



## TRANSPORTATION DISADVANTAGED SERVICE PLAN



**ANNUAL UPDATE FY 2026**

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

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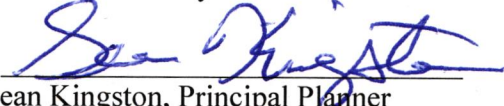
## TDSP Certifications

### Local Coordinating Board Membership Certification

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

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

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

Signature:   
 Sean Kingston, Principal Planner  
 Collier Metropolitan Planning Organization

Date: 6/12/26

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; Carol Hernandez	
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	X		
Idela Hernandez	Citizens Advocate/Non-User	X		
Oscar Gomez	Veteran Services			X
Cheryl Burnham Pa Houa Lee-Yang	Fla. Assoc. for Community Action	X		
John Lambcke	Public Education			X
Victoria Upthegrove Todd Engala Dale Hanson	Dept. of Transportation	X		
Tabitha Larrauri	Dept. of Children & Families			X
Lisa O'Leary Patti Warren	Dept. of Education	X		
Sarah Gualco	Dept. of Elder Affairs			X
Michael Stahler Signe Jacobson	Agency for Health Care Administration			X
Disabled	Charles Lascari			X
Julia Manning Monica Lucas Carol Hernandez	Local Medical Community	X		
Carmen Henry	Regional Workforce Board	X		
Leah Watson	Agency, Persons with Disabilities			X
Brett Nelson Emily Kafle	Children at Risk			X

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

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

<b>Fiscal Year</b>	<b>Total Paratransit Trips</b>	<b>Trip Type</b>	<b>Percent Increase from Prior Year</b>
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**

<b>Month in 2024</b>	<b>Number of Completed Trips</b>
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
<b>Total</b>	<b>129,443</b>

*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
<b>Service Improvements</b>						
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 SL-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

Service Improvements	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
<b>Service Expansion</b>			<b>\$3,837,994</b>	<b>\$0</b>		
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
<b>New Service</b>			<b>\$41,374,955</b>	<b>\$2,930,750</b>		
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
<b>Other Improvements</b>			<b>\$ 5,047,919.00</b>	<b>\$ -</b>		
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

Service Improvements	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
<b>Transit Asset Management</b>			<b>\$0</b>	<b>\$5,095,000</b>		
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**

<b>CTD Calculated Rates – FY 2026/2027 CTD Rate Model Approved by LCB on 3/4/26</b>	
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**

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

TD fare - 151% <del>or higher above poverty level</del> <u>to 350% of Poverty Level</u>	<del>\$4.00</del> <u>5.00</u>
<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>	<u>N/A</u>

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

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

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

## SECTION 3-QUALITY ASSURANCE

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

### 1. CTC Evaluation Process

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

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](http://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

<b>CTC Name:</b>	Collier County Board of Commissioners
<b>County (Service Area):</b>	Collier County
<b>Contact Person:</b>	Trinity Scott
<b>Phone #:</b>	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:

<b>ORGANIZATIONAL TYPE:</b>	<b>NETWORK TYPE:</b>
<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 <b>ACTUALS</b> from July 1st of <b>2025</b> to June 30th of <b>2026</b>	Current Year's <b>APPROVED</b> Budget, as amended from July 1st of <b>2026</b> to June 30th of <b>2027</b>	Upcoming Year's <b>PROPOSED</b> Budget from [dropdown] <b>2027</b> to June 30th of <b>2028</b>	% 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%	
<b>Bus Pass Program Revenue</b>						

### 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						
<b>Bus Pass Program Revenue</b>						

### 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%		
<b>Bus Pass Program Revenue</b>						

### 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)						
<b>Bus Pass Program Revenue</b>						

### AHCA

Medicaid						
Other AHCA (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### DCF

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

### DOH

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

### 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)						
<b>Bus Pass Program Revenue</b>						

### AWI

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

### DOEA

Older Americans Act	\$ 3,709			-100.0%		
Community Care for Elderly						
Other DOEA (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### DCA

Community Services						
Other DCA (specify in explanation)						
<b>Bus Pass Admin. Revenue</b>						

