



# TRANSPORTATION DISADVANTAGED SERVICE PLAN



**ANNUAL UPDATE FY 2025** 

**Approved 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.

Date: 5/7/2S

Signature: The tank

Dusty Hansen, Collier MPO Senior Planner

| 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                                 | $\times$ |    |          |
| Idela Hernandez     | Citizens Advocate/Non-User            | <b>×</b> |    |          |
| Oscar Gomez         | Veteran Services                      |          |    | $\times$ |
| Cheryl Burnham      | Fla. Assoc. for Community Action      |          |    |          |
| Pa Houa Lee-Yang    |                                       |          |    | $\sim$   |
| John Lambcke        | Public Education                      |          |    | ×        |
| Victoria Upthegrove | Dept. of Transportation               |          |    |          |
| Stacy Booth         |                                       | ×        |    |          |
| Todd Engala         |                                       |          |    |          |
| Dale Hanson         |                                       |          |    |          |
| Tabitha Larrauri    | Dept. of Children & Families          |          |    | $\times$ |
| Lisa O'Leary        | Dept. of Education                    | ~        |    |          |
| Patti Warren        |                                       | ~        |    |          |
| Sarah Gualco        | Dept. of Elder Affairs                | <b>×</b> |    |          |
| 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): |        |
|---|--------|
|   | 5/7/25 |
|   | ,      |
| 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<br>TD-66,791 | +16.92%                          |
| 2023        | 133,799                 | ADA-79,514<br>TD-54,285 | +22.70%                          |
| 2022        | 109,044                 | ADA-55,292<br>TD-53,752 | -4.00%                           |
| 2021        | 113,598                 | ADA-54,053<br>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<br>from Implementation<br>Plan |
| Extend Route 12 into Walmart Shopping Ctr     | 2024           | 2024           | \$0            | \$0          | Existing        | Pending Removal<br>from Implementation<br>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<br>from Implementation<br>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<br>from Implementation<br>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<br>Completed;Underway                               |
| Study: I-75 Managed Lanes Express        | 2025           | 2025           | \$ -           | \$25,000     | Existing        | Pending FDOT<br>completion of I-75<br>improvement<br>planning |
| Study: Santa Barbara Corridor Service    | 2024           | 2024           | \$ -           | \$25,000     | Existing        | Pending Removal<br>from Implementation<br>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<br>Immokalee Road<br>Corridor Study         |
| Branding beach buses, other services     | TBD            |                | TBD            |              | Unfunded        | Completed   |
| Park and Ride Lots                       | TBD            |                | TBD            |              | Unfunded        | Unfunded  |

|  | Previous           | Revised           | 10-Year             | 10-Year        | Existing or New      | Status for TDSP Minor       |
|--|--------------------|-------------------|---------------------|----------------|----------------------|-----------------------------|
| Service Improvements                               | Year               | Year              | YOE                 | YOE            | Revenues             | as of 4/2025                |
| Transit Asset Management                           | icai               | icai              | \$ <b>0</b>         | \$23,131,200   | Revenues             | as 01 4/2025                |
| 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<br>Facility | 2024               | 2026              | \$0                 | \$18,000,000   | Funded               | Facility Design<br>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 f  |
| **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   |                    |                    |
| 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<br>Board  | Free        |  |  |  |  |  |  |
| Transit Anniversary | As Designated by the PTNE<br>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        | MEDICAL medical, dental, or therapeutic services including hospital  |
|          | appointments; clinic visits; dialysis; health department; speech, occupational, physical therapies; psychiatric, psychological services. |
| 2        | EMPLOYMENT work or employment training education such as Job Service   |
|          | and vocational technical schools.  |
|          | a. Permanent disability employment trips   |
|          | b. Elderly or Low Income employment trips  |
| 3        | <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        | NUTRITIONAL 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:** Governmental Fully Brokered $\odot$ $\odot$ 0 Partially Brokered $\bigcirc$ Private Non-Profit Private For Profit Sole Source Once completed, proceed to the Worksheet entitled "Comprehensive Budget"

