



# AGENDA

## Collier County Local Coordinating Board for the Transportation Disadvantaged

**NOTE: THIS IS AN IN-PERSON MEETING  
IN-PERSON COMMITTEE QUORUM REQUIRED**

Collier County Government Center  
Admin. Bldg. F, IT Training Room, 5<sup>th</sup> Floor  
3299 Tamiami Trail East  
Naples, FL 34112

### REGULAR MEETING

Wednesday – March 1, 2023

Immediately After Public Workshop held at 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. December 7, 2022 Regular Meeting Minutes
5. **BOARD ACTION**
  - A. Elect LCB Vice-Chair
  - B. Appoint LCB Member to Serve on Grievance Committee
  - C. Review and Endorse Scope of Work for the TDSP Major Update
- D. Review FY 2021-2022 Annual Operating Report
6. **REPORTS & PRESENTATIONS**
  - A. CTC Quarterly Report
  - B. MPO Quarterly Progress Report
  - C. FDOT Report
7. **OTHER BUSINESS**
8. **DISTRIBUTION ITEMS**
9. **BOARD MEMBER COMMENTS**
10. **NEXT MEETING DATE**
  - C. May 3, 2023 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) 252-5884 14 days prior to the date of the next scheduled meeting of the LCB. In accordance with the Americans with Disabilities Act, any person requiring special accommodations to participate in this meeting should contact the Collier Metropolitan Planning Organization 72 hours prior to the meeting by calling (239) 252-5814.*

*Any person who decides to appeal a decision of this board will need a record of the proceedings pertaining thereto, and therefore may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based. The MPO's planning process is conducted in accordance with Title VI of the Civil Rights Act of 1964 and Related Statutes. Any person or beneficiary who believes that within the MPO's planning process they have been discriminated against because of race, color, religion, sex, age, national origin, disability, or familial status may file a complaint with the Collier MPO Title VI Coordinator Ms. Dusty Siegler (239) 252-5814 or by email at: [Dusty.Siegler@colliercountyfl.gov](mailto:Dusty.Siegler@colliercountyfl.gov) or in writing to the Collier MPO, attention: Ms. Siegler, 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  
Risk Mgmt. Building “D”, Training Room  
3311 Tamiami Trail East, Naples, FL 34112  
December 7, 2022  
1:30 p.m.**

**1. CALL TO ORDER**

**A. Roll Call**

**Ms. Corris** called the regular meeting to order at approximately 1:37 p.m.

**Ms. Siegler** called the roll and confirmed a quorum was present.

**Members Present**

Susan Corris, SWFL Regional Workforce Development Board, Vice-Chair  
Anne Chernin, Elderly  
Dale Hanson, Florida Dept. of Transportation  
Michael Stahler, Florida Agency for Health Care Administration  
Lilith Sileika, Veterans Services  
Rick Hart, Disabled

**Members Absent**

Tony Pernas, MPO Council Member, Chair  
Brett Nelson, Children at Risk  
Cheryl Burnham, Florida Association for Community Action  
Dylan Vogel, Citizens Advocate/User  
Eileen Streight, Citizens Advocate/Non-User  
Gabrielle Galanti, Local Medical Community  
Leah Watson, Agency for Persons with Disabilities  
Maricela Morado, Area Agency on Aging SWFL-FL Dept. of Elder Affairs  
Robert Richards, Florida Dept. of Education, Div. of Voc. Rehab.  
Tabitha Larrauri, Florida Department of Children and Family Services

**MPO Staff**

Anne McLaughlin, Executive Director  
Dusty Siegler, Administrative Assistant

**Others Present**

Marirka Maldonado, Paratransit Manager, Public Transit & Neighborhood Enhancement

Mark Moujabber, General Manager, MVT  
Megan Greer, Blue Zones  
Michelle Arnold, Director, Public Transit & Neighborhood Enhancement  
Omar DeLeon, Public Transit Manager, Public Transit & Neighborhood Enhancement

**Mr. Hart** and **Mr. Stahler** introduced themselves, and the other present members briefly introduced themselves to Mr. Hart and Mr. Stahler.

**B. Pledge of Allegiance**

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

**Ms. Greer** informed everyone that Naples Pathways Coalition (NPC) received a AAA grant, and that mobility will be included. **Ms. McLaughlin** added that it is a safety education campaign that includes Blue Zones, NPC, Naples Velo, and Collier MPO. The campaign focuses on driver and bicycle/pedestrian safety. **Ms. Greer** indicated there is an attempt to collaborate with Collier County Public Schools to educate students through a video campaign.

**3. APPROVAL OF AGENDA**

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

**4. APPROVAL OF MEETING MINUTES**

**A. Approval of September 7, 2022 Regular Meeting Minutes**

*Ms. Hanson moved to approve the Regular Meeting Minutes for September 7, 2022. Ms. Chernin seconded. Passed unanimously.*

**5. BOARD ACTION**

**A. Approval of Update to LCB Grievance Procedures**

**Ms. McLaughlin** explained that an annual review and update to the LCB Grievance Procedures is required by the terms of the Transportation Disadvantaged (TD) Planning Grant. The update includes minor changes; the only substantive change is the replacement of Brandy Otero's name with Ms. McLaughlin's name as the contact for the MPO TD Program Administrator.

*Mr. Hart moved to approve the update to the LCB Grievance Procedures. Ms. Sileika seconded. Passed unanimously.*

## **B. Endorse CTC Re-designation**

**Ms. McLaughlin** reminded everyone that Collier MPO is the designated planning agency for Collier County by the Florida Commission for the Transportation Disadvantaged (CTD). The Community Transportation Coordinator (CTC) is responsible for ensuring that coordinated transportation services are provided to the transportation disadvantaged population, and for arranging for the provision of the services in a manner that is cost-effective, efficient, and reduces fragmentation and duplication. The CTD Competitive Procurement Manual and applicable Florida Statutes allow the MPO to nominate a government agency to serve as the CTC. The Board of County Commissioners (BCC) was designated as the CTC for Collier County in 1999 and has continued to serve in that capacity ever since. LCB and MPO must officially deem it in the best interest of public health, safety, and welfare to have BCC continue as CTC. BCC has requested to be re-designated as the CTC and adopted a resolution regarding the same.

If endorsed by LCB, the MPO Board will be ratifying the CTC re-designation at their upcoming meeting on December 9. A resolution officially recommending the BCC as CTC will be entered and subsequently provided to the CTD. This begins the process of generating a Memorandum of Agreement with CTD to serve as the contractual document between the CTC and the CTD and establishes the CTD's minimum standard requirements.

*Mr. Hart moved to endorse the CTC Re-designation. Ms. Hanson seconded. Passed unanimously.*

## **C. Review and Endorsement of FTA §5310, §5311 and §5339 Grant Applications**

**Ms. McLaughlin** indicated that Collier Area Transit (CAT) requests LCB to review and endorse the FTA grant applications to be submitted to FDOT.

**Ms. Hanson** stated that she would abstain from voting on the issue as she is on FDOT's panel to review such grant applications.

**Mr. DeLeon** explained that the 5310 application is for enhancing mobility options for disabled and elderly individuals. The funding will be used for the purchase of vehicles, as has been done in the past. Specifically, four paratransit vehicles will be purchased to replace vehicles that have met their useful life. The grant application is for \$626,746 and includes a 10% State match and a 10% local match.

CAT has been instructed that the 5311 grant is for capital purposes only. Previously, the grant was for operating expenses. The 5311 application funding will be for a 35-foot fixed route bus. The grant application is for \$621,763 and includes a local match.

The 5339 grant is a capital grant designated for rural areas. The funding will be used to replace a 35-foot fixed route bus that has met its useful life.

The grant applications were included in the agenda packet. The applications are due on December 16 and will be presented to the County Board next week.

*Mr. Hart moved to endorse the FTA §5310, §5311 and §5339 Grant Applications. Mr. Stahler seconded. Passed unanimously.*

## **6. REPORTS & PRESENTATIONS**

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

**Mr. DeLeon** discussed the operating statistics for paratransit for July through September, 2022. Essentially, overall ridership went down during the summer months and started to pick back up in September, as is typical. Paratransit ridership, vehicle miles and revenue increased in August to 9,285 and decreased to 8,043 in September. **Ms. Arnold** commented that paratransit ridership is very close to pre-pandemic numbers. More people are using the service and there were over 500 trips today. **Mr. DeLeon** added that ridership has also increased due to Hurricane Ian; some people who lost vehicles do not have replacement vehicles or the funds to purchase replacement vehicles. **Mr. DeLeon** continued that on time performance increased, including for work/medical trips. **Ms. Arnold** commented that CAT is still in need of more drivers, which can impact service. CAT is having to add additional drivers or replace drivers. **Ms. Chernin** asked what the ratio of passengers to drivers needed is. **Ms. Maldonado** responded that there are currently 34 drivers and 38 to 40 drivers are needed. **Ms. Arnold** added that the number of drivers needed are to manage the current volume. If volume increases, more drivers may be needed. **Ms. Chernin** wondered what capacity is currently available and **Ms. Arnold** indicated that ridership fluctuates, and day-to-day evaluation is necessary. If volume remains consistent, then additional capacity needs can be evaluated. **Mr. DeLeon** continued that cancellations and no-shows have decreased to 4% and 8% respectively. Any customer complaints are taken seriously, investigated, evaluated, and responded to.

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

**Ms. McLaughlin** discussed the MPO's Quarterly Progress Report. As of the date of the Report, MPO Staff was in the process of working on the CTC re-designation. The Annual Operating Report was reviewed by LCB previously, but is not to be formally approved until approval is received from CTD. The Report has been provided to CTD for review and approval. Staff anticipates that the Report will be presented to LCB for final approval in March. Staff submitted an expenditure report and the Quarterly Progress Report. Staff also provided an orientation to a new member. Data provided by coordination contractors was reviewed by the LCB, as included in the Annual Operating Report, and further review will be included in the CTC evaluation.

**Ms. McLaughlin** offered to provide an orientation to **Mr. Hart** and **Mr. Stahler** or provide them with a PowerPoint presentation on the background of the funding and the LCB. **Mr. Hart** and **Mr. Stahler** indicated they would like to receive the presentation by email.

