

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

May 4, 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 1:30 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

Tabitha Larrauri, Florida Department of Children and Family Services

Dylan Vogel, Citizens Advocate/User

Anne Chernin, Elderly

Members Absent

Maricela Morado, Area Agency on Aging SWFL-FL Dept. of Elder Affairs

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

Oscar Gomez, Veterans Services

MPO Staff

Brandy Otero, Principal Planner

Scott Philips, Principal Planner

Anne McLaughlin, Director

Others Present

Omar DeLeon, Public Transit Neighborhood Enhancement (PTNE), Transit Manager,

CATConnect
Elena Ortiz-Rosado, PTNE
Mari Maldonado, MV Transportation
Richard Ticehurst, Interim Manager, MV Transportation
Meghan Brown (virtually)

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

Ms. Brown: [Did not speak up initially but later indicated to the Chair that she would like to make a comment and was given the opportunity to do so by the Chair upon completion of agenda item 5 Board Action.] Would like to comment on overall eligibility requirements, hours of operation, vehicle fleet and classification of what trips are eligible. Hours of operation and vehicle fleet are not conducive to serving persons with her disability. Only medical trips are eligible, but trips for working, shopping, recreation and socializing are important too for the wellbeing of persons with disabilities.

Mr. DeLeon: CATConnect program hours of operation are aligned with those of fixed-route system. Americans Disabilities Act (ADA) requires that the two services be aligned. Hours are 6 a.m. to 7 p.m. County is preparing a small pilot project offering on-demand service, anticipated to occur in July and August, to gauge usage.

Ms. Brown: Would welcome opportunity to be part of the pilot program. Familiar with programs in other areas, can suggest Best Practices.

Mr. DeLeon: Is entering his contact information in virtual meeting's chat box. Send him contact information and specific comments, concerns, or questions and he will follow-up with her.

3. APPROVAL OF AGENDA

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

4. APPROVAL OF MEETING MINUTES

A. Approval of March 2, 2022 Public Workshop Meeting Minutes

B. Approval of March 2, 2022 Regular Meeting Minutes

Ms. Streight moved to approve the Meeting Minutes for March 2, 2022 Public workshop and Regular Meeting. Ms. A. Watson seconded. Passed unanimously.

5. BOARD ACTION

A. Review and Approval of LCB Bylaws

Ms. Otero: LCB required to review and approve bylaws annually as a deliverable for our TD grant. No substantive changes proposed – revisions include update to name of LCB Chair

(Commissioner Solis) and update to MPO Board Chair at date of adoption. Shown in Attachment 1.

Ms. A. Watson moved to approve the update to the LCB Bylaws. Ms. Streight seconded. Passed unanimously.

B. Review and Approval of Proposed Rate Model

Ms. Otero: Requesting approval of FY 22/23 Rate Model which derives annual unsubsidized rates per passenger trip for including in 2022 Transportation Disadvantaged Service Plan (TDSP) Update and FY 22/23 Trip and Equipment Grant. Memorandum of Agreement between Collier County and Florida Commission for the Transportation Disadvantaged (CTD) requires Community Transportation Coordinator (CTC) to update and submit TDSP. TDSP identifies types of paratransit service provided and rates assessed. Rate calculations take into account revenues, operating expenses and level of service - information factored into Rate Model to produce reimbursement rates CTC will receive from CTD. CTD is reviewing Rate Model concurrently with LCB.

Mr. DeLeon: Described Proposed Rate Model Worksheet as provided in agenda packet. Inputs include revenues - farebox, County's financial contribution, CTD funding, 5307, 5311 funding; Expenses include County's operating expenses, contracted transportation services and capital expenditures; other inputs include summary of services provided, projected passenger miles and passenger trips, average passenger trip length. Formulas built into worksheet populate rate County will be reimbursed per passenger mile and passenger trip for ambulatory and wheelchair passengers. County staff has submitted worksheet to project manager at CTD to review.

Ms. Brown: Requested clarification purpose of Rate Model, is this what can be charged for services?

Mr. DeLeon: Purpose is to identify rates to bill to grant, not what customers will be charged.