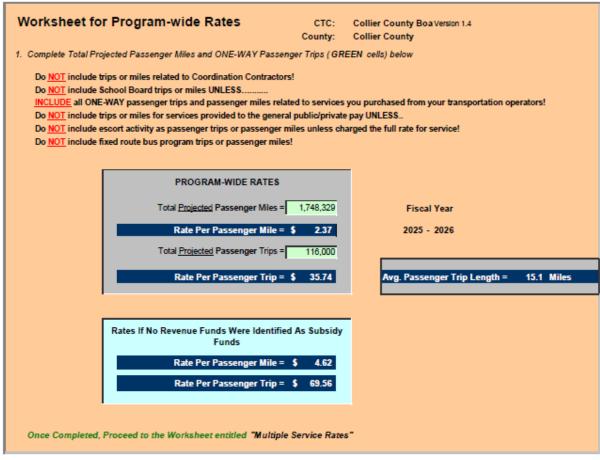
#### Comprehensive Budget Worksheet Version 1.4 CTC: Coiller County Board of Commissioners County: Collier County 1. Complete applicable GREEN cells in columns 2, 3, 4, and 7 Current Year's APPROVED Budget, as amended from Ipcoming Year's PROPOSED Budget from Prior Year's ACTUALS Proposed % Change from 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 Worksheet   |  |   | Version 1.4   |   |   | Collier County Board of Commissioners<br>Collier County |  |
|--|--|---|---|---|---|---|--|
| . Complete applicable GREEN cells in columns 2, 3, 4, and 7  |  |   |   |   |   |   |  |
|  | Prior Year's<br>ACTUALS<br>from<br>Oct 1st of<br>2023<br>so<br>Sept 30th of<br>2024<br>2                     | Current Year's<br>APPROVED<br>Budget, as<br>amended<br>from<br>Oct 1st of<br>2024<br>5<br>Sept 30th of<br>2025<br>3 | Upcoming Year's PROPOSED Budget from Cct hit of  2025 Sept 30th of 2026 4   | % Change<br>from Prior<br>Year to<br>Current<br>Year<br>5 | Proposed<br>% Change<br>from<br>Current<br>Year to<br>Upcoming<br>Year<br>6 |   |  |
| APD  |  |   |   |   |   |   |  |
| 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<br>xxx<br>xxx<br>Bus Pass Program Revenue  |  |   |   |   |   |   |  |
| Other Revenues   | \$ 130,735   |   |   | -100.0%   |   |   |  |
| Interest Earnings<br>xxxx<br>xxxx  | \$ 130,735   |   |   | -100.0%   |   |   |  |
| Bus Pass Program Revenue   |  |   |   |   |   |   |  |
| Balancing Revenue to Prevent Deficit  Actual or Planned Use of Cash Reserve  |  |   |   |   |   |   |  |
|  |  |   | '   |   |   |   |  |
| Balancing Revenue is Short By =<br>Total Revenues =  |  | None<br>\$8,793,300   | None<br>\$8,069,000   | 39.6%   | -8.2%   |   |  |
| Balancing Revenue is Short By =  | \$8,298,260  |   |   |   | -8.2%   |   |  |
| Balancing Revenue is Short By = Total Revenues =  EXPENDITURES (CTC/Operators On Operating Expenditures  | \$8,208,260  | nclude Coordina   | tion Contractors  | 9)  |   |   |  |
| Balancing Revenue is Short By = Total Revenues =  EXPENDITURES (CTC/Operators On Operating Expenditures Labor Finge Benefits   | \$8,298,260<br><b>ILY / Do NOT</b> \$ 74,852 \$ 44,078   | \$ 78,500<br>  \$ 32,900  | S 80,700<br>S 33,800  | 4.9%<br>-25.4%  | 2.8%<br>2.7%  |   |  |
| Balancing Revenue is Short By = Total Revenues =  EXPENDITURES (CTC/Operators On Operating Expenditures Labor  | \$8,298,260  | \$ 78,500<br>\$ 32,900<br>\$ 372,100  | 8 80,700<br>8 33,800<br>8 496,200   | 4.9%  | 2.8%  |   |  |
| Balancing Revenue is Short By = Total Revenues =  EXPENDITURES (CTC/Operators ON Operating Expenditures Labor Frings Benefits Services Materials and Supplies Utilities  | \$8,298,260<br>ALY / Do NOT  <br>\$ 74,852<br>\$ 44,078<br>\$ 499,860<br>\$ 955,831<br>\$ 59,303             | 78,500<br>  32,900<br>  372,100<br>  1,003,800<br>  74,000  | \$ 80,700<br>\$ 33,800<br>\$ 496,200<br>\$ 1,324,100<br>\$ 76,100   | 4.9%<br>-25.4%<br>-15.4%<br>14.5%<br>24.8%                | 2.8%<br>2.7%<br>33.4%<br>21.1%<br>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   | \$8,298,260<br><b>ILY / Do NOT</b><br>\$ 74,852<br>\$ 44,078<br>\$ 439,860<br>\$ 955,831                     | 78,500<br>  32,900<br>  372,100<br>  1,003,800<br>  74,000  | \$ 80,700<br>\$ 33,800<br>\$ 496,200<br>\$ 1,324,100<br>\$ 76,100   | 4.9%<br>-25.4%<br>-15.4%<br>14.5%                         | 2.8%<br>2.7%<br>33.4%<br>21.1%  |   |  |
| Balancing Revenue is Short By = Total Revenues =  EXPENDITURES (CTC/Operators On Operating Expenditures Labor Fringe Benefits Services Materials and Supplies Utilises Casually and Liability  | \$8,298,260<br>ALY / Do NOT  <br>\$ 74,852<br>\$ 44,078<br>\$ 499,860<br>\$ 955,831<br>\$ 59,303             | 78,500<br>  32,900<br>  372,100<br>  1,003,800<br>  74,000  | \$ 80,700<br>\$ 33,800<br>\$ 496,200<br>\$ 1,324,100<br>\$ 76,100   | 4.9%<br>-25.4%<br>-15.4%<br>14.5%<br>24.8%                | 2.8%<br>2.7%<br>33.4%<br>21.1%<br>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 Transportation: School Bus Utilization Expenses School Bus Utilization Expenses   | \$6,298,260<br>(LY / Do NOT)<br>\$ 74,852<br>\$ 44,078<br>\$ 439,890<br>\$ 955,831<br>\$ 59,003<br>\$ 31,451 | nclide Coordin.  \$ 78,500 \$ 32,900 \$ 372,100 \$ 1,003,800 \$ 74,000 \$ 34,500                                    | \$ 80,700<br>\$ 33,800<br>\$ 496,200<br>\$ 1,334,100<br>\$ 78,100<br>\$ 35,500  | 4.9%<br>-25.4%<br>-15.4%<br>14.5%<br>24.8%<br>9.7%        | 2.8%<br>2.7%<br>33.4%<br>21.1%<br>2.8%<br>2.0%                              |   |  |
| 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 Tivansportation: School Bus Utilization Expenses Contracted Transportation Services Other   | \$6,298,260<br>4LY / Do NOT 1<br>\$ 74,852<br>\$ 44,078<br>\$ 430,860<br>\$ 95,303<br>\$ 95,303<br>\$ 31,451 | S   | \$ 80,700<br>\$ 33,800<br>\$ 13,24,100<br>\$ 78,100<br>\$ 55,500  | 4.9%<br>-25.4%<br>-15.4%<br>14.5%<br>9.7%                 | 2.8%<br>2.7%<br>53.4%<br>21.1%<br>2.0%                                      |   |  |
| 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: Contracted Transportation Services Other Miscellaneous Other Miscellaneous Coperating Debt Service - Principal & Interest   | \$6,298,260<br>\$ 74,852<br>\$ 44,078<br>\$ 45,830<br>\$ 955,831<br>\$ 59,003<br>\$ 31,461<br>\$ 4,691,529   | nclide Coordin.  \$ 78,500 \$ 32,900 \$ 372,100 \$ 1,003,800 \$ 74,000 \$ 34,500                                    | \$ 80,700<br>\$ 33,800<br>\$ 13,24,100<br>\$ 78,100<br>\$ 55,500  | 4.9%<br>-25.4%<br>-15.4%<br>14.5%<br>9.7%                 | 2.8%<br>2.7%<br>33.4%<br>21.1%<br>2.8%<br>2.0%                              |   |  |
| Balancing Revenue is Short By =  Total Revenues =  Total Revenues =  Total Revenues =  EXPENDITURES (CTC/Operators On Comment of Com | \$6,298,260<br>\$ 74,852<br>\$ 44,078<br>\$ 495,831<br>\$ 59,303<br>\$ 31,451<br>\$ 4,891,529<br>\$ 1,556    | S   | \$ 80,700<br>\$ 33,800<br>\$ 13,24,100<br>\$ 78,100<br>\$ 55,500  | 4.9%<br>-25.4%<br>-15.4%<br>14.5%<br>9.7%                 | 2.8%<br>2.7%<br>53.4%<br>21.1%<br>2.0%                                      |   |  |
| Balancing Revenue is Short By = Total Revenues =  EXPENDITURES (CTC/Operators On Operating Expenditures Labor Fringe Benefits Services Materia's and Supplies Utilities Casualty and Liability Taxes Purchased Transportation: Purchased Transportation: Purchased Transportation: School Bus Utilization Expenses School Bus Utilization Expenses Contracted Transportation Services Other Miscellaneous Operating Debt Service - Principal & Interest Lesses and Rentals Contributed Services Allocated Indirect Capital Expenditures Capital Expenditures Capital Expenditures Capital Expenditures Capital Expenditures  | \$6,298,260<br>\$ 74,852<br>\$ 44,078<br>\$ 495,831<br>\$ 59,303<br>\$ 31,451<br>\$ 4,891,529<br>\$ 1,556    | S   | \$ 80,700<br>\$ 33,600<br>\$ 13,800<br>\$ 1,334,000<br>\$ 78,100<br>\$ 95,500<br>\$ 5,386,000<br>\$ 10,800                  | 4.9%<br>-25.4%<br>-15.4%<br>14.5%<br>9.7%                 | 2.8%<br>2.7%<br>93.4%<br>21.1%<br>2.8%<br>2.9%                              |   |  |
| Balancing Revenue is Short By =  Total Revenues =  Total Revenues =  Total Revenues =  EXPENDITURES (CTC/Operators On Comment of Com | \$6,298,260<br>\$ 74,852<br>\$ 44,078<br>\$ 495,831<br>\$ 59,303<br>\$ 31,451<br>\$ 4,891,529<br>\$ 1,556    | S   | \$ 80,700<br>\$ 33,800<br>\$ 406,200<br>\$ 1,504,000<br>\$ 78,100<br>\$ 95,500<br>\$ 10,600<br>\$ 5,386,000<br>\$ 5,386,000 | 4.9%<br>-25.4%<br>-15.4%<br>14.5%<br>9.7%                 | 2.8%<br>2.7%<br>53.4%<br>21.1%<br>2.0%                                      |   |  |
| 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<br>\$ 74,852<br>\$ 44,078<br>\$ 495,831<br>\$ 59,303<br>\$ 31,451<br>\$ 4,891,529<br>\$ 1,556    | S   | \$ 80,700<br>\$ 33,800<br>\$ 406,200<br>\$ 1,504,000<br>\$ 78,100<br>\$ 95,500<br>\$ 5,386,000<br>\$ 10,600                 | 4.9%<br>-25.4%<br>-15.4%<br>14.5%<br>9.7%                 | 2.8%<br>2.7%<br>33.4%<br>21.1%<br>2.8%<br>2.9%<br>5.1%<br>2.9%              |   |  |
| 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 \$ 985,631 \$ 59,003 \$ 31,451  \$ 4,891,529 \$ 1,556                       | S   | \$ 80,700<br>\$ 33,800<br>\$ 496,200<br>\$ 78,100<br>\$ 78,100<br>\$ 95,500<br>\$ 10,800<br>\$ 10,800                       | 4.9%<br>-25.4%<br>-15.4%<br>-14.5%<br>-24.8%<br>-9.7%     | 2.8%<br>2.7%<br>33.4%<br>21.1%<br>2.8%<br>2.9%<br>5.1%<br>2.9%              |   |  |
| Balancing Revenue is Short By =  Total Revenues =  EXPENDITURES (CTC/Operators On Derating Expenditures Labor Fringe Benefits Services Materials and Supplies Utilities Cessuelly and Liability Taxes Purchased Transportation: Purchased Transportation: Purchased Transportation: School Bus Utilization Expenses School Bus Utilization Expenses School Bus Utilization Expenses Contracted Transportation Services Other Miscellaneous Operating Detd Service - Principal & Interest Leases and Rentals Contributed Services Allocated Indirect Capital Expenditures Equip Purchases with Crant Funds Equip Purchases with Crant Funds Equip Purchases with Local Revenue Equip Purchases with Rate Generated Rev. Capital Debt Service - Principal & Interest   | \$6,298,260  \$ 74,852 \$ 44,078 \$ 955,631 \$ 59,003 \$ 31,451  \$ 4,891,529 \$ 1,556                       | S   | \$ 80,700<br>\$ 33,800<br>\$ 406,200<br>\$ 1,504,000<br>\$ 76,100<br>\$ 95,500<br>\$ 10,600<br>\$ 5,386,000<br>\$ 10,600    | 4.9%<br>-25.4%<br>-15.4%<br>-14.5%<br>-24.8%<br>-9.7%     | 2.8%<br>2.7%<br>33.4%<br>21.1%<br>2.8%<br>2.9%<br>5.1%<br>2.9%              |   |  |

