



# Collier County

## TRANSPORTATION DISADVANTAGED SERVICE PLAN



**ANNUAL UPDATE FY 2025**

**Approval Pending May 7, 2025  
Local Coordinating Board**

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## TDSP Certifications

### Local Coordinating Board Membership Certification

Name: Collier County Metropolitan Planning Organization

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

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

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

Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
 Dusty Hansen, Collier MPO Senior Planner

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

**Roll Call Vote Form**

Approval of Collier County’s

Transportation Disadvantaged Service Plan Minor Update-2025

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

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

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

**Approved by the Local Coordinating Board (LCB):**

\_\_\_\_\_  
Tony Pernas, LCB Chair

\_\_\_\_\_  
Date

## SECTION 1 INTRODUCTION

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

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

The Transportation Disadvantaged Service Plan (TDSP) is an annually updated tactical plan developed by the CTC and the MPO under the guidance and approval of the LCB in accordance with the requirements set out in Rule 41-2.012, F.A.C. Chapter 427, F.S., requires each County to develop a Transportation Disadvantaged Service Plan (TDSP) for the TD program, with a Major Update every five years, at a minimum. This 2025 Minor Update is outlined to meet the requirements established by the State of Florida that require each county to develop a TDSP. In 1979, the Florida Legislature passed the Transportation Services Act, Chapter 427, Florida Statutes (F.S.), which called for the coordination at the County level of all Federal and State expenditures for the "transportation disadvantaged."

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

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

3) Goals, Objectives and Strategies

- a) Ensure that objectives indicate an implementation date/accomplishment date.
- b) Note deficiencies & corrective actions.
- c) Note service improvements or expansions.
- d) Section should be logical and mirror the format from the previous year.

4) Implementation Plan

- a) Transportation Disadvantaged Improvement Plan (TDIP) should cite progress, setbacks, adherence to schedules.
- b) Implementation schedule revisions as necessary.

5) Cost / Revenue Allocation and Rate Structure Justification

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

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

1) DEVELOPMENT PLAN

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

2) SERVICE PLAN

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

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

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

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## **SECTION 2**

### **MANDATORY TDSP UPDATE REQUIREMENTS**

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

#### **1. Previous TDSP Review Letter**

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

#### **2. Needs Assessment**

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

##### **Collier County**

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

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



years and older (with a corresponding rate of disabilities), totaling approximately 31.2% of Collier County’s population. These conditions are key indicators of transit/paratransit use, as are automobile availability, income, traffic, urban growth and land use/site planning. All of these factors contribute to the need for public transit in Collier County.

### **Transportation Disadvantaged in Collier County**

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

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

The CTD recommends a tool developed for the CTD in 2015 that utilizes data from a variety of the most currently available sources to predict demand into the future. Data from the U.S. Census Bureau’s American Community Survey (ACS) and the Survey of Income and Projection Participation (SIPP), The Bureau of Economic and Business Research (BEBR) County Population Projections, and the National Household Travel Survey and fixed route bus coverage are examples of data utilized. These sources are helpful in capturing economic trends, population growth, and the changing in demographic composition of the population such as aging baby boomers and associated increases in disability. This tool was used for the development of TD population forecasts in the 2023 TDSP Major Update adopted by the LCB on October 4, 2023 and amended on September 4, 2024.

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

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

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

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

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

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

**Table 2  
Collier County Paratransit Service Completed Trips by Month**

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

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

**Current Challenges to Providing TD Services**

Historically, public transportation funding in Collier County has remained relatively constant, and while there are no firm future commitments from its funding partners, CAT anticipates it will be able to maintain a reasonable level of service.

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

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

**3. Goals, Objectives and Strategies**

A review of the 2023 TDSP Major Update's goals, objectives, and strategies was conducted and no changes are recommended at this time. They are included in this report for ease of reference and are as follows:

The mission of the Collier County Local Coordinating Board is:

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

CAT's mission is:

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

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

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

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

**GOAL 1: Implement a fully coordinated transportation system.**

**Objective 1.1**

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

**Objective 1.2**

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

**Objective 1.3**

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

**Strategy 1.1.1**

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

**Strategy 1.1.2**

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

**Strategy 1.1.3**

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

**Strategy 1.1.4**

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

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

**Objective 2.1**

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

**Strategy 2.1.1**

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

**Strategy 2.1.2**

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

**Strategy 2.1.3**

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

**Strategy 2.1.4**

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

**Strategy 2.1.5**

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

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

**Objective 3.1**

Consistently provide on-time service.

**Objective 3.2**

Minimize customer service reservation/inquiry call hold times.

**Objective 3.3**

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

**Objective 3.4**

Increase the number of passenger trips per vehicle hour.

**Objective 3.5**

Maintain or trend downward the cost per passenger trip.

**Objective 3.6**

Maintain or trend downward the cost per mile.

**Objective 3.7**

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

**Strategy 3.1.1**

Obtain a system to track call hold time.

**Strategy 3.1.2**

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

**Strategy 3.1.3**

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

**Strategy 3.1.4**

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

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

**Objective 4.1**

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

**Objective 4.2**

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

**Objective 4.3**

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

**Objective 4.4**

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

**Strategy 4.1.1**

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

**Strategy 4.1.2**

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

**Strategy 4.1.3**

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

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

**Objective 5.1**

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

**Objective 5.2**

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

**Objective 5.3**

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

**Objective 5.4**

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

**Objective 5.5**

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

**Objective 5.6**

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

**Objective 5.7**

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

**Objective 5.8**

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

**Objective 5.9**

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



**Strategy 5.1.1**

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

**Strategy 5.1.2**

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

**Strategy 5.1.3**

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

**Strategy 5.1.4**

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

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

**Objective 6.1**

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

**Objective 6.2**

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

**Objective 6.3**

Evaluate customer input to ensure high quality services are provided.

**Strategy 6.1.1**

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

**Strategy 6.1.2**

Periodically conduct fixed route and paratransit customer surveys.

**Strategy 6.1.3**

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

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

**Objective 7.1**

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

**Objective 7.2**

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

**Objective 7.3**

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

**Objective 7.4**

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

**Strategy 7.1.1**

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

**Strategy 7.1.2**

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

**4. Implementation Plan Progress**

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

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

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

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

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

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

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

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

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

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

### COST REVENUE ALLOCATION

The rate structure is based on the type of trip (i.e. ambulatory, ambulatory group, wheelchair, etc.) in the service area. On March 5, 2025, the Collier MPO's Local Coordinating Board approved the service rates shown in **Table 4** below (utilizing the Florida Commission for the Transportation Disadvantaged 2023 Rate Calculation Worksheet). The Rate Calculation Model is a tool utilized by the CTD to standardize the comparison and approval of rates paid to coordinators throughout the State of Florida. The detailed Rate Model worksheets are included in **Appendix A**.

**Table 4 CTD Calculated Rates – FY 2025/2026 CTD Rate Model**

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

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

**Table 5  
Current Adopted Collier County Paratransit Fare Structures**

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

**Table 6  
Current Collier County Adopted Transit Fare Structures**

<b>Service Category</b>	<b>Base Fare</b>	<b>*Reduced Fare</b>
CAT full-fare one-way ticket	\$2.00	\$1.00
CAT Children 5 Years of Age and Younger	Free	Free
CAT Transfers	Free Up to 90 Min.	Free Up to 90 Min.
CAT Day Pass	\$3.00	\$1.50
CAT Marco Express One-way Fare	\$3.00	\$1.50
<b>Smart Card Passes</b>		
15-Day Pass	\$20.00	\$10.00
30-Day Pass	\$40.00	\$20.00
Marco Express 30-Day Pass	\$70.00	\$35.00
<b>Smart Card Media Fees</b>		
Smart Card Replacement Without Registration	\$2.00	\$2.00
Smart Card Registration	\$3.00	\$3.00
Smart Card Replacement With Registration	\$1.00	\$1.00
<b>Discount Passes</b>		<b>Cost</b>
Summer Paw Pass (Valid June 1-August 31) for Students Age 17 and Under (Cost includes Smart Card)		\$30.00
30-Day Corporate Pass (300+ Employees)		\$29.75/Month
*Reduced fares are for members of Medicare, Disabled community, those 65 years and older and children 17 and under; high school & college students and active/retired military personnel. ID required. This fare would also apply to the subcontracted transportation provider with the Florida Commission for the Transportation Disadvantaged that provides transportation services under the non-emergency transportation Medicaid Contract for Collier County.		
<b>Promotional Fares</b>		
<b>Events</b>	<b>Occurrence</b>	<b>Fare</b>
Try Transit Day	Annual as designated by the Board	Free
Transit Anniversary	As Designated by the PTNE Director	Free
Special Events	Up to 5 events annually (Staff may distribute fare media up to specified value)	\$200/Event

*Resolution 2018-104 was adopted by the Board of County Commissioners on June 12, 2018, which modified the fixed route fares effective October 1, 2018.*



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

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

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

#### **1. CTC Evaluation Process**

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

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

#### **1. Eligibility Process**

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

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

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

The replacement Eligibility Process is set forth below:

### **Eligibility**

**Transportation Disadvantaged (TD):** Individuals who because of a mental or physical disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to healthcare, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped, or high risk or at risk (as defined in § 411.202). In addition, the individual's trip origin and/or destination must reside outside the ADA corridor (outside of three-quarters ( $\frac{3}{4}$ ) of a mile on either side of CAT bus service (fixed route)).

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

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

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

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

## 2. LCB Grievance Policy

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

## 3. System Safety Plan Certification

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

## 4. Trip Prioritization

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

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

Priority 1 – Medical

Priority 2 – Employment

Priority 3 – Education

- Priority 4 – Social (agency related activities)
- Priority 5 - Nutritional
- Priority 6 – Group Recreation
- Priority 7 – Personal Business

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

**Table 7  
Trip Purpose and Prioritization**

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

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

**APPENDIX A-**  
**FY 2025/2026 CTD Rate Model**  
**Worksheets**

# Preliminary Information Worksheet

Version 1.4

**CTC Name:** Collier County Board of Commissioners  
**County (Service Area):** Collier County  
**Contact Person:** Trinity Scott  
**Phone #:** 239-252-6064

Check Applicable Characteristic:

**ORGANIZATIONAL TYPE:**

- Governmental
- Private Non-Profit
- Private For Profit

**NETWORK TYPE:**

- Fully Brokered
- Partially Brokered
- Sole Source

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

**Comprehensive Budget Worksheet**

Version 1.4

CTC: Collier County Board of Commissioners  
 County: Collier County

1. Complete applicable GREEN cells in columns 2, 3, 4, and 7

	Prior Year's ACTUALS from Oct 1st of 2023 to Sept 30th of 2024	Current Year's APPROVED Budget, as amended from Oct 1st of 2024 to Sept 30th of 2025	Upcoming Year's PROPOSED Budget from Oct 1st of 2025 to Sept 30th of 2026	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirms whether revenues are collected as a system subsidy VS a purchase of service at a unit price.  Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

