



TRANSPORTATION DISADVANTAGED SERVICE PLAN

ANNUAL UPDATE FY 2021

ADOPTED
May 5, 2021



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TDSP Certification

The Collier County Local Coordinating Board hereby certifies that an annual evaluation of the Community Transportation Coordinator was conducted consistent with the policies of the Commission for the Transportation Disadvantaged and that all recommendations of that CTC Evaluation have been incorporated in this Service Plan.

We further certify that the rates contained herein have been thoroughly reviewed, evaluated and approved. This Transportation Disadvantaged Service Plan was reviewed in its entirety and approved by the Board at an official meeting held on May 5, 2021.

Date

Local Coordinating Board Chairperson

Approved by the Commission for the Transportation Disadvantaged:

Date

David Darm, Executive Director of the
Commission for the Transportation
Disadvantaged

LCB ROLL CALL VOTE
for Approval of Collier County's
Transportation Disadvantaged Service Plan Update
May 05, 2021

Name	Representing	Yes	No	Absent
Commissioner Andy Solis	Chairperson			
Anne Chernin	Elderly			
Eileen Streight	Citizen Advocate /Non User			
Dylan Vogel	Citizen Advocate/User			
Nichole Spencer	Children at Risk			
Cheryl Burnham	Community Action (economically disadvantaged)			
John Kasten	Public Education			
Dale Hanson	Florida Dept. of Transportation			
Belinda AmanKwaa	Florida Dept. of Children and Families			
Norma Adorno	Area Agency on Aging SWFL			
Robert Richards	Florida Dept. of Education -Division of Vocational Rehabilitation Services			
Signe Jacobson	Agency for Health Care Administration			
Susan Corris	Southwest Florida Regional Workforce Development Board			
Oscar Gomez	Veteran Services			
Bianca Borges	Local Medical Community			
N/A	Local Mass Transit			
Sherry Brenner	Citizens with Disabilities			
VACANT	Private Transportation Industry			
Leah Watson	Agency for Persons with Disabilities			

SECTION 1 INTRODUCTION

Chapter 427 of the Florida Statutes establishes the Florida Commission for the Transportation Disadvantaged (CTD) and directs the CTD to “accomplish the coordination of transportation services provided to the transportation disadvantaged.” In accomplishing this purpose, the CTD approves a Community Transportation Coordinator (CTC) for five years for each county of the state which is charged with arranging cost-effective, efficient, unduplicated services within its respectful service area. The Collier Metropolitan Planning Organization (MPO) is approved by the CTD, charged with creating the Local Coordinating Board (LCB) and providing technical assistance to the LCB. The LCB acts as an advisory board and such provides guidance, monitors, evaluates and supports the transportation activities of the CTC.

The Transportation Disadvantaged Service Plan (TDSP) is an annually updated tactical plan developed by the CTC and the MPO under the guidance and approval of the LCB in accordance with the requirements set out in Rule 4102, F.A.C. Chapter 427, F.S., requires each County to develop a Transportation Disadvantaged Service Plan (TDSP) for the Transportation Disadvantaged program, with a Major Update every five years, at a minimum. This 2020 Minor Update is outlined to meet the requirements established by the State of Florida that require each county to develop a TDSP. The 1979 Florida Legislature passed the Transportation Services Act, Chapter 427, Florida Statutes (F.S.), which called for the coordination at the County level of all Federal and State expenditures for the "transportation disadvantaged."

The CTD Guidelines for TDSP Amendments and Updates mandates that only the following components of the Plan are updated annually:

- 1) Previous TDSP Review Letter
- 2) Needs Assessment
- 3) Goals, Objectives and Strategies
 - a) Ensure that objectives indicate an implementation date/accomplishment date.
 - b) Note deficiencies & corrective actions.
 - c) Note service improvements or expansions.
 - d) Section should be logical and mirror the format from the previous year.
- 4) Implementation Plan

a) Transportation Disadvantaged Improvement Plan (TDIP) should cite progress, setbacks, adherence to schedules.

b) Implementation schedule revisions as necessary.

5) Cost / Revenue Allocation and Rate Structure Justification

a) Review current and updated projected expenses, revenues and levels of service and make adjustments accordingly. A new Service Rates Summary page as well as Rate Model Worksheets must be submitted.

The CTD Guidelines for TDSP Amendments and Updates also provide an option for the update of the following components of the Plan:

1) DEVELOPMENT PLAN

a) Organization Chart updated as necessary.

b) LCB certification page (members, agencies, alternates and term) to include any changes as previously submitted in TDSP or updates.

c) Any significant changes to major trip generators/attractors that have significantly altered service delivery.

2) SERVICE PLAN

a) Changes in types or hours of service

b) Significant changes in system policies (priorities, eligibility criteria, etc.)

c) New service innovations or cancellation of services

d) Changes in operators/coordination contractors

e) Changes in vehicle inventory

f) System Safety Program Plan (SSPP) certification if expired and renewed.

g) Include new acceptable alternatives

h) Changes in narrative for adoption of new service standards

i) Changes to the Grievance and Evaluation process

3) QUALITY ASSURANCE

The TDSP is used by the Community Transportation Coordinator (CTC) and the LCB to maintain and/or improve transportation services for the transportation disadvantaged and to serve as a framework for performance evaluation.

For the purposes of this minor update, the mandatory components have been updated. In addition, elements included in the Service Plan (Eligibility and the Service Standards - Pick Up Window) have been updated.

SECTION 2

MANDATORY TDSP REQUIREMENTS

As previously noted, CTD Guidelines for Transportation Disadvantaged Service Plan (TDSP) Amendments and Updates require certain elements be updated annually. This section of the document will address those mandated components and provide applicable updated information.

1. Previous TDSP Review Letter

The CTD Guidelines require that all items cited as deficient or inadequate and needing follow-up as part of the prior TDSP Review should be addressed in the update. To date, there were no TDSP reviews that indicate deficiencies.

2. Needs Assessment

The purpose of this section is to assess the transportation needs and demands for individuals with disabilities, elderly, low income and high risk and at-risk children. This section attempts to identify any gaps in transportation services that are needed in the service area. The section also provides a quantitative transportation needs profile for the applicable TD populations and indicates unmet need for transportation in the Collier County service area.

The Collier County TD population is discussed in Section 4 (Updated Tables and Statistics) of this document. According to the Bureau of Economic and Business Research, the population of Collier County will increase by more than 15 percent between 2017 and 2025 from an estimated population of 357,470 to a projected population of 413,700. As compared to the average of other Florida counties, Collier County also has approximately 10 percent more residents ages 65 years and older (with a corresponding rate of disabilities). These conditions are key indicators of transit/paratransit use, as are automobile availability, income, traffic, urban growth and land use/site planning. All of these factors contribute to the need for public transit in Collier County.

With the population increases and the demographic characteristics of the current population, the potential annual demand for transportation disadvantaged services are estimated to increase by approximately 300,000 annual trips over the next five years (from 3,532,938 in 2021 to 3,849,289 in 2026) as described in the TD population forecasting section.

Historically, public transportation funding in Collier County has remained relatively constant and while there are no firm future commitments from its funding partners CAT anticipates it will be able to maintain existing levels of service with only minor planning and capital improvements possible.

Following input received from public, private, human service and nonprofit transportation providers and general public stakeholders, projects that would directly benefit the transportation disadvantaged have been identified as priorities if additional funding becomes available are shown below. Additional details on estimated project costs and associated initiatives are described in the implementation schedule section of this report.

- 1) Secure funds necessary for vehicle replacement and expansion
- 2) Enhance accessibility to bus stops to meet Americans with Disabilities Act (ADA) requirements.
- 3) Construct bus shelters & amenities (bike rack, bench, trash can, etc.)
- 4) Extend Service Hours on existing routes
- 5) Reduce headways on select routes
- 6) Implement new Collier County Lee/Collier Inter-county Connection

The CTD recommends a tool developed for the CTD in 2015 that utilizes data from a variety of the most currently available sources to predict demand into the future. Data from the U.S. Census Bureau's American Community Survey (ACS) and the Survey of Income and Projection Participation (SIPP), The Bureau of Economic and Business Research (BEBR) County Population Projections, and the National Household Travel Survey and fixed route bus coverage are examples of data utilized. These sources are helpful in capturing economic trends, population growth, and the changing in demographic composition of the population such as aging baby boomers and associated increases in disability. This tool was used for the development of TD population forecasts in the 2018 TDSP Major Update adopted by the LCB on October 24, 2018. The data prepared in the TDSP Major Update indicates that the Collier County forecast of Critical TD population in 2021 is 17,899. The estimated daily trips for the critical need population is 9,869. The Critical Need TD population includes individuals who, due to severe physical limitations or low incomes, are unable to transport themselves or purchase transportation, and are dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life sustaining activities.

Barriers to Coordination

Similar to other agencies across the state and across the nation, limited resources (both personnel and financial) pose significant challenges to transportation providers. In Collier County, the large size and diversity of the County further exasperates these challenges.

The lack of affordable housing in close proximity to employment opportunities and other essential services results in Collier County results in the need for more geographically dispersed and more costly public transportation services. Transportation providers must strike a careful balance between implementing enhancements to core services which are often more financially productive versus providing life sustaining services for the transportation disadvantaged who often live in different political jurisdictions outside core service areas.

A myriad of stakeholder organizations have a vested interest in ensuring the County's economic vitality of which mobility is a critical element, but these organizations may sometimes have competing interests resulting in stiff competition for scarce resources which have remained relatively constant in recent years. The transportation needs of the agricultural industry, for example, are significantly different than hospitality industry needs to ensure mobility for tourists, but also staff transportation needs, and the needs of social service agencies, and agencies that serve persons with disabilities, are very different than the service needs of those employed in education.

3. Goals, Objectives and Strategies

A review of the 2018 TDSP Major Update's goals, objectives, and strategies was conducted and no changes are recommended at this time. They are included in this report for ease of reference and are as follows:

The mission of the Collier County Local Coordinating Board is:

To carry out a coordinated and comprehensive approach to planning, developing, and providing transportation services that meet the needs of transportation disadvantaged persons.

CAT's mission is:

Collier Area Transit is committed to providing safe, accessible, and courteous public transportation services to our customers.

The mission of the newly rebranded CAT Connect (formerly known as Collier Area Paratransit) is to:

Identify and safely meet the transportation needs of Collier County, through a courteous, dependable, cost effective and environmentally sound team commitment.

The following goals and objectives have been adopted to further the missions above.

GOAL 1: Implement a fully coordinated transportation system.

Objective 1.1

Maximize coordination with public, private, and human service agencies, and other transportation operators.

Objective 1.2

Coordinate with other counties and FDOT to evaluate and implement mutually beneficial transportation services such as expansion of cross-county connections.

Objective 1.3

Explore efforts to increase effective use of transportation services, including providing alternative transportation sources and public education about those options.

Strategy 1.1.1

Continue coordination efforts with City and County departments to ensure inclusion of transit supportive elements in development plans and affordable housing/economic development initiatives.

Strategy 1.1.2

Coordinate with FDOT District One Commuter Services to complement CAT outreach efforts to major employers and to identify service expansion needs and ridesharing opportunities.

Strategy 1.1.3

Maintain ongoing communication with coordinated providers to assess needs and maximize access to available funding sources.

Strategy 1.1.4

Identify opportunities to educate and inform parents and school districts about the availability of transportation services, particularly as it relates to the needs of at risk students.

GOAL 2: Maximize effective transfers of individuals from paratransit to fixed route services.**Objective 2.1**

Coordinate with CAT's fixed route section to encourage passengers to use both systems when accessible.

Strategy 2.1.1

Continue to offer travel training programs targeting a minimum of three group programs per year.

Strategy 2.1.2

Install a minimum of ten covered ADA compliant accessible bus shelters per year.

Strategy 2.1.3

Utilize available communication tools and techniques as appropriate to reinforce the safety and security measures/features of the public transit system.

Strategy 2.1.4

Ensure the CAT Connect eligibility screening process evaluates potential fixed route opportunities and educate passengers on available options as appropriate for the individual's travel needs.

Strategy 2.1.5

Ensure all staff involved in service delivery receive training on customer sensitivity and etiquette techniques.

GOAL 3: Provide an efficient and effective coordinated transportation service.**Objective 3.1**

Consistently provide on-time service.

Objective 3.2

Minimize customer service reservation/inquiry call hold times.

Objective 3.3

Ensure contract provider's services are well utilized, timely, effective and affordable.

Objective 3.4

Increase the number of passenger trips per vehicle hour.

Objective 3.5

Maintain or trend downward the cost per passenger trip.

Objective 3.6

Maintain or trend downward the cost per mile.

Objective 3.7

Adjust fixed route services to allow greater use by paratransit customers.

Strategy 3.1.1

Obtain a system to track call hold time.

Strategy 3.1.2

Continually measure and analyze performance standards, as a basis for evaluating quality assurance to achieve desired standards.

Strategy 3.1.3

Annually review paratransit origin and destination data to determine if fixed routes should be reviewed for service expansions or realignment to allow greater use by current paratransit riders.

