



AGENDA

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

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

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

REGULAR MEETING

Wednesday – September 7, 2022
1:30 p.m.

1. CALL TO ORDER

- A. Roll Call
- B. Pledge of Allegiance

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

3. APPROVAL OF AGENDA

4. APPROVAL OF MEETING MINUTES

- A. May 4, 2022 Regular Meeting Minutes

5. BOARD ACTION

- A. Review of Annual Operating Report

6. REPORTS & PRESENTATIONS

- A. CATConnect Update
- B. CTC Quarterly Report
- C. MPO Quarterly Progress Report
- D. FDOT Report

7. OTHER BUSINESS

8. DISTRIBUTION ITEMS

- A. Final 2022 TDSP Annual Update

9. BOARD MEMBER COMMENTS

10. NEXT MEETING DATE

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

11. ADJOURNMENT

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

Any person desiring to have an item placed on the agenda shall make a request in writing, with a description and summary of the item, to the MPO Executive Director or the LCB Chair by calling (239) 252-5814 14 days prior to the date of the next scheduled meeting of the LCB. In accordance with the Americans with Disabilities Act, any person requiring special accommodations to participate in this meeting should contact the Collier Metropolitan Planning Organization 72 hours prior to the meeting by calling (239) 252-5884.

Any person who decides to appeal a decision of this board will need a record of the proceedings pertaining thereto, and therefore may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based.

The MPO's planning process is conducted in accordance with Title VI of the Civil Rights Act of 1964 and Related Statutes. Any person or beneficiary who believes that within the MPO's planning process they have been discriminated against because of race, color, religion, sex, age, national origin, disability, or familial status may file a complaint with the Collier MPO Title VI Specialist Ms. Anne McLaughlin (239) 252-5884 or by email at: Anne.McLaughlin@colliercountyfl.gov or in writing to the Collier MPO, attention: Ms. McLaughlin, at 2885 South Horseshoe Dr., Naples, FL 3104.

MEETING MINUTES

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

REGULAR MEETING

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

Naples, FL 34112

May 4, 2022

1:30 p.m.

****Virtual participation via ZOOM**

1. CALL TO ORDER

A. Roll Call

Commissioner Solis called the regular meeting to order at approximately 1:30 p.m.

Members Present In-person

Commissioner Solis, Chair

Eileen Streight, Citizens Advocate/Non-User

Alana Watson, Florida Agency for Health Care Administration

Dale Hanson, FDOT

Sherry Brenner, Disabled

Members Participating Remotely

Susan Corris, SWFL Regional Workforce Development Board, Vice-Chairperson

Tabitha Larrauri, Florida Department of Children and Family Services

Dylan Vogel, Citizens Advocate/User

Anne Chernin, Elderly

Members Absent

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

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

Oscar Gomez, Veterans Services

MPO Staff

Brandy Otero, Principal Planner

Scott Philips, Principal Planner

Anne McLaughlin, Director

Others Present

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

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

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

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

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

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

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

3. APPROVAL OF AGENDA

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

4. APPROVAL OF MEETING MINUTES

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

B. Approval of March 2, 2022 Regular Meeting Minutes

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

5. BOARD ACTION

A. Review and Approval of LCB Bylaws

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

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

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

B. Review and Approval of Proposed Rate Model

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

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

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

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

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

C. Approval of CTC Local Coordinating Board Evaluation

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

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

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

Ms. Brown: Who is operator?

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

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

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

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

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

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

D. Approval of 2022 TDSP Minor Update

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

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

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

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

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

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

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

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

E. Endorse TD Planning Grant Application and Resolution

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

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

6. REPORTS & PRESENTATIONS

A. CTC Quarterly Report

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

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

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

B. MPO Quarterly Report

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

C. FDOT Report

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

7. OTHER BUSINESS

None.

8. DISTRIBUTION ITEMS

None.

9. BOARD MEMBER COMMENTS

None.

10. NEXT MEETING DATE

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

11. ADJOURNMENT

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

EXECUTIVE SUMMARY
BOARD ACTION
ITEM 5A

Review of the FY 2021-22 Annual Operating Report

OBJECTIVE: For the Board to review the FY 2021-22 Annual Operating Report (AOR).

CONSIDERATIONS: Pursuant to Chapter 427, Florida Statutes, each Community Transportation Coordinator (CTC) must submit an Annual Operating Report (AOR). Collier County is the designated CTC. The Public Transit and Neighborhood Enhancement Division is required to submit the AOR electronically to the Florida Commission for the Transportation Disadvantaged (CTD) by September 15, 2022.

The CTD uses the information to determine each CTC's operating data, provide a statewide operational profile of the Florida Coordinated Transportation System, and to evaluate certain performance aspects of the coordinated systems individually and as a whole. The CTD also uses the data collected in this report to substantiate the need for the CTC to request additional funds.

The final AOR will be brought back to the LCB at the December meeting for approval, and to authorize the Chair's signature, after the CTD's review has occurred.

STAFF RECOMMENDATION: To review the FY 2021-22 AOR and provide any comments to PTNE.

Prepared By: Brandy Otero, Principal Planner

ATTACHMENTS:

1. FY 2021-22 Annual Operating Report



CTC Organization

County: Collier

Fiscal Year: 7/1/2021 - 6/30/2022

CTC Status: In Progress

CTD Status: Pending
Submission

Date Initiated: 7/22/2022

CTC Organization Name: Collier County Board of County Commissioners

Address: 3299 Tamiami Trl E Suite 103

City: Naples

State: FL

Zip Code: 34112

Organization Type: County

Network Type: Complete Brokerage

Operating Environment: Urban

Transportation Operators: Yes

Number of Transportation Operators: 1

Coordination Contractors: Yes

Number of Coordination Contractors: 3

Provide Out of County Trips: No

Local Coordinating Board (LCB) Chairperson: Commissioner Andy Solis

CTC Contact: Michelle E. Arnold

CTC Contact Title: PTNE Director

CTC Contact Email: Michelle.Arnold@colliercountyfl.gov

Phone: (239) 252-5841

CTC Certification

I, Michelle E. Arnold, as the authorized Community Transportation Coordinator (CTC) Representative, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): _____

LCB Certification

I, Commissioner Andy Solis, as the Local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(6), F.A.C. that the Local Coordinating Board has reviewed this report and the Planning Agency has received a copy.

LCB Chairperson (signature): _____



Organization – Coordination Contractor

County: Collier

CTC Status: In Progress

CTC Organization: Collier County Board of County Commissioners

Fiscal Year: 7/1/2021 - 6/30/2022

Upload Date: 8/10/2022

Coordination Contractor Name: Hope Hospice and Community services, Inc.
Address: 2668 Winkler Ave
City: Fort Myers
State: FL
Zip Code: 33901
Organization Type: Private Non Profit
Operating Environment: Urban
Provide Out of County Trips: No
Who Do You Serve: Frail, disadvantaged seniors
Contact Person: David Goss
Contact Title: Transportation Manager
Contact Email: dave.goss@hopehcs.org
Phone: (239) 985-6400

Coordination Contractor Certification

By submission of this form, I, David Goss, as the authorized representative of Hope Hospice and Community services, Inc., hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): _____



Organization – Coordination Contractor

County: Collier

CTC Status: In Progress

CTC Organization: Collier County Board of County Commissioners

Fiscal Year: 7/1/2021 - 6/30/2022

Upload Date: 8/10/2022

Coordination Contractor Name: Easter Seals Florida, Inc
Address: 8793 Tamiami Trail East, Unit 111
City: Naples
State: FL
Zip Code: 341133300
Organization Type: Private Non Profit
Operating Environment: Urban
Provide Out of County Trips: No
Who Do You Serve: Individuals with disabilities and seniors
Contact Person: Rikeshia Blake
Contact Title: Chief Financial Officer
Contact Email: rblake@fl.easterseals.com
Phone: (561) 881-2822

Coordination Contractor Certification

By submission of this form, I, Rikeshia Blake, as the authorized representative of Easter Seals Florida, Inc, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): _____



Organization – Coordination Contractor

County: Collier

CTC Status: In Progress

CTC Organization: Collier County Board of County Commissioners

Fiscal Year: 7/1/2021 - 6/30/2022

Upload Date: 8/10/2022

Coordination Contractor Name: Sunrise Community of S.W. Florida - Naples
Address: 4227 Exchange Avenue
City: Naples
State: FL
Zip Code: 34104
Organization Type: Private Non Profit
Operating Environment: Urban
Provide Out of County Trips: Yes
Who Do You Serve: Adults with Disabilities
Contact Person: Cassandra Beaver
Contact Title: Director of Operations
Contact Email: cassandrabeaver@sunrisesgroup.org
Phone: (239) 643-5338

Coordination Contractor Certification

By submission of this form, I, Cassandra Beaver, as the authorized representative of Sunrise Community of S.W. Florida - Naples, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): _____



CTC Trips

County: Collier

CTC Status: In Progress

CTC Organization: Collier County Board of County Commissioners

Fiscal Year: 07/01/2021 - 06/30/2022

CTD Status: Pending Submission

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Service Type - One Way						
Fixed Route/Fixed Schedule						
Daily Pass Trips	0	N/A	0	0	N/A	0
Weekly Pass Trips	0	N/A	0	0	N/A	0
Monthly Pass Trips	0	N/A	0	0	N/A	0
Deviated Fixed Route Service	0	N/A	0	0	N/A	0
Complementary ADA Service	55,292	N/A	55,292	54,053	N/A	54,053
Paratransit						
Ambulatory	15,868	31,045	46,913	14,162	40,740	54,902
Non-Ambulatory	3,826	3,013	6,839	2,910	1,733	4,643
Stretcher	0	0	0	0	0	0
Transportation Network Companies	0	N/A	0	0	N/A	0
Taxi	0	N/A	0	0	N/A	0
School Board (School Bus)	0	N/A	0	0	N/A	0
Volunteers	0	N/A	0	0	N/A	0
Total - Service Type	74,986	34,058	109,044	71,125	42,473	113,598
Contracted Transportation Operator						
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	74,986	N/A	74,986	71,125	N/A	71,125
Total - Contracted Transportation Operator Trips	74,986	0	74,986	71,125	0	71,125
Revenue Source - One Way						
Agency for Health Care Administration (AHCA)	0	0	0	0	0	0
Agency for Persons with Disabilities (APD)	0	23,274	23,274	0	34,387	34,387
Comm for the Transportation Disadvantaged (CTD)	19,602	N/A	19,602	16,967	N/A	16,967
Dept of Economic Opportunity (DEO)	0	0	0	0	0	0
Dept of Children and Families (DCF)	0	0	0	0	0	0
Dept of Education (DOE)	0	0	0	0	0	0
Dept of Elder Affairs (DOEA)	92	0	92	105	0	105
Dept of Health (DOH)	0	0	0	0	0	0
Dept of Juvenile Justice (DJJ)	0	0	0	0	0	0
Dept of Transportation (DOT)	8,223	395	8,618	8,863	72	8,935
Local Government	31,942	0	31,942	16,982	0	16,982
Local Non-Government	2,598	1,801	4,399	2,675	1,303	3,978
Other Federal & State Programs	12,529	8,588	21,117	25,533	6,711	32,244
Total - Revenue Source	74,986	34,058	109,044	71,125	42,473	113,598



