



AGENDA

Collier County Local Coordinating Board
for the Transportation Disadvantaged
VIRTUAL ZOOM MEETING
Meeting ID: 919 0906 1347
Password: 736557

Please click [here](#) to be directed to the Zoom website, or you may dial in at 1-646-876-9923.

September 29, 2020
1:30 p.m.

1. **CALL TO ORDER**
 - A. Roll Call with Self Introductions
 - B. Pledge of Allegiance
 - D. Review and Approval of Eligibility Criteria for Transportation Disadvantaged Non-Sponsored Paratransit Service
2. **OPEN TO THE PUBLIC FOR COMMENTS ON ITEMS NOT ON THE AGENDA**
3. **APPROVAL OF AGENDA**
4. **APPROVAL OF MEETING MINUTES**
 - A. June 3, 2020 Meeting Minutes
5. **BOARD ACTION**
 - A. Review and Approval of the FY 19/20 Annual Operating Report (AOR)
 - B. Review and Approval of LCB Membership Certification
 - C. Appointment of LCB Grievance Subcommittee Members
6. **REPORTS & PRESENTATIONS (None)**
7. **OTHER BUSINESS**
8. **DISTRIBUTION ITEMS**
9. **BOARD MEMBER COMMENTS**
10. **NEXT MEETING DATE**

Dec. 2, 2020 at 1:30 p.m.
11. **ADJOURNMENT**

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

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

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

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

**LOCAL COORDINATING BOARD
FOR THE TRANSPORTATION DISADVANTAGED of the
COLLIER METROPOLITAN PLANNING ORGANIZATION
Board of County Commission Chambers
Collier County Government Center
3299 Tamiami Trail East, 3rd Floor
Naples, FL 34112
June 3, 2020
1:30 p.m.
Virtual participation via ZOOM

1. CALL TO ORDER

A. Roll Call with Self Introductions

Ms. Otero took roll call.

Commissioner Fiala called the meeting to order.

Members Present

Commissioner Donna Fiala, Collier County Board of County Commission (BCC) District 1, Chair
Harold Kurzman, Vice-Chairman, Elderly
Leah Watson, Agency for Persons with Disabilities
Oscar Gomez Veteran Services
Signe Jacobson, FL Agency for Health Care Administration
Susan Corris, SWFL Regional Workforce Development Board
Nichole Spencer, Children at Risk
Dale Hanson, FDOT

Members Absent

Birgitta Grasser, Citizens Advocate/ Non User
Cheryl Burnham, Florida Assoc. for Community Action
Robert Richards, Florida Dept. of Education, Div. of Voc. Rehab.
Dylan Vogel, Citizens Advocate
John Kasten, Collier County School Board
Norma Adorno, Area Agency on Aging SWFL-FL Dept. of ElderAffairs
Sherry Brenner, Citizens Advocate
Dale Hanson, Florida Department of Transportation (FDOT)

MPO Staff

Brandy Otero, Principal Planner
Karen Intriago, Administrative Assistant
Josephine Medina, Senior Planner

Others Present

Michelle Edwards-Arnold, Public Transit and Neighborhood Enhancement (PTNE) Division
Omar DeLeon, PTNE
Zachary Karto, PTNE

Elena Ortiz-Rosado, PTNE
Tamarin Kirby, PTNE

Braian Morales, MV
Mari Maldonado, MV
Valerie Nowotnick, Minute Taker
John Irvine, Florida Commission for the Transportation Disadvantaged (CTD)
David Darm, Florida CTD

B. Pledge of Allegiance

Commissioner Fiala led the group in the Pledge of Allegiance.

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

Mr. Irvine introduced himself as Transportation Disadvantaged project manager for the area.

Mr. Darm introduced himself. Ms. Otero clarified that Mr. Darm is the Executive Director for the Transportation Disadvantaged

3. APPROVAL OF AGENDA

Mr. Kurzman moved for approval of the agenda. *Ms. Corris* seconded. Motion passed unanimously.

4. APPROVAL OF MEETING MINUTES

A. March 4, 2020 Public Workshop Minutes

B. March 4, 2020 Regular Meeting Minutes

Mr. Kurzman moved for approval of the March 4, 2020 Public Workshop Minutes and March 4, 2020 Regular Meeting Minutes. *Ms. Corris* seconded. Motion passed unanimously.

5. BOARD ACTION

A. Approval of CTC Evaluation

Ms. Medina – Local Coordinating Board must conduct annual evaluation. Rider surveys, observations, desk surveys. CTC evaluation and response are included in agenda packet. Rider survey had 8.5 out of 10 on rider satisfaction with 10 being the most satisfied. She gave an overview of changes on how on time performance was being evaluated for this CTC Evaluation due to the recent changes from zone-based trip assignment to negotiated window-based trip assignments. She clarified that MPO staff made on time performance evaluation based on the snapshot of one day using only the 30 minutes early, zero minutes late policy for medical and work trips. On time performance for that day for medical and work trips did seem to show an issue when not evaluated with other trip types and staff recommended for the CTC to show within the quarterly reports the on time performance for medical trips and work trip individually from the overall on time performance for all trips so that can be properly evaluated and not just based on a snapshot of one day. Gave brief overview of some of the comments provided by

riders. Mrs. Arnold indicated that they would work on providing individual on time performance for medical and work trips in their quarterly reports to the LCB and if a pattern were to emerge then they would work on devising a plan to address the issue.

Mr. Kurzman – inquired about expectations for improvement on notification of clients when significant departures from schedule and all other improvements. **Ms. Arnold** – investigating ability for passenger to track trip so calls would not be required. Brief discussion concerning acquisition of software and timeline for implementation. **Mr. DeLeon** – expects at least 4-6 months before program can be launched and up to a year for the transition into the new software. **Ms. Otero** – important to consider education component as well including trip scheduling and making sure public is aware through the agencies to work with them to get the word out.

Ms. Fiala – mentioned specific comment by rider about dissatisfaction with current transportation system. **Ms. Arnold** – will note comment and review issue mentioned. Brief discussion concerning importance of improving system and making sure that system is being used appropriately.

Ms. Corris moved for Approval of CTC Evaluation. Mr. Kurzman seconded. Motion passed unanimously.

B. Review and Approval of Grievance Policy

Ms. Medina – no substantive changes. Updated contacted information for staff and changed method to contact agency from email only to method preferred by the customer. Required to update annually. Brief discussion regarding purpose of changes.

Mr. Kurzman – clarified 3 members of committee on Grievance Commission. **Ms. Otero** – did not have answer available but will advise next meeting. Not necessary to renew membership each year.

Mr. Kurzman moved to approve the Grievance Policy. Ms. Corris seconded. Motion passed unanimously.

C. Approval of 2020 TDSP Minor Update

Ms. Medina – discussed minor update to the Transportation Disadvantage Service Plan. Incorporates 2014-2018 American survey data. Updated grievance procedures. Revisions to pickup window. Included appendixes including CTC evaluation, PTNE response and rate model approved by commission.

Mr. Kurzman – confirmed that implementation schedule was included. Improvement to bus stop access for \$500,000 – would like clarification on expenditure. **Ms. Arnold** – improvements to bus stops on fixed route system missing ADA accessible stops. Would improve them with pad that provides boarding access as well as shelters. Brief discussion concerning specific bus stops included and improvements to be made. Currently have over 550 bus stops. Request is identifying “unfunded need” in system only for grant purposes.

