



AGENDA

Collier County Local Coordinating Board for the Transportation Disadvantaged

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

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

REGULAR MEETING

Wednesday – March 5, 2025

Immediately After Public Workshop held at 1:30 p.m.

1. **CALL TO ORDER**
 - A. Roll Call
 - B. Pledge of Allegiance
2. **OPEN TO THE PUBLIC FOR COMMENTS
ON ITEMS NOT ON THE AGENDA**
3. **APPROVAL OF AGENDA**
4. **APPROVAL OF MEETING MINUTES**
 - A. December 4, 2024, Meeting Minutes
5. **BOARD ACTION**
 - A. Elect LCB Vice-Chair
 - B. Review and Approve Proposed Rate Model for FY 2025/2026
 - C. Update From the CTC Regarding the 2024 CTC Evaluation Recommendations, Input from LCB Members
6. **REPORTS & PRESENTATIONS**
 - A. CTC Quarterly Report
 - B. MPO Quarterly Progress Report
 - C. FDOT Report
7. **OTHER BUSINESS**
8. **DISTRIBUTION ITEMS**
 - A. Updated LCB Membership Roster
 - B. CTD Model Procedures for Adverse Incidents Related to Paratransit Services
9. **BOARD MEMBER COMMENTS**
10. **NEXT MEETING DATE**

May 7, 2025, at 1:30 p.m., Regular Meeting
11. **ADJOURNMENT**

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

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

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

MEETING MINUTES

**LOCAL COORDINATING BOARD
FOR THE TRANSPORTATION DISADVANTAGED of the
COLLIER METROPOLITAN PLANNING ORGANIZATION
REGULAR MEETING
Collier County Government Center
Admin Building “F”, IT Training Room, 5th Floor
3299 Tamiami Trail East, Naples, FL 34112
December 4, 2024 | 1:30 p.m.**

1. CALL TO ORDER

A. Roll Call

Chair Pernas called the meeting to order at approximately 1:31 p.m.

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

Members Present

Carmen Henry, Southwest Florida Regional Workforce Development Board, Vice-Chair
Tony Pernas, MPO Board member, Everglades City, LCB Chair
Stacy Booth, Florida Dept. of Transportation
Charles Lascari, Rep. of Disabled
Sarah Gualco, Area Agency on Aging SWFL-FL Dept. of Elder Affairs
Brett Nelson, Children at Risk (*arrived during item 5.A.*)
Pa Houa Lee-Yang, Florida Association for Community Action
Michael Stahler, Florida Agency for Health Care Administration (*arrived during item 5.A.*)
Patti Warren, Fla. Dept. of Edu./Div. of Vocational Rehab Services (*arrived during item 5.A.*)

Members Absent

John Lambcke, Collier Schools Transportation Director
Leah Watson, Agency for Persons with Disabilities
Monica Lucas, Local Medical Community
Oscar Gomez, Veterans Services
Tabitha Larrauri, Fla. Dept. of Children and Family Services

MPO Staff

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

Others Present

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

Omar De Leon, Public Transit Manager, Collier Area Transit

B. Pledge of Allegiance

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

None.

3. APPROVAL OF AGENDA

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

4. APPROVAL OF MEETING MINUTES

Approval of September 4, 2024 Meeting Minutes

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

5. BOARD ACTION

A. Approve Annual Update to the Local Coordinating Board Grievance Policy/Procedures

Ms. Hansen said that the MPO's Planning Grant agreement with the Commission for the Transportation Disadvantaged (CTD) requires that the Local Coordinating Board for the Transportation Disadvantaged (LCB) have a Grievance Policy/Procedures in place, which must be updated annually. She also mentioned that the Grievance Policy provides guidance for those who have unresolved complaints related to administration of the Transportation Disadvantaged (TD) program in Collier County, and that to date, no grievances had been filed.

Ms. Hansen said she made updates to bring the policy up to date with Florida law, including revisions to enhance clarity, revisions to definitions to more closely track the language contained in TD program definitions set forth in Section 427.011, Florida Statutes, and revisions to more closely track language related to TD program grievances set forth in 41-2.012(5)(c), Florida Administrative Code.

Ms. Hansen reviewed the annual update to the Local Coordinating Board Grievance Policy/Procedures (which can be viewed in the December 4, 2024 LCB Agenda).

Mr. Lascari said he was a regular user of CATConnect and asked what the chain of events are when someone calls to leave a complaint on the Collier Area Transit (CAT) complaint line and when is a complaint considered a grievance.

Mr. De Leon said the policy is that when someone calls or emails to leave a complaint, a CAT staff member documents the complaint and funnels it to the staff responsible for the area which relates to

the complaint. The responsible staff member reviews the complaint and reaches out to the customer to solve the issue. If the customer is not satisfied with the solution presented by staff, then a grievance can be filed.

Mr. Lascari asked if there is an issue is on the bus, is there camera footage for the staff to review?

Mr. De Leon said that there are cameras on the buses.

Mr. Lascari moved to approve the Annual Update to the Local Coordinating Board Grievance Policy/Procedures. Ms. Lee-Yang seconded. Passed unanimously.

B. Review and Approve the CTC's Final FY 2023-24 Annual Operating Report

Mr. De Leon said that CAT is required to submit an Annual Operating Report (AOR) to the CTD and mentioned that the Board received a presentation of the draft AOR at the September 2024 meeting and approved the draft before it was submitted to the CTD.

The CTD accepted the AOR without a request for revisions, and the final report was being presented. The AOR is a culmination of the fiscal year of July 1, 2023 to June 30, 2024 and includes data regarding trips, categories of services, funding sources, et cetera.

Mr. De Leon reviewed the final AOR (which can be viewed in the December 4, 2024 LCB Agenda).

Ms. Henry moved to approve the CTC's Final FY 2023-24 Annual Operating Report. Mr. Stahler seconded. Passed unanimously.

C. Endorse the submittal of Federal Transit Administration Sections 5310, 5311 and 5339 grant applications and the associated projects to support Collier Area Transit

Mr. De Leon said the item was to endorse CAT's submittal to FDOT for transit funding opportunities from section 5310, 5311, and 5339 grants, which are available to apply for annually. He said the 5310 grant was for new paratransit buses, 5311 would be directed toward operational costs for rural routes, and that 5339 would be directed toward a replacement bus and four bus stop improvements along rural routes.

Mr. De Leon reviewed the details of the grants and grant submission process for each grant application (which can be viewed in the December 4, 2024 LCB Agenda.)

A group discussion followed, regarding the rural qualification category of two of the grants and how more areas within Collier County were changing categorization from rural to urban due to density increases with continued development, and that the Collier County Board of County Commissioners had approved the local match requirements of the grants.

Ms. Henry asked what happens to retired buses, and **Mr. De Leon** said retired buses go to auction,

and the proceeds go back into funding transit.

Mr. Lascari moved to endorse the submittal of Federal Transit Administration Sections 5310, 5311 and 5339 grant applications and the associated projects to support Collier Area Transit. Mr. Stahler seconded. Passed unanimously.

6. REPORTS & PRESENTATIONS

A. Community Transportation Coordinator (CTC) Quarterly Report

Mr. De Leon reviewed the quarterly CTC report (which can be viewed in the December 4, 2024 Agenda), mentioning that key elements from the report are that CAT is averaging 10,000 trips per month, there are 350 new clients eligible for the service, and that there was an increase in passengers per hour.

Mr. De Leon said that new paratransit vehicles with ramps had been ordered and would be tested for efficiency.

Mr. Lascari asked how many new buses had been ordered for 2025 in total.

Mr. De Leon said seven new buses had been ordered for 2025 and mentioned that CAT's agreement with their transportation operator contractor was ending, and that the status of an agreement extension with that contractor was under review.

B. MPO Quarterly Progress Report

Ms. Hansen reviewed the MPO Quarterly Progress Report, which is submitted to the CTD as a requirement of the MPO's Planning Grant. Some key elements of the report are the preparation and facilitation of the September 4, 2024 LCB meeting, the submission of an Actual Expenditures Report of Collier County's TD funding for the prior fiscal year, an amendment to the Transportation Disadvantaged Service Plan was approved by LCB at the September 4 meeting, and Collier MPO's attendance at the 2024 FPTA/CTD Annual Conference + EXPO in West Palm Beach.

(The detailed report can be viewed in the December 4, 2024 LCB Agenda.)

C. FDOT Report

Ms. Booth said the grant application deadline for 5310, 5311 and 5339 would be December 13, 2024, and that FDOT would be doing a risk assessment on all applications on December 16, 2024. Easter Seals and CAT had 5310 applications grants in review. Central Office has been working on programming 5310 for urban areas. FDOT staff would be sending Collier contracts for review. CAT had also had a 5311 contract anticipated to be executed in January 2025, and a 5339 for a replacement vehicle anticipated to be executed in December 2024. Triennial reviews were in progress for Sunrise Community of Southwest Florida and Easter Seals Naples, and draft reports would be submitted at the end of December. **Ms. Booth** said FDOT has a limited amount of transit funds, but that staff does everything possible to figure out how

to provide transit agencies with funding.

7. OTHER BUSINESS

A. 2025 Community Transportation Coordinator Evaluation – Opportunities for LCB Members to Participate

Ms. Hansen said a requirement of the TD Planning Grant, is that the MPO spearhead an annual evaluation of the Community Transportation Coordinator (CTC). The Evaluation examines the CTC's compliance with provisions of Florida law, CTD standards, and local standards set forth in the Transportation Disadvantaged Service Plan.

MPO Staff was planning to kick-off the 2025 CTC Evaluation in early 2025 and participation is a large part of the process. **Ms. Hansen** encouraged LCB members to participate in the process, which would include opportunities for ride-alongs on CATConnect paratransit vehicles, performing on-site observations of the system, and interacting with CATConnect passengers and caretakers.

8. DISTRIBUTION ITEMS

A. Proposed 2025 Collier MPO Meeting Schedule

This item was distributed. **Ms. Hansen** pointed out that the LCB meetings for 2025 are scheduled for March 5, May 7, September 3 and December 3.

9. BOARD MEMBER COMMENTS

Mr. Lascari thanked **Ms. Hansen** for reviewing December 4, 2024 LCB agenda packet with him prior to the meeting.

10. NEXT MEETING DATE

March 5, 2025, at 1:30 p.m., Annual Public Workshop, Regular Meeting to immediately follow, Collier County Government Center, County Administration Bldg. F, IT Training Room, 5th Floor, 3299 Tamiami Trail E., Naples, FL 34112.

