

CHARLOTTE COUNTY TRANSPORTATION DISADVANTAGED
LOCAL COORDINATING BOARD (LCB)
REGULAR MEETING

CHARLOTTE COUNTY – PUNTA GORDA
METROPOLITAN PLANNING ORGANIZATION
Tel: (941) 883-3535

AGENDA

East Port Environmental Campus
Training Room B
25550 Harbor View Road
Port Charlotte, Florida 33980

10:00 A.M., Thursday, May 5, 2022

(also available online via GoToMeeting - *(Please see the next page for details)*)

- 1. Call to Order & Roll Call**
- 2. Pledge of Allegiance**
- 3. Public Comments on Agenda Items**
- 4. Consent Agenda:**
 - A. [Approval of Minutes: January 6, 2022 LCB Public Meeting Minutes](#)**
 - B. [Approval of Minutes: January 6, 2022 Quarterly LCB Meeting Minutes](#)**
 - C. [Florida Commission for the Transportation Disadvantaged \(CTD\) Annual Planning Grant to the MPO](#)**
- 5. [Transportation Disadvantaged Trust Fund \(TDTF\) Trip and Equipment Grant](#)**
- 6. [FY 2021/2022-FY 2025/2026 Transportation Disadvantaged Service Plan/Coordinated Public Transit-Human Services Transportation Plan \(TDSP/CPT-HSTP\) Amendment Including Rate Model Calculations](#)**
- 7. [2022 CTC Evaluation](#)**
- 8. [Community Transportation Coordinator Quarterly Reports for October-December 2021 and January-March 2022](#)**
- 9. Public Comments**
- 10. Staff Comments**
- 11. Member Comments**
- 12. Adjournment (NEXT MEETING – SEPTEMBER 8, 2022)**

**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 4:00 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 33980-2503.

CHARLOTTE COUNTY-PUNTA GORDA METROPOLITAN PLANNING ORGANIZATION

25550 Harbor View Road, Port Charlotte, Florida 33980-2503

Telephone: (941) 883-3535 Fax: (941) 883-3534

The Charlotte County Transportation Disadvantaged Local Coordinating Board (LCB) will hold a quarterly meeting on May 5, 2022 in person (with virtual participation also available). Please contact the MPO staff to obtain GoToMeeting log-in information. Persons wishing to provide public comment still will be allowed to do so by alternative means. Written comments may be submitted by either emailing the comments to office@ccmpo.com or mailing the comments to MPO LCB Staff, 25550 Harbor View Road, Suite 4, Port Charlotte, Florida, 33980-2503. Comments must be received for the meeting by 9 a.m. May 5, 2022. The comments will be read by an MPO staff member during the meeting for that item to be placed in the record. More information regarding the LCB Agenda is available on the MPO website at www.ccmpo.com.

MAY 5, 2022
LCB MEETING

CONSENT AGENDA ITEMS #4

MAY 5, 2022
LCB MEETING

AGENDA ITEM # 4-A
APPROVAL OF MINUTES: JANUARY 6, 2022 ANNUAL PUBLIC MEETING

Purpose: To review and approve the Minutes of the Annual Public Meeting.

Agenda Item Presented by: MPO Staff

Discussion: To Be Determined

Recommendation: Motion to approve the Minutes of the Annual Public Meeting

Attachment: [Minutes of the January 6, 2022 Annual Public Meeting](#)

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

Minutes of a Public Meeting held in a hybrid format on January 6, 2022 at 10:00 a.m. utilizing GoToMeeting remotely and in-person at the East Port Environmental Campus, Training Room B, 25550 Harbor View Road, Port Charlotte, FL 33980

MEMBERS PRESENT IN-PERSON

Commissioner Ken Doherty, *Charlotte County Commissioner (LCB Chair)*
Alan Skavroneck, *Local Private-for-Profit Transportation Industry Representative (LCB Vice Chair)*
Donna Fain, *Agency for People with Disabilities*
Mike Mansfield, *Economically Disadvantaged Representative*
Candice Monroy, *FDOT, District One Modal Development Office*
M. Suzanne Roberts, *Virginia B. Andes Volunteer Community Clinic (Medical Community Representative)*
Duane Siegfried, *Representative for Elderly Interests*
Alana Watson, *Agency for Health Care Administration (AHCA), alternate*

MEMBERS PRESENT REMOTELY

Dottie Fulton, *Citizen Advocate-User*
Tabitha Larrauri, *Department of Children & Families*
Maryjane Nickerson *Goodwill, Children-at-Risk Representative alternate*
Joseph Sabatino, *Citizen Advocate - excused*
Jocey Henderson, *Veterans Affairs*

ABSENT MEMBERS

Janna Balsley, *Regional Workforce Development - excused*
Maricela Morado, *Area Agency on Aging-Florida Department of Elder Affairs – excused*
Tony Conte, *Public Education-School Transportation - excused*
Leigh Ann Bellamy, *Division of Blind Services*
vacancy, *Disabled Representative*

STAFF PRESENT IN-PERSON

Wendy Scott, *MPO Planner*
D’Juan Harris, *MPO Director*
Betty-Ann Sherer, *MPO Planner*

OTHERS IN ATTENDANCE REMOTELY

Rick Kolar, *Charlotte County Transit Operations Manager (CTC)*
Michelle Edwards, *Charlotte County Transit Division*
Sheri Powers, *Florida Commission for the Transportation Disadvantaged*

1. Call to Order & Roll Call

Chair Ken Doherty called the Public Meeting to order at 10:00 am, prior to the regular quarterly LCB Meeting. Wendy Scott reviewed the LCB hybrid meeting protocol. Betty-Ann Sherer provided an onscreen view of the agenda throughout the meeting. The roll call was taken.

2. Welcome to the Public

Chair Doherty conducted the annual Public Meeting in compliance with the requirements of the Florida Commission for the Transportation Disadvantaged (CTD).

Chair Doherty called for public comment. There were no citizens present wishing to speak.

3. Purpose of the Transportation Disadvantaged (TD) Program including the Transportation Disadvantaged Service Plan (TDSP) – CTD Helping People Connect

Wendy Scott gave a general overview of the Transportation Disadvantaged (TD) Program utilizing the Florida Commission for the Transportation Disadvantaged (CTD) brochure entitled *Helping People Connect*. In particular, she reviewed the five (5) key elements listed in the brochure, including program history and mission, rider eligibility, type of services provided in all 67 Florida counties, funding sources, and how passengers may obtain assistance with utilizing the TD program. Ms. Scott encouraged participation in the TD Voluntary Dollar Program, available when annual vehicle registration renewals are paid either online or via mail. She commented that the numbers were slowly increasing each year. A poster available from the Commission was also displayed.

Wendy Scott stated that more detailed information on the TD program would be provided to members during Agenda Item 6 - Overview of the LCB Process (Annual Training) at the regular quarterly LCB meeting. She noted that this meeting would begin immediately following the LCB Public Meeting. All were welcome to attend.

4. Public Comment Period on TD Program or TDSP

No members of the public were present to comment on either the TD Program or the TDSP.

5. Adjourn

Chair Doherty adjourned the Public Meeting at 10:08 a.m. and proceeded to the regular quarterly Charlotte Local Coordinating Board Meeting.

