



# 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 – May 3, 2023

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. March 1, 2023 Public Workshop Meeting Minutes
  - B. March 1, 2023 Regular Meeting Minutes
5. **BOARD ACTION**
  - A. Review, Approve and Endorse LCB Bylaws
  - B. Appoint LCB Member to Serve on Grievance Committee
  - C. Review and Approve Memorandum of Agreement (MOA) for the Community Transportation Coordinator (CTC) Designation
- D. Approve the 2023 Transportation Disadvantaged Service Plan (TDSP) Annual Update
- E. Endorse the TD Planning Grant Application & Resolution
6. **REPORTS & PRESENTATIONS**
  - A. CTC Quarterly Report
  - B. MPO Quarterly Progress Report
  - C. FDOT Report
7. **OTHER BUSINESS**
8. **DISTRIBUTION ITEMS**
  - A. Updated LCB Membership Roster
9. **BOARD MEMBER COMMENTS**
10. **NEXT MEETING DATE**

September 6, 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 PUBLIC WORKSHOP

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

Naples, FL 34112

March 1, 2023

1:30 p.m.

#### 1. CALL TO ORDER

##### A. Roll Call

**Chair Pernas** called the public workshop to order at approximately 1:30 p.m.

**Chair Pernas** introduced himself.

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

##### Members Present

Tony Pernas, MPO Board member, Everglades City, LCB Chair

Rick Hart, Disabled, LCB Vice-Chair

Dylan Vogel, Citizens Advocate/User

Gabrielle Galanti, Local Medical Community

Leah Watson, Agency for Persons with Disabilities

Lilith Sileika, Veterans Services

Sarah Gualco, SWFL Regional Workforce Development Board

##### Members Absent

Anne Chernin, Elderly

Brett Nelson, Children at Risk

Cheryl Burnham, Florida Association for Community Action

Dale Hanson, Florida Dept. of Transportation

Eileen Streight, Citizens Advocate/Non-User

Michael Stahler, Florida Agency for Health Care Administration

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

Sean Kingston, Principal Planner

Dusty Siegler, Administrative Assistant

**Others Present**

Adrienne Welsh

Connor Nehls, Enrollment & Volunteer Manger, STARability Foundation

Dani Cohen, Program Specialist, STARability Foundation

Dianne Price

Michelle Edwards-Arnold, Director, Collier County PTNE

Elena Ortiz-Rosado, Marketing Manager, Collier Area Transit

Mark Moujabber, General Manager, Collier Area Transit

Omar DeLeon, Public Transit Manager, Collier Area Transit

Mari Maldonado, Paratransit Manager, Collier Area Transit

Peter Spisak, Harmonia The Club

Reggie Wilson, Collier Dept. of Health

**B. Pledge of Allegiance**

Chair Pernas led the group in the Pledge of Allegiance.

**2. APPROVAL OF THE AGENDA**

*Ms. Watson moved for approval of the annual public workshop agenda. Mr. Hart seconded. Passed unanimously.*

**3. ANNUAL PUBLIC WORKSHOP ON LOCAL TRANSPORTATION DISADVANTAGED (TD) PROGRAM AND PROCESS**

**A. Public Comments on Local TD Program and Process**

**Ms. Price** stated that she has a son in STARability who attends the Trailblazer Academy, and she also volunteers at STARability. Ms. Price indicated that a few weeks prior, CATConnect (Collier Area Transit paratransit service) was supposed to pick up one of her colleagues between 10:30 and 11 a.m. Ms. Price and her colleague waited until 11:10 a.m., and then Ms. Price drove her colleague home. CATConnect showed up around 11:15 a.m., but Ms. Price and her colleague did not know that the bus was on its way. Ms. Price expressed concern about unreliability of service. **Ms. Arnold** encouraged Ms. Price and her colleague to call CAT's office to arrange to get the rideCATconnect app. The app includes daily announcements now. CAT was having difficulty with a previous system vendor in terms of getting accurate announcements. The app allows users to track the location of the buses, schedule and cancel trips, and receive notifications of when the bus is on its way.

**Ms. Price** indicated that she submitted a form to CAT for her son to have paratransit service, and she has not heard back. **Ms. Maldonado** confirmed that the application was received, and that she would check on the status and follow up with Ms. Price. Typically, the application process takes approximately 21 days.

**Ms. Welsh** stated that she is a caregiver for her sister, who is in the STARability program and uses paratransit services. Ms. Welsh just found out about the rideCATconnect app a few weeks ago. Ms. Welsh suggested that CAT communicate the availability of the app to paratransit users. Ms. Welsh indicated that, prior to the app, there was a lot of variability in times that the paratransit service was set to arrive - her sister sometimes had to wait for an hour. Ms. Welsh expressed concern about other disabled individuals who may have to wait for a long period of time to be picked up. Ms. Welsh also suggested that CAT hire additional staff, particularly to staff CAT's phone lines. Ms. Welsh would like to provide her feedback on the app once it has been used. **Ms. Arnold** responded that Ms. Welsh's feedback on the app be emailed to CAT, and **Mr. DeLeon** provided an email address. **Ms. Arnold** confirmed that CAT is short-staffed in terms of dispatching and drivers. CAT is receiving more applications and more trips are being requested; trips are currently exceeding pre-COVID pandemic levels. CAT is trying to increase its capacity in terms of drivers and buses. Traffic, low staff, and increasing trips are impacting CAT's wait times. **Ms. Welsh** suggested that the app should have two-way communication to alleviate the amount of phone calls to CAT. **Ms. Arnold** indicated that most phone calls CAT receives are to find out where a bus is located, which use of the app should alleviate.

**Ms. Watson** indicated that education is key, and STARability often allows community groups to do presentations. Ms. Watson wondered if CAT could provide a presentation to STARability regarding the paratransit service. **Ms. Arnold** responded that CAT would like to do so when staff has the ability. CAT has been working on public outreach to provide information. **Mr. DeLeon** added that CAT recently attended a senior expo in North Naples, and did informational outreach at Goodlette Arms, an expo for children with disabilities, and some schools.

**Mr. Nehls** commented that STARability would love to have CAT provide an informational presentation. Mr. Nehls indicated that he understands that CAT is short-staffed; STARability is short-staffed as well. Many of STARability's participants utilize the paratransit system. Without the paratransit system, most participants would not be able to attend STARability's programs. **Mr. Spisak** agreed and thanked CAT for its hard work. **Ms. Maldonado** indicated that CAT could provide a presentation and information. **Mr. Nehls** indicated that such a session would be helpful; there are some families that are new to STARability who do not have experience with paratransit.

**Mr. Hart** stated that he works at Lighthouse of Collier, which depends heavily on the paratransit system for its blind and visually impaired clients. Mr. Hart expressed that the paratransit system is a good system that works well for the most part. In season, it can be difficult. Lighthouse of Collier tries to not schedule paratransit rides during peak times (before 9 a.m. or after 3 p.m.), if possible. Lighthouse of Collier tries to coordinate its schedule around paratransit service availability as much as possible. **Ms. Arnold** added that Lighthouse has the flexibility to try to schedule around peak times, but some agencies do not. CAT tries to work with paratransit users who do not have programs or time commitments to see if they would be flexible to schedule their service during off-peak times.

**Ms. Welsh** asked what the public could do to assist CAT with getting the appropriate resources it needs for staffing and planning for future growth in demand, or otherwise help CAT improve its paratransit service. **Ms. Arnold** responded that CAT's biggest current challenge is

staffing. When CAT goes to the Board of County Commissioners with requests for funding to support hiring additional staff, it would be helpful to have public support. The public can attend the meetings or write their commissioner. There is a current challenge with finding employees, particularly bus drivers. Paratransit bus drivers are more than just drivers and must be sensitive to the needs of the population that the paratransit system caters to. CATConnect has wonderful and attentive bus drivers now, but not enough of them. **Ms. Price** asked if CAT performs background checks on its drivers, and **Ms. Arnold** confirmed that high-level background checks are performed on all drivers.

**B. Member Comments on Local TD Program and Process**

None.

**C. Annual TD LCB Training**

**Ms. McLaughlin** introduced herself and MPO staff and **Ms. Arnold** introduced herself and key CAT staff. Ms. McLaughlin provided an informational training presentation (which was included in the agenda packet), with input from Ms. Arnold.

**4. ADJOURN ANNUAL PUBLIC WORKSHOP**

*With no further comments, **Chair Pernas** adjourned the public workshop at approximately 2:38 p.m.*

**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  
March 1, 2023  
1:30 p.m.**

**1. CALL TO ORDER**

**A. Roll Call**

**Chair Pernas** called the regular meeting to order at approximately 2:39 p.m.

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

**Members Present**

Tony Pernas, MPO Board member, Everglades City, LCB Chair  
Rick Hart, Disabled, LCB Vice-Chair  
Dylan Vogel, Citizens Advocate/User  
Gabrielle Galanti, Local Medical Community  
Leah Watson, Agency for Persons with Disabilities  
Sarah Gualco, SWFL Regional Workforce Development Board

**Members Absent**

Anne Chernin, Elderly  
Brett Nelson, Children at Risk  
Cheryl Burnham, Florida Association for Community Action  
Dale Hanson, Florida Dept. of Transportation  
Eileen Streight, Citizens Advocate/Non-User  
Lilith Sileika, Veterans Services  
Michael Stahler, Florida Agency for Health Care Administration  
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  
Sean Kingston, Principal Planner  
Dusty Siegler, Administrative Assistant

**Others Present**

Michelle Edwards-Arnold, Director, Collier County PTNE

Elena Ortiz-Rosado, Marketing Manager, Collier Area Transit  
Mark Moujabber, General Manager, Collier Area Transit  
Omar DeLeon, Public Transit Manager, Collier Area Transit  
Mari Maldonado, Paratransit Manager, Collier Area Transit

**B. Pledge of Allegiance**

Chair Pernas led the group in the Pledge of Allegiance.

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

None.

**3. APPROVAL OF AGENDA**

*Mr. Hart moved to approve the agenda. Ms. Gualco seconded. Passed unanimously.*

**4. APPROVAL OF MEETING MINUTES**

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

*Ms. Gualco moved to approve the Regular Meeting Minutes for December 7, 2022. Mr. Hart seconded. Passed unanimously.*

**5. BOARD ACTION**

**A. Elect LCB Vice-Chair**

**Mr. Hart** volunteered to serve as LCB Vice-Chair.

*Ms. Watson moved to elect Rick Hart as LCB Vice-Chair. Ms. Galanti seconded. Passed unanimously.*

**B. Appoint LCB Member to Serve on Grievance Committee**

**Ms. Watson** volunteered to serve on the grievance committee.

*Ms. Watson moved to appoint herself to the grievance committee. Mr. Hart seconded. Passed unanimously.*

### **C. Review and Endorse Scope of Work for the TDSP Major Update**

**Ms. McLaughlin** explained that the MPO and the County are working on a minor update to the Transportation Disadvantaged Service Plan (TDSP), but a consultant needs to be retained for the major update, which is due every five years. The major update includes extensive public involvement, needs assessments, *et cetera*. The TDSP major update will also need to be reviewed and approved by the LCB and the MPO Board in order to submit it to the Commission for the Transportation Disadvantaged (CTD), which must be done by October 2024. The Scope of Work for the TDSP major update was developed based upon scopes prepared in past years and follows the CTD's manual regarding requirements for the TDSP. MPO Staff worked with County staff in developing the Scope. The Scope was endorsed by the Technical and Citizens Advisory Committees at their meetings on February 27. MPO Staff hopes to present a work order for the TDSP major update to the MPO Board in April or May.

*Mr. Hart moved to endorse the Scope of Work for the TDSP Major Update. Ms. Watson seconded. Passed unanimously.*

### **D. Review FY 2021-2022 Annual Operating Report**

**Mr. DeLeon** explained that the FY 2021-2022 Annual Operating Report (AOR) was presented to, and reviewed by, the LCB in the fall of 2022. The AOR was then submitted to the CTD for review. The CTD approved the AOR. Now, final approval of the AOR is sought from the LCB.

*Ms. Galanti moved to approve the AOR. Mr. Hart seconded. Passed unanimously.*

## **6. REPORTS & PRESENTATIONS**

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

**Mr. DeLeon** discussed the Report and the operating statistics for paratransit for October through December 2022. Mr. DeLeon added that there is currently a general increase in ridership. On-time performance has gone down since summer. In speaking with drivers, seasonal traffic seems to much more congested this year than in the past. Additionally, there is more demand, which impacts capacity. CAT routinely conducts meetings with its paratransit team and is working to attain more buses. **Ms. Arnold** pointed out that approximately half of the scheduled trips are subscription trips (ongoing and/or recurring). **Mr. Hart** asked how many no-shows are for subscription trips. **Mr. DeLeon** responded that he was not sure but would look into it.

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

**Ms. McLaughlin** discussed the MPO's Quarterly Progress Report and the work performed by the MPO related to the Transportation Disadvantaged program.



**C. FDOT Report**

Ms. Hanson was not present. **Ms. Siegler** read the update provided by Ms. Hanson and included in the agenda packet.

**7. OTHER BUSINESS**

None.

**8. DISTRIBUTION ITEMS**

None.

**9. BOARD MEMBER COMMENTS**

None.

**10. NEXT MEETING DATE**

*May 3, 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, **Chair Pernas** adjourned the meeting at 3:06 p.m.*

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

**Review, Approve and Endorse LCB Bylaws**

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**OBJECTIVE:** To review and approve the revisions to the attached bylaws.

**CONSIDERATIONS:** The LCB is required to review and approve its bylaws annually per the Transportation Disadvantaged Planning Grant. Staff has reviewed the current bylaws and no substantive changes are being proposed at this time. The revisions include an update to the current LCB Chair and the MPO Board Chair and the date of adoption. The proposed changes are included in **Attachment 1** in ~~striketrough~~/underline format.

**STAFF RECOMMENDATION:** For the Board to review and endorse the updated LCB bylaws and authorize the LCB Chair to sign the updated bylaws.

Prepared By: Dusty May Siegler, Collier MPO Senior Planner

**ATTACHMENTS:**

1. Draft 2023 LCB Bylaws – Strikethrough and underline version
2. Draft 2023 LCB Bylaws – Clean version

**BY-LAWS**

of the

**COLLIER COUNTY  
Transportation Disadvantaged  
Local Coordinating Board**

**Endorsed by LCB: May ~~43, 2022~~ 2023**  
**Adopted by MPO: May ~~13~~ 12, 2022 2023**

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**BY-LAWS OF THE  
COLLIER COUNTY TRANSPORTATION DISADVANTAGED  
LOCAL COORDINATING BOARD**

**ARTICLE I: PREAMBLE**

**Section 1: Preamble**

The following sets forth the By-Laws, which shall serve to guide the proper functioning of the coordination of transportation services provided to the transportation disadvantaged through the Collier County Transportation Disadvantaged Program. The intent is to provide procedures and policies for fulfilling the requirements of Chapter 427, *Florida Statutes*, Rule 41-2, *Florida Administrative Code (FAC)*, and subsequent laws setting forth requirements for the coordination of transportation services to the transportation disadvantaged.

**ARTICLE II: NAME AND PURPOSE**

**Section 1: Name**

The name of the Local Coordinating Board shall be the Collier County Transportation Disadvantaged Local Coordinating Board (LCB).

**Section 2: Purpose**

The primary purpose of the LCB is to assist the Collier Metropolitan Planning Organization (MPO) in identifying local service needs and providing information, advice and direction to the Community Transportation Coordinator (CTC) on the coordination of services to be provided to the transportation disadvantaged pursuant to Chapter 427.0157, *Florida Statutes*.

**ARTICLE III: MEMBERSHIP, APPOINTMENT, TERM OF OFFICE,  
AND TERMINATION OF MEMBERSHIP**

**Section 1: Voting Members**

In accordance with Rule 41-2.012, Florida Administration Code, all members of the Board shall be appointed by the designated official planning agency. The designated official planning agency for Collier County is the Collier Metropolitan Planning Organization (MPO). The following agencies or groups shall be represented on the LCB as voting members:

- A. A Collier County elected official, who has been appointed to serve as chairperson;
- B. A local representative of the Florida Department of Transportation;
- C. A local representative of the Florida Department of Children and Family Services;

- D. A representative of the Public Education Community;
- E. A local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education;
- F. A person who is recognized by the local Veterans Service Office representing the veterans in the county;
- G. A person who is recognized by the Florida Association for Community Action (President or Designee) as representing the economically disadvantaged in the county;
- H. A person over sixty years of age representing the elderly in the county;
- I. A person with a disability representing persons with disabilities in the county;
- J. Two citizen advocate representatives in the county, one who must be a person who uses the transportation service(s) of the system as their primary means of transportation;
- K. A local representative of children at risk;
- L. A local representative of the Florida Department of Elder Affairs;
- M. A local representative of the local medical community;
- N. A representative of the Southwest Florida Regional Workforce Development Board;
- O. An experienced representative of the local private for profit transportation industry. If such representative is not available, a local private non-profit representative will be appointed, except where said representative is also the CTC, or a transportation provider under contract to the management company for the CTC;
- P. A representative of the Florida Agency for Health Care Administration; and
- Q. A local representative of the Agency for Persons with Disabilities.

Since Collier Area Transit (CAT) is operated by the Collier County Board of County Commissioners, which is also the CTC, it is not represented on the LCB, pursuant to Rule 41-2.012, Florida Administrative Code.

**Section 2: Alternate Members**

Alternates are to be appointed in writing to the MPO by an agency representative. Non-agency alternates may be appointed by the MPO, if desired. Each alternate may vote only in the absence of that member on a one-vote-per-member basis. Alternates for a LCB member who cannot

attend a meeting must be a representative of the same interest as the primary member.

**Section 3: Non-Voting Members**

Upon a majority vote of a quorum of the LCB, technical advisors (non-voting members) may be recommended to the Collier MPO for its approval for the purpose of providing the LCB with technical advice as necessary.

**Section 4: Terms of Appointment**

Except for the Chairperson and state agency representatives, the non-agency members of the LCB shall be appointed for three (3) year terms. The Chairperson shall serve until being replaced by the Collier MPO. No employee of a CTC, or transportation provider under contract to the management company for the CTC, shall serve as a voting member of the LCB. However, an elected official serving as Chairperson of the LCB, or another governmental employee - who is not employed for the purpose of making provisions for transportation and is not directly supervised by the CTC - may serve as a voting member of the LCB.

**Section 5: Termination of Membership**

Any member of the LCB may resign at any time by notice in writing to the Chairperson. Unless otherwise specified in such notice, such resignation shall take effect upon receipt thereof by the Chairperson. Each member of the LCB is expected to demonstrate his/her interest in the LCB's activities through attendance of the scheduled meetings, except for reasons of an unavoidable nature. In each instance of an unavoidable absence, the absent member should ensure that his/her alternate will attend. The Collier MPO shall review, and consider rescinding, the appointment of any voting member of the LCB who fails to attend three (3) consecutive regularly meetings or four of the previous six regularly scheduled meetings. If the Collier MPO Board determines that the number of absences incurred by a LCB member (excused or unexcused) is unacceptable, it may remove that member by a majority vote of the MPO Board members present.

Each member of the LCB is expected to conduct himself/herself in a professional and ethical manner. If it is found that a LCB member has engaged in practices that do not comply with Section 112.3143, *Florida Statutes*, or has otherwise conducted himself/herself in an unethical or unprofessional manner, the Collier MPO staff shall recommend to the MPO Board that he/she be removed. The Collier MPO Board may remove such a member by a majority vote of the MPO members present.

**ARTICLE IV: OFFICERS AND DUTIES**

**Section 1: Number**

The officers of the LCB shall be a Chairperson and a Vice-Chairperson.

**Section 2: Chairperson**



The Collier MPO Board shall appoint an elected official from Collier County or one of its municipalities to serve as the official Chairperson for all LCB meetings. The Chairperson shall preside at all meetings, and in the event of his/her absence, or at his/her direction; the Vice-Chairperson shall assume the powers and duties of the Chairperson. The Chairperson shall serve until their elected term of office has expired or replaced by the Collier MPO.

**Section 3: Vice-Chairperson**

The LCB shall hold a meeting each year for the purpose of electing a Vice-Chairperson. The Vice-Chairperson shall be elected by a majority vote of a quorum of the LCB members. The Vice-Chairperson shall serve a term of one year starting with the next meeting. In the event of the Chairperson's absence, the Vice-Chairperson shall assume the duties of the Chairperson and conduct the meeting. The Vice-Chairperson may serve more than one term.

**ARTICLE V: LCB MEETINGS**

**Section 1: Regular Meetings**

The LCB shall meet as often as necessary in order to meet its responsibilities. However, as required by Chapter 427.0157, *Florida Statutes*, the LCB shall meet at least quarterly.

**Section 2: Notice of Meetings**

Notices and tentative agendas shall be sent to all LCB members, other interested parties, and the news media within a reasonable amount of time prior to the LCB meeting. Such notice shall state the date, time and the place of the meeting.

**Section 3: Quorum**

A quorum shall exist to conduct LCB business when there is an in-person attendance of four (4) of the voting LCB members, or their designated alternates.

**Section 4: Voting**

At all meetings of the LCB at which a quorum is present, all matters, except as otherwise expressly required by law or these By-Laws, shall be decided by the vote of a majority of the members of the LCB present.

**Section 5: By-Laws and Parliamentary Procedures**

The LCB shall develop and adopt a set of by-laws. The by-laws shall state that the LCB will conduct business using parliamentary procedures according to Robert's Rules of Order, except when in conflict with these By-Laws. The by-laws shall be reviewed, updated (if necessary) and adopted annually.

