

FY 2019/20 LEE COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN



Prepared by:

Lee County Metropolitan Planning Organization

Lee County Transit, Lee County Community Transportation Coordinator

Lee County Local Coordinating Board



TRANSPORTATION DISADVANTAGED SERVICE PLAN CONTENTS

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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 citizen's 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 of 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.

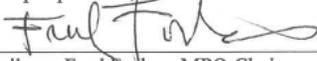
Will-Calls: these are trips that are requested on a demand response basis, usually for a return trip. The transportation provider generally knows to expect a request for a will-call trip, but cannot schedule the trip in advance because the provider does not know the exact time a passenger will call to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

LEE COUNTY LOCAL COORDINATING BOARD MEMBERSHIP CERTIFICATION

MPO Name: Lee County Metropolitan Planning Organization; 815 Nicholas Parkway East, Cape Coral, Florida 33990

The Lee County Metropolitan Planning Organization named above hereby certifies to the following:

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

Signature:  Date: May 15, 2020
 Councilman Fred Forbes, MPO Chair

	The Lee LCB has a Representative of:	Voting Member	Term Expires	Alternate's Name	Term Expires
1	The MPO or DOPA shall appoint one elected official to serve as the official Chairperson for all Coordinating Board meetings.	Jessica Cosden	December 2019	No alternate by law.	
2	A. A local representative of the Florida Department of Transportation (FDOT)	Kelley Fernandez	Agency	Dale Hanson	Agency
3	B. A local representative of the Florida Department of Children and Families (DCF)	Nicole Negron Vice Chair	Agency	Bryan DeLaHunt	Agency
4	C. A local representative of the Public Education Community which could include, but not be limited to, a representative of the District School Board, School Board Transportation Office, or Headstart Program in areas where the School District is responsible	Roger Lloyd	Agency	Debbie Ferris	Agency
5	D. In areas where they exist, a local representative of the Division of Vocational Rehabilitation Services or the Division of Blind Services, representing the Department of Education	Adam Long	Agency	Shantel Chapman	Agency
6	E. A person recommended by the local Veterans Service Office, representing Veterans of the county	Vacant		Vacant	
7	F. A person recognized by the Florida Association for Community Action representing the economically disadvantaged	Mariel Orengo	Agency	Kellie-Ann Torres	Agency
8	G. A person over age 60 representing the Elderly in the county	Vacant		Vacant	

	The Lee LCB has a Representative of:	Voting Member	Term Expires	Alternate's Name	Term Expires
9	H. A person with a disability representing the disabled in the county	Vacant		Vacant	
10	I--1.[One of Two] Citizen Advocates in the County	Michael Pierce	July 2020 (2)	Vacant	
11	I--2. [One of two] Citizen Advocates this one must be a person who uses the transportation service(s) of the system as their primary means of transportation.	Vacant		Vacant	
12	J. A local representative for children at risk.	Juliana Whitaker	Agency	Brenda Hernandez	Agency
13	K. In areas where they exist, the Chairperson or designee of the local Mass Transit or Public Transit System's Board, except in cases where they are also the Community Transportation Coordinator.	LeeTran is CTC.	Agency	Vacant	Agency
14	L. A local representative of the Florida Department of Elder Affairs	Vacant	Agency	Vacant	Agency
15	M. An experienced representative of the local private for profit transportation industry. In areas where such representative is not available, a local private non-profit representative will be appointed, except where said representative is also the Community Transportation Coordinator.	Michael Griffin	December 2020 (2)	Ryan Williams	November 2021 (1)
16	N. A local representative of the Florida Agency for Health Care Administration	Signe Jacobson	Agency	Lonnie Thompson	Agency
17	O. A representative of the Regional Workforce Development Board established in Chapter 445, <i>Florida Statutes</i>	Jim Wall	Agency	Jah-Mau Lambert	Agency
18	P. A representative of the local medical community, which may include, but not be limited to, kidney dialysis centers, long term care facilities, hospitals, local health department or other home and community based services, etc.	Heidi Shoriak	Agency	Kim Anderson	Agency
19	Q. A representative of the Agency for Persons with Disabilities.	Leah Watson	Agency	Donna Fain	Agency

TDSP ROLL CALL VOTE

REPRESENTATION	MEMBER	YES	NO	ALTERNATE	YES	NO	ABSENT
Chairperson	Cncl. Cosden	x					
FDOT	Kelley Fernandez	x		Dale Hanson			
DCF	Nicole Negron	x		Bryan DeLaHunt			
Lee School District	Roger Lloyd			Debbie Ferris			
FDOE	Adam Long	x		Shantel Chapman			
Veterans	Vacant			Vacant			
Community Action	Maribel Orengo	x		Kellie-Ann Torres			
Elderly	Vacant			Vacant			
Representing the Disabled	Vacant			Vacant			
Citizen Advocate	Vacant			Vacant			
Citizen Advocate Using System	Vacant			Vacant			
Children at Risk	Juliana Whitaker			Brenda Hernandez			
Public Transit	N/A County is CTC			N/A County is CTC			
DEA	Vacant			Vacant			
Private Transportation Industry	Michael Griffin	x		Ryan Williams			
AHCA	Signe Jacobson	x		Lonnie Thompson			
Career Source SWFL	Jim Wall			Jau-Mau Lambert			
Local medical community	Heidi Shoriak			Kim Anderson	x		
APD	Leah Watson	x		Donna Fain			

The Coordinating Board hereby certifies 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 on June 3, 2020.

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

Date

Jessica Cosden – Cape Coral City Council

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.

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. Establish an S.O.P in-regards to bus passes for those that are able to utilize the city bus (out of the corridor).
- ✦ 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.

Lee County Transit - LeeTran is the designated CTC for Lee County.

2. Community Transportation Coordinator Designation Dates

During the 2017-18 FY, the Lee MPO conducted a competitive procurement process for a community transportation coordinator. Through that process, in the Spring of 2019 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, 2018 through June 30, 2023. The MOA in which the Commission designated Good Wheels, Inc. as the CTC for Lee County is attached in **Exhibit A**. Good Wheels went out of business on February 19, 2020 and the Commission for the Transportation Disadvantaged named LeeTran as the emergency CTC effective February 20, 2020 until June 30, 2020. The TD Commission then extended LeeTran as the emergency CTC through FY 2020/21.

Existing Conditions

Fiscal Year 2019: Unemployment Rate, Florida vs. US

Monthly Not Seasonally adjusted Labor Force, Employment and Unemployment data

<u>Month</u>	<u>Total Civilian Labor Force</u>		<u>Total Employment</u>		<u>Annual Unemployment</u>	
	<u>Florida</u>	<u>US</u>	<u>Florida</u>	<u>US</u>	<u>Florida</u>	<u>US</u>
July, 2018	10,319.0	163,734.0	9,910.0	157,004.0	4.0%	4.1%
August, 2018	10,190.0	161,909.0	9,807.0	155,539.0	3.8%	3.9%
September, 2018	10,263.0	161,958.0	9,949.0	156,191.0	3.0%	3.6%
October, 2018	10,262.0	162,723.0	9,949.0	156,952.0	3.0%	3.5%
November, 2018	10,250.0	162,665.0	9,937.0	157,015.0	3.1%	3.5%
December, 2018	10,279.0	162,510.0	9,938.0	156,481.0	3.3%	3.7%

Monthly Seasonally adjusted Labor Force, Employment and Unemployment data

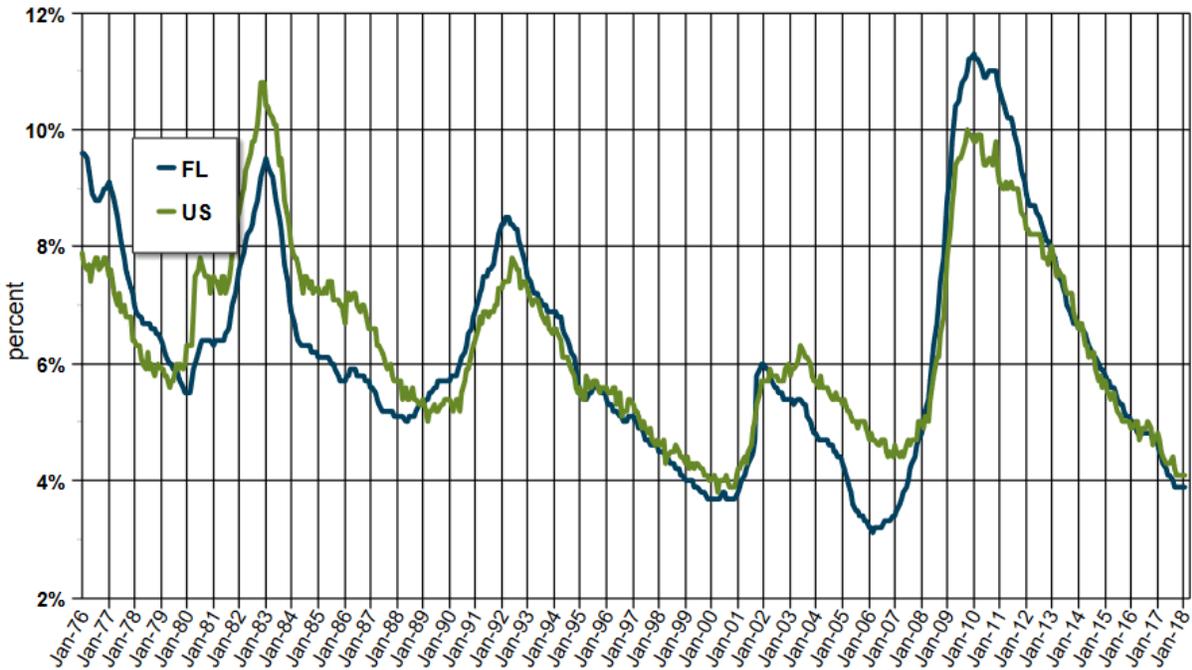
<u>Month</u>	<u>Total Civilian Labor Force</u>		<u>Total Employment</u>		<u>Annual Unemployment</u>	
	<u>Florida</u>	<u>US</u>	<u>Florida</u>	<u>US</u>	<u>Florida</u>	<u>US</u>
July, 2018	10,247.0	162,245.0	9,864.0	155,965.0	3.7%	3.9%
August, 2018	10,243.0	161,776.0	9,868.0	155,542.0	3.7%	3.9%
September, 2018	10,241.0	161,926.0	9,882.0	155,962.0	3.5%	3.7%
October, 2018	10,246.0	162,637.0	9,901.0	156,562.0	3.4%	3.7%
November, 2018	10,256.0	162,821.0	9,921.0	156,803.0	3.3%	3.7%
December, 2018	10,278.0	163,240.0	9,943.0	156,945.0	3.3%	3.9%

Source: Labor Market Statistics, Local Area Unemployment Statistics Program

Last Revised: January 31, 2019

Below is the seasonally adjusted unemployment rate from January 1976 to February 2018.

Unemployment Rate
Seasonally Adjusted
January 1976 - February 2018

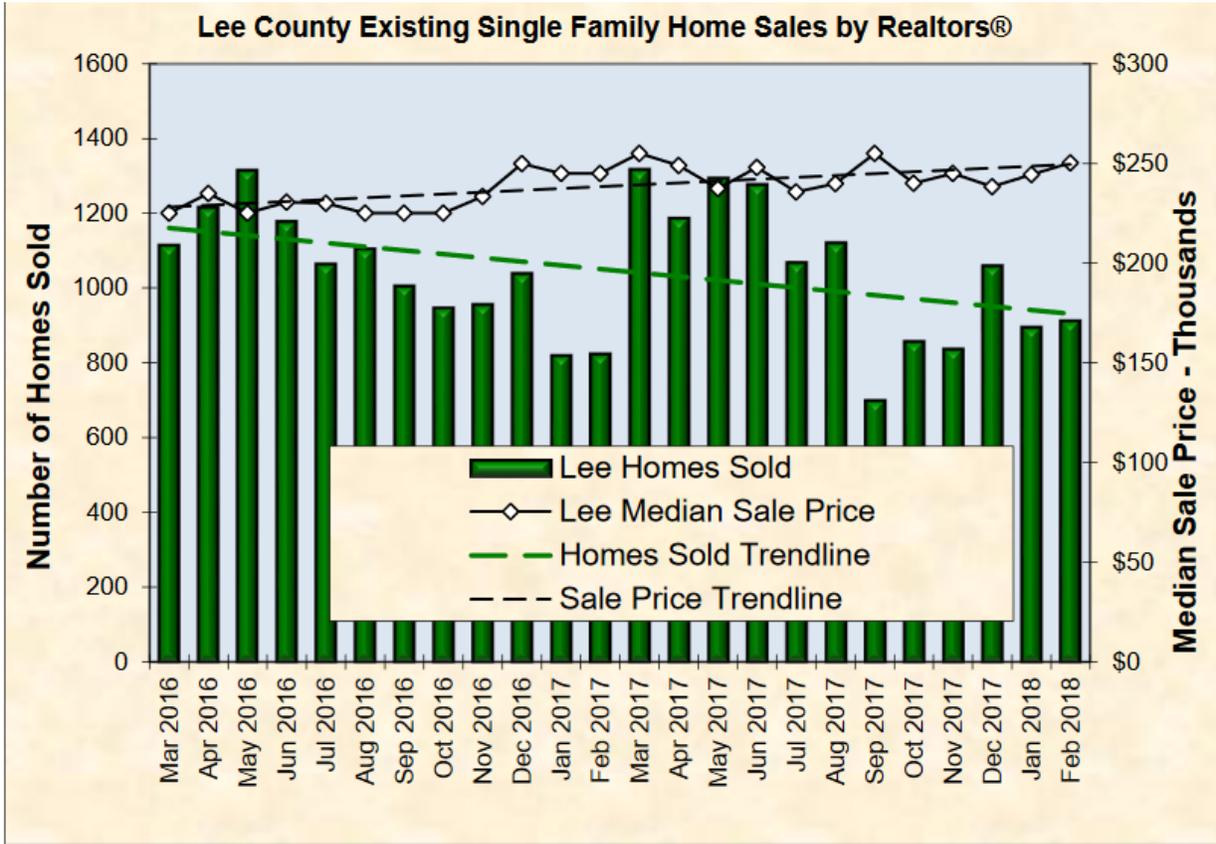


Source: U.S. Department of Labor, Bureau of Labor Statistics, [Local Area Unemployment Statistics Program \(LAUS\)](#)

