



## CITIZEN ADVISORY COMMITTEE

3:00 p.m. Thursday, September 5, 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 August 1, 2013 CAC Meeting
2. Public Comments on Items on the Agenda

### New Business

3. \*Recommend MPO Endorsement of the Amendments to the FY 2013/2014 through FY 2017/2018 Transportation Improvement Program (TIP) (Don Scott)
4. +Review of the Congestion Management Surveys (Ron Gogoi)
5. +Input and Review of the Proposed Draft LRTP Amendments (Don Scott)
6. +Review of the Bicycle and Pedestrian Safety Action Plan Implementation Items (Don Scott)
7. \*Recommend MPO endorsement of the 2013/2014 Draft Lee County Transportation Disadvantaged Service Plan (Brian Raimondo)
8. Presentation on the Transportation Disadvantaged Program and Upcoming Changes (Julia Davis)
9. +Discussion on the Possible Joint Lee/Collier Agenda Items (Don Scott)

### Other Business

10. Public Comments on Items not on the Agenda
11. Member Comments and Discussion on Having a CAC Report at the MPO Board
12. LeeTran Report
13. FDOT Report
14. Announcements
15. Topics for next meeting
16. Information and Distribution Items

### Adjournment      \*Action Items      +May Require Action

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# MINUTES OF THE CITIZEN'S ADVISORY COMMITTEE

Held on August 1, 2013

The following members were present for the regular meeting of the Citizen's Advisory Committee on August 1, 2013 at the City of Cape Coral Annex/Public Works Building, 815 Nicholas Parkway East, Cape Coral, FL.

Carie Call	Lee County District 1
Bill Williams	Lee County District 2
Tony Cardinale	Lee County District 3
Al O'Donnell	Lee County District 3
Marion Briggs	Lee County District 4
Rick Anglickis	Lee County District 4
James Boesch	Lee County District 5
Phillip Boller	City of Cape Coral
Daniel Wagner	City of Bonita Springs
Ted Tryka	City of Bonita Springs
John Pohland	Town of Fort Myers Beach

Those also in attendance included: Russ Muller with FDOT; Anna Bielawska with LeeTran; Scott Farash with FTE; Nick Lepp with RPG, Meghan Marion with CDM Smith; Don Scott, Ron Gogoi and Johnny Limbaugh with the Lee County MPO.

Chairman Rick Anglickis called the meeting to order at 3:08 p.m.

Mr. Limbaugh called the roll and announced that a quorum was present.

## APPROVAL OF MINUTES

### Agenda Item #1 – Minutes from the June 6, 2013 CAC Meeting

**MOTION BY MR BOLLER TO APPROVE THE MINUTES FROM THE June 6, 2013 CAC MEETING. SECONDED BY MS CALL. MOTION CARRIED UNANIMOUSLY.**

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

None.

### Agenda Item #3 Approval of the Roll Forward Amendments

Mr. Scott presented this item. This amendment is being done to account for the roll forward project on US 41 from Corkscrew Road to San Carlos Blvd, which is the landscape project.

**MOTION BY MR O'DONNELL TO APPROVE THE ROLL FORWARD AMENDMENT. SECONDED BY MR. TRYKA. MOTION CARRIED UNANIMOUSLY.**

**Agenda Item #4 Review and Approval of the UPWP Amendment to Add Task and Update Forms**

Mr. Scott presented this item. This amendment is being done to the Unified Planning Work Program (the MPO’s budget) to address the need to hire an MPO attorney, to add several tasks and to update the transit planning funding allocations. The proposed changes are included on the attached task sheets in underline and strike through format.

**MOTION BY MR POHLAND RECOMMEND APPROVAL OF THE UPWP AMENDMENT. SECONDED BY MR. BOESCH. MOTION CARRIED UNANIMOUSLY.**

**Agenda Item #5 Review and Approval of the Federal Functional Classifications**

Mr. Scott Farash with FTE provided a PowerPoint presentation on this item. (attached)



M07a.FDOT Classification of Lee County Roads.pdf



M07b.Proposed Additions to Lee Co. Roads.pdf

**MOTION BY MR O’DONNEL TO RECOMMEND MPO APPROVAL OF THE FEDERAL FUCTIONAL CLASSIFICATION WITH THE CHANGES AS DISCUSSED INCLUDING REDUCING THE WESTERN TERMINUS OF THE PRINCIPAL ARTERIAL DESIGNATION FOR SR 82 TO FOWLER STREET. SECONDED BY MR. POHLAND. MOTION CARRIED UNANIMOUSLY.**

**Agenda Item #6 Review and Endorse Aviation Priorities**

Mr. Gogoi presented this item. The Lee County Port Authority has submitted its latest priorities for aviation projects at Southwest Florida International Airport and Page Field for endorsement by the MPO. Since air carrier and general aviation airports are eligible for funding from different sources, projects are prioritized by the Lee County Port Authority separately for each airport.

**MOTION BY MR WILLIAMS TO RECOMMEND ENDORSEMENT OF THE AVIATION PRIORITIES. SECONDED BY MS. BRIGGS. MOTION CARRIED UNANIMOUSLY.**

**Agenda Item #7 \*Approval of the Bus Pull Out Study Local Agency Program Agreement**

Mr. Scott presented this item. Staff is now bringing the LAP agreement to the Committee's and the Board for approval with the intent on advertising for Request for Proposals (RFP's) from consultants by the end of August. The MPO staff is also seeking a committee member to serve on the consultant selection committee that will be made up of a TAC member, CAC member, LeeTran staff member and an MPO staff member.

**MOTION BY MR TRYKA TO APPROVE THE BUS PULL OUT STUDY LAP AGREEMENT AND NAME JOHN POHLAND AS THE CAC REPRESENTITVE SECONDED BY MR. WAGNER. MOTION CARRIED UNANIMOUSLY.**

**Agenda Item #8 \*Approval of the Bus Queue Study Local Agency Program Agreement**

Mr. Scott presented this item. Staff is now bringing the LAP agreement to the Committee's and the MPO Board for approval with the intent on advertising for Request for Proposals (RFP's) from consultants by the end of August. The MPO staff is also seeking a committee member to serve on the consultant selection committee that will be made up of a TAC member, CAC member, LeeTran staff member and MPO staff member.

**MOTION BY MR O'DONNEL TO APPROVE THE BUS QUEUE STUDY LAP AGREEMENT AND NAME PHIL BOLLER AS THE CAC REPRESENTITVE SECONDED BY MR. BOESCH. MOTION CARRIED UNANIMOUSLY.**

**Agenda Item #9 Presentation on the Congestion Management System Performance Measures Analysis**

Ron Gogoi introduced the MPO's consultant Nick Lepp with Renaissance Planning Group who has been working on a Performance Measure Analysis of the Lee County Congestion Management Network. The Analysis provides an insight into system-wide trends and conditions of the transportation network over the last three years on the basis of five emphasis areas from MAP 21. These emphasis areas are *Mobility, Accessibility, Socio-Economic, Safety, and Sustainability*. Then Nick Lepp presented a power point of the results of the analysis provided a PowerPoint presentation on this item. **attached**. The Committee requested that copies of the tables as presented be made available to the members. Members discussed the travel shed areas and how those areas were picked.



M13a.CMS Presentation.pdf

**Agenda Item #10 Discussion on Federal Truck Legislation**

Don Scott provided an overview of a discussion he had with the Florida State Director for the Coalition Against Bigger Trucks (CABT). CABT is a non-profit that advocates at the federal and state level against bigger semi-trucks on our roads in Florida and across the nation. The group works with various agencies to communicate with state and federal elected officials about the safety and infrastructure damage that arises from larger vehicles being allowed on the roadway system. The visit was related to H.R. 612 that is a proposed bill that would amend Title 23 USC with respect to vehicle weight limitations applicable to the Interstate system. The committee discussed the disadvantages of allowing the increase given the wear and tear on the roadway and increased maintenance cost. There are also safety issues that need to be considered. No action was taken at this time but the consensus was not to support the increase.

### **Agenda Item #11 Approval of the 2014 Meeting Calendar**

**MOTION BY MR WILLIAMS TO APPROVE THE MEETING CALENDAR  
SECONDED BY MS. BRIGGS. MOTION CARRIED UNANIMOUSLY.**

### **Agenda Item #12 – Public Comments on Items not on the Agenda**

None.

### **Agenda Item #13 – Member Comments and Discussion**

Al O'Donnell brought up the CR 951 right-of way that should be reserved and that there are several issues/projects that are currently under review that may affect the future connections.

Chairman Anglickis stressed his desire to get the vacant positions filled.

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

Anna reported that LeeTran is in the process of looking at reducing services due to budget cuts.

### **Agenda Item #15 – FDOT Report**

None

Phil Boller brought up the desire to have FDOT provide project information as a part of their monthly report because he gets a lot of questions about ongoing projects.

### **Agenda Item #16 – Announcements**

None.

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

Draft LRTP amendments.  
Congestion Monitoring Report

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

**ADJOURNMENT**

Meeting adjourned at 4:54 p.m.

**AMENDMENTS TO THE FY 2013/2014 THROUGH FY 2017/2018  
TRANSPORTATION IMPROVEMENT PROGRAM (TIP)**

**RECOMMENDED ACTION:** Recommend MPO approval of amendments to the FY 2013/14 – 2017/18 TIP to add the yearly allocations of 5307 and 5339 capital funds for LeeTran.

The FY 2013/2014 through FY 2017/2018 Transportation Improvement Program is being amended to add additional funding for 5307 and to add the 5339 project as listed below:

- Add FTA Section 5307 Capital assistance to FY 2013/14 in amount of \$6,137,832 FTA and \$1,534,458 Local Match
- Add FTA Section 5339 Capital assistance to FY 2013/14 in amount of \$678,443 FTA and \$169,611 Local Match

Attached is the underline and strike through changes to the TIP pages for the Committee's consideration.

## 2013 CONGESTED LOCATIONS SURVEY RESULTS

**RECOMMENDATION ACTION:** Review and discuss the table of survey results in **Attachment A**.

The MPO conducted its annual Congestion Survey in March by publishing a survey in the News-Press and sending out notices. Responses to the survey were also gathered through an online interactive form posted on the MPO website, through forms completed by First Responders, from distributing to LeeTran bus drivers and from distributing to the Lee County School District.

The survey responses in **Attachment A** were edited and summarized by MPO staff to facilitate easy review and discussion by the committee members at the May 30<sup>th</sup> TMOC meeting. The raw data from the original entries is posted on the MPO website at [www.leemopo.com](http://www.leemopo.com), in case committee members want to look at the more detailed comprehensive data that also includes the locations that the public have identified for vehicle maneuverability problems, types of vehicles driven and the sources they rely on for traffic data. The same congested locations identified two or more times in the raw data is shown only once in **Attachment A**, for the most part, but also shows the number of times that it has been reported.

A lot of the reported congested locations are a repeat from previous years, and for some like Estero Boulevard, Daniels Parkway and Colonial Boulevard the problem will persist because they are either constrained facilities or there is no single project programmed that will resolve all of the issues. Some of the repeat locations include, for example, Gladiolus Boulevard, especially in the eastbound direction at US 41, and westbound Alico Road at US 41 where the problems were expected to diminish if not completely go away with the construction of the Metro Extension/Michael G. Rippe Parkway.



## CONGESTED LOCATIONS SURVEY

	Location	Responsible Agency	Year 1st Reported	Time of Problem	Nature of Problem Reported	Public Suggestion	Action/Staff Comments
1	A&W Bulb Rd @ McGregor Blvd <b>(24 Reported)</b>	FDOT LCDOT	2008	AM and PM Peak - Daily	Need traffic light to reduce accidents and traffic congestion.	Install traffic light.	Project will commence at the end of the year to provide directional lefts that will enhance safety at the intersection. Only right in and right out will be allowed from A & W Bulb Rd
2	Alico Rd @ I 75	FDOT LCDOT		AM and PM Peak -Daily	On ramps not marked well	Provide signage	
3	Alico Rd @ US 41 <b>(3 reported)</b>	FDOT	2009	AM Peak	Inadequate turn lane storage leads to traffic backups in WB direction	Convert the lane that goes straight into a shared through and right lane	
4	Bass Rd @ Summerlin Rd	LCDOT	2013	Weekend mornings	Sometimes the green arrow for the NB left turn is so short that only 1 or 2 cars can go thru before it turns red. You have to wait a long time before it turns green again. People think it is broken and tend to go thru illegally.	Decrease the wait period for NB lefts (from Barrington, Lexington Country Club and Lexington Middle School) on Bass to WB Summerlin.	
5	Bayshore Rd @ Old Bridge Rd	FDOT	2013	PM Peak - Daily	SIGNAL TIMING AT OLD BRIDGE ROAD AND AT HART ROAD CAUSES TRAFFIC BACKUPS on Bayshore Road on both directions	INCREASE GREEN TIME FOR EB AND WB TRAFFIC ON BAYSHORE ROAD IN AFTERNOON AT OLD BRIDGE ROAD AND HART ROAD.	
6	Bayshore Rd @ I 75 Ramps	FDOT	2013	AM Peak - Daily	There are 2 traffic lights at this location - each light moves traffic from Bayshore to the I 75 entrance ramps and I 75 off ramps to Bayshore Rd. They are not synchronized. Driving WB on Bayshore, if the first light I arrive at changes to Green, the second light going to the on Ramp changes to RED. Very frustrating because of the wait.	Synchronize the SPULs.	
7	Brantley Rd	LCDOT	2013	All day - Daily	There is only one speed zone sign when going east between 41 and Summerlin and it is not where people are turning onto Brantley. It is clear down by Forestwood Apts halfway to Summerlin.	More speed zone signs (both directions) directly after turning onto Brantley from 41, Crystal, and neighborhood drives.	
8	Briarcliff Rd @ Michael Rippe Pkwy	FDOT LCDOT	2012	AM and PM Peak - Daily	6 lanes to cross and fast moving traffic	Install a new traffic light	A new traffic light will be installed and expected to be operational in fall 2013
9	Buckingham Rd @ Gunnery Rd	LCDOT	2013	AM and PM Peak -Daily	Unsafe conditions, extremely heavy traffic volume. There is no bailout if there is an accident, no shoulders	Realign intersection to provide a 90 degree stop from Gunney Rd, and provide NB and SB turn lanes from Buckingham Rd.	
10	Burnt Store Rd: North of Pine Island Rd	LCDOT	2011	Morning Rush Hour	Inadequate capacity due to being a two lane road and accidents	Widen roadway	Plans to widen Burnt Store Road to Charlotte County lines are identified in the MPO's Cost Feasible Plan.
11	Burnt Store Rd @ Tropicana Pkwy <b>(2 reported)</b>	LCDOT	2012	PM Peak - Daily	Traffic crashes	Need new traffic signal	However, funds have been committed for widening only for the segment from SR 78 to Diplomat Pkwy in FY 2015.
12	Buttonwood Dr @ San Carlos Blvd	FDOT	2013	All day - Daily	Light not long enough in heavy traffic to accommodate all EB traffic on Buttonwood turning left to NB San Carlos	Yield left turn on green light would help very much. We have had to wait through 4 traffic light changes to turn left if not right at light when it turns for southbound traffic.	

	Location	Responsible Agency	Year 1st Reported	Time of Problem	Nature of Problem Reported	Public Suggestion	Action/Staff Comments
13	Cape Coral Bridge <b>(3 reported)</b>	LCDOT	2011	PM Peak - Daily	(1)Because of the out of sequence traffic lights on CC Parkway, the road becomes very congested at 5:00 rush hour in WB direction. 2) Lack of adequate, timely public transportation between Cape Coral and Fort Myers	(1) Time the lights on CC Parkway to allow for rush hour traffic (2) Provide non-stop bus service between a designated CC location and a transfer center in FM and make bus connections available with 15 minutes headways or less at the transfer centers (3) Restripe roadways to create bike lanes.	
14	Cape Coral Pkwy <b>(5 reported)</b>	CC	2011	AM and PM Peak -Daily	Inadequate signal timing	LCDOT completed communication network in this and other corridors last year connecting the traffic signals to its Traffic Operations Center. The County will continue to review the signal timings for traffic flow and address any issues.	
15	Cape Coral Pkwy @ Chiquita Blvd	CC	2012		WB left on Cape Coral to SB Chiquita Blvd. You can wait thru two lights for turn	Both EB and WB left turn signals to Chiquita should be simultaneous instead of separate turns	
16	Del Prado Blvd @ Cape Coral Pkwy <b>(4 reported)</b>	LCDOT	2011	AM and PM Peak - Daily	(1) Inadequate signal timing (2) Motorists turning left to SB Del Prado can see the light turn green but can't get to turn because median is in the way and have to wait through another light	(1) Retime the traffic signals for SB lefts to EB in the mornings and WB rights to NB in the afternoons (2) Extend and provide access to WB left turn lane by shaving off 5 ft of median (3) Improve mass transit in the area (4) Implement complete streets to accommodate bicyclists and pedestrians	
17	Chiquita Blvd @ Cape Coral Pkwy	CC	2008	3:00 PM - Daily	Signal timing	Extend green time for SB lefts to Cape Coral Pkwy	
18	Coconut Rd @ US 41 <b>(2 reported)</b>	FDOT LCDOT	2013	AM Peak Hr - Daily	Timing of light back ups WB lefts to SB 41	Improve signal timing	
19	McGregor Blvd @ College Pkwy <b>(4 reported)</b>	FDOT LCDOT	2012	PM Peak - Daily	(1) Inadequate signal timing and inadequate turn lane storage for NB lefts (2) SB through traffic blocked by NB lefts on McGregor to WB College	(1) Extend NB left turn lanes (2) Provide more green time for NB lefts (3) Better timing of lights btwn AW Bulb and College to clear intersection for SB vehicles on McGregor	
20	College Pkwy @ US 41 <b>(5 reported)</b>	FDOT LCDOT	2011	AM and PM Peak -Daily	(1) Insufficient green time/lane storage for EB lefts on College Pkwy to NB 41 (2) SB lefts on 41 to Woodlands Blvd (3) NB lefts to WB College Pkwy	(1) Extend green time (2) Reroute traffic and rework signals	
21	College Pkwy	LCDOT	2011	AM and PM Peak -Daily	Signal timing		
22	Colonial Blvd <b>(5 reported)</b>	FDOT LCDOT	2012	AM and PM Peak - Daily	Inadequate turn lanes and signal timing		
23	Colonial Blvd: Veronica S. Pkwy to Fowler Ave	FDOT LCDOT	2012	PM Peak - Daily	Inadequate signal timing at the intersections of Veronica Shoemaker, Metro, Evans, Fowler in the WB direction. Traffic seems to free up after Fowler .	Re-evaluate signal timings at these intersections around 6pm	

