



# AGENDA

## Collier County Local Coordinating Board for the Transportation Disadvantaged

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

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

### REGULAR MEETING

Wednesday – May 1, 2024  
1:30 p.m.

1. **CALL TO ORDER**
  - A. Roll Call
  - B. Pledge of Allegiance
2. **OPEN TO THE PUBLIC FOR COMMENTS  
ON ITEMS NOT ON THE AGENDA**
3. **APPROVAL OF AGENDA**
4. **APPROVAL OF MEETING MINUTES**
  - A. March 6, 2024, Annual Public Workshop Meeting Minutes
  - B. March 6, 2024, Regular Meeting Minutes
5. **BOARD ACTION**
  - A. Review, Approve and Endorse Annual Update to the LCB Bylaws
  - B. Endorse the TD Planning Grant Application for FY 2024/2025 and Authorizing Resolution
- C. Approve the Community Transportation Coordinator Annual Evaluation
6. **REPORTS & PRESENTATIONS**
  - A. CTC Quarterly Report
  - B. MPO Quarterly Progress Report
  - C. FDOT Report
7. **OTHER BUSINESS**
8. **DISTRIBUTION ITEMS**
  - A. Updated LCB Membership Roster
9. **BOARD MEMBER COMMENTS**
10. **NEXT MEETING DATE**

September 4, 2024, at 1:30 p.m., Regular Meeting
11. **ADJOURNMENT**

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

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

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

**MEETING MINUTES**

**LOCAL COORDINATING BOARD  
FOR THE TRANSPORTATION DISADVANTAGED of the  
COLLIER METROPOLITAN PLANNING ORGANIZATION  
ANNUAL PUBLIC WORKSHOP**

**Collier County Government Center  
Admin. Building “F”, IT Training Room, 5<sup>th</sup> Floor  
3299 Tamiami Trail East, Naples, FL 34112  
March 6, 2024  
1:30 p.m.**

**1. CALL TO ORDER**

**A. Roll Call**

**Ms. McLaughlin** called the regular meeting to order at approximately 1:40 p.m.

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

*Ms. McLaughlin inquired if an LCB Member would serve as Acting Chair as the Chair was not present and there was no Vice-Chair in place at the time. Ms. Gualco volunteered and would be elected during walk-on item 1.C.*

**Members Present**

Carmen Henry, Southwest Florida Regional Workforce Development Board  
Leah Watson, Agency for Persons with Disabilities  
Sarah Gualco, Area Agency on Aging SWFL-FL Dept. of Elder Affairs  
Todd Engala, Florida Dept. of Transportation

**Members Absent**

Brett Nelson, Children at Risk  
Cheryl Burnham, Florida Association for Community Action  
Dylan Vogel, Citizens Advocate/User  
Gabrielle Galanti, Local Medical Community  
John Lambcke, Collier Schools Transportation Director  
Lisa O’Leary, Fla. Dept. of Edu./Div. of Vocational Rehab Services  
Michael Stahler, Florida Agency for Health Care Administration  
Oscar Gomez, Veterans Services  
Tabitha Larrauri, Fla. Dept. of Children and Family Services  
Tony Pernas, MPO Board member, Everglades City, LCB Chair

**MPO Staff**

Anne McLaughlin, Executive Director  
Dusty Hansen, Senior Planner  
Suzanne Miceli, Administrative Support Specialist II

**Others Present**

Brian Wells, Director, Collier County Public Transit & Neighborhood Enhancement  
Elena Ortiz-Rosado, Marketing Manager, Collier Area Transit  
Mari Maldonado, Paratransit Manager, Collier Area Transit

Nolan Begley, Fixed Route Manager, Collier Area Transit  
Omar De Leon, Public Transit Manager, Collier Area Transit  
Yousi Cardeso, Accountant II, Collier County Transportation Management Services

**B. Pledge of Allegiance**

*\*Staff recommended to add an item before Item 2 to elect an Acting Chair for the meeting.*

*Ms. Watson moved to approved adding the item. Mr. Engala seconded. Passed unanimously.*

**C. Walk-on Item: Elect Acting Chair for March 6, 2024 LCB Meeting**

*Ms. McLaughlin moved to elect Ms. Gualco as Acting Chair for the meeting. Mr. Engala seconded. Passed unanimously.*

**2. APPROVAL OF AGENDA**

*Ms. Watson moved to approve the agenda. Mr. Engala seconded. Passed unanimously.*

**3. ANNOUNCEMENT THAT PUBLIC INVOLVEMENT OPPORTUNITIES FOR THE MAJOR UPDATE TO COLLIER AREA TRANSIT’S TRANSIT DEVELOPMENT PLAN WILL BE FORTHCOMING**

**Ms. Hansen** said that Item 3 was an announcement that public involvement opportunities for the major update to the Transit Development Plan (TDP) would be forthcoming. Collier Area Transit (CAT) and Collier MPO were preparing a five-year update to CAT’s TDP- a ten-year plan for transit and mobility needs, cost and revenue projections, and community transit goals, objectives, and policies. The initial stages of the plan had begun and there would be various public participation and input opportunities. Ms. Hansen wanted to inform LCB members and the public that anyone interested in being included in notifications for public participation and input opportunities can notify Collier MPO at [collier.mpo@colliercountyfl.gov](mailto:collier.mpo@colliercountyfl.gov) or 239-252-5850. There will also be announcements about public involvement opportunities on the [colliermpo.org](http://colliermpo.org) website and in the Collier MPO monthly newsletters.

**4. ANNUAL PUBLIC WORKSHOP ON LOCAL TRANSPORTATION DISADVANTAGED (TD) PROGRAM AND PROCESS**

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

None.

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

None.

**C. Annual TD Program LCB Training**

**Ms. Hansen** provided a presentation of the Annual TD Program LCB Training, and discussed the Commission for the Transportation Disadvantaged program and the role of the LCB, LCB member roles and responsibilities, and the roles of the MPO and the Community Transportation Coordinator (CTC).

**Mr. Engala** asked if there was a hierarchy for the Trip Priority List that the LCB and CTC used to establish priorities.

**Mr. De Leon** responded by saying that the priority list is mostly used when there is a driver shortage.

## **5. ADJOURNMENT**

*No further business being conducted, MPO Acting Chair Ms. Gualco adjourned the meeting at 1:59 p.m.*

**MEETING MINUTES**

**LOCAL COORDINATING BOARD  
FOR THE TRANSPORTATION DISADVANTAGED of the  
COLLIER METROPOLITAN PLANNING ORGANIZATION  
REGULAR MEETING**

**Collier County Government Center  
Admin Building “F”, IT Training Room, 5<sup>th</sup> Floor  
3299 Tamiami Trail East, Naples, FL 34112  
March 6, 2024**

**Immediately Following the Annual Public Workshop held at 1:30 p.m.**

**1. CALL TO ORDER**

**A. Roll Call**

**LCB Acting Chair Gualco** called the regular meeting to order at approximately 2:01 p.m.

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

**Members Present**

Carmen Henry, Southwest Florida Regional Workforce Development Board, *Vice-Chair as of item 5.A.*

Leah Watson, Agency for Persons with Disabilities

Sarah Gualco, Area Agency on Aging SWFL-FL Dept. of Elder Affairs, *Acting Chair*

Todd Engala, Florida Dept. of Transportation

**Members Absent**

Brett Nelson, Children at Risk

Cheryl Burnham, Florida Association for Community Action

Dylan Vogel, Citizens Advocate/User

Gabrielle Galanti, Local Medical Community

John Lambcke, Collier Schools Transportation Director

Lisa O’Leary, Fla. Dept. of Edu./Div. of Vocational Rehab Services

Michael Stahler, Florida Agency for Health Care Administration

Oscar Gomez, Veterans Services

Tabitha Larrauri, Fla. Dept. of Children and Family Services

Tony Pernas, MPO Board member, Everglades City, LCB Chair

**MPO Staff**

Anne McLaughlin, Executive Director

Dusty Hansen, Senior Planner

Suzanne Miceli, Administrative Support Specialist II

**Others Present**

Brian Wells, Director, Collier County Public Transit & Neighborhood Enhancement

Elena Ortiz-Rosado, Marketing Manager, Collier Area Transit

Mari Maldonado, Paratransit Manager, Collier Area Transit

Nolan Begley, Collier Area Transit

Omar De Leon, Public Transit Manager, Collier Area Transit

Yousi Cardeso, Accountant II, Collier County Transportation Management Services

**B. Pledge of Allegiance**

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

None.

**3. APPROVAL OF AGENDA**

*Ms. Watson moved to approve the agenda. Mr. Engala seconded. Passed unanimously.*

**4. APPROVAL OF MEETING MINUTES**

**A. Approval of December 6, 2023 Regular Meeting Minutes**

*Ms. Henry moved to approve the Regular Meeting Minutes for December 6, 2023. Ms. Watson seconded. Passed unanimously.*

**5. BOARD ACTION**

**A. Elect Vice-Chair**

**Ms. Hansen** said that the item was being presented for the Board to elect an LCB Vice-Chair. She said that the LCB Bylaws and Rule 41-2.012(2), of the Florida Administrative Code provide that LCB elect a Vice-Chair each year. The Vice-Chair shall be elected by a majority vote of a quorum of the LCB members and shall serve a term of one year starting with the next meeting. In the event of the Chair's absence, the Vice-Chair shall assume the duties of the Chair and conduct the meeting and may serve more than one term. She asked if anyone was interested in serving in the role of Vice-Chair.

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

*Ms. Watson moved to elect Ms. Henry as LCB Vice-Chair. Mr. Engala seconded. Passed unanimously.*

**B. Review and Approve Proposed Rate Model for FY 2024/2025**

**Ms. Hansen** explained that the item was being presented to obtain the LCB's approval for the proposed Fiscal Year 2024-25 Rate Model. She said that the Florida Commission for the Transportation Disadvantaged (CTD) requires the Community Transportation Coordinator (CTC) to update and submit a rate model annually. The rate calculations consider budgeted revenues, operating expenses and associated level of service, which are factored into a Rate Model to produce equitable rates. The CTD's review of the proposed Rate Model is running concurrently with the LCB review and if any revisions are made, Collier Area Transit (CAT) staff will report on the revised rates at the next LCB meeting. She explained that it is an equitable rate of reimbursement to the CTC from the CTD Grant for providing Transportation Disadvantaged (TD) trips.

**Mr. Engala** asked if this included Americans with Disabilities Act (ADA) trips within the quarter mile of fixed route as well as TD trips outside of that.