Mr. Kurzman moved for approval of 2020 TDSP Minor Update. Ms. Corris seconded.

Commissioner Fiala - yes

Harold Kurzman - yes

Nicole Spencer – yes

Dale Hanson – yes

Signe Jacobson – yes (indicated via chat – unable to communicate via microphone)

Susan Corris – yes

Oscar Gomez – yes

Leah Watson – yes

Motion passed unanimously.

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

Ms. Medina – gave brief overview of grant application and resolution. Will be transmitted to the MPO for approval in June.

Ms. Hanson moved for endorsement of the TD Planning Grant Application and MPO Resolution. Ms. Corris seconded. Motion passed unanimously.

E. Review and Endorsement of the 2020/21 Shirley Conroy Grant Application

Ms. Medina – introduced Omar DeLeon to give overview of 2020/21 Shirley Conroy Grant Application for purchase of paratransit vehicle as well as an alignment machine. Alignment machine allows Fleet Division to make repairs in-house instead of taking vehicle elsewhere. **Ms. Arnold** – application has already been sent to Board of County Commissioners but endorsement of committee is required. Brief discussion of content of grant application and necessity of alignment machine.

Mr. Gomez moved to endorse the 2020/21 Shirley Conroy Grant Application. Ms. Spencer seconded. Motion passed unanimously.

6. REPORTS & PRESENTATIONS

A. CTC Quarterly Report

Mr. DeLeon – gave presentation and update on COVID-19 protocols pertaining to bus drivers and overall operations. Suspended fares on all transportation services and operators are using PPE. Cleaning has been increased to daily and after each passenger transport. Trips reduced by 47% in paratransit. May increased by 50% indicating return to normal.

Mr. Kurzman – were there temporary layoffs of staff. **Mr. DeLeon** – some staff members were furloughed. Approximately 10 staff members were quarantined. Brought back some drivers to fill in those spots. Referenced presentation in agenda packet with trip data. Brief discussion

regarding statistics in report and explanation of change in stats.

Mr. DeLeon gave a presentation on the CTC quarterly report from January through March He indicated in January and February there was an average of 400 trips per weekday and in March this was reduced to an average of 255 trips per weekday. He clarified that most of the impact was seen in late March. In January and February passenger per hour was increasing an indicator of productivity. Zero preventable accident for the three months.

B. MPO Quarterly Progress Report

Ms. Medina – gave brief overview of quarterly report contained within agenda packet of staff support items accomplished last quarter Public workshop and LCB meeting advertised. LCB bylaws were endorsed last quarter and to be approved by MPO Board in June. Completed LCB member training via public workshop.

C. FDOT Report

Ms. Hanson – Florida Public Transportation Association in conjunction with FDOT and Center for Urban Transportation Research is conducting a virtual professional development workshop in June and July. Registration is open for June classes. Collier County will receive \$1.3M in FTPA Sec. 5311 CARES Act funding for rural areas and all projects will be reimbursed at 100%. **Mr. Kurzman** – asked for clarification on the Collier County funding. **Ms. Hanson** provided explanation. **Ms. Arnold** explained that PTNE usually receive FTA 5311 grant money annually to provide services to rural areas of county which are areas primarily east of 951. Able to provide additional service from additional dollars being provided through CARES Act.

7. OTHER BUSINESS

None.

8. DISTRIBUTION ITEMS

None.

9. BOARD MEMBER COMMENTS

None.

10. NEXT MEETING DATE

September 2, 2020 at 1:30 p.m.

11. ADJOURNMENT

No further business being conducted, Ms. Fiala adjourned the meeting at 2:45 p.m.

EXECUTIVE SUMMARY
Board Action
Item 5A

Review and Approval of the FY 2019-20 Annual Operating Report (AOR)

OBJECTIVE: For the Board to review and approve the FY 2019-20 Annual Operating Report (AOR).

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

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

STAFF RECOMMENDATION: To approve the FY 2019-20 AOR, to authorize the Chair to sign the AOR certifying that the LCB has reviewed the report and that a copy has been received and reviewed by the Planning Agency (the MPO).

Prepared By: Brandy Otero, Principal Planner

ATTACHMENTS:

1. FY19-20 Annual Operating Report (AOR)



CTC Organization

County: Collier

Fiscal Year: 7/1/2019 - 6/30/2020

CTC Status: In Progress

CTD Status: Pending
Submission

Date Initiated: 9/4/2020

CTC Organization Name: Collier County Board of County Commissioners

Address: 3299 Tamiami Trl E Suite 103

City: Naples

State: FL

Zip Code: 34112

Organization Type: County

Network Type: Complete Brokerage

Operating Environment: Urban

Transportation Operators: Yes

Number of Transportation Operators: 1

Coordination Contractors: Yes

Number of Coordination Contractors: 3

Provide Out of County Trips: No

Local Coordinating Board (LCB) Chairperson: Commissioner Donna Fiala

CTC Contact: Michelle E. Arnold

CTC Contact Title: PTNE Director

CTC Contact Email: michellearnold@colliergov.net

Phone: (239) 252-5841

CTC Certification

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

CTC Representative (signature): _____

LCB Certification

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

LCB Chairperson (signature): _____



Organization – Coordination Contractor

County: Collier

CTC Status: In Progress

CTC Organization: Collier County Board of County Commissioners

Fiscal Year: 7/1/2019 - 6/30/2020

Upload Date: 9/10/2020

Coordination Contractor Name: Easter Seals Florida, Inc.
Address: 8793 Tamiami Trail East, Unit 111
City: Naples
State: FL
Zip Code: 341133300
Organization Type: Private Non Profit
Operating Environment: Urban
Provide Out of County Trips: No
Who Do You Serve: Individuals with disabilities and seniors
Contact Person: Gladys Epps
Contact Title: Chief Financial Officer
Contact Email: gepps@fl.easterseals.com
Phone: (407) 629-7881

Coordination Contractor Certification

By submission of this form, I, Gladys Epps, as the authorized representative of Easter Seals Florida, Inc. , hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): _____



Organization – Coordination Contractor

County: Collier

CTC Status: In Progress

CTC Organization: Collier County Board of County Commissioners

Fiscal Year: 7/1/2019 - 6/30/2020

Upload Date: 9/10/2020

Coordination Contractor Name: Sunrise Community of S.W. Florida
Address: 4227 Exchange Avenue
City: Naples
State: FL
Zip Code: 34104
Organization Type: Private Non Profit
Operating Environment: Urban
Provide Out of County Trips: No
Who Do You Serve: Adults with Disabilities
Contact Person: Cassandra Beaver
Contact Title: Director of Operations
Contact Email: cassandrabeaver@sunrisegroup.org
Phone: (239) 643-5338

Coordination Contractor Certification

By submission of this form, I, Cassandra Beaver, as the authorized representative of Sunrise Community of S.W. Florida , hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): _____



Organization – Coordination Contractor

County: Collier

CTC Status: In Progress

CTC Organization: Collier County Board of County Commissioners

Fiscal Year: 7/1/2019 - 6/30/2020

Upload Date: 9/10/2020

Coordination Contractor Name: Hope Hospice and Healthcare Services
Address: 2668 Winkler Avenue
City: Ft. Myers
State: FL
Zip Code: 33901
Organization Type: Private Non Profit
Operating Environment: Urban
Provide Out of County Trips: No
Who Do You Serve: Frail, disadvantaged seniors
Contact Person: Dave Goss
Contact Title: Transportation Manager
Contact Email: dave.goss@hopehcs.org
Phone: (239) 985-6400

