#### **AGENDA**



## **Collier County Local Coordinating Board for the Transportation Disadvantaged**

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

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

#### **REGULAR MEETING**

Wednesday – May 7, 2025 1:30 p.m.

#### 1. CALL TO ORDER

- A. Roll Call
- B. Pledge of Allegiance

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

- 3. APPROVAL OF AGENDA
- 4. APPROVAL OF MEETING MINUTES
  - A. March 5, 2025, Annual Public Workshop Meeting Minutes
  - B. March 5, 2025, Regular Meeting Minutes

#### 5. BOARD ACTION

- A. Review, Approve and Endorse Annual Update to the LCB Bylaws
- B. Endorse the TD Planning Grant Application for FY 2025/2026 and the Draft Authorizing Resolution
- C. Approve the Community Transportation Coordinator Annual Evaluation Completed in 2025

- D. Approve the 2025 Transportation Disadvantaged Service Plan Annual Update
- E. Approve Alternate Date for LCB's September Meeting (September 10, 2025)

#### 6. REPORTS & PRESENTATIONS

- A. CTC Quarterly Report
- B. MPO Quarterly Progress Report
- C. FDOT Report
- 7. OTHER BUSINESS
- 8. DISTRIBUTION ITEMS
  - A. Updated LCB Membership Roster
  - B. FDOT Transportation Disadvantaged Services Report dated 1/1/25

#### 9. BOARD MEMBER COMMENTS

#### 10. <u>NEXT MEETING DATE</u>

**Tentatively** September 10, 2025, at 1:30 p.m., Regular Meeting (request to reschedule September 3 date pending)

#### 11. ADJOURNMENT

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

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

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

#### **MEETING MINUTES**

## LOCAL COORDINATING BOARD FOR THE TRANSPORTATION DISADVANTAGED of the COLLIER METROPOLITAN PLANNING ORGANIZATION

#### ANNUAL PUBLIC WORKSHOP

Collier County Government Center Admin Building "F", IT Training Room, 5<sup>th</sup> Floor 3299 Tamiami Trail East, Naples, FL 34112 March 5, 2025 | 1:30 p.m.

#### 1. CALL TO ORDER

#### A. Roll Call

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

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

#### **Members Present**

Tony Pernas, MPO Board member, Everglades City, LCB Chair Carmen Henry, Southwest Florida Regional Workforce Development Board, Vice-Chair Leah Watson, Agency for Persons with Disabilities Monica Lucas, Local Medical Community Sarah Gualco, Area Agency on Aging SWFL-FL Dept. of Elder Affairs Stacy Booth, Florida Dept. of Transportation

#### **Members Absent**

Brett Nelson, Children at Risk
Charles Lascari, Rep. of Disabled
Cheryl Burnham, Florida Association for Community Action
John Lambcke, Collier Schools Transportation Director
Lisa O'Leary, Fla. Dept. of Edu./Div. of Vocational Rehab Services
Michael Stahler, Florida Agency for Health Care Administration
Oscar Gomez, Veterans Services
Tabitha Larrauri, Fla. Dept. of Children and Family Services

#### **MPO Staff**

Dusty Hansen, Senior Planner Suzanne Miceli, Operations Support Specialist II

#### **Others Present**

Omar De Leon, Public Transit Manager, Collier Area Transit
Brian Wells, Director, Collier County Public Transit & Neighborhood Enhancement
Alex Showalter, Collier Area Transit
Mari Maldonado, Collier Area Transit
Jacob Stauffer, Collier Area Transit
Richard Brubaker, Collier Area Transit
Silvia Garcia, Collier Senior Center
Tiffany Campbell, Corporate Compliance and Continuing Improvement
Idela Hernandez, Employment Network of Southwest Florida
Genesis Tucker, Community Member

#### 1. CALL TO ORDER

- A. Roll Call
- B. Pledge of Allegiance

#### 2. APPROVAL OF AGENDA

Ms. Henry moved to approve the agenda. Ms. Watson seconded. Passed unanimously.

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

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

**Ms. Hansen** said that each year the LCB conducts an in-person public workshop to solicit feedback from the public on the Transportation Disadvantaged (TD) program in Collier County and address any unmet needs or other areas that relate to the program.

Ms. Hansen invited comments from the public.

**Ms. Tucker** said she was aware that she had been added to Collier Area Transit's (CAT) Transportation Disadvantaged (TD) waiting list for personal trips, and that because of CAT budget constraints, the CAT's inability to provide personal trips limits her ability to take trips to shop for groceries and daily needs (causing her to incur hefty delivery and shipping charges) or to go to the library to access needed resources for obtaining employment and to meet with friends. The CTC's pause on providing personal trips also precludes her from attending community events, keeping her isolated and unable to be enjoy healthy community connections, something that greatly helps with her mental wellness.

**Mr. De Leon** said that there is a seven tier Trip Priority List, and that due to funding constraints, CAT is only able to prioritize top five tier trip needs: Medical, Employment, Education, Social Agency, and Nutritional, but not Group Recreation or Personal Business. Staff was looking for ways to add Group Recreation and Personal Business trips back to the program.

Ms. Tucker asked if CAT would consider increasing rider fare to provide the program with more

funding so the service could be expanded.

**Mr. De Leon** mentioned that a fare study to evaluate the fixed route and paratransit programs was upcoming and considering fare structure increases to allow for expanded service would be included in the study.

**Ms. Booth** asked **Ms. Tucker** how far she lives from a fixed route stop. **Ms. Tucker** said she lives in Golden Gate Estates, which is far from any fixed route stops.

A group discussion followed, and it was noted that grocery shopping is considered a Nutritional trip, which does qualify under the TD program (depending on the store). Since **Ms. Tucker** attends Easter Seals and is included in Florida's Home and Community-Based Services waiver, **Ms. Watson** asked to follow up with **Ms. Tucker** to discuss possible additional transportation services for her personal trips. Around July 1, 2025, the TD program priorities tier would be reevaluated based on data for the new fiscal year.

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

None.

#### C. Annual TD Program LCB Training

**Ms.** Hansen provided a presentation of the Local Coordinating Board of the Transportation Disadvantaged annual training (which can be viewed in the March 5, 2025 LCB Public Workshop Agenda).

A group discussion followed, and it was noted that to qualify for the Americans with Disabilities Act (ADA) trips in the TD program, submitted applications are reviewed and assessed by CAT with categories that include disability status and distance from a fixed route service and whether the individual could potentially use fixed route service comfortably. Every year, CAT receives an allocation to assist with funding TD trips, which is decided by the State. That amount has remained around \$800,000 for several years, regardless of trip or demand increases.

#### 4. ADJOURNMENT

No further business being conducted, **Chair Pernas** adjourned the meeting at 2:01 p.m.

#### **MEETING MINUTES**

## LOCAL COORDINATING BOARD FOR THE TRANSPORTATION DISADVANTAGED of the COLLIER METROPOLITAN PLANNING ORGANIZATION

#### **REGULAR MEETING**

Collier County Government Center Admin Building "F", IT Training Room, 5<sup>th</sup> Floor 3299 Tamiami Trail East, Naples, FL 34112 March 5, 2025 | 2:02 p.m.

#### 1. CALL TO ORDER

#### A. Roll Call

Chair Pernas called the meeting to order at approximately 2:02 p.m.

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

#### **Members Present**

Tony Pernas, MPO Board Member, Everglades City, LCB Chair
Carmen Henry, Southwest Florida Regional Workforce Development Board, Vice-Chair
Leah Watson, Agency for Persons with Disabilities
Monica Lucas, Local Medical Community
Pa Houa Lee-Yang, Florida Association for Community Action (arrived during item 5.B)
Sarah Gualco, Area Agency on Aging SWFL-FL Dept. of Elder Affairs
Stacy Booth, Florida Dept. of Transportation

#### **Members Absent**

Brett Nelson, Children at Risk
Charles Lascari, Rep. of Disabled
John Lambcke, Collier Schools Transportation Director
Lisa O'Leary, Fla. Dept. of Edu./Div. of Vocational Rehab Services
Michael Stahler, Florida Agency for Health Care Administration
Oscar Gomez, Veterans Services
Tabitha Larrauri, Fla. Dept. of Children and Family Services

#### **MPO Staff**

Dusty Hansen, Senior Planner Suzanne Miceli, Operations Support Specialist II

#### **Others Present**

Omar De Leon, Public Transit Manager, Collier Area Transit

Brian Wells, Director, Collier County Public Transit & Neighborhood Enhancement Alex Showalter, Collier Area Transit

Mari Maldonado, Collier Area Transit

Jacob Stauffer, Collier Area Transit

Richard Brubaker, Collier Area Transit

Silvia Garcia, Collier Senior Center

Tiffany Campbell, Collier County Corporate Compliance and Continuing Improvement

Idela Hernandez, Employment Network of Southwest Florida

#### B. Pledge of Allegiance

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

None.

#### 3. APPROVAL OF AGENDA

Ms. Watson moved to approve the agenda. Ms. Gualco seconded. Passed unanimously.

#### 4. APPROVAL OF MEETING MINUTES

#### **Approval of December 4, 2024 Meeting Minutes**

**Ms.** Henry moved to approve the Meeting Minutes for December 4, 2024. **Ms.** Gualco seconded. Passed unanimously.

#### 5. BOARD ACTION

#### A. Elect LCB Vice-Chair

**Ms. Hansen** said that the LCB Bylaws and Florida Administrative Code provide that LCB elect a Vice-Chair each calendar year, for a one year term beginning at the next LCB meeting. The Vice-Chair is elected by a majority vote by LCB. The Vice-Chair assumes the duties of the Chair and conducts LCB meetings in events of the Chair's absence. The Vice-Chair may serve more than one term. Any LCB member may elect another LCB member or volunteer themselves to serve as Vice-Chair.

**Ms.** Henry volunteered to serve as Vice-Chair again.

**Ms.** Gualco moved to nominate **Ms.** Henry to serve as LCB Vice-Chair. **Ms.** Watson seconded. Passed unanimously.

#### B. Review and Approve Proposed Rate Model for FY 2025/2026

Ms. Hansen said that The Florida Commission for the Transportation Disadvantaged (CTD)

requires the Community Transportation Coordinator (CTC) to submit a rate model annually. The rate calculations consider budgeted revenues, operating expenses and associated level of service. The information is factored into a Rate Model to produce equitable rates for Transportation Disadvantaged (TD) trips provided by the CTC. The rates are reviewed by LCB annually and included in the Transportation Disadvantaged Service Plan (TDSP) and the CTC's Trip and Equipment grant application. The Trip and Equipment grant provides revenue to the CTC for TD trips to support operations of the paratransit system. The CTD review of the rate model was happening concurrently

**Ms. Hansen** reviewed the current and proposed rate models (which can be viewed in the March 5, 2025 LCB Regular Meeting Agenda), showing a reduction in rates compared to the prior year's rate model.

A group discussion followed, regarding how the categorization/grouping of passengers and other cost considerations in the proposed rate model could contribute to an efficient use of grant funds and potentially provide CAT the opportunity to offer more trips.

**Ms.** Gualco moved to approve the Proposed Rate Model for FY 2025/2026. **Ms.** Watson seconded. Passed unanimously.

### C. Update From the CTC Regarding the 2024 CTC Evaluation Recommendations, Input from LCB Members

**Ms. Hansen** said that last year's Community Transportation Coordinator (CTC) evaluation found that the CTC was not meeting its On-Time Performance (OTP) goal of 90% or its accident/incident goal of 1.2 per 100,000 miles. The CTC's OTP during the evaluation period was approximately 80% and the accident rate was 62% higher than its goal. The CTC evaluation recommended that the CTC reconvene with LCB at its March 5, 2025, meeting if the OTP rate remained below 80% and the accident rate remained 62% higher.

**Ms. Maldonado** provided a presentation (which can be viewed in the March 5, 2025 LCB Regular Meeting Agenda) of CAT's OTP, which included suggestions for improvement.

A group discussion followed, regarding the possibility of reconsidering the 90% OTP expectation standard or travel times in the TD Service Plan, as there are many outer circumstances that can affect OTP, such as rider lateness, no-shows, and traffic congestion. CAT staff said they continue to look for opportunities to make OTP better.

**Mr. Brubaker** provided a presentation on CAT's safety updates (which can be viewed in the March 5, 2025 LCB Regular Meeting Agenda), explaining that drivers are being provided with safety training and that busses are being equipped with motion sensor technology to ensure driver safety compliance.

A group discussion followed regarding certain safety features that are required for wheelchairs to board busses to ensure protection of the user in case of a bus accident, and that bus drivers are trained to properly assess wheelchairs for these safety features and receive training in best practices of communication, so all riders are treated with respect and dignity.

#### 6. REPORTS & PRESENTATIONS

#### A. Community Transportation Coordinator (CTC) Quarterly Report

**Mr. De Leon** reviewed the CTC Quarterly report (which can be viewed in the March 5, 2025 LCB Regular Meeting Agenda).

A group discussion followed, regarding the various ways CAT strives to meet its OTP, including incorporating a process of discontinuing paratransit service to riders who do not notify CAT that they will not be taking their scheduled trips (no-shows) more than a certain number of times, which is based on a percentage system of relativity of ridership.

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

**Ms. Hansen** reviewed the MPO Quarterly report (which can be viewed in the March 5, 2025 LCB Regular Meeting Agenda).

#### C. FDOT Report

**Ms. Booth** said the Collier County's Public Transit Grant Agreement (PTGA) application was awaiting State Transportation Improvement Program (STIP) completion. Grant application revisions from December 2024 were being analyzed for clarity and completion. She reminded the Board that although FDOT scores the applications, the Federal Government decides the apportionment. FDOT's goal is to fund all application requests. FDOT was in round three of triennial reviews and would provide a notification when all agencies became compliant. The FDOT / Florida Public Transportation Association (FPTA) / Center for Urban Transportation Research (CUTR) Professional Development Workshop & Transit Safety and Operations Summit, facilitated by CUTR, was scheduled for June 9-11, 2025.

#### 7. OTHER BUSINESS

None.

#### 8. DISTRIBUTION ITEMS

#### A. Updated LCB Membership Roster

This item was distributed.

#### B. CTD Model Procedures for Adverse Incidents Related to Paratransit Services

This item was distributed.

#### 9. BOARD MEMBER COMMENTS

None.

#### 10. NEXT MEETING DATE

May 7, 2025, at 1:30 p.m., Regular Meeting, Collier County Government Center, County Administration Bldg. F, IT Training Room, 5th Floor, 3299 Tamiami Trail E., Naples, FL 34112.

#### 11. ADJOURNMENT

No further business being conducted, Chair Pernas adjourned the meeting at 2:59 p.m.

## EXECUTIVE SUMMARY BOARD ACTION ITEM 5A

#### Review, Approve and Endorse Annual Update to the LCB Bylaws

**OBJECTIVE:** To review and approve the annual update to the LCB bylaws.

<u>CONSIDERATIONS</u>: The LCB is required to review and approve its bylaws annually per the Transportation Disadvantaged Planning Grant. MPO staff has reviewed the current bylaws, and only non-substantive changes are being proposed at this time.

The revisions include: correction of a grammatical error on page 6, line 1, an updates to the current MPO Board Chair name and the dates of endorsement/adoption. The proposed changes are included in **Attachment 1** in <u>strikethrough/underline</u> format and a clean copy of the proposed updated bylaws are included as **Attachment 2**.

Once approved by LCB, the bylaws will be presented to the MPO Board for adoption at its June 13 meeting.

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

Prepared By: Dusty May Hansen, Collier MPO Senior Planner

#### **ATTACHMENTS:**

- 1. Draft 2025 LCB Bylaws Strikethrough and underline version
- 2. Proposed 2025 LCB Bylaws Clean version

#### **BY-LAWS**

of the

**COLLIER COUNTY Transportation Disadvantaged Local Coordinating Board** 

**Endorsed by LCB: Adopted by MPO:** 

May 17, 2024-2025 May-June 1013, 2024-2025

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#### **BY-LAWS OF THE**

### COLLIER COUNTY TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

#### **ARTICLE I: PREAMBLE**

#### **Section 1: Preamble**

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

#### ARTICLE II: NAME AND PURPOSE

#### **Section 1:** Name

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

#### **Section 2:** Purpose

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

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

#### **Section 1: Voting Members**

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

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

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

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

#### **Section 2:** Alternate Members

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

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

#### **Section 3:** Non-Voting Members

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

#### **Section 4:** Terms of Appointment

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

#### **Section 5:** Termination of Membership

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

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

#### ARTICLE IV: OFFICERS AND DUTIES

#### **Section 1:** Number

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

#### **Section 2:** Chairperson

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

#### **Section 3:** Vice-Chairperson

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

#### **ARTICLE V: LCB MEETINGS**

#### **Section 1: Regular Meetings**

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

#### **Section 2:** Notice of Meetings

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

#### **Section 3: Quorum**

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

#### **Section 4:** Voting

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

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

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

#### **Section 6: Public Meetings**

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

#### **ARTICLE VI: STAFF**

#### **Section 1:** General

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

#### ARTICLE VII: LCB DUTIES

#### **Section 1: LCB Duties**

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

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

by the LCB.

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

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

#### ARTICLE VIII: SUBCOMMITTEES

#### **Section 1: Subcommittees**

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

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

#### **Section 1:** General

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

#### **ARTICLE X: CERTIFICATION**

The undersigned hereby certifies that he/she is the Chairperson of the Collier County Transportation Disadvantaged Local Coordinating Board and that the foregoing is a full, true and correct copy of the By-laws of this LCB as endorsed on May 47, 2024–2025 by the Collier County Transportation Disadvantaged Local Coordinating Board and subsequently adopted by the Collier Metropolitan Planning Organization on May June 1013, 20242025.

Tony Pernas, LCB Chairperson Chairman

#### METROPOLITAN PLANNING ORGANIZATION

By:	
·	Commissioner William McDaniel, Jr. Dan Kowal, MPO Chairperson Chair
Attested	3y:
	Anne McLaughlin, MPO Executive Director
Approv	l as to form and legality:
COLLI	R COUNTY ATTORNEY
By:	P.T. 1. D. 4 C. 4 Au
Sco	R. Teach, Deputy County Attorney

#### **BY-LAWS**

of the

COLLIER COUNTY
Transportation Disadvantaged
Local Coordinating Board

Endorsed by LCB: May 7, 2025 Adopted by MPO: June 13, 2025

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#### BY-LAWS OF THE

## COLLIER COUNTY TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

#### **ARTICLE I: PREAMBLE**

#### Section 1: Preamble

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

#### ARTICLE II: NAME AND PURPOSE

#### Section 1: Name

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

#### **Section 2:** Purpose

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

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

#### **Section 1:** Voting Members

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

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

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

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

#### **Section 2:** Alternate Members

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

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

#### **Section 3:** Non-Voting Members

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

#### **Section 4:** Terms of Appointment

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

#### Section 5: Termination of Membership

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

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

#### ARTICLE IV: OFFICERS AND DUTIES

#### **Section 1:** Number

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

#### **Section 2:** Chairperson

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

#### Section 3: Vice-Chairperson

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

#### **ARTICLE V: LCB MEETINGS**

#### **Section 1:** Regular Meetings

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

#### **Section 2:** Notice of Meetings

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

#### **Section 3:** Quorum

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

#### Section 4: Voting

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

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

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

#### **Section 6: Public Meetings**

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

#### **ARTICLE VI: STAFF**

#### Section 1: General

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

#### **ARTICLE VII: LCB DUTIES**

#### **Section 1: LCB Duties**

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

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

by the LCB.

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

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

#### **ARTICLE VIII: SUBCOMMITTEES**

#### **Section 1:** Subcommittees

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

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

#### **Section 1:** General

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

#### ARTICLE X: CERTIFICATION

The undersigned hereby certifies that he/she is the Chairperson of the Collier County Transportation Disadvantaged Local Coordinating Board and that the foregoing is a full, true and correct copy of the By-laws of this LCB as endorsed on May 7, 2025 by the Collier County Transportation Disadvantaged Local Coordinating Board and subsequently adopted by the Collier Metropolitan Planning Organization on June 13, 2025.

Tony Pernas, LCB Chairman

#### METROPOLITAN PLANNING ORGANIZATION

By:	
·	Commissioner Dan Kowal, MPO Chairman
Atte	sted By:
	Anne McLaughlin, MPO Executive Director
App	proved as to form and legality:
CO	LLIER COUNTY ATTORNEY
D	The Klass
By:	Scott D. Tooch Domitty Country Attornovy
	Scott R. Teach, Deputy County Attorney

## EXECUTIVE SUMMARY BOARD ACTION ITEM 5B

Endorse the Transportation Disadvantaged Planning Grant Application for State Fiscal Year 2025/2026 and the Draft Authorizing Resolution

**OBJECTIVE:** To obtain the Transportation Disadvantaged (TD) Planning Grant for State Fiscal Year (FY) 2025/2026 (July 1, 2025, through June 30, 2026), to conduct LCB activities.

**CONSIDERATIONS:** The MPO has the authority to file a TD Planning Grant Application for Collier County and to undertake a TD service project as authorized by Section 427.0159, *Florida Statutes*, and Rule 41-2, *Florida Administrative Code*.

The TD Grant Application must be filed prior to July 1<sup>st</sup>. This year's TD grant amount is expected to be \$31,757 (**Attachment 1**). The grant amount will be confirmed upon final action of this year's State Legislature.

These funds will be used as described in the Collier MPO's Unified Planning Work Program, Task 6 – Transit and Transportation Disadvantaged, and the TD Planning Grant Agreement. Planning tasks include:

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

The FY 2025-2026 TD Planning grant application is shown in **Attachment 2** and a draft MPO Resolution approving this year's grant is shown in **Attachment 3**. The grant application and MPO Resolution must be submitted to the TD Commission by June 30 to receive funding. The Planning Grant Program Manual shown in **Attachment 4** summarizes the grant requirements.

The grant application and the proposed Resolution will be presented to the MPO Board for approval at its June 13, 2025, meeting.

**STAFF RECOMMENDATION:** That LCB endorse the MPO's submittal of a TD Planning Grant application and the draft MPO Resolution.

Prepared By: Dusty Hansen, Collier MPO Senior Planner

#### **ATTACHMENTS:**

- $1. \ \ CTD \ Draft \ TD \ Planning \ Grant \ Allocations \ FY25/26$
- 2. FY 25/26 Draft TD Planning Grant Application
- 3. Draft MPO TD Grant Resolution-2025
- 4. TD Program Manual for FY 25/26

## Commission for the Transportation Disadvantaged Planning Grant Allocations - DRAFT FY 2025 -2026

County	Planning Funds
Alachua	\$29,300
Baker	\$23,421
Bay	\$26,973
Bradford	\$23,414
Brevard	\$37,156
Broward	\$67,893
Calhoun	\$23,082
Charlotte	\$27,291
Citrus	\$26,447
Clay	\$27,948
Collier	<b>\$31,757</b>
Columbia	\$24,408
DeSoto	\$23,572
Dixie	\$23,160
Duval	\$46,121
Escambia	\$30,263
Flagler	\$25,589
Franklin	\$23,055
Gadsden	\$23,779
Gilchrist	\$23,196
Glades	\$23,053
Gulf	\$23,110
Hamilton	\$23,079
Hardee	\$23,359
Hendry	\$23,713
Hernando	\$27,440
Highlands	\$25,174
Hillsborough	\$57,308
Holmes	\$23,222
Indian River	\$26,567

County	Planning Funds
Jackson	
Jefferson	\$23,872
	\$23,108
Lafayette	\$22,954
Lake	\$32,012
Lee	\$41,148
Leon	\$29,615
Levy	\$23,794
Liberty	\$22,945
Madison	\$23,187
Manatee	\$32,414
Marion	\$31,757
Martin	\$26,488
Miami-Dade	\$85,032
Monroe	\$24,665
Nassau	\$24,962
Okaloosa	\$27,736
Okeechobee	\$23,701
Orange	\$56,168
Osceola	\$32,203 \$57,721
Palm Beach	
Pasco	\$36,419
Pinellas	\$45,040
Polk	\$40,412
Putnam	\$24,489
Santa Rosa	\$27,259
Sarasota	\$33,179
Seminole	\$33,779
St. Johns	\$29,544
St. Lucie	\$30,796
Sumter	\$25,956
Suwannee	\$23,799
Taylor	\$23,264
Union	\$23,128
Volusia	\$35,943
Wakulla	\$23,570
Walton	\$24,619
Washington	\$23,353
Total	\$2,033,880

3/6/2025



# Transportation Disadvantaged Planning Grant Recipient Information

Legal Name	Collier Metropolitan Planning Organization			
Federal Employer Identification Number	59-6000558			
Registered Address	3299 Tamiami Trail East, Ste. 303			
City and State	Naples, FL	Zip Code	34112	
Contact Person for this Grant	Anne McLaughlin	Phone Number Format 111-1111	239-252-5884	
E-Mail Address [Required]	Anne.McLaughlin@colliercountyfl.gov			
Project Location [County(ies)]	Collier County			
Budget Allocation				
			\$31,757	
Total Project Amount \$31,757.00				\$31,757.00

I, the authorized Grant Recipient Representative, hereby certify that the information herein is true and accurate			
and is submitted in accordance with the 2025-26 Program Manual and Instructions for the Planning Grant.			
	<u>6/13/2025</u>		
Signature of Grant Recipient Representative	Date		
Name: Anne McLaughlin			

Title: Collier MPO Executive Director

#### **RESOLUTION 2025 - xx**

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

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

**WHEREAS**, on June 13, 2025, the Collier MPO approved the filing of a Transportation Disadvantaged Trust Fund Planning Grant Application and authorized its Executive Director to file the application, along with all required documents, and to take any action necessary to obtain approval of such grant fund application; and

WHEREAS, on June 13, 2025, the Collier MPO voted in favor of authorizing its Chairman to execute a Transportation Disadvantaged Trust Fund Planning Grant Agreement with the Florida Commission for the Transportation Disadvantaged, upon its receipt, and to submit all required documents and take any action necessary to submit the grant agreement to the Florida Commission for the Transportation Disadvantaged.

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

- 1. The Collier MPO has the authority to execute a Transportation Disadvantaged Trust Fund Planning Grant Agreement.
- 2. The Collier MPO authorizes its Executive Director to file the Fiscal Year 2025/26 Transportation Disadvantaged Planning Grant Application, along with all required documents, and to take any action necessary to secure such grant funding.
- 3. The Collier MPO authorizes its Chairman to execute the Transportation Disadvantaged Trust Fund Planning Grant Agreement on behalf of the Collier MPO, upon receipt, and to file it with the Florida Commission for the Transportation Disadvantaged, in the estimated total amount of \$31,757.
- 4. The Collier MPO further authorizes its Chairman to sign any agreements, assurances, warranties, certifications, and any other related documents that may be required in connection with the aforementioned Transportation Disadvantaged Trust Fund Planning Grant Agreement submission or related subsequent agreements, and to take any action necessary to facilitate the filing of such agreement(s).

This Resolution was **PASSED and DULY ADOPTED** by the Collier Metropolitan Planning Organization Board on June 13, 2025.

Attest:	COLLIER COUNTY METROPOLITAN PLANNING ORGANIZATION
By:	By:
Anne McLaughlin	Commissioner Dan Kowal
Collier MPO Executive Director	MPO Chair
Approved as to form and legality:	
Scott R. Teach Deputy County Attorney	

5B Attachment 4 LCB 5/7/25

#### Florida Commission for the



# Transportation Disadvantaged

FISCAL YEAR 2025-26
PROGRAM MANUAL AND INSTRUCTIONS
FOR THE
PLANNING GRANT

Issued By:

FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

605 Suwannee Street, Mail Station 49
Tallahassee, Florida 32399-0450
850-410-5700

http://ctd.fdot.gov/

#### INTRODUCTION

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

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

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

# PART I PLANNING GRANT PROGRAM REQUIREMENTS

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

#### 1. ELIGIBILITY INFORMATION

#### A. Eligible Recipients

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

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

#### **B.** Allowable Activities

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

#### TASK 1: Weighted value = 17%

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

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

#### TASK 2 A:

#### Weighted value = 15%

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

#### **Deliverable:**

Planning agency's letter of recommendation and signed resolution.

#### <u>OR</u>

#### **TASK 2 B:**

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

#### **Deliverable:**

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

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

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

Provide staff support for committees of the LCB.

Provide program orientation and training for newly appointed LCB members.

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

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

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

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

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

#### TASK 4: Weighted value = 4%

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

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

#### TASK 5: Weighted value = 4%

Develop and annually update by-laws for LCB approval.

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

#### TASK 6: Weighted value = 4%

Develop, annually update, and implement LCB grievance procedures in accordance with the Commission's most recent LCB and Planning Agency Operating Guidelines. Procedures shall include a step within the local complaint and/or grievance procedure that advises a dissatisfied person about the Commission's Ombudsman Program.

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

#### TASK 7: Weighted value = 4%

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

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

TASK 8: Weighted value = 4%

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

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

TASK 9: Weighted value = 4%

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

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

TASK 10: Weighted value = 4%

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

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

#### 2. GRANT FUNDING

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

#### LOCAL MATCH REQUIREMENT

There is no match required.

#### 3. GRANT APPROVAL

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

#### 4. INVOICING

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

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

# PART II PLANNING GRANT RECIPIENT INFORMATION DOCUMENTATION

#### **GENERAL INSTRUCTIONS**

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

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

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

#### **TIMETABLE**

**JULY 1** Effective date of agreement.

**JUNE 30** Termination date of agreement.

**AUGUST 15** Deadline for final invoices.

## TRANSPORTATION DISADVANTAGED PLANNING GRANT RECIPIENT INFORMATION INSTRUCTIONS

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

#### PLANNING GRANT REIPIENT INFORMATION

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

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

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

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

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

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

# EXECUTIVE SUMMARY BOARD ACTION ITEM 5C

**Approve the Community Transportation Coordinator Annual Evaluation Completed in 2025** 

**OBJECTIVE:** For LCB to review and approve the annual Community Transportation Coordinator (CTC) Evaluation.

<u>CONSIDERATIONS:</u> As a requirement of the Florida Commission for Transportation Disadvantaged (CTD) Planning Grant, the LCB must conduct an annual evaluation of the CTC. The Evaluation examines the CTC's compliance with Chapter 427, Florida Statutes, Rule 41-2, Florida Administrative Code, CTD standards, and local standards set forth in the Transportation Disadvantaged Service Plan.

This Evaluation must be completed and submitted to the CTD prior to the end of the fiscal year (June 30). MPO staff, along with LCB members, completed the annual evaluation of the CTC, shown as **Attachment 1**.

The Public Transit and Neighborhood Enhancement (PTNE) Division, on behalf of the Board of County Commissioners, is designated to act as the CTC for Collier County. PTNE has provided a response to the CTC Evaluation, shown as **Attachment 2**.

The CTC evaluation will be presented to the MPO Board for ratification at its May or June meeting.

**STAFF RECOMMENDATIONS:** That LCB review, comment on, and approve the FY 2023-2024 CTC Evaluation completed in 2025.

Prepared By: Dusty Hansen, Collier MPO Senior Planner

#### **ATTACHMENTS:**

- 1. FY 2023-2024 CTC Evaluation (3/2025)
- 2. PTNE Department's response to the CTC Evaluation

# CTC EVALUATION WORKBOOK

Florida Commission for the



# Transportation Disadvantaged

CTC BEING REVIEWED:		
COUNTY (IES):		
ADDRESS:		
CONTACT:	PHONE:	
REVIEW PERIOD:	REVIEW DATES:	
PERSON CONDUCTING THE REV	TEW:	
CONTACT INFORMATION:		

#### **EVALUATION INFORMATION**

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

1	
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, COMPILE THIS INFORMATION:
1. OF	PERATING ENVIRONMENT:
	$\square$ RURAL $\square$ URBAN
2. OF	RGANIZATION TYPE:
	☐ PRIVATE-FOR-PROFIT
	☐ PRIVATE NON-PROFIT
	GOVERNMENT
	☐ TRANSPORTATION AGENCY

3.	NETWOR	RK TYPE:
		SOLE PROVIDER
		PARTIAL BROKERAGE
		COMPLETE BROKERAGE
4.	NAM	E 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		
Easter Seals Florida, IInc.	8793 Tamiami Trail					
Sunrise Community of SW Fla.	422 Exchange Avenue			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 TO HELPLINE CALLS:

	Number of calls	Closed Cases	<b>Unsolved Cases</b>
Cost			
Medicaid			
Quality of Service			
Service Availability			
Toll Permit			
Other			

## COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC contracts "Execute uniform contra- includes performance stand	cts for serv	ice using		ntract, which
ARE YOUR CONTRACTS UNIFO			0	
IS THE CTD'S STANDARD CON	TRACT UTILIZ	ED?	Yes	No
DO THE CONTRACTS INCLUDE OPERATORS AND COORDINAT			RDS FOR THE TRAI	NSPORTATION
	Yes	No		
DO THE CONTRACTS INCLUDE SUBCONTRACTORS? (Section 2	1.20: Payment to Yes	Subcontracto No		
Operator Name	Exp. Date	SSPP	AOR Reporting	Insurance
Operator Name	Exp. Date	SSPP	AOR Reporting	Insurance
Operator Name	Exp. Date	SSPP	AOR Reporting	Insurance
Operator Name	Exp. Date	SSPP	AOR Reporting	Insurance
Operator Name	Exp. Date	SSPP	AOR Reporting	Insurance
Operator Name	Exp. Date	SSPP	AOR Reporting	Insurance
Operator Name	Exp. Date	SSPP	AOR Reporting	Insurance
Operator Name	Exp. Date	SSPP	AOR Reporting	Insurance
Operator Name	Exp. Date	SSPP	AOR Reporting	Insurance
Operator Name	Exp. Date	SSPP	AOR Reporting	Insurance

#### **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?

HOW OFTEN IS IT CONDUCTED?
PTNE monitors the Operations Contractor for compliance with FTA and FDOT requirements as well as its contract in the following ways: conduct monthly operational meeting that include staff from Fleet Maintenance, CAT Fixed Route and Paratransit Operations, and PTNE Transit staff. Agenda for these meetings include safety, maintenance, ADA, Customer Service, Operations, and other pertinent topics. Report are provided by the vendors as specified in the contract and reviewed by the Public Transit Manager. These reports include accidents/incidents, Customer Service, Farebox validation, Drug & Alcohol testing, Ridership, Performance measures and On-time Performance. Internal Control reviews are also completed on Driver Training and Pre-trip inspections. Operator inspections are conducted periodically.
Is a written report issued to the operator? $\square$ Yes $\square$ No
If <b>NO</b> , 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?

Is a written report issued?		Yes		No		
If <b>NO</b> , how are the contractors notified	ied of the	e result	s of the	e moni	toring	g?
WHAT ACTION IS TAKEN IF A CONTR REPORT?	ACTOR	RECE	EIVES	AN UN	<b>IFAV</b>	/ORABLE
IS THE CTC IN COMPLIANCE WITH TH	IIS SEC	ΓΙΟΝ?		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

SYSTI	EM?
	N/A
IS THI	ERE A GOAL FOR TRANSFERRING PASSENGERS FROM PARATRANSIT TO TRANSIT?  Yes No  If YES, what is the goal?
IS THI	Is the CTC accomplishing the goal?
Com	ments:

	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 \$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 MILLIO PER INCIDENT?
Yes No
If yes, was this approved by the Commission? $\Box$ Yes $\Box$ No
IS THE CTC IN COMPLIANCE WITH THIS SECTION? $\Box$ Yes $\Box$ 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 co	sts?			
Explanation:					

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 Altern	ative (Alt.)]				
	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 co	osts?	l		
Explanation:					
IS THE CTC IN COMPLIANCE WI	TH THIS SI	ECTION? [	] Yes [	□ No	

	RULE 41-2
Findings:	
Recommendations:	

COMPLIANCE WIT	DTT <b>/1</b>	•		
COMPLIANCE WIT	l <b>fi 4</b> 1	-4.	г.д.	v.

# 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	
7 in Conditioning Tracing	
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 (pg. 60) addresses this standard. Personal care attendants must be approved on the initial customer application with medical documentation for the reason an attendant is needed. If an escort/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	
Rider Personal Property	
Advance reservation requirements	The TDSP (pg. 62) addresses this standard. Reservations are made up to 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	The TDSP (pg. 62) addresses this standard. Passengers are told to be ready for their ride to arrive from between 1-2 hours before their appointment time. This window is dependent on the service area of the pick-up and drop-off points.

Measurable Standards/Goals	Standard/Goal	Latest Figures 7/1/2023 - 6/30/2024	Is the CTC/Operator meeting the Standard?
Public Transit Ridership	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
On-time performance	CTC	CTC	
On-time performance	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Passenger No-shows	CTC	CTC	
assenger to shows	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Accidents	CTC	CTC	
	Operator A	Operator A	
Standard: no more than 1.2 accidents per 100,000 miles	Operator B	Operator B	
	Operator C	Operator C	
Roadcalls	CTC	CTC	
Standard: no less than 10,000 miles between each road call	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Complaints	CTC	CTC	
	Operator A	Operator A	
Number filed:	Operator B	Operator B	
	Operator C	Operator C	
Call-Hold Time	CTC	CTC	
<del></del>	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	

Call-hold time calculated from monthly average for 1/2024-6/30/2024.

#### **LOCAL STANDARDS**

#### FINDINGS:

On-Time Performance (OTP): As set forth in the TDSP, the CTC's OTP goal is 90%. As set forth in the CTC's quarterly reports, the CTC's overall OTP for FY2023/24 was 74%. The CTC's OTP trended lower for the seasonal months of January through May (63%-71%). The overall OTP of 74% is lower than the OTP reported in the last CTC Evaluation for FY2022/23, which was approximately 80%. The current OTP of 74% is 16% lower than the 90% goal.

At the March 2025, LCB meeting, the CTC provided the following update regarding its OTP: a significant factor affecting OTP is increasing volume of trips over greater distances by approximately 25% (since 2022). OTP has also dropped as the number of trips provided and miles driven have increased. Since 2022, trips have increased approximately 15.7% and miles have increased approximately 13.3%. The CTC reported that other key factors impacting OTP are population growth, increasing traffic, and increased demand for trips. The CTC concluded that various aspects of the operation need to be revaluated for today's conditions, such as travel times and OTP, as some existing policies may now be outdated.

A survey of CATConnect passengers/caretakers was conducted as part of this CTC Evaluation. OTP and length of time on the bus (travel time) was cited by some of the survey participants as areas of major concern.

Accident Rate: The CTC's reported accident rate for FY2023/24, per its Annual Operating Report, was 3.12 per 100,000 miles. Its goal, as set forth in the TDSP, is no more than 1.2 accidents per 100,000 miles. The FY2023/24 accident rate is 160% higher than its goal and higher than the accident rate from last year's CTC evaluation (which was 62% higher than its goal).

At the March 2025, LCB meeting, the CTC provided the following update regarding efforts to reduce accidents: the CTC has a new safety manager. The transportation operator has been focusing on solutions to reduce preventable accidents, including a failure analysis of incidents; additional training for road supervisors and drivers; monthly safety meetings; safety trend tracking; additional safety technology/sensors installed on buses; and utilization of drive cam technology and footage to provide real-life evaluation of scenarios and lessons learned.

Call-Hold Time: The CTC's goal for call-hold time is a maximum of 2 minutes. The reported call hold time for January through June, 2024, ranged from 45 to 56 seconds, resulting in an average hold time of 48.67 seconds. The CTC is meeting its goal for call-hold time.

Roadcalls: The CTC is currently exceeding its goal for road calls.

#### **RECOMMENDATIONS:**

#### Regarding OTP:

• That the CTC continue to strive to meet the current OTP goal of 90%.

- That the CTC evaluate whether adjustments to the current allowable travel time and/or
  pick-up window policies (or any other policies) are warranted and need to be made (and
  incorporated into the TDSP), and as needed, seek the assistance and direction of the
  DOPA and LCB.
- That the CTC continue to keep LCB apprised of its efforts regarding OTP and continue to include OTP reporting in its quarterly reports to LCB.

#### Regarding accident rates:

- That the CTC continue to strive to meet its goal of no more than 1.2 accidents per 100,000 miles.
- That the CTC continue its efforts for education, training, implementation of technology, and monitoring related to accidents.
- That the CTC continue to keep LCB apprised of its accident rates and continue to include accident rate reporting in its quarterly reports to LCB.

## STATUS REPORT FOLLOW-UP FROM LAST REVIEW(S)

DATE OF LAST REVIEW:	STATUS REPORT DATED:
LCB RECOMMENDATION:	
CTC Dagnanga	
CTC Response:	
Current Status:	
LCB RECOMMENDATION:	
ECD RECOMMENDATION	
CTC Description	
CTC Response:	
Current Status:	

Tony Pernas

#### ON-SITE OBSERVATION OF THE SYSTEM

#### RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM.

1.	Date of Observation: $3/5/25$
2.	Location(s):
	Naples Residences to Senior Centers
3.	Number of Passengers picked up/dropped off:
	# Ambulatory Passengers
	# Non-Ambulatory Passengers
4 .	. Was the driver on time?
	∠ Yes
	No
	If not on time, how many minutes late/early?
5.	Did the driver provide any passenger assistance?  Yes
	No
6.	Was the driver wearing any identification? (Check all that apply)
	Yes Uniform
	Name Tag
	✓ ID Badge

\_\_ No

7.	Did the driver render an appropriate greeting?
	Yes
	No
	Driver regularly transports rider(s); not necessary
8.	Did the driver ensure the passengers were properly seat-belted?
	Yes
	No
9.	Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?
	✓ Yes
	No
10.	Is there a sign posted on the interior of the vehicle with both a local phone number and the TE Helpline for comments/complaints/commendations?
	<u>√</u> Yes
	No
11.	Does the vehicle have working heat and air conditioning? YesNo
12.	Does the vehicle have two-way communications in good working order?
	✓ Yes
	No
13.	If used, was the lift in good working order?
	Yes
	No
	Lift not used
14.	Was there safe and appropriate seating for all passengers?  Yes  No
15.	Did the driver properly use the lift and secure the passenger?
	Yes

\_\_ No

If No, please explain:

## **ON-SITE OBSERVATION OF THE SYSTEM**

#### RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM.

1.	Date of Observation: March 5, 2025
2.	Location(s): Tuscan isle Golden gate senior center (collier Senior center) baker senior center Naples 8625 saddlebrook circle (10 mins late)
3.	Number of Passengers picked up/dropped off: 3/3
	# Ambulatory Passengers
	# Non-Ambulatory Passengers
4 .	Was the driver on time?
	√ Yes
	No
	If not on time, how many minutes late/early?
5.	Did the driver provide any passenger assistance?
	Yes
	No
6.	Was the driver wearing any identification? (Check all that apply)
	√ Yes
	Uniform
	✓ Name Tag
	✓ ID Badge
	No
7.	Did the driver render an appropriate greeting?  Yes

	NoNoniver regularly transports rider(s): not necessary
	Driver regularly transports rider(s); not necessary
8.	Did the driver ensure the passengers were properly seat-belted?
	Yes
	No
9.	Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?
	√ Yes
	No
10.	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
11.	Does the vehicle have working heat and air conditioning?
	Yes
	No
12.	Does the vehicle have two-way communications in good working order?  Yes No
13.	If used, was the lift in good working order?
	Yes
	No
	Lift not used
14.	Was there safe and appropriate seating for all passengers?  Yes  No
15.	Did the driver properly use the lift and secure the passenger?  Yes
	No

If No, please explain:

# **ON-SITE OBSERVATION OF THE SYSTEM**

## RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM.

1.	Date of Observation: 03/06/2025
2.	Location(s): Starbility Lighthouse WalMart Publix Customer's homes for pick-up
3.	Number of Passengers picked up/dropped off: _5_
	# Ambulatory Passengers1_
	# Non-Ambulatory Passengers4_
4.	Was the driver on time?  x_ Yes No
	If not on time, how many minutes late/early?
5.	Did the driver provide any passenger assistance?
	<u>x</u> Yes
	No
6.	Was the driver wearing any identification? (Check all that apply)  x_ Yes  x_ Uniform  x_ Name Tag  x_ ID Badge  No
7.	Did the driver render an appropriate greeting?  x_YesNo x_Driver regularly transports rider(s); not necessary

8.	Did the driver ensure the passengers were properly seat-belted?
	<u>x</u> _Yes
	No
0	
9.	Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?
	$\underline{\mathbf{x}}$ Yes – was one of the new busses
	No
10.	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
	$\underline{x}$ No – was a new bus, noted at arrival back at terminal for correction
	<u>A</u> 100 was a new ous, noted at arrival oack at terminal for correction
11.	Does the vehicle have working heat and air conditioning?
	<u>x</u> _Yes
	No
12.	Does the vehicle have two-way communications in good working order?
	<u>x</u> Yes
	No
12	If yeard, was the lift in good weathing and and
13.	If used, was the lift in good working order?
	<u>x</u> Yes
	No
	Lift not used
14.	Was there safe and appropriate seating for all passengers?
	<u>x</u> Yes
	No No
15.	Did the driver properly use the lift and secure the passenger?
	<u>x</u> _Yes
	No

If No, please explain:

CTC:		County:	
Date of Ride:			
	3/5/25: 506 trips		

3/6/25: 430 trips

**Funding Source** # of Surveys Needed # of Surveys Obtained No. of No. Riders/Beneficiaries of Trips CTD Medicaid Other Other Other) Other Totals Average trips: 47 49 468

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

**Note: Attach the manifest** 

#### Run Manifest

I certify that the following trips were completed on this date and the information below is correct

Driver's signature

Trips	Pa	assengers on Complete		Total Trips				
Trips	Clients	PCA	Other Passengers	No-Show Trips	Open Trips	with No-Show	without No-Show	
ADA	13	1	0	1	0	14	13	
TD	2	0	0	0	0	2	2	
Total	15	1	0	1	0	16	15	

Fare Summary

	Balance	Billed	Cash	Check	Ticket	Total Fare Types	Client Total Amounts	Add. Psgr. Total Amounts
Normal	0	0	11	0	0	11	26.00	0.00
Billed/External/ Balance	5	0	0	0	0	5	15.00	0.00

Pull Out		Time	Mileage	Pull In		Time	Mileage
	Est	03:26	194473		Est	16:30	194758
	Rep	03:30	194473		Rep	16:51	194758

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<sup>\*</sup>Last names have been redacted for customer privacy.

