



DRAFT

TRANSPORTATION DISADVANTAGED SERVICE PLAN

ANNUAL UPDATE FY 2020/21- FY 2022/23

ADOPTED
June 03, 2020



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TDSP Certification

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

We further certify that the rates contained herein have been thoroughly reviewed, evaluated and approved. This Transportation Disadvantaged Service Plan was reviewed in its entirety and approved by the Board at an official meeting held on June 03, 2020.

Date

Local Coordinating Board Chairperson

Approved by the Commission for the Transportation Disadvantaged:

Date

David Darm, Executive Director of the
Commission for the Transportation
Disadvantaged

LCB ROLL CALL VOTE
for Approval of Collier County's
Transportation Disadvantaged Service Plan Update
June 03, 2020

Name	Representing	Yes	No	Absent
Commissioner Donna Fiala	Chairwoman			
Harold Kurzman	Elderly			
Birgitta Grasser	Citizen Advocate /Non User			
Dylan Vogel	Citizen Advocate/User			
Nichole Spencer	Children at Risk			
Cheryl Burnham	Community Action (economically disadvantaged)			
John Kasten	Public Education			
Dale Hanson	Florida Dept. of Transportation			
Vacant	Florida Dept. of Children and Families			
Linda Howard	Area Agency on Aging SWFL			
Robert Richards	Florida Dept. of Education -Division of Vocational Rehabilitation Services			
Signe Jacobson	Agency for Health Care Administration			
Susan Corris	Southwest Florida Regional Workforce Development Board			
Oscar Gomez	Veteran Services			
VACANT	Local Medical Community			
N/A	Local Mass Transit			
Sherry Brenner	Citizens with Disabilities			
VACANT	Private Transportation Industry			
Leah Watson	Agency for Persons with Disabilities			

SECTION 1 INTRODUCTION

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

The Transportation Disadvantaged Service Plan (TDSP) is an annually updated tactical plan developed by the CTC and the MPO under the guidance and approval of the LCB in accordance with the requirements set out in Rule 4102, F.A.C. Chapter 427, F.S., requires each County to develop a Transportation Disadvantaged Service Plan (TDSP) for the Transportation Disadvantaged program, with a Major Update every five years, at a minimum. This 2020 Minor Update is outlined to meet the requirements established by the State of Florida that require each county to develop a TDSP. The 1979 Florida Legislature passed the Transportation Services Act, Chapter 427, Florida Statutes (F.S.), which called for the coordination at the County level of all Federal and State expenditures for the "transportation disadvantaged."

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

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

a) Transportation Disadvantaged Improvement Plan (TDIP) should cite progress, setbacks, adherence to schedules.

b) Implementation schedule revisions as necessary.

5) Cost / Revenue Allocation and Rate Structure Justification

a) Review current and updated projected expenses, revenues and levels of service and make adjustments accordingly. A new Service Rates Summary page as well as Rate Model Worksheets must be submitted.

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

1) DEVELOPMENT PLAN

a) Organization Chart updated as necessary.

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

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

2) SERVICE PLAN

a) Changes in types or hours of service

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

c) New service innovations or cancellation of services

d) Changes in operators/coordination contractors

e) Changes in vehicle inventory

f) System Safety Program Plan (SSPP) certification if expired and renewed.

g) Include new acceptable alternatives

h) Changes in narrative for adoption of new service standards

i) Changes to the Grievance and Evaluation process

3) QUALITY ASSURANCE

The TDSP is used by the Community Transportation Coordinator (CTC) and the LCB to maintain and/or improve transportation services for the transportation disadvantaged and to serve as a framework for performance evaluation.

For the purposes of this minor update, the mandatory components will be updated. No additional optional updates are included in this document.

SECTION 2

MANDATORY TDSP REQUIREMENTS

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

1. Previous TDSP Review Letter

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

2. Needs Assessment

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

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

With the population increases and the demographic characteristics of the current population, the potential annual demand for transportation disadvantaged services are estimated to increase by approximately 300,000 annual trips over the next five years (from 3,471,799 in 2020 to 3,789,789 in 2025) 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 TD population in 2020 is 160,502. This includes all disabled, elderly and low-income persons and children who are "high-risk" or "at-risk". These population groups are further refined to identify the "Critical Need TD" population. This 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. The Critical Need TD Population for 2020 is forecasted to be 17,675.

Barriers to Coordination

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

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

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

3. Goals, Objectives and Strategies

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

The mission of the Collier County Local Coordinating Board is:

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

CAT's mission is:

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

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

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

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

GOAL 1: Implement a fully coordinated transportation system.

Objective 1.1

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

Objective 1.2

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

Objective 1.3

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

Strategy 1.1.1

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

Strategy 1.1.2

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

Strategy 1.1.3

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

Strategy 1.1.4

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

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

Objective 2.1

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

Strategy 2.1.1

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

Strategy 2.1.2

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

Strategy 2.1.3

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

Strategy 2.1.4

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

Strategy 2.1.5

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

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

Objective 3.1

Consistently provide on-time service.

Objective 3.2

Minimize customer service reservation/inquiry call hold times.

Objective 3.3

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

Objective 3.4

Increase the number of passenger trips per vehicle hour.

Objective 3.5

Maintain or trend downward the cost per passenger trip.

Objective 3.6

Maintain or trend downward the cost per mile.

Objective 3.7

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

Strategy 3.1.1

Obtain a system to track call hold time.

Strategy 3.1.2

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

Strategy 3.1.3

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

Strategy 3.1.4

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

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

Objective 4.1

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

Objective 4.2

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

Objective 4.3

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

Objective 4.4

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

Strategy 4.1.1

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

Strategy 4.1.2

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

Strategy 4.1.3

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

GOAL 5: Operate a safe transportation system.**Objective 5.1**

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

Objective 5.2

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

Objective 5.3

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

Objective 5.4

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

Objective 5.5

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

Objective 5.6

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

Objective 5.7

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

Objective 5.8

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

Objective 5.9

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

Strategy 5.1.1

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

Strategy 5.1.2

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

Strategy 5.1.3

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

Strategy 5.1.4

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

GOAL 6: Provide quality transportation services.**Objective 6.1**

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

Objective 6.2

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

Objective 6.3

Evaluate customer input to ensure high quality services are provided.

Strategy 6.1.1

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

Strategy 6.1.2

Periodically conduct fixed route and paratransit customer surveys.

Strategy 6.1.3

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

GOAL 7: Secure funding necessary to meet above stated goals.**Objective 7.1**

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

Objective 7.2

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

Objective 7.3

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

Objective 7.4

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

Strategy 7.1.1

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

Strategy 7.1.2

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

4. Implementation Schedule

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

**Table 1
Implementation Schedule FY 2018-2019 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 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, 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 FY 2017 baseline: <ul style="list-style-type: none"> •Cost per passenger trip \$40.21 •Accidents per 100,000 vehicle miles 1.33 •On-time performance 90% •Vehicle miles between road calls 79,473 •Cost per mile \$3.42 	CAT, Contract Providers	CAT Staff Resources	<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
Review CAT Connect origin and destination data and adjust fixed route accordingly	CAT	CAT Staff Resources	Ongoing
Identify opportunities to coordinate with dialysis centers for potential scheduling efficiencies	CAT	CAT Staff Resources	Ongoing, communication with centers are conducted regularly to review efficiencies.
Conduct outreach and participate in community partner initiatives	CAT, Partner Agencies	CAT Staff Resources	CAT Regularly participates in community initiatives

Major Strategies/Activities	Responsible Parties	Estimated Cost (If Known)	Status Update/Comment
<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>8 Bus stop improvements were completed in FY18. 2 Bus stop improvements awaiting easements for completion.</i>
<i>Develop/Procure new phone system to enhance customer service</i>	<i>CAT, Funding Partners</i>		<i>Collier County is going through a county wide procurement to enhance the phone system.</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>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>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>Implement new fixed route (Collier/Lee Inter-county)</i>	<i>CAT, Funding Partners</i>	<i>\$370,000 (excludes capital)</i>	

**Table 2
Implementation Schedule**

Schedule	Major Strategies/Activities	Responsible Parties	Estimated Cost (If Known)
Maintain Existing System			
FY 2019-2020	Maintain existing service	CAT	\$11,895,058 (Capital and Operating)
Ongoing	Continue coordination efforts to ensure transit supportive elements in development plans	CAT, Local Gov, FDOT, Developers	CAT Staff Resources
Ongoing	Coordinate with FDOT District 1 Commuter Services	CAT, FDOT	CAT Staff Resources
Ongoing	Maintain ongoing communications with coordinated providers to assess needs and maximize access to funding.	CAT, Coordinated Providers	CAT Staff Resources
Ongoing	Identify opportunities to inform schools/parents about available CAT services	CAT	CAT Staff Resources
Ongoing	Conduct a minimum of three group travel training programs per year	CAT	CAT Staff Resources
Ongoing	Educate CAT Connect passengers about fixed route options as appropriate	CAT	CAT Staff Resources
Ongoing	Ensure staff involved in service delivery receive training on sensitivity and etiquette	CAT, Contract Providers	CAT Staff Resources
Ongoing	Maintain or improve CAT Connect performance measures from prior FY	CAT, Contract Providers	CAT Staff Resources
Ongoing	Review CAT Connect origin and destination data and adjust fixed route accordingly	CAT	CAT Staff Resources
Ongoing	Identify opportunities to coordinate with dialysis centers for potential scheduling efficiencies	CAT	CAT Staff Resources
Ongoing	Conduct outreach and participate in community partner initiatives	CAT, Partner Agencies	CAT Staff Resources
Ongoing	Conduct travel training in cooperation with community partner	CAT Partner Agencies	CAT Staff Resources
Ongoing	Review accident/incident data to identify trends that can be addressed with additional training or procedural changes	CAT, Contracted Providers	CAT Staff Resources
Ongoing	Monitor operator training to ensure consistent boarding techniques	CAT, Contracted Providers	CAT Staff Resources
Ongoing	Conduct bus stop inventories to ensure accessibility	CAT, Contracted Providers	CAT Staff Resources
Ongoing	Coordinate with FDOT/Collier County Transportation Planning to evaluate potential bus stop improvements	CAT, FDOT, Collier County	CAT Staff Resources
Ongoing	Review ridership trends and O&D information to determine potential service enhancements	CAT	CAT Staff Resources
Ongoing	Conduct periodic fixed route and paratransit surveys	CAT	CAT Staff Resources
Ongoing	Conduct immediate follow up on customer complaints and inquiries	CAT	CAT Staff Resources
Ongoing	Install a minimum of 10 ADA compliant bus shelters per year and associated amenities	CAT, Funding Partners	Included in status quo budget
Ongoing	Acquire new vehicles and equipment to allow for replacement and expansion as needed based on available resources	CAT	
Unfunded Priorities			
	Enhance bus stop accessibility to meet ADA requirements	CAT, Funding Partners	\$500,000
	Enhance Fixed Route Services (frequency) on Routes 11, 12, 13,15, and 17	CAT, Funding Partners	\$2,034,230 (excludes capital)
	Enhance fixed route services (span) to one additional trip Mon-Sun on existing routes	CAT, Funding Partners	\$780,000
	Implement new fixed route (Collier/Lee Inter-county)	CAT, Funding Partners	\$370,000 (excludes capital)

Schedule	Major Strategies/Activities	Responsible Parties	Estimated Cost (If Known)
Maintain Existing System			
FY 2020-2021	Maintain existing service	CAT	\$10,865,454 (Capital and Operating)
Ongoing	Continue coordination efforts to ensure transit supportive elements in development plans	CAT, Local Gov, FDOT, Developers	CAT Staff Resources
Ongoing	Coordinate with FDOT District 1 Commuter Services	CAT, FDOT	CAT Staff Resources
Ongoing	Maintain ongoing communications with coordinated providers to assess needs and maximize access to funding.	CAT, Coordinated Providers	CAT Staff Resources
Ongoing	Identify opportunities to inform schools/parents about available CAT services	CAT	CAT Staff Resources
Ongoing	Conduct a minimum of three group travel training programs per year	CAT	CAT Staff Resources
Ongoing	Educate CAT Connect passengers about fixed route options as appropriate	CAT	CAT Staff Resources
Ongoing	Ensure staff involved in service delivery receive training on sensitivity and etiquette	CAT, Contract Providers	CAT Staff Resources
Ongoing	Maintain or improve CAT Connect performance measures from prior FY	CAT, Contract Providers	CAT Staff Resources
Ongoing	Review CAT Connect origin and destination data and adjust fixed route accordingly	CAT	CAT Staff Resources
Ongoing	Identify opportunities to coordinate with dialysis centers for potential scheduling efficiencies	CAT	CAT Staff Resources
Ongoing	Conduct outreach and participate in community partner initiatives	CAT, Partner Agencies	CAT Staff Resources
Ongoing	Conduct travel training in cooperation with community partner	CAT Partner Agencies	CAT Staff Resources
Ongoing	Review accident/incident data to identify trends that can be addressed with additional training or procedural changes	CAT, Contracted Providers	CAT Staff Resources
Ongoing	Monitor operator training to ensure consistent boarding techniques	CAT, Contracted Providers	CAT Staff Resources
Ongoing	Conduct bus stop inventories to ensure accessibility	CAT, Contracted Providers	CAT Staff Resources
Ongoing	Coordinate with FDOT/Collier County Transportation Planning to evaluate potential bus stop improvements	CAT, FDOT, Collier County	CAT Staff Resources
Ongoing	Review ridership trends and O&D information to determine potential service enhancements	CAT	CAT Staff Resources
Ongoing	Conduct periodic fixed route and paratransit surveys	CAT	CAT Staff Resources
Ongoing	Conduct immediate follow up on customer complaints and inquiries	CAT	CAT Staff Resources
Ongoing	Install a minimum of 10 ADA compliant bus shelters per year and associated amenities	CAT, Funding Partners	Included in status quo budget
Ongoing	Acquire new vehicles and equipment to allow for replacement and expansion as needed based on available resources	CAT	
Unfunded Priorities			
	Enhance bus stop accessibility to meet ADA requirements	CAT, Funding Partners	\$500,000
	Enhance Fixed Route Services (frequency) on Routes 11, 12, 13,15, and 17	CAT, Funding Partners	\$2,034,230 (excludes capital)
	Enhance fixed route services (span) to one additional trip Mon-Sun on existing routes	CAT, Funding Partners	\$780,000
	Implement new fixed route (Collier/Lee Inter-county)	CAT, Funding Partners	\$370,000 (excludes capital)

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

2) 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 March 2020, the Collier MPO's Local Coordinating Board approved the service rates shown in Table 3 below utilizing the Florida Commission for the Transportation Disadvantaged 2019 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.

3) 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 2020/2021 CTD Rate Model

CTD Calculated Rates – FY 2020/2021 CTD Rate Model <i>Effective Date: 04/4/2020</i>	
Ambulatory Trip	\$36.24
Wheelchair Trip	\$62.13
Group Trip- Individual	\$25.87
Group Trip - Group	\$36.26
Bus Pass (daily-full fare)	\$4.00
Bus Pass (daily-reduced fare)	\$2.00
Bus Pass (weekly-full fare)	\$15.00
Bus Pass (weekly-reduced fare)	\$7.50
Bus Pass (monthly-full fare)	\$35.00
Bus Pass (monthly-reduced fare)	\$17.50
Marco Express (monthly-full fare)	\$70.00
Marco Express (monthly-reduced fare)	\$35.00

Sources: *Service Rates, Commission for the Transportation Disadvantaged, TD Rate Model, Adopted March 4, 2020, Public Transit and Neighborhood Enhancement Department, 2020.*

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/\$1.00
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 Medicaid Grievance Process was developed and is included here by reference. Additionally, no changes were made to the Evaluation Process or the local Grievance Process.

CTC EVALUATION PROCESS

An annual evaluation of the Collier County CTC was conducted by the LCB, for the period of 07/01/2018 through 06/30/2019, based on the Standards, Goals, and Objectives contained within the local TDSP and using the Evaluation Workbook of the CTD. A desk audit was performed using the Evaluation Workbook of the CTD, conducted site visits, surveys and paratransit rides during the winter season when there is a higher seasonal population and more traffic. The full annual CTC evaluation is provided in Appendix A.