<b>REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)</b>						
<b>Local Non-Govt</b>						
Farebox	\$ 239,569	\$ 247,300	\$ 246,400	3.2%	-0.4%	
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other	\$ 35,503	\$ 40,000	\$ 40,000	12.7%	0.0%	
<b>Bus Pass Program Revenue</b>						
<b>Local Government</b>						
District School Board						
Compl. ADA Services						
County Cash	\$ 3,903,162	\$ 3,325,300	\$ 4,138,400	-14.8%	24.5%	
County In-Kind, Contributed Services						
City Cash						
City In-Kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
<b>Bus Pass Program Revenue</b>						
<b>CTD</b>						
Non-Spons. Trip Program	\$ 746,455	\$ 637,800	\$ 765,300	-14.9%	20.0%	
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
<b>Bus Pass Program Revenue</b>						
<b>USDOT &amp; FDOT</b>						
49 USC 5307	\$ 1,230,082	\$ 2,771,300	\$ 2,308,100	125.3%	-18.7%	5307 covered ADA, Preventative Maintenance and fuel.
49 USC 5310		\$ 1,764,900	\$ 563,200		-88.1%	
49 USC 5311 (Operating)						
49 USC 5311 (Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
<b>Bus Pass Program Revenue</b>						
<b>AHCA</b>						
Medicaid						
Other AHCA (specify in explanation)						
<b>Bus Pass Program Revenue</b>						
<b>DCF</b>						
Alcohol, Drug & Mental Health						
Family Safety & Preservation						
Comm. Care Dis./Aging & Adult Serv.						
Other DCF (specify in explanation)						
<b>Bus Pass Program Revenue</b>						
<b>DCH</b>						
Children Medical Services						
County Public Health						
Other DCH (specify in explanation)						
<b>Bus Pass Program Revenue</b>						
<b>DOE (state)</b>						
Carl Perkins						
Div of Blind Services						
Vocational Rehabilitation	\$ 7,386	\$ 6,700	\$ 7,600	-9.3%	13.4%	
Day Care Programs						
Other DOE (specify in explanation)						
<b>Bus Pass Program Revenue</b>						
<b>AWI</b>						
WAGES/Workforce Board						
Other AWI (specify in explanation)						
<b>Bus Pass Program Revenue</b>						
<b>DOEA</b>						
Older Americans Act	\$ 2,369			-100.0%		
Community Care for Elderly						
Other DOEA (specify in explanation)						
<b>Bus Pass Program Revenue</b>						
<b>DCA</b>						
Community Services						
Other DCA (specify in explanation)						
<b>Bus Pass Admin. Revenue</b>						







**Budgeted Rate Base Worksheet**

Version 1.4

CTC: Collier County Board of Commissioners

County: Collier County

1. Complete applicable GREEN cells in column 3; YELLOW and BLUE cells are automatically completed in column 3
2. Complete applicable GOLD cells in column and 5

	Upcoming Year's BUDGETED Revenues		What amount of the Budgeted Revenue in col. 3 will be generated at the rate per unit determined by this spreadsheet. CR used as local match for these type requests?	Budgeted Rate Subsidy Revenue Excluded from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment. CR will be used as match for the purchase of equipment?
	from Oct 1st of 2025 to Sept 30th of 2026				
APD					
Office of Disability Determination	\$ -		\$ -	\$ -	
Developmental Services	\$ -		\$ -	\$ -	
Other APD	\$ -		\$ -	\$ -	
Bus Pass Program Revenue	\$ -		\$ -	\$ -	
DJJ					
Toll	\$ -		\$ -	\$ -	
Bus Pass Program Revenue	\$ -		\$ -	\$ -	
Other Fed or State					
Job	\$ -		\$ -	\$ -	
Job	\$ -		\$ -	\$ -	
Bus Pass Program Revenue	\$ -		\$ -	\$ -	
Other Revenues					
Interest Earnings	\$ -		\$ -	\$ -	
Job	\$ -		\$ -	\$ -	
Job	\$ -		\$ -	\$ -	
Bus Pass Program Revenue	\$ -		\$ -	\$ -	
Balancing Revenue to Prevent Deficit					
Actual or Planned Use of Cash Reserve	\$ -		\$ -	\$ -	
<b>Total Revenues =</b>	<b>\$ 0,000,000</b>		<b>\$ 4,148,000</b>	<b>\$ 3,823,000</b>	<b>\$ 500,000</b>

EXPENDITURES (CTC/Operators ONLY)		\$ 3,369,800
		Amount of Budgeted Operating Rate Subsidy Revenue
<b>Operating Expenditures</b>		
Labor	\$ 80,700	
Fringe Benefits	\$ 33,800	
Services	\$ 490,200	
Materials and Supplies	\$ 1,704,000	
Utilities	\$ 78,000	
Casualty and Liability	\$ 35,000	
Taxes	\$ -	
<b>Purchased Transportation:</b>		
Purchased Bus Pass Expenses	\$ -	
School Bus Mitigation Expenses	\$ -	
Contracted Transportation Services	\$ 5,968,000	
Other	\$ -	
Miscellaneous	\$ 10,800	
Operating Debt Service - Principal & Interest	\$ -	
Leases and Rentals	\$ -	
Contrib. to Capital Equip. Replacement Fund	\$ -	
In-Kind Contributed Services	\$ -	
Allocated Indirect	\$ -	
<b>Capital Expenditures</b>		
Equip. Purchases with Grant Funds	\$ 560,200	
Equip. Purchases with Local Revenue	\$ 62,800	
Equip. Purchases with Rate Generated Rev.	\$ -	
Capital Debt Service - Principal & Interest	\$ -	
	\$ -	
<b>Total Expenditures =</b>	<b>\$ 8,069,000</b>	
minus EXCLUDED Subsidy Revenue =	<b>\$ 3,823,000</b>	
<b>Budgeted Total Expenditure INCLUDED in Rate Base =</b>	<b>\$ 4,148,000</b>	
<b>Rate Base Adjustment<sup>1</sup> =</b>		
<b>Adjusted Expenditures Included in Rate Base =</b>	<b>\$ 4,148,000</b>	

**<sup>1</sup> Rate Base Adjustment Cell**

If necessary and justified, this cell is where you could optionally adjust proposed service rates up or down to adjust for program revenue (or unapproved profit), or losses from the Actual period shown at the bottom of the Comprehensive Budget Sheet. This is not the only acceptable location or method of reconciling for excess gains or losses. If allowed by the respective funding sources, excess gains may also be adjusted by providing system subsidy revenue or by the purchase of additional trips in a period following the Actual period. If such an adjustment has been made, provide notation in the respective explanation area of the Comprehensive Budget tab.

<sup>1</sup> The Difference between Expense and Revenues for Fiscal Year: 2023 - 2024

Once Completed, Proceed to the Worksheet entitled "Program-wide Rates"

## Worksheet for Program-wide Rates

CTC: Collier County Board Version 1.4  
County: Collier County

1. Complete Total Projected Passenger Miles and ONE-WAY Passenger Trips (GREEN cells) below

Do **NOT** include trips or miles related to Coordination Contractors!

Do **NOT** include School Board trips or miles UNLESS.....

**INCLUDE** all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!

Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS..

Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!

Do **NOT** include fixed route bus program trips or passenger miles!

PROGRAM-WIDE RATES	
Total <u>Projected</u> Passenger Miles =	1,748,329
<b>Rate Per Passenger Mile = \$</b>	<b>2.37</b>
Total <u>Projected</u> Passenger Trips =	116,000
<b>Rate Per Passenger Trip = \$</b>	<b>35.74</b>

Fiscal Year  
2025 - 2026

<b>Avg. Passenger Trip Length =</b>	<b>15.1 Miles</b>
-------------------------------------	-------------------

Rates If No Revenue Funds Were Identified As Subsidy Funds	
<b>Rate Per Passenger Mile = \$</b>	<b>4.62</b>
<b>Rate Per Passenger Trip = \$</b>	<b>69.56</b>

Once Completed, Proceed to the Worksheet entitled "Multiple Service Rates"

### Vehicle Miles

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

### Vehicle Revenue Miles (VRM)

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

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

### Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.



## Worksheet for Multiple Service Rates

CTC: Collier County B Version 1.4  
 County: Collier County

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

### SECTION I: Services Provided

1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?.....

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No
Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	STOP! Do NOT Complete Sections II - V for Stretcher Service	Go to Section II for Group Service

### SECTION II: Contracted Services

1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?....

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No
Answer # 2 for Ambulatory Service	Answer # 2 for Wheelchair Service	Do Not Complete Section II for Stretcher Service	Answer # 2 for Group Service

2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?.....

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
		Do NOT Complete Section II for Stretcher Service	

3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service?  
 How many of the total projected Passenger Miles relate to the contracted service?  
 How many of the total projected passenger trips relate to the contracted service?

Ambulatory	Wheelchair	Stretcher	Group
Leave Blank	Leave Blank		Leave Blank

Effective Rate for Contracted Services:  
 per Passenger Mile  
 per Passenger Trip

Ambulatory	Wheelchair	Stretcher	Group
Go to Section III for Ambulatory Service	Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Go to Section III for Group Service

4. If you answered # 3 & want a Combined Rate per Trip PLUS a per Mile add-on for 1 or more services, INPUT the Desired per Trip Rate (but must be less than per trip rate in #3 above) Rate per Passenger Mile for Balance

Combination Trip and Mile Rate			
Leave Blank and Go to Section III for Ambulatory Service	Leave Blank and Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Leave Blank and Go to Section III for Group Service



**Worksheet for Multiple Service Rates**

CTC: Collier County E Version 1.4  
County: Collier County

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

**SECTION III: Escort Service**

1. Do you want to charge all escorts a fee?  Yes  No  
**Skip # 2 - 4 and Go to Section IV**
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR .....  
per passenger mile?  Pass. Trip  Pass. Mile **Leave Blank**
3. If you answered Yes to # 1 and completed # 2, for how many of the projected  
Passenger Trips / Passenger Miles will a passenger be accompanied by an escort?  **Leave Blank**
4. How much will you charge each escort?  **Leave Blank**

**SECTION IV: Group Service Loading**

1. If the message "You Must Complete This Section" appears to the right, what is the projected total  
number of Group Service Passenger Miles? (otherwise leave blank)  **You Must Complete This Section!**
- ..... And what is the projected total number of Group Vehicle Revenue Miles?  **Loading Rate 1.82 to 1.00**

**SECTION V: Rate Calculations for Multiple Services:**

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically  
\* Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles and trips for contracted services IF the rates were calculated in the Section II above  
\* Be sure to leave the service BLANK if you answered NO in Section I or YES to question #2 in Section II

		RATES FOR FY: 2025 - 2026			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	1,748,329	1,442,078	163,366	Leave Blank	142,886
Rate per Passenger Mile =		\$2.29	\$3.92	\$0.00	\$1.45
					per passenger per group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	116,000	99,419	13,733	Leave Blank	2,848
Rate per Passenger Trip =		\$33.23	\$56.57	\$0.00	\$21.00
					\$38.20
					per passenger per group
2. If you answered # 1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,....					
<b>Combination Trip and Mile Rate</b>					
.....INPUT the Desired Rate per Trip (but must be less than per trip rate above) = <input type="text"/> \$0.00					
Rate per Passenger Mile for Balance =		\$2.29	\$3.92	\$0.00	\$1.45
					\$2.63
					per passenger per group

		Rates if No Revenue Funds Were Identified As Subsidy Funds			
		Ambul	Wheel Chair	Stretcher	Group
Rate per Passenger Mile =		\$4.45	\$7.63	\$0.00	\$2.81
					\$5.12
					per passenger per group
Rate per Passenger Trip =		\$64.68	\$110.87	\$0.00	\$40.88
					\$74.35
					per passenger per group
<b>Program These Rates Into Your Medicaid Encounter Data</b>					

APPENDIX B-  
2025 CTC Evaluation  
July 2023-June 2024

DRAFT

***CTC***  
***EVALUATION WORKBOOK***

Florida Commission for the



**Transportation  
Disadvantaged**

**CTC BEING REVIEWED:** Collier County Board of County Commissioners

**COUNTY (IES):** Collier

**ADDRESS:** 3299 Tamiami Trail East, Ste. 103, Naples, FL, 34112

**CONTACT:** Brian Wells      **PHONE:** 239-252-5841

**REVIEW PERIOD:** 7/1/23-6/30/24      **REVIEW DATES:** 2/25-3/25

**PERSON CONDUCTING THE REVIEW:** Dusty Hansen

**CONTACT INFORMATION:** 239-252-5850, Dusty.Hansen@colliercountyfl.gov

FORMATTED 2011 – 2012

## ENTRANCE INTERVIEW QUESTIONS

### INTRODUCTION AND BRIEFING:

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

The LCB will be reviewing the following areas:

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

### USING THE APR, COMPILE THIS INFORMATION:

#### 1. 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:

MV Transportation, Inc.

