



# AGENDA

Collier County Local Coordinating Board  
for the Transportation Disadvantaged  
HYBRID IN-PERSON AND ZOOM VIRTUAL MEETING  
**IN-PERSON COMMITTEE QUORUM REQUIRED**

Click [here](#) to register for the Zoom option.

Collier County Government Center  
County Administration Building F  
Information Technology Training Room  
5th Floor – 3299 Tamiami Trail E.  
Naples, FL 34112

## REGULAR MEETING

Wednesday – May 4, 2022  
1:30 p.m.

1. CALL TO ORDER
2. OPEN TO THE PUBLIC FOR COMMENTS  
ON ITEMS NOT ON THE AGENDA
3. APPROVAL OF AGENDA
4. APPROVAL OF MEETING MINUTES
  - A. March 2, 2022 Public Workshop Meeting Minutes
  - B. March 2, 2022 Regular Meeting Minutes
5. BOARD ACTION
  - A. Review and Approval of LCB Bylaws
  - B. Review and Approval of Proposed Rate Model
  - C. Approval of CTC Local Coordinating Board Evaluation
  - D. Approval of 2022 TDSP Minor Update
  - E. Endorse TD Planning Grant Application and Resolution
6. REPORTS & PRESENTATIONS
  - A. CTC Quarterly Report
  - B. MPO Quarterly Progress Report
  - C. FDOT Report
7. OTHER BUSINESS
8. DISTRIBUTION ITEMS
9. BOARD MEMBER COMMENTS
10. NEXT MEETING DATE

September 7, 2022 at 1:30 p.m.
11. ADJOURNMENT

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

*Any person desiring to have an item placed on the agenda shall make a request in writing, with a description and summary of the item, to the MPO Executive Director or the LCB Chair by calling (239) 252-5814 14 days prior to the date of the next scheduled meeting of the LCB. In accordance with the Americans with Disabilities Act, any person requiring special accommodations to participate in this meeting should contact the Collier Metropolitan Planning Organization 72 hours prior to the meeting by calling (239) 252-5884.*

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

*The MPO's planning process is conducted in accordance with Title VI of the Civil Rights Act of 1964 and Related Statutes. Any person or beneficiary who believes that within the MPO's planning process they have been discriminated against because of race, color, religion, sex, age, national origin, disability, or familial status may file a complaint with the Collier MPO Title VI Specialist Ms. Anne McLaughlin (239) 252-5884 or by email at: [Anne.McLaughlin@colliercountyfl.gov](mailto:Anne.McLaughlin@colliercountyfl.gov) or in writing to the Collier MPO, attention: Ms. McLaughlin, at 2885 South Horseshoe Dr., Naples, FL 3104.*

**MEETING MINUTES**  
**LOCAL COORDINATING BOARD**  
**FOR THE TRANSPORTATION DISADVANTAGED of the**  
**COLLIER METROPOLITAN PLANNING ORGANIZATION**  
**PUBLIC WORKSHOP**  
**Collier County Government Center**  
**Building “F”, Information Technology Training Room**  
**3299 Tamiami Trail East**  
**Naples, FL 34112**  
**March 2, 2022**  
**1:30 p.m.**  
**\*\*Virtual participation via ZOOM**

**1. CALL TO ORDER**

**A. Roll Call**

**Commissioner Solis** called the public workshop to order at approximately 1:34 p.m.

**Ms. Bates** called roll a quorum was present in the room. **Ms. Otero** asked for a vote to allow members to participate remotely due to extenuating circumstances.

***Ms. Corris** moved to allow members to participate remotely due to extenuating circumstances. **Ms. Hanson** seconded. Passed unanimously.*

**Members Present In-person**

Commissioner Solis, Chair  
Eileen Streight, Citizens Advocate/Non-User  
Alana Watson, Florida Agency for Health Care Administration  
Dale Hanson, FDOT  
Sherry Brenner, Disabled

**Members Participating Remotely**

Susan Corris, SWFL Regional Workforce Development Board, Vice-Chairperson  
Leah Watson, Agency for Persons with Disabilities  
Cheryl Burnham, Florida Association for Community Action  
Anne Chernin, Elderly

**Members Absent**

Dylan Vogel, Citizens Advocate/User  
Maricela Morado, Area Agency on Aging SWFL-FL Dept. of Elder Affairs  
Robert Richards, Florida Dept. of Education, Div. of Voc. Rehab.  
Tabitha Larrauri, Florida Department of Children and Family Services  
Oscar Gomez, Veterans Services

**MPO Staff**

Brandy Otero, Principal Planner  
Danielle Bates, Administrative Assistant

**Others Present**

Michelle Edwards-Arnold, Director, Collier County PTNE  
Elena Ortiz-Rosado, PTNE  
Omar DeLeon, PTNE  
Alex Showalter  
Rosio Garcia  
Mari Maldonado, MV Transportation  
Andy Ramtahal, CAT Operator  
Richard Ticehurst, MV Transportation  
Deena Soogrim, PTNE (virtually)  
Margaret Ticehurst, PTNE (virtually)  
Maylin Santana, PTNE (virtually)  
Sandra Lime, PTNE (virtually)  
Tiffany Pulido (virtually)

**B. Pledge of Allegiance**

Commissioner Solis led the group in the Pledge of Allegiance.

**2. APPROVAL OF THE AGENDA**

*Ms. Corris moved for approval of the agenda. Ms. A. Watson seconded. Motion passed unanimously.*

**3. ANNUAL PUBLIC WORKSHOP ON LOCAL TRANSPORTATION  
DISADVANTAGED (TD) PROGRAM AND PROCESS**

Ms. Otero: Annually we conduct the public workshop. We reach out to riders to distribute flyers on buses, nursing centers, dialysis centers, and caretakers, so they can inform us on how the paratransit process is going.

**A. Public Comments on Local TD Program and Process**

None.

**B. Member Comments on Local TD Program and Process**

None.

**C. Annual TD LCB Training**

**Ms. Otero:** Presented Training PowerPoint in the agenda packet. Also elaborated the following points: Purposed of Commission for Transportation Disadvantaged is to accomplish

the coordination of transportation services provided to the transportation disadvantaged. Collier County is the designated CTC. Collier MPO is the Designated Planning Agency and provides staff support to the LCB. LCB identifies local service needs and is to provide information, advice and direction to the CTC on the coordination of services. LCB membership is dictated by Florida Statute. Chair must be a local elected official from the County that the LCB serves.

**Commissioner Solis:** Does the elected official have to be on the MPO?

**Ms. Otero:** I don't know, always has been, the MPO appoints them would have to check with the County Attorney.

**Commissioner Solis:** I will ask the County Attorney

#### **4. ADJOURN ANNUAL PUBLIC WORKSHOP**

*With no further comments **Commissioner Solis** adjourned the public workshop at approximately 1:55 p.m.*



# **MEETING MINUTES**

## **LOCAL COORDINATING BOARD FOR THE TRANSPORTATION DISADVANTAGED of the COLLIER METROPOLITAN PLANNING ORGANIZATION**

### **REGULAR MEETING**

**Collier County Government Center  
Building “F”, Information Technology Training Room  
3299 Tamiami Trail East**

**Naples, FL 34112**

**March 2, 2022**

**1:30 p.m.**

**\*\*Virtual participation via ZOOM**

#### **1. CALL TO ORDER**

##### **A. Roll Call**

**Commissioner Solis** called the regular meeting to order at approximately 1:56 p.m.

##### **Members Present In-person**

Commissioner Solis, Chair  
Eileen Streight, Citizens Advocate/Non-User  
Alana Watson, Florida Agency for Health Care Administration  
Dale Hanson, FDOT  
Sherry Brenner, Disabled

##### **Members Participating Remotely**

Susan Corris, SWFL Regional Workforce Development Board, Vice-Chairperson  
Leah Watson, Agency for Persons with Disabilities  
Cheryl Burnham, Florida Association for Community Action  
Anne Chernin, Elderly

##### **Members Absent**

Dylan Vogel, Citizens Advocate/User  
Maricela Morado, Area Agency on Aging SWFL-FL Dept. of Elder Affairs  
Robert Richards, Florida Dept. of Education, Div. of Voc. Rehab.  
Tabitha Larrauri, Florida Department of Children and Family Services  
Oscar Gomez, Veterans Services

##### **MPO Staff**

Brandy Otero, Principal Planner  
Danielle Bates, Administrative Assistant

##### **Others Present**

Michelle Edwards-Arnold, Director, Collier County PTNE

Elena Ortiz-Rosado, PTNE  
Omar DeLeon, PTNE  
Alex Showalter  
Rosio Garcia  
Mari Maldonado, MV Transportation  
Andy Ramtahal, CAT Operator  
Richard Ticehurst, MV Transportation  
Deena Soogrim, PTNE (virtually)  
Margaret Ticehurst, PTNE (virtually)  
Maylin Santana, PTNE (virtually)  
Sandra Lime, PTNE (virtually)  
Tiffany Pulido (virtually)

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

None.

**3. APPROVAL OF AGENDA**

**Ms. Otero:** One correction, next meeting is May 4 not September 7.

*Ms. Hanson moved to approve the agenda. Ms. A. Watson seconded. Passed unanimously*

**4. APPROVAL OF MEETING MINUTES**

**A. Approval of December 1, 2021 Meeting Minutes**

*Ms. Corris moved to approve the Meeting Minutes for December 1, 2021 Ms. Hanson seconded. Passed unanimously*

**5. BOARD ACTION**

**A. Recognize Operator Andy Ramtahal**

**Mr. DeLeon:** We want to take the opportunity to appreciate an operator who is excellent in customer service, and recognize an operator that has shown dedication, kindness, and timeliness for 4 years. Presented email included in the Executive Summary.

**Ms. Arnold:** CAT presented Mr. Ramtahal with a certificate, mask, gift certificate to Outback, t-shirt, and tote bag. I just want to say that email is just one of several about Mr. Ramtahal specifically. That shows dedication. We had a tough year with the staff shortage, but he was there 100% of the time, working many hours and his attitude was always the same.

**Ms. Brenner:** He is one of the best drivers.

**Ms. Maldonado:** I had to ruin the surprise and tell him, he was so worried, but he is a great

person and driver.

## **B. Update Trip Prioritization Policy**

**Mr. DeLeon:** We came to the Board to implement trip prioritization and requested an additional update in December. We have successfully hired number of drivers and we are close to being where we need to be. There are more openings for trips. The recommendation here is to update the TDSP to be consistent with the priority list that was used during the pilot and to lift the pilot and go back to normal as presented in packet.

*Ms. Hanson moved to approve the policy as presented. Ms. A. Watson seconded. Passed unanimously*

## **6. REPORTS & PRESENTATIONS**

### **A. CTC Quarterly Report**

**Mr. DeLeon:** Presented information from the agenda packet. October, November, and December still had a driver shortage. October had 5,643 trips, there was a decline in on-time performance from the driver shortage, the number of cancelations and no shows has remained around 5% and 10% respectively, and there was an increase in passenger per hour. November has 5,558 trips with a decrease on-time trips, there were no suspensions, and no shows were about 10%. December was lower at 5,375 trips, the on-time trips was 72%, the passenger per hour number increased, the no show percentage was 7% and cancel trips were 1%. Medical trips and work trips require that they are not dropped off earlier than 30 minutes earlier than recommended time, and the on-time performance was less than last year. Another note about service is there is a new app to monitor, book, and cancel trips. We implemented a pre-pay balance, like a Starbucks card, on March 1, clients will be able to use the app to check balances and other elements will be improved.

**Ms. Arnold:** The app and available balance will be good for caregivers. We are no longer selling tickets, it's an administrative nightmare. Passengers can use up bought tickets but hopefully we'll be done in a month or so. Brian Morales with MV has resigned, in the meantime we have Richard Ticehurst.

### **B. MPO Quarterly Report**

**Ms. Otero:** Presented the quarterly progress report. We billed for completed grant items, including the for grievance policy item and Ms. Otero attended a required ttraining in October. There are several items to be completed. We need to update bylaws and complete the CTC evaluation. If anyone would like to ride a paratransit ride in March or April, let me know. We talk to passengers and do surveys as part of the evaluation.

**Mr. DeLeon:** It's a good opportunity to ride it, but it's also good to see what they do and the service. Stats are one thing but seeing the whole process is beneficial.

**Commissioner Solis:** Angela will set up one in April.

**Ms. Otero:** Additional tasks include the Transportation Disadvantaged Service Plan (TDSP) minor update, the Annual operating Report (AOR) which is completed but it needs invoicing, and the public workshop was today. We will have deliverables by June 1 the end of the grant.

### **C. FDOT Report**

**Ms. Hanson:** We are in the next annual federal grant cycle. FTA Section 5310, 5311, and 5339 applications were due December 17, 2021. We received 20 applications. An update will be provided once Committee Meetings and recommendations have been made. Professional Development Workshop & Transit Safety and Urban Transportation Research (CUTR) and Atkins, the upcoming review is Easter Seals in Naples.

### **7. OTHER BUSINESS**

None.

### **8. DISTRIBUTION ITEMS**

None.

### **9. BOARD MEMBER COMMENTS**

**Ms. Streight:** Compliment CAT. Lots of members at NAMI use the system and love the new system, and love the app.

### **10. NEXT MEETING DATE**

*May 4, 2022 at 1:30 p.m.*

### **11. ADJOURNMENT**

*No further business being conducted, **Commissioner Solis** adjourned the meeting at 2:20 p.m.*

**EXECUTIVE SUMMARY**  
**BOARD ACTION**  
**ITEM 5A**

**Review and Approval of LCB Bylaws**

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**OBJECTIVE:** To review and approve the revisions to the attached bylaws.

**CONSIDERATIONS:** The LCB is required to review and approve its bylaws annually per the Transportation Disadvantaged Planning Grant. Staff has reviewed the current bylaws and no substantive changes are being proposed at this time. The revisions include an update to the current LCB Chair and the MPO Board Chair and the date of adoption. The proposed changes are included in **Attachment 1** in ~~striketrough~~/underline format.

**STAFF RECOMMENDATION:** For the Board to review and approve the updated LCB bylaws.

Prepared By: Brandy Otero, Collier MPO Principal Planner

**ATTACHMENTS:**

1. Draft 2022 LCB Bylaws – Strikethrough and underline version
2. Draft 2022 LCB Bylaws – Clean version

**BY-LAWS**

of the

**COLLIER COUNTY  
Transportation Disadvantaged  
Local Coordinating Board**

Endorsed by LCB: May 4, 2022  
Adopted by MPO: May 13, 2022

Deleted: October 28, 2020

Deleted: November 13, 2020

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**BY-LAWS OF THE  
COLLIER COUNTY TRANSPORTATION DISADVANTAGED  
LOCAL COORDINATING BOARD**

**ARTICLE I: PREAMBLE**

**Section 1: Preamble**

The following sets forth the By-Laws, which shall serve to guide the proper functioning of the coordination of transportation services provided to the transportation disadvantaged through the Collier County Transportation Disadvantaged Program. The intent is to provide procedures and policies for fulfilling the requirements of Chapter 427, *Florida Statutes*, Rule 41-2, *Florida Administrative Code (FAC)*, and subsequent laws setting forth requirements for the coordination of transportation services to the transportation disadvantaged.

**ARTICLE II: NAME AND PURPOSE**

**Section 1: Name**

The name of the Local Coordinating Board shall be the Collier County Transportation Disadvantaged Local Coordinating Board (LCB).

**Section 2: Purpose**

The primary purpose of the LCB is to assist the Collier Metropolitan Planning Organization (MPO) in identifying local service needs and providing information, advice and direction to the Community Transportation Coordinator (CTC) on the coordination of services to be provided to the transportation disadvantaged pursuant to Chapter 427.0157, *Florida Statutes*.

**ARTICLE III: MEMBERSHIP, APPOINTMENT, TERM OF OFFICE,  
AND TERMINATION OF MEMBERSHIP**

**Section 1: Voting Members**

In accordance with Rule 41-2.012, Florida Administration Code, all members of the Board shall be appointed by the designated official planning agency. The designated official planning agency for Collier County is the Collier Metropolitan Planning Organization (MPO). The following agencies or groups shall be represented on the LCB as voting members:

- A. A Collier County elected official, who has been appointed to serve as chairperson;
- B. A local representative of the Florida Department of Transportation;
- C. A local representative of the Florida Department of Children and Family Services;

- D. A representative of the Public Education Community;
- E. A local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education;
- F. A person who is recognized by the local Veterans Service Office representing the veterans in the county;
- G. A person who is recognized by the Florida Association for Community Action (President or Designee) as representing the economically disadvantaged in the county;
- H. A person over sixty years of age representing the elderly in the county;
- I. A person with a disability representing persons with disabilities in the county;
- J. Two citizen advocate representatives in the county, one who must be a person who uses the transportation service(s) of the system as their primary means of transportation;
- K. A local representative of children at risk;
- L. A local representative of the Florida Department of Elder Affairs;
- M. A local representative of the local medical community;
- N. A representative of the Southwest Florida Regional Workforce Development Board;
- O. An experienced representative of the local private for profit transportation industry. If such representative is not available, a local private non-profit representative will be appointed, except where said representative is also the CTC, or a transportation provider under contract to the management company for the CTC;
- P. A representative of the Florida Agency for Health Care Administration; and
- Q. A local representative of the Agency for Persons with Disabilities.

Since Collier Area Transit (CAT) is operated by the Collier County Board of County Commissioners, which is also the CTC, it is not represented on the LCB, pursuant to Rule 41-2.012, Florida Administrative Code.

## **Section 2: Alternate Members**

Alternates are to be appointed in writing to the MPO by an agency representative. Non-agency alternates may be appointed by the MPO, if desired. Each alternate may vote only in the absence of that member on a one-vote-per-member basis. Alternates for a LCB member who cannot

attend a meeting must be a representative of the same interest as the primary member.

### **Section 3: Non-Voting Members**

Upon a majority vote of a quorum of the LCB, technical advisors (non-voting members) may be recommended to the Collier MPO for its approval for the purpose of providing the LCB with technical advice as necessary.

### **Section 4: Terms of Appointment**

Except for the Chairperson and state agency representatives, the non-agency members of the LCB shall be appointed for three (3) year terms. The Chairperson shall serve until being replaced by the Collier MPO. No employee of a CTC, or transportation provider under contract to the management company for the CTC, shall serve as a voting member of the LCB. However, an elected official serving as Chairperson of the LCB, or another governmental employee - who is not employed for the purpose of making provisions for transportation and is not directly supervised by the CTC - may serve as a voting member of the LCB.