11. ADJOURNMENT

*No further business being conducted, **Chair Pernas** adjourned the meeting at 2:31 p.m.*

EXECUTIVE SUMMARY
BOARD ACTION
ITEM 5A

Elect LCB Vice-Chair

OBJECTIVE: For the Board to elect a Vice-Chair to serve through March, 2026.

CONSIDERATIONS: The LCB Bylaws and Rule 41-2.012(2), Florida Administrative Code, provide that LCB elect a Vice-Chair each year.

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

The current LCB Vice-Chair is Carmen Henry. MPO Council Member, Tony Pernas, is the current Chair.

STAFF RECOMMENDATION: That the Board elect a Vice-Chair.

Prepared By: Dusty May Hansen, MPO Senior Planner

ATTACHMENTS:

1. LCB Bylaws (2024)
2. Rule 41-2.012, FAC

BY-LAWS

of the

**COLLIER COUNTY
Transportation Disadvantaged
Local Coordinating Board**

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

TABLE OF CONTENTS

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

VIII	Subcommittees	7
	Subcommittees	7
IX	Communications with other Agencies and Entities	7
	General	7
X	Certification	7

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

ARTICLE I: PREAMBLE

Section 1: Preamble

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

ARTICLE II: NAME AND PURPOSE

Section 1: Name

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

Section 2: Purpose

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

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

Section 1: Voting Members

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

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

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

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

Section 2: Alternate Members

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

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

Section 3: Non-Voting Members

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

Section 4: Terms of Appointment

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

Section 5: Termination of Membership

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

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

ARTICLE IV: OFFICERS AND DUTIES

Section 1: Number

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

Section 2: Chairperson

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

Section 3: Vice-Chairperson

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

ARTICLE V: LCB MEETINGS

Section 1: Regular Meetings

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

Section 2: Notice of Meetings

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

Section 3: Quorum

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

Section 4: Voting

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

Section 5: By-Laws and Parliamentary Procedures

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

Section 6: Public Meetings

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

ARTICLE VI: STAFF

Section 1: General

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

ARTICLE VII: LCB DUTIES

Section 1: LCB Duties

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

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

by the LCB.

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

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

ARTICLE VIII: SUBCOMMITTEES

Section 1: Subcommittees

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

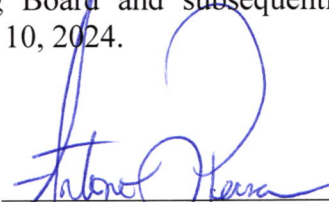
ARTICLE IX: COMMUNICATION WITH OTHER AGENCIES AND ENTITIES

Section 1: General

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

ARTICLE X: CERTIFICATION

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



Tony Pernas, LCB Chairperson

METROPOLITAN PLANNING ORGANIZATION

By:


Commissioner William McDaniel, Jr., MPO Chairperson

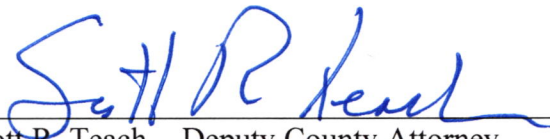
Attested By:


Anne McLaughlin, MPO Executive Director

Approved as to form and legality:

COLLIER COUNTY ATTORNEY

By:


Scott R. Teach, Deputy County Attorney



41-2.012 Coordinating Board Structure and Duties.

The purpose of the Coordinating Board is to identify local service needs and to provide information, advice, and direction to the Community Transportation Coordinator on the coordination of services to be provided to the transportation disadvantaged through the Florida Coordinated Transportation System (FCTS). Each Coordinating Board is recognized as an advisory body to the Commission in its service area. The members of the Coordinating Board shall be appointed by the Metropolitan Planning Organization or the Designated Official Planning Agency. A Coordinating Board shall be appointed in each county. However, when agreed upon in writing, by all Boards of County Commissions in each county to be covered in the service area, multi-county Coordinating Boards may be appointed. The structure and duties of the Coordinating Board shall be as follows:

(1) The Metropolitan Planning Organization or Designated Official Planning Agency shall appoint one elected official to serve as the official chairperson for all Coordinating Board meetings. The appointed chairperson shall be an elected official from the county that the Coordinating Board serves. For a multi-county Coordinating Board, the elected official appointed to serve as Chairperson shall be from one of the counties involved.

(2) The Coordinating Board shall hold an organizational meeting each year for the purpose of electing a Vice-Chairperson. The Vice-Chairperson shall be elected by a majority vote of a quorum of the members of the Coordinating Board present and voting at the organizational meeting. The Vice-Chairperson shall serve a term of one year starting with the next meeting. In the event of the Chairperson's absence, the Vice-Chairperson shall assume the duties of the Chairperson and conduct the meeting.

(3) In addition to the Chairperson, except for multi-county Coordinating Boards which shall have as a representative an elected official from each county, including the Chairperson, one of whom shall be elected Vice-Chairperson, the following agencies or groups shall be represented on the Coordinating Board, in every county as voting members:

- (a) A local representative of the Florida Department of Transportation;
- (b) A local representative of the Florida Department of Children and Family Services;
- (c) A 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 Headstart Program in areas where the School District is responsible;
- (d) In areas where they exist, a local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education;
- (e) A person recommended by the local Veterans Service Office representing the veterans of the county;
- (f) A person who is recognized by the Florida Association for Community Action (President), representing the economically disadvantaged in the county;
- (g) A person over sixty representing the elderly in the county;
- (h) A person with a disability representing the disabled in the county;
- (i) Two citizen advocate representatives in the county; one who must be a person who uses the transportation service(s) of the system as their primary means of transportation;
- (j) A local representative for children at risk;
- (k) In areas where they exist, the 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;
- (l) A local representative of the Florida Department of Elderly Affairs;
- (m) An experienced representative of the local private for profit transportation industry. In areas where such representative is not available, a local private non-profit representative will be appointed, except where said representative is also the Community Transportation Coordinator;

- (n) A local representative of the Florida Agency for Health Care Administration;
- (o) A local representative of the Agency for Persons with Disabilities;
- (p) A representative of the Regional Workforce Development Board established in chapter 445, F.S.; and
- (q) A 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 department or other home and community based services, etc.

(4) Except for the Chairperson, the non-agency members of the Board shall be appointed for three year staggered terms with initial membership being appointed equally for one, two, and three years. The Chairperson shall serve until elected term of office has expired or otherwise replaced by the Designated Official Planning Agency. No employee of a community transportation coordinator shall serve as a voting member of the coordinating board in an area where the community transportation coordinator serves. However, community transportation coordinators and their employees are not prohibited from serving on a coordinating board in an

area where they are not the coordinator. However, an elected official serving as Chairperson of the coordinating board, or other governmental employees that are not employed for the purpose of making provisions for transportation and are not directly supervised by the community transportation coordinator shall not be precluded from serving as voting members of the coordinating board.

(5) The Board shall meet at least quarterly and shall perform the following duties in addition to those duties specifically listed in section 427.0157, F.S.:

(a) Maintain official meeting minutes, including an attendance roster, reflecting official actions and provide a copy of same to the Commission and the Chairperson of the designated official planning agency.

(b) Annually, provide the Metropolitan Planning Organization or Designated Official Planning Agency with an evaluation of the Community Transportation Coordinator's performance in general and relative to Commission and local standards as referenced in rule 41-2.006, F.A.C., and the performance results of the most recent Transportation Disadvantaged Service Plan. As part of the Coordinator's performance, the local Coordinating Board shall also set an annual percentage goal increase for the number of trips provided within the system for ridership on public transit, where applicable. In areas where the public transit is not being utilized, the local Coordinating Board shall set an annual percentage of the number of trips to be provided on public transit. The Commission shall provide evaluation criteria for the local Coordinating Board to use relative to the performance of the Community Transportation Coordinator. This evaluation will be submitted to the Commission upon approval by the local coordinating board.

(c) Appoint a Grievance Committee to process and investigate complaints, from agencies, users, transportation operators, potential users of the system and the Community Transportation Coordinator in the designated service area, and make recommendations to the Coordinating Board or to the Commission, when local resolution cannot be found, for improvement of service. The Coordinating Board shall establish a process and procedures to provide regular opportunities for issues to be brought before such committee and to address them in a timely manner. Rider brochures or other documents provided to users or potential users of the system shall provide information about the complaint and grievance process including the publishing of the Commission's TD Helpline service when local resolution has not occurred. All materials shall be made available in accessible format, upon request by the citizen. Members appointed to the committee shall be voting members of the Coordinating Board.

(d) All coordinating board members should be trained on and comply with the requirements of section 112.3143, F.S., concerning voting conflicts of interest.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.0157 FS. History—New 5-2-90, Amended 6-17-92, 11-16-93, 1-4-94, 7-11-95, 5-1-96, 10-1-96, 3-10-98, 4-8-01, 12-17-02, 7-3-03, 6-14-18.

EXECUTIVE SUMMARY
BOARD ACTION
ITEM 5B

Review and Approve Proposed Rate Model for FY 2025/2026

OBJECTIVE: To obtain the LCB’s approval for the proposed Fiscal Year (FY) 2025-26 Rate Model, which derives annual unsubsidized rates per passenger trip for inclusion in the FY 25-26 Trip and Equipment Grant. The rate model is also included in the annual update to the Transportation Disadvantaged Service Plan (TDSP).

CONSIDERATIONS: The Florida Commission for the Transportation Disadvantaged (CTD) requires the Community Transportation Coordinator (CTC) to update and submit a rate model annually. The rate calculations consider budgeted revenues, operating expenses and associated level of service that will be provided. All of this information is factored into a Rate Model to produce equitable rates for Transportation Disadvantaged (TD) trips provided by the CTC. The rates are reviewed and updated annually and included in the TDSP and the CTC’s Trip and Equipment grant application. The Trip and Equipment grant provides revenue to the CTC for TD trips to support operations of the paratransit system.

