

CHARLOTTE COUNTY TRANSPORTATION DISADVANTAGED
LOCAL COORDINATING BOARD (LCB)
RESCHEDULED REGULAR MEETING DUE TO HURRICANE POSTPONEMENT

AGENDA

10:00 A.M., ~~Thursday~~, Wednesday, September ~~7~~, 20, 2017
East Port Environmental Campus
Training Room ~~B~~ A
25550 Harbor View Road
Port Charlotte, Florida 33980

1. Call to Order & Roll Call
2. Pledge of Allegiance
3. Public Comments on Agenda Items
4. Consent Agenda:
 - A. Approval of Minutes: May 11, 2017 LCB Meeting
 - B. LCB 2018 Calendar of Quarterly Meetings
5. Approval of Local Coordinating Board (LCB) Bylaws
6. Annual Operating Report
7. Quarterly Report
8. Citizen Input
9. Staff Comments
10. Member Comments
11. Adjournment (NEXT MEETING – NOVEMBER 9, 2017)

**Please let us know if you or your alternate cannot attend.*

No stenographic record by a certified court reporter is made of these meetings. Accordingly, anyone seeking to appeal any decisions involving the matters herein will be responsible for making a verbatim record of the meeting/testimony and evidence upon which any appeal is to be based. (F.S. 286.0105)

IN ACCORDANCE WITH THE AMERICANS WITH DISABILITIES ACT AND CHAPTER 286.26 FLORIDA STATUTES, PERSONS NEEDING SPECIAL ACCOMMODATIONS TO PARTICIPATE IN THIS PROCEEDING SHOULD CONTACT THE CHARLOTTE COUNTY-PUNTA GORDA METROPOLITAN PLANNING ORGANIZATION AT LEAST FORTY-EIGHT (48) HOURS PRIOR TO THE MEETING. CALL (941) 883-3535 BETWEEN 8:00 A.M. AND 5:00 P.M., MONDAY THROUGH FRIDAY.

The MPO's planning process is conducted in accordance with Title VI of the Civil Rights Act of 1964 and related statutes. Any person or beneficiary who believes he or she has been discriminated against because of race, color, religion, sex, age, national origin, disability, or familial status may file a complaint with the Charlotte County-Punta Gorda MPO Title VI Coordinator Wendy W. Scott at (941) 883-3535 or by writing her at 25550 Harbor View Road, Suite 4, Port Charlotte, FL 33980.

CHARLOTTE COUNTY-PUNTA GORDA METROPOLITAN PLANNING ORGANIZATION
25550 Harbor View Road, Port Charlotte, Florida 33980-2503 Telephone: (941) 883-3535 Fax: (941) 883-3534

SEPTEMBER 7, 2017
LCB MEETING

CONSENT AGENDA ITEMS #4

SEPTEMBER 7, 2017
LCB MEETING

AGENDA ITEM # 4-A
APPROVAL OF MINUTES: MAY 11, 2017 REGULAR MEETING

Purpose: To review and approve the Minutes of the previous LCB Meeting.

Agenda Item Presented by: MPO Staff

Discussion: To Be Determined

Recommendation: Motion to approve the Minutes of the LCB Meeting of May 11, 2017

Attachment: Minutes of the LCB Meeting held on May 11, 2017 at the East Port
Environmental Campus, Training Room B, 25550 Harbor View Road,
Port Charlotte, Florida 33980

**CHARLOTTE COUNTY TRANSPORTATION DISADVANTAGED
LOCAL COORDINATING BOARD (LCB)**

Minutes of a regular meeting held on May 11, 2017 at the East Port Environmental Campus,
Training Room B, 25550 Harbor View Road, Port Charlotte, Florida 33980

MEMBERS PRESENT

Commissioner Ken Doherty, *Charlotte County Commissioner, (LCB Chair)*
Alan Skavroneck, *Local Private for Profit Transportation Industry Representative (LCB Vice Chair)*
Mike Mansfield, *Economically Disadvantaged Representative*
Cindy Montgomery, *Regional Workforce Development*
Dottie Fulton, *Citizen Advocate-User*
Cherelle Rogers, *Department of Children & Families*
Debra Stephens, *FDOT, District One Modal Development Office*
Joseph Sabatino, *Citizen Advocate*
M. Suzanne Roberts, *Virginia B. Andes Volunteer Community Clinic (Medical Community Representative)*
Joseph Martinez, *Agency for Health Care Administration (AHCA)*
Shelby Yelvington, *Area Agency on Aging-Florida Department of Elderly Affairs*
David Wilson, *Disabled Representative*

ABSENT MEMBERS

Jill Mead, *Public Education-School Transportation-excused*
Bruce Emmerton, *Division of Blind Services*
Angela Hemstreet, *Children-at-Risk Representative*
Larry Brown, *Veterans Affairs-excused*

STAFF

Bob Herrington, *MPO Director*
Wendy Scott, *MPO Planner*
Gene Klara, *MPO Planner*

OTHERS IN ATTENDANCE

Rick Kolar, *Fleet and Transit Division Manager (CTC)*
Michelle Edwards, *Transit Division*
Andrea McDonough, *Transit Division*
Pamela Kirchner, *Fiscal Services Manager*
Zinnia Vargas, *Fiscal Services*

1. Call to Order & Roll Call

Chair Ken Doherty called the meeting to order at 10:00 a.m. He asked that each person state his/her name, and whom they represent.

2. **Pledge of Allegiance**

The Pledge of Allegiance was recited by those in attendance.

3. **Public Comments on Agenda Items**

There were no public comments.

4. **Consent Agenda:**

A. Approval of Minutes: January 12, 2017 Meeting

B. Federal Transit Administration (FTA) Section 5395(d) Grant Application (FY 2017/2018)

David Wilson made a motion to approve the Consent Agenda that included the Minutes from the January 12, 2017 meeting and the Federal Transit Administration (FTA) Section 5305 (d) Grant Application (FY 2017/2018). Alan Skavroneck seconded the motion, and it carried unanimously.

5. **Transportation Disadvantaged Trust Fund (TDSP) Trip and Equipment Grant**

Wendy Scott noted that each year a portion of the State Transportation Disadvantaged Trust Fund (TDTF) is allocated to each Community Transportation Coordinator (CTC) to provide trips and equipment for non-sponsored TD service. She noted that the CTC could receive, subject to final State legislative approval, approximately \$382,095 from this funding. Ms. Scott also noted that this year's voluntary \$1.00 contribution when citizens renew their vehicle registrations totaled \$31.00 for use in FY 2017-18.

