

**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.