



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 join on Zoom
Or dial 1-646-876-9923
Meeting ID: 898 1916 8515
Passcode: 747494

Collier County Government Center
County Administration Building F
Board of County Commissioners Chambers
3rd Floor – 3299 Tamiami Trail E.
Naples, FL 34112

REGULAR MEETING

Wednesday – September 1, 2021
1:30 p.m.

1. CALL TO ORDER
 - A. Roll Call
 - B. Pledge of Allegiance
2. OPEN TO THE PUBLIC FOR COMMENTS ON ITEMS NOT ON THE AGENDA
3. APPROVAL OF AGENDA
4. APPROVAL OF MEETING MINUTES
 - A. May 5, 2021 Regular Meeting Minutes
5. BOARD ACTION
 - A. Approval of LCB Membership Certification
 - B. Review and Approval of Annual Operating Report
 - C. Review and Approval of Plan to Prioritize TD Trips
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

December 1, 2021 at 1:30 p.m.
11. ADJOURNMENT

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

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

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

The MPO's planning process is conducted in accordance with Title VI of the Civil Rights Act of 1964 and Related Statutes. Any person or beneficiary who believes they have been discriminated against because of race, color, religion, sex, age, national origin, disability, or familial status may file a complaint with the Collier MPO by calling Ms. McLaughlin at (239) 252-5884 or by writing to her at 2885 South Horseshoe Dr., Naples, FL 34104.

MEETING MINUTES

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

REGULAR MEETING

Board of County Commission Chambers

Collier County Government Center

3299 Tamiami Trail East, 3rd Floor

Naples, FL 34112

May 5, 2021

1:30 p.m.

****Virtual participation via ZOOM**

1. CALL TO ORDER

A. Roll Call with Self Introductions

Ms. Corris – called the meeting to order at 2:05 pm.

Members Present In-person

Susan Corris, SWFL Regional Workforce Development Board, Vice-Chairperson

Dale Hanson, FDOT

Leah Watson, Agency for Persons with Disabilities

Nichole Spencer, Representative for Children at Risk

Signe Jacobson, Florida Agency for Health Care Administration

Members Participating Remotely

John Kasten, Public Education

Dylan Vogel, Citizens Advocate/User

Anne Chernin, Elderly

Oscar Gomez, Veterans Services

Members Absent

Commissioner Solis, Chair

Eileen Streight, Citizens Advocate/Non-User

Cheryl Burnham, Florida Association for Community Action

Robert Richards, Florida Dept. of Education, Div. of Voc. Rehab.

Sherry Brenner, Disabled

Bianca Borges, Local Medical Community

Norma Adorno, Area Agency on Aging SWFL-FL Dept. of Elder Affairs

Belinda AmanKwaa, Florida Department of Children and Family Services

Leah Watson, Agency for Persons with Disabilities

MPO Staff

Brandy Otero, Principal Planner
Anne McLaughlin, Executive Director

Others Present

Michelle Edwards-Arnold, Director, Collier County PTNE [*arrived during item 5B*]
Elena Ortiz-Rosado, PTNE
Omar DeLeon, PTNE, Transit Manager
Braian Morales, MV Transportation

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

None.

3. APPROVAL OF AGENDA

Ms. Watson moved to approve the agenda. Ms. Spencer seconded. Passed unanimously.

4. APPROVAL OF MEETING MINUTES

A. Approval of March 3, 2021 Public Workshop Meeting Minutes

Ms. Watson moved to approve the Public Workshop Meeting Minutes for March 3, 2021. Mr. Vogel seconded. Passed unanimously.

B. Approval of March 3, 2021 Regular Meeting Minutes

Ms. Watson moved to approve the Regular Meeting Minutes for March 3, 2021. Ms. Hanson seconded. Passed unanimously.

5. BOARD ACTION

A. Approval of Grievance Policy

Ms. Otero – LCB required to conduct annual review of Grievance Procedure. The only proposed change shown in strike through/underline – replaces Josephine Medina with Brandy Otero as MPO TD Program Administrator.

Ms. Hanson moved to approve the revised grievance policy. Ms. Spencer seconded.

Ms. Corris - It's been moved and seconded. Any questions?

Ms. Corris - called for the vote. Passed unanimously.

B. Review and Approval of CTC Evaluation

Ms. Otero – Florida Commission for Transportation Disadvantaged (CTD) requires as condition for receipt of planning grant that LCB conducts an annual evaluation of Community Transportation Coordinator (CTC). Collier County Public Transit and neighborhood Enhancement (PTNE) Department is designated to act as CTC for Collier County; their response to report is included in packet. The report on evaluation must be submitted to CTD prior to June 30, 2020 and is included as appendix in TDSP annual report. The annual evaluation covered the July 1, 2019 to June 30, 2020 review period. Broadly worded goal for transferring passengers from paratransit to transit, last years evaluation recommended it be more specific. Discussion should occur at LCB meeting in time for inclusion in next TDSP update. CTC on-time performance of 89% fell short of 90% goal. PTNE started tracking early on time performance separately for work/medical trips in May 2020; only 2 months of data available by end of June 2020; so on-time performance for work/medical only considers late trips for this evaluation. Review based on one day audit of manifests for Wednesday, January 20, 2021. Surveyed 10% of 301 trips. Rider surveys expressed appreciation for drivers with isolated exceptions. Complaints stemmed from not knowing if they would be late or picked up. Passenger comments on travel time came up during LCB Annual Public Workshop. MPO staff met with PTNE and MV Transportation staff to discuss current practice, clarify how total trip time is calculated. Important to clarify and educate riders so they know what to expect. Regarding on-time for medical and employment trips, still need to develop methodology for calculating early drop off. Scheduling window clarification is going to LCB in TDSP Minor Update. Think we have a good solution. PTNE has developed graphics that explain how trip time and the window are calculated. PTNE's software initiative will help improve riders understanding of process.

Ms. Arnold – We are for the most part in agreement with the report as indicated in our response. [Regarding posting local toll-free number in all vehicles in larger for greater visibility,] we have repeatedly asked MPO for guidance on acceptable font size but haven't received an answer. Regarding on-time performance, CTC will continue to track separately for medical and employment trips to provide transparency. Current system does not have ability to include early trips in overall on-time calculations. New scheduling software system will address some concerns, give passengers more certainty when bus will arrive, includes a call ahead feature that sends passengers phone call 15 minutes prior to arrival; can also schedule phone call reminder day prior. The CTC will review pick-up and drop-off scheduling window with LCB at next meeting to clarify how implemented. In transit terminology, pick-up and drop-off are requested preferences. We developed educational materials, graphics, to include in the TDSP Minor Update to clarify. The new scheduling software is in the contracting phase. Account system provides option to paying on the bus, but that capability will still exist. Some caregivers prefer to handle payments – can be difficult for riders to manage. Optimistic that customer service will improve with new software. Difficulty calculating overall on-time performance with LCB criteria added for medical and employment trips - to not deliver clients too early, but in order to mesh with other trips only classified by lateness would not be statistically valid. Question the origin of policy for not delivering too early. Have spoken with providers, and they don't care if clients arrive 15 minutes early. Don't know origin of concern – was it arriving before the facility opened? Could look at hours of operations as a criteria instead.

Ms. Hanson – have there been lots of complaints about arriving too early?

Ms. Arnold – recall just one involving son of a committee member having been dropped off at work too early. Not aware of others. Raises question – if someone else cancels a trip, do we keep a person on the bus longer and violate that policy or drop them off early?

Ms. Hanson – Is call ahead feature in new scheduling software an automatic feature?

Ms. Arnold – yes.

Mr. Vogel – has not received complaints. Service is doing ok at United Palsy Center (UPC).

Mr. DeLeon – visited UPC last month to view unloading of passengers. Have seen a reduction in number of riders. No complaints. No issues voiced by UPC.

Mr. Vogel – will start back there on Monday [next week]

Ms. Jacobson - regarding seniors, what technology will riders be required to have to use?

Mr. DeLeon – as part of roll-out, PTNE's summer intern will develop brochures, information packet, contact agencies.

Ms. Watson – how does vehicle tracking system work [new scheduling software]?

Mr. DeLeon – GPS – will show location of vehicle.

Ms. Hanson moved approval of CTC evaluation. Mr. Vogel seconded. Passed unanimously.

C. Approval of 2021 TDSP Minor Update

Ms. Otero – Gave a slide presentation on the Transportation Disadvantaged Service Plan 2021 Annual Update [copy available on request made to MPO office]. Listed annual schedule of required LCB activities including annual update to TDSP which has a 5-year implementation plan. Major update is required every 5th year. Other annual updates referred to as Minor Updates. Described 2021 TDSP update schedule. Next step is MPO Board ratification on May 14, 2021. Reviewed required components including Section 3 Service Plan – the update includes the Grievance Policy update reviewed and approved as item 5A in agenda packet, the eligibility criteria approved by the LCB at September 2020 meeting, and updated Service Standards to reflect accurate trip scheduling process discussed under item 5B on this agenda. Ms. Otero deferred to County PTNE staff to describe the difference between a pick-up scheduling preference and a drop-off scheduling preference and total travel time.

Ms. Arnold – Presented the definition of Transportation Disadvantaged included in the TDSP, mentioned a 21-day provision of services to visitors without requiring an application if they

qualified for similar services in other areas of the state. Introduced new educational materials [shown in the PPT] including two diagrams giving examples of Drop-Off and Pick-Up scheduling preferences. Described the steps required to schedule a trip and how total travel time is calculated by showing how the pickup window is added to the drive time. Regarding the existing travel time policy, recommends shortening travel time to 45 minutes for short trips, 75 minutes for middle distance trips and 120 minutes for long distance trips. The proposed modification is included in the TDSP Minor Update; implementation will start when new scheduling software is online.

Ms. Corris – the diagrams are very good.

Ms. Watson – can you add the number for riders to call to submit a request?

Ms. Arnold – yes.

Ms. Otero – resumed showing PPT presentation beginning with updated service area profiles and demographics, including Mode of Travel to Work and Critical Need TD Population Forecast. Conclusions – continue to monitor on time performance, specifically medical and employment trips, and ensure that Riders Guide is updated consistent with TDSP Minor Update language. Next steps – MPO Board ratification on May 14th or June 11th, then transmittal to TD Commission.

Ms. Watson moved approval of 2021 TDSP Minor Update. Ms. Hanson seconded. Passed unanimously.

D. Endorsement of the TD Planning Grant Application and MPO Resolution

Ms. Otero – described the next steps in the process – MPO Board approval May 14th, then to Commission for Transportation Disadvantaged. The agreement will come back to LCB Chairperson for signature.

Ms. Spencer moved approval of TD Planning Grant Application and MPO Resolution. Ms. Watson seconded. Passed unanimously.

6. REPORTS & PRESENTATIONS

A. CTC Quarterly Report

Mr. DeLeon – Presented January to March 2021 report including key performance indicators. Discussed cancelled trips and no shows. No suspensions for the quarter. Zero preventable accidents. Ridership has started to increase after last year's drop due to COVID-19. Tracking shows upward trends in on-time performance, passengers per hour, revenue miles and vehicle miles. No missed trips to report, previous occurrences were due to drivers not being available. Anticipate that new scheduling software will increase efficiency overall and reduce number of no shows. Balancing LCB's work/medical trips not being too late or too early policy is difficult. PTNE staff would like to discuss subject further with the LCB. Reviewed complaints and

commendations. All complaints taken seriously, documented on forms, provided to driver's manager/supervisor to investigate and follow-up with complainant if known; third party review included.

B. MPO Quarterly Report

Ms. Otero – Noted report is in packet, highlights include LCB regular and public meeting held in March. This quarter the invoice was light. Next one will have all of today's agenda items to report on.

C. FDOT Report

Ms. Hanson – FFY 21/State FY 22 FTA Section 5310, 5311, and 5339 applications - Due date for applications was December 14, 2020. We received 35 applications and began issuing grant recommendation letters. The 2021 FPTA/FDOT/CUTR Professional Development Workshop will be held virtually. Registration is open. Virtual sessions will be held in May, June and July. Link provided: <https://www.cutr.usf.edu/fpta/>

7. OTHER BUSINESS

None

8. DISTRIBUTION ITEMS

None.

9. BOARD MEMBER COMMENTS

None.

10. NEXT MEETING DATE

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

11. ADJOURNMENT

No further business being conducted, Ms. Corris adjourned the meeting at 2:51 p.m.

EXECUTIVE SUMMARY
Board Action
Item 5A

Approval of Local Coordinating Board (LCB) Membership Certification

OBJECTIVE: To ensure the Local Coordinating Board (LCB) consists of the membership required in Rule 41-2.012 (3), Florida Administrative Code.

CONSIDERATIONS: The LCB is required to review and approve their membership annually. Rule 41-2.012 (3), Florida Administrative Code, requires that various agencies and groups be represented on the LCB. Currently, the Collier County LCB has one vacancy in its membership: a representative of the private transportation industry.

STAFF RECOMMENDATION: For the Board to approve the LCB membership list.