MAY 5, 2022
LCB MEETING

AGENDA ITEM # 4-B
APPROVAL OF MINUTES: JANUARY 6, 2022 LCB 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 January 6, 2022 LCB Meeting

Attachment: [Minutes of the January 6, 2022 LCB Meeting](#)

CHARLOTTE COUNTY TRANSPORTATION DISADVANTAGED
LOCAL COORDINATING BOARD (LCB)
REGULAR MEETING

Minutes of a regular meeting held in a hybrid format on January 6, 2022 utilizing GoToMeeting remotely and in-person at the East Port Environmental Campus, Training Room B, 25550 Harbor View Road, Port Charlotte, FL 33980

MEMBERS PRESENT IN-PERSON

Commissioner Ken Doherty, *Charlotte County Commissioner (LCB Chair)*
Alan Skavroneck, *Local Private-for-Profit Transportation Industry Representative (LCB Vice Chair)*
Donna Fain, *Agency for People with Disabilities*
Mike Mansfield, *Economically Disadvantaged Representative*
Candice Monroy, *FDOT, District One Modal Development Office*
M. Suzanne Roberts, *Virginia B. Andes Volunteer Community Clinic (Medical Community Representative)*
Duane Siegfried, *Representative for Elderly Interests*
Alana Watson, *Agency for Health Care Administration (AHCA), alternate*

MEMBERS PRESENT REMOTELY

Dottie Fulton, *Citizen Advocate-User*
Tabitha Larrauri, *Department of Children & Families*
Maryjane Nickerson, *Goodwill, Children-at-Risk Representative alternate*
Joseph Sabatino, *Citizen Advocate - excused*
Jocey Henderson, *Veterans Affairs*

ABSENT MEMBERS

Janna Balsley, *Regional Workforce Development - excused*
Maricela Morado, *Area Agency on Aging-Florida Department of Elder Affairs – excused*
Tony Conte, *Public Education-School Transportation - excused*
Leigh Ann Bellamy, *Division of Blind Services*
vacancy, *Disabled Representative*

STAFF PRESENT IN-PERSON

Wendy Scott, *MPO Planner*
D’Juan Harris, *MPO Director*
Betty-Ann Sherer, *MPO Planner*

OTHERS IN ATTENDANCE REMOTELY

Rick Kolar, *Charlotte County Transit Operations Manager (CTC)*
Michelle Edwards, *Charlotte County Transit Division*
Sheri Powers, *Florida Commission for the Transportation Disadvantaged*

1. Call to Order & Roll Call

LCB Chair Ken Doherty called the regular LCB Meeting to order at 10:09 a.m (immediately following the Public Meeting). An in-person quorum was present. LCB Members introduced themselves and stated what organization/interest group they represented.

2. Pledge of Allegiance

The Pledge of Allegiance was recited.

3. Public Comments on Agenda Items

There were no public comments.

4. Consent Agenda:

A. Approval of Minutes: November 4, 2021 LCB Meeting

Alan Skavroneck made a motion to approve the Consent Agenda. Chair Ken Doherty seconded the motion. The Consent Agenda was approved unanimously.

5. Election of Vice Chair

The LCB Bylaws require the election of a Vice Chair during the first scheduled meeting of the calendar year. The Vice Chair shall be elected by a majority vote of a quorum of the members of the Board present. 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, have and exercise all the duties and powers of the Chair. The Vice Chair shall also perform other such duties as may be assigned him/her by the Chair.

After Alan Skavroneck responded to the Chair's inquiry regarding his willingness to continue serving as LCB Vice Chair, Mike Mansfield made a motion to nominate Alan Skavroneck as LCB Vice Chair for 2022. Suzanne Roberts seconded the motion, and the motion carried unanimously.

6. Overview of the LCB Process

As described in the Commission for the Transportation Disadvantaged (CTD) annual planning grant executed with the Charlotte County-Punta Gorda MPO, MPO staff members are required to annually "provide technical assistance and training for the local coordinating board." This is accomplished at the January LCB meeting each year via an instructional handout, with any new training information provided at upcoming LCB meetings throughout the year.

Wendy Scott reviewed an LCB Member PowerPoint presentation. Under the topic of LCB composition, LCB Members were invited to give a brief description about themselves and what interests or agency they represented, as well as activities in which their organizations were involved.

7. Review/Endorsement of Charlotte County's Section 5310 Grant Applications

Federal transportation legislation includes the Section 5310 funding program, which is aimed at enhancing mobility for seniors and the disabled. Rick Kolar noted that Charlotte County Transit is applying for two Section 5310 grants (operating and capital in the form of replacement vehicles). Charlotte County Transit is not applying for a Section 5311 (rural) grant this year, due to excess funds in that category. LCB Members were provided an opportunity to review/endorse Charlotte County's FY 2021/2022 Section 5310 grant applications.

Alan Skavroneck made a motion to endorse the FTA Section 5310 Grants, and LCB Chair Ken Doherty seconded the motion. The motion carried unanimously, except for an abstention by FDOT Representative Candice Monroy (because of her position on the FDOT Grant Review Committee).

8. Quarterly Report

The quarterly report is presented to describe recent activities of the Community Transportation Coordinator. It is an informational item. Given the timing of the holiday period and a very short turnaround time, the CTC Quarterly Report covering the October-December 2021 timeframe would not be available for the January 6, 2022 LCB meeting. It will be reviewed along with the January-March 2022 report at the May 5, 2022 LCB meeting.

9. Approval of the Charlotte County Transit TD Cancellation and No-Show Policy

Rick Kolar requested that this item be pulled from the agenda and instead be reviewed at the May 5, 2022 LCB Meeting in conjunction with other TDSP Amendments such as the rate model calculations. He noted that the document currently required additional review and changes by County staff. It was the consensus of the LCB Members that the item be postponed.

10. Citizen Input

There were no public comments.

11. Staff Comments

Wendy Scott thanked the LCB Members for participating in the LCB Meeting. She reported on her virtual attendance at the TD Commission's Business Meeting on December 15, 2021. One topic on the agenda was the review and approval of the 2021 Annual Performance Report (a 24-page statewide report due to the Governor and the Legislature on January 1 each year that includes a compilation of all the County Annual Operating Reports). There was also a report from the Executive Director David Darm at the CTD Meeting regarding:

- Update on Legislative Activities – the Governor's Recommended Budget for FY 22-23 has \$4 Million in additional revenue for the Trip & Equipment grant program and \$6 Million to support innovative service projects
- CTD Upcoming Policy Initiatives in 2022 include (1) an Annual Operating Report (AOR) Redesign Initiative, (2) an emphasis on Innovation and Service Development efforts and (3) Rider & Stakeholder Relations
- Update on the CTD Policy on ADA Complementary Paratransit Services (note: Charlotte County has a paratransit only system without fixed route service.)