Strategy 3.1.4

Identify opportunities to coordinate with dialysis centers to schedule patient treatments concurrently to allow for the provision of more efficient paratransit group trips.

GOAL 4: Educate and market fixed route and paratransit services to current riders, the general public, agency sponsored clients, visitors, and other potential customers.

Objective 4.1

Maximize the accessibility of service information including alternative delivery formats such as Braille, auditory enhanced and alternative languages.

Objective 4.2

Utilize the electronic dissemination of marketing and education materials, including, but not limited to the internet, e-mails, listservs, websites, etc.

Objective 4.3

Identify opportunities to participate in or sponsor community events to build awareness of available public transportation services.

Objective 4.4

Ensure that all websites and other electronic media are compliant with Section 508 of the Rehabilitation Act, as amended in 1998. Under Section 508 of the Rehabilitation Act, 29 U.S.C. 794d, agencies must give persons with disabilities, employees and members of the public access to information that is comparable to the access available to others. This includes access to electronic and information technology applications.

Strategy 4.1.1

Continue active involvement in outreach activities, which may include but are not limited to: “Dump the Pump” Day, Mobility Week, the library system’s Mail-a-Book promotion and local job fairs.

Strategy 4.1.2

Participate in Lighthouse for the Blind and Immokalee’s travel training programs and other training opportunities identified by CAT.

Strategy 4.1.3

Provide a current “Rider’s Guide” to paratransit patrons covering ADA and TD services. Produce the guide in alternative formats and alternative languages that may be needed to comply with “safe harbor” provisions as identified in CAT’s next Title VI update.

GOAL 5: Operate a safe transportation system.

Objective 5.1

Ensure that services are provided in a safe and secure manner in accordance with the CTD and FDOT standards and recommendations.

Objective 5.2

Ensure consistency and compliance with Chapter 14-90, Florida Administrative Code.

Objective 5.3

Ensure consistency and compliance with the 49 CFR Part 655, Federal Transit Administration Prevention of Alcohol Misuse and Prohibited Drug use in Transit Operations including the adopted Substance Abuse Policy and policy statements.

Objective 5.4

Ensure consistency and compliance to 49 CFR Part 40, Procedures for Transportation Workplace Drug and Alcohol Testing Programs.

Objective 5.5

Ensure consistency and compliance of FTA covered contractors to 49 CFR Part 655, Federal Transit Administration Prevention of Alcohol Misuse and Prohibited Drug Use in Transit Operations.

Objective 5.6

Ensure consistency and compliance with any local drug and alcohol service standards.

Objective 5.7

Ensure consistency and compliance with the annually updated System Safety Program Plan and Security Program Plan.

Objective 5.8

Ensure consistency and compliance of an accident/incident procedure as part of the bus system safety program.

Objective 5.9

Ensure that new bus stops are readily accessible to persons with disabilities and meet ADA Accessibility Guidelines (ADAAG) compliance requirements.

Strategy 5.1.1

Continually review accident/incident data to identify trends that may need to be addressed through training or procedural changes.

Strategy 5.1.2

Review and monitor Operator training program to ensure inclusion of consistent boarding techniques for passengers.

Strategy 5.1.3

Conduct periodic bus stop inventories to ensure accessibility and the availability of sidewalks.

Strategy 5.1.4

Coordinate with FDOT and Collier County Transportation Planning to evaluate potential bus stop improvements that can be made in conjunction with roadway improvements.

GOAL 6: Provide quality transportation services.**Objective 6.1**

Maintain the accountability of transportation service providers through the coordinator Quarterly Reports.

Objective 6.2

Adjust or expand service fixed route services to allow greater use by current paratransit riders.

Objective 6.3

Evaluate customer input to ensure high quality services are provided.

Strategy 6.1.1

Continuously review ridership trends and origin/destination data to determine necessary service enhancements.

Strategy 6.1.2

Periodically conduct fixed route and paratransit customer surveys.

Strategy 6.1.3

Conduct immediate follow-up on any complaint or concern identified in customer surveys or phone inquiries.

GOAL 7: Secure funding necessary to meet above stated goals.

Objective 7.1

Explore all potential funding sources to address capital and operating needs.

Objective 7.2

Maximize efficiency of utilization of all current state, federal and local resources.

Objective 7.3

Coordinate with all public, quasi-public, and non-profit entities in order to maximize all potential funding opportunities for public transportation services in Collier and Lee Counties.

Objective 7.4

Identify and pursue opportunities for establishing and coordinating privately sponsored public transportation services in meeting local transit needs.

Strategy 7.1.1

Acquire new and upgraded paratransit vehicles and equipment necessary to maintain existing services and allow for expansion as needed.

Strategy 7.1.2

Coordinate with Commuter Services to build awareness of existing services and identify potential new partnership opportunities with major employers.

4. Implementation Schedule

CTD Guidelines require that the three-year Transportation Disadvantaged Improvement Plan (TDIP) should cite progress, setbacks, and adherence to schedules noted in the prior year TDSP, including all necessary revisions to the Implementation schedule. **Table 1** reflects the applicable updates/status of the elements in the implementation plan. **Table 2** reflects the elements of the implementation plan for future years.

**Table 1
Implementation Schedule FY 2019-2020 Status Update**

Major Strategies/Activities	Responsible Parties	Estimated Cost (If Known)	Status Update/Comment
Maintain existing service	CAT	\$11,059,543 (Capital and Operating)	Ongoing, service has been maintained status quo.
Continue coordination efforts to ensure transit supportive elements in development plans	CAT, Local Gov, FDOT, Developers	CAT Staff Resources	Ongoing
Coordinate with FDOT District 1 Commuter Services	CAT, FDOT	CAT Staff Resources	Ongoing, CAT coordinates with commuter services regularly and partners for events periodically.
Maintain ongoing communications with coordinated providers to asses needs and maximize access to funding.	CAT, Coordinated Providers	CAT Staff Resources	Ongoing
Identify opportunities to inform schools/parents about available CAT services	CAT	CAT Staff Resources	Ongoing, Marketing staff member provides informational presentation on the services provided by CAT.
Conduct a minimum of three group travel training programs per year	CAT	CAT Staff Resources	Ongoing, Travel Training have been conducted to provide the public with information and know how on utilizing the fixed route system.
Educate CAT Connect passengers about fixed route options as appropriate	CAT	CAT Staff Resources	Events that have been conducted for Connect passengers also include information on fixed route services.
Ensure staff involved in service delivery receive training on sensitivity and etiquette	CAT, Contract Providers	CAT Staff Resources	Operators and Staff members regularly participate in ADA sensitivity and customer service training.
Maintain or improve CAT Connect performance measures from FY 2017 baseline: <ul style="list-style-type: none"> •Cost per passenger trip \$40.21 •Accidents per 100,000 vehicle miles 1.33 •On-time performance 90% •Vehicle miles between road calls 79,473 •Cost per mile \$3.42 	CAT, Contract Providers	CAT Staff Resources	<ul style="list-style-type: none"> •Cost per passenger trip \$49.48 •Accidents per 100,000 vehicle miles 1.03 •On-time performance 90% •Vehicle miles between road calls 19,179 •Cost per mile \$2.62
Review CAT Connect origin and destination data and adjust fixed route accordingly	CAT	CAT Staff Resources	Ongoing
Identify opportunities to coordinate with dialysis centers for potential scheduling efficiencies	CAT	CAT Staff Resources	Ongoing, communication with centers are conducted regularly to review efficiencies.
Conduct outreach and participate in community partner initiatives	CAT, Partner Agencies	CAT Staff Resources	CAT Regularly participates in community initiatives

Major Strategies/Activities	Responsible Parties	Estimated Cost (If Known)	Status Update/Comment
<i>Conduct travel training in cooperation with community partners</i>	<i>CAT Partner Agencies</i>	<i>CAT Staff Resources</i>	<i>Ongoing</i>
<i>Review accident/incident data to identify trends that can be addressed with additional training or procedural changes</i>	<i>CAT, Contracted Providers</i>	<i>CAT Staff Resources</i>	<i>Accidents and Incidents are reviewed monthly and evaluated for trends.</i>
<i>Monitor operator training to ensure consistent boarding techniques</i>	<i>CAT, Contracted Providers</i>	<i>CAT Staff Resources</i>	<i>County Staff participates in random training sessions to evaluate the consistent message and techniques.</i>
<i>Conduct bus stop inventories to ensure accessibility</i>	<i>CAT, Contracted Providers</i>	<i>CAT Staff Resources</i>	<i>Ongoing</i>
<i>Coordinate with FDOT/Collier County Transportation Planning to evaluate potential bus stop improvements</i>	<i>CAT, FDOT, Collier County</i>	<i>CAT Staff Resources</i>	<i>Ongoing</i>
<i>Review ridership trends and O&D information to determine potential service enhancements</i>	<i>CAT</i>	<i>CAT Staff Resources</i>	<i>Ongoing</i>
<i>Conduct periodic fixed route and paratransit surveys</i>	<i>CAT</i>	<i>CAT Staff Resources</i>	<i>Ongoing</i>
<i>Conduct immediate follow up on customer complaints and inquiries</i>	<i>CAT</i>	<i>CAT Staff Resources</i>	<i>Ongoing</i>
<i>Install a minimum of 10 ADA compliant bus shelters per year and associated amenities</i>	<i>CAT, Funding Partners</i>	<i>Included in status quo budget</i>	<i>8 Bus stop improvements were completed in FY18. 2 Bus stop improvements awaiting easements for completion.</i>
<i>Develop/Procure new phone system to enhance customer service</i>	<i>CAT, Funding Partners</i>		<i>Collier County is going through a county wide procurement to enhance the phone system.</i>
<i>Acquire new vehicles and equipment to allow for replacement and expansion as needed based on available resources</i>	<i>CAT</i>		<i>Ongoing</i>
Unfunded Priorities			
<i>Enhance bus stop accessibility to meet ADA requirements</i>	<i>CAT, Funding Partners</i>	<i>\$500,000</i>	
<i>Enhance Fixed Route Services (frequency) on Routes 11, 12, 13,15, and 17</i>	<i>CAT, Funding Partners</i>	<i>\$2,034,230 (excludes capital)</i>	
<i>Enhance fixed route services (span) to one additional trip Mon-Sun on existing routes</i>	<i>CAT, Funding Partners</i>	<i>\$780,000</i>	
<i>Implement new fixed route (Collier/Lee Inter-county)</i>	<i>CAT, Funding Partners</i>	<i>\$370,000 (excludes capital)</i>	

**Table 2
Implementation Schedule**

Schedule	Major Strategies/Activities	Responsible Parties	Estimated Cost (If Known)
Maintain Existing System			
FY 2020-2021	Maintain existing service	CAT	\$11,895,058 (Capital and Operating)
Ongoing	Continue coordination efforts to ensure transit supportive elements in development plans	CAT, Local Gov, FDOT, Developers	CAT Staff Resources
Ongoing	Coordinate with FDOT District 1 Commuter Services	CAT, FDOT	CAT Staff Resources
Ongoing	Maintain ongoing communications with coordinated providers to assess needs and maximize access to funding.	CAT, Coordinated Providers	CAT Staff Resources
Ongoing	Identify opportunities to inform schools/parents about available CAT services	CAT	CAT Staff Resources
Ongoing	Conduct a minimum of three group travel training programs per year	CAT	CAT Staff Resources
Ongoing	Educate CAT Connect passengers about fixed route options as appropriate	CAT	CAT Staff Resources
Ongoing	Ensure staff involved in service delivery receive training on sensitivity and etiquette	CAT, Contract Providers	CAT Staff Resources
Ongoing	Maintain or improve CAT Connect performance measures from prior FY	CAT, Contract Providers	CAT Staff Resources
Ongoing	Review CAT Connect origin and destination data and adjust fixed route accordingly	CAT	CAT Staff Resources
Ongoing	Identify opportunities to coordinate with dialysis centers for potential scheduling efficiencies	CAT	CAT Staff Resources
Ongoing	Conduct outreach and participate in community partner initiatives	CAT, Partner Agencies	CAT Staff Resources
Ongoing	Conduct travel training in cooperation with community partner	CAT Partner Agencies	CAT Staff Resources
Ongoing	Review accident/incident data to identify trends that can be addressed with additional training or procedural changes	CAT, Contracted Providers	CAT Staff Resources
Ongoing	Monitor operator training to ensure consistent boarding techniques	CAT, Contracted Providers	CAT Staff Resources
Ongoing	Conduct bus stop inventories to ensure accessibility	CAT, Contracted Providers	CAT Staff Resources
Ongoing	Coordinate with FDOT/Collier County Transportation Planning to evaluate potential bus stop improvements	CAT, FDOT, Collier County	CAT Staff Resources
Ongoing	Review ridership trends and O&D information to determine potential service enhancements	CAT	CAT Staff Resources
Ongoing	Conduct periodic fixed route and paratransit surveys	CAT	CAT Staff Resources
Ongoing	Conduct immediate follow up on customer complaints and inquiries	CAT	CAT Staff Resources
Ongoing	Install a minimum of 10 ADA compliant bus shelters per year and associated amenities	CAT, Funding Partners	Included in status quo budget
Ongoing	Acquire new vehicles and equipment to allow for replacement and expansion as needed based on available resources	CAT	
Unfunded Priorities			
	Enhance bus stop accessibility to meet ADA requirements	CAT, Funding Partners	\$500,000
	Enhance Fixed Route Services (frequency) on Routes 11, 12, 13,15, and 17	CAT, Funding Partners	\$2,034,230 (excludes capital)
	Enhance fixed route services (span) to one additional trip Mon-Sun on existing routes	CAT, Funding Partners	\$780,000
	Implement new fixed route (Collier/Lee Inter-county)	CAT, Funding Partners	\$370,000 (excludes capital)