**Mr. De Leon** responded that the Rate Model focuses on the transportation disadvantaged, but when

calculated, it incorporates all funding for paratransit and how much the rate would be toward a trip and equipment grant to get reimbursement for trips associated to the grant.

A group discussion followed, going through the detailed information of the Rate Model with can be viewed in the [March 6, 2024 LCB Regular Meeting Agenda](#).

*Vice-Chair Henry moved to Approve the Proposed Rate Model for FY 2024/2025. Ms. Watson seconded. Passed unanimously.*

## **6. REPORTS & PRESENTATIONS**

### **A. CTC Quarterly Report**

**Mr. De Leon** said that CAT had been averaging about 9,000 to 10,000 one-way trips per month and working to improve on-time performance, which was at about 74% to 77% over the previous three months. That week, four of eight new minivans that were being provided by CAT's contracted provider had been released for service, which would help alleviate the mileage put on existing CAT vehicles.

**Vice-Chair Henry** asked if the vehicles would replace some of the compromised vehicles in CAT's current fleet.

**Mr. De Leon** said that the new vans would be utilized to take some of the burden off the of the current fleet and allow for more longevity, but would replace vehicles which were no longer operational, as needed. He said CAT was training new drivers and was continuing to implement digital technology to improve paratransit/passenger communication and paratransit efficiency. CAT had been working to improve pick-up times, contending with traffic congestion.

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

**Ms. Hansen** mentioned that the annual evaluation of the CTC was underway and invited Board members who would like to volunteer to assist, to see her following the meeting. The goal was to complete the evaluation within the month and present it to the LCB in May 2024.

She said that the MPO's quarterly activities included the LCB Special Meeting on October 4, 2023, and regular meeting on December 6, 2023, the annual update to the Grievance Procedures, LCB approval of the Final Annual Operating Report, and finalizing the major update to the Transportation Disadvantaged Service Plan with CAT, which was approved by LCB and the CTD.

### **C. FDOT Report**

**Mr. Engala** said that FDOT District One was working with CAT to obtain ten new Section 5310 paratransit vehicles through Central Office. He mentioned that the allocations for the funding came approximately two months prior, which was somewhat later than expected. They were working to get all Public Transit Grant Agreements for the vehicles to CAT, and the Agreements were expected to go to the Collier BCC for approval in May 2024.

**Ms. Hansen** asked when delivery of the ten vehicles would be expected.

**Mr. De Leon** said FDOT has advised CAT that vehicle delivery would be staggered, as there is high demand for paratransit vehicles throughout District One, as they were working to catch up from a hold

on new paratransit vehicles due to expired manufacturer contracts during COVID.

**7. OTHER BUSINESS**

None.

**8. DISTRIBUTION ITEMS**

None.

**9. BOARD MEMBER COMMENTS**

None.

**10. NEXT MEETING DATE**

*May 1, 2024, at 1:30 p.m., Regular Meeting, Collier County Government Center, County Administration Bldg. F, IT Training Room, 5th Floor, 3299 Tamiami Trail E., Naples, FL 34112.*

**11. ADJOURNMENT**

*No further business being conducted, **MPO Acting Chair Gualco** adjourned the meeting at 2:27 p.m.*



**EXECUTIVE SUMMARY**  
**BOARD ACTION**  
**ITEM 5A**

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

---

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

**CONSIDERATIONS:** The LCB is required to review and approve its bylaws annually per the Transportation Disadvantaged Planning Grant. MPO staff has reviewed the current bylaws, and the following substantive change is being proposed at this time:

- Section 5, Termination of Membership, has been revised to provide that an LCB member may resign by notice in writing to the Chairperson or the MPO.

The revisions also include an update to the current MPO Board Chair and the date of adoption. The remaining revisions are stylistic and grammatical corrections. The proposed changes are included in **Attachment 1** in ~~striketrough~~/underline format.

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

Prepared By: Dusty May Hansen, Collier MPO Senior Planner

**ATTACHMENTS:**

1. Draft 2024 LCB Bylaws – Strikethrough and underline version
2. Draft 2024 LCB Bylaws – Clean version

**BY-LAWS**

**of the**

**COLLIER COUNTY  
Transportation Disadvantaged  
Local Coordinating Board**

**Endorsed by LCB: May ~~13~~, 202~~43~~**  
**Adopted by MPO: May ~~102~~, 202~~43~~**

**TABLE OF CONTENTS**

<b>Article</b>		<b>Page</b>
<b>I</b>	<b>Preamble .....</b>	<b>1</b>
	<b>Preamble .....</b>	<b>1</b>
<b>II</b>	<b>Name and Purpose .....</b>	<b>1</b>
	<b>Name .....</b>	<b>1</b>
	<b>Purpose .....</b>	<b>1</b>
<b>III</b>	<b>Membership, Appointment, Term of Office, and Termination of Membership .....</b>	<b>1</b>
	<b>Voting Members.....</b>	<b>1</b>
	<b>Alternate Members .....</b>	<b>2</b>
	<b>Non-voting Members .....</b>	<b>3</b>
	<b>Terms of Appointment .....</b>	<b>3</b>
	<b>Termination of Membership.....</b>	<b>3</b>
<b>IV</b>	<b>Officers and Duties .....</b>	<b>3</b>
	<b>Number .....</b>	<b>3</b>
	<b>Chairperson.....</b>	<b>3</b>
	<b>Vice-Chairperson .....</b>	<b>4</b>
<b>V</b>	<b>LCB Meetings.....</b>	<b>4</b>
	<b>Regular Meetings .....</b>	<b>4</b>
	<b>Notice of Meetings.....</b>	<b>4</b>
	<b>Quorum.....</b>	<b>4</b>
	<b>Voting.....</b>	<b>4</b>
	<b>Parliamentary Procedures .....</b>	<b>4</b>
	<b>Public Meetings .....</b>	<b>5</b>
<b>VI</b>	<b>Staff.....</b>	<b>5</b>
	<b>General .....</b>	<b>5</b>
<b>VII</b>	<b>LCB Duties .....</b>	<b>5</b>
	<b>LCB Duties .....</b>	<b>5</b>

<b>VIII</b>	<b>Subcommittees .....</b>	<b>7</b>
	<b>Subcommittees .....</b>	<b>7</b>
<b>IX</b>	<b>Communications with other Agencies and Entities .....</b>	<b>7</b>
	<b>General .....</b>	<b>7</b>
<b>X</b>	<b>Certification .....</b>	<b>7</b>

**BY-LAWS OF THE  
COLLIER COUNTY TRANSPORTATION DISADVANTAGED  
LOCAL COORDINATING BOARD**

**ARTICLE I: PREAMBLE**

**Section 1: Preamble**

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

**ARTICLE II: NAME AND PURPOSE**

**Section 1: Name**

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

**Section 2: Purpose**

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

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

**Section 1: Voting Members**

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

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

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

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

## **Section 2: Alternate Members**

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

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

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

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

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

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

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

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

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

## **ARTICLE IV: OFFICERS AND DUTIES**

### **Section 1: Number**

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

### **Section 2: Chairperson**

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

**Section 3: Vice-Chairperson**

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

**ARTICLE V: LCB MEETINGS**

**Section 1: Regular Meetings**

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

**Section 2: Notice of Meetings**

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

**Section 3: Quorum**

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

**Section 4: Voting**

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

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

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



## **Section 6: Public Meetings**

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

## **ARTICLE VI: STAFF**

### **Section 1: General**

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

## **ARTICLE VII: LCB DUTIES**

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

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

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

by the LCB.

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

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

## **ARTICLE VIII: SUBCOMMITTEES**

### **Section 1: Subcommittees**

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

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

### **Section 1: General**

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

## **ARTICLE X: CERTIFICATION**

The undersigned hereby certifies that he/she is the Chairperson of the Collier County Transportation Disadvantaged Local Coordinating Board and that the foregoing is a full, true and correct copy of the By-laws of this LCB as endorsed on May ~~13~~, 202~~4~~~~3~~ by the Collier County Transportation Disadvantaged Local Coordinating Board and subsequently adopted by the Collier Metropolitan Planning Organization on May ~~10~~~~2~~, 202~~4~~~~3~~.

---

Tony Pernas, LCB Chairperson

**METROPOLITAN PLANNING ORGANIZATION**

By: \_\_\_\_\_  
~~Commissioner William McDaniel, Jr.~~ ~~Greg Folley~~, MPO Chairperson

Attested By: \_\_\_\_\_  
Anne McLaughlin, MPO Executive Director

**Approved as to form and legality:**  
**COLLIER COUNTY ATTORNEY**

By: \_\_\_\_\_  
Scott R. Teach, Deputy County Attorney

**BY-LAWS**

**of the**

**COLLIER COUNTY  
Transportation Disadvantaged  
Local Coordinating Board**

**Endorsed by LCB: May 1, 2024**  
**Adopted by MPO: May 10, 2024**

## TABLE OF CONTENTS

Article		Page
I	Preamble .....	1
	Preamble .....	1
II	Name and Purpose .....	1
	Name.....	1
	Purpose.....	1
III	Membership, Appointment, Term of Office, and Termination of Membership.....	1
	Voting Members.....	1
	Alternate Members .....	2
	Non-voting Members .....	3
	Terms of Appointment.....	3
	Termination of Membership .....	3
IV	Officers and Duties.....	3
	Number .....	3
	Chairperson .....	3
	Vice-Chairperson .....	4
V	LCB Meetings.....	4
	Regular Meetings .....	4
	Notice of Meetings.....	4
	Quorum .....	4
	Voting .....	4
	Parliamentary Procedures .....	4
	Public Meetings .....	5
VI	Staff.....	5
	General .....	5
VII	LCB Duties .....	5
	LCB Duties .....	5

<b>VIII</b>	<b>Subcommittees .....</b>	<b>7</b>
	<b>Subcommittees .....</b>	<b>7</b>
<b>IX</b>	<b>Communications with other Agencies and Entities .....</b>	<b>7</b>
	<b>General .....</b>	<b>7</b>
<b>X</b>	<b>Certification .....</b>	<b>7</b>

**BY-LAWS OF THE  
COLLIER COUNTY TRANSPORTATION DISADVANTAGED  
LOCAL COORDINATING BOARD**

**ARTICLE I: PREAMBLE**

**Section 1: Preamble**

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

**ARTICLE II: NAME AND PURPOSE**

**Section 1: Name**

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

**Section 2: Purpose**

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

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

**Section 1: Voting Members**

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

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





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

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

**Section 2: Alternate Members**

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



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

**Section 3: Non-Voting Members**

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

**Section 4: Terms of Appointment**

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

**Section 5: Termination of Membership**

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

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

**ARTICLE IV: OFFICERS AND DUTIES**

**Section 1: Number**

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

**Section 2: Chairperson**

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

**Section 3: Vice-Chairperson**

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

**ARTICLE V: LCB MEETINGS**

**Section 1: Regular Meetings**

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

**Section 2: Notice of Meetings**

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

**Section 3: Quorum**

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

**Section 4: Voting**

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

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

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



## **Section 6: Public Meetings**

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

## **ARTICLE VI: STAFF**

### **Section 1: General**

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

## **ARTICLE VII: LCB DUTIES**

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

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

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

by the LCB.

