



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 – May 6, 2026

1:30 p.m.

1. CALL TO ORDER

- A. Roll Call
- B. Pledge of Allegiance

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

3. APPROVAL OF AGENDA

4. APPROVAL OF MEETING MINUTES

- A. March 4, 2026, Annual Public Workshop Meeting Minutes
- B. March 4, 2026, Regular Meeting Minutes

5. BOARD ACTION

- A. Review, Approve and Endorse Annual Update to the LCB Bylaws
- B. Endorse the TD Planning Grant Application for FY 2026/2027 and the Draft Authorizing Resolution

C. Approve the Community Transportation Coordinator Annual Evaluation Completed in 2026

D. Approve the 2026 Transportation Disadvantaged Service Plan Annual Update

6. REPORTS & PRESENTATIONS

- A. CTC Quarterly Report
- B. MPO Quarterly Progress Report
- C. FDOT Report

7. OTHER BUSINESS

8. DISTRIBUTION ITEMS

- A. Updated LCB Membership Roster

9. BOARD MEMBER COMMENTS

10. NEXT MEETING DATE

September 2, 2026, at 1:30 p.m.

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**

**Collier County Government Center
Admin Building F, IT Training Room, 5th Floor
3299 Tamiami Trail East, Naples, FL 34112
March 4, 2026 | 1:30 p.m. Annual Public Workshop**

1. CALL TO ORDER

Chair Pernas called the meeting to order at approximately 1:30 p.m.

A. Roll Call

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

Members Present

Tony Pernas, MPO Board Member, Everglades City, *Chair*
Brett Nelson, Children at Risk
Charles Lascari, Rep. Disabled, *Vice-Chair starting at item 5.A.*
Michael Stahler, Florida Agency for Health Care Administration
Patti Warren, Fla. Dept. of Edu./Div. of Vocational Rehab Services
Sarah Gualco, Area Agency on Aging SWFL-FL Dept. of Elder Affairs
Victoria Upthegrove, Florida Dept. of Transportation

Members Absent

Carmen Henry, Southwest Florida Regional Workforce Development Board
Cheryl Burnham, Florida Association for Community Action
Idela Hernandez, Rep. Citizens Advocate/User or Non-User
John Lambcke, Collier Schools Transportation Director
Julia Manning, Local Medical Community
Michael Stahler, Florida Agency for Health Care Administration
Leah Watson, Agency for Persons with Disabilities
Oscar Gomez, Veterans Services
Tabitha Larrauri, Fla. Dept. of Children and Family Services

MPO Staff

Carmen Monroy, Executive Director
Sean Kingston, Planner III
Dusty Hansen, Planner II
Suzanne Miceli, Operations Support Specialist II

Others Present

Omar De Leon, Public Transit Manager, Collier Area Transit
Ellen Sheffey, Interim Director, Collier County Public Transit & Neighborhood Enhancement Division
Mari Maldonado, Paratransit Manager, Collier Area Transit
Jacob Stauffer, Collier Area Transit
Elena Ortiz Rosado, Collier County Manager Office
Yash Nagal, Benesch
Fred Saunders, Public
Pauline Gaynair, Public
Paula Leighton, Public
Diane Gunderman, Public

B. Pledge of Allegiance

Chair Pernas led the Pledge of Allegiance.

2. APPROVAL OF AGENDA

Ms. Gualco moved to approve the agenda. Mr. Stahler seconded. Passed unanimously.

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

A. Public Comments on Local TD Program and Process

Participants expressed their gratitude for the service and praised CAT's drivers, staff, and clean vehicles, but raised consistent concerns about perceived software issues, routing, and communication. Riders described long and unpredictable pick-up windows, GPS errors that misidentify addresses, missed notifications, and routing that causes backtracking and lengthy trips, sometimes leading them to limit travel or avoid using the service for medical appointments. They also noted drivers relying on personal GPS, possible instances of drivers avoiding trips, and a lack of clear guidance on how to use the system. Booking challenges included denied trip combinations, excessively early pick-ups, late arrivals, and multi-hour waits.

CAT staff acknowledged the routing complexity and said they would continue to look for ways to improve the service. Several riders stressed that they believe the core issue is the software, not the employees, and agreed that looking into other software systems could be beneficial.

B. Member Comments on Local TD Program and Process

Mr. Lascari said he appreciates CAT's drivers and staff but finds the routing system inefficient, with long, indirect trips, limited pickup options, and inaccurate pickup and drop-off times. Some rides have taken up to four hours. He spoke with CAT IT about the software vendor and emphasized involving riders in improving the system.

A group discussion followed on the routing software and upcoming contract renewal. **Mr. DeLeon**

said CAT is exploring alternatives but must follow a formal procurement process; the current five-year contract is up for renewal, and CAT has consulted other agencies using the same vendor. Riders questioned why alternatives weren't reviewed sooner.

Mr. Nelson stressed the need for rider feedback and data. **Mr. Lascari** said he is encouraged by staff outreach, though he could not secure a paratransit ride to the meeting. Staff noted earlier driver shortages affected performance.

Ms. Monroy recommended CAT review the data and provide an update at the next meeting in May.

C. Annual TD Program LCB Training

Ms. Hansen provided a presentation regarding the Commission for the Transportation Disadvantaged program and the roles of the LCB, the MPO, and the Community Transportation Coordinator. which can be viewed in the March 4, 2026 LCB Public Annual Workshop Agenda.

4. ADJOURNMENT

*No further business being conducted, **Chair Pernas** adjourned the meeting at 2:51 p.m.*

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

**Collier County Government Center
Admin Building F, IT Training Room, 5th Floor
3299 Tamiami Trail East, Naples, FL 34112
March 4, 2026 | Following 1:30 p.m. Annual Public Workshop**

1. CALL TO ORDER

Chair Pernas called the meeting to order at approximately 2:51 p.m.

A. Roll Call

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

Members Present

Tony Pernas, MPO Board Member, Everglades City, *Chair*
Brett Nelson, Children at Risk
Charles Lascari, Rep. Disabled, *Vice-Chair starting at item 5.A.*
Patti Warren, Fla. Dept. of Edu./Div. of Vocational Rehab Services
Sarah Gualco, Area Agency on Aging SWFL-FL Dept. of Elder Affairs
Victoria Upthegrove, Florida Dept. of Transportation

Members Absent

Carmen Henry, Southwest Florida Regional Workforce Development Board, *Vice-Chair until item 5.A.*
Cheryl Burnham, Florida Association for Community Action
Idela Hernandez, Rep. Citizens Advocate/User or Non-User
John Lambcke, Collier Schools Transportation Director
Julia Manning, Local Medical Community
Michael Stahler, Florida Agency for Health Care Administration
Leah Watson, Agency for Persons with Disabilities
Oscar Gomez, Veterans Services
Tabitha Larrauri, Fla. Dept. of Children and Family Services

MPO Staff

Carmen Monroy, Executive Director
Sean Kingston, Planner III
Dusty Hansen, Planner II
Suzanne Miceli, Operations Support Specialist II

Others Present

Omar De Leon, Public Transit Manager, Collier Area Transit

Mari Maldonado, Paratransit Manager, Collier Area Transit
Elena Ortiz Rosado, Collier County Manager Office
Yash Nagal, Benesch
Fred Saunders, Public
Pauline Gaynair, Public
Paula Leighton, Public

B. Pledge of Allegiance

Chair Pernas led the Pledge of Allegiance.

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

None.

3. APPROVAL OF AGENDA

Ms. Uptegrove moved to approve the agenda. Mr. Lascari seconded. Passed unanimously.

4. APPROVAL OF MEETING MINUTES

A. Approval of Regular Meeting Minutes

Ms. Uptegrove moved to approve the Regular Meeting Minutes for December 3, 2025. Mr. Nelson seconded. Passed unanimously.

5. BOARD ACTION

A. Elect LCB Vice-Chair

Mr. Lascari volunteered to serve as LCB Vice Chair for 2026.

Mr. Warren moved to approve Mr. Lascari as LCB Vice Chair for 2026. Ms. Gualco seconded. Passed unanimously.

B. Review and Approve Proposed Rate Model for FY 2026/2027

Mr. Kingston requested approval of the proposed Fiscal Year (FY) 2026–27 Rate Model, which establishes the annual unsubsidized per-trip rates for inclusion in the FY 2026–27 Trip and Equipment Grant. The model incorporates budgeted revenues, operating expenses, and the corresponding level of service to be provided. These elements are integrated into a comprehensive Rate Model to ensure equitable rates for Transportation Disadvantaged (TD) trips delivered by the CTC.

A discussion noted that per-trip rates are lower due to additional federal grant funding, the fixed

TRIP equipment obligation, and the County covering the remaining cost of each trip.

Ms. Gualco moved to approve the Proposed Rate Model for FY 2026/2027. Ms. Upthegrove seconded. Passed unanimously.

6. REPORTS & PRESENTATIONS

A. Collier Area Transit Fare Study

Mr. Nagal provided a presentation on the transit fare study conducted by Collier Area Transit, which can be viewed in the March 4, 2026 LCB Regular Meeting Agenda. The study reviews current fare programs and evaluates their financial and equity impacts to balance revenue needs with community access. It also addresses the Transit Development Plan recommendation by assessing the structure, sustainability, and long-term performance of the agency's fare system.

B. CTC Quarterly Progress Report

Mr. De Leon reviewed the CTC Quarterly Progress Report which can be viewed in the March 4, 2026 LCB regular Meeting Agenda.

C. MPO Quarterly Progress Report

Mr. Kingston reviewed the MPO Quarterly Progress Report which can be viewed in the March 4, 2026 LCB regular Meeting Agenda.

D. FDOT Report

Ms. Upthegrove said FDOT received forty grant applications, including from Collier Area Transit (CAT), Easter Seals of Naples, and Sunrise Community of Southwest Florida which were in review.

7. OTHER BUSINESS

None.

8. DISTRIBUTION ITEMS

None.

9. BOARD MEMBER COMMENTS

Mr. Lascari said

10. NEXT MEETING DATE

May 6, 2026, 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 3:32 p.m.*

EXECUTIVE SUMMARY
BOARD ACTION
ITEM 5A

Review, Approve and Endorse Annual Update to the LCB Bylaws

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

CONSIDERATIONS: The LCB is required to review and approve its bylaws annually per the Transportation Disadvantaged Planning Grant. MPO staff has reviewed the current bylaws, and only non-substantive changes are being proposed.

The revisions include: updates to the current MPO Board Chair name and the dates of endorsement/adoption. The proposed changes are included in **Attachment 1** in ~~striketrough~~/underline format and a clean copy of the proposed updated bylaws are included as **Attachment 2**.

Once approved by LCB, the bylaws will be presented to the MPO Board for adoption at its June 12, 2026 meeting.

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

Prepared By: Sean Kingston, AICP, PMP Principal Planner

ATTACHMENTS:

1. Draft 2026 LCB Bylaws – Strikethrough and underline version
2. Proposed 2026 LCB Bylaws – Clean version

BY-LAWS

of the

**COLLIER COUNTY
Transportation Disadvantaged
Local Coordinating Board**

Endorsed by LCB: May 67, 20256
Adopted by MPO: June 132, 20256

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**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 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 ~~76~~, 202~~56~~ by the Collier County Transportation Disadvantaged Local Coordinating Board and subsequently adopted by the Collier Metropolitan Planning Organization on June 1~~32~~, 202~~56~~.

Tony Pernas, LCB Chairman

METROPOLITAN PLANNING ORGANIZATION

By: _____

~~Council Member Commissioner Dan Kowal~~ Tony Pernas, MPO Chairman

Attested By: _____

~~Anne McLaughlin~~ Carmen Monroy, MPO Executive Director

Approved as to form and legality:

COLLIER COUNTY ATTORNEY

By: _____

Scott R. Teach, Deputy County Attorney

BY-LAWS

of the

**COLLIER COUNTY
Transportation Disadvantaged
Local Coordinating Board**

Endorsed by LCB: May 6, 2026
Adopted by MPO: June 12, 2026

CAO

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**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 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 6, 2026 by the Collier County Transportation Disadvantaged Local Coordinating Board and subsequently adopted by the Collier Metropolitan Planning Organization on June 12, 2026.

Tony Pernas, LCB Chairman

METROPOLITAN PLANNING ORGANIZATION

By: _____
Council Member Tony Pernas, MPO Chairman

Attested By: _____
Carmen Monroy, MPO Executive Director

Approved as to form and legality:

COLLIER COUNTY ATTORNEY

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



EXECUTIVE SUMMARY
BOARD ACTION
ITEM 5B

Endorse the Transportation Disadvantaged Planning Grant Application for State Fiscal Year 2026/2027 and the Draft Authorizing Resolution

OBJECTIVE: To obtain the Transportation Disadvantaged (TD) Planning Grant for State Fiscal Year (FY) 2026/2027 (July 1, 2026, through June 30, 2027), to conduct LCB activities.

CONSIDERATIONS: The MPO has the authority to file a TD Planning Grant Application for Collier County and to undertake a TD service project as authorized by Section 427.0159, *Florida Statutes*, and Rule 41-2, *Florida Administrative Code*.

The TD Grant Application must be filed prior to July 1st. This year's TD grant amount is expected to be \$32,438 (**Attachment 1**). The grant amount will be confirmed upon final action of this year's State Legislature.

These funds will be used as described in the Collier MPO's Unified Planning Work Program, Task 6 – Transit and Transportation Disadvantaged, and the TD Planning Grant Agreement. Planning tasks include:

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

The FY 2026-2027 TD Planning grant application is shown in **Attachment 2** and a draft MPO Resolution approving this year's grant is shown in **Attachment 3**. The grant application and MPO Resolution must be submitted to the TD Commission by June 30 to receive funding. The Planning Grant Program Manual shown in **Attachment 4** summarizes the grant requirements.

The grant application and the proposed Resolution will be presented to the MPO Board for approval at its June 12, 2026, meeting.

STAFF RECOMMENDATION: That LCB endorse the MPO's submittal of a TD Planning Grant application and the draft MPO Resolution.

Prepared By: Sean Kingston, AICP, PMP Principal Planner

ATTACHMENTS:

1. CTD Draft TD Planning Grant Allocations FY26/27
2. FY 26/27 Draft TD Planning Grant Application
3. Draft MPO TD Grant Resolution 2026
4. TD Program Manual for FY 26/27

**Commission for the Transportation Disadvantaged
Planning Grant Allocations
FY 2026 - 2027**

County	Planning Funds
Alachua	\$29,828
Baker	\$23,880
Bay	\$27,535
Bradford	\$23,868
Brevard	\$37,863
Broward	\$68,967
Calhoun	\$23,535
Charlotte	\$27,875
Citrus	\$26,982
Clay	\$28,488
Collier	\$32,438
Columbia	\$24,884
DeSoto	\$24,041
Dixie	\$23,617
Duval	\$46,895
Escambia	\$30,764
Flagler	\$26,150
Franklin	\$23,513
Gadsden	\$24,234
Gilchrist	\$23,663
Glades	\$23,513
Gulf	\$23,573
Hamilton	\$23,538
Hardee	\$23,817
Hendry	\$24,203
Hernando	\$28,012
Highlands	\$25,668
Hillsborough	\$58,454
Holmes	\$23,674
Indian River	\$27,085
Jackson	\$24,339
Jefferson	\$23,572
Lafayette	\$23,411
Lake	\$32,776

County	Planning Funds
Lee	\$42,141
Leon	\$30,107
Levy	\$24,273
Liberty	\$23,401
Madison	\$23,641
Manatee	\$33,167
Marion	\$32,479
Martin	\$26,975
Miami-Dade	\$86,580
Monroe	\$25,117
Nassau	\$25,487
Okaloosa	\$28,234
Okeechobee	\$24,167
Orange	\$57,279
Osceola	\$33,112
Palm Beach	\$58,710
Pasco	\$37,370
Pinellas	\$45,515
Polk	\$41,517
Putnam	\$24,962
Santa Rosa	\$27,815
Sarasota	\$33,855
Seminole	\$34,362
St. Johns	\$30,324
St. Lucie	\$31,564
Sumter	\$26,541
Suwannee	\$24,272
Taylor	\$23,720
Union	\$23,586
Volusia	\$36,633
Wakulla	\$24,041
Walton	\$25,142
Washington	\$23,813
Total	\$2,074,558

3/23/2026



Transportation Disadvantaged Planning Grant Recipient Information

Legal Name	Collier Metropolitan Planning Organization		
Federal Employer Identification Number	59-6000558		
Registered Address	3299 Tamiami Trail East, Ste. 303		
City and State	Naples, FL	Zip Code	34112
Contact Person for this Grant	Carmen Monroy	Phone Number Format 111-111-1111	239-252-5884
E-Mail Address [Required]	Carmen.Monroy@collier.gov		
Project Location [County(ies)]	Collier County		
Budget Allocation			
	Grant Amount Requested		\$32,438
		Total Project Amount	\$32,438.00

I, the authorized Grant Recipient Representative, hereby certify that the information herein is true and accurate and is submitted in accordance with the 2026-27 Program Manual and Instructions for the Planning Grant.

Signature of Grant Recipient Representative

6/12/2026
Date

Name: Carmen Monroy

Title: Collier MPO Executive Director

RESOLUTION 2026 - XX

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

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

WHEREAS, on June 12, 2026, the Collier MPO approved the filing of a Transportation Disadvantaged Trust Fund Planning Grant Application and authorized its Executive Director to file the application, along with all required documents, and to take any action necessary to obtain approval of such grant fund application; and

WHEREAS, on June 12, 2026, the Collier MPO voted in favor of authorizing its Chairman to execute a Transportation Disadvantaged Trust Fund Planning Grant Agreement with the Florida Commission for the Transportation Disadvantaged, upon its receipt, and to submit all required documents and take any action necessary to submit the grant agreement to the Florida Commission for the Transportation Disadvantaged.

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

1. The Collier MPO has the authority to execute a Transportation Disadvantaged Trust Fund Planning Grant Agreement.
2. The Collier MPO authorizes its Executive Director to file the Fiscal Year 2026/27 Transportation Disadvantaged Planning Grant Application, along with all required documents, and to take any action necessary to secure such grant funding.
3. The Collier MPO authorizes its Chairman to execute the Transportation Disadvantaged Trust Fund Planning Grant Agreement on behalf of the Collier MPO, upon receipt, and to file it with the Florida Commission for the Transportation Disadvantaged, in the estimated total amount of \$32,438.
4. The Collier MPO further authorizes its Chairman to sign any agreements, assurances, warranties, certifications, and any other related documents that may be required in connection with the aforementioned Transportation Disadvantaged Trust Fund Planning Grant Agreement submission or related subsequent agreements, and to take any action necessary to facilitate the filing of such agreement(s).

This Resolution was **PASSED and DULY ADOPTED** by the Collier Metropolitan Planning Organization Board on June 12, 2026.

Attest:

COLLIER COUNTY METROPOLITAN
PLANNING ORGANIZATION

By: _____
Carmen Monroy
Collier MPO Executive Director

By: _____
Councilor Tony Pernas
MPO Chair

Approved as to form and legality:

Scott R. Teach, Deputy County Attorney

Florida Commission for the

5B Attachment 4
LCB 5/6/26



Transportation Disadvantaged

FISCAL YEAR 2026-27 PROGRAM MANUAL AND INSTRUCTIONS FOR THE PLANNING GRANT

Issued By:

FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

605 Suwannee Street, Mail Station 49

Tallahassee, Florida 32399-0450

850-410-5700

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

INTRODUCTION

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

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

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

PART I PLANNING GRANT PROGRAM REQUIREMENTS

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

1. ELIGIBILITY INFORMATION

A. Eligible Recipients

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

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

B. Allowable Activities

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

TASK 1:

Weighted value = 17%

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

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

TASK 2 A:

Weighted value = 15%

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

Deliverable:

The planning agency's procurement documentation, including the letter of recommendation and signed resolution. Supporting materials may include Requests for Qualifications (RFQs) or Proposals (RFPs), submitted responses, evaluation materials, and scoring results.

OR

TASK 2 B:

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

Deliverable:

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

TASK 3:

Weighted value = 40%

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

Provide staff support for committees of the LCB.

Provide program orientation and training for newly appointed LCB members.

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

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

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

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

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

TASK 4:

Weighted value = 4%

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

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

TASK 5:

Weighted value = 4%

Develop and annually update by-laws for LCB approval.

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

TASK 6:

Weighted value = 4%

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

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

TASK 7:

Weighted value = 4%

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

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

TASK 8:

Weighted value = 4%

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

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

TASK 9:

Weighted value = 4%

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

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

TASK 10:

Weighted value = 4%

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

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

2. GRANT FUNDING

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

LOCAL MATCH REQUIREMENT

There is no match required.

3. GRANT APPROVAL

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

4. INVOICING

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

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

**PART II
PLANNING GRANT
RECIPIENT INFORMATION DOCUMENTATION**

GENERAL INSTRUCTIONS

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

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

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

TIMETABLE

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

TRANSPORTATION DISADVANTAGED PLANNING GRANT RECIPIENT INFORMATION INSTRUCTIONS

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

PLANNING GRANT REIPIENT INFORMATION

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

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

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

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

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

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

EXECUTIVE SUMMARY
BOARD ACTION
ITEM 5C

Approve the Community Transportation Coordinator Annual Evaluation Completed in 2026

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

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

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

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

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

STAFF RECOMMENDATIONS: That LCB review, comment on, and approve the FY 2024-2025 CTC Evaluation completed in 2026.

Prepared By: Sean Kingston, AICP, PMP Principal Planner

ATTACHMENTS:

1. FY 2024-2025 CTC Evaluation
2. PTNE Department's response to the CTC Evaluation

CTC

EVALUATION WORKBOOK

Florida Commission for the



Transportation Disadvantaged

CTC BEING REVIEWED: _____

COUNTY (IES): _____

ADDRESS: _____

CONTACT: _____ **PHONE:** _____

REVIEW PERIOD: _____ **REVIEW DATES:** _____

PERSON CONDUCTING THE REVIEW: _____

CONTACT INFORMATION: _____

LCB EVALUATION WORKBOOK

ITEM	PAGE
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EVALUATION INFORMATION

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

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

Notes to remember:

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

ENTRANCE INTERVIEW QUESTIONS

INTRODUCTION AND BRIEFING:

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

The LCB will be reviewing the following areas:

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

USING THE APR, COMPILER THIS INFORMATION:

1. OPERATING ENVIRONMENT:

- RURAL URBAN

2. ORGANIZATION TYPE:

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

3. NETWORK TYPE:

- SOLE PROVIDER
- PARTIAL BROKERAGE
- COMPLETE BROKERAGE

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

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

Coordination Contract Agencies				
Name of Agency	Address	City, State, Zip	Telephone Number	Contact

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

Name of Agency	% of Trips	Name of Contact	Telephone Number

7. REVIEW AND DISCUSS TD HELPLINE CALLS:

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

COMPLIANCE WITH CHAPTER 427, F.S.

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

ARE YOUR CONTRACTS UNIFORM? Yes No

IS THE CTD’S STANDARD CONTRACT UTILIZED? Yes No

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

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Operator Name	Exp. Date	SSPP	AOR Reporting	Insurance

COMPLIANCE WITH CHAPTER 427, F.S.

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

“Review all transportation operator contracts annually.”

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

Is a written report issued to the operator? Yes No

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

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

Is a written report issued? Yes No

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

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

ASK TO SEE DOCUMENTATION OF MONITORING REPORTS.

COMPLIANCE WITH CHAPTER 427, F.S.

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

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

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

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

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

N/A

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

Yes No

If YES, what is the goal?

Is the CTC accomplishing the goal? Yes No

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT? Yes No

Comments:

CHAPTER 427

Findings:

Recommendations:

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

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

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

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

HOW MUCH DOES THE INSURANCE COST (per operator)?

Operator	Insurance Cost

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

Yes No

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

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

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

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

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

Cost [CTC and Coordination Contractor (CC)]

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

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

Cost [CTC and Transportation Alternative (Alt.)]

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

RULE 41-2

Findings:

Recommendations:

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

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

Review the TDSP for the Commission standards.

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

Adequate seating	
Driver Identification	
Passenger Assistance	
Smoking, Eating and Drinking	

Two-way Communications	
Air Conditioning/Heating	
Billing Requirements	

COMMISSION STANDARDS

Findings:

Recommendations:

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

Compliance with Local Standards

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

Review the TDSP for the Local standards.

Local Standards	Comments
Transport of Escorts and dependent children policy	The TDSP (pg. 60) addresses this standard. Personal care attendants must be approved on the initial customer application with medical documentation for the reason an attendant is needed. If an escort/care attendant is requested, they will be transported at no additional charge.
Use, Responsibility, and cost of child restraint devices	
Out-of-Service Area trips	
CPR/1st Aid	
Driver Criminal Background Screening	
Rider Personal Property	
Advance reservation requirements	The TDSP (pg. 62) addresses this standard. Reservations are made up to a day in advance up to 5 p.m. the business day prior to the trip request. Passengers with an urgent need to travel should call the CTC. Unless other regulations are applicable, same-day trip requests cannot be guaranteed. However, the CTC will attempt to accommodate the request.
Pick-up Window	The TDSP (pg. 62) addresses this standard. Passengers are told to be ready for their ride to arrive from between 1-2 hours before their appointment time. This window is dependent on the service area of the pick-up and drop-off points.

<i>Measurable Standards/Goals</i>	<i>Standard/Goal</i>	<i>Latest Figures</i> 7/1/2024 - 6/30/2025	<i>Is the CTC/Operator meeting the Standard?</i>
Public Transit Ridership	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
On-time performance	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Passenger No-shows	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Accidents Standard: no more than 1.2 accidents per 100,000 miles	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Roadcalls Standard: no less than 10,000 miles between each road call	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Complaints <i>Number filed:</i>	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Call-Hold Time	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	

LOCAL STANDARDS

FINDINGS:

On-Time Performance (OTP): The Community Transportation Coordinator's (CTC's) quarterly reports reflect the overall OTP for FY2024/25 was 72.4%, 17.6% lower than the 90% goal of the Transportation Disadvantaged Service Plan (TDSP) with a lower trend of 68.6% for the seasonal months of January through May. This is lower than the OTP reported in the last CTC Evaluation for FY2023/24, which was approximately 74%, also less than the prior year of approximately 80%.

Accident Rate: The CTC's reported accident rate for FY2024/25, per its Annual Operating Report, was 1.42 per 100,000 miles. While there was a major improvement from the previous year of 3.12, it still does not meet the goal set forth in the TDSP of no more than 1.2 accidents per 100,000 miles.

Call-Hold Time: The CTC is meeting its goal for call-hold time of a maximum of 2 minutes with the reported average hold time of 44 seconds.

Roadcalls: The CTC is currently exceeding its goal for road calls of 37,519 with a standard no less than 10,000 miles between each road call.

A survey of CATConnect passengers/caretakers was conducted as part of this CTC Evaluation and the full results are included in the following pages. The summary below is contained for this section.

The service users had received lately from CATConnect averaged 7/10 of the 97 who answered this question on a scale of 1 to 10, with 10 being most satisfied.

Three questions provided those surveyed the opportunity to make comments. These are included with their results:

When asked if the passenger had a problem with their last CAT Connect trip, to please provide a short description, the following answers were captured:

- 21 reports of late or inconsistent dropoff or pickup
- 2 requested for more buses, availabilities, facility maintenance, or mobile application maintenance
- 2 reports of safety issues
- 6 accolades were given to the drivers or service provided
- 7 complained about poor service or bad drivers

When asked to briefly describe why CAT Connect is important to you, the following answers were captured:

- 3 reports of late or inconsistent dropoff or pickup
- 3 requests for more buses, availabilities, facility maintenance, or mobile application maintenance

- 0 reports of safety issues
- 61 commendations were made about this being an essential service
- 21 accolades were given to the drivers or service provided
- 4 complaints about poor service or bad drivers

When asked to please provide any additional comments you would like to share, the following answers were captured:

- 20 reports of late or inconsistent dropoff or pickup
- 16 requests for more buses, availabilities, facility maintenance, or mobile application maintenance
- 1 report of safety issues
- 7 commendations were made about this being an essential service
- 23 accolades were given to the drivers or service provided
- 4 complained about poor service or bad drivers

RECOMMENDATIONS:

To address On Time Performance, it is recommended:

- The CTC to continue to strive to meet the current OTP goal of 90%.
- The CTC to evaluate whether adjustments to the current allowable travel time and/or pick-up window policies (or any other policies) are warranted and need to be made (and incorporated into the TDSP), and as needed, seek assistance and direction of the Designated Official Planning Agency (DOPA) and LCB.
- The CTC to continue to keep LCB apprised of its efforts regarding OTP and continue to include OTP reporting in its quarterly reports to LCB.

To address accident rates, it is recommended:

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

It is also recommended:

- A sign to be posted on the interior of all paratransit vehicles with both a local phone number and the Transportation Disadvantaged Helpline for comments, complaints, and commendations. The statewide Transportation Disadvantaged Ombudsman Hotline is 1-800-983-2435.

ON-SITE OBSERVATION OF THE SYSTEM

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

Date of Observation: 3/11/26

Please list any special guests that were present: None

From home to

Location: 954 Goodlette Rd Senior Center

@9:45

Number of Passengers picked up/dropped off: 1

Ambulatory 1

Non-Ambulatory 0

@9:10

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

Did the driver provide any passenger assistance? Yes No

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

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

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

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

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

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

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

If used, was the lift in good working order? *not used* Yes No

Was there safe and appropriate seating for all passengers?

Yes No

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

Yes No

If No, please explain:

not used

CTC Collier County Board of County Commissioners County: Collier

Date of Ride: 2/11/26

Survey Surveys

Funding Source	No. of Trips	No. of Riders/Beneficiaries	No. of Calls to Make	No. of Calls Made
CTD				
Medicaid				
Other				
Other				
Other)				
Other				
Totals			47	7-11

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

Note: Attach the manifest

ON-SITE OBSERVATION OF THE SYSTEM

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

Date of Observation: 3/11/26

Please list any special guests that were present: None

from 954 Goodlette Rd senior center to
Location: NCH Hospital for 1 and Publix for 2
@ 9:59 @ 10:07

Number of Passengers picked up/dropped off: 3

Ambulatory 2

Non-Ambulatory 1

arrived 9:45

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

Did the driver provide any passenger assistance? Yes No

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

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

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

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

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

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

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

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

Was there safe and appropriate seating for all passengers?