Schedule	Major Strategies/Activities	Responsible Parties	Estimated Cost (If Known)
Maintain Existing System			
FY 2021-2022	Maintain existing service	CAT	\$10,865,454 (Capital and Operating)
Ongoing	Continue coordination efforts to ensure transit supportive elements in development plans	CAT, Local Gov, FDOT, Developers	CAT Staff Resources
Ongoing	Coordinate with FDOT District 1 Commuter Services	CAT, FDOT	CAT Staff Resources
Ongoing	Maintain ongoing communications with coordinated providers to assess needs and maximize access to funding.	CAT, Coordinated Providers	CAT Staff Resources
Ongoing	Identify opportunities to inform schools/parents about available CAT services	CAT	CAT Staff Resources
Ongoing	Conduct a minimum of three group travel training programs per year	CAT	CAT Staff Resources
Ongoing	Educate CAT Connect passengers about fixed route options as appropriate	CAT	CAT Staff Resources
Ongoing	Ensure staff involved in service delivery receive training on sensitivity and etiquette	CAT, Contract Providers	CAT Staff Resources
Ongoing	Maintain or improve CAT Connect performance measures from prior FY	CAT, Contract Providers	CAT Staff Resources
Ongoing	Review CAT Connect origin and destination data and adjust fixed route accordingly	CAT	CAT Staff Resources
Ongoing	Identify opportunities to coordinate with dialysis centers for potential scheduling efficiencies	CAT	CAT Staff Resources
Ongoing	Conduct outreach and participate in community partner initiatives	CAT, Partner Agencies	CAT Staff Resources
Ongoing	Conduct travel training in cooperation with community partner	CAT Partner Agencies	CAT Staff Resources
Ongoing	Review accident/incident data to identify trends that can be addressed with additional training or procedural changes	CAT, Contracted Providers	CAT Staff Resources
Ongoing	Monitor operator training to ensure consistent boarding techniques	CAT, Contracted Providers	CAT Staff Resources
Ongoing	Conduct bus stop inventories to ensure accessibility	CAT, Contracted Providers	CAT Staff Resources
Ongoing	Coordinate with FDOT/Collier County Transportation Planning to evaluate potential bus stop improvements	CAT, FDOT, Collier County	CAT Staff Resources
Ongoing	Review ridership trends and O&D information to determine potential service enhancements	CAT	CAT Staff Resources
Ongoing	Conduct periodic fixed route and paratransit surveys	CAT	CAT Staff Resources
Ongoing	Conduct immediate follow up on customer complaints and inquiries	CAT	CAT Staff Resources
Ongoing	Install a minimum of 10 ADA compliant bus shelters per year and associated amenities	CAT, Funding Partners	Included in status quo budget
Ongoing	Acquire new vehicles and equipment to allow for replacement and expansion as needed based on available resources	CAT	
Unfunded Priorities			
	Enhance bus stop accessibility to meet ADA requirements	CAT, Funding Partners	\$500,000
	Enhance Fixed Route Services (frequency) on Routes 11, 12, 13,15, and 17	CAT, Funding Partners	\$2,034,230 (excludes capital)
	Enhance fixed route services (span) to one additional trip Mon-Sun on existing routes	CAT, Funding Partners	\$780,000
	Implement new fixed route (Collier/Lee Inter-county)	CAT, Funding Partners	\$370,000 (excludes capital)

Schedule	Major Strategies/Activities	Responsible Parties	Estimated Cost (If Known)
Maintain Existing System			
FY 2023-2024	Maintain existing service	CAT	\$14,201,503 (Capital and Operating)
Ongoing	Continue coordination efforts to ensure transit supportive elements in development plans	CAT, Local Gov, FDOT, Developers	CAT Staff Resources
Ongoing	Coordinate with FDOT District 1 Commuter Services	CAT, FDOT	CAT Staff Resources
Ongoing	Maintain ongoing communications with coordinated providers to assess needs and maximize access to funding.	CAT, Coordinated Providers	CAT Staff Resources
Ongoing	Identify opportunities to inform schools/parents about available CAT services	CAT	CAT Staff Resources
Ongoing	Conduct a minimum of three group travel training programs per year	CAT	CAT Staff Resources
Ongoing	Educate CAT Connect passengers about fixed route options as appropriate	CAT	CAT Staff Resources
Ongoing	Ensure staff involved in service delivery receive training on sensitivity and etiquette	CAT, Contract Providers	CAT Staff Resources
Ongoing	Maintain or improve CAT Connect performance measures from prior FY	CAT, Contract Providers	CAT Staff Resources
Ongoing	Review CAT Connect origin and destination data and adjust fixed route accordingly	CAT	CAT Staff Resources
Ongoing	Identify opportunities to coordinate with dialysis centers for potential scheduling efficiencies	CAT	CAT Staff Resources
Ongoing	Conduct outreach and participate in community partner initiatives	CAT, Partner Agencies	CAT Staff Resources
Ongoing	Conduct travel training in cooperation with community partner	CAT Partner Agencies	CAT Staff Resources
Ongoing	Review accident/incident data to identify trends that can be addressed with additional training or procedural changes	CAT, Contracted Providers	CAT Staff Resources
Ongoing	Monitor operator training to ensure consistent boarding techniques	CAT, Contracted Providers	CAT Staff Resources
Ongoing	Conduct bus stop inventories to ensure accessibility	CAT, Contracted Providers	CAT Staff Resources
Ongoing	Coordinate with FDOT/Collier County Transportation Planning to evaluate potential bus stop improvements	CAT, FDOT, Collier County	CAT Staff Resources
Ongoing	Review ridership trends and O&D information to determine potential service enhancements	CAT	CAT Staff Resources
Ongoing	Conduct periodic fixed route and paratransit surveys	CAT	CAT Staff Resources
Ongoing	Conduct immediate follow up on customer complaints and inquiries	CAT	CAT Staff Resources
Ongoing	Install a minimum of 10 ADA compliant bus shelters per year and associated amenities	CAT, Funding Partners	Included in status quo budget
Ongoing	Acquire new vehicles and equipment to allow for replacement and expansion as needed based on available resources	CAT	
Unfunded Priorities			
	Enhance bus stop accessibility to meet ADA requirements	CAT, Funding Partners	\$500,000
	Enhance Fixed Route Services (frequency) on Routes 11, 12, 13,15, and 17	CAT, Funding Partners	\$2,142,638 (excludes capital)
	Enhance fixed route services (span) to one additional trip Mon-Sun on existing routes	CAT, Funding Partners	\$821,568
	Implement new fixed route (Collier/Lee Inter-county)	CAT, Funding Partners	\$389,718 (excludes capital)

5. COST / REVENUE ALLOCATION AND RATE STRUCTURE JUSTIFICATION

CTD Guidelines state that TDSP Updates/Amendments should include a complete explanation for any rate changes or new service changes. The explanation should include a discussion of the review process as well as detail of LCB involvement and approval. A new summary rate sheet should be presented if there are any changes.

In March 2021, the Collier MPO's Local Coordinating Board approved the service rates shown in Table 3 below utilizing the Florida Commission for the Transportation Disadvantaged 2021 Rate Calculation Worksheet. The Rate Calculation Model is a tool utilized by the CTD to standardize the comparison and approval of rates paid to coordinators throughout the State of Florida. The detailed Rate Model worksheets are included in Appendix C.

COST REVENUE ALLOCATION

The rate structure is based on the type of trip (i.e. ambulatory, ambulatory group, wheelchair, etc.) in the service area.

Table 3: CTD Calculated Rates – FY 2021/2022 CTD Rate Model

CTD Calculated Rates – FY 2021/2022 CTD Rate Model <i>Effective Date: 03/3/2021</i>	
Ambulatory Trip	\$35.44
Wheelchair Trip	\$60.75
Group Trip- Individual	\$25.27
Group Trip - Group	\$35.49
Bus Pass (daily-full fare)	\$3.00
Bus Pass (daily-reduced fare)	\$1.50
Bus Pass (15 day-full fare)	\$20.00
Bus Pass (15 day-reduced fare)	\$10.00
Bus Pass (monthly-full fare)	\$40.00
Bus Pass (monthly-reduced fare)	\$20.00
Marco Express (monthly-full fare)	\$70.00
Marco Express (monthly-reduced fare)	\$35.00

Sources: *Service Rates, Commission for the Transportation Disadvantaged, TD Rate Model, Adopted March 3, 2021, Public Transit and Neighborhood Enhancement Department, 2021.*

During 2018, Collier County conducted an extensive fare structure evaluation to analyze potential fixed route and paratransit fare changes, assess potential ridership and revenue impacts, minimize adverse impacts to low income and minority persons and identify fare policy recommendations. The fare study involved a public outreach campaign involving rider intercept surveys, public workshops, and the involvement of the County’s Public Transit Advisory Committee. Based on the input received, the majority (77%) of bus riders would support a fare increase if revenue is used to improve service frequency and availability or to access new locations. Fifty percent of ADA riders supported a \$0.50 fare increase and 56% of TD riders supported a fare increase of \$0.25. At the June 12, 2018 Board of County Commissioner’s Meeting a resolution was adopted to implement the following fare structure changes effective October 1, 2018. The effective date for student discount programs is June 12, 2018. Table 4 below and Table 5, on the following page, displays CAT’s current fare policy.

**Table 4
Current Adopted Collier Area Paratransit Fare Structures**

	Fare Structure Approved by the BCC effective 10/1/18
ADA fare – At or above Poverty Level	\$3.00
ADA & TD fare - Under Poverty Level	\$1.00
TD fare - 101% to 150% of Poverty Level	\$3.00
TD fare - 151% or higher above poverty level	\$4.00

**Table 5
Current Collier County Adopted Fare Structure**

Service Category	Base Fare	*Reduced Fare
CAT full-fare one-way ticket	\$2.00	\$1.00
CAT Children 5 Years of Age and Younger	Free	Free
CAT Transfers	Free Up to 90 Min.	Free Up to 90 Min.
CAT Day Pass	\$3.00	\$1.50
CAT Marco Express One-way Fare	\$3.00	\$1.50
Smart Card Passes		
15-Day Pass	\$20.00	\$10.00
30-Day Pass	\$40.00	\$20.00
Marco Express 30-Day Pass	\$70.00	\$35.00
Smart Card Media Fees		
Smart Card Replacement Without Registration	\$2.00	\$2.00
Smart Card Registration	\$3.00	\$3.00
Smart Card Replacement With Registration	\$1.00	\$1.00
Discount Passes		Cost
Summer Paw Pass (Valid June 1-August 31) for Students Age 17 and Under (Cost includes Smart Card)		\$30.00
30-Day Corporate Pass (300+ Employees)		\$29.75/Month
*Reduced fares are for members of Medicare, Disabled community, those 65 years and older and children 17 and under; high school & college students and active/retired military personnel. ID required. This fare would also apply to the subcontracted transportation provider with the Florida Commission for the Transportation Disadvantaged that provides transportation services under the non-emergency transportation Medicaid Contract for Collier County.		
Promotional Fares		
Events	Occurrence	Fare
Try Transit Day	Annual as designated by the Board	Free
Transit Anniversary	As Designated by the PTNE Director	Free
Special Events	Up to 5 events annually (Staff may distribute fare media up to specified value)	\$200/Event

Resolution 2018-104 was adopted by the Board of County Commissioners on June 12, 2018, which modified the fixed route fares effective October 1, 2018.

QUALITY ASSURANCE

In accordance with the CTD's Guidelines the service standards established in the TDSP were reviewed. The Grievance Process was developed and is included here by reference. Additionally, no major changes were made to the Evaluation Process or the local Grievance Process.

CTC EVALUATION PROCESS

An annual evaluation of the Collier County CTC was conducted by the LCB, for the period of 07/01/2019 through 06/30/2020, based on the Standards, Goals, and Objectives contained within the local TDSP and using the Evaluation Workbook of the CTD. A desk audit was performed using the Evaluation Workbook of the CTD, surveys and paratransit rides during the winter season when there is a higher seasonal population and more traffic. The full annual CTC evaluation is provided in Appendix A.