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 Senice 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  | Version 1.4 CTC: Collier County Board of Commissioners   |  |
|---|--|--|
| A COUNTY OF THE | County: Collier County   |  |
| Complete applicable GREEN cells in column 3; YELLOW an     Complete applicable GREEN cells in column 3; YELLOW an   | nd BLUE cells are automatically completed in column 3  |  |
| Complete applicable GOLD cells in column and 5  |  |  |
| Upcorting Year's BUDGETTED  |  |  |
| Revenues  |  |  |
| from  | What amount of the<br>Budgeted Revenue What amount of the  |  |
| Oct 1st of  | in col. 2 will be <u>Gutasthy Revenue</u> in<br>generated at the rate col. 4 will come from          |  |
| 2025  | per unit determined   Budgeted Pate   funds to purchase  |  |
| to<br>Sept 30th of  | OR used as local Subsidy Revenue be used as match  |  |
| 2026  | revenues? the Rate Seasonest?  |  |
| 1 2   | 3 4 6  |  |
| APD   |  |  |
| Office of Disability Determination 5 - Developmental Services 5 -   | 3 · 3 · ·  |  |
| Other APIO 5 -  |  |  |
| Bus Pass Program Revenue \$ -   | <u>s</u> . <u>s</u> .  |  |
| <u>pn</u>   |  |  |
| Bus Pass Program Revenue 5 -  | <u> </u>   |  |
| Other Fed or State  |  |  |
| xxx 5 -   | <u> </u>   |  |
| xxx   |  |  |
| Bus Pass Program Revenue 5 -  | 5 - 5 -  |  |
| Other Revenues  |  |  |
| Interest Earnings 5 -   | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1  |  |
| xxx 5 -   |  |  |
| Bus Pass Program Revenue \$ -<br>Datancing Revenue to Prevent Deficit   | 3 13   |  |
| Actual or Planned Use of Cash Reserve \$ -  | 5 - 5 -  |  |
| Total Revenues = \$ 0.069,000   | \$ 4146,000 \$ 1,021,000 \$ 501,200  |  |
|   |  |  |
|   |  |  |
| EXPENDITURES (CTC/Operators ONLY)   | \$ 3,369,000   |  |
| Operating Expenditures Labor S 80,700   | Amount of Budgeted  Openting Rate  |  |
| Fringe Benefits \$ 33,000   | Operating Rate<br>Subsidy Revenue  |  |
| Services \$ 496,200<br>Meteriels and Supplies \$ 1,204,100  |  |  |
| LESSes 5 76.100   |  |  |
| Cassaity and Liability \$ 95,500<br>Taxes \$ -  |  |  |
| Purchased Transportation:   |  |  |
| Purchased Bus Pass Expenses 5 - School Bus Utilization Expenses 5 -   |  |  |
| Contracted Transportation Services 5 5366,000   |  |  |
| Macelaneous 5 10,000  |  |  |
| Operating Debt Service - Principal & Interest \$ -  |  |  |
| Leases and Rentals 5 - Contrib. to Capital Equip. Replacement Fund 5 -  |  |  |
| In-Kind, Contributed Services 5 - Allocated Indirect 5 -  |  |  |
|   | 1 Rate Base Adjustment Cell  |  |
| Capital Expenditures Equip. Purchases with Grant Funds \$ 563,200   | If necessary and justified, this cell is where you   |  |
| Equip. Purchases with Local Revenue \$ 62,000   | could optionally adjust proposed service rates   |  |
| Equip. Purchases with Rate Generated Rev. \$ -<br>Capital Debt Service - Principal & Interest \$ -  | up or down to adjust for program revenue (or<br>unapproved profit), or losses from the <u>Actual</u> |  |
|   | period shown at the bottom of the<br>Comprehensive Budget Sheet. This is not the                     |  |
| <u> </u>  | only acceptable location or method of  |  |
| Total Expenditures • \$ 0,000,000   | s reconciling for excess gains or losses. If<br>allowed by the respective funding sources,           |  |
| minus EXCLUDED Subsidy Revenue * 5 3,923,000  Budgeled Total Expenditures INCLUDED in   | excess gains may also be adjusted by providing   |  |
| Rate Base = 5 4.146.000   | system subsidy revenue or by the purchase of<br>additional trips in a period following the Actual    |  |
| Rate Sase Adjustment* =   | period. If such an adjustment has been made,   |  |
| Adjusted Expenditures included in Rate Base \$ 4,146,000  | provide notation in the respective extanation<br>area of the Comprehensive Budget tab.               |  |
| Base= \$ 4,146,000  |  |  |
| <sup>1</sup> The Difference between Expenses an   | nd Revenues for Floral Year: 2023 - 2024   |  |
|   |  |  |
| Once Completed Draceed to the Worksheet authful "Brook  | norman udda Batea*   |  |



#### 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.

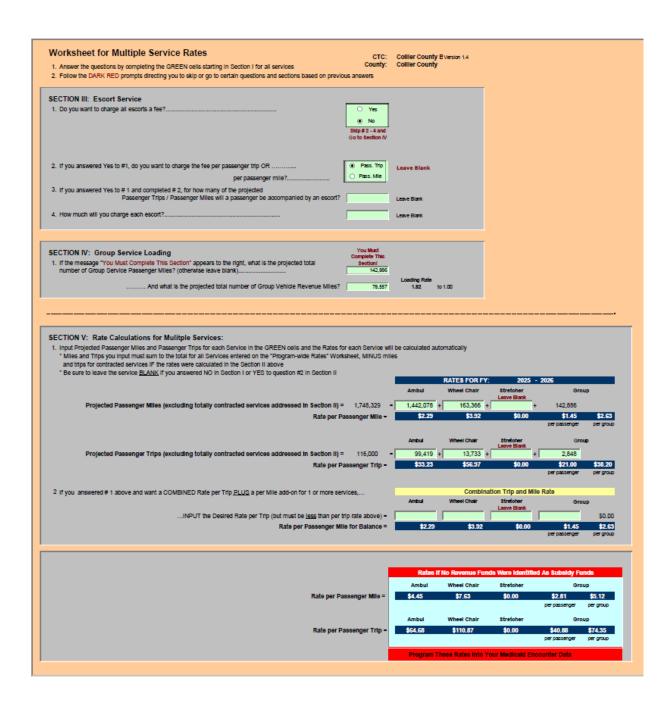
#### Vehicle Revenue Miles (VRM)

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?.... O 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 REVIEWED: |             |               |              |             |                  |
|---------------------|-------------|---------------|--------------|-------------|------------------|
| COUNTY (IES):_      |             |               | Collier      |             |                  |
| ADDRESS:            | 3299 Tamia  | ami Trail Eas | t, Ste. 103, | Naples, FL, | 34112            |
| CONTACT:            | Brian Wells |               | PHONE:       | 239-2       | 252-5841         |
| REVIEW PERIO        |             |               | REVIEW 1     |             | 2/25-3/25        |
| PERSON COND         |             |               | :            | Dusty Han   | sen              |
| CONTACT INFO        |             |               |              | lansen@col  | liercountyfl.gov |

FORMATTED 2011 - 2012

#### ENTRANCE INTERVIEW QUESTIONS

#### INTRODUCTION AND BRIEFING:

| <b>✓</b> |          | ribe the evaluation process (LCB evaluates the CTC and forwards a copy of the ation to the CTD).  |
|----------|----------|---|
| <b>✓</b> |          | CCB reviews the CTC once every year to evaluate the operations and the rmance of the local coordinator.                                 |
|          | The I    | CB will be reviewing the following areas:   |
|          | <b>✓</b> | Chapter 427, Rules 41-2 and 14-90, CTD Standards, and Local Standards   |
|          | <b>✓</b> | Following up on the Status Report from last year and calls received from the<br>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 ter 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.   |
| Usino    | G THE A  | APR, COMPILE THIS INFORMATION:  |
| 1. O     | PERAT    | TING ENVIRONMENT:   |
|          | <b>✓</b> | RURAL URBAN   |
| 2. O     | RGAN     | IZATION TYPE:   |
|          |          | PRIVATE-FOR-PROFIT  |
|          |          | PRIVATE NON-PROFIT  |
|          | <b>✓</b> | GOVERNMENT  |
|          |          | TRANSPORTATION AGENCY   |

| 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:

| Coordination Contract Agencies |                       |                      |                     |                     |  |  |
|--------------------------------|-----------------------|----------------------|---------------------|---------------------|--|--|
| Name of<br>Agency              | Address               | City, State, Zip     | Telephone<br>Number | Contact             |  |  |
| Easter Seals<br>Florida Inc.   | 8793 Tamiami<br>Trail | Naples, FL, 34113    | 407-629-7881        | Tim Hoffman         |  |  |
| Sunrise Community of SW Fla.   | Exchange<br>Avenue    | Naples, FL, 34104    | 239-643-5338        | Cassandra<br>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              |

