



AGENDA

**Collier County Local Coordinating Board
for the Transportation Disadvantaged**
Collier County Government Center
County Administration Building F
Information Technology Training Room
5th Floor – 3299 Tamiami Trail E.
Naples, FL 34112

REGULAR MEETING

**Wednesday – June 26, 2019
2:30 p.m.**

1. **CALL TO ORDER**
 - A. Roll Call with Self Introductions
 - B. Pledge of Allegiance
2. **OPEN TO THE PUBLIC FOR
COMMENTS ON ITEMS NOT ON
THE AGENDA**
3. **APPROVAL OF AGENDA**
4. **BOARD ACTION**
 - A. CAT Connect Service Scheduling
Performance Improvement Process
5. **REPORTS & PRESENTATIONS (No
Presentation)**
 - A. FDOT Report
6. **OTHER BUSINESS**
7. **DISTRIBUTION ITEMS**
8. **BOARD MEMBER COMMENTS**
9. **NEXT MEETING DATE**

Sept. 4, 2019 at 2:30 p.m.
10. **ADJOURNMENT**

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

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

Any person who decides to appeal a decision of this board will need a record of the proceedings pertaining thereto, and therefore may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based.

The MPO's planning process is conducted in accordance with Title VI of the Civil Rights Act of 1964 and Related Statutes. Any person or beneficiary who believes they have been discriminated against because of race, color, religion, sex, age, national origin, disability, or familial status may file a complaint with the Collier MPO by calling Ms. McLaughlin at (239) 252-5884 or by writing to her at 2885 South Horseshoe Dr., Naples, FL 34104.

EXECUTIVE SUMMARY
BOARD ACTION
Item 4A

Collier Area Transit (CAT) Connect Service Scheduling Performance Improvement Process

OBJECTIVE: To receive approval to modify CAT Connect Scheduling Procedures to enhance service delivery.

CONSIDERATIONS: During the March 2018 Local Coordinating Board (LCB) meeting, Public Transit & Neighborhood Enhancement (PTNE) staff presented several tasks that they were pursuing to improve the level of service for the CAT Connect System to enhance community perception of the service. Most of the measures during that meeting have been implemented and we believe the positive feedback received during the last annual meeting can be attributed to some of those changes.

The follows items are what was discussed:

1. Contract Amendment to implement changes in procedures and policies to improve the operational performance of the service. The Contract Amendment also implemented additional or more severe liquidated damages for Key Performance Indicators (KPI's) that affect the contractor financially for failing to achieve the desired performance measures.
2. Technology enhancements to improve the automated dispatch functions of the CAT Connect system.
3. Changing the scheduling method to a “Negotiated Trip Timing Method” to give passenger more control over the details of their trips preferences and allow the service to schedule trips with better efficiency.
4. Revert the Transit Operations and Management Model back to a single Contractor model.

Items 1 and 2 were implemented last year. Staff has been working with the Contractor to test the Negotiated Trip Timing Method to ensure the scheduling is performed correctly. However, the passenger education step is necessary to fully implement. Additionally, the single contractor model was recently implemented on May 1, 2019 with the approval of a new contract by the Board of County Commissioners.

In reviewing the data through the test mode for the Negotiated Trip Timing Method, staff identified more efficiencies to be gained with trips being scheduled based on the distance of the trips rather than by zones, historically utilized by CAT Connect. The current scheduling methodology of assigning trips within a zone (1-hour and 2-hour windows) versus assigning trips based on the length of the trip was evaluated. Three separate scenarios were evaluated:

- Scenario 1 – Status Quo using Optimizer to fit all demand response trips with current service windows;
- Scenario 2 – Introduced the Negotiation methodology for trips based on the current 1-hour and 2-hour window scheduling;
- Scenario 3 – Introduced the Negotiation methodology for trips based on a mileage-based scheduling. The scheduling windows would be as follows: Trips that are less than 9 miles; Trip lengths from 9 miles to 18 miles; and trip over 18 miles.

Staff will present their findings and recommendation during the meeting for the LCB’s consideration. The education campaign planned for the passengers will also be presented at the meeting for consideration and endorsement.

STAFF RECOMMENDATION: For the Board to review and approve a distance-based scheduling process with an effective date August 1, 2019 for the CAT Connect system; and receive an endorsement of the passenger education campaign as part of the implementation process.

Prepared by: Omar DeLeon, Transit Manager

Attachment(s): Passenger Brochure

Trip Distance Process:

Historically, trips have been scheduled based on the area of the County that your trip is located in (Urban area, Rural area or Zip code), regardless of the distance of the trip. When this change is made, at the time that you call to schedule a trip, the computer system will determine the distance of the trip between the pick-up and drop-off.

Shorter trips 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. For those longer trips over 18 miles, the scheduling window will be up to 120-minutes.

Example of Scheduling by distance

- Caller requests a trip with a 9:00 a.m. appointment time and the distance between the trip origin and destination is less than 9 miles. The Customer Service Agent will determine vehicle availability and provide an estimated arrival time with a 30 minute window. The scheduling windows would be as follows: Trips that are less than 9 miles; Trip lengths from 9 miles to 18 miles; and trip over 18 miles.

We Respect Your Time!

We are confident that these changes will allow CAT Connect to provide Customers with more accurate pick-up times and increased efficiencies while accommodating the increasing demand for paratransit services.



Scheduling Your Trip



Scheduling Process Changes

Over the last several months ridership has increased by an average of 4% monthly, at level well above our projections.

The increase in trips without the ability to increase available resources is affecting the level of service. CAT Connect cares about your time and has been working on ways to improve the reliability of the service.

In order to accommodate the increase in service demand it is necessary to modify the trip booking process.

Effective Date for Change

Starting **August 1st, 2019**, the reservation process will change to the following:

Negotiated Trip Process:

Because CAT Connect is a shared-ride service, trips are grouped whenever possible for efficiency. When this change is made, at the time that you call to schedule a trip, the Customer Service Agent will offer you options for the time of pick-up. We ask that you select one of the negotiated times offered for increased reliability. When you accept one of the “negotiated times”, you will now know with a higher certainty, when the vehicle will be at your door to start your trip.

Higher certainty when the bus will be at your door.

Examples of Negotiated Trips

- Caller requests a 9:00 a.m. pick-up time to get to work by 9:30 a.m. The Customer Service Agent may offer the following times based on vehicle availability and the distance of the trip – 8:30 a.m.; 8:40 a.m.; 9:05 a.m.
- Caller requests a 5:00 p.m. pick-up to return home from work. The Customer Service Agents may offer the following times based on vehicle availability and the distance of the trip – 5:10 p.m.; 5:30 p.m. 5:45 p.m.