Yes No

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

Yes No

If No, please explain:

CTC: Collier County Board of County Commissioners County: Collier
 Date of Ride: _____

Funding Source	No. of Trips	No. of Riders/Beneficiaries	No. of Calls to Make	No. of Calls Made
CTD				
Medicaid				
Other				
Other				
Other)				
Other				
Totals			47	7/- 111

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

Note: Attach the manifest

ON-SITE OBSERVATION OF THE SYSTEM

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

Date of Observation: 3/11/26

Please list any special guests that were present: None

From Fresenius Medical Care to

Location: Home - 4120 Coconut Cir E

arr 11:09

Number of Passengers picked up/dropped off: 1

Ambulatory 1

Non-Ambulatory 0

Arrived 10:37

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

Did the driver provide any passenger assistance? Yes No

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

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

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

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

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

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

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

If used, was the lift in good working order? not used Yes No

Was there safe and appropriate seating for all passengers?

Yes No

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

Yes No

If No, please explain:

not used

CTC: Collier County Board of County Commissioners County: Collier
Date of Ride: _____

Funding Source	No. of Trips	No. of Riders/Beneficiaries	No. of Calls to Make	No. of Calls Made
CTD				
Medicaid				
Other				
Other				
Other)				
Other				
Totals			<i>47</i>	<i>+/- 111</i>

surveys surveys

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

Note: Attach the manifest

Date: 03/11/2026

Run ID: 124

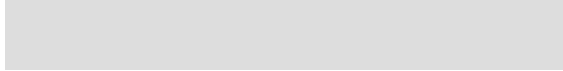
Driver ID: Saucier Benjamin

Vehicle: CC2-3584

Run Manifest

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

Driver's signature



Trips	Passengers on Completed Trips					Total Trips	
	Clients	PCA	Other Passengers	No-show Trips	Open Trips	with No-Show	without No-Show
ADA	14	0	2	0	0	14	14
Total	14	0	2	0	0	14	14

Fare Summary

	Balance	Billed	Cash	Check	Ticket	Total Fare Types	Client Total Amounts	Add. Psgr. Total Amounts
Normal	0	0	11	0	0	11	7.00	2.00
Billed/External/Balance	5	0	0	0	0	5	11.00	0.00

Pull Out

	Time	Mileage
Est	06:15	8875
Rep	06:11	8875

Pull In

	Time	Mileage
Est	16:46	9038
Rep	17:08	9038

Total Miles

Service Miles		Revenue Miles		Deadhead Miles	
est	rep	est	rep	est	rep
160.22	163.30	116.50	111.20	43.72	52.10

Total Hours

Service Hours		Revenue Hours		Deadhead Hours	
est	rep	est	rep	est	rep
9.10	9.97	6.27	7.00	2.84	2.97

*Customer last names have been redacted for privacy.

Run Manifest

Stop information					Passenger information					Late* (with noshows): 1 Late trips are highlighted.		
Arrival Sched	Rep	Duration (min.)	Address	Mileage at Stop	Passengers	Status	Mobility	Funding Source	PCA	Other Passengers	Fare Type	Amount Received (Client (Additional Psgrs))
06:15	06:11	0	COLLIER AREA PARA TRANSIT 8300 Radio Rd Naples	8875								
06:35	06:32	0	5313 Jennings St Naples	8882	P: ANGELICA (#1040793)	comp	AM	ADA	0	0	Cash(1)	1.00 (0.00) (Normal/Billed)
06:50	06:49	0	NCH 399 9th ST N Naples	8888	D: ANGELICA (#1040793)							
07:36	07:28	2	149 Wading Bird Cir NAPLES	8899	P: JOSHUA (#1040724)	comp	AM	ADA	0	0	Balance(1)	3.00 (0.00) (Balance)
08:05	07:52	0	Collier County Growth Management Transportation 2885 Horseshoe Dr S Naples	8907	D: JOSHUA (#1040724)							
08:14	08:08	0	2250 W Crown Pointe Blvd Naples	8912	P: KATHLEEN (#1040668)	comp	AM	ADA	0	0	Cash(1)	1.00 (0.00) (Normal/Billed)
08:16	08:15	4	4270 Jack Frost Ct Naples	8913	GERARDINA (#1044783)	comp	AM	ADA	0	0	Balance(1)	1.00 (0.00) (Balance)
08:30	08:30	0	Planet Fitness 3725 Tamiami Trl E Naples	8916	D: GERARDINA (#1044783)							
08:34	08:40	8	Easterseals Academy 8793 Tamiami Trail E Naples	8919	D: KATHLEEN (#1040668)							
08:53	09:03	8	COLLIER AREA PARA TRANSIT 8300 Radio Rd Naples	8926								
09:17	09:17	1	8664 DILIP LN NAPLES	8927	P: BARBARA (#1050155) negotiated pickup: 08:55	comp	AM	ADA	0	0	Balance(1)	3.00 (0.00) (Balance)

Run Manifest

Arrival Sched	Arrival Rep	Duration (min.)	Address	Mileage at Stop	Passengers	Status	Mobility	Funding Source	PCA	Other Passengers	Fare Type	Amount Received (Client (Additional Psgrs))
09:40	09:43	5	954 Goodlette Rd N Naples	8936	P: PATRICIA (#1051359)	comp	AM	ADA	0	1	Cash(2)	1.00 (1.00) (Normal/Billed)
09:48	09:48	0	954 Goodlette-frank Rd Naples	8936	P: DJAMOERIT (#1051207)	comp	AM	ADA	0	0	Cash(1)	1.00 (0.00) (Normal/Billed)
09:52	09:59	0	NCH Cardiac 399 9th St N Naples	8938	D: BARBARA (#1050155)							
10:02	10:07	3	Publix Super Market at Naples Plaza 1981 Tamiami Trail N Naples	8940	D: DJAMOERIT (#1051207)							
10:39	10:36	2	North Naples Dialysis 1750 Sw Health Pkwy Naples	8949	D: PATRICIA (#1051359)							
11:01	11:09	1	4120 Coconut Cir S NAPLES	8959	P: MARIA (#1052176)	comp	AM	ADA	0	0	Cash(1)	0.00 (0.00) (Normal/Billed)
11:25	11:42	4	COLLIER AREA PARA TRANSIT 8300 Radio Rd Naples	8967	D: MARIA (#1052176)							
12:17	12:10	1	NCH Cardiac 399 9th St N Naples	8975	P: DJAMOERIT (#1051208)	comp	AM	ADA	0	0	Cash(1)	1.00 (0.00) (Normal/Billed)
12:16	12:20	1	954 Goodlette-frank Rd Naples	8976	D: DJAMOERIT (#1051208)							
12:45	12:45	47	954 Goodlette-frank Rd Naples	8981								
14:00	13:46	12	WALMART AIRPORT / CARILLON PLACE 5010 Airport Pulling Rd N Naples	8982	P: DUNIA (#1047820)	comp	AM	ADA	0	1	Cash(2)	1.00 (1.00) (Normal/Billed)
14:02	14:06	1	3325 AIRPORT PULLING RD N Naples	8983	D: DUNIA (#1047820)							

Run Manifest

Arrival Sched	Rep	Duration (min.)	Address	Mileage at Stop	Passengers	Status	Mobility	Funding Source	PCA	Other Passengers	Fare Type	Amount Received (Client (Additional Psgrs))
14:29	14:18	0	Goodwill Pine Ridge Rd 1687 Pine Ridge Rd Naples	8986	P: YESENIA (#1041024)	comp	AM	ADA	0	0	Balance(1)	1.00 (0.00) (Balance)
14:40	14:49	1	4554 25th Ave Sw NAPLES	8996	D: YESENIA (#1041024)							
15:08	15:06	6	UCP- Sunrise 4227 Exchange Ave Naples	9001	P: BRUCE (#1040917)	comp	AM	ADA	0	0	Balance(1)	3.00 (0.00) (Balance)
					P: JENNIFER (#1046392)	comp	WC	ADA	0	0	Cash(1)	0.00 (0.00) (Normal/Billed)
15:20	15:24	1	1865 Courtyard Way Naples	9004	D: BRUCE (#1040917)							
15:41	15:45	1	Royal Poinciana Golf Club 1600 Solana Rd Naples	9012	P: TRAVIS (#1040857)	comp	AM	ADA	0	0	Cash(1)	1.00 (0.00) (Normal/Billed)
16:07	16:03	0	108 Pebble Shores Dr Naples	9019	D: TRAVIS (#1040857)							
16:13	16:24	2	5610 Marigold Way Naples	9022	D: JENNIFER (#1046392)							
16:46	17:08	0	COLLIER AREA PARA TRANSIT 8300 Radio Rd Naples	9038								

* Interval to be consider late: 15 min.

RIDER/BENEFICIARY SURVEY

****SEE ATTACHED SURVEY RESPONSES***

Staff making call: _____

County: _____

Date of Call: / /

Funding Source: _____

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

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

If so, how much?

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

Yes

No. If no, skip to question # 4

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

None 3-5 Times

1-2 Times 6-10 Times

If none, skip to question # 4.

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

Ineligible Space not available

Lack of funds Destination outside service area

Other _____

5) What do you normally use the service for?

Medical Education/Training/Day Care

Employment Life-Sustaining/Other

Nutritional

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

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

No. If no, skip to question # 6

What type of problem did you have with your trip?

Advance notice Cost

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

Assistance Accessibility

Service Area Limits Late return pick up - length of wait

Drivers - specify

Reservations - specify length of wait

Vehicle condition

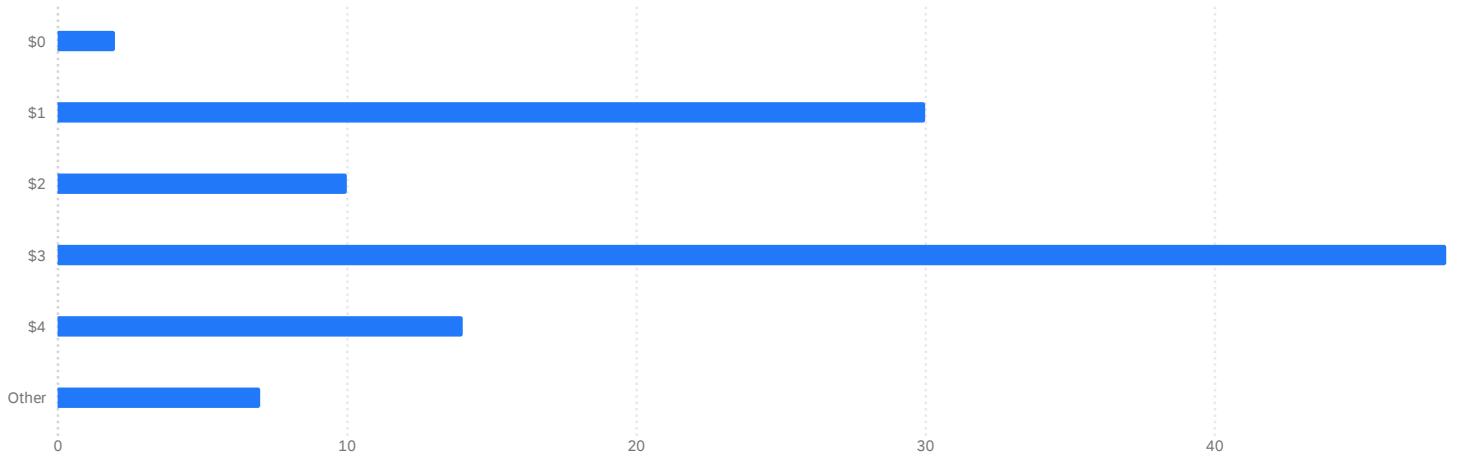
Other

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

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

Additional Comments:

How much did you pay for your ride the last time you used CAT Connect? 111 ⓘ



How much did you pay for your ride the last time you used CAT Connect? 111 ⓘ

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

Percentage

Count

Payment Category	Percentage	Count
\$0	2%	2
\$1	27%	30
\$2	9%	10
\$3	43%	48
\$4	13%	14
Other	6%	7

How much did you pay for your ride the last time you used CAT Connect? 111 ⓘ

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

Average

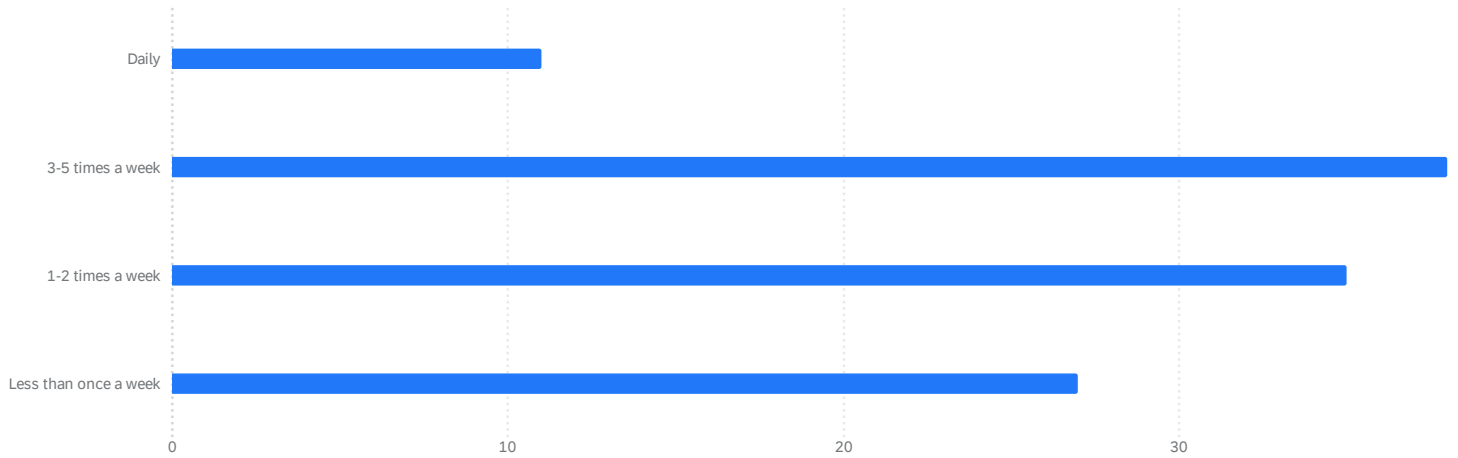
Minimum

Maximum

Count

Payment Category	Average	Minimum	Maximum	Count
\$0	1.00	1.00	1.00	2
\$1	2.00	2.00	2.00	30
\$2	3.00	3.00	3.00	10
\$3	4.00	4.00	4.00	48
\$4	5.00	5.00	5.00	14
Other	6.00	6.00	6.00	7

How often do you normally use CAT Connect? 111 ⓘ



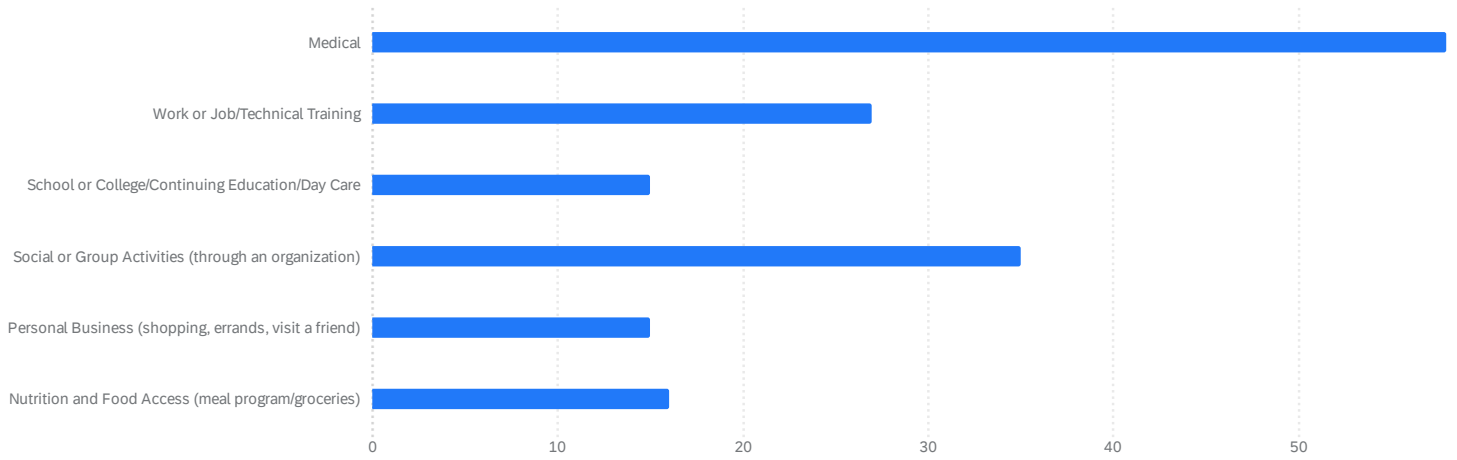
How often do you normally use CAT Connect? 111 ⓘ

Q2 - How often do you normally use CAT Connect?	Percentage	Count
Daily	10%	11
3-5 times a week	34%	38
1-2 times a week	32%	35
Less than once a week	24%	27

How often do you normally use CAT Connect? 111 ⓘ

How often do you normally use CAT Connect?	Average	Minimum	Maximum	Count
Daily	1.00	1.00	1.00	11
3-5 times a week	2.00	2.00	2.00	38
1-2 times a week	3.00	3.00	3.00	35
Less than once a week	4.00	4.00	4.00	27

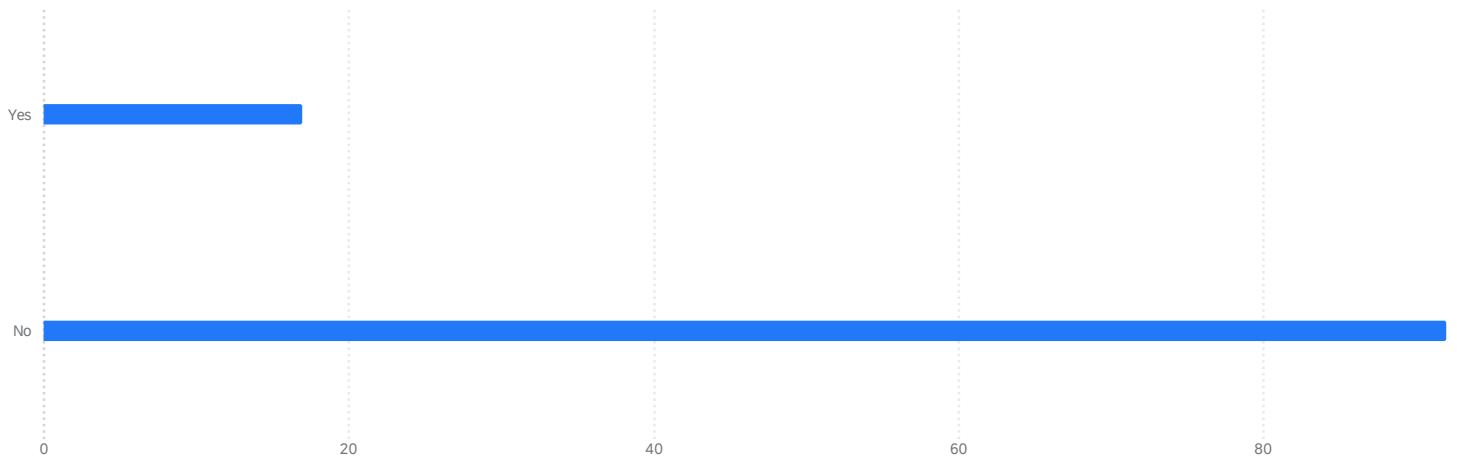
What do you use CAT Connect for the most? 109 ⓘ



What do you use CAT Connect for the most? 109 ⓘ

Q6 - What do you use CAT Connect for the most?	Percentage	Count
Medical	53%	58
Work or Job/Technical Training	25%	27
School or College/Continuing Education/Day Care	14%	15
Social or Group Activities (through an organization)	32%	35
Personal Business (shopping, errands, visit a friend)	14%	15
Nutrition and Food Access (meal program/groceries)	15%	16

Have you ever been denied CAT Connect services? 109 ⓘ



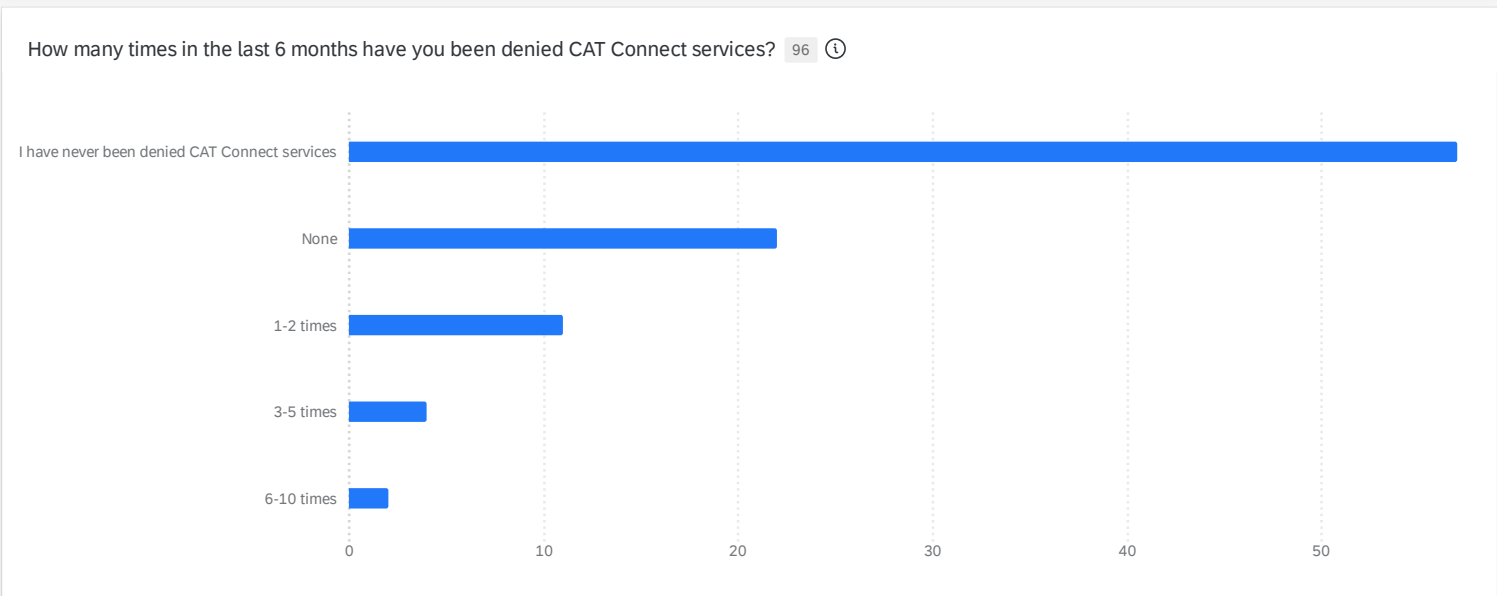
Have you ever been denied CAT Connect services? 109 ⓘ

Q3 - Have you ever been denied CAT Connect services?	Percentage	Count
Yes	16%	17

Q3 - Have you ever been denied CAT Connect services?	Percentage	Count
No	84%	92

Have you ever been denied CAT Connect services? 109 ⓘ

Have you ever been denied CAT Connect services?	Average	Minimum	Maximum	Count
Yes	1.00	1.00	1.00	17
No	2.00	2.00	2.00	92



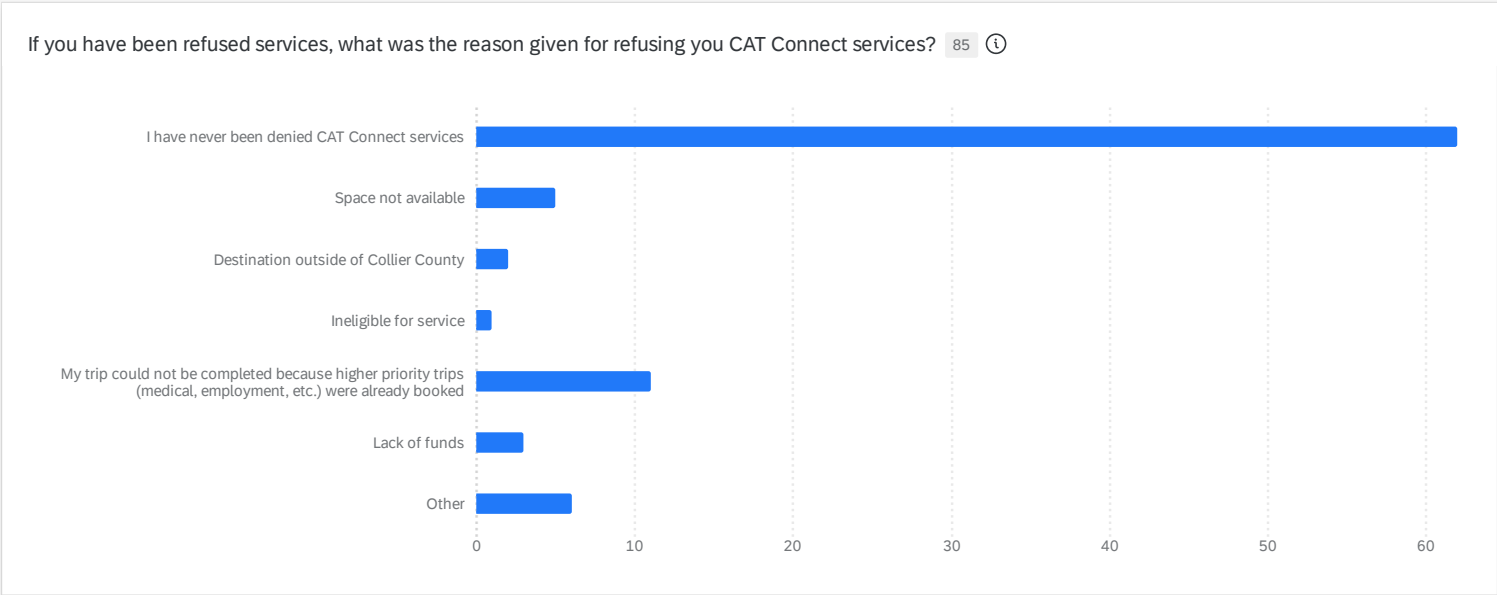
How many times in the last 6 months have you been denied CAT Connect services? 96 ⓘ

Q4 - How many times in the last 6 months have you been denied CAT Connect services?	Percentage	Count
I have never been denied CAT Connect services	59%	57
None	23%	22
1-2 times	11%	11
3-5 times	4%	4
6-10 times	2%	2

How many times in the last 6 months have you been denied CAT Connect services? 96 ⓘ

How many times in the last 6 months have you been denied CAT Connect services?	Average	Minimum	Maximum	Count
I have never been denied CAT Connect services	1.00	1.00	1.00	57

How many times in the last 6 months have you been denied CAT Connect service...	Average	Minimum	Maximum	Count
None	2.00	2.00	2.00	22
1-2 times	3.00	3.00	3.00	11
3-5 times	4.00	4.00	4.00	4
6-10 times	5.00	5.00	5.00	2



If you have been refused services, what was the reason given for refusing you CAT Connect services? 85 ⓘ

Q5 - If you have been refused services, what was the reason given for refusing you CAT Connect services?

	Percentage	Count
I have never been denied CAT Connect services	73%	62
Space not available	6%	5
Destination outside of Collier County	2%	2
Ineligible for service	1%	1
My trip could not be completed because higher priority trips (medical, employment, etc.) were already booked	13%	11
Lack of funds	4%	3
Other	7%	6

On a scale of 1 to 10 (10 being most satisfied), rate the CAT Connect service you have been receiving lately. 97 ⓘ

On a scale of 1 to 10 (10 being most satisfied), rate the CAT Connect servi...

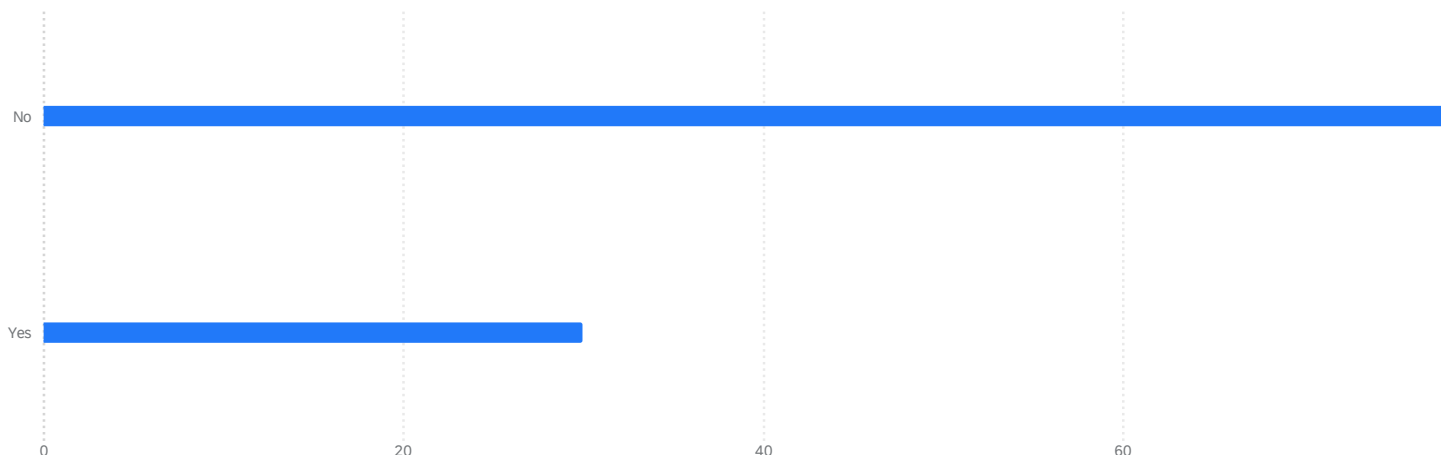
Count Average (On a scale of 1 to 10 (10 being most satisfied), rate the CAT Connect servi...)

Rate CAT Connect

97

7

Did you have a problem with your last CAT Connect trip? 108 ⓘ



Did you have a problem with your last CAT Connect trip? 108 ⓘ

Q7 - Did you have a problem with your last CAT Connect trip?