### **Section 5: Termination of Membership**

Any member of the LCB may resign at any time by notice in writing to the Chairperson. Unless otherwise specified in such notice, such resignation shall take effect upon receipt thereof by the Chairperson. Each member of the LCB is expected to demonstrate his/her interest in the LCB's activities through attendance of the scheduled meetings, except for reasons of an unavoidable nature. In each instance of an unavoidable absence, the absent member should ensure that his/her alternate will attend. The Collier MPO shall review, and consider rescinding, the appointment of any voting member of the LCB who fails to attend three (3) consecutive regularly meetings or four of the previous six regularly scheduled meetings. If the Collier MPO Board determines that the number of absences incurred by a LCB member (excused or unexcused) is unacceptable, it may remove that member by a majority vote of the MPO Board members present.

Each member of the LCB is expected to conduct himself/herself in a professional and ethical manner. If it is found that a LCB member has engaged in practices that do not comply with Section 112.3143, *Florida Statutes*, or has otherwise conducted himself/herself in an unethical or unprofessional manner, the Collier MPO staff shall recommend to the MPO Board that he/she be removed. The Collier MPO Board may remove such a member by a majority vote of the MPO members present.

## **ARTICLE IV: OFFICERS AND DUTIES**

### **Section 1: Number**

The officers of the LCB shall be a Chairperson and a Vice-Chairperson.

### **Section 2: Chairperson**



The Collier MPO Board shall appoint an elected official from Collier County or one of its municipalities to serve as the official Chairperson for all LCB meetings. The Chairperson shall preside at all meetings, and in the event of his/her absence, or at his/her direction; the Vice-Chairperson shall assume the powers and duties of the Chairperson. The Chairperson shall serve until their elected term of office has expired or replaced by the Collier MPO.

### **Section 3: Vice-Chairperson**

The LCB shall hold a meeting each year for the purpose of electing a Vice-Chairperson. The Vice-Chairperson shall be elected by a majority vote of a quorum of the LCB members. The Vice-Chairperson shall serve a term of one year starting with the next meeting. In the event of the Chairperson's absence, the Vice-Chairperson shall assume the duties of the Chairperson and conduct the meeting. The Vice-Chairperson may serve more than one term.

## **ARTICLE V: LCB MEETINGS**

### **Section 1: Regular Meetings**

The LCB shall meet as often as necessary in order to meet its responsibilities. However, as required by Chapter 427.0157, *Florida Statutes*, the LCB shall meet at least quarterly.

### **Section 2: Notice of Meetings**

Notices and tentative agendas shall be sent to all LCB members, other interested parties, and the news media within a reasonable amount of time prior to the LCB meeting. Such notice shall state the date, time and the place of the meeting.

### **Section 3: Quorum**

A quorum shall exist to conduct LCB business when there is an in-person attendance of four (4) of the voting LCB members, or their designated alternates.

### **Section 4: Voting**

At all meetings of the LCB at which a quorum is present, all matters, except as otherwise expressly required by law or these By-Laws, shall be decided by the vote of a majority of the members of the LCB present.

### **Section 5: By-Laws and Parliamentary Procedures**

The LCB shall develop and adopt a set of by-laws. The by-laws shall state that the LCB will conduct business using parliamentary procedures according to Robert's Rules of Order, except when in conflict with these By-Laws. The by-laws shall be reviewed, updated (if necessary) and adopted annually.

#### **Section 6: Public Meetings**

All meetings of the LCB and its committees are open to the public, and all activities of the LCB are subject to the “Sunshine Laws” also known as the Florida Government in the Sunshine regulations, Chapter 286, *Florida Statutes*.

### **ARTICLE VI: STAFF**

#### **Section 1: General**

The MPO shall provide the LCB with sufficient staff support and resources to enable the LCB to fulfill its responsibilities as set forth in Chapter 427.0157, *Florida Statutes*. These responsibilities include providing sufficient staff to manage and oversee the operations of the LCB and assist in the scheduling of meetings, preparing meeting agenda packets, and other necessary administrative duties as required by the LCB within the limits of the resources available.

### **ARTICLE VII: LCB DUTIES**

#### **Section 1: LCB Duties**

The LCB shall perform the following duties as specified in Rule 41-2, *F.A.C.*

1. Maintain official meeting minutes, including an attendance roster, reflecting official actions and provide a copy of same to the Commission for the Transportation Disadvantaged (TD Commission), and the Chairperson of the Collier MPO.
2. Review and approve the Memorandum of Agreement between the Florida TD Commission and the Collier County CTC and the Transportation Disadvantaged Service Plan (TDSP). The LCB shall ensure that the TDSP has been developed by involving all appropriate parties in the process.
3. On a continuing basis, monitor services provided under the approved service plan. When requested, assist the CTC in establishing eligibility guidelines and trip priorities.
4. Annually, provide the Collier MPO with an evaluation of the CTC's performance in general and relative to Insurance, Safety Requirements and TD Commission standards as referenced in Rule 41-2.006 F.A.C., and the performance results of the most recent TDSP (41-2.012(5)(b) F.A.C.). As part of the CTC's performance, the LCB shall also set an annual percentage goal increase (or establish a percentage) for the number of trips provided within the system to be on public transit. The LCB shall utilize the Commission's Quality Assurance Performance Evaluation Tool to evaluate the performance of the CTC. This evaluation tool and summary will be submitted to the Commission upon approval

by the LCB.

5. In cooperation with the Coordinator CTC, review and provide recommendations to the TD Commission on all applications for local, state, or federal funds relating to transportation of the transportation disadvantaged in the county to ensure that any expenditures within the county are provided in the most cost effective and efficient manner. The LCB shall develop and implement a process by which the LCB and CTC have an opportunity to become aware of any federal, state, or local government funding requests and provide recommendations regarding the expenditure of such funds.
6. Review coordination strategies for service provision to the transportation disadvantaged in the designated service area to seek innovative ways to improve cost effectiveness, efficiency, safety, working hours and types of service in an effort to increase ridership to a broader population. Such strategies should also encourage multi-county and regional transportation service agreements between area CTCs and consolidation of adjacent counties when it is appropriate and cost effective to do so and seek the involvement of the private and public sector, volunteers, public transit, school districts, elected officials and any others in any plan for improved service delivery.
7. Appoint a Grievance committee to serve as a mediator to process, investigate, resolve complaints from agencies, users, potential users of the system and the CTC in the designated service area, and make recommendations to the LCB for improvement of service. The LCB shall establish procedures to provide regular opportunities for issues to be brought before such committee and to address them in a timely manner in accordance with the Commission's Local Grievance Guidelines. Members appointed to the committee shall be voting members of the LCB.
8. In coordinating with the CTC, jointly develop applications for funds that may become available.
9. Review and recommend approval of the Transportation Development Service Plan for consistency with approved minimum guidelines and the goals and objectives of the Board. The Transportation Development Service Plan shall include a vehicle inventory of those vehicles purchased with transportation-disadvantaged funds.
10. Evaluate multi-county or regional transportation opportunities (Fla. Stat. § 427.0157(6), as amended).
11. Annually hold a public hearing for the purpose of receiving input on unmet transportation needs or any other areas that relate to the local transportation services.
12. Work cooperatively with regional workforce boards established in chapter 445 to provide assistance in the development of innovative transportation services for

participants in the welfare transition program (Fla. Stat. § 427.0157(7), as amended).

#### ARTICLE VIII: SUBCOMMITTEES

##### Section 1: Subcommittees

Upon a majority vote of a quorum of the LCB, subcommittees shall be designated by the Chair as necessary to investigate and report on specific subject areas of interest to the LCB and to deal with administrative and legislative procedures.

#### ARTICLE IX: COMMUNICATION WITH OTHER AGENCIES AND ENTITIES

##### Section 1: General

The Collier MPO authorizes the LCB to communicate directly with other agencies and entities as necessary to carry out its duties and responsibilities in accordance with Rule 41-2 *F.A.C.*

#### ARTICLE X: CERTIFICATION

The undersigned hereby certifies that he/she is the Chairperson of the Collier County Transportation Disadvantaged Local Coordinating Board and that the foregoing is a full, true and correct copy of the By-laws of this LCB as endorsed on May 4, 2022 by the Collier County Transportation Disadvantaged Local Coordinating Board and subsequently adopted by the Collier Metropolitan Planning Organization on May 13, 2022.

Deleted: October 28

Deleted: 2020

Deleted: November

Deleted:

Deleted: 2020

\_\_\_\_\_  
Andy Solis, LCB Chairperson

Deleted: Donna Fiala



**METROPOLITAN PLANNING ORGANIZATION**

By: \_\_\_\_\_  
Paul Perry, MPO Chairperson

Deleted: Elaine Middelstaedt

Attested By: \_\_\_\_\_  
Anne McLaughlin, MPO Executive Director

**Approved as to form and legality:**

**COLLIER COUNTY ATTORNEY**

By: \_\_\_\_\_  
Scott R. Teach, Deputy County Attorney



**BY-LAWS**

**of the**

**COLLIER COUNTY  
Transportation Disadvantaged  
Local Coordinating Board**

**Endorsed by LCB: May 4, 2022**  
**Adopted by MPO: May 13, 2022**

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	Chairperson .....	3
	Vice-Chairperson .....	4
V	LCB Meetings .....	4
	Regular Meetings .....	4
	Notice of Meetings .....	4
	Quorum .....	4
	Voting .....	4
	Parliamentary Procedures .....	4
	Public Meetings .....	5
VI	Staff.....	5
	General .....	5
VII	LCB Duties .....	5
	LCB Duties .....	5

<b>VIII</b>	<b>Subcommittees .....</b>	<b>7</b>
	<b>Subcommittees .....</b>	<b>7</b>
<b>IX</b>	<b>Communications with other Agencies and Entities .....</b>	<b>7</b>
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**BY-LAWS OF THE  
COLLIER COUNTY TRANSPORTATION DISADVANTAGED  
LOCAL COORDINATING BOARD**

**ARTICLE I: PREAMBLE**

**Section 1: Preamble**

The following sets forth the By-Laws, which shall serve to guide the proper functioning of the coordination of transportation services provided to the transportation disadvantaged through the Collier County Transportation Disadvantaged Program. The intent is to provide procedures and policies for fulfilling the requirements of Chapter 427, *Florida Statutes*, Rule 41-2, *Florida Administrative Code (FAC)*, and subsequent laws setting forth requirements for the coordination of transportation services to the transportation disadvantaged.

**ARTICLE II: NAME AND PURPOSE**

**Section 1: Name**

The name of the Local Coordinating Board shall be the Collier County Transportation Disadvantaged Local Coordinating Board (LCB).

**Section 2: Purpose**

The primary purpose of the LCB is to assist the Collier Metropolitan Planning Organization (MPO) in identifying local service needs and providing information, advice and direction to the Community Transportation Coordinator (CTC) on the coordination of services to be provided to the transportation disadvantaged pursuant to Chapter 427.0157, *Florida Statutes*.

**ARTICLE III: MEMBERSHIP, APPOINTMENT, TERM OF OFFICE,  
AND TERMINATION OF MEMBERSHIP**

**Section 1: Voting Members**

In accordance with Rule 41-2.012, Florida Administration Code, all members of the Board shall be appointed by the designated official planning agency. The designated official planning agency for Collier County is the Collier Metropolitan Planning Organization (MPO). The following agencies or groups shall be represented on the LCB as voting members:

- A. A Collier County elected official, who has been appointed to serve as chairperson;
- B. A local representative of the Florida Department of Transportation;
- C. A local representative of the Florida Department of Children and Family Services;

- D. A representative of the Public Education Community;
- E. A local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education;
- F. A person who is recognized by the local Veterans Service Office representing the veterans in the county;
- G. A person who is recognized by the Florida Association for Community Action (President or Designee) as representing the economically disadvantaged in the county;
- H. A person over sixty years of age representing the elderly in the county;
- I. A person with a disability representing persons with disabilities in the county;
- J. Two citizen advocate representatives in the county, one who must be a person who uses the transportation service(s) of the system as their primary means of transportation;
- K. A local representative of children at risk;
- L. A local representative of the Florida Department of Elder Affairs;
- M. A local representative of the local medical community;
- N. A representative of the Southwest Florida Regional Workforce Development Board;
- O. An experienced representative of the local private for profit transportation industry. If such representative is not available, a local private non-profit representative will be appointed, except where said representative is also the CTC, or a transportation provider under contract to the management company for the CTC;
- P. A representative of the Florida Agency for Health Care Administration; and
- Q. A local representative of the Agency for Persons with Disabilities.

Since Collier Area Transit (CAT) is operated by the Collier County Board of County Commissioners, which is also the CTC, it is not represented on the LCB, pursuant to Rule 41-2.012, Florida Administrative Code.

## **Section 2: Alternate Members**

Alternates are to be appointed in writing to the MPO by an agency representative. Non-agency alternates may be appointed by the MPO, if desired. Each alternate may vote only in the absence of that member on a one-vote-per-member basis. Alternates for a LCB member who cannot



attend a meeting must be a representative of the same interest as the primary member.

### **Section 3: Non-Voting Members**

Upon a majority vote of a quorum of the LCB, technical advisors (non-voting members) may be recommended to the Collier MPO for its approval for the purpose of providing the LCB with technical advice as necessary.

### **Section 4: Terms of Appointment**

Except for the Chairperson and state agency representatives, the non-agency members of the LCB shall be appointed for three (3) year terms. The Chairperson shall serve until being replaced by the Collier MPO. No employee of a CTC, or transportation provider under contract to the management company for the CTC, shall serve as a voting member of the LCB. However, an elected official serving as Chairperson of the LCB, or another governmental employee - who is not employed for the purpose of making provisions for transportation and is not directly supervised by the CTC - may serve as a voting member of the LCB.

### **Section 5: Termination of Membership**

Any member of the LCB may resign at any time by notice in writing to the Chairperson. Unless otherwise specified in such notice, such resignation shall take effect upon receipt thereof by the Chairperson. Each member of the LCB is expected to demonstrate his/her interest in the LCB's activities through attendance of the scheduled meetings, except for reasons of an unavoidable nature. In each instance of an unavoidable absence, the absent member should ensure that his/her alternate will attend. The Collier MPO shall review, and consider rescinding, the appointment of any voting member of the LCB who fails to attend three (3) consecutive regularly meetings or four of the previous six regularly scheduled meetings. If the Collier MPO Board determines that the number of absences incurred by a LCB member (excused or unexcused) is unacceptable, it may remove that member by a majority vote of the MPO Board members present.

Each member of the LCB is expected to conduct himself/herself in a professional and ethical manner. If it is found that a LCB member has engaged in practices that do not comply with Section 112.3143, *Florida Statutes*, or has otherwise conducted himself/herself in an unethical or unprofessional manner, the Collier MPO staff shall recommend to the MPO Board that he/she be removed. The Collier MPO Board may remove such a member by a majority vote of the MPO members present.

## **ARTICLE IV: OFFICERS AND DUTIES**

### **Section 1: Number**

The officers of the LCB shall be a Chairperson and a Vice-Chairperson.

### **Section 2: Chairperson**

The Collier MPO Board shall appoint an elected official from Collier County or one of its municipalities to serve as the official Chairperson for all LCB meetings. The Chairperson shall preside at all meetings, and in the event of his/her absence, or at his/her direction; the Vice-Chairperson shall assume the powers and duties of the Chairperson. The Chairperson shall serve until their elected term of office has expired or replaced by the Collier MPO.

### **Section 3: Vice-Chairperson**

The LCB shall hold a meeting each year for the purpose of electing a Vice-Chairperson. The Vice-Chairperson shall be elected by a majority vote of a quorum of the LCB members. The Vice-Chairperson shall serve a term of one year starting with the next meeting. In the event of the Chairperson's absence, the Vice-Chairperson shall assume the duties of the Chairperson and conduct the meeting. The Vice-Chairperson may serve more than one term.

## **ARTICLE V: LCB MEETINGS**

### **Section 1: Regular Meetings**

The LCB shall meet as often as necessary in order to meet its responsibilities. However, as required by Chapter 427.0157, *Florida Statutes*, the LCB shall meet at least quarterly.

### **Section 2: Notice of Meetings**

Notices and tentative agendas shall be sent to all LCB members, other interested parties, and the news media within a reasonable amount of time prior to the LCB meeting. Such notice shall state the date, time and the place of the meeting.

### **Section 3: Quorum**

A quorum shall exist to conduct LCB business when there is an in-person attendance of four (4) of the voting LCB members, or their designated alternates.

### **Section 4: Voting**

At all meetings of the LCB at which a quorum is present, all matters, except as otherwise expressly required by law or these By-Laws, shall be decided by the vote of a majority of the members of the LCB present.

### **Section 5: By-Laws and Parliamentary Procedures**

The LCB shall develop and adopt a set of by-laws. The by-laws shall state that the LCB will conduct business using parliamentary procedures according to Robert's Rules of Order, except when in conflict with these By-Laws. The by-laws shall be reviewed, updated (if necessary) and adopted annually.



## **Section 6: Public Meetings**

All meetings of the LCB and its committees are open to the public, and all activities of the LCB are subject to the “Sunshine Laws” also known as the Florida Government in the Sunshine regulations, Chapter 286, *Florida Statutes*.

## **ARTICLE VI: STAFF**

### **Section 1: General**

The MPO shall provide the LCB with sufficient staff support and resources to enable the LCB to fulfill its responsibilities as set forth in Chapter 427.0157, *Florida Statutes*. These responsibilities include providing sufficient staff to manage and oversee the operations of the LCB and assist in the scheduling of meetings, preparing meeting agenda packets, and other necessary administrative duties as required by the LCB within the limits of the resources available.

## **ARTICLE VII: LCB DUTIES**

### **Section 1: LCB Duties**

The LCB shall perform the following duties as specified in Rule 41-2, *F.A.C.*

1. Maintain official meeting minutes, including an attendance roster, reflecting official actions and provide a copy of same to the Commission for the Transportation Disadvantaged (TD Commission), and the Chairperson of the Collier MPO.
2. Review and approve the Memorandum of Agreement between the Florida TD Commission and the Collier County CTC and the Transportation Disadvantaged Service Plan (TDSP). The LCB shall ensure that the TDSP has been developed by involving all appropriate parties in the process.
3. On a continuing basis, monitor services provided under the approved service plan. When requested, assist the CTC in establishing eligibility guidelines and trip priorities.
4. Annually, provide the Collier MPO with an evaluation of the CTC's performance in general and relative to Insurance, Safety Requirements and TD Commission standards as referenced in Rule 41-2.006 F.A.C., and the performance results of the most recent TDSP (41-2.012(5)(b) F.A.C.). As part of the CTC's performance, the LCB shall also set an annual percentage goal increase (or establish a percentage) for the number of trips provided within the system to be on public transit. The LCB shall utilize the Commission's Quality Assurance Performance Evaluation Tool to evaluate the performance of the CTC. This evaluation tool and summary will be submitted to the Commission upon approval



by the LCB.