Prepared by: Florida Department of Economic Opportunity, [Bureau of Labor Market Statistics](#), released **Friday, March 23, 2018**

Next Scheduled Release: **Friday, April 20, 2018**

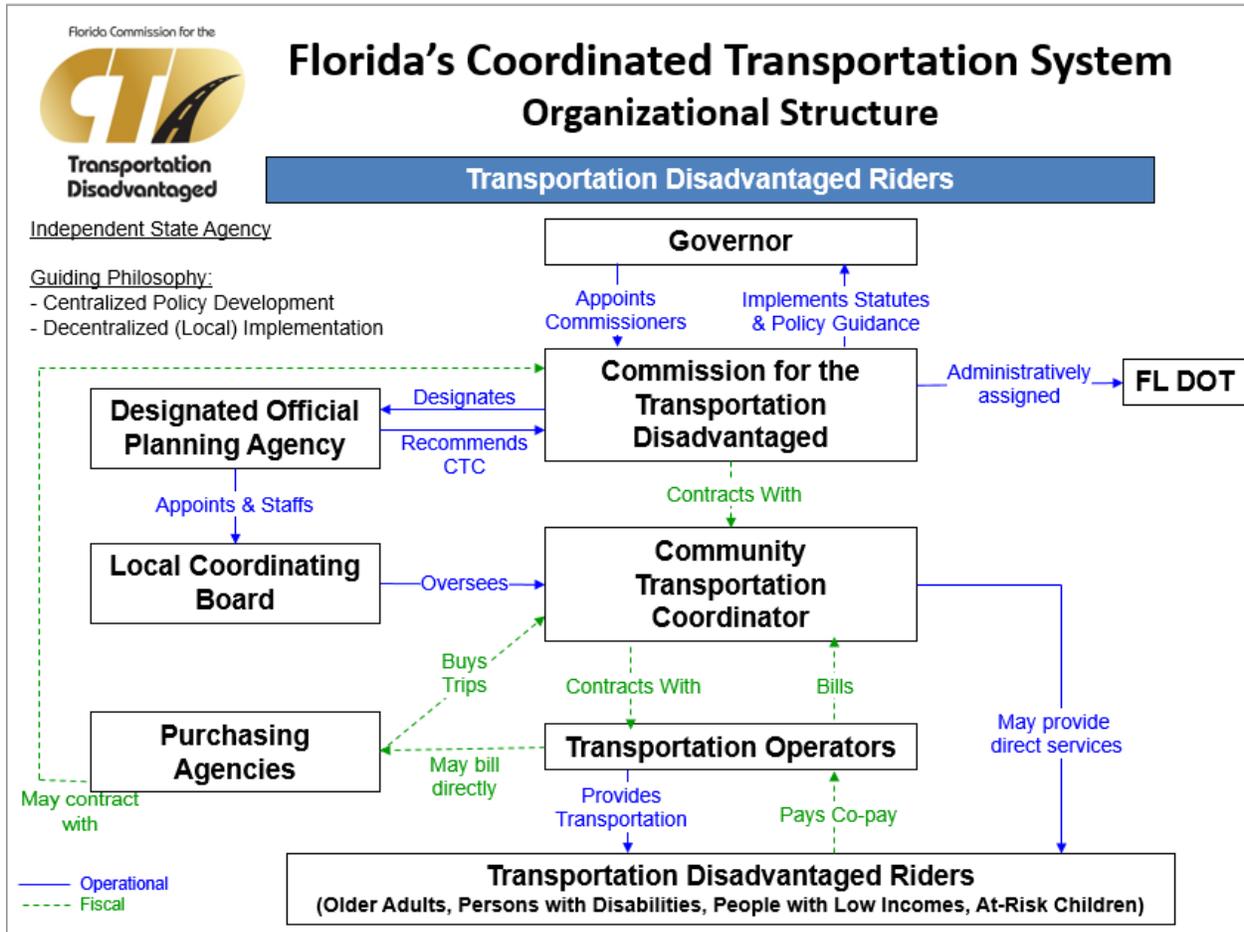
6The chart below shows Lee County had sales of 912 single family units in February 2018, up 11% from February 2017 and 2% above the January figure. The February 2018 median home price for Lee County was \$250,223, which was an increase of \$5,223 over the same month in 2017.



Source: Realtor® Association of Greater Fort Myers and the Beach, Inc.
 SWFL Regional Economic Indicators: FGCU

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 Structure



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 2017-2026

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 **2017-2026** 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. 2040 Long Range Transportation Plan for the Fort Myers-Cape Coral Metropolitan Area Adopted: December 18, 2015

The purpose of the Lee County Metropolitan Planning Organization's (MPO) 2040 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, \$190,561 in FY 2012 and \$19,056 in FY 2013 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, \$145,773 in FY 2012, and \$145,773 in FY 2013. As of May 2020, this program is no longer in existence.

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.leempo.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 hearing is 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

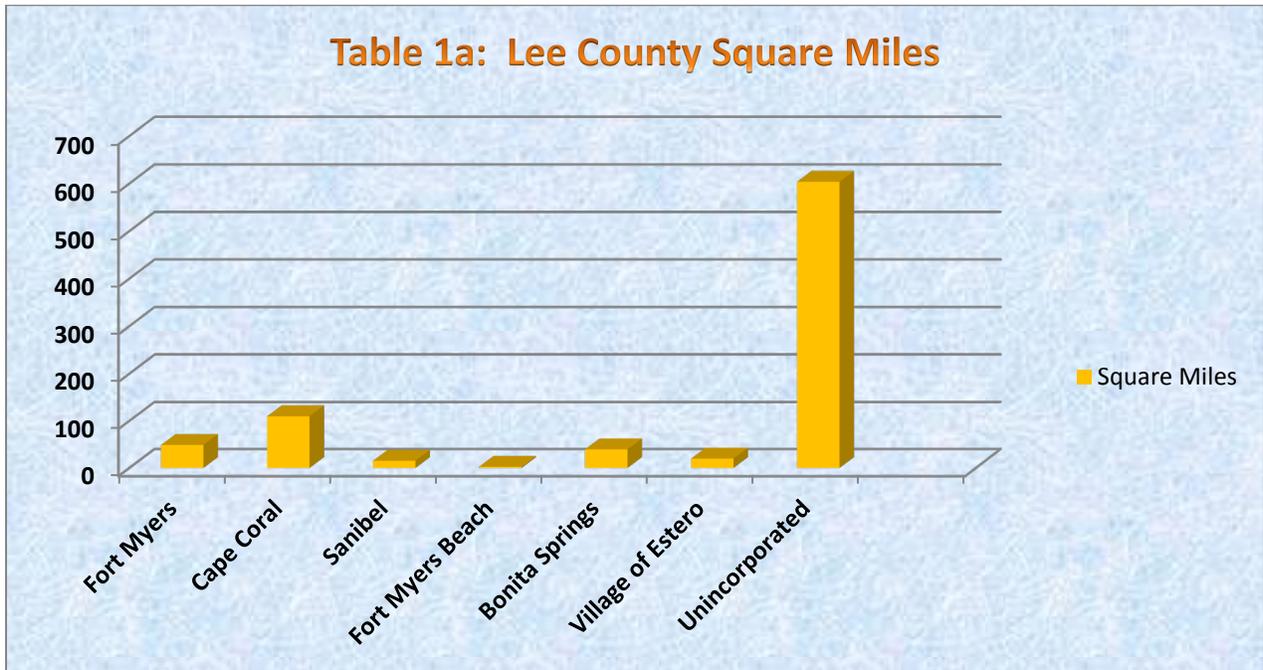
1. Service Area Description

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
Village of Estero	20.0
<u>Unincorporated Area</u>	<u>603.8</u>
Total Square Miles	839.965

Source: Lee County Property Appraiser's Office GIS Dept. (2016)



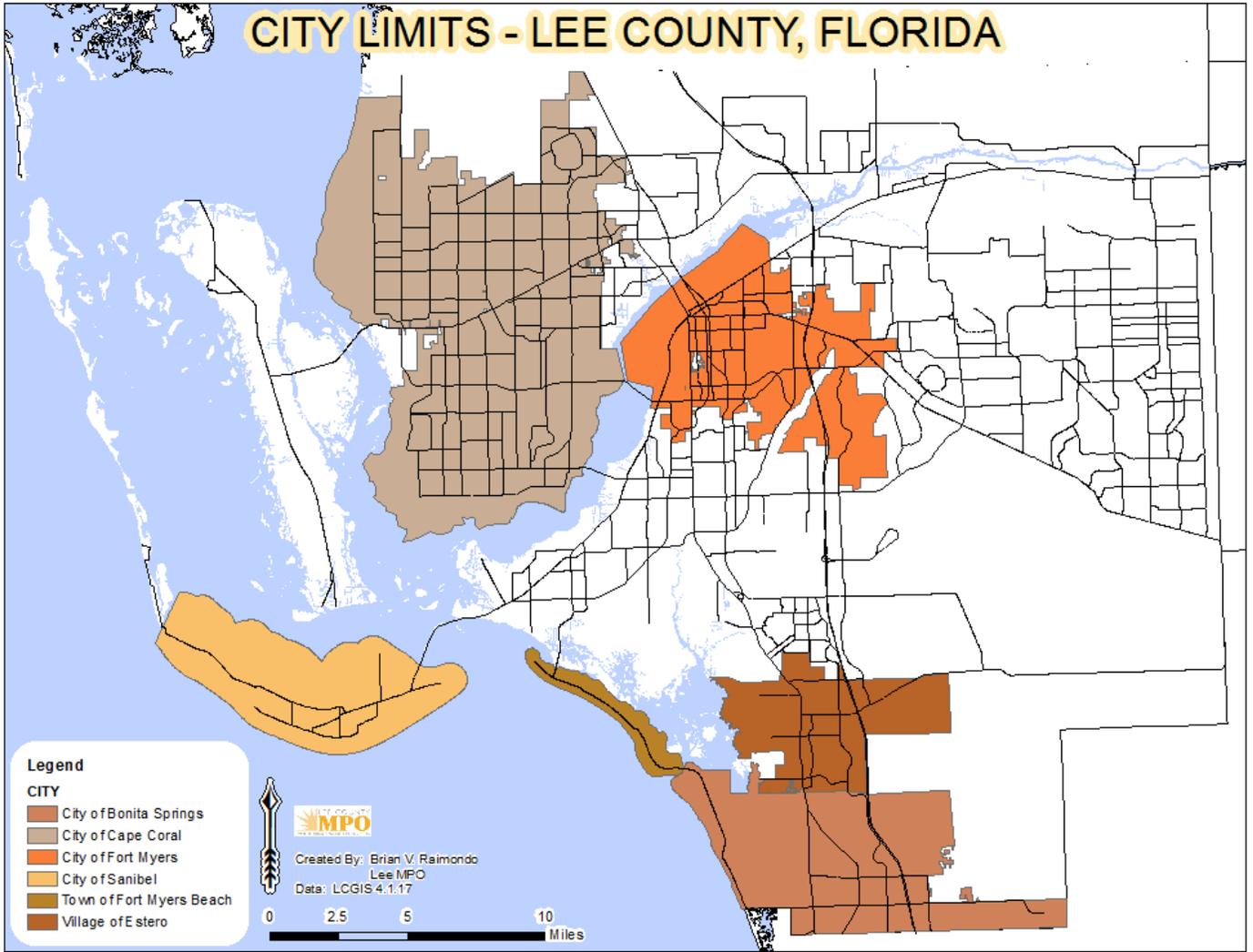
Demographics

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.



