



AGENDA

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

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

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

REGULAR MEETING

Wednesday – March 2, 2022

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

1. CALL TO ORDER
2. OPEN TO THE PUBLIC FOR COMMENTS
ON ITEMS NOT ON THE AGENDA
3. APPROVAL OF AGENDA
4. APPROVAL OF MEETING MINUTES
 - A. December 1, 2021 Regular Meeting Minutes
5. BOARD ACTION
 - A. Recognize Operator Andy Ramtahal
 - B. Update of Trip Prioritization Policy
6. REPORTS & PRESENTATIONS
 - A. CTC Quarterly Report
 - B. MPO Quarterly Progress Report
 - C. FDOT Report
7. OTHER BUSINESS
8. DISTRIBUTION ITEMS
9. BOARD MEMBER COMMENTS
10. NEXT MEETING DATE

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

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

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

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 that within the MPO's planning process they have been discriminated against because of race, color, religion, sex, age, national origin, disability, or familial status may file a complaint with the Collier MPO Title VI Specialist Ms. Danielle Bates (239) 252-5814 or by email at: Danielle.Bates@colliercountyfl.gov, or in writing to the Collier MPO, attention: Ms. Bates, 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
December 1, 2021
1:30 p.m.

****Virtual participation via ZOOM**

1. CALL TO ORDER

Commissioner Solis – called the meeting to order at 1:37 pm.

1.A. Roll Call

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

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

Members Present In-person

Commissioner Solis, Chair
Dale Hanson, FDOT
Susan Corris, SWFL Regional Workforce Development Board, Vice-Chairperson
Alana Watson, Florida Agency for Health Care Administration
Sherry Brenner, Disabled [arrived 5D]

Members Participating Remotely

Anne Chernin, Elderly
Leah Watson, Agency for Persons with Disabilities
Jocelyn Schafer, Representative for Children at Risk

Members Absent

Maricela Morado, Area Agency on Aging SWFL-FL Dept. of Elder Affairs
John Kasten, Public Education
Dylan Vogel, Citizens Advocate/User
Robert Richards, Florida Dept. of Education, Div. of Voc. Rehab.
Tabitha Larrauri, Florida Department of Children and Family Services
Eileen Streight, Citizens Advocate/Non-User
Oscar Gomez, Veterans Services
Cheryl Burnham, Florida Association for Community Action

MPO Staff

Brandy Otero, Principal Planner
Anne McLaughlin, Executive Director
Danielle Bates, Administrative Assistant

Others Present

Omar DeLeon, Public Transit & Neighborhood Enhancement (PTNE), Transit Manager
Michelle Arnold, Director, PTNE
Elena Ortiz-Rosado, PTNE
Alex Showalter, PTNE
Braian Morales, MV Transportation
John Poole, Citizen
Rick Hart, Citizen

1.B. Pledge of Allegiance

Commissioner Solis lead the Pledge of Allegiance

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

None.

3. APPROVAL OF AGENDA

Ms. Corris moved to approve the agenda. Ms. Hanson seconded. Passed unanimously.

4. APPROVAL OF MEETING MINUTES SEPTEMBER 1, 2021 REGULAR MEETING MINUTES

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

5. BOARD ACTION

5.A. Review of Annual Operating Report

Mr. DeLeon: After the last meeting the AOR was submitted to the Transportation Disadvantaged Commission (TDC), they approved report, it now needs final approval. There were no questions or comments from the TDC. **Mr. DeLeon confirmed Commissioner Solis's question**, it's the same report as before with no changes.

Ms. L. Watson moved to approve. Ms. Corris seconded. Passed unanimously.

5.B. Approval of Update to LCB Grievance Procedures

Ms. Otero: This is the annual update to the grievance procedures. The TD Planning grant requires that the procedures be reviewed and updated on an annual basis. This Grievance Procedures provide guidance for citizens with grievances, and the only changes were to define the designated planning agency and included a timeline of 30 days for the hearing date. PTNE

pointed out that there was no timeline. It also stated if CAT receives a grievance, they send out a copy of the LCB grievance procedures notifying riders of their rights.

Commissioner Solis moved to approve. Ms. A. Watson seconded. Passed unanimously.

5.C. Appointment of LCB Grievance Committee Member

Ms. Otero: The Grievance Committee requires three members, there are currently two members on the committee, Commissioner Solis, and Ms. Corris, we need one more person to volunteer. We need one in place if there was a grievance filed.

Ms. A. Watson: I will volunteer.

Ms. L. Watson moved to approve. Ms. Corris seconded. Passed unanimously.

5.D. Review of TD Trip Prioritization

Mr. DeLeon: This is an update to the prioritization approved last meeting. We implemented the priorities in the TDSP with a slight modification. This is an update of how it's working. We wanted to flatten the use of the service throughout the week. We tried negotiating to accommodate capacity. Hoping to increase on-time performance and reliability for medical, employment, and education trips. October has a notable difference with a more even distribution of trips. We encouraged riders to ride on weekends where there is more availability if they aren't medical or employment trips. The peaks are 7am-9am and 1pm-4pm. Our attempt was to even that out and have more trips than with flexible trips. This helps with reliability, it's making improvements. The last chart [in the attachments in the agenda packet] gives you an idea of how many trips were denied and completed. We found when this was put into action social was at #5 and nutritional was #4, one of the recommendations was to do a swap. When working with agencies and facilities with adult daycare or services for people with disabilities they are on more of a fixed time with not much flexibility. The thoughts were to swap those priorities then that allows for negotiation but gives social trips more priority. The other recommendation is to continue with this priority list as we hire more drivers. On October 26 an amendment went to the Board of County Commissioners and was approved for MV to increase the rated for the operators, there has been more attraction. They still must go through training after hired.

Mr. Pool: I am a regular traveler to doctor appointments, I do a lot of talking to the drivers. It seems like one of the biggest challenges is the rate you're paying them and there's too few drivers, so they do too much overtime. They could go to Amazon for better money and structure. Is there any way to highlight that pay raise?

Mr. DeLeon: The pay rate was approved. It's two steps, bring in drivers and bring in enough to alleviate pressure. It's mostly senior drivers working a lot of hours now.

Mr. Braian Morales: The rates are \$17.10 up from \$13.38 for paratransit and \$21 for CDL holders up from \$13.38. We're seeing movement on CDL side, there are 3 who just started classes and 2 starting soon. The biggest obstacle is ability to change. By the time it comes to the board the market has changed. Amazon has changed their rate 3-4 times since moving into the warehouse on Davis Blvd, and they can change quickly. The way the business is structured, on-demand, it's hard to keep that in certain boundaries because we don't know what the boundaries are until 5pm the night before. The drivers receive rate of pay effective 11/1 but there was a delay in the incentive part as it is a two-tier approach. Back pay was processed this week. As we expand in one part of service, like fixed route, we pull from the other to help with

paratransit. I have been on the road myself. Managers are helping with training, we do interviews on the spot, we train every Monday, we have two trainers coming from a sister property in St. Lucie to help. We require one on one on the road training for 42 hours. Then they go to cadets, but that is done with current drivers. We're using all resources we have.

Commissioner Solis: It sounds like the increase did generate interest. If we need to move quickly, we'll try to expedite.

Ms. Chernin: I'm with the Naples Senior Center, I'm very pleased that social has moved up to 4 however, I would like to advocate to move maybe even to number 3. The impression is that social is strictly social activities, but it enables seniors to get out and come to places like the Naples Senior Center and Golden Gate for social activities but also for dementia respite programs and adult daycare programs. We're dealing with tremendous social isolation which has escalated, this is a huge concern. Would like to consider making it higher. We frequently hear from people who don't want to ride paratransit because of long wait times and length of drives. Changing social priority to a higher level would improve it.

Commissioner Solis: Is this coming back? Is this an ongoing process that is being constantly evaluated?

Mr. DeLeon: We can bring it back with inputs and evaluate the different trip types. The top tiers are competitive. We could move forward with the recommended change, go through that for a bit, then bring it back modify if needed.

Ms. Chernin: Agree to bringing it back, I'm pleased it's moving up. Want to advocate to continue looking at if we're able to meet the needs of the seniors. There's a contingency of seniors who can't ride because of barriers.

Mr. DeLeon: Once we have more drivers the priority list will fade away because the services will be provided

Commissioner Solis: We will continue to bring this forward in in March? We'll see the difference with more drivers.

Ms. Otero: March is the public hearing too, so we advertise that in buses, dialysis centers, etc, so you may get more public input.

Ms. Corris moved to approve. Ms. Watson seconded. Passed unanimously.

5.E. Review and Endorsement of FTA §5311 and §5339 Grant Applications

Mr. DeLeon: There are two applications for Federal Transit Administration Section 5311 and 5339 grant funds, they're applied through FDOT. Historically we've applied for operating costs, the change is 5311 grant for the American Rescue Plan (ARP) and Coronavirus Response and Relief Supplemental Appropriations Act of 2021 (CRRSAA) were identified for operating cost. 5311 standard grants were recommended to look at vehicle replacements to maintain capital replacement. The 5311 application is for a fixed route bus and a utility truck. For 5339 we're applying for the purchase of a fixed route purchase and bus stop ADA improvements, bus shelters. It's for the design of 6 stops. The difference in the grants is that the local share is 30% for 5311, and for 5339 it is a 20% state share and we're looking at transit development credits to cover the match. Looking for your endorsement to submit these grants.

Ms. Hanson: I must abstain from voting because FDOT is a reviewer of these grants.

Ms. A. Watson moved to approve. Commissioner Solis seconded. Passed 7-0 with Ms. Hanson abstaining.

6. REPORTS & PRESENTATIONS

6.A. CTC Quarterly Report

Mr. DeLeon: These stats look at July, August, and September. There were 6,230 trips in July. The averages were 255 trips on weekdays, 99 on Saturdays, and 41 on Sundays. The operator shortages took effect, there was a decrease on on-time this year due to staff shortage. In August there was a decrease of 17% on on-time performance. There were 5,981 trips in August. We implemented new software, when you look at efficiency and passengers per hour, we saw positive effects. Last year in September there was 1.48 vs 1.88 passenger per trip in September of this year. There were 5,638 trips in September this year. We had a decline in 2020, but saw an increase to normal levels, just under 6000 trips per month since August. Vehicle hours and revenue hours follow the same trends. For reliability and efficiency note the increase in passenger per hour but decrease in on-time performance starting in July.

Commissioner Solis: Is that due to the driver shortage?

Mr. DeLeon: Yes, we were having a hard time keeping up with demand. We experienced some no-shows, but no one is suspended. A no show is when driver gets there and rider is not getting on, 3 no-shows in a certain amount of time are needed for suspension. Missed trips are a result of the driver shortage, we make every attempt but if they are too late and can't make their appointment it is a missed trip. We saw an increase in on-time performance for work and medical trips but since July there's been a decrease.

Ms. Arnold: Work and medical trips have a different standard, it's a 30-minute time frame, we can't get them there too early or late.

Mr. DeLeon: The last report is the complaints/accommodations, it's an effect of the driver shortage, there's an increase in complaints and not meeting standards. Individuals can complain, we investigate and look into all, a lot are due to shortages, not getting people to their appointments on time.

Ms. Arnold: Most complaints are valid, people aren't just calling and complaining.

Mr. DeLeon: Not where we want to be, but we're working on it, hiring the drivers should help.

Commissioner Solis: Pay increase may generate more interest to help.