Percentage

Count

No

72%

78

Yes

28%

30

Did you have a problem with your last CAT Connect trip? 108 ⓘ

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

Average

Minimum

Maximum

Count

No

1.00

1.00

1.00

78

Yes

2.00

2.00

2.00

30

If you had a problem with your last CAT Connect trip, please provide a short description of the problem: 137 ⓘ

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

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

Problems with pick up times, at times way too early and at times way too late. routing poor, being on the bus for far too long.

No problem.

Couldn't coordinate appointments with available times for CAT

I don't think the drivers are efficient on their routes. They sometimes drive right past my stop and then drop me off 45 minutes later when they circle back to where we were

They arrive too late so a nice neighbor takes me to dialysis. Friends take me home

Wait was long both ways

The issue was not with the last service. My child was hit on the bus and I submitted a complaint and no one ever reached out to me. When I called back, I was told someone would reach out to me and that did not happen, which was very disappointing. The driver's have all been absolutely wonderful!

Late pickup

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

It was not the last but one time they dropped my mother off at the hospital instead of the senior center. She had aphasia and could not communicate. They were never supposed to drop her off unless I was there to meet her. I was waiting at the senior center.

Pick up from Harimonia at 4:15 and didn't get home until after 7:30 and next time was 8pm. Only unhappy with pm pickups .

So far so good.

The buse was late and when I called to inquire, I was told that the busses wee busy and that I would have to wait an additional 15 minutes for the bus to arrive. As it was time for my dentist's appt, I called the dentist and was told that my appt was given to someone else who was on the wait list. Subsequently, I cancelled the Cat Bus. The next available for me was may 3!! I was very diasppointed with this experience. In addition, let me comment on the fact that most of the busses do not have seat belts that cross the upper bodoy. I find that to be utterly unsafe and i certainly hope that will be rectified soon.

s a[[t/ O

They were going to pick me up early because I was feeling sick and I called and told them and they said they were going to pick me up and they took me on a ride with other peoples when they didn't have any one they stopped to pick other people instead of taking me home

Pick up times to varied and ride home too long on the bus for way to long

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

Waiting time for a disabled person is terrible, also they continually take my sister to various other sites, not on the route to her home. As a result, we are looking for better transportation. This is unacceptable.

Late

I have never been able to use this service. Having a 3 hour window is just so lousy.

The CAT didn't take me to doctor on time, I lost the appointment which I was waiting for 3 months. And I was waiting for another 3+ hours to take me home. It was Jan. 13, 2026

Some time the cat bus pick me up late

No problem

A veces estamos más de 3 horas en el bus. No es un problema, es una sugerencia para resolver entre todos.

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

Driver goes to the wrong place for pick up

Please briefly describe why CAT Connect is important to you. 137 ⓘ

Please briefly describe why CAT Connect is important to you.

Could be great but due to transit time length, it is not for us.

The worst public service

Help and support also blesses

Freedom

Help me

Transportation to Project Explore

It is close to being a lifesaver for me. I am a shut-in with no vehicle. And 76 years old and have various health issues. I do not know what I would do without the cat connect.

Independence

It is my only means of transportation. I am 88 and in a wheelchair. I can no longer get in a car.

ny government at work

It means everything to me. I wouldn't be able to go to church, the doctor or get groceries without CAT.

CAT connect is very important to me because I can no longer drive and it is essential that I get to doctors appointments assistance with getting to technical training and anywhere I need to go on a daily basis although I use CAT connect about four times per week

Please briefly describe why CAT Connect is important to you.

It helps solve some of my transportation problems, especially when I need to use a wheelchair.

Means of transportation for necessary medical appointments within Collier County.

CAT has good drivers and they take care of us

It helps me tremendously to bring my husband home from Harmonia. I take him in the morning and we are 35 minutes away so making the trip 2 times a day is very tiring for me since I am a Senior Citizen. He needs the socialization at Harmonia and without CAT I would not be able to have him go more than 1 or 2 times a week

Provides valuable service, but the wait times are too long for people with disabilities

It's my lifeline to get to therapy and the doctor's offices.

It's nice to have a relatively inexpensive form of transportation when you don't drive and have no other options

It is the most important for my life to work, shop, medical. Chicago and Lee County is much better managed. Wish Collier would invest in bringing this device up to current day. This is not a luxury it is a necessity for people with disabilities.

It's vital for my medical appointments, groceries and social connections.

Un servicio muy eficiente y oportuno para personas como yo que no conducen y le ayuda a resolver algún otro problema

Only way for me to get to activity

I don't drive anymore and this allows me to enjoy a way to get places safely.

Being Disabled and without a car it means THE WORLD TO ME - Before this I thought my world was caving in until a neighbor told me about Cat Connect.

A freedom, not having to depend on others for transportation

When they are on time it is great. Drivers are very polite. I tip them a \$2 bill and they seem to appreciate that.

Please briefly describe why CAT Connect is important to you.

It gets me to and from work and it's usually on time.

It means I will possibly be late to where I am going and will probably take me forever to get home. Drivers GPS does not find my street -- ever --How kid his your GPS?

An excellent and necessary help.

A reasonable way to get to appointments I am thankful for this service.

CAT Connect has been a wonderful resource for our son, Samuel. He loves riding the bus to Starability.

It gives me piece of mind that the driver's care for my child and treat her with dignity and respect.

Freedom from driving in traffic

Helpful wheelchair transportation

My husband has Alzheimer's and so two days I get respite from 8AM to when I leave to pick him up. Takes me 2 hours- 1 hour there and 1 hour return home.

Its very important for me to have this service.

My husband attends a memory day program. By being transported by Cat connect to the program I have several hours of respite from his care. But sadly it hasn't worked out as expected.

We are so grateful for this service as it provides my son the ability to work and earn an income that most likely would not be available to him since he is unable to obtain a drivers license due to disabilities and is not able to navigate the traditional bus system.

Freedom

The drivers are being very helpful and excellent customer service.

N/A

Please briefly describe why CAT Connect is important to you.

Every thing

Buen servicio

CAT is a lifeline for me because I don't drive. I really appreciate that I have this service. I am also so happy that going to the grocery store was added back on because it was so inconvenient bothering people to take me to the grocery stores. This was a great help

Cat Connect para mí lo es todo, con este transporte yo voy casi semanalmente a mis turnos médicos, dependo totalmente de ellos , no pudiera hacer mi vida si no tuviera a este transporte que puedo contar con él siempre que lo he necesitado

Cat connect make a big impac to my life. Helps me to be conected to the comunity and my medical appointments.

A ride

It is the only transportation I have to get to doctors' appointments.

Affordable transportation with a wheelchair and physical limitations that make it difficult to use a private vehicle.

CAT CONNECT is my lifeline. I use the paratransit van for dialysis, doctors appointments and the hair salon.

The drivers are always courteous and professional.

It's a great help!

Brings my daughter a 42 yr old disabled adult to her day program. She cannot drive and her parents are in their seventy's and their driving time is limited so without cat she probably would need to be moved to a home

It means a lot, helps me!

Need more funding and vehicles

It allows my special needs brother to still participate in life improving and necessary activities when I have to work and am unable to drive him myself

It is a lifesaver! Without this service, I would not be able to go anywhere at all.

Since stopping driving, it has been my connection to my activities I enjoy.

Please briefly describe why CAT Connect is important to you.

Allows my father, who is 82 with Dementia to be able to attend group activities.

It means a lot to me when I'm transferring from one bus to another bus

Being able to get somewhere that I wouldn't be able to get otherwise.

Un servicio muy necesario. Felicitaciones y bendiciones para todos sus trabajadores desde los choferes muy eficiente su trabajo y preocupados ayudando a subir y bajar a las personas del BUS. También para personal de Despacho, a las (os) recibidores de reportes. En general lo califico su trabajo de CatConnet de EXCELENTE. Dios los bendiga por siempre

Emergency

Means independence and connection with the world, for elders person like my mom means a lot.

I had thought that medical visits to physicians in Naples were possible but I found CAT unreliable.

The cat transportation means everything to me because I am wheelchair bound and Uber does not take wheelchairs and does not like to take walkers either in their cars. So without the cat I can't go any where.

My lifeline since I cannot drive due to vision

A life

It allows me to go to the Docter, The Lighthouse, and to shop

I am in a power chair. Without CAT connect it would cost me almost \$300 R/T to each of my medical appointments. CAT connect allows me to stay in my home and not permanently go to nursing care.

It means the world to me to be able to get around and 99% of the DRIVERS ARE EXCELLENT AND FRIENDLY. I AM VERY GRATEFUL FOR CAT

Please briefly describe why CAT Connect is important to you.

getting to medical appointments

It means a junk service to me... WORTHLESS.

Lo resumo de esta forma: EXELENTE SERVICIO

It gives my son independence and peace of mind for myself to be at work on time

Independence

Yes or no. CAT is a good public transportation in rich Florida everyone has car. But there is problem of the system operation, so the seniors/needng hardly to handle.

My best ride

Mobility

it allows me to work while my disabled family member attends adult daycare

essential service, key to my ability to function

It means my twin daughters are able to get to their adult day training program which they love

NA

Agradezco mucho este servicio porque yo no tengo carro. Para mí es vital.

A peace of mind of getting me to and from my job safely

I am permanently disabled and cannot drive.

I can't thank enough for the services

Please briefly describe why CAT Connect is important to you.

It's very stressful when I call to arrange trips for my son, who has a disability. The system seems very antiquated which is one frustrating thing. And, secondly, because the people that answer the phone have extremely heavy accents and it takes a very long time to schedule trips. The time it takes to arrange a trip is extremely unreasonable because the people take a very long time with the system and there is a language barrier as I mentioned. A suggestion: Have people that speak fluent English answer the phone as this would solve a lot of problems and stress.

Freedom

OPTIONAL – Please provide any additional comments you would like to share. 137 ⓘ

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

Shut down. You've failed so badly that there's no redemption possible

It's been very late sometimes but not lately

Occasionally but not often I find myself riding around for 1 to 2 hours trying to get back home. Again not too often that I get anxious after such a long trip. Respectfully...

Grateful for your service

Timing is important. I have waited as long as 2 1/2 to be picked up after an appointment. Even if I am the only one on the bus, the driver goes way out of the way. They say they have to follow the GPS. So, if I'm going from St. Andrews Blvd. to the Physicians Regional Medical Building, why do we have to go all the way on 41 to Pineridge? That is not proficient. You need more buses and more drivers. They should not be going all over the area.

More communication with clients when trips are running late more communication from dispatch

Just want to say thank you to CAT for its for being there for me.

I would like to complement the drivers who seem to be very motivated to assist and the service they offer is getting better and better. I also appreciate the new buses, including the buses with the ramp as it was a difficult time when many buses were out of service. The only other comment I would like to make is that there have been very extreme delays and might return pick up to go home the pastor for weeks, which is very frustrating and I also hope that the communication regarding when the buses will arrive can be improved as it is not accurate and that has been discussed multiple times over with a management team.

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

This is an unreliable transportation service and should be replaced with a more efficient and less costly alternative (e.g. UBER or LYFT).

Today for example I was brushing my teeth and I didn't hear the bus and the guy called me and got out right away and said sorry for my late. I always wait for my ride outside.

Beneficial services, have not ridden as often because of delays. Close friend rides and have heard about delays she has encountered. Hope CAT expands availability/services for the many disabled people in Collier County.

I wish I able to use the bus for personal errands and to the Senior Center. But because I live in Golden Gate Estates I'm not allowed.

I think cat connect is fantastic.

Lower price, better times. One trip takes most of my day

There have been times where the bus is ridiculously late(like 1-2 hours)(it was 2 hours and 45 mins late once and I had to call my dad to come get me from one of my old jobs and later that evening Mary called at 6:45pm saying the bus was there when I was already home) for my return trip and it has been late for my morning trips a few times. There was one time that I was 2 hours late for school(In like 2015 or 2016 when I went to Lorenzo Walker the first time)because the bus took me to Immokalee City and one time I was like around 1.5 hours late for work at my previous job(Luckily my work was nice and I despised my job there so I did not care about being late)

99.9% Kind and Pleasant Drivers with clean buses. Only one driver he would touch the gas for 3 seconds then let off coasting for about 3 seconds then gas again the whole trip took 1 hour of constant jerking of the vehicle - it was exhausting!

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

Drivers are clearly nit minutired -- Cat and can be seen habgubg out in parking lots etc. Als9 drivers on occasion take me almost to Narco, then rub around Rin ne back hme. There is no rhyme or reason t o the routing,. I I now take a Lyft if I can.

Excellent service, schedules are almost always met, and the bus is clean.

The only issue we have faced is that some days he does not get home until almost 7:00pm We understand that there are daily fluctuations in traffic patterns and CAT Connect issues, but he is supposed to be picked up at 3:00pm and that is a long time on public transit. But overall we are very happy with his service.

I appreciate the service which allows me to work my job.

Inconsistent pickup and drop off times

The drivers at times do not follow instructions- leaving her at the wrong door at a facility,

Will try the pick up at the end of the day once season is over

Due to extreme variations in either pick up time or inordinate amount of time on the bus, we have discontinued his return bus trip at the end of his program. One example, he was requested picked up at 3:30 and arrived home at 6:45 pm. This happened more than once. He arrives home urgently needing to use the bathroom, exhausted , and very unhappy about getting on the bus again. We have continued with the am rides as the wait time is usually 30 minutes to an hour.

I would like to say the Drivers have always been helpful respectful and kind. They are your best feature!!

Thank you

This is a great service to the disabled in our community.

I wish you could have Transportation longer on PersonDays like birthday! You can make exceptions on Birthdays Longer

Excellent customer service from the reservations department.

N/A

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

Me gustaría que tuvieran buen mantenimientos en los paraderos. Casi todos les falta una buena pintura. Estan muy acabados.

The rides back home are long at times but I believe that this will be addressed for whatever reason that it is occurring. I noticed that there are new drivers and new buses so incorporating all of this can at times cause some inconveniences. Anyway, thanks for all the CAT does for me

Mis Felicitaciones para todo el personal de Cat Connect, yo no hablo inglés y esto no ha sido un impedimento para poder comunicarme , siempre han sido muy amables , muy cariñosos, con mucho respeto y sobre todo mucha paciencia conmigo, yo lo único que pudiera decir es que sigan así con esa alegría y cordialidad y respeto con que nos atienden.

Ride wait and time to long.

The bus is rarely on time.

Drivers have been very polite and helpful.

CAT CONNECT gives me independence.

I Recommend to everyone who have health problems.

The only suggestion I would have is to update the app So that we can reload our account with a credit card. It would also be very nice to at least be able to request a ride on the app, even if the office still has to manually approve it. It would save us from having to call all of the time and hold up the phone lines.

All drivers and schedulers for rides are professional and friendly and helpful. Great job!

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

There were two other clients on the bus so I knew I wasn't getting home until after six at night. It's a long time to be on the bus when the bus pick me up at two.

No todo su trabajo EXCELENTE FELICIDADES

Too late not enough drivers

I just want to say Thank you for this service and the opportunity that brings to disabled and special needs people.

A lot of difficulty getting thru to a manager. I received my revision papers in the mail. The papers were drawn up on January 24 2026 the mail stamp on the envelope shows it was mailed on Feb 23 2026. In the letter it states that my cat service will end on the 24th of Feb. so I tried to call today and was on hold for 45 minutes trying to get thru and could not. It is not my fault that they waited a month to mail out the new application. So now my cat is suspended and I have Drs appt in March that I cannot miss.

I will try again tomorrow but this is in my opinion such an irresponsibility on their part.

Every time I ask to see a supervisor they tell me there is not one available and why do I want to see them.

I also have an application in with the Goodlette Arms apartments to move in there and needed to go for a follow up appt and I was refused transportation because they said it was personal. Yet a year ago they gave me transport there for an appt.

Thank you for your attention.

Drivers and reservation great attitude and service. Biggest problem is wait time and length of rides. I have been on a ride to a medical appointment where they went passed my street after picking me up and I was late for appointment and almost not seen. I had made appointment 6 months. I waited for a pickup home almost two hours and he had two other pick-ups and another person already in bus. Need more busses and drivers during season. Also, with measles should not cram 5 people on bus. Also special needs or vocation with 8 people should be separate to get them home in a timely manner

One day, they allowed my mother to fall while on the lift.

Love that we have it but it late 95% of the time even though their stats may show differently some how

It's very important to me, and it is run well. The Bus Operators are very nice people.

I love the new buses with wheelchair accommodations of a friend. Riding in the back on a power chair has been painful as the shocks are terrible in the smaller buses.

I have not missed a doctors appointment in a while because of missed pick up times.

I really wish we ran later at night so I could actually go out with friends to a restaurant or to an event.

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

I go to TRAMA COUNSELING, but my Counslors have me come to there homes and MANY MANY TIMES I am denied into a community so I get dropped off at a store and walk up to 2 miles. I SEE CAT DRIVE THROUGH THE COMMUNITIES ALL THE TIME! If I get the RIGHT BOOKING AGENT THEY WORK WITH ME AND GET ME I !!! KNOW MATTER I APPRECIATE CAT CONNECT - I WOULD BE LOST WITHOUT YOU! I would be TRAPPED at my home without a car!

It would be great if we didn't have to wait an hour, if possible.

I have had 2 strokes, I could use the help[.

Gracias a CATCONNED por existir. Dios bendiga a todos sus trabajadores. Son muy amables y preocupados con los que usamos este magnífico servicio.A todos gracias Miles

Bigger buses during the winter season leaving from Senior Centers

The fee seems too low, how about pay raise. The office we talk to and the drivers should more communicate each other. If there is an operation problem may tell the customer ahead of time save the other options.

Nice treat

I realize the challenges in a transit company with people, vehicles, traffic, etc. Overall I think they do a good job and are accomodating when possible

thank you for your support and cheers

No problems

NA

Voy 4 o 5 veces por semana al Senior Center de Golden Gate. Los chóferes son super amables con nosotros. Los felicito!

I am VERY frustrated that I can't go to a friend's house or the grocery store or the theater on the bus because I am ADA, not TD. I don't understand why that is true.

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

Please update your system so we can arrange trips without speaking to the employees. For example: Update the Ride app so we can just use the app. This would save alot of frustration.

Some buses dont have ac, its very hot in Florida in the summer.

**Level of Cost
Worksheet 1**

Insert Cost page from the AOR.

County: Collier
 CTC: Collier County Board of County Commissioners
 Contact: Ellen Sheffey
 3299 Tamiami Trl E Suite 103
 Naples, FL 34112
 239-252-8137

Email: Ellen.Sheffey@colliercountyfl.gov

Demographics	Number
Total County Population	0
Unduplicated Head Count	1,499



Trips By Type of Service	2023	2024	2025	Vehicle Data	2023	2024	2025
Fixed Route (FR)	0	0	0	Vehicle Miles	1,439,870	1,667,067	1,969,313
Deviated FR	0	0	0	Roadcalls	33	58	49
Complementary ADA	79,514	89,647	96,052	Accidents	28	52	25
Paratransit	54,285	66,791	69,392	Vehicles	42	43	46
TNC	0	0	0	Drivers	56	70	73
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	133,799	156,438	165,444				
Passenger Trips By Trip Purpose				Financial and General Data			
Medical	30,953	29,437	41,547	Expenses	\$7,207,957	\$7,282,387	\$8,500,871
Employment	20,987	16,773	23,255	Revenues	\$6,788,334	\$6,820,221	\$8,119,213
Ed/Train/DayCare	62,297	70,016	69,795	Commendations	24	15	9
Nutritional	271	86	4,636	Complaints	49	96	59
Life-Sustaining/Other	19,291	40,126	26,211	Passenger No-Shows	9,047	8,925	7,557
TOTAL TRIPS	133,799	156,438	165,444	Unmet Trip Requests	182	248	118
Passenger Trips By Revenue Source				Performance Measures			
CTD	24,306	25,646	24,810	Accidents per 100,000 Miles	1.94	3.12	1.27
AHCA	0	7,491	21,271	Miles between Roadcalls	43,632	28,743	40,190
APD	26,724	23,405	21,908	Avg. Trips per Passenger	88.49	96.75	110.37
DOEA	45	27	23	Cost per Trip	\$53.87	\$46.55	\$51.38
DOE	0	0	0	Cost per Paratransit Trip	\$53.87	\$46.55	\$51.38
Other	82,724	99,869	97,432	Cost per Total Mile	\$5.01	\$4.37	\$4.32
TOTAL TRIPS	133,799	156,438	165,444	Cost per Paratransit Mile	\$5.01	\$4.37	\$4.32
Trips by Provider Type							
CTC	0	0	0				
Transportation Operator	104,025	115,320	120,925				
Coordination Contractor	29,774	41,118	44,519				
TOTAL TRIPS	133,799	156,438	165,444				

Level of Competition Worksheet 2

1. Inventory of Transportation Operators in the Service Area

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

2. How many of the operators are coordination contractors? _____

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

Does the CTC have the ability to expand? _____

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

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

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

	Low bid
	Requests for qualifications
	Negotiation only

	Requests for proposals
	Requests for interested parties

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

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

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

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

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

How many responded? _____

The request for bids/proposals was distributed:

_____ Locally _____ Statewide _____ Nationally

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

Level of Availability (Coordination)
Worksheet 3

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

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

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

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

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

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

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

Scheduling – How is the trip assignment to vehicles coordinated?

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

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

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

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

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

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

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

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

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

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

Memorandum

To: Sean Kingston, Collier MPO Planner II
From: Omar Deleon, Transit Manager
Date: April 17, 2026
Subject: Response to 2026 CTC Evaluation

Fiscal and Public Transit Division (PTNE) Division has received the CTC Evaluation Workbook for the review period July 1, 2024 through June 30, 2025. We appreciate the opportunity to review the findings and recommendations provided by the Local Coordinating Board (LCB). Below is the CTC's detailed response.

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

Findings:

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

CTC Response:

The CTC accepts the review.

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

Findings:

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

CTC Response:

The CTC accepts the review.

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

Findings:

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

CTC Response:

The CTC accepts the review.

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

Findings:

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

CTC Response:

The CTC accepts the review.

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

Comments:

The CTC is in compliance

CTC Response:

The CTC accepts the review.

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

Findings:

The TDSP complies with all Commission standards.

Recommendations:

None.

CTC Response:

The CTC accepts the review.

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

Evaluation Finding:

On-Time Performance (OTP): The Community Transportation Coordinator’s (CTC's) quarterly reports reflect the overall OTP for FY2024/25 was 72.4%, 17.6% lower than the 90% goal of the Transportation Disadvantaged Service Plan (TDSP) with a lower trend of 68.6% for the seasonal months of January through May. This is lower than the OTP reported in the last CTC Evaluation for FY2023/24, which was approximately 74%, also less than the prior year of approximately 80%.

CTC Response:

The CTC acknowledges the decline in OTP. Similar to conditions reported in the previous year, population growth, increased congestion, and significant increases in trip volume and trip distance continue to place pressure on system efficiency.

Corrective Action & Path Forward:

- The CTC remains committed to meeting the 90% OTP goal.
- In line with LCB recommendations, the CTC will conduct a comprehensive operational review to reassess:

- – allowable travel times
- – pick-up windows
- – routing/manifest sequencing
- – scheduling parameters within Ecolane
- Any recommended policy changes will be brought before the LCB and incorporated into the TDSP as needed.
- We will continue to report OTP trends and corrective actions in all quarterly LCB reports.

Accident Rate: The CTC's reported accident rate for FY2024/25, per its Annual Operating Report, was 1.42 per 100,000 miles. While there was a major improvement from the previous year of 3.12, it still does not meet the goal set forth in the TDSP of no more than 1.2 accidents per 100,000 miles.

CTC Response:

The CTC appreciates the recognition of improvement and acknowledges that additional reductions are needed to fully meet the standard.

Corrective Action & Path Forward:

The safety initiatives already underway will continue, including:

- Root cause analysis of preventable incidents
- Targeted training for road supervisors and drivers
- Monthly safety meetings with trend tracking
- Expanded use of safety sensors and drive-cam technology
- Coaching protocols built around real-event footage

The CTC will continue reporting accident metrics and safety activities to the LCB quarterly.

Call-Hold Time: The CTC is meeting its goal for call-hold time of a maximum of 2 minutes with the reported average hold time of 44 seconds.

CTC Response:

The CTC appreciates the positive finding and will maintain active monitoring of call center efficiency to ensure continued adherence to the goal.

Roadcalls: The CTC is currently exceeding its goal for road calls of 37,519 with a standard no less than 10,000 miles between each road call.

CTC Response:

We acknowledge this positive performance and will continue to prioritize preventative maintenance and timely fleet replacement to support system reliability. We may recommend

Survey: A survey of CATConnect passengers/caretakers was conducted as part of this CTC Evaluation and the full results are included in the following pages. The summary below is contained for this section.

CTC Response:

The CTC recognizes these concerns and notes continued patterns consistent with operational strains from growth and congestion. Many comments reaffirm the essential role CATConnect plays for residents, underscoring the importance of improvements underway.

RECOMMENDATIONS:**To address On Time Performance, it is recommended:**

- The CTC to continue to strive to meet the current OTP goal of 90%.
- The CTC to evaluate whether adjustments to the current allowable travel time and/or pick-up window policies (or any other policies) are warranted and need to be made (and incorporated into the TDSP), and as needed, seek assistance and direction of the Designated Official Planning Agency (DOPA) and LCB.
- The CTC to continue to keep LCB apprised of its efforts regarding OTP and continue to include OTP reporting in its quarterly reports to LCB.

To address accident rates, it is recommended:

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

It is also recommended:

- A sign to be posted on the interior of all paratransit vehicles with both a local phone number and the Transportation Disadvantaged Helpline for comments, complaints, and commendations.

The statewide Transportation Disadvantaged Ombudsman Hotline is 1-800-983-2435.

CTC Response:

The CTC agrees with the recommendations, including continued monitoring of OTP and accident performance, evaluating travel time and pickup-window policy adjustments, and while signage is posted in vehicles to provide the TD hotline numbers we will ensure they are displayed in predominant area for easy reference.

Summary Remarks

The CTC appreciates the LCB's thorough review and constructive feedback. We remain committed to providing safe, reliable, and efficient service to our Transportation Disadvantaged community.

CATConnect will continue implementing operational improvements, addressing OTP and safety performance gaps, enhancing communication and customer service, and keeping the LCB fully informed through regular reporting.

We look forward to continued collaboration with the LCB and MPO to ensure the system evolves appropriately with Collier County's rapid growth and changing travel patterns.

EXECUTIVE SUMMARY
BOARD ACTION
ITEM 5D

Approve the 2026 Transportation Disadvantaged Service Plan (TDSP) Annual Update

OBJECTIVE: To approve the 2026 TDSP Annual Update.

CONSIDERATIONS: Every year, Collier County is required to submit an annual update to the TDSP to the Florida Commission for the Transportation Disadvantaged (CTD). The TDSP is a multi-year document that looks at development, service and quality assurance components related to the delivery of the Transportation Disadvantaged Program. Every five years, a Major Update to the TDSP is prepared. The last Major Update to the TDSP was prepared in 2023.

Annual TDSP updates must contain the following per CTD guidelines: Needs Assessment updates; Goals, Objectives and Strategies; Implementation Plan updates; and Cost/Revenue Allocation and Rate Structure (annual Rate Model) Justification.

The 2026 annual update to the TDSP was prepared by MPO Staff and is shown in **Attachment 1**. The document must be submitted to CTD prior to July 1.

The TDSP includes the FY26-27 Rate Model, which was approved by the LCB in March. The version provided in Appendix A was subsequently approved by CTD and remains unchanged from the LCB-approved version

The proposed TDSP was advertised for a 14-day public comment period, which expires on May 6. Any comments received by the MPO during the public comment period, or during the presentation to the LCB, will be addressed or incorporated into the document. The 2026 annual update to the TDSP will subsequently be ratified by the MPO Board on June 12.

STAFF RECOMMENDATION: That the Board review and approve the 2026 TDSP Annual Update, and authorize the LCB Chair to sign the annual update TDSP Certification page confirming LCB's approval.

Prepared By: Sean Kingston, AICP, PMP Principal Planner

ATTACHMENTS:

1. Proposed 2026 TDSP Annual Update



Collier County

TRANSPORTATION DISADVANTAGED SERVICE PLAN



ANNUAL UPDATE FY 2026

**Pending, to be Approved May 6, 2026
Local Coordinating Board**

Prepared by: Collier Metropolitan Planning Organization
2885 South Horseshoe Drive, Naples, FL 34104
239-252-5814, collier.mpo@collier.gov, www.colliermpo.org



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TDSP Certifications

Local Coordinating Board Membership Certification

Name: Collier County Metropolitan Planning Organization
 Address: 2885 Horseshoe Dr. S, Naples, FL 34104

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

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

Signature: _____ Date: _____
 Sean Kingston, Principal Planner
 Collier Metropolitan Planning Organization

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

Roll Call Vote Form

Approval of Collier County’s
Transportation Disadvantaged Service Plan Minor Update-2026

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

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

We further certify that the rates contained herein have been thoroughly reviewed, evaluated, and approved. This Transportation Disadvantaged Service Plan was reviewed in its entirety and approved by the Board at an official meeting held on **May 6, 2026**.

Approved by the Local Coordinating Board (LCB):

Tony Pernas, LCB Chair

Date

SECTION 1 INTRODUCTION

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

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

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

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

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

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

4) Implementation Plan

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

5) Cost / Revenue Allocation and Rate Structure Justification

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

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

1) DEVELOPMENT PLAN

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

2) SERVICE PLAN

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

- i) Changes to the Grievance and Evaluation process

- 3) QUALITY ASSURANCE

- a) Include any evaluation process changes and update to the Summary of the latest Coordinator Evaluation

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

SECTION 2

MANDATORY TDSP UPDATE REQUIREMENTS

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

1. Previous TDSP Review Letter

The CTD Guidelines require that all items cited as deficient or inadequate and needing follow-up as part of the prior TDSP Review should be addressed in the update.

To date, there were no TDSP reviews that indicate deficiencies.

2. Needs Assessment

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

Collier County

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

The population of Collier County is estimated to have increased by 10% from the 2020 U.S. Census count of 375,752 to approximately 413,314 in 2025 and in 2023, 31.2% of Collier County's residents are of ages 65 years and older with 9.3 percent more than the state average (with a corresponding rate of disabilities) according to the Bureau of Economic and Business

Research. These conditions are key indicators of transit/paratransit use, as are automobile availability, income, traffic, urban growth and land use/site planning.