The Collier MPO conducted the process of recommending Collier County as the CTC in 2017. The Collier County Board of County Commissioners approved Resolution 2017-210 requesting that they be re-designated as the CTC for Collier County. The LCB voted unanimously to recommend to the Collier MPO that the Collier County BCC be re-designated and approved as the CTC at their December 6, 2017 meeting. The Collier MPO Board deemed that it is in the best interest of public health, safety and welfare of Collier County that the Collier County BCC be re-designated and approved as the CTC. The MPO Board voted unanimously to approve Resolution 2017-08, recommending that the Collier County BCC be re-designated and approved as the CTC. The recommendation was submitted to the CTD and was approved at their February 13th Board meeting.

SECTION 3

SERVICE PLAN UPDATE

On May 5, 2021 the LCB adopted an update of the Collier County local grievance policy as follows:

GRIEVANCE POLICY

INTRODUCTION

The Florida Commission for the Transportation Disadvantaged (CTD) requires all local systems to have written procedures for addressing/resolving complaints and grievances. The Collier County Board of County Commissioners (BCC) is the Community Transportation Coordinator for Collier County. The BCC has directed that the Collier County Public Transit and Neighborhood Enhancement Division (PTNE) oversee Collier Area Transit's Transportation Disadvantaged Program.

This document serves as the formal complaint/grievance procedure for the transportation disadvantaged program as specified by the Commission for the Transportation Disadvantaged (CTD) pursuant to Chapter 427, Florida Statute and Rule 41-2.012, Florida Administrative Code, hereinafter referred to as the Grievance Process. The following rules and procedures shall constitute the grievance process to be utilized in the coordinated community transportation disadvantaged system for Collier County.

SECTION 2: DEFINITIONS

2.1 As used in these rules and procedures the following words and terms shall have the meanings assigned therein. Additional program definitions can be found in Chapter 427, Florida Statutes and Rule 41-2, Florida Administrative Code.

(a) Community Transportation Coordinator (CTC): A transportation entity recommended by a Metropolitan Planning Organization (MPO), or by the appropriate designated official planning agency, as provided for in Section 427.015(1), Florida Statutes, and approved by the CTD, to ensure that coordinated transportation services are provided to serve the transportation disadvantaged population in a designated service area. The current CTC

for the County is the Collier County Board of County Commissioners (BCC). The Collier MPO serves as the Designated Official Planning Agency (DOPA) in Collier County.

(b) Transportation Disadvantaged (TD) user: 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, or children who are handicapped or high-risk or at-risk as defined in Section 411.202, Florida Statutes.

(c) Agency: An official, officer, commission, authority, council, committee, department, division, bureau, board, section, or any other unit or entity of the state or of a city, town, municipality, county, or other local governing body or a private nonprofit entity providing transportation services as all or part of its charter.

(d) Transportation Operator: One or more public, private for profit or private nonprofit entities engaged by the CTC to provide service to TD persons pursuant to a Transportation Disadvantaged Service Plan (TDSP).

(e) Service Complaint: Incidents that may occur on a daily basis and are reported to the CTC involved with the daily operations and are resolved within the course of a reasonable time period suitable to the complainant. Local service complaints are driven by the inability of the CTC to meet local service standards established by the CTC and LCB. All service complaints should be recorded and reported by the CTC to the LCB.

(f) Formal Grievance: A written complaint to document any concerns or an unresolved service complaint regarding the administration of TD services by the CTC, DOPA, or LCB.

(g) Administrative Meeting of the Grievance Committee Process: Chapter 120, Florida Statute.

(h) Ombudsman Program: A toll-free telephone number established and administered by the CTC to enable persons to access information and/or file complaints/grievances regarding transportation services provided under the coordinated effort of the CTC.

SECTION 3: OBJECTIVES

3.1 The objective of the grievance process shall be to process, investigate, and make recommendations, in a timely manner on formal written complaints/grievances that are not resolved between individual agencies/entities and the customer. It is not the objective of the grievance process to have “adjudicative” or “determinative” powers.

3.2 The CTC must provide the TD Program’s telephone number in all collateral materials regarding the reporting of complaints.

3.3 All documents pertaining to the grievance process will be made available, upon request, in a format accessible to persons with disabilities.

3.4 A written copy of the grievance procedure shall be available to anyone upon request.

3.5 Apart from this grievance process, aggrieved parties with proper standing may also have recourse through the Chapter 120, Florida Statutes Administrative Hearing Process, or the judicial court system.

SECTION 4: THE GRIEVANCE COMMITTEE – MEMBERSHIP

4.1 The Grievance Committee shall be composed of a minimum of three Members of the LCB and shall be appointed by a majority vote by the LCB. The Chairperson, or in his/her absence the Vice Chairperson, of the LCB reserves the right to make reappointments should any conflict of interest arise.

4.2 The TD Program Administrator (MPO Staff) or designee shall be an advisory member of the Grievance Committee.

SECTION 5: TERMS OF MEMBERS

5.1 A member of the Grievance Committee may be added or removed for cause by the LCB Chairperson, or in his /her absence, the Vice Chairperson. Vacancies in the membership of the Grievance Committee shall be filled in the same manner as the original appointments.

5.2 A minimum of three (3) Grievance Committee members shall be present for official action. Meetings shall be held at such times as the Grievance Committee may determine and/or as necessitated by formally filed grievances.

SECTION 6: GRIEVANCE PROCESS

6.1 Grievance procedures will be those as specified by the LCB, developed from guidelines of the CTD, and approved by the LCB as set forth below. The grievance procedures are for the purpose of fact-finding and not exercising adjudicative powers. Therefore, it should be understood that these procedures are for the purpose of “hearing”, “advising” and “making recommendations” on issues affecting the service delivery and administration of the TD program in the service area.

6.2 Apart from the grievance procedures outlined below, aggrieved parties with proper standing may also have recourse through the Chapter 120, Florida Statutes Administrative Meeting of the Grievance Committee Process, the judicial court system, and the CTD.

6.3 Service Complaints: All service complaints should be recorded and reported by the CTC to the LCB. Service complaints may include but are not limited to:

- Late pick-up and/or late drop-off
- No-show by transportation operator
- No-show by client
- Client behavior
- Driver behavior
- Passenger discomfort
- Service denial (refused service to client without an explanation as to why, i.e. may not qualify, lack of TD funds, etc.)
- Other, as deemed appropriate by the LCB

6.4 Formal Grievance: The customer, in their formal complaint, should demonstrate or establish their concerns as clearly as possible. The formal grievance process shall be open to addressing concerns by any person or agency including but not limited to: users, potential users, the CTC, the DOPA, elected officials, and operators. Formal grievances may include, but are not limited to:

-
- Chronic or reoccurring or unresolved Service Complaints (Refer to description of service complaints)
 - Violations of specific laws governing the provision of TD services i.e., Chapter 427, F.S., Rule 41-2 FAC and accompanying documents, Sunshine Law, ADA).
 - Contract disputes (Agencies/Operators)
 - Coordination disputes
 - Bidding disputes
 - Agency compliance
 - Conflicts of interest
 - Supplanting of funds
 - Billing and/or accounting procedures
 - Denial of service
 - Suspension of service
 - Unresolved safety issues
 - Other, as deemed appropriate by the LCB

6.5 All formal grievances filed must be written and contain the following:

- Name and address of the complainant
- A statement of the grounds for the grievance and supplemented by supporting documentation made in a clear and concise manner. This shall include a complete description of efforts taken by the customer to resolve the complaint.
- An explanation of the relief desired by the customer.

If the customer does not supply the above information to substantiate the grievance, no further action will be taken.

6.6 Step 1: The customer shall first contact the PTNE Division Director and the entity with which they have the grievance. The PTNE Director will attempt to mediate and resolve the grievance. The PTNE Director will render a decision in writing within 14 days. The customer may also contact the CTD Ombudsman representative through the established Helpline at 1-800-983-2435 or by mail to: Florida Commission for the Transportation Disadvantaged, 605 Suwannee Street MS-49, Tallahassee, FL 32399-0450 or by email at www.dot.state.fl.us/ctd.

Public Transit and Neighborhood Enhancement Director
8300 Radio Road
Naples, FL 34104
Phone: 239-252-5840
Email: AltTransModes@colliergov.net

6.7 Step Two: If the PTNE Director is unsuccessful at resolving the grievance through the process above, the customer may request, in writing, that their grievance be heard by the Grievance Committee. This request shall be made within ten (10) working days of receipt of the report received from the PTNE Director. The request shall be sent to the Collier MPO TD Program Administrator at:

Collier MPO
Attn: Brandy Otero, Principal Planner
2885 Horseshoe Drive South
Naples, FL 34104
(239) 252-5859
Brandy.Otero@colliercountyfl.gov

6.8 Step Three: Upon receipt of the written request for the grievance to be heard by the Grievance Committee, the Collier MPO TD Program Administrator shall have fifteen (15) working days to contact Grievance Committee members and set a meeting date and location. The customer and all parties involved shall be notified of the meeting of the Grievance Committee date and location at least ten (10) working days prior to the meeting date by the method requested by the customer.

6.9 Step Four: Upon conclusion of the meeting, the Grievance Committee must submit a written report of the Grievance Committee proceedings to the Chairperson, or the Vice Chairperson in his/her absence, of the LCB within ten (10) working days. The report must outline the grievance and the Grievance Committee's findings/recommendations. If the grievance is resolved through the meeting process, the grievance process will end. The final report will be forwarded to the members of the LCB. The Local Coordinating Board Grievance Committee must review all grievances and report accordingly to the full Local Coordinating Board.

If the grievance has not been resolved as outlined in these grievance procedures, the customer may exercise their adjudicative rights, use the Administrative Hearing Process outlined in Chapter 120, Florida Statutes, or request that their grievance be heard by the CTD through the Ombudsman program established herein and the CTD's Grievance Process outlined in Section 7.

SECTION 7: CTD GRIEVANCE PROCESS

7.1 If the LCB Grievance Process does not resolve the grievance, the customer will be informed of his/her right to file a formal grievance with the CTD. The customer may begin this process by contacting the CTD through the established Helpline at 1-800-983-2435 or by mail to: Florida Commission for the Transportation Disadvantaged, 605 Suwannee Street MS-49, Tallahassee, FL 32399-0450 or by email at CTDOmbudsman@dot.state.fl.us or www.dot.state.fl.us/ctd. Upon request of the customer, the CTD will provide the customer with an accessible copy of the CTD's Grievance Procedures. If the CTD is unable to resolve the grievance, the customer will be referred to the Office of Administrative Appeals or other legal venues appropriate to the specific nature of the grievance. All of the steps outlined in Section 6 and Section 7(1) and (2) must be attempted in the listed order before a grievance will move to the next step. The customer should be sure to try and have as many details as possible, when filing a complaint, such as date, times, names, vehicle numbers, etc. There is an Ombudsman Program, provided by the CTD, which is available to anyone who requests assistance in resolving complaints/grievances. The Ombudsman Program may be reached through the toll free Helpline at 1-800-983-2435 or by email at CTDOmbudsman@dot.state.fl.us or www.dot.state.fl.us/ctd. By requesting assistance of the Ombudsman Program in resolving complaints, the complaint will still follow, in order, all of the established steps listed in Sections 6 and 7 above. The Ombudsman will document each complaint and upon the request of the customer, file the complaint with the local CTC on the customer's behalf, to begin the local complaint process. If the customer has already filed the grievance locally and remains unsatisfied, the Ombudsman will assist the customer with the next step in the complaint or grievance process. The customer has the right to file a formal grievance with the Office of Administrative Appeals or other venues appropriate to the specific nature of the complaint.

Eligibility

Changes made to the following sections of the TDSP are shown in strikethrough/underline. These changes will replace the language included the same sections in the TDSP Major Update.

~~CAT Connect is designed to serve those who have no other means of transportation and qualify as ADA eligible (those with a physical or mental impairment that prevents use of the fixed route bus service) or Transportation Disadvantaged (individuals who because of a mental or physical impairment, income status or age are unable to transport themselves). CAT Connect is operated during the same hours as the fixed route service. Those with an origin and destination within three quarters of a mile of a CAT fixed route are eligible for ADA services and those with an origin or destination outside of the ADA service area may be eligible for Transportation (TD) services.~~

Transportation Disadvantaged (TD): Individuals who because of a mental or physical disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to healthcare, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped, or high risk or at risk (as defined in § 411.202). In addition, the individual's trip origin and/or destination must reside outside the ADA corridor.

For Transportation Disadvantaged (TD) Non-Sponsored Paratransit Service (also known as CAT Connect) 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.

Americans with Disabilities Act (ADA): Individuals whose physical or mental impairment prevent use of the CAT bus service (fixed route). In addition, the individual’s origin and destination must be within the ADA corridor, which is defined as a service corridor that extends three-quarters ($\frac{3}{4}$) of a mile on either side of CAT bus service (fixed route).

Visitors who are unable to utilize CAT bus service (fixed route) may be eligible to utilize paratransit services. Visitors will be required to provide proof of their visitor status, proof of their disability if it is not apparent, and certify that they are unable to use fixed route service. For more information, please contact our Customer Service Department at 239-252-7272. For service beyond the 21 days, an application will be required.

