

# **MEETING MINUTES**

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

### **REGULAR MEETING**

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

**Naples, FL 34112**

**March 2, 2022**

**1:30 p.m.**

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

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

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

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

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

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

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

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

##### **Members Absent**

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

##### **MPO Staff**

Brandy Otero, Principal Planner  
Danielle Bates, Administrative Assistant

##### **Others Present**

Michelle Edwards-Arnold, Director, Collier County PTNE

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

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

None.

**3. APPROVAL OF AGENDA**

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

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

**4. APPROVAL OF MEETING MINUTES**

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

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

**5. BOARD ACTION**

**A. Recognize Operator Andy Ramtahal**

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

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

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

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

person and driver.

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

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

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

## **6. REPORTS & PRESENTATIONS**

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

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

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

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

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

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

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

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

**C. FDOT Report**

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

**7. OTHER BUSINESS**

None.

**8. DISTRIBUTION ITEMS**

None.

**9. BOARD MEMBER COMMENTS**

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

**10. NEXT MEETING DATE**

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

**11. ADJOURNMENT**

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