5. In cooperation with the Coordinator CTC, review and provide recommendations to the TD Commission on all applications for local, state, or federal funds relating to transportation of the transportation disadvantaged in the county to ensure that any expenditures within the county are provided in the most cost effective and efficient manner. The LCB shall develop and implement a process by which the LCB and CTC have an opportunity to become aware of any federal, state, or local government funding requests and provide recommendations regarding the expenditure of such funds.
6. Review coordination strategies for service provision to the transportation disadvantaged in the designated service area to seek innovative ways to improve cost effectiveness, efficiency, safety, working hours and types of service in an effort to increase ridership to a broader population. Such strategies should also encourage multi-county and regional transportation service agreements between area CTCs and consolidation of adjacent counties when it is appropriate and cost effective to do so and seek the involvement of the private and public sector, volunteers, public transit, school districts, elected officials and any others in any plan for improved service delivery.
7. Appoint a Grievance committee to serve as a mediator to process, investigate, resolve complaints from agencies, users, potential users of the system and the CTC in the designated service area, and make recommendations to the LCB for improvement of service. The LCB shall establish procedures to provide regular opportunities for issues to be brought before such committee and to address them in a timely manner in accordance with the Commission's Local Grievance Guidelines. Members appointed to the committee shall be voting members of the LCB.
8. In coordinating with the CTC, jointly develop applications for funds that may become available.
9. Review and recommend approval of the Transportation Development Service Plan for consistency with approved minimum guidelines and the goals and objectives of the Board. The Transportation Development Service Plan shall include a vehicle inventory of those vehicles purchased with transportation-disadvantaged funds.
10. Evaluate multi-county or regional transportation opportunities (Fla. Stat. § 427.0157(6), as amended).
11. Annually hold a public hearing for the purpose of receiving input on unmet transportation needs or any other areas that relate to the local transportation services.
12. Work cooperatively with regional workforce boards established in chapter 445 to provide assistance in the development of innovative transportation services for

participants in the welfare transition program (Fla. Stat. § 427.0157(7), as amended).

## **ARTICLE VIII: SUBCOMMITTEES**

### **Section 1: Subcommittees**

Upon a majority vote of a quorum of the LCB, subcommittees shall be designated by the Chair as necessary to investigate and report on specific subject areas of interest to the LCB and to deal with administrative and legislative procedures.

## **ARTICLE IX: COMMUNICATION WITH OTHER AGENCIES AND ENTITIES**

### **Section 1: General**

The Collier MPO authorizes the LCB to communicate directly with other agencies and entities as necessary to carry out its duties and responsibilities in accordance with Rule 41-2 *F.A.C.*

## **ARTICLE X: CERTIFICATION**

The undersigned hereby certifies that he/she is the Chairperson of the Collier County Transportation Disadvantaged Local Coordinating Board and that the foregoing is a full, true and correct copy of the By-laws of this LCB as endorsed on May 4, 2022 by the Collier County Transportation Disadvantaged Local Coordinating Board and subsequently adopted by the Collier Metropolitan Planning Organization on May 13, 2022.

---

Andy Solis, LCB Chairperson

**METROPOLITAN PLANNING ORGANIZATION**

By: \_\_\_\_\_  
Paul Perry, MPO Chairperson

Attested By: \_\_\_\_\_  
Anne McLaughlin, MPO Executive Director

**Approved as to form and legality:**

**COLLIER COUNTY ATTORNEY**

By: \_\_\_\_\_  
Scott R. Teach, Deputy County Attorney



**EXECUTIVE SUMMARY**  
**BOARD ACTION**  
**ITEM 5B**

**Review and Approval of Proposed Rate Model**

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**OBJECTIVE:** To obtain the LCB's approval for the Fiscal Year 2022-23 Rate Model which derives annual unsubsidized rates per passenger trip for inclusion in the 2022 Transportation Disadvantaged Service Plan (TDSP) update and the FY 22-23 Trip and Equipment Grant.

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

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

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

Prepared By: Brandy Otero, Collier MPO Principal Planner

**ATTACHMENTS:**

1. FY 2022-2023 Proposed Rate Model Worksheet

**Preliminary Information Worksheet**

Version 1.4

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

## Check Applicable Characteristic:

**ORGANIZATIONAL TYPE:**

- ☒ Governmental
- ☐ Private Non-Profit
- ☐ Private For Profit

**NETWORK TYPE:**

- ☒ Fully Brokered
- ☐ Partially Brokered
- ☐ Sole Source

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

# Comprehensive Budget Worksheet

Version 1.4

CTC: Collier County Board of Commissioners  
County: Collier County

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

	Prior Year's <b>ACTUALS</b> from Oct 1st of <b>2020</b> to Sept 30th of <b>2021</b>	Current Year's <b>APPROVED</b> Budget, as amended from Oct 1st of <b>2021</b> to Sept 30th of <b>2022</b>	Upcoming Year's <b>PROPOSED</b> Budget from Oct 1st of <b>2022</b> to Sept 30th of <b>2023</b>	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price.  Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

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

### Local Non-Govt

Farebox	\$ 160,640	\$ 224,732	\$ 239,978	39.9%	6.8%	
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other	\$ 28,777	\$ 40,000	\$ 40,000	39.0%	0.0%	
<b>Bus Pass Program Revenue</b>						

### Local Government

District School Board						Costs are increasing. Due to the pandemic and lower trips, the Operators Contract was amended and increased in cost.
Compl. ADA Services						
County Cash	\$ -	\$ 3,311,782	\$ 3,839,689		15.9%	
County In-Kind, Contributed Services						
City Cash						
City In-kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
<b>Bus Pass Program Revenue</b>						

### CTD

Non-Spons. Trip Program	\$ 733,975	\$ 782,438	\$ 736,825	6.6%	-5.8%	
Non-Spons. Capital Equipment						
Rural Capital Equipment	\$ 23,573			-100.0%		
Other TD (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### USDOT & FDOT

49 USC 5307	\$ 1,553,777	\$ 603,920	\$ 604,200	-61.1%	0.0%	Additioanl 5307 funding from CARES Act was received in FY21. 5310 funding was rescinded by FDOT due to price increase and lack of contract. Funding reapplied in FY22.
49 USC 5310	\$ 460,283	\$ 899	\$ 269,660	-99.8%	29895.6%	
49 USC 5311 (Operating)						
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### AHCA

Medicaid						
Other AHCA (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### DCF

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

### DOH

Children Medical Services						
County Public Health						
Other DOH (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### DOE (state)

Carl Perkins						Reduced based on actuals and forecast.
Div of Blind Services						
Vocational Rehabilitation	\$ 4,660	\$ 7,011	\$ 5,046	50.5%	-28.0%	
Day Care Programs						
Other DOE (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### AWI

WAGES/Workforce Board						
Other AWI (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### DOEA

Older Americans Act	\$ 7,557	\$ 7,557	\$ -	0.0%	-100.0%	Services are not predicatable enough to budget revenues.
Community Care for Elderly						
Other DOEA (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### DCA

Community Services						
Other DCA (specify in explanation)						
<b>Bus Pass Admin. Revenue</b>						

# Comprehensive Budget Worksheet

Version 1.4

CTC: Collier County Board of Commissioners  
County: Collier County

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

	Prior Year's ACTUALS from Oct 1st of 2020 to Sept 30th of 2021	Current Year's APPROVED Budget, as amended from Oct 1st of 2021 to Sept 30th of 2022	Upcoming Year's PROPOSED Budget from Oct 1st of 2022 to Sept 30th of 2023	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price.  Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

## APD

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

## DJJ

(specify in explanation)					
Bus Pass Program Revenue					

## Other Fed or State

xxx					
xxx					
xxx					
Bus Pass Program Revenue					

## Other Revenues

Interest Earnings	\$ 998	\$ -	\$ -	-100.0%	
xxxx					
xxxx					
Bus Pass Program Revenue					

## Balancing Revenue to Prevent Deficit

Actual or Planned Use of Cash Reserve	\$ -	\$ 146,230	\$ 102,522		
---------------------------------------	------	------------	------------	--	--

Balancing Revenue is Short By =		None	None		
Total Revenues =	\$2,974,240	\$5,124,569	\$5,837,920	72.3%	13.9%

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

### Operating Expenditures

Labor	\$ 62,562	\$ 59,879	\$ 64,100	-4.3%	7.0%
Fringe Benefits	\$ 20,961	\$ 25,522	\$ 27,300	21.8%	7.0%
Services	\$ 433,824	\$ 423,100	\$ 475,200	-2.5%	12.3%
Materials and Supplies	\$ 508,643	\$ 674,900	\$ 790,800	32.7%	17.2%
Utilities	\$ 43,088	\$ 58,000	\$ 62,100	34.6%	7.1%
Casualty and Liability	\$ 6,154	\$ 15,400	\$ 16,500	150.2%	7.1%
Taxes	\$ -				
Purchased Transportation:					
Purchased Bus Pass Expenses					
School Bus Utilization Expenses					
Contracted Transportation Services	\$ 2,636,771	\$ 3,701,539	\$ 4,081,900	40.4%	10.3%
Other					
Miscellaneous	\$ 54,997	\$ 19,000	\$ 20,400	-65.5%	7.4%
Operating Debt Service - Principal & Interest					
Leases and Rentals					
Contrib. to Capital Equip. Replacement Fund					
In-Kind, Contributed Services	\$ -	\$ -	\$ -		
Allocated Indirect					

### Capital Expenditures

Equip. Purchases with Grant Funds	\$ 483,855	\$ 899	\$ 269,660	-99.8%	29895.6%
Equip. Purchases with Local Revenue	\$ 53,762	\$ 100	\$ 29,960	-99.8%	29860.0%
Equip. Purchases with Rate Generated Rev.					#VALUE!
Capital Debt Service - Principal & Interest					
	\$ 1,860,724	\$ 146,230		-92.1%	-100.0%

ACTUAL YEAR LOSS	(\$3,191,101)				
Total Expenditures =	\$6,165,341	\$5,124,569	\$5,837,920	-16.9%	13.9%

See NOTES Below.

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

Actual year LOSSES are shown as Balancing Revenue or Local Non-Government revenue.

**County:** Collier County

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





## 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 Projected Passenger Miles = 1,490,915

Rate Per Passenger Mile = \$ 2.74

Total Projected Passenger Trips = 105,000

Rate Per Passenger Trip = \$ 38.92

Fiscal Year

2022 - 2023

Avg. Passenger Trip Length = 14.2 Miles

### Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = \$ 3.92

Rate Per Passenger Trip = \$ 55.60

**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

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

CTC: Collier County E Version 1.4  
County: Collier County

### 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	STOP! 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  
☐ Pass. Mile

**Leave Blank**
3. If you answered Yes to # 1 and completed # 2, for how many of the projected  
Passenger Trips / Passenger Miles will a passenger be accompanied by an escort?  Leave Blank
4. How much will you charge each escort?.....  Leave Blank

### SECTION IV: Group Service Loading

1. If the message "**You Must Complete This Section**" appears to the right, what is the projected total  
number of Group Service Passenger Miles? (otherwise leave blank).....  32,186  
..... And what is the projected total number of Group Vehicle Revenue Miles?  22,990  
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: 2022 - 2023				
		Ambul	Wheel Chair	Stretcher	Group	
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =		1,236,498	222,230	Leave Blank	32,186	
Rate per Passenger Mile =		\$2.49	\$4.27	\$0.00	\$1.78	\$2.49
					per passenger	per group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =		81,113	17,103	Leave Blank	6,784	
Rate per Passenger Trip =		\$35.45	\$60.77	\$0.00	\$25.32	\$35.45
					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 =		\$2.49	\$4.27	\$0.00	\$1.78	\$2.49
					per passenger	per group

Rate per Passenger Mile =

Rate per Passenger Trip =

Rates If No Revenue Funds Were Identified As Subsidy Funds				
Ambul	Wheel Chair	Stretcher	Group	
\$3.56	\$6.10	\$0.00	\$2.54	\$3.56
			per passenger	per group
Ambul	Wheel Chair	Stretcher	Group	
\$50.64	\$86.81	\$0.00	\$36.17	\$50.64
			per passenger	per group
Program These Rates Into Your Medicaid Encounter Data				

**EXECUTIVE SUMMARY**  
**BOARD ACTION**  
**ITEM 5C**

**Approval of the Community Transportation Coordinator (CTC) Local Coordinating Board (LCB) Evaluation.**

---

**OBJECTIVE:** To review and approve the annual CTC Evaluation.

**CONSIDERATIONS:** As a requirement of the Florida Commission for Transportation Disadvantaged (CTD) Planning Grant, the LCB must conduct an annual an evaluation of the CTC. This evaluation must be completed and submitted to the CTD prior to the end of the fiscal year (June 30, 2020). The CTC evaluation is included as an appendix in the Transportation Disadvantaged Service Plan (TDSP) annual report. The MPO staff, along with a LCB member, completed the annual evaluation of the CTC, shown as **Attachment 1**.

The Public Transit and Neighborhood Enhancement (PTNE) Department is designated to act as the CTC for Collier County. The PTNE Department has provided a response to the CTC evaluation, shown as **Attachment 2**.

The CTC evaluation will be presented to the MPO Board for ratification on June 10<sup>th</sup>.

**STAFF RECOMMENDATIONS:** Review, comment and approve the FY 2020-21 CTC evaluation.

Prepared By: Brandy Otero, Collier MPO Principal Planner

**ATTACHMENTS:**

1. FY 2020-21 CTC Evaluation
2. PTNE Department's response to the CTC Evaluation

# ***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:** \_\_\_\_\_

## 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 contracts for compliance with 427.0155(1), F.S.**

***“Execute uniform contracts for service using a standard contract, which includes performance standards for operators.”***

ARE YOUR CONTRACTS UNIFORM? ☐ Yes ☐ No

IS THE CTD’S STANDARD CONTRACT UTILIZED? ☐ Yes ☐ No

DO THE CONTRACTS INCLUDE PERFORMANCE STANDARDS FOR THE TRANSPORTATION OPERATORS AND COORDINATION CONTRACTORS?

☐ Yes ☐ No

DO THE CONTRACTS INCLUDE THE PROPER LANGUAGE CONCERNING PAYMENT TO SUBCONTRACTORS? (Section 21.20: Payment to Subcontractors, T&E Grant, and FY)

☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Operator Name	Exp. Date	SSPP	AOR Reporting	Insurance

## 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?

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	
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	
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>&lt; 1.2 accidents per 100,000 miles</small>	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Roadcalls <i>Average age of fleet: 3.68 yr</i>	CTC	CTC	
	Operator A <small>&gt;10,000 miles between roadcalls</small>	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Complaints <i>Number filed: 27</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:

Recommendations:

## 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: \_\_\_\_\_

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

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

**Note: Attach the manifest**

Date: 04/12/2022

Run ID: 315

Driver ID: Skarstad Arne

## Run Manifest

Stop information					Passenger information					Late* (with noshows): 0			
Arrival		Duration (min.)	Address	Mileage at Stop	Passengers	Status	Mobility	Funding Source	PCA	Other Passengers	Fare Type	Cash Collected	
Sched	Rep												
06:51	06:51	0	COLLIER AREA PARA TRANSIT 8300 Radio Rd Naples	80717									
07:21	07:22	1	14815 Indigo Lakes Cir NAPLES	80726	P: SINGLETON ROBERT (#111278)	comp	AM	TD	0	0	Cash(1)	4.00 (0.00)	
07:42	07:42	1	6551 Bur Oaks Ln Naples	80732	D: SINGLETON ROBERT (#111278)							0.00	
08:00	08:07	3	COLLIER AREA PARA TRANSIT 8300 Radio Rd Naples	80741									
08:19	08:21	4	10615 NOAHS CIRCLE NAPLES	80743	P: GARCIA-CABRERA LILIA (#115873)	comp	AM	ADA	0	0	Cash(1)	1.00 (0.00)	
					P: PITA ARACELY (#116018)	comp	AM	ADA	0	0	Ticket(1)	0.00 (0.00)	
08:34	08:38	2	Golden Gate Senior Center   Coronado Pkw 4898 Coronado Pkw Naples	80746	D: GARCIA-CABRERA LILIA (#115873)							0.00	
					D: PITA ARACELY (#116018)							0.00	
09:02	08:59	0	530 21st St SW Naples	80753	P: MAIOCCO LISA (#111553)	comp	AM	TD	0	0	Cash(1)	1.00 (0.00)	
09:44	09:37	1	NAPLES TOMATO 14700 Tamiami Trl N Naples	80768	D: MAIOCCO LISA (#111553)							0.00	
09:50	09:49	6	US RENAL 2700 Immokalee Rd Naples	80773	P: BAUTISTA REYES MARIA (#111090)	comp	AM	TD	0	0	Cash(1)	4.00 (0.00)	
11:04	10:39	6	4180 60th Ave Ne NAPLES	80793	D: BAUTISTA REYES MARIA (#111090)							0.00	
11:38	11:28	5	3521 6th Ave Ne NAPLES	80803	P: ROOKSTOOL GARY (#114296)	comp	AM	TD	0	0	Cash(1)	3.00 (0.00)	
12:23	12:01	0	Clinic 6376 PINE RIDGE RD Naples	80817	D: ROOKSTOOL GARY (#114296)							0.00	
12:07	12:07	0	Clinic 6376 PINE RIDGE RD Naples	80817	P: SOTO MICHAEL (#117182)	comp	WC	ADA	0	0	Balance(1)	0.00 (0.00)	
12:15	12:14	3	5259 Hemingway Ln E Naples	80819	D: SOTO MICHAEL (#117182)							0.00	
12:17	12:25	29	5259 Hemingway Ln E Naples	80821									



## **Rider/Beneficiary Survey**

**Number of trips 3/8/22: 291**

**Number of rider/beneficiary surveys obtained: 30**

### **Funding**

ADA: 23

TDC: 7

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

No: 30

Yes: 0

### **2. How often do you normally obtain transportation?**

1-2 Times/Week: 5      3-5 Times/Week: 21      Daily 7 Days/Week: 3

Other: 1 6 days/Week

### **3. Have you ever been denied transportation?**

Yes: 3

No: 27

Reasons:

- Service denials due to driver shortage per respondents

### **4. What do you normally use the service for?**

Type of use	Number of respondent's answers
Medical	<u>10</u>
Employment	<u>4</u>
Nutritional	<u>5</u>
Education/Training/Day Care	<u>20</u>
Life-Sustaining/Other	<u>6</u>

\*Several passengers provided multiple answers

**5. Did you have a problem with your trip**

No: 23

Yes: 7

Type of Problem	Number of respondent's answers
Advance Notice	<u>1</u>
Pick up times not convenient	
Assistance	<u>1</u>
Service Area Limits	
Cost	
Late pick up/ specify time of wait	<u>5</u>
Accessibility	
Late return pick up	<u>5</u>

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

Average of all 30 respondents:

Table below shows the number of respondents that chose each specific rating number used to calculate the average rating of 8.43.