**Section 6: Public Meetings**

All meetings of the LCB and its committees are open to the public, and all activities of the LCB are subject to the “Sunshine Laws” also known as the Florida Government in the Sunshine regulations, Chapter 286, *Florida Statutes*.

**ARTICLE VI: STAFF**

**Section 1: General**

The MPO shall provide the LCB with sufficient staff support and resources to enable the LCB to fulfill its responsibilities as set forth in Chapter 427.0157, *Florida Statutes*. These responsibilities include providing sufficient staff to manage and oversee the operations of the LCB and assist in the scheduling of meetings, preparing meeting agenda packets, and other necessary administrative duties as required by the LCB within the limits of the resources available.

**ARTICLE VII: LCB DUTIES**

**Section 1: LCB Duties**

The LCB shall perform the following duties as specified in Rule 41-2, *F.A.C.*

1. Maintain official meeting minutes, including an attendance roster, reflecting official actions and provide a copy of same to the Commission for the Transportation Disadvantaged (TD Commission), and the Chairperson of the Collier MPO.
2. Review and approve the Memorandum of Agreement between the Florida TD Commission and the Collier County CTC and the Transportation Disadvantaged Service Plan (TDSP). The LCB shall ensure that the TDSP has been developed by involving all appropriate parties in the process.
3. On a continuing basis, monitor services provided under the approved service plan. When requested, assist the CTC in establishing eligibility guidelines and trip priorities.
4. Annually, provide the Collier MPO with an evaluation of the CTC's performance in general and relative to Insurance, Safety Requirements and TD Commission standards as referenced in Rule 41-2.006 F.A.C., and the performance results of the most recent TDSP (41-2.012(5)(b) F.A.C.). As part of the CTC's performance, the LCB shall also set an annual percentage goal increase (or establish a percentage) for the number of trips provided within the system to be on public transit. The LCB shall utilize the Commission's Quality Assurance Performance Evaluation Tool to evaluate the performance of the CTC. This evaluation tool and summary will be submitted to the Commission upon approval

by the LCB.

5. In cooperation with the Coordinator CTC, review and provide recommendations to the TD Commission on all applications for local, state, or federal funds relating to transportation of the transportation disadvantaged in the county to ensure that any expenditures within the county are provided in the most cost effective and efficient manner. The LCB shall develop and implement a process by which the LCB and CTC have an opportunity to become aware of any federal, state, or local government funding requests and provide recommendations regarding the expenditure of such funds.
6. Review coordination strategies for service provision to the transportation disadvantaged in the designated service area to seek innovative ways to improve cost effectiveness, efficiency, safety, working hours and types of service in an effort to increase ridership to a broader population. Such strategies should also encourage multi-county and regional transportation service agreements between area CTCs and consolidation of adjacent counties when it is appropriate and cost effective to do so and seek the involvement of the private and public sector, volunteers, public transit, school districts, elected officials and any others in any plan for improved service delivery.
7. Appoint a Grievance committee to serve as a mediator to process, investigate, resolve complaints from agencies, users, potential users of the system and the CTC in the designated service area, and make recommendations to the LCB for improvement of service. The LCB shall establish procedures to provide regular opportunities for issues to be brought before such committee and to address them in a timely manner in accordance with the Commission's Local Grievance Guidelines. Members appointed to the committee shall be voting members of the LCB.
8. In coordinating with the CTC, jointly develop applications for funds that may become available.
9. Review and recommend approval of the Transportation Development Service Plan for consistency with approved minimum guidelines and the goals and objectives of the Board. The Transportation Development Service Plan shall include a vehicle inventory of those vehicles purchased with transportation-disadvantaged funds.
10. Evaluate multi-county or regional transportation opportunities (Fla. Stat. § 427.0157(6), as amended).
11. Annually hold a public hearing for the purpose of receiving input on unmet transportation needs or any other areas that relate to the local transportation services.
12. Work cooperatively with regional workforce boards established in chapter 445 to provide assistance in the development of innovative transportation services for

participants in the welfare transition program (Fla. Stat. § 427.0157(7), as amended).

## ARTICLE VIII: SUBCOMMITTEES

### Section 1: Subcommittees

Upon a majority vote of a quorum of the LCB, subcommittees shall be designated by the Chair as necessary to investigate and report on specific subject areas of interest to the LCB and to deal with administrative and legislative procedures.

## ARTICLE IX: COMMUNICATION WITH OTHER AGENCIES AND ENTITIES

### Section 1: General

The Collier MPO authorizes the LCB to communicate directly with other agencies and entities as necessary to carry out its duties and responsibilities in accordance with Rule 41-2 *F.A.C.*

## ARTICLE X: CERTIFICATION

The undersigned hereby certifies that he/she is the Chairperson of the Collier County Transportation Disadvantaged Local Coordinating Board and that the foregoing is a full, true and correct copy of the By-laws of this LCB as endorsed on May 43, ~~2022~~2023 by the Collier County Transportation Disadvantaged Local Coordinating Board and subsequently adopted by the Collier Metropolitan Planning Organization on May ~~43~~12, ~~2022~~2023.

Andy Solis Tony Pernas, LCB Chairperson

**METROPOLITAN PLANNING ORGANIZATION**

By: \_\_\_\_\_  
Paul Perry Greg Folley, MPO Chairperson

Attested By: \_\_\_\_\_  
Anne McLaughlin, MPO Executive Director

**Approved as to form and legality:**

**COLLIER COUNTY ATTORNEY**

By: \_\_\_\_\_  
Scott R. Teach, Deputy County Attorney

FP7  
C/O

**BY-LAWS**

**of the**

**COLLIER COUNTY  
Transportation Disadvantaged  
Local Coordinating Board**

**Endorsed by LCB: May 3, 2023**  
**Adopted by MPO: May 12, 2023**

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**BY-LAWS OF THE  
COLLIER COUNTY TRANSPORTATION DISADVANTAGED  
LOCAL COORDINATING BOARD**

**ARTICLE I: PREAMBLE**

**Section 1: Preamble**

The following sets forth the By-Laws, which shall serve to guide the proper functioning of the coordination of transportation services provided to the transportation disadvantaged through the Collier County Transportation Disadvantaged Program. The intent is to provide procedures and policies for fulfilling the requirements of Chapter 427, *Florida Statutes*, Rule 41-2, *Florida Administrative Code (FAC)*, and subsequent laws setting forth requirements for the coordination of transportation services to the transportation disadvantaged.

**ARTICLE II: NAME AND PURPOSE**

**Section 1: Name**

The name of the Local Coordinating Board shall be the Collier County Transportation Disadvantaged Local Coordinating Board (LCB).

**Section 2: Purpose**

The primary purpose of the LCB is to assist the Collier Metropolitan Planning Organization (MPO) in identifying local service needs and providing information, advice and direction to the Community Transportation Coordinator (CTC) on the coordination of services to be provided to the transportation disadvantaged pursuant to Chapter 427.0157, *Florida Statutes*.

**ARTICLE III: MEMBERSHIP, APPOINTMENT, TERM OF OFFICE,  
AND TERMINATION OF MEMBERSHIP**

**Section 1: Voting Members**

In accordance with Rule 41-2.012, Florida Administration Code, all members of the Board shall be appointed by the designated official planning agency. The designated official planning agency for Collier County is the Collier Metropolitan Planning Organization (MPO). The following agencies or groups shall be represented on the LCB as voting members:

- A. A Collier County elected official, who has been appointed to serve as chairperson;
- B. A local representative of the Florida Department of Transportation;
- C. A local representative of the Florida Department of Children and Family Services;

- D. A representative of the Public Education Community;
- E. A local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education;
- F. A person who is recognized by the local Veterans Service Office representing the veterans in the county;
- G. A person who is recognized by the Florida Association for Community Action (President or Designee) as representing the economically disadvantaged in the county;
- H. A person over sixty years of age representing the elderly in the county;
- I. A person with a disability representing persons with disabilities in the county;
- J. Two citizen advocate representatives in the county, one who must be a person who uses the transportation service(s) of the system as their primary means of transportation;
- K. A local representative of children at risk;
- L. A local representative of the Florida Department of Elder Affairs;
- M. A local representative of the local medical community;
- N. A representative of the Southwest Florida Regional Workforce Development Board;
- O. An experienced representative of the local private for profit transportation industry. If such representative is not available, a local private non-profit representative will be appointed, except where said representative is also the CTC, or a transportation provider under contract to the management company for the CTC;
- P. A representative of the Florida Agency for Health Care Administration; and
- Q. A local representative of the Agency for Persons with Disabilities.

Since Collier Area Transit (CAT) is operated by the Collier County Board of County Commissioners, which is also the CTC, it is not represented on the LCB, pursuant to Rule 41-2.012, Florida Administrative Code.

## **Section 2: Alternate Members**

Alternates are to be appointed in writing to the MPO by an agency representative. Non-agency alternates may be appointed by the MPO, if desired. Each alternate may vote only in the absence of that member on a one-vote-per-member basis. Alternates for a LCB member who cannot

attend a meeting must be a representative of the same interest as the primary member.

**Section 3: Non-Voting Members**

Upon a majority vote of a quorum of the LCB, technical advisors (non-voting members) may be recommended to the Collier MPO for its approval for the purpose of providing the LCB with technical advice as necessary.

**Section 4: Terms of Appointment**

Except for the Chairperson and state agency representatives, the non-agency members of the LCB shall be appointed for three (3) year terms. The Chairperson shall serve until being replaced by the Collier MPO. No employee of a CTC, or transportation provider under contract to the management company for the CTC, shall serve as a voting member of the LCB. However, an elected official serving as Chairperson of the LCB, or another governmental employee - who is not employed for the purpose of making provisions for transportation and is not directly supervised by the CTC - may serve as a voting member of the LCB.

**Section 5: Termination of Membership**

Any member of the LCB may resign at any time by notice in writing to the Chairperson. Unless otherwise specified in such notice, such resignation shall take effect upon receipt thereof by the Chairperson. Each member of the LCB is expected to demonstrate his/her interest in the LCB's activities through attendance of the scheduled meetings, except for reasons of an unavoidable nature. In each instance of an unavoidable absence, the absent member should ensure that his/her alternate will attend. The Collier MPO shall review, and consider rescinding, the appointment of any voting member of the LCB who fails to attend three (3) consecutive regularly meetings or four of the previous six regularly scheduled meetings. If the Collier MPO Board determines that the number of absences incurred by a LCB member (excused or unexcused) is unacceptable, it may remove that member by a majority vote of the MPO Board members present.

Each member of the LCB is expected to conduct himself/herself in a professional and ethical manner. If it is found that a LCB member has engaged in practices that do not comply with Section 112.3143, *Florida Statutes*, or has otherwise conducted himself/herself in an unethical or unprofessional manner, the Collier MPO staff shall recommend to the MPO Board that he/she be removed. The Collier MPO Board may remove such a member by a majority vote of the MPO members present.

**ARTICLE IV: OFFICERS AND DUTIES**

**Section 1: Number**

The officers of the LCB shall be a Chairperson and a Vice-Chairperson.

**Section 2: Chairperson**

The Collier MPO Board shall appoint an elected official from Collier County or one of its municipalities to serve as the official Chairperson for all LCB meetings. The Chairperson shall preside at all meetings, and in the event of his/her absence, or at his/her direction; the Vice-Chairperson shall assume the powers and duties of the Chairperson. The Chairperson shall serve until their elected term of office has expired or replaced by the Collier MPO.

**Section 3: Vice-Chairperson**

The LCB shall hold a meeting each year for the purpose of electing a Vice-Chairperson. The Vice-Chairperson shall be elected by a majority vote of a quorum of the LCB members. The Vice-Chairperson shall serve a term of one year starting with the next meeting. In the event of the Chairperson's absence, the Vice-Chairperson shall assume the duties of the Chairperson and conduct the meeting. The Vice-Chairperson may serve more than one term.

**ARTICLE V: LCB MEETINGS**

**Section 1: Regular Meetings**

The LCB shall meet as often as necessary in order to meet its responsibilities. However, as required by Chapter 427.0157, *Florida Statutes*, the LCB shall meet at least quarterly.

**Section 2: Notice of Meetings**

Notices and tentative agendas shall be sent to all LCB members, other interested parties, and the news media within a reasonable amount of time prior to the LCB meeting. Such notice shall state the date, time and the place of the meeting.

**Section 3: Quorum**

A quorum shall exist to conduct LCB business when there is an in-person attendance of four (4) of the voting LCB members, or their designated alternates.

**Section 4: Voting**

At all meetings of the LCB at which a quorum is present, all matters, except as otherwise expressly required by law or these By-Laws, shall be decided by the vote of a majority of the members of the LCB present.

**Section 5: By-Laws and Parliamentary Procedures**

The LCB shall develop and adopt a set of by-laws. The by-laws shall state that the LCB will conduct business using parliamentary procedures according to Robert's Rules of Order, except when in conflict with these By-Laws. The by-laws shall be reviewed, updated (if necessary) and adopted annually.

**Section 6: Public Meetings**

All meetings of the LCB and its committees are open to the public, and all activities of the LCB are subject to the “Sunshine Laws” also known as the Florida Government in the Sunshine regulations, Chapter 286, *Florida Statutes*.

**ARTICLE VI: STAFF**

**Section 1: General**

The MPO shall provide the LCB with sufficient staff support and resources to enable the LCB to fulfill its responsibilities as set forth in Chapter 427.0157, *Florida Statutes*. These responsibilities include providing sufficient staff to manage and oversee the operations of the LCB and assist in the scheduling of meetings, preparing meeting agenda packets, and other necessary administrative duties as required by the LCB within the limits of the resources available.

**ARTICLE VII: LCB DUTIES**

**Section 1: LCB Duties**

The LCB shall perform the following duties as specified in Rule 41-2, *F.A.C.*

1. Maintain official meeting minutes, including an attendance roster, reflecting official actions and provide a copy of same to the Commission for the Transportation Disadvantaged (TD Commission), and the Chairperson of the Collier MPO.
2. Review and approve the Memorandum of Agreement between the Florida TD Commission and the Collier County CTC and the Transportation Disadvantaged Service Plan (TDSP). The LCB shall ensure that the TDSP has been developed by involving all appropriate parties in the process.
3. On a continuing basis, monitor services provided under the approved service plan. When requested, assist the CTC in establishing eligibility guidelines and trip priorities.
4. Annually, provide the Collier MPO with an evaluation of the CTC's performance in general and relative to Insurance, Safety Requirements and TD Commission standards as referenced in Rule 41-2.006 F.A.C., and the performance results of the most recent TDSP (41-2.012(5)(b) F.A.C.). As part of the CTC's performance, the LCB shall also set an annual percentage goal increase (or establish a percentage) for the number of trips provided within the system to be on public transit. The LCB shall utilize the Commission's Quality Assurance Performance Evaluation Tool to evaluate the performance of the CTC. This evaluation tool and summary will be submitted to the Commission upon approval

by the LCB.

5. In cooperation with the Coordinator CTC, review and provide recommendations to the TD Commission on all applications for local, state, or federal funds relating to transportation of the transportation disadvantaged in the county to ensure that any expenditures within the county are provided in the most cost effective and efficient manner. The LCB shall develop and implement a process by which the LCB and CTC have an opportunity to become aware of any federal, state, or local government funding requests and provide recommendations regarding the expenditure of such funds.
6. Review coordination strategies for service provision to the transportation disadvantaged in the designated service area to seek innovative ways to improve cost effectiveness, efficiency, safety, working hours and types of service in an effort to increase ridership to a broader population. Such strategies should also encourage multi-county and regional transportation service agreements between area CTCs and consolidation of adjacent counties when it is appropriate and cost effective to do so and seek the involvement of the private and public sector, volunteers, public transit, school districts, elected officials and any others in any plan for improved service delivery.
7. Appoint a Grievance committee to serve as a mediator to process, investigate, resolve complaints from agencies, users, potential users of the system and the CTC in the designated service area, and make recommendations to the LCB for improvement of service. The LCB shall establish procedures to provide regular opportunities for issues to be brought before such committee and to address them in a timely manner in accordance with the Commission's Local Grievance Guidelines. Members appointed to the committee shall be voting members of the LCB.
8. In coordinating with the CTC, jointly develop applications for funds that may become available.
9. Review and recommend approval of the Transportation Development Service Plan for consistency with approved minimum guidelines and the goals and objectives of the Board. The Transportation Development Service Plan shall include a vehicle inventory of those vehicles purchased with transportation-disadvantaged funds.
10. Evaluate multi-county or regional transportation opportunities (Fla. Stat. § 427.0157(6), as amended).
11. Annually hold a public hearing for the purpose of receiving input on unmet transportation needs or any other areas that relate to the local transportation services.
12. Work cooperatively with regional workforce boards established in chapter 445 to provide assistance in the development of innovative transportation services for

participants in the welfare transition program (Fla. Stat. § 427.0157(7), as amended).

## **ARTICLE VIII: SUBCOMMITTEES**

### **Section 1: Subcommittees**

Upon a majority vote of a quorum of the LCB, subcommittees shall be designated by the Chair as necessary to investigate and report on specific subject areas of interest to the LCB and to deal with administrative and legislative procedures.

## **ARTICLE IX: COMMUNICATION WITH OTHER AGENCIES AND ENTITIES**

### **Section 1: General**

The Collier MPO authorizes the LCB to communicate directly with other agencies and entities as necessary to carry out its duties and responsibilities in accordance with Rule 41-2 *F.A.C.*

## **ARTICLE X: CERTIFICATION**

The undersigned hereby certifies that he/she is the Chairperson of the Collier County Transportation Disadvantaged Local Coordinating Board and that the foregoing is a full, true and correct copy of the By-laws of this LCB as endorsed on May 3, 2023 by the Collier County Transportation Disadvantaged Local Coordinating Board and subsequently adopted by the Collier Metropolitan Planning Organization on May 12, 2023.

---

Tony Pernas, LCB Chairperson

**METROPOLITAN PLANNING ORGANIZATION**

By: \_\_\_\_\_  
Greg Folley, MPO Chairperson

Attested By: \_\_\_\_\_  
Anne McLaughlin, MPO Executive Director

**Approved as to form and legality:**

**COLLIER COUNTY ATTORNEY**

By: Scott R Teach  
Scott R. Teach, Deputy County Attorney



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

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

---

**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 (**Attachment 1**) 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 Leah 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, Collier MPO Senior Planner

**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 Approve the Memorandum of Agreement (MOA) for the Community Transportation Coordinator (CTC) Designation**

---

**OBJECTIVE:** For the LCB to review and approve the Memorandum of Agreement (MOA) between the Florida Commission for Transportation Disadvantaged (CTD) and the Collier County Board of County Commissioners (BCC).

**CONSIDERATIONS:** Since 1999, the BCC has served as the CTC for Collier County. The BCC approved Resolution 2022-161 requesting that they be re-designated as the CTC for Collier County. The LCB voted unanimously to recommend to the Collier MPO that the Collier County BCC be re-designated and approved as the CTC at their December 7, 2022 meeting. The Collier MPO Board deemed that it is in the best interest of public health, safety and welfare of Collier County that the Collier County BCC be re-designated and approved as the CTC. The MPO Board voted unanimously to approve Resolution 2022-10, recommending that the Collier County BCC be re-designated and approved as the CTC. The MPO then submitted both executed Resolutions and the LCB Minutes to the CTD. The CTD approved the re-designation request at its March 15, 2023 Business Meeting. The CTD has submitted the MOA which is included as **Attachment 1**.

Pursuant to Chapter 427, Florida Statutes, Rule 41-2 FAC, the Memorandum of Agreement (MOA) is between the Florida Commission for the Transportation Disadvantaged (CTD) and the Community Transportation Coordinator. The MOA requires the approval of the Local Coordinating Board prior to execution by both parties.

**STAFF RECOMMENDATION:** That the LCB approve the MOA and authorize the LCB Chair to execute the document. The BCC is expected to approve the MOA at a future meeting. The CTD will execute the document last.

Prepared By: Anne McLaughlin, MPO Director

**ATTACHMENTS:**

1. Collier MOA Effective 7/1/23-6/30/28 Contract# TD2303

STATE OF FLORIDA  
COMMISSION FOR THE TRANSPORTATION DISADVANTAGED  
**MEMORANDUM OF AGREEMENT**

This Memorandum of Agreement is between the COMMISSION FOR THE TRANSPORTATION DISADVANTAGED, hereby referred to as the "Commission," and Collier County Board of County Commissioners (Collier Area Transit), 8300 Radio Road, Naples, Florida, 34104, the COMMUNITY TRANSPORTATION COORDINATOR, designated pursuant to Chapter 427, F.S., to serve the transportation disadvantaged for the community that includes the entire area of Collier county(ies), and hereafter referred to as the "Coordinator."

This Agreement is made in consideration of the mutual benefits to both parties; said consideration acknowledged hereto by the parties as good and valuable consideration.

The Parties Agree:

- I. The Coordinator Shall:
  - A. Become and remain totally apprised of all of the Transportation Disadvantaged resources available or planned in their designated service area. This knowledge will be used to plan, coordinate, and implement the most cost effective transportation disadvantaged transit system possible under the economic and other conditions that exist in the designated service area.
  - B. Plan and work with Community Transportation Coordinators in adjacent and other areas of the state to coordinate the provision of community trips that might be handled at a lower overall cost to the community by another Coordinator. This includes honoring any Commission-approved statewide certification program that allows for intercounty transportation opportunities.
  - C. Arrange for all services in accordance with Chapter 427, Florida Statutes, and Rule 41-2, FAC, and as further required by the Commission and the local Coordinating Board approved Transportation Disadvantaged Service Plan.
  - D. Return any acquired profits or surplus funds originating through the course of business as the Coordinator that are beyond the amounts(s) specifically identified and approved in the accompanying Transportation Disadvantaged Service Plan. Such profits or funds shall be returned to the Coordinator's transportation system or to any subsequent Coordinator, as a total transportation system subsidy, to be applied to the immediate following operational year. The Coordinator will include similar language in all coordination contracts to assure that transportation disadvantaged related revenues are put back into transportation disadvantaged services.