| COMPLIANO | TE WITH        | CHAPTER | 427  | $\mathbf{F}.\mathbf{S}$ |
|-----------|----------------|---------|------|-------------------------|
| COMILLIAM | ~L' ** I I I I | CHAILL  | 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 performance standards for operators." |           |             |      |          |        |                  |            |           |       |
|  |           |             |      |          |        |                  |            |           |       |

| 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 INC<br>SUBCONTRACTORS? (Se |          |       |        |     |            |        |        |        | О     |
|   | ×        | Yes   |        | No  |            |        |        |        |       |
| IS THE CTC IN COMPLIAN                      | JCE WITH | тшее  | ECTIO  | NI2 | <b>□</b> v |        | 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 IS THE CTC USING PUBLIC TRANSPORTATION SERVICE SYSTEM?   | ES IN THE COORDINATED        |
|--|------------------------------|
| ⊠ N/A  |                              |
| IS THERE A GOAL FOR TRANSFERRING PASSENGERS FROM $\hfill \boxtimes \hfill \hfil$ | PARATRANSIT TO TRANSIT?      |
| If YES, what is the goal? "Maximize effective transfer of individuals from paratrans   | it to fixed route services." |
|  | No                           |
| IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT?  | Yes L No                     |
| Comments: Furthering the above noted goal, the CTC's eligibility scree potential Fixed Route opportunities and educates passeng appropriate for the individual's travel needs consistent with  | ers on available options as  |

| CHAPTER 427  |
|--|
| CHAPTER 427 Findings:  |
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| The CTC is in compliance with Chapter 427, Florida Statutes. |
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| Recommendations:   |
| None.  |
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| 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.<br>ambulatory, wheelchair, stretcher,<br>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.

| 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?   |         |         |         |
| Explanation:   |   |         |         |         |         |
| IS THE CTC IN COMPLIANCE WI  | TH THIS SI  | ECTION? | Yes     | No      |         |

| Dry r 44 2  |
|---|
| RULE 41-2   |
| Findings:   |
| The CTC is in compliance with Rule 41-2, Florida Administrative Code. |
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| Recommendations:  |
| None.   |
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#### 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. |   |
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| Recommendations:                                 |   |
| None.  |   |
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#### 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.<br>Restraints are required for children under 5 and/or<br>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<br>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<br>Standards/Goals                          | Standard/Goal          | Latest Figures 7/1/2023 - | Is the<br>CTC/Operator<br>meeting the |
|--|------------------------|---------------------------|---------------------------------------|
|  |                        | 6/30/2024                 | 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 periormance                                    | Operator A 90%         | Operator A 74%            | NO                                    |
|  | Operator B             | Operator B                |                                       |
|  | Operator C             | Operator C                |                                       |
| Passenger No-shows                                     | CTC                    | CTC                       |                                       |
| Tubbeliger 110 bile 115                                | Operator A N/A         | Operator A 8,925          | NO MEASURABLE STANDARD                |
|  | Operator B             | Operator B                |                                       |
|  | Operator C             | Operator C                |                                       |
| Accidents  | CTC                    | CTC                       |                                       |
|  | Operator A             | Operator A 3.12           | NO                                    |
| Standard: no more than 1.2 accidents per 100,000 miles | Operator B             | Operator B                |                                       |
| accidents per 100,000 innes                            | Operator C             | Operator C                |                                       |
| Roadcalls  | CTC                    | CTC                       |                                       |
| Standard: no less than                                 | Operator A             | Operator A 28,743         | YES                                   |
| 10,000 miles between each                              | Operator B             | Operator B                |                                       |
| road call  | Operator C             | Operator C                |                                       |
| Complaints   | CTC                    | CTC                       |                                       |
|  | Operator A N/A         | Operator A N/A            | NO MEASURABLE STANDARD                |
| Number filed: 96                                       | Operator B             | Operator B                |                                       |
| Number filed: 96                                       | 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.

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#### ON-SITE OBSERVATION OF THE SYSTEM

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

1. Date of Observation: 3/5/25

2. Location(s):

✓ID Badge

\_ 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?                      |
|     | If not on time, now 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  |

| 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?  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?<br>(Check all that apply)   |
|    | <u>√</u> Yes   |
|    | Uniform  |
|    | ✓ Name Tag   |
|    | <u>√</u> 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<br>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  |
|     |   |

| CTC: Collier Co | unty Board of County Commission        | ners County: Collier |
|-----------------|--|----------------------|
| Date of Ride: _ | 3/5/25; 3/6/25                         |                      |
|                 | 3/5/25: 506 trips<br>3/6/25: 430 trips |                      |

| Funding Source       | No.<br>of Trips | No. of<br>Riders/Beneficiaries | # of Surveys<br>Needed | # of Surveys<br>Obtained |
|----------------------|-----------------|--------------------------------|------------------------|--------------------------|
| CTD                  |                 |                                |                        |                          |
| Medicaid             |                 |                                |                        |                          |
| Other                |                 |                                |                        |                          |
| Other                |                 |                                |                        |                          |
| Other)               |                 |                                |                        |                          |
| Other                |                 |                                |                        |                          |
|                      |                 |                                |                        |                          |
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|                      |                 |                                |                        |                          |
|                      |                 |                                |                        |                          |
|                      |                 |                                |                        |                          |
|                      |                 |                                |                        |                          |
|                      |                 |                                |                        |                          |
| 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 Summar

|                             | Balance | Billed | Cash | Check | Ticket | Total Fare<br>Types | Client Total<br>Amounts | Add. Psgr.<br>Total<br>Amounts |   |
|-----------------------------|---------|--------|------|-------|--------|---------------------|-------------------------|--------------------------------|---|
| Normal                      | 0       | 0      | 11   | 0     | 0      | 11                  | 26.00                   | 0.00                           |   |
| Billed/External/<br>Balance | 5       | 0      | 0    | 0     | 0      | 5                   | 15.00                   | 0.00                           | ı |

Pull Out

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

Pull In

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

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

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

| Total Miles | Service Miles |         | Reven  | ne Miles | Deadhead Miles |          |  |
|-------------|---------------|---------|--------|----------|----------------|----------|--|
|             | est           | rep     | est    | гер      | est            | гер      |  |
|             | 290.30        | 284.70  | 255.90 | 244.20   | 34.40          | 40.50    |  |
| Total Hours | Service       | e Hours | Reven  | ne Hours | Deadhe         | ad Hours |  |
|             | est           | rep     | est    | 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

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

|    | Arrival |       | Duration<br>(min.) | Address   | Mileage at<br>Stop | Passengers  | Status | Mobility | Funding Source | PCA | Other<br>Passengers | Fare Type  | Amount Received<br>(Client (Additional Pages)) |
|----|---------|-------|--------------------|---|--------------------|---|--------|----------|----------------|-----|---------------------|------------|--|
| Sc | hed     | Rep   | (mm.)              |   | Stop               | P. MALDONADO MARI (#780698)                                   |        | ,        | _              |     |                     |            |  |
| 09 | :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)<br>(Normal/Billed)                 |
| 09 | :06     | 09:03 | 0                  | WALMART 951 and Davis 9885 Collier<br>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)<br>(Normal/Billed)                 |
| 09 | :18     | 09:20 | 7                  | 8590 Barot Drive NAPLES   | 194636             | P: NORMA (#774895) negotiated pickup: 08:38 P: JACK (#771457) | comp   | AM       | ADA            | 0   | 0                   | Cash(1)    | 3.00 (0.00)<br>(Normal/Billed)                 |
| 09 | :33     | 09:45 | 0                  | Collier Senior Center- Golden Gate 4898<br>Coronado Pkwy Naples | 194640             |   |        |          |                |     |                     |            |  |
| 09 | :55     | 10:04 | 3                  | Naples Senior Center 6200 Autumn Oaks<br>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)<br>(Normal/Billed)                 |
|    |         |       |                    |   |                    | P: STEPHEN (#772752)<br>negotiated pickup: 09:25              |        |          |                |     |                     |            |  |
| 10 | :38     | 10:41 | 0                  | DISCOVERY VILLAGE OF NAPLES<br>8417 Sierra Meadows Blvd Naples  | 194666             | negotated pickup. 09.29                                       |        |          |                |     |                     |            |  |
| 11 | :00     | 10:57 | 3                  | COLLIER AREA PARA TRANSIT<br>8300 Radio Rd Naples               | 194673             | D: STEPHEN (#772752)  |        |          |                |     |                     |            |  |
| 11 | :36     | 11:24 | 6                  | Physicians Regional- Medical Arts 8340<br>Collier Blvd Naples   | 194679             |   | comp   | wc       | ADA            | 0   | 0                   | Balance(1) | 3.00 (0.00)<br>(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:<br>ADAELCY                          | comp   | wc       | ADA            | 0   | 0                   | Cash(1)    | 3.00 (0.00)<br>(Normal/Billed)                 |
|    |         |       |                    |   |                    | (#781350)   |        |          |                |     |                     |            |  |