## Run Manifest

Total Miles	Servic	e Miles	Revenu	ue Miles	Deadhead Miles			
	est	rep	est	rep	est	rep		
	290.30	284.70	255.90	244.20	34.40	40.50		
<b>Total Hours</b>	Service	e Hours	Revenu	ne Hours	Deadhe	ad Hours		
	est	rep	est	rep	est	rep		
	12.04	12.72	10.12	11.20	1.92	1.52		

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## Run Manifest

		S	top information	Passenger information				Late* (with noshows): 9 Late trips are highlited.					
Ar Sched	πival Rep	Duration (min.)	Address	Mileage at Stop	Passengers		Status	Mobility	Funding Source	PCA	Other Passengers	Fare Type	Amount Received (Client (Additional Psgrs))
03:26	03:30	0	COLLIER AREA PARA TRANSIT 8300 Radio Rd Naples	194473									
03:45	03:56	2	2830 12th Ave Se Naples	194491	P: MATTHE	W (#776833)	comp	AM	TD	0	0	Balance(1)	3.00 (0.00) (Balance)
04:13	04:08	2	1471 16th St NE Naples	194497	P: LUCIUS (negotiated pickup: 0		comp	AM	TD	0	0	Cash(1)	4.00 (0.00) (Normal/Billed)
04:57	04:35	0	North Naples Dialysis 1750 Sw Health Pkwy Naples	194514	D: LUCIUS (	#771335) D:							
04:50	04:57	0	NCH 399 9th ST N Naples	194523	MATTHI	EW (#776833)							
05:02	04:57	0	1332 Ridge St Naples	194523	P: NICHOLA negotiated pickup: 0		comp	AM	ADA	0	0	Balance(1)	3.00 (0.00) (Balance)
05:20 06:05	05:17 05:57	0 3	Seed To Table 4835 Immokalee Rd Naples 1973 49th Ter SW Golden Gate	194535 194544	D: NICHOL JOHANA (#		comp	AM	ADA	0	0	Cash(1)	3.00 (0.00) (Normal/Billed)
07:20	06:50	2	Immokalee Technical College 508 N 9TH ST Immokalee	194578	D: JOHANA	(#771913)							
07:27	07:19	6	1804 Custer Ave Immokalee	194583	P: JULIA (#7		comp	AM	ADA	0	0	Cash(1)	8.00 (0.00) (Normal/Billed)
08:16 08:30	08:24 08:30	1 27	Lavern Gaynor Elementary School 2965 44th Ter SW Naples COLLIER AREA PARA TRANSIT 8300 Radio Rd Naples	194630 194631	D: JULIA (#	781311)							

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## Run Manifest

9:00 09:06	<b>Rep</b> 08:58	(min.) 2		Stop						Passengers		
	08:58	2	CAT ODG 0200 D 1: D 1N 1		P: MALDONADO MARI (#780698)			151			G 1/0	(Client (Additional Pages)
09:06			CAT OPS 8300 Radio Rd Naples	194635	negotiated pickup: 08:35	comp	AM	ADA	1	0	Cash(2)	0.00 (0.00) (Normal/Billed)
	09:03	0	WALMART 951 and Davis 9885 Collier Blvd Naples	194635	D: MALDONADO MARI (#780698)							
09:10	09:17	0	8690 Weir Dr NAPLES	194636		comp	AM	ADA	0	0	Cash(1)	1.00 (0.00) (Normal/Billed)
					P: NORMA (#774895) negotiated pickup: 08:38							
09:18	09:20	7	8590 Barot Drive NAPLES	194636		comp	AM	ADA	0	0	Cash(1)	3.00 (0.00) (Normal/Billed)
					P: JACK (#771457)							
09:33	09:45	0	Collier Senior Center- Golden Gate 4898 Coronado Pkwy Naples	194640								
09:55	10:04	3	Naples Senior Center 6200 Autumn Oaks Ln Naples	194649	D: NORMA (#774895) D:							
10:16	10:26	1	8625 Saddlebrook Cir Naples	194661	JACK (#771457)	comp	AM	ADA	0	0	Cash(1)	1.00 (0.00) (Normal/Billed)
					P: STEPHEN (#772752) negotiated pickup: 09:25							
10:38	10:41	0	DISCOVERY VILLAGE OF NAPLES 8417 Sierra Meadows Blvd Naples	194666	negotiated pickup. 09.23							
11:00	10:57	3	COLLIER AREA PARA TRANSIT 8300 Radio Rd Naples	194673	D: STEPHEN (#772752)							
11:36	11:24	6	Physicians Regional- Medical Arts 8340 Collier Blvd Naples	194679		comp	WC	ADA	0	0	Balance(1)	3.00 (0.00) (Balance)
					P: CATHERINE (#781511)							
11:46	11:49	4	706 Polar Bear Rd Naples	194684								
12:51	12:48	11	87 N Collier Blvd Marco Island	194696	D: CATHERINE (#781511) P: ADAELCY	comp	WC	ADA	0	0	Cash(1)	3.00 (0.00) (Normal/Billed)
					(#781350)							

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## Run Manifest

Sched	Arrival Rep	Duration (min.)	Address	Mileage at Stop	Passengers	Status	Mobility	Funding Source	PCA	Other Passengers	Fare Type	Amount Received (Client (Additional Psgrs))
13:17	13:24	5	9108 Capistrano St S Naples	194706	P: ANDREA (#777640) negotiated pickup: 12:48	comp	WC	ADA	0	0	Balance(1)	3.00 (0.00) (Balance)
13:44	14:02	7	Florida Cancer Specialists & Research Institute 681 4th Ave N Naples	194716	D: ANDREA (#777640)							
14:29	14:34	4	PHYSICIANS REGIONAL 6101 Pine Ridge Rd Naples	194726	D: ADAELCY (#781350)							
14:38	14:42	4	Physicians Regional Urgent Care - Pine Ridge 6376 Pine Ridge Rd Naples	194726	P: LAURIE (#778520) negotiated pickup: 13:30	noshow	WC	ADA	0	0		
15:07	14:56	7	Walgreens pine ridge rd 2511 Pine Ridge Rd Naples	194728	P: SUSANNAH (#780416) negotiated pickup: 14:28	comp	AM	ADA	0	0	Cash(1)	0.00 (0.00) (Normal/Billed)
15:11	15:12	3	2500 Vanderbilt Beach Rd Naples	194731	D: SUSANNAH (#780416)							
15:26	15:26	12	Naples Senior Center 6200 Autumn Oaks Ln Naples	194735	P: NICOLE (#771447) negotiated pickup: 15:00	comp	WC	ADA	0	0	Balance(1)	3.00 (0.00) (Balance)
15:38	15:38	0	Naples Senior Center 6200 Autumn Oaks Ln Naples	194735	P: JACK (#771458)	comp	AM	ADA	0	0	Cash(1)	3.00 (0.00) (Normal/Billed)
15:42	15:57	3	8590 Barot Drive NAPLES	194748	D: JACK (#771458)							
15:45	16:23	0	4461 Beechwood Lake Dr NAPLES	194753	D: NICOLE (#771447)							
16:27	16:31	0	Gas-County Barn 2901 County Barn Rd Naples	194754								
16:29	16:38	0	Gas-County Barn 2901 County Barn Rd Naples	194754								
16:30	16:51	0	RideCat Depot 8300 Radio Rd Naples	194758								

<sup>\*</sup> Interval to be consider late: 15 min.

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#### Run Manifest

I certify that the following trips were completed on this date and the information below is correct

Driver's signature

Trips	Pa	ssengers on Complete	d Trips		Total Trips						
Titps	Clients	PCA	Other Passengers	No-Show Trips	Open Trips	with No-Show	without No-Show				
ADA	16	0	0	0	0	16	16				
TD	3	0	0	0	0	3	3				
Total	19	0	0	0	0	19	19				

Fare Summary

	Balance	Billed	Cash	Check	Ticket	Total Fare Types	Client Total Amounts	Add. Psgr. Total Amounts
Normal	0	0	15	0	0	15	27.00	0.00
Billed/External/ Balance	4	0	0	0	0	4	11.00	0.00

Pull Out		Time	Mileage	Pull In		Time	Mileage
	Est	06:11	6660		Est	18:38	6895
	Rep	06:11	6660		Rep	18:55	6895

\*Customer last names have been redacted for privacy.

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## Run Manifest

Total Miles	Service	e Miles	files Revenue M		Deadhead Mi			
	est	rep	est	rep	est	rep		
	233.07	235.00	184.03	184.70	49.04	50.30		
Total Hours	Service	e Hours	Revenu	e Hours	Deadhe	ad Hours		
	est	rep	est	rep	est	rep		
	11.38	11.89	8.55	9.28	2.84	2.61		

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## Run Manifest

	Stop information					Passenger information							Late* (with noshows): 5 Late trips are highlited.		
Ar Sched	rival Rep	Duration (min.)	Address	Mileage at Stop	F	assengers	Sta	tus	Mobility	Funding Source	PCA	Other Passengers	Fare Type	Amount Received (Client (Additional Psgrs))	
06:11	06:11	0	COLLIER AREA PARA TRANSIT 8300 Radio Rd Naples	6660											
06:33	06:31	2	269 Riverwood Rd Naples	6670	P:	FRANK JR (#773306)	co	mp	AM	TD	0	0	Cash(1)	1.00 (0.00) (Normal/Billed)	
06:41	06:41	0	5313 Jennings St Naples	6674	P:	ANGELICA (#777437)	co	mp	AM	ADA	0	0	Cash(1)	1.00 (0.00) (Normal/Billed)	
06:53	06:58	0	NCH 399 9th ST N Naples	6681	D:	ANGELICA (#777437)									
07:00	07:02	2	1010 8th Ave S Naples	6682	P:	DANIELLA (#774781)	co	mp	AM	TD	0	0	Cash(1)	2.00 (0.00) (Normal/Billed)	
07:21	07:23	0	Germain Toyota of Naples 13315 Tamiami Trl N Naples	6693	D:	FRANK JR (#773306) D: DANIELLA (#774781)									
07:52	07:52	2	14811 Indigo Lakes Cir NAPLES	6703	P: nego	LAURA (#772117) stiated pickup: 07:32	co	mp	AM	ADA	0	0	Balance(1)	1.00 (0.00) (Balance)	
08:13	08:14	0	3645 Gateway Ln Naples	6711	D:	LAURA (#772117) P:									
08:24	08:27	5	5610 Marigold Way Naples	6716		JENNIFER (#772229)	co	mp	WC	ADA	0	0	Cash(1)	1.00 (0.00) (Normal/Billed)	
08:49	08:51	1	8635 Saddlebrook Cir NAPLES	6728	P:	RIDGE (#772231)	co	mp	AM	ADA	0	0	Cash(1)	1.00 (0.00) (Normal/Billed)	

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## Run Manifest

Ar Sched	rrival Rep	Duration (min.)	Address	Mileage at Stop	Pas	sengers	Status	Mobility	Funding Source	PCA	Other Passengers	Fare Type	Amount Received (Client (Additional Pages)
09:10	09:23	3	UCP- Sunrise 4227 Exchange Ave Naples	6740	D: D:	RIDGE (#772231) JENNIFER (#772229)							
09:39	09:39	2	954 Goodlette-frank Rd Naples	6744	P: pickup	ZELLA (#781482) negotiated : 09:15	comp	AM	ADA	0	0	Cash(1)	1.00 (0.00) (Normal/Billed)
09:57 10:11	09:53 10:03	1 2	WALMART AIRPORT / CARILLON PLACE 5010 Airport Pulling Rd N Naples 134 Cypress Way E Naples	6749 6754	D:	ZELLA (#781482)  RAYMOND (#781422)	comp	AM	ADA	0	0	Cash(1)	6.00 (0.00) (Normal/Billed)
10:46 11:00	10:28 10:44	1	LIGHTHOUSE OF COLLIER   Horseshoe Dr S #101 2685 Horseshoe Dr S Naples BERKSHIRE LAKES 649 Windsor Sq Naples	6763 6768	D:	RAYMOND (#781422)  CATHERINE (#781796)	comp	AM	ADA	0	0	Cash(1)	1.00 (0.00) (Normal/Billed)
10:51	10:54	1	PUBLIX Radio Rd 7101 Radio Rd Naples	6768	D:	CATHERINE (#781796)							
11:10 12:02	11:22 11:53	0 2	COLLIER AREA PARA TRANSIT 8300 Radio Rd Naples 5060 Yacht Harbor Cir Naples	6770 6779	P:	CHLOE (#780369)	comp	AM	ADA	0	0	Balance(1)	3.00 (0.00) (Balance)
12:23	12:16	0	HeadPinez 8525 Radio Rd Naples GOLDEN GATE CLEANERS 5030	6788	D:	CHLOE (#780369) LEIGH (#780798)	comp	AM	ADA	0	0	Cash(1)	1.00 (0.00)
12:30	12:25 12:31	3	GOLDEN GATE CLEANERS 5030 Coronado Pkwy Naples 5283 24th Ave Sw NAPLES	6792 6793	P: D:	LEIGH (#780798)  LEIGH (#780798)	comp	AM	ADA	0	0	Cash(1)	1.00 (0.00) (Normal/Billed)

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## Run Manifest

	Arrival	Duration (min.)	Address	Mileage at Stop	Pas	sengers	Status	Mobility	Funding Source	PCA	Other Passengers	Fare Type	Amount Received (Client (Additional Psgrs))
Sched	Rep	(min.)		Stop				•	-		_		
13:02	12:57	4	4501 17th Ave SW Golden Gate	6796	P:	NANCY (#772097)	comp	AM	ADA	0	0	Cash(1)	1.00 (0.00) (Normal/Billed)
13:30	13:19	5	952 Goodlette-frank Rd Naples	6804	P:	MARIAN (#781670)	comp	AM	ADA	0	0	Cash(1)	3.00 (0.00) (Normal/Billed)
					D:	NANCY (#772097)							
13:28	13:30	4	Publix Super Market at Naples Plaza 1981 Tamiami Trail N Naples	6805	D:	MARIAN (#781670)							
13:59	13:59	45	Publix Super Market at Naples Plaza 1981 Tamiami Trail N Naples	6811									
14:59	14:46	18	UCP- Sunrise 4227 Exchange Ave Naples	6817	P:	RIDGE (#772232)	comp	AM	ADA	0	0	Cash(1)	1.00 (0.00) (Normal/Billed)
					P:	JENNIFER (#772230)	comp	WC	ADA	0	0	Cash(1)	1.00 (0.00) (Normal/Billed)
15:17	15:18	0	8635 Saddlebrook Cir NAPLES	6821	D:	RIDGE (#772232)							
15:45	15:54	0	5610 Marigold Way Naples	6832	D:	JENNIFER (#772230)							
16:10	16:18	5	HARMONIA THE CLUB 3425 10th St N Naples	6844	P: negotia	RICHARD (#772278) tted pickup: 16:00	comp	AM	TD	0	0	Balance(1)	4.00 (0.00) (Balance)
					P: pickup	JAMES (#779446) negotiated: 16:00	comp	AM	ADA	0	0	Cash(1)	3.00 (0.00) (Normal/Billed)
16:30	16:29	3	Publix Super Market at Naples Plaza 1981 Tamiami Trail N Naples	6845	P:	MARIAN (#781677)	comp	AM	ADA	0	0	Cash(1)	3.00 (0.00) (Normal/Billed)

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## Run Manifest

	Arriva	al	Duration	Address	Mileage at	Passengers	Status	Mobility	Funding Source	PCA	Other	Fare Type	Amount Received
S	Sched	Rep	(min.)		Stop						Passengers		(Client (Additional Psgrs))
]	16:35	16:38	4	STARABILITY 720 Goodlette Rd N Naples	6847	P: CHRISTOPHER (#780910) negotiated pickup: 16:15	comp	AM	ADA	0	0	Balance(1)	3.00 (0.00) (Balance)
1	16:44	16:43	2	952 Goodlette-frank Rd Naples	6847	D: MARIAN (#781677)							
1	17:02	16:58	2	2740 Buckthorn Way Naples	6852	D: JAMES (#779446)							
1	17:49	17:49	0	481 Worthington St Marco Island	6875	D: RICHARD (#772278)							
1	17:57	17:58	0	260 Seaview Ct Marco Island	6878	D: CHRISTOPHER							
1	18:01	18:33	0	Gas-County Barn 2901 County Barn Rd Naples	6895	(#780910)							
1	18:10	18:39	0	Gas-County Barn 2901 County Barn Rd Naples	6895								
1	18:38	18:55	0	RideCat Depot 8300 Radio Rd Naples	6895								

<sup>\*</sup> Interval to be consider late: 15 min.

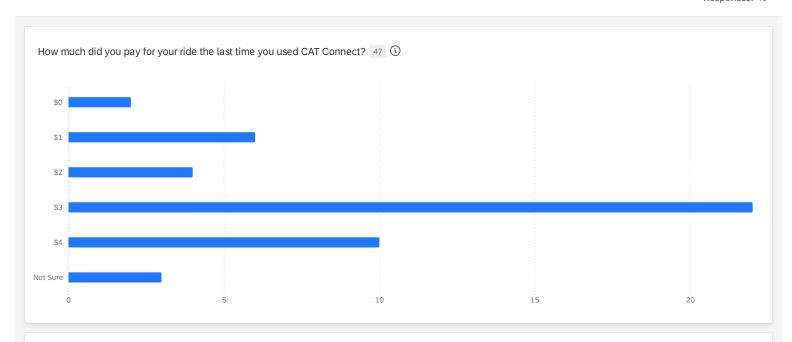
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# RIDER/BENEFICIARY SURVEY

#### \*SEE ATTACHED SURVEY RESPONSES

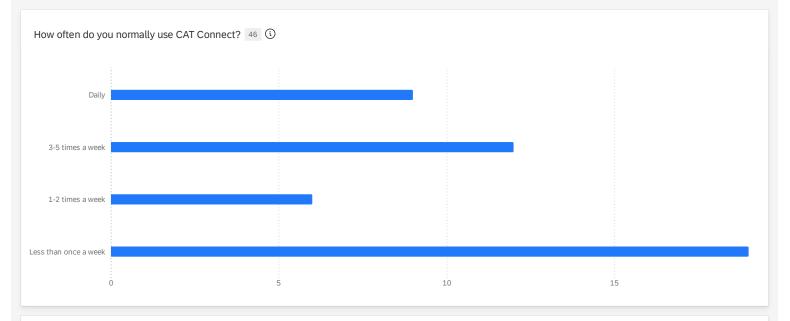
Staff making call:	County:
Date of Call: / /	Funding Source:
1) Did you receive transportation serv	ice on?
2) Where you charged an amount in a	ddition to the co-payment? $\square$ Yes or $\square$ No
If so, how much?	
3) How often do you normally obtain	transportation?
☐ Daily 7 Days/Week ☐ Other	☐ 1-2 Times/Week ☐ 3-5Times/Week
4) Have you ever been denied transport	rtation services?
☐ Yes	
☐ No. If no, skip to question # 4  A How many times in the last	6 months have you been refused transportation services?
None	3-5 Times
1-2 Times	6-10 Times
If none, skip to question #	
	for refusing you transportation services?
Ineligible	Space not available
☐ Lack of funds	Destination outside service area
Other	
5) What do you normally use the servi	ice for?
	☐ Education/Training/Day Care
	Life-Sustaining/Other
☐ Nutritional	_
6) Did you have a problem with your t	trip on?
Yes. If yes, please state or	choose problem from below
☐ No. If no, skip to question What type of problem did	
Advance notice	
☐ Pick up times not conve	
Assistance	Accessibility
Service Area Limits	☐ Late return pick up - length of wait
	1 1 0

☐ Drivers - specify	Reservations - specify le	ngth of wait
☐ Vehicle condition	Other	
7) On a scale of 1 to 10 (10 being most sati	isfied) rate the transportation you have	been receiving.
8) What does transportation mean to you? use in publications.)	(Permission granted by	for
Additional Comments:		



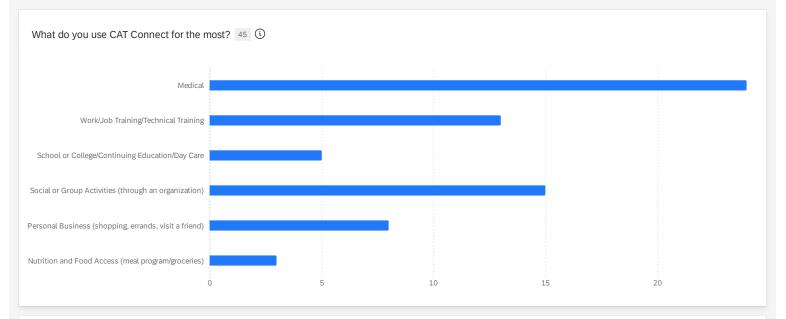
21 - How much did you pay for your ride the last time you used CAT Connect?	Percentage	Co
50	4%	
1	13%	
32	9%	
53	47%	
54	21%	
Not Sure	6%	

How much did you pay for your ride the last time you used CAT Connect?	Average	Minimum	Maximum	Cou
\$0	1.00	1.00	1.00	
\$1	2.00	2.00	2.00	
\$2	3.00	3.00	3.00	
\$3	4.00	4.00	4.00	2
\$4	5.00	5.00	5.00	1

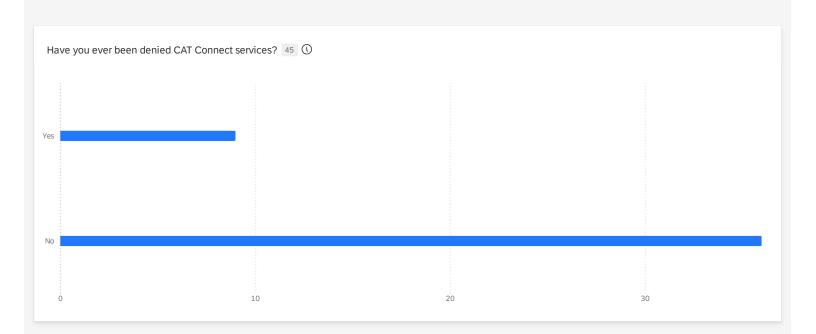


12 - How often do you normally use CAT Connect?	Percentage	Cou
Daily	20%	
-5 times a week	26%	1
-2 times a week	13%	
ess than once a week	41%	1

How often do you normally use CAT Connect?	Average	Minimum	Maximum	Cour
Daily	1.00	1.00	1.00	
3-5 times a week	2.00	2.00	2.00	1
L-2 times a week	3.00	3.00	3.00	
ess than once a week	4.00	4.00	4.00	1

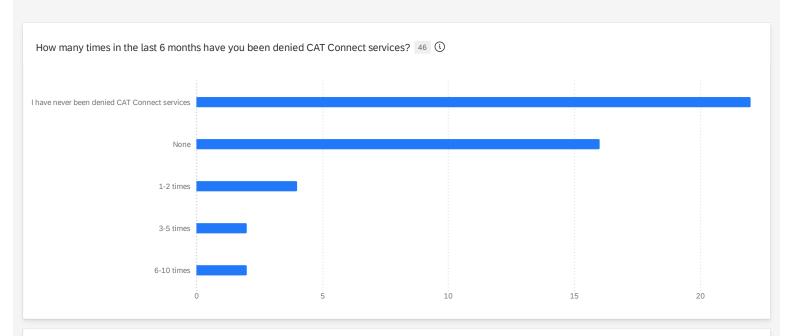


6 - What do you use CAT Connect for the most?	Percentage	Соц
ledical	53%	
/ork/Job Training/Technical Training	29%	
chool or College/Continuing Education/Day Care	11%	
ocial or Group Activities (through an organization)	33%	
ersonal Business (shopping, errands, visit a friend)	18%	
utrition and Food Access (meal program/groceries)	7%	



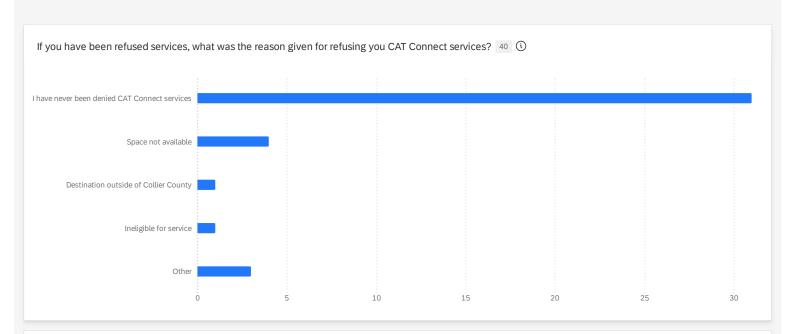
Have you ever been denied CAT Connect services? 45 ①		
Q3 - Have you ever been denied CAT Connect services?	Percentage	Count
Yes	20%	9
No	80%	36

Yes 1.00 1.00 1.00	ave you ever been denied CAT Connect	services? 45 ①			
		Average	Minimum	Maximum	Count
200	Yes	1.00	1.00	1.00	9
100 2.00 2.00 2.00	No	2.00	2.00	2.00	36

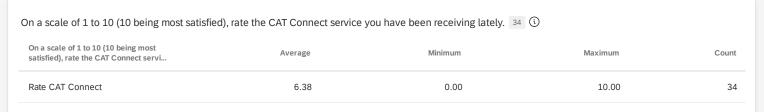


ow many times in the last 6 months have you been denied CAT Connect servi	ces? 46 ①	
Q4 - How many times in the last 6 months have you been denied CAT Connect services?	Percentage	Cour
have never been denied CAT Connect services	48%	2
None	35%	1
L-2 times	9%	
3-5 times	4%	
S-10 times	4%	

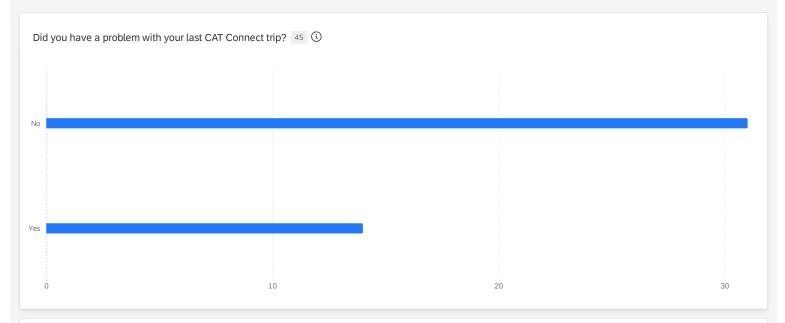
low many times in the last 6 months have	you been denied CAT Connect se	vices? 46 (i)		
How many times in the last 6 months have you been denied CAT Connect servic	Average	Minimum	Maximum	Count
I have never been denied CAT Connect services	1.00	1.00	1.00	22
None	2.00	2.00	2.00	16
1-2 times	3.00	3.00	3.00	4
3-5 times	4.00	4.00	4.00	2
6-10 times	5.00	5.00	5.00	2



you have been refused services, what was the reason given for refusing you CA		
25 - If you have been refused services, what was the reason given for efusing you CAT Connect services?	Percentage	Cour
have never been denied CAT Connect services	78%	3
Space not available	10%	
Destination outside of Collier County	3%	
neligible for service	3%	
Other	8%	



#### Specific Ratings: 0:3, 1:3, 3:3, 5:1, 6:3, 7:6, 8:4, 9:2, 10:9



Did you have a problem with your last CAT Connect trip? 45 ①		
Q7 - Did you have a problem with your last CAT Connect trip?	Percentage	Count
No	69%	31
Yes	31%	14

Did you have a problem with your last CA	AT Connect trip? 45 ①			
Did you have a problem with your last CAT Connect trip?	Average	Minimum	Maximum	Count
No	1.00	1.00	1.00	31
Yes	2.00	2.00	2.00	14

If you had a problem with your last CAT Connect trip, please provide a short description of the problem: 49 ①  If you had a problem with your last CAT Connect trip, please provide a shor
The drivers have a very difficult time finding our address, *** Fifth Street South, in old Naples. They often go to Fifth Avenue South
None

If you had a problem with your last CAT Connect trip, please provide a shor							
Takes a long time to pick up from work then has several stops to make.							
Due to lack of drivers ride not available							
We rode on a bus without air conditioning. We were taken well out of our way to provide transportation to a person who lived in Bonita Springs. We were on the bus for over an hour. My husband is in a wheel chair and was placed at the very back of the bus. The temperature was in the mid-90's. The fan was on and drew in exhaust fumes that made him very ill. He vomited when we arrived home and had to go to the emergency room. I sent an email to CAT Connect and received a response saying I would be contacted. I did not receive a call. We have not used the service since that terrible incident.							
Long waiting times.							
Na							
Always late, sometimes up to an hour or they just don't show up and say no bus on the account.  I punch a time clock at work and am late almost daily because of this							
My driver missed the time I was supposed to be picked up so I had to take a ride from a family member.							
Cat should prioritize medical service. Vet drivers. When with good drivers, ride was terrific and very much appreciated.							

If you had a problem with your last CAT Connect trip, please provide a shor
I arrive 35 minutes late for my appointment. Doctors office is charge \$75 for a missed appointment. The circuitous route to my appointment was unbelievable.
One of my last trips, to 501 Goodlette, was a disaster. I had to cancel the pickup because it would have gotten me to my appointment after the starting time, so I had to pay almost \$25 for an uber, and I spent almost 3 hours on the bus on the way home. It is inhumane to keep a disabled person in a seat for 3 hours. I can't leave my house except for medical, work, or school. Why have the bus at all?
2hr trip when it should be 1hr
Arrived to work one and a half hours late. Another day, was picked up first with no one on bus, 3 to 4 passengers were picked up next and dropped off before me. One and a half hours later I was dropped off.
Driver wen to wrong entrance
Over one hour late
It's pathetic. Your staff is incompetent. Stop wasting money and shut down!
NA NA
Please briefly describe why CAT Connect is important to you.  49 ①  Please briefly describe why CAT Connect is important to you.
**** is in a wheelchair and needs CAT connect to go anywhere.
Only option for transportation
Very important for me because of epilepsy condition

Please briefly describe why CAT Connect is important to you.
It makes it possible for my disabled son to ride the bus independently and get to his program.
Is extremely important is the only access i have to taking care of my health due to my medical needs i have several dr. Appointments without it i wont be able to take care of it. Cat services is also my only resource to continue with my education.
The CAT Connect bus has truly given me my independence back by making it possible for me to get to work every day. Without it, I wouldn't be able to do the job I love and help those who rely on me. The drivers are always so friendly and respectful, creating a safe and welcoming environment that makes my commute enjoyable. Their kindness and reliability mean everything to me, and I would be lost without this service. Thanks to CAT Connect, I have the freedom to work, support myself, and stay connected with my community.
To have my down syndrome brother attend job/life traininh
Need for work and transportation.
To get to where I need to go. The drivers are really friendly and they do their job really well.
I dont drive and a ride is important to meThank you for your servic e
My husband is in a wheel chair and cannot walk due to a stroke. Transferring from wheelchair to car is extremely difficult. We are in our 80's and require many medical appointments. There were times when the service worked well, but that was seldom. The main problems involved time the driver either came much too early or much too late, and the drive home was rarely direct and often times lengthy. Sitting in a wheel chair for a long period is very painful for him. Also, the scheduler was always rude and impatient. She clearly did not have a "smile" on her face when she answered the phone. These are areas that need improvement.
I can't drive. Need to get around
Safety and on time
Provides needed transportation at affordable price
Backup transportation
I cannot drive. I need transportation
It helps me get to locations I need to go for important things.
I'm handicap and the doctor has taken my license so this is my only means of transportation.
I need it to get around. My medical condition does not let me drive, and I am on disability.

Please briefly describe why CAT Connect is important to you.
My wheelchair bound wife needs the service to get to medical appointments
It is my only means to social outlets and gives me a sense of independence
Service great when unable to drive.
Medical appointments and visits to the Lighthouse For The Blind.
I would not be able to get to my medical appointments. I value my CAT Connect service provided for me.
I cannot walk or drive. It is my only way of getting out of the house or from point Ato B. I wish it was more dependable.
I have deformed feet and hip disabilities, CAT is essential for me.
do not have a car
To Take Me To Work & Take Me Home
I am permanently disabled and can never drive. I live out almost in the Estates and need to drive to get anywhere. Without the bus, I am housebound.
Being picked up on time. Delays ruin schedule and create problems and complications.
Takes my husband to and from Adult Day Care program allowing me caregiver some respite time
I am blind and have no other means of transportation. Can't connect also allows me to be as independent as I can be
Especially with these busy traffic months, I am confident that I can get to my important medical appointments even if my husband is gone.
Wheelchair rides
I am partially disabled, and no longer drive. CAT Connect gives me the ability to go to Drs appointments, the pharmacy to pick up prescriptions and occasionally go to obtain groceries.  The service has truly been life changing for me.
Can't drive
it's useless

Please briefly describe why CAT Connect is important to you.
I need transportation weekly for medical
OPTIONAL – Please provide any additional comments you would like to share. 49 ①
OPTIONAL – Please provide any additional comments you would like to share.
This is a very valuable service to those of us who need it. Also, all the employees, the schedulers, the drivers and the dispatchers are very pleasant and patient.
We are very grateful for CatConnect.
I can not thank you enough for your services and everything you do for our community is truly a blessing for many people to have you!!! Thank you all drivers, personnel etc.
Everyone who works at CAT Connect has been so friendly and always make sure I get home safely. They are all amazing.
Not sure who or how route is planned. Live in North Naples and several times have gone to Marco Island first
Thank you for your dervice
The staff is friendly
Service on bus and on phones have beeen excellent

OPTIONAL – Please provide any additional comments you would like to share.
Please add more drivers!
Ticase and more divers:
This system is a wonderful tool for caregivers to get a break
Try not to mix medical pus with non-medical.
The Driver's are good, but they are underpaid. They can make more money working for Uber and Lyft then they can driving big wheelchair accessible shuttles all over Collier County.
It would be nice if there were small cars in addition to shuttles for riders that aren't wheelchair bound.
I would like to be able to simply set up a credit card account like I have with Uber and Lyft that can be accessed whenever I need a ride from CAT connect. It's next to impossible for me to get to a bank to get cash to pay the driver on the spot. Why would I ever pay \$20 to get a round-trip ride to my bank to get cash out in order to pay three dollars to a CAT connect Driver in cash???? If I could just create an account online and have CAT connect withdraw three dollars from it every time I need a ride, I would be much more inclined to use CAT connect more often than I do. Dealing with the medical appointments is stressful enough, but adding the transportation issues of being picked up late, etc. only make my life worse.
The person that schedules my trips for my CAT CONNECT trips is very kind and caring. I can't think of her name but she definitely is an asset to the service.
The way the system is set up is not efficient. I ride the bus for a little over four hours to go to a 45 minute appointment. I have been left at doctors' offices after they've closed outside with rain, thunderstorms and lightning. There are some thoughtful, nice drivers like James but most of the drivers do not seem to care. I valued Cat Connect Select so much. It was a wonderful system. It worked very well and I do not understand why the program was stopped. It seems to me it alleviated the issues I encounterwith Paratransit.
Most of the drivers.are friendly ,safe and respectfulThey are Great!
my eys are bad
Please email me to explain what the difference between TD & ADA trips are, which one I am, and how you will fix it so I can get out of my house. dpetersen23@comcast.net
Too many drivers without vehicles or not enough drivers for why riders do not make appt on time
Mari Maldinado is amazing and really helps CAT to shine.
The drivers are very caring and kind spirited. I feel my husband is safe with them.
The drivers are always pleasant, professional, and willing to help me. Your drivers are great! :-)
Wonderful service.
Some drivers are very unhelpful

OPTIONAL – Please provide any additional comments you would like to share.
All of the staff I have dealt with, from the lovely woman who makes my reservations, the dispatchers, and all of the friendly drivers have always gone above and beyond to help me, and it is much appreciated!
My mobility has severely declined so this bus is vital
*THIS INAPPROPRIATE COMMENT HAS BEEN REDACTED

## Level of Cost Worksheet 1

Insert Cost page from the AOR.

County: Collier CTC:

Collier County Board of County Commissioners

Contact: Brian Wells

3299 Tamiami Trl E Suite 103

Naples, FL 34112 239-252-5841

**Total County Population** 0

**Unduplicated Head Count** 1,617



Number

Transportation Disorlyontoped

Email: brian.wells@colliercountyfl.gov					Disadvantaged		
Trips By Type of Service	2022	2023	2024	Vehicle Data	2022	2023	2024
Fixed Route (FR)	0	0	0	Vehicle Miles	1,101,252	1,439,870	1,667,067
Deviated FR	0	0	0	Roadcalls	17	33	58
Complementary ADA	55,292	79,514	89,647	Accidents	15	28	52
Paratransit	53,752	54,285	66,791	Vehicles	47	42	43
TNC	0	0	0	Drivers	53	56	70
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	109,044	133,799	156,438				
Passenger Trips By Trip Purpose				Financial and General Da	ata		
Medical	34,708	30,953	29,437	Expenses	\$5,914,126	\$7,207,957	\$7,282,387
Employment	16,632	20,987	16,773	Revenues	\$5,203,820	\$6,788,334	\$6,820,221
Ed/Train/DayCare	47,968	62,297	70,016	Commendations	20	24	15
Nutritional	337	271	86	Complaints	70	49	96
Life-Sustaining/Other	9,399	19,291	40,126	Passenger No-Shows	6,447	9,047	8,925
TOTAL TRIPS	109,044	133,799	156,438	Unmet Trip Requests	347	182	248
<b>Passenger Trips By Reven</b>	ue Source			<b>Performance Measures</b>			
CTD	19,602	24,306	25,646	Accidents per 100,000 Miles	1.36	1.94	3.12
AHCA	0	0	7,491	Miles between Roadcalls	64,780	43,632	28,743
APD	23,274	26,724	23,405	Avg. Trips per Passenger	86.75	88.49	96.75
DOEA	92	45	27	Cost per Trip	\$54.24	\$53.87	\$46.55
DOE	0	0	0	Cost per Paratransit Trip	\$54.24	\$53.87	\$46.55
Other	66,076	82,724	99,869	Cost per Total Mile	\$5.37	\$5.01	\$4.37
TOTAL TRIPS	109,044	133,799	156,438	Cost per Paratransit Mile	\$5.37	\$5.01	\$4.37
Trips by Provider Type							
CTC	0	0	0				
Transportation Operator	74,986	104,025	115,320				
Coordination Contractor	34,058	29,774	41,118				
TOTAL TRIPS	109,044	133,799	156,438				

Demographics

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## 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			
Priva	nte Non-Profit		System.					
Priva	ate For-Profit							
Gove	ernment							
Publi Agen	•							
2.		of the operators are	e coordination contracte	ors?				
3.								
	Does the CT	C have the ability	to expand?					
4.	Indicate the date the latest transportation operator was brought into the system.							
5.	Does the CT	C have a competit	ive procurement proce	ss?	<u> </u>			
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 prope	osals			
	Requests for qualifications   Requests for interested parties							
	Which of the operators?	e methods listed or	n the previous page wa	s used to select the	current			

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 mos recently completed process?							
	How many responded?							
	The request for bids/proposals was distributed:							
	Locally	Statewide	Nationally					
9.	Has the CTC reviewed the poss than transportation provision (su	*	<u> </u>					

# 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?
Reservationist on the first can:
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 – coordinated?	How a	are the	actual	transportation	services	and	modes	of tra	nsportation
Dispatching -	- How is	the real	l time co	ommunication a	and direction	on of d	lrivers c	oordina	nted?
General Service coordinated?	vice N	/Ionitor	ring –	How is the	overseein	ng of	transpo	ortation	operators
	_	_	_	_		_		_	
Daily Service	Monit	toring -	- How a	re real-time res	olutions to	trip p	roblems	coordi	nated?

Billing – How is the process for requesting and processing fares, payments, and reimbursements coordinated?
Reporting – How is operating information reported, compiled, and examined?
Cost Passaurass. However, the should be assert in the same data as a state of the same to
Cost Resources – How are costs shared between the coordinator and the operators (s) in orde to reduce the overall costs of the coordinated program?
Cost Resources – How are costs shared between the coordinator and the operators (s) in orde 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?
Overall – What type of formal agreement does the CTC have with organizations, which provide transportation in the community?

## Memorandum

To: Dusty Hansen, Collier MPO Senior Planner

From: Omar Deleon, Transit Manager

Date: April 14, 2025

Subject: Response to 2025 CTC Evaluation

The Public Transit & Neighborhood Enhancement (PTNE) Division is in receipt of the CTC Evaluation Workbook for the review period of July 1, 2023 through June 30, 2024. We have reviewed the report and corresponding commends and recommendations and have the following response for your consideration.

Review the CTC last AOR submittal for compliance with 427. 0155(2) - "Execute uniform contracts for service using a standard contract, which includes performance standards for operators."

#### Findings:

The CTC is in compliance with Chapter 427.0155, Florida Statutes.

#### **CTC Response:**

The CTC accepts the review.

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

#### Findings:

The CTC is in compliance with Chapter 427.0155, Florida Statutes.

#### **CTC Response:**

The CTC accepts the review.

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."

#### Findings:

The CTC is in compliance with Chapter 427, Florida Statutes.

#### **CTC Response:**

The CTC accepts the review.

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..."

#### Findings:

The CTC is in compliance with 41-2, F.A.C.

#### **CTC Response:**

The CTC accepts the review.

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."

#### Comments:

The CTC is in compliance

#### **CTC Response:**

The CTC accepts the review.

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

#### Findings:

The TDSP complies with all Commission standards.

#### **Recommendations:**

None.

#### **CTC Response:**

The CTC accepts the review.

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

#### Findings:

On-Time Performance (OTP): As set forth in the TDSP, the CTC's OTP goal is 90%. As set forth in the CTC's quarterly reports, the CTC's overall OTP for FY2023/24 was 74%. The CTC's OTP trended lower for the seasonal months of January through May (63%-71%). The overall OTP of 74% is lower than the OTP reported in the last CTC Evaluation for FY2022/23, which was approximately 80%. The current OTP of 74% is 16% lower than the 90% goal.

At the March 2025, LCB meeting, the CTC provided the following update regarding its OTP: a significant factor affecting OTP is increasing volume of trips over greater distances by approximately 25% (since 2022). OTP has also dropped as the number of trips provided and miles driven have increased. Since 2022, trips have increased approximately 15.7% and miles have increased approximately 13.3%. The CTC reported that other key factors impacting OTP are population growth, increasing traffic, and increased demand for trips. The CTC concluded that various aspects of the operation need to be revaluated for today's conditions, such as travel times and OTP, as some existing policies may now be outdated.

A survey of CATConnect passengers/caretakers was conducted as part of this CTC Evaluation. OTP and length of time on the bus (travel time) was cited by some of the survey participants as areas of major concern.

Accident Rate: The CTC's reported accident rate for FY2023/24, per its Annual Operating Report, was 3.12 per 100,000 miles. Its goal, as set forth in the TDSP, is no more than 1.2 accidents per 100,000 miles. The FY2023/24 accident rate is 160% higher than its goal and higher than the accident rate from last year's CTC evaluation (which was 62% higher than its goal).

At the March 2025, LCB meeting, the CTC provided the following update regarding efforts to reduce accidents: the CTC has a new safety manager. The transportation operator has been focusing on solutions to reduce preventable accidents, including a failure analysis of incidents; additional training for road supervisors and drivers; monthly safety meetings; safety trend tracking; additional safety technology/sensors installed on buses; and utilization of drive cam technology and footage to provide real-life evaluation of scenarios and lessons learned. Call-Hold Time: The CTC's goal for call-hold time is a maximum of 2 minutes. The reported call hold time for January through June, 2024, ranged from 45 to 56 seconds, resulting in an average hold time of 48.67 seconds. The CTC is meeting its goal for call-hold time.

Roadcalls: The CTC is currently exceeding its goal for road calls.

#### Response:

The CTC appreciates the feedback provided in the LCB's evaluation and views it as a valuable tool for continuous improvement and operational growth.

On-Time Performance (OTP)

We acknowledge the finding that our overall OTP for FY2023/24 was 74%, which falls short of the 90% goal established in the Transportation Disadvantaged Service Plan (TDSP) and represents a decrease from the previous fiscal year. We also recognize the concerns regarding OTP and travel times highlighted in the passenger survey.

As discussed during the March 2025 LCB meeting, significant operational changes since 2022, including a 15.7% increase in trips, a 13.3% increase in miles driven, and a 25% increase in trip distances, coupled with population growth and increased traffic congestion, have substantially impacted our ability to meet the current OTP standard.

 Response & Action: In line with the recommendations, the CTC remains dedicated to striving for the 90% OTP goal. We concur that a re-evaluation of operational policies is necessary. We will undertake a comprehensive review of current allowable travel times, pick-up window policies, and other relevant factors to assess their suitability under today's conditions. We will identify necessary adjustments, seek guidance and direction from the LCB as needed, and work to incorporate any approved changes into the TDSP. We commit to keeping the LCB fully apprised of our evaluation efforts and performance through our regular quarterly reports.

#### Accident Rate

The evaluation identified an accident rate of 3.12 per 100,000 miles for FY2023/24, which is significantly higher than our TDSP goal of 1.2 and an increase from the prior year's rate. Safety is our utmost priority, and we take this finding very seriously.

Response & Action: As noted in the findings and reported to the LCB, we have proactively implemented several measures to address accident rates. These include the appointment of a new safety manager and enhanced efforts by our transportation operator focusing on failure analysis, targeted training for supervisors and drivers, monthly safety meetings, trend tracking, the installation of additional safety technology on buses, and the utilization of drive cam footage for training and evaluation. Consistent with the recommendations, we will persist in our efforts to meet the safety goal of no more than 1.2 accidents per 100,000 miles. We will continue rigorous education, training, technology implementation, and monitoring protocols. We will also continue to report our accident rates and ongoing safety initiatives in our quarterly reports to the LCB.

#### Call-Hold Time

We are pleased that the evaluation confirmed the CTC is successfully meeting the call-hold time goal, with an average hold time of 48.67 seconds (well below the 2-minute maximum) reported for January through June 2024.

• Response & Action: We will continue to monitor our call center performance to maintain this level of service efficiency.

#### Roadcalls

We acknowledge the finding that the CTC is exceeding its goal for roadcalls, indicating positive performance in vehicle reliability and maintenance.

• Response & Action: We remain committed to effective preventative maintenance and operational practices to sustain this high level of vehicle performance.

#### **Summary Remarks**

The CTC is dedicated to providing safe, reliable, and efficient transportation services to our community. We value the insights provided by this evaluation and are committed to implementing the recommendations. We will continue to work collaboratively with the LCB and MPO, monitor our performance closely, and adapt our operations to meet the challenges of growth and changing conditions.

The PTNE Division will continue to be made to comply with the standards to the commission approved standards.

# EXECUTIVE SUMMARY BOARD ACTION ITEM 5D

#### Approve the 2025 Transportation Disadvantaged Service Plan (TDSP) Annual Update

**OBJECTIVE:** To approve the 2025 TDSP Annual Update.

<u>CONSIDERATIONS</u>: Every year, Collier County is required to submit an annual update to the TDSP to the Florida Commission for the Transportation Disadvantaged (CTD). The TDSP is a multi-year document that looks at development, service and quality assurance components related to the delivery of the Transportation Disadvantaged Program. Every five years, a Major Update to the TDSP is prepared. The last Major Update to the TDSP was prepared in 2023.

Annual TDSP updates must contain the following per CTD guidelines: Needs Assessment updates; Goals, Objectives and Strategies; Implementation Plan updates; and Cost/Revenue Allocation and Rate Structure (annual Rate Model) Justification.

The 2025 annual update to the TDSP was prepared by MPO Staff and is shown in **Attachment 1.** The document must be submitted to the CTD prior to July 1<sup>st</sup>.

The TDSP includes the Rate Model for FY25-26. The Rate Model was approved by LCB at its March meeting and was approved by the CTD on April 23.

The proposed TDSP was advertised for a 14-day public comment period, which expires on May 7th. Any comments received by the MPO during the public comment period, or during the presentation to the LCB, will be addressed or incorporated into the document. The 2025 annual update to the TDSP will subsequently be ratified by the MPO Board on June 13<sup>th</sup>.

**STAFF RECOMMENDATION:** That the Board review and approve the 2025 TDSP Annual Update, and authorize the LCB Chair to sign the annual update TDSP Certification page confirming LCB's approval.

Prepared By: Dusty Hansen, Collier MPO Senior Planner

#### **ATTACHMENTS:**

1. Proposed 2025 TDSP Annual Update





# TRANSPORTATION DISADVANTAGED SERVICE PLAN



**ANNUAL UPDATE FY 2025** 

Approval Pending May 7, 2025 Local Coordinating Board



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#### **TDSP Certifications**

### **Local Coordinating Board Membership Certification**

Name: Collier County Metropolitan Planning Organization

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

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

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

Signature:	Date:	
Dusty Hansen, Collier MPO Senior Pl	lanner	

REPRESENTATION	MEMBER	ALTERNATE	TERM
Chair	Tony Pernas		
Elderly	Vacant		
Citizens Advocate/Non-User	Idela Hernandez		4/2025-5/2028
Citizens Advocate/User	Vacant		
Veteran Services	Oscar Gomez		
Fla. Assoc. for Community Action	Cheryl Burnham Pa Houa Lee-Yang		
Public Education	John Lambcke		
Dept. of Transportation	Victoria Upthegrove	Stacy Booth;	
		Todd Engala;	
		Dale Hanson	
Dept. of Children &	Tabitha Larrauri		
Families			
Dept. of Education	Lisa O'Leary	Patti Warren	
Dept. of Elder Affairs	Sarah Gualco		
Agency for Health Care	Michael Stahler	Signe Jacobson	
Adm			
Transportation Industry	Vacant		
Disabled	Charles Lascari		4/2024-5/2027
Local Medical Community	Julia Manning	Monica Lucas	
Regional Workforce Board	Carmen Henry		
Agency, Persons with	Leah Watson		
Disabilities			
Children at Risk	Brett Nelson	Emily Kafle	

#### **Roll Call Vote Form**

#### Approval of Collier County's

#### Transportation Disadvantaged Service Plan Minor Update-2025

MEMBER	REPRESENTING	YES	NO	ABSENT
Tony Pernas	Chair			
Idela Hernandez	Citizens Advocate/Non-User			
Oscar Gomez	Veteran Services			
Cheryl Burnham	Fla. Assoc. for Community Action			
Pa Houa Lee-Yang				
John Lambcke	Public Education			
Victoria Upthegrove	Dept. of Transportation			
Stacy Booth				
Todd Engala				
Dale Hanson				
Tabitha Larrauri	Dept. of Children & Families			
Lisa O'Leary	Dept. of Education			
Patti Warren				
Sarah Gualco	Dept. of Elder Affairs			
Michael Stahler	Agency for Health Care Administration			
Signe Jacobson				
Julia Manning	Local Medical Community			
Monica Lucas				
Carmen Henry	Regional Workforce Board			
Leah Watson	Agency, Persons with Disabilities			
Brett Nelson	Children at Risk			
Emily Kafle				

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

We further certify that the rates contained herein have been thoroughly reviewed, evaluated, and approved. This Transportation Disadvantaged Service Plan was reviewed in its entirety and approved by the Board at an official meeting held on **May 7, 2025**.

Approved by the Local Coordinating Board (LCB):					
Tony Pernas, LCB Chair	Date				

#### **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 respective service area. The Collier Metropolitan Planning Organization (MPO) is approved by the CTD as the Designated Official Planning Agency (DOPA) for the Transportation Disadvantaged (TD) program in Collier County, charged with creating the Local Coordinating Board (LCB) and providing technical assistance to the LCB. The LCB acts as an advisory board and as such provides guidance, monitors, evaluates and supports the transportation activities of the CTC.

The designated CTC for Collier County is the Collier County Board of County Commissioners. The designated agent for the CTC is the Collier County Public Transit and Neighborhood Enhancement Division. This Division administers the local transit system (Collier Area Transit or CAT) and the paratransit system, known as CATConnect. Collier MPO is the DOPA for the TD program in Collier County.