Coordination Contractor Certification

By submission of this form, I, Dave Goss, as the authorized representative of Hope Hospice and Healthcare Services , hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): _____



CTC Trips

County: Collier

CTC Status: In Progress

CTC Organization: Collier County Board of County Commissioners

Fiscal Year: 07/01/2019 - 06/30/2020

CTD Status: Pending Submission

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Service Type - One Way						
Fixed Route/Fixed Schedule						
Daily Pass Trips	0	N/A	0	0	N/A	0
Weekly Pass Trips	0	N/A	0	0	N/A	0
Monthly Pass Trips	0	N/A	0	0	N/A	0
Deviated Fixed Route Service	0	N/A	0	0	N/A	0
Complementary ADA Service	69,753	N/A	69,753	77,945	N/A	77,945
Paratransit						
Ambulatory	18,041	10,616	28,657	23,694	10,954	34,648
Non-Ambulatory	4,139	1,588	5,727	3,634	1,358	4,992
Stretcher	0	0	0	0	0	0
Transportation Network Companies	0	N/A	0	0	N/A	0
Taxi	0	N/A	0	0	N/A	0
School Board (School Bus)	0	N/A	0	0	N/A	0
Volunteers	0	N/A	0	0	N/A	0
Total - Service Type	91,933	12,204	104,137	105,273	12,312	117,585
Contracted Transportation Operator						
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	91,933	N/A	91,933	105,273	N/A	105,273
Total - Contracted Transportation Operator Trips	91,933	0	91,933	105,273	0	105,273
Revenue Source - One Way						
Agency for Health Care Administration (AHCA)	0	0	0	0	3,626	3,626
Agency for Persons with Disabilities (APD)	0	0	0	0	0	0
Comm for the Transportation Disadvantaged (CTD)	22,043	N/A	22,043	27,232	N/A	27,232
Dept of Economic Opportunity (DEO)	0	0	0	0	0	0
Dept of Children and Families (DCF)	0	0	0	0	0	0
Dept of Education (DOE)	0	0	0	0	0	0
Dept of Elder Affairs (DOEA)	137	0	137	96	0	96
Dept of Health (DOH)	0	0	0	0	0	0
Dept of Juvenile Justice (DJJ)	0	0	0	0	0	0
Dept of Transportation (DOT)	10,466	0	10,466	5,898	0	5,898
Local Government	46,213	0	46,213	57,483	0	57,483
Local Non-Government	4,065	4,718	8,783	4,951	6,767	11,718
Other Federal & State Programs	9,009	7,486	16,495	9,613	1,919	11,532
Total - Revenue Source	91,933	12,204	104,137	105,273	12,312	117,585



**Transportation
Disadvantaged**

CTC Trips (cont'd)

County: Collier

CTC Status: In Progress

CTC Organization: Collier County Board of
County Commissioners

Fiscal Year: 07/01/2019 - 06/30/2020

CTD Status: Pending Submission

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Passenger Type - One Way						
Older Adults	19,148	6,286	25,434	30,871	0	30,871
Children At Risk	107	0	107	365	0	365
Persons With Disabilities	34,968	5,918	40,886	30,605	8,686	39,291
Low Income	37,710	0	37,710	43,432	3,626	47,058
Other	0	0	0	0	0	0
Total - Passenger Type	91,933	12,204	104,137	105,273	12,312	117,585
Trip Purpose - One Way						
Medical	36,091	6,286	42,377	39,507	3,626	43,133
Employment	13,466	0	13,466	14,256	0	14,256
Education/Training/Daycare	7,291	5,918	13,209	8,296	8,686	16,982
Nutritional	11,227	0	11,227	14,907	0	14,907
Life-Sustaining/Other	23,858	0	23,858	28,307	0	28,307
Total - Trip Purpose	91,933	12,204	104,137	105,273	12,312	117,585
Unduplicated Passenger Head Count (UDPHC)						
UDPHC	2,223	177	2,400	2,005	2,134	4,139
Total - UDPHC	2,223	177	2,400	2,005	2,134	4,139
Unmet & No Shows						
Unmet Trip Requests	14	N/A	14	16	N/A	16
No Shows	6,717	N/A	6,717	4,135	N/A	4,135
Customer Feedback						
Complaints	32	N/A	32	43	N/A	43
Commendations	0	N/A	0	2	N/A	2



**Transportation
Disadvantaged**

Coordination Contractor Trips (cont'd)

County: Collier

CTC Status: In Progress

CTC Organization: Collier County Board of
County Commissioners

Fiscal Year: 07/01/2019 - 06/30/2020

Upload Date: 9/10/2020

Coordination Contractor: Easter Seals Florida, Inc.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Passenger Type - One Way		
Older Adults	0	0
Children At Risk	0	0
Persons With Disabilities	4,281	5,640
Low Income	0	0
Other	0	0
Total - Passenger Type	4,281	5,640
Trip Purpose - One Way		
Medical	0	0
Employment	0	0
Education/Training/Daycare	4,281	5,640
Nutritional	0	0
Life-Sustaining/Other	0	0
Total - Trip Purpose	4,281	5,640
Unduplicated Passenger Head Count (UDPHC)		
UDPHC	26	28
Total - UDPHC	26	28
Unmet & No Shows		
Unmet Trip Requests	N/A	N/A
No Shows	N/A	N/A
Customer Feedback		
Complaints	N/A	N/A
Commendations	N/A	N/A



Coordination Contractor Trips

County: Collier	CTC Status: In Progress	CTC Organization: Collier County Board of County Commissioners
Fiscal Year: 07/01/2019 - 06/30/2020	Upload Date: 9/10/2020	Coordination Contractor: Sunrise Community of S.W. Florida

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Service Type - One Way		
Fixed Route/Fixed Schedule		
Daily Pass Trips	N/A	N/A
Weekly Pass Trips	N/A	N/A
Monthly Pass Trips	N/A	N/A
Deviated Fixed Route Service	N/A	N/A
Complementary ADA Service	N/A	N/A
Paratransit		
Ambulatory	1,620	2,528
Non-Ambulatory	17	518
Stretcher	0	0
Transportation Network Companies	N/A	N/A
Taxi	N/A	N/A
School Board (School Bus)	N/A	N/A
Volunteers	N/A	N/A
Total - Service Type	1,637	3,046
Contracted Transportation Operator		
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	N/A	N/A
Total - Contracted Transportation Operator Trips	0	0
Revenue Source - One Way		
Agency for Health Care Administration (AHCA)	0	0
Agency for Persons with Disabilities (APD)	0	0
Comm for the Transportation Disadvantaged (CTD)	N/A	N/A
Dept of Economic Opportunity (DEO)	0	0
Dept of Children and Families (DCF)	0	0
Dept of Education (DOE)	0	0
Dept of Elder Affairs (DOEA)	0	0
Dept of Health (DOH)	0	0
Dept of Juvenile Justice (DJJ)	0	0
Dept of Transportation (DOT)	0	0
Local Government	0	0
Local Non-Government	437	1,127
Other Federal & State Programs	1,200	1,919
Total - Revenue Source	1,637	3,046