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	Naples, FL, 34113	407-629-7881	Tim Hoffman
Sunrise Community of SW Fla.	Exchange Avenue	Naples, FL, 34104	239-643-5338	Cassandra Beaver
Hope Hospice	2668 Winkler Ave	Ft. Myers, FL, 33901	239-980-2965	Neil Bardil

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

Name of Agency	% of Trips	Name of Contact	Telephone Number
Senior Services		Monica Diaz	239-252-8995

7. REVIEW AND DISCUSS TD HELPLINE CALLS:

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



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

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

ARE YOUR CONTRACTS UNIFORM?  Yes  No

IS THE CTD’S STANDARD CONTRACT UTILIZED?  Yes  No

DO THE CONTRACTS INCLUDE PERFORMANCE STANDARDS FOR THE TRANSPORTATION OPERATORS AND COORDINATION CONTRACTORS?  
 Yes  No

DO THE CONTRACTS INCLUDE THE PROPER LANGUAGE CONCERNING PAYMENT TO SUBCONTRACTORS? (Section 21.20: Payment to Subcontractors, T&E Grant, and FY)  
 Yes  No

IS THE CTC IN COMPLIANCE WITH THIS SECTION?  Yes  No

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

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

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

*“Review all transportation operator contracts annually.”*

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

PTNE monitors the Operations Contractor for compliance with FTA and FDOT requirements as well as its contract in the following ways: conduct monthly operational meeting that include staff from Fleet Maintenance, CAT Fixed Route and Paratransit Operations, and PTNE Transit staff. Agenda for these meetings include safety, maintenance, ADA, Customer Service, Operations, and other pertinent topics. Reports are provided by the vendors as specified in the contract and reviewed by the Public Transit Manager. These reports include accidents/incidents, Customer Service, Farebox validation, Drug & Alcohol testing, Ridership, Performance measures and On-time Performance. Internal Control reviews are also completed on Driver Training and Pre-trip inspections. Operator inspections are conducted periodically.

Is a written report issued to the operator?        Yes        No

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

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

The Coordination Contractors are required to provide quarterly reports of the service being performed for CTC monitoring. Annual Monitoring of compliance is completed.

Is a written report issued?        Yes        No

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

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

Contractors are informed what corrective action is required and given time to comply.

IS THE CTC IN COMPLIANCE WITH THIS SECTION?        Yes        No

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

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

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

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

School buses are not utilized in the coordinated system.

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

HOW IS THE CTC USING PUBLIC TRANSPORTATION 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?

“Maximize effective transfer of individuals from paratransit to fixed route services.”

Is the CTC accomplishing the goal?  Yes  No

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT?  Yes  No

Comments:

Furthering the above noted goal, the CTC's eligibility screening process evaluates potential Fixed Route opportunities and educates passengers on available options as appropriate for the individual's travel needs consistent with Strategy 2.1.4 of the TDSP.

**CHAPTER 427**

**Findings:**

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

**Recommendations:**

None.

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

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

**WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?**

\$1,000,000 Per Occurrence, Combined Single Limit for Bodily Injury Liability and Property Damage Liability. This shall include: Owned Vehicles, Hired and Non-Owned Vehicles and Employee Non-Ownership.

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

See response shown above.

**HOW MUCH DOES THE INSURANCE COST (per operator)?**

<b>Operator</b>	<b>Insurance Cost</b>
MV Transportation, Inc.	\$400,768

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

Yes  No

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

**IS THE CTC IN COMPLIANCE WITH THIS SECTION?**  Yes  No

**Comments:**  
The CTC is in compliance. No additional comments.

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

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

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

Cost [CTC and Coordination Contractor (CC)]

	CTC	CC #1	CC #2	CC #3	CC #4
Flat contract rate (s) (\$ amount / unit)	34.28	19.31	52.13	16.74	
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
Special or unique considerations that influence costs? Trip rates are derived from FY 2024 AOR Report.					
Explanation: CC#1=Sunrise;CC#2=Easter Seals;CC#3= Hope Hospice. CTC contracted rate with MV.					





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.)]

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION?  Yes  No



**RULE 41-2**

**Findings:**

The CTC is in compliance with Rule 41-2, Florida Administrative Code.

**Recommendations:**

None.

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

**Compliance with Commission Standards**

*"...shall adhere to Commission approved standards..."*

Review the TDSP for the Commission standards.

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

<p>Adequate seating</p>	<p>"Seating" on page 61 of the TDSP addresses this standard. Vehicle seating will not exceed the manufacturer's recommended capacity.</p> <p>The vehicles inspected as part of this evaluation maintained adequate seating.</p>
<p>Driver Identification</p>	<p>"Driver Identification" on page 61 of the TDSP addresses this standard. Drivers are required to announce and identify themselves by name and company in a manner that is conducive to communications with specific passengers, except in situations where the driver regularly transports the rider on a recurring basis. All drivers are to have a name badge always displayed when transporting passengers. The drivers observed during this evaluation had a uniform and name/ID badge. The drivers rendered appropriate greetings to the passengers during the ride-alongs.</p>
<p>Passenger Assistance</p>	<p>"Passenger Loading Assistance" on page 61 of the TDSP addresses this standard. Drivers shall provide passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include opening the vehicle door, fastening the seat belt or utilization of wheelchair securement devices, storage of mobility assistive devices, and closing the vehicle door. Passengers, especially frail and elderly and/or disabled, shall be assisted from the door to door. The drivers observed during this evaluation provided assistance as needed.</p>
<p>Smoking, Eating and Drinking</p>	<p>"Smoking, Drinking, and Eating" on page 61 of the TDSP addresses this standard. There will be no smoking on any vehicles in the coordinated system. Eating and drinking on board the vehicle is prohibited. Exceptions are permitted when required due to an existing medical condition.</p> <p>The vehicles observed during the ride-along were in compliance.</p>

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



## COMMISSION STANDARDS

### Findings:

The TDSP complies with all Commission standards.

### Recommendations:

None.

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

**Compliance with Local Standards**

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

Review the TDSP for the Local standards.

Local Standards	Comments
Transport of Escorts and dependent children policy	The TDSP (pg. 60) addresses this standard. Personal care attendants must be approved on the initial customer application with medical documentation for the reason an attendant is needed. If an escort/care attendant is requested, they will be transported at no additional charge.
Use, Responsibility, and cost of child restraint devices	The TDSP (pg. 60) addresses this standard. Restraints are required for children under 5 and/or under 50 lbs.
Out-of-Service Area trips	The CTC does not provide any trips outside of Collier County. The TDSP (pg. 63) addresses one exception: to attend a joint LCB meeting with Lee County, which the CTC will make every effort to pay for.
CPR/1st Aid	The TDSP (pgs. 61-62) addresses this standard. Drivers are certified in first aid annually and in CPR every two years.
Driver Criminal Background Screening	The TDSP (pg. 62) addresses this standard. All drivers must have a “favorable” background check from the Florida Department of Law Enforcement (“favorable” as defined by DCF policies and procedures).
Rider Personal Property	The TDSP (pg. 60) addresses this standard. Passengers are allowed to bring up to four shopping bags that fit under the passenger’s seat and/or on their lap.
Advance reservation requirements	The TDSP (pg. 62) addresses this standard. Reservations are made up to a day in advance up to 5 p.m. the business day prior to the trip request. Passengers with an urgent need to travel should call the CTC. Unless other regulations are applicable, same-day trip requests cannot be guaranteed. However, the CTC will attempt to accommodate the request.
Pick-up Window	The TDSP (pg. 62) addresses this standard. Passengers are told to be ready for their ride to arrive from between 1-2 hours before their appointment time. This window is dependent on the service area of the pick-up and drop-off points.

<i>Measurable Standards/Goals</i>	<i>Standard/Goal</i>	<i>Latest Figures</i> 7/1/2023 - 6/30/2024	<i>Is the CTC/Operator meeting the Standard?</i>
Public Transit Ridership	CTC	CTC	
	Operator A N/A	Operator A N/A	NO MEASURABLE STANDARD
	Operator B	Operator B	
	Operator C	Operator C	
On-time performance	CTC	CTC	
	Operator A 90%	Operator A 74%	NO
	Operator B	Operator B	
	Operator C	Operator C	
Passenger No-shows	CTC	CTC	
	Operator A N/A	Operator A 8,925	NO MEASURABLE STANDARD
	Operator B	Operator B	
	Operator C	Operator C	
Accidents Standard: no more than 1.2 accidents per 100,000 miles	CTC	CTC	
	Operator A	Operator A 3.12	NO
	Operator B	Operator B	
	Operator C	Operator C	
Roadcalls Standard: no less than 10,000 miles between each road call	CTC	CTC	
	Operator A	Operator A 28,743	YES
	Operator B	Operator B	
	Operator C	Operator C	
Complaints  Number filed: 96	CTC	CTC	
	Operator A N/A	Operator A N/A	NO MEASURABLE STANDARD
	Operator B	Operator B	
	Operator C	Operator C	
Call-Hold Time	CTC	CTC	
	Operator A MAX 2 MINS.	Operator A 49 seconds	YES
	Operator B	Operator B	
	Operator C	Operator C	

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



## **LOCAL STANDARDS**

### **FINDINGS:**

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

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

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

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

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

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

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

### **RECOMMENDATIONS:**

Regarding OTP:

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

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

Regarding accident rates:

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

DRAFT

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

DATE OF LAST REVIEW: 3/2024

STATUS REPORT DATED: 3/2025

**LCB RECOMMENDATION:**

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

**CTC Response:**

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

**Current Status:**

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

**LCB RECOMMENDATION:**

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

**CTC Response:**

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

**Current Status:**

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



1

<b>ON-SITE OBSERVATION OF THE SYSTEM</b>
--

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM.

