

**COLLIER COUNTY
TRANSPORTATION DISADVANTAGED SERVICE PLAN**

**MAJOR UPDATE
FY 2023/24 – FY 2027/28**

**APPROVED BY LCB
October 4, 2023
Amended September 4, 2024**

Prepared for:

The Collier County Metropolitan Planning Organization

In Coordination with:

Collier County Local Coordinating Board for the Transportation Disadvantaged

&

Collier County Public Transit and Neighborhood Enhancement Division



Prepared By:



Capital Consulting Solutions, LLC

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Local Coordinating Board Membership Certification

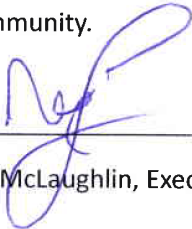
Name: Collier County Metropolitan Planning Organization

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: 
 Anne McLaughlin, Executive Director

Date: 10/4/23

REPRESENTATION	MEMBER	ALTERNATE	TERM
Chair	Tony Pernas		
Elderly	Vacant		
Citizens Advocate/Non-User	Eileen Streight		3/12/2021-3/12/2024
Citizens Advocate/User	Dylan Vogel		10/14/22-10/14/25
Veteran Services	Oscar Gomez	Lilith Sileika	
Fla. Assoc. for Community Action	Cheryl Burnham	Pa Houa Lee-Yang	
Public Education	John Lambcke		
Dept. of Transportation	Todd Engala (Interim)	Candice Monroy; Dale Hanson; Michelle Peronto	
Dept. of Children & Families	Tabitha Larrauri		
Dept. of Education	Robert Richards	Lisa O'Leary	
Dept. of Elder Affairs	Sarah Gualco		
Agency for Health Care Adm	Michael Stahler	Signe Jacobson	
Transportation Industry	Vacant		
Disabled	Vacant		
Local Medical Community	Gabrielle Galanti		
Regional Workforce Board	Carmen Henry		
Agency, Persons with Disabilities	Leah Watson		
Children at Risk	Brett Nelson		

Roll Call Vote

Approval of Collier County's
Transportation Disadvantaged Service Plan Major Update

MEMBER	REPRESENTING	YES	NO	ABSENT
Tony Pernas	Chair			X
Eileen Streight	Citizens Advocate/Non-User			X
Dylan Vogel	Citizens Advocate/User	X		
Lilith Sileika	Veteran Services			X
Cheryl Burnham	Fla. Assoc. for Community Action			X
John Lambcke	Public Education	X		
Candice Monroy	Dept. of Transportation	X		
Tabitha Larrauri	Dept. of Children & Families			X
Lisa O'Leary	Dept. of Education	X		
Sarah Gualco	Dept. of Elder Affairs			X
Michael Stahler	Agency for Health Care Administration	X		
Gabrielle Galanti	Local Medical Community			X
Carmen Henry	Regional Workforce Board			X
Leah Watson	Agency, Persons with Disabilities			X
Brett Nelson	Children at Risk	X		

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 **October 4, 2023**.

Approved by the Local Coordinating Board (LCB):

s/ 

Dylan Vogel, as Acting LCB Chair

10/4/23

Date

Approved by the Commission for the Transportation Disadvantaged (CTD):

David Darm, Executive Director CTD

Date

Development Plan

Introduction to the Service Area

Background of the Transportation Disadvantaged Program

Florida's Transportation Disadvantaged (TD) program was created in 1979 and re-enacted in 1989. The 1989 act created the Florida Transportation Disadvantaged Commission (currently the Florida Commission for the Transportation Disadvantaged) to enhance local participation in the planning and delivery of coordinated transportation services through the creation of local coordinating boards (LCBs) and Community Transportation Coordinators (CTCs). Local planning organizations assist the Commission and Local Coordinating Boards (LCBs) in implementing the TD program in designated service areas.

CTCs are business units or local public transportation providers that are responsible for providing or arranging the delivery of transportation services to the TD population. TD are “those persons who because of physical or mental disability, income status, or age are unable to transport themselves or purchase transportation and are, therefore, dependent on 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, Florida Statutes.” Section 427.011, Florida Statutes.

The designated CTC may provide all trips as a sole source, or the CTC may provide some trips and subcontract some (partial brokerage). The CTC may also function as a complete brokerage subcontracting all trips to approved operators.

The Commission provides financial support to the CTCs utilizing the Transportation Disadvantaged Trust Fund. Funds are for the purpose of reimbursing the CTC for a portion of the cost of each passenger trip provided to eligible non-sponsored transportation disadvantaged individuals, or for equipment to be utilized in the designated service area.

The Trust Fund is appropriated by the Legislature on an annual basis. The Commission then allocates a portion of the funds to each of Florida CTC utilizing a formula that considers the following:

- Performance - passenger trips and passenger miles
- Need – percent of the population that are seniors, persons with disabilities, or low income.
- Equity – equal share to each county

In its role as the Designated Official Planning Agency (DOPA), the Collier Metropolitan Planning Organization (MPO) is responsible for recommending a CTC for Collier County, which it first did in 1999 when it recommended that the Collier County Board of County Commissioners (BCC) serve as the CTC. The BCC accepted the recommendation in 1999 and in subsequent years. More recently, in March 2023, the Florida Commission for the Transportation Disadvantaged approved the Collier MPO’s recommendation to re-designate the Collier BCC as the CTC for the period July 1, 2023, through June 30, 2028.

CTC Designation and History

In August 1999, the Board of County Commissioners adopted the Public Transportation Development Plan (PTDP) and agreed to become the governing agency for transit in Collier County. The Public Transportation

Operating Plan (PTOP) was adopted by the MPO in December 2000 and by the Collier County Board of County Commissioners in January 2001.

At the time of its governing agency designation (by what was then known as the Naples MPO), transportation services in Collier County consisted of privately operated trolleys that catered to tourists during the winter season in Naples and Marco Island and a network of paratransit providers serving the transportation disadvantaged.

The County introduced its first fixed route service in 2001 and currently operates 16 fixed routes, Americans with Disabilities (ADA) paratransit, and TD services.

As previously described, The Collier County BCC has served as the CTC for Collier County since it became the transit agency governing body in 1999. Working on behalf of the BCC, the Collier County Public Transit and Neighborhood Enhancement Division manages and coordinates all operational services.

Organizational Chart

Figure 1 on the following page displays the organizational structure of the entities involved in the delivery of TD services in Collier County.

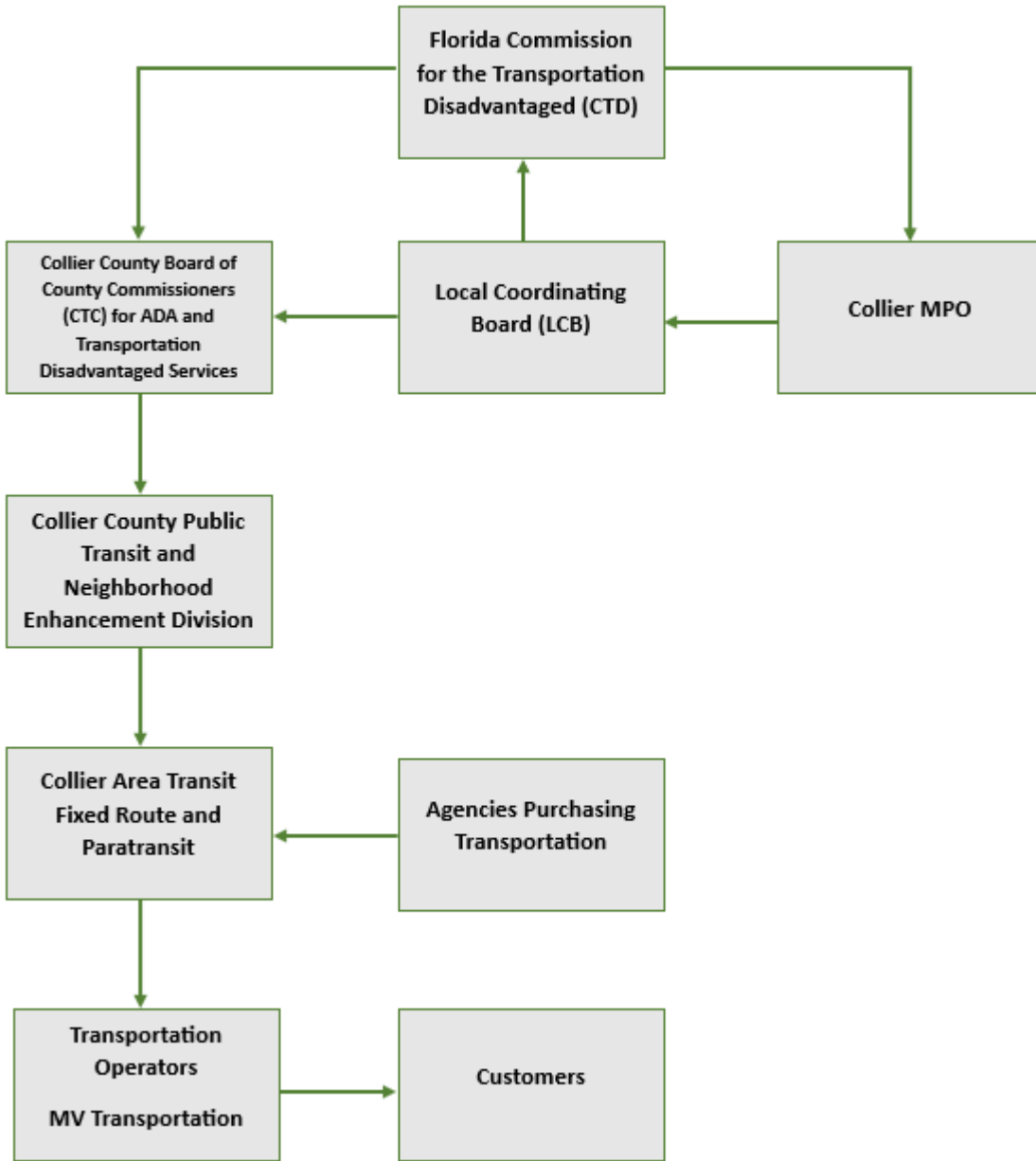


Figure 1: Organizational Structure for TD Service Delivery

Consistency Review of Other Plans

Other plans reviewed during the preparation of this TDSP are listed below along with some examples of language included in the plans that are supportive of TDSP initiatives.

Collier County Growth Management Plan

Policy 10.2: The County shall continue to improve transit services for the transportation disadvantaged in rural areas through the Community Transportation Coordinator (CTC).

Objective 12: Encourage the efficient use of transit services now and in the future.

Policy 12.1: The Collier Metropolitan Planning Organization, through the Transportation Disadvantaged Program, shall assist the local community transportation coordinator in the implementation of the most efficient and effective level of service possible for the transportation disadvantaged. The Transportation Disadvantaged Program shall be implemented through the County's regular bus system.

Policy 12.2: The County Transportation Division and the Collier Metropolitan Planning Organization shall coordinate the development and maintenance of transit development plans with the Florida Department of Transportation.

Policy 12.3: Collier County shall be the managing authority of the Collier Area Transit (CAT) system.

Policy 12.7: Following the adoption of any transit development plan, the County shall initiate the development of transit right-of-way and corridor protection strategies, including ordinances and policy additions.

Objective 13: Evaluate the creation of a separate Transit Element to give alternative means of transportation equal treatment within the Growth Management Plan.

Policy 13.1: The County may develop a Transit Element, a Transit Sub-Element within this Transportation Element or incorporate alternative means of transportation into the Growth Management Plan through other appropriate modifications, based upon the conclusion of the November 2011 Master Mobility Plan.

Source: Collier County Growth Management Plan, Transportation Element as of Ordinance No. 2017-25 adopted June 13, 2017.

City of Marco Island 2040 Comprehensive Plan (Adopted October 4, 2021)

Policy 1.6.1: The City of Marco Island will collaborate with Collier Area Transit (CAT) to determine the viability and cost-benefit of enhanced public transit services and programs.

Policy 1.6.2: When considering changes in land use densities and transportation programs, the City shall evaluate the effect and opportunities for public transportation services.

Policy 1.6.3: The City shall coordinate with public and private transit agencies to ensure adequate transit capacity to meet public transit demand and actively identify improvements and enhancements needed by the system.

Policy 1.6.4: The City shall coordinate with CAT and the MPO on the Transit Development Plan and to further the use of public transit through promotion of schedules, employer incentives, and other transportation tools as may be desired.

City of Naples Comprehensive Plan (June 14, 2023)

Objective 8: Continue to coordinate with the Collier MPO to evaluate the potential for the development of an efficient multimodal transportation system and mechanisms to reduce the reliance on private motor vehicles.

Policy 8-1: Provide support data and analysis to the Collier MPO as necessary to assist in the development of a public transportation system.

Policy 8-2: Assist the Collier MPO in programs that promote alternative modes of transportation and encourage reducing the use of private automobiles and vehicle trips.

Collier Area Transit Ten-Year Transit Development Plan, 2021-2030 (October 2020)

Objective 1.1: Improve efficiency, quality, and level of service to adequately serve residents and visitors while increasing the economic vitality of transit in the county.

Initiative 1.2.2: Install and maintain bus stop amenities according to an ADA-compliant Passenger Amenities Program and Bus Stop Amenities Guidelines.

Initiative 1.2.3: Install a minimum of 10 covered, ADA-compliant, accessible bus stop shelters per year.

Initiative 1.4.3: Coordinate with the CAT Connect paratransit program to identify and target areas with high TD ridership and lower density of demand and develop programs to shift TD riders to mobility on demand for a solution with connections to the fixed-route network.

Initiative 1.4.4: Require local governments and FDOT to provide accessible sidewalks, bus stops, and other bus stop improvements within roadway projects and all new developments.

Objective 6.1: Develop ongoing processes to measure and monitor service quality.

Initiative 7.1.4: Annually seek to identify and obtain available alternative revenue sources for the provision of new and improved transit services.

Collier MPO 2045 Long Range Transportation Plan (Approved December 11, 2020)

Goal 6: Increase the Safety of the Transportation System for Users.

Objective: Ensure adequate bicycle and pedestrian facilities are incorporated into new highway and transit projects.

Goal 7: Promote Multimodal Solutions.

Objective: Improve frequency and reliability of public transit service routes and improve access to park-and-ride lots.

Goal 8: Promote the Integrated Planning of Transportation and Land Use.

Objectives:

Coordinate with local governments and partner agencies to ensure transportation plans and programs support local land use plans and a sustainable transportation system.

Assure that local growth management objectives are reflected in transportation plans and programs.

Assure that transportation plans and projects promote economic sustainability for the County.

Goal 9: Promote Sustainability in the Planning of Transportation and Land Use.

Objectives:

Improve the sustainability of communities through increased access to affordable housing and centers of employment and reduced automobile dependency.

Ensure that transportation system improvements are equitable and fair to all residents of the County.

Engage a diverse public in the development of the region's transportation system.

Strategic Regional Policy Plan by the Southwest Florida Regional Planning Council (Adopted September 15, 2011)

Goal 5, Livable Communities – Transportation: Livable communities designed to affect behavior, improve quality of life and responsive to community needs.

Strategy: Promote through the Council's review function a good environment for driving, walking, bicycling, and public transit using a highly connected network of public streets, green space, and community centers.

Action 4: Review Comprehensive plans and land development regulations for incentives to develop and redevelop using mixed uses, higher densities, shared parking; and improved vehicular, mass transit, pedestrian and bicycle access and travel, as well as providing a variety of affordable residential densities and types.

Strategy: Encourage local governments and the private sector to implement travel demand management polices and actions to relieve traffic congestion, improve air quality and reduce energy consumption.

Action 1: In conjunction with the MPOs and transit providers, work to identify residential communities linked with job centers through transit or through carpooling, or other high-occupancy vehicle modes of transportation.

Goal 1, Regional Transportation Element: Construct an interconnected multimodal transportation system that supports community goals, increases mobility, and enhances Southwest Florida's economic competitiveness.

Strategy: Promote Smart Growth where residential communities are linked with job centers through transit, carpooling, or other high occupancy vehicle transportation.

Action 1: In cooperation with transit providers and other governmental and private entities, seek long-term, dedicated funding sources for use for improving and expanding the transit system.

Goal 4, Regional Transportation Element: Assist as needed in the development of a cost-effective and financially feasible transportation system that adequately maintains all elements of the transportation system to better preserve and manage the Region's urban and non-urban investment.

Strategy: Assist in the development of land use plans and policies that assess the potential for adverse impacts on transportation facilities and protect investment in transportation infrastructure.

Action 2: Assist FDOT, local government, and the MPOs in designing plans that connect and serve urban communities with an efficient, transit-oriented, and multi-modal transportation system.

Strategy: Implement new financing alternatives to overcome the shortfall of transportation funding.

Action 1: Assist transit providers and other governmental and private entities should[sic] seek long-term, dedicated funding sources for use for improving and expanding the transit system.

2060 Florida Transportation Plan (December 2010)

Goal: Make transportation decisions to support and enhance livable communities.

Goal: Provide a safe and secure transportation system for all users.

Goal: Maintain and operate Florida's transportation system proactively.

Goal: Improve mobility and connectivity for people and freight.

Public Participation

The powers and duties of Local Coordinating Boards (Section 427.0157, Florida Statutes) include the development of local service needs and the provision of information, advice, and direction to the CTC on the coordination of services to be provided to the transportation disadvantaged. The members of Local Coordinating Boards (LCBs) are appointed by the applicable MPO or designated official planning agency. LCBs are required to meet at least quarterly and shall:

1. Review and approve the coordinated community transportation disadvantaged service plan, including the memorandum of agreement, prior to submittal to the commission.
2. Evaluate services provided in meeting the approved plan.
3. In cooperation with the community transportation coordinator, review and provide recommendations to the commission on funding applications affecting the transportation disadvantaged.
4. Assist the community transportation coordinator in establishing eligibility guidelines and priorities regarding the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust Fund money.
5. Review the coordination strategies of service provision to the transportation disadvantaged in the designated service area.
6. Evaluate multicounty or regional transportation opportunities.
7. Work cooperatively with local workforce development boards established in Chapter 445 to aid in the development of innovative transportation services for participants in the welfare transition program.

Membership of the LCB is defined as follows (41-2.012, Florida Administrative Code):

- Chairperson who is an elected official from a county served by the LCB.
- Local representative of the Florida Department of Transportation.
- Local representative of the Florida Department of Children and Family Services.
- Local representative of the Public Education Community which could include, but not be limited to, a representative of the District School Board, School Board Transportation Office, or Head Start Program in areas where the School District is responsible.
- Local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education.
- Person recommended by the local Veterans Service Office representing the veterans of the county.
- Person who is recognized by the Florida Association for Community Action (President), representing the economically disadvantaged in the county.
- Person over sixty representing the elderly in the county.
- Person with a disability representing the disabled in the county.
- Two citizens advocate representatives in the county; one must be a person who uses the transportation service(s) of the system as their primary means of transportation.
- Local representative for children at risk.

- Chairperson or designee of the local mass transit or public transit system’s board, except in cases where they are also the Community Transportation Coordinator.
- Local representative of the Florida Department of Elderly Affairs.
- Experienced representative of the local private for-profit transportation industry. In areas where such a representative is not available, a local private non-profit representative will be appointed, except where said representative is also the Community Transportation Coordinator.
- Local representative of the Florida Agency for Health Care Administration.
- Local representative of the Agency for Persons with Disabilities.
- Representative of the Regional Workforce Development Board established in chapter 445, F.S.
- Representative of the local medical community, which may include, but not be limited to, kidney dialysis centers, long-term care facilities, assisted living facilities, hospitals, local health departments, or other home and community-based services, etc.

The LCB meets on a quarterly basis at accessible locations open to the public. In addition to the LCB membership, other transportation partners, including transportation-disadvantaged passengers and human service and community-based organizations, are notified of the meetings.

Throughout the year, the MPO provides a variety of opportunities to share information and gain input from the public (and regional partners) regarding its projects and initiatives. Examples of staff activities include holding an annual public workshop to provide information on the TD program and solicit input from the public and users of the TD service, information booths at various public meetings, FDOT- and FHWA-sponsored Civil Rights training, joint regional meetings with the Lee County MPO and the Lee County Technical Advisory Committee, and various meetings held by the Cities of Naples, Marco Island and Everglades City.

The MPO actively tracks and responds to all public comments and inquiries received via email or phone and will continue to monitor annually to see if any changes to the process are needed to improve its public involvement efforts.

In accordance with the Collier MPO’s Public Participation Plan, the adoption date and opportunity to comment for the TDSP Major Update was advertised on transit vehicles. Flyers were also sent to the MPO’s database of transportation-disadvantaged contacts that include dialysis centers, nursing homes, day centers, and public gathering locations. The draft TDSP Major Update was posted to the MPO’s website for a 30-day public comment period, which was advertised by legal ad, press release, list-serve email notification, and an article on the MPO’s website. Notification of the public comment period and adoption date was distributed to the MPO’s public involvement agencies. The draft document was sent to LCB members, the Florida Department of Transportation, and the Southwest Florida Regional Workforce Development Board for review and comment. Representatives from Capital Consulting Solutions, LLC attended LCB meetings on September 6 and October 4, 2023, to present the draft and final document and address questions from LCB members and members of the public. The draft document was also presented to The Public Transportation Advisory Committee, the Technical Advisory Committee, and the Citizens Advisory Committee.

Service Area Profile/Demographics

Collier County is located on the west coast of Florida. It is bordered by Broward and Dade Counties to the East, Lee, and Hendry Counties to the North, and Monroe County to the South. As measured by land area, Collier County is the largest County in Florida and the 18th largest by total population. Naples, Everglades City, and Marco Island are the County's three incorporated areas.

Land Use

As shown in the green areas in **Figure 2** below, a significant portion of Collier County is protected conservation land, the largest area being Big Cypress National Preserve. 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.