**Transportation
Disadvantaged**

CTC Trips (cont'd)

County: Collier

CTC Status: In Progress

CTC Organization: Collier County Board of
County Commissioners

Fiscal Year: 07/01/2021 - 06/30/2022

CTD Status: Pending Submission

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Passenger Type - One Way						
Older Adults	28,962	8,542	37,504	11,561	5,508	17,069
Children At Risk	0	0	0	0	0	0
Persons With Disabilities	12,701	25,516	38,217	33,484	36,965	70,449
Low Income	33,323	0	33,323	26,080	0	26,080
Other	0	0	0	0	0	0
Total - Passenger Type	74,986	34,058	109,044	71,125	42,473	113,598
Trip Purpose - One Way						
Medical	28,646	6,062	34,708	33,014	5,508	38,522
Employment	16,632	0	16,632	15,164	0	15,164
Education/Training/Daycare	19,972	27,996	47,968	8,116	36,965	45,081
Nutritional	337	0	337	424	0	424
Life-Sustaining/Other	9,399	0	9,399	14,407	0	14,407
Total - Trip Purpose	74,986	34,058	109,044	71,125	42,473	113,598
Unduplicated Passenger Head Count (UDPHC)						
UDPHC	1,067	190	1,257	1,483	159	1,642
Total - UDPHC	1,067	190	1,257	1,483	159	1,642
Unmet & No Shows						
Unmet Trip Requests	347	N/A	347	10	N/A	10
No Shows	6,447	N/A	6,447	4,880	N/A	4,880
Customer Feedback						
Complaints	70	N/A	70	27	N/A	27
Commendations	20	N/A	20	4	N/A	4



**Transportation
Disadvantaged**

Coordination Contractor Trips (cont'd)

County: Collier

CTC Status: In Progress

CTC Organization: Collier County Board of
County Commissioners

Fiscal Year: 07/01/2021 - 06/30/2022

Upload Date: 8/10/2022

Coordination Contractor: Hope Hospice and
Community services,
Inc.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Passenger Type - One Way		
Older Adults	8,542	5,508
Children At Risk	0	0
Persons With Disabilities	0	0
Low Income	0	0
Other	0	0
Total - Passenger Type	8,542	5,508
Trip Purpose - One Way		
Medical	6,062	5,508
Employment	0	0
Education/Training/Daycare	2,480	0
Nutritional	0	0
Life-Sustaining/Other	0	0
Total - Trip Purpose	8,542	5,508
Unduplicated Passenger Head Count (UDPHC)		
UDPHC	106	85
Total - UDPHC	106	85
Unmet & No Shows		
Unmet Trip Requests	N/A	N/A
No Shows	N/A	N/A
Customer Feedback		
Complaints	N/A	N/A
Commendations	N/A	N/A



Coordination Contractor Trips (cont'd)

County: Collier

CTC Status: In Progress

CTC Organization: Collier County Board of County Commissioners

Fiscal Year: 07/01/2021 - 06/30/2022

Upload Date: 8/10/2022

Coordination Contractor: Easter Seals Florida, Inc

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Passenger Type - One Way		
Older Adults	0	0
Children At Risk	0	0
Persons With Disabilities	1,723	509
Low Income	0	0
Other	0	0
Total - Passenger Type	1,723	509
Trip Purpose - One Way		
Medical	0	0
Employment	0	0
Education/Training/Daycare	1,723	509
Nutritional	0	0
Life-Sustaining/Other	0	0
Total - Trip Purpose	1,723	509
Unduplicated Passenger Head Count (UDPHC)		
UDPHC	30	13
Total - UDPHC	30	13
Unmet & No Shows		
Unmet Trip Requests	N/A	N/A
No Shows	N/A	N/A
Customer Feedback		
Complaints	N/A	N/A
Commendations	N/A	N/A



**Transportation
Disadvantaged**

Coordination Contractor Trips (cont'd)

County: Collier

CTC Status: In Progress

CTC Organization: Collier County Board of
County Commissioners

Fiscal Year: 07/01/2021 - 06/30/2022

Upload Date: 8/10/2022

Coordination Contractor: Sunrise Community of
S.W. Florida - Naples

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Passenger Type - One Way		
Older Adults	0	0
Children At Risk	0	0
Persons With Disabilities	23,793	36,456
Low Income	0	0
Other	0	0
Total - Passenger Type	23,793	36,456
Trip Purpose - One Way		
Medical	0	0
Employment	0	0
Education/Training/Daycare	23,793	36,456
Nutritional	0	0
Life-Sustaining/Other	0	0
Total - Trip Purpose	23,793	36,456
Unduplicated Passenger Head Count (UDPHC)		
UDPHC	54	61
Total - UDPHC	54	61
Unmet & No Shows		
Unmet Trip Requests	N/A	N/A
No Shows	N/A	N/A
Customer Feedback		
Complaints	N/A	N/A
Commendations	N/A	N/A



CTC Vehicles & Drivers

County: Collier

CTC Status: In Progress

CTC Organization: Collier County Board of County Commissioners

Fiscal Year: 07/01/2021 - 06/30/2022

CTD Status: Pending Submission

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Vehicle Miles						
Deviated Fixed Route Miles	0	N/A	0	0	N/A	0
Complementary ADA Service Miles	622,991	N/A	622,991	765,224	N/A	765,224
Paratransit Miles	286,523	191,738	478,261	239,572	156,705	396,277
Transportation Network Companies (TNC) Miles	0	N/A	0	0	N/A	0
Taxi Miles	0	N/A	0	0	N/A	0
School Board (School Bus) Miles	0	N/A	0	0	N/A	0
Volunteers Miles	0	N/A	0	0	N/A	0
Total - Vehicle Miles	909,514	191,738	1,101,252	1,004,796	156,705	1,161,501
Roadcalls & Accidents						
Roadcalls	14	3	17	13	1	14
Chargeable Accidents	15	0	15	4	0	4
Vehicle Inventory						
Total Number of Vehicles	39	8	47	35	9	44
Number of Wheelchair Accessible Vehicles	39	1	40	35	1	36
Drivers						
Number of Full Time & Part Time Drivers	36	17	53	20	14	34
Number of Volunteer Drivers	0	0	0	0	0	0



**Transportation
Disadvantaged**

Coordination Contractor Vehicles & Drivers

County: Collier

CTC Status: In Progress

CTC Organization: Collier County Board of
County Commissioners

Fiscal Year: 07/01/2021 - 06/30/2022

Upload Date: 8/10/2022

Coordination Contractor: Hope Hospice and
Community services,
Inc.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Vehicle Miles		
Deviated Fixed Route Miles	N/A	N/A
Complementary ADA Service Miles	N/A	N/A
Paratransit Miles	16,542	12,485
Transportation Network Companies (TNC) Miles	N/A	N/A
Taxi Miles	N/A	N/A
School Board (School Bus) Miles	N/A	N/A
Volunteers Miles	N/A	N/A
Total - Vehicle Miles	16,542	12,485
Roadcalls & Accidents		
Roadcalls	3	1
Chargeable Accidents	0	0
Vehicle Inventory		
Total Number of Vehicles	1	1
Number of Wheelchair Accessible Vehicles	1	1
Drivers		
Number of Full Time & Part Time Drivers	1	1
Number of Volunteer Drivers	0	0



**Transportation
Disadvantaged**

Coordination Contractor Vehicles & Drivers

County: Collier

CTC Status: In Progress

CTC Organization: Collier County Board of
County Commissioners

Fiscal Year: 07/01/2021 - 06/30/2022

Upload Date: 8/10/2022

Coordination Contractor: Easter Seals Florida, Inc

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Vehicle Miles		
Deviated Fixed Route Miles	N/A	N/A
Complementary ADA Service Miles	N/A	N/A
Paratransit Miles	2,433	719
Transportation Network Companies (TNC) Miles	N/A	N/A
Taxi Miles	N/A	N/A
School Board (School Bus) Miles	N/A	N/A
Volunteers Miles	N/A	N/A
Total - Vehicle Miles	2,433	719
Roadcalls & Accidents		
Roadcalls	0	0
Chargeable Accidents	0	0
Vehicle Inventory		
Total Number of Vehicles	1	1
Number of Wheelchair Accessible Vehicles	0	0
Drivers		
Number of Full Time & Part Time Drivers	2	2
Number of Volunteer Drivers	0	0



**Transportation
Disadvantaged**

Coordination Contractor Vehicles & Drivers

County: Collier

CTC Status: In Progress

CTC Organization: Collier County Board of
County Commissioners

Fiscal Year: 07/01/2021 - 06/30/2022

Upload Date: 8/10/2022

Coordination Contractor: Sunrise Community of
S.W. Florida - Naples

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Vehicle Miles		
Deviated Fixed Route Miles	N/A	N/A
Complementary ADA Service Miles	N/A	N/A
Paratransit Miles	172,763	143,501
Transportation Network Companies (TNC) Miles	N/A	N/A
Taxi Miles	N/A	N/A
School Board (School Bus) Miles	N/A	N/A
Volunteers Miles	N/A	N/A
Total - Vehicle Miles	172,763	143,501
Roadcalls & Accidents		
Roadcalls	0	0
Chargeable Accidents	0	0
Vehicle Inventory		
Total Number of Vehicles	6	7
Number of Wheelchair Accessible Vehicles	0	0
Drivers		
Number of Full Time & Part Time Drivers	14	11
Number of Volunteer Drivers	0	0



CTC Revenue Sources

County: Collier

CTC Status: In Progress

CTC Organization: Collier County Board of
County Commissioners

Fiscal Year: 07/01/2021 - 06/30/2022

CTD Status: Pending Submission

Revenue Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 0	\$ 352,287	\$ 352,287	\$ 0	\$ 267,215	\$ 267,215
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 4,817	\$ 0	\$ 4,817	\$ 7,376	\$ 0	\$ 7,376
Dept of Health (DOH)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)						
Non-Sponsored Trip Program	\$ 661,724	N/A	\$ 661,724	\$ 733,945	N/A	\$ 733,945
Non-Sponsored Capital Equipment	\$ 0	N/A	\$ 0	\$ 71,206	N/A	\$ 71,206
Rural Capital Equipment	\$ 23,573	N/A	\$ 23,573	\$ 0	N/A	\$ 0
TD Other	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Department of Transportation (DOT)						
49 USC 5307	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5310	\$ 17,512	\$ 18,269	\$ 35,781	\$ 0	\$ 6,150	\$ 6,150
49 USC 5311	\$ 530,416	\$ 0	\$ 530,416	\$ 542,713	\$ 0	\$ 542,713
49 USC 5311 (f)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Service Development	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Government						
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
County Cash	\$ 2,128,406	\$ 0	\$ 2,128,406	\$ 1,039,839	\$ 0	\$ 1,039,839
County In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Non-Government						
Farebox	\$ 164,628	\$ 0	\$ 164,628	\$ 155,727	\$ 0	\$ 155,727
Donations/Contributions	\$ 0	\$ 22,212	\$ 22,212	\$ 0	\$ 50,000	\$ 50,000
In-Kind Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Non-Government	\$ 8,503	\$ 54,423	\$ 62,926	\$ 8,053	\$ 26,474	\$ 34,527
Other Federal & State Programs						
Other Federal Programs	\$ 834,892	\$ 367,158	\$ 1,202,050	\$ 1,563,480	\$ 284,775	\$ 1,848,255
Other State Programs	\$ 0	\$ 15,000	\$ 15,000	\$ 0	\$ 38,000	\$ 38,000
Total - Revenue Sources	\$ 4,374,471	\$ 829,349	\$ 5,203,820	\$ 4,122,339	\$ 672,614	\$ 4,794,953



