



## CITIZEN'S ADVISORY COMMITTEE

3:00 p.m. Thursday, April 4, 2013  
Lee County Metropolitan Planning Organization  
City of Cape Coral Annex/Public Works Building  
815 Nicholas Parkway East, Cape Coral, FL 33990



**3:00 p.m.**

## AGENDA

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### Call to Order

### Roll Call

### Approval of Minutes

1. [\\*Minutes from the February 7, 2013 CAC Meeting](#)
2. [\\*Minutes from the March 7, 2013 Joint Lee and Collier CAC Meeting](#)
3. Public Comments on Items on the Agenda

### New Business

4. [\\*Review and Approval of the Transportation Disadvantaged Service Plan](#) (Don Scott)
5. [\\*Review and Approval of the MAP-21 Bicycle Pedestrian Project Funding and Prioritization Scope](#) (Don Scott)
6. [\\*Endorsement of Good Wheels 5310 Grant Application](#) (Don Scott)
7. [+Presentation and Provide Input on the Proposed US 41 Pedestrian Refuge Islands](#) (FDOT)
8. [+Presentation on the Bicycle Pedestrian Safety Action Plan](#) (Tindale Oliver)
9. [+Review of the Public Involvement Evaluation Report](#) (Meghan Marion)
10. [+Review of the Proposed Amendments to the Long Range Transportation Plan](#) (Don Scott)
11. [Update on the MPO Apportionment Letter and Response to FDOT](#) (Don Scott)

### Other Business

12. Public Comments on Items not on the Agenda
13. LeeTran Report
14. FDOT Report
15. Announcements
16. Topics for next meeting
17. Information and Distribution Items

### Adjournment

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\*Action Items    +May Require Action

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# MINUTES OF THE CITIZEN'S ADVISORY COMMITTEE

Held on February 7, 2013

The following members were present for the regular meeting of the Citizen's Advisory Committee on February 7, 2013 at the Lee County Sheriff's Department-Bravo Substation, 1301 Homestead Road North, Lehigh Acres, FL.

Margaret Banyan	Lee County District 1
Carie Call	Lee County District 1
Bill Williams	Lee County District 2
Tony Cardinale	Lee County District 3
Rick Anglickis	Lee County District 5
James Boesch	Lee County District 5
Phillip Boller	City of Cape Coral
Steven Hook	City of Cape Coral
Rick Williams	City of Cape Coral
Edward Tryka	City of Bonita Springs
Daniel Wagner	City of Bonita Springs
John Pohland	Town of Fort Myers Beach
Linda Carter	At-Large-Transportation Disadvantaged

Those also in attendance included: Russ Muller and Johnny Limbaugh with FDOT; Carmen Monroy with LeeTran; and Don Scott, Meghan Marion, Ron Gogoi and Anna Bielawska of the Lee County MPO.

Chairman Anglickis called the meeting to order at 3:07 p.m.

Ms. Marion called the roll and announced that a quorum was present.

## APPROVAL OF MINUTES

### Agenda Item #1 – Minutes from the January 3, 2013 CAC Meeting

**MOTION BY MR. RICK WILLIAMS TO APPROVE THE MINUTES FROM THE JANUARY 3, 2013 CAC MEETING. SECONDED BY MR. BOLLER. MOTION CARRIED UNANIMOUSLY.**

### Agenda Item #2 – Public Comments on Items on the Agenda

None.

Ms. Marion announced that there are three new members:

Ms. Banyan said that she is a faculty member at Florida Gulf Coast University and teaches land use planning. She was appointed by Commissioner Manning.

Ms. Call said she is an environmental planner and is LEED certified. She was appointed by Commissioner Manning.

Mr. Tryka said he is a civil engineer and works at Agnoli, Barber and Brundage in Naples. He was appointed by Mayor Ben Nelson.

## **NEW BUSINESS**

### **Agenda Item #3 – Review and Approval of the Lee MPO/LeeTran Transit Planning Interlocal Agreement**

Mr. Scott presented this item. This agreement outlines the coordination activities and specifically addresses the use of the 5303 transit planning funds for the Committee's consideration.

Ms. Carter asked if this is the item that was tabled last month, and if this agreement is made every year. Mr. Scott answered yes and that this is a three year agreement.

Ms. Call mentioned that the agreement states it is a five year term instead of a three year term.

**MOTION BY MR. BOLLER TO APPROVE THE LEE MPO/LEETRAN TRANSIT PLANNING INTERLOCAL AGREEMENT PROVIDED THAT THE TERM IS CHANGED FROM FIVE YEARS TO THREE YEARS IN SECTION 8. SECONDED BY MR. HOOK. MOTION CARRIED UNANIMOUSLY.**

### **Agenda Item #4 – Review and Comment on the Transit Bus Pull Out Study Scope of Services**

Mr. Gogoi presented a PowerPoint on this item. The cost of the study is \$124,000.

Mr. Cardinale asked if the cost of the study includes conceptual design plans. Mr. Gogoi said yes. Mr. Scott said that coming up with standards for FDOT has also been discussed.

Ms. Carter asked what the cost will be after the project is completed in its operation including the signaling, maintenance, etc. Mr. Gogoi answered that some of this will be addressed in the Bus Queue Study Scope.

Mr. Pohland asked about the pull-offs on Estero Blvd. They do not follow the pull off standards recommended by FDOT District 1.

### **Agenda Item #5 – Review and Comment on the Transit Bus Queue Study Scope of Services**

Mr. Gogoi presented a PowerPoint on this item.

Ms. Carter asked if there is going to be signs warning that the bus comes first. Mr. Gogoi answered yes. Ms. Monroy said that it is important to note that these two scopes are both studies, and they identify what works best. LeeTran is looking at safety and operations improvement. Ms. Carter asked how LeeTran is going to educate the public about this. Ms. Monroy answered that the study comes first and identifies what is

important at each of the locations. Each improvement proposed will be appropriate for that specific location according to the existing and future land use.

Mr. Hook asked how a bus queue might improve general traffic movement. Ms. Monroy answered that this will help encourage more bus ridership, and this will alleviate traffic.

Ms. Banyan asked if this bus study and the previous one will be coordinated together, as there is a lot of overlap between the two scopes. Mr. Scott answered that they are a little bit different on the operations side. He still has to ask the LAP coordinator about coordinating the two studies.

Ms. Banyan also asked if it would be possible to look at an increase in operational efficiency in the two studies. Mr. Gogoi answered he will ask the consultant and that this is a valid point.

Mr. Hook asked how much of the data collected by LeeTran in previous studies will be used. Ms. Monroy said that they have studied Bus Rapid Transit in the entire county, especially along segments of US 41. These two bus studies will complement the Bus Rapid Transit (BRT) study because BRT needs to have quick movements for buses pulling in and out of traffic.

Ms. Carter asked if the BRT will include the new articulated buses. Ms. Monroy said that, ideally, you would like to incorporate these buses because of their increased passenger capacity. Any improvement made has to be appropriate for that location, and the new LeeTran facility does accommodate these types of buses.

**Agenda Item #6 – Approval of the Florida Department of Transportation being the Designated Recipient of FTA 5310 Funds**

Mr. Scott presented this item.

**MOTION BY MR. BILL WILLIAMS TO APPROVE THE FLORIDA DEPARTMENT OF TRANSPORTATION BEING THE DESIGNATED RECIPIENT OF FTA 5310 FUNDS. SECONDED BY MR. BOESCH. MOTION CARRIED UNANIMOUSLY.**

**Agenda Item #7 – Approval of the 5310 Application**

Mr. Scott presented this item.

**MOTION BY MS. CALL TO APPROVE THE 5310 APPLICATION. SECONDED BY MS. CARTER.**

Ms. Carter mentioned that one vehicle should be ADA (Americans with Disabilities Act) accessible.

**MOTION CARRIED UNANIMOUSLY.**

**Agenda Item #8 – Review of the I-75 Sketch Plan Segment Analysis**

Mr. Scott presented this item.

Ms. Carter said this looks good on paper, but it is going to be a disaster. There is a need for secondary parallel north/south roads for hurricane evacuations. Mr. Scott answered that this is why he raised the issue.

Ms. Banyan mentioned that Lee County has not done a good job thinking about the network of roads. She said you have to think more about the network connections when you think about relieving I-75 traffic.

### **Agenda Item #9 – Discussion on the Potential Regional TRIP Project Priorities**

Mr. Scott presented this item.

Mr. Rick Williams asked about the Burnt Store Widening funding impact.

### **Agenda Item #10 – Discuss Possible Items for the Upcoming Joint Lee Collier Meetings**

Mr. Scott presented this item. The next meeting is a joint meeting with Collier MPO in Estero.

Chairman Anglickis asked if any of the state MPOs will be combining. Mr. Scott answered that so far the answer is no.

## **Other Business**

### **Agenda Item #11 – Public Comments on Items not on the Agenda**

None.

### **Agenda Item #18 – Information and Distribution Items**

Chairman Anglickis requested a roster of new TAC & CAC members in the next agenda packet.

### **Agenda Item #16 – Announcements – Re-affirm BPCAC Appointments representing the CAC**

Ms. Marion said Ms. Carter is the main appointee and Mr. Urich is the alternate. Chairman Anglickis asked to reappoint these two.

### **Agenda Item #15 – FDOT Report**

Mr. Limbaugh of FDOT announced that there is a Transit Planning Position job opening at FDOT District 1.

### **Agenda Item #14 – LeeTran Report**

Mr. Scott announced that LeeTran is looking for a volunteer to sit on the JARC (Job Access and Reverse Commute) Grant committee. Ms. Monroy added that the volunteer

would help make hard decisions to help distribute a small amount of money to very important projects. The time commitment would be up to September 30<sup>th</sup> of this year.

Ms. Monroy announced that the LeeTran Facility groundbreaking will be on March 25<sup>th</sup>. The construction will be 22 months.

**Agenda Item #13 – Determine if CAC Report is Necessary at MPO Board and Nominate a Presenter**

Mr. Rick Williams will be the presenter at the February MPO Board meeting. Mr. Scott suggested having someone from the Collier CAC do the report in March.

**Agenda Item #12 – Member Comments**

Mr. Rick Williams proposed to do a motion concerning impact fees. He suggested making a recommendation to the MPO Board not to support the impact fees cut until there is another source of funding.

Chairman Anglickis suggested going further and drafting a resolution that should be brought before the Board of County Commissioners meeting on March 12<sup>th</sup>.

Mr. Wagner said that the Bonita Springs council has already voted against the impact fees cut.

**MOTION BY MR. RICK WILLIAMS TO BRING A RESOLUTION THAT SUPPORTS KEEPING IMPACT FEES BEFORE THE BOARD OF COUNTY COMMISSIONERS AT THE MARCH 12<sup>th</sup> MEETING. SECONDED BY MS. CARTER. MOTION CARRIED UNANIMOUSLY.**

**Agenda Item #17 – Topics for next meeting**

None.

**ADJOURNMENT**

Meeting adjourned at 4:27 p.m.

# MINUTES OF THE JOINT COLLIER & LEE COUNTY MPO CITIZEN'S ADVISORY COMMITTEE

Held on March 7, 2013

The following members were present for the joint meeting of the Collier & Lee County MPO Citizen's Advisory Committee on March 7, 2013 at the Estero Community Park & Recreation Center, 9200 Corkscrew Palms Boulevard, 103A, Estero, Florida 33928.

## Collier CAC

Carl Bressan	City of Marco Island
Karen Homiak	Collier County District I
Fred Thomas	Collier County District V
Joyce Graham	Persons with Disabilities
Wayne Sherman	Collier County District IV
Gary Shirk	At-Large

## Lee CAC

Margaret Banyan	Lee County District I
Carie Call	Lee County District I
Bill Williams	Lee County District 2
Albert O'Donnell	Lee County District 3
Marion Briggs	Lee County District 4
James Boesch	Lee County District 5
Edward Tryka	City of Bonita Springs
Daniel Wagner	City of Bonita Springs
John Pohland	Town of Fort Myers Beach

Those also in attendance included: Wayne Gaither with LeeTran; Trinity Scott with CAT; Russ Muller with FDOT; Lauren Brooks with URS Corporation (FDOT); Tammy Vrana with Vrana Consulting (FDOT); Maureen Bonness with River of Grass Greenway; Lucie Ayer and Lorraine Lantz with Collier County MPO; Don Scott, Ron Gogoi, Meghan Marion and Anna Bielawska with Lee County MPO.

## CALL TO ORDER

The meeting was called to order at 1:36 p.m. by Mr. Scott.

Ms. Marion called the roll for Lee County CAC and announced that a quorum was present.

Ms. Lantz called the roll for Collier County CAC and announced that a quorum was present.

**Agenda Item #2 – Election of a Chairperson**

**MOTION BY MR. THOMAS TO NOMINATE MR. SHIRK AS THE JOINT COLLIER/LEE CAC CHAIRMAN. SECONDED BY MS. HOMIAK. MOTION CARRIED UNANIMOUSLY.**

**Agenda Item #3 – Public Comments**

None.

**Agenda Item #4 – Approval of Agenda**

Mr. Scott indicated that staff would like to move **Agenda Item #6B - Discussion of the Lee and Collier Reapportionment Letters and any Changes to Future Regional Activities** up to **ACTION ITEMS**. The Joint Collier/Lee TAC decided to vote on this item this morning.

**MOTION BY MR. THOMAS TO APPROVE THE MARCH 7, 2013 JOINT COLLIER/LEE CAC MEETING AGENDA AS AMENDED, MOVING AGENDA ITEM #6B UP TO ACTION ITEMS. SECONDED BY MR. WAGNER. MOTION CARRIED UNANIMOUSLY.**

**ACTION ITEMS**

**Agenda Item #5A – Prioritization and Approval of the Transportation Alternatives Program (TAP) Regional Pathways Priorities**

Mr. Scott presented this item. There was no money received last year for regional enhancement projects. FDOT has now indicated that it will consider programming these projects in the future using the State Portion of Transportation Alternative Program (TAP) funds allocated for District 1. This list is similar to last year's, except that Lee County has removed the SR 78 project.

Mr. Scott said that the major change from this morning was under Priority #1, the US 41 River of Grass Greenway. The Joint Collier/Lee TAC voted to remove the description of the north side of the 12' pathway (the side of the pathway should not be determined at this time).

**MOTION BY MR. THOMAS TO APPROVE THE TRANSPORTATION ALTERNATIVES PROGRAM (TAP) REGIONAL PATHWAYS PRIORITIES LIST AS AMENDED, EXCLUDING THE LISTED SIDE OF THE US 41 RIVER OF GRASS GREENWAY PROJECT. SECONDED BY MS. HOMIAK. MOTION CARRIED UNANIMOUSLY.**

**Agenda Item #6B – Discussion of the Lee and Collier Reapportionment Letters and any Changes to Future Regional Activities**

Mr. Scott presented this item. He said that the Collier and Lee MPOs go further than most other MPOs in regional coordination activities, including having a formal interlocal agreement and joint committee meetings.

The motion made by the Joint Collier/Lee TAC this morning was to recommend that each MPO remain separate but continue with further regional coordination activities.

Ms. Ayer stated that there will be a joint resolution brought to the Joint Collier/Lee MPO Board at the March 22<sup>nd</sup> meeting justifying the reasons for staying as separate MPOs.

Mr. O'Donnell asked for clarification on what will happen with the two MPOs in the next several years. Mr. Scott replied that, in the past, there was a stricter emphasis on the combining of the MPOs. Ms. Ayer added that there are several groups who would like to see a fewer number of MPOs.

**MOTION BY MR. BILL WILLIAMS TO ENDORSE SEPARATE COLLIER AND LEE MPOS AND UPDATING THE INTERLOCAL AGREEMENT FOR JOINT REGIONAL TRANSPORTATION PLANNING AND COORDINATION BETWEEN THE COLLIER AND LEE COUNTY MPOS AS NEEDED. SECONDED BY MR. THOMAS. MOTION CARRIED UNANIMOUSLY.**

**REPORTS AND PRESENTATIONS**

**Agenda Item #6A – Discussion on the Future Funding Opportunities for the Lee Collier (LinC) Transit Connection**

Mr. Scott presented this item. LeeTran has asked to bring this item forth for discussion in identifying the future funding opportunities for the Lee Collier transit connection, also known as LinC. This morning it was clarified that the funding will go through September 30<sup>th</sup>, 2014. This is an issue to be discussed in the near future. LeeTran and CAT will discuss this route at a joint meeting tomorrow, March 8<sup>th</sup>.

Mr. Gaither provided some statistics concerning the LinC route. There are 9,000/month consistent riders. If you combine LinC with route 150, which complements it, the ridership is at 11,000 riders/month. LinC is a route that is well received by citizens both in Lee and Collier county.

Mr. Scott asked Mr. Gaither if he wants to speak about the issues concerning Route 60 and Florida Gulf Coast University. Mr. Gaither explained that FGCU has decided to pull money for Route 60 that provides access to campus. LeeTran has no funds to continue a Monday-Sunday service out there and is looking for alternative funding sources.

There have been meetings between faculty and students who want to continue working with LeeTran.

Mr. Thomas asked about the ridership on Route 60. Mr. Gaither responded that it is quite low averaging about 6,000 trips per month.

FGCU was contributing \$250,000 to the cost of running Route 60.

Ms. Banyan said that the ridership today does not reflect the importance of the route. There will be a future high density development at Miromar, which will house students and faculty. She also said that there will be an I-Hub (Innovation Hub) development, which will increase ridership. This is a big concern for faculty at FGCU.

Ms. Call asked why FGCU pulled the funds from Route 60. Ms. Banyan answered that FGCU is struggling financially.

Mr. Scott asked if this will impact the FGCU master plan in any way. Ms. Banyan that there was great emphasis on public transit in the master plan and alternative transportation modes.

Mr. Thomas mentioned that there is a similar situation with Ave Maria University in Collier County.

Mr. O'Donnell would like to see a more specific financial analysis concerning this route.

Ms. Banyan specified that the new mixed use development will be on Ben Hill Griffin Pkwy south of the university. There will also be a lot of students traveling between the I-Hub and campus.

Mr. Bill Williams asked to make a motion to have FGCU reconsider their decision of termination with Lee County and to look at alternative funding opportunities. This should be discussed with the Lee County Board of County Commissioners, FGCU, and LeeTran.

Mr. Gaither said that the Board of County Commissioners will be discussing this at an upcoming meeting.

**MOTION BY MR. BILL WILLIAMS TO HAVE THE LEE COUNTY BOARD OF COMMISSIONERS DISCUSS THE RECONSIDERATION OF FGCU'S DECISION TO TERMINATE FUNDING FOR ROUTE 60 AND TO SEEK ALTERNATIVE FUNDING SOURCES. SECONDED BY MS. CALL.**

Mr. Bill Williams said this will send a positive message about mass transit, and this is not always a cost-benefit situation.

Mr. Thomas recommended a solution in terms of Payment in Lieu of Taxes.

Ms. Banyan emphasized that it would help if an external body would pressure the university as faculty have limited sources.

Mr. Wagner said that this entire discussion is dealing with a lot of guesswork, and it would help to have an FGCU representative contribute to the discussion.

**MOTION CARRIED WITH MR. DANIEL WAGNER OPPOSED.**

**Agenda Item #6C – Update on the Long Range Transportation Plans for Old US 41 from US 41 in Collier County to Bonita Beach Road in Lee County**

Ms. Lantz presented this item. Collier MPO has been working on a Minor Update to the 2035 Long Range Transportation Plan and is expected to adopt it on March 8<sup>th</sup> before the Collier MPO Board. Collier has added the Old US 41 project (from Collier County to Bonita Beach Rd in Lee County) into the cost feasible plan. She said that the future implications of this action need to be discussed.

Mr. Scott that Lee County will do an amendment to match the Collier time frame of this project in the next few months.

**Agenda Item #6D – Presentation on the US 41/Bonita Beach Road Interchange ETDM Project**

Ms. Lauren Brooks from the URS Corporation provided a PowerPoint on this project. They are assisting FDOT with the Efficient Transportation Decision Making Process (ETDM) for this project, a precursor to the PD&E phase.

Ms. Ayer asked which road will cross over the other road. Ms. Brooks replied that the PD&E study will assess that. Mr. Scott said that it has not been determined yet, but it makes more sense for US 41 to go over Bonita Beach Rd because of the spacing of the intersections. Ms. Ayer also asked how transit will be enhanced. Ms. Brooks said it will reduce delays at the intersection.

Mr. O'Donnell suggested having additional Right-of-Way to improve the aesthetics of the project.

Ms. Banyan said that the economic impact of this project should not be discounted.

**Agenda Item #6E – Update of Strategic Intermodal System (SIS) Projects and Plans**

Mr. Massey of FDOT presented this item.

Mr. Thomas asked when the SR 82 to Hendry County project will be completed. Mr. Massey answered that the project is currently unfunded. It is proposed to be in the cost feasible plan.

Mr. Scott mentioned that a sub-committee was formed this morning at the Collier/Lee Joint TAC meeting.

Mr. Massey pointed out to Mr. Thomas that FDOT is introducing a PD&E for SR 29 from I-75 to Oil Well Rd for possible expansion.

The **Sub-Committee** members from the CAC are:

**Lee County CAC:** Bill Williams and Al O'Donnell

**Collier County CAC:** Fred Thomas and Wayne Sherman

Mr. Thomas asked about having SR 29 go north of 858. Mr. Massey said that this is an ongoing PD&E, and they will see what alternatives are available.

Ms. Ayer asked Mr. Scott if they are going to do a joint recommendation for the Collier/Lee MPO Board meeting on March 22<sup>nd</sup> concerning SR 82. Mr. Scott responded that a resolution was discussed this morning to fund SR 82 as far as possible. SR 82 has no funding for a Right-of-Way until the next second 10 years on many segments.

#### **Agenda Item #6F – Discussion on the Development of Transportation Regional Incentive (TRIP) Priorities**

Mr. Scott presented this item. None of TRIP projects in the District were funded due to a lack of available TRIP funds. Mr. Scott said the list will be re-submitted. He asked the jurisdictions for project applications by mid-April. The Collier and Lee MPO Boards will prioritize them in June.

#### **Agenda Item #6G – Presentation on the River of Grass Greenway Project**

Ms. Bonness gave a PowerPoint presentation on the US 41 River of Grass Greenway project. This project was envisioned as a multiuse pathway along the Everglades between Naples and Miami. This pathway will be roughly parallel to US 41. The public involvement MindMixer website for this project is at [www.riverofgrassgreenway.org](http://www.riverofgrassgreenway.org).

Mr. O'Donnell asked how the motorized traffic will be kept off the pathway. Ms. Bonness said these issues are still being addressed with the public.

### **Other Business**

#### **Agenda Item #7 – Florida Department of Transportation Report**

None.

**Agenda Item #8 – Transit Update**

Ms. Trinity Scott of CAT provided a PowerPoint presentation giving an overview of the Collier County Transit System. She said that there has been a continuous increase in ridership over the last three years on Collier's fixed route. There were over 1.2 million riders last year.

**Agenda Item #9 – Members' Comments**

Mr. Thomas emphasized the tourist appeal of the Seminole Casino in Immokalee and that most tourist destinations are a 2 hour distance from that location.

**Agenda Item #10 – Information Items**

Mr. Scott said that there is a Summary of the FDOT 2013 Legislative Package in the agenda packet. The noise mitigation component was highlighted to the local jurisdictions.

**ADJOURNMENT**

Meeting adjourned at 3:30 p.m.

## **ENDORSEMENT OF THE MINOR UPDATE TO THE TRANSPORTATION DISADVANTAGED SERVICE PLAN**

**RECOMMENDED ACTION:** Review and endorsement of the minor update to the Transportation Disadvantaged Service Plan (**attached**).

The **attached** Transportation Disadvantaged Service Plan (TDSP) includes all of the changes that have been made to date. These revisions include the changes that were recommended by the Local Coordinating Board (LCB) at their March 1, 2013 meeting. The changes that have been made to the document include the following:

- Cover Page: Date Change
- Pg 19-20: Certification Sheet (New ones will be added as needed)
- Pg 21: Roll Call Vote of adoption of the TDSP
- Pg 26: Existing Conditions, Lee Plan update and SWFRPC SRPP update.
- Pg 28: LeeTran TLC
- Pg 29: Public Hearing date change
- Pg 30: Land Use info
- Pg 31: City/Town Map
- Pg 32: Table 2 - Population
- Pg 33: Lee County Major Employers of 2012
- Pg 35: Lee County Major Manufacturers 2012
- Pg 36: Added a Header to Table 6 explaining the table
- Pg 36: Table 6: 2011/12 Trips by Purpose
- Pg 36: Table 7: 2011/12 Passenger Trips Provided by Funding Source
- Pg 37: Table 9- Shopping/Entertainment and Table 10 – Medical Facilities
- Pg 38: Updated Attractors Map
- Pg 39: Education data
- Pg 44: Table 13- Forecasts of TD Population and LeeTran types of services
- Pg 49: CTC CIP
- Pg 53: LeeTran routes
- Pg 54: Updated ADA Paratransit Service
- Pg 54: Senior Friendship Centers of SWFL and Coordination Contract Agencies
- Pg 67: Discussion on prioritized trips only being medical
- Pg 71 and 80: Local service complaint/grievance and added Medicaid phone numbers
- Pg 83: Rate model language

- Updated EXHIBIT C – TD/MEDICAID NON-EMERGENCY TRANS. APPLICATION
- Updated EXHIBIT D – VEHICLE INVENTORIES
- Updated EXHIBIT E – ANNUAL SAFETY CERTIFICATION
- Updated EXHIBIT G – RATE STRUCTURE

TRANSPORTATION DISADVANTAGED SERVICE PLAN  
The Five-year Plan for the Lee County Service Area  
Minor Update 2013

Florida Commission for the



**Transportation  
Disadvantaged**

**DRAFT**  
**Transportation Disadvantaged Service Plan**  
**A Five-year Plan for the Lee County Service Area**  
**Minor Update March 1, 2013**

prepared by:

Lee County Metropolitan Planning Organization, the Designated Official Planning Agency  
Lee County Local Coordinating Board for the Transportation Disadvantaged and  
Good Wheels, Inc., Lee County Community Transportation Coordinator

TRANSPORTATION DISADVANTAGED SERVICE PLAN  
The Five-year Plan for the Lee County Service Area  
Minor Update 2013

TRANSPORTATION DISADVANTAGED SERVICE PLAN  
The Five-year Plan for the Lee County Service Area  
Minor Update 2013

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TRANSPORTATION DISADVANTAGED SERVICE PLAN  
The Five-year Plan for the Lee County Service Area  
Minor Update 2013

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EXHIBIT A – LEE COUNTY COMMUNITY TRANSPORTATION COORDINATOR  
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EXHIBIT B – TD ORGANIZATIONAL CHART

EXHIBIT C – TRANSPORTATION DISADVANTAGED/MEDICAID NON-EMERGENCY  
TRANSPORTATION PROGRAM ELIGIBILITY APPLICATION

EXHIBIT D – VEHICLE INVENTORIES

EXHIBIT E – ANNUAL SAFETY CERTIFICATION

EXHIBIT F – SERVICE COMPLAINT FORM

EXHIBIT G – RATE STRUCTURE

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**COMMISSION FOR THE TRANSPORTATION DISADVANTAGED  
GLOSSARY OF TERMS, STATUTES AND ABBREVIATIONS**

The following glossary is intended to coordinate terminology within the Florida Coordinated Transportation System. It is imperative that when certain words or phrases are used, the definition must be universally acknowledged.

**Accidents:** when used in reference to the AOR, the total number of reportable accidents that occurred whereby the result was either property damage of \$1000.00 or more, or personal injury that required evacuation to a medical facility, or a combination of both.

**(AER) Actual Expenditure Report:** an annual report completed by each state member agency and each official planning agency, to inform the Commission in writing, before September 15 of each year, of the specific amount of funds the agency expended for transportation disadvantaged services.

**Advance Reservation Service:** shared or individual paratransit service that is readily delivered with at least prior day notification, seven days a week, 24 hours a day.

**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 non-profit transportation service providing entity.

**(ADA) Americans with Disabilities Act:** a federal law, P .L. 101-336, signed by the President of the United States on July 26, 1990 providing protection for persons with disabilities.

**(AHCA) Agency for Healthcare Administration:** Our mission is Better Health Care for All Floridians, and together we are responsible for the administration of the Medicaid program, for the licensure and regulation of health facilities and for providing information to Floridians about the quality of the health care they receive in Florida.

**(AOR) Annual Operating Report:** an annual report prepared by the community transportation

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coordinator detailing its designated service area operating statistics for the most recent operating year.

**(APD) Agency for Persons with Disabilities:** The Agency Supports Persons with Developmental Disabilities in Living, Learning and Working in their Community. The APD works in partnership with local communities and private providers to assist people who have developmental disabilities and their families. APD also provides assistance in identifying the needs of people with developmental disabilities for supports and services.

**(APR) Annual Performance Report:** an annual report issued by the Commission for the Transportation Disadvantaged that combines all the data submitted in the Annual Operating Reports and the CTD Annual Report.

**(ASE) Automotive Service Excellence:** a series of tests that certify the skills of automotive technicians in a variety of maintenance areas.

**Availability:** a measure of the capability of a transportation system to be used by potential riders, such as the hours the system is in operation, the route spacing, the seating availability, and the pick-up and delivery time parameters.

**(AWI) Agency for Workforce Innovation:** The Agency for Workforce Innovation is Florida's lead state workforce agency and directly administers the state's Labor Market Statistics program, Unemployment Compensation, Early Learning and various workforce development programs.

**Bus:** any motor vehicle designed for carrying more than 10 passengers and used for the transportation of persons for compensation.

**Bus Lane:** a street or highway lane intended primarily for buses, either all day or during specified periods, but used by other traffic under certain circumstances.

**Bus Stop:** a waiting, boarding, and disembarking area, usually designated by distinctive signs and by curbs or pavement markings.

**(CUTR) Center for Urban Transportation Research:** a research group located at the University of South Florida's College of Engineering.

**(CMBE) Certified Minority Business Enterprise:** any small business concern which is organized to engage in commercial transactions, which is domiciled in Florida, and which is at least 51 percent owned by minority persons and whose management and daily operations are

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controlled by such persons. These businesses should be certified by the Florida Department of Management Services.

**Chapter 427, Florida Statutes:** the Florida statute establishing the Commission for the Transportation Disadvantaged and prescribing its duties and responsibilities.

**Commendation:** any documented compliment of any aspect of the coordinated system, including personnel, vehicle, service, etc.

**(CDL) Commercial Driver's License:** a license required if a driver operates a commercial motor vehicle, including a vehicle that carries 16 or more passengers (including the driver), or a vehicle weighing more than 26,000 pounds.

**Commission:** the Commission for the Transportation Disadvantaged as authorized in Section 427.013, Florida Statutes.

**(CTD) Commission for the Transportation Disadvantaged:** an independent agency created in 1989 to accomplish the coordination of transportation services provided to the transportation disadvantaged. Replaced the Coordinating Council on the Transportation Disadvantaged.

**(CTC) Community Transportation Coordinator:** (formerly referred to as "coordinated community transportation provider") a transportation entity competitively procured or recommended by the appropriate official planning agency and local Coordinating Board and approved by the Commission, to ensure that safe, quality coordinated transportation services are provided or arranged in a cost effective manner to serve the transportation disadvantaged in a designated service area.

**Competitive Procurement:** obtaining a transportation operator or other services through a competitive process based upon Commission-approved procurement guidelines.

**Complaint:** any documented customer concern involving timeliness, vehicle condition, quality of service, personnel behavior, and other operational policies.

**Complete (or Full) Brokerage:** type of CTC network in which the CTC does not provide any on-street transportation services itself, but contracts with transportation operators or coordination contractors for the delivery of all transportation services.

**Coordinated Transportation System:** includes the CTC, the transportation operators and coordination contractors under contract with the CTC, the official planning agency, and local

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Coordinating Board involved in the provision of service delivery to the transportation disadvantaged within the designated service area.

**Coordinated Trips:** passenger trips provided by or arranged through a CTC.

**Coordinating Board:** an entity in each designated service area composed of representatives who provide assistance to the community transportation coordinator relative to the coordination of transportation disadvantaged services.

**Coordination:** the arrangement for the provision of transportation services to the transportation disadvantaged in a manner that is cost effective, safe, efficient, and reduces fragmentation and duplication of services. Coordination is not the same as total consolidation of transportation disadvantaged services in any given service area.

**Coordination Contract:** a written contract between the community transportation coordinator and an agency who receives transportation disadvantaged funds and performs some, if not all of, its own services, as well as services to others, when such service has been analyzed by the CTC and proven to be a safer, more effective and more efficient service from a total system perspective. The Commission's standard contract reflects the specific terms and conditions that will apply to those agencies who perform their own transportation, as well as joint utilization and cost provisions for transportation services to and from the coordinator.

**(DCA) Department of Community Affairs:** The Department of Community Affairs is the state's land planning and community development agency. Its role is to assist Florida's communities as they meet the needs of Florida's ever-expanding population. Expand use of public transportation including buses, commuter rail, waterborne transit and other alternative transportation modes that provide services for pedestrians, bikers and the transportation disadvantaged and increase its role as a major component in the overall regional transportation system.

**(DCF) Department of Children & Families:** The Department of Children & Families' Mission is to protect the vulnerable, promote strong and economically self-sufficient families, and advance personal and family recovery and resiliency.

**Deadhead:** the miles or hours that a vehicle travels when out of revenue service. From dispatch point to first pick-up, and from last drop-off to home base, or movements from home base to maintenance garage or fuel depot, and return.

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**Demand Response:** a paratransit service that is readily delivered with less than prior day notification, seven days a week, 24 hours a day. **This service can be either an individual or shared ride.**

**(DJJ) Department of Juvenile Justice:** Their vision is that the children and families of Florida will live in safe, nurturing communities that provide for their needs, recognize their strengths and support their success. The mission of the DJJ is to increase public safety by reducing juvenile delinquency through effective prevention, intervention and treatment services that strengthen families and turn around the lives of troubled youth.

**(DOE) The Department of Education** assists with the following programs for those with disabilities: 1) The Division of Blind Services helps to ensure blind and visually impaired persons living in Florida to have the tools, support and opportunity to achieve success; 2) Exceptional Education & Student services administers programs for students with disabilities and for gifted student. Additionally, the bureau coordinates student services throughout the state participates in multiple inter-agency efforts designed to strengthen the quality and variety of services available to students with special needs; 3) The Division of Vocational Rehabilitation serves as an employment resource for businesses and people with disabilities. Our mission is to enable individuals with disabilities to obtain and keep employment.

**Designated Service Area:** a geographical area subject to approval by the Commission, which defines the community where coordinated transportation services will be provided to the transportation disadvantaged.

**Disabled Passenger:** anyone with a physical or mental impairment that substantially limits at least one of the major life activities (i.e., caring for one's self, walking, seeing, hearing, speaking, learning).

**Dispatcher:** the person responsible for having every scheduled run leave the yard or garage on time and maintain a schedule, matching the work force with the work load on a minute-by-minute basis. In demand-response transportation, the person who assigns the customers to vehicles and notifies the appropriate drivers.

**DOEA Department of Elder Affairs:** The Florida Department of Elder Affairs has been constitutionally designated by Florida voters to "serve as the primary state agency" responsible for administering human services programs for the elderly. The Department's purpose, as set out in section 430.03, Florida Statutes, is to serve elders in all possible ways to help them keep their self-sufficiency and self-determination.

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**DOH**      **Department of Health:** Their mission is to promote, protect and improve the health of all people in Florida.

Children's Medical Services (CMS) provides care for children with special health care needs and their families. Through two divisions, CMS Network and CMS Prevention and Intervention, CMS strives to protect the health and safety of Florida's youngest citizens, children. Health care of the sick and disabled is a role that public health undertakes when individuals are too poor or otherwise lack access to health care services.

**Driver Hour:** the period of one hour that a person works whose main responsibility is to drive vehicles.

**(E&D)**      **Elderly & Disabled Program:** provides funding, allocated by a formula, to states for capital projects to assist in meeting the transportation needs of older adults and persons with disabilities.

**Economies of Scale:** cost savings resulting from combined resources (e.g., joint purchasing agreements that result in a lower cost per gallon or quantity discount for fuel).

**Effectiveness Measure:** a performance measure that indicates the level of consumption per unit of output. Passenger trips per vehicle mile is an example of an effectiveness measure.

**Efficiency Measure:** a performance measure that evaluates the level of resources expended to achieve a given level of output. An example of an efficiency measure is operating cost per vehicle mile.

**Emergency:** any occurrence, or threat thereof, whether accidental, natural or caused by man, in war or in peace, which results or may result in substantial denial of services to a designated service area for the transportation disadvantaged.

**Emergency Fund:** transportation disadvantaged trust fund monies set aside to address emergency situations and which can be utilized by direct contract, without competitive bidding, between the Commission and an entity to handle transportation services during a time of emergency.

**Employees:** the total number of persons employed in an organization.

**Fixed Route:** (also known as Fixed Route/Fixed Schedule) service in which the vehicle (s) repeatedly follows a consistent time schedule and stopping points over the same route, whereby such schedule, route or service is not at the users request (e.g. conventional city bus, fixed guideway).

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- (FAC) Florida Administrative Code:** a set of administrative codes regulating the state of Florida.
- (FCTS) Florida Coordinated Transportation System:** a transportation system responsible for coordination and service provisions for the transportation disadvantaged as outlined in Chapter 427, Florida Statutes.
- (FDOT) Florida Department Of Transportation:** a governmental entity. The CTD is housed under the Florida Department of Transportation for administrative purposes.
- (FS) Florida Statutes:** the laws governing the state of Florida.
- (FTE) Full Time Equivalent:** a measure used to determine the number of employees based on a 40-hour work week. One FTE equals 40 work hours per week.
- (FAC) Fully Allocated Costs:** the total cost, including the value of donations, contributions, grants or subsidies, of providing coordinated transportation, including those services which are purchased through transportation operators or provided through coordination contracts.
- General Trips:** passenger trips by individuals to destinations of their choice, not associated with any agency program.
- Goal:** broad conditions that define what the organization hopes to achieve.
- Grievance Process:** a formal plan that provides a channel for the adjustment of grievances through discussions at progressively higher levels of authority, culminating in mediation, if necessary.
- In Service:** the time a vehicle begins the route to provide transportation service to the time the route is completed.
- In-Take Clerk/Reservationist:** an individual whose primary responsibility is to accept requests for trips, enter dates on requests, determine eligibility and provide customer service.
- (JARC) Job Access and Reverse Commute Program:** provides formula funding to states and designated recipients to support the development and maintenance of job access projects designed to transport welfare recipients and eligible low-income individuals to and from jobs and activities related to their employment.

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**Latent Demand:** demand that is not active (i.e., the potential demand of persons who are not presently in the market for a good or service).

**(LCHSTP) Lee County Human Services Transportation Plan:** should promote a people-based approach to planning, coordinating, and funding transportation services.

**Limited Access:** the inability of a vehicle, facility or equipment to permit entry or exit to all persons. Lack of accessibility of vehicle, facility or other equipment.

**Load Factor:** the ratio of use to capacity of equipment or a facility during a specified time period.

**Local Government:** an elected and/or appointed public body existing to coordinate, govern, plan, fund, and administer public services within a designated, limited geographic area of the state.

**Local Government Comprehensive Plan:** a plan that meets the requirements of Sections 163.3177 and 163.3178, Florida Statutes.

**(LCB) Local Coordinating Board:** an entity in each designated service area composed of representatives appointed by the official planning agency. Its purpose is to provide assistance to the community transportation coordinator concerning the coordination of transportation disadvantaged services.

**(MIS) Management Information System:** the mechanism that collects and reports key operating and financial information for managers on a continuing and regular basis.

**(MOA) Memorandum of Agreement:** the state contract included in the transportation disadvantaged service plan for transportation disadvantaged services purchased by federal, state, or local government transportation disadvantaged funds. This agreement is between the Commission and the community transportation coordinator and recognizes the community

transportation coordinator as being responsible for the arrangement of the provision of transportation disadvantaged services for a designated service area.

**(MPO) Metropolitan Planning Organization:** the area-wide organization responsible for conducting the continuous, cooperative and comprehensive transportation planning and programming in accordance with the provisions of 23 U.S.C. s. 134, as provided in 23 U.S.C. s. 104(f)(3). Also serves as the official planning agency referred to in Chapter 427, F.S.

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**Network type:** describes how a community transportation coordinator provides service, whether as a complete brokerage, partial brokerage, or sole provider.

**(NF) New Freedom Program:** provides new public transportation services and public transportation alternatives beyond those required by the Americans with Disabilities Act of 1990 (42 USC. 12101 et seq.) that assist individuals with disabilities with transportation, including transportation to and from jobs and employment support services.

**Non-coordinated Trip:** a trip provided by an agency, entity, or operator who is in whole or in part subsidized by local, state, or federal funds, and who does not have coordination/operator contract with the community transportation coordinator.

**Non-sponsored Trip:** transportation disadvantaged services that are sponsored in whole by the Transportation Disadvantaged Trust Fund.

**Objective:** specific, measurable conditions that the organization establishes to achieve its goals.

**Off Peak:** a period of day or night during which travel activity is generally low and a minimum of transit service is operated.

**(OPA) Official Planning Agency:** the official body or agency designated by the Commission to fulfill the functions of transportation disadvantaged planning. The Metropolitan Planning Organization shall serve as the planning agency in areas covered by such organizations.

**Operating Cost:** the sum of all expenditures that can be associated with the operation and maintenance of the system during the particular period under consideration.

**Operating Cost per Driver Hour:** operating costs divided by the number of driver hours, a measure of the cost efficiency of delivered service.

**Operating Cost per Passenger Trip:** operating costs divided by the total number of passenger trips, a measure of the efficiency of transporting riders. One of the key indicators

of comparative performance of transit properties since it reflects both the efficiency with which service is delivered and the market demand for the service.

**Operating Cost per Vehicle Mile:** operating costs divided by the number of vehicle miles, a measure of the cost efficiency of delivered service.

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**Operating Environment:** describes whether the community transportation coordinator provides service in an urban or rural service area.

**Operating Expenses:** sum of all expenses associated with the operation and maintenance of a transportation system.

**Operating Revenues:** all revenues and subsidies utilized by the operator in the provision of transportation services.

**Operating Statistics:** data on various characteristics of operations, including passenger trips, vehicle miles, operating costs, revenues, vehicles, employees, accidents, and roadcalls.

**Operator Contract:** a written contract between the community transportation coordinator and a transportation operator to perform transportation services.

**Organization Type:** describes the structure of a community transportation coordinator, whether it is a private-for-profit, private non-profit, government, quasi-government, or transit agency.

**Paratransit:** elements of public transit that provide service between specific origins and destinations selected by the individual user with such service being provided at a time that is agreed upon between the user and the provider of the service. Paratransit services are provided by sedans, vans, buses, and other vehicles.

**Partial Brokerage:** type of CTC network in which the CTC provides some of the on-street transportation services and contracts with one or more other transportation operators, including coordination contractors, to provide the other portion of the on-street transportation disadvantaged services, including coordination contractors.

**Passenger Miles:** a measure of service utilization which represents the cumulative sum of the distances ridden by each passenger. This is a duplicated mileage count. For example: If 10 people ride together for 10 miles, there would be 100 passenger miles.

**Passenger Trip:** a unit of service provided each time a passenger enters the vehicle, is transported, then exits the vehicle. Each different destination would constitute a passenger trip. This unit of service is also known as a one-way passenger trip.

**Passenger Trips per Driver Hour:** a performance measure used to evaluate service effectiveness by calculating the total number of passenger trips divided by the number of

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driver hours.

**Passenger Trips per Vehicle Mile:** a performance measure used to evaluate service effectiveness by calculating the total number of passenger trips divided by the number of vehicle miles.

**Performance Measure:** statistical representation of how well an activity, task, or function is being performed. Usually computed from operating statistics by relating a measure of service output or utilization to a measure of service input or cost.

**Potential TD Population:** (formerly referred to as TD Category I) includes persons with disabilities, senior citizens, low income persons, and high risk or at risk children. These persons are eligible to receive certain governmental and social service agency subsidies for program-related trips.

**Program Trip:** a passenger trip supplied or sponsored by a human service agency for the purpose of transporting clients to and from a program of that agency (e.g., sheltered workshops, congregate dining, and job training).

**Public Transit:** means the transporting of people by conveyances or systems of conveyances traveling on land or water, local or regional in nature, and available for use by the public. Public transit systems may be governmental or privately owned. Public transit specifically includes those forms of transportation commonly known as paratransit.

**Purchased Transportation:** transportation services provided for an entity by a public or private transportation provider based on a written contract.

**(RFB) Request for Bids:** a competitive procurement process.

**(RFP) Request for Proposals:** a competitive procurement process.

**(RFQ) Request for Qualifications:** a competitive procurement process.

**Reserve Fund:** transportation disadvantaged trust fund monies set aside each budget year to insure adequate cash is available for incoming reimbursement requests when estimated revenues do not materialize.

**Revenue Hours:** total vehicle hours used in providing passenger transportation, excluding deadhead time.

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**Revenue Miles:** the total number of paratransit service miles driven while TD passengers are actually riding on the vehicles. This figure should be calculated from first passenger pick-up until the last passenger drop-off, excluding any breaks in actual passenger transport. For example: if 10 passengers rode 10 miles together, there would be 10 revenue miles.

**Ridesharing:** the sharing of a vehicle by clients of two or more agencies, thus allowing for greater cost efficiency and improved vehicle utilization.

**Roadcall:** any in-service interruptions caused by failure of some functionally necessary element of the vehicle, whether the rider is transferred or not. Roadcalls exclude accidents.

**Rule 41-2, F.A.C.:** the rule adopted by the Commission for the Transportation Disadvantaged to implement provisions established in Chapter 427, F.S.

**Scheduler:** a person who prepares an operating schedule for vehicles on the basis of passenger demand, level of service, and other operating elements such as travel times or equipment availability.

**Shuttle:** a transit service that operates on a short route, or in a small geographical area, often as an extension to the service of a longer route.

**Sole Source:** (also referred to as Sole Provider) network type in which the CTC provides all of the transportation disadvantaged services.

**Sponsored Trip:** a passenger trip that is subsidized in part or in whole by a local, state, or federal government funding source (not including monies provided by the TD Trust Fund).

**Standard:** something established by authority, custom, or general consent as a model or example.

**Stretcher Service:** a form of non-emergency paratransit service whereby the rider is transported on a stretcher, litter, gurney, or other device that does not meet the dimensions of a wheelchair as defined in the Americans with Disabilities Act.

**Subscription Service:** a regular and recurring service in which schedules are prearranged, to meet the travel needs of riders who sign up for the service in advance. The service is characterized by the fact that the same passengers are picked up at the same location and time

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and are transported to the same location, and then returned to the point of origin in the same manner.

