



TRANSPORTATION DISADVANTAGED SERVICE PLAN

ANNUAL UPDATE FY 2022

Approved
May 4, 2022



TABLE OF CONTENTS

TDSP CERTIFICATION.....	2
SECTION 1 INTRODUCTION.....	3
SECTION 2 MANDATORY TDSP REQUIREMENTS.....	5
1. PREVIOUS TDSP REVIEW LETTER.....	5
2. NEEDS ASSESSMENT.....	5
3. GOALS, OBJECTIVES AND STRATEGIES	7
4. IMPLEMENTATION SCHEDULE.....	14
5. COST / REVENUE ALLOCATION AND RATE STRUCTURE JUSTIFICATION	21
SECTION 3 SERVICE PLAN UPDATE	25
TRIP PRIORITIZATION	32
SECTION 4 UPDATED TABLES AND STATISTICS	34
SECTION 5 CONCLUSIONS	41
APPENDIX A 2022 CTC EVALUATION JULY 2020-JUNE 2021	42
APPENDIX B PTNE RESPONSE TO 2022 CTC EVALUATION	78
APPENDIX C CTD RATE MODEL WORKSHEET FY 2022-2023	82

LIST OF TABLES

TABLE 1 IMPLEMENTATION SCHEDULE FY 2020-2021 STATUS UPDATE	15
TABLE 2 IMPLEMENTATION SCHEDULE	18
TABLE 3 CTD CALCULATED RATES – FY 2022/2023 CTD RATE MODEL	21
TABLE 4 CURRENT ADOPTED COLLIER AREA PARATRANSIT FARE STRUCTURES	22
TABLE 5 CURRENT COLLIER COUNTY ADOPTED FARE STRUCTURE	23
TABLE 6 TRIP PURPOSE AND PRIORITIZATION.....	33
TABLE 7 POPULATION AND POPULATION DENSITY	34
TABLE 8 POPULATION AGE DISTRIBUTION	35
TABLE 9 ANNUAL HOUSEHOLD INCOME DISTRIBUTION.....	35
TABLE 10 EMPLOYMENT CHARACTERISTICS FOR COLLIER COUNTY.....	36
TABLE 11 VEHICLE AVAILABILITY DISTRIBUTION	36
TABLE 12 TRAVEL TO WORK – COMMUTE TIMES.....	37
TABLE 13 MODE OF TRAVEL TO WORK DISTRIBUTION	37
TABLE 14 NAMES AND LOCATIONS OF LOCAL UNIVERSITIES.....	38
TABLE 15 EDUCATIONAL ATTAINMENT	39
TABLE 16 CRITICAL NEED TD POPULATION FORECAST	40

TDSP Certification

The Collier County Local Coordinating Board hereby certifies that an annual evaluation of the Community Transportation Coordinator was conducted consistent with the policies of the Commission for the Transportation Disadvantaged and that all recommendations of that CTC Evaluation have been incorporated in this Service Plan.

We further certify that the rates contained herein have been thoroughly reviewed, evaluated and approved. This Transportation Disadvantaged Service Plan was reviewed in its entirety and approved by the Board at an official meeting held on May 4, 2022.

6/28/22
Date


Commissioner Andy Solis
Local Coordinating Board Chair

Attest:

By: _____
Anne McLaughlin
MPO Executive Director

Approved by the Commission for the Transportation Disadvantaged:

Date

David Darm, Executive Director of the
Commission for the Transportation
Disadvantaged

SECTION 1 INTRODUCTION

Chapter 427 of the Florida Statutes establishes the Florida Commission for the Transportation Disadvantaged (CTD) and directs the CTD to “accomplish the coordination of transportation services provided to the transportation disadvantaged.” In accomplishing this purpose, the CTD approves a Community Transportation Coordinator (CTC) for five years for each county of the state which is charged with arranging cost-effective, efficient, unduplicated services within its respectful service area. The Collier Metropolitan Planning Organization (MPO) is approved by the CTD, charged with creating the Local Coordinating Board (LCB) and providing technical assistance to the LCB. The LCB acts as an advisory board and such provides guidance, monitors, evaluates and supports the transportation activities of the CTC.

The Transportation Disadvantaged Service Plan (TDSP) is an annually updated tactical plan developed by the CTC and the MPO under the guidance and approval of the LCB in accordance with the requirements set out in Rule 4102, F.A.C. Chapter 427, F.S., requires each County to develop a Transportation Disadvantaged Service Plan (TDSP) for the Transportation Disadvantaged program, with a Major Update every five years, at a minimum. This 2020 Minor Update is outlined to meet the requirements established by the State of Florida that require each county to develop a TDSP. The 1979 Florida Legislature passed the Transportation Services Act, Chapter 427, Florida Statutes (F.S.), which called for the coordination at the County level of all Federal and State expenditures for the "transportation disadvantaged."

The CTD Guidelines for TDSP Amendments and Updates mandates that only the following components of the Plan are updated annually:

- 1) Previous TDSP Review Letter
- 2) Needs Assessment
- 3) Goals, Objectives and Strategies
 - a) Ensure that objectives indicate an implementation date/accomplishment date.
 - b) Note deficiencies & corrective actions.
 - c) Note service improvements or expansions.
 - d) Section should be logical and mirror the format from the previous year.
- 4) Implementation Plan

- a) Transportation Disadvantaged Improvement Plan (TDIP) should cite progress, setbacks, adherence to schedules.
- b) Implementation schedule revisions as necessary.

5) Cost / Revenue Allocation and Rate Structure Justification

- a) Review current and updated projected expenses, revenues and levels of service and make adjustments accordingly. A new Service Rates Summary page as well as Rate Model Worksheets must be submitted.

The CTD Guidelines for TDSP Amendments and Updates also provide an option for the update of the following components of the Plan:

1) DEVELOPMENT PLAN

- a) Organization Chart updated as necessary.
- b) LCB certification page (members, agencies, alternates and term) to include any changes as previously submitted in TDSP or updates.
- c) Any significant changes to major trip generators/attractors that have significantly altered service delivery.

2) SERVICE PLAN

- a) Changes in types or hours of service
- b) Significant changes in system policies (priorities, eligibility criteria, etc.)
- c) New service innovations or cancellation of services
- d) Changes in operators/coordination contractors
- e) Changes in vehicle inventory
- f) System Safety Program Plan (SSPP) certification if expired and renewed.
- g) Include new acceptable alternatives
- h) Changes in narrative for adoption of new service standards
- i) Changes to the Grievance and Evaluation process

3) QUALITY ASSURANCE

The TDSP is used by the Community Transportation Coordinator (CTC) and the LCB to maintain and/or improve transportation services for the transportation disadvantaged and to serve as a framework for performance evaluation.

For the purposes of this minor update, the mandatory components have been updated. In addition, elements included in the Service Plan (Trip Prioritization) have been updated.

SECTION 2

MANDATORY TDSP REQUIREMENTS

As previously noted, CTD Guidelines for Transportation Disadvantaged Service Plan (TDSP) Amendments and Updates require certain elements be updated annually. This section of the document will address those mandated components and provide applicable updated information.

1. Previous TDSP Review Letter

The CTD Guidelines require that all items cited as deficient or inadequate and needing follow-up as part of the prior TDSP Review should be addressed in the update. To date, there were no TDSP reviews that indicate deficiencies.

2. Needs Assessment

The purpose of this section is to assess the transportation needs and demands for individuals with disabilities, elderly, low income and high risk and at-risk children. This section attempts to identify any gaps in transportation services that are needed in the service area. The section also provides a quantitative transportation needs profile for the applicable TD populations and indicates unmet need for transportation in the Collier County service area.

The Collier County TD population is discussed in Section 4 (Updated Tables and Statistics) of this document. According to the Bureau of Economic and Business Research, the population of Collier County will increase by more than 15 percent between 2017 and 2025 from an estimated population of 357,470 to a projected population of 413,700. As compared to the average of other Florida counties, Collier County also has approximately 10 percent more residents ages 65 years and older (with a corresponding rate of disabilities). These conditions are key indicators of transit/paratransit use, as are automobile availability, income, traffic, urban growth and land use/site planning. All of these factors contribute to the need for public transit in Collier County.

With the population increases and the demographic characteristics of the current population, the potential annual demand for transportation disadvantaged services are estimated to increase by approximately 300,000 annual trips over the next five years (from 3,532,938 in 2021 to 3,849,289 in 2026) as described in the TD population forecasting section.

Historically, public transportation funding in Collier County has remained relatively constant and while there are no firm future commitments from its funding partners CAT anticipates it will be able to maintain existing levels of service with only minor planning and capital improvements possible.

Following input received from public, private, human service and nonprofit transportation providers and general public stakeholders, projects that would directly benefit the transportation disadvantaged have been identified as priorities if additional funding becomes available are shown below. Additional details on estimated project costs and associated initiatives are described in the implementation schedule section of this report.

- 1) Secure funds necessary for vehicle replacement and expansion
- 2) Enhance accessibility to bus stops to meet Americans with Disabilities Act (ADA) requirements.
- 3) Construct bus shelters & amenities (bike rack, bench, trash can, etc.)
- 4) Extend Service Hours on existing routes
- 5) Reduce headways on select routes
- 6) Implement new Collier County Lee/Collier Inter- County Connection

The CTD recommends a tool developed for the CTD in 2015 that utilizes data from a variety of the most currently available sources to predict demand into the future. Data from the U.S. Census Bureau's American Community Survey (ACS) and the Survey of Income and Projection Participation (SIPP), The Bureau of Economic and Business Research (BEBR) County Population Projections, and the National Household Travel Survey and fixed route bus coverage are examples of data utilized. These sources are helpful in capturing economic trends, population growth, and the changing in demographic composition of the population such as aging baby boomers and associated increases in disability. This tool was used for the development of TD population forecasts in the 2018 TDSP Major Update adopted by the LCB on October 24, 2018. The data prepared in the TDSP Major Update indicates that the Collier County forecast of Critical TD population in 2022 is 18,127. The estimated daily trips for the critical need population is 10,043. The Critical Need TD population includes individuals who, due to severe physical limitations or low incomes, are unable to transport themselves or purchase transportation, and are dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life sustaining activities.

Barriers to Coordination

Similar to other agencies across the state and across the nation, limited resources (both personnel and financial) pose significant challenges to transportation providers. In Collier County, the large size and diversity of the County further exasperates these challenges.

The lack of affordable housing in close proximity to employment opportunities and other essential services results in Collier County results in the need for more geographically dispersed and more costly public transportation services. Transportation providers must strike a careful balance between implementing enhancements to core services which are often more financially productive versus providing life sustaining services for the transportation disadvantaged who often live in different political jurisdictions outside core service areas.

A myriad of stakeholder organizations have a vested interest in ensuring the County's economic vitality of which mobility is a critical element, but these organizations may sometimes have competing interests resulting in stiff competition for scarce resources which have remained relatively constant in recent years. The transportation needs of the agricultural industry, for example, are significantly different than hospitality industry needs to ensure mobility for tourists, but also staff transportation needs, and the needs of social service agencies, and agencies that serve persons with disabilities, are very different than the service needs of those employed in education.

3. Goals, Objectives and Strategies

A review of the 2018 TDSP Major Update's goals, objectives, and strategies was conducted and no changes are recommended at this time. They are included in this report for ease of reference and are as follows:

The mission of the Collier County Local Coordinating Board is:

To carry out a coordinated and comprehensive approach to planning, developing, and providing transportation services that meet the needs of transportation disadvantaged persons.

CAT's mission is:

Collier Area Transit is committed to providing safe, accessible, and courteous public transportation services to our customers.

The mission of the newly rebranded CAT Connect (formerly known as Collier Area Paratransit) is to:

Identify and safely meet the transportation needs of Collier County, through a courteous, dependable, cost effective and environmentally sound team commitment.

The following goals and objectives have been adopted to further the missions above.

GOAL 1: Implement a fully coordinated transportation system.

Objective 1.1

Maximize coordination with public, private, and human service agencies, and other transportation operators.

Objective 1.2

Coordinate with other counties and FDOT to evaluate and implement mutually beneficial transportation services such as expansion of cross-county connections.

Objective 1.3

Explore efforts to increase effective use of transportation services, including providing alternative transportation sources and public education about those options.

Strategy 1.1.1

Continue coordination efforts with City and County departments to ensure inclusion of transit supportive elements in development plans and affordable housing/economic development initiatives.

Strategy 1.1.2

Coordinate with FDOT District One Commuter Services to complement CAT outreach efforts to major employers and to identify service expansion needs and ridesharing opportunities.