**Transportation
Disadvantaged**

Coordination Contractor Trips (cont'd)

County: Collier

CTC Status: In Progress

CTC Organization: Collier County Board of
County Commissioners

Fiscal Year: 07/01/2019 - 06/30/2020

Upload Date: 9/10/2020

Coordination Contractor: Sunrise Community of
S.W. Florida

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Passenger Type - One Way		
Older Adults	0	0
Children At Risk	0	0
Persons With Disabilities	1,637	3,046
Low Income	0	0
Other	0	0
Total - Passenger Type	1,637	3,046
Trip Purpose - One Way		
Medical	0	0
Employment	0	0
Education/Training/Daycare	1,637	3,046
Nutritional	0	0
Life-Sustaining/Other	0	0
Total - Trip Purpose	1,637	3,046
Unduplicated Passenger Head Count (UDPHC)		
UDPHC	54	69
Total - UDPHC	54	69
Unmet & No Shows		
Unmet Trip Requests	N/A	N/A
No Shows	N/A	N/A
Customer Feedback		
Complaints	N/A	N/A
Commendations	N/A	N/A



**Transportation
Disadvantaged**

Coordination Contractor Trips (cont'd)

County: Collier

CTC Status: In Progress

CTC Organization: Collier County Board of
County Commissioners

Fiscal Year: 07/01/2019 - 06/30/2020

Upload Date: 9/10/2020

Coordination Contractor: Hope Hospice and
Healthcare Services

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Passenger Type - One Way		
Older Adults	6,286	0
Children At Risk	0	0
Persons With Disabilities	0	0
Low Income	0	0
Other	0	0
Total - Passenger Type	6,286	0
Trip Purpose - One Way		
Medical	6,286	0
Employment	0	0
Education/Training/Daycare	0	0
Nutritional	0	0
Life-Sustaining/Other	0	0
Total - Trip Purpose	6,286	0
Unduplicated Passenger Head Count (UDPHC)		
UDPHC	97	0
Total - UDPHC	97	0
Unmet & No Shows		
Unmet Trip Requests	N/A	N/A
No Shows	N/A	N/A
Customer Feedback		
Complaints	N/A	N/A
Commendations	N/A	N/A



CTC Vehicles & Drivers

County: Collier

CTC Status: In Progress

CTC Organization: Collier County Board of County Commissioners

Fiscal Year: 07/01/2019 - 06/30/2020

CTD Status: Pending Submission

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Vehicle Miles						
Deviated Fixed Route Miles	0	N/A	0	0	N/A	0
Complementary ADA Service Miles	925,466	N/A	925,466	1,010,278	N/A	1,010,278
Paratransit Miles	299,413	77,003	376,416	369,945	844,517	1,214,462
Transportation Network Companies (TNC) Miles	0	N/A	0	0	N/A	0
Taxi Miles	0	N/A	0	0	N/A	0
School Board (School Bus) Miles	0	N/A	0	0	N/A	0
Volunteers Miles	0	N/A	0	0	N/A	0
Total - Vehicle Miles	1,224,879	77,003	1,301,882	1,380,223	844,517	2,224,740
Roadcalls & Accidents						
Roadcalls	103	0	103	116	0	116
Chargeable Accidents	11	0	11	23	0	23
Vehicle Inventory						
Total Number of Vehicles	42	9	51	32	38	70
Number of Wheelchair Accessible Vehicles	42	6	48	32	36	68
Drivers						
Number of Full Time & Part Time Drivers	36	15	51	37	30	67
Number of Volunteer Drivers	0	0	0	0	0	0



Coordination Contractor Vehicles & Drivers

County: Collier

CTC Status: In Progress

CTC Organization: Collier County Board of County Commissioners

Fiscal Year: 07/01/2019 - 06/30/2020

Upload Date: 9/10/2020

Coordination Contractor: Easter Seals Florida, Inc.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Vehicle Miles		
Deviated Fixed Route Miles	N/A	N/A
Complementary ADA Service Miles	N/A	N/A
Paratransit Miles	5,850	6,437
Transportation Network Companies (TNC) Miles	N/A	N/A
Taxi Miles	N/A	N/A
School Board (School Bus) Miles	N/A	N/A
Volunteers Miles	N/A	N/A
Total - Vehicle Miles	5,850	6,437
Roadcalls & Accidents		
Roadcalls	0	0
Chargeable Accidents	0	0
Vehicle Inventory		
Total Number of Vehicles	2	2
Number of Wheelchair Accessible Vehicles	1	1
Drivers		
Number of Full Time & Part Time Drivers	6	6
Number of Volunteer Drivers	0	0



**Transportation
Disadvantaged**

Coordination Contractor Vehicles & Drivers

County: Collier

CTC Status: In Progress

CTC Organization: Collier County Board of
County Commissioners

Fiscal Year: 07/01/2019 - 06/30/2020

Upload Date: 9/10/2020

Coordination Contractor: Sunrise Community of
S.W. Florida

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Vehicle Miles		
Deviated Fixed Route Miles	N/A	N/A
Complementary ADA Service Miles	N/A	N/A
Paratransit Miles	51,098	57,913
Transportation Network Companies (TNC) Miles	N/A	N/A
Taxi Miles	N/A	N/A
School Board (School Bus) Miles	N/A	N/A
Volunteers Miles	N/A	N/A
Total - Vehicle Miles	51,098	57,913
Roadcalls & Accidents		
Roadcalls	0	0
Chargeable Accidents	0	0
Vehicle Inventory		
Total Number of Vehicles	6	6
Number of Wheelchair Accessible Vehicles	4	5
Drivers		
Number of Full Time & Part Time Drivers	8	9
Number of Volunteer Drivers	0	0



**Transportation
Disadvantaged**

Coordination Contractor Vehicles & Drivers

County: Collier

CTC Status: In Progress

CTC Organization: Collier County Board of
County Commissioners

Fiscal Year: 07/01/2019 - 06/30/2020

Upload Date: 9/10/2020

Coordination Contractor: Hope Hospice and
Healthcare Services

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Vehicle Miles		
Deviated Fixed Route Miles	N/A	N/A
Complementary ADA Service Miles	N/A	N/A
Paratransit Miles	20,055	0
Transportation Network Companies (TNC) Miles	N/A	N/A
Taxi Miles	N/A	N/A
School Board (School Bus) Miles	N/A	N/A
Volunteers Miles	N/A	N/A
Total - Vehicle Miles	20,055	0
Roadcalls & Accidents		
Roadcalls	0	0
Chargeable Accidents	0	0
Vehicle Inventory		
Total Number of Vehicles	1	0
Number of Wheelchair Accessible Vehicles	1	0
Drivers		
Number of Full Time & Part Time Drivers	1	0
Number of Volunteer Drivers	0	0