**(SSPP) System Safety Program Plan:** a documented organized approach and guide to accomplishing a system safety program set forth in Florida Rule 14-90.

**Total Fleet:** this includes all revenue vehicles held at the end of the fiscal year, including those in storage, emergency contingency, awaiting sale, etc.

**(TQM) Total Quality Management:** a management philosophy utilizing measurable goals and objectives to achieve quality management practices.

**Transportation Alternative:** those specific transportation services that are approved by rule to be acceptable transportation alternatives, and defined in s. 427.018, F. S.

**(TD) Transportation Disadvantaged:** those persons, including children as defined in s. 411.202 F.S., who because of physical or mental disability, income status, or inability to drive due to age or disability are unable to transport themselves or to purchase transportation and have no other form of transportation available. These persons are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, or medically necessary or life-sustaining activities.

**Transportation Disadvantaged Funds:** any local government, state or available federal funds that are for the transportation of the transportation disadvantaged. Such funds may include, but are not limited to, funds for planning, Medicaid transportation, transportation provided pursuant to the ADA, administration of transportation disadvantaged services, operation, procurement and maintenance of vehicles or equipment, and capital investments. Transportation disadvantaged funds do not include funds expended by school districts for the transportation of children to public schools or to receive service as a part of their educational program.

**Transportation Disadvantaged Population:** (formerly referred to as TD Category II) persons, including children, who, because of disability, income status, or inability to drive due to age or disability are unable to transport themselves.

**(TDSP) Transportation Disadvantaged Service Plan:** a three-year implementation plan, with annual updates developed by the CTC and the planning agency which contains the provisions of service delivery in the coordinated transportation system. The plan shall be reviewed and recommended by the local Coordinating Board.

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**Transportation Disadvantaged Trust Fund:** a fund administered by the Commission for the Transportation Disadvantaged in which all fees collected for the transportation disadvantaged program shall be deposited. The funds deposited will be appropriated by the legislature to the Commission to carry out the Commission's responsibilities. Funds that are deposited may be used to subsidize a portion of a transportation disadvantaged person's transportation costs which are not sponsored by an agency.

**Transportation Operator:** a public, private for profit, or private non-profit entity engaged by the community transportation coordinator to provide service to the transportation disadvantaged pursuant to an approved coordinated transportation system transportation disadvantaged service plan.

**Transportation Operator Contract:** the Commission's standard coordination/operator contract between the community transportation coordinator and the transportation operator that outlines the terms and conditions for any services to be performed.

**Trend Analysis:** a common technique used to analyze the performance of an organization over a period of time.

**Trip Priorities:** various methods for restricting or rationing trips.

**Trip Sheet:** a record kept of specific information required by ordinance, rule or operating procedure for a period of time worked by the driver of a public passenger vehicle in demand-response service. Also known as a driver log.

**(UPHC) Unduplicated Passenger Head Count:** the actual number of people that were provided paratransit transportation services, not including personal care attendants, non-paying escorts, or persons provided fixed schedule/fixed route service.

**Unmet Demand:** the number of trips desired but not provided because of insufficient service supply.

**Urbanized Area:** a city (or twin cities) that has a population of 50,000 or more (central city) and surrounding incorporated and unincorporated areas that meet certain criteria of population size of density.

**(USDHHS) U.S. Department of Health and Human Services:** a federal agency regulating health and human services.

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**(USDOT) U.S. Department of Transportation:** a federal agency regulating the transportation field.

**Van Pool:** a prearranged ride-sharing service in which a number of people travel together on a regular basis in a van. Van pools are commonly a company-sponsored van that has a regular volunteer driver.

**Vehicle Inventory:** an inventory of vehicles used by the CTC, transportation operators, and coordination contractors for the provision of transportation disadvantaged services.

**Vehicle Miles:** the total distance traveled by revenue vehicles, including both revenue miles and deadhead miles.

**Vehicle Miles per Vehicle:** a performance measure used to evaluate resource utilization and rate of vehicle depreciation, calculated by dividing the number of vehicle miles by the total number of vehicles.

**Vehicles:** number of vehicles owned by the transit agency that are available for use in providing services.

**Volunteers:** individuals who do selected tasks for the community transportation coordinator or its contracted operator, for little or no compensation.

**Will-Calls:** these are trips that are requested on a demand response basis, usually for a return trip. The transportation provider generally knows to expect a request for a will-call trip, but cannot schedule the trip in advance because the provider does not know the exact time a passenger will call to request his/her trip.

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**LEE COUNTY LOCAL COORDINATING BOARD MEMBERSHIP CERTIFICATION**

MPO Name: Lee County Metropolitan Planning Organization; 1926 Victoria Ave.; Ft. Myers, FL 33901  
The Lee County Metropolitan Planning Organization named above hereby certifies to the following:

1. The membership of the Lee County Local Coordinating Board, established pursuant to Rule 41-2.012(3), FAC, does in fact represent the appropriate parties as identified in the following list; and
2. The membership represents, to the maximum extent feasible, a cross section of the local community.

Signature: *Bob Raymond* Date: December 16, 2011  
MPO Chairperson

	The Lee LCB has a Representative of:	Voting Member	Term Expires	Alternate's Name	Term Expires
1	The MPO or DOPA shall appoint one elected official to serve as the official Chairperson for all Coordinating Board meetings.	<b>Brian Bigelow</b> (Chairman)	<b>December 2013</b>	No alternate by law	
2	A. A local representative of the Florida Department of Transportation (FDOT)	Julia B. Davis	Agency	Richard Shine	Agency
3	B. A local representative of the Florida Department of Children and Families (DCF)	Dianne Ledbetter	Agency	Kesley Crawford	Agency
4	C. A local representative of the Public Education Community which could include, but not be limited to, a representative of the District School Board, School Board Transportation Office, or Headstart Program in areas where the School District is responsible	<b>Randy Teston</b>	<b>December 2013</b>	(Vacant)	
5	D. In areas where they exist, a local representative of the Division of Vocational Rehabilitation Services or the Division of Blind Services, representing the Department of Education	Mary Watford	Agency	Flora Gonzalez	Agency
6	E. A person recommended by the local Veterans Service Office, representing Veterans of the county	Linda Carter	January 2013	James Scollen	September 2013
7	F. A person recognized by the Florida Association for Community Action representing the economically disadvantaged	Kim Husted	Agency	Robin Jewett	Agency
8	G. A person over age 60 representing the Elderly in the county	Vacant		Vacant	

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	The Lee LCB has a Representative of:	Voting Member	Term Expires	Alternate's Name	Term Expires
9	H. A person with a disability representing the disabled in the county	Brian Powers	April 2012	(Vacant)	
10	I-1. [One of Two] Citizen Advocates in the County	Michael Pierce	May 2012	Vacant	Vacant
11	I-2. [One of two] Citizen Advocates this one must be a person who uses the transportation service(s) of the system as their primary means of transportation.	David Lane (Vice-Chairman)	May 2013	Vacant	
12	J. A local representative for children at risk	Selena Hinsdale	Agency	Lacey Binkley	Agency
13	K. In areas where they exist, the Chairperson or designee of the local Mass Transit or Public Transit System's Board, except in cases where they are also the Community Transportation Coordinator.	Steve Myers	Agency	Peter Gajdjis	Agency
14	L. A local representative of the Florida Department of Elder Affairs	Angela Wood	Agency	Sue Clarke	Agency
15	M. An experienced representative of the local private for profit transportation industry. In areas where such representative is not available, a local private non-profit representative will be appointed, except where said representative is also the Community Transportation Coordinator	Kitty Sayers	February 2012	Mildred Hammer	February 2012
16	N. A local representative of the Florida Agency for Health Care Administration	Joe Martinez	Agency	Karen Brooks	Agency
17	O. A representative of the Regional Workforce Development Board established in Chapter 445, <i>Florida Statutes</i>	Jim Wall	Agency	Joe Belardinelli	Agency
18	P. A representative of the local medical community, which may include, but not be limited to, kidney dialysis centers, long term care facilities, hospitals, local health department or other home and community based services, etc.	Vacant		Vacant	

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**TDSP ROLL CALL VOTE**

REPRESENTATION	MEMBER	VOTED FOR	VOTED AGAINST	ABSENT FROM VOTING
1. Chairperson	Commissioner Kiker	<b>X</b>		
2. FDOT	Richard Shine	<b>X</b>		
3. DCF	Dianne Ledbetter	<b>X</b>		
4. Lee School District	Randy Teston			<b>X</b>
5. FDOE	Flora Gonzalez			<b>X</b>
6. Veterans	Linda Carter	<b>X</b>		
7. Community Action	Kim Hustad	<b>X</b>		
8. Elderly	Vacant			
9. Representing the Disabled	Brian Powers			<b>X</b>
10. Citizen Advocate	Michael Pierce	<b>X</b>		
11. Citizen Advocate Using the System	David Lane	<b>X</b>		
12. Children at Risk	Selena Hinsdale			<b>X</b>
13. Public Transit	Peter Gajdjis	<b>X</b>		
14. DEA	Angela Wood			<b>X</b>
15. Private for profit transportation	Michael Griffin	<b>X</b>		
16. AHCA	Joe Martinez	<b>X</b>		
17. Reg. Workforce Dev. Board	Deb Reardon	<b>X</b>		
18. Local medical community	Sue Maxwell			<b>X</b>

The Coordinating Board hereby certifies that an annual evaluation of this Community Transportation Coordinator was conducted consistent with the policies of the Commission for the Transportation Disadvantaged and all recommendations of that evaluation have been incorporated in this Transportation Disadvantaged 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 this Board at an official meeting held on March 9, 2012.

\_\_\_\_\_  
Date Larry Kiker, Lee County Local Coordinating Board Chairperson

Approved by the Commission for the Transportation Disadvantaged

\_\_\_\_\_  
Date Steven Holmes, Executive Director

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**I. DEVELOPMENT PLAN**

**A. INTRODUCTION TO THE SERVICE AREA**

**1. Background of the Transportation Disadvantaged Program**

The purpose of this section is to provide information about the organization and development of Florida's Transportation Disadvantaged Program in Lee County. This Plan shall serve as the Coordinated Public Transit-Human Services Transportation Plan under the federal Safe Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU).

The transportation disadvantaged are defined in Chapter 427, Florida Statutes as:

*“those persons who because of physical or mental disability, income status, age are unable to transport themselves or purchase transportation and are, therefore, dependent on others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities or children who are person with a disability or high-risk or at risk as defined in s. 422.202, Florida Statutes.”*

The 1979 Florida Legislature passed the Transportation Services Act, (Chapter 427, *Florida Statutes*), which called for the coordination at the County level of all Federal and State expenditures for the "transportation disadvantaged." At that time, the Coordinating Council of the Transportation Disadvantaged (CCTD) was formed. Besides overseeing the coordination of state and federally funded programs that provided or purchased transportation for its clients, the Council also provided evaluation and identification of policies, laws, and rule changes to improve mobility for those people in need of access to transportation for their daily living.

In 1989, the Florida Legislature reviewed Chapter 427, *Florida Statutes*, according to the States Regulatory Sunset Act, Chapter 11.61, *Florida Statutes*. During this legislative review, the Legislature reenacted Chapter 427, *Florida Statutes*, with major revisions. As a result, the Commission for the Transportation Disadvantaged is the agency authorized to implement the transportation disadvantaged program in Florida. Through Chapter 427, *Florida Statutes*, and Rule 41-2, *Florida Administrative Code*, the Commission for the Transportation Disadvantaged is responsible for accomplishing the coordination of transportation services provided to transportation disadvantaged individuals in the state of Florida.

The following sections identify each of the major components of Florida's Transportation Disadvantaged Program.

**Florida Commission for the Transportation Disadvantaged (CTD)**

The Florida Commission for the Transportation Disadvantaged is an independent commission housed administratively within the Florida Department of Transportation and reports to the Governor and the Legislature. The purpose of the Commission is to accomplish the coordination of transportation services to the transportation disadvantaged. The Commission is responsible for establishing policies, procedures and standards for the delivery of statewide coordinated transportation disadvantaged services; administering the Transportation Disadvantaged Trust Fund; providing statewide training and technical assistance to local partners in establishing coordinated transportation systems, managing contracts, and

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developing a five-year plan to address the transportation needs of transportation disadvantaged persons.

The commission works cooperatively with state, local and federal agencies to assure that state agencies purchase transportation services from within the coordinated system unless a more cost-effective provider outside the system can be found. Currently, all of Florida's 67 counties have coordinated systems managed by 49 community transportation coordinators. Some of these community transportation coordinators serve regional areas.

The Florida Commission for the Transportation Disadvantaged (CTD) is comprised of seven (7) members all of whom are appointed by the Governor, five (5) of the members must have significant experience in the operation of a business, and it is the intent of the Legislature that, when making an appointment, the Governor selects persons who reflect the broad diversity of the business community in this state, as well as the racial, ethnic, geographical and gender diversity of the population of this state. Two of the members must have a disability and use the transportation disadvantaged system.

Each member shall represent the needs of the transportation disadvantaged throughout the state. A member may not subordinate the needs of the transportation disadvantaged in general in order to favor the needs of others residing in a specific location in the state.

Members are appointed to a term of four years and may be reappointed for one additional four year term. According to Florida Statute 427.012, at any given time, at least one member must be at least 65 years of age. The Governor may remove any member of the Commission for cause.

The Chairperson shall be appointed by the Governor and the Vice-Chairperson of the Commission shall be elected annually from the membership of the Commission.

**Designated Official Planning Agencies (DOPA)**

The designated official planning agency is responsible for transportation disadvantaged planning in a given area. In the urbanized areas of the state, the planning agencies are metropolitan planning organizations (MPOs). In the rural areas of the state, organizations which are eligible to serve as planning agencies are:

- County or city governments;
- Regional Planning Council's;
- Metropolitan Planning Organizations;
- Local planning organizations that are currently performing planning activities in the service area.

The planning agency is responsible for:

- \* Preparing a Transportation Improvement Program that includes a TD element.
- \* Recommending a Community Transportation Coordinator to the TD Commission.
- \* Appointing a Local Coordinating Board for the Transportation Disadvantaged.
- \* Providing staff support to the Local Coordinating Board.
- \* Preparing and submitting grant applications to the Commission.
- \* Preparing and submitting the Coordinated Transportation Development Plan, (TDSP) and its annual updates to the Commission.

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The Lee County Metropolitan Planning Organization (MPO) was designated by the CTD to oversee the TD planning functions for Lee County.

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**Local Coordinating Board (LCB)**

The designated official planning agency is responsible for appointing a local coordinating board in each county. The purpose of the coordinating board is to provide advice and direction to the Community Transportation Coordinator (CTC) concerning the coordination of transportation services. According to Rule 41-2 of the Florida Administrative Code, there are 16 members appointed to the local coordinating board. The designated official planning agency appoints an elected official to serve as the official chairperson for all local coordinating board meetings. The Vice-Chairperson is elected annually by the voting members of the Board.

The duties of the Local Coordinating Board include:

- Review and approve the Memorandum of Agreement and the Transportation Disadvantaged Service Plan drafted by the CTC, prior to submittal to the Commission.
- Evaluate services provided by the CTC under the approved Transportation Disadvantaged Service Plan.
- In cooperation with the CTC, review and provide recommendations to the Commission on funding applications affecting the transportation disadvantaged.
- Review the coordination strategies of service provision to the transportation disadvantaged in the designated service area.
- Evaluate multi-county or regional transportation opportunities.
- Appoint a Grievance Committee to serve as a mediator.
- Prepare a consolidated Annual Budget Estimate.
- Review and approve the Coordinated Transportation Development Service Plan (TDSP) and its updates for consistency with approved guidelines, goals and objectives of the Local Coordinating Board.
- Work in conjunction with the planning agencies in the recommended selection of the Community Transportation Coordinator.

**Community Transportation Coordinator (CTC)**

The Community Transportation Coordinator is the agency or organization in each county responsible for ensuring that coordinated transportation services are provided to serve the transportation disadvantaged. The Community Transportation Coordinator may provide all or a portion of transportation disadvantaged service in a designated service area. Community Transportation Coordinators may also subcontract or broker services if it is cost effective and efficient. The Community Transportation Coordinator (CTC) is responsible for the short-range operational planning, administration, monitoring, coordination, arrangement and delivery of transportation disadvantaged services originating within their designated service area on a full-time basis. In that context they have the following powers and duties:

- Develop, implement and monitor an approved Coordinated *Transportation Disadvantaged Service Plan*.
- Execute uniform contracts for service.
- Collect annual operating data for submittal to the TD Commission.
- Review annually all transportation operator contracts.
- Maximize the utilization of school bus and public transportation services in accordance with Chapter 427.0158.

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- In cooperation with a functioning Coordinating Board, review all applications for local government, federal and state transportation disadvantaged funds, and develop and implement cost effective coordination strategies.
- In cooperation with the Coordinating Board, develop and implement and monitor a one year approved Transportation Disadvantaged Service Plan.
- In cooperation with the Coordinating Board, develop and negotiate a Memorandum of Agreement outlining the services planned for submittal to the Commission.
- Have full responsibility for the delivery of transportation services for the transportation disadvantaged as outlined in Chapter 427.015(2), *F.S.*

Based on either negotiations or a competitive proposal process, the official planning agency selects a Community Transportation Coordinator (CTC) for recommendation to the Florida Commission for the Transportation Disadvantaged which has final approval.

Good Wheels, Inc. is the designated CTC for Lee County. The CTC contracts out some of the service to transportation operators.

## **2. Community Transportation Coordinator Designation Date/History**

Lee County's Transportation Disadvantaged program has a long history. In the late 1970's and early 1980's, service was provided through the Dr. Ella Piper Center and the Senior Friendship Center with assistance from Lee County Transit's "Help Bus." Later, Community Transit was designated the Community Coordinated Transportation Provider, and then their parent company, Care Cab, provided the service. When Care Cab resigned in May of 1990, Goodwill of Southwest Florida, Inc. was appointed the Community Transportation Coordinator. Goodwill formed a separate organization, Good Wheels, Inc., to perform the duties of the TD program. In March 1995, the Lee County Local Coordinating Board completed its Request for Proposal for a Community Transportation Coordinator by selecting COMSIS as the CTC for Lee County. That selection was recommended by the Lee County MPO, and then COMSIS was designated the CTC for Lee County by the Commission for the Transportation Disadvantaged in April 1995. COMSIS began their brokerage operations in Lee County on July 1, 1995. Later in 1995, COMSIS became Comsis Mobility Services, Inc. and, during FY 1996-97, Comsis Mobility Services, Inc, also known as COMSIS, or CMS, became, *Intelitran, Inc.*

During the 1999-2000 FY, the Lee MPO conducted a competitive procurement process for a complete brokerage community transportation coordinator. Through that process, on May 18, 2000 the Commission for the Transportation Disadvantaged designated *Intelitran* to be the CTC for Lee County for a three year contract starting July 1, 2000. (*Intelitran* eventually became ATC-Paratransit.)

During the 2002-03 FY, the Lee MPO conducted a competitive procurement process for a community transportation coordinator. Through that process, on April 25, 2003 the Commission for the Transportation Disadvantaged designated Good Wheels, Inc. to be the CTC for Lee County for a three year contract starting July 1, 2003. In September 2003 that contract was extended through a CTD executive order to June 30, 2008.

During the 2007-08 FY, the Lee MPO conducted a competitive procurement process for a community transportation coordinator. Through that process, on June 20, 2008, the Commission for the Transportation Disadvantaged designated Good Wheels, Inc. to be the CTC for Lee County for a five-

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year contract for the period of July 1, 2008 through June 30, 2013. A copy of the letter dated July 10, 2008 in which the Commission designated Good Wheels, Inc. as the CTC for Lee County is attached in *Exhibit A*.

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### **Existing Conditions**

The Cape Coral-Ft. Myers Metropolitan Statistical Area's (MSA) unemployment rate dropped 0.4 percentage point in September to 9.1 percent (not seasonally adjusted). The September 2012 rate is down 2.2 percentage points from September 2011.

The Cape Coral-Ft. Myers MSA also experienced positive indicators in housing, manufacturing and online job demand. Housing starts in the Cape Coral-Ft. Myers metro area were up over the year in August 2012 (the latest available data) by 35.0 percent, while foreclosures were down in Lee County in September 2012 by 22.5 percent over the month and 29.5 percent over the year. Eight metro areas in the state gained jobs over the year in manufacturing, led by the Cape Coral-Ft. Myers MSA and the Ocala MSA, both of which experienced an increase of 200 jobs. These data are not seasonally adjusted. Lastly, the Cape Coral-Ft. Myers metro area tied with the Lakeland metro area for the highest over-the-year percentage growth in online job demand at 9.0 percent.

Also in September, South Florida Works along with the state's other 23 Regional Workforce Boards reported a record of more than 52,983 Floridians placed in jobs. An individual who receives employment and training assistance through a One-Stop Career Center and finds a job within 180 days is deemed a placement and may be reported by a regional workforce board. Of these individuals, 15,514 previously received reemployment assistance. Since January, more than 287,000 Floridians were placed in jobs, with nearly 69,500 former claimants finding employment.

Florida's September unemployment rate declined to 8.7 percent (seasonally adjusted) and 3,500 new private sector jobs were created. The September 2012 rate was 1.7 percentage points lower than the year-ago rate of 10.4 percent. Since Governor Scott has been in office, the state's unemployment rate has dropped 2.4 percentage points and 156,800 private sector jobs have been created. (Floridajobs.com/The Florida Department of Economic Opportunity)

According to BEBR, the Population for Lee County in 2012 was 638,029 which was a slight increase from 618,754 in 2011. This is a much slower growth than what was experienced in the early to mid-2000's. The unemployment rate for the transportation disadvantaged is much higher than the countywide average and for those prospective workers transportation is a big issue and a barrier for them finding work. At the current time the funding available for the TD program is not even enough to cover all of the necessary medical trips, let alone transportation to work or to the store. Future trends on funding and need are expected to widen as the population of Lee County and Florida gets older and the funding continues to decrease. The percentage of people over 65 years of age in Florida is currently at 17% and this is expected to increase to over 27% by 2030 further exacerbating the problem.

### **3. Organization Chart**

*Exhibit B* identifies all those involved in the provision of transportation disadvantaged service in Lee County.

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**4. Consistency Review of Other Plans**

**a. Local Government Comprehensive Plans**

The local comprehensive planning process involves essentially four basic steps:

1. The collection and analysis of pertinent data concerning the physical and socio-economic characteristics of the study area;
2. The formulation of goals for future growth and development;
3. The development of objectives and policies guided by the goals which are the essence of the Comprehensive Plan; and
4. The implementation of the Comprehensive Plan.

The Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the Lee County Comprehensive Plan, *“The Lee Plan 2012 Codification As amended through June 2012.”*

**b. Strategic Regional Policy Plan**

The Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the *Strategic Regional Policy Plan* of the Southwest Florida Regional Planning Council, Adopted September 15, 2011.

**c. LeeTran Ten-Year Transit Development Plan 2006-2015**

The transit development plan (TDP) is the long-range financial and planning document of Lee County's transit system (LeeTran), and must be consistent with local government comprehensive plans. Transit providers must develop and maintain a TDP in accordance with state statutes in order to remain eligible for state transit block grants. The transit agency must provide an annual progress report to the Florida Department of Transportation in September of every year. A major update is required every five years. The current effort for which this TDP has been prepared for is the 2006-2015 TDP major update. The Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the Lee County Transit Development Plan.

**d. Commission for the Transportation Disadvantaged 5 yr/20 yr Plan**

*“Our Mission” – To insure the availability of efficient, cost-effective and quality transportation services for transportation disadvantaged persons.”*

The Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the Commission for the Transportation Disadvantaged's 5 year/20 year plan.

**e. 2035 Long Range Transportation Plan for the Fort Myers-Cape Coral Metropolitan Area  
Adopted: December 8, 2010**

The purpose of the Lee County Metropolitan Planning Organization's (MPO) 2035 Long Range Transportation Plan (LRTP) is to develop a process and a plan to address the future multimodal transportation needs of the Lee County area. It is a plan which coordinates and guides the capital

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improvement programs of the Florida Department of Transportation (FDOT) and its member local governments, as well as recognizes the ongoing maintenance and operational activities of these entities. The Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the Lee County MPO Long Range Plan.

**f. Transportation Improvement Program (TIP)**

The TIP lists those highway, aviation, transportation enhancement, transit, transportation disadvantaged program, and intermodal projects that are currently programmed in the Florida Department of Transportation (FDOT) *Five-Year Work Program*, including the amount and source of funding, the implementation phases for which funds have been allocated (i.e., design, right-of-way acquisition and construction) and the years in which each phase is currently programmed. In order for these projects to be eligible for federal transportation funding, they must appear in this TIP. Projects programmed in the Lee County, City of Cape Coral, City of Fort Myers, City of Bonita Springs, Town of Fort Myers Beach and City of Sanibel capital improvement programs are also included in the TIP, for information purposes only. The Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the Lee County MPO Transportation Improvement Program, TIP.

**g. LeeTran TLC Plan Locally Coordinated Human Services Transportation Plan**

In 2008, LeeTran together with the Lee County MPO developed the Locally Coordinated Human Services Transportation Plan (LCHSTP) to meet the criteria outlined in the SAFETEA-LU legislation regarding the Federal Transit Administration (FTA) Section 5316 “Job Access Reverse Commute (JARC)” Program, the Federal Transit Administration (FTA) Section 5317 New Freedoms (NF) Program, and Federal Transit Administration (FTA) Section 5310 Special Needs of Elderly and Individuals with Disabilities (E&D) funding programs. The LCHSTP assists the County in taking a broader perspective for coordinating public transportation services in the area and is specifically meant to ensure that public transportation services and improvements benefit elderly, disabled, low income and unemployed populations. The JARC funding allocation was \$147,513 in FY 2006, \$155,494 in FY 2007 \$168,452 in FY 2008, \$197,719 in FY 2009, \$189,042 in FY 2010, \$188,758 in FY 2011 and \$190,561 in FY 2012 and the New Freedom funding allocation was \$102,886 in FY 2006, \$117,307 in FY 2007, \$126,721 in FY 2008, \$146,069 in FY 2009, \$143,358 in FY 2010, \$144,098 in FY 2011 and \$145,773 in FY 2012.

The LCHSTP was developed using an extensive public involvement process to gain input on transportation deficiencies. Two public workshops were held to help shape the LCHSTP (on May 13, 2008 and June 17, 2008) as well additional public input that was received through the TAC, CAC and MPO Board meetings prior to finalizing the document. A project selection process and scoring criteria was developed using the input that was provided and a selection committee was formed and approved by the MPO Board. The LCHSTP was adopted in August and the entire document can be found on the MPO’s website at [www.leemppo.com](http://www.leemppo.com) under documents.

Here is a list of the priorities for the TLC Plan:

- Increased Fixed Route Frequencies;
- Increased Fixed Route Weekend Service;
- Subsidized Vanpools; Educational Programs;
- Expand Para-transit Service;
- Later Evening Fixed Route Service;

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- Transit Infrastructure;
- Circulator/Flexible Routes;
- Park & Ride Lots; and
- Connection of Service to Collier County.

The Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the Lee County MPO Locally Coordinated Human Services Transportation Plan.

Additionally, the coordinated transportation disadvantaged program as coordinated by the Community Transportation Coordinator, (CTC) has identified these funding needs:

- Operating assistance
- Match for operating assistance
- Capital assistance for vehicles
- Match for capital assistance for vehicles
- Capital assistance to upgrade and maintain the CTC facility
- Match for capital to upgrade and maintain the CTC facility

## **5. Public Participation**

The Lee County Transportation Disadvantaged Coordinating Board includes representatives of public, private and non-profit transportation and human services providers as well as the public to participate in the development and update of the Lee County Transportation Disadvantaged Service Plan. The Transportation Disadvantaged Service Plan is developed through input of the Lee County Transportation Disadvantaged Board whose membership includes citizens and human service providers.

The Local Coordinating Board meetings are held in ADA accessible locations and open to the public. In addition to the membership listed above, the mailing list for the LCB quarterly agendas include transportation partners, transportation disadvantaged passengers and advocates, human service organizations, faith-based and community based organizations, local school districts and others. The Lee County LCB seeks input from the public at all its meetings and makes a concerted effort to include many community partners and advocacy groups in the planning, evaluation and service development processes throughout the year. In addition, an annual public hearing was held on March 1, 2013 and advertised to the public as required under the CTD regulations.

As part of the development of the Transportation Disadvantaged Service Plan, input was solicited from the Lee County Metropolitan Planning Organization (MPO), the MPO's Technical Advisory Committee and the MPO's Citizen Advisory Committee.

## **B. SERVICE AREA PROFILE/DEMOGRAPHICS**

### **1. Service Area Description**

Lee County, Florida was founded on May 12, 1887 and named in honor of General Robert E. Lee. The County, located on the Gulf coast of Florida, encompasses approximately 811 square miles including several small islands in the Gulf of Mexico. The County is bordered by Charlotte County to the north,

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Hendry County to the east, Collier County to the south and the Gulf of Mexico to the west. Three incorporated municipalities are located on the mainland: Fort Myers (the county seat); Bonita Springs and Cape Coral. Fort Myers Beach, a fourth municipality, is located on Estero Island and a fifth municipality, Sanibel, is situated on the island of the same name. A map showing the municipalities and the unincorporated area is on page. The unincorporated communities include Alva, Captiva Island, Estero, Lehigh Acres, Matlacha, North Fort Myers, Pine Island and Tice.

Table 1 shows the number of square miles within each incorporated municipality and the County:

**TABLE 1**

<b>Land Area</b>	<b>Square Miles</b>
Fort Myers	48.865
Cape Coral	109.9
Sanibel	15.3
Fort Myers Beach	2.5
Bonita Springs	39.6
Unincorporated Area	603.8
<b>TOTAL SQUARE MILES</b>	<b>819.965</b>

Source: Lee County Property Appraiser’s Office GIS Dept. (2010)

**Demographics**

a. **Land Use**

Several years ago Lee County was ranked as one of the fastest growing areas in the nation. Current large scale developments of regional impact (DRIs) included Coconut Point, Gateway, Pelican Landing, Bonita Bay and Arborwood. However, after the 2008 national economic downturn, Lee County was negatively impacted relative to land development and DRI sized projects. Over the past several years there have been no new DRIs submitted for review and approval in the region. Currently, all the previously approved DRIs are still on-going and continue to grow although at a slower rate than previously. These existing DRIs remain important to the Transportation Disadvantaged program in Lee County because the demand for TD trips are still increasing as the DRI’s are building out and population in those areas continue to grow.

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**Insert Lee County City or Town Boundaries Map (2012)**

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**Population/Composition**

**TABLE 2  
POPULATION**

Area	2012 Estimate	2011 Estimate	2010 Estimate	2009 Estimate	2000 Actual
Florida	18,827,664	18,801,310	18,537,969	18,537,969	15,982,378
Lee County	638,029	618,754	613,546	615,124	440,888
Bonita Springs	45,129	43,914	44,793	46,425	32,797
Fort Myers Beach	6,253	6,277	6,767	6,919	6,561
Fort Myers	66,835	62,298	68,190	68,819	48,208
Sanibel	6,489	6,469	6,211	6,329	6,064
Cape Coral	160,184	154,305	164,673	162,852	102,286

Source: U.S. Census Bureau (February 2012) / BEBR April 2012

**TABLE 3  
LEE COUNTY POPULATION PROJECTIONS  
2010 THROUGH 2035**

	2010	2015	2020	2025	2030	2035
Low	585,600	620,400	649,800	667,800	673,800	668,500
Medium	622,900	701,000	789,600	875,700	957,100	1,034,400
High	660,300	789,600	935,000	1,089,500	1,251,400	1,420,700

Source: Office of Economic & Demographic Research, the Florida Legislature  
<http://edr.state.fl.us> (Demographic Estimating Conference Database – January 2011)

**b. Employment**

Good Wheels, Inc., Community Transportation Coordinator for Lee County, does not have the funding to provide employment transportation in Lee County. Table 4 provides a listing of the top private employers in Lee County. Some of the companies on the listing have a centralized employment center, e.g., one big office. Other companies have locations throughout the County, for example the Publix Supermarkets have numerous locations in Lee County. In future editions of the TDSP Development Plan component, the locations of these companies will be mapped, in order to show specific areas where work trips are clustered.

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**Table 4**  
**LEE COUNTY MAJOR EMPLOYERS 2012**

COMPANY	PRODUCT/SERVICE	EMPLOYEES
1 Lee Memorial Health System	Non-profit hospital/healthcare system	10,249
2 Lee County School District	Public schools	9,394
3 Publix Super Markets	Grocer, retail	4,362
4 Lee County Administration	County government	2,538
5 Wal-Mart	General merchandise--retail	1,967
6 Lee County Sheriff's Office	Public safety, sheriff	1,585
7 U.S. Postal Service	Postal Service	1,291
8 Chico's FAS, Inc.	National store support center for women's apparel companies	1,253
9 City of Cape Coral	City Government	1,197
10 Target	General Merchandise-retail	1,100
11 Florida Gulf Coast University	State University	1,083
12 Hope HealthCare Services	Care/services for people at the end of life	1,000
13 City of Fort Myers	City Government	908
14 Shell Point Retirement Comm.	Life care facility	900
15 Comcast	Telecommunications	705
16 21st Century Oncology.	Hqs. for radiation facilities across the US	627
17 Lowe's Home Improvement	Building materials	602
18 Edison State College	State college	596
19 Alorica, Inc.	Customer service provider	520
20 South Seas	Resorts, call center	500
21 CenturyLink	Telephone local communications, wireless/PCS, broadband	500
22 Bank of America	Financial institution	500
23 Gartner, Inc.	IT business intelligence, finance & inside sales	469
24 Hyatt Regency Coconut Point	Hotel	450
25 Crowther Roofing	Roofing company, light gauge truss framing	428
26 LCEC, Inc.	Electric utility	423
27 Kelly Services, Inc.	Employment services	400
28 Goodwill Industries-Southwest	Non Profit Organizations	381
29 COSTCO	General merchandise store	375
30 Sunstream Hotels & Resorts	Hotels and resorts	374
31 LYNX Services, LLC	Insurance claims processing center	374
32 Lee County Port Authority	International airport/port authority	360
33 Lee County Clerk of Courts	Constitutional officer	352
34 Radiology Regional Center	Medical office	350
35 Lehigh Regional Medical Center	Community hospital	350
36 Florida Cancer Specialists	Administration office of Florida cancer specialist	341
37 The News-Press Media Group	Daily newspaper; weekly community newspaper; web publ.	320
38 G4S Secure Solutions Inc.	Guard and security service	320
39 Bonita Bay Group	Land developer	302
40 Winn Dixie, Inc.	Grocer, retail	300
41 Pall Corporation	Manufacturing of aerospace & industrial filtration	300
42 B & I Contractors, Inc.	Mechanical, electrical & plumbing contractor; mfg of ducts	300
43 Source Interlink	HQ media & leading publisher, sales & service distrib.	296
44 Internal Medicine of SWFL	Physicians & surgeons	287

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45 Physicians' Primary Care	Multi-specialty medical practice	284
46 Cypress Cove	Assisted living	284
47 Florida Power & Light	Electric utility	272
48 Syngenta Flowers	Unrooted chrysanthemum cuttings	270
49 Fort Myers Toyota Family Store	Automobile sales	267
50 Sam Galloway Ford, Inc.	Auto dealership	264
51 Keepsake Plants	Flower grower	250
52 Heinz North America	Mfg., frozen food snacks	237
53 Southwest Florida College	College of business	225
54 Beall's Department Store	General merchandise--retail	222
55 Securitas Security Services, Inc.	Security Services	220
56 Miromar Development Corp.	Real estate development (retail & housing)	216
57 Coca-Cola Refreshments	Carbonated beverage distribution, non-carbonated beverages	210
58 Apollo Info Services/ECI	Medical billing processing	209
59 Lee County Tax Collector	Constitutional officer	205
60 Raymond Building Supply	Lumber & millwork	200
61 LeeSar Regional Service Center	Medical supply distributor, record retention services	200
62 Fifth Third Bank	Financial institution	197
63 SunTrust/Southwest Florida	Financial institution	194
64 WCI Communities, Inc.	Real estate developer, residential builder	192
65 Waterman Broadcasting	Television broadcasting	185
66 Stilwell Enterprises	Hospitality services	182
67 Pink Shell Beach Resort & Spa	Hotel	181
68 Fort Myers Broadcasting	TV broadcasting & commercial radio-WINK-TV, WINK-FM	181
69 J. J. Taylor Distributing FL	Wholesale of Beer, wine spirits, water, etc.	171
70 Eye Centers of Florida	Eye care clinics	167
71 Sam's Club	General merchandise stores	165
72 AIM Engineering	Civil engineering, surveying, design, environmental, planning	165
73 Salvation Army of Lee County	Community Service Organization	161
74 FL DEP	Environmental Protection	161
75 United States Service	Janitorial Service	160
76 Suncoast Beverage Sales	Beverage distribution	160
77 ABT SRBI	Market and opinion research	158
78 Coral Trace Health Care	Skilled nursing care facility	153
79 UPS	Package delivery service	152
80 United Mechanical, Inc.	Air conditioning, plumbing, mechanical contractor	150
81 Wells Fargo Company	Financial institution	145
82 HendersonFranklinStarnes&Holt	PA Law office	145
83 Shaw Development LLC	Manufacturing	141
84 Gulf Coast Readers	Magazines	140
85 RE/MAX Realty Group	Real estate-commercial & residential	139
86 Orthopedic Specialists of SW FL	Orthopedic doctors office	137
87 Home-Tech	AC, major appliances, plumbing & electrical contractor	135
88 'Tween Waters Inn	Hotel, resort	130
89 Regions Bank	Financial institution	130
90 Paramount Trans. Logistics Ser.	Corporate Hqs. for transporattion logistics	128
91 Scanlon Auto Group	Auto dealership	125
92 Rehabilitation & Health Care	Nursing home	125
93 JRL Ventures, Inc.	Marine Concepts Fiberglass design, tooling & parts	125
94 Broadway Palm Dinner	Theatre Entertainment/Theatre	125

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95 Pepsi Beverages Company	Carbonated beverage & water distribution	120
96 GE Global Business Services	Accounting, payroll services & finance for GE businesses	120
97 Consulate Health Care	Nursing Homes	118
98 DSI Laboratories	Medical & toxicology laboratory	115
99 Crowne Plaza	Full service hotel, banquets & meetings	115
100 Breeze Newspapers	Newspaper publishing	115

Source: Lee County Economic Development Office, February 2013

**Table 5**

**LEE COUNTY MAJOR MANUFACTURERS 2012**

COMPANY	PRODUCT/SERVICE	EMPLOYEES
1 The News-Press Media Group	Daily newspaper; weekly community newspaper; web publ.	320
2 Pall Corporation	Manufacturing of aerospace & industrial filtration	300
3 Heinz North America	Mfg., frozen food snacks	237
4 Raymond Building Supply	Lumber & millwork	200
5 Shaw Development LLC	Manufacturing	141
6 JRL Ventures, Inc	Fiberglass design, tooling & parts	125
7 Breeze Newspapers	Newspaper publishing	115
8 Smart Companies	Retail shutter/windows, hurricane screen mfg, impact windows	114
9 West Coast Florida Enterprises	Roofing contractor & steel truss manufacturing	100
10 Saminco, Inc.	Electric traction drives for vehicles	90
11 Fusion Industries	Cabinetry, casework, solid surface & stone countertops	85
12 Cornerstone Kitchens, Inc.	Kitchen cabinet refacing, remodeling & granite counters	80
13 AJAX Paving Industries of FL	Paving	78
14 Kings Brand LLC	Food processing	75
15 Creative Door & Millwork	Hardware, doors, millwork, windows, hollow metal	70
16 Forestry Resources, Inc.	Horticultural products, mulch, fertilizers, landscape supplies	62
17 Munters Corporation	Humidification/dehumidification equipment mfg.	60
18 Cement Industries, Inc.	Manufacturer pre-cast & pre-stressed concrete bldg. product	60
19 Air Science USA, LLC	Import, manufacture, distribution, sales lab equip	60
20 Nor-Tech Hi-Performance	Boat Builder, custom high performance	58
21 Gulf Paving Company, Inc.	Ready mix, emulsified & hot mix asphalt	57
22 Dean Steel Buildings, Inc.	Pre-engineered buildings	53
23 Suncoast Aluminum Furniture	Manufacturing of pool and patio furniture	50
24 Klocke of America, Inc.	Packaging of samples & uni-dose items	50
25 Fox Electronics	Manufacture of electric crystals, oscillators, filters	50
26 Ecological Laboratories	Manufacture of natural biological compounds	50
27 Prestige Packaging, Inc.	Pharmaceutical packaging	49
28 Vault Structures, Inc.	Vaults, safes & vault doors, redi mix	47
29 TriCircle Pavers, Inc.	Interlocking pavers & pool coping, hardscape materials	45
30 Precision Econowind, Inc.	Manufacture of custom wound electric coils	45
31 DexOne	Publishers of the CenturyLink yellow pages	45
32 Camp-Rigby	Roofing-Sheet Metal Roofing & sheet metal	45
33 U.S. Sign & Mill Corporation	Interior & exterior design signs; commercial signage	44
34 Oldcastle Precast East, Inc.	Concrete sanitary storm structures & bldgs.	44
35 Liberty Aluminum Company	Screen enclosures, railing, carports	44
36 Preferred Materials	Road construction materials, concrete, rebar	41
37 HFScientific	Turbidimeters & chlorine measuring instru. for testing water	40

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38 Coastal Fire Protection	Fire sprinkler contractors and designers	40
39 All About Closets, Inc.	Wood closet manufacturing & installation	38
40 Crystek Crystals Corporation	Electronic components & quartz crystal oscillators	37
41 Creative Cabinet Concepts, Inc.	Custom wooden & laminated cabinets	36
42 Dekoron/Unitherm	Heat hose & heat trace bundles equipment mfg.	35
43 CMC Rebar	Florida Steel fabricating	35
44 Micro Control Systems	Microprocessor control systems for the HVAC/Chiller industry	33
44 Micro Control Systems	Microprocessor control systems for the HVAC/Chiller industry	33
45 Roadsafe Traffic Systems	Barricade rentals, pvmt markings, traffic/custom signs, mail	31
46 S & S Precast, Inc.	Prestress Concrete Products	30
47 Press Printing Enterprises	Inc Printing	30
48 Easy Picker Golf Products	Manufacturing of golf course driving equip.	30
49 California Closet, Inc.	Closet installation & manuf.	30
50 D & D Machine & Hydraulics	Manuf. of hydraulically driven submersible dewatering pumps	28

Source: Lee County Economic Development Office, February 2013

Table 6 provides a breakdown of passenger trips by trip purpose.

**TABLE 6  
TD TRIPS BY PURPOSE IN LEE COUNTY**

Purpose	Number of Trips FY 2010/11	Number of Trips FY 2011/12	Difference
<b>Medical</b>	71,904	72,361	457
<b>Employment</b>	0	0	0
<b>Education/Training/Daycare</b>	48,214	34,763	-13,451
<b>Nutritional</b>	4,154	3,457	-697
<b>Life Sustaining/Other</b>	107	120	13
<b>Total Trips</b>	124,379	110,701	-13,678

Source: CTD ARP 2012

Table 7 provides a breakdown of the total number of trips provided by funding source.

**TABLE 7  
PASSENGER TRIPS PROVIDED BY FUNDING SOURCE**

Source	Number of Trips FY 2010/11	Number of Trips FY 2011/12	Difference
<b>CTD</b>	19,946	22,590	10,644
<b>AHCA</b>	47,026	51,334	4,308
<b>APD</b>	43,798	24,288	-19,510
<b>DOEA</b>	6,772	4,978	-1,794
<b>DOE</b>	0	0	0
<b>Other</b>	6,837	7,511	674
<b>Total Trips</b>	124,379	110,701	-13,678

Source: CTD ARP 2012

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**Major Trip Generators/Attractors**

Tables 8, 9, 10 and 11 and the map on the next page show the major trip generators and attractors in Lee County, Florida.

When the TDSP is annually updated, that is the opportunity for the Local Coordinating Board, the Community Transportation Coordinator, as well as the Designated Official Planning Agency, to identify new facilities that have been opened, or are in the planning stages and to identify whether it is feasible for the CTC to provide service to these locations.

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**TABLE 8**

<b>SHOPPING/ENTERTAINMENT</b>	
Edison Mall	Page Field Commons
Gulf Coast Town Center	Coconut Point Mall
Miromar Outlets	Wal-Mart (US 41 North)
Coral Point Mall (Cape Coral)	Coralwood Mall (Cape Coral)
Lee County Sports Complex	Lakes Regional Park
City of Palms Park	Lovers Key State Park
Lee Civic Center	Koreshan State Park
Greyhound Track	Lynn Hall Park
Bonita Beach Park	Ding Darling Refuge
Sunsplash Water Park (Cape Coral)	Harborside Convention Center
Edison Home	Southwest Florida International Airport
jetBlue Park	

Source: Lee County MPO 2013

**TABLE 9**

<b>RECREATION FACILITIES</b>	
Regional Parks (including 11 beach parks and 4 sports complexes)	29
Community parks (including 14 rec. centers or community centers)	28
Neighborhood parks	8
Large boat ramps	7
School shared park sites	21
Pools	11
<b>TOTAL</b>	<b>104</b>

Source: Lee County Office of Economic Development 2008

**TABLE 10**

<b>MEDICAL FACILITIES</b>	
Lee Memorial Hospital	Health Park Medical Center
Cape Coral Hospital	Rehabilitation Center
Children's Hospital	Health Park Care Center
Lehigh Reg. Medical Center	Gulf Coast Hospital
VA Hospital	

Source: Lee County MPO 2013

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**Insert Shopping, Entertainment & Medical Map (2013)**

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**Education**

As of January 2013, The Lee County school system operates 118 schools, 45 elementary, 17 middle, 4 K-8, 13 high schools, 16 Special Centers, 2 High Tech Centers and 21 charter schools. A total of 85,466 students were enrolled. Sixty private schools are also located in the County.

The following colleges and universities serve the region: Edison State College, Florida Gulf Coast University, Barry University, Hodges University, Southwest Florida College, Rasmussen College, Keiser University and Nova Southeastern University. Florida Gulf Coast University offers bachelor and graduate degrees while Edison State College offers certificate, associate and bachelor degrees. Barry University offers certificates, bachelor degrees and master degrees. Hodges University offers associate, bachelor and master degrees while Southwest Florida College offers certificates and associate degrees. Rasmussen College offers bachelor, associate and certificates. Keiser University offers certificates, associate, bachelor and master degrees. Nova Southeastern University offers bachelor, master and professional degrees.