Wendy Scott welcomed new MPO Director D'Juan Harris (who comes to the MPO from the Florida Department of Transportation - FDOT). He and other staff had planned on attending a

statewide Florida Metropolitan Planning Partnership (FMPP) two-day meeting in Orlando. This meeting provides an opportunity for Florida's MPOs, FDOT, and federal partners to collaborate and network on numerous topics. On Monday, due to the variant spike, it was cancelled as an in-person session in Orlando and was now an abbreviated training held the same morning with recording capability, so MPO staff would be able to view the video later. Therefore, Mr. Harris was able to attend the LCB in person.

MPO staff was still attempting to fill one LCB vacancy, the one for a representative for disabled interests. There is no requirement that this representative use the system, but it is always helpful to have someone with knowledge of the local TD service. She asked LCB Members to aid in the search.

Wendy Scott stated that she would be polling LCB Members via email regarding their preferences on packet receipt.

12. Member Comments

Joe Sabatino described an upcoming conference at Sacred Heart in Punta Gorda regarding housing for the homeless.

Dottie Fulton wished all a healthy and Happy 2022. She enjoyed participating in the annual LCB Member training and liked the TD brochure. She hoped everyone would stay safe.

Suzanne Roberts stated that the Virginia B. Andes Volunteer Community Clinic had available Moderna boosters open for all, to be provided “by appointment only” on Fridays from 9 am to 2 pm. She requested that anyone seeking a booster bring their vaccination cards, since booster shots were given 6 months after the second round of shots.

Mike Mansfield wished all a Happy New Year and stated that he was glad to meet D’Juan Harris. He appreciated the training he’d received while serving on the LCB.

Duane Siegfried stated that he was glad to be serving on the LCB and working with everyone.

Candice Monroy covered the following topics: (1) recent distribution of several FTA transit grant (Section 5310/5311 /5339) award notices and upcoming grant agreements, (2) CRISTA and other transit grant funding programming, and (3) ongoing transit triennial reviews.

Alana Watson wished all a Happy New Year, and Donna Fain appreciated the LCB Member Training, especially in light of her service on several LCBs in the region.

LCB Chair Ken Doherty thanked everyone for their participation. He thanked Wendy Scott for being the LCB point person and all of the staff for their dedicated work. He was hopeful that 2022 would be a good year despite any challenges that might arise. He described his service on the National Association of Counties’ Transportation Committee which would be evaluating the new federal Infrastructure Bill at a February Meeting. He expressed his sincere appreciation for all volunteers in Charlotte County who participate on various committees and boards.

13. Adjournment (Next Meeting – May 5, 2022)

LCB Chair Ken Doherty stated that the next LCB meeting is scheduled for May 5, 2022. The meeting was adjourned at 10:47 a.m.

MAY 5, 2022
LCB MEETING

AGENDA ITEM # 4-C

FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED (CTD)
ANNUAL PLANNING GRANT TO THE MPO

Purpose: To provide LCB members with information on the CTD Planning Grant received by the Charlotte County-Punta Gorda Metropolitan Planning Organization (MPO)

Agenda Item Presented by: MPO Staff

Discussion:

The MPO annually receives a Transportation Disadvantaged Planning Grant from the Florida Commission for the Transportation Disadvantaged (CTD) starting on July 1 each year. The amount received for FY 2022/2023 will be \$23,887. These funds pay a portion of MPO staff salaries for work performed as the Official Planning Agency for the Charlotte Transportation Disadvantaged program.

Recommendation: None (information only)

Attachment: None

MAY 5, 2022
LCB MEETING

AGENDA ITEM # 5
TRANSPORTATION DISADVANTAGED TRUST FUND (TDTF)
TRIP AND EQUIPMENT GRANT

Purpose: To provide LCB members with information on the TDTF Trip and Equipment Grant for FY 2022/2023

Agenda Item Presented by: Charlotte County staff

Discussion:

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. Charlotte County's FY 2021/2022 Trip and Equipment Grant funding was enhanced by a COVID-19 rescue plan designed to mitigate financial losses that began in March 2020. This funding relief was phased out on December 31, 2021.

The funding amount for FY 2022/2023 Trip and Equipment Grant plus Voluntary Dollar funding (commencing July 1, 2022) is:

Trip & Equipment Grant allocation	\$ 544,101
Local Match	<u>\$ 60,455</u>
Total Funding	\$ 604,556
Voluntary Dollar	\$ 77
Local Match	<u>\$ 8</u>
Total	85
Grand Total	\$ 604,641

Recommendation: None

Attachment: None

AGENDA ITEM # 6
FY 2021/2022-FY 2025/2026 TRANSPORTATION DISADVANTAGED SERVICE
PLAN/COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION
PLAN (TDSP/CPT-HSTP) AMENDMENT INCLUDING
RATE MODEL CALCULATIONS

Purpose: Approval of the TDSP/CPT-HSTP Amendment (including the rate model calculations)

Agenda Item Presented by: Charlotte County and MPO staff

Discussion:

On March 30, 2021, the Commission for the Transportation Disadvantaged (CTD) designated the Charlotte County Board of County Commissioners (BCC) as the Community Transportation Coordinator (CTC) for Charlotte County for a five-year period commencing July 1, 2021. A new Transportation Disadvantaged Service Plan (TDSP) was approved by the LCB on September 9, 2021. This document also serves as the Coordinated Public Transit-Human Services Transportation Plan (CPT-HSTP) for purposes of Federal transportation legislation requirements. The attached change pages will serve as an amendment to the current document and require approval by the LCB prior to submission to the CTD. Staff will revise Table of Contents page numbering if needed once updated materials are approved.

Amendment Actions:

- Revision of Cover Page with date of amendment
- Update of Transit Facility Address, pg. 1
- Closure of the Cultural Center, pgs. 10, 21, 22, 26, 42 and 51
- Update on new Transit Facility, pgs. 11-12
- Revision to Public Participation (CTC Survey 2022), pg. 16
- Status of the Port Charlotte Town Center, pgs. 21 and 25
- Revision to Local Hospital Names, pg 23
- Addition of BJ's Wholesale Club as a shopping trip attractor, pg 24
- Update on Types, Hours, and Days of Services/Accessing Services, pg. 40-41, 52
- Update on current Englewood SCAT transit services, pgs. 41, 45, 52-53
- Update Veteran's Van days of service, pg. 42 and 45
- Insertion of new 2022 Bus Transit System Annual Safety and Security Certification, (letter dated February 2, 2022), pg. 44
- Coordination Contractors items, pg. 54
- Addition to Quality Assurance Additional Reviews section, pg. 59
- New Appendix A Brochure and availability in French Creole notation, pg 61-62
- Insertion of new rate model calculations in Appendix H, pgs. 78-86 (*final draft version received 4/27/2022 from Transit staff that has been submitted to CTD staff for review*)
- Insertion of Appendix J, 2022 CTC Evaluation, pg 89-98
- Revision of Appendix M, TD Application page 1 to reflect new Transit Facility Address, pg. 113

(Note: The entire draft document is available upon request and will be posted on the website post-meeting.)

Recommendation: Motion to amend the FY 2021-2022/FY 2025-2026 Transportation Disadvantaged Service Plan (TDSP) / Charlotte County Coordinated Public Transit – Human Services Transportation Plan (including the rate model calculations); allowing Transit staff to make minor technical adjustments to the rate model per CTD staff guidance.