Prepared By: Brandy Otero, Collier MPO Principal Planner

ATTACHMENTS:

1. Current membership list
2. Florida Administrative Code, Chapter 41-2.012, Coordinating Board Structure and Duties

Last Updated August 24, 2021
 18 total Members, 1 Vacancies, 17 Current Members
 With a Quorum of 4

Local Coordinating Board for the Transportation Disadvantaged
Location: Collier County Government Center
Board of County Commissioners Chambers, 3rd Floor
3299 Tamiami Trail E (Bldg F)
Naples, FL 34112

A Representative of:	Voting Member	Alternate
1. CHAIRPERSON	Andy Solis Collier County Board of County Commissioners 3301 E. Tamiami Trail, Bldg. F, 3 rd FL Naples, FL (239) 252-8602 andy.solis@colliercountyfl.gov	<i>No alternate pursuant to Chapter 427, Florida Statutes, and Rule 41-2, Florida Administrative Code.</i>
2. <i>Elderly</i>	Anne Chernin 5025 Castello Drive Naples, FL 34103 (239) 325-4444 achernin@naplesseniorcenter.org	Exp 3/12/2024
3. <i>Citizens Advocate/Non- User</i>	Eileen Streight 16113 Caldera Ln. Naples, FL 34110 (239) 260-7312 (office) (239) 770-8909 (cell) eileen@namicollier.org	Exp 3/12/2024
4. <i>Citizens Advocate/User</i>	Mr. Dylan Vogel 168 North Street Naples, FL 34108 Phone Number: 239-594-1759 Dylan.m.vogel@gmail.com Appt 12/13/19 Term Expires 12/13/22	
5. <i>Veteran Services</i>	Oscar Gomez 3339 Tamiami Trail East, Suite 212 Naples, FL 34112 (239)252-8266 veteranservices@colliercountyfl.gov	3339 Tamiami Trail East, Suite 212 Naples, FL 34112 (239)252-8449 Oscar.gomez@colliercountyfl.gov veteranservices@colliercountyfl.gov

Last Updated August 24, 2021
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A Representative of:	Voting Member	Alternate
6. <i>Florida Association for Community Action</i>	Ms. Cheryl Burnham, Community Services Director The Agricultural and Labor Program, Inc. 300 Lynchburg Road Lake Alfred, FL 33850-2576 (863)956-3491 x 224 CBurnham@alpi.org	Ms. Pa Houa Lee-Yang The Agricultural and Labor Program, Inc. 300 Lynchburg Road Lake Alfred, FL 33850-2576 PYang@alpi.org
7. <i>Public Education</i>	Mr. John Kasten Transportation Director Collier County School Board Naples, Florida 34109 (239) 377-0613 Fax (239) 377-0601 KastenHa@collierschools.com	Mr. Dan Lammers Collier County School Board 5700 Cougar Lane Naples, FL 34109 (239) 377-0695 lammersda@collierschools.com
8. <i>FDOT</i>	Dale Hanson Transit Project Coordinator FDOT 801 North Broadway Avenue Bartow, FL 33830 (863)519-2321 Dale.Hanson@dot.state.fl.us	Michelle S. Peronto Transit Programs Administrator FDOT 863-519-2551 Michelle.peronto@dot.state.fl.us
9. <i>Florida Department of Children and Family Services</i>	Tabitha Larrauri 2295 Victoria Avenue, #332 Ft. Myers, FL 33901 (239)895-0161 Tabitha.Larrauri@myflfamilies.com	
10. <i>Florida Department of Education Division of Vocational Rehabilitation Services</i>	Mr. Robert Richards Dept. of Education/Division of Vocational Rehab Services 10681 Airport Pulling Rd. N, Ste 19 Naples, FL 31409 (239) 260-6307 Fax (239) 593-2548 Robert.Richards@vr.fldoe.org	Ms. Lisa O'Leary Dept. of Education/Division of Vocational Rehab Services 10681 Airport Pulling Rd. N, Ste 19 Naples, FL 31409 (239) 260-6306 Fax (239) 593-2548 Lisa.Oleary@vr.fldoe.org
11. <i>Area Agency on Aging SWFL – Florida Department of Elder Affairs</i>	Maricela Morado Area Agency on Aging 15201 North Cleveland Avenue, ste. 1100 North Fort Myers, FL 33903 Office: 239-652-6900 ext. 58282 Fax: 239-652-6954 Maricela.Morado@aaaswfl.org	Sonia Maldonado Area Agency on Aging 15201 North Cleveland Avenue, ste. 1100 North Fort Myers, FL 33903 Office: 239-652-6900 Sonia.Maldonado@aaaswfl.org

Last Updated August 24, 2021
18 total Members, 1 Vacancies, 17 Current Members
With a Quorum of 4

A Representative of:	Voting Member	Alternate
12. <i>Florida Agency for Health Care Administration</i>	Signe Jacobson Medical/Health Care Prog Analyst AHCA 2295 Victoria Ave., Suite 319 Ft Myers, Florida 33901 (239) 335-1282 Signe.Jacobson@ahca.myflorida.com	Lonnie Thompson Ft. Myers Medicaid Field Office Agency for Health Care Administration 2295 Victoria Ave., Suite 319 Ft Myers, Florida 33901 (239) 335-1265 LonnieThompson@ahca.myflorida.com
13. <i>Representative for Children at Risk</i>	Nichole Spencer School District of Collier County Dr. Martin Luther King, Jr. Administrative Center 5775 Osceola Trail Naples, FL 34109 239-377-0513 spencn1@collierschools.com	
14. <i>Private Transportation Industry</i>	VACANT	
15. <i>Disabled</i>	Sherry Brenner PO Box 441 Naples, FL 34106-0441 Sherrybaby125@outlook.com 239-455-0086 Appt 3/8/19 Term Expires 3/8/22	
16. <i>Local Medical Community</i>	Bianca Borges 6075 Bathey Lane Naples, FL 34116 (239) 455-8500 ext 2222 biancab@DLCenters.org	Exp 3/12/2024
17. <i>Southwest Florida Regional Workforce Development Board – VICE CHAIRPERSON</i>	Ms. Susan Corris 1 Lely High School Boulevard Naples, Florida 34113 Phone: 239-377-2672 Fax: 239-436-4340 Email: scorris@careersourcesouthwestflorida.com corris@collierschools.com	

Last Updated August 24, 2021
18 total Members, 1 Vacancies, 17 Current Members
With a Quorum of 4

<i>A Representative of:</i>	<i>Voting Member</i>	<i>Alternate</i>
18. <i>Agency for Persons with Disabilities</i>	Leah Watson 2295 Victoria Ave. Fort Myers, FL 33901 Phone: 338-1378 Cell: 239-218-7217 Email: Leah.watson@apdcares.org	

Technical Assistance for the Collier County Local Coordinating Board for the Transportation Disadvantaged

Advisory Members

None at present

Community Transportation Coordinator

Collier County Board of Commissioners

C/O Michelle Arnold
Main (239) 252-5840
Direct (239) 252-5841

Collier Area Transit

Braian Morales - MV General Manager (239) 252-4983

Medicaid Transportation Provider

Medical Transportation Management (MTM)

Lisa Sanders

789 South Federal Highway, #201
Stuart, Florida 34994
772-266-4971

Commission for the Transportation Disadvantaged (CTD):

Commission for the Transportation Disadvantaged
605 Suwannee Street, MS-49
Tallahassee, Florida 32399-0450
(850) 488-6036 sun/com 292-7279

Designated Official Planning Agency

Collier Metropolitan Planning Organization
2885 South Horseshoe Drive
Naples, Florida 34104
(239) 252-8192

41-2.012 Coordinating Board Structure and Duties.

The purpose of the Coordinating Board is to identify local service needs and to provide information, advice, and direction to the Community Transportation Coordinator on the coordination of services to be provided to the transportation disadvantaged through the Florida Coordinated Transportation System (FCTS). Each Coordinating Board is recognized as an advisory body to the Commission in its service area. The members of the Coordinating Board shall be appointed by the Metropolitan Planning Organization or the Designated Official Planning Agency. A Coordinating Board shall be appointed in each county. However, when agreed upon in writing, by all Boards of County Commissions in each county to be covered in the service area, multi-county Coordinating Boards may be appointed. The structure and duties of the Coordinating Board shall be as follows:

(1) The Metropolitan Planning Organization or Designated Official Planning Agency shall appoint one elected official to serve as the official chairperson for all Coordinating Board meetings. The appointed chairperson shall be an elected official from the county that the Coordinating Board serves. For a multi-county Coordinating Board, the elected official appointed to serve as Chairperson shall be from one of the counties involved.

(2) The Coordinating Board shall hold an organizational 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 members of the Coordinating Board present and voting at the organizational meeting. 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.

(3) In addition to the Chairperson, except for multi-county Coordinating Boards which shall have as a representative an elected official from each county, including the Chairperson, one of whom shall be elected Vice-Chairperson, the following agencies or groups shall be represented on the Coordinating Board, in every county as voting members:

- (a) A local representative of the Florida Department of Transportation;
- (b) A local representative of the Florida Department of Children and Family Services;
- (c) A local representative of the Public Education Community which could include, but not be limited to, a representative of the District School Board, School Board Transportation Office, or Headstart Program in areas where the School District is responsible;
- (d) In areas where they exist, a local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education;
- (e) A person recommended by the local Veterans Service Office representing the veterans of the county;
- (f) A person who is recognized by the Florida Association for Community Action (President), representing the economically disadvantaged in the county;
- (g) A person over sixty representing the elderly in the county;
- (h) A person with a disability representing the disabled in the county;
- (i) 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;
- (j) A local representative for children at risk;
- (k) In areas where they exist, the Chairperson or designee of the local Mass Transit or Public Transit System's Board, except in cases where they are also the Community Transportation Coordinator;
- (l) A local representative of the Florida Department of Elderly Affairs;
- (m) An experienced representative of the local private for profit transportation industry. In areas where such representative is not available, a local private non-profit representative will be appointed, except where said representative is also the Community Transportation Coordinator;

- (n) A local representative of the Florida Agency for Health Care Administration;
- (o) A local representative of the Agency for Persons with Disabilities;
- (p) A representative of the Regional Workforce Development Board established in chapter 445, F.S.; and
- (q) A representative of the local medical community, which may include, but not be limited to, kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, local health department or other home and community based services, etc.

(4) Except for the Chairperson, the non-agency members of the Board shall be appointed for three year staggered terms with initial membership being appointed equally for one, two, and three years. The Chairperson shall serve until elected term of office has expired or otherwise replaced by the Designated Official Planning Agency. No employee of a community transportation coordinator shall serve as a voting member of the coordinating board in an area where the community transportation coordinator serves. However, community transportation coordinators and their employees are not prohibited from serving on a coordinating board in an

area where they are not the coordinator. However, an elected official serving as Chairperson of the coordinating board, or other governmental employees that are not employed for the purpose of making provisions for transportation and are not directly supervised by the community transportation coordinator shall not be precluded from serving as voting members of the coordinating board.

(5) The Board shall meet at least quarterly and shall perform the following duties in addition to those duties specifically listed in section 427.0157, F.S.:

(a) Maintain official meeting minutes, including an attendance roster, reflecting official actions and provide a copy of same to the Commission and the Chairperson of the designated official planning agency.

(b) Annually, provide the Metropolitan Planning Organization or Designated Official Planning Agency with an evaluation of the Community Transportation Coordinator's performance in general and relative to Commission and local standards as referenced in rule 41-2.006, F.A.C., and the performance results of the most recent Transportation Disadvantaged Service Plan. 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. The Commission shall provide evaluation criteria for the local Coordinating Board to use relative to the performance of the Community Transportation Coordinator. This evaluation will be submitted to the Commission upon approval by the local coordinating board.

(c) Appoint a Grievance Committee to process and investigate complaints, from agencies, users, transportation operators, potential users of the system and the Community Transportation Coordinator in the designated service area, and make recommendations to the Coordinating Board or to the Commission, when local resolution cannot be found, for improvement of service. The Coordinating Board shall establish a process and procedures to provide regular opportunities for issues to be brought before such committee and to address them in a timely manner. Rider brochures or other documents provided to users or potential users of the system shall provide information about the complaint and grievance process including the publishing of the Commission's TD Helpline service when local resolution has not occurred. All materials shall be made available in accessible format, upon request by the citizen. Members appointed to the committee shall be voting members of the Coordinating Board.

(d) All coordinating board members should be trained on and comply with the requirements of section 112.3143, F.S., concerning voting conflicts of interest.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.0157 FS. History—New 5-2-90, Amended 6-17-92, 11-16-93, 1-4-94, 7-11-95, 5-1-96, 10-1-96, 3-10-98, 4-8-01, 12-17-02, 7-3-03, 6-14-18.

EXECUTIVE SUMMARY
Board Action
Item 5B

Review and Approval of the FY 2020-21 Annual Operating Report (AOR)

OBJECTIVE: For the Board to review and approve the FY 2020-21 Annual Operating Report (AOR).

CONSIDERATIONS: Pursuant to Chapter 427, Florida Statutes, each Community Transportation Coordinator (CTC) must submit an Annual Operating Report (AOR). Collier County is the designated CTC. The Public Transit and Neighborhood Enhancement Director has submitted the report electronically to the Florida Commission for the Transportation Disadvantaged (CTD).

The CTD uses the information to determine each CTC's operating data, provide a statewide operational profile of the Florida Coordinated Transportation System, and to evaluate certain performance aspects of the coordinated systems individually and as a whole. The CTD also uses the data collected in this report to substantiate the need for the CTC to request additional funds.

STAFF RECOMMENDATION: To approve the FY 2020-21 AOR, to authorize the Chair to sign the AOR certifying that the LCB has reviewed the report and that a copy has been received by the Planning Agency (the MPO).

Prepared By: Brandy Otero, Principal Planner

ATTACHMENTS:

1. FY20-21 Annual Operating Report (AOR)



CTC Organization

County: Collier**Fiscal Year:** 7/1/2020 - 6/30/2021**CTC Status:** In Progress**CTD Status:** Pending
Submission**Date Initiated:** 8/10/2021**CTC Organization Name:** Collier County Board of County Commissioners**Address:** 3299 Tamiami Trl E Suite 103**City:** Naples**State:** FL**Zip Code:** 34112**Organization Type:** County**Network Type:** Complete Brokerage**Operating Environment:** Urban**Transportation Operators:** Yes**Number of Transportation Operators:** 1**Coordination Contractors:** Yes**Number of Coordination Contractors:** 3**Provide Out of County Trips:** No**Local Coordinating Board (LCB) Chairperson:** Commissioner Andy Solis**CTC Contact:** Michelle E. Arnold**CTC Contact Title:** PTNE Director**CTC Contact Email:** michellearnold@colliergov.net**Phone:** (239) 252-5841

CTC Certification

I, Michelle E. Arnold, as the authorized Community Transportation Coordinator (CTC) Representative, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): _____

LCB Certification

I, Commissioner Andy Solis, as the Local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(6), F.A.C. that the Local Coordinating Board has reviewed this report and the Planning Agency has received a copy.

