



TRANSPORTATION DISADVANTAGED SERVICE PLAN

ANNUAL UPDATE FY 2023

Approved
May 3, 2023
Local Coordinating Board



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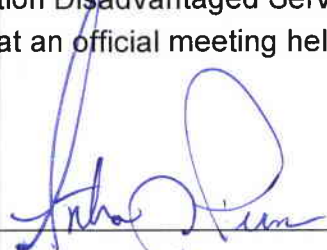
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TDSP Certification

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.

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"> •Cost per passenger trip \$49.48 •Accidents per 100,000 vehicle miles 1.03 •On-time performance 90% •Vehicle miles between road calls 19,179 •Cost per mile \$2.62 	CAT, Contract Providers	CAT Staff Resources	<ul style="list-style-type: none"> •Cost per passenger trip \$51.52 •Accidents per 100,000 vehicle miles 4.33 •On-time performance 85% •Vehicle miles between road calls 18,823 •Cost per mile \$3.53
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&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>
Unfunded Priorities			
<i>Enhance bus stop accessibility to meet ADA requirements</i>	<i>CAT, Funding Partners</i>	<i>\$500,000</i>	<i>Funding for ADA enhancements are regularly evaluated for through various grants, the total amount has not been funded but progress is being made to improve bus stop accessibility in small scale projects.</i>
<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)
Maintain Existing System			
FY 2021-2022	Maintain existing service	CAT	\$11,895,058 (Capital and Operating)
Ongoing	Continue coordination efforts to ensure transit supportive elements in development plans	CAT, Local Gov, FDOT, Developers	CAT Staff Resources
Ongoing	Coordinate with FDOT District 1 Commuter Services	CAT, FDOT	CAT Staff Resources
Ongoing	Maintain ongoing communications with coordinated providers to assess needs and maximize access to funding.	CAT, Coordinated Providers	CAT Staff Resources
Ongoing	Identify opportunities to inform schools/parents about available CAT services	CAT	CAT Staff Resources
Ongoing	Conduct a minimum of three group travel training programs per year	CAT	CAT Staff Resources
Ongoing	Educate CAT Connect passengers about fixed route options as appropriate	CAT	CAT Staff Resources
Ongoing	Ensure staff involved in service delivery receive training on sensitivity and etiquette	CAT, Contract Providers	CAT Staff Resources
Ongoing	Maintain or improve CAT Connect performance measures from prior FY	CAT, Contract Providers	CAT Staff Resources
Ongoing	Review CAT Connect origin and destination data and adjust fixed route accordingly	CAT	CAT Staff Resources
Ongoing	Identify opportunities to coordinate with dialysis centers for potential scheduling efficiencies	CAT	CAT Staff Resources
Ongoing	Conduct outreach and participate in community partner initiatives	CAT, Partner Agencies	CAT Staff Resources
Ongoing	Conduct travel training in cooperation with community partner	CAT Partner Agencies	CAT Staff Resources
Ongoing	Review accident/incident data to identify trends that can be addressed with additional training or procedural changes	CAT, Contracted Providers	CAT Staff Resources
Ongoing	Monitor operator training to ensure consistent boarding techniques	CAT, Contracted Providers	CAT Staff Resources
Ongoing	Conduct bus stop inventories to ensure accessibility	CAT, Contracted Providers	CAT Staff Resources
Ongoing	Coordinate with FDOT/Collier County Transportation Planning to evaluate potential bus stop improvements	CAT, FDOT, Collier County	CAT Staff Resources
Ongoing	Review ridership trends and O&D information to determine potential service enhancements	CAT	CAT Staff Resources
Ongoing	Conduct periodic fixed route and paratransit surveys	CAT	CAT Staff Resources
Ongoing	Conduct immediate follow up on customer complaints and inquiries	CAT	CAT Staff Resources
Ongoing	Install a minimum of 10 ADA compliant bus shelters per year and associated amenities	CAT, Funding Partners	Included in status quo budget
Ongoing	Acquire new vehicles and equipment to allow for replacement and expansion as needed based on available resources	CAT	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)
Maintain Existing System			
Unfunded Priorities			
	Enhance bus stop accessibility to meet ADA requirements	CAT, Funding Partners	\$500,000
	Enhance Fixed Route Services (frequency) on Routes 11, 12, 13,15, and 17	CAT, Funding Partners	\$2,034,230 (excludes capital)
	Enhance fixed route services (span) to one additional trip Mon-Sun on existing routes	CAT, Funding Partners	\$780,000
	Implement new fixed route (Collier/Lee Inter-county)	CAT, Funding Partners	\$370,000 (excludes capital)