6.B. MPO Quarterly Progress Report

Ms. Otero: This an update is for grant deliverables. This is beginning of the fiscal year with state, so the only item completed and invoiced for is the Actual Expenditure Report. Other tasks are pending.

6.C. FDOT Report

Ms. Hanson: Notification of Grant Awards for 5310 and 5339 have been sent to all agencies. Public Transportation Grant Agreements will be sent to Agencies between October and March. Collier Area Transit will be awarded: Section 5311 operating funds to provide transit in the rural areas, Section 5310 capital funding to purchase vehicles to transport Seniors and Individuals with Disabilities, and Section 5339 capital funds for ADA bus stop improvements. Grant applications for this cycle are due

Friday, December 17, 2021. Every three years there are triennial reviews on recipients of federal funds, they started February 2021, 5310 is being reviewed specifically, due to COVID they are virtual, the consultants are Center Urban Transportation Research (CUTR) and Atkins. The upcoming reviews are for Sunrise Community of Southwest Florida, Inc and Easter Seals of Florida.

7. OTHER BUSINESS

None.

8. DISTRIBUTION ITEMS

None.

9. BOARD MEMBER COMMENTS

None.

10. NEXT MEETING DATE

March 2, 2022 at 1:30 p.m.

11. ADJOURNMENT

Commissioner Solis adjourned the meeting at 2:24 pm.

EXECUTIVE SUMMARY
BOARD ACTION
ITEM 5A

Recognize Operator Andy Ramtahal for his excellent customer service and dedication to the service provided to the community.

OBJECTIVE: To show appreciation for Operator's commitment, dedication, and compassion for passengers.

CONSIDERATIONS: Andy Ramtahal has been an operator for CATConnect for 4 years, he has always shown his dedication to his job by providing excellent service to his passengers with kindness and timeliness. Staff has received various compliments for Andy and most recently we received an email from a passenger that stated the below.

To Whom It May Concern:

My name is Judy Levock and I'm a passenger on the CAT paratransit bus. I'd like to share with you some very positive feedback concerning Andy.

There are some people who I believe are put on this earth for the main goal of helping others, and in my opinion, Andy is one of those people. He goes above and beyond to make sure all his passengers are picked up and dropped off on time (or as close as possible), even if it means him having to make personal sacrifices. I have NEVER seen him turn down a ride as an add-on, even though his shift should have been over way before. His main worry is always the passenger's wellbeing.

His patience and empathy for everyone is exemplary to say the least! I only wish we could clone him 10 times over, lol.

Having said that, even though all the drivers are extremely polite and nice, I'd like to also mention Mr. Howell, Antonio and Elvis. They too are at the top of the list as far as I'm concerned. Again, always willing to do more than they have to.

I just hope Collier County Transit appreciates their efforts in making things better for the community.

CATConnect would like to publicly recognize Andy Ramtahal for his excellent customer service and dedication to the service provided to the community.

STAFF RECOMMENDATION: None.

ATTACHMENT(S):

1. Kudos to an Awesome Driver.pdf
2. RE_ Driver Compliments.pdf

Prepared By: Omar Deleon, PTNE Transit Manager

From: [Brenda Ponce](#)
To: [DeleonOmar](#); [Braian Morales](#); [Marirka Maldonado](#); [ArnoldMichelle](#)
Cc: [Cassie Beaver](#)
Subject: Kudos to an Awesome Driver
Date: Tuesday, January 18, 2022 3:09:50 PM
Attachments: [Sunrise Logo N R 10c8b661-244c-40f0-acc3-92f83880928b.jpg](#)
[fb_4acbb8ae-15d9-4c77-8264-4e4fc5314af0.png](#)
[in_47c83f67-05be-42be-bb80-623bb32a080f.png](#)
[insta_a6eb2851-8fe0-4f0f-96d4-1a585e7c5e31.png](#)
[Sunrise blue line 70fd9478-11c2-450c-854e-0cde4ae2e07a.jpg](#)
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[twitter_32x32_27c890ba-da6e-4f2a-8e3c-863fe4254022.png](#)

EXTERNAL EMAIL: This email is from an external source. Confirm this is a trusted sender and use extreme caution when opening attachments or clicking links.

Good Afternoon,

I just wanted to reach out to say that all of our individuals were very excited and happy to see Andy back as well as our staff. He is wonderful with our individuals and understands them well, which can make or break a day for them as you all well know our population. His positive attitude and helpfulness go without saying. We know most people only reach out with complaints and very seldom take the time to compliment. We wanted to let you know that we appreciate all that you all do for us and extra kudos to an amazing person, Andy Ramathal. (sp?)

Please excuse any typos and unintentional auto-correct.

Sincerely,

Brenda Ponce and all of the staff at Sunrise Community of S. W. Florida - Naples
Program Coordinator



Brenda Ponce,
Program Coordinator

4227 Exchange Avenue, Naples, Florida, 34104

T:239-643-5338 Ext 104 F:239-643-4937 www.sunrisegroup.org



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From: [ArnoldMichelle](#)
To: [Judy Levock](#)
Cc: [DeleonOmar](#); [BraianMoralesVEN](#)
Subject: RE: Driver Compliments
Date: Tuesday, January 25, 2022 4:45:10 PM
Attachments: [image002.png](#)
[image003.png](#)
[image004.jpg](#)

Ms. Lovock,

Thank you so much for sharing this with me.

I appreciate you taking the time to express this. We are blessed to have Andy. We will make sure to recognize his efforts and hopefully enough for him to understand how much we appreciate him .

I also appreciate the honorable mention of Mr. Howell, Antonio and Elvis. You are correct they are also awesome.

Sincerely,

Michelle Edwards Arnold, Director
 Public Transit & Neighborhood Enhancement Division

8300 Radio Road - Naples, Florida 34104
 Phone: 239.252.5841 Cell: 239.877.8138 Fax: 239.252.3929



From: Judy Levock <judy363.judy@gmail.com>
Sent: Monday, January 24, 2022 6:59 PM
To: ArnoldMichelle <Michelle.Arnold@colliercountyfl.gov>
Subject: Driver Compliments

EXTERNAL EMAIL: This email is from an external source. Confirm this is a trusted sender and use extreme caution when opening attachments or clicking links.

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There are some people who I believe are put on this earth for the main goal of helping others, and in my opinion, Andy is one of those people. He goes above and beyond to make sure all his passengers are picked up and dropped off on time (or as close as possible), even if it means him having to make personal sacrifices. I have NEVER seen him turn down a ride as an add on, even though his shift should have been over way before. His main worry is always the passengers wellbeing.

His patience and empathy for everyone is exemplary to say the least! I only wish we could clone him

10 times over, lol.

Having said that, even though all the drivers are extremely polite and nice, I'd like to also mention Mr. Howell, Antonio and Elvis. They too are at the top of the list as far as I'm concerned. Again, always willing to do more than they have to.

I just hope Collier County Transit appreciates their efforts in making things better for the community.

Sincerely,

Judy Levock

Under Florida Law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by telephone or in writing.

EXECUTIVE SUMMARY
BOARD ACTION
ITEM 5B

Update on the Implementation of the trip prioritization and to request consideration to modify Transportation Disadvantaged Trips prioritization table.

OBJECTIVE: To provide the LCB with an update on the level of service for CATConnect passengers after the trip prioritization policy has been put in place.

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

At the September 1st, 2021 LCB meeting, the Board authorized the implementation of a pilot project which allowed CAT to negotiate lower priority trips to days with higher capacity. With the approval of the

prioritizing pilot CAT staff have been negotiating with passengers to move flexible trips based on the priority criteria to times and days with greater availability.

At the December 1, 2021 LCB meeting, the Board authorized modification of the priorities under the pilot to elevate the priority for Social (agency related activities) trips as they are typically time and date sensitive. As a result, the revised Transportation Disadvantaged trip prioritization as shown below:

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

As reported at the last LCB meeting, the Board of County Commissioner's approval an amendment to MV's Contract, providing for an increase to driver and other employee rates. As a result, the recruitment of new drivers has steadily increased staffing and at the present time only 9 vacancies remain and applications continue to be submitted. With the addition of new operators in service, the pressures on the system have been eased and the need for prioritization of trips reduced.

As you can see from the reports, not many passengers took advantage of the lighter travel days and trips continued to be low on Sundays and Saturdays. However, trips did even put through the week days with Mondays, Wednesdays and Fridays continuing to be the days with highest ridership.

STAFF RECOMMENDATION: With the increase in drivers being put into service, staff recommends suspending the pilot prioritizing of trips project but maintain the modified trip prioritization categories with an amendment to the TDSP to reflect the following list:

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

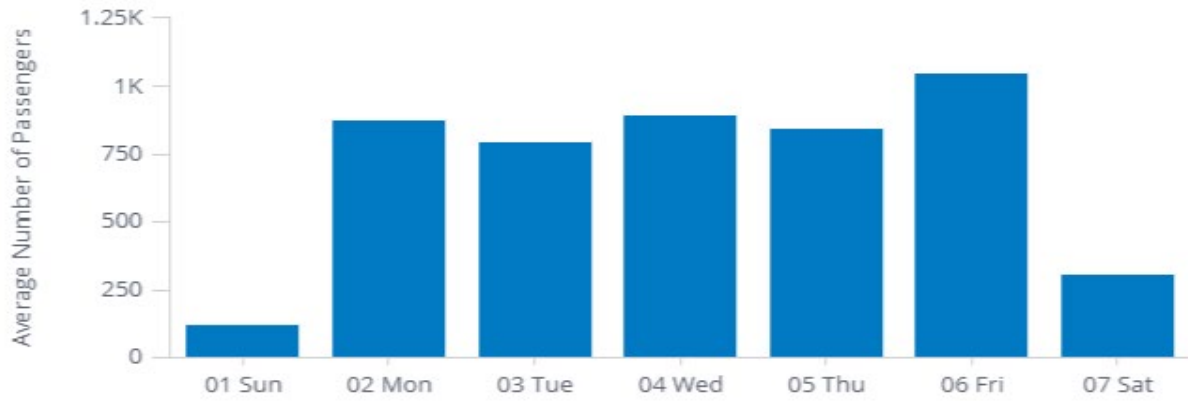
Prepared By: Omar Deleon, PTNE Transit Manager

ATTACHMENT(S)