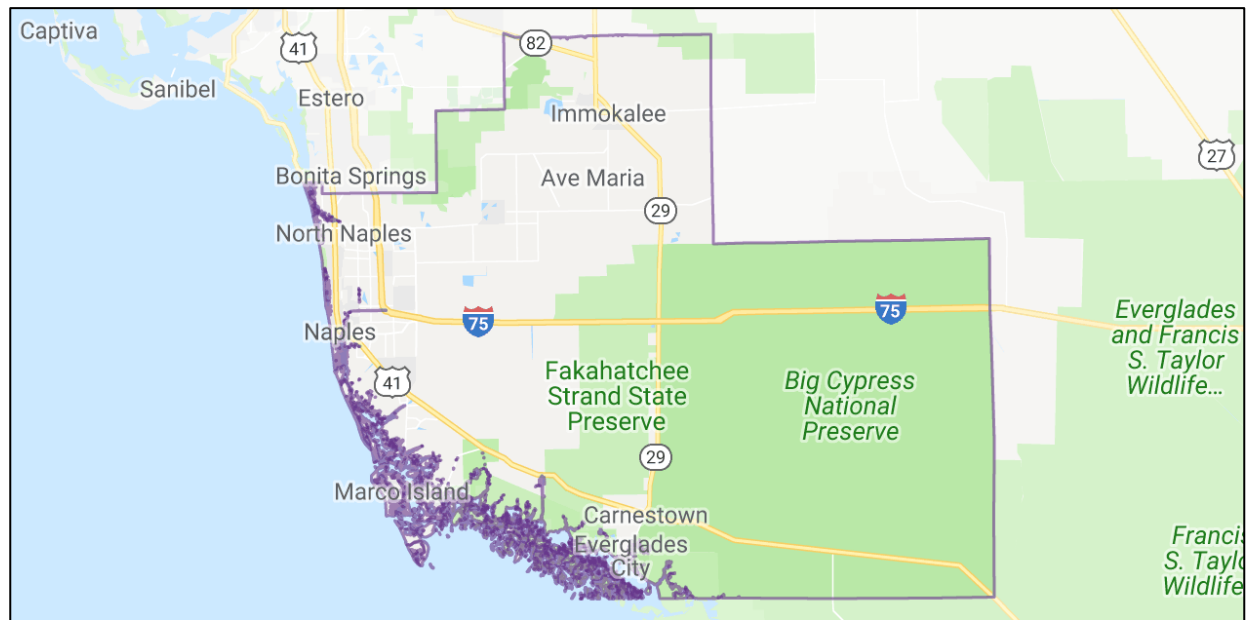


Figure 2: Land Use Map of Collier County

Population/Composition

Table 1 below shows population estimates, growth, and density for Collier County as compared to the state of Florida. Between the 2010 and 2020 decennial census years, Collier County's population growth grew by 16.94 percent, which was slightly greater than the population growth rate for the state of Florida. Collier County's growth rate has continued to exceed the statewide rate by a couple of percentage points through 2022 according to the U.S. Census Bureau's population estimates.

Table 1: Population and Population Density

Area	Population 2010 Census	Population 2020 Census	Population (2022 Estimate)	Population Growth Percentage 2010-2020	Population Growth Percentage 2020 - 2022 (Estimate)	Land Area (sq. miles)	Density - 2021 Estimate (Population per sq miles)
Collier County	321,320	375,752	397,994	16.94	5.92	1,998.8	188.0
Florida	18,801,310	21,538,187	22,244,823	14.56	3.28	53,633.7	401.6

Sources: U.S. Census Bureau, 2010 and 2020 Population Data; U.S. Census Bureau, QuickFacts 2022 Population Estimates; and U.S. Census Bureau, State of Florida, and Collier County Profiles used for obtaining land area.

With one exception, the population age distribution in Collier County is nearly like the State of Florida. The population aged 65 years and older is approximately 12 percent higher than the same age group statewide. In each of the other age group categories, the difference is no more than 4.6 percent as shown in **Table 2**.

Table 2: Population Age Distribution, 2021

Percentages of Age Cohorts (Years)				
Area	0-19	20-34	35-54	65+
Collier County	19.0%	14.0%	21.2%	32.0%
Florida	22.2%	18.6%	25.1%	20.4%

Source: U.S. Census Bureau, 2021 American Community Survey 5-Year Estimates

As shown in **Figure 3** on the following page, the census block groups with the highest concentration of Collier County residents ages 65 years and older are in the northern portion of the County bordering Lee County, and in areas that are west of I-75. Several small-block groups in the Naples and Marco Island areas represent a high concentration of this population.

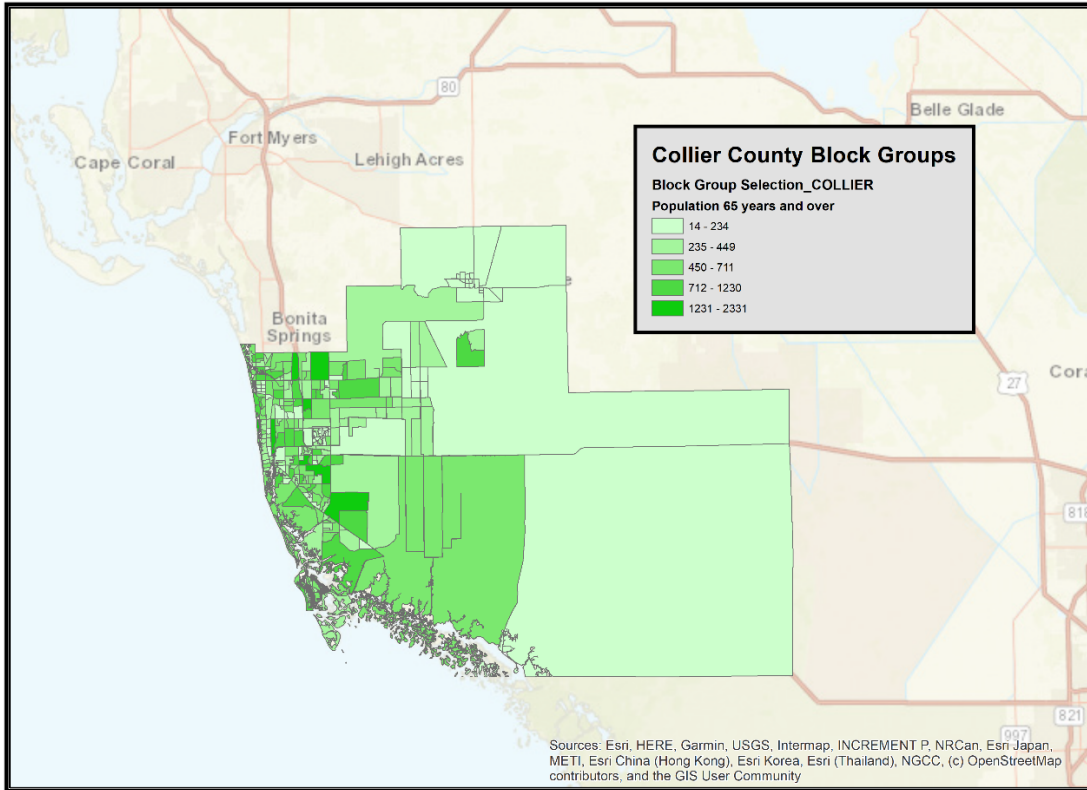


Figure 3: Collier County Residents 65 years and Older

Household Income

Table 3 displays the annual household income distribution for Collier County as compared to Florida in 2021. The most significant difference in household income distribution is the income category of households earning \$75,000 or more per year. Collier County is 3.7 percent higher in this category compared to the state of Florida. All other household income categories are within 1-2 percentage points of the state average.

Table 3: Annual Household Income Distribution, 2021

Annual Household Income						
Collier County	\$0-\$9,999	\$10,000-\$24,999	\$25,000-\$34,999	\$35,000-\$49,999	\$50,000-\$74,999	\$75,000+
Population	1,891	14,202	19,217	21,057	21,872	29,260
Percentage	1.8%	13.2%	17.9%	19.6%	20.3%	27.2%
Florida						
Population	111,738	1,094,949	1,292,493	1,481,229	1,498,771	1,689,013
Percentage	1.6%	15.3%	18.0%	20.7%	20.9%	23.5%

*Population included is 16 years or older.

Source: U.S. Census Bureau, 2021 American Community Survey 5-Year Estimates

Figure 4 below displays the population of individuals whose income in the past 12 months is below the federal poverty level in Collier County. A high concentration of Several block groups is seen to be in the northeast portion of the County. There are also a few block groups that have a concentration of low-income residents in south Collier County south and east of U.S. 41.

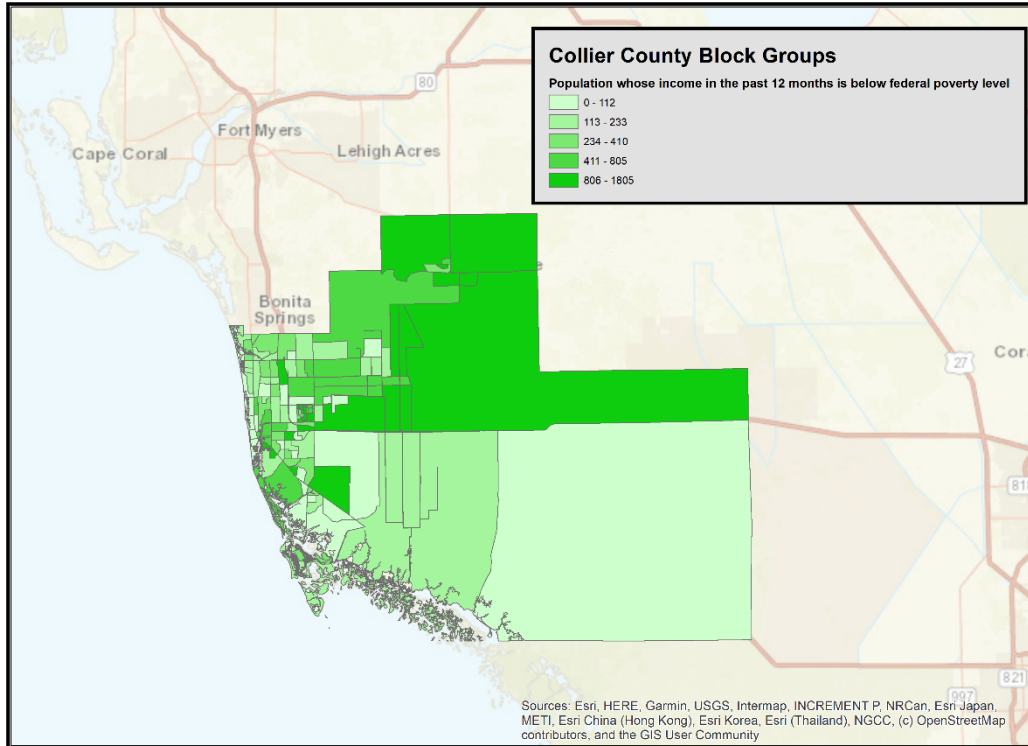


Figure 4: Collier County Residents Living Below the Federal Poverty Level

Disability Characteristics

Figure 5 on the following page displays the population of Collier County residents who are living with a known disability in each of Collier County’s U.S Census block groups. The distribution generally corresponds with density patterns for residents ages 65 years and older. Several block groups are in the northern portion of Collier County bordering Lee County and East of I-75. There is also a concentrated amount of representation for the disabled population in the central, urbanized area of Collier County and in the Naples and Marco Island areas.

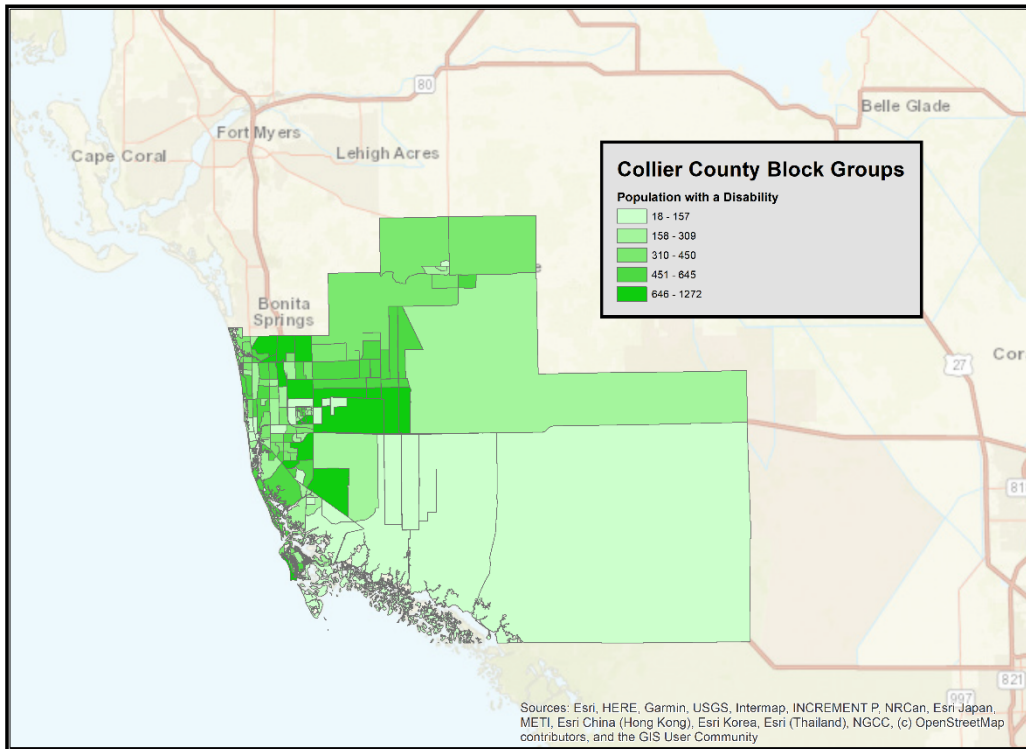


Figure 5: Collier County Residents with a Disability

Employment Characteristics

As shown in **Table 4**, Collier County has an unemployment rate of 2.2 percent which is slightly lower than the rate seen across the State of Florida. The unemployment rate for Collier County along with the State of Florida have seen slight improvement in this category since last reported in 2018, when the unemployment rate was recorded at 3.1 percent and 3.4 percent respectively.

Table 4: Employment Characteristics for Collier County, 2021

Area	Percentage of Labor Force Employed	Percentage of Labor Force Unemployed	Percentage of Population not in Labor Force
Collier County	50.4%	2.2%	47.4%
Florida	55.9%	3.1%	40.6%

**Population included is ages 16 years and older*

Source: U.S. Census Bureau, 2021 American Community Survey 5-Year Estimates

Largest Employers

As shown in Table 5, Collier County's largest employer is Publix Supermarkets. Other employers that have a large presence in Collier County provide and specialize in a diverse group of services such as retail/grocery, government, hospitality, and manufacturing.

Table 5: Collier County's Top 10 Largest Employers, 2021

Employer	Industry	Total Employees
Publix Supermarkets	Retail Trade	9,768
NCH Healthcare System	Healthcare	8,159
Walmart	Retail Trade	7,286
Collier County School District	Educational Services	5,756
Collier County Government	Public Administration	5,173
Arthrex	Manufacturing	4,087
Marriott International	Hospitality	3,620
McDonalds	Restaurant	2,613
Home Depot	Retail Trade	2,497
Winn-Dixie	Retail Trade	1,899

Source: Top 100 employers. Florida Gulf Coast University, August 2021.

<https://www.fgcu.edu/cob/reri/resources/top-100>

Figure 6 on the following page displays the employment characteristics of Collier County's workforce as it relates to the industry sectors. The top industry sectors in Collier County are professional and business service, trade/transportation/utilities, and financial activities which include approximately 25.4, 15.1, and 14.1 percent respectively for the employment of Collier County's residents. An increasing demand during the seasonal months in Collier County can prove to become challenging to meet the mobility needs of many residents that depend on the hospitality and retail sectors. These sectors often experience a surge due to the increasing demand as part-time residents of Collier County return during this period. Similarly, workers in the healthcare and education sector often travel during off-peak hours to widely dispersed locations. For example, Collier County's fourth largest employer, Collier County School District, has approximately 73 Schools dispersed around the County.

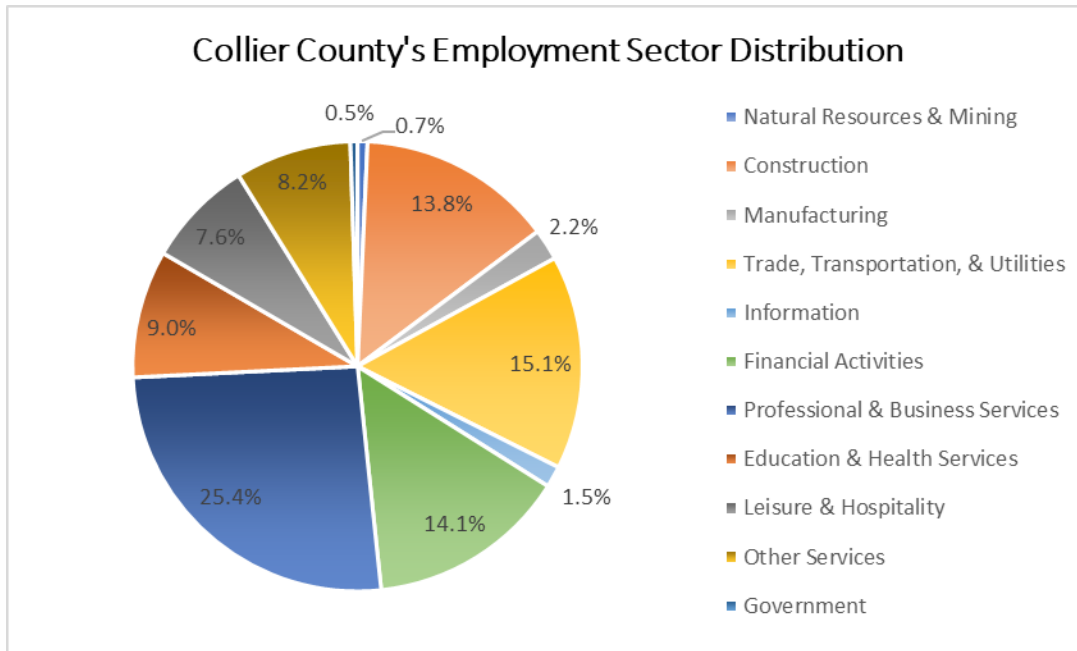


Figure 6: Employment Sector Distribution

Source: Florida Legislature, Office of Economic and Demographic Research, June 2023

As seen in **Table 6**, the highest average wages in Collier County are from the Information and Financial Activities sectors. The leisure and hospitality sectors are reported to be the lowest paying sector in Collier County but can also be the most demanding during the seasonal months for many of its workers. When looking further Collier County is comparable to the State of Florida salary averages for each respective sector with the financial sector being the largest difference at approximately 32.2 percent.

Table 6: Average Wages by Major Industry, June 2023

Industry Type	Collier County	Florida
Natural Resources & Mining	\$36,542	\$42,128
Construction	\$58,139	\$59,088
Manufacturing	\$61,985	\$69,997
Trade, Transportation, & Utilities	\$56,278	\$53,762
Information	\$105,319	\$104,461
Financial Activities	\$124,165	\$93,945
Professional & Business Services	\$75,546	\$74,787
Education & Health Services	\$61,785	\$59,043
Leisure & Hospitality	\$36,370	\$31,029
Other Services	\$42,116	\$44,107
Government	\$61,681	\$61,210

Source: Florida Legislature, Office of Economic and Demographic Research, June 2023

Housing Classification and Patterns

As previously described, a large portion of Collier County consists of protected land, so housing has largely been concentrated in the area west of Collier Blvd (CR 951) until recently. Growth is occurring more rapidly in the area east of Collier Blvd, including Golden Gate Estates, Ave Maria, and the Rural Lands Stewardship Area, where housing costs are lower but remain unaffordable for many residents.

Employment remains concentrated west of Collier Blvd. Due to the desirability of coastal property, land values, and high housing costs continue to pose a challenge to area employers who report difficulty hiring and retaining employees due to a lack of affordable housing in the area. A 2017 study by the Urban Land Institute (ULI) and the County’s 2017 Community Housing Plan reported that two out of five households in Collier County were cost-burdened (paying more than 30% of income toward housing) and one out of five were severely cost burdened (pay more than 50% of income toward housing). Neither the 2017 ULI study nor the County’s 2017 Community Housing Plan has been updated; however, there is a growing awareness that the lack of affordable housing in the region has worsened since the height of the COVID-19 pandemic (2019-2021) and housing costs have increased following the devastation caused by Hurricane Ian in 2022. The lack of affordable housing impacts a significant number of the County’s employees, including those in public safety, health care, education, service workers, and entry/mid-level professionals. Also of significant concern are residents who are low to moderate-income seniors, and very low-income (transportation disadvantaged) residents, many of whom are particularly reliant on public transportation for access to health care and other life-sustaining activities.

Education Profiles

In addition to Collier County colleges and universities listed in **Table 7** below, there are several technical training institutions and programs that feature curriculums focused on a specialization ranging from aerospace, computer science, early childhood education, auto repair, and accounting to name a few. Technical training is available at Lorenzo Walker Technical College located in Naples and the northern part of the county is served by Bethune Education Center and Immokalee Technical College.

Table 7: Names and Locations of Local Colleges and Universities

Institution	Location
Ave Maria University	Ave Maria
Florida Gulf Coast University	Ft. Myers
Florida Southwestern State College	Ft. Myers/Naples
Hodges University	Ft. Myers
Keiser University	Ft. Myers/Naples
Nova Southeastern Univeristy	Ft. Myers

Table 8 displays the educational attainment of Collier County residents. While 1.3 percent of residents have less than a 9th-grade education as compared to the state average, approximately 6.4 percent more have a bachelor’s, graduate, or professional degree than the state average.

Table 8: Percentages of Educational Attainment

Education Attainment Level	Collier County	Florida
Less than 9th Grade	5.7%	4.4%
Some High School, No Diploma	4.8%	6.6%
High School or Equivalent	26.3%	27.9%
Some College, No Degree	16.9%	19.5%
Associate’s Degree	8.4%	10.1%
Bachelor’s Degree	22.4%	19.8%
Graduate or Professional Degree	15.5%	11.7%

**Population included is ages 25 years and older*

Source: U.S. Census Bureau, 2021 American Community Survey 5-Year Estimates

Automobile Ownership and Travel Characteristics

According to the Census Bureau’s American Community Survey 5-year estimates, only about 7,135 households in Collier County reported not owning vehicles while approximately 95.4 percent of residents reported that they have one or more vehicles available in the household. Collier County is slightly higher than the statewide average in this category by 1.4 percent as shown in **Table 9**.

Table 9: Household Vehicle Availability, 2021

Household Vehicle Availability				
Area	None	Percent of Total	One or More	Percent of Total
Collier County	7,135	4.6%	146,576	95.4%
Florida	489,117	6.0%	7,668,303	94.0%

Source: U.S. Census Bureau, 2021 American Community Survey 5-Year Estimates

Overall, Collier County commuters travel a shorter time to work than the average Florida commuter. It is estimated that approximately 64 percent of the County’s commuters travel less than 30 minutes to work as compared to the state estimates of 57 percent. Only 36 percent of Collier County residents have commutes of more than 45 minutes as compared to 42.6 percent across Florida as shown in **Table 10**.

Table 10: Travel to Work – Commute Times, 2021

Area	<10 min	10-19 min	20-29 min	30-44 min	45-59 min	60+ min
Collier County	9.9%	29.1%	25.1%	22.9%	7.4%	5.5%
Florida	8.9%	25.9%	22.4%	24.8%	9.4%	8.4%

**Population of workers that are aged 16 years and older who did not work from home*

U.S. Census Bureau, 2021 American Community Survey 5-Year Estimates

Travel Mode

Table 11 represents the travel mode utilized by Collier County commuters. Slightly fewer commuters in Collier County choose to drive alone to work than the state average of 74.8 percent rather compared to 76.1 percent. Collier County had more individuals that carpool/vanpool by 2.2 percent compared to the

state average. In comparison to the 2012-2016 5-year estimates, Collier County commuters utilized public transportation less by two percent and it is currently the most underutilized mode of transportation as shown in the table below. The decline coincides with the COVID pandemic, during which public transportation ridership declined nationally and working from home became more prevalent. Collier County experienced a 2.9 percent increase in the number of workers who reported working from home in 2021 compared to the 7.3 percent of workers in the 2012-2016 timeframe.