**APD**

Office of Disability Determination					
Developmental Services					
Other APD (specify in explanation)					
<b>Bus Pass Program Revenue</b>					

**DJJ**

(specify in explanation)					
<b>Bus Pass Program Revenue</b>					

**Other Fed or State**

XXX					
XXX					
XXX					
<b>Bus Pass Program Revenue</b>					

**Other Revenues**

Interest Earnings	\$ 37,681			-100.0%	
XXXX					
XXXX					
<b>Bus Pass Program Revenue</b>					

**Balancing Revenue to Prevent Deficit**

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

Balancing Revenue is Short By =		None	None		
<b>Total Revenues =</b>	<b>\$7,564,022</b>	<b>\$10,324,200</b>	<b>\$9,316,400</b>	<b>36.5%</b>	<b>-9.8%</b>

**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					

<b>Total Expenditures =</b>	<b>\$7,564,022</b>	<b>\$10,324,200</b>	<b>\$9,316,400</b>	<b>36.5%</b>	<b>-9.8%</b>
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Once completed, proceed to the Worksheet entitled "Budgeted Rate Base"







\$5,032,100

\$5,032,100

# Worksheet for Program-wide Rates

CTC: Collier County Board Version 1.4  
 County: Collier County

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

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

PROGRAM-WIDE RATES	
Total <u>Projected</u> Passenger Miles =	1,972,900
<b>Rate Per Passenger Mile = \$</b>	<b>2.55</b>
Total <u>Projected</u> Passenger Trips =	136,144
<b>Rate Per Passenger Trip = \$</b>	<b>36.96</b>

Fiscal Year  
 2027 - 2028

<b>Avg. Passenger Trip Length =</b>	<b>14.5 Miles</b>
-------------------------------------	-------------------

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

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

### Vehicle Miles

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

### Vehicle Revenue Miles (VRM)

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

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

### Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

## Worksheet for Multiple Service Rates

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
Leave Blank	Leave Blank	Do NOT Complete Section II for Stretcher Service	Leave Blank

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

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**

- Do you want to charge all escorts a fee?  Yes  No  
Skip # 2 - 4 and Go to Section IV
- If you answered Yes to #1, do you want to charge the fee per passenger trip OR  Pass. Trip  Pass. Mile **Leave Blank**  
per passenger mile? **Leave Blank**
- 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**
- How much will you charge each escort?  **Leave Blank**

**SECTION IV: Group Service Loading**

- If the message "You Must Complete This Section" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank)  **You Must Complete This Section!**
- ..... And what is the projected total number of Group Vehicle Revenue Miles?  **Loading Rate 1.74 to 1.00**

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

- 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	Group	
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	1,972,900	1,643,734	180,730	Leave Blank	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	Group	
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	136,144	113,052	14,608	Leave Blank	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

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

		Combination Trip and Mile Rate				
		Ambul	Wheel Chair	Stretcher	Group	
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =				Leave Blank		
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***

<b>ITEM</b>	<b>PAGE</b>
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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:

<b>Coordination Contract Agencies</b>				
<b>Name of Agency</b>	<b>Address</b>	<b>City, State, Zip</b>	<b>Telephone Number</b>	<b>Contact</b>

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)?

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

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

Yes    No

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION?    Yes    No

Comments:

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

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

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

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

Cost [CTC and Coordination Contractor (CC)]

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

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

Cost [CTC and Transportation Alternative (Alt.)]

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION?  Yes  No

**RULE 41-2**

Findings:

Recommendations:

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

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

Review the TDSP for the Commission standards.

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

Adequate seating	
Driver Identification	
Passenger Assistance	
Smoking, Eating and Drinking	

Two-way Communications	
Air Conditioning/Heating	
Billing Requirements	

## COMMISSION STANDARDS

Findings:

Recommendations:

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

### Compliance with Local Standards

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

Review the TDSP for the Local standards.