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 41-2.012, F.A.C. Chapter 427, F.S., requires each County to develop a Transportation Disadvantaged Service Plan (TDSP) for the TD program, with a Major Update every five years, at a minimum. This 2025 Minor Update is outlined to meet the requirements established by the State of Florida that require each county to develop a TDSP. In 1979, the 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 the following components of the Plan must be updated annually:

- 1) Previous TDSP Review Letter
- 2) Needs Assessment
  - a) Ensure that new service or capital needs are identified to support future funding applications.

- 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 for an <u>optional</u> update of the following components of the Plan:

#### 1) DEVELOPMENT PLAN

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

#### 2) SERVICE PLAN

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

- i) Changes to the Grievance and Evaluation process
- 3) QUALITY ASSURANCE
  - a) Include any evaluation process changes and update to the Summary of the latest Coordinator Evaluation

For the purposes of this minor update, the mandatory components, portions of the Service Plan, and the Quality Assurance section have been updated.



#### **SECTION 2**

#### MANDATORY TDSP UPDATE 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 update the assessment of the transportation needs and demands for individuals with disabilities, elderly, low income and high risk and at-risk children contained in the TDSP Major Update. This includes identification of any additional gaps in transportation services that are needed in the service area. The section also provides an updated quantitative transportation needs profile for the applicable TD populations and indicates unmet need for transportation in the Collier County service area.

#### **Collier County**

Collier County is the largest county in Florida, and a significant portion of the county is protected conservation land. As a result, commercial and residential development is generally located along the coastline, in the Northwestern, and Central Western portions of the County, while much of the North Central area surrounding Immokalee is designated agricultural. Dense environments such as those seen in Western Collier County are generally conducive to the provision of public transportation services. The desirability of these coastal locations has increased housing prices forcing many residents to live further from employment, healthcare, and other services, which strains the County's transportation systems.

According to the Bureau of Economic and Business Research, the population of Collier County is estimated to have increased by 8.7% from the 2020 U.S. Census count to approximately 408,381 in 2024. As compared to the average of other Florida counties, Collier County also has approximately just under 10 percent more residents ages 65

years and older (with a corresponding rate of disabilities), totaling approximately 31.2% of Collier County's population. 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.

#### Transportation Disadvantaged in Collier County

TD persons are defined, by Section 427.011(1), F.S., as "those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at-risk as defined in s. 411.202."

With the population increases and the demographic characteristics of the current population, the potential annual demand for transportation disadvantaged services are expected to continue to increase.

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 2023 TDSP Major Update adopted by the LCB on October 4, 2023 and amended on September 4, 2024.

The data prepared in the TDSP Major Update indicates that the Collier County forecast of Critical TD population in 2025 is 15,043. The estimated daily trips for the critical need population is 4,299.

As reported in the CTC's Annual Operating Reports to the CTD, paratransit trips provided have essentially been increasing every year. **Table 1** below shows the total paratransit trips on the Coordinated System in Collier County in recent years.

Table 1
Collier County Paratransit Trips on Coordinated System 2021-2024

Fiscal Year	Total Paratransit Trips	Trip Type	Percent Increase from Prior Year
2024	156,438	ADA-89,647 TD-66791	+16.92%
2023	133,799	ADA-79,514 TD-54,285	+22.70%
2022	109,044	ADA-55,292 TD-53,752	-4.00%
2021	113,598	ADA-54,053 TD-59,545	+9.09%

New paratransit customers desiring trips have also been increasing in recent years. According to the CTC, 2022 saw a 499 person increase, 2023 had a 233 person increase, and 2024 had a 215 person increase.

From July 2024, through December 2024, the CTC provided an average of 9,727 trips monthly on its paratransit service. **Table 2** below shows the monthly completed paratransit trips.

Table 2
Collier County Paratransit Service Completed Trips by Month

Month in 2024	Number of Completed Trips
July	9,473
August	10,368
September	9,809
October	9,684
November	9,718
December	9,309

Source: CTC's Quarterly Report from LCB Agenda Packet for 3/5/25 meeting

#### **Current Challenges to Providing TD Services**

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 a reasonable level of service.

The CTC is facing significantly increased demand for its paratransit service in Collier County. The CTC has had to begin utilizing its priority list for trips to ensure that highest priority TD trips are met, as the CTC has been unable to meet all requests for TD trips. In addition to increased demand, traffic congestion has become increasingly worse, particularly during high season from January through April. According to the CTC, there has also been a 25% increase in trips over greater distances over the past three years. These factors have contributed to a lower than desired on-time performance and longer wait and travel times.

Additional information regarding service/capital needs is included in Sub-Section 4, Implementation Plan Progress, below.

#### 3. Goals, Objectives and Strategies

A review of the 2023 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 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 Plan Progress

CTD Guidelines require that the annual TDSP update cite progress, setbacks, and adherence to schedules noted in the prior year TDSP, including all necessary revisions to the Implementation schedule.

Replacement paratransit vehicles were introduced into service in January and February of 2025, with more expected to be introduced into service in the future. The new introductions include three new CAT paratransit vehicles and 6 new transportation

operator vehicles. CAT continues to hold daily meetings with scheduling and dispatchers to determine best use of available resources. CAT is also currently seeking to hire new drivers to ensure adequate coverage. The CTC has also implemented additional safety training and technology/sensors on paratransit vehicles.

**Table 3** includes additional applicable updates/status of the elements in the TDSP Implementation Plan.



## **Table 3 TDSP IMPLEMENTATION PLAN STATUS-FY2025**

	Previous	Revised	10-Year	10-Year		
	Implementation	Implementation	Operating Cost	Capital Cost	Existing or New	Status for TDSP Minor
Service Improvements	Year	Year	YOE	YOE	Revenues	as of 4/2025
Maintain Existing Service			\$184,681,807	\$29,333,646		
Maintain Existing Fixed-Route Service	2022	2026	\$105,095,886	\$17,698,550	Existing	Ongoing
Maintain Existing Paratransit Service	2022	2026	\$79,585,921	\$11,034,399	Existing	Ongoing
Replacement of Support Vehicles	2022	2026	\$0	\$600,697	Existing	Ongoing
Route Network Modifications			\$32,208,242	\$1,153,600		
Extend Route 11 into Walmart Shopping Ctr	2024	2024	\$0	\$0	Existing	Pending Removal from Implementation Plan
Extend Route 12 into Walmart Shopping Ctr	2024	2024	\$0	\$0	Existing	Pending Removal from Implementation Plan
Realign Route 13 shorten to 40 min. headway	2024	2027	\$5,295,288	\$0	Unfunded	Unfunded
Realign Route 14 operate at 60 min. headway	2024	2024	\$0	\$0	Existing	Completed
Realign Route 17 eliminate portions of US 41	2022	2022	\$0	\$0	Existing	Completed
Eliminate Route 18	2022	2022	\$0	\$0	Existing	Completed
Realign Route 19/28 eliminate part of 846	2022	2022	\$0	\$0	Existing	Completed
Realign Route 20/26 eliminate Santa Barbara	2022	2022	\$0	\$0	Existing	Completed
Realign Route 21 create Marco Express	2025	N/A	\$0	\$0	Existing	Pending Removal from Implementation Plan
Realign Route 22	2022	2022	\$0	\$0	Existing	Completed
Realign Route 23 headway 60 to 40 minutes	2024	2028	\$5,321,808	\$0	Unfunded	Unfunded
Golden Gate Pkwy Split Route 25 E-W Route	2027	2027	\$6,945,109	\$0	Unfunded	Unfunded
Goodlette Frank Rd - Split Route 25 N-S Route	2027	2027	\$6,178,440	\$0	Unfunded	Unfunded
Immokalee Rd - Split Route 27 E-W Route	2027	2031	\$3,506,569	\$576,800	Unfunded	Unfunded
Collier Blvd - Split Route 27 N-S Route	2027	2029	\$4,961,028	\$576,800	Unfunded	Unfunded
Increase frequency			\$46,153,214	\$3,964,571		
Route 15 from 90 to 45 min	2024	2027	\$2,759,543	\$576,800	Unfunded	Unfunded
Route 16 from 90 to 45 min	2024	2029	\$5,020,662	\$576,800	Unfunded	Unfunded
Route 24 from 85 to 60 minutes	2022	2022	\$2,045,921	\$503,771	Existing	Completed
Route 121 - add one AM, one PM	2024	2027	\$1,546,739	\$576,800	Unfunded	Unfunded
Route 14 from 60 to 30 min	2024	2031	\$4,269,564	\$576,800	Unfunded	Unfunded
Route 17/18 from 90 to 45 minutes	2024	2027	\$7,944,903	\$576,800	Unfunded	Unfunded
Route 11 from 30 to 20 mins	2024	2027	\$8,025,908	\$576,800	Unfunded	Unfunded
Route 12 from 90 to 45 mins	2024	2027	\$9,822,575	\$0	Unfunded	Unfunded
Route 13 from 40 to 30 min	2024	2029	\$4,717,399	\$0	Unfunded	Unfunded

	Previous	Revised	10-Year	10-Year		
	Implementation	Implementation	Operating Cost	Capital Cost	Existing or New	Status for TDSP Minor
Service Improvements	Year	Year	YOE	YOE	Revenues	as of 4/2025
Service Expansion			\$3,111,308	\$0		
Route 17/18 - Extend to 10:00 PM	2024	2031	\$587,636	\$0	Unfunded	Unfunded
New Route 19/28 - Extend to 10:00 PM	2027	2029	\$607,255	\$0	Unfunded	Unfunded
Route 24 - Extend to 10:00 PM	2027	2031	\$620,390	\$0	Unfunded	Unfunded
Route 11 - Extend to 10:00 PM	2029	2031	\$587,636	\$0	Unfunded	Unfunded
Route 13 - Extend to 10:00 PM	2029	2031	\$174,702	\$0	Unfunded	Unfunded
Route 14 - Extend to 10:00 PM	2029	2031	\$533,689	\$0	Unfunded	Unfunded
New Service			\$27,145,620	\$2,663,118		
New Island Trolley	2024	2025	\$5,510,821	\$864,368	Unfunded	Pending Removal from Implementation Plan
New Bayshore Shuttle	2025	2027	\$4,480,750	\$158,653	Unfunded	Unfunded
New Autonomous Circulator	2029	2031	\$1,965,220	\$0	Unfunded	Unfunded
New Naples Pier Electric Shuttle	2029	2031	\$3,082,699	\$158,653	Unfunded	Unfunded
MOD – Golden Gate Estates	2029	2030	\$1,634,460	\$81,961	Unfunded	Unfunded
MOD – North Naples	2029	2030	\$817,230	\$81,961	Unfunded	Unfunded
MOD – Naples	2029	2030	\$1,938,887	\$81,961	Unfunded	Unfunded
MOD – Marco Island	2029	2030	\$1,089,119	\$81,961	Unfunded	Unfunded
Route from UF/IFAS to Lehigh Acres	2029	2031	\$ 1,348,673	\$ 576,800	Unfunded	Unfunded
Express Premium Route to Lee County	2029	2029	\$ 5,277,761	\$ 576,800	Unfunded	Unfunded
Other Improvements			\$0	\$2,950,758		
Technology improvements *	2022	2026	\$ -	\$2,720,920	Existing	Partially Completed;Underway
Study: I-75 Managed Lanes Express	2025	2025	\$ -	\$25,000	Existing	Pending FDOT completion of I-75 improvement planning
Study: Santa Barbara Corridor Service	2024	2024	\$ -	\$25,000	Existing	Pending Removal from Implementation Plan
Study: Immokalee/Lehigh Acres Service***	2023	2023	\$ -	\$25,000	Existing	Completed
Study: Regional Service and Fares	2023	2023	\$ -	\$119,838	Existing	Completed
Other Technology improvements**	2022	2022	\$ -	\$35,000	Existing	Completed
Study: Immokalee Road Transfer Hub	TBD	2026	\$ -	\$25,000	Unfunded	Pending change to Immokalee Road Corridor Study
Branding beach buses, other services	TBD		TBD		Unfunded	Completed
Park and Ride Lots	TBD		TBD		Unfunded	Unfunded

Service Improvements	Previous Implementation Year	Revised Implementation Year	10-Year Operating Cost YOE	10-Year Capital Cost YOE	Existing or New Revenues	Status for TDSP Minor as of 4/2025
Transit Asset Management			\$0	\$23,131,200		
40' Bus Replacement	2023	2023	\$0	\$489,000	Funded	Completed
Support truck replacement	2023	2025	\$0	\$26,200	Funded	Planned
Replace 3 Cutaway Vehicles	2023	2023	\$0	\$250,000	Funded	Completed
Five (5) 35ft Buses Replacement	2024	2025	\$0	\$2,800,000	Unfunded	In Progress
Replace 4 Cutaway Vehicles	2024	2024	\$0	\$360,000	Unfunded	Completed
Replacement Maintenance and Operations Facility	2024	2026	\$0	\$18,000,000	Funded	Facility Design Underway
two (2) 40ft Bus Replacement	2025	2025	\$0	\$1,160,000	Unfunded	Planned
Replacement of 2 Support Vans	2026	2026	\$0	\$46,000	Unfunded	Planned
*Avail Replacement, APC, Annunciators, Onboard	Information Media,	Farebox Replaceme	nt, paratransit sch	eduling softwo	are, TSP, on-board s	urveillance, paratransit fa
**Fixed-route scheduling software						
***To be completed as part of the Regional Study						

#### 5. Cost / Revenue Allocation and Rate Structure Justification

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

#### **COST REVENUE ALLOCATION**

The rate structure is based on the type of trip (i.e. ambulatory, ambulatory group, wheelchair, etc.) in the service area. On March 5, 2025, the Collier MPO's Local Coordinating Board approved the service rates shown in **Table 4** below (utilizing the Florida Commission for the Transportation Disadvantaged FY2025/2026 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 A**. The Rate Model/service rates were approved by the CTD on April 23, 2025.

Table 4 CTD Calculated Rates - FY 2025/2026 CTD Rate Model

CTD Calculated Rates – FY 2025/2026 CTD Rate Model  Approved by LCB on 3/5/25			
Ambulatory Trip	\$33.23		
Wheelchair Trip	\$56.97		
Group Trip- Individual	\$21.00		
Group Trip - Group	\$38.20		

Table 5 and Table 6 below displays CAT's current paratransit and transit fare policies.

Table 5
Current Adopted Collier County Paratransit Fare Structures

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

Table 6
Current Collier County Adopted Transit Fare Structures

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 Pass	es	
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 F	ees	
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 Agincludes Smart Card)	\$30.00	
30-Day Corporate Pass (300+ Employee	\$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.

CAT is currently working to begin an updated fare study (the last fare study was conducted in 2018) to evaluate both fixed route and paratransit fares. The study is anticipated to be completed in early 2026.

#### **SECTION 3-QUALITY ASSURANCE**

The Collier MPO initiated the process of recommending Collier County as the CTC in 2022 with CTD approval anticipated to occur at the Commission's March 15, 2023 meeting. The Collier County Board of County Commissioners approved Resolution 2022-161 requesting that they be re-designated as the CTC for Collier County. The LCB voted unanimously to recommend to the Collier MPO that the Collier County BCC be re-designated and approved as the CTC at their December 9, 2022 meeting. The Collier MPO Board deemed that it is in the best interest of public health, safety and welfare of Collier County that the Collier County BCC be re-designated and approved as the CTC. The MPO Board voted unanimously to approve Resolution 2022-10, recommending that the Collier County BCC be re-designated and approved as the CTC. The recommendation was submitted to the CTD. Approval occurred at their March 15<sup>th</sup> Board meeting.

#### 1. CTC Evaluation Process

An annual evaluation of the Collier County CTC was conducted by the LCB, for the period of July 1, 2023, through June 30, 2024, using the Evaluation Workbook of the CTD. The Evaluation included LCB members participating in ride-alongs on paratransit vehicles and numerous surveys of paratransit riders and caretakers of riders. Summarily, the Evaluation revealed that the CTC continues to struggle with its on-time performance being below its goal of 90% (74%) and its incident/accident rates being above is goal of 1.2 accidents per 100,000 miles (3.12 per 100,000 miles). On-time performance, wait times, and travel times continue to be a challenge for the CTC. A complete copy of most recent CTC Evaluation and the CTC's response is provided in **Appendix B** and **Appendix C** respectively.

#### **SECTION 4 - SERVICE PLAN UPDATE**

#### 1. Eligibility Process

The Eligibility Process for CATConnect services is being updated with this TDSP Minor update to reflect the process contained in the 2021 TDSP Minor update.

The process contained in the TDSP Major, which is being replaced, is shown below in strike-through font:

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

The replacement Eligibility Process is set forth below:

#### **Eligibility**

**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 (outside of three-quarters (¾) of a mile on either side of CAT bus service (fixed route)).

For Transportation Disadvantaged (TD) Non-Sponsored Paratransit Service (also known as CATConnect) in Collier County, the following criteria are used for determining Transportation Disadvantaged (TD) eligibility by the Mobility Manager:

- 1. The individual is unable to transport themselves or to purchase transportation:
  - If public transit is available, applicants must show why it cannot be used;
  - The Mobility Manager will perform a functional assessment to determine if the applicant is not able to use public transit.
- 2. There are no other funding sources available to pay for the requested trip (i.e., Agency sponsored, Senior Services (Older Americans Act), Medicaid for Non-Emergency Medical Trips).
- 3. The individual meets one or more of the following criteria:
  - Physical or mental disability, as outlined in the Americans with Disabilities Act of 1990 (ADA); or (staff will refer to the physician diagnosis and guidance for qualifying);
  - The individual falls under "children-at-risk" as defined in F.S. 411.202;
  - Individual and household income status is 150% of the federal poverty level or less; or (staff will use approved documents to verify income for qualifying)

The eligibility process does not provide for self-declaration. The CTC must use a formal eligibility process that substantiates applicant's ability to meet eligibility criteria. The Applicants will sign the application attesting the information they provide is truthful and accurate. If a TD applicant is determined to be ineligible for TD services, due to an incomplete application, additional processing time will be given until the required or missing information is received. If the application is determined to be ineligible after a complete review, the applicant may appeal this determination by following the appeals process outlined.

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 (¾) of a mile on either side of CAT bus service (fixed route).

#### 2. LCB Grievance Policy

LCB reviews and updates it Grievance Policy annually. On December 4, 2024, the LCB adopted an update of the Collier County local grievance policy. The current Grievance Procedures of the Collier LCB are included in **Appendix D**.

#### 3. System Safety Plan Certification

CAT's safety and security plan and program is certified annually. The most recent System Safety Program Plan and Security Program Plan certifications for CAT are included in **Appendix E**.

#### 4. Trip Prioritization

Trips funded by the TD Trust fund are prioritized based upon the Local Coordinating Board's policy. Trips are based on trip efficiency, seating availability, and funding availability. Trip prioritization criteria have not changed since the last TDSP update, but are included here for ease of reference.

As shown below, medical trips have the highest priority followed by employment and education trips. Recreational trips will be accommodated when possible.

Priority 1 – Medical

Priority 2 – Employment

Priority 3 – Education

Priority 4 – Social (agency related activities)

Priority 5 - Nutritional

Priority 6 – Group Recreation

Priority 7 – Personal Business

Table 7 includes the trip priority list, along with descriptions of the trip categories.

Table 7
Trip Purpose and Prioritization

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

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

# APPENDIX AFY 2025/2026 CTD Rate Model Worksheets

#### Preliminary Information Worksheet Version 1.4

**CTC Name:** Collier County Board of Commissioners

County (Service Area): Collier County

Contact Person: Trinity Scott

Phone # 239-252-6064

Check Applicable Characteristic:

ORGANIZATIONAL TYPE:

**NETWORK TYPE:** 

 $\odot$ 0

Governmental  $\odot$ 

 $\bigcirc$ 

Private Non-Profit

Private For Profit

Fully Brokered

Partially Brokered

Sole Source

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

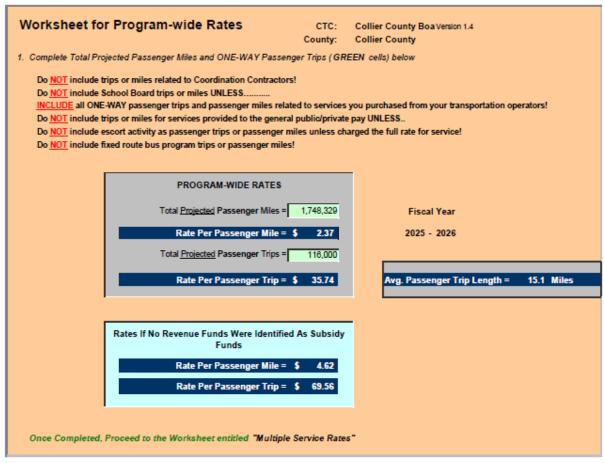
#### Comprehensive Budget Worksheet Version 1.4 CTC: Coiller County Board of Commissioners County: Collier County 1. Complete applicable GREEN cells in columns 2, 3, 4, and 7 Current Year's APPROVED Budget, as amended from Ipcoming Year's PROPOSED Budget from Prior Year's ACTUALS Proposed % Change from Current Year to Upcoming Year Oct 1st of Oct 1st of a purchase of service at a unit price. % Change from Prior Year to Current Year 2023 2024 2025 Sept 30th of Sept 30th of Sept 30th of 2024 2025 2026 Explain Changes in Column 6 That Are $\geq \pm$ 10% and Also $\geq \pm$ \$50,000 REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!) Local Non-Govt 247,300 \$ 248,400 3.2% -0.4% Medicaid Co-Pay Received Donations/ Contributions In Kind, Contributed Services 40,000 12.7% 0.0% Bus Pass Program Revenue Local Government District School Board Compl. ADA Services County Cash County In-Kind, Contributed Services City Cash 4,138,400 -14.8% 24.5% City Cash City In-kind, Contributed Services Other Cash Other In-Kind, Contributed Services Bus Pass Program Revenue СТО 765,300 -14.9% 20.0% Other TD (specify in explanation) Bus Pass Program Revenue 2,771,300 \$ 2,306,100 125.3% -16.7% 5307 covered ADA, Preventative Maintenance and fuel. 1,784,900 \$ 563,200 -88.1% 49 USC 5310 49 USC 5311 (Operating) 49 USC 5311(Capital) Block Grant Service Development Commuter Assistance Other DOT (specify in explanation) Bus Pass Program Revenue AHCA Medicald Other AHCA (specify in explanation) Bus Pass Program Revenue Alcoh, Drug & Mental Health Family Safety & Preservation Comm. Care Dis./Aging & Adult Sen Other DCF (specify in explanation) Bus Pass Program Revenue Children Medical Services County Public Health Bus Pass Program Revenue Div of Blind Services Vocational Rehabilitation Day Care Programs Other DOE (specify in explanation) Bus Pass Program Revenue 7,000 -9.3% 13.4% Other AWI (specify in explanation) Bus Pass Program Revenue DOEA Older Americans Act Community Care for Elderly -100.0% Other DOEA (specify in explanation) Bus Pass Program Revenue Other DCA (specify in explanation) Bus Pass Admin. Revenue

Comprehensive Budget \	Workshee	et	Version 1.4			Collier County Board of Commissioners Collier County
Complete applicable GREEN cells in	columns 2, 3, 4	, and 7				
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Office of Disability Determination Developmental Services Other APD (specify in explanation) Bus Pass Program Revenue						
(specify in explanation) Bus Pass Program Revenue			<del> </del>			
Other Fed or State						
xxx xxx xxx Bus Pass Program Revenue						
Other Revenues	\$ 130,735			-100.0%		
Interest Earnings xxxx xxxx xxxx	\$ 130,735			-100.0%		
Bus Pass Program Revenue			<del>                                     </del>			
Balancing Revenue to Prevent Deficit						
Actual or Planned Use of Cash Reserve			'			
Balancing Revenue is Short By = Total Revenues =		None \$8,793,300	None \$8,069,000	39.6%	-8.2%	
Balancing Revenue is Short By =	\$8,298,260				-8.2%	
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Balancing Revenue is Short By = Total Revenues =  EXPENDITURES (CTC/Operators On Operating Expenditures Labor Fringe Benefits Services Materials and Supplies Utilities Cessuelty and Lieblity Taxes Purchased Transportation: Purchased Transportation:	\$8,298,260 ALY / Do NOT   \$ 74,852 \$ 44,078 \$ 499,860 \$ 955,831 \$ 59,303	78,500   32,900   372,100   1,003,800   74,000	\$ 80,700 \$ 33,800 \$ 496,200 \$ 1,324,100 \$ 76,100	4.9% -25.4% -15.4% 14.5% 24.8%	2.8% 2.7% 33.4% 21.1% 2.8%	
Balancing Revenue is Short By = Total Revenues =  EXPENDITURES (CTC/Operators On Operating Expenditures Labor Fringe Benefits Services Materials and Supplies Utilities Casually and Liability Taxes Purchased Transportation: Purchased Tax Pass Expenses School Bus Utilization Expenses School Bus Utilization Expenses	\$8,298,260 ALY / Do NOT   \$ 74,852 \$ 44,078 \$ 499,860 \$ 955,831 \$ 59,303	78,500   32,900   372,100   1,003,800   74,000	\$ 80,700 \$ 33,800 \$ 496,200 \$ 1,334,100 \$ 78,100 \$ 35,500	4.9% -25.4% -15.4% 14.5% 24.8%	2.8% 2.7% 33.4% 21.1% 2.8%	
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Balancing Revenue is Short By =  Total Revenues =  Total Revenues =  Total Revenues =  EXPENDITURES (CTC/Operators On Comment of Com	\$6,298,260 \$ 74,852 \$ 44,078 \$ 495,831 \$ 59,303 \$ 31,451 \$ 4,891,529 \$ 1,556	S	\$ 80,700 \$ 33,800 \$ 13,24,100 \$ 78,100 \$ 55,500	4.9% -25.4% -15.4% 14.5% 9.7%	2.8% 2.7% 53.4% 21.1% 2.0%	
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Balancing Revenue is Short By = Total Revenues =  EXPENDITURES (CTC/Operators On Operating Expenditures Labor Fringe Benefits Services Materials and Supplies Utilities Casually and Liability Taxes Purchased Transportation: Purchased Transportation Services School Bus Utilization Expenses School Bus Utilization Expenses Contributed Transportation Services Other Miscellaneous Contributed Service - Principal & Interest Leases and Rentals Contributed Services Allocated Indirect Capital Expenditures Equip Purchases with Coart Funds Equip Purchases with Coart Funds Equip Purchases with Coart Revenue Equip Purchases with Coart Revenue Equip Purchases with Local Revenue	\$6,298,260  \$ 74,852 \$ 44,078 \$ 985,831 \$ 59,003 \$ 31,451  \$ 4,891,529 \$ 1,556	S	\$ 80,700 \$ 33,800 \$ 406,200 \$ 78,100 \$ 78,100 \$ 95,500 \$ 10,800 \$ 10,800	4.9% -25.4% -15.4% -14.5% -24.8% -9.7%	2.8% 2.7% 33.4% 21.1% 2.8% 2.9% 5.1% 2.9%	
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ACTUAL year GAIN (program revenue) MUST be reinvested as a trip or system subsidy. Adjustments must be identified and explained in a following year, or applied as a Rate Base Adjustment to proposed year's rates on the next sheet.

#### Budgeted Rate Base Worksheet Version 1.4 CTC: Collier County Board of Commissioners County: Collier County 1. Complete applicable GREEN cells in column 3; YELLOW and BLUE cells are automatically completed in column 3 2. Complete applicable GOLD cells in column and 5 What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment? from Oct 1st of 2025 REVENUES (CTC/Operators ONLY) Local Non-Govt Fambox Medicald Co-Pay Received Constional Contributions In-Kind, Contributed Services 246,400 246,400 YELLOW cells are NEVER Generated by Applying Authorized Rates 40,000 Other 40,000 Bus Pass Program Revenue District School Board BLUE cells Should be funds generated by rates in this spreadsheet 3 4,136,400 County (n-kind Contributed Service City Cash City In-kind, Contributed Services Other Cash Other In-kind, Contributed Services Bus Pass Program Reven **GREEN cells** Non-Spons. Trip Program Non-Spons. Capital Equipment Rural Capital Equipment Other TD Bus Pass Program Revenue. \$ 65,000 \$ -MAY BE Revenue Generated by Applying Authorized Rate per Mile/Trip Charges 765,300 765,300 Fill in that portion of budgeted revenue in Column 2 that will be <u>GENERATED</u> through the application of authorized per mile, per trip, or combination per trip plus per mile rates. Also, include the amount of funds that are Earmarked as local match for Transportation Services and <u>NOT</u> Capital Equipment. USDOT & FDOT 49 USC 5307 49 USC 5310 49 USC 5311 (Opending 49 USC 5311 (Opending 49 USC 5311 (Opending 500k Grant Senios Development 2,308,100 580,200 563,200 \$ 62,576 If the Farebox Revenues are used as a source of Local Match Dollars, then identify the appropriate amount of Farebox Revenue that represents the portion of Local Match required on any state or federal grants. This does not mean that Farebox is the only source for Local Match. Commuter Assistance Other DOT Bus Pass Program Revenue AHCA Medicald Other AHCA Please review all Grant Applications and Agreements contains State and/or Federal funds for the proper Match Requirement levels and allowed sources. Bus Pass Program Revenue Alcoh, Drug & Mental Health Family Safety & Presentation Comm. Care DisJiAging & Adult Serv. Other DCF GOLD cells Bus Pass Program Re FIE in that portion of Budgeted Rate Subsidy Revenue in Column 4 that will come from Funds Earmarked by the Funding Source for Purchasing Capital Equipment. Also include the portion of Local Funds earmarked as Match related to the Purchase of Capital Equipment If a match amount is required by the Funding Source. Children Medical Services County Public Health Other DOH Bus Pass Program Revenue DOE (state) Div of Blind Senices Vocational Rehabilitation Day Care Programs Other DOE Bus Pass Program Re AWI WAGESWorkforce Board AWI Bus Pass Program Revenue DOEA Older Americans Act Community Care for Elderly Other DOEA Bus Pass Program Revenue DCA Community Services Other DCA **Bus Pass Program Revenue**

Budgeted Rate Base Worksheet	Venion 1.4 CTC: Coillier County Board of Commissioners	
A Complete control to COSTA code to colour C MELLOW	County: Collier County	
Complete applicable GREEN cells in column 3; YELLOW an     Complete applicable GREEN cells in column 3; YELLOW an	nd BLUC cells are automatically completed in column 3	
Complete applicable GOLD cells in column and 5		
Upcorting Year's BUDGETTED		
Revenues		
fon	What amount of the <u>Budoeled Revenue</u> What amount of the	
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2025	per unit determined in this expenditure of the period of t	
to Sept 30th of	OR used as local Subsidy Revenue be used as match	
2026	revenues? the Rate   equipment?	
1 2	3 4 6	
APD	<u> </u>	
Office of Disability Determination 5 - Developmental Services 5 -	5 · 5 ·	
Other APO 5 -		
Bus Pass Program Revenue \$ -	5 - 5 -	
<u>pn</u>		
Bus Pass Program Revenue 5 -	<u> </u>	
Other Fed or State		
xxx 5 -	<u> </u>	
xxx		
Bus Pass Program Revenue 5 -	<u>s - s - </u>	
Other Revenues		
Interest Earnings 5 -	<del>                                    </del>	
xxx 5 -		
Bus Pass Program Revenue \$ - Balancing Revenue to Prevent Deficit	3 -13 -	
Actual or Planned Use of Cash Reserve \$ -	s - s -	
Total Revenues = \$ 0.000,000	\$ 4146,000 \$ 1821,000 \$ 581,200	
1021011011	1 1100 1 1100 1	
EXPENDITURES (CTC/Operators ONLY)	\$ 3,369,800	
Operating Expenditures	Amount of Budgeted	
Labor \$ 80,700 Fringe Benefits \$ 23,800	Amount of Budgeled Country Rate Guidelin Revous	
Services \$ 490,000		
Materials and Supplies 5 1.204.100 LbBSes 5 76.100		
Casualty and Liability \$ 35,500		
Taxes \$ - Purchased Transportation:		
Purchased Bus Pass Expenses 5 -		
School Bus LMibation Expenses 5 - Contracted Transportation Services 5 5.366,000		
Other 5 -		
Miscellaneous \$ 10,000 Operating Debt Service - Principal & Interest \$ -		
Leases and Rentals Contrib. to Capital Equip. Replacement Fund		
In-Kind, Contributed Services 5 -		
Allocated Indirect 5 -	Rate Base Adjustment Cell	
Capital Expenditures Equip. Purchases with Grant Funds \$ 503,200	If necessary and justified, this cell is where you	
Equip. Purchases with Grant Funds \$ 503,000 Equip. Purchases with Local Revenue \$ 62,000	could optionally adjust proposed service rates	
Eguip, Purchases with Rate Generated Rev. 5  Capital Debt Service - Principal & Interest 5  -	up or down to adjust for program revenue (or unapproved profit), or losses from the <u>Actual</u>	
	period shown at the bottom of the	
\$ -	Comprehensive Budget Sheet. This is not the only acceptable location or method of	
Total Expenditures = \$ 6,069,000	s reconciling for excess gains or losses. If	
minus EXCLUDED Subsidy Revenue = \$ 3,823,000  Budgeled Total Expenditures INCLUDED in	allowed by the respective funding sources, excess gains may also be adjusted by providing	
Budgeted Total Expenditures INCLUDED in Rate Base = \$ 4,146,000	system subsidy revenue or by the purchase of	
Rate Dase Adjustment =	additional trips in a period following the Actual period. If such an adjustment has been made,	
Adjusted Expenditures included in Rate	provide notation in the respective extanation	
Base= \$ 4,146,000	area of the Comprehensive Budget tab.	
<sup>6</sup> The Ofference between Expenses an	nd Revenues for Floori Year: 2023 - 2024	
Once Completed Proceed to the Worksheet entitled *Pro-	wrom wide Rates*	



#### Vehicle Miles

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

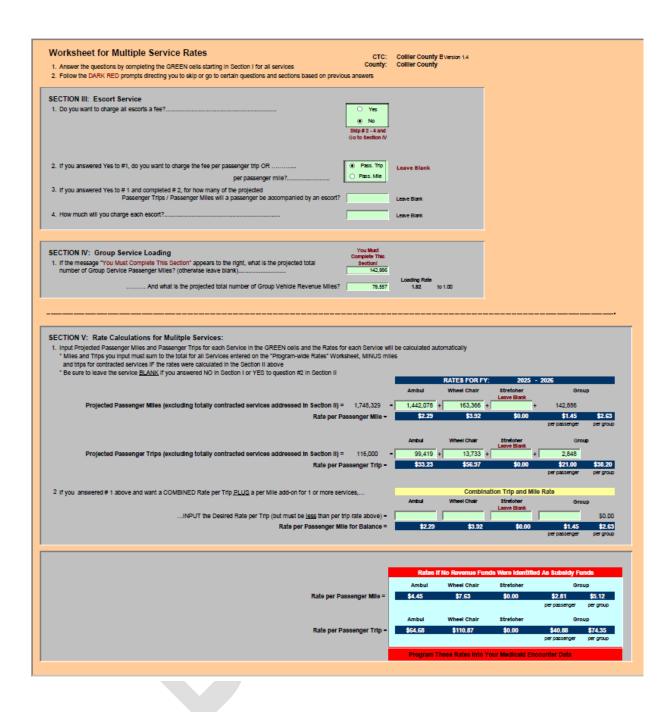
#### Vehicle Revenue Miles (VRM)

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

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

Passenger Miles (PM)
The cumulative sum of the distances ridden by each passenger.

#### Worksheet for Multiple Service Rates CTC: Collier County B Version 1.4 County: Collier County 1. Answer the questions by completing the GREEN cells starting in Section I for all services 2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers SECTION I: Services Provided Yes Complete lections II - V SECTION II: Contracted Services Group Yes 1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?.... ® No No O No O No Do Not Complete Section II fo ower # 2 for Answer # 2 for Answer # 2 for Group Service 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?..... O Yes O Yes O Yes O Yes Do NOT Complete ection II for Leave Blank 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? Effective Rate for Contracted Services: per Passenger Mile per Passenger Trip -Combination Trip and Mile Rate If you answered #3 & want a Combined Rate per Trip <u>PLUS</u> a per Mile add-on for 1 or more services, INPUT the Desired per Trip Rate (but must be <u>less</u> than per trip rate in #3 above Rate per Passenger Mile for Balance •



APPENDIX B2025 CTC Evaluation
July 2023-June 2024

### CTC EVALUATION WORKBOOK

Florida Commission for the



## Transportation Disadvantaged

CTC BEING REV	VIEWED:	Collier Coul	ity Board of	County Con	nmissioners
COUNTY (IES):_			Collier		
ADDRESS:	3299 Tamia	ami Trail Eas	t, Ste. 103, I	Naples, FL,	34112
CONTACT:	Brian Wells		PHONE:	239-2	252-5841
REVIEW PERIO			REVIEW I		2/25-3/25
PERSON COND				Dusty Han	sen
CONTACT INFO				ansen@coll	iercountyfl.gov

FORMATTED 2011 - 2012

#### ENTRANCE INTERVIEW QUESTIONS

#### INTRODUCTION AND BRIEFING:

<b>?</b>		Describe the evaluation process (LCB evaluates the CTC and forwards a copy of the evaluation to the CTD).							
<b>✓</b>		The LCB reviews the CTC once every year to evaluate the operations and the performance of the local coordinator.							
	The L	CB will be reviewing the following areas:							
	✓	Chapter 427, Rules 41-2 and 14-90, CTD Standards, and Local Standards							
	<b>7</b>	Following up on the Status Report from last year and calls received from the Ombudsman program.							
	✓	Monitoring of contractors.							
	<b>✓</b>	Surveying riders/beneficiaries, purchasers of service, and contractors							
		CB will issue a Review Report with the findings and recommendations to the CTC er than 30 working days after the review has concluded.							
		the CTC has received the Review Report, the CTC will submit a Status Report to CB within 30 working days.							
		an update of Commission level activities (last meeting update and next meeting if needed.							
Using	THE A	PR, COMPILE THIS INFORMATION:							
1. OI	PERAT	ING ENVIRONMENT:							
	✓	RURAL URBAN							
2. <b>O</b> I	RGANI	ZATION TYPE:							
		PRIVATE-FOR-PROFIT							
		PRIVATE NON-PROFIT							
	1	GOVERNMENT							
	П	TRANSPORTATION ACENCY							

3.	NETWO	CK TYPE:
		SOLE PROVIDER
		PARTIAL BROKERAGE
	×	COMPLETE BROKERAGE
4.	NAM	E THE OPERATORS THAT YOUR COMPANY HAS CONTRACTS WITH:
M	V Transpo	ortation, Inc.

#### NAME THE GROUPS THAT YOUR COMPANY HAS COORDINATION CONTRACTS WITH:

	Coordin	ation Contract Age	ncies	
Name of Agency	Address	City, State, Zip	Telephone Number	Contact
Easter Seals Florida Inc.	8793 Tamiami Trail	Naples, FL, 34113	407-629-7881	Tim Hoffman
Sunrise Community of SW Fla.	Exchange Avenue	Naples, FL, 34104	239-643-5338	Cassandra Beaver
Hope Hospice	2668 Winkler Ave.	Ft. Myers, FL, 33901	239-980-2965	Neil Bardil

#### 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
Senior Services		Monica Diaz	239-252-8995

#### 7. REVIEW AND DISCUSS TD HELPLINE CALLS:

	Number of calls	Closed Cases	Unsolved Cases
Cost	0	0	0
Medicaid	0	0	0
Quality of Service	0	0	0
Service Availability	0	0	0
Toll Permit	0	0	0
Other	0	0	0

COMPLIAN	CE	WITH	CHAPTER	427	$\mathbf{F} \mathbf{S}$
COMILLIAN	100	** 1 1 11	CHAILER	T41.	1.00

Review th	ie CTC co	ntracts for	con	npliance	with 4	27.	0155(1), F	.S.	
"Execute	uniform	contracts	for	service	using	$\boldsymbol{a}$	standard	contract,	which
includes p	erforman	ce standara	is for	r operato	ors."				

ARE YOUR CONTRACTS	UNIFORM	? ×	Yes		No				
IS THE CTD'S STANDARE	CONTRA	CT UT	ILIZEI	)?	×	Yes		No	
DO THE CONTRACTS INCOPERATORS AND COORI					IDARDS	FOR TH	IE TRA	NSPORT	ATION
	×	Yes		No					
DO THE CONTRACTS INCLUDE THE PROPER LANGUAGE CONCERNING PAYMENT TO SUBCONTRACTORS? (Section 21.20: Payment to Subcontractors, T&E Grant, and FY)									
	×	Yes		No					
IS THE CTC IN COMPLIANCE WITH THIS SECTION? W Ves  No									

Operator Name	Exp. Date	SSPP	AOR Reporting	Insurance
MV Transportation, Inc.	4/30/2025			

#### 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 and FDOT requirements as well as its contract in the following ways: conduct monthly operational meeting that include staff from Fleet Maintenance, CAT Fixed Route and Paratransit Operations, and PTNE Transit staff. Agenda for these meetings include safety, maintenance, ADA, Customer Service, Operations, and other pertinent topics. Reports are provided by the vendors as specified in the contract and reviewed by the Public Transit Manager. These reports include accidents/ incidents, Customer Service, Farebox validation, Drug & Alcohol testing, Ridership, Performance measures and On-time Performance. Internal Control reviews are also completed on 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. Annual Monitoring of compliance is completed.
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?
Contractors are informed what corrective action is required and given time to comply.
IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☑ Yes ☐ No

#### 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?

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."

HOW I		CTC USING PU	JBLIC TE	RANSPORT	ATION	SERVICE	ES IN THE	COOR	RDINATED	
×	N/A									
IS THE	ERE A G	OAL FOR TRA	ANSFERF	No PASS	ENGER	S FROM	PARATR.	ANSIT '	TO TRANSIT	?
"Max		, what is the goa effective tran		ndividuals	from pa	ıratrans	it to fixed	route	services."	
те тит		CTC accomplish			Yes	_	No Yes	П	No	
		COMPLIANC	E WIIH	тніз кефі	UIKEME	INT:	ies		No	
Furthe	tial Fix	ne above note ed Route opp for the individ	ortunitie	s and edu	icates p	asseng	ers on av	/ailable	e options as	

CHAPTER 427
CHAPTER 427 Findings:
The CTC is in compliance with Chapter 427, Florida Statutes.
Recommendations:
None.

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?				
\$1,000,000 Per Occurrence, Combined Single Limit for Bodily Injury Liability and Property Damage Liability. This shall include: Owned Vehicles, Hired and Non-Owned Vehicles and Employee Non-Ownership.				
WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS IN THE OPERATOR AND COORDINATION CONTRACTS?				
See response shown above.				
HOW MUCH DOES THE INSURANCE COST (per operator)?				
Operator Insurance Cost				
MV Transportation, Inc. \$400,768				
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: The CTC is in compliance. No additional 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."

 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)	34.28	19.31	52.13	16.74	
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					

Special or unique considerations that influence costs?

Trip rates are derived from FY 2024 AOR Report.

Explanation:

CC#1=Sunrise;CC#2=Easter Seals;CC#3= Hope Hospice. CTC contracted rate with MV.



(Those specific transportation services approved by rule or the Commission as a service n	ot				
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.)]

	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 co	sts?			
Special of diagoe considerations man	initiacinee ee				
Explanation:					
•					

IS THE CTC IN COMPLIANCE WITH THIS SECTION?  $\ oxdot$  Yes  $\ oxdot$  No



Dry r 44 2
RULE 41-2
Findings:
The CTC is in compliance with Rule 41-2, Florida Administrative Code.
Recommendations:
None.

#### 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.	"Local toll free number for consumer comments" on page 60 of the TDSP addresses this standard.
	The vehicles inspected as part of this evaluation were found in compliance.
Vehicle Cleanliness	"Vehicle Cleanliness" on page 60 of the TDSP addresses this standard.
	The vehicles inspected as part of this evaluation were clean and free of damage.
Passenger/Trip Database	"Rider/trip data" on page 61 of the TDSP addresses this standard.
	The CTC management entity does collect and store in a database the name, phone number, address, funding source, eligibility, and special requirements of each passenger, and is found in compliance.

Adequate seating	"Seating" on page 61 of the TDSP addresses this standard. Vehicle seating will not exceed the manufacturer's recommended capacity.  The vehicles inspected as part of this evaluation maintained adequate seating.
Driver Identification	"Driver Identification" on page 61 of the TDSP addresses this standard. Drivers are required to announce and identify themselves by name and company in a manner that is conducive to communications with specific passengers, except in situations where the driver regularly transports the rider on a recurring basis. All drivers are to have a name badge always displayed when transporting passengers. The drivers observed during this evaluation had a uniform and name/ID badge. The drivers rendered appropriate greetings to the passengers during the ride-alongs.
Passenger Assistance	"Passenger Loading Assistance" on page 61 of the TDSP addresses this standard. Drivers shall provide passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include opening the vehicle door, fastening the seat belt or utilization of wheelchair securement devices, storage of mobility assistive devices, and closing the vehicle door. Passengers, especially frail and elderly and/or disabled, shall be assisted from the door to door. The drivers observed during this evaluation provided assistance as needed.
Smoking, Eating and Drinking	"Smoking, Drinking, and Eating" on page 61 of 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.  The vehicles observed during the ride-along were in compliance.

Two-way Communications	"Communication Equipment" on page 61 of the TDSP addresses this standard. All vehicles will be equipped with two-way communication devices.  The vehicles observed as part of this evaluation were equipped with two-way communication in good working order.
Air Conditioning/Heating	"Vehicle Air Conditioning and Heating Equipment" on page 61 of the TDSP addresses this standard.  All vehicles in the coordinated system shall have working air conditioning and heating.  The vehicles observed as part of this evaluation had air conditioning and heating in good working order.
Billing Requirements	"Billing requirements" on page 60 of the TDSP addresses this standard.  All payments to transportation subcontractors will be made in a timely manner pursuant to Florida Statutes. All bills shall be paid within 7 working days to subcontractors after receipt of said payment by the CTC in accordance with Section 287.0585, Florida Statutes.

COMMISSION STANDARDS
Findings:
The TDSP complies with all Commission standards.
Recommendations:
None.

#### 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 (pg. 60) addresses this standard. Personal care attendants must be approved on the initial customer application with medical documentation for the reason an attendant is needed. If an escort/care attendant is requested, they will be transported at no additional charge.
Use, Responsibility, and cost of child restraint devices	The TDSP (pg. 60) addresses this standard. Restraints are required for children under 5 and/or under 50 lbs.
Out-of-Service Area trips	The CTC does not provide any trips outside of Collier County. The TDSP (pg. 63) addresses one exception: to attend a joint LCB meeting with Lee County, which the CTC will make every effort to pay for.
CPR/1st Aid	The TDSP (pgs. 61-62) addresses this standard. Drivers are certified in first aid annually and in CPR every two years.
Driver Criminal Background Screening	The TDSP (pg. 62) addresses this standard. All drivers must have a "favorable" background check from the Florida Department of Law Enforcement ("favorable" as defined by DCF policies and procedures).
Rider Personal Property	The TDSP (pg. 60) 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.
Advance reservation requirements	The TDSP (pg. 62) addresses this standard. Reservations are made up to 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	The TDSP (pg. 62) addresses this standard. Passengers are told to be ready for their ride to arrive from between 1-2 hours before their appointment time. This window is dependent on the service area of the pick-up and drop-off points.

Measurable Standards/Goals	Standard/Goal	Latest Figures	Is the CTC/Operator
		6/30/2024	meeting the Standard?
Public Transit Ridership	CTC	CTC	
	Operator A N/A	Operator A N/A	NO MEASURABLE STANDARD
	Operator B	Operator B	
	Operator C	Operator C	
On-time performance	CTC	CTC	
on time performance	Operator A 90%	Operator A 74%	NO
	Operator B	Operator B	
	Operator C	Operator C	
Passenger No-shows	CTC	CTC	
Tasseager Ive sae we	Operator A N/A	Operator A 8,925	NO MEASURABLE STANDARD
	Operator B	Operator B	
	Operator C	Operator C	
Accidents	CTC	CTC	
Standard: no more than 1.2 accidents per 100,000 miles	Operator A	Operator A 3.12	NO
	Operator B	Operator B	
	Operator C	Operator C	
Roadcalls	CTC	CTC	
Standard: no less than	Operator A	Operator A 28,743	YES
10,000 miles between each road call	Operator B	Operator B	
	Operator C	Operator C	
Complaints	CTC	CTC	
l companie	Operator A N/A	Operator A N/A	NO MEASURABLE STANDARD
Number filed: 96	Operator B	Operator B	
	Operator C	Operator C	
Call-Hold Time	CTC	CTC	
	Operator A MAX 2 MINS.	Operator A 49 seconds	YES
	Operator B	Operator B	
	Operator C	Operator C	

 $Call\ hold\ time\ calculated\ from\ monthly\ average\ for\ 1/2024-6/30/2024.$ 

#### LOCAL STANDARDS

#### FINDINGS:

On-Time Performance (OTP): As set forth in the TDSP, the CTC's OTP goal is 90%. As set forth in the CTC's quarterly reports, the CTC's overall OTP for FY2023/24 was 74%. The CTC's OTP trended lower for the seasonal months of January through May (63%-71%). The overall OTP of 74% is lower than the OTP reported in the last CTC Evaluation for FY2022/23, which was approximately 80%. The current OTP of 74% is 16% lower than the 90% goal.