The Collier MPO conducted the process of recommending Collier County as the CTC in 2017. The Collier County Board of County Commissioners approved Resolution 2017-210 requesting that they be re-designated as the CTC for Collier County. The LCB voted unanimously to recommend to the Collier MPO that the Collier County BCC be re-designated and approved as the CTC at their December 6, 2017 meeting. The Collier MPO Board deemed that it is in the best interest of public health, safety and welfare of Collier County that the Collier County BCC be re-designated and approved as the CTC. The MPO Board voted unanimously to approve Resolution 2017-08, recommending that the Collier County BCC be re-designated and approved as the CTC. The recommendation was submitted to the CTD and was approved at their February 13th Board meeting.

SECTION 3

SERVICE PLAN UPDATE

On June 03, 2020 the LCB adopted an update of the Collier County local grievance policy as follows:

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) 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.

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

Public Transit and Neighborhood Enhancement Director
8300 Radio Road
Naples, FL 34104
Phone: 239-252-5840
Email: AltTransModes@colliergov.net

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: Josephine Medina, Senior Planner
2885 Horseshoe Drive South
Naples, FL 34104
(239) 252-5850
Josephine.Medina@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.

Service Standards

In order to assess quality assurance for the delivery of transportation services, it is necessary to have established service standards and policies. The Commission for the Transportation Disadvantaged and FTA have several requirements of its transportation providers, which forms basis for the following standards and policies. These service standards and policies are the basis for the annual review of the Community Transportation Coordinator by the Local Coordinating Board.

The Program provided to users of the system will be based on the following eligibility criteria.

Eligibility

Individuals who are interested in using the CAP services must apply through a written application process. The eligibility process can take up to twenty-one (21) calendar days to complete. A functional assessment/interview may be required as part of the eligibility process. After qualifying for service, all approved individuals are subject to recertification every three years or if there is a change in address or health condition, whichever is sooner. To receive an application please visit our website at www.colliertransit.com, visit or call the center. CAP is intended to serve a limited group of people, specifically those who have no other means of transportation and qualify under the following sponsored programs:

Americans with Disabilities Act (ADA): Individuals whose physical or mental impairment prevent use of the CAT bus service (fixed route). In addition, the individual's origin and destination must be within the ADA corridor, which is defined as a service corridor that extends three-quarters ($\frac{3}{4}$) of a mile on either side of CAT bus service (fixed route).

Visitors who are unable to utilize CAT bus service (fixed route) may be eligible to utilize paratransit services. Visitors will be required to provide proof of their visitor status, proof of their disability if it is not apparent, and certify that they are unable to use fixed route service. For more information please contact our Customer Service Department at 239-252-7272. For service beyond the 21 days, an application will be required.

Transportation Disadvantaged (TD): Individuals who because of a mental or physical disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to healthcare, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped, or high risk or at risk (as defined in § 411.202). In addition, the individual's trip origin and/or destination must reside outside the ADA corridor.

Agencies: Individuals whose trips are funded under a negotiated agency contract.

The standards listed below are those that are required by Section 41-2.006, Florida Administrative Code and the Code of Federal Regulation.

Pick-Up Window

To accommodate increased trip demand with limited resources the CTC's trip scheduling process was modified. The intent of this change was to more efficiently accommodate service demand while at the same time improve the reliability of the service. Historically, trips had been scheduled depending on the area rider was located regardless of the trip distance. The LCB in their regular December 4, 2020 meeting approved a new trip scheduling procedure that is more mileage based, as described below.

Passengers are offered "negotiated times" or options of pick up times based on vehicle availability, the distance of the trip, and passengers requested pick-up or drop-off time. These scheduling windows are dependent on the trip length of the pick-up and drop-off points. Trips lengths that are less than 9 miles will have a 60-minute scheduling window. Trips lengths that are between 9 miles to 18 miles will have a 75-minute scheduling window and trip lengths of over 18 miles will have a scheduling window of up to 120-minutes. Once the passenger accepts one of the "negotiated times" this will serve as an estimated arrival time with a 30-minute window. Medical appointments and employment must follow the "30 minutes early to zero minutes late" policy. 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.

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 6 below shows population estimates, growth, and density for Collier County as compared to the State of Florida. Between 2010 and 2018, Collier County's population growth was estimated to be 13.19 percent, which was approximately 3.63 percent higher as compared to Florida growth.

Table 6
Population and Population Density

Area	Population (2010)	Population (2018 ACS 5-year estimate)	Population Growth (2010-18)	Land Area (Sq. Miles)	Density (2018) (persons per square mile)
Collier	321,520	363,922	13.19%	2,026	180
Florida	18,801,310	20,598,139	9.56%	53,625	384
<i>Source: US Census Bureau, 2010 Population Data U.S. Census Bureau, 2014-2018 American Community Survey 5-Year Estimates U.S. Census Bureau, Census of Population and Housing. Land area is based on current information in the TIGER® database, calculated for use with Census 2010.</i>					

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 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 7.

Table 7
Population Age Distribution

	Percentages of Age Cohorts (in Years)				
Area	0-19	20-34	35-54	55-64	65 +
Collier County	19.6%	14.5%	21.8%	13.5%	30.9%
Florida	22.5%	19.2%	25.5%	13.2%	19.7%

Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year Estimates

Income Characteristics

Table 8 displays the annual household income distribution for Collier County as compared to Florida in 2018. The most significant difference in household income distribution is in the income category of households earning \$75,000 or more per year. The percentage of households in the highest income category is approximately 9.6 percent higher than the State of Florida. Households earning \$50,000 to \$74,999 is also slightly higher than the statewide average. All other income categories fall below the state average.

Table 8
Annual Household Income Distribution

	Annual Household Income					
Collier County	\$0 - \$9,999	\$10,000 - \$24,999	\$25,000 - \$34,999	\$35,000 - \$49,999	\$50,000 - \$74,999	\$75,000+
Percent	4.1%	11.1%	9.1%	12.8%	18.5%	44.2%
Florida	\$0 - \$9,999	\$10,000 - \$24,999	\$25,000 - \$34,999	\$35,000 - \$49,999	\$50,000 - \$74,999	\$75,000+
Percent	6.8%	15.2%	10.7%	14.3%	18.4%	34.6%

**Population included is 16 years or older.*

Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year Estimates

Employment Characteristics

At 3.0 percent, the 2020 unemployment rate in Collier County is slightly higher than the unemployment rate across the State of Florida (2.8%) as shown in Table 9. This more than 50 percent lower than in 2013, when the unemployment rates were 7.5 percent and 8.0 percent, respectively.

Table 9
Employment Characteristics for Collier County

Area	Percentage of Labor Force Unemployed
Collier	3.0%
Florida	2.8%

Source: Bureau of Labor and Employment Statistics, US Department of Labor, Employment Figures for January 2020, Released March 2020.

Vehicle Availability

According to the Census Bureau's 5-year estimates, 5.2 percent of households in Collier County do not own vehicles while 94.8 percent have one or more vehicles available in the household. This is lower than statewide average vehicle ownership of 97.1 percent with only 2.9% of households statewide not having access to a vehicle. See Table 10.

Table 10
Vehicle Availability Distribution

Household Vehicle Availability		
Area	None (Percent of Total)	One or More (Percent of Total) Percent of Total
Collier	5.2%	94.8%
Florida	2.9%	97.1%

Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year Estimates

Travel to Work

Table 11 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 65.9 percent of the County’s commuters travel less than 30 minutes to work as compared to the state estimates of 58.2 percent. Only 11.7 percent have commutes in excess of 45 minutes as compared to 17.2 percent across Florida as shown in Table 11.

Table 11
Travel to Work – Commute Times

Area	Less than 10 min	10-19 min	20-29 min	30-44 min	45-59 min	60 + min
Collier	11.6%	30.5%	23.8%	22.5%	6.4%	5.3%
Florida	8.9%	26.6%	22.7%	24.4%	9.1%	8.1%

Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year Estimates

Mode of Travel to Work

Table 12 displays the travel mode utilized by Collier County commuters. As compared to the State of Florida, there are fewer (74.4% versus 79.4%) commuters who drive alone to work, more who carpool or vanpool to work, slightly more (2.2% versus 1.9%) who utilize public transportation for work trips and nearly a little less than 2% more who work at home.

Table 12
Mode of Travel to Work Distribution

Area	Drive Alone	Carpool or Vanpool	Public Transportation	Walk	Bicycle	Other Means	Work at Home
Collier (%)	74.4%	12.1%	2.2%	1.4%	1.0%	1.5%	7.4%
Florida (%)	79.4%	9.2%	1.9%	1.4%	0.6%	1.6%	5.8%

Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year Estimates

Housing Classifications and Patterns

A large portion of Collier County consists of protected land so housing is generally concentrated in the western portion of the County. Due to the desirability of coastal property, land values and high housing costs 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 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 13**.

Table 13
Names and Locations of Local Universities

Institution Name	Location
Ave Maria University	Ave Maria
Barry University	Ft. Myers
Florida Gulf Coast University	Ft. Myers
Florida SouthWestern State College	Naples/Ft. Myers
Hodges University	Naples
Nova Southeastern University	Bonita Springs

In addition to these colleges and universities, the County is also home to a number of technical institutes and training programs. Adult and workforce education is provided through Collier County Public Schools and includes the secondary technical training schools of Lorenzo Walker Institute of Technology (LWIT) and Bethune Education Center (BEC). In addition, Immokalee Technical Institute (iTECH) is a technical training center focusing on technical education programs for high school students and adults. The center

also offers Adult Basic Education (ABE), General Education Development (GED), and adult literacy programs.

Table 14 below displays the educational attainment of Collier County residents. The percentage of Collier residents that have less than a 9th grade education is a little less than compared to the state average, and approximately 3.3 percent more Collier residents have a bachelors, graduate or professional degree when compared to the state average.

**Table 14
Educational Attainment**

	Collier County	Florida
Less Than High School	10.7%	11.5%
High School or Equivalent	12.6%	14.6%
Some College or Associate's Degree	16.8%	17.4%
Bachelor's Degree	23.5%	24.2%
Graduate or Professional School Degree	36.3%	32.3%

Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year Estimates (Population 25 years and over)

TD Population Forecasts

The Paratransit Service Demand Estimation Tool serves as an aid in the development of TD population and travel demand estimates. This tool was used in the 2018 TDSP Major Update, adopted by the LCB on October 24, 2018. The tool defines two categories of TD population in the State of Florida. The first category is the “General TD” population. This includes all disabled, elderly and low-income persons and children who are “high-risk” or “at-risk”. These population groups are further refined to identify the “Critical Need TD” population. This 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 15** displays the population forecast for Collier County and the General TD Population versus the Critical Need TD Population.

Table 15
TD Population Forecast

Critical Need TD Population Forecast	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
General TD Population	154,150	155,714	157,294	158,890	160,502	162,131	163,776	165,437	167,116	168,812	170,524
Critical Need TD Population	16,804	17,017	17,234	17,453	17,675	17,899	18,127	18,357	18,591	18,827	19,066

Source: TD Population Forecast is from the 2018 TDSP Major Update adopted on October 24, 2018. Uses Bureau of Economic and Business Research population forecast and applies changes to the TD population and trip rate estimates to provide the potential demand for critical need transportation in Collier County through 2026.

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 and other local standards.

The CTC must ensure that the vendors are providing the required services in accordance with the local developed standards in addition to those that are required by Section 41-2.006, Florida Administrative Code.

The paratransit system is an essential service that continues to provide mobility options to the customers of Collier County. The CTC should continue to monitor vendor operations and ensure that the vendors are providing the required services in accordance with local developed standards in addition to those that are required by Section 41-2.006, Florida Administrative Code. The CTC should continue to provide information to the Local Coordinating Board regarding performance reports and summaries of customer surveys.

It is recommended that the CTC continue to monitor on time performance, review all TDSP standards with the vendors, and provide the Local Coordinating Board information of measures being implemented to increase on time performance for all TDSP standards. Specific attention should be placed on the medical appointment and employment TDSP “30 minutes early to zero minutes late” policy.

The conclusions and recommendations of this report are intended to improvement the system as it continues to grow, mature and move forward.

APPENDIX A
2020 CTC Evaluation
July 2018-June 2019

CTC

EVALUATION WORKBOOK

Florida Commission for the



Transportation Disadvantaged

CTC BEING REVIEWED: _____

COUNTY (IES): _____

ADDRESS: _____

CONTACT: _____ **PHONE:** _____

REVIEW PERIOD: _____ **REVIEW DATES:** _____

PERSON CONDUCTING THE REVIEW: _____

CONTACT INFORMATION: _____

FORMATTED 2011 – 2012

EVALUATION INFORMATION

An LCB review will consist of, but is not limited to the following pages:

1	Cover Page
5 - 6	Entrance Interview Questions
12	Chapter 427.0155 (3) Review the CTC monitoring of contracted operators
13	Chapter 427.0155 (4) Review TDSP to determine utilization of school buses and public transportation services
19	Insurance
23	Rule 41-2.011 (2) Evaluation of cost-effectiveness of Coordination Contractors and Transportation Alternatives
25 - 29	Commission Standards and Local Standards
39	On-Site Observation
40 – 43	Surveys
44	Level of Cost - Worksheet 1
45- 46	Level of Competition – Worksheet 2
47 - 48	Level of Coordination – Worksheet 3

Notes to remember:

- **The CTC should not conduct the evaluation or surveys. If the CTC is also the PA, the PA should contract with an outside source to assist the LCB during the review process.**
- **Attach a copy of the Annual QA Self Certification.**

ENTRANCE INTERVIEW QUESTIONS

INTRODUCTION AND BRIEFING:

- Describe the evaluation process (LCB evaluates the CTC and forwards a copy of the evaluation to the CTD).
- The LCB reviews the CTC once every year to evaluate the operations and the performance of the local coordinator.

The LCB will be reviewing the following areas:

- Chapter 427, Rules 41-2 and 14-90, CTD Standards, and Local Standards
- Following up on the Status Report from last year and calls received from the Ombudsman program.
- Monitoring of contractors.
- Surveying riders/beneficiaries, purchasers of service, and contractors
- The LCB will issue a Review Report with the findings and recommendations to the CTC no later than 30 working days after the review has concluded.
- Once the CTC has received the Review Report, the CTC will submit a Status Report to the LCB within 30 working days.
- Give an update of Commission level activities (last meeting update and next meeting date), if needed.

USING THE APR, COMPILER THIS INFORMATION:

1. OPERATING ENVIRONMENT:

- RURAL URBAN

2. ORGANIZATION TYPE:

- PRIVATE-FOR-PROFIT
- PRIVATE NON-PROFIT
- GOVERNMENT
- TRANSPORTATION AGENCY

3. NETWORK TYPE:

- SOLE PROVIDER
- PARTIAL BROKERAGE
- COMPLETE BROKERAGE

4. NAME THE OPERATORS THAT YOUR COMPANY HAS CONTRACTS WITH:

5. NAME THE GROUPS THAT YOUR COMPANY HAS COORDINATION CONTRACTS WITH:

Coordination Contract Agencies				
Name of Agency	Address	City, State, Zip	Telephone Number	Contact
Good Wheels, Inc.	10075 Bavaria Rd	Fort Myers, FL, 33913	(239) 768-2900	Alan M. Mandel
Easter Seals Florida, Inc.	8793 Tamiami Trl E Suite 111	Naples, FL, 34113	(239) 403-0366	Susan Ventura
Sunrise Community of S.W. Florida	4227 Exchange Avenue	Naples, FL, 34104	(239) 643-5338	Cassandra Beaver

6. NAME THE ORGANIZATIONS AND AGENCIES THAT PURCHASE SERVICE FROM THE CTC AND THE PERCENTAGE OF TRIPS EACH REPRESENTS?
(Recent APR information may be used)

Name of Agency	% of Trips	Name of Contact	Telephone Number

7. REVIEW AND DISCUSS TD HELPLINE CALLS:

	Number of calls	Closed Cases	Unsolved Cases
Cost			
Medicaid			
Quality of Service			
Service Availability			
Toll Permit			
Other			

COMPLIANCE WITH CHAPTER 427, F.S.

**Review the CTC last AOR submittal for compliance with 427. 0155(2)
“Collect Annual Operating Data for submittal to the Commission.”**

REPORTING TIMELINESS

Were the following items submitted on time?

- a. Annual Operating Report Yes No
- Any issues that need clarification? Yes No

Any problem areas on AOR that have been re-occurring?

