



AGENDA

Collier County Local Coordinating Board for the Transportation Disadvantaged

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

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

REGULAR MEETING

Wednesday – September 6, 2023

1:30 p.m.

1. **CALL TO ORDER**
 - A. Roll Call
 - B. Pledge of Allegiance
2. **OPEN TO THE PUBLIC FOR COMMENTS
ON ITEMS NOT ON THE AGENDA**
3. **APPROVAL OF AGENDA**
4. **APPROVAL OF MEETING MINUTES**
 - A. May 3, 2023 Meeting Minutes
5. **BOARD ACTION**
 - A. Review and Approve CTD Approved Rate Model for FY 23/24
 - B. Review of the Draft FY 2022-23 Annual Operating Report
 - C. Review and Comment on the Draft 2023 Transportation Disadvantaged Service Plan (TDSP) Major
6. **REPORTS & PRESENTATIONS**
 - A. CTC Quarterly Report
 - B. MPO Quarterly Progress Report
 - C. FDOT Report
7. **OTHER BUSINESS**
8. **DISTRIBUTION ITEMS**
 - A. Final 2023 TDSP Annual Update
 - B. Updated LCB Grievance Subcommittee Roster
9. **BOARD MEMBER COMMENTS**
10. **NEXT MEETING DATE**
 - October 4, 2023, at 1:30 p.m.-Special Meeting
 - December 6, 2023, at 1:30 p.m.-Regular Meeting
11. **ADJOURNMENT**

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

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

Any person who decides to appeal a decision of this board will need a record of the proceedings pertaining thereto, and therefore may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based. The MPO's planning process is conducted in accordance with Title VI of the Civil Rights Act of 1964 and Related Statutes. Any person or beneficiary who believes that within the MPO's planning process they have been discriminated against because of race, color, religion, sex, age, national origin, disability, or familial status may file a complaint with the Collier MPO Title VI Coordinator Ms. Suzanne Miceli (239) 252-5814 or by email at: Suzanne.Miceli@colliercountyfl.gov or in writing to the Collier MPO, attention: Ms. Miceli, at 2885 South Horseshoe Dr., Naples, FL 3104.

MEETING MINUTES

**LOCAL COORDINATING BOARD
FOR THE TRANSPORTATION DISADVANTAGED of the
COLLIER METROPOLITAN PLANNING ORGANIZATION
REGULAR MEETING
Collier County Government Center
Building “F”, Information Technology Training Room
3299 Tamiami Trail East, Naples, FL 34112
May 3, 2023
1:30 p.m.**

1. CALL TO ORDER

A. Roll Call

Chair Pernas called the regular meeting to order at approximately 1:30 p.m.

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

Members Present

Tony Pernas, MPO Board member, Everglades City, LCB Chair
Dale Hanson (for Missiel Da Silva), Florida Dept. of Transportation
Rick Hart, Disabled, LCB Vice-Chair
Carmen Henry, Southwest Florida Regional Workforce Development Board
Dylan Vogel, Citizens Advocate/User
Gabrielle Galanti, Local Medical Community
Michael Stahler, Florida Agency for Health Care Administration
Sarah Gualco, Area Agency on Aging SWFL-FL Dept. of Elder Affairs

Members Absent

Anne Chernin, Elderly
Brett Nelson, Children at Risk
Cheryl Burnham, Florida Association for Community Action
Eileen Streight, Citizens Advocate/Non-User
Oscar Gomez, Veterans Services
Robert Richards, Florida Dept. of Education, Div. of Voc. Rehab.
Tabitha Larrauri, Florida Department of Children and Family Services
Leah Watson, Agency for Persons with Disabilities

MPO Staff

Anne McLaughlin, Executive Director
Sean Kingston, Principal Planner
Dusty Siegler, Senior Planner

Others Present

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

B. Pledge of Allegiance

Chair Pernas led the group in the Pledge of Allegiance.

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

None.

3. APPROVAL OF AGENDA

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

4. APPROVAL OF MEETING MINUTES

Ms. Siegler noted that there was a scrivener's error on both the March 1, 2023 Public Workshop Meeting Minutes and the March 1, 2023 Regular Meeting Minutes. Sarah Gualco was listed as a representative of Career Source, and she is not. She is a representative of Area Agency on Aging SWFL-FL Dept. of Elder Affairs. The corrected Minutes will be the minutes of record.

A. Approval of March 1, 2023 Public Workshop Meeting Minutes

Ms. Gualco moved to approve the corrected Public Workshop Meeting Minutes for March 1, 2023. Mr. Vogel seconded. Passed unanimously.

B. Approval of March 1, 2023 Regular Meeting Minutes

Mr. Hart moved to approve the corrected Regular Meeting Minutes for March 1, 2023. Ms. Galanti seconded. Passed unanimously.

5. BOARD ACTION

A. Review, Approve and Endorse LCB Bylaws

Ms. Siegler read the executive summary; seeking to review and approve the revisions to the bylaws. LCB is required to review and approve its bylaws annually per the Transportation Disadvantaged Planning Grant. Staff has reviewed the current bylaws and no substantive changes are being proposed at this time. The revisions include an update to the current LCB Chair and the MPO Board Chair and the date of adoption. Staff recommendation is for the Board to review and endorse the updated LCB bylaws.

Mr. Stahler moved to approve and endorse the LCB Bylaws. Mr. Hart seconded. Passed unanimously.

B. Appoint LCB Member to Serve on Grievance Committee

Ms. Siegler explained that, due to a change in membership, there was a vacancy on the Grievance Committee and read the Executive Summary: The Grievance Procedures of the LCB provide that the Grievance Committee shall be composed of a minimum of three members of the LCB and shall be appointed

by a majority vote by the LCB. The role of the Grievance Committee in the grievance procedure is hearing, advising, and making recommendations on issues affecting the service delivery and administration of the Transportation Disadvantaged program. No Grievance Committee meetings have been requested to date. There is currently one vacancy on the Grievance Committee. LCB Chair, Tony Pernas, and Leah Watson are currently members. Ms. Siegler mentioned that more information about the committee could be found in the agenda packet.

Ms. Henry volunteered to serve on the Grievance Committee.

Mr. Hart moved to approve Ms. Henry's appointment to the Grievance Committee. Mr. Stahler seconded. Passed unanimously.

C. Review and Approve Memorandum of Agreement (MOA) for the Community Transportation Coordinator (CTC) Designation

Ms. McLaughlin requested LCB to review and approve the Memorandum of Agreement (MOA) between the Florida Commission for the Transportation Disadvantaged (CTD) and the Collier County Board of County Commissioners (BCC). She mentioned that Collier MPO has been coordinating with Collier County staff on this item and reminded members that LCB voted to approve the CTC redesignation in December 2022. The MPO Board and BCC both agreed with the proposal, and Ms. McLaughlin presented and submitted a Resolution executed by the MPO Board and a Resolution executed by the BCC in favor of the redesignation, along with the LCB Minutes, to the CTD at its March 15, 2023 business meeting, and the CTC redesignation was approved. CTD staff then provided the proposed MOA to Collier County staff. It is brought before the LCB for review and approval with the authorizing Resolution and it will be brought to the BCC following LCB's approval.

Ms. Galanti moved to approve the MOA for the CTC Designation. Mr. Stahler seconded. Passed unanimously.

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

Ms. McLaughlin read the executive summary: Every year, Collier County is required to submit an annual update to the TDSP to the CTD. The TDSP is a multi-year document that looks at development, service and quality assurance components related to the delivery of the Transportation Disadvantaged Program. The 2023 annual update to the TDSP was prepared by MPO Staff and is shown in Attachment 1, Item 5D, in the agenda packet. The document must be submitted to the CTD prior to July 1st. The document was advertised for a 14-day public comment period, which expires on May 3rd. No comments were received by the MPO during the public comment period. The 2023 annual update to the TDSP will subsequently be ratified by the MPO Board on June 9th.

Ms. McLaughlin requested that LCB review, comment, and approve the 2023 Transportation Disadvantaged Service Plan (TDSP) Annual Update, inclusive of the updated rate model, and authorize the LCB Chair to sign the annual update TDSP Certification page.

There were no changes to the service plan, and there was no CTC evaluation this year because of the CTC redesignation process. Major changes were changing dates, updating trips, and implementation schedule charts. The rate model was updated for FY 2023/2024. There were not many extensive updates, except for population.

Chair Pernas commented that the update looks good.

Mr. Hart moved to approve the TDSP annual update. Ms. Gualco seconded. Passed unanimously.

E. Endorse the TD Planning Grant Application & Resolution

Ms. McLaughlin read the Executive Summary: Request to endorse the draft Transportation Disadvantaged (TD) Planning Grant Application and draft MPO Resolution. MPO Staff does not yet have an estimate for the grant award amount for the upcoming fiscal year. The drafts contain last year's grant award amount; the dollar amount will change before the documents are finalized.

Ms. Galanti moved to approve the TD Planning Grant Application and Resolution. Mr. Stahler seconded. Passed unanimously.

6. REPORTS & PRESENTATIONS

A. CTC Quarterly Report

Mr. DeLeon provided a presentation: There has been an increased level in requests for trips and service. The paratransit program has shown an increased need in terms of service. Schedules are based on a program that monitors service, which is constantly optimized. We are adjusting to get more realistic numbers to get more reliable service. In the following months, we will analyze impacts. We encourage people to travel on weekends. Overall ridership and trends are shown in the agenda packet – there's been an increase in October. We are monitoring metrics to see that they are in line with efficiency and service for ridership. We want to make sure passengers get to their destination on time. Cancellation rates have been stagnant-about 350 per month. We request riders to cancel in advance for efficiency. We track our no-shows, which impacts our service. Under the rules, no-shows can lead to suspension. It's not done repetitively, but more for awareness. Customer complaints are investigated and followed up on. Another performance metric is to monitor passengers for medical trips to see who's dropped off to make sure it's on time. After the last meeting, we had discussions with STARability Foundation. Recently, we had a request to come out again and show another group similar things about boarding buses, et cetera. We've partnered with public schools to show them what's available in transit, the mobile application, how to sign up, et cetera. It's highly focused on the mobile application.

Chair Pernas: Do you make yourself available for education? **Mr. De Leon:** Yes (*elaborates*).

B. MPO Quarterly Progress Report

Ms. Siegler discussed the MPO's Quarterly Progress Report and the work performed by the MPO related to the Transportation Disadvantaged program, mentioning all necessary materials and compliance activity. Additionally, MPO staff attended a CTD business meeting virtually on March 15, 2023, as well as prepared orientation materials for a new LCB member on March 20th.

C. FDOT Report

Ms. Hanson said she plans to be at the next coordination meeting to pass the baton to Ms. Da Silva. The transit safety summit is June 5th through June 7th, and the deadline to register is May 19th. They have a lot of good training sessions. DOT goes to this meeting to go over the grants available specifically for seniors and individuals with disabilities. These are important because they assist with funding for the CTC and services with the CTC. They provide operating financial assistance to pay for trips and purchase buses.

For example, Easter Seals of Naples will be administered by CAT to perform some trips which have some FDOT funded buses. They report those trips to the CTC for documentation. In the fall, we will report on the awards. CAT did fabulous on a review. They had six findings that were minimal and which were closed out.

Ms. Henry asked, if the service provider grant allows vehicle purchase, how much is paid? **Ms. Hanson** answered that ten percent is paid by local funding. The grant is specifically for the purchase of that vehicle and that's all that's provided. It becomes a FDOT vehicle. We are actively partners until the vehicle useful life is met, based on both years and miles.

7. OTHER BUSINESS

None.

8. DISTRIBUTION ITEMS

A. Updated LCB Membership Roster

Ms. Siegler explained that the list is for distribution and informational purposes, and reflects the addition of three new LCB members: Missiel Da Silva -FDOT, Sarah Gualco-Area Agency on Aging SWFL-FL Dept. of Elder Affairs, and Carmen Henry-Southwest Florida Regional Workforce Development Board.

9. BOARD MEMBER COMMENTS

None.

10. NEXT MEETING DATE

September 6, 2023 at 1:30 p.m., In-Person, Collier County Government Center, County Administration Bldg. F, IT Training Room, 5th Floor, 3299 Tamiami Trail E., Naples, FL 34112.

11. ADJOURNMENT

*No further business being conducted, **Chair Pernas** adjourned the meeting at 2:08 p.m.*

EXECUTIVE SUMMARY
BOARD ACTION
ITEM 5A

Review and Approve CTD Approved Rate Model for FY 23/24

OBJECTIVE: To obtain the LCB's approval for the Fiscal Year 2023-24 CTD Approved Rate Model, which derives annual unsubsidized rates per passenger trip.

CONSIDERATIONS: The Florida Commission for the Transportation Disadvantaged (CTD), through a Memorandum of Agreement with Collier County, requires the Community Transportation Coordinator (CTC) to update and submit a Transportation Disadvantaged Service Plan (TDSP). The TDSP identifies the types of paratransit service that will be provided for the community and the rates that will be assessed for that service. The rate calculations consider budgeted revenues, operating expenses and associated level of service that will be provided. All this information is factored into a Rate Model to produce equitable rates required for payment by Transportation Disadvantaged (TD) and Americans with Disabilities Act (ADA) passengers using the service. The rates are reviewed and updated annually and included in the TDSP and the Trip and Equipment grant application. The Trip and Equipment grant provides revenue to support operations of the paratransit system.

The CTD typically reviews the rate model for accuracy prior to review by the LCB. In order to meet the deadline for the TDSP Annual update, the LCB reviewed and approved the proposed rate model, in connection with the TDSP Annual update, on May 3, 2023. After that meeting, the CTD approved the proposed rate model and only changed the CTC contact person on the rate model worksheet.

STAFF RECOMMENDATION: For the Board to approve the rate model, which will be included in the upcoming TDSP Major Update and is included in the Trip and Equipment Grant. Also, to approve the unsubsidized rate per passenger trip type to be applied to all purchased transportation.

Prepared By: Dusty May Siegler, Collier MPO Senior Planner

ATTACHMENTS:

1. FY 2023-2024 CTD Approved Rate Model Worksheet

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						
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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	\$ -

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	\$ -

CTD

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

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	\$ -

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	\$ -

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	\$ -

\$ 176,789	
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\$ 40,000	
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\$ 3,513,697	\$ 519,834
\$ -	\$ -
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\$ 716,075	\$ -	\$ -
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\$ 786,738		
\$ 564,071	\$ 564,071	
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\$ 4,809	\$ -
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\$ -	\$ -
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\$ -	\$ -

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

BLUE cells
Should be funds generated by rates in this spreadsheet

local match req.

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

\$ 79,564

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.

\$ 62,675

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

\$ -

GOLD cells

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

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	
	from Oct 1st of 2023 to Sept 30th of 2024	
1	2	

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?
3	4	5

APD	
Office of Disability Determination	\$ -
Developmental Services	\$ -
Other APD	\$ -
Bus Pass Program Revenue	\$ -
DJJ	
DJJ	\$ -
Bus Pass Program Revenue	\$ -
Other Fed or State	
xxx	\$ -
xxx	\$ -
xxx	\$ -
Bus Pass Program Revenue	\$ -
Other Revenues	
Interest Earnings	\$ -
xxxx	\$ -
xxxx	\$ -
Bus Pass Program Revenue	\$ -
Balancing Revenue to Prevent Deficit	
Actual or Planned Use of Cash Reserve	\$ -
Total Revenues =	\$ 6,322,013

\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ 4,234,581	\$ 2,087,432	\$ 564,071

EXPENDITURES (CTC/Operators ONLY)	
Operating Expenditures	
Labor	\$ 72,663
Fringe Benefits	\$ 29,984
Services	\$ 460,523
Materials and Supplies	\$ 990,474
Utilities	\$ 69,787
Casualty and Liability	\$ 17,144
Taxes	\$ -
Purchased Transportation:	
Purchased Bus Pass Expenses	\$ -
School Bus Utilization Expenses	\$ -
Contracted Transportation Services	\$ 5,575,682
Other	\$ -
Miscellaneous	\$ 22,530
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	\$ 564,071
Equip. Purchases with Local Revenue	\$ 62,675
Equip. Purchases with Rate Generated Rev.	\$ -
Capital Debt Service - Principal & Interest	\$ -
	\$ (1,543,520)
Total Expenditures =	\$ 6,322,013
minus EXCLUDED Subsidy Revenue =	\$ 2,087,432
Budgeted Total Expenditures INCLUDED in	Rate Base = \$ 4,234,581
Rate Base Adjustment =	
Adjusted Expenditures Included in Rate	
Base = \$ 4,234,581	

\$ 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. This is not the only acceptable location or method of reconciling for excess gains or losses. If allowed by the respective funding sources, excess gains may also be adjusted by providing system subsidy revenue or by the purchase of additional trips in a period following the Actual period. If such an adjustment has been made, provide notation in the respective explanation area of the Comprehensive Budget tab.

¹The 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 checked="" type="radio"/> Yes <input type="radio"/> No
Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	STOP! Do NOT Complete 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 checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No
Answer # 2 for Ambulatory Service	Answer # 2 for Wheelchair Service	Do Not Complete Section II for Stretcher Service	Answer # 2 for Group Service

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

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

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

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

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

Ambulatory	Wheelchair	Stretcher	Group
Go to Section 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 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 **Leave Blank**
 Pass. Mile
 per passenger mile?.....
3. If you answered Yes to # 1 and completed # 2, for how many of the projected
 Passenger Trips / Passenger Miles will a passenger be accompanied by an escort? Leave Blank
4. How much will you charge each escort?..... Leave Blank

SECTION IV: Group Service Loading

1. If the message "You Must Complete This Section" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank).....
You Must Complete This Section!
- And what is the projected total number of Group Vehicle Revenue Miles? 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			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	1,490,915	1,236,498	222,230	Leave Blank	32,186
Rate per Passenger Mile =		\$2.58	\$4.43	\$0.00	\$1.84 per passenger
					\$2.58 per group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	105,000	81,113	17,103	Leave Blank	6,784
Rate per Passenger Trip =		\$36.73	\$62.97	\$0.00	\$26.24 per passenger
					\$36.73 per group
2. If you answered # 1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,...					
Combination Trip and Mile Rate					
		Ambul	Wheel Chair	Stretcher	Group
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =		<input type="text"/>	<input type="text"/>	Leave Blank	<input type="text"/>
Rate per Passenger Mile for Balance =		\$2.58	\$4.43	\$0.00	\$1.84 per passenger
					\$2.58 per group

		Rates If No Revenue Funds Were Identified As Subsidy Funds			
		Ambul	Wheel Chair	Stretcher	Group
Rate per Passenger Mile =		\$3.85	\$6.61	\$0.00	\$2.75 per passenger
					\$3.85 per group
Rate per Passenger Trip =		\$54.84	\$94.01	\$0.00	\$39.17 per passenger
					\$54.84 per group
Program These Rates Into Your Medicaid Encounter Data					

EXECUTIVE SUMMARY
BOARD ACTION
ITEM 5B

Review of the Draft FY 2022-23 Annual Operating Report

OBJECTIVE: For the Board to review the Draft FY 2022-23 Annual Operating Report (AOR).

CONSIDERATIONS: Pursuant to Chapter 427, Florida Statutes, each Community Transportation Coordinator (CTC) must submit an Annual Operating Report (AOR). Collier County is the designated CTC. The Public Transit and Neighborhood Enhancement Division (PTNE) is required to submit the AOR electronically to the Florida Commission for the Transportation Disadvantaged (CTD) by September 15, 2023.

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

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

STAFF RECOMMENDATION: For the Board to review the Draft FY 2022-23 AOR and provide any comments to PTNE.

Prepared By: Dusty May Siegler, Senior Planner

ATTACHMENTS:

1. Draft FY 2022-23 Annual Operating Report



CTC Organization

5B Attachment 1
LCB 9/6/23

County: Collier
Fiscal Year: 7/1/2022 - 6/30/2023

CTC Status: In Progress
CTD Status: Pending Submission

Date Initiated: 7/28/2023

CTC Organization Name: Collier County Board of County Commissioners
Address: 3299 Tamiami Trl E Suite 103
City: Naples
State: FL
Zip Code: 34112
Organization Type: County
Network Type: Complete Brokerage
Operating Environment: Urban
Transportation Operators: Yes
Number of Transportation Operators: 1
Coordination Contractors: Yes
Number of Coordination Contractors: 2
Provide Out of County Trips: No
Local Coordinating Board (LCB) Chairperson: Tony Pernas
CTC Contact: Brian Wells
CTC Contact Title: Director
CTC Contact Email: brian.wells@colliercountyfl.gov
Phone: (239) 252-5841

CTC Certification

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

CTC Representative (signature): _____

LCB Certification

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

LCB Chairperson (signature): _____



Organization – Coordination Contractor

County: Collier

CTC Status: In Progress

CTC Organization: Collier County Board of County Commissioners

Fiscal Year: 7/1/2022 - 6/30/2023

Upload Date: 8/18/2023

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

Coordination Contractor Certification

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

CTC Representative (signature): _____



Organization – Coordination Contractor

County: Collier

CTC Status: In Progress

CTC Organization: Collier County Board of County Commissioners

Fiscal Year: 7/1/2022 - 6/30/2023

Upload Date: 8/18/2023

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

Coordination Contractor Certification

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

CTC Representative (signature): _____



CTC Trips

County: Collier

CTC Status: In Progress

CTC Organization: Collier County Board of County Commissioners

Fiscal Year: 07/01/2022 - 06/30/2023

CTD Status: Pending Submission

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Service Type - One Way						
Fixed Route/Fixed Schedule						
Daily Pass Trips	0	N/A	0	0	N/A	0
Weekly Pass Trips	0	N/A	0	0	N/A	0
Monthly Pass Trips	0	N/A	0	0	N/A	0
Deviated Fixed Route Service	0	N/A	0	0	N/A	0
Complementary ADA Service	79,514	N/A	79,514	55,292	N/A	55,292
Paratransit						
Ambulatory	20,017	28,862	48,879	15,868	31,045	46,913
Non-Ambulatory	4,494	912	5,406	3,826	3,013	6,839
Stretcher	0	0	0	0	0	0
Transportation Network Companies	0	N/A	0	0	N/A	0
Taxi	0	N/A	0	0	N/A	0
School Board (School Bus)	0	N/A	0	0	N/A	0
Volunteers	0	N/A	0	0	N/A	0
Total - Service Type	104,025	29,774	133,799	74,986	34,058	109,044
Contracted Transportation Operator						
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	104,025	N/A	104,025	74,986	N/A	74,986
Total - Contracted Transportation Operator Trips	104,025	0	104,025	74,986	0	74,986
Revenue Source - One Way						
Agency for Health Care Administration (AHCA)	0	0	0	0	0	0
Agency for Persons with Disabilities (APD)	0	26,724	26,724	0	23,274	23,274
Comm for the Transportation Disadvantaged (CTD)	24,306	N/A	24,306	19,602	N/A	19,602
Dept of Economic Opportunity (DEO)	0	0	0	0	0	0
Dept of Children and Families (DCF)	0	0	0	0	0	0
Dept of Education (DOE)	0	0	0	0	0	0
Dept of Elder Affairs (DOEA)	45	0	45	92	0	92
Dept of Health (DOH)	0	0	0	0	0	0
Dept of Juvenile Justice (DJJ)	0	0	0	0	0	0
Dept of Transportation (DOT)	7,640	632	8,272	8,223	395	8,618
Local Government	54,484	0	54,484	31,942	0	31,942
Local Non-Government	3,684	2,399	6,083	2,598	1,801	4,399
Other Federal & State Programs	13,866	19	13,885	12,529	8,588	21,117
Total - Revenue Source	104,025	29,774	133,799	74,986	34,058	109,044



CTC Trips (cont'd)

County: Collier
Fiscal Year: 07/01/2022 - 06/30/2023

CTC Status: In Progress
CTD Status: Pending Submission

CTC Organization: Collier County Board of County Commissioners

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Passenger Type - One Way						
Older Adults	6,414	0	6,414	28,962	8,542	37,504
Children At Risk	346	0	346	0	0	0
Persons With Disabilities	45,512	29,774	75,286	12,701	25,516	38,217
Low Income	51,753	0	51,753	33,323	0	33,323
Other	0	0	0	0	0	0
Total - Passenger Type	104,025	29,774	133,799	74,986	34,058	109,044
Trip Purpose - One Way						
Medical	30,953	0	30,953	28,646	6,062	34,708
Employment	20,987	0	20,987	16,632	0	16,632
Education/Training/Daycare	32,523	29,774	62,297	19,972	27,996	47,968
Nutritional	271	0	271	337	0	337
Life-Sustaining/Other	19,291	0	19,291	9,399	0	9,399
Total - Trip Purpose	104,025	29,774	133,799	74,986	34,058	109,044
Unduplicated Passenger Head Count (UDPHC)						
UDPHC	1,337	175	1,512	1,067	190	1,257
Total - UDPHC	1,337	175	1,512	1,067	190	1,257
Unmet & No Shows						
Unmet Trip Requests	182	N/A	182	347	N/A	347
No Shows	9,047	N/A	9,047	6,447	N/A	6,447
Customer Feedback						
Complaints	49	N/A	49	70	N/A	70
Commendations	24	N/A	24	20	N/A	20



Coordination Contractor Trips

County: Collier CTC Status: In Progress CTC Organization: Collier County Board of County Commissioners
 Fiscal Year: 07/01/2022 - 06/30/2023 Upload Date: 8/18/2023 Coordination Contractor: Easter Seals Florida, Inc

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Service Type - One Way		
Fixed Route/Fixed Schedule		
Daily Pass Trips	N/A	N/A
Weekly Pass Trips	N/A	N/A
Monthly Pass Trips	N/A	N/A
Deviated Fixed Route Service	N/A	N/A
Complementary ADA Service	N/A	N/A
Paratransit		
Ambulatory	2,513	1,723
Non-Ambulatory	0	0
Stretcher	0	0
Transportation Network Companies	N/A	N/A
Taxi	N/A	N/A
School Board (School Bus)	N/A	N/A
Volunteers	N/A	N/A
Total - Service Type	2,513	1,723
Contracted Transportation Operator		
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	N/A	N/A
Total - Contracted Transportation Operator Trips	0	0
Revenue Source - One Way		
Agency for Health Care Administration (AHCA)	0	0
Agency for Persons with Disabilities (APD)	0	0
Comm for the Transportation Disadvantaged (CTD)	N/A	N/A
Dept of Economic Opportunity (DEO)	0	0
Dept of Children and Families (DCF)	0	0
Dept of Education (DOE)	0	0
Dept of Elder Affairs (DOEA)	0	0
Dept of Health (DOH)	0	0
Dept of Juvenile Justice (DJJ)	0	0
Dept of Transportation (DOT)	632	395
Local Government	0	0
Local Non-Government	1,881	1,328
Other Federal & State Programs	0	0
Total - Revenue Source	2,513	1,723



Coordination Contractor Trips

County: Collier **CTC Status:** In Progress **CTC Organization:** Collier County Board of County Commissioners
Fiscal Year: 07/01/2022 - 06/30/2023 **Upload Date:** 8/18/2023 **Coordination Contractor:** Sunrise Community of S.W. Florida - Naples

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Service Type - One Way		
Fixed Route/Fixed Schedule		
Daily Pass Trips	N/A	N/A
Weekly Pass Trips	N/A	N/A
Monthly Pass Trips	N/A	N/A
Deviated Fixed Route Service	N/A	N/A
Complementary ADA Service	N/A	N/A
Paratransit		
Ambulatory	26,349	22,916
Non-Ambulatory	912	877
Stretcher	0	0
Transportation Network Companies	N/A	N/A
Taxi	N/A	N/A
School Board (School Bus)	N/A	N/A
Volunteers	N/A	N/A
Total - Service Type	27,261	23,793
Contracted Transportation Operator		
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	N/A	N/A
Total - Contracted Transportation Operator Trips	0	0
Revenue Source - One Way		
Agency for Health Care Administration (AHCA)	0	0
Agency for Persons with Disabilities (APD)	26,724	23,274
Comm for the Transportation Disadvantaged (CTD)	N/A	N/A
Dept of Economic Opportunity (DEO)	0	0
Dept of Children and Families (DCF)	0	0
Dept of Education (DOE)	0	0
Dept of Elder Affairs (DOEA)	0	0
Dept of Health (DOH)	0	0
Dept of Juvenile Justice (DJJ)	0	0
Dept of Transportation (DOT)	0	0
Local Government	0	0
Local Non-Government	518	473
Other Federal & State Programs	19	46
Total - Revenue Source	27,261	23,793



Coordination Contractor Trips (cont'd)

County: Collier **CTC Status:** In Progress **CTC Organization:** Collier County Board of County Commissioners
Fiscal Year: 07/01/2022 - 06/30/2023 **Upload Date:** 8/18/2023 **Coordination Contractor:** Sunrise Community of S.W. Florida - Naples

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Passenger Type - One Way		
Older Adults	0	0
Children At Risk	0	0
Persons With Disabilities	27,261	23,793
Low Income	0	0
Other	0	0
Total - Passenger Type	27,261	23,793
Trip Purpose - One Way		
Medical	0	0
Employment	0	0
Education/Training/Daycare	27,261	23,793
Nutritional	0	0
Life-Sustaining/Other	0	0
Total - Trip Purpose	27,261	23,793
Unduplicated Passenger Head Count (UDPHC)		
UDPHC	62	54
Total - UDPHC	62	54
Unmet & No Shows		
Unmet Trip Requests	N/A	N/A
No Shows	N/A	N/A
Customer Feedback		
Complaints	N/A	N/A
Commendations	N/A	N/A



CTC Vehicles & Drivers

County: Collier
Fiscal Year: 07/01/2022 - 06/30/2023

CTC Status: In Progress
CTD Status: Pending Submission

CTC Organization: Collier County Board of
County Commissioners

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Vehicle Miles						
Deviated Fixed Route Miles	0	N/A	0	0	N/A	0
Complementary ADA Service Miles	861,946	N/A	861,946	622,991	N/A	622,991
Paratransit Miles	401,037	176,887	577,924	286,523	191,738	478,261
Transportation Network Companies (TNC) Miles	0	N/A	0	0	N/A	0
Taxi Miles	0	N/A	0	0	N/A	0
School Board (School Bus) Miles	0	N/A	0	0	N/A	0
Volunteers Miles	0	N/A	0	0	N/A	0
Total - Vehicle Miles	1,262,983	176,887	1,439,870	909,514	191,738	1,101,252
Roadcalls & Accidents						
Roadcalls	33	0	33	14	3	17
Chargeable Accidents	28	0	28	15	0	15
Vehicle Inventory						
Total Number of Vehicles	35	7	42	39	8	47
Number of Wheelchair Accessible Vehicles	35	0	35	39	1	40
Drivers						
Number of Full Time & Part Time Drivers	40	16	56	36	17	53
Number of Volunteer Drivers	0	0	0	0	0	0



**Transportation
Disadvantaged**

Coordination Contractor Vehicles & Drivers

County: Collier

CTC Status: In Progress

CTC Organization: Collier County Board of
County Commissioners

Fiscal Year: 07/01/2022 - 06/30/2023

Upload Date: 8/18/2023

Coordination Contractor: Easter Seals Florida, Inc

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Vehicle Miles		
Deviated Fixed Route Miles	N/A	N/A
Complementary ADA Service Miles	N/A	N/A
Paratransit Miles	2,622	2,433
Transportation Network Companies (TNC) Miles	N/A	N/A
Taxi Miles	N/A	N/A
School Board (School Bus) Miles	N/A	N/A
Volunteers Miles	N/A	N/A
Total - Vehicle Miles	2,622	2,433
Roadcalls & Accidents		
Roadcalls	0	0
Chargeable Accidents	0	0
Vehicle Inventory		
Total Number of Vehicles	1	1
Number of Wheelchair Accessible Vehicles	0	0
Drivers		
Number of Full Time & Part Time Drivers	2	2
Number of Volunteer Drivers	0	0



Coordination Contractor Vehicles & Drivers

County: Collier **CTC Status:** In Progress **CTC Organization:** Collier County Board of County Commissioners
Fiscal Year: 07/01/2022 - 06/30/2023 **Upload Date:** 8/18/2023 **Coordination Contractor:** Sunrise Community of S.W. Florida - Naples

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Vehicle Miles		
Deviated Fixed Route Miles	N/A	N/A
Complementary ADA Service Miles	N/A	N/A
Paratransit Miles	174,265	172,763
Transportation Network Companies (TNC) Miles	N/A	N/A
Taxi Miles	N/A	N/A
School Board (School Bus) Miles	N/A	N/A
Volunteers Miles	N/A	N/A
Total - Vehicle Miles	174,265	172,763
Roadcalls & Accidents		
Roadcalls	0	0
Chargeable Accidents	0	0
Vehicle Inventory		
Total Number of Vehicles	6	6
Number of Wheelchair Accessible Vehicles	0	0
Drivers		
Number of Full Time & Part Time Drivers	14	14
Number of Volunteer Drivers	0	0



CTC Revenue Sources

County: Collier

CTC Status: In Progress

CTC Organization: Collier County Board of County Commissioners

Fiscal Year: 07/01/2022 - 06/30/2023

CTD Status: Pending Submission

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Revenue Sources						
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 0	\$ 565,139	\$ 565,139	\$ 0	\$ 352,287	\$ 352,287
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 6,194	\$ 0	\$ 6,194	\$ 4,817	\$ 0	\$ 4,817
Dept of Health (DOH)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)						
Non-Sponsored Trip Program	\$ 768,742	N/A	\$ 768,742	\$ 661,724	N/A	\$ 661,724
Non-Sponsored Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Rural Capital Equipment	\$ 0	N/A	\$ 0	\$ 23,573	N/A	\$ 23,573
TD Other	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Department of Transportation (DOT)						
49 USC 5307	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5310	\$ 0	\$ 25,128	\$ 25,128	\$ 17,512	\$ 18,269	\$ 35,781
49 USC 5311	\$ 508,191	\$ 0	\$ 508,191	\$ 530,416	\$ 0	\$ 530,416
49 USC 5311 (f)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Service Development	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Government						
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
County Cash	\$ 3,624,088	\$ 0	\$ 3,624,088	\$ 2,128,406	\$ 0	\$ 2,128,406
County In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Non-Government						
Farebox	\$ 196,192	\$ 0	\$ 196,192	\$ 164,628	\$ 0	\$ 164,628
Donations/Contributions	\$ 0	\$ 18,871	\$ 18,871	\$ 0	\$ 22,212	\$ 22,212
In-Kind Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Non-Government	\$ 48,815	\$ 87,978	\$ 136,793	\$ 8,503	\$ 54,423	\$ 62,926
Other Federal & State Programs						
Other Federal Programs	\$ 922,339	\$ 0	\$ 922,339	\$ 834,892	\$ 367,158	\$ 1,202,050
Other State Programs	\$ 0	\$ 16,657	\$ 16,657	\$ 0	\$ 15,000	\$ 15,000
Total - Revenue Sources	\$ 6,074,561	\$ 713,773	\$ 6,788,334	\$ 4,374,471	\$ 829,349	\$ 5,203,820

