



AGENDA

**Collier County Local Coordinating Board
for the Transportation Disadvantaged**
Collier County Government Center
County Administration Building F
Board of County Commissioners Chambers
3rd Floor – 3299 Tamiami Trail E.
Naples, FL 34112

REGULAR MEETING

Wednesday – March 3, 2021

Immediately After Public Workshop held at 1:30 p.m.

1. **CALL TO ORDER**
2. **OPEN TO THE PUBLIC FOR
COMMENTS ON ITEMS NOT ON
THE AGENDA**
3. **APPROVAL OF AGENDA**
4. **APPROVAL OF MEETING MINUTES**
 - A. December 2, 2020 Regular Meeting Minutes
5. **BOARD ACTION**
 - A. Approval of Proposed Rate Model
6. **REPORTS & PRESENTATIONS (No
Presentation)**
 - A. CTC Quarterly Report
 - B. MPO Quarterly Progress Report
 - C. FDOT Report
7. **OTHER BUSINESS**
8. **DISTRIBUTION ITEMS**
9. **BOARD MEMBER COMMENTS**
10. **NEXT MEETING DATE**

May 5, 2021 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.

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 the 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.*

EXECUTIVE SUMMARY
Board Action
Item 5A

Approval of Proposed Rate Model

OBJECTIVE: To obtain the LCB's approval for the Fiscal Year 2021-22 Rate Model which derives annual unsubsidized rates per passenger trip for inclusion in the 2021 Transportation Disadvantaged Service Plan (TDSP) update and the FY 21-22 Trip and Equipment Grant.

CONSIDERATIONS: The Florida Commission for the Transportation Disadvantaged (CTD), through a Memorandum of Agreement with Collier County, requires the Community Transportation Coordinator (CTC) to update and submit a Transportation Disadvantaged Service Plan (TDSP). The TDSP identifies the types of paratransit service that will be provided for the community and the rates that will be assessed for that service. The rate calculations consider budgeted revenues, operating expenses and associated level of service that will be provided. All this information is factored into a Rate Model to produce equitable rates required for payment by Transportation Disadvantaged (TD) and Americans with Disabilities Act (ADA) passengers using the service. The rates are reviewed and updated annually and included in the TDSP and the Trip and Equipment grant application. The Trip and Equipment grant provides revenue to support operations of the paratransit system.

The CTD typically reviews the rate model for accuracy prior to review by the LCB. In order to meet the deadline for the LCB agenda, the CTD review is running concurrently to the LCB review. Revisions may be required by the CTD. In the event that any revisions are made, PTNE staff will report on the revised rates at the next LCB meeting.

STAFF RECOMMENDATION: To approve the rate model as presented which will be included in the next TDSP and the Trip and Equipment Grant. Also, to approve the unsubsidized rate per passenger trip type to be applied to all purchased transportation.

Prepared By: Brandy Otero, Collier MPO Principal Planner

ATTACHMENTS:

1. FY 2021-2022 Proposed Rate Model Worksheet

Preliminary Information Worksheet

Version 1.4

CTC Name: Collier County Board of Commissioners
County (Service Area): Collier County
Contact Person: Michelle Arnold
Phone # 239-252-5841

Throughout this version you will see yellow triangles that include explanatory comments for your review. When you hover your cursor over the triangles, you will see the comment.

Check Applicable Characteristic:

ORGANIZATIONAL TYPE:

- Governmental
- Private Non-Profit
- Private For Profit

NETWORK TYPE:

- Fully Brokered
- Partially Brokered
- Sole Source

Once completed, proceed to the Worksheet entitled "Comprehensive Budget"

Comprehensive Budget Worksheet

Version 1.4

CTC: Collier County Board of Commissioners
County: Collier County

1. Complete applicable **GREEN** cells in columns 2, 3, 4, and 7

	Prior Year's ACTUALS from Oct 1st of 2019 to Sept 30th of 2020	Current Year's APPROVED Budget, as amended from Oct 1st of 2020 to Sept 30th of 2021	Upcoming Year's PROPOSED Budget from Oct 1st of 2021 to Sept 30th of 2022	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)

Local Non-Govt

Farebox	\$ 146,847	\$ 246,989	\$ 246,989	68.2%	0.0%	Lower trips were provided due to Pandemic
Medicaid Co-Pay Received	\$ -					
Donations/ Contributions	\$ -					
In-Kind, Contributed Services	\$ -					
Other	\$ 37,122	\$ 40,000	\$ 40,000	7.8%	0.0%	
Bus Pass Program Revenue	\$ -					

Local Government

District School Board	\$ -					Lower trips were provided due to Pandemic, amended budget sized on precovid activity.
Compl. ADA Services	\$ -					
County Cash	\$ 2,518,421	\$ 4,255,280	\$ 3,288,700	69.0%	-22.7%	
County In-Kind, Contributed Services	\$ -					
City Cash	\$ -					
City In-kind, Contributed Services	\$ -					
Other Cash	\$ -					
Other In-Kind, Contributed Services	\$ -					
Bus Pass Program Revenue	\$ -					

CTD

Non-Spons. Trip Program	\$ 768,733	\$ 910,443	\$ 910,443	18.4%	0.0%	CTD Trip and Equip and Shirley Conroy capital grants fluxuate from year to year.
Non-Spons. Capital Equipment	\$ -					
Rural Capital Equipment	\$ -					
Other TD (specify in explanation)	\$ 71,206	\$ 25,094	\$ -	-64.8%	-100.0%	
Bus Pass Program Revenue	\$ -					

USDOT & FDOT

49 USC 5307	\$ 522,323	\$ 518,926	\$ 603,919	-0.7%	16.4%	5310 funding fluctuates due to timing of delivery. FY21 is based on the amended budget and current vehicles on equipment on order. FY22 is based on the current SFY22 application submittal. 5307 is sized on the current allocations as utilized or to be utilized in current and future FY.
49 USC 5310	\$ 845,412	\$ 477,464	\$ 234,487	-43.5%	-50.9%	
49 USC 5311 (Operating)	\$ -					
49 USC 5311(Capital)	\$ -					
Block Grant	\$ -					
Service Development	\$ -					
Commuter Assistance	\$ -					
Other DOT (specify in explanation)	\$ -					
Bus Pass Program Revenue	\$ -					

AHCA

Medicaid	\$ -					
Other AHCA (specify in explanation)	\$ -					
Bus Pass Program Revenue	\$ -					

DCF

Alcohol, Drug & Mental Health	\$ -					
Family Safety & Preservation	\$ -					
Comm. Care Dis./Aging & Adult Serv.	\$ -					
Other DCF (specify in explanation)	\$ -					
Bus Pass Program Revenue	\$ -					

DOH

Children Medical Services	\$ -					
County Public Health	\$ -					
Other DOH (specify in explanation)	\$ -					
Bus Pass Program Revenue	\$ -					

DOE (state)

Carl Perkins	\$ -					Sizing budget on precovid activities
Div of Blind Services	\$ -					
Vocational Rehabilitation	\$ 4,351	\$ 7,011	\$ 7,011	61.1%	0.0%	
Day Care Programs	\$ -					
Other DOE (specify in explanation)	\$ -					
Bus Pass Program Revenue	\$ -					

AWI

WAGES/Workforce Board	\$ -					
Other AWI (specify in explanation)	\$ -					
Bus Pass Program Revenue	\$ -					

DOEA

Older Americans Act	\$ 514	\$ -	\$ -	-100.0%		Sr Services trips are based on available funding. As it is not a consistent funding source, these revenues are not budgeted to be counted on as revenue.
Community Care for Elderly	\$ -					
Other DOEA (specify in explanation)	\$ -					
Bus Pass Program Revenue	\$ -					

DCA

Community Services	\$ -					
Other DCA (specify in explanation)	\$ -					
Bus Pass Admin. Revenue	\$ -					

Comprehensive Budget Worksheet

Version 1.4

CTC: Collier County Board of Commissioners
County: Collier County

1. Complete applicable GREEN cells in columns 2, 3, 4, and 7

	Prior Year's ACTUALS from Oct 1st of 2019 to Sept 30th of 2020	Current Year's APPROVED Budget, as amended from Oct 1st of 2020 to Sept 30th of 2021	Upcoming Year's PROPOSED Budget from Oct 1st of 2021 to Sept 30th of 2022	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