### **C. FDOT Report**

**Ms. Hanson** reiterated that FFY 2023 FTA §5310, §5311 and §5339 grant applications are due on December 16. Regarding mobility management, FDOT is hosting a Mobility Management Information Resources and Opportunity Forum. FDOT has engaged the Center for Urban Transportation Research and the National Center for Mobility Management to bring together public transportation providers and planners in a listening session, followed by a roundtable discussion, on implementing new mobility management services in our community. The Forum will be held virtually on Tuesday, December 13, from 2 p.m. to 4 p.m. Registration closes on December 12 at 5 p.m. Ms. Hanson can provide the registration link to anyone interested.

### **7. OTHER BUSINESS**

None.

### **8. DISTRIBUTION ITEMS**

#### **A. 2023 MPO Meeting Calendar**

Item distributed. **Ms. McLaughlin** pointed out that 2023 LCB meetings will be in the usual meeting location in the IT Training Room, fifth floor, of the Administration Building.

Going forward, the MPO is moving to in-person meetings. There have been a fair number of technical problems in providing a virtual attendance option. The MPO does not have staff that specialize in troubleshooting audio/visual and technical issues. The MPO is currently short-staffed and, therefore, has limited technical capabilities in any one meeting. Staff's intent is that if a member of the public wishes to speak at a meeting and is unable to attend, Staff would coordinate to allow them to attend by telephone. Historically, it has typically been committee members that attend virtually. It is difficult for MPO Staff to sustain virtual attendance. Florida's Sunshine Law requires an in-person quorum. During the pandemic, the MPO was assisted in allowing virtual attendance by County audio/visual staff. Even with great efforts to ensure the best audio and visual for virtual participants, Staff would receive complaints that those attending meetings virtually could not see or hear clearly. The MPO has a staff services agreement with the County and is required to pay for services provided by the County; the MPO is not the County. Put simply, the MPO does not have the financial reserves or the staff support to continue offering virtual attendance for meetings.

#### **B. Updated LCB Grievance Subcommittee**

Item distributed. **Ms. McLaughlin** stated that the only change is the addition of the new LCB Chair, Mr. Pernas.

### **C. Updated LCB Membership Roster**

Item distributed. **Ms. McLaughlin** stated that the updated roster includes Mr. Pernas and Mr. Hart.

### **9. BOARD MEMBER COMMENTS**

**Ms. Chernin** informed everyone that the Naples Senior Center's new building will be ready in December. The new location is off of Autumn Oaks Lane. It will have a big impact on seniors in terms of paratransit. The Senior Center is going back to its (pre-pandemic) Wednesday luncheons and there will be many paratransit buses coming to the Senior Center. Ms. Chernin would like everyone to be aware that there will be a need for many seniors to use paratransit and would like steps taken to ensure that the seniors will be able to get transportation. Ms. Chernin thinks that the number of riders of paratransit will increase significantly. **Mr. DeLeon** indicated that he can coordinate with Ms. Chernin to get more details and go over timing. **Ms. Chernin** emphasized that seniors on Tamiami Trail East will need transportation. Naples Senior Center has launched a campaign to encourage seniors to utilize transit. **Mr. DeLeon** indicated that it would be a shared service and likely for large groups; it is important for people to understand that CAT is a shared ride service. **Ms. Chernin** indicated there would be an open house for the new Senior Center.

**Ms. Hanson** stated, with respect to the membership roster, that the title of her alternate is "Transit Projects Coordinator" as opposed to "Transit Programs Administrator." **Ms. McLaughlin** responded that the title will be corrected, and the corrected version will be provided to the CTD and the next distribution of the roster.

### **10. NEXT MEETING DATE**

*March 1, 2023 at 1:30 p.m., In-Person, Collier County Government Center, County Administration Bldg. F, IT Training Room, 5th Floor, 3299 Tamiami Trail E., Naples, FL 34112.*

### **11. ADJOURNMENT**

*No further business being conducted, Ms. Corris adjourned the meeting at 2:29 p.m.*

**EXECUTIVE SUMMARY**  
**BOARD ACTION**  
**ITEM 5A**

**Elect LCB Vice-Chair**

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**OBJECTIVE:** For the Board to elect a Vice-Chair.

**CONSIDERATIONS:** The LCB Bylaws and Rule 41-2.012(2), Florida Administrative Code, provide that LCB elect a Vice-Chair each year. The Vice-Chair shall be elected by a majority vote of a quorum of the LCB members. The Vice-Chair shall serve a term of one year starting with the next meeting. In the event of the Chair's absence, the Vice-Chair shall assume the duties of the Chair and conduct the meeting. The Vice-Chair may serve more than one term.

MPO Council Member, Tony Pernas, is the current Chair. There is no Vice-Chair at this time.

**STAFF RECOMMENDATION:** That the Board elect a Vice-Chair.

Prepared By: Dusty May Siegler, MPO Administrative Assistant

**ATTACHMENTS:**

None



**EXECUTIVE SUMMARY**  
**BOARD ACTION**  
**ITEM 5B**

**Appoint Local Coordinating Board Member to Serve on Grievance Committee**

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**OBJECTIVE:** For the Board to appoint one (1) LCB Member to serve on the Grievance Committee.

**CONSIDERATIONS:**

The Grievance Procedures of the LCB provide that 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. Vacancies in the membership of the Grievance Committee shall be filled in the same manner as the original appointments.

The Local Grievance Procedures are for the purpose of fact-finding and the role of the Grievance Committee in the Grievance Procedure is hearing, advising, and making recommendations on issues affecting the service delivery and administration of the Transportation Disadvantaged program. The Committee shall meet at such times as necessitated by formally filed grievances.

No Grievance Committee meetings have been requested to date.

There is currently one (1) vacancy on the Grievance Committee. LCB Chair, Tony Pernas, and Alana Watson are currently members.

**STAFF RECOMMENDATION:** That the Board appoint one (1) additional LCB Member to serve on the Grievance Committee.

Prepared By: Dusty May Siegler, MPO Administrative Assistant

**ATTACHMENTS:**

1. LCB Grievance Procedures (12/7/22)

**GRIEVANCE PROCEDURES**

**of the**

**COLLIER COUNTY  
LOCAL COORDINATING BOARD  
for the  
TRANSPORTATION DISADVANTAGED**

**Approved by the Collier LCB:**

**December 7, 2022**

# COLLIER COUNTY LOCAL COORDINATING BOARD (LCB) 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).
- (b) **Designated Official Planning Agency (DOPA)** The official body or agency designated by the Commission for the Transportation Disadvantaged to fulfill the

functions of transportation disadvantaged planning also uniformly referred to as the Planning Agency. The Collier MPO serves as the Designated Official Planning Agency (DOPA) in Collier County.

- (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.
- (d) **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.
- (e) **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).
- (f) **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.
- (g) **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.

- (h) **Administrative Meeting of the Grievance Committee Process:** Chapter 120, Florida Statute.
- (i) **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.

The following steps constitute the formal grievance process:

6.6 **Step 1:** The customer shall first contact the PTNE Division Director 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](http://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](mailto: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.](#)

6.7 **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: Anne McLaughlin, Director

2885 Horseshoe Drive South

Naples, FL 34104

(239) 252-5884

[Anne.McLaughlin@colliercounty.fl.gov](mailto:Anne.McLaughlin@colliercounty.fl.gov)

6.8 **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 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.

6.9 **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](mailto:CTDOmbudsman@dot.state.fl.us) or [www.dot.state.fl.us/ctd](http://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](mailto:CTDOmbudsman@dot.state.fl.us) or [www.dot.state.fl.us/ctd](http://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.

**EXECUTIVE SUMMARY**  
**BOARD ACTION**  
**ITEM 5C**

**Review and Endorse Scope of Work for Transportation Disadvantaged Service Plan (TDSP) Major Update**

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**OBJECTIVE:** For the Board to review and endorse the scope of work for the Major Update to the Transportation Disadvantaged Service Plan (TDSP).

**CONSIDERATIONS:** The Florida Commission for the Transportation Disadvantaged (CTD) requires a TDSP in conformance with its regulations to meet the requirements for State funding eligibility. Collier MPO, in coordination with Collier County Public Transit and Neighborhood Enhancement (PTNE) Division, will provide the consultant with documents and materials related to the update.

The consultant will then conduct plan preparation to obtain deliverables for committees and the MPO Board, including: Public Involvement, Needs Assessment, Major TDSP Update Activities, Draft TDSP Major Update, and Final TDSP Major Update for review, comment, approval, and acceptance, and then submittal to the CTD by October 2024.

The scope of work (**Attachment 1**) will be reviewed by the Technical and Citizens Advisory Committees on February 27, 2023. Staff will report the outcome at the LCB meeting on March 1<sup>st</sup>. The scope will be presented to the MPO Board on March 10, 2023 for approval.

**STAFF RECOMMENDATION:** That the Board to review and endorse the attached scope of work for the Major Update to the TDSP.

Prepared By: Anne McLaughlin, Collier MPO Executive Director

**ATTACHMENTS:**

1. TDSP Major Update Scope of Work

**Project Scope**  
**Transportation Disadvantaged Service Plan (TDSP) Major Update**  
**DRAFT v3**

A Transportation Disadvantaged Service Plan (TDSP) is a five-year plan required by the Florida Commission for the Transportation Disadvantaged (CTD) that calls for an annually updated strategic plan developed by the Planning Agency and the Community Transportation Coordinator (CTC) which contains development, service and quality assurance components related to the delivery of the Transportation Disadvantaged Program. The CTD requires a TDSP in order to meet the requirements to maintain eligibility for state funding.

This Major Update of the Transportation Disadvantaged Service Plan (TDSP) shall address the requirements of, and comply with, applicable Florida Commission for the Transportation Disadvantaged (CTD) regulations as described in the November 2007 Instruction Manual for the Memorandum of Agreement and the Transportation Disadvantaged Service Plan 2007/2008.

The TDSP also serves as the Locally Coordinated Human Services Transportation Plan (LCHSTP) as required by The Federal Transit Administration (FTA) for funding eligibility under the Enhanced Mobility of Seniors and Individuals with Disabilities (Section 5310) program in accordance with the Fixing America's Surface Transportation (FAST) bill.