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

| Sched | Azrival<br>Rep | Duration<br>(min.) | Address   | Mileage at<br>Stop | Passengers  | Status | Mobility | Funding Source | PCA | Other<br>Passengers | Fare Type  | Amount Received<br>(Client (Additional Pages)) |
|-------|----------------|--------------------|---|--------------------|---|--------|----------|----------------|-----|---------------------|------------|--|
| 13:17 |                | 5                  | 9108 Capistrano St S Naples   | 194706             | P: ANDREA (#777640)<br>negotiated pickup: 12:48   | comp   | wc       | ADA            | 0   | 0                   | Balance(1) | 3.00 (0.00)<br>(Balance)                       |
|       |                |                    |   |                    |   |        |          |                |     |                     |            |  |
| 13:44 | 14:02          | 7                  | Florida Cancer Specialists & Research<br>Institute 681 4th Ave N Naples   | 194716             | D: ANDREA (#777640)                               |        |          |                |     |                     |            |  |
| 14:29 | 14:34          | 4                  | PHYSICIANS REGIONAL 6101 Pine<br>Ridge Rd Naples                          | 194726             | D: ADAELCY<br>(#781350)                           |        |          |                |     |                     |            |  |
| 14:38 | 14:42          | 4                  | Physicians Regional Urgent Care - Pine<br>Ridge 6376 Pine Ridge Rd Naples | 194726             | P: LAURIE (#778520)<br>negotiated pickup: 13:30   | noshow | wc       | ADA            | 0   | 0                   |            |  |
| 15:07 | 14:56          | 7                  | Walgreens pine ridge rd 2511 Pine Ridge<br>Rd Naples                      | 194728             | P: SUSANNAH (#780416)<br>negotiated pickup: 14:28 | comp   | AM       | ADA            | 0   | 0                   | Cash(1)    | 0.00 (0.00)<br>(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<br>Ln Naples                         | 194735             | P: NICOLE (#771447)<br>negotiated pickup: 15:00   | comp   | wc       | ADA            | 0   | 0                   | Balance(1) | 3.00 (0.00)<br>(Balance)                       |
|       |                |                    |   |                    |   |        |          |                |     |                     |            |  |
| 15:38 | 15:38          | 0                  | Naples Senior Center 6200 Autumn Oak<br>Ln Naples                         | 194735             | P: JACK (#771458)                                 | comp   | AM       | ADA            | 0   | 0                   | Cash(1)    | 3.00 (0.00)<br>(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<br>Naples                             | 194754             |   |        |          |                |     |                     |            |  |
| 16:29 | 16:38          | 0                  | Gas-County Barn 2901 County Barn Rd<br>Naples                             | 194754             |   |        |          |                |     |                     |            |  |
| 16:30 | 16:51          | 0                  | RideCat Depot 8300 Radio Rd Naples  | 194758             |   |        |          |                |     |                     |            |  |

| Date: 03/06/2025 | Run ID: 120 | Driver ID: Ranutahal Andy |
|------------------|-------------|---------------------------|

#### **Run Manifest**

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

| Deinade | signature |
|---------|-----------|
| DIIVELS | SIZUALULE |

| 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<br>Types | Client Total<br>Amounts | Add. Psgr.<br>Total<br>Amounts |   |
|-----------------------------|---------|--------|------|-------|--------|---------------------|-------------------------|--------------------------------|---|
| Normal                      | 0       | 0      | 15   | 0     | 0      | 15                  | 27.00                   | 0.00                           |   |
| Billed/External/<br>Balance | 4       | 0      | 0    | 0     | 0      | 4                   | 11.00                   | 0.00                           | ı |

Pull Out

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

Pull In

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

<sup>\*</sup>Customer last names have been redacted for privacy.

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

| Total Miles | Servic  | e Miles | Reven  | ae Miles | Deadhe | ad Miles |
|-------------|---------|---------|--------|----------|--------|----------|
|             | est     | rep     | est    | гер      | est    | гер      |
|             | 233.07  | 235.00  | 184.03 | 184.70   | 49.04  | 50.30    |
| Total Hours | Service | e Hours | Reven  | ne Hours | Deadhe | ad Hours |
|             | est     | rep     | est    | гер      | 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 info | rmation  |                |     |                     | Late* (with a<br>Late trips ar |  |
|----------------|----------------|--------------------|---|--------------------|-----|---|----------------|----------|----------------|-----|---------------------|--------------------------------|--|
| Ar<br>Sched    | rival<br>Rep   | Duration<br>(min.) | Address   | Mileage at<br>Stop | Pas | sengers   | Status         | Mobility | Funding Source | PCA | Other<br>Passengers | Fare Type                      | Amount Received<br>(Client (Additional Psgrs)) |
| 06:11          | 06:11          | 0                  | COLLIER AREA PARA TRANSIT<br>8300 Radio Rd Naples                                       | 6660               |     |   |                |          |                |     |                     |                                |  |
| 06:33          | 06:31          | 2                  | 269 Riverwood Rd Naples   | 6670               | P:  | FRANK JR (#773306)  | comp           | AM       | TD             | 0   | 0                   | Cash(1)                        | 1.00 (0.00)<br>(Normal/Billed)                 |
| 06:41          | 06:41          | 0                  | 5313 Jennings St Naples   | 6674               | p:  | ANGELICA (#777437)  | comp           | AM       | ADA            | 0   | 0                   | Cash(1)                        | 1.00 (0.00)<br>(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)  | comp           | AM       | TD             | 0   | 0                   | Cash(1)                        | 2.00 (0.00)<br>(Normal/Billed)                 |
| 07:21<br>07:52 | 07:23<br>07:52 | 0                  | Germain Toyota of Naples 13315<br>Tamiami Tri N Naples<br>14811 Indigo Lakes Cir NAPLES | 6693<br>6703       | P:  | FRANK JR (#773306) D:<br>DANIELLA (#774781)<br>LAURA (#772117)<br>atsed pickup: 07:32 | comp           | AM       | ADA            | 0   | 0                   | Balance(1)                     | 1.00 (0.00)<br>(Balance)                       |
| 08:13          | 08:14          | 0                  | 3645 Gateway Ln Naples  | 6711               | D:  | LAURA (#772117) P:<br>JENNIFER (#772229)  | comp           | wc       | ADA            | 0   | 0                   | Cash(1)                        | 1.00 (0.00)                                    |
| 08:24<br>08:49 | 08:27          | 1                  | 3610 Marigold Way Naples 8635 Saddlebrook Cir NAPLES                                    | 6716<br>6728       | P:  | RIDGE (#772231)   | comp           | AM       | ADA            | 0   | 0                   | Cash(1)                        | (Normal/Billed)  1.00 (0.00) (Normal/Billed)   |

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

|       | Arrival | Duration | Address  | Mileage at | D             | sebgers                                 | Status | Mobility | Funding Source | PCA | Other      | Fare Type  | Amount Received                |
|-------|---------|----------|--|------------|---------------|---|--------|----------|----------------|-----|------------|------------|--------------------------------|
| Schod | Rep     | (min.)   | Addiess  | Stop       |               | sengers                                 | Otatus | Mounty   | running Source | FUA | Passengers | rate Type  | (Client (Additional Psgrs))    |
| 09:10 | 09:23   | 3        | UCP- Sunrise 4227 Exchange Ave<br>Naples   | 6740       | D:<br>D:      | RIDGE (#772231)<br>JENNIFER (#772229)   |        |          |                |     |            |            |                                |
| 09:39 | 09:39   | 2        | 954 Goodlette-frank Rd Naples  | 6744       | P:<br>pickup: | ZELLA (#781482) negotiated<br>09:15     | comp   | AM       | ADA            | 0   | 0          | Cash(1)    | 1.00 (0.00)<br>(Normal/Billed) |
| 09:57 | 09:53   | 1        | WALMART AIRPORT / CARILLON<br>PLACE 5010 Airport Pulling Rd N<br>Naples  | 6749       | D:            | ZELLA (#781482)                         |        |          |                |     | _          |            |                                |
| 10:11 | 10:03   | 2        | 134 Cypress Way E Naples   | 6754       | P:            | RAYMOND (#781422)                       | comp   | AM       | ADA            | 0   | 0          | Cash(1)    | 6.00 (0.00)<br>(Normal/Billed) |
| 10:46 | 10:28   | 1        | LIGHTHOUSE OF COLLIER  <br>Horseshoe Dr S #101 2685 Horseshoe Dr<br>S Naples<br>BERKSHIRE LAKES 649 Windsor Sq |            | D:            | RAYMOND (#781422)  CATHERINE (#781796)  | comp   | AM       | ADA            | 0   | 0          | Cash(1)    | 1.00 (0.00)                    |
| 11:00 | 10:44   | 4        | Naples   | 6768       |               | (************************************** |        |          |                |     | ·          | C12(1)     | (Normal/Billed)                |
| 10:51 | 10:54   | 1        | PUBLIX Radio Rd 7101 Radio Rd<br>Naples  | 6768       | D:            | CATHERINE (#781796)                     |        |          |                |     |            |            |                                |
| 11:10 | 11:22   | 0        | COLLIER AREA PARA TRANSIT<br>8300 Radio Rd Naples  | 6770       |               |   |        |          |                |     |            |            |                                |
| 12:02 | 11:53   | 2        | 5060 Yacht Harbor Cir Naples   | 6779       | P:            | CHLOE (#780369)                         | comp   | AM       | ADA            | 0   | 0          | Balance(1) | 3.00 (0.00)<br>(Balance)       |
| 12.22 | 12:16   |          |  | 6788       | D:            | CHLOE (#780369)                         |        |          |                |     |            |            |                                |
| 12:23 |         | 0        | HeadPinez 8525 Radio Rd Naples<br>GOLDEN GATE CLEANERS 5030  |            | P:            | LEIGH (#780798)                         | comp   | AM       | ADA            | 0   | 0          | Cash(1)    | 1.00 (0.00)                    |
| 12:30 | 12:25   | 3        | Coronado Pkwy Naples   | 6792       |               | DESCRIPTION (ALCOHOL)                   | ошр    | AM       | au a           | ٠   | ·          | Casa(1)    | (Normal/Billed)                |
| 12:31 | 12:31   | 4        | 5283 24th Ave Sw NAPLES  | 6793       | D:            | LEIGH (#780798)                         |        |          |                |     |            |            |                                |