	Location	Responsible Agency	Year 1st Reported	Time of Problem	Nature of Problem Reported	Public Suggestion	Action/Staff Comments
24	Colonial Blvd @ Deleon St	FDOT LCDOT	2013	PM Peak - Daily	Timing for red light on Colonial is excessively long. Signal should be synchronized with Summerlin.	Time the light in favor of Colonial Blvd	
25	Colonial Blvd: Winkler Ave to I 75 (6 reported)	FDOT LCDOT	2011	PM Peak - Daily	EB traffic on Colonial Blvd trying to approach Interstate 75 entry ramps. especially I-75 south. EB right turn lane backs up beyond Six Mile/Ortiz intersection to Walmart exits and even Golden Corral restaurant. The mixing of exit/entry traffic from the retail centers makes it difficult to merge to I-75 approach lanes creates an unsafe and dangerous circumstance.	(1) Change signal timing at Colonial @ Six Mile Cypress Pkwy (2) Shorten the service road from the Shell/Verizon/Lowes retail establishments so abrupt turns would not be necessary to get on I-75 approach lanes. (3) Allow NB I 75 traffic stay in the center lane, until after the I 75 SB exit.	
26	Colonial Blvd: US 41 to Metro Pkwy	FDOT LCDOT	2011	PM Peak - Daily	On Colonial, not really sure except drivers jockeying for position; some to be ready to turn on to Metro, but mostly for the "high speed" break away east from Metro.	1. Maybe signage re: upcoming Metro turn further back towards US 41 over pass. Many drivers appear to not know where the turn actually is. Not sure what to do about the speeders trying to get to the front of the line to be ready to jump off the light at Metro. 2. Working closely with St. Francis to develop and incentivize sets of alternative travel plans.	
27	Colonial Blvd @ Ortiz/Six Mile Cypress (9 reported)	FDOT LCDOT	2008		(1) Inadequate NB right turn lane storage to EB Colonial (2) Inadequate green time for SB lefts to EB Colonial (3) Inadequate green time for EB lefts to SB Six Mile Cypress (4) Inadequate green time for EB and WB through movements (5) WB motorists on Colonial Blvd make U-turns negating opportunities for NB rights to EB Colonial	(1) Prohibit WB U turns (2) Add a second NB right turn lane (3) Retime traffic signal (4) Build overpass	
28	Colonial Blvd @ Sommerset Dr/Summerlin Rd (12 reported)	FDOT LCDOT	2008	AM and PM Peak -Daily	(1) Inadequate green time for EB lefts on Colonial to NB Sommerset (2) Light on NB Summerlin to turn west on Colonial too long (3) EB movements have long green lights (4) Green time on WB lefts on Colonial to SB Summerlin inadequate	(1) Retime signal (2) Build overpass	
29	Corkscrew Rd @ Corkscrew Village (5 reported)	LCDOT	2012	AM and PM Peak - Daily	Traffic entering from the east trying to cross over into plaza, and traffic exiting from the plaza trying to cross over to go west, become stuck in that middle area face to face and block each other's view of any oncoming traffic which is traveling very fast.	1. No U-Turns at Corkscrew Woodlands 2. Better light coordination	
30	Corkscrew Rd @ I 75	LCDOT	2012	Most of the day - Daily	1. Inadequate EB left turn lane storage 2. Short length of turning light	Take a lane on the right side from the EB through lanes to add a second EB left turn lane onto I 75 North.	
31	Coronado Pkwy @ Cape Coral Pkwy	LCDOT CC	2013	AM and PM Peak- Daily	Signal timing, inadequate turn lane storage	Extend green time for NB lefts to Cape Coral Pkwy	
32	Cypress Lake Dr (2 reported)	LCDOT	2011	PM Peak - Seasonally	Signal timing is horrible. Traffic does not move. Get through one intersection only to be stopped at the next.	Time the lights.	
33	Cypress View Dr @ Three Oaks Elementary	LCDOT	2013	School Dismissal Time	2-lane road with no shoulder for parents to pull over, so they just park in the road	Police to come check out the situation when school lets out and hopefully remedy it with the school	Forwarded to LC School District

	Location	Responsible Agency	Year 1st Reported	Time of Problem	Nature of Problem Reported	Public Suggestion	Action/Staff Comments
34	Daniels @ Metro Pkwy	FDOT LCDOT	2012	10 AM - 6 PM - Seasonally	Could be a combination - Ball Game traffic and signal timing	No U turns on Daniels Pkwy	
35 (3 reported)	Daniels Pkwy @ Six Mile Cypress Pkwy	LCDOT	2013	Ball games - Seasonally	(1) The "new" No Turn on Red" sign is confusing our non-residents. They either all turn or honk if one is following the No Turn sign. (2) Inadequate SB left turn storage to EB Daniels	(1) The "No Turn on Red" sign needs to be FLASHING so people realize that when you don't want us to turn on red you mean it. (2) Extend SB left turn lane and extend green time	
36 (3 reported)	Daniels Pkwy @ Treeline Ave	LCDOT	2008	All Day - Daily	THE LEFT TURN LIGHT FOR CARS TO GO TOWARD RSW ONLY LETS ABOUT 5 CARS THROUGH. THEN YOU SIT FOR A LONG LIGHT.	MORE TIME TO LEFT TURN SIGNAL	
37 (10 reported)	Daniels Pkwy - Entire corridor	LCDOT	2008	AM and PM Peak - Daily	(1) Inadequate turn lanes (2) Signal timing/traffic volumes (3) Seasonal baseball games at Jet Blue Stadium		
38 (3 reported)	Daniels Pkwy @ Fiddlesticks Blvd	LCDOT	2008	AM and PM Peak - Daily	Signal Timing, Spring Training Baseball Schedule	(1) Extend green time to WB lefts on Daniels onto SB Fiddlesticks Blvd (2) Expand NB left turn lanes on Fiddlesticks and increase green time	
39	Daniels Pkwy @ I-75 South Entrance Ramp	LCDOT	2008	AM Peak - Daily	Inadequate turn lane storage	Add a second WB left turn lane to SB I 75	
40	Daniels Pkwy @ SR 82	SR 82 LCDOT			Probably signal timing cause traffic backups NB during evening rush hour		
41	De Navarra Pkwy @ Del Prado Ext	CC		PM Peak Hour -Daily	Absence of traffic light leads to traffic back ups	New traffic light	
42 (12 reported)	Del Prado Blvd: Veterans Pkwy to SR 78	LCDOT CC		AM and PM Peak - Daily	(1) Traffic crashes (2) Inadequate signal timing	Fix signal timing	
43	Del Prado Blvd @ Viscaya Blvd	LCDOT CC		PM Peak - Daily	The right hand SB through lane is continually backed-up all the way to the main entrance of Cape Coral Hospital while other lanes are empty. This blocks motorists leaving the south entrance of the hospital to Del Prado. Perhaps a "do not block entrance/driveway" sign would help.	Add a SB right turn lane to WB Viscaya where the closed gas station is located.	
44	Edison Ave: US 41 to Heitman St	FM			Inadequate storage in WB left turn lane on Edison to SB 41	Close the south entrance to racetrack gas station	
45 (8 reported)	Esteros Blvd	LCDOT	2001	AM and PM Peak - Seasonally	(1) Lack of traffic control and people (2) Trolley not being able to pull over	(1) Increase capacity, more "pedestrian overpass" (2) New bridge to the south end of the Island from Summerlin via Winkler Rd	
46 (2 reported)	Esteros Pkwy @ Three Oaks Pkwy	LCDOT		All day -Daily	No EB right turn lane cause traffic backups	Add a EB right turn lane to SB Three Oaks	

	Location	Responsible Agency	Year 1st Reported	Time of Problem	Nature of Problem Reported	Public Suggestion	Action/Staff Comments
47	Fiddlesticks Blvd @ Publix Entry/Exit	LCDOT	2011	Unpredictable - Seasonally	East/west crossing should not be allowed at Cody Lee Dr. Too many close calls. Motorists from Publix to CVS should be directed to use the southernmost Publix exit to Fiddlesticks		
48	Fowler St @ MLK Jr. Blvd	FDOT	2013	AM Peak - Daily	Inadequate signal timing for SB lefts. The green for NB rights SB throughs are too long even when there is no traffic	Increase green time for SB lefts on Fowler to EB MLK Jr. Blvd	
49	Gator Circle @ De Navarra Pkwy	CC	2013	1:43 PM - Daily		Stagger school dismissal	
50	Gladiolus Dr @ Bass Road	LCDOT		All day -Daily	There is no protected SB lefts on Bass Rd to EB Gladiolus, and cars often turn left in front of vehicles going straight across Gladiolus to the library or Parker Plaza	Add protected SB lefts to alleviate this dangerous situation.	
51	Gladiolus Dr @ Lowes	LCDOT	2011	PM Peak - Daily	WB left turning drivers to Lowes try to cut across four lanes of heavy traffic. The turn lane to Lowes is a total accident waiting to happen. People should be forced to use the entrance off 41.		
52	Gladiolus/Six Mile Cypress @ US 41 (23 responses)	LCDOT FDOT	2007	AM and PM Peak - Daily	(1) Inadequate signal phases (2) In peak season, beach traffic results in congestion on EB Gladiolus in PM, and NB 41 and WB Gladiolus in AM (3) Inadequate storage in NB left turn lanes on 41 to WB Gladiolus (4) Inadequate storage in EB left turn lane on Gladiolus to NB 41 (5) WB traffic backups on Six Mile Cypress Pkwy as a result of motorists in 2 lanes competing to flow into the 3 lanes in Gladiolus causing near accidents when motorists cross US 41 try to go to center lane	(1) Re-open southbound turn on to US41 from old Gladiolus (2) Extend green time for EB lefts (3) Build overpass	A project to extend the WB left turn lanes on Six Mile Cypress Pkwy to SB 41, and adding a third WB through lane is programmed in FY 2017.
53	Gulf Coast Hospital @ Metro Pkwy	FDOT	2013		Metro Pkwy widening and extension have resulted in more traffic. Hard to exit north from hospital across all the lanes.	Add a traffic light on Metro (hospital block) south of Daniels so hospital visitors and employees can exit safely.	
54	Del Prado Blvd @ Hancock Bridge Pkwy (4 reported)	LCDOT	2013	8:30 AM, 4:00 PM - Daily	(1) Caloosa High School increases congestion when dismissed in the afternoon (2) The right hand turn lane is right turn only. People end up cutting off those in the center lane to get out of this lane and the problem is compounded during school dismissal times (3) Inadequate green time for NB lefts	(1) Retime lights (2) Make 5-10 minutes earlier for Middle School release time	
55	Health Park Circle/Park Royal Drive @ Bass Rd	LCDOT	2013	AM and PM Peak - Daily	No traffic light	Install a new traffic light	
56	Homestead Rd @ Alabama Rd (2 reported)	FDOT	2011	AM and PM Peak -Daily 2:30 PM - 4:00 PM - School Days	The light in the is not green long enough in NW direction. If you are past the Walgreens driveway you will not get through the light. Once green it only lets a max of 5 cars through.	Extend green time.	Intersection improvements are part of the Homestead widening from Alabama to Sunrise. Construction is proposed to be funded in FY 2015/16.
57	I 75 (3 reported)		2012	PM Peak - Daily	Road construction		Problem will go away with end of construction
58	Iona Rd	LCDOT	2013		Cars and trucks do not pull up to the white line. Need a sign.	A sign would make drivers aware they need to trip the light	

	Location	Responsible Agency	Year 1st Reported	Time of Problem	Nature of Problem Reported	Public Suggestion	Action/Staff Comments
59	Iona Rd @ McGregor Blvd	LCDOT FDOT	2013	At most times of the day	Cars leaving the Hess gas station from Iona Rd drive across both lanes of Iona traffic to enter McGregor. Not only is this dangerous for those turning right on Iona - since the cars leaving the gas station are not watching the right turn lane on McGregor - but it also holds up those trying to move thru the intersection.	Right turn only sign at the exit of the gas station.	CTST reviewed this location this year but no remedial measures have been funded
60	Lee Blvd (2 reported)	LCDOT	2012	PM Peak - Daily	Signal Timing	More Lanes	
61	Lee Blvd @ Gunnery Rd (4 reported)	LCDOT	2012	AM Peak Hr - Daily	Signal timing. The roads were resurfaced recently, and signal timing was modified, causing congestion turning left from Lee Blvd onto Gunnery Rd between 730am and 845am.	1) Either increase the green time for WB left turns to SB Gunnery by 2 to 3 seconds to allow more vehicles to take left, or 2) Extend the WB left turn storage. There are between 7 to 9 vehicles outside the lane blocking the next lane from moving and causing a traffic jam on Lee Blvd.	
62	Lee Blvd @ Leeland Heights Blvd	LCDOT	2012	Morning Rush Hour			
63	Lee Blvd @ Sunshine Blvd	LCDOT	2013	All day - Daily	Signal Timing	Get lights in sync	
64	Leonard Blvd @ Havilland Ave	LCDOT	2013	AM and PM Peak - Daily	Inadequate turn lane storage	Improve road conditions, and reduce the amount of student pick ups at this location	
65	Leonard Blvd @ 23rd St SW	LCDOT	2013	AM Peak - Daily	Too many school buses picking up at the same time at the same bus stop.		Forwarded to LC School District
66	Llewellyn Rd @ US 41	LCDOT FDOT	2012	AM Peak - Daily	Congestion at this intersection caused by drivers turning on Llewellyn Dr to head to Fort Myers High School or Lee Memorial	Extend green time for NB lefts to WB Llewellyn Dr	
67	Littleton Rd @ US 41 (3 reported)	FDOT	2007	All day -Daily	Not enough green time for EB and WB movements	Extend green time	
68	Lowes @ Three Oaks Pkwy (2 reported)	LCDOT	2013	All Day - Daily	Normal traffic plus customers exiting Lowes must turn left at light to go south on Three Oaks Pkwy	There should a WB left turn lane from Lowes to SB Three Oaks. People are crossing on the grassy median now	
69	Main St @ San Carlos Blvd	FDOT	2013		Traffic crashes and inadequate turn lane storage. You cannot get across East and West. Need a light to lighten traffic load with left turn signal.	Install light on corner of Main Street and San Carlos Blvd and change timing at Button Wood Dr and San Carlos Blvd	
70	Martin Luther King Jr Blvd	FDOT FM	2013	AM and PM Peak - Daily	There are only 2 lanes going in each direction, this is the only main road from I-75 to downtown Fort Myers, therefore there are too many cars for this road and there are no reasonable alternate routes without going completely out of one's way. Another cause would be traffic signals that only allow enough time for 3-5 cars to go before turning red. When there is a line of 10-15 cars (MLK & Fowler) but only 3-5 cars able to go at a time, this causes backup as well as people risk running red lights out of frustration of spending so long waiting to get a green light.	There should be turn lanes, when someone is making a left or right turn and they slow down or come to a stop, it causes backup for all of the cars behind them. Most of the roads (Daniels Pkwy, Colonial, Alico) that are I-75 exit roads going east/west to US 41 have 3 lanes on each side as well as enough of a turn lane to pull out of the main road and get out of the way. The traffic lights should be coordinated with nearby traffic lights so that they are in-sync with each other. When a light is green but the light 300 feet ahead is red (and vice versa), it serves no purpose.	
71	Metro Pkwy @ Six Mile Cypress Pkwy	LCDOT FDOT	2013	PM Peak - Daily	Insufficient green time/lane storage for EB lefts to Metro	Retime traffic signal at 5pm	

	Location	Responsible Agency	Year 1st Reported	Time of Problem	Nature of Problem Reported	Public Suggestion	Action/Staff Comments
72	Mid Point Bridge (2 reported)	LCDOT	2012	AM Peak - Daily	Traffic accidents	Once past the Del Prado Blvd exit, you are stuck on the bridge. There should be a sign with estimated delay just like on I-75, they have signs that warn you of an accident ahead or how long it will take to get to the desired exit.	
73	MLK Jr. Blvd: US 41 to Hendry St	FDOT FM	2013	PM Peak - Daily	St Francis Xavier School traffic compounding already congested Justice Center pedestrian and vehicular traffic. Parents simply need to travel to school via alternative to the downtown MLK route. The school needs to take responsibility in working with community to develop alternative travel means.	Working closely with St. Francis to develop and incentivize sets of alternative travel plans.	
74	MLK Jr. Blvd @ Colonial Blvd	FDOT FM	2013	AM Peak - Seasonally			
75	NE 14th St @ Del Prado Blvd	LCDOT	2013	AM and PM Peak - Daily	High traffic on Del Prado sits for 5 to 10 mins in order to make a left from NE 14th St	Install a traffic light	
76	NE 24th Ave @ Pine Island Rd	FDOT	2012	AM and PM Peak - Daily	Back ups resulting from SB left turn traffic on NE 24th Ave to Pine Island Rd	New traffic light	
77	Nicholas Pkwy @ Pine Island Rd	LCDOT CC	2013	Mid Day - Daily	Signal timing	Extend green time for NB left turn motorists to WB Pine Island	
78	Old Bridge Road @ Bayshore Rd	FDOT	2013		Turn signal for Old Bridge Rd is too short. Can take several light changes to turn left on NB Old Bridge Rd into WB Bayshore	would help to adjust the light a little longer in am and pm	
79	Ortiz Ave	LCDOT	2013	Daily	Inadequate travel lanes	Provide more Lanes	The MPO's Cost Feasible Plan identifies the widening from Colonial to SR 80 but construction is not currently funded for any segments
80	Palm Bch Blvd @ I 75 (18 reported)	FDOT	2013	(7:15 AM, AM Peak) - Daily	Construction		Problem should go away with end of construction
81	Pine Island Rd (6 reported)	FDOT LCDOT	2013	AM Peak - Daily		Expand roadway	
82	Pine Island Rd @ NE 24th Ave (2 reported)	FDOT LCDOT	2011	AM and PM Peak -Daily	We need a signal. 4 way street and everyone thinks they can make it across	Install new traffic light	
83	Pine Island Rd @ Burnt Store Rd			4:00 PM - Seasonally			
84	Pine Island Rd @ Del Prado Blvd	FDOT LCDOT	2011			6-lane Pine Island Rd	
85	Pine Island Rd @ Matlacha (3 reported)	LCDOT	2013	(9AM - 6 PM) - Daily Weekends - Daily	Poor parking, no clearly designated area for pedestrian traffic, no clear place for pedestrians to cross the road.	Build clearly delineated, designated parking. Clear pedestrian paths. Clearly marked crossing points. Perhaps angled parking would reduce congestion from people backing up to get back onto the operating roadway.	
86	Pine Island Rd @ Nicholas Pkwy	FDOT CC	2012	PM Peak - Daily	People turning into the gas station just west of intersection	There should be another lane for people going into gas station so traffic could flow through	


