

MEETING MINUTES

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

December 2, 2020

1:30 p.m.

****Virtual participation via ZOOM**

1. CALL TO ORDER

A. Roll Call with Self Introductions

Commissioner Solis – called the meeting to order at 1:36 pm and introduced himself as the new LCB Chair.

Ms. Otero took roll call and requested that each member provide a brief introduction of themselves and who they represent. Confirmed a quorum was present but explained that according to the county attorney advisement a motion will have to be made by LCB members participating in-person to allow remote LCB Member participants to participate due to extenuating circumstances.

Ms. Corris moved to approve the agenda. Mr. Hanson seconded. Passed unanimously

Members Present In-person

Commissioner Andy Solis, Collier County BCC District 1, Chair

Susan Corris, SWFL Regional Workforce Development Board

Dale Hanson, FDOT

Nichole Spencer, Children at Risk

Members Participating Remotely

Leah Watson, Agency for Persons with Disabilities

Ruben Martinez (left at approximately 1:59 PM)

Signe Jacobson, FL Agency for Health Care Administration

Members Absent

Birgitta Grasser, Citizens Advocate

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 Elder Affairs
Sherry Brenner, Citizens Advocate
Belinda Amankwaa, Florida Department of Children and Family Services

MPO Staff

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

Others Present

Robin Tellez, Commissioner for Transportation Disadvantaged (CTD)
Michelle Edwards-Arnold, Director, Collier County PTNE
Elena Ortiz-Rosado, PTNE
Omar DeLeon, PTNE
Zachary Karto, PTNE
Mari Maldonado, MV Transportation
Braian Morales, MV Transportation

B. Pledge of Allegiance

Commissioner Solis led the group in the Pledge of Allegiance.

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

None.

3. APPROVAL OF AGENDA

Ms. Corris moved to approve the agenda. Mr. Hanson seconded. Passed unanimously

4. APPROVAL OF MEETING MINUTES

A. Approval of September 16 Meeting Minutes

B. Approval of September 29 Meeting Minutes

C. Approval of October 28 Meeting Minutes

Ms. Corris moved to approve the Meeting Minutes for September 16, September 29, and October 28, 2020. Mr. Hanson seconded. Passed unanimously

5. BOARD ACTION

A. Election LCB Vice-Chair

Ms. Otero – explained that with the retirement of Harold Kurzman the vice chair position has become vacant. This can be any LCB member and will assist running the meetings in the absence of Commissioner Solis.

Ms. Hanson – nominated *Ms. Corris* for vice-chair. *Commissioner Solis* seconded. Passed unanimously.

B. Appointment of LCB Grievance Committee Members

Ms. Otero – this committee was created from the request of the Commission of Transportation Disadvantaged to create a separate Grievance Policy from the CTC. Due to vacancies in membership recently the three grievance committee member appointees have all left. *Ms. Corris* has volunteered to fill one of those vacancies so two more people would need to be appointed. The Grievance Committee is for fact finding on service delivery and the committee meets when a grievance is submitted to the MPO. A grievance starts with the CTC as a complaint and if a complaint could not be resolved then it rises to the level of a grievance. In all the years I have worked for the MPO I have not seen a grievance come through the CAT has done a great job and a formal grievance has not been filed but need to be prepared in the chance that one is filed therefor a committee and procedures need to be in place in the event that we do receive one.

Commissioner Solis – has the committee ever met? **Ms. Otero** – No CAT has done a great job but this is in place just in case. **Commissioner Solis** –volunteered to be a part of the Committee.

Ms. Otero – noted that having no other volunteers this will keep being brought up as an agenda item until 3-member committee is filled.

C. Review and Endorsement of Submittal of FTA Section 5310, 5311 and 5339 Grant Applications.

Ms. Hanson – indicated that she would be obtaining from voting on this item. **Ms. Otero** added a point of clarification that this would be something that will be happening quite often as FDOT is the reviewing and approving agency of many of these grant applications.