Schedule	Major Strategies/Activities	Responsible Parties	Estimated Cost (If Known)
Maintain Existing System			
FY 2022-2023	Maintain existing service	CAT	\$14,201,503 (Capital and Operating)
Ongoing	Continue coordination efforts to ensure transit supportive elements in development plans	CAT, Local Gov, FDOT, Developers	CAT Staff Resources
Ongoing	Coordinate with FDOT District 1 Commuter Services	CAT, FDOT	CAT Staff Resources
Ongoing	Maintain ongoing communications with coordinated providers to assess needs and maximize access to funding.	CAT, Coordinated Providers	CAT Staff Resources
Ongoing	Identify opportunities to inform schools/parents about available CAT services	CAT	CAT Staff Resources
Ongoing	Conduct a minimum of three group travel training programs per year	CAT	CAT Staff Resources
Ongoing	Educate CAT Connect passengers about fixed route options as appropriate	CAT	CAT Staff Resources
Ongoing	Ensure staff involved in service delivery receive training on sensitivity and etiquette	CAT, Contract Providers	CAT Staff Resources
Ongoing	Maintain or improve CAT Connect performance measures from prior FY	CAT, Contract Providers	CAT Staff Resources
Ongoing	Review CAT Connect origin and destination data and adjust fixed route accordingly	CAT	CAT Staff Resources
Ongoing	Identify opportunities to coordinate with dialysis centers for potential scheduling efficiencies	CAT	CAT Staff Resources
Ongoing	Conduct outreach and participate in community partner initiatives	CAT, Partner Agencies	CAT Staff Resources
Ongoing	Conduct travel training in cooperation with community partner	CAT Partner Agencies	CAT Staff Resources
Ongoing	Review accident/incident data to identify trends that can be addressed with additional training or procedural changes	CAT, Contracted Providers	CAT Staff Resources
Ongoing	Monitor operator training to ensure consistent boarding techniques	CAT, Contracted Providers	CAT Staff Resources
Ongoing	Conduct bus stop inventories to ensure accessibility	CAT, Contracted Providers	CAT Staff Resources
Ongoing	Coordinate with FDOT/Collier County Transportation Planning to evaluate potential bus stop improvements	CAT, FDOT, Collier County	CAT Staff Resources
Ongoing	Review ridership trends and O&D information to determine potential service enhancements	CAT	CAT Staff Resources
Ongoing	Conduct periodic fixed route and paratransit surveys	CAT	CAT Staff Resources
Ongoing	Conduct immediate follow up on customer complaints and inquiries	CAT	CAT Staff Resources
Ongoing	Install a minimum of 10 ADA compliant bus shelters per year and associated amenities	CAT, Funding Partners	Included in status quo budget
Ongoing	Acquire new vehicles and equipment to allow for replacement and expansion as needed based on available resources	CAT	
Unfunded Priorities			
	Enhance bus stop accessibility to meet ADA requirements	CAT, Funding Partners	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)
Maintain Existing System			
FY 2023-2024	Maintain existing service	CAT	\$14,201,503 (Capital and Operating)