	Location	Responsible Agency	Year 1st Reported	Time of Problem	Nature of Problem Reported	Public Suggestion	Action/Staff Comments
87	Pine Island Rd - US 41 to Woodward Ave	FDOT LCDOT	2013	PM Peak - Daily	Short signal timing between light at Walmart to US 41 and crossing Pine Island Rd	Increase green time for WB traffic on Pine Island Rd and 41 at Wal-Mart going into Cape Coral	
88	Pine Ridge Rd @ Summerlin Rd	LCDOT	2012	All day until about 6 or 7 PM	No left turn arrow. Much traffic comes north from the beach.	Need a left turn arrow with a yield on green	
89	Pondella Rd @ Business 41	LCDOT FDOT	2013	AM Peak - Daily	There is only one lane to turn right to head south over the bridge, and people wait till they are close to the intersection and cut over. The other 2 lanes turning left and straight are hardly used.	Take one of the other lanes and use it for right turns.	
90	Pondella Rd @ Pine Island Rd <b>(3 reported)</b>	FDOT LCDOT	2011	AM Peak, 3:30 PM - Daily	Traffic backups on NB Pondella caused by left turning vehicles to WB Pine Island Rd		
91	Pondella Rd @ US 41 <b>(5 reported)</b>	FDOT LCDOT	2009	PM Peak - Daily	Traffic backup on WB Pondella resulting from too short of a left turn lane to US 41 South	Increase WB left turn lane; Increase green time	
92	Ramp Area @ Caloosa Middle	CC	2013	School Dismissal Time	Parents dropping and picking up students	Have traffic person out on road at entrance of ramp	Forward to LC School District
93	San Carlos Blvd @ Linda Loma Dr	LCDOT	2013	AM and PM Peak -Daily	A temporary median that was installed for whatever reason is the main cause for traffic back ups.	Remove the median	Check this out
94	Sanibel Rd @ US 41	FDOT LCDOT	2011	AM and PM Peak -Daily	No left turn signals in either west or eastbound lanes on Sanibel Rd. Many near misses as turning vehicles back up and run the light or cut off straight traffic on Sanibel. More traffic expected with opening of Walgreens.	Add turn signals to make left turns either direction onto 41	
95	Santa Barbara Blvd @ Cape Coral Pkwy.	CC	2013	AM and PM Peak -Daily	Santa Barbara Blvd signal stays "RED" for approx. 2min 40 sec	Retime signal to allow more vehicles SB on Santa Barbara to EB Cape Coral Parkway	
96	Santa Barbara Blvd @ SE 29th St Terrace	CC	2012	AM and PM Peak- Daily	Turn Lane signal	Make the signal protective/permissive instead of just protective	
97	Six Mile Cypress/Ortiz @ Colonial Blvd <b>(9 reported)</b>	FDOT LCDOT	2011		(1) Inadequate right turn lane, signal length (2) Left turn signal for NB Six Mile to WB Colonial Blvd is not long enough. (3) Inadequate green time for SB left to Colonial	(1) Add a second NB right hand turn lane to EB Colonial (2) Increase green time for SB left turns on Ortiz to EB Colonial (3) Build flyover at intersection	
98	Six Mile Cypress Pkwy: Daniels Pkwy to US 41 <b>(9 reported)</b>	LCDOT	2008	(1) PM Peak - Daily (2) Ball games - Seasonally	(1) Ball games (2) Inadequate turn lane storage at Metro Pkwy	(1) Ball Park Bus Service (2) Build overpass at US 41 intersection	
99	Slater Rd @ Bayshore Rd	FDOT LCDOT		AM Peak - Daily	Signal Timing	More green time for SB lefts on Slater to Bayshore	
100	South Street @ US 41	FDOT FM	2013		Inadequate signal timing	Provide "Leading Green" for WB lefts on South Street to SB 41	



	Location	Responsible Agency	Year 1st Reported	Time of Problem	Nature of Problem Reported	Public Suggestion	Action/Staff Comments
101	SR 31: SR 80 to Charlotte Cty Line	FDOT	2013		Posted speed limits on SR-31 is 40 MPH from SR-80 to SR 78, and 60-MPH north of SR-78 to the Charlotte county line. In the latter speed zone are gas stations, convenience stores, churches, schools, private driveways and side streets all with access to SR-31. Cars and gravel trucks exceed speed limit and pass each other at conflict locations.	Reduce posted speed limits to 50-MPH on SR-31 north from SR-78 to the Charlotte county line and add double yellow line no passing zones at roadway intersections.	
102	SR 80 @ River Hall Pkwy	FDOT	2013	School Year	No signal. All buses must turn right and go through residential area	Add new traffic signal	
103	SR 82: Colonial Blvd to Hendry County Line (5 reported)	FDOT	2007	AM and PM Peak -Daily	Only one lane in each direction, not enough locations with turn lanes, no traffic signals after Daniels eastbound.	Widen road, add more turn lanes, add a stop light at Homestead or Sunshine.	FDOT has a possible plan to widen SR 82 to 6 lanes upto Homestead Rd. However, funds are committed for widening from Shawnee to Alabama in FDOT's Work Program in FY 2018. It is anticipated that funds would be committed to the segment west of Shawnee no later than FY 2018 as well. This segment includes a Continuous Flow intersection at
104	SR 82 @ Daniels/Gunnery (3 reported)	FDOT	2007	PM Peak - Daily	(1) Inadequate signal timing (2) Traffic crashes	Longer green times in NB and SB directions	
105	SR 82 @ Lee Blvd (2 reported)	FDOT	2013	AM and PM Peak - Seasonally	Traffic crashes and signal timing	Retime traffic signal	
106	SR 82 @ Gateway Blvd	FDOT	2013		Signal timing	Extend WB left turn lane on 82 to SB Gateway Blvd	
107	Stockton Rd @ US 41	FDOT LCDOT	2011	All day -Daily	Light is very short coming out of Old K Mart Plaza and takes forever to turn green again. The only way to go N out of plaza.	Extend green time	
108	Summerlin Rd @ Boy Scout Dr	LCDOT	2013	PM Peak - Daily	Signal timing		
109	Summerlin Rd @ Cypress Lake Drive (6 reported)	LCDOT	2011	Mid Day - Seasonally	Signal timing	(1) Extend green time for NB lefts on Summerlin to WB Cypress Lake (3) Increase green time for NB Summerlin (4) Build overpass (2) Extend green time for WB lefts on Cypress Lake to SB Summerlin.	
110	Summerlin Rd @ Gladiolus Dr (3 reported)	LCDOT	2008	Noon thru 7 PM - Daily	People think they have to pause and look for traffic before entering the continuous right turn lane to EB Gladiolus.	Add simple sign "Keep Moving Stay in Your Lane".	
111	SW 20th Ave: Veterans Pkwy to SW 32nd St	CC	2013	School Drop Off/Dismissal Time	Student drop off and pick up by parents	More police control	Forwarded to LC School District
112	Thompson St @ Fowler St	FM	2013	AM Peak - Daily	Thompson signal not timed with MLK signal, often holding back an entire MLK green light cycle of SB Fowler traffic.	Synchronize Thompson and MLK traffic signals for SB Fowler traffic.	
113	Trafalgar Pkwy @ Skyline Blvd	CC	2012	AM Peak - Daily	The light isn't long enough despite heavy traffic eastbound and westbound on Trafalgar. The light changes and about four cars get through.	Make sure the light for eastbound and westbound traffic on Trafalgar lasts for a minimum of 7 seconds longer.	
114	US 41 @ Crystal Drive	FDOT LCDOT	2011	AM Peak - Daily	Signal timing	Change the signal timing	
115	US 41 (3 reported)	FDOT LCDOT	2012	AM and PM Peak- Daily	Construction	Problem will go away with end of construction	

	Location	Responsible Agency	Year 1st Reported	Time of Problem	Nature of Problem Reported	Public Suggestion	Action/Staff Comments
116	US 41 @ Bonita Beach Rd	FDOT LCDOT	2011	10:15 AM - 10:45 AM - Sundays	Church Traffic going to First Presbyterian	Extend green time for SB lefts from 41 to Bonita Beach Rd on Sundays	A PD&E Study for an overpass is under way
117	US 41 @ Bus 41 (2 reported)	FDOT LCDOT	2008	All day -Daily	The wait for a SB left turn arrow is too lengthy.	Allow permissive left in addition to a protected left	
118	Bayshore Rd @ US 41 (3 reported)	FDOT LCDOT	2013	PM Peak - Daily	Inadequate signal timing, inadequate left turn lane storage leads to traffic backups in WB direction	Improve WB turn lanes to SB 41	
119	US 41 @ Caloosahatchee Bridge (3 reported)	FDOT LCDOT	2013	PM Peak Hour	Heavy traffic		
120	US 41 @ Colonial Blvd	FDOT LCDOT	2013	AM and PM Peak - Daily	Inadequate turn lane storage for NB lefts on US 41 to WB Colonial Blvd	Extend left turn lanes	
121	US 41 @ Corkscrew Rd (3 reported)	FDOT LCDOT	2011	PM Peak - Daily	(1) Road construction (2) Light too short for EB and WB traffic on Corkscrew compounded by traffic turning right from US 41	Retime signal	
122	US 41 @ Cypress Lake/Daniels (9 reported)	FDOT LCDOT	2013	PM Peak - Daily	(1) Signal Timing (2) Inadequate storage on EB right turn lane on Cypress Lake to SB US 41 (3) Inadequate storage on NB left turn lane on 41 to Cypress Lake (4) Insufficient green time/lane storage for SB lefts on 42 to EB Daniels	(1) Build overpasses (2) Retime traffic signal (2) Need overhead signs approaching US 41	
123	Hancock Bridge Pkwy @ US 41 (2 reported)	FDOT LCDOT	2011	AM and PM Peak - Daily	(1) Inadequate signal timing	(1) Longer green time for NB lefts to WB Hancock Bridge (2) Extend Hancock to Business 41.	
124	US 41 @ Lee Memorial Hospital	FDOT LCDOT	2013	AM and PM Peak -Daily	I am afraid I might not see these people and hit them	I don't know, if you patrol the street, I think they would cross just any place whether you were there or not. They must be brave people.	
125	US 41 @ McGregor Blvd (2 reported)	FDOT LCDOT	2013	AM and PM Peak -Daily	(1) The " No Turn on Red " sign. (2) Cars stop for pedestrians in crosswalk for justice center, and this backs up cars coming onto MLK	(1) Take down the "No Turn on Red " sign!!! I enter Ft. Myers downtown from NFM everyday and turn onto McGregor. Traffic backs up unnecessarily. Smooth flowing traffic onto McGregor will alleviate back up on the bridge. (2) A crosswalk bridge to by-pass traffic	
126	US 41 @ River View Executive Complex/Fresh Market Shopping Center	FDOT LCDOT	2013	All Day -Daily	No traffic signal at this location with cars trying to access 41 from both the shopping center and the River View Executive Complex on opposite sides of the street to travel either north or south. 41 is six lanes at this location and situation is compounded by NB and SB motorists making u turns.	New traffic light. That, or prohibit U turns and only allow right in and right out at the shopping center. To go south on 41, shopping center motorists will have to head north and take a U turn at Terry Street .	
127	US 41 @ Stella St	FDOT LCDOT	2013	AM and PM Peak - Daily	Cars traveling SB exceed speed limit. Also high school kids are in the middle of the road (41) trying to cross into LMH parking lot as a cut through to the high school.	Lower the speed limit and enforce it!! Traffic signal at Stella so the high school kids could cross with the light.	
128	US 41 @ Pine Island Rd (2 reported)	FDOT LCDOT	2011	PM Peak - Daily	More NB lanes		

	Location	Responsible Agency	Year 1st Reported	Time of Problem	Nature of Problem Reported	Public Suggestion	Action/Staff Comments
129	Veterans Pkwy @ Santa Barbara Blvd	LCDOT	200	AM and PM Peak -Daily	traffic crashes and inadequate turn lane storage	only solution: build overpass	
130	Veteran's Pkwy Exit Ramp @ Del Prado Blvd	LCDOT	2008	AM and PM Peak -Daily	Traffic light only lets about 5 or 6 cars in the WB exit ramp through per light change	Extend green time	
131	Village Shops Way @ US 41	FDOT	2013	AM and PM Peak -Daily	Signal timing for WB left turns from Coconut Point Mall to SB US 41	Extend green for WB left turns	
132	Williams Rd @ US 41	FDOT LCDOT	2013	School Start/Dismissal	Lack of a WB right turn lane	Install a WB right turn lane	
133	Winkler Rd @ Myerlee Country Club Blvd	LCDOT	2013	Morning Rush Hour	Only one lane each way	Add a through lane and a L and R turn lane at Myerlee	
134	Winkler Rd @ Cypress Lake Dr	LCDOT	2011	All Day - Daily	Inadequate signal timing leads to traffic backups caused by NB lefts on Winkler to WB Cypress Lake Dr	Adjust green time for NB lefts so that more than three vehicles can clear the light.	
135	Winkler Rd @ Gladiolus Dr <b>(2 reported)</b>	LCDOT	2011	AM and PM Peak - Daily	(1) Signal timing (2) Outermost NB lane is straight or turn. You wait forever it seems, to be able to make your right turn.	(1) Reduce green time (2) Change the outermost NB lane to right turn lane only	
136	Winkler Rd @ Summerlin Rd <b>(4 reported)</b>	LCDOT	2011	AM and PM Peak - Daily	Signal timing, turn lane storage	(1) Extend WB Summerlin left turn lane to SB Winkler (2) Extend SB Winkler right turn lane to WB Summerlin (3) Retime traffic signal	

 Identifies location with safety issues

## **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).

Lee County discussed with the MPO staff the possibility of funding the replacement of the Big San Carlos Pass Bridge with any available federal or state funds. Staff has reviewed the existing Cost Feasible projects to determine what project funding could be moved to make this possible while looking at what projects are not likely to move forward in the adopted time frames. The US 41 six laning projects from Victoria Ave to Diplomat, including the Caloosahatchee Bridge replacement, are not likely to move forward in the adopted time frame. For discussion purposes, **attached** are the proposed underline and strike through changes to the State/Other Arterial Cost Feasible table from the LRTP.

**2035 Cost Feasible Projects by Year of Expenditure (YOE)**  
(In \$1,000)

Road Name	From	To	Improvement	Phase	2016-2020	2021-2025	2026-2030	2031-2035	Total Project Cost	Comments
<b>State/Other Arterial</b>										
Business 41	Littleton Road	US 41	Widen 2L to 4L	CST	\$11,308	\$0	\$0	\$0	\$11,308	
Countywide Signal System Updates			ITS		\$16,440	\$0	\$0	\$0	\$16,440	
Del Prado Ext.	US 41	I-75	Study New Interchange	IJR				\$2,650	\$2,650	
Fowler St.	Metro/Fowler	SR 82	4L to 3L One Way	PLN	\$610				\$610	
Fowler St.	Metro/Fowler	SR 82	4L to 3L One Way	PE	\$2,930	\$0	\$0	\$0	\$2,930	
Fowler St.	Metro/Fowler	SR 82	4L to 3L One Way	ROW	\$0	\$14,000	\$0	\$0	\$14,000	
Fowler St.	Metro/Fowler	SR 82	4L to 3L One Way	CST	\$0	\$24,430	\$0	\$0	\$24,430	
Incident Management System Bridges			ITS		\$8,220	\$0	\$0	\$0	\$8,220	
Metro Pkwy.	Daniels Parkway	South of Winkler Ave.	Widen 4L to 6L	PE	\$4,088	\$0	\$0	\$0	\$4,088	
Metro Pkwy.	Daniels Parkway	South of Winkler Ave.	Widen 4L to 6L	ROW	\$31,000	\$0	\$0	\$0	\$31,000	
Metro Pkwy.	Daniels Parkway	South of Winkler Ave.	Widen 4L to 6L	CST	\$0	\$0	\$62,540	\$0	\$62,540	
SR 78 Payback			Widen 2L to 4L		\$9,800	\$0	\$0	\$0	\$9,800	
SR 78 Payback			Widen 2L to 4L		\$0	\$0	\$0	\$0	\$0	
SR 82	Michigan Ave.	Ortiz Ave.	Widen 5L to 6L	PD&E	\$0	\$630	\$0	\$0	\$630	
SR 82	Michigan Ave.	Ortiz Ave.	Widen 5L to 6L	PE	\$0	\$1,880	\$0	\$0	\$1,880	
SR 82	Michigan Ave.	Ortiz Ave.	Widen 5L to 6L	ROW	\$0	\$0	\$13,230	\$0	\$13,230	
SR 82	Michigan Ave.	Ortiz Ave.	Widen 5L to 6L	CST	\$0	\$0	\$13,630	\$0	\$13,630	
US 41	Victoria Ave.	Pondella Rd.	Widen 4L to 6L	PD&E	\$1,710	\$0	\$0	\$0	\$1,710	
US 41	Victoria Ave.	Pondella Rd.	Widen 4L to 6L	PE	\$0	\$10,270	\$0	\$0	\$10,270	
US 41	Victoria Ave.	Pondella Rd.	Widen 4L to 6L	ROW	\$0	\$20,940	\$0	\$0	\$20,940	
US 41	Victoria Ave.	Pondella Rd.	Widen 4L to 6L	CST	\$0	\$0	\$0	\$104,880	\$104,880	
US 41	Pondella Road	Diplomat Pkwy	Widen 4L to 6L	PD&E	\$0	\$1,310	\$0	\$0	\$1,310	
US 41	Pondella Road	Diplomat Pkwy	Widen 4L to 6L	PE	\$0	\$3,920	\$0	\$0	\$3,920	
US 41	Pondella Road	Diplomat Pkwy	Widen 4L to 6L	ROW	\$0	\$4,910	\$0	\$0	\$4,910	
US 41	Pondella Road	Diplomat Pkwy	Widen 4L to 6L	CST	\$0	\$0	\$34,060	\$0	\$34,060	
Big Carlos Bridge Replacement				PD&E	\$1,710				\$1,710	
Big Carlos Bridge Replacement				PE	\$4,390				\$4,390	* potential Local participation
Big Carlos Bridge Replacement				ROW						
Big Carlos Bridge Replacement				CST		\$57,000			\$57,000	*41,350 Federal + 15,650 Local
US 41/Bonita Beach Rd. Interchange/Intersection			Interchange/intersection	PD&E	\$1,100	\$0	\$0	\$0	\$1,100	
US 41/Bonita Beach Rd. Interchange/Intersection			Interchange/intersection	PE	\$0	\$8,860	\$0	\$0	\$8,860	
US 41/Daniels Pkwy. Interchange/Intersection			Interchange/intersection	PD&E	\$0	\$0	\$0	\$3,780	\$3,780	
San Carlos Trolley Ln.	Summerlin Road	Mantanzas Pass Br.	Exclusive Trolley Ln.	PLN	\$610				\$610	
Old US 41	Lee/Collier County Line	Bonita Beach Road	Widen 2L to 4L	PD&E	\$700				\$700	
Old US 41	Lee/Collier County Line	Bonita Beach Road	Widen 2L to 4L	PE	\$2,100				\$2,100	
Old US 41	Lee/Collier County Line	Bonita Beach Road	Widen 2L to 4L	ROW		\$4,580			\$4,580	CST Phase est. at \$17,520 in 2021-2025
<b>Total Cost Federal</b>					<b>\$96,716</b>	<b>\$152,730</b>	<b>\$89,400</b>	<b>\$6,430</b>	<b>\$345,276</b>	
<b>Funds Available</b>							<b>\$34,060</b>	<b>\$104,880</b>		

## UPDATE ON THE BICYCLE PEDESTRIAN SAFETY ACTION PLAN

**RECOMMENDED ACTION** Review and make recommendations on the proposed Bicycle Pedestrian Safety Action Plan implementation activities.

Based on the recommendations and discussions from previous Committee meetings, staff has identified the first step implementation activities and is seeking input on several different items to begin implementing those activities.

- **Implementing Safety Improvements** - One of the recommendations from the CAC was to start with identifying the top ten intersections for bicycle and pedestrian crashes and then implement solutions that serve as the demonstration projects for Action Items 8, 9, 10, 11, 12, and 13 on the Action Items list (see **attached** section from the Bicycle Pedestrian Safety Action Plan). The review of those intersections will start with the scheduling of Road Safety Audits that are focused on Bicycle and Pedestrian issues. The MPO is proposing to use one of its General Planning Consultants to work with the CTST and other stakeholders to facilitate, provide recommendations and put together a report on the reviews. To determine the list of potential intersections, the crash data was analyzed by Tindale Oliver to identify the top crash locations around the County and we also received some recommendations and that list is **Attachment B**. In addition, Andy Getch with Lee County DOT went through the list and broke up the list by type of intersection and that list is **Attachment C**. At the August 27<sup>th</sup> BPCC meeting,, staff proposed ten locations that the BPCC discussed and revised slightly that is listed below for the committee's consideration:

- US 41 and Six Mile Cypress Parkway
- US 41 and Pondella Road
- Lee Boulevard and Gunnery Road
- Colonial Boulevard and Six Mile Cypress Pkwy.
- SR 78 and Santa Barbara Boulevard
- Old US 41 and Bonita Beach Road
- US 41 and Sanibel Boulevard
- SR 80 and Marsh Avenue
- Business US 41 and Mariana Avenue
- College Parkway

- **Crash Data Analysis** – The bicycle and pedestrian fatalities will be reported by the MPO on an ongoing basis using the daily reports and coordinating with Lee County on their data collection activities. The MPO will also analyze and report the fatalities and serious injuries from the University of Florida Signal Four Analytics Crash System on a quarterly basis to help determine focus areas and any recent trends we should be aware of. The quarterly reports will be presented at the BPC meetings for review and input.