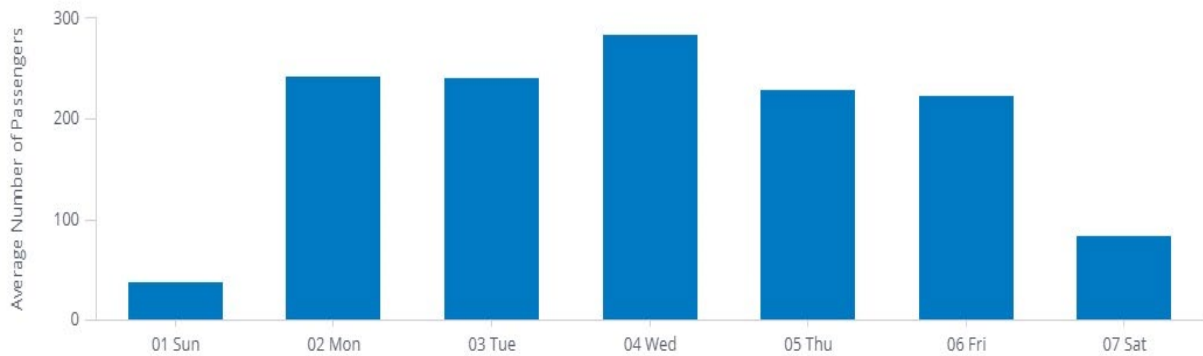
1. Prioritization Statistics

Passengers by Days of the Week

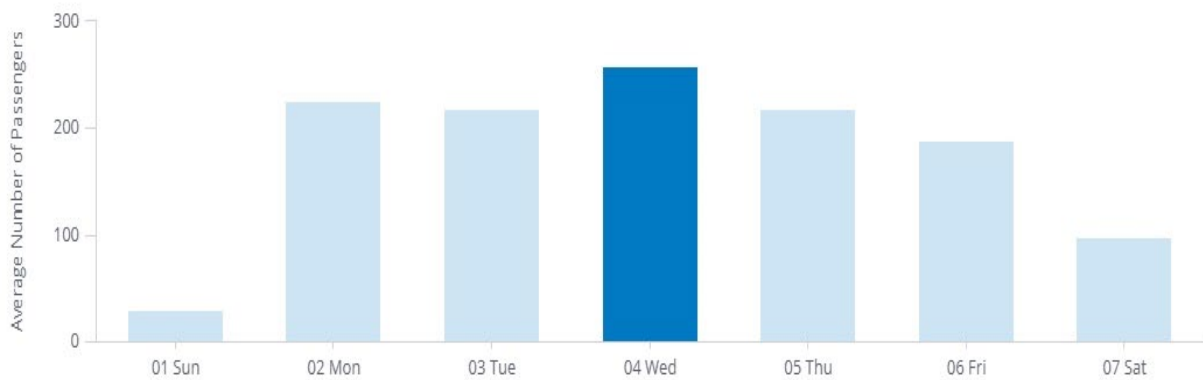
Average Number of Passengers by Days of the Week

**November**

Average Number of Passengers by Days of the Week

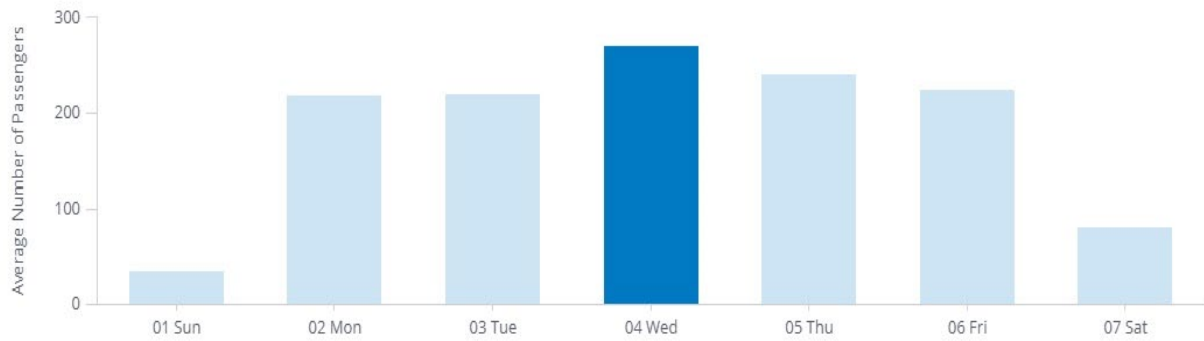
**December**

Average Number of Passengers by Days of the Week



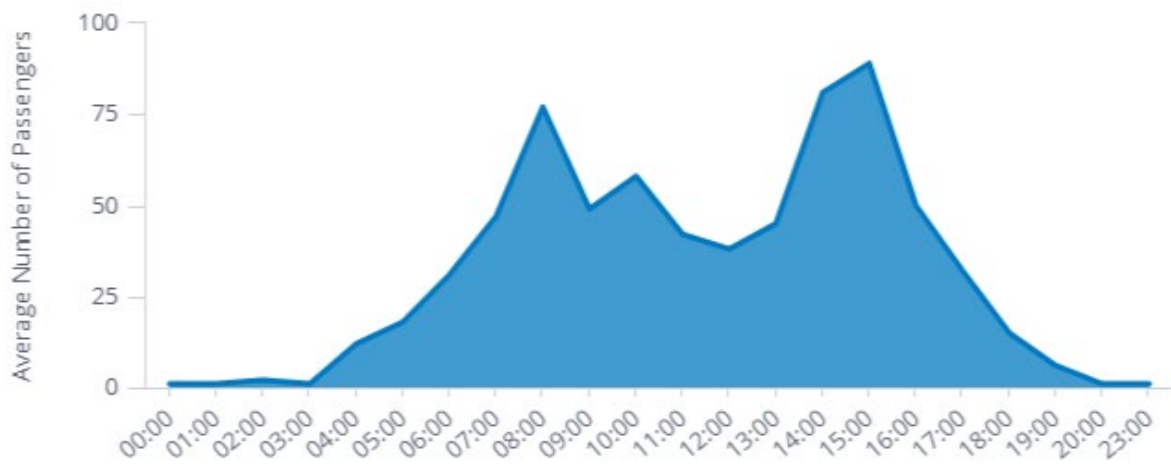
January

Average Number of Passengers by Days of the Week



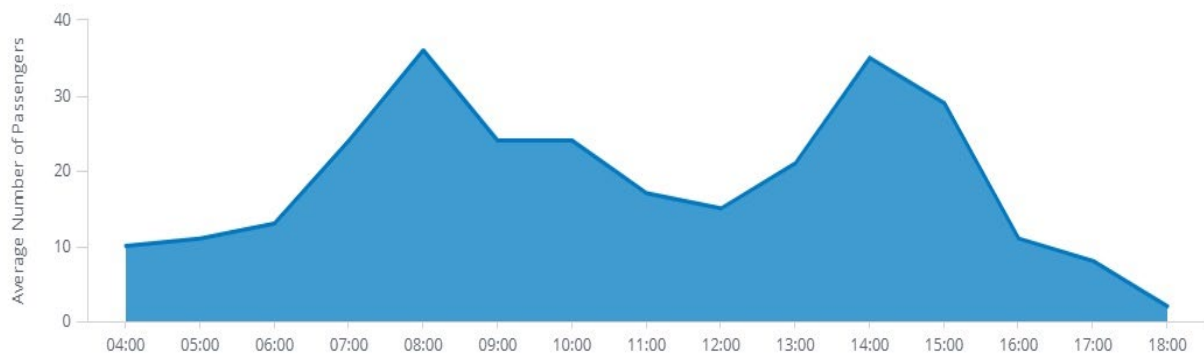
Passengers by Hour of Day

Average Number of Passengers by Hour of the Day



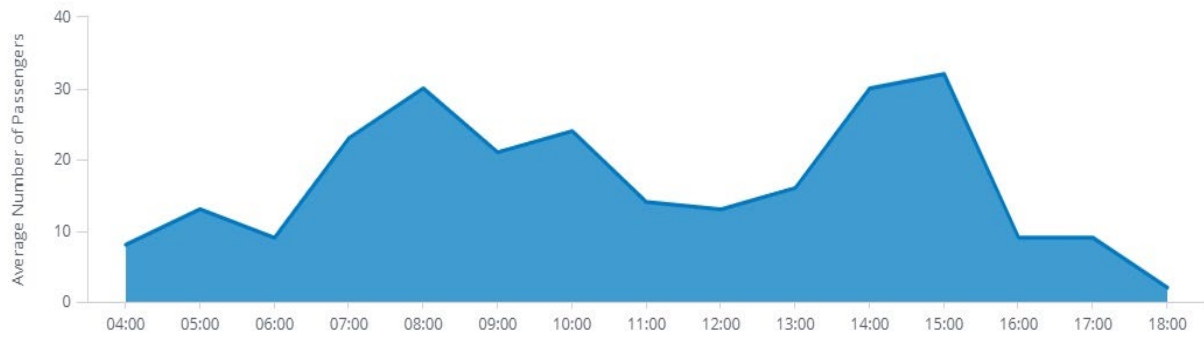
November

Average Number of Passengers by Hour of the Day



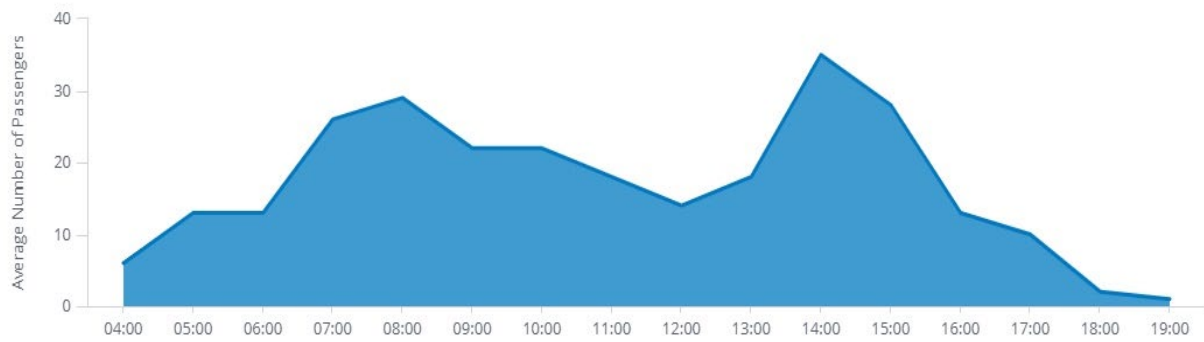
December

Average Number of Passengers by Hour of the Day

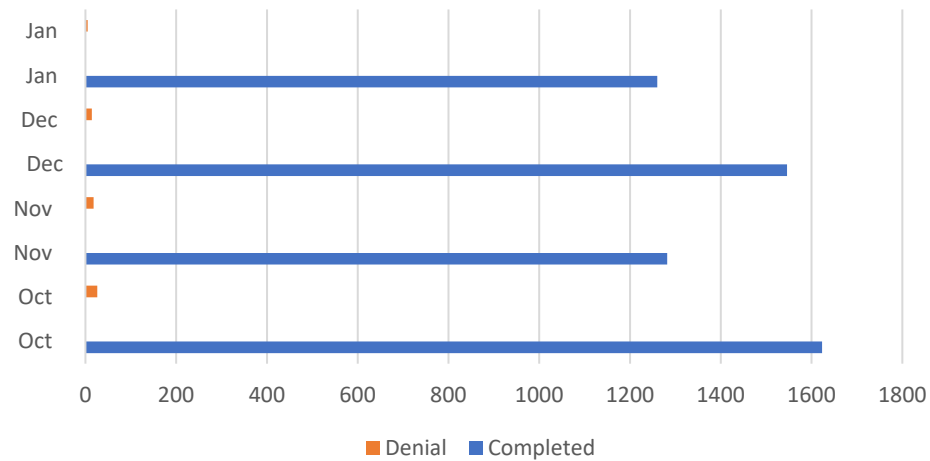


January

Average Number of Passengers by Hour of the Day



Completed vs. Denial



EXECUTIVE SUMMARY
REPORTS AND PRESENTATIONS
ITEM 6A

Community Transportation Coordinator (CTC) Quarterly Report

OBJECTIVE: To review and discuss the CTC Quarterly Report.