Local Standards	Comments
Transport of Escorts and dependent children policy	<b>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.</b>
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	<b>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.</b>
Pick-up Window	<b>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.</b>

<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 <b>Standard: no more than 1.2 accidents per 100,000 miles</b>	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Roadcalls <b>Standard: no less than 10,000 miles between each road call</b>	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Complaints <i>Number filed:</i>	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Call-Hold Time	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	

## 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**

**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



**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

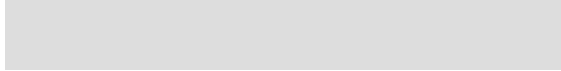
If used, was the lift in good working order? *not used*  Yes  No



# 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:**

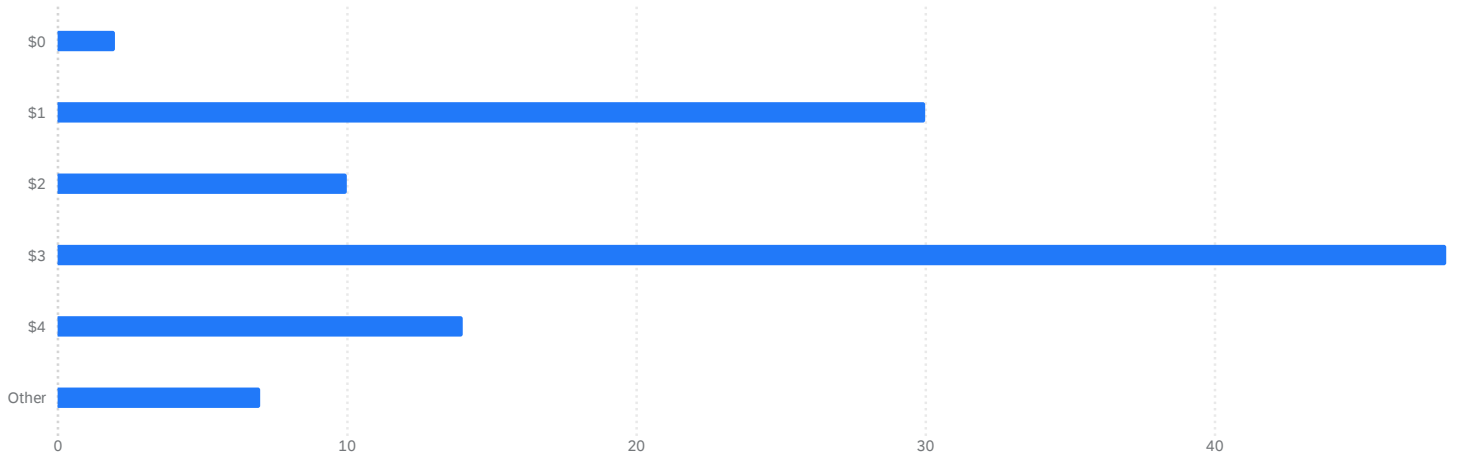
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How much did you pay for your ride the last time you used CAT Connect? 111 ⓘ