Ongoing	Continue coordination efforts to ensure transit supportive elements in development plans	CAT, Local Gov, FDOT, Developers	CAT Staff Resources
Ongoing	Coordinate with FDOT District 1 Commuter Services	CAT, FDOT	CAT Staff Resources
Ongoing	Maintain ongoing communications with coordinated providers to asses needs and maximize access to funding.	CAT, Coordinated Providers	CAT Staff Resources
Ongoing	Identify opportunities to inform schools/parents about available CAT services	CAT	CAT Staff Resources
Ongoing	Conduct a minimum of three group travel training programs per year	CAT	CAT Staff Resources
Ongoing	Educate CAT Connect passengers about fixed route options as appropriate	CAT	CAT Staff Resources
Ongoing	Ensure staff involved in service delivery receive training on sensitivity and etiquette	CAT, Contract Providers	CAT Staff Resources
Ongoing	Maintain or improve CAT Connect performance measures from prior FY	CAT, Contract Providers	CAT Staff Resources
Ongoing	Review CAT Connect origin and destination data and adjust fixed route accordingly	CAT	CAT Staff Resources
Ongoing	Identify opportunities to coordinate with dialysis centers for potential scheduling efficiencies	CAT	CAT Staff Resources
Ongoing	Conduct outreach and participate in community partner initiatives	CAT, Partner Agencies	CAT Staff Resources
Ongoing	Conduct travel training in cooperation with community partner	CAT Partner Agencies	CAT Staff Resources
Ongoing	Review accident/incident data to identify trends that can be addressed with additional training or procedural changes	CAT, Contracted Providers	CAT Staff Resources
Ongoing	Monitor operator training to ensure consistent boarding techniques	CAT, Contracted Providers	CAT Staff Resources
Ongoing	Conduct bus stop inventories to ensure accessibility	CAT, Contracted Providers	CAT Staff Resources
Ongoing	Coordinate with FDOT/Collier County Transportation Planning to evaluate potential bus stop improvements	CAT, FDOT, Collier County	CAT Staff Resources
Ongoing	Review ridership trends and O&D information to determine potential service enhancements	CAT	CAT Staff Resources
Ongoing	Conduct periodic fixed route and paratransit surveys	CAT	CAT Staff Resources
Ongoing	Conduct immediate follow up on customer complaints and inquiries	CAT	CAT Staff Resources
Ongoing	Install a minimum of 10 ADA compliant bus shelters per year and associated amenities	CAT, Funding Partners	Included in status quo budget
Ongoing	Acquire new vehicles and equipment to allow for replacement and expansion as needed based on available resources	CAT	
Unfunded Priorities			
	Enhance bus stop accessibility to meet ADA requirements	CAT, Funding Partners	\$500,000
	Enhance Fixed Route Services (frequency) on Routes 11, 12, 13,15, and 17	CAT, Funding Partners	\$2,142,638 (excludes capital)
	Enhance fixed route services (span) to one additional trip Mon-Sun on existing routes	CAT, Funding Partners	\$821,568
	Implement new fixed route (Collier/Lee Inter-county)	CAT, Funding Partners	\$389,718 (excludes capital)