The Collier MPO, in coordination with the County Public Transit and Neighborhood Enhancement Division will provide the Consultant with documents and materials as requested related to the development of the TDSP major update, which may include but is not limited to: current GIS map files, last major TDSP update, last TDSP annual update, last Transit Development Plan (TDP) major update, last TDP annual update, the current Transportation Improvement Plan (TIP), the new Memorandum of Agreement (MOA), and relevant long range transportation plans.

**Task I. Public Involvement**

The Consultant will assess community perceptions (both system users and non-users) of public transportation needs and services. This will be accomplished by the public involvement activities listed below. It is anticipated the Collier MPO will be responsible for coordinating the communication activities (meeting notices, media notifications, newsletter articles, website content etc.) consistent with its public involvement program.

1. The Consultant will attend a meeting of the Local Coordinating Board (LCB) to provide information on the schedule and progress of the major TDSP update. Contractor will make a short presentation and provide an opportunity for public comment and involvement. The MPO will each assign a Project Manager to lead the project. The MPO Project Manager will serve as the primary point of contact for the Consultant and will coordinate internal reviews of deliverables among the MPO staff as well as with the PTNE Division.

2. The Consultant will host a kick-off teleconference with the MPO Project Managers and a representative(s) from PTNE to solicit input about the project and to guide deliverables produced by the Consultant. The kick-off meeting will occur early on in the project process. The MPO Project Manager and PTNE representative(s) will review all deliverables and provide input and direction to the Consultant throughout the project.
3. Based on the input received during the public involvement process, the Consultant will summarize and include the comments/suggestions/concerns as part of the major TDSP update draft document.
4. The LCB will hold a public hearing to solicit public input on the draft document.
5. The MPO Project Manager will coordinate review and comment on the draft document by the MPO's Technical and Citizen Advisory Committees and final review and approval by the MPO Board.

**Deliverable:** Documentation and description of the meetings held will be included in the Draft Major TDSP Update.

## **Task II. Needs Assessment**

The Consultant will review and analyze needs, opportunities, and alternatives for the delivery of transportation disadvantaged services in Collier County to develop strategic initiatives for the program. These initiatives will be developed in conjunction with the MPO Project Manager as identified in Task I and will consider information gained from the LCB public hearing as well as comments provided by the Technical and Citizen Advisory Committees.

The results of all previous tasks will be considered in developing strategic initiatives for the Collier MPO. Initiatives will be identified and analyzed at this stage regardless of cost to emphasize the strategic intent of the TDSP process. Any projects derived from this process will appear in the Needs Assessment section and the Goals, Objectives and Strategies section of the Draft Major TDSP update document.

**Deliverable:** A listing of projects developed during the Needs Assessment process will appear in the Draft Major TDSP Update document. Also, any relationship of the project listing to the information gathered during the public involvement process will be noted.

## **Task III. Major TDSP Update Activities**

As per the Florida Commission for the Transportation Disadvantaged **Instruction Manual for the Completion of Transportation Disadvantaged Service Plans**, the following sections of the Plan must be reviewed and updated as part of this major TDSP update.

### **Section I – Development Plan**

- A. Introduction to the Service Area
  1. Background of the TD Program
  2. Community Transportation Coordinator Designation/History

3. Organization Chart
4. Consistency Review of Other Plans
5. Public Participation

**B. Service Area Profile/Demographics**

1. Service Area Description
2. Demographics

**C. Service Analysis**

1. Forecasts of Transportation Disadvantaged Population
2. Needs Assessment
3. Barriers to Coordination
4. Goals, Objectives and Strategies
5. Implementation Schedule

**Section II – Service Plan**

**A. Operations**

1. Types, Hours, Days of Service
2. Accessing Service
3. Transportation Operators and Coordination Contractors
4. Public Transit Utilization
5. School Bus Utilization
6. Vehicle Inventory
7. System Safety Program Plan Certification
8. Intercounty Services
9. Emergency Preparedness and Response
10. Educational Efforts/Marketing
11. Acceptable Alternatives
12. Service Standards
13. Local Complaint and Grievance Procedure/Process
14. Community Transportation Coordinator Monitoring Procedures of Operators and Coordination Contractors
15. Coordination Contract Evaluation Criteria

**B. Cost/Revenue Allocation and Rate Structure Justification**

**Section III – Quality Assurance**

- A. Provide information on the evaluation processes utilized at the local level to ensure quality of service is being achieved and that it is being provided in the most cost effective, efficient, unduplicated and unfragmented manner.
- B. Incorporate current CTC evaluation worksheets including Cost, Competition and Coordination.

**Deliverable:** Draft Development Plan and Service Plan documents.

#### **Task IV. Draft TDSP Major Update**

A draft TDSP Major Update will be submitted and presented to the MPO Project Manager and PTNE Liaison for review and comment, followed by presentations to the PTAC, the LCB, the TAC, CAC and the MPO Board for review and comment.

The final draft TDSP Major Update will be presented to the LCB and the MPO Board for approval and acceptance.

**Deliverable:** The final draft document will consist of consolidation of all required sections noted above in Tasks I, II and III into one comprehensive document. The draft will be provided in electronic format to facilitate the review process. If deemed necessary by the MPO Project Manager, the Consultant will submit up to (10) copies of the draft TDSP Major Update. Working with the MPO Project Manager and PTNE Liaison, the Consultant will modify the draft TDSP Major Update to respond to comments received.

#### **Task V. Final TDSP Major Update**

The Consultant will present the Final TDSP to the LCB and MPO Board. Following review and acceptance of by the MPO, the Consultant shall prepare and submit the Final TDSP Major Update document.

**Deliverable:** The Consultant will prepare three (3) original signed Final TDSP Major Update documents, two of which are for the MPO's transmittal to the Florida Commission for the Transportation Disadvantaged and the other for the MPO files. The Consultant will prepare and provide the MPO with an electronic copy of the document both in Microsoft Word and as a pdf file. Maps created by the Consultant will be submitted in PDF and GIS file formats; Consultant generated tables will be provided in excel or access formats.

### **PROJECT SCHEDULE**

With the assumption that the Notice to Proceed will be issued by April 30, 2023 it is anticipated the Major TDSP Update will be completed within a timeframe to meet the required October 30, 2024 submittal to the Florida Commission for Transportation Disadvantaged. The following is the anticipated schedule for the completion of preliminary deliverables:

#### Draft Schedule By Key Activity

June 2023	Notice To Proceed Issued by Collier MPO
June 2023	Kick-off Teleconference with Project Managers
Sept 2023	Presentation at LCB/TD Meeting
Dec 2023	Submit Preliminary Draft TDSP Major Update to Project Managers
Feb 2024	PTAC meeting to Review Draft Update
Feb 2024	TAC/CAC meeting to Review Draft Update
Mar 2024	LCB Review Preliminary Draft TDSP Major Update
Jun 2024	Submit Final Draft TDSP Major Update to Project Managers

Aug 2024 Present Final Draft TDSP Major Update to PTAC, TAC/CAC  
Sep 2024 Present Final Draft TDSP Major Update to LCB  
Oct 2024 Submit Final TDSP Major Update to Collier MPO  
Oct 2024 MPO Submits Final TDSP Major Update to TD Commission



**EXECUTIVE SUMMARY**  
**BOARD ACTION**  
**ITEM 5D**

**Review FY 2021-2022 Annual Operating Report (AOR)**

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**OBJECTIVE:** For the Board to review the final FY 2021-2022 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 Director has submitted the report electronically to the Florida Commission for the Transportation Disadvantaged (CTD).

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 the Report to substantiate the need for the CTC to request additional funds.

The AOR was brought to the LCB in September 2022 for review. The CTD has reviewed and approved the final AOR (**Attachment 1**).

**STAFF RECOMMENDATION:** For the Board to review the final FY 2021-2022 AOR and authorize the Chair to sign the AOR certifying that the LCB has reviewed the Report and that a copy has been received by the Planning Agency (the MPO).

Prepared By: Anne McLaughlin, MPO Executive Director

**ATTACHMENTS:**

1. FY21-22 Annual Operating Report (AOR)



# CTC Organization

County: Collier

CTC Status: Complete

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

CTD Status: Complete

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:** Complete

**CTC Organization:** Collier County Board of County Commissioners

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

**Upload Date:** 8/10/2022

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**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:** Complete

**CTC Organization:** Collier County Board of County Commissioners

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

**Upload Date:** 8/10/2022

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**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:** Complete

**CTC Organization:** Collier County Board of County Commissioners

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

**Upload Date:** 8/10/2022

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**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: Complete

CTC Organization: Collier County Board of County Commissioners

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

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Service Type - One Way</b>						
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
<b>Total - Service Type</b>	<b>74,986</b>	<b>34,058</b>	<b>109,044</b>	<b>71,125</b>	<b>42,473</b>	<b>113,598</b>
<b>Contracted Transportation Operator</b>						
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
<b>Total - Contracted Transportation Operator Trips</b>	<b>74,986</b>	<b>0</b>	<b>74,986</b>	<b>71,125</b>	<b>0</b>	<b>71,125</b>
<b>Revenue Source - One Way</b>						
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
<b>Total - Revenue Source</b>	<b>74,986</b>	<b>34,058</b>	<b>109,044</b>	<b>71,125</b>	<b>42,473</b>	<b>113,598</b>



**Transportation  
Disadvantaged**

## CTC Trips (cont'd)

County: Collier

CTC Status: Complete

CTC Organization: Collier County Board of  
County Commissioners

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

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Passenger Type - One Way</b>						
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
<b>Total - Passenger Type</b>	<b>74,986</b>	<b>34,058</b>	<b>109,044</b>	<b>71,125</b>	<b>42,473</b>	<b>113,598</b>
<b>Trip Purpose - One Way</b>						
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
<b>Total - Trip Purpose</b>	<b>74,986</b>	<b>34,058</b>	<b>109,044</b>	<b>71,125</b>	<b>42,473</b>	<b>113,598</b>
<b>Unduplicated Passenger Head Count (UDPHC)</b>						
UDPHC	1,067	190	1,257	1,483	159	1,642
<b>Total - UDPHC</b>	<b>1,067</b>	<b>190</b>	<b>1,257</b>	<b>1,483</b>	<b>159</b>	<b>1,642</b>
<b>Unmet &amp; No Shows</b>						
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
<b>Customer Feedback</b>						
Complaints	70	N/A	70	27	N/A	27
Commendations	20	N/A	20	4	N/A	4