6. **FY 2016/2017-FY 2020/2021 Transportation Disadvantaged Service Plan/Coordinated Public Transit-Human Services Transportation Plan (TDSP/CPT-HSTP) Amendment/Rate Model Calculations**

MPO and County staff members reviewed draft amendment pages for the 2016/2017-FY 2020/2021 Transportation Disadvantaged Service Plan/Coordinated Public Transit-Human Services Transportation Plan, including the rate model calculations. Revisions noted by Wendy Scott included the additions of C.A.R.E. (Center for Abuse & Rape Emergencies) as a coordinated provider, and the new Englewood Bi-County bus routes 16 and 26 provided by Sarasota County Area Transit (SCAT).

Staff members also described the Transit Division's new Eligibility Guidelines, No-Show Policy and Transportation Disadvantaged Application Form that now will be required of all individuals seeking to become eligible as a Transportation Disadvantaged rider. The applicants will be required to verify either their age (60 or older), their recognized disability/mobility status or their overall household income to be eligible. Recertification of rider eligibility will be required every three years.

Overall members were very supportive of these guidelines, with FDOT's Debi Stephens suggesting that these guidelines and application be made available to neighbor Florida

CTCs as a guide in meeting the Commission for the Transportation Disadvantaged eligibility requirements.

Zinnia Vargas of Charlotte County Fiscal Services discussed the FY 2018 Rate Model Calculations. She noted that the rate per passenger trip (non-subsidized) was calculated as \$17.00 per trip. Alan Skavroneck noted that there was an increase of nearly 460,000 passenger miles from the previous year. He focused his issue on the calculated average passenger trip length measured in miles for FY 2017, noting that a higher average trip length was calculated in FY 2017 than the raw data seemed to indicate. Rick Kolar acknowledged this issue, and Chair Ken Doherty suggested that the data used for the Rate Model calculation for FY 2017 be reviewed and if warranted, should be corrected in the final document.

Alan Skavroneck made a motion to approve the FY 2016/2017-FY 2020/2021 Transportation Disadvantaged Service Plan/Coordinated Public Transit-Human Services Transportation Plan (TDSP/CPT-HSTP) Amendment/Rate Model Calculations. Debi Stephens seconded the motion. LCB members unanimously approved the FY 2016/2017-FY 2020/2021 Transportation Disadvantaged Service Plan/Coordinated Public Transit-Human Services Transportation Plan (TDSP/CPT-HSTP) Amendment/Rate Model Calculations allowing staff to review and make minor changes to the final document. The Motion included amendment of both the Prioritization Policy and the No-Show Policy (located in the Appendices).

7. Community Transportation Coordinator (CTC) Evaluation

Wendy Scott described the findings of the annual Community Transportation Coordinator (CTC) Evaluation conducted on February 1 and the week of February 24-28, 2017. She reviewed the two ride-along trips conducted by MPO staff on February 24, 2017, noting that one inspection revealed a missing posting of contact information for the Florida Commission for the Transportation Disadvantaged (CTD) Ombudsman assistance line. An issue related to some mold and mildew found on the ceiling near the air conditioner unit of one of the buses was noted and has now been rectified. Surveys of riders contacted by MPO staff indicated that overall riders are very appreciative and thankful of the opportunities TD services provide with a remark by one rider that "The bus is like gold to me". The survey of riders did indicate an area of concern as it relates to occasional long wait times experienced by riders scheduling rides via telephone. Rick Kolar noted that riders may request a call back from dispatchers. David Wilson observed that in some instances, call backs could approach up to 1.5 hours, which could be a hardship to riders. Rick Kolar noted that the current phone transit dispatch system has only 20 lines, with peak phone activity experienced on Monday mornings. Chair Ken Doherty suggested that senior County staff brief him on the matter and propose solutions.

Mike Mansfield made a motion to approve the 2017 annual Community Transportation Coordinator Evaluation. Alan Skavroneck seconded the motion. The motion carried unanimously.

8. Quarterly Report

Rick Kolar stated that TD ridership had decreased in February and March 2017. At the same time, the general public transportation had experienced an increase in ridership. He suggested that this decrease may be partially attributed to some TD riders using public transportation due to the County's new application process for TD services which includes increased documentation requirements.

Suzanne Roberts noted that Try Transit Week (held from April 17-21, 2017) resulted in many residents being made aware of the County's transit services. She stated that the efforts of volunteers of the Community Health Improvement Partnership's (CHIP) Subcommittee on Access to Health Care helped to make this event a success.

Mr. Kolar stated that C.A.R.E. is now a new coordinated provider beginning in February 2017. He noted that unmet trips have been reduced during the reporting period and attributed this decrease to an additional 5 to 6 buses now being utilized with the total buses in service being between 24 and 25 vehicles. Mr. Kolar described an increase in the total number of complaints in the quarter with long phone wait times attributed to this increase. He also noted that some additional complaints related to time slot availability are due to the increased number of ride requests coming from the West County area.

9. Public Comments

There were no Public Comments

10. Staff Comments

Wendy Scott noted the recent passing of former LCB Veterans Services Representative Dave Rockow. She also mentioned that long serving LCB Elderly Interests Representative Naomi Manning has resigned and is now residing near relatives out-of-state.

Ms. Scott mentioned that she will attend the annual Transportation Disadvantaged Training Workshop and CTD Business Meeting to be held in Orlando on August 29-31, 2017.

Ms. Scott stated that effective April 2017, Sarasota County Area Transit (SCAT) has begun cross county bus service in the areas of Englewood Beach and the Englewood Hospital (Routes 16 and 26).

Ms. Scott mentioned that a TD Trip and Equipment Grant Allocation Formula Study has provided three new funding options. She stated that at this time, it is unclear if the Legislature will approve these findings, but she noted that under all three funding options Charlotte County would see funding increases.

Gene Klara discussed a research effort conducted by the Maxwell School of Citizenship and Public Affairs at Syracuse University. He stated that current research indicates that individuals with cognitive and reduced mental capacity are more likely than individuals who have physical ailments to use paratransit services. He stated that research indicated that communities with higher poverty rates generate less demand for paratransit services, and that there is little correlation between those individuals who use fixed route services and those who prefer paratransit services. Mr. Klara also noted that this research confirms that the greater reliability and level of service that a CTC can attain positively correlates with an increase in rider demand and usage.

Bob Herrington greeted Ms. Dottie Fulton as the new Citizen Advocate-User Representative and welcomed her participation at LCB meetings.

11. Member Comments

Dottie Fulton thanked MPO staff for the orientation she attended and stated that she looked forward to working with LCB members and staff.