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

|    | Arriva | ı     | Duration | Address  | Mileage at | Dar           | sengers                                 | Status | Mobility | Funding Source | PCA | Other      | Fare Type  | Amount Received                |
|----|--------|-------|----------|--|------------|---------------|---|--------|----------|----------------|-----|------------|------------|--------------------------------|
| Sc | hed    | Rep   | (min.)   | Addess   | Stop       |               | sengers                                 | Otatus | neodiny  | running source | ron | 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)<br>(Normal/Billed) |
| 13 | 1:30   | 13:19 | 5        | 952 Goodlette-frank Rd Naples                                      | 6804       | P:            | MARIAN (#781670)                        | comp   | AM       | ADA            | 0   | 0          | Cash(1)    | 3.00 (0.00)<br>(Normal/Billed) |
|    |        |       |          |  |            | D:            | NANCY (#772097)                         |        |          |                |     |            |            |                                |
| 13 | :28    | 13:30 | 4        | Publix Super Market at Naples Plaza<br>1981 Tamiami Trail N Naples | 6805       | D:            | MARIAN (#781670)                        |        |          |                |     |            |            |                                |
| 13 | :59    | 13:59 | 45       | Publix Super Market at Naples Plaza<br>1981 Tamiami Trail N Naples | 6811       |               |   |        |          |                |     |            |            |                                |
| 14 | 1:59   | 14:46 | 18       | UCP- Sunrise 4227 Exchange Ave<br>Naples                           | 6817       | P:            | RIDGE (#772232)                         | comp   | AM       | ADA            | 0   | 0          | Cash(1)    | 1.00 (0.00)<br>(Normal/Billed) |
|    |        |       |          |  |            | P:            | JENNIFER (#772230)                      | comp   | wc       | ADA            | 0   | 0          | Cash(1)    | 1.00 (0.00)<br>(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 | 5:10   | 16:18 | 5        | HARMONIA THE CLUB 3425 10th St<br>N Naples                         | 6844       | P:<br>negotia | RICHARD (#772278)<br>sted pickup: 16:00 | comp   | AM       | TD             | 0   | 0          | Balance(1) | 4.00 (0.00)<br>(Balance)       |
|    |        |       |          |  |            | P:<br>pickup  | JAMES (#779446) negotiated<br>: 16:00   | comp   | AM       | ADA            | 0   | 0          | Cash(1)    | 3.00 (0.00)<br>(Normal/Billed) |
| 16 | i:30   | 16:29 | 3        | Publix Super Market at Naples Plaza<br>1981 Tamiami Trail N Naples | 6845       | P:            | MARIAN (#781677)                        | comp   | AM       | ADA            | 0   | 0          | Cash(1)    | 3.00 (0.00)<br>(Normal/Billed) |

| -     | Arrival | Duration | Address                                       | Mileage at | Passengers  | Status | Mobility | Funding Source | PCA | Other      | Fare Type  | Amount Received            |
|-------|---------|----------|---|------------|---|--------|----------|----------------|-----|------------|------------|----------------------------|
| Sched | Rep     | (min.)   |   | Stop       |   | 0.2.2  |          | i many contro  |     | Passengers | 1 1) pe    | (Client (Additional Pages) |
| 16:35 | 16:38   | 4        | STARABILITY 720 Goodlette Rd N<br>Naples      | 6847       | P: CHRISTOPHER<br>(#780910)<br>megotiated pickup: 16:15 | comp   | AM       | ADA            | 0   | 0          | Balance(1) | 3.00 (0.00)<br>(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<br>Naples | 6895       | (#780910)   |        |          |                |     |            |            |                            |
| 18:10 | 18:39   | 0        | Gas-County Barn 2901 County Barn Rd<br>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

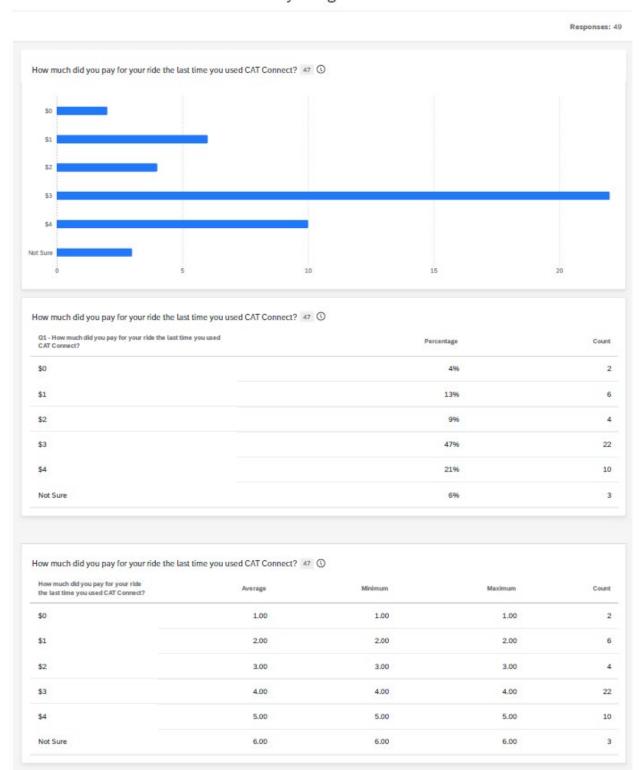
#### \*SEE ATTACHED SURVEY RESPONSES Staff making call: \_\_\_\_\_ County: Date of Call: / / Funding Source: 2) Where you charged an amount in addition to the co-payment? Yes or No If so, how much? 3) How often do you normally obtain transportation? ☐ Daily 7 Days/Week ☐ Other ☐ 1-2 Times/Week ☐ 3-5Times/Week 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

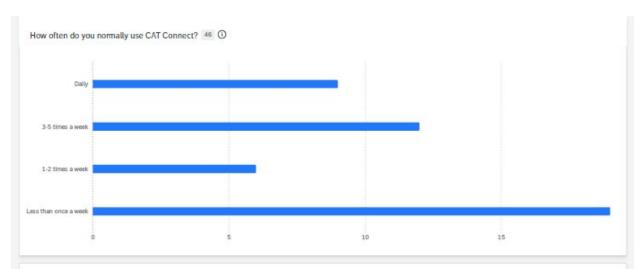
☐ Late return pick up - length of wait

☐ Service Area Limits

| ☐ Drivers - specify  | ☐ Reservations - specify length               | of wait      |
|--|---|--------------|
| ☐ Vehicle condition  | ☐ Other                                       |              |
| 7) On a scale of 1 to 10 (10 being most sat                    | tisfied) rate the transportation you have bee | n receiving. |
| 8) What does transportation mean to you? use in publications.) | (Permission granted by                        | for          |
| Additional Comments:   |   |              |
|  |   |              |
|  |   |              |
|  |   |              |

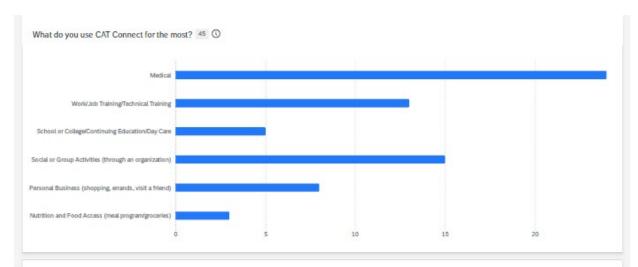
# 2025 CATConnect Evaluation Survey / Page 1