E. Accomplish this Project by:

1. Developing a Transportation Disadvantaged Service Plan for approval by the local Coordinating Board and the Commission. Coordinators who are newly designated to a particular service area shall submit a local Coordinating Board approved Transportation Disadvantaged Service Plan, within 120 calendar days following the execution of the Coordinator's initial memorandum of agreement with the Commission, for approval by the Commission. All subsequent Transportation Disadvantaged Service Plans shall be submitted and approved with the corresponding memorandum of agreement. The approved Transportation Disadvantaged Service Plan will be implemented and monitored to provide for community-wide transportation services for purchase by non-sponsored transportation disadvantaged persons, contracting social service agencies, and other entities that use local, state, or federal government funds for the purchase of transportation for the transportation disadvantaged.
2. Maximizing the use of available public school transportation resources and public fixed route or fixed schedule transit services and assuring that private or public transit, paratransit operators, and school boards have been afforded a fair opportunity to participate to the maximum extent feasible in the planning process and in the development of the provisions of the Transportation Disadvantaged Service Plan for the transportation disadvantaged.
3. Providing or arranging 24-hour, 7-day per week transportation disadvantaged service as required in the designated service area by any Federal, State or Local Government agency sponsoring such services. The provision of said services shall be furnished in accordance with the prior notification requirements identified in the local Coordinating Board and Commission approved Transportation Disadvantaged Service Plan.
4. Complying with all local, state, and federal laws and regulations that apply to the provision of transportation disadvantaged services.
5. Submitting to the Commission an Annual Operating Report detailing demographic, operational, and financial data regarding coordination activities in the designated service area. The report shall be prepared on forms provided by the Commission and according to the instructions of said forms.

F. Comply with Audit and Record Keeping Requirements by:

1. Utilizing the Commission recognized Chart of Accounts defined in the *Transportation Accounting Consortium Model Uniform Accounting System for Rural and Specialized Transportation Providers* (uniform accounting system) for all transportation disadvantaged accounting and reporting purposes. Community Transportation Coordinators with existing and equivalent accounting systems are not required to adopt the Chart of Accounts in lieu of their existing Chart of Accounts but shall prepare all reports, invoices, and fiscal documents relating to the transportation disadvantaged functions and activities using the chart of accounts and accounting definitions as outlined in the above referenced manual.

2. Assuming the responsibility of invoicing for any transportation services arranged, unless otherwise stipulated by a purchase of service contract or coordination contract.
  3. Maintaining and filing with the Commission, local Coordinating Board, and all purchasing agencies/entities such progress, fiscal, inventory, and other reports as those entities may require during the period of this Agreement.
  4. Providing copies of finance and compliance audits to the Commission and local Coordinating Board as requested by the Commission or local Coordinating Board.
- G. Retain all financial records, supporting documents, statistical records, and any other documents pertinent to this Agreement for a period of five (5) years after termination of this Agreement. If an audit has been initiated and audit findings have not been resolved at the end of five (5) years, the records shall be retained until resolution of the audit findings. The Coordinator shall assure that these records shall be subject to inspection, review, or audit at all reasonable times by persons duly authorized by the Commission or this Agreement. They shall have full access to and the right to examine any of the said records and documents during the retention period.
- H. Comply with Safety Requirements by:
1. Complying with Section 341.061, F.S., and Rule 14-90, FAC, concerning System Safety; or complying with Chapter 234.051, F.S., regarding school bus safety requirements for those services provided through a school board; and
  2. Assuring compliance with local, state, and federal laws, and Commission policies relating to drug testing. Conduct drug and alcohol testing for safety sensitive job positions within the coordinated system regarding pre-employment, randomization, post-accident, and reasonable suspicion as required by the Federal Highway Administration and the Federal Transit Administration.
- I. Comply with Commission insurance requirements by maintaining at least minimum liability insurance coverage in the amount of \$200,000 for any one person and \$300,000 per occurrence at all times during the existence of this Agreement for all transportation services purchased or provided for the transportation disadvantaged through the Community Transportation Coordinator. Upon the execution of this Agreement, the Coordinator shall add the Commission as an additional **named insured** to all insurance policies covering vehicles transporting the transportation disadvantaged. In the event of any cancellation or changes in the limits of liability in the insurance policy, the insurance agent or broker shall notify the Commission. The Coordinator shall insure that contracting transportation operators and coordination contractors also maintain the same minimum liability insurance, or an equal governmental insurance program. Insurance coverage in excess of \$1 million per occurrence must be approved by the Commission and the local Coordinating Board before inclusion in the Transportation Disadvantaged Service Plan or in the justification of rates and fare structures. Such coverage may be provided by a self-insurance program established and operating under the laws of the State of Florida and written verification of insurance protection in accordance with Section 768.28, Florida Statutes, shall be provided to the Commission upon request.

- J. Safeguard information by not using or disclosing any information concerning a user of services under this Agreement for any purpose not in conformity with the local, state and federal regulations (45 CFR, Part 205.50), except upon order of a court, written consent of the recipient, or his/her responsible parent or guardian when authorized by law.
- K. Protect Civil Rights by:
1. Complying with state and federal laws including but not limited to laws regarding discrimination on the basis of sex, race, religion, age, disability, sexual orientation, or national origin. The Coordinator gives this assurance in consideration of and for the purpose of obtaining federal grants, loans, contracts (except contracts of insurance or guaranty), property, discounts, or other federal financial assistance to programs or activities receiving or benefiting from federal financial assistance and agreeing to complete a Civil Rights Compliance Questionnaire if so requested by the Commission.
  2. Agreeing that compliance with this assurance constitutes a condition of continued receipt of or benefit from federal financial assistance, and that it is binding upon the Coordinator, its successors, subcontractors, transferee, and assignees for the period during which such assistance is provided. Assure that all operators, subcontractors, subgrantee, or others with whom the Coordinator arranges to provide services or benefits to participants or employees in connection with any of its programs and activities are not discriminating against those participants or employees in violation of the above statutes, regulations, guidelines, and standards. In the event of failure to comply, the Coordinator agrees that the Commission may, at its discretion, seek a court order requiring compliance with the terms of this assurance or seek other appropriate judicial or administrative relief, to include assistance being terminated and further assistance being denied.
- L. To the extent allowed by Section 768.28, Florida Statutes, and only to the monetary and other limitations contained therein, indemnify and hold harmless the Commission and all of the Commission's members, officers, agents, and employees; purchasing agency/entity officers, agents, and employees; and the local, state, and federal governments from any claim, loss, damage, cost, charge or expense arising out of any act, action, neglect or omission by the Coordinator during the performance of this Agreement, whether direct or indirect, and whether to any person or property to which the Commission or said parties may be subject, except that neither the Coordinator nor any of its sub-contractors will be liable under this section for damages arising out of injury or damage to persons or property directly caused or resulting from the sole negligence of the Commission or any of its members, officers, agents or employees; purchasing agency/entity, officers, agents, and employees; and local, state, or federal governments. Nothing herein is intended to serve as a waiver of sovereign immunity by any agency/entity or Coordinator to which sovereign immunity may be applicable. Nothing herein shall be construed as consent by a state agency/entity or political subdivision of the State of Florida or the federal government to be sued by third parties in any matter arising out of any Agreement or contract. Notwithstanding the foregoing, pursuant to Section 768.28, Florida Statutes, no agency or subdivision of the state shall be required to indemnify, insure, or assume any liability for the Commission's negligence.

- M. Comply with standards and performance requirements of the Commission, the local Coordinating Board approved Transportation Disadvantaged Service Plan, and any purchase of service contracting agencies/entities. Failure to meet the requirements or obligations set forth in this MOA, and performance requirements established and monitored by the local Coordinating Board in the approved Transportation Disadvantaged Service Plan, shall be due cause for non-payment of reimbursement invoices until such deficiencies have been addressed or corrected to the satisfaction of the Commission.
- N. Comply with subcontracting requirements by executing or negotiating contracts for transportation services with Transportation Operators and Coordination Contractors, and assuring that the conditions of such contracts are maintained. The requirements of Part 1, Paragraph E.5. through M are to be included in all contracts, subcontracts, coordination contracts, and assignments made by the Coordinator for services under this Agreement. Said contracts, subcontracts, coordination contracts, and assignments will be reviewed and approved annually by the Coordinator and local Coordinating Board for conformance with the requirements of this Agreement.
- O. Comply with the following requirements concerning drivers and vehicles:
1. Drivers for paratransit services, including coordination contractors, shall be required to announce and identify themselves by name and company in a manner that is conducive to communications with the specific passenger, upon pickup of each rider, group of riders, or representative, guardian, or associate of the rider, except in situations where the driver regularly transports the rider on a recurring basis. Each driver must have photo identification that is in view of the passenger. Name patches, inscriptions or badges that affix to driver clothing are acceptable. For transit services, the driver photo identification shall be in a conspicuous location in the vehicle.
  2. The paratransit driver shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include opening the vehicle door, fastening the seat belt or utilization of wheelchair securement devices, storage of mobility assistive devices, and closing the vehicle door. In certain paratransit service categories, the driver may also be required to open and close doors to buildings, except in situations in which assistance in opening/closing building doors would not be safe for passengers remaining on the vehicle. Assisted access must be in a dignified manner. Drivers may not assist wheelchair up or down more than one step, unless it can be performed safely as determined by the passenger, guardian, and driver.
  3. All vehicles shall be equipped with two-way communications in good working order and be audible to the driver at all times to the base.
  4. All vehicles providing service within the coordinated system, shall have working air conditioners and heaters in each vehicle. Vehicles that do not have a working air conditioner or heater will be scheduled for repair or replacement as soon as possible.



P. Comply with other requirements as follows:

1. Transport an escort of a passenger and dependent children as locally negotiated and identified in the local Transportation Disadvantaged Service Plan.
2. Determine locally in the Transportation Disadvantaged Service Plan, the use, responsibility, and cost of child restraint devices.
3. Transport with the passenger at no additional charge, passenger property that can be carried by the passenger and/or driver in one trip and can be safely stowed on the vehicle. Additional requirements may be negotiated for carrying and loading rider property beyond this amount. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistive devices, or intravenous devices.
4. Provide shelter, security, and safety of passengers at vehicle transfer points.
5. Post a local or other toll-free number for complaints or grievances inside each vehicle. The local complaint process shall be outlined as a section in the local Transportation Disadvantaged Service Plan including advising the dissatisfied person about the Commission's Ombudsman Program as a step within the process as approved by the local Coordinating Board.
6. Provide out-of-service-area trips, when determined locally and approved by the local Coordinating Board, except in instances where local ordinances prohibit such trips.
7. Keep interior of all vehicles free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger.
8. Determine locally by the local Coordinating Board and provide in the local Transportation Disadvantaged Service Plan the billing requirements of the Community Transportation Coordinator. All bills shall be paid to subcontractors within 7 calendar days after receipt of said payment by the Coordinator, in accordance with Section 287.0585, Florida Statutes.
9. Maintain or have access to a passenger/trip database on each rider being transported within the system.
10. Provide each rider and escort, child, or personal care attendant adequate seating for paratransit services. No more passengers than the registered passenger seating capacity shall be scheduled or transported in a vehicle at any time. For transit services provided by transit vehicles, adequate seating or standing space will be provided to each rider and escort, child, or personal care attendant, and no more passengers than the registered passenger seating or standing capacity shall be scheduled or transported in a vehicle at any time.
11. First Aid shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

12. Cardiopulmonary Resuscitation shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

II. The Commission Shall:

- A. Recognize the Coordinator as the entity described in Section 427.011(5), Florida Statutes, and Rule 41-2.002(4), F.A.C.
- B. Attempt to insure that all entities with transportation disadvantaged funds will purchase transportation disadvantaged services through the Coordinator's system.

III. The Coordinator and the Commission Further Agree:

- A. Nothing in this Agreement shall require the Commission to observe or enforce compliance with any provision thereof, perform any other act or do any other thing in contravention of any applicable state law. If any of the provisions of this Agreement is found by a court of law to violate any applicable state law, the purchasing agency/entity will at once notify the Commission in writing in order that appropriate changes and modifications may be made by the Commission and the Coordinator to the end that the Coordinator may proceed as soon as possible with the provision of transportation services.
- B. If any part or provision of this Agreement is held invalid, the remainder of this Agreement shall be binding on the parties hereto.
- C. Termination Conditions:
  1. Termination at Will - This Agreement may be terminated by either party upon no less than thirty (30) days notice, without cause. Said notice shall be delivered by certified mail, return receipt required, or in person with proof of delivery.
  2. Termination for Breach - Unless the Coordinator's breach is waived by the Commission in writing, the Commission may, by written notice to the Coordinator, terminate this Agreement upon no less than twenty-four (24) hours notice. Said notice shall be delivered by certified mail, return receipt requested, or in person with proof of delivery. Waiver by the Commission of breach of any provision of this Agreement shall not be deemed to be a waiver of any other breach and shall not be construed to be a modification of the terms of this Agreement, and shall not act as a waiver or estoppel to enforcement of any provision of this Agreement. The provisions herein do not limit the Commission's right to remedies at law or to damages.
- D. This agreement will expire unless an extension is granted to the Coordinator in writing by the Commission, in accordance with Chapter 287, Florida Statutes.
- E. Renegotiations or Modifications of this Agreement shall only be valid when they have been reduced to writing, duly approved by the Commission, and signed by both parties hereto.

F. Notice and Contact:

The name and address of the contract manager for the Commission for this Agreement is: **Executive Director, 605 Suwannee Street, MS-49, Tallahassee, FL 32399-0450.** The representative/position of the Coordinator responsible for administration of the program under this Agreement is:

Director, Collier County Board of County Commissioners (Collier Area Transit)  
8300 Radio Road, Naples, FL 34104

In the event that either party designates different representatives after execution of this Agreement, notice of the name and address of the new representative will be rendered in writing to the other party and said notification attached to originals of this Agreement.

This document has been reviewed in its entirety and approved by the local Coordinating Board at its official meeting held on \_\_\_\_\_.

\_\_\_\_\_  
Coordinating Board Chairperson

WITNESS WHEREOF, the parties hereto have caused these presents to be executed.

COMMUNITY TRANSPORTATION  
COORDINATOR:

STATE OF FLORIDA, COMMISSION FOR  
THE TRANSPORTATION DISADVANTAGED:

Collier Co Board of County Commissioners  
Agency Name

David Darm  
Printed Name of Authorized Individual

\_\_\_\_\_  
Printed Name of Authorized Individual

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Title: Executive Director

Title: \_\_\_\_\_

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

**Approve the 2023 Transportation Disadvantaged Service Plan (TDSP) Annual Update**

---

**OBJECTIVE:** To approve the 2023 TDSP Annual Update.

**CONSIDERATIONS:** Every year, Collier County is required to submit an annual update to the TDSP to the Florida Commission for the Transportation Disadvantaged (CTD). The TDSP is a multi-year document that looks at development, service and quality assurance components related to the delivery of the Transportation Disadvantaged Program. The 2023 annual update to the TDSP was prepared by MPO Staff and is shown in **Attachment 1**. The document must be submitted to the CTD prior to July 1<sup>st</sup>.

The document was advertised for a 14-day public comment period, which expires on May 3rd. Any comments received by the MPO obtained during the public comment period, or during the presentation to the LCB will be incorporated into the document. The 2023 annual update to the TDSP will subsequently be ratified by the MPO Board on June 9<sup>th</sup>.

**STAFF RECOMMENDATION:** Review, comment on, and approve the 2023 Transportation Disadvantaged Service Plan (TDSP) Annual Update, and authorize the LCB Chair to sign the annual update TDSP Certification page confirming LCB's approval.

Prepared By: Anne McLaughlin, Collier MPO Executive Director

**ATTACHMENTS:**

1. Draft 2023 TDSP Annual Update



# TRANSPORTATION DISADVANTAGED SERVICE PLAN

ANNUAL UPDATE FY 2023

Approved  
Pending May 3, 2023  
Local Coordinating Board



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**TDSP Certification**

The Collier County Local Coordinating Board hereby certifies that an annual evaluation of the Community Transportation Coordinator was not required this year per Task 2A of Exhibit A of the Memorandum of Agreement #43202911401 Contract No. G2926, pertaining to soliciting and recommending a CTC.

We further certify that the rates contained herein have been thoroughly reviewed, evaluated and approved. This Transportation Disadvantaged Service Plan was reviewed in its entirety and approved by the Board at an official meeting held on May 3, 2023.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Council Member Tony Pernas  
Local Coordinating Board Chair

Attest:

By: \_\_\_\_\_  
Anne McLaughlin  
MPO Executive Director

## SECTION 1 INTRODUCTION

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

The Transportation Disadvantaged Service Plan (TDSP) is an annually updated tactical plan developed by the CTC and the MPO under the guidance and approval of the LCB in accordance with the requirements set out in Rule 4102, F.A.C. Chapter 427, F.S., requires each County to develop a Transportation Disadvantaged Service Plan (TDSP) for the Transportation Disadvantaged program, with a Major Update every five years, at a minimum. This 2023 Minor Update is outlined to meet the requirements established by the State of Florida that require each county to develop a TDSP. The 1979 Florida Legislature passed the Transportation Services Act, Chapter 427, Florida Statutes (F.S.), which called for the coordination at the County level of all Federal and State expenditures for the "transportation disadvantaged."

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

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



- b) Implementation schedule revisions as necessary.
- 5) Cost / Revenue Allocation and Rate Structure Justification
  - a) Review current and updated projected expenses, revenues and levels of service and make adjustments accordingly. A new Service Rates Summary page as well as Rate Model Worksheets must be submitted.

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

1) DEVELOPMENT PLAN

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

2) SERVICE PLAN

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

3) QUALITY ASSURANCE

- a) Include any evaluation process changes and update to the Summary of the latest Coordinator Evaluation

For the purposes of this minor update, the mandatory components have been updated.

## **SECTION 2**

### **MANDATORY TDSP REQUIREMENTS**

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

#### **1. Previous TDSP Review Letter**

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

#### **2. Needs Assessment**

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

The Collier County TD population is discussed in Section 4 (Updated Tables and Statistics) of this document; population forecasts are shown in Table 16 on p41. According to the Bureau of Economic and Business Research, the population of Collier County will increase by more than 15 percent between 2017 and 2025 from an estimated population of 357,470 to a projected population of 413,700. As compared to the average of other Florida counties, Collier County also has approximately 10 percent more residents ages 65 years and older (with a corresponding rate of disabilities). These conditions are key indicators of transit/paratransit use, as are automobile availability, income, traffic, urban growth and land use/site planning. All of these factors contribute to the need for public transit in Collier County.

With the population increases and the demographic characteristics of the current population, the potential annual demand for transportation disadvantaged services are estimated to increase by approximately 253,818 annual trips over the next four years (from 3,595,471 in 2022 to 3,849,289 in 2026) as described in the TD population forecasting section.

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

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

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

The CTD recommends a tool developed for the CTD in 2015 that utilizes data from a variety of the most currently available sources to predict demand into the future. Data from the U.S. Census Bureau's American Community Survey (ACS) and the Survey of Income and Projection Participation (SIPP), The Bureau of Economic and Business Research (BEBR) County Population Projections, and the National Household Travel Survey and fixed route bus coverage are examples of data utilized. These sources are helpful in capturing economic trends, population growth, and the changing in demographic composition of the population such as aging baby boomers and associated increases in disability. This tool was used for the development of TD population forecasts in the 2018 TDSP Major Update adopted by the LCB on October 24, 2018. The data prepared in the TDSP Major Update indicates that the Collier County forecast of Critical TD population in 2023 is 18,357. The estimated daily trips for the critical need population is 10,221. The Critical Need TD population includes individuals who, due to severe physical limitations or low incomes, are unable to transport themselves or purchase transportation, and are dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life sustaining activities.

## **Barriers to Coordination**

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

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

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

### **3. Goals, Objectives and Strategies**

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

The mission of the Collier County Local Coordinating Board is:

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

CAT's mission is:

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

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

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

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

**GOAL 1: Implement a fully coordinated transportation system.**

**Objective 1.1**

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

**Objective 1.2**

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

**Objective 1.3**

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

**Strategy 1.1.1**

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

**Strategy 1.1.2**

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

**Strategy 1.1.3**

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

**Strategy 1.1.4**

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

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

**Objective 2.1**

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

**Strategy 2.1.1**

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

**Strategy 2.1.2**

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

**Strategy 2.1.3**

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

**Strategy 2.1.4**

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

**Strategy 2.1.5**

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

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

**Objective 3.1**

Consistently provide on-time service.

**Objective 3.2**

Minimize customer service reservation/inquiry call hold times.

**Objective 3.3**

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

**Objective 3.4**

Increase the number of passenger trips per vehicle hour.

**Objective 3.5**

Maintain or trend downward the cost per passenger trip.

**Objective 3.6**

Maintain or trend downward the cost per mile.

**Objective 3.7**

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

**Strategy 3.1.1**

Obtain a system to track call hold time.