**TABLE 11  
Universities**

Edison State College	Florida Gulf Coast University
Barry University	Hodges University
Southwest Florida College	Rasmussen College
Keiser University	Nova Southeastern

Source: Economic Development Office of Lee County 2011

**e. Inventory of Available Transportation Services**

**TABLE 12**

<b>Metro Cab</b> 1685 Target Ct, Fort Myers, FL33905 <b>(239) 274-5000</b>	<b>Porter's Taxi</b> 18442 Fern Rd., Fort Myers, FL 33967 <b>(239) 822-7688</b>	<b>Bluebird Taxi</b> 3252 Palm Ave, Fort Myers, FL33901 <b>(239) 275-8294</b>
<b>Yellow Cab</b> Fort Myers, FL33901 <b>(239) 332-1055</b>	<b>Airport Taxi Inc</b> 15501 Old McGregor Blvd, Fort Myers, FL 33908 <b>(239) 768-5400</b>	<b>Cape Cab</b> 1538 NW 16th Pl, Cape Coral, FL 33993 <b>(239) 841-0000</b>
<b>Cape Cab</b> 1538 NW 16th Pl, Cape Coral, FL 33993 <b>(239) 841-0000</b>	<b>Aaron Airport Limo &amp; Taxi</b> 13233 Greywood Cir, Fort Myers, FL 33966 <b>(239) 768-1898</b>	<b>Errol's Taxi Svc</b> 15560 McGregor Blvd # 6, Fort Myers, FL33908 <b>(239) 275-0333</b>
<b>Paradise Taxi</b> 260 Fairweather Ln, Fort Myers Beach , FL 33931 <b>(239) 470-7500</b>	<b>Parrot Taxi Inc</b> 14600 S Tamiami Trl # 80, Fort Myers, FL 33912 <b>(239) 200-5306</b>	<b>Yellow Group</b> 14261 Jetport Loop W Ste 1, Fort Myers, FL33913 <b>(239) 939-5700</b>
<b>Amber Taxi</b> Fort Myers, FL 33901 <b>(239) 243-0900</b>	<b>Hawks Transportation</b> Fort Myers, FL 33901 <b>(239) 645-2138</b>	<b>Pine Island Taxi and Limo Inc</b> 5576 Doug Taylor Cir, Saint James City, FL 33956 <b>(239) 283-7777</b>
<b>Coconut Cab Taxi</b>	<b>Aaa Palm Taxi Svc</b>	<b>Sanibel Limo</b>

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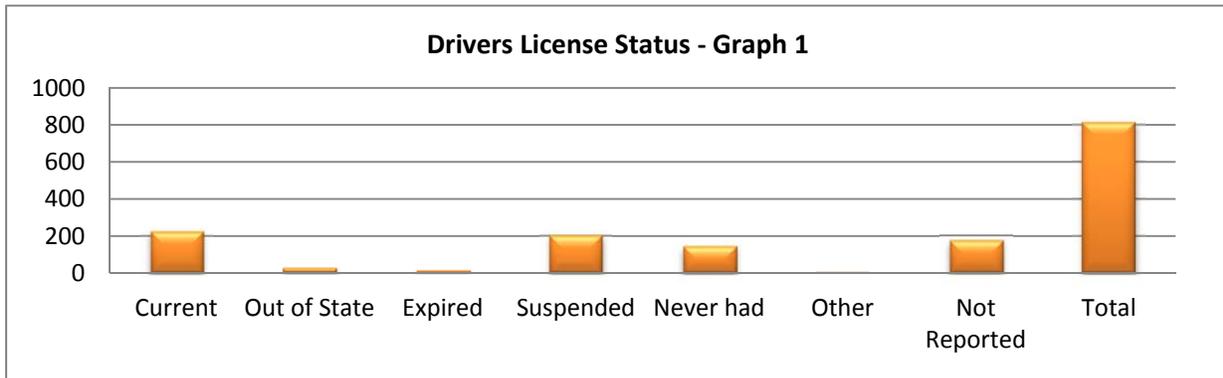
201 Primo Dr, Fort Myers Beach, FL 33931 <b>(239) 765-6666</b>	11921 Seabreeze Cove Ln # 104, Fort Myers, FL33908 <b>(239) 590-0014</b>	Fort Myers, FL 33901 <b>(239) 258-9420</b>
<b>Uschi's Gulfcoast Trnsprt</b> Fort Myers, FL33907 <b>(239) 671-7386</b>	<b>Caribbean Taxi</b> 2861 Work Dr, Fort Myers, FL 33916 <b>(239) 226-0190</b>	<b>Bluebird Checker Yellow</b> 3252 Palm Ave, Fort Myers, FL 33901 <b>(239) 275-8294</b>
<b>Orange Taxi</b> 3252 Palm Ave, Fort Myers, FL 33901 <b>(239) 454-8294</b>	<b>Cuffley Cars</b> 3252 Palm Ave, Fort Myers, FL 33901 <b>(239) 995-1122</b>	<b>Union Cab Inc</b> 3252 Palm Ave, Fort Myers, FL 33901 <b>(239) 334-6366</b>
<b>Only Way To Go Transport LLC</b> 13141 Corbel Cir Apt 412, Fort Myers, FL 33907 <b>(239) 878-9473</b>	<b>Aaa Airport Causeway Cab Co</b> 11708 Pointe Cir, Fort Myers, FL 33908 <b>(239) 433-1122</b>	<b>A-1 Cadillac Transportation</b> 9001 San Carlos Blvd # 1, Fort Myers, FL 33967 <b>(239) 566-7600</b>
<b>C &amp; C Taxi of Lehigh</b> Fort Myers, FL 33912 <b>(239) 810-2828</b>	<b>Orange Taxi</b> Fort Myers, FL 33911 <b>(239) 454-8294</b>	<b>C-4 P's Inc</b> 7070 Watts Rd, Fort Myers, FL 33905 <b>(239) 337-0268</b>
<b>Local Motion Taxi</b> 12601 Watercress Ln, Fort Myers, FL 33908 <b>(239) 463-4111</b>	<b>Airport Express 24/7</b> Fort Myers, FL 33919 <b>(239) 565-9994</b>	<b>Metro Cars</b> 2459 Market St, Fort Myers, FL 33901 <b>(239) 463-8888</b>
<b>Royal Taxi Service USA</b> 10150 Metro Pkwy, Fort Myers, FL 33966 <b>(239) 243-3071</b>	<b>Fort Myers Express Taxi Service</b> 2101 Crystal Drive, Fort Myers, FL 33907 <b>(260) 301-6277</b>	<b>Naples Florida Airport Shuttle &amp; Taxi</b> 6900 Daniels Pkwy Ste 29, Fort Myers, FL 33912 <b>(239) 961-7100</b>
<b>AAA Palm Taxi Service</b> 16208 Mercury Way, Fort Myers, FL 33908 <b>(239) 590-0014</b>	<b>Pine Island Taxi &amp; Limo Inc</b> 2922 York Rd, Saint James City, FL 33956 <b>(239) 283-6400</b>	<b>Manuel Jesus Taxi</b> 1043 Lovely Ln, North Fort Myers, FL 33903 <b>(239) 362-8047</b>
<b>Preferred Platinum Limousine</b> 265 Ohio Ave, Fort Myers Beach, FL 33931 <b>(239) 687-8585</b>	<b>John's Where U Wantta Go</b> 2830 Garden St, North Fort Myers, FL 33917 <b>(239) 997-8294</b>	<b>Porter's Taxi</b> Serving the Fort Myers Area <b>(239) 822-7688</b>
<b>Christopher Graham Taxi Service</b> Serving the Fort Myers Area <b>(239) 895-5475</b>	<b>Above All Airport Rides, LLC</b> Serving the Fort Myers Area <b>(239) 330-1854</b>	<b>Maxi Transportation</b> Serving the Fort Myers Area <b>(239) 598-2600</b>
<b>A Aardvark Svc</b> Serving the Fort Myers Area <b>(239) 542-4396</b>	<b>Lou's Taxi &amp; Airport Transportation</b> Serving the Fort Myers Area <b>(239) 549-5272</b>	<b>TopLimo, Inc</b> Serving the Fort Myers Area <b>(239) 352-9538</b>
<b>A OnTime Ride OR 30% OFF LLC</b> Lehigh Acres, FL 33936 <b>(888) 910-6221</b>	<b>Skyline Taxicabs Inc</b> 23346 Gellert Ave, Punta Gorda, FL 33950 <b>(941) 639-0957</b>	<b>Captiva Limousine Svc Inc</b> 6055 Macbeth Ln, Fort Myers, FL 33908 <b>(239) 994-0167</b>
<b>Naples Luxury Taxi Transportation Services</b> Serving the Fort Myers Area <b>(239) 444-4300</b>	<b>Airport Express Transportation</b> 1106 SW 37th St, Cape Coral, FL 33914 <b>(239) 597-9001</b>	<b>A Flat Rate Airport Taxi Inc.</b> 3825 Cleveland Ave, Fort Myers, FL 33901 <b>(239) 707-1969</b>

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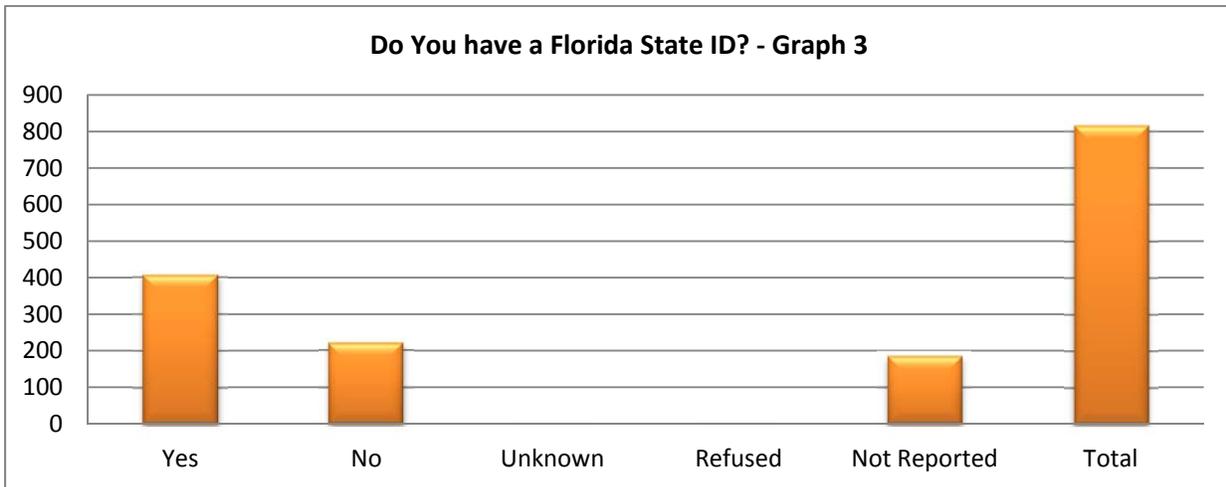
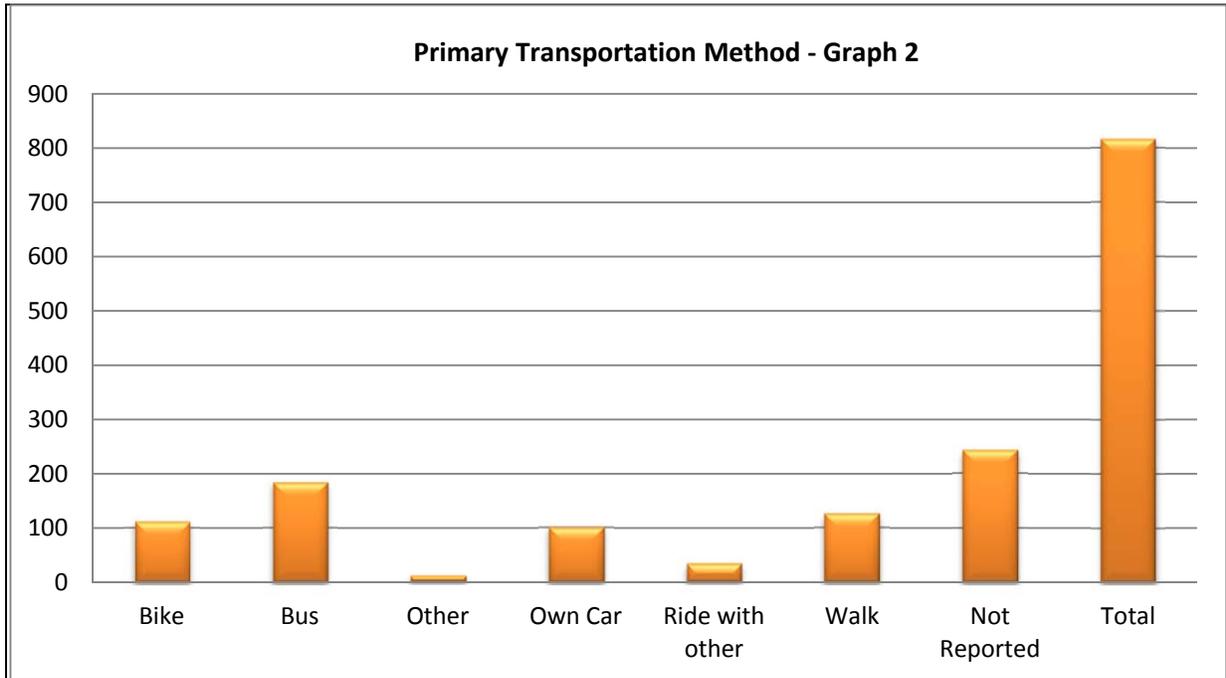
<b>Perfect Gentlemen Taxi &amp; Airport Shuttle Service</b> 9450 Ivy Brook Run, Fort Myers, FL 33913 <b>(239) 768-6888</b>	<b>Angel Transportation Service</b> Fort Myers, FL 33911 <b>(239) 410-4800</b>	<b>Ron's Airport Transportation</b> 3530 SW 14th Pl, Cape Coral, FL 33914 <b>(239) 541-8536</b>
<b>DannyBoys Transportation</b> 3748 Richard Road, Fort Myers, FL 33903 <b>(239) 823-3144</b>	<b>Ambassador Transportation</b> Fort Myers, FL 33907 <b>(239) 204-0783</b>	<b>Airport Taxi</b> 15501 McGregor Blvd, Fort Myers, FL 33908 <b>(239) 489-4473</b>
<b>BEACH TAXI INC</b> Fort Myers Beach, FL 33931 <b>(239) 314-8693</b>	<b>1st Class Limousine Service</b> Serving the Fort Myers Area <b>(239) 440-3448</b>	<b>A Platinum Ride</b> Serving the Fort Myers Area <b>(239) 810-5654</b>
<b>Veterans Car Service</b> Cape Coral, FL 33914 <b>(239) 810-6178</b>	<b>24/7 Airport Transportation</b> 3252 Palm Ave, Fort Myers, FL 33901 <b>(239) 204-4487</b>	

**f. Homeless Coalition Transportation Data**

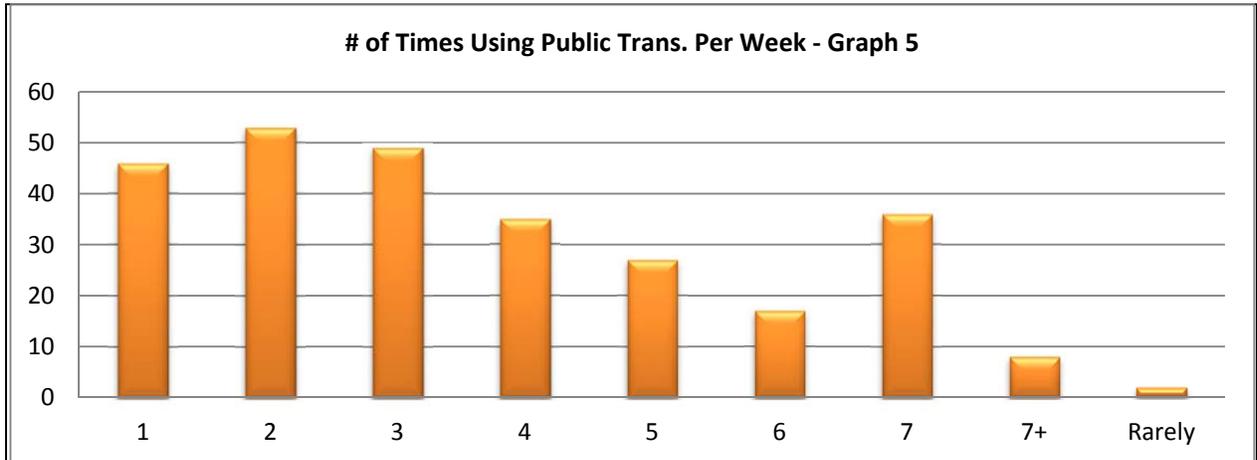
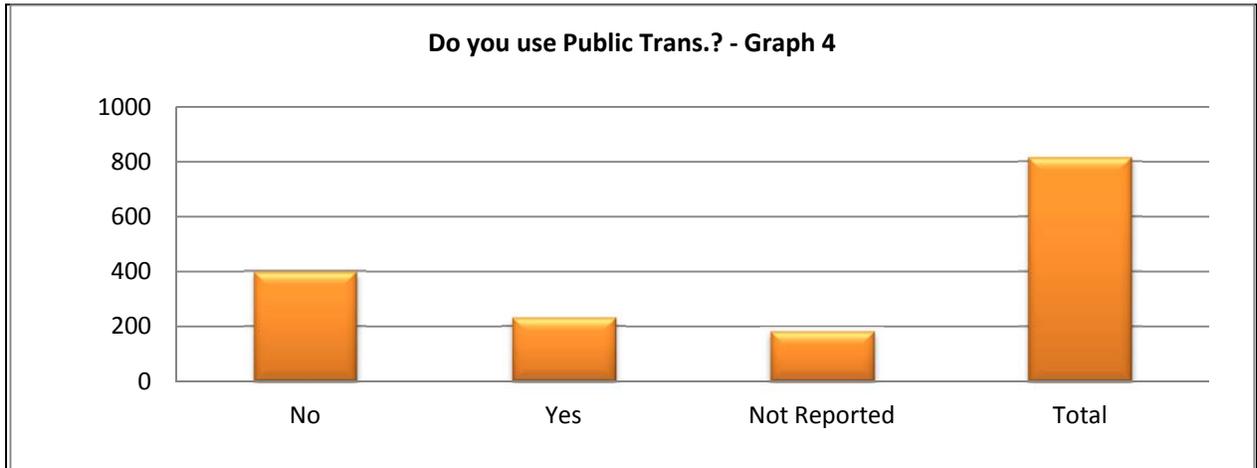
The Lee County Homeless Coalition conducted a survey in January 2011 to obtain homeless statistics. Part of the data collected included transportation data from the 2011 Point In Time Count. The following graphs depict the results showing only the transportation data.



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**C. SERVICE ANALYSIS**

This section provides estimates of the need and demand for transportation services within the Transportation Disadvantaged (TD) population in Lee County, Florida.

**1. TD Population Forecasts**

There are two categories of TD population in the State of Florida – “Potential TD Population” also known as TD Category I. This category includes disabled, elderly, low-income persons and children who are “high-risk” or “at risk”. TD Category II includes persons who are unable to transport themselves or to purchase transportation. These individuals are eligible to receive the same subsidies as those in Category I, plus they’re eligible to receive TD Trust Fund monies for non-sponsored general trips. Tables 12, 13 and 14 break down the two categories of the TD population in the State of Florida.

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**TABLE 13**  
**Forecasts of TD Population in Lee County, Florida**

TD Pop. Figures	Year				
	2013	2014	2015	2020	2025
Category I	251,081	257,974	265,071	303,829	348,683
Category II	44,754	45,925	47,431	53,697	61,268

Source: <http://www.dot.state.fl.us/ctd> 2013

**TABLE 14**  
**2012 Lee County Potential Transportation Disadvantaged Population (Category I) Estimates**

Segments	Population Estimates
Disabled, Non-Elderly, Low Income	2,408
Disabled, Non-Elderly, Non-Low Income	20,524
Disabled, Elderly, Low-Income	2,990
Disabled, Elderly, Non-Low Income	44,470
Non-Disabled, Elderly, Low Income	8,379
Non-Disabled, Elderly, Non-Low Income	124,616
Non-Disabled, Non-Elderly, Low Income	34,074
Total Potential Transportation Disadvantaged Population	237,461

Source: <http://www.dot.state.fl.us/ctd> 2012

**TABLE 15**  
**2012 Lee County Potential Transportation Disadvantaged Population (Category II) Estimates**

Segments	Population Estimates
Transportation Disabled, Non-Elderly, Low Income	1,021
Transportation Disabled, Non-Elderly, Non-Low Income	8,708
Transportation Disabled, Elderly, Low Income	1,785
Transportation Disabled, Elderly, Non-Low Income	26,546
Non-Transportation Disabled, Low Income, No Auto, No Fixed-Route Transit	4,249
Total Transportation Disadvantaged Population	42,309

Source: <http://www.dot.state.fl.us/ctd> 2012

## 2. Needs Assessment

The purpose of this section is to assess the transportation needs and demand for individuals with disabilities, elderly, low income and high risk and at risk children. This section attempts to identify any

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gaps in transportation services that are needed in the service area.

The Community Transportation Coordinator, (CTC) has identified these funding needs:

- Operating assistance
- Match for operating assistance
- Capital assistance for vehicles
- Match for capital assistance for vehicles
- Capital assistance to upgrade and maintain the CTC facility
- Match for capital to upgrade and maintain the CTC facility

FY 12-13 PROJECT	LOCATION	ESTIMATED COST	FUNDING SOURCE
Purchase 4 replacement vehicles for high level service to the elderly and persons with disabilities.	Glades, Hendry, Lee Counties	\$427,077	U.S.C. Section 5310

**3. Barriers to Coordination**

The main Barrier to Coordination in Lee County is the Medicaid and Agency for Persons with Disabilities funding restrictions. Those funding restrictions cause extreme stress on the system and hinder the CTC’s ability to coordinate transportation.

A significant Barrier to Coordination is the responsibility of the various social services agencies (both federally and State of Florida funded) to coordinate and purchase their transportation through the CTC, Good Wheels. The social service agencies should have enough funding to ensure that transportation is properly included in their cost for agency sponsored programs. Transportation for agency programs is currently being shifted to the Lee County ADA Program, or the TD non-sponsored system. This shifting degrades the efficiency of the overall community transportation system and serves as a barrier.

Another barrier to coordination is that caused by the separation of services provided by purchasing agencies. This separation by purchasing agencies, including the provision of funds, trips or reporting activities, and the duplicative nature of reports, monitoring efforts and evaluations is a problem. If these practices were rolled together and streamlined, then the Community Transportation Coordinator could devote more of its resources to the day-to-day job of providing trips. The Lee County Local Coordinating Board recommends that the Commission for the Transportation Disadvantaged re-examine this issue.

Equal program knowledge and development among the Local Coordinating Board, Planning Agencies, CTC, the purchasers of services, and operators is one of the keys to coordinated transportation. Education and training must be made available to all entities and they must, in turn, take full advantage of these opportunities if coordinated transportation is to be achieved. The CTC, LeeTran and the Cape Coral Mini Bus System must partner in order to help educate all parties and stakeholders concerned.

**D. GOALS, OBJECTIVES AND STRATEGIES**

**Goal 1: Coordination of Service**

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**Strategy 1: Coordinate all public transportation services funded with local, state or federal funds.**

1.1 The CTC will on a quarterly basis, provide the local TD planning staff with a monthly report that includes the number of sponsored and non-sponsored passenger trips coordinated by the CTC which shows the number of passenger trips delivered for each funding source. Local TD planning staff will provide these reports to the LCB at their next meeting.

1.2 Continue to utilize wheelchair accessible, air-conditioned, comfortable vehicles in order to better serve all riders.

1.3 Continue the TD Bus Pass Program, to move eligible TD passengers on to the County fixed-route transportation system, pursuant to the LCB's policy on fixed-route utilization.

1.4 The CTC together with the LCB and the DOPA shall conduct an ongoing monitoring of the service area, in order to ensure that routes and services are expanded to the areas of the County where growth is occurring.

1.5 The CTC will monitor subcontracted operators on a continuous basis and evaluate annually, according to the CTC's Evaluation process, contained in the TDSP.

1.6 The CTC, as the CTD's subcontracted Medicaid non-emergency transportation provider ("MED-NET STP") will comply with the LCB's adopted compromise agreement for provision of services involving Lee Tran and the ADA program.

**Goal 2: Provision of Service**

**Strategy 2: Provide a comfortable, cost-efficient and cost-effective coordinated transportation service that meets the needs of the transportation disadvantaged within funding limitations.**

2.1 Should the need arise for additional capacity arise, as determined by the LCB, the CTC will initiate a competitive procurement process and subcontract with qualified operators to provide needed service.

2.2 Provide on-time service as defined in the Lee TDSP standards.

2.3 Deploy sufficient quantity of vehicles each day to meet the demand for scheduled trips, mindful of the peak periods.

**Goal 3: Service Quality**

**Strategy 3: Assure that quality transportation service is being provided.**

3.1 The CTC will conduct random sample ridership surveys in order to evaluate customer satisfaction with transportation service. The CTC will provide the surveys to the planning agency, within a month after the survey is conducted. Planning staff will (with assistance from the LCB committee, if necessary) tabulate the surveys and provide the report to the LCB's at their next meetings.

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3.2 The CTC will handle complaints and grievances in a timely fashion as detailed in the CTC's complaint and Grievance Procedures.

3.3 The CTC will, on a quarterly basis, provide monthly, quarterly and cumulative reports to the local TD planning staff of the number of complaints and grievances received, the nature of the complaints and grievances, and a summary of how they were resolved.

**Goal 4: Training about and Marketing of Service**

**Strategy 4: Continue to market and promote transportation service that can be provided within the limits of available resources.**

4.1 Carry out a public information program to assist current and prospective riders in the proper use of the transportation system.

4.2 Have brochures, reservation information, complaint and grievance procedures and other useful information available to riders on all vehicles and at agencies.

4.3 Provide opportunities designed to educate the community regarding the need for sponsored transportation, the services available and the need for the expansion of services, by speaking to clubs and other networks.

4.4 Investigate and implement new training programs and topics, as appropriate, such as Passenger Travel training.

**Goal 5: Resource Management**

**Strategy 5: Maximize the use of human and financial resources and equipment.**

5.1 Increase revenue by identifying and taking advantage of existing and new private and public funding sources.

5.2 To reduce and/or control expenses, continue to monitor and analyze the cost of administration and operations.

5.3 Plan for the acquisition of air conditioned, comfortable and ADA accessible vehicles to replace an aging fleet or to expand services.

5.4 Continue to monitor the price of fuel per gallon and make adjustments to the Per Trip Fuel Surcharge as needed.

**Goal 6: Safety**

**Strategy 6: Continue to operate a safe transportation system as set forth in the CTC's Systems Safety Program Plan (SSPP).**

6.1 Update the SSPP at least on an annual basis.

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- 6.2 Continue to make safety and loss prevention the responsibility of all personnel.
- 6.3 Continue to conduct annual safety checks on all equipment.
- 6.4 Continue to provide a hazard-free environment and a safe, drug and alcohol free workplace.
- 6.5 Require physical examinations for all personnel as set forth in the SSPP.
- 6.6 Continue drug and alcohol testing as set forth in the Substance Abuse Policy (an addendum to the SSPP, *Appendix A*).
- 6.7 To improve its awareness of accidents, the CTC shall contact the subcontractors quarterly to obtain reports including any police reports as appropriate.
- 6.8 The subcontractors should have Good Wheels be a named insured in their insurance policies.
- 6.9 Monitor subcontracted transportation operators to ensure that vehicles are maintained in accordance with Florida Department of Transportation’s recommended Preventive Maintenance and Safety Programs. Invite FDOT or its designated representatives along when CTC conducts their inspections of subcontractors.
- 6.10 Ensure that subcontracted transportation operators carry out appropriate training programs for all driving personnel including sensitivity training, basic First Aid and CPR.

**E. IMPLEMENTATION SCHEDULE**

The Implementation Schedule is tied directly into the goals, objectives and strategies. The implementation schedule is updated annually.

<b>STRATEGY</b>	<b>IMPLEMENTATION DATE</b>
1.1 Provide the number of trips coordinated by the CTC by funding source to the LCB monthly.	Monthly
1.2 Continue to utilize wheelchair accessible, air-conditioned, comfortable vehicles in order to better serve all riders.	Ongoing
1.3 Continue the TD Bus Pass Program to move TD passengers to the County fixed-route transportation system.	Ongoing
1.4 Conduct an ongoing monitoring of the service in order to ensure that routes and services are expanded to the areas of the County where growth is occurring.	Ongoing
1.5 Monitor subcontracted operators on a continuous basis and evaluate annually according to the CTC’s evaluation process contained in the TDSP.	Annually
1.6 The CTC as the subcontracted Medicaid non-emergency transportation provider shall comply with the LCB’s adopted compromise agreement for provision of services involving Lee Tran and the ADA Program.	Ongoing
2.1 If the LCB and CTC determine a need for additional	As Needed

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capacity in the system, the CTC shall initiate a competitive procurement process and subcontract with qualified operators to provide needed service.	
2.2 The CTC shall provide on-time service as defined in the TDSP standards.	Ongoing
2.3 The CTC shall deploy a sufficient quantity of vehicles each day to meet the demand for scheduled trips being mindful of peak periods.	Ongoing
3.1 The CTC will conduct random sample ridership surveys in order to evaluate customer satisfaction with transportation service. The surveys will be provided to the Planning Agency and the LCB.	Monthly
3.2 The CTC will handle complaints and grievances in a timely fashion as detailed in the CTC Complaint and Grievance Procedures.	Ongoing
3.3 The CTC will, on a quarterly basis, provide monthly, quarterly and cumulative reports to the Planning Agency staff of the number of complaints and grievances received the nature of the complaints and grievances and a summary of how they were resolved.	Quarterly
4.1 Carry out a public information program to assist current and prospective riders in the proper use of the transportation system.	Ongoing
4.3 Provide opportunities designed to educate the community regarding the need for sponsored transportation, the service available and the need for the expansion of services, by speaking to clubs and other networks.	Ongoing
4.4 Investigate and implement new training programs and topics, as appropriate, such as passenger travel training.	Ongoing
5.1 Increase revenue by identifying and taking advantage of existing and new private and public funding sources.	Ongoing
5.2 To reduce and/or control expenses, continue to monitor and analyze the cost of administration and operations.	Annually
5.3 Plan for the acquisition of air conditioned, comfortable and accessible vehicles to replace and aging fleet or to expand services.	Annually
5.4 Continue to monitor the price of fuel per gallon and make adjustments to the per trip fuel surcharge as needed.	As Needed
6.1 Update the SSPP at least on an annual basis.	Annually
6.2 Continue to make safety and loss prevention the responsibility of all personnel.	Ongoing
6.3 Continue to conduct annual safety checks on all equipment.	Ongoing
6.4 Continue to provide a hazard-free environment and a safe drug and alcohol free workplace.	Ongoing
6.5 Require physical examinations for all personnel as set forth in the SSPP.	Ongoing
6.6 Continue drug and alcohol testing as set forth in the Substance Abuse Policy.	Ongoing
6.7 To improve its awareness of accidents, the CTC shall contact the subcontractors quarterly to obtain reports including any police reports as appropriate.	Quarterly

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6.8 The subcontractors should have Good Wheels be named insured in their insurance policies.	As Needed
6.9 Monitor subcontracted transportation operators to ensure that vehicles are maintained in accordance with Florida Department of Transportation's recommended preventative maintenance and safety programs.	Annually
6.10 Ensure that subcontracted transportation operators carry out appropriate training programs for all driving personnel including sensitivity training, basic First Aid and CPR.	As Needed

Source: Good Wheels, Inc. (2011)

**5-Year Transportation Disadvantaged Capital Improvement Program**

The TD Transportation Capital Improvement Program identifies transportation improvements in the way of purchases, such as vehicles and communications equipment. It groups improvements into staging periods and includes realistic estimates of costs and revenues for the program period. This section will be updated on an annual basis.

Implementation Date	Estimated Cost	Description of Purchase	Anticipated Funding Source	New or Replacement	Date Priority Established
2012-13	\$206,996	3 Doge Mini Vans and 1 Wide Body	FTA 5310 funds	Replacement	June 2012
2013-14	\$171,496	2 Wide Body	FTA 5310 funds	Replacement	June 2013
2014-15	\$450,175	5 Wide Body	FTA 5310 funds	Replacement	June 2014
2015-16	\$472,685	5 Wide Body	FTA 5310 funds	Replacement	June 2015
2016-17	\$496,320	5 wide Body	FTA 5310 funds	Replacement	June 2016

Source: Good Wheels 2013

**II. SERVICE PLAN**

**A. Operations Element**

**1. Types, Hours and Days of Service**

a) Types of Service

Provider	Ambulatory	Wheelchair	Stretcher	Advance Reservation	Subscription	Door to Door	Curb to Curb	Door through Door
Good Wheels	√	√	√	√	√	√		√
LeeTran	√	√		√	√	√		

1) Group Trips

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A group trip is defined as five or more individuals traveling on a vehicle at the same time.

2) Subscription Service

Subscription service is defined as a regular and recurring service in which schedules are prearranged to meet the travel needs of riders who sign up for the service in advance. The service is characterized by the fact that the same passengers are picked up at the same location and time and are transported to the same location and then returned to the point of origin in the same manner.

Passengers must submit requests for subscription service no later than noon the day before service is to start (72 hour advance notification is required for Medicaid Program sponsored trips). The purchaser or passenger shall submit timely revisions to the subscription service request in writing to Good Wheels. Standing orders are encouraged for regularly scheduled Medicaid trips.

3) Demand Responsive Service

Demand response trips are trips scheduled on the day of service. Demand responsive service is generally available from 6:00 a.m. until 6:30 p.m. Monday through Friday.

4) Non-Emergency Medical Stretcher Service

Requests for non-emergency medical stretcher service must be made at least two hours before the required time of travel. Those accessing service can expect to be picked up from 1 to 2 hours before their appointment time depending on travel distance.

5) Wheelchair Service

Wheelchair service is offered countywide. Drivers are not permitted to assist persons in wheelchairs up or down any steps. When a wheelchair, scooter or other assistance device is needed, passengers must notify the reservationist making the trip reservation.

6) Florida Agency for Health Care Administration Medicaid Program Trips

Good Wheels is the designated Medicaid Subcontracted Transportation Provider to the Florida Commission for the Transportation Disadvantaged (CTD). The Florida Commission for the Transportation Disadvantaged, is the designated vendor to The Florida Agency for Health Care Administration Medicaid Program. Under this arrangement, Medicaid pays the CTD to make sure that Medicaid trips are provided, according to Medicaid policies.

b) Hours and Days of Service

Office Hours: 9:00 a.m. to 6:00 p.m. Monday through Friday excluding holidays (see below).

General Service hours are 5:00 a.m. to 8:00 p.m. Monday through Saturday. Passengers are

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advised to be ready for pickup one hour before their scheduled appointment time. All return trips are scheduled in advance. There is a 30 minute pickup window for return trips. Passengers should expect their return trip to arrive at the scheduled time or up to 30 minutes after their scheduled pickup time. Passengers can expect their return trip to take up to 90 minutes from the time they are seated on the vehicle.

Demand responsive service is generally available from 6:00 a.m. to 6:30 p.m. Monday through Friday.

Non-emergency medical stretcher service is available under the Medicaid Program 24 hours per day, seven days per week.

After hours service is provided to Medicaid Program sponsored individuals. Phone numbers to call for after hours service are: 239-768-2900 or 1-800-741-1570. Bluebird is contracted by Good Wheels to provide after hours dispatch service. Bluebird is able to determine passenger eligibility and authorize transportation.

## 2. Accessing Services

### **Reservations:**

Requests for transportation are made with Good Wheels. Trip reservations must be made Monday through Friday from 8:00 a.m. to 5:00 p.m. Special arrangements may be made for trips outside of these hours of operation. Trips must be scheduled by noon the day before service is provided. 72 hour advance notification is required for Medicaid Program sponsored service.

Return trips must be scheduled in advance. Passengers should also be advised that some trips cannot be picked up before 10:00 a.m., and “take homes” are based on when the vehicle is available (not when the person is ready). Passengers should be advised there will be extended waits for their return pickups.

Peak travel times are 7:30 a.m. to 9:30 a.m. and 3:30 p.m. to 5:30 p.m. Good Wheels has limited capacity to transport passengers during these times. Therefore, passengers are encouraged to schedule their reservations for trips during these times as soon as possible.

### **Holidays:**

Service will not be provided on the following days: New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas.

### **No-Shows:**

When the passenger fails to cancel their pick-up arrangement more than an hour prior to a driver’s arrival, then their trip is defined as a no-show. No-shows effect the provision of service, because the no-show takes up resources (of time, fuel, vehicles, etc.) that could be otherwise used to transport an actual client.

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**Cancellations:**

Trip cancellations must be made to Good Wheels at least one hour prior to the driver's arrival. If a passenger needs to cancel a trip, they should call Good Wheels as soon as they know this, at 239-768-2900 in Fort Myers or 800-741-1570, to make a cancellation. Cancellations affect the efficiency that can be achieved through coordination. A cancellation is defined as a trip reservation made but canceled more than an hour, prior to the drivers' arrival. If a passenger does not call to cancel their trip, they may be fined.

**Passenger Fares:**

Coordinated transportation is offered to the general public. Any individual may call Good Wheels to schedule a trip, and pay the full cost of the services provided. Generally, the cost of this service is comparable to taxi service.

Passengers sponsored by Florida's Transportation Disadvantaged Program must pay a \$2.00 passenger fare. Medicaid Non-Emergency Program sponsored passengers must pay a \$1.00 per trip fare.

**Transportation Disadvantaged Program Eligibility:**

- No other means of transport
- Age
- Disability
- Income: The LCB's policy is for the CTC to provide transportation to persons' whose household income is at 80% of the poverty levels.

Individuals must apply for Transportation Disadvantaged Program eligibility for their transportation to be sponsored by the Florida Commission for the Transportation Disadvantaged. Good Wheels shall implement the application/eligibility process. *Exhibit C* is an example of the application used for Transportation Disadvantaged Program eligibility.

**Transportation Disadvantaged Program Trip Priorities Policy:**

Only medical trips are provided with the Transportation Disadvantaged Trust Funds.

**Service Complaints:**

People with complaints can call either the Good Wheels 1-800-741-1570 phone number or the Florida Commission for the Transportation Disadvantaged's Ombudsman Hotline number at 1-800-983-2435. Both numbers are posted in the vehicles.

**3. Transportation Operators and Coordination Contractors**

According to Rule 41-2, F.A.C., the CTC shall jointly develop and enter into a coordination contract with agencies who receive government transportation disadvantaged funds and who, from a total system approach, can meet more effectively and efficiently their own transportation

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needs than the CTC. The contract shall include the requirements of reporting, insurance, safety, and other terms outlined in the MOA that apply equally to any transportation operator. The contract also shall include any relevant information regarding joint utilization and cost arrangements for the provision of transportation services to and from the coordinator.

The CTC may provide the trips itself, or subcontract them to qualified operators. The rates paid to transportation operators are negotiated between each transportation provider and the CTC. The rates are covered in the sample carrier contract, a copy of which can be obtained from the CTC.

### **Lee County Transit (LeeTran)**

Lee County Transit, known as LeeTran, is operated by Lee County and is responsible to the Lee County Board of County Commissioners. The County assumed official ownership of the transit service in February of 1977. At that time, the system consisted of several fixed-route bus lines connecting the City of Cape Coral, the City of Fort Myers and the unincorporated County. Since the beginning of transit service operations in Lee County, many improvements and service expansions have been implemented that have assisted in improving the public transportation services provided within the county.

LeeTran operates the fixed route public transportation service in Lee County, as a department of Lee County Government. Lee Tran currently operates 25 bus routes. Twenty-two of the bus routes operate on a scheduled fixed-route system at least six days per week. Four of the routes are either seasonal or are adjusted for seasonal service. Routes 15, 50, 100, 120, 140, 400, 590, 595, and 600 operate on Sundays. The final route, Route 160, provides limited reservation bus service to Pine Island on Thursdays only. LeeTran provides trolley service, branded as The Trollee, along Fort Myers Beach and seasonal trolley service in the Riverfront District of Downtown Fort Myers. There are two park-and-ride trolleys that connect the Town of Fort Myers Beach during season. One provides access to the park-and-ride lots located on the mainland side of the Mantanza Bridge, the other provides service along Estero Blvd on Fort Myers Beach. The trolley system operates as two separate routes during seasonal service and the two routes are combined into one during non-seasonal months. The seasonal Riverfront District Trolley service in the downtown of the City of Fort Myers is also run as seasonal service with one route providing service within the downtown area of the City of Fort Myers and the other connecting the downtown condominiums with the downtown area and local grocery shopping.

The regular one-way bus fare is \$1.25. Half-fares are available to youths (under 17 years) and to seniors and persons with disabilities, with a LeeTran ID. The bus service is marketed to riders of all age groups. Passengers must be able to board, disembark and carry their own packages on and off the vehicles. Most routes operate between 5:00 a.m. and 9:45 p.m. Monday through Saturday, with limited corridor service and service to the beach areas on Sundays between 6:00 a.m. until 9:45 p.m., as well as service to the Southwest Florida International Airport.

### **ADA Paratransit Service**

The ADA (American Disabilities Act) requires that entities that operate fixed-route transit service also provide complementary door-to-door paratransit service for individuals living within a ¼ mile of fixed bus routes who are unable to use the fixed-route service due to a disability. To meet

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the requirements of the ADA, LeeTran has created Passport, LeeTran’s ADA paratransit service. This service is available to ADA-eligible persons in Lee County during regular fixed bus route service hours seven days a week. Passport is used to complement the fixed-route system by serving ADA-eligible elderly and persons with a disability who live within the prescribed distance from a fixed bus route.

Up until February 2005, LeeTran met its provision of the complementary paratransit service by subcontracting it out to a series of different contractors. The last of these was the County’s CTC, Good Wheels, Inc., which had been operating the ADA service since July 2003. In February 2005, LeeTran began managing its own ADA program trips. LeeTran now takes reservations, schedules and provides its own transportation for all ADA-related trips.

**Senior Friendship Centers of Southwest Florida**

Services provided by Senior Friendship Centers of Southwest Florida include adult day care and health care, personal care, case management, home making, respite care, medical transportation, and emergency alert response services. The agency was one of the major specialized transportation providers in Lee County before Chapter 427, *F.S.* took effect. Currently, SFC purchases approximately 5,193 trips a year through the CTC.

The agency's clients come mainly from South and North Fort Myers and the Lehigh area. The destination of the Fort Myers residents is the main Senior Friendship Center in Fort Myers, while the clients in the Lehigh area receive services at the Senior Friendship Center in Lehigh.

<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>
United Cerebral Palsy of SW Florida (Clewiston)	9040 Sunset Drive	Miami, Fl 33173	305-273-3055	James Weeks
Lighthouse of SW Florida	35 West Marianna Ave	North Fort Myers, Fl 33903	239 997-7797	Douglas Fowler, Ex Dir

At the time of the development of the 2013 TDSP, Good Wheels, Inc. had Coordination Contracts with the above mentioned agencies.

**4. Public Transit Utilization**

The CTC initiated a bus pass program during November, 1996. This means that when appropriate, the CTC will arrange for a person to travel on Lee Tran’s Fixed Route system rather than on the door-to-door system. The passenger is issued a monthly bus pass. This saves money for the Transportation Disadvantaged Non-sponsored Trip Grant.

**LeeTran** – fixed route  
Mr. Steve Myers, Director  
Lee Tran

**LeeTran** – ADA paratransit / “Passport” system  
Peter Gajdjis  
LeeTran Passport

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6035 Landing View Road  
Fort Myers, FL 33907

5711-1 Independence Circle  
Fort Myers, FL. 33912

**5. School Bus Utilization**

School buses are not currently utilized in the coordinated system. LeeTran is working with the School District to address joint use topics.

**6. Vehicle Inventory**

Vehicle inventories are shown as *Exhibit D*.

**7. System Safety Program Plan Certification**

Good Wheels Annual Safety Certification is shown as *Exhibit E*.

**8. Intercounty Services**

Intercounty services are provided by local carriers. Medicaid passengers traveling to medical appointments may arrange transportation by contacting the CTC. The necessity to travel out of the service area will be verified by the CTC. In the past, Good Wheels operated an intercounty service between the cities of Clewiston, LaBelle and Fort Myers from September 1995 to April 1999. This was discontinued in April 1999.

Good Wheels is presently operating a Dial-A-Ride program. This service is funded through FTA 5311 funds. A passenger calls Good Wheels to schedule a trip. This service operates in the Hendry/Glades service area and passengers can arrange trips to Lehigh Acres. The Dial-A-Ride flyer is provided at the end of the Service Plan component.

Good Wheels receives federal and state grant funds to operate a regularly scheduled route from Clewiston in Hendry County to Belle Glade in Palm Beach County. This service connects to routes operated by Palm Tran.

**9. Emergency Preparedness & Response**

Procedures for transportation in the time period before an evacuation due to natural disasters and/or emergencies are addressed by the LCB's Standard/Policy 2.11.

Good Wheels, Inc. takes an active role in Lee County's Emergency Transportation Operations Plan during emergencies. (A copy of the Plan is available upon request.)

The CTC, through contractual agreements with carriers and in the System Safety Program Plan (SSPP) establishes policies for the handling of emergencies, accidents and delays. Carriers are required to notify the CTC and appropriate emergency personnel immediately if an emergency, accident or delay occurs. Appropriate emergency personnel can include police, fire or ambulance. Solicit appropriate medical or emergency assistance, if an accident or other emergency occurs. The CTC must also be notified of schedule delays. The carrier must also

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submit a written accident or incident report and management analysis, within 24 hours. If bodily injury and/or property damage exceeds levels outlined in U.S. DOT, the driver is required to undergo drug and alcohol testing as per Federal guidelines. If delays occur, the CTC may reassign trips. Where possible, passengers will be notified of extended delays and alternate arrangements.

In the event of an accident, the carrier must follow up with a written accident report and a management analysis within 24 hours. In the event of bodily injury or property damage in excess of U.S. DOT guidelines, the driver must submit to drug and alcohol testing in accordance with U.S. DOT and Federal Transit Administration (FTA) guidelines. To handle delays, each carrier is required to have one back-up vehicle for every six vehicles in service. If delays occur, the CTC may reassign trips to other service providers. If an extended delay results, the passenger will be notified and a satisfactory resolution will be reached.

**10. Educational Efforts/Marketing:**

Good Wheels has an extensive marketing plan, which includes public information brochures and “Passenger’s Guide Transportation Disadvantaged and Medicaid”. In addition to the brochure, the Good Wheels Director makes frequent public appearances at various government, community and social service agency meetings. Passenger newsletters are distributed. Good Wheels also utilizes media sources such as radio advertisements to inform the public about transportation services.