Each year, an end of year analysis will be done to report the results and to compare them to the Action Plan Goals. The end of year reports will be presented to all of the Committee's and the MPO Board. In addition to the crash analysis, the end of year report will also include a progress report on the Action Plan items, the facilities that have been built over the last year and recommendations to incorporate in the Action Plan implementation section based on the data analysis. The crash data analysis will include updating the maps and graphics that will be included in the implementation section showing where the crashes occurred, graphs of how we compare to state and national averages and any trends/conditions that would help to update action items or to develop new ones.

- **Enforcement Activities** – The Action Item list included statements on going after grants for overtime enforcement activities. From staff's discussion on this item, the addition of funding for overtime is not dealing with the problem, which is a shortage of staffing to do the enforcement activities (and there are plenty of other overtime opportunities). Staff asked about using the funding to hire officers that would conduct the enforcement activities but the caveat is that the agency would be required to keep them on long term and currently the budgets do not make this a reality. At this point staff is recommending that the implementation section include a kick-off/coordination meeting scheduled by December to identify a corridor specific enforcement activity. The focus would be on one corridor to show some positive results that might give us some momentum to increase this in the future. This should also touch on safety issues that affect drivers, bicyclists and pedestrian such as right turn on red without stopping or speeding. From the data analysis that was done previously, this should be on US 41, SR 78 (Pine Island Road), Colonial Boulevard or Del Prado Boulevard as a starting point. In addition, the coordination meeting should be an opportunity for staff to get additional information on what enforcement activities are currently being done and how effective have they been at solving some of the issues that have been identified in the Plan.

- **Press Kit** – A press kit will be developed by the MPO, with the assistance of its partners, by the beginning of season.
- **Bicycle, Pedestrian and Safety Improvements Funding to Supplement Resurfacing Projects** – In conjunction with the development of priorities this year, the MPO will identify a portion of the box funds that will be used to supplement resurfacing projects similar to how the Polk MPO handles this process.
- **Design Manual for Living Streets** – Several of the action items refer to the possibility of adopting a Design Manual for Living Streets. Staff has attached the *Introduction from the Los Angeles County Design Manual for Living Streets* for the Committee to get some background on this document for further input on including this as an implementation item.



# 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 each action item were presented on pages 7—9.

	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, O'Connell Alive Just Drive, Cape Coral BikePed, BikeWalkLee, and Injury Prevention Coalition	Within One Year	FDOT/CTST support	\$300,000
3	Re-energize and empower the Lee Community Traffic Safety Team (CTST).	FDOT, CTST, with support from MPO and participation from all stakeholders	Within One Year & Ongoing	In-house	N/A
4	Establish a Process for Crash Data Reporting and Distribution.	LeeDOT, FDOT, CTST, MPO, with support from all stakeholders	Within One Year & Ongoing	In-house with possible additional support (board approval)	Minimal initially + possible additional support
5	Measure progress on an annual basis.	Lee County MPO	Within One Year & Ongoing	In-house task	Minimal
6	Undertake Bicycle & Pedestrian Road Safety Audits (RSA) on high-crash corridors.	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
7	Implement a strong law enforcement program.	Lee County MPO, FDOT, Law Enforcement Agencies	Within One Year & Ongoing	FDOT	Varies
8	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
9	Adopt design standards for right-turn channelization.	Lee County, City of Fort Myers, City of Cape Coral, FDOT	Within Two Years	In-house	Minimal
10	Revise design standards for arterial intersection design.	Lee County, City of Fort Myers, City of Cape Coral	Within Two Years	In-house	Minimal
11	Develop and utilize project design review checklist.	Lee County MPO, Lee County, City of Fort Myers, City of Cape Coral, FDOT	Within Two Years	MPO	\$15,000
12	Develop a policy for pedestrian signal accomodation at signalized intersections	Lee County, City of Fort Myers, City of Cape Coral, FDOT	Within Five Years & Ongoing	In-house task	Minimal
13	Adopt design standards for pedestrian crossings at transit stops.	Lee County MPO, LeeTran, FDOT	Within Five Years	In-house task	N/A
14	Implement enhanced safety/design techniques on high-crash corridors.	Lee County, City of Fort Myers, City of Cape Coral	Within Five Years	In-house	Minimal
15	Identify potential corridors for "road diets."	FDOT, Lee County, City of Fort Myers	Within Five Years & Ongoing	In-house	Minimal
16	Incorporate pedestrian and bicycle design improvements into 3R.	Lee County, City of Fort Myers, City of Cape Coral, FDOT	Within Five Years & Ongoing	Requires board approval	Minimum of \$200,000 annually
17	Engage judiciary in the safety discussion.	Lee County MPO, O'Connell Alive Just Drive, Cape Coral BikePed, BikeWalkLee, and Injury Prevention Coalition	Within Five Years & Ongoing	Local activist groups	Minimal
18	Review all previously created bicycle/pedestrian plans to incorporate a safety component.	Lee County MPO, Lee County, City of Fort Myers, City of Cape Coral	Within 5 Years & Ongoing	In-house	Minimal

## Attachment B

- Old US 41 and Bonita Beach Rd
- SR 78 and Ixora Dr
- SR 78 and US 41
- Lee Blvd and Gunnery Rd
- US 41 and Sanibel Blvd
- Del Prado Blvd and Veterans Pkwy
- Santa Barbara Blvd and SE 24<sup>th</sup> St
- US 41 and Six Mile Cypress Pkwy
- San Carlos Blvd and Gladiolus Dr
- Hancock Bridge Pkwy and Orange Grove Blvd
- Business 41 and Mariana Ave
- SR 80 and Marsh Ave
- SR 80 and Fairfax Dr
- SR 80 and Polk St
- US 41 and Pondella Rd
- Daniels Parkway and Treeline Ave
- SR 78 and Santa Barbara Blvd
- SR 82 and Highlands Ave
- US 41 and Jamaica Bay Blvd
- Hancock Bridge Pkwy and Orange River Blvd
- US 41 and Maravilla Ln
- US 41 and Hanson St
- Estero and Crescent St
- Estero and Lenell Rd
- Colonial Blvd and Six Mile Cypress Parkway
- College Pkwy
- Cypress Lake Dr
- Pondella Rd

## Attachment C

Signalized adjacent commercial > 500,000 SF

- Del Prado Blvd and Veterans Pkwy
- SR 78 and US 41
- San Carlos Blvd and Gladiolus Dr
- US 41 and Six Mile Cypress Pkwy
- Colonial Blvd and Six Mile Cypress Parkway

Signalized overpass

- Del Prado Blvd and Veterans Pkwy

Signalized multilane divided 6 x 4 lane

- US 41 and Six Mile Cypress Pkwy
- Daniels Parkway and Treeline Ave
- Colonial Blvd and Six Mile Cypress Parkway
- US 41 and Pondella Rd
- SR 78 and Santa Barbara Blvd

Signalized other multilane divided 3 or 4 approaches

- Hancock Bridge Pkwy and Orange (River?) Grove Blvd
- San Carlos Blvd and Gladiolus Dr
- Lee Blvd and Gunnery Rd

Signalized more than four intersection legs

None

Signalized bike lanes all four legs

None

Signalized bike facilities (bike lanes or shared use path) all four legs

- US 41 and Six Mile Cypress Pkwy
- Daniels Parkway and Treeline Ave
- Colonial Blvd and Six Mile Cypress Parkway

Signalized sidewalks both sides on all four leg approaches

- Colonial Blvd and Six Mile Cypress Parkway

Signalized sidewalks both sides on three leg approaches

- Santa Barbara Blvd and SE 24<sup>th</sup> St

Signalized crosswalks absent on one or more leg approaches

- US 41 and Hanson St
- US 41 and Jamaica Bay Blvd

Signalized skewed intersection

- SR 78 and Santa Barbara Blvd
- US 41 and Pondella Rd

Signalized one crossing road on a curve

- Old US 41 and Bonita Beach Rd
- SR 78 and US 41

Signalized other suburban 6 x 2 lane

- US 41 and Sanibel Blvd
- US 41 and Jamaica Bay Blvd
- US 41 and Hanson St

Signalized other suburban 4 x 2 lane

- SR 78 and Ixora Dr
- Santa Barbara Blvd and SE 24<sup>th</sup> St
- SR 80 and Marsh Ave

Signalized 2 x 2 lane

None

Unsignalized intersection divided 6 x 2 lanes

- Business 41 and Mariana Ave
- US 41 and Maravilla Ln

Unsignalized divided 4 x 2 lanes

- SR 78 and Ixora Dr
- SR 82 and Highlands Ave
- SR 80 and Fairfax Dr
- SR 80 and Polk St

Unsignalized 2 x 2 lanes

- Estero and Crescent St
- Estero and Lenell Rd

Identified roads (not intersections)

- College Pkwy
- Cypress Lake Dr
- Pondella Rd

# 1. INTRODUCTION

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## CONTEXT

A growing number of communities are discovering the value of their streets as important public spaces for many aspects of daily life. People want streets that are safe to cross or walk along, offer places to meet people, link healthy neighborhoods, and have a vibrant mix of retail. More people are enjoying the value of farmers' markets, street festivals, and gathering places. And more people want to be able to walk and ride bicycles in their neighborhoods.



*Lively street (Credit: Ryan Snyder)*

People from a wide variety of backgrounds are forming partnerships with schools, health agencies, neighborhood associations, environmental organizations, and other groups in asking their city councils to create streets and neighborhoods that fit this vision.

As a result, an increasing number of cities are looking to modify the way they design their streets. They are often stifled by standards and guidelines that prevent them from making the changes they seek. Some want to modify their standards and manuals, but don't know how, or don't have the resources. This manual presents an opportunity to these communities to design their streets for health, safety, livability, sustainability, and more. It also provides a template that can be adopted to replace existing manuals. The sponsors of this manual make it freely available to any community that wants to use all or any part of it. This manual may be modified, customized, or expanded upon at the pleasure of the end user. We hope that by making it widely available, many more communities will fulfill their dreams in making and remaking their streets valuable public space that serves many needs.

## LEGAL STANDING OF STREET MANUALS

Local jurisdictions generally follow some established standards for designing streets. Much confusion exists as to what they must follow, what is merely guidance, when they can adopt their own standards, and when they can use designs that differ from existing standards. The text below untangles the myriad of accepted design documents. It is critical for cities and counties to understand how adopting this manual meshes with other standards and guides. The most important of those standards and guides are the following:

- The American Association of State Highway and Transportation Officials' (AASHTO) *A Policy on Geometric Design of Highways and Streets* (the "Green Book")

- The California *Highway Design Manual*
- Local manuals or street design standards
- The *Manual on Uniform Traffic Control Devices* (MUTCD)
- The California Fire Code
- The California Streets and Highways Code and California Vehicle Code

A discussion of the federal-aid roadway classification system helps to frame the requirements of each of these documents. Local governments that wish to use certain federal funds must use a street classification system based on arterials, collectors, and local streets. These funds are for streets and roads that are on the federal-aid system. Only arterials and certain collector streets are on this system. In Chapter 3, “Street Networks and Classifications,” this manual recommends an alternative system. To maintain access to these federal funds, local jurisdictions can use both systems. The federal aid system encourages cities to designate more of these larger streets, and to concentrate modifications along these larger streets. Nevertheless, for the purposes of understanding design standards and guides, this is the existing system of street classification for federal funding.

## AASHTO GREEN BOOK

The Green Book provides guidance for designing geometric alignment, street width, lane width, shoulder width, medians, and other street features. The Green Book applies only to streets and roads that are part of the National Highway System (NHS). These are Interstate Freeways, principal routes connecting to them, and roads important to strategic defense. These streets and roads comprise about 14 percent of all federal-aid roadway miles in California, and about 4 percent of all roadway miles (Urgo, J., Wilensky, M., and Weissman, S., *Moving Beyond Prevailing Street Design Standards*, The Center for Law, Energy, and the Environment at the Berkeley Law School, 2010). Although the Green Book’s application is limited to these streets, some cities apply its recommendations to all streets.

Further, the Green Book provides guidance that cities often unnecessarily treat as standards. The Green Book encourages flexibility in design within certain parameters, as evidenced by the AASHTO publication *A Guide to Achieving Flexibility in Highway Design*. For example, 10-foot lanes, which cities often shun out of concerns of deviating from standards, are well within AASHTO guidelines.

## CALIFORNIA HIGHWAY DESIGN MANUAL

The California *Highway Design Manual* (HDM) applies only to State Highways and bikeways within local jurisdictions. If cities deviate from the minimum widths and geometric criteria for bikeways spelled out in Chapter 1000 they are advised to follow the exemption process or experimental process as applicable. The HDM does not establish legal standards for designing local streets. However, like the Green Book, some cities apply HDM guidance to all streets.

As of the writing of this manual, Caltrans is in the process of revising the HDM to meet Caltrans' commitment to Complete Streets in Deputy Directive 64-R1.

## LOCAL STREET MANUALS

Local jurisdictions follow the Green Book, the HDM, or design guidance from organizations such as the Institute of Transportation Engineers (ITE) out of liability concerns. Neither federal nor state law mandates adoption or adherence to these guides. However, municipalities often adopt them to protect themselves from lawsuits. Further, many don't have the resources to develop their own standards and practices, so they adopt those in the Green Book, the HDM, or another previously adopted manual, or those of other cities,

A question often posed by plaintiffs' attorneys in traffic-related crashes is, "Did they follow established or prevailing designs, standards, and guidance?" If the attorneys can prove that the local jurisdiction deviated from these, they enhance their chances of winning a judgment against the jurisdiction. Therefore, protection from liability is paramount.

Cities are authorized to adopt or modify their own practices, standards, and guidelines that may reflect differences from the Green Book and the HDM. If these changes generally fall within the range of acceptable practice allowed by nationally recognized design standards, the adopting agencies are protected from liability to the same extent they would be if they applied the Green Book or the HDM. Most changes to streets discussed in this manual fall within the range of the guidelines or recommended practices of nationally recognized organizations such as AASHTO, ITE, Urban Land Institute (ULI), and Congress for the New Urbanism (CNU).

Working within previously established regional guidelines generally should result in a design that is protected from liability. The Green Book and the HDM are silent on many design features, and do not consider the needs within unique contexts. In these cases, cities can develop their own guidelines and standards and incorporate international equivalents or practices from other cities. Cities may adopt the guidance in this manual, which compiles best practices in creating living streets. This manual could, in effect, become the legal prevailing standard by which liability would be assessed.

Cities can also utilize designs that fall outside the ranges specified by nationally accepted guidelines and standards, but these practices can potentially increase liability unless done with great care. When agencies elect to utilize designs that fall outside the guidelines of nationally recognized documents, they need to use additional care to ensure they do not expose themselves to liability.

To minimize liability, local jurisdictions either need to adopt their own standards (which should be based on rationale or evidence of reasonableness), or they can conduct an experimental project. When conducting an experimental project, agencies need to show that they are using the best information that is reasonably available to them at the time,



document why they are doing what they are doing, use a logical process, and monitor the results and modify accordingly. This is because the agency may be required in the future to show that its design is reasonable, and the agency may not be able to cite a nationally published guideline or recommendation to support its local action. Often, these experimental projects are conducted because the design engineer has reason to believe that the new or evolved design will be safer or otherwise more effective for some purpose than if the project had prevailing standards and guides been used. These reasons or rationales are based on engineering judgment and should be documented to further minimize exposure to liability.

Unless otherwise noted, everything in this manual can readily be adopted and incorporated without fear of increased liability. In addition, this manual carries the credibility of the many top-level experts who produced it.

In some cases, AASHTO design guidelines may not provide information on innovative or experimental treatments that have shown great promise in early experiments and applications. Since AASHTO is a design guide, agencies have some flexibility to use designs that fall outside the boundaries of the AASHTO guide. Deviation from the range of designs provided in the AASHTO guide requires agencies to use greater care and diligence to document their justification, precautions, and determination to deviate from the guidelines. In California, the precautions to establish “design immunity” should be followed. These include consideration/analysis and approval by a registered engineer qualified to sign the plans, and certification by the city council or reviewing body clearly indicating the agency’s intent. This process documents the engineering judgment that went into the design.

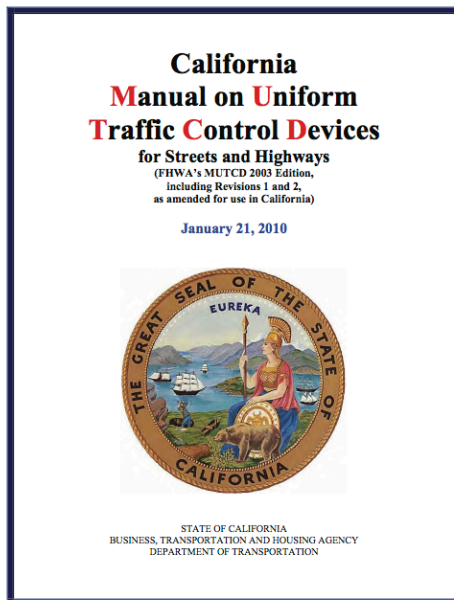
Many cities today use various traffic calming measures to slow traffic and to improve neighborhood livability. Traffic calming measures are not traffic control devices and therefore the state exercises no jurisdiction over them.

Local agencies may currently use many other reports and documents to guide their roadway design and transportation planning. Other documents provide valuable procedure and reference data, but they do not set standards. They can be referred to and defined as standards by local agencies, but the local authority often has the flexibility to selectively endorse, modify, or define how these informational documents can be used or incorporated into its engineering and planning processes. Also, newer versions of these documents have additional information that can conflict with the local historical approach.

The expected results of the design approaches presented in this document are generally intended to improve safety and/or livability. As a result, implementation of these features should generally reduce liability and lawsuits. There is no way to prevent all collisions or lawsuits, but adopting policies, guidelines, and standards and doing experimental projects with reasonable precautions is a defensible approach.

MUTCD

The MUTCD provides standards and guidance for the application of all allowed traffic control devices including roadway markings, traffic signs, and signals. The Federal Highway Administration oversees application of the MUTCD. California cities must follow the California MUTCD, which generally mirrors the federal MUTCD, but not always.



The rules and requirements for the use of traffic control devices are different than for street design criteria. Local agencies have limited flexibility to deviate from the provisions of the California MUTCD in the use of traffic control devices due to the relationship between the MUTCD and state law. The California MUTCD does provide flexibility within its general provisions for items such as application of standard traffic control devices, use of custom signs for unique situations, traffic sign sizes, and sign placement specifics. In contrast, agencies do not generally have the flexibility to develop signs that are similar in purpose to signs within the

manual while using different colors, shapes, or legends. Agencies are also not authorized to establish traffic regulations that are not specifically allowed or are in conflict with state law. The provisions of the California MUTCD and related state laws thus make it difficult to deploy new traffic control devices in California. This can result in complications, especially in the areas of speed management, pedestrian crossings, and bikeway treatments.