The proposed Rate Model Worksheet for FY25-26 is included as **Attachment 1**. A comparison of the current rate model (FY 24-25) and the proposed rate model for FY 25-26 is as follows:

Current FY 24-25 Rate Model	Proposed FY 25-26 Rate Model	Difference
Ambulatory Trip \$38.55	Ambulatory Trip \$33.23	-\$5.32
Wheelchair Trip \$66.08	Wheelchair Trip \$56.97	-\$9.11
Group Trip-Individual \$24.20	Group Trip-Individual \$21.00	-\$3.20
Group Trip-Group \$44.71	Group Trip-Group \$38.20	-\$6.51

The CTD typically reviews the rate model for accuracy prior to review by the LCB. In order to meet the deadline for the LCB agenda, the CTD review is running concurrently to the LCB review. Revisions may be required by the CTD. In the event that any revisions are made, PTNE staff will report on the revised rates at the next LCB meeting.

STAFF RECOMMENDATION: That the Board approve the proposed rate model as presented. Also, that the Board approve the unsubsidized rate per passenger trip type to be applied to all purchased transportation.

Prepared By: Dusty Hansen, Collier MPO Senior Planner

ATTACHMENTS:

1. FY 2025-2026 Proposed 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:

- Governmental
- Private Non-Profit
- Private For Profit

NETWORK TYPE:

- Fully Brokered
- Partially Brokered
- Sole Source

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

Comprehensive Budget Worksheet

Version 1.4

CTC: Collier County Board of Commissioners
County: Collier County

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

	Prior Year's ACTUALS from Oct 1st of 2023 to Sept 30th of 2024	Current Year's APPROVED Budget, as amended from Oct 1st of 2024 to Sept 30th of 2025	Upcoming Year's PROPOSED Budget from Oct 1st of 2025 to Sept 30th of 2026	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	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	\$ 239,569	\$ 247,300	\$ 246,400	3.2%	-0.4%	
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other	\$ 35,503	\$ 40,000	\$ 40,000	12.7%	0.0%	
Bus Pass Program Revenue						

Local Government

District School Board						
Compl. ADA Services						
County Cash	\$ 3,903,162	\$ 3,325,300	\$ 4,138,400	-14.8%	24.5%	
County In-Kind, Contributed Services						
City Cash						
City In-kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						

CTD

Non-Spons. Trip Program	\$ 749,455	\$ 637,800	\$ 765,300	-14.9%	20.0%	
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
Bus Pass Program Revenue						

USDOT & FDOT

49 USC 5307	\$ 1,230,082	\$ 2,771,300	\$ 2,308,100	125.3%	-16.7%	5307 covered ADA, Preventative Maintenance and fuel.
49 USC 5310		\$ 1,764,900	\$ 563,200		-68.1%	
49 USC 5311 (Operating)						
49 USC 5311 (Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
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						
Div of Blind Services						
Vocational Rehabilitation	\$ 7,386	\$ 6,700	\$ 7,600	-9.3%	13.4%	
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	\$ 2,369			-100.0%		
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 2023 to Sept 30th of 2024	Current Year's APPROVED Budget, as amended from Oct 1st of 2024 to Sept 30th of 2025	Upcoming Year's PROPOSED Budget from Oct 1st of 2025 to Sept 30th of 2026	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	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						

DJJ

(specify in explanation)						
Bus Pass Program Revenue						

Other Fed or State

xxx						
xxx						
xxx						
Bus Pass Program Revenue						

Other Revenues

Interest Earnings	\$ 130,735			-100.0%		
xxxx						
xxxx						
Bus Pass Program Revenue						

Balancing Revenue to Prevent Deficit

Actual or Planned Use of Cash Reserve						
---------------------------------------	--	--	--	--	--	--

Balancing Revenue is Short By =		None	None			
Total Revenues =	\$6,298,260	\$8,793,300	\$8,069,000	39.6%	-8.2%	

EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors!)

Operating Expenditures

Labor	\$ 74,852	\$ 78,500	\$ 80,700	4.9%	2.8%	
Fringe Benefits	\$ 44,078	\$ 32,900	\$ 33,800	-25.4%	2.7%	
Services	\$ 439,860	\$ 372,100	\$ 496,200	-15.4%	33.4%	
Materials and Supplies	\$ 955,631	\$ 1,093,800	\$ 1,324,100	14.5%	21.1%	
Utilities	\$ 59,303	\$ 74,000	\$ 76,100	24.8%	2.8%	
Casualty and Liability	\$ 31,451	\$ 34,500	\$ 35,500	9.7%	2.9%	
Taxes						
Purchased Transportation:						
Purchased Bus Pass Expenses						
School Bus Utilization Expenses						
Contracted Transportation Services	\$ 4,691,529	\$ 5,125,200	\$ 5,386,000	9.2%	5.1%	
Other						
Miscellaneous	\$ 1,556	\$ 10,500	\$ 10,800	574.8%	2.9%	
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		\$ 1,525,600	\$ 563,200		-63.1%	
Equip. Purchases with Local Revenue		\$ 296,100	\$ 62,600		-78.9%	
Equip. Purchases with Rate Generated Rev.		\$ 150,100			-100.0%	
Capital Debt Service - Principal & Interest						
Total Expenditures =	\$6,298,260	\$8,793,300	\$8,069,000	39.6%	-8.2%	

See NOTES Below.

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

ACTUAL year GAIN (program revenue) MUST be reinvested as a trip or system subsidy. Adjustments must be identified and explained in a following year, or applied as a Rate Base Adjustment to proposed year's rates on the next sheet.

Budgeted Rate Base Worksheet

Version 1.4

CTC: Collier County Board of Commissioners

County: Collier County

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

	Upcoming Year's BUDGETED Revenues
	from
	Oct 1st of
	2025
	to
	Sept 30th of
	2026
1	2

What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue Excluded from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
3	4	5

REVENUES (CTC/Operators ONLY)

Local Non-Govt

Farebox	\$	246,400
Medicaid Co-Pay Received	\$	-
Donations/ Contributions	\$	-
In-Kind, Contributed Services	\$	-
Other	\$	40,000
Bus Pass Program Revenue	\$	-

Local Government

District School Board	\$	-
Compl. ADA Services	\$	-
County Cash	\$	4,138,400
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	\$	765,300
Non-Spons. Capital Equipment	\$	-
Rural Capital Equipment	\$	-
Other TD	\$	-
Bus Pass Program Revenue	\$	-

USDOT & FDOT

49 USC 5307	\$	2,308,100
49 USC 5310	\$	563,200
49 USC 5311 (Operating)	\$	-
49 USC 5311 (Capital)	\$	-
Block Grant	\$	-
Service Development	\$	-
Commuter Assistance	\$	-
Other DOT	\$	-
Bus Pass Program Revenue	\$	-

AHCA

Medicaid	\$	-
Other AHCA	\$	-
Bus Pass Program Revenue	\$	-

DCF

Alcohol, Drug & Mental Health	\$	-
Family Safety & Preservation	\$	-
Comm. Care Dis./Aging & Adult Serv.	\$	-
Other DCF	\$	-
Bus Pass Program Revenue	\$	-

DOH

Children Medical Services	\$	-
County Public Health	\$	-
Other DOH	\$	-
Bus Pass Program Revenue	\$	-

DOE (state)

Carl Perkins	\$	-
Div of Blind Services	\$	-
Vocational Rehabilitation	\$	7,600
Day Care Programs	\$	-
Other DOE	\$	-
Bus Pass Program Revenue	\$	-

AWI

WAGES/Workforce Board	\$	-
AWI	\$	-
Bus Pass Program Revenue	\$	-

DOEA

Older Americans Act	\$	-
Community Care for Elderly	\$	-
Other DOEA	\$	-
Bus Pass Program Revenue	\$	-

DCA

Community Services	\$	-
Other DCA	\$	-
Bus Pass Program Revenue	\$	-

\$	246,400	
\$	-	
\$	-	
\$	-	
\$	40,000	
\$	-	

\$	-	
\$	-	
\$	3,373,100	765,300
\$	-	
\$	-	
\$	-	
\$	-	
\$	-	
\$	-	

\$	765,300	\$	-	\$	-
\$	-	\$	-	\$	-
\$	-	\$	-	\$	-
\$	-	\$	-	\$	-
\$	-	\$	-	\$	-

\$	-	\$	2,308,100		
\$	-	\$	563,200	\$	563,200
\$	-	\$	-		
\$	-	\$	-	\$	-
\$	-	\$	-		
\$	-	\$	-		
\$	-	\$	-		
\$	-	\$	-		

\$	-	\$	-
\$	-	\$	-
\$	-	\$	-

\$	-	\$	-
\$	-	\$	-
\$	-	\$	-
\$	-	\$	-
\$	-	\$	-

\$	-	\$	-
\$	-	\$	-
\$	-	\$	-
\$	-	\$	-

\$	-	\$	-
\$	-	\$	-
\$	7,600	\$	-
\$	-	\$	-
\$	-	\$	-
\$	-	\$	-

\$	-	\$	-
\$	-	\$	-
\$	-	\$	-

\$	-	\$	-
\$	-	\$	-
\$	-	\$	-
\$	-	\$	-

\$	-	\$	-
\$	-	\$	-
\$	-	\$	-

YELLOW cells
are NEVER Generated by Applying Authorized Rates

BLUE cells
Should be funds generated by rates in this spreadsheet

GREEN cells
MAY BE Revenue Generated by Applying Authorized Rate per Mile/Trip Charges

Fill in that portion of budgeted revenue in Column 2 that will be **GENERATED** through the application of authorized per mile, per trip, or combination per trip plus per mile rates. Also, include the amount of funds that are Earmarked as local match for Transportation Services and **NOT** Capital Equipment purchases.

If the Farebox Revenues are used as a source of Local Match Dollars, then identify the appropriate amount of Farebox Revenue that represents the portion of Local Match required on any state or federal grants. This does not mean that Farebox is the only source for Local Match.

Please review all Grant Applications and Agreements containing State and/or Federal funds for the proper Match Requirement levels and allowed sources.

GOLD cells

Fill in that portion of Budgeted Rate Subsidy Revenue in Column 4 that will come from Funds Earmarked by the Funding Source for Purchasing Capital Equipment. Also include the portion of Local Funds earmarked as Match related to the **Purchase of Capital Equipment** if a match amount is required by the Funding Source.

local match req.