**Transportation  
Disadvantaged**

# Coordination Contractor Trips

**County:** Collier

**CTC Status:** Complete

**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
<b>Service Type - One Way</b>		
Fixed Route/Fixed Schedule		
Daily Pass Trips	N/A	N/A
Weekly Pass Trips	N/A	N/A
Monthly Pass Trips	N/A	N/A
Deviated Fixed Route Service	N/A	N/A
Complementary ADA Service	N/A	N/A
Paratransit		
Ambulatory	6,406	4,131
Non-Ambulatory	2,136	1,377
Stretcher	0	0
Transportation Network Companies	N/A	N/A
Taxi	N/A	N/A
School Board (School Bus)	N/A	N/A
Volunteers	N/A	N/A
<b>Total - Service Type</b>	<b>8,542</b>	<b>5,508</b>
<b>Contracted Transportation Operator</b>		
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	N/A	N/A
<b>Total - Contracted Transportation Operator Trips</b>	<b>0</b>	<b>0</b>
<b>Revenue Source - One Way</b>		
Agency for Health Care Administration (AHCA)	0	0
Agency for Persons with Disabilities (APD)	0	0
Comm for the Transportation Disadvantaged (CTD)	N/A	N/A
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
Dept of Transportation (DOT)	0	0
Local Government	0	0
Local Non-Government	0	0
Other Federal & State Programs	8,542	5,508
<b>Total - Revenue Source</b>	<b>8,542</b>	<b>5,508</b>





**Transportation  
Disadvantaged**

## Coordination Contractor Trips (cont'd)

**County:** Collier

**CTC Status:** Complete

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



# Coordination Contractor Trips

County: Collier

CTC Status: Complete

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
<b>Service Type - One Way</b>		
Fixed Route/Fixed Schedule		
Daily Pass Trips	N/A	N/A
Weekly Pass Trips	N/A	N/A
Monthly Pass Trips	N/A	N/A
Deviated Fixed Route Service	N/A	N/A
Complementary ADA Service	N/A	N/A
Paratransit		
Ambulatory	1,723	509
Non-Ambulatory	0	0
Stretcher	0	0
Transportation Network Companies	N/A	N/A
Taxi	N/A	N/A
School Board (School Bus)	N/A	N/A
Volunteers	N/A	N/A
<b>Total - Service Type</b>	<b>1,723</b>	<b>509</b>
<b>Contracted Transportation Operator</b>		
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	N/A	N/A
<b>Total - Contracted Transportation Operator Trips</b>	<b>0</b>	<b>0</b>
<b>Revenue Source - One Way</b>		
Agency for Health Care Administration (AHCA)	0	0
Agency for Persons with Disabilities (APD)	0	0
Comm for the Transportation Disadvantaged (CTD)	N/A	N/A
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
Dept of Transportation (DOT)	395	72
Local Government	0	0
Local Non-Government	1,328	437
Other Federal & State Programs	0	0
<b>Total - Revenue Source</b>	<b>1,723</b>	<b>509</b>



**Transportation  
Disadvantaged**

## Coordination Contractor Trips (cont'd)

**County:** Collier

**CTC Status:** Complete

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



# Coordination Contractor Trips

County: Collier

CTC Status: Complete

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
<b>Service Type - One Way</b>		
Fixed Route/Fixed Schedule		
Daily Pass Trips	N/A	N/A
Weekly Pass Trips	N/A	N/A
Monthly Pass Trips	N/A	N/A
Deviated Fixed Route Service	N/A	N/A
Complementary ADA Service	N/A	N/A
Paratransit		
Ambulatory	22,916	36,100
Non-Ambulatory	877	356
Stretcher	0	0
Transportation Network Companies	N/A	N/A
Taxi	N/A	N/A
School Board (School Bus)	N/A	N/A
Volunteers	N/A	N/A
<b>Total - Service Type</b>	<b>23,793</b>	<b>36,456</b>
<b>Contracted Transportation Operator</b>		
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC	N/A	N/A
<b>Total - Contracted Transportation Operator Trips</b>	<b>0</b>	<b>0</b>
<b>Revenue Source - One Way</b>		
Agency for Health Care Administration (AHCA)	0	0
Agency for Persons with Disabilities (APD)	23,274	34,387
Comm for the Transportation Disadvantaged (CTD)	N/A	N/A
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
Dept of Transportation (DOT)	0	0
Local Government	0	0
Local Non-Government	473	866
Other Federal & State Programs	46	1,203
<b>Total - Revenue Source</b>	<b>23,793</b>	<b>36,456</b>



**Transportation  
Disadvantaged**

## Coordination Contractor Trips (cont'd)

**County:** Collier

**CTC Status:** Complete

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



**Transportation  
Disadvantaged**

# CTC Vehicles & Drivers

County: Collier

CTC Status: Complete

CTC Organization: Collier County Board of  
County Commissioners

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

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Vehicle Miles</b>						
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
<b>Total - Vehicle Miles</b>	<b>909,514</b>	<b>191,738</b>	<b>1,101,252</b>	<b>1,004,796</b>	<b>156,705</b>	<b>1,161,501</b>
<b>Roadcalls &amp; Accidents</b>						
Roadcalls	14	3	17	13	1	14
Chargeable Accidents	15	0	15	4	0	4
<b>Vehicle Inventory</b>						
Total Number of Vehicles	39	8	47	35	9	44
Number of Wheelchair Accessible Vehicles	39	1	40	35	1	36
<b>Drivers</b>						
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:** Complete

**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
<b>Vehicle Miles</b>		
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
<b>Total - Vehicle Miles</b>	<b>16,542</b>	<b>12,485</b>
<b>Roadcalls &amp; Accidents</b>		
Roadcalls	3	1
Chargeable Accidents	0	0
<b>Vehicle Inventory</b>		
Total Number of Vehicles	1	1
Number of Wheelchair Accessible Vehicles	1	1
<b>Drivers</b>		
Number of Full Time & Part Time Drivers	1	1
Number of Volunteer Drivers	0	0



# Coordination Contractor Vehicles & Drivers

County: Collier

CTC Status: Complete

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
<b>Vehicle Miles</b>		
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
<b>Total - Vehicle Miles</b>	<b>2,433</b>	<b>719</b>
<b>Roadcalls &amp; Accidents</b>		
Roadcalls	0	0
Chargeable Accidents	0	0
<b>Vehicle Inventory</b>		
Total Number of Vehicles	1	1
Number of Wheelchair Accessible Vehicles	0	0
<b>Drivers</b>		
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:** Complete

**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
<b>Vehicle Miles</b>		
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
<b>Total - Vehicle Miles</b>	<b>172,763</b>	<b>143,501</b>
<b>Roadcalls &amp; Accidents</b>		
Roadcalls	0	0
Chargeable Accidents	0	0
<b>Vehicle Inventory</b>		
Total Number of Vehicles	6	7
Number of Wheelchair Accessible Vehicles	0	0
<b>Drivers</b>		
Number of Full Time & Part Time Drivers	14	11
Number of Volunteer Drivers	0	0



## CTC Revenue Sources

County: Collier

CTC Status: Complete

CTC Organization: Collier County Board of  
County Commissioners

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

CTD Status: Complete

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
<b>Commission for the Transportation Disadvantaged (CTD)</b>						
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
<b>Department of Transportation (DOT)</b>						
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
<b>Local Government</b>						
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
<b>Local Non-Government</b>						
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
<b>Other Federal &amp; State Programs</b>						
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
<b>Total - Revenue Sources</b>	<b>\$ 4,374,471</b>	<b>\$ 829,349</b>	<b>\$ 5,203,820</b>	<b>\$ 4,122,339</b>	<b>\$ 672,614</b>	<b>\$ 4,794,953</b>



**Transportation  
Disadvantaged**

# Coordination Contractor Revenue Sources

**County:** Collier

**CTC Status:** Complete

**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
<b>Revenue Sources</b>		
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
<b>Commission for the Transportation Disadvantaged (CTD)</b>		
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
<b>Department of Transportation (DOT)</b>		
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
<b>Local Government</b>		
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
<b>Local Non-Government</b>		
Farebox	\$ 0	\$ 0
Donations/Contributions	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0
Other Non-Government	\$ 0	\$ 0
<b>Other Federal &amp; State Programs</b>		
Other Federal Programs	\$ 367,158	\$ 284,775
Other State Programs	\$ 0	\$ 0
<b>Total - Revenue Sources</b>	<b>\$ 367,158</b>	<b>\$ 284,775</b>



# Coordination Contractor Revenue Sources

County: Collier

CTC Status: Complete

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

Revenue Sources	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
<b>Revenue Sources</b>		
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
<b>Commission for the Transportation Disadvantaged (CTD)</b>		
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
<b>Department of Transportation (DOT)</b>		
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
<b>Local Government</b>		
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
<b>Local Non-Government</b>		
Farebox	\$ 0	\$ 0
Donations/Contributions	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0
Other Non-Government	\$ 54,423	\$ 26,474
<b>Other Federal &amp; State Programs</b>		
Other Federal Programs	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0
<b>Total - Revenue Sources</b>	<b>\$ 72,692</b>	<b>\$ 32,624</b>



# Coordination Contractor Revenue Sources

County: Collier

CTC Status: Complete

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
<b>Revenue Sources</b>		
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 352,287	\$ 267,215
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
<b>Commission for the Transportation Disadvantaged (CTD)</b>		
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
<b>Department of Transportation (DOT)</b>		
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
<b>Local Government</b>		
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
<b>Local Non-Government</b>		
Farebox	\$ 0	\$ 0
Donations/Contributions	\$ 22,212	\$ 50,000
In-Kind Services	\$ 0	\$ 0
Other Non-Government	\$ 0	\$ 0
<b>Other Federal &amp; State Programs</b>		
Other Federal Programs	\$ 0	\$ 0
Other State Programs	\$ 15,000	\$ 38,000
<b>Total - Revenue Sources</b>	<b>\$ 389,499</b>	<b>\$ 355,215</b>