DRAFT



Coordination Contractor Revenue Sources

County: Collier

CTC Status: In Progress

CTC Organization: Collier County Board of County Commissioners

Fiscal Year: 07/01/2022 - 06/30/2023

Upload Date: 8/18/2023

Coordination Contractor: Easter Seals Florida, Inc

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Revenue Sources		
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 0	\$ 0
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)		
Non-Sponsored Trip Program	N/A	N/A
Non-Sponsored Capital Equipment	N/A	N/A
Rural Capital Equipment	N/A	N/A
TD Other	N/A	N/A
Department of Transportation (DOT)		
49 USC 5307	\$ 0	\$ 0
49 USC 5310	\$ 25,128	\$ 18,269
49 USC 5311	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0
Service Development	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0
Local Government		
School Board (School Bus)	N/A	N/A
County Cash	\$ 0	\$ 0
County In-Kind	\$ 0	\$ 0
City Cash	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0
Local Non-Government		
Farebox	\$ 0	\$ 0
Donations/Contributions	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0
Other Non-Government	\$ 87,978	\$ 54,423
Other Federal & State Programs		
Other Federal Programs	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0
Total - Revenue Sources	\$ 113,106	\$ 72,692



Coordination Contractor Revenue Sources

County: Collier

CTC Status: In Progress

CTC Organization: Collier County Board of County Commissioners

Fiscal Year: 07/01/2022 - 06/30/2023

Upload Date: 8/18/2023

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

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Revenue Sources		
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 565,139	\$ 352,287
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)		
Non-Sponsored Trip Program	N/A	N/A
Non-Sponsored Capital Equipment	N/A	N/A
Rural Capital Equipment	N/A	N/A
TD Other	N/A	N/A
Department of Transportation (DOT)		
49 USC 5307	\$ 0	\$ 0
49 USC 5310	\$ 0	\$ 0
49 USC 5311	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0
Service Development	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0
Local Government		
School Board (School Bus)	N/A	N/A
County Cash	\$ 0	\$ 0
County In-Kind	\$ 0	\$ 0
City Cash	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0
Local Non-Government		
Farebox	\$ 0	\$ 0
Donations/Contributions	\$ 18,871	\$ 22,212
In-Kind Services	\$ 0	\$ 0
Other Non-Government	\$ 0	\$ 0
Other Federal & State Programs		
Other Federal Programs	\$ 0	\$ 0
Other State Programs	\$ 16,657	\$ 15,000
Total - Revenue Sources	\$ 600,667	\$ 389,499



CTC Expense Sources

County: Collier

CTC Status: In Progress

CTC Organization: Collier County Board of County Commissioners

Fiscal Year: 07/01/2022 - 06/30/2023

CTD Status: Pending Submission

Expense Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Labor	\$ 67,330	\$ 415,032	\$ 482,362	\$ 63,407	\$ 480,460	\$ 543,867
Fringe Benefits	\$ 27,025	\$ 94,800	\$ 121,825	\$ 25,611	\$ 136,562	\$ 162,173
Services	\$ 428,978	\$ 11,157	\$ 440,135	\$ 450,827	\$ 184,913	\$ 635,740
Materials & Supplies Consumed	\$ 944,429	\$ 18,935	\$ 963,364	\$ 749,759	\$ 52,596	\$ 802,355
Utilities	\$ 61,317	\$ 15,587	\$ 76,904	\$ 50,047	\$ 10,643	\$ 60,690
Casualty & Liability	\$ 15,600	\$ 17,149	\$ 32,749	\$ 15,400	\$ 21,029	\$ 36,429
Taxes	\$ 0	\$ 21,277	\$ 21,277	\$ 0	\$ 11,194	\$ 11,194
Miscellaneous	\$ 6,449	\$ 0	\$ 6,449	\$ 2,391	\$ 0	\$ 2,391
Interest	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Leases & Rentals	\$ 2,119	\$ 26,294	\$ 28,413	\$ 2,163	\$ 13,741	\$ 15,904
Capital Purchases	\$ 410,170	\$ 0	\$ 410,170	\$ 472,912	\$ 0	\$ 472,912
Contributed Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 102,995	\$ 0	\$ 102,995	\$ 150,605	\$ 4,999	\$ 155,604
Purchased Transportation Services						
Bus Pass	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Contracted Operator	\$ 4,521,314	N/A	\$ 4,521,314	\$ 3,014,867	N/A	\$ 3,014,867
Total - Expense Sources	\$ 6,587,726	\$ 620,231	\$ 7,207,957	\$ 4,997,989	\$ 916,137	\$ 5,914,126



Coordination Contractor Expense Sources

County: Collier **CTC Status:** In Progress **CTC Organization:** Collier County Board of County Commissioners
Fiscal Year: 07/01/2022 - 06/30/2023 **Upload Date:** 8/18/2023 **Coordination Contractor:** Easter Seals Florida, Inc

Expense Sources	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Labor	\$ 56,303	\$ 36,795
Fringe Benefits	\$ 8,369	\$ 5,472
Services	\$ 11,157	\$ 2,749
Materials & Supplies Consumed	\$ 2,510	\$ 3,066
Utilities	\$ 3,235	\$ 2,292
Casualty & Liability	\$ 5,238	\$ 3,578
Taxes	\$ 0	\$ 0
Miscellaneous	\$ 0	\$ 0
Interest	\$ 0	\$ 0
Leases & Rentals	\$ 26,294	\$ 13,741
Capital Purchases	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 4,999
Purchased Transportation Services		
Bus Pass	N/A	N/A
School Board (School Bus)	N/A	N/A
Transportation Network Companies (TNC)	N/A	N/A
Taxi	N/A	N/A
Contracted Operator	N/A	N/A
Total - Expense Sources	\$ 113,106	\$ 72,692



Coordination Contractor Expense Sources

County: Collier	CTC Status: In Progress	CTC Organization: Collier County Board of County Commissioners
Fiscal Year: 07/01/2022 - 06/30/2023	Upload Date: 8/18/2023	Coordination Contractor: Sunrise Community of S.W. Florida - Naples

Expense Sources	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Expense Sources		
Labor	\$ 358,729	\$ 272,240
Fringe Benefits	\$ 86,431	\$ 71,879
Services	\$ 0	\$ 0
Materials & Supplies Consumed	\$ 16,425	\$ 11,506
Utilities	\$ 12,352	\$ 8,351
Casualty & Liability	\$ 11,911	\$ 9,328
Taxes	\$ 21,277	\$ 11,194
Miscellaneous	\$ 0	\$ 0
Interest	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0
Capital Purchases	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 0
Purchased Transportation Services		
Bus Pass	N/A	N/A
School Board (School Bus)	N/A	N/A
Transportation Network Companies (TNC)	N/A	N/A
Taxi	N/A	N/A
Contracted Operator	N/A	N/A
Total - Expense Sources	\$ 507,125	\$ 384,498

County: Collier
 CTC: Collier County Board of County Commissioners
 Contact: Brian Wells
 3299 Tamiami Trl E Suite 103
 Naples, FL 34112
 239-252-5841
 Email: brian.wells@colliercountyfl.gov

Demographics	Number
Total County Population	0
Unduplicated Head Count	1,512



Trips By Type of Service	2021	2022	2023	Vehicle Data	2021	2022	2023
Fixed Route (FR)	0	0	0	Vehicle Miles	1,161,501	1,101,252	1,439,870
Deviated FR	0	0	0	Roadcalls	14	17	33
Complementary ADA	54,053	55,292	79,514	Accidents	4	15	28
Paratransit	59,545	53,752	54,285	Vehicles	44	47	42
TNC	0	0	0	Drivers	34	53	56
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	113,598	109,044	133,799				

Passenger Trips By Trip Purpose	2021	2022	2023
Medical	38,522	34,708	30,953
Employment	15,164	16,632	20,987
Ed/Train/DayCare	45,081	47,968	62,297
Nutritional	424	337	271
Life-Sustaining/Other	14,407	9,399	19,291
TOTAL TRIPS	113,598	109,044	133,799

Financial and General Data	2021	2022	2023
Expenses	\$5,490,244	\$5,914,126	\$7,207,957
Revenues	\$4,794,953	\$5,203,820	\$6,788,334
Commendations	4	20	24
Complaints	27	70	49
Passenger No-Shows	4,880	6,447	9,047
Unmet Trip Requests	10	347	182

Passenger Trips By Revenue Source	2021	2022	2023
CTD	16,967	19,602	24,306
AHCA	0	0	0
APD	34,387	23,274	26,724
DOEA	105	92	45
DOE	0	0	0
Other	62,139	66,076	82,724
TOTAL TRIPS	113,598	109,044	133,799

Performance Measures	2021	2022	2023
Accidents per 100,000 Miles	0.34	1.36	1.94
Miles between Roadcalls	82,964	64,780	43,632
Avg. Trips per Passenger	69.18	86.75	88.49
Cost per Trip	\$48.33	\$54.24	\$53.87
Cost per Paratransit Trip	\$48.33	\$54.24	\$53.87
Cost per Total Mile	\$4.73	\$5.37	\$5.01
Cost per Paratransit Mile	\$4.73	\$5.37	\$5.01

Trips by Provider Type	2021	2022	2023
CTC	0	0	0
Transportation Operator	71,125	74,986	104,025
Coordination Contractor	42,473	34,058	29,774

TOTAL TRIPS

113,598

109,044

133,799

DRAFT

EXECUTIVE SUMMARY
BOARD ACTION
ITEM 5C

**Review and Comment on the Draft 2023 Transportation Disadvantaged Service Plan (TDSP)
Major**

OBJECTIVE: To review and discuss the draft 2023 TDSP Major.

CONSIDERATIONS: This year, Collier County is required to submit a Major Update to the TDSP, due to the re-designation of Collier Board of County Commissioners as the Community Transportation Coordinator. The Major Update to the TDSP is being prepared by staff from the Capital Consulting Solutions, LLC.

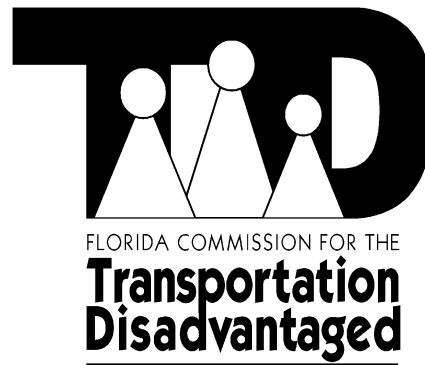
A special meeting has been scheduled for October 4 for the adoption of the TDSP Major. This will allow an additional review and comment opportunity for LCB members and the public to comment on the document.

STAFF RECOMMENDATION: For the Board to review and comment on the draft 2023 TDSP Major.

Prepared By: Dusty May Siegler, MPO Senior Planner

ATTACHMENTS:

1. CTD's TDSP Instruction Manual
2. Draft 2023 TDSP Major Update



INSTRUCTION MANUAL
FOR THE
MEMORANDUM OF AGREEMENT
AND
THE TRANSPORTATION DISADVANTAGED SERVICE PLAN
2010/2011

Issued By:

FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED
605 Suwannee Street, Mail Station 49
Tallahassee, Florida 32399-0450
850-410-5700
Fax 850-410-5752
Internet <http://www.dot.state.fl.us/ctd>

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INTRODUCTION

This manual contains information regarding the Memorandum of Agreement and the Transportation Disadvantaged Service Plan. This manual is intended to provide guidance to Community Transportation Coordinators, Planning Agencies, and Local Coordinating Boards when planning, implementing and evaluating services under the Coordinated Transportation Disadvantaged Program.

Pursuant to Chapter 427, Florida Statutes, the purpose of the Commission for the Transportation Disadvantaged (Commission) is to accomplish the arrangement for the provision of transportation services to the transportation disadvantaged. In accomplishing this, the Commission approves a Community Transportation Coordinator (Coordinator) for each service area of the state. The Coordinator is responsible for the accomplishment of certain requirements regarding the arrangement of cost-effective, efficient, unduplicated, and unfragmented transportation disadvantaged services within its respective service area. The contractual administration for transportation disadvantaged services by a Coordinator is accomplished through a Memorandum of Agreement between the Commission and the Coordinator. This Agreement is a contract through which the Commission delineates the statewide minimum service standards and requirements by which the Coordinator must operate.

Conditions set forth in the Memorandum of Agreement require the development and implementation of a Transportation Disadvantaged Service Plan. The Service Plan is developed by the Coordinator and the Planning Agency under the guidance and approval of the Local Coordinating Board. The plan is an annually updated tactical plan with components of development, service and, quality assurance. Through the Local Coordinating Board's involvement in the review and approval of the Service Plan, the Local Coordinating Board is able to guide and support the Coordinator in implementing coordination efforts and locally developed service standards that are consistent with the needs and resources of the community.

This manual is divided into two parts: Memorandum of Agreement, and Transportation Disadvantaged Service Plan. Each part contains information and guidance to assist in the completion of these program requirements. An appendix is provided that contains the Memorandum of Agreement Boilerplate, a sample Transportation Disadvantaged Service Plan format, Local Coordinating Board Membership Certification Format, Roll Call Voting Sheet Format, Rate for Services Summary Page Format, Sample Update or Amendment Submittal Letter, Update or Amendment Table and, Glossary of Terms.

PART I

MEMORANDUM OF AGREEMENT

This part of the manual contains requirements and instructions for the completion of the Memorandum of Agreement.

A. GENERAL INFORMATION

Under Chapter 427, Florida Statutes, the Planning Agency is tasked with recommending to the Commission a single Community Transportation Coordinator. The Planning Agency must follow the competitive procurement process as outlined in Chapter 287, Florida Statutes, for a Coordinator designation. Once the process has been completed, the Planning Agency submits documentation to the Commission staff, verifying a competitive process was used. The Planning Agency then requests that the Commission approve the Planning Agency's recommendation of a single Community Transportation Coordinator for that specific service area. This process is followed every five years. The contractual administration for transportation disadvantaged services by a Coordinator is accomplished through a Memorandum of Agreement between the Commission and the Coordinator.

The Memorandum of Agreement is a "state contract" for passenger transportation services and is for a term of five years. The Agreement recognizes/establishes a vendor, the Community Transportation Coordinator, who is responsible for the arrangement of all transportation services in a particular service area which are funded through federal, state, and local government transportation disadvantaged funds. This agreement is between the Commission for the Transportation Disadvantaged and an approved Coordinator. The Agreement must be reviewed in its entirety and approved by the Local Coordinating Board prior to execution by the Commission. The agreement contains the Commission's minimum standard requirements and is the basis for uniform statewide passenger transportation services. The Memorandum of Agreement includes standard contract language approved by the Commission and adopted by administrative rule. The requirements of this agreement are not subject to change by the Coordinator.

B. INSTRUCTION FOR COMPLETION AND SUBMITTAL

The Planning Agency is responsible for ensuring that the Memorandum of Agreement is signed by the proposed Community Transportation Coordinator and the Local Coordinating Board. The Commission-approved Memorandum of Agreement form must be used. The most current form may be found on the Commission for the Transportation Disadvantaged web site: <http://www.dot.state.fl.us/ctd/programinfo/programdevelopmentsection/programdevelopmenthome.htm>. The approved and signed Agreement should be submitted with the Planning Agency's recommendation of a Community Transportation Coordinator. Please use the following guidelines when completing a Memorandum of Agreement for submission to the Commission for execution:

Instructions for PAGE 1 of the Memorandum of Agreement

- Do not fill in the contract number. This number will be assigned by the Commission upon execution.
- Do not fill in the effective dates. The Commission will fill in the dates upon execution.
- Insert the legal name of the governing body which is responsible as the Community Transportation Coordinator. Include the address to which this contract will be returned upon execution.
- Enter the name of the county(ies) for which the Coordinator is designated to serve in the appropriate space.

Instructions for PAGE 8 of the Memorandum of Agreement.

- Enter the name and/or position of the representative who is responsible for the administration of the program under the Agreement.
- Do not fill in any dates on the Agreement, except the date the local coordinating board approved the document.
- All signatures must be originals. Do not use rubber stamps.
- Be sure authorized parties type or neatly print titles and names on all copies to ensure clarity.
- Signatures on the agreements must be attested to by one affirming official and sealed (corporate or notary seal).
- Be sure to include a resolution from the agency authorizing signing of the agreement by an individual or position. The resolution must have original signatures. The resolution is from the governing body of the Community Transportation Coordinator, not the Local Coordinating Board.
- Submit two signed copies for further processing to:

Commission for the Transportation Disadvantaged
605 Suwannee Street, Mail Station 49
Tallahassee, Florida 32399-0450

A copy of the Memorandum of Agreement will be furnished to the Community Transportation Coordinator and the Planning Agency after the agreement has been executed by the Commission.

PART II

TRANSPORTATION DISADVANTAGED SERVICE PLAN

This part of the manual contains requirements and instructions for the completion of the Transportation Disadvantaged Service Plan.

A. GENERAL INFORMATION

The Transportation Disadvantaged Service Plan is an annually updated tactical plan jointly developed by the Planning Agency and the Coordinator which contains development, service, and quality assurance components. The Local Coordinating Board reviews and approves the Service Plan and it is submitted to the Commission for the Transportation Disadvantaged for final action.

The Federal Transit Administration modified several of its circulars for funding assistance in support of the federal Safe Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU). Beginning in fiscal year 2007, projects selected for funding under the Elderly Individuals and individuals with Disabilities, JARC, and New Freedom program must be derived from a Coordinated Public Transit-Human Services Transportation Plan. These projects should be identified within the Needs Assessment and Goals, Objectives and Strategies sections of the Development Plan. The plan must be developed through a process that includes representatives of public, private, and nonprofit transportation and human services providers and participation by the public. Florida's Transportation Disadvantaged Service Plan is developed through the input of Local Coordinating Boards whose membership includes citizens, public transportation, and human service providers. In addition to being a statutory requirement of Chapter 427, the Transportation Disadvantaged Service Plan may also be used to satisfy this federal requirement.

Through the guidance and support of the Coordinating Board, both the development and service components should complement each other. The Local Coordinating Board plays an important role in the support, advisement, monitoring, and evaluation of the Coordinator based on the approved Transportation Disadvantaged Service Plan. Through the Local Coordinating Board's involvement in the review and approval of the plan, the Coordinating Board is able to guide and support the Coordinator in implementing coordination efforts and locally developed service standards that are consistent with the needs and resources of the community.

A Transportation Disadvantaged Service Plan must be developed and maintained for each service area as recognized by the Commission. An initial Transportation Disadvantaged Service Plan is due within 120 calendar days after the execution of the initial Memorandum of Agreement. The Service Plan will cover a five-year period, with annual updates for years two through five, due prior to July 1 of each subsequent year. The development and submission of the Service Plan and annual updates are the responsibility of the Coordinator, the Planning Agency, and the Local Coordinating Board. In order to prevent any loss of funding, it is critical

that the plan and updates are submitted timely. The minimum guidelines to be utilized when developing the Transportation Disadvantaged Service Plan are provided in this manual.

B. INSTRUCTIONS FOR COMPLETION AND SUBMITTAL

The Planning Agency is responsible for ensuring that the Transportation Disadvantaged Service Plan is completed, approved and signed by the Local Coordinating Board. The Planning Agency must complete the Development component and the Quality Assurance component of the Service Plan. The Community Transportation Coordinator must complete the Service Element and submit it to the Planning Agency to be incorporated into the complete service plan to be presented to the Local Coordinating Board for approval. At a minimum, the Service Plan must address the mandatory elements as identified in the sample format. The approved and signed Service Plan should be submitted by the Planning Agency. Please use the following guidelines when completing a Transportation Disadvantaged Service Plan for submission to the Commission for execution:

- Provide a Cover Page identifying the service area, the time period of the service plan and the parties who are submitting the plan.
- Include a Table of Contents that, at a minimum, follows the format provided in this manual. All pages should be numbered.
- Include a completed Local Coordinating Board Membership Certification form, signed by the Planning Agency representative.
- Ensure that a roll call voting sheet identifying all Coordinating Board members, their affiliation, and whether they voted for or against the submittal of this document to the Commission is included and is signed by the Local Coordinating Board chairman. Also indicate those members who were absent from the meeting.
- All signatures must be originals. Do not use rubber stamps.
- Submit two signed copies for further processing to:

Commission for the Transportation Disadvantaged
605 Suwannee Street, Mail Station 49
Tallahassee, Florida 32399-0450

A copy of the Transportation Disadvantaged Service Plan will be furnished to the Community Transportation Coordinator and the Planning Agency after it has been executed by the Commission.

C. SPECIFIC COMPONENT REQUIREMENTS

Each component of the Service Plan builds and supports the others. The Development section identifies the long term goals and objectives for the local program based on data presented within that component. The Development component should describe how you will get from where you are today, as identified in the Service Plan component, to where you plan to be illustrated through the analysis provided in the Development component. The Service component identifies the operational and administrative structure as it exists today. The Quality Assurance component describes the methods utilized to evaluate the services provided by the Coordinator. The following is specific criteria that, at a minimum, should be addressed within each section of the Service Plan. The Planning Agency, Community Transportation Coordinator or Local Coordinating Board may include additional information as needed.

I. DEVELOPMENT PLAN

A. Introduction to the Service Area

1. Background of the TD Program

This section should provide the reader with an account of the organization and development of the TD Program at the local level. It may also include a discussion of the evolution of the Program at the state level. However, this is not a requirement.

2. Community Transportation Coordinator Designation Date/History

At a minimum, include information on when and how the organization was formed and selected as a Coordinator. Also identify the process used by the Planning Agency for selection.

3. Organization Chart

This should identify all those involved in the provision of service, from the Commission for the Transportation Disadvantaged, through the local Coordinating Board, to the Community Transportation Coordinator and the Planning Agency, and to the consumers.

4. Consistency Review of Other Plans

Confirm that the Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the following approved documents.

- a) Local Government Comprehensive Plans
- b) Regional Policy Plans
- c) Transit Development Plans
- d) Commission for the Transportation Disadvantaged 5Yr/20Yr Plan
- e) MPO Long Range Transportation Plans (where applicable)
- f) Transportation Improvement Programs (where applicable)

5. Public Participation

Identify the local process that allows representatives of public, private, and non-profit transportation and human services providers and members of the public to participate in the development and update of the Transportation Disadvantaged Service Plan. Stakeholders may include:

- ❖ Transportation Partners such as
 - area transportation planning agencies
 - public transportation providers (including ADA paratransit providers),
 - private transportation providers (including private transportation brokers, taxi operators, van pool providers and intercity bus operators),
 - non-profit transportation providers;
- ❖ Passengers and Advocates such as
 - existing and potential riders, including both general and targeted population passengers,
 - protection and advocacy organizations
 - representatives from independent living centers
 - advocacy organizations working on behalf of targeted populations
- ❖ Human Service Partners
 - agencies that administer health, employment or other support programs for targeted populations
 - job training and placement agencies
 - housing agencies
 - health care facilities
 - mental health providers
- ❖ Others
 - emergency and security management agencies
 - tribes and tribal representatives
 - economic development organizations
 - faith-based and community based organizations
 - representatives of the business community (employers)
 - appropriate local or state officials and elected officials
 - school districts

It is important that stakeholders be included in the development, implementation and updates of the local coordinated Transportation Disadvantaged Service Plan. This should include the annual public hearing as required of the Local Coordinating Board.

B. Service Area Profile/Demographics

1. Service Area Description

Provide general descriptive information about the service area. This should be a short, one to two paragraph explanation.

2. Demographics

a) Land Use

Emphasize the relationship between land uses and transportation in the service area.

b) Population/Composition

Provide a description of the population of the service area. Include population information such as total population, population breakdown by age groups, population densities, income information, employment status and location of employment, housing classifications and patterns, educational profiles, automobile ownership and use, historical tradition, cultural descriptions, and government and institutional descriptions.

c) Employment

Address employment as it relates to the generation of trips for the service area.

d) Major Trip Generators/Attractors

Identify major locations where trips would be generated from or to. This can include major medical facilities, amusement parks, large employers,

e) Inventory of Available Transportation Services

Develop an inventory of all identifiable transportation services that are currently available in the service area. This would include public, private, non-profit and local commuter service providers.

C. Service Analysis

1. Forecasts of Transportation Disadvantaged Population

You are encouraged to use the Methodology Guidelines for Forecasting TD Transportation Demand at the County Level, prepared for the Commission by the Center for Urban Transportation Research, May 1993. However, if you choose to develop and utilize your own methodology, please indicate that you have done so.

2. Needs Assessment

Assess the transportation needs and demand for individuals with disabilities, elderly, low income, and high risk and at-risk children. Identify any gaps in transportation services that are needed in the service area. Use service trends, populations by segments and rider expectations, and any community development plans as tools. This may be difficult for very rural counties to accomplish with a lot of certainty. Be specific as to what is needed. This

should include both service needs as well as capital purchase needs. Projects selected for funding under the Elderly Individuals and individuals with Disabilities, JARC, and New Freedom program may be derived from a the Transportation Disadvantaged Service Plan. The need for services that could be considered projects should be identified within this section of the Development Plan. The plan must be developed through a process that includes representatives of public, private, and nonprofit transportation and human services providers and participation by the public. Some examples could be expansion of service, additional routes, more vehicles, maintenance facilities, changes in routes, additional funding for particular service needs, etc.

3. Barriers to Coordination

Identify any federal, state, or local governmental policies, natural or operational environmental characteristics/constraints, or funding constraints, etc. that hinder or prevent the coordination of transportation services. Provide local efforts planned to address barriers and identify how the Commission for Transportation Disadvantaged can assist.

D. Goals, Objectives, and Strategies

Develop goals, objectives and strategies for the local coordinated transportation program. Goals, objectives and strategies are critical to the implementation of the Transportation Disadvantaged Service Plan. They are important policy statements that have been carefully considered by the Coordinator and the Planning Agency with the direction and support of the Coordinating Board. They represent a statement of local policy that will be used to manage the future transportation disadvantaged program within the service area. The plan for advancing from where you are today to where you need to be should be presented in this section through long range goals, specific measurable objectives, and strategies. This section should be updated on an annual basis.

A goal is a statement of purpose intended to define an ultimate end or condition. It reflects a direction of action, and is a subjective value statement. Goals may include more than one objective. That is, there may be more than one milestone necessary to achieve a goal.

An objective is a specific, measurable action that can be taken toward achieving the goal. Objectives should be dated. Deficiencies and corresponding corrective actions, as well as any service improvements or expansions should be identified within this section as dated objectives.

Strategies are specific actions that will be taken to achieve the objectives. These represent priority actions that will be carried out as part of the planning or quality assurance activities. For accountability purposes, the annual evaluation of the Coordinator should assess both the progress on the strategies themselves and

how well the strategies that have been implemented advance the progress towards reaching or achieving the corresponding objectives.

E. Implementation Schedule

The Implementation Schedule should be derived from the goals, objectives, and strategies described in the section above. The schedule should be in chronological order and include the strategy, the responsible party(s) for accomplishment, the anticipated beginning and ending date and any known costs. This section should be updated on an annual basis.

II. SERVICE PLAN

A. Operations

The operations element is a profile of the Coordinator's current system which provides basic information about the Coordinator's daily operations. This element should be written in a manner which is intended to give someone with little or no knowledge of transportation operations an adequate level of understanding. All terminology must be consistent with the terms identified in the Glossary of Terms provided in this manual.

1. Types, Hours and Days of Service

At a minimum, describe the various types of transportation services available, i.e., ambulatory, non-ambulatory, stretcher, paratransit, fixed-route, subscription or group services. Identify any special routes that are available and when these services are available. The services identified in this section should be those which are required to meet the identified needs of federal, state and local government purchasing agencies.

Coordinators should establish policies regarding any restrictions to whether services are provided door-to-door or curb-to-curb; utilization of friends/family first, mandatory use of fixed route (where available).

The Coordinator must provide for or arrange for after hours and weekend transportation as required by any Federal, State, or Local Government agency sponsoring such services. The provision of said services shall be furnished in accordance with the Coordinator's prior notification requirements. At the discretion of the Coordinator and the Local Coordinating Board, will call and same day services may be provided. However, these services should only be provided at a minimal level and may be provided for additional costs to the purchaser. Coordinator must provide a listing of any holidays that services will not be available.

Group trips may also be provided, but at a lower cost than the advance reservation or demand response. Provide the locally established definition of a group trip. Subscription trips may also be provided. Under no circumstances should a subscription rider have to continually call to arrange for their transportation. Provide the locally established definition of a subscription trip.

2. Accessing Services

At a minimum, this section must include detailed information regarding:

- a) The phone number and office hours in which services can be scheduled. Include alternative communications such as internet reservations and Relay Services.
- b) The method and advanced notification time required to obtain services.
- c) An explanation of the cancellation process and requirements.
- d) No show procedure (both Coordinator and rider), including any applicable penalties.
- e) Procedures for dispatching backup service or after-hours service.

Also, this section should address any policies the local coordinating board has established in regards to:

- a) Eligibility, as determined locally, for services funded by the Transportation Disadvantaged Trust Fund.
- b) Prioritization, as determined locally, for services funded by the Transportation Disadvantaged Trust Fund.
- c) Other Procedures

3. Transportation Operators and Coordination Contractors

The Coordinator must provide the process by which it analyzes and implements the provision of services through potential operator contracting entities. This must include: 1) the steps that must be taken by the Coordinator to contract with an operator, i.e. the locally approved procedure, whether it be competitive bid, RFP, RFQ, negotiation, etc.; and 2) the criteria on which the Coordinator makes decisions regarding the potential operator contracting entity.

Transportation services provided through negotiated arrangements with coordination contractors by the Coordinator must be justified through an analysis of the appropriate financial data, calculation methodology, and any other factors the Coordinating Board feels is relevant.

For each Operator and Coordination Contract currently in place, identify the name of the contractor and contact person, the type of service(s) they provide, the clients they serve (i.e., non-sponsored, Medicaid, ADA Complementary Paratransit (where applicable), etc.), and their hours of operation.

4. **Public Transit Utilization (where applicable)**
Indicate the degree to which public transit is being utilized in the service area. If Public Transit is available but is not being utilized by the Coordinator, please identify any barriers which you may have encountered in your efforts. Please note that utilization of an existing public transit system is encouraged due to the cost effectiveness of this service.
5. **School Bus Utilization**
Identify current services available through the use of school buses. Provide a detailed explanation of any additional cost for insurance, coordination surcharge, or other necessary costs, and provide the bottom line cost of utilizing school buses. In addition, for those Coordinators who currently have an agreement with a school board, provide information on anticipated services. If you do not have an agreement with the local school board in place, please identify any barriers which you may have encountered in your efforts.
6. **Vehicle Inventory**
Provide a vehicle inventory report of the vehicles utilized within the coordinated system. The inventory should reflect the year, make, model, mileage, funding source and owner for each vehicle.
7. **System Safety Program Plan Certification**
Each Coordinator and any transportation operators from whom service is purchased or funded by local government, state or federal transportation disadvantaged funds, shall ensure the purchasers that their operations and services are in compliance with the safety requirements as specified in Section 341.061, Florida Statutes, and Chapter 14-90, F.A.C. Provide a copy of the latest Department of Transportation System Safety Program Plan Certification.
8. **Intercounty Services**
Coordinators are required to plan and work with Community Transportation Coordinators in adjacent and other areas of the state to coordinate the provision of community trips that might be handled at a lower overall cost to the community by another Coordinator. At a minimum, describe any cooperative agreements you may have with other Coordinators in the state. This section should also include information regarding any cooperative agreements or discussions currently in progress or planned for the period covered by the Service Plan. If applicable, identify any problems that may impede the use of cooperative agreements.
9. **Emergency Preparedness and Response**
Discuss what plans are in place that will be activated in the event of an emergency, the anticipation of an event and after an emergency has been declared. Describe the relationship the Coordinator has with the Local Emergency Management Agency (Specifically ESF 1).

10. Educational Efforts/Marketing

Describe any current or planned activities that the Coordinator is undertaking to provide information about the transportation system. This could include educational efforts as well as marketing for services.

11. Acceptable Alternatives

Identify alternatives that have been approved based on Chapter 427.016(l)(a), Florida Statutes, and Rule 41-2.015(2-3), Florida Administrative Code, and the specific reasons for their categorization as an alternative. Include for each of these alternatives any plans to bring them through the system in the future. Indicate whether or not these alternatives were reviewed by the local coordinating board. It is not intended that you identify transportation that is currently being provided through the alternatives identified in Rule 41-2.015(2)(a)-(e), FAC.

12. Service Standards

Identify local service standards that have been jointly developed by the Local Coordinating Board, the Planning Agency, and the Coordinator, consistent with those of the Commission. Service standards are integral to the development and implementation of a quality transportation program to the transportation disadvantaged in a service area. Standards should be developed to address, at a minimum, the following:

- a) drug and alcohol policy
- b) escorts and children
- c) child restraints
- d) rider property
- e) vehicle transfer points
- f) local toll free phone number for consumer comment
- g) out of service area trips
- h) vehicle cleanliness
- i) billing requirements to contracted operators
- j) rider/trip data
- k) adequate seating
- l) driver identification
- m) passenger assistance
- n) smoking and eating on vehicles
- o) no-show policies
- p) communication equipment
- q) vehicle air conditioning and heating equipment
- r) first aid policy
- s) cardiopulmonary resuscitation
- t) pick-up windows
- u) on-time performance
- v) advance reservation requirements

- w) public transit ridership (if applicable)
- x) complaints
- y) accidents
- z) roadcalls
- aa) call-hold time

Service standards may also be developed to correct deficiencies identified in the annual evaluation of the Coordinator. The identified standards which do not currently exist or are not yet in application should be addressed in the Development Plan component of this plan through a dated objective.

13. Local Complaint and Grievance Procedure/Process

Provide the Coordinator's process for resolving complaints. This would include any steps that would be taken directly by the Coordinator.

Provide the process that the Local Coordinating Board uses to hear complaints and grievances regarding service. The grievance process should include the identification of the manner in which a user is made aware of the grievance process.

14. Community Transportation Coordinator Monitoring Procedures of Operators and Coordination Contractors

Identify the process the Coordinator has in place to monitor both transportation operators and coordination contractors. Community Transportation Coordinators are responsible for evaluating their operators and coordination contractors to ensure contractual compliance. This evaluation should be done on an annual basis depending on the needs and requirements of the Coordinator. A comprehensive annual evaluation should be completed to ensure compliance, at a minimum, with the System Safety Program Plan, locally approved standards, Commission standards, reporting of annual operating data, and insurance requirements. A written report should be provided to the Local Coordinating Board to be reviewed and included in the Coordinator's evaluation.

15. Coordination Contract Evaluation Criteria

Identify the criteria used to annually review coordination contractors, in cooperation with the Local Coordinating Board, and determine whether the issuance or continuation of a coordination contract would be the most cost-effective and efficient utilization of local, state, or federal dollars.

B. Cost/Revenue Allocation and Rate Structure Justification

The Commission has established the Rate Calculation Model, a standard process for the development of rates for transportation services that are arranged or provided by the Coordinator. This model can be used by the Commission in

comparing and approving rates to be paid to and used by Coordinators and in determining cost-based rates to be charged to all purchasing agencies.

This model shall be used to develop a rate for all purchasing agencies, except fixed route bus passes. If there are any rates for services provided to other agency-sponsored customers that are different from the non-sponsored rates, provide an explanation as to why these rates were not developed in accordance with the rate model and what actions are being taken to include them in future years.

All rates for services will be included on a summary page following the format provided in this manual. This single location of information regarding rates for different types of services allows the Coordinating Board, the Commission and others the opportunity to do a comprehensive analysis of the rate structure. Coordinators should also include a copy of the Rate Calculation Model worksheets as backup documentation.

The Rate Calculation Model Worksheets and Rates for Services should be reviewed and updated annually. The Rate Calculation Model allows for annual changes to occur based on changes to the level of service, expenditures and revenues.