At the March 2025, LCB meeting, the CTC provided the following update regarding its OTP: a significant factor affecting OTP is increasing volume of trips over greater distances by approximately 25% (since 2022). OTP has also dropped as the number of trips provided and miles driven have increased. Since 2022, trips have increased approximately 15.7% and miles have increased approximately 13.3%. The CTC reported that other key factors impacting OTP are population growth, increasing traffic, and increased demand for trips. The CTC concluded that various aspects of the operation need to be revaluated for today's conditions, such as travel times and OTP, as some existing policies may now be outdated.

A survey of CATConnect passengers/caretakers was conducted as part of this CTC Evaluation. OTP and length of time on the bus (travel time) was cited by some of the survey participants as areas of major concern.

Accident Rate: The CTC's reported accident rate for FY2023/24, per its Annual Operating Report, was 3.12 per 100,000 miles. Its goal, as set forth in the TDSP, is no more than 1.2 accidents per 100,000 miles. The FY2023/24 accident rate is 160% higher than its goal and higher than the accident rate from last year's CTC evaluation (which was 62% higher than its goal).

At the March 2025, LCB meeting, the CTC provided the following update regarding efforts to reduce accidents: the CTC has a new safety manager. The transportation operator has been focusing on solutions to reduce preventable accidents, including a failure analysis of incidents; additional training for road supervisors and drivers; monthly safety meetings; safety trend tracking; additional safety technology/sensors installed on buses; and utilization of drive cam technology and footage to provide real-life evaluation of scenarios and lessons learned.

Call-Hold Time: The CTC's goal for call-hold time is a maximum of 2 minutes. The reported call hold time for January through June, 2024, ranged from 45 to 56 seconds, resulting in an average hold time of 48.67 seconds. The CTC is meeting its goal for call-hold time.

Roadcalls: The CTC is currently exceeding its goal for road calls.

#### RECOMMENDATIONS:

#### Regarding OTP:

That the CTC continue to strive to meet the current OTP goal of 90%.

- That the CTC evaluate whether adjustments to the current allowable travel time and/or
  pick-up window policies (or any other policies) are warranted and need to be made (and
  incorporated into the TDSP), and as needed, seek the assistance and direction of the
  DOPA and LCB.
- That the CTC continue to keep LCB apprised of its efforts regarding OTP and continue to include OTP reporting in its quarterly reports to LCB.

#### Regarding accident rates:

- That the CTC continue to strive to meet its goal of no more than 1.2 accidents per 100,000 miles.
- That the CTC continue its efforts for education, training, implementation of technology, and monitoring related to accidents.
- That the CTC continue to keep LCB apprised of its accident rates and continue to include accident rate reporting in its quarterly reports to LCB.



#### STATUS REPORT FOLLOW-UP FROM LAST REVIEW(S)

DATE OF LAST REVIEW: 3/2024 STATUS REPORT DATED: 3/2025

#### LCB RECOMMENDATION:

The CTC to continue to keep LCB apprised of status of grant awarded paratransit vehicles; strive to meet OTP goal of 90%; and If OTP continues to be below 80% as of 12/24, CTC present improvement strategies to LCB in 3/25.

#### CTC Response:

The CTC acknowledges improvement is needed regarding OTP. We are committed to providing reliable and efficient transportation services. We appreciate acknowledgment of the challenges we've faced. We are actively taking steps to address these challenges.

#### Current Status:

The CTC's OTP continues to be below its goal of 90%. See the previous page for a status update.

#### LCB RECOMMENDATION:

The CTC to report back to LCB regarding efforts to reduce accidents, as well as updates as to the rate of accidents. If the CTC is unable to reduce accidents from the rate of 62% higher than its goal by 12/24, the CTC present improvement strategies to LCB in 3/25.

#### CTC Response:

The CTC takes safety very seriously. We regret exceeding the accident rate target in FY 22-23. The majority involved minor incidents with fixed objects. We will report back to the LCB in March 2025 on our progress in reducing accidents.

#### Current Status:

The CTC's accident/incident rate continues to be higher than its goal. See the previous page for a status update.

#### ON-SITE OBSERVATION OF THE SYSTEM

#### RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM.

1. Date of Observation: 3/5/25

2. Location(s):

\_\_ No

	Naples Residences to Senior Centers
3.	Number of Passengers picked up/dropped off:
	# Ambulatory Passengers
	# Non-Ambulatory Passengers
4 .	Was the driver on time?
	∠ Yes
	No
	If not on time, how many minutes late/early?
5.	Did the driver provide any passenger assistance?
	Yes
	No
6.	Was the driver wearing any identification? (Check all that apply)
	Yes
	Uniform
	Name Tag
	ID Badge

7.	Did the driver render an appropriate greeting?
	Yes
	No
	Driver regularly transports rider(s); not necessary
8.	Did the driver ensure the passengers were properly seat-belted?
	Yes
	No
9.	Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?
	✓ Yes
	No
10.	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?
	<u>√</u> Yes
	No
11.	. Does the vehicle have working heat and air conditioning? $\int_{Yes}$
	No
12.	Does the vehicle have two-way communications in good working order?  ✓ Yes  No
13.	If used, was the lift in good working order?  Yes
	No
	Lift not used
14.	. Was there safe and appropriate seating for all passengers?
	Yes
	No
15.	Did the driver properly use the lift and secure the passenger?
	Yes

## ON-SITE OBSERVATION OF THE SYSTEM

## RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM.

1.	Date of Observation: March 5, 2025
2.	Location(s): Tuscan isle Golden gate senior center (collier Senior center) baker senior center Naples 8625 saddlebrook circle (10 mins late)
3.	Number of Passengers picked up/dropped off: 3/3
	# Ambulatory Passengers
	# Non-Ambulatory Passengers
4.	Was the driver on time?
	√Yes
	No
	If not on time, how many minutes late/early?
5.	Did the driver provide any passenger assistance?
	Yes
	No
6.	Was the driver wearing any identification? (Check all that apply)
	<u>√</u> Yes
	Uniform
	✓ Name Tag
	✓ ID Badge
	No
7.	Did the driver render an appropriate greeting?  Yes

	No
	Driver regularly transports rider(s); not necessary
	Did the driver ensure the passengers were properly seat-belted?
	✓_ Yes
	No
9.	Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?
	√ Yes
	No
10	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
11	Does the vehicle have working heat and air conditioning?
	√_ Yes
	No
12	Does the vehicle have two-way communications in good working order?
	√ Yes
	No
13	If used, was the lift in good working order?
	√ Yes
	No
	Lift not used
	Ent not used
14	Was there safe and appropriate seating for all passengers?
	√ Yes
	No
15	Did the driver properly use the lift and secure the passenger?
	✓ Yes
	No

# ON-SITE OBSERVATION OF THE SYSTEM

# RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM.

1.	Date of Observation: 03/06/2025
	Location(s):
	Starbility
	Lighthouse WalMart
	Publix
	Customer's homes for pick-up
3.	Number of Passengers picked up/dropped off: 5
	# Ambulatory Passengers1_
	# Non-Ambulatory Passengers4_
4.	Was the driver on time?
	x_Yes
	No
	If not on time, how many minutes late/early?
5.	Did the driver provide any passenger assistance?
	<u>x</u> Yes
	No
6.	Was the driver wearing any identification?
	(Check all that apply)
	x_Yes
	x Uniform
	x_ Name Tag
	x_ ID Badge
	No
7.	Did the driver render an appropriate greeting?
	x_Yes
	No
	<ul> <li><u>x</u> Driver regularly transports rider(s); not necessary</li> </ul>

8.	Did the driver ensure the passengers were properly seat-belted?
	<u>x</u> _Yes
	No
9.	Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?
	x Yes – was one of the new busses
	No
10.	Is there a sign posted on the interior of the vehicle with both a local phone number and the TI Helpline for comments/complaints/commendations?
	Yes
	x_No - was a new bus, noted at arrival back at terminal for correction
11.	Does the vehicle have working heat and air conditioning?
	<u>x</u> _Yes
	No
12.	Does the vehicle have two-way communications in good working order?
	x Yes
	No
13.	If used, was the lift in good working order?
	x_Yes
	No
	Lift not used
14.	Was there safe and appropriate seating for all passengers?
	x_Yes
	No
15.	Did the driver properly use the lift and secure the passenger?
	x_Yes
	No
	<del>_</del>

CTC: Collier Co	unty Board of County Commissioner	County: Collier
Date of Ride: _	3/5/25; 3/6/25	
	3/5/25: 506 trips 3/6/25: 430 trips	

Funding Source	No.	No. of	# of Surveys Needed	# of Surveys Obtained
	of Trips	Riders/Beneficiaries	Needed	Obtained
CTD				
Medicaid				
Other				
Other				
Other)				
Other				
Totals Average trips	468		47	49

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

Note: Attach the manifest



 Date:
 03/05/2025
 Run ID:
 104
 Driver ID:
 Esperance Jean

#### **Run Manifest**

I certify that the following trips were completed on this date and the information below is correct

Driver's signature

Trina	Pa	ssengers on Complete	d Trips			Total	Trips
Trips	Clients	PCA	Other Passengers	No-Show Trips	Open Trips	with No-Show	without No-Show
ADA	13	1	0	1	0	14	13
TD	2	0	0	0	0	2	2
Total	15	1	0	1	0	16	15

Fare Summary

	Balance	Billed	Cash	Check	Ticket	Total Fare Types	Client Total Amounts	Add. Psgr. Total Amounts	
Normal	0	0	11	0	0	11	26.00	0.00	
Billed/External/ Balance	5	0	0	0	0	5	15.00	0.00	

Pull Out

	Time	Mileage
Est	03:26	194473
Rep	03:30	194473

Pull In

	Time	Mileage
Est	16:30	194758
Rep	16:51	194758

\*Last names have been redacted for customer privacy.



Date: 03/05/2025 Run ID: 104 Driver ID: Esperance Jean

Total Miles	Servic	e Miles	Revent	ne Miles	Deadhead Miles			
	est	rep	est	гер	est	гер		
	290.30	290.30 284.70		244.20	34.40	40.50		
Total Hours	Service	e Hours	Revenu	ne Hours	Deadhead Hours			
	est	est rep		гер	est	гер		
	12.04 12.72		10.12	11.20	1.92	1.52		



Date: 03/05/2025 Rum ID: 104 Driver ID: Esperance Jean

		S	top information			Passenger infor		Late* (with noshows): 9 Late trips are highlited.				
An Sched	rival Rep	Duration (min.)	Address	Mileage at Stop	Passengers	Status	Mobility	Funding Source	PCA	Other Passengers	Fare Type	Amount Received (Client (Additional Pages)
03:26	03:30	0	COLLIER AREA PARA TRANSIT 8300 Radio Rd Naples	194473								
03:45	03:56	2	2830 12th Ave Se Naples	194491	P: MATTHEW (#776833)	comp	AM	TD	0	0	Balance(1)	3.00 (0.00) (Balance)
04:13	04:08	2	1471 16th St NE Naples	194497	P: LUCIUS (#771335) negotiated pickup: 03:48	comp	AM	TD	0	0	Cash(1)	4.00 (0.00) (Normal/Billed)
04:57	04:35	0	North Naples Dialysis 1750 Sw Health Pkwy Naples	194514	D: LUCIUS (#771335) D:							
04:50	04:57	0	NCH 399 9th ST N Naples	194523	MATTHEW (#776833)							
05:02	04:57	0	1332 Ridge St Naples	194523	P: NICHOLAS (#771475) negotiated pickup: 04:40	comp	AM	ADA	0	0	Balance(1)	3.00 (0.00) (Balance)
05:20 06:05	05:17 05:57	0	Seed To Table 4835 Immokalee Rd Naples 1973 49th Ter SW Golden Gate	194535 194544	D: NICHOLAS (#771475) JOHANA (#771913)	P: comp	AM	ADA	0	0	Cash(1)	3.00 (0.00) (Normal/Billed)
07:20	06:50	2	Immokalee Technical College 508 N 9TH ST Immokalee	194578	D: JOHANA (#771913)							
07:27	07:19	6	1804 Custer Ave Immokalee	194583	P: JULIA (#781311)	comp	AM	ADA	0	0	Cash(1)	8.00 (0.00) (Normal/Billed)
08:16 08:30	08:24 08:30	1 27	Lavern Gaynor Elementary School 2965 44th Ter SW Naples COLLIER AREA PARA TRANSIT	194630 194631	D: JULIA (#781311)							

Date: 03/05/2025 Run ID: 104 Driver ID: Esperance Jean

	Arrival		Duration (min.)	Address	Mileage at	Passengers	Status	Mobility	Funding Source	PCA	Other Passengers	Fare Type	Amount Received (Client (Additional Pages))
Si	:hed	Rep	(min.)		Stop	P: MALDONADO MARI (#7		•					
01	9:00	08:58	2	CAT OPS 8300 Radio Rd Naples	194635	negotiated pickup: 08:35	comp	AM	ADA	1	0	Cash(2)	0.00 (0.00) (Normal/Billed)
01	9:06	09:03	0	WALMART 951 and Davis 9885 Collier Blvd Naples	194635	D: MALDONADO MARI (#7	80698)						
0	9:10	09:17	0	8690 Weir Dr NAPLES	194636		comp	AM	ADA	0	0	Cash(1)	1.00 (0.00) (Normal/Billed)
01	9:18	09:20	7	8590 Barot Drive NAPLES	194636	P: NORMA (#774895) pickup: 08:38 P: JACK (#771457)	negotiated	AM	ADA	0	0	Cash(1)	3.00 (0.00) (Normal/Billed)
0:	9:33	09:45	0	Collier Senior Center- Golden Gate 4898 Coronado Pkwy Naples									
0	9:55	10:04	3	Naples Senior Center 6200 Autumn Oak: Ln Naples	194649	D: NORMA (#774895)	D:						
10	0:16	10:26	1	8625 Saddlebrook Cir Naples	194661	JACK (#771457)	comp	AM	ADA	0	0	Cash(1)	1.00 (0.00) (Normal/Billed)
						P: STEPHEN (#772752	)						
10	0:38	10:41	0	DISCOVERY VILLAGE OF NAPLES 8417 Sierra Meadows Blvd Naples	194666	negotiated pickup: 09:25							
1	1:00	10:57	3	COLLIER AREA PARA TRANSIT 8300 Radio Rd Naples	194673	D: STEPHEN (#77275)	2)						
1	1:36	11:24	6	Physicians Regional- Medical Arts 8340 Collier Blvd Naples	194679		comp	wc	ADA	0	0	Balance(1)	3.00 (0.00) (Balance)
						P: CATHERINE (#781	511)						
1	1:46	11:49	4	706 Polar Bear Rd Naples	194684								
1:	2:51	12:48	11	87 N Collier Blvd Marco Island	194696	D: CATHERINE (#781 ADAELCY	comp 511) P:	wc	ADA	0	0	Cash(1)	3.00 (0.00) (Normal/Billed)
						(#781350)							

 Date:
 03/05/2025
 Run ID:
 104
 Driver ID:
 Esperance Jean

	Arrival	Duration (min.)	Address	Mileage at Stop	Passengers	Status	Mobility	Funding Source	PCA	Other Passengers	Fare Type	Amount Received (Client (Additional Pages))
Sched	Rep	(			P: ANDREA (#777640)	comp	wc	ADA	0	Passengers 0	Balance(1)	3.00 (0.00)
13:17	13:24	5	9108 Capistrano St S Naples	194706	negotiated pickup: 12:48							(Balance)
13:44	14:02	7	Florida Cancer Specialists & Research Institute 681 4th Ave N Naples	194716	D: ANDREA (#777640)							
14:29	14:34	4	PHYSICIANS REGIONAL 6101 Pine Ridge Rd Naples	194726	D: ADAELCY (#781350)							
14:38	14:42	4	Physicians Regional Urgent Care - Pine Ridge 6376 Pine Ridge Rd Naples	194726	P: LAURIE (#778520) negotiated pickup: 13:30	noshow	wc	ADA	0	0		
15:07	14:56	7	Walgreens pine ridge rd 2511 Pine Ridg Rd Naples	194728	P: SUSANNAH (#780416) negotiated pickup: 14:28	comp	AM	ADA	0	0	Cash(1)	0.00 (0.00) (Normal/Billed)
15:11	15:12	3	2500 Vanderbilt Beach Rd Naples	194731	D: SUSANNAH (#780416)							
15:26	15:26	12	Naples Senior Center 6200 Autumn Oak Ln Naples	194735	P: NICOLE (#771447) negotiated pickup: 15:00	comp	wc	ADA	0	0	Balance(1)	3.00 (0.00) (Balance)
15:38	15:38	0	Naples Senior Center 6200 Autumn Oak Ln Naples	s 194735	P: JACK (#771458)	comp	AM	ADA	0	0	Cash(1)	3.00 (0.00) (Normal/Billed)
			Ln Naples									(Norman billed)
					D: JACK (#771458)							
15:42	15:57	3	8590 Barot Drive NAPLES	194748	, ,							
15:45	16:23	0	4461 Beechwood Lake Dr NAPLES	194753	D: NICOLE (#771447)							
16:27	16:31	0	Gas-County Barn 2901 County Barn Rd Naples	194754								
16:29	16:38	0	Gas-County Barn 2901 County Barn Rd Naples	194754								
16:30	16:51	0	RideCat Depot 8300 Radio Rd Naples	194758								

Date: 03/06/2025 Rum ID: 120 Driver ID: Ramitahal Andry

## **Run Manifest**

I certify that the following trips were completed on this date and the information below is correct

Driver's signature

Trips	Pa	ssengers on Completed	l Trips			Total	Trips
Imps	Clients	PCA	Other Passengers	No-Show Trips	Open Trips	with No-Show	without No-Show
ADA	16	0	0	0	0	16	16
TD	3	0	0	0	0	3	3
Total	19	0	0	0	0	19	19

Fare Summary

	Balance	Billed	Cash	Check	Ticket	Total Fare Types	Client Total Amounts	Add. Psgr. Total Amounts	
Normal	0	0	15	0	0	15	27.00	0.00	
Billed/External/	4	0	0	0	0	4	11.00	0.00	ĺ

Pull Out

	Time	Mileage
Est	06:11	6660
Rep	06:11	6660

Pull In

	Time	Mileage
Est	18:38	6895
Rep	18:55	6895

\*Customer last names have been redacted for privacy.



 Date:
 03/06/2025
 Run ID:
 120
 Driver ID:
 Ramtahal Andy

Total Miles	Servic	e Miles	Reven	ne Miles	Deadhead Miles			
	est	rep	est	rep	est	гер		
	233.07	235.00	184.03	184.70	49.04	50.30		
Total Hours	Service	Hours	Revenu	e Hours	Deadhe	ad Hours		
	est		est	тер	est	гер		
	11.38 11.89		8.55 9.28		2.84	2.61		



Date: 03/06/2025 Run ID: 120 Driver ID: Ramtahal Andy

		S	top information		Passenger information							Late* (with noshows): 5 Late trips are highlited.			
	rival	Duration (min.)	Address	Mileage at Stop	P	assengers	Stati	s Mobility	Funding Source	PCA	Other Passengers	Fare Type	Amount Received (Client (Additional Pages))		
Sched 06:11	Rep 06:11	0	COLLIER AREA PARA TRANSIT	6660									(		
06:33	06:31	2	8300 Radio Rd Naples 269 Riverwood Rd Naples	6670	P:	FRANK JR (#773306)	com	AM .	TD	0	0	Cash(1)	1.00 (0.00) (Normal/Billed)		
06:41	06:41	0	5313 Jennings St Naples	6674	P:	ANGELICA (#777437)	сош	o AM	ADA	0	0	Cash(1)	1.00 (0.00) (Normal/Billed)		
06:53	06:58	0	NCH 399 9th ST N Naples	6681	D:	ANGELICA (#777437)									
07:00	07:02	2	1010 8th Ave S Naples	6682	P:	DANIELLA (#774781)	com	AM	TD	0	0	Cash(1)	2.00 (0.00) (Normal/Billed)		
07:21	07:23	0	Germain Toyota of Naples 13315 Tamiami Trl N Naples	6693	D:	FRANK JR (#773306) D DANIELLA (#774781)									
07:52	07:52	2	14811 Indigo Lakes Cir NAPLES	6703	P: nego	LAURA (#772117) tiated pickup: 07:32	com	p AM	ADA	0	0	Balance(1)	1.00 (0.00) (Balance)		
					D:										
08:13	08:14	0	3645 Gateway La Naples	6711	D:	LAURA (#772117) P:									
08:24	08:27	5	5610 Marigold Way Naples	6716		JENNIFER (#772229)	com	wc wc	ADA	0	0	Cash(1)	1.00 (0.00) (Normal/Billed)		
08:49	08:51	1	8635 Saddlebrook Cir NAPLES	6728	P:	RIDGE (#772231)	com	o AM	ADA	0	0	Cash(1)	1.00 (0.00) (Normal/Billed)		

Date: 03/06/2025 Run ID: 120 Driver ID: Ramtahal Andy

1	Arrival		Duration	Address	Mileage at			Status	Mobility	Funding Source	DC.4	Other	Fare Type	Amount Received
Sche	ed R	lep	(min.)	Address	Stop	Pasi	sengers	Status	Mobility	Funding Source	PCA	Passengers	rare Type	(Client (Additional Pages))
09:1	0 09	9:23	3	UCP-Sunrise 4227 Exchange Ave Naples	6740	D: D:	RIDGE (#772231) JENNIFER (#772229)							
09:3	19 09	9:39	2	954 Goodlette-frank Rd Naples	6744	P: pickup:	ZELLA (#781482) negotiated 09:15	comp	AM	ADA	0	0	Cash(1)	1.00 (0.00) (Normal/Billed)
09:5		9:53 0:03	1 2	WALMART AIRPORT / CARILLON PLACE 5010 Airport Pulling Rd N Naples 134 Cypress Way E Naples	6749 6754	D: P:	ZELLA (#781482)  RAYMOND (#781422)	comp	AM	ADA	0	0	Cash(1)	6.00 (0.00) (Normal/Billed)
		-		LIGHTHOUSE OF COLLIER		_								(Norman Dilled)
10:4	10	0:28	1	Horseshoe Dr S #101 2685 Horseshoe Dr S Naples	6763	D: P:	RAYMOND (#781422)  CATHERINE (#781796)	comp	AM	ADA	0	0	Cash(1)	1.00 (0.00)
11:0	10	):44	4	BERKSHIRE LAKES 649 Windsor Sq Naples	6768	ř.	CATHERINE (#781790)	comp	AM	ADA	٠	٠	Casa(1)	(Normal/Billed)
10:5	10	):54	1	PUBLIX Radio Rd 7101 Radio Rd Naples	6768	D:	CATHERINE (#781796)							
11:1	0 11	:22	0	COLLIER AREA PARA TRANSIT 8300 Radio Rd Naples	6770									
12:0	12 11	1:53	2	5060 Yacht Harbor Cir Naples	6779	P:	CHLOE (#780369)	comp	AM	ADA	0	0	Balance(1)	3.00 (0.00) (Balance)
12:2	13 12	1:16	0	HeadPinez 8525 Radio Rd Naples	6788	D:	CHLOE (#780369)							
12:3	10 12	1:25	3	GOLDEN GATE CLEANERS 5030 Coronado Pkwy Naples	6792	P:	LEIGH (#780798)	comp	AM	ADA	0	0	Cash(1)	1.00 (0.00) (Normal/Billed)
12:3	1 12	2:31	4	5283 24th Ave Sw NAPLES	6793	D:	LEIGH (#780798)							

Date: 03/06/2025 Rum ID: 120 Driver ID: Ramtabal Andy

	Arrival	Duration	Address	Mileage at	p	sengers	Status	Mobility	Funding Source	PCA	Other	Fare Type	Amount Received
Sched	Rep	(min.)	Address	Stop	Pas	sengers	Status	Mounty	running Source	PUA	Passengers	rate Type	(Client (Additional Pages))
13:02	12:57	4	4501 17th Ave SW Golden Gate	6796	P:	NANCY (#772097)	comp	AM	ADA	0	0	Cash(1)	1.00 (0.00) (Normal/Billed)
13:30	13:19	5	952 Goodletts-frank Rd Naples	6804	P:	MARIAN (#781670)	comp	AM	ADA	0	0	Cash(1)	3.00 (0.00) (Normal/Billed)
					D:	NANCY (#772097)							
13:28	13:30	4	Publix Super Market at Naples Plaza 1981 Tamiami Trail N Naples	6805	D:	MARIAN (#781670)							
13:59	13:59	45	Publix Super Market at Naples Plaza 1981 Tamiami Trail N Naples	6811									
14:59	14:46	18	UCP-Sunrise 4227 Exchange Ave Naples	6817	P:	RIDGE (#772232)	comp	AM	ADA	0	0	Cash(1)	1.00 (0.00) (Normal/Billed)
					P:	JENNIFER (#772230)	comp	wc	ADA	0	0	Cash(1)	1.00 (0.00) (Normal/Billed)
15:17	15:18	0	8635 Saddlebrook Cir NAPLES	6821	D:	RIDGE (#772232)							
15:45	15:54	0	5610 Marigold Way Naples	6832	D:	JENNIFER (#772230)							
16:10	16:18	5	HARMONIA THE CLUB 3425 10th St N Naples	6844	P: negotia	RICHARD (#772278) ated pickup: 16:00	comp	AM	TD	0	0	Balance(1)	4.00 (0.00) (Balance)
					P: pickup	JAMES (#779446) negotiated : 16:00	comp	AM	ADA	0	0	Cash(1)	3.00 (0.00) (Normal/Billed)
16:30	16:29	3	Publix Super Market at Naples Plaza 1981 Tamiami Trail N Naples	6845	P:	MARIAN (#781677)	comp	AM	ADA	0	0	Cash(1)	3.00 (0.00) (Normal/Billed)
					Ι_								

 Date:
 03/06/2025
 Run ID:
 120
 Driver ID:
 Ramtahal Andy

	Arrival	Duration	Address	Mileage at	Passengers	Status	Mobility	Funding Source	PCA	Other	Fare Type	Amount Received
Sched	Rep	(min.)		Stop		- Canada	11201111	- manage outlier		Passengers		(Client (Additional Pages))
16:35	16:38	4	STARABILITY 720 Goodlette Rd N Naples	6847	P: CHRISTOPHER (#780910) negotiated pickup: 16:15	comp	AM	ADA	0	0	Balance(1)	3.00 (0.00) (Balance)
16:44	16:43	2	952 Goodlette-frank Rd Naples	6847	D: MARIAN (#781677)							
17:02	16:58	2	2740 Buckthorn Way Naples	6852	D: JAMES (#779446)							
17:49	17:49	0	481 Worthington St Marco Island	6875	D: RICHARD (#772278)							
17:57	17:58	0	260 Seaview Ct Marco Island	6878	D: CHRISTOPHER							
18:01	18:33	0	Gas-County Barn 2901 County Barn Rd Naples	6895	(#780910)							
18:10	18:39	0	Gas-County Barn 2901 County Barn Rd Naples	6895								
18:38	18:55	0	RideCat Depot 8300 Radio Rd Naples	6895								

<sup>\*</sup> Interval to be consider late: 15 min.



## RIDER/BENEFICIARY SURVEY

## \*SEE ATTACHED SURVEY RESPONSES Staff making call: \_\_\_\_\_ County: Date of Call: / / Funding Source: 2) Where you charged an amount in addition to the co-payment? \(\Bar{\cup}\) Yes or \(\Bar{\cup}\) No If so, how much? 3) How often do you normally obtain transportation? ☐ Daily 7 Days/Week ☐ Other ☐ 1-2 Times/Week ☐ 3-5Times/Week 4) Have you ever been denied transportation services? Yes No. If no, skip to question # 4 A. How many times in the last 6 months have you been refused transportation services? ☐ None 3-5 Times ☐ 1-2 Times ☐ 6-10 Times If none, skip to question # 4. B. What was the reason given for refusing you transportation services? ☐ Ineligible Space not available Lack of funds ☐ Destination outside service area Other 5) What do you normally use the service for? ☐ Medical ■ Education/Training/Day Care ☐ Employment ☐ Life-Sustaining/Other ☐ Nutritional 6) Did you have a problem with your trip on \_\_\_\_\_? Yes. If yes, please state or choose problem from below ☐ No. If no, skip to question # 6 What type of problem did you have with your trip? ☐ Advance notice ☐ Cost ☐ Pick up times not convenient ☐ Late pick up-specify time of wait ☐ Assistance ☐ Accessibility

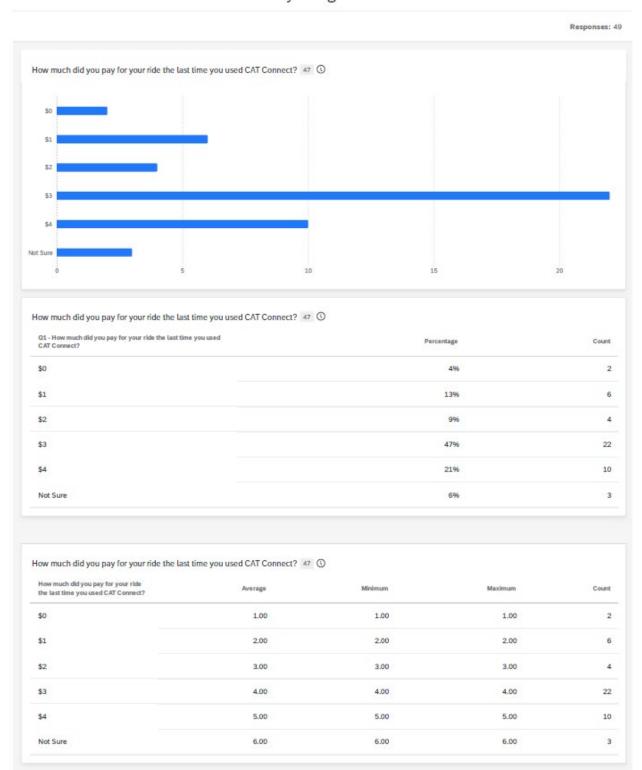
☐ Late return pick up - length of wait

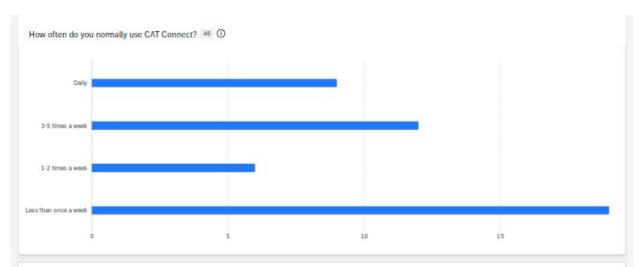
☐ Service Area Limits

☐ Drivers - specify	Reservations - specify length of wait
☐ Vehicle condition	Other
7) On a scale of 1 to 10 (10 being most satisfied) i	rate the transportation you have been receiving.
8) What does transportation mean to you? (Permi use in publications.)	ssion granted by for
Additional Comments:	



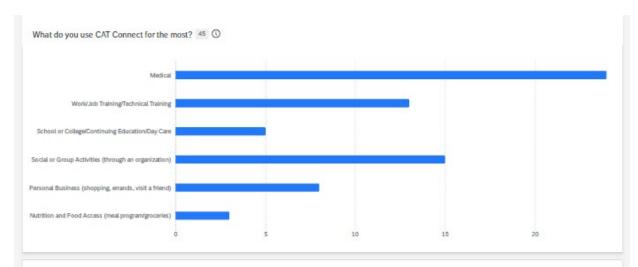
# 2025 CATConnect Evaluation Survey / Page 1



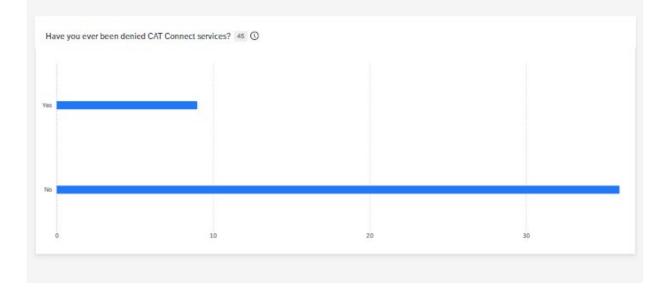


ow often do you normally use CAT Connect? 46 ①		
Q2 - How often do you normally use CAT Connect?	Percentage	Coun
Daily	2096	
3-5 times a week	2696	1
1-2 times a week	1396	
Less than once a week	4196	1

How often do you normally use CAT Connect?	Average	Minimum	Maximum	Coun
Daily	1.00	1.00	1.00	
3-5 times a week	2.00	2.00	2.00	1
1-2 times a week	3.00	3.00	3.00	
Less than once a week	4.00	4.00	4.00	19

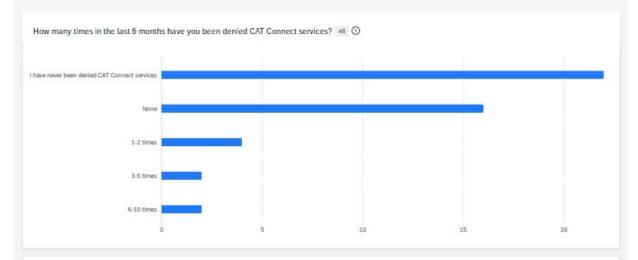


96 - What do you use CAT Connect for the most?	Percentage	Coun
fedical	5396	2
Vork/Job Training/Technical Training	2996	1
School or College/Continuing Education/Day Care	11%	
Social or Group Activities (through an organization)	33%	1
Personal Business (shopping, errands, visit a friend)	18%	
Nutrition and Food Access (meal program/groceries)	796	



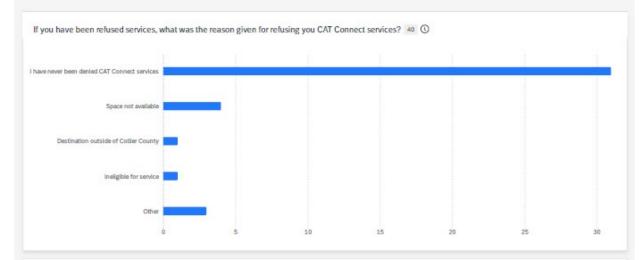
ave you ever been denied CAT Connect services? 45 ①		
Q3 - Have you ever been denied CAT Connect services?	Percentage	Coun
Yes	20%	
No	80%	31

Connect services?			Maximum	Cou
Yes	1.00	1.00	1.00	

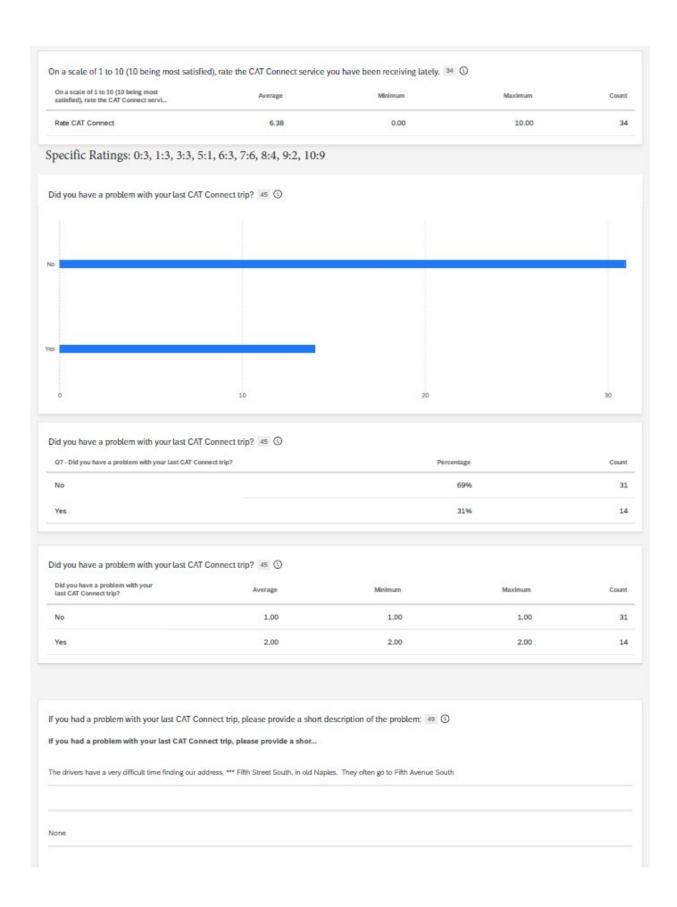


Q4 - How many times in the last 6 months have you been denied CAT Connect services?	Percentage	Coun
have never been denied CAT Connect services	48%	2
None	35%	1
1-2 times	9%	
3-5 times	496	
S-10 times	496	

How many times in the last 6 months have you been denied CAT Connect servic	Average	Minimum	Maximum	Coun
I have never been denied CAT Connect services	1.00	1.00	1.00	2
None	2.00	2.00	2.00	1
1-2 times	3.00	3.00	3.00	
3-5 times	4.00	4.00	4.00	



QS - If you have been refused services, what was the reason given for refusing you CAT Connect services?	Percentage	Coun
have never been denied CAT Connect services	7896	3
Space not available	1096	19
Destination outside of Collier County	396	
neligible for service	396	
Other	896	



akes a long time to pick up	from work then has several stops to make.
ue to lack of drivers ride no	ut available
ly husband is in a wheel ch omited when we arrived ho	r conditioning. We were taken well out of our way to provide transportation to a person who lived in Bonita Springs. We were on the bus for over an hour sair and was placed at the very back of the bus. The temperature was in the mid-90's. The fan was on and drew in exhaust furnes that made him very ill. I me and had to go to the emergency room. I sent an email to CAT Connect and received a response saying I would be contacted. I did not receive a call se since that terrible incident.
ong waiting times.	
a	
	o an hour or they just don't show up and say no bus on the account. and am late almost daily because of this
ly driver missed the time I v	was supposed to be picked up so I had to take a ride from a family member.
ly driver missed the time I v	was supposed to be picked up so I had to take a ride from a family member
y driver missed the time I v	was supposed to be picked up so I had to take a ride from a family member.
y driver missed the time I v	was supposed to be picked up so I had to take a ride from a family member.
y driver missed the time I v	was supposed to be picked up so I had to take a ride from a family member.
y driver missed the time I v	was supposed to be picked up so I had to take a ride from a family member.
ly driver missed the time I v	was supposed to be picked up so I had to take a ride from a family member.
fly driver missed the time I v	was supposed to be picked up so I had to take a ride from a family member.
ly driver missed the time I v	was supposed to be picked up so I had to take a ride from a family member.
	was supposed to be picked up so I had to take a ride from a family member.  I service. Vet drivers. When with good drivers, ride was terrific and very much appreciated.

If you had a problem with your last CAT Connect trip, please provide a shor
arrive 35 minutes late for my appointment. Doctors office is charge \$75 for a missed appointment. The circuitous route to my appointment was unbelievable.
One of my last trips, to 501 Goodlette, was a disaster. I had to cancel the pickup because it would have gotten me to my appointment after the starting time, so I had to pay almost \$25 for an uber, and I spent almost 3 hours on the bus on the way home. It is inhumane to keep a disabled person in a seat for 3 hours. I can't leave my house except for medical, work, or school. Why have the bus at all?
2hr trip when it should be 1hr
Arrived to work one and a half hours late. Another day, was picked up first with no one on bus, 3 to 4 passengers were picked up next and dropped off before me. One and a half hours later I was dropped off.
Driver wen to wrong entrance
Over one hour late
It's pathetic. Your staff is incompetent. Stop wasting money and shut down!
NA .
Please briefly describe why CAT Connect is important to you. 49 ①
Please briefly describe why CAT Connect is important to you.
reere erere is in a wheelchair and needs CAT connect to go arrywhere.
Only option for transportation
Very important for me because of epilepsy condition

Please briefly describe why CAT Connect is important to you.
It makes it possible for my disabled son to ride the bus independently and get to his program.
Is extremely important is the only access i have to taking care of my health due to my medical needs i have several dr. Appointments without it i wont be able to take care of it. Cat services is also my only resource to continue with my education.
The CAT Connect bus has truly given me my independence back by making it possible for me to get to work every day. Without it, I wouldn't be able to do the job I love and help those who rely on me. The drivers are always so friendly and respectful, creating a safe and welcoming environment that makes my commute enjoyable. Their kindness and reliability mean everything to me, and I would be lost without this service. Thanks to CAT Connect, I have the freedom to work, support myself, and stay connected with my community.
To have my down syndrome brother attend job/life traininh
Need for work and transportation.
To get to where I need to go. The drivers are really friendly and they do their job really well.
I dont drive and a ride is important to meThank you for your servic e
My husband is in a wheel chair and cannot walk due to a stroke. Transferring from wheelchair to car is extremely difficult. We are in our 80's and require many medical appointments. There were times when the service worked well, but that was seldom. The main problems involved time — the driver either came much too early or much too late, and the drive home was rarely direct and often times lengthy. Sitting in a wheel chair for a long period is very painful for him. Also, the scheduler was always rude and impatient. She clearly did not have a "smile" on her face when she answered the phone. These are areas that need improvement.
I can't drive. Need to get around
Safety and on time
Provides needed transportation at affordable price
Backup transportation
I cannot drive. I need transportation
It helps me get to locations I need to go for important things.
I'm handicap and the doctor has taken my license so this is my only means of transportation.
I need it to get around. My medical condition does not let me drive, and I am on disability.

Please briefly describe why CAT Connect is important to you.
My wheelchair bound wife needs the service to get to medical appointments
It is my only means to social outlets and gives me a sense of independence
Service great when unable to drive.
Medical appointments and visits to the Lighthouse For The Blind.
I would not be able to get to my medical appointments. I value my CAT Connect service provided for me.
I cannot walk or drive. It is my only way of getting out of the house or from point Ato B. I wish it was more dependable.
I have deformed feet and hip disabilities, CAT is essential for me.
do not have a car
To Take Me To Work & Take Me Home
I am permanently disabled and can never drive. I live out almost in the Estates and need to drive to get anywhere. Without the bus, I am housebound.
Being picked up on time. Delays ruin schedule and create problems and complications.
Takes my husband to and from Adult Day Care program allowing me caregiver some respite time
I am blind and have no other means of transportation. Can't connect also allows me to be as independent as I can be
Especially with these busy traffic months, I am confident that I can get to my important medical appointments even if my husband is gone.
Wheelchair rides
I am partially disabled, and no longer drive. CAT Connect gives me the ability to go to Drs appointments, the pharmacy to pick up prescriptions and occasionally go to obtain groceries. The service has truly been life changing for me.
Can't drive
it's useless

tease briefly describe	why CAT Connect is important to you.
need transportation weel	kly for medical.
	ovide any additional comments you would like to share. 49 ①
This is a very valuable sen	vice to those of us who need it. Also, all the employees, the schedulers, the drivers and the dispatchers are very pleasant and patient.
We are very grateful for Ca	atConnect.
	th for your services and everything you do for our community is truly a blessing for many people to have you!!! Thank you all drivers, personnel etc.  AT Connect has been so friendly and always make sure I get home safely. They are all amazing.
Not sure who or how route	e is planned. Live in North Naples and several times have gone to Marco Island first
Thank you for your dervio	
The staff is friendly	
are sain is melidiy	
Service on bus and on ph	ones have beeen excellent

OPTIONAL - Please provide any additional comments you would like to share.
Please add more drivers!
This system is a wonderful tool for caregivers to get a break
Try not to mix medical pus with non-medical.
The Driver's are good, but they are underpaid. They can make more money working for Uber and Lyft then they can driving big wheelchair accessible shuttles all over Collier County.
It would be nice if there were small cars in addition to shuttles for riders that aren't wheelchair bound.
I would like to be able to simply set up a credit card account like I have with Uber and Lyft that can be accessed whenever I need a ride from CAT connect. It's next to impossible for me to get to a bank to get cash to pay the driver on the spot. Why would I ever pay \$20 to get a round-trip ride to my bank to get cash out in order to pay three dollars to a CAT connect Driver in cash??? If I could just create an account online and have CAT connect withdraw three dollars from it every time I need a ride, I would be much more inclined to use CAT connect more often than I do. Dealing with the medical appointments is stressful enough, but adding the transportation issues of being picked up late, etc. only make my life worse.
The person that schedules my trips for my CAT CONNECT trips is very kind and caring, I can't think of her name but she definitely is an asset to the service.
The way the system is set up is not efficient. I ride the bus for a little over four hours to go to a 45 minute appointment. I have been left at doctors' offices after they've closed outside with rain, thunderstorms and lightning. There are some thoughtful, nice drivers like James but most of the drivers do not seem to care. I valued Cat Connect Select so much. It was a wonderful system. It worked very well and I do not understand why the program was stopped. It seems to me it alleviated the issues I encounterwith Paratransit.
Most of the drivers are friendly ,safe and respectfulThey are Great!
my eys are bad
Please email me to explain what the difference between TD & ADA trips are, which one I am, and how you will fix it so I can get out of my house, dipetersen23@comcast.net
Too many drivers without vehicles or not enough drivers for why riders do not make appt on time
Mari Maldinado is amazing and really helps CAT to shine.
The drivers are very caring and kind spirited. I feel my husband is safe with them.
The drivers are always pleasant, professional, and willing to help me. Your drivers are great! :-)
Wonderful service.
Some drivers are very unhelpful

OPTIONAL – Please pr	ovide any additional comments you would like to share.
All of the staff I have dea it is much appreciated!	alt with, from the lovely woman who makes my reservations, the dispatchers, and all of the friendly drivers have always gone above and beyond to help me, and
My mobility has severely	declined so this bus is vital.
*THIS INAPPROPRIATE	COMMENT HAS BEEN REDACTED



# Level of Cost Worksheet 1

# Insert Cost page from the AOR.

County: Collier				Demograp	phics	Number	Florido Commission for the	
CTC: Contact:	Collier County Board Brian Wells	of County Comn	nissioners	Total Cou	nty Population	0		-
	3299 Tamiami Trl E S	Suite 103						
	Naples, FL 34112 239-252-5841			Unduplica	ted Head Count	1,617		
Email:							Transportation Disadvantaged	
Trips B	y Type of Service	2022	2023	2024	Vehicle Data	2022	2023	2024
Fixed Ro	ute (FR)	0	0	0	Vehicle Miles	1,101,252	1,439,870	1,667,067
Deviated	FR	0	0	0	Roadcalls	17	33	58
Complem	entary ADA	55,292	79,514	89,647	Accidents	15	28	52
Paratrans	sit	53,752	54,285	66,791	Vehicles	47	42	43
TNC		0	0	0	Drivers	53	56	70
Taxi		0	0	0				
	oard (School Bus)	0	0	0				
Voluntee	-	0	0	0				
TOTAL T	RIPS	109,044	133,799	156,438				
	ger Trips By Trip Pu	irpose			Financial and General I	Data		
Medical		34,708	30,953	29,437	Expenses	\$5,914,126	\$7,207,957	\$7,282,387
Employm	ent	16,632	20,987	16,773	Revenues	\$5,203,820	\$6,788,334	\$6,820,221
Ed/Train/		47,968	62,297	70,016	Commendations	20	24	15
Nutrition		337	271	86	Complaints	70	49	96
	aining/Other	9,399	19,291	40,126	Passenger No-Shows	6,447	9,047	8,925
TOTAL T	RIPS	109,044	133,799	156,438	Unmet Trip Requests	347	182	248
Passen	ger Trips By Reven	ue Source			Performance Measures			
CTD		19,602	24,306	25,646	Accidents per 100,000 Miles	1.36	1.94	3.12
AHCA		0	0	7,491	Miles between Roadcalls	64,780	43,632	28,743
APD		23,274	26,724	23,405	Avg. Trips per Passenger	86.75	88.49	96.75
DOEA		92	45	27	Cost per Trip	\$54.24	\$53.87	\$46.55
DOE		0	0	0	Cost per Paratransit Trip	\$54.24	\$53.87	\$46.55
Other		66,076	82,724	99,869	Cost per Total Mile	\$5.37	\$5.01	\$4.37
TOTAL T	RIPS	109,044	133,799	156,438	Cost per Paratransit Mile	\$5.37	\$5.01	\$4.37
Trips by	y Provider Type							
CTC		0	0	0				
	tation Operator	74,986	104,025	115,320				
	tion Contractor	34,058	29,774	41,118				
TOTAL T	RIPS	109,044	133,799	156,438				

# Level of Competition Worksheet 2

1. Inventory of Transportation Operators in the Service Area

	Column A	Column B	Column C	Column D
	Operators	Operators	Include Trips	% of all Trips
	Available	Contracted in the		
		System.		
Private Non-Profit				
Private For-Profit				
Government				
Public Transit	4			
Agency	ı			
Total	1			

	Of the operators included in the local coor of expanding capacity?	dinated s	ystem, now many have the capaon
Ι	Does the CTC have the ability to expand?	Yes	_
Ŀ	ndicate the date the latest transportation of	perator v	was brought into the system. 20
Ι	Does the CTC have a competitive procure	ment pro	cess? Yes
	n the past five (5) years, how many times election of the transportation operators?	have the	following methods been used in
	Low bid	have the	Requests for proposals
	election of the transportation operators?	have the	
	Low bid	have the	Requests for proposals

transportat	ion operators for inclusion in the coord	linated system?
X	Capabilities of operator	x Scope of Work
X	Age of company	x Safety Program
Х	Previous experience	x Capacity
X	Management	x Training Program
Х	Qualifications of staff	x Insurance
X	Resources	x Accident History
X	Economies of Scale	x Quality
X	Contract Monitoring	x Community Knowledge
X	Reporting Capabilities	x Cost of the Contracting Process
X	Financial Strength	x Price

Which of the following items are incorporated in the review and selection of

	^	reporting capacifics		^	Cost of the Con	aracang r rocess
	X	Financial Strength		X	Price	
	X	Performance Bond	1	X	Distribution of	Costs
	X	Responsiveness to Solicitation	1		Other: (list)	
8.	rece	competitive bid or request for propos rators, to how many potential operate ently completed process? 3196				-
	The	request for bids/proposals was distribu	ed:			
	X	Locally <u>x</u>	Sta	atewi	de <u>x</u>	Nationally
9.		the CTC reviewed the possibilities of a transportation provision (such as fuel,		•		

## Level of Availability (Coordination) Worksheet 3

	Ρl	anning –	What	are the	e coordinated	plans for	trans	porting	the 7	ΓD 1	popula	tion'
--	----	----------	------	---------	---------------	-----------	-------	---------	-------	------	--------	-------

The Transportation Disadvantaged Service Plan functions as the Coordinated Public Transit- Human Services Transportation Plan. This document provides goals, objectives, policies and standards that are utilized for transporting the TD population.