Table 11: Mode of Travel to Work, 2017-2021 5-year Estimates

Area	Drive Alone	Carpool/Vanpool	Public Transportation	Walk	Other Means	Work at Home
Collier County						
Population	116,486	17,442	1,090	1,402	2,803	15,884
Percent	74.8%	11.2%	0.7%	0.9%	1.8%	10.2%
Florida						
Population	7,370,617	872,836	135,775	126,076	174,567	960,120
Percent	76.1%	9.0%	1.4%	1.3%	1.8%	9.9%

**Population of Workers that are aged 16 years and older
Source: U.S. Census Bureau, 2021 American Community Survey 5-Year Estimates*

Inter-County Commuter Flows

As shown in **Table 12** below, for the period 2016-2020 the highest number of inter-county commute trips occurred between Collier and Lee County. Commuter trips originating and ending within Collier County accounted for 78.6 Percent, of the total reported; while commuters whose trips originated in Lee County and ended in Collier County accounted for 13.9 Percent. There were no significant differences between the two time periods analyzed.

Table 12: Inter-County Commute Patterns

Commuter Flow 2011-2015				Commuter Flow 2016-2020			
From	To	Total	%	From	To	Total	%
Collier County	Collier County	123,478	79.0%	Collier County	Collier County	139,140	78.6%
Collier County	Lee County	9,456	6.0%	Collier County	Lee County	10,912	6.2%
Collier County	Hendry County	567	0.4%	Collier County	Hendry County	337	0.2%
Collier County	Broward County	364	0.2%	Collier County	Broward County	211	0.1%
Collier County	Miami Dade County	504	0.3%	Collier County	Miami Dade County	689	0.4%
Lee County	Collier County	20,941	13.4%	Lee County	Collier County	24,626	13.9%
Hendry County	Collier County	645	0.4%	Hendry County	Collier County	611	0.3%
Broward County	Collier County	182	0.1%	Broward County	Collier County	357	0.2%
Miami Dade County	Collier County	247	0.2%	Miami Dade County	Collier County	116	0.1%
Total Commuters Reporting		156,384	100%	Total Commuters Reporting		176,999	100.0%

Source: U.S. Census Bureau, 2011-2015 and 2016-2020 American Community Survey 5-year Estimate Commuting Flows

Major Trip Generators /Attractors

In addition to the popular employment and educational trip generators previously described, an analysis of CAT’s demand response service was completed using 12 months of customer origin and destination data. **Figure 7** displays the results of the analysis. The data revealed that popular trip origins (defined as home to destinations or destination to home) are generally concentrated in the western portions of Collier

County, with additional travel activity occurring in the central portion of the County and Immokalee. The highest number of trips were to or from:

- **Collier Area Transit**
 - 8300 Radio Rd, Naples, FL 34104
- **Coastland Center Mall**
 - 1900 Tamiami Trail N, Naples, FL 34102
- **Naples Community Hospital (NCH)**
 - 350 7th St N, Naples, FL 34102
- **Physicians Regional Hospital**
 - 8340 Collier Blvd, Naples, FL 34114
 - 6101 Pine Ridge Rd, Naples, FL 34119

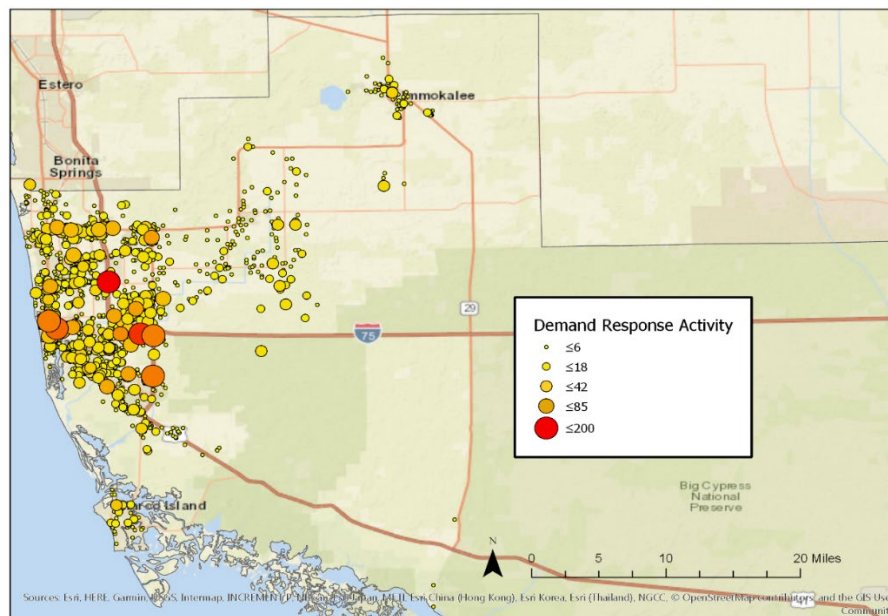


Figure 7: Paratransit Origins and Destinations

Historical Tradition

Collier County was created during the Florida land boom of the 1920s. Originally part of Lee County, Collier County was named for Barron Collier, a wealthy New York executive who agreed to build the Tamiami Trail for favorable consideration from the legislature to have a county named after him. The Tamiami Trail began to change the rugged wilderness area and opened the area's agriculture and resort potential.

To this day, agriculture and resort/tourism activities continue to play an important role in the County's economy. Over one-third of the nation's tomatoes are grown in Immokalee, as well as significant amounts of other vegetables and citrus. The western portion of the County, commonly referred to as the Paradise Coast, is known for its beautiful beaches and artistic and cultural activities making it a popular vacation destination.

Government and Institutional Descriptions

Collier County is governed by a Board of County Commissioners consisting of five elected officials. It is one of the largest counties in Florida with three incorporated cities including the City of Naples, Marco Island, and Everglades City. Marco Island is the largest in terms of land area followed by Naples and Everglades City. See **Figure 8** on the following page:

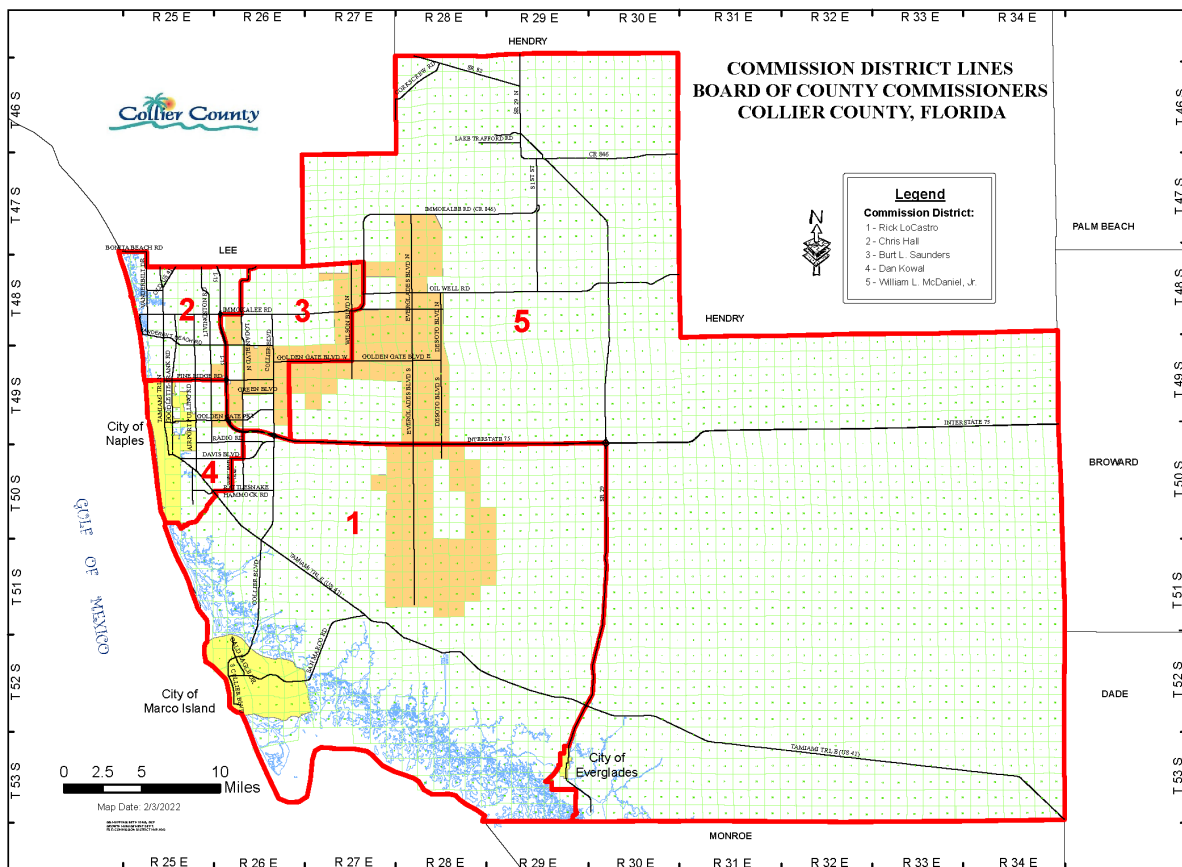


Figure 8: Collier County Jurisdictional Boundaries

As shown in **Table 13**, According to the U.S Census Bureau in 2020 the most populated of three jurisdictional areas is the City of Naples with an estimated population of 19,115, followed by Marco Island with an estimated population of 15,760. Everglades City remains the smallest jurisdiction in Collier County with an estimated population of 352. The Unincorporated areas of Collier County account for approximately 90.6 percent of the countywide population.

Table 13: Collier County Population Estimates by Jurisdiction, 2020

Jurisdiction	Population	Percent
Unincorporated Collier County	340,525	90.6%
Everglades City	352	0.1%
Marco Island	15,760	4.2%
Naples	19,115	5.1%
TOTAL	375,752	100.0%

Source: U.S. Census Bureau Decennial Census, 2020

Inventory of Available Services

Collier Area Transit (CAT) Operates 16 fixed routes in Collier County as Shown in **Figure 9** on the following page:

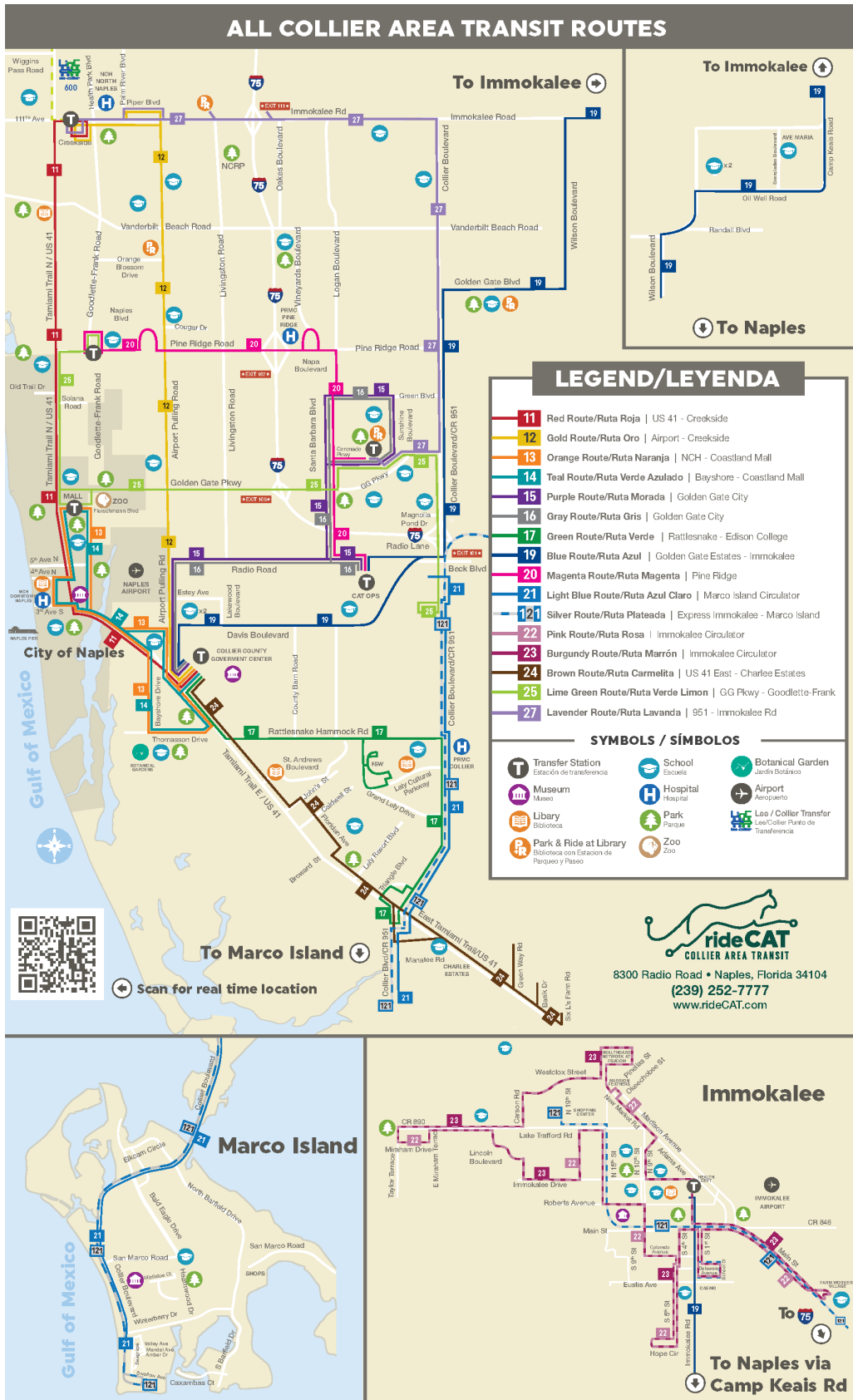


Figure 9: CAT System Map

In addition to the fixed route, paratransit, and TD services operated by Collier Area Transit, there are numerous privately operated transportation providers in the County. Appendix A includes a 2023 inventory of known private transportation providers. In late 2015, the County became the second County in Florida to eliminate its “vehicle for hire” regulations. As a result, Collier County no longer issues licenses to transportation companies, allowing anyone with a driver’s license to operate vehicles for hire, which effectively opened the door for ridesharing companies such as Uber and Lyft to offer for-hire services. Due to the deregulation and the proprietary nature of transportation network company data, it is impossible to estimate the total number of private providers operating “public” transportation in the County. In addition to the identified private transportation providers, however, there are many known transportation providers (primarily private non-profits) that operate services specifically for their clients, who in many cases, are transportation-disadvantaged individuals. Examples include:

- United Way
- National Runaway Switchboard
- Catholic Charities
- Seniors Helping Seniors of Southwest Florida
- St. Vincent de Paul Society
- Sunrise of Southwest Florida
- Easter Seals Florida, Inc.
- Collier County Veterans Services
- Hope Health Care
- David Lawrence Center
- The Salvation Army
- Boys & Girls Club of Collier County

Beginning in 2012, Medical Transportation Management, Inc. (MTM) began management of Non-Emergency Medical Transportation (NEMT) for the state’s Medicaid program in Collier County. MTM coordinates transportation to and from medical appointments for Collier County residents who rely on the service.

Sponsored by the Florida Department of Transportation (FDOT), Commute Connector is the coordinator of a variety of programs and services to assist commuters who travel to, from, and within Collier County. Although not a direct operator of transportation services, Commute Connector conducts employer and individual outreach to help inform individuals about available transit options, provides carpool and vanpool formation assistance, and incentivizes the use of alternative mode options by offering an Emergency Ride Home Program.

Service Analysis

CTD Trend Analysis

A trend comparison was completed to compare the performance of CAT Connect, Collier County’s paratransit Service, over the last five years of operation. The trend comparison analyzed data for the Fiscal Years 2018-2022. **Table 14** shows the performance indicators and measures for each of the five fiscal years. This trend analysis represents a combined set of statistics for all TD transportation services coordinated through the CTC, including TD and paratransit services. The source for each of these data sets is the

Annual Operating Reports released by the Commission for Transportation Disadvantaged. The Annual Operating Reports are based on locally reported data.

Table 14: Trend Analysis for Collier County CTC

Measure	2018	2019	2020	2021	2022
Total Passenger Trips	109,623	117,585	104,137	113,598	109,044
Total Vehicles	29	70	51	44	47
Total Vehicle Miles	1,407,704	2,224,740	1,301,882	1,161,501	1,101,252
Total Revenue Miles	1,219,940	1,380,223	1,224,879	1,004,796	909,514
Vehicle Miles Per Trip	12.8	18.9	12.5	10.2	10.1
Cost Per Paratransit Trip	\$49.56	\$49.98	\$57.53	\$48.33	\$54.24
Cost Per Total Mile	\$3.86	\$2.62	\$4.60	\$4.73	\$5.73
Accidents Per 100,000 Vehicle Miles	0.64	1.03	0.84	0.34	1.36
Vehicle Miles Between Road Calls	70,385	19,179	12,640	82,964	64,780

Source: Florida Commission for the Transportation Disadvantaged: Annual Performance Reports, 2018-2022

In the years 2018-2019, Collier County performed at its highest levels in all measures but experienced a downward trend as the COVID-19 Pandemic reached its peak level in 2020.

CAT Connect struggled with operational issues in 2021 due mostly to driver shortage issues. Operator wages were increased, and more staff was hired to provide services and increase capacity as ridership increased to nearly pre-pandemic levels in 2022. Accidents per 100,000 miles slightly exceeded the annual target of 1.2 in 2022, with an estimated 1.36 per 100,000 miles.

See **Figures 10-18** below.

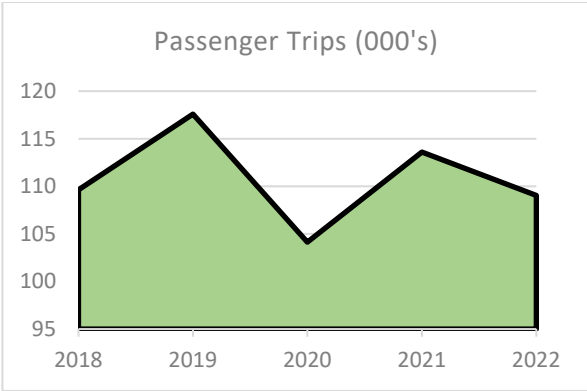


Figure 10: Total Passenger Trips (000's)

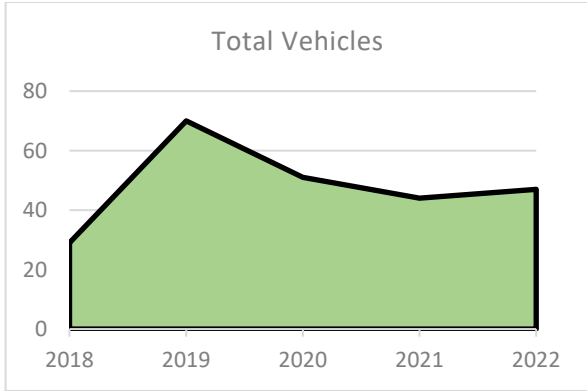


Figure 11: Total Vehicles

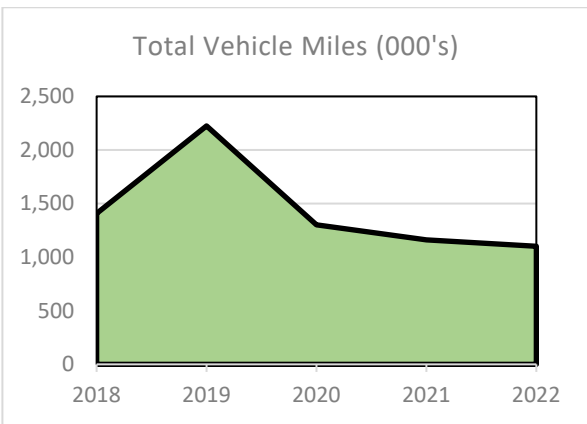


Figure 12: Total Vehicle Miles (000's)

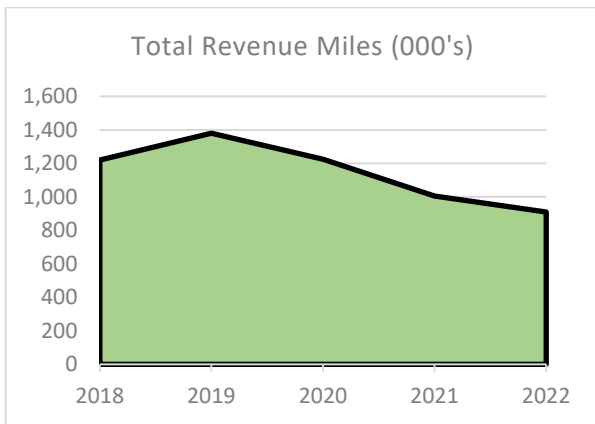


Figure 13: Total Revenue Miles (000's)

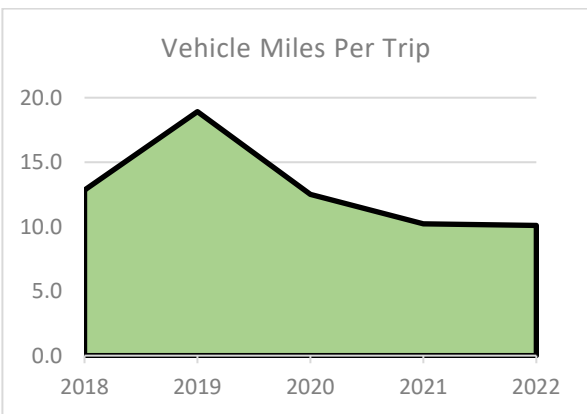


Figure 14: Vehicle Miles Per Trip

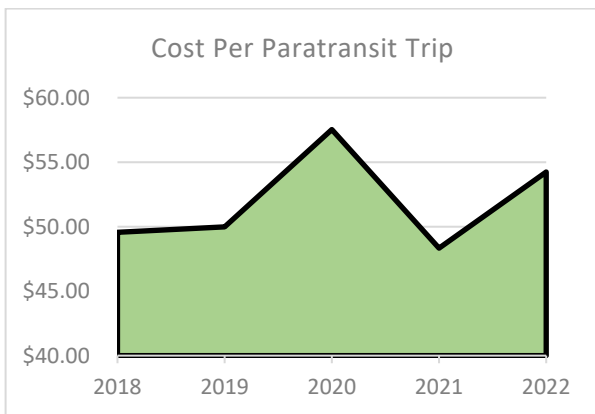


Figure 15: Cost Per Passenger Trip



Figure 16: Cost Per Total Mile

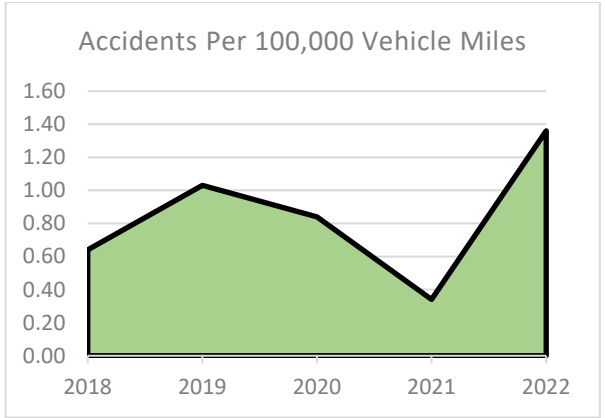


Figure 17: Accidents Per 100,000 Vehicles Miles

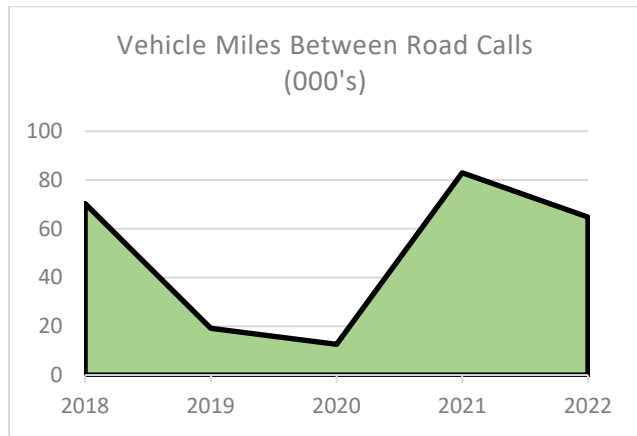


Figure 18: Vehicle Miles Between Road calls (000's)

CTC Peer Review Analysis

In this section, the demographic characteristics of Collier County were compared to those of peer Community Transportation Coordinators in Florida. In addition to a comparison of demographic characteristics, the review compared performance measures within the Transportation Disadvantaged Program. Collier County’s peers were selected based on similarities in the following four categories:

- System size (measured in terms of annual TD ridership and number of TD passengers served)
- Operating environment (urban service area designation)
- Organization type (county government)
- Network type (partial brokerage or complete brokerage)

The six counties that were selected for the CTC peer review were Bay, Charlotte, Escambia, Manatee, Okaloosa, and Pasco Counties. Although these CTCs are not identical to Collier Area Transit, they generally share similar demographics and systemic characteristics and are operated by county governments in urban services areas as shown in **Table 15**.