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

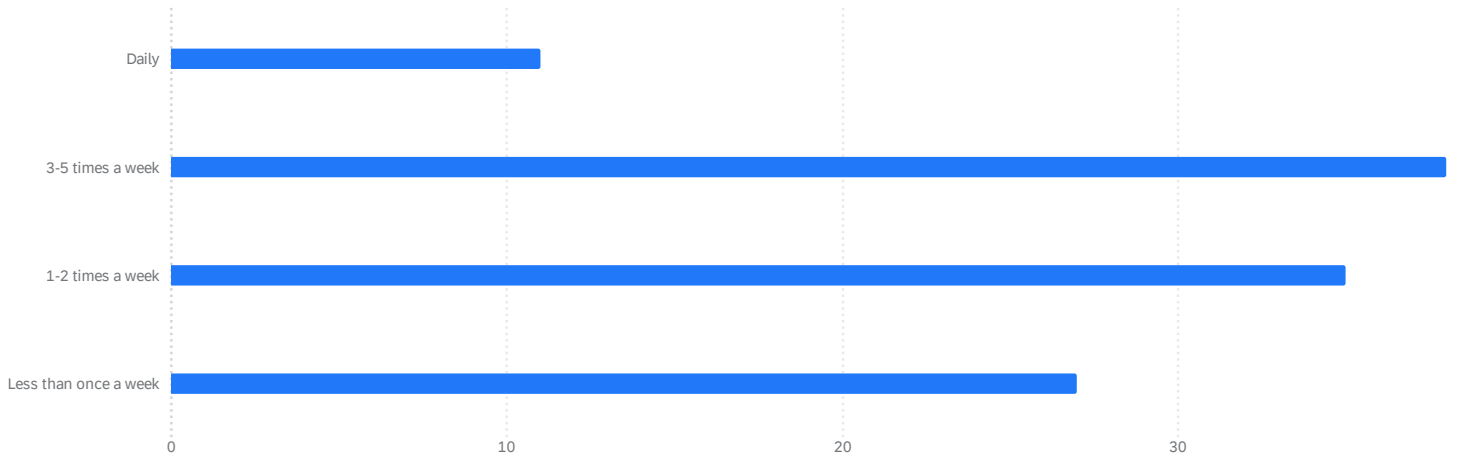
Minimum

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 ⓘ



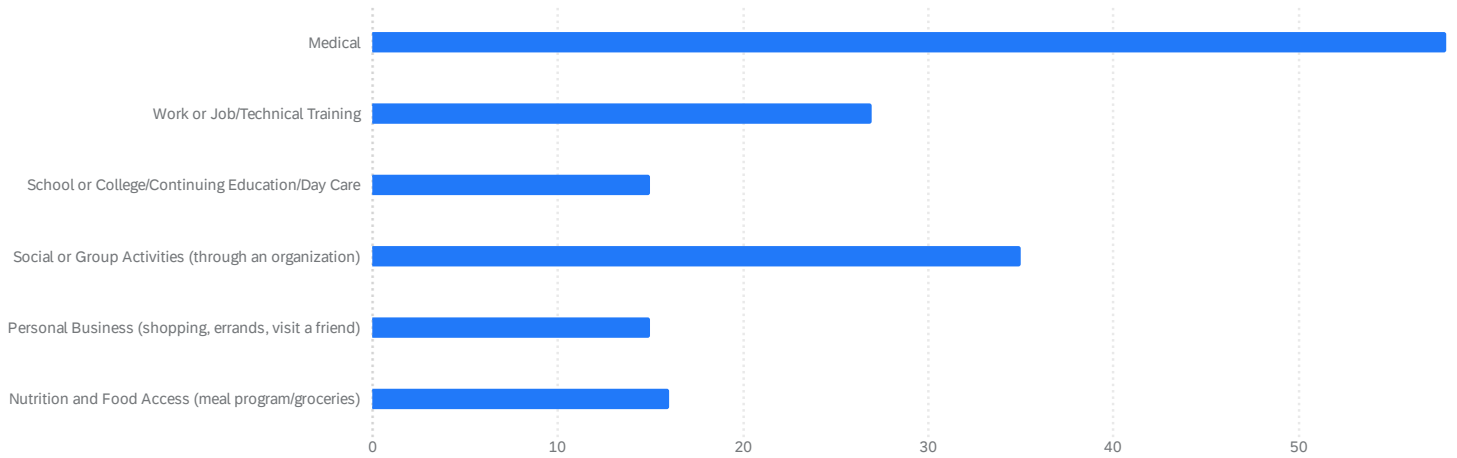
How often do you normally use CAT Connect? 111 ⓘ