The LCB has identified the need for Good Wheels to keep the community informed. Reaching out to the customary user groups of the coordinated system will continue to be an important part of this effort. Good Wheels and the LCB will need to work together to keep the passengers, the sponsoring agencies and the public informed regarding changes in service delivery.

Along with continually educating the users and the LCB, another important aspect of training will be for Good Wheels to maintain its program to train its employees. The types of training required will be for new employees, continuing driver education for current staff, and on-going operations training for current staff.

Brochures describing the coordinated transportation system briefly discussing eligibility criteria and the scope of the services provided, have been distributed to social service agencies within the service area. The CTC meets with social service agencies' staff and advocacy groups on a frequent basis, to ensure that those individuals eligible for service use it.

The CTD is now utilizing social media such as Facebook and their website is: <http://www.goodwheels.org/index.html>

**11. Acceptable Alternatives**

There have been no acceptable alternatives for the provision of transportation service identified in Lee County.

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**12. Service Standards**

<b>TABLE ONE: Lee County TDSP – Policies and Standards, Evaluation and Monitoring</b>			
Rule 41-2.006 (4)(a), F.A.C.	Drug and alcohol testing for safety sensitive job positions within the coordinated system regarding preemployment, randomization, post-accident and reasonable suspicion, return to duty and follow-up as required by Federal Highway Administration (FTA).	A review conducted by FDOT, FHWA or FTA will determine compliance with this standard.	All safety sensitive job positions comply with the preemployment, randomization, post accident and reasonable suspicion testing requirements of the Federal Transit Administration.
Rule 41-2.006 (4)(b), F.A.C.	An escort of a passenger and dependent children are to be transported as locally negotiated and identified in the local Service Plan.	This can be evaluated by vehicle inspection.	In order to enhance the safety of passengers and drivers, children under age 15 or other people who, due to age or disabilities may be at risk to themselves or others, must be accompanied by an escort or attended to by an attendant. Escorts must be provided by the passenger or the agency paying for their trip. The escort must be able to provide the necessary assistance to the passenger. Escorts are transported at no additional charge. The CTC reserves the right to refuse to transport a passenger or group of passengers if they need an escort, but do not have one. The need for an escort is determined in advance of the trip. "Traveling companions" are not the same as required. Escorts that have to be picked up or dropped off before/after passengers are not considered escorts, but are regular trips. {See notes to this policy, at end of Table One.}
Rule 41-2.006(4)(c), F.A.C.	Use of Child restraint devices shall be determined locally as to their responsibility and cost of such device in the local Service Plan	Evaluated by inspection of the vehicle.	All passengers under the age of 5 and/or under 45 pounds will be required to use a child restraint device. This device will be provided by parent or sponsoring agency, or by Good Wheels upon arrangement.
Rule 41-2.006(4)(d), FAC	Passenger property that can be carried by the passenger and/or driver in one trip and can safely be stowed on the vehicle, shall be allowed to be transported with the passenger at no additional charge. Additional requirements may be	Evaluated by inspection of the vehicle.	Passengers shall be allowed to have four pieces of personal property which they can place in their lap or stow under their seat. Passengers must be able to independently carry all items brought onto the vehicle. Passenger property

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	negotiated for carrying and loading rider property beyond this amount. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistive devices or intravenous devices.		does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistive devices or intravenous devices.
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Rule 41-2.006(4)(e),FAC	Vehicle transfer points shall provide shelter, security and safety of passengers	This standard can be evaluated by the inspection of transfer points.	The CTC does not generally use transfers in the coordinated system, but if they are used, vehicle transfer points shall be located in a safe, secured place that provides shelter.
Rule 41-2.006(4)(f), FAC	A local toll-free phone number for complaints or grievances shall be posted inside the vehicle. The local complaint process shall be outlined as a section in the Local Service Plan including advising the dissatisfied person about the Commission's Ombudsman Program as a step within the process as approved by the local Coordinating Board.	This standard can be evaluated by inspection of the vehicle.	The local toll free phone number will be included in the complaint process. This number will be posted on right visor of all vehicles in 3" sized numbers. It is (800) 741-1570. [See <i>Component III of the TDSP for the Service Complaint and Formal Grievance Procedures.</i> ]
Rule 41-2.006(4)(g), FAC	Out of service area trips shall be provided when determined locally and approved by the Local Coordinating Board, except in instances where local ordinances prohibit such trips.	This standard can be evaluated by the inspection of records of out-of-service area trips.	The CTC will provide out of service area trips as necessary for specified reasons. Out of county trips must be verified by contacting the passengers' Medicaid provider.
Rule 41-2.006(4)(h), FAC	Interior of all vehicles shall be free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger; (Vehicle cleanliness)	Inspection of the contracted operators and CTC vehicles will determine if this standard is being met.	Interior of all vehicles shall be free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger. All vehicles shall be cleaned (interior and exterior) on a regular schedule.
Rule 41-2.006(4)(i), FAC	Billing requirements of the Community Transportation Coordinator to subcontractors shall be determined locally by the Local Coordinating Board and provided in the local Service Plan. All payments shall be paid to subcontractors within seven (7) calendar days after receipt of said payment by the Community Transportation Coordinator. If the contractor (CTC) receives less than full payment, then the contractor shall be required to disburse only the funds received on a pro rata basis with each subcontractor receiving a prorated portion based on the amount due on the payment. A Vendor Ombudsman within Commission of Banking and Finance has been established to advocate for vendors. (Except in instances where the Community Transportation Coordinator is a non-governmental entity)	The LCB will be able to evaluate this standard based on the evaluation of [records of] payments made to operators.	The CTC shall pay all bills to the subcontracted transportation operator within seven days after receipt of payment.  Task I-C of the TD Planning Grant states that the Planning Agency shall ensure that operator payments are addressed as a standard LCB agenda item.
Rule 41-2.006(4)(j), FAC	Passenger/trip database must be maintained or accessible by the Community Transportation Coordinator	Review of random sample of records.	For each passenger transported within the system, the CTC will collect the name, phone number, address, funding

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	on each rider being transported within the system.		source eligibility and special requirements on each passenger in a database. <i>See 2.10 (2.15) for HIPPA Compliance.</i>
Rule 41-2.006(4)(k), FAC	Adequate seating for paratransit services shall be provided to each rider and escort, child or personal care attendant, and no more passengers than the registered passenger seating capacity shall be scheduled or transported in a vehicle at any time. For transit services provided by transit vehicles, adequate seating or standing space will be provided to each rider and escort, child or personal care attendant, and no more passengers than the registered passenger seating or standing capacity shall be scheduled or transported in a vehicle at any time.	Random inspection of vehicles.	Vehicle seating should not exceed the manufacturer's recommended capacity.
Rule 41-2.006(4)(i), FAC	Drivers for paratransit services, including coordination contractors, shall be required to announce and identify themselves by name and company in a manner that is conducive to communications with the specific passenger, upon pickup of each rider, group of riders or representative, guardian, or associate of the rider, except in situations where the driver regularly transports the rider on a recurring basis. Each driver must have photo identification that is in view of the passenger. Name patches, inscriptions or badges that affix to driver clothing are acceptable. For transit services, the driver photo identification shall be in a conspicuous location in the vehicle.	This standard may be measured at the time of vehicle inspection (Route supervision).	Drivers shall be required to announce and identify themselves by name and company in a manner that is conducive to communications with specific passengers, upon pickup except in situations where the driver regularly transports the rider on a recurring basis. All drivers will have a name badge displayed at all times when transporting passengers. Drivers have photo-id on their person that they can show to the passenger upon request.

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<p>Rule 41-2.006(4)(m), FAC</p>	<p>The paratransit driver shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include opening the vehicle door, fastening the seatbelt or utilization of wheelchair securement devices, storage of mobility assistive devices, and closing the vehicle door. In door-through-door paratransit service categories, the driver shall also be required to open and close doors to buildings, except in situations in which assistance in opening/closing building doors would not be safe for passengers remaining on the vehicle. Assisted access must be in a dignified manner. Drivers may not assist wheelchair up or down more than one step, unless it can be performed safely as determined by the passenger, guardian and driver.</p>	<p>This standard may be evaluated upon inspection of the vehicle.</p>	<p>All drivers shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include holding hands, or allowing the passenger to hold an arm; opening the vehicle door, fastening the seat belt or utilization of wheelchair securement devices, storage of mobility assistive devices and closing the vehicle door. Other assistance may be provided as needed and accepted. Assisted access must be in a dignified manner. Drivers may not assist wheelchair up or down any steps; only ramps are to be used.</p>
<p>Rule 41-2.006(4)(n), FAC</p>	<p>Smoking is prohibited in any vehicle. Requirements for drinking and eating on board the vehicle will be addressed in the local Service Plan.</p>	<p>This standard may be evaluated upon inspection of the vehicle.</p>	<p>There will be no smoking on any vehicles in the coordinated system. Eating and drinking on board the vehicles is prohibited.</p>
<p>Rule 41-2.006(4)(o), FAC</p>	<p>The Community Transportation Coordinator and the Local Coordinating Board shall jointly develop a policy on passenger no shows. Assessing fines to passengers for no shows is acceptable but such policy and process shall be identified in the local Service Plan.</p>	<p>A policy which defines no-shows and establishes a procedure by which the no-shows will be handled should be developed and addressed in the service plan.</p>	<p>Passenger no-shows are defined as trips not canceled one hour before scheduled pickup. When a passenger is considered a no-show, the driver will attempt to communicate with them through CTC dispatch. They will be notified through the use of a door hanger which notes the time the driver arrived. For a TD Grant non-sponsored trip, upon the third no-show, the CTC will send a letter to the person to advise that their service will be suspended for thirty days.</p> <p>{See copy of CTC's "no-show" letter.}  For trips sponsored by other funding sources, the CTC shall contact the agency when a no-show occurs. Agencies should also contact the CTC when they become aware of cancellations or no-show situations.</p> <p>----- The Medicaid policy on no-shows is incorporated into this policy by reference.</p>

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			----- The Policy on no-shows shall be communicated to the passengers and agencies by the CTC when adopted, and thereafter to all newly enrolled passengers. The information shall be distributed to all newly enrolled passengers. The information shall be distributed in the appropriate format and shall be available in alternative formats upon request.
Rule 41-2.006(4)(p), FAC	All vehicles ordered or put into service after the adoption of this section of the Rule, and providing service within the coordinated system, shall be equipped with two-way communications in good working order and be audible to the driver at all times to the base. All vehicles that are not equipped with two-way communications shall have two years to be in compliance after May 1, 1996.	This standard can be evaluated by inspection of the vehicles.	All vehicles are equipped with two-way radios or cell phones.
Rule 41-2.006(4)(q), FAC	All vehicles ordered or put into service after the adoption of this section of the rule and providing service within the coordinated system, shall have working air conditioners and heaters in each vehicle. Vehicles that do not have a working air conditioner or heater will be scheduled for repair or replacement as soon as possible. All vehicles that are not equipped with an air conditioner and/or heater shall have two years to be in compliance after May 1, 1996.	This standard can be evaluated at the time of vehicle inspection.	All vehicles in the coordinated system shall have working air conditioning and heating. Vehicles that do not have a working air conditioner and heater will be scheduled for repair or replacement as soon as possible. Should a vehicle incur a problem, it will be repaired as soon as possible. The owner/operator is responsible for repair. The priority of the LCB is that the CTC provide transportation. If a vehicle's air conditioning or heating is not functioning properly, and if there are no other vehicles available, the passengers will be transported.
Rule 41-2.006(4)(r), FAC	First Aid policy shall be determined locally and provided in the local Service Plan.	Inspection of the drivers' records.	All drivers will be trained in First Aid every two years. All vehicles are equipped with a First Aid kit.
Rule 41-2.006(4)(s), FAC	Cardiopulmonary Resuscitation [CPR] policy shall be determined locally and provided in the local Service Plan.	This standard can be evaluated by an inspection of the drivers' records.	All drivers will be trained in Cardiopulmonary Resuscitation [CPR] every two years.
Rule 41-2.006(4)(t), FAC	Driver criminal background screening shall be determined locally, dependent upon purchasing agencies' requirements and provided in the local Transportation Disadvantaged Service Plan.	This standard can be evaluated by an inspection of the drivers' records.	All drivers in the coordinated system have a favorable FDLE background, ("favorable" according to the Department of Children and Families policies and procedures.)

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Rule 41-2.006(4)(u), FAC	In areas where fixed route transportation is available, the Community Transportation Coordinator should jointly establish with the Local Coordinating Board (LCB) a percentage of total trips that will be placed on the fixed route system. (Fixed-Route Utilization)	In areas where fixed route transportation is available, the performance indicator will be used to measure the effective use of public transit systems within the coordinated system.	The LCB has established a goal of 2.2% to be placed with the fixed-route transit system.
Rule 41-2.006(4)(v), FAC	The Community Transportation Coordinator should establish and address the passenger pick-up window in the local Transportation Disadvantaged Service Plan. This policy should also be communicated to contracted operators, drivers, purchasing agencies and passengers.	This can be measured by a sampling of trips and through a review of customer complaints This Policy does not apply to ADA trips.	Passengers are not given a set pick-up time. Instead, they are told to be ready for their ride to arrive up to an hour before their APPOINTMENT time. The CTC may negotiate special pick-up arrangements with the customer, in advance, as the situation dictates. Passengers will be dropped off at their appointment before the appointment with certain exceptions negotiated in advance.
			All return trips are scheduled in advance. There is a 30-minute window. Passengers should expect their return vehicle to arrive at the scheduled time, up to 30 minutes after the scheduled return time. Passengers can expect their return trip to take up to 90 minutes from the time they are seated on the vehicle. (Policy amended 04-02-2004)
Rule 41-2.006(4)(w), FAC	The Community Transportation Coordinator and the LCB should jointly establish and address the percentage of trips that will be on-time in the local Transportation Disadvantaged Service Plan. This performance measure should be communicated to contracted operators, drivers, purchasing agencies and passengers.	This can be measured by a sampling of trips and through a review of customer complaints. This Policy does not apply to ADA trips.	The CTC will have an 85% on-time performance rate for all completed trips. The Evaluations of the CTC's on-time performance will be measured based upon the time the person is to be dropped off for their appointment and the time the person is to be picked up on a scheduled return trip. These are considered separate trips.
Rule 41-2.006(4)(x), FAC	The Community Transportation Coordinator should establish and address in the local Transportation Disadvantaged Service Plan a minimum 24 hour advanced notification time to obtain services. This policy should also be communicated to contracted operators, drivers, purchasing agencies and	Not identified.	There will be a minimum 24 hour notice requirement for all trips scheduled within the coordinated system. (72 business hours for Medicaid trips.) Non-Medicaid reservations must be made before Noon the day before the requested trip. Passengers with an urgent need to travel should call the

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	passengers.		CTC. Same day trip requests cannot be guaranteed, however, the CTC will attempt to assist the passenger. (See Procedures for (1.x), at Notes on Table One).
Rule 41-2.006(4)(y), FAC	The Community Transportation Coordinator and the LCB should jointly establish and address in the service plan a performance measure to evaluate the safety of the coordinated system. This measure should be used in the Community Transportation Coordinator's evaluation of its contracted operators and the LCB's evaluation of the Community Transportation Coordinator. This measure should be used in the Community Transportation Coordinator's evaluation of its contracted operators and the LCB's evaluation of the Community Transportation Coordinator.	This information can be gathered from the AOR.	The standards for accidents will be 1.2, or fewer, accidents per 100,000 miles for the evaluation period, based on the AOR definitions of accidents.
Rule 41-2.006(4)(z), FAC	The Community Transportation Coordinator and the LCB should jointly establish and address in the local service plan a performance measure to evaluate the reliability of the vehicles used in the coordinated system. This measure should be used in the Community Transportation Coordinator's evaluation of its contracted operators and the LCB's evaluation of the Community Transportation Coordinator.	This information can be obtained from the AOR.	The standard for road calls will be an average of 10,000 miles or more between each road call (e.g., the system wide total, not each individual vehicle).
Rule 41-2.006(4)(aa), FAC	This performance measure can be used to address the accessibility of the service. The Community Transportation Coordinator and the LCB should jointly determine if a standard for call hold time is needed in the coordinated system and address this in the local service plan. If determined to be necessary, this standard should be included in the LCB's evaluation of the Community Transportation Coordinator.	The Call Hold Time standard can only be evaluated with computerized phone systems.	The customer should not be put on hold for more than 3 minutes on average.
Rule 41-2.006(4)(bb), FAC	The CTC and the LCB should jointly establish and address in the local service plan a performance measure to evaluate the quality of service provided within the coordinated system. This measure should be used in the CTC's evaluation of its contracted operators, and the LCB's evaluation of the Community	Complaint files. Service Complaints are defined in the Quality Assurance Component; Service Complaint and Formal Grievance Procedures Section of the TDSP.	Complaints shall not exceed 1% of total trips provided during the evaluation period. The LCB should evaluate the CTC based upon the number of complaints that are resolved, versus unresolved. A noticeable increase in the number of complaints as reported in the quarterly report to the LCB, shall be

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	Transportation Coordinator.	discussed by the LCB.
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<b>TABLE TWO – Standards</b>			
2.01	Service Effectiveness 2.01a – Expense 2.01b – Revenue 2.01c – Subsidy 2.01d – Ridership 2.01.e – Service Quality 2.01f – Level of Service 2.01g -- Safety	The data for measuring these standards can be found in the CTC’s Annual Report (AOR)	CTC: The CTC shall continually look for methods to: 1. Increase the number of passenger trips per driver hour; 2) Minimize any yearly increase to the cost per passenger trip; and 3) Minimize any yearly increase to the cost per Driver Hour.
2.02	Contract Monitoring	Review of the CTC’s operators monitoring files.	The CTC monitors its contracted operators. The CTC will perform an annual evaluation of the contracted operators using the Local Coordinating Board evaluation process, using applicable portions of the evaluation materials, and provide a copy of the annual evaluation of the operators, to the DOPA.
2.03	Ride time	The CTC needs to document which agencies have ride time limits and other exceptions. Community Care for the Elderly (CCE) = 90 minutes. This Policy does not apply to ADA trips.	The CTC will make every effort to abide by funding agencies stated ride times. Passengers can expect to return home within two hours of their pick up. In situations where it becomes apparent that the ride time will exceed two hours (accidents and vehicular breakdowns), the CTC will make every effort to contact the families of the passengers by telephone.
2.04	Voice Mail Changes	Voice mail changes—make sure the recording says, “We have recently changed “xyz” or “we will be changing xyz on a date in the future.”	Voice Mail Changes – The CTC must ensure that customers are provided with sufficient notification of pending MAJOR changes to the phone system for scheduling trips or for reporting complaints. The recording should offer in English and in Spanish, the date of the change (and providing a thirty-day notice, if possible) and describing the changes that will take place.
2.05	Contracts – standardization of transportation operator and coordination contracts. Transportation Operator Contracts: Rule	Contract file will be reviewed during the annual review of the CTC.	The suggested contract format is used.
2.06	Eligibility Criteria	Not addressed	The CTC will transport the general public who shall be charged the going rate for trips. Persons are eligible for transportation if their trip is sponsored by a funding agency. If no funding agency is available, and if the person meets the definitions of transportation disadvantaged, then they are eligible for transportation. The LCB’s policy is for the CTC to provide transportation to persons whose household income is at 80% of the

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			poverty levels. Persons wishing to be transported shall contact the CTC.
2.07	Prioritization of Trips	Evaluated by review of records on file	See Prioritization Policy at the end of Table 2.
2.08	Insurance	The CTD requires that the Community Transportation Coordinators carry \$100,000 per person/\$200,000 per incident in insurance, pursuant to Rule 41-2.006, <i>Florida Administrative Code</i> . Monitor: files	The CTC carries \$1 million per County regulations. The CTC only requires its subcontracted operators to carry \$100/\$200. The subcontractors must have the CTC named as an additional insured. Insurance requirements for subcontractors are covered in more detail in the operators' contracts.
2.09	System Safety Program Plans (SSPP)	See Chapter 341.061(2)(a) <i>Florida Statutes</i> , and Rule 14-90, <i>Florida Administrative Code</i> .	Updated annually.
2.10	LCB's Policy on the \$2.00 fare co-payment on the non-sponsored trip grant; other copayment issues.	Not addressed.	The CTC charges a \$2.00 fare on each non-sponsored trip. The monies collected are to be used for the local match for the trip grant, to in effect purchase more trips. All co-payments are \$2.00 except Medicaid, which has a \$1.00 copayment.

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2.11	LCB's Policy on Transportation during "storms."	Presence of letters on file; Copies of Agencies' contingency plans on file with the CTC; CTC is to monitor storm warnings and weather conditions.	The LCB has a policy regarding provision of transportation to persons during storms. Components of the policy include: 1. The CTC is closed when Lee Tran is closed; when ADA services stop. The CTC becomes a member of the Lee County Emergency Operations Team. 2. The CTC has the right to not transport (out) clients of a center, if they believe that they will not be able to get a person back. [The CTC has the right to cancel trips.] 3. The program director (at a center) has the right to call the CTC the morning of the trip, and cancel trips for the day, if they feel the weather is too severe. Their signal shall be if the Lee County Schools are not transporting that day. [On weekends, or days when schools are shut, the CTC shall use its best judgment.] 4. Centers must work with the CTC to develop a Contingency Plan that outlines what the center will do with its clients, in the event that the CTC cannot come pick the clients up at the "normal time," due to severe storms. The contingency plan should be developed with the understanding that the delay may be for an unknown length of time. Centers should make sure that the family members of clients receive a copy of the contingency plan (or a page that outlines what the family members should expect.) 5. The features in 2, 3 and 4 should free up enough trips to allow the CTC to go get people who were transported out to a location without a contingency plan. 6. Clients at centers will be picked up as soon as it is safe to do so, and as soon as there are trips available. 7. For the purpose of this policy, a storm was defined as "sustained wind of 39 miles per hour or more, and/or major flooding of streets." "Gale force" winds are 39 to 46 mph.
2.12	Distribution of replacement vehicles acquired through grants.	The CTC will provide the TDSP with an annually updated vehicle inventory of all vehicles used in the coordinated transportation system.	02-09-2001: Vehicles received through any grant funding source will be used to replace existing ADA-compliant or non-ADA regulation compliant vehicles currently in the system, according to the following priorities: 1.) Gasoline vehicles with over 175,000 miles, or diesel vehicles with over 225,000 miles, or vehicles over 5 years old; 2.) Non-ADA accessible vehicles; 3.) All other vehicles including sedans, standard vans, and other ADA accessible vehicles. It is the goal to have each vehicle in our system ADA compliant.

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2.13	Required use of seatbelts	CTC will ensure that all appropriate vehicles are equipped with functioning seatbelts.	Adopted 05-11-2001. Passengers riding vehicles equipped with seatbelts will be required to use them. Persons utilizing wheelchairs will have the chair restrained, and will be required to utilize a personal securement device to ensure that they stay in the chair. All wheelchairs for transport must be complete and well maintained and in good working order to include fully operational brakes. Section 37.165©(3) of the DOT's ADA regulations allows a transit operator to establish a policy that requires all riders to have their common wheelchairs secured while aboard a transit vehicle. Therefore, service will be denied to a rider who refuses to allow his or her common wheelchair to be secured. Wheelchairs will be adequately secured or stored. If a passenger refuses to be secured, the passenger will not be transported. The CTC is to implement this policy immediately, and communicate it to all passengers and funding agencies. Under Section 37.5 of the DOT's ADA regulations, a transit operator is not permitted to mandate the use by wheelchair users of seatbelts and shoulder harnesses, unless the operator mandates the use of these devices by all passengers, including those sitting in vehicle seats. All passengers are required to use seatbelts.
2.14	CTC's right to refuse to transport persons with disruptive behavior.	This is monitored through a review of accident records.	When an agency has an existing policy regarding behavioral problems, the CTC abides by the agencies' existing policy. Unless such behavior endangers other passengers, the driver or other motorists. In that case, the CTC may take whatever action is necessary to insure the safety of all concerned. If no policy exists, the CTC will deal with behavioral problems including, but not limited to: fighting, intoxication and abusive behaviors as follows: 1. First incident, a written warning to advise the person or his/her parent, guardian or responsible agency that an incident has occurred. (Unless the First Incident is of a serious, life threatening nature, then skip immediately to Step #3. It is also understood that the Driver may call 911 or the Police as needed.). 2. Second incident shall be reported to the person or his/her parent, guardian or sponsoring agency in writing for possible corrective action.

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			3. Third incident, the CTC will meet with all concerned parties and decide if transportation on the paratransit system is appropriate.
2.15	Compliance with HIPPA	(Not addressed)	The CTC is compliant with HIPPA regulations.
2.16	Use of “scooter” type mobility devices	Daily Observation	Good Wheels is unable to transport clients in scooters because they cannot be secured safely in our vehicles. Passengers who ride in scooters must be able to transfer to a seat or use an approved wheelchair when being transported by Good Wheels, Inc. This is a safety issue and we are concerned for your safety as well as other passengers and our driver.
2.17	Definition of “group trip”		A group trip shall be defined as 5 individuals.

**Standard/Policy (2.07) LEE COUNTY LCB PRIORITIZATION POLICY FOR NON-SPONSORED TRIPS BY TRIP PUPOSE**

Annually, the LCB prioritizes non-sponsored trips by purpose. For the past several years, due to funding, only medical trips have been provided by the CTC. However, since not all of the medical trips can be provided the rest of the priorities remain unmet.

Priority Order	Trip Purposes – Categories and Definitions
1	<b>MEDICAL</b> - medical, dental, or therapeutic services including hospital appointments; clinic visits; dialysis; health department; mental health centers; speech, occupational, physical therapies; psychiatric, psychological services, pharmaceuticals, etc.
2	<b>NUTRITIONAL</b> – adult congregate meal programs, breakfast programs, food stamp procurement and food shopping trips.
3	<b>EMPLOYMENT</b> – work or employment related education
4	<b>SOCIAL</b> – agency related support services, churches, senior citizen programs (excluding nutritional programs.)
5	<b>PERSONAL BUSINESS</b> – non-agency activities essential to maintenance of independence including banking, shopping (non-food shopping), legal appointments, etc.
6	<b>RECREATION</b> – non-essential, non-employment related trips to activities such as: bowling, bingo, beach, parks, restaurants, libraries, theaters, etc.

**13. LOCAL SERVICE COMPLAINT AND FORMAL GRIEVANCE PROCEDURE/PROCESS**

This section was reviewed by the LCB and approved on March 1, 2013.

The LCB has a service complaint procedure, and a formal grievance procedure. This section of the TDSP has four parts, and is reviewed annually:

- A summary of the Service Complaint process is provided.
- A summary of the Formal Grievance Procedures is provided.
- The summaries are designed to fit on brochures. The CTC must make its brochures available in alternative formats, upon request.
- The Service Complaint Process is provided in full, and
- The Formal Grievance Procedures is provided in full.

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The LCB's complete Service Complaint and Formal Grievance Procedures as contained in the TDSP, are consistent with the Commission for the Transportation Disadvantaged's *Uniform Service Reporting*; January 1996; this document is available upon request from the Commission for the Transportation Disadvantaged.

**Existence of Complaint Policy and Procedures:**

The Lee County Local Coordinating Board for the Transportation Disadvantaged has adopted procedures for the Community Transportation Coordinator to use to address complaints from agencies, users, potential users, subcontractors, and other interested parties. The policies are to be followed by the Community Transportation Coordinator (CTC) – Good Wheels, Inc. and any of its operators. These procedures provide definitions of terms used in the process, identify how complaints are received by the CTC; provide a process and forms for the CTC to record complaints, and how the complaints were resolved; explains how the CTC is to collect monthly and annual data for reporting to the LCB, and explains what to do when a complaint cannot be resolved. The procedures also provide contact names and addresses.

**Definitions:**

**Service inquiries** are requests for information about the service and can occur once or several times in the course of a day's service. An example of a service inquiry is when a customer calls the CTC and says, "My bus is a few minutes late, where is it?" Service inquiries are reported to the driver or dispatcher or to other individuals involved with the daily operations, and are usually resolved by the CTC immediately or within the course of a reasonable time period suitable to the complainant. Service inquiries do not have to be 'recorded' as a complaint.

**Service complaints** are routine incidents that occur on a daily basis, are reported to the driver or dispatcher, or to other individuals involved with the daily operations, and are resolved within the course of a reasonable time period suitable to the complainant. Service complaints should be recorded as 'complaints.' The CTC is to total these service complaints on a yearly basis for the CTD's Annual Operating Report, (AOR). Service Complaints may include but are not limited to:

- "My bus is late." [beyond the On-Time Policy for the service area.] Late trips (late pickup 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, e.g. may not qualify, lack of TD funds, etc.)

If unresolved, a routine service complaint can result in a **formal grievance**. [The Local Coordinating Board has a separate "Formal Grievance Procedure," contained in the TDSP. Please review it for additional information.] Local service complaints are driven by the inability of the community transportation coordinator or transportation operators to meet local service

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standards established by the CTC and local coordinating board.

**Introduction**

The Lee County Local Coordinating Board for the Transportation Disadvantaged has established rules and procedures to address grievances from agencies, users, potential users, subcontractors, and other interested parties relating to the coordination of non-emergency transportation services.

**A Formal Grievance** is a concern regarding the operation or administration of coordinated Transportation Disadvantaged services by transportation operators, the CTC, the Designated Official Planning Agency, or the LCB. A formal grievance may also be a service complaint that has been left unresolved for more than 45 days. A sample of this form is attached in *Exhibit F*.

The LCB shall “appoint a Grievance Committee to serve as a mediator to process and investigate complaints, from agencies, users, potential users of the system and the CTC in the designated service area, and make recommendations to the Coordinating Board for improvement of service. The Coordinating Board shall establish procedures to provide ... opportunities for issues to be brought before such committee and to address them in a timely manner...”

The LCB does not have “adjudicative” or “determinative” powers.

**The *Formal Grievance Procedures as contained in the LCB’s TDSP* contains the following sections:**

- Section 1: Creation
- Section 2: Definitions
- Section 3: Objectives
- Section 4: Membership
- Section 5: Terms of Members
- Section 6: Grievance Procedures
- Section 7: Filing the formal grievance
- Section 8: If Mediation is not successful:
- Section 9: A meeting of the ad hoc grievance resolution committee is held
- Section 10: If the grievance is not resolved through the meeting of the ad hoc grievance resolution committee
- Section 11: Prohibition against Retaliation Appeals to the Commission for the Transportation Disadvantaged

**Forms to Use to record a complaint:**

The CTC shall utilize the form below to log complaints. This form is consistent with that provided by the **Commission for the Transportation Disadvantaged’s *Uniform Service Reporting [for Service Complaints] January 1996***. This document, which is available upon request from the Commission for the Transportation Disadvantaged, is a guide to the proper method to identify a complaint, determine its validity, complete a service report, and achieve customer satisfaction. Carriers are to use the same forms. Each complaint shall be assigned a Log Number to assist in tracking the resolution of each complaint. All service complaints should

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be recorded.

**Letting the Consumer know how to complain:**

The Community Transportation Coordinator shall make reasonable efforts to ensure that its customers know how to complain. The CTC should announce the existence of its complaint process in its brochures and other printed material, in its telephone recordings, and in signs posted inside of the vehicles. The CTC should ensure that its information on how to complain is provided to persons in accessible formats as needed.

**Posting Of Contacts in the Vehicles:**

The CTC must ensure that the contact numbers for the CTC, for the CTD’s Ombudsman Hotline, are posted in each vehicle.

**Reporting Complaints:**

A monthly summary of all complaints and their status of resolution should be provided by the Community Transportation Coordinator to the Designated Official Planning Agency (see sample below). The Designated Official Planning Agency will then provide the most current summaries to the Local Coordinating Board for its next meeting. The Community Transportation Coordinator shall collect service complaint statistics by operator, and by county.

**Monthly Summary of Service Complaints received by the CTC [or other Doorways] and how they were resolved.**

**Service** (ride time, schedules, timeliness, attitude/conduct)

**Policy** (fares, co-payments, operation hours, prioritization, “won’t go to...”)

**Vehicle** (safety, equipment, cleanliness)

Log #	Date of Contact	Involved What? Service Policy Vehicle	Which Contracted Operator?	Status of Resolution

**Surveying customers to determine satisfaction levels and to make route improvements based on future demand:**

The LCB requires the CTC to conduct periodic surveys of consumers in order to determine their level of satisfaction with services. These surveys are also used by the LCB to evaluate the CTC

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on factors associated with customer satisfaction. The surveys also can be used to determine where the demand for service is. The CTC is to conduct random surveys of consumers each year. It is suggested that they conduct some surveys each month. The CTC is to ‘send out’ enough surveys, in order to obtain 150 responses. These surveys shall be On-Board surveys conducted by drivers, and telephonic surveys conducted by LCB members. In addition to this, the Commission for the Transportation Disadvantaged’s Quality Assurance team conducts random sample surveys of passengers telephonically, during the biannual review of the CTC’s.

The CTC will provide the surveys to the Designated Official Planning Agency within a month after the survey is conducted. And, the DOPA will request the CTC’s QAPE to provide the DOPA with results of its surveys. Planning staff, with assistance from the LCB’s appropriate committee will tabulate the surveys and provide a report to the Local Coordinating Board for its next meeting.

**Agency Surveys:**

The DOPA will conduct mailed out surveys of the agencies each September to determine their levels of satisfaction with the County TD Program. The CTC shall provide the DOPA with current mailing list of agencies they provide transportation to by September 15th.

**Standards & Policies:**

The Local Coordinating Board sets performance standards for the Community Transportation Coordinator. The Local Coordinating Board evaluates the Community Transportation Coordinator’s performance based upon these standards and policies.

**Commission’s Ombudsman Hotline:**

The Commission for the Transportation Disadvantaged has an Ombudsman Program to assist individuals with complaints. The toll-free Ombudsman Hotline is-1-800-983-2435.

**LEE COUNTY LOCAL COORDINATING BOARD FOR THE TRANSPORTATION  
DISADVANTAGED CONTACTS FOR SERVICE COMPLAINTS**

ENTITY	CONTACT NAME & ADDRESS	PHONE
Community Transportation Coordinator	Tom Nolan, President Good Wheels, Inc.	(239) 768-6184 customer service (239) 768-2900 reservations (800) 741-1570
MPO -- Designated Official Planning Agency (DOPA)	Lee Metropolitan Planning Org. 815 Nicholas Pkwy, Cape Coral, FL 33915	(239) 244-2220

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Local Coordinating Board Chairperson	Hon. Larry Kiker c/o Mr. Brian Raimondo Lee Metropolitan Planning Org. 815 Nicholas Pkwy, Cape Coral, FL 33915	(239) 244-2220
Commission for the Transportation Disadvantaged	Ombudsman Hotline	(800) 983-2435 TDD (800) 648-4084
Medicaid	Ombudsman Hotline and Local	(800) 983-2435 (239) 335-1300

The Lee County Local Coordinating Board for the Transportation Disadvantaged has established the following rules and procedures to address grievances from agencies, users, potential users, subcontractors, and other interested parties.

**Authority**

According to Rule 41-2.012(5)(c), *Florida Administrative Code*, the Local Coordinating Board shall “appoint a Grievance Committee to serve as a mediator to process and investigate complaints, from agencies, users, potential users of the system and the Community Transportation Coordinator in the designated service area, and make recommendations to the Coordinating Board for improvement of service. The Coordinating Board shall establish procedures to provide ... opportunities for issues to be brought before such committee and to address them in a timely manner...”

It should be noted that there is a difference between “hearing” a grievance and “hearing and determining” a grievance. Neither the Grievance Resolution Committee nor the Local Coordinating Board has the authority to “hear and determine” a grievance. They only have the authority to “Hear” and advise. When an entity makes a determination of the rights, duties, privileges, benefits, or legal relationships of a specified person or persons, it is exercising “adjudicative” or “determinative” powers. Deciding a grievance between two independent parties

may fall within these parameters, depending on the nature of the grievance. Chapter 427, *Florida Statutes*, grants no adjudicative powers to anyone.

Even though the Local Coordinating Board does not have determinative authority, the recognition of problems by the various members of the Local Coordinating Board is a very useful method to resolve many issues. In addition, it should be noted that since the Local Coordinating Board is involved in the development and approval of the Community Transportation Coordinator’s Transportation Disadvantaged Service Plan, and since the Local Coordinating Board also conducts the annual evaluation of the Community Transportation Coordinator, there are significant opportunities for the Local Coordinating Board to make changes where needed.

**Formal Grievance Policy and Procedures:**

**Section 1: Creation**

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- 1.1 There is hereby created a formal grievance procedure for the Lee County transportation disadvantaged program as specified by the Commission for the Transportation Disadvantaged 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 System in Lee 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 transportation disadvantaged program definitions can be found in Chapter 427, *Florida Statutes*, and Rule 41-2, *Florida Administrative Code*.
- A) **Community Transportation Coordinator:** (CTC) Means a transportation entity recommended by a Metropolitan Planning Organization or by the appropriate designated official planning agency as provided for in Chapter 427 *Florida Statutes*, in an area outside the purview of a Metropolitan Planning Organization and approved by the Commission for the Transportation Disadvantaged, to ensure that coordinated transportation services are provided to serve the transportation disadvantaged population in a designated service area.
  - B) **Designated Official Planning Agency (DOPA)** means the official body or agency designated by the Commission for the Transportation Disadvantaged to fulfill the functions of transportation disadvantaged planning in areas not covered by a Metropolitan Planning Organization. The Metropolitan Planning Organization shall serve as the designated official planning agency in areas covered by such organizations.
  - C) **Transportation Disadvantaged (TD)** user of the system, means, 427.0\_\_\_ “Those persons who because of physical or mental disability, income status, or age, or who for other reasons 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 disabled or high risk or at risk as defined in Chapter 411.202, *Florida Statutes*.
  - D) **Agency:** Means 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 entity providing transportation services as all or part of its charter.
  - E) **Transportation Operator:** Means one or more public, private for-profit or private nonprofit entities engaged by the community transportation coordinator to provide service to transportation disadvantaged persons pursuant to a Transportation Disadvantaged Service Plan, (TDSP).
  - F) **Service Complaint:** events that may occur on a daily basis and are reported to the driver or dispatcher or other individuals involved with the daily operations, and are resolved within the course of a reasonable time period suitable to the complainant. For more

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information, see the Local Coordinating Board's policy on Complaints, [elsewhere in the TDSP].

- G) **Formal Grievance** documents any concerns regarding the operation or administration of Transportation Disadvantaged services by the transportation operator, the Community Transportation Coordinator, the Designated Official Planning Agency, or the Local Coordinating Board. A formal grievance may also be a service complaint that has been left unresolved for more than 45 days. The formal grievance should demonstrate or establish their concerns as clearly as possible. Formal Grievances may include but are not limited to:
- Recurring or unresolved **Service Complaints**. (See above definition ;)
  - Violations of specific laws governing the provision of TD services i.e. Chapter 427 *F.S.*, Rule 41-2 *F.A.C.* and accompanying documents, Sunshine Law, Americans with Disabilities Act, (ADA;)
  - Coordination disputes;
  - Agency compliance;
  - Conflicts of interest;
  - Supplanting of funds;
  - Billing and/or accounting procedures;
  - Policies of the Local Coordinating Board (LCB), particularly the Prioritization Policy.
- H.) **Administrative Hearing process:** Chapter 120, *Florida Statutes*.
- I.) **Ombudsman Program** means a toll free phone number established and administered by the Commission for the Transportation Disadvantaged to enable persons to access information and /or file complaints or grievances regarding transportation services provided under the coordinated effort of the community transportation coordinator. See contact information for phone numbers.

### Section 3: Objectives

- 3.1 The objective of the local coordinating board's grievance process shall be to process, investigate and make recommendations in a timely manner on formal grievances that are not resolved between the grievant and the other party (or parties.) It is not the objective of the grievance process to have "adjudicative" or "determinative" powers.
- 3.2 The community transportation coordinator and its service operators and other transportation subcontractors must post the contact person's name and telephone number regarding the reporting of complaints [and the reporting of grievances] in each vehicle.
- 3.3 The grievance procedures and all documents pertaining to the grievance process will be made available to the grieving party.
- 3.4 The grievance procedures and all documents pertaining to the grievance process will be made available, upon request, in a format accessible to persons with disabilities.

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- 3.5 Other than this grievance process, aggrieved parties with proper standing may also have recourse through Chapter 120, *Florida Statutes*, the Administrative Hearing Process, or through the judicial court system.

**Section 4: Membership**

- 4.1 The local coordinating board's ad hoc grievance resolution committee shall be composed of a minimum of three (3) voting members or alternates of the local coordinating board. Members shall be appointed to the ad hoc grievance resolution committee by the LCB chairperson or his/her designee. The ad hoc grievance resolution committee membership shall include a representative of users of the coordinated transportation system. The LCB chairperson or his/her designee reserves the right to make reappointments to the ad hoc grievance resolution committee should any conflicts of interest arise.
- 4.2 The LCB chairperson or his/her designee shall appoint one member of the Ad hoc grievance resolution committee to serve as its chairperson.
- 4.3 The LCB chairperson's designee shall be a member of the TD planning staff from the designated official planning agency. The TD planning staff serves as facilitators to the grievance process. Every effort shall be made by the participants of the ad hoc grievance resolution committee to conduct the process as diplomatically as possible.
- 4.4 In cases where a grievance involves the private or personal or professional interests of a member of the ad hoc grievance resolution committee, such member shall be disqualified from hearing such a grievance.
- 4.5 Local Coordinating Board members who represent affected agencies will be invited to grievance hearings as advisors.
- 4.6 No member of the Local Coordinating Board shall appear before the Grievance Committee as an agent or attorney for any person.

**Section 5: Terms of Members**

- 5.1 The members of the ad hoc grievance resolution committee shall serve at the pleasure of the LCB chairperson or his/her designee, for the duration of the grievance for which they are appointed.
- 5.2 The members of the ad hoc grievance resolution committee may be removed for cause by the LCB chairperson or his/her designee.
- 5.3 The quorum shall be a simple majority. Meetings shall be held at such times as the ad hoc grievance resolution committee may determine and/or as necessitated by the formally filed grievance.

**Section 6: Grievance Procedures**

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- 6.1 Grievance procedures have been developed by the Local Coordinating Board, based upon guidelines from the Commission for the Transportation Disadvantaged.
- 6.2 The Local Coordinating Board's grievance procedures are for the purposes of listening to the grievance, providing advice and making recommendations to the affected parties of the grievance. The Local Coordinating Board may not exercise adjudicative powers. Aggrieved parties with proper standing may also have recourse through Chapter 120, *Florida Statutes*, Administrative Hearing Process, or the judicial court.
- 6.3 When necessary, the designated official Planning agency's Transportation Disadvantaged Program staff shall provide assistance to individuals to prepare written grievances.
- 6.4 The formal grievance process shall be open to any person or agency wishing to address concerns involving: purchasing agencies, users, potential users, private for-profit operators, private non-profit operators, the Coordinator, the Designated Official Planning Agency, elected officials, and drivers.
- 6.5 The administrators of the grievance process shall make every effort to ensure that the grieving party has exercised the other procedures in place, including the LCB's Complaint procedures or the CTC's internal complaints procedures for its subcontractors.

Note: If it is an unresolved service complaint, the grievant will be asked if they have contacted the CTC for assistance in resolving their complaint. The grievant should have made reasonable effort to have their service complaint resolved by the CTC. The community transportation coordinator is responsible for resolving service complaints.

If the CTC has an internal grievance policy, appropriate grievances will be forwarded back to the CTC for resolution, prior to being considered as a formal grievance for the local coordinating board.

**Section 7: Filing the formal grievance**

- 7.1 The grievant should demonstrate or establish their concerns as clearly as possible. The grievance should try to demonstrate or establish a clear violation of a specific law, regulation, or contractual arrangement. Copies of pertinent laws and regulations may be obtained from the Designated Official Planning Organization's Transportation Disadvantaged Program staff.
- 7.2 The grievance must be filed to the Grievance Committee within ninety (90) days after the occurrence of the event giving rise to the grievance. The grievance shall be sent to:

Lee County Metropolitan Planning Organization, PO BOX 150045, Cape Coral, FL 33915

- 7.3 The grievance shall include:
  - a. the name and address and telephone number of the grievant; They do not have to have an address or phone in order to file a grievance, but they need a place which will receive

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mail for them, and a phone where we may contact them.

- b. a statement of the grounds for the grievance, supplemented by supporting documentation, made in a clear and concise manner. This shall include a description of the efforts taken by the grievant to resolve the issue; and
- c. an explanation by the relief desired by the grievant.

If the grievant does not supply the above information to substantiate the grievance(s) no further action will be taken. [See section 6.3, above, about assistance in getting formal grievances reduced to writing,]

- 7.4 The date the formal grievance containing items a, b, and c, above, is received in writing shall be the date the formal grievance was filed.
- 7.5 Upon receipt of the formal grievance, the designated official planning agency transportation disadvantaged planning staff will have 10 working days to contact the grievant by telephone\*, to discuss the materials received, and ask for additional information which may be necessary in order to file the grievance. (\* when the designated official planning agency makes or attempts to make these telephonic contacts, they will enter records of the calls into a log for that grievance.)
- 7.6 If the designated official planning agency transportation disadvantaged planning staff is unable to establish contact by telephone within the ten (10) working days; they will write a letter to the grievant, and send it by certified mail to the grievant. The letter will indicate that the formal grievance has been received, and that telephonic contact was unsuccessful, and that the grievance has either been filed, or that additional information is necessary in order to file the grievance.
- 7.7 The designated official planning agency will have ten (10) working days from the date the grievance was filed to contact the chairperson of the local coordinating board, telephonically to inform of the receipt of the formal grievance, and proceed with the selection of the ad hoc grievance resolution committee. If the chairperson is not available, the DOPA staff may then contact the vice-chairperson.
- 7.8 The designated official planning agency will have ten (10) working days from the date the grievance was filed to contact the CTC (if the grievance involves the CTC,) to inform that a formal grievance has been filed.
- 7.9 The designated official planning agency will have 10 working days from the date the LCB chair was contacted about the grievance [in Section 7.7] to contact members of the LCB to establish the membership of the ad hoc grievance resolution committee. Pursuant to Section 4.2 of this Process, the chairperson of the ad hoc grievance resolution committee will be established at this time.
- 7.10 After the designated official planning agency has received an agreement to serve as a member of the ad hoc grievance resolution committee from the sufficient amount of LCB members, the designated official planning agency will have ten (10) working days to set up a meeting to mediate the grievance. The grievant, the chairperson of the ad hoc grievance resolution

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committee, and the designated official planning agency staff will attend the mediation. (The CTC will be included in this meeting, if the grievance involves the CTC.)

- 7.11 After the mediation meeting, the DOPA shall prepare a report regarding the meeting outcome. The report shall be sent to the grievant, the LCB chairperson, and the chairperson (and all members) of the ad hoc grievance resolution committee within 10 working days of the date of the meeting.
- 7.12 The Chairperson of the ad-hoc Grievance Committee or DOPA staff will check with the grieving party in 10 working days, to determine whether they are resolved.
- 7.13 If mediation is successful, the grievance is closed.