**Strategy 3.1.2**

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

**Strategy 3.1.3**

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

**Strategy 3.1.4**

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

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

**Objective 4.1**

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

**Objective 4.2**

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

**Objective 4.3**

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

**Objective 4.4**

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

**Strategy 4.1.1**

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

**Strategy 4.1.2**

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

**Strategy 4.1.3**

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

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

**Objective 5.1**

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



**Objective 5.2**

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

**Objective 5.3**

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

**Objective 5.4**

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

**Objective 5.5**

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

**Objective 5.6**

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

**Objective 5.7**

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

**Objective 5.8**

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

**Objective 5.9**

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

**Strategy 5.1.1**

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

**Strategy 5.1.2**

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

**Strategy 5.1.3**

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

**Strategy 5.1.4**

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

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

**Objective 6.1**

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

**Objective 6.2**

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

**Objective 6.3**

Evaluate customer input to ensure high quality services are provided.

**Strategy 6.1.1**

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

**Strategy 6.1.2**

Periodically conduct fixed route and paratransit customer surveys.

**Strategy 6.1.3**

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

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

### **Objective 7.1**

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

### **Objective 7.2**

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

### **Objective 7.3**

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

### **Objective 7.4**

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

### **Strategy 7.1.1**

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

### **Strategy 7.1.2**

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

## **4. Implementation Schedule**

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

**Table 1  
Implementation Schedule FY 2021-2022 Status Update**

Major Strategies/Activities	Responsible Parties	Estimated Cost (If Known)	Status Update/Comment
Maintain existing service	CAT	\$11,059,543 (Capital and Operating)	Ongoing, service has been maintained status quo.
Continue coordination efforts to ensure transit supportive elements in development plans	CAT, Local Gov, FDOT, Developers	CAT Staff Resources	Ongoing
Coordinate with FDOT District 1 Commuter Services	CAT, FDOT	CAT Staff Resources	Ongoing, CAT coordinates with commuter services regularly and partners for events periodically.
Maintain ongoing communications with coordinated providers to assess needs and maximize access to funding.	CAT, Coordinated Providers	CAT Staff Resources	Ongoing
Identify opportunities to inform schools/parents about available CAT services	CAT	CAT Staff Resources	Ongoing, Marketing staff member provides informational presentation on the services provided by CAT.
Conduct a minimum of three group travel training programs per year	CAT	CAT Staff Resources	Ongoing, Travel Training have been conducted to provide the public with information and know how on utilizing the fixed route system.
Educate CAT Connect passengers about fixed route options as appropriate	CAT	CAT Staff Resources	Events that have been conducted for Connect passengers also include information on fixed route services.
Ensure staff involved in service delivery receive training on sensitivity and etiquette	CAT, Contract Providers	CAT Staff Resources	Operators and Staff members regularly participate in ADA sensitivity and customer service training.
Maintain or improve CAT Connect performance measures from prior FY: <ul style="list-style-type: none"> <li>•Cost per passenger trip \$49.48</li> <li>•Accidents per 100,000 vehicle miles 1.03</li> <li>•On-time performance 90%</li> <li>•Vehicle miles between road calls 19,179</li> <li>•Cost per mile \$2.62</li> </ul>	CAT, Contract Providers	CAT Staff Resources	<ul style="list-style-type: none"> <li>•Cost per passenger trip \$51.52</li> <li>•Accidents per 100,000 vehicle miles 4.33</li> <li>•On-time performance 85%</li> <li>•Vehicle miles between road calls 18,823</li> <li>•Cost per mile \$3.53</li> </ul>
Review CAT Connect origin and destination data and adjust fixed route accordingly	CAT	CAT Staff Resources	Ongoing
Identify opportunities to coordinate with dialysis centers for potential scheduling efficiencies	CAT	CAT Staff Resources	Ongoing, communications with centers are conducted regularly to review efficiencies.
Conduct outreach and participate in community partner initiatives	CAT, Partner Agencies	CAT Staff Resources	CAT Regularly participates in community initiatives

Major Strategies/Activities	Responsible Parties	Estimated Cost (If Known)	Status Update/Comment
Major Strategies/Activities	Responsible Parties	Estimated Cost (If Known)	Status Update/Comment
<i>Conduct travel training in cooperation with community partners</i>	<i>CAT Partner Agencies</i>	<i>CAT Staff Resources</i>	<i>Ongoing</i>
<i>Review accident/incident data to identify trends that can be addressed with additional training or procedural changes</i>	<i>CAT, Contracted Providers</i>	<i>CAT Staff Resources</i>	<i>Accidents and Incidents are reviewed monthly and evaluated for trends.</i>
<i>Monitor operator training to ensure consistent boarding techniques</i>	<i>CAT, Contracted Providers</i>	<i>CAT Staff Resources</i>	<i>County Staff participates in random training sessions to evaluate the consistent message and techniques.</i>
<i>Conduct bus stop inventories to ensure accessibility</i>	<i>CAT, Contracted Providers</i>	<i>CAT Staff Resources</i>	<i>Ongoing</i>
<i>Coordinate with FDOT/Collier County Transportation Planning to evaluate potential bus stop improvements</i>	<i>CAT, FDOT, Collier County</i>	<i>CAT Staff Resources</i>	<i>Ongoing</i>
<i>Review ridership trends and O&amp;D information to determine potential service enhancements</i>	<i>CAT</i>	<i>CAT Staff Resources</i>	<i>Ongoing</i>
<i>Conduct periodic fixed route and paratransit surveys</i>	<i>CAT</i>	<i>CAT Staff Resources</i>	<i>Ongoing</i>
<i>Conduct immediate follow up on customer complaints and inquiries</i>	<i>CAT</i>	<i>CAT Staff Resources</i>	<i>Ongoing</i>
<i>Install a minimum of 10 ADA compliant bus shelters per year and associated amenities</i>	<i>CAT, Funding Partners</i>	<i>Included in status quo budget</i>	<i>17 Bus stop improvements were completed in FY22.</i>
<i>Develop/Procure new phone system to enhance customer service</i>	<i>CAT, Funding Partners</i>		<i>Completed in FY21</i>
<i>Acquire new vehicles and equipment to allow for replacement and expansion as needed based on available resources</i>	<i>CAT</i>		<i>Ongoing</i>
<b>Unfunded Priorities</b>			
<i>Enhance bus stop accessibility to meet ADA requirements</i>	<i>CAT, Funding Partners</i>	<i>\$500,000</i>	<i>Funding for ADA enhancements are regularly evaluated for through various grants, the total amount has not been funded but progress is being made to improve bus stop accessibility in small scale projects.</i>
<i>Enhance Fixed Route Services (frequency) on Routes 11, 12, 13,15, and 17</i>	<i>CAT, Funding Partners</i>	<i>\$2,034,230 (excludes capital)</i>	<i>Route 17 has implemented a new route path, partially removing service along US41, now covered by the Route 24. Improvements to routes 12, 13, and 15 remain unfunded.</i>

Major Strategies/Activities	Responsible Parties	Estimated Cost (If Known)	Status Update/Comment
<i>Enhance fixed route services (span) to one additional trip Mon-Sun on existing routes</i>	<i>CAT, Funding Partners</i>	<i>\$780,000</i>	<i>The priority has not been funded.</i>
<i>Implement new fixed route (Collier/Lee Inter-county)</i>	<i>CAT, Funding Partners</i>	<i>\$370,000 (excludes capital)</i>	<i>Collier Area Transit and the Collier MPO have begun the process to develop a Regional Transit Fare and Service Study that will help determine the outcome of this priority.</i>

**Table 2  
Implementation Schedule**

Schedule	Major Strategies/Activities	Responsible Parties	Estimated Cost (If Known)
<b>Maintain Existing System</b>			
FY 2021-2022	Maintain existing service	CAT	\$11,895,058 (Capital and Operating)
Ongoing	Continue coordination efforts to ensure transit supportive elements in development plans	CAT, Local Gov, FDOT, Developers	CAT Staff Resources
Ongoing	Coordinate with FDOT District 1 Commuter Services	CAT, FDOT	CAT Staff Resources
Ongoing	Maintain ongoing communications with coordinated providers to assess needs and maximize access to funding.	CAT, Coordinated Providers	CAT Staff Resources
Ongoing	Identify opportunities to inform schools/parents about available CAT services	CAT	CAT Staff Resources
Ongoing	Conduct a minimum of three group travel training programs per year	CAT	CAT Staff Resources
Ongoing	Educate CAT Connect passengers about fixed route options as appropriate	CAT	CAT Staff Resources
Ongoing	Ensure staff involved in service delivery receive training on sensitivity and etiquette	CAT, Contract Providers	CAT Staff Resources
Ongoing	Maintain or improve CAT Connect performance measures from prior FY	CAT, Contract Providers	CAT Staff Resources
Ongoing	Review CAT Connect origin and destination data and adjust fixed route accordingly	CAT	CAT Staff Resources
Ongoing	Identify opportunities to coordinate with dialysis centers for potential scheduling efficiencies	CAT	CAT Staff Resources
Ongoing	Conduct outreach and participate in community partner initiatives	CAT, Partner Agencies	CAT Staff Resources
Ongoing	Conduct travel training in cooperation with community partner	CAT Partner Agencies	CAT Staff Resources
Ongoing	Review accident/incident data to identify trends that can be addressed with additional training or procedural changes	CAT, Contracted Providers	CAT Staff Resources
Ongoing	Monitor operator training to ensure consistent boarding techniques	CAT, Contracted Providers	CAT Staff Resources
Ongoing	Conduct bus stop inventories to ensure accessibility	CAT, Contracted Providers	CAT Staff Resources
Ongoing	Coordinate with FDOT/Collier County Transportation Planning to evaluate potential bus stop improvements	CAT, FDOT, Collier County	CAT Staff Resources
Ongoing	Review ridership trends and O&D information to determine potential service enhancements	CAT	CAT Staff Resources
Ongoing	Conduct periodic fixed route and paratransit surveys	CAT	CAT Staff Resources
Ongoing	Conduct immediate follow up on customer complaints and inquiries	CAT	CAT Staff Resources
Ongoing	Install a minimum of 10 ADA compliant bus shelters per year and associated amenities	CAT, Funding Partners	Included in status quo budget
Ongoing	Acquire new vehicles and equipment to allow for replacement and expansion as needed based on available resources	CAT	Acquired new vehicles: Paratransit Bus \$156,686; 30' Fixed Route Bus \$476,193; 40' Fixed Route Bus \$563,447  4 Fixed Route busses were retired in FY22 and 5 were purchased. 1 paratransit vehicle retired.

Schedule	Major Strategies/Activities	Responsible Parties	Estimated Cost (If Known)
<b>Maintain Existing System</b>			
<b>Unfunded Priorities</b>			
	Enhance bus stop accessibility to meet ADA requirements	CAT, Funding Partners	\$500,000
	Enhance Fixed Route Services (frequency) on Routes 11, 12, 13,15, and 17	CAT, Funding Partners	\$2,034,230 (excludes capital)
	Enhance fixed route services (span) to one additional trip Mon-Sun on existing routes	CAT, Funding Partners	\$780,000
	Implement new fixed route (Collier/Lee Inter-county)	CAT, Funding Partners	\$370,000 (excludes capital)



Schedule	Major Strategies/Activities	Responsible Parties	Estimated Cost (If Known)
<b>Maintain Existing System</b>			
FY 2022-2023	Maintain existing service	CAT	\$14,201,503 (Capital and Operating)
Ongoing	Continue coordination efforts to ensure transit supportive elements in development plans	CAT, Local Gov, FDOT, Developers	CAT Staff Resources
Ongoing	Coordinate with FDOT District 1 Commuter Services	CAT, FDOT	CAT Staff Resources
Ongoing	Maintain ongoing communications with coordinated providers to assess needs and maximize access to funding.	CAT, Coordinated Providers	CAT Staff Resources
Ongoing	Identify opportunities to inform schools/parents about available CAT services	CAT	CAT Staff Resources
Ongoing	Conduct a minimum of three group travel training programs per year	CAT	CAT Staff Resources
Ongoing	Educate CAT Connect passengers about fixed route options as appropriate	CAT	CAT Staff Resources
Ongoing	Ensure staff involved in service delivery receive training on sensitivity and etiquette	CAT, Contract Providers	CAT Staff Resources
Ongoing	Maintain or improve CAT Connect performance measures from prior FY	CAT, Contract Providers	CAT Staff Resources
Ongoing	Review CAT Connect origin and destination data and adjust fixed route accordingly	CAT	CAT Staff Resources
Ongoing	Identify opportunities to coordinate with dialysis centers for potential scheduling efficiencies	CAT	CAT Staff Resources
Ongoing	Conduct outreach and participate in community partner initiatives	CAT, Partner Agencies	CAT Staff Resources
Ongoing	Conduct travel training in cooperation with community partner	CAT Partner Agencies	CAT Staff Resources
Ongoing	Review accident/incident data to identify trends that can be addressed with additional training or procedural changes	CAT, Contracted Providers	CAT Staff Resources
Ongoing	Monitor operator training to ensure consistent boarding techniques	CAT, Contracted Providers	CAT Staff Resources
Ongoing	Conduct bus stop inventories to ensure accessibility	CAT, Contracted Providers	CAT Staff Resources
Ongoing	Coordinate with FDOT/Collier County Transportation Planning to evaluate potential bus stop improvements	CAT, FDOT, Collier County	CAT Staff Resources
Ongoing	Review ridership trends and O&D information to determine potential service enhancements	CAT	CAT Staff Resources
Ongoing	Conduct periodic fixed route and paratransit surveys	CAT	CAT Staff Resources
Ongoing	Conduct immediate follow up on customer complaints and inquiries	CAT	CAT Staff Resources
Ongoing	Install a minimum of 10 ADA compliant bus shelters per year and associated amenities	CAT, Funding Partners	Included in status quo budget
Ongoing	Acquire new vehicles and equipment to allow for replacement and expansion as needed based on available resources	CAT	
<b>Unfunded Priorities</b>			
	Enhance bus stop accessibility to meet ADA requirements	CAT, Funding Partners	Received \$250,000 out of \$500,000 in FY22
	Enhance Fixed Route Services (frequency) on Routes 11, 12, 13,15, and 17	CAT, Funding Partners	\$2,142,638 (excludes capital)
	Enhance fixed route services (span) to one additional trip Mon-Sun on existing routes	CAT, Funding Partners	\$821,568
	Implement new fixed route (Collier/Lee Inter-county)	CAT, Funding Partners	\$389,718 (excludes capital)

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

## 5. COST / REVENUE ALLOCATION AND RATE STRUCTURE JUSTIFICATION

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

In May 2023, the Collier MPO's Local Coordinating Board approved the service rates shown in Table 3 below utilizing the Florida Commission for the Transportation Disadvantaged 2023 Rate Calculation Worksheet. The Rate Calculation Model is a tool utilized by the CTD to standardize the comparison and approval of rates paid to coordinators throughout the State of Florida. The detailed Rate Model worksheets are included in Appendix C.

### COST REVENUE ALLOCATION

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

**Table 3 CTD Calculated Rates – FY 2023/2024 CTD Rate Model**

<b>CTD Calculated Rates – FY 2023/2024 CTD Rate Model</b> <i>Effective Date: 05/3/2023</i>	
Ambulatory Trip	\$36.73
Wheelchair Trip	\$62.97
Group Trip- Individual	\$26.24
Group Trip - Group	\$36.73
Bus Pass (daily-full fare)	\$3.00
Bus Pass (daily-reduced fare)	\$1.50
Bus Pass (15 day-full fare)	\$20.00
Bus Pass (15 day-reduced fare)	\$10.00
Bus Pass (monthly-full fare)	\$40.00
Bus Pass (monthly-reduced fare)	\$20.00
Marco Express (monthly-full fare)	\$70.00
Marco Express (monthly-reduced fare)	\$35.00
<b>Sources: <u>Service Rates, Commission for the Transportation Disadvantaged, TD Rate Model, Adopted May 3, 2023, Public Transit and Neighborhood Enhancement Department, 2023.</u></b>	

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

**Table 4  
Current Adopted Collier Area Paratransit Fare Structures**

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

**Table 5  
Current Collier County Adopted Fare Structure**

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

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

## **QUALITY ASSURANCE**

In accordance with the CTD's Guidelines the service standards established in the TDSP were reviewed. The Grievance Process was reviewed and updated and is included here. No major changes were made to the Evaluation Process or the local Grievance Process.

## **CTC EVALUATION PROCESS**

The annual evaluation of the Collier County CTC is not required for the period of 07/01/2021 through 06/30/2022 according to Task 2A of Exhibit A of the Memorandum of Agreement (#43202911401, Contract No. G2926) pertaining to soliciting and recommending a CTC. The Collier MPO initiated the process of recommending Collier County as the CTC in 2022 with CTD approval anticipated to occur at the Commission's March 15, 2023 meeting. The Collier County Board of County Commissioners approved Resolution 2022-161 requesting that they be re-designated as the CTC for Collier County. The LCB voted unanimously to recommend to the Collier MPO that the Collier County BCC be re-designated and approved as the CTC at their December 9, 2022 meeting. The Collier MPO Board deemed that it is in the best interest of public health, safety and welfare of Collier County that the Collier County BCC be re-designated and approved as the CTC. The MPO Board voted unanimously to approve Resolution 2022-10, recommending that the Collier County BCC be re-designated and approved as the CTC. The recommendation was submitted to the CTD. Approval occurred at their March 15<sup>th</sup> Board meeting.

## **SECTION 3 - SERVICE PLAN UPDATE**

On December 7, 2022 the LCB adopted an update of the Collier County local grievance policy.

## **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). The Collier MPO serves as the Designated Official Planning Agency (DOPA) in Collier County.

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

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

(c) Agency: An official, officer, commission, authority, council, committee, department, division, bureau, board, section, or any other unit or entity of the state or of a city, town,

municipality, county, or other local governing body or a private nonprofit entity providing transportation services as all or part of its charter.

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

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

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

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

(h) Ombudsman Program: A toll-free telephone number established and administered by the CTC 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 at the contact information listed below and the entity with which they have the grievance. The PTNE Director will attempt to mediate and resolve the grievance. The PTNE Director will render a decision in writing within 14 days. The customer may also contact the CTD Ombudsman representative through the established Helpline at 1-800-983-2435 or by mail to: Florida Commission for the Transportation Disadvantaged, 605 Suwannee Street MS-49, Tallahassee, FL 32399-0450 or by email at [www.dot.state.fl.us/ctd](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, MPO Director

2885 Horseshoe Drive South  
Naples, FL 34104  
(239) 252-5884  
anne.mclaughlin@colliercountyfl.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.

### **Trip Prioritization**

Trips funded by the TD Trust fund are prioritized based upon the Local Coordinating Board's policy. Trips are based on trip efficiency, seating availability, and funding availability. As shown below, medical trips have the highest priority followed by employment and nutritional trips. Recreational trips will be accommodated when possible.

Priority 1 – Medical

Priority 2 – Employment

Priority 3 – Education

Priority 4 – Social (agency related activities)

Priority 5 - Nutritional

Priority 6 – Group Recreation

Priority 7 – Personal Business

See Table 6 on the following page for more information.

**Table 6**  
**Trip Purpose and Prioritization**

Priority	Trip Purpose – Categories and Definitions
1	<b>MEDICAL</b> -- medical, dental, or therapeutic services including hospital appointments; clinic visits; dialysis; health department; speech, occupational, physical therapies; psychiatric, psychological services.
2	<b>EMPLOYMENT</b> -- work or employment training education such as Job Service and vocational technical schools. a. Permanent disability employment trips b. Elderly or Low Income employment trips
3	<b>EDUCATION</b> – K-12 Schools, Higher Education (College and University, Career and Adult Education)
4	<b>SOCIAL for agency-related activity</b> -- Support services such as those through Department of Children and Families, Department of Vocational Rehabilitation, mental health centers, churches, senior citizen programs. This includes civic responsibilities (governmental services, voting), but excludes nutritional programs.
5	<b>NUTRITIONAL</b> -- adult congregate meal programs, breakfast programs, food stamp procurement and food shopping trips.
6	<b>GROUP RECREATION</b> -- Group trips booked through a single reservation request for non-essential, non-employment related activities such as: bowling, bingo, beach, parks, restaurants, libraries, or theaters. A group is defined as a minimum of three (3) passengers having either the same trip origination or destination.
7	<b>PERSONAL BUSINESS</b> -- non-agency activities essential to maintenance of independence including banking, shopping, legal appointments, religious activities, etc. a. Disabled, elderly or low income b. Trips for persons with a self-created transportation hardship

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

## SECTION 4 UPDATED TABLES AND STATISTICS

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

### SERVICE AREA PROFILES AND DEMOGRAPHICS

#### An Overview of Collier County

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

#### Collier County Demographics

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

**Table 7  
Population and Population Density**

Area	Population (2010)	Population 2020 U.S. Census	Population Growth (2010-20)	Land Area (Sq. Miles)	Density (2020) (persons per square mile)
Collier	321,520	375,752	16.87%	2,026	185
Florida	18,801,310	21,538,187	12.71%	53,625	402

*Source: US Census Bureau, 2010 and 2020 Population Data  
U.S. Census Bureau, Census of Population and Housing. Land area is based on current information in the TIGER® database, calculated for use with Census 2010.*

## Population Age Characteristics

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

**Table 8**  
**Population Age Distribution**

Area	Percentages of Age Cohorts (in Years)				
	0-19	20-34	35-54	55-64	65 +
Collier County	18.2%	13.7%	21.0%	14.1%	33.0%
Florida	21.9%	18.3%	25.0%	13.6	21.1%

*Source: U.S. Census Bureau, 2020 Census ACS Demographic and Housing Estimates*

## Income Characteristics

**Table 9** displays the estimated annual household income distribution for Collier County as compared to Florida in 2022. The most significant difference in household income distribution is in the income category of households earning \$75,000 or more per year. The percentage of households in the highest income category is approximately 7.3 percent higher than the State of Florida. All other income categories fall below the state average.