APD

Office of Disability Determination	\$ -					
Developmental Services	\$ -					
Other APD (specify in explanation)	\$ -					
Bus Pass Program Revenue	\$ -					

DJJ

(specify in explanation)	\$ -					
Bus Pass Program Revenue	\$ -					

Other Fed or State

xxx	\$ -					
xxx	\$ -					
xxx	\$ -					
Bus Pass Program Revenue	\$ -					

Other Revenues

Interest Earnings	\$ 10,691	\$ -	\$ -	-100.0%		Interest Earnings are not budgeted due to the historically small amount. Actual revenues become part of carryforward or local revenue in subsequent years and is part of balancing the budget.
xxxx	\$ -					
xxxx	\$ -					
Bus Pass Program Revenue	\$ -					

Balancing Revenue to Prevent Deficit

Actual or Planned Use of Cash Reserve	\$ -	\$ 250,800				
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Balancing Revenue is Short By =		None	None			
Total Revenues =	\$4,925,620	\$6,732,007	\$5,331,549	36.7%	-20.8%	

EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors!)

Operating Expenditures							
Labor	\$ 58,378	\$ 60,341	\$ 61,005	3.4%	1.1%	FY20 actuals fringe includes statistical entries for compensated absences and retirement entries. Material and supplies have increased largely due to annual Fleet cost increases as well as technology support. Fleet expenditures are sized annually under County Budget Instructions. Insurance rates have increased per premiums levied. Contracted Transportation Services has increased due to rebidding and sizing budget on precovid activity. Capital based on the SFY22 application request.	
Fringe Benefits	\$ 85,771	\$ 25,059	\$ 25,335	-70.8%	1.1%		
Services	\$ 390,638	\$ 395,400	\$ 428,018	1.2%	8.2%		
Materials and Supplies	\$ 563,512	\$ 842,200	\$ 669,342	49.5%	-20.5%		
Utilities	\$ 42,842	\$ 58,000	\$ 58,638	35.4%	1.1%		
Casualty and Liability	\$ 5,306	\$ 14,900	\$ 15,064	180.8%	1.1%		
Taxes							
Purchased Transportation:							
Purchased Bus Pass Expenses							
School Bus Utilization Expenses							
Contracted Transportation Services	\$ 2,771,337	\$ 4,444,243	\$ 3,785,884	60.4%	-14.8%		
Other							
Miscellaneous	\$ 60,181	\$ 20,000	\$ 20,220	-66.8%	1.1%		
Operating Debt Service - Principal & Interest							
Leases and Rentals							
Contrib. to Capital Equip. Replacement Fund							
In-Kind, Contributed Services	\$ -	\$ -	\$ -				
Allocated Indirect							
Capital Expenditures							
Equip. Purchases with Grant Funds	\$ 660,740	\$ 501,502	\$ 234,487	-24.1%	-53.2%		
Equip. Purchases with Local Revenue	\$ 247,983	\$ 119,562	\$ 26,054	-51.8%	-78.2%		
Equip. Purchases with Rate Generated Rev.							
Capital Debt Service - Principal & Interest							
	\$ 38,932	\$ 250,800	\$ 7,502	544.2%	-97.0%		
Total Expenditures =	\$4,925,620	\$6,732,007	\$5,331,549	36.7%	-20.8%		

Once completed, proceed to the Worksheet entitled "Budgeted Rate Base"

Budgeted Rate Base Worksheet

Version 1.4

CTC: Collier County Board of Commissioners

County: Collier County

1. Complete applicable **GREEN** cells in column 3; **YELLOW** and **BLUE** cells are automatically completed in column 3
2. Complete applicable **GOLD** cells in column and 5

	Upcoming Year's BUDGETED Revenues
	from
	Oct 1st of
	2021
	to
	Sept 30th of
	2022
1	2

What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue Excluded from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
3	4	5

REVENUES (CTC/Operators ONLY)

Local Non-Govt

Farebox	\$	246,989
Medicaid Co-Pay Received	\$	-
Donations/ Contributions	\$	-
In-Kind, Contributed Services	\$	-
Other	\$	40,000
Bus Pass Program Revenue	\$	-

Local Government

District School Board	\$	-
Compl. ADA Services	\$	-
County Cash	\$	3,288,700
County In-Kind, Contributed Services	\$	-
City Cash	\$	-
City In-Kind, Contributed Services	\$	-
Other Cash	\$	-
Other In-Kind, Contributed Services	\$	-
Bus Pass Program Revenue	\$	-

CTD

Non-Spons. Trip Program	\$	910,443
Non-Spons. Capital Equipment	\$	-
Rural Capital Equipment	\$	-
Other TD	\$	-
Bus Pass Program Revenue	\$	-

USDOT & FDOT

49 USC 5307	\$	603,919
49 USC 5310	\$	234,487
49 USC 5311 (Operating)	\$	-
49 USC 5311 (Capital)	\$	-
Block Grant	\$	-
Service Development	\$	-
Commuter Assistance	\$	-
Other DOT	\$	-
Bus Pass Program Revenue	\$	-

AHCA

Medicaid	\$	-
Other AHCA	\$	-
Bus Pass Program Revenue	\$	-

DCF

Alcoh. Drug & Mental Health	\$	-
Family Safety & Preservation	\$	-
Comm. Care Dis./Aging & Adult Serv.	\$	-
Other DCF	\$	-
Bus Pass Program Revenue	\$	-

DOH

Children Medical Services	\$	-
County Public Health	\$	-
Other DOH	\$	-
Bus Pass Program Revenue	\$	-

DOE (state)

Carl Perkins	\$	-
Div of Blind Services	\$	-
Vocational Rehabilitation	\$	7,011
Day Care Programs	\$	-
Other DOE	\$	-
Bus Pass Program Revenue	\$	-

AWI

WAGES/Workforce Board	\$	-
AWI	\$	-
Bus Pass Program Revenue	\$	-

DOEA

Older Americans Act	\$	-
Community Care for Elderly	\$	-
Other DOEA	\$	-
Bus Pass Program Revenue	\$	-

DCA

Community Services	\$	-
Other DCA	\$	-
Bus Pass Program Revenue	\$	-

\$	246,989	
\$	-	
\$	-	
\$	-	
\$	40,000	
\$	-	

\$	-	
\$	-	
\$	3,344,837	(56,137)
\$	-	
\$	-	
\$	-	
\$	-	
\$	-	
\$	-	

\$	910,443	
\$	-	
\$	-	
\$	-	
\$	-	
\$	-	

\$	-	603,919
\$	-	234,487
\$	-	-
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\$	-	
\$	-	
\$	7,011	
\$	-	
\$	-	
\$	-	

\$	-	
\$	-	
\$	-	

\$	-	
\$	-	
\$	-	
\$	-	

\$	-	
\$	-	
\$	-	

YELLOW cells
are **NEVER** Generated by Applying Authorized Rates

BLUE cells
Should be funds generated by rates in this spreadsheet

GREEN cells
MAY BE Revenue Generated by Applying
Authorized Rate per Mile/Trip Charges

Fill in that portion of budgeted revenue in Column 2 that will be **GENERATED** through the application of authorized per mile, per trip, or combination per trip plus per mile rates. Also, include the amount of funds that are Earmarked as local match for Transportation Services and **NOT** Capital Equipment purchases.

If the Farebox Revenues are used as a source of Local Match Dollars, then identify the appropriate amount of Farebox Revenue that represents the portion of Local Match required on any state or federal grants. This does not mean that Farebox is the only source for Local Match.

Please review all Grant Applications and Agreements containing State and/or Federal funds for the proper Match Requirement levels and allowed sources.

GOLD cells
Fill in that portion of Budgeted Rate Subsidy Revenue in Column 4 that will come from Funds Earmarked by the Funding Source for Purchasing Capital Equipment. Also include the portion of Local Funds earmarked as Match related to the **Purchase of Capital Equipment** if a match amount is required by the Funding Source.

local match req.