Rating	Number of respondents chose specific rating
1	
4	1
5	1
6	1
6.5	
7	4
8	9
8.5	
9	2
9.5	
9.9	1
10	11

## **7. What does transportation mean to you?**

- Bus Drivers are wonderful. Service provides freedom and ability to connect with others.
- Service has been a blessing. Drivers are wonderful, and the service is wonderful. Using the CAT system has provided financial relief.
- Is a vital service for him.
- The service is a lifeline for a lot of people.

### **Additional Comments:**

- Delay of return trips has created issues. Patient has dementia and has been let off the bus without escorting him to the house entry door.
- The client has door to door service, however the bus will on occasion honk its horn and the client does not hear them since he is inside the house and he is left behind and is marked as a no show. Please make sure the driver goes to the door and knocks to alert them they are here.
- There has been some inconsistent pick up and delivery especially with COVID.
- Would like to have a call if the service is running late so she can make sure she is able to be waiting for the bus at the end of the driveway without having to stand outside for a long time. Client uses a walker and standing can be an issue at times.
- Sometimes it would take up to 3 hours to get to home during driver shortage. The delay seems to have improved since additional drivers have been hired.
- Sometimes the service is late, but it is getting better. Understands there is a driver shortage.
- Drivers are doing their best, and the new drivers do not seem to be familiar with the town.

- Bus sometimes arrives early and does not wait for the client and rescheduling a pick-up has been difficult. There was an issue between the driver and client however that has been resolved.
- A "do not reply" text notice to let the caretaker know the client is on the bus and has arrived at destination would be appreciated.
- Driver mix up on a recent pick-up. Issue resolved at pick-up.  
Recommended that drivers check that riders are on correct bus at pick-up before it departs.
- Very pleased with the service.
- Expressed concerns over driver shortage and delays.
- Satisfied with service especially when Andy drives.

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	392,973
Unduplicated Head Count	1,642



Trips By Type of Service	2019	2020	2021
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	77,945	69,753	54,053
Paratransit	39,640	34,384	59,545
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
<b>TOTAL TRIPS</b>	<b>117,585</b>	<b>104,137</b>	<b>113,598</b>

#### Passenger Trips By Trip Purpose

Medical	43,133	42,377	38,522
Employment	14,256	13,466	15,164
Ed/Train/DayCare	16,982	13,209	45,081
Nutritional	14,907	11,227	424
Life-Sustaining/Other	28,307	23,858	14,407
<b>TOTAL TRIPS</b>	<b>117,585</b>	<b>104,137</b>	<b>113,598</b>

#### Passenger Trips By Revenue Source

CTD	27,232	22,043	16,967
AHCA	3,626	0	0
APD	0	0	34,387
DOEA	96	137	105
DOE	0	0	0
Other	86,631	81,957	62,139
<b>TOTAL TRIPS</b>	<b>117,585</b>	<b>104,137</b>	<b>113,598</b>

#### Trips by Provider Type

CTC	0	0	0
Transportation Operator	105,273	91,933	71,125
Coordination Contractor	12,312	12,204	42,473
<b>TOTAL TRIPS</b>	<b>117,585</b>	<b>104,137</b>	<b>113,598</b>

Vehicle Data	2019	2020	2021
Vehicle Miles	2,224,740	1,301,882	1,161,501
Roadcalls	116	103	14
Accidents	23	11	4
Vehicles	70	51	44
Drivers	67	51	34

#### Financial and General Data

Expenses	\$5,818,222	\$5,990,895	\$5,490,244
Revenues	\$5,211,529	\$5,298,405	\$4,794,953
Commendations	2	0	4
Complaints	43	32	27
Passenger No-Shows	4,135	6,717	4,880
Unmet Trip Requests	16	14	10

#### Performance Measures

Accidents per 100,000 Miles	1.03	0.84	0.34
Miles between Roadcalls	19,179	12,640	82,964
Avg. Trips per Passenger	28.41	43.39	69.18
Cost per Trip	\$49.48	\$57.53	\$48.33
Cost per Paratransit Trip	\$49.48	\$57.53	\$48.33
Cost per Total Mile	\$2.62	\$4.60	\$4.73
Cost per Paratransit Mile	\$2.62	\$4.60	\$4.73

## 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				
<b>Total</b>				

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?

# Memorandum

To: Brandy Otero, Collier MPO Principal Planner  
From: Omar Deleon, Transit Manager  
Date: April 22, 2022  
Subject: Response to 2022 CTC Evaluation

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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 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.

**CTC Response:**

The CTC accepts the review.

**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:**

Furthering the above note goal, the CTC's eligibility screening process evaluates potential Fixed Route opportunities and educate passengers on available options as appropriate for the individual's travel needs consistent with Strategy 2.1.4 of the TDSP.

Discussion is still recommended between the LCB and the CTC to determine an appropriate measure for increasing usage of Public Transit and the measure will be added to next TDSP update as deemed appropriate.

**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. No additional comments.

**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:**

No findings or recommendations.

**CTC Response:**

The CTC accepts the review.

**Compliance with Commission Standards – *"shall adhere to Commission approved standards..."***

**Findings:**

*The TDSP complies with all Commission standards.*

**Recommendations:**

*The CTC is commended for complying with Commission standards.*

**CTC Response:**

The CTC accepts the review and appreciates the commendation.

**Compliance with Local Standards - *"...shall adhere to Commission approved standards..."***

**Findings:**

As part of the evaluation, the CTC's on time performance for the year was evaluated. The CTC met the on time performance goal of 90% for FY 20/21 (7/1/20-6/30/21). The on time performance for the year was 93%. This figure was obtained from monthly on time performance identified in the CTC quarterly reports presented to the LCB. For the purposes of reporting, only overall on time performance is calculated.

PTNE also tracks the zero minute late to thirty minutes early for work and medical trips on time performance measure separately at the request of the LCB. During the last review there was only 2 months of data available and the average OTP for that time period was 54%. For this review period, a full twelve months of data was available and the OTP increased to 65%. Each month the OTP continues to improve. As of June 2021, the OTP for work/med trips was reported to be 74%.

**Recommendations:**

The paratransit system is an essential service that continues to provide mobility options to the citizens of Collier County. The system was impacted greatly due to a driver shortage which affected all areas of the service. A contract amendment was approved to increase driver wages. Since its implementation it has proven to be successful. With the hiring of the new drivers, the service level has started to improve.

Work/medical on time performance has shown consistent improvement over the past year. It is recommended that the CTC continue to monitor overall on time performance and work/medical on time performance and report on a quarterly basis to the LCB. With the cost of fuel increasing and the cost of labor increasing, it is expected that the cost per mile and per passenger trip have increased. The CTC should continue to monitor performance measures and provide the Local Coordinating Board information regarding measures being implemented to increase performance for all TDSP standards.

**CTC Response:**

The CTC accepts the review, we will continue to monitor and strive to improve reliability of the service for the passengers.

**Summary Remarks**

The PTNE Division appreciates the feedback and efforts will continue to be made to comply with the standards to the commission approved standards.

**EXECUTIVE SUMMARY**  
**BOARD ACTION**  
**ITEM 5D**

**Approval of the 2022 Transportation Disadvantaged Service Plan (TDSP) Annual Update**

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**OBJECTIVE:** To approve the 2022 TDSP Annual Update.

**CONSIDERATIONS:** Every year, Collier County is required to submit an annual update to the TDSP to the Florida Commission for the Transportation Disadvantaged (CTD). The TDSP is a multi-year document that looks at development, service and quality assurance components related to the delivery of the Transportation Disadvantaged Program. The 2022 annual update to the TDSP was prepared by MPO Staff and is shown in **Attachment 1**. The document must be submitted to the CTD prior to July 1<sup>st</sup>.

The document was advertised for a 14-day public comment period which expires on May 4th. Any comments received by the MPO obtained during the public comment period, or during the presentation to the LCB will be incorporated into the document. The 2022 update to the TDSP will subsequently be ratified by the MPO Board on June 10<sup>th</sup>.

**STAFF RECOMMENDATION:** Review, comment and approve the 2022 Transportation Disadvantaged Service Plan (TDSP) annual update.

Prepared By: Brandy Otero, Collier MPO Principal Planner

**ATTACHMENTS:**

1. Draft 2022 TDSP Annual Update





# TRANSPORTATION DISADVANTAGED SERVICE PLAN

ANNUAL UPDATE FY 2022

Draft for Adoption  
May 4, 2022



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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 4, 2022.

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Date

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Commissioner Andy Solis  
Local Coordinating Board Chair

Approved by the Commission for the Transportation Disadvantaged:

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Date

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

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## 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 (Trip Prioritization) have been updated.

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## **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.

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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 2022 is 18,127. The estimated daily trips for the critical need population is 10,043. 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.

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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:



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***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.

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**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.

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**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.

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**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.

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**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.

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**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 2020-2021 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 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, 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 prior FY: •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	CAT, Contract Providers	CAT Staff Resources	<ul style="list-style-type: none"> <li>•Cost per passenger trip \$50.43</li> <li>•Accidents per 100,000 vehicle miles 1.12</li> <li>•On-time performance 89%</li> <li>•Vehicle miles between road calls 50,090</li> <li>•Cost per mile \$3.29</li> </ul>
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
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&amp;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>10 Bus stop improvements were completed in FY21.</i>
<i>Develop/Procure new phone system to enhance customer service</i>	<i>CAT, Funding Partners</i>		<i>Collier Area Transit has procured and implemented enhanced call ahead and call the evening before features to the paratransit software in FY21. Collier County has also implemented a new phone system which also includes enhanced call center features to enhance the operation and monitoring of service.</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>
<b>Unfunded Priorities</b>			
<i>Enhance bus stop accessibility to meet ADA requirements</i>	<i>CAT, Funding Partners</i>	<i>\$500,000</i>	<i>Funding for ADA enhancements are regularly evaluated for through various grants, the total amount has not been funded but progress is being made to improve bus stop accessibility in small scale projects.</i>

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Major Strategies/Activities	Responsible Parties	Estimated Cost (If Known)	Status Update/Comment
<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>Route 11 has improved frequency to every 60min, this was accomplished with the existing budget. The remaining priorities have not been funded.</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>The priority has not been funded.</i>
<i>Implement new fixed route (Collier/Lee Inter-county)</i>	<i>CAT, Funding Partners</i>	<i>\$370,000 (excludes capital)</i>	<i>The priority has not been funded.</i>

**Table 2**  
**Implementation Schedule**

Schedule	Major Strategies/Activities	Responsible Parties	Estimated Cost (If Known)
<b>Maintain Existing System</b>			
FY 2021-2022	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	
<b>Unfunded Priorities</b>			
	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)
<b>Maintain Existing System</b>			
FY 2022-2023	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	
<b>Unfunded Priorities</b>			
	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)

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)

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## 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 May 2022, the Collier MPO's Local Coordinating Board approved the service rates shown in Table 3 below utilizing the Florida Commission for the Transportation Disadvantaged 2022 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 2022/2023 CTD Rate Model**

<b>CTD Calculated Rates – FY 2022/2023 CTD Rate Model</b> <b><i>Effective Date: 05/4/2022</i></b>	
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
<b>Sources:</b> <u>Service Rates, Commission for the Transportation Disadvantaged, TD Rate Model, Adopted May 5, 2022, Public Transit and Neighborhood Enhancement Department, 2022.</u>	

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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
<b>Smart Card Passes</b>		
15-Day Pass	\$20.00	\$10.00
30-Day Pass	\$40.00	\$20.00
Marco Express 30-Day Pass	\$70.00	\$35.00
<b>Smart Card Media Fees</b>		
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
<b>Discount Passes</b>		<b>Cost</b>
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
<p>*Reduced fares are for members of Medicare, Disabled community, those 65 years and older and children 17 and under; high school &amp; 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.</p>		
<b>Promotional Fares</b>		
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.*



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## **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 07/01/2020 through 06/30/2021, 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 13<sup>th</sup> Board meeting.

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## **SECTION 3**

### **SERVICE PLAN UPDATE**

On December 1, 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

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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) Designated Official Planning Agency (DOPA) The official body or agency designated by the Commission for the Transportation Disadvantaged to fulfil the functions of transportation disadvantaged planning also uniformly referred to as the Planning Agency.

(c) 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.

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(h) Ombudsman Program: A toll-free telephone number established and administered by the CTD 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.

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## 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

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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 The following steps constitute the formal grievance process:

Step 1: The customer shall first contact the PTNE Division Director at the contact information listed below and the entity with which they have the grievance. The PTNE

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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](http://www.dot.state.fl.us/ctd).

Public Transit and Neighborhood Enhancement Director  
8300 Radio Road  
Naples, FL 34104  
Phone: 239-252-5840  
Email: [rideCAT@colliercountyfl.gov](mailto:rideCAT@colliercountyfl.gov)

Upon notice that a complainant wants to file a grievance, the CTC shall send the complainant a copy of the grievance procedures.

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](mailto:Brandy.Otero@colliercountyfl.gov)

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 hearing date must be within thirty (30) days of written grievance. 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.

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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](mailto:CTDOmbudsman@dot.state.fl.us) or [www.dot.state.fl.us/ctd](http://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](mailto:CTDOmbudsman@dot.state.fl.us) or [www.dot.state.fl.us/ctd](http://www.dot.state.fl.us/ctd). By requesting assistance of



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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.

**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.**

### **Trip Prioritization**

Trips funded by the TD Trust fund are prioritized based upon the Local Coordinating Board's policy. Trips are based on trip efficiency, seating availability, and funding availability. As shown below, medical trips have the highest priority followed by employment and nutritional trips. Recreational trips will be accommodated when possible.

Priority 1 – Medical

Priority 2 – Employment

Priority 3 – ~~Nutritional~~ Education

Priority 4 – ~~Group Recreational~~ Social (agency related activities)

Priority 5 - ~~Social (agency related activities)~~ Nutritional

Priority 6 – Group Recreation

Priority 7 – Personal Business

For educational purposes, the following table is included, illustrating categories and definitions will be included:

**Table 6**  
**Trip Purpose and Prioritization**

<b>Priority</b>	<b>Trip Purpose – Categories and Definitions</b>
<b>1</b>	<b>MEDICAL</b> -- medical, dental, or therapeutic services including hospital appointments; clinic visits; dialysis; health department; speech, occupational, physical therapies; psychiatric, psychological services.
<b>2</b>	<b>EMPLOYMENT</b> -- work or employment training education such as Job Service and vocational technical schools. a. Permanent disability employment trips b. Elderly or Low Income employment trips
<b>3</b>	<b>EDUCATION</b> – K-12 Schools, Higher Education (College and University, Career and Adult Education)
<b>4</b>	<b>SOCIAL for agency-related activity</b> -- Support services such as those through Department of Children and Families, Department of Vocational Rehabilitation, mental health centers, churches, senior citizen programs. This includes civic responsibilities (governmental services, voting), but excludes nutritional programs.
<b>5</b>	<b>NUTRITIONAL</b> -- adult congregate meal programs, breakfast programs, food stamp procurement and food shopping trips.
<b>6</b>	<b>GROUP RECREATION</b> -- Group trips booked through a single reservation request for non-essential, non-employment related activities such as: bowling, bingo, beach, parks, restaurants, libraries, or theaters. A group is defined as a minimum of three (3) passengers having either the same trip origination or destination.
<b>7</b>	<b>PERSONAL BUSINESS</b> -- non-agency activities essential to maintenance of independence including banking, shopping, legal appointments, religious activities, etc. a. Disabled, elderly or low income b. Trips for persons with a self-created transportation hardship

ADA trips are provided without prioritization and cannot be denied. Additionally, trips that are provided through the Federal Transit Administration's Section 5311 funding program must be open to the general public and may not be prioritized.

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## 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 7** below shows population estimates, growth, and density for Collier County as compared to the State of Florida. Between 2010 and 2020, Collier County's population growth was estimated to be 17.98 percent, which was approximately 5.13 percent higher as compared to Florida growth.

**Table 7**  
**Population and Population Density**

Area	Population (2010)	Population (2020 ACS 5-year estimate)	Population Growth (2010-20)	Land Area (Sq. Miles)	Density (2020) (persons per square mile)
Collier	321,520	379,345	17.98%	2,026	187
Florida	18,801,310	21,216,924	12.85%	53,625	396
<i>Source: US Census Bureau, 2010 Population Data U.S. Census Bureau, 2016-2020 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.</i>					

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## 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 11.7 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 8**.

**Table 8**  
**Population Age Distribution**

	Percentages of Age Cohorts (in Years)				
Area	0-19	20-34	35-54	55-64	65 +
Collier County	19.0%	14.2%	21.2%	13.4%	32.2%
Florida	22.1%	19.0%	25.0%	13.4%	20.5%

*Source: U.S. Census Bureau, 2016-2020 American Community Survey 5-Year Estimates*

## Income Characteristics

**Table 9** displays the annual household income distribution for Collier County as compared to Florida in 2020. 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 9.1 percent higher than the State of Florida. All other income categories fall below the state average.

**Table 9**  
**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	4.8%	10.2%	8.7%	11.8%	17.2%	47.4%
Population	7,068	15,072	12,862	17,525	25,399	70,051
Florida	\$0 - \$9,999	\$10,000 - \$24,999	\$25,000 - \$34,999	\$35,000 - \$49,999	\$50,000 - \$74,999	\$75,000+
Percent	6.2%	13.5%	9.9%	13.8%	18.3 %	38.2%
Population	494,959	1,067,068	788,025	1,094,783	1,453,714	3,032,764

*\*Population included is 16 years or older.*

*Source: U.S. Census Bureau, 2016-2020 American Community Survey 5-Year Estimates*

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## Employment Characteristics

At 2.9 percent, the 2022 unemployment rate in Collier County is slightly lower than the unemployment rate across the State of Florida (3.5%) as shown in **Table 10**.

**Table 10**  
**Employment Characteristics for Collier County**

Area	Percentage of Labor Force Unemployed
Collier	2.9%
Florida	3.5%

*Source: Bureau of Labor and Employment Statistics, US Department of Labor, Employment Figures for January 2022, (Preliminary)*

## Vehicle Availability

According to the Census Bureau's 5-year estimates, 4.2 percent of households in Collier County do not own vehicles while 95.8 percent have one or more vehicles available in the household. This is lower than statewide average vehicle ownership of 97.3 percent with only 2.7% of households statewide not having access to a vehicle. See **Table 11**.

**Table 11**  
**Vehicle Availability Distribution**

Household Vehicle Availability		
Area	None (Percent of Total)	One or More (Percent of Total) Percent of Total
Collier	4.2%	95.8%
Florida	2.7%	97.3%

*Source: U.S. Census Bureau, 2016-2020 American Community Survey 5-Year Estimates*

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## Travel to Work

**Table 12** 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 percent of the County's commuters travel less than 30 minutes to work as compared to the state estimates of 57.3 percent. Only approximately 12.8 percent have commutes in excess of 45 minutes as compared to approximately 18.1 percent across Florida as shown in Table 12.