Coordination Contractor Revenue Sources

County: Collier

CTC Status: In Progress

CTC Organization: Collier County Board of County Commissioners

Fiscal Year: 07/01/2021 - 06/30/2022

Upload Date: 8/10/2022

Coordination Contractor: Hope Hospice and Community services, Inc.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Revenue Sources		
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 0	\$ 0
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)		
Non-Sponsored Trip Program	N/A	N/A
Non-Sponsored Capital Equipment	N/A	N/A
Rural Capital Equipment	N/A	N/A
TD Other	N/A	N/A
Department of Transportation (DOT)		
49 USC 5307	\$ 0	\$ 0
49 USC 5310	\$ 0	\$ 0
49 USC 5311	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0
Service Development	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0
Local Government		
School Board (School Bus)	N/A	N/A
County Cash	\$ 0	\$ 0
County In-Kind	\$ 0	\$ 0
City Cash	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0
Local Non-Government		
Farebox	\$ 0	\$ 0
Donations/Contributions	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0
Other Non-Government	\$ 0	\$ 0
Other Federal & State Programs		
Other Federal Programs	\$ 367,158	\$ 284,775
Other State Programs	\$ 0	\$ 0
Total - Revenue Sources	\$ 367,158	\$ 284,775



Coordination Contractor Revenue Sources

County: Collier

CTC Status: In Progress

CTC Organization: Collier County Board of County Commissioners

Fiscal Year: 07/01/2021 - 06/30/2022

Upload Date: 8/10/2022

Coordination Contractor: Easter Seals Florida, Inc

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Revenue Sources		
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 0	\$ 0
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)		
Non-Sponsored Trip Program	N/A	N/A
Non-Sponsored Capital Equipment	N/A	N/A
Rural Capital Equipment	N/A	N/A
TD Other	N/A	N/A
Department of Transportation (DOT)		
49 USC 5307	\$ 0	\$ 0
49 USC 5310	\$ 18,269	\$ 6,150
49 USC 5311	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0
Service Development	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0
Local Government		
School Board (School Bus)	N/A	N/A
County Cash	\$ 0	\$ 0
County In-Kind	\$ 0	\$ 0
City Cash	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0
Local Non-Government		
Farebox	\$ 0	\$ 0
Donations/Contributions	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0
Other Non-Government	\$ 54,423	\$ 26,474
Other Federal & State Programs		
Other Federal Programs	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0
Total - Revenue Sources	\$ 72,692	\$ 32,624



CTC Expense Sources

County: Collier

CTC Status: In Progress

CTC Organization: Collier County Board of County Commissioners

Fiscal Year: 07/01/2021 - 06/30/2022

CTD Status: Pending Submission

Expense Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Labor	\$ 63,407	\$ 480,460	\$ 543,867	\$ 59,246	\$ 405,850	\$ 465,096
Fringe Benefits	\$ 25,611	\$ 136,562	\$ 162,173	\$ 24,202	\$ 118,802	\$ 143,004
Services	\$ 3,465,694	\$ 184,913	\$ 3,650,607	\$ 3,384,099	\$ 120,225	\$ 3,504,324
Materials & Supplies Consumed	\$ 749,759	\$ 52,596	\$ 802,355	\$ 474,258	\$ 47,940	\$ 522,198
Utilities	\$ 50,047	\$ 10,643	\$ 60,690	\$ 42,328	\$ 10,672	\$ 53,000
Casualty & Liability	\$ 15,400	\$ 21,029	\$ 36,429	\$ 14,900	\$ 13,598	\$ 28,498
Taxes	\$ 0	\$ 11,194	\$ 11,194	\$ 0	\$ 9,341	\$ 9,341
Miscellaneous	\$ 2,391	\$ 0	\$ 2,391	\$ 14,988	\$ 0	\$ 14,988
Interest	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Leases & Rentals	\$ 2,163	\$ 13,741	\$ 15,904	\$ 2,276	\$ 4,727	\$ 7,003
Capital Purchases	\$ 472,912	\$ 0	\$ 472,912	\$ 584,406	\$ 0	\$ 584,406
Contributed Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 150,605	\$ 4,999	\$ 155,604	\$ 153,857	\$ 4,529	\$ 158,386
Purchased Transportation Services						
Bus Pass	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Contracted Operator	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Total - Expense Sources	\$ 4,997,989	\$ 916,137	\$ 5,914,126	\$ 4,754,560	\$ 735,684	\$ 5,490,244



**Transportation
Disadvantaged**

Coordination Contractor Expense Sources

County: Collier

CTC Status: In Progress

CTC Organization: Collier County Board of
County Commissioners

Fiscal Year: 07/01/2021 - 06/30/2022

Upload Date: 8/10/2022

Coordination Contractor: Hope Hospice and
Community services,
Inc.

Expense Sources	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Labor	\$ 171,425	\$ 142,452
Fringe Benefits	\$ 59,211	\$ 46,481
Services	\$ 182,164	\$ 120,099
Materials & Supplies Consumed	\$ 38,024	\$ 32,478
Utilities	\$ 0	\$ 0
Casualty & Liability	\$ 8,123	\$ 6,543
Taxes	\$ 0	\$ 0
Miscellaneous	\$ 0	\$ 0
Interest	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0
Capital Purchases	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 0
Purchased Transportation Services		
Bus Pass	N/A	N/A
School Board (School Bus)	N/A	N/A
Transportation Network Companies (TNC)	N/A	N/A
Taxi	N/A	N/A
Contracted Operator	N/A	N/A
Total - Expense Sources	\$ 458,947	\$ 348,053



**Transportation
Disadvantaged**

Coordination Contractor Expense Sources

County: Collier

CTC Status: In Progress

CTC Organization: Collier County Board of
County Commissioners

Fiscal Year: 07/01/2021 - 06/30/2022

Upload Date: 8/10/2022

Coordination Contractor: Easter Seals Florida, Inc

Expense Sources	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Labor	\$ 36,795	\$ 13,931
Fringe Benefits	\$ 5,472	\$ 3,037
Services	\$ 2,749	\$ 126
Materials & Supplies Consumed	\$ 3,066	\$ 3,730
Utilities	\$ 2,292	\$ 666
Casualty & Liability	\$ 3,578	\$ 1,878
Taxes	\$ 0	\$ 0
Miscellaneous	\$ 0	\$ 0
Interest	\$ 0	\$ 0
Leases & Rentals	\$ 13,741	\$ 4,727
Capital Purchases	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 4,999	\$ 4,529
Purchased Transportation Services		
Bus Pass	N/A	N/A
School Board (School Bus)	N/A	N/A
Transportation Network Companies (TNC)	N/A	N/A
Taxi	N/A	N/A
Contracted Operator	N/A	N/A
Total - Expense Sources	\$ 72,692	\$ 32,624

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: Michelle.Arnold@colliercountyfl.gov

Demographics	Number
Total County Population	0
Unduplicated Head Count	1,257



Trips By Type of Service	2020	2021	2022	Vehicle Data	2020	2021	2022
Fixed Route (FR)	0	0	0	Vehicle Miles	1,301,882	1,161,501	1,101,252
Deviated FR	0	0	0	Roadcalls	103	14	17
Complementary ADA	69,753	54,053	55,292	Accidents	11	4	15
Paratransit	34,384	59,545	53,752	Vehicles	51	44	47
TNC	0	0	0	Drivers	51	34	53
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	104,137	113,598	109,044				

Passenger Trips By Trip Purpose	2020	2021	2022
Medical	42,377	38,522	34,708
Employment	13,466	15,164	16,632
Ed/Train/DayCare	13,209	45,081	47,968
Nutritional	11,227	424	337
Life-Sustaining/Other	23,858	14,407	9,399
TOTAL TRIPS	104,137	113,598	109,044

Financial and General Data	2020	2021	2022
Expenses	\$5,990,895	\$5,490,244	\$5,914,126
Revenues	\$5,298,405	\$4,794,953	\$5,203,820
Commendations	0	4	20
Complaints	32	27	70
Passenger No-Shows	6,717	4,880	6,447
Unmet Trip Requests	14	10	347

Passenger Trips By Revenue Source	2020	2021	2022
CTD	22,043	16,967	19,602
AHCA	0	0	0
APD	0	34,387	23,274
DOEA	137	105	92
DOE	0	0	0
Other	81,957	62,139	66,076
TOTAL TRIPS	104,137	113,598	109,044

Performance Measures	2020	2021	2022
Accidents per 100,000 Miles	0.84	0.34	1.36
Miles between Roadcalls	12,640	82,964	64,780
Avg. Trips per Passenger	43.39	69.18	86.75
Cost per Trip	\$57.53	\$48.33	\$54.24
Cost per Paratransit Trip	\$57.53	\$48.33	\$54.24
Cost per Total Mile	\$4.60	\$4.73	\$5.37
Cost per Paratransit Mile	\$4.60	\$4.73	\$5.37

Trips by Provider Type	2020	2021	2022
CTC	0	0	0
Transportation Operator	91,933	71,125	74,986
Coordination Contractor	12,204	42,473	34,058
TOTAL TRIPS	104,137	113,598	109,044

EXECUTIVE SUMMARY
REPORTS AND PRESENTATIONS
ITEM 6A

To provide the LCB with an update on the current level of service with the CATConnect System

OBJECTIVE: To provide the LCB with an update on the CATConnect service levels.

CONSIDERATIONS: At the past LCB meetings, staff provided information on the efforts being made to improve the level of service being provided. During the pandemic the CATConnect service levels were challenged with limited resources to meet the demand. MV has made a significant effort to hire needed drivers and is now fully staff.

In addition to hiring resources, PTNE staff will review performance improvements experienced over the last quarter and present information on the use of technology to enhance passenger experience, and the upcoming pilot project for on-demand paratransit service.

STAFF RECOMMENDATION: To approve the rate model as presented which will be included in the next TDSP and the Trip and Equipment Grant. Also, to approve the unsubsidized rate per passenger trip type to be applied to all purchased transportation.