CTC Revenue Sources

County: Collier

CTC Status: In Progress

CTC Organization: Collier County Board of County Commissioners

Fiscal Year: 07/01/2019 - 06/30/2020

CTD Status: Pending Submission

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Revenue Sources						
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 79,772	\$ 79,772
Agency for Persons with Disabilities (APD)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 9,064	\$ 0	\$ 9,064	\$ 5,680	\$ 0	\$ 5,680
Dept of Health (DOH)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)						
Non-Sponsored Trip Program	\$ 826,622	N/A	\$ 826,622	\$ 764,438	N/A	\$ 764,438
Non-Sponsored Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Rural Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
TD Other	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Department of Transportation (DOT)						
49 USC 5307	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5310	\$ 0	\$ 0	\$ 0	\$ 13,736	\$ 0	\$ 13,736
49 USC 5311	\$ 606,815	\$ 0	\$ 606,815	\$ 304,088	\$ 0	\$ 304,088
49 USC 5311 (f)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Service Development	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Government						
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
County Cash	\$ 2,679,406	\$ 0	\$ 2,679,406	\$ 3,097,656	\$ 0	\$ 3,097,656
County In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Non-Government						
Farebox	\$ 182,144	\$ 0	\$ 182,144	\$ 242,748	\$ 0	\$ 242,748
Donations/Contributions	\$ 0	\$ 20,000	\$ 20,000	\$ 0	\$ 30,000	\$ 30,000
In-Kind Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Non-Government	\$ 53,523	\$ 58,733	\$ 112,256	\$ 24,062	\$ 81,325	\$ 105,387
Other Federal & State Programs						
Other Federal Programs	\$ 522,323	\$ 316,413	\$ 838,736	\$ 518,024	\$ 0	\$ 518,024
Other State Programs	\$ 0	\$ 55,000	\$ 55,000	\$ 0	\$ 50,000	\$ 50,000
Total - Revenue Sources	\$ 4,879,897	\$ 450,146	\$ 5,330,043	\$ 4,970,432	\$ 241,097	\$ 5,211,529



Coordination Contractor Revenue Sources

County: Collier	CTC Status: In Progress	CTC Organization: Collier County Board of County Commissioners
Fiscal Year: 07/01/2019 - 06/30/2020	Upload Date: 9/10/2020	Coordination Contractor: Sunrise Community of S.W. Florida

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Revenue Sources		
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 0	\$ 0
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)		
Non-Sponsored Trip Program	N/A	N/A
Non-Sponsored Capital Equipment	N/A	N/A
Rural Capital Equipment	N/A	N/A
TD Other	N/A	N/A
Department of Transportation (DOT)		
49 USC 5307	\$ 0	\$ 0
49 USC 5310	\$ 0	\$ 0
49 USC 5311	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0
Service Development	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0
Local Government		
School Board (School Bus)	N/A	N/A
County Cash	\$ 0	\$ 0
County In-Kind	\$ 0	\$ 0
City Cash	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0
Local Non-Government		
Farebox	\$ 0	\$ 0
Donations/Contributions	\$ 20,000	\$ 30,000
In-Kind Services	\$ 0	\$ 0
Other Non-Government	\$ 0	\$ 0
Other Federal & State Programs		
Other Federal Programs	\$ 0	\$ 0
Other State Programs	\$ 55,000	\$ 50,000
Total - Revenue Sources	\$ 75,000	\$ 80,000



Coordination Contractor Revenue Sources

County: Collier **CTC Status:** In Progress **CTC Organization:** Collier County Board of County Commissioners
Fiscal Year: 07/01/2019 - 06/30/2020 **Upload Date:** 9/10/2020 **Coordination Contractor:** Hope Hospice and Healthcare Services

Revenue Sources	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Revenue Sources		
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 0	\$ 0
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)		
Non-Sponsored Trip Program	N/A	N/A
Non-Sponsored Capital Equipment	N/A	N/A
Rural Capital Equipment	N/A	N/A
TD Other	N/A	N/A
Department of Transportation (DOT)		
49 USC 5307	\$ 0	\$ 0
49 USC 5310	\$ 0	\$ 0
49 USC 5311	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0
Service Development	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0
Local Government		
School Board (School Bus)	N/A	N/A
County Cash	\$ 0	\$ 0
County In-Kind	\$ 0	\$ 0
City Cash	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0
Local Non-Government		
Farebox	\$ 0	\$ 0
Donations/Contributions	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0
Other Non-Government	\$ 0	\$ 0
Other Federal & State Programs		
Other Federal Programs	\$ 316,413	\$ 0
Other State Programs	\$ 0	\$ 0
Total - Revenue Sources	\$ 316,413	\$ 0



CTC Expense Sources

County: Collier

CTC Status: In Progress

CTC Organization: Collier County Board of County Commissioners

Fiscal Year: 07/01/2019 - 06/30/2020

CTD Status: Pending Submission

Expense Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Labor	\$ 58,162	\$ 208,119	\$ 266,281	\$ 55,614	\$ 131,637	\$ 187,251
Fringe Benefits	\$ 26,438	\$ 60,337	\$ 86,775	\$ 18,482	\$ 19,217	\$ 37,699
Services	\$ 432,854	\$ 109,490	\$ 542,344	\$ 656,365	\$ 0	\$ 656,365
Materials & Supplies Consumed	\$ 589,023	\$ 39,586	\$ 628,609	\$ 615,853	\$ 40,052	\$ 655,905
Utilities	\$ 41,312	\$ 2,385	\$ 43,697	\$ 32,001	\$ 2,957	\$ 34,958
Casualty & Liability	\$ 12,300	\$ 13,409	\$ 25,709	\$ 10,400	\$ 7,527	\$ 17,927
Taxes	\$ 3,576,254	\$ 4,626	\$ 3,580,880	\$ 0	\$ 4,926	\$ 4,926
Miscellaneous	\$ 4,900	\$ 0	\$ 4,900	\$ 3,489	\$ 4,820	\$ 8,309
Interest	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Leases & Rentals	\$ 3,524	\$ 7,201	\$ 10,725	\$ 3,713	\$ 17,326	\$ 21,039
Capital Purchases	\$ 649,092	\$ 0	\$ 649,092	\$ 470,936	\$ 2,447	\$ 473,383
Contributed Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 146,996	\$ 4,887	\$ 151,883	\$ 137,510	\$ 8,437	\$ 145,947
Purchased Transportation Services						
Bus Pass	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Contracted Operator	\$ 0	N/A	\$ 0	\$ 3,574,513	N/A	\$ 3,574,513
Total - Expense Sources	\$ 5,540,855	\$ 450,040	\$ 5,990,895	\$ 5,578,876	\$ 239,346	\$ 5,818,222



Coordination Contractor Expense Sources

County: Collier CTC Status: In Progress CTC Organization: Collier County Board of County Commissioners
 Fiscal Year: 07/01/2019 - 06/30/2020 Upload Date: 9/10/2020 Coordination Contractor: Easter Seals Florida, Inc.