**Table 9**  
**Annual Household Income Distribution**

Annual Household Income						
Collier County	\$0 - \$9,999	\$10,000 - \$24,999	\$25,000 - \$34,999	\$35,000 - \$49,999	\$50,000 - \$74,999	\$75,000+
<b>Percent</b>	3.8%	8.9%	8.7%	11.3%	17.8%	49.5%
<b>Households</b>	6,230	14,591	14,263	18,526	29,182	81,152
Florida	\$0 - \$9,999	\$10,000 - \$24,999	\$25,000 - \$34,999	\$35,000 - \$49,999	\$50,000 - \$74,999	\$75,000+
<b>Percent</b>	6.3%	12.1%	8.9%	12.4%	18.2 %	42.2%
<b>Households</b>	539,616	1,036,405	762,314	1,062,101	1,558,890	2,509,641

\*Number of Households.

*Source: U.S. Census Bureau, 2016-2020 American Community Survey 5-Year Estimates, S1901*



## Employment Characteristics

At 2.2 percent, the year-end 2022 unemployment rate in Collier County is slightly lower than the unemployment rate across the State of Florida (2.5%) as shown in **Table 10**.

**Table 10**  
**Employment Characteristics for Collier County**

Area	Percentage of Labor Force Unemployed
Collier	2.2%
Florida	2.5%

*Source: Bureau of Labor and Employment Statistics, US Department of Labor, Economy at a Glance, Florida, and Naples-Immokalee-Marco Island, FL (Collier County) Figures for December 2022.*

## Vehicle Availability

According to the Census Bureau's American Community Survey 5-year estimates, in 2020, 1.5 percent of households in Collier County do not own vehicles while 98.5 percent have one or more vehicles available in the household. This is lower than statewide average vehicle ownership of 97.3 percent with only 2.7% of households statewide not having access to a vehicle. See **Table 11**.

**Table 11**  
**Vehicle Availability Distribution**

Household Vehicle Availability		
Area	None (Percent of Total)	One or More (Percent of Total) Percent of Total
Collier	2.7%	98.5%
Florida	2.8%	97.3%

*Source: U.S. Census Bureau, 2016-2020 American Community Survey 5-Year Estimates B25044 Tenure by Vehicles Available*

## Travel to Work

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

**Table 12  
Travel to Work – Commute Times**

Area	Less than 10 min	10-29 min	30-59 min	60 + min
Collier	9.0%	5.58%	30.04%	5.21%
Florida	9.23%	49.61%	33.51%	7.65%

## Mode of Travel to Work

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

**Table 13  
Mode of Travel to Work Distribution**

Area	Drive Alone	Carpool or Vanpool	Public Transportation	Walk	Bicycle	Other Means	Work at Home
Collier (%)	71.4%	11.9%	0.1%	0.8%	0.3%	1.8%	13.7%
Florida (%)	70.5%	8.5%	1.0%	1.3%	0.4%	1.7%	16.6%

*\*Population included is 16 years or older.*

## Housing Classifications and Patterns

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

## Educational Profiles

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

**Table 14**  
**Names and Locations of Local Universities**

Institution Name	Location
Ave Maria University	Ave Maria
Barry University	Ft. Myers
Florida Gulf Coast University	Ft. Myers
Florida South Western State College	Ft. Myers
Hodges University	Ft. Myers
Keiser University	Naples
Nova Southeastern University	Ft. Myers

In addition to these colleges and universities, the County is also home to a number of technical institutes and training programs. Adult and workforce education is provided through Collier County Public Schools and includes the secondary technical training

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

**Table 15** below displays the educational attainment of Collier County residents. The percentage of Collier residents that have less than a 12th grade education is slightly lower than the state average. Approximately 16.2 percent more Collier residents have a bachelors or higher when compared to the state average.

**Table 15  
Educational Attainment**

	Florida	Collier County
Less Than High School	13.2%	10.1%
High School or Equivalent	33.9%	26.5%
Some College or Associate's Degree	41.3%	23.2%
Bachelor's Degree	11.5%	23.2%
Graduate or Professional School Degree	12.6%	17.1%

*Source: U.S. Census Bureau, 2016-2020 American Community Survey 5-Year Estimates (Population 25 years and over), S1501 Educational Attainment*

### TD Population Forecasts

The Paratransit Service Demand Estimation Tool serves as an aid in the development of TD population and travel demand estimates. This tool was used for the development of TD population forecasts in the 2018 TDSP Major Update adopted by the LCB on October 24, 2018. The data prepared in the TDSP Major Update indicates that the Collier County forecast of Critical TD population in 2023 is 18,357 as shown in **Table 16**. The estimated potential demand for daily trips for the critical need population is 10,221. The Critical Need TD population includes individuals who, due to severe physical limitations or low incomes, are unable to transport themselves or purchase transportation, and are dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life sustaining activities.

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

**Table 16**  
**Critical Need TD Population Forecast**

Critical Need TD Population Forecast	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
Critical Need TD Population	16,804	17,017	17,234	17,453	17,675	17,899	18,127	18,357	18,591	18,827	19,066
Total Daily Trips Critical Need TD Population	9,068	9,221	9,377	9,536	9,697	9,869	10,043	10,221	10,402	10,586	10,752

Source: TD Population Forecast is from the 2018 TDSP Major Update adopted on October 24, 2018, Table 23 p40.

## SECTION 5 CONCLUSIONS

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

The paratransit system is an essential service that continues to provide mobility options to the customers of Collier County. The conclusions and recommendations of this report are intended to improve the system as it continues to grow, mature and move forward.

CATConnect struggled with operational issues in 2021 due mostly to driver shortage issues. There has been an increase in riders since the beginning of 2022, with over 7,000 trips per month starting in March. Operator wages were increased, and more staff was hired to provide services and increase capacity. CATConnect is encouraging passengers to travel during off-peak days/times. On-time performance increased over the previous year. In August 2022, CATConnect started using a mobile application, Ecolane, which allows passengers to book and cancel trips, see the location of their bus, and in the future, pay fares. Response to Ecolane has been positive, including related to the accessibility format option in the application

CATConnect partnered with the Florida Developmentally Disabled Council for the CATConnect Select pilot program, which is a door-to-door paratransit service program. The on-demand service allows individuals with disabilities to book their trip a day in advance and be picked up the next day or within 30 minutes of their booking. Individuals that are currently eligible for paratransit services are eligible for the Select program as well. CATConnect has partnered with the Florida Developmentally Disabled Council for the CATConnect Select pilot program, which is a door-to-door paratransit service program. The on-demand service will allow individuals with disabilities to book their trip a day in advance and be picked up the next day or within 30 minutes of their booking. Individuals that are currently eligible for paratransit services will be eligible for the Select program as well. Under the program, the passenger would be responsible for the first \$4.00 of the fare and the grant will pay for the following \$16.00, and anything that exceeds that first \$20.00 will be the responsibility of the passenger. Operators will need to be trained in working with individuals with disabilities and have a Level 2 background check. The pilot program was initiated December 14, 2023 and runs through June 30, 2023.

The following is a status update on performance targets set in the 2018 TDSP Major Update:

- **On-time performance:** During the first two quarters of the year, on-time performance fell below the 90% target, coming in between 73% - 76%. The third quarter came in over the target at 94%. Data for the fourth quarter is not yet available.
- **Accidents:** at 1.36 per 100,000 miles, slightly exceeded the annual target of 1.2.
- **Road Calls:** at 64,780 miles between road calls, greatly exceeded the performance target of 10,000 miles.

The CTC will continue to monitor performance measures and provide the Local Coordinating Board information regarding measures being implemented to increase performance for all TDSP standards.

**APPENDIX A**  
**2022 CTC Evaluation**  
**July 2020-June 2021**

(not applicable)



**APPENDIX B**

**PTNE Response to**

**2022 CTC Evaluation**

(not applicable)

APPENDIX C  
CTD RATE MODEL  
WORKSHEET  
FY 2022-2023

# Preliminary Information Worksheet

Version 1.4

**CTC Name:** Collier County Board of Commissioners  
**County** (Service Area): Collier County  
**Contact Person:** Trinity Scott  
**Phone #** 239-252-6064

Check Applicable Characteristic:

**ORGANIZATIONAL TYPE:**

- Governmental
- Private Non-Profit
- Private For Profit

**NETWORK TYPE:**

- Fully Brokered
- Partially Brokered
- Sole Source

***Once completed, proceed to the Worksheet entitled "Comprehensive Budget"***

# Comprehensive Budget Worksheet

Version 1.4

CTC: Collier County Board of Commissioners  
County: Collier County

1. Complete applicable **GREEN** cells in columns 2, 3, 4, and 7

	Prior Year's <b>ACTUALS</b> from Oct 1st of <b>2021</b> to Sept 30th of <b>2022</b>	Current Year's <b>APPROVED</b> Budget, as amended from Oct 1st of <b>2022</b> to Sept 30th of <b>2023</b>	Upcoming Year's <b>PROPOSED</b> Budget from Oct 1st of <b>2023</b> to Sept 30th of <b>2024</b>	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price.  Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

## REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)

### Local Non-Govt

Farebox	\$ 173,403	\$ 239,300	\$ 176,789	38.0%	-26.1%	
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other	\$ 8,462	\$ 40,000	\$ 40,000	372.7%	0.0%	
<b>Bus Pass Program Revenue</b>						

### Local Government

District School Board						Costs are increasing. Due to rising wages and inflation, the Operators Contract was amended and increased in cost.
Compl. ADA Services						
County Cash	\$ 2,386,000	\$ 4,033,531	\$ 4,033,531	69.0%	0.0%	
County In-Kind, Contributed Services						
City Cash						
City In-kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
<b>Bus Pass Program Revenue</b>						

### CTD

Non-Spons. Trip Program	\$ 732,478	\$ 717,590	\$ 716,075	-2.0%	-0.2%	
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### USDOT & FDOT

49 USC 5307	\$ 1,087,780	\$ -	\$ 786,738	-100.0%		
49 USC 5310	\$ 799	\$ -	\$ 564,071	-100.0%		
49 USC 5311 (Operating)						
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### AHCA

Medicaid						
Other AHCA (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### DCF

Alcohol, Drug & Mental Health						
Family Safety & Preservation						
Comm. Care Dis./Aging & Adult Serv.						
Other DCF (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### DOH

Children Medical Services						
County Public Health						
Other DOH (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### DOE (state)

Carl Perkins						Reduced based on actuals and forecast.
Div of Blind Services						
Vocational Rehabilitation	\$ 7,011	\$ 5,046	\$ 4,809	-28.0%	-4.7%	
Day Care Programs						
Other DOE (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### AWI

WAGES/Workforce Board						
Other AWI (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### DOEA

Older Americans Act	\$ 6,189	\$ 6,189	\$ -	0.0%	-100.0%	Services are not predictable enough to budget revenues.
Community Care for Elderly						
Other DOEA (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### DCA

Community Services						
Other DCA (specify in explanation)						
<b>Bus Pass Admin. Revenue</b>						

# Comprehensive Budget Worksheet

Version 1.4

CTC: Collier County Board of Commissioners  
County: Collier County

1. Complete applicable GREEN cells in columns 2, 3, 4, and 7

	Prior Year's ACTUALS from Oct 1st of 2021 to Sept 30th of 2022	Current Year's APPROVED Budget, as amended from Oct 1st of 2022 to Sept 30th of 2023	Upcoming Year's PROPOSED Budget from Oct 1st of 2023 to Sept 30th of 2024	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price.  Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

## APD

Office of Disability Determination						
Developmental Services						
Other APD (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

## DJJ

(specify in explanation)						
<b>Bus Pass Program Revenue</b>						

## Other Fed or State

xxx						
xxx						
xxx						
<b>Bus Pass Program Revenue</b>						

## Other Revenues

Interest Earnings	\$ 16,681	\$ -	\$ -	-100.0%		Interest is minimal and is not budgeted.
xxxx						
xxxx						
<b>Bus Pass Program Revenue</b>						

## Balancing Revenue to Prevent Deficit

Actual or Planned Use of Cash Reserve						
---------------------------------------	--	--	--	--	--	--

Balancing Revenue is Short By =		None	None			
<b>Total Revenues =</b>	<b>\$4,418,803</b>	<b>\$5,041,656</b>	<b>\$6,322,013</b>	<b>14.1%</b>	<b>25.4%</b>	

## EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors!)

### Operating Expenditures

Labor	\$ 66,190	\$ 66,117	\$ 72,663	-0.1%	9.9%	The CPI used is 9.9%. Paratransit Contractor Operator costs are also increased due to contract amendments.
Fringe Benefits	\$ 20,264	\$ 27,283	\$ 29,984	34.6%	9.9%	
Services	\$ 441,906	\$ 426,000	\$ 460,523	-3.6%	8.1%	
Materials and Supplies	\$ 664,610	\$ 800,400	\$ 990,474	20.4%	23.7%	
Utilities	\$ 54,178	\$ 63,500	\$ 69,787	17.2%	9.9%	
Casualty and Liability	\$ 7,619	\$ 15,600	\$ 17,144	104.8%	9.9%	
Taxes	\$ -	\$ -	\$ -			
Purchased Transportation:						
Purchased Bus Pass Expenses						
School Bus Utilization Expenses						
Contracted Transportation Services	\$ 2,894,364	\$ 3,394,200	\$ 5,575,682	17.3%	64.3%	
Other						
Miscellaneous	\$ 14,247	\$ 20,500	\$ 22,530	43.9%	9.9%	
Operating Debt Service - Principal & Interest						
Leases and Rentals						
Contrib. to Capital Equip. Replacement Fund						
In-Kind, Contributed Services	\$ -	\$ -	\$ -			
Allocated Indirect						
<b>Capital Expenditures</b>						
Equip. Purchases with Grant Funds	\$ 899	\$ -	\$ 564,071	-100.0%		
Equip. Purchases with Local Revenue	\$ 100	\$ -	\$ 62,675	-100.0%		
Equip. Purchases with Rate Generated Rev.						
Capital Debt Service - Principal & Interest						
	\$ 254,426	\$ 228,056	\$ (1,543,520)	-10.4%	-776.8%	
	\$0					
<b>Total Expenditures =</b>	<b>\$4,418,803</b>	<b>\$5,041,656</b>	<b>\$6,322,013</b>	<b>14.1%</b>	<b>25.4%</b>	

See NOTES Below.

Once completed, proceed to the Worksheet entitled "Budgeted Rate Base"

**ACTUAL year GAIN (program revenue) MUST be reinvested as a trip or system subsidy. Adjustments must be Identified and explained in a following year, or applied as a Rate Base Adjustment to proposed year's rates on the next sheet.**

**Budgeted Rate Base Worksheet**

Version 1.4

CTC: Collier County Board of Commissioners

County: Collier County

1. Complete applicable **GREEN** cells in column 3; **YELLOW** and **BLUE** cells are automatically completed in column 3
2. Complete applicable **GOLD** cells in column and 5

	Upcoming Year's <b>BUDGETED</b> Revenues		What amount of the <b>Budgeted Revenue</b> in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	<b>Budgeted Rate Subsidy Revenue EXcluded from the Rate Base</b>	What amount of the <b>Subsidy Revenue</b> in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
	from Oct 1st of <b>2023</b> to Sept 30th of <b>2024</b>				
<b>1</b>	<b>2</b>		<b>3</b>	<b>4</b>	<b>5</b>

**REVENUES (CTC/Operators ONLY)**

Local Non-Govt

Farebox	\$	176,789
Medicaid Co-Pay Received	\$	-
Donations/ Contributions	\$	-
In-Kind, Contributed Services	\$	-
Other	\$	40,000
<b>Bus Pass Program Revenue</b>	\$	-

Local Government

District School Board	\$	-
Compl. ADA Services	\$	-
County Cash	\$	4,033,531
County In-Kind, Contributed Services	\$	-
City Cash	\$	-
City In-Kind, Contributed Services	\$	-
Other Cash	\$	-
Other In-Kind, Contributed Services	\$	-
<b>Bus Pass Program Revenue</b>	\$	-

CTD

Non-Spons. Trip Program	\$	716,075
Non-Spons. Capital Equipment	\$	-
Rural Capital Equipment	\$	-
Other TD	\$	-
<b>Bus Pass Program Revenue</b>	\$	-

USDOT & FDOT

49 USC 5307	\$	786,738
49 USC 5310	\$	564,071
49 USC 5311 (Operating)	\$	-
49 USC 5311(Capital)	\$	-
Block Grant	\$	-
Service Development	\$	-
Commuter Assistance	\$	-
Other DOT	\$	-
<b>Bus Pass Program Revenue</b>	\$	-

AHCA

Medicaid	\$	-
Other AHCA	\$	-
<b>Bus Pass Program Revenue</b>	\$	-

DCF

Alcohol, Drug & Mental Health	\$	-
Family Safety & Preservation	\$	-
Comm. Care Dis./Aging & Adult Serv.	\$	-
Other DCF	\$	-
<b>Bus Pass Program Revenue</b>	\$	-

DOH

Children Medical Services	\$	-
County Public Health	\$	-
Other DOH	\$	-
<b>Bus Pass Program Revenue</b>	\$	-

DOE (state)

Carl Perkins	\$	-
Div of Blind Services	\$	-
Vocational Rehabilitation	\$	4,809
Day Care Programs	\$	-
Other DOE	\$	-
<b>Bus Pass Program Revenue</b>	\$	-

AWI

WAGES/Workforce Board	\$	-
AWI	\$	-
<b>Bus Pass Program Revenue</b>	\$	-

DOEA

Older Americans Act	\$	-
Community Care for Elderly	\$	-
Other DOEA	\$	-
<b>Bus Pass Program Revenue</b>	\$	-

DCA

Community Services	\$	-
Other DCA	\$	-
<b>Bus Pass Program Revenue</b>	\$	-

	\$	176,789
	\$	-
	\$	-
	\$	-
	\$	40,000
	\$	-

	\$	-
	\$	-
	\$	3,513,697
	\$	-
	\$	-
	\$	-
	\$	-
	\$	-
	\$	-
	\$	-

	\$	716,075
	\$	-
	\$	-
	\$	-
	\$	-
	\$	-

	\$	-
	\$	786,738
	\$	-
	\$	564,071
	\$	-
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	\$	-
	\$	-
	\$	-
	\$	4,809
	\$	-
	\$	-
	\$	-

	\$	-
	\$	-
	\$	-

	\$	-
	\$	-
	\$	-
	\$	-

	\$	-
	\$	-
	\$	-

YELLOW cells  
are **NEVER** Generated by Applying Authorized Rates

BLUE cells  
Should be funds generated by rates in this spreadsheet

local match req.  
\$ 79,564  
\$ -  
\$ -  
\$ -  
\$ 62,675  
\$ -

GREEN cells  
**MAY BE** Revenue Generated by Applying  
Authorized Rate per Mile/Trip Charges

Fill in that portion of budgeted revenue in Column 2 that will be **GENERATED** through the application of authorized per mile, per trip, or combination per trip plus per mile rates. Also, include the amount of funds that are Earmarked as local match for Transportation Services and **NOT** Capital Equipment purchases.

If the Farebox Revenues are used as a source of Local Match Dollars, then identify the appropriate amount of Farebox Revenue that represents the portion of Local Match required on any state or federal grants. This does not mean that Farebox is the only source for Local Match.

Please review all Grant Applications and Agreements containing State and/or Federal funds for the proper Match Requirement levels and allowed sources.

GOLD cells  
Fill in that portion of Budgeted Rate Subsidy Revenue in Column 4 that will come from Funds Earmarked by the Funding Source for Purchasing Capital Equipment. Also include the portion of Local Funds earmarked as Match related to the **Purchase of Capital Equipment** if a match amount is required by the Funding Source.



# Worksheet for Program-wide Rates

CTC: Collier County Board Version 1.4  
 County: Collier County

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

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

PROGRAM-WIDE RATES	
Total <u>Projected</u> Passenger Miles =	1,490,915
<b>Rate Per Passenger Mile = \$</b>	<b>2.84</b>
Total <u>Projected</u> Passenger Trips =	105,000
<b>Rate Per Passenger Trip = \$</b>	<b>40.33</b>

Fiscal Year

2023 - 2024

<b>Avg. Passenger Trip Length =</b>	<b>14.2 Miles</b>
-------------------------------------	-------------------

Rates If No Revenue Funds Were Identified As Subsidy Funds	
<b>Rate Per Passenger Mile = \$</b>	<b>4.24</b>
<b>Rate Per Passenger Trip = \$</b>	<b>60.21</b>

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

### Vehicle Miles

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

### Vehicle Revenue Miles (VRM)

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

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

### Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.