Agencies: Individuals whose trips are funded under a negotiated agency contract.

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

Service Standards

In order to assess quality assurance for the delivery of transportation services, it is necessary to have established service standards and policies. The Commission for the Transportation Disadvantaged and FTA have several requirements of its transportation providers, which forms basis for the following standards and policies. These service standards and policies are the basis for the annual review of the Community Transportation Coordinator by the Local Coordinating Board.

Pick-Up Window

To accommodate increased trip demand with limited resources the CTC's trip scheduling process was modified. The intent of this change was to more efficiently accommodate service demand while at the same time improve the reliability of the service. Historically, trips had been scheduled depending on the area rider was located regardless of the trip distance. The LCB in their regular December 4, 2020 meeting approved a new trip scheduling procedure that is more mileage based, as described below.

- ~~Pick-Up Window - Passengers are offered "negotiated times: or an estimated not given a set pick-up time for their trip. Once the passenger accepts one of the "negotiated times" this will serve as an estimated pick-up arrival time and the bus may arrive 0-30 minutes from that agreed upon pick up time. Instead, they are told Passengers are asked to be ready for their ride to arrive by the "negotiated time" (pick up time). from between one to two hours before their appointment time. This window is dependent on the service area of the pick-up and drop-off points. The service areas are defined as the Naples Service Area, Golden Gate Estates Service Area, Marco Island Service Area and Immokalee Service Area. Trips within one service area have a one-hour window. Trips between service areas have a two-hour window. The one-to-two-hour windows are inclusive of~~
- ~~Travel Time --The travel time will commence once the passenger is on board and is dropped off and shall not exceed two-hours. between pick-up and drop-off. Trip lengths that are less than 9 miles will have up to a 60-minute travel time. Trip lengths that are between 9 miles to 18 miles will have up to a 75-minute travel time and trip lengths of over 18 miles will have a travel time of up to 120-minutes. The CTC may negotiate special pick-up arrangements with the customer, in advance, as the situation dictates. These arrangements shall be documented and~~

maintained on file to distinguish these trips from regularly scheduled trips for determining on-time performance. Medical appointments and employment must follow the “30 minutes early to zero minutes late” policy. All other trips are considered on-time if they arrive one minute before or one minute after scheduled time. Four (4) or more passengers dropped off and/or picked-up at the same location constitute a group trip. The CTC may negotiate special arrangements with the customer or agency, in advance, for a group trip. These special arrangements will be documented and evaluated separately for on-time performance. Every effort will be made by the CTC to keep the ride times within the service window for these trips.

- All return trips are also scheduled in advance. The pick-up process for return trips is the same as the originating trip. Once the passenger accepts one of the “negotiated times” this will serve as an estimated pick-up arrival time and the bus may arrive 0-30-minutes from that agreed upon pick-up time. Depending on the ~~location~~ trip length, the travel time ~~window~~ may be between one ~~or~~ to two hours. ~~General expectations are that travel within a single service area will be within the one-hour window and trips between service areas will have a two-hour window.~~
- On-Board Travel Time - The CTC will make every effort to comply with funding agencies’ stated ride times. In situations where it becomes apparent that an individual’s on-board travel time will exceed the ~~one-hour or two-hour~~ allocated window (due to accidents and vehicular breakdown, as examples), the CTC will make every effort to contact the families or caregiver of the passenger.

SECTION 4

UPDATED TABLES AND STATISTICS

A number of the tables in the TDSP have been updated in an effort to evaluate the system progress. A summary of the findings is provided when there is a significant change in the activity.

SERVICE AREA PROFILES AND DEMOGRAPHICS

An Overview of Collier County

Collier County is located on the west coast of Florida. It is bordered by Broward and Dade Counties to the east, Lee and Hendry Counties to the north and Monroe County to the south. As measured by land area, Collier County is the largest County in Florida and the fourth largest by total area. Naples, Everglades City and Marco Island are the County's three incorporated areas.

Collier County Demographics

Table 6 below shows population estimates, growth, and density for Collier County as compared to the State of Florida. Between 2010 and 2019, Collier County's population growth was estimated to be 15.53 percent, which was approximately 4.36 percent higher as compared to Florida growth.

Table 6
Population and Population Density

Area	Population (2010)	Population (2019 ACS 5-year estimate)	Population Growth (2010-19)	Land Area (Sq. Miles)	Density (2019) (persons per square mile)
Collier	321,520	371,453	15.53%	2,026	183
Florida	18,801,310	20,901,636	11.17%	53,625	390

*Source: US Census Bureau, 2010 Population Data
U.S. Census Bureau, 2015-2019 American Community Survey 5-Year Estimates
U.S. Census Bureau, Census of Population and Housing. Land area is based on current information in the TIGER® database, calculated for use with Census 2010.*

Population Age Characteristics

With one exception, the population age distribution in Collier County is somewhat similar to the State of Florida. The population ages 65 years and older is over 11.5 percent higher than the same age group statewide. In each of the other age group categories, the difference between the County and the State is no more than 4.7 percent as shown in **Table 7**.

Table 7
Population Age Distribution

Area	Percentages of Age Cohorts (in Years)				
	0-19	20-34	35-54	55-64	65 +
Collier County	19.2%	14.4%	21.5%	13.3%	31.6%
Florida	22.3%	19.1%	25.2%	13.2%	20.1%

Source: U.S. Census Bureau, 2015-2019 American Community Survey 5-Year Estimates

Income Characteristics

Table 8 displays the annual household income distribution for Collier County as compared to Florida in 2018. The most significant difference in household income distribution is in the income category of households earning \$75,000 or more per year. The percentage of households in the highest income category is approximately 10.3 percent higher than the State of Florida. Households earning \$50,000 to \$74,999 is also slightly higher than the statewide average. All other income categories fall below the state average.

Table 8
Annual Household Income Distribution

Annual Household Income						
Collier County	\$0 - \$9,999	\$10,000 - \$24,999	\$25,000 - \$34,999	\$35,000 - \$49,999	\$50,000 - \$74,999	\$75,000+
Percent	4.1%	10.5%	8.7%	12.1%	17.5%	47.1%
Population	5,928	14,958	12,508	17,304	25,039	67,242
Florida	\$0 - \$9,999	\$10,000 - \$24,999	\$25,000 - \$34,999	\$35,000 - \$49,999	\$50,000 - \$74,999	\$75,000+
Percent	6.5%	14.2%	10.3%	13.9%	18.3 %	36.8%
Population	501,668	1,105,683	793,382	1,078,566	2,373,675	2,839,966

**Population included is 16 years or older.*

Source: U.S. Census Bureau, 2015-2019 American Community Survey 5-Year Estimates

Employment Characteristics

At 4.3 percent, the 2020 unemployment rate in Collier County is slightly lower than the unemployment rate across the State of Florida (6.1%) as shown in Table 9.

Table 9
Employment Characteristics for Collier County

Area	Percentage of Labor Force Unemployed
Collier	4.3%
Florida	6.1%

Source: Bureau of Labor and Employment Statistics, US Department of Labor, Employment Figures for December 2020, Released February 2021.

Vehicle Availability

According to the Census Bureau's 5-year estimates, 5.2 percent of households in Collier County do not own vehicles while 94.8 percent have one or more vehicles available in the household. This is lower than statewide average vehicle ownership of 97.1 percent with only 2.9% of households statewide not having access to a vehicle. See Table 10.

Table 10
Vehicle Availability Distribution

Household Vehicle Availability		
Area	None (Percent of Total)	One or More (Percent of Total) Percent of Total
Collier	4.8%	95.2%
Florida	6.3%	93.7%

Source: U.S. Census Bureau, 2015-2019 American Community Survey 5-Year Estimates

Travel to Work

Table 11 compares the distribution of travel time to work for Collier County and Florida. Overall, Collier County commuters travel a shorter time to work than the average for Florida commuters. Approximately 65.3 percent of the County’s commuters travel less than 30 minutes to work as compared to the state estimates of 57.4 percent. Only approximately 12 percent have commutes in excess of 45 minutes as compared to approximately 17.9 percent across Florida as shown in Table 11.

Table 11
Travel to Work – Commute Times

Area	Less than 10 min	10-19 min	20-29 min	30-44 min	45-59 min	60 + min
Collier	10.6%	30.5%	24.2%	22.7%	6.9%	5.1%
Florida	8.7%	26.3%	22.4%	24.7%	9.4%	8.5%

**Population included is workers 16 years or older who did not work from home.*

Source: U.S. Census Bureau, 2015-2019 American Community Survey 5-Year Estimates

Mode of Travel to Work

Table 12 displays the travel mode utilized by Collier County commuters. As compared to the State of Florida, Collier County has approximately 4% fewer commuters who drive alone to work, around 3.2 % more commuters who carpool or vanpool to work, 0.2% more commuters who utilize public transportation for work trips and nearly a 1.1% more commuters who work at home.

Table 12
Mode of Travel to Work Distribution

Area	Drive Alone	Carpool or Vanpool	Public Transportation	Walk	Bicycle	Other Means	Work at Home
Collier (%)	75.1%	12.4%	1.8%	1.3%	0.9%	1.4%	7.3%
Florida (%)	79.1%	9.2%	1.6%	1.4%	0.6%	1.7%	6.2%

**Population included is 16 years or older.*

Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year Estimates

Housing Classifications and Patterns

A large portion of Collier County consists of protected land so housing is generally concentrated in the western portion of the County. Due to the desirability of coastal property, land values and high housing costs pose a challenge to area employers who report difficulty hiring and retaining employees due to a lack of affordable housing in the area. A 2017 study by the Urban Land Institute reported that two out of five households in Collier County are cost burdened (pay more than 30% of income toward housing) and one out of five are severely cost burdened (pay more than 50% of income toward housing). This impacts significant number the County's employees including those in public safety, health care, education, service workers and entry/mid-level professionals. Also, of significant concern are residents who are low to moderate income seniors, and very low income (transportation disadvantaged) residents, many of whom are particularly reliant on public transportation for access to health care and other life sustaining activities.

Educational Profiles

A number of colleges and universities are located within Collier County and in neighboring communities and are listed in **Table 13**.

Table 13
Names and Locations of Local Universities

Institution Name	Location
Ave Maria University	Ave Maria
Barry University	Ft. Myers
Florida Gulf Coast University	Ft. Myers
Florida SouthWestern State College	Naples/Ft. Myers
Hodges University	Naples
Keiser University	Naples
Nova Southeastern University	Bonita Springs

In addition to these colleges and universities, the County is also home to a number of technical institutes and training programs. Adult and workforce education is provided through Collier County Public Schools and includes the secondary technical training schools of Lorenzo Walker Institute of Technology (LWIT) and Bethune Education Center (BEC). In addition, Immokalee Technical Institute (iTECH) is a technical training center focusing on technical education programs for high school students and adults. The center

also offers Adult Basic Education (ABE), General Education Development (GED), and adult literacy programs.

Table 14 below displays the educational attainment of Collier County residents. The percentage of Collier residents that have less than a 9th grade education is approximately 2.0 percent higher when compared to the state average, and approximately 6.5 percent more Collier residents have a bachelors or higher when compared to the state average.

**Table 14
Educational Attainment**

	Florida	Collier County
Less Than High School	11.8%	12.9%
High School or Equivalent	28.6%	25.6%
Some College or Associate's Degree	29.7%	24.9%
Bachelor's Degree	18.9%	21.5%
Graduate or Professional School Degree	11.0%	14.9%

Source: U.S. Census Bureau, 2015-2019 American Community Survey 5-Year Estimates (Population 25 years and over)

TD Population Forecasts

The Paratransit Service Demand Estimation Tool serves as an aid in the development of TD population and travel demand estimates. This tool was used for the development of TD population forecasts in the 2018 TDSP Major Update adopted by the LCB on October 24, 2018. The data prepared in the TDSP Major Update indicates that the Collier County forecast of Critical TD population in 2021 is 17,899. The estimated potential demand for daily trips for the critical need population is 9,869. The Critical Need TD population includes individuals who, due to severe physical limitations or low incomes, are unable to transport themselves or purchase transportation, and are dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life sustaining activities.

Table 15 displays the population forecast for Critical Need TD Population.

Table 15
Critical Need TD Population Forecast

Critical Need TD Population Forecast	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
Critical Need TD Population	16,804	17,017	17,234	17,453	17,675	17,899	18,127	18,357	18,591	18,827	19,066

Source: TD Population Forecast is from the 2018 TDSP Major Update adopted on October 24, 2018.

SECTION 5 CONCLUSIONS

The large geographical size of the County in the terms of land area (2,026 square miles) causes the TD population to be spread throughout the county, creating the potential for longer trips. The large land area presents a challenge in meeting on time performance and other local standards.

The paratransit system is an essential service that continues to provide mobility options to the customers of Collier County. The CTC should continue to monitor vendor operations and ensure that the vendors are providing the required services in accordance with local developed standards in addition to those that are required by Section 41-2.006, Florida Administrative Code. The CTC should continue to provide information to the Local Coordinating Board regarding performance reports and summaries of customer surveys.