The State of California and the Federal Highway Administration have procedures that allow local agencies to experiment with traffic control devices that are not included in the current MUTCD. Such demonstrations are not difficult to obtain from the Federal Highway Administration for testing of new devices, especially as they relate to pedestrian and bicycle facilities, but the requesting agency must agree to conduct adequate before-and-after studies, submit frequent reports on the performance of the experimental device, and remove the device if early results are not promising. The State process can be more difficult for obtaining approval. Federal approval must be obtained first. The California Traffic Control Devices Committee advises Caltrans, which must then agree to allow the experiment to be conducted and determine that the experiment is not in conflict with State law. Once approval is granted for the experiment, the city has been given some legal immunity from liability suits. Since the California Vehicle Code is written to mirror the MUTCD, provisions within the Vehicle Code may not allow the experiment to proceed. The need to modify the Vehicle Code can complicate obtaining State permission to experiment.

Both the federal and California MUTCD are amended through experimentation. After one or more experiments have shown benefit, the new devices are sometimes adopted

into these manuals. In California, the Vehicle Code must be changed first if the Vehicle Code prevents use of the new device.

The federal MUTCD and California MUTCD establish warrants for the use of some traffic control devices. For example, stop signs, traffic signals, and flashing beacons are expected to meet minimum thresholds before application. These thresholds include such criteria as number of vehicles, number of pedestrians or other uses, distance to other devices, crash history, and more. These warrants often prevent local engineers from applying devices that, in their opinion, may improve safety. For example, trail and/or pedestrian crossings of busy, high-speed, wide arterial streets may need signals for user safety, but they may not meet the warrants.

As with street design guidelines, cities may establish their own warrants or modify those suggested by the California MUTCD to suit their context in order to use some traffic control devices. In special circumstances that deviate from their own warrants, cities need to document their reasons for the exception. For example, they may say the trail crossings or school crossings qualify for certain traffic control devices.

## CALIFORNIA FIRE CODE

The California Fire Code can impede street design in limited circumstances. The state legislature has adopted the National Fire Code. The National Fire Code is written by a private agency and has no official legal standing unless states or municipalities adopt it, as has been done in California. The primary barrier caused by this adoption is the requirement for a minimum of 20 feet of an unobstructed clear path on streets. To comply with this, streets with on-street parking on both sides must be at least 34 feet wide. This prevents municipalities from designing “skinny” and “yield” streets to slow cars and to make the streets safer, less land consumptive and more hospitable to pedestrians and bicyclists.

There are ways around this requirement. If the local jurisdiction takes measures such as installing sprinklers and adding extra fire hydrants, or the adjacent buildings are built with fire retardant materials, it may be able to get the local fire department to agree to the exception.

Alternatively, the state legislature could repeal its adoption of the 20-foot clear path requirement due to

- The arbitrary and unresearched nature of the provision
- The safety problems associated with the resulting excessively wide streets
- The contradiction that this provision causes with properly researched guidelines and standards by ITE, CNU, AASHTO, and others for streets under 34 feet wide
- The potential liability that the 20-foot clear provision creates for designers who maintain, modify, or design streets that do not provide 20-foot clear paths

It is likely that the state legislature was unaware of these issues when it adopted the code in its entirety.

## CALIFORNIA STREETS AND HIGHWAYS CODE AND CALIFORNIA VEHICLE CODE

The California Streets and Highways Code and the California Vehicle Code include laws that must be followed in street design. These are embodied in the California MUTCD. Changes to the Streets and Highways Code and the Vehicle Code may cause the California MUTCD to change.



## PURPOSE OF THE MANUAL

Municipalities depend on street manuals for guidance to design their streets, to retrofit and to modify existing streets with new development, and when new subdivisions are built. Along with land use planning, street manuals play a large role in determining urban form. Street manuals, in effect, serve as the “DNA” of streets. As such, they help to determine how walkable and bicycle-friendly neighborhoods and communities are, how conducive cities are to transit use, and how livable communities become.

The manuals that many jurisdictions use today embody principles based on moving motor vehicle traffic as the primary role of streets. The result is many wide, high-speed streets that move cars but compromise other important community goals and work against present day community needs. Common direct outcomes of existing manuals include the following:

- Streets that are nerve-racking and not safe for pedestrians to cross
- Streets that are not safe to bicycle on
- Streets that encourage high speeds
- Streets that are not safe for the motorists they are designed to serve
- Narrow sidewalks that are not comfortable to walk along
- Inconvenient street crossings for people in wheelchairs
- Unsightly and uninviting streets
- Auto-oriented land uses that are uninviting and intimidating to people walking, biking, and using transit
- Street water runoff systems that funnel rainwater to



*Narrow and obstructed sidewalk  
(Credit: Ryan Snyder)*



*Narrow and obstructed sidewalk  
(Credit: Ryan Snyder)*

*Unsightly and uninviting street  
(Credit: Ryan Snyder)*

the storm drains and directly to waterways

- Poor selection of street trees, if any
- Excessive exposed hardscape leading to a rise in summer temperatures – the heat-island effect

These indirectly cause a number of problems for communities, including the following:

- Obesity from inactive life styles
- Rising rates of diabetes, heart disease, cancer, and other negative health outcomes of sedentary lifestyles
- Senior citizens being trapped inside a small neighborhood because they can't cross streets
- Children becoming overweight, unnecessary neighborhood congestion, and air pollution around schools, all due to children being driven to school rather than walking
- Unnecessary driving for short trips
- Overconsumption of energy
- Unnecessary emission of global warming gases
- Economic hardship and recession when energy prices rise
- Streets that don't support neighborhood retail
- Neighborhoods that lack livability
- Polluted waterways
- Underground water aquifers drying up
- Dehydrated streetscapes causing unnecessary importation of water for landscaping
- Uplifted sidewalks



*Uplifted sidewalk  
(Credit: Ryan Snyder)*

This manual is based on complete streets principles that design streets for people of all ages and physical abilities and accommodate all travel modes. The manual goes beyond complete streets to living streets. Living streets principles embody complete streets and also include consideration of other issues related to economic vibrancy, equity, environmental sustainability, aesthetics, and more. This manual offers another way to design streets and provides guidance for those municipalities that decide to adopt these principles. The result will be more livable neighborhoods with healthier residents due to opportunities for active transportation (walking and cycling).

## HOW TO USE THE MANUAL

Since many municipalities lack the resources to undertake a major revision of their manuals, this model manual offers a template for local jurisdictions to begin updating existing manuals. Cities may use this manual in any way that helps them update their

current practices, including adopting the entire manual and inserting the city’s name into the text. They may also choose to adopt certain chapters in full or in part.

Many cities will likely want to customize the manual for their own context and streets. They may adopt some chapters as written and modify others, or amend this manual by providing more in-depth guidance on selected topics, or adding new components not included here.



*Complete street: Santa Barbara, CA (Credit: Ryan Snyder)*

California cities can use this manual to assist them with new requirements of the California Complete Streets Act mandating that new circulation elements of general plans be based on complete streets principles. The manual helps cities comply with the law and implement these principles. Any city that adopts complete streets principles may also use the manual as a key component of implementation.

Similarly, Los Angeles County cities must comply with a Regional Water Quality Board mandate to reduce the amount of stormwater runoff by



*Untreated runoff (Credit: Ryan Snyder)*

retaining more water on site. This manual introduces new stormwater (herein referred to as “streetwater”) management techniques in order to comply with this requirement. Implementing these techniques will reduce runoff into rivers, streams, and the ocean while recharging underground water supplies. Many jurisdictions across the U.S. need to adopt sustainable stormwater management practices to retain water on site as a water conservation measure, as well as to reduce pollution in their watersheds and lakes or oceans.

This manual is available to any city or local jurisdiction in Los Angeles County, or anywhere in the U.S., that wishes to adopt or use it. The manual is offered in a MS Word format to allow customization. The manual’s sponsors ask cities using it to do two things:

1. Keep the acknowledgements pages to recognize the people whose contribution made this manual possible and to carry the credibility of the authors with the document
2. Inform the manual's sponsors (via means described in the acknowledgements) that they have used the manual so the sponsors can track jurisdictions benefitting from it

## ADOPTION AND IMPLEMENTATION

This manual is suitable for adoption by local and regional agencies to guide planning and design of streets. This adoption process allows agencies to indicate that the features and provisions of the plan are applicable for use by the adopting agency. This is a necessary first step in properly incorporating the provisions of the street manual. However, agencies will have to take additional steps to ensure that their implementation practices are modified to reflect the recommendations of this manual.

Local agencies will likely need to review their stepwise approach to street design through all stages of the process, from advance planning through preliminary design and construction. Critical points will include project identification, preliminary cost estimates for funding, and a multi-disciplinary approach to preparation of design drawings.

During adoption, as well as after adoption, local jurisdictions will need to ensure that their various city departments are all operating with the same practices. These include agencies such as but not limited to public works, traffic engineering, transportation planning, street services, maintenance, signal operations, street lighting, planning, redevelopment, fire, and other departments.

## HOW THIS MANUAL WAS CREATED

This manual is a project of the Los Angeles County Department of Public Health. The department funded the production of this manual through a federal Communities Putting Prevention to Work grant to expand opportunities for people to bicycle and walk as an obesity prevention effort. The Luskin Center for Innovation at the University of California, Los Angeles, funded Chapter 11, "Streetscape Ecosystem," to address environmental sustainability issues related to streets.

A team including many of the top street designers in the U.S. produced this manual. The team comprised experts from traffic engineering, transportation planning, land use planning, architecture, landscape architecture, public health, sociology, and other backgrounds. The



team also included experts serving in leadership roles for the following national and local organizations:

- AARP Public Policy Institute
- American Society of Landscape Architects
- Association of Pedestrian and Bicycle Professionals
- California Department of Health Services
- California Strategic Growth Council
- City of Long Beach
- City of Los Angeles Planning Department
- Council for Watershed Health
- Congress for the New Urbanism
- Federal Highway Administration
- Green Los Angeles Coalition
- Institute of Transportation Engineers
- Los Angeles Chapter of the American Institute of Architects
- Los Angeles County Department of Public Health
- National Complete Streets Coalition
- Project for Public Spaces
- Safe Routes to School National Partnership
- Smart Growth America
- UCLA Luskin Center for Innovation
- US Access Board
- Walkable and Livable Communities Institute

*Manual authors at charrette (Credit: Dan Burden)*

The multidisciplinary nature of this team created concepts for streets that reflect viewpoints from various perspectives and lenses.



## **FY 2013/14 TDSP Major Update**

### **RECOMMENDED ACTION: Review and adoption of the Draft TDSP.**

A TDSP subcommittee was held on August 20<sup>th</sup>, comprised of Priscilla Hardaway, Peter Gajdjis, Michael Griffin, David Lane, Tom Nolan, Deb Reardon and MPO staff. The subcommittee met to specifically work on the following items:

1. Assess the Transportation Needs and Demand.
2. Available Services (Will Call and Same Day Services, Group Trips and Subscription Trips).
3. Eligibility for Services Funded by the TD Trust Fund.
4. Prioritization for Services Funded by the TD Trust Fund.
5. Service Standards and Service Standards Evaluation.
6. Coordination Contract Evaluation Criteria.

A draft of the TDSP is attached for the Committee to review and comment on. Staff has also submitted the draft to the Commission for the Transportation Disadvantaged (CTD). The draft TDSP will be going to the LCB on September 6<sup>th</sup> and to the MPO Board on September 20<sup>th</sup>. The TDSP is required to be completed within 120 days of the Good Wheels' MOU which was executed on July 1<sup>st</sup> of this year.

### Background on the TDSP:

The Transportation Disadvantaged Service Plan is an annually updated tactical plan jointly developed by the Planning Agency and the Coordinator which contains development, service and quality assurance components. The Local Coordinating Board reviews and approves the Service Plan and it is submitted to the Commission for the Transportation Disadvantaged for final action.

The plan must be developed through a process that includes representatives of public, private, and nonprofit transportation and human services providers and participation by the public. Florida's Transportation Disadvantaged Service Plan is developed through the input of Local Coordinating Boards whose membership includes citizens, public transportation, and human service providers. In addition to being a statutory requirement of Chapter 427, the Transportation Disadvantaged Service Plan may also be used to satisfy this federal requirement.

Through the guidance and support of the Coordinating Board, both the development and service components should complement each other. The Local Coordinating Board plays an important role in the support, advisement, monitoring, and evaluation of the Coordinator based on the approved Transportation Disadvantaged Service Plan. Through the Local Coordinating Board's involvement in the review and approval of the plan, the Coordinating Board is able to guide and support the Coordinator in

implementing coordination efforts and locally developed service standards that are consistent with the needs and resources of the community.

A Transportation Disadvantaged Service Plan must be developed and maintained for each service area as recognized by the Commission. An initial Transportation Disadvantaged Service Plan is due within 120 calendar days after the execution of the initial Memorandum of Agreement. The Service Plan will cover a five-year period, with annual updates for years two through five, due prior to July 1 of each subsequent year. The development and submission of the Service Plan and annual updates are the responsibility of the Coordinator, the Planning Agency, and the Local Coordinating Board. In order to prevent any loss of funding, it is important that the plan and updates are submitted by the deadlines.

# DRAFT LEE COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN FY 2013/14



**Prepared by:**

**Lee County Metropolitan Planning Organization**

**Good Wheels, Inc., Lee County Community Transportation Coordinator**

**Lee County Local Coordinating Board**



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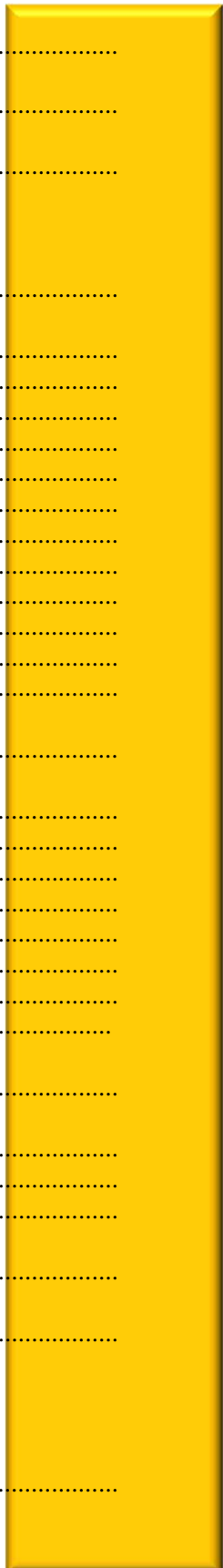
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Florida Commission for the



**Transportation  
Disadvantaged**

## 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 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 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 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 CTC 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.

**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.

**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).

**(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.

**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.

**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.

**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 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.

**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

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.

**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 or density.

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

**(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.

**Certification Place Holder Page 1**



## TDSP ROLL CALL VOTE

REPRESENTATION	MEMBER	VOTED FOR	VOTED AGAINST	ABSENT FROM VOTING
1. Chairperson	Commissioner Hall			
2. FDOT	Deb Stephens			
3. DCF	BeLinda Amankwaa			
4. Lee School District	Roger Lloyd			
5. FDOE	Mary Watford			
6. Veterans	Jerry Conway			
7. Community Action	Kim Hustad			
8. Elderly	Linda Carter			
9. Representing the Disabled	Brian Powers			
10. Citizen Advocate	Michael Pierce			
11. Citizen Advocate Using System	David Lane			
12. Children at Risk	Selena Hinsdale			
13. Public Transit	Peter Gajdjis			
14. DEA	Angela Wood			
15. Private for profit transportation	Michael Griffin			
16. AHCA	Joe Martinez			
17. Reg. Workforce Dev. Board	Jim Wall			
18. Local medical community	Sue Maxwell			

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 September 6, 2013.

**Approved by the Lee County Local Coordinating Board for the Transportation Disadvantaged**

\_\_\_\_\_

Date

\_\_\_\_\_

**Tammy Hall, Lee County Local Coordinating Board Chairperson**

**Approved by the Commission for the Transportation Disadvantaged**

\_\_\_\_\_

Date

\_\_\_\_\_

**Steven Holmes, Executive Director**

## 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.

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 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).

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

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.

### **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.
- ✦ Evaluated 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.



**Ms. Linda Carter, long time member, and currently representing the elderly.**



## 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 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.
- ✦ 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-year contract for the period of July 1, 2008 through June 30, 2013.

During the 2012-13 FY, the Lee MPO conducted a competitive procurement process for a community transportation coordinator. Through that process, on May 21, 2013, the Commission for the Transportation Disadvantaged designated Good Wheels, Inc. to be the CTC for Lee County for a five-year contract for the period of July 1, 2013 through June 30, 2018. A copy of the letter dated July 9, 2013 in which the Commission designated Good Wheels, Inc. as the CTC for Lee County is attached in ***Exhibit A***.

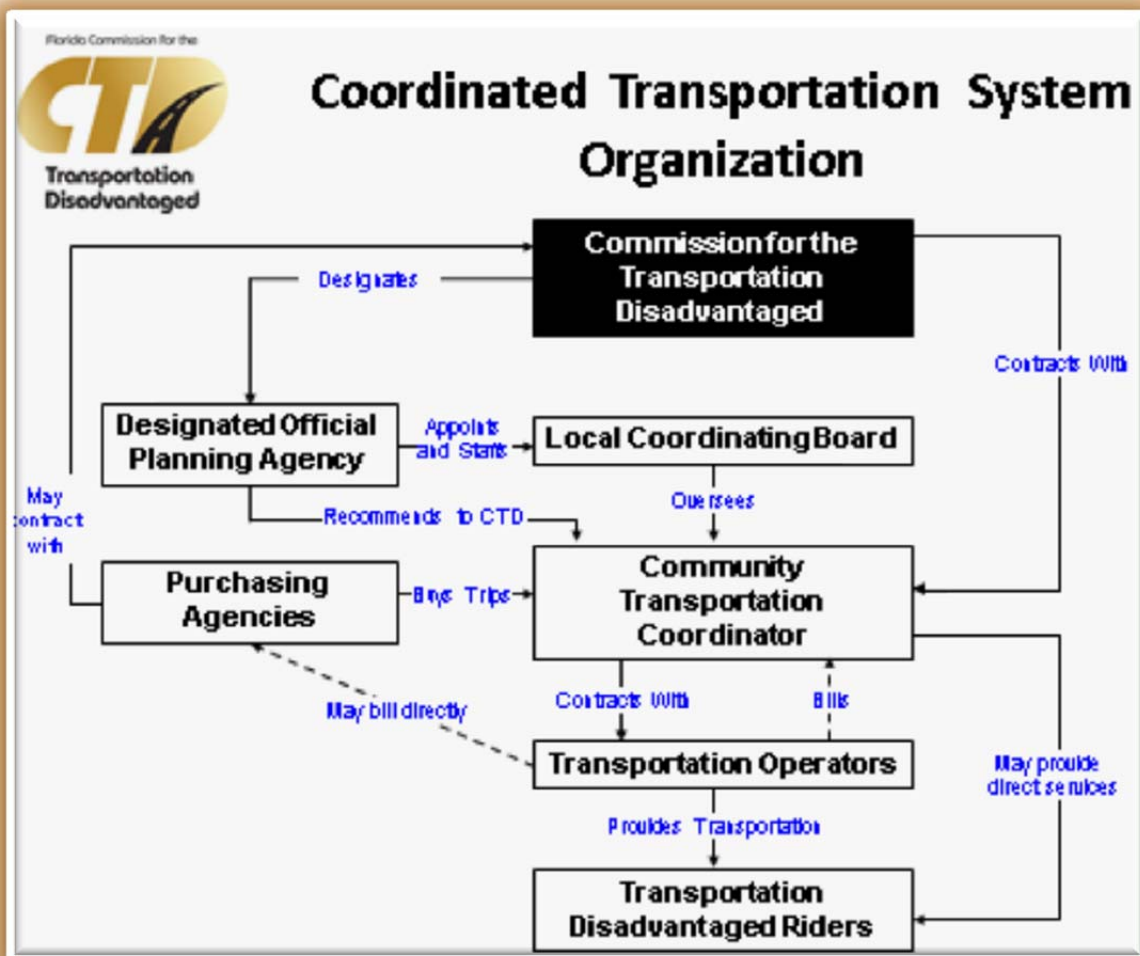
## **Existing Conditions**

The June 2013 Lee County unemployment rate is 7.2%, down from 9.1% in June of 2012. This compares with the State of Florida unemployment rate of 7.1% and the National unemployment rate of 7.4% for June 2012.