Attachment: [Draft FY 2021-2022/FY 2025-2026 Transportation Disadvantaged Service Plan \(TDSP\) / Charlotte County Coordinated Public Transit – Human Services Transportation Plan \(CPT-HSTP\) Amendment change pages](#)

CHARLOTTE COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN & CHARLOTTE COUNTY COORDINATED PUBLIC TRANSIT-HUMAN SERVICE TRANSPORTATION PLAN

FY 2021/2022 – FY 2025/2026

9/9/2021

**Approved by the Charlotte County Transportation Disadvantaged Local
Coordinating Board**

As Amended 5/5/2022





prepared by

**Charlotte County-Punta Gorda
Metropolitan Planning Organization
25550 Harbor View Road, Suite 4
Port Charlotte, FL 33980-2503
(941) 883-3535**

and

**Charlotte County Board of County Commissioners
Charlotte County Transit Division
~~25490 Airport Road~~ 545 Theresa Blvd.
~~Punta Gorda, FL 33950-6121~~ Port Charlotte, FL 33954
(941) 575-4000**



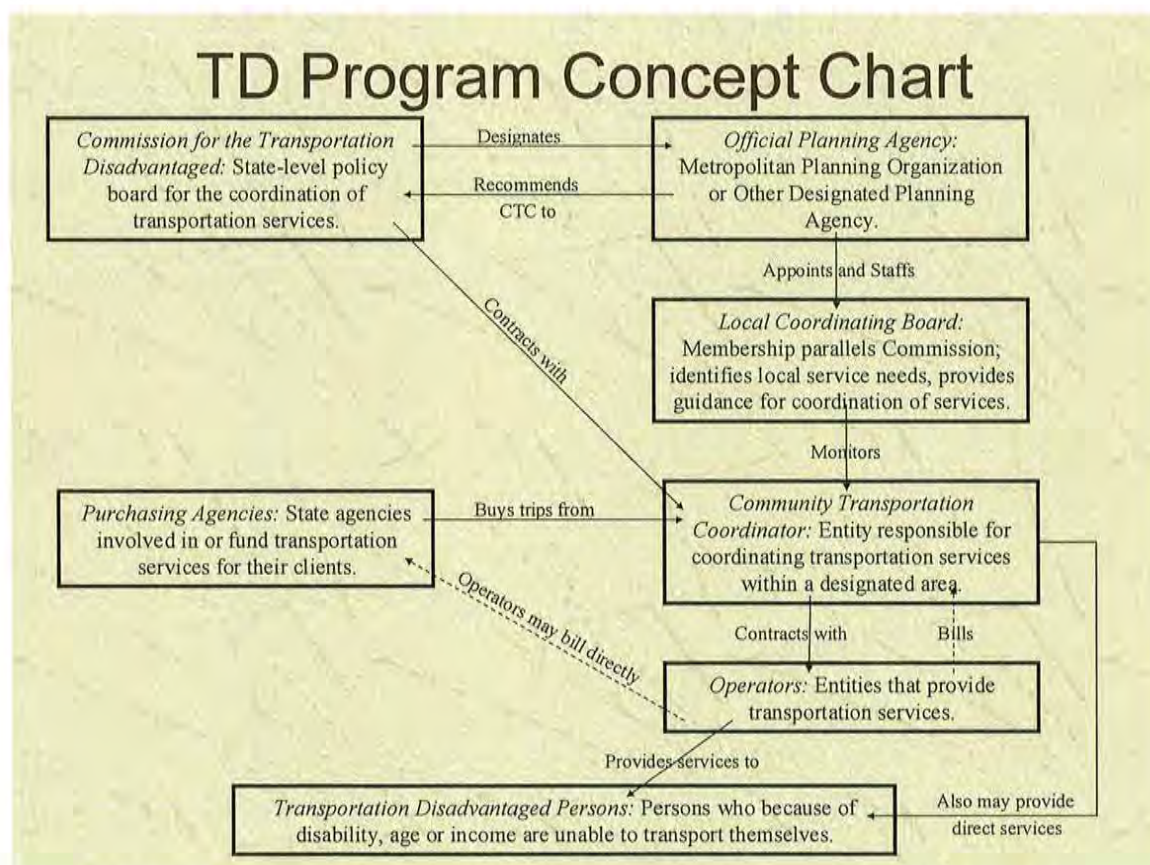
This document was prepared by the staff of the Charlotte County-Punta Gorda Metropolitan Planning Organization in cooperation with the Florida Department of Transportation and local government agencies. Funding for this document was provided by the U.S. Department of Transportation (Federal Highway Administration and Federal Transit Administration), the State of Florida Department of Transportation, the Florida Commission for the Transportation Disadvantaged, Charlotte County, and the City of Punta Gorda.

Current purchasing agencies funding trips are: Charlotte County Senior Services (Older Americans Act and Community Care for the Elderly), the Florida Commission for the Transportation Disadvantaged through the Transportation Disadvantaged Trust Fund, the Charlotte County Board of County Commissioners, the Florida Department of Transportation, and the Federal Transit Administration.

Coordination Contractors providing volunteer drivers and other assets to operate Transit funded, fueled, maintained and insured vehicles include:

- Charlotte County Veterans Council
- ~~Cultural Center of Charlotte County~~
- Charlotte County Homeless Coalition
- Center for Abuse & Rape Emergencies (C.A.R.E.)

This chart shows how all organizations and individuals involved in the TD system interact statewide:



New Transit Facility ~~Under Construction:~~

With funding from an FTA Section 5339 grant, a new centrally located transit facility ~~is under construction was~~ constructed off Veterans Blvd at 545 Theresa Blvd. ~~This photo was taken on July 31, 2021.~~



Initial work site shown in Charlotte County 2019-2020 Capital Improvements Program adopted September 24, 2019





When Charlotte County Transit moves from the current Airport Road location in South County, the new facility at 19765 Kenilworth Blvd 545 Theresa Blvd. in Port Charlotte will provide a central location for servicing passengers county-wide. The new location will reduce the response time to reach customers. The new building will contain open and private office spaces, a central dispatch control area, locker rooms for drivers, a fully-equipped breakroom, large conference rooms for training and meetings, and a lobby for customer service needs. It also will have surface/non-enclosed parking for at least 39 transit vehicles, 40 personal vehicles for drivers and staff, 3 administrative service vehicles and 2 vans plus a charging area for six electric vehicles. It is anticipated that the facility will be completed in late 2021.



Commissioners on July 9, 2019. Also, as part of the TDP development, two series of workshops were conducted in all three geographic parts of Charlotte County to discuss service needs with all interested parties. In addition, rider surveys were a part of the most recent CTC Evaluation. The Transit Division also surveyed passengers in January 2016.

As part of the CTC Evaluation conducted on February 7-9, 2022, TD passengers were surveyed.

Government Offices and Social Service Agencies

A variety of government offices and social service agencies are located in Charlotte County. The County Administrative Complex is located in Murdock. Many other governmental offices are housed in Punta Gorda (South County) and West County, which includes the Englewood area. In Port Charlotte on Loveland Boulevard off of Kings Highway, a campus contains the buildings of both the Health Department and many of the Human Services Department offices.