# CTC Expense Sources

County: Collier

CTC Status: Complete

CTC Organization: Collier County Board of County Commissioners

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

CTD Status: Complete

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	\$ 450,827	\$ 184,913	\$ 635,740	\$ 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
<b>Purchased Transportation Services</b>						
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	\$ 3,014,867	N/A	\$ 3,014,867	\$ 0	N/A	\$ 0
<b>Total - Expense Sources</b>	<b>\$ 4,997,989</b>	<b>\$ 916,137</b>	<b>\$ 5,914,126</b>	<b>\$ 4,754,560</b>	<b>\$ 735,684</b>	<b>\$ 5,490,244</b>



**Transportation  
Disadvantaged**

# Coordination Contractor Expense Sources

**County:** Collier

**CTC Status:** Complete

**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
<b>Purchased Transportation Services</b>		
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
<b>Total - Expense Sources</b>	<b>\$ 458,947</b>	<b>\$ 348,053</b>



**Transportation  
Disadvantaged**

## Coordination Contractor Expense Sources

**County:** Collier

**CTC Status:** Complete

**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
<b>Expense Sources</b>		
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
<b>Purchased Transportation Services</b>		
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
<b>Total - Expense Sources</b>	<b>\$ 72,692</b>	<b>\$ 32,624</b>





# Coordination Contractor Expense Sources

County: Collier

CTC Status: Complete

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

Expense Sources	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Labor	\$ 272,240	\$ 249,467
Fringe Benefits	\$ 71,879	\$ 69,284
Services	\$ 0	\$ 0
Materials & Supplies Consumed	\$ 11,506	\$ 11,732
Utilities	\$ 8,351	\$ 10,006
Casualty & Liability	\$ 9,328	\$ 5,177
Taxes	\$ 11,194	\$ 9,341
Miscellaneous	\$ 0	\$ 0
Interest	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0
Capital Purchases	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 0
<b>Purchased Transportation Services</b>		
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
<b>Total - Expense Sources</b>	<b>\$ 384,498</b>	<b>\$ 355,007</b>

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	372,797
Unduplicated Head Count	1,257



<b>Trips By Type of Service</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>Vehicle Data</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>
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				
<b>TOTAL TRIPS</b>	<b>104,137</b>	<b>113,598</b>	<b>109,044</b>				

<b>Passenger Trips By Trip Purpose</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>
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
<b>TOTAL TRIPS</b>	<b>104,137</b>	<b>113,598</b>	<b>109,044</b>

<b>Financial and General Data</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>
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

<b>Passenger Trips By Revenue Source</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>
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
<b>TOTAL TRIPS</b>	<b>104,137</b>	<b>113,598</b>	<b>109,044</b>

<b>Performance Measures</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>
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

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

**EXECUTIVE SUMMARY**  
**REPORTS AND PRESENTATIONS**  
**ITEM 6A**

**Community Transportation Coordinator (CTC) Quarterly Report**

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**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 (**Attachment 1**).

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

Prepared By: Anne McLaughlin, MPO Director

**ATTACHMENT(S):**

1. CTC Quarterly Report

October 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	7900	6434	5187	118470	96752	341	694	8656	416	340
Saturday	5	661	583	458	10634	8424	26	81	768	41	66
Sunday	5	395	355	287	5678	4673	18	51	427	19	13
<b>Total</b>	<b>31</b>	<b>8956</b>	<b>7372</b>	<b>5932</b>	<b>134783</b>	<b>109849</b>	<b>385</b>	<b>826</b>	<b>9851</b>	<b>476</b>	<b>419</b>

Average	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancel	No Shows	Passenger Trips	PCA	Guest
Weekday	376	306	247	5641	4607	16	33	412	20	16
Saturday	132	117	92	2127	1685	5	16	154	8	13
Sunday	79	71	57	1136	935	4	10	85	4	3

Same Month Year Prior											
	Days	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancel	No Shows	Passenger Trips	PCA	Guest
Weekday	(1)	55	(53)	(70)	650	(4811)	(681)	247	729	394	280
Saturday	1	79	2	0	(213)	(122)	(71)	48	177	36	62
Sunday	1	88	87	74	774	382	(26)	33	117	18	11
<b>Total</b>	<b>1</b>	<b>222</b>	<b>36</b>	<b>4</b>	<b>1212</b>	<b>(4551)</b>	<b>(778)</b>	<b>328</b>	<b>1023</b>	<b>448</b>	<b>353</b>

Fares to Collect	Fares Deposit	Balance	% Cancel of Total Trips	% No Shows of Total Trips	Prior Year On-Time Performance	On-Time Performance	Increase
\$ 923.00	\$867.00	(\$56.00)	4%	9%	73.14%		-73.14%
Ticket Sales	Sales Deposit	Balance					
		\$0.00					
Total Deposit	\$867.00		Prior Year PPH		No Shows Day Suspensions		
			PPH	Difference	7	14	30
			1.82	1.65	0	0	0
				-0.17			

Accidents (Prev)

NOVEMBER 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	7839	6215	5000	113058	92696	310	746	8595	544	212
Saturday	4	545	475	391	8637	7180	21	55	608	40	23
Sunday	4	293	277	225	4979	4126	12	39	334	29	12
<b>Total</b>	<b>29</b>	<b>8677</b>	<b>6967</b>	<b>5616</b>	<b>126675</b>	<b>104002</b>	<b>343</b>	<b>840</b>	<b>9537</b>	<b>613</b>	<b>247</b>

Average	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancel	No Shows	Passenger Trips	PCA	Guest
Weekday	373	296	238	5384	4414	15	36	409	26	10
Saturday	109	95	78	1727	1436	4	11	122	8	5
Sunday	59	55	45	996	825	2	8	67	6	2

Same Month Year Prior											
	Days	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancel	No Shows	Passenger Trips	PCA	Guest
Weekday	21	7839	6215	5000	113058	92696	310	746	8595	544	212
Saturday	4	545	475	391	8637	7180	21	55	608	40	23
Sunday	4	293	277	225	4979	4126	12	39	334	29	12
Total	29	8677	6967	5616	126675	104002	343	840	9537	613	247

Fares to Collect	Fares Deposit	Balance	% Cancel of Total Trips	% No Shows of Total Trips	Prior Year On-Time Performance	On-Time Performance	Increase	
#####	#####	(\$240.00)	4%	10%	70.08%		-70.08%	
Ticket Sales	Sales Deposit	Balance						
		\$0.00						
Total Deposit	#####							
			Prior Year PPH	PPH	Difference	No Shows Day Suspensions		
			1.86	1.70	-0.16	7	14	30
						0	0	0

Accidents (Prev)

DECEMBER 1 - 31, 2022

Total	Days	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancel	No Shows	Passenger Trips	PCA	Guest
Weekday	22	7718	5905	4776	109580	90023	285	768	8562	585	259
Saturday	5	651	525	449	9856	8464	28	68	722	36	35
Sunday	3	200	169	145	3292	2741	11	24	240	27	13
Total	30	8569	6599	5370	122728	101227	324	860	9524	648	307

Average	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancel	No Shows	Passenger Trips	PCA	Guest
Weekday	368	281	227	5218	4287	14	37	408	28	12
Saturday	130	105	90	1971	1693	6	14	144	7	7
Sunday	40	34	29	658	548	2	5	48	5	3

	Same Month Year Prior										
	Days	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancel	No Shows	Passenger Trips	PCA	Guest
Weekday	22	7718	5905	4776	109580	90023	285	768	8562	585	259
Saturday	5	651	525	449	9856	8464	28	68	722	36	35
Sunday	3	200	169	145	3292	2741	11	24	240	27	13
<b>Total</b>	<b>30</b>	<b>8569</b>	<b>6599</b>	<b>5370</b>	<b>122728</b>	<b>101227</b>	<b>324</b>	<b>860</b>	<b>9524</b>	<b>648</b>	<b>307</b>

Fares to Collect	Fares Deposit	Balance	% Cancel of Total Trips	% No Shows of Total Trips	Prior Year On-Time Performance	On-Time Performance	Increase
#####	#####	(\$120.00)	4%	10%	72.87%		-72.87%