\$ 85,033

\$ -

\$ -

\$ -

\$ 62,578

\$ -

Budgeted Rate Base Worksheet

Version 1.4

CTC: Collier County Board of Commissioners

County: Collier County

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

	Upcoming Year's BUDGETED Revenues
	from Oct 1st of 2025 to Sept 30th of 2026
1	2
APD	
Office of Disability Determination	\$ -
Developmental Services	\$ -
Other APD	\$ -
Bus Pass Program Revenue	\$ -
DJJ	
DJJ	\$ -
Bus Pass Program Revenue	\$ -
Other Fed or State	
xxx	\$ -
xxx	\$ -
xxx	\$ -
Bus Pass Program Revenue	\$ -
Other Revenues	
Interest Earnings	\$ -
xxxx	\$ -
xxxx	\$ -
Bus Pass Program Revenue	\$ -
Balancing Revenue to Prevent Deficit	
Actual or Planned Use of Cash Reserve	\$ -
Total Revenues =	\$ 8,069,000

EXPENDITURES (CTC/Operators ONLY)	
Operating Expenditures	
Labor	\$ 80,700
Fringe Benefits	\$ 33,800
Services	\$ 496,200
Materials and Supplies	\$ 1,324,100
Utilities	\$ 76,100
Casualty and Liability	\$ 35,500
Taxes	\$ -
Purchased Transportation:	
Purchased Bus Pass Expenses	\$ -
School Bus Utilization Expenses	\$ -
Contracted Transportation Services	\$ 5,386,000
Other	\$ -
Miscellaneous	\$ 10,800
Operating Debt Service - Principal & Interest	\$ -
Leases and Rentals	\$ -
Contrib. to Capital Equip. Replacement Fund	\$ -
In-Kind, Contributed Services	\$ -
Allocated Indirect	\$ -
Capital Expenditures	
Equip. Purchases with Grant Funds	\$ 563,200
Equip. Purchases with Local Revenue	\$ 62,600
Equip. Purchases with Rate Generated Rev.	\$ -
Capital Debt Service - Principal & Interest	\$ -
	\$ -
	\$ -
Total Expenditures =	\$ 8,069,000
minus EXCLUDED Subsidy Revenue =	\$ 3,923,000
Budgeted Total Expenditures INCLUDED in	
Rate Base =	\$ 4,146,000
Rate Base Adjustment ¹ =	\$ -
Adjusted Expenditures Included in Rate	
Base =	\$ 4,146,000

3	4	5
What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue Excluded from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
\$ 4,146,000	\$ 3,923,000	\$ 563,200

\$ 3,359,800

Amount of Budgeted
Operating Rate
Subsidy Revenue

¹Rate 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.

¹The Difference between Expenses and Revenues for Fiscal Year: 2023 - 2024

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

Worksheet for Program-wide Rates

CTC: Collier County Board Version 1.4
 County: Collier County

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

- Do **NOT** include trips or miles related to Coordination Contractors!
- Do **NOT** include School Board trips or miles UNLESS.....
- INCLUDE** all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!
- Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS..
- Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!
- Do **NOT** include fixed route bus program trips or passenger miles!

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

Fiscal Year

2025 - 2026

Avg. Passenger Trip Length =	15.1 Miles
-------------------------------------	-------------------

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

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 E Version 1.4
 County: Collier County

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

SECTION I: Services Provided

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

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

SECTION II: Contracted Services

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

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

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

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

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

Ambulatory	Wheelchair	Stretcher	Group
Leave Blank	Leave Blank	Leave Blank	Leave Blank

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

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

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

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

Worksheet for Multiple Service Rates

CTC: Collier County E Version 1.4
 County: Collier County

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

SECTION III: Escort Service

1. Do you want to charge all escorts a fee?.....
 Yes
 No
Skip # 2 - 4 and Go to Section IV
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR
 Pass. Trip Leave Blank
 Pass. 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 1.82 to 1.00

SECTION V: Rate Calculations for Multiple Services:

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

		RATES FOR FY: 2025 - 2026			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	1,748,329	1,442,078	163,366	Leave Blank	142,886
Rate per Passenger Mile =		\$2.29	\$3.92	\$0.00	\$1.45 \$2.63 per passenger per group

		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	116,000	99,419	13,733	Leave Blank	2,848
Rate per Passenger Trip =		\$33.23	\$56.97	\$0.00	\$21.00 \$38.20 per passenger per group

2. If you answered # 1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services, ...

		Combination Trip and Mile Rate			
		Ambul	Wheel Chair	Stretcher	Group
...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 =		\$2.29	\$3.92	\$0.00	\$1.45 \$2.63 per passenger per group

		Rates If No Revenue Funds Were Identified As Subsidy Funds			
		Ambul	Wheel Chair	Stretcher	Group
Rate per Passenger Mile =		\$4.45	\$7.63	\$0.00	\$2.81 \$5.12 per passenger per group
Rate per Passenger Trip =		\$64.68	\$110.87	\$0.00	\$40.88 \$74.35 per passenger per group

Program These Rates Into Your Medicaid Encounter Data

EXECUTIVE SUMMARY
BOARD ACTION
ITEM 5C

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

OBJECTIVE: To update LCB members on efforts being taken to address the recommendations contained in last year's CTC (Community Transportation Coordinator) Evaluation related to on-time performance and accident rates, and to obtain feedback and input from LCB.

CONSIDERATIONS: Every year (except for years that the CTC enters into a new five-year agreement with the Commission for the Transportation Disadvantaged), the LCB evaluates the performance of the CTC. In 2024, the LCB made the following findings and recommendations:

On-Time Performance (OTP)

Finding: The CTC did not meet the OTP performance goal of 90%. FY 22-23 OTP was 80.37% and OTP for the first half of FY 24 was 76.36%.

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

Accident/Incident Rate

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

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

The CTC will provide an update and a presentation (**Attachment 2**) as to its most recent OTP and accident rates, in addition to efforts being taken to address OTP and accidents, at the LCB meeting.

STAFF RECOMMENDATION: That LCB receive the update and provide any input that LCB members may have.

Prepared By: Dusty Hansen, Collier MPO Senior Planner

ATTACHMENTS:

1. CTC's presentation on On-Time Performance & Safety Measures
2. Findings/Recommendations from the 2024 CTC Evaluation

LOCAL STANDARDS

FINDINGS:

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

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

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

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

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

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

RECOMMENDATIONS:

Regarding OTP:

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

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

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

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

Calculations of CTC On Time Performance

FY 2022-2023

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

AVERAGES: 80.37%

87%

July, 2023 - December 31, 2023

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

AVERAGES: 76.36%

87%



On-Time Performance & Safety Measures

Ridership by Distance

A significant factor affecting on-time performance (OTP) is the increasing volume of trips over greater distances. An analysis of the same months over the past three years shows a 25% increase in trips to and from locations such as Marco Island, Ave Maria, Immokalee, and The Estates.

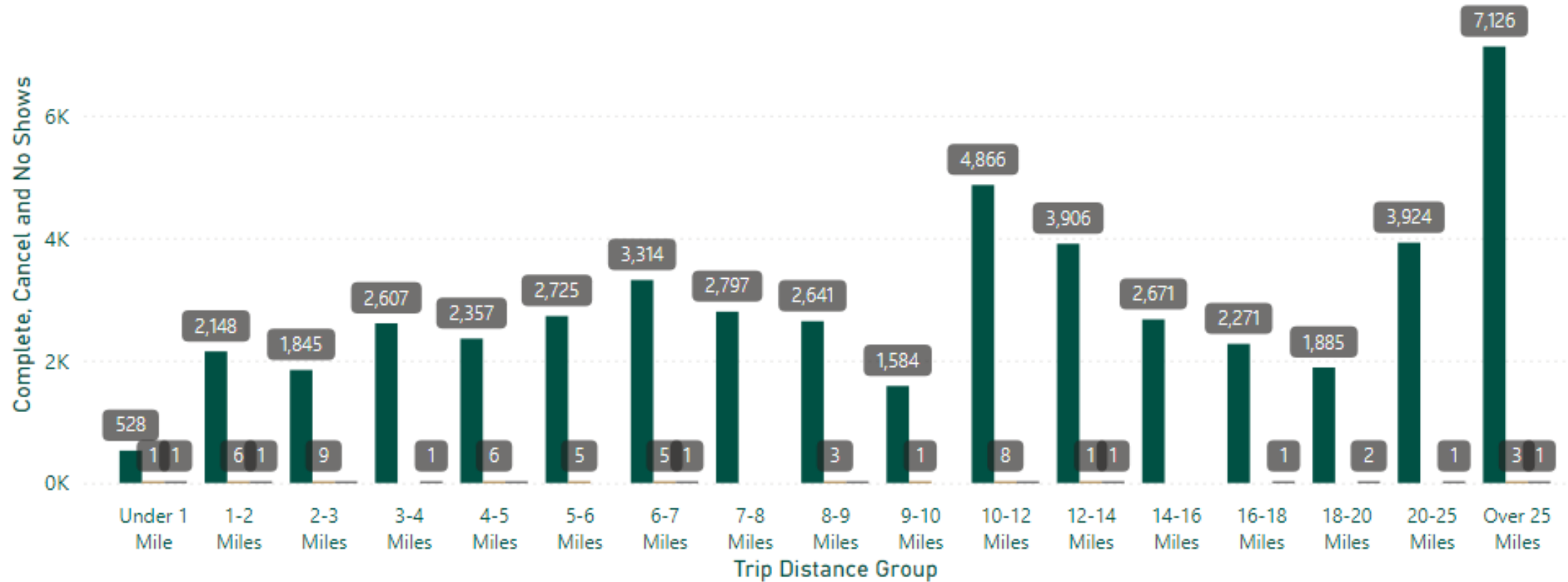
This trend indicates population growth, which directly impacts the OTP but also other several key areas, including:

- ▶ Traffic
- ▶ Passengers per hour
- ▶ Riding time
- ▶ Miles and Vehicle Maintenance
- ▶ Passenger's Experience