David Wilson asked if dispatchers could use their names to aid riders when they phone Transit to schedule trips or receive a call back. He mentioned that the Transit staff should evaluate telephone menu options regarding holding in que or when requesting a cancellation. He noted that while transit reservations can be made up to 4 pm on weekdays, on occasion, reservation calls requested near close of business go unanswered. Mr. Wilson also suggested that drivers should consider not updating their Route Match data input while attempting to operate the bus. He requested that FDOT consider using audible signals to ease the pedestrian crossing of US 41 at Gardner Drive for the visually impaired, as occasionally the visual signs are covered due to nearby construction activity. Debi Stephens agreed to follow up on this issue.

Joseph Martinez asked that Wendy Scott provide a report at the September 7, 2017 LCB Meeting regarding the events of the annual TD Workshop and CTD Business Meeting scheduled for late August 2017.

Debi Stevens noted that the processing of several annual FTA Grants is delayed. She stated that she will provide the information as soon as possible.

Suzanne Roberts again thanked all who participated in April's Try Transit Week and looked forward to another successful event in 2018.

12. Adjournment (Next Meeting – September 7, 2017)

Chair Doherty stated that the next LCB Meeting is scheduled for September 7, 2017 and adjourned the meeting at 11:28 a.m.

SEPTEMBER 7, 2017
LCB MEETING

AGENDA ITEM # 4-B
LCB 2018 CALENDAR OF QUARTERLY MEETINGS

Purpose: To provide LCB members with a proposed schedule of LCB meeting dates for 2018

Agenda Item Presented by: MPO Staff

Discussion:

Below are the proposed 2018 LCB Meeting Dates. A minimum of four meetings must be held annually with at least one held in every calendar quarter.

All meetings will be held at the East Port Environmental Campus, 25550 Harbor View Road, Port Charlotte, Florida 33980. The planning staffs from neighboring LCBs have been alerted to these dates to minimize scheduling conflicts for LCB members serving on multiple boards.

- Quarter I: January 11, 2018 (Training Room B)
- Quarter II: May 10, 2018 (Training Room B)
- Quarter III: September 6, 2018 (Training Room A)
- Quarter IV: November 8, 2018 (Training Room B)

Recommendation: Informational Item for placement on your calendar

Attachment: None

SEPTEMBER 7, 2017
LCB MEETING

AGENDA ITEM # 5
APPROVAL OF LOCAL COORDINATING BOARD (LCB) BYLAWS

Purpose: To provide the draft revised LCB Bylaws for annual review and consideration

Agenda Item Presented by: MPO staff

Discussion:

The Commission for the Transportation Disadvantaged (CTD) requires that the LCB Bylaws be reviewed annually. Staff recommends the following nonsubstantive revisions to the LCB Bylaws:

- Cover page and document headers: Date change
- Page 8: Amend signature page

Recommendation: Motion to approve the draft LCB Bylaws

Attachment: Draft LCB Bylaws

**CHARLOTTE COUNTY TRANSPORTATION DISADVANTAGED
LOCAL COORDINATING BOARD (LCB)
BYLAWS**

**ADOPTED
SEPTEMBER 7, 2017**

**CHARLOTTE COUNTY TRANSPORTATION DISADVANTAGED
LOCAL COORDINATING BOARD (LCB)**

BYLAWS

1. PURPOSE

The purpose of the Charlotte County Transportation Disadvantaged Local Coordinating Board (LCB) is to confer with and advise the Community Transportation Coordinator (CTC) on the coordinated transportation in Charlotte County.

Other functions of the LCB shall include, but are not limited to the following:

- (a) To find solutions to enhance the CTC operations to provide for a cost effective, rider convenient, viable and reliable method of transportation.
- (b) To provide a focal point for transportation disadvantaged information that can be used and coordinated with other planning efforts.
- (c) To provide a forum for development, discussion, and interchange of ideas to be utilized for the provision of transportation disadvantaged services.
- (d) To make recommendations regarding any grievances pertaining to transportation disadvantaged services which are not resolved by the CTC, and to assist in resolving those grievances as required.
- (e) To identify and develop responses to local service needs.

2. DEFINITIONS

- | | |
|----------|---|
| CCTD | Charlotte County Transit Division of the Charlotte County Board of County Commissioners (BCC). |
| CPT-HSTP | Coordinated Public Transit-Human Services Transportation Plan – a plan developed using the core TDSP and enhanced with additional information as required for service delivery of Federal Section 5310 and Section 5311 programs. |
| CTC | Community Transportation Coordinator - The Charlotte County Board of County Commissioners (BCC) through the CCTD functions as the CTC for Charlotte County. |
| CTD | Commission for the Transportation Disadvantaged - The Agency created by Chapter 427 F.S., whose purpose under law is to accomplish the coordination of transportation services provided to the transportation disadvantaged. |

LCB	Charlotte County Transportation Disadvantaged Local Coordinating Board - defined under Section 427.011(7), F.S., as “an advisory entity in each designated service area composed of representatives appointed by the Metropolitan Planning Organization (MPO) Board, or Official Planning Agency (OPA), to provide assistance to the Community Transportation Coordinator (CTC) relative to the coordination of transportation services.”
MOA	Memorandum of Agreement - The state contract included in the Transportation Disadvantaged Service Plan (TDSP) for transportation disadvantaged service purchased by federal, state, or local government transportation disadvantaged funds.
MPO	The Charlotte County-Punta Gorda Metropolitan Planning Organization - The MPO functions as the OPA for Transportation Disadvantaged Services in Charlotte County.
OPA	Official Planning Agency - The body selected to plan for Transportation Disadvantaged Services in a given service area, including staffing the LCB.
TDSP	Transportation Disadvantaged Service Plan - A five-year implementation plan, with annual updates developed by the CTC and the MPO which contains the provisions of service delivery in the coordinated transportation system.

3. MEMBERSHIP

In accordance with Section 427.0157, F.S., all members of the LCB shall be appointed by the MPO Board. In making these appointments, the MPO Board shall attempt to appoint individuals who have positions of responsibility within their agency at a level high enough to allow them to adequately represent their agency during Board discussions and when votes are being taken.