Ticket Sales	Sales Deposit	Balance
		\$0.00

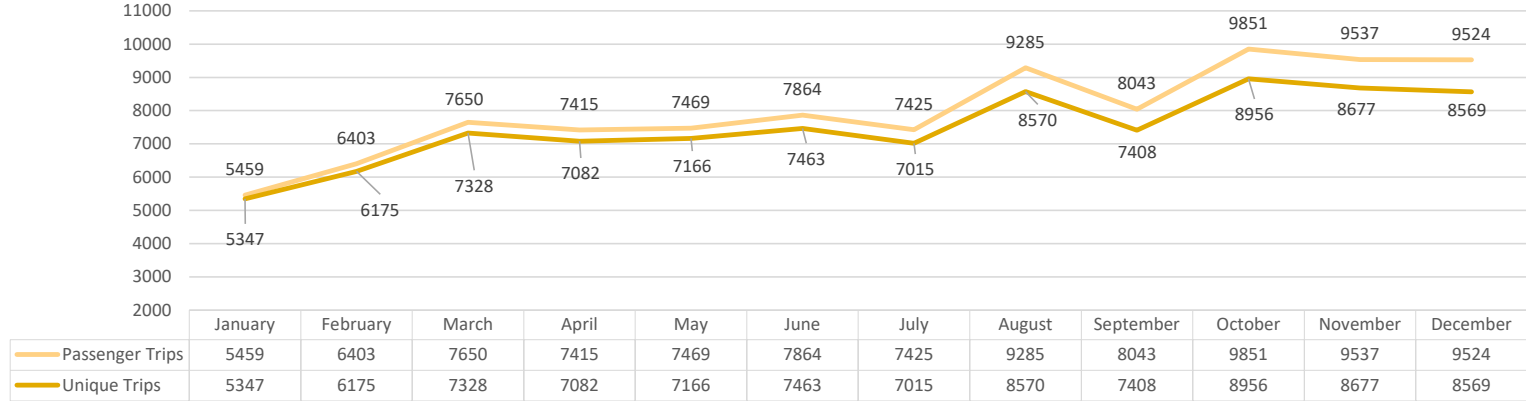
Total Deposit	#####

Prior Year PPH	PPH	Difference
1.80	1.77	-0.03

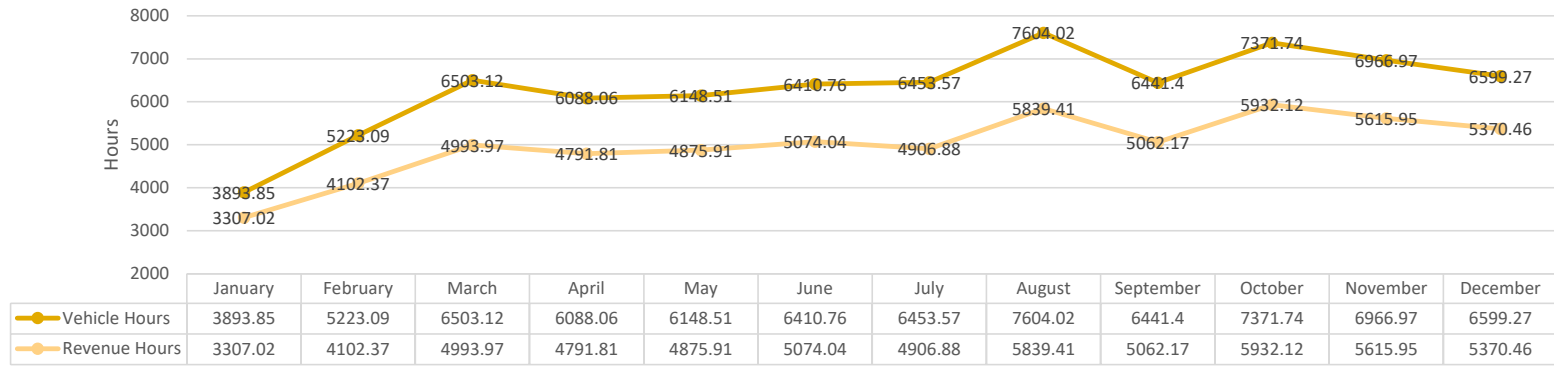
No Shows Day Suspensions		
7	14	30
0	0	0

Accidents (Prev)

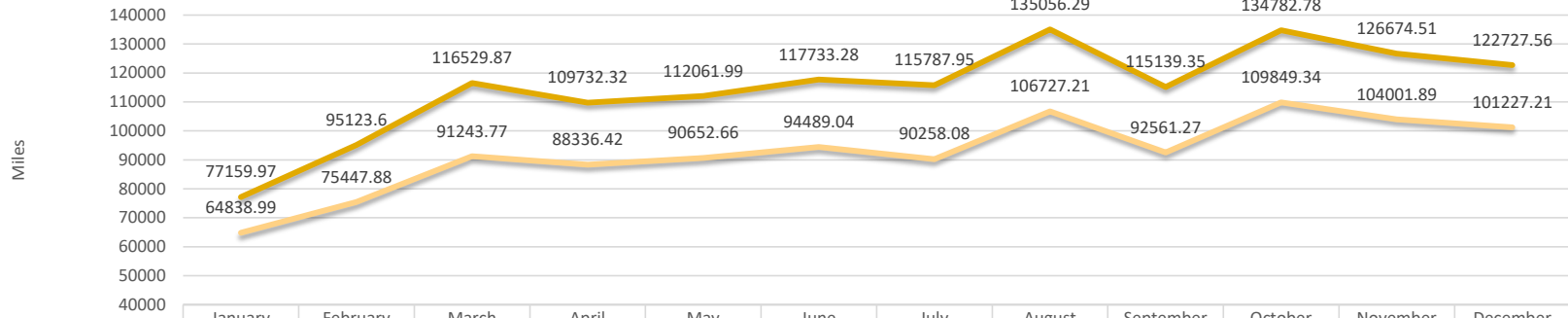
### Passenger Trips and One Way Trips



### Vehicle Hours and Revenue Hours

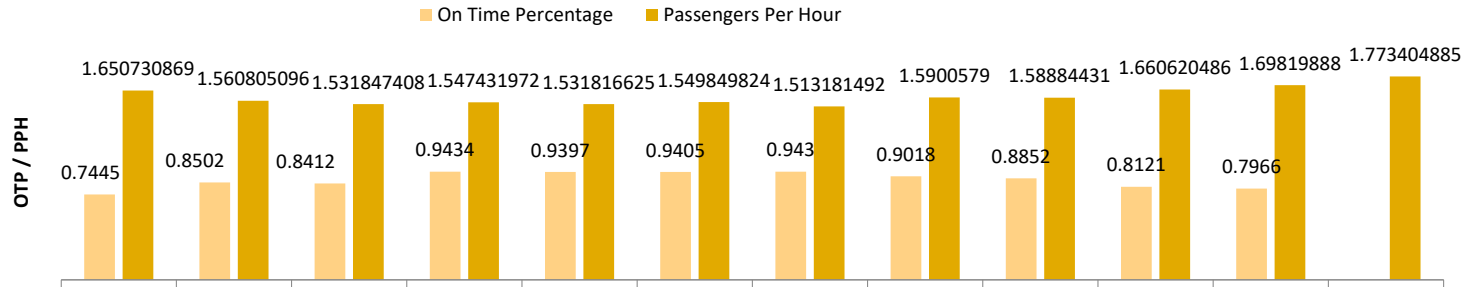


### Vehicle Miles and Revenue Miles



	January	February	March	April	May	June	July	August	September	October	November	December
Vehicle Miles	77159.97	95123.6	116529.87	109732.32	112061.99	117733.28	115787.95	135056.29	115139.35	134782.78	126674.51	122727.56
Revenue Miles	64838.99	75447.88	91243.77	88336.42	90652.66	94489.04	90258.08	106727.21	92561.27	109849.34	104001.89	101227.21

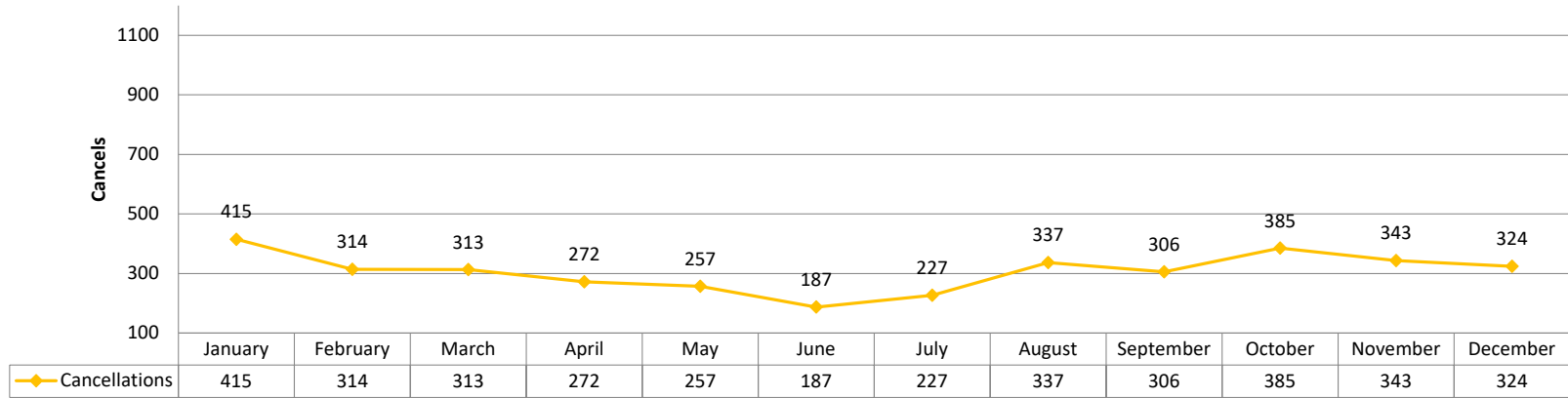
### On-Time Performance and Passengers Per Hour



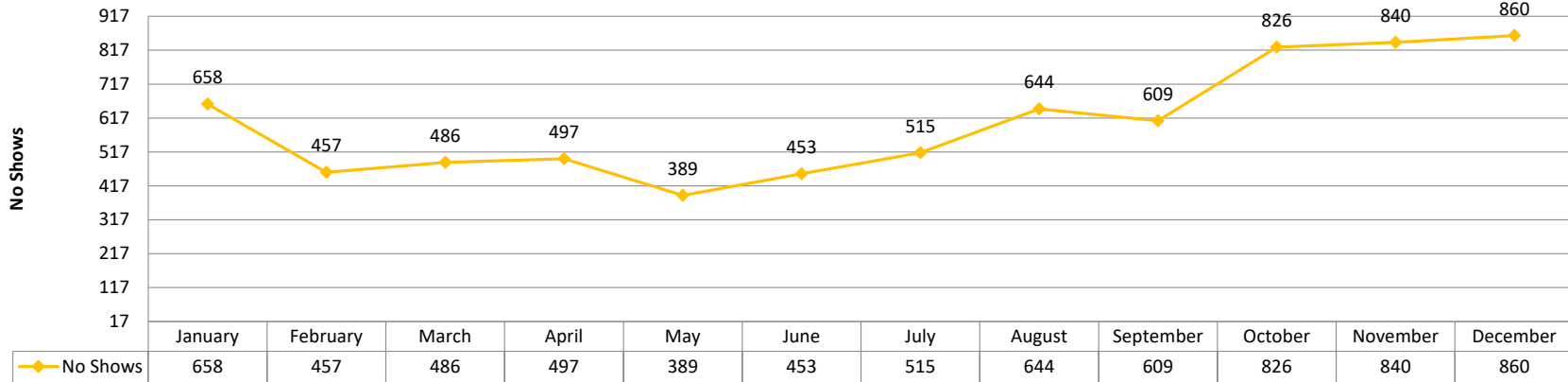
	January	February	March	April	May	June	July	August	September	October	November	December
On Time Percentage	0.7445	0.8502	0.8412	0.9434	0.9397	0.9405	0.943	0.9018	0.8852	0.8121	0.7966	
Passengers Per Hour	1.65073087	1.5608051	1.53184741	1.54743197	1.53181662	1.54984982	1.51318149	1.5900579	1.58884431	1.66062049	1.69819888	1.77340489