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

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

## **ARTICLE VIII: SUBCOMMITTEES**

### **Section 1: Subcommittees**

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

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

### **Section 1: General**

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

## **ARTICLE X: CERTIFICATION**

The undersigned hereby certifies that he/she is the Chairperson of the Collier County Transportation Disadvantaged Local Coordinating Board and that the foregoing is a full, true and correct copy of the By-laws of this LCB as endorsed on May 1, 2024 by the Collier County Transportation Disadvantaged Local Coordinating Board and subsequently adopted by the Collier Metropolitan Planning Organization on May 10, 2024.

---

Tony Pernas, LCB Chairperson

**METROPOLITAN PLANNING ORGANIZATION**

By: \_\_\_\_\_  
Commissioner William McDaniel, Jr., MPO Chairperson

Attested By: \_\_\_\_\_  
Anne McLaughlin, MPO Executive Director

**Approved as to form and legality:**

**COLLIER COUNTY ATTORNEY**

By: Scott R. Teach  
Scott R. Teach, Deputy County Attorney

*SR*  
CAO



**EXECUTIVE SUMMARY**  
**BOARD ACTION**  
**ITEM 5B**

**Endorse the Transportation Disadvantaged Planning Grant Application for State Fiscal Year 2024/2025 and Authorizing Resolution**

---

**OBJECTIVE:** To obtain the Transportation Disadvantaged (TD) Planning Grant for State Fiscal Year (FY) 2024/2025 (July 1, 2024, through June 30, 2025), to conduct LCB activities.

**CONSIDERATIONS:** The MPO has the authority to file a TD Planning Grant Application for Collier County and to undertake a TD service project as authorized by Section 427.0159, *Florida Statutes*, and Rule 41-2, *Florida Administrative Code*. The TD Grant Application must be filed prior to July 1<sup>st</sup>. The grant amount shown in the attached draft TD Grant application for FY 2024/2025 is \$30,780, and will be updated, if necessary, upon final action of this year's State Legislature. These funds will be used as described in the Collier MPO's Unified Planning Work Program (UPWP), Task 6 – Transit and Transportation Disadvantaged, and the TD Planning Grant Agreement. Planning tasks include:

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

The FY 2024-2025 draft planning grant allocation is shown in **Attachment 1**. The draft grant application is shown in **Attachment 2** and the draft MPO Resolution is shown in **Attachment 3**. The grant application and MPO Resolution must be submitted to the TD Commission by June 30 to receive funding. The Planning Grant Program Manual shown in **Attachment 4** summarizes the grant requirements.

**STAFF RECOMMENDATION:** That LCB endorse the draft grant application and MPO Resolution (funding amount to be updated, if necessary, per final budget determination by the State Legislature).

Prepared By: Dusty Hansen, Collier MPO Senior Planner

**ATTACHMENTS:**

1. Draft TD Planning Grant Allocation for FY 24/25
2. Draft TD Grant Application



3. Draft MPO TD Grant Resolution
4. TD Program Manual for FY 24/25

**DRAFT**

**Commission for the Transportation Disadvantaged  
Planning Grant Allocations  
FY 2024 - 2025**

5B Attachment 1  
LCB 5/1/24

County	Planning Funds
Alachua	\$28,487
Baker	\$22,742
Bay	\$26,236
Bradford	\$22,739
Brevard	\$36,040
Broward	\$66,392
Calhoun	\$22,418
Charlotte	\$26,437
Citrus	\$25,645
Clay	\$27,116
<b>Collier</b>	<b>\$30,780</b>
Columbia	\$23,698
DeSoto	\$22,886
Dixie	\$22,486
Duval	\$44,824
Escambia	\$29,436
Flagler	\$24,786
Franklin	\$22,384
Gadsden	\$23,102
Gilchrist	\$22,517
Glades	\$22,382
Gulf	\$22,447
Hamilton	\$22,412
Hardee	\$22,687
Hendry	\$23,015
Hernando	\$26,591
Highlands	\$24,439
Hillsborough	\$55,614
Holmes	\$22,550
Indian River	\$25,778
Jackson	\$23,193
Jefferson	\$22,434
Lafayette	\$22,289
Lake	\$30,931
Lee	\$39,740
Leon	\$28,816
Levy	\$23,091
Liberty	\$22,280

County	Planning Funds
Madison	\$22,515
Manatee	\$31,347
Marion	\$30,735
Martin	\$25,741
Miami-Dade	\$83,445
Monroe	\$23,976
Nassau	\$24,193
Okaloosa	\$26,942
Okeechobee	\$23,014
Orange	\$54,675
Osceola	\$31,089
Palm Beach	\$56,213
Pasco	\$35,093
Pinellas	\$44,008
Polk	\$38,904
Putnam	\$23,784
Santa Rosa	\$26,417
Sarasota	\$32,130
Seminole	\$32,859
St. Johns	\$28,464
St. Lucie	\$29,741
Sumter	\$25,112
Suwannee	\$23,105
Taylor	\$22,593
Union	\$22,458
Volusia	\$34,849
Wakulla	\$22,874
Walton	\$23,852
Washington	\$22,675
<b>Total</b>	<b>\$1,974,641</b>



# Transportation Disadvantaged Planning Grant Recipient Information

<b>Legal Name</b>	Collier Metropolitan Planning Organization		
<b>Federal Employer Identification Number</b>	59-6000558		
<b>Registered Address</b>	3299 Tamiam Trail E. Suite 303		
<b>City and State</b>	Naples, FL	<b>Zip Code</b>	34112
<b>Contact Person for this Grant</b>	Anne McLaughlin	<b>Phone Number Format 111-111-1111</b>	239-252-5884
<b>E-Mail Address [Required]</b>	Anne.McLaughlin@colliercountyfl.gov		
<b>Project Location [County(ies)]</b>	Collier County		
<b>Budget Allocation</b>			
	Grant Amount Requested		\$30,780.00
		<i>Total Project Amount</i>	<b>\$30,780.00</b>

I, the authorized Grant Recipient Representative, hereby certify that the information herein is true and accurate and is submitted in accordance with the 2024-25 Program Manual and Instructions for the Planning Grant.

\_\_\_\_\_  
**Signature of Grant Recipient Representative**

\_\_\_\_\_  
**Date**

**Name:** Anne McLaughlin

**Title:** Collier MPO Executive Director

**RESOLUTION 2024 - 08**

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

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

**WHEREAS**, on May 10, 2024, the Collier MPO approved the filing of a Transportation Disadvantaged Trust Fund Planning Grant Application and authorized its Executive Director to file the application, along with all required documents, and to take any action necessary to obtain approval of such grant fund application; and

**WHEREAS**, on May 10, 2024, the Collier MPO voted in favor of authorizing its Chairman to execute a Transportation Disadvantaged Trust Fund Planning Grant Agreement with the Florida Commission for the Transportation Disadvantaged, upon its receipt, and to submit all required documents and take any action necessary to submit the grant agreement to the Florida Commission for the Transportation Disadvantaged.

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

1. The Collier MPO has the authority to execute a Transportation Disadvantaged Trust Fund Planning Grant Agreement.
2. The Collier MPO authorizes its Executive Director to file the Fiscal Year 2024/25 Transportation Disadvantaged Planning Grant Application, along with all required documents, and to take any action necessary to secure such grant funding.
3. The Collier MPO authorizes its Chairman to execute the Transportation Disadvantaged Trust Fund Planning Grant Agreement on behalf of the Collier MPO, upon receipt, and to file it with the Florida Commission for the Transportation Disadvantaged, in the total amount of \$30,780.
4. The Collier MPO further authorizes its Chairman to sign any agreements, assurances, warranties, certifications, and any other related documents that may be required in connection with the aforementioned Transportation Disadvantaged Trust Fund Planning Grant Agreement submission or related subsequent agreements, and to take any action necessary to facilitate the filing of such agreement(s).

This Resolution was **PASSED and DULY ADOPTED** by the Collier Metropolitan Planning Organization Board on May 10, 2024.

Attest:

COLLIER COUNTY METROPOLITAN  
PLANNING ORGANIZATION

By: \_\_\_\_\_  
Anne McLaughlin  
Collier MPO Executive Director

By: \_\_\_\_\_  
Commissioner William McDaniel, Jr.  
MPO Chair

Approved as to form and legality:

\_\_\_\_\_  
Scott R. Teach, Deputy County Attorney

DRAFT

Florida Commission for the



# **Transportation Disadvantaged**

FISCAL YEAR 2024-25  
PROGRAM MANUAL AND INSTRUCTIONS  
FOR THE  
PLANNING GRANT

Issued By:

FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

605 Suwannee Street, Mail Station 49

Tallahassee, Florida 32399-0450

850-410-5700

<http://ctd.fdot.gov/>

## **INTRODUCTION**

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

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

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

# PART I PLANNING GRANT PROGRAM REQUIREMENTS

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

## 1. ELIGIBILITY INFORMATION

### A. Eligible Recipients

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

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

### B. Allowable Activities

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

#### **TASK 1:**

**Weighted value = 17%**

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

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



**TASK 2 A:**

**Weighted value = 15%**

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

**Deliverable:**

Planning agency's letter of recommendation and signed resolution.

**OR**

**TASK 2 B:**

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

**Deliverable:**

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

**TASK 3:**

**Weighted value = 40%**

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

Provide staff support for committees of the LCB.

Provide program orientation and training for newly appointed LCB members.

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

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

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

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

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

**TASK 4:**

**Weighted value = 4%**

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

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

**TASK 5:**

**Weighted value = 4%**

Develop and annually update by-laws for LCB approval.