Expense Sources	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Labor	\$ 29,225	\$ 39,403
Fringe Benefits	\$ 3,824	\$ 2,308
Services	\$ 309	\$ 0
Materials & Supplies Consumed	\$ 7,127	\$ 0
Utilities	\$ 619	\$ 1,077
Casualty & Liability	\$ 5,541	\$ 5,507
Taxes	\$ 0	\$ 0
Miscellaneous	\$ 0	\$ 4,820
Interest	\$ 0	\$ 0
Leases & Rentals	\$ 7,201	\$ 17,326
Capital Purchases	\$ 0	\$ 2,447
Contributed Services	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 4,887	\$ 8,437
Purchased Transportation Services		
Bus Pass	N/A	N/A
School Board (School Bus)	N/A	N/A
Transportation Network Companies (TNC)	N/A	N/A
Taxi	N/A	N/A
Contracted Operator	N/A	N/A
Total - Expense Sources	\$ 58,733	\$ 81,325



**Transportation
Disadvantaged**

Coordination Contractor Expense Sources

County: Collier

CTC Status: In Progress

CTC Organization: Collier County Board of
County Commissioners

Fiscal Year: 07/01/2019 - 06/30/2020

Upload Date: 9/10/2020

Coordination Contractor: Hope Hospice and
Healthcare Services

Expense Sources	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Labor	\$ 129,502	\$ 0
Fringe Benefits	\$ 42,256	\$ 0
Services	\$ 109,181	\$ 0
Materials & Supplies Consumed	\$ 29,526	\$ 0
Utilities	\$ 0	\$ 0
Casualty & Liability	\$ 5,948	\$ 0
Taxes	\$ 0	\$ 0
Miscellaneous	\$ 0	\$ 0
Interest	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0
Capital Purchases	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 0
Purchased Transportation Services		
Bus Pass	N/A	N/A
School Board (School Bus)	N/A	N/A
Transportation Network Companies (TNC)	N/A	N/A
Taxi	N/A	N/A
Contracted Operator	N/A	N/A
Total - Expense Sources	\$ 316,413	\$ 0

County: Collier
 CTC: Collier County Board of County Commissioners
 Contact: Michelle E. Arnold
 3299 Tamiami Trl E Suite 103
 Naples, FL 34112
 239-252-5841

Email: michellearnold@colliergov.net

Demographics	Number
Total County Population	0
Unduplicated Head Count	2,400



Trips By Type of Service	2018	2019	2020	Vehicle Data	2018	2019	2020
Fixed Route (FR)	0	0	0	Vehicle Miles	1,407,704	2,224,740	1,301,882
Deviated FR	0	0	0	Roadcalls	20	116	103
Complementary ADA	0	77,945	69,753	Accidents	9	23	11
Paratransit	109,623	39,640	34,384	Vehicles	29	70	51
TNC	0	0	0	Drivers	66	67	51
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	109,623	117,585	104,137				

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	50,069	43,133	42,377
Employment	12,874	14,256	13,466
Ed/Train/DayCare	4,097	16,982	13,209
Nutritional	13,868	14,907	11,227
Life-Sustaining/Other	28,715	28,307	23,858
TOTAL TRIPS	109,623	117,585	104,137

Financial and General Data	2018	2019	2020
Expenses	\$5,433,226	\$5,818,222	\$5,990,895
Revenues	\$4,931,076	\$5,211,529	\$5,330,043
Commendations	6	2	0
Complaints	65	43	32
Passenger No-Shows	2,821	4,135	6,717
Unmet Trip Requests	199	16	14

Passenger Trips By Revenue Source	2018	2019	2020
CTD	18,917	27,232	22,043
AHCA	0	3,626	0
APD	0	0	0
DOEA	319	96	137
DOE	0	0	0
Other	90,387	86,631	81,957
TOTAL TRIPS	109,623	117,585	104,137

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0.64	1.03	0.84
Miles between Roadcalls	70,385	19,179	12,640
Avg. Trips per Passenger	83.30	28.41	43.39
Cost per Trip	\$49.56	\$49.48	\$57.53
Cost per Paratransit Trip	\$49.56	\$49.48	\$57.53
Cost per Total Mile	\$3.86	\$2.62	\$4.60
Cost per Paratransit Mile	\$3.86	\$2.62	\$4.60

Trips by Provider Type	2018	2019	2020
CTC	0	0	0
Transportation Operator	103,178	105,273	91,933
Coordination Contractor	6,445	12,312	12,204
TOTAL TRIPS	109,623	117,585	104,137

EXECUTIVE SUMMARY
Board Action
Item 5B

Approval of Local Coordinating Board (LCB) Membership Certification

OBJECTIVE: To ensure the Local Coordinating Board (LCB) consists of the membership required in Rule 41-2.012 (3), Florida Administrative Code.

CONSIDERATIONS: The LCB is required to review and approve their membership annually. Rule 41-2.012 (3), Florida Administrative Code, requires that various agencies and groups be represented on the LCB. Currently, the Collier County LCB has three vacancies in its membership: a representative of the Florida Department of Children and Family Services; a representative of the private transportation industry; and a representative of the local medical community.

STAFF RECOMMENDATION: For the Board to approve the LCB membership list.

Prepared By: Josephine Medina, Collier Senior Planner

ATTACHMENTS:

1. Current membership list
2. Florida Administrative Code, Chapter 41-2.012, Coordinating Board Structure and Duties

Item 5B - Attachment 1

Last Updated September 19, 2020
 18 total Members, 3 Vacancies, 15 Current Members
 With a Quorum of 7

Local Coordinating Board for the Transportation Disadvantaged
Location: Collier County Government Center
Information Technology Training Room, 5th Floor
3299 Tamiami Trail E (Bldg F)
Naples, FL 34112

A Representative of:	Voting Member	Alternate
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@colliercountyfl.gov</p>	<p><i>No alternate pursuant to Chapter 427, Florida Statutes, and Rule 41-2, Florida Administrative Code.</i></p>
2. Elderly – Vice-Chairman	<p>Mr. Harold Kurzman 1166 Sweetwater Lane Unit 102 Naples, FL 34110 (239) 566-8494 hardu@msn.com</p> <p>Appt 10/13/17 Term Expires 10/13/20</p>	
3. Citizens Advocate/Non- User	<p>Ms. Birgitta Grasser 9670 Winchester Wood Naples, FL 34109 (239) 431-6574 bgrasser@comcast.net</p> <p>Appt 12/5/2018 Term Expires 12/5/2021</p>	
4. Citizens Advocate/User	<p>Mr. Dylan Vogel 168 North Street Naples, FL 34108 Phone Number: 239-594-1759 Dylan.m.vogel@gmail.com</p> <p>Appt 12/13/19 Term Expires 12/13/22</p>	
5. Veteran Services	<p>Ruben Martinez 3339 Tamiami Trail East, Suite 212 Naples, FL 34112 (239)252-8266 Ruben.Martinez@colliercountyfl.gov veteranservices@colliercountyfl.gov</p>	<p>Oscar Gomez 3339 Tamiami Trail East, Suite 212 Naples, FL 34112 (239)252-8449 Oscar.gomez@colliercountyfl.gov veteranservices@colliercountyfl.gov</p>

Last Updated September 19, 2020
 18 total Members, 3 Vacancies, 15 Current Members
 With a Quorum of 7