\$ 101,160

\$ -

\$ -

\$ -

\$ 26,054

\$ -

Budgeted Rate Base Worksheet

Version 1.4

CTC: Collier County Board of Commissioners

County: Collier County

- Complete applicable **GREEN** cells in column 3; **YELLOW** and **BLUE** cells are automatically completed in column 3
- Complete applicable **GOLD** cells in column and 5

	Upcoming Year's BUDGETED Revenues
	from
	Oct 1st of
	2021
	to
	Sept 30th of
	2022
1	2

APD	
Office of Disability Determination	\$ -
Developmental Services	\$ -
Other APD	\$ -
Bus Pass Program Revenue	\$ -
DJJ	
DJJ	\$ -
Bus Pass Program Revenue	\$ -
Other Fed or State	
xxx	\$ -
xxx	\$ -
xxx	\$ -
Bus Pass Program Revenue	\$ -
Other Revenues	
Interest Earnings	\$ -
xxxx	\$ -
xxxx	\$ -
Bus Pass Program Revenue	\$ -
Balancing Revenue to Prevent Deficit	
Actual or Planned Use of Cash Reserve	\$ -
Total Revenues =	\$ 5,331,549

What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue Excluded from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
3	4	5

\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
\$ 4,262,291	\$ 1,069,258	\$ 234,487

EXPENDITURES (CTC/Operators ONLY)	
Operating Expenditures	
Labor	\$ 61,005
Fringe Benefits	\$ 25,335
Services	\$ 428,018
Materials and Supplies	\$ 669,342
Utilities	\$ 58,638
Casualty and Liability	\$ 15,064
Taxes	\$ -
Purchased Transportation:	
- Purchased Bus Pass Expenses	\$ -
School Bus Utilization Expenses	\$ -
Contracted Transportation Services	\$ 3,785,884
Other	\$ -
Miscellaneous	\$ 20,220
Operating Debt Service - Principal & Interest	\$ -
Leases and Rentals	\$ -
Contrib. to Capital Equip. Replacement Fund	\$ -
In-Kind, Contributed Services	\$ -
Allocated Indirect	\$ -
Capital Expenditures	
Equip. Purchases with Grant Funds	\$ 234,487
Equip. Purchases with Local Revenue	\$ 26,054
Equip. Purchases with Rate Generated Rev.	\$ -
Capital Debt Service - Principal & Interest	\$ -
	\$ 7,502
Total Expenditures =	\$ 5,331,549
<i>minus EXCLUDED Subsidy Revenue =</i>	<i>\$ 1,069,258</i>
Budgeted Total Expenditures INCLUDED in	Rate Base = \$ 4,262,291
Rate Base Adjustment ¹ =	
Adjusted Expenditures Included in Rate	Base = \$ 4,262,291

\$ 834,771

Amount of Budgeted
Operating Rate
Subsidy Revenue

¹ Rate Base Adjustment Cell

If necessary and justified, this cell is where you could optionally adjust proposed service rates up or down to adjust for program revenue (or unapproved profit), or losses from the Actual period shown at the bottom of the Comprehensive Budget Sheet. This is not the only acceptable location or method of reconciling for excess gains or losses. If allowed by the respective funding sources, excess gains may also be adjusted by providing system subsidy revenue or by the purchase of additional trips in a period following the Actual period. If such an adjustment has been made, provide notation in the respective explanation area of the Comprehensive Budget tab.

¹ The Difference between Expenses and Revenues for Fiscal Year: **2019 - 2020**

Once Completed, Proceed to the Worksheet entitled "Program-wide Rates"

Worksheet for Program-wide Rates

CTC: Collier County Board Version 1.4
 County: Collier County

1. Complete Total Projected Passenger Miles and ONE-WAY Passenger Trips (GREEN cells) below

- Do **NOT** include trips or miles related to Coordination Contractors!
- Do **NOT** include School Board trips or miles UNLESS.....
- INCLUDE** all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!
- Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS..
- Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!
- Do **NOT** include fixed route bus program trips or passenger miles!

PROGRAM-WIDE RATES	
Total <u>Projected</u> Passenger Miles =	1,404,971
Rate Per Passenger Mile = \$	3.03
Total <u>Projected</u> Passenger Trips =	108,000
Rate Per Passenger Trip = \$	39.47

Fiscal Year

2021 - 2022

Avg. Passenger Trip Length =	13.0 Miles
-------------------------------------	-------------------

Rates If No Revenue Funds Were Identified As Subsidy Funds	
Rate Per Passenger Mile = \$	3.79
Rate Per Passenger Trip = \$	49.37

Once Completed, Proceed to the Worksheet entitled "Multiple Service Rates"

Vehicle Miles

The miles that a vehicle is scheduled to or actually travels from the time it pulls out from its garage to go into revenue service to the time it pulls in from revenue service.

Vehicle Revenue Miles (VRM)

The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles exclude:

- Deadhead
- Operator training, and
- Vehicle maintenance testing, as well as
- School bus and charter services.

Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

Worksheet for Multiple Service Rates

CTC: Collier County E Version 1.4
 County: Collier County

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

SECTION I: Services Provided

1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?.....

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No
Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	STOPI Do NOT Complete Sections II - V for Stretcher Service	Go to Section II for Group Service

SECTION II: Contracted Services

1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?....

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No
Answer # 2 for Ambulatory Service	Answer # 2 for Wheelchair Service	Do Not Complete Section II for Stretcher Service	Answer # 2 for Group Service

2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?.....

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
		Do NOT Complete Section II for Stretcher Service	

3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service?
 How many of the total projected Passenger Miles relate to the contracted service?
 How many of the total projected passenger trips relate to the contracted service?

Ambulatory	Wheelchair	Stretcher	Group
Leave Blank	Leave Blank	Leave Blank	Leave Blank

Effective Rate for Contracted Services:
 per Passenger Mile =
 per Passenger Trip =

Ambulatory	Wheelchair	Stretcher	Group
Go to Section III for Ambulatory Service	Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Go to Section III for Group Service

4. If you answered # 3 & want a Combined Rate per Trip PLUS a per Mile add-on for 1 or more services, INPUT the Desired per Trip Rate (but must be less than per trip rate in #3 above) =
 Rate per Passenger Mile for Balance =

Combination Trip and Mile Rate			
Leave Blank and Go to Section III for Ambulatory Service	Leave Blank and Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Leave Blank and Go to Section III for Group Service

Worksheet for Multiple Service Rates

CTC: Collier County E Version 1.4
 County: Collier County

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

SECTION III: Escort Service

1. Do you want to charge all escorts a fee?.....
 Yes
 No
Skip # 2 - 4 and Go to Section IV
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR
 Pass. Trip Leave Blank
 Pass. Mile
3. If you answered Yes to # 1 and completed # 2, for how many of the projected Passenger Trips / Passenger Miles will a passenger be accompanied by an escort? Leave Blank
4. How much will you charge each escort?..... Leave Blank

SECTION IV: Group Service Loading

1. If the message "You Must Complete This Section" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank)..... You Must Complete This Section!
- And what is the projected total number of Group Vehicle Revenue Miles? Loading Rate 1.40 to 1.00

SECTION V: Rate Calculations for Multiple Services:

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically
 * Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles and trips for contracted services IF the rates were calculated in the Section II above
 * Be sure to leave the service BLANK if you answered NO in Section I or YES to question #2 in Section II

		RATES FOR FY: 2021 - 2022			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	1,404,971	1,149,318	247,649	Leave Blank	8,004
Rate per Passenger Mile =		\$2.70	\$4.63	\$0.00	\$1.92 \$2.70 per passenger per group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	108,000	87,210	18,217	Leave Blank	2,573
Rate per Passenger Trip =		\$35.44	\$60.75	\$0.00	\$25.27 \$35.49 per passenger per group
2. If you answered # 1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services, ...		Combination Trip and Mile Rate			
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =					\$0.00
Rate per Passenger Mile for Balance =		\$2.70	\$4.63	\$0.00	\$1.92 \$2.70 per passenger per group

		Rates If No Revenue Funds Were Identified As Subsidy Funds			
		Ambul	Wheel Chair	Stretcher	Group
Rate per Passenger Mile =		\$3.38	\$5.79	\$0.00	\$2.41 \$3.38 per passenger per group
Rate per Passenger Trip =		\$44.33	\$75.99	\$0.00	\$31.62 \$44.39 per passenger per group

Program These Rates Into Your Medicaid Encounter Data

EXECUTIVE SUMMARY
Reports and Presentations
Item 6A

Community Transportation Coordinator (CTC) Quarterly Report

OBJECTIVE: To review and discuss the CTC Quarterly Report.