LCB Chairperson (signature): _____



Organization – Coordination Contractor

County: Collier

CTC Status: In Progress

CTC Organization: Collier County Board of County Commissioners

Fiscal Year: 7/1/2020 - 6/30/2021

Upload Date: 8/13/2021

Coordination Contractor Name: Sunrise Community of S.W. Florida - Naples
Address: 4227 Exchange Avenue
City: Naples
State: FL
Zip Code: 34104
Organization Type: Private Non Profit
Operating Environment: Urban
Provide Out of County Trips: Yes
Who Do You Serve: Adults with Disabilities
Contact Person: Cassandra Beaver
Contact Title: Director of Operations
Contact Email: cassandrabeaver@sunrisegroup.org
Phone: (239) 643-5338

Coordination Contractor Certification

By submission of this form, I, Cassandra Beaver, as the authorized representative of Sunrise Community of S.W. Florida - Naples, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): _____



Organization – Coordination Contractor

County: Collier

CTC Status: In Progress

CTC Organization: Collier County Board of County Commissioners

Fiscal Year: 7/1/2020 - 6/30/2021

Upload Date: 8/12/2021

Coordination Contractor Name: Hope Hospice and Healthcare Services
Address: 2668 Winkler Ave
City: Fort Myers
State: FL
Zip Code: 33901
Organization Type: Private Non Profit
Operating Environment: Urban
Provide Out of County Trips: No
Who Do You Serve: Frail, disadvantaged seniors
Contact Person: David Goss
Contact Title: Transportation Manager
Contact Email: dave.goss@hopehcs.org
Phone: (239) 985-6400

Coordination Contractor Certification

By submission of this form, I, David Goss, as the authorized representative of Hope Hospice and Healthcare Services , hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): _____



Organization – Coordination Contractor

County: Collier

CTC Status: In Progress

CTC Organization: Collier County Board of County Commissioners

Fiscal Year: 7/1/2020 - 6/30/2021

Upload Date: 8/10/2021

Coordination Contractor Name: Easter Seals Florida, Inc
Address: 8793 Tamiami Trail East, Unit 111
City: Naples
State: FL
Zip Code: 34113
Organization Type: Private Non Profit
Operating Environment: Urban
Provide Out of County Trips: No
Who Do You Serve: Individuals with disabilities and seniors
Contact Person: Rikeshia Blake
Contact Title: Chief Financial Officer
Contact Email: rblake@fl.easterseals.com
Phone: (407) 629-7881

Coordination Contractor Certification

By submission of this form, I, Rikeshia Blake, as the authorized representative of Easter Seals Florida, Inc, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): _____



CTC Trips

County: Collier

CTC Status: In Progress

CTC Organization: Collier County Board of County Commissioners

Fiscal Year: 07/01/2020 - 06/30/2021

CTD Status: Pending Submission

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Service Type - One Way						
Fixed Route/Fixed Schedule						
Daily Pass Trips	0	N/A	0	0	N/A	0
Weekly Pass Trips	0	N/A	0	0	N/A	0
Monthly Pass Trips	0	N/A	0	0	N/A	0
Deviated Fixed Route Service	0	N/A	0	0	N/A	0
Complementary ADA Service	54,053	N/A	54,053	69,753	N/A	69,753
Paratransit						
Ambulatory	14,162	76,840	91,002	18,041	10,616	28,657
Non-Ambulatory	2,910	2,089	4,999	4,139	1,588	5,727
Stretcher	0	0	0	0	0	0
Transportation Network Companies	0	N/A	0	0	N/A	0
Taxi	0	N/A	0	0	N/A	0
School Board (School Bus)	0	N/A	0	0	N/A	0
Volunteers	0	N/A	0	0	N/A	0
Total - Service Type	71,125	78,929	150,054	91,933	12,204	104,137
Contracted Transportation Operator						
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	71,125	N/A	71,125	91,933	N/A	91,933
Total - Contracted Transportation Operator Trips	71,125	0	71,125	91,933	0	91,933
Revenue Source - One Way						
Agency for Health Care Administration (AHCA)	0	0	0	0	0	0
Agency for Persons with Disabilities (APD)	0	68,774	68,774	0	0	0
Comm for the Transportation Disadvantaged (CTD)	16,967	N/A	16,967	22,043	N/A	22,043
Dept of Economic Opportunity (DEO)	0	0	0	0	0	0
Dept of Children and Families (DCF)	0	0	0	0	0	0
Dept of Education (DOE)	0	0	0	0	0	0
Dept of Elder Affairs (DOEA)	105	0	105	137	0	137
Dept of Health (DOH)	0	0	0	0	0	0
Dept of Juvenile Justice (DJJ)	0	0	0	0	0	0
Dept of Transportation (DOT)	8,863	72	8,935	10,466	0	10,466
Local Government	16,982	0	16,982	46,213	0	46,213
Local Non-Government	2,675	2,169	4,844	4,065	4,718	8,783
Other Federal & State Programs	25,533	7,914	33,447	9,009	7,486	16,495
Total - Revenue Source	71,125	78,929	150,054	91,933	12,204	104,137



CTC Trips (cont'd)

County: Collier

CTC Status: In Progress

CTC Organization: Collier County Board of County Commissioners

Fiscal Year: 07/01/2020 - 06/30/2021

CTD Status: Pending Submission

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Passenger Type - One Way						
Older Adults	11,561	5,508	17,069	19,148	6,286	25,434
Children At Risk	0	0	0	107	0	107
Persons With Disabilities	33,484	73,421	106,905	34,968	5,918	40,886
Low Income	26,080	0	26,080	37,710	0	37,710
Other	0	0	0	0	0	0
Total - Passenger Type	71,125	78,929	150,054	91,933	12,204	104,137
Trip Purpose - One Way						
Medical	33,014	5,508	38,522	36,091	6,286	42,377
Employment	15,164	0	15,164	13,466	0	13,466
Education/Training/Daycare	8,116	73,421	81,537	7,291	5,918	13,209
Nutritional	424	0	424	11,227	0	11,227
Life-Sustaining/Other	14,407	0	14,407	23,858	0	23,858
Total - Trip Purpose	71,125	78,929	150,054	91,933	12,204	104,137
Unduplicated Passenger Head Count (UDPHC)						
UDPHC	1,483	159	1,642	2,223	177	2,400
Total - UDPHC	1,483	159	1,642	2,223	177	2,400
Unmet & No Shows						
Unmet Trip Requests	10	N/A	10	14	N/A	14
No Shows	4,880	N/A	4,880	6,717	N/A	6,717
Customer Feedback						
Complaints	27	N/A	27	32	N/A	32
Commendations	4	N/A	4	0	N/A	0



Coordination Contractor Trips

County: Collier **CTC Status:** In Progress **CTC Organization:** Collier County Board of County Commissioners
Fiscal Year: 07/01/2020 - 06/30/2021 **Upload Date:** 8/13/2021 **Coordination Contractor:** Sunrise Community of S.W. Florida - Naples

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Service Type - One Way		
Fixed Route/Fixed Schedule		
Daily Pass Trips	N/A	N/A
Weekly Pass Trips	N/A	N/A
Monthly Pass Trips	N/A	N/A
Deviated Fixed Route Service	N/A	N/A
Complementary ADA Service	N/A	N/A
Paratransit		
Ambulatory	72,200	1,620
Non-Ambulatory	712	17
Stretcher	0	0
Transportation Network Companies	N/A	N/A
Taxi	N/A	N/A
School Board (School Bus)	N/A	N/A
Volunteers	N/A	N/A
Total - Service Type	72,912	1,637
Contracted Transportation Operator		
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	N/A	N/A
Total - Contracted Transportation Operator Trips	0	0
Revenue Source - One Way		
Agency for Health Care Administration (AHCA)	0	0
Agency for Persons with Disabilities (APD)	68,774	0
Comm for the Transportation Disadvantaged (CTD)	N/A	N/A
Dept of Economic Opportunity (DEO)	0	0
Dept of Children and Families (DCF)	0	0
Dept of Education (DOE)	0	0
Dept of Elder Affairs (DOEA)	0	0
Dept of Health (DOH)	0	0
Dept of Juvenile Justice (DJJ)	0	0
Dept of Transportation (DOT)	0	0
Local Government	0	0
Local Non-Government	1,732	437
Other Federal & State Programs	2,406	1,200
Total - Revenue Source	72,912	1,637



Coordination Contractor Trips (cont'd)

County: Collier **CTC Status:** In Progress **CTC Organization:** Collier County Board of County Commissioners
Fiscal Year: 07/01/2020 - 06/30/2021 **Upload Date:** 8/13/2021 **Coordination Contractor:** Sunrise Community of S.W. Florida - Naples

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Passenger Type - One Way		
Older Adults	0	0
Children At Risk	0	0
Persons With Disabilities	72,912	1,637
Low Income	0	0
Other	0	0
Total - Passenger Type	72,912	1,637
Trip Purpose - One Way		
Medical	0	0
Employment	0	0
Education/Training/Daycare	72,912	1,637
Nutritional	0	0
Life-Sustaining/Other	0	0
Total - Trip Purpose	72,912	1,637
Unduplicated Passenger Head Count (UDPHC)		
UDPHC	61	54
Total - UDPHC	61	54
Unmet & No Shows		
Unmet Trip Requests	N/A	N/A
No Shows	N/A	N/A
Customer Feedback		
Complaints	N/A	N/A
Commendations	N/A	N/A



Coordination Contractor Trips

County: Collier **CTC Status:** In Progress **CTC Organization:** Collier County Board of County Commissioners
Fiscal Year: 07/01/2020 - 06/30/2021 **Upload Date:** 8/12/2021 **Coordination Contractor:** Hope Hospice and Healthcare Services

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Service Type - One Way		
Fixed Route/Fixed Schedule		
Daily Pass Trips	N/A	N/A
Weekly Pass Trips	N/A	N/A
Monthly Pass Trips	N/A	N/A
Deviated Fixed Route Service	N/A	N/A
Complementary ADA Service	N/A	N/A
Paratransit		
Ambulatory	4,131	4,715
Non-Ambulatory	1,377	1,571
Stretcher	0	0
Transportation Network Companies	N/A	N/A
Taxi	N/A	N/A
School Board (School Bus)	N/A	N/A
Volunteers	N/A	N/A
Total - Service Type	5,508	6,286
Contracted Transportation Operator		
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	N/A	N/A
Total - Contracted Transportation Operator Trips	0	0
Revenue Source - One Way		
Agency for Health Care Administration (AHCA)	0	0
Agency for Persons with Disabilities (APD)	0	0
Comm for the Transportation Disadvantaged (CTD)	N/A	N/A
Dept of Economic Opportunity (DEO)	0	0
Dept of Children and Families (DCF)	0	0
Dept of Education (DOE)	0	0
Dept of Elder Affairs (DOEA)	0	0
Dept of Health (DOH)	0	0
Dept of Juvenile Justice (DJJ)	0	0
Dept of Transportation (DOT)	0	0
Local Government	0	0
Local Non-Government	0	0
Other Federal & State Programs	5,508	6,286
Total - Revenue Source	5,508	6,286



Coordination Contractor Trips (cont'd)

County: Collier **CTC Status:** In Progress **CTC Organization:** Collier County Board of County Commissioners
Fiscal Year: 07/01/2020 - 06/30/2021 **Upload Date:** 8/12/2021 **Coordination Contractor:** Hope Hospice and Healthcare Services

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Passenger Type - One Way		
Older Adults	5,508	6,286
Children At Risk	0	0
Persons With Disabilities	0	0
Low Income	0	0
Other	0	0
Total - Passenger Type	5,508	6,286
Trip Purpose - One Way		
Medical	5,508	6,286
Employment	0	0
Education/Training/Daycare	0	0
Nutritional	0	0
Life-Sustaining/Other	0	0
Total - Trip Purpose	5,508	6,286
Unduplicated Passenger Head Count (UDPHC)		
UDPHC	85	97
Total - UDPHC	85	97
Unmet & No Shows		
Unmet Trip Requests	N/A	N/A
No Shows	N/A	N/A
Customer Feedback		
Complaints	N/A	N/A
Commendations	N/A	N/A



Coordination Contractor Trips

County: Collier

CTC Status: In Progress

CTC Organization: Collier County Board of
County Commissioners

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 8/10/2021

Coordination Contractor: Easter Seals Florida, Inc

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Service Type - One Way		
Fixed Route/Fixed Schedule		
Daily Pass Trips	N/A	N/A
Weekly Pass Trips	N/A	N/A
Monthly Pass Trips	N/A	N/A
Deviated Fixed Route Service	N/A	N/A
Complementary ADA Service	N/A	N/A
Paratransit		
Ambulatory	509	0
Non-Ambulatory	0	0
Stretcher	0	0
Transportation Network Companies	N/A	N/A
Taxi	N/A	N/A
School Board (School Bus)	N/A	N/A
Volunteers	N/A	N/A
Total - Service Type	509	0
Contracted Transportation Operator		
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC	N/A	N/A
Total - Contracted Transportation Operator Trips	0	0
Revenue Source - One Way		
Agency for Health Care Administration (AHCA)	0	0
Agency for Persons with Disabilities (APD)	0	0
Comm for the Transportation Disadvantaged (CTD)	N/A	N/A
Dept of Economic Opportunity (DEO)	0	0
Dept of Children and Families (DCF)	0	0
Dept of Education (DOE)	0	0
Dept of Elder Affairs (DOEA)	0	0
Dept of Health (DOH)	0	0
Dept of Juvenile Justice (DJJ)	0	0
Dept of Transportation (DOT)	72	0
Local Government	0	0
Local Non-Government	437	0
Other Federal & State Programs	0	0
Total - Revenue Source	509	0