## Worksheet for Multiple Service Rates

CTC: Collier County B<sup>Version 1.4</sup>  
 County: Collier County

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

### SECTION I: Services Provided

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

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

### SECTION II: Contracted Services

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

<b>Ambulatory</b>	<b>Wheelchair</b>	<b>Stretcher</b>	<b>Group</b>
<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
Answer #1 for Ambulatory Service	Answer #2 for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Answer #3 for Group Service

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

<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
Leave Blank	Leave Blank	Leave Blank

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

Leave Blank	Leave Blank	Leave Blank
-------------	-------------	-------------

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

<b>Ambulatory</b>	<b>Wheelchair</b>	<b>Stretcher</b>	<b>Group</b>
Go to Section III for Ambulatory Service	Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Go to Section III for Group Service

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

Leave Blank and Go to Section III for Ambulatory Service	Leave Blank and Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Leave Blank and Go to Section III for Group Service
--	--	--	---

### Combination Trip and Mile Rate

## Worksheet for Multiple Service Rates

CTC: Collier County B (Version 1.4)  
County: Collier County

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

### SECTION III: Escort Service

- Do you want to charge all escorts a fee? .....  
 Yes  
 No  
Skip #2 -4 and Go to Section IV
- If you answered Yes to #1, do you want to charge the fee per passenger trip OR .....  
 Pass. Trip  
 Pass. Mile  
Leave Blank
- If you answered Yes to #1 and completed #2, for how many of the projected Passenger Trips / Passenger Miles will a passenger be accompanied by an escort?  
 Leave Blank
- How much will you charge each escort? .....  
 Leave Blank

### SECTION IV: Group Service Loading

- If the message "You Must Complete This Section" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank) .....  
 32,186 You Must Complete This Section!
- ..... And what is the projected total number of Group Vehicle Revenue Miles?  
 22,960 Loading Rate 1.40 to 1.00

### SECTION V: Rate Calculations for Multiple Services:

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

RATES FOR FY: 2023 - 2024													
Projected Passenger Miles (excluding totally contracted services addressed in Section II) = 1,490,915	Rate per Passenger Mile =												
<table border="1"> <tr> <td>Ambul</td> <td>Wheel Chair</td> <td>Stretcher</td> <td>Group</td> </tr> <tr> <td>1,236,498</td> <td>222,230</td> <td>Leave Blank</td> <td>32,186</td> </tr> <tr> <td>\$2.58</td> <td>\$4.43</td> <td>\$0.00</td> <td>\$1.84</td> </tr> </table>	Ambul	Wheel Chair	Stretcher	Group	1,236,498	222,230	Leave Blank	32,186	\$2.58	\$4.43	\$0.00	\$1.84	\$2.58 per passenger per group
Ambul	Wheel Chair	Stretcher	Group										
1,236,498	222,230	Leave Blank	32,186										
\$2.58	\$4.43	\$0.00	\$1.84										
Projected Passenger Trips (excluding totally contracted services addressed in Section II) = 105,000	Rate per Passenger Trip =												
<table border="1"> <tr> <td>Ambul</td> <td>Wheel Chair</td> <td>Stretcher</td> <td>Group</td> </tr> <tr> <td>81,113</td> <td>17,103</td> <td>Leave Blank</td> <td>6,784</td> </tr> <tr> <td>\$36.73</td> <td>\$2,97</td> <td>\$0.00</td> <td>\$26.73</td> </tr> </table>	Ambul	Wheel Chair	Stretcher	Group	81,113	17,103	Leave Blank	6,784	\$36.73	\$2,97	\$0.00	\$26.73	\$36.73 per passenger per group
Ambul	Wheel Chair	Stretcher	Group										
81,113	17,103	Leave Blank	6,784										
\$36.73	\$2,97	\$0.00	\$26.73										
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =													
Rate per Passenger Mile for Balance =	\$2.58 per passenger per group												
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =													
Rate per Passenger Mile for Balance =	\$1.84 per passenger per group												

### Rates if No Revenue Funds Were Identified As Subsidy Funds

Rates if No Revenue Funds Were Identified As Subsidy Funds			
Ambul	Wheel Chair	Stretcher	Group
\$3.85	\$6.61	\$0.00	\$2.75
			per passenger per group
Ambul	Wheel Chair	Stretcher	Group
\$54.84	\$94.01	\$0.00	\$39.17
			per passenger per group

### Program These Rates Into Your Medicaid Encounter Data



**EXECUTIVE SUMMARY**  
**BOARD ACTION**  
**ITEM 5E**

**Endorse the Transportation Disadvantaged (TD) Planning Grant Application and Resolution**

---

**OBJECTIVE:** To endorse the Transportation Disadvantaged (TD) Planning Grant Application and MPO Resolution.

**CONSIDERATIONS:** The MPO has the authority to file a TD Planning Grant Application for Collier County and to undertake a TD service project as authorized by Section 427.0159, *Florida Statutes*, and Rule 41-2, *Florida Administrative Code*. The TD Grant Application must be filed by July 1<sup>st</sup>. The grant amount shown in the attached draft TD Grant application for FY 2023/24 is the same as the previous year, \$27,954, and will be updated upon final action of this year's State Legislature. These funds will be used as described in the FY 2023-2024 Unified Planning Work Program (UPWP), Task 6 – Transit and Transportation Disadvantaged and the TD Planning Grant Agreement. Planning tasks include:

- Project management to complete the Transportation Disadvantaged Service Plan Major Update;
- Annual Community Transportation Coordinator Evaluation;
- Staff support at LCB meetings;
- Legal advertisement of LCB meetings;
- Conducting the annual Public Workshop;
- Conducting LCB training;
- Review of LCB bylaws, grievance procedures, reports; and
- Staff attending TD Training Events and TD Commission meetings.

The FY 2022-2023 planning grant allocation is shown in **Attachment 1**. The draft grant application (**Attachment 2**) and draft MPO Resolution (**Attachment 3**) will be updated per the State Legislature's action and submitted to the TD Commission by June 30<sup>th</sup> to receive funding. The Planning Grant Program Manual shown in **Attachment 4** summarizes the grant requirements.

**STAFF RECOMMENDATION:** Staff recommends endorsement of the grant application and MPO Resolution; funding amount to be updated per budget determined by the State Legislature.

Prepared By: Anne McLaughlin, MPO Director

**ATTACHMENTS:**

1. TD Planning Grant Allocation for FY 22/23
2. Draft TD Grant Application
3. MPO TD Grant Resolution draft
4. TD Program Manual for FY 22/23

**DRAFT**  
**Commission for the Transportation Disadvantaged**  
**Planning Grant Allocations**  
**FY 2022-2023**

<b>County</b>	<b>Planning Funds</b>
Alachua	\$25,615
Baker	\$20,580
Bay	\$23,763
Bradford	\$20,560
Brevard	\$32,468
Broward	\$60,819
Calhoun	\$20,278
Charlotte	\$23,887
Citrus	\$23,088
Clay	\$24,504
Collier	\$27,954
Columbia	\$21,468
DeSoto	\$20,763
Dixie	\$20,329
Duval	\$39,925
Escambia	\$26,636
Flagler	\$22,350
Franklin	\$20,227
Gadsden	\$20,940
Gilchrist	\$20,361
Glades	\$20,267
Gulf	\$20,294
Hamilton	\$20,280
Hardee	\$20,545
Hendry	\$20,849
Hernando	\$23,987
Highlands	\$22,176
Hillsborough	\$50,496
Holmes	\$20,388
Indian River	\$23,277
Jackson	\$20,974
Jefferson	\$20,277
Lafayette	\$20,157
Lake	\$27,465
Lee	\$35,886

<b>County</b>	<b>Planning Funds</b>
Leon	\$26,114
Levy	\$20,839
Liberty	\$20,152
Madison	\$20,367
Manatee	\$28,259
Marion	\$27,551
Martin	\$23,350
Miami-Dade	\$76,869
Monroe	\$21,557
Nassau	\$21,780
Okaloosa	\$24,339
Okeechobee	\$20,852
Orange	\$48,865
Osceola	\$27,624
Palm Beach	\$51,142
Pasco	\$31,330
Pinellas	\$40,395
Polk	\$34,817
Putnam	\$21,528
Santa Rosa	\$23,753
Sarasota	\$28,972
Seminole	\$29,791
St. Johns	\$25,348
St. Lucie	\$26,725
Sumter	\$22,709
Suwannee	\$20,908
Taylor	\$20,433
Union	\$20,298
Volusia	\$31,460
Wakulla	\$20,668
Walton	\$21,471
Washington	\$20,505
<b>Total</b>	<b>\$1,784,599</b>

4/14/2022



# Transportation Disadvantaged Planning Grant Recipient Information

<b>Legal Name</b>	Collier Metropolitan Planning Organization		
<b>Federal Employer Identification Number</b>	59-6000558		
<b>Registered Address</b>	3299 Tamiami Trail E. Suite 303		
<b>City and State</b>	Naples, FL	<b>Zip Code</b>	34112
<b>Contact Person for this Grant</b>	Anne McLaughlin	<b>Phone Number Format 111-111-1111</b>	(239) 252-5859
<b>E-Mail Address [Required]</b>	Anne.McLaughlin@colliercounty.fl.gov		
<b>Project Location [County(ies)]</b>	Collier	<b>Proposed Project Start Date</b>	7/1/2023
<b>Budget Allocation</b>			
		Grant Amount Requested	\$27,954.00
		<b>Total Project Amount</b>	<b>\$27,954.00</b>

I, the authorized Grant Recipient Representative, hereby certify that the information herein is true and accurate and is submitted in accordance with the 2022-23 Program Manual and Instructions for the Planning Grant.

\_\_\_\_\_  
**Signature of Grant Recipient Representative**

\_\_\_\_\_  
**Date**

**Name:** Anne McLaughlin

**Title:** Collier MPO Executive Director

**RESOLUTION – 2023 - 04**

**RESOLUTION OF THE COLLIER METROPOLITAN PLANNING ORGANIZATION APPROVING THE FILING OF A TRANSPORTATION DISADVANTAGED TRUST FUND PLANNING GRANT APPLICATION BY THE MPO EXECUTIVE DIRECTOR AND AUTHORIZING THE MPO CHAIRMAN TO EXECUTE THE RELATED TRANSPORTATION DISADVANTAGED TRUST FUND PLANNING GRANT AGREEMENT WITH THE FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED UPON RECEIPT BY THE MPO.**

**WHEREAS**, the Collier Metropolitan Planning Organization (“Collier MPO”) has the authority to execute a Transportation Disadvantaged Trust Fund Planning Grant Agreement and to undertake a transportation disadvantaged service project as authorized by Florida Statutes, section 427.0159 and Florida Administrative Code, Rule 41-2; and

**WHEREAS**, on June 9, 2023, the Collier MPO approved the filing of a Transportation Disadvantaged Trust Fund Planning Grant Application and authorized its Executive Director to file the application, along with all required documents, and to take any action necessary to obtain approval of such grant fund application; and

**WHEREAS**, on June 9, 2023, the Collier MPO voted in favor of authorizing its Chairman to execute a Transportation Disadvantaged Trust Fund Planning Grant Agreement with the Florida Commission for the Transportation Disadvantaged, upon its receipt, and to submit all required documents and take any action necessary to submit the grant agreement to the Florida Commission for the Transportation Disadvantaged.

**NOW, THEREFORE, BE IT RESOLVED BY THE COLLIER METROPOLITAN PLANNING ORGANIZATION THAT:**

1. The Collier MPO has the authority to execute a Transportation Disadvantaged Trust Fund Planning Grant Agreement.
2. The Collier MPO authorizes its Executive Director to file the Fiscal Year 2023/24 Transportation Disadvantaged Planning Grant Application, along with all required documents, and to take any action necessary to secure such grant funding.
3. The Collier MPO authorizes its Chairman to execute the Transportation Disadvantaged Trust Fund Planning Grant Agreement on behalf of the Collier MPO, upon receipt, and to file it with the Florida Commission for the Transportation Disadvantaged in the total amount of \$27,954.
4. The Collier MPO further authorizes its Chairman to sign any agreements, assurances, warranties, certifications, and any other related documents that may be required in connection with the aforementioned Transportation Disadvantaged Trust Fund Planning Grant Agreement submission or related subsequent agreements, and to take any action necessary to facilitate the filing of such agreement(s).

This Resolution was **PASSED and DULY ADOPTED** by the Collier Metropolitan Planning Organization Board on June 9, 2023.

Attest:

COLLIER COUNTY METROPOLITAN  
PLANNING ORGANIZATION

By: \_\_\_\_\_  
Anne McLaughlin  
Collier MPO Executive Director

By: \_\_\_\_\_  
Councilor Greg Folley  
MPO Chair

Approved as to form and legality:

\_\_\_\_\_  
Scott R. Teach, Deputy County Attorney

DRAFT



Florida Commission for the



# **Transportation Disadvantaged**

**FISCAL YEAR 2022-23  
PROGRAM MANUAL AND INSTRUCTIONS  
FOR THE  
PLANNING GRANT**

Issued By:

FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

605 Suwannee Street, Mail Station 49

Tallahassee, Florida 32399-0450

850-410-5700

<http://ctd.fdot.gov/>

## **INTRODUCTION**

The Transportation Disadvantaged Trust Fund is administered by the Florida Commission for the Transportation Disadvantaged (Commission), pursuant to Section 427.0159, Florida Statutes. The purpose of the Transportation Disadvantaged Trust Fund is to provide a dedicated funding source for the operational and planning expenses of the Commission in carrying out its legislative responsibilities. The trust fund is appropriated by the Legislature annually from revenues collected from vehicle registrations and voluntary contributions. The Planning Grant Program was established to provide funding to designated official planning agencies to assist the Commission in their responsibilities at the local level and to provide support to the Local Coordinating Boards.

This manual contains information regarding the Transportation Disadvantaged Planning Grant Program administered by the Commission. It provides guidance to designated official planning agencies when implementing local transportation disadvantaged planning services under the Transportation Disadvantaged Program.

This manual is divided into two parts: Program Requirements and the Grant Recipient Information Instructions.

# **PART I PLANNING GRANT PROGRAM REQUIREMENTS**

This part of the manual contains requirements that accompany the Planning Grant Program and the tasks that are required to be accomplished.

## **1. ELIGIBILITY INFORMATION**

### **A. Eligible Recipients**

An eligible recipient is any official body, agency or entity designated by the Commission to fulfill the functions associated with staffing the local coordinating board (LCB) and other necessary local designated planning agency functions. The Metropolitan Planning Organization (MPO) shall serve as the planning agency in areas covered by such organizations unless the Commission has designated a service area beyond the area for which an MPO has been created to serve. In designated service areas not covered by a MPO, agencies eligible for selection as the designated planning agency include county or city governments, regional planning councils, local planning organizations or other planning providers who are currently performing planning activities in designated service areas or capable of such.

To be eligible for this grant agreement, there must be an active LCB in the respective service area to assist in the successful completion of the tasks herein. The determination of whether a LCB is functioning will be based on supportive documentation in the Commission files.

### **B. Allowable Activities**

This is a fixed-price agreement to complete tasks identified in the law, rule, this Program Manual and the grant agreement. It is not subject to adjustment due to the actual cost experience of the recipient in the performance of the grant agreement. The amount paid is based on the weighted value of the tasks and deliverables listed below that have been accomplished for the invoiced period. Prior to payment, the tasks performed and deliverables are subject to review and acceptance by the Commission. The criteria for acceptance of completed tasks and deliverables are based on the most recent regulations, guidelines or directives related to the particular task and deliverable. Specific required tasks are as follows:

#### **TASK 1:**

**Weighted value = 17%**

Jointly develop and annually update the Transportation Disadvantaged Service Plan (TDSP) with the community transportation coordinator (CTC) and the LCB.

**Deliverable:** Complete initial TDSP or annual updates. Must be approved by the LCB no later than June 30<sup>th</sup> of the current grant cycle.

**TASK 2 A:****Weighted value = 15%**

When necessary and in cooperation with the LCB, solicit and recommend a CTC. The selection will be accomplished, to the maximum extent feasible, through public competitive bidding or proposals in accordance with applicable laws and rules. Such recommendation shall be presented to the Commission by planning agency staff or their designee as needed.

**Deliverable:**

Planning agency's letter of recommendation and signed resolution.

**OR**

**TASK 2 B:**

Provide staff support to the LCB in conducting an annual evaluation of the CTC, including local developed standards as delineated in the adopted TDSP. Assist the Commission in joint reviews of the CTC.

**Deliverable:**

LCB and planning agency selected CTC evaluation worksheets pursuant to the most recent version of the Commission's CTC Evaluation Workbook.

**TASK 3:****Weighted value = 40%**

Organize and provide staff support and related resources for at least four (4) LCB meetings per year, holding one meeting during each quarter.

Provide staff support for committees of the LCB.

Provide program orientation and training for newly appointed LCB members.

Provide public notice of LCB meetings in accordance with the most recent LCB and Planning Agency Operating Guidelines.

LCB meetings will be held in accordance with the Commission's most recent LCB and Planning Agency Operating Guidelines and will include at least the following:

1. Agendas for LCB meetings. Agenda should include action items, informational items and an opportunity for public comment.
2. Official minutes of LCB meetings and committee meetings (regardless of a quorum). A copy will be submitted along with the quarterly report to the Commission. Minutes will at least be in the form of a brief summary of basic points, discussions, decisions, and recommendations. Records of all meetings shall be kept for at least five years.

3. A current full and active membership of voting and non-voting members to the LCB. Any time there is a change in the membership, provide the Commission with a current membership roster and mailing list of LCB members.
4. A report of the LCB membership's attendance at the LCB meeting held during this grant period. This would not include committee meetings.

**Deliverable:** LCB Meeting agendas; minutes; membership roster; attendance report; copy of public notice of meetings..

**TASK 4:**

**Weighted value = 4%**

Provide at least one public workshop annually by each LCB, and assist the Commission, as requested, in co-sponsoring public workshops. This public workshop must be held separately from the LCB meeting. It may, however, be held on the same day as the scheduled LCB meeting. It could be held immediately following or prior to the LCB meeting.

**Deliverable:** Public workshop agenda, minutes of related workshop, and copy of public notice of workshop. The agenda and minutes must be separate documents and cannot be included in the LCB meeting agenda and minutes, if held on the same day. Minutes may reflect "no comments received" if none were made.

**TASK 5:**

**Weighted value = 4%**

Develop and annually update by-laws for LCB approval.

**Deliverable:** Copy of LCB approved by-laws with date of update noted on cover page.

**TASK 6:**

**Weighted value = 4%**

Develop, annually update, and implement LCB grievance procedures in accordance with the Commission's most recent LCB and Planning Agency Operating 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.

**Deliverable:** Copy of LCB approved Grievance Procedures with date of update noted on cover page.

**TASK 7:**

**Weighted value = 4%**

Review and comment on the Annual Operating Report (AOR) for submittal to the LCB, and forward comments/concerns to the Commission.

**Deliverable:** CTC Organization and Certification Page of the AOR, signed by CTC representative and LCB Chair.

**TASK 8:** **Weighted value = 4%**

Research and complete the Actual Expenditures Report (AER) for direct federal and local government transportation funds to the Commission no later than September 15th. Complete the AER, using the Commission approved form.

**Deliverable:** Completed AER in accordance with the most recent Commission’s AER instructions.

**TASK 9:** **Weighted value = 4%**

Complete quarterly progress reports addressing planning accomplishments for the local transportation disadvantaged program as well as planning grant deliverables; including but not limited to, consultant contracts, special studies, and marketing efforts.

**Deliverable:** Complete Quarterly Progress Reports submitted with invoices. Quarterly Report must be signed by planning agency representative. Electronic signatures are acceptable.

**TASK 10:** **Weighted value = 4%**

Planning agency staff shall attend at least one Commission sponsored training, including but not limited to, the Commission's regional meetings or annual training workshop.

**Deliverable:** Documentation related to attendance at such event(s); including but not limited to sign in sheets.

## **2. GRANT FUNDING**

Each year, the Commission will calculate each service area’s allocation in accordance with Rule 41-2, FAC. Each service area's anticipated eligible allocation is subject to change based on appropriations by the Legislature.

### **LOCAL MATCH REQUIREMENT**

There is no match required.

## **3. GRANT APPROVAL**

All grants are subject to approval by the Commission or its designee. Once the completed Grant Recipient Information document has been received, a grant agreement will be forwarded to the recipient for execution. An authorizing resolution or documentation by the Grantee’s governing body shall also be submitted along with the executed grant agreement.

## 4. INVOICING

Invoices for trust funds will not be honored until the grant agreement has been executed by both the Commission and the Grantee and is on file at the Commission office. Invoices related to this grant agreement shall be completed on the invoice form(s) provided by the Commission and submitted electronically to [FLCTDInvoice@dot.state.fl.us](mailto:FLCTDInvoice@dot.state.fl.us) unless otherwise notified by the Commission.

Grantee shall invoice on a quarterly basis. Invoices should be submitted after the last month of each quarter and shall include only the activities performed during that time. The Grantee shall provide sufficient detailed documentation to support the completion of task outlined above. Unless extended by the Commission, the final invoice and supporting documentation must be submitted to the Commission in acceptable format by August 15 for each grant year.

# **PART II PLANNING GRANT RECIPIENT INFORMATION DOCUMENTATION**

## **GENERAL INSTRUCTIONS**

Presented in this part are specific instructions on the completion of the grant recipient information document. Additional assistance may be obtained by contacting the Commission.

A complete Grant Recipient Information document shall be submitted to the assigned CTD project manager via email. The original signed documentation shall be mailed to the Commission for the Transportation Disadvantaged, 605 Suwannee Street, MS-49, Tallahassee, FL 32399.

For those planning agencies who are responsible for more than one service area that has not been designated as a multi-county service area, a separate Planning Grant Recipient Information document must be submitted for each service area. However, one original resolution will satisfy the requirement for each service area.

## **TIMETABLE**

- JULY 1**            Earliest date that grant agreements can be effective for these grant funds. Commission's fiscal year begins on July 1. Grant Agreements not executed prior to July 1 will begin on the date of execution.
- JUNE 30**           All Grant Agreements will terminate on June 30<sup>th</sup> the following year.
- AUGUST 15**        Deadline for final invoices.