CONSIDERATIONS: Public Transit and Neighborhood Enhancement (PTNE) Division staff representing Collier Area Transit (CAT) will present the operating statistics for the paratransit system.

STAFF RECOMMENDATION: For the Board to review and discuss the CTC Quarterly Report.

Prepared By: Brandy Otero, Principal Planner

ATTACHMENTS:

1. CTC Quarterly Report

Item 6A - Attachment 1

October 1 -31, 2020

Total	Days	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancels	No Shows	Passenger Trips	PCA	Guest
Weekday	22	5506	4604	3714	89658	77244	504	349	5550	20	24
Saturday	5	493	444	360	9068	7661	35	42	498	1	4
Sunday	4	127	156	127	2958	2572	23	9	132	0	5
Total	31	6126	5204	4201	101684	87477	562	400	6180	21	33

Average	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancels	No Shows	Passenger Trips	PCA	Guest
Weekday	250	209	169	4075	3511	23	16	252	1	1
Saturday	99	89	72	1814	1532	7	8	100	0	1
Sunday	32	39	32	740	643	6	2	33	0	1

Fares to Collect	Fares Deposit	Balance	% Cancel of Total Trips	% No Shows of Total Trips	Prior Year On-Time Performance	On-Time Performance	Increase	
\$ 14,749.00	\$14,681.00	(\$68.00)	9%	7%	84.18%	93.81%	9.63%	
Ticket Sales	Sales Deposit	Balance	*Incorrect deposit.					
\$3,831.00	\$3,843.00	\$12.00						
Total Deposit	\$18,524.00							
Accidents (Prev)			Prior Year			No Shows Day Suspensions		
0			PPH	PPH	Difference	7	14	30
			1.56	1.47	-0.09	0	0	0

November 1 -30, 2020

Total	Days	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancels	No Shows	Passenger Trips	PCA	Guest
Weekday	19	4790	4056	3300	78802	68277	507	299	4834	26	18
Saturday	4	395	369	303	7387	6457	31	29	409	4	10
Sunday	5	169	169	145	3338	3004	20	12	172	1	2
Total	28	5354	4595	3749	89527	77738	558	340	5415	31	30

Average	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancels	No Shows	Passenger Trips	PCA	Guest
Weekday	252	213	174	4147	3594	27	16	254	1	1
Saturday	99	92	76	1847	1614	8	7	102	1	3
Sunday	34	34	29	668	601	4	2	34	0	0

Fares to Collect	Fares Deposit	Balance	% Cancel of Total Trips	% No Shows of Total Trips	Prior Year On-Time Performance	On-Time Performance	Increase	
\$ 12,811.00	\$12,808.00	(\$3.00)	10%	6%	84.44%	94.39%	9.95%	
Ticket Sales	Sales Deposit	Balance	*Incorrect deposit.					
\$3,566.00	\$3,566.00	\$0.00						
Total Deposit	\$16,374.00							
Accidents (Prev)			Prior Year			No Shows Day Suspensions		
0			PPH	PPH	Difference	7	14	30
			1.51	1.44	-0.07	0	0	0

December 1 -31, 2020

Total	Days	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancel	No Shows	Passenger Trips	PCA	Guest
Weekday	22	5165	4324	3531	84608	72459	567	353	5205	24	16
Saturday	4	412	384	315	7606	6526	51	30	416	1	3
Sunday	4	205	200	167	3826	3375	32	22	210	1	4
Total	30	5782	4908	4012	96040	82360	650	405	5831	26	23

Average	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancel	No Shows	Passenger Trips	PCA	Guest
Weekday	235	197	160	3846	3294	26	16	237	1	1
Saturday	103	96	79	1902	1632	13	8	104	0	1
Sunday	51	50	42	957	844	8	6	53	0	1

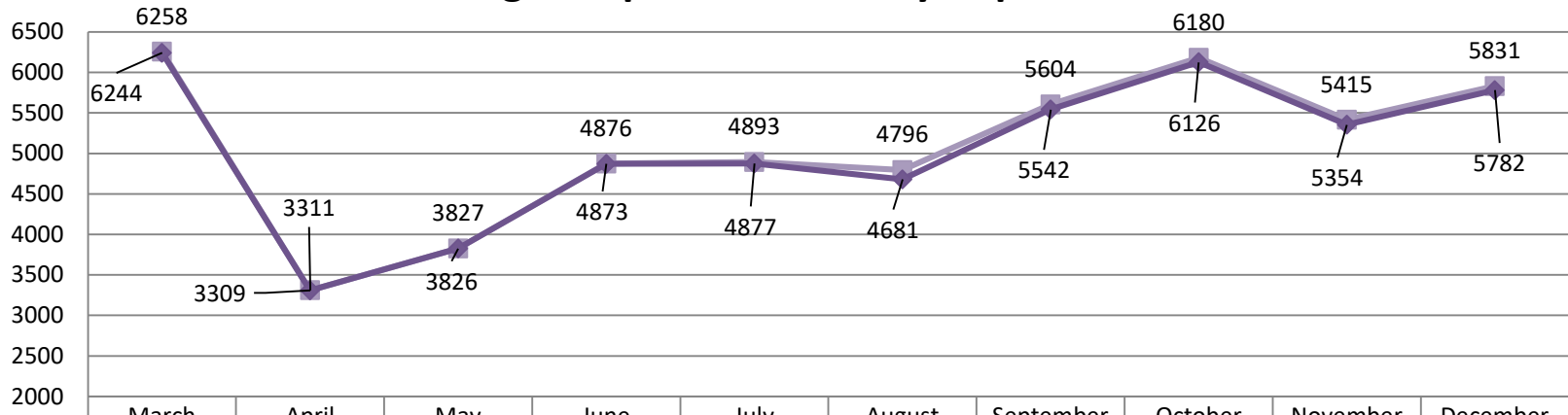
Fares to Collect	Fares Deposit	Balance	% Cancel of Total Trips	% No Shows of Total Trips	Prior Year On-Time Performance	On-Time Performance	Increase
\$ 14,037.00	\$13,938.00	(\$99.00)	11%	7%	85.41%	93.87%	8.46%
Ticket Sales	Sales Deposit	Balance	*Incorrect deposit.				
\$4,117.00	\$4,117.00	\$0.00					
Total Deposit	\$18,055.00						