A Representative of:	Voting Member	Alternate
6. <i>Florida Association for Community Action</i>	Ms. Cheryl Burnham, Community Services Director The Agricultural and Labor Program, Inc. 300 Lynchburg Road Lake Alfred, FL 33850-2576 (863)956-3491 x 224 CBurnham@alpi.org	Ms. Pa Houa Lee-Yang The Agricultural and Labor Program, Inc. 300 Lynchburg Road Lake Alfred, FL 33850-2576 PYang@alpi.org
7. <i>Public Education</i>	Mr. John Kasten Transportation Director Collier County School Board Naples, Florida 34109 (239) 377-0613 Fax (239) 377-0601 KastenHa@collierschools.com	Ms. Bonnie Zaino Collier County School Board 5700 Cougar Lane Naples, FL 34109 (239) 377-0604 zainobo@collierschools.com
8. <i>FDOT</i>	Dale Hanson Transit Project Coordinator FDOT 801 North Broadway Avenue Bartow, FL 33830 (863)519-2321 Dale.Hanson@dot.state.fl.us	Michelle S. Peronto Transit Programs Administrator FDOT 863-519-2551 Michelle.peronto@dot.state.fl.us
9. <i>Florida Department of Children and Family Services</i>	VACANT	
10. <i>Florida Department of Education Division of Vocational Rehabilitation Services</i>	Mr. Robert Richards Dept. of Education/Division of Vocational Rehab Services 10681 Airport Pulling Rd. N, Ste 19 Naples, FL 31409 (239) 260-6307 Fax (239) 593-2548 Robert.Richards@vr.fldoe.org	Ms. Lisa O'Leary Dept. of Education/Division of Vocational Rehab Services 10681 Airport Pulling Rd. N, Ste 19 Naples, FL 31409 (239) 260-6306 Fax (239) 593-2548 Lisa.Oleary@vr.fldoe.org
11. <i>Area Agency on Aging SWFL – Florida Department of Elder Affairs</i>	Norma Adorno Area Agency on Aging 15201 North Cleveland Avenue, ste. 1100 North Fort Myers, FL 33903 Office: 239-652-6900 ext. 58224 Fax: 239-652-6954 Norma.Adorno@aaaswfl.org	

Last Updated September 19, 2020
 18 total Members, 3 Vacancies, 15 Current Members
 With a Quorum of 7

A Representative of:	Voting Member	Alternate
12. <i>Florida Agency for Health Care Administration</i>	Signe Jacobson Medical/Health Care Prog Analyst AHCA 2295 Victoria Ave., Suite 319 Ft Myers, Florida 33901 (239) 335-1282 Signe.Jacobson@ahca.myflorida.com	Lonnie Thompson Ft. Myers Medicaid Field Office Agency for Health Care Administration 2295 Victoria Ave., Suite 319 Ft Myers, Florida 33901 (239) 335-1265 LonnieThompson@ahca.myflorida.com
13. <i>Representative for Children at Risk</i>	Nichole Spencer School District of Collier County Dr. Martin Luther King, Jr. Administrative Center 5775 Osceola Trail Naples, FL 34109 239-377-0135 spencn1@collierschools.com	
14. <i>Private Transportation Industry</i>	VACANT	
15. <i>Disabled</i>	Sherry Brenner PO Box 441 Naples, FL 34106-0441 Sherrybaby125@aol.com 239-455-0086 Appt 3/8/19 Term Expires 3/8/22	
16. <i>Local Medical Community</i>	VACANT	
17. <i>Southwest Florida Regional Workforce Development Board</i>	Ms. Susan Corris 1 Lely High School Boulevard Naples, Florida 34113 Phone: 239-436-4301 ext. 12114 Fax: 239-436-4340 Email: scorris@careersourcesouthwestflorida.com Website: careersourcesouthwestflorida.com	
18. <i>Agency for Persons with Disabilities</i>	Leah Watson 2295 Victoria Ave. Fort Myers, FL 33901 Phone: 338-1378 Cell: 239-218-7217 Email: Leah.watson@apdcares.org	

Last Updated September 19, 2020
18 total Members, 3 Vacancies, 15 Current Members
With a Quorum of 7

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

Collier Area Transit

Braian Morales - MV General Manager (239) 252-4983
Dave Levesque – MTM General Manager

Medicaid Transportation Provider

Medical Transportation Management (MTM)

Lisa Sanders

789 South Federal Highway, #201
Stuart, Florida 34994
772-266-4971

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

Item 5B - Attachment 2

41-2.012 Coordinating Board Structure and Duties.

The purpose of the Coordinating Board is to identify 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 through the Florida Coordinated Transportation System (FCTS). Each Coordinating Board is recognized as an advisory body to the Commission in its service area. The members of the Coordinating Board shall be appointed by the Metropolitan Planning Organization or the Designated Official Planning Agency. A Coordinating Board shall be appointed in each county. However, when agreed upon in writing, by all Boards of County Commissions in each county to be covered in the service area, multi-county Coordinating Boards may be appointed. The structure and duties of the Coordinating Board shall be as follows:

(1) The Metropolitan Planning Organization or Designated Official Planning Agency shall appoint one elected official to serve as the official chairperson for all Coordinating Board meetings. The appointed chairperson shall be an elected official from the county that the Coordinating Board serves. For a multi-county Coordinating Board, the elected official appointed to serve as Chairperson shall be from one of the counties involved.

(2) The Coordinating Board shall hold an organizational meeting each year for the purpose of electing a Vice-Chairperson. The Vice-Chairperson shall be elected by a majority vote of a quorum of the members of the Coordinating Board present and voting at the organizational meeting. The Vice-Chairperson shall serve a term of one year starting with the next meeting. In the event of the Chairperson's absence, the Vice-Chairperson shall assume the duties of the Chairperson and conduct the meeting.

(3) In addition to the Chairperson, except for multi-county Coordinating Boards which shall have as a representative an elected official from each county, including the Chairperson, one of whom shall be elected Vice-Chairperson, the following agencies or groups shall be represented on the Coordinating Board, in every county as voting members:

- (a) A local representative of the Florida Department of Transportation;
- (b) A local representative of the Florida Department of Children and Family Services;
- (c) 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;
- (d) In areas where they exist, a local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education;
- (e) A person recommended by the local Veterans Service Office representing the veterans of the county;
- (f) A person who is recognized by the Florida Association for Community Action (President), representing the economically disadvantaged in the county;
- (g) A person over sixty representing the elderly in the county;
- (h) A person with a disability representing the disabled in the county;
- (i) Two 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;
- (j) A local representative for children at risk;
- (k) In areas where they exist, 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;
- (l) A local representative of the Florida Department of Elderly Affairs;
- (m) An experienced representative of the local private for profit transportation industry. In areas where such representative is not available, a local private non-profit representative will be appointed, except where said representative is also the Community Transportation Coordinator;

- (n) A local representative of the Florida Agency for Health Care Administration;
- (o) A local representative of the Agency for Persons with Disabilities;
- (p) A representative of the Regional Workforce Development Board established in chapter 445, F.S.; and
- (q) 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.

(4) Except for the Chairperson, the non-agency members of the Board shall be appointed for three year staggered terms with initial membership being appointed equally for one, two, and three years. The Chairperson shall serve until elected term of office has expired or otherwise replaced by the Designated Official Planning Agency. No employee of a community transportation coordinator shall serve as a voting member of the coordinating board in an area where the community transportation coordinator serves. However, community transportation coordinators and their employees are not prohibited from serving on a coordinating board in an

area where they are not the coordinator. However, an elected official serving as Chairperson of the coordinating board, or other governmental employees that are not employed for the purpose of making provisions for transportation and are not directly supervised by the community transportation coordinator shall not be precluded from serving as voting members of the coordinating board.

(5) The Board shall meet at least quarterly and shall perform the following duties in addition to those duties specifically listed in section 427.0157, F.S.:

(a) Maintain official meeting minutes, including an attendance roster, reflecting official actions and provide a copy of same to the Commission and the Chairperson of the designated official planning agency.