Table 15: Peer CTC Characteristics

Characteristics	Collier	Bay	Charlotte	Escambia	Manatee	Okaloosa	Pasco
Total Trips	109,044	47,947	27,991	104,533	94,267	39,365	126,575
No. of TD Passengers Served	41663	18703	23394	74219	52265	26334	38241
Service Area Designation	Urban	Urban	Urban	Urban	Urban	Urban	Urban
Organization Type	County	County	County	County	County	County	County
Network Type	Complete Brokerage	Complete Brokerage	Sole Source	Complete Brokerage	Partial Brokerage	Complete Brokerage	Partial Brokerage

Source: Florida Commission for the Transportation Disadvantage: Annual Performance Reports, 2022

Peer Comparison: Demographics

Table 16 contains information for each of the six peer counties including total population, potential transportation disadvantage population, population density, median age, percentage of individuals below the poverty level, median household income, and percentage of households with no access to a vehicle.

Table 16: Demographic Comparison of Peer CTCs

Measure	Bay	Charlotte	Escambia	Manatee	Okaloosa	Pasco
Total County Population	181,384	184,837	318,828	394,824	209,230	551,598
Potential TD Population	89,890	132,434	147,051	204,753	85,979	276,973
Land Area (sq. mile)	758.5	681.1	656.9	743.1	930.3	747.6
Population Density (pop/sq. mile)	239.1	271.4	485.4	531.3	224.9	737.8
Median Age	40.8	59.7	37.5	49.0	36.9	44.1
Individuals Below Poverty Level	12.92%	10.51%	14.54%	10.36%	10.98%	12.18%
Median Household Income	\$60,473	\$57,887	\$56,605	\$64,964	\$67,390	\$58,084
% of Households with No Access to a Vehicle	4.91%	4.55%	6.81%	3.97%	4.29%	5.02%

Sources: U.S. Census Bureau, 2021 American Community Survey 5-Year Estimates
 Florida Commission for the Transportation Disadvantage: Annual Performance Reports, 2022

Table 17 shows that Collier County is above the peer group mean in total county population, potential TD population, median age, and median household income. Collier County is below the average in the number of individuals below the poverty level and percent of households with no access to a vehicle. When reviewing the data and comparing Collier County to its peers, it is important to consider the population density is significantly less compared to the group of peer counties. This could significantly affect the relative efficiency of the system due to trips of greater distances for fewer individuals.

Table 17: Performance Comparison Between Collier County and Peer CTC's, 2022

Measure	Collier	Peer Average	% Difference
Total County Population	375,752	306,784	18.4%
Potential TD Population	199,886	156,180	21.9%
Land Area (sq. mile)	1,998.8	752.9	62.3%
Population Density (pop/sq. mile)	100.0	415.0	-315.0%
Median Age	51.5	44.7	13.3%
Individuals Below Poverty Level	10.6%	11.9%	-12.4%
Median Household Income	\$75,543	\$60,901	19.4%
% of Households with no Access to a Vehicle	4.6%	4.9%	-6.1%

Sources: U.S. Census Bureau, 2021 American Community Survey 5-Year Estimate & 2020 Census Florida Commission for the Transportation Disadvantage: Annual Performance Reports, 2022

Peer Comparison: Performance Measures

Peer performance measures for FY 2022 as displayed in **Table 18** we calculated for each of the CAT's per CTCs. **Table 19** shows that Collier County has 7 percent fewer vehicles than its peer systems and is significantly higher than the average of the peer group for the number of passenger trips. Collier County remains to have averages higher than its peers for the total vehicle and revenue miles. With Collier County being one of the larger counties in the state of Florida it can be expected that Collier County would average 15.5 percent more miles traveled per trip than its respective peer systems. Collier County was 17.5 and 9.7 percent higher than its peers for cost per paratransit and cost per total mile respectively. Additionally, Collier County was also higher than the peer CTC in the accidents per 100,00 vehicle miles by 44.2 percent.

Table 18: Performance Measures for Peer CTCs, 2022

Measure	Bay	Charlotte	Escambia	Manatee	Okaloosa	Pasco
Total Passenger Trips	47,947	27,991	104,533	94,267	39,365	126,575
Total Vehicles	36	38	43	75	32	79
Total Vehicle Miles	345,058	180,267	981,553	1,111,427	429,055	695,610
Total Revenue Miles	330,920	329,642	981,553	974,837	429,055	358,559
Vehicle Miles Per Trip	7.20	6.44	9.39	11.79	10.90	5.50
Cost Per Paratransit Trip	\$36.71	\$42.16	\$39.79	\$54.62	\$65.44	\$29.91
Cost Per Total Mile	\$5.10	\$6.55	\$4.24	\$4.62	\$6.00	\$4.54
Accidents Per 100,000 Veh. Miles	0.87	0.00	0.61	1.53	1.4	0.14
Vehicle Miles Between Road Calls	49,294	90,134	51,661	23,647	15,891	69,561

Source: Florida Commission for the Transportation Disadvantage: Annual Performance Reports, 2022

Table 19: Performance Comparison Between Collier County and Peer CTCs, 2022

Measure	Collier	Peer Average	% Difference
Total Passenger Trips	109,044	73,446	32.6%
Total Vehicles	47	51	-7.4%
Total Vehicle Miles	1,101,252	623,828	43.4%
Total Revenue Miles	909,514	567,428	37.6%
Vehicle Miles Per Trip	10.10	8.54	15.5%
Cost Per Paratransit Trip	\$54.24	\$44.77	17.5%
Cost Per Total Mile	\$5.73	\$5.18	9.7%
Accidents Per 100,000 Veh. Miles	1.36	0.76	44.2%
Vehicle Miles Between Road Calls	64,780	50,031	22.8%

Source: Florida Commission for the Transportation Disadvantage: Annual Performance Reports, 2022

Figure 19 through 27 provides a graphical representation for the comparisons of Collier County along with its peer counties on the peer mean using the 2022 data. These comparisons provide a helpful and convenient look into how well Collier County is performing statistically. As many factors affect performance, they should not be used as the sole measure to make conclusions about the quality of Collier County’s system.

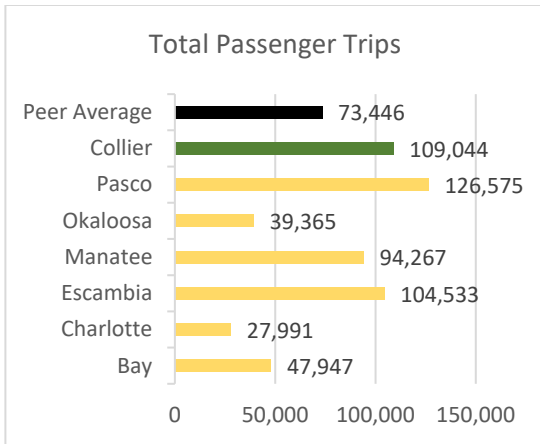


Figure 19: Total Passenger Trips

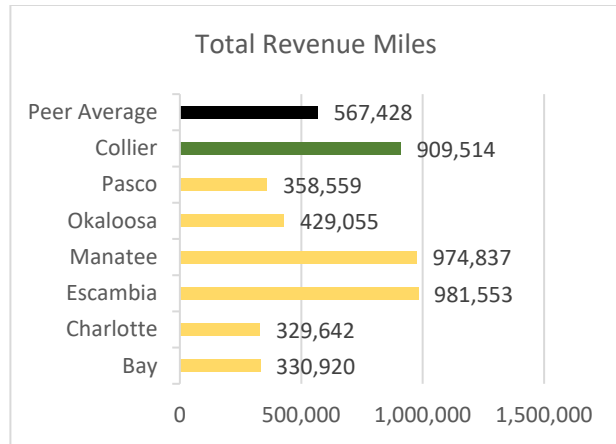


Figure 20: Total Revenue Miles

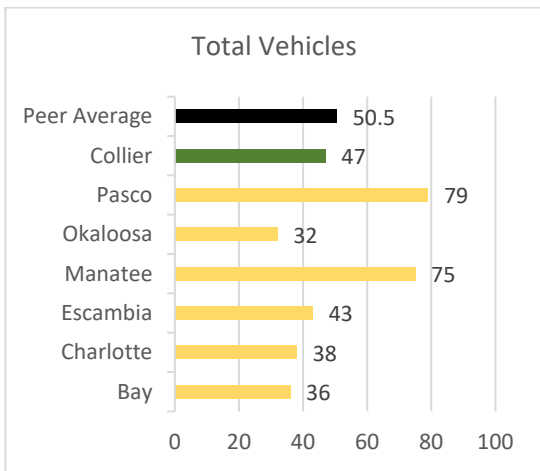


Figure 21: Total Vehicles

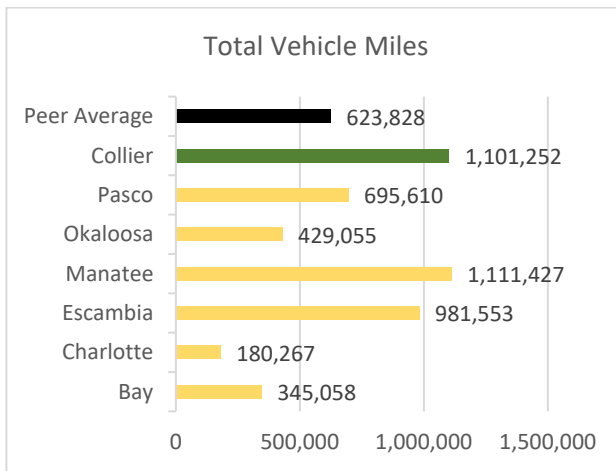


Figure 22: Total Vehicle Miles

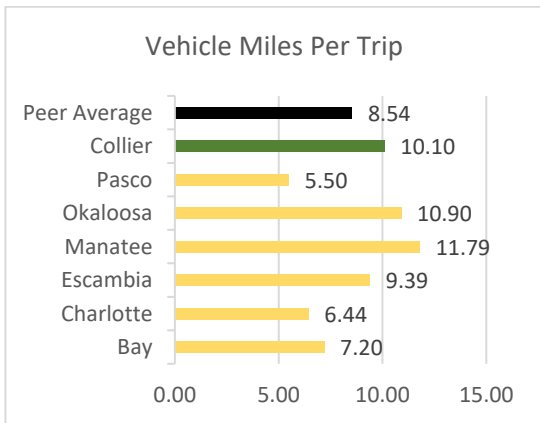


Figure 23: Vehicle Miles Per Trip

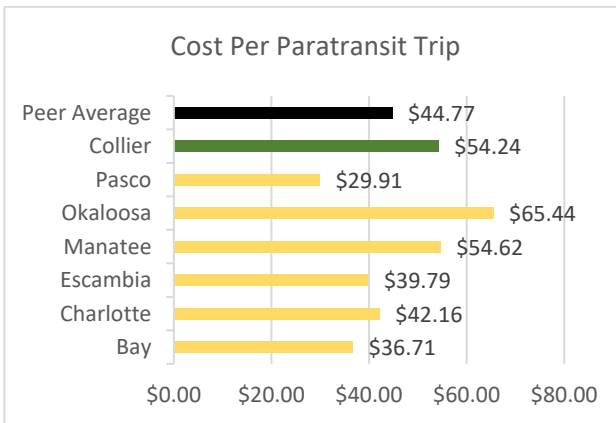


Figure 24: Cost Per Paratransit Trip

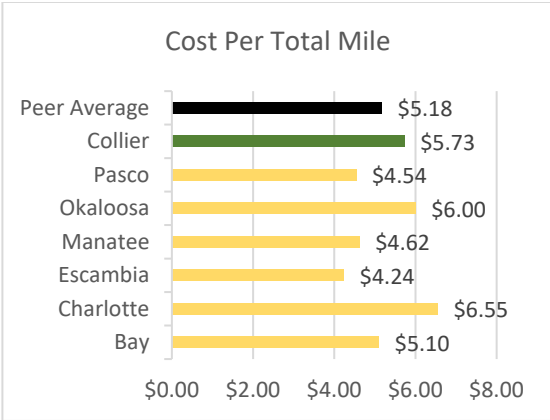


Figure 25: Cost Per Total Mile

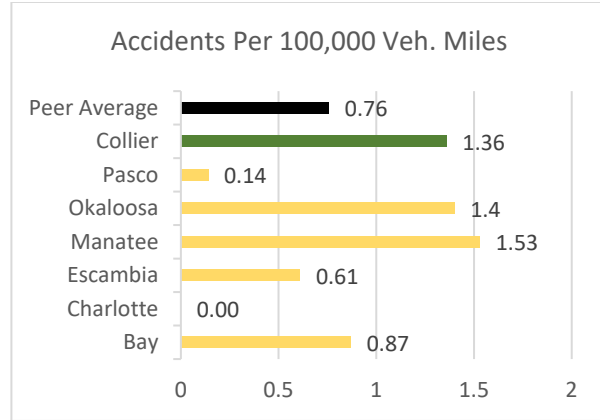


Figure 26: Accidents Per 100,00 Vehicle Miles

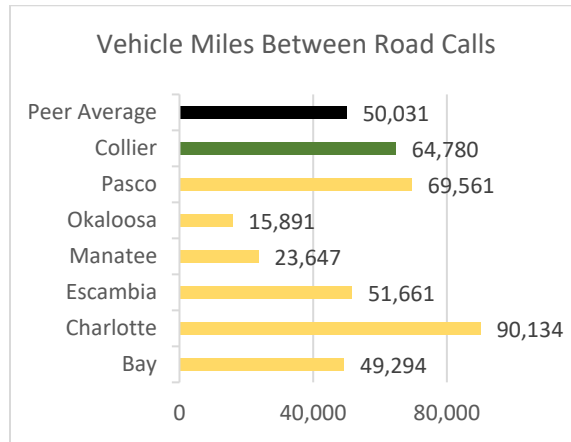


Figure 27: Vehicle Miles Between Road Calls

Needs Assessment

According to the Bureau of Economic and Business Research, the population of Collier County will increase by an estimated 13 percent between 2021 and 2030 from an estimated population of 382,680 to a projected population of 436,900. As compared to the average of other Florida counties, Collier County also has approximately 11 percent more residents ages 65 years and older (with a corresponding rate of disabilities). With the population increases and the demographic characteristics of the current population, the “potential” annual demand for transportation disadvantages services is estimated to increase by approximately 137,000 annual trips over the next five years (from 1,517,410 in 2023 to 1,653,937 in 2028) as described in the TD population forecasting section.

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 existing levels of service with only minor planning and capital improvements possible.

Following input received from public, private, human service, and nonprofit transportation providers and public stakeholders, projects that will directly benefit the transportation disadvantaged have been

identified as priorities if additional funding becomes available are shown below. Additional details on estimated project costs and associated initiatives are described in the implementation schedule section of this report.

- 1) Secure funds necessary for vehicle replacement and expansion
- 2) Enhance accessibility to bus stops to meet Americans with Disabilities Act (ADA) requirements.
- 3) Construct bus shelters & amenities (bike rack, bench, trash can, etc.)
- 4) Extend Service Hours on existing routes
- 5) Reduce headways on select routes
- 6) Implement new Collier County Lee/Collier Inter-County Connection

Forecasts of the Transportation Disadvantaged Population

Forecasts of the TD population are required by the CTD for major TDSP updates. 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 in the future. Data from the U.S. Census Bureau's American Community Survey (ACS) and the Survey of Income and Program Participation (SIPP), The Bureau of Economic and Business Research County Population Projections, and the National Household Travel Survey and fixed route bus coverage are examples of the data utilized. These sources help capture economic trends, population growth, and the changing demographic composition of the population such as aging baby boomers and the associated increases in disabilities.

It is important to note the tool only quantifies *potential* TD demand in the geography analyzed and trends in potential utilization over time. Other factors such as the quality of available transportation services or other unique community characteristics may impact actual service utilization. Some who qualify for TD services may find it preferable to rely on family or friends for transportation needs, as opposed to relying on public transportation. The relative affluence of Collier County's residents, as another example, may mean that actual demand may be lower than potential demand. Senior citizens who qualify for TD services based on their age may be able to afford other transportation alternatives such as taxis as compared to residents of another county with a senior population of similar size that is less affluent.

Following is a summary of several of the key factors and data analysis steps used to arrive at the TD demand estimates for Collier County.

Utilizing the 2021 U.S Census American Community Survey information (the most current data available) the population estimates for the TD population are shown below in **Table 20**. As defined by the CTD, the category I TD Population consists of all disabled, elderly, low-income, and children who are high risk or at risk.

Table 20: TD Population Estimates

County Pop. By Age	Total Pop by Age	% of Total Pop	Population Below Poverty Level by Age	% of Total Pop Below Poverty Level by Age	Total Population with a Disability by Age	% of Total Pop with a Disability by Age	Total Pop with Disability and Below Poverty Level by Age	% Total Pop with a Disability and Below Poverty Level by Age
< 5 Years of Age	16,013	4.3%	2,528	0.7%	0	0.0%	0	0.00%
5-17	47,900	12.8%	8,356	2.2%	1,749	0.5%	769	0.21%
18-34	58,949	15.8%	7,303	2.0%	2,553	0.7%	248	0.07%
35-64	130,456	35.0%	12,967	3.5%	10,374	2.8%	1,632	0.44%
Total Non Elderly	253,318	68.0%	31,154	8.4%	14,676	3.9%	2,649	0.71%
65-74	59,346	15.9%	3,207	0.9%	7,816	2.1%	777	0.21%
75+	60,133	16.1%	4,811	1.3%	18,743	5.0%	1,030	0.28%
Total Elderly	119,479	32.0%	8,018	2.2%	26,559	7.1%	1,807	0.48%
Total	372,797	100%	39,172	10.5%	41,235	11.1%	4,456	1.20%

To ensure individuals who fall into two or more categories (e.g., low-income and disabled) are not counted twice, the overlapping population must be eliminated as shown in **Figure 28** below.

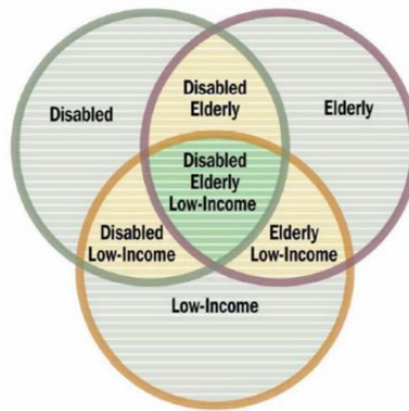


Figure 28: Category I TD Composition

Ideally, comparisons of disability estimates should be made using the same survey information, geographic parameters, and disability definitions. Because the severity of an individual’s disability is not captured in the ACS data, particularly as it relates to the need for specialized transportation, the 2020 U.S. Census Bureau’s SIPP is used for the next step in the demand estimates. The rates for those who report a severe disability, or those who have a “critical need” for transportation based on their disability status, are applied to the disability rates reported in the ACS as shown below.

Table 21: Critical Need Population

County Pop. By Age	Total Population with a Disability by Age	% with a Severe Disability by Age	Total Population with a Severe Disability by Age	% of Total Pop with Severe Disability by Age	% of Severe Disability Below Poverty Level	Total Severe Disability Below Poverty Level
< 5 Years of Age	0	4.20%	-	-		
5- 17	1,749	4.20%	73	0.15%		
18- 34	2,553	6.30%	161	0.27%		
35- 64	10,374	13.84%	1,436	1.10%		
Total Non Elderly	14,676		1,670	0.66%	28.60%	478
65- 74	7,816	27.12%	2,120	3.57%		
75+	18,743	46.55%	8,725	14.51%		
Total Elderly	26,559		10,845	9.08%	11.70%	1,269
Total	41,235		12,515	3.36%		1,746

Data from the Federal Highway Administration sponsored National Households Survey (NHTS) is used for the next step of the demand methodology. The NHTS collects in-depth information at the individual and household levels about travel patterns including, but not limited to, trip purpose, mode, vehicle availability, and travel time. After applying the NHTS trip rates to the TD population in Collier County, there is an estimated potential demand of 4,020 trips per day for the critical need population as shown in **Table 22**.