Prior Year	PPH	PPH	Difference
	1.51	1.45	-0.06

No Shows Day Suspensions		
7	14	30
0	0	0

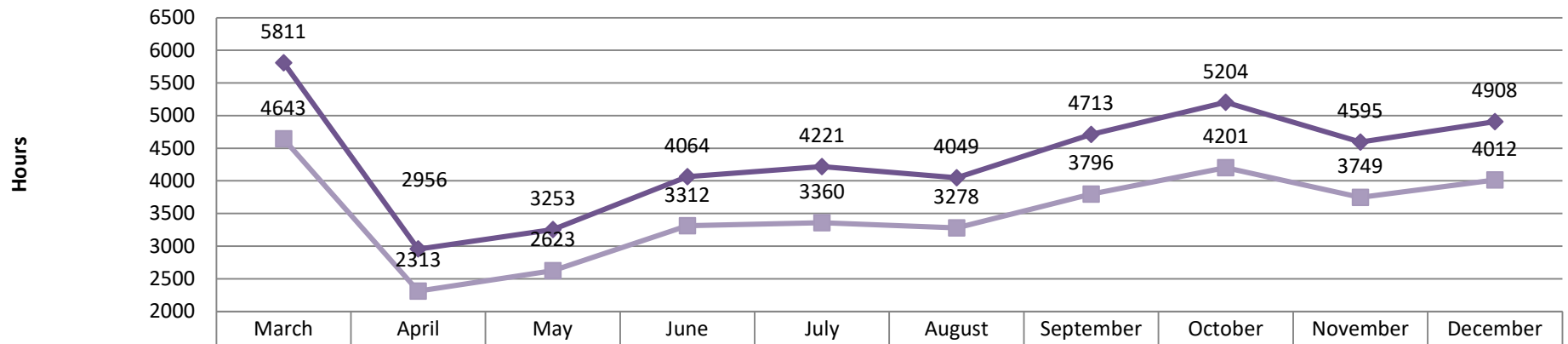
Accidents (Prev)
0

Passenger Trips and One Way Trips



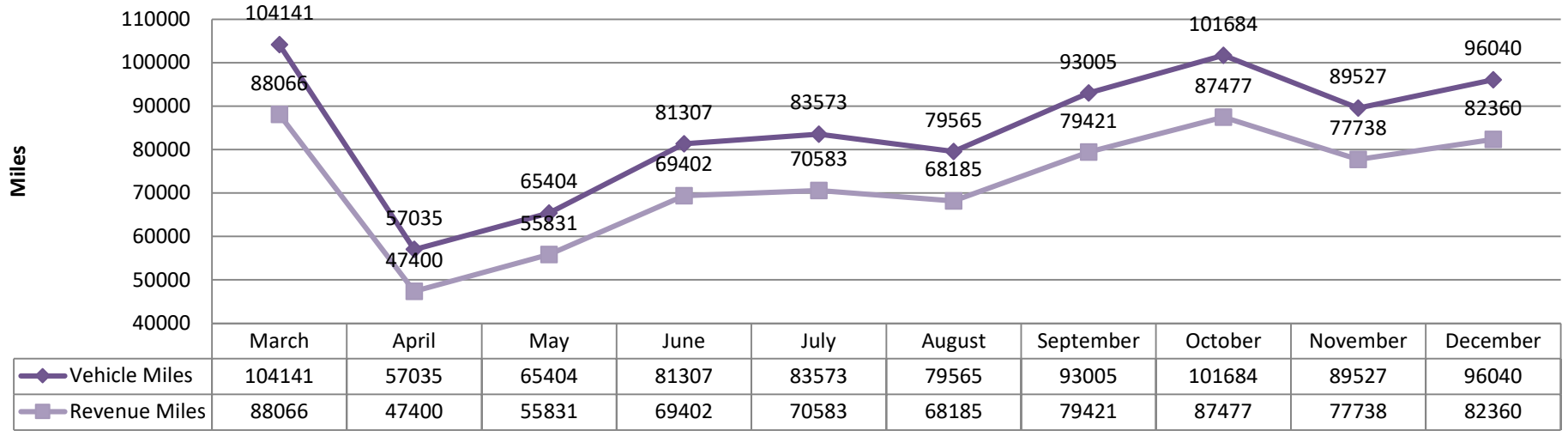
Passenger Trips	6258	3311	3827	4876	4893	4796	5604	6180	5415	5831
Unique Trips	6244	3309	3826	4873	4877	4681	5542	6126	5354	5782

Vehicle Hours and Revenue Hours

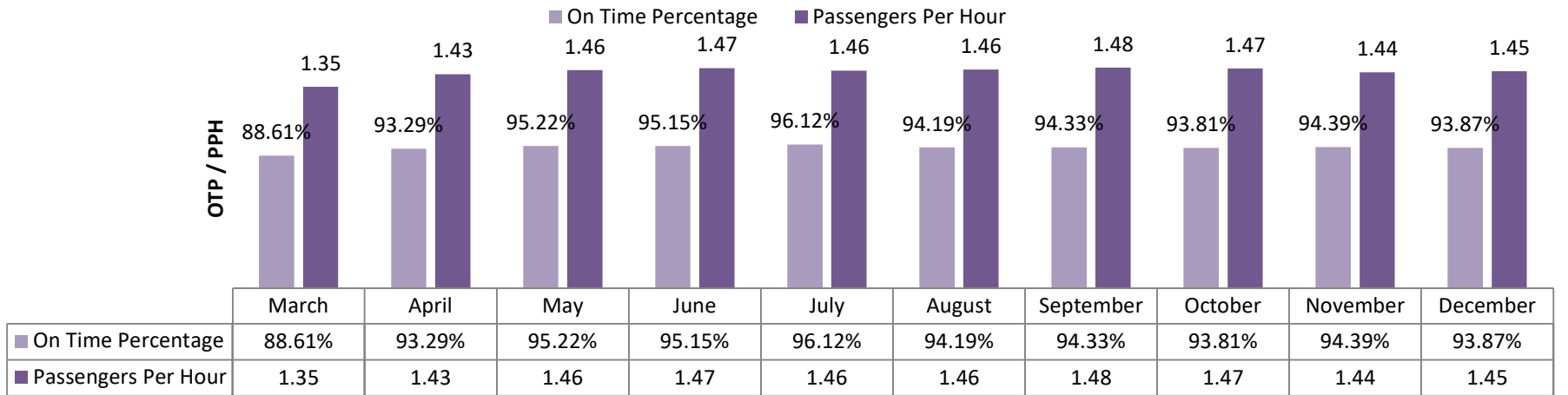


Vehicle Hours	5811	2956	3253	4064	4221	4049	4713	5204	4595	4908
Revenue Hours	4643	2313	2623	3312	3360	3278	3796	4201	3749	4012