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

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

Prepared By: Brandy Otero, Collier MPO Principal Planner

ATTACHMENT(S):

1. CTC Quarterly Report

October 1 - 31, 2021

Total	Days	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancels	No Shows	Passenger Trips	PCA	Guest
Weekday	21	5089	3164	2769	68738	59035	273	520	5176	70	17
Saturday	5	394	314	267	6504	5426	22	48	400	6	0
Sunday	5	160	137	123	2374	2116	14	13	165	5	0
Total	31	5643	3615	3158	77616	66577	309	581	5741	81	17

Average	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancels	No Shows	Passenger Trips	PCA	Guest
Weekday	242	151	132	3273	2811	13	25	246	3	1
Saturday	79	63	53	1301	1085	4	10	80	1	0
Sunday	32	27	25	475	423	3	3	33	1	0

Fares to Collect	Fares Deposit	Balance	% Cancel of Total Trips	% No Shows of Total Trips	Prior Year On-Time Performance	On-Time Performance	Increase
\$ 12,729.00	\$12,616.00	(\$113.00)	5%	10%	94.33%	73.14%	-21.19%
Ticket Sales	Sales Deposit	Balance					
\$3,728.00	\$3,728.00	\$0.00					
Total Deposit	\$16,344.00						
Accidents (Prev)							
Prior Year PPH	PPH	Difference	No Shows Day Suspensions				
1.47	1.82	0.35	7	14	30	0	0
			0	0	0		

NOVEMBER 1 - 30, 2021

Total	Days	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancels	No Shows	Passenger Trips	PCA	Guest
Weekday	21	5080	3128	2725	68385	58192	313	488	5166	55	31
Saturday	4	325	247	211	5196	4404	12	31	338	7	6
Sunday	4	153	126	114	2696	2397	9	19	156	2	1
Total	29	5558	3501	3051	76277	64994	334	538	5660	64	38

Average	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancels	No Shows	Passenger Trips	PCA	Guest
Weekday	242	149	130	3256	2771	15	23	246	3	1
Saturday	81	62	53	1299	1101	3	8	85	2	2
Sunday	38	31	29	674	599	2	5	39	1	0

Fares to Collect	Fares Deposit	Balance	% Cancel of Total Trips	% No Shows of Total Trips	Prior Year On-Time Performance	On-Time Performance	Increase
\$ 12,383.00	\$12,279.00	(\$104.00)	6%	10%	94.33%	70.08%	-24.25%

Ticket Sales	Sales Deposit	Balance
\$3,524.00	\$3,524.00	\$0.00
Total Deposit	\$15,803.00	

Accidents (Prev)

Prior Year PPH	PPH	Difference
1.44	1.86	0.42

No Shows Day Suspensions
7 14 30
0 0 0

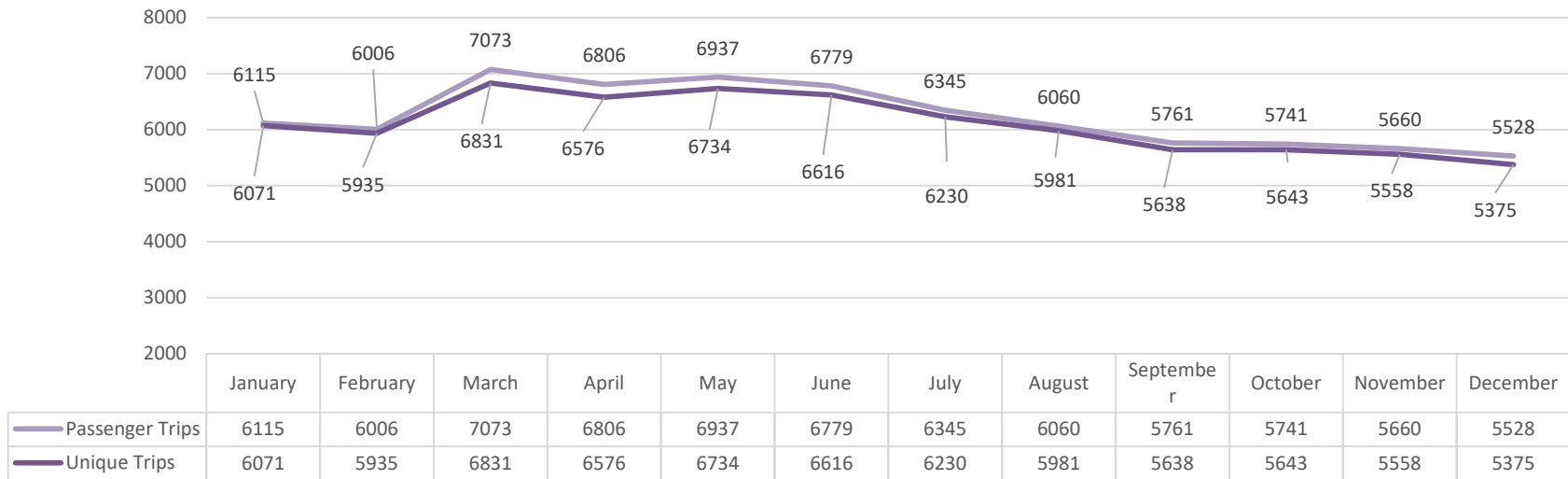
December 1 - 31, 2021

Total	Days	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancel	No Shows	Passenger Trips	PCA	Guest
Weekday	23	4970	3248	2791	68372	57729	376	513	5111	117	24
Saturday	3	286	204	178	4670	4015	13	33	296	5	5
Sunday	4	119	114	103	2292	2048	11	23	121	2	0
Total	30	5375	3567	3073	75334	63792	400	569	5528	124	29

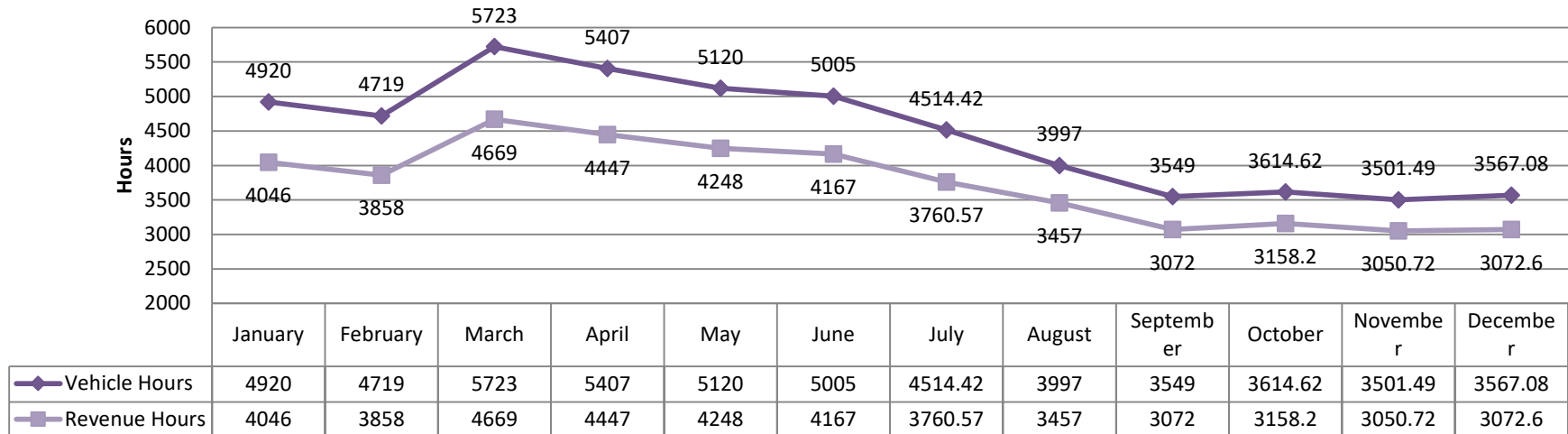
Average	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancel	No Shows	Passenger Trips	PCA	Guest
Weekday	216	141	121	2973	2510	16	22	222	5	1
Saturday	95	68	59	1557	1338	4	11	99	2	2
Sunday	30	29	26	573	512	3	6	30	1	0

Fares to Collect	Fares Deposit	Balance	% Cancel of Total Trips	% No Shows of Total Trips	Prior Year On-Time Performance	On-Time Performance	Increase
\$ 11,847.00	\$11,745.00	(\$102.00)	7%	11%	93.87%	72.87%	-21.00%
Ticket Sales	Sales Deposit	Balance					
\$3,362.00	\$3,362.00	\$0.00					
Total Deposit	\$15,107.00						
Accidents (Prev)			Prior Year PPH	PPH	Difference	No Shows Day Suspensions	
			1.45	1.80	0.35	7	14
						0	0