1. Date of Observation: 3/5/25

2. Location(s):

Naples Residences to Senior Centers (3)

3. Number of Passengers picked up/dropped off: \_\_\_\_

# Ambulatory Passengers

3

# Non-Ambulatory Passengers \_\_\_\_

4. Was the driver on time?

Yes

No

If not on time, how many minutes late/early? \_\_\_\_\_

5. Did the driver provide any passenger assistance?

Yes

No

6. Was the driver wearing any identification?

(Check all that apply)

Yes

Uniform

Name Tag

ID Badge

No

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

**ON-SITE OBSERVATION OF THE SYSTEM**

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

1. Date of Observation: March 5, 2025
  
2. Location(s):
  - Tuscan isle
  - Golden gate senior center (collier Senior center)
  - baker senior center Naples
  - 8625 saddlebrook circle (10 mins late)
  
3. Number of Passengers picked up/dropped off: 3/3
  - # Ambulatory Passengers 3
  - # Non-Ambulatory Passengers
  
4. Was the driver on time?
  - Yes
  - No

If not on time, how many minutes late/early?
  
5. Did the driver provide any passenger assistance?
  - Yes
  - No
  
6. Was the driver wearing any identification?  
(Check all that apply)
  - Yes
  - Uniform
  - Name Tag
  - ID Badge
  - No
  
7. Did the driver render an appropriate greeting?
  - Yes

No

Driver regularly transports rider(s); not necessary

8. Did the driver ensure the passengers were properly seat-belted?

Yes

No

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

Yes

No

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

Yes

No

11. Does the vehicle have working heat and air conditioning?

Yes

No

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

Yes

No

13. If used, was the lift in good working order?

Yes

No

Lift not used

14. Was there safe and appropriate seating for all passengers?

Yes

No

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

Yes

No

**ON-SITE OBSERVATION OF THE SYSTEM**

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

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



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



Date: 03/05/2025

Run ID: 104

Driver ID: Esperance Jean

### Run Manifest

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

Driver's signature



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

Fare Summary

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

Pull Out

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

Pull In

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

\*Last names have been redacted for customer privacy.



Date: 03/05/2025

Run ID: 104

Driver ID: Esperance Jean

### Run Manifest

Total Miles	Service Miles		Revenue Miles		Deadhead Miles	
	est	rep	est	rep	est	rep
	290.30	284.70	255.90	244.20	34.40	40.50

Total Hours	Service Hours		Revenue Hours		Deadhead Hours	
	est	rep	est	rep	est	rep
	12.04	12.72	10.12	11.20	1.92	1.52

DRAFT

Date: 03/05/2025

Run ID: 104

Driver ID: Esperance Jenn

### Run Manifest

Stop information					Passenger information						Late* (with noshow): 9 Late trips are highlighted.	
Sched	Rep	Duration (min.)	Address	Mileage at Stop	Passengers	Status	Mobility	Funding Source	PCA	Other Passengers	Fare Type	Amount Received (Client (Additional Pgrs))
03:26	03:30	0	COLLIER AREA PARA TRANSIT 8300 Radio Rd Naples	194473								
03:45	03:56	2	2830 12th Ave Sw Naples	194491	P: MATTHEW (#776833)	comp	AM	TD	0	0	Balance(1)	3.00 (0.00) (Balance)
04:13	04:08	2	1471 16th St NE Naples	194497	P: LUCIUS (#771335) negotiated pickup: 03:48	comp	AM	TD	0	0	Cash(1)	4.00 (0.00) (Normal/Billed)
04:57	04:35	0	North Naples Dialysis 1750 Sw Health Pkwy Naples	194514	D: LUCIUS (#771335) D: MATTHEW (#776833)							
04:50	04:57	0	NCH 399 9th ST N Naples	194523								
05:02	04:57	0	1332 Ridge St Naples	194523	P: NICHOLAS (#771475) negotiated pickup: 04:40	comp	AM	ADA	0	0	Balance(1)	3.00 (0.00) (Balance)
05:20	05:17	0	Seed To Table 4835 Immokalee Rd Naples	194535	D: NICHOLAS (#771475) P: JOHANA (#771913)	comp	AM	ADA	0	0	Cash(1)	3.00 (0.00) (Normal/Billed)
06:03	05:57	3	1973 49th Ter SW Golden Gate	194544	D: JOHANA (#771913)							
07:20	06:50	2	Immokalee Technical College 308 N 9TH ST Immokalee	194578								
07:27	07:19	6	1804 Custer Ave Immokalee	194583	P: JULIA (#781311)	comp	AM	ADA	0	0	Cash(1)	8.00 (0.00) (Normal/Billed)
08:16	08:24	1	Lavern Geyner Elementary School 2965 44th Ter SW Naples	194630	D: JULIA (#781311)							
08:30	08:30	27	COLLIER AREA PARA TRANSIT 8300 Radio Rd Naples	194631								



Date: 03/05/2025

Run ID: 104

Driver ID: Esperance Jean

**Run Manifest**

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

DRAFT

Date: 03/05/2025

Run ID: 104

Driver ID: Esperance Jean

### Run Manifest

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

DRAFT

Date: 03/06/2025

Run ID: 120

Driver ID: Ramtahal Andy

### Run Manifest

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

Driver's signature

[Redacted Signature]

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

#### Fare Summary

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

#### Pull Out

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

#### Pull In

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

\*Customer last names have been redacted for privacy.

DRAFT



Date: 03/06/2025

Run ID: 120

Driver ID: Ramtahal Andy

### Run Manifest

Total Miles	Service Miles		Revenue Miles		Deadhead Miles	
	est	rep	est	rep	est	rep
	233.07	235.00	184.03	184.70	49.04	50.30

Total Hours	Service Hours		Revenue Hours		Deadhead Hours	
	est	rep	est	rep	est	rep
	11.38	11.89	8.55	9.28	2.84	2.61

DRAFT

Date: 03/06/2025

Run ID: 120

Driver ID: Ramtahal Andy

### Run Manifest

Stop information					Passenger information						Late* (with no-shows): 5 Late trips are highlighted.	
Sched	Arrival Exp	Duration (min.)	Address	Mileage at Stop	Passengers	Status	Mobility	Funding Source	PCA	Other Passengers	Fare Type	Amount Received (Client (Additional Pgrs))
06:11	06:11	0	COLLIER AREA PARA TRANSIT 8300 Radio Rd Naples	6660								
06:33	06:31	2	269 Riverwood Rd Naples	6670	P: FRANK JR (#773306)	comp	AM	TD	0	0	Cash(1)	1.00 (0.00) (Normal/Billed)
06:41	06:41	0	3313 Jennings St Naples	6674	P: ANGELICA (#777437)	comp	AM	ADA	0	0	Cash(1)	1.00 (0.00) (Normal/Billed)
06:53	06:58	0	NCH 399 9th ST N Naples	6681	D: ANGELICA (#777437)							
07:00	07:02	2	1010 8th Ave S Naples	6682	P: DANIELLA (#774781)	comp	AM	TD	0	0	Cash(1)	2.00 (0.00) (Normal/Billed)
07:21	07:23	0	Germain Toyota of Naples 13315 Tamiami Trl N Naples	6693	D: FRANK JR (#773306) D: DANIELLA (#774781)							
07:52	07:52	2	14811 Indigo Lakes Cir NAPLES	6703	P: LAURA (#772117) negotiated pickup: 07:32	comp	AM	ADA	0	0	Balance(1)	1.00 (0.00) (Balance)
08:13	08:14	0	3645 Gateway Ln Naples	6711	D: LAURA (#772117) P:							
08:24	08:27	5	3610 Marigold Way Naples	6716	JENNIFER (#772229)	comp	WC	ADA	0	0	Cash(1)	1.00 (0.00) (Normal/Billed)
08:49	08:51	1	8635 Saddlebrook Cir NAPLES	6728	P: RIDGE (#772231)	comp	AM	ADA	0	0	Cash(1)	1.00 (0.00) (Normal/Billed)

DRAFT

Date: 03/06/2025

Run ID: 120

Driver ID: Ramtahal Andy

### Run Manifest

Arrival Sched	Rep	Duration (min.)	Address	Mileage at Stop	Passengers	Status	Mobility	Funding Source	PCA	Other Passengers	Fare Type*	Amount Received (Client (Additional Pgrs))
09:10	09:23	3	UCP- Sunrise 4227 Exchange Ave Naples	6740	D: RIDGE (#772231) D: JENNIFER (#772229)							
09:39	09:39	2	954 Goodlets-Frank Rd Naples	6744	P: ZELLA (#781482) negotiated pickup: 09:15	comp	AM	ADA	0	0	Cash(1)	1.00 (0.00) (Normal/Billed)
09:57	09:53	1	WALMART AIRPORT / CARILLON PLACE 5010 Airport Pulling Rd N Naples	6749	D: ZELLA (#781482)							
10:11	10:03	2	134 Cypress Way E Naples	6754	P: RAYMOND (#781422)	comp	AM	ADA	0	0	Cash(1)	6.00 (0.00) (Normal/Billed)
10:46	10:28	1	LIGHTHOUSE OF COLLIER   Horseshoe Dr S #101 2683 Horseshoe Dr S Naples	6763	D: RAYMOND (#781422)							
11:00	10:44	4	BERKSHIRE LAKES 649 Windsor Sq Naples	6768	P: CATHERINE (#781796)	comp	AM	ADA	0	0	Cash(1)	1.00 (0.00) (Normal/Billed)
10:51	10:54	1	PUBLIX Radio Rd 7101 Radio Rd Naples	6768	D: CATHERINE (#781796)							
11:10	11:22	0	COLLIER AREA PARA TRANSIT 8300 Radio Rd Naples	6770								
12:02	11:53	2	5060 Yacht Harbor Cir Naples	6779	P: CHLOE (#780369)	comp	AM	ADA	0	0	Balance(1)	3.00 (0.00) (Balance)
12:23	12:16	0	HeadPines 8525 Radio Rd Naples	6788	D: CHLOE (#780369)							
12:30	12:25	3	GOLDEN GATE CLEANERS 5030 Coronado Flwy Naples	6792	P: LEIGH (#780798)	comp	AM	ADA	0	0	Cash(1)	1.00 (0.00) (Normal/Billed)
12:31	12:31	4	5283 24th Ave Sw NAPLES	6793	D: LEIGH (#780798)							