It is recommended that the CTC continue to monitor on time performance, review all TDSP standards with the vendors, and provide the Local Coordinating Board information of measures being implemented to increase on time performance for all TDSP standards. Specific attention should be placed on the medical appointment and employment TDSP “30 minutes early to zero minutes late” policy.

The conclusions and recommendations of this report are intended to improvement the system as it continues to grow, mature and move forward.

APPENDIX A
2021 CTC Evaluation
July 2019-June 2020

CTC

EVALUATION WORKBOOK

Florida Commission for the



Transportation Disadvantaged

CTC BEING REVIEWED: _____

COUNTY (IES): _____

ADDRESS: _____

CONTACT: _____ **PHONE:** _____

REVIEW PERIOD: _____ **REVIEW DATES:** _____

PERSON CONDUCTING THE REVIEW: _____

CONTACT INFORMATION: _____

FORMATTED 2011 – 2012

EVALUATION INFORMATION

An LCB review will consist of, but is not limited to the following pages:

1	Cover Page
5 - 6	Entrance Interview Questions
12	Chapter 427.0155 (3) Review the CTC monitoring of contracted operators
13	Chapter 427.0155 (4) Review TDSP to determine utilization of school buses and public transportation services
19	Insurance
23	Rule 41-2.011 (2) Evaluation of cost-effectiveness of Coordination Contractors and Transportation Alternatives
25 - 29	Commission Standards and Local Standards
39	On-Site Observation
40 – 43	Surveys
44	Level of Cost - Worksheet 1
45- 46	Level of Competition – Worksheet 2
47 - 48	Level of Coordination – Worksheet 3

Notes to remember:

- **The CTC should not conduct the evaluation or surveys. If the CTC is also the PA, the PA should contract with an outside source to assist the LCB during the review process.**
- **Attach a copy of the Annual QA Self Certification.**

ENTRANCE INTERVIEW QUESTIONS

INTRODUCTION AND BRIEFING:

- Describe the evaluation process (LCB evaluates the CTC and forwards a copy of the evaluation to the CTD).
- The LCB reviews the CTC once every year to evaluate the operations and the performance of the local coordinator.

The LCB will be reviewing the following areas:

- Chapter 427, Rules 41-2 and 14-90, CTD Standards, and Local Standards
 - Following up on the Status Report from last year and calls received from the Ombudsman program.
 - Monitoring of contractors.
 - Surveying riders/beneficiaries, purchasers of service, and contractors
-
- The LCB will issue a Review Report with the findings and recommendations to the CTC no later than 30 working days after the review has concluded.
 - Once the CTC has received the Review Report, the CTC will submit a Status Report to the LCB within 30 working days.
 - Give an update of Commission level activities (last meeting update and next meeting date), if needed.

USING THE APR, COMPILE THIS INFORMATION:

1. OPERATING ENVIRONMENT:

- RURAL URBAN

2. ORGANIZATION TYPE:

- PRIVATE-FOR-PROFIT
- PRIVATE NON-PROFIT
- GOVERNMENT
- TRANSPORTATION AGENCY

3. NETWORK TYPE:

- SOLE PROVIDER
- PARTIAL BROKERAGE
- COMPLETE BROKERAGE

4. NAME THE OPERATORS THAT YOUR COMPANY HAS CONTRACTS WITH:

5. NAME THE GROUPS THAT YOUR COMPANY HAS COORDINATION CONTRACTS WITH:

Coordination Contract Agencies				
Name of Agency	Address	City, State, Zip	Telephone Number	Contact

6. NAME THE ORGANIZATIONS AND AGENCIES THAT PURCHASE SERVICE FROM THE CTC AND THE PERCENTAGE OF TRIPS EACH REPRESENTS?
(Recent APR information may be used)

Name of Agency	% of Trips	Name of Contact	Telephone Number

7. REVIEW AND DISCUSS TD HELPLINE CALLS:

	Number of calls	Closed Cases	Unsolved Cases
Cost			
Medicaid			
Quality of Service			
Service Availability			
Toll Permit			
Other			

COMPLIANCE WITH CHAPTER 427, F.S.

**Review the CTC last AOR submittal for compliance with 427. 0155(2)
“Collect Annual Operating Data for submittal to the Commission.”**

REPORTING TIMELINESS

Were the following items submitted on time?

- a. Annual Operating Report Yes No
- Any issues that need clarification? Yes No

Any problem areas on AOR that have been re-occurring?

List:

- b. Memorandum of Agreement Yes No
- c. Transportation Disadvantaged Service Plan Yes No
- d. Grant Applications to TD Trust Fund Yes No
- e. All other grant application (____%) Yes No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC monitoring of its transportation operator contracts to ensure compliance with 427.0155(3), F.S.

“Review all transportation operator contracts annually.”

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS OPERATOR(S) AND HOW OFTEN IS IT CONDUCTED?

PTNE monitors the operations contractor for compliance with FTA requirements and contract compliance in the following ways: conduct bi-weekly operational meetings that include staff from Fleet Maintenance, CAT fixed route and paratransit operations, and County staff. Agendas for those meetings include topics such as safety, maintenance, ADA, customer service, operations, etc. to ensure operational efficiency. Reports are provided by the vendor as specified by the contract and reviewed by the Public Transit Manager. These reports include accident/incidents, customer service, farebox validation, drug and alcohol testing, ridership, performance measures and on-time performance. Internal Controls have been established to review driver training and pre-trip inspections. Operator inspections are conducted periodically.

Is a written report issued to the operator? Yes No

If **NO**, how are the contractors notified of the results of the monitoring?

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS COORDINATION CONTRACTORS AND HOW OFTEN IS IT CONDUCTED?

Is a written report issued? Yes No

If **NO**, how are the contractors notified of the results of the monitoring?

WHAT ACTION IS TAKEN IF A CONTRACTOR RECEIVES AN UNFAVORABLE REPORT?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

ASK TO SEE DOCUMENTATION OF MONITORING REPORTS.

COMPLIANCE WITH CHAPTER 427, F.S.

Review the TDSP to determine the utilization of school buses and public transportation services [Chapter 427.0155(4)]

“Approve and coordinate the utilization of school bus and public transportation services in accordance with the TDSP.”

HOW IS THE CTC USING SCHOOL BUSES IN THE COORDINATED SYSTEM?

Rule 41-2.012(5)(b): *"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."*

HOW IS THE CTC USING PUBLIC TRANSPORTATION SERVICES IN THE COORDINATED SYSTEM?

N/A

IS THERE A GOAL FOR TRANSFERRING PASSENGERS FROM PARATRANSIT TO TRANSIT?

Yes No

If YES, what is the goal?

Is the CTC accomplishing the goal? Yes No

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT? Yes No

Comments:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.006(1), Minimum Insurance Compliance
“...ensure compliance with the minimum liability insurance requirement of \$100,000 per person and \$200,000 per incident...”

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS IN THE OPERATOR AND COORDINATION CONTRACTS?

HOW MUCH DOES THE INSURANCE COST (per operator)?

Operator	Insurance Cost

DOES THE MINIMUM LIABILITY INSURANCE REQUIREMENTS EXCEED \$1 MILLION PER INCIDENT?

Yes No

If yes, was this approved by the Commission? Yes No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.011(2), Evaluating Cost-Effectiveness of Coordination Contractors and Transportation Alternatives.

“...contracts shall be reviewed annually by the Community Transportation Coordinator and the Coordinating Board as to the effectiveness and efficiency of the Transportation Operator or the renewal of any Coordination Contracts.”

1. IF THE CTC HAS COORDINATION CONTRACTORS, DETERMINE THE COST-EFFECTIVENESS OF THESE CONTRACTORS.

Cost [CTC and Coordination Contractor (CC)]

	CTC	CC #1	CC #2	CC #3	CC #4
Flat contract rate (s) (\$ amount / unit)					
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
Special or unique considerations that influence costs?					
Explanation:					

2. DO YOU HAVE TRANSPORTATION ALTERNATIVES? Yes No
 (Those specific transportation services approved by rule or the Commission as a service not normally arranged by the Community Transportation Coordinator, but provided by the purchasing agency. Example: a neighbor providing the trip)

Cost [CTC and Transportation Alternative (Alt.)]

	CTC	Alt. #1	Alt. #2	Alt. #3	Alt. #4
Flat contract rate (s) (\$ amount / unit)					
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
Special or unique considerations that influence costs?					
Explanation:					

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

RULE 41-2

Findings:

Recommendations:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with Commission Standards
“...shall adhere to Commission approved standards...”

Review the TDSP for the Commission standards.

Commission Standards	Comments
Local toll free phone number must be posted in all vehicles.	
Vehicle Cleanliness	
Passenger/Trip Database	

Adequate seating	
Driver Identification	
Passenger Assistance	
Smoking, Eating and Drinking	

Two-way Communications	
Air Conditioning/Heating	
Billing Requirements	

COMMISSION STANDARDS

Findings:

Recommendations:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with Local Standards

“...shall adhere to Commission approved standards...”

Review the TDSP for the Local standards.

Local Standards	Comments
Transport of Escorts and dependent children policy	The TDSP addresses this standard. Personal care attendants must be approved on initial customer application with medical documentation for reason attendant is needed. If an escort/ personal care attendant is requested, they will be transported at no additional charge.
Use, Responsibility, and cost of child restraint devices	
Out-of-Service Area trips	
CPR/1st Aid	
Driver Criminal Background Screening	
Rider Personal Property	
Advance reservation requirements	The TDSP addresses this standard. Reservations are taken a day in advance up to 5 p.m. the business day prior to the trip request. Passengers with an urgent need to travel should call the CTC. Unless other regulations are applicable, same day trip requests cannot be guaranteed. However, the CTC will attempt to accommodate the request.
Pick-up Window	

<i>Measurable Standards/Goals</i>	<i>Standard/Goal</i>	<i>Latest Figures</i>	<i>Is the CTC/Operator meeting the Standard?</i>
Public Transit Ridership	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
On-time performance	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Passenger No-shows	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Accidents	CTC	CTC	
	Operator A <small>NO MORE THAN 1.2 PER 100,000 MILES</small>	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Roadcalls <i>Average age of fleet:</i>	CTC	CTC	
	Operator A <small>NO LESS THAN 10,000 MILES</small>	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Complaints <i>Number filed:</i>	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Call-Hold Time	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	

Local Standards

Findings:

As part of the evaluation, the CTC's on time performance for the year was evaluated. The CTC did not meet the on time performance goal of 90% for FY 19/20 (7/1/19-6/30/20). The on time performance for the year was 89%. This figure was obtained from monthly on time performance identified in the CTC quarterly reports presented to the LCB. Months where on time performance dropped under 90% were October 2019 through March 2020. With February having the lowest on time performance at 83.81%. For the purposes of overall on time performance, only late trips are considered. Early drop offs are not included in the calculations.

PTNE started tracking the zero minute late to thirty minutes early on time performance measure separately in May 2020. There are only 2 months of data within the review period (May 2020 and June 2020, both at 54%).

Each year, the MPO conducts a one day audit of manifests as part of the CTC evaluation. The trip manifests for Wednesday, January 20, 2021 were obtained from the CTC and a desk audit was performed reviewing on time performance for that day. The manifest data was also used to obtain contact information to survey 10% of the 301 trips done that day. The result of this audit is provided below:

- The overall on time performance for the day was 93%. Of the 301 riders, 21 trips were considered late, with the latest pick up from the requested time being 76 minutes after the 30 minute pick up window (106 minutes from designated pick up time)
- Using zero minutes late to thirty minutes early (+/- 1 minute) for medical appointments the on time performance for that day was calculated at 65%. Of the 72 medical trips dropped off, 25 trips dropped off occurred too early (earliest 39 minutes prior to appointment) and 7 drop off trips were too late (latest drop off 16 minutes late).
- Using zero minutes late to thirty minutes early (+/- 1 minute) for employment trips the on time performance for that day was calculated at 88%. Of the 65 employment trips dropped off, 8 trips were dropped off too early (earliest 40 minutes prior to request) and 4 drop off trips were too late (latest drop off by 11 minutes).

Local Standards

Findings Continued:

Rider surveys expressed a great appreciation for the drivers and how helpful they usually are with very isolated exceptions as expressed by respondents. Most of the participants complaints stemmed from what they felt were regular late drop offs to employment or educational programs and the riders stress over not knowing if they would be late or even picked up. They stated their caretakers met with management to review their trips and were assured late drop offs would not happen again but problems continued and caretakers are still having to take riders occasionally. Late pick ups from places of employment were also noted and stress of not knowing if they would be picked up or when. A summary of the rider responses is provided in "Rider/Beneficiary Survey Summary".

During the Local Coordinating Board Annual Public Workshop, a passenger attended and discussed pick up windows and ride times. The response provided to the passenger, that pick-up windows and travel times are separate) caused MPO staff to conduct further research into the way trip scheduling is being conducted. Staff reviewed the existing TDSP Major Update and the latest minor update to determine if trips were being scheduled in compliance with the TDSP. MPO staff met with PTNE and MV staff to discuss the current process of scheduling trips including the "pick-up" window or "scheduling" window. Concerns included the policy of adding time for the window in addition to ride time based on mileage. This essentially adds time to the total trip time (wait time to drop off). As a follow up to that meeting, proposed revised language has been included in the 2021 TDSP. PTNE has also prepared rider diagrams to better explain trip scheduling to passengers.