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

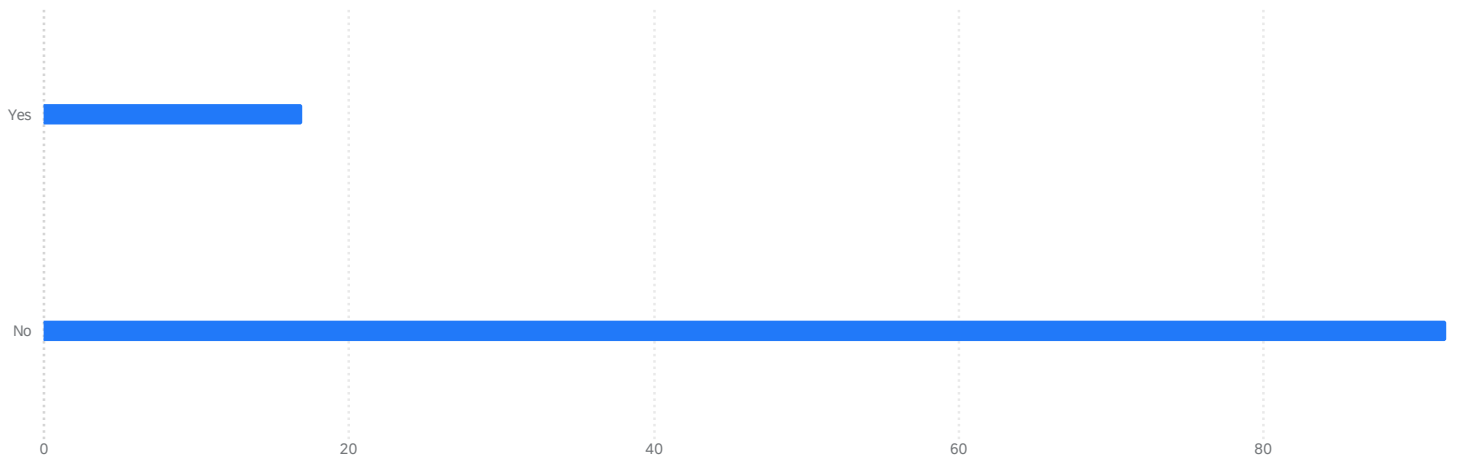
What do you use CAT Connect for the most? 109 ⓘ



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 ⓘ



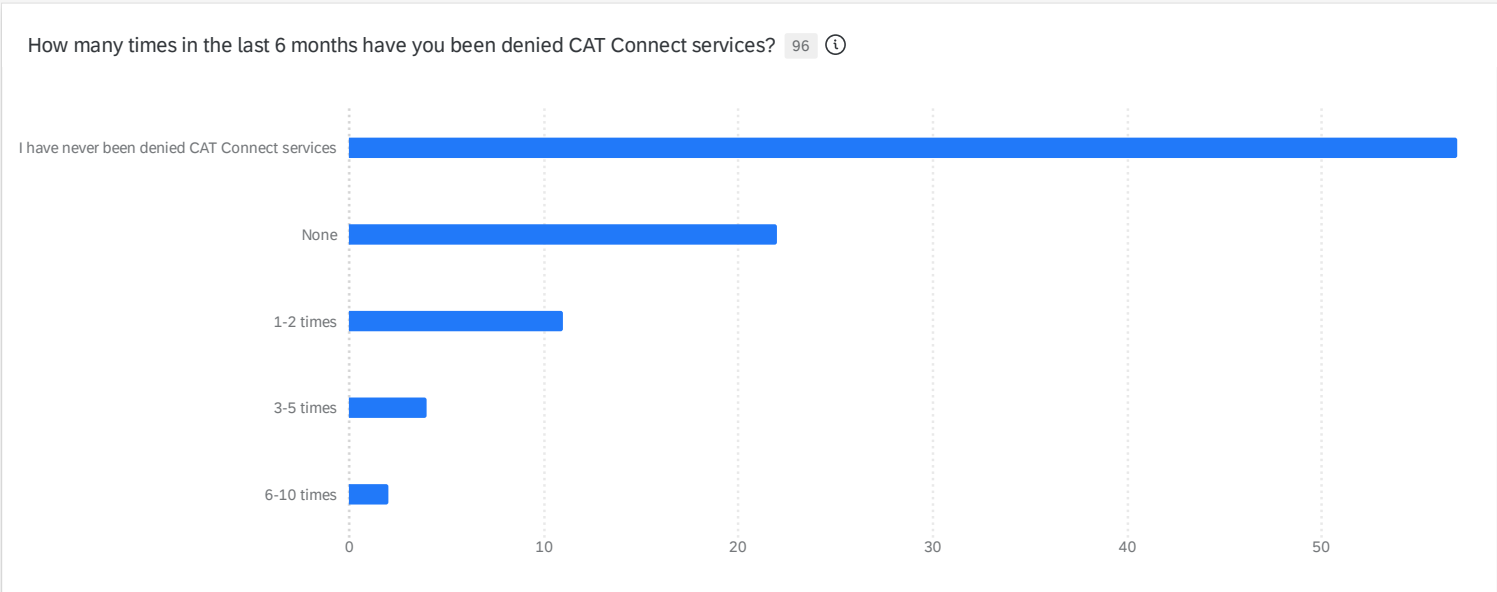
Have you ever been denied CAT Connect services? 109 ⓘ