DRAFT

### Run Manifest

Arrival Sched	Rep	Duration (min.)	Address	Mileage at Stop	Passengers	Status	Mobility	Funding Source	PCA	Other Passengers	Fare Type	Amount Received (Client (Additional Pgrs))
13:02	12:57	4	4501 17th Ave SW Golden Gate	6796	P: NANCY (#772097)	comp	AM	ADA	0	0	Cash(1)	1.00 (0.00) (Normal/Billed)
13:30	13:19	5	952 Goodiens-frank Rd Naples	6804	P: MARIAN (#781670)	comp	AM	ADA	0	0	Cash(1)	3.00 (0.00) (Normal/Billed)
13:28	13:30	4	Publix Super Market at Naples Plaza 1981 Tamiami Trail N Naples	6805	D: NANCY (#772097)							
13:59	13:59	45	Publix Super Market at Naples Plaza 1981 Tamiami Trail N Naples	6811	D: MARIAN (#781670)							
14:59	14:46	18	UCP- Sunrise 4227 Exchange Ave Naples	6817	P: RIDGE (#772232)	comp	AM	ADA	0	0	Cash(1)	1.00 (0.00) (Normal/Billed)
					P: JENNIFER (#772230)	comp	WC	ADA	0	0	Cash(1)	1.00 (0.00) (Normal/Billed)
15:17	15:18	0	8635 Saddlebrook Cir NAPLES	6821	D: RIDGE (#772232)							
15:45	15:54	0	5610 Marigold Way Naples	6832	D: JENNIFER (#772230)							
16:10	16:18	5	HARMONIA THE CLUB 3425 10th St N Naples	6844	P: RICHARD (#772276) negotiated pickup: 16:00	comp	AM	TD	0	0	Balance(1)	4.00 (0.00) (Balance)
					P: JAMES (#779446) negotiated pickup: 16:00	comp	AM	ADA	0	0	Cash(1)	3.00 (0.00) (Normal/Billed)
16:30	16:29	3	Publix Super Market at Naples Plaza 1981 Tamiami Trail N Naples	6845	P: MARIAN (#781677)	comp	AM	ADA	0	0	Cash(1)	3.00 (0.00) (Normal/Billed)

DRAFT

Date: 03/06/2025

Run ID: 120

Driver ID: Ramtahal Andy

### Run Manifest

Arrival		Duration (min.)	Address	Mileage at Stop	Passenger	Status	Mobility	Funding Source	PCA	Other Passengers	Fare Type	Amount Received (Client (Additional Pgrs))
Sched	Rep											
16:35	16:38	4	STARABILITY 720 Goodlense Rd N Naples	6547	P: CHRISTOPHER (#780910)	comp	AM	ADA	0	0	Balance(1)	3.00 (0.00) (Balance)
negotiated pickup: 16:15												
16:44	16:43	2	912 Goodlense-frank Rd Naples	6547	D: MARIAN (#781677)							
17:02	16:58	2	3740 Buckthorn Way Naples	6552	D: JAMES (#779446)							
17:49	17:49	0	481 Worthington St Marco Island	6875	D: RICHARD (#772278)							
17:57	17:58	0	260 Seaview Ct Marco Island	6878	D: CHRISTOPHER (#780910)							
18:01	18:33	0	Gas-County Barn 2901 County Barn Rd Naples	6895								
18:10	18:39	0	Gas-County Barn 2901 County Barn Rd Naples	6895								
18:38	18:55	0	RideCat Depot 8300 Radio Rd Naples	6895								

\* Interval to be consider late: 15 min.

DRAFT

## RIDER/BENEFICIARY SURVEY

### ***\*SEE ATTACHED SURVEY RESPONSES***

Staff making call: \_\_\_\_\_

County: \_\_\_\_\_

Date of Call: / /

Funding Source: \_\_\_\_\_

1) Did you receive transportation service on \_\_\_\_\_?  Yes or  No

2) Where you charged an amount in addition to the co-payment?  Yes or  No

If so, how much?

3) How often do you normally obtain transportation?

Daily 7 Days/Week  Other  1-2 Times/Week  3-5Times/Week

4) Have you ever been denied transportation services?

Yes

No. If no, skip to question # 4

A. How many times in the last 6 months have you been refused transportation services?

None  3-5 Times

1-2 Times  6-10 Times

If none, skip to question # 4.

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

Ineligible  Space not available

Lack of funds  Destination outside service area

Other \_\_\_\_\_

5) What do you normally use the service for?

Medical  Education/Training/Day Care

Employment  Life-Sustaining/Other

Nutritional

6) Did you have a problem with your trip on \_\_\_\_\_?

Yes. If yes, please state or choose problem from below

No. If no, skip to question # 6

What type of problem did you have with your trip?

Advance notice  Cost

Pick up times not convenient  Late pick up-specify time of wait

Assistance  Accessibility

Service Area Limits  Late return pick up - length of wait

Drivers - specify

Reservations - specify length of wait

Vehicle condition

Other

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

\_\_\_\_\_

8) What does transportation mean to you? (Permission granted by \_\_\_\_\_ for use in publications.)

**Additional Comments:**

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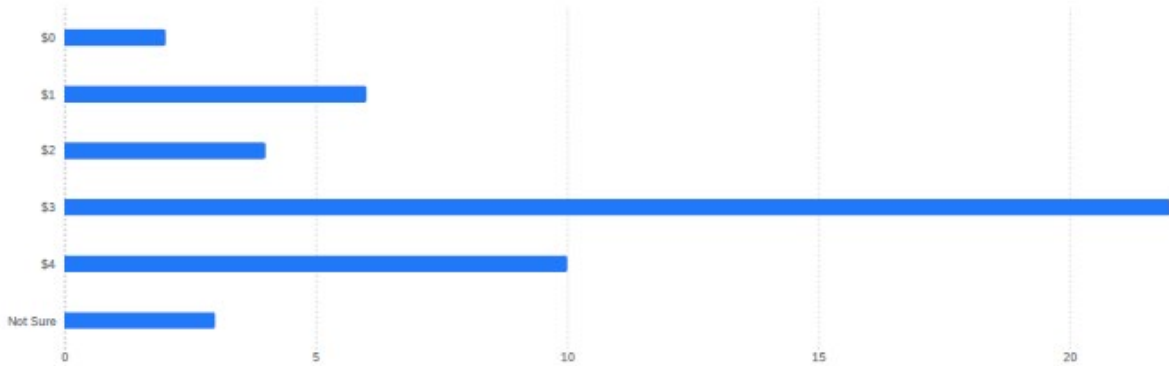
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DR

How much did you pay for your ride the last time you used CAT Connect? 47 ⓘ



How much did you pay for your ride the last time you used CAT Connect? 47 ⓘ

Q1 - How much did you pay for your ride the last time you used CAT Connect?

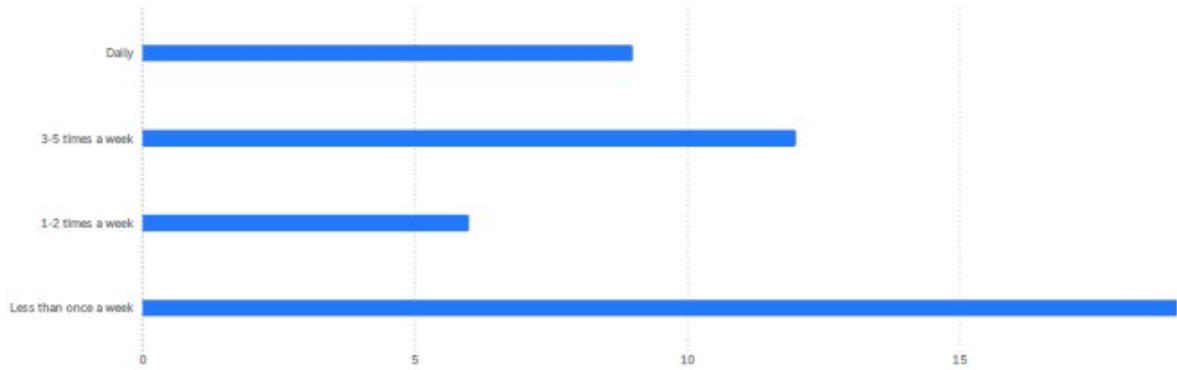
Q1 - How much did you pay for your ride the last time you used CAT Connect?	Percentage	Count
\$0	4%	2
\$1	13%	6
\$2	9%	4
\$3	47%	22
\$4	21%	10
Not Sure	6%	3

How much did you pay for your ride the last time you used CAT Connect? 47 ⓘ

How much did you pay for your ride the last time you used CAT Connect?	Average	Minimum	Maximum	Count
\$0	1.00	1.00	1.00	2
\$1	2.00	2.00	2.00	6
\$2	3.00	3.00	3.00	4
\$3	4.00	4.00	4.00	22
\$4	5.00	5.00	5.00	10
Not Sure	6.00	6.00	6.00	3



How often do you normally use CAT Connect? 46 ⓘ



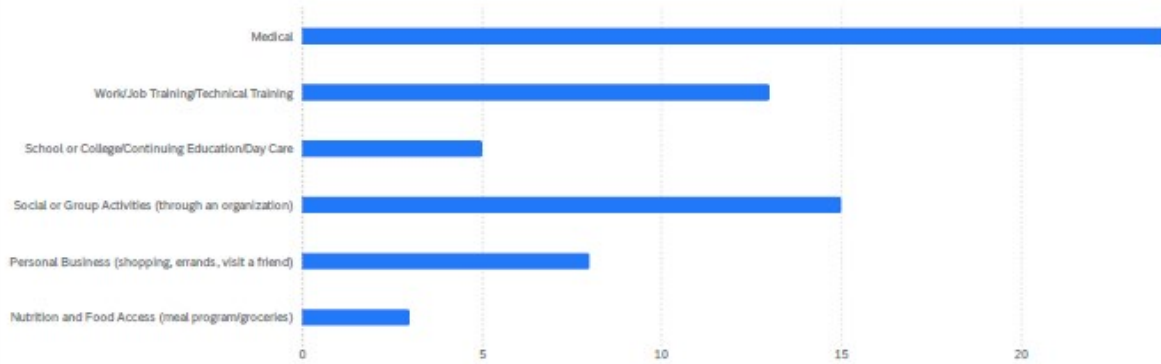
How often do you normally use CAT Connect? 46 ⓘ

Q2 - How often do you normally use CAT Connect?	Percentage	Count
Daily	20%	9
3-5 times a week	26%	12
1-2 times a week	13%	6
Less than once a week	41%	19

How often do you normally use CAT Connect? 46 ⓘ

How often do you normally use CAT Connect?	Average	Minimum	Maximum	Count
Daily	1.00	1.00	1.00	9
3-5 times a week	2.00	2.00	2.00	12
1-2 times a week	3.00	3.00	3.00	6
Less than once a week	4.00	4.00	4.00	19

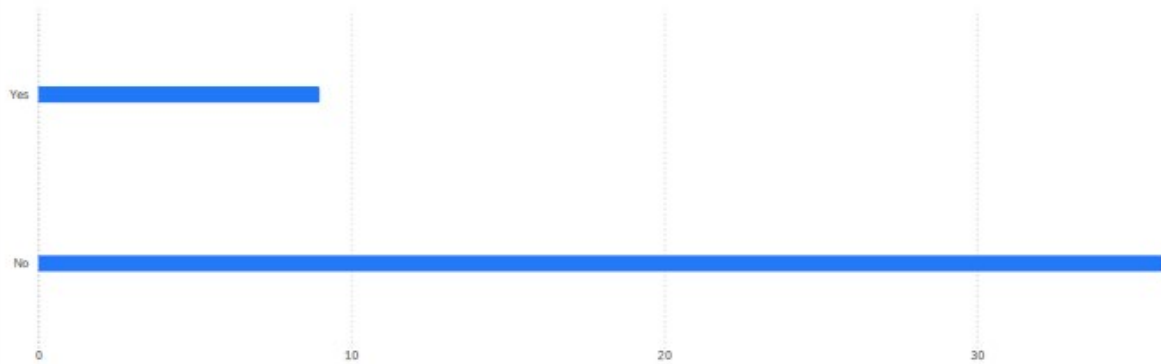
What do you use CAT Connect for the most? 45 ⓘ