Mr. DeLeon – presented an overview of grant applications FTA Section 5310, 5311 and 5339 to be submitted as provided in the agenda packet. Section 5310 funding is designated for elderly and individuals with disabilities. CAT is requesting the funds to purchase three replacement vehicles; along with three radios and tablets for those vehicles. Section 5311 funding provides mass transportation to people in rural areas in the county. Each year these funds area requested to fund operation of transportation services to residents of rural communities. Section 5339 provides capital funding to replace, rehabilitate and purchase buses, vans, and related equipment, and to construct bus-related facilities in the non-urbanized areas. CAT is requesting to use funds to improve existing bus stops by bringing them into ADA compliance and adding bus shelters to 1 of 9 stops as well as adding a bench, trash, bike rack to 2 stops.

Ms. Spencer moved to approve the endorsement of submittal of Section 5310, 5311, and

5339 grant applications. **Ms. Corris** seconded. Motion passed unanimously with one abstention.

Ms. Arnold – explained that these applications are brought to the Board of County Commissioner and there is where the final decision is made to submit.

6. REPORTS & PRESENTATIONS

A. CTC Quarterly Report

Mr. DeLeon – provided a brief explanation of what the report was. Indicating the report contained operational statistics for the CATConnect; the door to door service for the disabled and disadvantaged in Collier County. Highlighted statistical information regularly contained in the report such number of trips, revenue hours, vehicle miles, efficiencies such as passenger performance and on time performance, and accidents or suspensions due to no-shows. Continued to go over the quarterly report as provided in the agenda packet. Identifying the lower number of trips and passenger per hour past quarter due to COVID, with a slight pickup in September but still below the regular numbers seen in past years. Indicated working at about 40-50% below the normal capacity with trips. However, an increase of on-time performance for the months of July, August and September despite lower passengers per hour. Cancellations stayed around the same amount at 10%. Explained that a no show is where a passenger fails to cancel trip and simply does not show up and this statistic is presented as the reduction of that would reduce waste of a resource going to a location where it could be used somewhere else where a rider would actually be present.

Commissioner Solis – asked about last years numbers and if there was a seasonal reason for decline in March apart from COVID. **Mr. DeLeon** – explained that there are peaks and provided an example of the summer months where many of the places they serve such as the schools or centers are closed

Ms. Hanson – asked what the accidents were for August and September. **Mr. DeLeon** – stated he would have to look back to see what the specifics of those accidents were. Explained that they monitor accidents per 100,000 miles to see if MV is showing any indication. Last report from safety manager indicated there was a significant reduction in safety occurrences.

Ms. Arnold – explained the that there were no fares from April to July which is why there is a revenue of zero identified on the report for those months.

Mr. DeLeon – Went over Cancellation and No-show statistics. Indicating the how they are looking to incorporate into new system a way of advising riders their scheduled trip and giving them the opportunity to cancel their trip at that time as well as advising passengers within a certain parameter of the arrival of the vehicle to keep them informed. Looking into a mobile app as well. **Ms. Arnold** – added that another enhancement that is being looked into is software that would allow riders to schedule and pay for their trips. As currently

the system is pretty manual with people calling in to schedule, cancel their trips, or physically paying for trips by mailing checks, physically coming to pay for fare or paying on the bus. This new system hopefully would reduce the need for this particularly for caregivers managing the trips for their loved ones.

Mr. DeLeon – presented complaint information provided in report and how the complaints were added to table with Description of the complaint and how it was resolved. Identified a compliment provided by citizen in August regarding how much respect and kindness was shown by the drivers towards a passenger. Reviewed on time performance for Work/Medical Trips a statistic that was request by MPO in their last evaluation. He explained the 30 minutes early to zero minutes late policy for this specific category of trips. Introduced Brain Morales with MV Transportation so he could explain what MV is doing to increase this performance. **Mr. Morales** explained the change that occurred last year to the service moving from a time based to mileage-based trips which changed the dynamic of the pickup window metrics. Education of drivers and staff has resulted in some progress. Working with vendors to see if can created a custom filed of view help dispatcher monitor number live. Explained that the policy is more restrictive so conflicts with the overall mileage-based trip scheduling with is meant to allow for more flexibility so these metrics cannot be comingled.