Strategy 1.1.3

Maintain ongoing communication with coordinated providers to assess needs and maximize access to available funding sources.

Strategy 1.1.4

Identify opportunities to educate and inform parents and school districts about the availability of transportation services, particularly as it relates to the needs of at risk students.

GOAL 2: Maximize effective transfers of individuals from paratransit to fixed route services.

Objective 2.1

Coordinate with CAT's fixed route section to encourage passengers to use both systems when accessible.

Strategy 2.1.1

Continue to offer travel training programs targeting a minimum of three group programs per year.

Strategy 2.1.2

Install a minimum of ten covered ADA compliant accessible bus shelters per year.

Strategy 2.1.3

Utilize available communication tools and techniques as appropriate to reinforce the safety and security measures/features of the public transit system.

Strategy 2.1.4

Ensure the CAT Connect eligibility screening process evaluates potential fixed route opportunities and educate passengers on available options as appropriate for the individual's travel needs.

Strategy 2.1.5

Ensure all staff involved in service delivery receive training on customer sensitivity and etiquette techniques.

GOAL 3: Provide an efficient and effective coordinated transportation service.

Objective 3.1

Consistently provide on-time service.

Objective 3.2

Minimize customer service reservation/inquiry call hold times.

Objective 3.3

Ensure contract provider's services are well utilized, timely, effective and affordable.

Objective 3.4

Increase the number of passenger trips per vehicle hour.

Objective 3.5

Maintain or trend downward the cost per passenger trip.

Objective 3.6

Maintain or trend downward the cost per mile.

Objective 3.7

Adjust fixed route services to allow greater use by paratransit customers.

Strategy 3.1.1

Obtain a system to track call hold time.

Strategy 3.1.2

Continually measure and analyze performance standards, as a basis for evaluating quality assurance to achieve desired standards.

Strategy 3.1.3

Annually review paratransit origin and destination data to determine if fixed routes should be reviewed for service expansions or realignment to allow greater use by current paratransit riders.

Strategy 3.1.4

Identify opportunities to coordinate with dialysis centers to schedule patient treatments concurrently to allow for the provision of more efficient paratransit group trips.

GOAL 4: Educate and market fixed route and paratransit services to current riders, the general public, agency sponsored clients, visitors, and other potential customers.

Objective 4.1

Maximize the accessibility of service information including alternative delivery formats such as Braille, auditory enhanced and alternative languages.

Objective 4.2

Utilize the electronic dissemination of marketing and education materials, including, but not limited to the internet, e-mails, listservs, websites, etc.

Objective 4.3

Identify opportunities to participate in or sponsor community events to build awareness of available public transportation services.

Objective 4.4

Ensure that all websites and other electronic media are compliant with Section 508 of the Rehabilitation Act, as amended in 1998. Under Section 508 of the Rehabilitation Act, 29 U.S.C. 794d, agencies must give persons with disabilities, employees and members of the public access to information that is comparable to the access available to others. This includes access to electronic and information technology applications.

Strategy 4.1.1

Continue active involvement in outreach activities, which may include but are not limited to: “Dump the Pump” Day, Mobility Week, the library system’s Mail-a-Book promotion and local job fairs.

Strategy 4.1.2

Participate in Lighthouse for the Blind and Immokalee’s travel training programs and other training opportunities identified by CAT.

Strategy 4.1.3

Provide a current “Rider’s Guide” to paratransit patrons covering ADA and TD services. Produce the guide in alternative formats and alternative languages that may be needed to comply with “safe harbor” provisions as identified in CAT’s next Title VI update.

GOAL 5: Operate a safe transportation system.**Objective 5.1**

Ensure that services are provided in a safe and secure manner in accordance with the CTD and FDOT standards and recommendations.

Objective 5.2

Ensure consistency and compliance with Chapter 14-90, Florida Administrative Code.

Objective 5.3

Ensure consistency and compliance with the 49 CFR Part 655, Federal Transit Administration Prevention of Alcohol Misuse and Prohibited Drug use in Transit Operations including the adopted Substance Abuse Policy and policy statements.

Objective 5.4

Ensure consistency and compliance to 49 CFR Part 40, Procedures for Transportation Workplace Drug and Alcohol Testing Programs.

Objective 5.5

Ensure consistency and compliance of FTA covered contractors to 49 CFR Part 655, Federal Transit Administration Prevention of Alcohol Misuse and Prohibited Drug Use in Transit Operations.

Objective 5.6

Ensure consistency and compliance with any local drug and alcohol service standards.

Objective 5.7

Ensure consistency and compliance with the annually updated System Safety Program Plan and Security Program Plan.

Objective 5.8

Ensure consistency and compliance of an accident/incident procedure as part of the bus system safety program.

Objective 5.9

Ensure that new bus stops are readily accessible to persons with disabilities and meet ADA Accessibility Guidelines (ADAAG) compliance requirements.

Strategy 5.1.1

Continually review accident/incident data to identify trends that may need to be addressed through training or procedural changes.

Strategy 5.1.2

Review and monitor Operator training program to ensure inclusion of consistent boarding techniques for passengers.

Strategy 5.1.3

Conduct periodic bus stop inventories to ensure accessibility and the availability of sidewalks.

Strategy 5.1.4

Coordinate with FDOT and Collier County Transportation Planning to evaluate potential bus stop improvements that can be made in conjunction with roadway improvements.

GOAL 6: Provide quality transportation services.**Objective 6.1**

Maintain the accountability of transportation service providers through the coordinator Quarterly Reports.

Objective 6.2

Adjust or expand service fixed route services to allow greater use by current paratransit riders.

Objective 6.3

Evaluate customer input to ensure high quality services are provided.

Strategy 6.1.1

Continuously review ridership trends and origin/destination data to determine necessary service enhancements.

Strategy 6.1.2

Periodically conduct fixed route and paratransit customer surveys.

Strategy 6.1.3

Conduct immediate follow-up on any complaint or concern identified in customer surveys or phone inquiries.

GOAL 7: Secure funding necessary to meet above stated goals.**Objective 7.1**

Explore all potential funding sources to address capital and operating needs.

Objective 7.2

Maximize efficiency of utilization of all current state, federal and local resources.

Objective 7.3

Coordinate with all public, quasi-public, and non-profit entities in order to maximize all potential funding opportunities for public transportation services in Collier and Lee Counties.

Objective 7.4

Identify and pursue opportunities for establishing and coordinating privately sponsored public transportation services in meeting local transit needs.

Strategy 7.1.1

Acquire new and upgraded paratransit vehicles and equipment necessary to maintain existing services and allow for expansion as needed.

Strategy 7.1.2

Coordinate with Commuter Services to build awareness of existing services and identify potential new partnership opportunities with major employers.

4. Implementation Schedule

CTD Guidelines require that the three-year Transportation Disadvantaged Improvement Plan (TDIP) should cite progress, setbacks, and adherence to schedules noted in the prior year TDSP, including all necessary revisions to the Implementation schedule. **Table 1** reflects the applicable updates/status of the elements in the implementation plan. **Table 2** reflects the elements of the implementation plan for future years.

Table 1
Implementation Schedule FY 2020-2021 Status Update

Major Strategies/Activities	Responsible Parties	Estimated Cost (If Known)	Status Update/Comment
Maintain existing service	CAT	\$11,059,543 (Capital and Operating)	Ongoing, service has been maintained status quo.
Continue coordination efforts to ensure transit supportive elements in development plans	CAT, Local Gov, FDOT, Developers	CAT Staff Resources	Ongoing
Coordinate with FDOT District 1 Commuter Services	CAT, FDOT	CAT Staff Resources	Ongoing, CAT coordinates with commuter services regularly and partners for events periodically.
Maintain ongoing communications with coordinated providers to assess needs and maximize access to funding.	CAT, Coordinated Providers	CAT Staff Resources	Ongoing
Identify opportunities to inform schools/parents about available CAT services	CAT	CAT Staff Resources	Ongoing, Marketing staff member provides informational presentation on the services provided by CAT.
Conduct a minimum of three group travel training programs per year	CAT	CAT Staff Resources	Ongoing, Travel Training have been conducted to provide the public with information and know how on utilizing the fixed route system.
Educate CAT Connect passengers about fixed route options as appropriate	CAT	CAT Staff Resources	Events that have been conducted for Connect passengers also include information on fixed route services.
Ensure staff involved in service delivery receive training on sensitivity and etiquette	CAT, Contract Providers	CAT Staff Resources	Operators and Staff members regularly participate in ADA sensitivity and customer service training.
Maintain or improve CAT Connect performance measures from prior FY: •Cost per passenger trip \$49.48 •Accidents per 100,000 vehicle miles 1.03 •On-time performance 90% •Vehicle miles between road calls 19,179 •Cost per mile \$2.62	CAT, Contract Providers	CAT Staff Resources	<ul style="list-style-type: none"> •Cost per passenger trip \$50.43 •Accidents per 100,000 vehicle miles 1.12 •On-time performance 89% •Vehicle miles between road calls 50,090 •Cost per mile \$3.29
Review CAT Connect origin and destination data and adjust fixed route accordingly	CAT	CAT Staff Resources	Ongoing
Identify opportunities to coordinate with dialysis centers for potential scheduling efficiencies	CAT	CAT Staff Resources	Ongoing, communication with centers are conducted regularly to review efficiencies.
Conduct outreach and participate in community partner initiatives	CAT, Partner Agencies	CAT Staff Resources	CAT Regularly participates in community initiatives

Major Strategies/Activities	Responsible Parties	Estimated Cost (If Known)	Status Update/Comment
Major Strategies/Activities	Responsible Parties	Estimated Cost (If Known)	Status Update/Comment
<i>Conduct travel training in cooperation with community partners</i>	<i>CAT Partner Agencies</i>	<i>CAT Staff Resources</i>	<i>Ongoing</i>
<i>Review accident/incident data to identify trends that can be addressed with additional training or procedural changes</i>	<i>CAT, Contracted Providers</i>	<i>CAT Staff Resources</i>	<i>Accidents and Incidents are reviewed monthly and evaluated for trends.</i>
<i>Monitor operator training to ensure consistent boarding techniques</i>	<i>CAT, Contracted Providers</i>	<i>CAT Staff Resources</i>	<i>County Staff participates in random training sessions to evaluate the consistent message and techniques.</i>
<i>Conduct bus stop inventories to ensure accessibility</i>	<i>CAT, Contracted Providers</i>	<i>CAT Staff Resources</i>	<i>Ongoing</i>
<i>Coordinate with FDOT/Collier County Transportation Planning to evaluate potential bus stop improvements</i>	<i>CAT, FDOT, Collier County</i>	<i>CAT Staff Resources</i>	<i>Ongoing</i>
<i>Review ridership trends and O&D information to determine potential service enhancements</i>	<i>CAT</i>	<i>CAT Staff Resources</i>	<i>Ongoing</i>
<i>Conduct periodic fixed route and paratransit surveys</i>	<i>CAT</i>	<i>CAT Staff Resources</i>	<i>Ongoing</i>
<i>Conduct immediate follow up on customer complaints and inquiries</i>	<i>CAT</i>	<i>CAT Staff Resources</i>	<i>Ongoing</i>
<i>Install a minimum of 10 ADA compliant bus shelters per year and associated amenities</i>	<i>CAT, Funding Partners</i>	<i>Included in status quo budget</i>	<i>10 Bus stop improvements were completed in FY21.</i>
<i>Develop/Procure new phone system to enhance customer service</i>	<i>CAT, Funding Partners</i>		<i>Collier Area Transit has procured and implemented enhanced call ahead and call the evening before features to the paratransit software in FY21. Collier County has also implemented a new phone system which also includes enhanced call center features to enhance the operation and monitoring of service.</i>
<i>Acquire new vehicles and equipment to allow for replacement and expansion as needed based on available resources</i>	<i>CAT</i>		<i>Ongoing</i>
Unfunded Priorities			
<i>Enhance bus stop accessibility to meet ADA requirements</i>	<i>CAT, Funding Partners</i>	<i>\$500,000</i>	<i>Funding for ADA enhancements are regularly evaluated for through various grants, the total amount has not been funded but progress is being made to improve bus stop accessibility in small scale projects.</i>

Major Strategies/Activities	Responsible Parties	Estimated Cost (If Known)	Status Update/Comment
<i>Enhance Fixed Route Services (frequency) on Routes 11, 12, 13,15, and 17</i>	<i>CAT, Funding Partners</i>	<i>\$2,034,230 (excludes capital)</i>	<i>Route 11 has improved frequency to every 60min, this was accomplished with the existing budget. The remaining priorities have not been funded.</i>
<i>Enhance fixed route services (span) to one additional trip Mon-Sun on existing routes</i>	<i>CAT, Funding Partners</i>	<i>\$780,000</i>	<i>The priority has not been funded.</i>
<i>Implement new fixed route (Collier/Lee Inter-county)</i>	<i>CAT, Funding Partners</i>	<i>\$370,000 (excludes capital)</i>	<i>The priority has not been funded.</i>