**Section 8: If Mediation is not successful:**

- 8.1 If the grievance is not resolved through mediation the grievant may request in writing that their grievance be heard by the ad hoc grievance resolution committee. The grievant has 10 days from their receipt of the report (mentioned in Section 7.11) to notify the chairperson of the ad hoc grievance resolution committee through the DOPA.
- 8.2 Upon receipt of the written notice described in Section 8.1, the designated official planning agency has 15 working days to contact the chairperson and other members of the ad hoc grievance resolution committee, the grievant, and the involved parties, to set a grievance meeting date and location.
- 8.3 The grievant and all involved parties shall be notified of the meeting date and location at least seven (7) working days prior to the meeting date by certified mail, return receipt requested.

**Section 9: A meeting of the ad hoc grievance resolution committee is held:**

- 9.1 All involved parties have a right to present their views to the Grievance Committee, either orally or in writing. In addition, all parties may present evidence.
- 9.2 The Grievance Committee may at any time during the course of the meeting question the parties and their witnesses on any facts which it deems material to the alleged improper action.
- 9.3 The entire meeting shall be recorded electronically, on tape. Any party requesting a copy of the transcription shall pay all costs incurred in furnishing the copy of the transcription.
- 9.4 The Grievance Committee will follow a meeting agenda in accordance with the procedures herein set forth:
  - A. Call to Order;
  - B. Presentation of Grievance;
    - 1. Presentation of Grievance by Grievant, which will also include witnesses, if applicable

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2. Response of concerned parties, which will include witnesses, if applicable.
  - C. Discussion of grievance, which shall take place in accordance with Roberts Rules of Order amongst the Grievance Committee, staff, the grievant and other interested parties. Discussion shall focus solely on the grievance as filed by the grievant;
  - D. Following discussion of the grievance, the Grievance Committee may submit a recommendation to the Coordinating Board in response to the grievance; and
  - E. Close meeting.
- 9.5 Upon conclusion of the grievance meeting, the ad hoc grievance resolution committee must submit a written report of the meeting proceedings to the chairperson of the local coordinating board within 10 working days. The report must outline the grievance, and provide the findings/recommendations of the ad hoc grievance resolution committee.
- 9.6 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 local coordinating board.

**Section 10: If the grievance is not resolved through the meeting of the ad hoc grievance resolution committee**

- 10.1 If the grievance is not resolved through the meeting of the ad hoc grievance resolution committee, the grievant may request in writing that their grievance be heard by the local coordinating board. This request shall be sent to the Chairperson of the Local Coordinating Board, through the designated official planning agency, and must be made within 10 working days of their receipt of the ad hoc grievance resolution committee's report (in Section 9.5) Immediately following the meeting of the ad hoc grievance resolution committee, the grievant may make their request that their grievance be heard by the Local Coordinating Board, however, the time frame will "wait" until the ad hoc grievance resolution committee's report is prepared and received, as described in 9.5.
- 10.2 The Local Coordinating Board chairperson shall have 15 working days to set a meeting date. Members of the Local Coordinating Board shall have at least 10 working days notice of such meeting. The meeting of the local coordinating board shall be advertised appropriately.
- 10.3 The grievance shall be presented at the meeting of the local coordinating board. The Local Coordinating Board will follow a meeting agenda in accordance with the procedures herein set forth:
- A. Call to Order;
  - B. Presentation of Grievance;
    1. Presentation of Grievance by Grievant, which will also include witnesses, if applicable

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2. Response of concerned parties, which will include witnesses, if applicable.
  - C. Discussion of grievance, which shall take place in accordance with Roberts Rules of Order amongst the Local Coordinating Board, staff, the grievant and other interested parties. Discussion shall focus solely on the grievance as filed by the grievant;
  - D. Following discussion of the grievance, the Local Coordinating Board may submit a recommendation to the appropriate parties in response to the grievance; and
  - E. Close meeting.
- 10.4 The results, findings and recommendations of the LCB shall be outlined in a final report to be completed within 10 working days of the meeting. The report shall be forwarded to the grievant, members of the Local Coordinating Board, the Community Transportation Coordinator, and all other persons/agencies directly involved in this grievance process.
- 10.5 If the grievance has not been resolved through these LCB procedures, the grievant may request that their grievance be heard by the Commission for the Transportation Disadvantaged.

**Section 11: Prohibition against Retaliation**

- 11.1 No individual shall be unlawfully denied Transportation Disadvantaged services because such individual has filed a grievance related to the Transportation Disadvantaged Program or has testified or is about to testify in any such proceeding or investigation related to the Transportation Disadvantaged Program. (This shall be monitored by the DOPA.)

**Appeals to the Commission for the Transportation Disadvantaged**

Should a grievant remain dissatisfied with the Local Coordinating Board or Community Transportation Coordinator's recommendation, he or she may contact the Commission for the Transportation Disadvantaged at the following address:

Commission for the Transportation Disadvantaged  
605 Suwannee Street, MS-49  
Tallahassee, Florida 32399-0450

The Commission for the Transportation Disadvantaged also has an Ombudsman Program to assist individuals with complaints. The CTD's toll-free Ombudsman Hotline is-1-800-983-2435.

Chapter 427, *F.S.* does not expressly confer the power or authority for the Commission for the Transportation Disadvantaged to "hear and determine" a grievance between two third parties. The Commission for the Transportation Disadvantaged may choose to listen to grievances and it can investigate them from a fact-finding perspective. It cannot be the "judge" or "arbiter" of the grievance in the sense of determining that one party's version of the facts is right and the other is wrong, and order the wrong party to somehow compensate the right party. On the other hand, the grievance may bring to light a problem within the system.

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However, if the grievance showed that one of the parties with whom the Commission for the Transportation Disadvantaged contracts was acting so aberrantly as to not be in compliance with its contract, the Commission for the Transportation Disadvantaged could exercise whatever contractual rights it has to correct the problem. Accordingly, the Commission for the Transportation Disadvantaged may take part in the grievance process, if it wants to, for purposes of listening to the grieving parties and gathering the facts of the matter. It may not decide the grievance, where doing so would amount to an exercise of adjudicative powers.

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**LEE COUNTY LCB GRIEVANCE RESOLUTION CONTACTS**

ENTITY	CONTACT NAME & ADDRESS	PHONE
Community Transportation Coordinator	Tom Nolan, President Good Wheels, Inc.	(239) 768-6184 customer service (239) 768-2900 reservations (800) 741-1570
MPO -- Designated Official Planning Agency (DOPA)	Lee Metropolitan Planning Org. 815 Nicholas Pkwy, Cape Coral, FL 33915	(239) 244-2220
Local Coordinating Board Chairperson	Hon. Larry Kiker c/o Mr. Brian Raimondo Lee Metropolitan Planning Org. 815 Nicholas Pkwy, Cape Coral, FL 33915	(239) 244-2220
Commission for the Transportation Disadvantaged	Ombudsman Hotline	(800) 983-2435 TDD (800) 648-4084
Medicaid	Ombudsman Hotline and Local	(800) 983-2435 (239) 335-1300

**CTD's Medicaid Complaint & Grievance Procedures**

1. To issue a complaint, a customer must first contact the local transportation provider. The complaint may be made verbally over the telephone or may send the complaint in writing. All complaints, even if the problem is resolved while on the phone, must be recorded. The customer may obtain the local provider's contact information for filing a complaint from their local Rider's Guide or by calling the toll free TD Helpline 1-800- 983-2435 or from the website [www.dot.state.fl.us/ctd](http://www.dot.state.fl.us/ctd). All complaints will be documented by the provider to include the date/time, customer's name & contact information, Medicaid ID number, subject of the concern, provider's findings, response, and actions taken to resolve the concern. These complaint records will be forwarded to the Commission for the Transportation Disadvantaged on a quarterly basis.
2. After the local transportation provider receives the complaint, the provider will investigate the complaint and inform the customer of the findings, including any actions taken (either verbally or in writing, or both.) If the customer is not satisfied with the findings/actions, the customer may request to file a formal grievance with the Local Coordinating Board. The local provider will be responsible for providing the customer with the Local Coordinating Board's contact information and an accessible copy of the local Grievance Procedures.
3. The Local Coordinating Board will hear all customer grievances not resolved satisfactorily by the provider. If the LCB does not resolve the grievance, the customer will be informed of his/her right to file a formal grievance with the Commission for the Transportation Disadvantaged. The customer may begin this process by contacting the Commission through the TD Helpline at 1-800-983-2435 or via mail at: Florida Commission for the Transportation Disadvantaged; 605

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Suwannee St., MS-49; Tallahassee, FL 32399-0450 or by email at [www.dot.state.fl.us/ctd](http://www.dot.state.fl.us/ctd). Upon request of the customer, the Commission will provide the customer with an accessible copy of the Commission's Grievance Procedures.

4. If the Commission is unable to resolve the grievance, the customer 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 above must be attempted in the listed order before a complaint or grievance will move to the next step. The customer should be sure to try and have as many details as possible, when filing a complaint, such as dates, times, names, vehicle numbers, etc.

There is an Ombudsman Program, provided by the Commission for the Transportation Disadvantaged, which is available to anyone who requests assistance in resolving complaints. The Ombudsman Program may be reached through the toll free TD Helpline at 1-800-983-2435 or via email at [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 above. The Ombudsman will document each complaint and upon request of the customer, file the complaint with the local provider on the customer's behalf, to begin the local complaint process. If the customer has already filed the complaint locally and remains unsatisfied, the Ombudsman will assist the customer with the next step in the complaint or grievance process.

The customer 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.

### **Medicaid Fair Hearing Requirements**

In addition, the customer has the right to request a Medicaid fair hearing. A Medicaid compensable service provider acting on behalf of the customer and with the customer's written consent may request a Medicaid fair hearing. Parties to the Medicaid fair hearing include the Commission, as well as the customer and his or her representative or the representative of a deceased customer's estate.

#### **A. Request Requirements**

The customer or provider may request a Medicaid fair hearing within ninety (90) calendar days of the date of the notice of action. The customer or provider may request a Medicaid fair hearing by contacting:

Department of Children and Families  
Office of Public Assistance Appeals Hearings,  
1317 Winewood Boulevard, Building 1, Room 309  
Tallahassee, Florida 32399-0700

#### **B. General Plan Duties**

The Commission for the Transportation Disadvantaged will:

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1. Continue the customer's benefits while Medicaid fair hearing is pending if:
  - a. The Medicaid fair hearing is filed timely, meaning on or before the later of the following:
    - Within 10 workdays of the date on the notice of action (Add 5 workdays if the notice is sent via U.S. mail); and
    - The intended effective date of the plan's proposed action.
  - b. The Medicaid fair hearing involves the termination, suspension, or reduction of a previously authorized course of treatment;
  - c. The services were ordered by an authorized provider;
  - d. The authorization period has not expires; and
  - e. The customer requests extension of benefits.
2. Ensure that punitive action is not taken against a provider who requests a Medicaid fair hearing on the customer's behalf or supports a customer request for a Medicaid fair hearing. If the Commission for the Transportation Disadvantaged continues or reinstates customer benefits while the Medicaid fair hearing is pending, the benefits must be continued until one of the following occurs:
  - a. The customer withdraws the request for a Medicaid fair hearing.
  - b. 10 workdays pass from the date of the Commission's adverse decision and the customer has not requested a Medicaid fair hearing with continuation of benefits until a Medicaid fair hearing decision is reached. (Add 5 workdays if the notice is sent via U.S. mail.)
  - c. A Medicaid fair hearing decision adverse to the customer is made.
  - d. The authorization expires or authorized service limits are met.

The Commission must authorize or provide the disputed services promptly, and as expeditiously as the customer's health condition requires, if the services were not furnished while the Medicaid fair hearing was pending and the Medicaid fair hearing officer reverses a decision to deny, limit, or delay services. The Commission must pay for disputed services, in accordance with state policy and regulations, if the services were furnished while the Medicaid fair hearing was pending and the Medicaid fair hearing officer reverses a decision to deny, limit, or delay services.

**Medicaid Beneficiary Appeals Notice**

(Section 10B.2.14)

When the Vendor or its subcontracted transportation provider denies eligibility of transportation services

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to a beneficiary, the beneficiary must be informed of his/her right to appeal by sending, by mail, an initial decision letter outlining the reason the Vendor or subcontracted transportation provider is denying transportation services. This letter shall be provided to the beneficiary no later than seven (7) calendar days following such decision to deny.

The Vendor must establish, as part of its implementation plan, a formal beneficiary appeals process whereby a beneficiary may bring his/her complaint for resolution prior to the beneficiary beginning the formal Medicaid grievance procedures.

Beneficiary transportation cannot be limited or suspended during the review period while the appeal is being reviewed. Beneficiaries must be allowed to schedule and receive transportation services throughout the appeal process.

#### **14. CTC Monitoring Procedures of Operators and Coordination Contractors**

The Community Transportation Coordinator will perform an annual evaluation of contracted operators ensuring compliance with the System Safety Program Plan, locally approved standards, Commission for the Transportation Disadvantaged standards, annual operating data and insurance requirements.

#### **15. Coordination Contract Evaluation Criteria**

Good Wheels in cooperation with the LCB will determine whether agencies, from a total system approach, can perform more effectively and more efficiently their own transportation.

#### **B. Cost/Revenue Allocation and Rate Structure Justification**

Good Wheels' FY 2013/14 rate model is shown in *Exhibit G*.

### **III. QUALITY ASSURANCE**

#### **A. ANNUAL EVALUATION OF THE COMMUNITY TRANSPORTATION COORDINATOR**

The purpose of this section is to identify process used by the Local Coordinating Board and the planning agency in the evaluation of the Community Transportation Coordinator. This section will address what steps the Local Coordinating Board will take to monitor and evaluate the services provided by or coordinated through the Coordinator, based on the locally established service standards, and consistent with those of the Florida Commission for the Transportation Disadvantaged Commission.

Pursuant to Chapter 427 *Florida Statutes* 427.015(2), the performance of the coordinator shall be evaluated based on the commission's approved evaluation criteria by the coordinating board at least annually.

Although a committee is not required by Rule 41-2, *Florida Administrative Code (FAC)* in order to conduct the required annual evaluation, sometimes the LCB makes use of a committee to carry out the

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evaluation. In those cases this is the process the committee follows:

At the December LCB meeting, the LCB appoints two or three members to a Committee for the Evaluation of the CTC, composed of voting and advisory members of the LCB. The Committee will be assisted by DOPA Planning staff and the staff of the CTC.

DOPA planning staff is responsible for providing the committee with the materials needed to conduct the evaluation. This includes gathering documents such as the annual operating reports, previous evaluation reports, system safety plan reports, lists of contacts, and other documents from the CTC.

The CTC's staff is responsible for conducting surveys of passengers and of agency representatives twice during the course of their fiscal year. The CTC is also responsible for providing the results of these surveys to the planning staff. The CTC is encouraged to sample a random 10% of the passengers in each survey.

Planning staff and the CTC also work together on preparing the blank evaluation booklet for the committee to use. Planning staff locates the last evaluation report and updates it so that the previous year contains the most current information, and the evaluation year is blank. Planning staff also locates the most current reports with recommendations and accompanying status reports, and updates the blank evaluation report in those sections.

The Evaluation Committee meets initially to conduct the following tasks: Review the evaluation process, agree to a schedule of events, review the evaluation resources and distribute the work-load fairly among the participants. The Evaluation Committee can meet any time for this initial briefing and could do so in the 10 minutes just after the December LCB meeting. However, there are some significant constraints to when the evaluation must be completed: Keeping in mind that the TDSP must be annually updated by the end of May, and that the Evaluation process feeds into the TDSP update, the Evaluation process must be completed in time for the draft evaluation report to go to the LCB in March. Since much of the data for the evaluation year column in the Evaluation Report is taken from the CTC's *Annual Performance Report*, which is not published until January, the Evaluation must be completed in February.

The Evaluation Committee makes use of several resources in order to conduct the Evaluation. These resources include standardized worksheets and reports from the Commission for the Transportation Disadvantaged; material from different sections of the TDSP, including the goals and objectives and standards and policies, and passenger surveys compiled by the CTC, and, previous evaluations.

Committee members and Planning staff conduct interviews with the CTC's staff to complete the Worksheets. Then the Committee evaluates the CTC based on the findings obtained during these interviews. The Committee communicates findings, suggestions, and develops recommendations which are forwarded through planning staff to the LCB as draft final report.

The Draft Evaluation Report contains findings, suggestions and recommendations. These are distributed to the Local Coordinating Board, for its review and approval. If the LCB has additional recommendations, planning staff adds these to the Report, and then Planning staff sends the LCB's approved evaluation report on the Coordinator to the CTC, and uses the recommendations to prepare the annual update of the *Transportation Disadvantaged Service Plan*.

## EXHIBIT A

# LEE COUNTY COMMUNITY TRANSPORTATION COORDINATOR DESIGNATION MEMORANDUM OF AGREEMENT TD 0812

TRANSPORTATION DISADVANTAGED SERVICE PLAN  
The Five-year Plan for the Lee County Service Area  
Minor Update 2013

**EXHIBIT B**

**TD ORGANIZATIONAL CHART**

## EXHIBIT C

# Transportation Disadvantaged/Medicaid Non-Emergency Transportation Program Eligibility Application

# EXHIBIT D

## Vehicle Inventories

## EXHIBIT E

# Annual Safety Certification

TRANSPORTATION DISADVANTAGED SERVICE PLAN  
The Five-year Plan for the Lee County Service Area  
Minor Update 2013

EXHIBIT F  
SERVICE COMPLAINT FORM

TRANSPORTATION DISADVANTAGED SERVICE PLAN  
The Five-year Plan for the Lee County Service Area  
Minor Update 2013

EXHIBIT G  
RATE STRUCTURE

## **REVIEW AND APPROVAL OF THE MAP-21 BICYCLE AND PEDESTRIAN PROJECT FUNDING AND PRIORITIZATION SCOPE**

**RECOMMENDED ACTION** Review and approval of the **attached** scope for MAP 21 project funding and prioritization.

The attached scope was developed based on discussions at the BPCC, recommendations coming out of the Bicycle Pedestrian Master Plan and consistency with the new Federal Transportation bill (MAP-21). The scope includes tasks addressing the development of bicycle pedestrian performance measures, overhauling existing Transportation Enhancement Criteria to prioritize projects submitted for Transportation Alternative Program funds and a task to include methods for maximizing state and federal funding opportunities available under MAP-21 for implementation. Additional tasks have also been included for consideration that includes grant writing, demand/benefits analysis, marketing and project financing analysis. The BPCC will be discussing the scope at their March 26<sup>th</sup> meeting and the results of this meeting will be reported at the TAC meeting.

## Project Understanding

Lee County has made substantial progress in advancing bicycle- and walk-friendliness over the last decade. The community has constructed new sidewalks, bike lanes, and shared-use paths, maintained annual funding for bicycling and walking infrastructure, launched a targeted campaign for bicyclists and pedestrian safety, among other successes. In 2009, both the Lee County regional MPO and Lee County adopted Complete Streets Resolutions. Both entities have a bicycle and pedestrian advisory commission focused on advancing the biking and walking agendas of the MPO and the County, respectively. Lee County Administration earned the local 2011 “Complete Streets Champion of the Year” Award in recognition for its efforts to implement its complete streets policy. The active efforts of advocacy such as BikeWalkLee and Cape Coral Bike Ped demonstrate public support for improving walking and bicycling conditions. In addition, the advocacy of the Sanibel Bicycle Club over the past ten years has resulted in lots of improvements in the bicycle and pedestrian infrastructure of Sanibel Island.

In May 2011, Lee County MPO adopted the *Lee County MPO Bicycle Pedestrian Plan*. The plan is a result of a collaborative public process, and includes an analysis of existing conditions and bicycle and pedestrian safety network recommendations, and project prioritization. The final prioritization and cost estimates for the primary bicycle and pedestrian network (which accounts for arterial and collector roads) includes a total of \$84.42 million in *unfunded* infrastructure needs and, by facility type, total costs for both funded and unfunded projects of:

- \$12.42 million in priority sidewalk facility needs
- \$22.89 million in priority bike lane needs
- \$80.57 million in priority shared-use path needs

The bicycle and pedestrian needs of local roads, such as neighborhood roads that provide access to schools and parks, are not included in these budget totals.

The Plan offers a vision for the development of a connected bicycle and pedestrian network throughout the region, including strategies for securing funding for the recommended infrastructure. However, with the passage of the federal transportation bill *Moving Ahead for Progress in the 21st Century* in July 2012, (known as MAP-21), the funding mechanisms, prioritization criteria, and eligibilities for Plan implementation have substantially changed, potentially resulting in a need to strategically adjust the priority of project recommendations to ensure that the new criteria are met, rather than relying on the previous prioritization based on Transportation Enhancement criteria.

MAP-21 replaces the prior transportation funding bill, known as SAFETEA-LU (*Safe Accountable Flexible Efficient Transportation Equity Act – A Legacy for Users*), which dictated funding from 2005-September 2012. MAP-21 will remain in effect until September 2014, with the potential to be extended beyond that date (similar to what occurred with SAFETEA-LU, which was extended by Congress multiple times). On September 25, 2012, the Federal Highway Administration (FHWA) released guidance regarding the new funding provisions, excepting the Transportation Alternatives program and Federal Lands programs.

In contrast to the funding guidelines established and expanded upon since the passage of the federal transportation bill ISTEA (*Intermodal Surface Transportation Efficiency Act*) in 1991, MAP-21 is a game changer for MPOs working to identify and implement bicycle and pedestrian projects and programs. Communities that

have learned the ins and outs of programs such as Transportation Enhancements (which has been replaced with a new program called Transportation Alternatives), Recreational Trails, Congestion Mitigation and Air Quality, Safe Routes to School, and others, now find a substantially altered framework of federal funding for bicycle and pedestrian projects in MAP-21. The changes are significant and present a number of new opportunities on which MPOs and local governments can capitalize. For example, MAP-21 doubles the size of the Highway Safety Improvement Program (HSIP) and for the first time, requires states to establish performance measures. Changes such as this have important implications for MPOs and municipalities as they seek to secure funding for implementation of active transportation plans. Bicycle and pedestrian projects can now compete for mainstream transportation funds and local agencies must be equipped to do so. Additionally, the Florida Department of Transportation opted out of Recreational Trails funding, which may have negative implications for recreational trails projects, but could boost available funding for on-street bicycle and pedestrian facilities. Clearly identifying what funds are available for what purposes will be a crucial step in strategically advancing Lee County's bicycle and pedestrian network.

In light of the new funding bill and federal guidance for funding, Lee County MPO will benefit from an updated analysis of funding opportunities and the associated eligibility criteria for each, as well as an updated prioritization of proposed bicycle and pedestrian projects based on those criteria. Additionally, Lee County MPO has retained a consultant to develop a *Bicycle and Pedestrian Safety Action Plan*. That Plan will require similar assessments of relevant funding opportunities and their criteria for bicycle and pedestrian safety projects, as well as an implementation strategy for delivering recommended safety improvements based on MAP-21 funding priorities.

It is imperative that Lee County MPO not lose an opportunity to participate in new funding streams for bicycle and pedestrian projects. The following proposed scope of work presents our approach to incorporating the new realities of MAP-21 funding into the adopted recommendations of the *Lee County MPO Bicycle Pedestrian Plan* and the recommendations of the *Bicycle and Pedestrian Safety Action Plan* currently underway.

# Project Approach

## Proposed Scope of Work

### **Task 1 – Assessment of MPO Existing Funding Priorities and Processes**

The *Lee County MPO Bicycle Pedestrian Plan* states that the MPO allocates approximately \$3 million per year to transportation projects through a standardized prioritization process. The Plan notes that the MPO recently developed an integrated list of prioritized projects that includes all transportation modes in an effort to ensure that projects funded by FDOT will result in the highest mobility yield for the County.

These existing processes for project prioritization and funding allocation will be affected by changes in MAP-21. As FDOT responds to the new requirements of MAP-21 funding programs, Lee County MPO will need to respond as well. For example, under MAP-21, programs such as the HSIP will require an evaluation of the cost effectiveness of a proposed project's ability to reduce serious injuries and fatalities. By establishing tools for evaluating projects using the criteria identified in MAP-21, Lee County MPO will have a clear understanding of the most fundable projects listed in the *Bicycle Pedestrian Plan* and be readied to accept available funding and move forward with implementation. Lee County will remain competitive in securing federal and state funds as other MPOs in Florida adjust their strategic approach to securing funding.

This task will include a summary of state and federal funding opportunities and a review of existing planning and policy documents of Lee County MPO relevant to the administration of federal and state funds and the prioritization of bicycle and pedestrians projects. Our team will also conduct interviews with up to four (4) MPO and FDOT staff members to gain clarity regarding current internal processes at each agency, decision-making boards and commissions, and existing channels of communication and coordination.

#### **Task 1 Deliverables –**

*Interviews with up to four (4) MPO and FDOT staff members and review of relevant MPO planning/policy documents*

*Working Paper #1 – Summary of State and Federal Funding Opportunities*

*Working Paper #2 – Assessment of Existing MPO Funding and Prioritization Processes*

### **Task 2 – Recommendations for MPO Prioritization Processes**

Through Task 1, our team will determine funding opportunities for bicycle and pedestrian projects of Lee County MPO as well as key changes that the MPO can make to match the priorities of those funding avenues. Task 2 will describe an appropriate strategy for synchronizing the MPO prioritization process with the prioritization requirements and preferences of MAP-21 and, in particular, its Transportation Alternatives program. This will involve moving beyond the Transportation Enhancement prioritization criteria and establishing a new set of prioritization criteria that are locally-appropriate (consistent with the goals of the *Bicycle Pedestrian Plan*) and federally-relevant (consistent with MAP-21 priorities). The recommendations will be tailored to FDOT's new processes for funding and prioritization, including state-administered grant programs (as determined in Task 1).

#### **Task 2 Deliverables –**

*Working Paper #3 – Recommendations for MPO Prioritization Processes*

### **Task 3 – Implementation Guidance for Local Jurisdictions**

The capacity of local municipalities to assess project feasibility and take the necessary steps to establish a project as “shovel-ready” is central to the long-term success of this prioritization and funding process. This task will include clear criteria for identifying “shovel-ready” projects and action steps for local municipalities to use in advancing priority projects to the “shovel-ready” stage.

**Task 3 Deliverables –**

*Working Paper #4 – Municipal guide to shovel-ready projects*

**Task 4 – Prioritization and Evaluation Criteria for Proposed Bicycle and Pedestrian Network Projects**

The implementation recommendations of the *Lee County MPO Bicycle Pedestrian Plan* highlight the need to:

- Identify projects “such as those included in the Prioritized Spot Improvements list, that can be done quickly and in a cost-effective manner,”
- Develop “an annual work plan of priority projects and action items, including funding possibility for the upcoming year”
- “Re-evaluate priorities and make adjustments as needed,”
- Assess progress in implementing the Plan by identifying measurable tasks

This task will address each of those action steps. Our team will also address the relevant action steps of the *Bicycle and Pedestrian Safety Action Plan*, which is now underway. Through coordination with MPO and municipality staff, our team will identify the most feasible recommended bicycle and pedestrian projects based on MAP-21 funding criteria and other relevant factors (as determined by the consultant). We will provide Lee County MPO with a framework for developing a realistic and fundable annual work plan of priority projects and action items.

**Task 4 Deliverables –**

*Working Paper #5 – Evaluation criteria and project prioritization, including a list of top twenty (20) priority projects, and a framework for creating a 2014 annual work plan*

**Task 5 –Performance Measures**

Communities around the country are prioritizing bicycle and pedestrian infrastructure development and benchmarking the success of those projects. The Alta team will research the tested strategies of other MPOs in Florida and around the country to assess how those agencies are using performance measurements for bicycle and pedestrian projects currently and how those practices might change in light of the new funding context. This task will include a white paper on the state of the practice of bicycle and pedestrian performance measurements for MPOs and relate those findings to the local context of the Lee County MPO. This task will also include the development of performance measures for benchmarking progress in implementing the recommendations of both Plans and for evaluating the impact of projects implemented with MAP-21 funding.

**Task 5 Deliverables –**

*Working Paper #6 – Best practices in MPO bicycle and pedestrian performance measurements*

*Working Paper #7 - Measurable benchmarks for Plan implementation, and performance measures for implemented projects*

## **Optional Tasks for Additional Fee**

**Task A – Grant Writing**

Alta staff have assisted jurisdictions across the country in winning over \$100 million in grant funding. Funding sources range from federal TIGER grants and SAFETEA-LU funds to state, regional, local, and private sources. Alta staff can complete a range of tasks for your project, from full-fledged preparation of the grant application to writing portions of the scope, providing mapping and graphics assistance, assisting with document review and quality control, and preparing environmental documentation and preliminary design.

### **Task B – Demand and Benefits Analysis**

Investments in bicycle pedestrian and greenway facilities yield economic, environmental, health, and quality of life benefits. A demand and benefit analysis for each priority bicycle and pedestrian project will provide Lee County MPO with a clear assessment of the value of new facilities and provide usable localized data of active transportation traffic volume, trip reduction impacts, and mode share. The analysis includes specific projections of bicycle and pedestrian commuter volumes based on Alta's National Bicycle & Pedestrian Documentation Project Demand Model methodology. This methodology has been accepted nationally and is the only model available today that is based on actual empirical count and survey data from over 200 communities, and field tested for accuracy. The model has been used by FHWA, State DOTs, and agencies nationwide, and is considered the most accurate model available today.

Additionally, Alta has developed a trip reduction methodology for the bicycle and pedestrian modes that is now being used around the country. Using results of the demand analysis, U.S. Census figures, and adjustment factors for Lee County, a long term estimate of bicycle and pedestrian mode split can be made and translated into reduced vehicle trips, saved parking spaces, and reduced air pollution. The analysis provides a strong basis for financing and grant solicitation efforts to fund bicycle and pedestrian projects.

### **Task C – Bicycle Route Marketing**

Signing and promoting bicycle friendly routes and established bikeways are a proven tool for increasing bicycling activity and encouraging bicycle tourism. The Alta team will develop a marketing plan for identified bike routes in the Lee County MPO area including a bicycle route brand, wayfinding signage concepts, guidelines for installation of wayfinding signage, and recommended strategies for promoting the signed routes.

### **Task D – Project Financing Analysis**

Strategies for financing priority projects are critical for implementation. Financing opportunities may involve programming of capital improvement funds, identifying the 20 percent local match required for federally funded projects, or establishing new revenue generating streams. For example, Charleston County, South Carolina has employed a 25-year sales tax program that will generate \$250 million for park, open space and trail conservation and facility development. Alta helped to analyze how the County could maximize the value of this sales tax and, through the issuance of bonds, gain access to all of the sales tax proceeds within the first seven years of the program.

Using local financial budgeting and revenue information, this task will provide an assessment of financing opportunities and constraints for priority bicycle and pedestrian projects of Lee County MPO. The report will look at opportunities for revenue generation and how these revenues can be applied to capital improvements, recommended bicycle and pedestrian safety measures, and operations regionally. We will also identify other funding sources that can be used to support projects on a case-by-case basis.

Task	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6
Notice to Proceed						
Task 1	█					
Task 2	█	█	█			
Task 3		█	█	█		
Task 4			█	█	█	
Task 5					█	
Final Draft Report						█

## **ENDORSEMENT OF GOOD WHEELS USC 5310 GRANT APPLICATION**

**RECOMMENDED ACTION:** Recommend endorsing Good Wheels USC 5310 grant application (**attached**) for the Enhanced Mobility of Seniors and Individuals with Disabilities.

In the transportation bill adopted by Congress known as Moving Ahead for Progress in the 21<sup>st</sup> Century (MAP-21) significant changes were made to programs, including USC Section 5310 Formula Grant for the Enhanced Mobility of Seniors and Individuals with Disabilities. Under the new bill, the Florida Department of Transportation (FDOT) continues to administer the USC Section 5310 Formula Grant program and had previously issued a call for proposals. The goal of these grant funds is to provide assistance in meeting the needs of seniors and individuals with disabilities where public transit services are unavailable, insufficient or inappropriate. Eligible projects under the 5310 program include capital and/or operating expenses for transportation services provided to elderly persons and/or persons with disabilities.

Under MAP-21, Good Wheels is an eligible recipient of USC 5310 grant funds and may apply for funding under this program. This application was previously sent to FDOT by the application deadline but is now going through the Committee's and the MPO Board for endorsement following the endorsement by the LCB (Local Coordinating Board) in March.

# Good Wheels

Transportation for the Disabled and Disadvantaged

10075 Bavaria Road, S. E. • Fort Myers, Florida 33913

Gary Bryant  
President/CEO

Board of Directors

Joni Logan  
Chairman of the Board

Glee Duff  
Vice Chairman

Gen. James L. Dozier  
Secretary

Fred Atkins  
Treasurer

Rosalie Berlin

Janet Getchel

Alan Katzman  
Emeritus

Viva Robinson

Steve Shimp

Lucinda Tevlin

December 31, 2013

Brian Raimondo  
PO Box 150045  
Cape Coral, Fl 33915-0045

Dear Mr. Raimondo,

Enclosed is one copy of Good Wheels application for the 2013 U.S.C. Section 5310 Grant through the Florida Department of Transportation. We are requesting that you review grants for coordination purposes with the Lee and Hendy/Glades Local Coordinating Boards (LCB's).

We are requesting that you provide a letter of approval of the application to the appropriate FDOT District Office.

Please contact me at 768-6184, or [gbryant1@aol.com](mailto:gbryant1@aol.com) if you have any questions regarding this request.

Sincerely yours,



Gary Bryant  
President/CEO  
Good Wheels, Inc.

Enclosure



Partner Agency



Main Phone 239.768.2900 Dispatch 239.768.6185 Fax 239.768.6187 Glades & Hendry 800-741-1570

Don't forget to donate \$1.00 to the Transportation Disadvantaged Trust Fund the next time you renew your car tag!

**Checklist for Application Doneness, FTA 5310-FY 2013**

Name of Applicant: Good Wheels, Inc.

Check one:    First time applicant                      Previous Applicant                      ✓

The following must be included in the Section 5310 grant application in the following order:

- This Checklist
- Applicant's cover letter
- 2 originally signed Resolutions by the agency's governing board.
- Application for Federal Assistance (Form 424, Code 20.513)
- Projected Operating and Administrative Expense and Revenue Form
- Current Vehicle and Transportation Equipment Inventory Form
- Capital Request Form
- Vehicle Order form(s) each type requested
- Exhibit A: Current System Description
- Exhibit A-1: Fact Sheet
- Exhibit B: Proposed Project Description
- Exhibit C: Public Hearing Notice and Publisher's Affidavit (for public agencies only.)
- Exhibit D: Coordination,
  - \_\_\_\_\_ If a CTC or a DOPA, copy of Memorandum of Agreement letter from CTD
  - \_\_\_\_\_ If not a CTC, copy of Coordination Agreement or Coordination Contract with applicable CTC
- Exhibit F: Federal Certifications and Assurances
- Exhibit G: Certification of Equivalent Service (if grant is for non-accessible vehicles)
- Exhibit H: Applicant Certification and Assurance to FDOT.
- Copy of letter transmitting your grant to Local Clearing for IC & R (Regional Planning Council Intergovernmental Coordination and Review, "IC&R").
  - \_\_\_\_\_ Send a copy of the IC&R response letter to FDOT/DI/MDO
- Exhibit K: Applicant Certification of Transportation Disadvantaged Service Plan (TDSP) from DOPA
  - \_\_\_\_\_ Copy of letter transmitting grant to DOPA for LCB's review for Coordination Purposes.
  - \_\_\_\_\_ Send a copy of DOPA's response letter regarding the LCB's coordination review
- Cash Match and Leasing memo

Additional Documents required for first time applicant (if a private-non-profit agency)

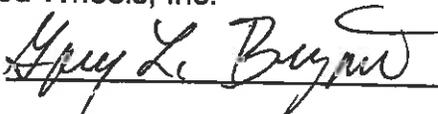
**STATE OF FLORIDA DEPARTMENT OF TRANSPORTATION  
GRANT APPLICATION**

Good Wheels, Inc. submits this Application for the Section 5310 Program Grant and agrees to comply with all assurances and exhibits attached hereto and by this reference made a part thereof, as itemized in the Checklist for Application Completeness.

Good Wheels, Inc. further agrees, to the extent provided by law (in case of a government agency in accordance with Sections 129.07 and 768.28, Florida Statutes) to indemnify, defend and hold harmless the Department and all of its officers, agents and employees from any claim, loss, damage, cost, charge, or expense arising out of the non-compliance by the Agency, its officers, agents or employees, with any of the assurances stated in this Application.

This Application is submitted on this 31st day of December 2012 with two (2) original resolutions authorizing Gary L. Bryant, President and CEO to sign this Application

Good Wheels, Inc.

By  Date: December 31, 2012

Title President and CEO

A RESOLUTION of the Board of Directors of Good Wheels, Inc. authorizing the signing and submission of a grant application and supporting documents and assurances to the Florida Department of Transportation, the acceptance of a grant award from the Florida Department of Transportation, and the purchase of vehicles and/or equipment and/or expenditure of grant funds pursuant to a grant award.

WHEREAS, Gary L. Bryant has the authority to apply for and accept grants and make purchases and/or expend funds pursuant to grant awards made by the Florida Department of Transportation as authorized by Chapter 341, Florida Statutes and/or by the Federal Transit Administration Act of 1964, as amended;

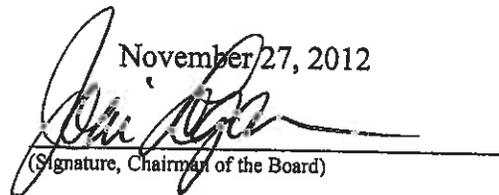
NOW, THEREFORE, BE IT RESOLVED BY THE Board of Directors of Good Wheels, Inc., Fort Myers, Florida:

1. This resolution applies to Federal Programs under U.S.C. Section(s) 5310.
2. The submission of grant applications, supporting documents, and assurances to the Florida Department of Transportation is approved.
3. Gary L. Bryant, President and CEO is authorized to sign the application, accept a grant award, purchase vehicles/equipment and/or expend grant funds pursuant to a grant award, unless specifically rescinded.

DULY PASSED AND ADOPTED THIS

November 27, 2012

By:

  
(Signature, Chairman of the Board)

Joni Logan , Chairman of the Board

Attest: Debi Stephens (seal)

A RESOLUTION of the Board of Directors of Good Wheels, Inc. authorizing the signing and submission of a grant application and supporting documents and assurances to the Florida Department of Transportation, the acceptance of a grant award from the Florida Department of Transportation, and the purchase of vehicles and/or equipment and/or expenditure of grant funds pursuant to a grant award.

WHEREAS, Gary L. Bryant has the authority to apply for and accept grants and make purchases and/or expend funds pursuant to grant awards made by the Florida Department of Transportation as authorized by Chapter 341, Florida Statutes and/or by the Federal Transit Administration Act of 1964, as amended;

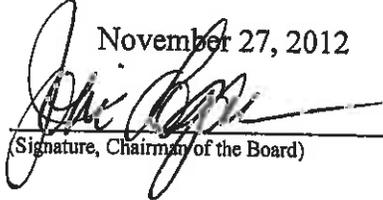
NOW, THEREFORE, BE IT RESOLVED BY THE Board of Directors of Good Wheels, Inc., Fort Myers, Florida:

1. This resolution applies to Federal Programs under U.S.C. Section(s) 5310.
2. The submission of grant applications, supporting documents, and assurances to the Florida Department of Transportation is approved.
3. Gary L. Bryant, President and CEO is authorized to sign the application, accept a grant award, purchase vehicles/equipment and/or expend grant funds pursuant to a grant award, unless specifically rescinded.

DULY PASSED AND ADOPTED THIS

November 27, 2012

By:

  
(Signature, Chairman of the Board)

Joni Logan , Chairman of the Board

Attest: Debi Stephens (seal)

**APPLICATION FOR  
FEDERAL ASSISTANCE**

Version 7/03

<b>1. TYPE OF SUBMISSION:</b> Application <input type="checkbox"/> Construction <input checked="" type="checkbox"/> Non-Construction	Pre-application <input type="checkbox"/> Construction <input type="checkbox"/> Non-Construction	<b>2. DATE SUBMITTED</b> December 31, 2012	Applicant Identifier
		<b>3. DATE RECEIVED BY STATE</b>	State Application Identifier
		<b>4. DATE RECEIVED BY FEDERAL AGENCY</b>	Federal Identifier

**5. APPLICANT INFORMATION**

Legal Name: Good Wheels, Inc.	<b>Organizational Unit:</b> Department:
Organizational DUNS: 616481073	Division:
<b>Address:</b> Street: 10075 Bavaria Rd	<b>Name and telephone number of person to be contacted on matters involving this application (give area code)</b> Prefix: 239 768-6184
City: Fort Myers	
County: Lee	Middle Name L
State: FL	Last Name Bryant
Zip Code 33913	Suffix:
Country: United States	Email:

**6. EMPLOYER IDENTIFICATION NUMBER (EIN):**

65-0192741	Phone Number (give area code) 239 768-6184	Fax Number (give area code) 239 768-0334
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**8. TYPE OF APPLICATION:**

New     Continuation     Revision

If Revision, enter appropriate letter(s) in box(es)  
(See back of form for description of letters.)

Other (specify)       

**7. TYPE OF APPLICANT: (See back of form for Application Types)**

Not for profit organization  
Other (specify)

**9. NAME OF FEDERAL AGENCY:**  
Federal Transit Administration

**10. CATALOG OF FEDERAL DOMESTIC ASSISTANCE NUMBER:**

TITLE (Name of Program):    20-513

**11. DESCRIPTIVE TITLE OF APPLICANT'S PROJECT:**  
Purchase of four replacement vehicles for high level service to the elderly and persons with disabilities.

**12. AREAS AFFECTED BY PROJECT (Cities, Counties, States, etc.):**  
Lee, Hendry, and Glades

**13. PROPOSED PROJECT**

Start Date: July 1, 2013	Ending Date: June 30, 2014
-----------------------------	-------------------------------

**14. CONGRESSIONAL DISTRICTS OF:**  
a. Applicant    b. Project

**15. ESTIMATED FUNDING:**

a. Federal	\$	337,661 <sup>00</sup>
b. Applicant	\$	<sup>00</sup>
c. State	\$	42,208 <sup>00</sup>
d. Local	\$	42,208 <sup>00</sup>
e. Other	\$	<sup>00</sup>
f. Program Income	\$	<sup>00</sup>
g. TOTAL	\$	422,077 <sup>00</sup>

**16. IS APPLICATION SUBJECT TO REVIEW BY STATE EXECUTIVE ORDER 12372 PROCESS?**

a. Yes.  THIS PREAPPLICATION/APPLICATION WAS MADE AVAILABLE TO THE STATE EXECUTIVE ORDER 12372 PROCESS FOR REVIEW ON

DATE:

b. No.  PROGRAM IS NOT COVERED BY E. O. 12372

OR PROGRAM HAS NOT BEEN SELECTED BY STATE FOR REVIEW

**17. IS THE APPLICANT DELINQUENT ON ANY FEDERAL DEBT?**

Yes if "Yes" attach an explanation.     No

**18. TO THE BEST OF MY KNOWLEDGE AND BELIEF, ALL DATA IN THIS APPLICATION/PREAPPLICATION ARE TRUE AND CORRECT. THE DOCUMENT HAS BEEN DULY AUTHORIZED BY THE GOVERNING BODY OF THE APPLICANT AND THE APPLICANT WILL COMPLY WITH THE ATTACHED ASSURANCES IF THE ASSISTANCE IS AWARDED.**

**a. Authorized Representative**

Prefix Mr	First Name Gary	Middle Name L
Last Name Bryant	Suffix	
b. Title President/CEO	c. Telephone Number (give area code) 239 768-6184	
d. Signature of Authorized Representative <i>Gary L. Bryant</i>	e. Date Signed 27 Dec 12	

Name of Applicant: Good Wheels, Inc.