5. COST / REVENUE ALLOCATION AND RATE STRUCTURE JUSTIFICATION

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

In May 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

CTD Calculated Rates – FY 2023/2024 CTD Rate Model <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
Sources: <u>Service Rates, Commission for the Transportation Disadvantaged, TD Rate Model, Adopted May 3, 2023, Public Transit and Neighborhood Enhancement Department, 2023.</u>	

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

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

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

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

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

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

QUALITY ASSURANCE

In accordance with the CTD's Guidelines the service standards established in the TDSP were reviewed. The Grievance Process was 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 15th 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.

Public Transit and Neighborhood Enhancement Director

8300 Radio Road

Naples, FL 34104

Phone: 239-252-5840

Email: rideCAT@colliercountyfl.gov

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

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 or www.dot.state.fl.us/ctd. Upon request of the customer, the CTD will provide the customer with an accessible copy of the CTD's Grievance Procedures. If the CTD is unable to resolve the grievance, the customer will

be referred to the Office of Administrative Appeals or other legal venues appropriate to the specific nature of the grievance. All of the steps outlined in Section 6 and Section 7(1) and (2) must be attempted in the listed order before a grievance will move to the next step. The customer should be sure to try and have as many details as possible, when filing a complaint, such as date, times, names, vehicle numbers, etc. There is an Ombudsman Program, provided by the CTD, which is available to anyone who requests assistance in resolving complaints/grievances. The Ombudsman Program may be reached through the toll free Helpline at 1-800-983-2435 or by email at CTDOmbudsman@dot.state.fl.us or www.dot.state.fl.us/ctd. By requesting assistance of the Ombudsman Program in resolving complaints, the complaint will still follow, in order, all of the established steps listed in Sections 6 and 7 above. The Ombudsman will document each complaint and upon the request of the customer, file the complaint with the local CTC on the customer's behalf, to begin the local complaint process. If the customer has already filed the grievance locally and remains unsatisfied, the Ombudsman will assist the customer with the next step in the complaint or grievance process. The customer has the right to file a formal grievance with the Office of Administrative Appeals or other venues appropriate to the specific nature of the complaint.

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

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

SECTION 4 UPDATED TABLES AND STATISTICS

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

SERVICE AREA PROFILES AND DEMOGRAPHICS

An Overview of Collier County

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

Collier County Demographics

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

**Table 7
Population and Population Density**

Area	Population (2010)	Population 2020 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+
Percent	3.8%	8.9%	8.7%	11.3%	17.8%	49.5%
Households	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+
Percent	6.3%	12.1%	8.9%	12.4%	18.2 %	42.2%
Households	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 2023-2024

Preliminary Information Worksheet

Version 1.4

CTC Name: Collier County Board of Commissioners

County (Service Area): Collier County

Contact Person: Omar De Leon

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 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

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%	
Bus Pass Program Revenue						

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						
Bus Pass Program Revenue						

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)						
Bus Pass Program Revenue						

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)						
Bus Pass Program Revenue						

AHCA

Medicaid						
Other AHCA (specify in explanation)						
Bus Pass Program Revenue						

DCF

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

DOH

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

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)						
Bus Pass Program Revenue						

AWI

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

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)						
Bus Pass Program Revenue						

DCA

Community Services						
Other DCA (specify in explanation)						
Bus Pass Admin. Revenue						

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)						
Bus Pass Program Revenue						

DJJ

(specify in explanation)						
Bus Pass Program Revenue						

Other Fed or State

xxx						
xxx						
xxx						
Bus Pass Program Revenue						

Other Revenues

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

Balancing Revenue to Prevent Deficit

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

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

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						
Capital Expenditures						
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					
Total Expenditures =	\$4,418,803	\$5,041,656	\$6,322,013	14.1%	25.4%	

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 BUDGETED Revenues		What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue EXcluded from the Rate Base	What amount of the Subsidy Revenue 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 2023 to Sept 30th of 2024				
1	2		3	4	5

REVENUES (CTC/Operators ONLY)

Local Non-Govt

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

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

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

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	\$	-
Bus Pass Program Revenue	\$	-

	\$	-	
	\$	-	
	\$	3,513,697	519,834
	\$	-	
	\$	-	
	\$	-	
	\$	-	
	\$	-	
	\$	-	

BLUE cells
Should be funds generated by rates in this spreadsheet

CTD

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

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

local match req.

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

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	\$	-
Bus Pass Program Revenue	\$	-

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

\$ 62,675

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.

AHCA

Medicaid	\$	-
Other AHCA	\$	-
Bus Pass Program Revenue	\$	-

	\$	-	
	\$	-	
	\$	-	

DCF

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

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

DOH

Children Medical Services	\$	-
County Public Health	\$	-
Other DOH	\$	-
Bus Pass Program Revenue	\$	-

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

DOE (state)

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

	\$	-	
	\$	-	
	\$	4,809	
	\$	-	
	\$	-	
	\$	-	

AWI

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

	\$	-	
	\$	-	
	\$	-	

DOEA

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

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

DCA

Community Services	\$	-
Other DCA	\$	-
Bus Pass Program Revenue	\$	-

	\$	-	
	\$	-	
	\$	-	

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.