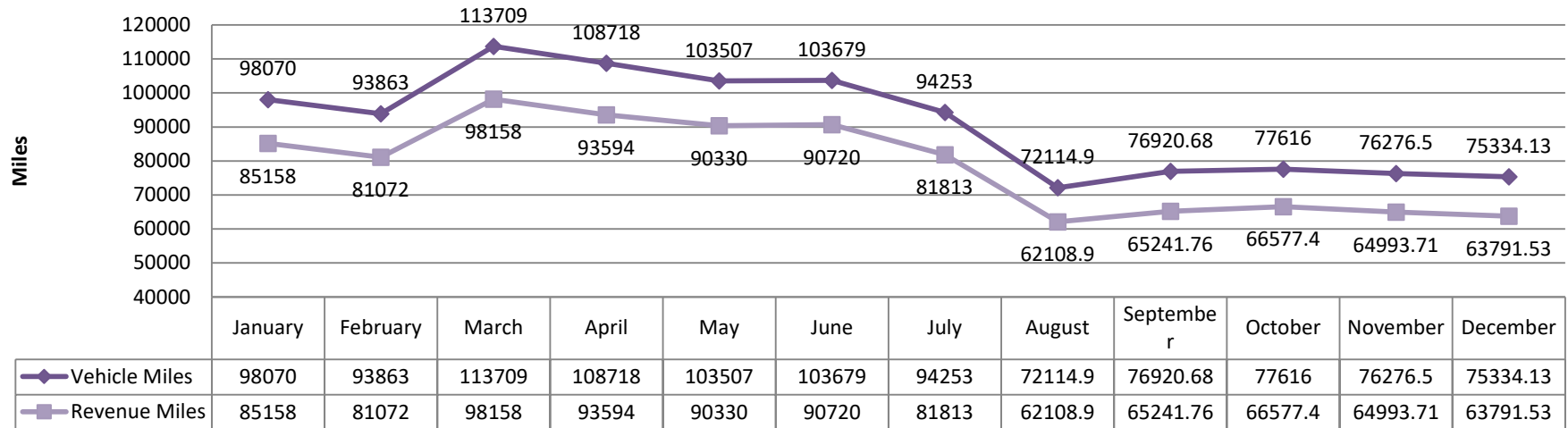
Passenger Trips and One Way Trips



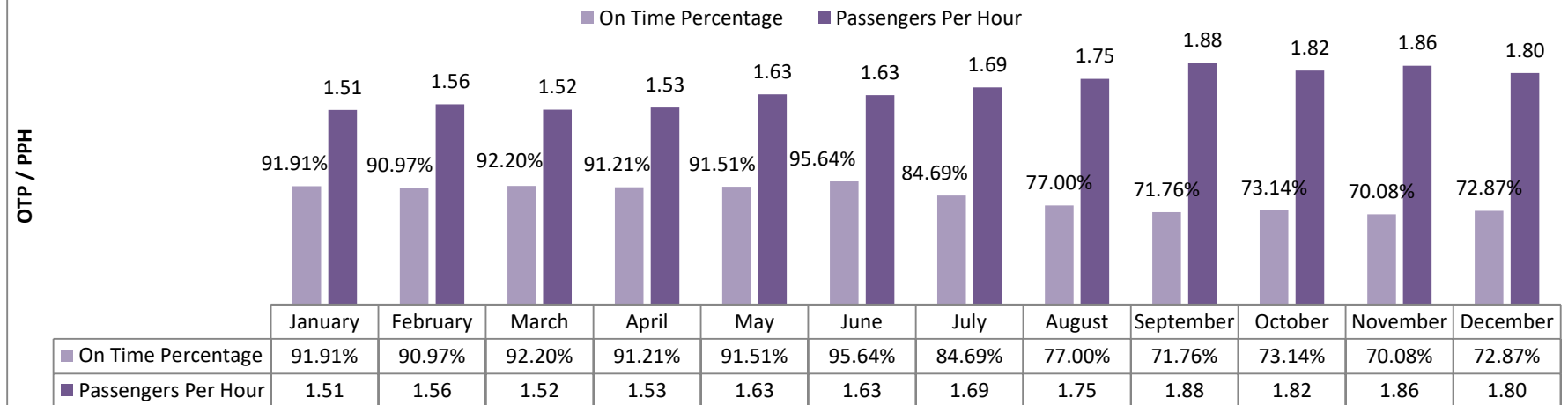
Vehicle Hours and Revenue Hours



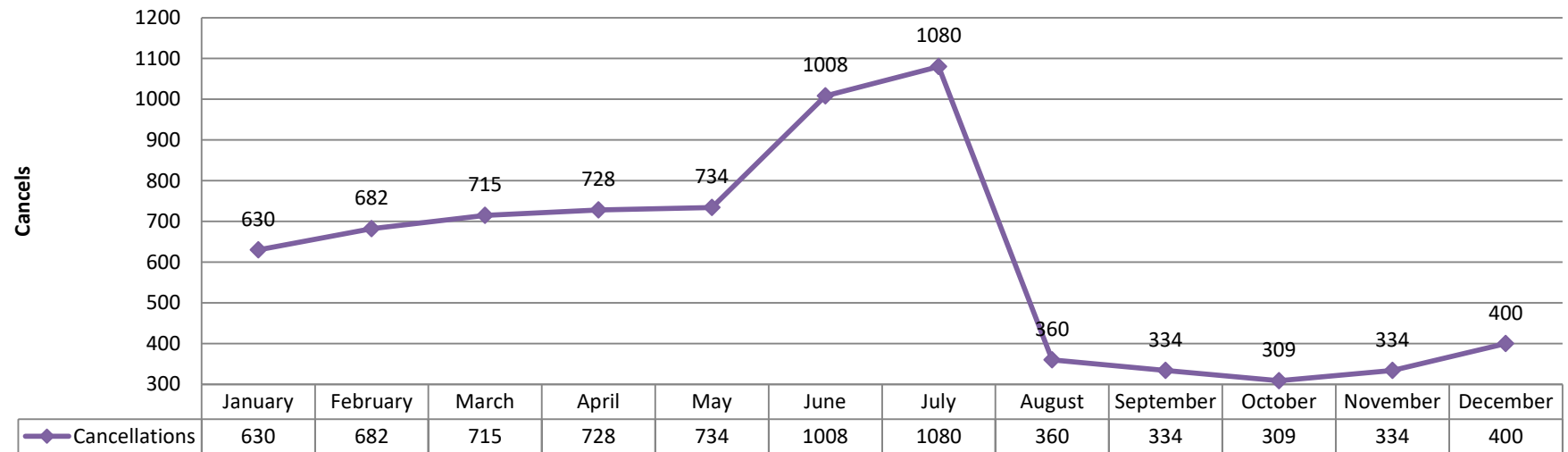
Vehicle Miles and Revenue Miles



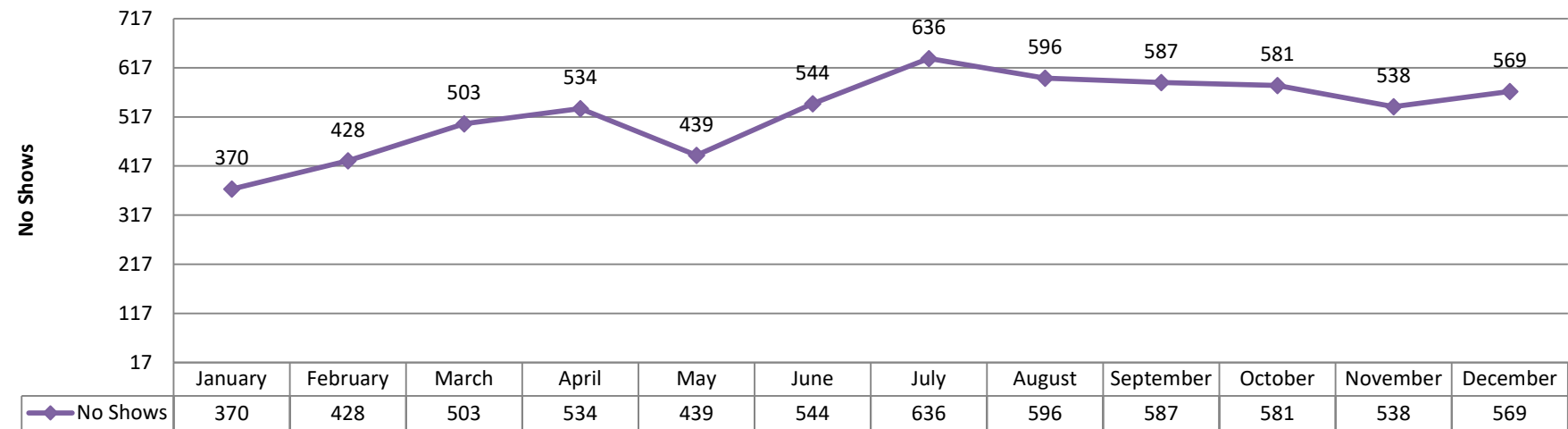
On-Time Performance and Passengers Per Hour



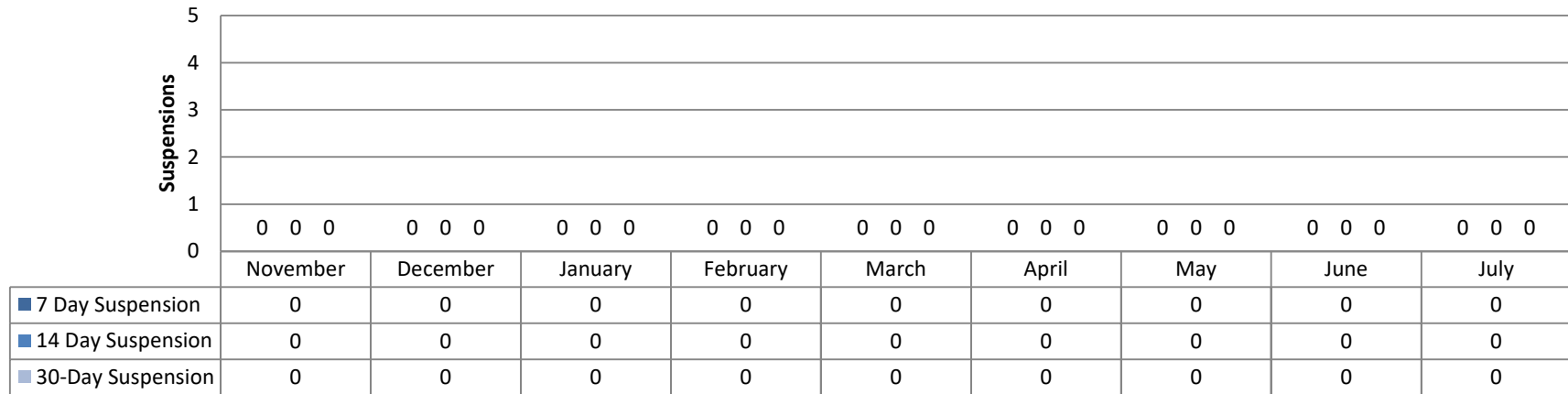
Cancellations



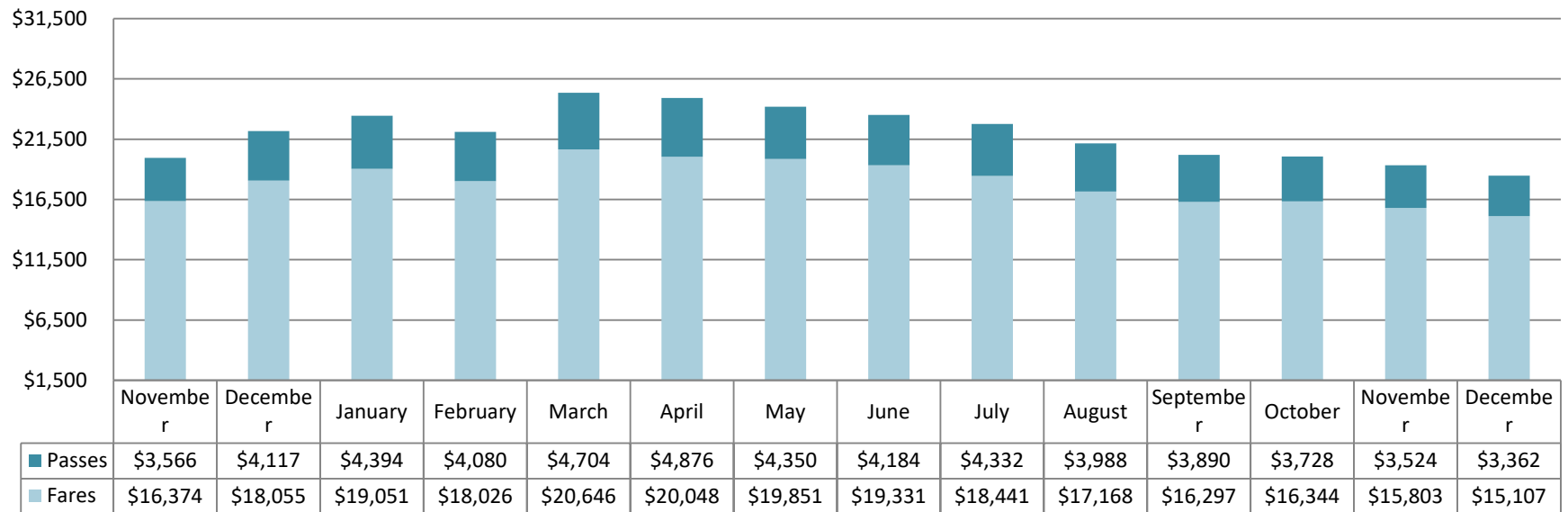
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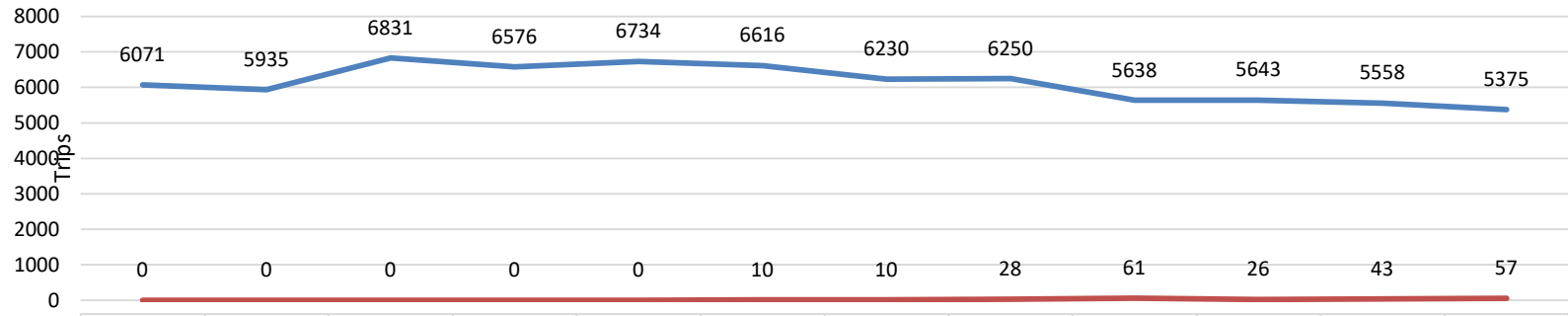
Suspensions