Coordination Contractor Trips (cont'd)

County: Collier

CTC Status: In Progress

CTC Organization: Collier County Board of
County Commissioners

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 8/10/2021

Coordination Contractor: Easter Seals Florida, Inc

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Passenger Type - One Way		
Older Adults	0	0
Children At Risk	0	0
Persons With Disabilities	509	0
Low Income	0	0
Other	0	0
Total - Passenger Type	509	0
Trip Purpose - One Way		
Medical	0	0
Employment	0	0
Education/Training/Daycare	509	0
Nutritional	0	0
Life-Sustaining/Other	0	0
Total - Trip Purpose	509	0
Unduplicated Passenger Head Count (UDPHC)		
UDPHC	13	0
Total - UDPHC	13	0
Unmet & No Shows		
Unmet Trip Requests	N/A	N/A
No Shows	N/A	N/A
Customer Feedback		
Complaints	N/A	N/A
Commendations	N/A	N/A



CTC Vehicles & Drivers

County: Collier

CTC Status: In Progress

CTC Organization: Collier County Board of County Commissioners

Fiscal Year: 07/01/2020 - 06/30/2021

CTD Status: Pending Submission

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Vehicle Miles						
Deviated Fixed Route Miles	0	N/A	0	0	N/A	0
Complementary ADA Service Miles	765,224	N/A	765,224	925,466	N/A	925,466
Paratransit Miles	239,572	156,705	396,277	299,413	77,003	376,416
Transportation Network Companies (TNC) Miles	0	N/A	0	0	N/A	0
Taxi Miles	0	N/A	0	0	N/A	0
School Board (School Bus) Miles	0	N/A	0	0	N/A	0
Volunteers Miles	0	N/A	0	0	N/A	0
Total - Vehicle Miles	1,004,796	156,705	1,161,501	1,224,879	77,003	1,301,882
Roadcalls & Accidents						
Roadcalls	13	1	14	103	0	103
Chargeable Accidents	4	0	4	11	0	11
Vehicle Inventory						
Total Number of Vehicles	35	9	44	42	9	51
Number of Wheelchair Accessible Vehicles	35	1	36	42	6	48
Drivers						
Number of Full Time & Part Time Drivers	20	14	34	36	15	51
Number of Volunteer Drivers	0	0	0	0	0	0



Coordination Contractor Vehicles & Drivers

County: Collier

CTC Status: In Progress

CTC Organization: Collier County Board of County Commissioners

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 8/13/2021

Coordination Contractor: Sunrise Community of S.W. Florida - Naples

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Vehicle Miles		
Deviated Fixed Route Miles	N/A	N/A
Complementary ADA Service Miles	N/A	N/A
Paratransit Miles	143,501	51,098
Transportation Network Companies (TNC) Miles	N/A	N/A
Taxi Miles	N/A	N/A
School Board (School Bus) Miles	N/A	N/A
Volunteers Miles	N/A	N/A
Total - Vehicle Miles	143,501	51,098
Roadcalls & Accidents		
Roadcalls	0	0
Chargeable Accidents	0	0
Vehicle Inventory		
Total Number of Vehicles	7	6
Number of Wheelchair Accessible Vehicles	0	4
Drivers		
Number of Full Time & Part Time Drivers	11	8
Number of Volunteer Drivers	0	0



Coordination Contractor Vehicles & Drivers

County: Collier

CTC Status: In Progress

CTC Organization: Collier County Board of County Commissioners

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 8/12/2021

Coordination Contractor: Hope Hospice and Healthcare Services

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Vehicle Miles		
Deviated Fixed Route Miles	N/A	N/A
Complementary ADA Service Miles	N/A	N/A
Paratransit Miles	12,485	20,055
Transportation Network Companies (TNC) Miles	N/A	N/A
Taxi Miles	N/A	N/A
School Board (School Bus) Miles	N/A	N/A
Volunteers Miles	N/A	N/A
Total - Vehicle Miles	12,485	20,055
Roadcalls & Accidents		
Roadcalls	1	0
Chargeable Accidents	0	0
Vehicle Inventory		
Total Number of Vehicles	1	1
Number of Wheelchair Accessible Vehicles	1	1
Drivers		
Number of Full Time & Part Time Drivers	1	1
Number of Volunteer Drivers	0	0



Coordination Contractor Vehicles & Drivers

County: Collier

CTC Status: In Progress

CTC Organization: Collier County Board of
County Commissioners

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 8/10/2021

Coordination Contractor: Easter Seals Florida, Inc

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Vehicle Miles		
Deviated Fixed Route Miles	N/A	N/A
Complementary ADA Service Miles	N/A	N/A
Paratransit Miles	719	0
Transportation Network Companies (TNC) Miles	N/A	N/A
Taxi Miles	N/A	N/A
School Board (School Bus) Miles	N/A	N/A
Volunteers Miles	N/A	N/A
Total - Vehicle Miles	719	0
Roadcalls & Accidents		
Roadcalls	0	0
Chargeable Accidents	0	0
Vehicle Inventory		
Total Number of Vehicles	1	0
Number of Wheelchair Accessible Vehicles	0	0
Drivers		
Number of Full Time & Part Time Drivers	2	0
Number of Volunteer Drivers	0	0



CTC Revenue Sources

County: Collier

CTC Status: In Progress

CTC Organization: Collier County Board of County Commissioners

Fiscal Year: 07/01/2020 - 06/30/2021

CTD Status: Pending Submission

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Revenue Sources						
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 0	\$ 267,215	\$ 267,215	\$ 0	\$ 0	\$ 0
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 7,376	\$ 0	\$ 7,376	\$ 9,064	\$ 0	\$ 9,064
Dept of Health (DOH)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)						
Non-Sponsored Trip Program	\$ 733,945	N/A	\$ 733,945	\$ 826,622	N/A	\$ 826,622
Non-Sponsored Capital Equipment	\$ 71,206	N/A	\$ 71,206	\$ 0	N/A	\$ 0
Rural Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
TD Other	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Department of Transportation (DOT)						
49 USC 5307	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5310	\$ 0	\$ 6,150	\$ 6,150	\$ 0	\$ 0	\$ 0
49 USC 5311	\$ 542,713	\$ 0	\$ 542,713	\$ 606,815	\$ 0	\$ 606,815
49 USC 5311 (f)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Service Development	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Government						
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
County Cash	\$ 1,039,839	\$ 0	\$ 1,039,839	\$ 2,679,406	\$ 0	\$ 2,679,406
County In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Non-Government						
Farebox	\$ 155,727	\$ 0	\$ 155,727	\$ 182,144	\$ 0	\$ 182,144
Donations/Contributions	\$ 0	\$ 50,000	\$ 50,000	\$ 0	\$ 20,000	\$ 20,000
In-Kind Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Non-Government	\$ 8,053	\$ 26,474	\$ 34,527	\$ 53,523	\$ 58,733	\$ 112,256
Other Federal & State Programs						
Other Federal Programs	\$ 1,563,480	\$ 284,775	\$ 1,848,255	\$ 522,323	\$ 284,775	\$ 807,098
Other State Programs	\$ 0	\$ 38,000	\$ 38,000	\$ 0	\$ 55,000	\$ 55,000
Total - Revenue Sources	\$ 4,122,339	\$ 672,614	\$ 4,794,953	\$ 4,879,897	\$ 418,508	\$ 5,298,405



Coordination Contractor Revenue Sources

County: Collier

CTC Status: In Progress

CTC Organization: Collier County Board of County Commissioners

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 8/13/2021

Coordination Contractor: Sunrise Community of S.W. Florida - Naples

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Revenue Sources		
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 267,215	\$ 0
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)		
Non-Sponsored Trip Program	N/A	N/A
Non-Sponsored Capital Equipment	N/A	N/A
Rural Capital Equipment	N/A	N/A
TD Other	N/A	N/A
Department of Transportation (DOT)		
49 USC 5307	\$ 0	\$ 0
49 USC 5310	\$ 0	\$ 0
49 USC 5311	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0
Service Development	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0
Local Government		
School Board (School Bus)	N/A	N/A
County Cash	\$ 0	\$ 0
County In-Kind	\$ 0	\$ 0
City Cash	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0
Local Non-Government		
Farebox	\$ 0	\$ 0
Donations/Contributions	\$ 50,000	\$ 20,000
In-Kind Services	\$ 0	\$ 0
Other Non-Government	\$ 0	\$ 0
Other Federal & State Programs		
Other Federal Programs	\$ 0	\$ 0
Other State Programs	\$ 38,000	\$ 55,000
Total - Revenue Sources	\$ 355,215	\$ 75,000



Coordination Contractor Revenue Sources

County: Collier

CTC Status: In Progress

CTC Organization: Collier County Board of County Commissioners

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 8/12/2021

Coordination Contractor: Hope Hospice and Healthcare Services

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Revenue Sources		
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 0	\$ 0
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)		
Non-Sponsored Trip Program	N/A	N/A
Non-Sponsored Capital Equipment	N/A	N/A
Rural Capital Equipment	N/A	N/A
TD Other	N/A	N/A
Department of Transportation (DOT)		
49 USC 5307	\$ 0	\$ 0
49 USC 5310	\$ 0	\$ 0
49 USC 5311	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0
Service Development	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0
Local Government		
School Board (School Bus)	N/A	N/A
County Cash	\$ 0	\$ 0
County In-Kind	\$ 0	\$ 0
City Cash	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0
Local Non-Government		
Farebox	\$ 0	\$ 0
Donations/Contributions	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0
Other Non-Government	\$ 0	\$ 0
Other Federal & State Programs		
Other Federal Programs	\$ 284,775	\$ 284,775
Other State Programs	\$ 0	\$ 0
Total - Revenue Sources	\$ 284,775	\$ 284,775



Coordination Contractor Revenue Sources

County: Collier

CTC Status: In Progress

CTC Organization: Collier County Board of
County Commissioners

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 8/10/2021

Coordination Contractor: Easter Seals Florida, Inc

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Revenue Sources		
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 0	\$ 0
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)		
Non-Sponsored Trip Program	N/A	N/A
Non-Sponsored Capital Equipment	N/A	N/A
Rural Capital Equipment	N/A	N/A
TD Other	N/A	N/A
Department of Transportation (DOT)		
49 USC 5307	\$ 0	\$ 0
49 USC 5310	\$ 6,150	\$ 0
49 USC 5311	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0
Service Development	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0
Local Government		
School Board (School Bus)	N/A	N/A
County Cash	\$ 0	\$ 0
County In-Kind	\$ 0	\$ 0
City Cash	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0
Local Non-Government		
Farebox	\$ 0	\$ 0
Donations/Contributions	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0
Other Non-Government	\$ 26,474	\$ 0
Other Federal & State Programs		
Other Federal Programs	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0
Total - Revenue Sources	\$ 32,624	\$ 0



CTC Expense Sources

County: Collier

CTC Status: In Progress

CTC Organization: Collier County Board of County Commissioners

Fiscal Year: 07/01/2020 - 06/30/2021

CTD Status: Pending Submission

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Expense Sources						
Labor	\$ 59,246	\$ 405,850	\$ 465,096	\$ 58,162	\$ 208,119	\$ 266,281
Fringe Benefits	\$ 24,202	\$ 118,802	\$ 143,004	\$ 26,438	\$ 60,337	\$ 86,775
Services	\$ 3,384,099	\$ 120,225	\$ 3,504,324	\$ 432,854	\$ 109,490	\$ 542,344
Materials & Supplies Consumed	\$ 474,258	\$ 47,940	\$ 522,198	\$ 589,023	\$ 39,586	\$ 628,609
Utilities	\$ 42,328	\$ 10,672	\$ 53,000	\$ 41,312	\$ 2,385	\$ 43,697
Casualty & Liability	\$ 14,900	\$ 13,598	\$ 28,498	\$ 12,300	\$ 13,409	\$ 25,709
Taxes	\$ 0	\$ 9,341	\$ 9,341	\$ 3,576,254	\$ 4,626	\$ 3,580,880
Miscellaneous	\$ 14,988	\$ 0	\$ 14,988	\$ 4,900	\$ 0	\$ 4,900
Interest	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Leases & Rentals	\$ 2,276	\$ 4,727	\$ 7,003	\$ 3,524	\$ 7,201	\$ 10,725
Capital Purchases	\$ 584,406	\$ 0	\$ 584,406	\$ 649,092	\$ 0	\$ 649,092
Contributed Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 153,857	\$ 4,529	\$ 158,386	\$ 146,996	\$ 4,887	\$ 151,883
Purchased Transportation Services						
Bus Pass	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Contracted Operator	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Total - Expense Sources	\$ 4,754,560	\$ 735,684	\$ 5,490,244	\$ 5,540,855	\$ 450,040	\$ 5,990,895



Coordination Contractor Expense Sources

County: Collier

CTC Status: In Progress

CTC Organization: Collier County Board of County Commissioners

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 8/13/2021

Coordination Contractor: Sunrise Community of S.W. Florida - Naples

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Expense Sources		
Labor	\$ 249,467	\$ 49,392
Fringe Benefits	\$ 69,284	\$ 14,257
Services	\$ 0	\$ 0
Materials & Supplies Consumed	\$ 11,732	\$ 2,933
Utilities	\$ 10,006	\$ 1,766
Casualty & Liability	\$ 5,177	\$ 1,920
Taxes	\$ 9,341	\$ 4,626
Miscellaneous	\$ 0	\$ 0
Interest	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0
Capital Purchases	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 0
Purchased Transportation Services		
Bus Pass	N/A	N/A
School Board (School Bus)	N/A	N/A
Transportation Network Companies (TNC)	N/A	N/A
Taxi	N/A	N/A
Contracted Operator	N/A	N/A
Total - Expense Sources	\$ 355,007	\$ 74,894