Table 2
Implementation Schedule

Schedule	Major Strategies/Activities	Responsible Parties	Estimated Cost (If Known)
Maintain Existing System			
FY 2021-2022	Maintain existing service	CAT	\$11,895,058 (Capital and Operating)
Ongoing	Continue coordination efforts to ensure transit supportive elements in development plans	CAT, Local Gov, FDOT, Developers	CAT Staff Resources
Ongoing	Coordinate with FDOT District 1 Commuter Services	CAT, FDOT	CAT Staff Resources
Ongoing	Maintain ongoing communications with coordinated providers to assess needs and maximize access to funding.	CAT, Coordinated Providers	CAT Staff Resources
Ongoing	Identify opportunities to inform schools/parents about available CAT services	CAT	CAT Staff Resources
Ongoing	Conduct a minimum of three group travel training programs per year	CAT	CAT Staff Resources
Ongoing	Educate CAT Connect passengers about fixed route options as appropriate	CAT	CAT Staff Resources
Ongoing	Ensure staff involved in service delivery receive training on sensitivity and etiquette	CAT, Contract Providers	CAT Staff Resources
Ongoing	Maintain or improve CAT Connect performance measures from prior FY	CAT, Contract Providers	CAT Staff Resources
Ongoing	Review CAT Connect origin and destination data and adjust fixed route accordingly	CAT	CAT Staff Resources
Ongoing	Identify opportunities to coordinate with dialysis centers for potential scheduling efficiencies	CAT	CAT Staff Resources
Ongoing	Conduct outreach and participate in community partner initiatives	CAT, Partner Agencies	CAT Staff Resources
Ongoing	Conduct travel training in cooperation with community partner	CAT Partner Agencies	CAT Staff Resources
Ongoing	Review accident/incident data to identify trends that can be addressed with additional training or procedural changes	CAT, Contracted Providers	CAT Staff Resources
Ongoing	Monitor operator training to ensure consistent boarding techniques	CAT, Contracted Providers	CAT Staff Resources
Ongoing	Conduct bus stop inventories to ensure accessibility	CAT, Contracted Providers	CAT Staff Resources
Ongoing	Coordinate with FDOT/Collier County Transportation Planning to evaluate potential bus stop improvements	CAT, FDOT, Collier County	CAT Staff Resources
Ongoing	Review ridership trends and O&D information to determine potential service enhancements	CAT	CAT Staff Resources
Ongoing	Conduct periodic fixed route and paratransit surveys	CAT	CAT Staff Resources
Ongoing	Conduct immediate follow up on customer complaints and inquiries	CAT	CAT Staff Resources
Ongoing	Install a minimum of 10 ADA compliant bus shelters per year and associated amenities	CAT, Funding Partners	Included in status quo budget
Ongoing	Acquire new vehicles and equipment to allow for replacement and expansion as needed based on available resources	CAT	
Unfunded Priorities			
	Enhance bus stop accessibility to meet ADA requirements	CAT, Funding Partners	\$500,000
	Enhance Fixed Route Services (frequency) on Routes 11, 12, 13,15, and 17	CAT, Funding Partners	\$2,034,230 (excludes capital)
	Enhance fixed route services (span) to one additional trip Mon-Sun on existing routes	CAT, Funding Partners	\$780,000
	Implement new fixed route (Collier/Lee Inter-county)	CAT, Funding Partners	\$370,000 (excludes capital)

Schedule	Major Strategies/Activities	Responsible Parties	Estimated Cost (If Known)
Maintain Existing System			
FY 2022-2023	Maintain existing service	CAT	\$14,201,503 (Capital and Operating)
Ongoing	Continue coordination efforts to ensure transit supportive elements in development plans	CAT, Local Gov, FDOT, Developers	CAT Staff Resources
Ongoing	Coordinate with FDOT District 1 Commuter Services	CAT, FDOT	CAT Staff Resources
Ongoing	Maintain ongoing communications with coordinated providers to assess needs and maximize access to funding.	CAT, Coordinated Providers	CAT Staff Resources
Ongoing	Identify opportunities to inform schools/parents about available CAT services	CAT	CAT Staff Resources
Ongoing	Conduct a minimum of three group travel training programs per year	CAT	CAT Staff Resources
Ongoing	Educate CAT Connect passengers about fixed route options as appropriate	CAT	CAT Staff Resources
Ongoing	Ensure staff involved in service delivery receive training on sensitivity and etiquette	CAT, Contract Providers	CAT Staff Resources
Ongoing	Maintain or improve CAT Connect performance measures from prior FY	CAT, Contract Providers	CAT Staff Resources
Ongoing	Review CAT Connect origin and destination data and adjust fixed route accordingly	CAT	CAT Staff Resources
Ongoing	Identify opportunities to coordinate with dialysis centers for potential scheduling efficiencies	CAT	CAT Staff Resources
Ongoing	Conduct outreach and participate in community partner initiatives	CAT, Partner Agencies	CAT Staff Resources
Ongoing	Conduct travel training in cooperation with community partner	CAT Partner Agencies	CAT Staff Resources
Ongoing	Review accident/incident data to identify trends that can be addressed with additional training or procedural changes	CAT, Contracted Providers	CAT Staff Resources
Ongoing	Monitor operator training to ensure consistent boarding techniques	CAT, Contracted Providers	CAT Staff Resources
Ongoing	Conduct bus stop inventories to ensure accessibility	CAT, Contracted Providers	CAT Staff Resources
Ongoing	Coordinate with FDOT/Collier County Transportation Planning to evaluate potential bus stop improvements	CAT, FDOT, Collier County	CAT Staff Resources
Ongoing	Review ridership trends and O&D information to determine potential service enhancements	CAT	CAT Staff Resources
Ongoing	Conduct periodic fixed route and paratransit surveys	CAT	CAT Staff Resources
Ongoing	Conduct immediate follow up on customer complaints and inquiries	CAT	CAT Staff Resources
Ongoing	Install a minimum of 10 ADA compliant bus shelters per year and associated amenities	CAT, Funding Partners	Included in status quo budget
Ongoing	Acquire new vehicles and equipment to allow for replacement and expansion as needed based on available resources	CAT	
Unfunded Priorities			
	Enhance bus stop accessibility to meet ADA requirements	CAT, Funding Partners	\$500,000
	Enhance Fixed Route Services (frequency) on Routes 11, 12, 13,15, and 17	CAT, Funding Partners	\$2,142,638 (excludes capital)
	Enhance fixed route services (span) to one additional trip Mon-Sun on existing routes	CAT, Funding Partners	\$821,568
	Implement new fixed route (Collier/Lee Inter-county)	CAT, Funding Partners	\$389,718 (excludes capital)

Schedule	Major Strategies/Activities	Responsible Parties	Estimated Cost (If Known)
Maintain Existing System			
FY 2023-2024	Maintain existing service	CAT	\$14,201,503 (Capital and Operating)
Ongoing	Continue coordination efforts to ensure transit supportive elements in development plans	CAT, Local Gov, FDOT, Developers	CAT Staff Resources
Ongoing	Coordinate with FDOT District 1 Commuter Services	CAT, FDOT	CAT Staff Resources
Ongoing	Maintain ongoing communications with coordinated providers to assess needs and maximize access to funding.	CAT, Coordinated Providers	CAT Staff Resources
Ongoing	Identify opportunities to inform schools/parents about available CAT services	CAT	CAT Staff Resources
Ongoing	Conduct a minimum of three group travel training programs per year	CAT	CAT Staff Resources
Ongoing	Educate CAT Connect passengers about fixed route options as appropriate	CAT	CAT Staff Resources
Ongoing	Ensure staff involved in service delivery receive training on sensitivity and etiquette	CAT, Contract Providers	CAT Staff Resources
Ongoing	Maintain or improve CAT Connect performance measures from prior FY	CAT, Contract Providers	CAT Staff Resources
Ongoing	Review CAT Connect origin and destination data and adjust fixed route accordingly	CAT	CAT Staff Resources
Ongoing	Identify opportunities to coordinate with dialysis centers for potential scheduling efficiencies	CAT	CAT Staff Resources
Ongoing	Conduct outreach and participate in community partner initiatives	CAT, Partner Agencies	CAT Staff Resources
Ongoing	Conduct travel training in cooperation with community partner	CAT Partner Agencies	CAT Staff Resources
Ongoing	Review accident/incident data to identify trends that can be addressed with additional training or procedural changes	CAT, Contracted Providers	CAT Staff Resources
Ongoing	Monitor operator training to ensure consistent boarding techniques	CAT, Contracted Providers	CAT Staff Resources
Ongoing	Conduct bus stop inventories to ensure accessibility	CAT, Contracted Providers	CAT Staff Resources
Ongoing	Coordinate with FDOT/Collier County Transportation Planning to evaluate potential bus stop improvements	CAT, FDOT, Collier County	CAT Staff Resources
Ongoing	Review ridership trends and O&D information to determine potential service enhancements	CAT	CAT Staff Resources
Ongoing	Conduct periodic fixed route and paratransit surveys	CAT	CAT Staff Resources
Ongoing	Conduct immediate follow up on customer complaints and inquiries	CAT	CAT Staff Resources
Ongoing	Install a minimum of 10 ADA compliant bus shelters per year and associated amenities	CAT, Funding Partners	Included in status quo budget
Ongoing	Acquire new vehicles and equipment to allow for replacement and expansion as needed based on available resources	CAT	
Unfunded Priorities			
	Enhance bus stop accessibility to meet ADA requirements	CAT, Funding Partners	\$500,000
	Enhance Fixed Route Services (frequency) on Routes 11, 12, 13,15, and 17	CAT, Funding Partners	\$2,142,638 (excludes capital)
	Enhance fixed route services (span) to one additional trip Mon-Sun on existing routes	CAT, Funding Partners	\$821,568
	Implement new fixed route (Collier/Lee Inter-county)	CAT, Funding Partners	\$389,718 (excludes capital)

5. COST / REVENUE ALLOCATION AND RATE STRUCTURE JUSTIFICATION

CTD Guidelines state that TDSP Updates/Amendments should include a complete explanation for any rate changes or new service changes. The explanation should include a discussion of the review process as well as detail of LCB involvement and approval. A new summary rate sheet should be presented if there are any changes.

In May 2022, the Collier MPO's Local Coordinating Board approved the service rates shown in Table 3 below utilizing the Florida Commission for the Transportation Disadvantaged 2022 Rate Calculation Worksheet. The Rate Calculation Model is a tool utilized by the CTD to standardize the comparison and approval of rates paid to coordinators throughout the State of Florida. The detailed Rate Model worksheets are included in Appendix C.

COST REVENUE ALLOCATION

The rate structure is based on the type of trip (i.e. ambulatory, ambulatory group, wheelchair, etc.) in the service area.

Table 3 CTD Calculated Rates – FY 2022/2023 CTD Rate Model

CTD Calculated Rates – FY 2022/2023 CTD Rate Model <i>Effective Date: 05/4/2022</i>	
Ambulatory Trip	\$35.45
Wheelchair Trip	\$60.77
Group Trip- Individual	\$25.32
Group Trip - Group	\$35.45
Bus Pass (daily-full fare)	\$3.00
Bus Pass (daily-reduced fare)	\$1.50
Bus Pass (15 day-full fare)	\$20.00
Bus Pass (15 day-reduced fare)	\$10.00
Bus Pass (monthly-full fare)	\$40.00
Bus Pass (monthly-reduced fare)	\$20.00
Marco Express (monthly-full fare)	\$70.00
Marco Express (monthly-reduced fare)	\$35.00
Sources: <u>Service Rates, Commission for the Transportation Disadvantaged, TD Rate Model, Adopted May 4, 2022, Public Transit and Neighborhood Enhancement Department, 2022.</u>	

During 2018, Collier County conducted an extensive fare structure evaluation to analyze potential fixed route and paratransit fare changes, assess potential ridership and revenue impacts, minimize adverse impacts to low income and minority persons and identify fare policy recommendations. The fare study involved a public outreach campaign involving rider intercept surveys, public workshops, and the involvement of the County's Public Transit Advisory Committee. Based on the input received, the majority (77%) of bus riders would support a fare increase if revenue is used to improve service frequency and availability or to access new locations. Fifty percent of ADA riders supported a \$0.50 fare increase and 56% of TD riders supported a fare increase of \$0.25. At the June 12, 2018 Board of County Commissioner's Meeting a resolution was adopted to implement the following fare structure changes effective October 1, 2018. The effective date for student discount programs is June 12, 2018. Table 4 below and Table 5, on the following page, displays CAT's current fare policy.