## **TRANSPORTATION DISADVANTAGED PLANNING GRANT RECIPIENT INFORMATION INSTRUCTIONS**

Except for the following notes, the grant information document is essentially self-explanatory. If questions arise, please contact the Commission.

### **PLANNING GRANT REIPIENT INFORMATION**

**LEGAL NAME:** The full legal name of the grantee's organization, not an individual. Name must match Federal ID number and the information registered with MyFloridaMarketPlace.

**FEDERAL EMPLOYER IDENTIFICATION NUMBER:** The number used by all employers within the United States to identify their payroll and federal income tax. Name must match Federal ID number and the information registered with MyFloridaMarketPlace.

**REGISTERED ADDRESS:** This should be the grant recipient's mailing address as registered in MyFloridaMarketPlace, and will be the address on the grant agreement. This address should also be consistent with the address associated with your Federal Employer Identification (FEI) Number.

**CONTACT PERSON, PHONE NUMBERS AND E-MAIL ADDRESS:** Provide the name of the person who will be the point of contact, their phone number and email address.

**PROJECT LOCATION:** This is the service area [county(ies)] the Planning Agency is designated to serve. Planning Agencies that serve several different service areas shall complete a separate Grant Recipient Information document for each service area.

**PROPOSED PROJECT START DATE:** The start date shall be July 1<sup>st</sup> each fiscal cycle or date of grant agreement execution if later than July 1<sup>st</sup>.

**BUDGET ALLOCATION:** Using the Commission approved Planning Grant Allocations chart, complete the funding category as appropriate. **Once the line item is complete, right click on the space provided for the "Total Project Amount." Select "update field" from the drop down box. This will automatically calculate the total project amount.**

**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

JANUARY 1 - 31, 2023

Total	Days	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancel	No Shows	Passenger Trips	PCA	Guest
Weekday	22	8360	6098	5085	117068	98160	401	700	9233	639	234
Saturday	4	554	443	373	8113	6903	27	50	628	48	26
Sunday	4	269	265	215	4326	3575	17	47	310	32	9
<b>Total</b>	<b>30</b>	<b>9183</b>	<b>6806</b>	<b>5673</b>	<b>129507</b>	<b>108638</b>	<b>445</b>	<b>797</b>	<b>10171</b>	<b>719</b>	<b>269</b>

Average	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancel	No Shows	Passenger Trips	PCA	Guest
Weekday	380	277	231	5321	4462	18	32	420	29	11
Saturday	139	111	93	2028	1726	7	13	157	12	7
Sunday	67	66	54	1081	894	4	12	78	8	2

Fares to Collect	Fares Deposit	Balance	% Cancel of Total Trips	% No Shows of Total Trips	Prior Year On-Time Performance	On-Time Performance	Increase
\$ 18,746.00	\$18,667.00	(\$79.00)	5%	9%	74.45%	71.87%	-2.58%

Ticket Sales	Sales Deposit	Balance	Prior Year PPH	PPH	Difference	No Shows Day Suspensions
		\$0.00				7 14 30
<b>Total Deposit</b>	<b>\$18,667.00</b>		<b>1.65</b>	<b>1.79</b>	<b>0.14</b>	<b>0 0 0</b>

Accidents (Prev)

FEBRUARY 1 - 28, 2023

Total	Days	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancel	No Shows	Passenger Trips	PCA	Guest
Weekday	20	7911	5917	4826	111027	91821	330	580	8713	608	194
Saturday	4	555	468	389	8430	7098	33	64	640	37	48
Sunday	4	330	314	249	5134	4140	18	34	367	32	5
<b>Total</b>	<b>28</b>	<b>8796</b>	<b>6698</b>	<b>5463</b>	<b>124592</b>	<b>103058</b>	<b>381</b>	<b>678</b>	<b>9720</b>	<b>677</b>	<b>247</b>

Average	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancel	No Shows	Passenger Trips	PCA	Guest
Weekday	396	296	241	5551	4591	17	29	436	30	10
Saturday	139	117	97	2108	1774	8	16	160	9	12
Sunday	83	78	62	1284	1035	5	9	92	8	1

Fares to Collect	Fares Deposit	Balance	% Cancel of Total Trips	% No Shows of Total Trips	Prior Year On-Time Performance	On-Time Performance	Increase
\$ 17,517.00	\$17,430.00	(\$87.00)	4%	8%	85.02%	75.00%	-10.02%

Ticket Sales	Sales Deposit	Balance	Prior Year PPH	PPH	Difference	No Shows Day Suspensions
		\$0.00				7 14 30
<b>Total Deposit</b>	<b>\$17,430.00</b>		<b>1.56</b>	<b>-1.56</b>		<b>0 0 0</b>

Accidents (Prev)

MARCH 1 - 31, 2023

Total	Days	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancel	No Shows	Passenger Trips	PCA	Guest
Weekday	23	8822	6678	5444	124317	102078	319	725	9741	702	217
Saturday	4	514	451	374	8289	6911	23	52	581	39	28
Sunday	4	304	314	237	4791	3652	13	32	361	33	24
<b>Total</b>	<b>31</b>	<b>9640</b>	<b>7442</b>	<b>6055</b>	<b>137396</b>	<b>112642</b>	<b>355</b>	<b>809</b>	<b>10683</b>	<b>774</b>	<b>269</b>

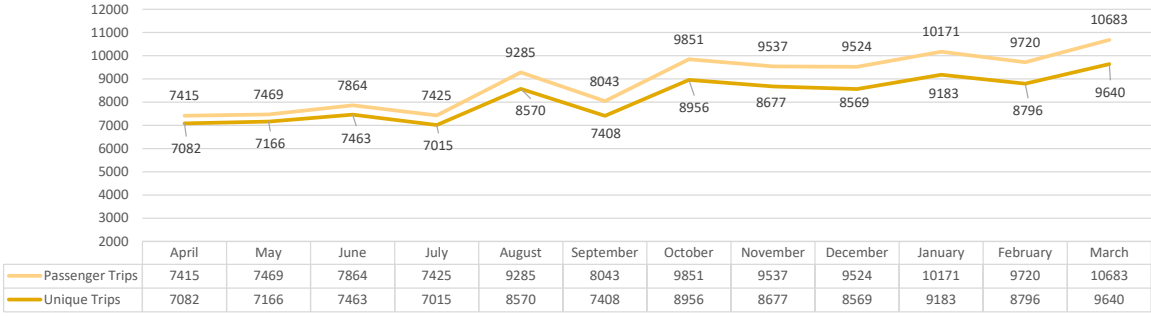
Average	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancel	No Shows	Passenger Trips	PCA	Guest
Weekday	384	290	237	5405	4438	14	32	424	31	9
Saturday	129	113	94	2072	1728	6	13	145	10	7
Sunday	76	78	59	1198	913	3	8	90	8	6

Fares to Collect	Fares Deposit	Balance	% Cancel of Total Trips	% No Shows of Total Trips	Prior Year On-Time Performance	On-Time Performance	Increase
\$ 19,353.00	\$19,257.00	(\$96.00)	4%	8%	84.12%	77.14%	-6.98%

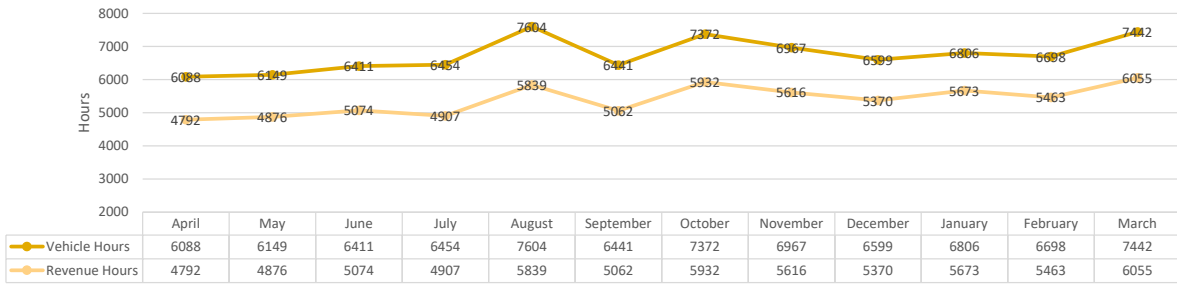
Ticket Sales	Sales Deposit	Balance	Prior Year PPH	PPH	Difference	No Shows Day Suspensions
		\$0.00				7 14 30
<b>Total Deposit</b>	<b>\$19,257.00</b>		<b>1.53</b>	<b>1.76</b>	<b>0.23</b>	<b>0 0 0</b>

Accidents (Prev)

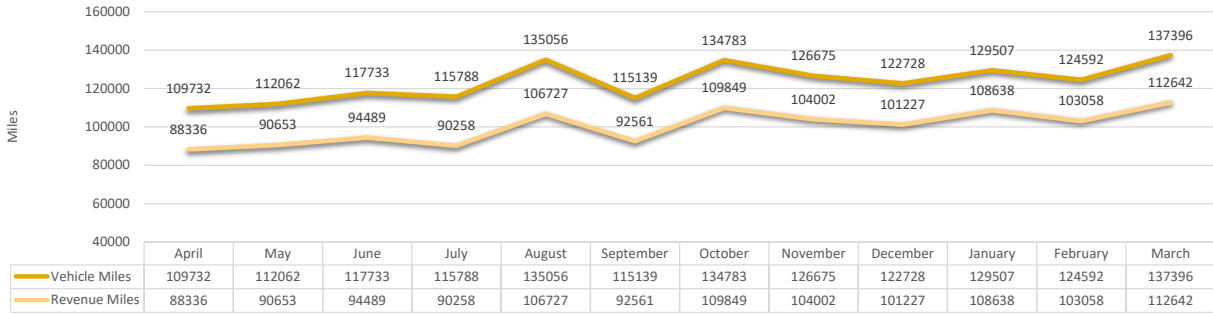
### Passenger Trips and One Way Trips



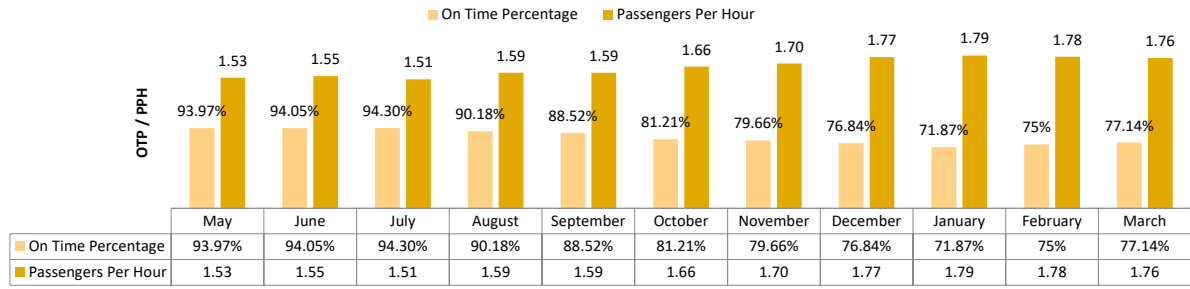
### Vehicle Hours and Revenue Hours



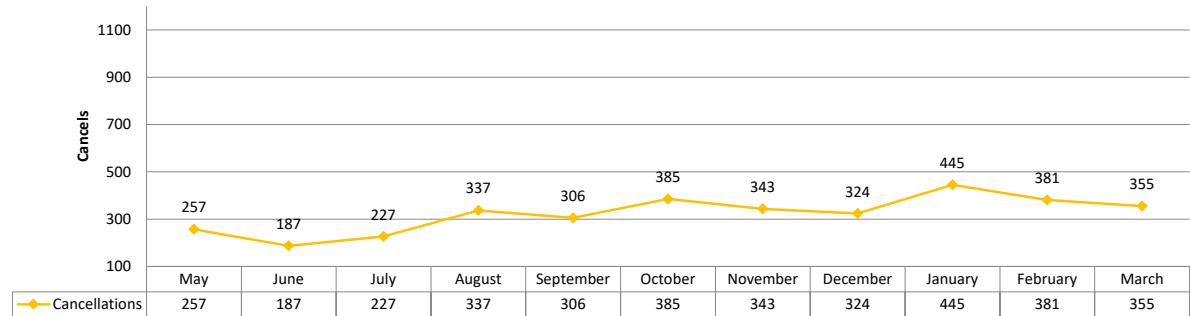
### Vehicle Miles and Revenue Miles



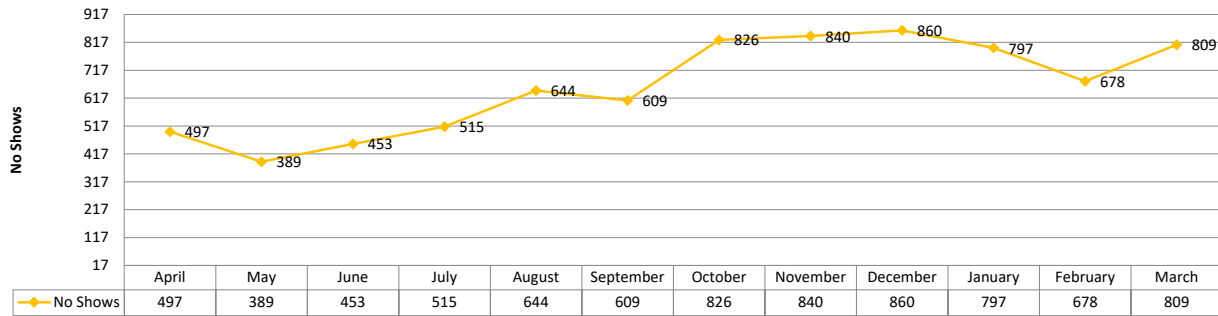
## On-Time Performance and Passengers Per Hour