Prepared By: Omar Deleon, PTNE Transit Manager

ATTACHMENTS:

1. CATConnect Presentation



Paratransit Service Update

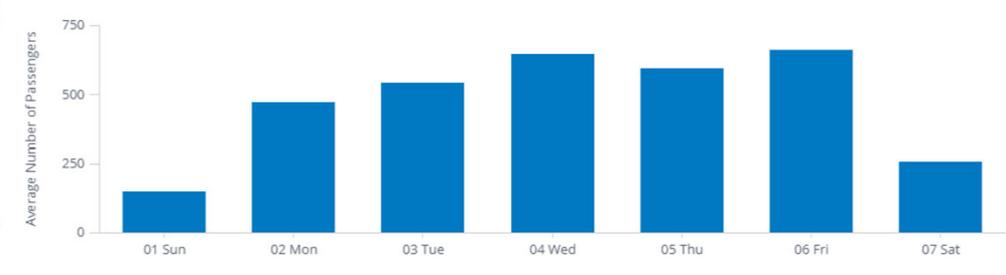
September 7, 2022 LCB Meeting



Ridership Trend

Ridership Trend for the past 90 - Days

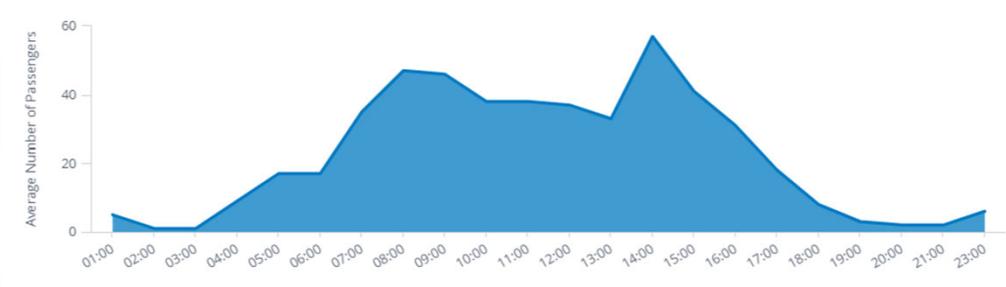
Average Number of Passengers by Days of the Week



Average Daily Trips



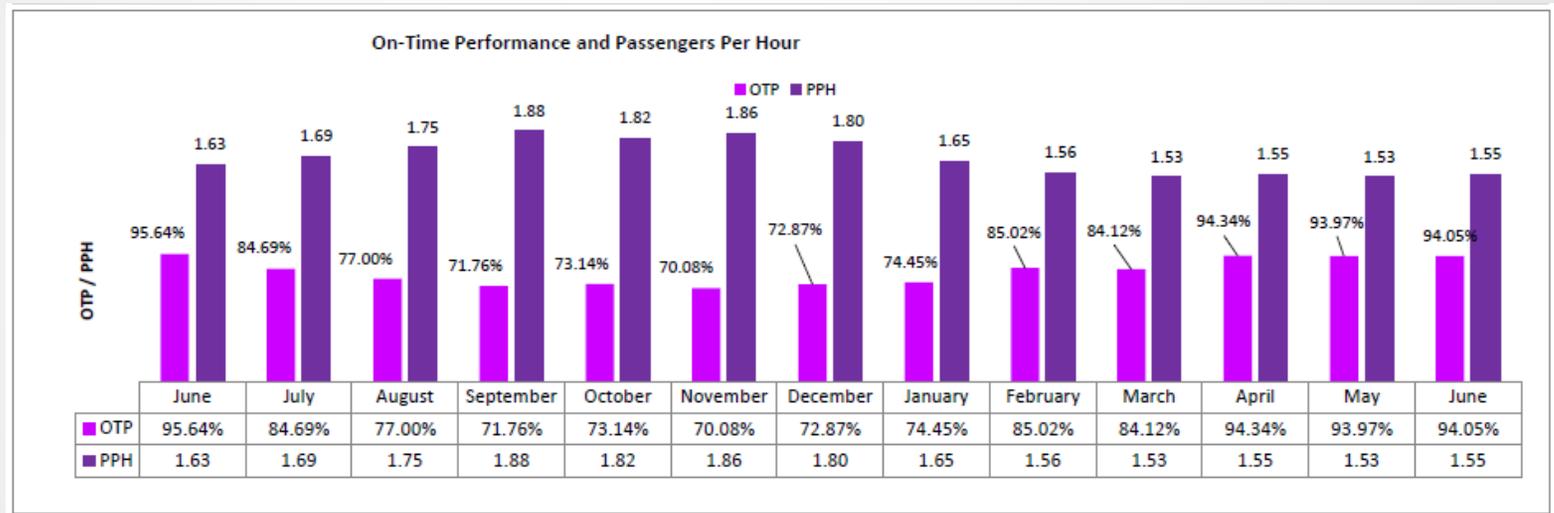
Average Number of Passengers by Hour of the Day



Daily Passenger per Vehicle



Paratransit Performance



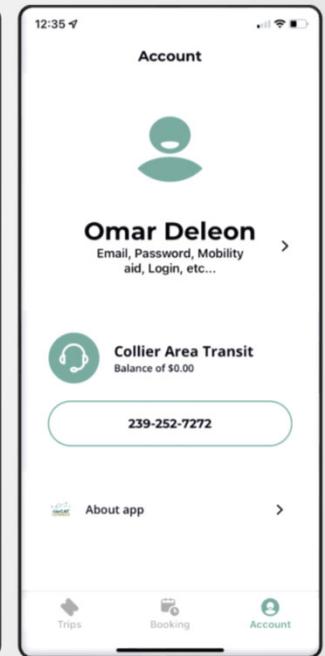
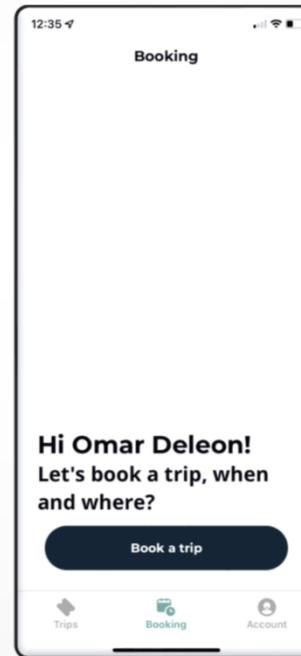
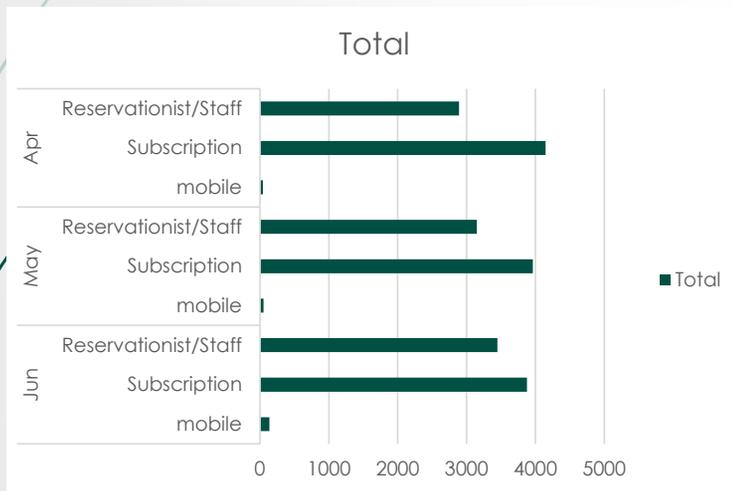
14 Compliments last quarter (April – June) for Service and Customer Service!
 18 Compliments January – June!



Ecolane – Mobile Application

- New Application implemented allowing passengers to create accounts
 - Book and cancel trips
 - See location of bus (where is my bus)
 - Pay fare as trips taken
- Passengers have relayed satisfaction with Application
- Passenger adoption Rate: 1.05%
- Next step is to allow credit card payments

Ecolane Mobile App



CAT Connect Select



- In partnership with the Florida Developmentally Disabled Council (FDDC), CAT will implement a pilot for same day on-demand Paratransit Service
 - Eligible passengers will be able to book trip same day
 - Similar to Uber/Lyft, passengers book and pay for trip on app
 - Passengers can book & pay for trip online or at office
- Pilot runs through September 30, 2023 or when funds exhausted, whichever first
- If successful, PTNE hopes to implement permanently in the future

EXECUTIVE SUMMARY
REPORTS AND PRESENTATIONS
ITEM 6B

Community Transportation Coordinator (CTC) Quarterly Report

OBJECTIVE: To review and discuss the CTC Quarterly Report.

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

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

Prepared By: Brandy Otero, Collier MPO Principal Planner

ATTACHMENT(S):

1. CTC Quarterly Report

April 1 - 30, 2022

Total	Days	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancel	No Shows	Passenger Trips	PCA	Guest
Weekday	21	6308	5330	4208	96596	77921	241	446	6608	177	123
Saturday	5	595	565	436	10091	8024	19	25	620	10	15
Sunday	4	179	193	148	3046	2392	12	26	187	8	0
Total	30	7082	6088	4792	109732	88336	272	497	7415	195	138

Average	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancel	No Shows	Passenger Trips	PCA	Guest
Weekday	300	254	200	4600	3711	11	21	315	8	6
Saturday	119	113	87	2018	1605	4	5	124	2	3
Sunday	45	48	37	761	598	3	7	47	2	0

Fares to Collect	Fares Deposit	Balance	% Cancel of Total Trips	% No Shows of Total Trips	Prior Year On-Time Performance	On-Time Performance	Increase
\$ 15,252.00	\$15,398.00	\$146.00	4%	7%	91.21%	94.34%	3.13%

Sales Ticket	Deposit	Balance
		\$0.00
Total Deposit	\$15,398.00	

Prior Year PPH	PPH	Difference
1.53	1.55	0.02

No Shows Day Suspensions		
7	14	30
0	0	0

Accidents (Prev)

MAY 1 - 31, 2022

Total	Days	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancel	No Shows	Passenger Trips	PCA	Guest
Weekday	21	6437	5428	4311	99297	80405	241	354	6709	174	98
Saturday	4	442	426	330	7759	6176	9	16	465	11	12
Sunday	5	287	294	235	5006	4072	7	19	295	5	3
Total	30	7166	6149	4876	112062	90653	257	389	7469	190	113

Average	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancel	No Shows	Passenger Trips	PCA	Guest
Weekday	307	258	205	4728	3829	11	17	319	8	5
Saturday	111	107	82	1940	1544	2	4	116	3	3
Sunday	57	59	47	1001	814	1	4	59	1	1

Fares to Collect	Fares Deposit	Balance	% Cancel of Total Trips	% No Shows of Total Trips	Prior Year On-Time Performance	On-Time Performance	Increase
\$ 15,264.00	\$15,297.00	\$33.00	4%	5%	91.51%	93.97%	2.46%

Ticket Sales	Sales Deposit	Balance
		\$0.00
Total Deposit	\$15,297.00	

Prior Year PPH	PPH	Difference
1.63	1.53	-0.10

No Shows Day Suspensions		
7	14	30
0	0	0

Accidents (Prev)

JUNE 1 - 30, 2022

Total	Days	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancels	No Shows	Passenger Trips	PCA	Guest
Weekday	22	6735	5694	4518	104901	84348	169	403	7102	221	146
Saturday	4	467	453	340	7946	5981	8	36	491	19	5
Sunday	4	261	264	216	4886	4159	10	14	271	2	8
Total	30	7463	6411	5074	117733	94489	187	453	7864	242	159

Average	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancels	No Shows	Passenger Trips	PCA	Guest
Weekday	306	259	205	4768	3834	8	18	323	10	7
Saturday	117	113	85	1987	1495	2	9	123	5	1
Sunday	65	66	54	1222	1040	3	4	68	1	2