Transportation Disadvantaged in Collier County

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

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

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

The data prepared in the TDSP Major Update indicates that the Collier County forecast of Critical TD population in 2026 is 15,233. The estimated daily trips for the critical need population is 4,375.

As reported in the CTC’s Annual Operating Reports to the CTD, paratransit trips provided have essentially been increasing every year. **Table 1** below shows the total paratransit trips on the Coordinated System in Collier County in recent years. Ridership has climbed steadily since 2021, with the exception of a brief dip to 109,044 trips in 2022, likely a result of COVID 19. Following a 10,326-trip increase in 2021, the numbers rebounded strongly in 2023 and continued to rise, reaching 165,444 by 2025. Had the initial growth rate remained constant without the 2022 decline or the 2024 surge, the data would have shown a more uniform annual progression.

**Table 1
Collier County Paratransit Trips on Coordinated System 2021-2025**

Fiscal Year	Total Paratransit Trips	Trip Type	Percent Increase from Prior Year
2025	165,444	ADA-96,052 TD-69,392	+5.76%
2024	156,438	ADA-89,647 TD-66,791	+16.92%
2023	133,799	ADA-79,514 TD-54,285	+22.70%
2022	109,044	ADA-55,292 TD-53,752	-4.00%
2021	113,598	ADA-54,053 TD-59,545	+9.09%

*Source for 2025: CTC's FY2024-25 Annual Operating Report from LCB Agenda Packet for 12/3/25 meeting;
Source for other years are from the FY 2025 TDSP Annual Update*

From February 2025 through January 2026, the CTC provided an average of 10,787 trips monthly on its paratransit service. **Table 2** below shows the monthly completed paratransit trips.

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

Month in 2024	Number of Completed Trips
February 2025	9,904
March 2025	10,600
April 2025	11,030
May 2025	10,599
June 2025	10,195
July 2025	10,279
August 2025	10,849
September 2025	11,116
October 2025	12,840
November 2025	10,448
December 2025	10,748
January 2026	10,835
Total	129,443

Source: CTC's Quarterly Report from LCB Agenda Packet for 3/4/26 meeting

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

3. Goals, Objectives and Strategies

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

The mission of the Collier County Local Coordinating Board is:

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

CAT's mission is:

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

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

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

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

GOAL 1: Implement a fully coordinated transportation system.

Objective 1.1

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

Objective 1.2

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

Objective 1.3

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

Strategy 1.1.1

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

Strategy 1.1.2

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

Strategy 1.1.3

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

Strategy 1.1.4

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

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

Objective 2.1

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

Strategy 2.1.1

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

Strategy 2.1.2

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

Strategy 2.1.3

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

Strategy 2.1.4

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

Strategy 2.1.5

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

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

Objective 3.1

Consistently provide on-time service.

Objective 3.2

Minimize customer service reservation/inquiry call hold times.

Objective 3.3

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

Objective 3.4

Increase the number of passenger trips per vehicle hour.

Objective 3.5

Maintain or trend downward the cost per passenger trip.

Objective 3.6

Maintain or trend downward the cost per mile.

Objective 3.7

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

Strategy 3.1.1

Obtain a system to track call hold time.

Strategy 3.1.2

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

Strategy 3.1.3

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

Strategy 3.1.4

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

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

Objective 4.1

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

Objective 4.2

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

Objective 4.3

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

Objective 4.4

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

Strategy 4.1.1

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

Strategy 4.1.2

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

Strategy 4.1.3

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

GOAL 5: Operate a safe transportation system.

Objective 5.1

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

Objective 5.2

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

Objective 5.3

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

Objective 5.4

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

Objective 5.5

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

Objective 5.6

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

Objective 5.7

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

Objective 5.8

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

Objective 5.9

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

Strategy 5.1.1

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

Strategy 5.1.2

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

Strategy 5.1.3

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

Strategy 5.1.4

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

GOAL 6: Provide quality transportation services.

Objective 6.1

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

Objective 6.2

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

Objective 6.3

Evaluate customer input to ensure high quality services are provided.

Strategy 6.1.1

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

Strategy 6.1.2

Periodically conduct fixed route and paratransit customer surveys.

Strategy 6.1.3

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

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

Objective 7.1

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

Objective 7.2

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

Objective 7.3

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

Objective 7.4

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

Strategy 7.1.1

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

Strategy 7.1.2

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

4. Implementation Plan Progress

Data Source: CTC's Annual Operating Report for the December 4, 2025 LCB meeting.

The following was accomplished for FY 2025:

- Although commendations to the CTC appear to be down last year, the number of complaints also dropped significantly from the prior year, from 96 to 59.
- Passenger no shows are down by almost 1,400 to 7,557.
- Unmet trip requests were down from 248 to 118.

- The accident rate has dropped 59% from 3.12 to 1.27 in FY25 .The CTC's goal is no more than 1.2
- The miles between vehicle road calls (or vehicle service) has increased to just over 40,000 (the CTC's goal is no less than 10,000 miles)

A potential setback is trip costs.:

- The average cost to provide a paratransit trip rose by just over 10% to \$51.38 in FY25.

Table 3 includes additional applicable updates/status of the elements in the TDSP Implementation Plan. This is a revision to the Implementation Schedule as Table 24 in the TDSP Major Update. The table displays the schedule, service improvements, and estimated costs for the major activities that are currently ongoing.

**Table 3
TDSP IMPLEMENTATION PLAN STATUS-FY2026**

	Previous Implementation Year	Revised Implementation Year	10-Year Operating Cost YOE	10-Year Capital Cost YOE	Existing or New Revenues	Status for TDSP Minor as of 4/2026
Service Improvements						
Maintain Existing Service			\$184,681,807	\$34,834,455		
Maintain Existing Fixed-Route Service	2022	2026	\$105,095,886	\$21,883,191	Existing	Ongoing
Maintain Existing Paratransit Service	2022	2026	\$79,585,921	\$12,637,003	Existing	Ongoing
Replacement of Support Vehicles	2022	2026	\$0	\$314,261	Existing	Ongoing
Park and Ride			\$0	\$5,950,411		
Site S1-15 Creekside		2028		\$564,940		Unfunded
Beach Lot Vanderbilt Beach Rd		2028		\$2,318,200		Unfunded
Radio Rd Transfer Station Lot		2029		\$479,961		Unfunded
Beach Lot Pine Ridge Rd		2029		\$2,587,310		Unfunded
Increase frequency			\$48,836,283	\$3,705,182		
Route 15 from 90 to 45 min	2024	2027	\$2,759,543	\$603,402	Unfunded	Unfunded
Route 16 from 90 to 45 min	2024	2029	\$1,546,739	\$603,402	Unfunded	Unfunded
Route 24 from 85 to 60 minutes	2022	2027	\$8,025,908	\$603,402	Existing	Completed
Route 121 - add one AM, one PM	2024	2027	\$9,822,575	\$0	Unfunded	Unfunded
Route 14 from 60 to 30 min	2024	2029	\$5,295,288	\$0	Unfunded	Unfunded
Route 17/18 from 90 to 45 minutes	2024	2027	\$7,944,903	\$603,402	Unfunded	Unfunded
Route 11 from 30 to 20 mins	2024	2027	\$5,020,662	\$631,231	Unfunded	Unfunded
Route 12 from 90 to 45 mins	2024	2029	\$4,151,101	\$0	Unfunded	Unfunded
Route 13 from 40 to 30 min	2024	2031	\$4,269,564	\$660,343	Unfunded	Unfunded

	Previous Implementation Year	Revised Implementation Year	10-Year Operating Cost YOE	10-Year Capital Cost YOE	Existing or New Revenues	Status for TDSP Minor as of 4/2026
Service Improvements						
Service Expansion			\$3,837,994	\$0		
Route 17/18 - Extend to 10:00 PM	2024	2029	\$607,255	\$0	Unfunded	Unfunded
New Route 19/28 - Extend to 10:00 PM	2027	2031	\$587,636	\$0	Unfunded	Unfunded
Route 24 - Extend to 10:00 PM	2027	2031	\$533,689	\$0	Unfunded	Unfunded
Route 11 - Extend to 10:00 PM	2029	2031	\$620,390	\$0	Unfunded	Unfunded
Route 13 - Extend to 10:00 PM	2029	2031	\$185,282	\$0	Unfunded	Unfunded
Route 14 - Extend to 10:00 PM	2029	2031	\$1,303,742	\$0	Unfunded	Unfunded
New Service			\$41,374,955	\$2,930,750		
New Bayshore Shuttle	2025	2027	\$4,480,750	\$165,970	Unfunded	Unfunded
New Route 31 (Golden Gate Pkwy) (Split Route 25 E-W)	2029	2027	\$6,945,109	\$0	Unfunded	Unfunded
Realign Route 14 operates at 60 min. headway	2025	2027	\$319,523	\$0	Unfunded	Unfunded
Route 30 (Goodlette Frank Rd) (Split Route 25 N-S)	2029	2027	\$6,178,440	\$0	Unfunded	Unfunded
Realign Route 23 headway 60 to 40 minutes	2029	2028	\$5,321,808	\$0	Unfunded	Unfunded
Route 32 (Collier Blvd) (Split Route 27 N-S)	2029	2029	\$4,961,028	\$631,231	Unfunded	Unfunded
Express Premium Route to Lee County	2029	2029	\$5,277,761	\$631,231	Unfunded	Unfunded
Immokalee and Lehigh Acres Regional Route	2029	2031	\$1,348,673	\$660,343	Unfunded	Unfunded
New Route 33 (Immokalee Rd) (Split Route 27 E-W)	2029	2031	\$3,506,569	\$660,343	Unfunded	Unfunded
Immokalee MOD	2029	2031	\$3,035,294	\$181,632	Unfunded	Unfunded
Other Improvements			\$ 5,047,919.00	\$ -		
Facilities Improvements	2022	2026			\$ 29,437,469	Funded
Bus Shelters	2025	2026			\$ 5,586,428	Ongoing
Study: Immokalee Road Corridor	2024	2026			\$ 75,000	Unfunded
I-75 Express Study	2023	2031			\$ 50,000	Unfunded
Downtown Autonomous Circulator	2023	2031	\$ 1,965,220		\$ -	Unfunded
Electric Naples Pier Shuttle	2031	2031	\$ 3,082,699		\$ 181,632	Unfunded
MOD Demand and Operations Requirements Pilot	TBD	2031			\$ 50,000	Unfunded
Transit Fare Study	TBD	Beginning 2025 (every 5 years)			\$ 118,258	Funded
COA Study	TBD	Beginning 2028 (every 7 years)			\$ 348,427	Unfunded

	Previous Implementation Year	Revised Implementation Year	10-Year Operating Cost YOE	10-Year Capital Cost YOE	Existing or New Revenues	Status for TDSP Minor as of 4/2026
Service Improvements						
Transit Asset Management			\$0	\$5,095,000		
Replace Cutaway Vehicle	2025	2026	\$0	\$150,000	Funded	Funded
Replace Cutaway Vehicle	2025	2026	\$0	\$150,000	Funded	Funded
Replace Cutaway Vehicle	2025	2026	\$0	\$150,000	Funded	Funded
Replace Cutaway Vehicle	2025	2026	\$0	\$150,000	Funded	Funded
Replace Cutaway Vehicle	2025	2026	\$0	\$150,000	Funded	Funded
Support Vehicle - Replacement	2027	2026	\$0	\$40,000	Funded	Funded
Support Vehicle - Replacement	2027	2026	\$0	\$40,000	Funded	Funded
Replacement of Support Truck	2024	2026	\$0	\$45,000	Planned	Planned
Administration/Passenger Station Roof Replacement	2025	2027	\$0	\$174,000	Planned	Planned
35' Fixed Route Bus Replacement	2025	2027	\$0	\$560,000	Planned	Planned
40' Fixed Route Bus Replacement	2024	2027	\$0	\$580,000	Planned	Planned
Replacement of 2 Support Vans	2027	2028	\$0	\$86,000	Planned	Planned
40' Fixed Route Bus Replacement	2026	2028	\$0	\$580,000	Planned	Planned
35' Fixed Route Bus Replacement	2025	2028	\$0	\$560,000	Planned	Planned
35' Fixed Route Bus Replacement	2025	2028	\$0	\$560,000	Planned	Planned
35' Fixed Route Bus Replacement	2025	2028	\$0	\$560,000	Planned	Planned
35' Fixed Route Bus Replacement	2025	2029	\$0	\$560,000	Planned	Planned

Source: CTC

5. Cost / Revenue Allocation and Rate Structure Justification

On March 4, 2026, the Collier MPO’s Local Coordinating Board approved the service rates shown in **Table 4** below (utilizing the Florida Commission for the Transportation Disadvantaged FY2026/2027 Rate Calculation Worksheet). With an average cost to provide a paratransit trip having risen by about 10% in FY 2025, the rates themselves have also increased. The Rate Calculation Model is a tool utilized by the CTD to standardize the comparison and approval of rates paid to coordinators throughout the State of Florida. The rate structure is based on the type of trip (i.e. ambulatory, ambulatory group, wheelchair, etc.) in the service area.

Detailed Rate Model worksheets are included in **Appendix A**. Last year’s Rate Model/service rates were approved by the CTD on April 23, 2025. This year’s approval is pending and is expected to be at roughly the same time.

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

CTD Calculated Rates – FY 2026/2027 CTD Rate Model Approved by LCB on 3/4/26	
Ambulatory Trip	\$35.05
Wheelchair Trip	\$60.09
Group Trip- Individual	\$22.60
Group Trip - Group	\$39.29

Table 5 and **Table 6** below displays CAT’s current paratransit and transit fare policies. These will be updated at the April 28, 2026 Board of County Commissioners Meeting. Current fares to be updated are in ~~red strikethrough~~ with proposed changes in blue underline.

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

	Fare Structure Approved by the BCC effective 10/1/18
ADA fare – At or above Poverty Level	\$3.00 <u>4.00</u>
ADA & TD fare - Under Poverty Level	\$1.00 <u>2.00</u>
TD fare - 101% to 150% of Poverty Level	\$3.00 <u>4.00</u>

<p>TD fare - 151% or higher above poverty level <u>to 350% of Poverty Level</u></p>	<p>\$4.00<u>5.00</u></p>
<p><u>TD fare – 350% and above Poverty Level</u> <u>*Individuals with incomes above 350% of the federal poverty level no longer qualify for Transportation Disadvantaged subsidies.</u></p>	<p><u>N/A</u></p>

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

Service Category	Base Fare	*Reduced Fare
CAT full-fare one-way ticket	\$2.00	\$1.00
CAT Children 5 Years of Age and Younger	Free	Free
CAT Transfers	Free Up to 90 Min.	Free Up to 90 Min.
CAT Day Pass	\$3.00 <u>4.00</u>	\$1.50 <u>2.00</u>
CAT Marco Express One-way Fare	\$3.00	\$1.50
Smart Card Passes		
15-Day Pass	\$20.00	\$10.00
30-Day Pass	\$40.00	\$20.00
Marco Express 30-Day Pass	\$70.00	\$35.00
Smart Card Media Fees		
Smart Card Replacement Without Registration	\$2.00	\$2.00
Smart Card Registration	\$3.00	\$3.00
Smart Card Replacement With Registration	\$1.00	\$1.00
Discount Passes		Cost
Summer Paw Pass (Valid June 1-August 31) for Students Age 17 and Under (Cost includes Smart Card)		\$30.00
30-Day Corporate Pass (300+ Employees)		\$29.75/Month
*Reduced fares are for members of Medicare, Disabled community, those 65 years and older and children 17 and under; high school & college students and active/retired military personnel. ID required. This fare would also apply to the subcontracted transportation provider with the Florida Commission for the Transportation Disadvantaged that provides transportation services under the non-emergency transportation Medicaid Contract for Collier County.		
Promotional Fares		
Events	Occurrence	Fare
Try Transit Day	Annual as designated by the Board	Free
Transit Anniversary	As Designated by the PTNE Director	Free
Special Events	Up to 5 events annually (Staff may distribute fare media up to specified value)	\$200/Event

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

SECTION 3-QUALITY ASSURANCE

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

1. CTC Evaluation Process

An annual evaluation of the Collier County CTC was conducted by the LCB, for the period of July 1, 2025, through June 30, 2026, using the Evaluation Workbook of the CTD. The Evaluation included MPO staff participating in ride-alongs on paratransit vehicles and numerous surveys of paratransit riders and caretakers of riders.

The Evaluation revealed that the CTC continues to struggle with its on-time performance being below its goal of 90% (72.4%) and its incident/accident rates being above its goal of 1.2 accidents per 100,000 miles (1.42 per 100,000 miles). On-time performance, wait times, and travel times continue to be a challenge for the CTC.

A complete copy of most recent CTC Evaluation and the CTC's response is provided in **Appendix B** and **Appendix C** respectively.

SECTION 4 - SERVICE PLAN UPDATE

1. Eligibility Process

The Eligibility Process for CATConnect services was updated with the 2025 TDSP Minor update to reflect the process contained in the 2021 TDSP Minor update.

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

~~CAT Connect is designed to serve those who have no other means of transportation and qualify as ADA eligible (those with a physical or~~

~~mental impairment that prevents the use of the fixed route bus service) or Transportation Disadvantaged (individuals who because of a mental or physical impairment, income status or age are unable to transport themselves). CAT Connect is operated during the same hours as the fixed route service. Those with an origin and destination within three-quarters of a mile of a CAT fixed route are eligible for ADA services and those with an origin or destination outside of the ADA service area may be eligible for Transportation (TD) services.~~

The replacement Eligibility Process is set forth below:

Eligibility

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

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

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

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

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

2. LCB Grievance Policy

LCB reviews and updates its Grievance Policy annually. On December 3, 2025, the LCB adopted an update of the Collier County local grievance policy. The current Grievance Procedures of the Collier LCB are included in **Appendix D**.

3. System Safety Plan Certification

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

4. Trip Prioritization

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

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

Priority 1 – Medical

Priority 2 – Employment

Priority 3 – Education

Priority 4 – Social (agency related activities)

Priority 5 - Nutritional

Priority 6 – Group Recreation

Priority 7 – Personal Business

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

**Table 7
Trip Purpose and Prioritization**

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

This report was completed by the Collier MPO. Additional information regarding the LCB, the Collier MPO and this report is available on the MPO website, www.colliermpo.org or by calling the Collier MPO offices at (239)252-5814.

APPENDIX A-
FY 2026/2027 CTD
Rate Model Worksheets

Preliminary Information Worksheet

Version 1.4

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

Throughout this version you will see red triangles that include explanatory comments for your review. Please hover your cursor over the triangle to see the comment.

Check Applicable Characteristic:

ORGANIZATIONAL TYPE:	NETWORK TYPE:
<input checked="" type="radio"/> Governmental	<input checked="" type="radio"/> Fully Brokered
<input type="radio"/> Private Non-Profit	<input type="radio"/> Partially Brokered
<input type="radio"/> Private For Profit	<input type="radio"/> Sole Source

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

Comprehensive Budget Worksheet

Version 1.4

CTC: Collier County Board of Commissioners
County: Collier County

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

	Prior Year's ACTUALS from July 1st of 2025 to June 30th of 2026	Current Year's APPROVED Budget, as amended from July 1st of 2026 to June 30th of 2027	Upcoming Year's PROPOSED Budget from [dropdown] 2027 to June 30th of 2028	% 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	\$ 244,868	\$ 247,300	\$ 246,400	1.0%	-0.4%	
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other	\$ 26,687	\$ 40,000	\$ 40,000	49.9%	0.0%	
Bus Pass Program Revenue						

Local Government

District School Board						
Compl. ADA Services						
County Cash	\$ 3,476,221	\$ 4,153,400	\$ 5,019,000	19.5%	20.8%	
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	\$ 756,485	\$ 622,100	\$ 740,100	-17.8%	19.0%	Other is from Transportation Disadvantaged Planning Grant funds
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)	\$ 30,139			-100.0%		
Bus Pass Program Revenue						

USDOT & FDOT

49 USC 5307	\$ 2,617,598	\$ 3,125,700	\$ 2,638,300	19.4%	-15.6%	5307 covered ADA, Preventative Maintenance and fuel.
49 USC 5310	\$ 363,388	\$ 2,129,000	\$ 625,000	485.9%	-70.6%	
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

Alcoh, 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	\$ 7,246	\$ 6,700	\$ 7,600	-7.5%	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	\$ 3,709			-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						

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	\$ 37,681			-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 =	\$7,564,022	\$10,324,200	\$9,316,400	36.5%	-9.8%

EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors!)					
Operating Expenditures					
Labor	\$ 77,182	\$ 79,400	\$ 81,400	2.9%	2.5%
Fringe Benefits	\$ 19,210	\$ 34,700	\$ 35,600	80.6%	2.6%
Services	\$ 449,227	\$ 872,300	\$ 887,700	94.2%	1.8%
Materials and Supplies	\$ 890,779	\$ 976,900	\$ 1,002,200	9.7%	2.6%
Utilities	\$ 52,861	\$ 68,500	\$ 70,200	29.6%	2.5%
Casualty and Liability	\$ 20,923	\$ 30,200	\$ 31,000	44.3%	2.6%
Taxes					
Purchased Transportation:					
Purchased Bus Pass Expenses					
School Bus Utilization Expenses					
Contracted Transportation Services	\$ 5,650,076	\$ 6,123,200	\$ 6,503,600	8.4%	6.2%
Other					
Miscellaneous		\$ 10,000	\$ 10,300		3.0%
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	\$ 403,764	\$ 1,783,200	\$ 625,000	341.6%	-65.0%
Equip. Purchases with Local Revenue		\$ 345,800	\$ 69,400		-79.9%
Equip. Purchases with Rate Generated Rev.					
Capital Debt Service - Principal & Interest					
Total Expenditures =	\$7,564,022	\$10,324,200	\$9,316,400	36.5%	-9.8%

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

Purchased Transportation:	
Purchased Bus Pass Expenses	\$ -
School Bus Utilization Expenses	\$ -
Contracted Transportation Services	\$ 6,503,600
Other	\$ -
Miscellaneous	\$ 10,300
Operating Debt Service - Principal & Interest	\$ -
Leases and Rentals	\$ -
Contrib. to Capital Equip. Replacement Fund	\$ -
In-Kind, Contributed Services	\$ -
Allocated Indirect	\$ -
Capital Expenditures	
Equip. Purchases with Grant Funds	\$ 625,000
Equip. Purchases with Local Revenue	\$ 69,400
Equip. Purchases with Rate Generated Rev.	\$ -
Capital Debt Service - Principal & Interest	\$ -
	\$ -
	\$ -
Total Expenditures =	\$ 9,316,400
minus EXCLUDED Subsidy Revenue =	\$ 4,284,300
Budgeted Total Expenditures INCLUDED in	
Rate Base =	\$ 5,032,100
Rate Base Adjustment ¹ =	
Adjusted Expenditures Included in Rate	
Base =	\$ 5,032,100

\$5,032,100

\$5,032,100

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.

¹ The Difference between Expenses and Revenues for Fiscal Year: 2025 - 2026

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 Projected Passenger Miles =	1,972,900
Rate Per Passenger Mile = \$	2.55
Total Projected Passenger Trips =	136,144
Rate Per Passenger Trip = \$	36.96

Fiscal Year
 2027 - 2028

Avg. Passenger Trip Length =	14.5 Miles
-------------------------------------	-------------------

Rates If No Revenue Funds Were Identified As Subsidy Funds	
Rate Per Passenger Mile = \$	4.72
Rate Per Passenger Trip = \$	68.43

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

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

CTC: Collier County E Version 1.4
 County: Collier County

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

SECTION III: Escort Service

1. Do you want to charge all escorts a fee?.....

<input type="radio"/> Yes <input checked="" type="radio"/> No
Skip # 2 - 4 and Go to Section IV

2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR per passenger mile?.....

<input checked="" type="radio"/> Pass. Trip <input type="radio"/> Pass. Mile	Leave Blank
---	-------------

3. If you answered Yes to # 1 and completed # 2, for how many of the projected Passenger Trips / Passenger Miles will a passenger be accompanied by an escort?

	Leave Blank
--	-------------

4. How much will you charge each escort?.....

	Leave Blank
--	-------------

SECTION IV: Group Service Loading

1. If the message "You Must Complete This Section" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank).....

You Must Complete This Section!
148,436

..... And what is the projected total number of Group Vehicle Revenue Miles? 85,384 Loading Rate 1.74 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

\$ 5,032,100.00 \$ 5,032,100.00

		RATES FOR FY: 2027 - 2028			
		Ambul	Wheel Chair	Stretcher Leave Blank	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	1,972,900	1,643,734	180,730		148,436
Rate per Passenger Mile =		\$2.46	\$4.21	\$0.00	\$1.58 \$2.75 per passenger per group

\$ -

\$ 5,032,100.00 \$ 5,032,100.00

		Ambul	Wheel Chair	Stretcher Leave Blank	Group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	136,144	113,052	14,608		8,484
Rate per Passenger Trip =		\$35.05	\$60.09	\$0.00	\$22.60 \$39.29 per passenger per group

\$ 5,032,100.00 \$ 5,032,100.00

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 Leave Blank	Group
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =					\$0.00
Rate per Passenger Mile for Balance =		\$2.46	\$4.21	\$0.00	\$1.58 \$2.75 per passenger per group

\$ 5,032,100.00 \$ 5,032,100.00

		Rates If No Revenue Funds Were Identified As Subsidy Funds			
		Ambul	Wheel Chair	Stretcher	Group
Rate per Passenger Mile =		\$4.55	\$7.79	\$0.00	\$2.93 \$5.10 per passenger per group
Rate per Passenger Trip =		\$64.89	\$111.25	\$0.00	\$41.84 \$72.74 per passenger per group

Program These Rates Into Your Medicaid Encounter Data

\$ 9,316,400.00

\$ 9,316,400.00

APPENDIX B- 2026
CTC Evaluation July
2024-June 2025

CTC
EVALUATION WORKBOOK

Florida Commission for the



**Transportation
Disadvantaged**

CTC BEING REVIEWED: _____

COUNTY (IES): _____

ADDRESS: _____

CONTACT: _____ **PHONE:** _____

REVIEW PERIOD: _____ **REVIEW DATES:** _____

PERSON CONDUCTING THE REVIEW: _____

CONTACT INFORMATION: _____

FORMATTED 2011 – 2012

LCB EVALUATION WORKBOOK

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

EVALUATION INFORMATION

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

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

Notes to remember:

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

ENTRANCE INTERVIEW QUESTIONS

INTRODUCTION AND BRIEFING:

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

The LCB will be reviewing the following areas:

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

USING THE APR, COMPILE THIS INFORMATION:

1. OPERATING ENVIRONMENT:

- RURAL URBAN

2. ORGANIZATION TYPE:

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

3. NETWORK TYPE:

- SOLE PROVIDER
- PARTIAL BROKERAGE
- COMPLETE BROKERAGE

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

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

Coordination Contract Agencies				
Name of Agency	Address	City, State, Zip	Telephone Number	Contact

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

Name of Agency	% of Trips	Name of Contact	Telephone Number

7. REVIEW AND DISCUSS TD HELPLINE CALLS:

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

COMPLIANCE WITH CHAPTER 427, F.S.

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

“Review all transportation operator contracts annually.”

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

Is a written report issued to the operator? Yes No

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

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

Is a written report issued? Yes No

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

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

ASK TO SEE DOCUMENTATION OF MONITORING REPORTS.

COMPLIANCE WITH CHAPTER 427, F.S.

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

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

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

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

N/A

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

Yes No

If YES, what is the goal?

Is the CTC accomplishing the goal? Yes No

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT? Yes No

Comments:

CHAPTER 427

Findings:

Recommendations:

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

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

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

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

HOW MUCH DOES THE INSURANCE COST (per operator)?

Operator	Insurance Cost

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

Yes No

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

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

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

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

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

Cost [CTC and Coordination Contractor (CC)]

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

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

Cost [CTC and Transportation Alternative (Alt.)]

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

RULE 41-2

Findings:

Recommendations:

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

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

Review the TDSP for the Commission standards.

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

Adequate seating	
Driver Identification	
Passenger Assistance	
Smoking, Eating and Drinking	

Two-way Communications	
Air Conditioning/Heating	
Billing Requirements	

COMMISSION STANDARDS

Findings:

Recommendations:

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

Compliance with Local Standards

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

Review the TDSP for the Local standards.

Local Standards	Comments
Transport of Escorts and dependent children policy	The TDSP (pg. 60) addresses this standard. Personal care attendants must be approved on the initial customer application with medical documentation for the reason an attendant is needed. If an escort/care attendant is requested, they will be transported at no additional charge.
Use, Responsibility, and cost of child restraint devices	
Out-of-Service Area trips	
CPR/1st Aid	
Driver Criminal Background Screening	
Rider Personal Property	
Advance reservation requirements	The TDSP (pg. 62) addresses this standard. Reservations are made up to a day in advance up to 5 p.m. the business day prior to the trip request. Passengers with an urgent need to travel should call the CTC. Unless other regulations are applicable, same-day trip requests cannot be guaranteed. However, the CTC will attempt to accommodate the request.
Pick-up Window	The TDSP (pg. 62) addresses this standard. Passengers are told to be ready for their ride to arrive from between 1-2 hours before their appointment time. This window is dependent on the service area of the pick-up and drop-off points.

<i>Measurable Standards/Goals</i>	<i>Standard/Goal</i>	<i>Latest Figures</i> 7/1/2024 - 6/30/2025	<i>Is the CTC/Operator meeting the Standard?</i>
Public Transit Ridership	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
On-time performance	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Passenger No-shows	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Accidents Standard: no more than 1.2 accidents per 100,000 miles	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Roadcalls Standard: no less than 10,000 miles between each road call	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Complaints <i>Number filed:</i>	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Call-Hold Time	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	

LOCAL STANDARDS

FINDINGS:

On-Time Performance (OTP): The Community Transportation Coordinator's (CTC's) quarterly reports reflect the overall OTP for FY2024/25 was 72.4%, 17.6% lower than the 90% goal of the Transportation Disadvantaged Service Plan (TDSP) with a lower trend of 68.6% for the seasonal months of January through May. This is lower than the OTP reported in the last CTC Evaluation for FY2023/24, which was approximately 74%, also less than the prior year of approximately 80%.