Ms. A. Watson moved to approve the proposed Rate Model as presented. Ms. Streight seconded. Passed unanimously

C. Approval of CTC Local Coordinating Board Evaluation

Ms. Otero: Asking for approval of annual CTC evaluation for the time period July 1, 2020 through June 30, 2021. Board of County Commissioners (BCC) is the CTC; the Public Transit and Neighborhood Enhancement (PTNE) Division is designated to act on behalf of the CTC for Collier County. The PTNE Division has provided a response to the CTC Evaluation as shown in the packet. The CTC evaluation will be presented to the MPO Board for ratification on June 10th. The LCB must conduct annual evaluation of the CTC and submit to CTD prior to end of fiscal year, June 30th. The CTC evaluation is included as appendix in TDSP annual report. MPO staff and a LCB member completed the annual evaluation as shown in the agenda packet. and MPO conduct review using only the required pages in workbook as directed by CTD.

Ms. Otero gave a PowerPoint Presentation [available on request by contacting the MPO office.] Listed LCB required activities in performing annual CTC evaluation and reported that CTC is in compliance with all evaluation factors. Highlights include submitting all reports and agreements on time, monitoring contracted operators, maintaining required insurance, evaluating cost-effectiveness of services provided by contracted vendors, meeting CTD service standards and improved performance in meeting the LCB's local standards. Specifically on time performance was 93% and work and medical on time performance has consistently improved, is currently at 74%. The report recommends continued monitoring of overall on time performance and work/medical on time performance and reporting on quarterly basis to the LCB and continued monitoring of performance measures and reporting information to LCB. MPO staff conducted On-Site Observation on April 12, 2022 and found in compliance with TD Standards regarding route timeliness, passenger assistance, driver identification and friendliness, safety equipment, etc. Ms. Otero made a second On-Site Observation after the evaluation was completed, accompanied by LCB member, Eileen Streight. Cost effectiveness was evaluated using the Annual Operating Report (AOR). PTNE provided the data. MPO staff conducted a rider satisfaction survey of 30 riders based on the one-day manifest.

In conclusion, Ms. Otero noted that the CTC has performed well despite being impacted by a driver shortage which the BCC addressed by approving a change to the vendor's contract to increase pay rate which has helped remedy the situation. Requesting approval by the LCB today. Will ask MPO Board to ratify on June 10th and transmit to CTD.

Ms. Brown: Who is operator?

Mr. DeLeon: CATConnect is the operator [CTC], contracts with MV Transportation to provide service.

Commissioner Solis: Could you explain the performance measure Miles between Road Calls? Increased from 12,640 to 82,964 in 2021.

Mr. DeLeon: That reports the number of miles between breakdowns – calls for service. It shows great improvement.

Ms. Brown: Would like the PPT sent to her.

Mr. DeLeon: Yes, give me your contact information after the meeting.

Ms. A. Watson moved to approve the CTC Local Coordinating Board Evaluation. Ms. Streight seconded. Passed unanimously

D. Approval of 2022 TDSP Minor Update

Ms. Otero: Minor Update required every year; Major update every 5 years. Minor Update developed by MPO with PTNE assistance. Must be completed prior to July 1st. Posted for 14-day public comment period expiring on May 4th. Requesting approval by LCB; MPO Board will ratify on June 10th. Ms. Otero gave PPT [available upon request submitted to MPO office]. Required

components for annual update include the previous TDSP review letter (no deficiencies to be addressed); Needs Assessment (forecast of critical TD population was updated to be 18,127); Goals, Objectives and Strategies (reviewed, no changes); Implementation Plan (updated where appropriate); and Cost/Revenue Allocation and Rate Structure Justification (addressed by Rate Model). Included LCB approved updated grievance policy (copies, hearing scheduled within 30 days), and revised trip priority list and trip definitions. To derive forecast of critical TD population used Paratransit Service Demand Expectation Tool (2012), somewhat out-of-date but best available model; critical need population based on eligibility, not a prediction of ridership). Noteworthy in updated tables and statistics on Service Area Profiles and Demographics (p35-41) that Collier commute times are shorter than State average [slide 9].

Ms. Streight: Does the model include mental health care in projecting health care needs estimate?

Ms. Otero: Will have to ask CTD and report back. Opportunity to discuss at TD Planner Roundtable scheduled in August.

Ms. Brown: Does model take into account doubling of County population over next two years?