Fares to Collect	Fares Deposit	Balance	% Cancel of Total Trips	% No Shows of Total Trips	Prior Year On-Time Performance	On-Time Performance	Increase
\$ 15,563.00	\$15,242.00	(\$321.00)	3%	6%	95.64%	94.05%	-1.59%

Sales		Balance
Ticket Sales	Deposit	
		\$0.00
Total Deposit	\$15,242.00	

Prior Year PPH	PPH	Difference
1.63	1.55	-0.08

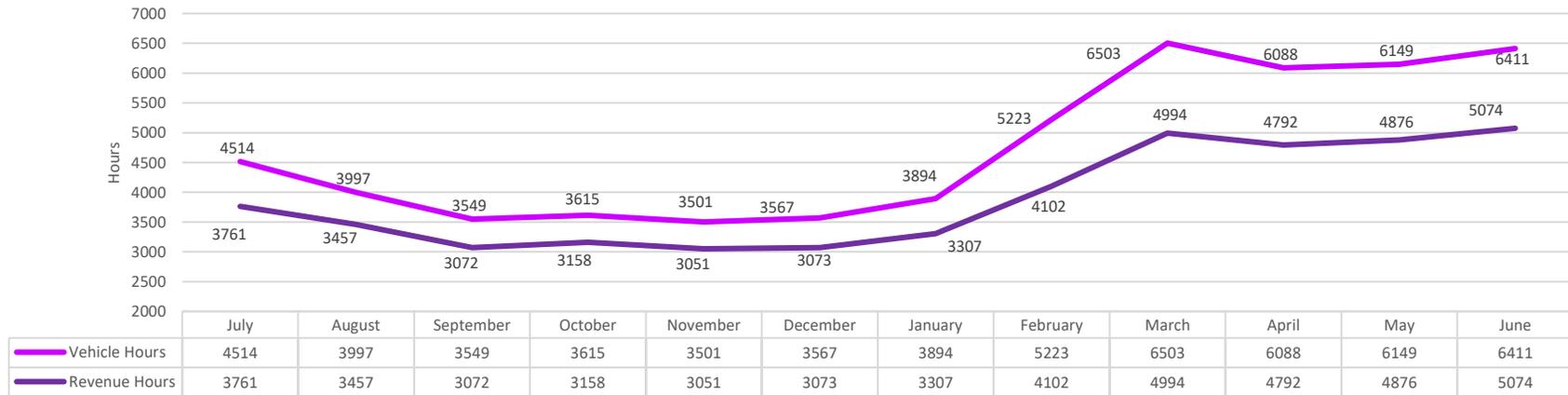
No Shows Day Suspensions		
7	14	30
0	0	0

Accidents (Prev)

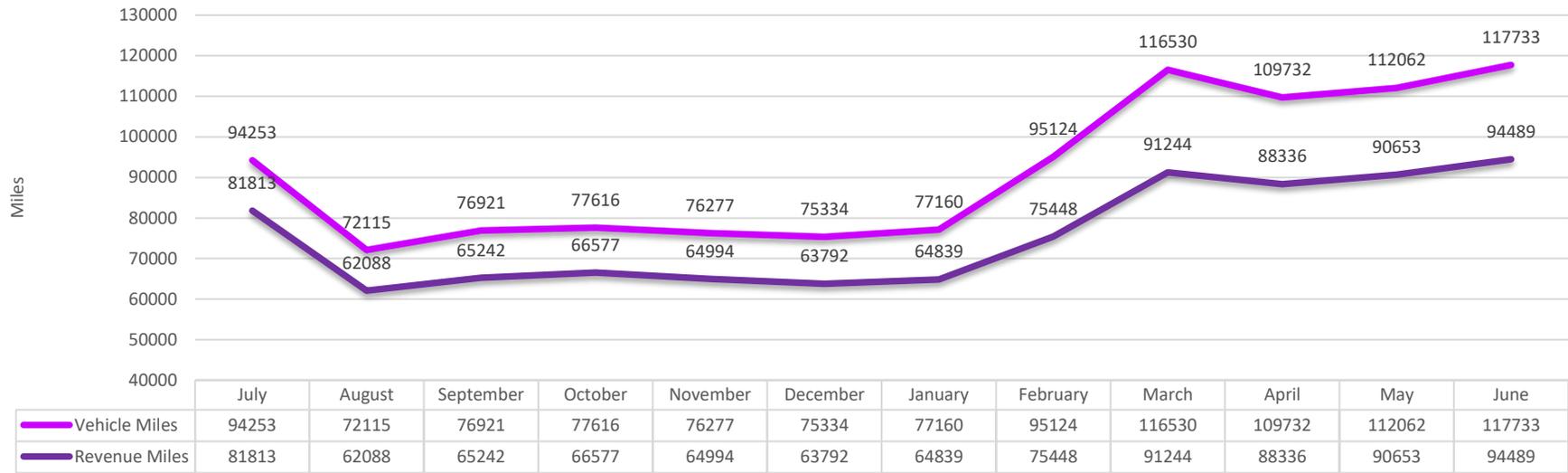
Passenger Trips and One Way Trips



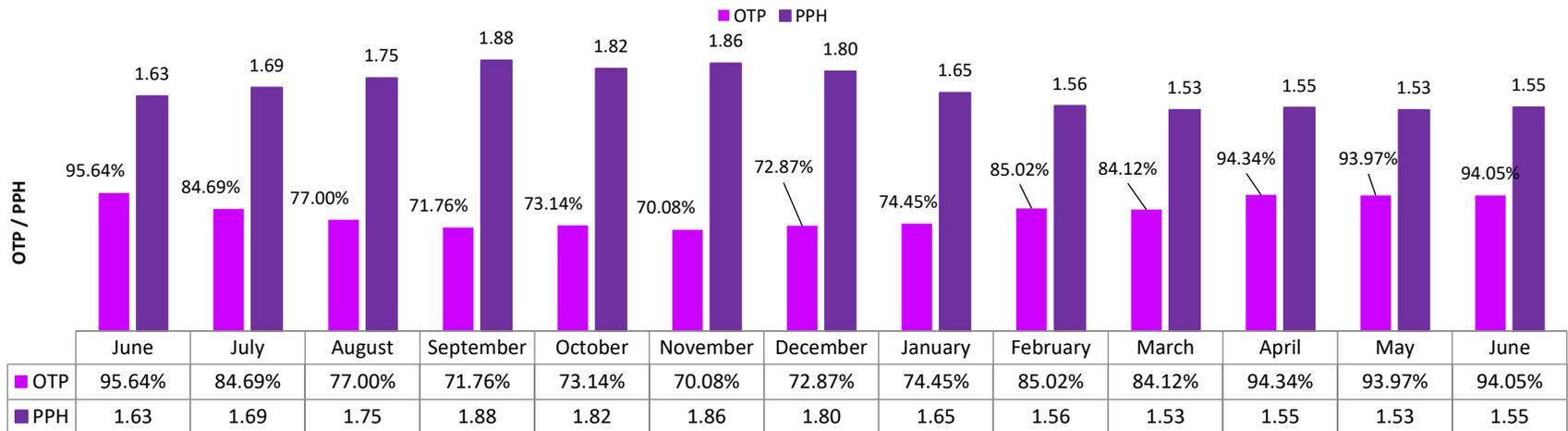
Vehicle Hours and Revenue Hours



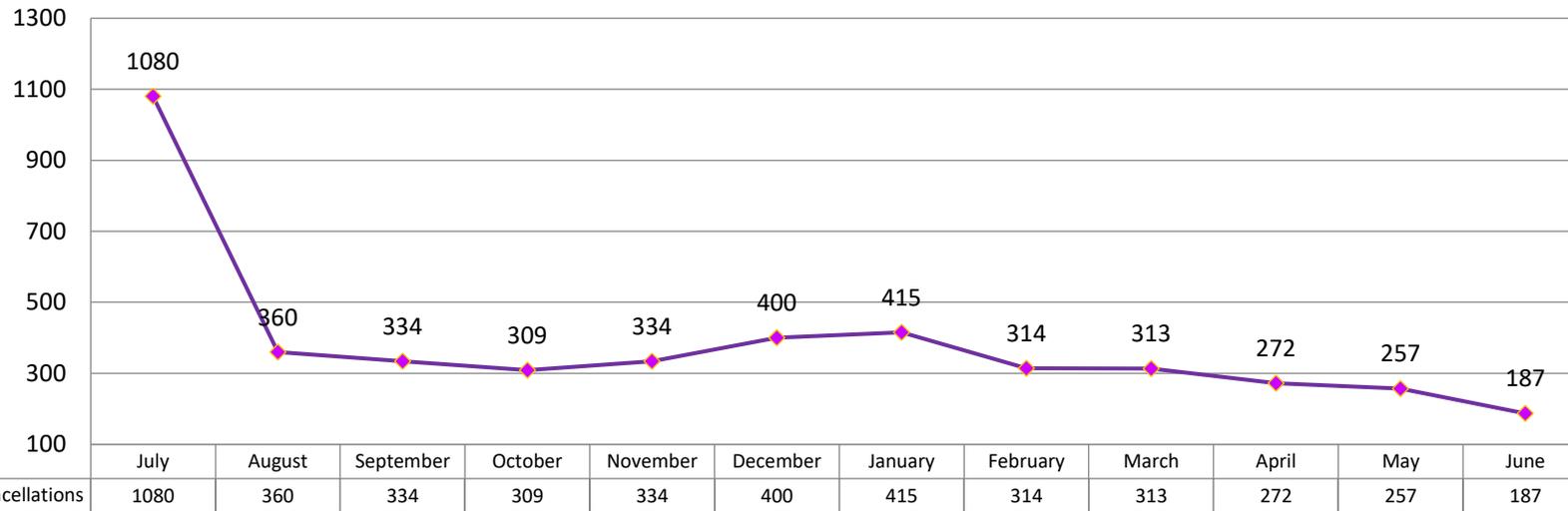
Vehicle Miles and Revenue Miles



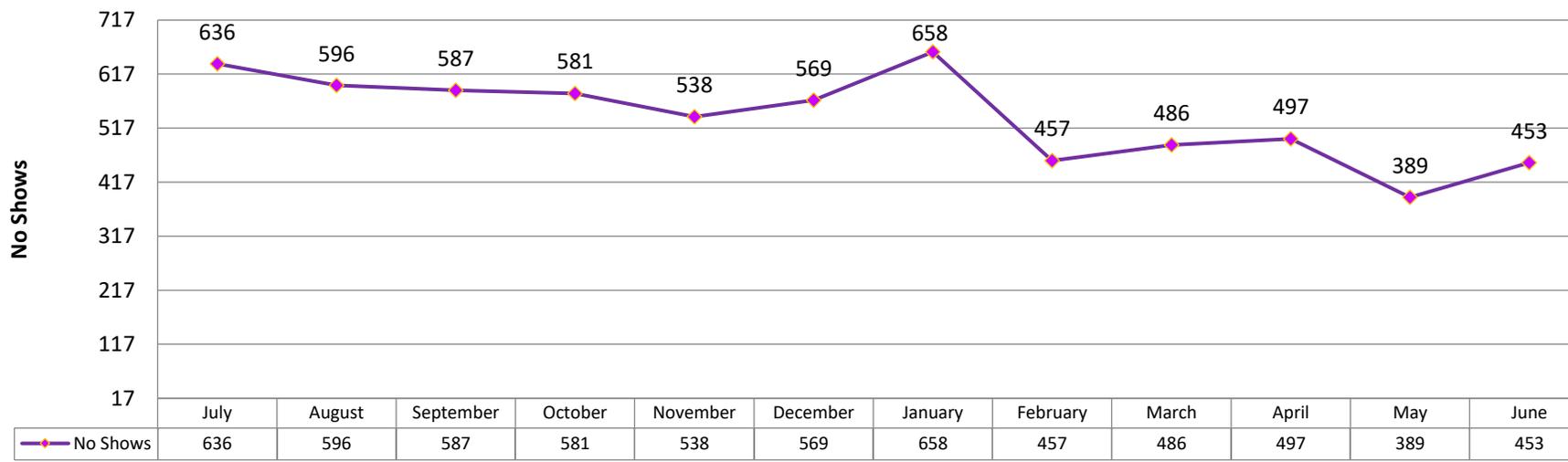
On-Time Performance and Passengers Per Hour