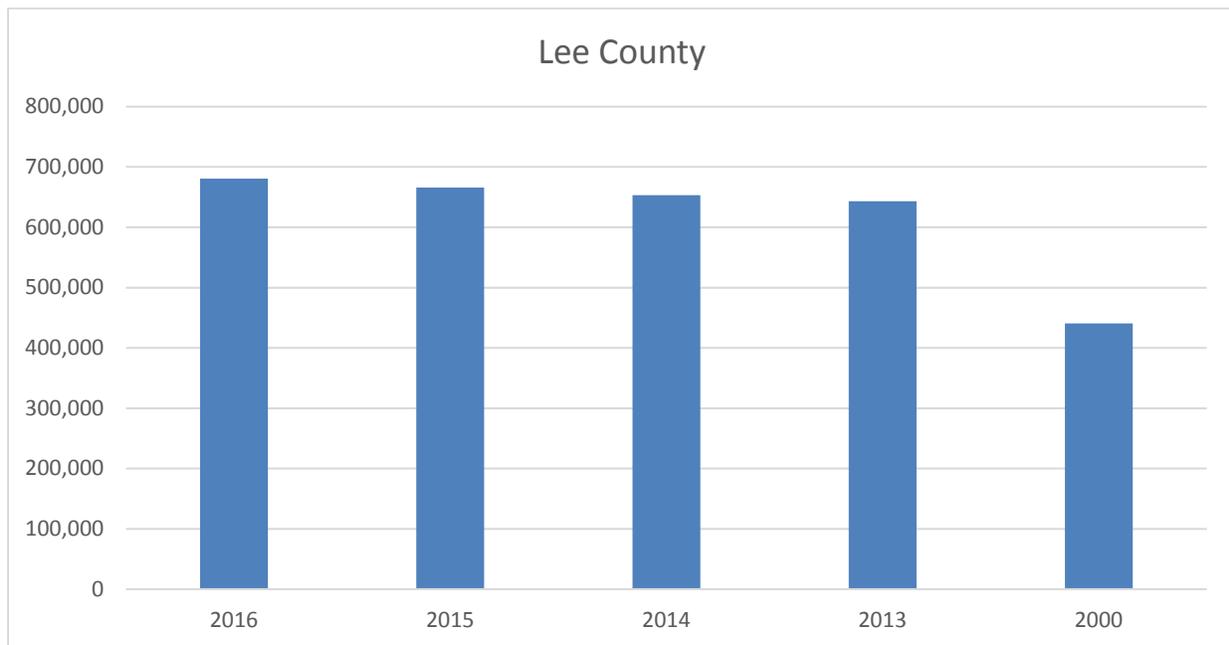
CITY LIMITS - LEE COUNTY, FLORIDA



Population/Composition

Area	2019 Estimate	2018 Estimate	2017 Estimate	2016 Estimate	2015 Estimate	2014 Estimate	2013 Estimate	2010 Actual	2000 Actual
Florida	21,208,589	20,840,568	20,484,142	20,148,654	18,815,183	19,507,369	19,317,568	18,801,332	15,982,378
Lee County	735,148	713,618	698,468	680,539	665,845	653,485	643,367	618,754	440,888
Bonita Springs	54,437	51,176	50,137	48,388	46,568	45,819	45,229	43,857	32,797
FM Beach	6,520	6,406	6,328	6,276	6,624	6,250	6,323	6,277	6,561
Fort Myers	87,871	81,798	79,106	76,108	72,395	69,437	67,081	62,298	48,208
Sanibel	6,756	6,701	6,659	6,591	6,502	6,490	6,497	6,469	6,064
Cape Coral	185,837	180,175	175,063	170,474	166,508	163,599	161,069	154,305	102,286
Estero	32,412	31,806	30,945	30,565	30,118				

Source: Bureau of Economic and Business Research Estimates of Population released annually (April 1st estimate)



Source: BEBR Estimates of Population released annually

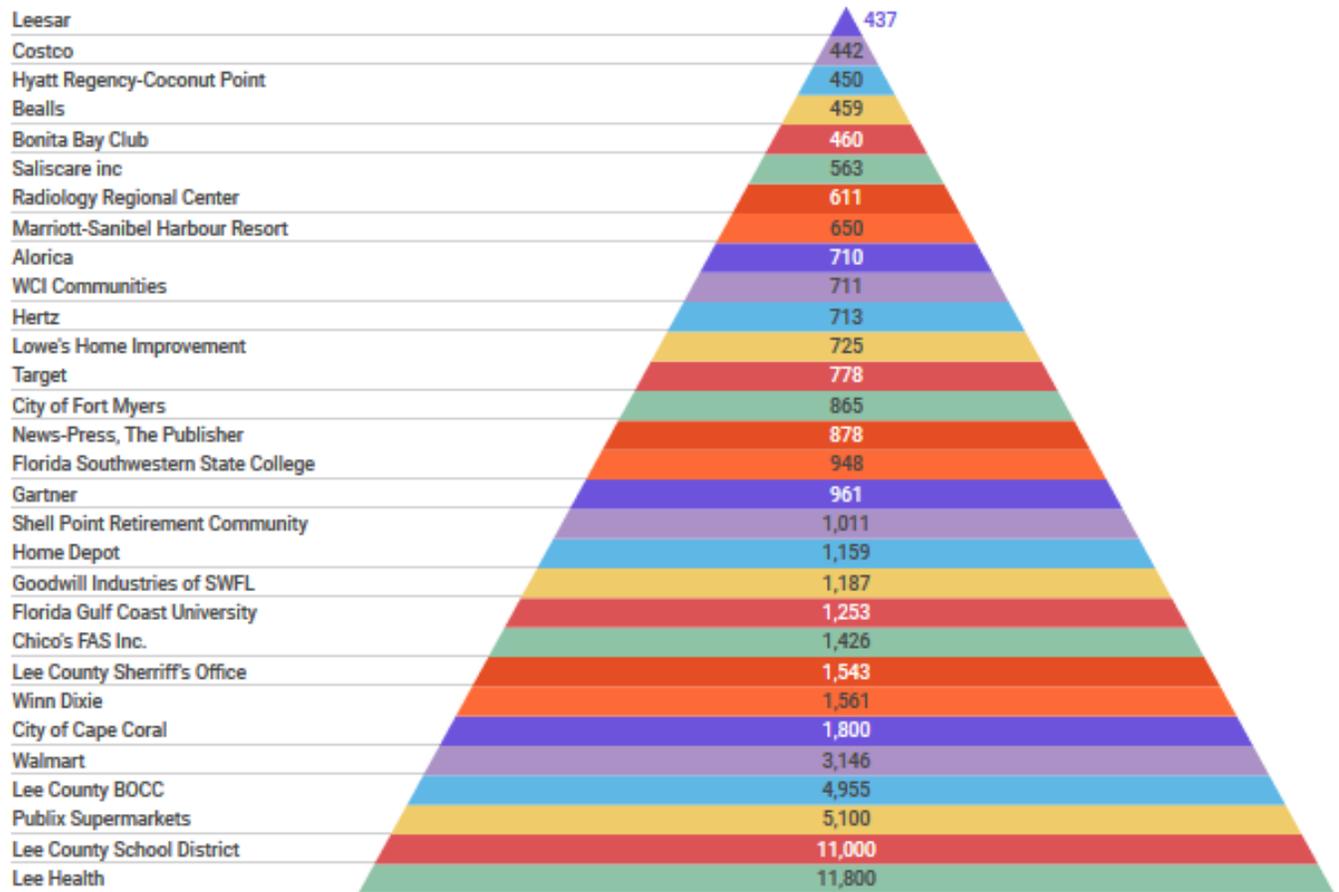
TABLE 3
LEE COUNTY POPULATION PROJECTIONS - 2010 THROUGH 2035

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

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

b. Employment

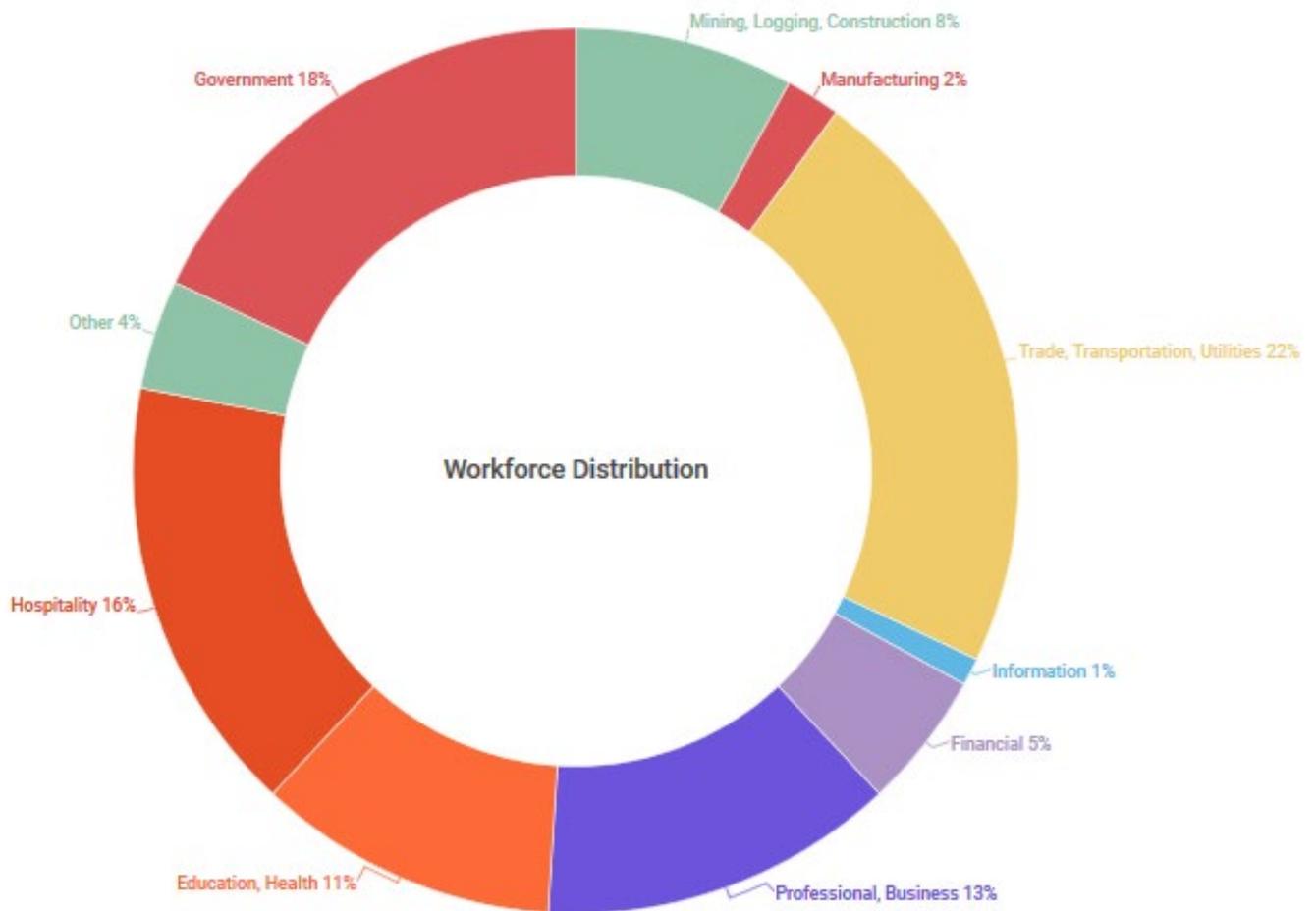
**TABLE 4
LEE COUNTY MAJOR EMPLOYERS 2016**



2016 Largest employers

Source: Lee County Economic Development <http://www.leecountybusiness.com/lee-county-workforce/>

Table 5



Source: Lee County Economic Development <http://www.leecountybusiness.com/lee-county-workforce/>

LeeTran Passenger Trips from February 20, 2020 until May 12, 2020

1. 362 approved TD clients
2. 4,379 completed TD trips.
3. Average 60 TD trips per day (Monday to Saturday)
4. Average 30 TD passengers per day (Monday to Saturday).
5. Zero (0) complaints under TD

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 6
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 2018