Table 4
Current Adopted Collier Area Paratransit Fare Structures

	Fare Structure Approved by the BCC effective 10/1/18
ADA fare – At or above Poverty Level	\$3.00
ADA & TD fare - Under Poverty Level	\$1.00
TD fare - 101% to 150% of Poverty Level	\$3.00
TD fare - 151% or higher above poverty level	\$4.00

Table 5
Current Collier County Adopted Fare Structure

Service Category	Base Fare	*Reduced Fare
CAT full-fare one-way ticket	\$2.00	\$1.00
CAT Children 5 Years of Age and Younger	Free	Free
CAT Transfers	Free Up to 90 Min.	Free Up to 90 Min.
CAT Day Pass	\$3.00	\$1.50
CAT Marco Express One-way Fare	\$3.00	\$1.50
Smart Card Passes		
15-Day Pass	\$20.00	\$10.00
30-Day Pass	\$40.00	\$20.00
Marco Express 30-Day Pass	\$70.00	\$35.00
Smart Card Media Fees		
Smart Card Replacement Without Registration	\$2.00	\$2.00
Smart Card Registration	\$3.00	\$3.00
Smart Card Replacement With Registration	\$1.00	\$1.00
Discount Passes		Cost
Summer Paw Pass (Valid June 1-August 31) for Students Age 17 and Under (Cost includes Smart Card)		\$30.00
30-Day Corporate Pass (300+ Employees)		\$29.75/Month
<p>*Reduced fares are for members of Medicare, Disabled community, those 65 years and older and children 17 and under; high school & college students and active/retired military personnel. ID required. This fare would also apply to the subcontracted transportation provider with the Florida Commission for the Transportation Disadvantaged that provides transportation services under the non-emergency transportation Medicaid Contract for Collier County.</p>		
Promotional Fares		
Events	Occurrence	Fare
Try Transit Day	Annual as designated by the Board	Free
Transit Anniversary	As Designated by the PTNE Director	Free
Special Events	Up to 5 events annually (Staff may distribute fare media up to specified value)	\$200/Event

Resolution 2018-104 was adopted by the Board of County Commissioners on June 12, 2018, which modified the fixed route fares effective October 1, 2018.

QUALITY ASSURANCE

In accordance with the CTD's Guidelines the service standards established in the TDSP were reviewed. The Grievance Process was developed and is included here by reference. Additionally, no major changes were made to the Evaluation Process or the local Grievance Process.

CTC EVALUATION PROCESS

An annual evaluation of the Collier County CTC was conducted by the LCB, for the period of 07/01/2020 through 06/30/2021, based on the Standards, Goals, and Objectives contained within the local TDSP and using the Evaluation Workbook of the CTD. A desk audit was performed using the Evaluation Workbook of the CTD, surveys and paratransit rides during the winter season when there is a higher seasonal population and more traffic. The full annual CTC evaluation is provided in Appendix A.

The Collier MPO conducted the process of recommending Collier County as the CTC in 2017. The Collier County Board of County Commissioners approved Resolution 2017-210 requesting that they be re-designated as the CTC for Collier County. The LCB voted unanimously to recommend to the Collier MPO that the Collier County BCC be re-designated and approved as the CTC at their December 6, 2017 meeting. The Collier MPO Board deemed that it is in the best interest of public health, safety and welfare of Collier County that the Collier County BCC be re-designated and approved as the CTC. The MPO Board voted unanimously to approve Resolution 2017-08, recommending that the Collier County BCC be re-designated and approved as the CTC. The recommendation was submitted to the CTD and was approved at their February 13th Board meeting.

SECTION 3

SERVICE PLAN UPDATE

On December 1, 2021, the LCB adopted an update of the Collier County local grievance policy as follows:

GRIEVANCE POLICY

INTRODUCTION

The Florida Commission for the Transportation Disadvantaged (CTD) requires all local systems to have written procedures for addressing/resolving complaints and grievances. The Collier County Board of County Commissioners (BCC) is the Community Transportation Coordinator for Collier County. The BCC has directed that the Collier County Public Transit and Neighborhood Enhancement Division (PTNE) oversee Collier Area Transit's Transportation Disadvantaged Program.

This document serves as the formal complaint/grievance procedure for the transportation disadvantaged program as specified by the Commission for the Transportation Disadvantaged (CTD) pursuant to Chapter 427, Florida Statute and Rule 41-2.012, Florida Administrative Code, hereinafter referred to as the Grievance Process. The following rules and procedures shall constitute the grievance process to be utilized in the coordinated community transportation disadvantaged system for Collier County.

SECTION 2: DEFINITIONS

2.1 As used in these rules and procedures the following words and terms shall have the meanings assigned therein. Additional program definitions can be found in Chapter 427, Florida Statutes and Rule 41-2, Florida Administrative Code.

(a) Community Transportation Coordinator (CTC): A transportation entity recommended by a Metropolitan Planning Organization (MPO), or by the appropriate designated official planning agency, as provided for in Section 427.015(1), Florida Statutes, and approved by the CTD, to ensure that coordinated transportation services are provided to serve the transportation disadvantaged population in a designated service area. The current CTC

for the County is the Collier County Board of County Commissioners (BCC). The Collier MPO serves as the Designated Official Planning Agency (DOPA) in Collier County.

(b) Designated Official Planning Agency (DOPA) The official body or agency designated by the Commission for the Transportation Disadvantaged to fulfil the functions of transportation disadvantaged planning also uniformly referred to as the Planning Agency.

(c) Transportation Disadvantaged (TD) user: Those persons, who because of physical or mental disability, income status, or age or who for other reasons are unable to transport themselves or to purchase transportation and are, therefore, dependent on others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at-risk as defined in Section 411.202, Florida Statutes.

(c) Agency: An official, officer, commission, authority, council, committee, department, division, bureau, board, section, or any other unit or entity of the state or of a city, town, municipality, county, or other local governing body or a private nonprofit entity providing transportation services as all or part of its charter.

(d) Transportation Operator: One or more public, private for profit or private nonprofit entities engaged by the CTC to provide service to TD persons pursuant to a Transportation Disadvantaged Service Plan (TDSP).

(e) Service Complaint: Incidents that may occur on a daily basis and are reported to the CTC involved with the daily operations and are resolved within the course of a reasonable time period suitable to the complainant. Local service complaints are driven by the inability of the CTC to meet local service standards established by the CTC and LCB. All service complaints should be recorded and reported by the CTC to the LCB.

(f) Formal Grievance: A written complaint to document any concerns or an unresolved service complaint regarding the administration of TD services by the CTC, DOPA, or LCB.

(g) Administrative Meeting of the Grievance Committee Process: Chapter 120, Florida Statute.

(h) Ombudsman Program: A toll-free telephone number established and administered by the CTD to enable persons to access information and/or file complaints/grievances regarding transportation services provided under the coordinated effort of the CTC.

SECTION 3: OBJECTIVES

3.1 The objective of the grievance process shall be to process, investigate, and make recommendations, in a timely manner on formal written complaints/grievances that are not resolved between individual agencies/entities and the customer. It is not the objective of the grievance process to have “adjudicative” or “determinative” powers.

3.2 The CTC must provide the TD Program’s telephone number in all collateral materials regarding the reporting of complaints.

3.3 All documents pertaining to the grievance process will be made available, upon request, in a format accessible to persons with disabilities.

3.4 A written copy of the grievance procedure shall be available to anyone upon request.

3.5 Apart from this grievance process, aggrieved parties with proper standing may also have recourse through the Chapter 120, Florida Statutes Administrative Hearing Process, or the judicial court system.

SECTION 4: THE GRIEVANCE COMMITTEE – MEMBERSHIP

4.1 The Grievance Committee shall be composed of a minimum of three Members of the LCB and shall be appointed by a majority vote by the LCB. The Chairperson, or in his/her absence the Vice Chairperson, of the LCB reserves the right to make reappointments should any conflict of interest arise.

4.2 The TD Program Administrator (MPO Staff) or designee shall be an advisory member of the Grievance Committee.

SECTION 5: TERMS OF MEMBERS

5.1 A member of the Grievance Committee may be added or removed for cause by the LCB Chairperson, or in his /her absence, the Vice Chairperson. Vacancies in the membership of the Grievance Committee shall be filled in the same manner as the original appointments.

5.2 A minimum of three (3) Grievance Committee members shall be present for official action. Meetings shall be held at such times as the Grievance Committee may determine and/or as necessitated by formally filed grievances.

SECTION 6: GRIEVANCE PROCESS

6.1 Grievance procedures will be those as specified by the LCB, developed from guidelines of the CTD, and approved by the LCB as set forth below. The grievance procedures are for the purpose of fact-finding and not exercising adjudicative powers. Therefore, it should be understood that these procedures are for the purpose of “hearing”, “advising” and “making recommendations” on issues affecting the service delivery and administration of the TD program in the service area.

6.2 Apart from the grievance procedures outlined below, aggrieved parties with proper standing may also have recourse through the Chapter 120, Florida Statutes Administrative Meeting of the Grievance Committee Process, the judicial court system, and the CTD.

6.3 Service Complaints: All service complaints should be recorded and reported by the CTC to the LCB. Service complaints may include but are not limited to:

- Late pick-up and/or late drop-off
- No-show by transportation operator
- No-show by client
- Client behavior
- Driver behavior
- Passenger discomfort
- Service denial (refused service to client without an explanation as to why, i.e. may not qualify, lack of TD funds, etc.)
- Other, as deemed appropriate by the LCB

6.4 Formal Grievance: The customer, in their formal complaint, should demonstrate or establish their concerns as clearly as possible. The formal grievance process shall be open to addressing concerns by any person or agency including but not limited to: users, potential users, the CTC, the DOPA, elected officials, and operators. Formal grievances may include, but are not limited to:

- Chronic or reoccurring or unresolved Service Complaints (Refer to description of service complaints)
- Violations of specific laws governing the provision of TD services i.e., Chapter 427, F.S., Rule 41-2 FAC and accompanying documents, Sunshine Law, ADA).
- Contract disputes (Agencies/Operators)
- Coordination disputes
- Bidding disputes
- Agency compliance
- Conflicts of interest
- Supplanting of funds
- Billing and/or accounting procedures
- Denial of service
- Suspension of service
- Unresolved safety issues
- Other, as deemed appropriate by the LCB

6.5 All formal grievances filed must be written and contain the following:

- Name and address of the complainant
- A statement of the grounds for the grievance and supplemented by supporting documentation made in a clear and concise manner. This shall include a complete description of efforts taken by the customer to resolve the complaint.
- An explanation of the relief desired by the customer.
- If the customer does not supply the above information to substantiate the grievance, no further action will be taken.

6.6 The following steps constitute the formal grievance process:

Step 1: The customer shall first contact the PTNE Division Director at the contact information listed below and the entity with which they have the grievance. The PTNE

Director will attempt to mediate and resolve the grievance. The PTNE Director will render a decision in writing within 14 days. The customer may also contact the CTD Ombudsman representative through the established Helpline at 1-800-983-2435 or by mail to: Florida Commission for the Transportation Disadvantaged, 605 Suwannee Street MS-49, Tallahassee, FL 32399-0450 or by email at www.dot.state.fl.us/ctd.

Public Transit and Neighborhood Enhancement Director
8300 Radio Road
Naples, FL 34104
Phone: 239-252-5840
Email: rideCAT@colliercountyfl.gov

Upon notice that a complainant wants to file a grievance, the CTC shall send the complainant a copy of the grievance procedures.

Step Two: If the PTNE Director is unsuccessful at resolving the grievance through the process above, the customer may request, in writing, that their grievance be heard by the Grievance Committee. This request shall be made within ten (10) working days of receipt of the report received from the PTNE Director. The request shall be sent to the Collier MPO TD Program Administrator at:

Collier MPO
Attn: Brandy Otero, Principal Planner
2885 Horseshoe Drive South
Naples, FL 34104
(239) 252-5859
Brandy.Otero@colliercountyfl.gov

Step Three: Upon receipt of the written request for the grievance to be heard by the Grievance Committee, the Collier MPO TD Program Administrator shall have fifteen (15) working days to contact Grievance Committee members and set a meeting date and location. The hearing date must be within thirty (30) days of written grievance. The customer and all parties involved shall be notified of the meeting of the Grievance Committee date and location at least ten (10) working days prior to the meeting date by the method requested by the customer.