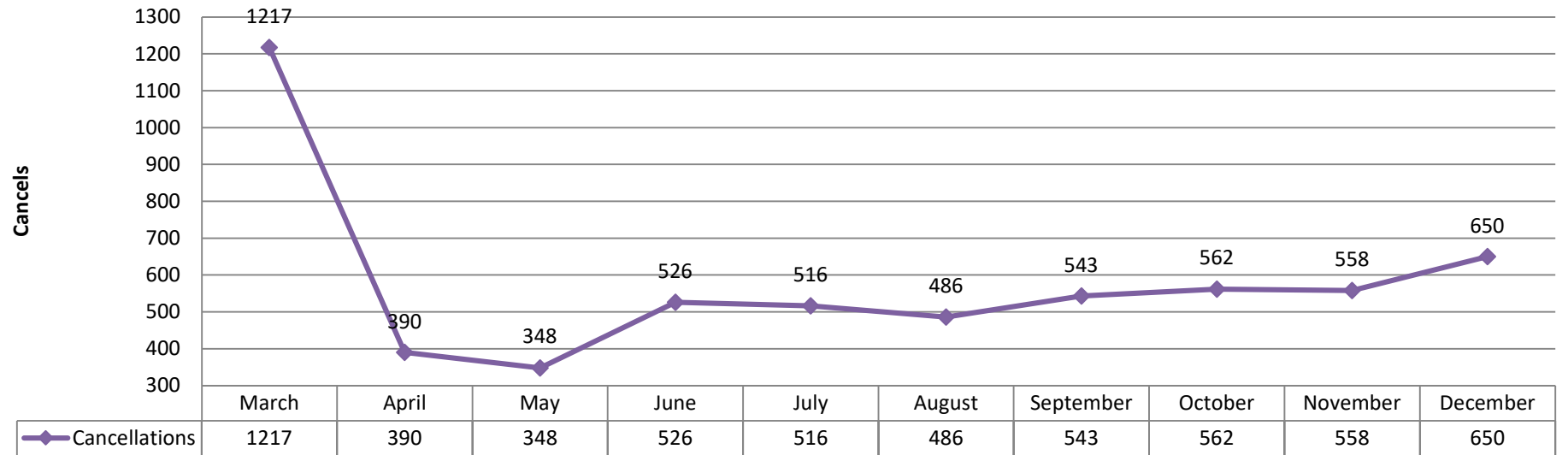
Vehicle Miles and Revenue Miles



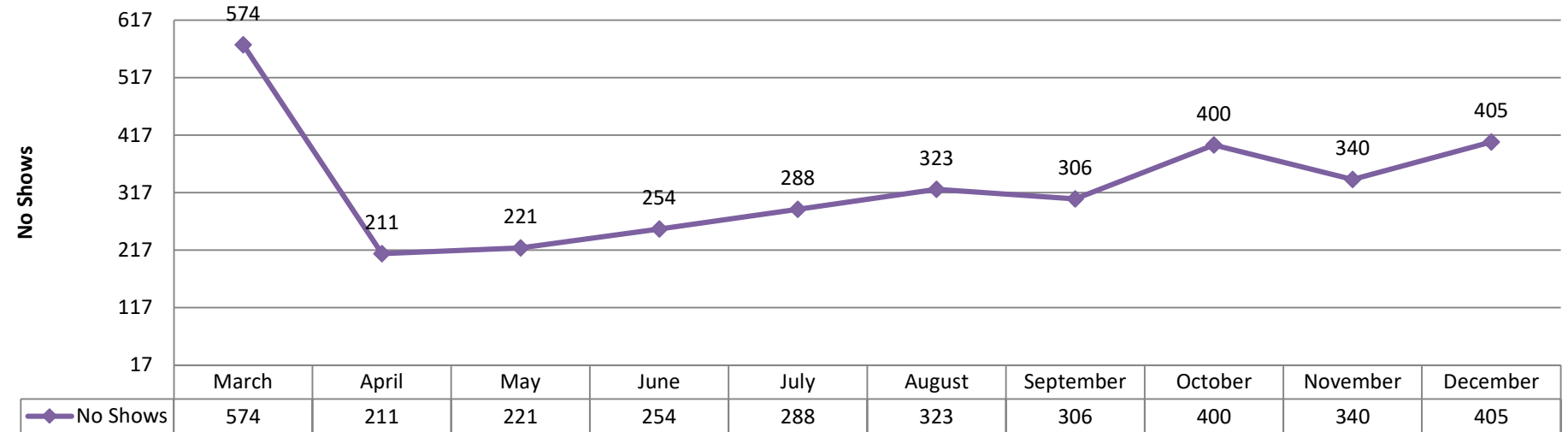
On-Time Performance and Passengers Per Hour



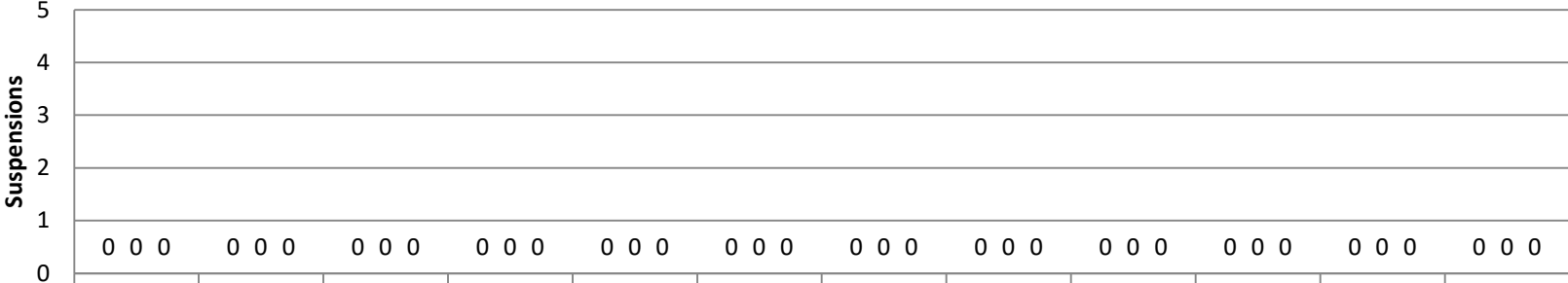
Cancellations



No Show

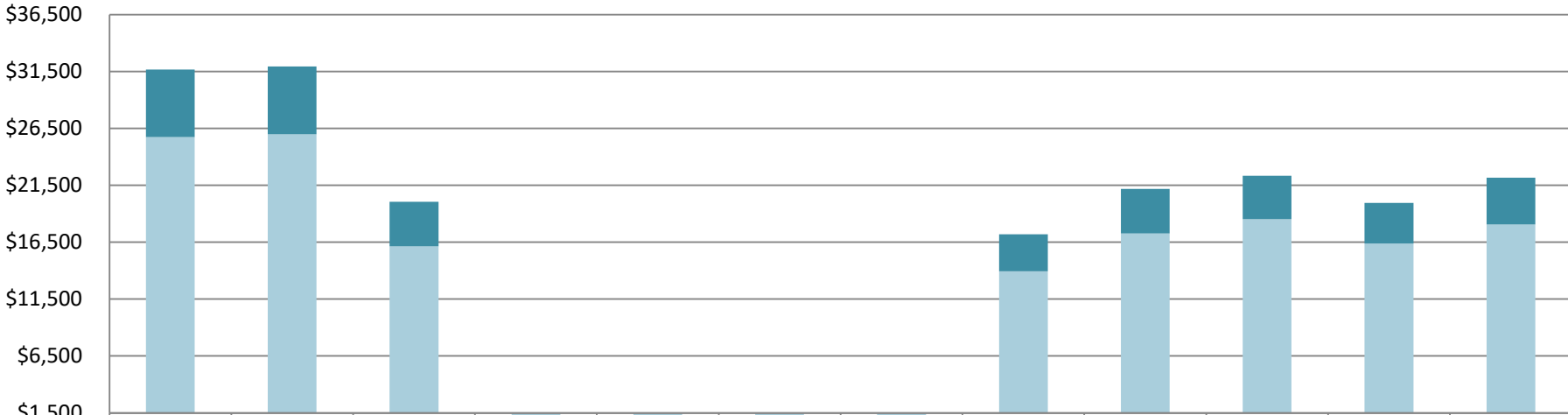


Suspensions



	0 0 0	0 0 0	0 0 0	0 0 0	0 0 0	0 0 0	0 0 0	0 0 0	0 0 0	0 0 0	0 0 0	0 0 0
	Novemb er	Decembe r	March	April	May	June	July	August	Septemb er	October	Novemb er	Decembe r
■ 7 Day Suspension	0	0	0	0	0	0	0	0	0	0	0	0
■ 14 Day Suspension	0	0	0	0	0	0	0	0	0	0	0	0
■ 30-Day Suspension	0	0	0	0	0	0	0	0	0	0	0	0

Ticket Sales and Fares Collected



	November	December	March	April	May	June	July	August	September	October	November	December
■ Passes	\$5,916	\$5,955	\$3,921	\$-	\$-	\$-	\$-	\$3,240	\$3,925	\$3,831	\$3,566	\$4,117
■ Fares	\$25,743	\$25,980	\$16,129	\$-	\$-	\$-	\$-	\$13,951	\$17,267	\$18,512	\$16,374	\$18,055

Row Labels	Total Complaints	Sum of Valid
October	6	3
Late	2	1
No Show/Missed Trip	1	0
Safety	1	1
Discourteous	2	1
November	1	0
Safety	1	0
December	3	1
Late	1	0
Other	2	1
Grand Total	10	4