**Table 12**  
**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%	29.7%	24.7%	22.2%	7.2%	5.6%
Florida	8.8%	26.1%	22.4%	24.8%	9.5%	8.6%
<i>*Population included is workers 16 years or older who did not work from home.</i>						
<i>Source: U.S. Census Bureau, 2016-2020 American Community Survey 5-Year Estimates</i>						

## Mode of Travel to Work

**Table 13** displays the travel mode utilized by Collier County commuters. As compared to the State of Florida, Collier County has almost 4 percent fewer commuters who drive alone to work, around 3.2 % more commuters who carpool or vanpool to work, 0.2% more commuters who utilize bicycles for work trips and nearly 1.6% more commuters who work at home. Commuters who utilize public transportation are similar to state estimates.

**Table 13**  
**Mode of Travel to Work Distribution**

Area	Drive Alone	Carpool or Vanpool	Public Transportation	Walk	Bicycle	Other Means	Work at Home
Collier (%)	74.0%	12.0%	1.1%	1.1%	0.8%	1.7%	9.4%
Florida (%)	77.7%	9.2%	1.6%	1.4%	0.6%	1.7%	7.8%
<i>*Population included is 16 years or older.</i>							
<i>Source: U.S. Census Bureau, 2016-2020 American Community Survey 5-Year Estimates</i>							

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## 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 continue to pose a challenge to area employers who have reported 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 14**.

**Table 14**  
**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

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(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 15** below displays the educational attainment of Collier County residents. The percentage of Collier residents that have less than a 12th grade education is comparable to the state average. Approximately 5.3 percent more Collier residents have a bachelors or higher when compared to the state average.

**Table 15**  
**Educational Attainment**

	Florida	Collier County
Less Than High School	11.5%	11.8%
High School or Equivalent	28.2%	26.2%
Some College or Associate's Degree	29.8%	26.1%
Bachelor's Degree	19.3%	21.4%
Graduate or Professional School Degree	11.3%	14.5%

*Source: U.S. Census Bureau, 2016-2020 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 2022 is 18,127. The estimated potential demand for daily trips for the critical need population is 10,043. 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.



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**Table 16** displays the population forecast for Critical Need TD Population.

**Table 16**  
**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.*

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## **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.

The paratransit system is an essential service that continues to provide mobility options to the customers of Collier County. Three performance measures were not met for the review period included in the TDSP (cost per passenger trip, accident per 100,000 vehicle miles and cost per mile). This was largely due to a driver shortage which impacted all areas of the performance of the service. A contract amendment was approved to increase driver wages, since its implementation it has proven to be successful. With the hiring of the new drivers, the service level has started to get back to the standard.

It is recommended that the CTC continue to monitor performance measures and provide the Local Coordinating Board information regarding measures being implemented to increase performance for all TDSP standards.

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

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**APPENDIX A**  
**2022 CTC Evaluation**  
**July 2020-June 2021**

**(To be inserted after MPO Board  
approval)**

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# APPENDIX B

## PTNE Response to 2022 CTC Evaluation

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## Memorandum

To: Brandy Otero, Collier MPO Principal Planner  
From: Omar Deleon, Transit Manager  
Date: April 22, 2022  
Subject: Response to 2022 CTC Evaluation

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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 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.

**CTC Response:**

The CTC accepts the review.

**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."***

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**Comments:**

Furthering the above note goal, the CTC's eligibility screening process evaluates potential Fixed Route opportunities and educate passengers on available options as appropriate for the individual's travel needs consistent with Strategy 2.1.4 of the TDSP.

Discussion is still recommended between the LCB and the CTC to determine an appropriate measure for increasing usage of Public Transit and the measure will be added to next TDSP update as deemed appropriate.

**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. No additional comments.

**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:**

No findings or recommendations.

**CTC Response:**

The CTC accepts the review.

**Compliance with Commission Standards – "shall adhere to Commission approved standards..."**

**Findings:**

*The TDSP complies with all Commission standards.*

**Recommendations:**

*The CTC is commended for complying with Commission standards.*

**CTC Response:**

The CTC accepts the review and appreciates the commendation.

**Compliance with Local Standards - "...shall adhere to Commission approved standards..."**

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**Findings:**

As part of the evaluation, the CTC's on time performance for the year was evaluated. The CTC met the on time performance goal of 90% for FY 20/21 (7/1/20-6/30/21). The on time performance for the year was 93%. This figure was obtained from monthly on time performance identified in the CTC quarterly reports presented to the LCB. For the purposes of reporting, only overall on time performance is calculated.

PTNE also tracks the zero minute late to thirty minutes early for work and medical trips on time performance measure separately at the request of the LCB. During the last review there was only 2 months of data available and the average OTP for that time period was 54%. For this review period, a full twelve months of data was available and the OTP increased to 65%. Each month the OTP continues to improve. As of June 2021, the OTP for work/med trips was reported to be 74%.

**Recommendations:**

The paratransit system is an essential service that continues to provide mobility options to the citizens of Collier County. The system was impacted greatly due to a driver shortage which affected all areas of the service. A contract amendment was approved to increase driver wages. Since its implementation it has proven to be successful. With the hiring of the new drivers, the service level has started to improve.

Work/medical on time performance has shown consistent improvement over the past year. It is recommended that the CTC continue to monitor overall on time performance and work/medical on time performance and report on a quarterly basis to the LCB. With the cost of fuel increasing and the cost of labor increasing, it is expected that the cost per mile and per passenger trip have increased. The CTC should continue to monitor performance measures and provide the Local Coordinating Board information regarding measures being implemented to increase performance for all TDSP standards.

**CTC Response:**

The CTC accepts the review, we will continue to monitor and strive to improve reliability of the service for the passengers.

**Summary Remarks**

The PTNE Division appreciates the feedback and efforts will continue to be made to comply with the standards to the commission approved standards.



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APPENDIX C  
CTD RATE MODEL  
WORKSHEET  
FY 2022-2023

## Worksheet for Program-wide Rates

CTC: Collier County Boa 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 Projected Passenger Miles = 1,490,915

Rate Per Passenger Mile = \$ 2.74

Total Projected Passenger Trips = 105,000

Rate Per Passenger Trip = \$ 38.92

Fiscal Year

2022 - 2023

Avg. Passenger Trip Length = 14.2 Miles

### Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = \$ 3.92

Rate Per Passenger Trip = \$ 55.60

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 Election 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? .....

Amputatory	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 Amputatory Service	Go to Section II for Wheelchair Service	STOP! Do NOT Complete Section II 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?...

Amputatory	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 Amputatory 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?....

Amputatory	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?

Amputatory	Wheelchair	Stretcher	Group
Leave Blank	Leave Blank	Leave Blank	Leave Blank

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

Amputatory	Wheelchair	Stretcher	Group
Go to Section II for Amputatory Service	Go to Section II for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Go to Section II 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 II for Amputatory Service	Leave Blank and Go to Section II for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Leave Blank and Go to Section II for Group Service

# Worksheet for Multiple Service Rates

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

CTC: Collier County E version 1.4  
County: Collier County

## 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 ☐ Pass. Mile  
Leave Blank
3. If you answered Yes to #1 and completed #2, for how many of the projected Passenger Trips / Passenger Miles will a passenger be accompanied by an escort? Leave Blank
4. How much will you charge each escort? Leave Blank

## SECTION IV: Group Service Loading

1. If the message "You Must Complete This Section" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank) 32,160  
And what is the projected total number of Group Vehicle Revenue Miles? 22,960  
Loading Rate 1.48 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: 2022 - 2023			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =		1,236,488	222,230	32,156	
Rate per Passenger Mile =		\$2.48	\$4.27	\$0.00	\$1.78 \$2.48
					per passenger per group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =		81,112	17,103	6,784	
Rate per Passenger Trip =		\$35.45	\$60.77	\$0.00	\$25.32 \$35.45
					per passenger per group
2. If you answered #1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,...		Combination Trip and Mile Rate			
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =					\$0.00
Rate per Passenger Mile for Balance =		\$2.48	\$4.27	\$0.00	\$1.78 \$2.48
					per passenger per group

		Rates if No Revenue Funds Were Identified As Subsidy Funds			
		Ambul	Wheel Chair	Stretcher	Group
Rate per Passenger Mile =		\$3.56	\$6.10	\$0.00	\$2.54 \$3.56
					per passenger per group
Rate per Passenger Trip =		\$50.64	\$85.61	\$0.00	\$36.17 \$50.64
					per passenger per group

Program These Rates into Your Medicaid Encounter Data

**EXECUTIVE SUMMARY**  
**BOARD ACTION**  
**ITEM 5E**

**Endorsement of the Transportation Disadvantaged (TD) Planning Grant Application and Resolution**

---

**OBJECTIVE:** To endorse the Transportation Disadvantaged (TD) Planning Grant Application and MPO Resolution.

**CONSIDERATIONS:** The MPO has the authority to file a TD Planning Grant Application for Collier County and to undertake a TD service project as authorized by Section 427.0159, *Florida Statutes*, and Rule 41-2, *Florida Administrative Code*. As part of the annual process, the TD Grant Application must be filed by July 1<sup>st</sup>. The amount requested in the TD Grant application for FY 2022/23 is \$27,954. These funds will be used as described in the FY 2022/23-2023/24 Unified Planning Work Program (UPWP), Task 6 – Transit and Transportation Disadvantaged and the TD Planning Grant Agreement. The planning tasks include:

- Conducting the annual Transportation Disadvantaged Service Plan Update;
- Annual Community Transportation Coordinator (CTC) Evaluation;
- Staff support at LCB meetings;
- Legal advertisement of LCB meetings;
- Conducting the annual Public Hearing;
- Conducting LCB training
- Review of LCB bylaws, grievance procedures, reports; and
- Staff attending TD Training Events and TD Commission meetings.

The FY 2022/23 planning grant allocation is included as **Attachment 1**. The completed application (**Attachment 2**) and resolution (**Attachment 3**) must be submitted to the TD Commission to receive funding. The FY 2022/23 Planning Grant Program Manual summarizes the requirements for the grant and is included as **Attachment 4**.

**STAFF RECOMMENDATION:** Staff recommends endorsement of the grant application and Resolution.

Prepared By: Brandy Otero, Collier MPO Principal Planner

**ATTACHMENTS:**

1. TD Planning Grant Allocation
2. TD Grant Application
3. MPO TD Grant Resolution 2022- 4
4. TD Program Manual

**DRAFT**  
**Commission for the Transportation Disadvantaged**  
**Planning Grant Allocations**  
**FY 2022-2023**

<b>County</b>	<b>Planning Funds</b>
Alachua	\$25,615
Baker	\$20,580
Bay	\$23,763
Bradford	\$20,560
Brevard	\$32,468
Broward	\$60,819
Calhoun	\$20,278
Charlotte	\$23,887
Citrus	\$23,088
Clay	\$24,504
Collier	\$27,954
Columbia	\$21,468
DeSoto	\$20,763
Dixie	\$20,329
Duval	\$39,925
Escambia	\$26,636
Flagler	\$22,350
Franklin	\$20,227
Gadsden	\$20,940
Gilchrist	\$20,361
Glades	\$20,267
Gulf	\$20,294
Hamilton	\$20,280
Hardee	\$20,545
Hendry	\$20,849
Hernando	\$23,987
Highlands	\$22,176
Hillsborough	\$50,496
Holmes	\$20,388
Indian River	\$23,277
Jackson	\$20,974
Jefferson	\$20,277
Lafayette	\$20,157
Lake	\$27,465
Lee	\$35,886

<b>County</b>	<b>Planning Funds</b>
Leon	\$26,114
Levy	\$20,839
Liberty	\$20,152
Madison	\$20,367
Manatee	\$28,259
Marion	\$27,551
Martin	\$23,350
Miami-Dade	\$76,869
Monroe	\$21,557
Nassau	\$21,780
Okaloosa	\$24,339
Okeechobee	\$20,852
Orange	\$48,865
Osceola	\$27,624
Palm Beach	\$51,142
Pasco	\$31,330
Pinellas	\$40,395
Polk	\$34,817
Putnam	\$21,528
Santa Rosa	\$23,753
Sarasota	\$28,972
Seminole	\$29,791
St. Johns	\$25,348
St. Lucie	\$26,725
Sumter	\$22,709
Suwannee	\$20,908
Taylor	\$20,433
Union	\$20,298
Volusia	\$31,460
Wakulla	\$20,668
Walton	\$21,471
Washington	\$20,505
<b>Total</b>	<b>\$1,784,599</b>

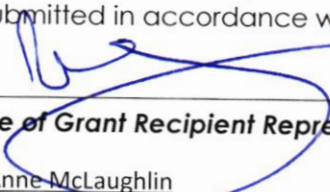
4/14/2022



# Transportation Disadvantaged Planning Grant Recipient Information

<b>Legal Name</b>	Collier Metropolitan Planning Organization		
<b>Federal Employer Identification Number</b>	59-6000558		
<b>Registered Address</b>	3299 Tamiami Trail E. Suite 303		
<b>City and State</b>	Naples, FL	<b>Zip Code</b>	34112
<b>Contact Person for this Grant</b>	Anne McLaughlin	<b>Phone Number Format 111-111-1111</b>	(239) 252-5884
<b>E-Mail Address [Required]</b>	Anne.McLaughlin@colliercountyfl.gov		
<b>Project Location [County(ies)]</b>	Collier	<b>Proposed Project Start Date</b>	07/01/2022
<b>Budget Allocation</b>			
Grant Amount Requested			\$27,954.00
<b>Total Project Amount</b>			<b>\$ 0.00</b>

I, the authorized Grant Recipient Representative, hereby certify that the information herein is true and accurate and is submitted in accordance with the 2022-23 Program Manual and Instructions for the Planning Grant.

  
\_\_\_\_\_  
**Signature of Grant Recipient Representative**

**Date**

**Name:** Anne McLaughlin

**Title:** Collier MPO Executive Director

4/19/22

**RESOLUTION 2022 - 04**

**RESOLUTION OF THE COLLIER METROPOLITAN PLANNING ORGANIZATION APPROVING THE FILING OF A TRANSPORTATION DISADVANTAGED TRUST FUND PLANNING GRANT APPLICATION BY THE MPO EXECUTIVE DIRECTOR AND AUTHORIZING THE MPO CHAIRMAN TO EXECUTE THE RELATED TRANSPORTATION DISADVANTAGED TRUST FUND PLANNING GRANT AGREEMENT WITH THE FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED UPON RECEIPT BY THE MPO.**

**WHEREAS**, the Collier Metropolitan Planning Organization (“Collier MPO”) has the authority to execute a Transportation Disadvantaged Trust Fund Planning Grant Agreement and to undertake a transportation disadvantaged service project as authorized by Florida Statutes, section 427.0159 and Florida Administrative Code, Rule 41-2; and

**WHEREAS**, on May 13, 2022, the Collier MPO approved the filing of a Transportation Disadvantaged Trust Fund Planning Grant Application and authorized its Executive Director to file the application, along with all required documents, and to take any action necessary to obtain approval of such grant fund application; and

**WHEREAS**, on May 13, 2022, the Collier MPO voted in favor of authorizing its Chairman to execute a Transportation Disadvantaged Trust Fund Planning Grant Agreement with the Florida Commission for the Transportation Disadvantaged, upon its receipt, and to submit all required documents and take any action necessary to submit the grant agreement to the Florida Commission for the Transportation Disadvantaged.

**NOW, THEREFORE, BE IT RESOLVED BY THE COLLIER METROPOLITAN PLANNING ORGANIZATION THAT:**

1. The Collier MPO has the authority to execute a Transportation Disadvantaged Trust Fund Planning Grant Agreement.
2. The Collier MPO authorizes its Executive Director to file the Fiscal Year 2022/23 Transportation Disadvantaged Planning Grant Application, along with all required documents, and to take any action necessary to secure such grant funding.
3. The Collier MPO authorizes its Chairman to execute the Transportation Disadvantaged Trust Fund Planning Grant Agreement on behalf of the Collier MPO, upon receipt, and to file it with the Florida Commission for the Transportation Disadvantaged in the total amount of \$27,954.
4. The Collier MPO further authorizes its Chairman to sign any agreements, assurances, warranties, certifications, and any other related documents that may be required in connection with the aforementioned Transportation Disadvantaged Trust Fund Planning Grant Agreement submission or related subsequent agreements, and to take any action necessary to facilitate the filing of such agreement(s).



This Resolution was **PASSED and DULY ADOPTED** by the Collier Metropolitan Planning Organization Board on May 13, 2022.

Attest:

COLLIER COUNTY METROPOLITAN  
PLANNING ORGANIZATION

By: \_\_\_\_\_  
Anne McLaughlin  
Collier MPO Executive Director

By: \_\_\_\_\_  
Council Member Paul Perry  
MPO Chair

Approved as to form and legality:

\_\_\_\_\_  
Scott R. Teach, Deputy County Attorney

Florida Commission for the



# **Transportation Disadvantaged**

**FISCAL YEAR 2022-23  
PROGRAM MANUAL AND INSTRUCTIONS  
FOR THE  
PLANNING GRANT**

Issued By:

FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

605 Suwannee Street, Mail Station 49

Tallahassee, Florida 32399-0450

850-410-5700

<http://ctd.fdot.gov/>

# **INTRODUCTION**

The Transportation Disadvantaged Trust Fund is administered by the Florida Commission for the Transportation Disadvantaged (Commission), pursuant to Section 427.0159, Florida Statutes. The purpose of the Transportation Disadvantaged Trust Fund is to provide a dedicated funding source for the operational and planning expenses of the Commission in carrying out its legislative responsibilities. The trust fund is appropriated by the Legislature annually from revenues collected from vehicle registrations and voluntary contributions. The Planning Grant Program was established to provide funding to designated official planning agencies to assist the Commission in their responsibilities at the local level and to provide support to the Local Coordinating Boards.

This manual contains information regarding the Transportation Disadvantaged Planning Grant Program administered by the Commission. It provides guidance to designated official planning agencies when implementing local transportation disadvantaged planning services under the Transportation Disadvantaged Program.

This manual is divided into two parts: Program Requirements and the Grant Recipient Information Instructions.

# **PART I PLANNING GRANT PROGRAM REQUIREMENTS**

This part of the manual contains requirements that accompany the Planning Grant Program and the tasks that are required to be accomplished.

## **1. ELIGIBILITY INFORMATION**

### **A. Eligible Recipients**

An eligible recipient is any official body, agency or entity designated by the Commission to fulfill the functions associated with staffing the local coordinating board (LCB) and other necessary local designated planning agency functions. The Metropolitan Planning Organization (MPO) shall serve as the planning agency in areas covered by such organizations unless the Commission has designated a service area beyond the area for which an MPO has been created to serve. In designated service areas not covered by a MPO, agencies eligible for selection as the designated planning agency include county or city governments, regional planning councils, local planning organizations or other planning providers who are currently performing planning activities in designated service areas or capable of such.