Ticket Sales and Fares Collected



Total Trips & Missed Trips

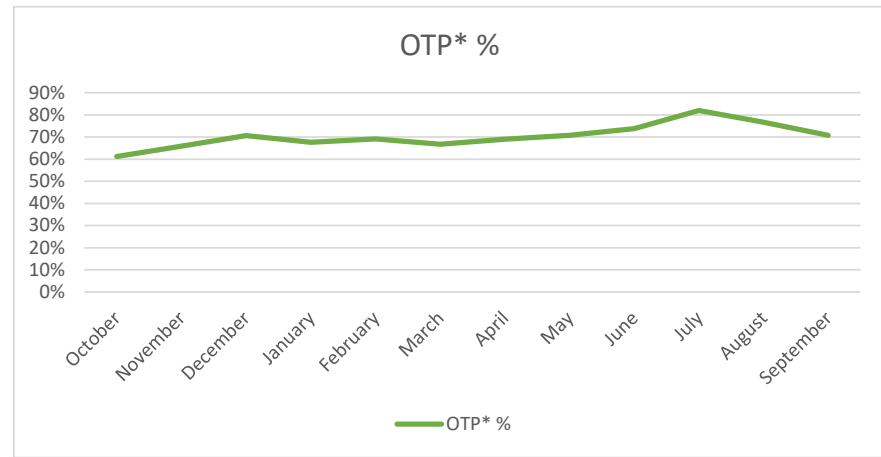


	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
One Way Trips	6071	5935	6831	6576	6734	6616	6230	6250	5638	5643	5558	5375
Missed Trips	0	0	0	0	0	10	10	28	61	26	43	57

— One Way Trips — Missed Trips

Work/Medical Trips - On Time Performance (OTP)

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



Row Labels	Count of Valid/Non-Valid2	Sum of Valid
September	18	17
Late	13	13
Mis-Information	1	0
Other	1	1
Safety	3	3
October	11	10
Discourteous	1	0
Late	6	6
Other	1	1
Safety	3	3
November	8	7
Early	1	0
Late	5	5
Safety	2	2
Grand Total	37	34

Date	Month	Service	ID	Date of Incident	Type	Valid/Non-Valid	Description	Resolution
9/3/2021	September	Paratransit	P 08-30-21 #375	8/30/2021	Late	Valid	Passenger called to complain because last Monday she was picked up late and when she arrived at the doctor's office they wouldn't see her. She then called to asked if she could be picked up early and was told no. Later she got a call that the driver said she was a no show. By the time she was picked up it was 5:45 PM. She said there wasn't even a vending machine around where she could get something to eat. She said she has an appointment on 9/8/21 at 10:45 and wants to make sure she gets picked up on time. She also mentioned she never had any issue like this before and was happy with the service.	Called and talked to passenger, the trip of the 30th was 59 min late, the driver was a new driver, apologized and create the trips for the 8th. She was pleased and mentioned again that she never had any issues before.
9/7/2021	September	Paratransit	P 09-07-21 #378	9/7/2021	Mis-Information	Not Valid	Passenger called to complain that she called many times all morning and nobody would help her. She had an emergency with daughter and was not able to bring applicant to the office appt at 9am for eligibility for Cat Connect. She can not understand why nobody would help her and kept putting her on hold and when she called back, she would be put to answering machine.	This was not a complaint, she has cancelled the assessment twice, is trying to have the assessment over the phone, spoke with her and re-schedule for next Sept 15th. Checked voice mails and couldn't find the message.
9/8/2021	September	Paratransit	P 09-08-21 #379	9/8/2021	Late	Valid	Passenger called, he had not been picked up at Moorings Park and his pickup time was 3:50pm and it is already 4:57pm. He stated he got a call from Dispatcher saying it was going to be 1 hr late.	Passenger was picked up late, the dispatcher as he mentioned called him ahead of time, to let him know we were running late.
9/13/2021	September	Paratransit	P 09-10-21 #382	9/10/2021	Late	Valid	Passenger called very upset with the Cat Connect System, he stated ever since he started using the system it has been awful and there is always an excuse for getting picked up late and/or getting home late. He called and wants to speak to someone higher than manager position. On Friday 09-10-21 he was picked up at his home at 11:30 am (he waited since 9:45am) to be picked up. After he was picked up the Dispatcher called the bus driver and told him to drop off the other passenger first to the rec center. Passenger stated his appt is more important (health wise) than a rider going to a rec center. Passenger is supposed to be at the Dialysis center no later than 11:45am to get ready for his treatment. He arrived at the center at 12:05PM. He was picked up from the Dialysis at 4:20pm and dropped off at home after 6:00pm. Passenger stated "this is very bad business for a person who just had 4 hours of dialysis to be in a bus being driven around as if he were a tourist (being dizzy and hungry) for almost 2 hours." He also stated he calls Cat to find out when is the bus arriving to get him and he is lied to all the time, they tell him 15 minutes and its 45 minutes later. Not good.	I spoke with passenger and apologized I explained the adjustments that we are doing to improve the service until new drivers are hired.

9/13/2021	September	Paratransit	P 09-13-21 #383	9/13/2021	Late	Valid	Guardian called for passenger a Group home resident. She stated passenger was pick up at 7:05am today and as soon as he got on the bus, the dispatcher called the bus driver to go to Immokalee to pick up another rider. After the pickup in Immokalee the driver was called back to the Group home to pick up another rider. Now the passenger is going to be more than 30 minutes late to his 8am job. He has been working at Goodwill for over 16 years and he cannot be late again. Guardian has called Cat Connect and has changed passenger pick up to 6 am for 7am work time, only to be confident the passenger will at least get to work early and on time – even if he must wait outside the building for more than 30 minutes. She is doing this because he cannot be late again and wants to make sure passenger won't lose his job for arriving late.	Called and spoke with guardian , we asked to update the time for passenger for work, on 09/13 he was dropped off late. We explained the situation and she understood mentioned that never had problems before.
9/13/2021	September	Paratransit	P 09-13-21 #386	9/13/2021	Safety	Valid	Passenger very upset she is outside waiting because of Covid she can not wait inside the Dr. Office and she was just told Cat Connect would not pick her up for another hour and its raining. Why is CAT so late?	Called and apologized to passenger , her requested time was 1400, and we arrived at 1532. I explained what our situation was, she was more upset because the IVR called her with the wrong information. She understood and accepted our apologies.
9/13/2021	September	Paratransit	P 09-13-21 #387	9/13/2021	Late	Valid	Passenger is upset because both her trips were very late –she missed her appt with her Physical Therapist and had to get another therapist . She wants to know why she was picked up at 1:00 and was taken on a ride to pick up two other individuals and she arrived at her apt at 2:30pm. Then her pickup time from the Physical Therapy place was at 3:30pm and she was notified she would be picked up in about 1.5 hrs. All the text alerts she is getting are a lie they say 7 to 15 minutes and she calls back and dispatch says 1.5 hr. late. Please get rid of these test messages they make it worse.	Called and talked to the passenger, we explained the situation and what we are doing to improve the service, she appreciates we called her back. The trip for 09/14/2021 her requested drop off time was 10:30 and the actual drop off was 10:17, the pick-up was 12:00 and was picked at 12:28 both trips were on-time.
9/13/2021	September	Paratransit	P 09-13-21 #388	9/13/2021	Late	Valid	Guardian stated the passenger is waiting to be picked up and she got notified his ride won't be there till over 1 hr from now. This can not happen the staff leaves at 3:00pm and its now 3:58pm. If this happens again passenger will lose his spot at the center. She Spoke to dispatch and cancelled the trip – her husband will have to pay the staff for an extra hour and pick him up himself. She wants a call back from Management and insisted the Transit Manager.	Spoke with guardian and we update his pick-up time, we apologize, and we are in constant communication with her and her staff.
9/13/2021	September	Paratransit	P 09-13-21 #389	9/13/2021	Safety	Valid	Passenger called to complain regarding the pickup time to go to the dialysis and the pickup time to get back home. She stated passenger arrived at the Dialysis at 11:45 am and appt was at 11:00. She is upset because that makes passenger's schedule get behind all day. Passenger is not being picked up on time after Dialysis. His pickup time is at 3:30pm and now they are telling him its going to be past 6:00pm.	I spoke with Guardian, explained the situation, and apologies, she will continue using the service for passenger, and will use the tickets they have.
9/15/2021	September	Paratransit	P 09-15-21 #391	9/15/2021	Late	Valid	Passenger called saying she has not been picked up and its already 2:48pm and her pick up window is 1:58 to 2:28pm.	Called and talked to passenger, while she was waiting, explained the situation and what we are doing to improve the service while we are going through the shortage of drivers. Driver got there at five min late past our threshold.
9/15/2021	September	Paratransit	P 09-15-21 #392	9/15/2021	Late	Valid	Passenger called because it was already 4:18pm and he had not been picked up. Passenger was worried because he stated earlier this week he did not get home till 7:00pm. Edwin called Mr. Johnson to let him know he would get picked up at 4:48pm and should be home by 5:30.	His picked up was negotiated for 1550 and we got to picked him 1642, I talked to him when he called and let him know that the driver was about to be there
9/17/2021	September	Paratransit	P 09-17-21 #396	9/17/2021	Late	Valid	Passenger called in to asked why Para Transit had arrived at her home in Prescott Lane. Her window was 10:28am to 11:51 and it is now 11:40am. She stated the system used to be great and wants to know what has happened lately. His pick up time is 1:28 am to 11:51 and its already 11:40am.	Called and apologize and explained what we are doing to improve the system, as they are used to.
9/20/2021	September	Paratransit	P 09-20-21 #398	9/20/2021	Late	Valid	Passenger called upset and said it was already 10:49 am and he was promised to be picked up by 10:05am - yet he has not been picked up as of 10:49 am. Passenger's appt is at 11:30am with his Physical Therapist. He was transferred to Dispatcher and then to Mari because the estimated time to be picked up was around 11:45am after his scheduled appt with the Physical Therapist.	We talked to him and once again we explained the windows of service.