Table 22: Critical Need Trip Rates

Critical Need - Severely Disabled TD Population			
	Not Low Income	Low Income	Totals
Non-Elderly	1,192	478	1,670
Elderly	9,576	1,269	10,845
TOTAL	10,768	1,746	12,515

TRIP RATES USED	
Low Income Non Disabled Trip Rate	
Total	2.400
Less	
Transit	0.389
School Bus	0.063
Special Transit	0.049
	1.899
Severely Disabled Trip Rate	
Special Transit	0.049

Low Income & Not Disabled = C + F			
Assumes		34,716	
27.2%	xx % without auto access	9,443	
19.0%	xx % without transit access	1,794	
		Calculation of Daily Trips	
		Daily Trip Rates	Total
		Per Person	Daily Trips
Total Actual Critical TD Population			
Severely Disabled	12,515	0.049	613
Low Income ND	1,794	1.899	3,407
Totals	14,309		4,020

By using population forecasts prepared by the Bureau of Economic and Business Research and applying the changes to the TD population and trip rate estimates previously described, **Table 23** displays the future potential demand for critical need transportation in Collier County through 2031.

Table 23: Critical Need Trip Demand

Critical Need TD Population Forecast	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031
Total Critical TD Population											
<i>Disabled</i>	12,515	12,672	12,832	12,993	13,157	13,323	13,490	13,660	13,832	14,006	14,183
<i>Low Income Not Disabled No Auto/Transit</i>	1,794	1,817	1,840	1,863	1,886	1,910	1,934	1,958	1,983	2,008	2,033
Total Critical Need TD Population	14,309	14,489	14,671	14,856	15,043	15,233	15,424	15,619	15,815	16,014	16,216
Daily Trips - Critical Need TD Population											
<i>Severely Disabled</i>	613	621	629	637	645	653	661	669	678	686	695
<i>Low Income - Not Disabled - No Access</i>	3,407	3,450	3,493	3,537	3,582	3,627	3,673	3,719	3,766	3,813	3,861
Total Daily Trips Critical Need TD Population	4,020	4,088	4,157	4,228	4,299	4,375	4,453	4,531	4,612	4,693	4,767
Annual Trips	1,467,393	1,492,192	1,517,410	1,543,055	1,569,132	1,596,906	1,625,171	1,653,937	1,683,211	1,713,004	1,739,898

Methodology

Forecast for the TD population were derived from the utilization of the tool referenced above in the previous section. The forecasting spreadsheet tool requires input of various data such as population data from the serviced area, operating days for the fixed route transit service, and the percent transit coverage of the selected service area.

To forecast the TD population for Collier County the following assumptions were made:

1. **Last year of census data used:** 2021 U.S Census American Community Survey 5-year Estimates
2. **Percentage of population that has access to fixed route transit:** 81 Percent
3. **The number of annual service days:** 365 days

To determine the percentage of the Collier County population that has access to fixed route transit the following method was performed. Utilizing ArcGIS software, a map was created by uploading Collier County's Population TAZ data and using this as the base layer for the map. In addition to the population layer, CAT's fixed route transit system shape file was obtained through FDOT's TBEST Program. The file had included the transit routes and stops for the fixed route system.

Once the following two layers were uploaded into the map the fixed route transit layer was then overlaid over the population layer and buffered 0.75 miles. By buffering the Transit routes three quarters of a mile this is assuming the population that falls inside that boundary has access as the outside does not to the fixed transit routes and therefore will not be considered. The described steps outlined above are displayed below in **Figure 29**.

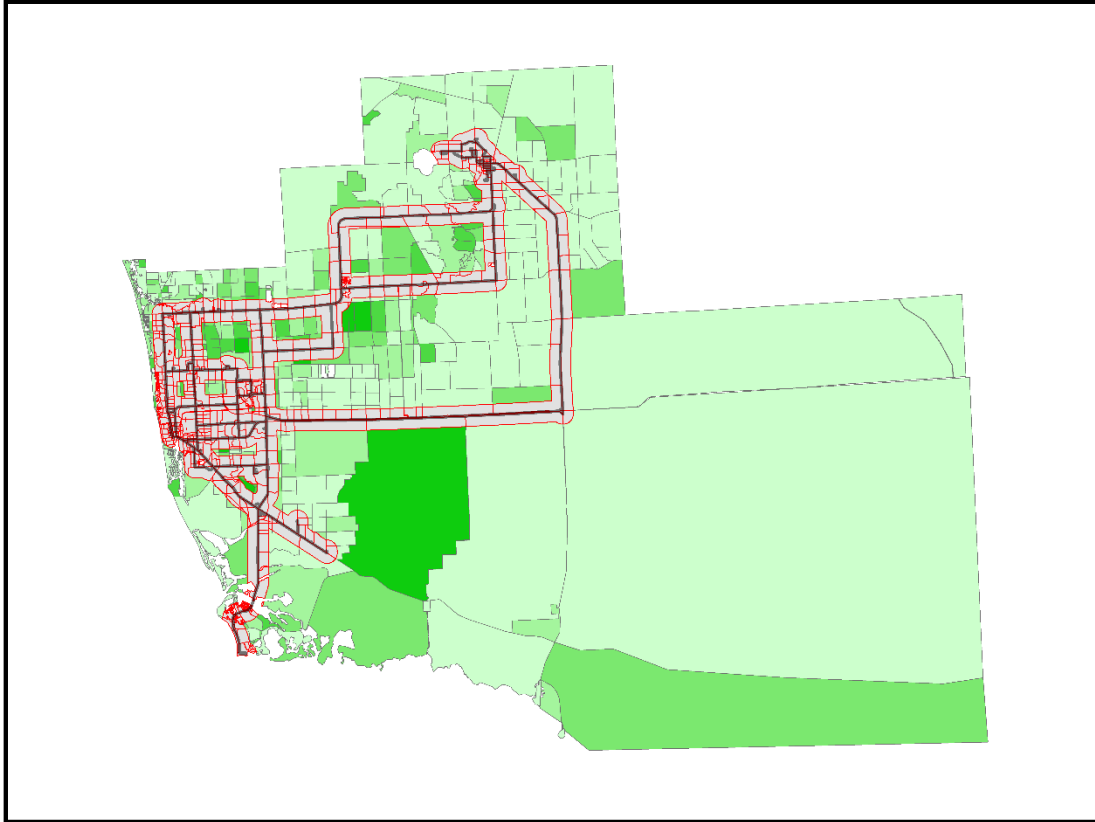


Figure 29: GIS map showing population and buffered fixed routes

To now determine the percentage of the population to whom had access the following steps were taken. By using the Geoprocessing tool “Clip” in ArcGIS the buffer zone layer which was just created in the last step was now clipped from the population layer which removed all other population data from the overall map that lied outside the buffer layer boundary. The following steps described are displayed below in **Figure 30**.

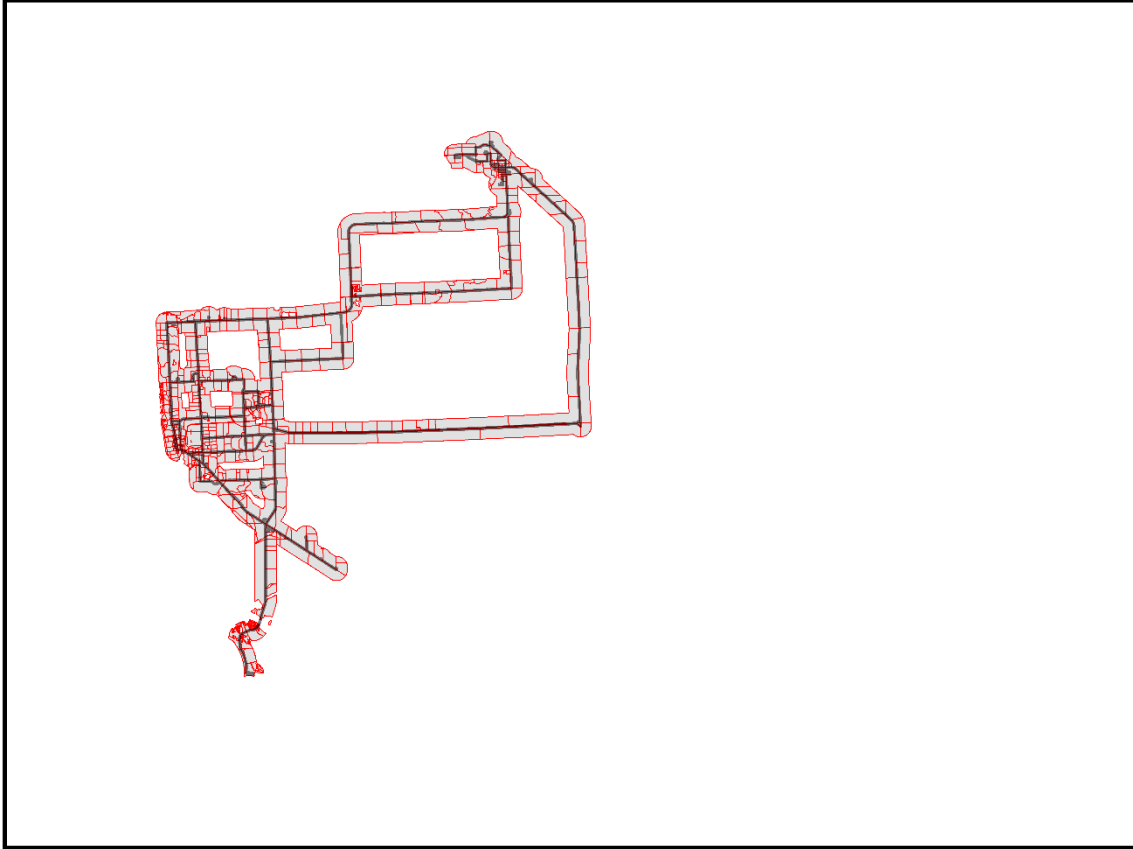


Figure 30: GIS map showing clipped area of population inside buffered zone

Lastly, with the map completed it was now able to determine the percentage of population that had access to the fixed route transit in Collier County. The residential household population in Collier County per the Population TAZ shape file that was implemented recorded 368,989 residents as seen in **Figure 31**. The recorded amount of Collier County residents within the 0.75-mile boundary that was created was determined to be 300,390 residents as shown in **Figure 32**.

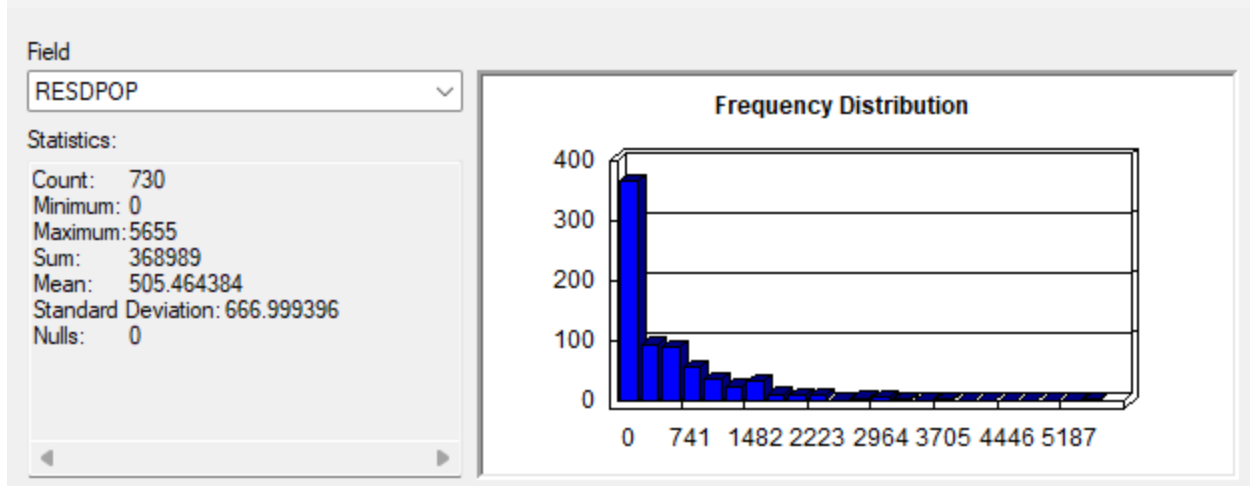


Figure 31: Residential population data for Collier County population TAZ shapefile

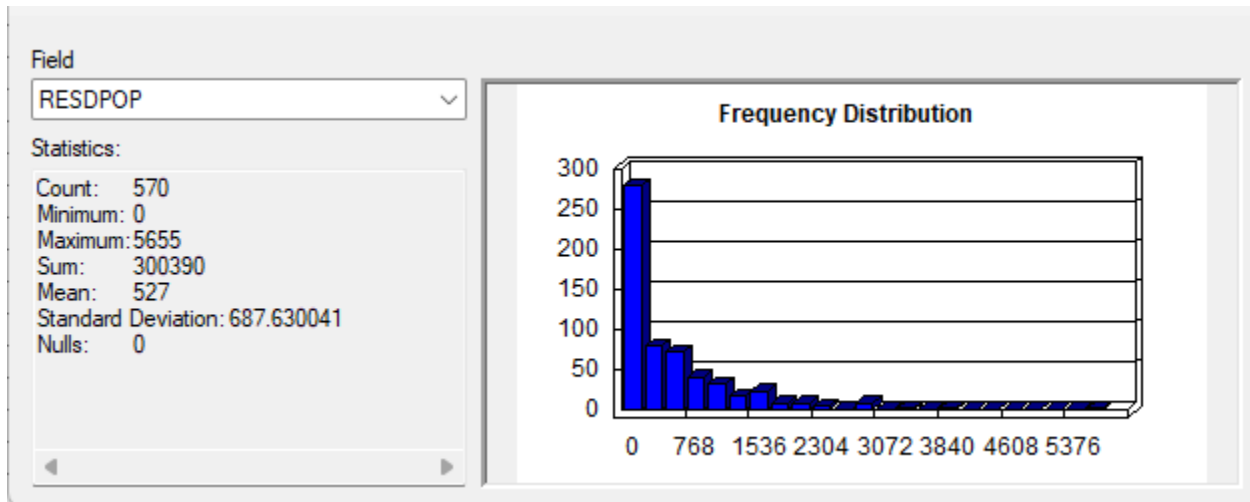


Figure 32: Residential population data for Collier County residents inside buffered zone

The 300,390 residents who are within the three-quarter mile boundary were then divided by the initial population of 368,989 residents. To find percentage of access to fixed transit routes the quotient was then multiplied by 100 to determine the final percentage of 81.4 percent.

Once these three assumptions were made and the required population data had been input into the forecasting spreadsheet tool, the following estimates were produced and are displayed in **Tables 20-23**.

Barriers to Coordination

Like other agencies across the state and throughout the nation, limited resources (both personnel and financial) pose significant challenges to transportation providers. In Collier County, the large size and diversity of the County further exasperates these challenges.

The lack of affordable housing near employment opportunities and other essential services results in the need for more geographically dispersed and more costly public transportation services. Transportation providers must strike a careful balance between implementing enhancements to core services which may be more financially productive versus providing life sustaining services for the transportation disadvantaged who often live in different political jurisdictions outside core service areas.

The Collier MPO is responsible for coordinating multimodal transportation planning across jurisdictional boundaries through the development of the Long Range Transportation Plan (LRTP) and other associated plans and studies. In the face of declining state and federal revenues, the challenge is even greater. Collier County contributes a significant amount of local funding towards meeting the demand for new roads, capacity improvements on existing facilities and supporting public transit and paratransit services.

The size of Collier County contributes to geographic dispersion, demographic diversity, and public engagement challenges as well. Overcoming these barriers demands a collaborative approach involving local authorities, public agencies, community organizations, and stakeholders to develop innovative strategies that enhance accessibility, bridge service gaps, and ensure equitable transportation options for all residents in Collier County.

Goals, Objectives, and Strategies

CAT's mission is to provide safe, accessible, and courteous public transportation services to our customers.

The mission of the newly rebranded 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 the expansion of cross-country connections.

Objective 1.3

Explore efforts to increase the 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 the 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 educates 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 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 with 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 the operator training program to ensure the 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 CTC 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.

Implementation Schedule

As shown in **Table 24** below, the table displays the schedule, service improvements, and estimated costs for the major activities that are currently ongoing and planned during the five-year planning horizon of the Collier County Transit TDSP Major Update

Table 24: Implementation Schedule

	Previous Implementation Year	Revised Implementation Year	10-Year Operating Cost YOE	10-Year Capital Cost YOE	Existing or New Revenues
Service Improvements					
Maintain Existing Service			\$117,818,191	\$20,769,768	
Maintain Existing Fixed-Route Service	2022	2023	\$68,693,299	\$15,836,143	Existing
Maintain Existing Paratransit Service	2022	2023	\$49,124,892	\$4,742,027	Existing
Replacement of Support Vehicles	2022	2023	\$0	\$191,598	Existing
Route Network Modifications			\$9,441,652	\$2,153,818	
Extend Route 11 into Walmart Shopping Ctr	2024	2024	\$0	\$0	Existing
Extend Route 12 into Walmart Shopping Ctr	2024	2024	\$0	\$0	Existing
Realign Route 13 shorten to 40 min. headway	2024	2024	\$0	\$0	Existing
Realign Route 14 operate at 60 min. headway	2024	2024	\$0	\$0	Existing
Realign Route 17 eliminate portions of US 41	2022	2022	\$0	\$0	Existing
Eliminate Route 18	2022	2022	\$0	\$0	Existing
Realign Route 19/28 eliminate part of 846	2022	2022	\$0	\$0	Existing
Realign Route 20/26 eliminate Santa Barbara	2022	2022	\$0	\$0	Existing
Realign Route 21 create Marco Express	2025	2025	\$0	\$0	Existing
Realign Route 22	2022	2022	\$0	\$0	Existing
Realign Route 23 headway 60 to 40 minutes	2024	2024	\$3,805,909	\$503,771	Existing
Golden Gate Pkwy Split Route 25 E-W Route	2027	2028	\$0	\$0	Existing
Goodlette Frank Rd - Split Route 25 N-S Route	2027	2028	\$1,838,052	\$550,016	Unfunded
Immokalee Rd - Split Route 27 E-W Route	2027	2028	\$1,898,845	\$550,015	Unfunded
Collier Blvd - Split Route 27 N-S Route	2027	2028	\$1,898,846	\$550,016	Unfunded
Increase frequency			\$22,092,501	\$4,551,796	
Route 15 from 90 to 45 min	2024	2024	\$1,632,384	\$503,771	Unfunded
Route 16 from 90 to 45 min	2024	2024	\$1,561,054	\$503,771	Unfunded
Route 24 from 85 to 60 minutes	2022	2022	\$2,045,921	\$503,771	Existing
Route 121 - add one AM, one PM	2024	2024	\$1,632,384	\$503,771	Unfunded
Route 14 from 60 to 30 min	2024	2024	\$2,439,146	\$512,698	Unfunded
Route 17/18 from 90 to 45 minutes	2024	2024	\$2,585,495	\$503,771	Unfunded
Route 11 from 30 to 20 mins	2024	2024	\$6,529,536	\$503,771	Unfunded
Route 12 from 90 to 45 mins	2024	2024	\$2,829,466	\$503,771	Unfunded
Route 13 from 40 to 30 min	2024	2024	\$837,115	\$512,698	Unfunded

	Previous Implementation Year	Revised Implementation Year	10-Year Operating Cost YOE	10-Year Capital Cost YOE	Existing or New Revenues
Service Improvements					
Service Expansion			\$2,404,181	\$0	
Route 17/18 - Extend to 10:00 PM	2024	2024	\$1,202,011	\$0	Existing
New Route 19/28 - Extend to 10:00 PM	2027	2028	\$292,876	\$0	Unfunded
Route 24 - Extend to 10:00 PM	2027	2028	\$302,976	\$0	Unfunded
Route 11 - Extend to 10:00 PM	2029	2030	\$256,914	\$0	Existing
Route 13 - Extend to 10:00 PM	2029	2030	\$174,702	\$0	Existing
Route 14 - Extend to 10:00 PM	2029	2030	\$174,702	\$0	Existing
New Service			\$14,346,741	\$2,862,604	
New Island Trolley	2024	2025	\$5,510,821	\$864,368	Unfunded
New Bayshore Shuttle	2025	2026	\$2,009,995	\$531,029	Unfunded
New Autonomous Circulator	2029	2030	\$524,105	\$569,681	Unfunded
New Naples Pier Electric Shuttle	2029	2030	\$822,125	\$569,681	Unfunded
MOD – Golden Gate Estates	2029	2030	\$1,634,460	\$81,961	Unfunded
MOD – North Naples	2029	2030	\$817,230	\$81,961	Unfunded
MOD – Naples	2029	2030	\$1,938,887	\$81,961	Unfunded
MOD – Marco Island	2029	2030	\$1,089,119	\$81,961	Unfunded
Route from UF/IFAS to Lehigh Acres	2029	2030	Unknown	Unknown	Unfunded
Express Premium Route to Lee County	2029	2030	Unknown	Unknown	Unfunded
Other Improvements			\$0	\$2,950,758	
Technology improvements*	2022	2022	\$0	\$2,720,920	Existing
Study: I-75 Managed Lanes Express	2025	2025	\$0	\$25,000	Existing
Study: Santa Barbara Corridor Service	2024	2024	\$0	\$25,000	Existing
Study: Immokalee/Lehigh Acres Service***	2023	2023	\$0	\$25,000	Existing
Study: Regional Service and Fares	2023	2023	\$0	\$119,838	Existing
Other Technology improvements**	2022	2022	\$0	\$35,000	Existing
Study: Immokalee Road Transfer Hub	TBD		TBD		Unfunded
Branding beach buses, other services	TBD		TBD		Unfunded
Park and Ride Lots	TBD		TBD		Unfunded

	Previous Implementation Year	Revised Implementation Year	10-Year Operating Cost YOE	10-Year Capital Cost YOE	Existing or New Revenues
Service Improvements					
Transit Asset Management			\$0	\$23,157,400	
40' Bus Replacement	2023	2023	\$0	\$489,000	Funded
Support truck replacement	2023	2023	\$0	\$26,200	Funded
Replace 3 Cutaway Vehicles	2023	2023	\$0	\$250,000	Funded
Five (5) 35ft Buses Replacement	2024	2024	\$0	\$2,800,000	Unfunded
Replace 4 Cutaway Vehicles	2024	2024	\$0	\$360,000	Unfunded
Replacement Maintenance and Operations Facility	2024	2024	\$0	\$18,000,000	Partial Funding
two (2) 40ft Bus Replacement	2025	2025	\$0	\$1,160,000	Unfunded
Replacement of 2 Support Vans	2026	2026	\$0	\$46,000	Unfunded
Replacement of Support Truck	2026	2026	\$0	\$26,200	Unfunded
10-Year Funded Projects and Maintain Existing Service			\$123,670,021	\$37,677,512	
10-Year Total of Unfunded Projects			\$40,029,065	\$18,768,628	

Rows highlighted in orange indicate service improvement completion within the previous fiscal year.