Health Care Facilities

Health care facilities, including hospitals and clinics, also serve as significant trip attractors for employees as well as clients. There are three major hospitals and one mental health clinic. There is a concentration of health care centers located along Harbor Boulevard and Olean Boulevard, in the Promenades area, along Tamiami Trail/US 41 in Port Charlotte, and along US 17 in the City of Punta Gorda.

Schools and Colleges

Schools and colleges also can be significant traffic attractors, both for the students who attend them as well as for the teachers and staff who work there. Table I-1 shows the locations of schools and colleges in the county. Florida SouthWestern State College is located at 26300 Airport Road and Florida Gulf Coast University has a branch in Charlotte County at the Herald Court Centre. In November 2019, AeroGuard Flight Training Center opened at the Punta Gorda Airport. By the nature of their pupil catchment areas, most public K-12 schools are scattered throughout the county.

Shopping Centers

As shown in Table I-1, there are numerous retail shopping areas in Charlotte County. In addition to attracting shoppers, retail centers also attract employees. Hence, these types of facilities generate considerable transportation needs. Most are located along Tamiami Trail (US 41), including the Port Charlotte Town Center, an indoor mall with a large movie theater and ~~more than 100 shops including Beall's, Dillard's and JC Penney~~ some shopping stores, although the property suffered many closures during the pandemic and was auctioned as part of a foreclosure sale on February 28, 2022. The property sold to the bond owners in exchange for wiping out existing debt. The future of the complex is yet to be determined.

Other Major Employer – Cheney Brothers, Inc.

Undergoing much economic development in the years following the 2004 landfall of Hurricane Charley, the City of Punta Gorda boasts the Charlotte County Events Center, several hotels and restaurants, a municipal marina, and two mixed-use commercial/parking facilities. In Port Charlotte, multiple hotels have been constructed in the Kings Highway area and along US 41. Two Community Redevelopment Areas are: (1) the Parkside CRA in the medical arts ~~and Cultural Center~~ area, and (2) the Charlotte Harbor CRA north of the US 41 bridges (with a planned Sunseeker Resort now underway after encountering delays attributable to the COVID-19 pandemic.)

TABLE I-1: TRIP ATTRACTORS

TYPE	FACILITY	LOCATION
Attractions	Ann & Chuck Dever Memorial Regional Park at Oyster Creek	6791 San Casa Drive/ENG
Attractions	Babcock Wilderness Adventure	8000 State Road 31/PG
Attractions	Bayshore Live Oak Park	Bayshore Road/CH
Attractions	Boca Grande State Park	Gasparilla Island/ Lee County
Attractions	Carmalita Park	6905 Florida Street/PG
Attractions	Cedar Point Environmental Park	2300 Placida Road/ENG
Attractions	Charlotte County Council on Aging, Inc.	3456 DePew Avenue/PC
Attractions	Charlotte County Historical Center	514 East Grace Street/PG
Attractions	Charlotte Harbor Event & Conference Center	75 Taylor Street/PG
Attractions	Charlotte Performing Arts Center	1250 Cooper Street/PG
Attractions	Charlotte Sports Park & Tippecanoe Environmental Pk	2300 El Jobean/PC
Attractions	Cultural Center of Charlotte County, Inc.	2280 Aaron Street/PC
Attractions	Charlotte Harbor Environmental Center	10941 S. Burnt Store Rd/ PG
Attractions	Englewood Beach at Chadwick Park	2100 N. Beach Road/ENG
Attractions	Englewood Charlotte Public Library	3450 McCall Road/ENG
Attractions	Gaines Jr. Veterans Memorial Park	20499 Edgewater Dr/PC
Attractions	Gilchrist Park	750 W. Retta Esplanade/PG
Attractions	Harbor Heights Park	3350 N. San Marino Dr/ PC
Attractions	Harold Avenue Recreation Center	23400 Harold Avenue/PC
Attractions	Larry Taylor Kiwanis Park	3100 Donora Street/PC
Attractions	Laishley Park	350 E. Marion Avenue/PG
Attractions	Mid-County Regional Library	2050 Forrest Nelson Blvd/PC
Attractions	North Charlotte Regional Park	1185 O'Donnell Blvd/PC
Attractions	Peace River Wildlife Center	3400 Ponce deLeon Pkwy/PG
Attractions	Port Charlotte Public Library	2280 Aaron Street/PC
Attractions	Port Charlotte Beach/Rec Center	4500 Harbor Boulevard/PC
Attractions	Punta Gorda Airport	28000 Airport Road/PG
Attractions	Punta Gorda Public Library	401 Shreve Street/PG
Attractions	Rebecca Neal Owen Congregate Meal Center	27420 Voyageur Drive/PC
Attractions	South County Regional Park/Rec Center	670 Cooper Street/PG
Attractions	Town Center 16 Regal Cinemas	1441 Tamiami Trail/PC
Attractions	Tringali Community Center	6900 Pennell Street/ENG
Attractions	Tringali Recreational Complex/Park	3460 N. Access Road/ENG
Government	CareerSource Southwest Florida	1032 Tamiami Trl Unit 9/PC
Government	Charlotte County Administration Center	18400 Murdock Circle/PC
Government	Charlotte County Cooperative Extension Service	25550 Harbor View Rd/ PC
Government	Charlotte County – Englewood Annex	6868 San Casa Blvd/ENG
Government	Charlotte County Family Services Center	21450 Gibraltar Drive/PC
Government	Charlotte County Human Services Office	1050 Loveland Blvd/PC
Government	Charlotte County Justice Center	350 E. Marion Ave/PG
Government	Charlotte County Old Courthouse/Elections Supervisor	226 Taylor Street/PG
Government	Charlotte County Public Works	70000 Florida Street/ PG
Government	Charlotte County Sheriff's Department	25500 Airport Road/PG
Government	Charlotte County – South County Annex	410 Taylor Street/PG
Government	Charlotte County – Tax Collector's Office/PC	21229 Olean Blvd, Ste B/PC