List:

- b. Memorandum of Agreement Yes No
- c. Transportation Disadvantaged Service Plan Yes No
- d. Grant Applications to TD Trust Fund Yes No
- e. All other grant application (____%) Yes No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC monitoring of its transportation operator contracts to ensure compliance with 427.0155(3), F.S.

“Review all transportation operator contracts annually.”

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS OPERATOR(S) AND HOW OFTEN IS IT CONDUCTED?

PTNE monitors the operations contractor for compliance with FTA requirements and contract compliance in the following ways: conduct bi-weekly operational meetings that include staff from Fleet Maintenance, CAT fixed route and paratransit operations, and County staff. Agendas for those meetings include topics such as safety, maintenance, ADA, customer service, operations, etc. to ensure operational efficiency. Reports are provided by the vendor as specified by the contract and reviewed by the Public Transit Manager. These reports include accident/incidents, customer service, farebox validation, drug and alcohol testing, ridership, performance measures and on-time performance. Internal Controls have been established to review driver training and pre-trip inspections. Operator inspections are conducted periodically.

Is a written report issued to the operator? Yes No

If **NO**, how are the contractors notified of the results of the monitoring?

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS COORDINATION CONTRACTORS AND HOW OFTEN IS IT CONDUCTED?

The coordination contractors are required to provide quarterly reports of the service being performed for CTC monitoring.

If a vehicle purchased with 5310 grant funds is used to provide the service by the Coordination contractor then vehicle records are provided to the CTC to ensure appropriate maintenance. Monthly reports are provided to the CTC.

Is a written report issued? Yes No

If **NO**, how are the contractors notified of the results of the monitoring?

WHAT ACTION IS TAKEN IF A CONTRACTOR RECEIVES AN UNFAVORABLE REPORT?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

ASK TO SEE DOCUMENTATION OF MONITORING REPORTS.

COMPLIANCE WITH CHAPTER 427, F.S.

Review the TDSP to determine the utilization of school buses and public transportation services [Chapter 427.0155(4)]

“Approve and coordinate the utilization of school bus and public transportation services in accordance with the TDSP.”

HOW IS THE CTC USING SCHOOL BUSES IN THE COORDINATED SYSTEM?

Rule 41-2.012(5)(b): *"As part of the Coordinator's performance, the local Coordinating Board shall also set an annual percentage goal increase for the number of trips provided within the system for ridership on public transit, where applicable. In areas where the public transit is not being utilized, the local Coordinating Board shall set an annual percentage of the number of trips to be provided on public transit."*

HOW IS THE CTC USING PUBLIC TRANSPORTATION SERVICES IN THE COORDINATED SYSTEM?

N/A

IS THERE A GOAL FOR TRANSFERRING PASSENGERS FROM PARATRANSIT TO TRANSIT?

Yes No

If YES, what is the goal?

Is the CTC accomplishing the goal? Yes No

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT? Yes No

Comments:

CHAPTER 427

Findings:

Recommendations:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.006(1), Minimum Insurance Compliance
“...ensure compliance with the minimum liability insurance requirement of \$100,000 per person and \$200,000 per incident...”

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS IN THE OPERATOR AND COORDINATION CONTRACTS?

HOW MUCH DOES THE INSURANCE COST (per operator)?

Operator	Insurance Cost

DOES THE MINIMUM LIABILITY INSURANCE REQUIREMENTS EXCEED \$1 MILLION PER INCIDENT?

Yes No

If yes, was this approved by the Commission? Yes No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.011(2), Evaluating Cost-Effectiveness of Coordination Contractors and Transportation Alternatives.

“...contracts shall be reviewed annually by the Community Transportation Coordinator and the Coordinating Board as to the effectiveness and efficiency of the Transportation Operator or the renewal of any Coordination Contracts.”

1. IF THE CTC HAS COORDINATION CONTRACTORS, DETERMINE THE COST-EFFECTIVENESS OF THESE CONTRACTORS.

Cost [CTC and Coordination Contractor (CC)]

	CTC	CC #1	CC #2	CC #3	CC #4
Flat contract rate (s) (\$ amount / unit)					
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
Special or unique considerations that influence costs?					
Explanation: CC#1=Sunrise; CC#2=Easter Seals; CC#3=Goodwheels, David Lawrence and Hope Hospice did not provide service last year.					

2. DO YOU HAVE TRANSPORTATION ALTERNATIVES? Yes No
 (Those specific transportation services approved by rule or the Commission as a service not normally arranged by the Community Transportation Coordinator, but provided by the purchasing agency. Example: a neighbor providing the trip)

Cost [CTC and Transportation Alternative (Alt.)] N/A

	CTC	Alt. #1	Alt. #2	Alt. #3	Alt. #4
Flat contract rate (s) (\$ amount / unit)					
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
Special or unique considerations that influence costs?					
Explanation:					

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

RULE 41-2

Findings:

Recommendations:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with Commission Standards
“...shall adhere to Commission approved standards...”

Review the TDSP for the Commission standards.

Commission Standards	Comments
Local toll free phone number must be posted in all vehicles.	
Vehicle Cleanliness	
Passenger/Trip Database	

Adequate seating	
Driver Identification	
Passenger Assistance	
Smoking, Eating and Drinking	

Two-way Communications	
Air Conditioning/Heating	
Billing Requirements	

COMMISSION STANDARDS

Findings:

Recommendations:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with Local Standards

“...shall adhere to Commission approved standards...”

Review the TDSP for the Local standards.

Local Standards	Comments
Transport of Escorts and dependent children policy	The TDSP addresses this standard. Personal care attendants must be approved on initial customer application with medical documentation for reason attendant is needed. If an escort/ personal care attendant is requested, they will be transported at no additional charge.
Use, Responsibility, and cost of child restraint devices	
Out-of-Service Area trips	
CPR/1st Aid	
Driver Criminal Background Screening	The TDSP addresses this standard. 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).
Rider Personal Property	
Advance reservation requirements	The TDSP addresses this standard. Reservations are taken 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.
Pick-up Window	TDSP addresses this standard. For the focus of this evaluation the 30 minute early to zero minute late medical and employment policy was reviewed for trips. Effective 12-04-2019 the LCB approved a negotiated methodology for trips based on a mileage based scheduling. The TDSP will be amended to include the updated window policy.

<i>Measurable Standards/Goals</i>	<i>Standard/Goal</i>	<i>Latest Figures</i>	<i>Is the CTC/Operator meeting the Standard?</i>
Public Transit Ridership	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
On-time performance	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Passenger No-shows	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Accidents	CTC	CTC	
	Operator A <small>No more than 1.2 per 100,000 miles</small>	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Roadcalls <i>Average age of fleet:</i>	CTC	CTC	
	Operator A <small>No less than 10,000 miles</small>	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Complaints <i>Number filed:</i>	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Call-Hold Time	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	

LOCAL STANDARDS

Findings:

Recommendations:

The on-time performance for medical and employment continues to be an issue. During the annual public workshop meeting the STARability Foundation indicated various of its participants at various locations are being picked up or dropped off late sometimes by hours at a time and requested a better method of communicating with families when buses will be late. Comments from rider surveys also mention late drop off and pick up times for medical and employment as being issues. Three respondents indicated a heightened level of stress of not knowing whether they would get to their destinations on time. One of these three respondents is no longer using the service for this reason and another respondent indicated that they are paying Uber or a friend to get them to their destination and only using the service for trips that are not time sensitive. Other comments included that they are not being notified of tardiness, and vehicle issues or being notified hours after an issue has occurred which does not allow them to find an alternative way home. Comments also indicated they are having issues with the incorrect scheduling of their trips.

The CTC is encouraged to provide in their quarterly report to the LCB the on-time performance for medical and employment trips individually not just as part of the overall on time performance for all trips. It is also encouraged that they provide a quarterly report to the LCB on measures that are being done to help address these issues with on time performance.

The CTC is encouraged to devise a system to inform passengers of when their driver would be arriving and to confirm scheduling information for their trips. The CTC is encouraged to pursue the phone system to enhance customer service.

In the next TDSP update service standard changes due to new trip assignment methodology should be reflected in Pick-Up Window, and return trip scheduling.

BUS:1117 RUN:101

ON-SITE OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation:

Please list any special guests that were present:

Location:

Number of Passengers picked up/dropped off:

Ambulatory

Non-Ambulatory

Was the driver on time? Yes No - How many minutes late/early?

Did the driver provide any passenger assistance? Yes No

Was the driver wearing any identification? Yes: Uniform Name Tag
 ID Badge No

Did the driver render an appropriate greeting?
 Yes No Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?
 Yes No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?
 Yes No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?
 Yes No

Does the vehicle have working heat and air conditioning?
 Yes No

Does the vehicle have two-way communications in good working order? Yes No

If used, was the lift in good working order? Yes No

Vehicle: B30-Glaval Run: 101 [4:35AM - 4:06PM] Driver Name: Andy Ramtahal [4:35AM - 4:06PM] For: 1/23/2020
 1117

Stop Time	Customer Name	Stop Address	Conf. #	Request Time	Validation Information
-----------	---------------	--------------	---------	--------------	------------------------

8:29AM		7905 Preserve Cir APT -111 GATECODE 1395 Naples, FL 34119	894861	9:20AM D	Stop Time <input type="text" value="8:29AM"/> Cancellation <input type="checkbox"/> Odometer <input type="text" value="222878"/> No Show <input type="checkbox"/> Complete <input checked="" type="checkbox"/>
--------	--	--	--------	----------	--

Pick Up
 Customer Pay: \$1.00

Attendants: 0 Guests: 0 Mobility: WHEELCHAIR Assistance Need: Funding Source: ADA
 Fare Type : Assorted Cash Paid Ahead Return Pay Tickets
 Daily Pass Sold

8:43AM		gate code #2952 6900 Huntington Lakes Cir. APT202 Gate code #6595 Naples, FL 34119	867942	9:20AM D	Stop Time <input type="text" value="8:43AM"/> Cancellation <input type="checkbox"/> Odometer <input type="text" value="222881"/> No Show <input type="checkbox"/> Complete <input checked="" type="checkbox"/>
--------	--	--	--------	----------	--

Pick Up
 Customer Pay: \$1.00

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: TDC
 Comments: #6595
 Fare Type : Assorted Cash Paid Ahead Return Pay Tickets
 Daily Pass Sold

9:13AM		UCP-ADT 4227 Exchange Ave Naples, FL 34104	824885	9:20AM D	Stop Time <input type="text" value="9:13AM"/> / Odometer <input type="text" value="222891"/>
--------	--	--	--------	----------	---

Drop Off

Attendants: 0 Guests: 0 Mobility: WHEELCHAIR Assistance Need: Funding Source: ADA
 Comments: one way
 Daily Pass Sold

9:13AM		UCP-ADT 4227 Exchange Ave Naples, FL 34104	867942	9:20AM D	Stop Time <input type="text" value="9:13AM"/> Odometer <input type="text" value="222891"/>
--------	--	--	--------	----------	---

Drop Off

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: TDC
 Comments: #6595
 Daily Pass Sold

Vehicle: B30-Glaval Run: 101 [4:35AM - 4:06PM] Driver Name: Andy Ramtahal [4:35AM - 4:06PM] For: 1/23/2020
 1117

Stop Time	Customer Name	Stop Address	Conf. #	Request Time	Validation Information
9:13AM		UCP-ADT	829822	9:20AM D	Stop Time <input type="text" value="9:13AM"/> ✓
Drop Off		4227 Exchange Ave Naples, FL 34104			Odometer <input type="text" value="222891"/>

Attendants: 0 Guests: 0 Mobility: WHEELCHAIR Assistance Need: Funding Source: ADA
 Daily Pass Sold

9:13AM		UCP-ADT	894861	9:20AM D	Stop Time <input type="text" value="9:13AM"/> ✓
Drop Off		4227 Exchange Ave Naples, FL 34104			Odometer <input type="text" value="222891"/>

Attendants: 0 Guests: 0 Mobility: WHEELCHAIR Assistance Need: Funding Source: ADA
 Daily Pass Sold

9:13AM		UCP-ADT	671431	9:20AM D	Stop Time <input type="text" value="9:13AM"/> ✓
Drop Off		4227 Exchange Ave Naples, FL 34104			Odometer <input type="text" value="222891"/>

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: TDC
 Daily Pass Sold

9:13AM		UCP-ADT	878089	9:20AM D	Stop Time <input type="text" value="9:13AM"/> ✓
Drop Off		4227 Exchange Ave Naples, FL 34104			Odometer <input type="text" value="222891"/>

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: ADA
 Daily Pass Sold

BUS: 1117 RUN: 101

ON-SITE OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation: 1/23/2020

Please list any special guests that were present:

Location: 4559 Boabadilla Street

Number of Passengers picked up/dropped off: 1

Ambulatory 1

Non-Ambulatory

Was the driver on time? Yes No - How many minutes late/early?

Did the driver provide any passenger assistance? Yes No

Was the driver wearing any identification? Yes: Uniform Name Tag
 ID Badge No

Did the driver render an appropriate greeting?
 Yes No Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?
 Yes No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?
 Yes No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?
 Yes No

Does the vehicle have working heat and air conditioning?
 Yes No

Does the vehicle have two-way communications in good working order?
 Yes No

If used, was the lift in good working order? N/A Yes No

Was there safe and appropriate seating for all passengers? Yes No

Did the driver properly use the lift and secure the passenger? N/A Yes No

If No, please explain:

CTC: _____ County: _____

Date of Ride: _____

Funding Source	No. of Trips	No. of Riders/Beneficiaries	No. of Calls to Make	No. of Calls Made
CTD				
Medicaid				
Other				
Other				
Other)				
Other				
Totals				

Number of Round Trips	Number of Riders/Beneficiaries to Survey
0 – 200	30%
201 – 1200	10%
1201 +	5%

Note: Attach the manifest

Vehicle: B30-Glaval
1117

Run: 101 [4:35AM - 4:06PM]

Driver Name: Andy Ramtahal [4:35AM - 4:06PM] For: 1/23/2020

Stop Time	Customer Name	Stop Address	Conf. #	Request Time	Validation Information
-----------	---------------	--------------	---------	--------------	------------------------

9:32AM		4559 Boabadilla St Naples, FL 34103	898895	10:00AM D	Stop Time <input type="text" value="9:32AM"/> Cancellation <input type="checkbox"/> Odometer <input type="text" value="222897"/> No Show <input type="checkbox"/> Complete <input checked="" type="checkbox"/>
--------	--	--	--------	-----------	--

Pick Up

Customer Pay: \$1.00

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: ADA

Fare Type : Assorted **Cash** Paid Ahead Return Pay Tickets

Daily Pass Sold

9:47AM		Pavillion Plaza 833 Vanderbilt Beach Rd THEATER/ MOVIES Naples, FL 34108	898895	10:00AM D	Stop Time <input type="text" value="9:47AM"/> Odometer <input type="text" value="222901"/>
--------	--	--	--------	-----------	---

Drop Off

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: ADA

Daily Pass Sold

10:17AM		2334 Queens Way Naples, FL 34112	859606	10:30AM D	Stop Time <input type="text" value="10:17AM"/> Cancellation <input type="checkbox"/> Odometer <input type="text" value="222913"/> No Show <input type="checkbox"/> Complete <input checked="" type="checkbox"/>
---------	--	-------------------------------------	--------	-----------	---

Pick Up

Customer Pay: \$1.00

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: TDC

Fare Type : Assorted **Cash** Paid Ahead Return Pay Tickets

Daily Pass Sold

10:35AM		ARBY'S RESTAURANT 2436 Pine Ridge Rd 434-2264 Naples, FL 34109	859606	10:30AM D	Stop Time <input type="text" value="10:35AM"/> Odometer <input type="text" value="222921"/>
---------	--	--	--------	-----------	--

Drop Off

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: TDC

Daily Pass Sold

BUS: CC2-2197 RUN:102

ON-SITE OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation: 11/23/2020

Please list any special guests that were present:

Location: 2978 Poplar Street

Number of Passengers picked up/dropped off: 1

Ambulatory 1

Non-Ambulatory

Was the driver on time? Yes No - How many minutes late/early?