Local Standards

Recommendations:

On-time performance for medical and employment continues to be an issue and is specifically looked at for improvement. The CTC should continue to track the on time performance separately, however it is recommended that the CTC develop a mechanism to include the early medical and employment trips in the overall on time performance calculation, therefore giving a true overall picture.

The CTC is recommended to bring the scheduling window policy back to the LCB for clear direction. At the direction of the LCB, the TDSP should be updated to clearly identify the local policies and current practice. It should be identified that medical and employment drop offs are not included in the "negotiated time" scheduling window of 1 hour prior to or 1 hour after the request. If school trips are also being treated with zero minutes late drop off policy this should be identified in the plan.

Education is a consistent issue. The window and ride time should be clearly explained to riders. The rider's guide should be updated to identify the adopted process for trips.

The CTC has contracted with a provider to provide a system to inform passengers of when their driver would be arriving to confirm scheduling information for their trips. This will help address much of the stress caretakers and riders themselves feel about if they will be picked up or be late. Staff continues to support this initiative.

Riders with complaints indicate the reason provided for late drop offs is the lack of drivers. This was discussed with the CTC and they have stated that this was prior to this review time and has not occurred recently. For the next survey, staff will ask for dates of instances and clarify that the questions are related to the review period only.

ON-SITE OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation:

Please list any special guests that were present:

Location:

Number of Passengers picked up/dropped off:

Ambulatory

Non-Ambulatory

Was the driver on time? Yes No - How many minutes late/early?

Did the driver provide any passenger assistance? Yes No

Was the driver wearing any identification? Yes: Uniform Name Tag
 ID Badge No

Did the driver render an appropriate greeting?

Yes No Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?

Yes No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?

Yes No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?

Yes No

Does the vehicle have working heat and air conditioning?

Yes No

Does the vehicle have two-way communications in good working order?

Yes No

If used, was the lift in good working order?

Yes No

Was there safe and appropriate seating for all passengers?

Yes No

Did the driver properly use the lift and secure the passenger?

Yes No

If No, please explain:

CTC: _____ County: _____

Date of Ride: _____

Funding Source	No. of Trips	No. of Riders/Beneficiaries	No. of Calls to Make	No. of Calls Made
CTD				
Medicaid				
Other				
Other				
Other)				
Other				
Totals				

Number of Round Trips	Number of Riders/Beneficiaries to Survey
0 – 200	30%
201 – 1200	10%
1201 +	5%

Note: Attach the manifest

Vehicle: B36-Glaval Run: 115 [5:27AM - 4:45PM] Driver Name: Antonio . Arrguin [5:27AM - 4:45PM] For: 3/5/2021
 1844

Stop Time	Customer Name	Stop Address	Conf. #	Request Time	Validation Information	
9:35AM	[REDACTED]	PUBLIX NAPLES PLAZA	948974	9:45AM P	Stop Time	9:35AM <input type="checkbox"/>
Pick Up	[REDACTED]	1981 9th St N 202-1401/ across the Coast Land Mall			Odometer	145937 <input type="checkbox"/>
Customer Pay:		Naples, FL 34102				Complete <input checked="" type="checkbox"/>
\$3.00						

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: ADA
 Fare Type : Assorted Cash Paid Ahead Return Pay Tickets
 Daily Pass Sold

9:48AM	[REDACTED]	2120 River Reach Dr apt.10	948974	9:45AM P	Stop Time	9:48AM <input type="checkbox"/>
Drop Off	[REDACTED]	Naples, FL 34104			Odometer	145940 <input type="checkbox"/>

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: ADA
 Daily Pass Sold

10:03AM	[REDACTED]	1742 Wild Pines Ct	933775	10:45AM D	Stop Time	10:03AM <input type="checkbox"/>
Pick Up	[REDACTED]	Naples, FL 34112			Odometer	145943 <input type="checkbox"/>
Customer Pay:						Complete <input checked="" type="checkbox"/>
\$3.00						

Attendants: 0 Guests: 0 Mobility: WHEELCHAIR Assistance Need: Funding Source: ADA
 Fare Type : Assorted Cash Paid Ahead Return Pay Tickets
 Daily Pass Sold

10:17AM	[REDACTED]	DAVIS KIDNEY CENTER-code#05	933775	10:45AM D	Stop Time	10:17AM <input type="checkbox"/>
Drop Off	[REDACTED]	6625 HILLWAY CIR. 775-9454-(+30 minutes, machine time)			Odometer	145946 <input type="checkbox"/>
		Naples, FL 34112				

Attendants: 0 Guests: 0 Mobility: WHEELCHAIR Assistance Need: Funding Source: ADA
 Daily Pass Sold

Rider/Beneficiary Survey Summary

Number of trips 01/20/2021: 276

Number of rider/beneficiary surveys obtained: 28

Funding

ADA: 22

TDC: 6

1. Where you charged an amount in addition to the co-payment?

No: 27

Yes: 1

1 respondent indicated she was told she would have to pay a dollar more to go to the mall

1 respondent made a comment about not getting change back or even credit for the extra money provided for their return trip when they paid with a 5-dollar bill

2. How often do you normally obtain transportation?

1-2 Times/Week: 5 3-5 Times/Week: 19 Daily 7 Days/Week: 3

Other: 1 6 days/Week

3. Have you ever been denied transportation?

Yes: 6

No: 22

1-2 times: 6

Reasons:

- No one came to pick up my sister. Had to take her myself
- Didn't show up was told it was because they couldn't find a driver had to find another ride

- Was told there were too many people and not enough drivers. Called me later to say they had a cancellation and would be able to provide transportation
- Happened on a Saturday going to work reason was not provided to me
- When mask mandate was put in place with President Biden the driver would not let my son ride without a mask. My son cannot wear a mask so had to file a reasonable accommodation request to allow my son to ride without a mask

4. What do you normally use the service for?

Type of use	Number of respondent's answers
Medical	<u>14</u>
Employment	<u>11</u>
Nutritional	<u>5</u>
Education/Training/Day Care	<u>4</u>
Life-Sustaining/Other	<u>4</u>

5. Did you have a problem with your trip

No: 11

Yes: 17

- Error on a trip scheduled for Saturday that was actually suppose to be for Tuesday
- Late drop offs have had to take her to work several times and pick ups after work sometimes waits more than 1 hour after her work ends at 2.
- Sometimes don't get picked up due issues with drivers
- Never know when they are coming it is sometimes up to 45 minutes of me not knowing whether they are coming or not wish they would call me if they are going to be late rather than have me sit and wait losing time to find another ride.

Wish I knew what the pickup time is if I request 12:00 they schedule me for 1:05 pm.

- Late pick up 30 min or more not very often
- One time either forgotten or there was too much traffic there was a late pick up by about half an hour but this is not normal
- Cost is an issue for my limited income. Lately have been getting late return pickup get out at 4 pm and getting pickup at 5:30 sometimes even 6:30 pm
- One time driver was not wearing a mask driver and the driver on a stop light opened his door to spit out. Even if it wasn't COVID would hope he would stop and pulled over and gone to restroom to do that not while he was driving passengers. Then another time a driver would not get up from his seat to help me from with my bag would not even look to see if I had even gotten to my door. Seemed even insulted that I would ask him for help.
- Before use to get to work late now has gotten pretty good
- Late pickups sometimes over an hour from when I finish work. Have to stay on the bus a long time and ride all the way across town sometimes, at one point they were going to my old address, so I was not being picked up until I flagged down the bus.
- Late drop off by more than 1 hour to get to work and has happened in more than two occasions usually happening on Saturdays and Sundays
- Have started having issues within the last three weeks my son has been arriving late to his Project Explorer program which starts at 8:30 in the morning. It has gotten to the point that my son does not even want to use the service and wants me and my sister to take him. We are not able to take him every time. Spoken with CAT Connect to fit the pick up window where he would be able to get to the program on time but he is still arriving very late to the point people in the program are getting involved.

- One time a month ago showed up an hour late for doctor’s appointment had to inform doctors so that I would not be penalized for it.
- Once the driver let my daughter out and didn't see her go in and she was lost couldn't find her had to call sheriff’s office to help find her. Now drivers are instructed to make sure and see someone from the Starability program is there to bring her in.
- Drop off too early. The program my son goes to doesn't start till 9 and they will not accept my son until then driver wanted to drop him off earlier.
- Late pick up once by over 1 hour they closed doctor’s office and had to wait outside
- Sometimes get a late return pick up by 1/2 hour or more

6. On a scale of 1 to 10 (10 bring most satisfied) rate the transportation you have been receiving.

Average of all 28 respondents:

Table below shows the number of respondents that chose each specific rating number used to calculate the average rating of 8.29.

Rating	Number of respondents chose specific rating
1	3
6	1
6.5	1
7	2
8	1
8.5	1
9	3
9.5	2
10	14

7. What does transportation mean to you?

- Very special to me need this transportation if they took it away not sure what I would do to resolve my transportation needs
- Use it because have no choice
- Family works so helpful to get to early in the morning appointments
- Convenient
- Gets me to work on time trustworthy
- Great. Appreciate
- Great service specially since my appointment is in the morning and I can knock on the door and wait for you
- Convenient and helpful
- Everything because I am not and my daughter is not here so service is good for me
- Means a lot usually 1.5 hours out of the way to take my father to dialysis and it is very early in the morning.
- Help to go to doctor great help for people who can't drive. Thank god to have this help.
- Great service. I am not in any condition to drive and most lately even to walk. On my limited income this also saves me a lot of money on gas to go to Dialysis.
- Highly appreciated would not be able to go around for essentials.
- Takes me to work and gets me home
- Autistic cannot drive so gives me the ability to go different places while working
- Means a lot. Have no care or able to drive as I get dizzy and my son works all day.

- Everything. I am losing vision with this service can continue to have independents
- Allows me to get to places like work
- Allows for my son to get the job skills and training. He can't drive needs ride for transportation
- Picks me up don't have to rely on my mom to drive me all the time
- Everything. Don't drive and can't walk to bus stop. Would not be able to go to doctors. My husband first started using it and it is a bit of a live saver. Very much needed service for people who have problems not just use older folks but for younger people too. One of the most wonderful thing done for us.
- Don't have family here so means everything to me to so I can get around
- Means a lot would not be able to go places without it.
- Very important saves me and my wife 4 hours of driving. Also my daughter feel like she has more independence.
- Means a lot. Necessary to keep. A life saver.
- Helps me get around. I have no license of car. I am disabled so would have not ability to get around without this.
- Blessed to have this service. Use to pay so much money for a taxi.
- Allows me to get from one point to another specially when my family does not have the ability to take me

Additional Comments:

- Lately have been worried about the time sometimes it close to my drop off time and they still haven't come even though I am ready
- Inefficiently run bad customer service. No one came to pick her up and have had to take my sister several times to work. Have gone personally several times to set time so this doesn't happen again and doesn't work. I talk to manager they act like they are doing her a favor and should be grateful and asked why she doesn't just get a taxi. Asked to see if there is anyone else, I can talk to but was told the manager handles this. My sister uses the service because she has no choice. Sister is a very punctual person and is ready very early they never have to wait on her.
- Take precautions with COVID
- Only use the service for employment as I do not want to be waiting for hours in stores. Other friends have to told me how much they wait when they use the service to go to the stores so I use private service for this as I can't plan for them to be on time.
- Been riding for 10 years but sometimes late for school
- Friendly helps me going out of the bus and with my bags
- Great left his wallet and he was able to get it back with no problem
- Before was getting dropped off to early now called but called office and it has gotten better.
- Very helpful drivers let me go up and down they take me up to my door.
- Very grateful to get courtesy versus private transport.
- Real good service
- Very Grateful very attentive both on the phone and on the bus.
MAGNIFICENT. LOVE THEM.

- Don't know when I my pickup window starts request it at 4:00 for pickup and when I ask they tell me I had a pickup window that started at 4:30. If I can catch a ride with another coworker I try to as I do not know if they will be coming but I do not want to consistently bother people from work. Live 20 min from work but end up getting home around 5:30 and driven across town. Bring up to supervisors and it is like they want to have an argument with me don't even get a sorry or try to fix it. But I would rate this as a 10 if it was solely based on the drivers, Eugenio is the BEST he is AWESOME.
- My son has been using the service for 3 years but last three weeks has gotten really bad. They explained to me they are short handed and need more driver's but my son is being affected by this and he will soon be getting a job once he finishes this program. I get calls 10-15 minutes before 8:30 am to see if he is going to need the services so I am at work everyday wondering if he is going to be late today or not. He gets anxious waiting the pickup window of 1hour and 15 minutes and yet they sometimes come at 8:20 when it takes about 15 minutes to get to his program. He is calling my sister to take him because he is scared he will be late.
- Drivers are outstanding
- We live in Ave Maria and her ride is a 2 hour window starting at 6:30-6:45 which is a lot to have her wait. I wish it was something around 30 minutes.
- Dispatchers very good and helpful beyond what I would expect
- Lovely Drivers help with my situation open doors and are very courteous

**Level of Cost
Worksheet 1**

Insert Cost page from the AOR.