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



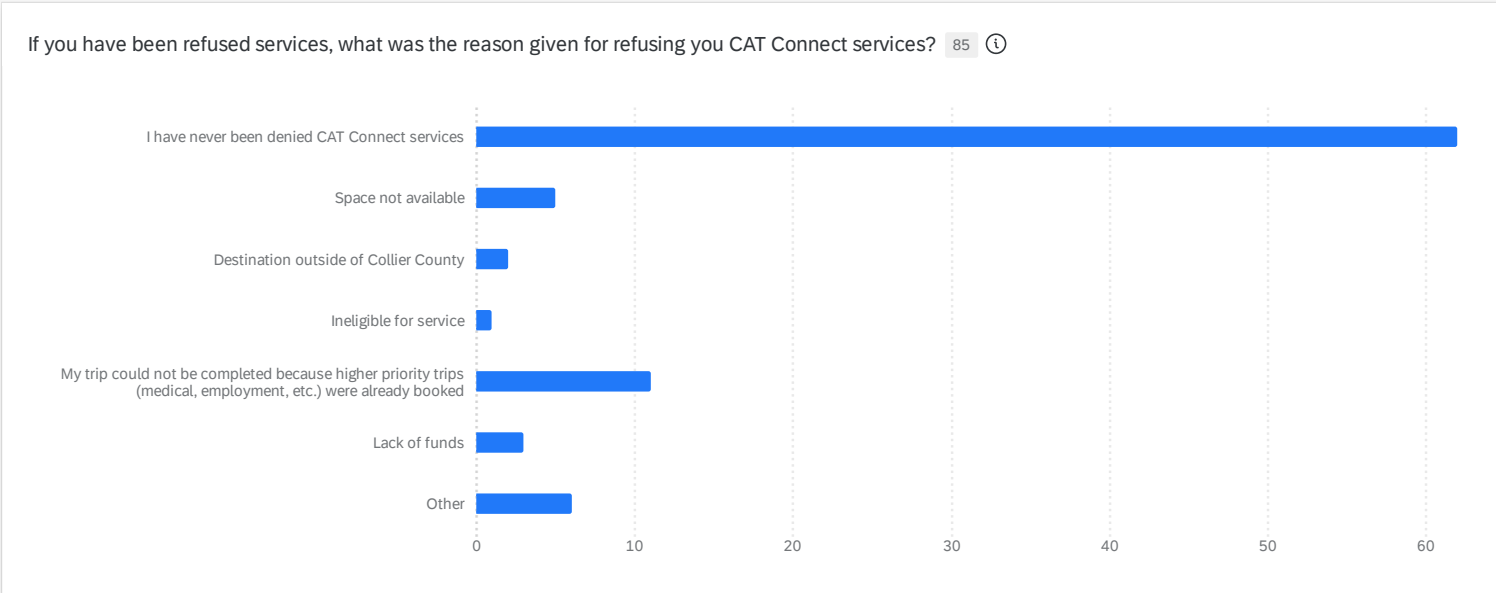
How many times in the last 6 months have you been denied CAT Connect services? 96 ⓘ

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...