Did the driver provide any passenger assistance? Yes No

Was the driver wearing any identification? Yes: Uniform Name Tag ID Badge No

Did the driver render an appropriate greeting? Yes No Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted? Yes No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects? Yes No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations? Yes No

Does the vehicle have working heat and air conditioning? Yes No

Does the vehicle have two-way communications in good working order? Yes No

If used, was the lift in good working order? N/A Yes No

Vehicle: CC2-2197 Run: 102 [3:00AM - 5:10PM] Driver Name: Eugenio . Rodriguez [3:00AM - 5:10PM] For: 1/23/2020

Stop Time	Customer Name	Stop Address	Conf. #	Request Time	Validation Information		
2:45PM		2978 Poplar St Naples, FL 34112	900363	3:18PM D	Stop Time	2:45PM	Cancellation <input type="checkbox"/>
Pick Up					Odometer	23424	No Show <input type="checkbox"/>
Customer Pay:							Complete <input checked="" type="checkbox"/>
\$4.00							

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: TDC
 Comments: one way

Fare Type : Assorted **Cash** Paid Ahead Return Pay Tickets
 Daily Pass Sold

3:41PM		PUBLIX 3304 Bonita Beach Rd Bonita Springs, FL 34134	900363	3:18PM D	Stop Time	3:41PM	
Drop Off					Odometer	23441	

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: TDC
 Comments: one way

Daily Pass Sold

Total Customer Pay: \$31.00

BUS: CC2-2197 RUN: 102

ON-SITE OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation: 01/23/2020

Please list any special guests that were present:

Location: Collier Area Paratransit 8300 Radio Road

Number of Passengers picked up/dropped off: 1

Ambulatory 1

Non-Ambulatory

Was the driver on time? Yes No - How many minutes late/early?

Did the driver provide any passenger assistance? Yes No

Was the driver wearing any identification? Yes: Uniform Name Tag ID Badge No

Did the driver render an appropriate greeting? Yes No Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted? Yes No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects? Yes No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations? Yes No

Does the vehicle have working heat and air conditioning? Yes No

Does the vehicle have two-way communications in good working order? Yes No

If used, was the lift in good working order? N/A Yes No

Vehicle: CC2-2197 Run: 102 [3:00AM - 5:10PM] Driver Name: Eugenio . Rodriguez [3:00AM - 5:10PM] For: 1/23/2020

Stop Time	Customer Name	Stop Address	Conf. #	Request Time	Validation Information	
1:17PM		LORENZO WALKER INSTITUTE 3702 ESTEY AVE. MAIN ENTRANCE NAPLES, FL 34104	860556	1:10PM P	Stop Time	1:17PM
Pick Up					Odometer	23394
Customer Pay: \$1.00						Cancellation <input type="checkbox"/> No Show <input type="checkbox"/> Complete <input checked="" type="checkbox"/>

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: ADA

Fare Type : Assorted Cash Paid Ahead Return Pay Tickets

Daily Pass Sold

1:37PM		BOCA PALMS 10292 Boca Cir. Naples, FL 34109	860556	1:10PM P	Stop Time	1:37PM
Drop Off					Odometer	23403

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: ADA

Daily Pass Sold

2:15PM		COLLIER AREA PARA TRANSIT 8300 Radio Rd UNLOAD AT FRONT DOOR Naples, FL 34104	898549	1:40PM P	Stop Time	2:15PM
Pick Up					Odometer	23415
Customer Pay: \$0.00						Cancellation <input type="checkbox"/> No Show <input type="checkbox"/> Complete <input checked="" type="checkbox"/>

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: ADA

Fare Type : Assorted Cash Paid Ahead Return Pay Tickets Prepaid - 10 Punch h Paid Ahead Return Pay Tickets

Daily Pass Sold

2:30PM		4123 Thomasson Ln #B Naples, FL 34112	898549	1:40PM P	Stop Time	2:30PM
Drop Off					Odometer	23421

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: ADA

Daily Pass Sold

BUS: CC2-1049 RUN 200

ON-SITE OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation: 01/24/2020

Please list any special guests that were present:

Location: GOLDEN GATE SENIOR CENTER, 4898 Coronado Parkway

Number of Passengers picked up/dropped off: 1

Ambulatory 1

Non-Ambulatory

Was the driver on time? Yes No - How many minutes late/early?

Did the driver provide any passenger assistance? Yes No

Was the driver wearing any identification? Yes: Uniform Name Tag ID Badge No

Did the driver render an appropriate greeting? Yes No Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted? Yes No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects? Yes No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations? Yes No

Does the vehicle have working heat and air conditioning? Yes No

Does the vehicle have two-way communications in good working order? Yes No

If used, was the lift in good working order? N/A Yes No

Was there safe and appropriate seating for all passengers?

Yes No

Did the driver properly use the lift and secure the passenger?

Yes No

N/A Passenger walked on to bus

If No, please explain:

CTC: _____ County: _____

Date of Ride: _____

Funding Source	No. of Trips	No. of Riders/Beneficiaries	No. of Calls to Make	No. of Calls Made
CTD				
Medicaid				
Other				
Other				
Other)				
Other				
Totals				

Number of Round Trips	Number of Riders/Beneficiaries to Survey
0 – 200	30%
201 – 1200	10%
1201 +	5%

Note: Attach the manifest

Vehicle: B25-Glaval Run: 200 [7:41AM - 6:46PM] Driver Name: Douglas Anderson [7:41AM - 6:46PM] For: 1/24/2020

Stop Time	Customer Name	Stop Address	Conf. #	Request Time	Validation Information
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4:30PM		3295 Twilight Ln APT 5301 GATECODE- #8993 Naples, FL 34109	898477	3:10PM P	Stop Time <input type="text" value="4:30PM"/> Odometer <input type="text" value="255399"/>
Drop Off					

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: TDC
Daily Pass Sold

4:40PM		VILLAGE AT EMERALD LAKES 4 7743 Jewel Ln APT 101 Naples, FL 34109	766591	3:15PM P	Stop Time <input type="text" value="4:40PM"/> Odometer <input type="text" value="255401"/>
Drop Off					

Attendants: 0 Guests: 0 Mobility: WHEELCHAIR Assistance Need: Funding Source: ADA
Daily Pass Sold

5:12PM		Golden Gate Senior Center 4898 Coronado Pkwy Naples, FL 34116	900730	4:30PM P	Stop Time <input type="text" value="5:12PM"/> Odometer <input type="text" value="255411"/>	Cancellation <input type="checkbox"/> No Show <input type="checkbox"/> Complete <input checked="" type="checkbox"/>
Pick Up						
Customer Pay:						
\$1.00						

Attendants: 0 Guests: 0 Mobility: CANE Assistance Need: Funding Source: ADA
Fare Type: Assorted Cash Paid Ahead Return Pay Tickets
Daily Pass Sold

5:41PM		HENDERSON CREEK 1032 DOCKSIDE DR #102 Naples, FL 34114	900730	4:30PM P	Stop Time <input type="text" value="5:41PM"/> Odometer <input type="text" value="255421"/>
Drop Off					

Attendants: 0 Guests: 0 Mobility: CANE Assistance Need: Funding Source: ADA
Daily Pass Sold

BUS: MN-607 RUN III

ON-SITE OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation: 1/24/2020

Please list any special guests that were present:

Location: GOLDEN GATE SENIOR CENTER, 4898 Coronado Parkway

Number of Passengers picked up/dropped off: 4

Ambulatory 4

Non-Ambulatory

Was the driver on time? Yes No - How many minutes late/early?

Did the driver provide any passenger assistance? Yes No

Was the driver wearing any identification? Yes: Uniform Name Tag
 ID Badge No

Did the driver render an appropriate greeting?
 Yes No Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?
 Yes No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?
 Yes No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?
 Yes No

Does the vehicle have working heat and air conditioning?
 Yes No

Does the vehicle have two-way communications in good working order?
 Yes No

If used, was the lift in good working order? N/A Yes No

Was there safe and appropriate seating for all passengers?

Yes No

Did the driver properly use the lift and secure the passenger? *N/A*

Yes No

Passengers walked onto bus

If No, please explain:

CTC: _____ County: _____

Date of Ride: _____

Funding Source	No. of Trips	No. of Riders/Beneficiaries	No. of Calls to Make	No. of Calls Made
CTD				
Medicaid				
Other				
Other				
Other)				
Other				
Totals				

Number of Round Trips	Number of Riders/Beneficiaries to Survey
0 – 200	30%
201 – 1200	10%
1201 +	5%

Note: Attach the manifest

Stop Time	Customer Name	Stop Address	Conf. #	Request Time	Validation Information
3:09PM		Jewish Federation	885115	2:30PM P	Stop Time <input type="text" value="3:09PM"/> Cancellation <input type="checkbox"/>
Pick Up		5025 Castello Dr #102			Odometer <input type="text" value="171573"/> No Show <input type="checkbox"/>
Customer Pay: \$3.00					Complete <input checked="" type="checkbox"/>

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: ADA

Fare Type : Assorted **Cash** Paid Ahead Return Pay Tickets
Daily Pass Sold

3:38PM		1148 Foxfire Ln	885115	2:30PM P	Stop Time <input type="text" value="3:38PM"/>
Drop Off		Naples, FL 34104			Odometer <input type="text" value="171581"/>

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: ADA

Daily Pass Sold

4:01PM		Golden Gate Senior Center	886375	3:30PM P	Stop Time <input type="text" value="4:01PM"/> Cancellation <input type="checkbox"/>
Pick Up		4898 Coronado Pkwy			Odometer <input type="text" value="171587"/> No Show <input type="checkbox"/>
Customer Pay: \$1.00					Complete <input checked="" type="checkbox"/>

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: TDC

Fare Type : Assorted **Cash** Paid Ahead Return Pay Tickets
Daily Pass Sold

4:01PM		Golden Gate Senior Center	891110	3:30PM P	Stop Time <input type="text" value="4:01PM"/> Cancellation <input type="checkbox"/>
Pick Up		4898 Coronado Pkwy			Odometer <input type="text" value="171587"/> No Show <input type="checkbox"/>
Customer Pay: \$4.00					Complete <input checked="" type="checkbox"/>

Attendants: 0 Guests: 0 Mobility: CANE Assistance Need: Funding Source: TDC

Fare Type : Assorted **Cash** Paid Ahead Return Pay Tickets
Daily Pass Sold

Stop Time	Customer Name	Stop Address	Conf. #	Request Time	Validation Information	
4:01PM		Golden Gate Senior Center 4898 Coronado Pkwy Naples, FL 34116	881075	3:30PM P	Stop Time	4:01PM <input type="checkbox"/>
Pick Up					Odometer	171587 <input type="checkbox"/>
Customer Pay:					Cancellation <input type="checkbox"/>	
\$1.00					No Show <input type="checkbox"/>	
					Complete <input checked="" type="checkbox"/>	

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: ADA
 Fare Type : Assorted Cash Paid Ahead Return Pay Tickets
 Daily Pass Sold

4:01PM		Golden Gate Senior Center 4898 Coronado Pkwy Naples, FL 34116	742043	3:30PM P	Stop Time	4:01PM <input type="checkbox"/>
Pick Up					Odometer	171587 <input type="checkbox"/>
Customer Pay:					Cancellation <input type="checkbox"/>	
\$1.00					No Show <input type="checkbox"/>	
					Complete <input checked="" type="checkbox"/>	

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: ADA
 Fare Type : Assorted Cash Paid Ahead Return Pay Tickets
 Daily Pass Sold

4:08PM		4484 30th Ave Sw Naples, FL 34116	881075	3:30PM P	Stop Time	4:08PM <input type="checkbox"/>
Drop Off					Odometer	171588 <input type="checkbox"/>

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: ADA
 Daily Pass Sold

4:25PM		14950 Schooner Bay Ln apt 19203 Naples, FL 34119	742043	3:30PM P	Stop Time	4:25PM <input type="checkbox"/>
Drop Off					Odometer	171595 <input type="checkbox"/>

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: ADA
 Daily Pass Sold

BUS CC2-2196 RUN 103

ON-SITE OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation: 1/24/2020

Please list any special guests that were present:

Location: GOLDEN GATE SENIOR CENTER, 4898 Coronado Parkway

Number of Passengers picked up/dropped off: 2

Ambulatory 2

Non-Ambulatory

Was the driver on time? Yes No - How many minutes late/early?

Did the driver provide any passenger assistance? Yes No

Was the driver wearing any identification? Yes: Uniform Name Tag
 ID Badge No

Did the driver render an appropriate greeting?
 Yes No Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?
 Yes No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?
 Yes No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?
 Yes No

Does the vehicle have working heat and air conditioning?
 Yes No

Does the vehicle have two-way communications in good working order?
 Yes No

If used, was the lift in good working order? N/A Yes No

Vehicle: -CC2-2196 Run: 103 [4:49AM - 5:03PM] Driver Name: Cole . Fischer [4:49AM - 5:03PM] For: 1/24/2020

Stop Time **Customer Name** **Stop Address** **Conf. #** **Request Time** **Validation Information**

1:53PM 530 18th St Se 882349 1:30PM P Stop Time
Drop Off Naples, FL 34117 Odometer

Attendants: 0 Guests: 0 Mobility: AMBULATORY Assistance Need: Funding Source: TDC
Daily Pass Sold

2:05PM 3560 Randall Blvd 899988 1:00PM P Stop Time
Drop Off Naples, FL 34120 Odometer

Attendants: 1 Guests: 0 Mobility: AMB Assistance Need: Funding Source: TDC
Daily Pass Sold

2:20PM Palmetto Ridge Lane 900763 2:05PM P Stop Time Cancellation
Pick Up 1655 Victory Lane Rd Odometer No Show
Customer Pay: Naples, FL 34120 Complete
\$3.00

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: ADA
Comments: ONE - she will be in the FROM of the school by the water towers

Fare Type : Assorted Cash Paid Ahead Return Pay Tickets
Daily Pass Sold

3:28PM Golden Gate Senior Center 900038 3:30PM P Stop Time Cancellation
Pick Up 4898 Coronado Pkwy Odometer No Show
Customer Pay: Naples, FL 34116 Complete
\$1.00

Attendants: 0 Guests: 0 Mobility: WALKER Assistance Need: Funding Source: ADA
Fare Type : Assorted **Cash** Paid Ahead Return Pay Tickets

Daily Pass Sold

Stop Time	Customer Name	Stop Address	Conf. #	Request Time	Validation Information
3:28PM		Golden Gate Senior Center	898103	3:00PM P	Stop Time <input type="text" value="3:28PM"/> Cancellation <input type="checkbox"/>
Pick Up		4898 Coronado Pkwy Naples, FL 34116			Odometer <input type="text" value="13750"/> No Show <input type="checkbox"/>
Customer Pay: \$1.00					Complete <input checked="" type="checkbox"/>

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: ADA

Fare Type : Assorted **Cash** Paid Ahead Return Pay Tickets

Daily Pass Sold

3:45PM		12039 Sitterley St Naples, FL 34113	900763	2:05PM P	Stop Time <input type="text" value="3:45PM"/>
Drop Off					Odometer <input type="text" value="0"/>

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: ADA

Comments: ONE - she will be in the FROM of the school by the water towers

Daily Pass Sold

3:47PM		954 Goodlette Rd N APT 211B Naples, FL 34102	898103	3:00PM P	Stop Time <input type="text" value="3:47PM"/>
Drop Off					Odometer <input type="text" value="13757"/>

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: ADA

Daily Pass Sold

4:20PM		11450 Whistlers Cove Cir Apt 421 Naples, FL 34113	900038	3:30PM P	Stop Time <input type="text" value="4:20PM"/>
Drop Off					Odometer <input type="text" value="13765"/>

Attendants: 0 Guests: 0 Mobility: WALKER Assistance Need: Funding Source: ADA

Daily Pass Sold

BUS CC2-1410 RUN 108

ON-SITE OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation: 1/24/2020

Please list any special guests that were present:

Location: ARA-NAPLES DIALYSIS CENTER, 4529 EXECUTIVE DRIVE

Number of Passengers picked up/dropped off: 1

Ambulatory

Non-Ambulatory 1

Was the driver on time? Yes No - How many minutes late/early?