Any amendments that may occur after July 1, to rates which result in an increase, for any service provided, that is greater than 3% must come before the Commission for review and approval. The only exceptions to this is in instances where a recent procurement process has been conducted (i.e., request for proposals, request for bids, etc.) or an increase in rates for fixed schedule/fixed route systems, i.e., bus passes or tokens.

III. QUALITY ASSURANCE

Provide information on the evaluation process utilized at the local level to ensure quality of service is being obtained and that it is being provided in the most cost effective, efficient, unduplicated and unfragmented manner.

Identify the process used by the Local Coordinating Board and the planning agency in the evaluation of the Community Transportation Coordinator. The evaluation should be conducted utilizing the Commission for the Transportation Disadvantaged *LCB CTC EVALUATION WORKBOOK*. This evaluation workbook was created to provide a formal process for evaluating the performance of the Coordinator (and its operators.) The workbook contains several worksheets that can be used by the Coordinating Board to conduct this evaluation. The Commission requires worksheets regarding Cost, Competition and Coordination be completed during this review.

Address what steps the Local Coordinating Board will take to monitor and evaluate the services provided by or coordinated through the Coordinator, based on the locally established service standards, and consistent with those of the Commission. Include a summary of the latest Coordinator Evaluation and Evaluation Procedure developed by the Coordinating Board.

Coordinators can only be evaluated against the established standards for service. It is the responsibility of the Local Coordinating Board to recommend and approve effective service standards against which the Coordinator can be evaluated, ensuring quality transportation for the transportation disadvantaged. Also included in this section should be the locally approved process through which these standards will be evaluated. The criteria used in the development of these standards should include, at a minimum:

- a) service effectiveness;
- b) cost efficiency and effectiveness;
- c) vehicle utilization;
- d) service availability;
- e) reliability; and
- f) safety and training.

Identify any local service standards which were developed based on deficiencies or problems within the system. The evaluation should provide a time table for compliance by the Coordinator. The Local Coordinating Board follow-up on the corrective actions should be incorporated in the evaluation in the following year, as well as any recommendations from the Commission through Quality Assurance reviews.

D. UPDATES OR AMENDMENTS

It will be necessary to make amendments or updates to the Transportation Disadvantaged Service Plan. The Local Coordinating Board must approve any changes to the Plan. The Planning Agency will submit the changes to the Commission after it has been reviewed and approved by the Local Coordinating Board.

The Planning Agency should submit a letter to the Executive Director of the Commission for the Transportation Disadvantaged providing the necessary information concerning the update or amendment, a copy of the Update or Amendment Table indicating which area is being changed, and the actual pages reflecting the update or amendment. A sample format is included in this manual. Once the necessary documentation is submitted, the Commission staff will respond to the Planning Agency advising whether the change is accepted. Once the update or amendment has been accepted, they will become a part of the Transportation Disadvantaged Service Plan.

I. UPDATES

The Transportation Disadvantaged Service Plan is an annually updated tactical plan. It must be reviewed and updated annually prior to July 1 of each year. The Local Coordinating Board must approve each annual update. The following sections of the Plan must be reviewed and updated annually.

Section I – DEVELOPMENT PLAN

Needs Assessment

Ensure that new service or capital needs are identified to support future funding applications

Goals, Objectives, Strategies

Ensure that objectives indicate an implementation date/accomplishment date.

Note deficiencies & corrective actions

Note service improvements or expansions

Section should be logical and mirror format from previous year

Implementation Plan

Identify progress, setbacks, adherence to schedules

Revise implementation schedule as necessary

Section III - COST/REVENUE ALLOCATION AND RATE STRUCTURE JUSTIFICATION

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.

Previous TDSP Review Letter

All items cited as deficient or inadequate and needing follow up

Others sections of the Plan may be updated during the same review period. These areas may include:

Section I. DEVELOPMENT PLAN

Organization Chart updated as necessary

LCB certification page (members, agencies, alternates and term) to include any changes as previously submitted in TDSP or updates

Any significant changes to major trip generators/attractors that have significantly altered service delivery

Section II SERVICE PLAN

Changes in types or hours of service

Significant changes in system policies (priorities, eligibility criteria, etc.)

New service innovations or cancellation of services

Changes in operators/coordination contractors

Changes in vehicle inventory

SSPP certification if expired and renewed

Include new acceptable alternatives

Changes and narrative for adoption of new Service standards

Any and all changes to the local Grievance Process and the Evaluation Process, including explanations for implementation of changes

Section III. QUALITY ASSURANCE

Include any evaluation process changes and update to the Summary of the latest Coordinator Evaluation.

II. AMENDMENTS

Amendments may occur in any one of the sections of the Plan. Amendments are changes that need to be made to the Plan that were not made during the annual update process. Any changes to the Plan after July 1 of each year will be considered an amendment.

Rates amendments which result in an increase, for any service provided, that is greater than 3% must come before the Commission for review and approval. The only exceptions to this is an increase in rates for fixed schedule/fixed route systems, i.e., bus passes or tokens.

PART III APPENDICES

MEMORANDUM OF AGREEMENT BOILERPLATE

TRANSPORTATION DISADVANTAGED SERVICE PLAN FORMAT

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Coordination Contract Evaluation Criteria

COST/REVENUE ALLOCATION AND RATE STRUCTURE JUSTIFICATION

Service Rates Summary
Rate Model Worksheets

III. QUALITY ASSURANCE

COMMUNITY TRANSPORTATION COORDINATOR EVALUATION PROCESS

COORDINATING BOARD MEMBERSHIP CERTIFICATION

Name: _____

Address: _____

The Metropolitan Planning Organization/Designated Official Planning Agency named above hereby certifies to the following:

1. The membership of the Local Coordinating Board, established pursuant to Rule 41-2.012(3), FAC, does in fact represent the appropriate parties as identified in the following lists; and
2. The membership represents, to the maximum extent feasible, a cross section of the local community.

Signature: _____

Date: _____

REPRESENTATION	MEMBER	ALTERNATE	TERM
1. Chairperson			
2. Elderly			
3. Disabled			
4. Citizen Advocate			
5. Citizen Advocate/User			
6. Children at Risk			
7. Community Action			
8. Public Education			
9. Dept. of Transportation			
10. Dept. Of Children and Families			
11. Dept. Of Elder Affairs			
12. Dept. of Education			
13. Dept. of Health Care Adm.			
14. Regional Workforce Dev. Brd			
15. Veteran Services			
16. Local Mass Transit			
17. Transportation Industry			
18. Local Medical Community			

**TRANSPORTATION DISADVANTAGED SERVICE PLAN
LOCAL COORDINATING BOARD
ROLL CALL VOTE**

REPRESENTATION	MEMBER	VOTED FOR	VOTED AGAINST	ABSENT FROM VOTING
1. Chairperson				
2. Elderly				
3. Disabled				
4. Citizen Advocate				
5. Citizen Advocate/User				
6. Children at Risk				
7. Community Action				
8. Public Education				
9. Dept. of Transportation				
10. Dept. Of Children and Families				
11. Dept. Of Elder Affairs				
12. Dept. of Education				
13. Dept. of Health Care Adm.				
14. Regional Workforce Dev. Brd.				
15. Veteran Services				
16. Local Mass Transit				
17. Transportation Industry				
18. Local Medical Community				

The Coordinating Board hereby certifies that an annual evaluation of this Community Transportation Coordinator was conducted consistent with the policies of the Commission for the Transportation Disadvantaged and all recommendations of that evaluation have been incorporated in this Service Plan. We further certify that the rates contained herein have been thoroughly reviewed, evaluated and approved. This Transportation Disadvantaged Service Plan was reviewed in its entirety and approved by this Board at an official meeting held on

Date

Coordinating Board Chairperson

Approved by the Commission for the Transportation Disadvantaged.

Date

Executive Director

SAMPLE UPDATE OR AMENDMENT SUBMITTAL LETTER

(Designated Official Planning Agency Letterhead)

(DATE)

Mr. Bobby Jernigan, Executive Director
Commission for the Transportation Disadvantaged
605 Suwannee Street, MS-49
Tallahassee, FL 32399-0450

RE: _____ (MOA No)
_____ (MOA Dates)

Dear Mr. Jernigan:

By this letter, _____ (Name of Community Transportation Coordinator) is requesting an update or amendment to the above referenced Memorandum of Agreement/Transportation Disadvantaged Service Plan. This update or amendment has been reviewed and approved by the Local Coordinating Board at their _____ meeting. We request that the Commission accept this update/amendment effective _____.

(State what the update or amendment is and why it is being submitted)

If this request is accepted, please signify by signing below, and returning a copy of the signed letter to us. Upon receipt, we will then consider the update or amendment accepted. If this is not acceptable, or further information is needed before it can be accepted, please advise us in writing within thirty working days.

Thank you for your consideration of this request.

Sincerely,

(Designated Official Planning Agency)

The Commission for the Transportation Disadvantaged hereby agrees and accepts this update or amendment to the above referenced MOA/TDSP, effective _____(Date).

Executive Director

Date

TRANSPORTATION DISADVANTAGED SERVICE PLAN UPDATE OR AMENDMENT TABLE

Please indicate by placing an "X" by the area(s) that is being updated/amended.

_____AMENDMENT	_____UPDATE
LOCAL COORDINATING BOARD MEMBERSHIP CERTIFICATION	_____
ROLL CALL VOTING SHEET	_____
I. DEVELOPMENT PLAN	
INTRODUCTION OF SERVICE AREA	
Background of TD Program	_____
Community Transportation Coordinator Designation Date/History	_____
Organization Chart	_____
Consistency Review of Other Plans	_____
Public Participation	_____
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Population/Composition	_____
Employment	_____
Major Trip Generators/Attractors	_____
Inventory of Available Transportation Services	_____
SERVICE ANALYSIS	
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Vehicle Inventory	_____
System Safety Program Plan Certification	_____

Intercounty Services	_____
Emergency Preparedness and Response	_____
Education Efforts/Marketing	_____
Acceptable Alternatives	_____
Service Standards	_____
Local Complaint and Grievance Procedure/Process	_____
Community Transportation Coordinator Monitoring Procedures For Operators And Coordination Contractors	_____
Coordination Contract Evaluation Criteria	_____

COST/REVENUE ALLOCATION AND RATE STRUCTURE JUSTIFICATION

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Rate Model Worksheets	_____

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GLOSSARY OF TERMS

**COLLIER COUNTY
TRANSPORTATION DISADVANTAGED SERVICE PLAN**

MAJOR UPDATE

FY 2023/24 – FY 2027/28

PENDING LCB APPROVAL

October 4, 2023

Prepared for:

The Collier County Metropolitan Planning Organization

In Coordination with:

Collier County Local Coordinating Board for the Transportation Disadvantaged

&

Collier County Public Transit and Neighborhood Enhancement Division



Prepared By:



Capital Consulting Solutions, LLC

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Local Coordinating Board Membership Certification

Name: Collier County Metropolitan Planning Organization

Address: 2885 Horseshoe Dr. S, Naples, FL 34104

The Metropolitan Planning Organization/Designated Official Planning Agency named above hereby certifies the following:

1. The Membership of the Local Coordinating Board, established pursuant to Rule 41- 2012(3), FAC, does in fact represent the appropriate parties as identified in the following list:
2. The membership represents, to the maximum extent feasible, a cross-section of the local community.

Signature: _____
Anne McLaughlin, Executive Director

Date: _____

REPRESENTATION	MEMBER	ALTERNATE	TERM
Chair	Tony Pernas		
Elderly	Vacant		
Citizens Advocate/Non-User	Eileen Streight		3/12/2021-3/12/2024
Citizens Advocate/User	Dylan Vogel		10/14/22-10/14/25
Veteran Services	Oscar Gomez	Lilith Sileika	
Fla. Assoc. for Community Action	Cheryl Burnham	Pa Houa Lee-Yang	
Public Education	Waiting for Replacement	Dan Lammers	
Dept. of Transportation	Missiel Da Silva	Candice Monroy; Dale Hanson	
Dept. of Children & Families	Tabitha Larrauri		
Dept. of Education	Robert Richards	Lisa O’Leary	
Dept. of Elder Affairs	Sarah Gualco		
Agency for Health Care Adm	Michael Stahler	Signe Jacobson	
Transportation Industry	Vacant		
Disabled	Vacant		
Local Medical Community	Gabrielle Galanti		
Regional Workforce Board	Carmen Henry		
Agency, Persons with Disabilities	Leah Watson		
Children at Risk	Brett Nelson		

Roll Call Vote

Approval of Collier County’s
Transportation Disadvantaged Service Plan Major Update

MEMBER	REPRESENTING	YES	NO	ABSENT
Tony Pernas	Chair			
Eileen Streight	Citizens Advocate/Non-User			
Dylan Vogel	Citizens Advocate/User			
	Veteran Services			
Cheryl Burnham	Fla. Assoc. for Community Action			
Dan Lammers	Public Education			
	Dept. of Transportation			
Tabitha Larrauri	Dept. of Children & Families			
Robert Richards	Dept. of Education			
Sarah Gualco	Dept. of Elder Affairs			
Michael Stahler	Agency for Health Care Administration			
Gabrielle Galanti	Local Medical Community			
Carmen Henry	Regional Workforce Board			
Leah Watson	Agency, Persons with Disabilities			
Brett Nelson	Children at Risk			

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

We further certify that the rates contained herein have been thoroughly reviewed, evaluated, and approved. This Transportation Disadvantaged Service Plan was reviewed in its entirety and approved by the Board at an official meeting held on **October 4, 2023**.

Approved by the Local Coordinating Board (LCB):

Tony Pernas, City of Everglades City, LCB Chair

Date

Approved by the Commission for the Transportation Disadvantage (CTD):

David Darm, Executive Director CTD

Date

Development Plan

Introduction to the Service Area

Background of the Transportation Disadvantaged Program

Florida's Transportation Disadvantaged (TD) program was created in 1979 and re-enacted in 1989. The 1989 act created the Florida Transportation Disadvantaged Commission (currently the Florida Commission for the Transportation Disadvantaged) to enhance local participation in the planning and delivery of coordinated transportation services through the creation of local coordinating boards (LCBs) and Community Transportation Coordinators (CTCs). Local planning organizations assist the Commission and Local Coordinating Boards (LCBs) in implementing the TD program in designated service areas.

CTCs are business units or local public transportation providers that are responsible for providing or arranging the delivery of transportation services to the TD population. TD are “those persons who because of physical or mental disability, income status, or age are unable to transport themselves or 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 s. 411.202, Florida Statutes.” Section 427.011, Florida Statutes.

The designated CTC may provide all trips as a sole source, or the CTC may provide some trips and subcontract some (partial brokerage). The CTC may also function as a complete brokerage subcontracting all trips to approved operators.

The Commission provides financial support to the CTCs utilizing the Transportation Disadvantaged Trust Fund. Funds are for the purpose of reimbursing the CTC for a portion of the cost of each passenger trip provided to eligible non-sponsored transportation disadvantaged individuals, or for equipment to be utilized in the designated service area.

The Trust Fund is appropriated by the Legislature on an annual basis. The Commission then allocates a portion of the funds to each of Florida CTC utilizing a formula that considers the following:

- Performance - passenger trips and passenger miles
- Need – present of the population that are seniors, persons with disabilities, or low income.
- Equity – equal share to each county

In its role as the Designated Official Planning Agency (DOPA), the Collier Metropolitan Planning Organization (MPO) is responsible for recommending a CTC for Collier County, which it first did in 1999 when it recommended that the Collier County Board of County Commissioners (BCC) serve as the CTC. The BCC accepted the recommendation in 1999 and in subsequent years. More recently, in March 2023, the Florida Commission for the Transportation Disadvantaged approved the Collier MPO’s recommendation to re-designate the Collier BCC as the CTC for the period July 1, 2023, through June 30, 2028.

CTC Designation and History

In August 1999, the Board of County Commissioners adopted the Public Transportation Development Plan (PTDP) and agreed to become the governing agency for transit in Collier County. The Public Transportation

Operating Plan (PTOP) was adopted by the MPO in December 2000 and by the Collier County Board of County Commissioners in January 2001.

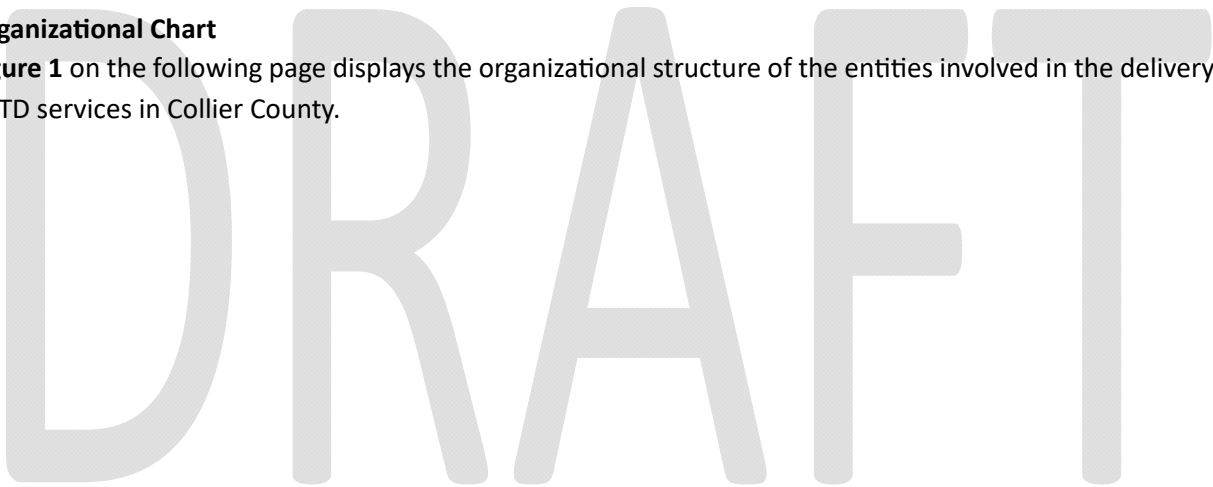
At the time of its governing agency designation (by what was then known as the Naples MPO), transportation services in Collier County consisted of privately operated trolleys that catered to tourists during the winter season in Naples and Marco Island and a network of paratransit providers serving the transportation disadvantaged.

The County introduced its first fixed route service in 2001 and currently operates 16 fixed routes, Americans with Disabilities (ADA) paratransit, and TD services.

As previously described, The Collier County BCC has served as the CTC for Collier County since it became the transit agency governing body in 1999. Working on behalf of the BCC, the Collier County Public Transit and Neighborhood Enhancement Division manages and coordinates all operational services.

Organizational Chart

Figure 1 on the following page displays the organizational structure of the entities involved in the delivery of TD services in Collier County.



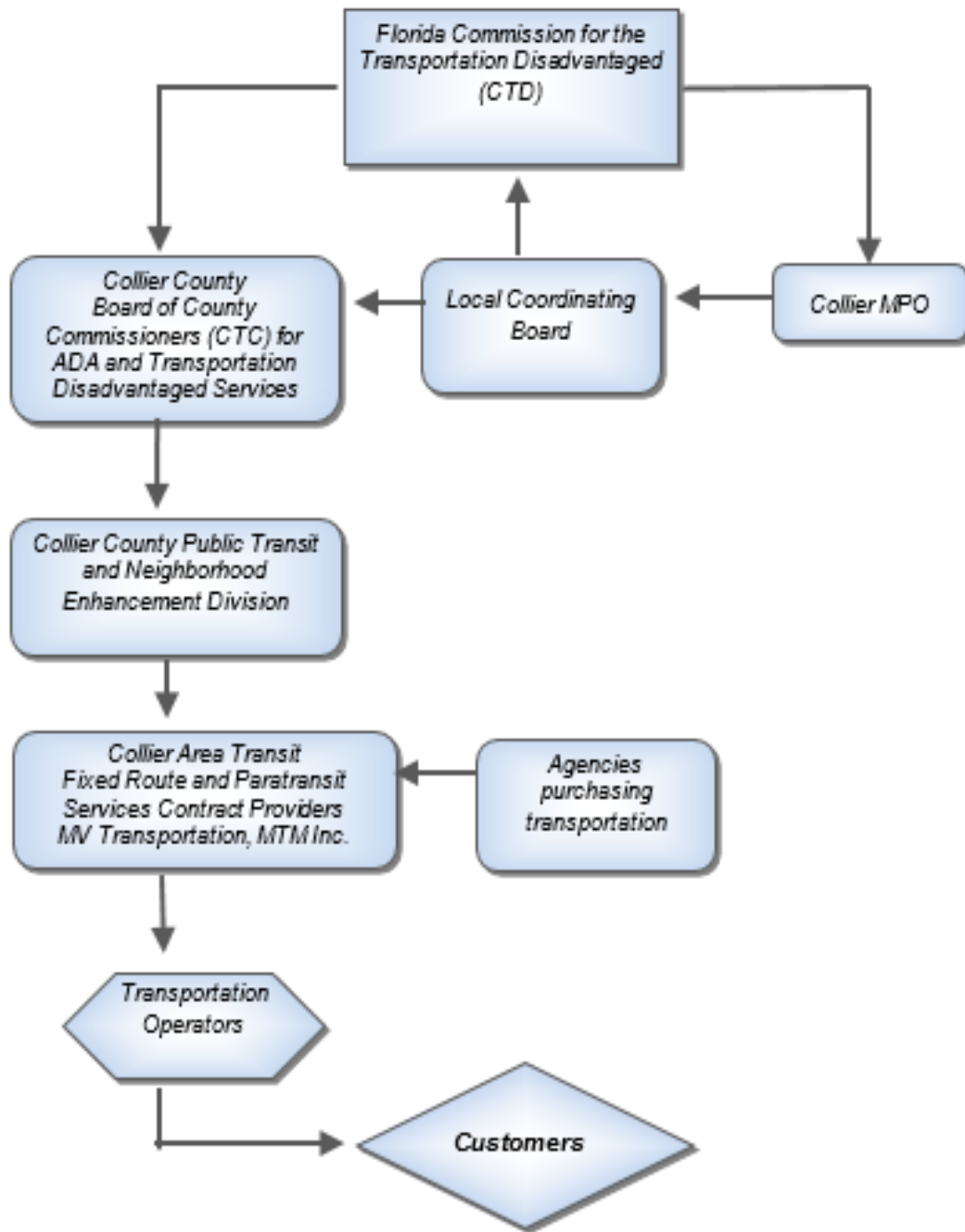


Figure 1: Organizational Structure for TD Service Delivery

Consistency Review of Other Plans

Other plans reviewed during the preparation of this TDSP are listed below along with some examples of language included in the plans that are supportive of TDSP initiatives.

Collier County Growth Management Plan

Policy 10.2: The County shall continue to improve transit services for the transportation disadvantaged in rural areas through the Community Transportation Coordinator (CTC).

Objective 12: Encourage the efficient use of transit services now and in the future.

Policy 12.1: The Collier Metropolitan Planning Organization, through the Transportation Disadvantaged Program, shall assist the local community transportation coordinator in the implementation of the most efficient and effective level of service possible for the transportation disadvantaged. The Transportation Disadvantaged Program shall be implemented through the County's regular bus system.

Policy 12.2: The County Transportation Division and the Collier Metropolitan Planning Organization shall coordinate the development and maintenance of transit development plans with the Florida Department of Transportation.

Policy 12.3: Collier County shall be the managing authority of the Collier Area Transit (CAT) system.

Policy 12.7: Following the adoption of any transit development plan, the County shall initiate the development of transit right-of-way and corridor protection strategies, including ordinances and policy additions.

Objective 13: Evaluate the creation of a separate Transit Element to give alternative means of transportation equal treatment within the Growth Management Plan.

Policy 13.1: The County may develop a Transit Element, a Transit Sub-Element within this Transportation Element or incorporate alternative means of transportation into the Growth Management Plan through other appropriate modifications, based upon the conclusion of the November 2011 Mater Mobility Plan.

Source: Collier County Growth Management Plan, Transportation Element as of Ordinance No. 2017-25 adopted June 13, 2017.

City of Marco Island 2040 Comprehensive Plan (Adopted October 4, 2021)

Policy 1.6.1: The City of Marco Island will collaborate with Collier Area Transit (CAT) to determine the viability and cost-benefit of enhanced public transit services and programs.

Policy 1.6.2: When considering changes in land use densities and transportation programs, the City shall evaluate the effect and opportunities for public transportation services.

Policy 1.6.3: The City shall coordinate with public and private transit agencies to ensure adequate transit capacity to meet public transit demand and actively identify improvements and enhancements needed by the system.

Policy 1.6.4: The City shall coordinate with CAT and the MPO on the Transit Development Plan and to further the use of public transit through promotion of schedules, employer incentives, and other transportation tools as may be desired.

City of Naples Comprehensive Plan (June 14, 2023)

Objective 8: Continue to coordinate with the Collier MPO to evaluate the potential for the development of an efficient multimodal transportation system and mechanisms to reduce the reliance on private motor vehicles.

Policy 8-1: Provide support data and analysis to the Collier MPO as necessary to assist in the development of a public transportation system.

Policy 8-2: Assist the Collier MPO in programs that promote alternative modes of transportation and encourage reducing the use of private automobiles and vehicle trips.

Collier Area Transit Ten-Year Transit Development Plan, 2021-2030 (October 2020)

Objective 1.1: Improve efficiency, quality, and level of service to adequately serve residents and visitors while increasing the economic vitality of transit in the county.

Initiative 1.2.2: Install and maintain bus stop amenities according to an ADA-compliant Passenger Amenities Program and Bus Stop Amenities Guidelines.

Initiative 1.2.3: Install a minimum of 10 covered, ADA-compliant, accessible bus stop shelters per year.

Initiative 1.4.3: Coordinate with the CAT Connect paratransit program to identify and target areas with high TD ridership and lower density of demand and develop programs to shift TD riders to mobility on demand for a solution with connections to the fixed-route network.

Initiative 1.4.4: Require local governments and FDOT to provide accessible sidewalks, bus stops, and other bus stop improvements within roadway projects and all new developments.

Objective 6.1: Develop ongoing processes to measure and monitor service quality.

Initiative 7.1.4: Annually seek to identify and obtain available alternative revenue sources for the provision of new and improved transit services.

Collier MPO 2045 Long Range Transportation Plan (Approved December 11, 2020)

Goal 6: Increase the Safety of the Transportation System for Users.

Objective: Ensure adequate bicycle and pedestrian facilities are incorporated into new highway and transit projects.

Goal 7: Promote Multimodal Solutions.

Objective: Improve frequency and reliability of public transit service routes and improve access to park-and-ride lots.

Goal 8: Promote the Integrated Planning of Transportation and Land Use.

Objectives:

Coordinate with local governments and partner agencies to ensure transportation plans and programs support local land use plans and a sustainable transportation system.

Assure that local growth management objectives are reflected in transportation plans and programs.

Assure that transportation plans and projects promote economic sustainability for the County.

Goal 9: Promote Sustainability in the Planning of Transportation and Land Use.

Objectives:

Improve the sustainability of communities through increased access to affordable housing and centers of employment and reduced automobile dependency.

Ensure that transportation system improvements are equitable and fair to all residents of the County.

Engage a diverse public in the development of the region's transportation system.

Strategic Regional Policy Plan by the Southwest Florida Regional Planning Council (Adopted September 15, 2011)

Goal 5, Livable Communities – Transportation: Livable communities designed to affect behavior, improve quality of life and responsive to community needs.

Strategy: Promote through the Council's review function a good environment for driving, walking, bicycling, and public transit using a highly connected network of public streets, green space, and community centers.

Action 4: Review Comprehensive plans and land development regulations for incentives to develop and redevelop using mixed uses, higher densities, shared parking; and improved vehicular, mass transit, pedestrian and bicycle access and travel, as well as providing a variety of affordable residential densities and types.

Strategy: Encourage local governments and the private sector to implement travel demand management polices and actions to relieve traffic congestion, improve air quality and reduce energy consumption.

Action 1: In conjunction with the MPOs and transit providers, work to identify residential communities linked with job centers through transit or through carpooling, or other high-occupancy vehicle modes of transportation.

Goal 1, Regional Transportation Element: Construct an interconnected multimodal transportation system that supports community goals, increases mobility, and enhances Southwest Florida's economic competitiveness.

Strategy: Promote Smart Growth where residential communities are linked with job centers through transit, carpooling, or other high occupancy vehicle transportation.

Action 1: In cooperation with transit providers and other governmental and private entities, seek long-term, dedicated funding sources for use for improving and expanding the transit system.

Goal 4, Regional Transportation Element: Assist as needed in the development of a cost-effective and financially feasible transportation system that adequately maintains all elements of the transportation system to better preserve and manage the Region's urban and non-urban investment.

Strategy: Assist in the development of land use plans and policies that assess the potential for adverse impacts on transportation facilities and protect investment in transportation infrastructure.

Action 2: Assist FDOT, local government, and the MPOs in designing plans that connect and serve urban communities with an efficient, transit-oriented, and multi-modal transportation system.

Strategy: Implement new financing alternatives to overcome the shortfall of transportation funding.

Action 1: Assist transit providers and other governmental and private entities should[sic] seek long-term, dedicated funding sources for use for improving and expanding the transit system.

2060 Florida Transportation Plan (December 2010)

Goal: Make transportation decisions to support and enhance livable communities.

Goal: Provide a safe and secure transportation system for all users.

Goal: Maintain and operate Florida's transportation system proactively.

Goal: Improve mobility and connectivity for people and freight.

Public Participation

The powers and duties of Local Coordinating Boards (Section 427.0157, Florida Statutes) include the development of local service needs and the provision of information, advice, and direction to the CTC on

the coordination of services to be provided to the transportation disadvantaged. The members of Local Coordinating Boards (LCBs) are appointed by the applicable MPO or designated official planning agency. LCBs are required to meet at least quarterly and shall:

1. Review and approve the coordinated community transportation disadvantaged service plan, including the memorandum of agreement, prior to submittal to the commission.
2. Evaluate services provided in meeting the approved plan.
3. In cooperation with the community transportation coordinator, review and provide recommendations to the commission on funding applications affecting the transportation disadvantaged.
4. Assist the community transportation coordinator in establishing eligibility guidelines and priorities regarding the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust Fund money.
5. Review the coordination strategies of service provision to the transportation disadvantaged in the designated service area.
6. Evaluate multicounty or regional transportation opportunities.
7. Work cooperatively with local workforce development boards established in Chapter 445 to aid in the development of innovative transportation services for participants in the welfare transition program.

Membership of the LCB is defined as follows (41-2.012, Florida Administrative Code):

- Chairperson who is an elected official from a county served by the LCB.
- Local representative of the Florida Department of Transportation.
- Local representative of the Florida Department of Children and Family Services.
- Local representative of the Public Education Community which could include, but not be limited to, a representative of the District School Board, School Board Transportation Office, or Head Start Program in areas where the School District is responsible.
- Local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education.
- Person recommended by the local Veterans Service Office representing the veterans of the county.
- Person who is recognized by the Florida Association for Community Action (President), representing the economically disadvantaged in the county.
- Person over sixty representing the elderly in the county.
- Person with a disability representing the disabled in the county.
- Two citizens advocate representatives in the county; one must be a person who uses the transportation service(s) of the system as their primary means of transportation.
- Local representative for children at risk.
- Chairperson or designee of the local mass transit or public transit system's board, except in cases where they are also the Community Transportation Coordinator.
- Local representative of the Florida Department of Elderly Affairs.

- Experienced representative of the local private for-profit transportation industry. In areas where such a representative is not available, a local private non-profit representative will be appointed, except where said representative is also the Community Transportation Coordinator.
- Local representative of the Florida Agency for Health Care Administration.
- Local representative of the Agency for Persons with Disabilities.
- Representative of the Regional Workforce Development Board established in chapter 445, F.S.
- Representative of the local medical community, which may include, but not be limited to, kidney dialysis centers, long-term care facilities, assisted living facilities, hospitals, local health departments, or other home and community-based services, etc.

The LCB meets on a quarterly basis at accessible locations open to the public. In addition to the LCB membership, other transportation partners, including transportation-disadvantaged passengers and human service and community-based organizations, are notified of the meetings.

Throughout the year, the MPO provides a variety of opportunities to share information and gain input from the public (and regional partners) regarding its projects and initiatives. Examples of staff activities include holding an annual public workshop to provide information on the TD program and solicit input from the public and users of the TD service, information booths at various public meetings, , FDOT- and FHWA-sponsored Civil Rights training, joint regional meetings with the Lee County MPO and the Lee County Technical Advisory Committee, and various meetings held by the Cities of Naples, Marco Island and Everglades City.

The MPO actively tracks and responds to all public comments and inquiries received via email or phone and will continue to monitor annually to see if any changes to the process are needed to improve its public involvement efforts.

In accordance with the Collier MPO's Public Participation Plan, the adoption date and opportunity to comment for the TDSP Major Update was advertised on transit vehicles. Flyers were also sent to the MPO's database of transportation-disadvantaged contacts that include dialysis centers, nursing homes, day centers, and public gathering locations. The draft TDSP Major Update was posted to the MPO's website for a 30-day public comment period, which was advertised by legal ad, press release, list-serve email notification, and an article on the MPO's website. Notification of the public comment period and adoption date was distributed to the MPO's public involvement agencies. The draft document was sent to LCB members, the Florida Department of Transportation, and the Southwest Florida Regional Workforce Development Board for review and comment. Representatives from Capital Consulting Solutions, LLC attended LCB meetings on September 6 and October 4, 2023, to present the draft and final document and address questions from LCB members and members of the public. The draft document was also presented to The Public Transportation Advisory Committee, the Technical Advisory Committee, and the Citizens Advisory Committee.

Service Area Profile/Demographics

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 18th largest by total population. Naples, Everglades City, and Marco Island are the County’s three incorporated areas.

Land Use

As shown in the green areas in **Figure 2** below, a significant portion of Collier County is protected conservation land, the largest area being Big Cypress National Preserve. As a result, commercial and residential development is generally located along the coastline, in the Northwestern, and Central Western portions of the County, while much of the North Central area surrounding Immokalee is designated agricultural.

Dense environments such as those seen in Western Collier County are generally conducive to the provision of public transportation services. The desirability of these coastal locations has increased housing prices forcing many residents to live further from employment, healthcare, and other services, which strains the County’s transportation systems.