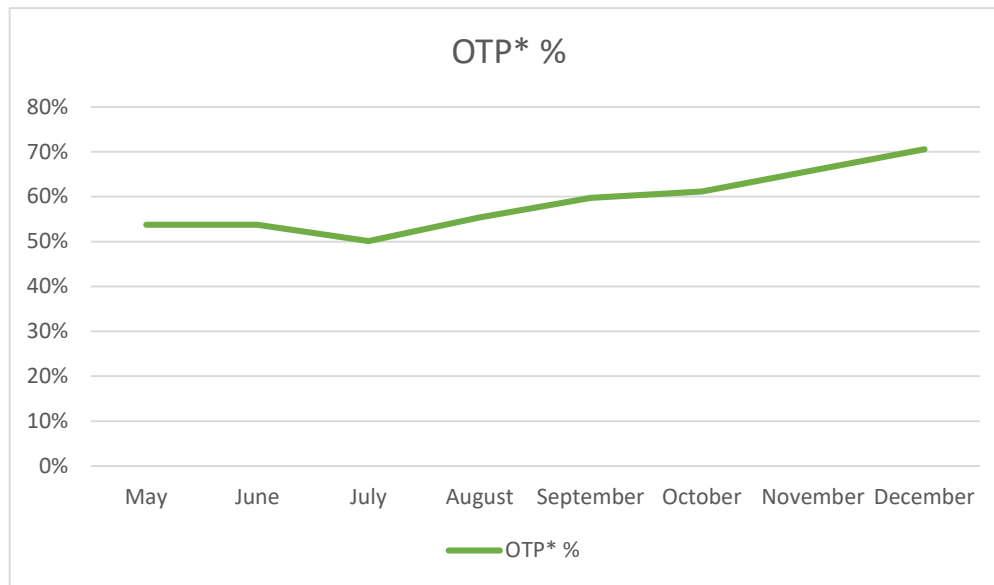


Date Received	Month	Date of Incident	Type	Valid/Non Valid	Description	Resolution
10/8/2020	October	10/8/2020	Late	Valid	Passenger guardian called about service reliability specifically the passenger depends on the service for transportation to and from work 4 day's a week. Passenger has multiple disabilities which can at times make it difficult to see when a driver has arrived and in numerous cases has missed a ride when the driver comes to the door ringing the door bell (this person is also deaf).	MV explained the process that the drivers are instructed to follow when they pick up passengers, he understood and informed that they are looking for a solution at the house like to install a doorbell with light so she can see the lights and notice that the bus is there for her. After reviewing the passengers trips the most recent was infact late, historically has been 90% on time for all trips for 3 months of service.
10/22/2020	October	10/14/2020	Late/Discourteous	Not Valid	Passenger complaint regarding a morning bus showing up late to take her father dialysis for his 10 a.m. appointment. He can't climb the stairs, that is why the bus with a ramp comes to pick him up. The operator didn't want to move the wheelchair so he can go up the ramp and insisted he climb the stairs. She didn't understand where the empathy and helpful manner in which the bus driver should help their customers. They are driving handicapped personnel who need a ride to a medical treatment facility. Her father got to dialysis late , and I understand that it can happen. Since he was late the bus driver came to the facility to pick him up and the center said they are taking him off machine and would be a few minutes. The driver left, and as this writing 4 p.m., I called your center to ask when the bus was going to pick him up. They responded in 5 minutes. For a patient getting out of dialysis that hasn't eaten since breakfast, a diabetic, needs to use the restroom often, and need to change his continuous medicine drip, to expected him to wait an additional 2 hours is extremely hard.	It can be viewed on the video footage the operator assists the passenger onboard the bus via the wheelchair lift. It could not be confirmed if the operator was unprofessional due to the exterior microphone not capturing the conversation. The reason for the delay was due to the time it took to load passenger onboard the vehicle. Operator waited the allotted time for the return home but the passenger was not ready. An alternative bus need to be found for a later pick up.
10/22/2020	October	10/22/2020	Safety	Valid	Passenger called to complain about a county vehicle speeding on Tamiami Trail E. Customer said that the vehicle is weaving in and out of traffic. No other details were provided.	We pulled the tracking information for the vehicle and observed that at times he did exceed the speed limit. Operator will be retrained on operating polices.

10/23/2020	October	10/23/2020	Discourteous	Valid	<p>Passenger Guardian stated she spoke with a Paratransit lady to cancel her fathers appt. for Friday and the lady very friendly said "we will take care of your cancellation". Then a few minutes later Ms. Angus received a call from another Para Transit lady telling her the new policy was from now on <u>not</u> to call Paratransit anymore for Paratransit cancellations - she is to call the Dialysis Center and the Dialysis Center will fax the cancellation to Paratransit Office from now on. The Para Transit Lady repeated with an attitude & tone and said.</p>	<p>This was addressed with Ms. Angus, and what I explained to her was that if the cancellation is for 1 day we can go ahead and cancel for that particular day, but permanent changes for dialysis must be done by the dialysis clinic, in order for us to have written confirmation of any change that could affect their treatment. She understood and was pleased with the explanation. This was more a concern than a Complaint.</p>
10/28/2020	October	10/28/2020	Missed Trip	Not Valid	<p>Passenger called to Paratransit for her pickup schedule for the following dates 10/27 & 10/28 and 10/29. She was supposed to be pickup on 10/27 at 2pm (at Publix across from the coastland mall) and Paratransit did not pick her up- a No show! She called Paratransit at 2:30 and was told she was not on the schedule for a pickup. She took an Uber home. On 10/28/20 Jocelyn was supposed to be picked up at 9:00 am (at her house) and Paratransit did not pick her up-she called Paratranist and was told she was not on the schedule for a pick up. She took Uber to work . Ms. Tanny is very upset – she called today 10/28/20 to confirm her daughter's pickup for 10/29/20 at 2:00pm from Publix (across from the coastland mall). Customer service stated she was not on the schedule for a pickup for 10/29/20 at 2:00pm.</p>	<p>Called and talked to guardian she indicates that her daughter called last Wednesday the 21st, to make her schedule, we didn't have the reservations at all, I tried to locate the call but couldn't find it in our phone system, she was not sure if it was early in the morning or late. we also create her next week schedule, she was satisfied with the call and the apology and also indicate that was the first time that this had happened. She has no other complaint about the service.</p>
11/2/2020	November	11/2/2020	Safety	Not Valid	<p>Recieved a call to say the bus # CC2-1115 needs a ride along, because he does not maintain the bus within the lanes. As the bus drove to the traffic light , he clipped Mr. Maynor's side Mirror. Mr. Maynor stated the bus driver looked at him and raised his arms up in the air – basically saying what do you want me to do about it? His mirror is fine, he just wants to complain on the attitude and the safety as how the bus driver is driving the bus.</p>	<p>Video was pulled and could not see where our operator was drifting out of the lanes or made contact with any other motorist.</p>
12/10/2020	December	12/10/2020	Other	Valid	<p>Since October 13, 2020, passenger guarding claims to have spoken to a supervisor with Collier County Paratransit concerning several issues that Holly Belodoff, a client for the past ten year's has experienced. The issue that has not been addressed is in the last year Holly has requested a copy of the new hand book and as of this date has not received one. It is imperative that someone contact me by phone to resolve these ongoing problems.</p>	<p>Paratransit Manager Called guardian, and he was sent the electronic version of the Riders Guide, he was satisfied, he didn't know if Holly had received the riders guide before and lost it.</p>
12/10/2020	December	12/10/2020	Other	Not Valid	<p>Passenger Guardian has spoken to a supervisor with Collier County Paratransit concerning several issues that Holly Belodoff, a client for the past ten year's has experienced. Concerning one issue I was informed that a waiver would be provided allowing Holly to inform the drivers about her disability.</p>	<p>Complaint was that he haven't received the Reasonable Modification Form, requested, the Paratrant Manager mailed it to them. The Paratransit Manager asked for an email address which he provided and while he was on the phone the form was emailed.</p>
12/10/2020	December	12/11/2020	Late	Not Valid	<p>Passenger complaint regarding her mother not getting her full time of Dialysis because she is arriving late every time all month long and the Dialysis center stated it's not the Center's fault. The reason is Cat Connect (paratransit) has been arriving late all month. She called today, because she thought it was the Dialysis center's fault until now.</p>	<p>Paratransit manager spoke with daughter; she was under the impression that her mother's treatment, was for 4:45 a.m., as ARA informed her, but the time we have in the system is 5:15a.m, I ran a report off the drop off's for the last three months and she has not once been late to her treatment based on ARA's original request of 5:15a.m. I informed her that I would contact ARA and clarify what time they want her to be there and call her back. I called and spoke with the nurses, and they indicate that she needs to be there no later than 5:00 a.m. I asked them to send the request for the change via fax to proceed with the change in the system; around 10:00 a.m., we received the fax and updated the information in the system. Called daughter back and told her that ARA, sent the new request and change will be in effect on Monday Dec14th.</p>

Work/Medical Trips - On Time Performance (OTP)

Months	Work/Med Trips	Outside the 30Min Window	OTP* %
May	1578	730	54%
June	1926	891	54%
July	1991	992	50%
August	1671	746	55%
September	1963	791	60%
October	2079	807	61%
November	1811	618	66%
December	2191	644	71%



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Metropolitan Planning Organization (MPO) Quarterly Progress Report

OBJECTIVE: To review and discuss the MPO Quarterly Progress Report.