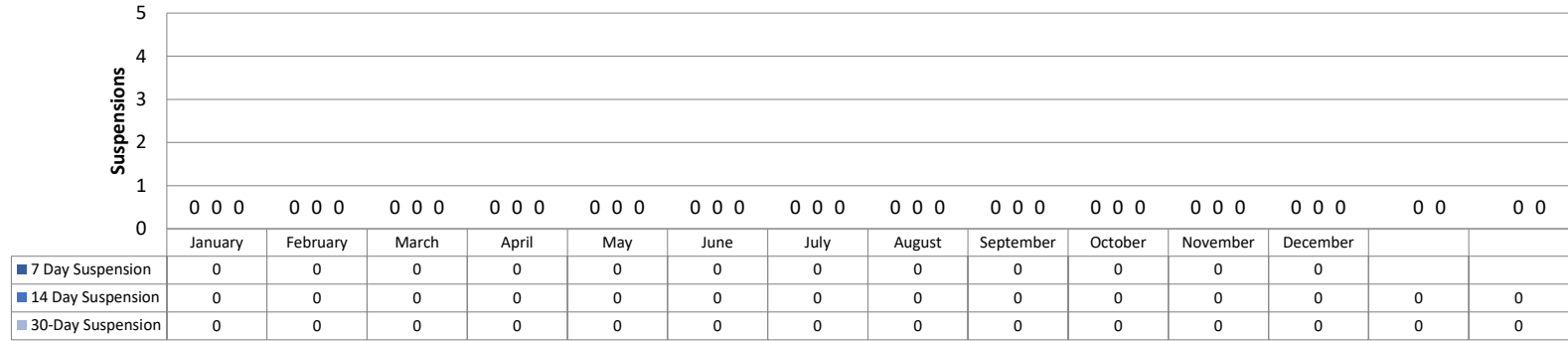
### Cancellations



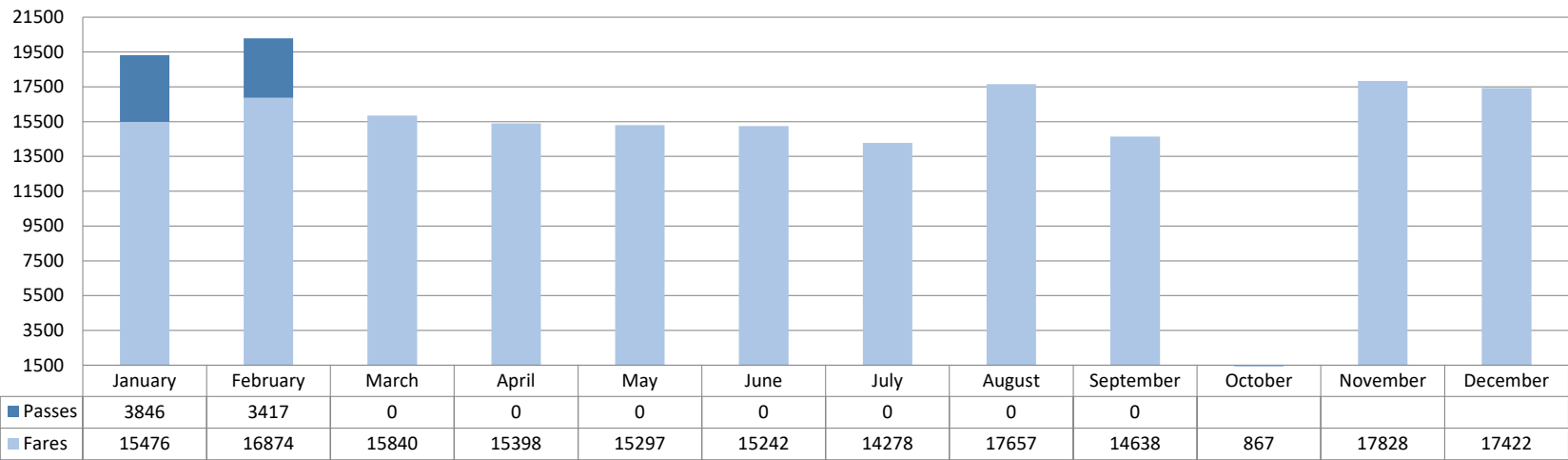
### No Show



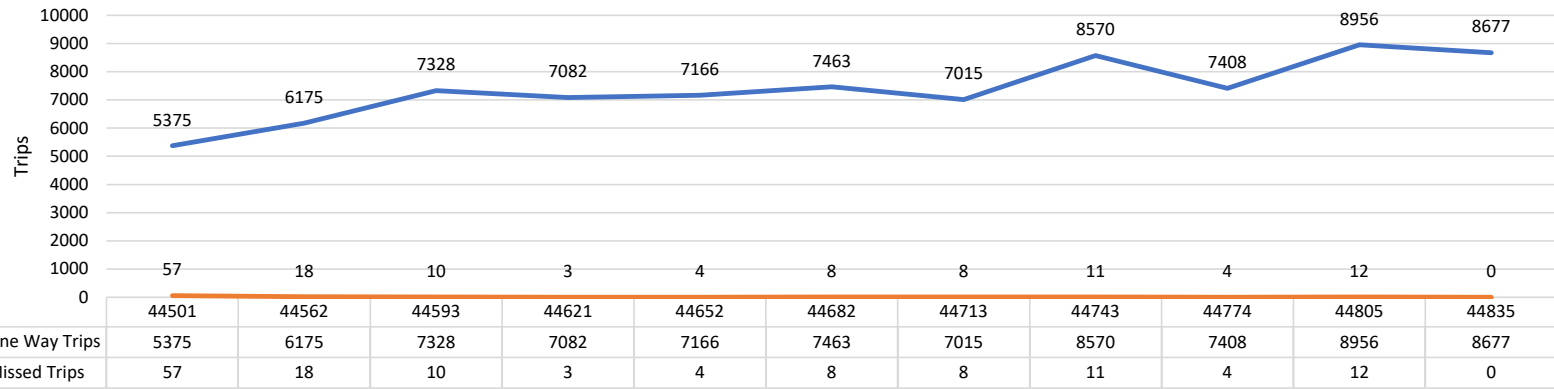
## Suspensions



## Ticket Sales and Fares Collected



### Total Trips & Missed Trips



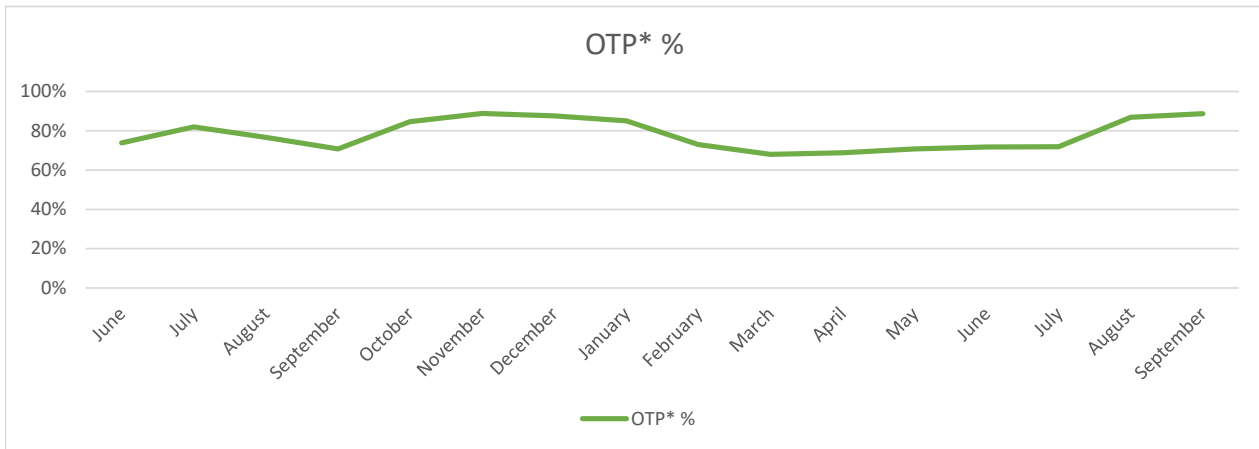
44501	44562	44593	44621	44652	44682	44713	44743	44774	44805	44835
5375	6175	7328	7082	7166	7463	7015	8570	7408	8956	8677
57	18	10	3	4	8	8	11	4	12	0