Did the driver provide any passenger assistance? Yes No

Was the driver wearing any identification? Yes: Uniform Name Tag ID Badge No

Did the driver render an appropriate greeting? Yes No Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted? Yes No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects? Yes No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations? Yes No

Does the vehicle have working heat and air conditioning? Yes No

Does the vehicle have two-way communications in good working order? Yes No

If used, was the lift in good working order? Yes No

Vehicle: B31-Glaval 1410
 Run: 108 [5:34AM - 5:24PM]
 Driver Name: Francisco . Lopez [5:34AM - 5:24PM]
 For: 1/24/2020

Stop Time	Customer Name	Stop Address	Conf. #	Request Time	Validation Information
11:10AM		8507 Laurel Lakes Cv Gate code 1934 Naples, FL 34119	795203	12:00PM D	Stop Time <input type="text" value="11:10AM"/> Cancellation <input type="checkbox"/> Odometer <input type="text" value="182335"/> No Show <input type="checkbox"/> Complete <input checked="" type="checkbox"/>

Customer Pay: \$3.00

Attendants: 0 Guests: 0 Mobility: ELECTRIC WC Assistance Need: Funding Source: ADA
 Comments: at the gym
Fare Type: Assorted **Cash** Paid Ahead Return Pay Tickets
 Daily Pass Sold

11:33AM		YMCA 5450 YMCA RD 597-3148 EXT.375 NAPLES, FL 34109	795203	12:00PM D	Stop Time <input type="text" value="11:33AM"/> Odometer <input type="text" value="182344"/>
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Attendants: 0 Guests: 0 Mobility: ELECTRIC WC Assistance Need: Funding Source: ADA
 Comments: at the gym
 Daily Pass Sold

11:54AM		ARA-NAPLES DIALYSIS CENTER 4529 Executive Dr 566-7180-(+30 minutes, machine time) Naples, FL 34119	888252	11:45AM P	Stop Time <input type="text" value="11:54AM"/> Cancellation <input type="checkbox"/> Odometer <input type="text" value="182351"/> No Show <input type="checkbox"/> Complete <input checked="" type="checkbox"/>
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Customer Pay: \$3.00

Attendants: 0 Guests: 0 Mobility: WHEELCHAIR Assistance Need: Funding Source: ADA
Fare Type: Assorted Cash Paid Ahead Return Pay Tickets
 Daily Pass Sold

12:23PM		The Arlington of Naples 8000 Arlington Circle Romm 3119 Naples, FL 34113	888252	11:45AM P	Stop Time <input type="text" value="12:23PM"/> Odometer <input type="text" value="182366"/>
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Attendants: 0 Guests: 0 Mobility: WHEELCHAIR Assistance Need: Funding Source: ADA
 Daily Pass Sold

BUS CC2-2197 RUN 102

ON-SITE OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation: 1/24/2020

Please list any special guests that were present:

Location: 2700 Immakalee Road unit 22

Number of Passengers picked up/dropped off: 1

Ambulatory

Non-Ambulatory 1

Was the driver on time? Yes No - How many minutes late/early?

Did the driver provide any passenger assistance? Yes No

Was the driver wearing any identification? Yes: Uniform Name Tag
 ID Badge No

Did the driver render an appropriate greeting?
 Yes No Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?
 Yes No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?
 Yes No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?
 Yes No

Does the vehicle have working heat and air conditioning? Yes No

Does the vehicle have two-way communications in good working order? Yes No

If used, was the lift in good working order? Yes No

Was there safe and appropriate seating for all passengers? Yes No

Did the driver properly use the lift and secure the passenger? Yes No

If No, please explain:

CTC: _____ County: Collier

Date of Ride: _____

Funding Source	No. of Trips	No. of Riders/Beneficiaries	No. of Calls to Make	No. of Calls Made
CTD				
Medicaid				
Other				
Other				
Other)				
Other				
Totals				

Number of Round Trips	Number of Riders/Beneficiaries to Survey
0 – 200	30%
201 – 1200	10%
1201 +	5%

Note: Attach the manifest

Vehicle: CC2-2197 Run: 102 [3:44AM - 3:41PM] Driver Name: Eugenio . Rodriguez [3:44AM - 3:41PM] For: 1/24/2020

Stop Time	Customer Name	Stop Address	Conf. #	Request Time	Validation Information		
8:57AM		2167 43rd Ln Sw Naples, FL 34116	760900	9:40AM D	Stop Time	8:57AM	Cancellation <input type="checkbox"/>
Pick Up					Odometer	23537	No Show <input type="checkbox"/>
Customer Pay:							Complete <input checked="" type="checkbox"/>
\$3.00							

Attendants: 0 Guests: 0 Mobility: WHEELCHAIR Assistance Need: Funding Source: ADA

Fare Type : Assorted Cash Paid Ahead Return Pay Tickets

Daily Pass Sold

9:24AM		North Naples Dialysis 1750 Sw Health Pkwy Naples, FL 34109	760900	9:40AM D	Stop Time	9:24AM	
Drop Off					Odometer	23549	

Attendants: 0 Guests: 0 Mobility: WHEELCHAIR Assistance Need: Funding Source: ADA

Daily Pass Sold

9:49AM		68 9th St Bonita Springs, FL 34134	800824	10:15AM D	Stop Time	9:49AM	Cancellation <input type="checkbox"/>
Pick Up					Odometer	23556	No Show <input type="checkbox"/>
Customer Pay:							Complete <input checked="" type="checkbox"/>
\$4.00							

Attendants: 0 Guests: 0 Mobility: WHEELCHAIR Assistance Need: Funding Source: TDC

Fare Type : Assorted Cash Paid Ahead Return Pay Tickets

Daily Pass Sold

10:09AM		next to lab corp unit -22 2700 Immokalee Rd unit -22 592-0111 Naples, FL 34109	800824	10:15AM D	Stop Time	10:09AM	
Drop Off					Odometer	23563	

Attendants: 0 Guests: 0 Mobility: WHEELCHAIR Assistance Need: Funding Source: TDC

Daily Pass Sold

ON-SITE OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation:

Please list any special guests that were present:

Location:

Number of Passengers picked up/dropped off:

Ambulatory

Non-Ambulatory

Was the driver on time? Yes No - How many minutes late/early?

Did the driver provide any passenger assistance? Yes No

Was the driver wearing any identification? Yes: Uniform Name Tag
 ID Badge No

Did the driver render an appropriate greeting?
 Yes No Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?
 Yes No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?
 Yes No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?
 Yes No

Does the vehicle have working heat and air conditioning?
 Yes No

Does the vehicle have two-way communications in good working order?
 Yes No

If used, was the lift in good working order?
 Yes No

Was there safe and appropriate seating for all passengers? Yes No

Did the driver properly use the lift and secure the passenger? Yes No

If No, please explain:

CTC: _____ County: _____

Date of Ride: _____

Funding Source	No. of Trips	No. of Riders/Beneficiaries	No. of Calls to Make	No. of Calls Made
CTD				
Medicaid				
Other				
Other				
Other)				
Other				
Totals				

Number of Round Trips	Number of Riders/Beneficiaries to Survey
0 – 200	30%
201 – 1200	10%
1201 +	5%

Note: Attach the manifest

Vehicle: B31-Glaval Run: 108 [5:34AM - 5:24PM] Driver Name: Francisco . Lopez [5:34AM - 5:24PM] For: 1/24/2020

Stop Time	Customer Name	Stop Address	Conf. #	Request Time	Validation Information
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12:46PM		14731 NAUTILUS PL Naples, FL 34114	900662	12:15PM P	Stop Time <input type="text" value="12:46PM"/> Cancellation <input type="checkbox"/> Odometer <input type="text" value="182373"/> No Show <input type="checkbox"/> Complete <input checked="" type="checkbox"/>
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Pick Up
Customer Pay: \$3.00

Attendants: 0 Guests: 0 Mobility: ELECTRIC WC Assistance Need: Funding Source: ADA
 Fare Type : Assorted **Cash** Paid Ahead Return Pay Tickets
 Daily Pass Sold

1:14PM		WOODSIDE LANES 8525 Radio Rd 455-3755 Naples, FL 34104	900662	12:15PM P	Stop Time <input type="text" value="1:14PM"/> Odometer <input type="text" value="182384"/>
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Drop Off

Attendants: 0 Guests: 0 Mobility: ELECTRIC WC Assistance Need: Funding Source: ADA
 Daily Pass Sold

1:57PM		ARA-Naples South Dialysis 4270 Tamiami Trail E Naples of AVALON DR. near Thomasson. Naples, FL 34112	896025	1:30PM P	Stop Time <input type="text" value="1:57PM"/> Cancellation <input type="checkbox"/> Odometer <input type="text" value="182393"/> No Show <input type="checkbox"/> Complete <input checked="" type="checkbox"/>
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Pick Up
Customer Pay: \$3.00

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: ADA
 Fare Type : Assorted **Cash** Paid Ahead Return Pay Tickets
 Daily Pass Sold

2:19PM		3382 Dorado Way Naples, FL 34105	896025	1:30PM P	Stop Time <input type="text" value="2:19PM"/> Odometer <input type="text" value="182399"/>
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Drop Off

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: ADA
 Daily Pass Sold

BUS CC2-1844

RUN 138

ON-SITE OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation: 1/24/2020

Please list any special guests that were present:

Location: ARA-NAPLES DIALYSIS CENTER, 4529 EXECUTIVE DRIVE

Number of Passengers picked up/dropped off: 2

Ambulatory 2

Non-Ambulatory

Was the driver on time? Yes No - How many minutes late/early?

Did the driver provide any passenger assistance? Yes No

Was the driver wearing any identification? Yes: Uniform Name Tag ID Badge No

Did the driver render an appropriate greeting? Yes No Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted? Yes No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects? Yes No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations? Yes No

Does the vehicle have working heat and air conditioning? Yes No

Does the vehicle have two-way communications in good working order? Yes No

If used, was the lift in good working order? Yes No

Was there safe and appropriate seating for all passengers? Yes No

Did the driver properly use the lift and secure the passenger? Yes No

If No, please explain:

CTC: _____ County: _____

Date of Ride: _____

Funding Source	No. of Trips	No. of Riders/Beneficiaries	No. of Calls to Make	No. of Calls Made
CTD				
Medicaid				
Other				
Other				
Other)				
Other				
Totals				

Number of Round Trips	Number of Riders/Beneficiaries to Survey
0 – 200	30%
201 – 1200	10%
1201 +	5%

Note: Attach the manifest

Vehicle: B36-Glaval Run: 138 [7:13AM - 6:45PM] Driver Name: Yvonne . Rivera [7:13AM - 6:45PM] For: 1/24/2020
 1844

Stop Time	Customer Name	Stop Address	Conf. #	Request Time	Validation Information
10:17AM		PUBLIX	900776	9:59AM P	Stop Time <input type="text" value="10:17AM"/>
Drop Off		4370 Thomasson Dr Naples, FL 34112			Odometer <input type="text" value="108094"/>

Attendants: 0 Guests: 0 Mobility: AMBULATORY Assistance Need: Funding Source: ADA
 Daily Pass Sold

10:38AM		ARBY'S RESTAURANT	859606	10:30AM D	Stop Time <input type="text" value="10:38AM"/>
Drop Off		2436 Pine Ridge Rd 434-2264 Naples, FL 34109			Odometer <input type="text" value="108102"/>

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: TDC
 Daily Pass Sold

10:54AM		next to lab corp unit -22	841189	10:15AM P	Stop Time <input type="text" value="10:54AM"/>	Cancellation <input type="checkbox"/>
Pick Up		2700 Immokalee Rd unit -22 592-0111 Naples, FL 34109			Odometer <input type="text" value="108107"/>	No Show <input type="checkbox"/>
Customer Pay:					Complete <input checked="" type="checkbox"/>	
\$3.00						

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: ADA
Fare Type: Assorted **Cash** Paid Ahead Return Pay Tickets
 Daily Pass Sold

11:10AM		ARA-NAPLES DIALYSIS CENTER	743152	10:00AM P	Stop Time <input type="text" value="11:10AM"/>	Cancellation <input type="checkbox"/>
Pick Up		4529 Executive Dr 566-7180-(+30 minutes, machine time) Naples, FL 34119			Odometer <input type="text" value="108109"/>	No Show <input type="checkbox"/>
Customer Pay:					Complete <input checked="" type="checkbox"/>	
\$1.00						

Attendants: 0 Guests: 0 Mobility: CANE Assistance Need: Funding Source: ADA
Fare Type: Assorted **Cash** Paid Ahead Return Pay **Tickets**
 Daily Pass Sold

Vehicle: B36-Glaval Run: 138 [7:13AM - 6:45PM] Driver Name: Yvonne . Rivera [7:13AM - 6:45PM] For: 1/24/2020
 1844

Stop Time	Customer Name	Stop Address	Conf. #	Request Time	Validation Information
11:12AM		ARA-NAPLES DIALYSIS CENTER	781226	10:00AM P	Stop Time <input type="text" value="11:12AM"/> Cancellation <input type="checkbox"/>
Pick Up		4529 Executive Dr 566-7180-(+30 minutes, machine time)			Odometer <input type="text" value="108109"/> No Show <input type="checkbox"/>
Customer Pay:		Naples, FL 34119			Complete <input checked="" type="checkbox"/>
\$1.00					

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: TDC
 Fare Type : Assorted Cash Paid Ahead Return Pay Tickets
 Daily Pass Sold

11:39AM		1320 Sanctuary Rd W	841189	10:15AM P	Stop Time <input type="text" value="11:39AM"/>
Drop Off		Naples, FL 34120			Odometer <input type="text" value="108125"/>

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: ADA
 Daily Pass Sold

12:01PM		550 Hope Cir #101	781226	10:00AM P	Stop Time <input type="text" value="12:01PM"/>
Drop Off		Immokalee, FL 34142			Odometer <input type="text" value="108139"/>

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: TDC
 Daily Pass Sold

12:10PM		136 Anhinga Cir #3	743152	10:00AM P	Stop Time <input type="text" value="12:10PM"/>
Drop Off		Immokalee, FL 34142			Odometer <input type="text" value="108142"/>

Attendants: 0 Guests: 0 Mobility: CANE Assistance Need: Funding Source: ADA
 Daily Pass Sold

BUS: CC2-2345 RUN: 116

ON-SITE OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation:

11/31/2020

Please list any special guests that were present:

Location:

Davis Kidney Center, 6625 Hillway Circle

Number of Passengers picked up/dropped off:

1

Ambulatory

1

Non-Ambulatory

Was the driver on time? Yes No - How many minutes late/early?

Did the driver provide any passenger assistance? Yes No

Was the driver wearing any identification? Yes: Uniform Name Tag
 ID Badge No

Did the driver render an appropriate greeting?

Yes No Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?

Yes No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?

Yes No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?

Yes No

Does the vehicle have working heat and air conditioning?

Yes No

Does the vehicle have two-way communications in good working order?

Yes No

If used, was the lift in good working order?