CONSIDERATIONS: In accordance with the Transportation Disadvantaged (TD) Planning Grant, MPO staff will present the Local Coordinating Board (LCB) with quarterly progress reports of the local TD program administrative support accomplishments as outlined in the grant agreement.

STAFF RECOMMENDATION: For the Board to review and discuss the MPO Quarterly Progress Report.

Prepared By: Brandy Otero, Collier MPO Principal Planner

ATTACHMENTS:

1. MPO Quarterly Progress Report

Item 6B - Attachment 1

Planning Grant Agreement Tasks
Quarterly Progress Report



Planning Agency	Collier MPO	County	Collier
		Invoice #	2
Reporting Period	October 1, 2020 - December 31, 2020 Collier MPO	Grant #	G1N26

I	PROGRAM MANAGEMENT	PROGRESS
A.	When necessary and in cooperation with the LCB, solicit and recommend a CTC . The selection will be accomplished, to the maximum extent feasible, through public competitive bidding or proposals in accordance with applicable laws and rules. Such recommendation shall be presented to the Commission by Planning Agency staff or their designee as needed. (Tasks 2A)	No activity this quarter. Collier County is designated as the CTC until 6/30/2023.
B.	Develop and maintain a process for the appointment and reappointment of voting and non-voting members to the local coordinating board. (41-2.012, FAC)	The bylaws identify terms of membership for non-agency members. The updated bylaws were endorsed by LCB on 10/28/20. The bylaws were adopted by MPO Board on 11/13/2020.
C.	Prepare agendas for local coordinating board meetings consistent with the <i>Local Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 3)	The agenda for the LCB meeting on 10/28/2020 and 12/2/2020 is enclosed.
D.	Prepare official minutes of local coordinating board meetings regardless of a quorum) and submit a copy along with the quarterly report to the Commission. For committee meetings, prepare minutes in the form of a brief summary of basic points, discussions, decisions, and recommendations to the full board. Keep records of all meetings for at least five years. (Task 3)	The draft minutes for the meeting on 10/28/2020 and 12/2/2020 are enclosed.
E.	Provide at least one public workshop annually by each local coordinating board, and assist the Commission, as requested, in co-sponsoring public workshops. This public workshop must be in addition to the local coordinating board meetings. It may, however, be held in conjunction with the scheduled local coordinating board meeting (immediately following or prior to the local coordinating board meeting). (Task 4)	No activity this quarter
F.	Provide staff support for committees of the local coordinating board. (Task 3)	The only committee of the LCB is the grievance committee. No grievances were filed, and no staff support was necessary.
G.	Develop and update annually by-laws for local coordinating board approval. Approved by-laws shall be submitted to the Commission. (Task 5)	The updated bylaws were endorsed by LCB on 10/28/20. The bylaws were adopted by MPO Board on 11/13/2020.
H.	Develop, annually update, and implement local coordinating board grievance procedures in accordance with the Commission guidelines. Procedures shall include a step within the local complaint and/or grievance procedure that advises a dissatisfied person about the Commission's Ombudsman Program. A copy of the approved procedures shall be submitted to the Commission. (Task 6)	No activity this quarter
I.	Provide the Commission with a current membership roster and mailing list of local coordinating board members. The membership roster shall be submitted with the first quarterly report and when there is a change in membership. (Task 3)	The current membership roster and mailing list is enclosed.

J.	Provide public notice of local coordinating board meetings and local public workshops in accordance with the <i>Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 3)	LCB meetings are advertised in the Naples Daily News. Enclosed are the legal advertisements for the meetings on 10/28/2020 and 12/2/2020.
K.	Review and comment on the Annual Operating Report for submittal to the local coordinating board, and forward comments/concerns to the Commission for the Transportation Disadvantaged. (Task 7)	No activity this quarter
L.	Report the actual expenditures (AER) of direct federal and local government transportation funds to the Commission for the Transportation Disadvantaged no later than September 15th. (Task 8)	No activity this quarter

II.	SERVICE DEVELOPMENT	PROGRESS
A.	Jointly, with the community transportation coordinator and the local coordinating board, develop the Transportation Disadvantaged Service Plan (TDSP) following CTD guidelines. (Task 1)	No activity this quarter
B.	Encourage integration of “transportation disadvantaged” issues into local and regional comprehensive plans . Ensure activities of the local coordinating board and community transportation coordinator are consistent with local and state comprehensive planning activities including the Florida Transportation Plan. (427.015, FS)	This task is continual and ongoing
C.	Encourage the local community transportation coordinator to work cooperatively with regional workforce boards established in Chapter 445, F.S., and provide assistance in the development of innovative transportation services for participants in the welfare transition program. (427.0157, FS)	This task is continual and ongoing


III.	TECHNICAL ASSISTANCE, TRAINING, AND EVALUATION	PROGRESS
A.	Provide the LCB with quarterly reports of local TD program administrative support accomplishments as outlined in the grant agreement and any other activities related to the TD program. (Task 9)	The Planning Grant quarterly progress report was presented to the LCB at the 12/2/2020 meeting. The CTC also provides a quarterly report to the LCB which is enclosed.
B.	Attend at least one Commission-sponsored training , including but not limited to, the CTD’s regional meetings, the CTD’s annual training workshop, or other sponsored training. (Task 10)	MPO Senior Planner, Josephine Medina, attended the Planners Session on 10/07/20 at the FPTA/CTD Joint Conference held Virtually.
C.	Attend at least one CTD meeting each year within budget/staff/schedule availability.	No activity this quarter
D.	Notify CTD staff of local TD concerns that may require special investigations.	No activity this quarter
E.	Provide training for newly-appointed LCB members. (Task 3)	No activity this quarter
F.	Provide assistance to the CTC, purchasing agencies, and others, as needed, which may include participation in, and initiating when necessary, local or regional meetings to discuss TD needs, service evaluation and opportunities for service improvement.	No activity this quarter
G.	To the extent feasible, collect and review proposed funding applications involving “TD” funds consistent with Chapter 427, F.S., and Rule 41-2, F.A.C., and provide recommendations to the LCB. (427.0157, FS)	The CTC presented application for 5310, 5311, 5339 funding to the LCB. MPO staff reviewed the applications and recommended that the LCB endorse the applications at the December 4th meeting.

H.	Ensure the local coordinating board conducts, as a minimum, an annual evaluation of the community transportation coordinator. The local coordinating board shall evaluate the coordinator using the Commission's <i>Evaluation Workbook for Community Transportation Coordinators and Providers in Florida</i> (at a minimum using the modules concerning Competition In Use of Operators, Cost-Effectiveness and Efficiency, and Availability of Service) and local standards as defined in the Transportation Disadvantaged Service Plan. (Task 2B)	No activity this quarter.
I.	Assist the CTD in joint reviews of the CTC.	No activity this quarter.
J.	Ensure the LCB annually reviews coordination contracts to advise the CTC whether the continuation of said contract provides the most cost effective and efficient transportation available, consistent with Rule 41-2, F.A.C.	No activity this quarter.
K.	Implement recommendations identified in the CTD's QAPE reviews.	No activity this quarter.

Other Items of Development and Update in accordance with Laws, Rules, and Commission policy:

By submission of this Quarterly Report, the information provided is accurate and accountable and corresponds with the activities for this quarter.

 Representative


 4/13/21

 Date

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Florida Department of Transportation (FDOT) Report

OBJECTIVE: To receive an update from FDOT.

CONSIDERATIONS: A representation from FDOT will provide an update on FDOT grants and programs.

STAFF RECOMMENDATION: For the Board to receive an update from FDOT.

Prepared By: Brandy Otero, Principal Planner

ATTACHMENTS:

None.