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

Public information is distributed to the community in printed form as well as published on the Collier Area Transit website and social media.

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

The TD transportation process includes an eligibility review through an application process. Individuals are certified and registered after the minimum requirements of the predetermined criteria are met which adheres to the Commission for Transportation Disadvantaged guidelines. All applicants go through the same review process. Approved applicants are also provided a riders guide that explains the TD services and how to use them.

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

Collier Area Transit (CAT) Connect utilizes a software named Ecolane to manage the eligibility status for all passengers.

Call Intake – To what extent is transportation coordinated to ensure that a user can reach a Reservationist on the first call?
CAT Connect has established a call center, so that passenger calls are directed based on the purpose of their call. This call routing process has alleviated routing inappropriate calls to Customer Service Representatives and reduced customer hold times.
Reservations – What is the reservation process? How is the duplication of a reservation prevented?
Collier Area Transit (CAT) Connect utilizes a software named Ecolane. Within the software the trips module has parameters which prevents duplication of trips.
Trip Allocation – How is the allocation of trip requests to providers coordinated?
CAT Connect performs all of its trips utilizing a single vendor.
Scheduling – How is the trip assignment to vehicles coordinated?
Ecolane software is now used for trip assignment to run which then are assigned to vehicles. The scheduling functions are performed by a scheduler and system optimization features.

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

CAT Connect currently only provides one mode of transportation with its door to door services. The vehicles are typically 12 passenger buses that are equipped to handle at least 2 mobility devices.

The coordinated contracts that are entered into with other agencies generally agree that each agency will cover their own demand to alleviate the demand on one paratransit system.

CAT Connect has implemented Automatic Vehicle Location (AVL) on all vehicles. Through Ecolane, the dispatcher is able to view real time location of buses. All buses are equipped with two-way radios for communication as well.

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

CAT Connect has a Paratransit Manager and Operations Supervisors in place to oversee operations to ensure safety measures are being met and the highest level of customer service is being provided to it's passengers.

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

Contractually the CAT Connect vendor is required to respond to any and all issues in a timely manner. There is constant coordination between dispatchers and drivers, including supervisors to ensure that trips are not missed. An incident reporting process has been established to report, monitor and resolve all issues.

Trip Reconciliation - How is the confirmation of official trips coordinated?		
Trip verification is completed the day after the trips were performed. Operators complete manifests on their Mobile Data Terminal (MDT), acknowledging trips performed. Ecolane software's verification module is then reviewed and trips are then billed to the appropriate funding source.		
Billing – How is the process for requesting and processing fares, payments, and reimbursements coordinated?		
Fares are collected upon entering the bus. If the passenger does not have the fare, the ride is not provided. If the fare is not available on the return trip, the passenger is provided the trip and informed that no future trips can be scheduled until the fare is paid. Fares are collected daily by drivers and validated daily by fiscal staff.		
Reporting – How is operating information reported, compiled, and examined?		
Ecolane software contains all data pertaining to trips completed, canceled and no-showed. Reports are derived from the database to be compiled and examined. The operating vendor provides monthly reports to County staff for examination and acceptance.		
Cost Resources – How are costs shared between the coordinator and the operators (s) in order to reduce the overall costs of the coordinated program?		
Collier County provides all trips for its service and is not allocating trips to coordinators. Coordinators have committed to provide transportation to meet their own demands.		

smooth service provision and increased service provision?		
Collier County provides all trips for its service and is not allocating trips to coordinators.		

Information Resources - How is information shared with other organizations to ensure

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

There is a coordination agreement with each organization which provides public transportation in the community.



# APPENDIX CCTC's Response to the 2025 CTC Evaluation

### Memorandum

To: Dusty Hansen, Collier MPO Senior Planner

From: Omar Deleon, Transit Manager

Date: April 14, 2025

Subject: Response to 2025 CTC Evaluation

The Public Transit & Neighborhood Enhancement (PTNE) Division is in receipt of the CTC Evaluation Workbook for the review period of July 1, 2023 through June 30, 2024. We have reviewed the report and corresponding commends and recommendations and have the following response for your consideration.

Review the CTC last AOR submittal for compliance with 427. 0155(2) - "Execute uniform contracts for service using a standard contract, which includes performance standards for operators."

#### Findings:

The CTC is in compliance with Chapter 427.0155, Florida Statutes.

#### CTC Response:

The CTC accepts the review.

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

#### Findings:

The CTC is in compliance with Chapter 427.0155, Florida Statutes.

#### CTC Response:

The CTC accepts the review.

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."

#### Findings:

The CTC is in compliance with Chapter 427, Florida Statutes.

#### CTC Response:

The CTC accepts the review.

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..."

#### Findings:

The CTC is in compliance with 41-2, F.A.C.

#### CTC Response:

The CTC accepts the review.

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."

#### Comments:

The CTC is in compliance

#### CTC Response:

The CTC accepts the review.

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

#### Findings:

The TDSP complies with all Commission standards.

#### Recommendations:

None.

#### CTC Response:

The CTC accepts the review.

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

#### Findings:

On-Time Performance (OTP): As set forth in the TDSP, the CTC's OTP goal is 90%. As set forth in the CTC's quarterly reports, the CTC's overall OTP for FY2023/24 was 74%. The CTC's OTP trended lower for the seasonal months of January through May (63%-71%). The overall OTP of 74% is lower than the OTP reported in the last CTC Evaluation for FY2022/23, which was approximately 80%. The current OTP of 74% is 16% lower than the 90% goal.

At the March 2025, LCB meeting, the CTC provided the following update regarding its OTP: a significant factor affecting OTP is increasing volume of trips over greater distances by approximately 25% (since 2022). OTP has also dropped as the number of trips provided and miles driven have increased. Since 2022, trips have increased approximately 15.7% and miles have increased approximately 13.3%. The CTC reported that other key factors impacting OTP are population growth, increasing traffic, and increased demand for trips. The CTC concluded that various aspects of the operation need to be revaluated for today's conditions, such as travel times and OTP, as some existing policies may now be outdated.

A survey of CATConnect passengers/caretakers was conducted as part of this CTC Evaluation. OTP and length of time on the bus (travel time) was cited by some of the survey participants as areas of major concern.

Accident Rate: The CTC's reported accident rate for FY2023/24, per its Annual Operating Report, was 3.12 per 100,000 miles. Its goal, as set forth in the TDSP, is no more than 1.2 accidents per 100,000 miles. The FY2023/24 accident rate is 160% higher than its goal and higher than the accident rate from last year's CTC evaluation (which was 62% higher than its goal).

At the March 2025, LCB meeting, the CTC provided the following update regarding efforts to reduce accidents: the CTC has a new safety manager. The transportation operator has been focusing on solutions to reduce preventable accidents, including a failure analysis of incidents; additional training for road supervisors and drivers; monthly safety meetings; safety trend tracking; additional safety technology/sensors installed on buses; and utilization of drive cam technology and footage to provide real-life evaluation of scenarios and lessons learned. Call-Hold Time: The CTC's goal for call-hold time is a maximum of 2 minutes. The reported call hold time for January through June, 2024, ranged from 45 to 56 seconds, resulting in an average hold time of 48.67 seconds. The CTC is meeting its goal for call-hold time.

Roadcalls: The CTC is currently exceeding its goal for road calls.

#### Response:

The CTC appreciates the feedback provided in the LCB's evaluation and views it as a valuable tool for continuous improvement and operational growth.

On-Time Performance (OTP)

We acknowledge the finding that our overall OTP for FY2023/24 was 74%, which falls short of the 90% goal established in the Transportation Disadvantaged Service Plan (TDSP) and represents a decrease from the previous fiscal year. We also recognize the concerns regarding OTP and travel times highlighted in the passenger survey.

As discussed during the March 2025 LCB meeting, significant operational changes since 2022, including a 15.7% increase in trips, a 13.3% increase in miles driven, and a 25% increase in trip distances, coupled with population growth and increased traffic congestion, have substantially impacted our ability to meet the current OTP standard.

 Response & Action: In line with the recommendations, the CTC remains dedicated to striving for the 90% OTP goal. We concur that a re-evaluation of operational policies is necessary. We will undertake a comprehensive review of current allowable travel times, pick-up window policies, and other relevant factors to assess their suitability under today's conditions. We will identify necessary adjustments, seek guidance and direction from the LCB as needed, and work to incorporate any approved changes into the TDSP. We commit to keeping the LCB fully apprised of our evaluation efforts and performance through our regular quarterly reports.

#### Accident Rate

The evaluation identified an accident rate of 3.12 per 100,000 miles for FY2023/24, which is significantly higher than our TDSP goal of 1.2 and an increase from the prior year's rate. Safety is our utmost priority, and we take this finding very seriously.

• Response & Action: As noted in the findings and reported to the LCB, we have proactively implemented several measures to address accident rates. These include the appointment of a new safety manager and enhanced efforts by our transportation operator focusing on failure analysis, targeted training for supervisors and drivers, monthly safety meetings, trend tracking, the installation of additional safety technology on buses, and the utilization of drive cam footage for training and evaluation. Consistent with the recommendations, we will persist in our efforts to meet the safety goal of no more than 1.2 accidents per 100,000 miles. We will continue rigorous education, training, technology implementation, and monitoring protocols. We will also continue to report our accident rates and ongoing safety initiatives in our quarterly reports to the LCB.

#### Call-Hold Time

We are pleased that the evaluation confirmed the CTC is successfully meeting the call-hold time goal, with an average hold time of 48.67 seconds (well below the 2-minute maximum) reported for January through June 2024.

 Response & Action: We will continue to monitor our call center performance to maintain this level of service efficiency.

#### Roadcalls

We acknowledge the finding that the CTC is exceeding its goal for roadcalls, indicating positive performance in vehicle reliability and maintenance.

 Response & Action: We remain committed to effective preventative maintenance and operational practices to sustain this high level of vehicle performance.

#### Summary Remarks

The CTC is dedicated to providing safe, reliable, and efficient transportation services to our community. We value the insights provided by this evaluation and are committed to implementing the recommendations. We will continue to work collaboratively with the LCB and MPO, monitor our performance closely, and adapt our operations to meet the challenges of growth and changing conditions.

The PTNE Division will continue to be made to comply with the standards to the commission approved standards.

# APPENDIX D-LCB's 2025 Grievance Procedures (12/2024)

#### **GRIEVANCE PROCEDURES**

of the

COLLIER COUNTY
LOCAL COORDINATING BOARD
for the
TRANSPORTATION DISADVANTAGED
(LCB)

Approved by the Collier LCB: December 4, 2024



## GRIEVANCE PROCESS POLICY

SECTION 1: INTRODUCTION

The Florida Commission for the Transportation Disadvantaged (CTD) requires the LCB to have written procedures for addressing/resolving complaints and grievances related to the transportation disadvantaged program in Collier County. 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 process for the transportation disadvantaged program as specified by the Commission for the Transportation Disadvantaged (CTD) pursuant to Chapter 427, Florida Statutes, 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(2), 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 Collier County is the Collier County Board of County Commissioners (BCC).

- (b) Designated Official Planning Agency (DOPA) The official body or agency designated by the CTD to fulfill the functions of transportation disadvantaged planning (also uniformly referred to as the Planning Agency). The Collier Metropolitan Planning Organization (Collier MPO) serves as the Designated Official Planning Agency (DOPA) in Collier County.
- (c) Transportation Disadvantaged (TD) user: Those persons, who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at-risk as defined in Section 411.202, Florida Statutes.
- (d) Agency: An official, officer, commission, authority, council, committee, department, division, bureau, board, section, or any other unit or entity of the state or of a city, town, municipality, county, or other local governing body or a private nonprofit transportation service-providing agency.
- (e) Transportation Operator: One or more public, private for profit, or private nonprofit entities engaged by the CTC to provide service to TD persons pursuant to a Transportation Disadvantaged Service Plan (TDSP).
- (f) Service Complaint: Incidents that may occur on a daily basis and are reported to the CTC involved with the daily operations and are resolved within the course of a reasonable time period suitable to the complainant. Local service complaints are driven by the inability of the CTC to meet local service standards established by the CTC and LCB. All service complaints should be recorded and reported by the CTC to the LCB.
- (g) Formal Grievance: A written complaint to document any concerns or an

- unresolved service complaint regarding the administration of TD services by the CTC, DOPA, or LCB.
- (h) Administrative Hearing Process: The process titled "Administrative Procedure Act" set forth in Chapter 120, Florida Statutes.
- (i) Ombudsman Program: A toll-free telephone number established and administered by the CTD to enable persons to access information and/or file complaints/grievances regarding transportation services provided under the coordinated effort of the CTC.

#### **SECTION 3: OBJECTIVES**

- 3.1 The objective of the Grievance Process shall be to process, investigate, and make recommendations, in a timely manner on formal written complaints/grievances from agencies, users, transportation operators, potential users of the system and the Community Transportation Coordinator in the designated service area. 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 Procedures 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 DOPA TD Program Administrator (Collier 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 Hearing 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 complainant, 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 complainant

to resolve the complaint.

An explanation of the relief desired by the complainant.

If the complainant does not supply the above information to substantiate the grievance,

no further action will be taken.

The following steps constitute the formal Grievance Process:

6.6 Step 1: The complainant shall first contact the PTNE Division Director (contact

information below) and the entity with which they have the grievance. The PTNE Director

will attempt to mediate and resolve the grievance. The PTNE Director will render a

decision in writing within 14 days. The complainant 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 CTDOmbudsman@dot.state.fl.us.

Public Transit and Neighborhood Enhancement Division Director

8300 Radio Road

Naples, FL 34104

Phone: 239-252-5841

112

Email: rideCAT@colliercountyfl.gov

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

6.7 **Step Two:** If the PTNE Director is unsuccessful at resolving the grievance through the process above, the complainant may request, in writing, that their grievance be heard by the Grievance Committee. This request shall be made within ten (10) working days of complainant's receipt of the written decision from the PTNE Director. The request shall be sent to the Collier MPO TD Program Administrator at:

Collier MPO

Attn: Executive Director 2885 Horseshoe Drive South Naples, FL 34104 (239) 252-5884

collier.mpo@colliercounty.fl.gov

- 6.8 **Step Three:** Upon receipt of the written request for the grievance to be heard by the Grievance Committee, the Collier MPO TD Program Administrator shall have fifteen (15) working days to contact Grievance Committee members and set a meeting date and location. The complainant 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 complainant.
- 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 Grievance Committee must review all grievances and report accordingly to the Local

Coordinating Board.

If the grievance has not been resolved as outlined in these grievance procedures, the complainant 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 complainant will be informed of his/her right to file a formal grievance with the CTD. The complainant 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 bγ email CTDOmbudsman@dot.state.fl.us www.dot.state.fl.us/ctd. Upon request of the complainant, the CTD will provide the complainant with an accessible copy of the CTD's Grievance Procedures. If the CTD is unable to resolve the grievance, the complainant 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 complainant 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 complainant, file the complaint with the local CTC on the customer's behalf, to begin the local complaint process. If the complainant has already filed the grievance locally and remains unsatisfied, the Ombudsman will assist the complainant with the next step in the complaint or grievance process. The complainant 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.



# APPENDIX ECAT's 2025 Safety and Security Program Certifications



## Bus Transit System Annual Safety and Security Certification Certifying Compliance with Rule 14-90, FAC to the Florida Department of Transportation (FDOT)

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

Name: Mark Moujabber

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

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

Blue Ink Signature: 1 // Date: //
(Individual Responsible for Assurance of Compliance)

Title: General Manager

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

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

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



#### Public Transit & Neighborhood Enhancement Division

January 30, 2025

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

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

Dear Ms. Assid,

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

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

Omar De Leon Transit Manager



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

#### COLLIER AREA TRANSIT 8300 Radio Road Naples, Florida 34104

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

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

It is hereby certified that:

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

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

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

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

Collier Area Transit 8300 Radio Road Naples, Florida 34104

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

Signed

Omar DeVLeon Collier Area Transit



## Bus Transit System Annual Safety and Security Certification Certifying Compliance with Rule 14-90, FAC to the Florida Department of Transportation (FDOT)

January 31, 2025 MV Contract Transportation, Inc. 8300 Radio Rd Naples, FL 34104

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

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

Blue Ink Signature: Date: // 31/2025
(Individual Responsible for Assurance of Compliance)

Name: Mark Moujabber Title: Gene

Title: General Manager

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

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

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

# EXECUTIVE SUMMARY BOARD ACTION ITEM 5E

Approve Alternate Date for LCB's September Meeting (September 10, 2025)

**OBJECTIVE:** That the Board agree to reschedule the next regularly scheduled LCB meeting from September 3 to September 10.

CONSIDERATIONS: The Florida Commission for the Transportation Disadvantaged (CTD) holds an annual training event for TD planning staff every year. The MPO's attendance at the training event is mandatory and is a requirement of the MPO's TD Planning Grant with the CTD. Historically, the CTD's training events have been held in June. However, last year and this year, the CTD is holding its training events during the first week of September at the annual conference of the Florida Public Transit Association (FPTA). CTC staff typically attends the FPTA annual conference also.

The CTD recently informed the MPO that this year's TD training session will be held during the FPTA annual conference from September 2 through September 4 in Saint Petersburg and requested that any LCB meetings scheduled for that timeframe be rescheduled if necessary (**Attachment 1**). The next regularly scheduled LCB meeting is set for Wednesday, September 3. The MPO's primary planner for LCB intends to attend the conference in Saint Petersburg from September 2-4, and it is anticipated that Community Transportation Coordinator staff will attend as well.

Therefore, MPO staff respectfully requests that the regular LCB meeting for September 3 be rescheduled to the following Wednesday, September 10. MPO staff has already reserved the regular LCB meeting room for September 10.

**STAFF RECOMMENDATION:** That the Board agree to reschedule the September 3 LCB meeting to Wednesday, September 10, at the regular meeting time and location.

Prepared By: Dusty May Hansen, MPO Senior Planner

#### **ATTACHMENTS:**

1. CTD's email advising of TD training session during FPTA annual conference

From: Irvine, John P. Heidi Villa To:

Lucine Martens; Marybeth Soderstrom; Brian Ruscher; Brian Raimondo; Mark Vietze; Anjana Madan Morris; Cc:

Gaslonde, Jeannine (TPO); Rebecca N. Schultz; Moyse Jr, Malcolm (TPO); Dusty Hansen

Subject: re: TD Planning Grant - Commission sponsored training

Date: Tuesday, April 8, 2025 2:50:55 PM

EXTERNAL EMAIL: This email is from an external source. Confirm this is a trusted sender and use extreme caution when opening attachments or clicking links.

Hi All,

Just wanting to send out an informal note to let you know that the CTD will not be holding a Training Conference this year but do plan to have some training sessions at the FPTA Conference.

#### 2025 FPTA Annual Conference from September 2-4, 2025.

There will be an opportunity for a Planning Session "Training" so please plan to attend. Attending this training will be the deliverable for TASK 10 of the Planning Grant.

Some of you have LCBs regularly scheduled during this week, if so this notice can give you the time needed to reschedule your LCB Mtgs.

2025 FPTA Annual Conference | Sept. 2 - 4 in St. Petersburg Beach, Florida

Thanks, John



John P. Irvine, F.C.C.M. **Project Manager** 

Phone: (850) 410-5712

Email: John.Irvine@dot.state.fl.us Website: www.dot.state.fl.us/ctd

**From:** Dusty Hansen < Dusty. Hansen@colliercountyfl.gov>

**Sent:** Monday, April 7, 2025 10:55 AM

To: Irvine, John P. <John.Irvine@dot.state.fl.us>

**Subject:** RE: TD Planning Grant - Commission sponsored training

Thanks for confirming! I will let Lee MPO know.

## EXECUTIVE SUMMARY REPORTS AND PRESENTATIONS ITEM 6A

#### Community Transportation Coordinator (CTC) Quarterly Report

**OBJECTIVE:** To review and discuss the CTC Quarterly Report.

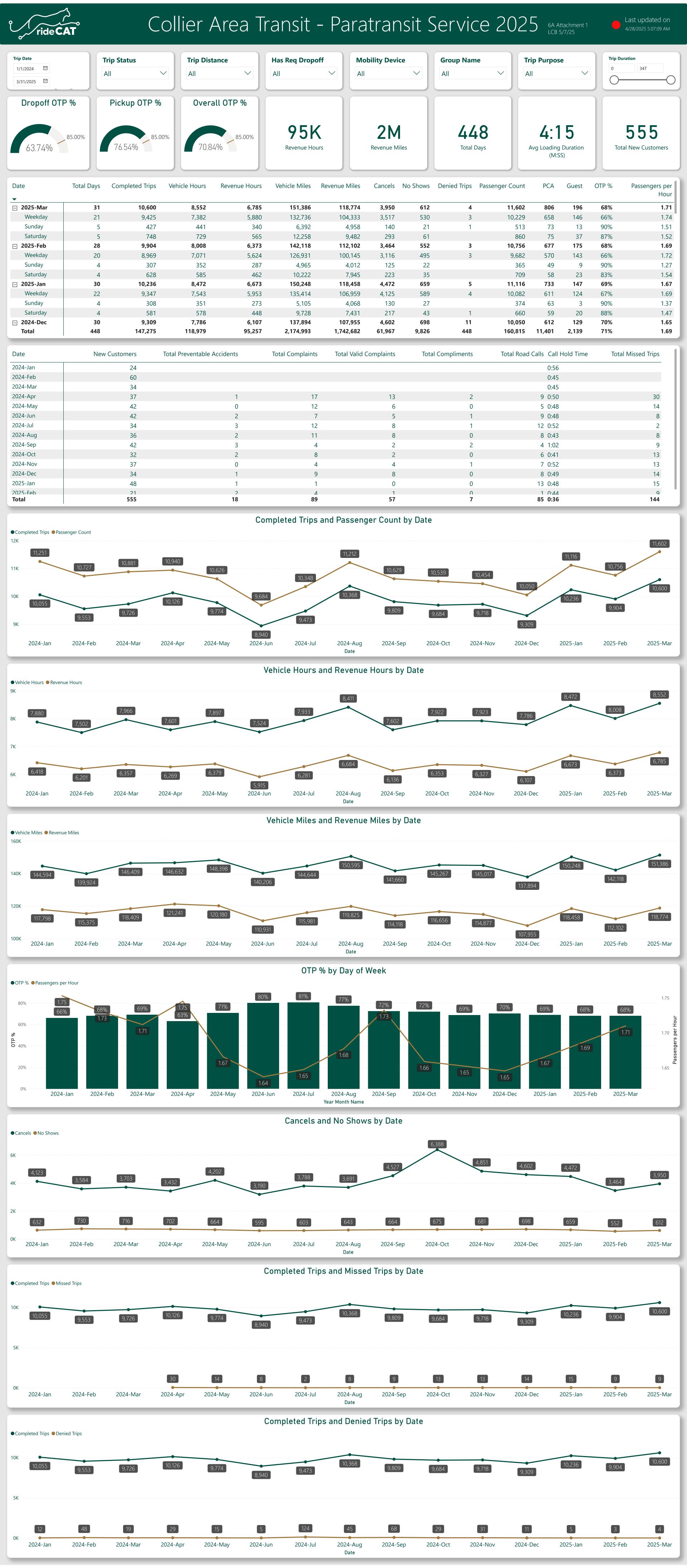
<u>CONSIDERATIONS</u>: Public Transit and Neighborhood Enhancement (PTNE) Division staff representing Collier Area Transit (CAT) will present the operating statistics for the paratransit system from the last quarter (Attachment 1).

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

Prepared By: Dusty May Hansen, MPO Senior Planner

#### **ATTACHMENT(S)**:

1. CTC Quarterly Report (January 1, 2025 to March 31, 2025)



## EXECUTIVE SUMMARY REPORTS AND PRESENTATIONS ITEM 6B

#### Metropolitan Planning Organization (MPO) Quarterly Progress Report

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

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

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

Prepared By: Dusty May Hansen, MPO Senior Planner

#### **ATTACHMENT(S):**

1. MPO Quarterly Progress Report for January 1, 2025, through March 31, 2025



### PLANNING AGENCY QUARTERLY REPORT

SERVICE AREA/COUNTIES:	INVOICE NUMBER:	G3000 Q3	
Collier	INVOICE DATE:	April 14, 2025	6B Attachment 1
	QUARTER SERVICE DATES:	January 1 - March 31, 2025	LCB 5/7/25

AGENCY
COLLIER METROPOLITAN PLANNING ORGANIZATION

	PROGRAM MANAGEMENT	PROGRESS
A.	When necessary and in cooperation with the LCB, <b>solicit and recommend a CTC</b> . The selection will be accomplished, to the maximum extent feasible, through public competitive bidding or proposals in accordance with applicable laws and rules. Such recommendation shall be presented to the Commission by Planning Agency staff or their designee as needed. (Tasks 2A)	No activity this quarter.
В.	Develop and maintain a process for the <b>appointment and reappointment of voting and non-voting members</b> to the local coordinating board. (41-2.012, FAC)	This task is continual and ongoing. Collier MPO recently attended a community event at Collier Lighthouse for the Blind, and followed up with two citizens regarding interest in serving on LCB. One interested person has applied to fill LCB's vacancy for a citizens advocate/user or non-user of the system. MPO Staff presented her membership application to the MPO Board for approval at its 4/11/25 meeting.
C.	Prepare <b>agendas</b> for local coordinating board meetings consistent with the <i>Local Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 3)	The agendas for the 3/5/25 annual public workshop and the regular meeting are enclosed.
D.	Prepare official minutes of local coordinating board meetings regardless of a quorum) and submit a copy along with the quarterly report to the Commission. For committee meetings, prepare minutes in the form of a brief summary of basic points, discussions, decisions, and recommendations to the full board. Keep records of all meetings for at least five years. (Task 3)	The draft meeting minutes of the 3/5/25 annual public workshop and of the regular meeting are enclosed.
E.	Provide at least one <b>public workshop</b> annually by each local coordinating board, and assist the Commission, as requested, in co-sponsoring public workshops. This public workshop must be in addition to the local coordinating board meetings. It may, however, be held in conjunction with the scheduled local coordinating board meeting (immediately following or prior to the local coordinating board meeting). (Task 4)	The annual public workshop was held on 3/5/25 at 1:30 p.m. The agenda, flyer advertisements, legal advertisement, and draft meeting minutes are enclosed.
F.	Provide staff support for <b>committees</b> of the local coordinating board. (Task 3)	MPO Staff is coordinating with a CTC customer and the CTC regarding an ongoing service complaint related to travel time and on-time performance. The CTC is presently working to resolve the complaint internally. If the dispute is unable to be resolved, a grievance action before the LCB Grievance Committee may be forthcoming. MPO Staff is monitoring this issue.
G.	Develop and update annually <b>by-laws</b> for local coordinating board approval. Approved by-laws shall be submitted to the Commission. (Task 5)	No activity this quarter.
H.	Develop, annually update, and implement local coordinating board <b>grievance procedures</b> in accordance with the Commission guidelines. Procedures shall include a step within the local complaint and/or grievance procedure that advises a dissatisfied person about the Commission's Ombudsman Program. A copy of the approved procedures shall be submitted to the Commission. (Task 6)	No activity this quarter.
I.	Provide the Commission with a current <b>membership roster and mailing list</b> of local coordinating board members. The membership roster shall be submitted with the first quarterly report and when there is a change in membership. (Task 3)	The most recent LCB membership roster is enclosed.
J.	Provide <b>public notice</b> of local coordinating board meetings and local public workshops in accordance with the Coordinating Board and Planning Agency Operating Guidelines . (Task 3)	LCB meetings are advertised in the Naples Daily News. The ad for the 3/5/25 annual public workshop and the regular meeting is enclosed.
K.	Review and comment on the <b>Annual Operating Report</b> for submittal to the local coordinating board, and forward comments/concerns to the Commission for the Transportation Disadvantaged. (Task 7)	No activity this quarter.

L.	Report the actual expenditures (AER) of direct federal and local government transportation funds to the	No activity this quarter. The AER was previously provided.
	Commission for the Transportation Disadvantaged no later than September 15th. (Task 8)	,, ,, ,, ,, ,, , ,, , , ,, , , ,
		PROGRESS
	Jointly, with the community transportation coordinator and the local coordinating board, develop the	The CTC's proposed rate model for FY2025/2026 was reviewed and approved by LCB at its 3/5/25
	Transportation Disadvantaged Service Plan (TDSP) following CTD guidelines. (Task 1)	meeting. The CTD approved rate model will be incorporated into the TDSP annual update, which is anticipated to be approved by the LCB at its 5/7/25 meeting.
В.	Encourage integration of "transportation disadvantaged" issues into local and regional comprehensive plans.	This task is continual and ongoing.
	Ensure activities of the local coordinating board and community transportation coordinator are consistent with	
	local and state comprehensive planning activities including the Florida Transportation Plan. (427.015, FS)	
r	Encourage the local community transportation coordinator to work cooperatively with regional workforce	This task is continual and ongoing.
	boards established in Chapter 445, F.S., and provide assistance in the development of innovative	This task is continual and originity.
	transportation services for participants in the welfare transition program. (427.0157, FS)	
III.	TECHNICAL ASSISTANCE, TRAINING, AND EVALUATION	PROGRESS
A.	Provide the LCB with <b>quarterly reports</b> of local TD program administrative support accomplishments as	The Planning Grant quarterly progress report was presented to the LCB at the 3/5/25 regular meeting.
	outlined in the grant agreement and any other activities related to the TD program. (Task 9)	The CTC also provides a quarterly report to the LCB, which is enclosed.
В.	Attend at least one <b>Commission-sponsored training</b> , including but not limited to, the CTD's regional meetings,	No activity this quarter.
	the CTD's annual training workshop, or other sponsored training. (Task 10)	The desirity this quarter.
_		
C.	Attend at least one CTD meeting each year within budget/staff/schedule availability.	No activity this quarter.
_	and the state of t	
D.	Notify CTD staff of local <b>TD concerns</b> that may require special investigations.	No activity this quarter.
E.	Provide <b>training</b> for newly-appointed LCB members. (Task 3)	Collier MPO coordinated to have a potential LCB membership applicant attend the annual public
		workshop training session on 3/5/25 to learn more about LCB and the TD program. The citizen did attend and subsequently submitted a membership application.
		and subsequently submitted a membership application.
F.	Provide assistance to the CTC, purchasing agencies, and others, as needed, which may include participation in,	This task is continual and ongoing.
	and initiating when necessary, local or regional meetings to discuss TD needs, service evaluation and	
	opportunities for service improvement.	
G	To the extent feasible, collect and review <b>proposed funding applications</b> involving "TD" funds consistent with	No activity this quarter.
	Chapter 427, F.S., and Rule 41-2, F.A.C., and provide recommendations to the LCB. (427.0157, FS)	no ocavity and quarter.
	Ensure the local coordinating board conducts, as a minimum, an annual evaluation of the community	The MPO, in coordination with LCB members, completed a proposed 2025 CTC Evaluation report this
	transportation coordinator. The local coordinating board shall evaluate the coordinator using the Commission's Evaluation Workbook for Community Transportation Coordinators and Providers in Florida (at a	quarter. The Evaluation is being presented to the LCB for review and approval at its 5/7/25 meeting.
	minimum using the modules concerning Competition In Use of Operators, Cost-Effectiveness and Efficiency,	
	and Availability of Service) and local standards as defined in the Transportation Disadvantaged Service Plan.	
	(Task 2B)	

1		
I.		MPO Staff attended a virtual entrance interview for the CTD's TD 2025 Quality Assurance Review of CTCs, on 2/5/25.
J.	F.A.C.	The coordination contracts were evaluated in connection with the data provided by coordination contractors, as included in the AOR reviewed and approved by LCB on 12/4/24. Additional evaluation of the coordination contracts occured this quarter in connection with the annual evaluation of the CTC, which is being presented to the LCB for approval at its 5/7/25 meeting.
K.	Implement recommendations identified in the CTD's <b>QAPE</b> reviews.	No activity this quarter.

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

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

s/Anne McLaughlin

Representative
Date: 4/14/2025

Revised: 06/30/2021

## EXECUTIVE SUMMARY REPORTS AND PRESENTATIONS ITEM 6C

#### Florida Department of Transportation (FDOT) Report

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

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

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

Prepared By: Dusty May Hansen, MPO Senior Planner

# EXECUTIVE SUMMARY DISTRIBUTION ITEMS ITEM 8A

#### **Updated LCB Membership Roster**

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

**CONSIDERATIONS:** MPO staff updated the LCB Membership Roster to reflect the following changes:

(i) Addition of new member, Idela Hernandez, as a Citizens' Advocate representative. The MPO Board approved Ms. Hernandez's membership appointment at its April 11 meeting.

The updated LCB Membership Roster is included as **Attachment 1**.

**STAFF RECOMMENDATION:** N/A. Provided for informational purposes.

Prepared By: Dusty May Hansen, Collier MPO Senior Planner

#### **ATTACHMENTS:**

1. Updated LCB Membership Roster (4/11/2025)

#### Last Updated April 11, 2025 18 total Members, 3 Vacancies, 15 Current Members With a Quorum of 4

## Local Coordinating Board for the Transportation Disadvantaged MEMBERSHIP ROSTER

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

A Representative of:	Voting Member	Alternate
1. CHAIRPERSON	MPO Council Member Tony Pernas City of Everglades City 410 Storter Ave. Everglades City, FL 341392 Mobile: (305) 815-8849 tpernas@cityofeverglades.org	No alternate pursuant to Chapter 427, Florida Statutes, and Rule 41-2, Florida Administrative Code.  Appointed by MPO Board on 10/14/2022.
2. Elderly	Vacant	
3. Citizens Advocate/User or Non-User	Idela (Dell) Hernandez Employment Network of SW Florida 3050 Horseshoe Drive N, Ste. 158 Naples, FL 34104 Mobile: 239-452-4020 Office: 239-316-7298 idelah@enworks.org	Appt: 4/11/2025 Term expires: 5/2028
4. Citizens Advocate/User	Vacant	
5. Veteran Services	Oscar Gomez 3339 Tamiami Trail East, Suite 212 Naples, FL 34112 (239) 252-8387 Oscar.gomez@colliercountyfl.gov veteranservices@colliercountyfl.gov	

A Representative of:	Voting Member	Alternate
6. Florida Association for Community Action	Ms. Cheryl Burnham, Community Services Director The Agricultural and Labor Program, Inc. 300 Lynchburg Road Lake Alfred, FL 33850-2576 (863)956-3491 x 224 CBurnham@alpi.org	Ms. Pa Houa Lee-Yang The Agricultural and Labor Program, Inc. 300 Lynchburg Road Lake Alfred, FL 33850-2576 PYang@alpi.org
7. Public Education	John Lambcke Transportation Director Collier County School Board Naples, Florida 34109 (239) 377-0613 Fax (239) 377-0601 LambckJo@collierschools.com (As of 9/25/23)	
8. FDOT	Victoria Upthegrove Transit Projects Coordinator FDOT 801 North Broadway Avenue, MS 1-39 Bartow, FL 33830 (863) 519-2484 victoria.upthegrove@dot.state.fl.us	Alternate: Stacy Booth (863) 519-2562 stacy.booth@dot.state.fl.us  Secondary Alternate: Todd Engala (863) 519-2657 todd.engala@dot.state.fl.us  Tertiary Alternate: Dale Hanson 863.519.2321 Dale.Hanson@dot.state.fl.us
9. Florida Department of Children and Family Services	Tabitha Larrauri 2295 Victoria Avenue, #332 Ft. Myers, FL 33901 (239) 895-0161 Tabitha.Larrauri@myflfamilies.com	
10. Florida Department of Education Division of Vocational Rehabilitation Services	Lisa O'Leary Dept. of Education/Division of Vocational Rehab Services Collier Place II 3001 Tamiami Trail N, Ste. 102 Naples, FL 34103 (239) 260-6306	Patti Warren Dept. of Education/Division of Vocational Rehab Services Collier Place II 3001 Tamiami Trail N, Ste. 102 Naples, FL 34103 (239) 260-6305

A Representative of:	Voting Member	Alternate
	Fax: (239) 262-2548 Lisa.Oleary@vr.fldoe.org	Patti.warren@vr.fldoe.org
11. Area Agency on Aging SWFL – Florida Department of Elder Affairs	Sarah Gualco Director of Programs & Planning Area Agency on Aging for SW FL 2830 Winkler Avenue, Ste. 112 Fort Myers, FL, 33916 (239) 652-6926 sarah.gualco@aaaswfl.org	
12. Florida Agency for Health Care Administration	Michael Stahler AHCA 2295 Victoria Ave., Suite 319 For Myers FL 33901 (239) 335-1251 Cell: 239-223-9955 Michael.Stahler@ahca.myflorida.com	Signe Jacobson Medical/Health Care Prog Analyst AHCA 2295 Victoria Ave., Suite 319 Fort Myers, Florida 33901 (239) 335-1282 Signe.Jacobson@ahca.myflorida.com
13. Representative for Children at Risk	Brett Nelson CCPS 5775 Osceola Trail Naples, FL 34109 (239) 377-0001 Nelsob2@collierschools.com	Emily Kafle Director, Exceptional Student Education CCPS 5775 Osceola Trail Naples, FL 34109 (239) 377-0135 kaflee@collierschools.com
14. Private Transportation Industry	Vacant	
15. Disabled	Charles E. Lascari 6643 Vancouver Lane Naples, FL, 34104 973-289-7009 charleslascari@gmail.com	Appt: 4/12/2024 Term expires: 5/12/2027

A Representative of:	Voting Member	Alternate
16. Local Medical Community	Julia Manning David Lawrence Centers 2806 Horseshoe Drive S Naples, FL 34104 (239) 263-4013 juliam@dlcenters.org	Monica Lucas David Lawrence Centers 2806 Horseshoe Drive S Naples, FL 34104 (239) 263-4013 monical@dlcenters.org
17. Southwest Florida Regional Workforce Development Board	Carmen Henry, Vice-Chair Disability Navigator CareerSource Southwest Florida 6800 Shoppes at Plantation Drive, Suite 170 Fort Myers, FL 33912 239-931-8200 ext. 1803 Cell: 239-994-2904 CHenry@careersourcesouthwestflorida.co m	
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Technical Assistance for the Collier County Local Coordinating Board for the Transportation Disadvantaged

#### **Advisory Members**

None at present

#### <u>Community Transportation</u> <u>Coordinator</u>

Collier County Board of County Commissioners C/O Omar DeLeon, Public Transit Manager 239-252-4996

#### **Collier Area Transit**

https://www.collierptne.com/collier-area-transit Mark Moujabber - MV General Manager (239) 252-4983

#### **Medicaid Transportation Provider**

#### Medical Transportation Management (MTM)

759 S. Federal Highway, #301 Stuart, FL 34994

Office: 772-266-4971

Member Help Line/TTY: 1-844-239-5974 (TTY: 711)

https://www.mtm-inc.net/floridaffs

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

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

#### **Designated Official Planning Agency**

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

# EXECUTIVE SUMMARY DISTRIBUTION ITEMS ITEM 8B

#### FDOT Transportation Disadvantaged Services Report dated 1/1/25

**OBJECTIVE:** To provide LCB members with a courtesy copy of a comprehensive report on Transportation Disadvantaged (TD) Services prepared by FDOT.

<u>CONSIDERATIONS</u>: The Commission for the Transportation Disadvantaged recently circulated a report by FDOT on TD services in Florida. The report provides a current assessment of TD services statewide, identifies key challenges and opportunities in administering the TD program, and evaluates alternative formats for delivering TD services.

The Report is included as **Attachment 1**.

**STAFF RECOMMENDATION:** N/A. Provided for informational purposes.

Prepared By: Dusty May Hansen, Collier MPO Senior Planner

#### **ATTACHMENTS:**

1. FDOT's Transportation Disadvantaged Services Report dated 1/1/25



# Transportation Disadvantaged Services Report

January 1, 2025

# **Executive Summary**

#### **PURPOSE**

In 2024, the Florida Legislature passed Senate Bill (SB) 1380 "Disabilities and the Transportation Disadvantaged." Section 7 of the legislation directs the Florida Department of Transportation (FDOT) to prepare a report on Transportation Disadvantaged (TD) services in Florida for submission to the Governor and Legislature. The following report provides a current assessment of TD services statewide, identifies key challenges and opportunities in administering the TD program, and evaluates alternative formats for delivering TD services.

#### **APPROACH**

The project team reviewed the following statutes, reports, and documents to gain a comprehensive understanding:

The project team also communicated with various entities through interviews and surveys:

Chapter 427, Florida Statutes

Rule 41-2, Florida Administrative Code

**CTD Annual Operating Reports** 

**TD Service Plans & National Reports** 

Commission for the Transportation Disadvantaged

State and Local Agencies

Community Transportation Coordinators (CTCs)

Community Transportation Assoc. of America

#### **EXISTING CONDITIONS**

TD services are transportation services provided to the "Transportation Disadvantaged" population who are classified as elderly, disabled, low income, and/or children and have no means of transportation available to them (**Figure 1**).

As noted in Figure 1, the majority of individuals are classified as having a disability or are considered a low-income adult.

Rather than providing statewide uniform standards, the TD program currently delegates eligibility to the local level, an inconsistent application of taxpayer resources.

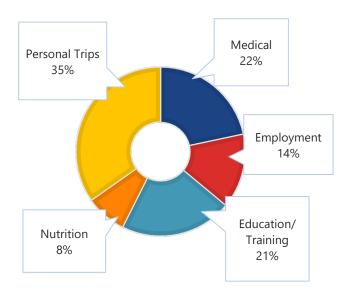
Children 1%

Low Income 32%

Figure 1. Who Utilizes TD Services

TD services are provided for a host of reasons, with no statewide standard. As noted in Figure 2, employment is second to last in use, while personal trips is the greatest. (**Figure 2**).

Figure 2. Purpose of a TD Funded Trip



Medical – Non-emergency medical services, such as routine doctor appointments, treatments, and specialty care, which may already be covered by other social safety net programs.

Employment – Employment and Workforce.

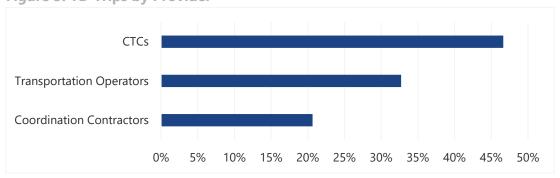
Education/Training - Adult day care services, and day training.

Nutrition - Grocery, Meals, and Nutrition.

Personal Trips —Quality of life, including governmental entities, personal business, and social activities.

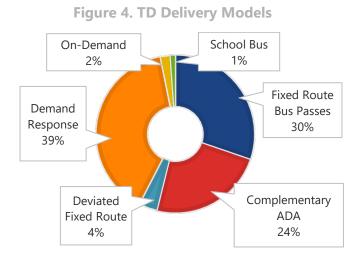
Just like eligibility and purpose, TD services are currently delivered through a host of mechanisms, with no uniform method. Local transit agencies, many of which receive duplicated funding for similar purposes, work with public and private entities through a "Coordinated System." Each participating county has a Community Transportation Coordinator (CTC) and a Local Coordinating Board (LCB) who acts as an advisory council to the CTC and assists them with identifying other transportation providers in the area who can contract to provide TD services. The percentage of trips performed by each provider type within the Coordinated System is shown in **Figure 3**.

Figure 3. TD Trips by Provider



TD services are provided using a variety of delivery models, including fixed-route services, deviated fixed-route services, complementary Americans with Disabilities Act (ADA) paratransit services, demand response paratransit services, on-demand, and school buses (**Figure 4**).

TD trips are predominantly delivered via paratransit service, which is the most expensive mode type offered



(**Figure 5**). Specifically, demand response (non-ADA) trips make up the plurality of TD services provided. Meanwhile, only half of the urban CTCs with fixed-route services report the use of bus passes, suggesting that fixed-route services are inconsistently applied and widely underreported throughout the state.

**Figure 5. TD Trip Cost Comparison** 



#### **Overlap in Service Delivery**

In addition to federally funded services for certain health conditions, such as vision impairment, Florida's social safety net provides duplicative services. These include services provided through programs for low-income individuals, government-subsidized health benefits, education-related programming, and social services.

#### **Other Models**

While Florida has adopted more outsourced management of certain programs, the TD program is unlike its counterparts, acting in part as a direct grant-in-aid to government entities to provide community transportation services.

While efficiencies could be achieved through changes in service delivery, maintaining options in rural areas and for those with an impairment, condition, or disability that prevent their ability to operate a motor vehicle or access existing community transportation should be prioritized.

#### **SUMMARY OF FINDINGS**

#### **Inconsistent System**

- Inconsistency at all levels of the fragmented, locally-driven system.
- Lack of consistent eligibility guidelines, delivery methods, and covered services.
- Lack of focus on supporting individuals' ability to maintain a pathway to prosperity.

#### **Inconsistent Performance Reporting**

- Performance reporting is inconsistent and incomplete.
- There is no uniformity in methods for establishing or assessing performance standards.
- There is no public sharing of performance assessment results.
- These have been addressed through recent legislation.

#### **Urban and Rural Challenges**

- Urban CTCs are struggling with on-time performance, with 91% of all passenger noshows occurring in these areas.
- Multi-loading in urban areas is leading to longer trip times for some.
- Rural CTCs have limited resources and higher trip costs due to longer distances traveled.

#### **Lack of Innovation**

- Urban and Rural CTCs are hesitant to challenge the status quo and use Transportation Network Companies (TNCs) and more innovative delivery models.
- Consider adopting a broker model, rather than maintaining a bifurcated system of "innovative" vs "traditional."

# **Paratransit Services** are Costly to Provide

- Demand response paratransit services make up the largest component of TD services provided.
- Most paratransit services are conducted for ambulatory clients using more costly wheelchair accessible vehicles.
- Paratransit services are almost 5 times as costly as fixed-route services.

#### RECOMMENDATIONS

Recommendations were developed to support the vision for a customer-focused program that focuses on filling gaps, while also providing access to trips that promote self-sufficiency.

These recommendations can be applied in any combination to meet the unique transportation needs of each area. Recommendations fall under three primary focus areas:

Optimize Program
Structures
and Resources

Leverage Alternative
Delivery Models,
Practices, and
Technology

Enhance Performance Management and Overall Delivery Model

# **Optimize Program Structures and Resources**

- Consider the use of statewide or regional brokers to coordinate TD services statewide.
   Managing the TD program through a broker may increase quality and services. This would have the benefit of leveling the resources provided to rural counties and allowing for service providers and coordinating agencies to act as advocates for TD clients.
- Avoid duplication in service delivery as many of the services provided by other government programs are duplicated by TD.
- In rural areas with constrained resources and prevalent inter-county trips, it may be beneficial to consider establishing regional partnerships or resource pooling to assist with administrative capacity and higher efficiencies in service delivery.
- Re-evaluate state block grant allocations to better support rural CTCs. Rural CTCs rely heavily on TD funds for operations, whereas urban CTCs can largely subsidize their operating budgets with local government funding that is not as readily available in rural areas.
- Re-assess local match requirements for rural CTCs for all grant programs, including the Innovative Service Development program.
- Optimize the use of available federal funds before using state TD funds. Update Florida Statutes to clarify that TD funding is truly the funding of last resort. TD funds should not be used when a trip is otherwise eligible under federally funded programs.