2022

Trips by Distance

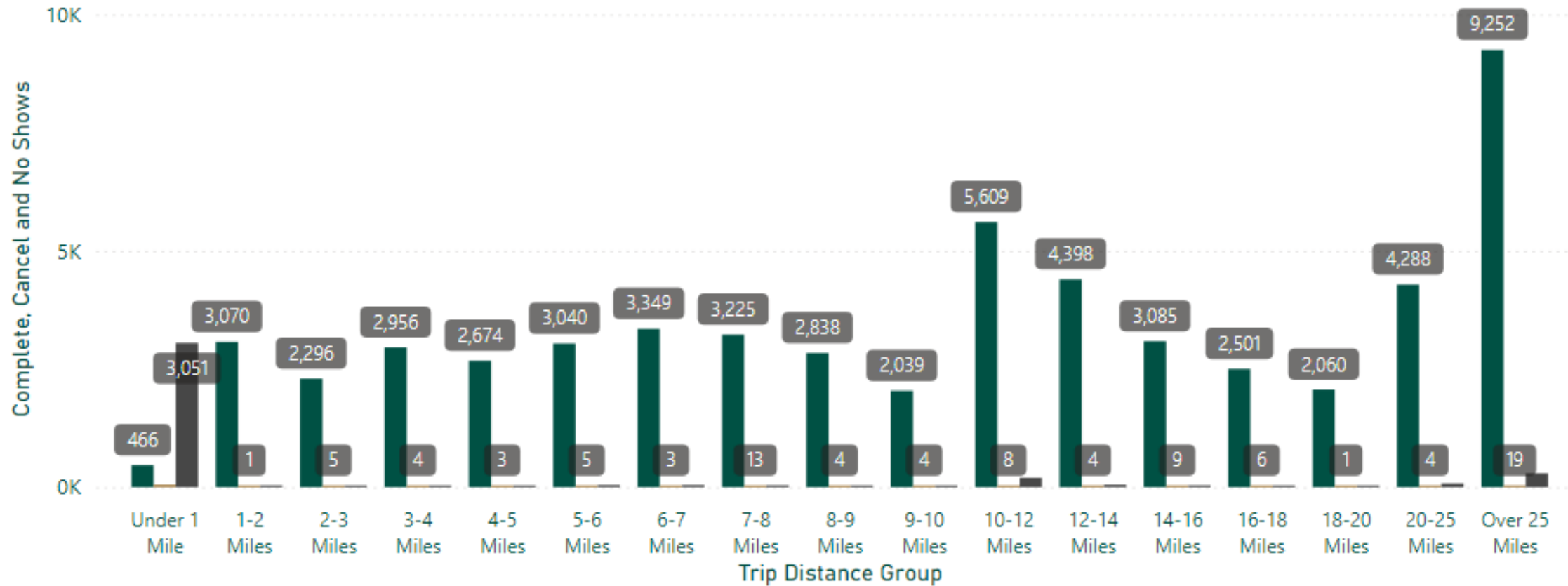
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2023

Trips by Distance

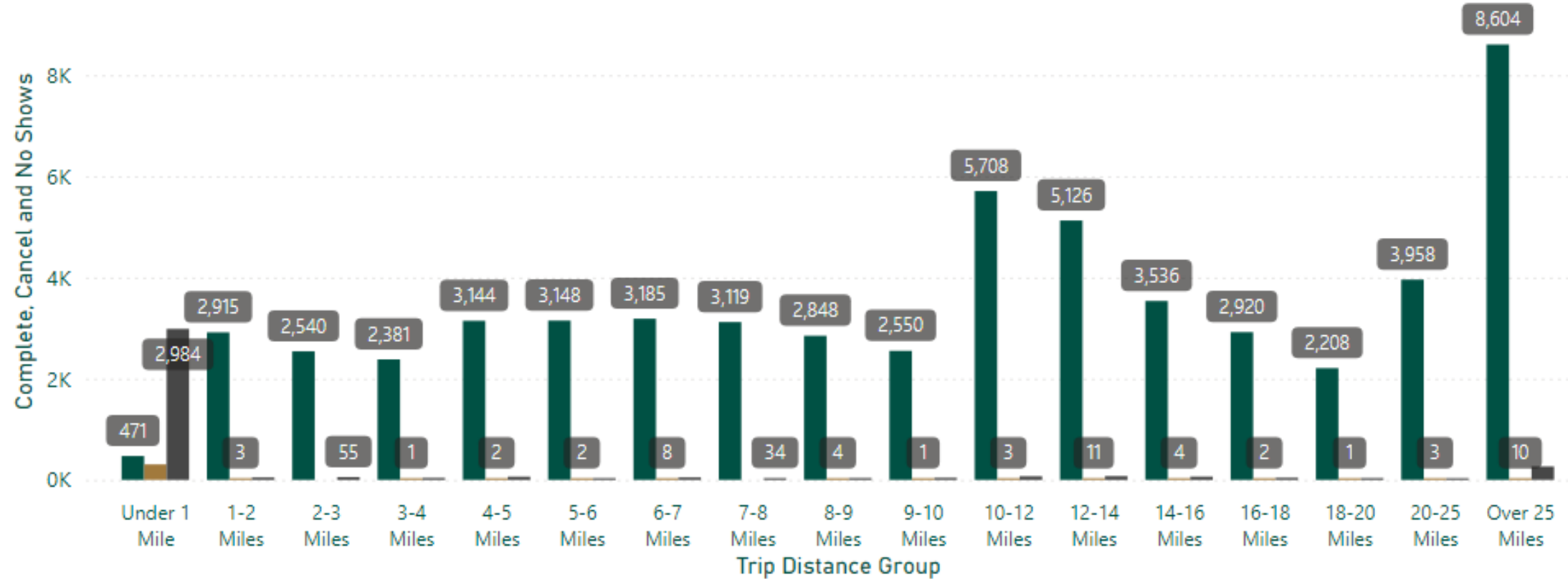
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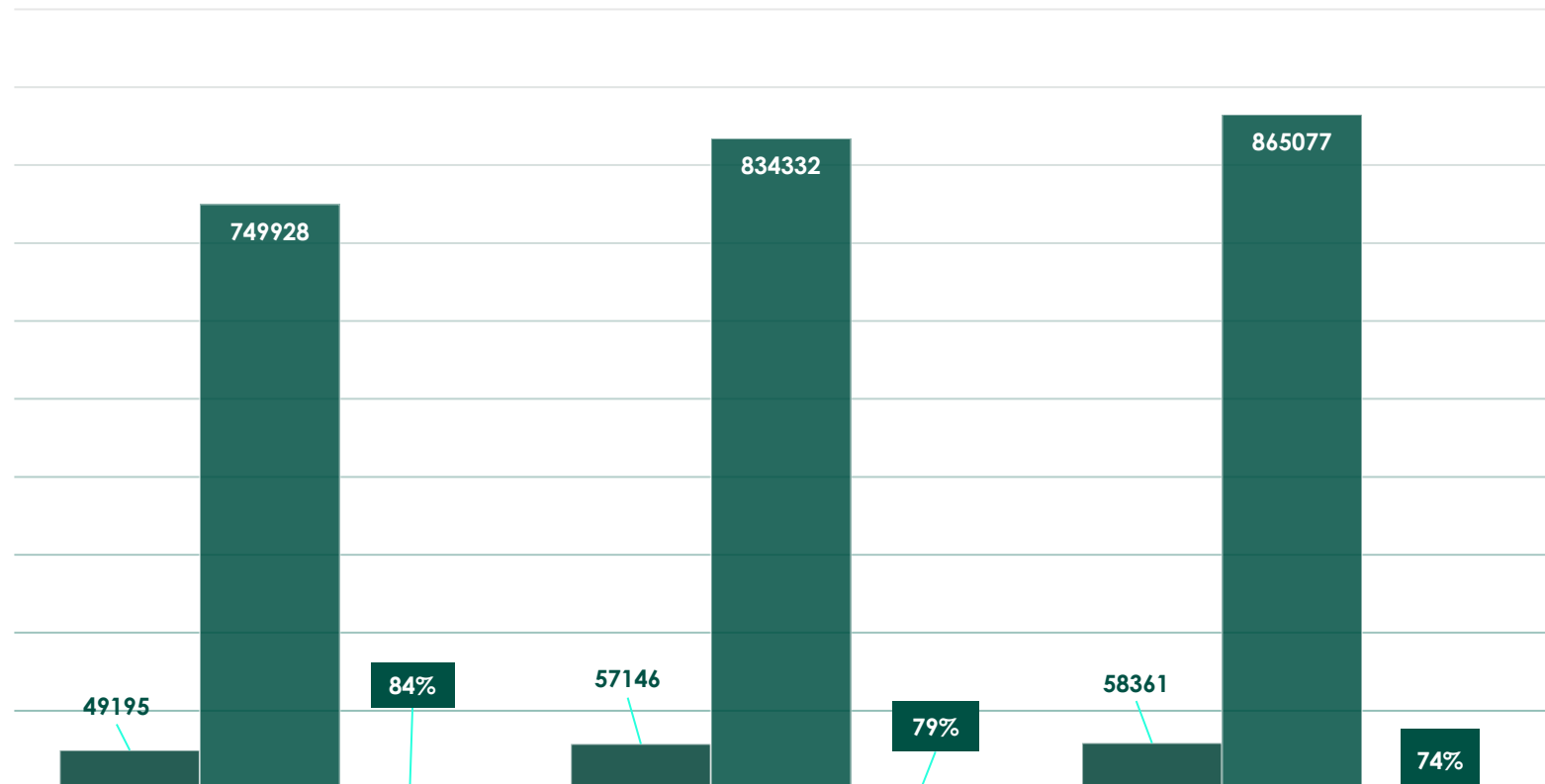
2024

Trips by Distance

● Complete ● Cancel ● No Shows



2022-2023-2024 Trips - Miles- OTP



	2022	2023	2024
■ TRIPS	49195	57146	58361
■ MILES	749928	834332	865077
■ OTP	84%	79%	74%

■ TRIPS ■ MILES ■ OTP

Trips & Miles Increase Increment

2022/2023/2024 July through December

▶ Trips

+15.7%

▶ Miles

+13.3 %

New Customers

2022/2023/2024 July through December

2022 – 499 (Hurricane Ian)

2023 – 233

2024 - 215

What is New at CAT



4 New Vehicles in Service Jan 2025
1 Cat
3 MV



5 New Vehicles in Service Feb 2025
2 CAT
3 MV



A daily brainstorming meeting between Scheduling and Dispatch will occur to discuss the next day's operations and determine the best use of available resources.



We are actively hiring new drivers to ensure adequate coverage.

Conclusions and Recommendations

After reviewing the statistics, we can conclude that the growth rate in Collier County significantly impacts the Paratransit Service.

It is essential to re-evaluate various aspects of the operation, such as Travel Times and OTP.

Extending Travel times for trips over 10 miles will enable effectively multiloading, increasing the rate of passengers per hour.

Lowering the expected On-Time Performance percentage to reflect the actual situation in the county will help CAT operate under more realistic expectations.