What do you use CAT Connect for the most? 45 ⓘ

Q6 - What do you use CAT Connect for the most?	Percentage	Count
Medical	53%	24
Work/Job Training/Technical Training	29%	13
School or College/Continuing Education/Day Care	11%	5
Social or Group Activities (through an organization)	33%	15
Personal Business (shopping, errands, visit a friend)	18%	8
Nutrition and Food Access (meal program/groceries)	7%	3

Have you ever been denied CAT Connect services? 45 ⓘ



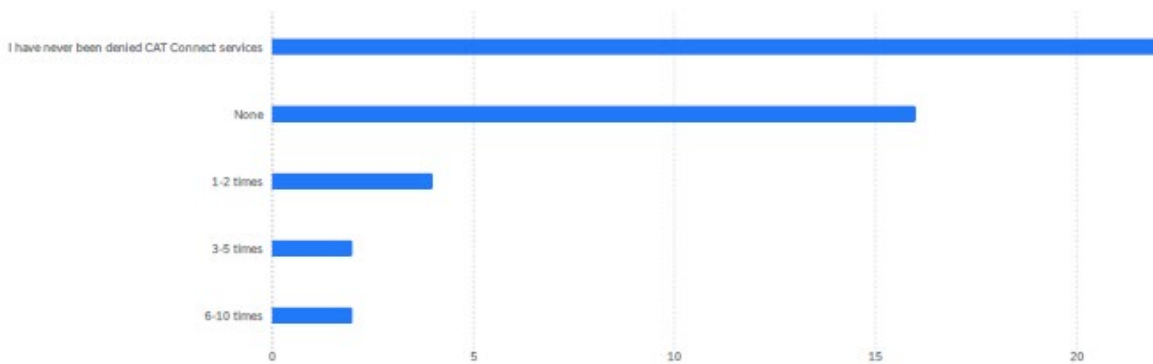
Have you ever been denied CAT Connect services? 45 ⓘ

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

Have you ever been denied CAT Connect services? 45 ⓘ

Have you ever been denied CAT Connect services?	Average	Minimum	Maximum	Count
Yes	1.00	1.00	1.00	9
No	2.00	2.00	2.00	36

How many times in the last 6 months have you been denied CAT Connect services? 46 ⓘ



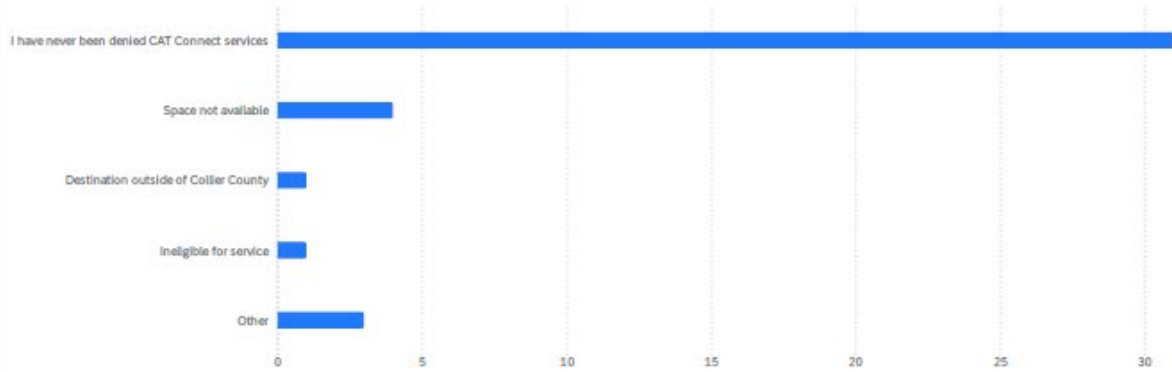
How many times in the last 6 months have you been denied CAT Connect services? 46 ⓘ

Q4 - How many times in the last 6 months have you been denied CAT Connect services?	Percentage	Count
I have never been denied CAT Connect services	48%	22
None	35%	16
1-2 times	9%	4
3-5 times	4%	2
6-10 times	4%	2

How many times in the last 6 months have you been denied CAT Connect services? 46 ⓘ

How many times in the last 6 months have you been denied CAT Connect serv...	Average	Minimum	Maximum	Count
I have never been denied CAT Connect services	1.00	1.00	1.00	22
None	2.00	2.00	2.00	16
1-2 times	3.00	3.00	3.00	4
3-5 times	4.00	4.00	4.00	2
6-10 times	5.00	5.00	5.00	2

If you have been refused services, what was the reason given for refusing you CAT Connect services? 40 ⓘ



If you have been refused services, what was the reason given for refusing you CAT Connect services? 40 ⓘ

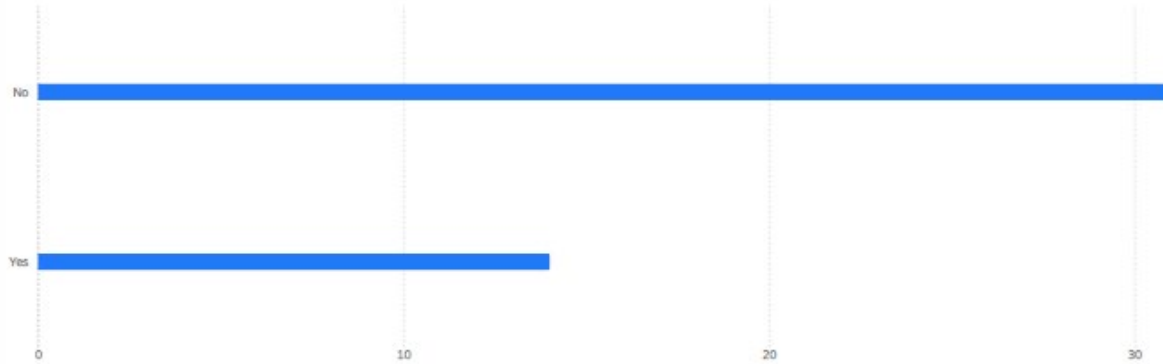
Q5 - If you have been refused services, what was the reason given for refusing you CAT Connect services?	Percentage	Count
I have never been denied CAT Connect services	78%	31
Space not available	10%	4
Destination outside of Collier County	3%	1
Ineligible for service	3%	1
Other	8%	3

On a scale of 1 to 10 (10 being most satisfied), rate the CAT Connect service you have been receiving lately. 34 ⓘ

On a scale of 1 to 10 (10 being most satisfied), rate the CAT Connect servL...	Average	Minimum	Maximum	Count
Rate CAT Connect	6.38	0.00	10.00	34

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

Did you have a problem with your last CAT Connect trip? 45 ⓘ



Did you have a problem with your last CAT Connect trip? 45 ⓘ

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

Did you have a problem with your last CAT Connect trip? 45 ⓘ

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

If you had a problem with your last CAT Connect trip, please provide a short description of the problem: 49 ⓘ

If you had a problem with your last CAT Connect trip, please provide a shor...

The drivers have a very difficult time finding our address. \*\*\* Fifth Street South, in old Naples. They often go to Fifth Avenue South

None

If you had a problem with your last CAT Connect trip, please provide a short...

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Takes a long time to pick up from work then has several stops to make.

---

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Due to lack of drivers ride not available

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We rode on a bus without air conditioning. We were taken well out of our way to provide transportation to a person who lived in Bonita Springs. We were on the bus for over an hour. My husband is in a wheel chair and was placed at the very back of the bus. The temperature was in the mid-90's. The fan was on and drew in exhaust fumes that made him very ill. He vomited when we arrived home and had to go to the emergency room. I sent an email to CAT Connect and received a response saying I would be contacted. I did not receive a call. We have not used the service since that terrible incident.

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Long waiting times.

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Na

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Always late, sometimes up to an hour or they just don't show up and say no bus on the account. I punch a time clock at work and am late almost daily because of this

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My driver missed the time I was supposed to be picked up so I had to take a ride from a family member.

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Cat should prioritize medical service. Vet drivers. When with good drivers, ride was terrific and very much appreciated.

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If you had a problem with your last CAT Connect trip, please provide a short...

I arrive 35 minutes late for my appointment. Doctors office is charge \$75 for a missed appointment. The circuitous route to my appointment was unbelievable.

One of my last trips, to 501 Goodlette, was a disaster. I had to cancel the pickup because it would have gotten me to my appointment after the starting time, so I had to pay almost \$25 for an uber, and I spent almost 3 hours on the bus on the way home. It is inhumane to keep a disabled person in a seat for 3 hours. I can't leave my house except for medical, work, or school. Why have the bus at all?

2hr trip when it should be 1hr

Arrived to work one and a half hours late. Another day, was picked up first with no one on bus, 3 to 4 passengers were picked up next and dropped off before me. One and a half hours later I was dropped off.

Driver wen to wrong entrance

Over one hour late

It's pathetic. Your staff is incompetent. Stop wasting money and shut down!

NA

Please briefly describe why CAT Connect is important to you. 49 ⓘ

Please briefly describe why CAT Connect is important to you.

\*\*\*\* \*\*\*\*\* is in a wheelchair and needs CAT connect to go anywhere.

Only option for transportation

Very important for me because of epilepsy condition

Please briefly describe why CAT Connect is important to you.

It makes it possible for my disabled son to ride the bus independently and get to his program.

Is extremely important is the only access i have to taking care of my health due to my medical needs i have several dr. Appointments without it i wont be able to take care of it. Cat services is also my only resource to continue with my education.

The CAT Connect bus has truly given me my independence back by making it possible for me to get to work every day. Without it, I wouldn't be able to do the job I love and help those who rely on me. The drivers are always so friendly and respectful, creating a safe and welcoming environment that makes my commute enjoyable. Their kindness and reliability mean everything to me, and I would be lost without this service. Thanks to CAT Connect, I have the freedom to work, support myself, and stay connected with my community.

To have my down syndrome brother attend job/life traininh

Need for work and transportation.

To get to where I need to go. The drivers are really friendly and they do their job really well.

I dont drive and a ride is important to meThank you for your servic e

My husband is in a wheel chair and cannot walk due to a stroke. Transferring from wheelchair to car is extremely difficult. We are in our 80's and require many medical appointments. There were times when the service worked well, but that was seldom. The main problems involved time -- the driver either came much too early or much too late, and the drive home was rarely direct and often times lengthy. Sitting in a wheel chair for a long period is very painful for him. Also, the scheduler was always rude and impatient. She clearly did not have a "smile" on her face when she answered the phone. These are areas that need improvement.

I can't drive. Need to get around

Safety and on time

Provides needed transportation at affordable price

Backup transportation

I cannot drive. I need transportation

It helps me get to locations I need to go for important things.

I'm handicap and the doctor has taken my license so this is my only means of transportation.

I need it to get around. My medical condition does not let me drive, and I am on disability.



Please briefly describe why CAT Connect is important to you.

My wheelchair bound wife needs the service to get to medical appointments

It is my only means to social outlets and gives me a sense of independence

Service great when unable to drive.

Medical appointments and visits to the Lighthouse For The Blind.

I would not be able to get to my medical appointments. I value my CAT Connect service provided for me.