Government	Charlotte County Utilities/Customer Service	25550 Harbor View Road/PC
Government	Charlotte County Veterans Services	1050 Loveland Blvd/PC
Government	Charlotte County-Punta Gorda Metro Plan Org (MPO)	25550 Harbor View Road/PC
Government	City of Punta Gorda Police Department	1410 South Tamiami Trail/PG
Government	City of Punta Gorda – City Hall	326 W. Marion Ave/PG
Government	Department of Children & Families	14830 Tamiami Trail/North Port, Sarasota County
Government	US Social Security Administration	1600 Tamiami Trail #200/ PC
Health Care	Arbors at Port Charlotte	18480 Cochran Blvd/PC
Health Care	Brookdale Port Charlotte	18440 Cochran Blvd/PC
Health Care	Brookdale Punta Gorda Isles	250 Bal Harbor Blvd/PG
Health Care	Brookdale Rotonda	550 Rotonda Blvd W/ENG
Health Care	Brookdale South Port Square	23023 Westchester Blvd/PC
Health Care	Charlotte Behavioral Healthcare, Inc.	1700 Education Avenue/PG
Health Care	Chelsea Place Retirement Living	315 Addison Drive/PC
Health Care	Courtyard Retirement Center	26455 Rampart Blvd/PC
Health Care	Englewood Community Hospital	700 Medical Blvd/ENG -Sara
Health Care	Englewood Healthcare and Rehabilitation Center	1111 Drury Lane/ENG
Health Care	Florida Department of Health in Charlotte Co. - Main	1100 Loveland Blvd/PC
Health Care	Florida Department of Health in Charlotte Co. - WIC	6868 San Casa Drive/ENG
Health Care	Grand Villa of Englewood	925 S. River Road/ENG
Health Care	Harbor Home Care Services	23013 Westchester Blvd/PC
Health Care	Harbor View Acres Assisted Living	24450 Harbor View Rd/ PC
Health Care	HCA Florida Fawcett Memorial Hospital	21298 Olean Blvd/PC
Health Care	Lexington Manor Assisted Living	20480 Veterans Blvd/PC
Health Care	Life Care Center of Punta Gorda	450 Shreve Street/PG
Health Care	Magnolia Acres Assisted Living Facility	729 Crestwood Road/ENG
Health Care	Mariner Health Care of Port Charlotte	25325 Rampart Blvd/PC
Health Care	Northside Psychiatric Services	1032 Tamiami Trail, Unit 1/PC
Health Care	Palms of Punta Gorda	2295 Shreve Street/PG
Health Care	Parkside Assisted Living and Memory Cottage	2595 Harbor Blvd/PC
Health Care	Port Charlotte Rehabilitation Center	25325 Rampart Blvd/PC
Health Care	Riverside Behavioral Center	733 E. Olympia Avenue/PG
Health Care	Royal Palm Retirement Center	2500 Aaron Street/PC
Health Care	Sandhill Gardens Retirement	24949 Sandhill Blvd/ PC
Health Care	Bayfront ShorePoint Health Port Charlotte - Hospital	2500 Harbor Blvd/ PC
Health Care	Bayfront ShorePoint Health Punta Gorda - Hospital	809 E. Marion Avenue/PG
Health Care	Signature HealthCARE of Port Charlotte	4033 Beaver Lane/PC
Health Care	Singing Pines Adult Care	4410 US 17/Duncan Road/PG
Health Care	Solaris	4000 Kings Highway/PC
Health Care	Southern Heritage Home	509 Berry Street/PG
Health Care	Vick Street Manor Assisted Living	22332 Vick Street/PC
Health Care	Village Place Health and Rehabilitation Center	2370 Harbor Blvd/PC
Health Care	Village Place Retirement	18400 Cochran Blvd/PC
Health Care	Virginia B. Andes Volunteer Community Clinic	21297 Olean Blvd, Unit B/PC
School	Adult and Community Education	2280 Aaron Street/PC
School	AeroGuard Flight Training Center	8200 Skylane Way/PG
School	AMI Kids Crossroads	45991 Belmont Rd/PG
School	Baker Center	311 E. Charlotte Avenue/PG

School	Charlotte County School Board Administration	1445 Education Way/PG
School	Charlotte Harbor Center	22450 Hancock Ave/PC
School	Charlotte High School	1250 Cooper Street/PG
School	Charlotte Technical Center	18300 Toledo Blade Blvd/PC
School	Deep Creek Elementary School	26900 Harbor View Road/PC
School	East Elementary School	27050 N. Fairway Drive/PG
School	Florida SouthWestern State College	26300 Airport Road/PG
School	Florida Gulf Coast University/Herald Court Centre	117 Herald Court, Ste 211/PG
School	Kingsway Elementary School	23300 Quasar Blvd/PC
School	L.A. Ainger Middle School	245 Concord Road/RT
School	Lemon Bay High School	2201 Placida Road/ENG
School	Liberty Elementary School	370 Atwater Street/PC
School	Meadow Park Elementary School	7500 Essex Avenue/PC
School	Murdock Middle School	17325 Mariner Way/PC
School	Myakka River Elementary School	12650 Willmington Bl/ENG
School	Neil A. Armstrong Elementary School	22100 Breezeswept Ave/PC
School	Peace River Elementary School	22400 Hancock Ave/PC
School	Port Charlotte High School	18200 Toledo Blade Bl/PC
School	Port Charlotte Middle School	23000 Midway Blvd/PC
School	Punta Gorda Middle School	825 Carmalita Street/PG
School	Sallie Jones Elementary School	1221 Cooper Street/PG
School	Special Training and Rehabilitation, Inc	525 Bowman Terrace/PC
School	The Academy	18300 Cochran Blvd/PC
School	Vineland Elementary School	467 Boundary Blvd/RT
Shopping	Aldi's	1391 Tamiamia Trail/PC
Shopping	Aldi's	26279 Jones Loop Road/PG
Shopping	Bal Harbor Plaza	1133 Bal Harbor/PG
Shopping	BJ's Wholesale Club	19150 Quesada Ave/PC
Shopping	Charlotte Square Shopping Center	2200 Tamiami Trail/PC
Shopping	Cleveland Marketplace	27680 Bermont Rd/Cleveland
Shopping	Colonial Promenades	3941 Tamiami Trail/PG
Shopping	Cross Trail Shopping Center	615 Cross Street/PG
Shopping	Fishermans Village	1200 W Retta Esplanade/PG
Shopping	Harbor Square Shopping Center	4200 Tamiami Trail/PC
Shopping	Home Depot	12621 McCall Rd/ENG
Shopping	Home Depot	19690 Cochran Blvd/PC
Shopping	Home Depot	Tamiami Trail & Burnt Store Road/PG
Shopping	Kohls	19600 Cochran Blvd/PC
Shopping	Merchants Crossing of Englewood	1500 Placida Road/ ENG
Shopping	Murdock Carousel Shopping Center	2000 Tamiami Trail/PC
Shopping	Paradise Shoppes of Port Charlotte	Tamiami Trail & Cochran/PC
Shopping	Peachland Promenades	24051 Peachland Blvd/PC
Shopping	Port Charlotte Crossing	4265 Tamiami Trail/PC

Shopping	Port Charlotte Marketplace	19400 Cochran Blvd/PC
Shopping	Port Charlotte Town Center Mall (<i>recently purchased following foreclosure</i>)	1441 Tamiami Trail/PC
Shopping	Promenades Mall	3280 Tamiami Trail/PC
Shopping	Punta Gorda Crossings	2310 Tamiami Trail/PG
Shopping	Rotonda Plaza	Placida Rd & Rotonda Blvd W/ENG
Shopping	School House Square	4300 Kings Highway/PC
Shopping	Target	1400 Tamiami Trail/PC
Shopping	Village Market Place Shopping Center	1825 Tamiami Trail/PC
Shopping	Wal-Mart Supercenter	4100 McCall Road/ENG
Shopping	Wal-Mart Supercenter	375 Kings Hwy/PC
Shopping	Wal-Mart Supercenter	19100 Murdock Circle/PC
Shopping	Wal-Mart Supercenter	5001 Taylor Road/ PG
Shopping	Winn Dixie Marketplace at Kings Crossing Shopping Ctr	2000 Kings Hwy/PC
Shopping	Winn-Dixie Marketplace	27680 Bermont Rd/PG
Other Major Employer	Cheney Brothers	One Cheney Way/PG

PC = Port Charlotte, ENG=Englewood, PG=Punta Gorda, Rotunda=RT

The development pattern of Charlotte County's Mid County and South County areas generally follows along the US 41 corridor. The Port Charlotte/Murdock and Punta Gorda areas serve as commercial anchors with a high concentration of generators and attractors. Also, these areas have the highest population densities in **Charlotte** County. In some areas, the commercial development along US 41 is located along the access roads. Areas where this condition is present would require further analysis as it relates to accessibility for public transportation. Many medical, government, and social service agencies are concentrated in the same areas. Educational facilities and area attractions are more dispersed throughout the county. In the future, the demographics and trip attractors in the two concentrated areas (Port Charlotte/Murdock and Punta Gorda) may provide an opportunity for some form of fixed route public transportation. Eventually, growth in the West County area might also support such service at some point in the future.