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

**TASK 6:**

**Weighted value = 4%**

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

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

**TASK 7:**

**Weighted value = 4%**

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

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

**TASK 8:** **Weighted value = 4%**

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

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

**TASK 9:** **Weighted value = 4%**

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

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

**TASK 10:** **Weighted value = 4%**

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

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

## **2. GRANT FUNDING**

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

### **LOCAL MATCH REQUIREMENT**

There is no match required.

## **3. GRANT APPROVAL**

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

## 4. INVOICING

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

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

# **PART II PLANNING GRANT RECIPIENT INFORMATION DOCUMENTATION**

## **GENERAL INSTRUCTIONS**

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

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

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

## **TIMETABLE**

- |                  |                                |
|------------------|--------------------------------|
| <b>JULY 1</b>    | Effective date of agreement.   |
| <b>JUNE 30</b>   | Termination date of agreement. |
| <b>AUGUST 15</b> | Deadline for final invoices.   |

## **TRANSPORTATION DISADVANTAGED PLANNING GRANT RECIPIENT INFORMATION INSTRUCTIONS**

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

### **PLANNING GRANT REIPIENT INFORMATION**

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

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

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

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

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

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

**EXECUTIVE SUMMARY**  
**BOARD ACTION**  
**ITEM 5C**

**Approve the Community Transportation Coordinator Annual Evaluation**

---

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

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

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

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

The CTC evaluation will be presented to the MPO Board for ratification at its June 14 meeting.

**STAFF RECOMMENDATIONS:** That LCB review, comment on, and approve the FY 2022-2023 CTC Evaluation.

Prepared By: Dusty Hansen, Collier MPO Senior Planner

**ATTACHMENTS:**

1. FY 2022-2023 CTC Evaluation
2. PTNE Department's response to the CTC Evaluation

# *CTC*

## *EVALUATION WORKBOOK*

Florida Commission for the



## **Transportation Disadvantaged**

**CTC BEING REVIEWED:** \_\_\_\_\_

**COUNTY (IES):** \_\_\_\_\_

**ADDRESS:** \_\_\_\_\_

**CONTACT:** \_\_\_\_\_ **PHONE:** \_\_\_\_\_

**REVIEW PERIOD:** \_\_\_\_\_ **REVIEW DATES:** \_\_\_\_\_

**PERSON CONDUCTING THE REVIEW:** \_\_\_\_\_

**CONTACT INFORMATION:** \_\_\_\_\_



# ***LCB EVALUATION WORKBOOK***

<b>ITEM</b>	<b>PAGE</b>
<b>REVIEW CHECKLIST _____</b>	<b>3</b>
<b>EVALUATION INFORMATION _____</b>	<b>5</b>
<b>ENTRANCE INTERVIEW QUESTIONS _____</b>	<b>6</b>
<b>GENERAL QUESTIONS _____</b>	<b>9</b>
<b>CHAPTER 427, F.S. _____</b>	<b>13</b>
<b>RULE 41-2, F.A.C. _____</b>	<b>22</b>
<b>COMMISSION STANDARDS _____</b>	<b>32</b>
<b>LOCAL STANDARDS _____</b>	<b>33</b>
<b>AMERICANS WITH DISABILITIES ACT _____</b>	<b>36</b>
<b>FY GRANT QUESTIONS _____</b>	<b>42</b>
<b>STATUS REPORT _____</b>	<b>43</b>
<b>ON-SITE OBSERVATION _____</b>	<b>45</b>
<b>SURVEYS _____</b>	<b>47</b>
<b>LEVEL OF COST WORKSHEET # 1 _____</b>	<b>52</b>
<b>LEVEL OF COMPETITION WORKSHEET #2 _____</b>	<b>53</b>
<b>LEVEL OF AVAILABILITY WORKSHEET #3 _____</b>	<b>55</b>

## EVALUATION INFORMATION

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

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

**Notes to remember:**

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

## ENTRANCE INTERVIEW QUESTIONS

### INTRODUCTION AND BRIEFING:

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

The LCB will be reviewing the following areas:

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

### USING THE APR, COMPILER THIS INFORMATION:

#### 1. OPERATING ENVIRONMENT:

- RURAL       URBAN

#### 2. ORGANIZATION TYPE:

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

3. NETWORK TYPE:

- SOLE PROVIDER
- PARTIAL BROKERAGE
- COMPLETE BROKERAGE

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

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

<b>Coordination Contract Agencies</b>				
<b>Name of Agency</b>	<b>Address</b>	<b>City, State, Zip</b>	<b>Telephone Number</b>	<b>Contact</b>
Easter Seals Florida Inc.	8793 Tamiami Trail E, # 111	Naples, FL, 34113		
Sunrise Community of S.W. Florida	4227 Exchange Avenue	Naples, FL, 34104		Cassandra Beaver

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

Name of Agency	% of Trips	Name of Contact	Telephone Number

7. REVIEW AND DISCUSS TD HELPLINE CALLS:

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



**COMPLIANCE WITH CHAPTER 427, F.S.**

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

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

PTNE monitors the Operations Contractor for compliance with FTA requirements and 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?**

Is a written report issued?        Yes        No

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

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION?        Yes        No

**ASK TO SEE DOCUMENTATION OF MONITORING REPORTS.**

**COMPLIANCE WITH CHAPTER 427, F.S.**

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

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

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

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

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

N/A

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

Yes       No

If YES, what is the goal?

Is the CTC accomplishing the goal?     Yes     No

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT?     Yes     No

Comments:



## CHAPTER 427

Findings:

Recommendations:

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

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

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

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

HOW MUCH DOES THE INSURANCE COST (per operator)?

<b>Operator</b>	<b>Insurance Cost</b>

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

Yes    No

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION?    Yes    No

Comments:

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

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

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

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

Cost [CTC and Coordination Contractor (CC)]

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

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

Cost [CTC and Transportation Alternative (Alt.)]

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION?  Yes  No

**RULE 41-2**

Findings:

Recommendations:

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

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

Review the TDSP for the Commission standards.

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

Adequate seating	
Driver Identification	
Passenger Assistance	
Smoking, Eating and Drinking	

Two-way Communications	
Air Conditioning/Heating	
Billing Requirements	



## COMMISSION STANDARDS

Findings:

Recommendations:

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

### Compliance with Local Standards

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

Review the TDSP for the Local standards.

Local Standards	Comments
Transport of Escorts and dependent children policy	The TDSP (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/personal care attendant is requested, they will be transported at no additional charge.
Use, Responsibility, and cost of child restraint devices	
Out-of-Service Area trips	
CPR/1st Aid	
Driver Criminal Background Screening	
Rider Personal Property	
Advance reservation requirements	The TDSP (pg. 62) addresses this standard. Reservations are made a day in advance up to 5 p.m. the business day prior to the trip request. Passengers with an urgent need to travel should call the CTC. Unless other regulations are applicable, same-day trip requests cannot be guaranteed. However, the CTC will attempt to accommodate the request.
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.

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

The OTP for FY 22-23 was 80.37%. The OTP for July 1, 2023, through December 30, 2023, was 76.36%.

## **LOCAL STANDARDS**

### FINDINGS:

As part of this evaluation, the CTC's on-time performance (OTP) for FY 22-23 and for the first half of FY 24 was evaluated. See the attached spreadsheet. These figures were obtained from the CTC's quarterly reports presented to the LCB for the applicable time periods.

The CTC did not meet the OTP performance goal of 90%. FY 22-23 OTP was 80.37% and OTP for the first half of FY 24 was 76.36%. Employment/medical trip OTP was 87% for both time periods. The CTC's OTP for employment/medical trips was higher than its overall OTP, and only 3% lower than the goal of 90%.

The CTC has consistently reported OTP to LCB and has outlined the following challenges for the relevant time period: (i) increased demand during peak travel times; (ii) during certain time frames, a lack of drivers and dispatchers; (iii) continued increase in TD applicants and demand for TD trips; (iv) drivers report more traffic congestion than historically encountered (v) geographic spread of TD passengers and origins/destinations; and (vi) not having enough paratransit vehicles to meet the current demand. The CTC did coordinate to have its Operator secure some vehicles and bring them to Collier County to assist with meeting demand. At the last LCB meeting on March 6, 2024, the CTC reported that its operator had brought in an additional eight vans with wheelchair lifts. Four of the vans have been introduced into service, and the other four were being prepared for service.

At the September 6, 2023, LCB meeting, FDOT advised that in the last three years, grant awarded paratransit vehicles were put on hold due to production and manufacturing issues, as well as contract negotiations. Production has been slowed across the State of Florida. The CTC has been awarded 15 paratransit vehicles. It is hoped that some vehicles will be provided in FY 2025. At the March 6, 2024, LCB meeting, FDOT and the CTC reported that the associated Public Transit Grant Agreements for some of the vehicles are being prepared. Once in place, the CTC will be in line to receive the grant awarded vehicles.

The CTC's accidents were reported in the FY 22/23 AOR as 62% higher (appx. 28 accidents) than its goal of 1.2 per 100,000 miles. MPO Staff performed a desk audit of the CTC's accident logs. The bulk of the reported incidents were buses making contact with fixed objects (such as mailboxes and entry/exit gates).

The CTC reduced its call-hold time by 76% (to 0:29) from the last CTC evaluation (2:03).

### RECOMMENDATIONS:

Regarding OTP:

- That the CTC continues to keep LCB apprised of the status of delivery of the grant awarded paratransit vehicles and OTP.
- That the CTC continues to strive to meet the OTP goal of 90%.

- That if the CTC's overall OTP continues to consistently be 10% or more below the goal of 90% by December 2024, the CTC brings the issue, along with any proposed strategies to improve OTP that it may have, to the LCB for direction in March 2025.

Regarding accidents, that the CTC report back to LCB regarding the efforts it is taking to reduce the number of accidents, as well as updates as to the rate of accidents. If the CTC is unable to reduce the number of accidents from the current rate of 62% higher than its goal of 1.2 per 100,000 miles by December 2024, that the CTC bring the issue, along with any proposed strategies to improve the accident rate that it may have, to the LCB for direction in March 2025.

The CTC is commended for reducing its call hold time by 76%.