9/21/2021	September	Paratransit	P 09-20-21 #399	9/20/2021	Safety	Valid	<p>Passenger called very upset to complain on how the Para Transit is not providing a safe ride to Riders being picked up from Dialysis to their homes. He was shocked he was picked up yesterday at 5:39pm (pick up time was scheduled for 4:20 pm) when he was done with Dialysis at 4:00pm. He stated he was in an unsafe ride for over 2.5 hrs. in a packed van like sardines with a total of 8 other riders (with wheelchairs) including the Driver during Covid. "Something needs to change in the Transit System – the drivers are quitting- maybe it's the way its being Managed. He spoke directly to Para Transit Management and felt very disrespected in words and attitude. He was told he would get picked up in 10 minutes and it was really 30+ minutes later. He wants Higher Management to understand its awful for a Dialysis Patient after doing Dialysis for 4 hrs. then no food (already feeling lightheaded /low blood pressure/dizzy) this is not a good outcome. He got home at 8:02 pm – something needs to change; this is very unsafe for the Riders and more empathy needs to be administered by Management. Para Transit Administration acts as if they don't care about the safety of their Dialysis Riders. This has been happening for over 2 years and something needs to change today! "</p>	I talked to him and let him know that we are completely aware how sensitive Dialysis patients are, General Manager called him and talked to him as well.
9/24/2021	September	Paratransit	P 09-24-21 #400	9/24/2021	Other	Valid	<p>Guardian called on behalf of her son. She said her son recently purchased \$48 worth of tickets because they always have a hard time coming up with dollar bills when it's time for his trip. She says now, she's having to pick up and drop him off all the time because the automated calls are always wrong. She would like for him to get reimbursed for the unused tickets, at least half since, he's only used 4 or 6 tickets and is on a very limited income.</p>	Called and talked with the guardian, he will continue using the service, and will use his tickets, we apologize and once again explained what we are doing to improve the service.
9/24/2021	September	Paratransit	P 09-24-21 #402	9/24/2021	Late	Valid	<p>Guardian wanted to know who schedules the trips. She said she is waiting at the clinic and her mother still on the bus. She said her mother is 90 years old and has been on the bus for two hours and already missed her appointment. She was told it would be another 16 minutes to get to the clinic. She said that if they're not going to be able to get her mother to appointment on time they need to let her know ahead of time.</p>	We arrived after the appointment time, she missed her Appt. called and talked to the guardian and apologize. She said that he understands, and she is so Grateful for the service.
9/24/2021	September	Paratransit	P 09-24-21 # 403	9/24/2021	Late	Valid	<p>Guardian called on behalf of her husband who has been waiting to get picked up at the dialysis center along with a few other patients. She said he was done at 4pm and now was told the bus wouldn't arrive until 5:30 or later. She said they put them in the hallway to wait and that's abuse to the old people. She said we don't have enough driver's because need to get paid more money, that she has spoken to one of them and was told they only get paid \$11.00. She said that's not enough money for all they do and they can go to Walmart and get paid more. She said she was going to go to the news and that this system needs to get shut down.</p>	Called and apologize, she appreciates that we called her back and hopes that we can go back to the sonderful experience they had before.

9/27/2021	September	Paratransit	P 09-27-21 #405	9/27/2021	Late	Valid	<p>Passenger is very upset- she had two incidents she was told by robo call on 9-26-21 she would get picked up on 09-27-21 at 8:06 and 8:36am. It did not happen; she was picked up at 8:55am (5) minutes before her appt with the surgeon. Not only was she picked up late then 3 more people were picked up and dropped off before she got dropped off at 9:45am (her appt was at 9:00am) she ended up in tears with the Dr. because she was late, and they had to squeeze her in later that morning). At 10:20 am she was outside ready to be picked up to go home (her pick up time was 10:41am to 11:11am.) Ms. Noel stated she didn't get picked up till 12:58pm (she stated please note she had no breakfast so far) then she was taken all over town dropping and picking people up and she finally arrived at her doorstep at 2:12pm. She stated she is not a "Dumb Dora" and she worked in management before, why doesn't Cat Connect have less customer service agents/dispatchers, she counted a total of 14 (whom she has numbers) and no drivers. Please when Drivers call in, don't try to squeeze everyone in a day with 3 less drivers its not good. She is asking for the Division Director to call her back with some answers. FYI; I called Ms. Noel today to get more specifics on her incidents.</p>	Paratransit Manager called and talked to passenger, we were late for her pick up, also explain that the call will an approximated time based on the window for the trip, once again the situation of the drivers was explained to her, and we advised that we are working tirelessly to hire more drivers.
10/1/2021	October	Paratransit	P 10-01-21 #406	10/1/2021	Late	Valid	<p>Passenger called and stated that he was supposed to be picked up by 11:05 the latest or he is going to be late. His appointment is at 11:45 and he is going to be late. He stated he is tired of not being picked up on time. He stated he wants someone from CAT Upper Management to call him back on how CAT is going to be dependable. FYI – I spoke with Mari and she was going to call him back asap.</p>	I spoke with passenger; his requested drop-off time was 1145; he was picked up at 1134 and dropped off at 1229; we were late. I apologized and explained that we are diligently recruiting more drivers, working with the new system to provide the service as expected.
10/4/2021	October	Paratransit	P 10-04-21 #407	10/4/2021	Late	Valid	<p>Passenger called very upset and requesting to have the Transit Manager call him today (he prefers to speak in Spanish). Passenger stated he had not been picked up and he is going to be late again for his 11:45 am appt. He wants CAT to understand when the Dialysis patient arrives late to their appt, they lose ½ hr. of time on the machine and this is not safe nor fair for the patients.</p>	Called and talked to passenger, he was dropped late, we talked to Dialysis, and his treatment was extended, we apologized for the delay.
10/5/2021	October	Paratransit	P 10-05-21 # 408	10/5/2021	Late	Valid	<p>Passenger called to complain about the Paratransit service. She says for the past couple weeks she has been picked up late and not receiving courtesy calls as to when she will be picked up. She says she is being picked up two hours late at Florida Southwest State College. She said yesterday she was to be picked up at 5. She called dispatch and was on hold for 45 minutes. The bus showed up 7:15pm and she didn't get home until 9pm. She says she needs to get home on time because she has meds she needs to take.</p>	Called and apologized, we had to send Edwin to pick some of the passengers, she was picked up late and dropped off late.
10/4/2021	October	Paratransit	P 10-04-21 #409	10/4/2021	Safety	Valid	<p>Passenger called while he was on the Cat Connect bus complaining- he had been picked up almost 2 hrs late at 4:15pm, he got done with his Dialysis treatment at 2:15pm. He stated at this rate he would not get home till after 6pm. Something needs to be done, he stated the Cat Connect bus picked up another Dialysis patient at the same location he was picked up. Then he stated that he would be without food from 2:15 up to after 6pm and this is not safe. Something needs to be fixed with the Cat Connect System and its time to rectify it. This is the 5th time he has happened to him being on the bus for so long after being picked up from Dialysis.</p>	I spoke with passenger, I explained what we are doing with the system as he felt that every time, he was closest to his house the driver deviates and ten went to pick or drop someone else he was very understanding and appreciative that we called him back.

10/6/2021	October	Paratransit	P 10-04-21 #411	10/6/2021	Late	Valid	I realize you are short drivers and I have tried to be patient. Now give the time of my appointments earlier than they are. Lately the bus has been 1/2 hour late a doctor not always get me in. There is such a lack of communication that at times I feel very stranded and upset. Monday, I arrived for my appointment at 12:20. This was good. I was done by 1:15. Pick up was for 2-2:30. I brought magazines to read to pass the time. When 3:30 came I called and was told the time was changed for pickup. I was not informed. As it was, the driver did not make it until 4:00. When he came in, he told me he had 5 other stops before I would be home! I rode with Uber. Can't we get better communication? Can't rides be scheduled a little better? I am so frustrated. (As you must also be) and feel so helpless. You really have me over a barrel.	Called and talked to passenger, the trip was rebook and the time updated, I apologized with her, trip is marked for review to be change from No-Show to Missed Trip.
10/11/2021	October	Paratransit	P 10-11-21 #414	10/11/2021	Late	Valid	Guardian called on behalf of passenger. The passenger is supposed to be picked up before 8 am and dropped off at his destination at 9 am. The bus has been arriving late for pick up every day. When passenger called this morning, the passenger had not been picked up yet. When she calls customer service, they transfer her to a machine that isn't helpful.	I spoke with guardian I explained what we are doing to improve the service he was dropped at 1018 and his requested was 0930.
10/12/2021	October	Paratransit	P 10-12-21 # 415	10/12/2021	Other	Valid	I received a complaint from passenger at 11:20 who told me that she reserved a trip with us to take her to her Doctor's appointment and no one showed up. She said that when she called, they told her that she canceled the trip. She said she never cancelled the trip because it took her a long time to get an appointment with her doctor. She called her doctor and was able to get them to see her later but when she called back we told her we could not take her.	Dispatcher received a voice message requesting the cancelation of the trip, and inadvertently he delete the voice message, so there is no way to retrieve it back, dispatch called and talk to passenger explained and apologized.
10/19/2021	October	Paratransit	P 10-19-21 #417	10/19/2021	Late	Valid	Passenger is just wanting for a better service; She called today and requested a complaint be written regarding the lateness of her rides. Today she was picked up late in the morning today late at 11:22pm and was supposed to be picked up at 10:30 to 11:02am. She was also supposed to be picked up at 1:15 to 1:45pm at the Athletic Health. She called dispatch at 2:00 and was told her pickup ride is at 2:09pm. Then she was told by dispatch the driver is running late and won't be there for another 20 minutes. Passenger called again at 2:55pm and said she was just told by dispatch her ride would not be there till after 3:30pm.	Called she didn't respond, but then called back, we apologized, and we will let her know in the morning when she has trips we were running behind, and asked her if she still wanted a trip.
10/19/2021	October	Paratransit	P 10-08-21 #419	10/8/2021	Safety	Valid	Passenger is calling because he is concerned the drivers are not wearing their masks at all. He gave me two dates 10-08-21 and 10-12-21 for both trips (pickups and drop-offs). He just wants the drivers to wear a masks for safety and for Management to be aware.	I talked to passenger and let him know that our drivers still need to use the mask, that we appreciate that he contact us for that matter and the drivers has been remained once again.
10/19/2021	October	Paratransit	P 10-15-21 #420	10/15/2021	Safety	Valid	Passenger called to say he is concerned for retaliation, but he needs to complaint. He stated his Driver on 10/15/21 was a very rude man. He orders the Riders to sit down in a rude manner and is very bossy to everyone. All the riders cannot understand him with his strong accent, and he doesn't speak English. He drives very abruptly, he speeds and stops, speeds, and stops and makes everyone in the bus dizzy. Mr. Ross' back hurts and is soar after his rides with him.	I called and talked to him, assured him that we handle all complaints as confidential as we can, we request the video and will update the complaint. Upon further review Unfortunately, there was no video available, nevertheless we talked to the driver and reminded what customer service is expected.
10/19/2021	October	Paratransit	P 10-19-21 #421	10/19/2021	Discourteous	Not Valid	Passenger called to complaint how she tried to get an appt and the Lady who answered the phone spoke very broken English, she had no patience and she hung up on passenger. Passenger called back right away and spoke to a lady who spoke perfect English, was nice caring and patient.	Reservationist took the call and asked if she can put it on HOLD and got the call disconnected, when she called again, she once again got reservationist, and she completed the reservation as she mentioned very nice. I called her and apologized for the confusion and inconvenience.