Accident Rate: The CTC's reported accident rate for FY2024/25, per its Annual Operating Report, was 1.42 per 100,000 miles. While there was a major improvement from the previous year of 3.12, it still does not meet the goal set forth in the TDSP of no more than 1.2 accidents per 100,000 miles.

Call-Hold Time: The CTC is meeting its goal for call-hold time of a maximum of 2 minutes with the reported average hold time of 44 seconds.

Roadcalls: The CTC is currently exceeding its goal for road calls of 37,519 with a standard no less than 10,000 miles between each road call.

A survey of CATConnect passengers/caretakers was conducted as part of this CTC Evaluation and the full results are included in the following pages. The summary below is contained for this section.

The service users had received lately from CATConnect averaged 7/10 of the 97 who answered this question on a scale of 1 to 10, with 10 being most satisfied.

Three questions provided those surveyed the opportunity to make comments. These are included with their results:

When asked if the passenger had a problem with their last CAT Connect trip, to please provide a short description, the following answers were captured:

- 21 reports of late or inconsistent dropoff or pickup
- 2 requested for more buses, availabilities, facility maintenance, or mobile application maintenance
- 2 reports of safety issues
- 6 accolades were given to the drivers or service provided
- 7 complained about poor service or bad drivers

When asked to briefly describe why CAT Connect is important to you, the following answers were captured:

- 3 reports of late or inconsistent dropoff or pickup
- 3 requests for more buses, availabilities, facility maintenance, or mobile application maintenance

- 0 reports of safety issues
- 61 commendations were made about this being an essential service
- 21 accolades were given to the drivers or service provided
- 4 complaints about poor service or bad drivers

When asked to please provide any additional comments you would like to share, the following answers were captured:

- 20 reports of late or inconsistent dropoff or pickup
- 16 requests for more buses, availabilities, facility maintenance, or mobile application maintenance
- 1 report of safety issues
- 7 commendations were made about this being an essential service
- 23 accolades were given to the drivers or service provided
- 4 complained about poor service or bad drivers

RECOMMENDATIONS:

To address On Time Performance, it is recommended:

- The CTC to continue to strive to meet the current OTP goal of 90%.
- The CTC to evaluate whether adjustments to the current allowable travel time and/or pick-up window policies (or any other policies) are warranted and need to be made (and incorporated into the TDSP), and as needed, seek assistance and direction of the Designated Official Planning Agency (DOPA) and LCB.
- The CTC to continue to keep LCB apprised of its efforts regarding OTP and continue to include OTP reporting in its quarterly reports to LCB.

To address accident rates, it is recommended:

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

It is also recommended:

- A sign to be posted on the interior of all paratransit vehicles with both a local phone number and the Transportation Disadvantaged Helpline for comments, complaints, and commendations. The statewide Transportation Disadvantaged Ombudsman Hotline is 1-800-983-2435.

ON-SITE OBSERVATION OF THE SYSTEM

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

Date of Observation: 3/11/26

Please list any special guests that were present: None

From home to

Location: 954 Goodlette Rd Senior Center

@9:45

Number of Passengers picked up/dropped off: 1

Ambulatory 1

Non-Ambulatory 0

@9:10

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

Did the driver provide any passenger assistance? Yes No

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

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

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

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

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

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

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

If used, was the lift in good working order? *not used* Yes No

Was there safe and appropriate seating for all passengers?

Yes No

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

Yes No

If No, please explain:

not used

CTC Collier County Board of County Commissioners County: Collier
 Date of Ride: 2/11/26

Survey Surveys

Funding Source	No. of Trips	No. of Riders/Beneficiaries	No. of Calls to Make	No. of Calls Made
CTD				
Medicaid				
Other				
Other				
Other)				
Other				
Totals			47	7-111

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

Note: Attach the manifest

Was there safe and appropriate seating for all passengers?

Yes No

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

Yes No

If No, please explain:

CTC: Collier County Board of County Commissioners County: Collier
Date of Ride: _____

Funding Source	No. of Trips	No. of Riders/Beneficiaries	No. of Calls to Make	No. of Calls Made
CTD				
Medicaid				
Other				
Other				
Other)				
Other				
Totals			47	7/111

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

Note: Attach the manifest

ON-SITE OBSERVATION OF THE SYSTEM

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

Date of Observation: 3/11/26

Please list any special guests that were present: None

From Fresenius Medical Care to

Location: Home - 4120 Coconut Cir E

arr 11:09

Number of Passengers picked up/dropped off: 1

Ambulatory 1

Non-Ambulatory 0

Arrived 10:37

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

Did the driver provide any passenger assistance? Yes No

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

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

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

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

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

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

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

If used, was the lift in good working order? *not used* Yes No

Was there safe and appropriate seating for all passengers?

Yes No

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

Yes No

If No, please explain:

net used

CTC: Collier County Board of County Commissioners County: Collier

Date of Ride: _____

surveys surveys

Funding Source	No. of Trips	No. of Riders/Beneficiaries	No. of Calls to Make	No. of Calls Made
CTD				
Medicaid				
Other				
Other				
Other)				
Other				
Totals			<i>47</i>	<i>+/- 111</i>

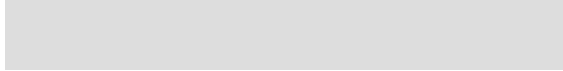
Number of Round Trips	Number of Riders/Beneficiaries to Survey
0 – 200	30%
201 – 1200	10%
1201 +	5%

Note: Attach the manifest

Run Manifest

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

Driver's signature



Trips	Passengers on Completed Trips					Total Trips	
	Clients	PCA	Other Passengers	No-show Trips	Open Trips	with No-Show	without No-Show
ADA	14	0	2	0	0	14	14
Total	14	0	2	0	0	14	14

Fare Summary

	Balance	Billed	Cash	Check	Ticket	Total Fare Types	Client Total Amounts	Add. Psgr. Total Amounts
Normal	0	0	11	0	0	11	7.00	2.00
Billed/External/ Balance	5	0	0	0	0	5	11.00	0.00

Pull Out

	Time	Mileage
Est	06:15	8875
Rep	06:11	8875

Pull In

	Time	Mileage
Est	16:46	9038
Rep	17:08	9038

Total Miles

Service Miles		Revenue Miles		Deadhead Miles	
est	rep	est	rep	est	rep
160.22	163.30	116.50	111.20	43.72	52.10

Total Hours

Service Hours		Revenue Hours		Deadhead Hours	
est	rep	est	rep	est	rep
9.10	9.97	6.27	7.00	2.84	2.97

*Customer last names have been redacted for privacy.

Run Manifest

Stop information					Passenger information					Late* (with noshows): 1 Late trips are highlighted.		
Arrival Sched	Rep	Duration (min.)	Address	Mileage at Stop	Passengers	Status	Mobility	Funding Source	PCA	Other Passengers	Fare Type	Amount Received (Client (Additional Psgrs))
06:15	06:11	0	COLLIER AREA PARA TRANSIT 8300 Radio Rd Naples	8875								
06:35	06:32	0	5313 Jennings St Naples	8882	P: ANGELICA (#1040793)	comp	AM	ADA	0	0	Cash(1)	1.00 (0.00) (Normal/Billed)
06:50	06:49	0	NCH 399 9th ST N Naples	8888	D: ANGELICA (#1040793)							
07:36	07:28	2	149 Wading Bird Cir NAPLES	8899	P: JOSHUA (#1040724)	comp	AM	ADA	0	0	Balance(1)	3.00 (0.00) (Balance)
08:05	07:52	0	Collier County Growth Management Transportation 2885 Horseshoe Dr S Naples	8907	D: JOSHUA (#1040724)							
08:14	08:08	0	2250 W Crown Pointe Blvd Naples	8912	P: KATHLEEN (#1040668)	comp	AM	ADA	0	0	Cash(1)	1.00 (0.00) (Normal/Billed)
08:16	08:15	4	4270 Jack Frost Ct Naples	8913	GERARDINA (#1044783)	comp	AM	ADA	0	0	Balance(1)	1.00 (0.00) (Balance)
08:30	08:30	0	Planet Fitness 3725 Tamiami Trl E Naples	8916	D: GERARDINA (#1044783)							
08:34	08:40	8	Easterseals Academy 8793 Tamiami Trail E Naples	8919	D: KATHLEEN (#1040668)							
08:53	09:03	8	COLLIER AREA PARA TRANSIT 8300 Radio Rd Naples	8926								
09:17	09:17	1	8664 DILIP LN NAPLES	8927	P: BARBARA (#1050155) negotiated pickup: 08:55	comp	AM	ADA	0	0	Balance(1)	3.00 (0.00) (Balance)

Run Manifest

Arrival Sched	Arrival Rep	Duration (min.)	Address	Mileage at Stop	Passengers	Status	Mobility	Funding Source	PCA	Other Passengers	Fare Type	Amount Received (Client (Additional Psgrs))
09:40	09:43	5	954 Goodlette Rd N Naples	8936	P: PATRICIA (#1051359)	comp	AM	ADA	0	1	Cash(2)	1.00 (1.00) (Normal/Billed)
09:48	09:48	0	954 Goodlette-frank Rd Naples	8936	P: DJAMOERIT (#1051207)	comp	AM	ADA	0	0	Cash(1)	1.00 (0.00) (Normal/Billed)
09:52	09:59	0	NCH Cardiac 399 9th St N Naples	8938	D: BARBARA (#1050155) D: DJAMOERIT (#1051207)							
10:02	10:07	3	Publix Super Market at Naples Plaza 1981 Tamiami Trail N Naples	8940	D: PATRICIA (#1051359)							
10:39	10:36	2	North Naples Dialysis 1750 Sw Health Pkwy Naples	8949	P: MARIA (#1052176)	comp	AM	ADA	0	0	Cash(1)	0.00 (0.00) (Normal/Billed)
11:01	11:09	1	4120 Coconut Cir S NAPLES	8959	D: MARIA (#1052176)							
11:25	11:42	4	COLLIER AREA PARA TRANSIT 8300 Radio Rd Naples	8967	P: DJAMOERIT (#1051208)							
12:17	12:10	1	NCH Cardiac 399 9th St N Naples	8975	P: DJAMOERIT (#1051208)	comp	AM	ADA	0	0	Cash(1)	1.00 (0.00) (Normal/Billed)
12:16	12:20	1	954 Goodlette-frank Rd Naples	8976	D: DJAMOERIT (#1051208)							
12:45	12:45	47	954 Goodlette-frank Rd Naples	8981								
14:00	13:46	12	WALMART AIRPORT / CARILLON PLACE 5010 Airport Pulling Rd N Naples	8982	P: DUNIA (#1047820)	comp	AM	ADA	0	1	Cash(2)	1.00 (1.00) (Normal/Billed)
14:02	14:06	1	3325 AIRPORT PULLING RD N Naples	8983	D: DUNIA (#1047820)							

Run Manifest

Arrival Sched	Rep	Duration (min.)	Address	Mileage at Stop	Passengers	Status	Mobility	Funding Source	PCA	Other Passengers	Fare Type	Amount Received (Client (Additional Psgrs))
14:29	14:18	0	Goodwill Pine Ridge Rd 1687 Pine Ridge Rd Naples	8986	P: YESENIA (#1041024)	comp	AM	ADA	0	0	Balance(1)	1.00 (0.00) (Balance)
14:40	14:49	1	4554 25th Ave Sw NAPLES	8996	D: YESENIA (#1041024)							
15:08	15:06	6	UCP- Sunrise 4227 Exchange Ave Naples	9001	P: BRUCE (#1040917)	comp	AM	ADA	0	0	Balance(1)	3.00 (0.00) (Balance)
					P: JENNIFER (#1046392)	comp	WC	ADA	0	0	Cash(1)	0.00 (0.00) (Normal/Billed)
15:20	15:24	1	1865 Courtyard Way Naples	9004	D: BRUCE (#1040917)							
15:41	15:45	1	Royal Poinciana Golf Club 1600 Solana Rd Naples	9012	P: TRAVIS (#1040857)	comp	AM	ADA	0	0	Cash(1)	1.00 (0.00) (Normal/Billed)
16:07	16:03	0	108 Pebble Shores Dr Naples	9019	D: TRAVIS (#1040857)							
16:13	16:24	2	5610 Marigold Way Naples	9022	D: JENNIFER (#1046392)							
16:46	17:08	0	COLLIER AREA PARA TRANSIT 8300 Radio Rd Naples	9038								

* Interval to be consider late: 15 min.

RIDER/BENEFICIARY SURVEY

****SEE ATTACHED SURVEY RESPONSES***

Staff making call: _____

County: _____

Date of Call: / /

Funding Source: _____

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

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

If so, how much?

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

Yes

No. If no, skip to question # 4

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

None 3-5 Times

1-2 Times 6-10 Times

If none, skip to question # 4.

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

Ineligible Space not available

Lack of funds Destination outside service area

Other _____

5) What do you normally use the service for?

Medical Education/Training/Day Care

Employment Life-Sustaining/Other

Nutritional

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

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

No. If no, skip to question # 6

What type of problem did you have with your trip?

Advance notice Cost

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

Assistance Accessibility

Service Area Limits Late return pick up - length of wait

Drivers - specify

Reservations - specify length of wait

Vehicle condition

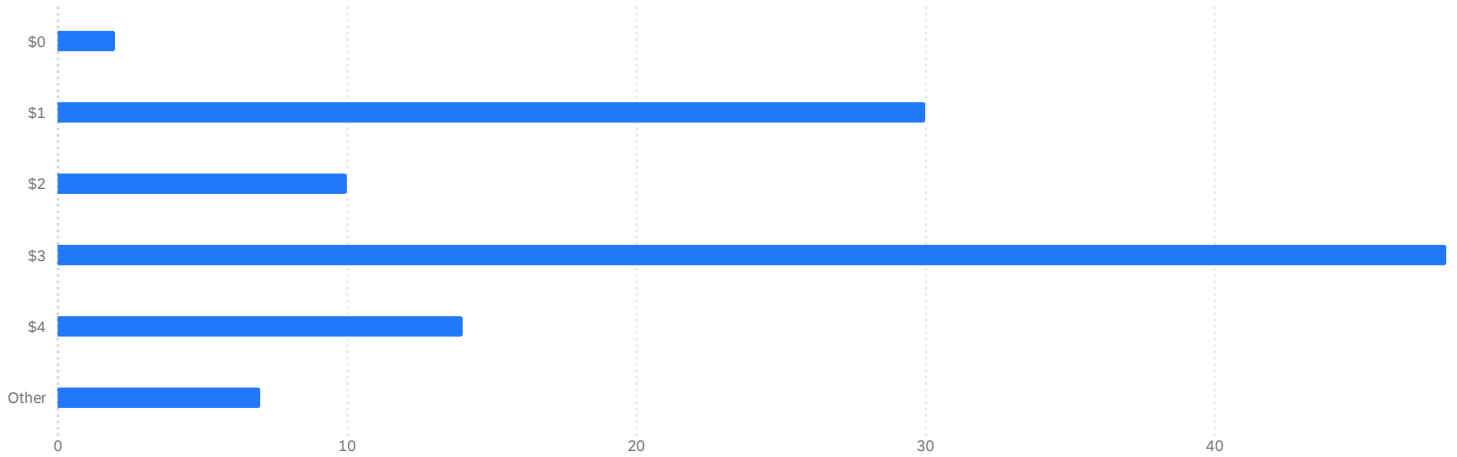
Other

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

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

Additional Comments:

How much did you pay for your ride the last time you used CAT Connect? 111 ⓘ



How much did you pay for your ride the last time you used CAT Connect? 111 ⓘ

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

Percentage

Count

Payment Category	Percentage	Count
\$0	2%	2
\$1	27%	30
\$2	9%	10
\$3	43%	48
\$4	13%	14
Other	6%	7

How much did you pay for your ride the last time you used CAT Connect? 111 ⓘ

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

Average

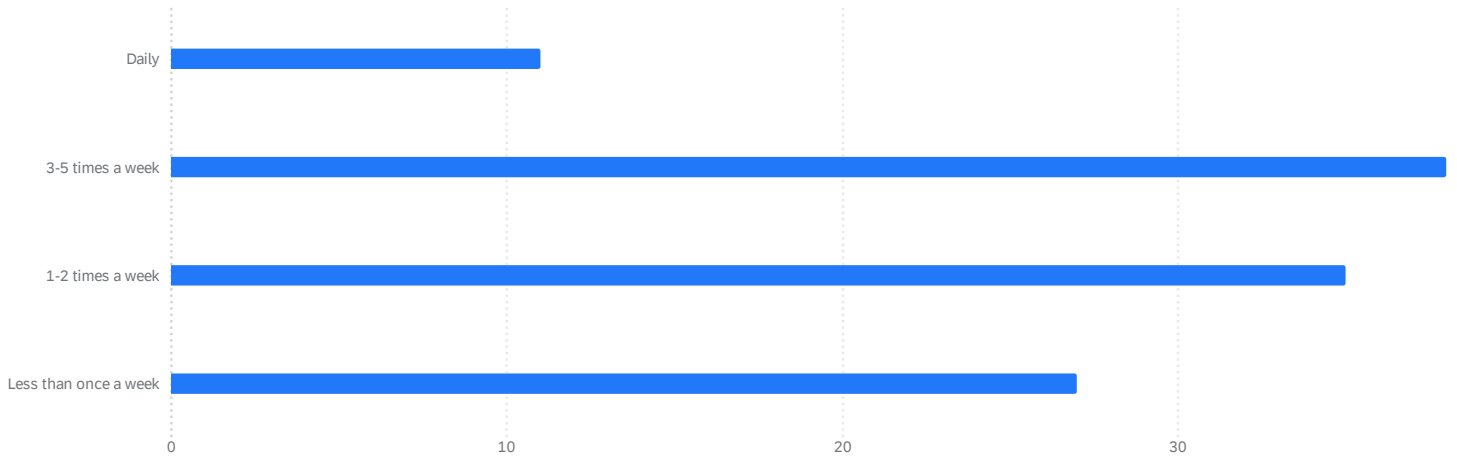
Minimum

Maximum

Count

Payment Category	Average	Minimum	Maximum	Count
\$0	1.00	1.00	1.00	2
\$1	2.00	2.00	2.00	30
\$2	3.00	3.00	3.00	10
\$3	4.00	4.00	4.00	48
\$4	5.00	5.00	5.00	14
Other	6.00	6.00	6.00	7

How often do you normally use CAT Connect? 111 ⓘ



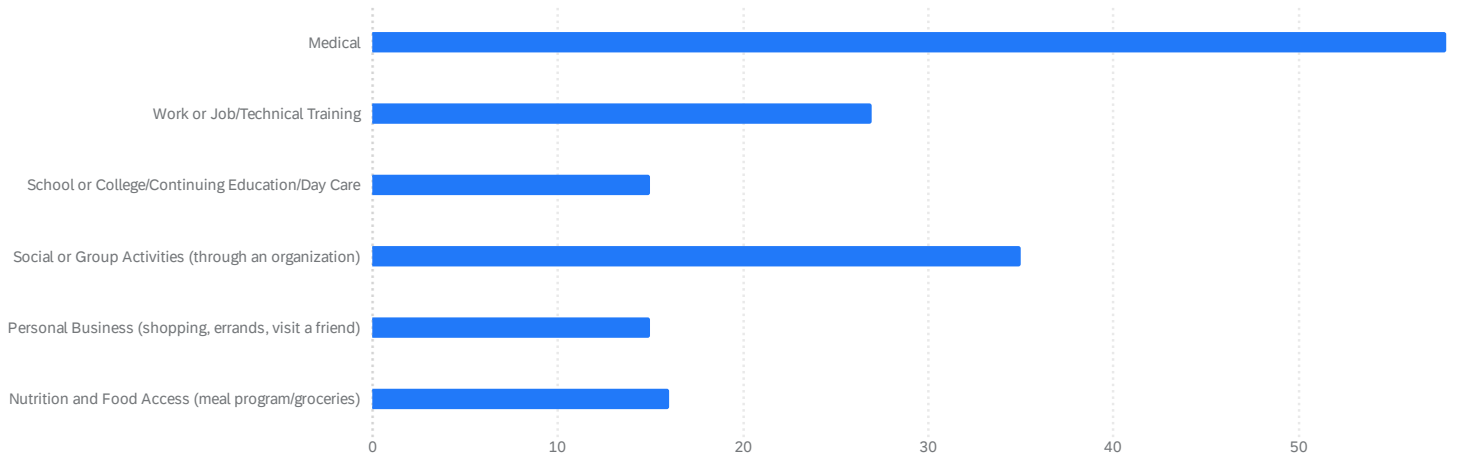
How often do you normally use CAT Connect? 111 ⓘ

Q2 - How often do you normally use CAT Connect?	Percentage	Count
Daily	10%	11
3-5 times a week	34%	38
1-2 times a week	32%	35
Less than once a week	24%	27

How often do you normally use CAT Connect? 111 ⓘ

How often do you normally use CAT Connect?	Average	Minimum	Maximum	Count
Daily	1.00	1.00	1.00	11
3-5 times a week	2.00	2.00	2.00	38
1-2 times a week	3.00	3.00	3.00	35
Less than once a week	4.00	4.00	4.00	27

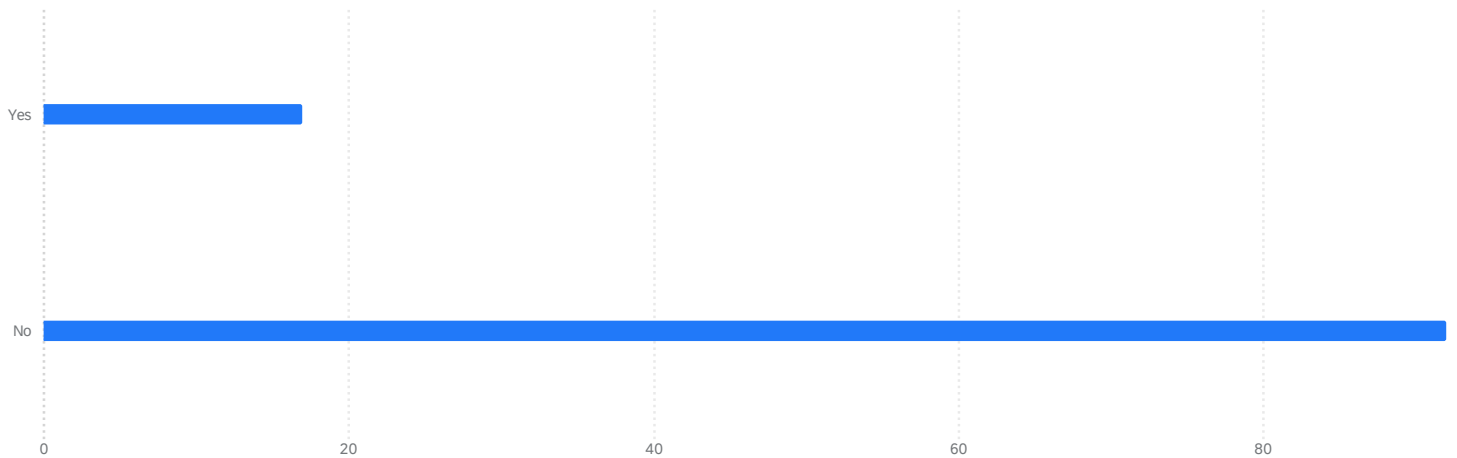
What do you use CAT Connect for the most? 109 ⓘ



What do you use CAT Connect for the most? 109 ⓘ

Q6 - What do you use CAT Connect for the most?	Percentage	Count
Medical	53%	58
Work or Job/Technical Training	25%	27
School or College/Continuing Education/Day Care	14%	15
Social or Group Activities (through an organization)	32%	35
Personal Business (shopping, errands, visit a friend)	14%	15
Nutrition and Food Access (meal program/groceries)	15%	16

Have you ever been denied CAT Connect services? 109 ⓘ



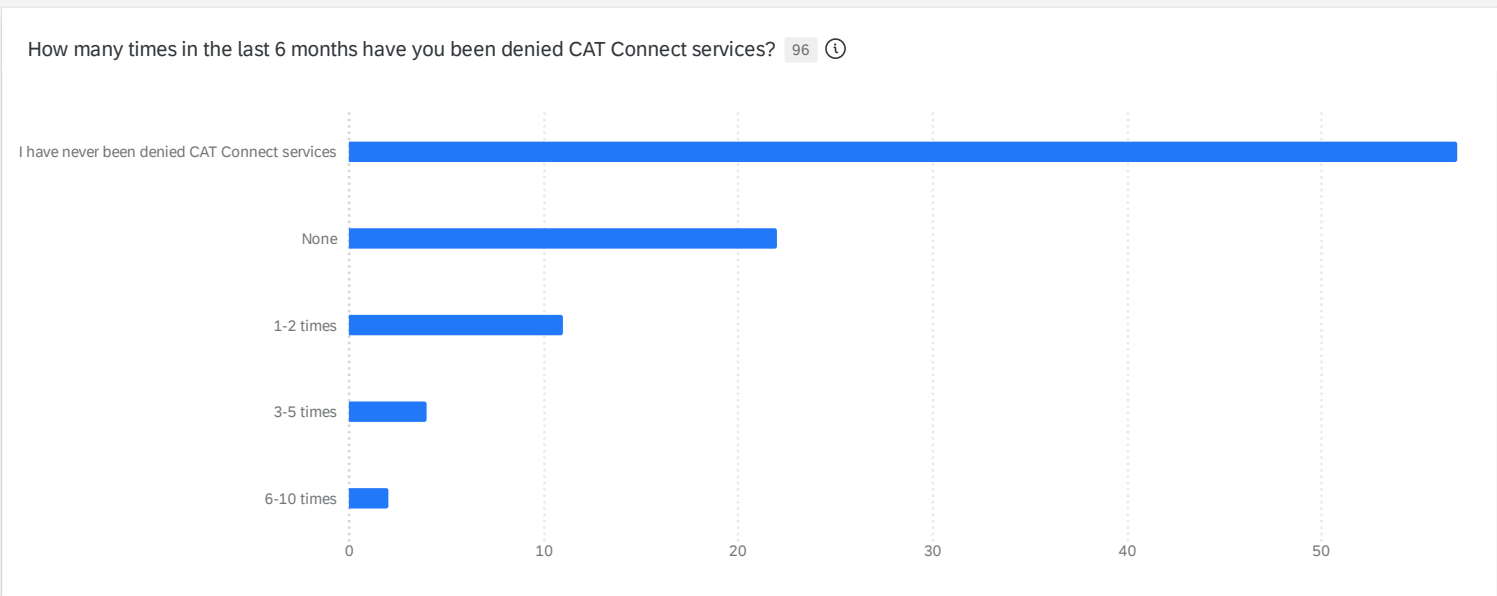
Have you ever been denied CAT Connect services? 109 ⓘ

Q3 - Have you ever been denied CAT Connect services?	Percentage	Count
Yes	16%	17

Q3 - Have you ever been denied CAT Connect services?	Percentage	Count
No	84%	92

Have you ever been denied CAT Connect services? 109 ⓘ

Have you ever been denied CAT Connect services?	Average	Minimum	Maximum	Count
Yes	1.00	1.00	1.00	17
No	2.00	2.00	2.00	92



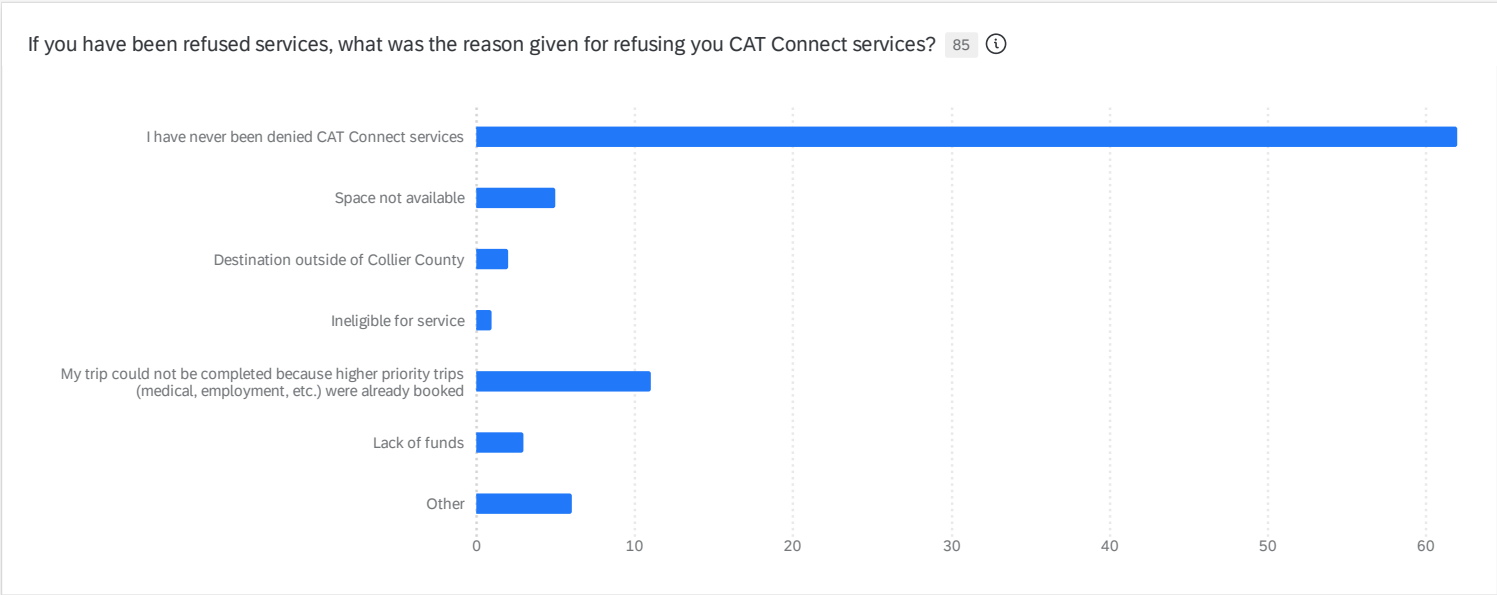
How many times in the last 6 months have you been denied CAT Connect services? 96 ⓘ

Q4 - How many times in the last 6 months have you been denied CAT Connect services?	Percentage	Count
I have never been denied CAT Connect services	59%	57
None	23%	22
1-2 times	11%	11
3-5 times	4%	4
6-10 times	2%	2

How many times in the last 6 months have you been denied CAT Connect services? 96 ⓘ

How many times in the last 6 months have you been denied CAT Connect services?	Average	Minimum	Maximum	Count
I have never been denied CAT Connect services	1.00	1.00	1.00	57

How many times in the last 6 months have you been denied CAT Connect service...	Average	Minimum	Maximum	Count
None	2.00	2.00	2.00	22
1-2 times	3.00	3.00	3.00	11
3-5 times	4.00	4.00	4.00	4
6-10 times	5.00	5.00	5.00	2



If you have been refused services, what was the reason given for refusing you CAT Connect services? 85 ⓘ

Q5 - If you have been refused services, what was the reason given for refusing you CAT Connect services?