**Calculations of CTC On Time Performance**

**FY 2022-2023**

		EMPLOYMENT/MEDICAL OTP (30 MINUTES EARLY TO ZERO MINUTES LATE)
July, 2022	94.30% (increase of 9.61% from previous year)	72%
August, 2022	90.18% (increase of 13.18% from previous year)	87%
September, 2022	88.52% (increase of 16.76% from previous year)	89%
October, 2022	81.21%	86%
November, 2022	79.66%	89%
December, 2022	76.84%	89%
January, 2023	71.87% (decrease of 2.58% from previous year)	91%
February, 2023	75.00% (decrease of 10.02% from previous year)	90%
March, 2023	77.14% (decrease of 6.98% from previous year)	90%
April, 2023	76.58% (decrease of 17.76% from previous year)	89%
May, 2023	76.55% (decrease of 17.42% from previous year)	90%
June, 2023	76.54% (decrease of 17.51% from previous year)	85%

**AVERAGES: 80.37%**

**87%**

**July, 2023 - December 31, 2023**

July, 2023	75.70% (decrease of 18.6% from previous year)	83%
August, 2023	76.08% (decrease of 14.10% from previous year)	92%
September, 2023	76.26% (decrease of 12.26% from previous year)	83%
October, 2023	79.48% (decrease of 1.73% from previous year)	86%
November, 2023	77.08% (increase of 2.58% from previous year)	84%
December, 2023	73.55% (decrease of 3.29% from previous year)	91%

**AVERAGES: 76.36%**

**87%**

## ON-SITE OBSERVATION OF THE SYSTEM

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

### RIDE #1

Date of Observation:

Please list any special guests that were present:

Location:

Number of Passengers picked up/dropped off:

Ambulatory

Non-Ambulatory

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

Did the driver provide any passenger assistance?  Yes  No

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

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

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

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

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

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

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

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





## ON-SITE OBSERVATION OF THE SYSTEM

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

Date of Observation:

**RIDE #2**

Please list any special guests that were present:

Location:

From Lely Palms, 6135 Rattlesnake Hammock Rd, Naples to Publix

Number of Passengers picked up/dropped off:  1 LATE CANCELLATION

Ambulatory

Non-Ambulatory

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

Did the driver provide any passenger assistance?  Yes  No

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

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

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

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

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

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

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

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

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

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

If No, please explain:

N/A. Driver did not need to use the lift for this passenger, but the lift was used for a different passenger ride.

Lely Palms passenger: The passenger canceled the trip just as the driver was arriving.

CTC: Collier County Board of County Commissioners County: Collier

Date of Ride: 2/27/2024

Funding Source	No. of Trips	No. of Riders/Beneficiaries	No. of Calls to Make	No. of Calls Made
CTD				
Medicaid				
Other				
Other				
Other)				
Other				
Totals	422		42 surveys needed	Appx. 70

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

**Note: Attach the manifest**

# Run Manifest

NOTE: LCB agenda packets are public documents available on Collier MPO's website. Because this item is included in an agenda packet, passenger names have been redacted for privacy.

Stop information					Passenger information					Late* (with noshows): 3 Late trips are highlighted.		
Arrival Sched	Rep	Duration (min.)	Address	Mileage at Stop	Passengers	Status	Mobility	Funding Source	PCA	Other Passengers	Fare Type	Cash Collected
07:33	06:56	0	RideCat Depot 8300 Radio Rd Naples	175113								
07:58	07:43	6	168 N St NAPLES	175122	<b>P: RIDE 1: PASSENGER 1</b>	comp	WC	ADA	0	0	Cash(1)	1.00 (0.00)
08:18	08:10	4	5610 Marigold Way Naples	175130	<b>P: REDACTED</b>	noshow	WC	ADA	1	0		0.00 (0.00)
08:33	08:33	2	3475 19th Ave SW Naples	175140	<b>P: RIDE 1: PASSENGER 2</b>	comp	AM	ADA	0	0	Cash(1)	3.00 (0.00)
08:47	08:49	1	8635 Saddlebrook Cir NAPLES	175144	<b>P: RIDE 1: PASSENGER 3</b>	comp	AM	ADA	0	0	Cash(1)	1.00 (0.00)
09:08	09:04	5	UCP- Sunrise 4227 Exchange Ave Naples	175149	<b>D: RIDE 1: PASSENGER 1</b> <b>D: RIDE 1: PASSENGER 2</b> <b>D: RIDE 1: PASSENGER 3</b>							0.00 0.00 0.00
09:33	09:27	1	CCPS transportation 6543 Rattlesnake Hammock Rd Naples	175156	<b>P: RIDE 2: PASSENGER 1</b>	comp	AM	ADA	0	0	Cash(1)	3.00 (0.00)
09:32	09:32	1	LELY PALMS 6135 Rattlesnake Hammock Rd NAPLES	175158	<b>P: RIDE 2: PASSENGER 2-NO SHOW</b>	noshow	WC	ADA	0	0		0.00 (0.00)
10:12	10:00	0	4333 27th Ct SW Naples	175171	<b>D: RIDE 2: PASSENGER 1</b>							0.00
11:07	10:47	2	PURE LIFE RENAL 3540 Pine Ridge Rd Naples	175182	<b>P: REDACTED</b>	comp	AM	TD	0	0	Cash(1)	1.00 (0.00)
11:06	11:18	0	826 Wiggins Pass Rd Naples	175192	<b>D: REDACTED</b>							0.00
11:22	11:30	0	XFINITY 10600 Tamiami Trl N Naples	175195	<b>P: REDACTED</b> negotiated pickup: 11:00	comp	AM	ADA	0	0	Cash(1)	1.00 (0.00)
12:07	12:05	0	2894 Inlet Cove Ln W Orangetree	175209	<b>D: REDACTED</b>							0.00
12:06	12:10	0	PUBLIX Immokalee Rd Orangetree 13550 Immokalee Rd Naples	175211	<b>P: REDACTED</b>	comp	AM	TD	0	0	Cash(1)	1.00 (0.00)
12:28	12:22	0	3240 58th ave ne Naples	175218	<b>D: REDACTED</b>							0.00

**RIDER/BENEFICIARY SURVEY SUMMARY**

**Number of trips on 2/27/2024:** 422

County: Collier

**Number of rider/beneficiary surveys obtained:** 42

**Names of persons making calls:** Sean Kingston, Collier MPO Principal Planner  
Carmen Henry, LCB Vice-Chair

**Dates of Calls:** 3/13/2024 – 3/21/2024

**Funding Source:** ADA: 21 TD: 21

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

Yes: 0

No: 42

What was your co-payment amount?

\$0	\$1	\$2	\$3	\$4	Decline to Answer
<u>1</u>	<u>19</u>	<u>1</u>	<u>11</u>	<u>8</u>	<u>2</u>

**2. How often do you normally use the paratransit service for transportation:**

Daily/5-7 days a week	3-5 Times/Week	1-2 Times/Week	Other	Decline to Answer
<u>10</u>	<u>22</u>	<u>8</u>	<u>1</u>	<u>1</u>

**3. Have you ever been denied transportation services?**

Yes: 2

No: 39

Decline to Answer: 1

- a. If yes, how many times in the last 6 months have you been refused paratransit services?

1-2 Times	3-5 Times	6-10 Times
<u>2</u>	-	-

b. What was the reason given for refusing you transportation services?

Ineligible	Lack of Funds	Space Not Available	Destination Outside Service Area	Other (Specify)
-	-	<u>1</u>	-	<u>1</u> -5 drivers called off from work, so trip was cancelled.

4. What do you normally use this service for?

Medical	Employment	Nutritional	Education/ Training/Day Care	Life-Sustaining/ Other	Decline to Answer
<u>9</u>	<u>13</u>	<u>0</u>	<u>15</u>	<u>4</u>	<u>1</u>

5. Did you have a problem with your last trip?

Yes: 8

No: 30

Decline to Answer: 4

a. If Yes, what type of problem did you have with your trip?

Advance Notice	Pick up times not convenient	Assistance	Service Area Limits	Drivers (specify)	Vehicle Condition
<u>1</u>	-	-	-	-	-
Cost	Late pick up (specify time of wait)	Accessibility	Late return pick up-length of wait	Reservations (specify length of wait)	Other
-	<u>2</u>	-	<u>2</u>	-	<u>3</u>

	(1.5 hours late; Almost 2 hours late)		(Almost 2 hour wait; Declined to specify wait)		
--	---------------------------------------	--	--	--	--

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

Rating	No. of respondents
10	<u>7</u>
9	<u>13</u>
8	<u>7</u>
7	<u>8</u>
6	<u>1</u>
5	<u>1</u>
4.5	<u>1</u>
4	<u>1</u>
3	<u>0</u>
2	<u>0</u>
1	<u>0</u>
Decline to Answer	<u>3</u>

**7. What does the paratransit service mean to you?**

- It is my only way to get to appointments and English classes.
- It means everything because of how far other options are. CAT meets passenger right at Collier line because of passenger's location.
- I wouldn't be able to go to work, other than with my parents, without it. It is "life" to me.
- Affordable independence-without the program, daily life would be difficult.
- A lot- my family would have a difficult time working transportation schedule needed for my dialysis appointments.
- It is awesome. My program is 19 miles away and having them there is a great service. Just technology issues; not the people or the services.
- I wouldn't be able to get back and forth to school (and eventually work) without it.
- It is invaluable. I don't drive. It's a great service. Couldn't get along without it. The fact that it exists is terrific. The service is inconsistent. The drivers are all friendly and helpful. The organization, planning when there's several people going one way, to have someone organize people going one place on a ride would be good. It's often random. It could be more efficient. Sometimes you can get stuck on a bus for an hour and a half.
- I can't drive because of my medical problem. This service means a lot to me. These places I go to help me to recuperate. This is one of the best things that's happened to me. It would be hard for me to get around without it.