In 2013, a transit latent demand study jointly funded by the Charlotte County-Punta Gorda MPO and the Sarasota/Manatee MPO, explored whether or not there is demand for scheduled service between Parkside (including its medical district) and the City of North Port in southern Sarasota County. The data and its analysis recommended that there is sufficient latent demand to support a fixed route transit service in South Sarasota County and North Charlotte County. The results of this study were considered in the subsequent development of both Transit Development Plans for Charlotte County and Sarasota County.

e. Inventory of Available Transportation Services

Table I-2 (on the following two pages) is an inventory of available transportation services with two categories of providers: 1) coordinated transportation providers; and 2) non-coordinated

transportation providers. Coordinated transportation providers are those providers who operate as part of the transportation program coordinated by the CTC under the Florida Coordinated Transportation System. Non-coordinated providers are those service providers and agencies who do not have a coordination agreement with the CTC.

Table I-2
Inventory of Transportation Providers in Charlotte County

Provider	Phone Number	C=Coordinated/ N=Non-Coordinated	PP=Private for Profit PNP=Private Non-Profit G=Government
A Better Solution of Venice (866)	945-7973	N	PP
A Taxi of Charlotte County	467-2272	N	PP
A1 Royal Arpt Transp. & Limo Service (239)	369-8300	N	PP
AAA Taxi	451-3990	N	PP
ACC Medlink	693-9119	N	PP
Affordable Vintage Taxi	962-8294	N	PP
AllyRides Wheelchair/StretchTransport Svc	242-7433	N	PP
Ameditrans Medical Transportation	625-0117	C	PP (*CCT driver contract)
Astor Transport	624-4554	N	PP
Astro Transportation	468-1223	N	PP
Bluebird Taxi Company	343-8294	N	PP
Boys and Girls Club	575-9797	N	PNP
Center for Abuse & Rape Emergencies (C.A.R.E.)	639-5499	C	PNP
Cabbie's Taxi Service	391-5090	N	PP
Caring Hands Wheelchair Transport, Inc	416-8024	N	PP
Charlotte County Express Cab, Inc.	624-4311	N	PP
Charlotte County Homeless Coalition	627-4313	C	PNP
Charlotte County Transit Division (TD)	575-4000	C	G
Charlotte County Veteran's Council	575-4000	C	PNP
Charlotte Co. School Board	255-0808	N	G
Charlotte County Yellow Cab	743-2100	N	PP
Charlotte Limousine	232-2109	N	PP
Charlotte Shuttle Transportation	255-9117	N	PP
Checker Cab	629-7774	N	PP
Concierge Taxi Services	286-5085	N	PP
Cultural Center of Charlotte County Inc	625-4175	C	PNP
Doris Limousine Service	627-8056	N	PP

II. SERVICE PLAN

A. Operations Element

1. Types, Hours, and Days of Service

The Charlotte County Transit Division (CCTD) provides ambulatory and wheelchair transportation services in a non-discriminatory fashion. Fares (when required) and service availability are the same for both ambulatory and wheelchair bound individuals. Subscription routes are operated for congregate dining and mental health outpatient services. Point to point, on demand services are provided for medical services, employment programs as well as other life sustaining purposes. Grocery shopping trips have been reintegrated into small group and individual trip scheduling with the use of the RouteMatch dispatch software which optimizes this service, giving clients the ability to change destination and schedule customized group service.

A contractual System Safety Plan is administered by the CTC to assure continuation of uniform service delivery. Additional contract specifications for drug testing and on-time reporting have been added to the contract. Operators "subscribe" to the Transit Division's approved drug testing policy, and are able to buy services under the same contract as the county. The Transit Division has revised the drug policy to comply with the FTA.

Group trips are provided at a lower rate than individual trips (advance reservation or demand response). Those rates are fully discussed in the rate element. Group trips are defined as those that occur when three or more passengers ride together in one vehicle to a single destination and from a common pick-up point.

Subscription trips are those routes to common destinations such as congregate dining facilities or grocery stores, wherein the same general group of riders is transported on the same daily, weekly or mixed day schedule. Such trips are liable to frequent changes by way of temporary cancellations and additional new passengers. These trips are provided to the various client groups as previously discussed.

The Transit Division and its operators provide curb-to-curb service whenever practicable. ~~and door-to-door when made necessary because of passenger disability or frailty.~~ The transport of children and escorts is addressed at length in the policy element. Also discussed in detail in the policy element are standards for Driver Dress and Uniform, Complaints, Grievances, Private Property, On Time Performance, No Shows, Accident Reporting, Maintenance Priorities, Vehicle Usage, Trips Prioritization, Social Benefit Trips, Passenger Medical Condition, Substance Abuse, and handling of Blood Borne Pathogens: An operating policy regarding the handling of oxygen handling equipment is also included. Securement fixtures have been installed in all buses pursuant to that policy. Additionally, the Local Coordinating Board has adopted measurable standards for accidents, road calls and complaints.

2. Accessing Services

The CCTD requests ~~24-96-72-96 hour~~ notice for transportation appointments and route changes. ~~but can, and at times does, provide same day service.~~ A no-show policy has been

developed by the Local Coordinating Board and adopted by the Transit Division as departmental policy. **Chronic Habitual** “no shows” are counseled and/or suspended. A copy of the No-Show policy appears in Appendix C.

A cancellation occurs when a client calls to give advance notice of at least one (1) hour prior to the operation of a trip, however the CCTD requests cancellation calls as early as possible.

Transit Division office hours are from 7:00AM to 4:00PM Monday through Friday; and the transportation hours are from 6:30AM to 6:00PM Monday through Friday; 9:00AM to 6:00PM on Saturday (limited service area); and no Sunday service. The CCTD is closed on all federal and county holidays.

All Service calls come in on (941) 575-4000.

Backup service for internal Transit Division operations comes from a pool of spare equipment staffed by office personnel.

Eligibility for TD Trust funds, at this writing, is determined by the established criteria. New non-sponsored clients may apply by calling the Transit Division directly and submitting a completed TD application which is assessed by the Transit Division (see Appendix M). Eligibility requirements for the use of Transportation Disadvantaged funded trips were updated by the LCB on May 11, 2017. Generally stated the policy is that no other funding for the trip is available, **and no friends or relatives are available to provide transportation. and fixed-route public transportation is not available.** A complete policy is included in Appendix D. Certifications will be reviewed every three years.