Coordination Contractor Expense Sources

County: Collier

CTC Status: In Progress

CTC Organization: Collier County Board of County Commissioners

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 8/12/2021

Coordination Contractor: Hope Hospice and Healthcare Services

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Expense Sources		
Labor	\$ 142,452	\$ 129,502
Fringe Benefits	\$ 46,481	\$ 42,256
Services	\$ 120,099	\$ 109,181
Materials & Supplies Consumed	\$ 32,478	\$ 29,526
Utilities	\$ 0	\$ 0
Casualty & Liability	\$ 6,543	\$ 5,948
Taxes	\$ 0	\$ 0
Miscellaneous	\$ 0	\$ 0
Interest	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0
Capital Purchases	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 0
Purchased Transportation Services		
Bus Pass	N/A	N/A
School Board (School Bus)	N/A	N/A
Transportation Network Companies (TNC)	N/A	N/A
Taxi	N/A	N/A
Contracted Operator	N/A	N/A
Total - Expense Sources	\$ 348,053	\$ 316,413



Coordination Contractor Expense Sources

County: Collier

CTC Status: In Progress

CTC Organization: Collier County Board of
County Commissioners

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 8/10/2021

Coordination Contractor: Easter Seals Florida, Inc

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Expense Sources		
Labor	\$ 13,931	\$ 0
Fringe Benefits	\$ 3,037	\$ 0
Services	\$ 126	\$ 0
Materials & Supplies Consumed	\$ 3,730	\$ 0
Utilities	\$ 666	\$ 0
Casualty & Liability	\$ 1,878	\$ 0
Taxes	\$ 0	\$ 0
Miscellaneous	\$ 0	\$ 0
Interest	\$ 0	\$ 0
Leases & Rentals	\$ 4,727	\$ 0
Capital Purchases	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 4,529	\$ 0
Purchased Transportation Services		
Bus Pass	N/A	N/A
School Board (School Bus)	N/A	N/A
Transportation Network Companies (TNC)	N/A	N/A
Taxi	N/A	N/A
Contracted Operator	N/A	N/A
Total - Expense Sources	\$ 32,624	\$ 0

County: Collier
 CTC: Collier County Board of County Commissioners
 Contact: Michelle E. Arnold
 3299 Tamiami Trl E Suite 103
 Naples, FL 34112
 239-252-5841

Email: michellearnold@colliergov.net

Demographics	Number
Total County Population	0
Unduplicated Head Count	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	96,001
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	117,585	104,137	150,054

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	81,537
Nutritional	14,907	11,227	424
Life-Sustaining/Other	28,307	23,858	14,407
TOTAL TRIPS	117,585	104,137	150,054

Passenger Trips By Revenue Source			
CTD	27,232	22,043	16,967
AHCA	3,626	0	0
APD	0	0	68,774
DOEA	96	137	105
DOE	0	0	0
Other	86,631	81,957	64,208
TOTAL TRIPS	117,585	104,137	150,054

Trips by Provider Type			
CTC	0	0	0
Transportation Operator	105,273	91,933	71,125
Coordination Contractor	12,312	12,204	78,929
TOTAL TRIPS	117,585	104,137	150,054

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	91.38
Cost per Trip	\$49.48	\$57.53	\$36.59
Cost per Paratransit Trip	\$49.48	\$57.53	\$36.59
Cost per Total Mile	\$2.62	\$4.60	\$4.73
Cost per Paratransit Mile	\$2.62	\$4.60	\$4.73

EXECUTIVE SUMMARY
Board Action
Item 5C

Recommendation to approve of plan to Prioritize Transportation Disadvantaged Trips in response to capacity limitations.

OBJECTIVE: To improve the level of service for CATConnect passengers.

CONSIDERATIONS: The Transportation Disadvantaged Service Plan (TDSP) provides for trip prioritization for Transportation Disadvantaged (TD) Trips. The Plans acknowledges the differences between the TD and ADA funding sources. As stated in the Plan, 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. The current trip prioritization is as follows:

Priority	Trip Purpose – Categories and Definitions
1	MEDICAL -- medical, dental, or therapeutic services including hospital appointments; clinic visits; dialysis; health department; speech, occupational, physical therapies; psychiatric, psychological services.
2	EMPLOYMENT -- 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
3	NUTRITIONAL -- adult congregate meal programs, breakfast programs, food stamp procurement and food shopping trips.
4	GROUP RECREATION for Disabled Passengers -- 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 four (4) passengers having either the same trip origination or destination.
5	SOCIAL for agency-related activity -- 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.
6	GROUP RECREATION for elderly or low-income passengers -- Group trips booked through a single reservation request for non-essential, non-employment related activities such as: bowling, bingo, beach, parks, restaurants, libraries, theaters. A group is defined as a minimum of four (4) passengers having either the same trip origination or destination.
7	PERSONAL BUSINESS -- 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.

During the height of the Pandemic, trip demand decreased as establishments were closed and passengers were staying home. As the demand decreased, the vendor also adjusted staffing levels, specifically drivers to coincide with the decreased service. The demand for trips has been increasing since January as shown in the quarterly reports. However, the labor market has been difficult and rehiring the needed number of drivers has been a challenge. Currently the system is down 10 drivers. Consequently, the system has a greater demand for trips than we have capacity.

Staff has been negotiating with passengers to move around those flexible trip requests during times with availability. However, the trip demand per day generally occupies all available vehicles leaving no capacity if drivers call out. The last 2 months dispatchers have been faced with rebooking the scheduled trips on already overbooked buses. The results have been passengers being dropped off late to their work, medical or other time sensitive appointments.

The driver shortage is impacting both Paratransit and the Fixed Route systems. Each day the vendor identifies the Fixed routes they are unable to cover and posts notices to the public via the MyStop app and on the website. Additionally, the vendor has been closing routes during the day of service due to call outs and lack of extra board drivers to cover. This has caused inconsistent delivery of service for our passengers.

Efforts have been taken by the vendor, MV Transportation Inc., to recruit new drivers, including the following:

- Increased Fixed Route Operators starting wage from \$13.00 to \$16.00
- Hired a Recruiter to put focus on finding drivers
- Placed “Now Hiring” banners on the property
- Eliminated the training wage
- Increased the sign-on bonus from \$500 to \$1,500
- Established a new work schedule for the drivers, reducing the number of operators required per day from 41 to 35

To provide more reliable service staff would recommend revising the Transportation Disadvantaged trip prioritization as shown below:

- Priority 1 - Medical
- Priority 2 - Employment
- Priority 3 - Education
- Priority 4 - Nutritional
- Priority 5 - Social (agency related activities)
- Priority 6 - Group Recreational
- Priority 7 - Personal Business

In addition, staff recommends utilizing the option where trips falling under priorities 1 through 5 will be booked as needed and those trips falling under priorities 6 and 7 will be negotiated to days where trips level are under capacity.

Capacity for paratransit routes is being increased on Saturdays to accommodate this process.

STAFF RECOMMENDATION: To approve the utilization of the revised trip prioritization for Transportation Disadvantaged trips with Medical, Employment, Education, Nutritional and Social being the highest priority trips and Recreational and Personal trips being lower priority with the ability to negotiate to alternate days of service on a temporary pilot basis to allow for data collection purposes through the next LCB meeting. This will allow the LCB to review data and determine whether to adjust the priority list prior to recommending an amendment to the Transportation Disadvantaged Service Plan.

Prepared By: Michelle Arnold, PTNE Division Director

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

ATTACHMENTS:

1. CTC Quarterly Report

April 1 - 30, 2021

Total	Days	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancels	No Shows	Passenger Trips	PCA	Guest
Weekday	22	5932	4852	3983	97558	83919	667	476	6119	163	24
Saturday	4	493	413	342	8333	7150	47	27	522	23	6
Sunday	4	151	141	122	2827	2525	14	31	165	13	1
Total	30	6576	5407	4447	108718	93594	728	534	6806	199	31

Average	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancels	No Shows	Passenger Trips	PCA	Guest
Weekday	270	221	181	4434	3815	30	22	278	7	1
Saturday	123	103	86	2083	1788	12	7	131	6	2
Sunday	38	35	30	707	631	4	8	41	3	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
\$ 15,293.00	\$15,172.00	(\$121.00)	11%	8%	93.29%	91.21%	-2.08%
Ticket Sales	Sales Deposit	Balance					
\$4,876.00	\$4,876.00	\$0.00					
Total Deposit	\$20,048.00						

Accidents (Prev)

4

Prior Year		
PPH	PPH	Difference
1.43	1.53	0.10

No Shows Day Suspensions		
7	14	30
0	0	0

May 1 - 31, 2021

Total	Days	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancels	No Shows	Passenger Trips	PCA	Guest
Weekday	20	5918	4425	3671	89596	77994	631	387	6089	131	40
Saturday	5	575	476	392	9843	8583	58	26	599	15	9
Sunday	5	241	220	185	4068	3753	45	26	249	5	3
Total	30	6734	5120	4248	103507	90330	734	439	6937	151	52

Average	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancels	No Shows	Passenger Trips	PCA	Guest
Weekday	269	201	167	4073	3545	29	18	277	6	2
Saturday	144	119	98	2461	2146	15	7	150	4	2
Sunday	60	55	46	1017	938	11	7	62	1	1

Fares to Collect	Fares Deposit	Balance
\$ 15,536.00	\$15,501.00	(\$35.00)
Ticket Sales	Sales Deposit	Balance
\$4,350.00	\$4,350.00	\$0.00
Total Deposit	\$19,851.00	

Accidents (Prev)

0

% Cancel of Total Trips	% No Shows of Total Trips
11%	7%

Prior Year On- Time Performance	On-Time Performance	Increase
95.22%	91.51%	-3.71%

Prior Year PPH	PPH	Difference
1.46	1.63	0.17

No Shows Day Suspensions
7
14
30
0
0
0

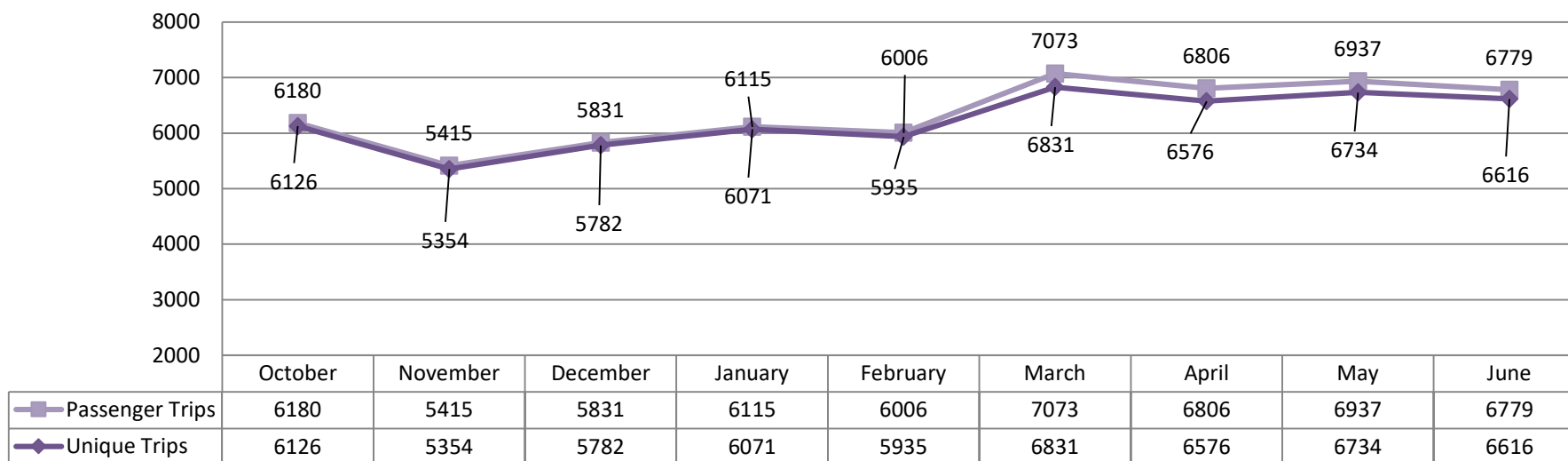
June 1 - 30, 2021

Total	Days	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancels	No Shows	Passenger Trips	PCA	Guest
Weekday	22	6046	4502	3749	93633	81730	875	484	6174	90	38
Saturday	4	401	341	284	6893	6133	69	40	423	15	7
Sunday	4	169	162	134	3153	2857	64	20	182	7	6
Total	30	6616	5005	4167	103679	90720	1008	544	6779	112	51