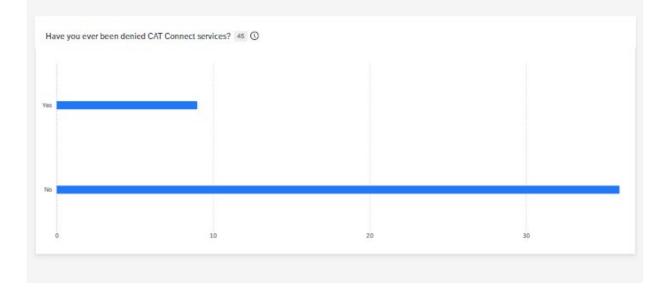


| Q2 - How often do you normally use CAT Connect? | Percentage | Cour |
|---|------------|------|
| Daily   | 20%        |      |
| 3-5 times a week                                | 26%        | 1    |
| 1-2 times a week                                | 13%        |      |
| Less than once a week                           | 4196       | 1    |

| How often do you normally use CAT<br>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   |

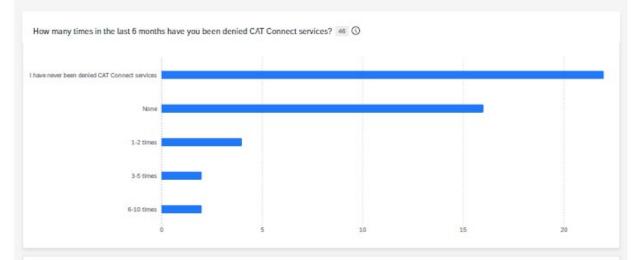


| 96 - What do you use CAT Connect for the most?        | Percentage | Coun |
|---|------------|------|
| fedical   | 5396       | 2    |
| Vork/Job Training/Technical Training                  | 2996       | 1    |
| School or College/Continuing Education/Day Care       | 11%        |      |
| Social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



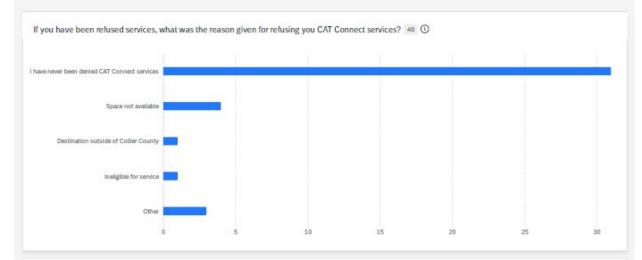
| ave you ever been denied CAT Connect services? 45 ①  |            |      |
|--|------------|------|
| Q3 - Have you ever been denied CAT Connect services? | Percentage | Coun |
| Yes  | 2096       |      |
| No   | 80%        | 30   |

| Have you ever been denied CAT<br>Connect services? | Average | Minimum | Maximum | Cour |
|--|---------|---------|---------|------|
| COMMICT SET VICES !                                |         |         |         |      |
| Yes  | 1.00    | 1.00    | 1.00    |      |

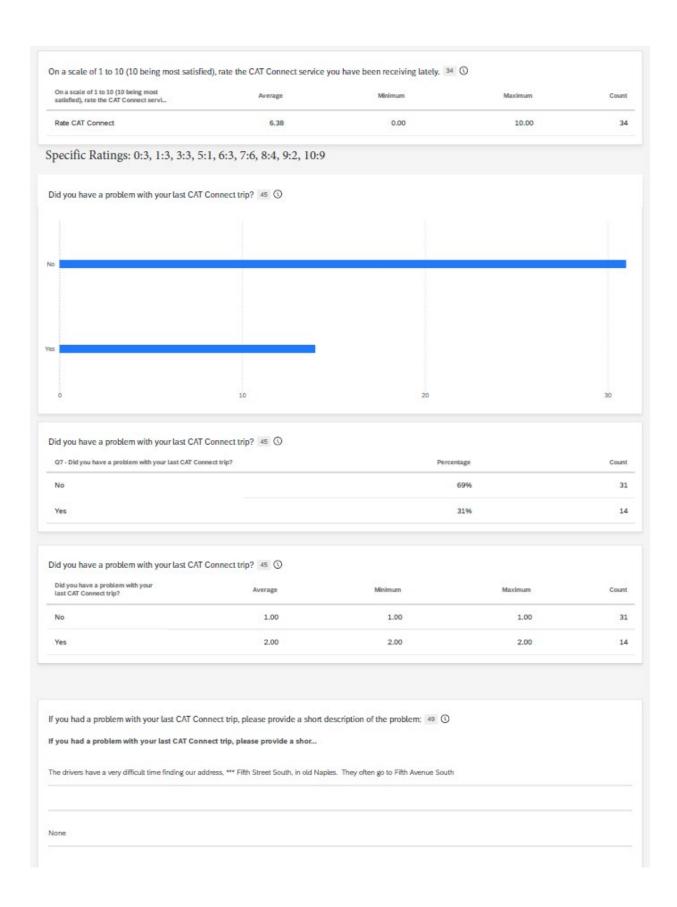


| Q4 - How many times in the last 6 months have you been denied<br>CAT Connect services? | Percentage | Coun |
|--|------------|------|
| have never been denied CAT Connect services  | 48%        | 2    |
| None   | 35%        | 1    |
| 1-2 times  | 9%         |      |
| 3-5 times  | 496        |  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

| How many times in the last 6<br>months have you been denied CAT<br>Connect servic | Average | Minimum | Maximum | Cour |
|---|---------|---------|---------|------|
| I have never been denied CAT<br>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    |      |



| 25 - If you have been refused services, what was the reason given for<br>efusing 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        | 1    |



| dees a long time to pick up from work then has several stops to make.  We to lack of drivers ride not available  to code on a bus without air conditioning. We were taken well out of our way to provide transportation to a person who lived in Bonia Springs. We were on the bus for over an house hy 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 enhant times that made him very it. I what was when we aniwed home and had to go to the emergency proon. It sent an enhall to CAT Connect and received a response saying I would be contracted. I did not receive a call, how not used the service since that tentile incident.  In washing times.  In washing times.  In which were the contracted of the service and a material work of the service and a material work of the service and a material work of the service and the service an |   |  |
|--|---|--|
| ue to tack of drivers ride not available  te rode on a bus without air conditioning. We were talken 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, the hardward is in a wheel chair and was placed at the very back of the bus. The temperature was in the mid-00's. The fair was on and drew in endoauts tames that made him very it. I writed when we arrived home and had to go to the emergency room. I sent an email to CAT Connect and ecoleved a response saying it would be contacted. I did not recolve a cast between the sent of the services since that temble incidents.  In a ways late, as meetimes up to an hour or they just don't show up and say no bus on the account.  Bunch a time clock at work and am late almost daily because of this  I ways late, as meetimes up to an hour or they just don't show up and say no bus on the account.  Bunch a time clock at work and am late almost daily because of this  I ways late, as meetimes up to an hour or they just don't show up and say no bus on the account.  Bunch a time clock at work and am late almost daily because of this  I ways late, as meetimes up to an hour or they just don't show up and say no bus on the account.  Bunch a time clock at work and am late almost daily because of this  I ways late, as meetimes up to an hour or they just don't show up and say no bus on the account.  |   |  |
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| te 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 yhazband 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 turnes that made him very lat middle when we mid and they be to the emergency room. I sent an email to CAT Connect and received a response spring I would be contacted. I did not receive a call to the service since that temble incident.  I was to transport that temble incident.  I was supported by the contacted of the contacte |   |  |
| y 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 furnes that made him very ill. I midled 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. e have not used the service since that terrible incident.  In greating times.  I was late, sometimes up to an hour or they just don't show up and say no bus on the account. Sunch a time clock at work and am late aimset daily because of this in the contact of the time I was supposed to be picked up so I had to take a ride from a family member.   | ue to lack of drivers ride not                            | : available  |
| lways late, sometimes up to an hour or they just don't show up and say no bus on the account.  punch a time clock at work and am late almost daily because of this   y driver missed the time I was supposed to be picked up so I had to take a ride from a family member.   | y husband is in a wheel cha<br>omited when we arrived hor | air 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. I<br>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. |
| Iways late, sometimes up to an hour or they just don't show up and say no bus on the account.  Sunch a time clock at work and am late almost daily because of this  The clock at work and  | ong waiting times.  |  |
| y driver missed the time I was supposed to be picked up so I had to take a ride from a family member.  | a   |  |
| y driver missed the time I was supposed to be picked up so I had to take a ride from a family member.  |   |  |
|  |   |  |
|  |   |  |
|  |   |  |
|  |   |  |
|  |   |  |
| at should prioritize medical service. Vet drivers. When with good drivers, ride was terrific and very much appreciated.  | v driver missed the time I w                              | sas supposed to be picked up so I had to take a ride from a family member.   |
| at should prioritize medical service. Vet drivers, When with good drivers, ride was terrific and very much appreciated.  | y driver missed the time I w                              | vas supposed to be picked up so I had to take a ride from a family member.   |
| at should prioritize medical service. Vet drivers. When with good drivers, ride was terrific and very much appreciated.  | y driver missed the time I w                              | vas supposed to be picked up so I had to take a ride from a family member.   |
| at should prioritize medical service. Vet drivers, When with good drivers, ride was terrific and very much appreciated.  | y driver missed the time I w                              | vas supposed to be picked up so I had to take a ride from a family member.   |
| at should prioritize medical service. Vet drivers, When with good drivers, ride was terrific and very much appreciated.  | y driver missed the time I w                              | vas supposed to be picked up so I had to take a ride from a family member.   |
| at should prioritize medical service. Vet drivers. When with good drivers, ride was terrific and very much appreciated.  | ly driver missed the time I w                             | vas supposed to be picked up so I had to take a ride from a family member.   |
| at should prioritize medical service. Vet drivers. When with good drivers, ride was terrific and very much appreciated.  | ly driver missed the time I w                             | vas supposed to be picked up so I had to take a ride from a family member.   |
| at should prioritize medical service. Vet drivers. When with good drivers, ride was terrific and very much appreciated.  | fly driver missed the time I w                            | vas supposed to be picked up so I had to take a ride from a family member.   |
|  | fy driver missed the time I w                             | vas supposed to be picked up so I had to take a ride from a family member.   |