Mr. DeLeon – identified that CAT was approach by Florida Developmental Disabilities Council (FDDC) for an opportunity to a enhance service for individuals that are eligible for American Disability Act (ADA) service. Currently the paratransit service requires a reservation to be made the day before for the next day service same day service is not offered to the difficulty to insert a trip into the schedule. This program would be mirroring the voucher program that has seen success with the HART program in Hillsborough. This will allow ADA eligible participants to request same day service trips. Working with partnership agreement with Uber to see how this can be managed. It would work with a \$20 tap where person would be responsible for first \$4.00 grant would be responsible for following \$16.00 and anything thereafter would be the responsibility of the rider. This would be managed by Uber but CAT would have access to fulfill grantor requirements. More information will be provided as this program is moved forward with possibly running by mid-January or mid- February and start with marketing effort to let passengers know.

Ms. Arnold – explained that they have been asked for years for a same day service for paratransit riders as this is something the general public and is available to fixed route riders as well. Working with Uber for vehicle that are wheelchair accessible.

B. MPO Quarterly Report

Ms. Otero – reviewed planning grant items completed and invoiced to the CTD Commission last quarter as provided in the progress report in agenda packet. These tasks included quarterly meeting administration, review of Annual Operating Report (AOR), submittal of the Actual Expenditure Report (AER), and membership certification.

C. FDOT Report

Ms. Hanson – presented the FDOT report. FTA Sections 5310, 5311, and 5339 Public Transportation Grant Agreements (PTGA) are being developed sent out by now and March to the agencies for FFY 2020/State FFY 2021. FFY 2021 FTA Sections 5310, 5311, and 5339 are due for submittal by Monday December 14th. Mobility week happened back in October and is over but virtual room is still open and link can be provided if anyone wants to look.

7. OTHER BUSINESS

Ms. Otero – for the CTC evaluations we typically invite LCB members to ride paratransit buses with us and do the on-site evaluation but this year due to COVID we reached out to the CTD and we do not want to add additional people to buses that we do not have to. We have asked Sherry Brenner who is a rider on the bus, and an LCB member, to complete on site evaluation forms for us. But everything else will be done the same. **Ms. Medina** – added that there will still be a percentage of riders called so that input is received from various riders.

8. DISTRIBUTION ITEMS

Ms. Otero – pointed to the MPO Calendar at the end of the agenda packet. Stated that the calendar states that the meeting will be occurring on the 5th floor IT room but due to this being a hybrid meeting this may not be accurate for next meeting. **Ms. Medina** – stated that next meeting would be scheduled at the BCC Chambers. **Ms. Otero** – we will fix that in the calendar, and we will see what will happen for the meeting to follow if we can meet in person or still be doing hybrid meetings.

9. BOARD MEMBER COMMENTS

Ms. Jacobson – wished everyone happy holidays.

Commissioner Solis – wished everyone happy holidays. Looked forward to working with everyone.

Ms. Arnold – Welcomed the Commissioner Solis to the board and invited him to paratransit service orientation. Commissioner Solis – Welcomed the orientation and learning how this could if anyway could be tied to the Mental Health Strategic Plan. **Ms. Arnold** – suggested that perhaps it may be good to have someone from that council that put together the strategic plan talk to us a little bit more and try to figure out how to coordinate better. **Commissioner Solis** – suggested reaching out to Sean Callahan who is handling the plan and a couple of folks from the ad-hoc committee. Transportation was one of the main issues so being able to coordinate what we do here and that would be a goal.

10. NEXT MEETING DATE

Next meeting date is set for March 3, 2021 at 1:30 PM

11. ADJOURNMENT

*No further business being conducted, **Commissioner Solis** adjourned the meeting at 2:27 p.m.*

DRAFT