**Avail Replacement, APC, Annunciators, Onboard Information Media, Farebox Replacement, paratransit scheduling software, TSP, on-board surveillance, paratransit fare payment, IVR*

***Fixed-route scheduling software*

****To be completed as part of the Regional Study*

Service Plan

Operations

Types, Hours, and Days of Service

Collier Area Transit operates fixed route, ADA, and paratransit services (CAT Connect) seven days per week excluding major holidays. The hours of operation for fixed route service vary by route, but some routes start as early as approximately 4:00 a.m. and end as late as 8:00 p.m.

Reservations can be made for CAT Connect between the hours of 8:00 a.m. and 5:00 p.m. Monday through Saturday. Same-day service is not available, but trips may be scheduled up to two weeks in advance, or as late as 5:00 p.m. the day before service is needed.

CAT Connect drivers are trained to help those who require assistance to and from the vehicle. They will not enter a person's home or a person's room at a living facility, nor will they go above the first floor of a multi-family residence.

Subscription paratransit service is available when a customer regularly travels to and from the same destination two or more times per week and group trips (four or more passengers with the same trip origin or destination) are provided at a reduced rate.

Eligibility

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.

Accessing Services

To obtain an application, schedule a trip, or any other questions customers may contact CAT Connect Monday through Saturday between 8:00 a.m. and 5:00 p.m. by calling (239) 252-7272, 239-252-7777 or 1-(800) 550-9348 or online at <https://www.ridecat.com/paratransit/about-catconnect>. Customers may also visit the centers at CAT Connect Customer Service, 8300 Radio Road Naples, FL 34104, or the Collier Area Transit Intermodal Transfer Station at the Government Center located at 3355 East Tamiami Trail Naples, FL 34112. Florida Relay for ASCII callers can be accessed by calling 1(800)955-1339.

Eligible riders may schedule a trip on the Paratransit system by downloading the new rideCATconnect app (as of March 1, 2022) or by calling the CAT Connect office at 239.252.7272, Monday through Saturday,

8:00am until 5:00pm. If calling after hours, on the weekend and/or on a holiday, please follow voice mail instructions and leave your name and trip information on the voice mail. Someone will return your call to confirm your reservation.

Passengers approved for Paratransit service are required to book their reservation (through the app or by phone) no later than the day before the requested trip, or up to two weeks in advance. Same day service is not available. It is permissible under ADA regulations for reservations staff to negotiate the requested pick-up time within a one-hour window before or after the passenger's requested pick-up time. For TD trips, due to the size of the County, the pick-up time may be within a two-hour window before or after the passenger's requested pick-up time.

CAT Connect understands that because paratransit service requires trips to be scheduled in advance, passengers may have to reschedule or cancel a trip. CAT Connect understands that passengers may sometimes miss scheduled trips or timely cancel trips for reasons that are beyond their control. However, to maintain an efficient system, a policy for managing passengers who repeatedly miss scheduled trips or fail to timely cancel trips has been developed. This policy has been developed with consideration to the frequency of use by passengers and the no-show/late cancellation system average. The following information explains CAT Connect's no-show policy.

Definitions

No-show

A no-show is defined as the failure of a passenger to appear to board the vehicle for a scheduled trip. This presumes the vehicle arrives at the prescribed pick-up location within the pick-up time and the passenger is not present for the appointment or fails to respond within five (5) minutes of the vehicle's arrival time within the 30-minute pick up window.

Late Cancellation

A late cancellation is defined as failure to cancel a trip 2 hours or more before the scheduled pick-up time, including a cancellation made at the door (a refusal to board a vehicle that has arrived within the pick-up window).

No-Shows Due to Operator Error or to Circumstances beyond a Rider's Control

Passengers will not be assessed a no-show or late cancellation when it has been found that the missed trips occurred due to an error of CAT Connect personnel. These types of errors include:

- Trips placed on the schedule in error
- Pick-ups scheduled at the wrong pick-up location
- Drivers arriving and departing before the pick-up window begins
- Drivers arriving late (after the end of the pick-up window)
- Drivers arriving within the pick-up window, but departing without waiting the required 5 minutes

Trips that are missed due to situations beyond a passenger's control that may prevent a timely notification are not counted towards no-shows or cancellations. The following are examples of such situations:

- Medical emergency

- Family emergency
- Sudden illness or change in condition

Passengers are encouraged to contact a CAT Connect Customer Service Representative to inform them of these situations regardless of the time of the notification so that the excused missed trip can be appropriately recorded.

Policy for Handling Subsequent Trips Following No-shows

When a passenger fails to show up for a scheduled trip, the driver should radio dispatch and advise them of the no-show. Dispatch attempts to call the passenger and reminds the driver to wait five (5) minutes to ensure that the passenger will not be present. The no-show is recorded in the system and any return trip for the same day that was scheduled is also canceled unless the passenger calls to indicate that the return trip should not be canceled. The courtesy cancellation of the return trip is performed to avoid charging the passenger multiple no-shows on the same day and increasing the no-show trip count. Passengers are strongly encouraged to cancel any subsequent trips they no longer need. A confirmation number will be provided with all cancellations and passengers are encouraged to retain the confirmation number for verification of their call.

Suspension Policies for a Pattern or Practice of Excessive No-shows and Late Cancellations

CAT Connect reviews all recorded no-shows and late cancellations to ensure accuracy before recording them in a passenger's account. Each verified no-show or late cancellation consistent with the above definitions counts as one penalty point. Passengers will be subject to suspension after they meet all the following conditions:

- Accumulate three penalty points in a six (6) calendar month period (January to June & June to December)
- Have "no-showed" or "late canceled" at least five percent of the passenger's booked trips for the month.

A passenger will be subject to suspension only if both the number of penalty points is reached and the percentage of trips deemed no-shows is met. CAT Connect will notify passengers by telephone after they have accumulated one penalty point and they will be advised that they are subject to suspension should they accumulate two additional penalty points within the six (6) month period consistent with the criteria listed in this section of the policy above.

All suspension notices include a copy of this policy and a grievance/appeal policy that details how to appeal suspensions.

Suspensions begin five days after the decision has been determined, ensuring the passenger is notified by telephone and letter. Suspensions will be held in abeyance if the passenger timely files an appeal of the suspension. The first violation in a calendar month triggers a warning telephone call but no suspension. Subsequent violations result in the following suspensions:

- Second violation: Second warning letter and phone call
- Third violation: [7-day] suspension; Notification will be by telephone and letter
- Third violation: [14-day] suspension; Notification will be by telephone and letter

- Fourth violation and subsequent violations: [30-day] suspension; Notification will be by telephone and letter

Each letter will specify the basis of the proposed penalty (e.g., Mr. Smith scheduled trips for 8:00 a.m. on May 15th, 2:00 p.m. on June 3rd, 9:00 a.m. on June 21st, and 9:20 p.m. on July 10th, and on each occasion, the vehicle appeared at the scheduled time and Mr. Smith was nowhere to be found) and set forth the proposed suspension (e.g., Mr. Smith would not receive service for 14 days).

Policy for Disputing Specific No-Shows or Late Cancellations

Passengers wishing to dispute specific no-shows or late cancellations must do so within five business days of receiving a phone call or letter. Passengers should contact the CAT Connect operations center at 239-252-7272, Monday through Friday from 8:00 a.m. to 5:00 p.m. to explain the circumstance and request the removal of the no-show or late cancellation.

Policy for Appealing Proposed Suspensions

Passengers wishing to appeal suspensions under this policy have the right to file an appeal request, which must be in writing by letter or via email. Passengers must submit written appeal requests within 15 business days of the date of the suspension letters. Passengers who miss the appeal request deadline will be suspended from CAT Connect on the date listed on the suspension notice.

All suspension appeals follow the CAT Connect grievance/appeal policy.

Trip Prioritization

Trips funded by the TD Trust fund are prioritized based on the Local Coordinating Board’s policy. Trips are based on trip efficiency, seating availability, and funding availability. As shown below, medical trips have the highest priority followed by employment and educational 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

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 public and may not be prioritized.

Transportation Operators and Coordination Contractors

At the time of this TDSP Major Update, Collier County is under contract with MV Transportation to provide operations and administrative services for its fixed route and paratransit system as shown in **Table 25**.

Table 25: CAT Transportation Operators

Operators	Contact	Services	Client	Hours
MV Transportation	Mark Moujabber	Fixed Route, Para Operations, Scheduling, and Dispatch	BCC	3:30-9:00

Additionally, after negotiated agreements, coordination contracts have been executed with the following two non-profit organizations shown below in **Table 26**.

Table 26: CTC Coordination Contractors

Coordination Contractors	Services	Contact	Clients	Hours
EasterSeals Florida Inc.	Demand Response	Suzanne Caporina	Disabled	8:00-4:00
Sunrise Community of SWFL, Inc. (Naples)	Demand Response	Cassandra Beaver	Disabled	8:30-4:00

Public Transit Utilizations

As shown in **Table 27**, CAT fixed route ridership has declined over the past five years which remains consistent with trends seen across the State of Florida where fixed route bus ridership experienced a sharp decline from 2020 into 2021. Though signs of improvement after the disruption of the COVID-19 pandemic as totals are slowly rebounding.

Table 27: Fixed Route Ridership

Fixed Route Ridership FY 2018-FY2022	
FY18	838,676
FY19	805,336
FY20	642,428
FY21	574,101
FY22	662,396

School Bus Utilizations

No School Buses are utilized in the coordinated system

Vehicle Inventory

An inventory of CAT’s paratransit fleet is included in **Appendix C**. The inventory identifies vehicle type, model year, accessibility features, and mileage.

FDOT policy stipulates that vehicles are eligible for replacement based on both the useful life in years and the useful life in miles unless there is a compelling reason to replace the vehicle earlier due to excessive maintenance costs or other special circumstances. CAT plans for its future replacement needs, future mileage projections, anticipated vehicle delivery dates, and funding availability will need to be carefully estimated to determine when vehicles will be eligible for replacement based on the new policy.

System Safety Plan Certification

CAT’s System Safety Plan Certification is included in **Appendix D**.

Inter-County Services

Introduced in 2011, CAT’s LinC route provides inter-county service between Collier and Lee Counties. Due to its success, a secondary route inter-county connection has been identified by the Collier MPO as one of its unfunded priorities. A Regional Service and Regional Fare Study is underway to evaluate the prospect of implementing additional regional bus service between Collier and Lee County. The study is expected to be completed in the first half of 2024.

Emergency Preparedness and Response

CAT is identified as a responsible agency in the Collier County Comprehensive Emergency Management Plan (CEMP). The plan is designed to provide a framework through which Collier County may prevent or mitigate the impacts of, prepare for, respond to, and recover from natural, manmade, and technological hazards that could adversely affect the health, safety, and general welfare of residents and visitors to the County. Additionally, this plan establishes the National Incident Management System (NIMS) as the

standard for tasked agencies to use in responding to emergency events. The CEMP was approved by the Florida Division of Emergency Management and complies with Homeland Security Presidential Directives.

Education Efforts/Marketing

CAT actively markets its programs and services on social media such as X (formally known as Twitter), Facebook, and Instagram and at a variety of local community events. Recent examples include Paw Pass promotions, offering students unlimited rides throughout the summer. A Seasonal Beach Bus service has been implemented. CAT presented for the local 4H Club with "Know Your County Government," aimed at increasing awareness and understanding of local government processes. Lastly, a county-wide Try Transit Day was organized, providing free rides to residents for a day in April.

Service Standards

To assess quality assurance for the delivery of transportation services, the Local Coordinating Board utilizes the following services standards that form the basis for the annual review of the Community Transportation Coordinator (CTC). These standards are consistent with Section 41-2.006 Florida Administrative Code and the Code of Federal Regulation.

- Drug and alcohol program – CAT complies with applicable Federal Transit Administration requirements for all individuals in safety-sensitive positions. In addition, CAT maintains a Drug-Free Workplace policy.
- Escorts and children – Personal care attendants must be approved on the initial customer application with medical documentation for the reason an attendant is needed. If an escort/personal care attendant is requested, they will be transported at no additional charge.
- Child restraints – Restraints are required for children under 5 and/or under 50 lbs.
- Rider property – Passengers are allowed to bring up to four shopping bags that fit under the passenger's seat and/or on their lap.
- Vehicle transfer points – Vehicle transfer points will be in safe and secure locations. Riders have the right to vehicle transfer points that are sheltered, secure, and safe.
- Local toll-free number for consumer comments – The local toll-free number for complaints is 1-800-550-9348. The number is posted in all paratransit vehicles. If a complaint cannot be resolved locally, individuals have the option to contact the statewide Transportation Disadvantaged Ombudsman Hotline at 1-800-983-2435.
- Vehicle Cleanliness – All vehicles shall be free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal, or other objects or materials that could soil items placed in the vehicle or provide discomfort for the passenger. All vehicles are cleaned (interior and exterior) on a regular schedule.
- Billing requirements – 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.

- Rider/trip data – The CTC management entity will collect and store in a database the name, phone number, address, funding source, eligibility, and special requirements of each passenger.
- Seating - Vehicle seating will not exceed the manufacturer’s recommended capacity.
- Driver Identification - 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.
- Passenger Loading Assistance - All drivers shall provide the 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 of their pick-up point to the door of their destination. Other assistance may be provided except in situations in which providing assistance would not be safe for passengers remaining in the vehicle. Assisted access must be in a dignified manner. Drivers may not assist passengers in wheelchairs more than one step up or down.
- Smoking, Drinking, and Eating - 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.
- Passenger No-Shows - All scheduled trips (reservations) must be canceled at least 2 hours prior to the scheduled trip to avoid being deemed a “no show”. Passengers are not responsible for “no-shows” due to sudden illness, family or personal emergency, transit connection or appointment delays, extreme weather conditions, operator error, or other unforeseen reasons for which it is not possible to call to cancel or take the trip as scheduled. Late Cancellations and/or No Shows may result in suspension of service. Passengers will be notified of every “no-show” violation in writing. If a passenger receives notice of a no-show violation that proposes a suspension of service, the written notification shall also outline the passenger’s right to appeal the imposition of that sanction. All penalties reset after one year from the initial no-show violation.
- Communication Equipment - All vehicles will be equipped with two-way communication devices.
- Vehicle Air Conditioning and Heating Equipment - All vehicles in the coordinated system shall have working air conditioning and heating. Vehicles that do not have a working air conditioner and/or heater will be scheduled for repair or replacement within five days. Should a vehicle incur a problem, it will be repaired as soon as possible. The owner/operator is responsible for its repair. The priority is that the CTC provides transportation. If a vehicle’s air conditioning or heating is not functioning properly, and, if there are no other vehicles available, the passengers will be transported, rather than canceling a trip. Passengers with health conditions affected by air conditioning or lack thereof will be notified if their vehicle’s air conditioning is not working, and the passenger will be given an opportunity to decide whether to take the trip.
- First Aid Policy - Drivers are certified in first aid on an annual basis.

- Cardiopulmonary Resuscitation (CPR) - Drivers are certified in CPR every two years (biennial).
- Driver Background Checks - All drivers in the coordinated system must have a “favorable” background check from the Florida Department of Law Enforcement (“favorable” as defined by the Department of Children and Families policies and procedures).
- Public Transit Ridership - Using a single centralized operation for CTC and fixed route service, coordinated trips will be referred to the fixed route when accessible rather than placed into the CTC paratransit system.
- The CTC will continue to market and encourage the use of bus passes, by individuals and agencies that sponsor trips. It will also measure the use of each pass per month.
- Pick-Up Window - Passengers are not given a set pick-up time. Instead, they are told to be ready for their ride to arrive from between one to two hours before their appointment time. This window is dependent on the service area of the pick-up and drop-off points. Travel times are determined by the length of the trip. Travel times are as follows: 9 miles or less is approximately 60-minute travel time, 9-18 miles is approximately 75-minute travel time, and 18 miles or longer is approximately 120-minute travel time. The CTC may negotiate special pick-up arrangements with the customer, in advance, as the situation dictates. These arrangements shall be documented and maintained on file to distinguish these trips from regularly scheduled trips for determining on-time performance. Medical appointments and employment must follow the “30 minutes early to zero minutes late” policy. All other trips are considered on time if they arrive one minute before or one minute after the scheduled time. Four (4) or more passengers dropped-off and/or picked up at the same location constitute a group trip. The CTC may negotiate special arrangements with the customer or agency, in advance, for a group trip. These special arrangements will be documented and evaluated separately for on-time performance. Every effort will be made by the CTC to keep the ride times within the service window for these trips.
- All return trips are also scheduled in advance. The pick-up process for return trips is the same as the originating trip. Depending on the location, the window may be one or two hours. General expectations are that travel within a single service area will follow the travel time windows. Travel times are determined by the length of the trip. Travel times are as follows: 9 miles or less is approximately 60-minute travel time, 9-18 miles is approximately 75-minute travel time, and 18 miles or longer is approximately 120 minute travel time.
- On-time Performance - The CTC will have a 90% on-time performance rate for all completed trips including both pick-ups and drop-offs. The CTC will report on-time performance at all LCB meetings.
- Advance Reservations - Reservations are made a day in advance up to 5 p.m. the business day prior to the trip request. Passengers with an urgent need to travel should call the CTC. Unless other regulations are applicable, same-day trip requests cannot be guaranteed. However, the CTC will attempt to accommodate the request.
- Accidents - There should be no more than 1.2 accidents per 100,000 miles.

- Road Calls - There should be no less than 10,000 miles between each road call.
- Call-Hold - All calls shall be answered within three rings, and the maximum hold time shall be two minutes. The standards listed below are locally developed standards, in addition to those required by Section 41-2.006, Florida Administrative Code.
- Driver Training - All operators, supervisors, and safety-sensitive positions shall receive drug and alcohol safety training. Additional training shall consist of driver safety, passenger relations, wheelchair security, CPR, fire safety, and other topics, as deemed necessary. At a minimum, passenger relations and driver safety training shall be conducted annually. All drivers will be annually certified in First Aid. All drivers will be certified every two years in Cardiopulmonary Resuscitation (CPR).
- Oxygen Transport - Passengers may travel with oxygen equipment if it is self-administered and can be safely stowed when the vehicle is enroute. Drivers are not permitted to supply, connect, or disconnect oxygen.
- Service Animals - Guide dogs or other service animals are allowed if specified when applying for TD and/or ADA-sponsored transportation services. Family pets are not allowed.
- On-Board Travel Time - The CTC will make every effort to comply with funding agencies' stated ride times. In situations where it becomes apparent that an individual's onboard travel time will exceed the travel time window (due to accidents and vehicular breakdown, for example), the CTC will make every effort to contact the families or caregivers of the passenger.
- Joint Lee and Collier County Local Coordinating Board Meetings - The CTC recognizes the importance of Joint LCB meetings between Lee and Collier Counties for the purpose of developing consistent inter and intra-county policies. For this reason, the BCC as the CTC will make every effort to pay for out-of-county TD trips to attend the Joint LCB meetings between Lee and Collier County. These out-of-county trips will be for attendance at Joint LCB meetings only and will be paid for by the BCC, depending on the funding availability.
- Refusal to Pay or No Pays - To ensure consistent and fair transportation services to all our passengers, everyone is expected to pay the proper fare upon boarding a CAT Connect. To emphasize the importance of limiting No Pays, CAT Connect adopted the following, zero tolerance of refusal to pay policy: If the passenger does not have the appropriate amount to pay for his or her co-pay, transportation will not be provided. If the passenger refuses to pay for a return trip the passenger will not be eligible to reserve a future trip until payment of the co-pay has been fulfilled.
- Multiple Destinations - Each trip includes one destination. Brief stops at locations before the scheduled destination will not be allowed. If multiple destinations are needed, each section of the trip must be scheduled separately, and the rider must pay a fare for each ride.

Local Complaint and Grievance Procedure

The Local Coordinating Board has adopted the Collier County local complaint and grievance procedures as follows:

If someone is not satisfied and/or disagrees with a decision made as it relates to program eligibility or the provision of service, that individual has the right to file a grievance or to request an appeal within 60 days of the decision. For appeals to the No Show/Late Cancellation suspension, passengers must submit a written appeal within 15 business days from the date of the suspension letter.

When contacting CAT to express concern with any aspect of the service, customers may call 239-252-5840, write to CAT Connect at 8300 Radio Road, Naples, Florida 34104, complete an online form available at www.ridecat.com, or speak to someone in person. When sending a written complaint please include details such as time, date, location, and a description of the problem you experienced. This will help in determining the appropriate personnel to contact to resolve any issues(s) as quickly as possible. CAT's complete Complaint Resolution Policy is provided in **Appendix F**.

For those that are not satisfied with the resolution of the complaint, appellants also have the option to file a grievance or call the Florida Commission for the Transportation Disadvantaged Ombudsmen Hot Line at 1-800-983-2435.

The process to file a grievance or to request an appeal is described below.

Step One:

The customer shall first contact the PTNE Division Director 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 customer 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 www.dot.state.fl.us/ctd.

Public Transit and Neighborhood Enhancement Director
8300 Radio Road
Naples, FL 34104
Phone: 239-252-5840
Email: rideCAT@colliercountyfl.gov

Step Two:

If the PTNE Director is unsuccessful at resolving the grievance through the process above, the customer may request, in writing, that their grievance be heard by the Grievance Committee. This request shall be made within ten (10) working days of receipt of the report received 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@colliercountyfl.gov

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 customer 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 customer.

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 Local Coordinating Board Grievance Committee must review all grievances and report accordingly to the full Local Coordinating Board.

If the grievance has not been resolved as outlined in these grievance procedures, the customer 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.

Coordination Contract Evaluation Criteria

In its role as the CTC, Collier County is responsible for planning, coordination and implementation of the most cost-effective transportation system possible within Collier County. Before entering a coordination contract, Collier County analyzes local transportation needs and available resources to ensure that TD services are non-duplicative and can be provided in the most cost-effective manner by the proposed coordination contractor. Collier County considers the capabilities of a proposed coordination contractor to comply with record keeping, safety, vehicle operations, state and federal civil rights laws, etc. When applicable, Collier County evaluates the past performance of the proposed coordinated provider before entering another Memorandum of Understanding.

Cost/Revenue and Allocation and Rate Structure Justification

In March of 2024, the Collier MPO's Local Coordinating Board approved the TD service rates shown in **Table 28** below utilizing the Florida Commission for the Transportation Disadvantaged 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 E.

Table 28: CTD Calculated Rates

FY 2024/2025 CTD Rate Model	
Ambulatory Trip	\$38.55
Wheelchair Trip	\$66.08
Group Trip-Individual	\$24.20
Group Trip-Group	\$44.71

Source: 2024 Collier County FY2024-2025 TD Approved Rate Model Worksheet

During 2018, Collier County conducted an extensive fare structure evaluation to analyze potential fixed-route and paratransit fare changes, assess potential ridership and revenue impacts, minimize adverse impacts to low-income and minority persons, and identify fare policy recommendations.

The fare study involved a public outreach campaign involving rider intercept surveys, public workshops, and the involvement of the County’s Public Transit Advisory Committee. Based on the input received, the majority (77%) of bus riders would support a fare increase if revenue is used to improve service frequency and availability or to access new locations. Fifty percent of ADA riders supported a \$0.50 fare increase and 56% of TD riders supported a fare increase of \$0.25.