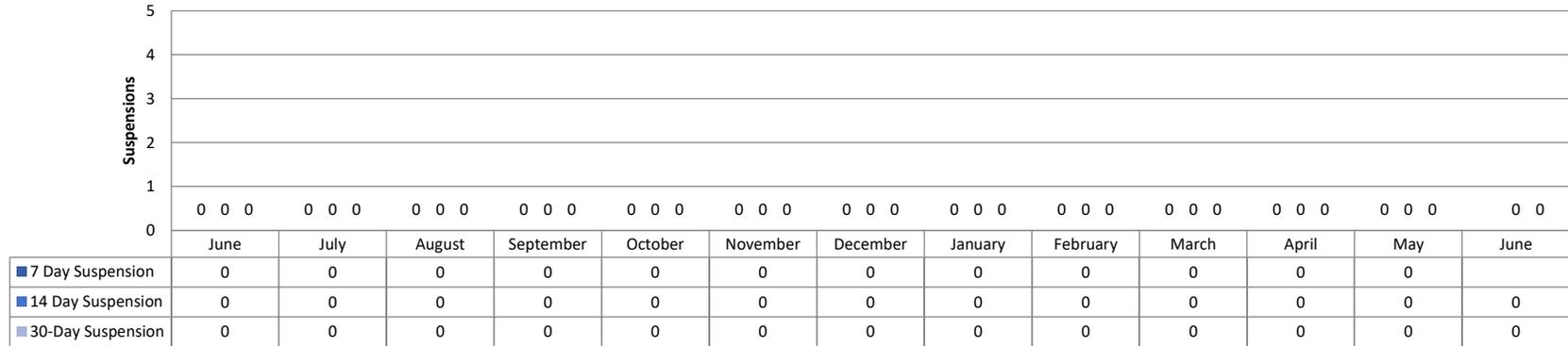
Cancellations



No Show



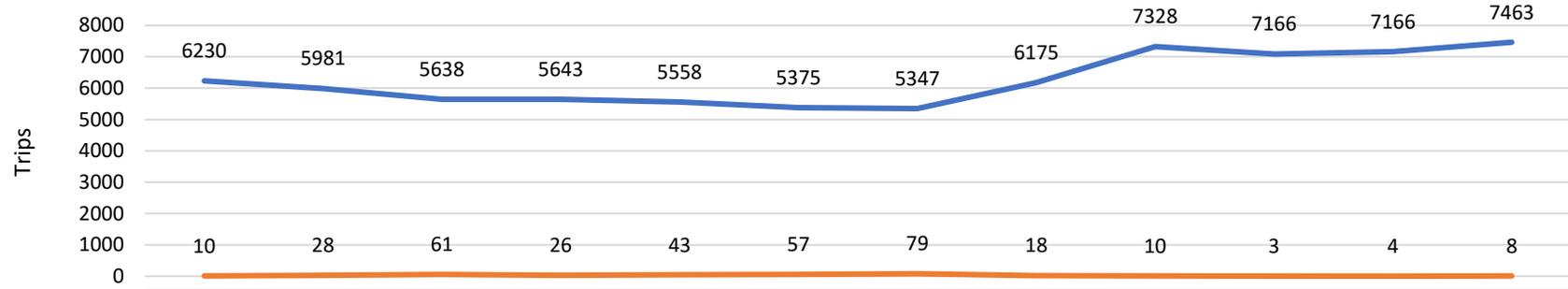
Suspensions



Ticket Sales and Fares Collected



Total Trips & Missed Trips

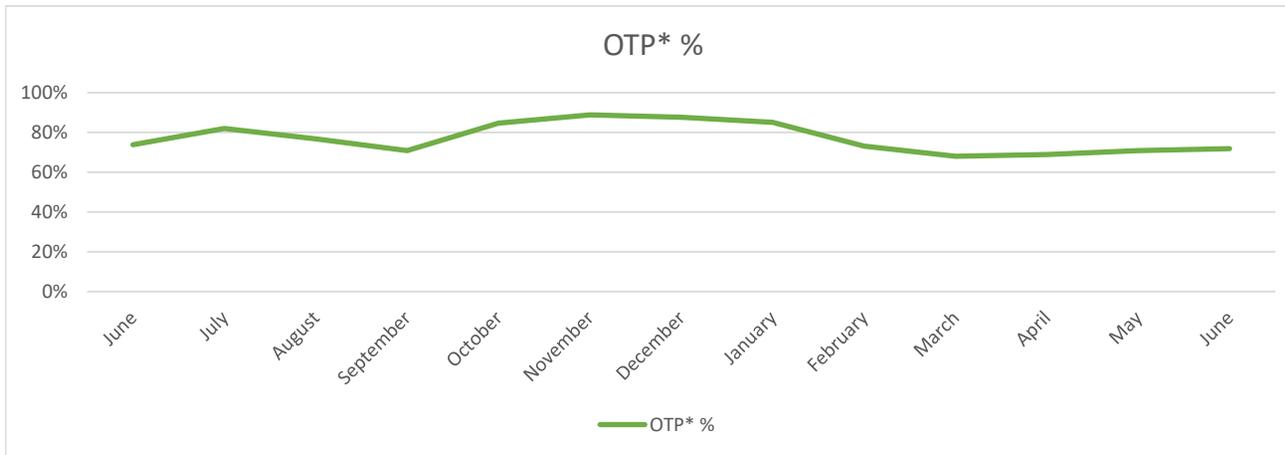


	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22
One Way Trips	6230	5981	5638	5643	5558	5375	5347	6175	7328	7082	7166	7463
Missed Trips	10	28	61	26	43	57	79	18	10	3	4	8

— One Way Trips — Missed Trips

Work/Medical Trips - On Time Performance (OTP)

Months	Work/Med Trips	Outside the 30Min Window	OTP* %
June	2186	572	74%
July	2085	376	82%
August	1778	414	77%
September	2007	586	71%
October	1845	284	85%
November	2701	302	89%
December	2607	322	88%
January	1890	282	85%
February	1895	511	73%
March	2188	700	68%
April	2284	711	69%
May	2251	657	71%
June	2366	667	72%



Row Labels	Total Complaints	Valid Complaints
April		
No Show/Missed Trip	1	1
Other	1	1
Safety	1	1
May		
Discourteous	1	1
Safety	5	2
June		
Early	1	1
Late	1	1
Other	2	1
Safety	3	0
Grand Total	16	9