Fiscal period from 7/1/13 to 6/30/14

**TRANSPORTATION-RELATED OPERATING and ADMINISTRATIVE EXPENSES**

<b>EXPENSE CATEGORY</b>	<b>EXPENSE \$</b>
Labor (501)	\$2,318,570
Fringe and Benefits (502)	\$608,930
Services (503)	\$176,870
Materials and Supplies (504)	\$492,320
Vehicle Maintenance (504.01)	\$235,000
Utilities (505)	\$64,660
Insurance (506)	\$239,695
Licenses and Taxes (507)	\$4,570
Purchased Transit Service (508)	\$221,525
Miscellaneous (509)	\$25,180
Leases and Rentals (512)	\$30,015
Depreciation (513)	\$595,145
<b>TOTAL EXPENSE</b>	<b>\$5,012,480</b>

**TRANSPORTATION-RELATED OPERATING and ADMINISTRATIVE REVENUES**

<b>OPERATING REVENUE</b>	<b>REVENUE \$</b>
Passenger Fares for Transit Service (401)	\$69,500
Special Transit Fares (402)	
Other (403-407) 407	
<b>TOTAL OPERATING REVENUE</b>	<b>\$69,500</b>
<b>OTHER REVENUE SOURCES</b>	
Taxes Levied Directly by the Transit System (408)	
Local Cash Grants and Reimbursements (409)	\$30,000
Local Special Fare Assistance (410)	
State Cash Grants and Reimbursements (411)	\$4,191,110
State Special Fare Assistance (412)	
Federal Cash Grants & Reimbursements (413)	\$50,000
Interest Income (414)	
Contributed Services (430)	
Contributed Cash (431)	\$130,000
Subsidy from Other Sectors of Operations (440)	
<b>TOTAL OF OTHER REVENUE</b>	<b>\$4,401,110</b>
<b>GRAND TOTAL ALL REVENUES</b>	<b>\$4,470,610</b>

Unit #	Model Year	Vehicle Make and Type	Body Make and Model	Manufacturer Vehicle Identification Number	Tag Number	Transponder Number	EXP. Date	GWWR	Current Odometer	Fuel Type	FDOT Control No. / GWI	Passengers Aml. - W/C
435	2008	Chevy 4500	Glaval Bus	1GBE4V1907F424567	X7619A	199425	06/30/12	17,500	180,778.0	Diesel	S. Conroy	1082or883
434	2007	Chevy 4500	Glaval Bus	1GBE4V1207F416424	X1381A	91562	06/30/12	17,500	233,933.0	Diesel	GWI	1082or883
433	2007	Chevy 4500	Glaval Bus	1GBE4V1207F416410	X1379A	199445	06/30/12	17,500	248,520.0	Diesel	GWI	1082or883
432	2007	Chevy 4500	Glaval Bus	1GBE4V1277F415027	X1380A	199449	06/30/12	17,500	213,133.0	Diesel	GWI	1082or883
431	2007	Chevy 4500	Glaval Bus	1GBE4V1297F414882	X1378A	91520	06/30/12	17,500	250,284.0	Diesel	GWI	1082or883
430	2007	Chevy 4500	Glaval Bus	1GBE4V1227F411497	X0214A	204593	06/30/12	17,500	264,872.0	Diesel	GWI	1082or883
429	2007	Chevy 4500	Glaval Bus	1GBE4V1207F411871	X1373A	230411	06/30/12	17,500	207,805.0	Diesel	GWI	1082or883
428	2007	Chevy 4500	Glaval Bus	1GBE4V1287F414646	X1376A	205223	06/30/12	17,500	218,480.0	Diesel	GWI	1082or883
427	2007	Chevy 4500	Glaval Bus	1GBE4V1217F411698	X1377A	199443	06/30/12	17,500	218,844.0	Diesel	GWI	1082or883
426	2007	Chevy 4500	Glaval Bus	1GBE4V1257F410991	X0208A	204203	06/30/12	17,500	218,037.0	Diesel	GWI	1082 or 883
425	2007	Chevy 4500	Glaval Bus	1GBE4V1297F411562	X0211A	202401	06/30/12	17,500	224,906.0	Diesel	GWI	1082 or 883
424	2007	Chevy 4500	Glaval Bus	1GBE4V1227F411497	X0214A	204593	06/30/12	17,500	264,872.0	Diesel	GWI	1082 or 883
423	2007	Chevy 4500	Glaval Bus	1GBE4V1237F411198	X0209A	204202	06/30/12	17,500	252,464.0	Diesel	GWI	1082 or 883
422	2006	Chevy 4500	Glaval Bus	1GBE4V1276F408495	X81773	199438	06/30/12	17,500	241,227.0	Diesel	GWI	14 or 1082
421	2006	Chevy 4500	Glaval Bus	1GBE4V1286F408277	X81772	199436	06/30/12	17,500	253,667.0	Diesel	GWI	14 or 1082
420	2011	Eldorado-Dodge Van	Van	2D4RN4D68AR155380	X7138B	199455	06/30/12	6,050	162,904.0	Gas	80121	3 & 1 WC
419	2009	Eldorado-Dodge Van	Van	2D4RN4D8AR155379	X7139B	199457	06/30/12	6,050	144,232.0	Gas	80120	3 & 1 WC
418	2009	Eldorado-Dodge Van	Van	2D4RN4DE1AR155378	X7135B	199461	06/30/12	6,050	132,134.0	Gas	96114	3 & 1 WC
417	2009	Eldorado-Dodge Van	Van	2D4RN4DEXAR155378	X7135B	199461	06/30/12	6,050	132,134.0	Gas	96114	3 & 1 WC
416	2009	Eldorado-Dodge Van	Van	2D4RN4DE6AR155376	X7134B	199429	06/30/12	6,050	104,944.0	Gas	96115	3 & 1 WC
415	2009	Ford E-250 Van	Van	1FTNE24L89DA92603	X2873B	199464	06/30/12	9,000	63,211.0	Gas	96113	4 & Stretcher
414	2008	Chevy Eldorado Uplander Van	Uplander Van	1GBDV13W38D210447	X0376B	199430	06/30/12	5,842	154,118.0	Gas	S. Conroy	3 & 1 WC
413	2006	Ford Taurus	4Dr. sedan LS	1FAFP53U56A135081	688LWU	202405	06/30/12	3,170	134,309.0	Gas	GWI	Admin
412	1995	Ford Van	Aerostar	1FMCA11U8SZA40502	F974GG		06/30/12		275,874.0	Gas	GWI	Maint.

5  
4  
3  
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1

Unit #	Model Year	Vehicle Make and Type	Body Make and Model	Manufacturer Vehicle Identification Number	Tag Number	Transponder Number	EXP. Date	GVWR	Current Odometer	Fuel Type	FDOT Control No. / GWI	Passengers Amb. - W/C
439	2008	Chevy 4500	Glaval Bus	1GBE4V19X7F424673	X7617A	202409	06/30/12	17,500	203,700.0	Diesel	95167	10&20r8&3
440	2008	Chevy 4500	Glaval Bus	1GBE4V1987F424896	X6908A	202410	06/30/12	17,500	166,575.0	Diesel	95168	10&20r8&3
441	2008	Chevy 4500	Glaval Bus	1GBE4V1907F424343	X7620A	199969	06/30/12	17,500	198,623.0	Diesel	95165	10&20r8&3
442	2008	Chevy 4500	Glaval Bus	1GBE4V1917F424402	X7618A	199452	06/30/12	17,500	30,181.0	Diesel	95166	10&20r8&3
443	2008	Chevy 4500	Glaval Bus	1GBE4V1937F424871	X0364B	200559	06/30/12	17,500	182,318.0	Diesel	95182	10&20r8&3
445	2008	Chevy 4500	Glaval Bus	1GBE4V1987F426065	X0367B	199435	06/30/12	17,500	163,383.0	Diesel	95188	10&20r8&3
446	2008	Chevy 4500	Glaval Bus	1GBE4V1967F426095	X0366B	199432	06/30/12	17,500	161,798.0	Diesel	95189	10&20r8&3
447	2008	Chevy 4500	Glaval Bus	1GBE4V1917F426263	X0369B	202412	06/30/12	17,500	173,337.0	Diesel	95190	12&2 or 10&3
448	2009	Chevy 4500	Glaval Bus	1GBE4V1939F402355	X6473B	199454	06/30/12	17,500	121,362.0	Diesel	80109	12&2 or 10&4
449	2009	Chevy 4500	Glaval Bus	1GBE4V19X9F403647	X6475B	202411	06/30/12	17,500	115,569.0	Diesel	80113	12&2 or 10&5
450	2009	Chevy 4500	Glaval Bus	1GBE4V1939F403716	X6474B	202406	06/30/12	17,500	132,274.0	Diesel	80110	14 or 10&2
451	2009	Chevy 4500	Glaval Bus	1GBE4V1979F403802	X6477B	199450	06/30/12	17,500	137,975.0	Diesel	80112	14 or 10&2
452	2009	Chevy 4500	Glaval Bus	1GBE4V1959F403653	X6476B	202404	06/30/12	17,500	123,774.0	Diesel	80111	14 or 10&2
453	2009	Chevy 4500	Glaval Bus	1GBE4V1949F403983	X6478B	91529	06/30/12	17,500	119,059.0	Diesel	80119	14 or 10&2
454	2009	Chevy 4500	Glaval Bus	1GBE4V1939F403960	X6479B	202400	06/30/12	17,500	98,655.0	Diesel	80118	14 or 10&2
455	2009	Chevy 4500	Glaval Bus	1GBE4V1939F403991	X7140B	202408	06/30/12	17,500	95,093.0	Diesel	96116	14 or 10&2
456	2009	Chevy 4500	Glaval Bus	1GBE4V1959F404513	X7141B	199424	06/30/12	17,500	116,590.0	Diesel	96117	14 or 10&2
457	2009	Chevy 4500	Glaval Bus	1GBE4V1919F407814	X2880B	199423	06/30/12	17,500	100,710.0	Diesel	96118	14 or 10&2
458	2009	Chevy 4500	Glaval Bus	1GBE4V19X9F407696	X2881B	231353	06/30/12	17,500	109,422.0	Diesel	96119	14 or 10&2
459	2009	Chevy 4500	Glaval Bus	1GBE4V1999F407737	X2882B	199462	06/30/12	17,500	141,523.0	Diesel	96120	14 or 10&2
460	2009	Chevy 4500	Glaval Bus	1GBE4V19X9F407620	X2883B	199463	06/30/12	17,500	105,939.0	Diesel	96121	14 or 10&2
461	2009	Chevy 4500	Glaval Bus	1GBE4V1969F408005	X2884B	199460	06/30/12	17,500	118,045.0	Diesel	96122	14 or 10&2
462	2009	Chevy 4500	Glaval Bus	1GBE4V1999F413294	X2885B		06/30/12	17,500	102,721.0	Diesel	96123	14 or 10&2
463	2009	Chevy 4500	Glaval Bus	1GB6G5B1DC1160960	X7979B		06/30/12	17,500	11,393.0	Diesel	97105	12 & 2
464	2009	Chevy 4500	Glaval Bus	1GB6G5B16C1159604	X7978B		06/30/12	17,500	9,162.0	Diesel	97106	12 & 2
465	2011	23 GM 4500	Titan II Glaval Bus	1GB9G5B19A1173037	X2926B	2334360310	06/30/12	14200	50,045.0	Diesel		12 & 2

Unit #	Model Year	Vehicle Make and Type	Body Make and Model	Manufacturer Vehicle Identification Number	Tag Number	Transponder Number	EXP. Date	GVWR	Current Odometer	Fuel Type	FDOT Control No. / GWI	Passengers Amb. - W/C
497	2011	23' GM 4500	Titan II Gaval Bus	1GB9G5BL5A1173620	X2927B	2334350310	06/30/12	14200	57,665.0	Diesel		12 82
498	2011	23' GM 4500	Titan II Gaval Bus	1GB6G5BL8B1144259	X9893B		06/30/12	14200	44,904.0	Diesel	98172	12 82
701	2006	GMC Titan	Glaival	1GBJ5V1937F418838	X1398A	202403	06/30/12	26,500	35,166.0	Diesel	GWI	33
702	2008	Blue Bird	Vision	1BAKFCPA08F254107	310IAK	199970	06/30/12	26,500	46,181.0	Diesel	GWI	65
703	2008	Blue Bird	Vision	1BAKFCPA28F254108	311IAK	202413	06/30/12	26,500	59,711.0	Diesel	GWI	65
704	2008	Blue Bird	Vision	1BAKFCPA18F254116	589JQW	199431	06/30/12	26,500	44,183.0	Diesel	GWI	65

## CAPITAL REQUEST FORM

### VEHICLE REQUEST

GMIS Code (This column for FDOT use ONLY)	R or E ( a )	Number requested	Description ( b ) ( c )	Estimated Cost
11._____	R	2	23' Wide body, diesel fuel bus with Ricon lift, 12 amb. Seats, 3 w/ wheel chair positions.	\$163,330.00
11._____	R	2	30' ISB Freightliner diesel fuel bus with Ricon lift, 22 smb/ seats, 2 wheel chair positions	\$258,747.00
11._____				
11._____				
11._____				
Sub-total				\$422,077.00

### EQUIPMENT REQUEST ( c )

11._____				
11._____				
11._____				
11._____				
Sub-total				\$0.00

( a ) Replacement ( R ) or Expansion ( E ).

( b ) Provide a brief description including the length and type vehicle, type of fuel, lift or ramp, number of seats and wheelchair positions. Do not show the Make. For example, 22' diesel bus with lift, 12 amb. Seats, 2 w/c positions.

( c ) Show mobile radios, computer hardware/software, etc. under "Equipment Request."

VEHICLE SUBTOTAL \$ + EQUIPMENT SUBTOTAL = \$

(422,077) X 80% = \$ [Show this amount on Form 424 in block 15(a)] = \$337,661.60

ORDER FORM -- PAGE ONE

CONTRACT #TRIPS-11-CA-GB

GLAVAL CUTAWAY TRANSIT VEHICLES

GETAWAY BUS, INC.

AGENCY NAME: Good Wheels, Inc. DATE: 12-13-12

PURCHASE ORDER NUMBER: \_\_\_\_\_

CONTACT PERSON: Gordon Deadmond (259) 768-2900 x 229  
(Name, Telephone Number and Email Address)

December 2012

Item	Unit Cost	Quantity	Total Cost
<b>Base Vehicle Type</b>			
Ford 11500 GVWR 21' 5.4 Gas	\$56,298		
Ford 11500 GVWR 21' 6.8 V10 Gas	\$56,878		
Chevrolet SPT 12300 GVWR 21' 6.0 Gas	\$58,023		
22' Option add	\$300		
Chevrolet TTN 12300 GVWR 22' 6.0 Gas	\$58,321		
23' Option add	\$425		
Ford 12500 GVWR 22' 5.4 Gas	\$57,702		
23' Option add	\$525		
Chevrolet 14200 GVWR 22' 6.0 Gas	\$59,778	2	119556
23' Option add	\$425		
24' Option add	\$850		
Ford 14500 GVWR 22' 6.8 V10 Gas	\$59,232		
23' Option add	\$525		
24' Option add	\$1,050		
Ford 16500 GVWR 25' 6.8 V10 Gas	\$72,380		
26' Option add	\$150		
27' Option add	\$5,517		
Ford 18000 GVWR 25' 6.8 V10 Gas	\$73,338		
26' Option add	\$150		
27' Option add	\$5,517		
28' Option add	\$5,667		
29' Option add	\$5,817		
Ford 19500 GVWR 25' 6.8 V10 Gas	\$74,845		
26' Option add	\$150		
27' Option add	\$5,517		
28' Option add	\$5,667		
29' Option add	\$5,817		
Freightliner 26000 GVWR 30' 6.7 ISB Diesel	\$115,861		
31' Option add	\$250		
32' Option add	\$500		
33' Option add	\$750		
34' Option add	\$2,035		
35' Option add	\$2,285		
36' Option add	\$2,535		
37' Option add	\$2,785		
38' Option add	\$3,035		
40' Option add	\$3,285		
<b>PAGE ONE SUB-TOTAL</b>			119556

ORDER FORM - PAGE TWO

CONTRACT #TRIPS-11-CA-GB

GLAVAL CUTAWAY TRANSIT VEHICLES

GETAWAY BUS, INC.

December 2012

Item	Unit Cost	Qty	Total Cost
<b>Paint Scheme Choices</b>			
Scheme #1 11,500 to 14,500 = (\$700); 16,500 to 26,000 = (\$800)	See Item	2	1400
Scheme #2 11,500 to 14,500 = (\$465); 16,500 to 26,000 = (\$565)	See Item		
Scheme #3 11,500 to 14,500 = (\$400); 16,500 to 26,000 = (\$500)	See Item		
<b>Base Seating (Freedman)</b>			
Standard Seat (per person)	\$225	20	4500
Foldaway Seat (per person)	\$384	4	1536
Children's Seat (per person)	\$450		
<b>Securement Systems</b>			
Q'Straint QRTMAX securement (per position)	\$510	6	3060
Sure-Lok Titan securement (per position)	\$575		
Seat belt extensions (2-sets standard)	\$18	2	36
<b>Side Wheelchair Lift Choices</b>			
Braun Model NCL919IB-2 (or latest) Century	\$3,455		
Braun Millennium	\$3,655		
Braun 1000 lb	\$3,755		
Maxon Model WL-6A3353 (or latest)	\$3,455		
Ricon Model S5510 (or latest)	\$3,455		
Ricon 1000 lb	\$3,730	2	7460
<b>Rear Wheelchair Lift Choices</b>			
Ricon Klear-View lift (prior approval from FDOT required)	\$3,455		
Braun model NVL917IB lift (prior approval from FDOT required)	\$3,455		
<b>Optional Engines</b>			
Diesel engine meeting current EPA requirements			
12300, 14200 Chevy diesel option 6.6 Duramax	\$11,360	2	22720
F450-550 Ford diesel option 6.7 PS Diesel	\$5,966		
Compressed Natural Gas (CNG) Engine meeting current EPA requirements			
Size: _____ Make: _____ Manufacturer: GAS	\$25,500		
Aluminum wheels (Excluding Chevrolet) E350/450 = (\$1,540); (F450/550=\$1,936); Freightliner = (\$2,024)	See Item		
Stainless steel wheel liners / inserts, front and rear wheels E350/450 and Chevy 3500/4500 = (\$132); (F450/550=\$176); Freightliner = (\$352)	See Item		
<b>PAGE TWO SUB-TOTAL</b>			<b>40712</b>

ORDER FORM - PAGE THREE

CONTRACT #TRIPS-11-CA-GB

GLAVAL CUTAWAY TRANSIT VEHICLES

GETAWAY BUS, INC.

December 2012

Item	Unit Cost	Qty	Total Cost
<b>Fire Suppression</b>			
Amerex Small Vehicle System automatic fire suppression system: 14,500 and lower = (Add \$494), 16,500-19,500 = (Add \$230), 26,000 = (Add \$98)	See Item		
Kidde Automatic Fire Detection and Suppression System: 14,500 and lower = ( <del>Deduct \$22</del> ), 16,500-19,500 = (Add \$264), 26,000 = (Add \$418)	See Item	2	<44>
<b>Route/Head Signs</b>			
Transign manually operated roller curtain type sign	\$900		
TwinVision "Elyse" software electronic destination system	\$4,900		
TwinVision "Mobi-Lite" electronic destination sign	\$2,700		
Transign "Vista Star" electronic destination sign	\$1,850		
Transign LLC 2-digit Block / Run Number box unit	\$ 285		
Transign LLC 3-digit Block / Run Number box unit	\$ 300		
Transign LLC passenger "STOP REQUESTED" sign	\$175		
<b>Camera Systems</b>			
SEON 2 camera security system	\$ 1,725		
REI 2 camera security system	\$ 1,310		
Gatekeeper 2 camera security system	\$1595		
AngelTrax 2 camera security system	\$1965		
Apollo 2 camera security system	\$3,696		
247 2 camera security system	\$1,440		
Price for single replacement camera	\$ 278		
<b>Other Options Available</b>			
Altro Transflor slip resistant vinyl flooring E350/450 and Chevy 3500/4500 = ( <del>\$235</del> ); F450/550 and Freightliner = (\$365)	See Item	2	470
Driver Safety Partition	\$ 145		
Bentec Powder-Coated handrails and stanchions (yellow)	\$132		
Exterior remote controlled mirrors E350/450 and Chevy 3500/4500 = (\$205); F450/550 = (\$278)	See Item		
Romeo Rim HELP rear bumper E350/450 and Chevy 3500/4500 = ( <del>\$568</del> ); F550 and Freightliner = (\$1,170)	See Item	2	1136
HawKEye Reverse Assistance System	\$400		
<b>PAGE THREE SUB-TOTAL</b>			1562

ORDER FORM - PAGE FOUR

CONTRACT #TRIPS-11-CA-GB

GLAVAL CUTAWAY TRANSIT VEHICLES

GETAWAY BUS, INC.

December 2012

Reverse camera and monitor backing system: Manufacturer Systems One	\$308		
Air purification system	\$3080		
"Mentor Ranger" in vehicle computer	\$3,916		
REI Public Address System	\$ 352		
Upgrade the standard vehicle AM/FM Radio	Standard		
<b>Optional Seating</b>			
Freedman Featherweight High Back standard seats (per seat)	\$ 255		
Dimensions vinyl line of coated transit bus seating fabric with antimicrobial Nanocide	\$10		
Upgrade interior side wall panels with Nanocide E350/450 and Chevy 3500/4500 = (\$924); F450/F550 and Freightliner = (\$1,540)	See Item		
USSC Evolution G2E with pedestal	\$980		
Freedman Sport Driver seat with Relaxor	\$540		
Stretcher Securement System	\$895		
Replacement Stretcher bed (only)	\$12,375		
<i>PARA-transit Flat Floor</i>	<i>750</i>	<i>2</i>	<i>1500</i>
<del>Base 14200 GVWR Chevrolet Chassis to Low Floor model 26'</del>	<del>\$42,247</del>	Not	Available
<del>Base 14200 GVWR Chevrolet Chassis to Low Floor model 28'</del>	<del>\$43,047</del>	Not	Available
<b>PAGE FOUR SUB-TOTAL</b>	----	----	<i>1500</i>
<b>PAGE FOUR SUB-TOTAL</b> (sub-total of fourth page)			<i>1500</i>
<b>PAGE THREE SUB-TOTAL</b> (sub-total of third page)			<i>1562</i>
<b>PAGE TWO SUB-TOTAL</b> (sub-total of second page)			<i>40712</i>
<b>PAGE ONE SUB-TOTAL</b> (sub-total of first page)			<i>119556</i>
<b>GRAND TOTAL</b> (sum of pages 1, 2, 3, and 4 sub-totals)			<i>163330</i>

**CHOICES FORM**

**CONTRACT #TRIPS-11-CA-GB**

**GLAVAL CUTAWAY TRANSIT VEHICLES**

**GETAWAY BUS, INC.**

**SEATING AND FLOORING CHOICES**

Seating Colors: (circle one) Blue Gray Beige  
Flooring Colors: (circle one) Blue Gray Beige Black  
Paint Scheme: (circle one) #1 #2 #3 Other

**Paint Schemes Note:** If an agency requires a paint and lettering scheme that is NOT GENERALLY covered by one of those listed above, they may make separate arrangements either with the manufacturer or a local vendor to provide these services. Agencies will select colors (2) for background and stripes when orders are placed. All paint scheme pricing shall reflect white base coat.

***Upholstery Information-Vinyl Colors Available:***

**BLUE CMI VINYL** - Center insert of seat to be MEDALLION KEOPS AZUL BLUE INSERT, style VP-MEDLI-KEAZU; outside wrap and back of seat to be solid MEDALLION MORRENO TROPICAN AZUL, style VP-MEDMO-TRAZU.

**BEIGE CMI VINYL** - Center insert of seat to be MEDALLION KEOPS VERDE TAN INSERT, style VP-MEDLI-KEVER; outside wrap and back of seat to be solid, MEDALLION DOCCA SAND BEIGE, style VP-MEDLI-DOSNB.

**GREY CMI VINYL** - Center insert of seat to be MEDALLION KEOPS VERDE TAN INSERT, style VP-MEDLI-KEVER; outside wrap and back of seat to be solid, MEDALLION MORRENO TROPICAN GREY, style VP-MEDMO-TRGRY.

**WHEELCHAIR LIFT CHOICE**

Wheelchair Lift: (circle one) Braun Ricon Maxon

**SECUREMENT RETRACTOR CHOICE**

W/C Securement: (circle one) Sure-Lok Titan Q'Straint QRTMAX

**EVENT DATA RECORDER CHANNEL SYSTEMS SELECTION**

As detailed in Section 2.45 of the Technical Specifications, an event data recorder (EDR), Circuitlnk International "Tacholnk", (or approved equal) will be mounted on each vehicle.

The EDR will provide a continuous log of vehicle activity. Speed history, odometer, excessive RPM, heavy braking, fast acceleration, and idling exceptions will automatically be recorded by exception. In the event of an accident, all data shall be permanently captured in "tamperproof" flash memory (4MB minimum) for a minimum of (30) seconds prior to the incident and (15) seconds after the incident at a minimum interval of 25 milliseconds.

The EDR will provide an automatic trigger function with different user definable thresholds for moving and stationary conditions. A manual driver alert button will be provided to allow driver "tagging" of either an accident or vehicle fault condition shall be located behind upper bulkhead and must be accessible through a latching door.

All software for user configuration, data logging, and downloading and report generation will be included. All software will be Windows-based. Trip data will be stored in Microsoft Access database. All data will be the property of Florida DOT and will be immediately available to Florida DOT. There will be no additional charges, for hardware and/or software services or annual fees will be incurred by Florida DOT or any operator.

Additional digital input channels will be provided to allow for status monitoring of a maximum of eight (8) vehicle sub-systems. Standard systems that will be monitored shall be: brakes, lights, signals, flashers, driver's seat belt, wheelchair lift, engine temperature and front door. Each agency may substitute any of the standard systems detailed above with any of the following optional systems: oil pressure, low air pressure, low voltage, or emergency exit door. The limit of the total systems to be monitored is eight (8).

*Below, please indicate the eight (8) vehicle sub-systems to be monitored on this vehicle. If no selection made, the standard systems will be programmed. For each of the optional systems you select, you must not include one of the standard system selections. A limit of eight (8) total systems per bus can be monitored.*

Select Eight Systems To Be Monitored (Maximum of Eight (8))			
STANDARD SYSTEMS		OPTIONAL SYSTEMS	
X	1. Brakes	X	9. Oil Pressure
	2. Lights		10. Low Air Pressure
	3. Signals	X	11. Low Voltage
	4. Flashers	X	12. Emergency Door Exit
X	5. Driver's Seat Belt		
X	6. Wheelchair Lift		
X	7. Engine Temperature		
X	8. Front Door		

SET TO F.D.O.T. DEFAULTS

2 Fixed route  
2 Para Transit

ORDER FORM - PAGE ONE

CONTRACT #TRIPS-11-CA-GB

GLAVAL CUTAWAY TRANSIT VEHICLES

GETAWAY BUS, INC.

AGENCY NAME: Good Wheels, Inc

DATE: 12-13-12

PURCHASE ORDER NUMBER: \_\_\_\_\_

CONTACT PERSON: Gordon Deadmond (239) 768-2900 x229  
(Name, Telephone Number and Email Address)

December 2012

Item	Unit Cost	Quantity	Total Cost
<b>Base Vehicle Type</b>			
Ford 11500 GVWR 21' 5.4 Gas	\$56,298		
Ford 11500 GVWR 21' 6.8 V10 Gas	\$56,878		
Chevrolet SPT 12300 GVWR 21' 6.0 Gas	\$58,023		
22' Option add	\$300		
Chevrolet TTN 12300 GVWR 22' 6.0 Gas	\$58,321		
23' Option add	\$425		
Ford 12500 GVWR 22' 5.4 Gas	\$57,702		
23' Option add	\$525		
Chevrolet 14200 GVWR 22' 6.0 Gas	\$59,778		
23' Option add	\$425		
24' Option add	\$850		
Ford 14500 GVWR 22' 6.8 V10 Gas	\$59,232		
23' Option add	\$525		
24' Option add	\$1,050		
Ford 16500 GVWR 25' 6.8 V10 Gas	\$72,380		
26' Option add	\$150		
27' Option add	\$5,517		
Ford 18000 GVWR 25' 6.8 V10 Gas	\$73,338		
26' Option add	\$150		
27' Option add	\$5,517		
28' Option add	\$5,667		
29' Option add	\$5,817		
Ford 19500 GVWR 25' 6.8 V10 Gas	\$74,845		
26' Option add	\$150		
27' Option add	\$5,517		
28' Option add	\$5,667		
29' Option add	\$5,817		
Freightliner 26000 GVWR .-30' 6.7 ISB Diesel	\$115,861		
31' Option add	\$250		
32' Option add	\$500		
33' Option add	\$750		
34' Option add	\$2,035		
35' Option add	\$2,285		
36' Option add	\$2,535		
37' Option add	\$2,785		
38' Option add	\$3,035		
40' Option add	\$3,285		
<b>PAGE ONE SUB-TOTAL</b>			<b>231,712</b>

ORDER FORM - PAGE TWO

CONTRACT #TRIPS-11-CA-GB

GLAVAL CUTAWAY TRANSIT VEHICLES

GETAWAY BUS, INC.

December 2012

Item	Unit Cost	Qty	Total Cost
<b>Paint Scheme Choices</b>			
Scheme #1 11,500 to 14,500 = (\$700); 16,500 to 26,000 = (\$800)	See Item	2	1600
Scheme #2 11,500 to 14,500 = (\$465); 16,500 to 26,000 = (\$565)	See Item		
Scheme #3 11,500 to 14,500 = (\$400); 16,500 to 26,000 = (\$500)	See Item		
<b>Base Seating (Freedman)</b>			
Standard Seat (per person)	\$225	40	9000
Foldaway Seat (per person)	\$384	8	3072
Children's Seat (per person)	\$450		
<b>Securement Systems</b>			
Q'Straint QRTMAX securement (per position)	\$510	4	2040
Sure-Lok Titan securement (per position)	\$575		
Seat belt extensions (2-sets standard)	\$18	2	36
<b>Side Wheelchair Lift Choices</b>			
Braun Model NCL919IB-2 (or latest) Century	\$3,455		
Braun Millennium	\$3,655		
Braun 1000 lb	\$3,755		
<del>Maxon Model WL 6A3353 (or latest)</del>	<del>\$3,455</del>		
Ricon Model S5510 (or latest)	\$3,455		
Ricon 1000 lb	\$3,730	2	7460
<b>Rear Wheelchair Lift Choices</b>			
Ricon Klear-View lift (prior approval from FDOT required)	\$3,455		
Braun model NVL917IB lift (prior approval from FDOT required)	\$3,455		
<b>Optional Engines</b>			
Diesel engine meeting current EPA requirements			
12300, 14200 Chevy diesel option 6.6 Duramax	\$11,360		
F450-550 Ford diesel option 6.7 PS Diesel	\$5,966		
Compressed Natural Gas (CNG) Engine meeting current EPA requirements	\$25,500		
Size:      Make:      Manufacturer: GAS			
Aluminum wheels (Excluding Chevrolet) E350/450 = (\$1,540 ); (F450/550=\$1,936); Freightliner = (\$2,024)	See Item		
Stainless steel wheel liners / inserts, front and rear wheels E350/450 and Chevy 3500/4500 = (\$132); (F450/550=\$176); Freightliner = (\$352)	See Item		
<b>PAGE TWO SUB-TOTAL</b>			21768

ORDER FORM - PAGE THREE

CONTRACT #TRIPS-11-CA-GB

GLAVAL CUTAWAY TRANSIT VEHICLES

GETAWAY BUS, INC.

December 2012

Item	Unit Cost	Qty	Total Cost
<b>Fire Suppression</b>			
Amerex Small Vehicle System automatic fire suppression system: 14,500 and lower = (Add \$494), 16,500-19,500 = (Add \$230), 26,000 = (Add \$98)	See Item	2	196
Kidde Automatic Fire Detection and Suppression System: 14,500 and lower = (Deduct \$22), 16,500-19,500 = (Add \$264), 26,000 = (Add \$418)	See Item		
<b>Route/Head Signs</b>			
Transign manually operated roller curtain type sign	\$900	2	1800
TwinVision "Elyse" software electronic destination system	\$4,900		
TwinVision "Mobi-Lite" electronic destination sign	\$2,700		
Transign "Vista Star" electronic destination sign	\$1,850		
Transign LLC 2-digit Block / Run Number box unit	\$ 285		
Transign LLC3-digit Block / Run Number box unit	\$ 300		
Transign LLC passenger "STOP REQUESTED" sign	\$175	2	350
<b>Camera Systems</b>			
SEON 2 camera security system	\$ 1,725		
REI 2 camera security system	\$ 1,310		
Gatekeeper 2 camera security system	\$1595		
AngelTrax 2 camera security system	\$1965		
Apollo 2 camera security system	\$3,696		
247 2 camera security system	\$1,440		
Price for single replacement camera	\$ 278		
<b>Other Options Available</b>			
Altro Transflor slip resistant vinyl flooring E350/450 and Chevy 3500/4500 = (\$965); F450/550 and Freightliner = (\$365)	See Item	2	730
Driver Safety Partition	\$ 145	2	290
Bentec Powder-Coated handrails and stanchions (yellow)	\$132	2	264
Exterior remote controlled mirrors E350/450 and Chevy 3500/4500 = (\$205); F450/550 = (\$278)	See Item		
Romeo Rim HELP rear bumper E350/450 and Chevy 3500/4500 = (\$568); F550 and Freightliner = (\$1,170)	See Item	2	2340
HawKEye Reverse Assistance System	\$400		
<b>PAGE THREE SUB-TOTAL</b>	----	---	5706

ORDER FORM - PAGE FOUR

CONTRACT #TRIPS-11-CA-GB

GLAVAL CUTAWAY TRANSIT VEHICLES

GETAWAY BUS, INC.

December 2012

Reverse camera and monitor backing system: <i>Manufacturer</i> Systems One	\$308	2	616
Air purification system	\$3080		
"Mentor Ranger" in vehicle computer	\$3,916		
REI Public Address System	\$ 352		
Upgrade the standard vehicle AM/FM Radio	Standard		
<b>Optional Seating</b>			
Freedman Featherweight High Back standard seats (per seat)	\$ 255		
Dimensions vinyl line of coated transit bus seating fabric with antimicrobial Nanocide	\$10		
Upgrade interior side wall panels with Nanocide E350/450 and Chevy 3500/4500 = (\$924); F450/F550 and Freightliner = (\$1,540)	See Item		
USSC Evolution G2E with pedestal	\$980		
Freedman Sport Driver seat with Relaxor	\$540		
Stretcher Securement System	\$895		
Replacement Stretcher bed (only)	\$12,375		
<b>Low Floor Option</b>			
<del>Base 14200 GVWR Chevrolet Chassis to Low Floor model 26</del>	<del>\$42,247</del>	Not	Available
<del>Base 14200 GVWR Chevrolet Chassis to Low Floor model 28</del>	<del>\$43,047</del>	Not	Available
<b>PAGE FOUR SUB-TOTAL</b>			
----			
<b>PAGE FOUR SUB-TOTAL</b> (sub-total of fourth page)			616
<b>PAGE THREE SUB-TOTAL</b> (sub-total of third page)			5706
<b>PAGE TWO SUB-TOTAL</b> (sub-total of second page)			21168
<b>PAGE ONE SUB-TOTAL</b> (sub-total of first page)			231712
<b>GRAND TOTAL</b> (sum of pages 1, 2, 3, and 4 sub-totals)			258747

**CHOICES FORM**

**CONTRACT #TRIPS-11-CA-GB**

**GLAVAL CUTAWAY TRANSIT VEHICLES**

**GETAWAY BUS, INC.**

**SEATING AND FLOORING CHOICES**

**Seating Colors:** (circle one) Blue Gray Beige  
**Flooring Colors:** (circle one) Blue Gray Beige Black  
**Paint Scheme:** (circle one) #1 #2 #3 Other

**Paint Schemes Note:** If an agency requires a paint and lettering scheme that is NOT GENERALLY covered by one of those listed above, they may make separate arrangements either with the manufacturer or a local vendor to provide these services. Agencies will select colors (2) for background and stripes when orders are placed. All paint scheme pricing shall reflect white base coat.

***Upholstery Information-Vinyl Colors Available:***

**BLUE CMI VINYL** - Center insert of seat to be MEDALLION KEOPS AZUL BLUE INSERT, style VP-MEDLI-KEAZU; outside wrap and back of seat to be solid MEDALLION MORRENO TROPICAN AZUL, style VP-MEDMO-TRAZU.

**BEIGE CMI VINYL** - Center insert of seat to be MEDALLION KEOPS VERDE TAN INSERT, style VP-MEDLI-KEVER; outside wrap and back of seat to be solid, MEDALLION DOCCA SAND BEIGE, style VP-MEDLI-DOSNB.

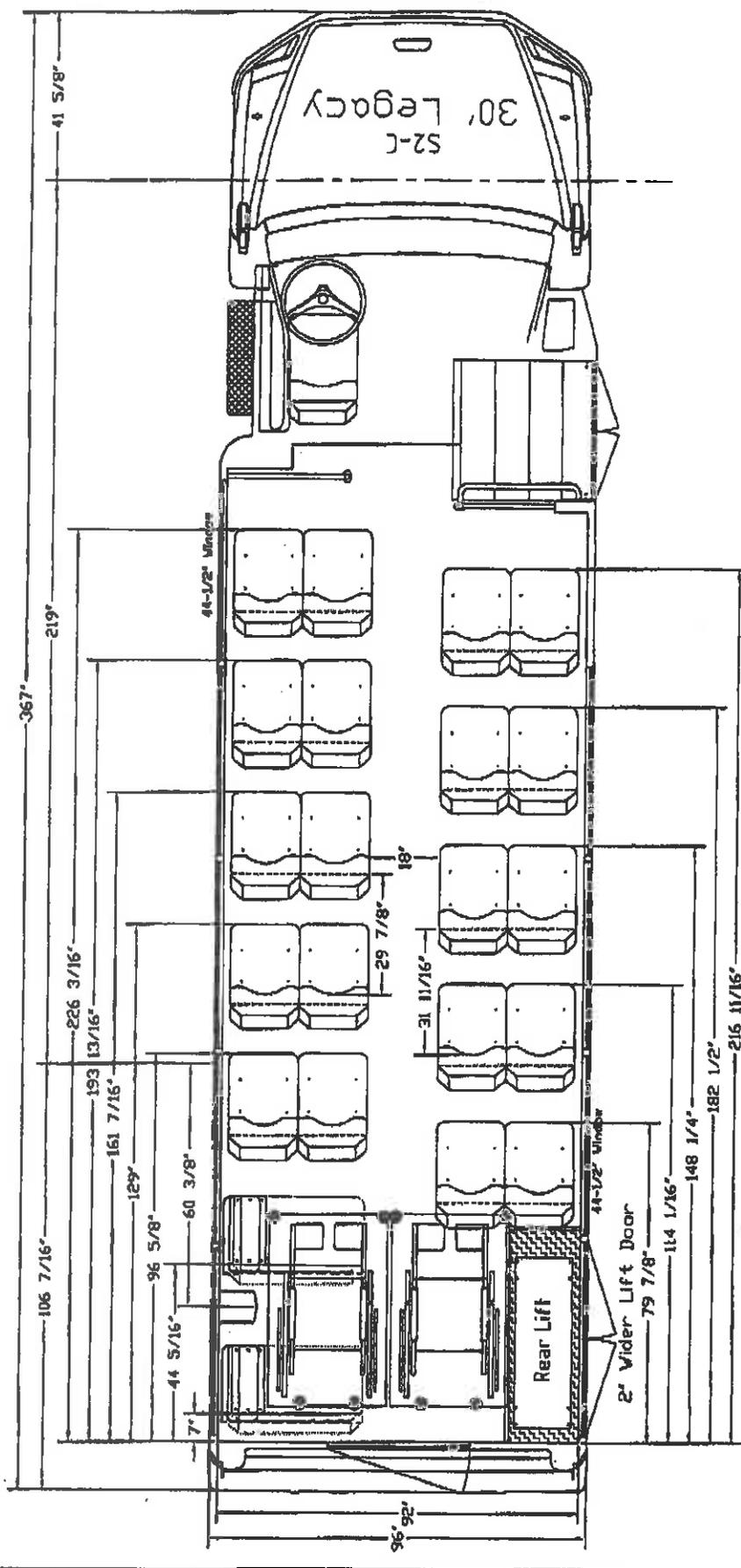
**GREY CMI VINYL** - Center insert of seat to be MEDALLION KEOPS VERDE TAN INSERT, style VP-MEDLI-KEVER; outside wrap and back of seat to be solid, MEDALLION MORRENO TROPICAN GREY, style VP-MEDMO-TRGRY.

**WHEELCHAIR LIFT CHOICE**

**Wheelchair Lift:** (circle one) Braun Ricon Maxon

**SECUREMENT RETRACTOR CHOICE**

**W/C Securement:** (circle one) Sure-Lok Titan Q'Straint QRTMAX



Drawn by:	Options: Rear Door	Seatings:
Life	W/C Lift	Style:
Scale	Rear 2	Mid-Hi Back
	W/C Pos 2	DRL Single Ambulatory
	Ent Door 30"	5-Place 0
	W/C Pos 2	10 0
	W/C Pos 2	28' Legacy
	W/C Pos 2	Wheat Base
	W/C Pos 2	199"
	W/C Pos 2	DIN #
	W/C Pos 2	L30RLWL20W01



Dealer Approval:

THE DRAWING AND INFORMATION DEPICTED THEREON ARE THE PROPERTY OF GLAYAL B.U.S. THE USE, REPLICATION OR TRANSMISSION WITHOUT PRIOR WRITTEN CONSENT OF GLAYAL BUS IS PROHIBITED. ALL DIMENSIONS CONTAINED ON THIS DOCUMENT ARE SUBJECT TO ENGINEERING/ MANUFACTURING TOLERANCES

# EXHIBIT E

## FLOOR PLAN LAYOUTS

Most agencies already have an idea on the type and number of seats and wheelchair positions needed to meet their floor plan requirements. A wide variety of alternative floor plans are available.

Agencies should work closely with Getaway Bus, Inc. to develop and finalize their passenger seating floor layout plans. Based upon this consultation, Getaway Bus, Inc. will develop a proposed floor plan based on the Agency's needs and fax a copy of the plan to the Agency for verification and approval.

## **EXHIBIT A**

### **Current System Description**

**Overview of Organization:** Good Wheels, Inc. is a not-for-profit transportation services coordinator and provider for Southwest Florida. Good Wheels, Inc. was founded in June of 1990 and is currently the Community Transportation Coordinator and the major transportation provider for the Transportation Disadvantaged in Lee, Hendry and Glades County. Good Wheels is also currently serving as the Medicaid Non-Emergency provider in those counties. As a coordinator and system manager, our focus is to utilize both organizational vehicles and private-for-profit operators.

**Our Mission:** To coordinate and provide cost effective, compassionate, and reliable transportation to the disadvantaged, disabled, those working to gain economic self-sufficiency, and the general public.

**Our Vision:** Continue to grow while remaining to be the most outstanding coordinator and provider of transportation services to the disadvantaged, disabled, and the general public exceeding customer expectations while improving their quality of life.

**Organizational Structure:** Good Wheels is competently managed under the professional leadership of President and CEO, Gary Bryant. A Board of Directors, consisting of nine members, oversees the office of the President and the organization as a whole. Good Wheels is organized into four departments: Operations, Maintenance, Finance, and Administration. Operations oversee the reservations and scheduling staff, as well as the drivers. Maintenance oversees both vehicle and facilities maintenance. Finance is in charge of billing, receiving and accounts payable. Administration is responsible for human resources, contracts, grants, and complaints, as well as many other administrative tasks.

**Employee Information:** The agency currently has a diverse group of 78 employees in its service. Our diversity of staff allows us to accommodate the needs of all individuals in the community, especially those for which English is a second language. Mandatory drug screening and background checks are required of all vehicle operators, in compliance with State and Federal law.

**Description of Ridership:** Good Wheels provides trips to the Transportation Disadvantaged and Non-Emergency Medicaid passengers. In addition, Good Wheels offers services to various senior citizen programs, congregate meal sites, shopping facilities and day care organizations. In addition to the elderly, other groups served are those with mental disabilities, including those with Alzheimer's and other forms of dementia, those who are economically disadvantaged, those who are developmentally disabled, and those who are physically disabled or disadvantaged. Additionally, Good Wheels also operates as a public entity, meaning the general public can access the system as well as sponsored passengers, a fixed route service between Clewiston and Belle Glades, and Good Wheels manages a portion of operations as a private pay business endeavor. The management team and operational staff also participate in Emergency Management Programs in Lee, Hendry and Glades County.

**Description of Vehicle Capability:** All Good Wheels vehicles are equipped to transport persons with disabilities. Vehicles can transport persons in wheelchairs, persons who use assistive walking devices, and those who are able bodied. Additionally, one vehicle can transport persons in stretchers, and those with other specialized medical needs. Our drivers are trained to operate the vehicles and assist the passengers with door to door service.

**Description of Routes:** Good Wheels vehicles' hours of operation are from 5:00 a.m. to 8:00 p.m., Monday through Friday, with daytime hours on Saturday. On average Good Wheels operates over 40 routes daily, 12 in Hendry and Glades County (all rural routes) and approximately 38 in Lee (a mixture of rural and urban routes). Routes are not fixed, with the exception of the Clew-Belle Shuttle, and often change from day to day in order to provide door to door service to over 500 passengers each day.

**Need:** Good Wheels utilizes and maintains a large fleet of vehicles. Each vehicle is used to its maximum capacity for the life of the vehicle. Generally, Good Wheels keeps vehicles on the road for a life span of six years. We utilize regularly scheduled preventative maintenance and service, as well as daily vehicle inspections. Each year, a number of vehicles are retired and replaced with a comparable new vehicle. By following a vehicle retirement program, Good Wheels can ensure that all vehicles are in top condition for the safety and security of our passengers.

## EXHIBIT A - Not to exceed two pages Current System Description

Applicants must submit Exhibit A as part of their application. Exhibit A should provide a short description of who the applicant is and what they do. At a minimum, the following information should be included in the narrative:

- An overview of the organization including its mission, organizational structure, type of operation, number of employees, etc.
- A description of ridership, routes, etc.
- Exhibit A-1 (below)

If the applicant is a Community Transportation Coordinator (CTC), relevant pages of a Transportation Disadvantaged Service Plan (TDSP) and Annual Operating Report (AOR) containing the above information may be provided. If the applicant received a Section 5310 award last year, Exhibit A from last year's application may be referenced by application date in the new application along with any necessary changes in the narrative.

Evaluators will rely heavily on an applicant's narrative in determining the amount of funds/vehicles/equipment awarded.

**GRANT WRITING TIP:** Refer to the Evaluation Criteria in the General Program Information Section of this manual. An applicant's narrative should cover the points that will be evaluated.

### EXHIBIT A-1 -- FACT SHEET

	CURRENTLY	IF GRANT IS AWARDED (Estimates are acceptable.)
1. Number of one-way trips provided to elderly and persons with disabilities (E&D) <span style="float: right;">PER YEAR</span>	132,381	132,381
2. Number of individual E&D served (unduplicated) <span style="float: right;">PER YEAR</span>	2,813*	2,813*
3. Percentage of E&D needing wheelchair positions <span style="float: right;">AVERAGE</span>	35%	35%
4. Number of vehicles used to provide service <span style="float: right;">AVERAGE</span>	53	53
5. Number of ambulatory seats <span style="float: right;">AVG.</span>	532	532
6. Number of wheelchair positions <span style="float: right;">AVERAGE</span>	85	85
7. Vehicle miles traveled <span style="float: right;">PER YEAR</span>	1,915,125	1,915,125
8. Avg. vehicle miles <span style="float: right;">PER DAY</span>	6,138	6,138
9. Normal number of days in operation <span style="float: right;">PER WEEK</span>	6	6
10. Normal hours of vehicle operation <span style="float: right;">PER DAY</span>	4:00 am – 8:00 pm	4:00 – 8:00 pm
11. Trip length <span style="float: right;">AVERAGE</span>	8	8

\* This number represents total unduplicated passengers.

## EXHIBIT B

### Proposed Project Description

Applicants must submit Exhibit B as part of their application. The project description should be thorough because evaluators will rely heavily on the narrative in determining a grant award. The project description should not repeat the system description shown in Exhibit A. Exhibit B should include, but not be limited to:

1. Is the project to continue the existing level of services, to expand present service, or to provide new service? How will a grant award be used?

The vehicle project is to continue the present hours of service provided and to significantly expand passenger capacity for the Clew-Belle Shuttle. If awarded, this grant will provide four (4) new vehicles to replace four (4) aging vehicles. Aging vehicles must be replaced in order to maintain the current level of service. The need to expand passenger capacity for the fixed route Clew-Belle shuttle between the cities of Clewiston and Belle Glade is necessary because passenger load is exceeding seating capacity of current vehicles and a significant number of passengers are standing in the aisles of current vehicles. This is a safety issue for passengers and drivers of this fixed route system.

2. If a grant award will be used to maintain services as described in Exhibit A, specifically explain how it will be used in the context of total service.

Replacement vehicles are badly needed for use in Lee, Hendry and Glades County. As CTC, Good Wheels, Inc. is the major provider of transportation in these three counties. These vehicles would be used to continue to provide transportation services for the general public through our Dial-A-Ride Program to access work, school, shopping, and medical appointments. Some of our older year model vehicles are in desperate need of replacement.