	Percentage	Count
I have never been denied CAT Connect services	73%	62
Space not available	6%	5
Destination outside of Collier County	2%	2
Ineligible for service	1%	1
My trip could not be completed because higher priority trips (medical, employment, etc.) were already booked	13%	11
Lack of funds	4%	3
Other	7%	6

On a scale of 1 to 10 (10 being most satisfied), rate the CAT Connect service you have been receiving lately. 97 ⓘ

On a scale of 1 to 10 (10 being most satisfied), rate the CAT Connect servi...

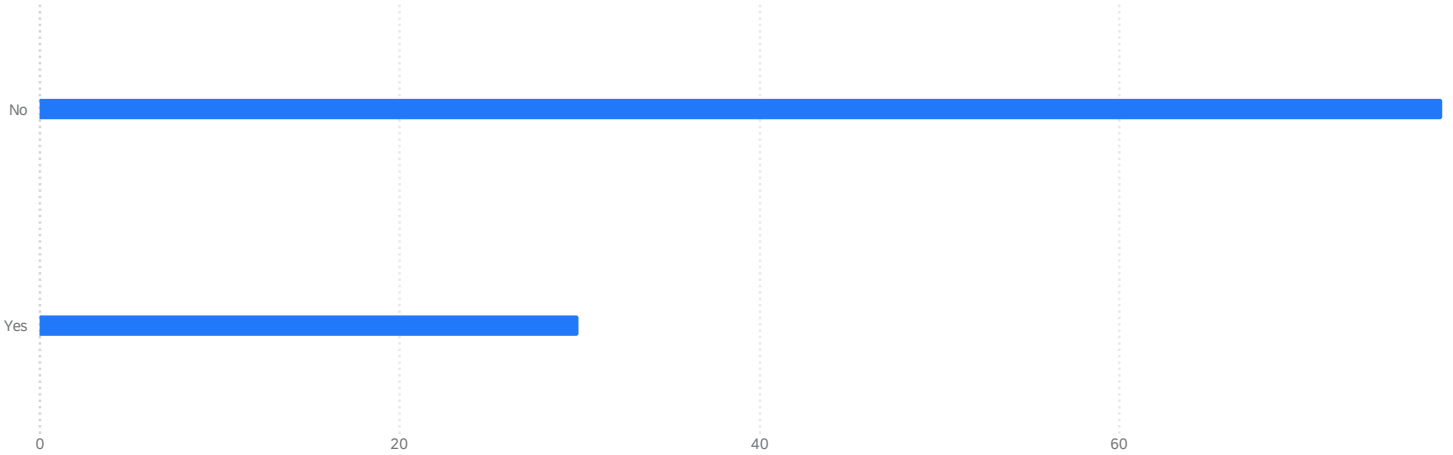
Count Average (On a scale of 1 to 10 (10 being most satisfied), rate the CAT Connect servi...)

Rate CAT Connect

97

7

Did you have a problem with your last CAT Connect trip? 108 ⓘ



Did you have a problem with your last CAT Connect trip? 108 ⓘ

Q7 - Did you have a problem with your last CAT Connect trip?

Percentage

Count

No

72%

78

Yes

28%

30

Did you have a problem with your last CAT Connect trip? 108 ⓘ

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

Average

Minimum

Maximum

Count

No

1.00

1.00

1.00

78

Yes

2.00

2.00

2.00

30

If you had a problem with your last CAT Connect trip, please provide a short description of the problem: 137 ⓘ

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

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

Although we have signed up and approved for CAT, my daughter has only taken it once. Compared to us driving her, her trips both to and from our home took too long. We were told to be ready and waiting by 7:30am but our pick up didn't happen until 8:15 and she arrived to her program at 9:30 am (1/2 hr late). Pickup was at 3:15 and arrival home again was at 5:15. This same trip for us is 45minutes each way in Season. Our daughter is disabled and we are not comfortable with her being in transit, staring out the window for this length of time. She usually requires use of a restroom when in transit this long. So we are not able to use the CAT services due to these issues.

Shut down

I was late to my appointment, and it took a long time for them to pick me up afterwards.

Takes forever to arrive and pick up, unreliable times affecting work performance and daily activities

The CAT Connect Driver did not Pick UP and was waiting for an 1.5 hours outdoors in weather.

Driver was late, no update was initiated by CAT or driver, I arrived late for an appt

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

Problems with pick up times, at times way too early and at times way too late. routing poor, being on the bus for far too long.

No problem.

Couldn't coordinate appointments with available times for CAT

I don't think the drivers are efficient on their routes. They sometimes drive right past my stop and then drop me off 45 minutes later when they circle back to where we were

They arrive too late so a nice neighbor takes me to dialysis. Friends take me home

Wait was long both ways

The issue was not with the last service. My child was hit on the bus and I submitted a complaint and no one ever reached out to me. When I called back, I was told someone would reach out to me and that did not happen, which was very disappointing. The driver's have all been absolutely wonderful!

Late pickup

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

It was not the last but one time they dropped my mother off at the hospital instead of the senior center. She had aphasia and could not communicate. They were never supposed to drop her off unless I was there to meet her. I was waiting at the senior center.

Pick up from Harimonia at 4:15 and didn't get home until after 7:30 and next time was 8pm. Only unhappy with pm pickups .

So far so good.

The buse was late and when I called to inquire, I was told that the busses were busy and that I would have to wait an additional 15 minutes for the bus to arrive. As it was time for my dentist's appt, I called the dentist and was told that my appt was given to someone else who was on the wait list. Subsequently, I cancelled the Cat Bus. The next available for me was may 3!! I was very disappointed with this experience. In addition, let me comment on the fact that most of the busses do not have seat belts that cross the upper body. I find that to be utterly unsafe and I certainly hope that will be rectified soon.

s a[[t/ O

They were going to pick me up early because I was feeling sick and I called and told them and they said they were going to pick me up and they took me on a ride with other people when they didn't have any one they stopped to pick other people instead of taking me home

Pick up times to varied and ride home too long on the bus for way to long

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

No tuve ningún problema con mi último viaje con CAT Connect.

No show up or always late

Muy agradecida con sus servicios, los choferes muy atentos y preocupados en ayudar a las personas a subir y bajar del bus. Mil gracias a todos los choferes, personal d oficina, Despacho, todo EXELENTE sus servicios lo utiliza persde oficina o reportes, Despacho,

Too late

Schedule was not accurate. Little concern was made to meet connections on time.

Employee missed schedule information

I had a meeting from 12 to 2pm. My pick-up window to come home was 2:15 to 2:45. CAT called me and said my ride had arrived at 12:15 to bring me home.

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

Waiting time for a disabled person is terrible, also they continually take my sister to various other sites, not on the route to her home. As a result, we are looking for better transportation. This is unacceptable.

Late

I have neer been able to use this service Having a 3 hour window is just so lousy.

The CAT didn't take me to doctor on time, I lost the appointment which I waiting for 3 months. And I was waiting for another 3+ hours to take me home. It was Jan. 13, 2026

Some time the cat bus pick me up late

No problem

A veces estamos más de 3 horas en el bus. No es un problema, es una sugerencia para resolver entre todos.

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

Driver goes to the wrong place for pick up

Please briefly describe why CAT Connect is important to you. 137 ⓘ

Please briefly describe why CAT Connect is important to you.

Could be great but due to transit time length, it is not for us.

The worst public service

Help and support also blesses

Freedom

Help me

Transportation to Project Explore

It is close to being a lifesaver for me. I am a shut-in with no vehicle. And 76 years old and have various health issues. I do not know what I would do without the cat connect.

Independence

It is my only means of transportation. I am 88 and in a wheelchair. I can no longer get in a car.

ny government at work

It means everything to me. I wouldn't be able to go to church, the doctor or get groceries without CAT.

CAT connect is very important to me because I can no longer drive and it is essential that I get to doctors appointments assistance with getting to technical training and anywhere I need to go on a daily basis although I use CAT connect about four times per week

Please briefly describe why CAT Connect is important to you.

It helps solve some of my transportation problems, especially when I need to use a wheelchair.

Means of transportation for necessary medical appointments within Collier County.

CAT has good drivers and they take care of us

It helps me tremendously to bring my husband home from Harmonia. I take him in the morning and we are 35 minutes away so making the trip 2 times a day is very tiring for me since I am a Senior Citizen. He needs the socialization at Harmonia and without CAT I would not be able to have him go more than 1 or 2 times a week

Provides valuable service, but the wait times are too long for people with disabilities

It's my lifeline to get to therapy and the doctor's offices.

It's nice to have a relatively inexpensive form of transportation when you don't drive and have no other options

It is the most important for my life to work, shop, medical. Chicago and Lee County is much better managed. Wish Collier would invest in bringing this device up to current day. This is not a luxury it is a necessity for people with disabilities.

It's vital for my medical appointments, groceries and social connections.

Un servicio muy eficiente y oportuno para personas como yo que no conducen y le ayuda a resolver algún otro problema

Only way for me to get to activity

I don't drive anymore and this allows me to enjoy a way to get places safely.

Being Disabled and without a car it means THE WORLD TO ME - Before this I thought my world was caving in until a neighbor told me about Cat Connect.

A freedom, not having to depend on others for transportation

When they are on time it is great. Drivers are very polite. I tip them a \$2 bill and they seem to appreciate that.

Please briefly describe why CAT Connect is important to you.

It gets me to and from work and it's usually on time.

It means I will possibly be late to where I am going and will probably take me forever to get home. Drivers GPS does not find my street -- ever --How kid his your GPS?

An excellent and necessary help.

A reasonable way to get to appointments I am thankful for this service.

CAT Connect has been a wonderful resource for our son, Samuel. He loves riding the bus to Starability.

It gives me piece of mind that the driver's care for my child and treat her with dignity and respect.

Freedom from driving in traffic

Helpful wheelchair transportation

My husband has Alzheimer's and so two days I get respite from 8AM to when I leave to pick him up. Takes me 2 hours- 1 hour there and 1 hour return home.

Its very important for me to have this service.

My husband attends a memory day program. By being transported by Cat connect to the program I have several hours of respite from his care. But sadly it hasn't worked out as expected.

We are so grateful for this service as it provides my son the ability to work and earn an income that most likely would not be available to him since he is unable to obtain a drivers license due to disabilities and is not able to navigate the traditional bus system.

Freedom

The drivers are being very helpful and excellent customer service.

N/A

Please briefly describe why CAT Connect is important to you.

Every thing

Buen servicio

CAT is a lifeline for me because I don't drive. I really appreciate that I have this service. I am also so happy that going to the grocery store was added back on because it was so inconvenient bothering people to take me to the grocery stores. This was a great help

Cat Connect para mí lo es todo, con este transporte yo voy casi semanalmente a mis turnos médicos, dependo totalmente de ellos , no pudiera hacer mi vida si no tuviera a este transporte que puedo contar con él siempre que lo he necesitado

Cat connect make a big impac to my life. Helps me to be conected to the comunity and my medical appointments.

A ride

It is the only transportation I have to get to doctors' appointments.

Affordable transportation with a wheelchair and physical limitations that make it difficult to use a private vehicle.

CAT CONNECT is my lifeline. I use the paratransit van for dialysis, doctors appointments and the hair salon.

The drivers are always courteous and professional.

It's a great help!

Brings my daughter a 42 yr old disabled adult to her day program. She cannot drive and her parents are in their seventy's and their driving time is limited so without cat she probably would need to be moved to a home

It means a lot, helps me!

Need more funding and vehicles

It allows my special needs brother to still participate in life improving and necessary activities when I have to work and am unable to drive him myself

It is a lifesaver! Without this service, I would not be able to go anywhere at all.

Since stopping driving, it has been my connection to my activities I enjoy.

Please briefly describe why CAT Connect is important to you.

Allows my father, who is 82 with Dementia to be able to attend group activities.

It means a lot to me when I'm transferring from one bus to another bus

Being able to get somewhere that I wouldn't be able to get otherwise.

Un servicio muy necesario. Felicitaciones y bendiciones para todos sus trabajadores desde los choferes muy eficiente su trabajo y preocupados ayudando a subir y bajar a las personas del BUS. También para personal de Despacho, a las (os) recibidores de reportes. En general lo califico su trabajo de CatConnet de EXCELENTE. Dios los bendiga por siempre

Emergency

Means independence and connection with the world, for elders person like my mom means a lot.

I had thought that medical visits to physicians in Naples were possible but I found CAT unreliable.

The cat transportation means everything to me because I am wheelchair bound and Uber does not take wheelchairs and does not like to take walkers either in their cars. So without the cat I can't go any where.

My lifeline since I cannot drive due to vision

A life

It allows me to go to the Docter, The Lighthouse, and to shop

I am in a power chair. Without CAT connect it would cost me almost \$300 R/T to each of my medical appointments. CAT connect allows me to stay in my home and not permanently go to nursing care.

It means the world to me to be able to get around and 99% of the DRIVERS ARE EXCELLENT AND FRIENDLY. I AM VERY GRATEFUL FOR CAT

Please briefly describe why CAT Connect is important to you.

getting to medical appointments

It means a junk service to me... WORTHLESS.

Lo resumo de esta forma: EXELENTE SERVICIO

It gives my son independence and peace of mind for myself to be at work on time

Independence

Yes or no. CAT is a good public transportation in rich Florida everyone has car. But there is problem of the system operation, so the seniors/needng hardly to handle.

My best ride

Mobility

it allows me to work while my disabled family member attends adult daycare

essential service, key to my ability to function

It means my twin daughters are able to get to their adult day training program which they love

NA

Agradezco mucho este servicio porque yo no tengo carro. Para mí es vital.

A peace of mind of getting me to and from my job safely

I am permanently disabled and cannot drive.

I can't thank enough for the services

Please briefly describe why CAT Connect is important to you.

It's very stressful when I call to arrange trips for my son, who has a disability. The system seems very antiquated which is one frustrating thing. And, secondly, because the people that answer the phone have extremely heavy accents and it takes a very long time to schedule trips. The time it takes to arrange a trip is extremely unreasonable because the people take a very long time with the system and there is a language barrier as I mentioned. A suggestion: Have people that speak fluent English answer the phone as this would solve a lot of problems and stress.

Freedom

OPTIONAL – Please provide any additional comments you would like to share. 137 ⓘ

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

Shut down. You've failed so badly that there's no redemption possible

It's been very late sometimes but not lately

Occasionally but not often I find myself riding around for 1 to 2 hours trying to get back home. Again not too often that I get anxious after such a long trip. Respectfully...

Grateful for your service

Timing is important. I have waited as long as 2 1/2 to be picked up after an appointment. Even if I am the only one on the bus, the driver goes way out of the way. They say they have to follow the GPS. So, if I'm going from St. Andrews Blvd. to the Physicians Regional Medical Building, why do we have to go all the way on 41 to Pineridge? That is not proficient. You need more buses and more drivers. They should not be going all over the area.

More communication with clients when trips are running late more communication from dispatch

Just want to say thank you to CAT for its for being there for me.

I would like to complement the drivers who seem to be very motivated to assist and the service they offer is getting better and better. I also appreciate the new buses, including the buses with the ramp as it was a difficult time when many buses were out of service. The only other comment I would like to make is that there have been very extreme delays and might return pick up to go home the pastor for weeks, which is very frustrating and I also hope that the communication regarding when the buses will arrive can be improved as it is not accurate and that has been discussed multiple times over with a management team.

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

This is an unreliable transportation service and should be replaced with a more efficient and less costly alternative (e.g. UBER or LYFT).

Today for example I was brushing my teeth and I didn't hear the bus and the guy called me and got out right away and said sorry for my late. I always wait for my ride outside.

Beneficial services, have not ridden as often because of delays. Close friend rides and have heard about delays she has encountered. Hope CAT expands availability/services for the many disabled people in Collier County.

I wish I able to use the bus for personal errands and to the Senior Center. But because I live in Golden Gate Estates I'm not allowed.

I think cat connect is fantastic.

Lower price, better times. One trip takes most of my day

There have been times where the bus is ridiculously late(like 1-2 hours)(it was 2 hours and 45 mins late once and I had to call my dad to come get me from one of my old jobs and later that evening Mary called at 6:45pm saying the bus was there when I was already home) for my return trip and it has been late for my morning trips a few times. There was one time that I was 2 hours late for school(In like 2015 or 2016 when I went to Lorenzo Walker the first time)because the bus took me to Immokalee City and one time I was like around 1.5 hours late for work at my previous job(Luckily my work was nice and I despised my job there so I did not care about being late)

99.9% Kind and Pleasant Drivers with clean buses. Only one driver he would touch the gas for 3 seconds then let off coasting for about 3 seconds then gas again the whole trip took 1 hour of constant jerking of the vehicle - it was exhausting!

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

Drivers are clearly nit minutired -- Cat and can be seen habgubg out in parking lots etc. Als9 drivers on occasion take me almost to Narco, then rub around Rin ne back hme. There is no rhyme or reason t o the routing,. I I now take a Lyft if I can.

Excellent service, schedules are almost always met, and the bus is clean.

The only issue we have faced is that some days he does not get home until almost 7:00pm We understand that there are daily fluctuations in traffic patterns and CAT Connect issues, but he is supposed to be picked up at 3:00pm and that is a long time on public transit. But overall we are very happy with his service.

I appreciate the service which allows me to work my job.

Inconsistent pickup and drop off times

The drivers at times do not follow instructions- leaving her at the wrong door at a facility,

Will try the pick up at the end of the day once season is over

Due to extreme variations in either pick up time or inordinate amount of time on the bus, we have discontinued his return bus trip at the end of his program. One example, he was requested picked up at 3:30 and arrived home at 6:45 pm. This happened more than once. He arrives home urgently needing to use the bathroom, exhausted , and very unhappy about getting on the bus again. We have continued with the am rides as the wait time is usually 30 minutes to an hour.

I would like to say the Drivers have always been helpful respectful and kind. They are your best feature!!

Thank you

This is a great service to the disabled in our community.

I wish you could have Transportation longer on PersonDays like birthday! You can make exceptions on Birthdays Longer

Excellent customer service from the reservations department.

N/A

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

Me gustaría que tuvieran buen mantenimientos en los paraderos. Casi todos les falta una buena pintura. Estan muy acabados.

The rides back home are long at times but I believe that this will be addressed for whatever reason that it is occurring. I noticed that there are new drivers and new buses so incorporating all of this can at times cause some inconveniences. Anyway, thanks for all the CAT does for me

Mis Felicitaciones para todo el personal de Cat Connect, yo no hablo inglés y esto no ha sido un impedimento para poder comunicarme , siempre han sido muy amables , muy cariñosos, con mucho respeto y sobre todo mucha paciencia conmigo, yo lo único que pudiera decir es que sigan así con esa alegría y cordialidad y respeto con que nos atienden.

Ride wait and time to long.

The bus is rarely on time.

Drivers have been very polite and helpful.

CAT CONNECT gives me independence.

I Recommend to everyone who have health problems.

The only suggestion I would have is to update the app So that we can reload our account with a credit card. It would also be very nice to at least be able to request a ride on the app, even if the office still has to manually approve it. It would save us from having to call all of the time and hold up the phone lines.

All drivers and schedulers for rides are professional and friendly and helpful. Great job!

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

There were two other clients on the bus so I knew I wasn't getting home until after six at night. It's a long time to be on the bus when the bus pick me up at two.

No todo su trabajo EXCELENTE FELICIDADES

Too late not enough drivers

I just want to say Thank you for this service and the opportunity that brings to disabled and special needs people.

A lot of difficulty getting thru to a manager. I received my revision papers in the mail. The papers were drawn up on January 24 2026 the mail stamp on the envelope shows it was mailed on Feb 23 2026. In the letter it states that my cat service will end on the 24th of Feb. so I tried to call today and was on hold for 45 minutes trying to get thru and could not. It is not my fault that they waited a month to mail out the new application. So now my cat is suspended and I have Drs appt in March that I cannot miss.

I will try again tomorrow but this is in my opinion such an irresponsibility on their part.

Every time I ask to see a supervisor they tell me there is not one available and why do I want to see them.

I also have an application in with the Goodlette Arms apartments to move in there and needed to go for a follow up appt and I was refused transportation because they said it was personal. Yet a year ago they gave me transport there for an appt.

Thank you for your attention.

Drivers and reservation great attitude and service. Biggest problem is wait time and length of rides. I have been on a ride to a medical appointment where they went passed my street after picking me up and I was late for appointment and almost not seen. I had made appointment 6 months. I waited for a pickup home almost two hours and he had two other pick-ups and another person already in bus. Need more busses and drivers during season. Also, with measles should not cram 5 people on bus. Also special needs or vocation with 8 people should be separate to get them home in a timely manner

One day, they allowed my mother to fall while on the lift.

Love that we have it but it late 95% of the time even though their stats may show differently some how

It's very important to me, and it is run well. The Bus Operators are very nice people.

I love the new buses with wheelchair accommodations of a friend. Riding in the back on a power chair has been painful as the shocks are terrible in the smaller buses.

I have not missed a doctors appointment in a while because of missed pick up times.

I really wish we ran later at night so I could actually go out with friends to a restaurant or to an event.

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

I go to TRAMA COUNSELING, but my Counslors have me come to there homes and MANY MANY TIMES I am denied into a community so I get dropped off at a store and walk up to 2 miles. I SEE CAT DRIVE THROUGH THE COMMUNITIES ALL THE TIME! If I get the RIGHT BOOKING AGENT THEY WORK WITH ME AND GET ME I !!!
KNOW MATTER I APPRECIATE CAT CONNECT - I WOULD BE LOST WITHOUT YOU! I would be TRAPPED at my home without a car!

It would be great if we didn't have to wait an hour, if possible.

I have had 2 strokes, I could use the help[.

Gracias a CATCONNED por existir. Dios bendiga a todos sus trabajadores. Son muy amables y preocupados con los que usamos este magnífico servicio.A todos gracias Miles

Bigger buses during the winter season leaving from Senior Centers

The fee seems too low, how about pay raise. The office we talk to and the drivers should more communicate each other. If there is an operation problem may tell the customer ahead of time save the other options.

Nice treat

I realize the challenges in a transit company with people, vehicles, traffic, etc. Overall I think they do a good job and are accomodating when possible

thank you for your support and cheers

No problems

NA

Voy 4 o 5 veces por semana al Senior Center de Golden Gate. Los chóferes son super amables con nosotros. Los felicito!

I am VERY frustrated that I can't go to a friend's house or the grocery store or the theater on the bus because I am ADA, not TD. I don't understand why that is true.

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

Please update your system so we can arrange trips without speaking to the employees. For example: Update the Ride app so we can just use the app. This would save alot of frustration.

Some buses dont have ac, its very hot in Florida in the summer.

**Level of Cost
Worksheet 1**

Insert Cost page from the AOR.

County: Collier
 CTC: Collier County Board of County Commissioners
 Contact: Ellen Sheffey
 3299 Tamiami Trl E Suite 103
 Naples, FL 34112
 239-252-8137
 Email: Ellen.Sheffey@colliercountyfl.gov

Demographics	Number
Total County Population	0
Unduplicated Head Count	1,499



Trips By Type of Service	2023	2024	2025	Vehicle Data	2023	2024	2025
Fixed Route (FR)	0	0	0	Vehicle Miles	1,439,870	1,667,067	1,969,313
Deviated FR	0	0	0	Roadcalls	33	58	49
Complementary ADA	79,514	89,647	96,052	Accidents	28	52	25
Paratransit	54,285	66,791	69,392	Vehicles	42	43	46
TNC	0	0	0	Drivers	56	70	73
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	133,799	156,438	165,444				

Passenger Trips By Trip Purpose	2023	2024	2025
Medical	30,953	29,437	41,547
Employment	20,987	16,773	23,255
Ed/Train/DayCare	62,297	70,016	69,795
Nutritional	271	86	4,636
Life-Sustaining/Other	19,291	40,126	26,211
TOTAL TRIPS	133,799	156,438	165,444

Financial and General Data	2023	2024	2025
Expenses	\$7,207,957	\$7,282,387	\$8,500,871
Revenues	\$6,788,334	\$6,820,221	\$8,119,213
Commendations	24	15	9
Complaints	49	96	59
Passenger No-Shows	9,047	8,925	7,557
Unmet Trip Requests	182	248	118

Passenger Trips By Revenue Source	2023	2024	2025
CTD	24,306	25,646	24,810
AHCA	0	7,491	21,271
APD	26,724	23,405	21,908
DOEA	45	27	23
DOE	0	0	0
Other	82,724	99,869	97,432
TOTAL TRIPS	133,799	156,438	165,444

Performance Measures	2023	2024	2025
Accidents per 100,000 Miles	1.94	3.12	1.27
Miles between Roadcalls	43,632	28,743	40,190
Avg. Trips per Passenger	88.49	96.75	110.37
Cost per Trip	\$53.87	\$46.55	\$51.38
Cost per Paratransit Trip	\$53.87	\$46.55	\$51.38
Cost per Total Mile	\$5.01	\$4.37	\$4.32
Cost per Paratransit Mile	\$5.01	\$4.37	\$4.32

Trips by Provider Type	2023	2024	2025
CTC	0	0	0
Transportation Operator	104,025	115,320	120,925
Coordination Contractor	29,774	41,118	44,519
TOTAL TRIPS	133,799	156,438	165,444

<h2 style="margin: 0;">Level of Competition</h2> <h3 style="margin: 0;">Worksheet 2</h3>
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1. Inventory of Transportation Operators in the Service Area

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

2. How many of the operators are coordination contractors? _____
3. Of the operators included in the local coordinated system, how many have the capability of expanding capacity? _____
Does the CTC have the ability to expand? _____
4. Indicate the date the latest transportation operator was brought into the system. _____

5. Does the CTC have a competitive procurement process? _____
6. In the past five (5) years, how many times have the following methods been used in selection of the transportation operators?

	Low bid
	Requests for qualifications
	Negotiation only

	Requests for proposals
	Requests for interested parties

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

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

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

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

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

How many responded? _____

The request for bids/proposals was distributed:

_____ Locally _____ Statewide _____ Nationally

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

Level of Availability (Coordination)
Worksheet 3

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

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

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

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

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

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

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

Scheduling – How is the trip assignment to vehicles coordinated?

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

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

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

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

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

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

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

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

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

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

APPENDIX C-
CTC's Response to the 2026
CTC
Evaluation

Memorandum

To: Sean Kingston, Collier MPO Planner II
From: Omar Deleon, Transit Manager
Date: April 17, 2026
Subject: Response to 2026 CTC Evaluation

Fiscal and Public Transit Division (PTNE) Division has received the CTC Evaluation Workbook for the review period July 1, 2024 through June 30, 2025. We appreciate the opportunity to review the findings and recommendations provided by the Local Coordinating Board (LCB). Below is the CTC's detailed response.

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

Findings:

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

CTC Response:

The CTC accepts the review.

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

Findings:

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

CTC Response:

The CTC accepts the review.

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

Findings:

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

CTC Response:

The CTC accepts the review.

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

Findings:

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

CTC Response:

The CTC accepts the review.

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

Comments:

The CTC is in compliance

CTC Response:

The CTC accepts the review.

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

Findings:

The TDSP complies with all Commission standards.

Recommendations:

None.

CTC Response:

The CTC accepts the review.

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

Evaluation Finding:

On-Time Performance (OTP): The Community Transportation Coordinator’s (CTC’s) quarterly reports reflect the overall OTP for FY2024/25 was 72.4%, 17.6% lower than the 90% goal of the Transportation Disadvantaged Service Plan (TDSP) with a lower trend of 68.6% for the seasonal months of January through May. This is lower than the OTP reported in the last CTC Evaluation for FY2023/24, which was approximately 74%, also less than the prior year of approximately 80%.

CTC Response:

The CTC acknowledges the decline in OTP. Similar to conditions reported in the previous year, population growth, increased congestion, and significant increases in trip volume and trip distance continue to place pressure on system efficiency.

Corrective Action & Path Forward:

- The CTC remains committed to meeting the 90% OTP goal.
- In line with LCB recommendations, the CTC will conduct a comprehensive operational review to reassess:

- – allowable travel times
- – pick-up windows
- – routing/manifest sequencing
- – scheduling parameters within Ecolane
- Any recommended policy changes will be brought before the LCB and incorporated into the TDSP as needed.
- We will continue to report OTP trends and corrective actions in all quarterly LCB reports.

Accident Rate: The CTC's reported accident rate for FY2024/25, per its Annual Operating Report, was 1.42 per 100,000 miles. While there was a major improvement from the previous year of 3.12, it still does not meet the goal set forth in the TDSP of no more than 1.2 accidents per 100,000 miles.

CTC Response:

The CTC appreciates the recognition of improvement and acknowledges that additional reductions are needed to fully meet the standard.

Corrective Action & Path Forward:

The safety initiatives already underway will continue, including:

- Root cause analysis of preventable incidents
- Targeted training for road supervisors and drivers
- Monthly safety meetings with trend tracking
- Expanded use of safety sensors and drive-cam technology
- Coaching protocols built around real-event footage

The CTC will continue reporting accident metrics and safety activities to the LCB quarterly.

Call-Hold Time: The CTC is meeting its goal for call-hold time of a maximum of 2 minutes with the reported average hold time of 44 seconds.

CTC Response:

The CTC appreciates the positive finding and will maintain active monitoring of call center efficiency to ensure continued adherence to the goal.

Roadcalls: The CTC is currently exceeding its goal for road calls of 37,519 with a standard no less than 10,000 miles between each road call.

CTC Response:

We acknowledge this positive performance and will continue to prioritize preventative maintenance and timely fleet replacement to support system reliability. We may recommend

Survey: A survey of CATConnect passengers/caretakers was conducted as part of this CTC Evaluation and the full results are included in the following pages. The summary below is contained for this section.