Step Four: Upon conclusion of the meeting, the Grievance Committee must submit a written report of the Grievance Committee proceedings to the Chairperson, or the Vice Chairperson in his/her absence, of the LCB within ten (10) working days. The report must outline the grievance and the Grievance Committee's findings/recommendations. If the grievance is resolved through the meeting process, the grievance process will end. The final report will be forwarded to the members of the LCB. The Local Coordinating Board Grievance Committee must review all grievances and report accordingly to the full Local Coordinating Board.

If the grievance has not been resolved as outlined in these grievance procedures, the customer may exercise their adjudicative rights, use the Administrative Hearing Process outlined in Chapter 120, Florida Statutes, or request that their grievance be heard by the CTD through the Ombudsman program established herein and the CTD's Grievance Process outlined in Section 7.

SECTION 7: CTD GRIEVANCE PROCESS

7.1 If the LCB Grievance Process does not resolve the grievance, the customer will be informed of his/her right to file a formal grievance with the CTD. The customer may begin this process by contacting the CTD through the established Helpline at 1-800-983-2435 or by mail to: Florida Commission for the Transportation Disadvantaged, 605 Suwannee Street MS-49, Tallahassee, FL 32399-0450 or by email at CTDOmbudsman@dot.state.fl.us or www.dot.state.fl.us/ctd. Upon request of the customer, the CTD will provide the customer with an accessible copy of the CTD's Grievance Procedures. If the CTD is unable to resolve the grievance, the customer will be referred to the Office of Administrative Appeals or other legal venues appropriate to the specific nature of the grievance. All of the steps outlined in Section 6 and Section 7(1) and (2) must be attempted in the listed order before a grievance will move to the next step. The customer should be sure to try and have as many details as possible, when filing a complaint, such as date, times, names, vehicle numbers, etc. There is an Ombudsman Program, provided by the CTD, which is available to anyone who requests assistance in resolving complaints/grievances. The Ombudsman Program may be reached through the toll free Helpline at 1-800-983-2435 or by email at CTDOmbudsman@dot.state.fl.us or www.dot.state.fl.us/ctd. By requesting assistance of

the Ombudsman Program in resolving complaints, the complaint will still follow, in order, all of the established steps listed in Sections 6 and 7 above. The Ombudsman will document each complaint and upon the request of the customer, file the complaint with the local CTC on the customer's behalf, to begin the local complaint process. If the customer has already filed the grievance locally and remains unsatisfied, the Ombudsman will assist the customer with the next step in the complaint or grievance process. The customer has the right to file a formal grievance with the Office of Administrative Appeals or other venues appropriate to the specific nature of the complaint.

Changes made to the following sections of the TDSP are shown in strikethrough/underline. These changes will replace the language included the same sections in the TDSP Major Update.

Trip Prioritization

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.

Priority 1 – Medical

Priority 2 – Employment

Priority 3 – ~~Nutritional~~ Education

Priority 4 – ~~Group Recreational~~ Social (agency related activities)

Priority 5 - ~~Social (agency related activities)~~ Nutritional

Priority 6 – Group Recreation

Priority 7 – Personal Business

For educational purposes, the following table is included, illustrating categories and definitions will be included:

Table 6
Trip Purpose and Prioritization

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	EDUCATION – K-12 Schools, Higher Education (College and University, Career and Adult Education)
4	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.
5	NUTRITIONAL -- adult congregate meal programs, breakfast programs, food stamp procurement and food shopping trips.
6	GROUP RECREATION -- 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 three (3) passengers having either the same trip origination or destination.
7	PERSONAL BUSINESS -- non-agency activities essential to maintenance of independence including banking, shopping, legal appointments, religious activities, etc. a. Disabled, elderly or low income b. Trips for persons with a self-created transportation hardship

ADA trips are provided without prioritization and cannot be denied. Additionally, trips that are provided through the Federal Transit Administration's Section 5311 funding program must be open to the general public and may not be prioritized.

SECTION 4 UPDATED TABLES AND STATISTICS

A number of the tables in the TDSP have been updated in an effort to evaluate the system progress. A summary of the findings is provided when there is a significant change in the activity.

SERVICE AREA PROFILES AND DEMOGRAPHICS

An Overview of Collier County

Collier County is located on the west coast of Florida. It is bordered by Broward and Dade Counties to the east, Lee and Hendry Counties to the north and Monroe County to the south. As measured by land area, Collier County is the largest County in Florida and the fourth largest by total area. Naples, Everglades City and Marco Island are the County's three incorporated areas.

Collier County Demographics

Table 7 below shows population estimates, growth, and density for Collier County as compared to the State of Florida. Between 2010 and 2020, Collier County's population growth was estimated to be 17.98 percent, which was approximately 5.13 percent higher as compared to Florida growth.

Table 7
Population and Population Density

Area	Population (2010)	Population (2020 ACS 5-year estimate)	Population Growth (2010-20)	Land Area (Sq. Miles)	Density (2020) (persons per square mile)
Collier	321,520	379,345	17.98%	2,026	187
Florida	18,801,310	21,216,924	12.85%	53,625	396
<i>Source: US Census Bureau, 2010 Population Data U.S. Census Bureau, 2016-2020 American Community Survey 5-Year Estimates U.S. Census Bureau, Census of Population and Housing. Land area is based on current information in the TIGER® database, calculated for use with Census 2010.</i>					

Population Age Characteristics

With one exception, the population age distribution in Collier County is somewhat similar to the State of Florida. The population ages 65 years and older is over 11.7 percent higher than the same age group statewide. In each of the other age group categories, the difference between the County and the State is no more than 4.7 percent as shown in **Table 8**.

Table 8
Population Age Distribution

	Percentages of Age Cohorts (in Years)				
Area	0-19	20-34	35-54	55-64	65 +
Collier County	19.0%	14.2%	21.2%	13.4%	32.2%
Florida	22.1%	19.0%	25.0%	13.4%	20.5%

Source: U.S. Census Bureau, 2016-2020 American Community Survey 5-Year Estimates

Income Characteristics

Table 9 displays the annual household income distribution for Collier County as compared to Florida in 2020. The most significant difference in household income distribution is in the income category of households earning \$75,000 or more per year. The percentage of households in the highest income category is approximately 9.1 percent higher than the State of Florida. All other income categories fall below the state average.

Table 9
Annual Household Income Distribution

Annual Household Income						
Collier County	\$0 - \$9,999	\$10,000 - \$24,999	\$25,000 - \$34,999	\$35,000 - \$49,999	\$50,000 - \$74,999	\$75,000+
Percent	4.8%	10.2%	8.7%	11.8%	17.2%	47.4%
Population	7,068	15,072	12,862	17,525	25,399	70,051
Florida	\$0 - \$9,999	\$10,000 - \$24,999	\$25,000 - \$34,999	\$35,000 - \$49,999	\$50,000 - \$74,999	\$75,000+
Percent	6.2%	13.5%	9.9%	13.8%	18.3 %	38.2%
Population	494,959	1,067,068	788,025	1,094,783	1,453,714	3,032,764

**Population included is 16 years or older.*

Source: U.S. Census Bureau, 2016-2020 American Community Survey 5-Year Estimates

Employment Characteristics

At 2.9 percent, the 2022 unemployment rate in Collier County is slightly lower than the unemployment rate across the State of Florida (3.5%) as shown in **Table 10**.

Table 10
Employment Characteristics for Collier County

Area	Percentage of Labor Force Unemployed
Collier	2.9%
Florida	3.5%

Source: Bureau of Labor and Employment Statistics, US Department of Labor, Employment Figures for January 2022, (Preliminary)

Vehicle Availability

According to the Census Bureau's 5-year estimates, 4.2 percent of households in Collier County do not own vehicles while 95.8 percent have one or more vehicles available in the household. This is lower than statewide average vehicle ownership of 97.3 percent with only 2.7% of households statewide not having access to a vehicle. See **Table 11**.

Table 11
Vehicle Availability Distribution

Household Vehicle Availability		
Area	None (Percent of Total)	One or More (Percent of Total) Percent of Total
Collier	4.2%	95.8%
Florida	2.7%	97.3%

Source: U.S. Census Bureau, 2016-2020 American Community Survey 5-Year Estimates

Travel to Work

Table 12 compares the distribution of travel time to work for Collier County and Florida. Overall, Collier County commuters travel a shorter time to work than the average for Florida commuters. Approximately 65 percent of the County's commuters travel less than 30 minutes to work as compared to the state estimates of 57.3 percent. Only approximately 12.8 percent have commutes in excess of 45 minutes as compared to approximately 18.1 percent across Florida as shown in Table 12.

Table 12
Travel to Work – Commute Times

Area	Less than 10 min	10-19 min	20-29 min	30-44 min	45-59 min	60 + min
Collier	10.6%	29.7%	24.7%	22.2%	7.2%	5.6%
Florida	8.8%	26.1%	22.4%	24.8%	9.5%	8.6%
*Population included is workers 16 years or older who did not work from home.						
Source: U.S. Census Bureau, 2016-2020 American Community Survey 5-Year Estimates						

Mode of Travel to Work

Table 13 displays the travel mode utilized by Collier County commuters. As compared to the State of Florida, Collier County has almost 4 percent fewer commuters who drive alone to work, around 3.2 % more commuters who carpool or vanpool to work, 0.2% more commuters who utilize bicycles for work trips and nearly 1.6% more commuters who work at home. Commuters who utilize public transportation are similar to state estimates.

Table 13
Mode of Travel to Work Distribution

Area	Drive Alone	Carpool or Vanpool	Public Transportation	Walk	Bicycle	Other Means	Work at Home
Collier (%)	74.0%	12.0%	1.1%	1.1%	0.8%	1.7%	9.4%
Florida (%)	77.7%	9.2%	1.6%	1.4%	0.6%	1.7%	7.8%
*Population included is 16 years or older.							
Source: U.S. Census Bureau, 2016-2020 American Community Survey 5-Year Estimates							

Housing Classifications and Patterns

A large portion of Collier County consists of protected land so housing is generally concentrated in the western portion of the County. Due to the desirability of coastal property, land values and high housing costs continue to pose a challenge to area employers who have reported difficulty hiring and retaining employees due to a lack of affordable housing in the area. A 2017 study by the Urban Land Institute reported that two out of five households in Collier County are cost burdened (pay more than 30% of income toward housing) and one out of five are severely cost burdened (pay more than 50% of income toward housing). This impacts significant number the County's employees including those in public safety, health care, education, service workers and entry/mid-level professionals. Also, of significant concern are residents who are low to moderate income seniors, and very low income (transportation disadvantaged) residents, many of whom are particularly reliant on public transportation for access to health care and other life sustaining activities.

Educational Profiles

A number of colleges and universities are located within Collier County and in neighboring communities and are listed in **Table 14**.

Table 14
Names and Locations of Local Universities

Institution Name	Location
Ave Maria University	Ave Maria
Barry University	Ft. Myers
Florida Gulf Coast University	Ft. Myers
Florida SouthWestern State College	Naples/Ft. Myers
Hodges University	Naples
Keiser University	Naples
Nova Southeastern University	Bonita Springs

In addition to these colleges and universities, the County is also home to a number of technical institutes and training programs. Adult and workforce education is provided through Collier County Public Schools and includes the secondary technical training schools of Lorenzo Walker Institute of Technology (LWIT) and Bethune Education Center

(BEC). In addition, Immokalee Technical Institute (iTECH) is a technical training center focusing on technical education programs for high school students and adults. The center also offers Adult Basic Education (ABE), General Education Development (GED), and adult literacy programs.

Table 15 below displays the educational attainment of Collier County residents. The percentage of Collier residents that have less than a 12th grade education is comparable to the state average. Approximately 5.3 percent more Collier residents have a bachelors or higher when compared to the state average.

Table 15
Educational Attainment

	Florida	Collier County
Less Than High School	11.5%	11.8%
High School or Equivalent	28.2%	26.2%
Some College or Associate's Degree	29.8%	26.1%
Bachelor's Degree	19.3%	21.4%
Graduate or Professional School Degree	11.3%	14.5%

Source: U.S. Census Bureau, 2016-2020 American Community Survey 5-Year Estimates (Population 25 years and over)

TD Population Forecasts

The Paratransit Service Demand Estimation Tool serves as an aid in the development of TD population and travel demand estimates. This tool was used for the development of TD population forecasts in the 2018 TDSP Major Update adopted by the LCB on October 24, 2018. The data prepared in the TDSP Major Update indicates that the Collier County forecast of Critical TD population in 2022 is 18,127. The estimated potential demand for daily trips for the critical need population is 10,043. The Critical Need TD population includes individuals who, due to severe physical limitations or low incomes, are unable to transport themselves or purchase transportation, and are dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life sustaining activities.