To be eligible for this grant agreement, there must be an active LCB in the respective service area to assist in the successful completion of the tasks herein. The determination of whether a LCB is functioning will be based on supportive documentation in the Commission files.

### **B. Allowable Activities**

This is a fixed-price agreement to complete tasks identified in the law, rule, this Program Manual and the grant agreement. It is not subject to adjustment due to the actual cost experience of the recipient in the performance of the grant agreement. The amount paid is based on the weighted value of the tasks and deliverables listed below that have been accomplished for the invoiced period. Prior to payment, the tasks performed and deliverables are subject to review and acceptance by the Commission. The criteria for acceptance of completed tasks and deliverables are based on the most recent regulations, guidelines or directives related to the particular task and deliverable. Specific required tasks are as follows:

#### **TASK 1:**

**Weighted value = 17%**

Jointly develop and annually update the Transportation Disadvantaged Service Plan (TDSP) with the community transportation coordinator (CTC) and the LCB.

**Deliverable:** Complete initial TDSP or annual updates. Must be approved by the LCB no later than June 30<sup>th</sup> of the current grant cycle.

**TASK 2 A:****Weighted value = 15%**

When necessary and in cooperation with the LCB, solicit and recommend a CTC. The selection will be accomplished, to the maximum extent feasible, through public competitive bidding or proposals in accordance with applicable laws and rules. Such recommendation shall be presented to the Commission by planning agency staff or their designee as needed.

**Deliverable:**

Planning agency's letter of recommendation and signed resolution.

**OR****TASK 2 B:**

Provide staff support to the LCB in conducting an annual evaluation of the CTC, including local developed standards as delineated in the adopted TDSP. Assist the Commission in joint reviews of the CTC.

**Deliverable:**

LCB and planning agency selected CTC evaluation worksheets pursuant to the most recent version of the Commission's CTC Evaluation Workbook.

**TASK 3:****Weighted value = 40%**

Organize and provide staff support and related resources for at least four (4) LCB meetings per year, holding one meeting during each quarter.

Provide staff support for committees of the LCB.

Provide program orientation and training for newly appointed LCB members.

Provide public notice of LCB meetings in accordance with the most recent LCB and Planning Agency Operating Guidelines.

LCB meetings will be held in accordance with the Commission's most recent LCB and Planning Agency Operating Guidelines and will include at least the following:

1. Agendas for LCB meetings. Agenda should include action items, informational items and an opportunity for public comment.
2. Official minutes of LCB meetings and committee meetings (regardless of a quorum). A copy will be submitted along with the quarterly report to the Commission. Minutes will at least be in the form of a brief summary of basic points, discussions, decisions, and recommendations. Records of all meetings shall be kept for at least five years.

3. A current full and active membership of voting and non-voting members to the LCB. Any time there is a change in the membership, provide the Commission with a current membership roster and mailing list of LCB members.
4. A report of the LCB membership's attendance at the LCB meeting held during this grant period. This would not include committee meetings.

**Deliverable:** LCB Meeting agendas; minutes; membership roster; attendance report; copy of public notice of meetings..

**TASK 4:**

**Weighted value = 4%**

Provide at least one public workshop annually by each LCB, and assist the Commission, as requested, in co-sponsoring public workshops. This public workshop must be held separately from the LCB meeting. It may, however, be held on the same day as the scheduled LCB meeting. It could be held immediately following or prior to the LCB meeting.

**Deliverable:** Public workshop agenda, minutes of related workshop, and copy of public notice of workshop. The agenda and minutes must be separate documents and cannot be included in the LCB meeting agenda and minutes, if held on the same day. Minutes may reflect "no comments received" if none were made.

**TASK 5:**

**Weighted value = 4%**

Develop and annually update by-laws for LCB approval.

**Deliverable:** Copy of LCB approved by-laws with date of update noted on cover page.

**TASK 6:**

**Weighted value = 4%**

Develop, annually update, and implement LCB grievance procedures in accordance with the Commission's most recent LCB and Planning Agency Operating Guidelines. Procedures shall include a step within the local complaint and/or grievance procedure that advises a dissatisfied person about the Commission's Ombudsman Program.

**Deliverable:** Copy of LCB approved Grievance Procedures with date of update noted on cover page.

**TASK 7:**

**Weighted value = 4%**

Review and comment on the Annual Operating Report (AOR) for submittal to the LCB, and forward comments/concerns to the Commission.

**Deliverable:** CTC Organization and Certification Page of the AOR, signed by CTC representative and LCB Chair.

**TASK 8:** **Weighted value = 4%**

Research and complete the Actual Expenditures Report (AER) for direct federal and local government transportation funds to the Commission no later than September 15th. Complete the AER, using the Commission approved form.

**Deliverable:** Completed AER in accordance with the most recent Commission's AER instructions.

**TASK 9:** **Weighted value = 4%**

Complete quarterly progress reports addressing planning accomplishments for the local transportation disadvantaged program as well as planning grant deliverables; including but not limited to, consultant contracts, special studies, and marketing efforts.

**Deliverable:** Complete Quarterly Progress Reports submitted with invoices. Quarterly Report must be signed by planning agency representative. Electronic signatures are acceptable.

**TASK 10:** **Weighted value = 4%**

Planning agency staff shall attend at least one Commission sponsored training, including but not limited to, the Commission's regional meetings or annual training workshop.

**Deliverable:** Documentation related to attendance at such event(s); including but not limited to sign in sheets.

## **2. GRANT FUNDING**

Each year, the Commission will calculate each service area's allocation in accordance with Rule 41-2, FAC. Each service area's anticipated eligible allocation is subject to change based on appropriations by the Legislature.

### **LOCAL MATCH REQUIREMENT**

There is no match required.

## **3. GRANT APPROVAL**

All grants are subject to approval by the Commission or its designee. Once the completed Grant Recipient Information document has been received, a grant agreement will be forwarded to the recipient for execution. An authorizing resolution or documentation by the Grantee's governing body shall also be submitted along with the executed grant agreement.

## **4. INVOICING**

Invoices for trust funds will not be honored until the grant agreement has been executed by both the Commission and the Grantee and is on file at the Commission office. Invoices related to this grant agreement shall be completed on the invoice form(s) provided by the Commission and submitted electronically to [FLCTDInvoice@dot.state.fl.us](mailto:FLCTDInvoice@dot.state.fl.us) unless otherwise notified by the Commission.

Grantee shall invoice on a quarterly basis. Invoices should be submitted after the last month of each quarter and shall include only the activities performed during that time. The Grantee shall provide sufficient detailed documentation to support the completion of task outlined above. Unless extended by the Commission, the final invoice and supporting documentation must be submitted to the Commission in acceptable format by August 15 for each grant year.



## **PART II PLANNING GRANT RECIPIENT INFORMATION DOCUMENTATION**

### **GENERAL INSTRUCTIONS**

Presented in this part are specific instructions on the completion of the grant recipient information document. Additional assistance may be obtained by contacting the Commission.

A complete Grant Recipient Information document shall be submitted to the assigned CTD project manager via email. The original signed documentation shall be mailed to the Commission for the Transportation Disadvantaged, 605 Suwannee Street, MS-49, Tallahassee, FL 32399.

For those planning agencies who are responsible for more than one service area that has not been designated as a multi-county service area, a separate Planning Grant Recipient Information document must be submitted for each service area. However, one original resolution will satisfy the requirement for each service area.

### **TIMETABLE**

<b>JULY 1</b>	Earliest date that grant agreements can be effective for these grant funds. Commission's fiscal year begins on July 1. Grant Agreements not executed prior to July 1 will begin on the date of execution.
<b>JUNE 30</b>	All Grant Agreements will terminate on June 30 <sup>th</sup> the following year.
<b>AUGUST 15</b>	Deadline for final invoices.

## **TRANSPORTATION DISADVANTAGED PLANNING GRANT RECIPIENT INFORMATION INSTRUCTIONS**

Except for the following notes, the grant information document is essentially self-explanatory. If questions arise, please contact the Commission.

### **PLANNING GRANT RECIPIENT INFORMATION**

LEGAL NAME: The full legal name of the grantee's organization, not an individual. Name must match Federal ID number and the information registered with MyFloridaMarketPlace.

FEDERAL EMPLOYER IDENTIFICATION NUMBER: The number used by all employers within the United States to identify their payroll and federal income tax. Name must match Federal ID number and the information registered with MyFloridaMarketPlace.

REGISTERED ADDRESS: This should be the grant recipient's mailing address as registered in MyFloridaMarketPlace, and will be the address on the grant agreement. This address should also be consistent with the address associated with your Federal Employer Identification (FEI) Number.

CONTACT PERSON, PHONE NUMBERS AND E-MAIL ADDRESS: Provide the name of the person who will be the point of contact, their phone number and email address.

PROJECT LOCATION: This is the service area [county(ies)] the Planning Agency is designated to serve. Planning Agencies that serve several different service areas shall complete a separate Grant Recipient Information document for each service area.

PROPOSED PROJECT START DATE: The start date shall be July 1<sup>st</sup> each fiscal cycle or date of grant agreement execution if later than July 1<sup>st</sup>.

BUDGET ALLOCATION: Using the Commission approved Planning Grant Allocations chart, complete the funding category as appropriate. **Once the line item is complete, right click on the space provided for the "Total Project Amount." Select "update field" from the drop down box. This will automatically calculate the total project amount.**

**EXECUTIVE SUMMARY**  
**REPORTS AND PRESENTATIONS**  
**ITEM 6A**

**Community Transportation Coordinator (CTC) Quarterly Report**

---

**OBJECTIVE:** To review and discuss the CTC Quarterly Report.

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

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

Prepared By: Brandy Otero, Collier MPO Principal Planner

**ATTACHMENT(S):**

1. CTC Quarterly Report

## January 1 - 31, 2022

Total	Days	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancels	No Shows	Passenger Trips	PCA	Guest
Weekday	21	4851	3421	2895	68208	57184	380	575	4952	77	24
Saturday	4	324	283	239	5632	4625	20	34	330	5	1
Sunday	5	172	190	174	3320	3030	15	49	177	4	1
<b>Total</b>	<b>30</b>	<b>5347</b>	<b>3894</b>	<b>3307</b>	<b>77160</b>	<b>64839</b>	<b>415</b>	<b>658</b>	<b>5459</b>	<b>86</b>	<b>26</b>

Average	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancels	No Shows	Passenger Trips	PCA	Guest
Weekday	231	163	138	3248	2723	18	27	236	4	1
Saturday	81	71	60	1408	1156	5	9	83	1	0
Sunday	34	38	35	664	606	3	10	35	1	0

Fares to Collect	Fares Deposit	Balance	% Cancel of Total Trips	% No Shows of Total Trips	Prior Year On- Time Performance	On-Time Performance	Increase
\$ 11,744.00	\$11,630.00	(\$114.00)	8%	12%	91.91%	74.45%	-17.46%

Ticket Sales	Sales Deposit	Balance
\$3,846.00	\$3,846.00	\$0.00
<b>Total Deposit</b>	<b>\$15,476.00</b>	

**Accidents (Prev)**

Prior Year PPH	PPH	Difference
1.51	1.65	0.14

No Shows Day Suspensions		
7	14	30
0	0	0

## February 1 - 28, 2022

Total	Days	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancels	No Shows	Passenger Trips	PCA	Guest
Weekday	20	5598	4630	3655	84289	67151	277	411	5807	144	65
Saturday	4	405	383	291	7119	5621	28	26	422	7	10
Sunday	4	172	210	156	3715	2676	9	20	174	2	0
Total	28	6175	5223	4102	95124	75448	314	457	6403	153	75

Average	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancels	No Shows	Passenger Trips	PCA	Guest
Weekday	280	232	183	4214	3358	14	21	290	7	3
Saturday	101	96	73	1780	1405	7	7	106	2	3
Sunday	43	52	39	929	669	2	5	44	1	0

Fares to Collect	Fares Deposit	Balance	% Cancel of Total Trips	% No Shows of Total Trips	Prior Year On- Time Performance	On-Time Performance	Increase
\$ 13,556.00	\$13,457.00	(\$99.00)	5%	7%	90.97%	85.02%	-5.95%
Ticket Sales	Sales Deposit	Balance					
\$3,417.00	\$3,417.00	\$0.00					
Total Deposit	\$16,874.00						
Accidents (Prev)			Prior Year PPH	PPH	Difference	No Shows Day Suspensions	
			1.56	1.56	0.00	7	14
						0	0
						0	0

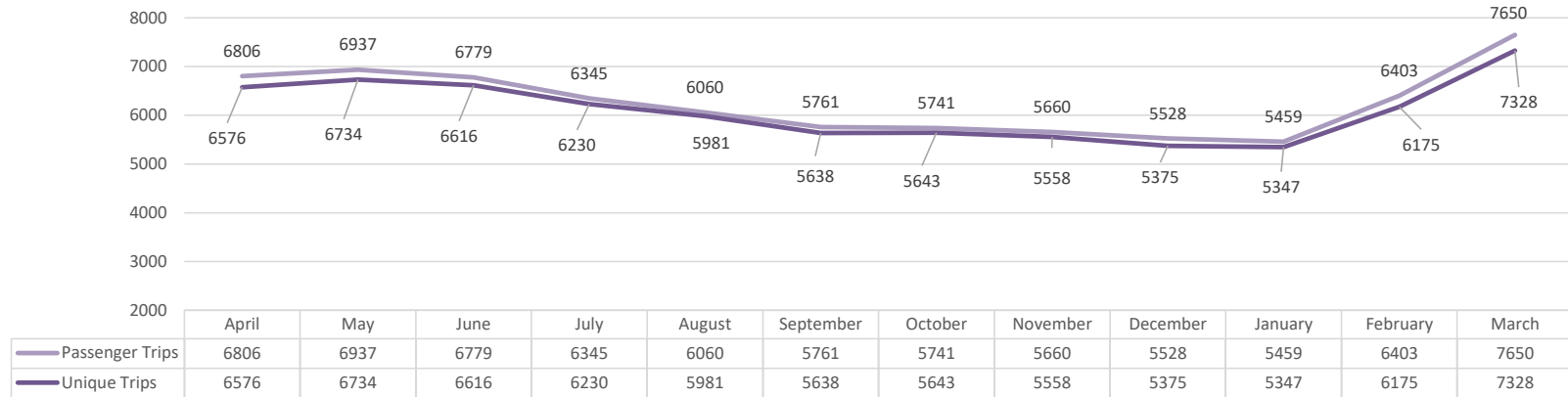
## March 1 - 31, 2022

Total	Days	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancels	No Shows	Passenger Trips	PCA	Guest
Weekday	23	6681	5871	4520	104671	82206	289	452	6990	192	117
Saturday	4	446	433	320	8198	6186	14	20	454	2	6
Sunday	4	201	199	153	3661	2801	10	14	206	5	0
Total	31	7328	6503	4994	116530	91194	313	486	7650	199	123

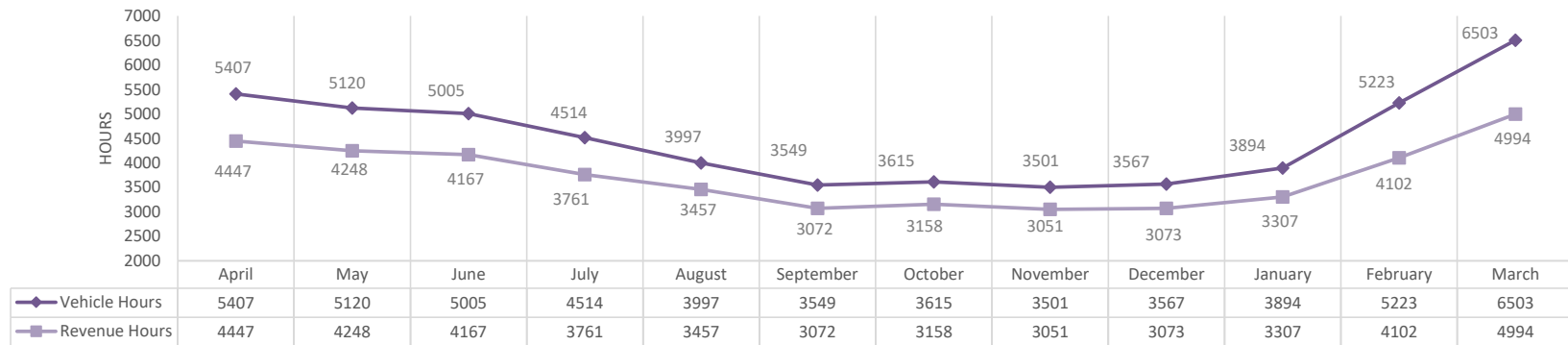
Average		One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancels	No Shows	Passenger Trips	PCA	Guest
Weekday		290	255	197	4551	3574	13	20	304	8	5
Saturday		112	108	80	2049	1547	4	5	114	1	2
Sunday		50	50	38	915	700	3	4	52	1	0

Fares to Collect	Fares Deposit	Balance			% Cancel of Total Trips	% No Shows of Total Trips	Prior Year On- Time Performance	On-Time Performance	Increase
\$ 15,733.00	\$15,840.00	\$107.00			4%	7%	92.20%	84.12%	-8.08%
Ticket Sales	Sales Deposit	Balance							
		\$0.00							
Total Deposit	\$15,840.00								
			Prior Year				No Shows Day Suspensions		
			PPH	PPH	Difference		7	14	30
			1.52	1.53	0.01		0	0	0
	Accidents (Prev)								