I cannot walk or drive. It is my only way of getting out of the house or from point A to B. I wish it was more dependable.

I have deformed feet and hip disabilities, CAT is essential for me.

do not have a car

To Take Me To Work & Take Me Home

I am permanently disabled and can never drive. I live out almost in the Estates and need to drive to get anywhere. Without the bus, I am housebound.

Being picked up on time. Delays ruin schedule and create problems and complications.

Takes my husband to and from Adult Day Care program allowing me caregiver some respite time

I am blind and have no other means of transportation. Can't connect also allows me to be as independent as I can be

Especially with these busy traffic months, I am confident that I can get to my important medical appointments even if my husband is gone.

Wheelchair rides

I am partially disabled, and no longer drive. CAT Connect gives me the ability to go to Drs appointments, the pharmacy to pick up prescriptions and occasionally go to obtain groceries. The service has truly been life changing for me.

Can't drive

it's useless

Please briefly describe why CAT Connect is important to you.

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I need transportation weekly for medical

OPTIONAL – Please provide any additional comments you would like to share. 49 ⓘ

OPTIONAL – Please provide any additional comments you would like to share.

This is a very valuable service to those of us who need it. Also, all the employees, the schedulers, the drivers and the dispatchers are very pleasant and patient.

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We are very grateful for CatConnect.

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I can not thank you enough for your services and everything you do for our community is truly a blessing for many people to have you!!! Thank you all drivers, personnel etc.

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Everyone who works at CAT Connect has been so friendly and always make sure I get home safely. They are all amazing.

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Not sure who or how route is planned. Live in North Naples and several times have gone to Marco Island first

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Thank you for your service

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The staff is friendly

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Service on bus and on phones have been excellent

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OPTIONAL – Please provide any additional comments you would like to share.

Please add more drivers!

This system is a wonderful tool for caregivers to get a break

Try not to mix medical pus with non-medical.

The Driver's are good, but they are underpaid. They can make more money working for Uber and Lyft then they can driving big wheelchair accessible shuttles all over Collier County.

It would be nice if there were small cars in addition to shuttles for riders that aren't wheelchair bound.

I would like to be able to simply set up a credit card account like I have with Uber and Lyft that can be accessed whenever I need a ride from CAT connect. It's next to impossible for me to get to a bank to get cash to pay the driver on the spot. Why would I ever pay \$20 to get a round-trip ride to my bank to get cash out in order to pay three dollars to a CAT connect Driver in cash??? If I could just create an account online and have CAT connect withdraw three dollars from it every time I need a ride, I would be much more inclined to use CAT connect more often than I do. Dealing with the medical appointments is stressful enough, but adding the transportation issues of being picked up late, etc. only make my life worse.

The person that schedules my trips for my CAT CONNECT trips is very kind and caring. I can't think of her name but she definitely is an asset to the service.

The way the system is set up is not efficient. I ride the bus for a little over four hours to go to a 45 minute appointment. I have been left at doctors' offices after they've closed outside with rain, thunderstorms and lightning. There are some thoughtful, nice drivers like James but most of the drivers do not seem to care. I valued Cat Connect Select so much. It was a wonderful system. It worked very well and I do not understand why the program was stopped. It seems to me it alleviated the issues I encounter with Paratransit.

Most of the drivers are friendly, safe and respectful. They are Great! 🙏

my eys are bad

Please email me to explain what the difference between TD & ADA trips are, which one I am, and how you will fix it so I can get out of my house. [dpetersen23@comcast.net](mailto:dpetersen23@comcast.net)

Too many drivers without vehicles or not enough drivers for why riders do not make appt on time

Mari Maldonado is amazing and really helps CAT to shine.

The drivers are very caring and kind spirited. I feel my husband is safe with them.

The drivers are always pleasant, professional, and willing to help me. Your drivers are great! :-)

Wonderful service.

Some drivers are very unhelpful

OPTIONAL – Please provide any additional comments you would like to share.

All of the staff I have dealt with, from the lovely woman who makes my reservations, the dispatchers, and all of the friendly drivers have always gone above and beyond to help me, and it is much appreciated!

My mobility has severely declined so this bus is vital

\*THIS INAPPROPRIATE COMMENT HAS BEEN REDACTED

DRAFT

## 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	1,617



Trips By Type of Service	2022	2023	2024	Vehicle Data	2022	2023	2024
Fixed Route (FR)	0	0	0	Vehicle Miles	1,101,252	1,439,870	1,667,067
Deviated FR	0	0	0	Roadcalls	17	33	58
Complementary ADA	55,292	79,514	89,647	Accidents	15	28	52
Paratransit	53,752	54,285	66,791	Vehicles	47	42	43
TNC	0	0	0	Drivers	53	56	70
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
<b>TOTAL TRIPS</b>	<b>109,044</b>	<b>133,799</b>	<b>156,438</b>				

Passenger Trips By Trip Purpose	2022	2023	2024
Medical	34,708	30,953	29,437
Employment	16,632	20,987	16,773
Ed/Train/DayCare	47,968	62,297	70,016
Nutritional	337	271	86
Life-Sustaining/Other	9,399	19,291	40,126
<b>TOTAL TRIPS</b>	<b>109,044</b>	<b>133,799</b>	<b>156,438</b>

Financial and General Data	2022	2023	2024
Expenses	\$5,914,126	\$7,207,957	\$7,282,387
Revenues	\$5,203,820	\$6,788,334	\$6,820,221
Commendations	20	24	15
Complaints	70	49	96
Passenger No-Shows	6,447	9,047	8,925
Unmet Trip Requests	347	182	248

Passenger Trips By Revenue Source	2022	2023	2024
CTD	19,602	24,306	25,646
AHCA	0	0	7,491
APD	23,274	26,724	23,405
DOEA	92	45	27
DOE	0	0	0
Other	66,076	82,724	99,869
<b>TOTAL TRIPS</b>	<b>109,044</b>	<b>133,799</b>	<b>156,438</b>

Performance Measures	2022	2023	2024
Accidents per 100,000 Miles	1.36	1.94	3.12
Miles between Roadcalls	64,780	43,632	28,743
Avg. Trips per Passenger	86.75	88.49	96.75
Cost per Trip	\$54.24	\$53.87	\$46.55
Cost per Paratransit Trip	\$54.24	\$53.87	\$46.55
Cost per Total Mile	\$5.37	\$5.01	\$4.37
Cost per Paratransit Mile	\$5.37	\$5.01	\$4.37

Trips by Provider Type	2022	2023	2024
CTC	0	0	0
Transportation Operator	74,986	104,025	115,320
Coordination Contractor	34,058	29,774	41,118
<b>TOTAL TRIPS</b>	<b>109,044</b>	<b>133,799</b>	<b>156,438</b>

<b>Level of Competition Worksheet 2</b>
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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	1			
<b>Total</b>	<b>1</b>			

2. How many of the operators are coordination contractors? N/A

3. Of the operators included in the local coordinated system, how many have the capability of expanding capacity? 1

Does the CTC have the ability to expand? Yes

4. Indicate the date the latest transportation operator was brought into the system. 2018

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

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

	1
Low bid	Requests for proposals
Requests for qualifications	Requests for interested parties
Negotiation only	

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

Requests for proposals

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

<input checked="" type="checkbox"/>	Capabilities of operator	<input checked="" type="checkbox"/>	Scope of Work
<input checked="" type="checkbox"/>	Age of company	<input checked="" type="checkbox"/>	Safety Program
<input checked="" type="checkbox"/>	Previous experience	<input checked="" type="checkbox"/>	Capacity
<input checked="" type="checkbox"/>	Management	<input checked="" type="checkbox"/>	Training Program
<input checked="" type="checkbox"/>	Qualifications of staff	<input checked="" type="checkbox"/>	Insurance
<input checked="" type="checkbox"/>	Resources	<input checked="" type="checkbox"/>	Accident History
<input checked="" type="checkbox"/>	Economies of Scale	<input checked="" type="checkbox"/>	Quality
<input checked="" type="checkbox"/>	Contract Monitoring	<input checked="" type="checkbox"/>	Community Knowledge
<input checked="" type="checkbox"/>	Reporting Capabilities	<input checked="" type="checkbox"/>	Cost of the Contracting Process
<input checked="" type="checkbox"/>	Financial Strength	<input checked="" type="checkbox"/>	Price
<input checked="" type="checkbox"/>	Performance Bond	<input checked="" type="checkbox"/>	Distribution of Costs
<input checked="" type="checkbox"/>	Responsiveness to Solicitation		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? 3196

How many responded? 7

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...)? Yes

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

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

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

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

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

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

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

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

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



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

CAT Connect has established a call center, so that passenger calls are directed based on the purpose of their call. This call routing process has alleviated routing inappropriate calls to Customer Service Representatives and reduced customer hold times.

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

Collier Area Transit (CAT) Connect utilizes a software named Ecolane. Within the software the trips module has parameters which prevents duplication of trips.

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

CAT Connect performs all of its trips utilizing a single vendor.

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

Ecolane software is now used for trip assignment to run which then are assigned to vehicles. The scheduling functions are performed by a scheduler and system optimization features.

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

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

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

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

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

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

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

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

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

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

Trip verification is completed the day after the trips were performed. Operators complete manifests on their Mobile Data Terminal (MDT), acknowledging trips performed. Ecolane software's verification module is then reviewed and trips are then billed to the appropriate funding source.

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

Fares are collected upon entering the bus. If the passenger does not have the fare, the ride is not provided. If the fare is not available on the return trip, the passenger is provided the trip and informed that no future trips can be scheduled until the fare is paid. Fares are collected daily by drivers and validated daily by fiscal staff.

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

Ecolane software contains all data pertaining to trips completed, canceled and no-showed. Reports are derived from the database to be compiled and examined. The operating vendor provides monthly reports to County staff for examination and acceptance.

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

Collier County provides all trips for its service and is not allocating trips to coordinators. Coordinators have committed to provide transportation to meet their own demands.

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

Collier County provides all trips for its service and is not allocating trips to coordinators.

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

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

DR

**APPENDIX C-**  
**CTC's Response to the 2025 CTC**  
**Evaluation**

# Memorandum

To: Dusty Hansen, Collier MPO Senior Planner  
From: Omar Deleon, Transit Manager  
Date: April 14, 2025  
Subject: Response to 2025 CTC Evaluation

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

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

**Findings:**

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

**CTC Response:**

The CTC accepts the review.

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

**Findings:**

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

**CTC Response:**

The CTC accepts the review.

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

**Findings:**

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

**CTC Response:**

The CTC accepts the review.

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

**Findings:**

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

**CTC Response:**

The CTC accepts the review.

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

**Comments:**

The CTC is in compliance

**CTC Response:**

The CTC accepts the review.

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

**Findings:**

The TDSP complies with all Commission standards.

**Recommendations:**

None.

**CTC Response:**

The CTC accepts the review.

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

**Findings:**

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

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

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

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

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

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

**Response:**

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

**On-Time Performance (OTP)**

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

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

- **Response & Action:** In line with the recommendations, the CTC remains dedicated to striving for the 90% OTP goal. We concur that a re-evaluation of operational policies is necessary. We will undertake a comprehensive review of current allowable travel times, pick-up window policies, and other relevant factors to assess their suitability under today's conditions. We will identify necessary adjustments, seek guidance and



direction from the LCB as needed, and work to incorporate any approved changes into the TDSP. We commit to keeping the LCB fully apprised of our evaluation efforts and performance through our regular quarterly reports.