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

Level of Competition Worksheet 2

1. Inventory of Transportation Operators in the Service Area

	Column A Operators Available	Column B Operators Contracted in the System.	Column C Include Trips	Column D % of all Trips
Private Non-Profit				
Private For-Profit				
Government				
Public Transit Agency				
Total				

2. How many of the operators are coordination contractors? _____

3. Of the operators included in the local coordinated system, how many have the capability of expanding capacity? _____

Does the CTC have the ability to expand? _____

4. Indicate the date the latest transportation operator was brought into the system. _____

5. Does the CTC have a competitive procurement process? _____

6. In the past five (5) years, how many times have the following methods been used in selection of the transportation operators?

	Low bid
	Requests for qualifications
	Negotiation only

	Requests for proposals
	Requests for interested parties

Which of the methods listed on the previous page was used to select the current operators?

7. Which of the following items are incorporated in the review and selection of transportation operators for inclusion in the coordinated system?

Capabilities of operator
Age of company
Previous experience
Management
Qualifications of staff
Resources
Economies of Scale
Contract Monitoring
Reporting Capabilities
Financial Strength
Performance Bond
Responsiveness to Solicitation

Scope of Work
Safety Program
Capacity
Training Program
Insurance
Accident History
Quality
Community Knowledge
Cost of the Contracting Process
Price
Distribution of Costs
Other: (list)

8. If a competitive bid or request for proposals has been used to select the transportation operators, to how many potential operators was the request distributed in the most recently completed process? _____

How many responded? _____

The request for bids/proposals was distributed:

_____ Locally _____ Statewide _____ Nationally

9. Has the CTC reviewed the possibilities of competitively contracting any services other than transportation provision (such as fuel, maintenance, etc...)? _____

Level of Availability (Coordination)
Worksheet 3

Planning – What are the coordinated plans for transporting the TD population?

Public Information – How is public information distributed about transportation services in the community?

Certification – How are individual certifications and registrations coordinated for local TD transportation services?

Eligibility Records – What system is used to coordinate which individuals are eligible for special transportation services in the community?

Call Intake – To what extent is transportation coordinated to ensure that a user can reach a Reservationist on the first call?

Reservations – What is the reservation process? How is the duplication of a reservation prevented?

Trip Allocation – How is the allocation of trip requests to providers coordinated?

Scheduling – How is the trip assignment to vehicles coordinated?

Transport – How are the actual transportation services and modes of transportation coordinated?

Dispatching – How is the real time communication and direction of drivers coordinated?

General Service Monitoring – How is the overseeing of transportation operators coordinated?

Daily Service Monitoring – How are real-time resolutions to trip problems coordinated?

Trip Reconciliation – How is the confirmation of official trips coordinated?

Billing – How is the process for requesting and processing fares, payments, and reimbursements coordinated?

Reporting – How is operating information reported, compiled, and examined?

Cost Resources – How are costs shared between the coordinator and the operators (s) in order to reduce the overall costs of the coordinated program?

Information Resources – How is information shared with other organizations to ensure smooth service provision and increased service provision?

Overall – What type of formal agreement does the CTC have with organizations, which provide transportation in the community?

APPENDIX B
PTNE Response to
2021 CTC Evaluation

Memorandum

To: Brandy Otero, Collier MPO Principal Planner
From: Omar Deleon, Transit Manager
Date: April 2, 2021
Subject: Response to 2021 CTC Evaluation

The Public Transit & Neighborhood Enhancement (PTNE) Division is in receipt of the CTC Evaluation Workbook for the review period of July 1, 2019 through June 30, 2020. We have reviewed the report and corresponding comments and recommendations and have the following response for your consideration.

Review the CTC last AOR submittal for compliance with 427. 0155(2) - *“Collect Annual Operating Data for submittal to the Commission.”*

Comments:

The CTC is in compliance with this section.

The CTC submits all reports and agreements on time. No recommendation for improvement is needed in this area.

CTC Response:

The CTC accepts the review.

Review the CTC monitoring of its transportation operator contracts to ensure compliance with 427.0155(3), F.S. - *“Review all transportation operator contracts annually.”*

Comments:

The CTC is in compliance with this section.

CTC Response:

The CTC accepts the review.

Review the TDSP to determine the utilization of school buses and public transportation services [Chapter 427.0155(4)] - *“Approve and coordinate the utilization of school bus and public transportation services in accordance with the TDSP.”*

Comments:

School Buses are not utilized in the coordinated system.

Rule 41-2.012(5)(b): *“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.”*

Comments:

The CTC is in compliance with this section.

In response to last year's CTC evaluation recommendation to provide a specific annual percentage increase for transferring passengers from paratransit to transit it was stated that "the CTC will work with the LCB to determine a reasonable performance measure that is consistent with Rule 41-2.012(5)(b) which is intended to increase the usage of public transit not necessarily transferring trips from paratransit to fixed route." Recommendation is for this discussion to occur at an LCB meeting to determine what this measure can be and so it may be added to next TDSP update once determined.

CTC Response:

The CTC accepts the review and welcomes working with the LCB to determine if a measure to annual record passengers transferring from paratransit to Fixed Route can be derived and if so, establish an acceptable goal.

Compliance with 41-2.006(1), Minimum Insurance Compliance - *"...ensure compliance with the minimum liability insurance requirement of \$100,000 per person and \$200,000 per incident..."*

Comments:

The CTC is in compliance with this section.

CTC Response:

The CTC accepts the review.

Compliance with 41-2.011(2), Evaluating Cost-Effectiveness of Coordination Contractors and Transportation Alternatives. - *"...contracts shall be reviewed annually by the Community Transportation Coordinator and the Coordinating Board as to the effectiveness and efficiency of the Transportation Operator or the renewal of any Coordination Contracts."*

Comments:

The CTC is in compliance with this section.

CTC Response:

The CTC accepts the review.

Compliance with 41-2, FAC – Compliance with Commission Standards *"...shall adhere to Commission approved standards..."*

Review the TDSP for the Commission standards.

Comments:

All standards were found in the TDSP and noted that the CTC complied with all such standards when observed.

Findings:

The TDSP complies with all Commission standards.

Recommendations:

The CTC is continued to be encouraged to post the local toll free number in all vehicles in larger font for greater visibility to the service users.

CTC Response:

This was a comment during the last Evaluation and the CTC inquired with the evaluator to determine an appropriate size font for the posted toll free number and no suggestion was provided. The CTC request again a recommended font size from the evaluator.

Compliance with Local Standards - “...shall adhere to Commission approved standards...”

Comments:

The TDSP was reviewed for compliance with Local standards and all standards have been addressed.

Findings:

As part of the evaluation, the CTC's on time performance for the year was evaluated. The CTC did not meet the on-time performance goal of 90% for FY 19/20 (7/1/19-6/30/20). The on-time performance for the year was 89%. This figure was obtained from monthly on time performance identified in the CTC quarterly reports presented to the LCB. Months where on time performance dropped under 90% were October 2019 through March 2020. With February having the lowest on time performance at 83.81%. For the purposes of overall on time performance, only late trips are considered. Early drop offs are not included in the calculations.

PTNE started tracking the zero minute late to thirty minutes early on-time performance measure separately in May 2020. There are only 2 months of data within the review period (May 2020 and June 2020, both at 54%).

Each year, the MPO conducts a one-day audit of manifests as part of the CTC evaluation. The trip manifests for Wednesday, January 20, 2021 were obtained from the CTC and a desk audit was performed reviewing on time performance for that day. The manifest data was also used to obtain contact information to survey 10% of the 301 trips done that day. The result of this audit is provided below:

- The overall on time performance for the day was 93%. Of the 301 riders, 21 trips were considered late, with the latest pick up from the requested time being 76 minutes after the 30-minute pick up window (106 minutes from designated pick-up time).
- Using zero minutes late to thirty minutes early (+/- 1 minute) for medical appointments the on-time performance for that day was calculated at 65%. Of the 72 medical trips dropped off, 25 trips dropped off occurred too early (earliest 39 minutes prior to appointment) and 7 drop off trips were too late (latest drop off 16 minutes late).
- Using zero minutes late to thirty minutes early (+/- 1 minute) for employment trips the on-time performance for that day was calculated at 88%. Of the 65 employment trips dropped off, 8 trips were dropped off too early (earliest 40 minutes prior to request) and 4 drop off trips were too late (latest drop off by 11 minutes).

Rider surveys expressed a great appreciation for the drivers and how helpful they usually are with very isolated exceptions as expressed by respondents. Most of the participants complaints stemmed from what they felt were regular late drop-offs to employment or educational programs and the riders stress over not knowing if they would be late or even picked up. They stated their caretakers

met with management to review their trips and were assured late drop offs would not happen again, but problems continued, and caretakers are still having to take riders occasionally. Late pick-ups from places of employment were also noted and stress of not knowing if they would be picked up or when. A summary of the rider responses is provided in "Rider/Beneficiary Survey Summary".

During the Local Coordinating Board Annual Public Workshop, a passenger attended and discussed pick-up windows and ride times. The response provided to the passenger, that pick-up windows and travel times are separate) caused MPO staff to conduct further research into the way trip scheduling is being conducted. Staff reviewed the existing TDSP Major Update and the latest minor update to determine if trips were being scheduled in compliance with the TDSP. MPO staff met with PTNE and MV staff to discuss the current process of scheduling trips including the "pick-up" window or "scheduling" window. Concerns included the policy of adding time for the window in addition to ride time based on mileage. This essentially adds time to the total trip time (wait time to drop off). As a follow up to that meeting, proposed revised language has been included in the 2021 TDSP. PTNE has also prepared rider diagrams to better explain trip scheduling to passengers.

Recommendations:

On-time performance for medical and employment continues to be an issue and is specifically looked at for improvement. The CTC should continue to track the on-time performance separately, however it is recommended that the CTC develop a mechanism to include the early medical and employment trips in the overall on time performance calculation, therefore giving a true overall picture.

The CTC is recommended to bring the scheduling window policy back to the LCB for clear direction. At the direction of the LCB, the TDSP should be updated to clearly identify the local policies and current practice. It should be identified that medical and employment drop offs are not included in the "negotiated time" scheduling window of 1 hour prior to or 1 hour after the request. If school trips are also being treated with zero minutes late drop off policy this should be identified in the plan.

Education is a consistent issue. The window and ride time should be clearly explained to riders. The rider's guide should be updated to identify the adopted process for trips.

The CTC has contracted with a provider to provide a system to inform passengers of when their driver would be arriving to confirm scheduling information for their trips. This will help address much of the stress caretakers and riders themselves feel about if they will be picked up or be late. Staff continues to support this initiative.

Riders with complaints indicate the reason provided for late drop offs is the lack of drivers. This was discussed with the CTC and they have stated that this was prior to this review time and has not occurred recently. For the next survey, staff will ask for dates of instances and clarify that the questions are related to the review period only.

CTC Response:

The CTC will continue to track on-time performance separately for medical and employment trips to provide transparency. However, the current system does not have the ability to develop a mechanism to include the early medical and employment trips in the overall on time performance calculation as recommended. We believe combining the thresholds for the two distinct trip types in with the overall on-time performance is a conflict based on the different definitions.

The CTC has reviewed the findings and concur with the statistics. Every effort is being made to get passengers to their desired destinations on time and we will continue to do better.

The CTC will be implementing a new scheduling software system that includes enhancements that we believe will address some of the concerns raised in the evaluation. To give passengers more certainty when the bus will be there to pick them up, the new system will include a call ahead feature that sends out a phone call to the passenger 15 minutes prior to the bus's arrival. The system will also place a phone call the day prior to remind the passenger of the scheduled trips and afford them time to cancel the trip if necessary.

The scheduling feature in the new system is supposed to be a bit more sophisticated and we are hopeful that it improved the scheduling and ultimately, on-time performance.

The CTC will review the pick-up and drop-off scheduling window process with the LCB at the next meeting to clarify how the process was implemented.

The CTC concurs with the rest of the recommendations and comments.

Summary Remarks

The PTNE Division appreciates the feedback and will like to make one recommendation to improve the customer survey portion of the evaluation. It would be helpful to clarify the review period for the survey as passengers may be commenting on incidents that occurred outside of the review period and do not recognize improvements that may have been made by the CTC. All efforts will continue to be made to comply with the recommendations made in the evaluation.

APPENDIX C
CTD RATE MODEL
WORKSHEET
FY 2021-2022

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
 per passenger mile?.....

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

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).....

..... And what is the projected total number of Group Vehicle Revenue Miles?

You Must Complete This Section!

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

		Ambul	Wheel Chair	Stretcher	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			
		Ambul	Wheel Chair	Stretcher	Group
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =				Leave Blank	\$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