(b) Annually, provide the Metropolitan Planning Organization or Designated Official Planning Agency with an evaluation of the Community Transportation Coordinator's performance in general and relative to Commission and local standards as referenced in rule 41-2.006, F.A.C., and the performance results of the most recent Transportation Disadvantaged Service Plan. As part of the Coordinator's performance, the local Coordinating Board shall also set an annual percentage goal increase for the number of trips provided within the system for ridership on public transit, where applicable. In areas where the public transit is not being utilized, the local Coordinating Board shall set an annual percentage of the number of trips to be provided on public transit. The Commission shall provide evaluation criteria for the local Coordinating Board to use relative to the performance of the Community Transportation Coordinator. This evaluation will be submitted to the Commission upon approval by the local coordinating board.

(c) Appoint a Grievance Committee to process and investigate complaints, from agencies, users, transportation operators, potential users of the system and the Community Transportation Coordinator in the designated service area, and make recommendations to the Coordinating Board or to the Commission, when local resolution cannot be found, for improvement of service. The Coordinating Board shall establish a process and procedures to provide regular opportunities for issues to be brought before such committee and to address them in a timely manner. Rider brochures or other documents provided to users or potential users of the system shall provide information about the complaint and grievance process including the publishing of the Commission's TD Helpline service when local resolution has not occurred. All materials shall be made available in accessible format, upon request by the citizen. Members appointed to the committee shall be voting members of the Coordinating Board.

(d) All coordinating board members should be trained on and comply with the requirements of section 112.3143, F.S., concerning voting conflicts of interest.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.0157 FS. History—New 5-2-90, Amended 6-17-92, 11-16-93, 1-4-94, 7-11-95, 5-1-96, 10-1-96, 3-10-98, 4-8-01, 12-17-02, 7-3-03, 6-14-18.

EXECUTIVE SUMMARY
Board Action
Item 5C

Appointment of Local Coordinating Board Grievance Committee Members

OBJECTIVE: For the Board to appoint at least three (3) Grievance Committee Members.

CONSIDERATIONS:

In May 2019, as a result of recommendations by Commission for Transportation Disadvantaged (CTD) staff, the LCB established its own unique Grievance Procedures separate from those of Collier Area Transit (CAT). In response to CTD suggestions and to provide paratransit riders more direct interaction with the LCB the procedures included the creation of a Grievance Committee composed of a minimum of three (3) Members of the LCB.

The role of the Grievance Subcommittee in the Grievance Procedure is hearing, advising, and making recommendations on issues affecting the service delivery and administration of the TD program. The committee shall meet at such times as the Grievance Committee may determine and/or as necessitated by formally filed grievances. No Grievance Committee meetings have been held to date.

Changes to LCB Membership resulted the vacancies of the three (3) Grievance Committee Member appointees.

STAFF RECOMMENDATION: A motion by LCB Member appointing a minimum of three (3) LCB Members to serve on the Grievance Committee.

Prepared By: Josephine Medina, Collier MPO Senior Planner

ATTACHMENTS:

None

EXECUTIVE SUMMARY
Board Action
Item 5D

Review and Approval Eligibility Criteria for Transportation Disadvantaged (TD) Non-Sponsored Paratransit Service.

OBJECTIVE: Establish Eligibility Criteria for Transportation Disadvantaged (TD) Non-Sponsored Paratransit Service for inclusion in the Transportation Disadvantaged Service Plan (TDSP).

CONSIDERATIONS: The Florida Commission for the Transportation Disadvantaged (FCTD) recently conducted a compliance review of the programs administered by the Public Transit & Neighborhood Enhancement (PTNE) Division, more specifically Collier Area Transit (CAT). The review evaluated compliance with programmatic oversight and monitoring responsibilities related to:

- *Florida Statutes Chapter 427*
- *Florida Administrative Code Rule 41-2*
- *Florida Administrative Code Rule 14-90*
- *The Transportation Disadvantaged Service Plan (TDSP)*
- *The System Safety Program Plan (SSPP)*
- *The FCTD Memorandum of Agreement (MOA)*

The review resulted in no findings but there were two suggestions made to help further improve compliance with the above noted responsibilities. One suggestion related specifically to the eligibility process which the Local Coordinating Board (LCB) would be responsible for setting policy.

The suggestion was as follows:

Suggestion #2 - Update documentation within TDSP

Per Florida Statutes, the CTC, in cooperation with the coordinating board and pursuant to criteria developed by the FCTD, must establish eligibility guidelines with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust Fund moneys. During the testing performed over eligibility of Transportation Disadvantaged funded beneficiaries, it was noted that eligibility criteria was not clearly established in the TDSP. Per inquiry with CTC personnel it was determined that criteria were in place in determining eligibility.

We recommend that the CTC comply with their current policy and procedures for rider eligibility determinations and ensure that all riders have complete and updated applications on file. The eligibility intake form as well as the TDSP should specifically detail how the rider meets eligibility requirements, provide sufficient documentation for the determination, be signed by the applicant and reviewed and approved by the CTC.

Consistent with Section 411.202, of the Florida Statutes, the Transportation Disadvantaged Service Plan (TDSP) includes the definition of Transportation Disadvantaged (TD) users as children who are handicapped or high-risk or at-risk or those persons, who because of physical or mental disability, income status, or age or who for other reasons are unable to transport themselves or to purchase transportation and are, therefore, dependent on others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities.

There are no defined guidelines with the TDSP outside of the definition, so the Public Transit Division is recommending that the LCB consider the following eligibility criteria for inclusion in the TDSP.

Transportation Disadvantaged Non-Sponsored Paratransit Service Eligibility Guidelines

For Transportation Disadvantaged (TD) Non-Sponsored Paratransit Service (also known as CATConnect) in Collier County the following criteria are used for determining Transportation Disadvantaged (TD) eligibility by the Mobility Manager:

1. The individual is unable to transport themselves or to purchase transportation:
 - If public transit is available, applicants must show why it cannot be used;
 - The Mobility Manager will perform a functional assessment to determine if the applicant is not able to use public transit.
2. There are no other funding sources available to pay for the requested trip (i.e., Agency sponsored, Senior Services (Older Americans Act), Medicaid for Non-Emergency Medical Trips).
3. The individual meets one or more of the following criteria:
 - Physical or mental disability, as outlined in the Americans with Disabilities Act of 1990 (ADA); or (staff will refer to the physician diagnosis and guidance for qualifying);
 - The individual falls under “children-at-risk” as defined in F.S. 411.202;
 - Individual and household income status is 150% of the federal poverty level or less; or (staff will use approved documents to verify income for qualifying)

The eligibility process does not provide for self-declaration. The CTC must use a formal eligibility process that substantiates applicant’s ability to meet eligibility criteria. The Applicants will sign the application attesting the information they provide is truthful and accurate. If a TD applicant is determined to be ineligible for TD services, due to an incomplete application, additional processing time will be given until the required or missing information is received. If the application is determined to be ineligible after a complete review, the applicant may appeal this determination by following the appeals process outlined in the TDSP.

Applications must be renewed every three years from the date of the original approval or last renewal date. A Mobility Manager will review the written application and conduct an interview, when appropriate, to verify applicant’s eligibility. The CTC has adopted these criteria to determine eligibility for non-sponsored TD paratransit service.

STAFF RECOMMENDATIONS: For the LCB to Approval Eligibility Criteria for Transportation Disadvantaged (TD) Non-Sponsored Paratransit Service for Collier County.

Prepared By: Omar DeLeon, Public Transit Manager

ATTACHMENTS:

None