The Clew-Belle shuttle needs a seating capacity expansion because this fixed route provides service between the cities of Clewiston and Belle Glade providing access to job training, work locations, and educational opportunities in the region is overloaded and many passengers are standing in the aisles. This is a safety hazard for those passengers and we are requesting larger vehicles so that all passengers can be seated.

3. If a grant award will be used to expand services or to provide new service, discuss how this will be done: More hours? Larger geographic area? Shorter head ways? More trips?

This grant is to maintain our current hours of service and expand seating capacity and therefore serve more passengers in our fixed route bus routes.

4. Will a grant award be used to replace existing equipment or purchase additional vehicles/equipment? Provide details.

This grant will be used to replace existing four aging vehicles. The enclosed current vehicle inventory identifies those vehicles to be replaced.

5. Identify vehicles/equipment being replaced and list them on the “**Current Vehicle and Transportation Equipment inventory**” form, provided elsewhere in this manual.

Vehicles being replaced are vehicles # 420, 422, 424, and 426 listed on page one of the current vehicle and transportation equipment inventory (Form C-1).

6. Describe how vehicles will be maintained without interruptions in service (who, what, where, and when).

Vehicles will be maintained by the Good Wheels Inc. Maintenance Department. Our preventative maintenance program consists of regularly scheduled maintenance checks and services conducted every 5,000 miles, and daily vehicle inspections conducted before, during, and after daily operations. Our maintenance facility is located at 10075 Bavaria Road, S.E., Fort Myers, Florida 33913.

7. If vehicles and/or equipment is proposed to be used by a lessee or private operator under contract to the applicant, identify the proposed lessee/operator.

Not applicable.

- a. Include an equitable plan for distribution of vehicles/equipment to lessees and/or private operators.

Not applicable.

8. Each applicant shall indicate whether they are a government authority or a private non-profit agency, provide a brief description of the project which includes the counties served, whether the applicant employees are represented by a union and if so represented the name and local number of the union.

Good Wheels, Inc. is a private non-profit agency. The project is to purchase replacement vehicles, which are badly needed for use in Lee, Hendry and Glades County. As CTC, Good Wheels, Inc. is the major provider of transportation in all three counties. These vehicles would be used to continue to provide transportation services for the general public in rural areas through our Dial-A-Ride service in all three counties. Good Wheels is not minority owned.

Appendix D - Coordination



July 10, 2008

RECEIVED

BY: SB

Charlie Crist  
Governor

Mr. Gary Bryant  
Good Wheels, Inc.  
10075 Bavaria Road, SE  
Ft. Myers, FL 33913

JR Harding Ed.D.  
Chairperson

Lawrence Forman  
Vice Chairperson

Ms. Deborah Kooi  
Southwest Florida Regional Planning Council  
1926 Victoria Avenue  
Ft. Myers, FL 33901

Lisa M. Bacot  
Executive Director

Dear Mr. Bryant and Ms. Kooi:

RE: Lee County Community Transportation Coordinator Designation  
Memorandum of Agreement TD 0812

Congratulations! At the June 20, 2008, Commission for the Transportation Disadvantaged meeting, the Commission approved Good Wheels, Inc., to serve as the Community Transportation Coordinator for Lee County. This designation is effective July 1, 2008 through June 30, 2013. Enclosed is a Memorandum of Agreement. Please have this signed and returned to our office as soon as possible.

The Commission for the Transportation Disadvantaged appreciates your continued support and participation in the coordinated transportation system of Lee County. If you have any questions or need any additional information, please contact Sheri Powers at 850-410-5710 or [sheri.powers@dot.state.fl.us](mailto:sheri.powers@dot.state.fl.us).

Sincerely,

Lisa Bacot  
Executive Director

LB/ks

Enclosures: Memorandum of Agreement

# Good Wheels

Transportation for the Disabled and Disadvantaged

10075 Bavaria Road, S. E. • Fort Myers, Florida 33913

December 31, 2013

Gary Bryant  
President/CEO

**Board of Directors**

Jonl Logan  
Chairman of the Board

Glee Duff  
Vice Chairman

Gen. James L. Dozier  
Secretary

Fred Atkins  
Treasurer

Rosalie Berlin

Janet Getchel

Alan Katzman  
Emeritus

Viva Robinson

Steve Shimp

Lucinda Tevlin

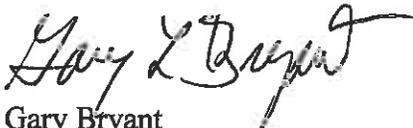
John A. Noland  
Attorney at Law  
Henderson, Franklin, Starnes and Holt, PA  
P.O. Box 280  
Fort Myers, FL 33902-0280

Dear Mr. Noland,

We are currently preparing our Florida Dept. of Transportation grant requests and, as in the past, a FTA Certifications and Assurances Signature Page requiring your signature is needed to complete the application. I am including three forms for your original signatures, one for each section (5310, 5310 operating and 5311.)

If you have any questions, please call Debi Stephens at 768-7187. We have a deadline for submittal of January 11, 2013, so your prompt attention to this matter will be greatly appreciated.

Sincerely yours,



Gary Bryant  
President/CEO

Enclosures



Partner Agency



Main Phone 239.768.2900 Dispatch 239.768.6185 Fax 239.768.6187 Glades & Hendry 800-741-1570

Don't forget to donate \$1.00 to the Transportation Disadvantaged Trust Fund the next time you renew your car tag!

## Debra Stephens

---

**From:** Davis, Julia [Julia.Davis@dot.state.fl.us]  
**Sent:** Tuesday, December 11, 2012 10:26 AM  
**To:** Brandy Otero; Brian Jaruszewski; Brian Raimondo; Carmen Monroy; Carmen Mosley; Cathy Hatch; Cynthia Zambella; Debra Stephens; Don SCott; Doug Fowler; Bart, Ed; Fred McKenna; Gary Bryant; Glama Carter; Janet Papinaw; Janna Cox; Jason Swierk; Jean Christensen; Jill Brown; Jim Van Pelt; Joe Galli; Joseph Hosick; Kathryn Sag; Lisa Harris; Marcia Staszko; Mary Blevens; Michael Fluker; Michael Griffin; Michael Hand; Mildred McMillon; Nichole Gwinnett; Pam Cain; Pamela Barr; Paul Hughes; Paul Simmons; Peggy Waters; Priscilla Hardaway; Ray Cullers; Rhonda Beckman; Richard Kolar; Richard Weingarten; Robert Frick; Rodney Beggs; Sarah Perch; Shannon Maitland; Sherry Sikes Carver; Susie Doran; Thomas Presley; Tim Banks; Victoria Carpenter; Walt Smith; Wayne Gaither; yousi cardeso; Ashley Canesse; TrinityScott@colliergov.net; Marcia Staszko; Sherry Carver  
**Cc:** Shine, Richard; Parham, Jan; Peronto, Michelle S; Beacham, Terry; Stutts, Elizabeth; Ausman, Jon M  
**Subject:** Guidance on the Fiscal Year 2013 Annual List of Certifications and Assurances for the Federal Transit Administration (FTA) grants  
**importance:** High

Good Morning,

Several grant applicants have contacted the Florida Department of Transportation Modal Development office/Public Transit Office to ask what to do about the Federal Certifications and Assurances for the fiscal year 2013 Federal Transit Administration (FTA) grant application packets. I am writing to you today about this topic.

1. The Fiscal Year 2013 Annual List of Certifications and Assurances for the Federal Transit Administration (FTA) grants, is not available yet.
2. We do not know when these will become available.
3. While we are waiting for them to become available, continue building your grant application. (They are still due January 11, 2013 to Michelle Peronto in our Bartow office.) You may use this page as a placeholder for your grant applications, or you may just put the following information on a piece of paper in your grant application(s): *"The Fiscal Year 2013 Annual List of Certifications and Assurances for the Federal Transit Administration (FTA) grants, is not available yet. It will be supplied when it becomes available."*
4. Please, do not use any lists from previous years.
5. The hyperlink where you can go look for the Fiscal Year 2013 Annual List of Certifications and Assurances for the Federal Transit Administration (FTA) grants, is posted here:

[http://search.google.dot.gov/FTA/FTASearchProcess.asp?q=cache:ac5WlIjEKfHoJ:www.fta.dot.gov/grants/12825\\_93.html+certifications+and+assurances&site=FTA\\_Pages&client=FTA\\_Pages&proxystylesheet=FTA\\_Pages&output=xml no dt d&ie=UTF-8&access=p&oe=ISO-8859-1](http://search.google.dot.gov/FTA/FTASearchProcess.asp?q=cache:ac5WlIjEKfHoJ:www.fta.dot.gov/grants/12825_93.html+certifications+and+assurances&site=FTA_Pages&client=FTA_Pages&proxystylesheet=FTA_Pages&output=xml no dt d&ie=UTF-8&access=p&oe=ISO-8859-1)

After you click on the link, you will arrive at a very long outline. Scroll all the way down and you will see the list of "Annual List of Certifications and Assurances for the Federal Transit Administration (FTA) grants." Eventually, the Year 2013 list will be posted there.

This is a screenshot of the place at the above website, where the annual lists of Federal Certifications and Assurances are located:



[Advanced Search](#)  
[Home Page](#) >> [Grants](#) >> [Applying for Grants](#) >> [Existing Grantees](#)

## Certifications & Assurances

- [Fiscal Year 2012 Annual List of Certifications and Assurances for Federal Transit Administration Grants and Cooperative Agreements](#)
- [Fiscal Year 2011 Annual List of Certifications and Assurances for Federal Transit Administration Grants and Cooperative Agreements](#)
- [Fiscal Year 2010 Annual List of Certifications and Assurances for Federal Transit Administration Grants and Cooperative Agreements](#)
- [Fiscal Year 2009 Annual List of Certifications and Assurances for Federal Transit Administration Grants and Cooperative Agreements](#)

If you have additional questions about the grant applications, please continue to contact us.  
Sincerely,

Julia

Julia B. Davis, AICP, Transit Projects Coordinator  
Florida Department of Transportation, District One  
Modal Development Office/Public Transit  
Fort Myers Operations Center- Mail station 1-93.  
2981 Northeast Pine Island Road  
Cape Coral, Florida 33909  
Phone, (239) 656-7800. Fax, (239) 656-7737  
[julia.davis@dot.state.fl.us](mailto:julia.davis@dot.state.fl.us)

## EXHIBIT H

### APPLICANT CERTIFICATION AND ASSURANCE TO FDOT

To be completed and signed by an individual authorized by the governing board of the applicant agency and submitted with the grant application.

The President and CEO of Good Wheels, Inc., Gary L. Bryant, certifies and assures to the Florida Department of Transportation in regard to its Application for Assistance under U.S.C. Section 5310 dated December 31, 2012.

- 1) It shall adhere to all Certifications and Assurances made to the federal government in its Application.
- 2) It shall comply with Section 341.051 Florida Statutes and Chapter 14-73 Florida Administrative Code.
- 3) It has the fiscal and managerial capability and legal authority to file the application.
- 4) Local matching funds will be available to purchase vehicles/equipment at the time an order is placed.
- 5) It will carry adequate insurance to maintain, repair, or replace project vehicles/equipment in the event of loss or damage due to an accident or casualty.
- 6) It will maintain project vehicles/equipment in good working order for the useful life of the vehicles/equipment.
- 7) It will return project vehicles/equipment to the Department if, for any reason, they are no longer needed or used for the purpose intended.
- 8) It recognizes the Department's authority to remove vehicles/equipment from its premises, at no cost to the Department, if the Department determines the vehicles/equipment are not used for the purpose intended, improperly maintained, uninsured, or operated unsafely.
- 9) It will not enter into any lease of project vehicles/equipment or contract for transportation services with any third party without prior written approval of the Department.
- 10) It will notify the Department within 24 hours of any accident or casualty involving project vehicles/equipment, and submit related reports as required by the Department.
- 11) It will submit an annual financial audit report to the Department, if required by the Department.

Date: December 31, 2012

Signature: 

Gary L. Bryant, President and CEO  
Typed name and title

# Good Wheels

Transportation for the Disabled and Disadvantaged

10075 Bavaria Road, S. E. • Fort Myers, Florida 33913

Gary Bryant  
President/CEO

**Board of Directors**

Joni Logan  
Chairman of the Board

Glee Duff  
Vice Chairman

Gen. James L. Dozier  
Secretary

Fred Atkins  
Treasurer

Rosalie Berlin

Janet Getchel

Alan Katzman  
Emeritus

Viva Robinson

Steve Shimp

Lucinda Tevlin

December 31, 2013

Nicole Gwinnett  
Southwest Florida Regional Planning Council  
1926 Victoria Ave.  
Fort Myers, FL 33901

Dear Ms. Gwinnett,

Enclosed is one copy of Good Wheels application for the 2013 U.S.C. Section 5310 Grant through the Florida Department of Transportation. We are requesting that you provide a letter of approval of the application to the appropriate FDOT District Office.

Please contact me at 768-6184, or [gbryant1@aol.com](mailto:gbryant1@aol.com) if you have any questions regarding this request.

Sincerely yours,



Gary Bryant  
President/CEO  
Good Wheels, Inc.

Enclosure



Partner Agency



Main Phone 239.768.2900 Dispatch 239.768.6185 Fax 239.768.6187 Glades & Hendry 800-741-1570

Don't forget to donate \$1.00 to the Transportation Disadvantaged Trust Fund the next time you renew your car tag!

EXHIBIT K

Ask your CTC for this information

Coordinated Public Transit-Human Services Transportation Plan

To be completed and signed by an individual authorized by the governing board of the applicant agency and submitted with the grant application.

The Good Wheels, Inc certifies and assures to the Florida Department of Transportation in regard to its Application for Assistance under U.S.C. Section 5311 dated Jan 11, 2013:

1) This grant request is derived from a coordinated plan compliant with Federal Transit Administration Circular FTA C 9040.1F.

2) The name of this coordinated plan is provided below.

Transportation Disadvantaged Service Plan - A 5 yr Plan for the Lee County Service Area.

3) The agency that adopted this coordinated plan is provided below.

Lee County Metropolitan Planning Organization, Lee County Local Coordinating Board for the Transportation Disadvantaged and Good Wheels, Inc.

4) The date the coordinated plan was adopted is provided below.

March 9, 2012

5) The page number of the coordinated plan that this application supports.

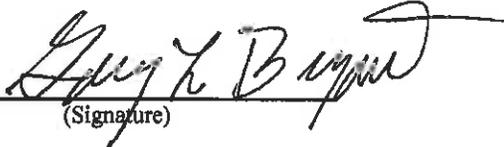
pages 24 and 25

Gary L. Bryant

27 Dec 12

**MEMORANDUM (Cash Match and Leasing)**

**Date:** 12-31-12

**From:** Gary L. Bryant, President/CEO   
(Typed name and title) (Signature)  
Good Wheels, Inc.  
(Typed or printed agency name)

**To:** **Florida Department of Transportation, District One  
Modal Development Office / Public Transit**

**Subject:** **YEAR 2012 GRANT APPLICATION TO THE  
FEDERAL TRANSIT ADMINISTRATION,  
ELDERLY AND PERSONS WITH DISABILITIES PROGRAM,  
49 UNITED STATES CODE SECTION 5310**

---

**1. Local Cash Match**

Has the Good Wheels, Inc., as applicant to the Federal Transit  
(Name of applicant agency)

Administration Section 5310 Program, borrowed, or will the Applicant borrow, funds  
to use as cash match?

Yes

No

**2. Leasing**

Will the Good Wheels, Inc., as applicant to the Federal Transit  
(Name of applicant agency)

Administration Section 5310 Program, lease the proposed vehicle(s) (or any other  
equipment that may be awarded to the Applicant) to a third-party?  Yes  No

If yes, specify to whom:

\_\_\_\_\_  
\_\_\_\_\_

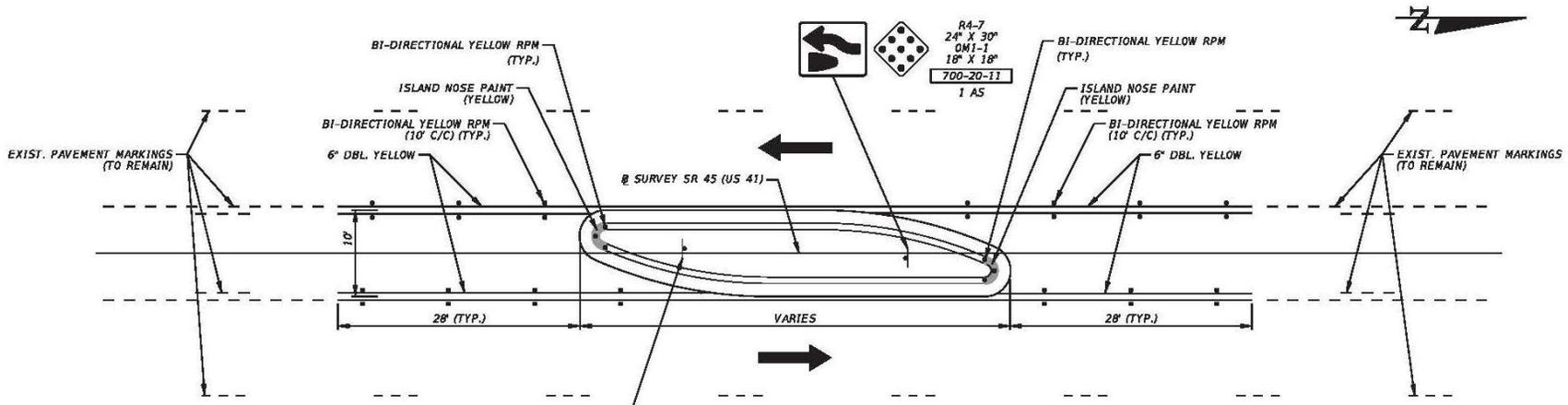
## **PRESENTATION ON THE PROPOSED US 41 PEDESTRIAN REFUGE ISLANDS**

**RECOMMENDED ACTION** Provide input on the proposed US 41 Pedestrian Refuge Islands and take any action, if necessary

The current FDOT Work Program includes a pedestrian improvement project on US 41 from Hanson Street to SR 82 with construction programmed in FY 2013/14. The project came from the 2010 ADA Audit conducted on US 41 by FDOT within the same project limits. The design is currently underway with 60% of the design (Phase II) now complete. As part of the design, pedestrian refuge islands are proposed in the center two-way left turn lane of US 41 at 6 locations where pedestrians have been observed to frequently cross the roadway. These locations are as follows:

- South of the US 41 and Hoople Street intersection
- South of the US 41 and Lafayette Street intersection
- South of the US 41 and Franklin Street intersection
- South of the US 41 and Jeffcott Street intersection
- South of the US 41 and Katherine Street intersection
- Immediately south of the Sunoco Gas Station at the NE corner of US 41 and Linhart Avenue

At the meeting, Ms. Kellie Spurgeon with FDOT will provide a presentation on the proposed pedestrian refuge islands and will be seeking committee input. A signing and pavement marking detail of a typical pedestrian traffic island is **attached**. This item is also being discussed at the March 26<sup>th</sup> Bicycle Pedestrian Coordinating Committee meeting and the comments made at that meeting will be reported at the TAC meeting.



R4-7  
24" X 30"  
OM1-1  
18" X 18"  
700-20-11  
1 AS



SIGNING AND PAVEMENT MARKING DETAIL  
NTS

- NOTES:
1. SEE ROADWAY PLAN SHEETS FOR THE LOCATION OF THE SIGN ASSEMBLIES.
  2. SEE ROADWAY PLAN SHEETS FOR LOCATIONS WITH 18" YELLOW STRIPING.

PEDESTRIAN TRAFFIC ISLAND DETAIL  
(AKA SURFBOARD)

## **PRESENTATION ON THE DRAFT BICYCLE PEDESTRIAN SAFETY ACTION PLAN**

**RECOMMENDED ACTION** Presentation and provide input on the draft Bicycle Pedestrian Safety Action Plan.

In support of the Florida Strategic Highway Safety Plan and to further address pedestrian and bicycle safety issues in Lee County, the Lee County Metropolitan Planning Organization (MPO) in conjunction with the Florida Department of Transportation District 1, and other local stakeholders, is developing and implementing the Lee Countywide Bicycle & Pedestrian Safety Action Plan (BPSAP). The purpose of the BPSAP is to reduce bicycle and pedestrian crashes with an emphasis on reducing fatal and incapacitating injury crashes (severe injury crashes) through the following means:

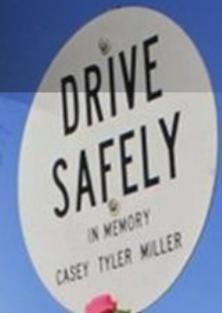
- Define the characteristics of the pedestrian and bicycle crash problems in Lee County;
- Identify short term actions to improve pedestrian and bicycle safety;
- Identify longer term policy initiatives and actions to sustain pedestrian and bicycle safety improvements;
- Identify opportunities for interagency and intra-agency coordination;
- Provide an opportunity for elected leaders to support agency staff in implementing short and long term strategies; and
- Where appropriate, the Lee Countywide BPSAP will apply a multidiscipline “4E” approach to improve pedestrian and bicycle safety. The term “4E” refers to engineering, enforcement, education, and emergency medical services (EMS).

William Roll with Tindale Oliver and Associates will give an overview on the draft plan and will take comments and suggestions (**attached** are the Goals, Objectives and Action Items).



LEE COUNTY WIDE  
*Bicycle & Pedestrian*  
**SAFETY ACTION PLAN**

**DRAFT March 26, 2013**



# Introduction

In 2010, 4,280\* pedestrians were killed and an estimated 70,000\* were injured in traffic crashes in the United States. The same year, 618\* cyclists were killed and an estimated 52,000\* were injured. The State of Florida has both the highest pedestrian fatality rate and bicycle in the nation (fatalities per resident population). Several Florida communities, including the Lee County metropolitan area, have been ranked among the most hazardous places in the Nation for pedestrians in the “Dangerous by Design” report released in 2011 by Transportation for America. The reality is that Lee County is well above the national average when it comes to pedestrian and bicycle fatalities and injuries relative to the amount of people who live here. Our mission is to reverse this trend and dramatically improve safety for cyclists and pedestrians in Lee County.

In support of the Florida Strategic Highway Safety Plan and to further address pedestrian and bicycle safety issues in Lee County, the LEE COUNTY METROPOLITAN PLANNING ORGANIZATION (MPO) in conjunction with the Florida Department of Transportation District 1, and other local stakeholders, is developing and implementing the Lee Countywide Bicycle & Pedestrian Safety Action Plan (BPSAP).

\*Sources: National Highway Transportation Safety Administration, Fatality Analysis Reporting System, United States Census Bureau

The purpose of the BPSAP is to reduce bicycle and pedestrian crashes with an emphasis on reducing fatal and incapacitating injury crashes (severe injury crashes) through the following means:

- Define the characteristics of the pedestrian and bicycle crash problems in Lee County;
- Identify short term actions to improve pedestrian and bicycle safety;
- Identify longer term policy initiatives and actions to sustain pedestrian and bicycle safety improvements;
- Identify opportunities for interagency and intra-agency coordination;
- Provide an opportunity for elected leaders to support agency staff in implementing short and long term strategies; and
- Where appropriate, the Lee Countywide BPSAP will apply a multidiscipline “4E” approach to improve pedestrian and bicycle safety. The term “4E” refers to engineering, enforcement, education, and emergency medical services (EMS).

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## SAFETY ACTION PLAN PROCESS

- Step 1: Build a consensus among local and statewide stakeholders about the pedestrian and bicycle safety problem in the county.**
- Step 2: Use the Vision & Goal to formulate clear objectives that will best address the pedestrian and bicycle safety issues in the county.**
- Step 3: Identify a list of strategies based on objectives, while considering current and future planned efforts by stakeholder agencies.**
- Step 4: Use stakeholder feedback to consolidate strategies into detailed Action Items to be implemented today and within 1 to 5 years.**



***Bicycle & Pedestrian  
Safety Action Plan Vision:  
A zero-fatality transportation system  
for pedestrians and cyclists throughout  
Lee County.***

The purpose of the Lee Countywide Bicycle & Pedestrian Safety Action Plan is simple—to identify the actions needed to reduce pedestrian and bicycle fatalities and serious injuries in Lee County. This section outlines the most important parts of the Plan:

- **Goal**—What we plan to accomplish and the specific milestones we plan to reach along the way.
- **Objectives**—Focus areas where we agree that the improvements should be made.
- **Action Items**—Specific, time-sensitive actions that will be undertaken as a result of this plan. Time frames, responsible parties, and potential funding source(s) should be considered when implementing these items.

This Action Plan does not claim to include all of the possible solutions to our pedestrian and bicycle safety problems or mobility concerns, but it does identify the key opportunities specific to Lee County and proposes possible solutions that agencies can use to make a difference.



# Goal

## Goal of the Lee Countywide Bicycle & Pedestrian Safety Action Plan

This goal of this plan is consistent with the **Florida Strategic Highway Safety Plan's** crash reduction goal of a *minimum* of 5% per year.

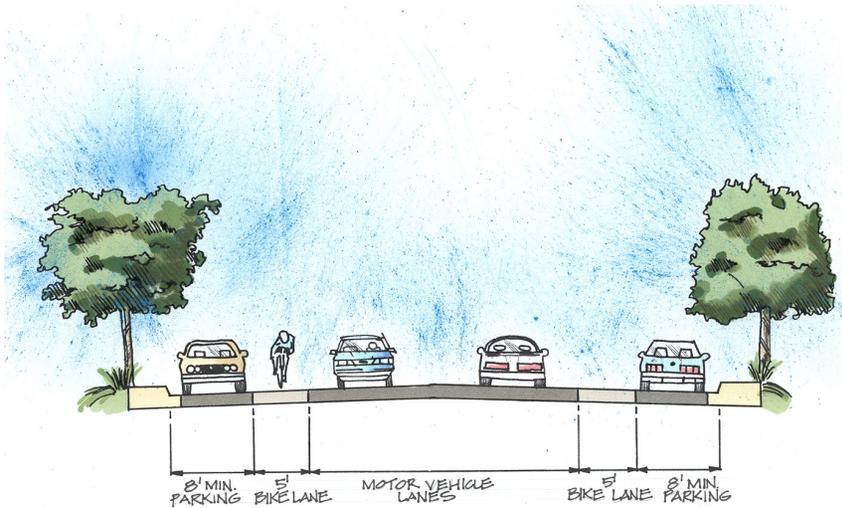
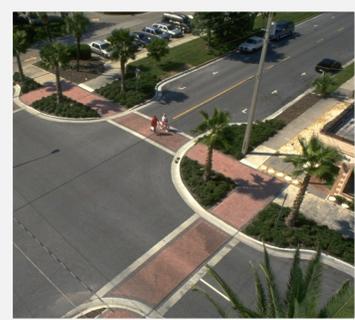
Crash type	2013	By 2018
Pedestrian	<p><b>12 fatalities</b></p> <p><b>33 serious injuries</b></p>	<p><b>Reduce the combined Fatality/serious injury rate* by 5% the first year.</b></p> <p>(Incrementally increasing by an additional 1% each year thereafter)</p>
Bicycle	<p><b>0 fatalities</b></p> <p><b>14 serious injuries</b></p>	<p><b>Reduce the combined Fatality/serious injury rate* by 5% the first year.</b></p> <p>(Incrementally increasing by an additional 1% each year thereafter)</p>

*\* Rates denote fatalities per 100,000 population. Existing and future population projections were obtained from the U.S. Census Bureau and the University of Florida's Bureau of Economic Business Research, 2010 Florida Statistical Abstract, Table 1.41, medium level projections.*

# Objectives

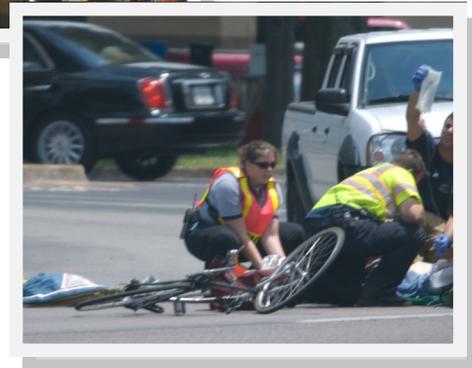
## Objective #1: Infrastructure

Reduce the frequency and severity of bicycle and pedestrian crashes by improving the transportation system infrastructure through the implementation of strategic countermeasures and the construction of new facilities.



## Objective #2: Education/Enforcement

Reduce the frequency and severity of bicycle and pedestrian crashes by correcting unsafe behaviors of all road users to increase compliance with existing laws through coordinated education and law enforcement efforts.



# Objectives

## Objective #3: Livability

Supports sustainability and livability in our communities by addressing bicycle and pedestrian mobility through long-term improvements and land use strategies.



## Objective #4: Accountability

Monitor the progress in reducing the frequency and severity of bicycle and pedestrian crashes annually using the vision and goal to guide policy and program decisions.



# Action Items

The following Action Items were obtained directly from stakeholder feedback and input. All stakeholders were offered the opportunity to comment on these items. The Responsible Agencies listed here assign oversight responsibility and many items require partnerships across multiple agencies.

## SHORT-TERM (Within One Year)

**Action Item #1: Develop a Press Kit** to support law enforcement and other agencies in responding to media inquiries associated with bicycle and pedestrian crashes that attract media attention. Incorporate key safety messages identifying **targeted populations** and **risky behaviors** specific to the crash problems in Lee County. This purpose of this press kit is to leverage moments of high-visibility when media attention is focused on a recent crash. Use these moments as an opportunity to spread the bicycle and pedestrian safety message. Revise and update the press kit as new data becomes available and as new issues arise.  
*Lead Agency: Lee County MPO and law enforcement agencies with support from other stakeholders.*

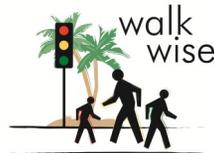
*Time Frame: Within One Year*

**Action Item #2: Develop a Bicycle and Pedestrian Safety Education Outreach Campaign** within the Lee County area including the municipalities.

Structure this leadership program/organization similar to other successful programs implemented in Florida (i.e. WalkWise/BikeSmart Tampa Bay). Strengthen existing advocacy groups by creating a consistent safety message. Tap into social media as a resource to spread the message. Utilize existing community groups, neighborhood associations, etc. as audiences for safety presentations. Target areas with high amounts of bicycle/pedestrian traffic (i.e. tourist areas, hotels, bicycle rental locations, grocery stores).

*Lead Agencies/Partners: FDOT, Lee County MPO, Arrive Alive-Just Drive, Cape Coral BikePed, BikeWalkLee, and Injury Prevention Coalition.*

*Time Frame: Within One Year*



**Action Item #3: Leverage use of Community Traffic Safety Teams (CTST)** to affect a multidisciplinary approach to reduce the frequency and severity of bicycle and pedestrian crashes.

Formalize process to identify CTST action items with an emphasis on responsible agency. Present status reports to MPO board and local government boards to ensure follow-through on action items identified.

*Lead Agencies/Partners: FDOT, CTST with support and participation from all stakeholder agencies and groups*  
*Time Frame: Within One Year & Ongoing*



**Action Item #4: Undertake Bicycle/Pedestrian Road Safety Audits (RSA)** consistent with the FHWA RSA program.

RSAs and similar on-site safety studies are extremely effective at generating recommendations for potential safety improvements at specific locations where safety concerns have been reported (high-crash corridors or locations). They involve coordination with agency staff and one or more field visits to the site. RSAs engage all stakeholders, but are specifically designed for engineering and law enforcement stakeholders.  
*Lead Agencies/Partners: FDOT, CTST, Lee County MPO with participation and support from all stakeholder agencies.*

*Time Frame: Within One Year & Ongoing*



**TARGET POPULATIONS** for Lee County  
**White, middle-aged males** are over-represented in Lee County's bicycle/pedestrian crash statistics:  
**80% of the crashes but only 71% of the population**

**TARGET RISKY BEHAVIORS** for Lee County  
**Pedestrians: ALWAYS cross at a marked crosswalk**  
**Bicycles: always ride WITH TRAFFIC**  
**Motorists: Right on red - STOP FIRST. Right on green - YIELD to peds.**



# Action Items

## SHORT-TERM (Within one to two years)

**Action Item #5: Pursue grant funds for overtime enforcement activities** via FDOT District 1. Partner with law enforcement agencies, especially those in high bicycle/pedestrian crash areas.

*Lead Agencies/Partners: Lee County MPO, FDOT, Law Enforcement Agencies*  
*Time Frame: Within One Year & Ongoing*

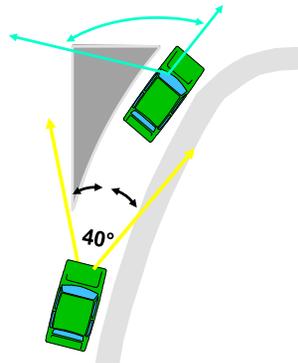
**Action Item #6: Provide free bicycle lights** for stakeholders to distribute. For example: officers could carry a box of lights in patrol cars and distribute to cyclists riding without lights at night. Lights should be packaged with additional safety materials including retro-reflective vests and educational material tailored to the unique crash trends and common risky behaviors in Lee County.

*Lead Agencies/Partners: Lee County MPO, FDOT, Law Enforcement Agencies*  
*Time Frame: Within One Year & Ongoing*

**Action Item #7: Adopt pedestrian design standards for the design and use of right-turn channelization.** The length of a crosswalk has a large impact on the safety of a pedestrian crossing.

Reducing the distances pedestrians and cyclists must travel to reach the opposite side of the roadway can prevent many crashes before they occur. Installing raised islands to facilitate right-turn lane channelization can provide the pedestrian with a place to stop and wait before proceeding across the rest of the travel lanes. Pedestrians often avoid crossing at signalized intersections due to the high volume of right-turning vehicles. By breaking the conflict with right-turn movements into two separated crossings, the pedestrian only has to evaluate and judge crossing over one lane of traffic at one time, rather than multiple.

*Lead Agencies/Partners: Lee County, City of Fort Myers, City of Cape Coral*  
*Time Frame: Within Two Years*



## LONG-TERM (Within two to five years)

**Action Item #8: Revise design standards for urban and suburban arterial intersection design** focusing on what works for pedestrians and cyclists at intersections. Improve pedestrian visibility on curb ramps and within crosswalks. Strongly encourage crosswalks on all intersection legs. Utilize shortest crossing distance as a measure for determining the placement and need for marked crosswalks. Identify issues in cycle lengths that negatively impact bicycle and/or pedestrian mobility. Maintain standards for accommodating cyclists at intersections—often referred to as a “keyhole” bicycle lane for “through” traffic.

*Lead Agencies/Partners: Lee County, City of Fort Myers, City of Cape Coral*  
*Time Frame: Within Two Years*

**Action Item #9: Develop and utilize a project design review checklist** for all projects to be used by local agencies to determine if proposed roadway designs (both resurfacing and reconstruction) include appropriate bicycle and pedestrian treatments and accommodations. The checklist should include graphical examples to assist the reviewer and will include elements such as bicycle lane design, intersection pavement markings, bicycle detection at signals, etc.

*Lead Agencies/Partners: Lee County MPO, Lee County, City of Fort Myers, City of Cape Coral*  
*Time Frame: Within Two Years*

**Action Item #10: Adopt design treatments for pedestrian crossings at transit stops.** Transit riders always begin and end their trip as pedestrians. Thus, every transit stop is a potential pedestrian crossing location. The placement of transit stops (especially stops not located at signalized intersections) can result in pedestrians crossing the roadway often without a crosswalk or even minimal supporting design treatments (raised median, etc.).

*Lead Agencies/Partners: Lee County MPO, LeeTran*  
*Time Frame: Within Five Years*



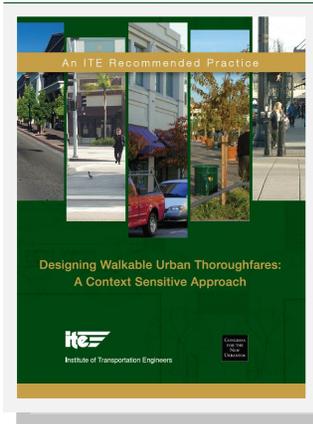
# Action Items

## LONG-TERM (Within five years and ongoing)

### Action Item #11: Implement enhanced pedestrian/bicycle design techniques on identified high-crash corridors

(identified in the Appendix of this document) and corridors with existing bicycle and/or pedestrian safety concerns. Encourage the use of engineering countermeasures to lower travel speeds on roadways where excessive speeding occurs or on roadways that carry a significant level of pedestrian traffic or crashes. For example, utilize resources such as the guide *Walkable Urban Thoroughfares: A Context Sensitive Approach* published by the Institute of Transportation Engineers.

*Lead Agencies/Partners: Lee County, City of Fort Myers, City of Cape Coral*  
*Time Frame: Within Five Years*

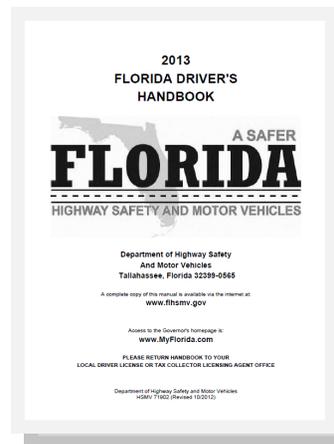


**Action Item #12: Identify potential corridors for “Road Diets.”** Target multi-lane arterial corridors with bicycle/pedestrian crash problems that are underutilized and have excess capacity. Focus on “right sizing” of roadways balancing priorities for a safer cross-section for all users rather than simply creating excess capacity for automobile traffic. Refer to the Best Practices section beginning on page 11 of this document for examples of successful corridor re-design projects in Florida.

*Lead Agencies/Partners: FDOT, Lee County, City of Fort Myers*  
*Time Frame: Within 5 Years & Ongoing*

**Action Item #13: Pursue changes/addendum to state Driver’s Handbook** that focus on key behaviors on the part of drivers, cyclists and pedestrians that are both illegal and risky. Ensure that the key illegal behaviors playing out in the crash data are being addressed and elevated in the handbook.

*Lead Agencies/Partners: Lee County MPO, Arrive Alive-Just Drive, Cape Coral BikePed, BikeWalkLee, and Injury Prevention Coalition*  
*Time Frame: Within 5 Years & Ongoing*



**Action Item #14: Establish a process for incorporating pedestrian/bicycle design improvements concurrent with the reconstruction, rehabilitation and resurfacing (3R) of roadways.** Most urban roadways and many suburban roadways are physically constrained and will likely never undergo reconstruction due to additional capacity expansion. Typically, the most cost-effective strategy for addressing pedestrian and bicycle safety on these corridors is to do so concurrent with resurfacing (3R) projects. Create an ongoing systemic process and funding for identifying potential improvements on corridors planned for 3R in the short-term.

*Lead Agencies/Partners: Lee County, City of Fort Myers, City of Cape Coral*  
*Time Frame: Within Five Years & Ongoing*

**Action Item #15: Engage judiciary** in the pedestrian and bicycle safety discussion. The courts are a key partner and should be actively involved and engaged in the pedestrian and bicycle safety discussion. Enforcing and ensuring pedestrian and bicycle safety laws are upheld in an appropriate and reasonable manner is of utmost importance. An effective approach would be to partner with legal/judiciary continuing education programs to provide information and education opportunities and communicate the safety problems to judicial partners.

*Lead Agencies/Partners: Lee County MPO, Arrive Alive-Just Drive, Cape Coral BikePed, BikeWalkLee, and Injury Prevention Coalition*  
*Time Frame: Within 5 Years & Ongoing*

**Action Item #16: Develop a policy for determining the level of pedestrian signal accommodation at signalized intersections.** This policy should provide clear guidance as to the minimum length of a pedestrian cycle based on the distance a pedestrian must travel to traverse all vehicular travel lanes at a particular location. This policy should also provide guidance relative to the criteria for requiring push-button activation at a pedestrian signal.

*Lead Agencies/Partners: Lee County, City of Fort Myers, City of Cape Coral,*  
*Time Frame: Within 5 Years & Ongoing*



# Action Items

The following table below presents Action Items with expanded key details including the **lead agency/partner** expected to champion each action, the estimated **amount of time** required to complete or significantly address the action, a potential suggested **funding source**, and an **estimated cost** if applicable. Full descriptions of

	Short Description	Lead Agencies/Partners	Estimated Time Frame	Funding Source	Estimated Cost
1	Develop a Press Kit.	Lee County MPO and law enforcement agencies with support from other stakeholders	Within One Year	In-house and grant funded	\$5,000 initially + Minor maintenance
2	Develop an education outreach campaign.	FDOT, Lee County MPO, Arrive Alive-Just Drive, Cape Coral BikePed, BikeWalkLee, and Injury Prevention Coalition	Within One Year	FDOT/CTST support	\$300,000
3	Leverage use of Community Traffic Safety Teams (CTST).	FDOT, CTST with support and participation from all stakeholder agencies and groups	Within One Year & Ongoing	In-house	N/A
4	Undertake Road Safety Audits (RSA).	FDOT, CTST, Lee County MPO with participation and support from all stakeholder agencies	Within One Year & Ongoing	Requires board approval	Up to \$15,000 per corridor
5	Pursue grant funds for overtime enforcement activities.	Lee County MPO, FDOT, Law Enforcement Agencies	Within One Year & Ongoing	FDOT	Varies
6	Provide free bicycle lights for stakeholders to distribute.	Lee County MPO, FDOT, Law Enforcement Agencies	Within One Year & Ongoing	CTST & local agencies	Minimal cost per light
7	Adopt design standards for right-turn channelization.	Lee County, City of Fort Myers, City of Cape Coral	Within Two Years	In-house	Minimal
8	Revise design standards for arterial intersection design.	Lee County, City of Fort Myers, City of Cape Coral	Within Two Years	In-house	Minimal
9	Develop and utilize project design review checklist.	Lee County MPO, Lee County, City of Fort Myers, City of Cape Coral	Within Two Years	MPO	\$15,000
10	Adopt design standards for pedestrian crossings at transit stops.	Lee County MPO, LeeTran	Within Five Years	In-house task	N/A
11	Implement enhanced design techniques on high-crash corridors.	Lee County, City of Fort Myers, City of Cape Coral	Within Five Years	In-house	Minimal
12	Identify potential corridors for "road diets."	FDOT, Lee County, City of Fort Myers	Within Five Years & Ongoing	In-house	Minimal
13	Pursue changes to state driver's handbook.	Lee County MPO, Arrive Alive-Just Drive, Cape Coral BikePed, BikeWalkLee, and Injury Prevention Coalition	Within Five Years & Ongoing	Local activist groups	Minimal
14	Incorporate pedestrian and bicycle design improvements into 3R.	Lee County, City of Fort Myers, City of Cape Coral	Within Five Years & Ongoing	Requires board approval	Minimum of \$200,000 annually
15	Engage judiciary in the safety discussion.	Lee County MPO, Arrive Alive-Just Drive, Cape Coral BikePed, BikeWalkLee, and Injury Prevention Coalition	Within Five Years & Ongoing	Local activist groups	Miminal
16	Develop a policy for determining the level of pedestrian signal accomodation at signalized intersections	Lee County, City of Fort Myers, City of Cape Coral	Within Five Years & Ongoing	In-house task	Minimal

## **REVIEW OF THE PUBLIC INVOLVEMENT PLAN EVALUATION REPORT**

**RECOMMENDED ACTIONS:** Review the Public Involvement Plan Evaluation report (**attached**).

During the September 2008 update of the Public Involvement Plan, MPO Staff added an evaluation section that is to be completed annually. The evaluation will help to determine what public involvement techniques are successful, which ones are failing and what needs to be changed to improve these activities.

The MPO Staff did not complete an Evaluation Report for 2011 since the Public Involvement Plan went through a thorough re-vamp. MPO Staff has completed the evaluation for 2012 and has made some recommendations on what tasks can be done in the future to improve the MPO's public outreach and involvement.

Staff is asking for any additional recommendations on how to improve the public involvement process.



# **PUBLIC INVOLVEMENT PLAN**

## **MEASURES OF EFFECTIVENESS**

***EVALUATION for 2012***

April 2013



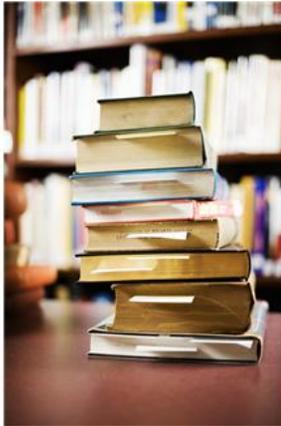
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## Historical Perspective

On April 14, 1998, the Lee County Metropolitan Planning Organization (MPO) adopted a Public Involvement Plan (PIP). This plan identified a proactive public participation process for the transportation planning products of the MPO. This process included timely public notices, complete access to information, full access and input to key decisions and supporting early and continuing involvement of the community. In 1999, the Federal Highway Administration, through its certification process, suggested the MPO develop a mechanism for evaluating the effectiveness of the *PIP*. So, in August of 1999, several evaluation measures were approved by the MPO.

The *PIP* was slightly modified in an update approved on October 3, 2002. On October 2003, a new *Public Involvement Plan* was adopted by the MPO. For the first time, the *PIP* included principles on which to build the MPO public outreach efforts, as well as modified goals and objectives, an updated toolkit and a revised 'Effectiveness and Evaluation' section.



In September 2008, the Lee County Metropolitan Planning Organization adopted an updated version of the *PIP* which included an annual evaluation report to be completed in December of each year. This evaluation report will determine what public involvement techniques are working and what changes need to be made for the upcoming year. This report will also reflect whether or not all document deadlines were met throughout the year and what changes if any need to be made for the next year in order to meet those deadlines.

On November 16, 2012, the Lee County Metropolitan Planning Organization adopted an updated version of the *PIP*. This version included updates to advertising deadlines and new location information.

## Guiding Principles

The *Public Involvement Plan* describes the MPO's public participation strategies and techniques to inform and involve the public in transportation planning issues with the purpose of maximizing effectiveness. The following principles, developed in conjunction with best practice standards for public involvement, guide the *PIP*:

**Provide Opportunities for Involvement.** Avenues for involvement will be open, meaningful and organized so as to provide an environment that encourages convenient and comfortable participation. Consideration of needs for accessibility, scheduling, location, format and language of informational materials will be structured to allow informed, constructive exchanges with clear definition of the information being presented. Participants will be provided information so

that they more clearly understand the trade-offs and will be encouraged to grapple with the many competing transportation objectives.

**Be Inclusive of Constituencies.** Determine stakeholders and target audience. Identify strategies to bring the information to these groups. Efforts to reach new and existing constituencies include continuing outreach to those with accessibility issues as well as minority, Limited English Proficiency, low income, elderly, youth communities and neighborhoods or groups that may be affected by proposed projects. Use creative techniques to engage the audience in discussion and interaction regarding topical issues.