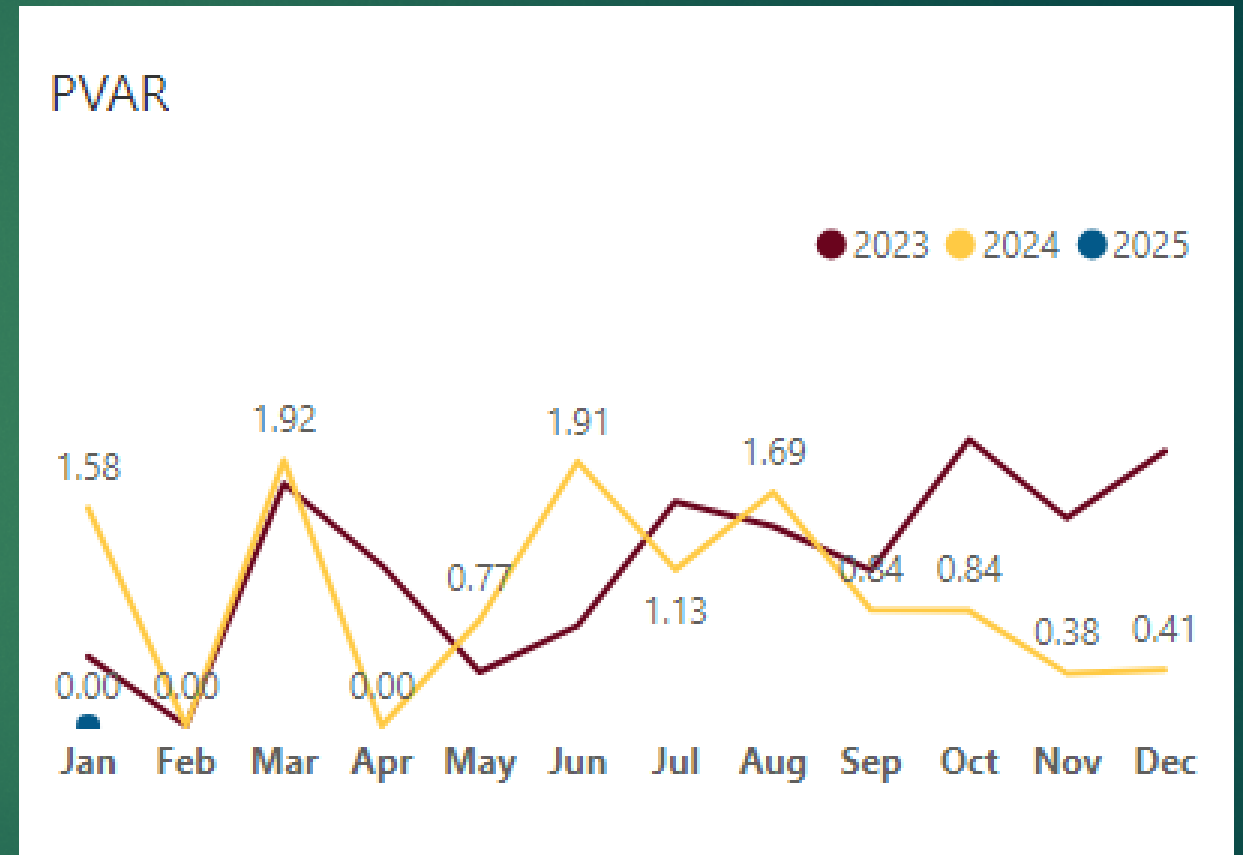
By making these adjustments, we can focus on educating the community about the new expectations. This change will improve the community's perception of the service and enhance the customer experience of passengers who rely on this essential service, which supports a vulnerable population.

Safety Update

▶ Preventable Accidents

▶ Solutions

- All incidents are subjected to a failure analysis
- Road supervisors are trained on the lessons to be shared out during other coaching's and driver roll outs
- Drivers are coached and retrained on the factors that lead to the accident before they return to service
- ALL lessons are shared in the monthly safety meeting
- Drive cam incidents are reviewed and coached with an eye on trending behaviors that could lead to a preventable accident.



SAFETY INITIATIVES

- Trend tracking
- Escalating coaching
- Safety points
- Monthly Safety blitz

METRICS

Groups by Highest Score [View Details](#)

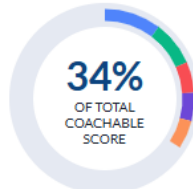
GROUP	COACHABLE SCORE	TREND ⓘ	COACHABLE EVENTS	TREND
271 - Collier County	243	▼ 28%	97	▼ 44%

Coaches by Lowest Effectiveness [View Details](#)

COACH	COACHING EFFECTIVENESS	AVG DAYS TO COACH	COACHED EVENTS	WITH NOTES
Erica Claxton	79.3%	4.3	58	72.4%
Richard Brubaker	80.7%	4.7	17	64.7%
Matthew Schneider	99.0%	6.8	16	93.8%
Fritz JeanGilles	--	0.0	0	0.0%
Jorge Coello	--	0.0	0	0.0%

Drivers by Highest Score [View Details](#)

DRIVER	COACHABLE SCORE	TREND ⓘ	IMPACT
Paul Eugene (693656)	24	▲ 26%	10%
Yadier Perez (678221)	19	0%	8%
Reynaldo Herrera (681025)	13	▲ 225%	6%
Brightner Pierre Gilles (694678)	12	0%	5%
Cazeau Paulidor (677239)	12	▲ 50%	5%
TOTAL			34%



34% OF TOTAL COACHABLE SCORE

Behaviors by Highest Frequency [View Details](#)

BEHAVIOR	FREQ.	TREND ⓘ
Driver Unbelted [Roadway]	28	▼ 53%
Late Response	16	0%
Other Concern	11	▲ 57%
Following Distance: ≥ 1 sec to < 2 sec	9	▼ 10%
Near Collision	7	▼ 53%

Any questions?

Marirka Maldonado
Paratransit Manager

Richard Burbaker
Safety Manager



EXECUTIVE SUMMARY
REPORTS AND PRESENTATIONS
ITEM 6A

Community Transportation Coordinator (CTC) Quarterly Report

OBJECTIVE: To review and discuss the CTC Quarterly Report.

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

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

Prepared By: Dusty May Hansen, MPO Senior Planner

ATTACHMENT(S):

1. CTC Quarterly Report (October 1, 2024 to December 31, 2024)



Collier Area Transit - Paratransit Service 2025

Last updated on 10/26/2024 11:16 AM

Trip Date

1/1/2024 - 12/31/2024

Trip Status

All

Trip Distance

All

Has Req Dropoff

All

Mobility Device

All

Group Name

All

Trip Purpose

All

Trip Duration

0 - 120 min

Dropoff OTP %

64.98% 85.00%

Pickup OTP %

76.69% 85.00%

Overall OTP %

71.50% 85.00%

75K

Revenue Hours

1M

Revenue Miles

359

Total Days

4:15

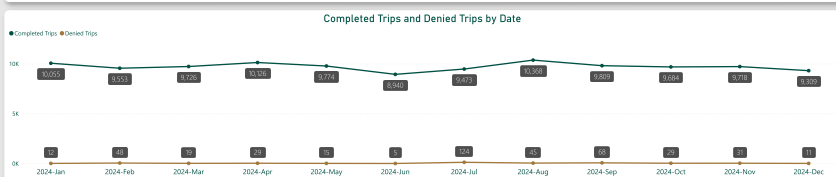
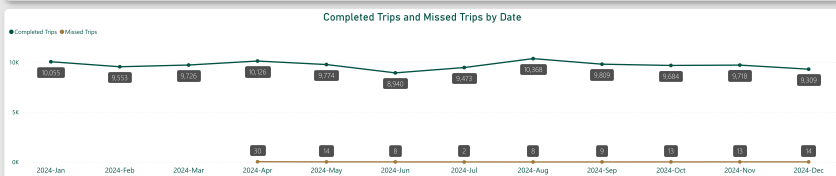
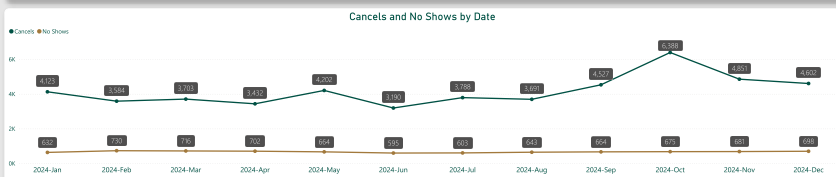
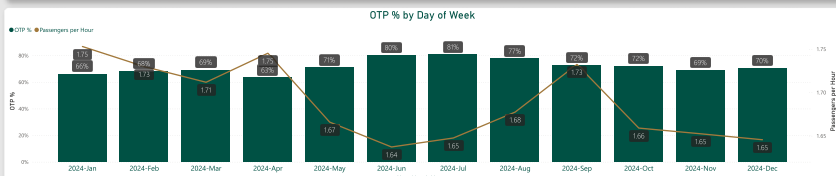
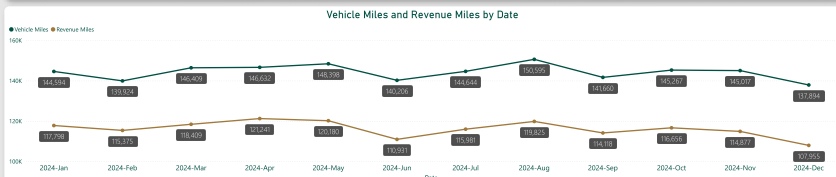
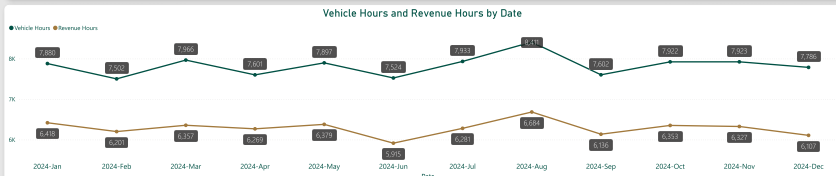
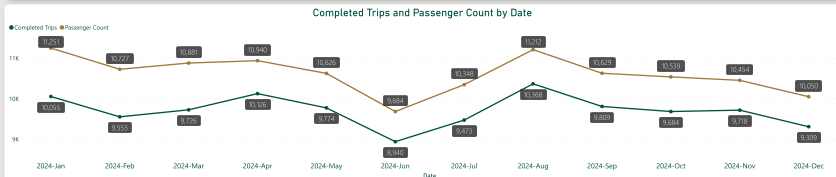
Avg Loading Duration (M:SS)