TABLE 7
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
Total	104

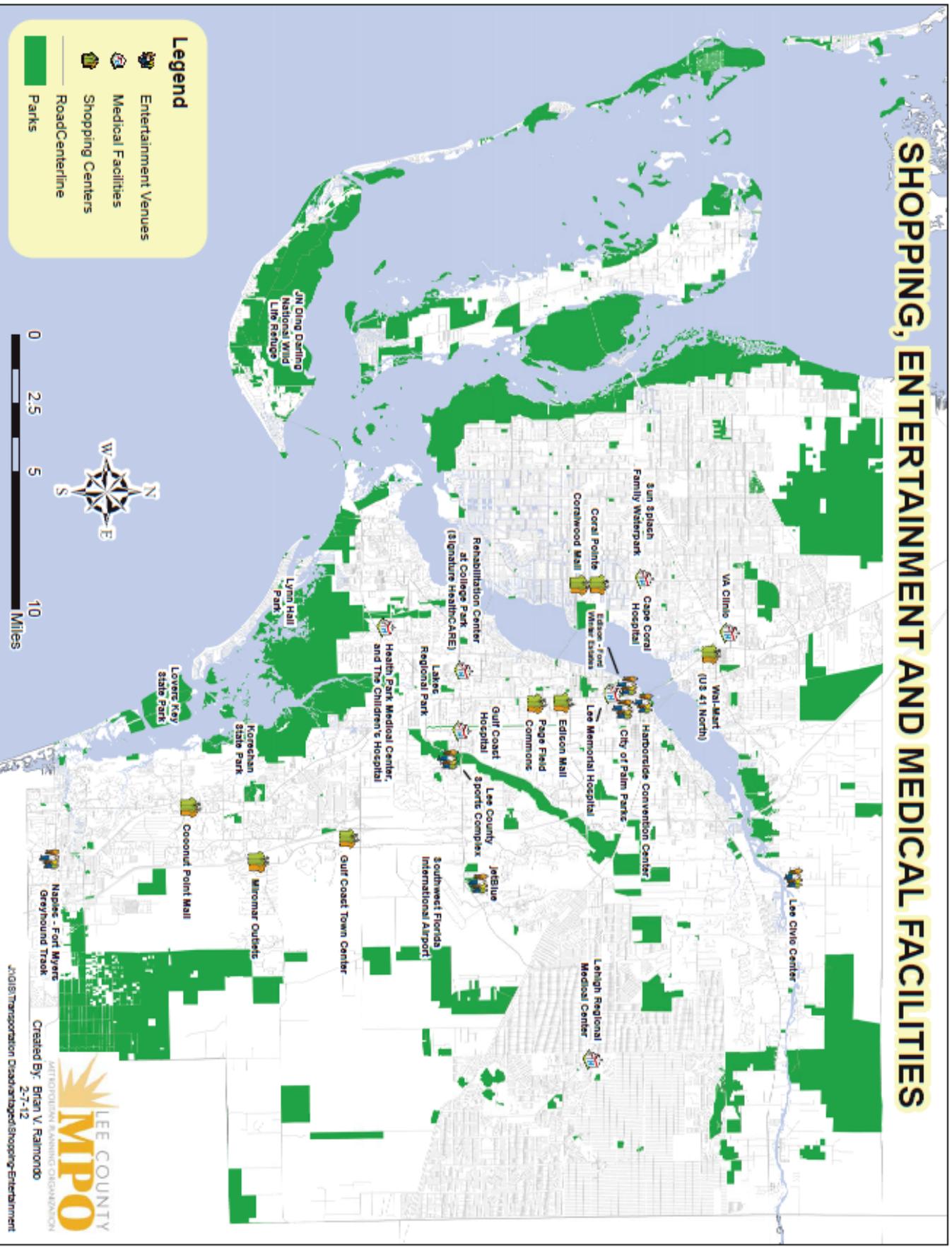
Source: Lee County Office of Economic Development 2018

TABLE 8
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 2019

SHOPPING, ENTERTAINMENT AND MEDICAL FACILITIES



Education

As of January 2018, 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 9
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

Lee County Taxi Services 2015		
24/7 AIRPORT EXPRESS	Airport Transportation Shuttle Service	A-1 Cadillac Transportation
A-1 Taxi	A Aardvark Svc	A Better Taxi
A Flat Rate Airport Taxi Inc	A OnTime Ride OR 30% OFF LLC	AA Skyline Taxicabs Inc
AAA Airport Causeway Cab Co	AAA Palm Taxi Service	Aaron Airport Transportation
Aaron Airport Transportation	Aaron Nonsmoking Airport Limo & Taxi	Academy Taxi
Academy Taxi & Car Service	Academy Taxi & Car Svc	Air Port Shuttles & Trnsprtn
Airport Express	Airport Express Inc	Airport Taxi
Airport Taxi Inc	Airport Trans & Majestic Limousine Service	Alibi Transport LLC
AlleyGator Transport Express	Ambassador Transportation	Amber Airport Transportation
Amber Taxi	Angel Transportation Svc	Anytime Taxi
BEACH TAXI INC	Bluebird Taxi	C & C Taxi of Lehigh
C-4p's Inc	Captiva Island Shuttle Inc	Cape Cab
Cape Coral 2 RSW	Cape Coral Airport	Cape Coral Airport Shuttle
Cape Coral Taxi	Captiva Limousine Svc Inc	Caribbean Taxi
Checker Airport Transportation	Coconut Airport Transportation	Coconut Cab Taxi
Comfort Transportation	Cuffley Cars	Dannyboys Airport Transportation
DannyBoys Transportation	Designated Drivers A Limo & Taxi Service	Diamond Limousine Transportation
Discount Transportation	Errol's Taxi Service	Fort Myers Beach Limo and Airport Shuttle
Fort Myers Beach Taxi	Fort Myers express taxi service	Fort Myers Limousine Service
Ft Myers Beach Taxi	Gregorio Taxi Inc	Hawks Taxicabs
Hawks Transportation	HIGHLANDER TAXI & LIMO	Lee Express Taxi
Lluberres Exec Chauffeur & Taxi Ser	Local Motion Taxi	Locomotion Taxi
Loris Coupon Cab	Lou's Taxi & Airport Trnsprtn	Majestic Transport

Maximum Taxi	MBA Airport Transportation	Me-And-U Cab Trans Inc
My Taxi	NightOwl Taxi of Fort Myers FLA.	Only Way To Go Transport LLC
Orange Taxi	Paradise Beach Taxi	Parrot Taxi Inc
Patriots Airport Transportation Services	Pedro's Transportation	Pine Island Taxi & Limo Inc
Porter's Taxi	Preferred Platinum Limousine	Proximiti Communications Inc
Rapid Transportation Services	Ron's Airport Transportation of Cape Coral	Royal Palm Transportation
Safeway Taxi Corp	Sanibel Island Taxi Inc	Santiva Cab Company
Superior Airport Shuttle	Taxi Tim Transportation	Taxista El Sol Y La Estrella
Tesla Transportation LLC	Thrifty Car Service	Tropical Breeze Taxi
Union Cab Inc	Uschi's Gulfcoast Transportation	Veterans Car Service
Yellow Cab		
Source: Yellowpages.com		

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 (LeeTran ADA Passport Trips). The following tables provide TD Population forecasts.

CALCULATION OF GENERAL TRANSPORTATION DISADVANTAGED POPULATION

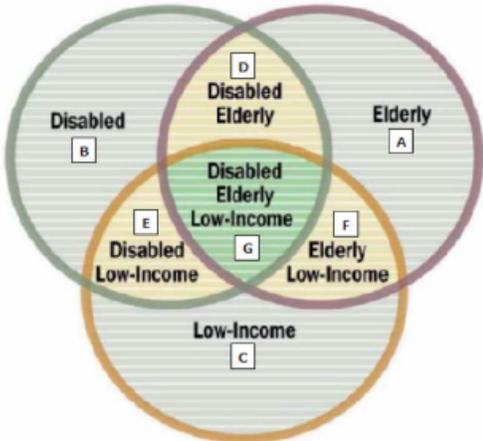
Lee County

Census Data from **2013**

County Pop. By Age	Total Pop by Age	% of Total Pop (136,400)	Population Below Poverty Level by Age	% of Total Pop Below Poverty Level by Age	Total Population with a Disability by Age	% of Total Pop with a Disability by Age	Total Pop with Disability and Below Poverty Level by Age	% Total Pop with a Disability and Below Poverty Level by Age
< 5 Years of Age	32,038	5.0%	9,218	1.5%	512	0.6%	291	1.82%
5-17	89,113	14.0%	23,591	3.7%	3,855	0.6%	1,557	0.24%
18-34	112,336	17.7%	22,362	3.5%	6,627	1.0%	1,652	0.26%
35-64	242,732	38.2%	35,418	5.6%	32,047	5.0%	8,611	1.35%
Total Non Elderly	476,219	74.9%	90,589	14.3%	43,041	6.8%	12,111	1.91%
65-74	90,230	14.2%	6,457	1.0%	18,087	2.8%	1,533	0.24%
75+	69,117	10.9%	4,429	0.7%	29,445	4.6%	2,312	0.36%
Total Elderly	159,347	25.1%	10,886	1.7%	47,532	7.5%	3,845	0.60%
Total	635,566	100%	101,475	16.0%	90,573	14.3%	15,956	2.51%

Double Counts Calculations		
E - Estimate non-elderly/disabled/ low income	From Base Data (I11)	12,111
B - Estimate non-elderly/ disabled/not low income	Subtract I11 from G11	30,930
G - Estimate elderly/disabled/low income	From Base Data (I14)	3,845
D- Estimate elderly/ disabled/not low income	Subtract I14 from G14	43,687
F - Estimate elderly/non-disabled/low income	Subtract I14 from E14	7,041
A - Estimate elderly/non-disabled/not low income	Subtract sum of J17, J18 and J19 from C14	104,774
C - Estimate low income/not elderly/not disabled	Subtract I11 from E11	78,478
Total - Non-Duplicated		280,866

General TD Population		% of Total
Non-Duplicated General TD Population Estimate	280,866	44.2%



CALCULATION OF CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATION

Lee County

Census Data from: 2013

County Pop. By Age	Total Population with a Disability by Age	% with a Severe Disability by Age	Total Population with a Severe Disability by Age	% of Total Pop with Severe Disability by Age
< 5 Years of Age	512	4.20%	22	0
5-17	3,855	4.20%	162	0.18%
18-34	6,627	6.30%	418	0.37%
35-64	32,047	13.84%	4,435	1.83%
Total Non Elderly	43,041		5,036	1.06%
65-74	18,087	27.12%	4,905	5.44%
75+	29,445	46.55%	13,707	19.83%
Total Elderly	47,532		18,612	11.68%
Total	90,573		23,648	3.72%

% of Severe Disability Below Poverty Level	Total Severe Disability Below Poverty Level
28.60%	1,440
11.70%	2,178
	3,618

Critical Need - Severely Disabled TD Population			
	Not Low Income	Low Income	Totals
Non-Elderly	3,596	1,440	5,036
Elderly	16,434	2,178	18,612
TOTAL	20,030	3,618	23,648

TRIP RATES USED	
Low Income Non Disabled Trip Rate	
Total	2.400
Less	
Transit	0.389
School Bus	0.063
Special Transit	0.049
	1.899
Severely Disabled Trip Rate	
Special Transit	0.049

Assumes		Low Income & Not Disabled = C + F		CALCULATION OF DAILY TRIPS FOR THE CRITICAL NEED TD POPULATION	
27.2%	xx % without auto access	85,519			
28.0%	xx % without transit access	23,261			
		6,513			
				Calculation of Daily Trips	
				Daily Trip Rates Per Person	Total Daily Trips
		Total Actual Critical TD Population			
		Severely Disabled	23,648	0.049	1,159
		Low Income ND	6,513	1.899	12,368
		Totals	30,161		13,527

FORECAST OF GENERAL AND CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATIONS

Lee County

General TD Population Forecast	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Overlapping Circle Component											
E - Estimate non-elderly/disabled/ low income	12,111	12,433	12,763	13,102	13,450	13,808	14,174	14,551	14,938	15,334	15,742
B - Estimate non-elderly/ disabled/not low income	30,930	31,752	32,595	33,461	34,350	35,263	36,200	37,161	38,149	39,162	40,203
G - Estimate elderly/disabled/low income	3,845	3,947	4,052	4,160	4,270	4,384	4,500	4,620	4,742	4,868	4,998
D- Estimate elderly/ disabled/not low income	43,687	44,848	46,039	47,262	48,518	49,807	51,130	52,488	53,883	55,314	56,784
F - Estimate elderly/non-disabled/low income	7,041	7,228	7,420	7,617	7,820	8,027	8,241	8,460	8,684	8,915	9,152
A - Estimate elderly/non-disabled/not low income	104,774	107,558	110,415	113,348	116,360	119,451	122,625	125,882	129,227	132,660	136,184
C - Estimate low income/not elderly/not disabled	78,478	80,563	82,703	84,900	87,156	89,471	91,848	94,289	96,794	99,365	102,005
TOTAL GENERAL TD POPULATION	280,866	288,328	295,988	303,851	311,924	320,211	328,718	337,451	346,416	355,619	365,067
TOTAL POPULATION	635,566	652,451	669,785	687,579	705,846	724,598	743,849	763,611	783,898	804,723	826,103

Critical Need TD Population Forecast	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Total Critical TD Population											
Disabled	23,648	24,276	24,921	25,583	26,263	26,961	27,677	28,412	29,167	29,942	30,738
Low Income Not Disabled No Auto/Transit	6,513	6,686	6,864	7,046	7,233	7,426	7,623	7,825	8,033	8,247	8,466
Total Critical Need TD Population	30,161	30,962	31,785	32,630	33,496	34,386	35,300	36,238	37,200	38,189	39,203
Daily Trips - Critical Need TD Population											
Severely Disabled	1,159	1,190	1,221	1,254	1,287	1,321	1,356	1,392	1,429	1,467	1,506
Low Income - Not Disabled - No Access	12,368	12,697	13,034	13,381	13,736	14,101	14,476	14,860	15,255	15,660	16,076
Total Daily Trips Critical Need TD Population	13,527	13,756	13,988	14,225	14,465	14,721	14,982	15,247	15,517	15,791	16,039
Annual Trips	4,829,204	4,910,818	4,993,811	5,078,206	5,164,028	5,255,431	5,348,452	5,443,120	5,539,463	5,637,512	5,726,021

Assumes Annual Service Days = 357

Annual Population Growth (as a percent) 2.66%

2. Needs Assessment

More passengers are requesting trips than CTD funding permits. As of July 2018, the CTD, Commission Transportation Disadvantaged, increased funding for TD trips in Lee County to \$108,998/month.