A. Voting Members

In addition to the Chair, the following agencies or other groups shall be represented on the Board as voting members:

1. A local representative of the Florida Department of Transportation;
2. A local representative of the Florida Department of Children and Family Services;
3. 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;

4. A local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Florida Department of Education;
5. A person who is recognized by the Florida Department of Veterans Affairs as a representative of the veterans in the county;
6. A person who is recognized by the Florida Association for Community Action (President), representing the economically disadvantaged in the county;
7. A person over sixty (60) years of age representing the elderly in the county;
8. A person with a disability representing individuals who are disabled in the county;
9. Two (2) citizen advocate representatives in the county; one who must use the transportation service(s) of the system as a primary means of transportation;
10. A local representative for children at risk;
11. A local representative of the Florida Department of Elder Affairs (through the Area Agency on Aging);
12. An experienced representative of the local private for profit transportation industry;
13. A local representative of the Florida Agency for Health Care Administration;
14. A representative of the Regional Workforce Development Board established in Chapter 445, F.S.; and
15. A representative of the local medical community which may include, but not be limited to kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, local health department or other home and community based service.

Additional non-voting members may be appointed by the MPO Board. The public mass transit operator shall be appointed as a non-voting member to the Board. The representative of the local private sector shall refrain from voting on any agenda item pertaining to contracts with operators, grievances filed against operators or such items as may be construed as a conflict of interest. No employee of the CTC shall serve as a voting member of the LCB.

B. Alternates

Each voting agency member of the LCB may name alternates who may vote in the absence of that member on a one-vote-per-member basis.

4. OFFICERS**A. Chair**

The MPO Board shall appoint an elected official from any governmental entity in the county, to serve as the official Chair to preside at all LCB meetings. The Chair shall serve until his/her elected term of office has expired or he/she is replaced by the MPO Board.

The Chair shall preside at all meetings and shall be responsible for the conduct of all meetings. The Chair shall be responsible for pertinent Committee correspondence and information releases. The Chair shall also serve as a liaison between the LCB and the CTC whenever the need arises. Authority not specifically designated in this document is reserved to the Chair.

B. Vice Chair

The Board may hold an organizational meeting each year during the first scheduled meeting of the calendar year for the purpose of electing a Vice Chair. The Vice Chair shall be elected by a majority vote of a quorum of the members of the Board present and voting at the organizational meeting. The Vice Chair shall serve a term of one year starting with the first meeting after the election. The Vice Chair may serve more than one term.

The Vice Chair shall, during the absence of the Chair or his/her inability to serve, have and exercise all of the duties and powers of the Chair. The Vice Chair shall also perform such other duties as may be assigned him/her by the Chair.

If both the Chair and Vice Chair are absent from a meeting, the meeting may be chaired by a voting member selected by vote.

5. TERMS OF APPOINTMENT

Except for the Chair and agency representatives, the members of the LCB shall be appointed for three years. Individuals can be reappointed for more than one term.

6. ATTENDANCE

The MPO shall consider rescinding the appointment of any member of the Board who fails to attend three consecutive meetings. The LCB may notify the CTD if any State agency representative or their alternate fails to attend three consecutive meetings.

7. STAFF SUPPORT

The MPO shall provide the LCB with sufficient staff support and resources to enable the LCB to fulfill its responsibilities as set forth in Chapter 427.0157, F.S., This responsibility includes providing sufficient:

- (a) Staff to manage and oversee the operations of the LCB; and
- (b) Staff to assist in the scheduling of meetings, preparation of meeting agenda packets, and other necessary administrative duties.

Staff will assist the Chair with the preparation, duplication, and distribution of all materials necessary for the LCB meetings.

8. MEETINGS

The LCB shall meet as often as necessary in order to meet its responsibilities. However, as required by Section 427.0157, F.S., the LCB shall meet at least quarterly. All meetings, including committee and subcommittee meetings, will function under the "Government in the Sunshine Law". All meetings will provide opportunity for public comments on agenda items.

One public meeting will be held each year for the purpose of receiving input on unmet needs or any other areas that relate to the local transportation disadvantaged services. The public meeting will be held at a place and time that is convenient and accessible to the general public. The public meeting may be incorporated with a regular business meeting of the LCB or a public meeting held jointly with the CTD will satisfy this annual requirement.

A two week notice shall be given for regular meetings. Agenda materials shall be made available and sent to the LCB no less than one week in advance of any regular meeting. Special meetings may be called by the Chair with a minimum of three (3) calendar days prior to any special or emergency meeting. Members may place items on the agenda by notification of staff.

Staff is responsible for maintaining an official set of Minutes for each LCB meeting. The Minutes shall include an attendance roster and reflect official actions taken by the LCB. Copies of all LCB Minutes shall be sent to the CTD and the Chair of the MPO Board. A quorum to conduct business shall be six (6) voting members.

9. STANDING GRIEVANCE COMMITTEE

- (A) There is hereby created a Charlotte County Transportation Disadvantaged Grievance Committee pursuant to Chapter 427, F.S., and Rule 41-2 of the Florida Administrative Code (FAC) and as referenced in the Memorandum of Agreement (MOA) between the CTC and the CTD. The body formed will hereinafter be referred to as the Grievance Committee.

- (B) The objective of the Grievance Committee shall be to develop rules and procedures to ensure quality control and to provide participating users, funding agencies and transportation providers with an impartial body to hear complaints and settle disputes concerning services rendered.
- (C) Membership of the Grievance Committee shall be the same as the membership of the voting members of the LCB as explained in Section 3 item A of these Bylaws and shall be concurrent with membership of the LCB.
- (D) The Vice Chair of the LCB will serve as Chair of the Grievance Committee. In the event the Vice Chair is the representative of the local private sector, then the Grievance Committee shall elect by majority vote a different Chair. In this case, the LCB Vice Chair will not Chair the Grievance Committee.
- (E) A quorum shall be present for any official action. Meetings shall be held at such times as the Grievance Committee may determine or as requested by the LCB.
- (F) The grievance process will be specified in the Grievance Procedures. These procedures will address complaints that may emanate from continued tardiness in pick up time window, driver behavior and deportment, passenger discomfort, irregularities in the system of delivery or decisions made to deny, reduce or terminate services will constitute grievances for users or funding agencies. This may also include complaints about charges or billing constituent grievances by a funding agency or transportation provider, and other complaints that may be heard at the discretion of the Grievance Committee.

10. DUTIES

According to Section 427.0157, F.S., the LCB has the following duties:

- A. Review and approve the coordinated Community Transportation Disadvantaged Service Plan (TDSP), following Memorandum of Agreement (MOA) execution, so that the document may be submitted to the CTD within 120 days after the MOA is signed. The TDSP functions also as the Coordinated Public Transit-Human Services Transportation Plan.
- B. Evaluate services provided in meeting the approved plan.
 - 1. The LCB shall conduct an annual performance evaluation of the CTC. This evaluation shall be conducted using evaluation criteria developed by the CTD. The evaluation of the CTC shall be both in general and relative to specific criteria as it pertains to obtainable goals listed in the TDSP and recommendations contained in the CTD's quality assurance reviews.