Table 16 displays the population forecast for Critical Need TD Population.

Table 16
Critical Need TD Population Forecast

Critical Need TD Population Forecast	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
Critical Need TD Population	16,804	17,017	17,234	17,453	17,675	17,899	18,127	18,357	18,591	18,827	19,066

Source: TD Population Forecast is from the 2018 TDSP Major Update adopted on October 24, 2018.

SECTION 5

CONCLUSIONS

The large geographical size of the County in the terms of land area (2,026 square miles) causes the TD population to be spread throughout the county, creating the potential for longer trips. The large land area presents a challenge in meeting on time performance.

The paratransit system is an essential service that continues to provide mobility options to the customers of Collier County. Three performance measures were not met for the review period included in the TDSP (cost per passenger trip, accident per 100,000 vehicle miles and cost per mile). This was largely due to a driver shortage which impacted all areas of the performance of the service. A contract amendment was approved to increase driver wages, since its implementation it has proven to be successful. With the hiring of the new drivers, the service level has started to get back to the standard.

It is recommended that the CTC continue to monitor performance measures and provide the Local Coordinating Board information regarding measures being implemented to increase performance for all TDSP standards.

The conclusions and recommendations of this report are intended to improvement the system as it continues to grow, mature and move forward.

APPENDIX A
2022 CTC Evaluation
July 2020-June 2021

CTC

EVALUATION WORKBOOK

Florida Commission for the



Transportation Disadvantaged

CTC BEING REVIEWED: _____

COUNTY (IES): _____

ADDRESS: _____

CONTACT: _____ **PHONE:** _____

REVIEW PERIOD: _____ **REVIEW DATES:** _____

PERSON CONDUCTING THE REVIEW: _____

CONTACT INFORMATION: _____

FORMATTED 2011 – 2012

EVALUATION INFORMATION

An LCB review will consist of, but is not limited to the following pages:

1	Cover Page
5 - 6	Entrance Interview Questions
12	Chapter 427.0155 (3) Review the CTC monitoring of contracted operators
13	Chapter 427.0155 (4) Review TDSP to determine utilization of school buses and public transportation services
19	Insurance
23	Rule 41-2.011 (2) Evaluation of cost-effectiveness of Coordination Contractors and Transportation Alternatives
25 - 29	Commission Standards and Local Standards
39	On-Site Observation
40 – 43	Surveys
44	Level of Cost - Worksheet 1
45- 46	Level of Competition – Worksheet 2
47 - 48	Level of Coordination – Worksheet 3

Notes to remember:

- **The CTC should not conduct the evaluation or surveys. If the CTC is also the PA, the PA should contract with an outside source to assist the LCB during the review process.**
- **Attach a copy of the Annual QA Self Certification.**

ENTRANCE INTERVIEW QUESTIONS

INTRODUCTION AND BRIEFING:

- ☐ Describe the evaluation process (LCB evaluates the CTC and forwards a copy of the evaluation to the CTD).
- ☐ The LCB reviews the CTC once every year to evaluate the operations and the performance of the local coordinator.

The LCB will be reviewing the following areas:

- ☐ Chapter 427, Rules 41-2 and 14-90, CTD Standards, and Local Standards
 - ☐ Following up on the Status Report from last year and calls received from the Ombudsman program.
 - ☐ Monitoring of contractors.
 - ☐ Surveying riders/beneficiaries, purchasers of service, and contractors
-
- ☐ The LCB will issue a Review Report with the findings and recommendations to the CTC no later than 30 working days after the review has concluded.
 - ☐ Once the CTC has received the Review Report, the CTC will submit a Status Report to the LCB within 30 working days.
 - ☐ Give an update of Commission level activities (last meeting update and next meeting date), if needed.

USING THE APR, COMPILE THIS INFORMATION:

1. OPERATING ENVIRONMENT:

- ☐ RURAL ☐ URBAN

2. ORGANIZATION TYPE:

- ☐ PRIVATE-FOR-PROFIT
- ☐ PRIVATE NON-PROFIT
- ☐ GOVERNMENT
- ☐ TRANSPORTATION AGENCY

3. NETWORK TYPE:

- ☐ SOLE PROVIDER
☐ PARTIAL BROKERAGE
☐ COMPLETE BROKERAGE

4. NAME THE OPERATORS THAT YOUR COMPANY HAS CONTRACTS WITH:

5. NAME THE GROUPS THAT YOUR COMPANY HAS COORDINATION CONTRACTS WITH:

Coordination Contract Agencies				
Name of Agency	Address	City, State, Zip	Telephone Number	Contact

6. NAME THE ORGANIZATIONS AND AGENCIES THAT PURCHASE SERVICE FROM THE CTC AND THE PERCENTAGE OF TRIPS EACH REPRESENTS?
(Recent APR information may be used)

Name of Agency	% of Trips	Name of Contact	Telephone Number

7. REVIEW AND DISCUSS TD HELPLINE CALLS:

	Number of calls	Closed Cases	Unsolved Cases
Cost			
Medicaid			
Quality of Service			
Service Availability			
Toll Permit			
Other			

COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC contracts for compliance with 427.0155(1), F.S.

“Execute uniform contracts for service using a standard contract, which includes performance standards for operators.”

ARE YOUR CONTRACTS UNIFORM? ☐ Yes ☐ No

IS THE CTD’S STANDARD CONTRACT UTILIZED? ☐ Yes ☐ No

DO THE CONTRACTS INCLUDE PERFORMANCE STANDARDS FOR THE TRANSPORTATION OPERATORS AND COORDINATION CONTRACTORS?

☐ Yes ☐ No

DO THE CONTRACTS INCLUDE THE PROPER LANGUAGE CONCERNING PAYMENT TO SUBCONTRACTORS? (Section 21.20: Payment to Subcontractors, T&E Grant, and FY)

☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Operator Name	Exp. Date	SSPP	AOR Reporting	Insurance

COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC last AOR submittal for compliance with 427. 0155(2)
“Collect Annual Operating Data for submittal to the Commission.”

REPORTING TIMELINESS

Were the following items submitted on time?

- a. Annual Operating Report ☐ Yes ☐ No
Any issues that need clarification? ☐ Yes ☐ No

Any problem areas on AOR that have been re-occurring?

List:

- b. Memorandum of Agreement ☐ Yes ☐ No
c. Transportation Disadvantaged Service Plan ☐ Yes ☐ No
d. Grant Applications to TD Trust Fund ☐ Yes ☐ No
e. All other grant application (____%) ☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC monitoring of its transportation operator contracts to ensure compliance with 427.0155(3), F.S.

“Review all transportation operator contracts annually.”

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS OPERATOR(S) AND HOW OFTEN IS IT CONDUCTED?

Is a written report issued to the operator? ☐ Yes ☐ No

If **NO**, how are the contractors notified of the results of the monitoring?

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS COORDINATION CONTRACTORS AND HOW OFTEN IS IT CONDUCTED?

Is a written report issued? ☐ Yes ☐ No

If **NO**, how are the contractors notified of the results of the monitoring?

WHAT ACTION IS TAKEN IF A CONTRACTOR RECEIVES AN UNFAVORABLE REPORT?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

ASK TO SEE DOCUMENTATION OF MONITORING REPORTS.

COMPLIANCE WITH CHAPTER 427, F.S.

Review the TDSP to determine the utilization of school buses and public transportation services [Chapter 427.0155(4)]

“Approve and coordinate the utilization of school bus and public transportation services in accordance with the TDSP.”

HOW IS THE CTC USING SCHOOL BUSES IN THE COORDINATED SYSTEM?

Rule 41-2.012(5)(b): *"As part of the Coordinator's performance, the local Coordinating Board shall also set an annual percentage goal increase for the number of trips provided within the system for ridership on public transit, where applicable. In areas where the public transit is not being utilized, the local Coordinating Board shall set an annual percentage of the number of trips to be provided on public transit."*

HOW IS THE CTC USING PUBLIC TRANSPORTATION SERVICES IN THE COORDINATED SYSTEM?

☐ N/A

IS THERE A GOAL FOR TRANSFERRING PASSENGERS FROM PARATRANSIT TO TRANSIT?

☐ Yes ☐ No

If YES, what is the goal?

Is the CTC accomplishing the goal? ☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT? ☐ Yes ☐ No

Comments:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.006(1), Minimum Insurance Compliance

“...ensure compliance with the minimum liability insurance requirement of \$100,000 per person and \$200,000 per incident...”

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS IN THE OPERATOR AND COORDINATION CONTRACTS?

HOW MUCH DOES THE INSURANCE COST (per operator)?

Operator	Insurance Cost

DOES THE MINIMUM LIABILITY INSURANCE REQUIREMENTS EXCEED \$1 MILLION PER INCIDENT?

☐ Yes ☐ No

If yes, was this approved by the Commission? ☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.011(2), Evaluating Cost-Effectiveness of Coordination Contractors and Transportation Alternatives.

“...contracts shall be reviewed annually by the Community Transportation Coordinator and the Coordinating Board as to the effectiveness and efficiency of the Transportation Operator or the renewal of any Coordination Contracts.”

1. IF THE CTC HAS COORDINATION CONTRACTORS, DETERMINE THE COST-EFFECTIVENESS OF THESE CONTRACTORS.

Cost [CTC and Coordination Contractor (CC)]

	CTC	CC #1	CC #2	CC #3	CC #4
Flat contract rate (s) (\$ amount / unit)					
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
Special or unique considerations that influence costs?					
Explanation:					

2. DO YOU HAVE TRANSPORTATION ALTERNATIVES? ☐ Yes ☐ No
 (Those specific transportation services approved by rule or the Commission as a service not normally arranged by the Community Transportation Coordinator, but provided by the purchasing agency. Example: a neighbor providing the trip)

Cost [CTC and Transportation Alternative (Alt.)]

	CTC	Alt. #1	Alt. #2	Alt. #3	Alt. #4
Flat contract rate (s) (\$ amount / unit)					
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
Special or unique considerations that influence costs?					
Explanation:					

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

RULE 41-2

Findings:

Recommendations:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with Commission Standards

“...shall adhere to Commission approved standards...”

Review the TDSP for the Commission standards.

Commission Standards	Comments
Local toll free phone number must be posted in all vehicles.	
Vehicle Cleanliness	
Passenger/Trip Database	

Adequate seating	
Driver Identification	
Passenger Assistance	
Smoking, Eating and Drinking	

Two-way Communications	
Air Conditioning/Heating	
Billing Requirements	

COMMISSION STANDARDS

Findings:

Recommendations:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with Local Standards

“...shall adhere to Commission approved standards...”

Review the TDSP for the Local standards.

Local Standards	Comments
Transport of Escorts and dependent children policy	
Use, Responsibility, and cost of child restraint devices	
Out-of-Service Area trips	
CPR/1st Aid	
Driver Criminal Background Screening	
Rider Personal Property	
Advance reservation requirements	
Pick-up Window	

<i>Measurable Standards/Goals</i>	<i>Standard/Goal</i>	<i>Latest Figures</i>	<i>Is the CTC/Operator meeting the Standard?</i>
Public Transit Ridership	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
On-time performance	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Passenger No-shows	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Accidents	CTC	CTC	
	Operator A <small>< 1.2 accidents per 100,000 miles</small>	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Roadcalls <i>Average age of fleet: 3.68 yr</i>	CTC	CTC	
	Operator A <small>>10,000 miles between roadcalls</small>	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Complaints <i>Number filed: 27</i>	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Call-Hold Time	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	

LOCAL STANDARDS

Findings:

Recommendations:

ON-SITE OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation:

Please list any special guests that were present:

Location:

Number of Passengers picked up/dropped off:

Ambulatory

Non-Ambulatory

Was the driver on time? ☐ Yes ☐ No - How many minutes late/early?

Did the driver provide any passenger assistance? ☐ Yes ☐ No

Was the driver wearing any identification? ☐ Yes: ☐ Uniform ☐ Name Tag
☐ ID Badge ☐ No

Did the driver render an appropriate greeting?

☐ Yes ☐ No ☐ Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?

☐ Yes ☐ No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?

☐ Yes ☐ No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?

☐ Yes ☐ No

Does the vehicle have working heat and air conditioning?

☐ Yes ☐ No

Does the vehicle have two-way communications in good working order?

☐ Yes ☐ No

If used, was the lift in good working order?

☐ Yes ☐ No

Was there safe and appropriate seating for all passengers?

☐ Yes ☐ No

Did the driver properly use the lift and secure the passenger?