The Lee County area has also experienced positive indicators in the housing market, there were 257 single family building permits issued in June of 2013 which is an increase of 22% over June of 2012. For the first six months of 2013, there has been a 36% increase in building permit activity over the first six months of 2012. The sales of existing homes are down about 4% from June 2012 to June 2013 but the median house price has increased 32% over the same time period.

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



#### **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 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 2008 and the entire document can be found on the MPO’s website at [www.leemppo.com](http://www.leemppo.com) under documents.

List of the priorities from 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;
- ✚ 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

## 1. 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 hearings are held 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. All these meetings are open to the public too.

## B. SERVICE AREA PROFILE/DEMOGRAPHICS

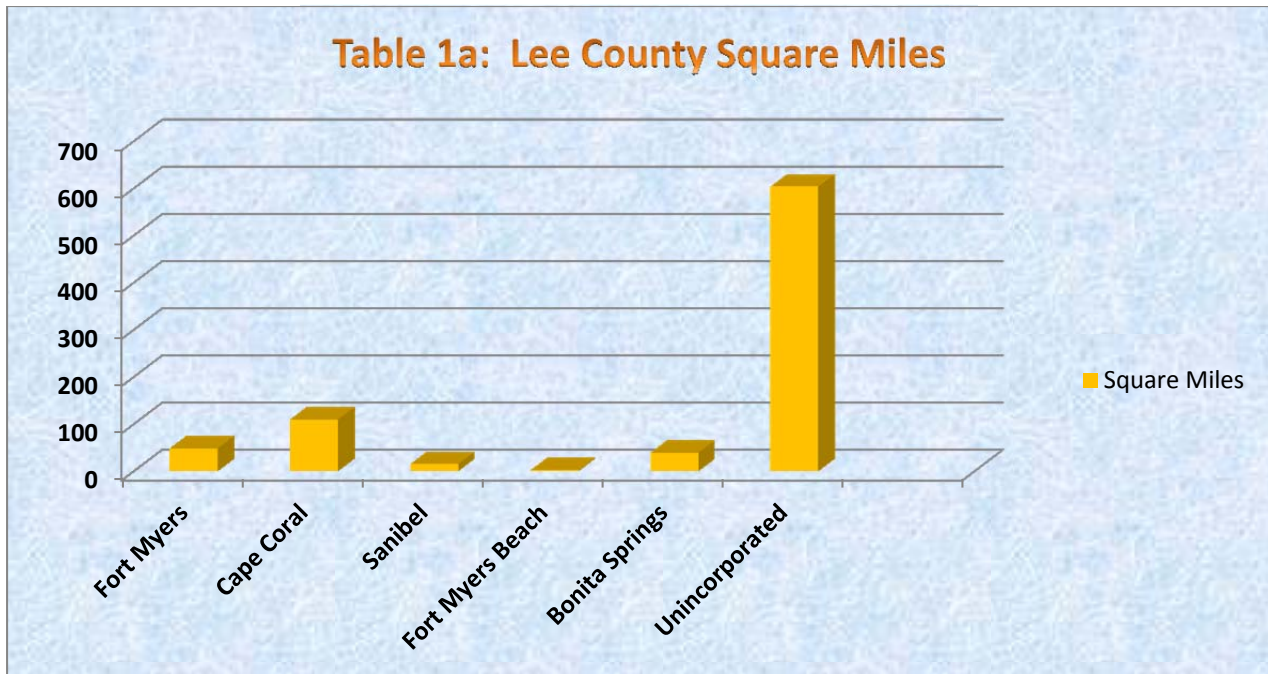
### 1. Service Area Description

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, 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**  
**Square Miles For Each Incorporated Municipality and the County**

Land Area	Square Miles
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.



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



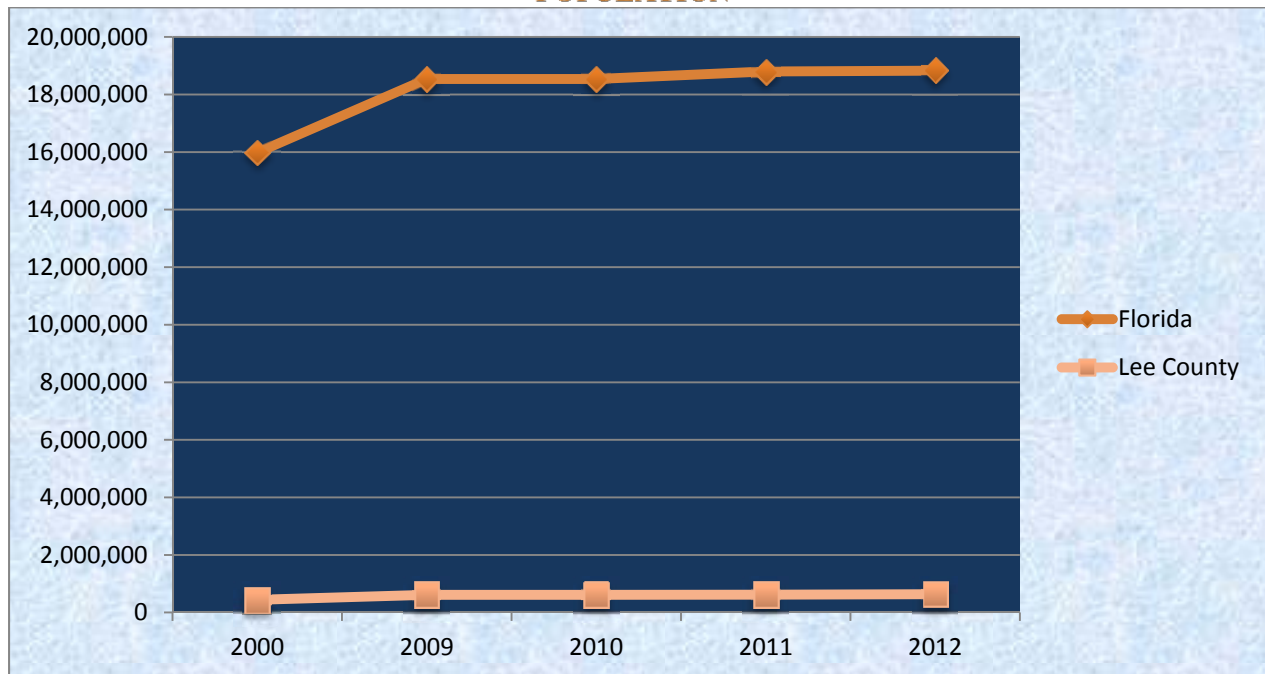
**Population/Composition**

**TABLE 2  
POPULATION**

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

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

**TABLE 2a  
POPULATION**



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
<b>Low</b>	585,600	620,400	649,800	667,800	673,800	668,500
<b>Medium</b>	622,900	701,000	789,600	875,700	957,100	1,034,400
<b>High</b>	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.

**TABLE 4**  
**LEE COUNTY MAJOR EMPLOYERS 2012**

Rank	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

Source: Lee County Economic Development Office, February 2013

**Table 5**  
**LEE COUNTY MAJOR MANUFACTURERS 2012**

Rank	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	115
9	West Coast Florida Enterprises	Roofingcontractor & steel truss manufacturing	100
10	Saminco, Inc.	Electric traction drives for vehicles	90
11	Fusion Industries	Cabinetry, casework, solid surface & stone	85

		countertops	
12	Cornerstone Kitchens, Inc.	Kitchen cabinet re-facing, 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

Source: Lee County Economic Development Office, February 2013

**TABLE 6**  
**TD PASSENGER 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

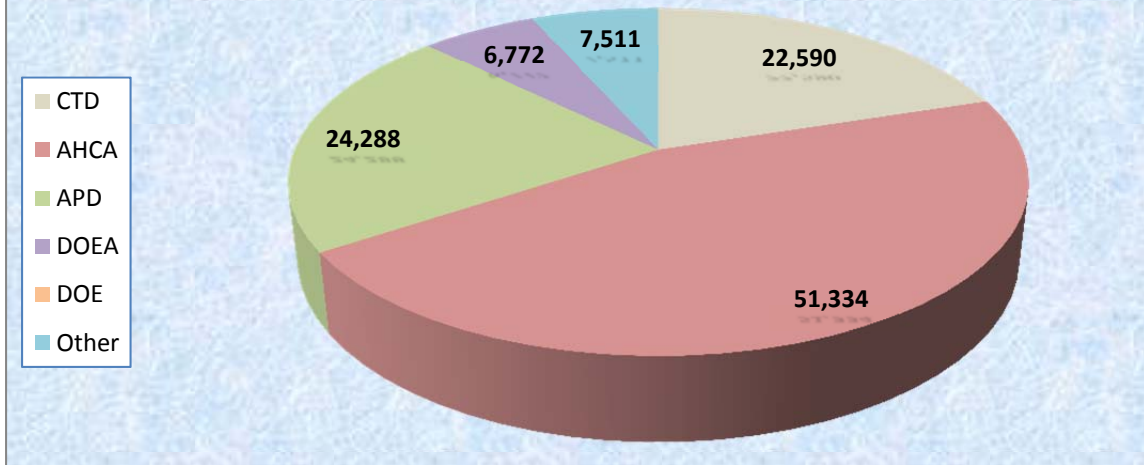
Source: CTD Lee ARP 2012

**TABLE 7**  
**PASSENGER TRIPS PROVIDED 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 Lee ARP 2012

**Table 7a**  
**FY 2011/12 Passenger Trips**  
**By Funding Source**



Source: CTD Lee ARP 2012

**Major Trip Generators/Attractors**

As the TDSP is annually updated, it 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.

Tables 8, 9, 10 and 11 and the following map show the major trip generators and attractors in Lee County.

**TABLE 8**  
**SHOPPING/ENTERTAINMENT**

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	Sunsplash Water Park (Cape Coral)	Harborside Convention Center
Greyhound Track	Lynn Hall Park	Edison Home	Southwest Florida International Airport
Bonita Beach Park	Ding Darling Refuge	jetBlue Park	

Source: Lee County MPO 2013

**TABLE 9  
RECREATION FACILITIES**

Facility Type	Facility Amount
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  
MEDICAL FACILITIES**

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	Park Royal Hospital		

Source: Lee County MPO 2013



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

**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/COLLEGES**

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  
CAB / TAXI / LIMO SERVICES**

Aaron Airport Limo & Taxi	1st Class Limo	24/7 Airport Transportation	A - 1 Cadillac Transportation
A Aardvark Svc	A Flat Rate Airport Taxi	A On Time Ride or 30% OFF	A Platinum Ride
AAA Airport Causeway Cab	AAA Palm Taxi Service	Above All Airport Rides, LLC	Airport Taxi Inc
Airport Express	Airport Taxi	Airpot Express 24/7	Ambassador Transportation
Amber Taxi	Angel Transportation Service	Beach Taxi	Bluebird Checker Yellow
Bluebird Taxi	C - 4 P's Inc	C & C Taxi of Lehigh	Cape Cab

Captiva Limo	Carribbean Taxi	Christopher Graham Taxi Service	Coconut Cab Taxi
Cuffley Cars	Danny Boys	Errol's Taxi Svc	Fort Myers Express Taxi
Hawks Transportation	John's Where U Wantta Go	Local Motion Taxi	Lou's Taxie & Airport
Manuel Jesus Taxi	Maxi Transportation	Metro Cab	Metro Cars
Naples Florida Airport Shuttle & Taxi	Naples Luxury Taxi	Only Way to Go	Orange Taxi
Paradise Taxi	Parrot Taxi Inc	Perfect Gentlemen Taxi & Shuttle	Pine Island Taxi and Limo
Porter's Taxi	Preferrred Platinum Limousine	Ron's Airport Transportation	Royal Taxi Service USA
Sanibel Limo	Skyline Taxicabs	Top Limo Inc	Union Cab Inc
Uschi's Gulfcoast Trnsptrn	Veterans Car Service	Yellow Cab	Yellow Group

### 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.

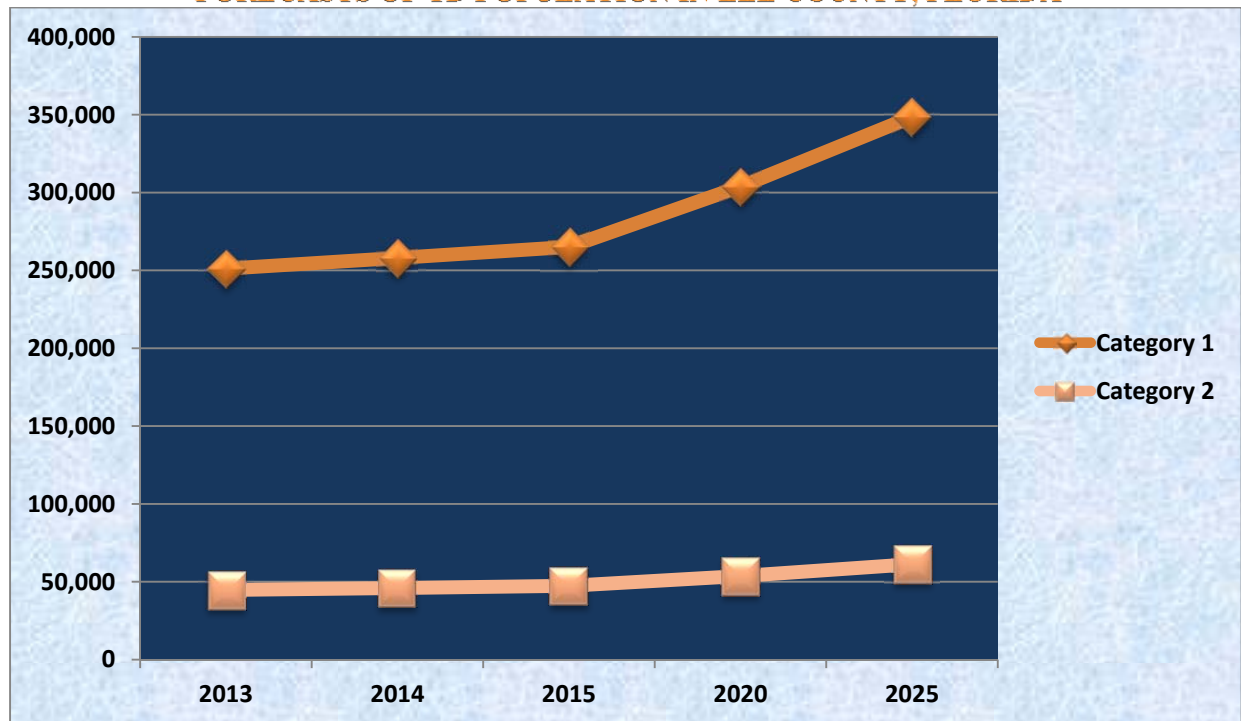


**TABLE 13  
FORECASTS OF TD POPULATION IN LEE COUNTY, FLORIDA**

TD Categories	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 13a  
FORECASTS OF TD POPULATION IN LEE COUNTY, FLORIDA**



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
<b>Total Potential Transportation Disadvantaged Population</b>	<b>237,461</b>

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
<b>Total Transportation Disadvantaged Population</b>	<b>42,309</b>

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

### IMMEDIATE CAPITAL ASSISTANCE NEEDED TO MEET CURRENT REQUESTED TRIPS

Vehicle	Price Per Vehicle	Total
Four full size vehicles	\$82,500	\$330,000
Two van size vehicles	\$40,000	\$80,000
<b>Grand Total</b>		<b>\$410,000</b>

According to the Lee County 2012 Annual Performance Data, Good Wheel's had 5,420 unmet trips last year. In 2012, Good Wheels made 22,590 trips for 2,029 Unduplicated Passenger Head Count (UPHC), resulting in an average of 11 trips a year per UPHC. Multiplying the average unmet trips (59,620) to the cost per trip (\$32.17) Good Wheels needs approximately \$1,917,975 in operations assistance to provide the unmet trips.

### CAPITAL ASSISTANCE NEEDED TO PROVIDE UNMET TRIPS

Vehicle	Price Per Vehicle	Total
Ten full size vehicles	\$82,500	\$825,000
Ten van size vehicles	\$40,000	\$080,000
<b>Grand Total</b>		<b>\$1,225,000</b>

Planning staff and Good Wheels has identified the need of \$3,552,975 in both operations and capital for this fiscal year. This assistance would provide the resources to meet current and unmet trip requests.

Furthermore, Good Wheels has identified these funding needs:

- ✦ Match for operating assistance
- ✦ 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
<b>Purchase 4 replacement vehicles for high level service to the elderly and persons with disabilities.</b>	Glades, Hendry, Lee Counties	\$427,077	U.S.C. Section 5310



### **3. Challenges to Coordination**

Each CTC territory has differing components. Lee County's mix of LeeTran providing county sponsored/funded fixed route and ADA specialized para-transit services along with the not-for-profit, private Good Wheels corporation providing coordinated para-transit services, has proven to be an effective formula for a number of years now.

An ongoing coordination challenge is significant across-the-board funding restrictions brought about by the continuing economic morass. This results in program cutbacks, eliminations, restrictions, as well as the inability to plan for any future needs. A pending coordination challenge will be the "Medicaid Managed Care' program. During 2014 direct responsibilities for Medicaid "NET" will shift from CTCs to HMOs.

### **D. GOALS, OBJECTIVES AND STRATEGIES**

#### **Goal 1: Coordination of Service**

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

1.1 The CTC will provide the local TD planning staff with a report that shows the number of sponsored and non-sponsored passenger trips coordinated by the CTC and delivered with each funding source by month. 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 for additional funded 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 tabulate the surveys and provide the report to the LCB at their next meeting.

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 Monthly, the CTC will provide 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. These will be submitted to the LCB for their next meeting.

## **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 rate model, price quotes, cost formulas, etc. 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.

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 crashes, the CTC shall contact the subcontractors annually 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.

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.