N/A

Yes No

Stop Time	Customer Name	Stop Address	Conf. #	Request Time	Validation Information
9:45AM		2650 Airport Pulling Rd S Naples, FL 34112	884307	9:30AM D	Stop Time <input type="text" value="9:45AM"/> Odometer <input type="text" value="6706"/>
Drop Off					

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: ADA
Daily Pass Sold

9:58AM		Lakewood Manor Care 3601lakewood blvd Pin 0315 Naples, FL 34112	902275	9:30AM P	Stop Time <input type="text" value="9:58AM"/> Odometer <input type="text" value="6707"/>	Cancellation <input type="checkbox"/> No Show <input type="checkbox"/> Complete <input checked="" type="checkbox"/>
Pick Up						
Customer Pay: \$3.00						

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: ADA
Fare Type : Assorted **Cash** Paid Ahead Return Pay Tickets
Daily Pass Sold

10:05AM		bank of America 4898 Davis Blvd Naples, FL 34104	902275	9:30AM P	Stop Time <input type="text" value="10:05AM"/> Odometer <input type="text" value="6709"/>
Drop Off					

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: ADA
Daily Pass Sold

10:17AM		DAVIS KIDNEY CENTER-code#05 6625 HILLWAY CIR. 775-9454-(+30 minutes, machine time) Naples, FL 34112	858653	10:00AM P	Stop Time <input type="text" value="10:17AM"/> Odometer <input type="text" value="6710"/>	Cancellation <input type="checkbox"/> No Show <input type="checkbox"/> Complete <input checked="" type="checkbox"/>
Pick Up						
Customer Pay: \$3.00						

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Visually Impaired [LEGALLY
BLIND,NEEDS ASSISTANCE.] Funding Source: ADA
Fare Type : Assorted **Cash** Paid Ahead Return Pay **Tickets**
Daily Pass Sold

Vehicle: CC2-2345 Run: 116 [5:45AM - 6:00PM] Driver Name: Fredrick . Lyons [5:45AM - 6:00PM] For: 1/31/2020

Stop Time	Customer Name	Stop Address	Conf. #	Request Time	Validation Information
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10:28AM		200 Henley Dr Naples, FL 34104	858653	10:00AM P	Stop Time <input type="text" value="10:28AM"/> Odometer <input type="text" value="6713"/>
Drop Off					

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Visually Impaired [LEGALLY BLIND,NEEDS ASSISTANCE.] Funding Source: ADA

Daily Pass Sold

1:03PM		5518 Greenwood Cir. Lot-5 Gate code #1922 Naples, FL 34112	902002	1:49PM D	Stop Time <input type="text" value="1:03PM"/> Odometer <input type="text" value="6729"/>	Cancellation <input type="checkbox"/> No Show <input type="checkbox"/> Complete <input checked="" type="checkbox"/>
Pick Up						
Customer Pay: \$1.00						

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: ADA
Comments: SUITE 101

Fare Type : Assorted **Cash** Paid Ahead Return Pay Tickets

Daily Pass Sold

1:31PM		Dr. Wayne 1735 Sw Health Pkwy Naples, FL 34109	902002	1:49PM D	Stop Time <input type="text" value="1:31PM"/> Odometer <input type="text" value="6743"/>
Drop Off					

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: ADA
Comments: SUITE 101

Daily Pass Sold

2:10PM		PUBLIX PEBBLE BROOK 15265 COLLIER BLVD. 348-2931 Naples, FL 34119	860822	2:00PM P	Stop Time <input type="text" value="2:10PM"/> Odometer <input type="text" value="6749"/>	Cancellation <input type="checkbox"/> No Show <input type="checkbox"/> Complete <input checked="" type="checkbox"/>
Pick Up						
Customer Pay: \$4.00						

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: TDC

Fare Type : Assorted **Cash** Paid Ahead Return Pay Tickets

Daily Pass Sold

BUS: CC2-2345 RUN:116

ON-SITE OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation: 1/31/2020

Please list any special guests that were present:

Location: LAKEWOOD MANOR CARE, 3601 Lakewood Blvd

Number of Passengers picked up/dropped off: 1

Ambulatory 1

Non-Ambulatory

Was the driver on time? Yes No - How many minutes late/early?

Did the driver provide any passenger assistance? Yes No

Was the driver wearing any identification? Yes: Uniform Name Tag
 ID Badge No

Did the driver render an appropriate greeting?
 Yes No Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?
 Yes No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?
 Yes No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?
 Yes No

Does the vehicle have working heat and air conditioning?
 Yes No

Does the vehicle have two-way communications in good working order?
 Yes No

If used, was the lift in good working order? N/A Yes No

Stop Time	Customer Name	Stop Address	Conf. #	Request Time	Validation Information
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9:45AM		2650 Airport Pulling Rd S Naples, FL 34112	884307	9:30AM D	Stop Time <input type="text" value="9:45AM"/> Odometer <input type="text" value="6706"/>
Drop Off					

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: ADA
 Daily Pass Sold

9:58AM		Lakewood Manor Care 3601 lakewood blvd Pin 0315 Naples, FL 34112	902275	9:30AM P	Stop Time <input type="text" value="9:58AM"/> Odometer <input type="text" value="6707"/>	Cancellation <input type="checkbox"/> No Show <input type="checkbox"/> Complete <input checked="" type="checkbox"/>
Pick Up						
Customer Pay: \$3.00						

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: ADA
Fare Type : Assorted **Cash** Paid Ahead Return Pay Tickets
 Daily Pass Sold

10:05AM		bank of America 4898 Davis Blvd Naples, FL 34104	902275	9:30AM P	Stop Time <input type="text" value="10:05AM"/> Odometer <input type="text" value="6709"/>
Drop Off					

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: ADA
 Daily Pass Sold

10:17AM		DAVIS KIDNEY CENTER-code#05 6625 HILLWAY CIR. 775-9454-(+30 minutes, machine time) Naples, FL 34112	858653	10:00AM P	Stop Time <input type="text" value="10:17AM"/> Odometer <input type="text" value="6710"/>	Cancellation <input type="checkbox"/> No Show <input type="checkbox"/> Complete <input checked="" type="checkbox"/>
Pick Up						
Customer Pay: \$3.00						

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Visually Impaired [LEGALLY
BLIND,NEEDS ASSISTANCE.] Funding Source: ADA
Fare Type : Assorted **Cash** Paid Ahead Return Pay **Tickets**
 Daily Pass Sold

BUS: CC2-2345 RUN: 116

ON-SITE OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation: 1/31/2020

Please list any special guests that were present:

Location: 8615 Barot Drive

Number of Passengers picked up/dropped off: 1

Ambulatory 1

Non-Ambulatory

Was the driver on time? Yes No - How many minutes late/early? 15 Minutes late

Did the driver provide any passenger assistance? Yes No

Was the driver wearing any identification? Yes: Uniform Name Tag ID Badge No

Did the driver render an appropriate greeting? Yes No Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted? Yes No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects? Yes No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations? Yes No

Does the vehicle have working heat and air conditioning? Yes No

Does the vehicle have two-way communications in good working order? Yes No

If used, was the lift in good working order? N/A Yes No

Was there safe and appropriate seating for all passengers?

Yes No

Did the driver properly use the lift and secure the passenger?

Yes No

N/A

If No, please explain:

CTC: _____ County: _____

Date of Ride: _____

Funding Source	No. of Trips	No. of Riders/Beneficiaries	No. of Calls to Make	No. of Calls Made
CTD				
Medicaid				
Other				
Other				
Other)				
Other				
Totals				

Number of Round Trips	Number of Riders/Beneficiaries to Survey
0 – 200	30%
201 – 1200	10%
1201 +	5%

Note: Attach the manifest

Vehicle: CC2-2345

Run: 116 [5:45AM - 6:00PM]

Driver Name: Fredrick . Lyons [5:45AM - 6:00PM] For: 1/31/2020

Stop Time	Customer Name	Stop Address	Conf. #	Request Time	Validation Information
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8:17AM		WINN DIXIE GOLDEN GATE	902306	8:04AM P	Stop Time <input type="text" value="8:17AM"/>
Drop Off		4849 Golden Gate Pkwy Unknown Naples, FL 34116			Odometer <input type="text" value="6693"/>

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: ADA

Daily Pass Sold

8:23AM		DAVID LAWRENCE	902291	8:23AM D	Stop Time <input type="text" value="8:23AM"/>
Drop Off		6075 BATHEY LN. BUILDING C(455-8500) Naples, FL 34116			Odometer <input type="text" value="6695"/>

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: ADA

Daily Pass Sold

8:40AM		COLLIER AREA PARA TRANSIT			Stop Time <input type="text"/>
Break Start		8300 Radio Rd Naples, FL 34104			Odometer <input type="text"/>

Daily Pass Sold

9:05AM		COLLIER AREA PARA TRANSIT			Stop Time <input type="text"/>
Break End		8300 Radio Rd Naples, FL 34104			Odometer <input type="text"/>

Daily Pass Sold

9:26AM		8615 Barot Dr #104	884307	9:30AM D	Stop Time <input type="text" value="9:26AM"/>	Cancellation <input type="checkbox"/>
Pick Up		Naples, FL 34104			Odometer <input type="text" value="6699"/>	No Show <input type="checkbox"/>
Customer Pay:						Complete <input checked="" type="checkbox"/>
\$1.00						

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: ADA

Fare Type : Assorted Cash Paid Ahead Return Pay Tickets

Daily Pass Sold



Run By Vehicle

Driver Initial: _____



Vehicle: CC2-2345 Run: 116 [5:45AM - 6:00PM] Driver Name: Fredrick . Lyons [5:45AM - 6:00PM] For: 1/31/2020

Stop Time	Customer Name	Stop Address	Conf. #	Request Time	Validation Information
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9:45AM		2650 Airport Pulling Rd S Naples, FL 34112	884307	9:30AM D	Stop Time <input type="text" value="9:45AM"/> Odometer <input type="text" value="6706"/>
Drop Off					

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: ADA
 Daily Pass Sold

9:58AM		Lakewood Manor Care 3601 lakewood blvd Pin 0315 Naples, FL 34112	902275	9:30AM P	Stop Time <input type="text" value="9:58AM"/> Odometer <input type="text" value="6707"/>	Cancellation <input type="checkbox"/> No Show <input type="checkbox"/> Complete <input checked="" type="checkbox"/>
Pick Up						

Customer Pay:
\$3.00

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: ADA
 Fare Type : Assorted **Cash** Paid Ahead Return Pay Tickets
 Daily Pass Sold

10:05AM		bank of America 4898 Davis Blvd Naples, FL 34104	902275	9:30AM P	Stop Time <input type="text" value="10:05AM"/> Odometer <input type="text" value="6709"/>
Drop Off					

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: ADA
 Daily Pass Sold

10:17AM		DAVIS KIDNEY CENTER-code#05 6625 HILLWAY CIR. 775-9454-(+30 minutes, machine time) Naples, FL 34112	858653	10:00AM P	Stop Time <input type="text" value="10:17AM"/> Odometer <input type="text" value="6710"/>	Cancellation <input type="checkbox"/> No Show <input type="checkbox"/> Complete <input checked="" type="checkbox"/>
Pick Up						

Customer Pay:
\$3.00

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Visually Impaired [LEGALLY
BLIND,NEEDS ASSISTANCE.] Funding Source: ADA
 Fare Type : Assorted Cash Paid Ahead Return Pay Tickets
 Daily Pass Sold

BUS: 1845 RUN: 101

ON-SITE OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation: 1/31/2020

Please list any special guests that were present:

Location: BRAVO 2668 Tamiami Trail East

Number of Passengers picked up/dropped off: 1

Ambulatory

Non-Ambulatory 1

Was the driver on time? Yes No - How many minutes late/early?

Did the driver provide any passenger assistance? Yes No

Was the driver wearing any identification? Yes: Uniform Name Tag ID Badge No

Did the driver render an appropriate greeting? Yes No Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted? Yes No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects? Yes No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations? Yes No

Does the vehicle have working heat and air conditioning? Yes No

Does the vehicle have two-way communications in good working order? Yes No

If used, was the lift in good working order? N/A Yes No

Vehicle: B37-Glaval Run: 101 [3:00AM - 4:45PM] Driver Name: Andy Ramtahal [3:00AM - 4:45PM] For: 1/31/2020
 1845

Stop Time	Customer Name	Stop Address	Conf. #	Request Time	Validation Information
2:12PM		BRAVO	901269	2:00PM P	Stop Time <input type="text" value="2:12PM"/> Cancellation <input type="checkbox"/>
Pick Up		2668 Tamiami Trl E Naples, FL 34112			Odometer <input type="text" value="101735"/> No Show <input type="checkbox"/>
Customer Pay: \$1.00					Complete <input checked="" type="checkbox"/>

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: ADA
 Comments: SUITE 310

Fare Type : Assorted Cash Paid Ahead Return Pay Tickets
 Daily Pass Sold

2:52PM		448 Golden Gate Blvd W Naples, FL 34117	901269	2:00PM P	Stop Time <input type="text" value="2:52PM"/>
Drop Off					Odometer <input type="text" value="101752"/>

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: ADA
 Comments: SUITE 310

Daily Pass Sold

3:11PM		Goodwill 8915 Sage Ave Off Immokalee Rd and Collier Blvd. Naples, FL 34120	900052	3:10PM P	Stop Time <input type="text" value="3:11PM"/> Cancellation <input type="checkbox"/>
Pick Up					Odometer <input type="text" value="101757"/> No Show <input type="checkbox"/>
Customer Pay: \$1.00					Complete <input checked="" type="checkbox"/>

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: TDC

Fare Type : Assorted Cash Paid Ahead Return Pay Tickets
 Daily Pass Sold

3:32PM		3295 Twilight Ln APT 5301 GATECODE- #8993 Naples, FL 34109	900052	3:10PM P	Stop Time <input type="text" value="3:32PM"/>
Drop Off					Odometer <input type="text" value="101764"/>

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: TDC

Daily Pass Sold

BUS: 1845 RUN: 101

ON-SITE OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation: 1/31/2020

Please list any special guests that were present:

Location: GOODWILL, 8915 Sage Avenue

Number of Passengers picked up/dropped off: 1

Ambulatory 1

Non-Ambulatory

Was the driver on time? Yes No - How many minutes late/early?

Did the driver provide any passenger assistance? Yes No

Was the driver wearing any identification? Yes: Uniform Name Tag
 ID Badge No

Did the driver render an appropriate greeting?
 Yes No Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?
 Yes No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?
 Yes No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?
 Yes No

Does the vehicle have working heat and air conditioning?
 Yes No

Does the vehicle have two-way communications in good working order?
 Yes No

If used, was the lift in good working order? N/A Yes No

Was there safe and appropriate seating for all passengers?

Yes No

Did the driver properly use the lift and secure the passenger? N/A

Yes No

If No, please explain:

CTC: _____ County: _____

Date of Ride: _____

Funding Source	No. of Trips	No. of Riders/Beneficiaries	No. of Calls to Make	No. of Calls Made
CTD				
Medicaid				
Other				
Other				
Other)				
Other				
Totals				

Number of Round Trips	Number of Riders/Beneficiaries to Survey
0 – 200	30%
201 – 1200	10%
1201 +	5%

Note: Attach the manifest

Vehicle: B37-Glaval Run: 101 [3:00AM - 4:45PM] Driver Name: Andy Ramtahal [3:00AM - 4:45PM] For: 1/31/2020
 1845

Stop Time	Customer Name	Stop Address	Conf. #	Request Time	Validation Information	
2:12PM		BRAVO	901269	2:00PM P	Stop Time	2:12PM <input type="checkbox"/>
Pick Up		2668 Tamiami Trl E Naples, FL 34112			Odometer	101735 <input type="checkbox"/>
Customer Pay:						Complete <input checked="" type="checkbox"/>
\$1.00						

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: ADA
 Comments: SUITE 310
 Fare Type : Assorted Cash Paid Ahead Return Pay Tickets
 Daily Pass Sold

2:52PM		448 Golden Gate Blvd W Naples, FL 34117	901269	2:00PM P	Stop Time	2:52PM <input type="checkbox"/>
Drop Off					Odometer	101752 <input type="checkbox"/>

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: ADA
 Comments: SUITE 310
 Daily Pass Sold

3:11PM		Goodwill	900052	3:10PM P	Stop Time	3:11PM <input type="checkbox"/>
Pick Up		8915 Sage Ave Off Immokalee Rd and Collier Blvd. Naples, FL 34120			Odometer	101757 <input type="checkbox"/>
Customer Pay:						Complete <input checked="" type="checkbox"/>
\$1.00						

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: TDC
 Fare Type : Assorted **Cash** Paid Ahead Return Pay Tickets
 Daily Pass Sold

3:32PM		3295 Twilight Ln APT 5301 GATECODE- #8993 Naples, FL 34109	900052	3:10PM P	Stop Time	3:32PM <input type="checkbox"/>
Drop Off					Odometer	101764 <input type="checkbox"/>

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: TDC
 Daily Pass Sold

ON-SITE OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation: 1/23/2020

Please list any special guests that were present:

Location: 2334 QUEENS WAY

Number of Passengers picked up/dropped off:

Ambulatory

Non-Ambulatory

Was the driver on time? Yes No - How many minutes late/early?
5 minutes late

Did the driver provide any passenger assistance? Yes No

Was the driver wearing any identification? Yes: Uniform Name Tag
 ID Badge No

Did the driver render an appropriate greeting?
 Yes No Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?
 Yes No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?
 Yes No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?
 Yes No

Does the vehicle have working heat and air conditioning?
 Yes No

Does the vehicle have two-way communications in good working order?
 Yes No

If used, was the lift in good working order? N/A Yes No

Was there safe and appropriate seating for all passengers? Yes No

Did the driver properly use the lift and secure the passenger? N/A Yes No

If No, please explain:

CTC: _____ County: _____

Date of Ride: _____

Funding Source	No. of Trips	No. of Riders/Beneficiaries	No. of Calls to Make	No. of Calls Made
CTD				
Medicaid				
Other				
Other				
Other)				
Other				
Totals				

Number of Round Trips	Number of Riders/Beneficiaries to Survey
0 – 200	30%
201 – 1200	10%
1201 +	5%

Note: Attach the manifest

Stop Time	Customer Name	Stop Address	Conf. #	Request Time	Validation Information
9:32AM		4559 Boabadilla St Naples, FL 34103	898895	10:00AM D	Stop Time <input type="text" value="9:32AM"/> Cancellation <input type="checkbox"/> Odometer <input type="text" value="222897"/> No Show <input type="checkbox"/> Complete <input checked="" type="checkbox"/>

Pick Up
 Customer Pay:
 \$1.00

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: ADA
 Fare Type : Assorted Cash Paid Ahead Return Pay Tickets
 Daily Pass Sold

9:47AM		Pavillion Plaza 833 Vanderbilt Beach Rd THEATER/ MOVIES Naples, FL 34108	898895	10:00AM D	Stop Time <input type="text" value="9:47AM"/> Odometer <input type="text" value="222901"/>
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Drop Off

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: ADA
 Daily Pass Sold

10:17AM		2334 Queens Way Naples, FL 34112	859606	10:30AM D	Stop Time <input type="text" value="10:17AM"/> Cancellation <input type="checkbox"/> Odometer <input type="text" value="222913"/> No Show <input type="checkbox"/> Complete <input checked="" type="checkbox"/>
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Pick Up
 Customer Pay:
 \$1.00

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: TDC
 Fare Type : Assorted Cash Paid Ahead Return Pay Tickets
 Daily Pass Sold

10:35AM		ARBY'S RESTAURANT 2436 Pine Ridge Rd 434-2264 Naples, FL 34109	859606	10:30AM D	Stop Time <input type="text" value="10:35AM"/> Odometer <input type="text" value="222921"/>
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Drop Off

Attendants: 0 Guests: 0 Mobility: AMB Assistance Need: Funding Source: TDC
 Daily Pass Sold

BUS: 1845 RUN: 101

ON-SITE OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation:

Please list any special guests that were present:

Location:

Number of Passengers picked up/dropped off:

Ambulatory

Non-Ambulatory

Was the driver on time? Yes No - How many minutes late/early?