CTC Response:

The CTC recognizes these concerns and notes continued patterns consistent with operational strains from growth and congestion. Many comments reaffirm the essential role CATConnect plays for residents, underscoring the importance of improvements underway.

RECOMMENDATIONS:

To address On Time Performance, it is recommended:

- The CTC to continue to strive to meet the current OTP goal of 90%.
- The CTC to evaluate whether adjustments to the current allowable travel time and/or pick-up window policies (or any other policies) are warranted and need to be made (and incorporated into the TDSP), and as needed, seek assistance and direction of the Designated Official Planning Agency (DOPA) and LCB.
- The CTC to continue to keep LCB apprised of its efforts regarding OTP and continue to include OTP reporting in its quarterly reports to LCB.

To address accident rates, it is recommended:

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

It is also recommended:

- A sign to be posted on the interior of all paratransit vehicles with both a local phone number and the Transportation Disadvantaged Helpline for comments, complaints, and commendations.

The statewide Transportation Disadvantaged Ombudsman Hotline is 1-800-983-2435.

CTC Response:

The CTC agrees with the recommendations, including continued monitoring of OTP and accident performance, evaluating travel time and pickup-window policy adjustments, and while signage is posted in vehicles to provide the TD hotline numbers we will ensure they are displayed in predominant area for easy reference.

Summary Remarks

The CTC appreciates the LCB’s thorough review and constructive feedback. We remain committed to providing safe, reliable, and efficient service to our Transportation Disadvantaged community.

CATConnect will continue implementing operational improvements, addressing OTP and safety performance gaps, enhancing communication and customer service, and keeping the LCB fully informed through regular reporting.

We look forward to continued collaboration with the LCB and MPO to ensure the system evolves appropriately with Collier County’s rapid growth and changing travel patterns.

APPENDIX D- LCB's
2026 Grievance
Procedures
(12/2025)

GRIEVANCE PROCEDURES

of the

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

Approved by the Collier LCB:

December 3, 2025

COLLIER COUNTY LOCAL COORDINATING BOARD
GRIEVANCE PROCESS POLICY

SECTION 1: INTRODUCTION

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

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

SECTION 2: DEFINITIONS

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

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

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

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

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

SECTION 3: OBJECTIVES

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

SECTION 4: THE GRIEVANCE COMMITTEE - MEMBERSHIP

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

SECTION 5: TERMS OF MEMBERS

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

SECTION 6: GRIEVANCE PROCESS

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

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

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

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

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

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

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

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

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

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

Prior to initiating a grievance, complainant shall contact the CTC to attempt to resolve their complaint informally. If the complaint is not resolved, complainant may proceed with the Grievance Process.

The following steps constitute the formal Grievance Process:

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

Public Transit and Neighborhood Enhancement Division Director
8300 Radio Road

Naples, FL 34104

Phone: 239-252-5841

Email: rideCAT@collier.gov

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

The complainant shall provide their grievance in writing. (The written grievance must contain the information set forth in paragraph 6.5 above). The PTNE Director will attempt to mediate and resolve the grievance. The PTNE Director will render a decision or a proposed course of action to resolve the complaint in writing to the complainant within 14 days (excluding weekends and government holidays as designated by the Collier Board of County Commissioners).

6.7 Step Two: If the PTNE Director is unsuccessful at resolving the grievance through the process above, the complainant may request, in writing, that their grievance be heard by the Grievance Committee. This request shall be made within thirty (30) days (excluding weekends and government holidays as designated by the Collier Board of County Commissioners) of complainant's receipt of the written decision from the PTNE Director. The request, along with a copy of the written grievance and the PTNE Director's written response, shall be sent to the Collier MPO TD Program Administrator at:

Collier MPO

Attn: Executive Director

2885 Horseshoe Drive South

Naples, FL 34104

(239) 252-5884

collier.mpo@collier.gov

6.8 Step Three: Upon receipt of the written request for the grievance to be heard by the Grievance Committee, the Collier MPO TD Program Administrator shall have fifteen (15) days (excluding weekends and government holidays as designated by the Collier Board of County Commissioners) to contact Grievance Committee members, the

complainant, and the parties the grievance was filed against and coordinate a meeting date and location. The complainant and all parties involved shall be notified of the meeting of the Grievance Committee date and location at least ten (10) days (excluding weekends and government holidays as designated by the Collier Board of County Commissioners) prior to the meeting date by the method requested by the complainant.

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

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

SECTION 7: CTD GRIEVANCE PROCESS

7.1 If the LCB Grievance Process does not resolve the grievance, the complainant will be informed of his/her right to file a formal grievance with the CTD. The complainant may begin this process by contacting the CTD through the established Helpline at 1-800-983-2435 or by mail to: Florida Commission for the Transportation Disadvantaged, 605 Suwannee Street MS-49, Tallahassee, FL 32399-0450 or by email at CTDOmbudsman@dot.state.fl.us or www.dot.state.fl.us/ctd. Upon request of the complainant, the CTD will provide the complainant with an accessible copy of the CTD's Grievance Procedures. If the

CTD is unable to resolve the grievance, the complainant will be referred to the Office of Administrative Appeals or other legal venues appropriate to the specific nature of the grievance. All of the steps outlined in Section 6 and Section 7(1) and (2) must be attempted in the listed order before a grievance will move to the next step. The complainant should be sure to try and have as many details as possible, when filing a complaint, such as date, times, names, vehicle numbers, etc. There is an Ombudsman Program, provided by the CTD, which is available to anyone who requests assistance in resolving complaints/grievances. The Ombudsman Program may be reached through the toll free Helpline at 1-800-983-2435 or by email at CTDOmbudsman@dot.state.fl.us or www.dot.state.fl.us/ctd. By requesting assistance of the Ombudsman Program in resolving complaints, the complaint will still follow, in order, all of the established steps listed in Sections 6 and 7 above. The Ombudsman will document each complaint and upon the request of the complainant, file the complaint with the local CTC on the customer's behalf, to begin the local complaint process. If the complainant has already filed the grievance locally and remains unsatisfied, the Ombudsman will assist the complainant with the next step in the complaint or grievance process. The complainant has the right to file a formal grievance with the Office of Administrative Appeals or other venues appropriate to the specific nature of the complaint.

APPENDIX E-
CAT's 2026
Safety and Security
Program Certifications



Transportation Management
Services Department

Public Transit & Neighborhood Enhancement Division

February 2, 2026

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

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

Dear Ms. Assid,

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

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

Omar De Leon
Transit Manager



COLLIER AREA TRANSIT
8300 Radio Road
Naples, Florida 34104

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

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

It is hereby certified that:

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

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

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

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

Collier Area Transit
8300 Radio Road
Naples, Florida 34104

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

Date: 2/2/20

Signed: 
Omar De Leon
Collier Area Transit



Bus Transit System Annual Safety and Security Certification

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

1/23/2026

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

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

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

Blue Ink Signature: Leslie Barnes *Date:* 1-23-26
(Individual Responsible for Assurance of Compliance)

Name: Leslie Barnes *Title:* General Manager

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

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

Name of Qualified Mechanic who Performed Annual Inspections: MV Transportation

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

EXECUTIVE SUMMARY
REPORTS AND PRESENTATIONS
ITEM 6A

Community Transportation Coordinator (CTC) Quarterly Report

OBJECTIVE: To review and discuss the CTC Quarterly Report and a report on Productivity.

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**). An additional report will be presented on overall service, Key Performance Indicators and operational drivers/challenges as requested by the MPO Director at the March 4 LCB Annual Public Workshop (**Attachment 2**).

STAFF RECOMMENDATION: For the Board to review and discuss the CTC Quarterly Report and a report on Productivity.

Prepared By: Sean Kingston, AICP, PMP Principal Planner

ATTACHMENT(S):

1. CTC Quarterly Report (January 1, 2026 to March 31, 2026)
2. CAT Connect Productivity Report



Collier Area Transit - Paratransit Service 2025

Last Updated on 4/14/2026 9:15:59 AM

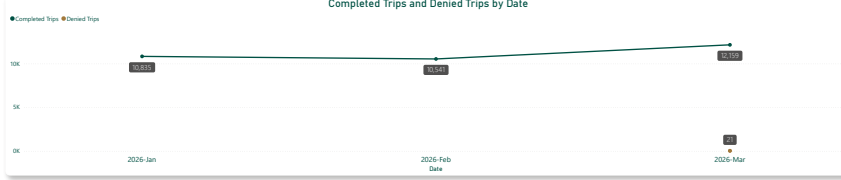
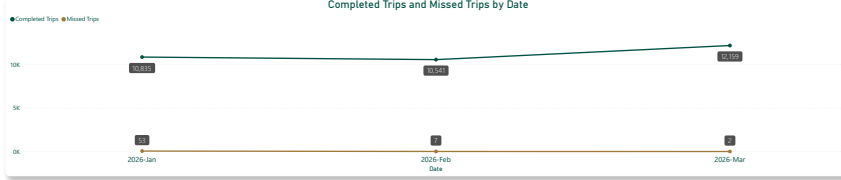
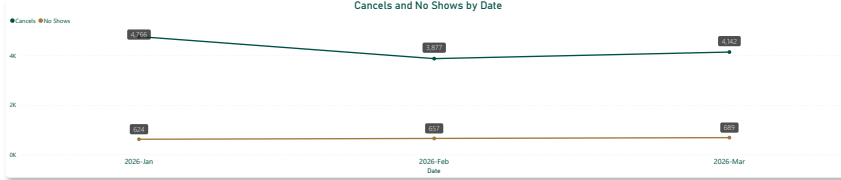
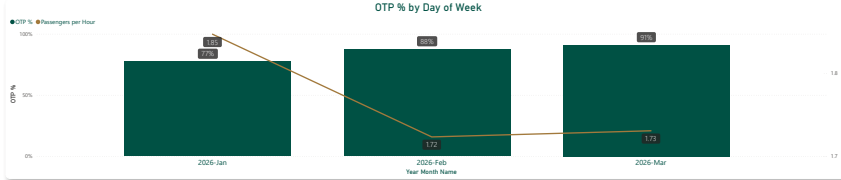
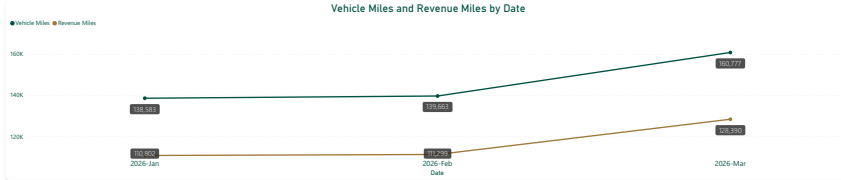
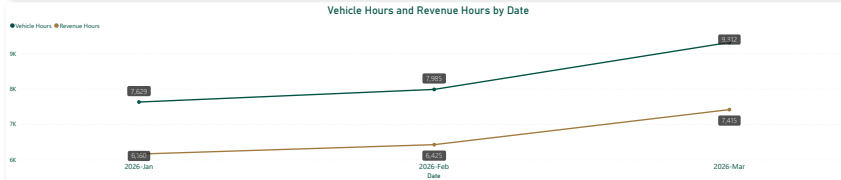
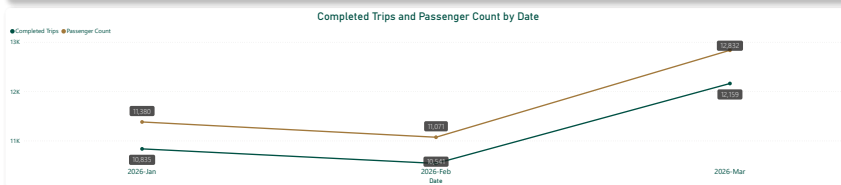
Trip Date: 1/1/2026 to 3/31/2026
 Trip Status: All | Trip Distance: All | Has Req Dropoff: All | Mobility Device: All | Group Name: All | Trip Purpose: All | Trip Duration: 0 to 147

Dropoff OTP %: 82.42% (Target: 85.00%)
Pickup OTP %: 88.07% (Target: 85.00%)
Overall OTP %: 85.47% (Target: 85.00%)

20K Revenue Hours
350K Revenue Miles
89 Total Days
5:32 Avg Loading Duration (MSS)
124 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
2026-Jan	30	10,835	7,629	6,160	138,583	110,802	4,766	624		11,380	271	274	77%	1.85
Saturday	5	864	602	616	13,784	10,444	276	36		944	45	35	99%	1.53
Sunday	4	413	370	299	6,498	5,281	141	31		477	31	33	95%	1.59
Weekday	21	9,558	6,457	5,244	118,301	95,077	4,349	557		9,959	195	206	75%	1.90
2026-Feb	28	10,541	7,985	6,425	139,663	111,299	3,877	657		11,071	320	210	88%	1.72
Saturday	4	708	611	485	10,540	8,244	208	43		767	42	17	96%	1.58
Sunday	4	367	373	304	5,607	4,577	118	26		418	18	33	96%	1.37
Weekday	20	9,466	7,001	5,635	123,517	98,477	3,551	588		9,886	260	160	87%	1.75
2026-Mar	31	12,159	9,312	7,415	160,777	128,390	4,142	689	21	12,832	364	309	91%	1.73
Saturday	4	791	650	530	11,436	9,167	186	56		874	67	16	95%	1.65
Sunday	5	569	530	431	8,890	7,365	180	45		662	40	53	94%	1.54
Weekday	22	10,799	8,132	6,454	140,451	111,857	3,776	588	21	11,296	257	240	90%	1.75
Total	89	33,535	24,926	19,999	419,022	356,490	12,785	1,970	21	35,283	955	793	85%	1.76

Date	New Customers	Total Preventable Accidents	Total Complaints	Total Valid Complaints	Total Compliments	Total Road Calls	Call Hold Time	Total Missed Trips
2026-Jan	39	0	27	22	2	7	0.37	53
2026-Feb	32	3	14	8	1	5	0.37	7
2026-Mar	53	4	11	7	1	8	0.41	2
Total	124	7	52	37	4	20	0.37	62



6A Attachment 1
LCB 5/6/26



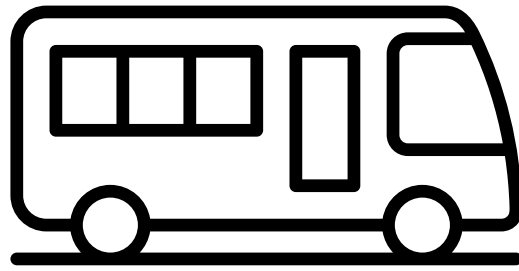
6A Attachment 2
LCB 5/6/26

2025 & 26 YTD Productivity **REPORT**

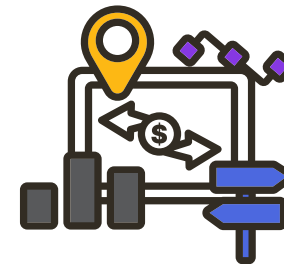


Presented By : Omar DeLeon

Executive Summary



**Service
Description**



**Annual
Performance**



Challenges

This report highlights our overall service, Key Performance Indicators, and operational drivers/challenges.

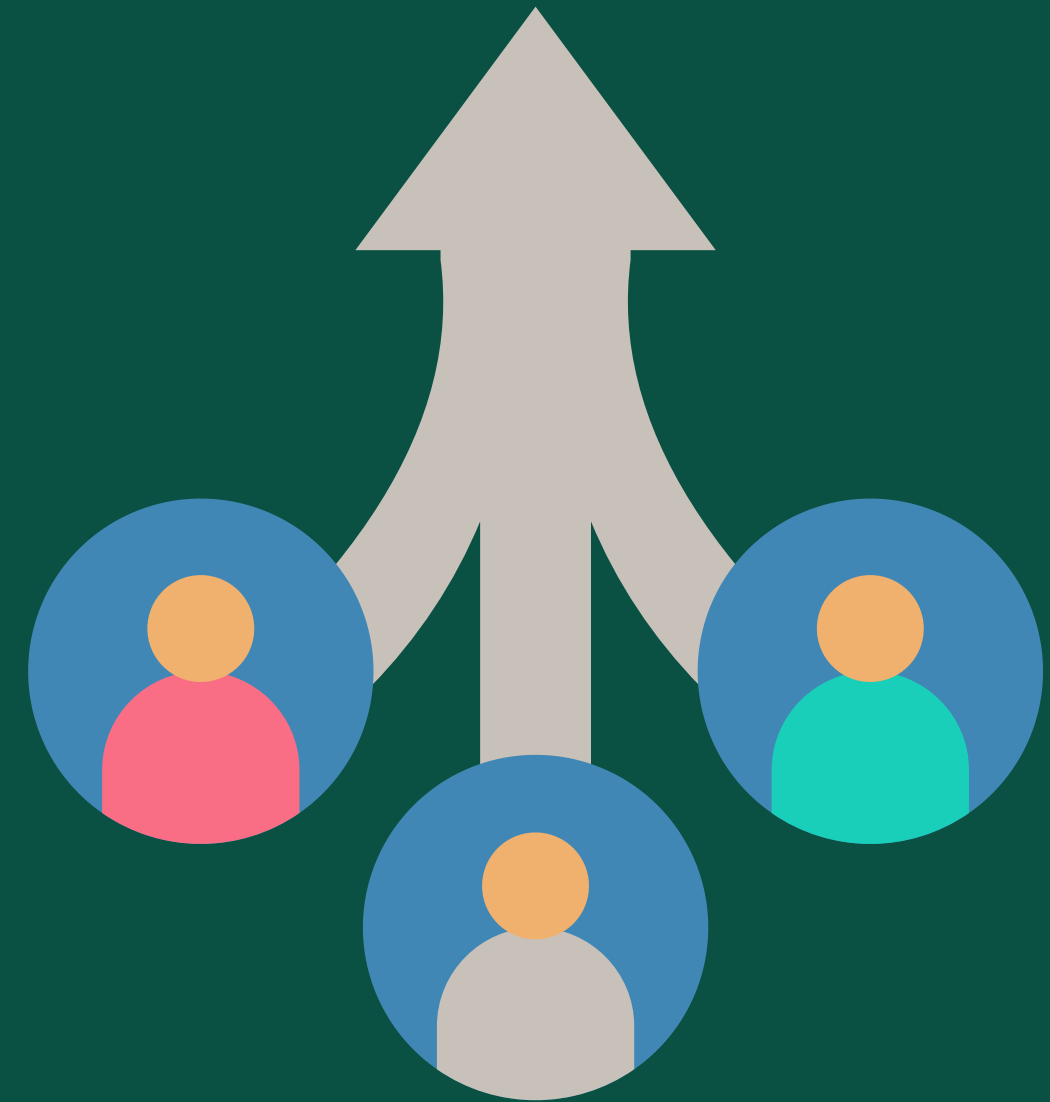
Service Description

Purpose

To provide a service for individuals whose disability prevents them from independently using the public fixed-route (bus) transit system.

Complementary

The service is not a general on-demand transportation. It must be comparable to, and complement, the existing fixed-route service.



Paratransit Program

Americans with Disabilities Act (ADA)

The Federal Transit Administration (FTA) enforces compliance with ADA requirements for public transit, primarily concerning "Complementary Paratransit." This service acts as a civil right to ensure equivalent public transit access for individuals with disabilities who cannot use the fixed-route system.

Transportation Disadvantaged (TD)

The FDOT CTD program (Florida Commission for the Transportation Disadvantaged) is a statewide, coordinated effort to ensure the availability of cost-effective, quality transportation for individuals categorized as "transportation disadvantaged."

Service Eligibility

- **Individuals who cannot board, ride, or disembark from any accessible vehicle on the fixed-route system due to a disability** (e.g., severe cognitive impairments, certain visual impairments).
- Eligibility can be
 - unconditional (eligible for all trips),
 - conditional (eligible only under specific circumstances), or
 - temporary
- Children at Risk (TD Only)

Contrast: Unlike the ADA Complementary Paratransit (which is a civil right specifically for people with disabilities whose trip is within a 3/4-mile corridor of fixed-route transit), the CTD program serves a broader population (including children at risk) and covers trips for general needs like employment, education, and medical appointments across the county, often where fixed-route transit is unavailable.

General Program Info

Service Area

ADA – Must be provided within a 3/4-mile corridor of all fixed bus routes
TD – Must be provided outside the ADA corridor and within the county

Operating Hours

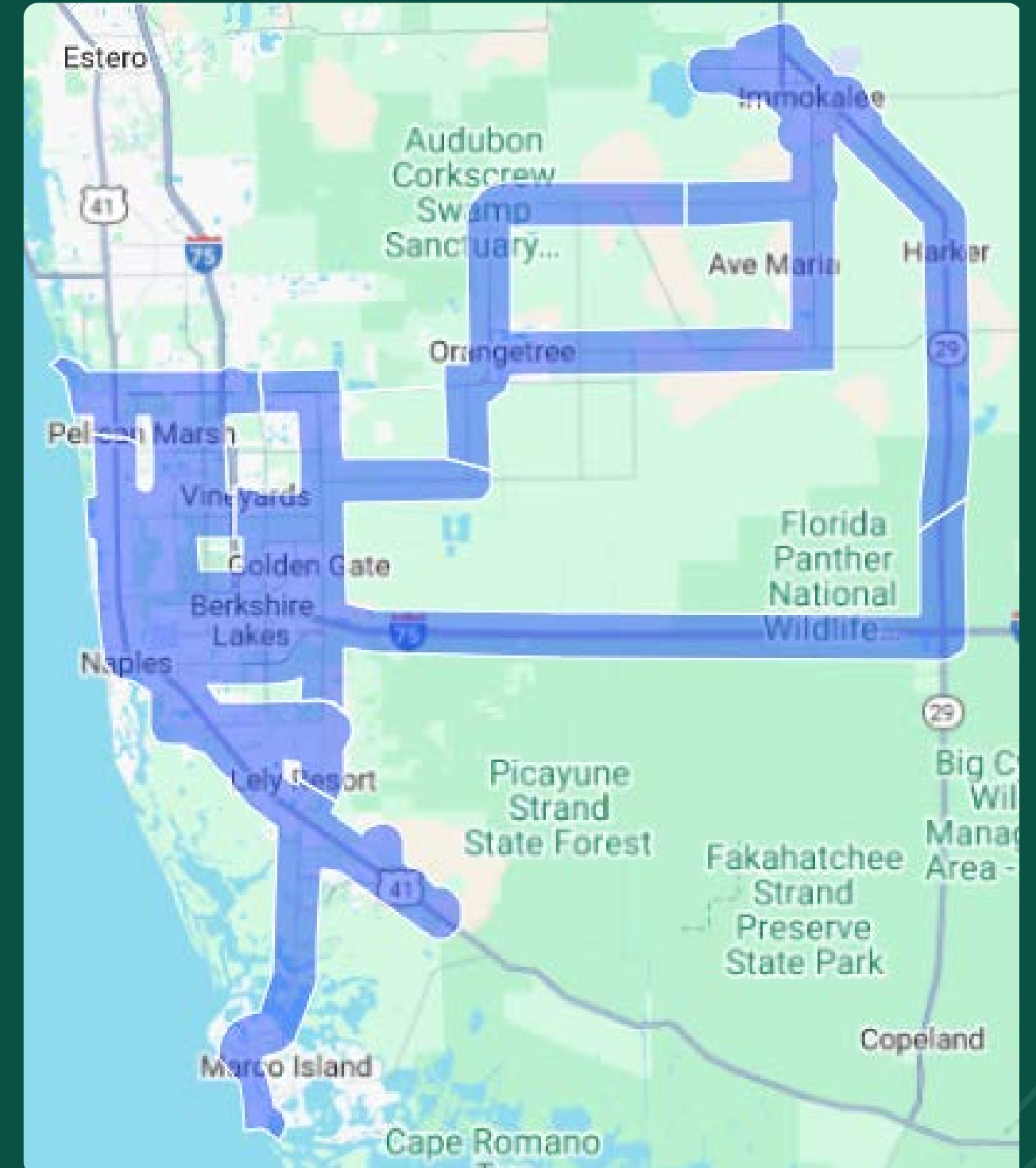
Must be available during the same days and hours as the fixed-route service it complements

Fares

ADA – Full Fare \$3.00 Reduced \$1.00
TD – Scale \$4, \$3, \$1

Reservations

Reserve trips up to 14 days in advance, and no less than the day before travel (Next-Day Service).



Time Requirements

On-Time Performance

Pick Up = 0 to 30 min from the negotiated pick up time

Drop Off = 0 Minutes from the requested Drop Off Time

Travel Times

- 9 miles or less- up to a 60-minutes.
- 9.01 miles to 18 miles - up to a 75-minutes.
- 18.01 miles or longer - up to 120 minutes.



ANNUAL PERFORMANCE



Annual On-Time Performance

On-Time Performance Goal

90%

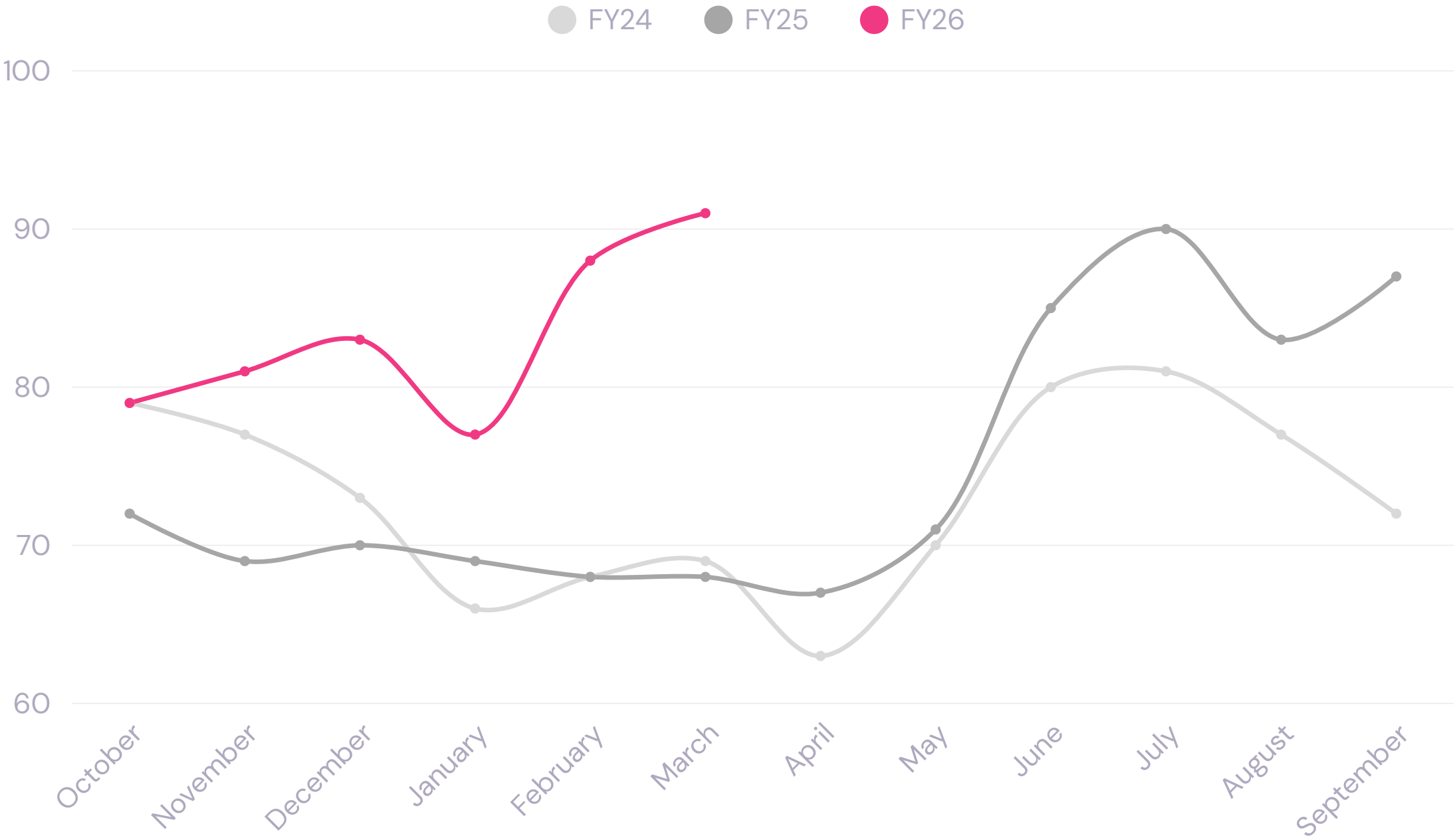
Average for FY26 YTD

83.16

FY26 Compared to FY25

20% ↑

On-Time Performance by Month



Annual Travel Time

Travel Time Performance Overview FY25

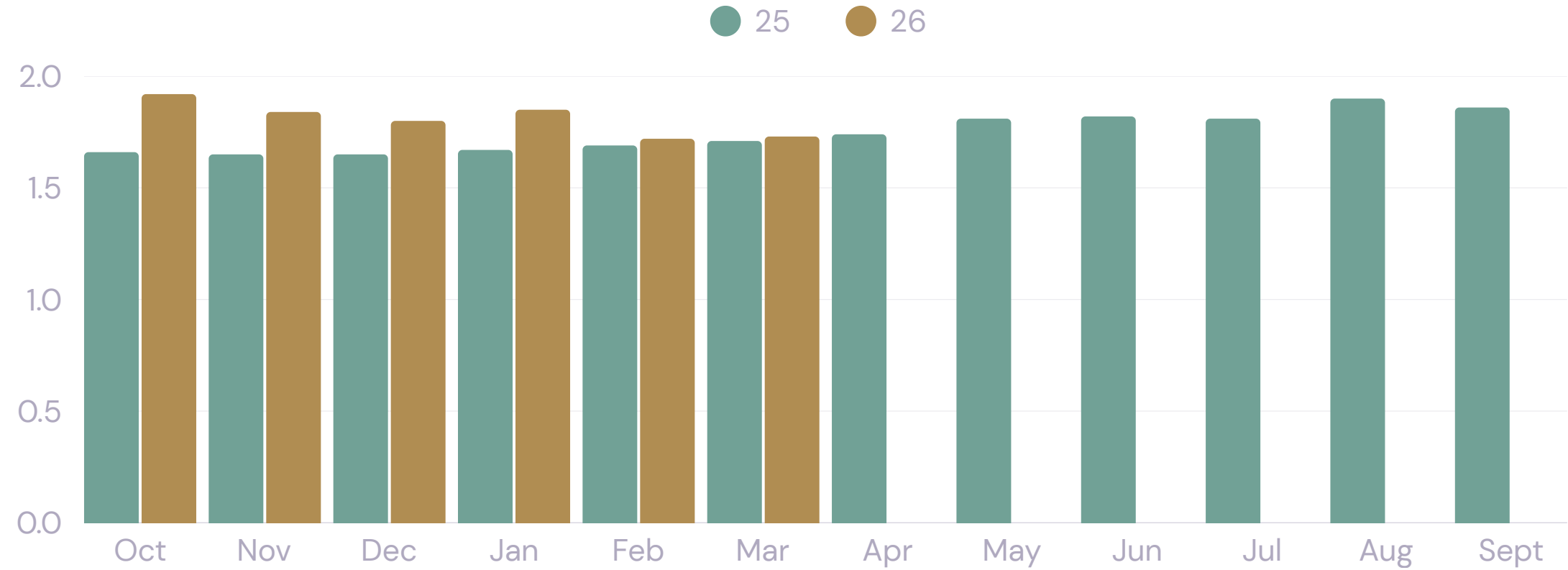
Trip Distance	Travel Time	Actual Average	Achievement
0-9	60 Min	22 Min	-38 Min
9-18	75 Min	43 Min	-32 Min
18+	120 min	74 Min	-46 Min