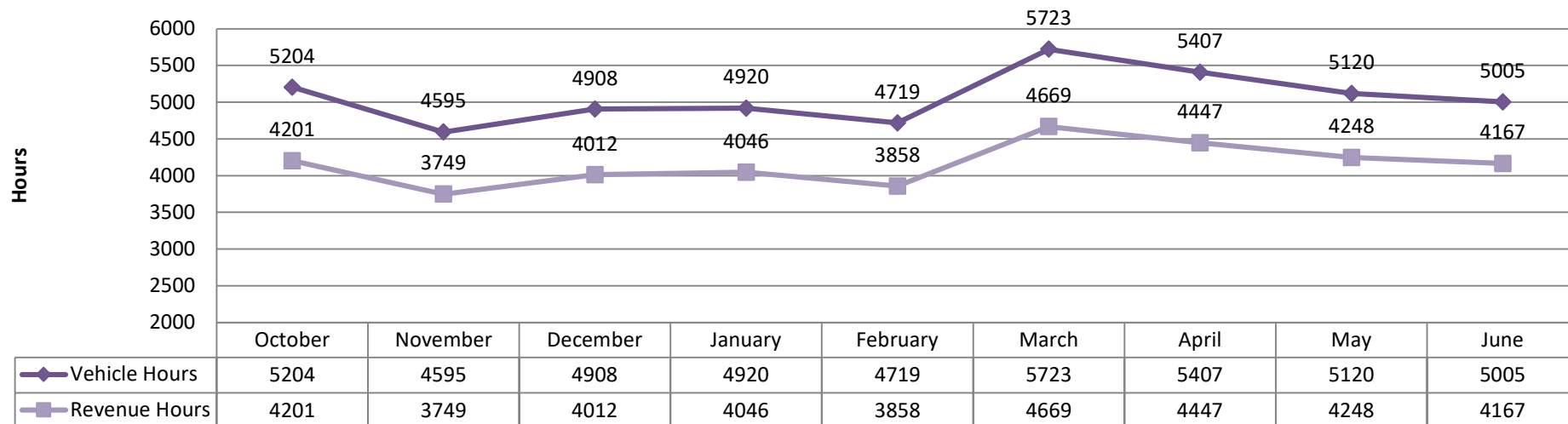
Average	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancels	No Shows	Passenger Trips	PCA	Guest
Weekday	275	205	170	4256	3715	40	22	281	4	2
Saturday	100	85	71	1723	1533	17	10	106	4	2
Sunday	42	41	33	788	714	16	5	46	2	2

Fares to Collect	Fares Deposit	Balance	% Cancel of Total Trips	% No Shows of Total Trips	Prior Year On- Time Performance	On-Time Performance	Increase
\$ 15,230.00	\$15,147.00	(\$83.00)	15%	8%	95.15%	95.64%	0.49%
Ticket Sales	Sales Deposit	Balance					
\$4,184.00	\$4,184.00	\$0.00					
Total Deposit	\$19,331.00						
Accidents (Prev)			Prior Year PPH	PPH	Difference	No Shows Day Suspensions	
0			1.47	1.63	0.16	7	14
						0	0
						0	0

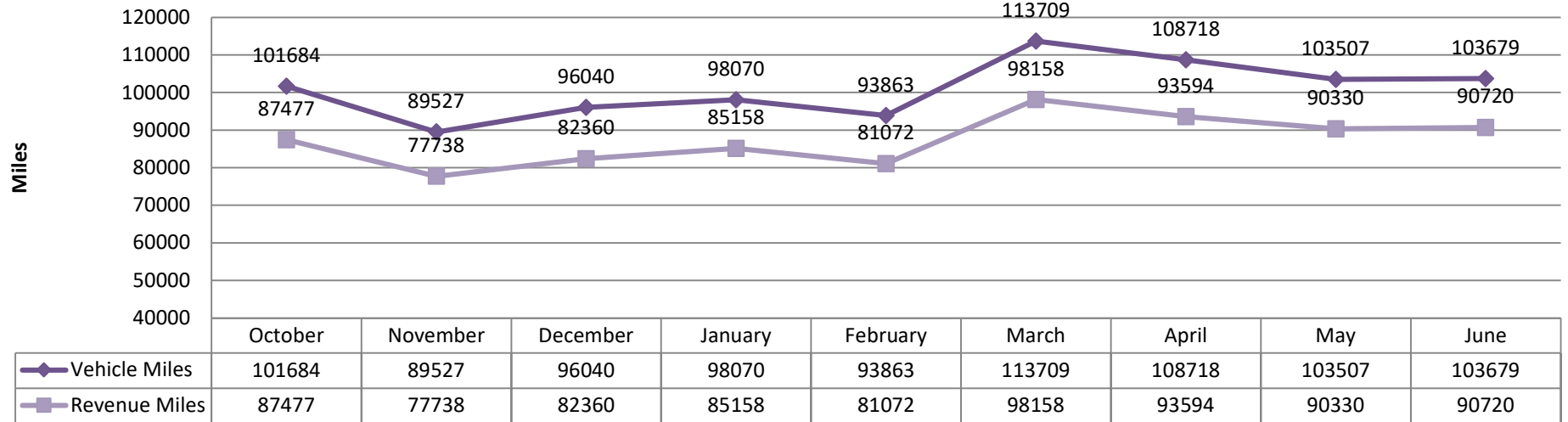
Passenger Trips and One Way Trips



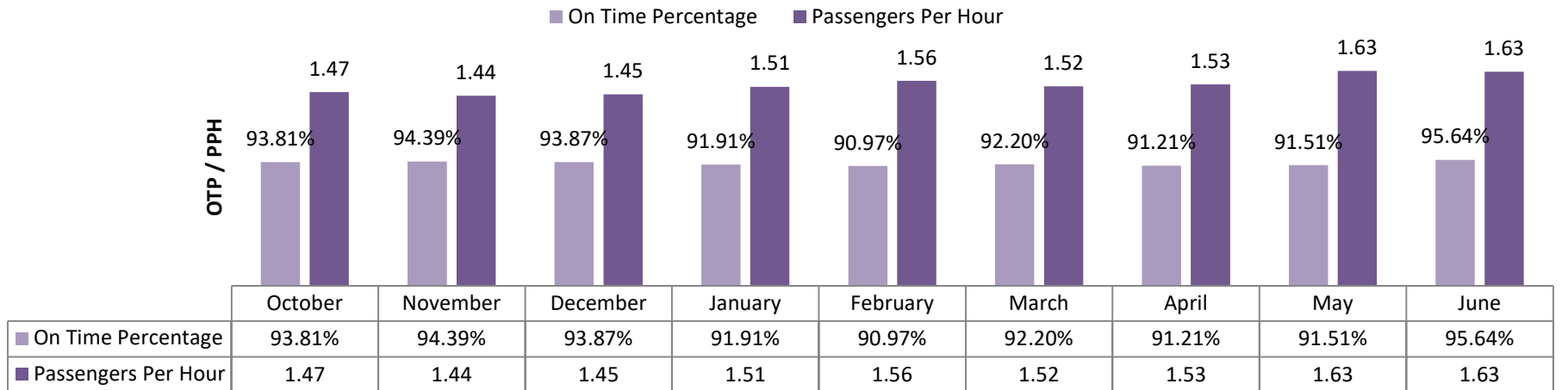
Vehicle Hours and Revenue Hours



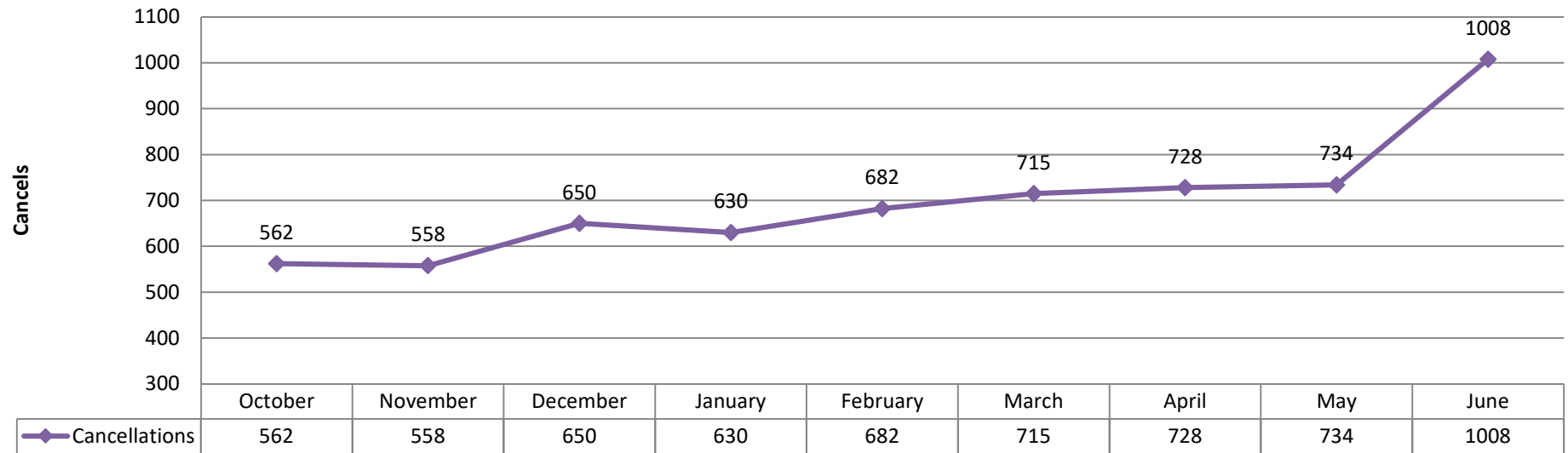
Vehicle Miles and Revenue Miles



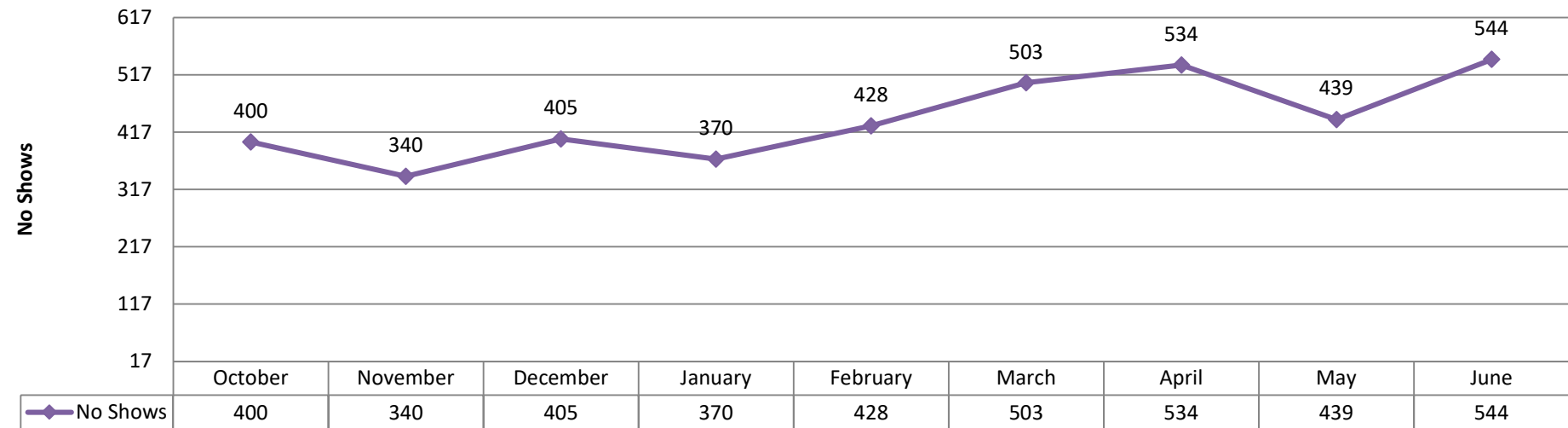
On-Time Performance and Passengers Per Hour