# Leverage Alternative Delivery Models, Practices, and Technology

- Leverage technology and travel training programs that educate riders on accessing and navigating fixed-route services to reduce reliance on costly ADA services for ambulatory clients, client eligibility screening that mitigates confusion between human service programs, centralized call centers, and other coordinated planning efforts.
- Consider alternative methods for tracking, reporting, and funding fixed-route services for TD services with emphasis on tracking, assessing and developing policies for the use of bus passes.
- Promote alternative delivery models, such as on-demand and Transportation Network Company (TNC) partnerships, to provide direct connections that reduce travel times, potentially save costs, and deliver trips outside regular hours of operation. These models enhance efficiency and provide customers with more options to reach their destination.
- Shift more TD eligible clients using ADA paratransit services to fixed-route services where possible. Some urban CTCs have implemented travel training programs that educate riders on how to access and properly navigate the fixed route system. These travel training programs have shown initial success with shifting ADA clients to fixed-route systems. The Commission for the Transportation Disadvantaged (CTD) should develop and/or make travel training programs available to all CTCs to educate TD service clients that could benefit from this training.
- Connect ambulatory clients using demand response services to broker-driven, fixed-route, or transportation network company services where possible.
- Leveraging applications of advanced technologies such as scheduling software, automated technologies, integrated fare systems, and safety/security equipment promises to improve safety, reduce travel times, and enhance operational efficiencies and customer experience.
- Maintain rural-specific programs for those seeking or in need of longer trips.

## **Enhance Performance Management and Overall Delivery Model**

- Implement an approach to provide uniformity locally, regionally, and statewide in standards and direction to enhance the governance and operations of the TD program. This will improve the customer experience and optimize resources.
- Develop and publish an enhanced Annual Performance Report that includes county-level
  performance data and a comprehensive analysis of TD program successes and challenges each
  year. Currently the Commission for the Transportation Disadvantaged publishes an annual
  performance report comprised of aggregated statewide data gathered through a self-reporting
  process that is not easily validated by the Commission for accuracy.
- A comprehensive employee training program should be developed for CTC staff who handle TD client eligibility, trip scheduling, and complaint resolutions. Training for customer service is not currently required and is inconsistently applied statewide. Requiring or making available standardized customer service training statewide to all CTCs and TD service providers will enhance client relations and provide accountability and consistency in client handling and reporting of complaints and resolutions.
- Consider shifting away from a Commission model, and to a simplistic state and/or regional model thru specified legislative authority and governing procedures.

# **CONCLUSION**

This report required by SB1380, which passed in the 2024 Session of the Florida Legislature, reviews the current TD program in Florida. The recommendations included in the report provide the framework to strengthen TD services by optimizing program structure and resources; leveraging alternative delivery models, practices, and technology; and enhancing performance management.

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### **ACRONYMS**

ADA Americans with Disabilities Act

AHCA Agency for Health Care Administration
APD Agency for the Persons with Disability

AOR Annual Operating Report

CDO Continuous Dynamic Optimization

CTAA Community Transportation Association of America
Commission Commission for the Transportation Disadvantaged

CTC Community Transportation Coordinator
DCF Department of Children and Families

DOC Department of Commerce
DOE Department of Education
DOEA Department of Elder Affairs

DOPA Designated Official Planning Agency

DOH Department of Health

DJJ Department of Juvenile Justice FTA Federal Transit Administration

FDOT Florida Department of Transportation
FTIS Florida Transit Information System
ISD Innovative Service Development

LCB Local Coordinating Board

NTD National Transportation Database
PSTA Pinellas Suncoast Transit Authority
REDI Rural Economic Development Initiative

SB Senate Bill

TD Transportation Disadvantaged

TDSP Transportation Disadvantaged Service Plan
TDTF Transportation Disadvantaged Trust Fund

TNC Transit Network Companies

# **Section 1: Purpose and Study Approach**

#### **Legislative Directive - SB1380**

In 2024, the Florida Legislature passed Senate Bill (SB) 1380: "Transportation Services for Persons with Disabilities and the Transportation Disadvantaged." Section 7 of the legislation directed FDOT to prepare a report on Transportation Disadvantaged (TD) services in Florida for submission to the Governor and the Florida Legislature by January 1, 2025.

The Transportation Disadvantaged Services Report has been developed in response to SB1380. This report summarizes a body of research that includes a current assessment of TD services statewide, identifying key challenges and opportunities in administering the TD program, and evaluating alternative formats for delivering TD services.

Established in 1989 through *Chapter 427, Florida Statutes*, the CTD is assigned to the Office of the Secretary of the Florida Department of Transportation (FDOT) and is tasked with facilitating the provision of transportation services to Florida's TD population – those who are classified as elderly, disabled, low-income, or children, and have no other means of transportation available. The CTD is responsible for the facilitation of transportation services for TD eligible populations, herein referred to as TD services.

#### **Contents and Limitations of this Report**

This report directly addresses the issues and requirements of SB1380 by providing the reader with information, assessments, and key findings pursuant to the following:

- Review of TD services provided by CTCs and public transportation providers
- Summary of delivery models administered by contract by the Commission for the Transportation Disadvantaged (Commission)
- Description of eligibility criteria for purchasing and coordinating entities
- Breakdown of funds provided by the Commission at the contractual level, including historic models
- Review of challenges and opportunities for rural counties in administering TD services
- Summary of best practices to decrease travel times for those receiving TD services
- Review of emerging and other technology opportunities to provide TD services and ensure safety of the users
- Identification of alternative formats and other approaches that could improve efficiencies and address challenges for those receiving TD services

The information contained within this report is derived from the following key activities:

- Reviewing Commission reports, including the Annual Operating Report (AOR)
- Summarizing statutes, administrative codes, and other regulations concerning the operation of the TD Program
- Interviewing purchasing agencies to document eligibility requirements
- Surveying CTCs to understand their experience coordinating with purchasing agencies and the challenges they face with administering the TD program
- Researching alternative delivery models and industry best practices in providing TD services

The report and its related findings make every effort to use bodies of information that are known to and made available to the Commission. This includes 2023 Commission Annual Performance Report, 2023 Commission AOR, 2023 Florida Transit Information and Performance Handbook, v2023 National Transit Database (NTD), and Community Transportation Association of America (CTAA). The implications of the approach are twofold: first, any data presented or analyzed as part of this report is already within the public record; and second, any inconsistencies, errors, omissions, or structural gaps in data provision may be inherited by this report.

Where appropriate, the report notes areas where information gaps or inconsistencies may contribute to findings that merit additional investigation.

There are components of this report which do reflect information gleaned either from a specific survey of entities that provide TD services or interviews with specific entities that were able to make themselves available for this effort. This report makes clear where assessments are based on interviews or survey results, data inspection, or the professional judgement of its authors.

<sup>&</sup>lt;sup>1</sup> https://ctaa.org/

# **Legislative Requirements Addressed in this Report**

The requirements under SB1380 pursuant to the content of this report are given below in **Table 1**, alongside a crosswalk of which specific Sections these requirements are addressed.

Table 1. Senate Bill 1380

Bill Component	Bill/Section Language	Report Outline
Section 7 Subpart 1	By January 1, 2025, the Department of Transportation shall provide to the Governor, the President of the Senate, and the Speaker of the House of Representatives a comprehensive report on the transportation disadvantaged services offered in this state and the Commission for the Transportation Disadvantaged. The report must include, at a minimum, all of the following:	N/A
Section 7 Subpart 1(a)	(a) A review of services rendered by community transportation coordinators or transportation operators coordinated by the commission, specifically outlining: 1. Timeliness of services; 2. Quality of services; 3. Training programs for the drivers and customer service representatives; 4. Timeliness of the resolution of complaints; and 5. Adherence to performance measures by service providers.	Section VII
Section 7 Subpart 1(b)	(b) A review of transportation delivery models administered by contract by the commission and a review of potential alternative methods. Such review must consider the feasibility and costs related to offering both pre-booking and ondemand service to paratransit service users.	Section IV & X
Section 7 Subpart 1(c)	(c) The role of paratransit services as used by providers of services for the transportation disadvantaged and the differences between paratransit services and the services provided by the commission. In its review, the department shall also consider the manner in which the use of paratransit services can be leveraged to improve services coordinated by the commission.	Section IV
Section 7 Subpart 1(d)	(d) The role of health care transportation services as used by the users of services for the transportation disadvantaged, and the manner in which coordination of services can be leveraged to improve services administered by the commission.	Section VIII
Section 7 Subpart 1(e)	(e) Breakdowns of funding provided by the commission on a contractual level. The report must also include a breakdown of the manner in which the funds are used, by delivery model, including both fixed-route, on-demand, and hybrid models, and through any innovation grant outlined in the General Appropriations Act, and historical funding models and outcomes.	Section VI

Bill Component	Bill/Section Language	Report Outline
Section 7 Subpart 1(f)	(f) A review of the eligibility criteria by each coordinating entity, including any relevant demographic information.	Section VIII
Section 7 Subpart 1(g)	(g) A review of the challenges and potential opportunities to better support rural counties in administering such programs.	Section IX
Section 7 Subpart 1(h)	(h) Recommendations on efficiencies and challenges that may result from adopting an alternative format of delivering commission services to improve services for individuals seeking to thrive in community-based settings, including in a workplace setting, who currently receive services provided by the commission.	Section X
Section 7 Subpart 1(i)	(i) Best practices for limiting the duration of travel times for persons receiving paratransit service. Consideration must be made for the level of service offered to persons without disabilities by a public entity operating fixed-route service as compared to the level of paratransit service offered by the transportation service provider in accordance with 49 C.F.R. s. 37.121.	Section XI
Section 7 Subpart (j)	(j) A review of emerging and other technology opportunities for the provision of services and to ensure the safety and well-being of individuals using fixed-routes, including the use of in-cabin technology. The review must consider passenger safety, equipment installation and maintenance costs, accessibility standards, and data retention and privacy for individuals served.	Section XII
Section 7 Subpart (k)	(k) Any additional recommendations relating to areas of review required by paragraphs (a)–(i).	Section XIII

# **Section 2: Transportation Disadvantaged Program**

#### **Key Findings and Recommendations**

- There is inconsistency at all levels of the fragmented, locally-driven system. The Coordinated System is comprised of over 400 coordinating entities that manage hundreds of contractual relationships.
- Lack of consistent eligibility guidelines, delivery methods, and covered services. CTCs are responsible for interpreting eligibility guidelines (described in this section). Additionally, delivery methods (addressed in Section 5) and covered services (addressed in Section 3) are also determined at the local level. While this allows CTCs to respond to local conditions, it also promotes inconsistent application of Commission resources, inefficient administrative responsibilities, and variable cost burdens for the Commission.
- Consider the use of statewide or regional brokers to coordinate TD services statewide.
   Managing the TD program through a broker may increase quality and services. This would have the benefit of leveling the resources provided to rural counties and allowing for service providers and coordinating agencies to act as advocates for TD clients.
- Implement an approach to provide uniformity locally, regionally, and statewide will result in standards and direction to enhance the governance and operations of the TD program. This will improve the customer experience and optimize resources.
- Consider shifting away from a Commission model, and to a simplistic state and/or regional model thru specified legislative authority and governing procedures. This may enhance how TD services are administered statewide.

#### Florida's Transportation Disadvantaged Communities

Among the populations that use Florida's transportation and transit systems, a specific cohort is designated by law and policy as "transportation disadvantaged." This designation is accorded to individuals who, because of physical or mental disability, age, and/or income status, are unable to transport themselves, purchase transportation, or have no other means of transportation available.

Florida has established and continues to maintain a system of statewide coordination to fund, administer, and attempt to harmonize a variety of entities that collectively provide mobility services for those who are qualified as transportation disadvantaged (TD).

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<sup>&</sup>lt;sup>2</sup> F.S. 427.011 (1)

Governed by Chapter 427, Florida Statutes and Rule 41-2, Florida Administrative Code, the goal of the coordination is to "assure the cost-effective provision of transportation by qualified community transportation coordinators or transportation operators for the transportation disadvantaged." These entities are known, collectively, as the "Coordinated System."

#### **Economic and Demographic Factors Influencing the TD Today**

Florida is the third most populous state with over 22 million residents. According to the US Census Bureau,<sup>3</sup> Florida is home to four of the five fastest growing metropolitan areas in the nation and ranks second for its elderly population. Rapid growth brings to bear three demand-side conditions that impact the delivery and efficiency of TD services today:

- Florida continues to experience rapid growth in the number of aging residents moving to the state, thereby increasing the demand for TD services to access health care, shopping, and other personal trip needs;
- Land and housing development has grown outward from metropolitan centers, influencing the travel distances to and from locations of daily living; and
- Increased vehicular travel volumes on roads and highways means overall travel speeds in many cases are slower than just 10 years ago, resulting in longer travel times for travelers of all types within the state.

Each of these conditions affect how TD services are both provided and delivered since the program was originally created in 1989.

#### **Key Enabling Entities**

Functionally, the Coordinated System establishes funding and process linkages between entities that determine client eligibility, plan transportation services, purchase (pay for) transportation, and deliver trips for eligible customers, herein referred to as "TD Clients." The Coordinated System is comprised of hundreds of coordinating entities – ranging from state departments, local government, non-governmental organizations, and transportation providers – resulting in at least 279 contractual agreements between these entities.

The following subsections provide a high-level summary of the roles and responsibilities as they relate to administering the TD program.

17

<sup>&</sup>lt;sup>3</sup> Census.gov – Four of Nations Fastest Growing Metro Areas are in Florida

#### **Commission for the Transportation Disadvantaged**

The Commission provides state-level oversight of the TD program. It is governed by a Board that is comprised of voting members designated by the Governor's office.

#### **Designated Official Planning Agencies**

Designated Official Planning Agencies (DOPAs) are contracted by the Commission to facilitate the coordination and planning of TD services. DOPAs are also responsible for ensuring Local Coordinating Boards (LCBs) are adequately staffed. There are 30 DOPAs within the state which consist of four Regional Planning Councils, one Health Department, one Board of County Commissioners, and 24 metropolitan planning organizations/transportation planning organizations (MPO/TPOs).

#### **Local Coordinating Boards**

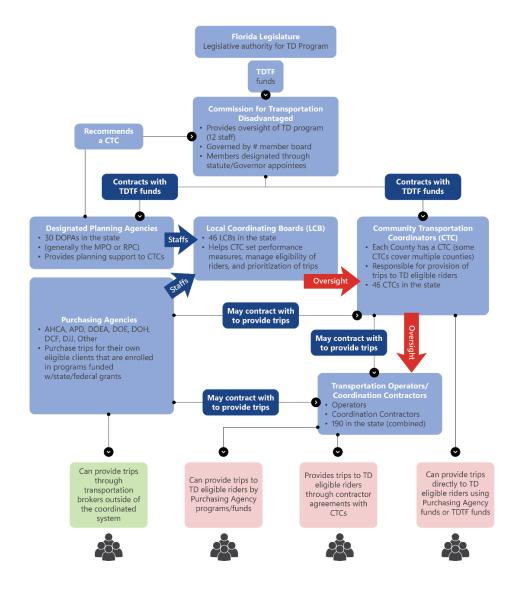
Each county in Florida has a Local Coordinating Board (LCB) that identifies local service needs and provides information, advice, and direction to Community Transportation Coordinators (CTC) on the coordination of TD services. LCBs and CTCs jointly establish performance goals, specific eligibility requirements for TD clients, and TD service priorities. LCBs also act as an advisory body to the Commission for the areas they serve. Each LCB should be comprised of 17 members representing purchasing agencies, other local organizations, and TD customer advocates; though, some of the LCBs are not fully staffed. There are 46 LCBs in Florida, with several serving multiple counties.

#### **Purchasing Agencies**

Purchasing agencies are state agencies that provide funding for transportation services through human service programs. These transportation services are required by Chapter 427.0135(2) to be delivered by the Coordinated System unless the purchasing agency, after consultation with the commission, determines it cannot reach mutually acceptable contract terms with the commission, wherein the purchasing agency may contract for the same transportation services in a more cost-effective manner and of comparable or higher quality and standards. Trips that are performed outside of the Coordinated System – not using CTCs or transportation providers/coordination contractors - are not captured for Commission reporting.

Figure 6 shows the relationships between the roles within the Coordinated System.

Figure 6. The TD Network



#### When the TD Program Pays for Trips

The Coordinated System delivers two trip types: sponsored and non-sponsored trips.

- **Sponsored trips** are trips that are funded either partially or fully by a local, state, or federal government source <u>not</u> including monies provided by the Transportation Disadvantaged Trust Fund (TDTF).
- Non-sponsored trips are TD trips that are wholly funded by the TDTF. Commission funds
  for non-sponsored trips are considered a "last resort" payment option for trips, not
  sponsored by another entity, and the cost for these trips is billed by the CTC to the
  Commission for reimbursement.

**Figure 7** provides a breakout of sponsored and non-sponsored trip funding based on urban and rural operating environments. There were 7,296,917 sponsored trips and 4,327,352 non-sponsored trips provided in the Coordinated System in fiscal year (FY) 2023. When comparing the ratio of sponsored and non-sponsored trips and funding, urban and rural operating environments are similar.

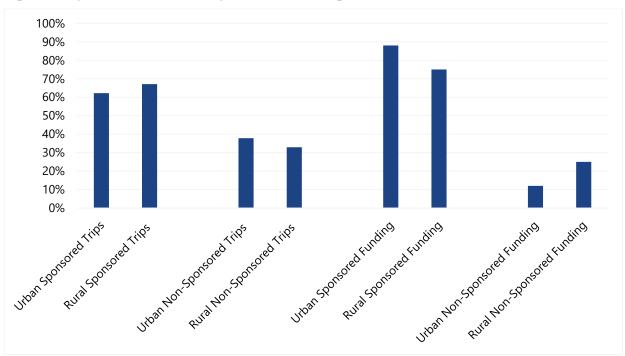


Figure 7. Sponsored and Non-Sponsored Funding

# **Section 3: TD Customers and Travel Dynamics**

#### **Key Findings and Recommendations**

- **Covered services are inconsistent statewide.** This is due to determinations being made at the local level by CTCs.
- There is a lack of focus on supporting individuals' ability to maintain a pathway to prosperity. This is mainly due to the Coordinated System's fragmented nature that focuses on eligibility and trip planning from multiple coordinating agencies' perspectives.
- Most trips in urban areas are for personal trips, such as social activities These services are delivered to low-income clients. Trip destinations for trips classified as personal should be further evaluated to determine whether they could be sponsored by human services programs operated by other purchasing agencies and whether these trips are meeting the most pressing needs for vulnerable populations in the area.
- The majority of TD services are provided for persons with disabilities Individuals with
  disabilities make up most of the customer base receiving TD services in both urban and
  rural areas of the Coordinated System. The Agency for Persons with Disabilities (APD) has
  the most partnerships with CTCs, with 40 of 67 counties receiving funding to assist with
  serving disabled clients.
- There is a prevalence of "other eligible" riders in rural areas indicating clients meet multiple eligibilities The "other eligible" classification is prevalent in rural areas where clients meet more than one eligibility criteria. This classification is not as prevalent in urban areas, where CTCs have more resources available to assist with making accurate determinations on rider eligibilities and funding programs available.

#### **Composition of the Customer Base**

Based on the policy and legal definitions under Florida Statutes, combined with recent Census and American Community Survey (ACS) statistics, it is estimated that the TD population in Florida is around 7,554,846 or 34% of the state's total population, with 412,438 of this population classified as "critical need," meaning individuals meet all three criteria - elderly, disabled, and low-income. Based on information provided by the Commission, in Fiscal Year (FY) 2023, there were 193,241 TD clients served, representing 2.6% of the state's total eligible TD population and 47% of the critical need population.

Persons with disabilities comprise a plurality of the customer base for TD trips as shown in **Figure 8**. Further, **Figure 9** indicates urban CTCs and operators deliver a high volume of trips to those with disabilities, followed by low-income persons. In rural areas, most trips are delivered to persons with disabilities followed by older adults.



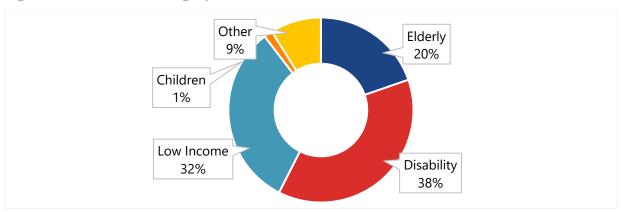
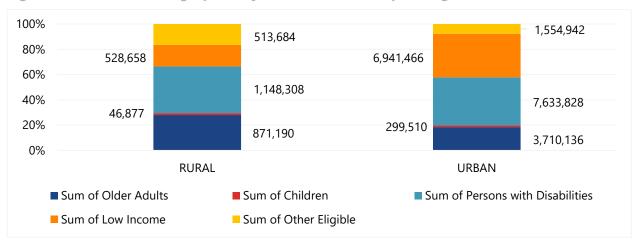


Figure 9. TD Client Demographics by Urban and Rural Operating Environment



In urban areas, low-income persons comprise a proportion of overall trip demand that is nearly equivalent to the proportion comprised by persons with disabilities – however, the proportion of rural customers classified as low-income is less than half of the proportion comprised by persons with disabilities. Instead, older adults are the second-highest contributor to the customer base in rural areas. Notably, rural areas also serve a high proportion of customers whose status is denoted as "other eligible," meaning these customers meet more than one eligibility criteria for the TD program. This indicates rural areas need more assistance determining funding responsibilities for their clients.

#### **Composition of Trip Purposes**

TD clients are provided transportation services for one of the following purposes, shown in the order in which the Commission mission prioritizes their need:

- Medical transportation is provided for non-emergency medical services, such as routine doctor appointments, treatments, and specialty care
- **Employment** transportation is provided for access to jobs and other vocational needs
- **Education/Training** transportation is provided for access to adult day care services and day training
- **Nutrition** transportation is provided for grocery shopping trips, community meal sites, and other nutritional needs
- **Personal Trips** are provided for access to all other needs for improving quality of life such as social activities

CTCs prioritize trip purposes for their respective service areas in their Transportation Disadvantaged Service Plans. CTCs generally place a priority on medical trips above other trip purposes. However, data submitted to the Commission indicates the largest component of overall trip purpose is for personal trips, such as social activities. In urban areas, personal trips make up the largest component of trip purposes, whereas medical trips represent the largest component of trip purposes in rural areas. This is notable as it suggests urban CTCs are not prioritizing trips at the local level in accordance with the above trip priority policies. **Figure 10** provides the breakdown of trip purposes for trips provided in FY23 across the Coordinated System, while **Figure 11** further examines these purposes by urban and rural operating environments.

**Figure 10. TD Trip Purposes** 

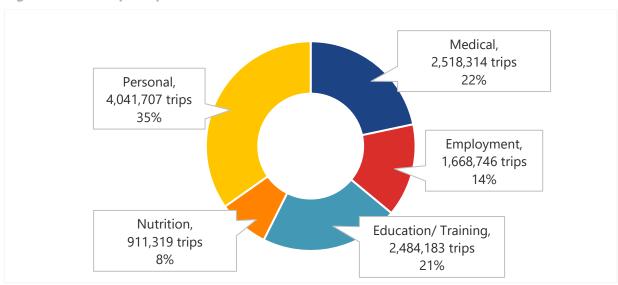
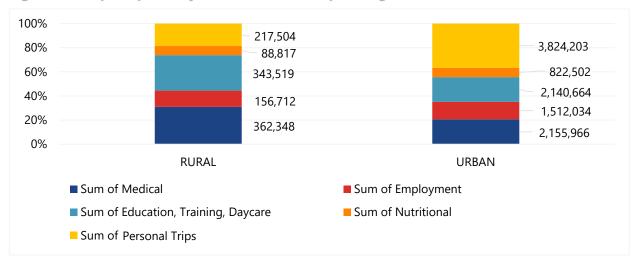


Figure 11. Trip Purposes by Urban and Rural Operating Environments



# **Section 4: Delivering TD Services in Florida**

#### **Key Findings**

- TD network types are determined by location suggesting the TD program is on a supply-driven demand curve. The network types sole source, partial brokerage, and complete brokerage are determined by the availability of resources in each county instead of being an intentional business decision.
- Sole source networks typically have the highest costs per trip, and lowest costs per mile, due to their prevalence in rural areas where longer trips are performed.
   Meanwhile, partial brokerage networks generally have the least expensive costs per trip.
   This is due to their prevalence in more urbanized areas, where there are more trip providers available to subcontract with and shorter trips lengths.
- While a variety of opportunities exist for partnerships, these opportunities may be limited in rural areas with fewer providers and resources are constrained. The ability to meet FDOT/Commission requirements can act as a barrier to coordination and contracting efforts among CTCs and other transportation providers.

#### **Coordinating Entities**

Florida's TD services are delivered through coordination among CTCs and transportation operators/coordination contractors. The narrative below provides a summary of these entities and their roles.

#### **Community Transportation Coordinators**

Community Transportation Coordinators (CTCs) are the primary entities ultimately responsible for the provision of transportation services. Each county in Florida has a designated CTC, with some CTCs serving multiple adjacent counties. In addition to providing TD services, CTCs are charged with developing cost-effective coordination strategies, like establishing partnerships with purchasing agencies to subsidize the cost of the trips being provided to TD clients and obtaining contractors, when possible, to assist with providing trips.

There are 67 counties in Florida covered by 46 CTCs. The Commission allows counties to classify themselves as urban or rural entities. The Annual Operating Report published by the Commission states there are 23 each of urban and rural<sup>4</sup> CTCs in Florida.

<sup>4</sup> Urban and rural operating environments are self-reported by CTCs in their AOR. These self-designations are not consistent with designations assigned by FTA based on US Census populations.

#### **Transportation Operator/Coordination Contractors**

Some CTCs establish service agreements with transportation operators and coordination contractors (subcontractors) when such service has been proven to be a safer, more effective, and more efficient service from a total system perspective. Throughout the state, there are 190 transportation operators and coordination contractors reported by CTCs that provide subcontracted transportation services for eligible TD users. These services are provided by the contractor's own staff and vehicle fleet in accordance with the policies and standards outlined in their coordination contract with the CTC. These include safety standards established by the CTC and required by the Commission, such as operations, maintenance, and training policies. CTCs are responsible for monitoring transportation operator and coordination contractor compliance with these standards. Additionally, FDOT monitors transportation operators and coordination contractors who receive Section 5310 funds for operating, maintenance, and training requirements. Transportation operators and coordination contractors are also responsible for invoicing CTCs and purchasing agencies for trips provided where applicable.

#### **Public Transit Agencies**

Since public transit provides the foundation for providing TD trips, it is not surprising most local transit agencies also serve as the CTC for their county. The public transit agencies that serve as CTCs can access additional federal and state grant funding to support their TD operating and capital needs. These agencies deliver transportation services using a combination of methods including, but not limited to, commuter rail, commuter bus, bus rapid transit, fixed-route services, ADA services, deviated fixed-route services, demand response services, and micromobility services. Some public transit agencies who serve as CTCs are under FTA oversight. The remaining CTCs, as well as their subcontractors who receive Section 5310 funding, are subject to FDOT oversight in accordance with federal and state requirements and guidance. CTCs who serve as public transit agencies are also subject to federal and state reporting requirements.

Public transit agencies are required by FTA to report service data, financial data, and safety data to the NTD each year. This information includes subcontractor data. NTD data is verified by FTA through analysis and communication with the public transit agency to determine root causes for variations in year-to-year data. NTD data is used for comparative analysis with peer systems to monitor overall performance. Public transit agencies that are designated CTCs, and their transportation operators and coordination contractors, are also required to report to the Commission on TD services provided, demographics served, operating revenues received and expended, and safety incidents to be published in an Annual Operating Report. All data is self-reported by the CTC and subsequently published by the Commission along with a statewide performance report. However, trip data reported to the Annual Operating Report is not verified or authenticated by the Commission. A study has been implemented by the Commission to consider

new approaches to reporting, with a test program capturing disaggregated data implemented in 2024.

#### **Network Types**

TD services are provided by CTCs using one of three network types - sole source, partial brokerage, or complete brokerage.

#### **Sole Source**

The CTC provides all TD services in the county.

- Twenty-six (26) counties in Florida operate this network type.
- Nearly two-thirds of rural CTCs deploy this model, compared to only one-fifth of urban systems.
- Nearly all rural sole source providers are private nonprofit entities, like Councils on Aging and Senior Centers.

#### **Partial Brokerage**

The CTC provides some trips and brokers other trips to transportation operators or coordination contractors.

- There are 25 counties that employ partial brokerage networks; they contract with an additional 152 coordination contractors to deliver TD services.
- More than half of the urban CTCs employ the partial brokerage model, and most of these CTCs are county government entities.

#### **Complete Brokerage**

The CTC does not provide trips but instead subcontracts all trips to transportation operators and/or coordination contractors.

- There are 16 counties that use complete brokerage and contract with 37 coordination contractors to deliver TD services.
- There are two general scenarios for complete brokerage types:
  - Planning agencies or other non-transportation entities serve as the CTC and do not have capital assets to provide the trips directly.
  - Private nonprofit entity serves as the CTC but is not the local transit provider who receives grant funding from FTA/FDOT. In these cases, the local transit agency serves the urbanized area of the county, while the CTC serves the rural portions of the county not served by the local transit agency. Examples include Alachua County, Marion County, and Hernando County.

Network types are determined in large part by the number of providers available in the area and their capabilities for providing TD services in accordance with federal and state requirements. In rural areas, there are more CTCs than transportation operators and coordination contractors combined. The reverse is true in urban areas, where coordination contractors outnumber operators and CTCs combined by more than a 2:1 margin. This suggests Florida has a supply-driven demand curve. **Figure 12** shows a breakdown of service delivery models by urban and rural operating environments.

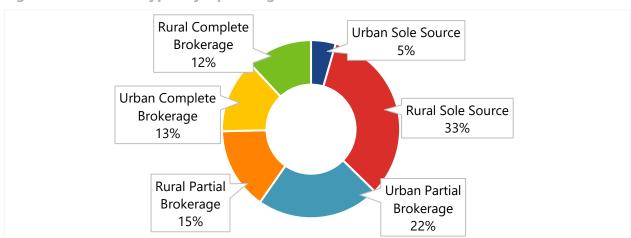


Figure 12. Network Types by Operating Environment

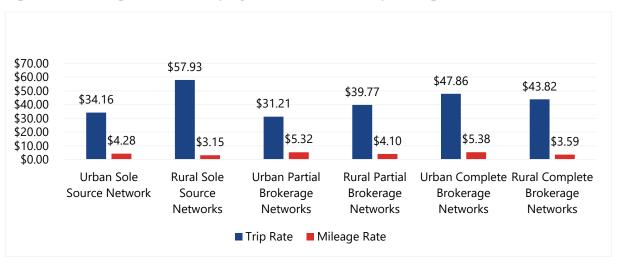
#### **Network Comparisons**

A comparative analysis of network types found that sole source networks yield the highest costs per trip (**Figure 13**). This is caused by the rural operating environment of these networks. As discussed in Section 5, rural transit systems must travel longer distances to reach destinations than their urban counterparts, leading to higher cost per trip rates and lower cost per mile rates. When these rural transit systems operate sole source networks, there is additional strain on the system to meet trip demand. The reverse is true in urban partial brokerage networks, which have the lowest cost per trip rates, but the highest cost per mile rates (**Figure 14**).

Figure 13. Average Cost Per Trip and Mile Rate Comparisons



Figure 14. Average Cost Per Trip by Urban and Rural Operating Environments



# **Section 5: Assessment of Delivery Models**

#### **Key Findings and Recommendations**

- **Delivery models are inconsistent statewide.** This is due to determinations being made at the local level by CTCs.
- Demand response paratransit services make up the largest component of TD services provided These services represent a plurality (39%) of the services provided in the Coordinated System.
- Paratransit services are almost five times as costly as fixed-route services. Paratransit services are the most expensive to deliver. For comparison, paratransit services cost an average of \$48.23 per trip to deliver versus \$10.45<sup>5</sup> per trip for fixed-route services. The majority (82%) are for ambulatory clients, suggesting that more cost-efficient methods should be examined for transporting these clients.
- Most paratransit services are conducted for ambulatory clients using more costly wheelchair accessible vehicles. About 82% of paratransit users are ambulatory, while 79% of paratransit vehicles are wheelchair accessible.
- Fixed-route services are not widely used for TD services and appear underreported According to the NTD, Florida's transit agencies provided 181,240,301 fixed-route trips in FY23. Only half of urban CTCs with fixed-route systems are reporting bus pass purchases to access the fixed-route system. In FY23, there were 3,837,093 bus passes reported in the AOR, suggesting fixed-route services are underutilized and underreported.
- Consider alternative methods for tracking, reporting, and funding fixed-route services for TD services with emphasis on tracking, assessing and developing policies for the use of bus passes. This could enhance the efficiency of fixed-route services.
- Consider adopting a broker model, rather than maintaining a bifurcated system of "innovative" versus "traditional". Currently, traditional and innovative models are funded and implemented separately.
- Shift more TD eligible clients using ADA paratransit services to fixed-route services where possible. Some urban CTCs have implemented travel training programs that educate riders on how to access and properly navigate the fixed route system. These travel training programs have shown initial success with shifting ADA clients to fixed-route systems. The Commission should develop and/or make travel training programs available to all CTCs to educate TD service clients that could benefit from this training.

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<sup>&</sup>lt;sup>5</sup> Average cost per trip for fixed-route services, 2023 Florida Transportation Information and Performance Handbook.

Connect ambulatory clients using demand response services to broker-driven, fixedroute, or TNC services where possible. This could improve cost-effectiveness of TD services provided.

# **TD Program Delivery Models**

TD services are provided using a variety of delivery models, including fixed-route services, deviated fixed-route services, complementary ADA services, demand response paratransit services, taxis/TNCs, and school buses. Figure 15 shows the trips for TD clients are predominantly delivered via door-to-door paratransit service; the most expensive mode type offered. For comparison, the average trip rate for fixed-route services is \$10.45, while the average cost per trip for paratransit service is \$48.23.

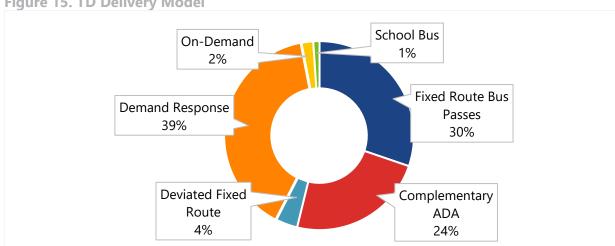


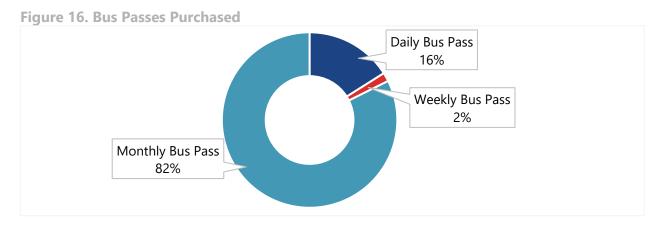
Figure 15. TD Delivery Model

### **Fixed-Route Services**

Fixed-route services operate on a predetermined schedule and route. Fixed-route services represent the most common form of public transportation within the United States. This delivery model is most useful when the customer can access the fixed-route system, origins and destinations are located within walking distance, and the system operates at a span and frequency that meets the customers' travel demand needs. About 60% of Florida's population lives within one-half mile of an urban fixed transit route (including motorbus or rail service).<sup>6</sup>

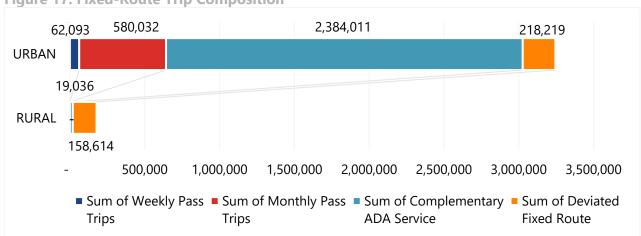
<sup>6</sup> Florida Transportation Fast Facts (2023), FDOT Forecasting and Trends Office

The TD program offers bus passes – daily, weekly, and monthly – for purchasing agencies and urban transit systems to procure for TD eligible riders to access fixed-route systems. Figure 16 shows bus pass utilization in the Coordinated System. Bus passes are not consistently or widely used to deliver TD services. According to the National Transit Database (NTD), Florida's transit agencies provided 124,687,324 fixed-route trips in FY23. However, only half of urban CTCs with fixed-route services are reporting bus passes, with 3,837,093 bus passes purchased in FY23 for TD services. This suggests bus passes may be underutilized for TD services. Additionally, when bus passes are used, individual trips are not captured which means the use of bus passes are also underreported.



Many of the urban CTCs not reporting bus pass purchases are reporting numerous ADA trips. These ADA trips represent four times the number of monthly bus passes and far eclipse weekly bus passes or deviated fixed-route trips. Bus passes purchased during FY23 are shown in **Figure 17.** 

<sup>&</sup>lt;sup>7</sup> Fixed-route services follow a consistent time schedule and stopping points over the same route, whereby such schedule, route or service is not at the user's request. Urban transit systems rely on fixed-route services to transport large amounts of people between key destinations within the service area.



# **Figure 17. Fixed-Route Trip Composition**

# **Planning and Executing Fixed-Route Trips**

Trips are planned by the client using the transit system's fixed-route schedule, boarding at a designated stop at a specific time. Bus passes allow the rider to take an unlimited number of trips during the duration of the pass purchased. Activation usually occurs when the pass is first read by a farebox or during a period specified by the purchasing agency or fixed-route provider.

# **Purchasing and Funding Fixed-route Trips**

Bus passes can be procured by purchasing agencies, local government entities, non-governmental entities, and other federal and state agencies on behalf of an eligible client. Daily, weekly, and/or monthly bus passes can be purchased. Bus pass rates are determined using a rate model system developed by the Commission. These rates are intended to subsidize fares for TD eligible riders. Fixed-route services are funded by the CTC or local transit provider who operates the service by using a combination of fare revenues, local government funds, and federal and state grants. Federal grants include FTA Section 53078 - operating and/or capital assistance for urbanized areas (population >=50,000) and FTA Section  $5311^9$  – operating and/or capital assistance for rural areas (population < 50,000). State funds are awarded as part of the State Block Grant, which also provides operating and/or capital assistance. Apportionments under these grants are awarded based on population, population density, ridership, and/or amount of service provided. Both federal and state grants require a local match (50% for operating; 20% for capital). Commission non-sponsored funds can be used to purchase bus passes for fixed-route services, but the funds cannot be applied to operating these services.

<sup>&</sup>lt;sup>8</sup> FTA Section 5307

<sup>&</sup>lt;sup>9</sup> FTA Section 5311

#### **Deviated Fixed-Route Services**

Deviated fixed-route services are a hybrid of fixed-route and paratransit services. With this type of service, a bus or van stops at fixed points and keeps to a timetable but can deviate from its course to access an origin or destination located within <sup>3</sup>/<sub>4</sub> mile of the route for a pre-scheduled request. Public transportation providers operating this delivery model generally limit the number of deviations along a transit route to maintain on-time performance. These trips can also result in longer trip times for the client when compared to regular fixed-route services.

### **Planning and Executing Deviated Fixed-route Trips**

Deviated fixed-route services are planned by the client and CTC performing the trip. The client calls the CTC to plan trip origins and destinations. The request is provided to the operator, who adheres to the origin/destinations discussed with the client. Deviated fixed-route services can be provided by large buses or cutaway paratransit style buses depending on the transit system's operating environment and fleet.

### **Purchasing and Funding Deviated Fixed-route Trips and Services**

Deviated fixed-route services funded by purchasing agencies, CTCs, transportation operators, coordination contractors with sponsored or non-sponsored funds. Public transportation operators offering this delivery model are also eligible to receive Section 5307, Section 5311, and/or State Block Grant funds. These trips are charged by the transit agency at either the same fare as the rest of the system or up to two times the agency's base fare for the service. Around 376,833 deviated fixed-route trips were provided in Florida for TD eligible clients.

#### **Paratransit Services**

Paratransit services are fundamental to the TD program as they represent the largest component of TD services provided. Paratransit services are provided as door-to-door or curb-to-curb service. There are three ways to utilize paratransit services:

- **Ambulatory trips** are provided when the passenger can board the vehicle without assistance.
- **Non-ambulatory trips** are provided when the passenger is traveling in a wheelchair and/or when the rider must access the vehicle using a wheelchair lift or ramp.
- **Stretcher trips** are provided when the passenger is traveling by stretcher. These trips are provided using a specially equipped van that is capable of transporting stretchers.

**Figure 18** shows a breakdown of the types of paratransit trips provided by CTCs and transportation operators/coordination contractors during FY23.

Non-Ambulatory 17%

Ambulatory 82%

Figure 18. Paratransit Trips for TD Service

#### **Role of Paratransit Services**

CTCs use paratransit services to provide TD services to any eligible client who 1) cannot access fixed-route services due to a qualified disability, or 2) when fixed-route service is not available to the client due to trip origins/destinations that exceed 3/4 mile from the fixed-route service area.

In urban areas, paratransit services are provided in accordance with 49 C.F.R. §37 Subpart F, which requires public entities operating fixed-route transit systems to provide complementary ADA paratransit service. <sup>10</sup> ADA paratransit service is provided to passengers who, because of a physical or mental disability, are unable to access vehicles, transit stops, facilities, or independently navigate the fixed-route system. <sup>11</sup> ADA paratransit service geographies are constrained by the extent of the transit agency fixed-route services - origins and destinations for ADA paratransit must be within <sup>3</sup>/<sub>4</sub> mile of the route fixed-route within the respective service area and excludes inclusion of express services. Per FTA, the fare for these trips cannot be more than twice the cost of the regular fixed-route services.

For clients with origins and/or destinations located outside the ¾ buffer around fixed-routes, CTCs and subcontractors provide demand response paratransit services for any trip purpose, provided sufficient funding exists. In rural areas, demand response paratransit represents nearly all TD services provided - these services cover all TD clients and trip purposes. Paratransit services are provided with specialized vehicles equipped for non-ambulatory clients. These vehicles are also used by CTCs to multi-load ambulatory passengers for group or shared ride trips.

# **Paratransit and TD Service Comparisons**

ADA paratransit and demand response paratransit services have a similar operating cost due to similarities in operating expenses and delivery methods. Rider eligibility for ADA services is verified

<sup>&</sup>lt;sup>10</sup> Source: https://www.ecfr.gov/current/title-49/<u>subtitle-A/part-37/subpart-F</u>

<sup>&</sup>lt;sup>11</sup> Source: https://www.ecfr.gov/current/title-49/subtitle-A/part-37

by the CTC or the local transit provider in cases where the trip is occurring within the ADA service area. Eligibility for ADA services is based on supporting documentation provided by the rider, such as medical documentation or third-party functional assessment, which supports the rider's inability to access and/or navigate fixed-route services. Though ADA is a federal requirement, there is no source of funding provided to transit systems to provide this service, and the trips are not eligible for Commission non-sponsored funding.<sup>12</sup>

All ADA paratransit trips are provided by local transit providers using wheelchair accessible vehicles, whereas TD paratransit trips can be provided by CTCs or their subcontractors using smaller vehicles for trips with ambulatory riders. **Table 2** provides a more comprehensive comparison between ADA paratransit and demand response paratransit services.

**Table 2. Paratransit Service Comparison** 

Elements of Paratransit Service	Complementary ADA Paratransit Services	Demand Response Paratransit Services
Service Area	Assists individuals living within a fixed-route	Assists individuals with trip origins/destinations outside of a fixed-route system's service area in urban counties. The service provides most trips in rural counties.
l Scheduling		Demand response services are scheduled between 1 to 3 days in advance of the trip need.
Eligibility	by the local transit provider providing the fixed- route service (not CTCs or the Commission).	Eligibility includes individuals who are elderly, disabled, low-income, or children through the TD program. Eligibility is determined jointly by the CTC and the LCB. No medical documentation needed.
Funding	ADA services cannot be funded by Commission non-sponsored funds as of a policy implemented	Demand response services are sponsored by either Purchasing agency funds, local government funds, non-local government funds, other state/federal funds, FDOT funds, and/or Commission non-sponsored funds.
Level of Service	2,403,047 trips in FY2023	4,786,970 trips in FY2023

<sup>&</sup>lt;sup>12</sup> Commission policy on ADA Paratransit Trip Eligibility for TDTF funds (2021)

### **Opportunities to Leverage Paratransit Services to Support TD Services**

Around 79% of vehicles operated by CTCs are wheelchair accessible buses, vans, or cutaway style vehicles. However, as previously discussed, 82% of paratransit services provided in Florida are ambulatory trips. This suggests there may be opportunities to leverage paratransit services to better support TD services:

- A greater effort should be made to shift TD eligible clients from the TD program to ADA paratransit when in the fixed route service area. Provided the trip origin/destination is located within the 3/4 mile buffer, there are no limits on the number of trips provided within this service area.
- Connect ambulatory clients using demand response services to broker-driven, fixed-route, or TNC services where possible. These services could carry the customer the rest of the distance to their destination (if it is within the fixed-route service area), potentially lowering the operating costs of the CTC or subcontractor. Federal discretionary grants exist which could be applied to fund some TD trips if the program expands access or opportunities for those who are disabled.
- Paratransit services for ambulatory riders should be closely examined by CTCs to determine if they could be better served by expanding fleet size to procure smaller sized vehicles, like vans or cars, to help deliver these trips.
- TNCs have the potential to provide services for ambulatory riders in a more direct and costeffective manner than CTCs providing the same service using larger vehicles that are more expensive to operate and may have longer trip durations for multi-passenger trips.

#### **Planning and Executing Paratransit Trips**

Paratransit services are scheduled with the CTC between 1-3 days in advance of needing the trip. Advanced reservations help the CTC plan routes and schedules to meet travel demand each day in accordance with fleet/driver availability. All paratransit trip requests are made via telephone call or through application based/online booking services, where available. Paratransit services are delivered using either single rider trips or multi-loaded trips, depending on asset/operator availability, funding program requirements, customer needs, and/or trip destinations.

### **Purchasing and Funding Paratransit Trips**

Trips can be purchased by a purchasing agency, local government entity, non-governmental entity, and/or other federal/state programs for sponsored trips, or through the Commission for non-sponsored trips. Paratransit services can be funded by the Commission, local governmental and non-governmental entities, or other federal/state programs. ADA paratransit services are funded in part by the transit system through FTA funds, fare revenues collected, and/or local government subsidies.

#### **On-Demand Service**

An emerging transportation delivery model is on-demand service. This model consists of providing same-day demand response service for either the entire service area or defined zones to expand access at potentially a lower cost than extending fixed-route or deviated fixed-route service to the areas. On-demand services are designed to be flexible and convenient for riders as trips are shorter and do not require advance notice for scheduling. To provide this delivery model, some CTCs contract with other providers, like taxis and Transportation Network Companies (TNCs), to deliver on-demand services to TD clients while other CTCs reallocate some of the fleet used to provide paratransit service to provide this model. Currently, there are four CTCs that utilize taxi services and five CTCs that have implemented TNC partnerships, totaling 203,814 on-demand trips provided in FY23.

### **Planning and Executing On-Demand Trips**

To plan an on-demand trip, the client's origin and destination must be located within the appropriate service area. The trip request is made via smartphone application with a call-in option available to those who do not have access to a smartphone. Once the request is received by the public transportation provider, the trip itinerary of the closest vehicle to the client is updated and dispatched to make the trip. Depending on the operating procedures for the model, the client is either directed to a virtual stop or the vehicle comes to their origin for pick-up with a reported wait time of approximately 15 to 20 minutes. The client is then taken to their destination.

### **Purchasing and Funding On-Demand Trips**

On-demand services are purchased the same way as paratransit trips. Adopters of this delivery model are reporting higher than budgeted costs due to the popularity and convenience provided by this delivery model.<sup>13</sup>

# **Delivery Model Assessment**

Fixed-route service is the most cost-effective delivery model in the Coordinated System. TD clients can access fixed-route services through bus passes (daily, weekly, and/or monthly). Bus passes are purchased on the client's behalf by purchasing agencies or the CTC/local transit agency providing the service. Of the urban CTCs who offer fixed-route services to the public, only half are reporting bus pass purchases for TD services. CTCs who purchase bus passes can be reimbursed by the Commission using non-sponsored T&E grant funds. However, bus passes do not equate to the actual number of trips being provided to the client, so this delivery model cannot be fully assessed.

<sup>&</sup>lt;sup>13</sup> FPTA 2024 Annual Conference Session 13 – Shared Use Session

It was also observed during the study that some large urban CTCs provide fixed-route services that may not be captured in reporting as the true number exceeds T&E contract amounts.

Paratransit service is the most expensive delivery model in the Coordinated System at an average of \$48.23/trip (vs \$10.45/trip for fixed-route service). Approximately 82% of paratransit services are being provided to ambulatory riders who can board/alight vehicles without assistance; whereas, 79% of the Coordinated System fleet is wheelchair accessible and more costly to operate.

Paratransit services are door-to-door or curb-to-curb services provided when:

- a) A TD client cannot access or navigate the fixed-route system
- b) There is no fixed-route system available (rural counties)
- c) Trip origin/destinations fall outside of the fixed-route/ADA service boundaries (urban counties)

The remaining urban CTCs who do not purchase bus passes are providing TD services through the ADA paratransit delivery model. This model features paratransit services for trips with origins/destinations within ¾ mile of the fixed-route service area. ADA paratransit services are required by ADA law to be provided by transit providers who offer fixed-route bus systems for riders who, because of a mental or physical disability, are unable to access or navigate the fixed-route system. Fixed-route and ADA services are funded through a combination of fare revenues, local government funds, and other non-government revenues received.

