RELEASE

NOTICE OF SPECIAL PUBLIC MEETING
COLLIER MPO LOCAL COORDINATING BOARD
FOR THE TRANSPORTATION DISADVANTAGED
COLLIER COUNTY, FLORIDA

Friday, Oct. 25, 2013
2 p.m.

The *Local Coordinating Board (LCB)* for the Transportation Disadvantaged of the Collier Metropolitan Planning Organization (MPO) will hold a special meeting to discuss the Transportation Disadvantaged Service Plan Major Update. The meeting will be held on *Friday, Oct. 25 at 2 p.m.* in the Information Technology Department Training Room, Collier County Government Center, 3299 East Tamiami Trail, Naples, Fla.

One week prior to the meeting, the LCB agenda will be posted on the MPO's website at www.colliermpo.net. To access the agenda, go to the calendar and select the meeting date. All interested parties are invited to attend and to register to speak. Registered public speakers will be given five (5) minutes unless permission for additional time is granted by the chairman. Alternatively, citizens may also submit their inquiries or comments in writing to the MPO office prior to the meeting.

Members of the MPO Board may be in attendance at this public meeting.

The MPO's planning process is conducted in accordance with Title VI of the Civil Rights Act of 1964 and related statutes. Any person or beneficiary who believes that he or she has been discriminated against because of race, color, religion, sex, age, national origin, disability, or familial status may file a complaint with the Florida Department of Transportation District One Title VI Coordinator Robin Parrish at 883-519-2875 or by writing Ms. Parrish at P.O. Box 1249, Bartow, FL 33831.

Any person requiring special accommodations at this meeting because of a disability or physical impairment should contact MPO Principal Planner Lorraine Lantz at least 72 hours prior to the meeting by calling 239-252-5779.

For general information, also call MPO Principal Planner Lorraine Lantz at 239-252-5779.

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News Releases

 Share & Bookmark Font Size:    Print  Feedback

Collier MPO Local Coordinating Board (LCB) for the Transportation Disadvantaged Special Meeting

Posted Date: 9/11/2013

FOR IMMEDIATE RELEASE

NOTICE OF PUBLIC MEETING
COLLIER MPO LOCAL COORDINATING BOARD
FOR THE TRANSPORTATION DISADVANTAGED SPECIAL MEETING
COLLIER COUNTY, FLORIDA

Wednesday, Sept. 25, 2013
2 p.m.

The *Local Coordinating Board (LCB)* for the Transportation Disadvantaged of the Collier Metropolitan Planning Organization (MPO) will hold a special meeting to discuss the Transportation Disadvantaged Service Plan Major Update. The meeting will be held on **Wednesday, Sept. 25 at 2 p.m.** at the Collier County Growth Management Division – Planning & Regulation, Room 609/610, 2800 North Horseshoe Drive, Naples, Fla.

One week prior to the meeting, the LCB agenda will be posted on the MPO's website at www.colliermmpo.net. To access the agenda, go to the calendar and select the meeting date. All interested parties are invited to attend and to register to speak. Registered public speakers will be given five (5) minutes unless permission for additional time is granted by the chairman. Alternatively, citizens may also submit their inquiries or comments in writing to the MPO office prior to the meeting.

Members of the MPO Board may be in attendance at this public meeting.

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Any person requiring special accommodations at this meeting because of a disability or physical impairment should contact MPO Principal Planner Lorraine Lantz at least 72 hours prior to the meeting by calling 239-252-5779 .

For general information, also call MPO Principal Planner Lorraine Lantz at 239-252-5779 .

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News Releases

 Share & Bookmark Font Size: **A A**  Print  Feedback

Collier MPO Local Coordinating Board for the Transportation Disadvantaged (LCB)

Posted Date: 8/27/2013

FOR IMMEDIATE RELEASE

NOTICE OF PUBLIC MEETING COLLIER MPO LOCAL COORDINATING BOARD FOR THE TRANSPORTATION DISADVANTAGED COLLIER COUNTY, FLORIDA

Thursday, Sept. 12, 2013
2 p.m.

The *Local Coordinating Board (LCB)* for the Transportation Disadvantaged of the Collier Metropolitan Planning Organization (MPO) will meet on *Thursday, Sept. 12 at 2 p.m.* at the Collier County Government Center, Fifth Floor, Information Technology Training Room, 3299 East Tamiami Trail, Naples, Fla.

The LCB agenda is posted on the MPO's website. To access the LCB's agenda, go to colliermpo.net, select the calendar and then select the meeting date. All interested parties are invited to attend and to register to speak. Registered public speakers will be given five (5) minutes unless permission for additional time is granted by the chairman. Alternatively, citizens may also submit their inquiries or comments in writing to the MPO office prior to the meeting.

Members of the MPO Board may be in attendance at this public meeting.

The MPO's planning process is conducted in accordance with Title VI of the Civil Rights Act of 1964 and related statutes. Any person or beneficiary who believes that he or she has been discriminated against because of race, color, religion, sex, age, national origin, disability, or familial status may file a complaint with the Florida Department of Transportation District One Title VI Coordinator Robin Parrish at 863-519-2675  or by writing Ms. Parrish at P.O. Box 1249, Bartow, FL 33831.

Any person requiring special accommodations at this meeting because of a disability or physical impairment should contact MPO Principal Planner Lorraine Lantz at least 72 hours prior to the meeting by calling 239-252-5779 .

For general information, also call MPO Principal Planner Lorraine Lantz at 239-252-5779 .

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