Funding as of July 1, 2019 is uncertain as last year Proviso and Shirley Conroy funds were incorporated in the monthly allocations. These funds will not be available as of July 1, 2019. Maintaining and/or increasing the funding level will be a legislative decision. A local match of 10% on TD funds is required.

LeeTran has been a recipient of funds through the Board of County Commissioners Partnering for Transportation Results Program which was implemented October 1, 2015 (FY15/16) in the annual amount of \$321,000. These funds are available for the CTC and other non-profit agencies to assist in meeting local match requirements for Federal Transit Administration 5310 Grant awards processed through FDOT. For FDOT FTA 5310-43, the Selection Committee of the Lee County MPO recommended LeeTran for the following:

Capital: \$46,253.00
Operating: \$163,075.70

FTA/FDOT 5310 Grants were submitted in December 2018 as follows:

5310 Cape Coral UZA

Capital:
5 Paratransit Buses and 3 Vans \$645,152
Operating: \$2,396,974

5310 Bonita UZA

Capital
1 Paratransit bus and 2 Vans \$231,716
Operating: \$574,744

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.

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*).

E. IMPLEMENTATION SCHEDULE

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

STRATEGY	IMPLEMENTATION DATE
1.1 Provide the number of trips coordinated by the CTC by funding source to the LCB.	Ongoing
1.2 Continue to utilize wheelchair accessible, air-conditioned, comfortable vehicles in order to better serve all riders.	Ongoing
1.3 Continue the TD Bus Pass Program to move TD passengers to the County fixed-route transportation system.	Ongoing
1.4 Conduct an ongoing monitoring of the service in order to ensure that routes and services are expanded to the areas of the County where growth is occurring.	Ongoing
1.5 Monitor subcontracted operators on a continuous basis and evaluate annually according to the CTC's evaluation process contained in the TDSP.	N/A
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.	N/A
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.	As Needed
2.2 The CTC shall provide on-time service as defined in the TDSP standards.	Ongoing
2.3 The CTC shall deploy a sufficient quantity of vehicles each day to meet the demand for scheduled trips being mindful of peak periods.	Ongoing
3.1 The CTC will conduct random sample ridership surveys in order to evaluate customer satisfaction with transportation service. The surveys will be provided to the Planning Agency and the LCB.	Ongoing
3.2 The CTC will handle complaints and grievances in a timely fashion as detailed in the CTC Complaint and Grievance Procedures.	Ongoing
3.3 The CTC will, 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.	Ongoing
4.1 Carry out a public information program to assist current and prospective riders in the proper use of the transportation system.	Ongoing
4.3 Provide opportunities designed to educate the community regarding the need for sponsored transportation, the service available and the need for the expansion of services, by speaking to clubs and other networks.	Ongoing
4.4 Investigate and implement new training programs and topics, as appropriate, such as passenger travel training.	Ongoing
5.1 Increase revenue by identifying and taking advantage of existing and new private and public funding sources.	Ongoing
5.2 To reduce and/or control expenses, continue to monitor and analyze the cost of administration and operations.	Ongoing
5.3 Plan for the acquisition of air conditioned, comfortable and accessible vehicles to replace an aging fleet or to expand services.	Annually
5.4 Continue to monitor the price of fuel per gallon and make business adjustments as needed.	As Needed
6.1 Update the SSPP.	Annually
6.2 Continue to make safety and loss prevention the responsibility of all personnel.	Ongoing
6.3 Continue to conduct safety checks on all equipment.	Ongoing
6.4 Continue to provide a hazard-free environment and a safe drug and alcohol free workplace.	Ongoing
6.5 Require physical examinations for all personnel as set forth in the SSPP.	Ongoing
6.6 Continue drug and alcohol testing as set forth in the Substance Abuse Policy.	Ongoing
6.7 To improve its awareness of accidents, the CTC shall contact the subcontractors quarterly to obtain reports including any police reports as appropriate.	Quarterly
6.8 The subcontractors should have Good Wheels named insured in their insurance	As Needed

policies.	
6.9 Monitor subcontracted transportation operators to ensure that vehicles are maintained in accordance with FDOT recommended preventative maintenance and safety programs.	Annually
6.10 Ensure that subcontracted transportation operators carry out appropriate training programs for all driving personnel including sensitivity training, basic First Aid and CPR.	As Needed

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.

2014/15 TO 2018/19 CIP

Implementation Date	Estimated Cost	Description of Purchase	Anticipated Funding Source	New or Replacement	Date Priority Established
2014-15	\$450,175	5 Wide Body	FTA 5310 funds	Replacement	June 2014
2015-16	\$231,210	5 Low-Floor mini vans	FTA 5310 funds	Replacement	June 2015
2015-16	\$1,156,050	25 Low-Floor mini vans	FTA 5301 funds	Expansion	June 2015
2016-17	\$545,000	7 wide Body	FTA 5310 funds	Replacement	June 2017
2017-18	\$900,000	7 Wide Body 5 vans Garage equipment	FTA 5310 funds	Replacement	June 2017
2018-19	\$500,000	7 Wide Body 1 van	FTA 5310 funds	Replacement	June 2018

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
LeeTran	✓	✓		✓	✓	✓		

1) Group Trips

A group trip is defined as three 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 have at a minimum, one month of consistent travel to and from the same location, at the same predetermined time. Standing Orders will be approved based on availability.

3) Demand Responsive Service

Demand Response trips are trips scheduled for next day service, trips must be called no later 5:00pm Monday to Saturday. Transportation Disadvantage trips must be called 48 hours in advance.

4) Wheelchair Service

Drivers are not permitted to load a person into a wheelchair. Drivers are allowed to assist with the transferring of a person from a wheelchair to a vehicle seat.

b) Hours and Days of Service

Office Hours: 8:00 a.m. to 5:00 p.m. Monday through Saturday excluding holidays (see below).

General Service hours are 4:00 a.m. to 7:00 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 to 120 minutes from the time they are seated on the vehicle.

2. Accessing Services

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 two hours prior to a driver's arrival. 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 Passport at least two hours prior to your pick-up window. If a passenger needs to cancel a trip, they should call Passport as soon as they know this, at 239-533-0300. If a passenger does not call to cancel their trip, the trip will be classified as a No-Show and fines could apply.

Transportation Disadvantaged Qualifications and Guidelines:

- Origin or destination must be outside of the ADA corridor to qualify for TD funding.
- Applicant must verify that no other resource or access to transportation is available.
- Preference will be given to Applicants (must verify there) who are 65 years or older.
- Applicant must verify that they have one or more of the following that prevents them from using LeeTran:
 - A recognized disability verified by an accepted medical professional.
 - A physical, mental or financial condition, temporary or permanent.
 - Has no means of transportation (personal or bus availability).
- Applicant households must meet 200% of the United States Department of Health and Human Services' low-income poverty guidelines, see **Table 12** below.
- Disability alone does not guarantee eligibility. The eligibility is based on the individual's functional ability to use the LeeTran's Fixed Route bus and is not a medical decision.
- Based on availability of program funds, trips may be denied based on trip purpose. Trip priorities are ranked in descending order in **Table 13** below.
- TD trips are available Monday through Saturday. If a trip is for medical purposes, service is provided on Saturday. There is no service on Sunday.
- The co-pay is \$3.00 each way.

TABLE 10

Household Income Limits Effective January 17, 2020

Number of People in Household	Maximum Annual Household Income
1	\$12,760
2	\$17,240
3	\$21,720
4	\$26,200
5	\$30,680
6	\$35,160
7	\$39,640
8	\$44,120

Household Income Limits Effective January 17, 2020

Number of People in Household	Maximum Annual Household Income
For each person over 8 people, add this amount	\$4,480

TABLE 11
TD TRUST FUND TRIP PRIORITIES

Priority Order	Trip Purposes – Categories and Definitions
1	MEDICAL: 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	NUTRITIONAL – Food/grocery shopping/meal site/food stamps
3	EMPLOYMENT (In County Only)
4	TRAINING/EDUCATION

5	LIFE-SUSTAINING/OTHER: <ul style="list-style-type: none"> a. Non-food Shopping b. Banking/Social Security c. Visits to hospitals/nursing homes d. Recreational
6	RECREATION – non-essential, non-employment related trips to activities such as: bowling, bingo, beach, parks, restaurants, libraries, theaters, etc.

Service Complaints:

Individuals that wish to file complaints can call the Passport Office at 239-533-0300 or contact 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.

Lee County Transit (LeeTran)



LeeTran operates the fixed route public transportation service in Lee County, as a department of Lee County Government. Lee Tran currently operates 26 bus routes in season, 23 during off-season. Twenty-five of the bus routes operate on a scheduled fixed-route system at least six days per week. Five of the routes are either seasonal or are adjusted for seasonal service. Fourteen routes operate on Sundays. LeeTran provides trolley service along Fort Myers Beach and seasonal trolley service in the Riverfront District of downtown Fort Myers. Three TRAM routes connect the Town of Fort Myers Beach during season. One route provides access to the park-and-ride lots located on the mainland side of the Mantanzas Pass Bridge, while 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 downtown Fort Myers is a seasonal service with two routes providing service within the downtown area of the City of Fort Myers and the other connecting the downtown with North Fort Myers.

The regular one-way bus fare is \$1.50. Reduced-fares are available to students, seniors 65 and older, persons with disabilities, individuals with Medicare cards, and children under 42 inches. 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.

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 or impairment. 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.

LeeTran ADA Paratransit Service Ridership Numbers

FY	Trips	Vehicle Miles
2018	133,765	1,721,871
2017	119,593	1,577,665
2016	119,069	1,571,231
2015	113,789	1,476,936
2014	109,281	1,488,560
2013	104,303	1,369,823
2012	102,274	1,310,353
2011	99,568	1,252,054

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.

5. Vehicle Inventory

Vehicle inventories are shown as *Exhibit C*.

6. System Safety Program Plan (SSPP) Certification

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

7. 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.

The CTC, through contractual agreements with carriers and in the SSPP establishes policies for the handling of emergencies, accidents and delays. Bus Operators are required to notify 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.

10. Educational Efforts/Marketing:

LeeTran has public information brochures and Passenger Guides. In addition to the brochure, LeeTran visits various government, community and social service agency meetings.

The LCB has identified the need for LeeTran 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. LeeTran 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 LeeTran 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.