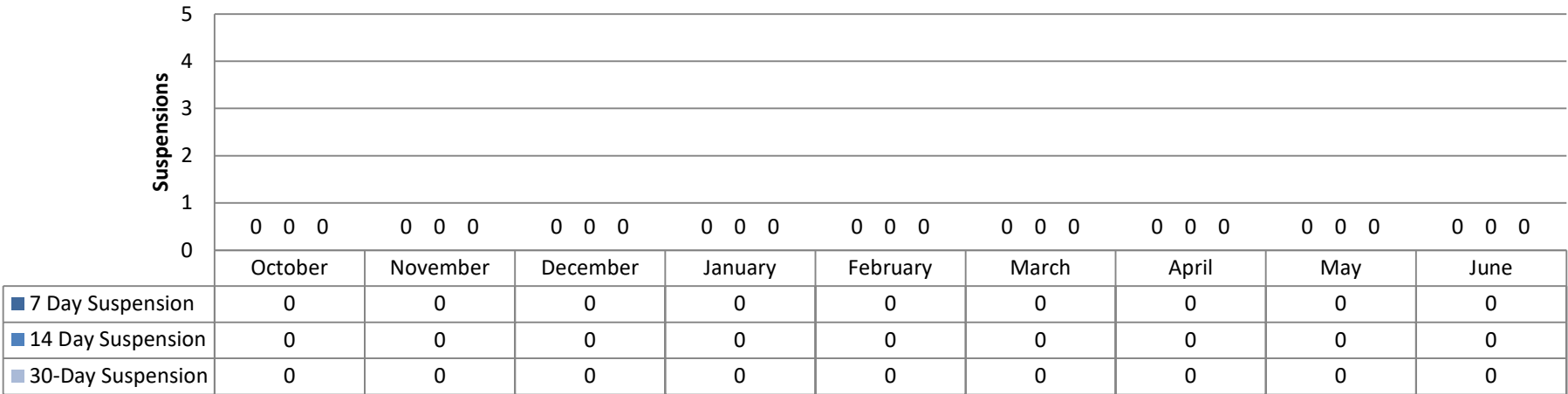
Cancellations



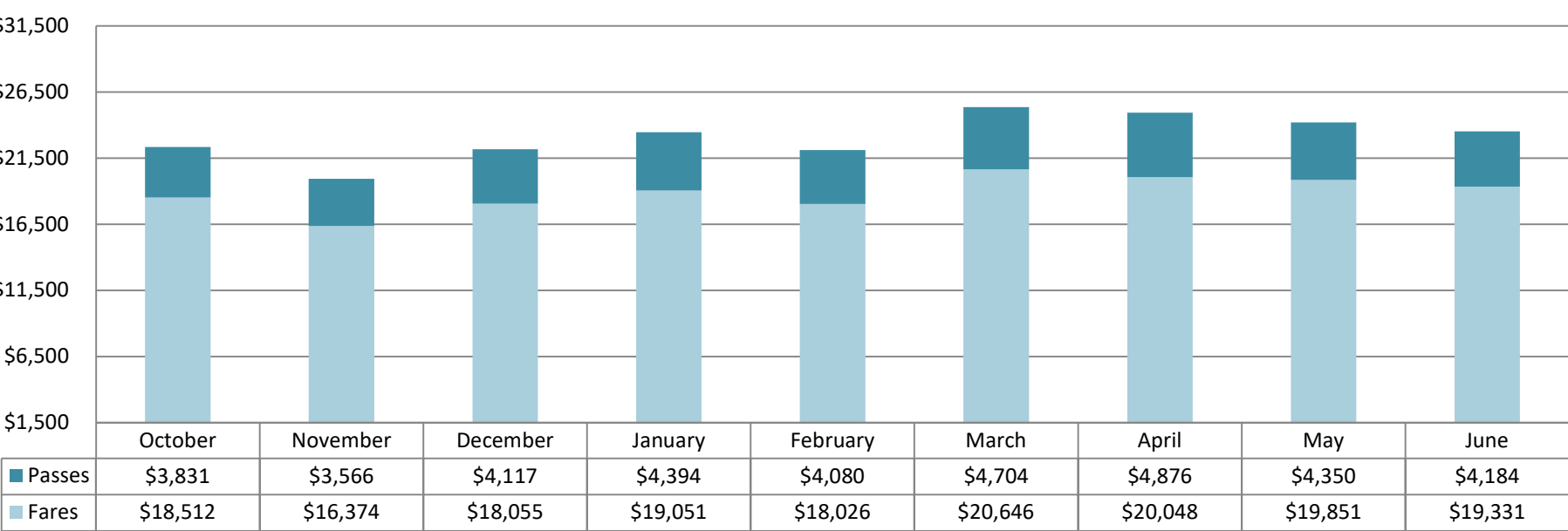
No Show



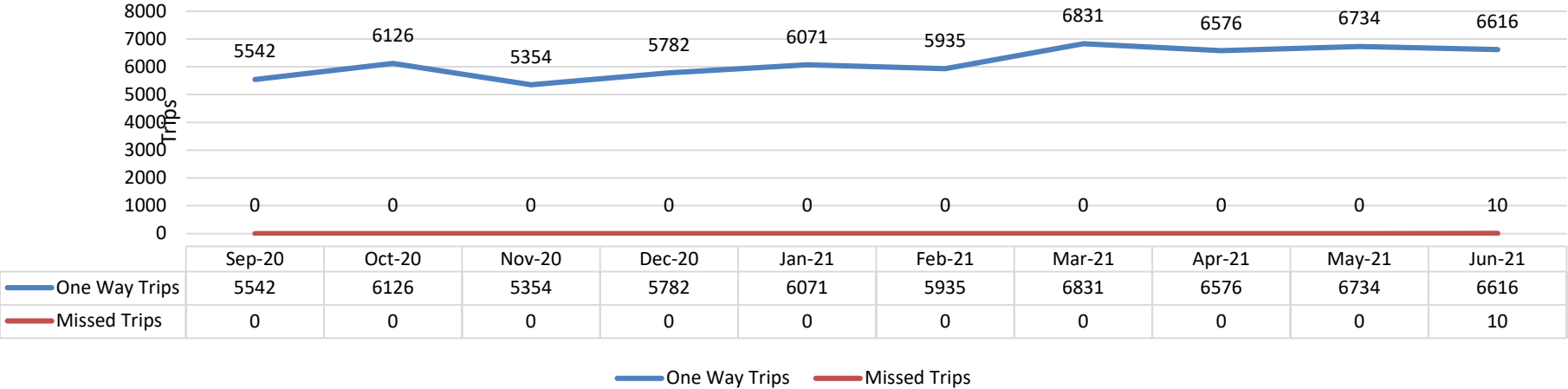
Suspensions



Ticket Sales and Fares Collected



Total Trips & Missed Trips



Service	Paratransit
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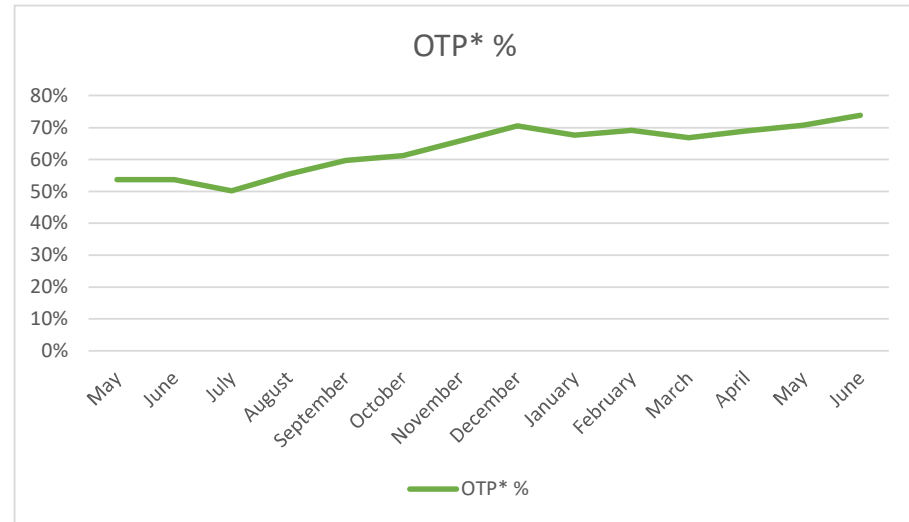
Row Labels	Total Complaints	Total of Valid
April		
Late	1	1
Safety	4	4
May		
Mis-Information	1	1
Safety	1	1
June		
Late	3	3
Other	2	1
Safety	1	
Grand Total	13	11

Date Received	Month	Date of Incident	Type	Valid/Non-Valid	Description	Resolution
4/8/2021	April	4/7/2021	Late	Valid	<p>Last week I started to do Physical Therapy two times a week at Waterworks in Naples. The Collier County Paratransit bus requires that someone be ready for pickup on Marco 2 hours ahead of time before a Naples appointment.</p> <p>-First pickup went great!!!</p> <p>-Second pickup scheduled for 11:40 for 1:40pm appt, they arrived after 12:15 THEN they had to pickup someone else and drop them at their home, so I got to my appt 15 minutes late. Consequently, I had a 45 min appt instead of an hour! (Not to mention he drove on 41 in the right hand lane instead of Goodlette Frank.)</p> <p>-Today, although I was ready by 9, they arrived at 10:45 for an 11am appointment. I arrived 45 minutes late for a 1 hour appointment scheduled for 11am!!!!!!!!!!!!!!!!!!!!</p> <p>My 1 hour session could only last 15 minutes!!!! Medicare only covers so many and now I wasted one.</p> <p>My insurance is going to be charged for 3 one hour appointments when I only received 2 hours!</p> <p>Appointments require 24 hour cancellation!</p> <p>When I called to complain CAP told me the driver had been running late. Late is an understatement!</p> <p>When I asked why they didn't assign it to another driver they said, "they had no way of doing that".</p> <p>When I asked what I should do to prevent it from happening in the future, they suggested that I schedule for 15min prior to the actual appointment time (in this case I still would have lost 30 min of PT!!!!).</p> <p>None of these are acceptable answers. I am not talking about a trip to the grocery store, or to a mall, or lunch. I am talking about health appointments that cost people money!</p> <p>Rick, I know the county contracts for this service out, but we are getting ripped off. I didn't complain about the 2nd appointment hoping it was a fluke. There is no excuse to miss an appointment when you have to be ready 2 hours in advance! It is either poor scheduling or no contingency plan and our taxes shouldn't pay for that!</p> <p>My next appointment is Friday....</p> <p>Could you please look into this and see what steps can be taken to prevent this from happening in the future?</p>	<p>Just a bit of some background on how the system works.</p> <p>A passenger can request a trip preference to be picked up, in which case we must pick the passenger up from the destination by the time requested or no later than 30 minutes (allowing for unexpected delays). In the alternative, a passenger may request a drop off trip preference, which requires us to drop them off at the destination by the time requested and no sooner than 30 minutes from the time requested (so they aren't dropped off too early before an office opens).</p> <p>Passenger going to a doctor's appointment, work or school, typically request a drop off trip preference so they aren't late for those types of trips.</p> <p>That being said, I looked into all the trips that have been provided to Ms. Michel and found that we were extremely late dropping her off for her physical therapy appointment yesterday. Although the delay could not have been avoided (traffic) the driver should have contacted the office to advised them of the ensuing delays so that the passenger could have been advised.</p> <p>It took the driver almost an hour from the last trip he performed to pick Ms. Michel up (9:46 to 10:35). As you can see from the table below, we didn't drop Ms. Michel off to her 11:00 appointment until 11:31 plus the time it took to unload her from the vehicle in her wheelchair and take her to the door.</p> <p>All other trips she has taken with us indicates that we got her to the appointment on time but with little time for check in and processing. That is likely why she only received 45 minutes of treatment on April 2nd.</p> <p>I also listened to the phone calls that Ms. Michel had with the contracted staff. Staff could have been more proactive after the first called to inquire about the arrival of the bus. When she called the bus was in route but the representative never contacted to driver to verify where he was. The rep could have also checked later with the driver to verify that she had actually been picked up as she advised her she would. The second conversation had with another representative could have been more professional and provided better assistance. I am requiring all representatives to be retrained.</p> <p>As noted, her next appointment is tomorrow, and I will make sure she arrives to her appointment on time.</p>
4/12/2021	April	4/12/2021	Safety	Valid	Passenger called to inform the driver was not wearing a face mask throughout the entire trip	Some of the drivers, have their masks on their chins as she mentioned, and we are sending reminders that the use of the mask reminded mandatory and they MUST have it on when they are around passengers, no matter if they have been vaccinated or not. Called to thank her for the time she took to let us know and let her know that they are all been reminded of the use of Mask. She was grateful that we took the steps and called her back.
4/13/2021	April	4/12/2021	Safety	Valid	Passenger called to inform the driver was not wearing a face mask throughout the entire trip- just lets the mask hang under the chin.	Some of the drivers, have their masks on their chins as she mentioned, and we are sending reminders that the use of the mask reminded mandatory and they MUST have it on when they are around passengers, no matter if they have been vaccinated or not. Called to thank her for the time she took to let us know and let her know that they are all been reminded of the use of Mask. She was grateful that we took the steps and called her back.

4/13/2021	April	4/13/2021	Safety	Valid	Passenger called to inform the driver was not wearing a face mask throughout the entire trip- just lets the mask hang under the chin	Some of the drivers, have their masks on their chins as she mentioned, and we are sending reminders that the use of the mask reminded mandatory and they MUST have it on when they are around passengers, no matter if they have been vaccinated or not. Called to thank her for the time she took to let us know and let her know that they are all been reminded of the use of Mask. She was grateful that we took the steps and called her back.
4/21/2021	April	4/21/2021	Safety	Not Valid	Complainant was driving on Golden Gate Parkway when the CAT Connect Bus # 2481 was following too close. She said she rolled down window and signaled with hand no, no, no but driver continued to follow closely. Driver then turned in 53rd St. as she was calling. I asked if she wanted a call back and she said she just wants the person to be spoken to.	After reviewing the video, we couldn't find that the driver was purposely following any car; per the video, I assume that the caller was the one on a small black SUV; the driver was adequately following distance and was in the intersection of Santa Barbara where the driver came across with her based on the information she provided as of where he turned. I called the person few times to no avail.
5/13/2021	May	5/12/2021	Safety	Not Valid	Complainant; stated the Bus Driver "was driving like a maniac, driving too close to cars, in /out of traffic and exceeding speeds".	Video was viewed, driver was keeping distance the max speed I was able to see that he went over the 45miles/hr was an average of 3miles, maintained proper following distances.
5/17/2021	May	5/8/2021	Mis-information	Valid	On Saturday, May 8th, the morning driver shook off her back and she felt it was inappropriate. She does not want it to happen again, and she said she slapped him. Note: Paratransit Manager stated she spoke to both the driver and the passenger at the time of incident.	Talked to the passenger, she indicates that she was uncomfortable, that maybe the driver meant well but that she felt that way. Spoke with the driver and he explained that she was full in cat fur and he told her and was trying to clean her up gently, because she works in a restaurant and thought that she could it got in trouble. It was explained that when we are working we have to be very careful, and keep our distances. He understood and she was satisfied with our response.
6/21/2021	June	6/21/2021	Other	Not Valid	Resident called to please notify CATConnect to stop ruining his driveway/grass with tire marks. He has it all on video. He states the CATConnect bus after the driver picks up a resident/or drops the passenger off near his property he always uses his driveway to make a U-turn.	Tried to call the resident several times to clarify to NO Avail, complaint was received at 4:00, but driver was close to that address at 5:20, we have add IT to pull the video from 5:15 to 5:25, but was not able to view the incident. Meanwhile we have remind the drivers to be careful when they need to back it up. We will update.
6/22/2021	June	6/21/2021	Late	Not Valid	Passenger's mom called very upset and stated this can not happen again. Her son "is nonverbal, doesn't understand and cannot ask if he is needing/wanting anything" Being in the CatConnect bus for 3 hours is unacceptable. He becomes unsafe and is unsafe. He was picked up between 2:30pm and 3:00pm and dropped off at 6:00pm.	Called and talked to passengers mom, yesterday we arrived 3:34. four minutes late past the window, 3:34 the group was loaded in 17 min 4 AMB 2 Wheelchairs, driver left at 3:51 and arrived at 5:46 less than his 2hr. window, yesterday also I spoke with Vivian the owner of the Home group where he lives around 4:30 and let her know he was ok and the time that he will approx. arrived. She was pleased with our call and our clarification.
6/21/2021	June	6/18/2021	Late	Valid	This is to inform you of the ongoing issues with your service for a passenger. The most recent issues : Friday, 6/18/21 - Driver did not arrive at the Heritage Bay Goodwill store until 4:24 PM. Passenger is off work at 3 PM	On 6/18/2021, her requested time was 3:15pm driver arrived at 4:06 p.m to pick Ms. Holly she got on board and got home at 4:34 p.m we called and got her answering system, they couldn't connect the call.
6/21/2021	June	6/21/2021	Late	Valid	Monday, 6/21/21 - At 4:10 PM passenger contacted Cat dispatcher and was informed there were driver issues and her ride would be 2 - 2 1/2 hours late. I called a cab for Holly and a cab picked her up at 5PM. Cost to her - \$20. I was informed to provide a detailed report concerning issues which I will do Regardless, I have little or no confidence in your ability to resolve these ongoing problems.	On 06/21/2021 – we were running late, and Orlando called and notified her through her answering system that we were running extremely late, she indicates that she will go with someone. This trip was a missed trip.
6/25/2021	June	6/21/2021	Other	Valid	Passenger stated the bus driver broke her walker, passenger did not specify if it was at the pick up or drop off locations. I reached out to Scheduler and got the Route #s . Ms. Walker was picked up by Route # 105 Vehicle CC2-2195 dropped off at Dialyses and picked up by Route 104 from Dialysis Center to 520 N. 19th Street Immokalee.	After reviewing the video, we could not see that there was a damage to the walker through the travel. Called and spoke with Ms. Mary said that she thought that the walker falls the passenger behind her told her that. I explained that did shift, but just as the normal. She said that she appreciates our called back.
6/29/2021	June	6/29/2021	Safety	Not Valid	Deputy called and stated that the bus cut directly in front of a white Silverado van turning left onto Hunter Blvd. She also stated, if the van had not slammed his breaks the bus would have been T-Boned. Please tell your bus drivers to pay attention to oncoming vehicles.	After reviewing the video, we were unable to find the event that Deputy Jones describe; nevertheless, we have reminded the driver that safety is our utmost responsibility.