#### Accident Rate

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

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

#### Call-Hold Time

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

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

#### Roadcalls

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

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

#### Summary Remarks

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

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

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

DRAFT

**GRIEVANCE PROCEDURES**

of the

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

**Approved by the Collier LCB:**

**December 4, 2024**



**COLLIER COUNTY LOCAL COORDINATING BOARD**  
**GRIEVANCE PROCESS POLICY**

**SECTION 1: INTRODUCTION**

The Florida Commission for the Transportation Disadvantaged (CTD) requires the LCB to have written procedures for addressing/resolving complaints and grievances related to the transportation disadvantaged program in Collier County. The Collier County Board of County Commissioners (BCC) is the Community Transportation Coordinator for Collier County. The BCC has directed that the Collier County Public Transit and Neighborhood Enhancement Division (PTNE) oversee Collier Area Transit's Transportation Disadvantaged Program.

This document serves as the formal complaint/grievance procedure process for the transportation disadvantaged program as specified by the Commission for the Transportation Disadvantaged (CTD) pursuant to Chapter 427, Florida Statutes, and Rule 41-2.012, Florida Administrative Code, hereinafter referred to as the "Grievance Process." The following rules and procedures shall constitute the Grievance Process to be utilized in the coordinated community transportation disadvantaged system for Collier County.

**SECTION 2: DEFINITIONS**

2.1 As used in these rules and procedures, the following words and terms shall have the meanings assigned therein. Additional program definitions can be found in Chapter 427, Florida Statutes, and Rule 41-2, Florida Administrative Code.

- (a) **Community Transportation Coordinator (CTC):** A transportation entity recommended by a Metropolitan Planning Organization (MPO), or by the appropriate designated official planning agency, as provided for in Section 427.015(2), Florida Statutes, and approved by the CTD, to ensure that coordinated transportation services are provided to serve the transportation disadvantaged population in a designated service area. The current CTC for Collier County is the Collier County Board of County Commissioners (BCC).

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

unresolved service complaint regarding the administration of TD services by the CTC, DOPA, or LCB.

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

### **SECTION 3: OBJECTIVES**

- 3.1 The objective of the Grievance Process shall be to process, investigate, and make recommendations, in a timely manner on formal written complaints/grievances from agencies, users, transportation operators, potential users of the system and the Community Transportation Coordinator in the designated service area. It is not the objective of the Grievance Process to have "adjudicative" or "determinative" powers.
- 3.2 The CTC must provide the TD Program's telephone number in all collateral materials regarding the reporting of complaints.
- 3.3 All documents pertaining to the Grievance Process will be made available, upon request, in a format accessible to persons with disabilities.
- 3.4 A written copy of the Grievance Procedures shall be available to anyone upon request.
- 3.5 Apart from this Grievance Process, aggrieved parties with proper standing may also have recourse through the Chapter 120, Florida Statutes, Administrative Hearing Process, or the judicial court system.

#### **SECTION 4: THE GRIEVANCE COMMITTEE - MEMBERSHIP**

- 4.1 The Grievance Committee shall be composed of a minimum of three Members of the LCB and shall be appointed by a majority vote by the LCB. The Chairperson, or in his/her absence the Vice Chairperson, of the LCB reserves the right to make reappointments should any conflict of interest arise.
- 4.2 The DOPA TD Program Administrator (Collier MPO Staff) or designee shall be an advisory member of the Grievance Committee.

#### **SECTION 5: TERMS OF MEMBERS**

- 5.1 A member of the Grievance Committee may be added or removed for cause by the LCB Chairperson, or in his /her absence, the Vice Chairperson. Vacancies in the membership of the Grievance Committee shall be filled in the same manner as the original appointments.
- 5.2 A minimum of three (3) Grievance Committee members shall be present for official action. Meetings shall be held at such times as the Grievance Committee may determine and/or as necessitated by formally filed grievances.

#### **SECTION 6: GRIEVANCE PROCESS**

- 6.1 Grievance procedures will be those as specified by the LCB, developed from guidelines of the CTD, and approved by the LCB as set forth below. The grievance procedures are for the purpose of fact-finding and not exercising adjudicative powers. Therefore, it should be understood that these procedures are for the purpose of "hearing", "advising" and "making recommendations" on issues affecting the service delivery and administration of the TD program in the service area.
- 6.2 Apart from the grievance procedures outlined below, aggrieved parties with proper

standing may also have recourse through the Chapter 120, Florida Statutes Administrative Hearing Process, the judicial court system, and the CTD.

6.3 Service Complaints: All service complaints should be recorded and reported by the CTC to the LCB. Service complaints may include but are not limited to:

- Late pick-up and/or late drop-off
- No-show by transportation operator
- No-show by client
- Client behavior
- Driver behavior
- Passenger discomfort
- Service denial (refused service to client without an explanation as to why, *i.e.* may not qualify, lack of TD funds, *etc.*)
- Other, as deemed appropriate by the LCB

6.4 Formal Grievance: The complainant, in their formal complaint, should demonstrate or establish their concerns as clearly as possible. The formal grievance process shall be open to addressing concerns by any person or agency, including but not limited to: users, potential users, the CTC, the DOPA, elected officials, and operators. Formal grievances may include, but are not limited to:

- Chronic or reoccurring or unresolved Service Complaints (Refer to description of service complaints)
- Violations of specific laws governing the provision of TD services (*i.e.*, Chapter 427, F.S., Rule 41-2 FAC and accompanying documents, Sunshine Law, ADA)
- Contract disputes (Agencies/Operators)
- Coordination disputes
- Bidding disputes
- Agency compliance
- Conflicts of interest
- Supplanting of funds



- Billing and/or accounting procedures
- Denial of service
- Suspension of service
- Unresolved safety issues
- Other, as deemed appropriate by the LCB

6.5 All formal grievances filed must be written and contain the following:

- Name and address of the complainant.
- A statement of the grounds for the grievance and supplemented by supporting documentation made in a clear and concise manner. This shall include a complete description of efforts taken by the complainant to resolve the complaint.
- An explanation of the relief desired by the complainant.

If the complainant does not supply the above information to substantiate the grievance, no further action will be taken.

The following steps constitute the formal Grievance Process:

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

Public Transit and Neighborhood Enhancement Division Director  
8300 Radio Road  
Naples, FL 34104  
Phone: 239-252-5841

Email: [rideCAT@colliercountyfl.gov](mailto:rideCAT@colliercountyfl.gov)

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

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

Collier MPO

Attn: Executive Director

2885 Horseshoe Drive South

Naples, FL 34104

(239) 252-5884

[collier.mpo@colliercounty.fl.gov](mailto:collier.mpo@colliercounty.fl.gov)

6.8 **Step Three:** Upon receipt of the written request for the grievance to be heard by the Grievance Committee, the Collier MPO TD Program Administrator shall have fifteen (15) working days to contact Grievance Committee members and set a meeting date and location. The complainant and all parties involved shall be notified of the meeting of the Grievance Committee date and location at least ten (10) working days prior to the meeting date by the method requested by the complainant.

6.9 **Step Four:** Upon conclusion of the meeting, the Grievance Committee must submit a written report of the Grievance Committee proceedings to the Chairperson, or the Vice Chairperson in his/her absence, of the LCB within ten (10) working days. The report must outline the grievance and the Grievance Committee's findings/recommendations. If the grievance is resolved through the meeting process, the grievance process will end. The final report will be forwarded to the members of the LCB. The Grievance Committee must review all grievances and report accordingly to the Local

Coordinating Board.

If the grievance has not been resolved as outlined in these grievance procedures, the complainant may exercise their adjudicative rights, use the Administrative Hearing Process outlined in Chapter 120, Florida Statutes, or request that their grievance be heard by the CTD through the Ombudsman program established herein and the CTD's Grievance Process outlined in Section 7.

## **SECTION 7: CTD GRIEVANCE PROCESS**

7.1 If the LCB Grievance Process does not resolve the grievance, the complainant will be informed of his/her right to file a formal grievance with the CTD. The complainant may begin this process by contacting the CTD through the established Helpline at 1-800-983-2435 or by mail to: Florida Commission for the Transportation Disadvantaged, 605 Suwannee Street MS-49, Tallahassee, FL 32399-0450 or by email at [CTDOmbudsman@dot.state.fl.us](mailto:CTDOmbudsman@dot.state.fl.us) or [www.dot.state.fl.us/ctd](http://www.dot.state.fl.us/ctd). Upon request of the complainant, the CTD will provide the complainant with an accessible copy of the CTD's Grievance Procedures. If the CTD is unable to resolve the grievance, the complainant will be referred to the Office of Administrative Appeals or other legal venues appropriate to the specific nature of the grievance. All of the steps outlined in Section 6 and Section 7(1) and (2) must be attempted in the listed order before a grievance will move to the next step. The complainant should be sure to try and have as many details as possible, when filing a complaint, such as date, times, names, vehicle numbers, etc. There is an Ombudsman Program, provided by the CTD, which is available to anyone who requests assistance in resolving complaints/grievances. The Ombudsman Program may be reached through the toll free Helpline at 1-800-983-2435 or by email at [CTDOmbudsman@dot.state.fl.us](mailto:CTDOmbudsman@dot.state.fl.us) or [www.dot.state.fl.us/ctd](http://www.dot.state.fl.us/ctd). By requesting assistance of the Ombudsman Program in resolving complaints, the complaint will still follow, in order, all of the established steps listed in Sections 6 and 7 above. The Ombudsman will document each complaint and upon the request of the complainant, file the complaint with the local CTC on the customer's

behalf, to begin the local complaint process. If the complainant has already filed the grievance locally and remains unsatisfied, the Ombudsman will assist the complainant with the next step in the complaint or grievance process. The complainant has the right to file a formal grievance with the Office of Administrative Appeals or other venues appropriate to the specific nature of the complaint.

DRAFT

**APPENDIX E-**  
**CAT's 2025 Safety and Security**  
**Program Certifications**

DRAFT



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

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

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

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

**Blue Ink Signature:**  **Date:** 1/24/2025  
*(Individual Responsible for Assurance of Compliance)*

**Name:** *Mark Moujabber* **Title:** *General Manager*

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

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

**Name of Qualified Mechanic who Performed Annual Inspections:** *MV Transportation*

**\* Note: Please do not edit or otherwise change this form.**



  
Collier County  
Transportation Management  
Services Department  
Public Transit & Neighborhood Enhancement Division

January 30, 2025

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

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

Dear Ms. Assid,

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

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



Omar De Leon  
Transit Manager



8300 Radio Road · Naples, Florida 34104 · 239-252-5840 · [www.colliercountyfl.gov](http://www.colliercountyfl.gov)

DK

COLLIER AREA TRANSIT  
8300 Radio Road  
Naples, Florida 34104

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

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

It is hereby certified that:

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

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


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

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

Collier Area Transit  
8300 Radio Road  
Naples, Florida 34104

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

Date: 1/30/25

Signed   
Omar De Leon  
Collier Area Transit