2. The results of this evaluation shall be forwarded to the MPO for its consideration as it develops its recommendation concerning the redesignation of the CTC. The results of this evaluation and the MPO's recommendation shall be forwarded to the CTD.
- C. In cooperation with the CTC in reviewing and providing recommendations to the CTD on funding applications affecting the transportation disadvantaged, the LCB shall:
 1. Request federal, state, or local government agencies to provide for LCB review of all applications or purchase of service requests for client services which contain funds for transportation disadvantaged services. Such funds may include expenditures for operating, capital or administrative needs.
 2. Present to the CTD any unresolved funding requests without delaying the application process.
- D. Assist the CTC in establishing priorities with regard to the recipients of non-sponsored TD services that are purchased with TD Trust Fund moneys.
- E. Review the coordination strategies of service provision to the transportation disadvantaged in the designated service area.
- F. Evaluate multi-county or regional opportunities.
- G. Work cooperatively with Regional Workforce Boards as established, chapter 445, F.S., to provide for the development of innovative transportation services for participants.

11. PARLIAMENTARY PROCEDURES

The Board will conduct business using parliamentary procedures according to the latest version of Robert's Rules of Order.

12. AMENDMENTS

These Bylaws may be amended by the affirmative vote of a majority of a quorum at any regular meeting. Whenever possible, proposed amendments shall be submitted to the membership one week prior to the meeting at which it is to be considered.

These Bylaws and any and all amendments to the Bylaws will become effective upon affirmative vote of a majority of a quorum.

These Bylaws for the Charlotte County Transportation Disadvantaged Local Coordinating Board (LCB) were originally adopted on August 2, 1990 by the LCB and subsequently amended as follows:

November 16, 1993
June 28, 1996
January 14, 2000
July 17, 2003
September 10, 2009
November 7, 2011
November 15, 2012
November 14, 2013
September 11, 2014
September 10, 2015
September 8, 2016
September 7, 2017

PASSED AND DULY ADOPTED after motion, second and majority vote favoring same, this September 7, 2017.

CHARLOTTE COUNTY-PUNTA GORDA
METROPOLITAN PLANNING
ORGANIZATION

BY: _____
Robert M. Herrington, Director

CHARLOTTE COUNTY
TRANSPORTATION DISADVANTAGED
LOCAL COORDINATING BOARD

BY: _____
Kenneth Doherty, LCB Chair

APPROVED AS TO FORM
AND LEGAL SUFFICIENCY:

By: Janette S. Knowlton
Janette S. Knowlton, County Attorney

LR17-0417



SEPTEMBER 7, 2017
LCB MEETING

AGENDA ITEM # 6
ANNUAL OPERATING REPORT

Purpose: To review and approve the Annual Operating Report.

Agenda Item Presented by: Charlotte County Staff

Discussion:

Pursuant to Florida Statutes, Chapter 427, and Rule 41-2 of the Florida Administrative Code, the Community Transportation Coordinator (CTC) provides the Florida Commission for the Transportation Disadvantaged (CTD) an Annual Operating Report (AOR) by September 15th of each year. This report identifies the coordinated services that were arranged or provided by the CTC during the past year. It contains a detailed accounting of revenues and expenses, as well as other transportation disadvantaged information. The draft AOR has been submitted in advance to CTD staff.

Recommendation: Motion to approve the FY 2016/2017 Annual Operating Report

Attachment: 2016/2017 Annual Operating Report (AOR)

County: Charlotte
 CTC: Charlotte County BOCC Transit Division
 Contact: Zinnia Vargas
 25490 Airport Road
 Punta Gorda, FL 33950
 941-764-4990
 Email: zinnia.vargas@charlottecountyfl.gov

Demographics	Number
Total County Population	178,465
Potential TD Population	138,094
UDPHC	1,639



Trips By Type of Service	2015	2016	2017
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Ambulatory	61,186	69,683	82,370
Non-Ambulatory	4,051	5,870	5,218
Stretcher	0	0	0
School Board	0	0	0
TOTAL TRIPS	65,237	75,553	87,588

Passenger Trips By Trip Purpose

Medical	12,537	15,128	17,420
Employment	3,671	7,534	19,385
Ed/Train/DayCare	22,564	21,197	20,874
Nutritional	12,472	14,457	12,808
Life-Sustaining/Other	13,993	17,237	17,101
TOTAL TRIPS	65,237	75,553	87,588

Passenger Trips By Funding Source

CTD	40,983	48,015	42,348
AHCA	0	0	0
APD	0	0	0
DOEA	7,499	7,295	6,620
DOE	0	0	0
Other	16,755	20,243	38,620
TOTAL TRIPS	65,237	75,553	87,588

Vehicle Data	2015	2016	2017
Vehicle Miles	434,531	516,678	567,523
Revenue Miles	363,138	442,132	482,708
Roadcalls	57	56	48
Accidents	1	1	2
Vehicles	35	36	37
Driver Hours	29,094	34,938	42,855

Financial and General Data

Expenses	\$1,577,330	\$1,737,952	\$2,148,027
Revenues	\$1,581,664	\$1,737,952	\$2,148,027
Commendations	27	0	0
Complaints	209	124	94
Passenger No-Shows	1,140	2,058	2,060
Unmet Trip Requests	407	1,159	1,318

Performance Measures

Accidents per 100,000 Miles	0.23	0.19	0.35
Miles between Roadcalls	7,623	9,226	11,823
Avg. Trips per Driver Hour	2.24	2.16	2.04
Avg. Trips per Para Pass.	71.61	57.90	53.44
Cost per Trip	24.18	23.00	24.52
Cost per Paratransit Trip	24.18	23.00	24.52
Cost per Driver Hour	54.21	49.74	50.12
Cost per Total Mile	3.63	3.36	3.78

FLCTD

Annual Operations Report

Section I: Face Sheet

County: Charlotte	Fiscal Year: July 1, 2016 - June 30, 2017
Status: Ready	
Report Date:	08/02/2017
Period Covered:	July 1, 2016 - June 30, 2017
Coordinator's Name:	Charlotte County BOCC Transit Division
Address:	25490 Airport Road
City:	Punta Gorda
Zip Code:	33950
Service Area:	Charlotte
Contact Person:	Zinnia Vargas
Title:	Sr. Financial Analyst
Phone:	(941) 764 - 4990
Fax:	(941) 743 - 1286
Email:	zinnia.vargas@charlottecountyfl.gov
Network Type:	Partial Brokerage
Organization Type:	County
CTC Certification:	
<p>I, Richard Kolar, as the authorized Community Transportation Coordinator (CTC) Representative, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.</p>	
CTC Representative (signature)	
<div style="border-bottom: 1px solid black; height: 1.2em; width: 100%;"></div>	
LCB Statement:	
<p>I, _____, as the local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(7) F.S. that the local Coordinating Board has reviewed this report and the Planning Agency has received a copy.</p>	
LCB Signature	
<div style="border-bottom: 1px solid black; height: 1.2em; width: 100%;"></div>	