Date Received	Month	Service	ID	Date of Incident	Type	Valid/Non-Valid	Description	Resolution
4/7/2022	April	Paratransit	P 04-07-22 #522	4/7/2022	No Show/Missed Trip	Valid	The Caller called to say she did not get picked up and the Bus Driver never came to her door. She had to cancel her eye surgery again (the same thing happened in March). She was waiting since 3:30am today for her ride. She said she called at 5:10am and the Dispatcher (a man with a strong accent) told her the bus arrived at her house at 4:17 am and knocked on the door. She replied no he did not because the bus beeps when it backs up to pick her up. She told the Dispatcher she was waiting, and nobody knocked, nor rang the doorbell nor called her. The Dispatcher was very rude, short and not cordial at all and no help. Its bad enough she had to cancel her surgery again, and she does not want for her record to show she was a NO SHOW . She thinks the driver must have gone to a different building and not hers.	The driver was in the wrong place, we correct the Geo Code and let The Caller that the No-Show was not valid. Action taken: Call
4/12/2022	April	Paratransit	P 04-12-22 #527	4/12/2022	Safety	Valid	No Name Lady stated she pulled in front of the bus, with at least two to three car lengths and her blinker. The Bus Driver decided to flash his high beams at her all the way till she turned onto 951. This is uncalled for and especially when her passenger suffers from Censures. She did not appreciate it.	After reviewing the video, it shows the complainant Did pull in front of the bus and hit its brakes and the operator did flash his lights at her only for a second. He did not continue to flash his lights as the complaint indicates.
4/28/2022	April	Paratransit	P 04-28-22 #537	4/28/2022	Other	Valid	Mr. Smith called because bus CC2-1833 was seemingly abandoned in front of the Bank of America at the corner of Collier Blvd and Immokalee Rd. The bus is blocking spaces in the parking lot, including the handicapped spaces, and there are no passengers or driver inside the bus even though it is still running. I informed Mari immediately after ending the call with Mr. Smith	The driver was on his break, and the vehicle was there for about 20-25 min, I spoke with the driver and call Mr. Dan to let him know why the driver was there, the driver didn't park the vehicle properly. I talked to Mr. Peter Sadovick our driver and reminded him that we must park the vehicles properly and safely.
5/5/2022	May	Paratransit	P 05-05-22 #544	5/5/2022	Safety	Not Valid	The Cat Connect bus driver needs to be retrained, he made me slam my breaks. The CAT Bus driver suddenly decided he wanted to get in front of me at the light and get his own lane without any type of warning. I drive a heavy-duty truck, and this was a dangerous move. Retrain your drivers please.	After reviewing the video, the caller was speeding, came upon our bus which was doing the speed limit. Our driver was not at fault. No action taken
5/6/2022	May	Paratransit	P 05-06-22 #545	5/6/2022	Safety	Valid	The Caller called for her father, because she is concerned that not only is her father having his time on the Dialysis chair reduced by over 45 minutes so are other patients as well, because the CAT Connect was late. The Caller stated, it's not that bad when the CAT Connect is late Monday/Wed because its only one day in between the Dialysis treatment. But on a Friday, it is not safe for her father to get his time reduced on the Dialysis Chair of over 45 minutes, which means her father goes home with more fluids in his body and it's another extra day without Dialysis. She wants a call back and to find a solution for the situation. The Caller stated the Dialysis patients should not be late and it affects the patients' health and family. This is not the first time and that is why she is calling. The Caller arrived today at 6:20 and he is supposed to be in the chair at 5:30am.	I called and spoke with The Caller; her father, was dropped off 16 min late past the requested time, I checked all his trips from January 2nd to May 6th, and we have been late twice for the same number of minutes, 16, first one in February and this one. She indicated that he does not start his chair time anymore at 0600, so I told her that maybe it might be the problem because that is the time, we have for him. We called ARA Dialysis, and they indicated that the time remains the same and that he has been receiving his entire treatment; they are not changing his time because they can't have him there before 0530, and they will let her know. Action taken: Call
5/9/2022	May	Paratransit	P 05-08-22 #547	5/8/2022	Safety	Not Valid	The Caller called to say he is very concerned as to why the Para Transit Buses are now parking at the end of the street several times for 30 to 60 minutes at a time. He is concerned for his safety. FYI – I tried calling him back to get more information but no answer.	Called to find more information, left a message. The Caller returned my call; he didn't have a specific time or vehicle number, but he said it is very often, so he would call back as soon as he saw it again with the information. He was glad that we called him so quickly; I assured him that we take every call seriously. Action taken: Call
5/10/2022	May	Paratransit	P 05-10-22 #549	5/10/2022	Safety	Not Valid	Caller was driving a few cars behind the paratransit bus on i-75, getting off at the 951 exit to head down to Marco. The bus was going 40 mph a mile before reaching the exit, while all the other cars were going 70-80 mph, and then get into the right lanes to make a right turn at 951. Close to the traffic lights, the driver decided he needed to make a left instead, and proceeded to cross three lanes with incoming traffic to do it	After reviewing the video it is determined that the driver changed lanes in a professional manner 1 lane at a time and even waited for a car in front of her to get into the left turn lane. No action taken
5/11/2022	May	Paratransit	P 05-11-22 #552	5/11/2022	Discourteous	Valid	The Caller called upset stating the Bus Drivers don't know where her trailer is located – she has sent in maps to show exactly where her trailer is located and keeps getting told they came to her door, and nobody answers. She and her neighbor were standing outside before 9am to make sure she got on the bus for her important blood work appt – she is having surgery. She called the dispatcher (who was a little on the rude side) and he said the driver was there and nobody answered. She is now being put down as a no show and the customer service rep. was able to get another ride to go and pick her up (but told The Caller she might be late). The Caller said thank you and that would be fine. She just wants to make sure the drivers know where her trailer is located and to stop saying they come, nobody answers the door, and to not put her down as a no show. She has witnesses and nobody came to get her before 9am. Today.	The driver was in the wrong location when The Dispatcher called her, but inadvertently he dialed a wrong number, then told the driver to no-show, and continue. Later The Caller called The Dispatcher and explained that we were there and that he called her, and he offered to send another driver, and we created the new trip. I checked and listened to the call in the recording system and found that about him calling the wrong number. I understand why The Caller felt he was on the rude side. I think because he was more focused on letting her know his point of view; I talked to him and instructed all of the dispatchers to treat these types of calls as if we were the ones that probably made a mistake and offered to create another trip. Then we will investigate and will proceed accordingly to our findings. Action taken: Call/Talked to dispatchers
5/17/2022	May	Paratransit	P 05-16-22 #554	5/16/2022	Safety	Valid	The Caller, called very upset about several things; He said since his pickup time the bus driver ignored him (language barrier) and simply rude. The bus driver took him to the wrong address, way out of Naples. Later bus driver called dispatch in Spanish, then dispatch told him to pick up two more people. By the time The Caller was dropped off at his destination – the place where he was going was closed. He is very upset the bus just left him there after riding over 2 hrs to his location which is approx. 20 minutes from his house and then he ended up having to get an uber home. He said something needs to be done about the language barrier, the bus driver would not inform the riders of what is going on total disrespect on CAT. He stated he was even sitting in the front seat next to the driver and wants a credit and reimbursement for uber. FYI: I transferred the call directly to Para Manager.	I spoke with The Caller, the address on the reservation was incorrect, for Tamiami Trail E instead of Tamiami Trail North, I talked to him while he was on board, and I told him that we would take him to his destination, but as soon as we were able to pick up other Passengers, as the driver was 4 min away from them, I asked the driver to pick them up as we would it be too late for them if we dropped The Caller before we took them, and when I spoke with him he told me as long as I get there today I don't mind it. What bothered him was that after we took them, the driver dropped some of them on his way to drop off The Caller. He thought the driver didn't understand him because he didn't go directly to drop him off. The next day I explained why it was so important to get them, as they closed at 3:30p.m. he understood. I tried to listen to the conversation with the reservationist, but her line was not recording. I apologize and he was pleased with our explanation.

6/6/2022	June	Paratransit	P 06-06-22 #565	6/6/2022	Early	Valid	<p>The Caller left voice mail stating the Cat Connect bus arrived at 6:08 pm at her work (Brookdale) too early, she gets off at 6:30pm. She was not able to leave work early. She tried calling three different times to 252-7777 Dispatch, but nobody answered the phone, and she did leave several messages regarding her situation now being stranded on the dispatch voice mail. Her Co worker saw The Caller walking home and she gave her a ride.</p> <p>FYI: The Caller, also left on confirming her pick up time the next day on 06-07-22. I transferred the message to a Reservationist to assist The Caller.</p> <p>Note – I noticed her snippet of the Trip shows her as a No Show- is this normal for when the CatConnect arrives over 21 minutes early and the rider cannot leave her job to be marked No Show and without a ride?</p>	<p>The driver went 25 min before the requested time, and the dispatcher called twice with no response and told the driver to no show and continued to create another trip, unfortunately he got distracted with the radio and other calls, and forgot to complete it on the system.</p> <p>The phones were working, I spoke with The Caller her co-worker was very kind and took her home; she said this has never happened before, and she wanted to make sure that we have the correct time on her future reservations, we apologize also provided my direct contact number, so she can contact me if can't get through the phone system. I also talked to the dispatchers about making sure we create the trips while we are giving instructions to driver to no-show, as we normally do. Action taken: Call</p>
6/10/2022	June	Paratransit	P 06-10-22 #567	6/10/2022	Other	Valid	<p>Mr. Nieves was waiting with his mother in the lobby of US Renal Care in uptown Naples when a paratransit driver came in and made a huge scene about masks. The driver was asked to put on a mask and told them he did not have one. When the driver was offered one he said he didn't need it and that "you can call and complain, I don't care." There were patients and other family members in the lobby and the driver should have at least worn the mask while he was inside. The office manager at that location said that the driver does this continuously. The bus number was CC2-2197.</p>	<p>Called to investigate and spoke with Magda the coordinator at the Dialysis center, and said that what Mr. Nieves described is somehow accurate, that he have came without the mask before, that the Driver said "I know you can complain" but she didn't heard him saying I don't care. I have a conversation with the driver which has been with us for almost two years with no complains, and what he said that he didn't mean to be disrespectful when he sai that was more agreeing that they are subject to it. He was very humble and said and committed to follow the rules of the places regardless. I called and talked to Mr. Nieves who was very grateful for the follow up, and was very concern of the health of the dialysis patients as his Mom. Action taken: Called</p>
6/16/2022	June	Paratransit	P 06-15-22 #570	6/15/2022	Late	Valid	<p>The Caller, called to say she was not picked up again at 6:30pm, its past 7:10 pm, she doesn't know what happened and she is still waiting for her ride. To please call her back.</p> <p>FYI: She was picked up by 7:25pm.</p>	<p>Her negotiated time was 1845, we were 10 minutes late past the window, the driver was running behind. Called and apologize; I also reminded about the pick-up window, as always, she was understanding. Action taken: Called</p>
6/23/2022	June	Paratransit	P 06-23-22 #575	6/23/2022	Safety	Not Valid	<p>Mr. Jepson called stating Ms. Kendra Fernandez was acting weird and sat on his lap with a pair of Scissors. He called because he didn't know what she was going to do with the scissors (cut his hair or hurt him). Please look at the cameras and you will see what happened. After a bit the girl got off his lap and moved to another chair and started crying. and he is worried he doesn't want to get kicked off the bus he did nothing wrong.</p>	<p>This is a concern more than a complaint, I have talked to Dylan several times and he is aware that if he is following all the rules, and he is behaving as expected he will not be going to be suspend. I spoke with Katrina the Director of the program, and she was going to talk to him as well. Action taken: Called</p>
6/24/2022	June	Paratransit	P 06-24-22 #576	6/24/2022	Safety	Not Valid	<p>FYI: I transferred the voice mails Richard /Heinz/Mari & calls to both Richard & Heinz, tapes were being pulled.</p> <p>Mr. Jepson called stating Ms. Kendra Fernandez was acting weird again and started hitting herself and inappropriately touching another rider named Emanuel. Mr. Jepson stated Kendra's mother came on the bus and spoke with the bus driver about the incident.</p>	<p>Not a Complaint – A concern. Kendra was upset, I talked to their Parents and sisters, was just part of her condition. I spoke with Dylan and told him to talk to the driver if he sees something to tell the driver and he would take care of the situation, and will immediately inform us. Action taken: Called</p>
6/20/2022	June	Paratransit	P 06-20-22 #577	6/20/2022	Safety	Not Valid	<p>FYI: I transferred the voice mails Richard /Heinz/Mari & calls to both Richard & Heinz, tapes were being pulled.</p> <p>Mr. Jepson first called at 4:00pm upset of what occurred on the bus an altercation. (I quickly transferred the call to Mari who spoke with Mr. Jepson).</p> <p>Later that day at 5:35pm Mr. Jepson called left a voice mail said he wanted to make sure he was not going to be kicked off the bus and explained the situation - Mr. Jepson stated other Riders (Emanuel & Kendra were making out) and a rider named Francisco punched him in the back. The students who punched him got off at the 7-Eleven off 29th Ave NW at 2:55pm. The voice mail was transferred over to (Mari/Richard/Heinz).</p> <p>FYI: The tape has been pulled and filed ; I spoke with Heinz a few days later and he stated Mari was working on this issue with the Community Center where the riders all attend and apparently with more issues and he was going to wait till her report is completed. Omar viewed the tape & directed me to write it up so Mari can update the results of the whole investigation</p>	<p>I watch the video and there was a small verbal altercation, the driver was able to diffused the situation, and everything went as normal, I talked to Dylan and let him know that he would not be suspended, also took the time to explain the behavior is expected. Action taken: Called and email</p>
6/29/2022	June	Paratransit	P 06-29-22 #578	6/29/2022	Other	Not Valid	<p>Mr. Jepson called because of an altercation on the bus. There was another passenger named Fransisco Gomez who was disturbing the other passengers on the bus. Mr. Jepson said that Mr. Gomez was on the phone with someone in CAT loudly complaining that another passenger smelled and was telling everyone that he doesn't want anyone involved in his business. Mr. Jepson does not know what else he said because he had headphones in, but that Mr. Gomez was bothering everyone.</p>	<p>I called Easterseal, there was no altercation, seems that they don't like each other as per my conversation with Katrina the Director and he is feeling at all times that is going to get kicked out of the bus . Francisco rides with CAT for more than 6 years, never a complaint. To avoid any situation, we separate Dylan and another passenger and will be riding on a separate bus, he only will be going to Easterseals till 08/09. Action taken: Call and email</p>

EXECUTIVE SUMMARY
REPORTS AND PRESENTATIONS
ITEM 6C

Metropolitan Planning Organization (MPO) Quarterly Progress Report

OBJECTIVE: To review and discuss the MPO Quarterly Progress Report.