Commissioner Solis: Not sure what “doubling” refers to. We are growing, but we are not doubling in population. That’s a rumor, not a fact.

Ms. Otero: [resuming presentation] Conclusions, Challenges and Opportunities: large geographical size of County causes TD population to be spread throughout, creating longer trips, presents challenge in meeting on time performance. Three performance measures were not met – cost per passenger trip, accident per 100,000 vehicle miles and cost per mile) largely due to driver shortage. Contract amendment approved by BCC to increase driver wages has proven to be successful; service level started to get back to standard. Recommend continue to monitor performance measures and provide LCB information on what’s working.

Ms. Streight moved to approve the 2022 TDSP Minor Update. Ms. A. Watson seconded. Passed unanimously

E. Endorse TD Planning Grant Application and Resolution

Ms. Otero: Grant application must be filed by July 1st on annual basis. Funds go towards MPO salaries and costs associated with conducting meetings. Amount requested for FY 2022/23 is \$27,954. Requesting endorsement of grant application and resolution.

Ms. A. Watson moved to approve the TD Planning Grant Application and Resolution. Ms. Streight seconded. Passed unanimously

6. REPORTS & PRESENTATIONS

A. CTC Quarterly Report

Mr. DeLeon: Presented information from the agenda packet. Reviewed operating statistics for January, February and March 2022. Hiring new drivers is allowing more trips. Passenger Trips and One Way Trips metrics are trending up, as are Vehicle and Revenue Hours and Vehicle Miles and Revenue Miles. On-Time Performance and Passengers Per Hour (PPH) chart another metric. Trying to balance out, goal is to get to 2 PPH but is complicated meeting by On-Time Performance goals. Software assists in grouping people together to reduce costs. Currently at 1.5 PPH. Statistics influenced by length of trips and goal of multiloading passengers versus on time metrics and limiting number of hours passengers spend riding on the bus. Cancellation rate has decreased, attributed to call ahead feature implemented in August 2021. Passengers receive reminder call evening before trip is scheduled. Can cancel then. No suspensions to report. Ticket Sales and Fares Collected – under new “Balance System” passengers can pay ahead. Still working out some details. Chart of Total Trips & Missed Trips – note Missed Trips are “our fault,” driver may have been stuck in traffic, maintenance issue,

Ms. Hanson: Need to correct the date on Total Trips & Missed Trips chart from 2021 to 2022.

Mr. DeLeon: We will update the year. Lastly, report includes Complaints Long including internal investigation and resolution. Reflects issues discussed earlier regarding medical trips - drop offs no earlier than 30 minutes ahead of appointment, sometimes difficult to achieve; for example dialysis service is located in town, creates long trip for people living in rural areas, balancing on time performance with goal of multiloading; practical decision has to be made if one person cancels do we keep other passenger on the bus longer to meet 30 minute drop off window? Does that serve the passenger? What about effective use of resources? Investigate all complaints, conduct evaluations, review on bus videos, call logs. Received influx of complaints during driver shortages.

B. MPO Quarterly Report

Ms. Otero: Presented the quarterly progress report submitted to the CTD. Highlights include Public Workshop held on March 2nd and Annual Operations Report. The MPO is on task to complete all deliverables required by the grant.

C. FDOT Report

Ms. Hanson: Status of applications for special grant 5310 and 5311 - Public Transportation Grant Agreements (PTGAs) for FY 22/23 will be drafted in July. Regarding regular 5310, 5311 and 5339 funding applications – we are currently working on our Program of Projects (POP) for submittal to Central Office and will draft grant recommendation letters in May. Upcoming training opportunity - Professional Development Workshop and Transit Safety and Operations Summit hosted by FPTA/FDOT/CUTR will be held June 6-8, 2022 at the Embassy Suites in Tampa. Registration is open until May 20, 2022; go to: <https://www.cutr.usf.edu/fpta/> for more information and to register. We have completed Round 2 Triennial Reviews for our 5310 only subrecipients. This summer we will begin Round 2 Triennial Reviews for our larger agencies.

7. OTHER BUSINESS

None.

8. DISTRIBUTION ITEMS

None.

9. BOARD MEMBER COMMENTS

None.

10. NEXT MEETING DATE

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

11. ADJOURNMENT

*No further business being conducted, **Commissioner Solis** adjourned the meeting at 2:40 p.m.*