☐ Yes ☐ No

If No, please explain:

CTC: _____ County: _____

Date of Ride: _____

Funding Source	No. of Trips	No. of Riders/Beneficiaries	No. of Calls to Make	No. of Calls Made
CTD				
Medicaid				
Other				
Other				
Other)				
Other				
Totals				

Number of Round Trips	Number of Riders/Beneficiaries to Survey
0 – 200	30%
201 – 1200	10%
1201 +	5%

Note: Attach the manifest

Date: 04/12/2022

Run ID: 315

Driver ID: Skarstad Arne

Run Manifest

Stop information					Passenger information					Late* (with noshows): 0			
Arrival		Duration (min.)	Address	Mileage at Stop	Passengers	Status	Mobility	Funding Source	PCA	Other Passengers	Fare Type	Cash Collected	
Sched	Rep												
06:51	06:51	0	COLLIER AREA PARA TRANSIT 8300 Radio Rd Naples	80717									
07:21	07:22	1	14815 Indigo Lakes Cir NAPLES	80726	P: SINGLETON ROBERT (#111278)	comp	AM	TD	0	0	Cash(1)	4.00 (0.00)	
07:42	07:42	1	6551 Bur Oaks Ln Naples	80732	D: SINGLETON ROBERT (#111278)							0.00	
08:00	08:07	3	COLLIER AREA PARA TRANSIT 8300 Radio Rd Naples	80741									
08:19	08:21	4	10615 NOAHS CIRCLE NAPLES	80743	P: GARCIA-CABRERA LILIA (#115873)	comp	AM	ADA	0	0	Cash(1)	1.00 (0.00)	
					P: PITA ARACELY (#116018)	comp	AM	ADA	0	0	Ticket(1)	0.00 (0.00)	
08:34	08:38	2	Golden Gate Senior Center Coronado Pkw 4898 Coronado Pkw Naples	80746	D: GARCIA-CABRERA LILIA (#115873)							0.00	
					D: PITA ARACELY (#116018)							0.00	
09:02	08:59	0	530 21st St SW Naples	80753	P: MAIOCCO LISA (#111553)	comp	AM	TD	0	0	Cash(1)	1.00 (0.00)	
09:44	09:37	1	NAPLES TOMATO 14700 Tamiami Trl N Naples	80768	D: MAIOCCO LISA (#111553)							0.00	
09:50	09:49	6	US RENAL 2700 Immokalee Rd Naples	80773	P: BAUTISTA REYES MARIA (#111090)	comp	AM	TD	0	0	Cash(1)	4.00 (0.00)	
11:04	10:39	6	4180 60th Ave Ne NAPLES	80793	D: BAUTISTA REYES MARIA (#111090)							0.00	
11:38	11:28	5	3521 6th Ave Ne NAPLES	80803	P: ROOKSTOOL GARY (#114296)	comp	AM	TD	0	0	Cash(1)	3.00 (0.00)	
12:23	12:01	0	Clinic 6376 PINE RIDGE RD Naples	80817	D: ROOKSTOOL GARY (#114296)							0.00	
12:07	12:07	0	Clinic 6376 PINE RIDGE RD Naples	80817	P: SOTO MICHAEL (#117182)	comp	WC	ADA	0	0	Balance(1)	0.00 (0.00)	
12:15	12:14	3	5259 Hemingway Ln E Naples	80819	D: SOTO MICHAEL (#117182)							0.00	
12:17	12:25	29	5259 Hemingway Ln E Naples	80821									

Rider/Beneficiary Survey

Number of trips 3/8/22: 291

Number of rider/beneficiary surveys obtained: 30

Funding

ADA: 23

TDC: 7

1. Where you charged an amount in addition to the co-payment?

No: 30

Yes: 0

2. How often do you normally obtain transportation?

1-2 Times/Week: 5 3-5 Times/Week: 21 Daily 7 Days/Week: 3

Other: 1 6 days/Week

3. Have you ever been denied transportation?

Yes: 3

No: 27

Reasons:

- Service denials due to driver shortage per respondents

4. What do you normally use the service for?

Type of use	Number of respondent's answers
Medical	<u>10</u>
Employment	<u>4</u>
Nutritional	<u>5</u>
Education/Training/Day Care	<u>20</u>
Life-Sustaining/Other	<u>6</u>

*Several passengers provided multiple answers

5. Did you have a problem with your trip

No: 23

Yes: 7

Type of Problem	Number of respondent's answers
Advance Notice	<u>1</u>
Pick up times not convenient	
Assistance	<u>1</u>
Service Area Limits	
Cost	
Late pick up/ specify time of wait	<u>5</u>
Accessibility	
Late return pick up	<u>5</u>

6. On a scale of 1 to 10 (10 bring most satisfied) rate the transportation you have been receiving.

Average of all 30 respondents:

Table below shows the number of respondents that chose each specific rating number used to calculate the average rating of 8.43.

Rating	Number of respondents chose specific rating
1	
4	1
5	1
6	1
6.5	
7	4
8	9
8.5	
9	2
9.5	
9.9	1
10	11

7. What does transportation mean to you?

- Bus Drivers are wonderful. Service provides freedom and ability to connect with others.
- Service has been a blessing. Drivers are wonderful, and the service is wonderful. Using the CAT system has provided financial relief.
- Is a vital service for him.
- The service is a lifeline for a lot of people.

Additional Comments:

- Delay of return trips has created issues. Patient has dementia and has been let off the bus without escorting him to the house entry door.
- The client has door to door service, however the bus will on occasion honk its horn and the client does not hear them since he is inside the house and he is left behind and is marked as a no show. Please make sure the driver goes to the door and knocks to alert them they are here.
- There has been some inconsistent pick up and delivery especially with COVID.
- Would like to have a call if the service is running late so she can make sure she is able to be waiting for the bus at the end of the driveway without having to stand outside for a long time. Client uses a walker and standing can be an issue at times.
- Sometimes it would take up to 3 hours to get to home during driver shortage. The delay seems to have improved since additional drivers have been hired.
- Sometimes the service is late, but it is getting better. Understands there is a driver shortage.
- Drivers are doing their best, and the new drivers do not seem to be familiar with the town.

- Bus sometimes arrives early and does not wait for the client and rescheduling a pick-up has been difficult. There was an issue between the driver and client however that has been resolved.
- A "do not reply" text notice to let the caretaker know the client is on the bus and has arrived at destination would be appreciated.
- Driver mix up on a recent pick-up. Issue resolved at pick-up.
Recommended that drivers check that riders are on correct bus at pick-up before it departs.
- Very pleased with the service.
- Expressed concerns over driver shortage and delays.
- Satisfied with service especially when Andy drives.

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

Email: michellearnold@colliergov.net

Demographics	Number
Total County Population	392,973
Unduplicated Head Count	1,642



Trips By Type of Service	2019	2020	2021
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	77,945	69,753	54,053
Paratransit	39,640	34,384	59,545
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	117,585	104,137	113,598

Passenger Trips By Trip Purpose	2019	2020	2021
Medical	43,133	42,377	38,522
Employment	14,256	13,466	15,164
Ed/Train/DayCare	16,982	13,209	45,081
Nutritional	14,907	11,227	424
Life-Sustaining/Other	28,307	23,858	14,407
TOTAL TRIPS	117,585	104,137	113,598

Passenger Trips By Revenue Source	2019	2020	2021
CTD	27,232	22,043	16,967
AHCA	3,626	0	0
APD	0	0	34,387
DOEA	96	137	105
DOE	0	0	0
Other	86,631	81,957	62,139
TOTAL TRIPS	117,585	104,137	113,598

Trips by Provider Type	2019	2020	2021
CTC	0	0	0
Transportation Operator	105,273	91,933	71,125
Coordination Contractor	12,312	12,204	42,473
TOTAL TRIPS	117,585	104,137	113,598

Vehicle Data	2019	2020	2021
Vehicle Miles	2,224,740	1,301,882	1,161,501
Roadcalls	116	103	14
Accidents	23	11	4
Vehicles	70	51	44
Drivers	67	51	34

Financial and General Data	2019	2020	2021
Expenses	\$5,818,222	\$5,990,895	\$5,490,244
Revenues	\$5,211,529	\$5,298,405	\$4,794,953
Commendations	2	0	4
Complaints	43	32	27
Passenger No-Shows	4,135	6,717	4,880
Unmet Trip Requests	16	14	10

Performance Measures	2019	2020	2021
Accidents per 100,000 Miles	1.03	0.84	0.34
Miles between Roadcalls	19,179	12,640	82,964
Avg. Trips per Passenger	28.41	43.39	69.18
Cost per Trip	\$49.48	\$57.53	\$48.33
Cost per Paratransit Trip	\$49.48	\$57.53	\$48.33
Cost per Total Mile	\$2.62	\$4.60	\$4.73
Cost per Paratransit Mile	\$2.62	\$4.60	\$4.73

Level of Competition Worksheet 2

1. Inventory of Transportation Operators in the Service Area

	Column A Operators Available	Column B Operators Contracted in the System.	Column C Include Trips	Column D % of all Trips
Private Non-Profit				
Private For-Profit				
Government				
Public Transit Agency				
Total				

2. How many of the operators are coordination contractors? _____

3. Of the operators included in the local coordinated system, how many have the capability of expanding capacity? _____

Does the CTC have the ability to expand? _____

4. Indicate the date the latest transportation operator was brought into the system. _____

5. Does the CTC have a competitive procurement process? _____

6. In the past five (5) years, how many times have the following methods been used in selection of the transportation operators?

	Low bid
	Requests for qualifications
	Negotiation only

	Requests for proposals
	Requests for interested parties

Which of the methods listed on the previous page was used to select the current operators?

7. Which of the following items are incorporated in the review and selection of transportation operators for inclusion in the coordinated system?

	Capabilities of operator
	Age of company
	Previous experience
	Management
	Qualifications of staff
	Resources
	Economies of Scale
	Contract Monitoring
	Reporting Capabilities
	Financial Strength
	Performance Bond
	Responsiveness to Solicitation

	Scope of Work
	Safety Program
	Capacity
	Training Program
	Insurance
	Accident History
	Quality
	Community Knowledge
	Cost of the Contracting Process
	Price
	Distribution of Costs
	Other: (list)

8. If a competitive bid or request for proposals has been used to select the transportation operators, to how many potential operators was the request distributed in the most recently completed process? _____

How many responded? _____

The request for bids/proposals was distributed:

_____ Locally _____ Statewide _____ Nationally

9. Has the CTC reviewed the possibilities of competitively contracting any services other than transportation provision (such as fuel, maintenance, etc...)? _____

Level of Availability (Coordination)

Worksheet 3

Planning – What are the coordinated plans for transporting the TD population?

Public Information – How is public information distributed about transportation services in the community?

Certification – How are individual certifications and registrations coordinated for local TD transportation services?

Eligibility Records – What system is used to coordinate which individuals are eligible for special transportation services in the community?

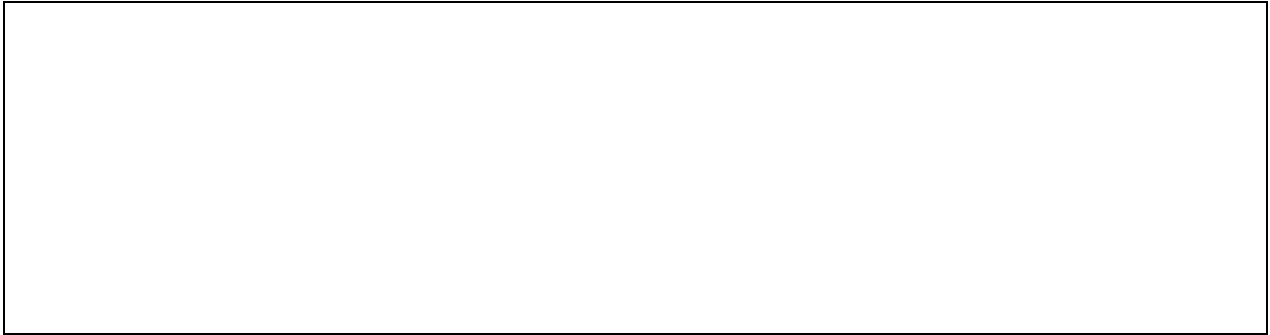
Call Intake – To what extent is transportation coordinated to ensure that a user can reach a Reservationist on the first call?

Reservations – What is the reservation process? How is the duplication of a reservation prevented?

Trip Allocation – How is the allocation of trip requests to providers coordinated?

Scheduling – How is the trip assignment to vehicles coordinated?