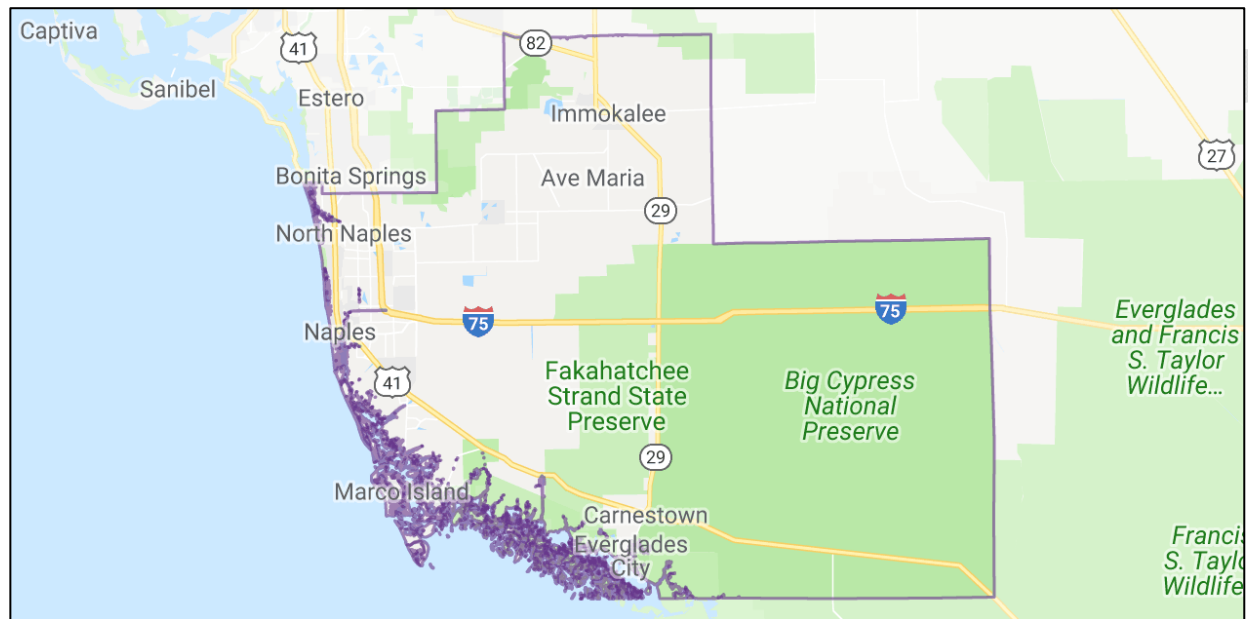


Figure 2: Land Use Map of Collier County

Population/Composition

Table 1 below shows population estimates, growth, and density for Collier County as compared to the state of Florida. Between the 2010 and 2020 decennial census years, Collier County’s population growth grew by 16.94 percent, which was slightly greater than the population growth rate for the state of Florida. Collier County’s growth rate has continued to exceed the statewide rate by a couple of percentage points through 2022 according to the U.S. Census Bureau’s population estimates.

Table 1: Population and Population Density

Area	Population (2020)	Population (2021 ACS 5-Year Estimate)	Population (2022 Estimate)	Population Growth Percentage (2020 Population - 2021 ACS 5-Year Estimates)	Population Growth Percentage (2020 - 2022 Estimate)	Land Area (sq. miles)	Density - 2021 Estimate (Population per sq miles)
Collier County	375,752	385,980	397,994	2.65	5.92	1,998.8	199.1
Florida	21,538,187	21,781,128	22,244,823	1.12	3.28	53,633.7	414.8

Sources: U.S. Census Bureau - 2020 Population Data, ACS 2021 Population Estimate, QuickFacts 2022 Population Estimate; and U.S. Census Bureau, State of Florida, and Collier County Profiles used for obtaining land area.

With one exception, the population age distribution in Collier County is somewhat similar to the State of Florida. The population aged 65 years and older is approximately 12 percent higher than the same age group statewide. In each of the other age group categories, the difference is no more than 4.6 percent as shown in **Table 2**.

Table 2: Population Age Distribution, 2021

Percentages of Age Cohorts (Years)				
Area	0-19	20-34	35-54	65+
Collier County	19.0%	14.0%	21.2%	32.0%
Florida	22.2%	18.6%	25.1%	20.4%

Source: U.S. Census Bureau, 2021 American Community Survey 5-Year Estimates

As shown in **Figure 3** on the following page, the census block groups with the highest concentration of Collier County residents ages 65 years and older are in the northern portion of the County bordering Lee County, and in areas that are west of I-75. Several small-block groups in the Naples and Marco Island areas represent a high concentration of this population.

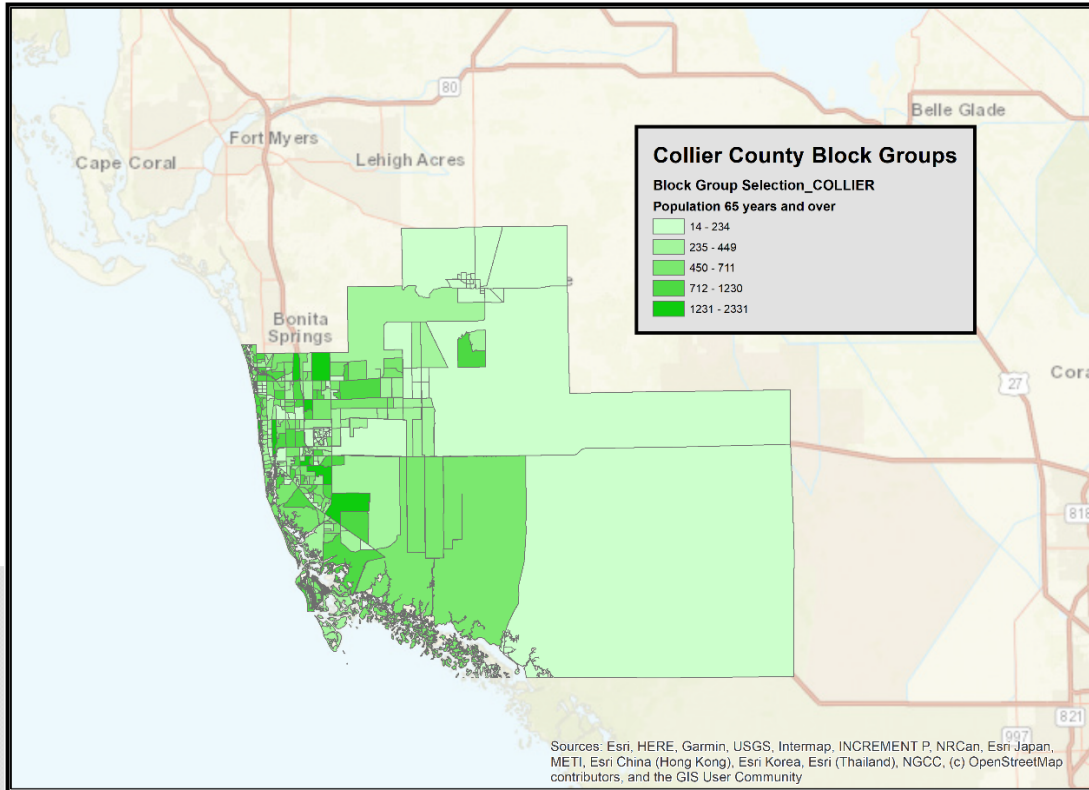


Figure 3: Collier County Residents 65 years and Older

Household Income

Table 3 displays the annual household income distribution for Collier County as compared to Florida in 2021. The most significant difference in household income distribution is the income category of households earning \$75,000 or more per year. Collier County is 3.7 percent higher in this category compared to the state of Florida. All other household income categories are within 1-2 percentage points of the state average.

Table 3: Annual Household Income Distribution, 2021

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+
Population	1,891	14,202	19,217	21,057	21,872	29,260
Percentage	1.8%	13.2%	17.9%	19.6%	20.3%	27.2%
Florida						
Population	111,738	1,094,949	1,292,493	1,481,229	1,498,771	1,689,013
Percentage	1.6%	15.3%	18.0%	20.7%	20.9%	23.5%

*Population included is 16 years or older.

Source: U.S. Census Bureau, 2021 American Community Survey 5-Year Estimates

Figure 4 below displays the population of individuals whose income in the past 12 months is below the federal poverty level in Collier County. A high concentration of Several block groups is seen to be in the northeast portion of the County. There are also a few block groups that have a concentration of low-income residents in south Collier County south and east of U.S. 41.

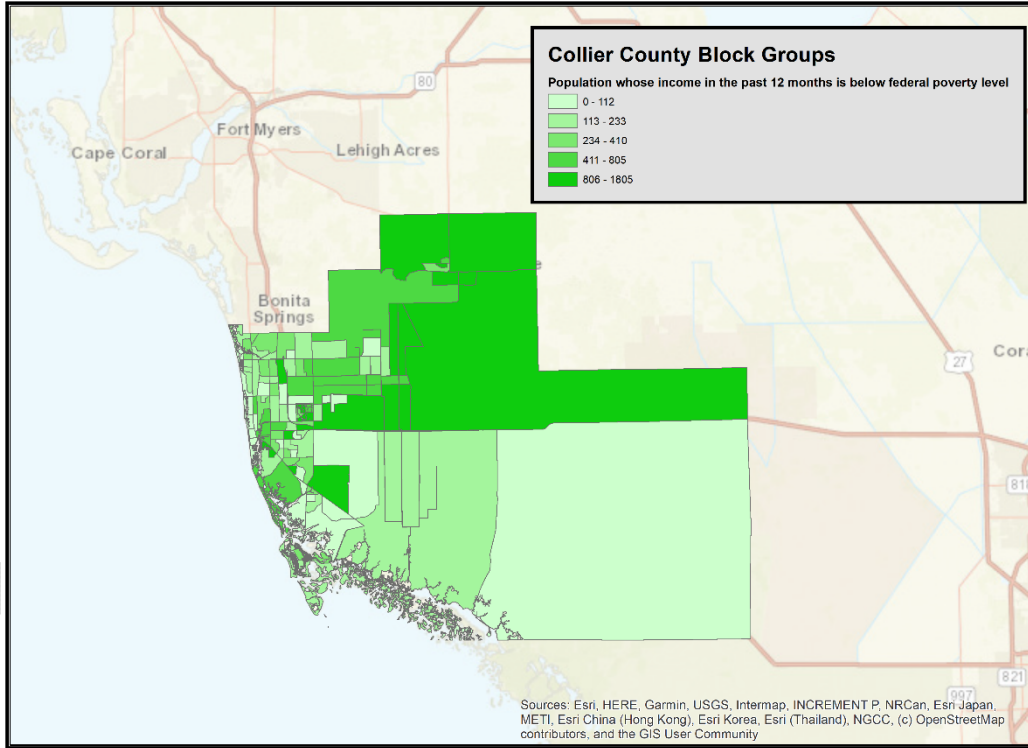


Figure 4: Collier County Residents Living Below the Federal Poverty Level

DRAFT

Disability Characteristics

Figure 5 on the following page displays the population of Collier County residents who are living with a known disability in each of Collier County’s U.S Census block groups. The distribution generally corresponds with density patterns for residents ages 65 years and older. Several block groups are in the northern portion of Collier County bordering Lee County and East of I-75. There is also a concentrated amount of representation for the disabled population in the central, urbanized area of Collier County and in the Naples and Marco Island.

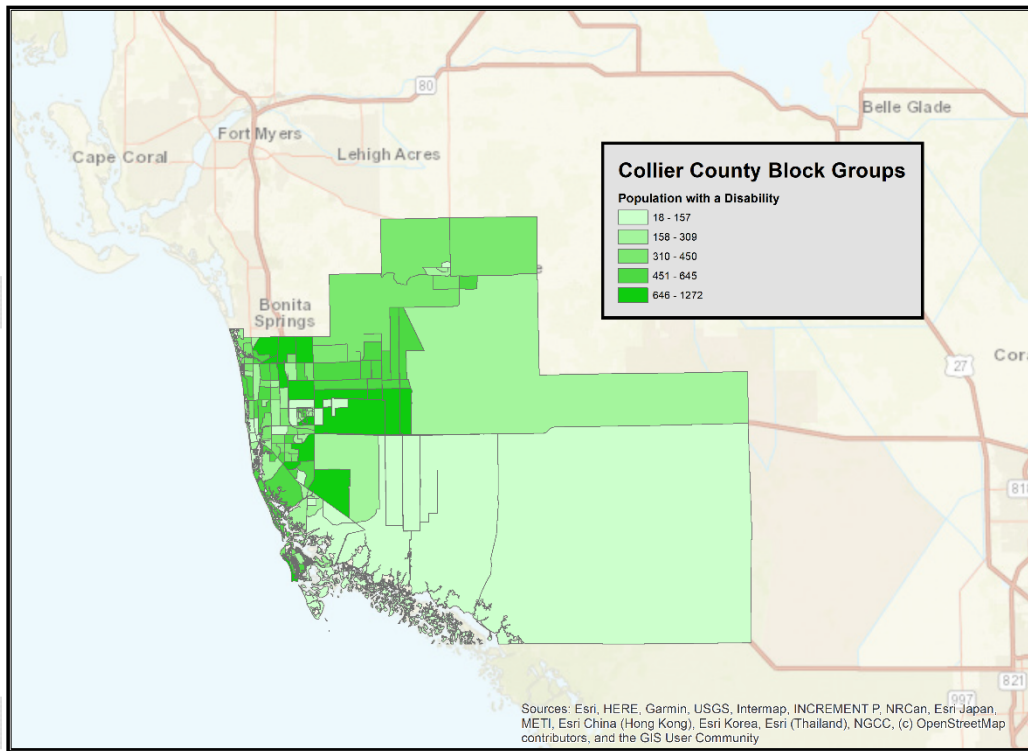


Figure 5: Collier County Residents with a Disability

Employment Characteristics

As shown in **Table 4**, Collier County has an unemployment rate of 2.2 percent which is slightly lower than the rate seen across the State of Florida. The unemployment rate for Collier County along with the State of Florida have seen slight improvement in this category since last reported in 2018, when the unemployment rate was recorded at 3.1 percent and 3.4 percent respectively.

Table 4: Employment Characteristics for Collier County, 2021

Area	Percentage of Labor Force Employed	Percentage of Labor Force Unemployed	Percentage of Population not in Labor Force
Collier County	50.4%	2.2%	47.4%
Florida	55.9%	3.1%	40.6%

**Population included is ages 16 years and older
Source: U.S. Census Bureau, 2021 American Community Survey 5-Year Estimates*

Largest Employers

As shown in Table 5, Collier County's largest employer is Publix Supermarkets. Other employers that have a large presence in Collier County provide and specialize in a diverse group of services such as retail/grocery, government, hospitality, and manufacturing.

Table 5: Collier County's Top 10 Largest Employers, 2021

Employer	Industry	Total Employees
Publix Supermarkets	Retail Trade	9,768
NCH Healthcare System	Healthcare	8,159
Walmart	Retail Trade	7,286
Collier County School District	Educational Services	5,756
Collier County Government	Public Administration	5,173
Arthrex	Manufacturing	4,087
Marriott International	Hospitality	3,620
McDonalds	Restaurant	2,613
Home Depot	Retail Trade	2,497
Winn-Dixie	Retail Trade	1,899

Source: Top 100 employers. Florida Gulf Coast University. (n.d.).

<https://www.fgcu.edu/cob/reri/resources/top-100>

Figure 6 on the following page displays the employment characteristics of Collier County's workforce as it relates to the industry sectors. The top industry sectors in Collier County are professional and business service, trade/transportation/utilities, and financial activities which include approximately 25.4, 15.1, and 14.1 percent respectively for the employment of Collier County's residents. An ever increasing demand during the seasonal months in Collier County can prove to become challenging to meet the mobility needs of many residents that depend on the hospitality and retail sectors. These sectors often experience a surge due to the increasing demand as part-time residents of Collier County return during this period. Similarly, workers in the healthcare and education sector often travel during off-peak hours to widely dispersed locations. For example, Collier County's fourth largest employer, Collier County School District, has approximately 73 Schools dispersed around the County.

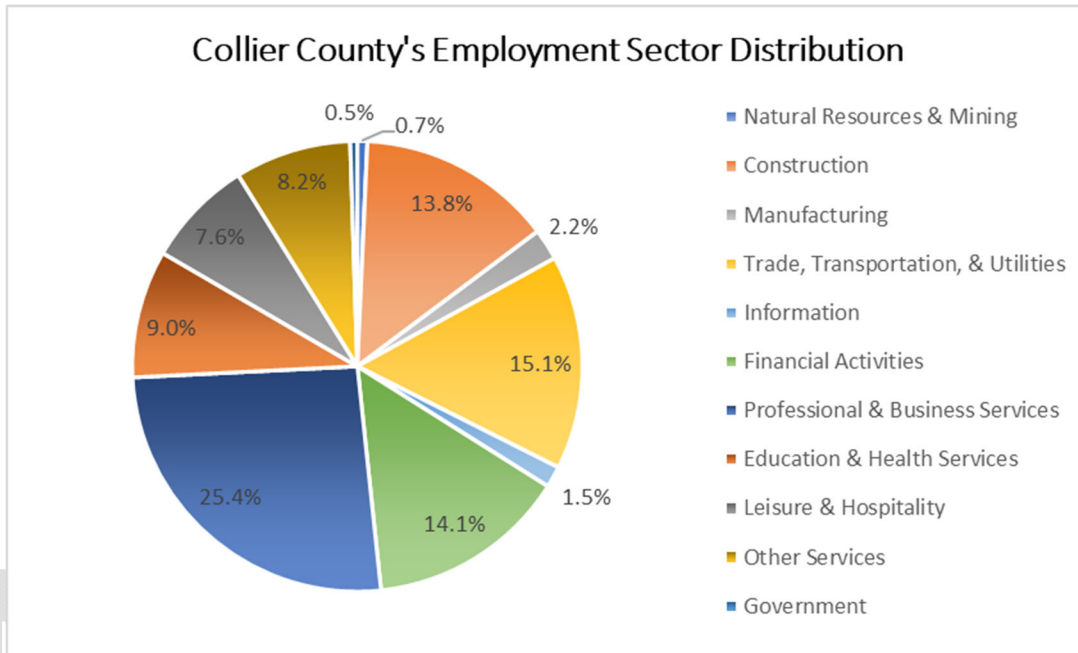


Figure 6: Employment Sector Distribution

Source: Florida Legislature, Office of Economic and Demographic Research, June 2023

As seen in **Table 6**, the highest average salaries in Collier County are from the Information and Financial Activities sectors. The leisure and hospitality sectors are reported to be the lowest paying sector in Collier County but can also be the most demanding during the seasonal months for many of its workers. When looking further Collier County is comparable to the State of Florida salary averages for each respective sector with the financial sector being the largest difference at approximately 24.3 percent.

Table 6: Average Wages by Major Industry, June 2023

Industry Type	Collier County	Florida
Natural Resources & Mining	\$36,542	\$42,128
Construction	\$58,139	\$59,088
Manufacturing	\$61,985	\$69,997
Trade, Transportation, & Utilities	\$56,278	\$53,762
Information	\$105,319	\$104,461
Financial Activities	\$124,165	\$93,945
Professional & Business Services	\$75,546	\$74,787
Education & Health Services	\$61,785	\$59,043
Leisure & Hospitality	\$36,370	\$31,029
Other Services	\$42,116	\$44,107
Government	\$61,681	\$61,210

Source: Florida Legislature, Office of Economic and Demographic Research, June 2023

Housing Classification and Patterns

As previously described, a large portion of Collier County consists of protected land, so housing has largely been concentrated in the area west of Collier Blvd (CR 951) until recently. Growth is occurring more rapidly in the area east of Collier Blvd, including Golden Gate Estates, Ave Maria, and the Rural Lands Stewardship Area, where housing costs are lower but remain unaffordable for many residents.

Employment remains concentrated west of Collier Blvd. Due to the desirability of coastal property, land values, and high housing costs continue to pose a challenge to area employers who report difficulty hiring and retaining employees due to a lack of affordable housing in the area. A 2017 study by the Urban Land Institute (ULI) and the County's 2017 Community Housing Plan reported that two out of five households in Collier County were cost-burdened (paying more than 30% of income toward housing) and one out of five were severely cost burdened (pay more than 50% of income toward housing). Neither the 2017 ULI study nor the County's 2017 Community Housing Plan has been updated; however, there is a growing awareness that the lack of affordable housing in the region has worsened since the height of the COVID-19 pandemic (2019-2021) and housing costs have increased following the devastation caused by Hurricane Ian in 2022. The lack of affordable housing impacts a significant number of 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.

Education Profiles

In addition to Collier County colleges and universities listed in **Table 7** below, there are several technical training institutions and programs that feature curriculums focused on a specialization ranging from aerospace, computer science, early childhood education, auto repair, and accounting to name a few. Technical training is available at Lorenzo Walker Technical College located in Naples and the northern part of the county is served by Bethune Education Center and Immokalee Technical College.

Table 7: Names and Locations of Local Colleges and Universities

Institution	Location
Ave Maria University	Ave Maria
Florida Gulf Coast University	Ft. Myers
Florida Southwestern State College	Ft. Myers/Naples
Hodges University	Ft. Myers/Naples
Keiser University	Ft. Myers/Naples
Nova Southeastern Univeristy	Ft. Myers

Table 8 displays the educational attainment of Collier County residents. While 1.3 percent of residents have less than a 9th-grade education as compared to the state average, approximately 6.4 percent more have a bachelor's, graduate, or professional degree than the state average.

Table 8: Percentages of Educational Attainment

Education Attainment Level	Collier County	Florida
Less than 9th Grade	5.7%	4.4%
Some High School, No Diploma	4.8%	6.6%
High School or Equivalent	26.3%	27.9%
Some College, No Degree	16.9%	19.5%
Associate’s Degree	8.4%	10.1%
Bachelor’s Degree	22.4%	19.8%
Graduate or Professional Degree	15.5%	11.7%

**Population included is ages 25 years and older*

Source: U.S. Census Bureau, 2021 American Community Survey 5-Year Estimates

Automobile Ownership and Travel Characteristics

According to the Census Bureau’s American Community Survey 5-year estimates, only about 7,135 households in Collier County reported not owning vehicles while approximately 95.4 percent of residents reported that they have one or more vehicles available in the household. Collier County is slightly higher than the statewide average in this category by 1.4 percent as shown in **Table 9**.

Table 9: Household Vehicle Availability, 2021

Household Vehicle Availability				
Area	None	Percent of Total	One or More	Percent of Total
Collier County	7,135	4.6%	146,576	95.4%
Florida	489,117	6.0%	7,668,303	94.0%

Source: U.S. Census Bureau, 2021 American Community Survey 5-Year Estimates

Overall, Collier County commuters travel a shorter time to work than the average Florida commuter. It is estimated that approximately 64 percent of the County’s commuters travel less than 30 minutes to work as compared to the state estimates of 57 percent. Only 36 percent of Collier County residents have commutes of more than 45 minutes as compared to 42.6 percent across Florida as shown in **Table 10**.

Table 10: Travel to Work – Commute Times, 2021

Area	<10 min	10-19 min	20-29 min	30-44 min	45-59 min	60+ min
Collier County	9.9%	29.1%	25.1%	22.9%	7.4%	5.5%
Florida	8.9%	25.9%	22.4%	24.8%	9.4%	8.4%

**Population of workers that are aged 16 years and older who did not work from home*

U.S. Census Bureau, 2021 American Community Survey 5-Year Estimates

Travel Mode

Table 11 represents the travel mode utilized by Collier County commuters. Slightly fewer commuters in Collier County choose to drive alone to work that the state average - 74.8 percent- compared to 76.1 percent. Collier County had more individuals that carpool/vanpool by 2.2 percent compared to the state average. In comparison to the 2012-2016 5-year estimates, Collier County commuters utilized public transportation less by two percent and it is currently the most underutilized mode of transportation as

shown in the table below. The decline coincides with the COVID pandemic, during which public transportation ridership declined nationally and working from home became more prevalent. Collier County experienced a 2.9 percent increase in the number of workers who reported working from home in 2021 compared to the 7.3 percent of workers in the 2012-2016 timeframe.

Table 11: Mode of Travel to Work, 2017-2021 5-year Estimates

Area	Drive Alone	Carpool/Vanpool	Public Transportation	Walk	Other Means	Work at Home
Collier County						
Population	116,486	17,442	1,090	1,402	2,803	15,884
Percent	74.8%	11.2%	0.7%	0.9%	1.8%	10.2%
Florida						
Population	7,370,617	872,836	135,775	126,076	174,567	960,120
Percent	76.1%	9.0%	1.4%	1.3%	1.8%	9.9%

**Population of Workers that are aged 16 years and older*

Source: U.S. Census Bureau, 2021 American Community Survey 5-Year Estimates

Inter-County Commuter Flows

As shown in **Table 12** below, for the period 2016-2020 the highest number of inter-county commute trips occurred between Collier and Lee County. Although there were significant percentage increases and decreases in several of the counties analyzed (i.e., Hendry, Broward, and Miami-Dade Counties), as compared to the total number of commuters, the changes remain relatively small.

Table 12: Inter-County Commute Patterns

Commuter Flow 2011-2015			Commuter Flow 2016-2020			4-YR
From	To	Total	From	To	Total	Total % Change
Collier County	Collier County	123,478	Collier County	Collier County	139,140	12.7%
Collier County	Lee County	9,456	Collier County	Lee County	10,912	15.4%
Collier County	Hendry County	567	Collier County	Hendry County	337	-40.6%
Collier County	Broward County	364	Collier County	Broward County	211	-42.0%
Collier County	Miami Dade County	504	Collier County	Miami Dade County	689	36.7%
From	To	Total	From	To	Total	
Collier County	Collier County	123,478	Collier County	Collier County	139,140	12.7%
Lee County	Collier County	20,941	Lee County	Collier County	24,626	17.6%
Hendry County	Collier County	645	Hendry County	Collier County	611	-5.3%
Broward County	Collier County	182	Broward County	Collier County	357	96.2%
Miami Dade County	Collier County	247	Miami Dade County	Collier County	116	-53.0%

Source: U.S. Census Bureau, 2011-2015 and 2016-2020 American Community Survey 5-year Estimate Commuting Flows

Major Trip Generators /Attractors

In addition to the popular employment and educational trip generators previously described, an analysis of CAT's demand response service was completed using 12 months of customer origin and destination data. **Figure 7** displays the results of the analysis. The data revealed that popular trip origins (defined as home to destinations or destination to home) are generally concentrated in the western portions of Collier County, with additional travel activity occurring in the central portion of the County and Immokalee. The highest number of trips were to or from:

- Collier Area Transit
- Coastland Center Mall
- Naples Community Health (NCH)
- Physicians Regional Hospital

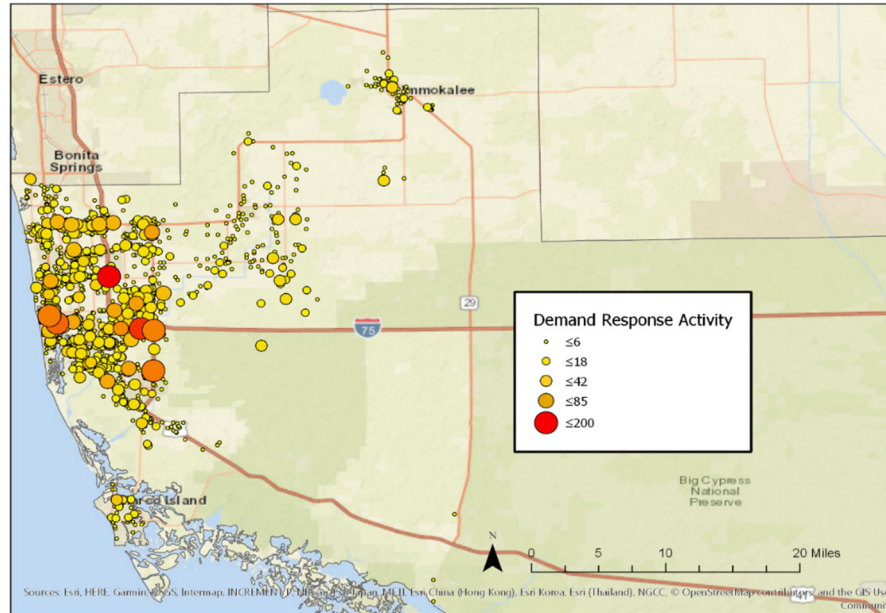


Figure 7: Paratransit Origins and Destinations

Historical Tradition

Collier County was created during the Florida land boom of the 1920s. Originally part of Lee County, Collier County was named for Barron Collier, a wealthy New York executive who agreed to build the Tamiami Trail for favorable consideration from the legislature to have a county named after him. The Tamiami Trail began to change the rugged wilderness area and opened the area’s agriculture and resort potential.

To this day, agriculture and resort/tourism activities continue to play an important role in the County’s economy. Over one-third of the nation’s tomatoes are grown in Immokalee, as well as significant amounts of other vegetables and citrus. The western portion of the County, commonly referred to as the Paradise Coast, is known for its beautiful beaches and artistic and cultural activities making it a popular vacation destination.

Government and Institutional Descriptions

Collier County is governed by a Board of County Commissioners consisting of five elected officials. It is one of the largest counties in Florida with three incorporated cities including the City of Naples, Marco Island, and Everglades City. Marco Island is the largest in terms of land area followed by Naples and Everglades City. See **Figure 8** on the following page:

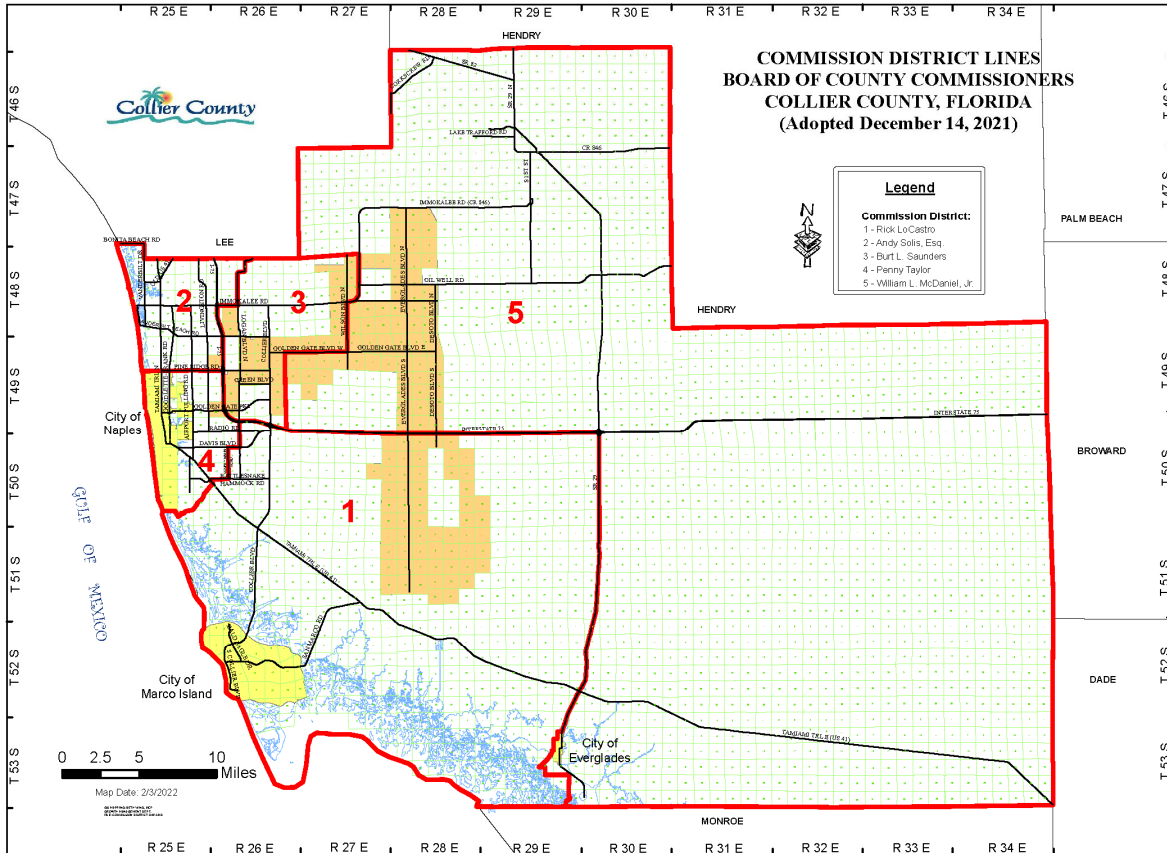


Figure 8: Collier County Jurisdictional Boundaries

As shown in **Table 13**, According to the U.S Census Bureau in 2020 the most populated of three jurisdictional areas is the City of Naples with an estimated population of 19,115, followed by Marco Island with an estimated population of 15,760. Everglade City remains the smallest jurisdiction in Collier County with an estimated population of 352. The Unincorporated areas of Collier County account for approximately 90.6 percent of the countywide population.

Table 13: Collier County Population Estimates by Jurisdiction, 2020

Jurisdiction	Population	Percent
Unincorporated Collier County	340,525	90.6%
Everglades City	352	0.1%
Marco Island	15,760	4.2%
Naples	19,115	5.1%
TOTAL	375,752	100.0%

Source: U.S. Census Bureau Decennial Census, 2020

Inventory of Available Services

Collier Area Transit (CAT) Operates 16 fixed routes in Collier County as Shown in **Figure 9** on the following page:

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ALL COLLIER AREA TRANSIT ROUTES

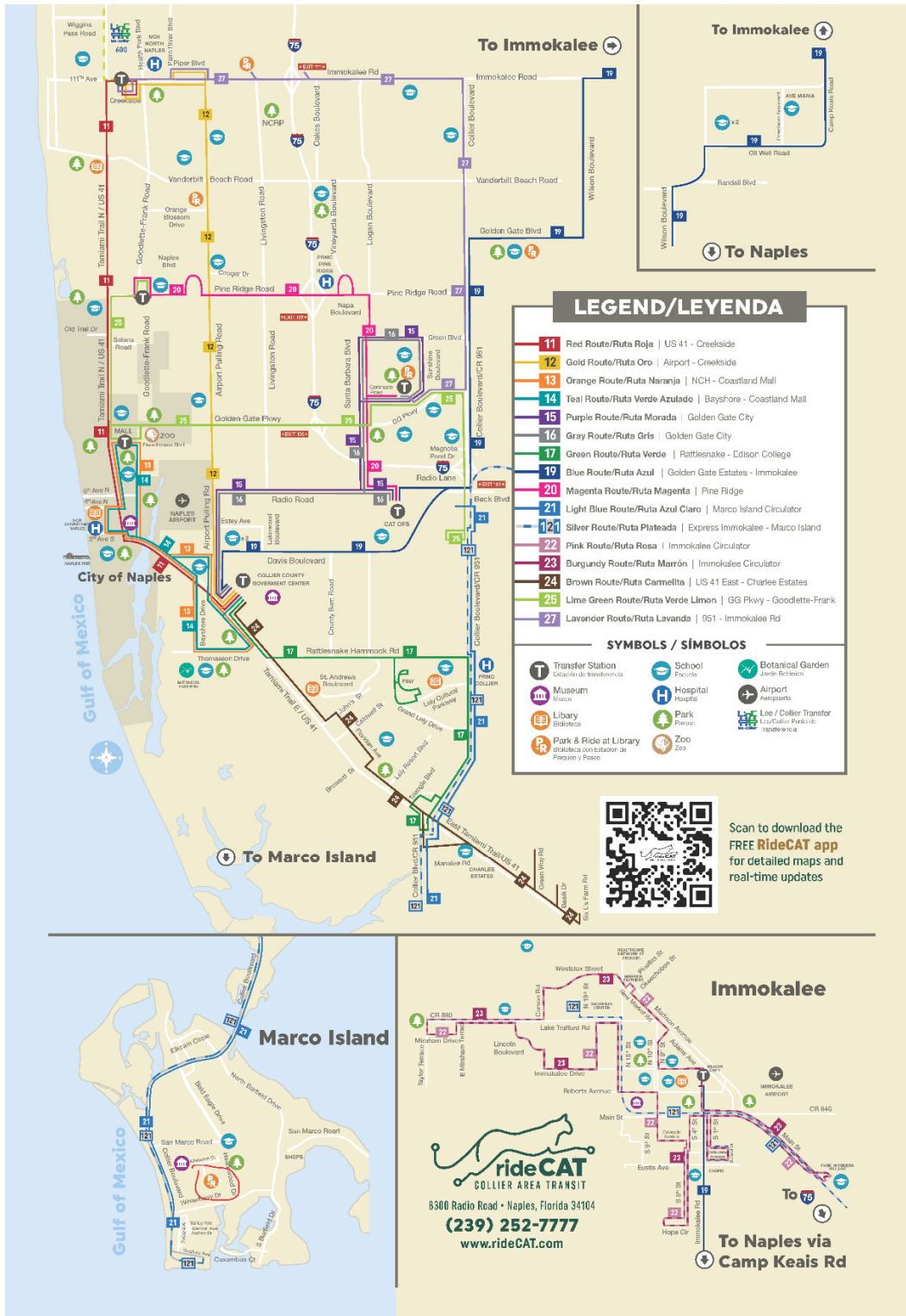


Figure 9: CAT System Map 2023

In addition to the fixed route, paratransit, and TD services operated by Collier Area Transit, there are numerous privately operated transportation providers in the County. Appendix A includes a 2023 inventory of known private transportation providers. In late 2015, the County became the second County in Florida to eliminate its “vehicle for hire” regulations. As a result, Collier County no longer issues licenses to transportation companies, allowing anyone with a driver’s license to operate vehicles for hire, which effectively opened the door for ridesharing companies such as Uber and Lyft to offer for-hire services. Due to the deregulation and the proprietary nature of transportation network company data, it is impossible to estimate the total number of private providers operating “public” transportation in the County. In addition to the identified private transportation providers, however, there are many known transportation providers (primarily private non-profits) that operate services specifically for their clients, who in many cases, are transportation-disadvantaged individuals. Examples include:

- United Way
- National Runaway Switchboard
- Catholic Charities
- Seniors Helping Seniors of Southwest Florida
- St. Vincent de Paul Society
- Sunrise of Southwest Florida
- Easter Seals Florida, Inc.
- Collier County Veterans Services
- Hope Health Care
- David Lawrence and Mental Health Center
- The Salvation Army
- Boys & Girls Club of Collier County

Beginning in 2012, Medical Transportation Management, Inc. (MTM) began management of Non-Emergency Medical Transportation (NEMT) for the state’s Medicaid program in Collier County. MTM coordinates transportation to and from medical appointments for Collier County residents who rely on the service.