11. Acceptable Alternatives

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

Service Standards

Lee County CTC – Policies and Standards, Evaluation and Monitoring		
Rule	41-2.006(4)(a), FAC: 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 Transit Administration (FTA).	Reviews are conducted according to FTA. Conducted by FDOT reps.
Compliance	All safety sensitive job positions comply with the pre-employment, randomization, post-accident and reasonable suspicion testing requirements of the Federal Transit Administration.	
Monitoring	Annual reviews conducted by FDOT, FHWA or FTA will determine compliance with this standard.	
Rule	41-2.006(4)(b), FAC: An escort of a passenger and dependent children are to be transported as locally negotiated and identified in the Local Service Plan.	Escorts are not allowed, but can negotiate a cost to ride.
Compliance	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.	
Monitoring	Evaluated at the CTC Annual Review.	
		Verified by bus ride
Monitoring	Annual reviews conducted by FDOT, FHWA or FTA will determine compliance with this standard.	
Rule	41-2.006(4)(d), FAC: Passenger property that can be carried by the passenger 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.	Verified by bus ride.
Compliance	Evaluated at the CTC Annual Review.	
Monitoring	Passengers shall be allowed to have four pieces of personal property which they can place on 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.	
Rule	41-2.006(4)(e), FAC: Vehicle transfer points shall provide shelter, security and safety of passengers.	
Compliance	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.	
Monitoring	Evaluated at the CTC Annual Review.	N/A
Rule	41-2.006(4)(f), FAC: A local toll-free phone number for complaints or grievances shall be posted inside the vehicle. The local complaint process shall be outlined as a section in the Local Service Plan. 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.	
Compliance	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.	
Monitoring	Evaluated at the CTC Annual Review.	Verified by bus ride, sticker on bus.
Rule	41-2.006(4)(g), FAC: Out of corridor trips shall be provided when determined locally and approved by the Local Coordinating Board, except in instances where local ordinances prohibit such trips.	
Compliance	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.	
Monitoring	Evaluated at the CTC Annual Review.	Verified by bus ride.
Rule	41-2.006(4)(h), FAC: Interior of all vehicles shall be free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger.	
Compliance	All vehicles shall be cleaned and maintained (interior and exterior) on a regular schedule.	
Monitoring	Evaluated at the CTC Annual Review.	Verified by bus ride.
Rule		

Monitoring	The LCB will evaluate this at its quarterly meetings. 41-	
Rule	41-2.006(4)(j), FAC: Passenger/trip database must be maintained or accessible by the CTC on each rider being transported within the Route Match system.	Verified by review of records.
Compliance	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.	
Monitoring	Evaluated at the CTC Annual Review	
Rule	41-2.006(4)(k), FAC: Adequate seating for para-transit services shall be provided to each rider and escort, 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, 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.	Verified by bus ride.
Compliance	Vehicle seating will not exceed the manufacturer's recommended capacity.	
Monitoring	Evaluated at the CTC Annual Review.	
Rule	41-2.006(4)(l), FAC: 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.	Verified by bus ride.
Compliance	Drivers shall be required to announce and identify themselves by name 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.	
Monitoring	Evaluated at the CTC Annual Review.	
Rule	Rule 41-2.006(4)(m), FAC: The paratransit driver shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include opening the vehicle door, fastening the seatbelt or utilization of wheelchair securement devices, storage of mobility assistive devices, and closing the vehicle door. The driver shall also be required to open and close	Verified by bus ride.

	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.	
Compliance	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 assist wheelchairs up or down any steps; only ramps are to be used.	
Monitoring	Evaluated at the CTC Annual Review.	
Rule	Rule 41-2.006(4)(n), FAC: Smoking is prohibited in any vehicle. Requirements for drinking and eating on board the vehicle will be addressed in the Local Service Plan.	
Compliance	Smoking, eating and drinking is prohibited on any vehicle in the coordinated system.	Verified by bus ride;
Monitoring	Evaluated at the CTC Annual Review.	signage is on bus.
Rule	Rule 41-2.006(4)(o), FAC: The CTC and the LCB 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.	
Compliance	Passenger no-shows are defined as trips not canceled twohour before scheduled pickup. When a passenger is considered a no-show, the driver will attempt to communicate with them through CTC dispatch. 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.	Automated phone call the night before to reduce no-shows.
Monitoring	Evaluated at the CTC Annual Review.	
Rule	Rule 41-2.006(4)(p), FAC: All vehicles ordered or put into service after the adoption of this section of the Rule, and providing service within the coordinated system, shall be equipped with two-way communications in good working	Verified by bus ride.

Compliance	All vehicles are equipped with tablets.	
Monitoring	Evaluated at the CTC Annual Review.	
Rule	Rule 41-2.006(4)(q), FAC: All vehicles ordered or put into service after the adoption of this section of the rule and providing service within the coordinated system, shall have working air conditioners and heaters in each vehicle. Vehicles that do not have a working air conditioner or heater will be scheduled for repair or replacement as soon as possible.	
Compliance	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.	
Monitoring	Evaluated at the CTC Annual Review.	Verified by bus ride.
Rule	41-2.006(4)(r), FAC: First Aid policy shall be determined locally and provided in the local Service Plan.	
Compliance	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.	1 st Aid kit on bus, Verified by bus ride. Also, driver training records were verified.
Monitoring	Evaluated at the CTC Annual Review.	
Rule	41-2.006(4)(s), FAC: Cardiopulmonary Resuscitation [CPR] policy shall be determined locally and provided in the Local Service Plan.	
Compliance	All drivers will be trained in Cardiopulmonary Resuscitation [CPR] every two years.	Driver training records were verified.
Monitoring	Evaluated at the CTC Annual Review.	
Rule	41-2.006(4)(t), FAC: Driver criminal background screening shall be determined locally, dependent upon purchasing agencies' requirements and provided in the local TDSP.	
Compliance	All drivers in the coordinated system have a favorable FDLE background, using DCF policies and procedures.	Driver records were verified.
Monitoring	Evaluated at the CTC Annual Review.	
Rule	41-2.006(4)(u), FAC: 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.	
Compliance	The LCB has established a goal of 2.2% to be placed with the fixed-route transit system.	Per APR the rate is 5.4% on fixed route.
Monitoring	Evaluated at the CTC Annual Review.	
Rule	41-2.006(4)(v), FAC: 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.	Complaint log was reviewed.
Compliance	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.	
Monitoring	Evaluated from the annual CTC customer complaint surveys. Doesn't apply to ADA trips.	
Rule	41-2.006(4)(w), FAC: 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.	
Compliance	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.	
Monitoring	Evaluated from the annual CTC customer complaint surveys. Doesn't apply to ADA trips.	Records verified.
Rule	41-2.006(4)(x), FAC: The CTC should establish and address in the TDSP a minimum 24 hour advanced notification time to obtain services. This policy should also be communicated to contracted operators, drivers, purchasing agencies and passengers.	
Compliance	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.	
Monitoring	As established.	TDSP reviewed.
Rule	41-2.006(4)(y), FAC: 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.	
Compliance	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.	
Monitoring	This information is part of the annual AOR.	Yes, per AOR and APR.
Rule	41-2.006(4)(z), FAC: 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.	Yes, per AOR and APR.

Compliance	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).	
Monitoring	This information is part of the annual AOR.	
Rule	41-2.006(4)(aa), FAC: 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. The customer should not be put on hold for more than 5 minutes on average.	
Compliance	Evaluated at the CTC Annual Review.	
Monitoring	41-2.006(4)(bb), FAC: The CTC and the LCB should jointly establish and address in the local service plan a performance measure to evaluate the quality of service provided within the coordinated system.	Yes, this has been verified.
Rule	Complaints shall not exceed 1% out of 10,000 monthly trips provided during the evaluation period. The LCB should evaluate the CTC based upon the number of complaints that are resolved, versus unresolved.	
Compliance	The LCB will evaluate this at its quarterly meetings.	
Monitoring		Yes, per AOR and APR.

Lee County CTC – Policies and Standards, Evaluation and Monitoring - Other		
Policy	2.01 Service Effectiveness 2.01a – Expense, 2.01b – Revenue, 2.01c – Subsidy, 2.01d – Ridership, 2.01.e – Service Quality, 2.01f – Level of Service, 2.01g -- Safety	
Compliance	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.	
Monitoring	This information is part of the annual AOR.	Yes, per AOR and APR.
		Monitoring is conducted annually in June.
Policy	2.03 Ride time	Yes, per review of
Compliance	The CTC will make every effort to abide by funding	complaint log.

	agencies stated ride times. Passengers can expect to return home within 120 minutes to 2 hours 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.	
Monitoring	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.	
Policy	2.04 Voice Mail Changes	
Compliance	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.	
Monitoring	Voice mail changes need to be announced in advance and detailed.	Yes, this takes place when needed.
Policy	2.05 Standardization of Transportation Operator and Coordination Contracts.	
Compliance	The suggested contract format is used.	Yes, the suggested
Monitoring	Evaluated at the CTC Annual Review.	formats are being used.
Policy	2.06 Eligibility Criteria	
Compliance	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.	Yes, the records were
Monitoring	As established	reviewed.
Policy	2.07 Prioritization of Trips	
Compliance	The CTC, LCB and planning staff have prioritized trips in the TDSP.	Yes, the records were
Monitoring	Evaluated at the CTC Annual Review.	reviewed.
Policy	2.08 Insurance: The CTC requires that the CTC carry \$100,000 per person/\$200,000 per incident in insurance, pursuant to Rule 41-2.006, FAC.	
Compliance	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. The CTC carries \$1 million per County regulations. The CTC requires its subcontracted operators	Yes, the records were reviewed.

	to carry \$100,000/\$200,000.	
Monitoring	Evaluated at the CTC Annual Review.	
Policy	2.09 System Safety Program Plans (SSPP)	
Compliance	Updated annually.	Yes, the records were reviewed.
Monitoring	Evaluated at the CTC Annual Review.	
Policy	2.10 Co-pays: LCB's Policy on the \$3.00 fare co-payment on the non-sponsored trip grant; other copayment issues.	
Compliance	The CTC charges a \$3.00 fare on each non-sponsored trip. The monies collected are used for the local match for the trip grant. All co-payments are \$3.00.	Yes, the records were reviewed.
Monitoring	As established	
Policy	2.11 Inclement Weather	
Compliance	<p>The LCB has a policy regarding provision of transportation to persons during storms. Components of the policy include:</p> <p>1. 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. 8. In case of "emergency" or circumstances beyond control, LeeTran will be able to cancel TD trips to free up bus operators for "emergencies" and special circumstances.</p>	
Monitoring	Presence of letters on file; Copies of Agencies' contingency plans on file with the CTC; CTC is to monitor storm warnings and weather conditions.	Yes, the records were reviewed.
Policy	2.12 Distribution of Replacement Vehicles Acquired Through Grants.	
Compliance	Vehicles received through any grant funding source will be used to replace existing ADA-compliant or non-ADA	All of LeeTran's vehicles are ADA compliant. The updated Vehicle inventory is

	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.	supplied to the Planning Agency annually .
Monitoring	The CTC will update the TDSP annually with an inventory of all vehicles used in the coordinated transportation system as Exhibit D.	
Policy	2.13 Required Use of Seatbelts	
Compliance	<p>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. 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. CTC will ensure that all appropriate vehicles are</p>	Yes, all vehicles are equipped with seatbelts and all passengers use them. And, all vehicles have wheel chair securement systems for the common wheel chairs.
Monitoring	equipped with functioning seatbelts.	
Policy	2.14 Disruptive Passengers	
Compliance	<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>	The CTC reports this to the LCB on a case by case basis.

Monitoring	
Policy	
Compliance	
Monitoring	
Policy	
Compliance	
Monitoring	
Policy	
Compliance	
Monitoring	

Third incident, the CTC will meet with all concerned parties and decide if transportation on the para-transit system is appropriate.
The LCB will evaluate this at its quarterly meetings.

2.15 Compliance with HIPPA

The CTC is compliant with HIPPA regulations.

As required

2.16 Use of Scooter Mobility Devices

Under FTA s.C4710.1 the CTC will provide transportation to riders on scooters. ~~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.~~

As established

2.17 Definition of Group Trip

~~A group trip shall be defined as 3 or more individuals from the same location or to one location.~~

As established

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

LeeTran’s Passport program will provide all trip under the TD program.

TD TRUST FUND TRIP PRIORITIES

Priority Order	Trip Purposes – Categories and Definitions
1	MEDICAL: 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	NUTRITIONAL – Food/grocery shopping/meal site/food stamps
3	EMPLOYMENT (In County Only)
4	TRAINING/EDUCATION
5	LIFE-SUSTAINING/OTHER: a. Non-food Shopping b. Banking/Social Security c. Visits to hospitals/nursing homes d. Recreational
6	RECREATION – 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 May 3, 2019.

The LCB and Lee County 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 grievance porcess 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) – LeeTran's Passport Program and any of its operators. These procedures provide definitions of terms used in the process, identify how complaints are received by the CTC; provide a process and forms for the CTC to record complaints, and how the complaints were resolved; explains how the CTC is to collect monthly and annual data for reporting to the LCB, and explains what to do when a complaint cannot be resolved. The procedures also provide contact names and addresses.

Definitions:

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

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

- "My bus is late." [beyond the On-Time Policy for the service area.] Late trips (late pickup and or late drop-off;)
- No-show by transportation operator;
- No-show by client;
- Client behavior;
- Driver behavior;
- Passenger discomfort;
- Service denial (refused service to client without an explanation as to why, e.g. may not qualify, lack of TD funds, etc.)

If unresolved, a routine service complaint can result in a formal grievance. (The Local Coordinating Board has a separate "Formal Grievance Procedure," contained in the TDSP. Please review it for additional information.) Local service complaints are driven by the inability of the 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 E**.