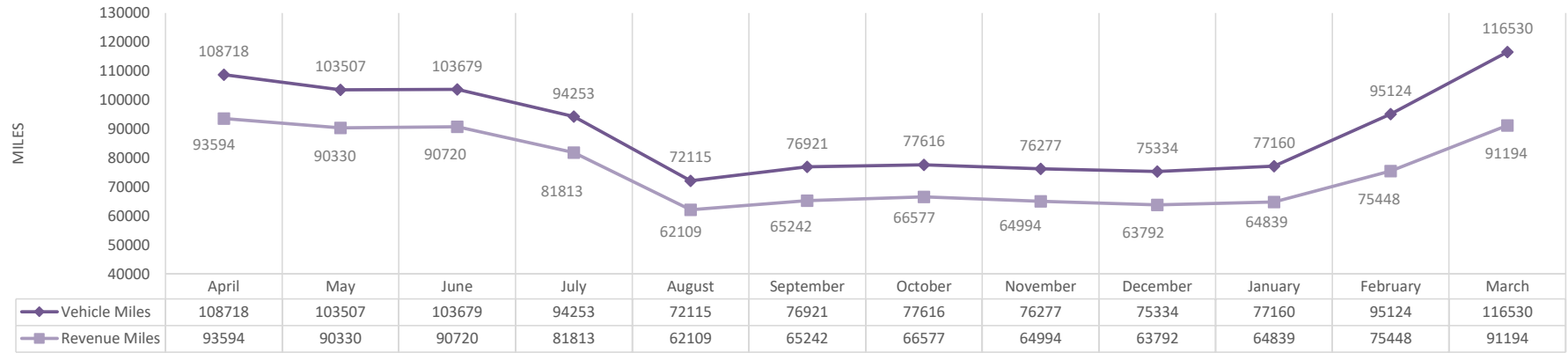
### Passenger Trips and One Way Trips



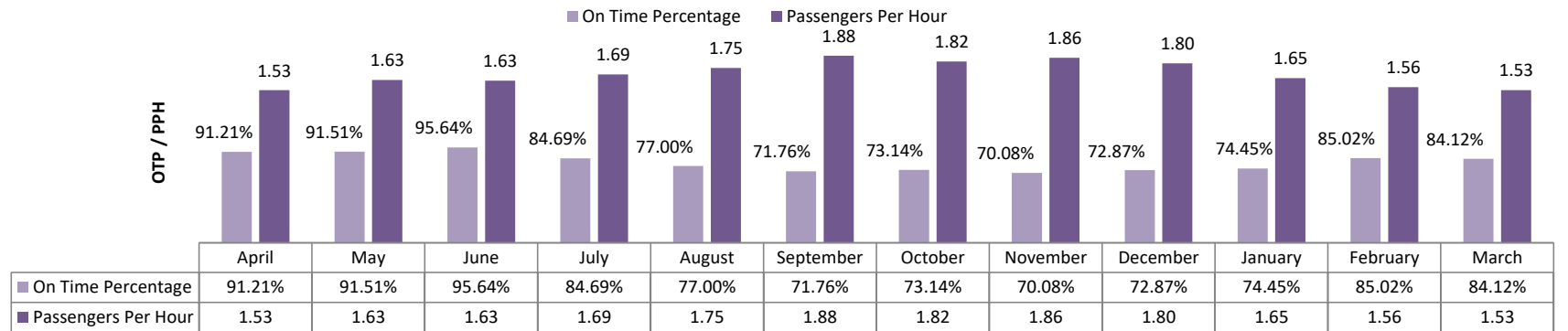
### VEHICLE HOURS AND REVENUE HOURS



## VEHICLE MILES AND REVENUE MILES

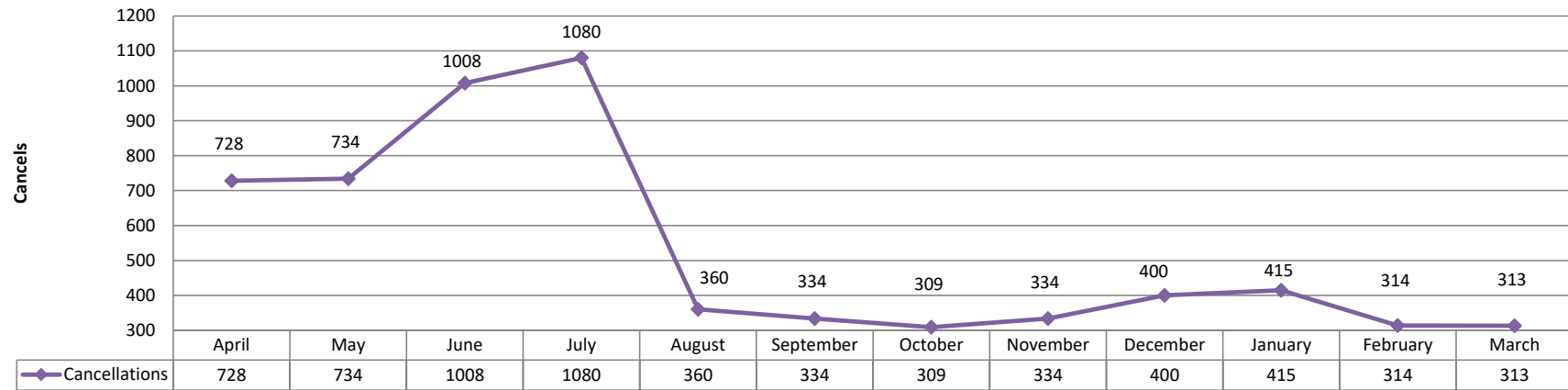


## On-Time Performance and Passengers Per Hour

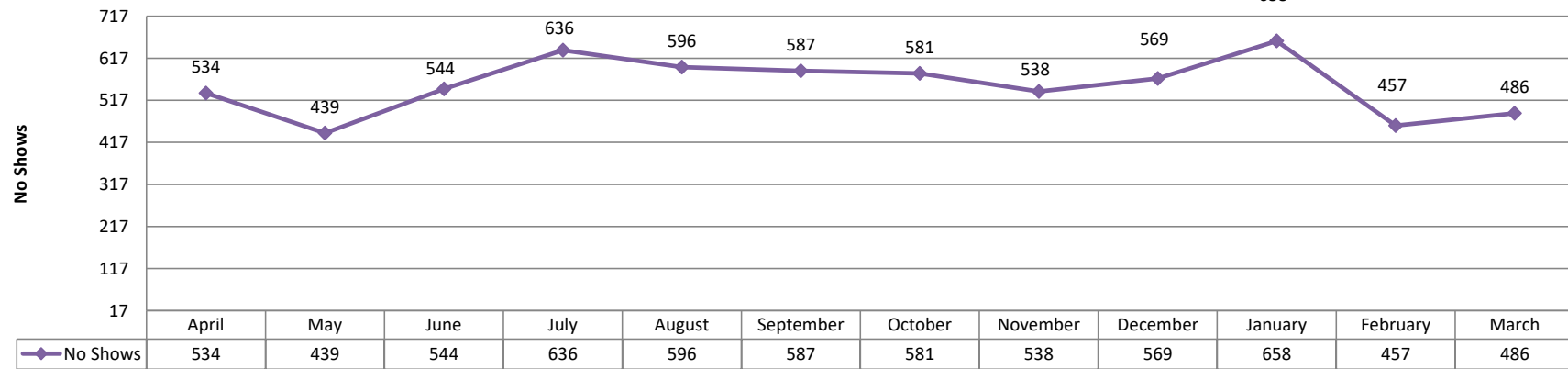




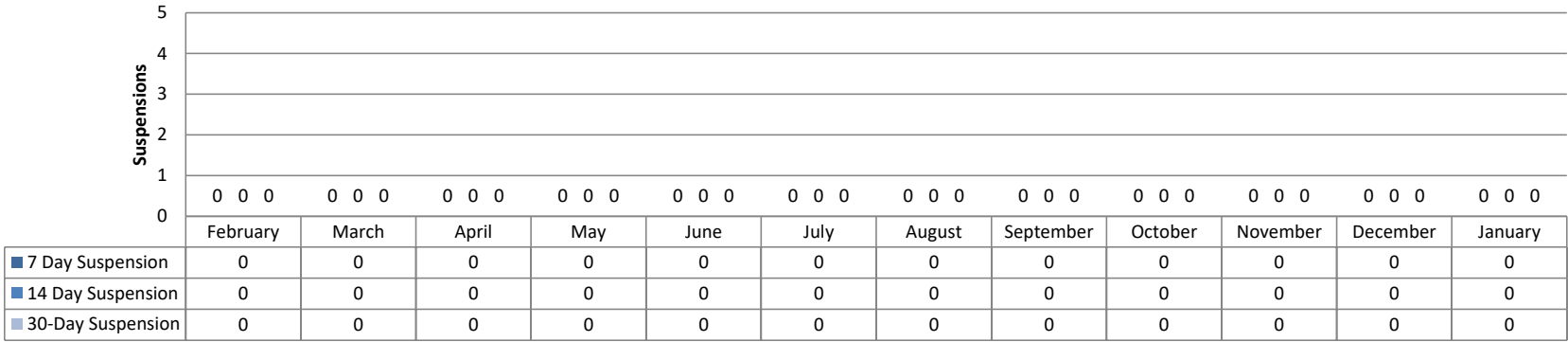
## Cancellations



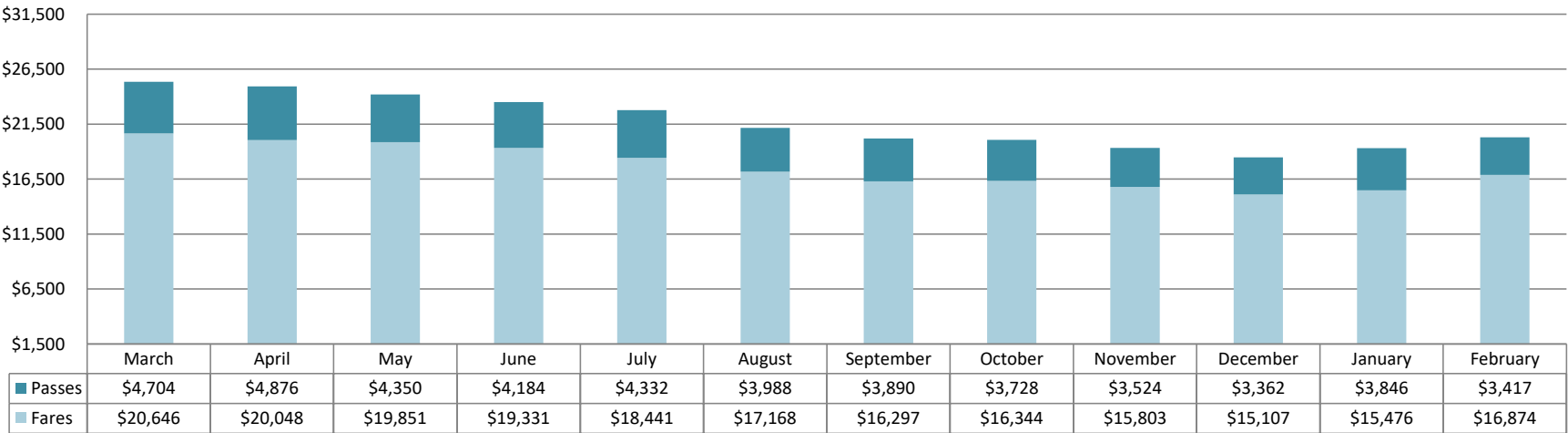
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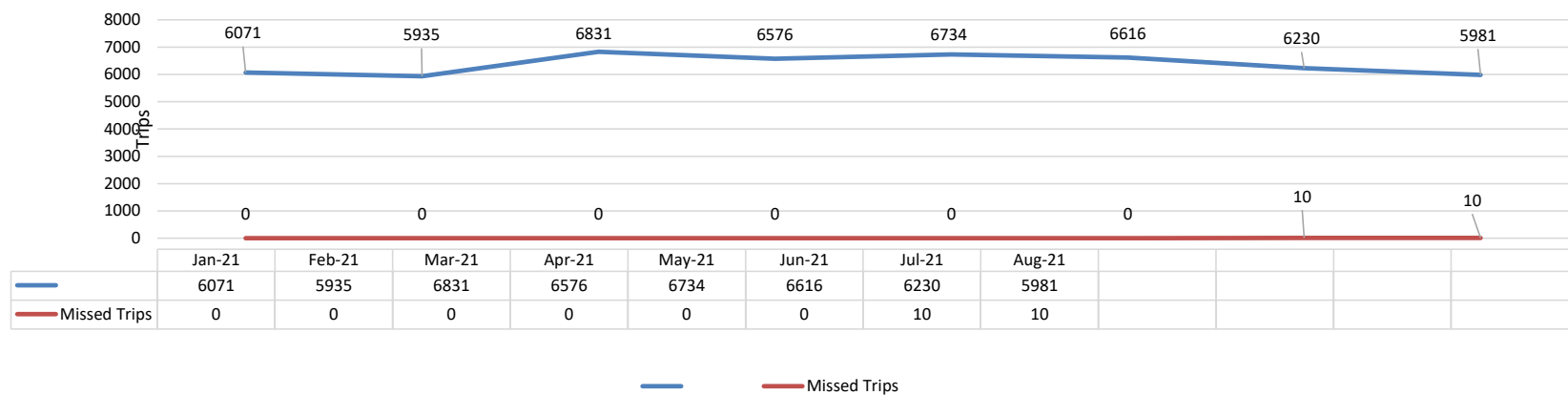
Suspensions



Ticket Sales and Fares Collected

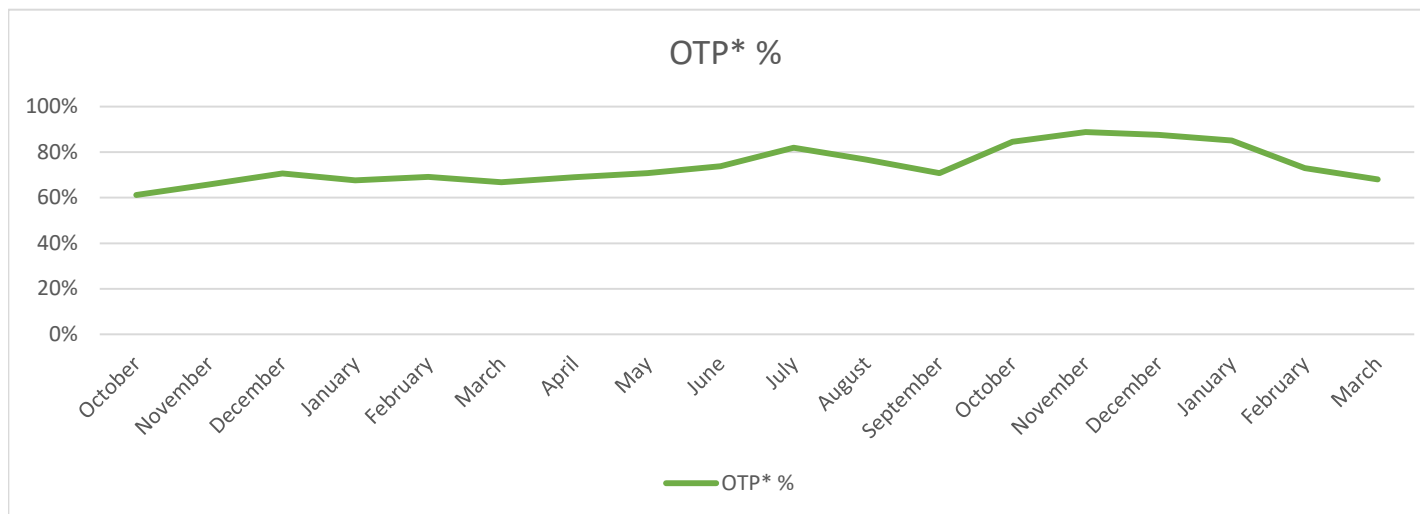


Total Trips & Missed Trips



### Work/Medical Trips - On Time Performance (OTP)

Months	Work/Med Trips	Outside the 30Min Window	OTP* %
October	2079	807	61%
November	1811	618	66%
December	2191	644	71%
January	2074	672	68%
February	2005	618	69%
March	2325	772	67%
April	2215	687	69%
May	2184	639	71%
June	2186	572	74%
July	2085	376	82%
August	1778	414	77%
September	2007	586	71%
October	1845	284	85%
November	2701	302	89%
December	2607	322	88%
January	1890	282	85%
February	1895	511	73%
March	2188	700	68%