CONSIDERATIONS: In accordance with the Transportation Disadvantaged (TD) Planning Grant, MPO staff will present the Local Coordinating Board (LCB) with quarterly progress reports of the local TD program administrative support accomplishments as outlined in the grant agreement.

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

Prepared By: Brandy Otero, Collier MPO Principal Planner

ATTACHMENT(S):

1. MPO Quarterly Progress Report



FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

PLANNING AGENCY QUARTERLY REPORT

SERVICE AREA/COUNTIES:

Collier

INVOICE NUMBER: G1Y10 Q4

INVOICE DATE: July 29, 2022

QUARTER SERVICE DATES: April 1 - June 30, 2022

AGENCY

Collier MPO

I PROGRAM MANAGEMENT	PROGRESS
A. When necessary and in cooperation with the LCB, solicit and recommend a CTC . The selection will be accomplished, to the maximum extent feasible, through public competitive bidding or proposals in accordance with applicable laws and rules. Such recommendation shall be presented to the Commission by Planning Agency staff or their designee as needed. (Tasks 2A)	No activity this quarter. Collier County is designated as the CTC until 6/30/2023.
B. Develop and maintain a process for the appointment and reappointment of voting and non-voting members to the local coordinating board. (41-2.012, FAC)	No activity this quarter.
C. Prepare agendas for local coordinating board meetings consistent with the <i>Local Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 3)	The agenda for the 5/4/22 LCB regular meeting is enclosed.
D. Prepare official minutes of local coordinating board meetings regardless of a quorum) and submit a copy along with the quarterly report to the Commission. For committee meetings, prepare minutes in the form of a brief summary of basic points, discussions, decisions, and recommendations to the full board. Keep records of all meetings for at least five years. (Task 3)	The draft minutes for the 5/4/22 regular meeting is enclosed.
E. Provide at least one public workshop annually by each local coordinating board, and assist the Commission, as requested, in co-sponsoring public workshops. This public workshop must be in addition to the local coordinating board meetings. It may, however, be held in conjunction with the scheduled local coordinating board meeting (immediately following or prior to the local coordinating board meeting). (Task 4)	No activity this quarter.
F. Provide staff support for committees of the local coordinating board. (Task 3)	No activity this quarter.
G. Develop and update annually by-laws for local coordinating board approval. Approved by-laws shall be submitted to the Commission. (Task 5)	The updated bylaws were endorsed by LCB on 5/4/22. The bylaws were adopted by MPO Board on 5/13/22. Approved bylaws are enclosed.
H. Develop, annually update, and implement local coordinating board grievance procedures in accordance with the Commission guidelines. Procedures shall include a step within the local complaint and/or grievance procedure that advises a dissatisfied person about the Commission's Ombudsman Program. A copy of the approved procedures shall be submitted to the Commission. (Task 6)	No activity this quarter.
I. Provide the Commission with a current membership roster and mailing list of local coordinating board members. The membership roster shall be submitted with the first quarterly report and when there is a change in membership. (Task 3)	The MPO Board approved a new member representing the Local Medical Community at the June 10, 2022 meeting. A current membership roster is enclosed.
J. Provide public notice of local coordinating board meetings and local public workshops in accordance with the <i>Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 3)	LCB meetings are advertised in the Naples Daily News. The ad for the 5/4/22 meeting is enclosed.
K. Review and comment on the Annual Operating Report for submittal to the local coordinating board, and forward comments/concerns to the Commission for the Transportation Disadvantaged. (Task 7)	No activity this quarter.
L. Report the actual expenditures (AER) of direct federal and local government transportation funds to the Commission for the Transportation Disadvantaged no later than September 15th. (Task 8)	No activity this quarter.

II. SERVICE DEVELOPMENT	PROGRESS
A. Jointly, with the community transportation coordinator and the local coordinating board, develop the Transportation Disadvantaged Service Plan (TDSP) following CTD guidelines. (Task 1)	The TDSP annual updated was completed during this quarter. The TDSP was approved by the LCB at the 5/4/22 meeting and ratified by the MPO Board at the 6/10/22 meeting.
B. Encourage integration of "transportation disadvantaged" issues into local and regional comprehensive plans . Ensure activities of the local coordinating board and community transportation coordinator are consistent with local and state comprehensive planning activities including the Florida Transportation Plan. (427.015, FS)	This task is continual and ongoing.
C. Encourage the local community transportation coordinator to work cooperatively with regional workforce boards established in Chapter 445, F.S., and provide assistance in the development of innovative transportation services for participants in the welfare transition program. (427.0157, FS)	This task is continual and ongoing.

III. TECHNICAL ASSISTANCE, TRAINING, AND EVALUATION	PROGRESS
A. Provide the LCB with quarterly reports of local TD program administrative support accomplishments as outlined in the grant agreement and any other activities related to the TD program. (Task 9)	The Planning Grant quarterly progress report was presented to the LCB at the 5/4/22 meeting. The CTC also provides a quarterly report to the LCB which is enclosed.
B. Attend at least one Commission-sponsored training , including but not limited to, the CTD's regional meetings, the CTD's annual training workshop, or other sponsored training. (Task 10)	This task was completed and invoiced in a prior quarter, however staff attended the CTD Vision Summit in Stuart Florida on 5/23/22.
C. Attend at least one CTD meeting each year within budget/staff/schedule availability.	No activity this quarter.
D. Notify CTD staff of local TD concerns that may require special investigations.	No activity this quarter.
E. Provide training for newly-appointed LCB members. (Task 3)	No activity this quarter.
F. Provide assistance to the CTC, purchasing agencies, and others, as needed, which may include participation in, and initiating when necessary, local or regional meetings to discuss TD needs, service evaluation and opportunities for service improvement.	No activity this quarter.
G. To the extent feasible, collect and review proposed funding applications involving "TD" funds consistent with Chapter 427, F.S., and Rule 41-2, F.A.C., and provide recommendations to the LCB. (427.0157, FS)	No activity this quarter.
H. Ensure the local coordinating board conducts, as a minimum, an annual evaluation of the community transportation coordinator. The local coordinating board shall evaluate the coordinator using the Commission's <i>Evaluation Workbook for Community Transportation Coordinators and Providers in Florida</i> (at a minimum using the modules concerning Competition In Use of Operators, Cost-Effectiveness and Efficiency, and Availability of Service) and local standards as defined in the Transportation Disadvantaged Service Plan. (Task 2B)	The annual CTC evaluation was completed during this quarter. The evaluation was approved by the LCB at the 5/4/22 meeting and ratified by the MPO Board at the 6/10/22 meeting.
I. Assist the CTD in joint reviews of the CTC.	No activity this quarter.
J. Ensure the LCB annually reviews coordination contracts to advise the CTC whether the continuation of said contract provides the most cost effective and efficient transportation available, consistent with Rule 41-2, F.A.C.	No activity this quarter.

K. Implement recommendations identified in the CTD's QAPE reviews.	No activity this quarter.
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Other Items of Development and Update in accordance with Laws, Rules, and Commission policy:

7/29/2022

By submission of this Quarterly Report, the information provided is accurate and accountable and corresponds with the activities for this quarter.

Anne McLaughlin

Representative

Date:

Revised: 06/30/2021

EXECUTIVE SUMMARY
REPORTS AND PRESENTATIONS
ITEM 6D

Florida Department of Transportation (FDOT) Report

OBJECTIVE: To receive an update from FDOT.

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

STAFF RECOMMENDATION: For the Board to receive the update.

Prepared By: Brandy Otero, MPO Principal Planner

ATTACHMENT(S):

None.

EXECUTIVE SUMMARY
DISTRIBUTION ITEMS
ITEM 8A

Replacement Page for 2022 Transportation Disadvantaged Service Plan (TDSP) Annual Update

OBJECTIVE: To distribute the replacement page to correct a Scrivener's error in the 2022 Transportation Disadvantaged Service Plan (TDSP) Annual Update and provide the committee with the compiled document after approval.

CONSIDERATIONS: MPO staff found a Scrivener's error with regard to the rates listed in Table 3 (CTD Calculated Rates). The LCB voted to approve the new rates prior to approval of the TDSP, however the FY 21/22 rates were inadvertently left in the document. The item was corrected prior to MPO Board approval. The replacement page is provided in **Attachment 1**. The full document is included as **Attachment 2**.

STAFF RECOMMENDATION: Provide distribution item for informational purposes.

Prepared By: Brandy Otero, Principal Planner

Attachments:

1. Replacement page for 2022 TDSP Annual Update
2. Revised 2022 TDSP Annual Update

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>	



TRANSPORTATION DISADVANTAGED SERVICE PLAN

ANNUAL UPDATE FY 2022

Approved
May 4, 2022



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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: <ul style="list-style-type: none"> •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 asses 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: *Service Rates, Commission for the Transportation Disadvantaged, TD Rate Model, Adopted May 4, 2022, Public Transit and Neighborhood Enhancement Department, 2022.*

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
*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.		
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

*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.*

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

Area	Percentages of Age Cohorts (in Years)				
	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, COMPILER 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 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

Run Manifest

Stop information					Passenger information					Late* (with noshows): 0		
Arrival		Duration	Address	Mileage at	Passengers	Status	Mobility	Funding Source	PCA	Other Passengers	Fare Type	Cash Collected
Sched	Rep	(min.)		Stop								
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 Pkwy 4898 Coronado Pkwy 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		Fiscal Year
Total Projected Passenger Miles =	1,490,915	2022 - 2023
Rate Per Passenger Mile = \$	2.74	
Total Projected Passenger Trips =	105,000	
Rate Per Passenger Trip = \$	38.92	Avg. Passenger Trip Length = 14.2 Miles
Rates If No Revenue Funds Were Identified As Subsidy Funds		
Rate Per Passenger Mile = \$	3.92	
Rate Per Passenger Trip = \$	55.60	

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 E Version 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?.....

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

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No
Answer #2 for Ambulatory 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?....

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes <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?

Ambulatory	Wheelchair	Stretcher	Group
Leave Blank	Leave Blank	Leave Blank	Leave Blank

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

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

Worksheet for Multiple Service Rates

CTC: Collier County E version 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 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) You Must Complete This Section

..... And what is the projected total number of Group Vehicle Revenue Miles? Leaving Rate 1.4% 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 Leave 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) =	1,490,915	1,236,498	222,230	Leave Blank	32,185
Rate per Passenger Mile =		\$2.49	\$4.27	\$0.00	\$1.78
					\$2.49 per passenger per group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	105,000	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 PLUS 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) =		Ambul	Wheel Chair	Stretcher	Group
		Leave Blank	Leave Blank	Leave Blank	\$0.00
Rate per Passenger Mile for Balance =		\$2.49	\$4.27	\$0.00	\$1.78
					\$2.49 per passenger per group

		Rates if No Revenue Funds Were Identified As Subsidy Funds			
		Ambul	Wheel Chair	Stretcher	Group
Rate per Passenger Mile =		\$3.95	\$6.10	\$0.00	\$2.54
					\$3.95 per passenger per group
Rate per Passenger Trip =		\$50.64	\$85.81	\$0.00	\$36.17
					\$50.64 per passenger per group

Program These Rates into Your Medicaid Encounter Data