| 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  |

|                         | ribe why CAT Connect is important to you.  |
|-------------------------|--|
| need transportation     | weekly for medical   |
|                         | se provide any additional comments you would like to share. 49 ①   |
| his is a very valuable  | e service to those of us who need it. Also, all the employees, the schedulers, the drivers and the dispatchers are very pleasant and patient.  |
| Ve are very grateful fi | for CatConnect.  |
|                         | 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.  at CAT Connect has been so friendly and always make sure I get home safely. They are all amazing. |
| lot sure who or how     | route is planned. Live in North Naples and several times have gone to Marco Island first   |
|                         |  |
| hank you for your de    | ervice   |
| he staff is friendly    |  |
|                         | on phones 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 respectful. They 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  |

| PTIONAL - Please                             | provide any additional comments you would like to | share.  |
|--|---|---|
| II of the staff I have<br>is much appreciate |   | tions, the dispatchers, and all of the friendly drivers have always gone above and beyond to help me, and |
| fly mobility has seve                        | ely declined so this bus is vital                 |   |
| THIS INAPPROPRIA                             | TE COMMENT HAS BEEN REDACTED                      |   |
|  |   |   |
|  |   |   |
|  |   |   |

## Level of Cost Worksheet 1

# Insert Cost page from the AOR.

| County:          | Collier   |            |            | Demograp  | phics                       | Number      | Horida Commission for the       |             |
|------------------|---|------------|------------|-----------|-----------------------------|-------------|---------------------------------|-------------|
| CTC:<br>Contact: | Collier County Board (<br>Brian Wells<br>3299 Tamiami Trl E S | •          | nissioners | Total Cou | nty Population              | 0           | A                               |             |
|                  | Naples, FL 34112<br>239-252-5841                              | dite 105   |            | Unduplica | ted Head Count              | 1,617       |                                 |             |
| Email:           | brian.wells@collierco   | untyfl.gov |            |           |                             |             | Transportation<br>Disadvantaged |             |
| Trips By         | y Type of Service   | 2022       | 2023       | 2024      | Vehicle Data                | 2022        | 2023                            | 2024        |
| Fixed Rou        | ite (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          |                                 | 52          |
| Paratrans        | sit   | 53,752     | 54,285     | 66,791    | Vehicles                    | 47          |                                 | 43          |
| TNC              |   | 0          | 0          | 0         | Drivers                     | 53          | 56                              | 70          |
| Taxi             |   | 0          | 0          | 0         |                             |             |                                 |             |
|                  | oard (School Bus)   | 0          | 0          | 0         |                             |             |                                 |             |
| Volunteer        | _   | 0          | 0          | 0         |                             |             |                                 |             |
| TOTAL T          | RIPS  | 109,044    | 133,799    | 156,438   |                             |             |                                 |             |
| Passeng          | 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          |                                 | 15          |
| Nutritiona       |   | 337        | 271        | 86        | Complaints                  | 70          | 49                              | 96          |
|                  | aining/Other  | 9,399      | 19,291     | 40,126    | Passenger No-Shows          | 6,447       |                                 | 8,925       |
| TOTAL T          | RIPS  | 109,044    | 133,799    | 156,438   | Unmet Trip Requests         | 347         | 182                             | 248         |
| Passeng          | ger Trips By Reveni   | 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       |                                 | 96.75       |
| DOEA             |   | 92         | 45         | 27        | Cost per Trip               | \$54.24     |                                 | \$46.55     |
| DOE              |   | 0          | 0          | 0         | Cost per Paratransit Trip   | \$54.24     |                                 | \$46.55     |
| Other            |   | 66,076     | 82,724     | 99,869    | Cost per Total Mile         | \$5.37      |                                 | \$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 coord of expanding capacity? 1                 | dinated s | ystem, how many have the capabili                      |
|---|-----------|--|
| Does the CTC have the ability to expand?  | Yes       | _  |
| Indicate the date the latest transportation of  | perator v | was brought into the system. 20                        |
| Does the CTC have a competitive procurer  | ment pro  | cess? Yes  |
|   | •         |  |
| In the past five (5) years, how many times selection of the transportation operators? | -         |  |
| In the past five (5) years, how many times selection of the transportation operators? | -         |  |
| In the past five (5) years, how many times selection of the transportation operators? | -         | following methods been used in                         |
| In the past five (5) years, how many times selection of the transportation operators? | -         | following methods been used in  Requests for proposals |

| 7.     |        | ich of the following items are incorpora   |      |               |   |  |  |  |  |  |
|--------|--------|--|------|---------------|---|--|--|--|--|--|
| transp | ortati | on operators for inclusion in the coordi   | nate | d sys         | stem?   |  |  |  |  |  |
|        |        |  | - r  |               | 10 000  |  |  |  |  |  |
|        | _      | Capabilities of operator   | ↓ ↓  | X             | 1   |  |  |  |  |  |
|        |        | Age of company   | ]    | $\overline{}$ | Safety Program  |  |  |  |  |  |
|        |        | Previous experience  | ]    | $\overline{}$ | Capacity  |  |  |  |  |  |
|        |        | Management   | ] [  | X             | Training Program  |  |  |  |  |  |
|        | X      | Qualifications of staff  |      | X             | Insurance   |  |  |  |  |  |
|        | Х      | Resources  |      | X             | Accident History  |  |  |  |  |  |
|        | Х      | Economies of Scale   | ] [  | X             | Quality   |  |  |  |  |  |
|        | Х      | Contract Monitoring  | ] [  | X             | Community Knowledge   |  |  |  |  |  |
|        | Х      | Reporting Capabilities   | ] [  | X             | Cost of the Contracting Process   |  |  |  |  |  |
|        | X      | Financial Strength   | ] [  | X             | Price   |  |  |  |  |  |
|        | Х      | Performance Bond   | ] [  | X             | Distribution of Costs   |  |  |  |  |  |
|        | Х      | Responsiveness to Solicitation   | 1 [  |               | Other: (list)   |  |  |  |  |  |
| 8.     | ope    |  |      |               | been used to select the transportation<br>s the request distributed in the most |  |  |  |  |  |
|        | Hov    | w many responded?  |      |               |   |  |  |  |  |  |
|        | The    | request for bids/proposals was distribu  | ted: |               |   |  |  |  |  |  |
|        | Х      | Locally x  | Sta  | tewi          | ide x Nationally  |  |  |  |  |  |
| 9.     |        | the CTC reviewed the possibilities of<br>transportation provision (such as fuel, |      | •             | titively contracting any services other nance, etc)? Yes                        |  |  |  |  |  |

#### Level of Availability (Coordination) Worksheet 3

|  | Ρl | anning – | What | are the | e coordinated | plans for | transp | porting | the 7 | TD 1 | opulati | on? |
|--|----|----------|------|---------|---------------|-----------|--------|---------|-------|------|---------|-----|
|--|----|----------|------|---------|---------------|-----------|--------|---------|-------|------|---------|-----|

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.

| Dispatching - | - How is | the real t | ime c | communication | and   | direction | of d | rivers | coordinate | $\mathbf{d}^{\gamma}$ |
|---------------|----------|------------|-------|---------------|-------|-----------|------|--------|------------|-----------------------|
| Disputting    | 110 W 13 | me rear t  | ше    | Communication | CLLLA | uncenton  | OL W | 110013 | COOLGINATE | •                     |

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.                               |
| 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

#### 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.

In May Blue Ink Signature:\_ Date: / (Individual Responsible for Assurance of Compliance)

Name: Mark Moujabber Title: General Manager

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

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.



# Services Department 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.

Date: \_\_\_\_\_\_\_

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: 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.