As the majority of demand response trips are for ambulatory clients, and the majority of TD services are provided to persons with disabilities, there may be opportunity to shift some ADA trips to fixed-route services. This can be accomplished through travel training programs that train clients how to access and use the fixed-route system and is especially useful for clients who are eligible for ADA service but have an interest in learning how to navigate the fixed-route system. There are also technologies available, discussed further in Section 12, that can assist riders with visual or auditory impairments with navigating the fixed-route system. Some urban CTCs are providing travel training, though it is not required and not widely applied. It is recommended that comprehensive travel training programs be developed that can be used to make this training more readily available.

Demand response paratransit services are provided when there is no fixed-route system available or when trip origins/destinations fall outside of the fixed-route/ADA service boundaries. Demand response paratransit services are the most utilized delivery model in the Coordinated System.

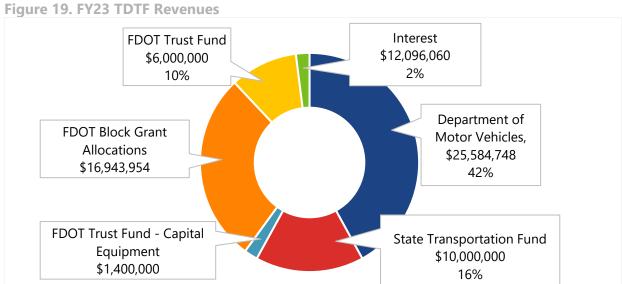
# **Section 6: Funding the TD Program**

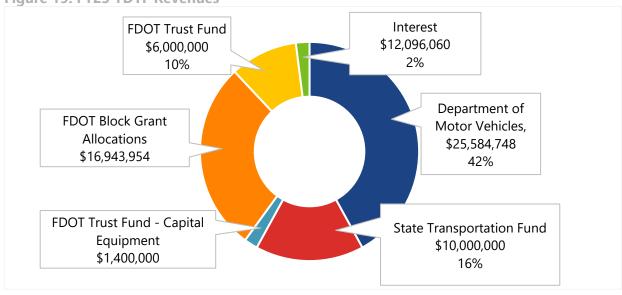
# **Key Findings and Recommendations**

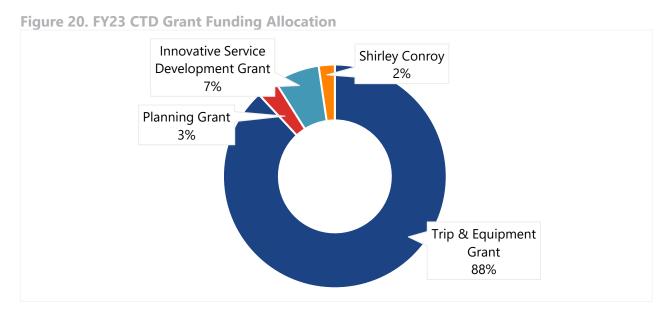
- Re-evaluate state block grant allocations to better support rural CTCs. Rural CTCs rely
  heavily on TD funds for operations, whereas urban CTCs can largely subsidize their
  operating budgets with local government funding that is not as readily available in rural
  areas.
- Re-assess local match requirements for rural CTCs for all grant programs, including the Innovative Service Development program. Local match requirements can act as a barrier for rural CTCs.
- Fully utilize the Innovative Service Development (ISD) grant. There are barriers, such as local match requirements and administrative capacity, that limit access to these funds. In FY24, there were \$6 million of ISD funds allocated to the Commission; however, only \$4.9 million (or 82%) of these funds were awarded to CTCs.

# **Portfolio of Funding Sources**

The Commission is funded by a combination of monies allocated by the Legislature, Voluntary Dollar Program contributions provided to the Department of Motor Vehicles, and other state funding sources. The combination of these sources comprises the TDTF for a total of \$61,224,762 in FY23 (**Figure 19**). These funds are split between planning funds allocated to the DOPAs and the Trip & Equipment (T&E) Grant given to the CTCs as well as Shirley Conroy grant funds to help with capital purchases. A total of \$60,356,654 was disbursed between these programs in FY23 (**Figure 20**). The difference between the total revenues and funds distributed to the DOPAs and CTCs comprises the Commission's annual budget. More information on each of these funding programs is provided below.

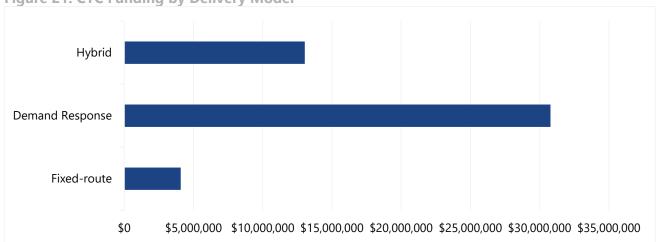






# **Funding Delivery Models**

Trip & Equipment (T&E) grants were further examined to determine TD funding by delivery model. Trip rates and services were compared with trip reporting information to estimate Commission funding by delivery model as shown in Figure 21. Funding of on-demand services in T&E grants could not be estimated using these sources.



# Figure 21. CTC Funding by Delivery Model

# **Planning Grant Program**

The Planning Grant program was established to provide funding to DOPAs to assist in planning activities for the TD program at the local level. These funds provide the resources to staff the LCBs. Funds are allocated based on the TD population within each county and consolidated for use by the DOPAs. In FY23, \$1,974,641 in Planning Grant funds were allocated, with 50.2% of these funds granted to urban counties and 49.7% granted to rural counties. There are no local match requirements for planning grants.

### **Trip & Equipment Grant**

Trip & Equipment (T&E) grant funding requires a 10% local cash match from the CTC. The local match cannot include state or federal revenues. Voluntary dollar contributions under this grant program also require a 10% local cash or in-kind match.

T&E grant funding was analyzed by operating environment to observe changes over a five-year period (**Table 3**). Since 2019, rural T&E funding and non-sponsored trips have decreased only 13% and 12%, respectively. T&E grants make up about one third of rural CTC operating budgets, while they make up only 15% of urban CTC operating revenues.

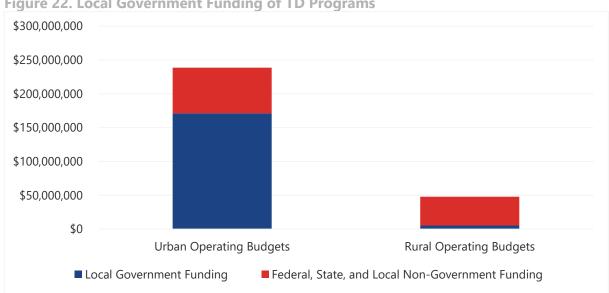
**Table 3. T&E Funding by Urban and Rural Operating Environments** 

Urban and Rural CTCs	Fiscal Year 2019	Fiscal Year 2023	Percent Change
Urban T&E Funding	\$41,537,515	\$34,878,548	-16%
Urban Non-Sponsored Trips	9,418,778	3,866,272	-59%
Rural T&E Funding	\$14,891,092	\$13,018,480	-13%
Rural Non-Sponsored Trips	526,621	465,126	-12%
Total T&E Funding	\$56,428,607	\$47,897,028	-15%
Total Non-Sponsored Trips	9,945,399	4,331,398	-56%

# Local Funding of TD Program

Augmenting the T&E funding from the TDTF are local funds made available to public transportation providers. These funds are generated from local property, sales, and/or fuel taxes and may include other sources, such as service agreements with employers, or private contributions. These funds are used to provide local match for federal and state grants, support operations and capital projects, and cover any shortfalls between TD funds received and unmet transportation needs by TD clients.

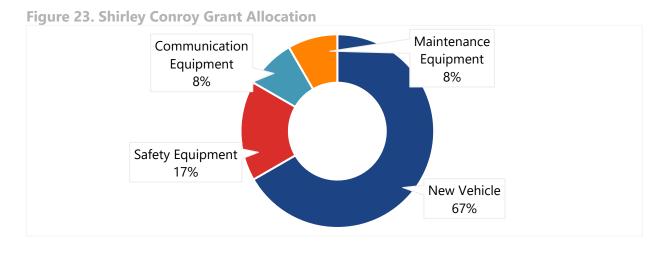
**Figure 22** shows the amount of local government funding available to urban and rural CTCs in FY23. The amount of local funding urban CTCs received (\$171.6 million) significantly exceeded rural agencies (\$4.7 million). This means local government entities funded 51% of urban CTC operating budgets (\$238.6 million) during FY23. Local government entities fund only 11% of rural CTC operating budgets (\$47.8 million). Local government funds help CTCs meet federal/state matching requirements and addresses any shortfalls in meeting client needs.



### Figure 22. Local Government Funding of TD Programs

# **Shirley Conroy Rural Area Capital Assistance Grant Program**

The Shirley Conroy Rural Area Capital Assistance Grant is a discretionary grant that awards \$1.4 million annually to rural CTCs to purchase capital equipment. These grants require a 10% local cash match. The program manual for Shirley Conroy grants indicates that rural counties who qualify for the REDI waiver must include the waiver information in their grant application. Shirley Conroy capital purchases made in FY23 are summarized in Figure 23.



### **Innovative Service Development Grant**

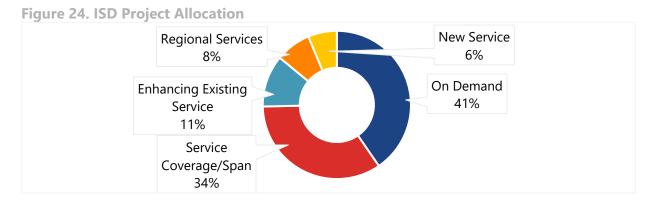
The purpose of the Innovative Service Development (ISD) Grant program is to test new and innovative transportation service projects within the Coordinated System. The funding is awarded to CTCs on a competitive basis and the project must support at least one of the following objectives:

- 1. Increase a TD person's access to and departure from job training, employment, health care, and personal trip needs;
- 2. Enhance regional connectivity and cross-county mobility; or
- 3. Reduce the difficulty in connecting TD persons to a transportation hub and from the hub to their destination.

Since FY20, the program has awarded more than \$18.7 million in funds to 23 different applicants. The projects funded fall into five broad categories:

- On-Demand Projects designed to provide same-day, short-wait time service provided by a transportation network company, such as Uber or Lyft
- Service Coverage/Span Projects that expand when and/or where existing service is being provided
- **New Service** Projects that start a new route or transportation option to an area that currently does not have service
- **Enhancing Existing Service** Projects that improve service provided to an existing customer base (such as dialysis patients) to meet a specific need
- Regional Service Projects that support or lead to coordination between adjacent counties or transit agencies

Of these, 40% of the funds were allocated to On-Demand projects followed by projects that expand the service area or span of service (**Figure 24**).



The Florida Legislature allocates funding amounts for this program with \$10 million in FY20 and FY21, \$4 million in FY23, and \$6 million in FY24. No funds were allocated in FY22. Overall demand for the grant is relatively stable at approximately \$5 million annually, regardless of the total appropriation. Further review of the program shows the actual expenditure of funds by ISD recipients was 10% in FY20, 20% in FY21, 64% in FY23, and 82% in FY24.

The lack of full participation or utilization of awarded ISD grant funds may be attributed to the following barriers:

- The required 10% local match makes it hard for rural agencies to have non-committed funds to fund program expansion.
- Four-year program funding window potentially lowers the participation rate since public transportation providers would be required to continue popular programs and some agencies may not have a sufficient local funding commitment to keep it going.
- Like T&E funds, ISD recipients are reimbursed after services rendered through monthly invoices provided to the Commission. This places an additional barrier since recipients have to provide upfront any program setup costs and actual program usage before being reimbursed.

# **Section 7: Assessment of Performance**

# **Key Findings and Recommendations**

- Performance reporting is inconsistent and incomplete. There were a significant number
  of CTC evaluations that were incomplete and/or did not assess all performance standards.
- Lack of uniformity in methods for establishing and assessing performance standards.
   Establishing and assessing performance standards is determined jointly at the local level by CTCs and LCBs.
- Urban CTCs are struggling with on-time performance, with 91% of all passenger noshows occurring in these areas. Only 31% of urban CTCs are meeting their on-time performance goals for TD paratransit/demand response trips. This issue is exacerbated by the variability and lack of CTC trip duration standards.
- Multi-loading in urban areas is leading to longer trips for some. A short distance trip
  may take a longer amount of time due to additional passengers being picked up. Routes
  are determined to meet pick-up window schedules.
- Passenger no-shows are pervasive and continue impacting system performance and
  costs despite polices to mitigate such conditions. The substantial number of passenger
  no-shows results in schedule disruptions, route inefficiencies, and contributes to high trip
  costs. While CTCs have established policies to discourage no-shows, and there are instances
  of improvement, the problem persists.
- A comprehensive employee training program could be developed for CTC staff who
  handle TD client eligibility, trip scheduling, and complaint resolutions. Training for
  customer service is not currently required and is inconsistently applied statewide. Requiring
  standardized customer service training will enhance client relations and provide
  accountability and consistency in client handling and reporting of complaints and
  resolutions.

#### **Performance Measures**

Existing performance metrics were evaluated as part of the broad review of TD services. These standards were evaluated for efficacy in several key areas, such as on-time performance, service quality, safety and service reliability measures, public transit ridership, and call hold time.

### **Timeliness of Services**

On-time performance is critical to assessing a demand response system's efficiency and reliability. Ensuring that riders are punctual when arriving for appointments is crucial, especially with healthcare-related travel. LCBs assess how well the CTC adheres to its scheduled pick-up times by gathering the percentage of on-time trips from the routing software. The percentage of on-time

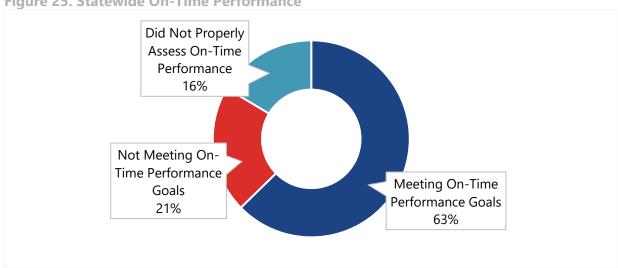
trips is then compared to the performance goals established in the TDSP. **Table 4** outlines the various performance standards and goals established by CTCs/LCBs. The on-time performance of the Coordinated System is shown in **Figure 25**. A further breakdown of on-time performance by urban and rural TD providers is shown in **Table 5**.

**Table 4. On-Time Performance and Standards** 

County	Performance Standard	Goal	Goal Met
Alachua	Pick-up window: +/- 30 minutes (1-hour total window)	90%	Yes
Baker	Pick-up window: +/- 2 hours (4-hour total window)	92%	Yes
Bay	Pick-up window: +/- 30 minutes (1-hour total window)	90%	Yes
Bradford	Pick-up window: +/- 30 minutes (1-hour total window)	90%	Yes
Brevard	Pick-up window: +/- 15 minutes (30 minutes total window)	90%	No
Broward	Pick-up window: +/- 15 minutes (30 minutes total window)	No goal	No
Calhoun	No standard provided	95%	Yes
Charlotte	Pick-up window: 30 minutes	No goal	No response
Citrus	Pick-up window is 1 hour from scheduled time; Same for return trips	85%	Yes
Clay	Pick-up window is 1.5 hours before scheduled time for intra-county trips and up to 2 hours before scheduled time for intercounty trips	90%	Yes
Collier	Pick-up window is up to 2 hours before the scheduled time	90%	No
Columbia/ Hamilton/ Suwannee	Pick-up window: up to 2 hours before and 1 hour after scheduled time; Return trips will be up to 1 hour after scheduled time (and up to 90 minutes for some)	90%	Yes
DeSoto/ Hardee/ Highlands/ Okeechobee	Pick-up window: +/- 15 minutes (30-minute total window); No standard for intercounty trips	85%	Yes
Dixie	Pick-up window: +/- 30 minutes (1-hour total window)	90%	Yes
Duval	Pick-up window: +/- 15 minutes (30-minute total window)	90%	No
Escambia	ADA pick-up window: +/- 15 minutes (30-minute total window); Demand response pick-up window: +/- 30 minutes (1-hour total window); Return trips have 1 hour standard	90%	Yes
Flagler	Standard not addressed in TDSP	No goal	No response

County	Performance Standard	Goal	<b>Goal Met</b>
Franklin	Pick-up window: +/- 1 minute	90%	No
Gadsden	No standard provided	90%	No response
Gilchrist	Pick-up window: +/- 30 minutes (1-hour total window)	90%	Yes
Glades/Hendry	Pick-up window: +/-30 minutes (1-hour total window)	85%	Yes
Gulf	No standard provided	No goal	No
Hernando	No standard provided	90%	Yes
Hillsborough	No pick-up window – On-time performance measured by meeting scheduled arrival time (no window); return trips must be picked up no later than 35 minutes after scheduled return time	90%	Yes
Holmes/ Washington	Pick-up window: +/- 30 minutes (1-hour total window)	90%	Yes
Indian River	Pick-up window is 1 hour before scheduled time; return trips have 30-minute windows	No goal	No response
Jackson	Pick-up windows for intra-county trips are 30 minutes prior to scheduled time and 60 minutes before scheduled time for intercounty trips	95%	Yes
Jefferson	Pick-up window: 60 minutes for intra-county trips based on departure time and 90 minutes for intra- county trips based on arrival time	90%	No response
Lafayette	Pick-up window: +/- 30 minute (1-hour total window)	90%	Yes
Lake	Pick-up window is 1 hour after scheduled time; return trip is 1 hour from scheduled return time	92%	Yes
Lee	Pick-up window: 90+ minutes before scheduled time	No goal	No response
Leon	ADA Pick-up window: 1 hour before scheduled arrival time; Demand response pick-up window is 90 minutes before scheduled arrival time	90%	No response
Levy	Pick-up window is 2 hours before scheduled time; standby return trips within 3 hours of request	90%	Yes
Liberty	Pick-up window is 60 minutes	95%	Yes
Madison	Pick-up window: 60 minutes for intra-county trips based on departure time and 90 minutes for intra- county trips based on arrival time	90%	Yes
Manatee	ADA trips: Pick-up window: +/- 1 hour Demand response trips – Pick-up window: +/- 15 minutes	95%	No
Marion	Pick-up window: 2 hours prior to scheduled arrival time	No goal	No response
Martin	Pick-up window is 60 minutes	90%	Yes

County	Performance Standard	Goal	Goal Met
Miami-Dade	CTC only provides fixed-route trips; pick-up window is not applicable	No goal	No response
Monroe	Pick-up window: +/- 20 minutes (40-minute total window)	No goal	Yes
Nassau	Pick-up window: +/- 30 minutes (1-hour total window)	90%	Yes
Okaloosa	Pick-up window: +/- 30 minutes (1-hour total window)	90%	Yes
Orange/ Osceola/ Seminole	Pick-up windows: 30 minutes; must not arrive more than 1 hour of scheduled arrival time; return trips are 1 hour after requested time	90%	No
Palm Beach	Standard is +/- 15 minutes of the pick-up window (provided on driver manifest/schedule)	90%	No
Pasco	Pick-up window is 1 hour before scheduled arrival time	95%	No
Pinellas	Pick-up window: +/- 1 hour of scheduled time	95%	Yes
Polk	Varied; notification provided day prior to scheduled trip	95%	No response
Putnam	Pick-up window for scheduled trips: +/- 15 minutes (30-minute total window) and for will call trips: 60 minutes (pick-up within 30 minutes of request)	90%	Yes
St Johns	Pick-up window is 30 minutes before scheduled time or 15 minutes after scheduled time (45-minute total window)	80%	Yes
St Lucie	Pick-up window is 30 minutes before scheduled time	90%	No
Santa Rosa	Pick-up window: +/- 30 minutes (1-hour total window)	90%	Yes
Sarasota	Pick-up window: 30 minutes prior to scheduled time or 30 minutes prior to scheduled arrival time	99%	Yes
Sumter	Pick-up window is 90 minutes	96%	Yes
Taylor	Pick-up window is 90 minutes for scheduled arrival time or 60 minutes for scheduled departure time	No goal	No complaints
Union	Pick-up window: +/- 30 minutes (1-hour total window)	90%	Yes
Volusia	Pick-up window is 1 hour for intra-county trips and 2 hours for intercounty trips	90%	No
Wakulla	Pick-up window: +/- 15 minutes (30-minute total window)	95%	Yes
Walton	Pick-up window: +/- 30 minute (1-hour total window)	90%	Yes



**Figure 25. Statewide On-Time Performance** 

Table 5. On-Time Performance by Urban and Rural Operating Environments

Urban Counties	On-Time Performance Standard	Rural Counties
31%	Percentage of Counties <b>Meeting</b> On-Time Performance Standards	85%
42%	Percentage of Counties <b>Not Meeting</b> On-Time Performance Standards	2%
27%	Percentage of Counties <b>That Did Not Assess</b> On-Time Performance During Last CTC Evaluation	13%

### **Training Programs**

CTCs are required, through their agreements with the Commission, to meet the safety requirements in Rule 14-90, F.A.C. These safety requirements include operations and maintenance regulations, such as driver training, preventative maintenance inspections, and accident procedures. The safety requirements in Rule 14-90 are also passed along to transportation operators and coordination contractors through their contracts with CTCs. The following driver training programs are required for all providers in the Coordinated System:

- Bus equipment familiarization
- Basic operations and maneuvering
- Boarding and alighting passengers
- Operation of wheelchair lifts and other special equipment
- Passenger assistance and securement
- Defensive driving

- Distracted driving
- Vehicle and equipment inspections

CTCs and their transportation operators/coordination contractors who access Section 5310 grant funds are routinely assessed and monitored as subrecipients of FDOT through a comprehensive triennial review compliance program detailed in the *FDOT State Management Plan*. Any deficiencies identified in driver training are remedied through a corrective action process led by FDOT. The Commission monitors the results of these reviews during their quality assurance reviews of the CTC.

Some urban CTCs provide customer service representative training for their staff who interact with riders to coordinate trips. This type of training is not required, and completion rates are not monitored by CTD. Requiring customer service representative training should be considered at the state level. Customer service representative training opportunities could be expanded to include travel training. This training helps reduce the rider dependency on demand response and paratransit operations by orienting clients with fixed-route services.

### **Quality of Services**

Rule 41-2, F.A.C. requires that CTCs and LCBs jointly establish a standard for measuring the quality of TD services provided. Measuring a transit system's quality of services encompasses a variety of metrics, such as complaints, commendations, safety, service reliability, and customer satisfaction. Most CTCs use complaints to measure quality performance as shown in **Table 6**. **Figure 26** shows CTC adherence to quality (complaint) standards reported in the CTC Evaluations.

**Table 6. Quality Standards and Goals** 

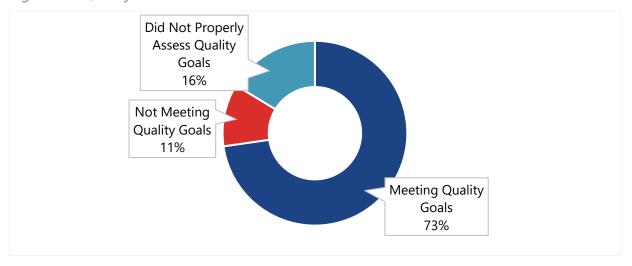
County	Performance Standard	Goal	Goal Met
Alachua	Number of complaints per number of trips	<3 complaints per 1,000 trips	Yes
Baker	No standard provided	No goal	0 filed; no response
Вау	Percentage of complaints per trip	<0.5% complaints	Yes
Bradford	Number of complaints per number of trips	<2 complaints per 1,000 trips	Yes
Brevard	Number of complaints per number of trips	<1 complaint per 1,000 trips	Yes
Broward	Percentage of complaints per month	<0.2% complaints in a calendar month	No response
Calhoun	Number of complaints per number of trips	<1 complaint per 10,000 trips	Yes
Charlotte	No standard provided	No goal	Yes

County	Performance Standard	Goal	Goal Met
Citrus	Number of complaints	0 complaints	Yes
Clay	Standard not provided	No goal	No response
Collier	Standard not provided	No goal	No response
Columbia/ Hamilton/ Suwannee	Number of complaints per number of trips	<1 complaint per 1,000 trips	Yes
DeSoto/ Hardee/ Highlands/ Okeechobee	Number of complaints per number of trips	<1 complaint per 1,000 trips	No
Dixie	Number of complaints per number of trips	<2 complaints per 1,000 trips	Yes
Duval	Number of complaints per number of trips	<0.3 complaints per 10,000 boardings	Yes
Escambia	Percentage complaints per trip	<0.5% complaints	Yes
Flagler	Standard not addressed in TDSP	No goal	No response
Franklin	Number of complaints per number of trips	<1 complaint per 4,000 trips	Yes
Gadsden	Number of complaints per number of miles	<1 complaint per 100,000 miles	Yes
Gilchrist	Number of complaints per number of trips	<2 complaints per 1,000 trips	Yes
Glades/Hendry	Percentage complaints per trip	<1% complaints	Yes
Gulf	No standard provided	No goal	Yes
Hernando	Number of complaints	0 complaints	Yes
Hillsborough	Number of complaints per number of trips	<2 complaints per 1,000 trips	Yes
Holmes/ Washington	Percentage complaints per trip	<0.5%	Yes
Indian River	Number of complaints per year	<2 complaints per year	Yes
Jackson	Number of complaints per number of miles	<1 complaint per 100,000 miles	No
Jefferson	Number of complaints per number of miles	<1 complaint per 100,000 miles	Yes
Lafayette	Number of complaints per number of trips	<2 complaints per 1,000 trips	Yes
Lake	Number of complaints per number of miles	<1 complaint per 100,000 miles	Yes
Lee	No standard	No goal	No response

County	Performance Standard	Goal	Goal Met
Leon	Number of complaints per number of miles	<1 complaint per 100,000 miles	No
Levy	Number of complaints per number of trips	<2 complaints per 1,000 trips	Yes
Liberty	Number of complaints per number of trips	<1 complaint per 1,000 trips	Yes
Madison	Number of complaints per number of trips	<1 complaint per 1,000 trips	Yes
Manatee	Number of complaints per number of trips	<2 complaints per 1,000 trips	Yes
Marion	No standard	Not provided to CTD	Not provided to CTD
Martin	No standard	No goal	No response
Miami-Dade	Not addressed in evaluation	No goal	No response
Monroe	No standard	No goal	Yes
Nassau	No standard	No goal	No response
Okaloosa	Percentage of complaints per trip	<0.5% complaints	Yes
Orange/ Osceola/ Seminole	Number of complaints per number of trips	<3 complaints per 1,000 trips	Yes
Palm Beach	Number of complaints per number of trips	<3 complaints per 10,000 trips	No
Pasco	Number of complaints per number of miles	<3 complaints per 100,000 miles	Yes
Pinellas	Number of complaints	0 complaints	Yes
Polk	Number of complaints per number of trips	<2 complaints per 1,000 trips	Yes
Putnam	No standard	No goal	Yes
St Johns	Number of complaints	0 complaints	Yes
St Lucie	Number of complaints per number of trips	1 complaint per 1,000 trips	Yes
Santa Rosa	Percentage complaints per trip	<0.5% complaints	Yes
Sarasota	Number of complaints	<1 complaint	Yes
Sumter	Percentage complaints per trip	<1% complaints	Yes
Taylor	No standard	No goal	0 complaints
Union	Number of complaints per number of trips	<2 complaints per 1,000 trips	Yes

County	Performance Standard	Goal	Goal Met
Volusia	Number of complaints per number of trips	<0.85 complaint per 1,000 trips	Yes
Wakulla	Number of complaints per number of miles	<1 complaint per 10,000 miles	Yes
Walton	Percentage complaints per trip	<0.5% complain	Yes

**Figure 26. Quality Performance Measures** 



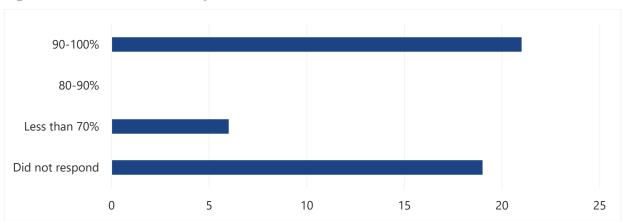
### **Timeliness of Complaint Resolutions**

LCBs establish Grievance Committees to address complaints and concerns by users of the Coordinated System. CTCs provide a description of their LCB's Grievance Committee procedures and practices in their TDSPs. Most procedures follow these steps:

- 1. CTCs attempt to address the complaint.
- 2. If the customer is not satisfied with the resolution provided by the CTC, a formal complaint is filed with the LCB Grievance Committee.
- 3. Grievance Committees may schedule a hearing to gather further information related to the complaint.
- 4. When the hearing concludes, the Grievance Committee provides a written resolution to the complaint.
- 5. If the customer is not satisfied with the resolution provided by the Grievance Committee, a complaint is with the CTD Ombudsman program.

While most Grievance Committees follow this pattern, the number of days within which the committee must resolve complaints varies by CTC. The CTC Evaluation, conducted by the LCB, examines whether the CTC is following the complaint process outlined in their TDSP. However,

there is no oversight of the Grievance Committee process and procedures from the statewide level. An Ombudsman Program is responsible for responding to complaints filed with the Commission. Complaints received by the Ombudsman Program are forwarded to CTCs for resolution. There is no statewide oversight for Grievance Committees adhering to their timelines for issuing complaint resolutions. CTCs were asked to self-report the percentage range that these complaints are resolved by the LCB Grievance Committee (**Figure 27**). Of the 40% who responded, 21 CTCs stated complaint resolutions were between 90-100% on time, while six CTCs reported that less than 70% of complaints were resolved on time.



**Figure 27. Timeliness of Complaint Resolutions** 

### **Additional Performance Measures**

**Roadcalls** are a performance standard that measures service reliability. Roadcalls are vehicle breakdowns that occur while the vehicle is operating. **Table 7** shows the standards and goals established by CTCs for measuring roadcall performance. CTC adherence to roadcall goals is shown in **Figure 28**.

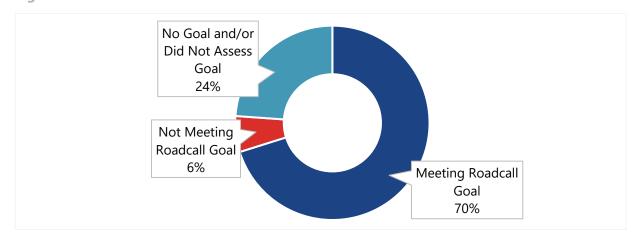
Table 7. Roadcall Standards and Goals

County	Performance Standard	Goal	Goal Met
Alachua	Number of roadcalls per number of miles	<7 roadcalls per 100,000 miles	Yes
Baker	No standard provided	No goal	Yes
Вау	Number of roadcalls per number of miles	<1 roadcall per 100,000 miles	Yes
Bradford	Number of roadcalls per year	<5 roadcalls in evaluation period	Yes
Brevard	Minimum number of miles between roadcalls	More than 10,000 miles between roadcalls	Yes
Broward	No standard provided	No goal	167 roadcalls occurred
Calhoun	Minimum number of miles between roadcalls	More than 10,000 miles between roadcalls	Yes
Charlotte	No standard provided	No goal	No
Citrus	Minimum number of miles between roadcalls	More than 10,000 miles between roadcalls	Yes
Clay	No standard provided	No goal	No response
Collier	Minimum number of miles between roadcalls	More than 10,000 miles between roadcalls	Yes
Columbia/ Hamilton/ Suwannee	Number of roadcalls per number of miles	<7 roadcalls per 100,000 miles	Yes
DeSoto/ Hardee/ Highlands/ Okeechobee	Number of roadcalls per number of miles	<1 roadcall per 10,000 miles	No response
Dixie	Number of roadcalls per year	<5 roadcalls per year	Yes
Duval	No standard provided	No goal	Yes
Escambia	Number of roadcalls per number of miles	<1 roadcall per 10,000 miles	Yes
Flagler	Standard not addressed in TDSP	No goal	No response
Franklin	Minimum number of miles between roadcalls	More than 10,000 miles per roadcall	Yes
Gadsden	Minimum number of miles between roadcalls	More than 10,000 miles per roadcall	Yes
Gilchrist	Number of roadcalls per year	<5 roadcalls per year	Yes
Glades/Hendry	Number of roadcalls per number of miles	<1 roadcall per 10,000 miles	Yes
Gulf	No standard provided	No goal provided	Yes

County	Performance Standard	Goal	Goal Met
Hernando	Number of roadcalls per year	<20 roadcalls per year	Yes
Hillsborough	Number of roadcalls per number of miles	<7 roadcalls per 100,000 miles	Yes
Holmes/ Washington	Number of roadcalls per number of miles	<1 roadcall per 10,000 miles	Yes
Indian River	Minimum number of miles between roadcalls	More than 90,000 miles per roadcall	Yes
Jackson	Minimum number of miles between roadcalls	More than 25,000 miles between roadcalls	Yes
Jefferson	Minimum number of miles between roadcalls	More than 10,000 miles between roadcalls	Yes
Lafayette	Number of roadcalls per year	<5 roadcalls per year	Yes
Lake	Percentage roadcalls per trips	<0.006%	Yes
Lee	No standard provided	No goal	No response
Leon	Minimum number of miles between roadcalls	More than 10,000 miles between roadcalls	No
Levy	Number of roadcalls per year	<5 roadcalls per year	No
Liberty	Minimum number of miles between roadcalls	More than 10,000 miles between roadcalls	Yes
Madison	Number of roadcalls per number of miles	<7 roadcalls per 100,000 miles	Yes
Manatee	Number of roadcalls per number of miles	<5 roadcalls per 100,000 miles	No
Marion	No standard provided	Not provided	Not provided
Martin	Minimum number of miles between roadcalls	More than 12,000 miles between roadcalls	Yes
Miami-Dade	Not addressed in evaluation	No goal	No response
Monroe	No standard provided	No response	Yes
Nassau	Number of roadcalls per number of miles	<1 roadcall per 10,000 miles	Yes
Okaloosa	Number of roadcalls per number of miles	<1 roadcall per 10,000 miles	Yes
Orange/ Osceola/ Seminole	No standard provided	No goal	No response
Palm Beach	Number of roadcalls per number of miles	<1 roadcall per 10,000 miles	No response
Pasco	Number of roadcalls per number of miles	<3 roadcalls per 100,000 miles	Yes
Pinellas	Average age of fleet	TL 1,500 per year	TL 9; Yes

County	Performance Standard	Goal	Goal Met
Polk	Minimum number of miles between roadcalls	Paratransit – More than 30,000 miles between roadcalls Fixed-route – More than 10,000 miles between roadcalls	No response
Putnam	Number of roadcalls per number of miles	<1 roadcall per 10,000 miles	Yes
St Johns	Number of roadcalls per number of miles	<1 roadcall per 10,000 miles	Yes
St Lucie	Number of roadcalls per number of miles	<1 roadcall per 15,296 miles	Yes
Santa Rosa	Number of roadcalls per number of miles	<1 roadcall per 10,000 miles	Yes
Sarasota	Number of roadcalls per number of miles	<1 roadcall per year	Yes
Sumter	Number of roadcalls per year	0 roadcalls	Yes
Taylor	No standard provided	No goal	2 roadcalls
Union	Number of roadcalls per year	<5 roadcalls per year	Yes
Volusia	Number of roadcalls per number of miles	<1 roadcall per 7,500 miles	Yes
Wakulla	Number of roadcalls per number of miles	<1 roadcall per 10,000 miles	Yes
Walton	Number of roadcalls per number of miles	<1 roadcall per 10,000 miles	Yes

**Figure 28. CTC Adherence to Roadcall Goals** 



**Accidents** are a performance standard that measures safety. Accidents are counted when the CTC is at-fault. **Table 8** shows the performance standards and goals for accidents. CTC adherence to accident goals is shown in **Figure 29**.

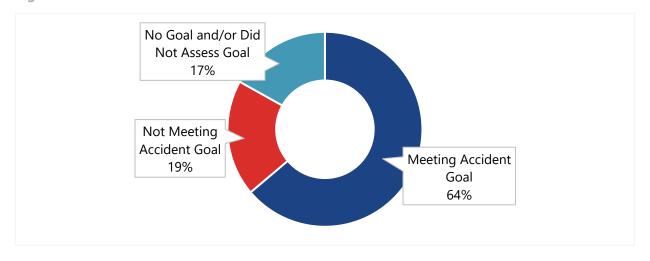
**Table 8. Accident Standards and Goals** 

County	Performance Standard	Goal	Goal Met
Alachua	Number of accidents per number of miles	<1.4 accidents per 100,000 miles	Yes
Baker	Not provided	No goal	No response
Bay	Number of accidents per number of miles	<1 accident per 100,000 miles	No
Bradford	Number of accidents per number of miles	<1 accident per 100,000 miles	Yes
Brevard	Number of accidents per number of miles	<1.2 accidents per 100,000 miles	Yes
Broward	Number of accidents per number of miles	<2.5 accidents per 100,000 miles	Yes
Calhoun	Number of accidents per number of miles	<1 accident per 100,000 miles	Yes
Charlotte	No standard provided	No goal	Yes
Citrus	Number of accidents per year	<6 accidents per year	Yes
Clay	No standard provided	No goal	No response
Collier	Number of accidents per number of miles	<1.2 accidents per 100,000 miles	No
Columbia/ Hamilton/ Suwannee	Number of accidents per number of miles	<1 accident per 100,000 miles	No
DeSoto/ Hardee/ Highlands/ Okeechobee	Number of accidents per number of miles	<1.2 accidents per 100,000 miles	No response
Dixie	Number of accidents per number of miles	<1 accident per 100,000 miles	Yes
Duval	Number of accidents per number of miles	<3 accidents per 100,000 miles	Yes
Escambia	Number of accidents per number of miles	<1 accident per 100,000 miles	No
Flagler	Standard not addressed in TDSP	No goal	No response
Franklin	Number of accidents per number of miles	<1 accident per 100,000 miles	Yes
Gadsden	Number of accidents per number of miles	<1.2 accidents per 100,000 miles	Yes

County	Performance Standard	Goal	Goal Met
Gilchrist	Number of accidents per number of miles	<1 accident per 100,000 miles	Yes
Glades/Hendry	Number of accidents per number of miles	<1.2 accidents per 100,000 miles	Yes
Gulf	No standard provided	No goal	Yes
Hernando	Number of accidents per number of miles	<5 accidents per 100,000 miles	Yes
Hillsborough	Number of accidents per number of miles	<1.2 accidents per 100,000 miles	Yes
Holmes/ Washington	Number of accidents per number of miles	<1 accident per 100,000 miles	Yes
Indian River	Number of accidents per number of miles	<1 accident per 100,000 miles	Yes
Jackson	Number of accidents per number of miles	<1 accident per 100,000 miles	Yes
Jefferson	Number of accidents per number of miles	<1.2 accidents per 100,000 miles	Yes
Lafayette	Number of accidents per number of miles	<1 accident per 100,000 miles	Yes
Lake	Number of accidents per number of miles	<1 accident per 100,000 miles	No
Lee	No standard provided	No goal	No response
Leon	Number of accidents per number of miles	<1.2 accidents per 100,000 miles	Yes
Levy	Number of accidents per number of miles	<1 accident per 100,000 miles	Yes
Liberty	Number of accidents per number of miles	<1 accident per 100,000 miles	Yes
Madison	Number of accidents per number of miles	<1.2 accidents per 100,000 miles	Yes
Manatee	Number of accidents per number of miles	<5 accidents per 100,000 miles	Yes
Marion	No standard provided	No goal	No response
Martin	Number of accidents per year	0 accidents per year	Yes
Miami-Dade	Not addressed in evaluation	No goal	No response
Monroe	No standard provided	No goal	Yes
Nassau	Number of accidents per number of miles	<1 accident per 100,000 miles	Yes
Okaloosa	Number of accidents per number of miles	<1 accident per 100,000 miles	No
Orange/ Osceola/ Seminole	Number of accidents per number of miles	<1 accident per 100,000 miles	No

County	Performance Standard	Goal	Goal Met
Palm Beach	Number of accidents per number of miles	<1 accident per 100,000 miles	No
Pasco	Number of accidents per number of miles	<1.2 accidents per 100,000 miles	Yes
Pinellas	Number of accidents per number of miles	<10 accidents per 100,000 miles	Yes
Polk	Number of accidents per number of miles	<1 accident per 100,000 miles	Yes
Putnam	Number of accidents per number of miles	<1.2 accidents per 100,000 miles	Yes
St Johns	Number of accidents per number of miles	1 accident per 250,000 miles	Yes
St Lucie	Number of accidents per number of miles	<1.5 accidents per 100,000 miles	Yes
Santa Rosa	Number of accidents per number of miles	<1 accident per 100,000 miles	Yes
Sarasota	Percentage of accidents per trip	<0.5% accidents	Yes
Sumter	Number of accidents per year	0 accidents	Yes
Taylor	Not provided	No response	0
Union	Number of accidents per number of miles	<1 accident per 100,000 miles	Yes
Volusia	Number of accidents per number of miles	<1 accident per 100,000 miles	Yes
Wakulla	Number of accidents per number of miles	<1 accident per 100,000 miles	Yes
Walton	Number of accidents per number of miles	<1 accident per 100,000 miles	No

**Figure 29. CTC Adherence to Accident Goals** 



**Passenger No-Shows** are a performance goal for reducing the number of passengers that miss their scheduled pick-up. When a CTC experiences a substantial number of passenger no-shows, it can result in schedule disruptions, route inefficiencies, and contribute to higher trip costs. While CTCs have established policies to discourage no-shows, and there are instances of improvement, the problem persists. Passenger no-shows can occur for various reasons, including but not limited to, late cancellation, inability to provide fares for trip, and/or not boarding the vehicle within the specified time of vehicle's arrival for pickup. **Table 9** shows passenger no-show standards and goals. There was a total of 262,699 reported no-shows statewide in FY23, with 91% of these no-shows occurring in urban operating areas (**Figure 30**).

**Table 9. Passenger No-Show Standards and Goals** 

County	Performance Standard	Goal	Goal Met
Alachua	No standard provided	No goal	No response
Baker	No standard provided	No goal	No response
Bay	Percentage of trips	Less than 5%	Yes
Bradford	No standard provided	No goal	No response
Brevard	Number of no-shows per number of trips	<5 per 1,000 trips	No
Broward	No standard provided	No goal	No response
Calhoun	Percentage of trips	<1%	Yes
Charlotte	No standard provided	No goal	No response
Citrus	Number of no-shows per month	<3 per rider per month	Yes
Clay	No standard provided	No goal	No response
Collier	No standard provided	Not provided	No response
Columbia/ Hamilton/ Suwannee	No standard provided	No goal	No response
DeSoto/ Hardee/ Highlands/ Okeechobee	No standard provided	No goal	No response
Dixie	No standard provided	No goal	No response
Duval	Percentage of trips	4%	No

County	Performance Standard	Goal	Goal Met
Escambia	Percentage of trips	<5%	Yes
Flagler	Standard not addressed in TDSP	No goal	No response
Franklin	Percentage of trips	<1%	No
Gadsden	Percentage of trips	<1%	No
Gilchrist	No standard provided	No goal	No response
Glades/Hendry	Percentage of trips	<4%	Yes (4% reported)
Gulf	Percentage of trips	<1%	No
Hernando	Percentage of trips	<1%	No
Hillsborough	No standard provided	No goal	No response
Holmes/ Washington	Percentage of trips	<3%	Yes
Indian River	Percent increase from prior year	<5% increase from prior year	Yes
Jackson	Percentage of trips	<1%	No
Jefferson	Percentage of trips	<1%	No
Lafayette	No standard provided	No goal	No response
Lake	Percentage of trips	<4%	Yes
Lee	No standard provided	No goal	No response
Leon	Percentage of trips	<1%	No
Levy	No standard provided	No goal	No response
Liberty	Percentage of trips	<1%	No
Madison	No standard provided	No goal	No response
Manatee	Percentage of trips	<2%	Yes
Marion	No standard provided	No goal	No response
Martin	No standard provided	No goal	No response
Miami-Dade	Not addressed in evaluation	No goal	No response

County	Performance Standard	Goal	Goal Met
Monroe	No standard provided	No response	Yes
Nassau	No standard provided	No goal	No response
Okaloosa	Percentage of trips	<5%	No
Orange/ Osceola/ Seminole	No standard provided	No goal	No response
Palm Beach	Percentage of trips	<5%	Yes
Pasco	Percentage of trips	<3%	Yes
Pinellas	Standard window for boarding after arrival	Wait 5 minutes	Yes
Polk	No standard provided	No goal	No response
Putnam	No standard provided	No goal	No response
St Johns	No standard provided	No goal	No response
St Lucie	Number of no-shows per month	<2 per month	Yes
Santa Rosa	Percentage of trips	<3.5%	Yes
Sarasota	Percentage of trips	<5%	Yes
Sumter	Percentage of trips	<2%	Yes
Taylor	No standard provided	No goal	205
Union	No standard provided	No goal	No response
Volusia	Percentage of trips	<10%	Yes
Wakulla	Percentage of trips	<1%	Yes
Walton	Percentage of trips	<3%	No response

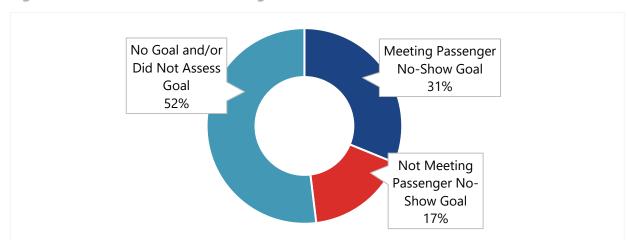


Figure 30. CTC Adherence to Passenger No-Show Goals

**Public Transit Ridership** is an annual percentage goal for the number of riders that will be transitioned from paratransit service to the fixed-route system. This measure is applicable only to CTCs that operate fixed-route and/or deviated fixed-route services. **Table 10** shows the public transit ridership standards and goals. CTC adherence with public transit ridership goals is provided in **Figure 31**.

**Table 10. Public Transit Ridership Standards and Goals** 

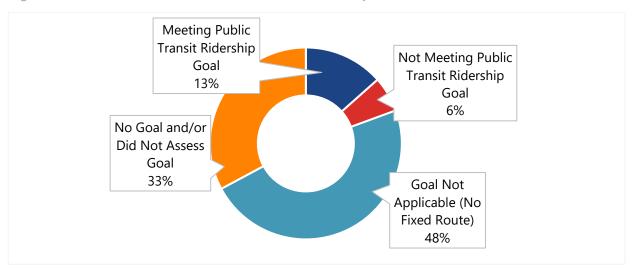
County	Performance Standard	Goal	Goal Met
Alachua	CTC does not have fixed-route system	Not applicable	Not applicable
Baker	"BCCOA supports and hopes to expand the deviated flex service of the Wildcat and Bobcat shuttles"	No numeric goal provided	Yes
Вау	No standard provided	No numeric goal provided	Not applicable
Bradford	CTC does not have fixed-route system	Not applicable	Not applicable
Brevard	No standard provided	No numeric goal provided	Not applicable
Broward	Travel changing	No numeric goal provided	No
Calhoun	CTC does not have fixed-route system	Not applicable	Not applicable
Charlotte	CTC does not have fixed-route system	Not applicable	Not applicable

County	Performance Standard	Goal	Goal Met
Citrus	Number of passengers transitioned to fixed- route system	More than 24,651	Yes
Clay	No standard provided	No goal	No response
Collier	CTC does not have fixed-route system	Not applicable	Not applicable
Columbia/ Hamilton/ Suwannee	CTC does not have fixed-route system	Not applicable	Not applicable
DeSoto/ Hardee/ Highlands/ Okeechobee	Percentage of riders	More than 2%	No response
Dixie	CTC does not have fixed-route system	Not applicable	Not applicable
Duval	Percentage of riders	More than 100%	Yes
Escambia	No standard provided	No numeric goal provided	No response
Flagler	Standard not addressed in TDSP	No goal	No response
Franklin	CTC does not have fixed-route system	Not applicable	Not applicable
Gadsden	CTC does not have fixed-route system	Not applicable	Not applicable
Gilchrist	CTC does not have fixed-route system	Not applicable	Not applicable
Glades/Hendry	Percentage of riders	More than 2%	Not applicable
Gulf	CTC does not have fixed-route system	Not provided to CTD	No response
Hernando	Percentage of riders	More than 100%	No
Hillsborough	No standard provided	No goal	No response
Holmes/ Washington	CTC does not have fixed-route system	Not applicable	Not applicable
Indian River	CTC does not have fixed-route system	No goal	No response
Jackson	CTC does not have fixed-route system	Not applicable	Not applicable
Jefferson	CTC does not have fixed-route system	Not applicable	Not applicable
Lafayette	CTC does not have fixed-route system	Not applicable	Not applicable
Lake	Percentage of riders	More than 5%	Yes
Lee	No standard provided	No goal	No response

County	Performance Standard	Goal	Goal Met
Leon	No standard provided	No goal	No response
Levy	CTC does not have fixed-route system	Not applicable	Not applicable
Liberty	CTC does not have fixed-route system	Not applicable	Not applicable
Madison	CTC does not have fixed-route system	Not applicable	Not applicable
Manatee	Percentage of riders	<2%	No
Marion	No standard provided	No goal	No response
Martin	CTC does not have fixed-route system	Not applicable	Not applicable
Miami-Dade	CTC only provides fixed-route services	Not applicable	Not applicable
Monroe	No standard provided	No goal	Yes
Nassau	CTC does not have fixed-route system	Not applicable	Not applicable
Okaloosa	No standard provided	No goal	No response
Orange/ Osceola/ Seminole	No standard provided	No goal	No response
Palm Beach	Percentage of riders	More than 25%	No
Pasco	No standard provided	No goal	No response
Pinellas	Percentage of riders	More than 100%	Yes
Polk	Percentage of riders	More than 35%	Yes
Putnam	CTC does not have fixed-route system	Not applicable	Not applicable
St Johns	No standard provided	Not applicable	Yes
St Lucie	Percentage of riders	More than 2%	Yes
Santa Rosa	No standard provided	Not applicable	No response
Sarasota	No standard provided	No goal	No response
Sumter	CTC does not have fixed-route system	Not applicable	Not applicable
Taylor	No standard provided	No goal	11.642
Union	CTC does not have fixed-route system	Not applicable	Not applicable

County	Performance Standard	Goal	Goal Met
Volusia	No standard provided	No goal	No response
Wakulla	CTC does not have fixed-route system	Not applicable	Not applicable
Walton	CTC does not have fixed-route system	Not applicable	Not applicable

**Figure 31. CTC Adherence to Public Transit Ridership Goals** 



**Call Hold Time** is a percentage goal that measures the accessibility of the trip reservation system. The goal of this measure is to reduce the number of minutes a rider is on hold when calling their CTC to make a trip reservation. **Table 11** shows call hold time standards and goals. CTC adherence to call hold time standards are provided in **Figure 32**.