STRATEGY	IMPLEMENTATION DATE
<b>1.1 Provide the number of trips coordinated by the CTC by funding source to the LCB.</b>	Ongoing
<b>1.2 Continue to utilize wheelchair accessible, air-conditioned, comfortable vehicles in order to better serve all riders.</b>	Ongoing
<b>1.3 Continue the TD Bus Pass Program to move TD passengers to the County fixed-route transportation system.</b>	Ongoing
<b>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.</b>	Ongoing
<b>1.5 Monitor subcontracted operators on a continuous basis and evaluate annually according to the CTC’s evaluation process contained in the TDSP.</b>	Annually
<b>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.</b>	Ongoing
<b>2.1 If the LCB and CTC determine a need for additional funded capacity in the system, the CTC shall initiate a competitive procurement process and subcontract with qualified operators to provide needed service.</b>	As Needed
<b>2.2 The CTC shall provide on-time service as defined in the TDSP standards.</b>	Ongoing
<b>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.</b>	Ongoing
<b>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.</b>	Ongoing
<b>3.2 The CTC will handle complaints and grievances in a timely fashion as detailed in the CTC Complaint and Grievance Procedures.</b>	Ongoing
<b>3.3 The CTC will, at LCB meetings, 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.</b>	Ongoing
<b>4.1 Carry out a public information program to assist current and prospective riders in the proper use of the transportation system.</b>	Ongoing
<b>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.</b>	Ongoing
<b>4.4 Investigate and implement new training programs and topics, as appropriate, such as passenger travel training.</b>	Ongoing
<b>5.1 Increase revenue by identifying and taking advantage of existing and new private and public funding sources.</b>	Ongoing
<b>5.2 To reduce and/or control expenses, continue to monitor and analyze the cost of administration and operations.</b>	Ongoing
<b>5.3 Plan for the acquisition of air conditioned, comfortable and accessible vehicles to replace an aging fleet or to expand services.</b>	Annually
<b>5.4 Continue to monitor the price of fuel per gallon and make business adjustments</b>	As Needed

as needed.	
<b>6.1 Update the SSPP.</b>	Annually
<b>6.2 Continue to make safety and loss prevention the responsibility of all personnel.</b>	Ongoing
<b>6.3 Continue to conduct safety checks on all equipment.</b>	Ongoing
<b>6.4 Continue to provide a hazard-free environment and a safe drug and alcohol free workplace.</b>	Ongoing
<b>6.5 Require physical examinations for all personnel as set forth in the SSPP.</b>	Ongoing
<b>6.6 Continue drug and alcohol testing as set forth in the Substance Abuse Policy.</b>	Ongoing
<b>6.7 To improve its awareness of accidents, the CTC shall contact the subcontractors quarterly to obtain reports including any police reports as appropriate.</b>	Quarterly
<b>6.8 The subcontractors should have Good Wheels named insured in their insurance policies.</b>	As Needed
<b>6.9 Monitor subcontracted transportation operators to ensure that vehicles are maintained in accordance with FDOT recommended preventative maintenance and safety programs.</b>	Annually
<b>6.10 Ensure that subcontracted transportation operators carry out appropriate training programs for all driving personnel including sensitivity training, basic First Aid and CPR.</b>	As Needed

Source: Good Wheels, Inc. (2013)

### **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.

**GOOD WHEELS FY 2013/14 TO 2017/18 CIP**

Implementation Date	Estimated Cost	Description of Purchase	Anticipated Funding Source	New or Replacement	Date Priority Established
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
2017-18	\$521,135	5 Wide Body	FTA 5310 funds	Replacement	June 2017

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
<b>Good Wheels</b>	✓	✓	✓	✓	✓	✓		✓
<b>LeeTran</b>	✓	✓		✓	✓	✓		

##### 1) Group Trips

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

##### 2) Subscription Service (Standing Order)

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 for the next day of service no later than noon the day before (72 hour advance notification is required for Medicaid Program sponsored trips). 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 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.

**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 200% of the health and human services 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 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 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 3,800 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.

**COORDINATION CONTRACT AGENCIES**

<b>Name of Agency</b>	<b>Address</b>	<b>City, State, Zip</b>	<b>Telephone Number</b>	<b>Contact</b>
<b>United Cerebral Palsy of SW Florida (Clewiston)</b>	9040 Sunset Drive	Miami, Fl 33173	305-273-3055	James Weeks
<b>Lighthouse of SW Florida</b>	35 West Marianna Ave	North Fort Myers, Fl 33903	239 997-7797	Douglas Fowler, Ex Dir

At the time of the development of the 2013/14 Lee County 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. When appropriate, the CTC will arrange for a person to travel on LeeTran’s Fixed Route system rather than on the door-to-door system. The passenger is issued a monthly bus pass, saving money for the Transportation Disadvantaged Non-sponsored Trip Grant.

<b>LeeTran- Lee County Transit Mr. Steve Myers, Director LeeTran 6035 Landing View Rd Fort Myers, FL 33907</b>	<b>LeeTran- ADA Paratransit/ “Passport” Mr. Peter Gajdjis LeeTran Passport 5711-1 Independence Circle Fort Myers, FL 333912</b>
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**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**

Inter-county 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 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 public information brochures and "Passenger's Guide Transportation Disadvantaged and Medicaid". In addition to the brochure, Good Wheels visits various government, community and social service agency meetings.

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 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 is for Good Wheels to maintain its program to train its employees. The types of training conducted are for new employees, continuing driver education for current staff, and on-going operations training for current staff.

Good Wheels has brochures describing the coordinated transportation system briefly discussing

eligibility criteria and the scope of the services provided are distributed to social service agencies within the service area.



## 11. Acceptable Alternatives

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



## 12. Service Standards

Lee County CTC – Policies and Standards, Evaluation and Monitoring	
<b>Rule</b>	<b>41-2.006(4)(a), FAC:</b> Drug and alcohol testing for safety sensitive job positions within the coordinated system regarding pre-employment, randomization, post-accident and reasonable suspicion, return to duty and follow-up as required by Federal Highway Administration (FTA).
<b>Compliance</b>	All safety sensitive job positions comply with the pre-employment, randomization, post-accident and reasonable suspicion testing requirements of the Federal Transit Administration.
<b>Monitoring</b>	Annual reviews conducted by FDOT, FHWA or FTA will determine compliance with this standard.
<b>Rule</b>	<b>41-2.006(4)(b), FAC:</b> An escort of a passenger and dependent children are to be transported as locally negotiated and identified in the local Service Plan.
<b>Compliance</b>	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.
<b>Monitoring</b>	Evaluated at the CTC Annual Review.
<b>Rule</b>	<b>41-2.006(4)(c), FAC:</b> Use of child restraint devices in Florida is a State law.
<b>Compliance</b>	All passengers under the age of 5 and/or less than 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.
<b>Monitoring</b>	Annual reviews conducted by FDOT, FHWA or FTA will determine compliance with this standard.
<b>Rule</b>	<b>41-2.006(4)(d), FAC:</b> Passenger property that can be carried by the passenger and/or driver in one trip and can safely bestowed on the vehicle, shall be allowed to be transported with the passenger at no additional charge. Additional requirements may be negotiated for carrying and loading rider property beyond this amount.
<b>Compliance</b>	Evaluated at the CTC Annual Review.
<b>Monitoring</b>	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 does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistive devices or intravenous devices.
<b>Rule</b>	<b>41-2.006(4)(e), FAC:</b> Vehicle transfer points shall provide shelter, security and safety of passengers.
<b>Compliance</b>	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.
<b>Monitoring</b>	Evaluated at the CTC Annual Review.

<b>Rule</b>	<b><u>41-2.006(4)(f), FAC</u></b> 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. This shall include advising the unsatisfied person about the Commission's Ombudsman Program as a step within the process as approved by the Local Coordinating Board.
<b>Compliance</b>	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: (800) 741-1570.
<b>Monitoring</b>	Evaluated at the CTC Annual Review.
<b>Rule</b>	<b><u>41-2.006(4)(g), FAC:</u></b> 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.
<b>Compliance</b>	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: (800) 741-1570.
<b>Monitoring</b>	Evaluated at the CTC Annual Review.
<b>Rule</b>	<b><u>41-2.006(4)(h), FAC:</u></b> 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.
<b>Compliance</b>	All vehicles shall be cleaned and maintained (interior and exterior) on a regular schedule.
<b>Monitoring</b>	Evaluated at the CTC Annual Review.
<b>Rule</b>	<b><u>41-2.006(4)(i), FAC:</u></b> Billing requirements of the CTC 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 CTC. If the contractor 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.
<b>Compliance</b>	The CTC shall pay all bills to the subcontracted transportation operator within seven days after receipt of payment. Operator payments will be addressed as a standard LCB agenda item.
<b>Monitoring</b>	The LCB will evaluate this at its quarterly meetings.
<b>Rule</b>	<b><u>41-2.006(4)(j), FAC:</u></b> Passenger/trip database must be maintained or accessible by the CTC on each rider being transported within the system.
<b>Compliance</b>	For each passenger transported within the system, the CTC will collect the name, phone number, address, funding source eligibility and special requirements on each passenger in a database. See 2.10 (2.15) for HIPPA Compliance.
<b>Monitoring</b>	Evaluated at the CTC Annual Review
<b>Rule</b>	<b><u>41-2.006(4)(k), FAC:</u></b> Adequate seating for para-transit 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.
<b>Compliance</b>	Vehicle seating will not exceed the manufacturer's recommended capacity.
<b>Monitoring</b>	Evaluated at the CTC Annual Review.
<b>Rule</b>	<b><u>41-2.006(4)(l), FAC:</u></b> Drivers for para-transit 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.
<b>Compliance</b>	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.
<b>Monitoring</b>	Evaluated at the CTC Annual Review.
<b>Rule</b>	<b>Rule 41-2.006(4)(m), FAC:</b> The para-transit 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 para-transit 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.
<b>Compliance</b>	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.
<b>Monitoring</b>	Evaluated at the CTC Annual Review.
<b>Rule</b>	<b>Rule 41-2.006(4)(n), FAC:</b> Smoking is prohibited in any vehicle. Requirements for drinking and eating on board the vehicle will be addressed in the local Service Plan.
<b>Compliance</b>	Smoking, eating and drinking is prohibited on any vehicles in the coordinated system.
<b>Monitoring</b>	Evaluated at the CTC Annual Review.
<b>Rule</b>	<b>Rule 41-2.006(4)(o), FAC:</b> 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.
<b>Compliance</b>	<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>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 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 in the appropriate format and shall be available in alternative formats upon request.</p>
<b>Monitoring</b>	Evaluated at the CTC Annual Review.
<b>Rule</b>	<b>Rule 41-2.006(4)(p), FAC:</b> 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.
<b>Compliance</b>	All vehicles are equipped with two-way radios or cell phones.
<b>Monitoring</b>	Evaluated at the CTC Annual Review.
<b>Rule</b>	<b>Rule 41-2.006(4)(g), FAC:</b> 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.
<b>Compliance</b>	All vehicles 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 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.
<b>Monitoring</b>	Evaluated at the CTC Annual Review.
<b>Rule</b>	<b>41-2.006(4)(r), FAC:</b> First Aid policy shall be determined locally and provided in the local Service Plan.
<b>Compliance</b>	All drivers will be trained in First Aid every three years by the National Safety Council. All vehicles are equipped with a First Aid kit.
<b>Monitoring</b>	Evaluated at the CTC Annual Review.
<b>Rule</b>	<b>41-2.006(4)(s), FAC:</b> Cardiopulmonary Resuscitation [CPR] policy shall be determined locally and provided in the local Service Plan.
<b>Compliance</b>	All drivers will be trained in Cardiopulmonary Resuscitation [CPR] every two years.
<b>Monitoring</b>	Evaluated at the CTC Annual Review.
<b>Rule</b>	<b>41-2.006(4)(t), FAC:</b> Driver criminal background screening shall be determined locally, dependent upon purchasing agencies' requirements and provided in the local TDSP.
<b>Compliance</b>	All drivers in the coordinated system have a favorable FDLE background, using DCF policies and procedures.
<b>Monitoring</b>	Evaluated at the CTC Annual Review.
<b>Rule</b>	<b>41-2.006(4)(u), FAC:</b> In areas where fixed route transportation is available, the CTC should jointly establish with the LCB a percentage of total trips that will be placed on the fixed route system.
<b>Compliance</b>	The LCB has established a goal of 2.2% to be placed with the fixed-route transit system.
<b>Monitoring</b>	Evaluated at the CTC Annual Review.
<b>Rule</b>	<b>41-2.006(4)(v), FAC:</b> The CTC should establish and address the passenger pick-up window in the local TDSP. This policy should also be communicated to contracted operators, drivers, purchasing agencies and passengers.
<b>Compliance</b>	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 destination 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 with certain exceptions negotiated in advance. All return trips are scheduled in advance. 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 60 minutes from the time they are seated on the vehicle.
<b>Monitoring</b>	Evaluated from the annual CTC customer complaint surveys. Doesn't apply to ADA trips.

<b>Rule</b>	<b>41-2.006(4)(w), FAC:</b> The CTC 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.
<b>Compliance</b>	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.
<b>Monitoring</b>	Evaluated from the annual CTC customer complaint surveys. Doesn't apply to ADA trips.
<b>Rule</b>	<b>41-2.006(4)(x), FAC:</b> The CTC 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 passengers.
<b>Compliance</b>	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 CTC. Same day trip requests cannot be guaranteed, however, the CTC will attempt to assist the passenger.
<b>Monitoring</b>	As established.
<b>Rule</b>	<b>41-2.006(4)(y), FAC:</b> The CTC 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 CTC evaluation of its contracted operators and the LCB's evaluation of the CTC.
<b>Compliance</b>	The standards for crashes will be 1.2, or fewer, accidents per 100,000 miles for the evaluation period, based on the AOR definitions of crashes.
<b>Monitoring</b>	This information is part of the annual AOR.
<b>Rule</b>	<b>41-2.006(4)(z), FAC:</b> The CTC 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 CTC evaluation of its contracted operators and the LCB's evaluation of the CTC.
<b>Compliance</b>	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).
<b>Monitoring</b>	This information is part of the annual AOR.
<b>Rule</b>	<b>41-2.006(4)(aa), FAC:</b> This performance measure can be used to address the accessibility of the service. The CTC 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 CTC.
<b>Compliance</b>	The customer should not be put on hold for more than 3 minutes on average.
<b>Monitoring</b>	Evaluated at the CTC Annual Review.
<b>Rule</b>	<b>41-2.006(4)(bb), FAC:</b> 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 CTC.
<b>Compliance</b>	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.
<b>Monitoring</b>	The LCB will evaluate this at its quarterly meetings.

**Lee County CTC – Policies and Standards, Evaluation and Monitoring - Other**

<b>Policy</b>	<b>2.01 Service Effectiveness</b> 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
<b>Compliance</b>	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.
<b>Monitoring</b>	This information is part of the annual AOR.
<b>Policy</b>	<b>2.02 Contract Monitoring</b>
<b>Compliance</b>	The CTC will perform an annual evaluation of the contracted operators using the LCB evaluation process, using applicable portions of the evaluation materials, and provide a copy of the annual evaluation of the operators.
<b>Monitoring</b>	Evaluated at the CTC Annual Review.
<b>Policy</b>	<b>2.03 Ride time</b>
<b>Compliance</b>	The CTC will make every effort to abide by funding agencies stated ride times. Passengers can expect to return home within 60 minutes of their pick up. In situations where it becomes apparent that the ride time will exceed this (crashes or vehicular breakdowns), the CTC will make every effort to contact the families of the passengers by telephone.
<b>Monitoring</b>	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.
<b>Policy</b>	<b>2.04 Voice Mail Changes</b>
<b>Compliance</b>	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 describing the changes that will take place.
<b>Monitoring</b>	Voice mail changes need to be announced in advance and detailed.
<b>Policy</b>	<b>2.05 Standardization of Transportation Operator and Coordination Contracts.</b>
<b>Compliance</b>	The suggested contract format is used.
<b>Monitoring</b>	Evaluated at the CTC Annual Review.
<b>Policy</b>	<b>2.06 Eligibility Criteria</b>
<b>Compliance</b>	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 200% of the poverty levels. Persons to be transported contact the CTC for an application. The CTC will transport the general public who shall be charged the going rate for trips.
<b>Monitoring</b>	As established
<b>Policy</b>	<b>2.07 Prioritization of Trips</b>
<b>Compliance</b>	The CTC, LCB and planning staff have prioritized trips in the TDSP.
<b>Monitoring</b>	Evaluated at the CTC Annual Review.
<b>Policy</b>	<b>2.08 Insurance:</b> The CTD requires that the CTC carry \$100,000 per person/\$200,000 per incident in insurance, pursuant to Rule 41-2.006, FAC.
<b>Compliance</b>	The CTC carries \$1 million per County regulations. The CTC requires its subcontracted operators to carry \$100,000/\$200,000. The subcontractors must have the CTC named as an additional insured. Insurance requirements for subcontractors are covered in more

	<p>detail in the operators' contracts.</p> <p>The CTC carries \$1 million per County regulations. The CTC requires its subcontracted operators to carry \$100,000/\$200,000. The subcontractors must have the CTC named as an additional insured. Insurance requirements for subcontractors are covered in more detail in the operators' contracts.</p>
<b>Monitoring</b>	Evaluated at the CTC Annual Review.
<b>Policy</b>	<b>2.09 System Safety Program Plans (SSPP)</b>
<b>Compliance</b>	Updated annually.
<b>Monitoring</b>	Evaluated at the CTC Annual Review.
<b>Policy</b>	<b>2.10 Co-pays:</b> LCB's Policy on the \$2.00 fare co-payment on the non-sponsored trip grant; other copayment issues.
<b>Compliance</b>	The CTC charges a \$2.00 fare on each non-sponsored trip. The monies collected are used for the local match for the trip grant. All co-payments are \$2.00 except Medicaid, which has a \$1.00 copayment.
<b>Monitoring</b>	As established
<b>Policy</b>	<b>2.11 Inclement Weather</b>
<b>Compliance</b>	<p>The LCB has a policy regarding provision of transportation to persons during storms. Components of the policy include: 1. The CTC is closed when LeeTran 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 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. An agency program director 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. This is based on 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 appointed 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.</p>
<b>Monitoring</b>	Presence of letters on file; Copies of Agencies' contingency plans on file with the CTC; CTC is to monitor storm warnings and weather conditions.
<b>Policy</b>	<b>2.12 Distribution of Replacement Vehicles Acquired Through Grants.</b>
<b>Compliance</b>	<p>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.</p>
<b>Monitoring</b>	The CTC will update the TDSP annually with an inventory of all vehicles used in the coordinated transportation system as Exhibit D.

<b>Policy</b>	<b>2.13 Required Use of Seatbelts</b>
<b>Compliance</b>	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 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.
<b>Monitoring</b>	CTC will ensure that all appropriate vehicles are equipped with functioning seatbelts.
<b>Policy</b>	<b>2.14 Disruptive Passengers</b>
<b>Compliance</b>	<p>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 and for TD passengers, the CTC will deal with behavioral problems including, but not limited to: fighting, intoxication and abusive behaviors as follows:</p> <p>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 2. It is also understood that the Driver may call 911 if ever needed.</p> <p>Second incident, the CTC will meet with all concerned parties and decide if transportation on the para-transit system is appropriate.</p> <p>Third incident, the CTC will meet with all concerned parties and decide if transportation on the para-transit system is appropriate.</p>
<b>Monitoring</b>	The LCB will evaluate this at its quarterly meetings.
<b>Policy</b>	<b>2.15 Compliance with HIPPA</b>
<b>Compliance</b>	The CTC is compliant with HIPPA regulations.
<b>Monitoring</b>	As required
<b>Policy</b>	<b>2.16 Use of Scooter Mobility Devices</b>
<b>Compliance</b>	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.
<b>Monitoring</b>	As established
<b>Policy</b>	<b>2.17 Definition of Group Trip</b>
<b>Compliance</b>	A group trip shall be defined as 5 individuals or more.
<b>Monitoring</b>	As established

**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.

### TD TRUST FUND TRIP PRIORITIES

Priority Order	Trip Purposes – Categories and Definitions
1	<b>MEDICAL:</b> Critical- a. Kidney Dialysis b. Cancer Treatment c. Mental Health Care Other- d. General Medical Appointments e. Therapy f. Prescriptions g. Children at Risk
2	<b>NUTRITIONAL</b> – Food/grocery shopping/meal site/food stamps
3	<b>EMPLOYMENT</b> (In County Only)
4	<b>TRAINING/EDUCATION</b>
5	<b>LIFE-SUSTAINING/OTHER:</b> a. Non-food Shopping b. Banking/Social Security c. Visits to hospitals/nursing homes d. Recreational
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 September 6, 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.