Date Received	Month	ID	Date of Incident	Type	Valid/Non-Valid	Description	Resolution
1/10/2022	January	P 01-10-22 #459	1/10/2022	Ride Time	Valid	The Customer called to let PTNE know his ride on Monday was just too long. He stated he was the first one to be picked up on time, but the bus driver picked up 3 other people and then dropped them all off. He was the first one on the bus and the last one. Why?	I called and apologized to the customer, he was 3 hrs. on board the driver was following the manifest, also talked to the driver ad let him know that they need to let dispatch knows when situation like this happened, so they can make the necessary arrangements. <b>Action taken: Call/email</b>
1/11/2022	January	P 01-11-22 #460	1/11/2022	Safety	Valid	On Davis Blvd Turning onto Santa Barbara (in the turning lane the ParaTransit bus decided to move from the middle lane to the left lane after the light changed and almost hit the other driver.	Reviewing the video, what The Customer described was accurate; the driver was re-trained and reminded of the importance of his Safety, the Safety of the public, and our community. I called The Customer to apologize, explain our safety rules and process and re-assure that Safety is our utmost priority, she was satisfied with our call.
2/9/2022	February	P 02-09-22 #474	2/9/2022	Safety	Valid	The Customer stated to please tell the CAT Connect drivers to slow down – she stated the bus drivers are speeding 45 on a 25 mile zone. This is not the first time.	The clip provided for the review does not show the bus while it was driving through Devon Cir. The video on this bus from 8:50 through 9:00 AM will need to be provided to validate the speeding claims made by the complainant.
2/9/2022	February	P 02-09-22 #475	2/9/2022	Discourteous	Valid	<p>The Caller called to complain how the dispatcher spoke to her in the morning when she called to make sure the driver does not go to the Main house to pick up The Customer. And to remind the bus driver The Customer is in the guest house in the back. At 5:45am The Customer &amp; Parent go outside not to miss the bus. At 6:30 she called the Dispatcher to find out when would the pickup be. The Dispatcher told The Caller to go inside and she told them they were going to the wrong house last 2 times and we don't want to miss it. The dispatcher said, "Then stay out there in the rain, with a smart tone. The Caller reminded the dispatcher that this is a paid service and its not free and not to speak to her in that tone.</p> <p>She also called to complain her son got home at 4:15pm and got picked up at 2:00pm from the hospital – why does he have to be in the bus for over 2 hrs? FYI: The Caller and I were on the phone when The Customer got dropped off.</p>	<p>The situation is that the location of his house is unsafe specially in the mornings when is very dark, there is no way to turn around the path is very narrow. The drivers have explained to his mother, and I have also talked about that with her, dispatcher in the morning call once the driver arrived. The Customer is on a 120 minute riding time, driver left NCH at 1404 and he was dropped 1610, I have explained the windows to The Caller few times, yesterday there was an accident the driver got delayed he was dropped 6 minutes past the 120 minutes. Today I called and went over the windows and explained that the driver got stuck in traffic and apologized. <b>Action taken: called</b></p>
2/10/2022	February	P 02-10-22 #476	2/10/2022	Routing	Not Valid	<p>The Customer called to please fix the bus driver schedule when he takes him home from Dialysis – several times before the driver passes his street and tells him he has to follow the schedule. The driver takes him all over to drop off other people and he is the last one to be dropped off. He is calling today to please make sure he doesn't drop him off last again. Its too hard for him to be on the bus that long especially when the driver passes his street after Dialysis.</p> <p>Fyi: I transferred the call to Para Mnager, and she directed me to transfer the call directly to Dispatch. Dispatch said he would take care of The Customer.</p>	<p>I was in training, so Dispatch talked to him and explained. I checked a few of The Customers trips; and found out that the driving distance between the other dropped off he mentioned is 5-6 min away. The system schedules his dropped off after another customer, and the drivers follow their manifest. I explained how the system works; his trips are on a 120min travel time; looking at his last trips, he has been on board around 75-80 min. <b>Action taken: Called</b></p>
2/10/2022	February	P 02-06-22 #479	2/6/2022	No Show/Missed Trip	Not Valid	<p>The Customer called to please have the "NO SHOW" removed from her record. She cancelled her trip when she got the alert on Saturday around 6:30 to 7:00pm (the reason for her sudden cancellation was because the pavement in the development was poured and the whole parking lot was closed off). She thought she was doing a favor by canceling on Sat. Feb 5th, then she called 45 minutes later to confirm her cancellation and explain why in a message.</p> <p>On Sunday morning she called Cat Connect again to confirm her trip was cancelled for 11:15am &amp; it was confirmed. She was very surprised to have the Cat Connect driver knock on her door (apparently the work was done at night on the pavement and the parking lot was opened in the morning – she did not know this had occurred). She wanted to go with the Driver but was scared since she had cancelled the trips and she would get stuck.</p> <p>The Customer later called a CSR on Wednesday Feb 9th to make sure it said on her record it was cancelled, but she found out it was labeled "NO SHOW". She stated she loves her CAT Connect Drivers and service and to please make sure it is removed because she knows what happens when you have too many no shows and she doesn't want to lose her privilege's. FYI: The Customer stated the CSR would speak to her supervisor to get the No show removed.</p>	<p>The Customer cancelled the return trip but not the first trip, we understand that her intention was to cancel both. I called and left several messages to let her know that we are not counting the NS against her. She finally returns my messages and was very pleased I explained the process to cancel the day off, and she understood. Also I thank her for the time she took to compliment the CSRs service. <b>Action taken: Call/email</b></p>
2/11/2022	February	P 02-09-22 #481	2/9/2022	No Show/Missed Trip	Valid	<p>The Caller complained her son was not ready at 1:30pm to be picked up and the driver was told to please wait 10 minutes. The driver refused and left her son at the dialysis center- he ended up waiting till 4pm when he was picked up. She also wants to know why the driver didn't wait for her son for 10 minutes, but at 4:00pm her son had to wait an additional 20 minutes while the driver waited at the center for another passenger.</p> <p>The Caller gets calls continuously from CAT Dispatch telling her they will be late, then she is forced to take her son so he won't be late. Her husband has cancer and can not be left alone. She feels that she gets the calls, because CAT knows she has a car and will end up taking her son anyways. She can't keep doing it, not while her husband is so sick. Today she got the call at 9:45 am that CAT Connect will be at her home to pick up her son at 10:20 and his appt is at 10:30am. She took her son to the Dialysis.</p> <p>FYI: I transferred the message to Para Manager.</p>	<p>Called and talked to The Caller, we explained that when they are not ready, we will always going to send another driver, that is not the drivers decision not to wait, that we contacted the dialysis clinic and depending on the time that that they indicated will still need, we either let the driver wait or just re-scheduled the pickup, which we did and went back to got him at 1518, his regular time is 1445. We apologize for the delays that they had experience due to the shortage of drivers, and that we share that we are actively hiring and that we will be back in full service soon. <b>Action taken: Called/Emailed</b></p>
2/11/2022	February	P 02-09-22 #482	2/9/2022	No Show/Missed Trip	Valid	<p>The Caller is calling for The Customer, she is very upset and wants to know how can a Cat Connect bus driver pick up the wrong person from the Dialysis center? Her friend The Customer ended up staying 3 hours outside waiting for the bus to come and get him because the Cat Connect bus did not take him at 1:24 when he was ready to get on the bus. The Customer got home after 6pm. She stated this is not acceptable, not healthy and wants answers.</p>	<p>Another passenger got on-board and told the driver was The Customer, and he proceed to go on, the pickup was 1436, around 1545 we received a call from dialysis asking for The Customer pick up and that was when we found out that the person that was on board was not the right one, so we went ahead and create another trip and send a driver as soon as fast as we could, 1618 the driver arrived. The driver explained that one of the nurses even confirm, we think was a miscommunication is a new driver. I apologized and explained to The Customers daughter, she understood.</p>
2/14/2022	February	P 02-14-22 #484	2/14/2022	Safety		<p>The Caller stated in the voice mail- she had to slam her brakes not to get hit by the ParaTransit bus. The Bus cut in front of her without warning. Let the drivers know they are caring passengers and its also a safety issue for everyone.</p>	<p>After review of the video, it does appear as if our driver makes a close call switching into the lane in front of The Caller. In this situation, our driver had passed her truck, and turned on his turn signal to clearly inform other drivers he was going to switch lanes. As he was trying to switch lanes, it appeared The Caller had sped up near the back corner of the bus as our operator started moving over. Moving forward, our driver should make sure that he has enough clear space to maneuver into the other lane, but in this case he did signal his lane switch and originally had room to make the change.</p>

2/15/2022	February	P 02-15-22 #485	2/15/2022	No Show/Missed Trip		The Customer called to remind the drivers to please drive up the drive way, get out and knock on the door. When the driver stays on the road and beeps the horn nobody hears it. So Today it happened again, The Customer missed his ride because they beeped on the road and left without The Customer.	Spoke with The Customer and let her know that our service is Door-Door, was a new driver, dispatch tried to call but there was no answer, we apologized with her and explained the driver what is expected from us.
2/28/2022	February	P 02-28-22 #494	2/28/2022	Late	Not Valid	FYI – I transferred the call to Para Managers voice mail & spoke with Para Manager The Customer called upset to let us know she missed her connection (even though CAT Connect bus pulled right behind her Lee County Bus connection) because CAT Connect was late getting her to the Bonita Publix for her connection ride. She didn't understand though why the Cat Connect bus driver did not try to radio the Lee County Bus parked right in front him to please wait a few minutes while she got off the CAT Connect bus. The Lee County bus left her without a ride and her pick up time for Lee County at Bonita Publix was 12:15pm. She waited 3 hours to get a ride from Lee County Connect and was picked up at 3:00pm. FYI: I transferred the call to the Para Manager.	I made the reservation for The Customer, at the time of the reservation I explained the windows and let her know how she should request the trips with Transport for her not to missed either them or us, she made the trips with them for the same time she had it with us. Also let her know that our drivers are unable to talk to the drivers from Transport through the radio, she had another trip the day after, and we rescheduled the times in order for her to be able to make both connections. <b>Action taken: Call/Email</b>
3/5/2022	March	P 03-05-22 #501	3/5/2022	Other	Valid	Description -The Caller called paratransit dispatch at 5:20 pm to say that the driver who picked up and dropped off The Customer her daughter said something that up set her. He said (love you). The Customer told the driver she had a boyfriend and went inside the home. She then told her mother. Who then called dispatch to speak with a supervisor? Fixed route Manager was there to take the call.  3/9 FYI: This incident is in investigation. The Para Manager has been trying to contact The Mother to speak with her. The video is in Complaint's folder in March paratransit under 2705. We will finish this up today.	We immediately put the driver on administrative leave when we received the complaint, as is our procedure, and started our investigation. We tried to contact, The Customers mother, who still hadn't called us back; we left several messages with The Customers grandmother.  After watching the video of the trip, we found that the driver did say "Love U". Although we recognize that it is inappropriate, we think he said it in jest.  In my meeting with the driver, he described the conversation; he remembered that he commented. I want to clarify that he did not know we had already seen the video. After consulting with, Transit Manager, and The Director, we all agreed that the comment was in jest, although inappropriate. Therefore, as per our policies the driver was required to be retrained.  Retraining was completed today; we ensured that he understood our drivers' conduct while in service. In addition, we took the time to explain the American Disability Act (ADA) standards regarding the matter. We will be monitoring The Customers trips, and as soon as we have communicated with The Mother, we will update.
3/11/2022	March	P 03-10-22 #502	3/10/2022	Safety	Valid	The Customer called to say the service is horrible, especially yesterday on 3/10/2022- the bus arrived to pick up the Dialysis patients and told one of the men (whom was very handicapped) ( who had been waiting for the bus), that he was not on the list and he would not give him a ride? Basically, just left him there sitting outside the building. The Customer stated getting picked up is horrendous and always late. CAT needs to understand he and the other patients have been in a chair for over 4 hrs already and its very unsafe to sit in a bus for another 2 hrs. The Customer wants someone to call him and tell him about the window of time CAT has to pick up and drop off Riders.	I called and talked to The Customer, explained the windows and the riding time and also why not all the passengers travels together, checked his trips since August till 3/10 and found that he had 8 trips 2 of them late by 5 min, also let him know that there is no need for our passengers to be outside because our service is door to door. He understood the window and the riding time and appreciated that we call him back. Reassured him that we understand the process of dialysis which is in our main priority list of trips. <b>Action taken: Call/Email</b>
3/18/2022	March	P 03-18-22 #506	3/18/2022	Late	Valid	The Customer just got cleared to go to Therapy and was picked up at 9:50 am but another rider got picked up and taken to an adult day care center. Sadly, this caused The Customer to lose her 10:30am appt because the bus arrived after 11am. She is going to use Cat Connect for the next 5 months and needs to speak to someone to make sure her future appts are not cancelled due to tardiness. She wants a plan and/or what does she need to do to help.	Spoke with The Customer and apologize for the delayed, her trip was set for 1045 and the actual drop off was 1059, she mentioned that was a lot of traffic too, there was 1 passenger that was dropped before her. She was very thankful for our follow up.
3/31/2022	March	P 03-31-22 #511	3/31/2022	Discourteous	Valid	The Customer called because she is being bothered on the bus by the driver. When The Customer gets on the bus and sits down, the driver comes along and tries to take her things; it happened this morning a. Caller says driver does this to other passengers as well. She does not know if the driver is trying to be funny with them, but it really bothers her and the other passengers. The Customer has repeatedly told him to stop but driver has continued. The Customer would like a call back. The phone number on this complaint is not hers, but when you call just ask for The Customer and it will be passed to her. Phone number belongs to someone else	I have called passenger several times, but she hasn't called back. So I spoke with the Director of the Easterseal Program. After reviewing the video, we can see that the driver, was joking with all three passengers as he usually does.
3/24/2022	March	P 03-28-22 #512	3/28/2022	Ride Time	Not Valid	The Customer wants someone to please consider how important Dialysis patients needs and to get them home at a decent time. He called to complaint he was picked up at 4:15pm on Monday and the bus driver stayed 8 more minutes in the back of the building to kill time before his next pick up. Then he went to Immokalee to pick up two people at the clinic and dropped them off. The Customer was dropped off at his house at 7:00pm – he stated almost 3 hours after sitting in the chair for 4 hours let alone the time it takes for him to get to Dialysis. This is a long day for Dialysis Patient Riders. Something needs to be done for the Dialysis Patient Riders for ParaTransit routes. " This is unhealthy and its not safe". He also wanted to complain about another passenger didn't get home till after 8:00pm- almost 4 hours later!! "Something needs to be done to correct this time issue – its too long for the Dialysis Patient Riders to go on bus being taken all over the place." He wants to speak to upper management. FYI: I transferred the call to Para Manager—because The Customer wanted to make sure he was not going to be on the Paratransit again for over 3 hrs on Wednesday.	Spoke with passenger and checked the trip that he was mentioning, there were not three hours on the bus, but they were over the 120 minutes which is withing the window. One of the situations is that there is a gap between passengers chair time but because they live a block away they travel together, I called an spoke with the dialysis center to see the possibility for them to have the same time, so neither one have to wait for the other, but at this point is not possible, but they will work with it to have them both together. I let him know that we understand how they feel after their dialysis and is our intention to make their rides as smooth as possible.
3/29/2022	March	P 03-28-22 #513	3/28/2022	Other	Not Valid	Email from The Para Manager; Yesterday we received a call from The Customer around 4:40 PM, indicating that the day before meaning Monday 28", the wheelchair of The Customer was damage while we transported her to the daycare, she indicated that it was because the driver damaged the breaks and moved The Customer on the wheelchair with the breaks on, can you please open a complaint. Her number is 239-200-4013.	We sent a supervisor to investigate the complaint; the chair was in working conditions, I called care giver, and she informed us that she was about to reach out to let us know that the wheelchair was okay. Therefore, she was not interested in continuing with the complaint.

**EXECUTIVE SUMMARY**  
**REPORTS AND PRESENTATIONS**  
**ITEM 6B**

**Metropolitan Planning Organization (MPO) Quarterly Progress Report**

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

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

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

Prepared By: Brandy Otero, Collier MPO Principal Planner

**ATTACHMENT(S):**

1. MPO Quarterly Progress Report



FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

# PLANNING AGENCY QUARTERLY REPORT

SERVICE AREA/COUNTIES:

Collier

INVOICE NUMBER:

G1Y10 Q3

INVOICE DATE:

April 26, 2022

QUARTER SERVICE DATES:

January 1 - March 31, 2022

AGENCY

Collier MPO

I PROGRAM MANAGEMENT	PROGRESS
A. When necessary and in cooperation with the LCB, <b>solicit and recommend a CTC</b> . The selection will be accomplished, to the maximum extent feasible, through public competitive bidding or proposals in accordance with applicable laws and rules. Such recommendation shall be presented to the Commission by Planning Agency staff or their designee as needed. (Tasks 2A)	No activity this quarter. Collier County is designated as the CTC until 6/30/2023.
B. Develop and maintain a process for the <b>appointment and reappointment of voting and non-voting members</b> to the local coordinating board. (41-2.012, FAC)	No activity this quarter.
C. Prepare <b>agendas</b> for local coordinating board meetings consistent with the <i>Local Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 3)	The agenda for the 3/2/22 LCB public workshop and regular meeting are enclosed.
D. Prepare official <b>minutes</b> of local coordinating board meetings regardless of a quorum) and submit a copy along with the quarterly report to the Commission. For committee meetings, prepare minutes in the form of a brief summary of basic points, discussions, decisions, and recommendations to the full board. Keep records of all meetings for at least five years. (Task 3)	The draft minutes for the 3/2/22 LCB public workshop and regular meeting are enclosed.
E. Provide at least one <b>public workshop</b> annually by each local coordinating board, and assist the Commission, as requested, in co-sponsoring public workshops. This public workshop must be in addition to the local coordinating board meetings. It may, however, be held in conjunction with the scheduled local coordinating board meeting (immediately following or prior to the local coordinating board meeting). (Task 4)	The public workshop was held on 3/2/22. The agenda, draft minutes, advertisement and legal ad are enclosed.
F. Provide staff support for <b>committees</b> of the local coordinating board. (Task 3)	No activity this quarter.
G. Develop and update annually <b>by-laws</b> for local coordinating board approval. Approved by-laws shall be submitted to the Commission. (Task 5)	No activity this quarter.
H. Develop, annually update, and implement local coordinating board <b>grievance procedures</b> in accordance with the Commission guidelines. Procedures shall include a step within the local complaint and/or grievance procedure that advises a dissatisfied person about the Commission's Ombudsman Program. A copy of the approved procedures shall be submitted to the Commission. (Task 6)	No activity this quarter.
I. Provide the Commission with a current <b>membership roster and mailing list</b> of local coordinating board members. The membership roster shall be submitted with the first quarterly report and when there is a change in membership. (Task 3)	No activity this quarter. Membership roster and mailing list previously submitted.
J. Provide <b>public notice</b> of local coordinating board meetings and local public workshops in accordance with the <i>Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 3)	LCB meetings are advertised in the Naples Daily News. The ad for the 3/2/22 meeting is enclosed.
K. Review and comment on the <b>Annual Operating Report</b> for submittal to the local coordinating board, and forward comments/concerns to the Commission for the Transportation Disadvantaged. (Task 7)	Final AOR was presented to the LCB and approved on 12/1/21. Signed cover sheet for documentation. Will be invoiced next quarter.
L. Report the <b>actual expenditures</b> (AER) of direct federal and local government transportation funds to the Commission for the Transportation Disadvantaged no later than September 15th. (Task 8)	No activity this quarter.



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

III. TECHNICAL ASSISTANCE, TRAINING, AND EVALUATION	PROGRESS
A. Provide the LCB with <b>quarterly reports</b> of local TD program administrative support accomplishments as outlined in the grant agreement and any other activities related to the TD program. (Task 9)	The Planning Grant quarterly progress report was presented to the LCB at the 3/2/22 meeting. The CTC also provides a quarterly report to the LCB which is enclosed.
B. Attend at least one <b>Commission-sponsored training</b> , including but not limited to, the CTD’s regional meetings, the CTD’s annual training workshop, or other sponsored training. (Task 10)	No activity this quarter.
C. Attend at least one <b>CTD meeting</b> each year within budget/staff/schedule availability.	No activity this quarter.
D. Notify CTD staff of local <b>TD concerns</b> that may require special investigations.	No activity this quarter.
E. Provide <b>training</b> for newly-appointed LCB members. (Task 3)	No activity this quarter.
F. Provide <b>assistance</b> to the CTC, purchasing agencies, and others, as needed, which may include participation in, and initiating when necessary, local or regional meetings to discuss TD needs, service evaluation and opportunities for service improvement.	No activity this quarter.
G. To the extent feasible, collect and review <b>proposed funding applications</b> involving “TD” funds consistent with Chapter 427, F.S., and Rule 41-2, F.A.C., and provide recommendations to the LCB. (427.0157, FS)	No activity this quarter.
H. Ensure the local coordinating board conducts, as a minimum, <b>an annual evaluation</b> of the community transportation coordinator. The local coordinating board shall evaluate the coordinator using the Commission’s <i>Evaluation Workbook for Community Transportation Coordinators and Providers in Florida</i> (at a minimum using the modules concerning Competition In Use of Operators, Cost-Effectiveness and Efficiency, and Availability of Service) and local standards as defined in the Transportation Disadvantaged Service Plan. (Task 2B)	No activity this quarter.
I. Assist the CTD in <b>joint reviews</b> of the CTC.	No activity this quarter.

J. Ensure the LCB annually reviews <b>coordination contracts</b> to advise the CTC whether the continuation of said contract provides the most cost effective and efficient transportation available, consistent with Rule 41-2, F.A.C.	No activity this quarter.
K. Implement recommendations identified in the CTD's <b>QAPE</b> reviews.	No activity this quarter.

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

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

Representative

Date: 4/26/2022

Revised: 06/30/2021

**EXECUTIVE SUMMARY**  
**REPORTS AND PRESENTATIONS**  
**ITEM 6C**

**Florida Department of Transportation (FDOT) Report**

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**OBJECTIVE:** To receive an update from FDOT.

**CONSIDERATIONS:** FDOT will provide a status report to the LCB at each meeting.

**STAFF RECOMMENDATION:** For the Board to receive the update.

Prepared By: Brandy Otero, MPO Principal Planner

**ATTACHMENT(S):**

None.