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

Table with columns for Upcoming Year's BUDGETED Revenues from Oct 1st of 2023 to Sept 30th of 2024. Includes row for '1' and '2'.

Table with columns for Budgeted Rate Subsidy Revenue Excluded from the Rate Base. Includes rows for '3', '4', and '5'.

Table listing revenues for APD (Office of Disability Determination, Developmental Services, Other APD, Bus Pass Program Revenue), DJJ, Other Fed or State, and Other Revenues (Interest Earnings).

Table showing revenue breakdown by source for APD, DJJ, Other Fed or State, and Other Revenues. Includes totals for '3', '4', and '5'.

Table for EXPENDITURES (CTC/Operators ONLY). Includes Operating Expenditures (Labor, Fringe Benefits, Services, Materials and Supplies, Utilities, Casualty and Liability, Taxes, Purchased Transportation, Miscellaneous, Operating Debt Service, Leases and Rentals, Contrib. to Capital Equip. Replacement Fund, In-Kind, Contributed Services, Allocated Indirect) and Capital Expenditures (Equip. Purchases with Grant Funds, Equip. Purchases with Local Revenue, Equip. Purchases with Rate Generated Rev., Capital Debt Service - Principal & Interest).

\$ 1,523,361
Amount of Budgeted Operating Rate Subsidy Revenue

1 Rate Base Adjustment Cell
If necessary and justified, this cell is where you could optionally adjust proposed service rates up or down to adjust for program revenue (or unapproved profit) or losses from the Actual period shown at the bottom of the Comprehensive Budget Sheet.

1 The Difference between Expenses and Revenues for Fiscal Year: 2021 - 2022

Once Completed, Proceed to the Worksheet entitled "Program-wide Rates"

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
Rate Per Passenger Mile = \$	2.84
Total <u>Projected</u> Passenger Trips =	105,000
Rate Per Passenger Trip = \$	40.33

Fiscal Year

2023 - 2024

Avg. Passenger Trip Length =	14.2 Miles
-------------------------------------	-------------------

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

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^{Version 1.4}
County: Collier County

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

SECTION I: Services Provided

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

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

Ambulatory	Wheelchair	Stretcher	Group
<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 #2 for Ambulatory Service	Answer #2 for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Answer #2 for Group Service

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

<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 =

Ambulatory	Wheelchair	Stretcher	Group
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 =

Combination Trip and Mile Rate			
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

Worksheet for Multiple Service Rates

CTC: Collier County B^{Version 1.4}
 County: Collier County

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

SECTION III: Escort Service

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

SECTION IV: Group Service Loading

1. If the message "You Must Complete This Section" appears to the right, what is the projected total number of Group Service Passenger Miles?
 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:

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

RATES FOR FY: 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>\$26.24</td> </tr> </table>	Ambul	Wheel Chair	Stretcher	Group	81,113	17,103	Leave Blank	6,784	\$36.73	\$2.97	\$0.00	\$26.24	\$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	\$26.24										
2. If you answered #1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,.... ...INPUT the Desired Rate per Trip (but must be less than per trip rate above) = Rate per Passenger Mile for Balance =	<table border="1"> <tr> <td>Ambul</td> <td>Wheel Chair</td> <td>Stretcher</td> <td>Group</td> </tr> <tr> <td>Leave Blank</td> <td>Leave Blank</td> <td>Leave Blank</td> <td>Leave Blank</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	Leave Blank	Leave Blank	Leave Blank	Leave Blank	\$2.58	\$4.43	\$0.00	\$1.84
Ambul	Wheel Chair	Stretcher	Group										
Leave Blank	Leave Blank	Leave Blank	Leave Blank										
\$2.58	\$4.43	\$0.00	\$1.84										

Rates if No Revenue Funds Were Identified As Subsidy Funds

Ambul	Wheel Chair	Stretcher	Group
\$3.85	\$6.61	\$0.00	\$2.75
Ambul	Wheel Chair	Stretcher	Group
\$54.84	\$94.01	\$0.00	\$39.17

Program These Rates into Your Medicaid Encounter Data