454

Total New Customers

Date	Total Days	Completed Trips	Vehicle Hours	Revenue Hours	Vehicle Miles	Revenue Miles	Cancel	No Shows	Denied Trips	Passenger Count	PCA	Guest	OTP %	Passengers per Hour
2024-Dec	30	9,309	7,786	6,107	137,894	107,955	4,602	698	11	10,950	612	129	70%	1.65
Weekday	21	8,307	6,736	5,300	120,249	94,477	4,231	597	9	8,908	490	111	68%	1.68
Saturday	5	433	485	371	7,937	5,924	177	66	1	503	63	7	84%	1.35
Sunday	4	569	565	436	9,708	7,554	194	35	1	639	59	11	89%	1.46
2024-Nov	29	9,718	7,923	6,227	145,017	114,877	4,851	681	31	10,454	604	122	69%	1.65
Weekday	20	8,718	6,835	5,485	126,882	100,714	4,474	581	26	9,339	500	121	67%	1.70
Saturday	4	322	375	294	5,868	4,627	140	40	2	382	57	3	89%	1.30
Sunday	5	678	713	547	12,268	9,536	237	60	3	733	47	8	87%	1.34
2024-Oct	31	9,684	7,922	6,353	145,247	116,656	6,388	675	29	10,539	682	173	72%	1.66
Weekday	23	8,889	7,016	5,823	129,968	104,415	6,090	610	24	9,522	575	138	71%	1.69
Saturday	4	316	372	298	6,029	4,723	197	35	2	389	66	7	91%	1.31
Sunday	4	559	534	432	9,270	7,518	191	40	5	628	41	28	83%	1.45
2024-Sep	28	9,809	7,602	6,136	141,600	114,118	4,527	664	68	10,429	667	153	72%	1.73
Total	359	116,535	93,948	75,426	1,731,240	1,393,347	50,081	8,003	436	127,341	9,185	1,621	72%	1.69

Date	New Customers	Total Preventable Accidents	Total Complaints	Total Valid Complaints	Total Compliments	Total Road Calls	Call Hold Time	Total Missed Trips
2024-Jan	24						0:56	
2024-Feb	60						0:45	
2024-Mar	34						0:45	
2024-Apr	37	1	17	13	2	9:50		30
2024-May	42	0	12	6	0	5:04		14
2024-Jun	42	2	7	5	1	9:04		8
2024-Jul	34	3	12	8	1	12:05		2
2024-Aug	36	2	11	8	0	8:04		8
2024-Sep	42	3	4	2	2	4:10		9
2024-Oct	32	2	8	2	0	6:41		13
2024-Nov	37	0	4	4	1	7:52		13
2024-Dec	34	1	9	8	0	8:04		14
Total	454	14	84	56	7	68:04		111



EXECUTIVE SUMMARY
REPORTS AND PRESENTATIONS
ITEM 6B

Metropolitan Planning Organization (MPO) Quarterly Progress Report

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

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

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

Prepared By: Dusty May Hansen, MPO Senior Planner

ATTACHMENT(S):

1. MPO Quarterly Progress Report for October 1, 2024, through December 31, 2024



SERVICE AREA/COUNTIES:

Collier

INVOICE NUMBER: G3000 Q2

INVOICE DATE: January 9, 2025

QUARTER SERVICE DATES: October 1 - December 31, 2024

6B Attachment 1

LCB 3/5/25

AGENCY

COLLIER METROPOLITAN PLANNING ORGANIZATION

I PROGRAM MANAGEMENT	PROGRESS
A. When necessary and in cooperation with the LCB, solicit and recommend a CTC . The selection will be accomplished, to the maximum extent feasible, through public competitive bidding or proposals in accordance with applicable laws and rules. Such recommendation shall be presented to the Commission by Planning Agency staff or their designee as needed. (Tasks 2A)	No activity this quarter.
B. Develop and maintain a process for the appointment and reappointment of voting and non-voting members to the local coordinating board. (41-2.012, FAC)	This task is continual and ongoing. Collier MPO typically includes invitations to apply to fill LCB membership vacancies in its monthly newsletters, in addition to attempting to solicit members to fill vacancies at public outreach events that the MPO attends.
C. Prepare agendas for local coordinating board meetings consistent with the <i>Local Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 3)	The agenda for the regular LCB meeting on 12/4/24 is enclosed.
D. Prepare official minutes of local coordinating board meetings regardless of a quorum) and submit a copy along with the quarterly report to the Commission. For committee meetings, prepare minutes in the form of a brief summary of basic points, discussions, decisions, and recommendations to the full board. Keep records of all meetings for at least five years. (Task 3)	The draft meeting minutes of the regular LCB meeting on 12/4/24 are enclosed.
E. Provide at least one public workshop annually by each local coordinating board, and assist the Commission, as requested, in co-sponsoring public workshops. This public workshop must be in addition to the local coordinating board meetings. It may, however, be held in conjunction with the scheduled local coordinating board meeting (immediately following or prior to the local coordinating board meeting). (Task 4)	No activity this quarter.
F. Provide staff support for committees of the local coordinating board. (Task 3)	No activity this quarter. The only committee of the LCB is the grievance committee. No grievances were filed, and no staff support was necessary.
G. Develop and update annually by-laws for local coordinating board approval. Approved by-laws shall be submitted to the Commission. (Task 5)	No activity this quarter.
H. Develop, annually update, and implement local coordinating board grievance procedures in accordance with the Commission guidelines. Procedures shall include a step within the local complaint and/or grievance procedure that advises a dissatisfied person about the Commission's Ombudsman Program. A copy of the approved procedures shall be submitted to the Commission. (Task 6)	The updated Grievance Procedures were reviewed and approved by the LCB on 12/4/24. The updated Grievance Procedures are enclosed.
I. Provide the Commission with a current membership roster and mailing list of local coordinating board members. The membership roster shall be submitted with the first quarterly report and when there is a change in membership. (Task 3)	The current LCB membership roster is enclosed.
J. Provide public notice of local coordinating board meetings and local public workshops in accordance with the <i>Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 3)	LCB meetings are advertised in the Naples Daily News. The ad for the 12/4/24 regular meeting is enclosed.

K. Review and comment on the Annual Operating Report for submittal to the local coordinating board, and forward comments/concerns to the Commission for the Transportation Disadvantaged. (Task 7)	The draft AOR was reviewed by the LCB at its 9/4/24 meeting. The final CTD approved AOR was reviewed and approval by LCB at its 12/4/24 meeting. The AOR signature pages are enclosed.
L. Report the actual expenditures (AER) of direct federal and local government transportation funds to the Commission for the Transportation Disadvantaged no later than September 15th. (Task 8)	No activity this quarter. The AER was previously provided.

II. SERVICE DEVELOPMENT	PROGRESS
A. Jointly, with the community transportation coordinator and the local coordinating board, develop the Transportation Disadvantaged Service Plan (TDSP) following CTD guidelines. (Task 1)	No activity this quarter.
B. Encourage integration of “transportation disadvantaged” issues into local and regional comprehensive plans . Ensure activities of the local coordinating board and community transportation coordinator are consistent with local and state comprehensive planning activities including the Florida Transportation Plan. (427.015, FS)	This task is continual and ongoing.
C. Encourage the local community transportation coordinator to work cooperatively with regional workforce boards established in Chapter 445, F.S., and provide assistance in the development of innovative transportation services for participants in the welfare transition program. (427.0157, FS)	This task is continual and ongoing.

III. TECHNICAL ASSISTANCE, TRAINING, AND EVALUATION	PROGRESS
A. Provide the LCB with quarterly reports of local TD program administrative support accomplishments as outlined in the grant agreement and any other activities related to the TD program. (Task 9)	The Planning Grant quarterly progress report was presented to the LCB at the 12/4/24 regular meeting. The CTC also provides a quarterly report to the LCB, which is enclosed.
B. Attend at least one Commission-sponsored training , including but not limited to, the CTD’s regional meetings, the CTD’s annual training workshop, or other sponsored training. (Task 10)	No activity this quarter.
C. Attend at least one CTD meeting each year within budget/staff/schedule availability.	Collier MPO’s senior planner attended the CTD’s 11/13/24 business meeting virtually.
D. Notify CTD staff of local TD concerns that may require special investigations.	No activity this quarter.
E. Provide training for newly-appointed LCB members. (Task 3)	Collier MPO provided its new member informational packet, and offered to provide in-person training, to new member, Monica Lucas, on 12/2/24.
F. Provide assistance to the CTC, purchasing agencies, and others, as needed, which may include participation in, and initiating when necessary, local or regional meetings to discuss TD needs, service evaluation and opportunities for service improvement.	This task is continual and ongoing.
G. To the extent feasible, collect and review proposed funding applications involving “TD” funds consistent with Chapter 427, F.S., and Rule 41-2, F.A.C., and provide recommendations to the LCB. (427.0157, FS)	Grant applications for Federal Transit Administration Sections 5310, 5311, and 5339 grants to support Collier Area Transit were reviewed and endorsed by LCB at its 12/4/24 meeting.

<p>H. Ensure the local coordinating board conducts, as a minimum, an annual evaluation of the community transportation coordinator. The local coordinating board shall evaluate the coordinator using the Commission's <i>Evaluation Workbook for Community Transportation Coordinators and Providers in Florida</i> (at a minimum using the modules concerning Competition In Use of Operators, Cost-Effectiveness and Efficiency, and Availability of Service) and local standards as defined in the Transportation Disadvantaged Service Plan. (Task 2B)</p>	<p>At LCB's 12/4/24 meeting, MPO staff announced that the upcoming CTC evaluation would begin in early 2025 and invited and encouraged LCB members to actively participate in the process.</p>
<p>I. Assist the CTD in joint reviews of the CTC.</p>	<p>No activity this quarter.</p>
<p>J. Ensure the LCB annually reviews coordination contracts to advise the CTC whether the continuation of said contract provides the most cost effective and efficient transportation available, consistent with Rule 41-2, F.A.C.</p>	<p>The coordination contracts were evaluated in connection with the data provided by coordination contractors, as included in the AOR reviewed and approved by LCB on 12/4/24. Additional evaluation of the coordination contracts will occur in connection with the annual evaluation of the CTC.</p>
<p>K. Implement recommendations identified in the CTD's QAPE reviews.</p>	<p>No activity this quarter.</p>

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

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

s/Anne McLaughlin

Representative

Date: 1/9/2025

EXECUTIVE SUMMARY
REPORTS AND PRESENTATIONS
ITEM 6C

Florida Department of Transportation (FDOT) Report

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

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

STAFF RECOMMENDATION: For the Board to receive the update.