11/4/2021	November	Paratransit	P 11-04-21 #424	11/4/2021	Late	Valid	<p>Passenger called to make sure her pick up time could be earlier than 11:10am. She also called to complain that she was dropped off at 9:45 at her Doctor's office- when her appt was at 9:30am.</p>	<p>The trip for the passenger was late for 15min because the driver had a situation with the pick-up right after her. He went to pick up a different passenger and called her just as by her last name did not know that there were two passengers in the same residence. So she got on board, and he proceeded; 5 min away, Lauren told the driver who she was, he radioed base, and we sent him back to switch the passenger as the driver was approaching; their destinations are in opposite ways. So, we picked her up at 11:05 a.m. and got her home at 11:42 a.m. paratransit manager talked to her and apologized; she understood.</p>
11/10/2021	November	Paratransit	P 11-10-21 #426	11/10/2021	Early	Not Valid	<p>Passengers called to complain the bus was at their house at 8:30 am and he is not supposed to be picked up till 9:30 to 10:00am. Passenger refused the ride, because she does not want her husband on the bus for 3 ½ hrs. Passengers appt is not till 11:45am. Passengers Guardian called to get a ride for her husband at the time they requested, I transferred to call directly to Paratransit Manager to assist them.</p>	<p>The Driver is a regular driver for passenger, and he is aware of how important it is for him to be at his therapy on time or earlier; he had some cancellations and went to see if passenger was ready and willing to go. But he wasn't, passenger indicated to our Driver that she would drop him off as they didn't want him to be on board more than three hours. She called, and I talked to her and explained that because we were early to pick him up, we would send the Driver back to get him; he arrived at 0940, and passenger was at his destination at 1110 twenty min before his requested time of 1130. I also clarified that the riding time starts from the time the Driver departed, that we wouldn't have him on board for three hours that what could it happened was that he would be 30 min earlier than what we have allowed.</p>
11/10/2021	November	Paratransit	P 11-10-21 #427	11/10/2021	Safety	Valid	<p>Citizen called panicked her and her husband were almost killed by the Para Transit bus. They were driving a convertible vehicle on the left turning lane on the left side and the Para Transit bus was on the right side of the left turning lane turning left onto Golden Gate Parkway. As both vehicles began to turn left, the Para Transit bus kept getting closer and closer to their vehicle almost hitting them trying to get over to the far left lane. They honestly wonder if the Para Transit never saw them. Citizen stated the Para Transit bus did not use his signals at all even after it got in front of them.</p>	<p>As professional drivers, the expectation is that at all times they are aware of their surroundings to guarantee the safety of passengers, the community, and their own. Hence, after seeing the video found on G Drive, we understand that this driver was not fully aware of his surroundings; he did not hear the vehicle's horn, nor did he notice it. He is going to be coached by the Safety Manager. Paratransit Manager called the citizen to let her know that safety is the utmost priority. We appreciate and took every call seriously, apologized for the inconvenience, and reassured her that the driver would be re-coach on our safety policies once again. She was very pleased with our call-in her word made her feel safe that we called her back and investigated.</p>
11/15/2021	November	Paratransit	P 11-15-21 #431	11/15/2021	Safety	Valid	<p>Citizen stated the Paratransit Bus pulled out right in front of her vehicle without any warning at all. She is still frazzled as to what occurred. Her husband had to hit the brakes very hard, or they would have been hit. The Paratransit Driver was trying to get to I75 ramp off 951.</p>	<p>After reviewing the video, a driver in training seemed to miss the exit and still went ahead to moved towards the ramp from the wrong lane. Mari Maldonado called and apologized to the concerned citizen, assured her that safety is our utmost priority and that all calls are appreciated, and take it very seriously.</p>
11/15/2021	November	Paratransit	P 11-15-21 #432	11/15/2021	Late	Valid	<p>Passenger called very upset, he was just picked up at 10:30 am and when he called to make the appt last week, he was guaranteed he would arrive on time to his appt for 12:45pm. The driver just told him he had a lot of other passengers added to his list to pick up and passenger would be later than 12:45pm arrival at his appt.</p>	<p>The driver started running late; he had another passenger going to dialysis and decided to drop the passenger first without asking dispatchers, making the trip of passenger late. Paratransit Manager talked to the driver and explained the impact of completing trips without following the proper procedure of asking dispatchers to make the appropriate changes; the driver understood apologies and explained that a dialysis patient had always been prioritized over others ever since he started working.</p>
11/15/2021	November	Paratransit	P 11-15-21 #433	11/15/2021	Late	Valid	<p>Guardian stated in the Voice Mail; She is very upset and can not believe her husband sat in the Paratransit from 4:45pm till he got home at 7:00pm. This is too long for a Dialysis patient to be sitting in a bus- its unsafe and wrong. He needs to eat and something needs to be fixed. She stated guardian told her the bus driver drove right by their house to go get another person then came back and dropped him off at home.</p>	<p>Para Manager called and talked to guardian, he was picked up at 1748 and dropped off at 1857 9 min past the max ride time for his trip, it was raining and there was traffic, we apologize and let her know that we are working on hiring more drivers to solve the delays we are experiencing and serve all as expected. She as always was very kind and understanding.</p>

11/21/2021	November	Paratransit	P 11-21-21 #436	11/21/2021	Late	Valid	<p>Passenger stated she had to cancel her ride because it was already 12:03pm it would have been too late to get to church by the time her ride picked her up. Her pick up time was supposed to be at 11:00 to 11:30am. She called at 11:30 am and dispatcher told her someone would be there at (driver was running late) 11:45am. At 11:51am she called dispatch and was told someone would pick her up at 12:05pm. She told them to cancel it would be too late – church is only 1 hour and by the time she gets to church it will be more than half over. Things are not getting better and make sure this complaint gets to the proper persons to fix it.</p>	<p>Trip is marked as missed trip, we were late, the driver was having problems with the tablet, and we missed it. Paratransit Manager talked to passenger, we have a long conversation about all the thing that the County is doing, so she appreciates our honesty.</p>
11/24/2021	November	Paratransit	P 11-18-21 #440	11/18/2021	Late	Valid	<p>Guardian rides with her mother in the Para Transit and is concerned as how long they had to wait for the pick-up to go to Publix appt. Passenger 's ride was scheduled for 1:30pm (please be aware she is already in her wheelchair waiting to be picked up) and she was picked up at 4:15pm when her appt at Publix for the vaccine was at 3:15pm. She stated this is too long for her mother to be sitting in the wheelchair. Guardian also requested to please make sure her mother is marked down as a wheelchair bound – some of the drivers are surprised its not in the manifold.</p> <p>On 11/22/21 – Guardian road with her mother in the Para Transit bus to the Cardiologist and her pick up time was 3:30pm. She was picked up at 5:15pm (Between 3:30 pm and 5:10pm – she called the dispatchers and every 30 minutes was told 20 more minutes). After she was picked up, the driver was told to go pick up another passenger. The passenger was also a wheelchair bound person, so the driver had to move her mother out of the van and put the other person in the van, then her mother was placed back in the van. After this, driver was told to pick up a man at the steak and shake (before the stake and shake passenger) the driver should have taken her mother home. Ms. Ann and Ms. Emma arrived at home at 6pm. This is not good so long in a wheelchair as well. Ms. Ann wanted to say not to get anyone in trouble the drivers are wonderful, but they are dealing with elderlies and this driver did not wear his mask at all the whole trip.</p>	<p>Verifies the system the requested time was 1420 for dropped off and she was dropped at the appt at 1405, her return trip was late requested time 1545 we arrived at 1712 and she was dropped off 1805, I spoke with the daughter and let them know that we were running late. I called her again on the 26th and apologies once again, the other trips she had have we were on time, I explained how the windows works, she understood and was pleased with our call back.</p>

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

ATTACHMENT(S):

1. MPO Quarterly Progress Report



FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

PLANNING AGENCY QUARTERLY REPORT

SERVICE AREA/COUNTIES:

Collier

INVOICE NUMBER:

G1Y10 Q2

INVOICE DATE:

January 26, 2022

QUARTER SERVICE DATES:

October 1 - December 31, 2021

AGENCY

Collier MPO

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)	No activity this quarter.
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 12/1/21 LCB meeting 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 12/1/21 meeting 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. An executive summary was prepared for the LCB to appoint a member to the grievance committee. Alana Watson (AHCA) was appointed. No grievances were filed, and no additional 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.
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)	Prepared and presented updated Grievance Procedures to the LCB at the 12/1/21 meeting. Grievances procedures were approved by LCB. Executive Summary and updated Grievance 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)	No activity this quarter. Membership roster and mailing list previously submitted.
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 ad for the 12/1/21 meeting 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)	Received notice from TD Commission staff to move forward with AOR review. Final AOR was presented to the LCB and approved on 12/1/21. Waiting on signed cover sheet for documentation. Will be invoiced next quarter.

L. Report the actual expenditures (AER) of direct federal and local government transportation funds to the Commission for the Transportation Disadvantaged no later than September 15th. (Task 8)	No activity this quarter.
II. SERVICE DEVELOPMENT	PROGRESS
A. Jointly, with the community transportation coordinator and the local coordinating board, develop the Transportation Disadvantaged Service Plan (TDSP) following CTD guidelines. (Task 1)	No activity this quarter.
B. Encourage integration of "transportation disadvantaged" issues into local and regional comprehensive plans . Ensure activities of the local coordinating board and community transportation coordinator are consistent with local and state comprehensive planning activities including the Florida Transportation Plan. (427.015, FS)	This task is continual and ongoing.
C. Encourage the local community transportation coordinator to work cooperatively with regional workforce boards established in Chapter 445, F.S., and provide assistance in the development of innovative transportation services for participants in the welfare transition program. (427.0157, FS)	This task is continual and ongoing.
III. TECHNICAL ASSISTANCE, TRAINING, AND EVALUATION	PROGRESS
A. Provide the LCB with quarterly reports of local TD program administrative support accomplishments as outlined in the grant agreement and any other activities related to the TD program. (Task 9)	The Planning Grant quarterly progress report was presented to the LCB at the 12/1/21 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)	Attended TD Planners meeting during Joint FPTA/CTD Annual Conference on 10/27/21 in Daytona Beach. Sign in sheets enclosed.
C. Attend at least one CTD meeting each year within budget/staff/schedule availability.	Attended CTD meeting held in coordination with FPTA/CTD Annual Conference on 10/25/21 in Daytona Beach.
D. Notify CTD staff of local TD concerns that may require special investigations.	No activity this quarter.
E. Provide training for newly-appointed LCB members. (Task 3)	No activity this quarter.
F. Provide assistance to the CTC, purchasing agencies, and others, as needed, which may include participation in, and initiating when necessary, local or regional meetings to discuss TD needs, service evaluation and opportunities for service improvement.	No activity this quarter.
G. To the extent feasible, collect and review proposed funding applications involving "TD" funds consistent with Chapter 427, F.S., and Rule 41-2, F.A.C., and provide recommendations to the LCB. (427.0157, FS)	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)	No activity this quarter.

I. Assist the CTD in joint reviews of the CTC.	No activity this quarter.
J. Ensure the LCB annually reviews coordination contracts to advise the CTC whether the continuation of said contract provides the most cost effective and efficient transportation available, consistent with Rule 41-2, F.A.C.	The LCB reviewed the data provided by coordination contractors, as included in the final AOR. Further review will be included in the CTC evaluation.
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.

Anne McLaughlin

Representative
Date: 1/26/2022

Revised: 06/30/2021

EXECUTIVE SUMMARY
REPORTS AND PRESENTATIONS
ITEM 6C

Florida Department of Transportation (FDOT) Report

OBJECTIVE: To receive an update from FDOT.

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

STAFF RECOMMENDATION: For the Board to receive the update.

Prepared By: Brandy Otero, MPO Principal Planner

ATTACHMENT(S):

None.