Sponsored by the Florida Department of Transportation (FDOT), Commute Connector is the coordinator of a variety of programs and services to assist commuters who travel to, from, and within Collier County. Although not a direct operator of transportation services, Commute Connector conducts employer and individual outreach to help inform individuals about available transit options, provides carpool and vanpool formation assistance, and incentivizes the use of alternative mode options by offering an Emergency Ride Home Program.

Service Analysis

CTD Trend Analysis

A trend comparison was completed to compare the performance of the Collier Area Transit over the last five years. The trend comparison analyzed data for the Fiscal Years 2018-2022. **Table 14** shows the performance indicators and measures for each of the five fiscal years. This trend analysis represents a combined set of statistics for all TD transportation services coordinated through the CTC, including TD and paratransit services. The source for each of these data sets is the Annual Operating Reports released by the Commission for Transportation Disadvantaged. The Annual Operating Reports are based on locally reported data.

Table 14: Trend Analysis for Collier County CTC

Measure	2018	2019	2020	2021	2022
Total Passenger Trips	109,623	117,585	104,137	113,598	109,044
Total Vehicles	29	70	51	44	47
Total Vehicle Miles	1,407,704	2,224,740	1,301,882	1,161,501	1,101,252
Total Revenue Miles	1,219,940	1,380,223	1,224,879	1,004,796	909,514
Vehicle Miles Per Trip	12.8	18.9	12.5	10.2	10.1
Cost Per Paratransit Trip	\$49.56	\$49.98	\$57.53	\$48.33	\$54.24
Cost Per Total Mile	\$3.86	\$2.62	\$4.60	\$4.73	\$5.73
Accidents Per 100,000 Vehicle Miles	0.64	1.03	0.84	0.34	1.36
Vehicle Miles Between Road Calls	70,385	19,179	12,640	82,964	64,780

Source: Florida Commission for the Transportation Disadvantage: Annual Performance Reports, 2018-2022

In the years 2018-2019, Collier County performed at its highest levels in all measures, but experienced a downward trend as the COVID-19 Pandemic reached its peak level in 2020.

CATConnect struggled with operational issues in 2021 due mostly to driver shortage issues. Operator wages were increased, and more staff was hired to provide services and increase capacity as ridership increased to nearly pre-pandemic levels in 2022. Accidents per 100,000 miles slightly exceeded the annual target of 1.2 in 2022, with an estimated 1.36 per 100,000 miles.

See **Figures 10-18** below.

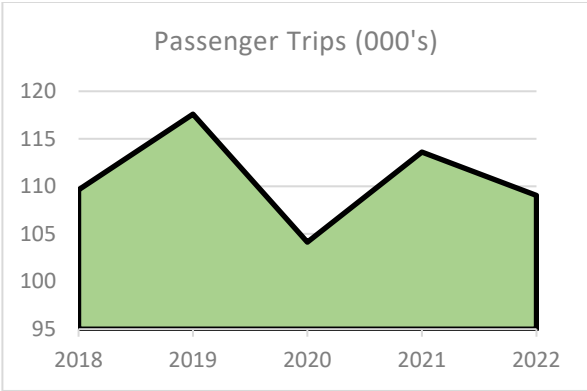


Figure 10: Total Passenger Trips (000's)

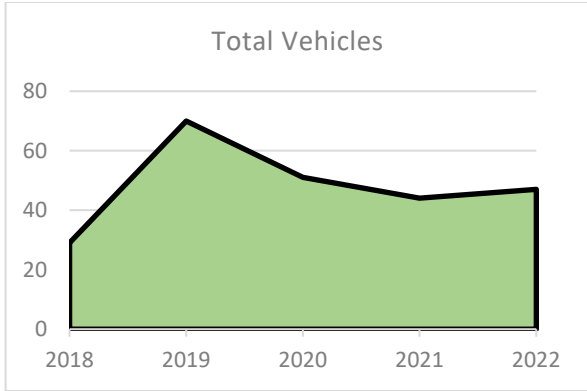


Figure 11: Total Vehicles

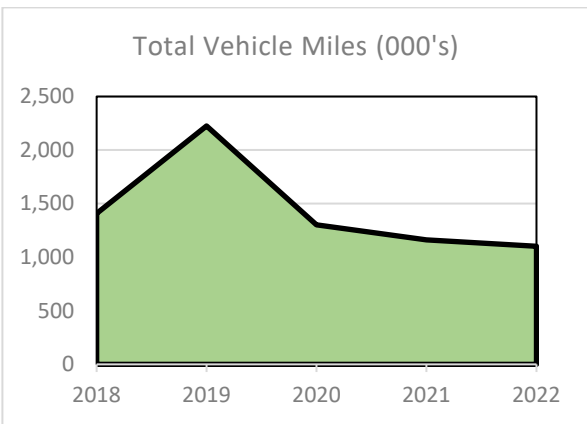


Figure 12: Total Vehicle Miles (000's)

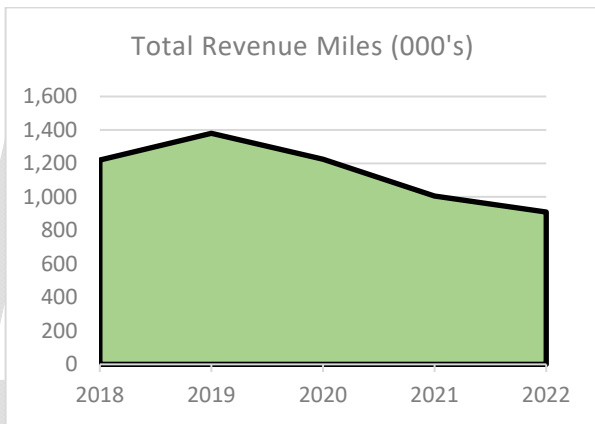


Figure 13: Total Revenue Miles (000's)

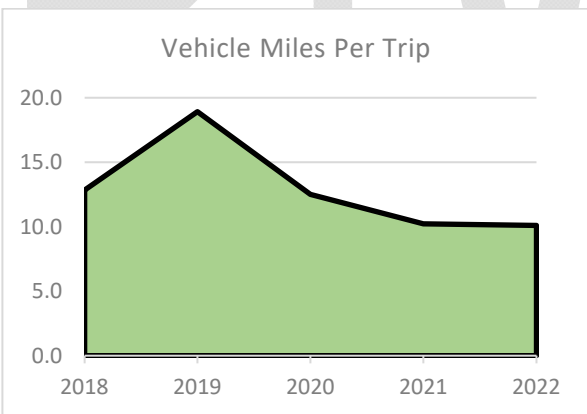


Figure 14: Vehicle Miles Per Trip

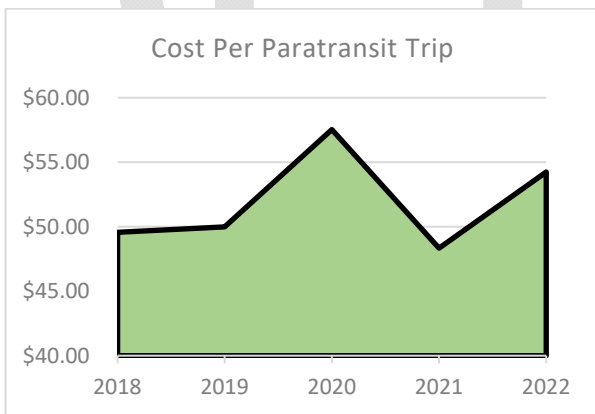


Figure 15: Cost Per Passenger Trip



Figure 16: Cost Per Total Mile

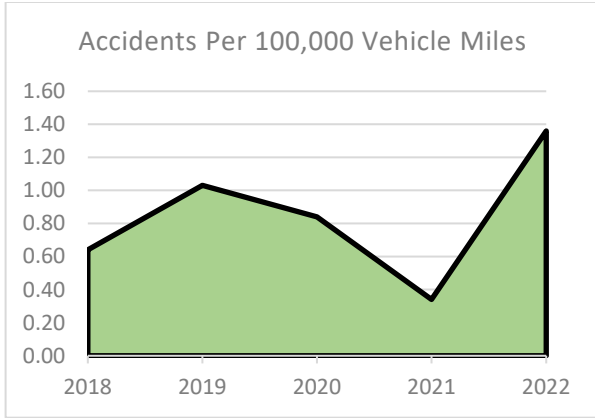


Figure 17: Cost Per 100,000 Vehicles Miles

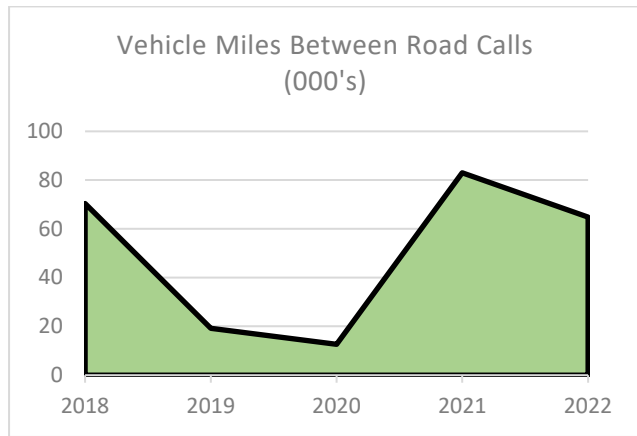


Figure 18: Vehicle Miles Between Road calls (000's)

CTC Peer Review Analysis

In this section, the demographic characteristics of Collier County were compared to those of peer Community Transportation Coordinators in Florida. In addition to a comparison of demographic characteristics, the review compared performance measures within the Transportation Disadvantaged Program. Collier County’s peers were selected based on similarities in the following four categories:

- System size (measured in terms of annual TD ridership and number of TD passengers served)
- Operating environment (urban service area designation)
- Organization type (county government)
- Network type (partial brokerage or complete brokerage)

The six counties that were selected for the CTC peer review were Bay, Charlotte, Escambia, Manatee, Okaloosa, and Pasco Counties. Although these CTCs are not identical to Collier Area Transit, they generally share similar demographics and systemic characteristics and are operated by county governments in urban services areas as shown in **Table 15**.

Table 15: Peer CTC Characteristics

Characteristics	Collier	Bay	Charlotte	Escambia	Manatee	Okaloosa	Pasco
Total Trips	109,044	47,947	27,991	104,533	94,267	39,365	126,575
No. of TD Passengers Served	41663	18703	23394	74219	52265	26334	38241
Service Area Designation	Urban	Urban	Urban	Urban	Urban	Urban	Urban
Organization Type	County	County	County	County	County	County	County
Network Type	Complete Brokerage	Complete Brokerage	Sole Source	Complete Brokerage	Partial Brokerage	Complete Brokerage	Partial Brokerage

Source: Florida Commission for the Transportation Disadvantage: Annual Performance Reports, 2022

Peer Comparison: Demographics

Table 16 contains information for each of the six peer counties including total population, potential transportation disadvantage population, population density, median age, percentage of individuals below the poverty level, median household income, and percentage of households with no access to a vehicle.

Table 16: Demographic Comparison of Peer CTCs

Measure	Bay	Charlotte	Escambia	Manatee	Okaloosa	Pasco
Total County Population	181,384	184,837	318,828	394,824	209,230	551,598
Potential TD Population	89,890	132,434	147,051	204,753	85,979	276,973
Land Area (sq. mile)	758.5	681.1	656.9	743.1	930.3	747.6
Population Density (pop/sq. mile)	239.1	271.4	485.4	531.3	224.9	737.8
Median Age	40.8	59.7	37.5	49.0	36.9	44.1
Individuals Below Poverty Level	12.92%	10.51%	14.54%	10.36%	10.98%	12.18%
Median Household Income	\$60,473	\$57,887	\$56,605	\$64,964	\$67,390	\$58,084
% of Households with No Access to a Vehicle	4.91%	4.55%	6.81%	3.97%	4.29%	5.02%

Sources: U.S. Census Bureau, 2021 American Community Survey 5-Year Estimates
 Florida Commission for the Transportation Disadvantage: Annual Performance Reports, 2022

Table 17 shows that Collier County is above the peer group mean in total county population, potential TD population, median age, and median household income. Collier County is below the average in the number of individuals below the poverty level and percent of households with no access to a vehicle. When reviewing the data and comparing Collier County to its peers, it is important to consider the population density is significantly less compared to the group of peer counties. This could significantly affect the relative efficiency of the system due to trips of greater distances for fewer individuals.

Table 17: Performance Comparison Between Collier County and Peer CTC's, 2022

Measure	Collier	Peer Average	% Difference
Total County Population	375,752	306,784	18.4%
Potential TD Population	199,886	156,180	21.9%
Land Area (sq. mile)	1,998.8	752.9	62.3%
Population Density (pop/sq. mile)	100.0	415.0	-315.0%
Median Age	51.5	44.7	13.3%
Individuals Below Poverty Level	10.6%	11.9%	-12.4%
Median Household Income	\$75,543	\$60,901	19.4%
% of Households with no Access to a Vehicle	4.6%	4.9%	-6.1%

Sources: U.S. Census Bureau, 2021 American Community Survey 5-Year Estimate & 2020 Census
 Florida Commission for the Transportation Disadvantage: Annual Performance Reports, 2022

Peer Comparison: Performance Measures

Peer performance measures for FY 2022 as displayed in **Table 18** we calculated for each of the CAT's per CTCs. **Table 19** shows that Collier County has 7 percent fewer vehicles than its peer systems and is significantly higher than the average of the peer group for the number of passenger trips. Collier County remains to have averages higher than its peers for the total vehicle and revenue miles. With Collier County being one of the larger counties in the state of Florida it can be expected that Collier County would average 15.5 percent more miles traveled per trip than its respective peer systems. Collier County was 17.5 and 9.7 percent higher than its peers for cost per paratransit and cost per total mile respectively. Additionally, Collier County was also higher than the peer CTC in the accidents per 100,00 vehicle miles by 44.2 percent.

Table 18: Performance Measures for Peer CTCs, 2022

Measure	Bay	Charlotte	Escambia	Manatee	Okaloosa	Pasco
Total Passenger Trips	47,947	27,991	104,533	94,267	39,365	126,575
Total Vehicles	36	38	43	75	32	79
Total Vehicle Miles	345,058	180,267	981,553	1,111,427	429,055	695,610
Total Revenue Miles	330,920	329,642	981,553	974,837	429,055	358,559
Vehicle Miles Per Trip	7.20	6.44	9.39	11.79	10.90	5.50
Cost Per Paratransit Trip	\$36.71	\$42.16	\$39.79	\$54.62	\$65.44	\$29.91
Cost Per Total Mile	\$5.10	\$6.55	\$4.24	\$4.62	\$6.00	\$4.54
Accidents Per 100,000 Veh. Miles	0.87	0.00	0.61	1.53	1.4	0.14
Vehicle Miles Between Road Calls	49,294	90,134	51,661	23,647	15,891	69,561

Source: Florida Commission for the Transportation Disadvantage: Annual Performance Reports, 2022

Table 19: Performance Comparison Between Collier County and Peer CTCs, 2022

Measure	Collier	Peer Average	% Difference
Total Passenger Trips	109,044	73,446	32.6%
Total Vehicles	47	51	-7.4%
Total Vehicle Miles	1,101,252	623,828	43.4%
Total Revenue Miles	909,514	567,428	37.6%
Vehicle Miles Per Trip	10.10	8.54	15.5%
Cost Per Paratransit Trip	\$54.24	\$44.77	17.5%
Cost Per Total Mile	\$5.73	\$5.18	9.7%
Accidents Per 100,000 Veh. Miles	1.36	0.76	44.2%
Vehicle Miles Between Road Calls	64,780	50,031	22.8%

Source: Florida Commission for the Transportation Disadvantage: Annual Performance Reports, 2022

Figure 19-27 provides a graphical representation for the comparisons of Collier County along with its peer counties on the peer mean. These comparisons provide a helpful and convenient look into how well Collier County is performing statistically. As many factors affect performance, they should not be used as the sole measure to make conclusions about the quality of Collier County's system.

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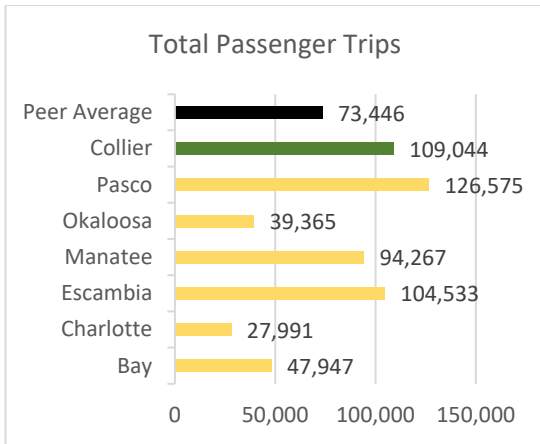


Figure 19: Total Passenger Trips

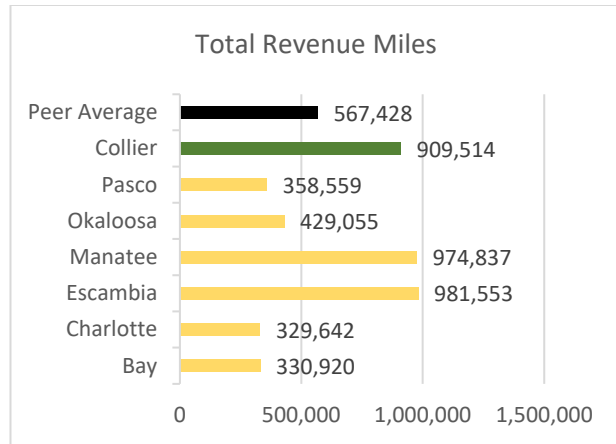


Figure 20: Total Revenue Miles

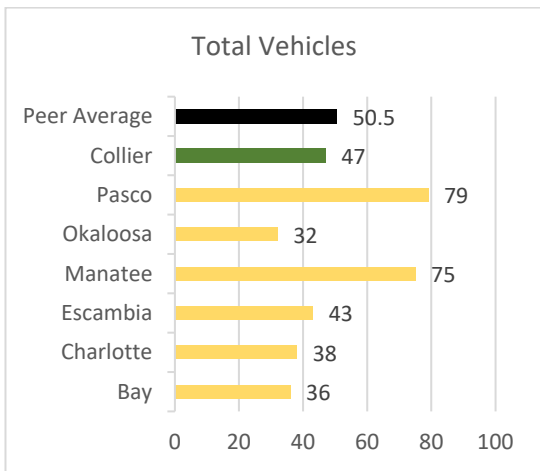


Figure 21: Total Vehicles

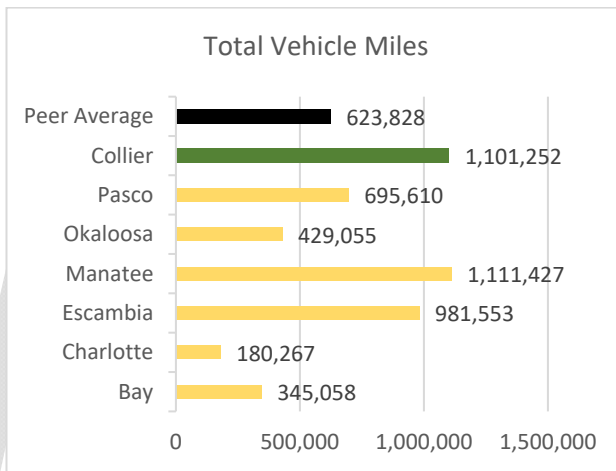


Figure 22: Total Vehicle Miles

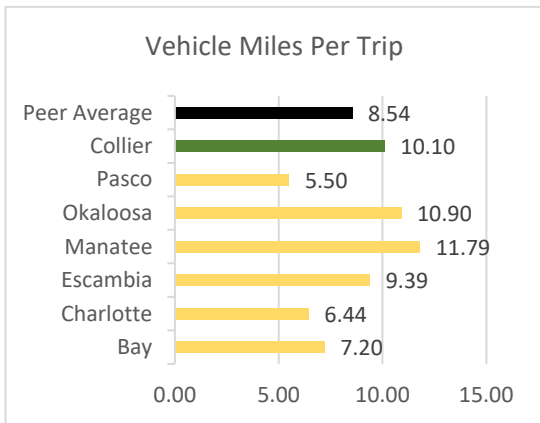


Figure 23: Vehicle Miles Per Trip

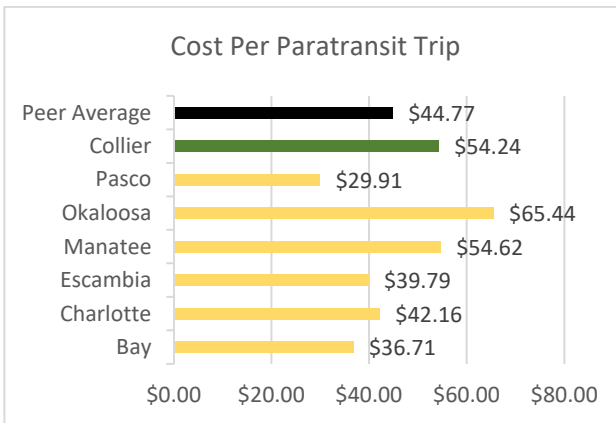


Figure 24: Cost Per Paratransit Trip

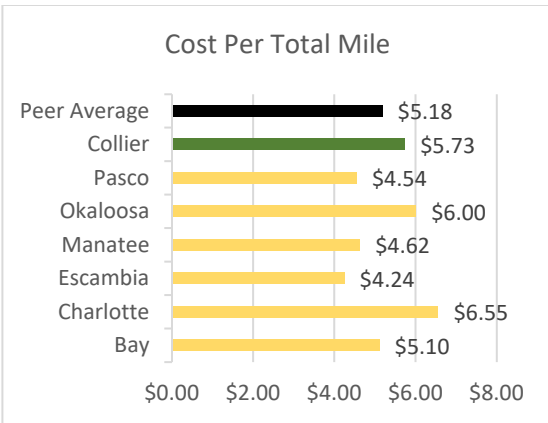


Figure 25: Cost Per Total Mile

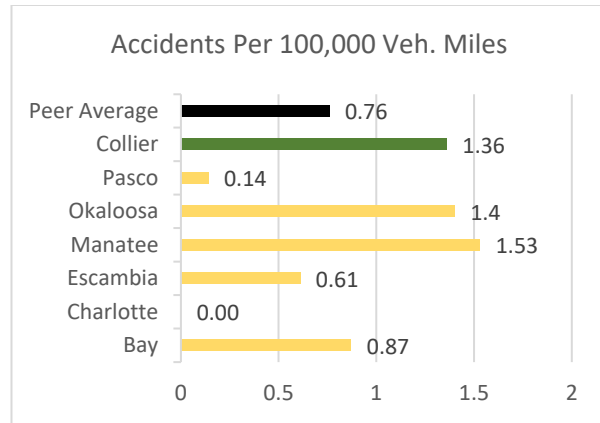


Figure 26: Accidents Per 100,00 Vehicle Miles

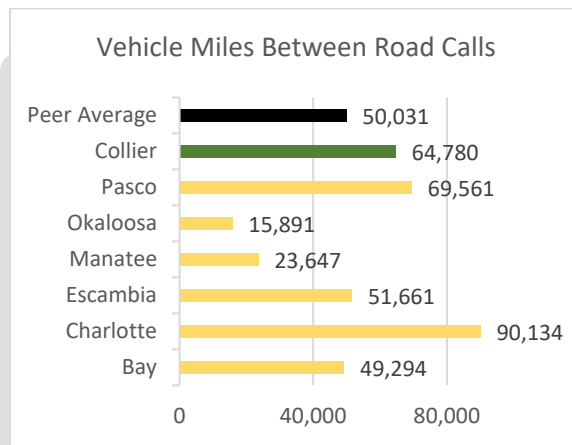


Figure 27: Vehicle Miles Between Road Calls

Needs Assessment

According to the Bureau of Economic and Business Research, the population of Collier County will increase by an estimated 13 percent between 2021 and 2030 from an estimated population of 382,680 to a projected population of 436,900. As compared to the average of other Florida counties, Collier County also has approximately 11 percent more residents ages 65 years and older (with a corresponding rate of disabilities). With the population increases and the demographic characteristics of the current population, the “potential” annual demand for transportation disadvantages services is estimated to increase by approximately **137,000** annual trips over the next five years (from 1,517,410 in 2023 to 1,653,937 in 2028) 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 public stakeholders, projects that will 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

Forecasts of the Transportation Disadvantage Population

Forecasts of the TD population are required by the CTD for major TDSP updates. 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 in the future. Data from the U.S. Census Bureau's American Community Survey (ACS) and the Survey of Income and Program Participation (SIPP), The Bureau of Economic and Business Research County Population Projections, and the National Household Travel Survey and fixed route bus coverage are examples of the data utilized. These sources help capture economic trends, population growth, and the changing demographic composition of the population such as aging baby boomers and the associated increases in disabilities.

It is important to note the tool only quantifies *potential* TD demand in the geography analyzed and trends in potential utilization over time. Other factors such as the quality of available transportation services or other unique community characteristics may impact actual service utilization. Persons with disabilities or seniors who strive to maintain their independence by accessing public transportation may find it preferable or necessary to rely on family or friends for their transportation needs if the publicly available services are of poor quality. The relative affluence of Collier County's residents, as another example, may mean that actual demand may be lower than potential demand. Senior citizens who qualify for TD services based on their age may be able to afford other transportation alternatives such as taxis as compared to residents of another county with a senior population of similar size that is less affluent.

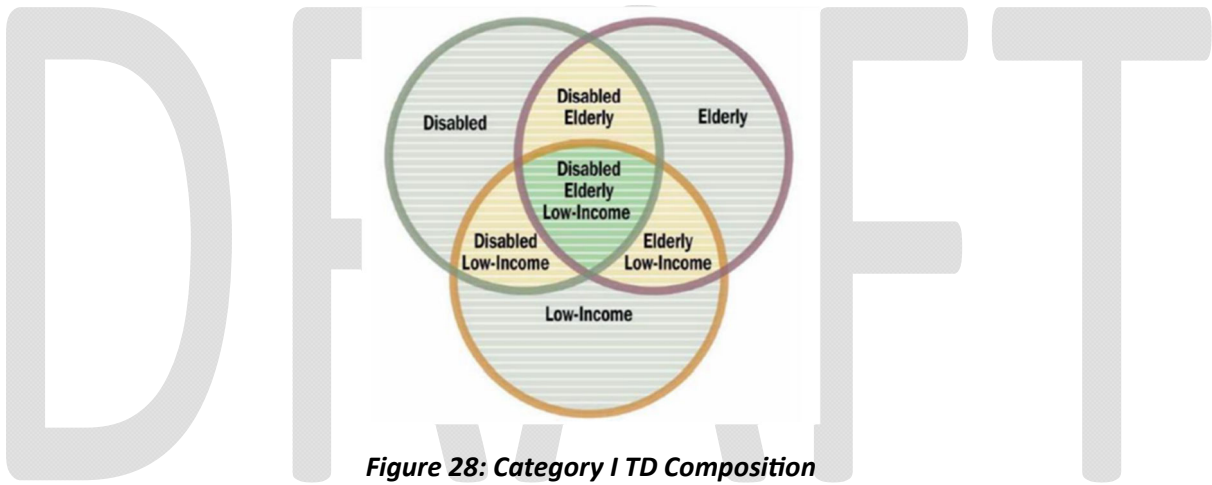
Following is a summary of several of the key factors and data analysis steps used to arrive at the TD demand estimates for Collier County.

Utilizing the 2021 U.S Census American Community Survey information (the most current data available) the population estimates for the TD population are shown below in **Table 20**. As defined by the CTD, the category I TD Population consists of all disabled, elderly, low-income, and children who are high risk or at risk.

Table 20: TD Population Estimates

County Pop. By Age	Total Pop by Age	% of Total Pop	Population Below Poverty Level by Age	% of Total Pop Below Poverty Level by Age	Total Population with a Disability by Age	% of Total Pop with a Disability by Age	Total Pop with Disability and Below Poverty Level by Age	% Total Pop with a Disability and Below Poverty Level by Age
< 5 Years of Age	16,013	4.3%	2,528	0.7%	0	0.0%	0	0.00%
5-17	47,900	12.8%	8,356	2.2%	1,749	0.5%	769	0.21%
18-34	58,949	15.8%	7,303	2.0%	2,553	0.7%	248	0.07%
35-64	130,456	35.0%	12,967	3.5%	10,374	2.8%	1,632	0.44%
Total Non Elderly	253,318	68.0%	31,154	8.4%	14,676	3.9%	2,649	0.71%
65-74	59,346	15.9%	3,207	0.9%	7,816	2.1%	777	0.21%
75+	60,133	16.1%	4,811	1.3%	18,743	5.0%	1,030	0.28%
Total Elderly	119,479	32.0%	8,018	2.2%	26,559	7.1%	1,807	0.48%
Total	372,797	100%	39,172	10.5%	41,235	11.1%	4,456	1.20%

To ensure individuals who fall into two or more categories (e.g., low-income and disabled) are not counted twice, the overlapping population must be eliminated as shown in **Figure 28** below.



Ideally, comparisons of disability estimates should be made using the same survey information, geographic parameters, and disability definitions. Because the severity of an individual’s disability is not captured in the ACS data, particularly as it relates to the need for specialized transportation, the 2010 U.S. Census Bureau’s SIPP is used for the next step in the demand estimates. The rates for those who report a severe disability, or those who have a “critical need” for transportation based on their disability status, are applied to the disability rates reported in the ACS as shown below.

Table 21: Critical Need Population

County Pop. By Age	Total Population with a Disability by Age	% with a Severe Disability by Age	Total Population with a Severe Disability by Age	% of Total Pop with Severe Disability by Age	% of Severe Disability Below Poverty Level	Total Severe Disability Below Poverty Level
< 5 Years of Age	0	4.20%	-	-		
5- 17	1,749	4.20%	73	0.15%		
18- 34	2,553	6.30%	161	0.27%		
35- 64	10,374	13.84%	1,436	1.10%		
Total Non Elderly	14,676		1,670	0.66%	28.60%	478
65- 74	7,816	27.12%	2,120	3.57%		
75+	18,743	46.55%	8,725	14.51%		
Total Elderly	26,559		10,845	9.08%	11.70%	1,269
Total	41,235		12,515	3.36%		1,746

Data from the Federal Highway Administration sponsored National Households Survey (NHTS) is used for the next step of the demand methodology. The NHTS collects in-depth information at the individual and household levels about travel patterns including, but not limited to, trip purpose, mode, vehicle availability, and travel time. After applying the NHTS trip rates to the TD population in Collier County, there is an estimated potential demand of 4,020 trips per day for the critical need population as shown in **Table 22**.

Table 22: Critical Need Trip Rates

Critical Need - Severely Disabled TD Population			
	Not Low Income	Low Income	Totals
Non-Elderly	1,192	478	1,670
Elderly	9,576	1,269	10,845
TOTAL	10,768	1,746	12,515

TRIP RATES USED	
Low Income Non Disabled Trip Rate	
Total	2.400
<u>Less</u>	
Transit	0.389
School Bus	0.063
Special Transit	0.049
	1.899
Severely Disabled Trip Rate	
Special Transit	0.049

Low Income & Not Disabled = C + F			
<u>Assumes</u>			
27.2%	xx % without auto access	34,716	
		9,443	
19.0%	xx % without transit access	1,794	
		Calculation of Daily Trips	
		Daily Trip Rates	Total
Total Actual Critical TD Population		Per Person	Daily Trips
Severely Disabled	12,515	0.049	613
Low Income ND	###	1.899	3,407
Totals	14,309		4,020

**CALCULATION OF DAILY TRIPS
FOR THE
CRITICAL NEED TD POPULATION**

By using population forecasts prepared by the Bureau of Economic and Business Research and applying the changes to the TD population and trip rate estimates previously described, **Table 23** displays the future potential demand for critical need transportation in Collier County through 2031.

Table 23: Critical Need Trip Demand

Critical Need TD Population Forecast	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031
Total Critical TD Population											
<i>Disabled</i>	12,515	12,672	12,832	12,993	13,157	13,323	13,490	13,660	13,832	14,006	14,183
<i>Low Income Not Disabled No Auto/Transit</i>	1,794	1,817	1,840	1,863	1,886	1,910	1,934	1,958	1,983	2,008	2,033
Total Critical Need TD Population	14,309	14,489	14,671	14,856	15,043	15,233	15,424	15,619	15,815	16,014	16,216
Daily Trips - Critical Need TD Population											
<i>Severely Disabled</i>	613	621	629	637	645	653	661	669	678	686	695
<i>Low Income - Not Disabled - No Access</i>	3,407	3,450	3,493	3,537	3,582	3,627	3,673	3,719	3,766	3,813	3,861
Total Daily Trips Critical Need TD Population	4,020	4,088	4,157	4,228	4,299	4,375	4,453	4,531	4,612	4,693	4,767
Annual Trips	1,467,393	1,492,192	1,517,410	1,543,055	1,569,132	1,596,906	1,625,171	1,653,937	1,683,211	1,713,004	1,739,898

Barriers to Coordination

The transportation landscape in Collier County faces significant challenges stemming from various barriers that hinder the effective coordination of current transportation needs. These barriers encompass both infrastructural and organizational aspects, contributing to a complex web of interconnected issues that need to be addressed for a sustainable and efficient transportation system.