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 CTC'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 CTC or transportation operators to meet local service standards established by the CTC and LCB.

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 D***.

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.

**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 be recorded.

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

The CTC shall make reasonable efforts to ensure that its customers know how to submit a complaint. 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. Multiple formats should be accessible.

**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:**

Quarterly, a summary of all complaints and their status of resolution should be provided by the CTC to the Planning Agency. The Planning Agency will then provide the most current summaries to the LCB for its next meeting:

### SAMPLE COMPLAINT FORM

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

- ✚ **Service** ( ride time, schedules, timeliness, attitude/conduct)
- ✚ **Policy** (fares, co-payments, operation hours, prioritization, “won’t go to...”)
- ✚ **Vehicle** (safety, equipment, cleanliness)

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 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. In addition to this, the Commission for the Transportation Disadvantaged’s Quality Assurance team conducts random sample surveys of passengers by telephone, during the biannual review of the CTC’s.

The CTC will tabulate the surveys and provide a report to the LCB 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 LCB  
CONTACTS FOR SERVICE COMPLAINTS**

ENTITY	CONTACT INFORMATION	PHONE
Community Transportation Coordinator	Thomas F. Nolan, CEO/CFO Good Wheels, Inc.	Customer Service: (239) 768-2900 Reservations: (239) 768-2900 General: (800) 741-1570
Lee County MPO -- Designated Official Planning Agency	Lee Metropolitan Planning Org. 815 Nicholas Pkwy, Cape Coral, FL 33915	(239) 244-2220
Local Coordinating Board Chairperson	Hon. Tammy Hall 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 or (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**

- 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, “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 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.
- ✚ 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, 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 lcb'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 CTC 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.
- 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 LCB. 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 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**

- 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 CTC 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 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 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 10 working days from the date the grievance was filed to contact the Chairperson of the LCB, by telephone 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 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 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. 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
    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 (14 days in advance).

- 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
    - 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.

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.

### **LEE COUNTY LCB GRIEVANCE RESOLUTION CONTACTS**

<b>ENTITY</b>	<b>CONTACT INFORMATION</b>	<b>PHONE</b>
Community Transportation Coordinator	Thomas F. Nolan, CEO/CFO Good Wheels, Inc.	Customer Service: (239) 768-2900 Reservations: (239) 768-2900 General: (800) 741-1570
Lee County MPO -- Designated Official Planning Agency	Lee Metropolitan Planning Org. 815 Nicholas Pkwy, Cape Coral, FL 33915	(239) 244-2220
Local Coordinating Board Chairperson	Hon. Tammy Hall 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 or (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 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:

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 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**

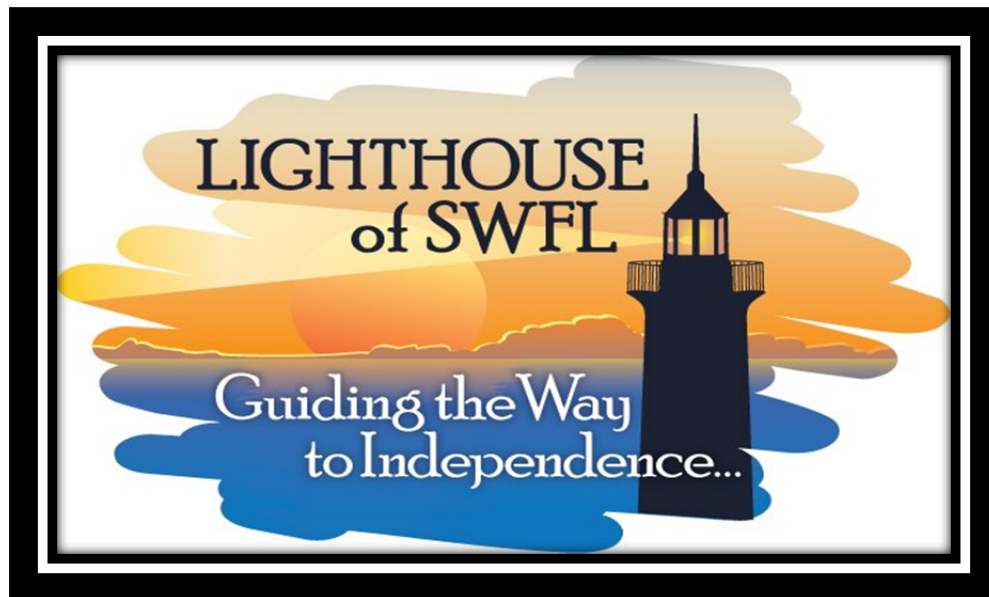
The Community Transportation Coordinator will perform an annual evaluation of contracted operators ensuring compliance with the System Safety Program Plan, locally approved standards, Commission for the Transportation Disadvantaged standards, annual operating data and insurance requirements.

#### **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 F*.





### **III. QUALITY ASSURANCE**

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

The purpose of this section is to identify the 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, the LCB makes use of a subcommittee to carry out the 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 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 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 year.

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.

There are significant constraints to when the evaluation must be completed. The TDSP must be annually updated and submitted by June 30<sup>th</sup> each year, and the Evaluation process is part of the TDSP update. The TDSP must be approved by the LCB and endorsed by the MPO advisory committees and MPO Board prior to submitting it to the CTD by June 30<sup>th</sup>. Therefore, 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 CTD'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 CTD, 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**

## **EXHIBIT B**

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

# **EXHIBIT C**

## **Vehicle Inventories**

# **EXHIBIT D**

## **Annual Safety Certification**

# **EXHIBIT E**

## **SERVICE COMPLAINT FORM**

# **EXHIBIT F**

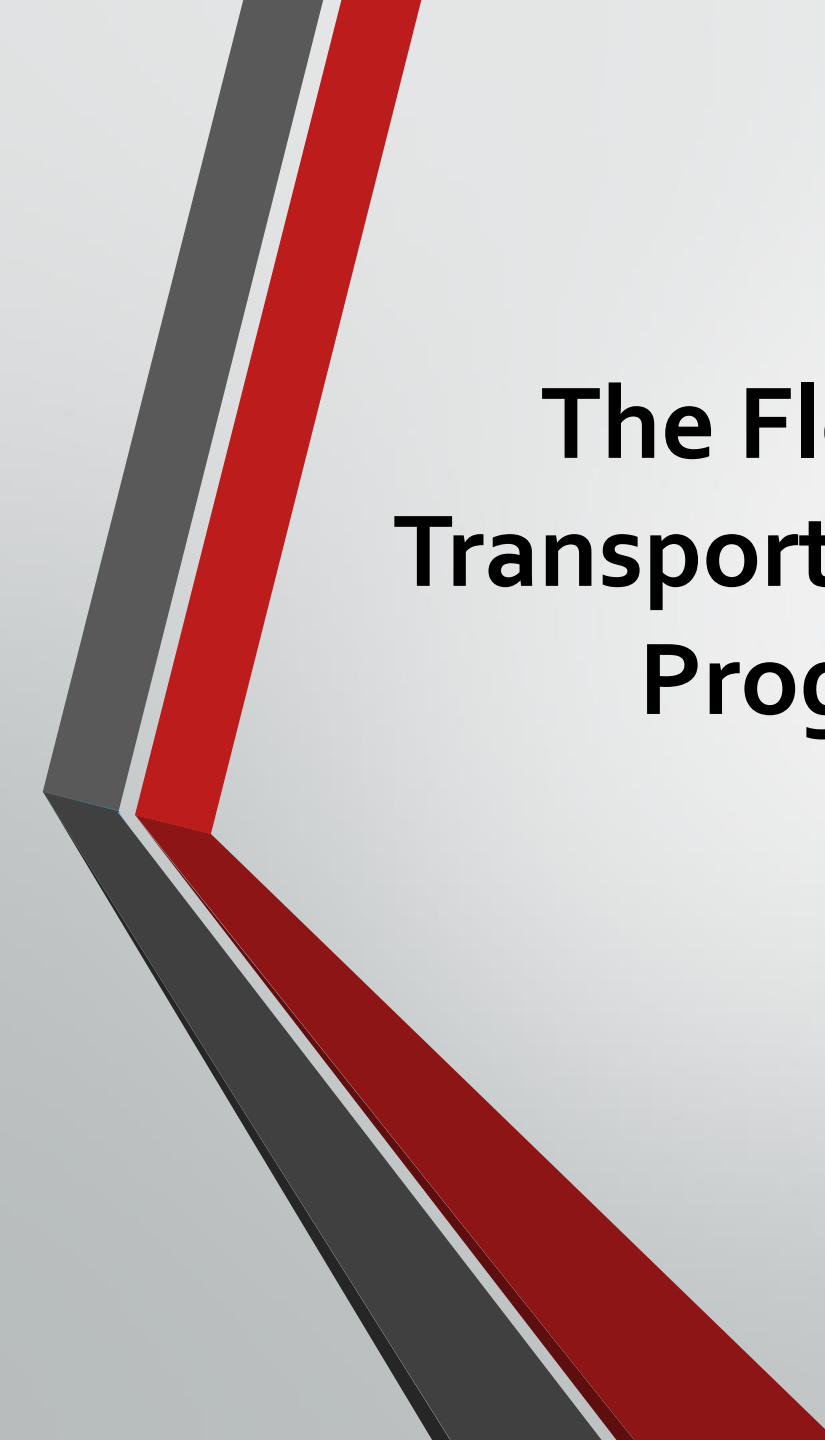
## **RATE STRUCTURE**



## **PRESENTATION ON THE TRANSPORTATION DISADVANTAGED PROGRAM**

### **Discussion Item:**

At the meeting, Ms. Julia Davis with Omnibus Innovations Group will make a brief presentation on the Florida Transportation Disadvantaged (TD) Program, which is unique to Florida. She will explain how it was established, how it works, and who is involved in providing transportation services to people who are transportation disadvantaged.



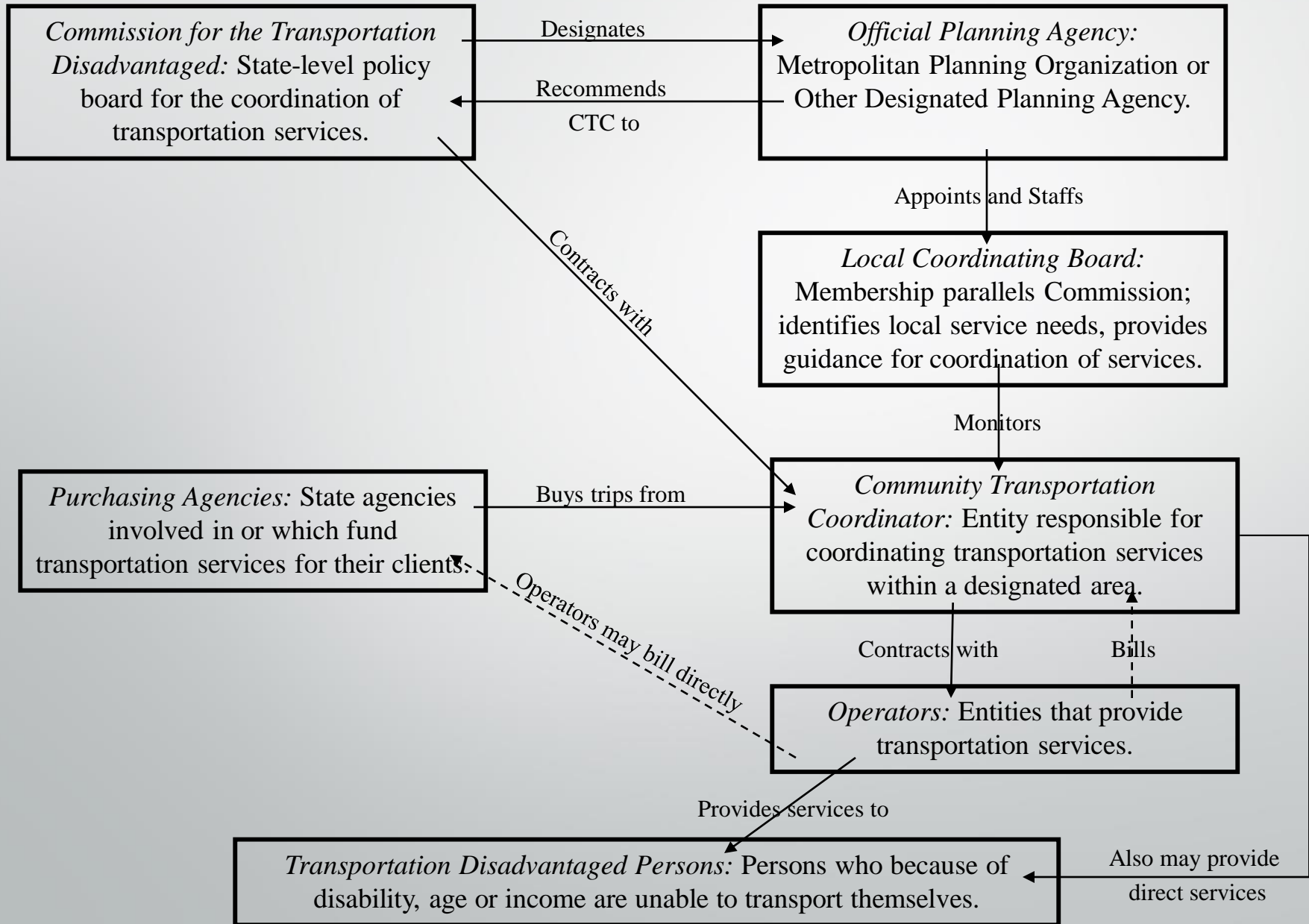
# **The Florida Coordinated Transportation Disadvantaged Program – “TD 101”**

For the Lee TAC and Lee CAC

September 5, 2013

By Julia B. Davis, President  
Omnibus Innovations Group, Inc.

# TD Program Concept Chart



# Florida Law

- Chapter 427, *Florida Statutes* establishes the transportation disadvantaged (TD) program
- Chapter 41-2, *Florida Administrative Code*, establishes specific rules/regulations, and sets requirements that govern the process.

# Definition of TD

- Those persons who, because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation.
- TD persons are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities and other life sustaining trips.
- Passengers in the Coordinated System may be ambulatory, non-ambulatory (use a wheelchair or a scooter or a walker), or need a stretcher.

# Commission for the Transportation Disadvantaged (CTD)

- A state commission (with state agency staff).
- Created by the Florida Legislature in 1989.
- Membership composition has changed over the years
- Mission is to accomplish the coordination of transportation services provided to TD.

# Authority of the CTD

- The CTD is an independent agency.
- The CTD is administratively housed in, (but not governed by) the Florida Department of Transportation (FDOT).
- The CTD administers the Transportation Disadvantaged Trust Fund, which is appropriated (via the Governor's Office), annually.

# Community Transportation Coordinator (CTC)

- Memorandum of Agreement (MOA) between CTC and CTD. (It is **not** a local contract!)
- The CTC is responsible for the actual arrangement or delivery of transportation services. Fixed route, deviated fixed route, Paratransit.
- The CTC may provide sole source, partial brokerage, or complete brokerage service.



# Designated Official Planning Agency (DOPA)

- In accordance with Rule 41-2.009, *Florida Administrative Code (F.A.C.)*
  - The Metropolitan Planning Organization (MPO) shall serve as the DOPA in areas covered by MPOs.
  - The Regional Planning Council, or another agency, serves as the DOPA in areas without an MPO.

# Purchasing Agencies

- According to Chapter 427.0135, Each purchasing agency shall 'Use the coordinated transportation system for provision of services to its clients, unless each department or purchasing agency meets the criteria outlined in rule or statute to use an alternative provider.'
- (all transportation funds to transport people who meet the definition of TD, are to be coordinated through the CTC.)

# Local Coordinating Board (LCB)

- The LCB is composed of 16 members:
  - one elected official,
  - citizens,
  - representatives of governmental agencies, representatives of purchasing agencies, and
  - non-profit or for-profit service providers.
- The LCB is subject to the “Florida Government in the Sunshine” laws.

# LCB's Yearly Activities

- These activities are facilitated/administered by the DOPA Staff:
  - Public Hearing/LCB Training
  - Annual Evaluation of CTC
  - Transportation Disadvantaged Service Plan, (TDSP).
    - Major is due every 5 years. Updated annually
  - CTC's Annual Operating Report (AOR) - September
  - Grievance Guidelines and LCB Bylaws –reviewed annually. Updated as needed
  - Review of grant applications, CTC quarterly reports, and any other action an LCB member recommends.

# What makes up the statewide TD Trust Fund? (\*the only dedicated one nationally)

- 15% FDOT Public Transit Block Grant -
- \$1.50 license tag fees -
- Voluntary Dollar license tag -
- Temporary Disabled Parking Permits -
- Direct Transfer from the State Transportation Trust Fund

# Funding – TD Trust Fund

- Transportation Disadvantaged Trust Fund – each County is allocated:
  - TD Planning Grant
  - Trip and Equipment Grant
  - Voluntary Dollar

# Funding - Other

- Federal Transit Administration (FTA) grants administered by FDOT
  - FTA Section 5310 – Elderly and Persons with Disabilities (federal, state and local funds)
  - FTA Section 5311 - Non-Urbanized Area/Rural
- Agency for Health Care Administration (“Medicaid.”)
- Agency for Persons with Disabilities (APD)
- Department of Elder Affairs, (DEOA)
- Local Funds

# Reporting

- Annual Performance Report

A comprehensive report that highlights the accomplishments of the TD system statewide and provides data that is used in the CTC evaluation. It includes a compilation of each county's Annual Operating Report (AOR)



# Statewide TD Information -- FY 12

- Potential TD Population is 7,682,786  
40% of State Population
- 667,588 passengers were served in 2012  
8.9% of State Population
- Total expenses were \$367,635,376
- 47,741,494 trips were provided:
  - 35.8 % medical
  - 9.1 % employment
  - 20.0 % education/training/day care
  - 20.9 % nutritional
  - 14.0% life sustaining/other

# Results of Coordination

- Coordination involves strategies that result in more trips for more riders.
- Coordination produces service that is cost effective and efficient
- Coordination reduces fragmentation and duplication of service.
- Coordination increases vehicle utilization and ridership, which helps agencies meet a greater number of needs by pooling resources.

# For More Information:

Julia B. Davis, AICP

## **Omnibus Innovations Group, Inc.**

*"Planning, training, and management services to transit agencies, community transportation coordinators, and their planning partners"*

*A Florida DBE/WBE*

[www.omnibusinnovationsgroup.com](http://www.omnibusinnovationsgroup.com)

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## **DISCUSS POSSIBLE AGENDA ITEMS FOR THE UPCOMING JOINT LEE COLLIER MEETINGS**

### **Discussion Item:**

This item is for the Committee to discuss possible agenda items for the October Joint Lee-Collier Committee meetings. Listed below are the items that were included or discussed at the Collier TAC meeting on August 26<sup>th</sup> for the Committee's consideration:

- Presentation on the Joint Lee/Collier TAC and CAC subcommittee on SIS Plan and the evaluation criteria
- LRTP status reports for both MPO's
- Update on the LinC Service Development Grant that is due to expire in 2014
- Update on the SR 82 Design projects
- Regional Pathway Project Priorities
- Discussion on the CR 951 Corridor