Did the driver provide any passenger assistance? Yes No

Was the driver wearing any identification? Yes: Uniform Name Tag
 ID Badge No

Did the driver render an appropriate greeting?
 Yes No Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?
 Yes No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?
 Yes No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?
 Yes No

Does the vehicle have working heat and air conditioning?
 Yes No

Does the vehicle have two-way communications in good working order?
 Yes No

If used, was the lift in good working order?
 Yes No

Vehicle: B37-Giaval
1845

Run: 101 [3:00AM - 4:45PM]

Driver Name: Andy Ramtahal [3:00AM - 4:45PM] For: 1/31/2020

Stop Time	Customer Name	Stop Address	Conf. #	Request Time	Validation Information
-----------	---------------	--------------	---------	--------------	------------------------

12:15PM		COLLIER AREA PARA TRANSIT			Stop Time <input type="text"/>
Break Start		8300 Radio Rd Naples, FL 34104			Odometer <input type="text"/>

Daily Pass Sold

12:45PM		COLLIER AREA PARA TRANSIT			Stop Time <input type="text"/>
Break End		8300 Radio Rd Naples, FL 34104			Odometer <input type="text"/>

Daily Pass Sold

1:40PM		HOMWOOD RESIDENCE	901644	1:00PM P	Stop Time <input type="text" value="1:40PM"/>	Cancellation <input type="checkbox"/>
Pick Up		770 Goodlette Rd N Naples, FL 34102			Odometer <input type="text" value="101729"/>	No Show <input type="checkbox"/>
Customer Pay: \$3.00						Complete <input checked="" type="checkbox"/>

Attendants: 0 Guests: 0 Mobility: WHEELCHAIR Assistance Need:

Funding Source: ADA

Fare Type : Assorted **Cash** Paid Ahead Return Pay Tickets

Daily Pass Sold

2:01PM		1007 Roseate Dr	901644	1:00PM P	Stop Time <input type="text" value="2:01PM"/>
Drop Off		Naples, FL 34104			Odometer <input type="text" value="101733"/>

Attendants: 0 Guests: 0 Mobility: WHEELCHAIR Assistance Need:

Funding Source: ADA

Daily Pass Sold



Run By Vehicle

Driver Initial: _____



Rider/Beneficiary Survey

Number of trips 01/24/2020: 396

Number of rider/beneficiary surveys obtained: 40

Funding

ADA: 30

TDC: 10

1. Where you charged an amount in addition to the co-payment?

No: 40

Note: 3 respondents did indicate they had to make driver check again when they were being charged more than their co-payment should be.

2. How often do you normally obtain transportation?

1-2 Times/Week: 7 3-5 Times/Week: 30 Daily 7 Days/Week: 3

Other: 1 Don't use anymore

3. Have you ever been denied transportation?

Yes: 4 (1-2 Times, Space not available) No: 36

4. What do you normally use the service for?

Type of use	Number of respondent's answers
Medical	<u>14</u>
Employment	<u>5</u>
Nutritional	<u>5</u>
Education/Training/Day Care	<u>10</u>
Life-Sustaining/Other	<u>8</u>

5. Did you have a problem with your trip

No: 10

Yes: 30 comments summarized below comments that were similar in nature were united and some respondents had multiple problems with the trip.

11 Late pick-up (60 Minutes, new driver, gets person into a panic when have not been picked up and know will be late to appointment).

12 Late return pick-up 1 hour or more (One respondent indicated it had been 2 hours wait sometimes but has gotten better recently).

6 Pick-up times not convenient, late specifically with newer drivers too early or too late.

1 Driver went to wrong place to pick me up.

1 Getting call returned after leaving several messages.

1 I did miss medical appointment once.

1 Trip scheduled in error.

1 Late to an appointment/Failed to be picked-up.

1 Reservation had time incorrect.

1 A driver who was mad that he had to help my husband with his seat belt again. Provided complaint to operator. I imagine this was resolved has not happened again.

1 Rude reservationist.

6. On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

Average of all 40 respondents: Rating of 8.5

Table below shows the number of respondents that chose each specific rating number used to calculate the average rating of 8.5.

Rating	Number of respondents chose specific rating
1	1
4	2
5	1
6	3
7	1
8	9
8.5	3
9	3
9.5	2
10	10

7. What does transportation mean to you?

- Enables daughter to get where she needs to go when I can't drive her.
- Independence. Satisfies all needs.
- Very Important.
- Means a lot. Can't drive if I didn't have this service I would not do anything or be able to go anywhere I need to go. Glad to have it.
- Very Important can't drive would not be able to go anywhere without it.
- Everything. With so many people I have to take care of this allows my son to go to school.
- Means so much to have independence when my household only has one car.

- Could not get around without it. Can't drive so would have no other way to get to doctor's appointment without it.
- My life can't get around without it. My lifeline.
- Everything. I have no idea where I would get anywhere without it. Could not live without it. Hope it can continue forever.
- Only way to go to doctor. Glad to have it. Improves quality of life.
- Lifeline. No other way to get around.
- Grateful to have it.
- Whether or not I can get out of my community beyond the weekend when my daughter can take me. Freedom, independence, and saves me money having a fixed income and improves quality of financials.
- A battle to go to treatment if I did not have this service.
- Great help freeing up family members.
- Independence. Could not get to store or afford to pay any other form of transportation. Depend on it 100% and have no other back up.
- Great help. Benefits to move around county.
- Provides independence to my daughter.
- Very valuable with very polite drivers that are skilled and ready to help.
- Disabled driver licensed gets me from point A to point B.
- Love the paratransit bus after my accident.
- Allows me to go out and have a better quality of life. I cannot take the city bus.
- Guaranteed mobility.
- Means a lot. Am in no condition to drive after medical appointment. Takes a lot out of me.
- Tremendous help. A way to get around without my wife having to change her schedule.

- Life can't move anywhere without it.
- Very important can't stand at the bus stop due to my condition or stand under full sun.
- So helpful for people after dialysis.
- Great help.
- Independence.
- Quality of life.
- Use for getting to work and back.
- Enjoy getting home in a timely manner.
- I would not be able to drive my husband to get the care he requires for his Alzheimer's.
- Means a lot couldn't get around without it. Best thing to happen to Naples.
- Can go where I need to go for a reasonable price.

Additional Comments:

- All great drivers
- Receptionists are doing a wonderful job.
- Have been late for school twice
- Have experienced reservation errors once and a while. Have had to wait more than 2 hours for a pickup and sometimes informed that buses will only be going to my area after 6:00 PM.
- I work so this is very helpful. They are respectful with my son and his condition and when he forgets and when he gets down.
- Reservation error has occurred
- For return pick up the bus had not come called and was told that the bus was on the way should be there in about 10 minutes. Seems like the person did not actually check because after waiting some more called and was informed

the driver did not have me in their route scheduled. So, had to wait some more for a bus to pick me up. Better communication between person on phone and driver needed.

- Get a call when they are falling behind
- Like to be called when bus will be late
- Great if there is a way to go through email or app to be able to schedule, cancel or see schedule to confirm to reduce phone calls.
- Improve system call and information on pickup window. Think they are late but then they say they are within their pickup window.
- No notice of early pick up is given has happened twice already and am told if I am not ready at that time then I will not be able to go at all.
- My trust has gone down on the service. Lately have not been getting me to where I need to go on time. Not being able to get to a place on time was making me feel worse so lately I have been relying on having to pay Uber or neighbors for certain time sensitive trips. In the past had newer drivers asking me where we are going when I am not really able to guide them, waited forever so I am glad they started using GPS more, as newer drivers that get lost take up more time each trip. Last month had a class that was over by the time I got there.
- Sometimes late picking up.
- Information on how to give drivers permission to assist riders in situations where more than a step up is involved should be provided as part of the application or interview process.
- Very polite, nice and sweet drivers. Great and try to do the best they can
- Frustration from side pick-ups where a person does not cancel ahead of time and it delays the trip to get to the destination. Not fair to does who are responsible and cancel their trips within the given period of time.

- Do have some issues with waiting long 2-3 hours and no one answers or obtain a notification of how long I will be waiting.
- Pick up times can be better.
- Bus drivers great. Very gentle take my bag up and down to my door. I really appreciate their help.
- One of the drivers goes fast in my condominium. The speed limit is 15 mph and there are speed bumps but still goes faster than should.
- It would be of great help if transport chairs would be allowed on the bus would be easier for my wife once I get off the bus are smaller and not as heavy to carry.
- Excellent drivers very courteous
- Love all the drivers.
- When I call no one answers and have no idea if they even listen to my message.
- Communication with drivers and dispatchers needs to be better
- Am picked up at 5:30 AM for a 7:00 AM scheduled pick up.
- Better communication calls me to tell me they are here. Driver came to pick me up and didn't ask my name and then left. Pickup late sometimes and one time I called after 1 o'clock asking about my bus I was told they were looking for a bus for me. Waited for hours and didn't have a way home. Don't use it for anything else because never know when they are going to come so have someone take me.
- Very polite drivers.
- Runs late once and a while. Sometimes they pick us up as a group and then sometimes one by one might be more efficient to pick us up all at the same time.

- Stopped using the service would make me too nervous that I would never make it to my medical appointments on time and this would make my pain even worse. On one trip I got picked up the 5 minutes after my meeting was supposed to start even when booking an hour prior to the meeting. Poor scheduling and the scheduling agent was rude to me. Spoke with management to see if things would improve but never did. When I called the number, I could never get anyone on the phone felt like they were avoiding my calls. Buses said they would come but never did.

**Level of Cost
Worksheet 1**

Insert Cost page from the AOR.

County: Collier
 CTC: Collier County Board of County Commissioners
 Contact: Michelle E. Arnold
 3299 TAMIAMI TRAIL E #103
 NAPLES, FL 34112
 239-252-5841

Email: michellearnold@colliergov.net

Demographics	Number
Total County Population	372,880
Unduplicated Head Count	4,139



Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	0	0	0	Vehicle Miles	1,351,040	1,407,704	2,224,740
Deviated FR	0	0	0	Roadcalls	17	20	116
Complementary ADA	0	0	77,945	Accidents	11	9	23
Paratransit	114,744	109,623	39,640	Vehicles	29	29	70
TNC	0	0	0	Drivers	44	66	67
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	114,744	109,623	117,585				

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	51,839	50,069	43,133
Employment	13,043	12,874	14,256
Ed/Train/DayCare	3,445	4,097	16,982
Nutritional	13,700	13,868	14,907
Life-Sustaining/Other	32,717	28,715	28,307
TOTAL TRIPS	114,744	109,623	117,585

Financial and General Data	2017	2018	2019
Expenses	\$4,614,372	\$5,433,226	\$5,818,222
Revenues	\$4,828,842	\$4,931,076	\$5,211,529
Commendations	1	6	2
Complaints	27	65	43
Passenger No-Shows	499	2,821	4,135
Unmet Trip Requests	23	199	16

Passenger Trips By Revenue Source	2017	2018	2019
CTD	24,408	18,917	27,232
AHCA	0	0	3,626
APD	0	0	0
DOEA	332	319	96
DOE	0	0	0
Other	90,004	90,387	86,631
TOTAL TRIPS	114,744	109,623	117,585

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0.81	0.64	1.03
Miles between Roadcalls	79,473	70,385	19,179
Avg. Trips per Passenger	97.74	83.30	28.41
Cost per Trip	\$40.21	\$49.56	\$49.48
Cost per Paratransit Trip	\$40.21	\$49.56	\$49.48
Cost per Total Mile	\$3.42	\$3.86	\$2.62
Cost per Paratransit Mile	\$3.42	\$3.86	\$2.62

Trips by Provider Type	2017	2018	2019
CTC	0	0	0
Transportation Operator	102,424	103,178	105,273
Coordination Contractor	12,320	6,445	12,312
TOTAL TRIPS	114,744	109,623	117,585

Level of Competition Worksheet 2

1. Inventory of Transportation Operators in the Service Area

	Column A Operators Available	Column B Operators Contracted in the System.	Column C Include Trips	Column D % of all Trips
Private Non-Profit				
Private For-Profit				
Government				
Public Transit Agency				
Total				

2. How many of the operators are coordination contractors? _____

3. Of the operators included in the local coordinated system, how many have the capability of expanding capacity? _____

Does the CTC have the ability to expand? _____

4. Indicate the date the latest transportation operator was brought into the system. _____

5. Does the CTC have a competitive procurement process? _____

6. In the past five (5) years, how many times have the following methods been used in selection of the transportation operators?

	Low bid
	Requests for qualifications
	Negotiation only

	Requests for proposals
	Requests for interested parties

Which of the methods listed on the previous page was used to select the current operators?

7. Which of the following items are incorporated in the review and selection of transportation operators for inclusion in the coordinated system?

	Capabilities of operator
	Age of company
	Previous experience
	Management
	Qualifications of staff
	Resources
	Economies of Scale
	Contract Monitoring
	Reporting Capabilities
	Financial Strength
	Performance Bond
	Responsiveness to Solicitation

	Scope of Work
	Safety Program
	Capacity
	Training Program
	Insurance
	Accident History
	Quality
	Community Knowledge
	Cost of the Contracting Process
	Price
	Distribution of Costs
	Other: (list)

8. If a competitive bid or request for proposals has been used to select the transportation operators, to how many potential operators was the request distributed in the most recently completed process? _____

How many responded? _____

The request for bids/proposals was distributed:

_____ Locally _____ Statewide _____ Nationally

9. Has the CTC reviewed the possibilities of competitively contracting any services other than transportation provision (such as fuel, maintenance, etc...)? _____

Level of Availability (Coordination)
Worksheet 3

Planning – What are the coordinated plans for transporting the TD population?

Public Information – How is public information distributed about transportation services in the community?

Certification – How are individual certifications and registrations coordinated for local TD transportation services?

Eligibility Records – What system is used to coordinate which individuals are eligible for special transportation services in the community?

Call Intake – To what extent is transportation coordinated to ensure that a user can reach a Reservationist on the first call?

Reservations – What is the reservation process? How is the duplication of a reservation prevented?

Trip Allocation – How is the allocation of trip requests to providers coordinated?