**Table 11. Call Hold Time Standards and Goals** 

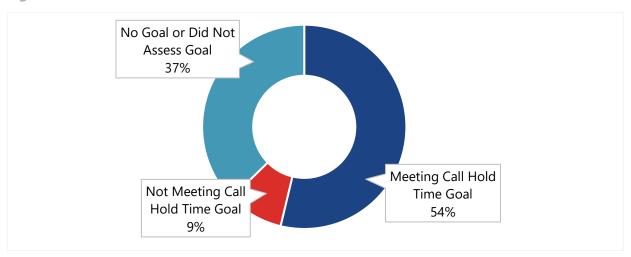
County	Performance Standard	Goal	Goal Met
Alachua	No standard provided	No response	Yes
Baker	Call hold time	<3 minutes	Yes
Bay	No standard provided	No response	No response
Bradford	No standard provided	No response	No response
Brevard	Call hold time for percentage of total calls	<2 minutes for 95% of calls	No
Broward	Call hold time	<90 seconds	Yes

County	Performance Standard	Goal	Goal Met
Calhoun	Call hold time for percentage of total calls	<1 minute for 90% of calls	Yes
Charlotte	No standard provided	No response	No response
Citrus	Call hold time	<4 minutes	Yes
Clay	Call hold time	<2 minutes	Yes
Collier	Call hold time	<2 minutes	Yes
Columbia/ Hamilton/ Suwannee	No standard provided	No response	No response
DeSoto/ Hardee/ Highlands/ Okeechobee	Call hold time	<3 minutes	Yes
Dixie	No standard provided	No response	No response
Duval	Call hold time	<2 minutes	Yes
Escambia	No standard provided	No response	No response
Flagler	Call hold time	<2 minutes	No response
Franklin	Call hold time for percentage of total calls	<3 minutes for 90% of calls	Yes
Gadsden	Call hold time for percentage of total calls	<3 minutes for 90% of calls	Yes
Gilchrist	No standard provided	No response	No response
Glades/Hendry	Call hold time	<3 minutes	Yes
Gulf	No standard provided	No response	Yes
Hernando	Call hold time	<2 minutes	Yes
Hillsborough	Call hold time	<4 minutes	Yes
Holmes/ Washington	No standard provided	No response	No response
Indian River	Call hold time	<2 minutes	Yes
Jackson	Call hold time for percentage of total calls	<3 minutes for 90% of calls	Yes
Jefferson	Call hold time for percentage of total calls	<3 minutes for 90% of calls	Yes
Lafayette	No standard provided	No response	No response

County	Performance Standard	Goal	Goal Met
Lake	Call hold time	<3 minutes	Yes
Lee	No standard provided	No response	No response
Leon	Call hold time for percentage of total calls	<3 minutes for 90% of calls	Yes
Levy	No standard provided	No response	No response
Liberty	Call hold time for percentage of total calls	<3 minutes for 90% of calls	Yes
Madison	No standard provided	No response	No response
Manatee	No standard provided	No response	No response
Marion	No standard provided	Not provided to CTD	No response
Martin	No standard provided	No response	No
Miami-Dade	Not addressed in evaluation	No goal	No response
Monroe	No standard provided	No response	Yes
Nassau	Call hold time	<2 minutes	Yes
Okaloosa	Call hold time	<4.25 minutes	Yes
Orange/ Osceola/ Seminole	Call hold time	<3 minutes	No
Palm Beach	Call hold time	<2 minutes	Yes
Pasco	Call hold time	<3 minutes	Yes
Pinellas	Call hold time for percentage of total calls	<1 minute for 95% of calls	Yes
Polk	No standard provided	No response	No response
Putnam	No standard provided	No response	No response
St Johns	Call hold time	<5 minutes	Yes
St Lucie	Call hold time	<35 seconds	No
Santa Rosa	Call hold time	<2 minutes	No response
Sarasota	Call hold time	<3 minutes	Yes
Sumter	Call hold time	<2 minutes	Yes

County	Performance Standard	Goal	Goal Met
Taylor	No standard provided	No response	No complaints
Union	No standard provided	No response	No response
Volusia	Call hold time for percentage of total calls	<3 minutes for 90% of calls	Yes
Wakulla	Call hold time for percentage of total calls	<3 minutes for 90% of calls	Yes
Walton	No standard provided	No response	No response

**Figure 32. CTC Adherence to Call Hold Time Goals** 



# Section 8: Purchasing Partnerships & Service Coordination Assessment

### **Key Findings and Recommendations**

- Overlapping and competing eligibility requirements and trip purposes between purchasing agencies and the Commission make it difficult for customers and transportation providers to determine ultimate trip and funding responsibility. The eligibility requirements for human services transportation varies by purchasing agency, and these requirements overlap with Commission eligibility requirements. Additionally, trip purposes are sometimes eligible under two or more programs.
- Avoid duplication in service delivery, as many of the services provided by other
  government programs are duplicated by the Commission. There are a variety of
  methods that can be used to support this recommendation, including creating a governing
  structure that includes all human services transportation programs and services.
- Optimize the use of available federal funds before using state TD funds. Update Florida Statutes to clarify that TD funding is truly the funding of last resort. TD funds should not be used when a trip is otherwise eligible under federally funded programs.

### **Purchasing Agency and CTC Coordination**

### **Overlapping Eligibilities**

With many coordinating entities contributing to these vital transportation services, it is important to establish clarity regarding trip and funding responsibilities. Otherwise, multiple entities may find themselves simultaneously responsible for delivering the same trip.

Coordinating entities that have similar eligibility criteria should be further examined to determine a hierarchy of funding sources for trips/riders. This would assist all coordinating entities streamline eligibility screening, trip scheduling, and trip reimbursement activities. **Figure 33** illustrates eligible trip purposes by funding program responsibility.

Figure 33. Purchasing Agency/TD Eligibilities

INDIVIDUALS	TRIP TYPE	FUNDING TYPE
0	Emergency Medical	MEDICARE
69A	NEMT	CUSTOMER MEDICARE DOEA DTDTF
Elderly	Non-Medical	CUSTOMER DCF DOEA DTDTF
	Emergency Medical	<b>▶</b> MEDICAID
	NEMT	► MEDICAID
Disability	Non-Medical Adult Daycare	<b>▶</b> APD
	Non-Medical Others	DOE DTTF
	Emergency Medical	<b>▶</b> MEDICAID
72 S J	NEMT	MEDICAID
Low-Income	Non-Medical Adult Daycare	<b>▶</b> APD
	Non-Medical Others	<b>▶</b> MEDICARE
	Emergency Medical	<b>▶</b> MEDICAID
∠⊹∆ Children	NEMT	MEDICAID
	Non-Medical	DCF DTTF

### **Program of Last Resort**

The Commission's non-sponsored trip funding fills an important gap in Florida's transportation network. It is, by statute, designed to provide funding for trips when they cannot be funded by any other purchasing agency's human service programs. The intent of this approach is to exhaust all other options available before using TD funding to sponsor trips.

However, based on interviews with purchasing agencies, other human service programs adopt an identical stance as the Commission – their funds may be used to purchase trips only when no other funding options are available. With multiple coordinating entities having policies making them "funding program of last resort", trip responsibility becomes unclear.

### **Role of Healthcare Transportation Services Relative to TD Program**

Healthcare transportation services are coordinated and funded primarily through AHCA for Florida's low-income residents who are approved for Medicaid benefits. AHCA administers Florida's Medicaid transportation funds through the Medicaid Managed Care Program. Throughout the state, regional offices are established that are responsible for coordinating transportation services in the most cost-efficient manner. This may or may not include providing trips in the Coordinated System.

AHCA contracts with specific transportation providers as brokers for providing healthcare transportation services for their Medicaid eligible clients. Medicaid clients are eligible for transportation services if they do not have their own transportation for accessing health care services. When clients are accepted into the Medicaid program, they are given a provider directory that lists all approved transportation providers, including CTCs, as well as provider specialties, such as options for flights, stretchers, wheelchairs, and medical equipment. Medicaid clients schedule transportation services directly with pre-approved providers listed in their directory.

Individuals who are eligible for transportation services under the Medicaid Managed Care program are often also eligible for TD services. However, certain trips may be eligible under one or both programs making it difficult for both riders and transportation providers to determine who is ultimately responsible for funding and trip delivery. For example, a medical trip for a Medicaid client can be covered under both AHCA and the TD program, whereas a work trip for a Medicaid client is only covered under the TD program.

#### **Opportunities to Leverage Healthcare Transportation Services to Support TD Services**

Healthcare transportation plays a significant role in the Coordinated System. There are a variety of methods that can be used to avoid duplication of service delivery between these programs, including creating a governing structure that includes all human services transportation programs and services.

### **Section 9: Rural Challenges and Opportunities**

### **Key Findings and Recommendations**

- Rural CTCs have limited resources and higher trip costs due to longer distances
  traveled. Rural CTCs travel an average of twice the distance as urban CTCs, with some
  traveling up to seven times as far as their urban counterparts. Rural CTCs have fewer
  providers available to help deliver long-distance trips and meet local travel demand.
- Limited staff, vehicles, and funding resources inhibits rural transit systems' ability to
  enhance existing services. Consider opportunities to increase the number of providers in
  rural areas, either by examining and then eliminating as many barriers to entry as possible,
  considering whether startup incentives may increase the number of providers in any one
  location, or even creating the opportunity for trip delivery to new entrants to the
  transportation market such as TNCs.
- In rural areas with constrained resources and prevalent inter-county trips, it may be beneficial to consider establishing regional partnerships or resource pooling to assist with administrative capacity and higher efficiencies in service delivery. Rural CTCs sometimes have difficulty meeting administrative and service delivery needs as a single entity.
- Maintain rural-specific programs for those seeking or in need of longer trips. These services are critical to TD clients in rural areas.
- Explore Mobility Management as a potential strategic method for supporting rural systems. Due in part to common resource constraints in rural areas, pooling resources through regional partnerships and implementing mobility management are a means to support several entities with common administrative, operational, and coordination challenges.

### **Rural System Challenges**

### **Lack of Available Coordination Contractors**

Providing transportation services in rural areas can be challenging due to their isolated operating environment. As previously discussed in Section 4, urban areas of the state with multiple transportation providers competing for service agreements with CTCs have shown lower trip costs than rural areas of the state with fewer transportation providers. When there are few providers, it limits the CTC's overall delivery capacity – a condition which may be especially challenging in lower-density and rural areas that require longer-distance and intercounty trips. These trips take more time to deliver and are likely being executed with fewer overall vehicles, creating a supply constraint for TD services in these areas.

### **Longer Trip Distances**

Rural trips are on average more than twice the distance of urban trips (15 miles/rural trip vs 7 miles/urban trip), with some destinations taking up to four hours to reach. Many CTCs who serve rural counties provide more trips outside of the county than within it, resulting in higher trip costs, with some trip costs exceeding \$100/trip. **Table 12** shows the relationship between inter-county trips, average trip distance, and cost per trip in rural counties<sup>14</sup>. In rural areas with constrained resources and prevalent out of county trips, consideration could be given to establishing regional partnerships or pooling resources to assist with administering and delivering TD services.

**Table 12. Rural Trip Distances and Cost** 

County	Number of Trips	Cost Per Trip	Average Trip Length	Percentage of Trips Out of County
Baker	22,459	\$58.34	20.1 miles	37.8%
Bradford	39,240	\$18.94	7.7 miles	32.1%
Calhoun	11,416	\$54.93	21.4 miles	80.2%
Citrus*	88,544	\$29.03	6.9 miles	11.6%
Clay*	39,058	\$18.48	10.5 miles	7.0%
Columbia	14,527	\$87.37	10.5 miles	3.1%
DeSoto	34,888	\$14.75	3.7 miles	6.8%
Dixie	7,387	\$65.82	23.0 miles	93.7%
Flagler*	80,538	\$20.69	8.3 miles	<0.1%
Franklin	2,795	\$137.61	42.1 miles	91.5%
Gadsden	72,217	\$26.48	11.1 miles	0.1%
Gilchrist	5,094	\$85.28	22.2 miles	88.3%
Glades	3,011	\$114.27	29.0 miles	50.7%
Gulf	15,254	\$37.80	16.7 miles	45.3%

 $^{\rm 14}$  CTCs self-identify rural status in Commission reporting.

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County	Number of Trips	Cost Per Trip	Average Trip Length	Percentage of Trips Out of County
Hamilton	11,889	\$35.50	13.2 miles	3.1%
Hardee	29,015	\$13.72	5.0 miles	6.8%
Hendry	9,072	\$61.88	11.4 miles	50.7%
Hernando*	67,353	\$20.68	7.9 miles	2.1%
Highlands	60,936	\$35.93	10.1 miles	6.8%
Holmes	11,140	\$36.63	9.2 miles	20.8%
Jackson	36,641	\$52.41	18.4 miles	16.4%
Jefferson	16,707	\$52.80	18.2 miles	31.7%
Lafayette	2,162	\$127.60	50.2 miles	57.0%
Lake*	126,032	\$47.90	8.9 miles	2.9%
Levy	21,268	\$43.16	12.6 miles	82%
Liberty	6,153	\$118.05	28.1 miles	65.0%
Madison	12,799	\$52.07	14.5 miles	5.4%
Marion*	87,774	\$50.52	11.6 miles	1.2%
Monroe	34,781	\$62.00	8.5 miles	7.7%
Nassau*	60,643	\$29.22	7.4 miles	0.9%
Okeechobee	8,641	\$45.54	16.0 miles	6.8%
Putnam	67,914	\$37.94	9.0 miles	12.4%
St Johns*	150,286	\$40.20	7.4 miles	2.9%
Santa Rosa	18,068	\$24.69	11.3 miles	2.1%
Sumter*	44,675	\$30.83	8.4 miles	9.5%

County	Number of Trips	Cost Per Trip	Average Trip Length	Percentage of Trips Out of County
Suwannee	17,255	\$25.68	16.9 miles	3.1%
Taylor	11,642	\$59.04	18.2 miles	3.2%
Union	4,871	\$95.77	21.1 miles	95.8%
Wakulla	18,795	\$40.06	17.8 miles	54.4%
Walton	22,472	\$35.41	12.3 miles	20.6%
Washington	11,548	\$39.83	12.5 miles	20.8%
Rural CTC Average	1,406,960	\$50.85	15.1 miles	27.8%

<sup>\*</sup> Counties that self-identify as rural but are classified as urban by FTA and FDOT

### **General Lack of Resources (Staffing, Vehicles, Funding)**

Rural CTCs face the challenge of delivering TD services for trips that require longer durations of travel. Whereas federal grant programs such as Section 5311 provide financial resources for rural providers, the program requires a local match for 50% for operating funds. Many rural counties cannot meet the local matches to enhance existing services, and cash flow constraints may limit their ability to apply for TD grants simultaneously. Further, some rural transit systems use their TD funding as non-federal match for 5311 funding.

### **Opportunities to Support Rural Systems**

Opportunities to increase the number of providers in rural areas could be provided by eliminating barriers to entry and considering whether creating incentives for coordinating may increase potential partnership opportunities or encourage partnerships with TNCs.

Another opportunity to support rural transit systems is to incorporate mobility management activities, such as centralized client eligibility screening and trip scheduling functions. Mobility management is a customer-focused approach to transportation services that has been adopted more recently by urban transit systems. Mobility management assist with providing more individualized service to customers in helping them determine the best and most efficient way to reach their destinations using all modes of transportation available to them. Implementing mobility management in regional structures could help CTCs share staffing resources to support client screening and trip scheduling. A regional mobility manager can also help with coordinating transportation partnerships and services between multiple counties as is prevalent in rural areas.

### **Section 10: Alternative Delivery Models**

### **Key Findings and Recommendations**

- Urban and rural CTCs are hesitant to challenge the status quo and use TNCs and more
  innovative delivery models. This is partially due to federal restrictions on contracting with
  TNCs using federal funds. Additionally, some CTCs are not well-equipped to investigate
  and/or implement alternative delivery models. Doing so often requires comprehensive
  planning, technology, modernized contracting and procurement capabilities, and in some
  cases economies of scale that eclipse the capabilities of a single provider.
- Leverage technology and travel training programs that educate riders on accessing and navigating fixed-route services to reduce reliance on costly ADA services for ambulatory clients, client eligibility screening that mitigates confusion between human service programs, centralized call centers, and other coordinated planning efforts. This will enhance the efficiency of TD services provided statewide.
- Promote alternative delivery models, such as on-demand (microtransit) and TNC partnerships, to provide direct connections that reduce travel times, potentially save costs, and deliver trips outside regular hours of operation. These models enhance efficiency and provide customers with more options to reach their destination.
- Certain models show promise for adoption only for particular trip types or in certain travel market conditions. Indian River (Senior Resource Association) has successfully implemented regional on-demand services, and Pinellas (Pinellas Suncoast Transit Authority) has successfully implemented a late shift program through TNC partnerships. Wakulla Senior Citizens Council (rural county) has also shown success using ISD funding to implement on-demand services through TNCs to all TD eligible riders, focusing on trip provision for intellectual and developmental disability riders. The CTC has increased trip volume by 38% while lowering the cost per trip by 21%. Wakulla Senior Citizens Council has recently been granted additional ISD grant funds to increase these TNC services an additional 160%.

### **Evolving Transportation Landscape**

Florida's market demands and transportation needs have evolved significantly since the initial deployment of the TD program. While the existing delivery models and administrative structures served Florida well for over three decades, the TD program continues to adapt to respond to current and evolving conditions, including dramatic changes in growth and travel patterns.

Meanwhile, the transportation industry has experienced change and innovation – such as new market entrants like TNCs (Uber, Lyft, or Via) and technology-enhanced service provision – that

may help modernize transportation disadvantaged services for the purposes of improved efficiency, business sustainability, and customer experience.

Alternative delivery models represent opportunities for new and improved ways of delivering services for TD customers. Several of these models have gained acceptance in the Florida transportation marketplace as they perform in conditions that support the Commission's mission. Encouraging such activities can lead to further innovation within the Coordinated System.

Each alternative model offers customers two ways to access paratransit trips: "pre-booking" or reservation-based, and "on-demand." Both system types offer varying dimensions for accessibility, trip management, operational considerations, and optimal conditions for use (**Table 13**).

Table 13. Dimensions of Reservation and On-Demand Booking

	Pre-Booking / Reservation	On-Demand
Description	Services where passengers book their rides in advance, ensuring that a vehicle is available at a specified time and location.	riexiste una dynamie mode of public transfe
Trip Planning	Advance scheduling – Customers reserve a trip in advance, usually by making contact with a call center. Customers often must contact the call center with significant advance notice – sometimes up to three days – which places limitations on the usefulness of the service.	Real time trip booking through multiple methods – Capitalizes on technology to schedule and allocate transportation in real-time to individuals with disabilities or mobility challenges.  Customers use a combination of technology-based access, smart phones, and call centers sometimes available as a backup, to request their trips.
Customer Experience	Advance planning – Provider offers a window of time when a driver will arrive and escort the customer with door-to-door service.  Known schedule – Reservations provide the customer with knowledge that the trip they want to take will be served by a driver and a vehicle.	<b>Limited planning</b> – On demand services offer the possibility of pushbutton ridesummoning by customers in real time without need for hours or even days for pre-planning.

Pre-Booking / Reservation		On-Demand	
Drawbacks	Advance planning - Customers do need to plan their travel and journeys with significant lead time to secure a reservation and, if needed, a return trip reservation.  Trip management intake and allocation - Requires customer service professionals equipped with training and access to vital systems to evaluate trip requests, assign drivers and fleet, and even use map-based software to anticipate driving conditions and travel times.	High set up costs – The initial costs for employing on-demand can be substantial in terms of technology procurement, implementation, and training.  Technology infrastructure/access - Agencies operating on-demand service must possess sufficient technical infrastructure (automated vehicle locators, GPS, real-time information, etc.). Similarly, customers often require access to a smartphone.  Dependent on fleet availability - Timing of return trips may be subject to vehicle availability.	
Routing Considerations	Significant driver wait times – Vehicles and drivers must often remain in the general vicinity of the travel destination to provide assurances that a return trip can be delivered. It is uncommon for this vehicle to deliver trips during the window when the original customer is conducting their activities.  Trip assignments dictate driver/vehicle assignments – Under traditional models, trip assignments are based on the order in which requests are received, preventing them from making the most efficient driver/vehicle assignments for a particular route and in some cases exhausting available resources before all demand is met.  This traditional approach for reservation-based systems does not support dynamic trip optimization or return trip scheduling.	Efficiencies in resource allocation and utilization  On-demand services tailor and optimize trip delivery through dynamic scheduling, return trip assignments, and trip purpose matching.  May reduce deadhead or idle time due to the potential for a vehicle to accept multiple sequential trip requests.	
ADA Considerations	Riders with specific needs are better served – Pre- booking trips ensures these riders' needs are consistently met. This is especially relevant for providers who offer ADA complementary paratransit services and for recurring trip purposes (e.g., dialysis). Readily respond to requests – Pre-booking allows transit providers to readily respond to requests as part of ADA compliance for provision of services that are comparable to fixed-route.	ADA eligibility in real time – Comprehension of the specific needs of paratransit users would be a useful endeavor so that demand for specialized transportation has the highest chance of being satisfied.  Riders with specific needs may not be able to secure an accessible vehicle when the ride is requested.	

	Pre-Booking / Reservation	On-Demand
Preferred Demand	Large and/or rural service areas – Areas with low population densities are best served in a reservation-based approach that allows sufficient time for planning and delivering trips, especially when many trips are long distance.	High density/high demand service areas  – Geographies that have high population densities lends to more business-friendly locations for on demand services generally.
Conditions	<b>Customer adherence to scheduling</b> - Reservation based systems function properly when customers adhere to prescheduled and prescribed pickup/dropoff schedules.	
Operations and Budget Planning	Informed budget and operations planning – Without concern to accommodate real-time demand surges, providers can size their operations based on service capacity constraints and have more regimented budget planning.  Passenger no-shows – Such occurrences have negative impacts on operations and budget planning.	Lower costs for redeployment – The pertrip or overall cost savings attributed to such delivery method can range widely but is generally seen as budget-friendly and a downward pressure on costs, especially for agencies that directly operate these services.
riaillilig	<b>High/stable demand</b> – Service provision, including vehicle and driver scheduling, is best suited when demand is anticipated and stable.	Passenger no-shows – Reducing occurrences of customer no-shows/late cancellations is an important strategy for controlling costs, especially for ADA complementary paratransit providers.

There are two alternative delivery models and one alternative management practice that have passed a point of market maturity suitable for further consideration:

- Microtransit (e.g., VIA, Circuit, Ride, and Spare)
- TNC Partnerships (e.g., Uber and Lyft); and
- Mobility Management.

Below are high-level assessments of these options, including information about their feasibility, challenges, efficiencies, and cost.

Microtransit			
Model Overview		Feasibility Implications	
Description	Efficiencies	Challenges	Cost
A technology-enabled service that uses multi-passenger vehicles to provide ondemand services with dynamically generated routing.  Delivery Type	<ul> <li>Use of technology as primary means to respond to customer demand for travel.</li> <li>Dynamic routing offers opportunities to both multi-load trips, deliver back-</li> </ul>	Typical deployment is in markets with low overall travel demand but discrete needs for transit, especially for elderly, low-income, and rural communities.	<ul> <li>Should the service improve on load factors, the service may be able to put downward pressure on cost per trip. Said assessment would need to be weighed against startup and service delivery costs, as per below.</li> </ul>
On-demand	hauls, and improve vehicle load factors	Contracting models vary widely –	, i
Typical Uses  First mile/last mile connections to fixed-route	per travel mile.  • Models can use both owned/operated	choosing one based on thorough business assessment is critical	technology systems need to either
services; hub to hub zone-based services; the commingling of ADA complementary paratransit services with general transit service; and point-to-point service within a specific zone or geography.  Optimal Service Environment  Microtransit services are traditionally provided in designated service areas. Areas that have low transit potential—a measure of population and employment density—but high transit need are typical environments for	or concessioned services, presenting an opportunity to deliver new service without standing up new infrastructure or commanding capital outlays.  • Augments transit by accommodating demand during off peak hours for work commuting, healthcare, other.	<ul> <li>before commencing market testing or pre-procurement.</li> <li>In new markets, excitement for the service can sometimes convince decision-makers to expand into service areas and customer bases that are not the ideal conditions for the service type. Business discipline and avoiding the trap of using microtransit as a catch all is critical.</li> <li>Successful implementation of</li> </ul>	<ul> <li>Capital expenses incorporate vehicles, technology, infrastructure, and other tangible capital items enabling delivery. Capital replacement costs must also be factored.</li> <li>Vehicles should be replaced when they meet their useful life, and technology/software upgrades should be considered to ensure</li> </ul>
microtransit.  ADA Considerations		microtransit is commensurate with sufficient technical infrastructure to address customer trip intake,	<ul><li>systems do not become obsolete.</li><li>Administrative costs for customer</li></ul>
Vehicles are typically transit-grade and ADA compliant.		scheduling trips, routing vehicles, and tracking vehicles in real-time.	service and indirect support must be considered as part of the overall financial analysis.
Industry Acceptance			Operating costs for drivers, fuel,
Increasing acceptance by transit agencies as complementary to existing fixed-route and ADA paratransit, especially for paratransit trips that might not meet the definition of ADA paratransit.			<ul> <li>maintenance, training and more should be incorporated into the financial assessment.</li> <li>Potential to reduce reliance on costly ADA paratransit services.</li> </ul>

TNC Partnerships			
Model Overview	Feasibility Implications		
Description	Efficiencies	Challenges	Cost
Prearranged transportation services for compensation using an online-enabled application or platform to connect drivers using their personal vehicles with passengers.	Provides personalized and flexible travel options to customers without the cost of owning and maintaining personal vehicles.	Users must have access to and understanding of app-based technologies to use TNCs for trip purposes.	TNCs apply pricing structures that are guided by algorithms, resulting in potential variations in costing that can impact public
Delivery Type	Provides customers with real-time	Public agencies must continue to be responsible meeting standards and	agency subsidies.
On-demand	accessibility and more direct access to varying destinations than traditional	requirements for accessibility and equivalency to qualifying population	TNC partnerships often involve a level of public subsidy for
Typical Uses  Point-to-point service with costs determined	modes.	through provision of wheelchair accessible vehicles.	components of the per-mile cost. These subsidies are typically
on a per mile basis plus boarding fee. Occasionally this can involve adding passengers to a trip in which driver and passengers agree to sharing the vehicle and traversing to multiple destinations.	<ul> <li>Promote marketplace expansion enabling CTCs to shift from sole source to partial brokerage network.</li> <li>Supports introduction of technology innovation and adoption that benefits</li> </ul>	<ul> <li>Geographies that are less conducive to transit access may also not be desirable to TNC operators.</li> <li>Heaviest use occurs during evening and</li> </ul>	<ul> <li>operating costs for the agency and are beyond existing operating costs for most agencies.</li> <li>There are some instances of TNCs</li> </ul>
Optimal Service Environment	transit.	weekends as compared to other times. This does not present with overlapping	siphoning off demand from the fixed-route network. This can
TNCs operate widely but tend to be most prevalent in urban or urbanizing areas in which multiple service calls can be chained together and keep the driver's vehicle serving a sequence of passengers with limited or no deadheading.	<ul> <li>Facilitates utilization of assets and resources across public and private sectors.</li> <li>Partnerships can be scaled to varying operational contexts, budgets, and demand, allowing agencies flexibility in</li> </ul>	<ul> <li>times for trip demand that may be for daytime uses.</li> <li>Service must remain open to general public or segment of the public defined by age, disability, or low-income when FTA funds are included in trip.</li> </ul>	create additional cost burdens should the impact at the farebox become substantial.  • Agencies must often provide some offset for the provision of wheelchair-accessible vehicles,
ADA Considerations	application and utilization.	Must account for the requisite compliance requirements for driver	which can be part of the
Some contractual models do stipulate the availability of a wheelchair-accessible vehicle, but there are limited ways to guarantee that availability. There are also distinctions between wheelchair accessibility and ADA compatibility, which also lack clear enforcement protocols.	Partnerships and policies in urban areas should focus on fostering structures where partners' incentives are aligned, while continuing to meet the public interest. Central to such efforts are policies that encourage and prioritize TNC trips that are concurrently shared.	<ul> <li>compliance requirements for driver drug and alcohol testing and safety.</li> <li>Privacy policies and concern of loss of market share to competitors may cause companies to limit data sharing. This complicates public agency ability to comply with required reporting, such as to FTA's National Transit Database.</li> </ul>	contractual relationship with the TNC partner but does imply additional fleet and capital maintenance outlays.
Industry Acceptance	inc trips that are concurrently shared.	Synchronization with existing public	
Mature industry with varying levels of true paratransit capabilities.		agency legacy technologies requires thoughtful planning.	

	Mobility Manag	ement	
Program Overview		Feasibility Implications	
Description	Efficiencies	Challenges	Cost
Mobility management is a person-centered approach to transportation planning and delivery by focusing on the user's needs. It incorporates coordinating a spectrum of transportation options, services, and providers to meet those needs.  Delivery Type  Universally supports all delivery types.  Typical Uses  Coordinated planning; short-range planning for new transportation services, integrating technology systems and services supporting rider mobility, training programs, call centers, partnership/network development, are all examples of uses within varying contexts.  Optimal Service Environment  Suited for environments where this is insufficient coordination among agencies, duplication of efforts, opportunity for integration of disparate systems and processes, and person-centered solutions.  ADA Considerations  Accessibility is centric to all mobility management projects.  Industry Acceptance  Mobility management has become value added proposition throughout the country. Many states DOTs often fund mobility managers and mobility management projects due to their benefits to local	<ul> <li>Mobility management can include multiple strategies and projects that address customer needs.</li> <li>Simplifies the customer experiences.</li> <li>Supports partners and geographies with resource constraints and common objectives.</li> <li>Strengthens inter-jurisdictional partnerships through pooling resources and</li> <li>Helps mitigate real or perceived barriers limiting transportation options or solutions.</li> <li>Centralizes functions of common value and need. Activities like coordination planning, pursuit of technology initiatives, provider inventories, and call centers provide economies of scale.</li> <li>Beneficiaries/clients include broad array of customers such as transit users, transit agencies, public partnering agencies, human service agencies, community advocacy partners, funding agencies, and more.</li> <li>Travel training services supports and promotes travel independence and utilization of delivery models, creating service efficiencies.</li> <li>One Call One Click (1C1C) centers can streamline information sharing, trip intake, eligibility screening, trip allocation and more.</li> </ul>	<ul> <li>Challenges</li> <li>Identification and concurrence on which agency is the steward of mobility management can be difficult to navigate and arrive at consensus.</li> <li>To function effectively applicable standards and measures must be customized yet flexible to account for the varying project types and purposes under mobility management.</li> <li>Absent thoughtful, strategic, and inclusive planning and participation of partnering agencies, the purpose of mobility management programs may not effective.</li> <li>Clarity on the function of role and functions must be offered to ensure the value proposition of such an approach makes sense.</li> </ul>	<ul> <li>Project types vary and may incorporate administrative, operating and capital outlay as replacement elements.</li> <li>There is an opportunity to leverage ISD grant funding which is not fully encumbered; these monies represent a logical and eligible source of funds to fully subsidize mobility management projects in the Coordinated System. The ISD funds may also be used to leverage FTA grant programs for qualifying mobility management activities.</li> </ul>

### **Section 11: Best Practices for Limiting Travel Times**

### **Key Findings and Recommendations**

- Trip distance standards are a necessary precursor to travel time (duration) standards. In both urban and rural environments, trip distance is a determining factor of total trip duration. As there are no current standards or restrictions for trip distances in either environment, it may not be possible to advocate for and then enforce the minimization of trip durations.
- Sufficient and consistent pick-up windows (30 minutes) help transit agencies maintain predictable scheduling while accounting for time delay causal factors. Such standards contribute to improving operational performance and decrease costs.
- Providers may observe travel time savings, schedule, and route optimization by leveraging scheduling and routing software. Through automated scheduling, routing, and trip management, providers can better route trips to bypass obstacles that impact travel time.

For purposes of this section, best practices for reducing travel times will apply to paratransit trips. The sections below provide additional information related to the findings, with information divided into those that are policy-related and those that are operations/practice-related.

### **Policy Approaches to Managing Trip Durations**

### **Setting Appropriate Trip Length Standards**

Florida does not currently require transit systems to establish standards for trip durations. Upon review of existing standards established by CTCs, when compared to basic industry standards, there are inconsistencies in how some CTCs are establishing and applying these standards.

Examples of standards that could be applied by CTCs when adopting trip time standards are shown in **Table 14**. Trip length standards serve as guidelines to support trip planning and operational management, and trip time is a requirement of ADA to ensure that people with disabilities have access to timely and reliable transportation. Establishing then adhering to trip length standards is critical to achieving on-time performance. Without these standards, system performance and cost-efficiencies are limited and may not be realized.

**Table 14. Criteria for Setting Trip Length Standards** 

Criteria	Description
Length of set time from point to point	Number of minutes from destination X to destination Y
Range and threshold time not to be exceeded based on distance	Number of miles but no more than number of minutes
Trips that are considerably longer than comparable fixed-route trip	Trips that are more than two times longer (or more) than comparable fixed-route trips

### **Appropriate Passenger Pick-Up Windows**

A proper pick-up window is foundational to minimizing travel time. Under the ADA, a 30-minute pick-up window is customary practice. The pick-up window spans the negotiated pick-up time, meaning pick-up may occur up 15 minutes before or after. This standard accounts for variability in travel delay factors like congestion and signalization. Supporting strategies include sending advance and real-time reminder notifications to customers (automated notifications are value added). Also, continually educating riders about the negotiated pick-up time and scheduled pick-up time will support customer adherence to the pick-up window schedule. Such considerations should be documented in policy, including applicable enforcement measures.

### **Passenger No-Shows/Late Cancellations**

No-shows/late cancellations are considered situations where customers do not cancel trips within a defined period prior to the pickup window and do not show up to their prearranged pick-up location within the designated period. Passenger no-shows/late cancellations are key contributors to travel time loss in the Coordinated System – there were over 260,000 in 2023, with 91% occurring in urban areas – because they have cascading impacts on vehicle and driver availability. In accordance with federal guidance, transit providers must use policies and operational/management practices to proactively mitigate and respond to passenger no-shows and late cancellations.

#### **Subscription Services**

Subscription services are considered trips for riders of frequent and consistent nature. By using subscription-based trips as the foundation (or base level of service) for scheduling non-subscription trips, providers can better plan and manage operations that can result in reduced trip duration. Operators must clearly define the types of trips that qualify for subscription services and establish a corresponding policy. Subscription service policies should factor in the elements outlined below:

- Trip scheduling to same origin/destination on reoccurring basis
- Minimum trip demand frequency threshold

- Specific trip purposes
- Protocols for wait lists
- Parameters for new subscribers to establish a pattern of use, such as trip history and confirming in advance
- Quality of service standards
- Cancellations/no-shows

## **Best Practices and Recommendations: Operational & Management Practices for Managing Trip Durations**

#### **Schedule and Route Optimization**

There are technologies that contribute to travel time savings through route and schedule optimization. Some of these technologies include:

- Computer Aided Dispatch
- Automated Vehicle Locators and Real Time Information Sharing
- Mobile Data Terminals/Computers
- Continuous Dynamic Optimization (CDO)
- On-Demand Booking and Trip Management Technology

#### **Consistent monitoring of performance**

The act of routine monitoring of trips in real time or on frequent basis helps agencies calibrate activities for the purpose of maintaining consistency with on-time performance standards. Active monitoring includes:

- Comparison of planned and actual pick-up and drop off times to identify patterns of performance and potential improvements opportunities; and
- Evaluation of trip cancellation/no-show data and complaints provide additional insight into managing trip times

### **Section 12: Technology Opportunities**

### **Key Recommendation**

 Leveraging applications of advanced technologies – such as scheduling software, automated technologies, integrated fare systems, and safety/security equipment – promises to improve safety, reduce travel times, and enhance operational efficiencies and customer experience. Implementing these technologies will help modernize the TD program.

### **Current Technology Applications**

The data presented in **Tables 15-23** provides an overview of technology currently available to TD providers to support the provision of services. Each of these technologies are being employed across the country, providing an opportunity to coordinate with other agencies for more specific information if one or more are decided to be pursued or implemented by the TD providers.

**Table 15. Advanced Driver Assistance System** 

Advanced Driver Assistance System (ADAS)		
Description	Technology designed to mitigate vehicular collisions through deploying automatic braking, forward and rear collision warnings, lane departure warnings/assistance, blind spot warning, adaptive cruise control, and traffic sign recognition along with monitoring driver alertness.	
Passenger Safety	Improved passenger safety through active monitoring of the environment for potential hazards	
Installation & Maintenance Costs Considerations	<ul> <li>Initial onboarding of computing systems, sensors, and applicable hardware</li> <li>Vehicle modifications to accommodate new hardware and software</li> <li>Training staff</li> <li>Regular maintenance and servicing</li> <li>Repair and replacement parts including computing and software systems</li> <li>Product support services</li> </ul>	
Accessibility Standards	Not applicable	
Data Retention & Privacy	Not applicable	

**Table 16. Automatic Passenger Counters** 

Automatic Passenger Counters		
Description	Camera or beam-based system placed at transit vehicle entry and exit doors to count passengers boarding and alighting the vehicle. This information is useful in determining average load, stops with high ridership, and desired destinations.	
Passenger Safety	Not applicable	
Installation & Maintenance Costs Considerations	<ul> <li>Initial procurement of point-of-sale terminals and software including associated installation and configuration with legacy systems</li> <li>Training staff</li> <li>Ongoing Maintenance for hardware and software</li> <li>Repair and replacement parts including computing and software systems</li> <li>Hardware and software upgrades to account for advancements and changing security standards</li> <li>Product support services</li> </ul>	
Accessibility Standards	Not applicable	
Data Retention & Privacy	Not applicable	

**Table 17. Autonomous Wheelchair Securement** 

Autonomous Wheelchair Securement		
Description	Advancements in technology enable riders to self-secure mobility aides with limited assistance of drivers.	
Passenger Safety	Systems incorporate restraint mechanisms for a variety of devices and are activated by users.	
Installation & Maintenance Costs Considerations	<ul> <li>Initial onboarding computing systems, sensors, and applicable hardware</li> <li>Vehicle modifications to accommodate new hardware and software</li> <li>Training staff</li> <li>Regular maintenance and servicing</li> <li>Repair and replacement parts including computing and software systems</li> <li>Product support services</li> </ul>	
Accessibility Standards	Hardware must accommodate relevant wheelchairs/mobility devices	
Data Retention & Privacy	Not applicable	

Table 18. Contactless Digital Payment

Contactless Digital Payment		
Description	A system that allows users to pay using variety of payment devices that are equipped with radio-frequency identification or near-field communication technology.	
Passenger Safety	<ul> <li>Minimizes interaction with ticketing vending machine</li> <li>Facilitates and improves passenger flow within vehicles and at stations</li> <li>Systems monitor unusual activities that support the detection of unauthorized (fraudulent) activities</li> </ul>	
Installation & Maintenance Cost Considerations	<ul> <li>Initial procurement of point-of-sale terminals and software including associated installation and configuration with legacy systems</li> <li>Licensing fees for payment processing software a</li> <li>Training staff</li> <li>Transaction fees based on unique operating environments</li> <li>Ongoing Maintenance for hardware and software</li> <li>Repair and replacement parts including computing and software systems</li> <li>Hardware and software upgrades to account for advancements and changing security standards</li> <li>Product support services</li> </ul>	
Accessibility Standards	<ul> <li>Provides visual and audible feedback during use</li> <li>Large format interfaces for visibility impaired</li> <li>Integration with assistive technologies</li> <li>Design and placement of terminal at appropriate heights for individuals in mobility assistive devices</li> </ul>	
Data Retention & Privacy	<ul> <li>Offer layers of security through encryption of data, data control, regular audits, and two-factor authentication to confirm user identity.</li> <li>Data retention should reflect period defined in policy and per the required operational or regulatory purpose</li> <li>Customary practice to prepare response plan for breaches including notification to proper authorities and user</li> <li>Data should be anonymized and aggregated to protect individual privacy</li> <li>Obtaining consent</li> </ul>	

**Table 19. Mobile Data Terminals** 

Mobile Data Terminals (MDT)		
Description	Information screens installed on transit vehicles to provide communication between them and dispatch to provide real-time updates to directions, schedule changes, itineraries, and related information. This technology is vital for the deployment of same-day paratransit service.	
Passenger Safety	Not applicable	
Installation & Maintenance Costs Considerations	<ul> <li>Initial procurement of point-of-sale terminals and software including associated installation and configuration with legacy systems</li> <li>Training staff</li> <li>Ongoing Maintenance for hardware and software</li> <li>Repair and replacement parts including computing and software systems</li> <li>Hardware and software upgrades to account for advancements and changing security standards</li> <li>Product support services</li> </ul>	
Accessibility Standards	Not applicable	
Data Retention & Privacy	<ul> <li>Updated paratransit manifests sent to MDTs could contain passenger information</li> <li>Data should be anonymized and aggregated to protect individual privacy</li> </ul>	

Table 20. Safety and Security

Safety and Security		
Description	Safety and security systems include a range of features like onboard video cameras, microphones, silent alarms such as mobile data terminals for nonverbal communications, video and audio analytics, and automated vehicle location technology.	
Passenger Safety	<ul> <li>Systems exist to assess driver and passenger safety in vehicles, stations, and during incidents</li> <li>Allows for identification of suspicious activities/behaviors, preventative action through notifications/alerts, and immediate response to incidents</li> </ul>	
Installation & Maintenance Cost Considerations	<ul> <li>Initial procurement of hardware</li> <li>Installation to transit vehicles</li> <li>Vehicle modifications to accommodate new hardware and software</li> <li>Integration with other systems and associated software</li> <li>Ongoing maintenance for hardware and software</li> <li>Ongoing data storage</li> <li>Training staff</li> <li>Security measures</li> <li>Repair and replacement parts including computing and software systems</li> <li>Hardware and software upgrades to account for advancements and changing security standards</li> </ul>	
Accessibility Standards	<ul> <li>Security measures should account for individuals with disabilities through communicating the presence and availability of such features</li> <li>Tactics include deployment of accessible signage, audio announcements, real time/alert updates through applications, and staff assistance that communicate feature availability and use</li> </ul>	
Data Retention & Privacy	Video recordings on public transit vehicles are exempt from public record in accordance with Section 281.301, Florida Statutes	

**Table 21. Scheduling Software** 

Scheduling Software		
Description	Scheduling software to create optimized fixed route and paratransit bid sheets to potentially lower operations costs and improve system efficiency.	
Passenger Safety	Not applicable	
Installation & Maintenance Costs Considerations	<ul> <li>Costs are typically based on the size of the provider's fleet</li> <li>Integration with other systems and associated software</li> <li>Ongoing maintenance for hardware and software</li> <li>Ongoing data storage</li> <li>Training staff</li> <li>Product support services</li> </ul>	
Accessibility Standards	Not applicable	
Data Retention & Privacy	<ul> <li>Paratransit scheduling modules contain information on client trip needs</li> <li>Data retention should reflect period defined in policy and per the required operational or regulatory purpose</li> <li>Customary practice to prepare response plan for breaches including notification to proper authorities and user</li> <li>Data must be anonymized and aggregated to protect individual privacy</li> </ul>	

Table 22. Transit Boardings Estimation and Simulation Tool

Transit Boardings Estimation and Simulation Tool (TBEST)		
Description	Transit planning software, sponsored by FDOT, designed to help analyze transit system performance as well as model different scenarios. The latest version allows for modeling of mobility areas to support the development of same-day paratransit service.	
Passenger Safety	Not applicable	
Installation & Maintenance Costs Considerations	• Training staff	
Accessibility Standards	Not applicable	
Data Retention & Privacy	Not applicable	

**Table 23. Trip Planning Technology** 

Trip Planning		
Description	Smartphone application and/or feature on a transit agency website allowing customers to plan their trip to their desired destination. The software provides information on how to make the trip including what stop to access, travel times, transfer points, and so on. More recent versions incorporate all modes (paratransit, TNCs, e-scooter/e-bikes, and fixed route) to give the user choice in how they navigate the system.	
Passenger Safety	Not applicable	
Installation & Maintenance Costs Considerations	<ul> <li>Integration with other systems and associated software</li> <li>Ongoing maintenance for hardware and software</li> <li>Ongoing data storage</li> <li>Training staff</li> <li>Product support services</li> </ul>	
Accessibility Standards	Text, maps, and other information produced by the software must be compliant for the visually impaired	
Data Retention & Privacy	<ul> <li>Regularly occurring trips can be saved for quick access and associated to a customer's profile</li> <li>Data retention should reflect period defined in policy and per the required operational or regulatory purpose</li> <li>Customary practice to prepare response plan for breaches including notification to proper authorities and user</li> <li>Data must be anonymized and aggregated to protect individual privacy</li> </ul>	

Technologies that also contribute to travel time savings through route and schedule optimization are summarized in **Table 24**. These technologies include:

- Computer Aided Dispatch;
- Automated Vehicle Locators and Real Time Information Sharing; and
- Continuous Dynamic Optimization (CDO).

**Table 24. Summary of Schedule and Route Optimization Technologies** 

Technology	Functionality	Impacts to Schedule and Route Optimization
Computer Aided Dispatch	<ul> <li>Uses algorithms to identify appropriate routes</li> <li>Integrated route information, schedules, trip orders, and vehicle assignments</li> <li>Supports allocation of appropriate vehicles based on type and location for a variety of trip requests</li> <li>Locates back-haul trips</li> </ul>	<ul> <li>Routing efficiencies</li> <li>Enhanced dispatching</li> <li>Smart asset allocation</li> <li>Increases in-revenue vehicle time.</li> <li>Responds to disruptions caused by congestion, roadways incidents, and vehicle availability</li> <li>NOTE: Measurable travel time benefit varies per paratransit system</li> </ul>
Automated Vehicle Locators and Real Time Information Sharing	<ul> <li>Computer-based tracking system that uses global positioning satellites to locate vehicles and transmit the locations to a dispatch center through radio frequency or cellular-based communication technologies</li> <li>Automated Vehicle Locators enable use of real-time information for customers and providers</li> </ul>	<ul> <li>Enables real-time service monitoring</li> <li>Equips customer service reps with precise information to respond to customer inquiries</li> <li>Offers customers the advantage of real-time information so they can better plan their boarding and alighting activities</li> <li>Enhanced operational decisions and quality assurance evaluations</li> <li>Increases productivity and trip quantities</li> <li>NOTE: Paratransit operators are permitted but not required to use real-time information</li> </ul>
Continuous Dynamic Optimization (CDO)	<ul> <li>Continuously or frequently considers additional trips that are booked, changes to trips, cancellations, and day of service events</li> <li>Third party providers license routing and dispatching algorithms</li> </ul>	<ul> <li>Allows paratransit operators to automate scheduling/dispatching</li> <li>Assists paratransit operators with addressing compounding problems that stem from operational and route factors for travel time delay<sup>15,16</sup></li> <li>Third party provides resources enable paratransit providers the opportunity to use software programs without substantial capital or labor outlay</li> </ul>

<sup>&</sup>lt;sup>15</sup> Source: <a href="https://nap.nationalacademies.org/read/26907/chapter/2">https://nap.nationalacademies.org/read/26907/chapter/2</a>
<a href="https://www.itskrs.its.dot.gov/2023-b01747">https://www.itskrs.its.dot.gov/2023-b01747</a>

### **Section 13: Conclusion**

This report required by SB1380, which passed in the 2024 Session of the Florida Legislature, reviews the current TD program in Florida. The recommendations included in the report provide the framework to strengthen TD services by optimizing program structure and resources; leveraging alternative delivery models, practices, and technology; and enhancing performance management.



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