The lack of comprehensive and integrated transportation planning poses a significant obstacle. Fragmented approaches to transportation planning across different jurisdictions within the county can lead to disjointed networks, inefficient routes, and unequal distribution of resources. This lack of coordination makes it difficult to cater to the diverse and evolving needs of the population.

In addition to transportation planning, the recent inadequate funding and budget constraints restrict the county's ability to invest in crucial transportation infrastructure improvements. This results in delayed maintenance, limited expansion, and an inability to adopt modern technologies that could enhance transportation efficiency and convenience for all populations of Collier County.

The size of Collier County provides geographic dispersion, demographic diversity, and public engagement within the county to further complicate efforts to establish a seamless and comprehensive transportation network. Overcoming these barriers demands a collaborative approach involving local authorities, community organizations, and stakeholders to develop innovative strategies that enhance accessibility, bridge service gaps, and ensure equitable transportation options for all residents in Collier County.

Goals, Objectives, and Strategies

CAT's mission is to provide 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 the expansion of cross-country connections.

Objective 1.3

Explore efforts to increase the 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 the 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 educates 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 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 with 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 the operator training program to ensure the 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 CTC 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.

Implementation Schedule

As shown in Table 24 below, the table displays the schedule, service improvements, and estimated costs for the major activities that are currently ongoing and planned during the five-year planning horizon of the Collier County Transit TDSP Major Update

Table 24: Implementation Schedule

	Previous Implementation Year	Revised Implementation Year	10-Year Operating Cost YOE	10-Year Capital Cost YOE	Existing or New Revenues
Service Improvements					
Maintain Existing Service			\$117,818,191	\$20,769,768	
Maintain Existing Fixed-Route Service	2022	2023	\$68,693,299	\$15,836,143	Existing
Maintain Existing Paratransit Service	2022	2023	\$49,124,892	\$4,742,027	Existing
Replacement of Support Vehicles	2022	2023	\$0	\$191,598	Existing
Route Network Modifications			\$9,441,652	\$2,153,818	
Extend Route 11 into Walmart Shopping Ctr	2024	2024	\$0	\$0	Existing
Extend Route 12 into Walmart Shopping Ctr	2024	2024	\$0	\$0	Existing
Realign Route 13 shorten to 40 min. headway	2024	2024	\$0	\$0	Existing
Realign Route 14 operate at 60 min. headway	2024	2024	\$0	\$0	Existing
Realign Route 17 eliminate portions of US 41	2022	2022	\$0	\$0	Existing
Eliminate Route 18	2022	2022	\$0	\$0	Existing
Realign Route 19/28 eliminate part of 846	2022	2022	\$0	\$0	Existing
Realign Route 20/26 eliminate Santa Barbara	2022	2022	\$0	\$0	Existing
Realign Route 21 create Marco Express	2025	2025	\$0	\$0	Existing
Realign Route 22	2022	2022	\$0	\$0	Existing
Realign Route 23 headway 60 to 40 minutes	2024	2024	\$3,805,909	\$503,771	Existing
Golden Gate Pkwy Split Route 25 E-W Route	2027	2028	\$0	\$0	Existing
Goodlette Frank Rd - Split Route 25 N-S Route	2027	2028	\$1,838,052	\$550,016	Unfunded
Immokalee Rd - Split Route 27 E-W Route	2027	2028	\$1,898,845	\$550,015	Unfunded
Collier Blvd - Split Route 27 N-S Route	2027	2028	\$1,898,846	\$550,016	Unfunded
Increase frequency			\$22,092,501	\$4,551,796	
Route 15 from 90 to 45 min	2024	2024	\$1,632,384	\$503,771	Unfunded
Route 16 from 90 to 45 min	2024	2024	\$1,561,054	\$503,771	Unfunded
Route 24 from 85 to 60 minutes	2022	2022	\$2,045,921	\$503,771	Existing
Route 121 - add one AM, one PM	2024	2024	\$1,632,384	\$503,771	Unfunded
Route 14 from 60 to 30 min	2024	2024	\$2,439,146	\$512,698	Unfunded
Route 17/18 from 90 to 45 minutes	2024	2024	\$2,585,495	\$503,771	Unfunded
Route 11 from 30 to 20 mins	2024	2024	\$6,529,536	\$503,771	Unfunded
Route 12 from 90 to 45 mins	2024	2024	\$2,829,466	\$503,771	Unfunded
Route 13 from 40 to 30 min	2024	2024	\$837,115	\$512,698	Unfunded

	Previous Implementation Year	Revised Implementation Year	10-Year Operating Cost YOE	10-Year Capital Cost YOE	Existing or New Revenues
Service Improvements					
Service Expansion			\$2,404,181	\$0	
Route 17/18 - Extend to 10:00 PM	2024	2024	\$1,202,011	\$0	Existing
New Route 19/28 - Extend to 10:00 PM	2027	2028	\$292,876	\$0	Unfunded
Route 24 - Extend to 10:00 PM	2027	2028	\$302,976	\$0	Unfunded
Route 11 - Extend to 10:00 PM	2029	2030	\$256,914	\$0	Existing
Route 13 - Extend to 10:00 PM	2029	2030	\$174,702	\$0	Existing
Route 14 - Extend to 10:00 PM	2029	2030	\$174,702	\$0	Existing
New Service			\$14,346,741	\$2,862,604	
New Island Trolley	2024	2025	\$5,510,821	\$864,368	Unfunded
New Bayshore Shuttle	2025	2026	\$2,009,995	\$531,029	Unfunded
New Autonomous Circulator	2029	2030	\$524,105	\$569,681	Unfunded
New Naples Pier Electric Shuttle	2029	2030	\$822,125	\$569,681	Unfunded
MOD – Golden Gate Estates	2029	2030	\$1,634,460	\$81,961	Unfunded
MOD – North Naples	2029	2030	\$817,230	\$81,961	Unfunded
MOD – Naples	2029	2030	\$1,938,887	\$81,961	Unfunded
MOD – Marco Island	2029	2030	\$1,089,119	\$81,961	Unfunded
Route from UF/IFAS to Lehigh Acres	2029	2030	Unknown	Unknown	Unfunded
Express Premium Route to Lee County	2029	2030	Unknown	Unknown	Unfunded
Other Improvements			\$0	\$2,950,758	
Technology improvements*	2022	2022	\$0	\$2,720,920	Existing
Study: I-75 Managed Lanes Express	2025	2025	\$0	\$25,000	Existing
Study: Santa Barbara Corridor Service	2024	2024	\$0	\$25,000	Existing
Study: Immokalee/Lehigh Acres Service***	2023	2023	\$0	\$25,000	Existing
Study: Regional Service and Fares	2023	2023	\$0	\$119,838	Existing
Other Technology improvements**	2022	2022	\$0	\$35,000	Existing
Study: Immokalee Road Transfer Hub	TBD		TBD		Unfunded
Branding beach buses, other services	TBD		TBD		Unfunded
Park and Ride Lots	TBD		TBD		Unfunded

	Previous Implementation Year	Revised Implementation Year	10-Year Operating Cost YOE	10-Year Capital Cost YOE	Existing or New Revenues
Service Improvements					
Transit Asset Management			\$0	\$23,157,400	
40' Bus Replacement	2023	2023	\$0	\$489,000	Funded
Support truck replacement	2023	2023	\$0	\$26,200	Funded
Replace 3 Cutaway Vehicles	2023	2023	\$0	\$250,000	Funded
Five (5) 35ft Buses Replacement	2024	2024	\$0	\$2,800,000	Unfunded
Replace 4 Cutaway Vehicles	2024	2024	\$0	\$360,000	Unfunded
Replacement Maintenance and Operations Facility	2024	2024	\$0	\$18,000,000	Partial Funding
two (2) 40ft Bus Replacement	2025	2025	\$0	\$1,160,000	Unfunded
Replacement of 2 Support Vans	2026	2026	\$0	\$46,000	Unfunded
Replacement of Support Truck	2026	2026	\$0	\$26,200	Unfunded
10-Year Funded Projects and Maintain Existing Service			\$123,670,021	\$37,677,512	
10-Year Total of Unfunded Projects			\$40,029,065	\$18,768,628	

Rows highlighted in orange indicate service improvement completion within the previous fiscal year.

**Avail Replacement, APC, Annunciators, Onboard Information Media, Farebox Replacement, paratransit scheduling software, TSP, on-board surveillance, paratransit fare payment, IVR*

***Fixed-route scheduling software*

****To be completed as part of the Regional Study*

Service Plan

Operations

Types, Hours, and Days of Service

Collier Area Transit operates fixed route, ADA, and paratransit services (CAT Connect) seven days per week excluding major holidays. The hours of operation for fixed route service vary by route, but some routes start as early as approximately 4:00 a.m. and end as late as 8:00 p.m.

Reservations can be made for CAT Connect between the hours of 8:00 a.m. and 5:00 p.m. Monday through Saturday. Same-day service is not available, but trips may be scheduled up to two weeks in advance, or as late as 5:00 p.m. the day before service is needed.

CAT Connect drivers are trained to help those who require assistance to and from the vehicle. They will not enter a person's home or a person's room at a living facility, nor will they go above the first floor of a multi-family residence.

Subscription paratransit service is available when a customer regularly travels to and from the same destination two or more times per week and group trips (four or more passengers with the same trip origin or destination) are provided at a reduced rate.

Eligibility

CAT Connect is designed to serve those who have no other means of transportation and qualify as ADA eligible (those with a physical or mental impairment that prevents the use of the fixed route bus service) or Transportation Disadvantaged (individuals who because of a mental or physical impairment, income status or age are unable to transport themselves). CAT Connect is operated during the same hours as the fixed route service. Those with an origin and destination within three-quarters of a mile of a CAT fixed route are eligible for ADA services and those with an origin or destination outside of the ADA service area may be eligible for Transportation (TD) services.

Accessing Services

To obtain an application, schedule a trip, or any other questions customers may contact CAT Connect Monday through Friday between 8:00 a.m. and 5:00 p.m. by calling (239) 252-7272, 239-252-7777 or 1-(855) 392-1418 or online at <https://www.ridecat.com/paratransit/about-catconnect>. Customers may also visit the centers at CAT Connect Customer Service, 8300 Radio Road Naples, FL 34104, or the Collier Area Transit Intermodal Transfer Station at the Government Center located at 3355 East Tamiami Trail Naples, FL 34112. Florida Relay for ASCII callers can be accessed by calling 1(800)955-1339.

Eligible riders may schedule a trip on the Paratransit system by downloading the new rideCATconnect app (as of March 1, 2022) or by calling the CATConnect office at 239.252.7272, Monday through Friday, 8:00am until 5:00pm. If calling after hours, on the weekend and/or on a holiday, please follow voice mail

instructions and leave your name and trip information on the voice mail. Someone will return your call to confirm your reservation.

Passengers approved for Paratransit service are required to book their reservation (through the app or by phone) no later than the day before the requested trip, or up to two weeks in advance. Same day service is not available. It is permissible under ADA regulations for reservations staff to negotiate the requested pick-up time within a one-hour window before or after the passenger's requested pick-up time. For TD trips, due to the size of the County, the pick-up time may be within a two-hour window before or after the passenger's requested pick-up time.

CAT Connect understands that because paratransit service requires trips to be scheduled in advance, passengers may have to reschedule or cancel a trip. CAT Connect understands that passengers may sometimes miss scheduled trips or timely cancel trips for reasons that are beyond their control. However, to maintain an efficient system, a policy for managing passengers who repeatedly miss scheduled trips or fail to timely cancel trips has been developed. This policy has been developed with consideration to the frequency of use by passengers and the no-show/late cancellation system average. The following information explains CAP's no-show policy.

Definitions

No-show

A no-show is defined as the failure of a passenger to appear to board the vehicle for a scheduled trip. This presumes the vehicle arrives at the prescribed pick-up location within the pick-up time and the passenger is not present for the appointment or fails to respond within five (5) minutes of the vehicle's arrival time within the 30-minute pick up window.

Late Cancellation

A late cancellation is defined as failure to cancel a trip 2 hours or more before the scheduled pick-up time, including a cancellation made at the door (a refusal to board a vehicle that has arrived within the pick-up window).

No-Shows Due to Operator Error or to Circumstances beyond a Rider's Control

Passengers will not be assessed a no-show or late cancellation when it has been found that the missed trips occurred due to an error of CAT Connect personnel. These types of errors include:

- Trips placed on the schedule in error
- Pick-ups scheduled at the wrong pick-up location
- Drivers arriving and departing before the pick-up window begins
- Drivers arriving late (after the end of the pick-up window)
- Drivers arriving within the pick-up window, but departing without waiting the required 5 minutes

Trips that are missed due to situations beyond a passenger's control that may prevent a timely notification are not counted towards no-shows or cancellations. The following are examples of such situations:

- Medical emergency
- Family emergency

- Sudden illness or change in condition

Passengers are encouraged to contact a CAT Connect Customer Service Representative to inform them of these situations regardless of the time of the notification so that the excused missed trip can be appropriately recorded.

Policy for Handling Subsequent Trips Following No-shows

When a passenger fails to show up for a scheduled trip, the driver should radio dispatch and advise them of the no-show. Dispatch attempts to call the passenger and reminds the driver to wait five (5) minutes to ensure that the passenger will not be present. The no-show is recorded in the system and any return trip for the same day that was scheduled is also canceled unless the passenger calls to indicate that the return trip should not be canceled. The courtesy cancellation of the return trip is performed to avoid charging the passenger multiple no-shows on the same day and increasing the no-show trip count. Passengers are strongly encouraged to cancel any subsequent trips they no longer need. A confirmation number will be provided with all cancellations and passengers are encouraged to retain the confirmation number for verification of their call.

Suspension Policies for a Pattern or Practice of Excessive No-shows and Late Cancellations

CAT Connect reviews all recorded no-shows and late cancellations to ensure accuracy before recording them in a passenger's account. Each verified no-show or late cancellation consistent with the above definitions counts as one penalty point. Passengers will be subject to suspension after they meet all the following conditions:

- Accumulate three penalty points in a six (6) calendar month period (January to June & June to December)
- Have "no-showed" or "late canceled" at least five percent of the passenger's booked trips for the month.

A passenger will be subject to suspension only if both the number of penalty points is reached and the percentage of trips deemed no-shows is met. CAT Connect will notify passengers by telephone after they have accumulated one penalty point and they will be advised that they are subject to suspension should they accumulate two additional penalty points within the six (6) month period consistent with the criteria listed in this section of the policy above.

All suspension notices include a copy of this policy and a grievance/appeal policy that details how to appeal suspensions.

Suspensions begin five days after the decision has been determined, ensuring the passenger is notified by telephone and letter. Suspensions will be held in abeyance if the passenger timely files an appeal of the suspension. The first violation in a calendar month triggers a warning telephone call but no suspension. Subsequent violations result in the following suspensions:

- Second violation: Second warning letter and phone call
- Third violation: [7-day] suspension; Notification will be by telephone and letter
- Third violation: [14-day] suspension; Notification will be by telephone and letter

- Fourth violation and subsequent violations: [30-day] suspension; Notification will be by telephone and letter

Each letter will specify the basis of the proposed penalty (e.g., Mr. Smith scheduled trips for 8:00 a.m. on May 15th, 2:00 p.m. on June 3rd, 9:00 a.m. on June 21st, and 9:20 p.m. on July 10th, and on each occasion, the vehicle appeared at the scheduled time and Mr. Smith was nowhere to be found) and set forth the proposed suspension (e.g., Mr. Smith would not receive service for 14 days).

Policy for Disputing Specific No-Shows or Late Cancellations

Passengers wishing to dispute specific no-shows or late cancellations must do so within five business days of receiving a phone call or letter. Passengers should contact the CAT Connect operations center at 239-252-7272, Monday through Friday from 8:00 a.m. to 5:00 p.m. to explain the circumstance and request the removal of the no-show or late cancellation.

Policy for Appealing Proposed Suspensions

Passengers wishing to appeal suspensions under this policy have the right to file an appeal request, which must be in writing by letter or via email. Passengers must submit written appeal requests within 15 business days of the date of the suspension letters. Passengers who miss the appeal request deadline will be suspended from CAT Connect on the date listed on the suspension notice.

All suspension appeals follow the CAT Connect grievance/appeal policy.

Trip Prioritization

Trips funded by the TD Trust fund are prioritized based on 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 educational 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

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 public and may not be prioritized.

Transportation Operators and Coordination Contractors

At the time of this TDSP Major Update, Collier County is under contract with MV Transportation to provide operations and administrative services for its fixed route and paratransit system as shown in **Table 25**.

Table 25: CAT Transportation Operators

Operators	Contact	Services	Client	Hours
MV Transportation	Mark Moujabber	Fixed Route, Para Operations, Scheduling, and Dispatch	BCC	3:30-9:00

Additionally, after negotiated agreements, coordination contracts have been executed with the following two non-profit organizations shown below in **Table 26**.

Table 26: CTC Coordination Contractors

Coordination Contractors	Services	Contact	Clients	Hours
EasterSeals Florida Inc.	Demand Response	Suzanne Caporina	Disabled	8:00-4:00
Sunrise Community of SWFL, Inc. (Naples)	Demand Response	Cassandra Beaver	Disabled	8:30-4:00

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Public Transit Utilizations

As shown in **Table 27**, CAT fixed route ridership has declined over the past five years which remains consistent with trends seen across the State of Florida where fixed route bus ridership experienced a sharp decline from 2020 into 2021. Though signs of improvement after the disruption of the COVID-19 pandemic as totals are slowly rebounding.

Table 27: Fixed Route Ridership

Fixed Route Ridership FY 2018-FY2022	
FY18	838,676
FY19	805,336
FY20	642,428
FY21	574,101
FY22	662,396

School Bus Utilizations

No School Buses are utilized in the coordinated system

Vehicle Inventory

An inventory of CAT’s paratransit fleet is included in **Appendix C**. The inventory identifies vehicle type, model year, accessibility features, and mileage.

In prior TDSPs, a vehicle replacement schedule was included based on the useful life as measured in years. A recent FDOT policy change now stipulates that vehicles are eligible for replacement based on both the useful life in years and the useful life in miles unless there is a compelling reason to replace the vehicle earlier due to excessive maintenance costs or other special circumstances. There should not be any significant negative impacts on CAT’s vehicle replacement needs resulting from this policy. It is possible that some vehicles will need to remain in service slightly longer than in prior years and defining replacement needs and eligibility will be somewhat more complex. CAT plans for its future replacement needs, future mileage projections, anticipated vehicle delivery dates, and funding availability will need to be carefully estimated to determine when vehicles will be eligible for replacement based on the new policy.

System Safety Plan Certification

CAT’s System Safety Plan Certification is included in **Appendix D**.

Inter-County Services

Introduced in 2011, CAT’s LinC route provides inter-county service between Collier and Lee Counties. Due to its success, a secondary route inter-county connection has been identified by the Collier MPO as one of its unfunded priorities. A Regional Service and Regional Fare Study is underway to evaluate the prospect of implementing additional regional bus service between Collier and Lee County. The study is expected to be completed in the first half of 2024.

Emergency Preparedness and Response

CAT is identified as a responsible agency in the Collier County Comprehensive Emergency Management Plan (CEMP). The plan is designed to provide a framework through which Collier County may prevent or mitigate the impacts of, prepare for, respond to, and recover from natural, manmade, and technological hazards that could adversely affect the health, safety, and general welfare of residents and visitors to the County. Additionally, this plan establishes the National Incident Management System (NIMS) as the standard for tasked agencies to use in responding to emergency events. The CEMP was approved by the Florida Division of Emergency Management and complies with Homeland Security Presidential Directives.

Education Efforts/Marketing

CAT actively markets its programs and services on social media such as X (formally known as Twitter), Facebook, and Instagram and at a variety of local community events. Recent examples include Paw Pass promotions, offering students unlimited rides throughout the summer. A Seasonal Beach Bus service has been implemented. CAT presented for the local 4H Club with "Know Your County Government," aimed at increasing awareness and understanding of local government processes. Lastly, a county-wide Try Transit Day was organized, providing free rides to residents for a day in April.

Service Standards

To assess quality assurance for the delivery of transportation services, the Local Coordinating Board utilizes the following services standards that form the basis for the annual review of the Community Transportation Coordinator (CTC). These standards are consistent with Section 41-2.006 Florida Administrative Code and the Code of Federal Regulation.

- Drug and alcohol program – CAT complies with applicable Federal Transit Administration requirements for all individuals in safety-sensitive positions. In addition, CAT maintains a Drug-Free Workplace policy.
- Escorts and children – Personal care attendants must be approved on the initial customer application with medical documentation for the reason an attendant is needed. If an escort/personal care attendant is requested, they will be transported at no additional charge.
- Child restraints – Restraints are required for children under 5 and/or under 50 lbs.
- Rider property – Passengers are allowed to bring up to four shopping bags that fit under the passenger's seat and/or on their lap.
- Vehicle transfer points – Vehicle transfer points will be in safe and secure locations. Riders have the right to vehicle transfer points that are sheltered, secure, and safe.
- Local toll-free number for consumer comments – The local toll-free number for complaints is 1-800-550-9348. The number is posted in all paratransit vehicles. If a complaint cannot be resolved locally, individuals have the option to contact the statewide Transportation Disadvantaged Ombudsman Hotline at 1-800-983-2435.
- Vehicle Cleanliness – All vehicles shall be free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal, or other objects or materials that could soil items

placed in the vehicle or provide discomfort for the passenger. All vehicles are cleaned (interior and exterior) on a regular schedule.

- Billing requirements – All payments to transportation subcontractors will be made in a timely manner pursuant to Florida Statutes. All bills shall be paid within 7 working days to subcontractors after receipt of said payment by the CTC in accordance with Section 287.0585, Florida Statutes.
- Rider/trip data – The CTC management entity will collect and store in a database the name, phone number, address, funding source, eligibility, and special requirements of each passenger.
- Seating - Vehicle seating will not exceed the manufacturer’s recommended capacity.
- Driver Identification - Drivers are required to announce and identify themselves by name and company in a manner that is conducive to communications with specific passengers, except in situations where the driver regularly transports the rider on a recurring basis. All drivers are to have a name badge always displayed when transporting passengers.
- Passenger Loading Assistance - All drivers shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include opening the vehicle door, fastening the seat belt or utilization of wheelchair securement devices, storage of mobility assistive devices, and closing the vehicle door. Passengers, especially frail and elderly and/or disabled, shall be assisted from the door of their pick-up point to the door of their destination. Other assistance may be provided except in situations in which providing assistance would not be safe for passengers remaining in the vehicle. Assisted access must be in a dignified manner. Drivers may not assist passengers in wheelchairs more than one step up or down.
- Smoking, Drinking, and Eating - There will be no smoking on any vehicles in the coordinated system. Eating and drinking on board the vehicle is prohibited. Exceptions are permitted when required due to an existing medical condition.
- Passenger No-Shows - All scheduled trips (reservations) must be canceled at least 2 hours prior to the scheduled trip to avoid being deemed a “no show”. Passengers are not responsible for “no-shows” due to sudden illness, family or personal emergency, transit connection or appointment delays, extreme weather conditions, operator error, or other unforeseen reasons for which it is not possible to call to cancel or take the trip as scheduled. Late Cancellations and/or No Shows may result in suspension of service. Passengers will be notified of every “no-show” violation in writing. If a passenger receives notice of a no-show violation that proposes a suspension of service, the written notification shall also outline the passenger’s right to appeal the imposition of that sanction. All penalties reset after one year from the initial no-show violation.
- Communication Equipment - All vehicles will be equipped with two-way communication devices.
- Vehicle Air Conditioning and Heating Equipment - All vehicles in the coordinated system shall have working air conditioning and heating. Vehicles that do not have a working air conditioner and/or heater will be scheduled for repair or replacement within five days. Should a vehicle incur a problem, it will be repaired as soon as possible. The owner/operator is responsible for its repair. The priority is that the CTC provides transportation. If a vehicle’s air conditioning or heating is not

functioning properly, and, if there are no other vehicles available, the passengers will be transported, rather than canceling a trip. Passengers with health conditions affected by air conditioning or lack thereof will be notified if their vehicle's air conditioning is not working, and the passenger will be given an opportunity to decide whether to take the trip.

- First Aid Policy - Drivers are certified in first aid on an annual basis.
- Cardiopulmonary Resuscitation (CPR) - Drivers are certified in CPR every two years (biennial).
- Driver Background Checks - All drivers in the coordinated system must have a "favorable" background check from the Florida Department of Law Enforcement ("favorable" as defined by the Department of Children and Families policies and procedures).
- Public Transit Ridership - Using a single centralized operation for CTC and fixed route service, coordinated trips will be referred to the fixed route when accessible rather than placed into the CTC paratransit system.
- The CTC will continue to market and encourage the use of bus passes, by individuals and agencies that sponsor trips. It will also measure the use of each pass per month.
- Pick-Up Window - Passengers are not given a set pick-up time. Instead, they are told to be ready for their ride to arrive from between one to two hours before their appointment time. This window is dependent on the service area of the pick-up and drop-off points. Travel times are determined by the length of the trip. Travel times are as follows: 9 miles or less is approximately 60-minute travel time, 9-18 miles is approximately 75-minute travel time, and 18 miles or longer is approximately 120-minute travel time. The CTC may negotiate special pick-up arrangements with the customer, in advance, as the situation dictates. These arrangements shall be documented and maintained on file to distinguish these trips from regularly scheduled trips for determining on-time performance. Medical appointments and employment must follow the "30 minutes early to zero minutes late" policy. All other trips are considered on time if they arrive one minute before or one minute after the scheduled time. Four (4) or more passengers dropped-off and/or picked up at the same location constitute a group trip. The CTC may negotiate special arrangements with the customer or agency, in advance, for a group trip. These special arrangements will be documented and evaluated separately for on-time performance. Every effort will be made by the CTC to keep the ride times within the service window for these trips.
- All return trips are also scheduled in advance. The pick-up process for return trips is the same as the originating trip. Depending on the location, the window may be one or two hours. General expectations are that travel within a single service area will be within the one-hour window and trips between service areas will have a two-hour window.
- On-time Performance - The CTC will have a 90% on-time performance rate for all completed trips including both pick-ups and drop-offs. The CTC will report on-time performance at all LCB meetings.
- Advance Reservations - Reservations are made a day in advance up to 5 p.m. the business day prior to the trip request. Passengers with an urgent need to travel should call the CTC. Unless

other regulations are applicable, same-day trip requests cannot be guaranteed. However, the CTC will attempt to accommodate the request.

- Accidents - There should be no more than 1.2 accidents per 100,000 miles.
- Road Calls - There should be no less than 10,000 miles between each road call.
- Call-Hold - All calls shall be answered within three rings, and the maximum hold time shall be two minutes. The standards listed below are locally developed standards, in addition to those required by Section 41-2.006, Florida Administrative Code.
- Driver Training - All operators, supervisors, and safety-sensitive positions shall receive drug and alcohol safety training. Additional training shall consist of driver safety, passenger relations, wheelchair security, CPR, fire safety, and other topics, as deemed necessary. At a minimum, passenger relations and driver safety training shall be conducted annually. All drivers will be annually certified in First Aid. All drivers will be certified every two years in Cardiopulmonary Resuscitation (CPR).
- Oxygen Transport - Passengers may travel with oxygen equipment if it is self-administered and can be safely stowed when the vehicle is enroute. Drivers are not permitted to supply, connect, or disconnect oxygen.
- Service Animals - Guide dogs or other service animals are allowed if specified when applying for TD and/or ADA-sponsored transportation services. Family pets are not allowed.
- On-Board Travel Time - The CTC will make every effort to comply with funding agencies' stated ride times. In situations where it becomes apparent that an individual's onboard travel time will exceed the one-hour or two-hour window (due to accidents and vehicular breakdown, for example), the CTC will make every effort to contact the families or caregivers of the passenger.
- Joint Lee and Collier County Local Coordinating Board Meetings - The CTC recognizes the importance of Joint LCB meetings between Lee and Collier Counties for the purpose of developing consistent inter and intra-county policies. For this reason, the BCC as the CTC will make every effort to pay for out-of-county TD trips to attend the Joint LCB meetings between Lee and Collier County. These out-of-county trips will be for attendance at Joint LCB meetings only and will be paid for by the BCC, depending on the funding availability.
- Refusal to Pay or No Pays - To ensure consistent and fair transportation services to all our passengers, everyone is expected to pay the proper fare upon boarding a CAT Connect. To emphasize the importance of limiting No Pays, CAT Connect adopted the following, zero tolerance of refusal to pay policy: If the passenger does not have the appropriate amount to pay for his or her co-pay, transportation will not be provided. If the passenger refuses to pay for a return trip the passenger will not be eligible to reserve a future trip until payment of the co-pay has been fulfilled.

- Multiple Destinations - Each trip includes one destination. Brief stops at locations before the scheduled destination will not be allowed. If multiple destinations are needed, each section of the trip must be scheduled separately, and the rider must pay a fare for each ride.

Local Complaint and Grievance Procedure

The Local Coordinating Board has adopted the Collier County local complaint and grievance procedures as follows:

If someone is not satisfied and/or disagrees with a decision made as it relates to program eligibility or the provision of service, that individual has the right to file a grievance or to request an appeal within 60 days of the decision. For appeals to the No Show/Late Cancellation suspension, passengers must submit a written appeal within 15 business days from the date of the suspension letter.

When contacting CAT to express concern with any aspect of the service, customers may call 239-252-5840, write to CAT Connect at 8300 Radio Road, Naples, Florida 34104, complete an online form available at www.goCATbus.com, or speak to someone in person. When sending a written complaint please include details such as time, date, location, and a description of the problem you experienced. This will help in determining the appropriate personnel to contact to resolve any issues(s) as quickly as possible. CAT's complete Complaint Resolution Policy is provided in **Appendix F**.

For those that are not satisfied with the resolution of the complaint, appellants also have the option to file a grievance or call the Florida Commission for the Transportation Disadvantaged Ombudsmen Hot Line at 1-800-983-2435.

The process to file a grievance or to request an appeal is described below.

Step One:

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

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

Step Two:

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

Collier MPO
Attn: Anne McLaughlin, Director

2885 Horseshoe Drive South
Naples, FL 34104
(239) 252-5884

Anne.McLaughlin@colliercounty.fl.gov

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.

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.

Coordination Contract Evaluation Criteria

In its role as the CTC, Collier County is responsible for planning, coordination and implementation of the most cost-effective transportation system possible within Collier County. Before entering a coordination contract, Collier County analyzes local transportation needs and available resources to ensure that TD services are non-duplicative and can be provided in the most cost-effective manner by the proposed coordination contractor. Collier County considers the capabilities of a proposed coordination contractor to comply with record keeping, safety, vehicle operations, state and federal civil rights laws, etc. When applicable, Collier County evaluates the past performance of the proposed coordinated provider before entering another Memorandum of Understanding.

Cost/Revenue and Allocation and Rate Structure Justification

In March 2023, the Collier MPO's Local Coordinating Board approved the service rates shown in Table 19 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 E.

Table 28: CTD Calculated Rates

FY 2023/2024 CTD Rate Model	
Ambulatory Trip	\$36.73
Wheel Chair 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 (weekly-full fare)	\$20.00
Bus Pass (weekly-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

Source: 2023 Collier County FY2023-2024 TD Approved Rate Model Worksheet

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.

During the making of this 2023 TDSP major update the fare structure that had been adopted on June 12, 2018, has been confirmed to be and is still the most current fare structure for Collier Area Transit. Table 29 and Table 30 below, display the existing CAT fare structure and the TD/ADA fares respectively.

Table 29: CAT Fare Structure Adopted October 2018, Remains in Effect October 2023

Service Category	Base Fare	Reduced Fare
One Way Fare	\$2.00	\$1.00
Children 5 Years of Age and Younger	Free	Free
Transfers	Free up to 90 Min	Free up to 90 Min
Day Pass	\$3.00	\$1.50
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		
Summer Paw Pass (Valid June 1-August 31 for Students)		\$30.00
30-Day Corporate Pass		\$29.75/mo.
<p>*Reduced fares are for members of Medicare, the disabled community, those 65 years and older, children 17 and under, high school and college students, and active /retired military personnel. ID Required. This fare also applies to the subcontracted transportation provider with the Florida Commission for the Transportation Disadvantage that provides transportation services under the non-emergency transportation Medicaid contract for Collier County.</p>		
Promotional Fares		
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 specific value)	\$200/event

Table 30: TD & ADA Fare Structure Adopted October 2018, Remains in Effect October 2023

TD & ADA Fare Structure	
ADA Fare Full - At or Below Poverty Level	\$3.00
ADA Fare - At or Below Poverty Level	\$1.00
TD Fare - At or Below Poverty Level	\$1.00
TD Fare - 101% to 150% of Poverty Level	\$3.00
TD Fare - 151% or Higher Above Poverty Level	\$4.00

Quality Assurance

The Local Coordinating Board (LCB) conducted the last evaluation of the CTC in 2022 for the period July 1, 2020, through June 30, 2021, utilizing the CTC's QAPE/LCB CTC Evaluation Workbook. As a result, the following recommendations were made:

- The CTC's eligibility screening process evaluates potential Fixed Route opportunities and educates passengers on available options as appropriate for the individual's travel needs consistent with Strategy 2.1.4 of the TDSP. Discussion is still recommended between the LCB and the CTC to determine an appropriate measure for increasing usage of public transit and the measure will be added to the next TDSP update as deemed appropriate.

Status: Ongoing. The CTC continues to work with the LCB to determine if a measure to annually record passengers transferring from paratransit to fixed route can be derived, and if so, establish an acceptable goal.

- The paratransit system is an essential service that continues to provide mobility options to the citizens of Collier County. The system was impacted greatly due to a driver shortage which affected all areas of the service. A contract amendment was approved to increase driver wages. Since its implementation it has proven to be successful. With the hiring of the new drivers, the service level has started to improve. Work/medical on time performance has shown consistent improvement over the past year. It is recommended that the CTC continue to monitor overall on time performance and work/medical on time performance and report on a quarterly basis to the LCB. With the cost of fuel increasing and the cost of labor increasing, it is expected that the cost per mile and per passenger trip have increased. The CTC should continue to monitor performance measures and provide the LCB information regarding measures being implemented to increase performance for all TDSP standards.

Status: The CTC continues to monitor and strive to improve reliability of service for passengers [Ongoing].

