

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.