Scheduling – How is the trip assignment to vehicles coordinated?

Transport – How are the actual transportation services and modes of transportation coordinated?

Dispatching – How is the real time communication and direction of drivers coordinated?

General Service Monitoring – How is the overseeing of transportation operators coordinated?

Daily Service Monitoring – How are real-time resolutions to trip problems coordinated?

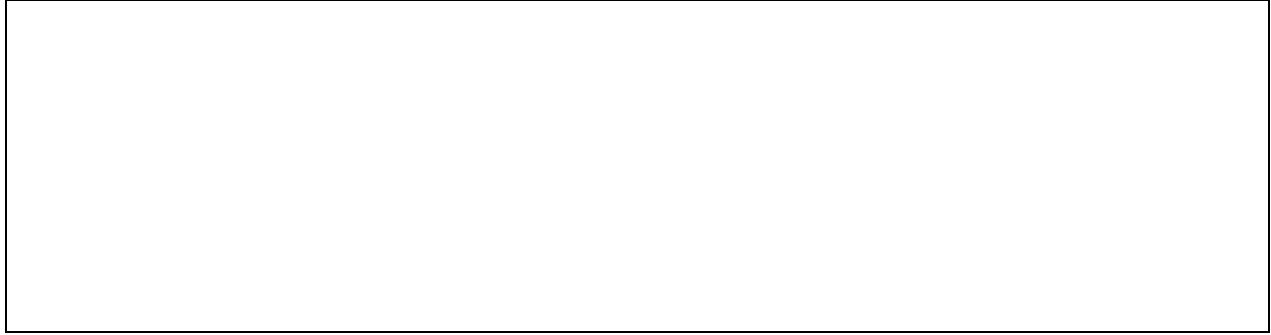
Trip Reconciliation – How is the confirmation of official trips coordinated?

Billing – How is the process for requesting and processing fares, payments, and reimbursements coordinated?

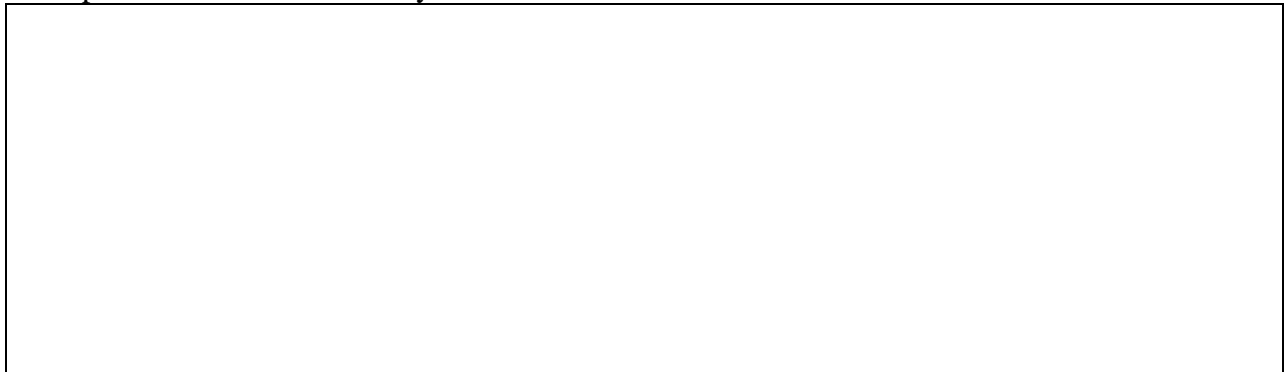
Reporting – How is operating information reported, compiled, and examined?

Cost Resources – How are costs shared between the coordinator and the operators (s) in order to reduce the overall costs of the coordinated program?

Information Resources – How is information shared with other organizations to ensure smooth service provision and increased service provision?

A large, empty rectangular box with a black border, intended for a written response to the question above.

Overall – What type of formal agreement does the CTC have with organizations, which provide transportation in the community?

A large, empty rectangular box with a black border, intended for a written response to the question above.

APPENDIX B
PTNE Response to
2020 CTC Evaluation

Memorandum

To: Brandy Otero, Collier MPO Principal Planner
Josephine Medina, MPO Senior Planner

From: Omar Deleon, Transit Manager

Date: March 17, 2020

Subject: Response to 2020 CTC Evaluation

The Public Transit & Neighborhood Enhancement (PTNE) Division is in receipt of the CTC Evaluation Workbook for the review period of July 1, 2018 through June 30, 2019. We have reviewed the report and corresponding commends and recommendations and have the following response for your consideration.

Review the CTC contracts for compliance with 427.0155(1), F.S. - "Execute uniform contracts for service using a standard contract, which includes performance standards for operators."

Comments:

The CTC is in compliance with this section.

Review the CTC last AOR submittal for compliance with 427. 0155(2) - "Collect Annual Operating Data for submittal to the Commission."

Comments:

The CTC is in compliance with this section. The CTC submits all reports and agreements on time. No recommendation for improvements is needed in this area.

Review the CTC monitoring of its transportation operator contracts to ensure compliance with 427.0155(3), F.S. - "Review all transportation operator contracts annually."

Comments:

The CTC is in compliance with this section.

Review the TDSP to determine the utilization of school buses and public transportation services [Chapter 427.0155(4)] - "Approve and coordinate the utilization of school bus and public transportation services in accordance with the TDSP."

Comments:

School buses are not utilized in the coordinated system.

Rule 41-2.012(5)(b): "As part of the Coordinator's performance, the local Coordinating Board shall also set an annual percentage goal increase for the number of trips provided within the system for ridership on public transit, where applicable. In areas where the public transit is not being utilized, the local Coordinating Board shall set an annual percentage of the number of trips to be provided on public transit."

Comments:

Although Goal 2 of the TDSP is to "Maximize effective transfer of individuals from paratransit to fixed route services." This does not provide a specific annual percentage increase to be obtained. This item should be addressed during the next major TDSP update to ensure compliance.

Findings:

There are no compliance issues found with Chapter 427.

Recommendations:

A mobility manager conducts eligibility reviews to determine if the fixed route system can be utilized. The CTC is encouraged to continue the transfer of individuals to the fixed route system whenever possible to minimize paratransit costs. The TDSP should be revised during the next major update to include a specific annual percentage goal to transfer passengers from paratransit to transit.

CTC Response:

The transportation disadvantaged individuals that are utilizing paratransit that might be able to use Fixed Route are doing so because Fixed Route is not available in the area of their origin or destination. Although the CTC agrees that all effort should be made to transfer individuals to the fixed route system to minimize costs, setting an annual percentage goal may not be achievable without the expansion of fixed route service into other areas of the County.

The CTC will work with the LCB to determine a reasonable performance measure that is consistent with Rule 41-2.012(5)(b) which is intended to increase the usage of public transit not necessarily transferring trips from paratransit to fixed route.

Compliance with 41-2.006(1), Minimum Insurance Compliance - "...ensure compliance with the minimum liability insurance requirement of \$100,000 per person and \$200,000 per incident..."

Comments:

The CTC maintains compliance with the minimum liability insurance requirements as directed by, F.A.C 41-2.006.

Compliance with 41-2.011(2), Evaluating Cost-Effectiveness of Coordination Contractors and Transportation Alternatives. - "...contracts shall be reviewed annually by the Community Transportation Coordinator and the Coordinating Board as to the effectiveness and efficiency of the Transportation Operator or the renewal of any Coordination Contracts."

Findings:

The CTC is in compliance with this rule.

Recommendations:

None noted

Compliance with Commission Standards - "...shall adhere to Commission approved standards..."

TDSP Commission Standards

Commission Standards	Comments	Response
Local toll-free phone number must be posted in all vehicles.	The TDSP addresses this standard. All vehicles inspected as part of this evaluation were found in compliance. It is however suggested that the number should be posted in larger font for greater visibility to the service users.	No response required
Vehicle Cleanliness	The TDSP addresses this standard. All vehicles as part of this evaluation inspected were clean and free of damaged or broken seats.	No response required
Passenger/Trip Database	The TDSP addresses this standard. 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.	No response required
Adequate seating	The TDSP addresses this standard. Vehicle seating will not exceed the manufacturer's recommended capacity. All vehicles as part of this evaluation maintained adequate seating.	No response required
Driver Identification	The TDSP addresses this standard. All observed during this evaluation had uniforms on, announced themselves and greeted the passengers at their door. Although the TDSP states that all drivers are to have a name badge displayed at all times, it was noted that during one of the evaluations there was a driver that did not have their identification badge visible.	No response required
Passenger Assistance	The TDSP addresses this standard. All drivers observed during this evaluation provided assistance as needed.	No response required

Smoking, Eating and Drinking	The TDSP addresses this standard. 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.	No response required
Two-way Communications	The TDSP addresses this standard. All vehicles observed as part of this evaluation were equipped with two-way communication in good working order.	No response required
Air Conditioning/Heating	The TDSP addresses this standard. Air conditioning was working in all vehicles observed. Due to the temperature, the heat was not tested.	No response required
Billing Requirements	The TDSP requires that 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 Community Transportation Coordinator, in accordance with Section 287.0585, F.S.	CAT currently does not have a subcontractor providing service for CAT Connect.

Findings:

The TDSP complies with all Commission standards.

Recommendations:

The CTC is encouraged to post the local toll-free number in all vehicles in larger font for greater visibility to the service users.

The CTC is encouraged to review and ensure that drivers have ID badges displayed at all times.

CTC Response:

A standard font size of 72 has been established for the posting of the toll-free number in all vehicles. Signs have been obtained for those vehicles with signs that did not meet that standard and they have been replaced.

The Vendor contract requires all drivers to be in full uniform when providing transportation service, which includes displaying his/her ID. We will require the General Manager and Training Manager to review the policy with all drivers at their safety meeting and require proof of driver attendance. CAT will conduct

period inspections to ensure vendor is adhering to this policy. The vendor will be assessed Liquidated Damages each time a driver is found to be out of uniform.

Compliance with Local Standards - “...shall adhere to Commission approved standards...”

TDSP Local Standards

Local Standards	Comments	Response
Transport of Escorts and dependent children policy	The TDSP addresses this standard. Personal care attendants must be approved on initial customer application with medical documentation for reason attendant is needed. If an escort/ personal care attendant is requested, they will be transported at no additional charge.	The CAT Connect Rider’s Guide reinforces this standard.
Use, Responsibility, and cost of child restraint devices	The TDSP addresses this standard. Restraints are required for children under 5 and/or under 50 lbs.	The CAT Connect Rider’s Guide reinforces this standard.
Out-of-Service Area trips	The CTC does not provide any trips outside of Collier County.	No response required
CPR/1st Aid	The TDSP addresses this standard. Drivers are certified in CPR every two years (biennial).	The Vendor Contract reinforces this standard.
Driver Criminal Background Screening	The TDSP addresses this standard. 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).	The Vendor Contract reinforces this standard.
Rider Personal Property	The TDSP addresses this standard. Passengers are allowed to bring up to four shopping bags that fit under the passenger’s seat and/or on their lap.	The CAT Connect Rider’s Guide reinforces this standard.
Advance reservation requirements	The TDSP addresses this standard. Reservations are taken 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	The CAT Connect Rider’s Guide reinforces this standard.

	guaranteed. However, the CTC will attempt to accommodate the request.	
Pick-up Window	TDSP addresses this standard. For the focus of this evaluation the 30 minutes early to zero minute late medical and employment policy was reviewed for trips. Effective 12-04-2019 the LCB approved a negotiated methodology for trips based on a mileage-based scheduling. The TDSP will be amended to include the updated window policy.	The CAT Connect Rider’s Guide reinforces this standard.

Findings:

As mentioned above, the scheduling methodology of assigning trips changed from zoned based trip assignments with 1-hour and 2-hour windows to negotiated mileage-based trip assignments.

A complete review of manifests for the day of 01/24/2020 was completed as part of this evaluation. Due to recent changes to how trips are assigned only the pick-up window standard that states that medical appointments and employment must follow the "30 minute early to zero minute late" policy was used to evaluate. Based on this standard on time performance for all the trips this day was calculated to be 92%, the on time performance for trips categorized as work and medical drop off trips that day was calculated to be 61%, the on time performance for trips categorizes only as medical drop off trips that day was calculated to be 57%, and the on time performance for trips categorized as employment that day was calculated to be 76%. The manifest identified one patient as being dropped off 44 minutes after their requested drop off time and another two patients being dropped off 72 minutes early from their requested drop off time.

Recommendations:

The on-time performance for medical and employment continues to be an issue. During the annual public workshop meeting the STARability Foundation indicated various of its participants at various locations are being picked up or dropped off late sometimes by hours at a time and requested a better method of communicating with families when buses will be late. Comments from rider surveys also mention late drop off and pick up times for medical and employment as being issues. Three respondents indicated a heightened level of stress of not knowing whether they would get to their destinations on time. One of these three respondents is no longer using the service for this reason and another respondent indicated that they are paying Uber or a friend to get them to their destination and only using the service for trips that are not time sensitive. Other comments included that they are not being notified of tardiness, and vehicle issues or being notified hours after an issue has occurred which does not allow them to find an alternative way home. Comments also indicated they are having issues with the incorrect scheduling of their trips.

The CTC is encouraged to provide in their quarterly report to the LCB the on-time performance for medical and employment trips individually not just as part of the overall on time performance for all trips. It is also

encouraged that they provide a quarterly report to the LCB on measures that are being done to help address these issues with on time performance.

The CTC is encouraged to devise a system to inform passengers of when their driver would be arriving and to confirm scheduling information for their trips. The CTC is encouraged to pursue the phone system to enhance customer service.

In the next TDSP update service standard changes due to new trip assignment methodology should be reflected in Pick-Up Window and return trip scheduling.

CTC Response:

CAT made contact with the individuals that attended the Annual Public Workshop in an effort to schedule an appointment to discuss the issues raised. However, due to the COVID-19 Pandemic the meeting was not scheduled. Attempts to schedule a meeting will be done when business is back to normal.

The PTNE Division is evaluating the acquisition of a system to remind passengers of their trips as well as alert them when the driver has arrived. An improved phone system is also being explored.

Summary Remarks

The PTNE Division appreciates the feedback provided and will make every effort to comply with the recommendations in the future.

APPENDIX C
CTD RATE MODEL
WORKSHEET
FY 2020-2021

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
Leave Blank	Leave Blank	Do NOT Complete Section II for Stretcher Service	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?

Ambulatory	Wheelchair	Stretcher	Group

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

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 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

Answer # 2, 3 & 4
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR
 per passenger mile?.....
 - Pass. Trip
 - Pass. Mile
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? Passenger Trips
4. How much will you charge each escort?.....
 per Passenger Trip

SECTION IV: Group Service Loading

You Must
Complete This
Section!

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: 2020 - 2021			
		Ambul	Wheel Chair	Stretcher <small>Leave Blank</small>	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	1,353,642	= <input type="text" value="1,055,155"/>	+ <input type="text" value="215,788"/>	+ <input type="text" value="Leave Blank"/>	+ 82,699
Rate per Passenger Mile =		\$2.96	\$5.08	\$0.00	\$2.12 <small>per passenger</small>
					\$2.96 <small>per group</small>

		Ambul	Wheel Chair	Stretcher <small>Leave Blank</small>	Group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	108,000	= <input type="text" value="85,520"/>	+ <input type="text" value="19,746"/>	+ <input type="text" value="Leave Blank"/>	+ <input type="text" value="2,734"/>
Rate per Passenger Trip =		\$36.24	\$62.13	\$0.00	\$25.87 <small>per passenger</small>
					\$36.26 <small>per group</small>

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 <small>Leave Blank</small>	Group
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Rate per Passenger Mile for Balance =		\$2.96	\$5.08	\$0.00	\$2.12 <small>per passenger</small>
					\$2.96 <small>per group</small>

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

Rate per Passenger Mile =

Rate per Passenger Trip =

Rates If No Revenue Funds Were Identified As Subsidy Funds

Ambul	Wheel Chair	Stretcher	Group	
\$3.75	\$6.44	\$0.00	\$2.68	\$3.76
			per passenger	per group
Ambul	Wheel Chair	Stretcher	Group	
\$45.93	\$78.74	\$0.00	\$32.79	\$45.95
			per passenger	per group

Program These Rates Into Your Medicaid Encounter Data