Prepared By: Dusty May Hansen, MPO Senior Planner

EXECUTIVE SUMMARY
DISTRIBUTION ITEMS
ITEM 8A

Updated LCB Membership Roster

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

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

- (i) Vacancy for a citizens' advocate/user or non-user of the paratransit system (previously held by Dylan Vogel);
- (ii) For FDOT, change of primary membership to Victoria Upthegrove and updated alternate designations to Stacy Booth, Todd Engala and Dale Hanson;
- (iii) Addition of Patti Warren as an alternate for Lisa O'Leary; and
- (iv) Addition of Monica Lucas as a replacement for Gabrielle Galanti.

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

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

Prepared By: Dusty May Hansen, Collier MPO Senior Planner

ATTACHMENTS:

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

Local Coordinating Board for the Transportation Disadvantaged
MEMBERSHIP ROSTER

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

<i>A Representative of:</i>	<i>Voting Member</i>	<i>Alternate</i>
1. CHAIRPERSON	MPO Council Member Tony Pernas City of Everglades City 410 Storter Ave. Everglades City, FL 341392 Mobile: (305) 815-8849 tpernas@cityofeverglades.org	<i>No alternate pursuant to Chapter 427, Florida Statutes, and Rule 41-2, Florida Administrative Code.</i> Appointed by MPO Board on 10/14/2022.
2. <i>Elderly</i>	Vacant	
3. <i>Citizens Advocate/User or Non-User</i>	Vacant	
4. <i>Citizens Advocate/User</i>	Vacant	
5. <i>Veteran Services</i>	Oscar Gomez 3339 Tamiami Trail East, Suite 212 Naples, FL 34112 (239) 252-8387 Oscar.gomez@colliercountyfl.gov veteranservices@colliercountyfl.gov	

Last Updated December 4, 2024
 18 total Members, 4 Vacancies, 14 Current Members
 With a Quorum of 4

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

Last Updated December 4, 2024
 18 total Members, 4 Vacancies, 14 Current Members
 With a Quorum of 4

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

Last Updated December 4, 2024
 18 total Members, 4 Vacancies, 14 Current Members
 With a Quorum of 4

<i>A Representative of:</i>	<i>Voting Member</i>	<i>Alternate</i>
16. <i>Local Medical Community</i>	Monica Lucas David Lawrence Centers 2806 Horseshoe Drive S Naples, FL 34104 (239) 263-4013 monical@dlcenters.org	
17. <i>Southwest Florida Regional Workforce Development Board</i>	Carmen Henry, Vice-Chair Disability Navigator CareerSource Southwest Florida 6800 Shoppes at Plantation Drive, Suite 170 Fort Myers, FL 33912 239-931-8200 ext. 1803 Cell: 239-994-2904 CHenry@careersourcesouthwestflorida.com	
18. <i>Agency for Persons with Disabilities</i>	Leah Watson 2295 Victoria Ave. Fort Myers, FL 33901 Phone: 239-338-1378 Cell: 239-218-7217 Email: Leah.watson@apdcares.org	

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

Advisory Members

None at present

Community Transportation Coordinator

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

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

Medicaid Transportation Provider

Last Updated December 4, 2024
18 total Members, 4 Vacancies, 14 Current Members
With a Quorum of 4

Medical Transportation Management (MTM)

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

Commission for the Transportation Disadvantaged (CTD):

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

Designated Official Planning Agency

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

EXECUTIVE SUMMARY
DISTRIBUTION ITEMS
ITEM 8B

CTD Model Procedures for Adverse Incidents Related to Paratransit Services

OBJECTIVE: That the LCB be aware of new Model Procedures from the Commission for the Transportation Disadvantaged (CTD) related to CTC reporting of adverse incidents related to paratransit services provided to persons with disabilities.

CONSIDERATIONS: During the 2024 Legislative session, Section 427.021, Florida Statutes, was introduced, requiring transportation service providers contracting with local governments to establish procedures for receiving, investigating, and reporting adverse incidents involving individuals with disabilities. Section 427.021 also directed the CTD to establish “model procedures” for local governments and transportation service providers (**Attachment 1**).

These reports must be submitted quarterly to the CTD. The first reporting period is from January 1 to March 31, 2025.

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

Prepared By: Dusty May Hansen, Collier MPO Senior Planner

ATTACHMENTS:

1. CTD Model Procedures – Receiving and Investigating Reports of Adverse Incidents Related to Paratransit Services Provided to Persons with Disabilities; CTD Incident Report form (12/11/24)

COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

RECEIVING AND INVESTIGATING REPORTS OF ADVERSE INCIDENTS RELATED TO PARATRANSIT SERVICES PROVIDED TO PERSONS WITH DISABILITIES

MODEL PROCEDURES

INTRODUCTION

Section 427.021, Florida Statutes, directs the Commission for the Transportation Disadvantaged (CTD) to establish “model procedures” for local governments and transportation service providers to receive and investigate reports related to adverse incidents that occur during the provision of paratransit services. This document provides a model to assist local governments and their contracted transportation service providers in developing and implementing procedures within their own paratransit operations.

STATUTORY LANGUAGE

Chapter 2024-171, Laws of Florida, creates Section 427.021, Florida Statutes, which provides:

- (1) For purposes of this section, the term “transportation service provider” means an organization or entity that contracts with a local government to provide paratransit services to persons with disabilities. This term does not apply to the department.¹
- (2) The Commission for the Transportation Disadvantaged shall establish model procedures for transportation service providers to receive and investigate reports related to adverse incidents during the provision of services to persons with disabilities. The procedures must include a periodic review of ongoing investigations and documentation of final outcomes thereof. At a minimum, the investigation of an adverse incident must commence within 48 hours after receipt of the report.
- (3) Reports of adverse incidents received by the local government or the transportation service provider shall be submitted on a quarterly basis to the Commission for the Transportation Disadvantaged.

Section 427.011(9), Florida Statutes, defines “paratransit” as “those elements of public transit which provide service between specific origins and destinations selected by the individual user with such service being provided at a time that is agreed upon by the user and provider of the service. Paratransit service is provided by taxis, limousines, ‘dial-a-ride,’ buses, and other demand-responsive operations that are characterized by their nonscheduled, nonfixed route nature.”

¹ “Department” refers to the Florida Department of Transportation
12/11/2024

PROCEDURES GUIDANCE

Pursuant to s. 427.021, F.S., each transportation service provider (henceforth referred to as “provider”) should develop and implement procedures regarding the receipt and investigation of adverse incidents that occur during the provision of paratransit services to persons with disabilities. The procedures should:

1. Describe the reporting mechanisms the public can utilize to report adverse incidents to the provider.
2. Describe the process used by the provider to monitor those reporting mechanisms for incoming reports. The provider should ensure that reporting mechanisms are monitored regularly to allow the provider to begin an investigation of an adverse incident as soon as possible.
3. Describe how the reporting mechanism is promoted to the public, including, at a minimum, to be displayed on the provider’s website and displayed on vehicles.
4. Describe the provider’s expectations of personnel (i.e., drivers, operators, leadership, etc.) when a report of an adverse incident is received, including documenting and internally sharing the report.
5. Identify how the provider trains its personnel to receive, document, share, investigate, and follow-up on reports of adverse incidents. The provider should document the content of the training, who receives the training and when, and maintain that documentation for a set period of time. The provider should assess the need for periodic refresher training.
6. Identify how a provider stores documentation related to reports, including the assigning of a tracking number for each report of an adverse incident and the retention period of documentation.
7. Identify the provider’s personnel (such as an “Adverse Incident Manager”) responsible for investigating reports of adverse incidents, documenting the investigation, reviewing the investigation, closing the investigation, and transmitting the reports to the CTD on a quarterly basis.
8. Include a statement that an investigation must commence within 48 hours of receipt of the report and include a requirement that the provider periodically review ongoing investigations.
9. Include a policy that requires the provider to review any available video, recordings, or photographs to establish facts surrounding a reported adverse incident.
10. Require the identification of causal and contributing factors that led to an adverse incident. Causal and contributing factors should be documented in the investigation report.
11. Require that the provider identify, and document mitigations taken to eliminate factors that contributed or caused an adverse incident.
12. Require that the provider document actions taken by the provider’s personnel during and after the adverse incident.
13. Require the provider document any corrective actions and their timelines that the provider identifies in response to an adverse incident.

REQUIRED QUARTERLY REPORTING:

The provider must compile documentation and summarize information for each reported adverse incident and complete the Commission for the Transportation Disadvantaged Adverse Incident Report form (attached). Exclude names and personal information, providing only information regarding the incident and any following action as needed. An Adverse Incident Report must be submitted for each qualifying incident.

Adverse Incident Report forms must be submitted to the CTD no later than the last day of the month following the end of the quarter. The first report due is for the quarter of January 1 through March 31, 2025, which must be submitted to the CTD no later than April 30, 2025. Reports should be emailed to: FLCTDAdverseIncidentReport@dot.state.fl.us.

COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

**ADVERSE INCIDENT REPORT FORM
RELATED TO PARATRANSIT SERVICES PROVIDED TO PERSONS WITH DISABILITIES**

This form must be completed by a transportation service provider upon receipt of a report of an adverse incident. The form must be submitted to the Commission for the Transportation Disadvantaged for each incident no later than the last day of the month following the end of the quarter, beginning January 1, 2025. Reports should be emailed to: FLCTDAdverseIncidentReport@dot.state.fl.us.

REPORT STATUS:

<input type="checkbox"/> Preliminary Report	<input type="checkbox"/> Under Investigation	<input type="checkbox"/> Investigation Closed
---------------------------------------------	----------------------------------------------	-----------------------------------------------

TRANSPORTATION SERVICE PROVIDER INFORMATION:

Organization Name:	
Local Government Name: (Contracting for Paratransit Services)	
Name of Person Completing Report:	
Phone Number:	
Email Address:	
Date of Report:	

DESCRIPTION OF ADVERSE INCIDENT:

Who, what, when, where, how, injury(ies). Exclude names and personal information, providing only information regarding the incident.

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FOLLOWUP ACTIONS:

Briefly describe follow-up measures taken, including mitigation or corrective actions. At a minimum, this description must include a summary of investigation activities taken by the transportation service provider.

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