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Appendix A: 2023 Collier County Private Transportation Providers

Item No.	2023 Collier County Private Transportation Providers		
1	A Blue Ribbon Transportation Services Co.	46	Luxury Taxi Service of SWFL Inc. d/b/a Luxury Taxi Service
2	A-rrive Transportation LLC	47	Maintain Domain Etc. Inc.
3	Aaron Airport Transportation Inc.	48	Majestic Transportation Services Inc.
4	Airport Express Naples LLC d/b/a Direct Transportation	49	MBA Airport Transportation LLC
5	ALL ABOARD LIMO INC.	50	MediCab Transportation, LLC
6	All Around Transportation L.L.C.	51	Naples & Marco Transportation
7	Alpha Transportation Services Inc.	52	Naples Airport Shuttle, Inc.
8	Allure Chauffeur	53	Naples Chauffeur Service, Inc.
9	AOT Global, Inc.	54	Naples Elite Transportation, LLC
10	Arkway Taxi, Inc.	55	Naples Express Transportation, Inc.
11	Atlantis Cars & Limousines, Inc.	56	Naples Freddy Taxi
12	B & K Transportation Services	57	Naples Limo Services Inc.
13	Boys and Girls Transport, Inc.	58	Naples Limousine Service, Inc. d/b/a Naples Limousine
14	Canary Transportation, Inc.	59	Naples Royal Transportation, Inc.
15	Care Med Transportation, L.L.C.	60	Naples Taxi Alberto's, LLC
16	Checker Airport Transportation, Inc.	61	Naples Transportation & Tours, LLC
17	CITY TRANSPORTATION OF NAPLES, INC.	62	Naples Trolley Tours
18	Classic Transportation	63	Ocean Line Transportation Inc.
19	Clean Ride Limo, Inc.	64	Out On The Town Transportation, LLC
20	Collier Coach LLC	65	Preferred Shuttle LLC
21	Comfy Transportation	66	Premier Healthcare and Transportation Services, Inc.
22	CSP Associates, Inc d/b/a Ambassador	67	Premier Taxi & Limo Service
23	Dixie Taxi and Limo Service d/b/a Naples Cab	68	Pristine Transportation, Inc.
24	Dolphin Transportation Specialists, Inc.	69	Private Car Luxury Transportation, Inc.
25	Driven SWFL Inc.	70	RC Taxi Services LLC
26	Eagle Taxi Inc.	71	Red Rover Transportation of SW FL Inc.
27	Eli Private Chauffeur Services Naples	72	Redback Tours LLC
28	Elite Limousine Service of SW Florida, Inc.	73	Roger's Limo Service, Inc.
29	EZ JOURNEY INC	74	Royal Floridian Transportation, Inc.
30	Fifth Avenue Transportation	75	RSW On-demand Transportation, ODT LLC
31	First Class Transportation Naples	76	RSW Transportation & Car Service
32	Flamingo Transportation Inc.	77	SafeRide RSW Transportation
33	Go Express One LLC	78	Safeway Taxi Corp.
34	Go Platinum Transportation, LLC	79	Sunshine Limo Chauffeured Transportation Worldwide, L.L.C.
35	Guiampu Corp.	80	SWFL Transportation Group, Inc. d/b/a Bluebird Taxi, Yellow Cab, Checker Airport Transportation, Bluebird Mobility and Bluebird Executive Sedan Transportation
36	Gulf Coast Taxi Inc.	81	Taxi Hispano SW, Inc.
37	Hollywood Limos of Naples LLC	82	Taxi Latino Inc.
38	Ion Transportation, LLC	83	Taxi Pam & Car Service, Inc.
39	J. Poelker Transportation Services, Inc, d/b/a Apple Transportation	84	The Best Transportation In Naples, LLC
40	KS Non-Emergency Medical Transport	85	The Nellie Group Inc. d/b/a A-Action Transportation Service
41	L.A. Limousine Service, Inc.	86	TLC Transport Company of Southwest Florida Inc.
42	Limotions Limousine	87	Turbo Medical Transportation
43	LP Transportation	88	Valet Pros LLC
44	Lux VIP Transportation	89	Wheelchair Transport Service, Inc.
45	Luxury Drive Pro LLC		

Appendix B: CAT Connect Shared-Ride Application Form



CAT Connect is a public transportation shared-ride door-to-door service that is **ONLY** available for individuals **who do not have access to any other means of transportation**, including the Collier Area Transit (CAT) bus service (fixed route). The CAT Connect program provides transportation service through the Florida Department of Transportation for eligible individuals through several funding programs, including the American with Disability Act (ADA) and Florida Commission for the Transportation Disadvantaged (TD). CAT Connect can be used for medical appointments, work, school and other trips depending on the funding program the individual qualifies under. The information requested on this application is intended to help us determine the funding program you qualify for.

The qualification guidelines for each program are shown below. If you are unsure whether you qualify, have any questions, or need assistance completing this application, please call our Customer Service Department at (239) 252-7272 or the CAT office at (239) 252-7777. For TTY/TDD devices call (800) 955-1339.

For **MEDICAID TRANSPORTATION** please call **(844)-239-5974**.

Eligibility Criteria	
ADA	TD
<ul style="list-style-type: none"> Your trips origin and destination are within the ADA corridor^a You have a recognized disability verified by an accepted medical professional Unable to Utilize CAT Fixed Route 	<ul style="list-style-type: none"> Your trips origin or destination must reside outside the ADA corridor but within Collier County. You have a physical or mental disability, or income status; that prevents you from transporting yourself Or you are a child who is handicapped or high-risk or at-risk.

- Eligibility is a functional determination of the applicant's ability to use the CAT bus service (fixed route), and not simply a medical or psychiatric diagnosis.
- The ADA certification process may involve a telephone interview and/or a personal functional assessment to determine if and how the applicant's transit needs can be met. CAT Connect will pay for the functional assessment as well as provide transportation to and from the evaluation, if necessary. The in-person assessment begins with a one-on-one interview, designed for an applicant to provide details regarding his/her travel skills and abilities. During the interview, the assessor determines whether the applicant can safely participate in the functional assessment process. A mobility assessment focuses on each applicant's functional and cognitive abilities. Through assessments, an evaluator can determine environmental, architectural, and personal

^aADA Corridor – ¼ mile from a CAT fixed route.

barriers that may impact an applicant's ability to safely and independently access public transportation.

- All applicants will be notified of the outcome of their application.
- **PROCESSING OF THIS APPLICATION CAN TAKE UP TO 21 CALENDAR DAYS.** The 21-day period begins AFTER a complete application is received and personal assessment is completed.
- **Travel Training** is a FREE service that is offered and creates opportunities for community access by teaching you how to use the CAT bus service (fixed route). The Travel Trainer will work with you in either an individual or small group setting to teach you the travel skills needed to get to your destination safely and independently. The Travel Trainer will work with you until you are capable and confident to travel your route on your own.
- **Service eligibility maybe reviewed and modified at any time within the approved eligibility period. Passengers will be properly notified of any changes.**

REMEMBER WHEN COMPLETING THIS APPLICATION!

1. Type or PRINT legibly, **ILLEGIBLE, INCOMPLETE AND/OR UNSIGNED APPLICATIONS WILL NOT BE ACCEPTED AND WILL BE RETURNED. THIS WILL CAUSE A DELAY IN YOUR ELIGIBILITY DETERMINATION.**
2. To confirm disability **THE MEDICAL VERIFICATION SECTION IS REQUIRED** and must be completed by an accepted medical professional (see list on top of Medical Verification form).
3. **PROOF OF INCOME IS REQUIRED IF A REDUCED CO-PAY IS REQUESTED.** Acceptable types of proof of income are pension/social security benefit statements, unemployment benefits, bank statements or current paystubs.
4. Complete all sections of the application requested, return all information requested, and sign where indicated.

Note: All CAT bus service (fixed route) vehicles are wheelchair accessible and equipped with wheelchair lifts. Therefore, use of a wheelchair does not automatically justify use of paratransit service. Bus operators or automatic systems announce major streets and intersections and/or all vehicles are equipped with automated enunciators.

OFFICE USE ONLY - DO NOT WRITE IN THIS SPACE

Customer ID#:
Exp. Date:

New Application Re-Certification

Date Received: _____ Date of Completed Application: _____

Date of Scheduled Assessment: _____ Date of Completed Assessment: _____

Initial Reviewer: _____ Date: _____

Temporary Permanent Conditional

Conditional Reason: _____

ADA Approval: _____

TD Approval: _____

PCA Needed: Yes No TT Requested: Yes No Funding Source: ADA TD Both

Fare Amount Owed: TD: \$1.00 \$3.00 \$4.00 ADA: \$1.00 \$3.00

Approval: Approved Denied Final Reviewer: _____ Date: _____

SECTION 1 – GENERAL INFORMATION (PLEASE PRINT)

- Check here if you are a current Paratransit rider
- Check here if you currently receive Medicaid or any program that would pay for transportation.

Date of Birth: ____/____/____ Sex: Male Female

Last Name: _____ First Name: _____ M.I. _____

Street Address: _____ Apt.#: _____

City: _____ State: _____ Zip Code: _____

Home Phone: _____ Cell Phone: _____

Email: _____

Name of Subdivision, Building Complex Name, and/or Facility Name:

Is a gate code required for entry? YES NO Code Number _____

Mailing Address (if different from above): _____

Is this a Nursing Home ACLF/ALF Boarding Home

Does the facility you live in have a vehicle to transport residents? YES NO

Have you ever been transported by this facility? YES NO

Do you require materials or correspondence in an alternative format? If so, please specify;

Large Print Audio Computer Other _____

If the applicant received assistance completing this application, please specify;

Name: _____ Relationship: _____ Phone: _____

Do you authorize this person to assist you with future travel arrangements? YES NO List

additional persons that are authorized to assist you with travel arrangements in the future:

Emergency Contact: Name and telephone number of someone we can call in an emergency.

Name: _____ Relationship: _____

Home Phone: _____ Cell Phone: _____

TRAVEL INFORMATION

1. How do you currently travel to appointments or to other activities such as grocery shopping?

2. Have you ever used the *Collier Area Transit's* bus service? YES NO

NOTE: CAT Connect offers travel training services to teach individuals how to use the CAT bus service. Participation in travel training will not affect your eligibility for ADA Paratransit service.

Check here if you are interested in receiving additional information on travel training.

MOBILITY INFORMATION

All *Collier Area Transit's* buses are wheelchair accessible. Therefore, use of a wheelchair does not automatically justify use of Paratransit service.

1. Please check the appropriate mobility aid(s) or equipment listed below that you use to assist you when you travel.

Powered scooter/wheelchair

Oxygen tank

Walker

Manual wheelchair

Cane

Service Animal

Other (specify): _____

Applicant special accommodation for transport: _____

COMMON DESTINATIONS

List the doctors, medical facilities or other locations you visit on a regular basis and how you currently travel to those appointments.

- a. Doctors Name/Medical Facility _____
Phone Number _____
Address _____
- b. Doctors Name/Medical Facility _____
Phone Number _____
Address _____
- c. Other non-medical destination _____
Address _____
- d. Other non-medical destination _____
Address _____

SECTION 2 – TD APPLICANTS OR REDUCED CO-PAY

In order to determine if you qualify as Transportation Disadvantaged (TD), please answer the following questions. This section will also determine if you qualify for a reduced CAT Connect fare.

- 1. Total Annual Household Income: \$ _____

NOTE: Proof of income is required. Please submit with completed application. Acceptable types of proof of income are pension/social security benefit statements, unemployment benefits, bank statements or current paystubs.

- 2. How many personal vehicles are owned or used by members in your household?

- 0
- 1
- 2 or more

- 3. Are you able to drive and transport yourself?

- Yes
- No

- 4. If you are unable to transport yourself, please explain why not?

SECTION 3 – ALL APPLICANTS

APPLICANT CERTIFICATION

I understand the information contained in this application will be kept confidential and shared only with professionals involved in evaluating my eligibility for **Paratransit Shared-Ride Service**. I certify the information provided in this application is true and correct. I understand that providing false or misleading information or making false statements on behalf of others constitutes fraud and is considered a felony under the laws of the State of Florida. I authorize the professional(s) listed to release information to CAT CONNECT Program about my disability and its effects on my ability to travel on the COLLIER AREA TRANSIT bus service (fixed route). I understand that I may revoke this authorization at any time with written notice to CAT CONNECT Program.

THIS APPLICATION MUST BE SIGNED

Signature of applicant: _____ **Date:** _____

If Applicant is unable to sign this form, he/she may have someone sign and certify on applicant's behalf.

Proxy Signing for Applicant: _____ **Date:** _____

Print Name: _____

Relationship to applicant: _____

WHEN COMPLETED, PLEASE

MAIL APPLICATION TO: **CAT Connect Program
CAT Operations Center
8300 RADIO ROAD
NAPLES, FL 34104**

OR FAX APPLICATION TO: **(239)252-4464**

OR MAIL APPLICATION TO: CATConnect@colliercountyfl.gov

If not satisfied or applicant disagrees with a decision related to program eligibility, or the provision of service, that individual has the right to file an appeal with CAT Connect within 60 days of the decision.

MEDICAL VERIFICATION (*Must be completed by accepted medical professional*)

FOR ADA OR if you are applying for TD due to a medically verified physical or cognitive condition, impairment, or disability: A Medical Verification Form must be completed and signed by a licensed medical professional. Accepted medical professionals include:

- Medical Doctor
- Doctor of Osteopathic Medicine
- Doctor of Chiropractic
- Occupational Therapist - Licensed and Registered
- Audiologist
- Ophthalmologist
- Psychologist
- Registered Nurse
- Physical Therapist
- Licensed Practical Nurse

Dear Medical Professional:

In order to process this applicant's request for CAT Connect eligibility, we require this form be completed. Only licensed medical professionals having knowledge of the applicant's functional ability to use the **Collier Area Transit (CAT)** bus service (fixed route) should complete this form. CAT Connect is the shared-ride door-to-door service and CAT is the fixed route bus service.

All CAT bus service (fixed route) vehicles are wheelchair accessible and equipped with wheelchair lifts. Therefore, use of a wheelchair does not automatically justify use of paratransit service. Bus operators or automatic systems announce major streets and intersections, and/or all vehicles are equipped with automated enunciators.

Thank you for your assistance.

Contact information:

CAT Connect Program Customer Service Phone:

(239) 252-7272 or (239) 252-7777

Fax: (239) 252-4464 or (239) 252-5753

Email: CATConnect@colliercountyfl.gov

Additional information can be found on our website www.rideCAT.com

MEDICAL VERIFICATION – ADA & TD DISABILITY APPLICANTS
(MUST BE COMPLETED BY MEDICAL PROFESSIONAL)

APPLICANT'S NAME: _____ **Date of Birth:** ____ / ____ / ____

1. The Applicant is being evaluated for eligibility on the CAT Connect Paratransit System, but the ability to utilize the Fixed Route System (Large City/County Bus that operate on a predetermined route according to a predetermined schedule) must first be determined. Is the applicant able to use the Fixed Route bus independently and safety? **Yes** **No**

2. What are the disability/ies or health conditions that affect the applicant's ability to use the Collier Area Transit bus service (fixed route)?

3. Does this person require a Personal Care Attendant (PCA) while traveling? **Yes** **No**

4. How long has this disability been present? _____

Is the disability **permanent**, **temporary** or **progressive**?

If temporary, how long? _____

5. Please describe any other medical conditions this person has at this time and severity, in detail, including any restrictions, limitation, and prognosis _____

6. How long have these conditions been present? _____

Is condition **permanent**, **temporary** or **progressive**?

7. Is this person able to:

Yes **No** Communicate addresses, destinations, and phone numbers?

Yes **No** Read and/or monitor time?

Yes **No** Ask for, understand, and follow instructions?

Yes **No** Deal with unexpected situations or changes in routine?

Yes **No** Safely and effectively travel through crowded or complex facilities?

In signing, I acknowledge that, to the best of my knowledge, the information in this evaluation form is true and correct. I understand that providing false or misleading information could result in the re-examination of the eligibility status of the applicant as well as prosecution to the maximum extent allowed by the laws of the state of Florida.

Signature: _____ **Date:** _____

Print or type Name and Title: _____

State of Florida License Number: _____

Business Address: _____ **Phone Number:** _____

City: _____ **State:** _____ **Zip Code:** _____

Appendix C: Vehicle Inventory

Year	Make	Model	VIN Number	FDOT Control #	Agency Vehicle #	Ramp/Lift	# of Seats and W/C Positions	Average Miles/Yr	Current Mileage
2016	CHEVROLET	Glaval	1GB6GUBL7G1138289	98173	CC2-1410	Lift	14 pass, 6 WC	45519	273115
2016	CHEVROLET	Glaval	1GB6GUBL0G1140658	98177	CC2-1411	Lift	14 pass, 6 WC	42942	257653
2016	CHEVROLET	Glaval	1GB6GUBL3G1265573	98176	CC2-1412	Lift	14 pass, 6 WC	42606	255638
2015	CHEVROLET	Glaval	1GB6G5BL8F1262043	98128	CC2-1115	Lift	14 pass, 6 WC	41504	290529
2015	CHEVROLET	Glaval	1GB6G5BL0F1263333	98130	CC2-1117	Lift	14 pass, 6 WC	45760	320319
2019	FORD	Challenger	1FDES8PV1KKA49971	10065	CC2-2194	Lift	8 pass, 2 WC	39897	119691
2019	FORD	Challenger	1FDES8PV3KKA49972	10064	CC2-2195	Lift	8 pass, 2 WC	48159	144476
2019	FORD	Challenger	1FDES8PV5KKA49973	10063	CC2-2196	Lift	8 pass, 2 WC	41428	124284
2019	FORD	Challenger	1FDES8PV7KKA49974	10062	CC2-2197	Lift	8 pass, 2 WC	47402	142205
2020	FORD	Challenger	1FDFE4FS9KDC45799	10076	CC2-2342	Lift	12 pass, 3 WC	67977	135953
2020	FORD	Challenger	1FDFE4FS1KDC49376	10073	CC2-2343	Lift	12 pass, 3 WC	60098	120196
2020	FORD	Challenger	1FDFE4FS3KDC49377	10077	CC2-2344	Lift	12 pass, 3 WC	63429	126858
2020	FORD	Challenger	1FDFE4FS5KDC49378	10074	CC2-2345	Lift	12 pass, 3 WC	62538	125076
2019	FORD	Challenger	1FDFE4FS0KDC66539	N/A	CC2-2393	Lift	14 pass, 2 WC	36926	110777
2020	FORD	Challenger	1FDFE4FS3KDC66504	10096	CC2-2477	Lift	14 pass, 2 WC	54903	109805
2020	FORD	Challenger	1FDFE4FS5KDC66505	10100	CC2-2478	Lift	14 pass, 2 WC	50117	100234
2020	FORD	Challenger	1FDFE4FS7KDC66506	10099	CC2-2479	Lift	14 pass, 2 WC	44331	88661
2020	FORD	Challenger	1FDFE4FS9KDC66507	10093	CC2-2480	Lift	14 pass, 2 WC	52802	105604
2020	FORD	Challenger	1FDFE4FS0KDC66508	10092	CC2-2481	Lift	14 pass, 2 WC	54144	108287
2020	FORD	Challenger	1FDFE4FS2KDC66509	10097	CC2-2482	Lift	14 pass, 2 WC	34674	69348
2018	FORD	Glaval	1FDFE4FS3HDC70786	98195	CC2-1842	Lift	12 pass, 6 WC	60234	240936
2018	FORD	Glaval	1FDFE4FS2HDC70794	98196	CC2-1843	Lift	12 pass, 6 WC	57112	228449
2018	FORD	Glaval	1FDFE4FS7HDC70791	98197	CC2-1844	Lift	12 pass, 6 WC	57628	230510
2018	FORD	Glaval	1FDFE4FS1HDC70785	10001	CC2-1845	Lift	12 pass, 6 WC	62204	248815
2021	FORD	Impulse	1FDFE4FN8MDC15044	10118	CC2-2700	Lift	14 pass, 3 WC	82758	82758
2021	FORD	Impulse	1FDFE4FN3MDC15064	10122	CC2-2701	Lift	14 pass, 3 WC	73621	73621
2021	FORD	Impulse	1FDFE4FN4MDC15073	10121	CC2-2702	Lift	14 pass, 3 WC	73749	73749
2021	FORD	Impulse	1FDFE4FN8MDC15075	10120	CC2-2703	Lift	14 pass, 3 WC	73934	73934
2021	FORD	Impulse	1FDFE4FN1MDC15080	10119	CC2-2704	Lift	14 pass, 3 WC	65432	65432
2021	FORD	Impulse	1FDFE4FN3MDC15081	10130	CC2-2705	Lift	14 pass, 3 WC	65885	65885
2016	VPG	MV1	57WMD2C64GM100120	98139	CC2-1376	Ramp	3 + 1 WC	22927	137560
2016	VPG	MV1	57WMD2C63GM100433	98141	CC2-1377	Ramp	3 + 1 WC	20504	123024
2016	VPG	MV1	57WMD2C64GM100540	98140	CC2-1378	Ramp	3 + 1 WC	15454	92723
2012	VPG	MV1	523MF1A60CM101667	97147	CC2-868	Ramp	3 + 1 WC	14773	147726

Appendix D: SSPP Certification



January 25, 2023

Tammy Assid, Transit Support Consultant
ATKINS on behalf of FDOT, District One
801 North Broadway Ave
Bartow, FL 33830

Re: Annual Transit System Safety and Security Certification (SSPP)

Dear Ms. Assid,

Enclosed you will find the Collier Area Transit Annual Transit System Safety and Security Certification as required by Florida Rule 14-90.

If you have any questions please do not hesitate to contact me at (239) 252-4996

A handwritten signature in blue ink, appearing to read "Omar De Leon".

Omar De Leon
Transit Manager



8300 Radio Road · Naples, Florida 34104 · 239-252-5840 · www.colliercountyfl.gov

COLLIER AREA TRANSIT
8300 Radio Road
Naples, Florida 34104

Collier Area Transit Annual Certification Requirement per
14-90.010 Bus Transit Operational Certification

In accordance with Florida Rule Chapter 14-90.004 Bus Transit System Operational Standards, specifically subchapter 14-90.010 Certification, as amended, the following certifications are provided to the Florida Department of Transportation.

It is hereby certified that:

Collier Area Transit operating as CAT has adopted a transit bus system safety program plan (SSPP) in accordance with the established standards set forth in Florida Rule Chapter 14-90.004 Bus Transit System Operational Standards and has adopted a System Security Program Plan (SSPP).

Collier Area Transit certifies the performance of safety inspections on all buses operated by the Collier Area Transit system in accordance with Florida Rule Chapter 14-90.004 Bus Transit System Operational Standards.

Collier Area Transit certifies that a review of the Collier Area Transit System Safety Program Plan (SSPP) and Security Program Plan (SPP) is conducted periodically to ensure that the program plans remain in compliance.

This certification is provided by Collier Area Transit which has performed the required bus safety inspections.

Collier Area Transit
8300 Radio Road
Naples, Florida 34104

The following certification is provided on behalf of Collier Area Transit by its Transit Manager who is directly responsible for the management of the bus transit system and attests to this agency's compliance with Florida Rule Chapter 14-90 Bus System Operational Standards for Bus Transit Systems, as amended.

Date: 1/25/23

Signed: 
Omar De Leon
Collier Area Transit



Bus Transit System Annual Safety and Security Certification

*Certifying Compliance with Rule 14-90, FAC to the
Florida Department of Transportation (FDOT)*

December 20, 2022
MV Contract Transportation, Inc.
8300 Radio Rd
Naples, FL 34104

The Bus Transit System (Agency) named above hereby certifies the following:

- 1. The Agency has adopted a System Safety Program Plan (SSPP) and a Security Program Plan (SPP) pursuant to the standards set forth in Rule Chapter 14-90, Florida Administrative Code.*
- 2. The Agency is in compliance with its adopted SSPP and SPP.*
- 3. The Agency has performed annual safety inspections on all operational vehicles in accordance with Rule Chapter 14-90, Florida Administrative Code.*
- 4. The Agency has conducted reviews of SSPP and SPP and the plans are up to date.*

Blue Ink Signature: *Mark Moujabber* Date: 1/4/2023
(Individual Responsible for Assurance of Compliance)

Name: Mark Moujabber Title: General Manager

Name and address of entity(ies) which has (have) performed bus safety inspections and security assessments:

Name: MV Contract Transportation, Inc. for Collier Area Transit
Address: 8300 Radio Rd, Naples, FL 34104

Name of Qualified Mechanic who Performed Annual Inspections: MV Transportation
* Note: Please do not edit or otherwise change this form.

Appendix E: CTD Rate Model Worksheet

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"

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 checked="" type="radio"/> Yes <input type="radio"/> No
Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	STOP! Do NOT Complete 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 checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No
Answer # 2 for Ambulatory Service	Answer # 2 for Wheelchair Service	Do Not Complete Section II for Stretcher Service	Answer # 2 for Group Service

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

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

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

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

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

Ambulatory	Wheelchair	Stretcher	Group
Go to Section 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**
 per passenger mile?
3. If you answered Yes to # 1 and completed # 2, for how many of the projected Passenger Trips / Passenger Miles will a passenger be accompanied by an escort? Leave Blank
4. How much will you charge each escort?..... Leave Blank

SECTION IV: Group Service Loading

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

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			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	1,490,915	1,236,498	222,230	Leave Blank	32,186
Rate per Passenger Mile =		\$2.58	\$4.43	\$0.00	\$1.84 \$2.58 per passenger per group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	105,000	81,113	17,103	Leave Blank	6,784
Rate per Passenger Trip =		\$36.73	\$62.97	\$0.00	\$26.24 \$36.73 per passenger per group
2. If you answered # 1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,....		Combination Trip and Mile Rate			
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =					\$0.00
Rate per Passenger Mile for Balance =		\$2.58	\$4.43	\$0.00	\$1.84 \$2.58 per passenger per group

		Rates if No Revenue Funds Were Identified As Subsidy Funds			
		Ambul	Wheel Chair	Stretcher	Group
Rate per Passenger Mile =		\$3.85	\$6.61	\$0.00	\$2.75 \$3.85 per passenger per group
Rate per Passenger Trip =		\$54.84	\$94.01	\$0.00	\$39.17 \$54.84 per passenger per group
Program These Rates Into Your Medicaid Encounter Data					

Appendix F: CAT's Complaint Resolution Policy



COMPLAINT RESOLUTION POLICY

Complaints

Any individual or agency may file a complaint with the County if they believe a policy or procedure is being violated. All complaints will be evaluated and responded to.

Any individual pursuing a complaint may be accompanied or assisted by an advisor/advocate of their choosing.

Confidentiality and privacy of sensitive information will be maintained, as applicable, during all complaint procedures to the degree permissible by law.

The Complaint Procedures shall be made available to the public on Collier Area Transit Website at www.goCATbus.com and/or printed upon request.

Complaint Procedures

Complaints made be made via phone, mail, email, internet or in person. A form is available to the public online www.goCATbus.com. All complaints must be documented and will be taken seriously and investigated thoroughly.

Complaints received verbally shall be transferred to the Public Transit & Neighborhood Enhancement (PTNE) main number at 252-5840 for processing . The complaint shall be captured on the Customer Complaint and Commendation Form attached to this procedure as Appendix I. As much information should be obtained as available and all applicable fields should be completed. The form should describe the incident or complaint in a detailed manner limiting information to just factual statements avoiding opinions if possible. The completed form will be assigned a unique identification number for tracking purposes and the complaint will be assigned to the appropriate staff for investigation.

Operational Complaints will be sent via e-mail to the General Manager and the supervisor of the respective service for handling. General service complaints such as, bus stop location and accessibility, facility accessibility, or level of service will be sent to the Transit Manager for a response.

Complaints will be investigated according to the standardized procedure established below. The responsible Manager will establish findings of fact and provide a formal response.

Staff receiving the complaint will ensure:

1. Complaint is dated and time stamped based on the time the call is received.
2. Allow the reporter to maintain anonymity or if willing, record the reporting individuals name and contact information.
3. The reporting is asked if they would like to receive a follow up after investigation.
4. A complete description of the issue is documented with no leading questions.

5. Document the Date and time of Occurrence.
6. Identify service being provided and any vehicle information known.
7. Record the names and contact information of others involved.

Complaint Investigation

The Manager will be responsible for completing a thorough investigation to determine the finding of fact. Such investigation shall include pulling available video from vehicles or facilities; interviewing all parties involved; and reviewing all applicable policies and procedures to determine whether:

1. An employee violated Policies;
2. An employee's actions were a safety or security violation;
3. The actions of an employee caused the event or issue and could have been prevented; or
4. Any Customer Service Procedures were violated.

Based on the complaint the responsible Manager shall use the tools made available to the them to factually document the findings. The General Manager will present the results of the investigation in a formal response to the PTNE Transit Manager/PTNE Director. Once the formal response has been reviewed the responsible Manager shall contact the reporter based on the preferred method of communication documented on the complaint form.

Complaint Documentation – Appendix A

County staff will record all complaint information in a Complaint Log. The Complaint Log will contain the primary information of each complaint. The primary use of the log is to quantify the number and type of each complaint for the year. The Complaint Log will record the following information:

1. Date/Time
2. Category of Complaint
3. Resolution
- .

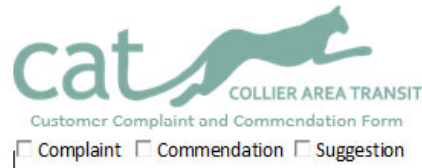
Complaint Retention Policy

The PTNE staff will maintain a log of all complaints filed and track to make sure that they are responded to timely. The Complaints and all supporting videos/evidence shall be retained electronically on a shared drive (M:\Investigative Reports). Completed complaint forms and Complaint Logs shall be kept in electronic form for at least five years.

Complaint Training:

All Customer Service, Dispatchers, and staff receiving phone call will be trained to document complaints. At minimum, the following training will be provided.

- › Actively listen and makes notes - Concentrate solely on what the customer is telling you, making notes of the key facts and their concerns so you have a record of the conversation to refer to in the future.
- › Don't interrupt the customer, stay calm and in control, recognizing you are representing the County and your organization. This should not be taken personally. In a supportive but concerned tone of voice, you may demonstrate active listening and empathy to the customer through the use of a few small statements such as "I understand", or "I'm sorry to hear that". It is recommended that you paraphrase what you have been told using phrases like, "What I heard you say is..." All of these help the customer feel heard while ensuring you are capturing the information accurately.
- › Acknowledge the customer's concerns and thank them during an appropriate time (during a natural pause), in recognition of the distress this may have caused the customer. Thank them for bringing this matter to your attention, further acknowledging your concern and the desire to be part of the solution.
- › Apologize for the impact or the inconvenience caused; empathize with the complainant concerning the failure to deliver the level of service expected. By saying 'sorry' you are again demonstrating to the customer that you are genuinely sorry that this has happened to them and demonstrating that you wish to put things right.
- › Ask questions and summarize your understanding. The questions should be structured with the intent to collect all the facts needed to understand what has happened and to identify how best to resolve the situation. Be sensitive to the fact that the caller may be very upset so don't press the caller. Ask a combination of open (what, how, who, why, where and when) as well as closed questions (for example, "did you?", "is he?") to confirm the key facts and glean the information you need. Summarize your understanding back to the customer to ensure you are clear of the facts and to give the opportunity to the customer to share any further facts they may have omitted.
- › Agree and explain the actions you will take because of their complaint. Be sure to only commit to the steps/actions that you have the authority to take. Explain what you will personally undertake to resolve the complaint, including when you will get back to them. Remember to be realistic about timescales, do not over promise. It is always better to under promise and over deliver rather than the other way around. Take ownership of the complaint, but should you need to involve a colleague, explain to the customer who will be in contact with them, and provide the individual's name and job role.
- › Prior to ending the call ask for feedback on the next steps - Check that the customer is happy with the suggested actions you have committed to. Where appropriate, ask the customer if there is anything further that they think you could do at this stage to help them.
- › Review actions in line with Compliant procedures, which could involve:
 - recording the complaint
 - ensuring that all actions have been taken and no details missed
- › Assess preventative measures:
 - Review procedures with your team leader or manager to ensure future mistakes are not made and we learn from each complaint to enhance our customer service experience.



Form Received

Date: Date **Time:** Time **Received By:** Name. **Report ID:** Enter Id

Person Filing

Name: Click here to enter text.
Phone #: Click here to enter text. **Email:** Click here to enter text.
Address: Click here to enter text.
City: City **Zip Code:** Zip
Want a call back: Choose **Communication Preference:** Choose a Preference.
If completing for someone else
Passenger Name: Click here to enter text.

Details

Service: Service **Route:** Route **Date of Occurrence/Time:** Enter Date /Time

Location: Click here to enter text.

Nature:

- ADA Accessibility Safety Fare Cleanliness Discourteous Securement No Show/Missed Trip
- Late Early Ride Time Routing Compliment Suggestion Staff Error/Mis-Information
- Vehicle Other

Description:

Click here to enter text.

Response

Investigation Results:

Click here to enter text.

Investigated By: Click here to enter text.

Valid/Not Valid: Choose an item. **Action taken:** Click here to enter text.

Date of Response: Enter Date

Response by: Click here to enter text.

Response Type: Click here to enter text.

EXECUTIVE SUMMARY
REPORTS AND PRESENTATIONS
ITEM 6A

Community Transportation Coordinator (CTC) Quarterly Report

OBJECTIVE: To review and discuss the CTC Quarterly Report.

CONSIDERATIONS: Public Transit and Neighborhood Enhancement (PTNE) Division staff representing Collier Area Transit (CAT) will present the operating statistics for the paratransit system (**Attachment 1**).