At the June 12, 2018, Board of County Commissioner’s Meeting a resolution was adopted to implement the following fare structure changes effective October 1, 2018. The effective date for student discount programs is June 12, 2018.

The fare structure adopted on June 12, 2018, is still the most current fare structure for Collier Area Transit. **Table 29** and **Table 30** below, display the existing CAT fare structure and the TD/ADA fares respectively.

Table 29: CAT Fare Structure Effective FY 2023-24

Service Category	Base Fare	Reduced Fare
One Way Fare	\$2.00	\$1.00
Children 5 Years of Age and Younger	Free	Free
Transfers	Free up to 90 Min	Free up to 90 Min
Day Pass	\$3.00	\$1.50
Marco Express One-way Fare	\$3.00	\$1.50
Smart Card Passes		
15-Day Pass	\$20.00	\$10.00
30-Day Pass	\$40.00	\$20.00
Marco Express 30-Day Pass	\$70.00	\$35.00
Smart Card Media Fees		
Smart Card Replacement without Registration	\$2.00	\$2.00
Smart Card Registration	\$3.00	\$3.00
Smart Card Replacement with Registration	\$1.00	\$1.00
Discount Passes		
Summer Paw Pass (Valid June 1-August 31 for Students)		\$30.00
30-Day Corporate Pass		\$29.75/mo.
<p>*Reduced fares are for members of Medicare, the disabled community, those 65 years and older, children 17 and under, high school and college students, and active /retired military personnel. ID Required. This fare also applies to the subcontracted transportation provider with the Florida Commission for the Transportation Disadvantage that provides transportation services under the non-emergency transportation Medicaid contract for Collier County.</p>		
Promotional Fares		
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 specific value)	\$200/event

Table 30: TD & ADA Fare Structure Effective FY 2023-24

TD & ADA Fare Structure	
ADA Fare Full - At or Below Poverty Level	\$3.00
ADA Fare - At or Below Poverty Level	\$1.00
TD Fare - At or Below Poverty Level	\$1.00
TD Fare - 101% to 150% of Poverty Level	\$3.00
TD Fare - 151% or Higher Above Poverty Level	\$4.00

Quality Assurance

The Local Coordinating Board (LCB) conducted the last evaluation of the CTC in the first half of 2024 for the period July 1, 2022, through June 30, 2023, utilizing the CTC's QAPE/LCB CTC Evaluation Workbook. As a result, the following recommendations were made:

- Regarding the CTC not meeting its On-Time Performance (OTP) goal of 90%:
 - That the CTC continues to keep LCB apprised of the status of delivery of expected grant awarded paratransit vehicles and OTP.
 - That the CTC continues to strive to meet the OTP goal of 90%.
 - That if the CTC's overall OTP continues to consistently be 10% or more below the goal of 90% by December 2024, the CTC brings the issue, along with any proposed strategies to improve OTP that it may have, to the LCB for direction in March 2025.

Status: The CTC has reported that its OTP is being impacted by increased demand during peak hours, staffing shortages for drivers and dispatchers, rising number of TD trip requests, increased traffic congestion, and limited paratransit vehicle availability. The CTC's operator has acquired eight vans with wheelchair lifts. The CTC is finalizing the process to obtain awarded grant funds for the purchase of vehicles by FDOT, with the expectation of receiving some in FY 2025. The CTC is continually evaluating routes to improve efficiency and minimize delays. The CTC's operator is working to fill paratransit driver vacancies.

- Regarding the CTC's accidents, as reported in the FY 22/23 AOR, as 62% higher than its goal of 1.2 per 100,000 miles, that the CTC report back to LCB regarding the efforts it is taking to reduce the number of accidents, as well as updates as to the rate of accidents. If the CTC is unable to reduce the number of accidents from the current rate of 62% higher than its goal of 1.2 per 100,000 miles by December 2024, that the CTC bring the issue, along with any proposed strategies to improve the accident rate that it may have, to the LCB for direction in March 2025.

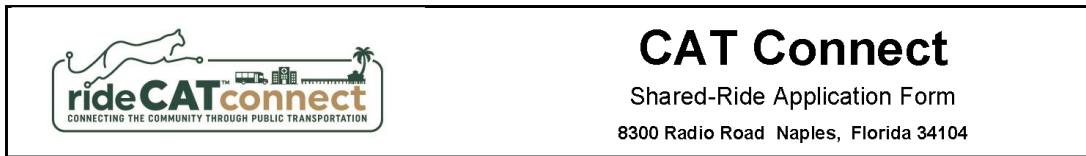
Status: The CTC's operator is providing additional safety training, and the CTC will report back to LCB on its progress in reducing accidents. If the accident rate remains above the target by December 2024, the CTC will present additional proposed strategies for improvement to the LCB for direction.

Appendices

Appendix A: 2023 Collier County Private Transportation Providers

Item No.	2023 Collier County Private Transportation Providers		
1	A Blue Ribbon Transportation Services Co.	46	Luxury Taxi Service of SWFL Inc. d/b/a Luxury Taxi Service
2	A-rrive Transportation LLC	47	Maintain Domain Etc. Inc.
3	Aaron Airport Transportation Inc.	48	Majestic Transportation Services Inc.
4	Airport Express Naples LLC d/b/a Direct Transportation	49	MBA Airport Transportation LLC
5	ALL ABOARD LIMO INC.	50	MediCab Transportation, LLC
6	All Around Transportation L.L.C.	51	Naples & Marco Transportation
7	Alpha Transportation Services Inc.	52	Naples Airport Shuttle, Inc.
8	Allure Chauffeur	53	Naples Chauffeur Service, Inc.
9	AOT Global, Inc.	54	Naples Elite Transportation, LLC
10	Arkway Taxi, Inc.	55	Naples Express Transportation, Inc.
11	Atlantis Cars & Limousines, Inc.	56	Naples Freddy Taxi
12	B & K Transportation Services	57	Naples Limo Services Inc.
13	Boys and Girls Transport, Inc.	58	Naples Limousine Service, Inc. d/b/a Naples Limousine
14	Canary Transportation, Inc.	59	Naples Royal Transportation, Inc.
15	Care Med Transportation, L.L.C.	60	Naples Taxi Alberto's, LLC
16	Checker Airport Transportation, Inc.	61	Naples Transportation & Tours, LLC
17	CITY TRANSPORTATION OF NAPLES, INC.	62	Naples Trolley Tours
18	Classic Transportation	63	Ocean Line Transportation Inc.
19	Clean Ride Limo, Inc.	64	Out On The Town Transportation, LLC
20	Collier Coach LLC	65	Preferred Shuttle LLC
21	Comfy Transportation	66	Premier Healthcare and Transportation Services, Inc.
22	CSP Associates, Inc d/b/a Ambassador	67	Premier Taxi & Limo Service
23	Dixie Taxi and Limo Service d/b/a Naples Cab	68	Pristine Transportation, Inc.
24	Dolphin Transportation Specialists, Inc.	69	Private Car Luxury Transportation, Inc.
25	Driven SWFL Inc.	70	RC Taxi Services LLC
26	Eagle Taxi Inc.	71	Red Rover Transportation of SW FL Inc.
27	Eli Private Chauffeur Services Naples	72	Redback Tours LLC
28	Elite Limousine Service of SW Florida, Inc.	73	Roger's Limo Service, Inc.
29	EZ JOURNEY INC	74	Royal Floridian Transportation, Inc.
30	Fifth Avenue Transportation	75	RSW On-demand Transportation, ODT LLC
31	First Class Transportation Naples	76	RSW Transportation & Car Service
32	Flamingo Transportation Inc.	77	SafeRide RSW Transportation
33	Go Express One LLC	78	Safeway Taxi Corp.
34	Go Platinum Transportation, LLC	79	Sunshine Limo Chauffeured Transportation Worldwide, L.L.C.
35	Guiampu Corp.	80	SWFL Transportation Group, Inc. d/b/a Bluebird Taxi, Yellow Cab, Checker Airport Transportation, Bluebird Mobility and Bluebird Executive Sedan Transportation
36	Gulf Coast Taxi Inc.	81	Taxi Hispano SW, Inc.
37	Hollywood Limos of Naples LLC	82	Taxi Latino Inc.
38	Ion Transportation, LLC	83	Taxi Pam & Car Service, Inc.
39	J. Poelker Transportation Services, Inc, d/b/a Apple Transportation	84	The Best Transportation In Naples, LLC
40	KS Non-Emergency Medical Transport	85	The Nellie Group Inc. d/b/a A-Action Transportation Service
41	L.A. Limousine Service, Inc.	86	TLC Transport Company of Southwest Florida Inc.
42	Limotions Limousine	87	Turbo Medical Transportation
43	LP Transportation	88	Valet Pros LLC
44	Lux VIP Transportation	89	Wheelchair Transport Service, Inc.
45	Luxury Drive Pro LLC		

Appendix B: CAT Connect Shared-Ride Application Form



CAT Connect is a public transportation shared-ride door-to-door service that is **ONLY** available for individuals **who do not have access to any other means of transportation**, including the Collier Area Transit (CAT) bus service (fixed route). The CAT Connect program provides transportation service through the Florida Department of Transportation for eligible individuals through several funding programs, including the American with Disability Act (ADA) and Florida Commission for the Transportation Disadvantaged (TD). CAT Connect can be used for medical appointments, work, school and other trips depending on the funding program the individual qualifies under. The information requested on this application is intended to help us determine the funding program you qualify for.

The qualification guidelines for each program are shown below. If you are unsure whether you qualify, have any questions, or need assistance completing this application, please call our Customer Service Department at (239) 252-7272 or the CAT office at (239) 252-7777. For TTY/TDD devices call (800) 955-1339.

For **MEDICAID TRANSPORTATION** please call **(844)-239-5974**.

Eligibility Criteria	
ADA	TD
<ul style="list-style-type: none"> Your trips origin and destination are within the ADA corridor^a You have a recognized disability verified by an accepted medical professional Unable to Utilize CAT Fixed Route 	<ul style="list-style-type: none"> Your trips origin or destination must reside outside the ADA corridor but within Collier County. You have a physical or mental disability, or income status; that prevents you from transporting yourself Or you are a child who is handicapped or high-risk or at-risk.

- Eligibility is a functional determination of the applicant's ability to use the CAT bus service (fixed route), and not simply a medical or psychiatric diagnosis.
- The ADA certification process may involve a telephone interview and/or a personal functional assessment to determine if and how the applicant's transit needs can be met. CAT Connect will pay for the functional assessment as well as provide transportation to and from the evaluation, if necessary. The in-person assessment begins with a one-on-one interview, designed for an applicant to provide details regarding his/her travel skills and abilities. During the interview, the assessor determines whether the applicant can safely participate in the functional assessment process. A mobility assessment focuses on each applicant's functional and cognitive abilities. Through assessments, an evaluator can determine environmental, architectural, and personal

^a ADA Corridor – ¼ mile from a CAT fixed route.

barriers that may impact an applicant's ability to safely and independently access public transportation.

- All applicants will be notified of the outcome of their application.
- **PROCESSING OF THIS APPLICATION CAN TAKE UP TO 21 CALENDAR DAYS.** The 21-day period begins AFTER a complete application is received and personal assessment is completed.
- **Travel Training** is a FREE service that is offered and creates opportunities for community access by teaching you how to use the CAT bus service (fixed route). The Travel Trainer will work with you in either an individual or small group setting to teach you the travel skills needed to get to your destination safely and independently. The Travel Trainer will work with you until you are capable and confident to travel your route on your own.
- **Service eligibility maybe reviewed and modified at any time within the approved eligibility period. Passengers will be properly notified of any changes.**

REMEMBER WHEN COMPLETING THIS APPLICATION!

1. Type or PRINT legibly, **ILLEGIBLE, INCOMPLETE AND/OR UNSIGNED APPLICATIONS WILL NOT BE ACCEPTED AND WILL BE RETURNED. THIS WILL CAUSE A DELAY IN YOUR ELIGIBILITY DETERMINATION.**
2. To confirm disability **THE MEDICAL VERIFICATION SECTION IS REQUIRED** and must be completed by an accepted medical professional (see list on top of Medical Verification form).
3. **PROOF OF INCOME IS REQUIRED IF A REDUCED CO-PAY IS REQUESTED.** Acceptable types of proof of income are pension/social security benefit statements, unemployment benefits, bank statements or current paystubs.
4. Complete all sections of the application requested, return all information requested, and sign where indicated.

Note: All CAT bus service (fixed route) vehicles are wheelchair accessible and equipped with wheelchair lifts. Therefore, use of a wheelchair does not automatically justify use of paratransit service. Bus operators or automatic systems announce major streets and intersections and/or all vehicles are equipped with automated enunciators.

OFFICE USE ONLY - DO NOT WRITE IN THIS SPACE

Customer ID#: _____
 Exp. Date: _____

New Application Re-Certification

Date Received: _____ Date of Completed Application: _____
 Date of Scheduled Assessment: _____ Date of Completed Assessment: _____
 Initial Reviewer: _____ Date: _____
 Temporary Permanent Conditional

Conditional Reason: _____

ADA Approval: _____

TD Approval: _____

PCA Needed: Yes No TT Requested: Yes No Funding Source: ADA TD Both
 Fare Amount Owed: TD: \$1.00 \$3.00 \$4.00 ADA: \$1.00 \$3.00

Approval: Approved Denied Final Reviewer: _____ Date: _____

SECTION 1 – GENERAL INFORMATION (PLEASE PRINT)

- Check here if you are a current Paratransit rider
- Check here if you currently receive Medicaid or any program that would pay for transportation.

Date of Birth: ____/____/____ Sex: Male Female

Last Name: _____ First Name: _____ M.I. _____

Street Address: _____ Apt.#: _____

City: _____ State: _____ Zip Code: _____

Home Phone: _____ Cell Phone: _____

Email: _____

Name of Subdivision, Building Complex Name, and/or Facility Name: _____

Is a gate code required for entry? YES NO Code Number _____

Mailing Address (if different from above): _____

Is this a Nursing Home ACLF/ALF Boarding Home

Does the facility you live in have a vehicle to transport residents? YES NO

Have you ever been transported by this facility? YES NO

Do you require materials or correspondence in an alternative format? If so, please specify;

Large Print Audio Computer Other _____

If the applicant received assistance completing this application, please specify;

Name: _____ Relationship: _____ Phone: _____

Do you authorize this person to assist you with future travel arrangements? YES NO List

additional persons that are authorized to assist you with travel arrangements in the future:

Emergency Contact: Name and telephone number of someone we can call in an emergency.

Name: _____ Relationship: _____

Home Phone: _____ Cell Phone: _____

TRAVEL INFORMATION

1. How do you currently travel to appointments or to other activities such as grocery shopping?

2. Have you ever used the *Collier Area Transit's* bus service? YES NO

NOTE: CAT Connect offers travel training services to teach individuals how to use the CAT bus service. Participation in travel training will not affect your eligibility for ADA Paratransit service.

Check here if you are interested in receiving additional information on travel training.

MOBILITY INFORMATION

All *Collier Area Transit's* buses are wheelchair accessible. Therefore, use of a wheelchair does not automatically justify use of Paratransit service.

1. Please check the appropriate mobility aid(s) or equipment listed below that you use to assist you when you travel.

Powered scooter/wheelchair

Oxygen tank

Walker

Manual wheelchair

Cane

Service Animal

Other (specify): _____

Applicant special accommodation for transport: _____

COMMON DESTINATIONS

List the doctors, medical facilities or other locations you visit on a regular basis and how you currently travel to those appointments.

- a. Doctors Name/Medical Facility _____
Phone Number _____
Address _____
- b. Doctors Name/Medical Facility _____
Phone Number _____
Address _____
- c. Other non-medical destination _____
Address _____
- d. Other non-medical destination _____
Address _____

SECTION 2 – TD APPLICANTS OR REDUCED CO-PAY

In order to determine if you qualify as Transportation Disadvantaged (TD), please answer the following questions. This section will also determine if you qualify for a reduced CAT Connect fare.

- 1. Total Annual Household Income: \$ _____

NOTE: Proof of income is required. Please submit with completed application. Acceptable types of proof of income are pension/social security benefit statements, unemployment benefits, bank statements or current paystubs.

- 2. How many personal vehicles are owned or used by members in your household?

- 0
- 1
- 2 or more

- 3. Are you able to drive and transport yourself?

- Yes
- No

- 4. If you are unable to transport yourself, please explain why not?

SECTION 3 – ALL APPLICANTS

APPLICANT CERTIFICATION

I understand the information contained in this application will be kept confidential and shared only with professionals involved in evaluating my eligibility for **Paratransit Shared-Ride Service**. I certify the information provided in this application is true and correct. I understand that providing false or misleading information or making false statements on behalf of others constitutes fraud and is considered a felony under the laws of the State of Florida. I authorize the professional(s) listed to release information to CAT CONNECT Program about my disability and its effects on my ability to travel on the COLLIER AREA TRANSIT bus service (fixed route). I understand that I may revoke this authorization at any time with written notice to CAT CONNECT Program.

THIS APPLICATION MUST BE SIGNED

Signature of applicant: _____ **Date:** _____

If Applicant is unable to sign this form, he/she may have someone sign and certify on applicant's behalf.

Proxy Signing for Applicant: _____ **Date:** _____

Print Name: _____

Relationship to applicant: _____

WHEN COMPLETED, PLEASE

MAIL APPLICATION TO: **CAT Connect Program**
 CAT Operations Center
 8300 RADIO ROAD
 NAPLES, FL 34104

OR FAX APPLICATION TO: **(239)252-4464**

OR MAIL APPLICATION TO: CATConnect@colliercountyfl.gov

If not satisfied or applicant disagrees with a decision related to program eligibility, or the provision of service, that individual has the right to file an appeal with CAT Connect within 60 days of the decision.

MEDICAL VERIFICATION (*Must be completed by accepted medical professional*)

FOR ADA OR if you are applying for TD due to a medically verified physical or cognitive condition, impairment, or disability: A Medical Verification Form must be completed and signed by a licensed medical professional. Accepted medical professionals include:

- Medical Doctor
- Doctor of Osteopathic Medicine
- Doctor of Chiropractic
- Occupational Therapist - Licensed and Registered
- Audiologist
- Ophthalmologist
- Psychologist
- Registered Nurse
- Physical Therapist
- Licensed Practical Nurse

Dear Medical Professional:

In order to process this applicant's request for CAT Connect eligibility, we require this form be completed. Only licensed medical professionals having knowledge of the applicant's functional ability to use the **Collier Area Transit (CAT)** bus service (fixed route) should complete this form. CAT Connect is the shared-ride door-to-door service and CAT is the fixed route bus service.

All CAT bus service (fixed route) vehicles are wheelchair accessible and equipped with wheelchair lifts. Therefore, use of a wheelchair does not automatically justify use of paratransit service. Bus operators or automatic systems announce major streets and intersections, and/or all vehicles are equipped with automated enunciators.

Thank you for your assistance.

Contact information:

CAT Connect Program Customer Service Phone:

(239) 252-7272 or (239) 252-7777

Fax: (239) 252-4464 or (239) 252-5753

Email: CATConnect@colliercountyfl.gov

Additional information can be found on our website www.rideCAT.com

MEDICAL VERIFICATION – ADA & TD DISABILITY APPLICANTS
(MUST BE COMPLETED BY MEDICAL PROFESSIONAL)

APPLICANT'S NAME: _____ **Date of Birth:** ____ / ____ / ____

1. The Applicant is being evaluated for eligibility on the CAT Connect Paratransit System, but the ability to utilize the Fixed Route System (Large City/County Bus that operate on a predetermined route according to a predetermined schedule) must first be determined. Is the applicant able to use the Fixed Route bus independently and safety? **Yes** **No**

2. What are the disability/ies or health conditions that affect the applicant's ability to use the Collier Area Transit bus service (fixed route)?

3. Does this person require a Personal Care Attendant (PCA) while traveling? **Yes** **No**

4. How long has this disability been present? _____

Is the disability **permanent**, **temporary** or **progressive**?

If temporary, how long? _____

5. Please describe any other medical conditions this person has at this time and severity, in detail, including any restrictions, limitation, and prognosis _____

6. How long have these conditions been present? _____

Is condition **permanent**, **temporary** or **progressive**?

7. Is this person able to:

Yes **No** Communicate addresses, destinations, and phone numbers?

Yes **No** Read and/or monitor time?

Yes **No** Ask for, understand, and follow instructions?

Yes **No** Deal with unexpected situations or changes in routine?

Yes **No** Safely and effectively travel through crowded or complex facilities?

In signing, I acknowledge that, to the best of my knowledge, the information in this evaluation form is true and correct. I understand that providing false or misleading information could result in the re-examination of the eligibility status of the applicant as well as prosecution to the maximum extent allowed by the laws of the state of Florida.