Work/Medical Trips - On Time Performance (OTP)

Months	Work/Med Trips	Outside the 30Min Window	OTP* %
May	1578	730	54%
June	1926	891	54%
July	1991	992	50%
August	1671	746	55%
September	1963	791	60%
October	2079	807	61%
November	1811	618	66%
December	2191	644	71%
January	2074	672	68%
February	2005	618	69%
March	2325	772	67%
April	2215	687	69%
May	2184	639	71%
June	2186	572	74%



EXECUTIVE SUMMARY
Reports and Presentations
Item 6B

Metropolitan Planning Organization (MPO) Quarterly Progress Report

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

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

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

Prepared By: Brandy Otero, Collier MPO Principal Planner

ATTACHMENTS:

1. MPO Quarterly Progress Report



Planning Grant Agreement Tasks Quarterly Progress Report

Planning Agency	Collier MPO	County	Collier
		Invoice #	4
Reporting Period	April 1, 2021 - June 30, 2021 Collier MPO	Grant #	G1N26

I	PROGRAM MANAGEMENT	PROGRESS
A.	When necessary and in cooperation with the LCB, solicit and recommend a CTC . The selection will be accomplished, to the maximum extent feasible, through public competitive bidding or proposals in accordance with applicable laws and rules. Such recommendation shall be presented to the Commission by Planning Agency staff or their designee as needed. (Tasks 2A)	No activity this quarter. Collier County is designated as the CTC until 6/30/2023.
B.	Develop and maintain a process for the appointment and reappointment of voting and non-voting members to the local coordinating board. (41-2.012, FAC)	Three new members were appointed at the 4/9/21 MPO Board meeting. The updated membership list is enclosed.
C.	Prepare agendas for local coordinating board meetings consistent with the <i>Local Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 3)	The agenda for the regular LCB meeting on 5/5/21 is enclosed.
D.	Prepare official minutes of local coordinating board meetings regardless of a quorum) and submit a copy along with the quarterly report to the Commission. For committee meetings, prepare minutes in the form of a brief summary of basic points, discussions, decisions, and recommendations to the full board. Keep records of all meetings for at least five years. (Task 3)	The draft minutes for the regular LCB meeting on 5/5/21 are enclosed.
E.	Provide at least one public workshop annually by each local coordinating board, and assist the Commission, as requested, in co-sponsoring public workshops. This public workshop must be in addition to the local coordinating board meetings. It may, however, be held in conjunction with the scheduled local coordinating board meeting (immediately following or prior to the local coordinating board meeting). (Task 4)	No activity this quarter.
F.	Provide staff support for committees of the local coordinating board. (Task 3)	The only committee of the LCB is the grievance committee. No grievances were filed, and no staff support was necessary.
G.	Develop and update annually by-laws for local coordinating board approval. Approved by-laws shall be submitted to the Commission. (Task 5)	No activity this quarter. The bylaws were previously submitted.
H.	Develop, annually update, and implement local coordinating board grievance procedures in accordance with the Commission guidelines. Procedures shall include a step within the local complaint and/or grievance procedure that advises a dissatisfied person about the Commission's Ombudsman Program. A copy of the approved procedures shall be submitted to the Commission. (Task 6)	Updated grievance procedures were approved by the LCB at the 5/5/21 meeting. Executive Summary and procedures are enclosed.
I.	Provide the Commission with a current membership roster and mailing list of local coordinating board members. The membership roster shall be submitted with the first quarterly report and when there is a change in membership. (Task 3)	The updated membership roster and mailing list are enclosed.

J.	Provide public notice of local coordinating board meetings and local public workshops in accordance with the <i>Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 3)	LCB meetings are advertised in the Naples Daily News. The legal advertisement for the meeting on 5/5/21 is enclosed.
K.	Review and comment on the Annual Operating Report for submittal to the local coordinating board, and forward comments/concerns to the Commission for the Transportation Disadvantaged. (Task 7)	No activity this quarter.
L.	Report the actual expenditures (AER) of direct federal and local government transportation funds to the Commission for the Transportation Disadvantaged no later than September 15th. (Task 8)	No activity this quarter.

II.	SERVICE DEVELOPMENT	PROGRESS
A.	Jointly, with the community transportation coordinator and the local coordinating board, develop the Transportation Disadvantaged Service Plan (TDSP) following CTD guidelines. (Task 1)	The TDSP annual updated was completed during this quarter. The TDSP was approved by the LCB at the 5/5/21 meeting and ratified by the MPO Board at the 6/11/21 meeting.
B.	Encourage integration of "transportation disadvantaged" issues into local and regional comprehensive plans . Ensure activities of the local coordinating board and community transportation coordinator are consistent with local and state comprehensive planning activities including the Florida Transportation Plan. (427.015, FS)	This task is continual and ongoing
C.	Encourage the local community transportation coordinator to work cooperatively with regional workforce boards established in Chapter 445, F.S., and provide assistance in the development of innovative transportation services for participants in the welfare transition program. (427.0157, FS)	This task is continual and ongoing

III.	TECHNICAL ASSISTANCE, TRAINING, AND EVALUATION	PROGRESS
A.	Provide the LCB with quarterly reports of local TD program administrative support accomplishments as outlined in the grant agreement and any other activities related to the TD program. (Task 9)	The Planning Grant quarterly progress report was presented to the LCB at the 5/5/21 meeting. The CTC also provides a quarterly report to the LCB which is enclosed.
B.	Attend at least one Commission-sponsored training , including but not limited to, the CTD's regional meetings, the CTD's annual training workshop, or other sponsored training. (Task 10)	No activity this quarter.
C.	Attend at least one CTD meeting each year within budget/staff/schedule availability.	No activity this quarter
D.	Notify CTD staff of local TD concerns that may require special investigations.	No activity this quarter
E.	Provide training for newly-appointed LCB members. (Task 3)	Orientation/training was provided for 2 new members. The third member reviewed the annual training from the March LCB meeting and was advised to contact staff with any questions. This was done at her request.
F.	Provide assistance to the CTC, purchasing agencies, and others, as needed, which may include participation in, and initiating when necessary, local or regional meetings to discuss TD needs, service evaluation and opportunities for service improvement.	No activity this quarter
G.	To the extent feasible, collect and review proposed funding applications involving "TD" funds consistent with Chapter 427, F.S., and Rule 41-2, F.A.C., and provide recommendations to the LCB. (427.0157, FS)	No activity this quarter.

H.	Ensure the local coordinating board conducts, as a minimum, an annual evaluation of the community transportation coordinator. The local coordinating board shall evaluate the coordinator using the Commission's <i>Evaluation Workbook for Community Transportation Coordinators and Providers in Florida</i> (at a minimum using the modules concerning Competition In Use of Operators, Cost-Effectiveness and Efficiency, and Availability of Service) and local standards as defined in the Transportation Disadvantaged Service Plan. (Task 2B)	The annual CTC evaluation was completed during this quarter. The evaluation was approved by the LCB at the 5/5/21 meeting and ratified by the MPO Board at the 6/11/21 meeting.
I.	Assist the CTD in joint reviews of the CTC.	No activity this quarter.
J.	Ensure the LCB annually reviews coordination contracts to advise the CTC whether the continuation of said contract provides the most cost effective and efficient transportation available, consistent with Rule 41-2, F.A.C.	No activity this quarter.
K.	Implement recommendations identified in the CTD's QAPE reviews.	No activity this quarter.

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

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

Representative

Date

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Reports and Presentations
Item 6C

Florida Department of Transportation (FDOT) Report

OBJECTIVE: To receive an update from FDOT.

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

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

Prepared By: Brandy Otero, Principal Planner

ATTACHMENTS:

None.

EXECUTIVE SUMMARY
Distribution
Item 8A

Draft 2022 Metropolitan Planning Organization (MPO) Calendar

OBJECTIVE: For the Board to receive a copy of the 2022 MPO Calendar

CONSIDERATIONS: The 2022 MPO Calendar is being distributed to the Local Coordinating Board (LCB) in September 2021 (**See Attachment 1.**) The LCB meeting remains on the first Wednesday of the month, at 1:30 p.m. Subsequent changes will be noted and distributed on an as-needed basis.

STAFF RECOMMENDATION: For the LCB to receive a copy of the 2022 MPO Calendar.

Prepared By: Brandy Otero, MPO Principal Planner

ATTACHMENTS:

1. Draft 2022 MPO Calendar



2022 Meeting Schedule

Collier Metropolitan Planning Organization (MPO)
2885 S. Horseshoe Drive, Naples, FL 34104

www.CollierMPO.com

(239) 252-5814

STRIKETHROUGH = CANCELLED MEETING
DATES IN RED = ADDED MEETING

DRAFT

Metropolitan Planning Organization (MPO) – Monthly at 9:00 a.m.

All MPO Board Meetings are held on the second Friday of the month. MPO Board Meetings will be held at the Board of County Commissioners Chambers, 3299 E. Tamiami Trail, Naples, unless otherwise noted.

February 11, 2022	March 11, 2022	April 8, 2022	May 13, 2022
June 10, 2022	September 9, 2022	October 14, 2022	**October XX, 2022
November XXX, 2022 (11 th is a holiday)	December 9, 2022		
* This a JOINT MEETING with Lee MPO, location and date TBD			

Technical Advisory Committee (TAC) – Monthly at 9:30 a.m.

All TAC Meetings are held on the **fourth** Monday of the month. TAC Meetings will be held at the Collier Growth Management Department, Planning & Regulation Building Conference Rooms 609/610, 2800 North Horseshoe Drive, Naples, unless noted below.

January 24, 2022	February 28, 2022	March 28, 2022	April 25, 2022
May 23, 2022	*August 22, 2022	September 26, 2022	October 24, 2022
* October XX, 2022	November 28, 2022		
*Location for this meeting will be Collier County Growth Management Division, Construction and Maintenance Building, South Conference Room, 2885 South Horseshoe Drive, Naples			
**This a JOINT MEETING with Lee MPO, location TBD			

Citizen Advisory Committee (CAC) – Monthly at 2:00 p.m.

All CAC Meetings are held on the **fourth** Monday of the month. CAC Meetings will be held at the Collier County Growth Management Division, Planning & Regulation Building Conference Rooms 609/610, 2800 North Horseshoe Drive, Naples, unless noted below..

January 24, 2022	February 28, 2022	March 28, 2022	April 25, 2022
May 23, 2022	August 22, 2022	September 26, 2022	October 24, 2022
** October XX, 2022	November 28, 2022		
*This is a JOINT MEETING with Lee CAC, location and date TBD			

Bicycle/Pedestrian Advisory Committee (BPAC) – Monthly at 9:00 a.m.

All BPAC Meetings are held on the third Tuesday of the month. BPAC Meetings will be held at the Collier County Growth Management Division, Planning & Regulation Building Conference Rooms 609/610, 2800 North Horseshoe Drive, Naples, unless noted below.

January 18, 2022	February 15, 2022	March 15, 2022	April 19, 2022
May 17, 2022	August 16, 2022	*August XX, 2022	September 20, 2022
October 18, 2022	November 15, 2022		
*This is a JOINT MEETING with Lee BPCC, location and date TBD			

Congestion Management Committee (CMC) – Bi-Monthly at 2:00 p.m.

All CMC Meetings are held on the third Wednesday of every other month. CMC Meetings will be held at the Collier County Growth Management Division, Construction and Maintenance Building, South Conference Room, 2885 South Horseshoe Drive, Naples, unless noted below.

January 19, 2022	March 16, 2022	May 18, 2022	July 20, 2022
September 21, 2022	November 16, 2022		

Local Coordinating Board (LCB) for the Transportation Disadvantaged – Quarterly at 1:30 p.m.

All LCB Meetings are held quarterly on the first Wednesday of the corresponding month. LCB Meetings will be held will be held at the Collier County Government Center Building B, Human Resources Training Room., 3303 Tamiami Trail East Naples unless otherwise noted.

March 2, 2022	May 4, 2022	September 7, 2022	*December 7, 2022
*Location for this meeting will be Collier County Risk Management Building D, Training Room, 3311 Tamiami Trail East, Naples FL 34112			