- Independence. Also cost savings, because I don't have to hire someone to drive me.
- It's helpful and very beneficial for me. It is affordable and I can get to work with it.
- It allows me to go to college.
- It's very important because it allows me to go to doctor's appointments and daily routines.
- It is helpful to me because I have a special needs child and he needs this service to get to where he needs to go.
- Without it, things would be difficult. It is needed and I am grateful for it.
- It means a lot – I can go wherever I need to go and come back whenever I want.
- As parents who work, it is one of our few options for transportation for our child. It helps get our child to school, but the ride is consistently around 2.25 hours.
- I'd be lost without it. I signed up for it and it showed up in my time of need.
- As a caretaker, it provides peace of mind that she's taken care of, and there is good collaboration between senior centers and the paratransit service. They've been very cooperative with accommodating to adjusting schedules. Way better than her paratransit services in Maryland.
- It's wonderful. Without it, my child would not be able to attend learning programs. After high school, paratransit has been a great option because my child would not have otherwise had transportation.
- It's an economic solution to get to doctor appointments.
- It gets me to work and home.
- Freedom and mobility.
- It is very important. We are not drivers. Our medical problems prevent us from driving. She needs it to go to work. But you cannot be late to work. She lost her job in 2023 when the paratransit bus was late. That's the only problem she has with CAT. So she calls CAT before pickup and then Uber in case the paratransit is late.
- It means my independence and my ability to be more like a normal person. The drivers are very nice.
- I work and can't take him [passenger] to work because his work schedule is erratic. It's a good service for people like him. It's a necessity for both of us. It's appreciated in a county where we do not have adequate transit for people like they do in larger cities. It's an essential service.
- It's vitally important to me because it is how I get to work. Without it, I wouldn't be able to hold my job.
- It's service to the public, for people with disabilities who don't have a car.
- The service is reliable and safe. The drivers are very careful and the buses are comfortable.
- It's important for the community, for persons with disabilities.
- It provides peace of mind. I trust that my child is getting to work on time and safe.
- It means that my child with a mental illness is able to be occupied-it is a lifesaver. The programs my child attends helps him understand that he's not alone.
- I have eye problems, so whenever I need to go to the doctor it helps because it's difficult to drive.
- It provides transportation for my handicapped brothers – it's the only thing out there. Most drivers are very friendly.
- Freedom and independence.
- It helps to take him to the school. He couldn't go without it.
- It helps him to get safely to work. I work, and he doesn't drive, so he wouldn't be able to make it.
- It helps me because I have no other transportation for what I use it for.

#### **ADDITIONAL COMMENTS (IF ANY):**

- May be because of Season, seems to be not fast enough and getting back very late for return home. Look into staffing to speed process up.

- Routing needs to be addressed because the route makes the trip even longer. Sometimes when the trips are altered mid route to add pickups because of dispatch calls. Sometimes drivers turn around and head to new pickup mid route when customers drop off is minutes away.
- Drivers are not being treated fairly because they keep getting routes changed and they seem stressed.
- The technology is inaccurate at times. App is not consistently accurate.
- The phone call wait time used to be horrible, but it has gotten much better. There is barely even a hold time now.
- Sometimes return trips take much longer. Extended routes delay return trips to home.
- Drivers pick me up on time. I'm thankful for this program.
- The consistency can be inconvenient –if going to a doctor you need to plan an hour in advance. Sometimes they're late or early. I understand the traffic can get backed up. They need to organize what people are going where.
- The bus drivers are very nice and good and appreciated. The schedule is the most difficult part, how long it takes to get to school.
- The drivers provide excellent service. If it wasn't for this service, I would have to wait a long time to find out who could take me to where I need to go. This service is very important to me.
- Sometimes passenger is dropped off too early for class.
- The service is great.
- The service is very much appreciated.
- Everyone is nice. I have a large driveway off a 2-lane rural road. The buses are large. I've asked them not to turn around in my driveway. They do a 6-point turn to get back on the rural road repeatedly, not following direction. They've damaged my driveway lights. There is a septic tank they are rolling over which they could be damaging and taking risk to get stuck at an incline. The paratransit app is inconvenient to pay. You can either pay cash or send the check in the mail. It would be convenient if I could pay through the app.
- Sometimes, I do not get service for a few hours scheduled request.
- It can be inconvenient, because scheduled changes are made last minute.
- The service is great.
- She calls each time she uses to see if the bus is on time, then she calls uber if they will not be on time to work. She has to be work at 6. Sometimes they pick her up at 4:15. She would prefer being picked up 4:45 or 5.
- My son was dropped of two hours late a few weeks ago. There is a problem with the app routing sometimes. My son is supposed to be picked up first, but the driver has to follow the route.
- I've only had one issue. I know a lot of riders have trouble getting to Lighthouse and many have missed doctor's appointments because the bus is late. My issue is once I was scheduled for pickup at 2:30 and they didn't get there until 4. I haven't scheduled with them for a doctor's appointment because I don't want to take the risk of missing the appointment and have been asking friends to instead. So far I've had good experiences.
- I'd like to be able to pay a different way than sending checks in the mail-Online, preferably. The driver hit the neighbor's mailbox backing out last Friday. It's been a good service since October 2023.
- Overall, the system is of great benefit. It is my concern with the newer drivers who come in who are younger who are distracted with talking on devices or blaring radio music too high. Some drivers aren't driving safe, in my opinion. He sometimes is talking with someone not on the bus while driving, maybe through a phone.
- Bus drivers are polite. One driver fell asleep while parked, which can affect time of arrival. He also fell asleep when stopped at stop signals and drifted off when driving, which was alarming from a safety perspective. Haven't seen him in at least 4 months.
- The government should continue to fund it because the community needs it.



- I think it's a good system. I'm very pleased they have this. I'm glad I found out about it, my child was accepted and it's been working well. Sometimes they're late.
- I would like more buses, and drivers so they will drive more frequently. I understand that they may only have so many to provide. Sometimes they are late.
- The service has been pretty good.
- The time schedule is often way off during the weekends. They are always an hour or two late. The ride is too long-my siblings end up needing to use the restroom. They could get the schedule better, especially during season. More buses, preferably. It's worst during season. I want to be able to pay on the app, not through the account.
- Sometimes the drivers don't speak English well. Very happy with the service. It's much better now because you have a pickup time within 30 minutes of the scheduled time. I think it's good that you call the night before to schedule or cancel the ride – a great improvement.
- The service is very helpful. Thank you.
- Excellent drivers.

**Level of Cost  
Worksheet 1**

**Insert Cost page from the AOR.**

County: Collier  
 CTC: Collier County Board of County Commissioners  
 Contact: Brian Wells  
 3299 Tamiami Trl E Suite 103  
 Naples, FL 34112  
 239-252-5841

Email: brian.wells@colliercountyfl.gov

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



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

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

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

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

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

<b>Trips by Provider Type</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
CTC	0	0	0
Transportation Operator	71,125	74,986	104,025
Coordination Contractor	42,473	34,058	29,774
<b>TOTAL TRIPS</b>	<b>113,598</b>	<b>109,044</b>	<b>133,799</b>

## Level of Competition Worksheet 2

1. Inventory of Transportation Operators in the Service Area

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

2. How many of the operators are coordination contractors? \_\_\_\_\_

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

Does the CTC have the ability to expand? \_\_\_\_\_

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

5. Does the CTC have a competitive procurement process? \_\_\_\_\_

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

	Low bid
	Requests for qualifications
	Negotiation only

	Requests for proposals
	Requests for interested parties

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

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

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

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

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

How many responded? \_\_\_\_\_

The request for bids/proposals was distributed:

\_\_\_\_\_ Locally      \_\_\_\_\_ Statewide      \_\_\_\_\_ Nationally

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

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

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

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

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

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

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

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

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

**Scheduling** – How is the trip assignment to vehicles coordinated?

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

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

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

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



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

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

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

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

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

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

# Memorandum

To: Dusty Hansen, Collier MPO Senior Planner  
From: Omar Deleon, Transit Manager  
Date: April 17, 2024  
Subject: Response to 2023 CTC Evaluation

---

The Public Transit & Neighborhood Enhancement (PTNE) Division is in receipt of the CTC Evaluation Workbook for the review period of July 1, 2022 through June 30, 2023. We have reviewed the report and corresponding comments and recommendations and have the following response for your consideration.

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

**Comments:**

The CTC is in compliance with 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.”***

**Comments:**

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.”***

**Comments:**

The CTC is in compliance. No additional comments.

**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...”***

**Comments:**

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:**

No findings or recommendations.

**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:**

As part of this evaluation, the CTC's on-time performance (OTP) for FY 22-23 and for the first half of FY 24 was evaluated. See the attached spreadsheet. These figures were obtained from the CTC's quarterly reports presented to the LCB for the applicable time periods.

The CTC did not meet the OTP performance goal of 90%. FY 22-23 OTP was 80.37% and OTP for the first half of FY 24 was 76.36%. Employment/medical trip OTP was 87% for both time periods. The CTC's OTP for employment/medical trips was higher than its overall OTP, and only 3% lower than the goal of 90%.

The CTC has consistently reported OTP to LCB and has outlined the following challenges for the relevant time period: (i) increased demand during peak travel times; (ii) during certain time frames, a lack of drivers and dispatchers; (iii) continued increase in TD applicants and demand for TD trips; (iv) drivers report more traffic congestion than historically encountered (v) geographic spread of TD passengers and origins/destinations; and (vi) not having enough paratransit vehicles to meet the current demand. The CTC did coordinate to have its Operator secure some vehicles and bring them to Collier County to assist with meeting demand. At the last LCB meeting on March 6, 2024, the CTC reported that its operator had brought in an additional eight vans with wheelchair lifts. Four of the vans have been introduced into service, and the other four were being prepared for service.

At the September 6, 2023, LCB meeting, FDOT advised that in the last three years, grant awarded paratransit vehicles were put on hold due to production and manufacturing issues, as well as contract negotiations. Production has been slowed across the State of Florida. The CTC has been awarded 15 paratransit vehicles. It is hoped that some vehicles will be provided in FY 2025. At the March 6, 2024, LCB meeting, FDOT and the CTC reported that the associated Public Transit Grant Agreements for some of the vehicles are being prepared. Once in place, the CTC will be in line to receive the grant awarded vehicles.

The CTC's accidents were reported in the FY 22/23 AOR as 62% higher (appx. 28 accidents) than its goal of 1.2 per 100,000 miles. MPO Staff performed a desk audit of the CTC's accident logs. The bulk of the reported incidents were buses making contact with fixed objects (such as mailboxes and entry/exit gates).

The CTC reduced its call-hold time by 76% (to 0:29) from the last CTC evaluation (2:03).

#### RECOMMENDATIONS:

Regarding OTP:

- That the CTC continues to keep LCB apprised of the status of delivery of the grant awarded paratransit vehicles and OTP.
- That the CTC continues to strive to meet the OTP goal of 90%.
- That if the CTC's overall OTP continues to consistently be 10% or more below the goal of 90% by December 2024, the CTC brings the issue, along with any proposed strategies to improve OTP that it may have, to the LCB for direction in March 2025.

Regarding accidents, that the CTC report back to LCB regarding the efforts it is taking to reduce the number of accidents, as well as updates as to the rate of accidents. If the CTC is unable to reduce the number of accidents from the current rate of 62% higher than its goal of 1.2 per 100,000 miles by December 2024, that the CTC bring the issue, along with any proposed strategies to improve the accident rate that it may have, to the LCB for direction in March 2025.