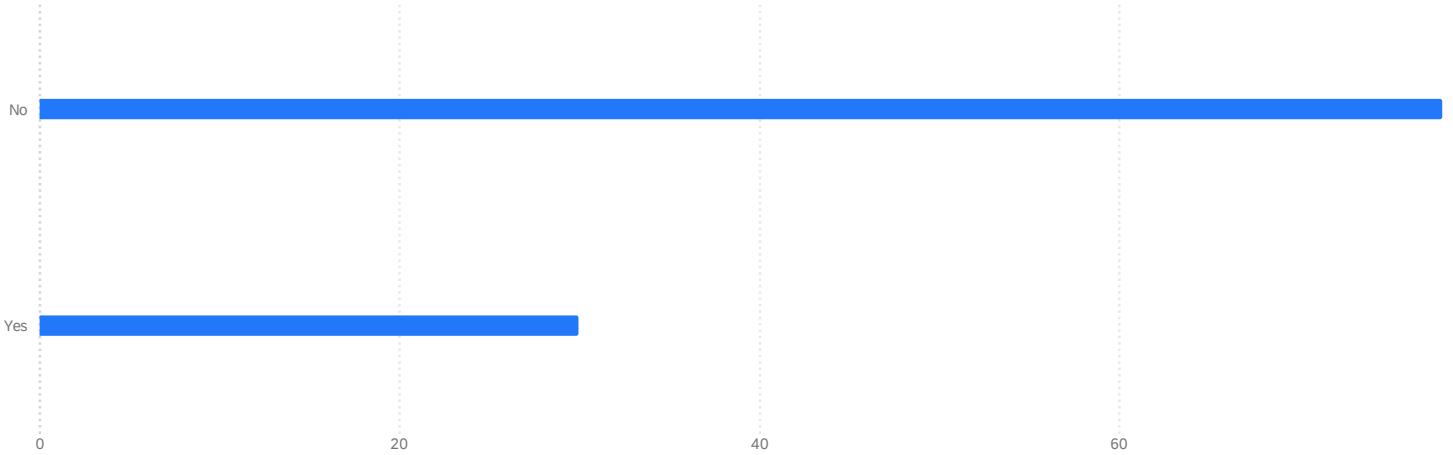
Count Average (On a scale of 1 to 10 (10 being most satisfied), rate the CAT Connect servi...)

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 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

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Buen servicio

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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

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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

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

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A ride

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

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

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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.

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It's a great help!

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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

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It means a lot, helps me!

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Need more funding and vehicles

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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

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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.

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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.

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**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				
<b>TOTAL TRIPS</b>	<b>133,799</b>	<b>156,438</b>	<b>165,444</b>				

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
<b>TOTAL TRIPS</b>	<b>133,799</b>	<b>156,438</b>	<b>165,444</b>

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
<b>TOTAL TRIPS</b>	<b>133,799</b>	<b>156,438</b>	<b>165,444</b>

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
<b>TOTAL TRIPS</b>	<b>133,799</b>	<b>156,438</b>	<b>165,444</b>

## Level of Competition Worksheet 2

1. Inventory of Transportation Operators in the Service Area

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

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

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

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

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

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

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

	Low bid
	Requests for qualifications
	Negotiation only

	Requests for proposals
	Requests for interested parties

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

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

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

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

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

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

The request for bids/proposals was distributed:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

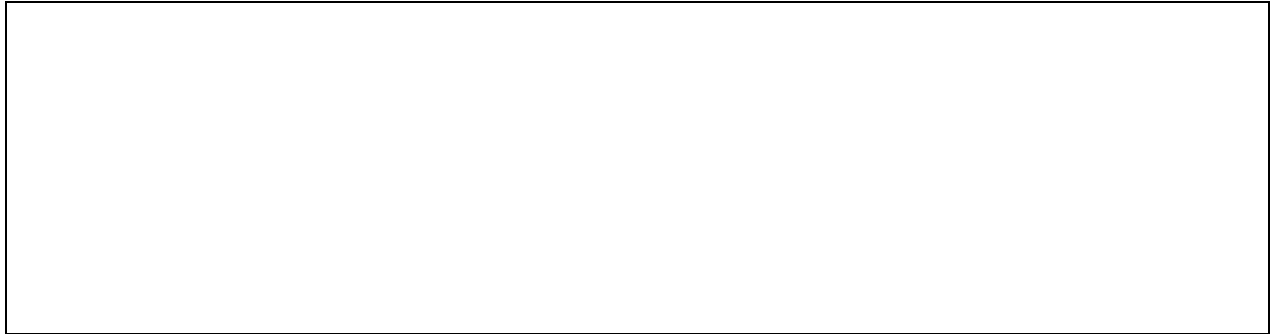
**Trip Reconciliation** – How is the confirmation of official trips coordinated?