Signature: _____ **Date:** _____

Print or type Name and Title: _____

State of Florida License Number: _____

Business Address: _____ **Phone Number:** _____

City: _____ **State:** _____ **Zip Code:** _____

Appendix C: Vehicle Inventory

Year	Make	Model	VIN Number	FDOT Control #	Agency Vehicle #	Ramp/Lift	# of Seats and W/C Positions	Average Miles/Yr	Current Mileage
2016	CHEVROLET	Glaval	1GB6GUBL7G1138289	98173	CC2-1410	Lift	14 pass, 6 WC	45519	273115
2016	CHEVROLET	Glaval	1GB6GUBL0G1140658	98177	CC2-1411	Lift	14 pass, 6 WC	42942	257653
2016	CHEVROLET	Glaval	1GB6GUBL3G1265573	98176	CC2-1412	Lift	14 pass, 6 WC	42606	255638
2015	CHEVROLET	Glaval	1GB6G5BL8F1262043	98128	CC2-1115	Lift	14 pass, 6 WC	41504	290529
2015	CHEVROLET	Glaval	1GB6G5BL0F1263333	98130	CC2-1117	Lift	14 pass, 6 WC	45760	320319
2019	FORD	Challenger	1FDES8PV1KKA49971	10065	CC2-2194	Lift	8 pass, 2 WC	39897	119691
2019	FORD	Challenger	1FDES8PV3KKA49972	10064	CC2-2195	Lift	8 pass, 2 WC	48159	144476
2019	FORD	Challenger	1FDES8PV5KKA49973	10063	CC2-2196	Lift	8 pass, 2 WC	41428	124284
2019	FORD	Challenger	1FDES8PV7KKA49974	10062	CC2-2197	Lift	8 pass, 2 WC	47402	142205
2020	FORD	Challenger	1FDFE4FS9KDC45799	10076	CC2-2342	Lift	12 pass, 3 WC	67977	135953
2020	FORD	Challenger	1FDFE4FS1KDC49376	10073	CC2-2343	Lift	12 pass, 3 WC	60098	120196
2020	FORD	Challenger	1FDFE4FS3KDC49377	10077	CC2-2344	Lift	12 pass, 3 WC	63429	126858
2020	FORD	Challenger	1FDFE4FS5KDC49378	10074	CC2-2345	Lift	12 pass, 3 WC	62538	125076
2019	FORD	Challenger	1FDFE4FS0KDC66539	N/A	CC2-2393	Lift	14 pass, 2 WC	36926	110777
2020	FORD	Challenger	1FDFE4FS3KDC66504	10096	CC2-2477	Lift	14 pass, 2 WC	54903	109805
2020	FORD	Challenger	1FDFE4FS5KDC66505	10100	CC2-2478	Lift	14 pass, 2 WC	50117	100234
2020	FORD	Challenger	1FDFE4FS7KDC66506	10099	CC2-2479	Lift	14 pass, 2 WC	44331	88661
2020	FORD	Challenger	1FDFE4FS9KDC66507	10093	CC2-2480	Lift	14 pass, 2 WC	52802	105604
2020	FORD	Challenger	1FDFE4FS0KDC66508	10092	CC2-2481	Lift	14 pass, 2 WC	54144	108287
2020	FORD	Challenger	1FDFE4FS2KDC66509	10097	CC2-2482	Lift	14 pass, 2 WC	34674	69348
2018	FORD	Glaval	1FDFE4FS3HDC70786	98195	CC2-1842	Lift	12 pass, 6 WC	60234	240936
2018	FORD	Glaval	1FDFE4FS2HDC70794	98196	CC2-1843	Lift	12 pass, 6 WC	57112	228449
2018	FORD	Glaval	1FDFE4FS7HDC70791	98197	CC2-1844	Lift	12 pass, 6 WC	57628	230510
2018	FORD	Glaval	1FDFE4FS1HDC70785	10001	CC2-1845	Lift	12 pass, 6 WC	62204	248815
2021	FORD	Impulse	1FDFE4FN8MDC15044	10118	CC2-2700	Lift	14 pass, 3 WC	82758	82758
2021	FORD	Impulse	1FDFE4FN3MDC15064	10122	CC2-2701	Lift	14 pass, 3 WC	73621	73621
2021	FORD	Impulse	1FDFE4FN4MDC15073	10121	CC2-2702	Lift	14 pass, 3 WC	73749	73749
2021	FORD	Impulse	1FDFE4FN8MDC15075	10120	CC2-2703	Lift	14 pass, 3 WC	73934	73934
2021	FORD	Impulse	1FDFE4FN1MDC15080	10119	CC2-2704	Lift	14 pass, 3 WC	65432	65432
2021	FORD	Impulse	1FDFE4FN3MDC15081	10130	CC2-2705	Lift	14 pass, 3 WC	65885	65885
2016	VPG	MV1	57WMD2C64GM100120	98139	CC2-1376	Ramp	3 + 1 WC	22927	137560
2016	VPG	MV1	57WMD2C63GM100433	98141	CC2-1377	Ramp	3 + 1 WC	20504	123024
2016	VPG	MV1	57WMD2C64GM100540	98140	CC2-1378	Ramp	3 + 1 WC	15454	92723
2012	VPG	MV1	523MF1A60CM101667	97147	CC2-868	Ramp	3 + 1 WC	14773	147726

Appendix D: SSPP Certification



January 25, 2023

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

A handwritten signature in blue ink, appearing to read "Omar De Leon".

Omar De Leon
Transit Manager



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

COLLIER AREA TRANSIT
8300 Radio Road
Naples, Florida 34104

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

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

It is hereby certified that:

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

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

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

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

Collier Area Transit
8300 Radio Road
Naples, Florida 34104

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

Date: 11/25/23

Signed: 
Omar De Leon
Collier Area Transit



Bus Transit System Annual Safety and Security Certification

*Certifying Compliance with Rule 14-90, FAC to the
Florida Department of Transportation (FDOT)*

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: *Mark Moujabber* Date: 1/4/2023
(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.

Appendix E: CTD Rate Model Worksheet

Preliminary Information Worksheet		Version 1.4
CTC Name:	Collier County Board of Commissioners	
County (Service Area):	Collier County	
Contact Person:	Trinity Scott	
Phone #	239-252-6064	

Check Applicable Characteristic:

ORGANIZATIONAL TYPE:	NETWORK TYPE:
<input checked="" type="radio"/> Governmental	<input checked="" type="radio"/> Fully Brokered
<input type="radio"/> Private Non-Profit	<input type="radio"/> Partially Brokered
<input type="radio"/> Private For Profit	<input type="radio"/> 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 2022 to Sept 30th of 2023	Current Year's APPROVED Budget, as amended from Oct 1st of 2023 to Sept 30th of 2024	Upcoming Year's PROPOSED Budget from Oct 1st of 2024 to Sept 30th of 2025	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm 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

REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)

Local Non-Govt

Farebox	\$ 194,404	\$ 249,200	\$ 252,200	28.2%	1.2%	
Medicaid Co-Pay Received						
Donations/Contributions						
In-Kind, Contributed Services						
Other	\$ 13,398	\$ 40,000	\$ 40,000	198.6%	0.0%	
Bus Pass Program Revenue						

Local Government

District School Board						
Comp. ADA Services						
County Cash	\$ 3,601,745	\$ 4,770,500	\$ 4,770,500	32.4%	0.0%	
County In-Kind, Contributed Services						
City Cash						
City In-Kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						

CTD

Non-Spons. Trip Program	\$ 781,862	\$ 682,100	\$ 716,100	-12.7%	5.0%	
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
Bus Pass Program Revenue						

USDOT & FDOT

49 USC 5307	\$ 982,778	\$ 933,100	\$ 786,700	-5.1%	-15.7%	5307 covered ADA and 3 months of Preventative Maintenance. 5310 funding was not received by FDOT due to lack of contract; application submitted in FY24. Other DOT funds are from FDCC grant received for 1 year.
49 USC 5310	\$ -	\$ 649,500	\$ 576,300		-11.3%	
49 USC 5311 (Operating)						
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)	\$ 13,978	\$ -	\$ -	-100.0%		
Bus Pass Program Revenue						

AHCA

Medicaid						
Other AHCA (specify in explanation)						
Bus Pass Program Revenue						

DCF

Alcohol, Drug & Mental Health						
Family Safety & Preservation						
Comm. Care Dis./Aging & Adult Serv.						
Other DCF (specify in explanation)						
Bus Pass Program Revenue						

DOH

Children Medical Services						
County Public Health						
Other DOH (specify in explanation)						
Bus Pass Program Revenue						

DOE (state)

Carl Perkins						Reduced based on actuals and forecast.
Div of Blind Services						
Vocational Rehabilitation	\$ 9,093	\$ 4,800	\$ 6,700	-52.0%	39.6%	
Day Care Programs						
Other DOE (specify in explanation)						
Bus Pass Program Revenue						

AWI

WAGES/Workforce Board						
Other AWI (specify in explanation)						
Bus Pass Program Revenue						

DOEA

Older Americans Act	\$ 2,368	\$ -	\$ -	-100.0%		Services are not predictable enough to budget revenues.
Community Care for Elderly						
Other DOEA (specify in explanation)						
Bus Pass Program Revenue						

DCA

Community Services						
Other DCA (specify in explanation)						
Bus Pass Admin. Revenue						

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 2022 to Sept 30th of 2023	Current Year's APPROVED Budget, as amended from Oct 1st of 2023 to Sept 30th of 2024	Upcoming Year's PROPOSED Budget from Oct 1st of 2024 to Sept 30th of 2025	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm 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

APD						
Office of Disability Determination						
Developmental Services						
Other APD (specify in explanation)						
Bus Pass Program Revenue						
DJ						
(specify in explanation)						
Bus Pass Program Revenue						
Other Fed or State						
xxx						
xxx						
xxx						
Bus Pass Program Revenue						
Other Revenues						
Interest Earnings	\$ 95,267	\$ -	\$ -	-100.0%		Interest is not budgeted.
xxxx						
xxxx						
Bus Pass Program Revenue						
Balancing Revenue to Prevent Deficit						
Actual or Planned Use of Cash Reserve			\$ 427,500			
Balancing Revenue is Short By =						
	None	None				
Total Revenues =	\$5,695,587	\$7,329,200	\$7,576,000	28.7%	3.4%	

EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors!)							
Operating Expenditures							
Labor	\$ 86,011	\$ 76,300	\$ 80,600	15.6%	5.6%	The CPI used is 5.7%. Paratransit Contractor Operator costs are also increased due to contract amendments. Reserves (FY24 \$219,600) (FY25 \$250,000)	
Fringe Benefits	\$ 49,670	\$ 30,900	\$ 32,700	-37.8%	5.8%		
Services	\$ 362,233	\$ 438,700	\$ 439,300	14.8%	0.1%		
Materials and Supplies	\$ 929,186	\$ 1,081,400	\$ 1,147,000	14.2%	6.1%		
Utilities	\$ 61,166	\$ 79,200	\$ 74,200	14.8%	5.7%		
Casualty and Liability	\$ 16,214	\$ 26,000	\$ 27,500	60.4%	5.8%		
Taxes							
Purchased Transportation:							
Purchased Bus Pass Expenses							
School Bus Utilization Expenses							
Contracted Transportation Services	\$ 4,188,667	\$ 4,742,800	\$ 5,119,100	13.2%	7.9%		
Other							
Miscellaneous	\$ 1,534	\$ 14,500	\$ 15,300	845.2%	5.5%		
Operating Debt Service - Principal & Interest							
Leases and Rentals							
Contrib. to Capital Equip. Replacement Fund							
Transit Contributed Services	\$ -	\$ -	\$ -				
Allocated Indirect							
Capital Expenditures							
Equip. Purchases with Grant Funds	\$ 665	\$ 649,500	\$ 576,300	73269.8%	-11.3%		
Equip. Purchases with Local Revenue	\$ -	\$ 136,200	\$ 64,000		-63.0%		
Equip. Purchases with Rate Generated Rev.							
Capital Debt Service - Principal & Interest							
	\$ 1	\$ 82,700	\$ -		-100.0%		
Total Expenditures =	\$5,695,587	\$7,329,200	\$7,576,000	28.7%	3.4%		

Once completed, proceed to the Worksheet entitled "Budgeted Rate Base"

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

1	Upcoming Year's BUDGETED Revenues	3	4	5
	from Oct 1st of 2024 to Sept 30th of 2024			
APD				
Office of Disability Determination	\$ --	\$ --	\$ --	\$ --
Developmental Services	\$ --	\$ --	\$ --	\$ --
Other APD	\$ --	\$ --	\$ --	\$ --
Bus Pass Program Revenue	\$ --	\$ --	\$ --	\$ --
DJJ				
TJJ	\$ --	\$ --	\$ --	\$ --
Bus Pass Program Revenue	\$ --	\$ --	\$ --	\$ --
Other Fed or State				
000	\$ --	\$ --	\$ --	\$ --
000	\$ --	\$ --	\$ --	\$ --
000	\$ --	\$ --	\$ --	\$ --
Bus Pass Program Revenue	\$ --	\$ --	\$ --	\$ --
Other Revenues				
Interest Earnings	\$ --	\$ --	\$ --	\$ --
0000	\$ --	\$ --	\$ --	\$ --
0000	\$ --	\$ --	\$ --	\$ --
Bus Pass Program Revenue	\$ --	\$ --	\$ --	\$ --
Balancing Revenue to Prevent Deficit				
Actual or Planned Use of Cash Reserve	\$ 407,500	\$ 407,500	\$ 407,500	\$ 407,500
Total Revenue	\$ 7,676,000	\$ 7,676,000	\$ 2,026,700	\$ 876,900

EXPENDITURES (CTC/Operators ONLY)	
Operating Expenditures	
Labor	\$ 80,000
Fringe Benefits	\$ 32,700
Services	\$ 406,300
Materials and Supplies	\$ 1,147,000
Utilities	\$ 74,200
Casualty and Liability	\$ 27,500
Taxes	\$ --
Purchased Transportation:	
Purchased Bus Pass Expenses	\$ --
School Bus Utilization Expenses	\$ --
Contracted Transportation Services	\$ 5,116,100
Other	\$ --
Miscellaneous	\$ 15,300
Operating Debt Service - Principal & Interest	\$ --
Leases and Rentals	\$ --
Contrib. to Capital Equip. Replacement Fund	\$ --
In-Kind, Contributed Services	\$ --
Allocated Indirect	\$ --
Capital Expenditures	
Equip. Purchases with Grant Funds	\$ 576,300
Equip. Purchases with Local Revenue	\$ 84,000
Equip. Purchases with Rate Generated/Res.	\$ --
Capital Debt Service - Principal & Interest	\$ --
	\$ --
Total Expenditures	\$ 7,676,000
minus EXCLUDED Subsidy Revenue	\$ 2,026,700
Budgeted Total Expenditures INCLUDED in Rate Base	\$ 4,749,300
Rate Base Adjustment ¹	\$ --
Adjusted Expenditures Included in Rate Base	\$ 4,749,300

\$ 2,026,700

Amount of Budgeted Operating Rate Subsidy Revenue

¹ 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.

¹ The Difference between Expenses and Revenues for Fiscal Year: 2022 - 2023

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		Fiscal Year
Total Projected Passenger Miles =	1,895,750	2024 - 2025
Rate Per Passenger Mile = \$	2.80	
Total Projected Passenger Trips =	116,000	
Rate Per Passenger Trip = \$	40.94	Avg. Passenger Trip Length = 14.6 Miles
Rates If No Revenue Funds Were Identified As Subsidy Funds		
Rate Per Passenger Mile = \$	4.47	
Rate Per Passenger Trip = \$	65.31	

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

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	Do NOT Complete Section II for Stretcher Service	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 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 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
 Pass. Trip
 Pass. Mile
Leave Blank
 per passenger mile?.....
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 1.86 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: 2024 - 2025			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	1,695,750	1,368,836	188,978	Leave Blank	137,936
Rate per Passenger Mile =		\$2.67	\$4.58	\$0.00	\$1.68 \$3.10
		<small>per passenger per group</small>			
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	116,000	95,747	13,568	Leave Blank	6,685
Rate per Passenger Trip =		\$38.55	\$66.08	\$0.00	\$24.20 \$44.71
		<small>per passenger per group</small>			
2. If you answered # 1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,...		Combination Trip and Mile Rate			
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =				Leave Blank	\$0.00
Rate per Passenger Mile for Balance =		\$2.67	\$4.58	\$0.00	\$1.68 \$3.10
		<small>per passenger per group</small>			

		Rates if No Revenue Funds Were Identified As Subsidy Funds			
		Ambul	Wheel Chair	Stretcher	Group
Rate per Passenger Mile =		\$4.26	\$7.30	\$0.00	\$2.67 \$4.94
		<small>per passenger per group</small>			
Rate per Passenger Trip =		\$61.49	\$105.41	\$0.00	\$38.61 \$71.31
		<small>per passenger per group</small>			
Program These Rates into Your Medicaid Encounter Data					

Appendix F: CAT's Complaint Resolution Policy



COMPLAINT RESOLUTION POLICY

Complaints

Any individual or agency may file a complaint with the County if they believe a policy or procedure is being violated. All complaints will be evaluated and responded to.

Any individual pursuing a complaint may be accompanied or assisted by an advisor/advocate of their choosing.

Confidentiality and privacy of sensitive information will be maintained, as applicable, during all complaint procedures to the degree permissible by law.

The Complaint Procedures shall be made available to the public on Collier Area Transit Website at www.goCATbus.com and/or printed upon request.

Complaint Procedures

Complaints made be made via phone, mail, email, internet or in person. A form is available to the public online www.goCATbus.com. All complaints must be documented and will be taken seriously and investigated thoroughly.

Complaints received verbally shall be transferred to the Public Transit & Neighborhood Enhancement (PTNE) main number at 252-5840 for processing. The complaint shall be captured on the Customer Complaint and Commendation Form attached to this procedure as Appendix I. As much information should be obtained as available and all applicable fields should be completed. The form should describe the incident or complaint in a detailed manner limiting information to just factual statements avoiding opinions if possible. The completed form will be assigned a unique identification number for tracking purposes and the complaint will be assigned to the appropriate staff for investigation.

Operational Complaints will be sent via e-mail to the General Manager and the supervisor of the respective service for handling. General service complaints such as, bus stop location and accessibility, facility accessibility, or level of service will be sent to the Transit Manager for a response.

Complaints will be investigated according to the standardized procedure established below. The responsible Manager will establish findings of fact and provide a formal response.

Staff receiving the complaint will ensure:

1. Complaint is dated and time stamped based on the time the call is received.
2. Allow the reporter to maintain anonymity or if willing, record the reporting individuals name and contact information.
3. The reporting is asked if they would like to receive a follow up after investigation.
4. A complete description of the issue is documented with no leading questions.

5. Document the Date and time of Occurrence.
6. Identify service being provided and any vehicle information known.
7. Record the names and contact information of others involved.

Complaint Investigation

The Manager will be responsible for completing a thorough investigation to determine the finding of fact. Such investigation shall include pulling available video from vehicles or facilities; interviewing all parties involved; and reviewing all applicable policies and procedures to determine whether:

1. An employee violated Policies;
2. An employee's actions were a safety or security violation;
3. The actions of an employee caused the event or issue and could have been prevented; or
4. Any Customer Service Procedures were violated.

Based on the complaint the responsible Manager shall use the tools made available to the them to factually document the findings. The General Manager will present the results of the investigation in a formal response to the PTNE Transit Manager/PTNE Director. Once the formal response has been reviewed the responsible Manager shall contact the reporter based on the preferred method of communication documented on the complaint form.

Complaint Documentation – Appendix A

County staff will record all complaint information in a Complaint Log. The Complaint Log will contain the primary information of each complaint. The primary use of the log is to quantify the number and type of each complaint for the year. The Complaint Log will record the following information:

1. Date/Time
2. Category of Complaint
3. Resolution
- .

Complaint Retention Policy

The PTNE staff will maintain a log of all complaints filed and track to make sure that they are responded to timely. The Complaints and all supporting videos/evidence shall be retained electronically on a shared drive (M:\Investigative Reports). Completed complaint forms and Complaint Logs shall be kept in electronic form for at least five years.

Complaint Training:

All Customer Service, Dispatchers, and staff receiving phone call will be trained to document complaints. At minimum, the following training will be provided.

- › Actively listen and makes notes - Concentrate solely on what the customer is telling you, making notes of the key facts and their concerns so you have a record of the conversation to refer to in the future.
- › Don't interrupt the customer, stay calm and in control, recognizing you are representing the County and your organization. This should not be taken personally. In a supportive but concerned tone of voice, you may demonstrate active listening and empathy to the customer through the use of a few small statements such as "I understand", or "I'm sorry to hear that". It is recommended that you paraphrase what you have been told using phrases like, "What I heard you say is..." All of these help the customer feel heard while ensuring you are capturing the information accurately.
- › Acknowledge the customer's concerns and thank them during an appropriate time (during a natural pause), in recognition of the distress this may have caused the customer. Thank them for bringing this matter to your attention, further acknowledging your concern and the desire to be part of the solution.
- › Apologize for the impact or the inconvenience caused; empathize with the complainant concerning the failure to deliver the level of service expected. By saying 'sorry' you are again demonstrating to the customer that you are genuinely sorry that this has happened to them and demonstrating that you wish to put things right.
- › Ask questions and summarize your understanding. The questions should be structured with the intent to collect all the facts needed to understand what has happened and to identify how best to resolve the situation. Be sensitive to the fact that the caller may be very upset so don't press the caller. Ask a combination of open (what, how, who, why, where and when) as well as closed questions (for example, "did you?", "is he?") to confirm the key facts and glean the information you need. Summarize your understanding back to the customer to ensure you are clear of the facts and to give the opportunity to the customer to share any further facts they may have omitted.
- › Agree and explain the actions you will take because of their complaint. Be sure to only commit to the steps/actions that you have the authority to take. Explain what you will personally undertake to resolve the complaint, including when you will get back to them. Remember to be realistic about timescales, do not over promise. It is always better to under promise and over deliver rather than the other way around. Take ownership of the complaint, but should you need to involve a colleague, explain to the customer who will be in contact with them, and provide the individual's name and job role.
- › Prior to ending the call ask for feedback on the next steps - Check that the customer is happy with the suggested actions you have committed to. Where appropriate, ask the customer if there is anything further that they think you could do at this stage to help them.
- › Review actions in line with Compliant procedures, which could involve:
 - recording the complaint
 - ensuring that all actions have been taken and no details missed
- › Assess preventative measures:
 - Review procedures with your team leader or manager to ensure future mistakes are not made and we learn from each complaint to enhance our customer service experience.



Customer Complaint and Commendation Form

Complaint Commendation Suggestion

Form Received

Date: Date **Time:** Time **Received By:** Name. **Report ID:** Enter Id

Person Filing

Name: Click here to enter text.

Phone #: Click here to enter text.

Email: Click here to enter text.

Address: Click here to enter text.

City: City

Zip Code: Zip

Want a call back: Choose

Communication Preference: Choose a Preference.

If completing for someone else

Passenger Name: Click here to enter text.

Details

Service: Service **Route:** Route **Date of Occurrence/Time:** Enter Date /Time

Location: Click here to enter text.

Nature:

- ADA Accessibility Safety Fare Cleanliness Discourteous Securement No Show/Missed Trip
 Late Early Ride Time Routing Compliment Suggestion Staff Error/Mis-Information
 Vehicle Other

Description:

Click here to enter text.

Response

Investigation Results:

Click here to enter text.

Investigated By: Click here to enter text.

Valid/Not Valid: Choose an item.

Action taken: Click here to enter text.

Date of Response: Enter Date

Response by: Click here to enter text.

Response Type: Click here to enter text.

Appendix G: Public Comments, Responses, and Changes to the Draft TDSP

COMMENTS RECEIVED FROM ADVISORY COMMITTEES

Name	Comment Received	Response
Tony Pernas, LCB	Update Commission district map.	Map updated.
Lorraine Lantz, TAC	Suggested that data contained in table of inter-county commute patterns be presented in a different format. Suggested revision of certain grammar, context, and page display errors.	Table updated; Grammar, context and page display errors corrected.
Michelle Arnold, CAC	Pointed out several typos, minor revisions to add clarity to the text, and asked questions.	Typos corrected; revisions made. Staff responded to questions.

COMMENTS RECEIVED FROM THE PUBLIC

Name	Comment Received	Response
Pamela Osborne & Jodi Rubenstein, Baker Senior Center Naples	Concerns regarding sometimes having long waiting times for their clients for paratransit bus; Difficulty some seniors have with making telephone reservations and using the phone-based applications to make reservations; Difficulty getting necessary paperwork from doctors for the TD services application.	The concerns are encompassed in the CTC’s goals and objectives set forth in the TDSP. The CTC’s representative explained challenges arising from increased demand, delay in getting new/additional paratransit buses, the distance within the County to travel, and increasing traffic and congestion. CTC representative offered to provide training on how to use the app and the TD system and indicated that paratransit staff actively reach out to assist with completing applications.