The CTC reduced its call-hold time by 76% (to 0:29) from the last CTC evaluation (2:03).

#### Response:

The CTC appreciates the LCB's evaluation and acknowledges the areas where improvement is needed, particularly regarding on-time performance (OTP). We are committed to providing reliable and efficient transportation services.

We recognize that our overall OTP for FY 22-23 and the first half of FY 24 fell short of the 90% target. We appreciate the acknowledgement of the challenges we've faced, including:

- Increased demand during peak hours
- Staffing shortages for drivers and dispatchers

- Rising number of transportation disadvantaged (TD) trip requests
- Increased traffic congestion
- Geographic spread of passengers
- Limited paratransit vehicle availability

We are actively taking steps to address these challenges:

- As noted, our operator to acquire eight vans with wheelchair lifts, with four already in service and the remaining being prepared. We are also finalizing the process to obtain awarded grant-funds for the purchase of vehicles by FDOT, with the expectation of receiving some in FY 2025.
- We are continually evaluating routes to improve efficiency and minimize delays.

We will keep the LCB informed about the status of paratransit vehicle delivery and OTP progress. If OTP remains consistently below 90% by December 2024, we will present proposed strategies for improvement to the LCB in March 2025.

The CTC takes safety very seriously. While we regret exceeding the accident rate target in FY 22-23, we appreciate MPO staff's review of our accident logs. The majority involved minor incidents with fixed objects.

We will report back to the LCB in March 2025 on our progress in reducing accidents. If the rate remains above the target by December 2024, we will present proposed strategies for improvement at that time.

We are pleased to report a significant reduction in call hold time compared to the previous evaluation. We are committed to providing responsive customer service and will continue to strive for further improvement.

The CTC remains dedicated to providing high-quality paratransit services. We appreciate the LCB's partnership and will continue to keep you updated on our progress.

### **Summary Remarks**

The PTNE Division appreciates the feedback and efforts will continue to be made to comply with the standards to the commission approved standards.

**EXECUTIVE SUMMARY**  
**REPORTS AND PRESENTATIONS**  
**ITEM 6A**

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

---

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

**CONSIDERATIONS:** Public Transit and Neighborhood Enhancement (PTNE) Division staff representing Collier Area Transit (CAT) will present the operating statistics for the paratransit system from the last quarter (January 1, 2024 – March 31, 2024) at the LCB meeting.

PTNE staff will also discuss the budget for the upcoming Fiscal Year 2025.

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

Prepared By: Dusty May Hansen, MPO Senior Planner

**ATTACHMENT(S):**

None. The Quarterly Report will be distributed under separate cover or at the meeting.

**EXECUTIVE SUMMARY**  
**REPORTS AND PRESENTATIONS**  
**ITEM 6B**

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

---

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

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

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

Prepared By: Dusty May Hansen, MPO Senior Planner

**ATTACHMENT(S):**

1. MPO Quarterly Progress Report (for January 1, 2024-March 31, 2024)





SERVICE AREA/COUNTIES:

Collier

INVOICE NUMBER: G2178 Q3

INVOICE DATE: April 23, 2024

QUARTER SERVICE DATES: January 1 - March 31, 2024

6B Attachment 1

LCB 5/1/24

AGENCY

Collier Metropolitan Planning Organization

I PROGRAM MANAGEMENT	PROGRESS
A. When necessary and in cooperation with the LCB, <b>solicit and recommend a CTC</b> . The selection will be accomplished, to the maximum extent feasible, through public competitive bidding or proposals in accordance with applicable laws and rules. Such recommendation shall be presented to the Commission by Planning Agency staff or their designee as needed. (Tasks 2A)	No activity this quarter.
B. Develop and maintain a process for the <b>appointment and reappointment of voting and non-voting members</b> to the local coordinating board. (41-2.012, FAC)	On March 8, 2024, MPO Staff attended the annual vision fair of Collier County Lighthouse for Blindness and Vision Loss and coordinated to obtain an applicant to fill the LCB vacancy as a representative for the disabled. The LCB appointment was approved by the MPO Board at its April 12, 2024, meeting.
C. Prepare <b>agendas</b> for local coordinating board meetings consistent with the <i>Local Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 3)	The LCB meeting agendas for the annual public workshop and the regular meeting on March 6, 2024, are enclosed.
D. Prepare official <b>minutes</b> of local coordinating board meetings regardless of a quorum) and submit a copy along with the quarterly report to the Commission. For committee meetings, prepare minutes in the form of a brief summary of basic points, discussions, decisions, and recommendations to the full board. Keep records of all meetings for at least five years. (Task 3)	The draft LCB meeting minutes of the annual public workshop and the regular meeting on March 6, 2024, are enclosed.
E. Provide at least one <b>public workshop</b> annually by each local coordinating board, and assist the Commission, as requested, in co-sponsoring public workshops. This public workshop must be in addition to the local coordinating board meetings. It may, however, be held in conjunction with the scheduled local coordinating board meeting (immediately following or prior to the local coordinating board meeting). (Task 4)	LCB conducted its annual public workshop on March 6, 2024. The public workshop agenda, draft meeting minutes, advertisement flyer documentation, and the notice of public workshop ad are enclosed.
F. Provide staff support for <b>committees</b> of the local coordinating board. (Task 3)	No activity this quarter. The only committee of the LCB is the grievance committee. No grievances were filed, and no staff support was necessary.
G. Develop and update annually <b>by-laws</b> for local coordinating board approval. Approved by-laws shall be submitted to the Commission. (Task 5)	No activity this quarter.
H. Develop, annually update, and implement local coordinating board <b>grievance procedures</b> in accordance with the Commission guidelines. Procedures shall include a step within the local complaint and/or grievance procedure that advises a dissatisfied person about the Commission's Ombudsman Program. A copy of the approved procedures shall be submitted to the Commission. (Task 6)	No activity this quarter.
I. Provide the Commission with a current <b>membership roster and mailing list</b> of local coordinating board members. The membership roster shall be submitted with the first quarterly report and when there is a change in membership. (Task 3)	The current LCB membership roster is enclosed.
J. Provide <b>public notice</b> of local coordinating board meetings and local public workshops in accordance with the <i>Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 3)	LCB meetings are advertised in the Naples Daily News. The ad for the 3/6/24 annual public workshop and the regular meeting is enclosed.
K. Review and comment on the <b>Annual Operating Report</b> for submittal to the local coordinating board, and forward comments/concerns to the Commission for the Transportation Disadvantaged. (Task 7)	No activity this quarter.

L. Report the <b>actual expenditures</b> (AER) of direct federal and local government transportation funds to the Commission for the Transportation Disadvantaged no later than September 15th. (Task 8)	No activity this quarter. The AER was transmitted to the TD Commission on 9/13/23.
<b>II. SERVICE DEVELOPMENT</b>	<b>PROGRESS</b>
A. Jointly, with the community transportation coordinator and the local coordinating board, develop the <b>Transportation Disadvantaged Service Plan (TDSP)</b> following CTD guidelines. (Task 1)	The TDSP Major was previously approved by LCB at its 10/4/23 special meeting.
B. Encourage integration of "transportation disadvantaged" issues into <b>local and regional comprehensive plans</b> . Ensure activities of the local coordinating board and community transportation coordinator are consistent with local and state comprehensive planning activities including the Florida Transportation Plan. (427.015, FS)	This task is continual and ongoing.
C. Encourage the local community transportation coordinator to work cooperatively with <b>regional workforce boards</b> established in Chapter 445, F.S., and provide assistance in the development of innovative transportation services for participants in the welfare transition program. (427.0157, FS)	This task is continual and ongoing.
<b>III. TECHNICAL ASSISTANCE, TRAINING, AND EVALUATION</b>	<b>PROGRESS</b>
A. Provide the LCB with <b>quarterly reports</b> of local TD program administrative support accomplishments as outlined in the grant agreement and any other activities related to the TD program. (Task 9)	The Planning Grant quarterly progress report was presented to the LCB at the 3/6/24 regular meeting. The CTC also provides a quarterly report to the LCB, which is enclosed.
B. Attend at least one <b>Commission-sponsored training</b> , including but not limited to, the CTD's regional meetings, the CTD's annual training workshop, or other sponsored training. (Task 10)	Collier MPO Staff was registered to attend the CTD's annual training workshop on 8/29 and 8/30/23, but the workshop was cancelled due to Hurricane Idalia. MPO Staff anticipates attending the CTD virtual sponsored training on 4/29/24.
C. Attend at least one <b>CTD meeting</b> each year within budget/staff/schedule availability.	No activity this quarter.
D. Notify CTD staff of local <b>TD concerns</b> that may require special investigations.	No activity this quarter.
E. Provide <b>training</b> for newly-appointed LCB members. (Task 3)	No activity this quarter. MPO Staff has updated its training materials and will be reaching out to the newly appointed LCB member (representative of the disabled), Charles Lascari, to provide training.
F. Provide <b>assistance</b> to the CTC, purchasing agencies, and others, as needed, which may include participation in, and initiating when necessary, local or regional meetings to discuss TD needs, service evaluation and opportunities for service improvement.	This task is continual and ongoing. In connection with the CTC evaluation, MPO Staff and an LCB member assisted with conducting surveys of TD passengers and evaluating service and opportunities for improvement.
G. To the extent feasible, collect and review <b>proposed funding applications</b> involving "TD" funds consistent with Chapter 427, F.S., and Rule 41-2, F.A.C., and provide recommendations to the LCB. (427.0157, FS)	No activity this quarter.
H. Ensure the local coordinating board conducts, as a minimum, <b>an annual evaluation</b> of the community transportation coordinator. The local coordinating board shall evaluate the coordinator using the Commission's <i>Evaluation Workbook for Community Transportation Coordinators and Providers in Florida</i> (at a minimum using the modules concerning Competition In Use of Operators, Cost-Effectiveness and Efficiency, and Availability of Service) and local standards as defined in the Transportation Disadvantaged Service Plan. (Task 2B)	MPO Staff and an LCB member completed many aspects of the CTC annual evaluation this quarter, including a paratransit bus ride-along, several telephone surveys, and an audit of CTC service and compliance with Commission standards. The annual evaluation will be presented to the LCB at its May 1, 2024, meeting.