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

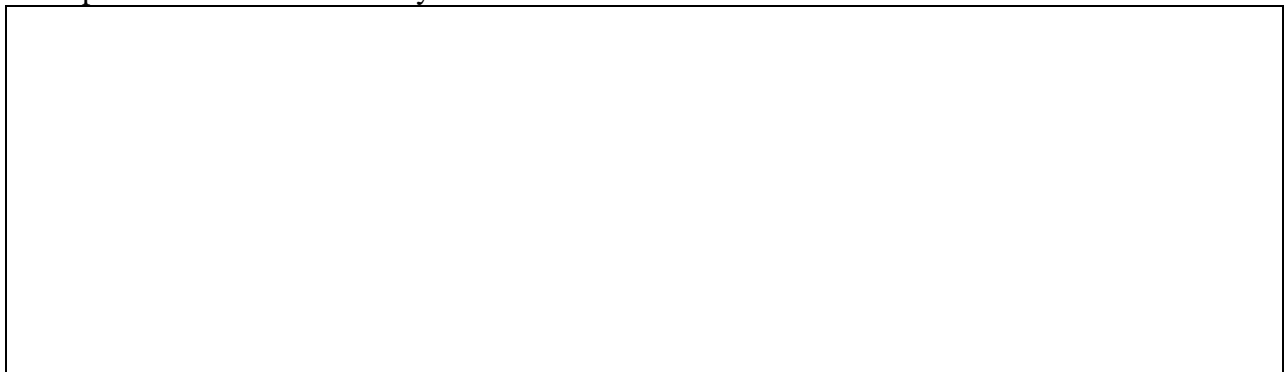
**Reporting** – How is operating information reported, compiled, and examined?

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

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

A large, empty rectangular box with a black border, intended for a response to the question above.

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

A large, empty rectangular box with a black border, intended for a response to the question above.

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

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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](mailto:CTDOmbudsman@dot.state.fl.us).

Public Transit and Neighborhood Enhancement Division Director  
8300 Radio Road

Naples, FL 34104

Phone: 239-252-5841

Email: [rideCAT@collier.gov](mailto: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](mailto: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](mailto:CTDOmbudsman@dot.state.fl.us) or [www.dot.state.fl.us/ctd](http://www.dot.state.fl.us/ctd). Upon request of the complainant, the CTD will provide the complainant with an accessible copy of the CTD's Grievance Procedures. If the

CTD is unable to resolve the grievance, the complainant will be referred to the Office of Administrative Appeals or other legal venues appropriate to the specific nature of the grievance. All of the steps outlined in Section 6 and Section 7(1) and (2) must be attempted in the listed order before a grievance will move to the next step. The complainant should be sure to try and have as many details as possible, when filing a complaint, such as date, times, names, vehicle numbers, etc. There is an Ombudsman Program, provided by the CTD, which is available to anyone who requests assistance in resolving complaints/grievances. The Ombudsman Program may be reached through the toll free Helpline at 1-800-983-2435 or by email at [CTDOmbudsman@dot.state.fl.us](mailto:CTDOmbudsman@dot.state.fl.us) or [www.dot.state.fl.us/ctd](http://www.dot.state.fl.us/ctd). By requesting assistance of the Ombudsman Program in resolving complaints, the complaint will still follow, in order, all of the established steps listed in Sections 6 and 7 above. The Ombudsman will document each complaint and upon the request of the complainant, file the complaint with the local CTC on the customer's behalf, to begin the local complaint process. If the complainant has already filed the grievance locally and remains unsatisfied, the Ombudsman will assist the complainant with the next step in the complaint or grievance process. The complainant has the right to file a formal grievance with the Office of Administrative Appeals or other venues appropriate to the specific nature of the complaint.

**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.*