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

Prepared By: Dusty May Siegler, Senior Planner

ATTACHMENT(S):

1. CTC Quarterly Report

APRIL 1 - 30, 2023

Total	Days	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancels	No Shows	Passenger Trips	PCA	Guest
Weekday	20	7588	5910	4854	111526	92051	326	627	8431	668	175
Saturday	5	602	536	440	10091	8202	26	50	694	59	33
Sunday	5	363	400	331	6122	5165	15	46	416	38	15
Total	30	8553	6847	5625	127739	105419	367	723	9541	765	223

Average	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancels	No Shows	Passenger Trips	PCA	Guest
Weekday	379	295	243	5576	4603	16	31	422	33	9
Saturday	120	107	88	2018	1640	5	10	139	12	7
Sunday	73	80	66	1224	1033	3	9	83	8	3

Fares to Collect	Fares Deposit	Balance	% Cancel of Total Trips	% No Shows of Total Trips	Prior Year	On-Time Performance	On-Time Performance	Increase
\$ 17,588.00	\$17,527.00	(\$61.00)	4%	8%		94.34%	76.58%	-17.76%
Ticket Sales	Sales Deposit	Balance						
		\$0.00						
Total Deposit	\$17,527.00							

Accidents (Prev)

Prior Year PPH	PPH	Difference	No Shows Day Suspensions
1.55	1.70	0.15	7 14 30
			0 0 0

MAY 1 - 31, 2023

Total	Days	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancels	No Shows	Passenger Trips	PCA	Guest
Weekday	22	8614	6617	5375	127420	104358	286	807	9588	763	211
Saturday	4	480	422	354	7914	6667	13	43	552	44	28
Sunday	4	302	281	237	5470	4708	20	38	332	25	5
Total	30	9396	7319	5966	140805	115734	319	888	10472	832	244

Average	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancels	No Shows	Passenger Trips	PCA	Guest
Weekday	431	331	269	6371	5218	14	40	479	38	11
Saturday	96	84	71	1583	1333	3	9	110	9	6
Sunday	60	56	47	1094	942	4	8	66	5	1

Fares to Collect	Fares Deposit	Balance	% Cancel of Total Trips	% No Shows of Total Trips	Prior Year	On-Time Performance	On-Time Performance	Increase
\$ 19,515.00	\$19,401.00	(\$114.00)	3%	9%		93.97%	76.55%	-17.42%
Ticket Sales	Sales Deposit	Balance						
		\$0.00						
Total Deposit	\$19,401.00							

Accidents (Prev)

Prior Year PPH	PPH	Difference	No Shows Day Suspensions
1.53	1.76	0.23	7 14 30
			0 0 0

JUNE 1 - 30, 2023

Total	Days	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancel	No Shows	Passenger Trips	PCA	Guest
Weekday	22	8454	6947	5472	126492	101459	296	726	9602	894	254
Saturday	4	509	488	402	8116	6795	18	71	576	41	26
Sunday	4	299	315	252	5632	4613	7	61	336	28	9
Total	30	9262	7750	6126	140239	112867	321	858	10514	963	289

Average	One Way Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancel	No Shows	Passenger Trips	PCA	Guest
Weekday	423	347	274	6325	5073	15	36	480	45	13
Saturday	102	98	80	1623	1359	4	14	115	8	5
Sunday	60	63	50	1126	923	1	12	67	6	2

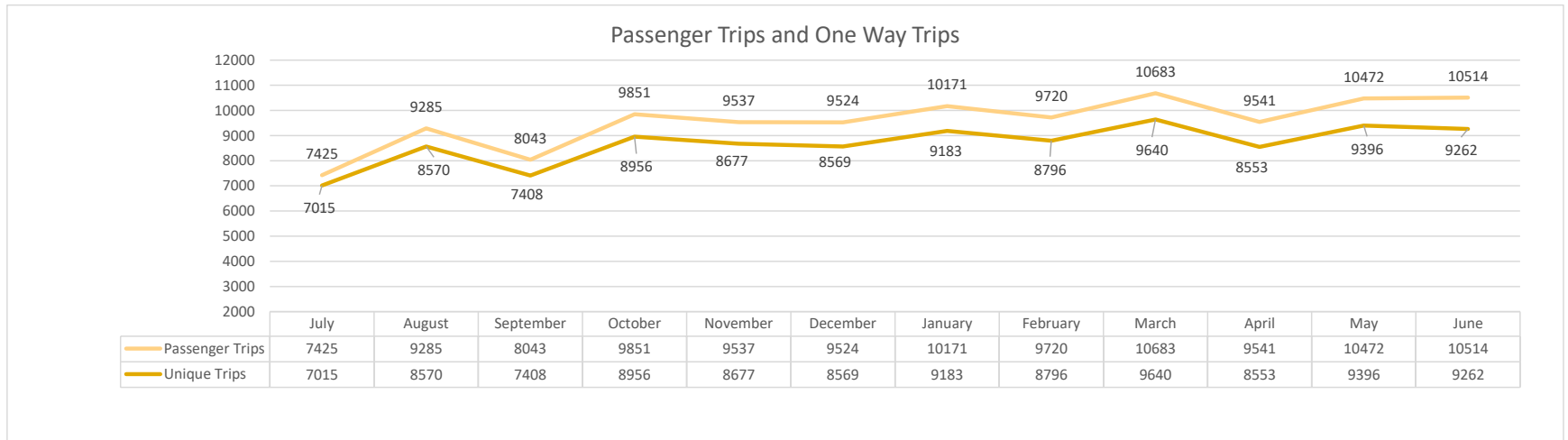
Fares to Collect	Fares Deposit	Balance	% Cancel of Total Trips	% No Shows of Total Trips	Prior Year On-Time Performance	On-Time Performance	Increase
\$ 19,221.00	\$19,104.00	(\$117.00)	3%	9%	94.05%	76.54%	-17.51%

Ticket Sales	Sales Deposit	Balance
		\$0.00
Total Deposit	\$19,104.00	

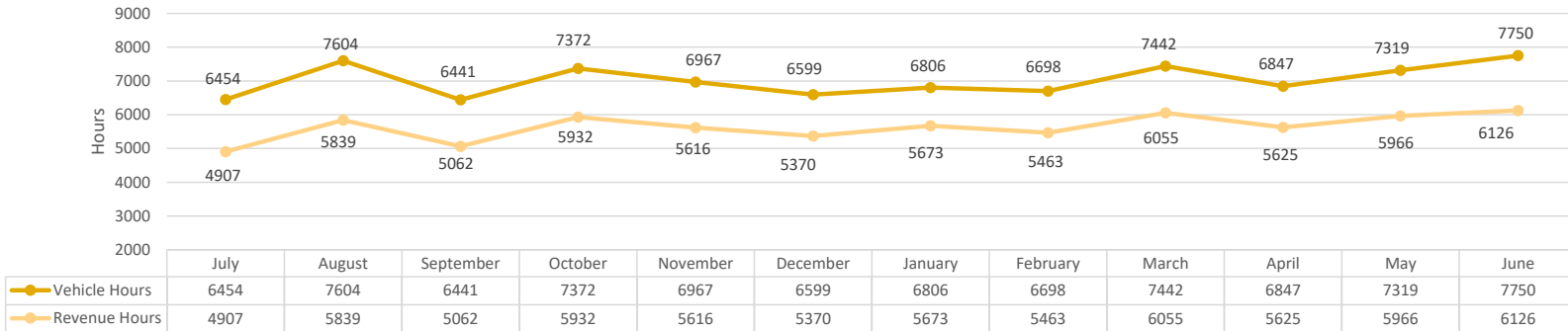
Prior Year PPH	PPH	Difference
1.55	1.72	0.17

No Shows Day Suspensions		
Prior Year	On-Time Performance	On-Time Performance
7	14	30
0	0	0

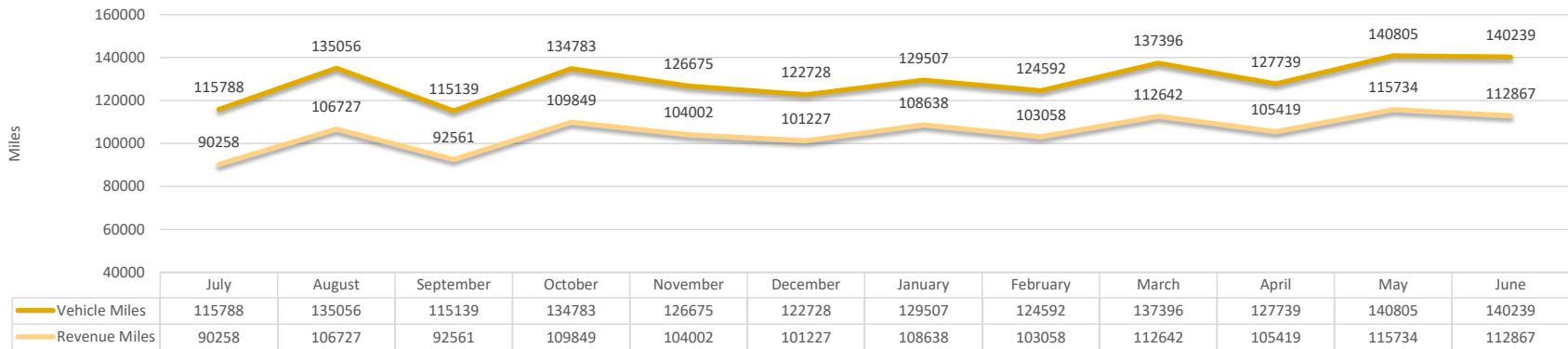
Accidents (Prev)



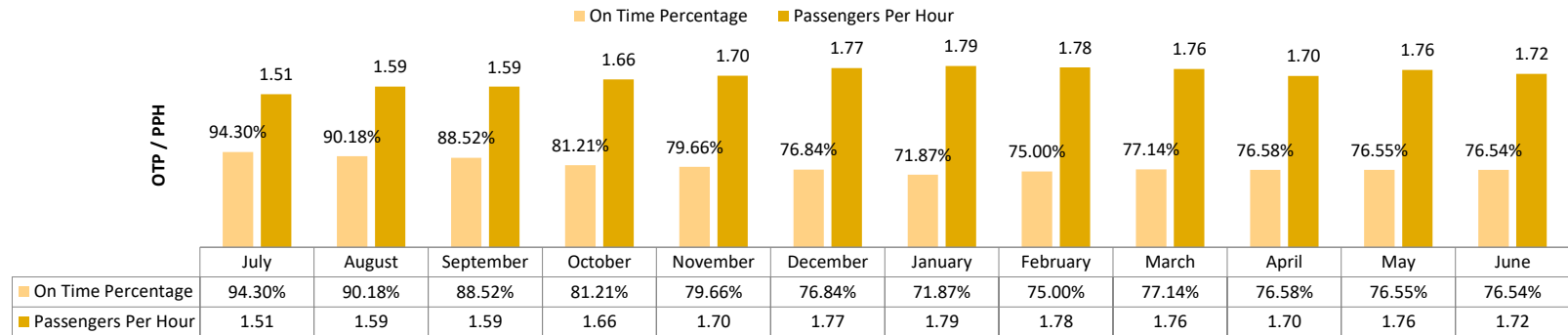
Vehicle Hours and Revenue Hours



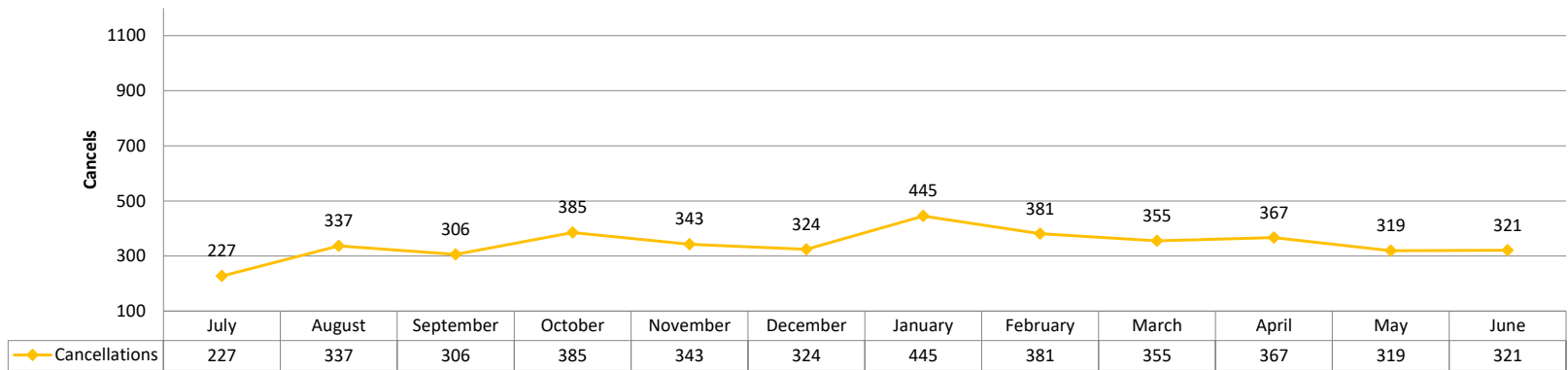
Vehicle Miles and Revenue Miles



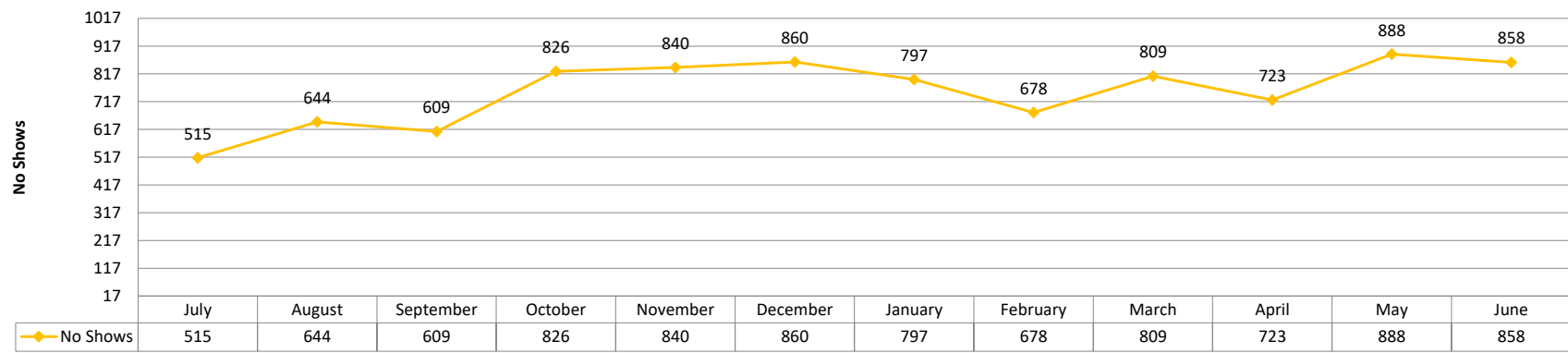
On-Time Performance and Passengers Per Hour



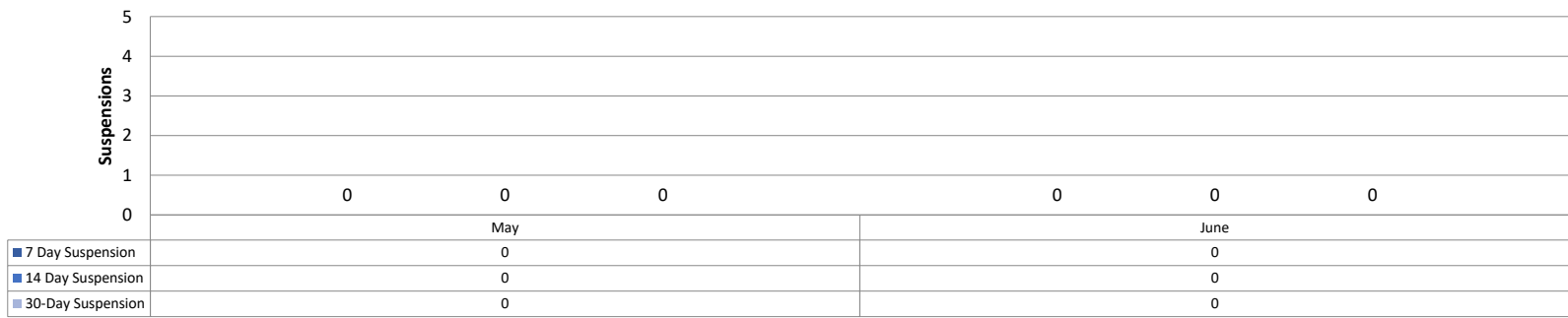
Cancellations



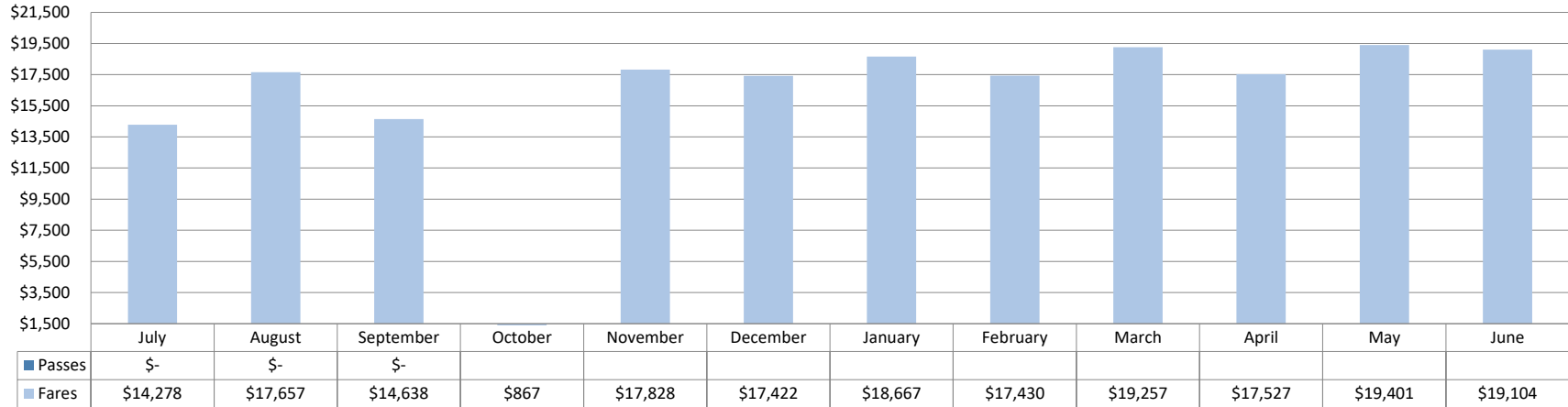
No Show



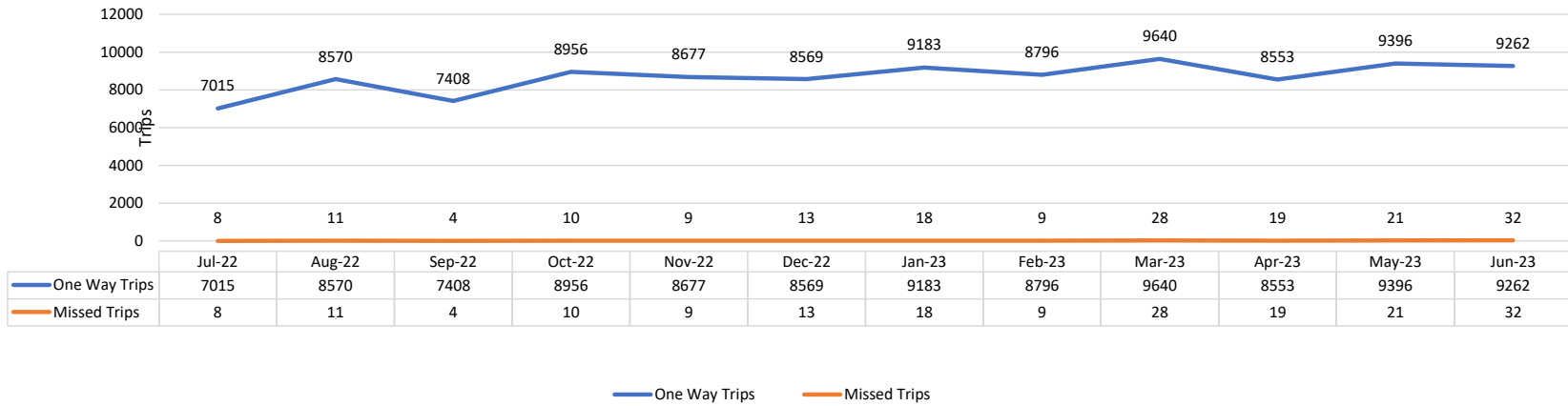
Suspensions



Ticket Sales and Fares Collected



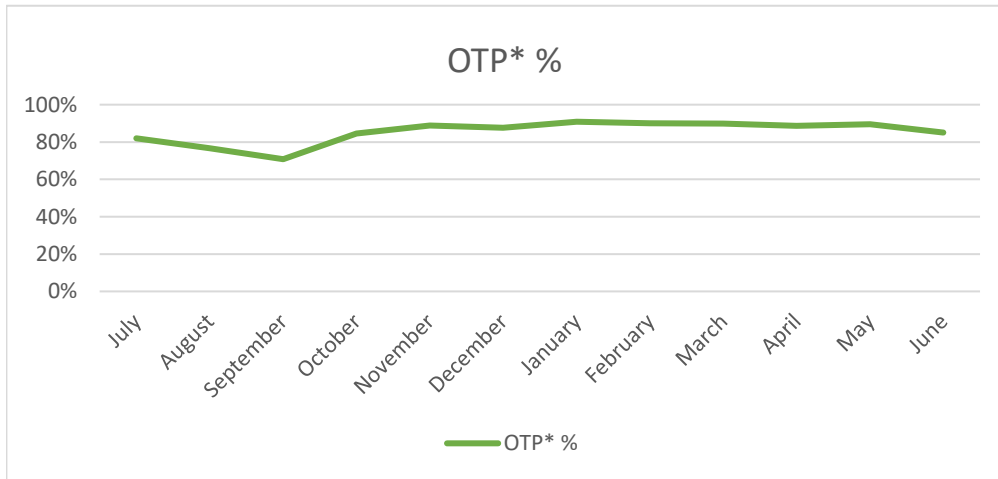
Total Trips & Missed Trips



Date Received	Month	Date of Incident	Type	Valid/Non-Valid	Description	Resolution
5/8/2023	May	5/8/2023	Other	Valid	The Customer called because of some issues she has been having with CATConnect. She said she appreciates the service but it takes forever to get through to someone to schedule or cancel a trip. She says its very frustrating when you can't get someone on the phone, and then have issues booking the trip through the app. She would like a call back about this.	Called apologized to her and I explained that the system will give he time that is available, I also explained that when she get the message on the phone "are you still there" to hang up and call back, we explained that we are working to fix the problem that sometimes arised with the phone. She was very understanding.
5/10/2023	May	5/10/2023	Other	Valid	The Customer says she is always having issues booking a trip; either she is unable to reach anyone on the phone or the online booking system does not give her the pickup times she requests/needs. The Customer says this whole thing is very frustrating and that someone needs to fix this, especially the online booking.	I spoke with the driver the Dispatcher didn't allowed him to dropped her off, she should it be allowed to do so, as she is capable to take the decision, I apologize with her, she reiterate that she is pleased with the service and the treatment she received from drivers.
5/18/2023	May	5/18/2023	Late	Valid	The Customer is having issues with the service. She received a call this morning letting her know the bus will be there between 7:40 to 7:50 am to pick up her son; The Customer called at 9:53 am and the bus had not arrived yet. The Customer wants it noted that the ideal pickup time for her son is between 8 to 9 am – she has her son ready before 8 and if the bus takes too long he can get aggressive.	There was a problem with the bus and we have to switched fro RT140a to RT126, making the trip late, looked into his previous trips and he is beign picked up within the windows, nevertheless I informed that windows may vary as he is part of one of the groups that goes to Easterseals and that as long that we drop them off by 0945. She understood and was pleased with our call.
5/19/2023	May	5/19/2023	Late	Valid	The Customer is supposed to get dropped off at Easterseals at 8:30 am and be picked up at 2:30 pm, but he is always picked up and dropped off really late. The Customer wondered why the buses are not run properly so that people are picked up and dropped off on time; he said drivers have also been slacking and do a lot of thinks they want when a passenger needs to be picked up. The Customer said his complaint was because of his problems with the bus system and it discriminating against him.	I called and talked to The Customers the owner and caregiver respectively, we have been late for their pick ups but they have been dropped off on time, we have made an adjustment to the drop off time as requested by Easterseal. We are accepting the complaint as valid as we was late for him, but as far of the discrimination he have never been discriminated.
6/27/2023	June	6/26/2023	Other	Valid	The Customer lives at 5259 Hemingway Lane East and his neighbor uses the CATConnect service in the morning and evening. the bus always blocks his car in the mornings and he can't get into his parking spot in the evenings. He has to ask the drivers to move the bus forward to be able to get in and out. The Customer said he shouldn't need to be doing this because he is paying for that parking spot and all the drivers need to do is park 5 or 10 feet further in the driveway, where cars can go in and out and they don't block traffic. The drivers have told him they can't park further in because the passenger can not walk those extra feet, and when caller suggested a wheelchair the drivers told him passenger does not need a wheelchair. The Customer has spoken to the drivers multiple times about this but they won't listen and really wants something to be done about this.	I called and talked to The Customer, we pick up two passengers in the complex and our drivers get there pick the passengers and leave, he indicated that when he comes out the drivers moved, I asked if any of our driver had make him wait he said no, but basically he rather not to have to wait not even a minute. Action taken: Called

Work/Medical Trips - On Time Performance (OTP)

Months	Work/Med Trips	Outside the 30Min Window	OTP* %
July	2085	376	82%
August	1778	414	77%
September	2007	586	71%
October	1845	284	85%
November	2701	302	89%
December	2607	322	88%
January	4643	424	91%
February	4362	438	90%
March	4744	478	90%
April	4149	470	89%
May	4321	452	90%
June	3708	556	85%



EXECUTIVE SUMMARY
REPORTS AND PRESENTATIONS
ITEM 6B

Metropolitan Planning Organization (MPO) Quarterly Progress Report

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

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

STAFF RECOMMENDATION: For the Board to review and discuss the MPO Quarterly Progress Report (**Attachment 1**).

Prepared By: Dusty May Siegler, Senior Planner

ATTACHMENT(S):

1. MPO Quarterly Progress Report for April 1, 2023, through June 30, 2023



SERVICE AREA/COUNTIES:

Collier

INVOICE NUMBER: G2926 Q4

INVOICE DATE: July 19 2023

QUARTER SERVICE DATES: April 1 - June 30, 2023

6B Attachment 1

LCB 9/6/23

AGENCY

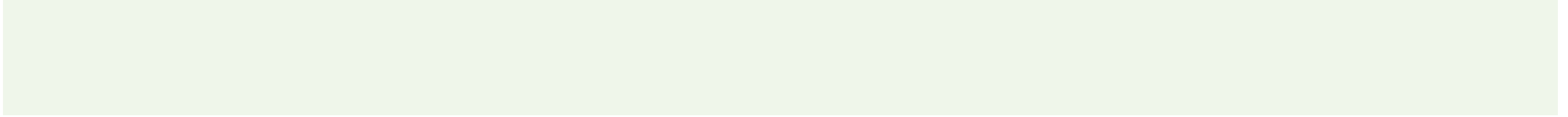
Collier MPO

I PROGRAM MANAGEMENT	PROGRESS
A. When necessary and in cooperation with the LCB, solicit and recommend a CTC . The selection will be accomplished, to the maximum extent feasible, through public competitive bidding or proposals in accordance with applicable laws and rules. Such recommendation shall be presented to the Commission by Planning Agency staff or their designee as needed. (Tasks 2A)	The CTD approved the CTC re-designation at the CTD Business Meeting on 3/15/23. The CTD's proposed Memorandum of Agreement with the CTC was approved by LCB at its 5/3/23 meeting and was executed by the LCB Chair.
B. Develop and maintain a process for the appointment and reappointment of voting and non-voting members to the local coordinating board. (41-2.012, FAC)	No activity this quarter.
C. Prepare agendas for local coordinating board meetings consistent with the <i>Local Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 3)	The LCB meeting agenda for the 5/3/23 LCB meeting is enclosed.
D. Prepare official minutes of local coordinating board meetings regardless of a quorum) and submit a copy along with the quarterly report to the Commission. For committee meetings, prepare minutes in the form of a brief summary of basic points, discussions, decisions, and recommendations to the full board. Keep records of all meetings for at least five years. (Task 3)	The draft meeting minutes for the 5/3/23 LCB meeting are enclosed.
E. Provide at least one public workshop annually by each local coordinating board, and assist the Commission, as requested, in co-sponsoring public workshops. This public workshop must be in addition to the local coordinating board meetings. It may, however, be held in conjunction with the scheduled local coordinating board meeting (immediately following or prior to the local coordinating board meeting). (Task 4)	No activity this quarter.
F. Provide staff support for committees of the local coordinating board. (Task 3)	No activity this quarter. The only committee of the LCB is the grievance committee. No grievances were filed, and no staff support was necessary.
G. Develop and update annually by-laws for local coordinating board approval. Approved by-laws shall be submitted to the Commission. (Task 5)	Updated LCB Bylaws were approved by the LCB at its meeting on 5/3/23. The updated Bylaws are enclosed.
H. Develop, annually update, and implement local coordinating board grievance procedures in accordance with the Commission guidelines. Procedures shall include a step within the local complaint and/or grievance procedure that advises a dissatisfied person about the Commission's Ombudsman Program. A copy of the approved procedures shall be submitted to the Commission. (Task 6)	No activity this quarter.
I. Provide the Commission with a current membership roster and mailing list of local coordinating board members. The membership roster shall be submitted with the first quarterly report and when there is a change in membership. (Task 3)	The current membership roster is enclosed.
J. Provide public notice of local coordinating board meetings and local public workshops in accordance with the <i>Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 3)	LCB meetings are advertised in the Naples Daily News. The ad for the 5/3/23 LCB meeting is enclosed.
K. Review and comment on the Annual Operating Report for submittal to the local coordinating board, and forward comments/concerns to the Commission for the Transportation Disadvantaged. (Task 7)	No activity this quarter. The AOR was previously approved by the LCB.

L. Report the actual expenditures (AER) of direct federal and local government transportation funds to the Commission for the Transportation Disadvantaged no later than September 15th. (Task 8)	No activity this quarter. AER previously provided to the CTD.
II. SERVICE DEVELOPMENT	PROGRESS
A. Jointly, with the community transportation coordinator and the local coordinating board, develop the Transportation Disadvantaged Service Plan (TDSP) following CTD guidelines. (Task 1)	Collier MPO coordinated with the CTC and LCB to develop the 2023 TDSP annual update, which was approved by the LCB at its 5/3/23 meeting. The 2023 TDSP annual update is enclosed. The TDSP Major update is underway.
B. Encourage integration of "transportation disadvantaged" issues into local and regional comprehensive plans . Ensure activities of the local coordinating board and community transportation coordinator are consistent with local and state comprehensive planning activities including the Florida Transportation Plan. (427.015, FS)	This task is continual and ongoing.
C. Encourage the local community transportation coordinator to work cooperatively with regional workforce boards established in Chapter 445, F.S., and provide assistance in the development of innovative transportation services for participants in the welfare transition program. (427.0157, FS)	This task is continual and ongoing.
III. TECHNICAL ASSISTANCE, TRAINING, AND EVALUATION	PROGRESS
A. Provide the LCB with quarterly reports of local TD program administrative support accomplishments as outlined in the grant agreement and any other activities related to the TD program. (Task 9)	The Planning Grant quarterly progress report was presented to the LCB at the 5/3/23 meeting. The CTC also provides a quarterly report to the LCB, which is enclosed.
B. Attend at least one Commission-sponsored training , including but not limited to, the CTD's regional meetings, the CTD's annual training workshop, or other sponsored training. (Task 10)	No activity this quarter.
C. Attend at least one CTD meeting each year within budget/staff/schedule availability.	Attended the 6/15/23 CTD Business Meeting virtually.
D. Notify CTD staff of local TD concerns that may require special investigations.	No activity this quarter.
E. Provide training for newly-appointed LCB members. (Task 3)	No activity this quarter.
F. Provide assistance to the CTC, purchasing agencies, and others, as needed, which may include participation in, and initiating when necessary, local or regional meetings to discuss TD needs, service evaluation and opportunities for service improvement.	This task is continual and ongoing.
G. To the extent feasible, collect and review proposed funding applications involving "TD" funds consistent with Chapter 427, F.S., and Rule 41-2, F.A.C., and provide recommendations to the LCB. (427.0157, FS)	LCB reviewed and approved the draft grant application and associated draft MPO Board resolution for the FY 23/24 TD Planning Grant at its 5/3/23 meeting.
H. Ensure the local coordinating board conducts, as a minimum, an annual evaluation of the community transportation coordinator. The local coordinating board shall evaluate the coordinator using the Commission's <i>Evaluation Workbook for Community Transportation Coordinators and Providers in Florida</i> (at a minimum using the modules concerning Competition In Use of Operators, Cost-Effectiveness and Efficiency, and Availability of Service) and local standards as defined in the Transportation Disadvantaged Service Plan. (Task 2B)	No activity this quarter. The CTD approved the CTC re-designation at the CTD Business Meeting on 3/15/23. The CTD's proposed Memorandum of Agreement with the CTC was approved by LCB at its 5/3/23 meeting and was executed by the LCB Chair.
I. Assist the CTD in joint reviews of the CTC.	No activity this quarter.

<p>J. Ensure the LCB annually reviews coordination contracts to advise the CTC whether the continuation of said contract provides the most cost effective and efficient transportation available, consistent with Rule 41-2, F.A.C.</p>	<p>No activity this quarter.</p>
<p>K. Implement recommendations identified in the CTD's QAPE reviews.</p>	<p>No activity this quarter.</p>

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



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

s/**Anne McLaughlin**

Representative

Date: 7/19/2023

Revised: 06/30/2021

EXECUTIVE SUMMARY
REPORTS AND PRESENTATIONS
ITEM 6C

Florida Department of Transportation (FDOT) Report

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

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

STAFF RECOMMENDATION: For the Board to receive the update.

Prepared By: Dusty May Siegler, Senior Planner

EXECUTIVE SUMMARY
DISTRIBUTION ITEMS
ITEM 8A

Final 2023 Transportation Disadvantaged Service Plan (TDSP) Annual Update

OBJECTIVE: To distribute the final 2023 Transportation Disadvantaged Service Plan (TDSP) Annual Update and provide the Board with the compiled document after approval.

CONSIDERATIONS: LCB approved the 2023 TDSP Annual Update at its May 3, 2023, meeting. MPO staff subsequently noticed a scrivener's error on the Table of Contents/List of Tables page (page 1) in that CTD Rate Model/CTD Calculated Rates were erroneously referenced as 2022/2023 rates when they were in fact 2023/2024 rates. Additionally, the Preliminary Information Worksheet contained in Appendix C was updated to include an alternate contact person for the CTC, per the CTD. The final 2023 TDSP Annual Update is included as **Attachment 1**.

STAFF RECOMMENDATION: Provide distribution item for informational purposes.

Prepared By: Dusty May Siegler, Senior Planner

ATTACHMENTS:

1. Final 2023 TDSP Annual Update



TRANSPORTATION DISADVANTAGED SERVICE PLAN

ANNUAL UPDATE FY 2023

Approved
May 3, 2023
Local Coordinating Board



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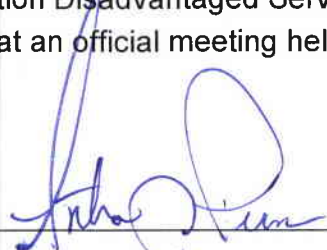
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TDSP Certification

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 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	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.

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 #1 for Ambulatory Service	Answer #2 for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Answer #3 for Group Service

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

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

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

Combination Trip and Mile Rate

Worksheet for Multiple Service Rates

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

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>\$62.97</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	\$62.97	\$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	\$62.97	\$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,.... <small>...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =</small>	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	\$2.58 per passenger per group
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

\$3.85 per passenger per group
\$2.75 per passenger per group
\$54.84 per passenger per group
\$39.17 per passenger per group

Program These Rates Into Your Medicaid Encounter Data

EXECUTIVE SUMMARY
DISTRIBUTION ITEMS
ITEM 8B

Updated LCB Grievance Subcommittee Roster

OBJECTIVE: To distribute the updated Grievance Subcommittee roster to LCB members.

CONSIDERATIONS: MPO staff updated the LCB Grievance Subcommittee roster following the appointment of Leah Watson and Carmen Henry to the Grievance Subcommittee by the LCB. The updated LCB Grievance Subcommittee roster is shown in **Attachment 1**.

STAFF RECOMMENDATION: Provide distribution item for informational purposes.

Prepared By: Dusty May Siegler, Senior Planner

ATTACHMENTS:

1. Updated Grievance Subcommittee Roster 7-21-23

**Local Coordinating Board for the Transportation Disadvantaged
Grievance Subcommittee
Location: Collier County Government Center
Information Technology Training Room, 5th Floor
3299 Tamiami Trail E (Bldg F)
Naples, FL 34112**

<i>A Representative of:</i>	<i>Voting Member</i>	<i>Alternate</i>
<i>1. Chair/MPO Board</i>	Council Member Tony Pernas City of Everglades City 410 Storter Ave Everglades City, FL 34102 Phone: 239-695-3781 tpernas@cityofeverglades.org	
<i>2. Agency for Persons with Disabilities</i>	Leah Watson 2295 Victoria Ave. Fort Myers, FL 33901 Phone: 239-338-1378 Email: Leah.watson@apdcares.org	
<i>3. Southwest Florida Regional Workforce Development Board</i>	Carmen Henry CareerSource Southwest Florida 6800 Shoppes at Plantation Drive, Suite 170 Fort Myers, FL 33912 239-931-8200 ext. 1803 CHenry@careersourcesouthwestflorida.com	