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 Paratransit 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	Robert L. Codie, Transit Director Lee County Transit - LeeTran	Customer Service: Reservations: (239) General:
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. Jessica Cosden 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

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 non-profit 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**

ENTITY	CONTACT INFORMATION	PHONE
Community Transportation Coordinator	Robert L. Codie, Transit Director Lee County Transit - LeeTran	Customer Service: Reservations: (239) General:
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. Jessica Cosden 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

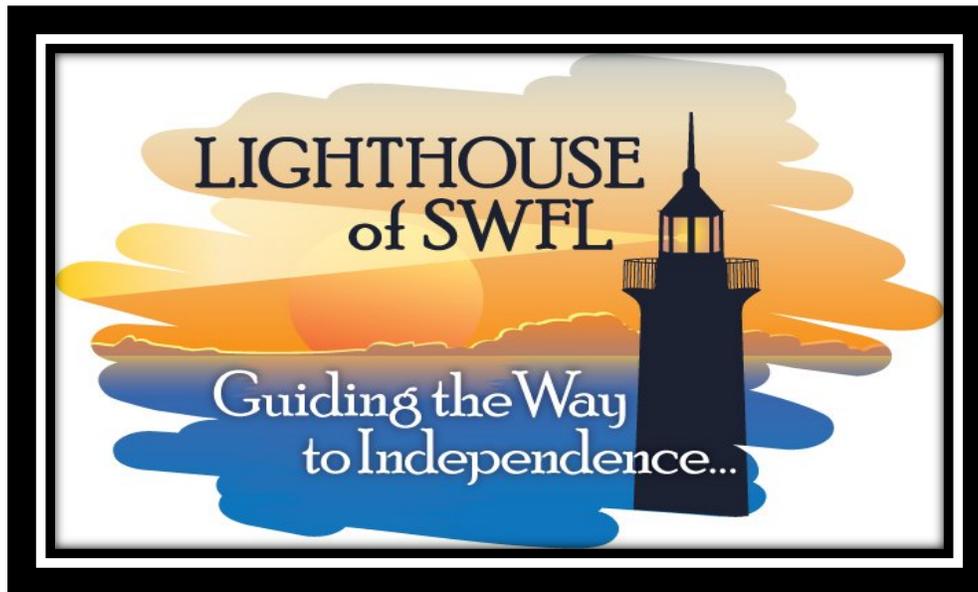
The Community Transportation Coordinator will perform an annual evaluation of contracted operators ensuring compliance with the System Safety Program Plan, locally approved standards, Commission for the Transportation Disadvantaged standards, annual operating data and insurance requirements.

15. Coordination Contract Evaluation Criteria

LeeTran 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

LeeTran’s 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 valued 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 30th 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 30th. 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'S COMMUNITY TRANSPORTATION COORDINATOR DESIGNATION MEMORANDUM OF AGREEMENT TD1812

EXHIBIT B

TRANSPORTATION DISADVANTAGED TRANSPORTATION PROGRAM ELIGIBILITY APPLICATION

THINGS TO DO:

- ❖ Applicant or caregiver completes the Paratransit Service Application.
- ❖ Applicant or caregiver completes the emergency contact form.
- ❖ Licensed physician completes the Medical Certification form.
- ❖ Applicant or caregiver submits (upon request), an additional copy of your current medical disability or impairment to be provided by a physician or health care professional.
- ❖ Transportation Disadvantaged applicants applying for income based must provide proof of income.
- ❖ Applicant submits a copy of a government issued identification with date of birth.
- ❖ Applicant can fax, mail or drop the completed forms at the address below.

Submit a completed application. Incomplete applications will be mailed back after 60 days from the date received. LeeTran will notify you about the status of your application.

- For more information about the program, read the LeeTran Passport Passenger's Guide at www.rideleetrans.com
- If you have any questions regarding this process, please contact the Passport office at the telephone number listed below.

Accessible formats are available upon request.



Lee County Transit - LeeTran Passport Services
3401 Metro Parkway
Fort Myers, FL 33901
Phone Number: (239) 533-0300
Fax Number: (239) 432-2035



Lee County Transit - LeeTran Passport Services
3401 Metro Parkway
Fort Myers, FL 33901
Phone Number: (239) 533-0300
Fax Number: (239) 432-2035

EMERGENCY CONTACT FORM

APPLICANT/PASSENGER'S NAME: _____

EMERGENCY CONTACT: _____

RELATIONSHIP TO APPLICANT: _____

TELEPHONE NUMBER(S): _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP CODE: _____



LeeTran's Passport Service Application

Introduction to Passport Service

The Americans with Disabilities Act (ADA) of 1990 prohibits discrimination and ensures equal opportunity and access for persons with disabilities. Lee County's Paratransit service, called Passport, is offered in strict accordance with the ADA. Passport is a shared-ride door-to-door service for persons with physical, cognitive, visual and/or other disabilities, which functionally prevent them from using the LeeTran fixed route bus system, either permanently or under certain conditions.

The Passport program provides transportation services sponsored by the Federal Transit Administration (FTA) and Florida Commission for the Transportation Disadvantaged (TD). Passport can be used for medical appointments, work, and other trips depending on the funding program the applicant qualifies under.

ADA Eligibility Requirements

Eligibility for paratransit service is directly related to the functional ability of individuals with disabilities to use fixed route transit services. Eligibility is not based on a diagnosis or type of disability. Disability alone does not confer or create eligibility for Passport service.

The Passport Application and Medical Certification form must be thoroughly completed and signed before submitting. **The Medical Certification form must be completed by a Medical Licensed Professional.**

Eligibility Criteria	
ADA	Transportation Disadvantaged
<ul style="list-style-type: none"> The origin and destination of your trip is within 3/4 mile from a fixed route. You have a recognized disability verified by a medical professional. You are unable to utilize LeeTran's fixed route. 	<ul style="list-style-type: none"> In order to be approved under income based TD, you must provide proof of income. You have a physical or mental disability, income status, or age; that prevents you to transport yourself or purchase transportation.

Transportation Disadvantaged Eligibility Requirements

Eligible applicants are 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 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.

Face-to-Face Assessment

The applicant will be required to participate in an in-person, face-to-face assessment to discuss the Passport program and determine eligibility. During the interview, the applicant or caregiver provides details regarding the applicant's ability to use the fixed route service and all available travel options. Through the interview, an evaluator can determine environmental, architectural, and personal barriers that may affect an applicant's ability to safely and independently access transportation.

If an applicant fails to appear or fails to reschedule the in-person assessment, LeeTran will retain the submitted information for 60 days. If the applicant does not complete the process within the given period, his/her submitted information will be returned. You may reapply and resubmit a complete application.

Only LeeTran, for the determination of eligibility, will use the information obtained in this certification process. **Processing of this application can take up to 21 calendar days.** The 21-day period begins AFTER a complete application is received. Per Federal Transit Administration (FTA) C 4710.1 chapter 9.5.1. Transit agencies that require in-person interviews and functional assessments, applications are considered complete at the conclusion of interviews and assessments, not when applications are received.

LeeTran is not the Medicaid Transportation Provider. Medicaid clients may receive their Medicaid transportation through the local Florida Managed Medical Assistance Provider (MMA). Medicaid clients must call the Medicaid Enrollment Help Line for information regarding MMA enrollment, benefits, and **Medicaid medical transportation at 1-800-226-6735.**

If you are unsure whether you qualify, have any questions, or need assistance completing this application, please call our customer service department at 239-533-0300. For TTY assistance dial 711.

REMEMBER WHEN COMPLETING THIS APPLICATION

1. Type or Print legibly, **ILLEGIBLE/INCOMPLETE AND/OR UNSIGNED APPLICATIONS WILL NOT BE ACCEPTED AND WILL BE RETURNED, 60 days from the date it was received. THIS WILL CAUSE A DELAY IN YOUR ELIGIBILITY DETERMINATION.** Please review the application carefully before submitting.
2. To confirm disability, **THE MEDICAL CERTIFICATION FORM IS REQUIRED** and must be completed by a medical professional.
3. **PROOF OF INCOME IS REQUIRED FOR ALL TRANSPORTATION DISADVANTAGED APPLICANTS APPLYING FOR INCOME BASED TRANSPORTATION.** Acceptable types of proof of income are pension benefit statements, unemployment benefits, current paystubs or tax returns.

SECTION 1- APPLICANT INFORMATION

Check here if you are a current Paratransit rider

Check here if you currently receive Medicaid or any program that would pay for transportation.

(1) Name: _____
Last Name First Name M.I.

(2) Phone Number: (Home) _____ (Work) _____
(Cell) _____

(3) Home Address: _____ Apt. # _____
City: _____ State: _____ Zip Code: _____

Name of Subdivision and/or Building Complex

(3a) Gate Code: Yes _____ No _____ GATE# _____

(4) If you are currently staying in a nursing home, please provide the name of the
Facility: _____

(5) Nursing Home Phone #: _____ Fax# _____

(6) Mailing address (if different): _____

(7a) Date of Birth ____/____/____ (7b) Social Security No. ____ - ____ - ____

(8) Medicaid Number: _____

(9) Medwaiver Program No Yes Agency for Persons with Disabilities (APD) Support Coordinator's
Name & Phone #: _____

SECTION 2 - CURRENT TRAVEL INFORMATION

(1) How do you travel to your Destinations? _____

(2) List your most frequent destinations.

(3) Do you currently use LeeTran bus services (the city bus)? _____

If yes, what routes do you use and how often? _____

(4) Would you be interested in receiving travel training to use the Lee County Bus system? (I.e. travel/wheelchair training to use the system).

Yes No, please explain _____

SECTION 3 - DISABILITY AND FUNCTIONAL ABILITIES

(1) What types of disabilities prevent you from using the LeeTran buses or utilizing your own transportation?

- Physical Disability Visual Impairment/Blindness
 Developmental Disability Mental Illness
 Other None

(2) Please describe in detail, how your disability prevents you from using the LeeTran buses. _____

(3) Mobility Aides

- Manual Wheelchair Braces Crutches
 Guide Dog/Service Animal Cane Scooter/Electric WC
 Portable Oxygen Walker None of the above

(4) Do you require assistance of a Personal Care Attendant (PCA is someone who must assist you with daily life functions/activities and will be required to assist you with your transportation needs).

Yes I, need assistance with:

- Eating Mobility No
 Medication Reading Other

(5) Using a mobility aid or on your own, how far can you ambulate (use wheelchair)?

- I can ambulate (wheelchair) up to 1/4 mile
 3 blocks

Other _____

(6) Can you wait outside for ten (10) minutes at a bus stop?

- Yes
 Yes, only if the stop has a bench
 No, explain _____

(7) Indicate which boxes apply to your ability to walk outside and to get to and from bus stops on your own.

- | | |
|---|---|
| <input type="checkbox"/> Yes, I can walk outside. | <input type="checkbox"/> Most times/sometimes, I can walk outside. |
| <input type="checkbox"/> I cannot get to places if there are no curb cuts. | <input type="checkbox"/> I get confused and cannot find my way. |
| <input type="checkbox"/> I cannot if the street or sidewalk is too steep. | <input type="checkbox"/> No, my disability prevents me from walking outdoors. |
| <input type="checkbox"/> I cannot cross-busy streets and intersections. | <input type="checkbox"/> I feel unsafe traveling alone. |
| <input type="checkbox"/> I cannot travel outside when it is too hot. | |
| <input type="checkbox"/> I cannot find my way at night because of a vision problem. | |

(8) Please describe circumstances that limit or prevent walking outside.

(9) Can you climb up to three (3) steps or up a ramp without assistance of another person?

Yes No, please explain _____

SECTION 4 - COGNITIVE ABILITIES

(1) Are you capable of doing the following?

A. Provide Name, Address and Phone Number?

Always Sometimes Never Not Sure

B. Recognize destination/landmark or bus stops?

Always Sometimes Never Not Sure

C. Ask for and understand written/oral direction?

Always Sometimes Never Not Sure

D. Make a transfer from bus to bus with assistance from a LeeTran driver?

Always Sometimes Never Not Sure

E. Use the telephone to get information.

Always Sometimes Never Not Sure

SECTION 5 – TRANSPORTATION DISADVANTAGED APPLICANTS

NOTE: Proof of income is required. Please submit with completed application.

1. In order to determine if you qualify as for TD under income based, please answer the following:

_____ # of persons in your household \$_____ Total Annual Household Income

2. How many personal vehicles are owned or used by members in your household?

0 1 2 or more

3. Are these vehicles available for use? If not, please state why:

SECTION 6 - VERIFICATION

Whoever knowingly and willfully falsifies or conceals a material fact, shall be fined not more than \$10,000 or imprisoned more than five (5) years or both (18 usc Section 1001,1982).

Under penalty of law, I hereby certify that the information given above is correct.