FLCTD

Annual Operations Report

Section II: General Info

County: **Charlotte**

Fiscal Year: **July 1, 2016 - June 30, 2017**

Status: **Ready**

Section II: Coordinated System General Information

1. Provider Listing (include the CTC, if the CTC provides transportation services)

Number of Private Non-Profits: 5

Number of Private For-Profits: 0

Public Entities:

School Board: 0

Municipality: 0

County: 1

Transit Authority: 0

Other: 0

Total: 6

2. How many of the providers listed in 1 are coordination contractors?

0

FLCTD

Annual Operations Report

Section III: Passenger Trip Info

County: Charlotte		Fiscal Year: July 1, 2016 - June 30, 2017	
Status: Ready			
Section III: Passenger Trip Information			
1a. One-Way Passenger Trips			
Type of Service	Service Area		
Fixed Route/Fixed Schedule	Within	Outside	Total
Daily Trip Tickets	0	0	0
Weekly Passes	0	0	0
Monthly Passes	0	0	0
Deviated Fixed Route Service	0	0	0
Paratransit			
Ambulatory	78753	3617	82370
Non-Ambulatory	4835	383	5218
Stretcher	0	0	0
Other Services			
School Board Trips	0	0	0
Total Trips	83588	4000	87588
1b. How many of the total trips were provided by contracted transportation providers (do not include the CTC, if the CTC provides transportation services)?			0
1c. How many of the total trips were provided by coordination contractors?			0
2. One-Way Trips by Funding Source			
Agency for Health Care Administration			0
Agency for Persons with Disabilities			0
Agency for Workforce Innovation			0
Commission for the Transportation Disadvantaged			42348
Department of Children and Families			0
Department of Community Affairs			0
Department of Education			0
Department of Elder Affairs			6620
Department of Health			0

Department of Juvenile Justice	0
Florida Department of Transportation	17977
Local Government	20643
Local Non-Government	0
Other Federal Programs	0
Total:	87588
3. One-Way Trips by Passenger Type	
Was this information obtained by sampling?	no
Elderly	
Low Income:	840
Disabled:	18445
Low Income and Disabled:	2749
Other:	16154
Children	
Low Income:	282
Disabled:	614
Low Income and Disabled:	232
Other:	8945
Other	
Low Income:	3028
Disabled:	5978
Low Income and Disabled:	1298
Other:	29023
Total:	87588
4. One-Way Passenger Trips - by Purpose	
Was this information obtained by sampling?	no
Medical Purpose	17420
Employment Purpose	19385
Education/Training/Daycare Purpose	20874
Nutritional Purpose	12808
Life-Sustaining/Other Purpose	17101
Total:	87588
5. Unduplicated Passenger Head Count	
5a. Paratransit/Deviated Fixed Route/ School Brd	1639

5b. Fixed Route	0
Total:	1639
6. Number of Unmet Trip Requests	1318
Unmet Trip Requests by Type of Trip	
Unmet Medical	375
Unmet Employment	192
Unmet Education/Training/Daycare	50
Unmet Nutritional	112
Unmet Life-Sustaining/Other	589
Reason Trip was Denied (Optional)	
Lack of Funding:	0
Lack of Vehicle Availability:	0
Lack of Driver Availability:	727
Other:	588
7.) Number of Passenger No-shows	2060
Passenger No-Shows by Funding Source (optional)	
CTD:	1475
AHCA:	0
AWI:	0
DCF:	0
APD:	0
DOE:	0
DOEA:	211
Other:	374
8. Complaints	
Complaints by Service	69
Complaints by Policy	7
Complaints by Vehicle	16
Complaints by Other	2
Complaint Total:	94
9. Commendations	
Commendations by CTC	0

Commendations by Transportation Providers	0
Commendations by Coordination Contractors	0
Total Commendations:	0

FLCTD

Annual Operations Report

Section IV: Vehicle Info

County: Charlotte		Fiscal Year: July 1, 2016 - June 30, 2017	
Status: Ready			
Section IV: Vehicle Information			
1. Mileage Information			
	Vehicle Miles		Revenue Miles
CTC:	567523		482708
Transportation Providers:	0		0
Coordination Contractors:	0		0
School Bus Utilization Agreement:	0		0
Total:	567523		482708
2. Roadcalls	48		
3. Accidents			
	Chargeable		Non-Chargeable
Total Accidents Person Only:	0		2
Total Accidents Vehicle Only:	0		0
Total Accidents Person & Vehicle:	0		0
Total Accidents:	0		2
Grand Total:	2		
4. Total Number of Vehicles	37		
		Count	Percentage
a. Total vehicles that are wheelchair accessible:		31	83.00%
b. Total vehicles that are stretcher equipped:		0	0.00%

FLCTD

Annual Operations Report

Section V: Employee Info

County: Charlotte		Fiscal Year: July 1, 2016 - June 30, 2017	
Status: Ready			
Section V: Employee Information			
1. CTC and Transportation Provider Employee Information			
			Hours
Full-Time Drivers	0		0
Part-Time Drivers	34		38878
Volunteer Drivers	31		3977
Total Hours:			42855
Maintenance Employees	2		
Dispatchers	3		
Schedulers	0		
Call Intake/Reserv./Cust. Serv.	0		
Other Operations Employees	0		
			Hours
Other Volunteers	0		0
Administrative Support	3		
Management Employees	4		
Total	77		
2. Coordination Contractors Employee Information			
			Hours
Full-Time Drivers	0		0
Part-Time Drivers	0		0
Volunteer Drivers	0		0
Total Hours:			0
Maintenance Employees	0		
Dispatchers	0		
Schedulers	0		
Call Intake/Reserv./Cust. Serv.	0		

Other Operations Employees	0	
		Hours
Other Volunteers	0	0
Administrative Support	0	
Management Employees	0	
Total	0	
		TOTAL HOURS: 42855