I. Assist the CTD in <b>joint reviews</b> of the CTC.	No activity this quarter.
J. Ensure the LCB annually reviews <b>coordination contracts</b> to advise the CTC whether the continuation of said contract provides the most cost effective and efficient transportation available, consistent with Rule 41-2, F.A.C.	The LCB previously reviewed the data provided by coordination contractors, as included in the AOR. A review of coordination contracts is also included in the CTC evaluation, which will be presented to the LCB at its May 1, 2024, meeting.
K. Implement recommendations identified in the CTD's <b>QAPE</b> reviews.	No activity this quarter.

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

[Redacted area]

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

s/Anne McLaughlin

\_\_\_\_\_  
**Representative**  
**Date:** 4/23/2024

Revised: 06/30/2021

**EXECUTIVE SUMMARY**  
**REPORTS AND PRESENTATIONS**  
**ITEM 6C**

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

---

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

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

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

Prepared By: Dusty May Hansen, MPO Senior Planner

**EXECUTIVE SUMMARY**  
**DISTRIBUTION ITEMS**  
**ITEM 8A**

**Updated LCB Membership Roster**

---

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

**CONSIDERATIONS:** MPO staff updated the LCB Membership Roster to reflect the appointment of Charles Lascari as a representative of the disabled in Collier County. Mr. Lascari's appointment was approved by the MPO Board at its April 12 meeting. The Roster has also been updated to reflect a vacancy for a citizen's advocate/non-user of the paratransit system.

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

**STAFF RECOMMENDATION:** Provide distribution item for informational purposes.

Prepared By: Dusty May Hansen, Collier MPO Senior Planner

**ATTACHMENTS:**

1. Updated LCB Membership Roster (4/12/2024)

**Local Coordinating Board for the Transportation Disadvantaged**  
**MEMBERSHIP ROSTER**

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

<i>A Representative of:</i>	<i>Voting Member</i>	<i>Alternate</i>
1. <b>CHAIRPERSON</b>	<b>MPO Council Member Tony Pernas</b> City of Everglades City 410 Storter Ave. Everglades City, FL 341392 Mobile: (305) 815-8849 <a href="mailto:tpernas@cityofeverglades.org">tpernas@cityofeverglades.org</a>	<i>No alternate pursuant to Chapter 427, Florida Statutes, and Rule 41-2, Florida Administrative Code.</i>  Appointed by MPO Board on 10/14/2022.
2. <i>Elderly</i>	<b>Vacant</b>	
3. <i>Citizens Advocate/Non-User</i>	<b>Vacant</b>	
4. <i>Citizens Advocate/User</i>	<b>Mr. Dylan Vogel</b> 168 North Street Naples, FL 34108 Phone Number: 239-594-1759 <a href="mailto:Dylan.m.vogel@gmail.com">Dylan.m.vogel@gmail.com</a> <a href="mailto:Dylanvogel@me.com">Dylanvogel@me.com</a>	Re-Appt.: 10/14/22 Term Expires: 10/14/25
5. <i>Veteran Services</i>	<b>Oscar Gomez</b> 3339 Tamiami Trail East, Suite 212 Naples, FL 34112 (239) 252-8387 <a href="mailto:Oscar.gomez@colliercountyfl.gov">Oscar.gomez@colliercountyfl.gov</a> <a href="mailto:veteranservices@colliercountyfl.gov">veteranservices@colliercountyfl.gov</a>	

Last Updated April 12, 2024  
 18 total Members, 3 Vacancies, 15 Current Members  
 With a Quorum of 4

<i><b>A Representative of:</b></i>	<i><b>Voting Member</b></i>	<i><b>Alternate</b></i>
6. <i>Florida Association for Community Action</i>	<b>Ms. Cheryl Burnham, Community Services Director</b> The Agricultural and Labor Program, Inc. 300 Lynchburg Road Lake Alfred, FL 33850-2576 (863)956-3491 x 224 <a href="mailto:CBurnham@alpi.org">CBurnham@alpi.org</a>	<b>Ms. Pa Houa Lee-Yang</b> The Agricultural and Labor Program, Inc. 300 Lynchburg Road Lake Alfred, FL 33850-2576 <a href="mailto:PYang@alpi.org">PYang@alpi.org</a>
7. <i>Public Education</i>	<b>John Lambcke Transportation Director</b> Collier County School Board Naples, Florida 34109 (239) 377-0613 Fax (239) 377-0601 <a href="mailto:LambckJo@collierschools.com">LambckJo@collierschools.com</a> <i>(As of 9/25/23)</i>	
8. <i>FDOT</i>	<b>Todd Engala, Interim Representative Transit Coordinator</b> FDOT 801 North Broadway Avenue, MS 1-39 Bartow, FL 33830 (863) 519-2657 <a href="mailto:todd.engala@dot.state.fl.us">todd.engala@dot.state.fl.us</a>	<b>Candice Monroy Transit Projects Coordinator</b> FDOT SWIFT SunGuide Center 10041 Daniels Pkwy. Fort Myers, Florida 33913 (239) 225-1982 – Desk (239) 398-3007 – Cell <a href="mailto:Candice.Monroy@dot.state.fl.us">Candice.Monroy@dot.state.fl.us</a>  Secondary Alternate : Dale Hanson 863.519.2321 <a href="mailto:Dale.Hanson@dot.state.fl.us">Dale.Hanson@dot.state.fl.us</a>  Tertiary Alternate: Michelle S. Peronto 863-519-2551 <a href="mailto:Michelle.Peronto@dot.state.fl.us">Michelle.Peronto@dot.state.fl.us</a>
9. <i>Florida Department of Children and Family Services</i>	<b>Tabitha Larrauri</b> 2295 Victoria Avenue, #332 Ft. Myers, FL 33901 (239) 895-0161 <a href="mailto:Tabitha.Larrauri@myflfamilies.com">Tabitha.Larrauri@myflfamilies.com</a>	

Last Updated April 12, 2024  
 18 total Members, 3 Vacancies, 15 Current Members  
 With a Quorum of 4

<i><b>A Representative of:</b></i>	<i><b>Voting Member</b></i>	<i><b>Alternate</b></i>
10. <i>Florida Department of Education Division of Vocational Rehabilitation Services</i>	<b>Lisa O’Leary</b> Dept. of Education/Division of Vocational Rehab Services 10681 Airport Pulling Rd. N, Ste 19 Naples, FL 31409 (239) 260-6306 Fax (239) 593-2548 <a href="mailto:Lisa.Oleary@vr.fldoe.org">Lisa.Oleary@vr.fldoe.org</a>	
11. <i>Area Agency on Aging SWFL – Florida Department of Elder Affairs</i>	<b>Sarah Gualco</b> Director of Programs & Planning Area Agency on Aging for SW FL 2830 Winkler Avenue, Ste. 112 Fort Myers, FL, 33916 (239) 652-6926 <a href="mailto:sarah.gualco@aaaswfl.org">sarah.gualco@aaaswfl.org</a>	
12. <i>Florida Agency for Health Care Administration</i>	<b>Michael Stahler</b> AHCA 2295 Victoria Ave., Suite 319 For Myers FL 33901 (239) 335-1251 Cell: 239-223-9955 <a href="mailto:Michael.Stahler@ahca.myflorida.com">Michael.Stahler@ahca.myflorida.com</a>	<b>Signe Jacobson</b> Medical/Health Care Prog Analyst AHCA 2295 Victoria Ave., Suite 319 Fort Myers, Florida 33901 (239) 335-1282 <a href="mailto:Signe.Jacobson@ahca.myflorida.com">Signe.Jacobson@ahca.myflorida.com</a>
13. <i>Representative for Children at Risk</i>	<b>Brett Nelson</b> CCPS 5775 Osceola Trail Naples, FL 34109 (239) 377-0001 <a href="mailto:Nelsob2@collierschools.com">Nelsob2@collierschools.com</a>	<b>Emily Kafle</b> Director, Exceptional Student Education CCPS 5775 Osceola Trail Naples, FL 34109 (239) 377-0135 <a href="mailto:kaflee@collierschools.com">kaflee@collierschools.com</a>
14. <i>Private Transportation Industry</i>	<b>Vacant</b>	
15. <i>Disabled</i>	<b>Charles E. Lascari</b> 6643 Vancouver Lane Naples, FL, 34104 973-289-7009 <a href="mailto:charleslascari@gmail.com">charleslascari@gmail.com</a>	Appt: 4/12/2024 Term expires: 4/12/2027



Last Updated April 12, 2024  
 18 total Members, 3 Vacancies, 15 Current Members  
 With a Quorum of 4

<i><b>A Representative of:</b></i>	<i><b>Voting Member</b></i>	<i><b>Alternate</b></i>
16. <i>Local Medical Community</i>	<b>Gabrielle Galanti</b> 2806 Horseshoe Drive S Naples, FL 34104 <a href="mailto:gabbyg@dlcenters.org">gabbyg@dlcenters.org</a> (239) 398-9647	
17. <i>Southwest Florida Regional Workforce Development Board</i>	<b>Carmen Henry, Vice-Chair</b> Disability Navigator CareerSource Southwest Florida 6800 Shoppes at Plantation Drive, Suite 170 Fort Myers, FL 33912 239-931-8200 ext. 1803 Cell: 239-994-2904 <a href="mailto:CHenry@careersourcesouthwestflorida.com">CHenry@careersourcesouthwestflorida.com</a>	
18. <i>Agency for Persons with Disabilities</i>	<b>Leah Watson</b> 2295 Victoria Ave. Fort Myers, FL 33901 Phone: 239-338-1378 Cell: 239-218-7217 Email: <a href="mailto:Leah.watson@apdcares.org">Leah.watson@apdcares.org</a>	

***Technical Assistance for the Collier County Local Coordinating Board for the Transportation Disadvantaged***

**Advisory Members**

None at present

**Community Transportation Coordinator**

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

**Collier Area Transit**  
<https://www.collierptne.com/collier-area-transit>  
 Mark Moujabber - MV General Manager (239) 252-4983

**Medicaid Transportation Provider**

Last Updated April 12, 2024  
18 total Members, 3 Vacancies, 15 Current Members  
With a Quorum of 4

***Medical Transportation Management (MTM)***

759 S. Federal Highway, #301  
Stuart, FL 34994  
Office: 772-266-4971  
Member Help Line/TTY: 1-844-239-5974 (TTY: 711)  
<https://www.mtm-inc.net/floridaffs>

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

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

**Designated Official Planning Agency**

Collier Metropolitan Planning  
Organization  
2885 South Horseshoe Drive  
Naples, Florida 34104  
(239) 252-5814  
[www.colliermopo.org](http://www.colliermopo.org)