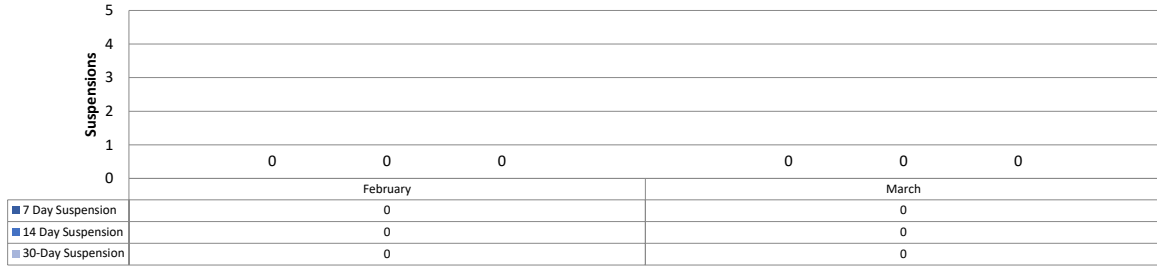
## Cancellations



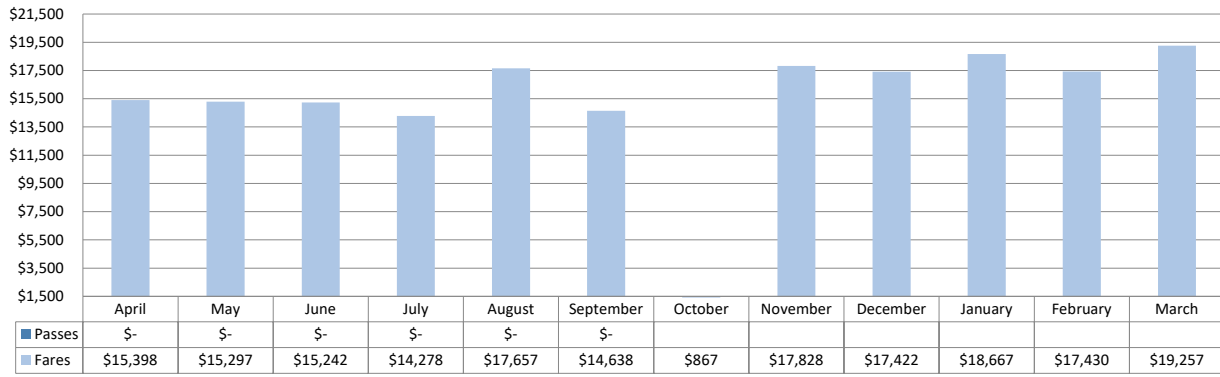
## No Show



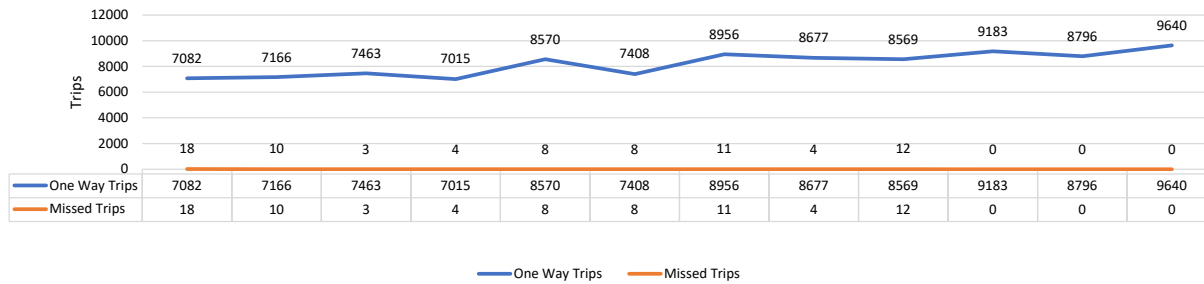
### Suspensions



### Ticket Sales and Fares Collected



### Total Trips & Missed Trips



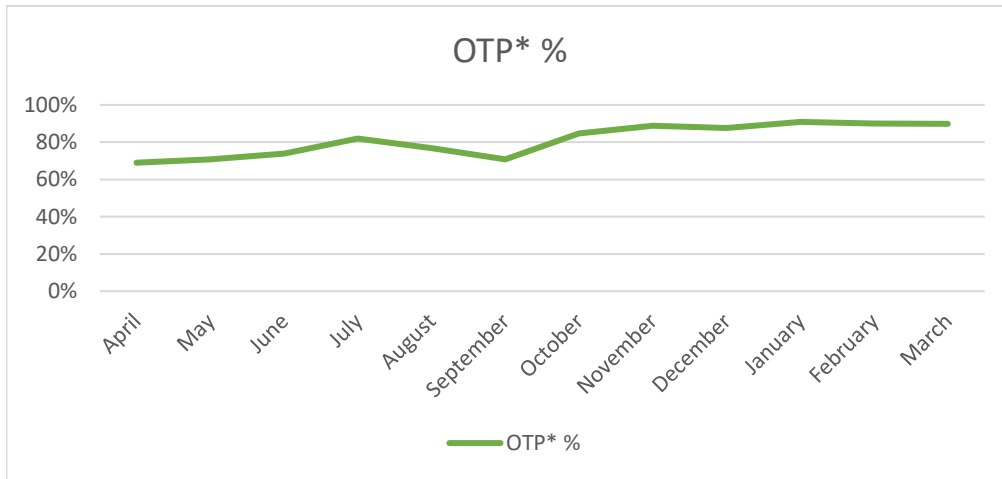
Date Received	Month	Date of Incident	Type	Valid	Description	Resolution
1/19/2023	January	1/19/2023	Late	Valid	The Passenger has been having some issues with his paratransit reservations. Sometimes when he calls they wouldn't take his reservation, or tell him to call back for another day. Other times he is put on hold for a long time, and then gets disconnected before he can talk to someone. The Passenger was supposed to get picked up today at 1:30 pm, and was still waiting when he called. He said he called dispatch earlier but was only transferred to Orlando's voicemail and didn't get a reply to the message he left. He says issues like this have been happening since before Christmas and wants to bring this to CAT's attention. The bus ended up picking him up today at around 2:45 pm	I talked to The Passenger on 24 <sup>th</sup> and explained that schedules are we are handling a higher volume and what we are doing to be able to get everyone , I asked if he remember who have asked him to call in another day, he said he couldn't remember. He have call many time after 5:00p.m and I have made his reservations but let him know our hours of operations for reservations, so I think when he has been informed to call the next day is because he called after reservations is closed. <b>Action taken: Called</b>
1/20/2023	January		Late	Valid	The Customers parent called on behalf of her daughter. She has a 5:15 pm pickup form work everyday, and the bus usually gets there at around 5:30 pm. The past few days the bus has been arriving between 6 and 6:30 pm; she has received calls saying this is the only time the bus can pick her up. The Customers parentsaid something needs to be done because she is stuck waiting there over an hour and by the time she is picked up its completely dark out with no light.	I called and talked to The Passenger, we were late on the 17 <sup>th</sup> , 18 <sup>th</sup> and 19 <sup>th</sup> and she decided to went and picked her up, all other trips were on time, I apologized and we will watching closely her trips. <b>Action taken: Called</b>
1/24/2023	January	1/24/2023	Ride Time	Valid	The Passenger called on his ride home saying he arrived late to his appointment today, even though he was picked up on time. He said because of traffic and the bus picking up and dropping off other passengers he was late; he wants to see if his pickup time could be moved earlier to arrive to his appointments on time. Mr. Alfonso also said he called dispatch and was told he could get off the bus and that he could be picked up at 6. The Passenger said he has a lot if issues with the service and wants a call back soon and said if he doesn't get a call back he will contact the county.	I talked to The Passenger, we dropped him 22 minutes late, as he mentioned the traffic was heavy, he is very pleased with all the drivers, as far as the comment was that the driver asked if the passenger want it to get off the bus if he could it allow it and dispatcher say yes. He was pleased with our call. <b>Action taken: Called</b>
1/24/2023	January		Late	Valid	The Passenger lives out in a TD area and says she knows the buses are usually 30 minutes to an hour late picking her up. She said she goes in and out of the house while she waits for her pickup and knows she will get a call when her bus arrives, or the drivers will knock on her door. This morning she called dispatch at 7:30 am to figure out where her bus was and was told the bus arrived at 6:45 am; dispatch said she was called but she doesn't have any missing calls on her phone. She had to look for another ride to get to work at 8 am. The Passenger said she leaves work at 4 and her pick up window is between 4 and 4:30 pm. She got a call at 3:37 pm from dispatch and was told that they cancelled her pickup since she didn't ride this morning, and if they reschedule her she would eb picked up at 6 pm.The Passenger said she has been consistent about keeping to her scheduled rides and makes sure to call if she has to cancel or leave a message if she cant reach anyone. She wants to express her concern about the inconsistencies of the bus being late.	On the 24 <sup>th</sup> her return trip was cancel by mistake, she is new to our service, so I explained the entire process, she was also making reservations with us and QRide at the same time, and had some no-shows, I apologize for our mistake and asked the dispatchesr to follow he trips and make sure she gets a call if we are running late. <b>Action taken: Called</b>
1/25/2023	January	1/25/2023	Late	Valid	Caller said she was supposed to be picked up at 1:15 pm to make it to her 2:10 pm doctors appointment on time. She missed her appointment because the bus arrived at 2:35 pm, and she is going to have to pay a \$50 fee for missing it. She also wants to make a note to please pick her up at the front of the building, not the back; today's driver did go through the front. Caller doesn't need a call back but wants CAT to do better; she wants to know if she can trust this service.	There was a heavy traffic and she was dropped 35 min after the requested drop off. As per her request I didn't call her, when she calls again, we will ake sure to ask how we are doing. <b>Action taken: View comments on the trip</b>
1/26/2023	January	1/25/2023	Late	Valid	The Passenger said she had an appointment yesterday at 10:30 am. She received two calls from the recorded line letting her know the bus will be there to pick her up in 7-10 minutes; the bus ended up arriving at 10:30 am, making her miss the first 30 minutes of her therapy appointment.	We were late due to heavy traffic, I called and apoligise, she also indicated that is the first time, that she is been late lately. I explained that we are working with the IVR system for the information to be accurate. <b>Action taken: Called</b>
2/1/2023	February	2/1/2023	Late	Valid	The Caller called on behalf of her neighbor The Passenger. The Passenger was supposed to be picked up for her appointment at 12:30 pm; she waited over an hour for the bus to show and when it didn't she started to get really nervous and went to The Callers house. The Caller drove The Passenger to her appointment and when they got there they got a call saying the bus was in front of The Passenger house to pick her up. The Passenger is really upset about this and would like a phone call; The Caller did not know her phone number to provide it.	A new driver got lost and got there 3 minutes before the dropped of time, but she left half an hour before. I just talked to The Passenger, I apologized and lether know that we will be looking closely to the reservations. <b>Action taken: Called</b>
2/2/2023	February		Late	Valid	The caller called on behalf of her aunt, The Passenger . The Passenger has been having many difficulties with the bus lately. The Passenger is disabled and has arthritis and uses CATConnect to get around and get to her part time job. She said the bus is never on time and always late picking her up to and from work; after work she has a 1-1:30 pm pickup time and the bus arrives after 2-3 hours. The Passenger has diabetes and has to be home at a certain time.The Passenger says she has no place to sit while she waits for the bus and has to stand the whole time; she fell down in front of the bus when it finally arrived yesterday after standing for so long. The Passenger is also hard of hearing and doesn't always hear her phone ring. When she tries to call back she can never reach anyone and when she does reach someone they tell her the bus is 5 minutes away, and the bus gets there an hour after. She has complained about these issues in the past and the next day the bus will be on time, but go back to being hours late after that.	I spoke with the caller and The Passenger today we have been late to some of her trips, she indicated that Orlando normally called her and let Venicia know when we are on our way, I explained to her that we have a higher amount of trips at the time, we made a small adjustment to her reservations and will mandate her trip with another passenger we pick in the area at the same time. We have put her name on the list that we have to keep a closed eye on her trips. <b>Action taken: Called</b>
2/10/2023	February		Late	Valid	The Passenger said the bus was supposed to pick her up by 9:30 am on 02/10/23 but the bus was over an our late picking her up. When it finally arrived she asked the driver if her pickup back was going to be later since she was picked up so late. The Passenger said she finished her shopping by 12:45 pm and waited for the bus outside in case it arrived early. After waiting an hour and a half, the bus never arrived and she asked a friend that lives close by to take her home. The Passenger did mention seeing a PT bus outside of Publix but it drove away.	
2/21/2023	February	2/21/2023	Late	Valid	The Passenger had an appointment downtown at 9:30 am, for her cancer treatment. At the time of her call she said the bus was in Bonita Springs dropping off another passenger, and she was never going to make it on time for her appointment. The Passenger said when she was late for her appointment last week she could not get her cancer treatment and had to call her sister to pick her up. The Passenger said this is not fair treatment and if CAT is unable to accommodate her trip they should let her know so that she can make other arrangements and not miss her scheduled appointments. She also said the bus was late picking her up this morning; instead of getting picked up at 7:50 am she got picked up at 8:30 am	I spoke with Ms. Carol today, and I apologize for the delay on the trip for the Cancer treatment, and she goes to the same appointment every three weeks. She needed to be there at 0800, so I proposed to adjust her time to 0745, which he accepted; she also commented that it had been an excellent service and that the drivers were great. The other trip was created as a pick-up, and she was picked up within our window. <b>Action taken: Call</b>

3/3/2023	March	3/2/2023	No Show/Missed Trip	Valid	Customer was supposed to be pick up from work between 3:30 & 4:30pm and driver never showed up, she had to take a cab and she can't afford to do that.	The Passenger was in a Dr's appt, she don't work, she was on "Will call" for her return trip, around 3:15 she called and trip was assigned, we get there at 1702 and she was not there, I explained how the "Will call" works, she understood. <b>Action taken: Called</b>
3/3/2023	March	3/3/2023	Late	Valid	Customer had a doctor's appointment was told she would be picked up between 9:50 & 10:20 am driver showed up at 11 am and her doctor's appointment was at 11am so the office did not want to see her because she was late.	We were late for pick her up driver arrived 1137, I talked to her and apologies. <b>Action taken: Called</b>
3/7/2023	March	3/7/2023	late	Valid	Caller the father, is upset that his son The Passenger is not picked up on time from his internship at the hospital, she should have been picked up at 7:45am today and he was picked up and hour later, he is getting to work late because of the driver been late. The Caller is saying that this has been happening all year.	After reviewing all his trips from January till 3/11, he hasn't been late to NCH not once; on the day The Passenger was called, The Passenger was going to Barron Collier, and we dropped him off late; I called the contact numbers; we have none of which were the callers, left a message to The Passengers grandfather who is the contact person we have. <b>Action taken: Called</b>



**Work/Medical Trips - On Time Performance (OTP)**

Months	Work/Med Trips	Outside the 30Min Window	OTP* %
April	2215	687	69%
May	2184	639	71%
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	4643	424	91%
February	4362	438	90%
March	4744	478	90%



**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



FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

# PLANNING AGENCY QUARTERLY REPORT

SERVICE AREA/COUNTIES:

Collier

INVOICE NUMBER: G2926 Q3

INVOICE DATE: April 21, 2023

QUARTER SERVICE DATES: January 1 - March 31, 2023

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 re-designation at 12/7/22 meeting. Collier MPO Board, at 12/9/22 meeting, approved a resolution nominating the BCC to remain as CTC. On 12/20/22, Collier MPO provided the CTD with associated letter of recommendation. The CTD approved the CTC re-designation at the CTD Business Meeting on 3/15/23. Documents enclosed.
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)	At its 3/1/23 meeting, LCB elected non-agency member, Rick Hart, as Vice-Chair. During the quarter, the following individuals were appointed as member representatives: Sarah Gualco for Area Agency on Aging for SW FL; Missie Da Silva for FDOT; and Carmen Henry for Regional Workforce Development Board.
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 LCB public workshop agenda and the LCB regular meeting agenda for 3/1/23 are 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)	Drafts of the LCB public workshop minutes and the LCB regular meeting minutes for 3/1/23 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)	LCB held its annual public workshop on 3/1/23 at 1:30 p.m. The public notice of the workshop, the public workshop agenda, and the draft public workshop minutes are enclosed.
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)	No activity this quarter.
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 ad for the 3/1/23 public workshop and the regular meeting is 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)	The AOR, as approved by the CTD, was reviewed and approved by the LCB at its 3/1/23 meeting. The CTC Organization and Certification Pages of the AOR, signed by the CTC representatives and the LCB Chair, are enclosed.

<p>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)</p>	<p>No activity this quarter. AER previously provided to the CTD.</p>
<p><b>II. SERVICE DEVELOPMENT</b></p>	<p><b>PROGRESS</b></p>
<p>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)</p>	<p>Collier MPO is coordinating with the CTC to develop the 2023 TDSP annual update, and anticipates presenting the update to the LCB at its 5/3/23 meeting. LCB revived and endorsed the proposed scope of work for the TDSP Major update at its 3/1/23 meeting.</p>
<p>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)</p>	<p>This task is continual and ongoing.</p>
<p>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)</p>	<p>This task is continual and ongoing.</p>
<p><b>III. TECHNICAL ASSISTANCE, TRAINING, AND EVALUATION</b></p>	<p><b>PROGRESS</b></p>
<p>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)</p>	<p>The Planning Grant quarterly progress report was presented to the LCB at the 3/1/23 meeting. The CTC also provides a quarterly report to the LCB, which is enclosed.</p>
<p>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)</p>	<p>No activity this quarter.</p>
<p>C. Attend at least one <b>CTD meeting</b> each year within budget/staff/schedule availability.</p>	<p>Attended CTD Business Meeting on 3/15/23 virtually.</p>
<p>D. Notify CTD staff of local <b>TD concerns</b> that may require special investigations.</p>	<p>No activity this quarter.</p>
<p>E. Provide <b>training</b> for newly-appointed LCB members. (Task 3)</p>	<p>Provided orientation to new LCB member, Carmen Henry, on 3/20/23.</p>
<p>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.</p>	<p>This task is continual and ongoing. TD needs, evaluation, and services were discussed at the LCB public workshop on 3/1/23.</p>
<p>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)</p>	<p>No activity this quarter.</p>
<p>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)</p>	<p>No activity this quarter. Resolution re-designating Collier County Board of County Commissioners (BCC) was approved by BCC on 10/11/22, and LCB endorsed re-designation at 12/7/22 meeting. Collier MPO Board, at 12/9/22 meeting, approved a resolution nominating the BCC to remain as CTC. On 12/20/22, Collier MPO provided the CTD with associated letter of recommendation. The CTD approved the CTC re-designation at the CTD Business Meeting on 3/15/23. Documents enclosed.</p>

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 <b>QAPE</b> reviews.	No activity this quarter.

Other Items of Development and Update in accordance with Laws, Rules, and Commission policy:

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: 4/21/2023

**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.

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

Prepared By: Anne McLaughlin, MPO Director

**EXECUTIVE SUMMARY**  
**DISTRIBUTION ITEMS**  
**ITEM 8A**

**Updated LCB Membership Roster**

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**OBJECTIVE:** To distribute the updated LCB Membership Roster to LCB members.

**CONSIDERATIONS:** MPO staff updated the LCB Membership Roster to reflect the following appointments of agency members:

- (i) Missiel Da Silva-FDOT;
- (ii) Sarah Gualco - Area Agency on Aging for SW FL; and
- (iii) Carmen Henry - CareerSource Southwest Florida.

The revised LCB Membership Roster is shown in **Attachment 1**.

**STAFF RECOMMENDATION:** Provide distribution item for informational purposes.

Prepared By: Dusty May Siegler, Collier MPO Senior Planner

**ATTACHMENTS:**

1. Updated LCB Membership Roster 3-17-23

Last Updated March 17, 2023  
 18 total Members, 1 Vacancy, 17 Current Members  
 With a Quorum of 4

8A Attachment 1  
 LCB 5/3/23

**Local Coordinating Board for the Transportation Disadvantaged**  
**MEMBERSHIP ROSTER**

Meeting Location: Collier County Government Center  
 Information Technology Training Room, 5<sup>th</sup> Floor  
 3299 Tamiami Trail E (Bldg. F)  
 Naples, FL 34112

<b>A Representative of:</b>	<b>Voting Member</b>	<b>Alternate</b>
1. <b>CHAIRPERSON</b>	<b>MPO Council Member Tony Pernas</b> City of Everglades City 410 Storter Ave. Everglades City, FL 34139 Mobile: (305) 815-8849 <a href="mailto:tpernas@cityofeverglades.org">tpernas@cityofeverglades.org</a>	<i>No alternate pursuant to Chapter 427, Florida Statutes, and Rule 41-2, Florida Administrative Code.</i>  Appointed by MPO Board on 10/14/2022.
2. <i>Elderly</i>	<b>Anne Chernin</b> 5025 Castello Drive Naples, FL 34103 (239) 325-4444  <a href="mailto:achemin@naplesseniorcenter.org">achemin@naplesseniorcenter.org</a>	Exp 3/12/2024
3. <i>Citizens Advocate/Non- User</i>	<b>Eileen Streight</b> 16113 Caldera Ln. Naples, FL 34110  (239) 260-7312 (office) (239) 770-8909 (cell) <a href="mailto:eileen@namicollier.org">eileen@namicollier.org</a>	Exp 3/12/2024
4. <i>Citizens Advocate/User</i>	<b>Mr. Dylan Vogel</b> 168 North Street Naples, FL 34108 Phone Number: 239-594-1759 <a href="mailto:Dylan.m.vogel@gmail.com">Dylan.m.vogel@gmail.com</a> <a href="http://Dylanvogel@me.com">Dylanvogel@me.com</a>	Re-Appt.: 10/14/22 Term Expires: 10/14/25
5. <i>Veteran Services</i>	<b>Oscar Gomez</b> 3339 Tamiami Trail East, Suite 212 Naples, FL 34112 (239)252-8266 <a href="mailto:Oscar.gomez@colliercountyfl.gov">Oscar.gomez@colliercountyfl.gov</a> <a href="mailto:veteranservices@colliercountyfl.gov">veteranservices@colliercountyfl.gov</a>	<b>Lilith Sileika</b> 3339 Tamiami Trail East, Suite 212 Naples, FL 34112 (239)252-8266 <a href="mailto:lilith.sileika@colliercountyfl.gov">lilith.sileika@colliercountyfl.gov</a> <a href="mailto:veteranservices@colliercountyfl.gov">veteranservices@colliercountyfl.gov</a>



Last Updated March 17, 2023  
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 With a Quorum of 4

<b>A Representative of:</b>	<b>Voting Member</b>	<b>Alternate</b>
6. <i>Florida Association for Community Action</i>	<b>Ms. Cheryl Burnham,            Community Services Director</b> The Agricultural and Labor Program, Inc. 300 Lynchburg Road Lake Alfred, FL 33850-2576 (863)956-3491 x 224 <a href="mailto:CBurnham@alpi.org">CBurnham@alpi.org</a>	<b>Ms. Pa Houa Lee-Yang</b> The Agricultural and Labor Program, Inc. 300 Lynchburg Road Lake Alfred, FL 33850-2576 <a href="mailto:PYang@alpi.org">PYang@alpi.org</a>
7. <i>Public Education</i>	<b>Waiting for replacement</b>	<b>Mr. Dan Lammers</b> Collier County School Board 5700 Cougar Lane Naples, FL 34109 (239) 377-0695 <a href="mailto:lammersda@collierschools.com">lammersda@collierschools.com</a>
8. <i>FDOT</i>	<b>Missiel Da Silva            Transit Projects Coordinator</b> FDOT 801 North Broadway Avenue, MS 1-39 Bartow, FL 33830 (863) 519-2562 <a href="mailto:missiel.dasilva@dot.state.fl.us">missiel.dasilva@dot.state.fl.us</a>	<b>Candice Monroy            Transit Projects Coordinator</b> FDOT SWIFT SunGuide Center 10041 Daniels Pkwy. Fort Myers, Florida 33913 (239) 225-1982 – Desk (239) 398-3007 – Cell <a href="mailto:Candice.Monroy@dot.state.fl.us">Candice.Monroy@dot.state.fl.us</a>
9. <i>Florida Department of Children and Family Services</i>	<b>Tabitha Larrauri</b> 2295 Victoria Avenue, #332 Ft.. Myers, FL 33901 (239)895-0161 <a href="mailto:Tabitha.Larrauri@myffamilies.com">Tabitha.Larrauri@myffamilies.com</a>	
10. <i>Florida Department of Education Division of Vocational Rehabilitation Services</i>	<b>Mr. Robert Richards</b> Dept. of Education/Division of Vocational Rehab Services 10681 Airport Pulling Rd. N, Ste 19 Naples, FL 31409 (239) 260-6307 Fax (239) 593-2548 <a href="mailto:Robert.Richards@vr.fldoe.org">Robert.Richards@vr.fldoe.org</a>	<b>Ms. Lisa O'Leary</b> Dept. of Education/Division of Vocational Rehab Services 10681 Airport Pulling Rd. N, Ste 19 Naples, FL 31409 (239) 260-6306 Fax (239) 593-2548 <a href="mailto:Lisa.Oleary@vr.fldoe.org">Lisa.Oleary@vr.fldoe.org</a>
11. <i>Area Agency on Aging SWFL – Florida Department of Elder Affairs</i>	<b>Sarah Gualco</b> Director of Programs & Planning Area Agency on Aging for SW FL 2830 Winkler Avenue, Ste. 112 Fort Myers, FL, 33916 (239) 652-6914 <a href="mailto:sarah.gualco@aaaswfl.org">sarah.gualco@aaaswfl.org</a>	

Last Updated March 17, 2023  
 18 total Members, 1 Vacancy, 17 Current Members  
 With a Quorum of 4

<b>A Representative of:</b>	<b>Voting Member</b>	<b>Alternate</b>
12. <i>Florida Agency for Health Care Administration</i>	<b>Michael Stahler</b> AHCA 2295 Victoria Ave., Suite 319 For Myers FL 33901 (239) 335-1251 <a href="mailto:Michael.Stahler@ahca.myflorida.com">Michael.Stahler@ahca.myflorida.com</a>	<b>Signe Jacobson</b> Medical/Health Care Prog Analyst AHCA 2295 Victoria Ave., Suite 319 Fort Myers, Florida 33901 (239) 335-1282 <a href="mailto:Signe.Jacobson@ahca.myflorida.com">Signe.Jacobson@ahca.myflorida.com</a>
13. <i>Representative for Children at Risk</i>	<b>Brett Nelson</b> CCPS 5775 Osceola Trail Naples, FL 34109 (239) 377-0001 <a href="mailto:Nelsonb2@collierschools.com">Nelsonb2@collierschools.com</a>	
14. <i>Private Transportation Industry</i>	<b>Vacant</b>	
15. <i>Disabled</i>	<b>Rick Hart, Vice-Chair</b> 1100 Diamond Circle, Unit 1104 Naples, FL, 34110 Phone: 708-642-6793 <a href="mailto:rick@lighthouseofcollier.org">rick@lighthouseofcollier.org</a>	Appt.: 10/14/22 Term Expires: 10/14/25
16. <i>Local Medical Community</i>	<b>Gabrielle Galanti</b> 2806 Horseshoe Drive S Naples, FL 34104 <a href="mailto:gabbyg@dlcenters.org">gabbyg@dlcenters.org</a> (239) 398-9647	
17. <i>Southwest Florida Regional Workforce Development Board</i>	<b>Carmen Henry</b> Disability Navigator CareerSource Southwest Florida 6800 Shoppes at Plantation Drive, Suite 170 Fort Myers, FL 33912 239-931-8200 ext. 1803 <a href="mailto:CHenry@careersourcesouthwestflorida.com">CHenry@careersourcesouthwestflorida.com</a>	
18. <i>Agency for Persons with Disabilities</i>	<b>Leah Watson</b> 2295 Victoria Ave. Fort Myers, FL 33901 Phone: 239-338-1378 Cell: 239-218-7217 Email: <a href="mailto:Leah.watson@apdcares.org">Leah.watson@apdcares.org</a>	

Last Updated March 17, 2023  
18 total Members, 1 Vacancy, 17 Current Members  
With a Quorum of 4

***Technical Assistance for the Collier County Local Coordinating Board for the Transportation Disadvantaged***

**Advisory Members**

None at present

**Community Transportation Coordinator**

**Collier County Board of County Commissioners**  
C/O Omar DeLeon  
239-252-4996

**Collier Area Transit**

Mark Moujabber - MV General Manager (239) 252-4983

**Medicaid Transportation Provider**  
***Medical Transportation Management (MTM)***  
**Lisa Sanders**

789 South Federal Highway, #201  
Stuart, Florida 34994  
772-266-4971

**Commission for the Transportation Disadvantaged (CTD):**

Commission for the Transportation Disadvantaged  
605 Suwannee Street, MS-49  
Tallahassee, Florida 32399-0450  
(850) 488-6036 sun/com 292-7279

**Designated Official Planning Agency**

Collier Metropolitan Planning Organization  
2885 South Horseshoe Drive  
Naples, Florida 34104  
(239) 252-5814