FLCTD

Annual Operations Report

Section VI: Revenue Sources

County: Charlotte		Fiscal Year: July 1, 2016 - June 30, 2017	
Status: Ready			
FLCTD Status: Returned			
Section VI: Financial Data			
1. Detailed Revenue and Trips Provided by Funding Source			
Revenue Source	CTC and Transportation Providers	Coordination Contractors	TOTAL REVENUES
Agency for Health Care Administration			
Medicaid Non-Emergency	\$0.00	\$0.00	\$0.00
Medicaid Non-Emergency (under fixed fee service with AHCA)	\$0.00	\$0.00	\$0.00
Agency for Persons with Disabilities			
Comm Care for Dis Adults/Aging & Adult Services	\$0.00	\$0.00	\$0.00
Developmental Services	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Agency for Workforce Innovation			
WAGES/Workforce Board	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Commission for the Transportation Disadvantaged			
Non-Sponsored Trip Program	\$368,683.00	\$0.00	\$368,683.00
Non-Sponsored Cap. Equip.	\$0.00	\$0.00	\$0.00
Rural Capital Equip.	\$0.00	\$0.00	\$0.00
TD Other (specify)	\$0.00	\$0.00	\$0.00
Department of Children and Families			
Alcohol, Drug Abuse & Mental Health Program	\$0.00	\$0.00	\$0.00
Family Safety & Preservation	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Community Affairs			
Community Services	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Education			
Carl Perkins Vocational Ed. Act	\$0.00	\$0.00	\$0.00

Division of Blind Services	\$0.00	\$0.00	\$0.00
Vocational Rehabilitation	\$0.00	\$0.00	\$0.00
Day Care Programs	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Elder Affairs			
Older Americans Act	\$7,621.00	\$0.00	\$7,621.00
Community Care for the Elderly	\$540.00	\$0.00	\$540.00
Other (specify)Senior Friends	\$48,402.00	\$0.00	\$48,402.00
Department of Health			
Children's Medical Services	\$0.00	\$0.00	\$0.00
Office of Disability Deter.	\$0.00	\$0.00	\$0.00
County Public Health Unit	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Juvenile Justice			
(specify)	\$0.00	\$0.00	\$0.00
Department of Transportation			
49 USC 5307 (Section 9)	\$0.00	\$0.00	\$0.00
49 USC 5310 (Section 16)	\$52,500.00	\$0.00	\$52,500.00
49 USC 5311 (Section 18)	\$82,855.00	\$0.00	\$82,855.00
490USC 5311(f) (Section 18i)	\$0.00	\$0.00	\$0.00
Block Grant	\$0.00	\$0.00	\$0.00
Service Development	\$0.00	\$0.00	\$0.00
Commuter Assistance Program	\$0.00	\$0.00	\$0.00
Other DOT (Specify)	\$0.00	\$0.00	\$0.00
Local Government			
School Board Service	\$0.00	\$0.00	\$0.00
Complementary ADA Service	\$0.00	\$0.00	\$0.00
County Cash	\$1,367,893.00	\$0.00	\$1,367,893.00
County In-Kind	\$136,383.00	\$0.00	\$136,383.00
City Cash	\$0.00	\$0.00	\$0.00
City In-Kind	\$0.00	\$0.00	\$0.00
Other Cash (specify)	\$0.00	\$0.00	\$0.00
Other In-Kind (specify)	\$0.00	\$0.00	\$0.00
Local Non-Government			
Farebox	\$75,650.00	\$0.00	\$75,650.00
Donations, Contributions	\$0.00	\$0.00	\$0.00
In-Kind Services	\$0.00	\$0.00	\$0.00
Other Non-Government	\$7,500.00	\$0.00	\$7,500.00

Other Federal or State Programs			
(specify)	\$0.00	\$0.00	\$0.00
(specify)	\$0.00	\$0.00	\$0.00
(specify)	\$0.00	\$0.00	\$0.00
GRAND TOTAL:	\$2,148,027.00	\$0.00	\$2,148,027.00

FLCTD
Annual Operations Report
Section VII: Expense Sources

County: Charlotte		Fiscal Year: July 1, 2016 - June 30, 2017	
Status: Ready			
FLCTD Status: Returned			
Section VII: Financial Data			
2. Expense Sources			
Expense Item	Community Transportation Coordinator	Coordination Contractor	TOTAL EXPENSES
Labor (501):	\$312,063.00	\$0.00	\$312,063.00
Fringe Benefits (502):	\$154,347.00	\$0.00	\$154,347.00
Services (503):	\$432,048.00	\$0.00	\$432,048.00
Materials and Supplies Cons. (504):	\$163,547.00	\$0.00	\$163,547.00
Utilities (505):	\$13,598.00	\$0.00	\$13,598.00
Casualty and Liability (506):	\$26,575.00	\$0.00	\$26,575.00
Taxes (507):	\$0.00	\$0.00	\$0.00
Purchased Transportation Services (508)			
Bus Pass Expenses:	\$0.00	\$0.00	\$0.00
School Bus Expenses:	\$0.00	\$0.00	\$0.00
Other:	\$691,729.00	\$0.00	\$691,729.00
Miscellaneous (509):	\$7,930.00	\$0.00	\$7,930.00
Interest (511):	\$0.00	\$0.00	\$0.00
Leases and Rentals (512):	\$4,532.00	\$0.00	\$4,532.00
Annual Depreciation (513):	\$136,383.00	\$0.00	\$136,383.00
Contributed Services (530):	\$0.00	\$0.00	\$0.00
Allocated Indirect Expenses:	\$205,275.00	\$0.00	\$205,275.00
GRAND TOTAL:	\$2,148,027.00	\$0.00	\$2,148,027.00

SEPTEMBER 7, 2017
LCB MEETING

AGENDA ITEM #7
QUARTERLY REPORT

Purpose: To provide a quarterly report of Transportation Disadvantaged (TD) transit activities

Agenda Item Presented by: Charlotte County Staff

Discussion:

The quarterly report will be presented to describe recent activities of the Community Transportation Coordinator. This is an informational item.