— One Way Trips — Missed Trips

Date Received	Month	Service	ID	Date of Incident	Type	Valid/Non-Valid	Description
10/19/2022	October	Paratransit	P 10-19-22 #657	10/14/2022	Compliment		The Passenger just wants to make sure of a commendation for A driver for being such a great driver, exceptional driver, very professional and makes sure he was secure. Ms. Teal is an outstanding employee and its all about safety the way she drives and handles the riders.
10/24/2022	October	Paratransit	P 10-24-22 #659	10/24/2022	Compliment		Passenger wants to make a commendation for driver Teal. Teal was on time picking her up, and was a kind and safe driver who was happy to inform her that the rides were free right now, and made sure she got to her door safely. Passenger says she really appreciates the service CAT provides.
10/28/2022	October	Paratransit	P 10-28-22 #662		Compliment		Passenger wants to compliment two drivers, Jael and Kevin. Jael drove her home and Kevin drove her to a bloodtest. Both drivers have driven her before and she wants us to know they are fabulous drivers; both are very nice and very accommodating. Kevin is also very helpful coming up and down the bus.
10/28/2022	October	Paratransit	P 10-27-22 #664	10/27/2022	Compliment		Passenger called to give a commendation to bus driver James Townsend for being so helpful in every sense of the word. Bus Driver James Townsend is very personable, nice and carried Passenger's Groceries for him. Mr. Stellingsma stated this is very rare anymore. Mr. Townsend made his trip very satisfying and a CAT has a wonderful service with Bus Drivers like James Townsend.
11/10/2022	November	Paratransit	P 11-10-22 #675	11/10/2022	Compliment		Passenger wants to let CAT know that Margie on the phones is fabulous and wonderful. Margie was incredibly helpful and whoever hired her did a wonderful job.
11/16/2022	November	Paratransit	P 11-16-22 #684	11/16/2022	Compliment		Passenger called to say lovely things about Margie. Mrs. Prosten is grateful to have Margie to assist her with her schedule. She had to rearrange her schedule due personal matter and Margie was able to give her a great schedule she could work with. Margie is very pleasant, very efficient, and very patient.
11/17/2022	November	Paratransit	P 11-17-22 #685		Compliment		<p>Passenger called all excited to let CAT Administration, she had witnessed a Hero in action! The CAT Connect Bus Driver did not flinch nor hesitate and ran to save the lady in the Canal. She stated that there were other men just standing wondering "If there were Alligator's in the Canal"? So, they hesitated, but not the CAT Connect Driver. He went all in, ruined his shoes and clothes. Passenger says CAT Admin should do something special for the Bus Driver- an amazing person and should get him a new pair of shoes.</p> <p>FYI: She said "He really is something else" and started to get emotional on the phone regarding his actions with such quick response and no fear!</p>
12/1/2022	December	Paratransit	P 12-02-22 #689	11/30/2022	Other		Explanation: Today, again, there was an issue with a Cat driver picking up a passenger for work. Then there was an issue with the app canceling her ride home. All told it cost the passenger \$60 for transportation to and from work via a cab. The pasenger has utilized Cat for work transportation to the same location for more than five years. I myself have documented numerous issues, brought these issues to the attention any number of people in management positions and always heard the same - we are sorry - the matter will be addressed. I'll give you another example - when I call to schedule The passengers rides the person I speak to could not sound any less interested in assisting me and on several occasions has provided me with inaccurate information. The list goes on with drivers who often do not seem to be properly trained to assist persons with a disability. I'm certain you would like a list of dates and issues, but I have tried that to no avail. It will be interesting to see just how you plan to address my concerns.
12/12/2022	December	Paratransit	P 12-10-22 #694	12/10/2022	Safety		The Passenger left a voice stating that her and her husband were cut off by the Para Transit Driver and he did not use the blinkers at all.
12/21/2022	December	Paratransit	P 12-21-22 #697	12/21/2022	Compliment		Passenger called to compliment the two drivers who picked her up today. She was scheduled to be picked up to be brought home at 12 pm, but she ended up running 5 minutes late; Ms. Jones said these drivers waited for her, and even helped her bring all her groceries into her house. She said they were kind and courteous and extremely helpful.

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%
July	2049	576	72%
August	4665	609	87%
September	3885	441	89%
October	4666	662	86%
November	4417	484	89%
December	4436	508	89%



**EXECUTIVE SUMMARY**  
**REPORTS AND PRESENTATIONS**  
**ITEM 6B**

**Metropolitan Planning Organization (MPO) Quarterly Progress Report**

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**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 (**Attachment 1**).

Prepared By: Anne McLaughlin, MPO Executive Director

**ATTACHMENT(S):**

1. MPO Quarterly Progress Report



SERVICE AREA/COUNTIES:

Collier

INVOICE NUMBER: G2926 Q2

INVOICE DATE: January 24, 2023

QUARTER SERVICE DATES: October 1 - December 31, 2022

LCB 3/1/2023

Item 6B, Attachment 1

AGENCY

Collier MPO

I PROGRAM MANAGEMENT	PROGRESS
A. When necessary and in cooperation with the LCB, <b>solicit and recommend a CTC</b> . 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)	Resolution re-designating Collier County Board of County Commissioners (BCC) was approved by BCC on 10/11/22, and LCB endorsed the re-designation at their 12/7/22 meeting. The Collier MPO Board, at its meeting on 12/9/22, approved a resolution nominating the BCC to remain as CTC. On 12/20/22, Collier MPO provided the CTD with an associated letter of recommendation. Collier MPO is scheduled to present the CTC re-designation at the CTD Business Meeting on 3/15/23.
B. Develop and maintain a process for the <b>appointment and reappointment of voting and non-voting members</b> to the local coordinating board. (41-2.012, FAC)	The MPO Board, at its 10/14/22 meeting: elected MPO Council Member, Tony Pernas, to serve as Chair of LCB; re-appointed non-agency LCB member, Dylan Vogel; and appointed non-agency LCB member, Rick Hart.
C. Prepare <b>agendas</b> for local coordinating board meetings consistent with the <i>Local Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 3)	The agenda for the 12/7/22 LCB meeting is enclosed.
D. Prepare official <b>minutes</b> of local coordinating board meetings regardless of a quorum) and submit a copy along with the quarterly report to the Commission. For committee meetings, prepare minutes in the form of a brief summary of basic points, discussions, decisions, and recommendations to the full board. Keep records of all meetings for at least five years. (Task 3)	The draft minutes for the 12/7/22 LCB meeting are enclosed.
E. Provide at least one <b>public workshop</b> 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 <b>committees</b> of the local coordinating board. (Task 3)	No activity this quarter. The only committee of the LCB is the grievance committee. No grievances were filed, and no staff support was necessary.
G. Develop and update annually <b>by-laws</b> for local coordinating board approval. Approved by-laws shall be submitted to the Commission. (Task 5)	No activity this quarter.
H. Develop, annually update, and implement local coordinating board <b>grievance procedures</b> 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)	LCB updated and approved its grievance procedures on 12/7/22. The updated grievance procedures are enclosed.
I. Provide the Commission with a current <b>membership roster and mailing list</b> 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 current membership roster is enclosed.
J. Provide <b>public notice</b> 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 ads for the 12/7/22 meeting are enclosed.
K. Review and comment on the <b>Annual Operating Report</b> for submittal to the local coordinating board, and forward comments/concerns to the Commission for the Transportation Disadvantaged. (Task 7)	It is anticipated that the AOR will be presented to the LCB at its next meeting on 3/1/23, after it has been approved by the CTD. LCB did previously review the AOR at their 9/7/22 meeting.
L. Report the <b>actual expenditures</b> (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. AER previously provided to the CTD.

II. SERVICE DEVELOPMENT	PROGRESS
A. Jointly, with the community transportation coordinator and the local coordinating board, develop the <b>Transportation Disadvantaged Service Plan (TDSP)</b> following CTD guidelines. (Task 1)	Prepared and submitted Rotation Request to County Procurement Division for TDSP Major Update; prepared scope for TDSP Major Update and submitted to CTD Project Manager for review and comment on 12/20/22.
B. Encourage integration of "transportation disadvantaged" issues into <b>local and regional comprehensive plans</b> . 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 <b>regional workforce boards</b> 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 <b>quarterly reports</b> of local TD program administrative support accomplishments as outlined in the grant agreement and any other activities related to the TD program. (Task 9)	The Planning Grant quarterly progress report was presented to the LCB at the 12/7/22 meeting. The CTC also provides a quarterly report to the LCB, which is enclosed.
B. Attend at least one <b>Commission-sponsored training</b> , including but not limited to, the CTD's regional meetings, the CTD's annual training workshop, or other sponsored training. (Task 10)	No activity this quarter.
C. Attend at least one <b>CTD meeting</b> each year within budget/staff/schedule availability.	No activity this quarter.
D. Notify CTD staff of local <b>TD concerns</b> that may require special investigations.	No activity this quarter.
E. Provide <b>training</b> for newly-appointed LCB members. (Task 3)	Provided orientation to new LCB Chair, Tony Pernas, on 12/2/22. Provided orientation materials to LCB members, Michael Stahler and Rick Hart, on 12/21/22.
F. Provide <b>assistance</b> 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.	This task is continual and ongoing. Coordinated with FDOT, MPO's Technical Advisory Committee, Citizens Advisory Committee, and MPO Board to facilitate the approval of the transfer of up to \$2.5 million in FY 2023 SU Surface Transportation Block Grant – Urban (SU) funds to the Collier Area Transit (CAT) Maintenance & Operations Facility Replacement Project.
G. To the extent feasible, collect and review <b>proposed funding applications</b> 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)	LCB, at its 12/7/22 meeting, reviewed and endorsed the CTC's proposed grant applications for Federal Transit Administration Sections 5310, 5311, and 5339 grants.
H. Ensure the local coordinating board conducts, as a minimum, an <b>annual evaluation</b> of the community transportation coordinator. The local coordinating board shall evaluate the coordinator using the Commission's <i>Evaluation Workbook for Community Transportation Coordinators and Providers in Florida</i> (at a minimum using the modules concerning Competition In Use of Operators, Cost-Effectiveness and Efficiency, and Availability of Service) and local standards as defined in the Transportation Disadvantaged Service Plan. (Task 2B)	No activity this quarter.
I. Assist the CTD in <b>joint reviews</b> of the CTC.	No activity this quarter.
J. Ensure the LCB annually reviews <b>coordination contracts</b> 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:

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

s/Anne McLaughlin  
Representative  
Date: 1/24/2023

Revised: 06/30/2021

**EXECUTIVE SUMMARY**  
**REPORTS AND PRESENTATIONS**  
**ITEM 6C**

**Florida Department of Transportation (FDOT) Report**

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**OBJECTIVE:** For the Board to receive an update from FDOT.

**CONSIDERATIONS:** FDOT will provide a status report to the LCB at each meeting. FDOT's status report is included in **Attachment 1**.

**STAFF RECOMMENDATION:** For the Board to receive the update.

Prepared By: Anne McLaughlin, MPO Director

**ATTACHMENT(S):**

1. FDOT Report for March 1 2023 LCB Meeting

*Agenda topic Grants for Federal Fiscal Year (FFY) 23 / State Fiscal Year 2023/2024*

**FTA Section 5310, 5311, and 5339 applications** –The due date for applications was Friday, December 16, 2022. 25 applications were received. An update will be provided once Committee Meetings and recommendations have been made.

*Agenda topic Training Opportunities*

**2023 Professional Development Workshop & Transit Safety and Operations Summit hosted by FPTA/FDOT/CUTR:** This summit will be held June 5-7, 2023. The registration link is not yet available.