Travel Time Performance Overview FY26 YTD

Trip Distance	Travel Time	Actual Average	Achievement
0-9	60 Min	23 Min	-37 Min
9-18	75 Min	46 Min	-29 Min
18+	120 min	77 Min	-43 Min

Annual Passengers per Hour

Passengers per Hour per Month



Passenger per Hour Goal

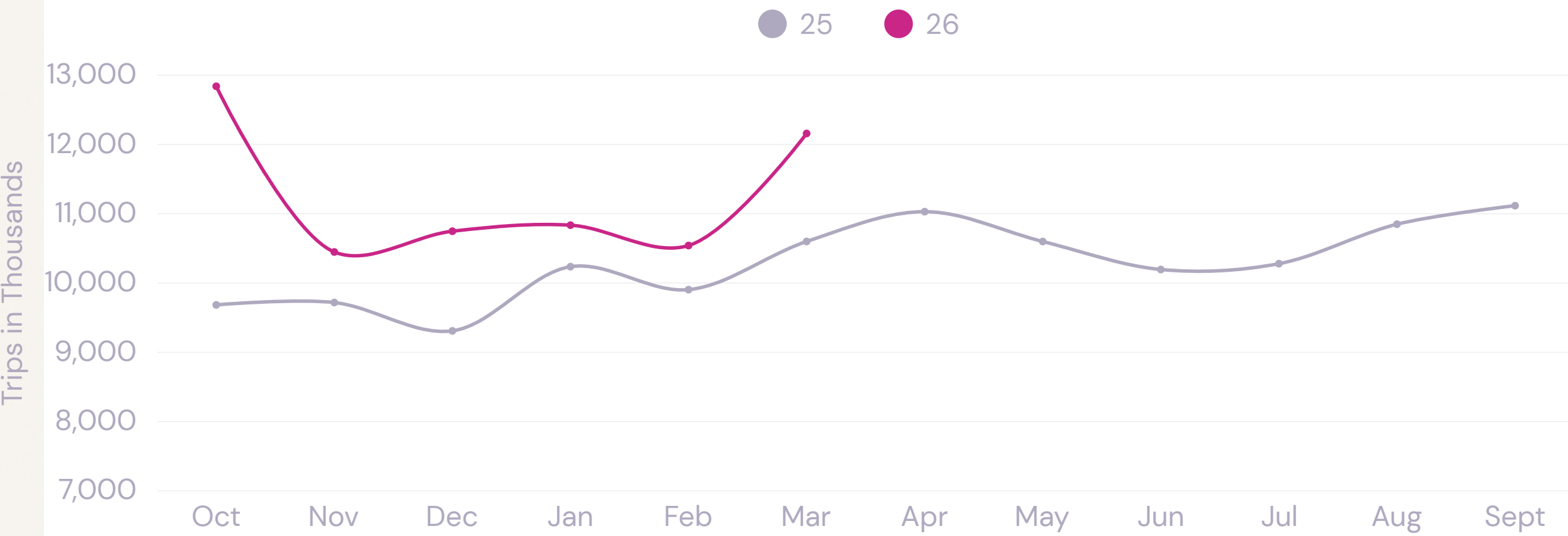
2



A balance between OTP and Trips Per Hour is important because it impacts efficiency and rider experience.

Annual Completed Trips

Completed Trips by Month



Completed Trips FY25

123,519



FY26 Avg Per Month

11,261

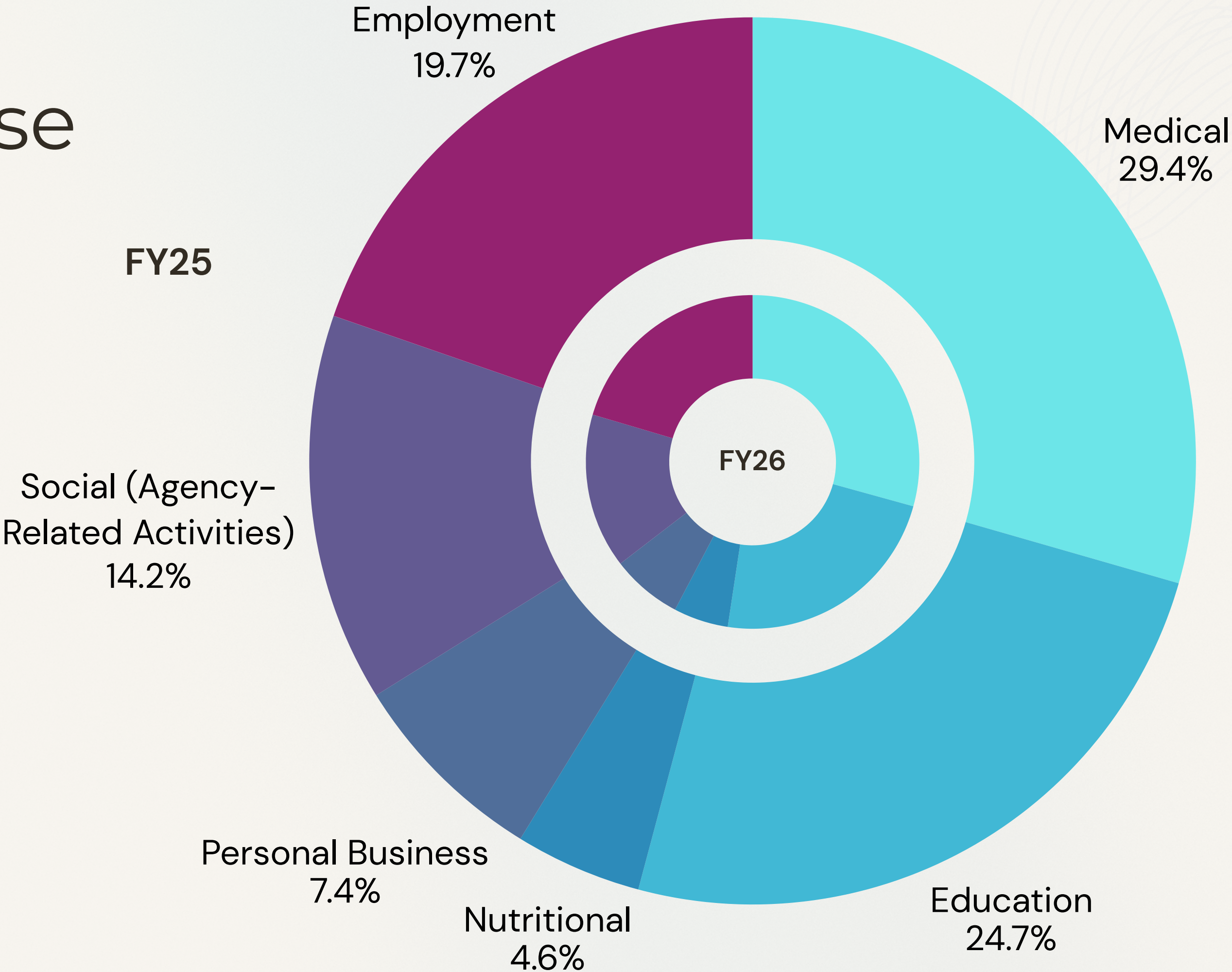


FY26 Compared to FY25

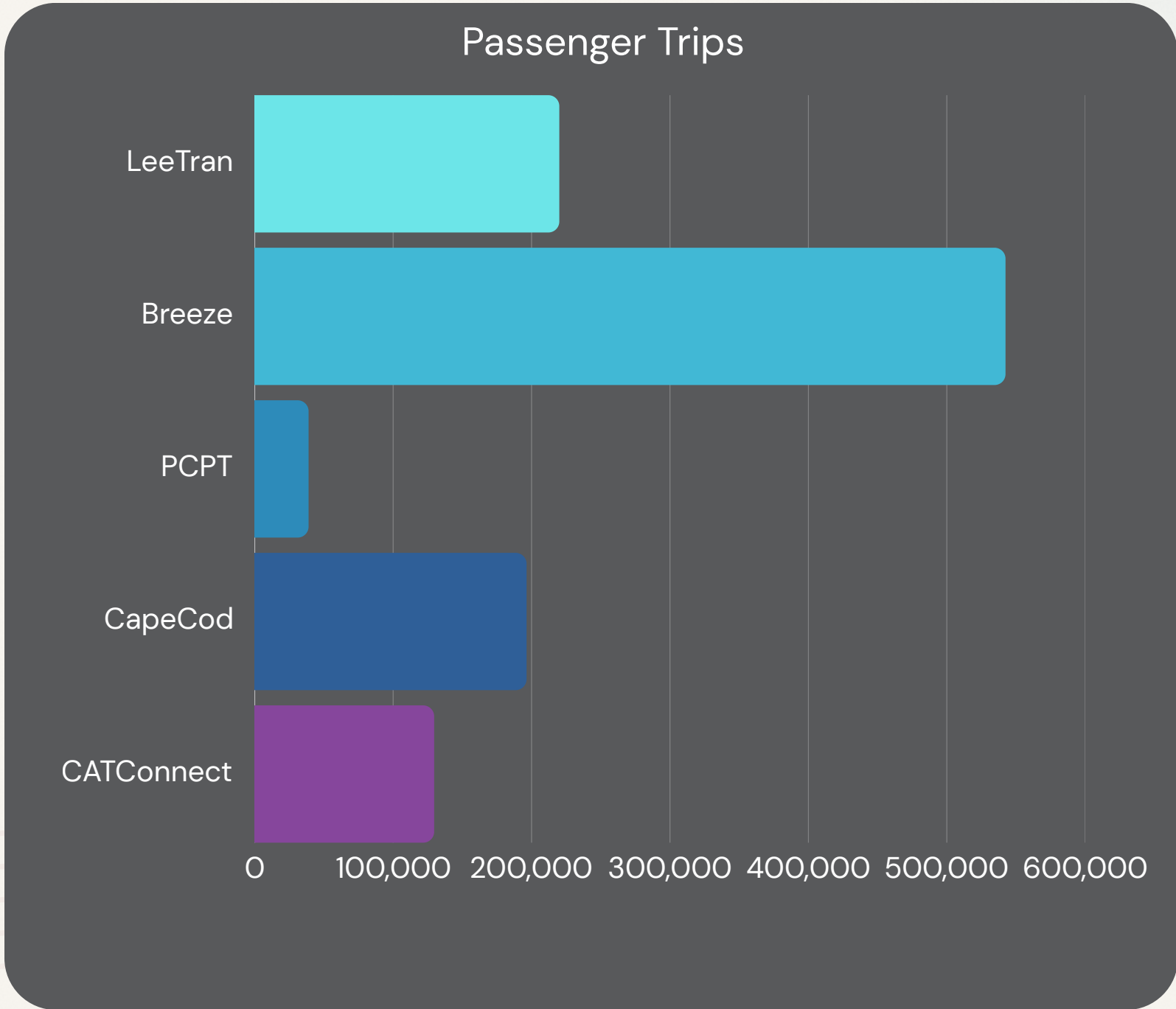
14% ↑



Trip Purpose



Agency Comparison



Vehicle Rev Miles

Average Others | CATConnect

1.7 Million | **1.4 Million**

Vehicle Rev Hours

Average Others | CATconnect

106k | **75k**

Trips per Rev Hour

+ 46%

Avg 7.42 CATConnect 10.8

County Size

95%

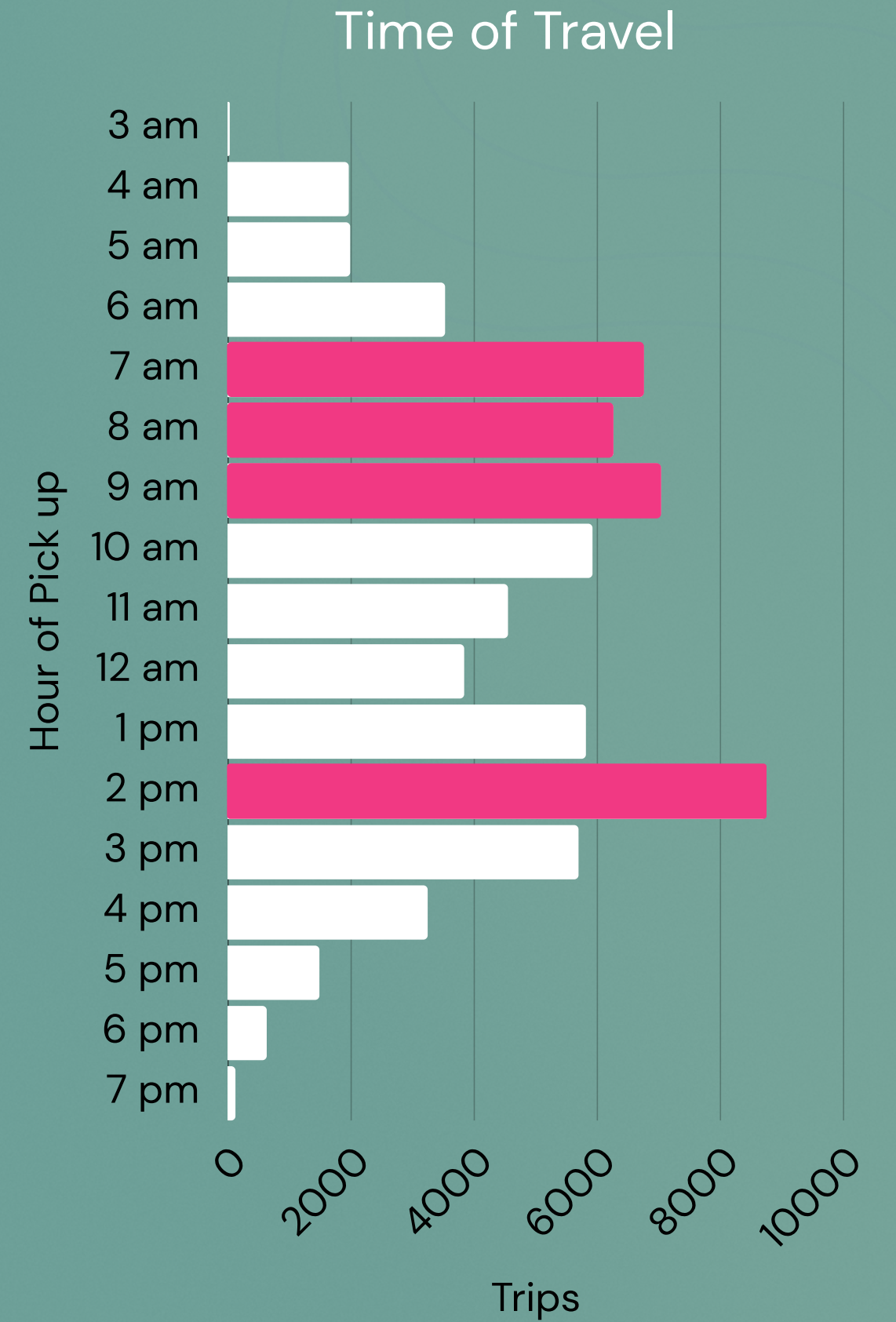
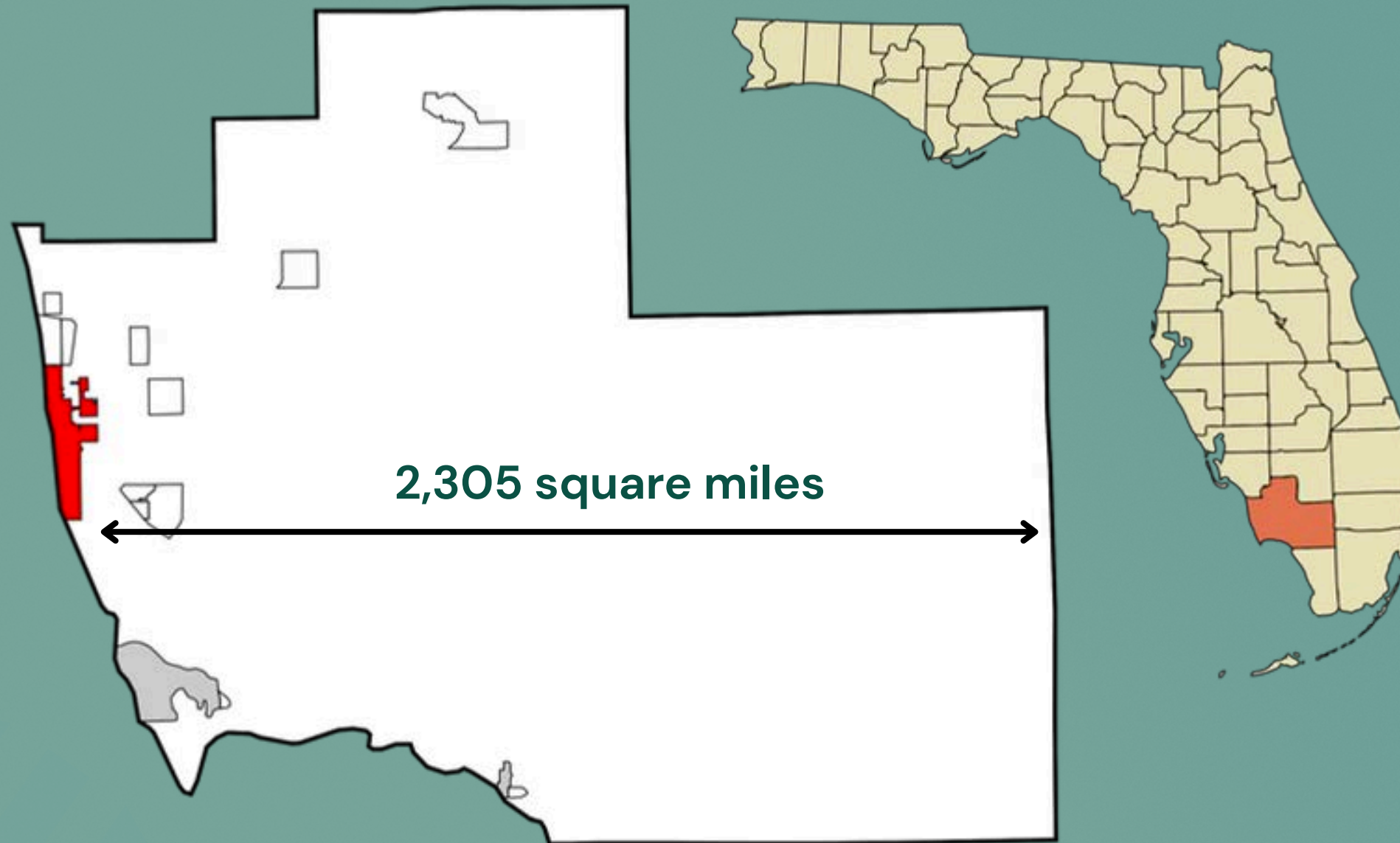
Larger than comparing Agencies

Vehicles Operated per 100k Passenger

- 18%

Avg 34 CATConnect 27

Challenges



Travel Times During Peak Times

1 PM	Avg Travel Time
0-9	0:28
9 to 18	0:50
18+	1:30
2 PM	
0-9	0:30
9 to 18	0:55
18+	1:30
3 PM	
0-9	0:30
9 to 18	0:58
18+	1:31
4 PM	
0-9	0:27
9 to 18	0:53
18+	1:25

Challenges

Trip Distance	Trips	Percent of Total
0-9	60,416	48.91%
9 to 18	44,148	35.74%
18+	18,955	15.35%
Grand Total	123,519	100.00%

18+ Mile Trip Challenge

- Impacts Passengers per hour
- Ridership continues to increase
- Hours requested/Traffic

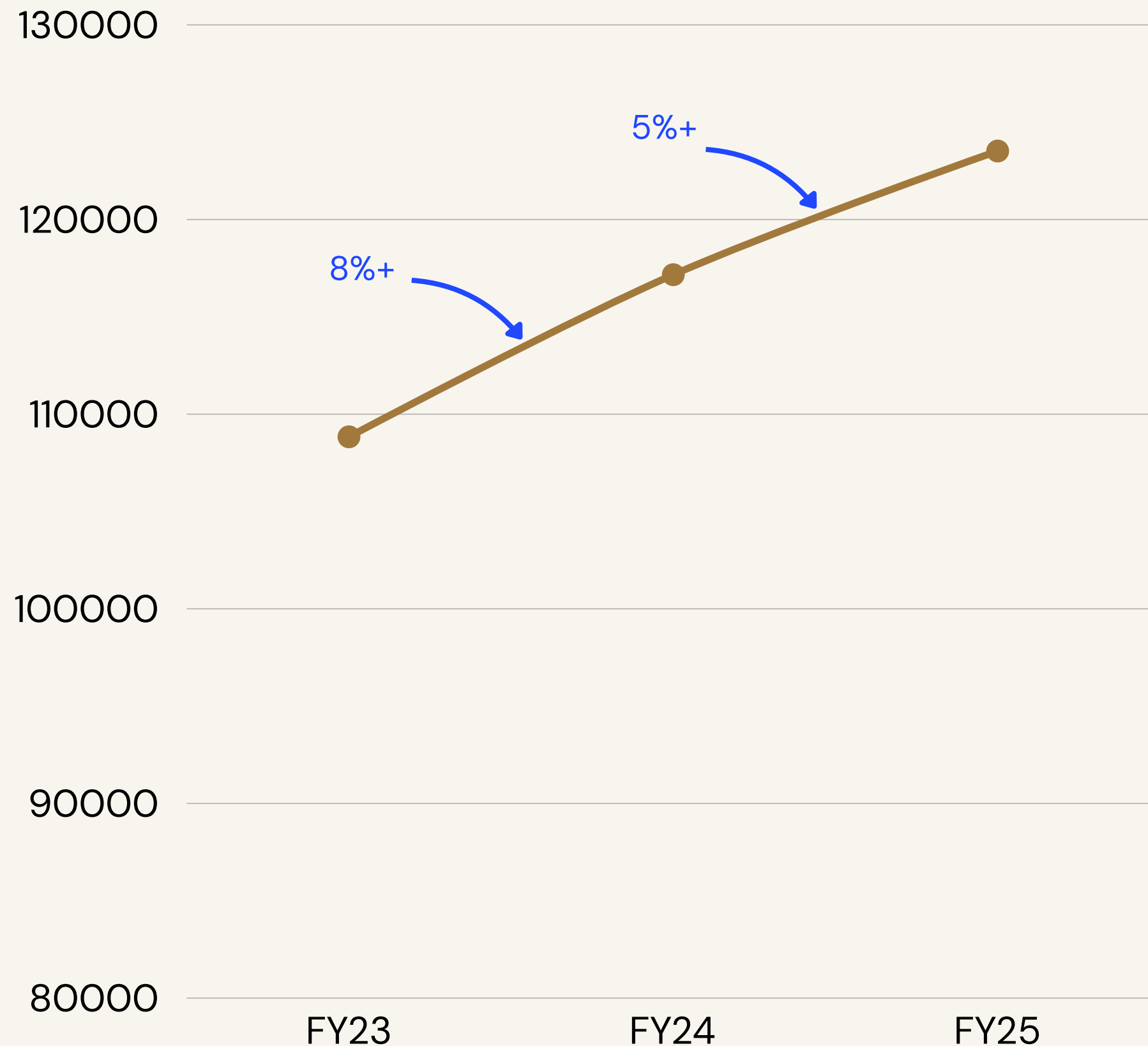
An additional 7 Vehicles (42 total) are necessary to reduce travel time and allow for additional ridership

Challenges

The surge in service demand is forcing us into an untenable position: we are now facing a direct conflict between maintaining our service levels and adhering to the current budget constraints. Without strategic adjustment, both will suffer.

FY26 YTD is currently experiencing a 14% increase

Trips by Fiscal Year



thank you!



Team Effort



www.rideCAT.com



Omar.DeLeon@collier.gov



239-252-4996



8300 Radio Rd, Naples FL 34104

Thank You

*Any
Questions?*



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: Sean Kingston, AICP, PMP Principal Planner

ATTACHMENT(S):

1. MPO Quarterly Progress Report for January 1, 2026, through March 31, 2026



FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

PLANNING AGENCY
QUARTERLY REPORT

SERVICE AREA/COUNTIES:

Collier

INVOICE NUMBER: G3C98 Q3

INVOICE DATE: April 29, 2026

QUARTER SERVICE DATES: January 1 - March 31, 2026

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. No activity this quarter.
C. Prepare agendas for local coordinating board meetings consistent with the <i>Local Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 3)	The agendas for the 3/4/26 annual public workshop and the regular meeting are 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 3/4/26 annual public workshop and of the regular meeting 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)	The annual public workshop was held on 3/4/26 at 1:30 p.m. The agenda, flyer advertisements, legal advertisement, and draft meeting minutes are enclosed.
F. Provide staff support for committees of the local coordinating board. (Task 3)	MPO staff coordinated with a CTC customer and the CTC regarding a complaint related to safety. MPO staff is assisting the CTC to follow the LCB Grievance Procedures.
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)	No activity this quarter.
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 most recent 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 3/4/26 annual public workshop and the 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)	No activity this quarter.
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.

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)	The CTC's proposed rate model for FY2026/2027 was reviewed and approved by LCB at its 3/4/26 meeting. The CTD approved rate model will be incorporated into the TDSP annual update, which is anticipated to be approved by the LCB at its 5/6/26 meeting.
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 3/4/26 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.	No activity this quarter.
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)	No activity this quarter.
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.

<p>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)</p>	<p>No activity this quarter.</p>
<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>The MPO, in coordination with LCB members, completed a proposed 2026 CTC Evaluation report this quarter. The Evaluation is being presented to the LCB for review and approval at its 5/6/26 meeting.</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 12/3/25. Additional evaluation of the coordination contracts occurred this quarter in connection with the annual evaluation of the CTC, which is being presented to the LCB for approval at its 5/6/26 meeting.</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:

[Redacted area]

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

s/Carmen Monroy

Representative

Date: 4/29/2026

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: Sean Kingston, AICP, PMP Principal 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) Changing the Vice Chair to Charles E. Lascari, representing persons with disabilities from Carmen Henry, representing Southwest Florida Regional Workforce Development Board.

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

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

Prepared By: Sean Kingston, AICP, PMP Principal Planner

ATTACHMENTS:

1. Updated LCB Membership Roster (4/24/2026)

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>	Idela (Del) Hernandez Employment Network of SW Florida 3050 Horseshoe Drive N, Ste. 158 Naples, FL 34104 Mobile: 239-452-4020 Office: 239-316-7298 idelah@enworks.org	Appt: 4/11/2025 Term expires: 5/2028
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 April 24, 2026
 18 total Members, 3 Vacancies, 15 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: Dale Hanson 863.519.2321 Dale.Hanson@dot.state.fl.us Secondary Alternate: Todd Engala (863) 519-2657 todd.engala@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 Fax: (239) 262-2548 Lisa.Oleary@vr.fldoe.org	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 Patti.warren@vr.fldoe.org

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<i>A Representative of:</i>	<i>Voting Member</i>	<i>Alternate</i>
<p>11. <i>Area Agency on Aging SWFL – Florida Department of Elder Affairs</i></p>	<p>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</p>	
<p>12. <i>Florida Agency for Health Care Administration</i></p>	<p>Michael Stahler AHCA 2295 Victoria Ave., Suite 319 Fort Myers FL 33901 (239) 335-1251 Cell: 239-223-9955 Michael.Stahler@ahca.myflorida.com</p>	<p>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</p>
<p>13. <i>Representative for Children at Risk</i></p>	<p>Brett Nelson CCPS 5775 Osceola Trail Naples, FL 34109 (239) 377-0001 Nelsob2@collierschools.com</p>	<p>Emily Kafle Director, Exceptional Student Education CCPS 5775 Osceola Trail Naples, FL 34109 (239) 377-0135 kaflee@collierschools.com</p>
<p>14. <i>Private Transportation Industry</i></p>	<p>Vacant</p>	
<p>15. <i>Disabled</i></p>	<p>Charles E. Lascari, Vice-Chair 6643 Vancouver Lane Naples, FL, 34104 973-289-7009 charleslascari@gmail.com</p>	<p>Appt: 4/12/2024 Term expires: 5/12/2027</p>
<p>16. <i>Local Medical Community</i></p>	<p>Julia Manning David Lawrence Centers 2806 Horseshoe Drive S Naples, FL 34104 (239) 263-4013 juliam@dlcenters.org</p>	<p>Monica Lucas David Lawrence Centers 2806 Horseshoe Drive S Naples, FL 34104 (239) 263-4013 monical@dlcenters.org</p>

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<i>A Representative of:</i>	<i>Voting Member</i>	<i>Alternate</i>
17. <i>Southwest Florida Regional Workforce Development Board</i>	Carmen Henry 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.co m	
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>
Leslie Barnes - MV General Manager 239-252-4983
Marirka Maldonado, Paratransit Manager, 239-252-4997

Medicaid Transportation Provider

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)

Last Updated April 24, 2026
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With a Quorum of 4

<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.colliermplanning.org