**Be Responsive to Participants.** MPO forums will facilitate discussion that directly corresponds to the participants and their available time. Informational materials should be clear, concise and address the concerns of the participants. Information will be available in sufficient detail to allow citizens to form and express their independent views. The results of all public involvement activities will be documented and given full consideration in all MPO decision-making as well as conveyed to the implementing agencies for their consideration.

**Provide a Predictable Process.** The planning process will be understandable and known well in advance. This consistency in our process will allow the MPO staff, citizens and officials to plan their time and effectively apply their resources.

**Be Creative and Flexible.** The direction and effectiveness of this program should be reviewed periodically to ensure that it meets the needs of the public and the MPO. This program should evolve to include new avenues of communication to augment the public outreach efforts of the MPO.

**Maximize Exposure, Minimize Costs.** The Lee County MPO is committed to coordinate this process with local, federal and statewide public involvement processes wherever possible to enhance public consideration of the issues, plans and programs while reducing redundancies and minimizing costs.

It is under these guiding principles that the measures of effectiveness were proposed as part of the evaluation process under each of the following categories: MPO Visibility; Participation Opportunities; Public Interest & Feedback; and Input Results. At the conclusion of the review of MPO performance in each of these areas, there is an opportunity to refine the *PIP* process through a series of recommendations. Other opportunities to enhance performance may occur as a result of ongoing feedback, periodic surveys, or with the update of the *Public Involvement Plan* that accompanies the launch of the *Long Range Transportation Plan* update.

## Measuring MPO Visibility

- **MPO Publications Listing January 1, 2012 – December 31, 2012**

<b>Title</b>	<b>Adoption or Publication Month</b>
FY 2011/12 – 2015/16 TIP	Amended: January 20, 2012 February 17, 2012
FY 2013/14 – 2016/17 TIP	Adopted: June 22, 2012 Amended: August 17, 2012 September 21, 2012 December 14, 2012
FY 2012/13 & FY 2013/14 UPWP	Adopted: May 11, 2012 Amended: September 21, 2012
FY 2010/11 & FY 2011/12 UPWP	Adopted: May 14, 2010 Amended: February 17, 2012 March 16, 2012
Public Involvement Plan (PIP)	Adopted: January 20, 2012 Amended: November 16, 2012
MPO Bylaws	Amended: February 17, 2012
TAC Bylaws	Amended: June 22, 2012
CAC Bylaws	Amended: June 22, 2012
TMOG Bylaws	Amended: September 21, 2012
BPCC Bylaws	Amended: September 21, 2012
Joint Regional Enhancement Priorities	Adopted: May 11, 2012
Minor Update to the TDSP	Adopted: May 11, 2012
Lee Charlotte-Punta Gorda Interlocal Agreement	Adopted: April 20, 2012
FY 2016/17 Surface Transportation & State Funded Priorities	Adopted: June 22, 2012
Transportation Enhancement Priorities	Adopted: June 22, 2012
Minor Update to the Transportation Disadvantaged Service Plan (TDSP)	Adopted: May 11, 2012
Aviation Priorities	Endorsed: August 17, 2012
Lee/Charlotte TRIP Priorities	Adopted: April 20, 2012
Lee/Collier TRIP Priorities	Adopted: May 11, 2012
2035 Long Range Transportation Plan (LRTP)	Adopted: December 8, 2010 Amended: February 17, 2012 September 21, 2012 December 14, 2012

- **MPO Notifications, 2<sup>nd</sup> Edition Bicycle Maps, LeeTran Bus Schedule and Pick up Locations, and other brochures distributed.**

All publications were placed on the MPO website, [www.leempo.com](http://www.leempo.com). At their request, email hot link notifications of posted MPO newsletters are routinely sent to over **900** interested citizens, public officials, home owners associations, agencies, private firms and the news media, which is up from the 800 that requested it last year. In addition, many newsletters, invitations and advertisements this past year were sent via newsgroups; whereby, dozens or even hundreds of users were informed via one email address.

Printed copies of each issue were distributed through the Lee County Public Library System, LeeTran distribution centers, or handed out at public outreach venues throughout the year.

The Lee County MPO Staff has been working on updating the Bicycle Facilities Map over the past year. Production and distribution of the 3<sup>rd</sup> Edition of the Bicycle Map is scheduled for Spring of 2013 to individuals locally, local businesses, and to individuals traveling to Lee County from out of state that have requested them. The 2<sup>nd</sup> Edition and the 3<sup>rd</sup> Edition are currently available on the MPO website, [www.leempo.com](http://www.leempo.com).

The Lee County MPO's Transit Agency, LeeTran, has published a Bus Schedule and Pick up Locations Brochure that can be viewed on the LeeTran website at [www.rideleetran.com](http://www.rideleetran.com).

Each of these are working tools that exemplify to the public the relevance of the planning that the MPO, TDLCB and BPCCC do and how it can positively impact their daily lives. They not only educate and encourage participation in long range transportation planning, but also, they impact mobility and choices for individuals in our community today.

- **Newspaper advertisements and public notices placed in publication and readership demographics**

All meetings were publicly noticed on both the MPO website and Local Jurisdictions television stations. Newspaper notices and related news articles appeared in the *News-press*, whose circulation reaches over **435,000** adults in Lee County every week by being read online or in print.

The MPO public meeting notices are also published in a bi-weekly newspaper, *Nuevos Ecos*, with over 500 points of distribution in Lee and Collier Counties to reach the Hispanic population.

## **Measuring Participation Opportunities**

- **Participants at MPO public forums, workshops and community meetings at which displays, presentation, discussions and feedback occurred**

This is something that the Lee County MPO has not kept track of in the past but is now making a concise effort to track the public involvement at MPO functions. Actively pursuing public input continues to be a priority for the MPO. Below is a chart that is completed each year with the list of dates, meetings held and the estimated number of participants.

<b>Date</b>	<b>Public Forums, Workshops, Community Meetings &amp; Other Participation Opportunities, Presentation, Displays &amp; Events</b>	<b>Estimated Participants</b>
1/9/2012	Attended ABM Meeting and Gave Presentation	16
1/10/2012	Attended CUTS Meeting	12
1/11/2012	Attended Ribbon Cutting Ceremony for LeeTran's New Transfer Facility at the Edison Mall	30
1/11/2012	Attended Complete Streets GIS Toll Intro	6-8
1/12/2012	Attended Collier MPO's LRTP Working Group Meeting	12
1/13/2012	Attended Safe Kids Meeting – Goal Workshop	8-10
1/18/2012	Attended IPC Meeting	25
1/18/2012	Attended Lee County BPAC Meeting	20
1/19/2012	Attending Reconnecting Lee Meeting	12
1/24/2012	Attended Drug House Odyssey: Final Planning Committee Meeting	20
1/25/2012	Attended CTST Field Review and Meeting	15
1/26/2012	Attended MPOAC Workshop	40
1/27/2012	Attended MPOAC Meeting	40
1/31/2012	Attended Statewide TIP Meeting	75
2/2/2012	State Certification Meeting	8
2/6/2012	Attended CTC Evaluation Meeting	6-8
2/15/2012	Attended IPC Meeting	25
2/15/2012	Attended Collier MPO's CMS/ITS Meeting	16
2/22/2012	Attended CTST Field Review and Meeting	15
2/24/2012	Attended Community Needs Assessment Task Force Meeting	15
2/24/2012	Attended Lee Charlotte Coordination Meeting	12
2/27/2012	Attended Collier MPO's TAC Meeting	15
2/27/2012	Attended Transit Task Force Meeting	25
3/6/2012	Attended SWFL Region Stakeholders Forum at FGCU	120
3/6-3/8/2012	Participated in Drug House Odyssey	2500

3/15/2012	Attended Fort Myers Beach Traffic Committee Meeting	10
3/19/2012	Attended Lehigh Acres Community Council Meeting	30
3/20/2012	Attended Fort Myers Mobility Workshop	75+
3/21/2012	Attended Collier LCB Meeting	22
3/21/2012	Attended IPC Meeting	25
3/21/2012	Attended Collier MPO's CMS/ITS Meeting	12
3/21 – 4/26/2012	Participated in CSFL Northwest Regional Library Exhibit	200+
3/23/2012	Attended Fort Myers Beach Trolley Lane Analysis Meeting	8
3/26/2012	Attended Collier MPO's TAC Meeting	14
3/28/2012	Attended CTST Field Review and Meeting	15
3/29/2012	Attended US 41/Gladiolus Corridor Review	3
4/4/2012	Attended IPC Meeting	12
4/10/2012	Attended CUTS Meeting	15
4/11/2012	Attended TIM Meeting	30
4/12/2012	Attended Cape PD Senior Safe Workshop	60
4/12/2012	Attended Collier MPO's LRTP Workshop	20
4/12/2012	Attended Beth Stacey Roundabout Workshop	50+
4/18/2012	Attended IPC Meeting	25
4/23/2012	Attended Collier MPO's TAC Meeting	15
4/24/2012	Attended Fort Myers Beach TEA Project Meeting	7
4/25/2012	Attended Collier MPO's CMS/ITS Meeting	12
4/25/2012	Attended CTST Field Review and Meeting	15
4/26/2012	Attended FDOT SHSP Distracted Driving Webinar	15
4/26/2012	Attended MPOAC Meeting	35
5/2/2012	Attended Cape Coral Charter School K-5 Safety Education	100
5/7/2012	Attended I-75 (Alligator Alley) FDOT, D-1, One-Way Evacuation Plan Page Turning Meeting	50
5/9/2012	Attended CEDS Meeting	10
5/21/2012	Attended Collier MPO's TAC Meeting	18
5/22/2012	Attended TOD Training	35
5/23/2012	Attended Collier MPO's CMS/ITS Meeting	15
5/30- 31/2012	Attended Public Involvement Training	50
6/12/2012	Attended FTA Training	6
6/13/2012	Attended TIM Meeting	30
6/15/2012	Attended MPOAC Workshop	20
6/20/2012	Attended IPC Meeting	30
6/27/2012	Attended MPO Modeling Meeting	8
6/28/2012	Attended Transit Task Force Meeting	25

7/2/2012	Attended Ribbon Cutting Ceremony on New Veteran's Hospital in Cape Coral	35
7/10/2012	Attended CUTS Meeting	15
7/11/2012	Attended SR 78 Project Meeting	90
7/16/2012	Attended Lehigh Acres Community Council Meeting	30
7/18/2012	Attended IPC Meeting	30
7/18/2012	Attended Charlotte MPO's TAC Meeting	12
7/26/2012	Attended MPOAC Meeting	30
7/26/2012	Attended Transit Task Force Meeting	25
7/30 – 8/2/2012	Attended Transportation Disadvantaged Conference and Commission Meeting	200+
8/15/2012	Attended I-75 Alternatives Study Meeting	30
8/15/2012	Attended IPC Meeting	30
8/15/2012	Attended SR80/Ortiz Meeting	18
8/20/2012	Attended Lehigh Acres Community Council Meeting	30
8/22/2012	Attended CTST Meeting and Field Review	15
8/23/2012	Attended Transit Task Force Meeting	25
9/3/2012	Participated in Walk to School – J. Colin English	50
9/4/2012	Attended Collier MPO's Mobility Plan Meeting	20
9/5/2012	Attended Collier MPO's TAC Meeting	15
9/12/2012	Attended Collier MPO's LRTP Amendment Workshop	12
9/12 – 9/14/2012	Attended APA Conference	200+
9/18/2012	Attended Collier MPO's LRTP Workshop	30
9/19/2012	Attended Kick Off Meeting for Rail Feasibility Study	10
9/20/2012	Attended FTA Training	12
9/24/2012	Attended Collier MPO's TAC Meeting	15
9/25/2012	Attended I-75 Direct Connect Meeting	20
9/26/2012	Attended CTST Meeting and Field Review	15
10/3/2012	Attended Collier MPO's TAC Meeting	15
10/9/2012	Attended CUTS Meeting	16
10/10/2012	Attended TIM Meeting	30
10/10- 11/2012	Attended Collier MPO's Federal Certification Meeting	20
10/15/2012	Attended Lehigh Acres Community Council Meeting	30
10/17/2012	Attended IPC Meeting	30
10/18/2012	Attended SR 78 from Hart Road to US 41 Corridor Review	6
10/22/2012	Attended Collier MPO's TAC Meeting	12
10/24/2012	Attended MPO Regional Governance Meeting	70

10/24/2012	Attended CTST Field Review and Meeting	15
10/25/2012	Attended MPOAC Meeting	35
11/8/2012	Attended Mike Rippe Parkway Dedication Ceremony	50
11/26/2012	Attended Collier MPO's TAC Meeting	17
11/28/2012	Attended Charlotte MPO's TAC Meeting	15
11/29/2012	Attended Transit Task Force Meeting	25
11/30/2012	Attended MPOAC Staff Directors Meeting	25
12/3/2012	Attended Charlotte MPO Meeting	30
12/7/2012	Attended Pavement Preservation Meeting	40
12/11-12/2012	Attended Bike Ped Safety Action Plan Training Workshop	50
12/12/2012	Attended TIM Meeting	25
12/17/2012	Attended Collier MPO's Special TAC Meeting	14
12/19/2012	Attended Joint CTST/IPC Meeting	40

At events, counts were estimated not necessarily from total attendance at the event, but rather from those that visited, interacted with, or signed in at the MPO display, spoke to, or received materials from MPO staff or consultants as assigned.

- **Participants at MPO meetings and Committee meetings**

<b>MPO Group and/or Subcommittee Scheduled Meetings</b>	<b>2011/2012 Meetings</b>	<b>2011/2012 Attendees</b>
Metropolitan Planning Organization Board	11/11	577/530
MPO Executive Committee	2/3	19/28
Technical Advisory Committee	10/10	256/220
Citizen Advisory Committee	10/10	274/257
Bicycle/Pedestrian Coordinating Committee	8/7	166/142
Transportation Disadvantaged Local Coordinating Board	4/4	70/64
Traffic Management Operations Committee	3/3	55/48
Total	48/48	1417/1289

All meetings were noticed and open to the public, and each allowed the opportunity for public comment. Public hearings and adjacent regular meetings were counted as one meeting. Subcommittees of MPO committees held numerous publicly noticed meetings and received staff support, some of which may not be included in the list above.

### **Measuring Public Interest & Feedback**

Comments were received from across Lee County via attendance at one of the outreach events or public hearings or meetings cited in the previous section; via

the MPO newsletter comment cards and the MPO website; as well as from walk-ins, phone-ins, faxes or emails received. Origins of participants covered virtually every zip code in Lee County.

- **Number of Responses to the MPO and the Comment Vehicle Used**

The MPO has always made a Public Comment session available at all meetings and workshops, as well as through the MPO Website, phone, fax, mail, email, public participation plan surveys, and ETDM comment cards. In the future MPO Staff will continue to collect this information in order to tell if the MPO is reaching the public and their issues.

<b>Number of Responses to the MPO and the Comment Vehicle Used</b>		
<b><i>Vehicle Used</i></b>	<b><i>2011</i></b>	<b><i>2012</i></b>
Phone	424	600
Fax	50	50
Mail	200	230
Email	1200	1250
Walk In	23	10
Public Participation Plan Survey	8	1
ETDM Comment Cards	0	0
Verbal Comments made at Committee/Board Meetings	134	80
Request to be added to the TAN Mailing List	175	85
Number of Legal Ads and Pubic Notices posted in the News-Press and Nuevos Ecos	72	58
*Total Number of Website Hits		
<b>Total</b>	<b>2286</b>	<b>2364</b>

\*Website hits were not included in the total as the MPO Website was revamped and the url address was changed due to the MPO separating from the RPC.

The total indicated represents all comments received and inquiries that were recorded at meetings and events by staff. The actual number of customer inquiries responded to by staff is likely much higher.

Ongoing, dedicated support from the MPO's committees was another way the MPO Board was able to consider important transportation planning issues from a variety of perspectives before making decisions. In combination, the committee support and extensive outreach programs into the community worked together to make the public participation process for this evaluation year an overwhelming success.

- **Documents & Maps Available on the MPO Website**

The MPO continues to include the website address ([www.leempo.com](http://www.leempo.com)) in all materials that are distributed to the public. The MPO Website contains the Meeting Schedule Calendar for the entire year, all agenda packets for Committee and Board meetings, all MPO approved documents, MPO Newsletters, the 2<sup>nd</sup> and 3<sup>rd</sup> Edition Bicycle Facility Maps, and Informational Pages. The MPO Website is updated continuously to provide current and accurate information to the citizens of Lee County.

## Public Involvement Tools Evaluation

Public Involvement Tool	Evaluation Criteria	Performance Goal(s)	Methods to Meet Goal(s)	2012 Outcome of Tool Used
Public Participation Plan	Annual report to indicate if the PIP reflects the practices and effectiveness of the MPO	2% increased in returned surveys from the prior year and statistical increase in overall MPO evaluation score.	Update the PIP annually to incorporate the improvement strategies resulting from the public involvement evaluations, the annual PIP survey and the discussion of overall PIP evaluation with the MPO.	<i>Staff made the PIP document more user friendly with additional pictures and charts. Staff also shortened the document by posting the appendices on the website versus including them in the actual document.</i>
MPO Website	Number of hits	Minimum of 100 hits/month and a 5% increase in hits/quarter.	Use other public involvement tools to increase advertisement of the website.	<i>On February 1, 2012 the MPO separated from the RPC and become its own entity. Due to this transition our Web Address was changed and there were some issues during the transition. Staff has been working diligently to get word out that our website address has changed.</i>

## Public Involvement Tools Evaluation Continued

Public Involvement Tool	Evaluation Criteria	Performance Goal(s)	Methods to Meet Goal(s)	2012 Outcome of Tool Used
Joint Regional MPO Website	Number of hits	Minimum of 30 hits/month and a 5% increase in hits/quarter.	Use other public involvement tools to increase advertisement of the website.	<i>This website was also affected by our splitting from the RPC so the counters were not done accurately.</i>
MPO TAN List Database	Number of returned items	Maximum of 2% return rate per mailing.	Make immediate corrections when items are returned.	<i>Staff updated the TAN mailing list in 2012, to eliminate old email addresses and contacts and add new ones.</i>
MPO Newsletter	Number of returned newsletters, how often the newsletter is distributed	Maximum of 2% return rate per mailing with a minimum of 2 mailings per year.	<ul style="list-style-type: none"> <li><input type="checkbox"/> Make immediate corrections to mailing lists when the items are returned as undeliverable.</li> <li><input type="checkbox"/> Continue to print items that receive favorable comments and correct or improve mistakes or items that receive negative comments.</li> <li><input type="checkbox"/> Have at least 2 mailings of the newsletter annually.</li> </ul>	<i>The MPO did not complete a newsletter for 2012 however Staff sent out eight (8) notification cards regarding upcoming meetings and events.</i>

## Public Involvement Tools Evaluation Continued

Public Involvement Tool	Evaluation Criteria	Performance Goal(s)	Methods to Meet Goal(s)	2012 Outcome of Tool Used
Developing Community Knowledge of the MPO	Number of community meetings attended	Increase number of community meetings attended	<input type="checkbox"/> Attend festivals, special events, lectures. <input type="checkbox"/> Add contact names to mailing list, develop community profiles	<i><b>MPO Staff attended a numerous amount of community meetings, festivals, events and lectures during fiscal year 2012. A list of events attended is available on page 5.</b></i>
Project Specific Newsletters	Calls, letters, etc.; Number of persons contacted	Increase awareness of the Lee MPO and its projects and increase participation and the number of attendees at the MPO meetings.	Increase or decrease distributions to more accurately target an area that may be affected.	<i><b>N/A</b></i>
Other Newsletters (Cities, Homeowners Associations, etc.)	Calls, letters, etc.; Number of persons contacted	<input type="checkbox"/> Increase awareness of the Lee MPO and its projects and increase participation and the number of attendees at the MPO meetings.	Provide information to the publishers of these newsletters in a timely fashion. Investigate all possible newsletters that may reach an affected area.	<i><b>N/A</b></i>

## Public Involvement Tools Evaluation Continued

Public Involvement Tool	Evaluation Criteria	Performance Goal(s)	Methods to Meet Goal(s)	2012 Outcome of Tool Used
Advertisements	Number of Advertisements submitted per year.	Minimum of 50 Advertisements per year.	Encourage publication of Press Releases in order to keep the public and the media informed of MPO activities.	<i>There were 58 advertisements between the Fort Myers News-Press, Florida Administrative Weekly and Nuevos Ecos during fiscal year 2012.</i>
Direct Mailings	Calls, letters, etc.; Number of persons contacted	Minimum of 15% of meeting attendees/survey respondents indicated that they received the mailing – OR- Reaches a minimum of 85% of persons that are affected by a project.	Increase/Decrease mailing list to more accurately target affected areas. Use the most up-to-date affected areas. Use the most up-to-date information from the Lee County Property Appraiser to maintain the mailing list.	N/A
Posters and Fliers	Calls, letters, etc.; Number of persons reached.	Minimum of 15% of meeting attendees/survey respondents indicated that they saw a poster	Increase distribution to common area visible to the general public.	N/A
TV Message Boards	Calls, letters, etc; Number of persons reached	Minimum of 15% of meeting attendees/survey respondents indicated that they saw the meeting notice.	Provide information to the Government Access TV channel as soon as it is available to increase the airtime. Encourage making the announcements prominent.	<i>Staff has been posting all meeting notices with the City of Fort Myers, City of Cape Coral and Lee County to air on their local televised stations.</i>

## Public Involvement Tools Evaluation Continued

Public Involvement Tool	Evaluation Criteria	Performance Goal(s)	Methods to Meet Goal(s)	2012 Outcome of Tool Used
Project Specific Websites	Calls, letters, etc; Number of hits	<input type="checkbox"/> Minimum of 30 hits per month. <input type="checkbox"/> Increase of at least 10% over the life of the project. NOTE: Expectations may be higher depending on the size of the study area.	Use other public involvement tools to increase advertisement of the website.	<i>N/A</i>
Small Group Meetings	Calls, letters, etc.; Met the expectations of the group	N/A. These meetings are held at the request of affected groups.	MPO staff and any consulting staff should be available in a timely manner to hold small group meetings regarding any MPO activity or issue. The meeting should be formatted to provide specific information requested by the group and should highlight issues that are of interest to the group.	<i>N/A</i>
Project Specific Open Houses/Workshops	Calls, letters, etc.; Attendance	3% - 5% of affected population (based on study area) in attendance.	<input type="checkbox"/> Schedule at convenient times and locations. <input type="checkbox"/> Hold multiple workshops. <input type="checkbox"/> Use other tools to increase awareness.	<i>N/A</i>

## Public Involvement Tools Evaluation Continued

Public Involvement Tool	Evaluation Criteria	Performance Goal(s)	Methods to Meet Goal(s)	2012 Outcome of Tool Used
Public Hearings	Calls, letters, etc.; Attendance	3% - 5% of affected population (based on study area) in attendance.	Schedule hearings at convenient times and locations. Use other public involvement tools to increase awareness of hearings.	<i>MPO Staff scheduled public hearings during MPO Board meetings and held them at locations that were all transit accessible.</i>
Citizen Advisory Committee	Calls, letters, etc.; Attendance	Monitor attendance at the CAC meetings and contact the MPO Board for direction if: <ul style="list-style-type: none"> <li data-bbox="926 727 1260 906">□ Any CAC member has incurred three (3) consecutive absences from regularly scheduled meetings – OR-</li> <li data-bbox="926 911 1260 1057">□ Any CAC member has missed four (4) of the preceding six (6) regularly scheduled meetings.</li> </ul>	MPO Staff should encourage appointed members to attend committee meetings. Lack of attendance may indicate the need to replace that committee member.	<i>MPO Staff and the CAC members reviewed attendance and participation in the CAC activities for members to keep those interested on the Committee and have the individuals that were in violation of the bylaws replaced. The CAC currently has 4 vacancies.</i>
MPO Informational Items	Calls, letters, etc.; Number of persons reached.	Number of informational materials produced each year.	Increase distribution by having materials available at public meetings, on the MPO website, and in public places.	<i>N/A</i>

## Public Involvement Tools Evaluation Continued

Public Involvement Tool	Evaluation Criteria	Performance Goal(s)	Methods to Meet Goal(s)	2012 Outcome of Tool Used
Comment Cards	Calls, letters, etc.; Number of responses	20% of meeting attendees filled out a comment form – OR- 2% of visitors to a website submitted a comment form –OR- 2010% of mail recipients returned a comment card.	Encouraged responses by explaining the importance of receiving comments.	<i><b>MPO Staff had comment cards available at each MPO Board and Committee meeting.</b></i>
MPO Logo	Calls, letters, etc.	Recognition of the logo.	The MPO logo should be used on all MPO products and publications, and on materials for all MPO sponsored activities.	<i><b>N/A</b></i>
Surveys	Calls, letters, etc.; Number of responses	40% of contacted persons participated in the survey – OR- 20% of mail recipients returned the survey.	Encouraged responses by explaining the importance of receiving feedback.	<i><b>MPO conducted the Congestion Management Survey and received around 393 surveys to help compile the data needed to put together the Congestion Monitoring Report.</b></i>

## Measuring Input Results

- **Agendas and Advertising Deadlines for Regular Meetings**

JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
Yes	Yes	Yes	Yes	Yes	Yes	N/A	Yes	Yes	Yes	Yes	Yes

The chart above is the results of the **Technical Advisory Committee** Agenda Distribution and Advertising Deadlines from January 2012 through December 2012 and whether or not they were met by MPO Staff.

JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
Yes	Yes	Yes	Yes	Yes	Yes	N/A	Yes	Yes	Yes	Yes	Yes

The chart above is the results of the **Citizen Advisory Committee** Agenda Distribution and Advertising Deadlines from January 2012 through December 2012 and whether or not they were met by MPO Staff.

JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
Yes	Yes	Yes	N/A	Yes	Yes	N/A	Yes	Yes	Yes	Yes	Yes

The chart above is the results of the **Metropolitan Planning Organization Board** Agenda Distribution and Advertising Deadlines from January 2012 through December 2012 and whether or not they were met by MPO Staff.

JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
Yes	N/A	Yes	N/A	Yes	N/A	Yes	N/A	No	N/A	Yes	N/A

The chart above is the results of the **Bicycle Pedestrian Coordinating Committee** Agenda Distribution and Advertising Deadlines from January 2012 through December 2012 and whether or not they were met by MPO Staff.

JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
N/A	Yes	N/A	Yes	N/A	N/A	N/A	N/A	N/A	Yes	N/A	Yes

The chart above is the results of the **Traffic Management Operations Committee** Agenda Distribution and Advertising Deadlines from January 2012 through December 2012 and whether or not they were met by MPO Staff.

JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
N/A	N/A	Yes	Yes	N/A	N/A	N/A	N/A	Yes	N/A	N/A	Yes

The chart above is the results of the **Lee County Transportation Disadvantaged Local Coordinating Board** Agenda Distribution and Advertising Deadlines from January 2012 through December 2012 and whether or not they were met by MPO Staff.

- **Issues identified through public input and responded to by the MPO and documented revisions to plans based on citizen input**

Progressive and creative public involvement strategies and techniques continue to provide a variety of forums to facilitate public input. Comments and recommendations were received in various forms, including; interpersonal communication by visiting the Regional Planning Council/MPO offices or at MPO meetings/workshops; written comments; phone; email; fax; and via the MPO web site. Each year, dozens of issues have been identified through public input and responded to by the MPO. When appropriate, the MPO staff has recommended that the implementing agencies work closely with surrounding communities to address specific needs or concerns associated with future projects.

- **Percentage of public inquiries responded to within 1 working day**

Excellent customer service is a priority for the MPO staff. In recognition that information regarding MPO plans is very important to our customers, virtually all public inquiries are responded to within one working day.

### **Refining the Public Involvement Process**

- **Periodic public involvement process surveys**

No special public involvement surveys were conducted during this period; however comment cards were made available upon exit at public meetings throughout this measurement period. Also, email recipients of the MPO newsletters are always invited to respond back with comments or suggestions whether or not there is a formal comment card. The MPO web site has a special prompt to email public comments.

- **Update the *Public Involvement Plan***

The current *Public Involvement Plan* was revised and adopted in November 2012. This report will be one tool used in future updates of the MPO's public involvement process. Other important methods that will be used during an update include comments from the general public, Technical Advisory Committee (TAC), Citizens Advisory Committee (CAC), and Bicycle/Pedestrian Coordinating

Committee (BPCC), any recommendations made during MPO certification reviews, as well as incorporating the benefits of new technology as it is introduced to the agency. The *Public Involvement Plan* will be available for public review and comment at least 45 days prior to its adoption by the MPO.

- **Follow up on recommendations from the last *Measures of Effectiveness* report**

Here is a list of recommendations that have still not been addressed from the 2010 Measures of Effectiveness report and the status of the recommendations since a report was not completed for 2011.

1. Organize a better data collection diary for completing the Evaluation Report each year.

*Staff tried to initiate a vehicle log for outreach with the public for the FY 2010; but Staff found that it was not being completed throughout the year and is now looking at different ways to collect that data.*

2. Develop a frequently asked questions section on the website to answer re-occurring questions.

*The MPO rolled out their new MPO Website this year and have not yet completed the frequently asked questions section on the webpage. An update on this will be included in the next Evaluation Report.*

- **Promote the utilization of event evaluation cards at outreach events.**

MPO Staff will have evaluation cards available for all outreach events over the next year as we embark on the LRTP Update public involvement opportunities.

- **Continue efforts to achieve citizen representation that reflects the population of Lee County, including active pursuit of additional minority representation on the CAC and other MPO advisory committees.**

In the past year, the MPO placed advertisements for volunteers to sit on the Citizen Advisory Committee on the MPO website, [www.leempo.com](http://www.leempo.com) and in the *MPO Newsletters*. This effort will continue until reflective representation is achieved.

- **Continue to focus on increasing public participation efforts with minorities, low-income individuals, and the transportation disadvantaged in Lee County.**

- **Produce materials on an ongoing basis that will assist the public in the use and understanding of the reports and studies being generated by the MPO in an effort to build awareness, consensus, and encourage involvement in the long range transportation planning process.**

## **Summary & Recommendations**

The strategies formulated in the MPO's *Public Involvement Plan* have provided for timely public notice, complete access to information, and supported early and continuing involvement of the community. The MPO Board and staff pride themselves on assuring that citizens have the opportunity to express their opinions and participate in every phase of the planning process.

The MPO continues to focus on providing newsletters, website and other information materials that are appealing, user-friendly and accessible by all citizens in Lee County, being inclusive of the transportation disadvantaged in every phase of the planning process.

### **Recommendations to further enhance our public involvement program:**

- Set up a Committee of Volunteers who are actively involved in the Community to update the Transportation Advisory Network mailing list.
- Set up a process for the Public to contact MPO Staff when events/functions are happening in Lee County, so that Staff may be involved and assist in any way.
- Setup a Facebook Fan Page to send out informational blasts to the public. This is a bit tricky as we need to set it up so that individuals cannot make comments on the posts but just like the posts.
- Establish a better relationship with FGCU and Edison State College to reach the students of Lee County and keep them informed on any upcoming events.

## **REVIEW OF THE PROPOSED AMENDMENTS TO THE 2035 LONG RANGE TRANSPORTATION PLAN**

**RECOMMENDED ACTION:** Review and comment on the proposed amendments to the 2035 Long Range Transportation Plan (LRTP).

The MPO staff is proposing several amendments to the 2035 LRTP based on recent project funding changes identified in FDOT's Tentative Work Program and to match recent amendments made by the Collier MPO on Old US 41 (to widen from two to four lanes in the Cost Feasible Plan). **Attached** are the underline and strike through changes to the Existing plus Committed table and the State/Other Arterial Cost Feasible table from the LRTP. Staff will also like to discuss the MPO Board discussion regarding the projections of revenues for the 2040 LRTP.

Lee County MPO 2035 LRTP

Table 6-1: E+C Network

Proj #	Roadway	Limit From	Limit To	# Lanes Currently	# Lanes Programmed	Phase Funded (Year Funded)
1	US 41 (Tamiami Trail)	Corkscrew Road	San Carlos Blvd.	4	6	CST (under CST)
2	SR 739 (Metro Parkway Ext.)	US 41/Alico Road	Six Mile Cypress Pkwy	N/A	6	CST <del>(under CST)</del> <u>(Completed)</u>
3	Santa Barbara Blvd	Gleason Pkwy.	SR 78	4	6	Completed
4	Summerlin Road	Cypress Lake Drive	Boy Scout Drive	4	6	Completed
5	Summerlin Road	Overpass at College Parkway		N/A	Overpass	Completed
6	SR 82 (Dr. Martin Luther King Blvd)	Ortiz Avenue	E. of SR 884 (Colonial Blvd.)	2	6	CST (under CST)
7	SR 884 (Colonial Blvd.)	I-75	SR 82	4	6	Completed
8	Six Mile Cypress Pkwy	N. of Daniels Pkwy	S. of Colonial Blvd.	2	4	CST (under CST)
9	Daniels Parkway	Chamberlain Pkwy	Gateway Blvd.	4	6	Completed
10	I-75	SR 884 (Colonial Blvd.)	Luckett Road	4	6	Completed
11	I-75	Luckett Road	SR 80 (Palm Beach Blvd.)	4	6	CST (under CST)
12	I-75	Interchange at SR 80			Interchange	CST (under CST)
13	I-75	SR 80	SR 78	4	6	CST <del>(FY 13/14)</del> <u>(Under CST)</u>
14	I-75 Airport Direct Connect	I-75 to Airport Entrance Road				CST <del>(to Start Fall 2012)</del> <u>(Under CST)</u>
15	SR 739 (Metro Parkway)	Winkler Avenue	Fowler Avenue	N/A	6	CST (to Start Fall 2012) <u>(Under CST)</u>
16	Burnt Store Road	SR 78 (Pine Island Rd)	Tropicana	2	4	CST (FY 14/15)
17	SR 78 (Pine Island Road)	Burnt Store Road	Chiquita Blvd.	2	4	ROW (underway), CST (FY 12/13)
18	I-75	Interchange at SR 884 (Colonial Blvd.)			Interchange	PE (underway)
19	SR 82 (Immokalee Road)	Shawnee Road	Alabama	2	6	PE (underway), <u>ROW (FY 16/17)</u>
20	Business US 41	Littleton Road	US 41	2	4	CST (FY 12/13)
21	SR 82 (Immokalee Road)	Colonial/Lee Blvd.	Shawnee Road	2	6	PE (PE underway), <u>ROW (FY 16/17 &amp; 17/18)</u>
22	SR 82 (Immokalee Road)	Alabama Road	Homestead Road	2	4	PE (underway), <u>CST (FY 17/18)</u>
23	SR 82 (Immokalee Road)	Homestead Road	Hendry County line	2	4	PE (underway)
24	Alico Road	Ben Hill Griffin Pkwy.	Airport Haul Road	2	4	PE (underway), CST (FY 14/15)
25	Bonita Beach Road	Old US 41	Lime Street	4	6	CST (under CST)
26	Homestead Road	Sunrise	Alabama	2	4	ROW (underway), CST (FY 15/16)
27	North Airport Rd Ext.	Current Terminus P.O.	Metro Parkway	N/A	2	CST (FY 13/14)
28	Ortiz Avenue	Luckett Road	SR 80 (Palm Beach Blvd.)	2	4	ROW (underway)
29	Hanson Street Ext.	Ortiz Avenue	SR 82 (Immokalee Rd)	N/A	4	PE (underway)
30	SR 31	SR 80 (Palm Beach Blvd.)	CR 78 (N. River Road)	2	4	PDE (underway), PE (FY 12/13)
31	Signal Interconnection Project Phase I					CST (underway)
32	Signal Interconnection Project Phase II					PE (15/16), CST (FY 16/17)
33	Ortiz Avenue	SR 82 (Dr. Martin Luther King Blvd.)	Luckett Road	2	4	ROW (underway)
34	Luckett Road	Ortiz Avenue	I-75	2	4	ROW (underway)
35	I-75	S. of SR 78 (Bayshore Rd)	Lee/Charlotte Co.L	4	6	CST (underway)
36	Bus Replacements - 13.9 M.					CAPITAL (FY 11/12 purchase underway)
37	US 41 (Tamiami Trail) at CR 865 (Bonita Beach Road)			Overpass/Intersection		PD&E (FY <del>16/17</del> <u>13/14</u> )
38	SR 739 (Metro Parkway)	Daniels Parkway	Winkler Avenue	4	6	PE (FY 12/13)
39	LeeTran Bus Facility Funding - 5.0 M FTA 5309					CAPITAL (FY 12/13)
40	LeeTran Bus Arrival Notification System - 1.3592 M FTA 5312					CAPITAL (FY 12/13)
41	San Carlos Trolley Lane Study			<u>5</u>	<u>5</u>	PD&E (FY 14/15)

Acronyms:

PD&E - Project Development & Environment Study

PE - Preliminary Engineering/Design Phase

ROW - Right-of-Way Phase

CST - Construction Phase





**UPDATE ON THE MPO APPORTIONMENT  
LETTER AND RESPONSE TO FDOT**

**Discussion Item**

As a follow up to this item discussed at last month's Joint meeting, staff will provide an update on the next step in this process following the Joint Board approval of a resolution (**attached**) stating that we are moving forward as separate MPO's.

**JOINT RESOLUTION 2013 - 01**

**JOINT RESOLUTION OF THE LEE COUNTY METROPOLITAN PLANNING ORGANIZATION AND COLLIER METROPOLITAN PLANNING ORGANIZATION IN SUPPORT OF THE REDESIGNATION OF THEIR RESPECTIVE CURRENT PLANNING ORGANIZATIONS, BASED UPON THE SIZE AND COMPLEXITY OF THEIR EXISTING MPO PLANNING AREAS.**

**WHEREAS**, on January 11, 2013, the Lee County and Collier Metropolitan Planning Organizations (collectively, the “MPOs”) each received a letter from Florida Department of Transportation (FDOT) Secretary Ananth Prasad, P.E., requesting the MPOs to review and evaluate whether having multiple MPOs representing Lee and Collier’s shared urbanized areas is still warranted upon consideration of the 2010 Census data; and

**WHEREAS**, the Collier and Lee County MPOs met on March 22, 2013 at a regularly scheduled Joint Lee County / Collier MPO meeting; and

**WHEREAS**, that joint meeting was held in part to discuss, among other regional items, whether having multiple MPOs representing the shared urbanized area[s] is warranted or if the existing MPOs should be consolidated; and

**WHEREAS**, after thoughtful consideration and discussion, the MPOs determined that their respective Planning Areas comprise distinct and complex urbanized areas that are better addressed through their respective Planning Organizations, with continued regional coordination between the MPOs as necessary.

**NOW, THEREFORE, BE IT RESOLVED BY THE COLLIER METROPOLITAN PLANNING ORGANIZATION AND THE LEE COUNTY METROPOLITAN PLANNING ORGANIZATION THAT:**

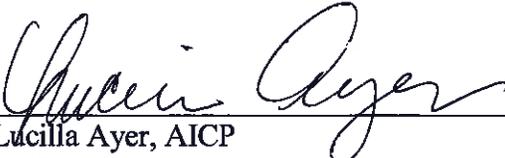
1. While the metropolitan areas of the two MPOs are contiguous, they are distinct and complex urbanized areas.
2. It is appropriate and in the public’s best interest for the urbanized areas to retain two separate MPOs.
3. It is desirable and strongly urged that the Collier Metropolitan Planning Organization and the Lee County Metropolitan Planning Organization continue to coordinate regional transportation planning and policy activities as separate MPOs.

This Resolution was PASSED and DULY ADOPTED JOINTLY by the Collier Metropolitan Planning Organization and the Lee County Metropolitan Planning Organization on March 22, 2013.

Joint Resolution 2013-01  
Duly Adopted Jointly on March 22, 2013

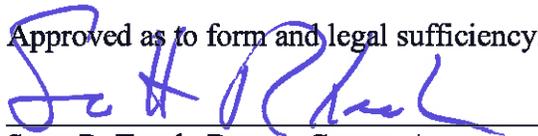
Attest:

COLLIER METROPOLITAN PLANNING  
ORGANIZATION

By:   
Lucilla Ayer, AICP  
Collier MPO Executive Director

By:   
Councilman Sam Saad  
Collier MPO Chairman

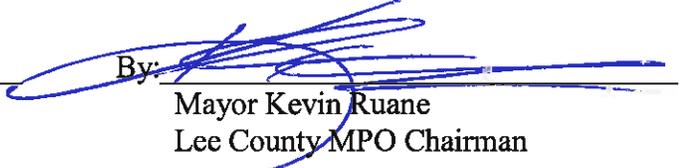
Approved as to form and legal sufficiency:

  
Scott R. Teach, Deputy County Attorney  
Deputy County Attorney

Attest:

LEE COUNTY METROPOLITAN  
PLANNING ORGANIZATION

By:   
Donald Scott, AICP  
Lee County MPO Executive Director

By:   
Mayor Kevin Ruane  
Lee County MPO Chairman

Approved as to form and legal sufficiency:

\_\_\_\_\_  
Lee County Attorney

## **INFORMATION AND DISTRIBUTION**

1. CAC Roster
2. CAC Attendance Record

**LEE COUNTY METROPOLITAN PLANNING ORGANIZATION  
CITIZEN'S ADVISORY COMMITTEE**

MEETING DATE: 1<sup>ST</sup> THURSDAY OF EACH MONTH AT 3:00 p.m.

AUTHORIZED MEMBERSHIP: 24

CURRENT MEMBERS: 16

QUORUM: 8

<b>Members Appointed by the Lee County Commission</b>		
District 1 Commissioner Manning	MARGARET BANYAN 4732 Tammie Lane Fort Myers, FL 33905 Home: (239) 693-7408 <a href="mailto:mbanyan@comcast.net">mbanyan@comcast.net</a>	CARIE CALL 7471 Georgiana Drive Bokeelia, FL 33922 Home: (239) 558-8591 <a href="mailto:clcall@live.com">clcall@live.com</a>
District 2 Commissioner Pendergrass	BILL WILLIAMS (Vice-Chair) 20043 Alana Court Estero, FL 33928 Home: (239) 405-7329 <a href="mailto:Wfwilliams48@comcast.net">Wfwilliams48@comcast.net</a>	<b>Vacant</b>
District 3 Commissioner Kiker	TONY CARDINALE 114 Montrose Drive Fort Myers, FL 33919 Home: (239) 633-6633 <a href="mailto:acardinale@gilbaneco.com">acardinale@gilbaneco.com</a>	ALBERT O'DONNELL 4291 Williams Road Estero, FL 33928 Home: (239) 992-8842 <a href="mailto:al@odonnelllandscapes.com">al@odonnelllandscapes.com</a>
District 4 Commissioner Hall	MARION BRIGGS 1206 Pondella Circle North Fort Myers, FL 33903 Home: (239) 995-6001 Cell: (239) 850-5308 <a href="mailto:suncountryhomes@comcast.net">suncountryhomes@comcast.net</a>	HEATHER MAZURKIEWCZ P.O. Box 101655 Cape Coral, FL 33910 Home: (239) 541-8619 <a href="mailto:heather@bjmconsult.com">heather@bjmconsult.com</a>
District 5 Commissioner Mann	RICK ANGLICKIS (Chairman) 643 Grandview Drive Lehigh Acres, FL 33936 Home: (239) 369-2371 Cell: (239) 851-8901 <a href="mailto:ltgovrick@aol.com">ltgovrick@aol.com</a>	JAMES BOESCH 21509 Portrush Run Estero, FL 33928 Home: (239) 947-2966 <a href="mailto:jimboesch@embarqmail.com">jimboesch@embarqmail.com</a>
<b>Members Appointed by the City of Cape Coral</b>		
PHILLIP BOLLER 4258 Coronado Parkway Cape Coral, FL 33904 Home: (239) 542-2428 <a href="mailto:Boller1970@aol.com">Boller1970@aol.com</a>	<b>Vacant</b>	STEVEN HOOK 2210 SW 22 <sup>nd</sup> Terrace Cape Coral, FL 33991 Home: (239) 283-3184 Cell: (239) 898-8483 <a href="mailto:Steven.hook@capecharterschools.org">Steven.hook@capecharterschools.org</a>
<b>Vacant</b>		

<b>Members Appointed by the City of Fort Myers</b>		
DAVID URICH 3919 McKinley Avenue Fort Myers, FL 33901 Cell: (239) 850-2413 <a href="mailto:d.urich@comcast.net">d.urich@comcast.net</a>	<b>Vacant</b>	<b>Vacant</b>
<b>Members Appointed by the City of Bonita Springs</b>		
EDWARD "TED" TRYKA 5637 Whispering Willow Way Fort Myers, FL 33908 Home: (239) 433-0225 <a href="mailto:tryka@abbinc.com">tryka@abbinc.com</a>	DANIEL G. WAGNER 13640 Worthington Way, Unit 1908 Bonita Springs, FL 34135 Home: (239) 495-9079 Cell: (239) 405-1170 <a href="mailto:dadwags@att.net">dadwags@att.net</a>	
<b>Member Appointed by the City of Sanibel</b>	<b>Member Appointed by the Town of Fort Myers Beach</b>	
<b>Vacant</b>	JOHN POHLAND 1 Fairview Blvd. Fort Myers Beach, FL 33931 Cell: (239) 935-9798 <a href="mailto:jwpmmp@aol.com">jwpmmp@aol.com</a>	
<b>Members Appointed At-Large</b>		
LINDA CARTER 704 Homer Avenue, North Lehigh Acres, FL 33971 Home: (239) 368-6846 <a href="mailto:mrlindacarter@comcast.net">mrlindacarter@comcast.net</a>	<b>Vacant</b>	<b>Vacant</b>

3/19/2013

### CAC Attendance Record 2013

# of Members = 16		Qu	Meeting Dates										
Member	Ap	1/3/2013	2/7/2013	3/7/2013	4/4/2013	5/2/2013	6/6/2013	7/11/2013	8/1/2013	9/5/2013	10/3/2013	11/7/2013	12/5/2013
Anglickis, Rick	##	Y	Y	N									
Banyan, Margaret	##		Y	Y									
Boesch, James	##	Y	Y	Y									
Boller, Phil	##	Y	Y	N									
Briggs, Marion	##	Y	N	Y									
Call, Carie	##		Y	Y									
Cardinale, Tony	##	Y	Y	N									
Carter, Linda	##	Y	Y	N									
Hook, Steven	##	N	Y	N									
Mazurkiewicz, Heather	##	Y	N	N									
O'Donnell, Al	##	Y	N	Y									
Pohland, John	##	Y	Y	Y									
Tryka, Edward "Ted"	##		Y	Y									
Urich, David	##	Y	N	N									
Wagner, Daniel	##	N	Y	Y									
Williams, Bill	##	Y	Y	Y									

**Denotes Leave of Absence**

**Denotes Absence**