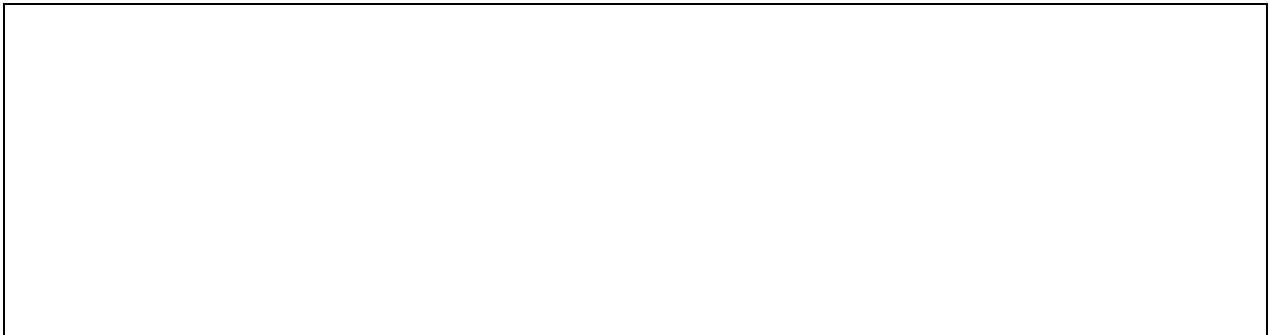
Transport – How are the actual transportation services and modes of transportation coordinated?



Dispatching – How is the real time communication and direction of drivers coordinated?



General Service Monitoring – How is the overseeing of transportation operators coordinated?



Daily Service Monitoring – How are real-time resolutions to trip problems coordinated?



Trip Reconciliation – How is the confirmation of official trips coordinated?

Billing – How is the process for requesting and processing fares, payments, and reimbursements coordinated?

Reporting – How is operating information reported, compiled, and examined?

Cost Resources – How are costs shared between the coordinator and the operators (s) in order to reduce the overall costs of the coordinated program?

Information Resources – How is information shared with other organizations to ensure smooth service provision and increased service provision?

Overall – What type of formal agreement does the CTC have with organizations, which provide transportation in the community?

APPENDIX B

PTNE Response to 2022 CTC Evaluation

Memorandum

To: Brandy Otero, Collier MPO Principal Planner
From: Omar Deleon, Transit Manager
Date: April 22, 2022
Subject: Response to 2022 CTC Evaluation

The Public Transit & Neighborhood Enhancement (PTNE) Division is in receipt of the CTC Evaluation Workbook for the review period of July 1, 2019 through June 30, 2020. We have reviewed the report and corresponding comments and recommendations and have the following response for your consideration.

Review the CTC last AOR submittal for compliance with 427. 0155(2) - *"Collect Annual Operating Data for submittal to the Commission."*

Comments:

The CTC submits all reports and agreements on time. No recommendation for improvement is needed in this area.

CTC Response:

The CTC accepts the review.

Review the CTC monitoring of its transportation operator contracts to ensure compliance with 427.0155(3), F.S. - *"Review all transportation operator contracts annually."*

Comments:

The CTC is in compliance with this section.

CTC Response:

The CTC accepts the review.

Review the TDSP to determine the utilization of school buses and public transportation services [Chapter 427.0155(4)] - *"Approve and coordinate the utilization of school bus and public transportation services in accordance with the TDSP."*

Comments:

School Buses are not utilized in the coordinated system.

CTC Response:

The CTC accepts the review.

Rule 41-2.012(5)(b): *"As part of the Coordinator's performance, the local Coordinating Board shall also set an annual percentage goal increase for the number of trips provided within the system for ridership on public transit, where applicable. In areas where the public transit is not being utilized, the local Coordinating Board shall set an annual percentage of the number of trips to be provided on public transit."*

Comments:

Furthering the above note goal, the CTC's eligibility screening process evaluates potential Fixed Route opportunities and educate passengers on available options as appropriate for the individual's travel needs consistent with Strategy 2.1.4 of the TDSP.

Discussion is still recommended between the LCB and the CTC to determine an appropriate measure for increasing usage of Public Transit and the measure will be added to next TDSP update as deemed appropriate.

CTC Response:

The CTC accepts the review and welcomes working with the LCB to determine if a measure to annual record passengers transferring from paratransit to Fixed Route can be derived and if so, establish an acceptable goal.

Compliance with 41-2.006(1), Minimum Insurance Compliance - "...ensure compliance with the minimum liability insurance requirement of \$100,000 per person and \$200,000 per incident..."

Comments:

The CTC is in compliance. No additional comments.

CTC Response:

The CTC accepts the review.

Compliance with 41-2.011(2), Evaluating Cost-Effectiveness of Coordination Contractors and Transportation Alternatives. - "...contracts shall be reviewed annually by the Community Transportation Coordinator and the Coordinating Board as to the effectiveness and efficiency of the Transportation Operator or the renewal of any Coordination Contracts."

Comments:

No findings or recommendations.

CTC Response:

The CTC accepts the review.

Compliance with Commission Standards – "shall adhere to Commission approved standards..."

Findings:

The TDSP complies with all Commission standards.

Recommendations:

The CTC is commended for complying with Commission standards.

CTC Response:

The CTC accepts the review and appreciates the commendation.

Compliance with Local Standards - "...shall adhere to Commission approved standards..."

Findings:

As part of the evaluation, the CTC's on time performance for the year was evaluated. The CTC met the on time performance goal of 90% for FY 20/21 (7/1/20-6/30/21). The on time performance for the year was 93%. This figure was obtained from monthly on time performance identified in the CTC quarterly reports presented to the LCB. For the purposes of reporting, only overall on time performance is calculated.

PTNE also tracks the zero minute late to thirty minutes early for work and medical trips on time performance measure separately at the request of the LCB. During the last review there was only 2 months of data available and the average OTP for that time period was 54%. For this review period, a full twelve months of data was available and the OTP increased to 65%. Each month the OTP continues to improve. As of June 2021, the OTP for work/med trips was reported to be 74%.

Recommendations:

The paratransit system is an essential service that continues to provide mobility options to the citizens of Collier County. The system was impacted greatly due to a driver shortage which affected all areas of the service. A contract amendment was approved to increase driver wages. Since its implementation it has proven to be successful. With the hiring of the new drivers, the service level has started to improve.

Work/medical on time performance has shown consistent improvement over the past year. It is recommended that the CTC continue to monitor overall on time performance and work/medical on time performance and report on a quarterly basis to the LCB. With the cost of fuel increasing and the cost of labor increasing, it is expected that the cost per mile and per passenger trip have increased. The CTC should continue to monitor performance measures and provide the Local Coordinating Board information regarding measures being implemented to increase performance for all TDSP standards.

CTC Response:

The CTC accepts the review, we will continue to monitor and strive to improve reliability of the service for the passengers.

Summary Remarks

The PTNE Division appreciates the feedback and efforts will continue to be made to comply with the standards to the commission approved standards.

APPENDIX C
CTD RATE MODEL
WORKSHEET
FY 2022-2023

Worksheet for Program-wide Rates

CTC: Collier County Boa Version 1.4
County: Collier County

1. Complete Total Projected Passenger Miles and ONE-WAY Passenger Trips (**GREEN** cells) below

- Do **NOT** include trips or miles related to Coordination Contractors!
- Do **NOT** include School Board trips or miles **UNLESS**.....
- INCLUDE** all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!
- Do **NOT** include trips or miles for services provided to the general public/private pay **UNLESS**..
- Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!
- Do **NOT** include fixed route bus program trips or passenger miles!

PROGRAM-WIDE RATES	
Total <u>Projected</u> Passenger Miles =	1,490,915
Rate Per Passenger Mile = \$ 2.74	
Total <u>Projected</u> Passenger Trips =	105,000
Rate Per Passenger Trip = \$ 38.92	

Rates If No Revenue Funds Were Identified As Subsidy Funds	
Rate Per Passenger Mile = \$ 3.92	
Rate Per Passenger Trip = \$ 55.60	

Fiscal Year	2022 - 2023
Avg. Passenger Trip Length =	14.2 Miles

Once Completed, Proceed to the Worksheet entitled "Multiple Service Rates"

Vehicle Miles

The miles that a vehicle is scheduled to or actually travels from the time it pulls out from its garage to go into revenue service to the time it pulls in from revenue service.

Vehicle Revenue Miles (VRM)

The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles exclude:

- Deadhead
- Operator training, and
- Vehicle maintenance testing, as well as
- School bus and charter services.

Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

Worksheet for Multiple Service Rates

CTC: Collier County Election 1.4
County: Collier County

1. Answer the questions by completing the GREEN cells starting in Section I for all services.
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers.

SECTION I: Services Provided

1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?

Amputatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes	<input checked="" type="radio"/> Yes	<input type="radio"/> Yes	<input checked="" type="radio"/> Yes
<input type="radio"/> No	<input type="radio"/> No	<input checked="" type="radio"/> No	<input type="radio"/> No
Go to Section II for Amputatory Service	Go to Section II for Wheelchair Service	STOP! Do NOT Complete Section II for Stretcher Service	Go to Section II for Group Service

SECTION II: Contracted Services

1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?...

Amputatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes	<input checked="" type="radio"/> Yes	<input type="radio"/> Yes	<input checked="" type="radio"/> Yes
<input type="radio"/> No	<input type="radio"/> No	<input checked="" type="radio"/> No	<input type="radio"/> No
Answer #2 for Amputatory Service	Answer #2 for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Answer #2 for Group Service

2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?....

Amputatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
<input checked="" type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No
		Do NOT Complete Section II for Stretcher Service	

3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service?
How many of the total projected Passenger Miles relate to the contracted service?
How many of the total projected passenger trips relate to the contracted service?

Amputatory	Wheelchair	Stretcher	Group
Leave Blank	Leave Blank	Leave Blank	Leave Blank

Effective Rate for Contracted Services:
per Passenger Mile =
per Passenger Trip =

Amputatory	Wheelchair	Stretcher	Group
Go to Section II for Amputatory Service	Go to Section II for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Go to Section II for Group Service

4. If you answered #3 & want a Combined Rate per Trip PLUS a per Mile add on for 1 or more services, INPUT the Desired per Trip Rate (but must be less than per trip rate in #3 above) =
Rate per Passenger Mile for Balance =

Combination Trip and Mile Rate			
Leave Blank and Go to Section II for Amputatory Service	Leave Blank and Go to Section II for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Leave Blank and Go to Section II for Group Service

Worksheet for Multiple Service Rates

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

CTC: Collier County E version 1.4
County: Collier County

SECTION III: Escort Service

1. Do you want to charge all escorts a fee?.....

☐ Yes
☒ No
Skip #2-4 and Go to Section IV
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR
per passenger mile?.....

☒ Pass. Trip
☐ Pass. Mile
Leave Blank
3. If you answered Yes to #1 and completed #2, for how many of the projected Passenger Trips / Passenger Miles will a passenger be accompanied by an escort?.....
Leave Blank
4. How much will you charge each escort?.....
Leave Blank

SECTION IV: Group Service Loading

1. If the message "You Must Complete This Section" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank).....
32,160
And what is the projected total number of Group Vehicle Revenue Miles?.....
22,960
Loading Rate 1.48 to 1.00

SECTION V: Rate Calculations for Multiple Services:

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically
* Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles and trips for contracted services IF the rates were calculated in the Section II above
* Be sure to leave the service BLANK if you answered NO in Section I or YES to question #2 in Section II

		RATES FOR FY: 2022 - 2023			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =		1,236,488	222,230	Leave Blank	32,156
Rate per Passenger Mile =		\$2.48	\$4.27	\$0.00	\$1.78 \$2.48 per passenger per group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =		81,112	17,103	Leave Blank	6,784
Rate per Passenger Trip =		\$35.45	\$60.77	\$0.00	\$25.32 \$35.45 per passenger per group
2. If you answered #1 above and want a COMBINED Rate per Trip <u>PLUS</u> a per Mile add-on for 1 or more services,...		Combination Trip and Mile Rate			
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =		Leave Blank	Leave Blank	Leave Blank	\$0.00
Rate per Passenger Mile for Balance =		\$2.48	\$4.27	\$0.00	\$1.78 \$2.48 per passenger per group

		Rates if No Revenue Funds Were Identified As Subsidy Funds			
		Ambul	Wheel Chair	Stretcher	Group
Rate per Passenger Mile =		\$3.56	\$6.10	\$0.00	\$2.54 \$3.56 per passenger per group
Rate per Passenger Trip =		\$50.64	\$85.61	\$0.00	\$36.17 \$50.64 per passenger per group

Program These Rates into Your Medicaid Encounter Data