Signature of applicant: _____

Date: _____

Representative/Power of Attorney: _____

If someone else other than the person requesting certification has completed this application, please complete the following:

Name: _____ Relationship to Applicant: _____

Address: _____

City, State, Zip: _____

Contact Phone Number: _____

Fax Number: _____

**LeeTran Passport Services
3401 Metro Parkway
Fort Myers, FL 33901**

ADDITIONAL COMMENTS

EXHIBIT C

VEHICLE INVENTORIES

Unit Inventory Report LEE COUNTY TRANSIT SYSTEM

Status: ACTIVE Type: PARATRANSIT Group: Unit ID

Unit	Shop	Description	License#	Year	Make	Model	Serial#	Activity	Cost Code	Util Base	Last Reading	Meter Date
04	1	MOBILITY VENTURES	TD7344	2014	CHAMP	MV1	57WMD1A60EM100447	0098	MV1	ODOMETER	59412	5/5/2020
100	1	FORD E450 SUPER	TD7057	2014	FORDM	E450	1FDFE4FS0EDA60464	0098	100	ODOMETER	164268	5/12/2020
141	1	CHEVY CHALLENGER	TC6324	2013	CHEVR	CHALLENG	1GB8G5BL9C1184092	0099	139-143	ODOMETER	246019	2/6/2020
145	1	CHEVY CHALLENGER	TD4846	2013	CHEVR	CHALLENG	1GB8G5BL6E1128047	0099	145-149	ODOMETER	199435	10/25/2018
146	1	CHEVY CHALLENGER	TD4844	2013	CHEVR	CHALLENG	1GB8G5BL0E1128402	0099	145-149	ODOMETER	244168	5/13/2020
148	1	CHEVY CHALLENGER	TD4850	2013	CHEVR	CHALLENG	1GB8G5BL9E1128947	0099	145-149	ODOMETER	211529	4/29/2020
149	1	CHEVY CHALLENGER	TD4851	2013	CHEVR	CHALLENG	1GB8G5BL6E1128338	0099	145-149	ODOMETER	202782	4/29/2020
150	1	FORD E450 SUPER	TB8091	2015	FORDM	E450	1FDFE4FS3FDA19618	0098	150-152	ODOMETER	172524	6/25/2019
151	1	FORD E450 SUPER	TB8097	2015	FORDM	E450	1FDFE4FS5FDA19619	0098	150-152	ODOMETER	177177	5/7/2020
152	1	FORD E450 SUPER	TB8099	2015	FORDM	E450	1FDFE4FS1FDA19620	0098	150-152	ODOMETER	221951	5/14/2020
153	1	FORD TRANSIT 350 HD	TE8511	2017	FORDM	HD350	1FDVU4XV6HK01686	0099	153-160	ODOMETER	98280	5/14/2020
154	1	FORD TRANSIT 350 HD	TE8548	2017	FORDM	HD350	1FDVU4XV5HKA98263	0099	153-160	ODOMETER	88972	5/14/2020
155	1	FORD TRANSIT 350 HD	TE8551	2017	FORDM	HD350	1FDVU4XV8HK01687	0099	153-160	ODOMETER	68286	5/12/2020
156	1	FORD TRANSIT 350 HD	TE8376	2017	FORDM	HD350	1FDVU4XV4HKA90655	0099	153-160	ODOMETER	83937	5/12/2020
157	1	FORD TRANSIT 350 HD	TE8380	2017	FORDM	HD350	1FDVU4XV6HKA90656	0099	153-160	ODOMETER	76851	5/13/2020
158	1	FORD TRANSIT 350 HD	TE8379	2017	FORDM	HD350	1FDVU4XV8HKA90657	0099	153-160	ODOMETER	70089	5/14/2020
159	1	FORD TRANSIT 350 HD	TE8378	2017	FORDM	HD350	1FDVU4XVXHKA90658	0099	153-160	ODOMETER	91528	5/14/2020
160	1	FORD TRANSIT 350 HD	TE8377	2017	FORDM	HD350	1FDVU4XV7HKA98264	0099	153-160	ODOMETER	94428	5/13/2020
201	1	FORD E450 SUPER	TB8100	2015	FORDM	E450	1FDFE4FSXFDA19616	PROPANE	201-205	ODOMETER	138299	5/14/2020
202	1	FORD E450 SUPER	TB8098	2015	FORDM	E450	1FDFE4FS8FDA19615	PROPANE	201-205	ODOMETER	153065	5/14/2020
203	1	FORD E450 SUPER	TE0386	2015	FORDM	E450	1FDFE4FS1FDA19617	PROPANE	201-205	ODOMETER	154024	5/14/2020
204	1	FORD E450 SUPER	TE0385	2015	FORDM	E450	1FDFE4FS3FDA19621	PROPANE	201-205	ODOMETER	170859	5/2/2020
205	1	FORD E450 SUPER	TE0384	2015	FORDM	E450	1FDFE4FS5FDA19622	PROPANE	201-205	ODOMETER	164385	5/14/2020
206	1	FORD E450 SUPER	TE1559	2016	FORDM	E450	1FDFE4FS6GDC11004	PROPANE	206-220	ODOMETER	161927	5/14/2020
207	1	FORD E450 SUPER	TE1560	2016	FORDM	E450	1FDFE4FS8GDC11005	PROPANE	206-220	ODOMETER	175794	5/14/2020
208	1	FORD E450 SUPER	TE1562	2016	FORDM	E450	1FDFE4FS8GDC12459	PROPANE	206-220	ODOMETER	159253	5/3/2020
209	1	FORD E450 SUPER	TD1563	2016	FORDM	E450	1FDFE4FS4GDC12460	PROPANE	206-220	ODOMETER	143525	5/14/2020

Unit Inventory Report LEE COUNTY TRANSIT SYSTEM

Status: ACTIVE Type: PARATRANSIT Group: Unit ID

Unit	Shop	Description	License#	Year	Make	Model	Serial#	Activity	Cost Code	Util Base	Last Reading	Meter Date
210	1	FORD E450 SUPER	TD1561	2016	FORDM	E450	1FDFE4FS6GDC12461	PROPANE	206-220	ODOMETER	162299	5/13/2020
211	1	FORD E450 SUPER	TE1566	2016	FORDM	E450	1FDFE4FS5GDC23399	PROPANE	206-220	ODOMETER	172313	5/14/2020
212	1	FORD E450 SUPER	TE1567	2016	FORDM	E450	1FDFE4FS6GDC25985	PROPANE	206-220	ODOMETER	160068	5/14/2020
213	1	FORD E450 SUPER	TE1570	2016	FORDM	E450	1FDFE4FS2GDC30830	PROPANE	206-220	ODOMETER	158693	4/14/2020
214	1	FORD E450 SUPER	TE1568	2016	FORDM	E450	1FDFE4FS8GDC25986	PROPANE	206-220	ODOMETER	164284	5/14/2020
215	1	FORD E450 SUPER	TE1569	2016	FORDM	E450	1FDFE4FSXGDC25987	PROPANE	206-220	ODOMETER	144452	5/14/2020
216	1	FORD E450 SUPER	TE0581	2016	FORDM	E450	1FDFE4FS1GDC33265	PROPANE	206-220	ODOMETER	178976	5/11/2020
217	1	FORD E450 SUPER	TE0586	2016	FORDM	E450	1FDFE4FSXGDC33264	PROPANE	206-220	ODOMETER	153319	5/13/2020
218	1	FORD E450 SUPER	TE0585	2016	FORDM	E450	1FDFE4FS6GDC33262	PROPANE	206-220	ODOMETER	185894	5/12/2020
219	1	FORD E450 SUPER	TE0589	2016	FORDM	E450	1FDFE4FS4GDC33261	PROPANE	206-220	ODOMETER	162827	5/14/2020
220	1	FORD E450 SUPER	TE0590	2016	FORDM	E450	1FDFE4FS8GDC33263	PROPANE	206-220	ODOMETER	165399	5/14/2020
221	1	FORD E450 SUPER	TG2800	2018	FORDM	E450	1FDFE4FS5HDC58428	PROPANE	221-230	ODOMETER	69938	5/14/2020
222	1	FORD E450 SUPER	TG2803	2018	FORDM	E450	1FDFE4FS7HDC58429	PROPANE	221-230	ODOMETER	85477	5/13/2020
223	1	FORD E450 SUPER	TG2797	2018	FORDM	E450	1FDFE4FS3HDC58430	PROPANE	221-230	ODOMETER	63965	5/8/2020
224	1	FORD E450 SUPER	TG2805	2018	FORDM	E450	1FDFE4FS5HDC58431	PROPANE	221-230	ODOMETER	70301	5/3/2020
225	1	FORD E450 SUPER	TG2806	2018	FORDM	E450	1FDFE4FS7HDC58432	PROPANE	221-230	ODOMETER	75643	5/14/2020
226	1	FORD E450 SUPER	TF8193	2018	FORDM	E450	1FDFE4FS9HDC58433	PROPANE	221-230	ODOMETER	80328	5/14/2020
227	1	FORD E450 SUPER	TF8192	2018	FORDM	E450	1FDFE4FS0HDC58434	PROPANE	221-230	ODOMETER	72185	5/14/2020
228	1	FORD E450 SUPER	TG2796	2018	FORDM	E450	1FDFE4FS2HDC58435	PROPANE	221-230	ODOMETER	56332	5/13/2020
229	1	FORD E450 SUPER	TG2802	2018	FORDM	E450	1FDFE4FS4HDC58436	PROPANE	221-230	ODOMETER	66185	5/14/2020
230	1	FORD E450 SUPER	TG2799	2018	FORDM	E450	1FDFE4FS6HDC58437	PROPANE	221-230	ODOMETER	56814	5/14/2020
231	1	FORD E-450 SUPER	TH9894	2020	FORDM	E-450	1FDFE4FS0KDC63527	0098	231-237	ODOMETER	1646	5/3/2020
232	1	FORD E-450 SUPER	TH6217	2020	FORDM	E-450	1FDFE4FS2KDC63528	0098	231-237	ODOMETER	11755	5/14/2020
233	1	FORD E-450 SUPER	TH9926	2020	FORDM	E-450	1FDFE4FS4KDC63529	0098	231-237	ODOMETER	5563	5/14/2020
234	1	FORD E-450 SUPER	TH6216	2020	FORDM	E-450	1FDFE4FS0KDC63530	0098	231-237	ODOMETER	12089	5/14/2020
235	1	FORD E-450 SUPER	TH9925	2020	FORDM	E-450	1FDFE4FS2KDC63531	0098	231-237	ODOMETER	8743	5/14/2020
236	1	FORD E-450 SUPER	TH9924	2020	FORDM	E-450	1FDFE4FS4KDC63532	0098	231-237	ODOMETER	5904	5/14/2020

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Unit Inventory Report LEE COUNTY TRANSIT SYSTEM

Status: ACTIVE Type: PARATRANSIT Group: Unit ID

Unit	Shop	Description	License#	Year	Make	Model	Serial#	Activity	Cost Code	Util Base	Last Reading	Meter Date
237	1	FORD E-450 SUPER	TH6218	2020	FORDM	E-450	1FDFE4FS5KDC65189	0098	231-237	ODOMETER	10514	5/14/2020
41	1	MOBILITY VENTURES	TE1670	2014	CHAMP	MV1	57WMD2A66EM102144	0098	MV1	ODOMETER	35096	4/8/2020
42	1	MOBILITY VENTURES	TE1663	2014	CHAMP	MV1	57WMD2A62EM102075	0098	MV1	ODOMETER	42792	5/5/2020

REPORT TOTALS:

TOTAL NUMBER OF UNITS: 57
TOTAL RPT ONLY UNITS: 0
TOTAL MISC. UNITS: 0

EXHIBIT D

ANNUAL SAFETY CERTIFICATION

EXHIBIT E

SERVICE COMPLAINT FORM

EXHIBIT F

RATE STRUCTURE

TDSP ROLL CALL VOTE

REPRESENTATION	MEMBER	YES	NO	ALTERNATE	YES	NO	ABSENT
Chairperson	Cncl. Cosden	X					
FDOT	Kelley Fernandez	X		Dale Hanson			
DCF	Nicole Negron	X		Bryan DeLaHunt			
Lee School District	Roger Lloyd			Debbie Ferris			
FDOE	Adam Long	X		Shantel Chapman			
Veterans	Vacant			Vacant			
Community Action	Marriel Orenge	X		Kellie-Ann Torres			
Elderly	Vacant			Vacant			
Representing the Disabled	Vacant			Vacant			
Citizen Advocate	Vacant			Vacant			
Citizen Advocate Using System	Vacant			Vacant			
Children at Risk	Juliana Whitaker			Brenda Hernandez			
Public Transit	N/A County is CTC			N/A County is CTC			
DEA	Vacant			Vacant			
Private Transportation Industry	Michael Griffin	X		Ryan Williams			
AHCA	Signe Jacobson	X		Lonnie Thompson			
Career Source SWFL	Jim Wall			Jau-Mau Lambert			
Local medical community	Heidi Shoriak			Kim Anderson	X		
APD	Leah Watson	X		Donna Fain			

The Coordinating Board hereby certifies 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 on June 3, 2020.

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

Date 7/20/2020 *Heidi Shoriak*
Jessica Cosden – Cape Coral City Council

Approved by the Commission for the Transportation Disadvantaged

Date _____ Steven Holmes, Executive Director