Recommendation: None

Attachment: Quarterly Report for April-June 2017

CHARLOTTE COUNTY TRANSIT TRIP REPORT FISCAL YR 16/17

Month	Older Americans	New Freedom	Sr. Friends	TD Comm	Rural	JARC	Total Trips	FY15/16 Total	FY 16/17 Variance
Oct-16	198	151	401	3,835	140	944	5,669	4,771	898
Nov-16	174	132	342	3,718	163	982	5,511	4,376	1,135
Dec-16	208	159	385	3,865	142	1,028	5,787	4,815	972
Jan-17	119	161	370	4,250	116	1,043	6,059	4,838	1,221
Feb-17	119	212	340	3,226	120	1,083	5,100	5,411	-311
Mar-17	119	146	498	3,233	177	1,182	5,355	5,717	-362
Apr-17	119	172	368	2,787	122	957	4,525	5,787	-1,262
May-17	119	176	407	3,113	135	1,030	4,980	5,192	-212
Jun-17	119	209	390	2,806	111	928	4,563	4,785	-222
Jul-17							0	4,714	
Aug-17							0	5,941	
Sep-17							0	5,746	
Total	1,294	1,518	3,501	30,833	1,226	9,177	47,549	62,093	1,857

Note: No Shows for 3rd quarter 412 trips

Older Americans: Older Americans Act Human Services

New Freedom: Section 5310 Operating

Sr Friends: Senior Friendship Centers

TD Comm: Transportation Disadvantaged Commission

JARC: Job Access Reverse Commute

CHARLOTTE COUNTY TRANSPORTATION DISADVANTAGED REVENUE REPORT FISCAL YR 16/17

Month	Older Americans	Sr. Friends	TD Comm	Total Revenue
Oct-16	\$807.84	\$4,121.93	\$30,720.00	\$35,649.77
Nov-16	\$709.92	\$3,531.34	\$30,720.00	\$34,961.26
Dec-16	\$848.64	\$3,961.77	\$30,720.00	\$35,530.41
Jan-17	\$485.52	\$3,838.60	\$30,720.00	\$35,044.12
Feb-17	\$485.52	\$3,484.34	\$30,720.00	\$34,689.86
Mar-17	\$485.52	\$5,092.90	\$30,720.00	\$36,298.42
Apr-17	\$485.52	\$3,791.60	\$30,720.00	\$34,997.12
May-17	\$485.52	\$4,208.97	\$30,720.00	\$35,414.49
Jun-17	\$485.52	\$4,011.82	\$30,720.00	\$35,217.34
Jul-17				\$0.00
Aug-17				\$0.00
Sep-17				\$0.00
Total	\$5,279.52	\$36,043.27	\$276,480.00	\$317,802.79

Older Americans: Older Americans Act Human Services

Sr Friends: Senior Friendship Centers

TD Comm: Transportation Disadvantaged Commission

CHARLOTTE COUNTY TRANSIT COORDINATED CONTRACTED PARTNERS TRIP REPORT FISCAL YR 16/17

Month	Cooper St.	C.A.R.E.	Vets	Cultural Ctr.	Homeless Coalition	Total
Oct-16	788		532	111	52	1,483
Nov-16	813		472	110	71	1,466
Dec-16	791		570	126	64	1,551
Jan-17	1,089		531	102	97	1,819
Feb-17	555	40	178	110	73	956
Mar-17	386	217	58	117	116	894
Apr-17	241	67	82	103	62	555
May-17	484	57	47	118	71	777
Jun-17	0	49	163	155	58	425
Jul-17						
Aug-17						
Sep-17						
Total	5,147	430	2,633	1,052	664	9,926

Note: Center for Abuse and Rape Emergencies, Inc. (C.A.R.E.)
C.A.R.E. service agreement began 2/14/2017.

June 2017: Cooper Street building under renovation, no services provided this month.

CHARLOTTE COUNTY TRANSIT QUARTERLY PURPOSE REPORT FISCAL YR 16/17

	3rd QTR 2017	Year to Date FY17	Percent
Passenger Trips By Trip Purpose			
Medical	6685	19,169	20%
Nutritional (Meal site + Grocery only)	3130	10,356	11%
Education/Training/Daycare	7874	24,973	26%
Employment	7497	22,237	23%
Life-Sustaining/Other	6106	19,431	20%
Trip Purpose Totals:	31,292	96,166	100%

Nutritional: Anyone transported for reasons of receiving a meal, nutritional benefits or grocery shopping.

Nutritional: Grocery is Publix, Winn-Dixie, Aldi

Life-Sustaining/Other: Anyone transported for the purpose of conducting personal business (e.g. banks, social service offices, visiting spouse/parent in nursing home); shopping (excluding grocery shopping) social, or recreational reasons.

CHARLOTTE COUNTY TRANSIT UNMET TRIPS REPORT FISCAL YR 16/17

Quarterly Unmet Trip Report October-December 2016

	Medical	Nutritional	Education - Training	Employment	Other - Life Sustaining	Totals
October	21	14	0	5	25	65
November	20	15	4	2	34	74
December	27	24	13	11	39	114
Quarterly Totals	68	53	17	18	97	253

Quarterly Unmet Trip Report January-March 2017

	Medical	Nutritional	Education - Training	Employment	Other - Life Sustaining	Totals
January	16	13	3	1	10	43
February	12	13	0	2	13	40
March	19	9	0	10	17	55
Quarterly Totals	47	35	3	13	40	138

Quarterly Unmet Trip Report April-June 2017

	Medical	Nutritional	Education - Training	Employment	Other - Life Sustaining	Totals
April	15	6	2	11	27	61
May	5	0	0	1	8	14
June	19	0	2	15	45	75
Quarterly Totals	39	6	4	27	80	156

CHARLOTTE COUNTY TRANSIT COMPLAINT REPORT FISCAL YR 16/17

3rd Quarter as of 6/30/2017

<i>Type of Issue</i>	<i>Previous Quarter</i>	<i>This Quarter</i>	<i>Variance</i>
Wrong Time/Date of Service	1	0	-1
Rude Employee or Operator	2	3	1
No Timeslot available	3	11	8
Wants Different Grocery Store	0	0	0
Late Ride or Early	2	3	1
Missed Ride	1	1	0
Safety Complaint	0	0	0
Vehicle Unsatisfactory	0	4	4
Vehicle Operation	6	0	-6
Ride with Other People	0	0	0
Inappropriate Passenger Activity	0	0	0
No Client Assist	2	0	-2
Policy Complaint	2	0	-2
Phone- Long que (wait) time	11	13	2
Co-pay	0	0	0
Total Issues:	30	35	5

CHARLOTTE COUNTY PUBLIC TRANSPORTATION TRIP REPORT FISCAL YR 16/17

Month	Discount TD	Trips in UZA not TD discounted	Rural	Total Trips
Oct-16	890	4,195	144	5,229
Nov-16	827	3,635	152	4,614
Dec-16	824	3,864	138	4,826
Jan-17	969	3,684	143	4,796
Feb-17	991	4,586	232	5,809
Mar-17	961	4,914	244	6,119
Apr-17	938	5,525	95	6,558
May-17	959	4,999	94	6,052
Jun-17	630	3,896	88	4,614
Jul-17				
Aug-17				
Sep-17				
TOTALS	7,989	39,298	1,330	48,617

Note: No Shows for 3rd quarter 838 trips