A copy of the Charlotte County Prioritization Policy for Non-Sponsored Trips approved by the Local Coordinating Board appears in Appendix E. The prioritization policy was approved at the May 11, 2017 meeting of the Charlotte County Transportation Disadvantaged Local Coordinating Board and reads in part:

Utilization of Charlotte County Transit Division resources, including but not limited to, personnel, equipment, and funding sources used in the provision of rides for Transportation Disadvantaged individuals in Charlotte County shall be prioritized as follows:

- Priority 1- Individual Medical Trips
- Priority 2- Group Trips for Groceries and Congregate Meals
- Priority 3- Trips for Employment Purposes
- Priority 4- Trips for Adult Education
- Priority 5- Social and Non-Essential Shopping

Individuals prioritized in this fashion shall be afforded rides within the limits of Charlotte County Transit Division's ability to deliver service in an ambulatory or wheelchair mode without regard to age, sex, race, or ethnic origin.

Effective April 2017, Charlotte County Transit received a new Federal Grant to be used in the Englewood area. Together with Sarasota County Area Transit (SCAT), Charlotte County

Transit was able to extend Route #16 and create #26 into the Charlotte County portion of Englewood for service to Englewood Beach and Merchant's Crossing. Additionally, the route ~~will~~ provided scheduled service for Charlotte residents to the Englewood Hospital and Medical Center. ~~Recently, these routes were made seasonal based upon demand. (Update: Due to the pandemic, SCAT is operating a modified fixed route service. SCAT suspended Route #26 in November 2020 and Route #16 runs on Saturdays.)~~ As of June 5, 2021, SCAT announced after an 18-month evaluation of their operations, the closure of RT16 and RT26 and the inclusion of those areas in what is now called "OnDemand by Sarasota County") Curb-to-curb rides for this new service is available 5 a.m. to 10 p.m. Monday through Saturday, and 6 a.m. to 9 p.m. on Sunday. Each ride costs \$1.25 and rides can be paid for using an online registration service, an app or paying cash to the driver. Reservations are required to use this service. Customers can request a ride via a mobile app, which is available in app stores for iPhone and Android devices, online at [scgov.net/OnDemand](https://www.scgov.net/OnDemand), or by calling a dedicated call center at 941-300-1553. Customers may also email questions to support-sarasota@ridewithvia.com. <https://www.mysuncoast.com/2021/05/28/scat-launch-on-demand-service-june/>

3. Transportation Operators and Coordination Contractors

Charlotte County Veteran's Council (Coord Vol Op)
P.O. Box 380964
Port Charlotte, FL 33938
Joseph Oster, Coordinator (612)-807-7422

The Charlotte County Veteran's Council operates two (2) nine passenger commuter vans supplied by CCTD. The Transit Department has included the Veteran's Council in its capital replacement plan. The Transit Department provides all fuel, repairs, insurance, driver training as well as other operating supports to this operation. Hours of operation are ~~MWF 6:00AM through 6:00PM~~. Monday and Friday: Bay Pines and Cape Coral/Wednesday Cape Coral only – all trips have 8:00 am departure.

~~The Cultural Center of Charlotte County (Coord Vol Op)
2280 Aaron Street
Port Charlotte, FL 33952
MacKenzie Smart (941) 625-4175~~

~~The Cultural Center Program uses a coordinated partner sedan to provide trips to seniors for medical, shopping and programs at the Cultural Center. Hours of operation as needed.~~

Charlotte County Homeless Coalition (Coor Vol Op)
1476 Kenesaw Street, Port Charlotte
P.O. Box 380157
Murdock, FL 33948
David Ramey, Director of Programs, (941) 627-4313, Ext.118

Homeless Coalition operates a 9- passenger van provided by the Transit Department, in the same fashion as the Veteran's Council, for their own programs. Hours of operation as needed.

6. Vehicle Inventory

The August 2, 2021 inventory for the Transportation Disadvantaged program is located in Appendix G of this document.

7. System Safety Program Plan Certification

A copy of the 2022 certification follows:



Charlotte County Government

"To exceed expectations in the delivery of public services."

www.CharlotteCountyFL.com

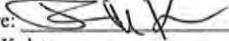
BUS TRANSIT SYSTEM ANNUAL SAFETY AND SECURITY CERTIFICATION

Date: February 2, 2022

Charlotte County Transit Division
545 Theresa Blvd
Port Charlotte, FL 33954

IN ACCORDANCE WITH FLORIDA STATUTE 341.061, THE BUS TRANSIT SYSTEM
NAMED ABOVE HEREBY CERTIFIES TO THE FOLLOWING:

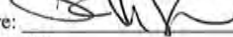
1. The adoption of a System Safety Program Plan (SSPP) and a Security Program Plan pursuant to FLORIDA DEPARTMENT OF TRANSPORTATION safety standards set forth in rule 14-90, Florida Administrative Code.
2. Compliance with the adopted standards of the SSPP and Security Program Plan.
3. Performance of safety inspections on all buses operated in accordance with Rule 14-90.009 Florida Administrative Code.
4. The SSPP and Security Program Plan have been reviewed and updated as necessary.

Signature: 
Richard Kolar
Transit Operations Manager
Charlotte County Budget & Administration

Date: 1/31/2022

NAME AND ADDRESS OF ENTITY (IES) WHICH HAS (HAVE) PERFORMED SAFETY
INSPECTIONS:

Mr. Front End
8251 Pascal Dr., Punta Gorda, FL 33950

Signature: 
Richard Kolar
Transit Operations Manager
Charlotte County Budget & Administration

Date: 1/31/2022

Transit Division
25490 Airport Road | Punta Gorda, FL 33950
Phone: 941.833.6242 | Fax: 941.235.0274

8. Intercounty Services

The Charlotte County Transit Division has an arrangement with FDOT to provide funding for Sarasota County Area Transit (SCAT) ~~Routes 16 and 26~~ to service the Englewood portion of Charlotte County.

Charlotte County Transit operates a paratransit curb-to-curb service. ~~Charlotte County paratransit service and the Sarasota County Area Transit (SCAT) fixed route service connects with Route 16 and 26 at the Englewood Community Hospital and the Chamber of Commerce in Englewood. Also, Charlotte County Transit connects with SCAT at US 41 and Sumter Blvd. in North Port. Englewood and North Port are designated transfer points between the two transit systems.~~

~~(Update: Due to the pandemic, SCAT is operating a modified fixed route service. SCAT suspended Route #26 in November 2020 and Route #16 runs on Saturdays.)~~

~~As of June 5, 2021, SCAT announced after an 18-month evaluation of their operations, the closure of Route 16 and Route 26 and inclusion of those areas in what is now called "OnDemand by Sarasota County."~~

Charlotte County Transit offers the Veterans Council transportation ~~on Monday, Wednesday and Friday~~ to two out-of-county medical facilities: Bay Pines VA Healthcare System in Pinellas County and Lee County VA Healthcare Center in Cape Coral. Reservations must be made at least 24 hours prior to the scheduled medical appointment. ~~Monday and Friday: Bay Pines and Cape Coral/Wednesday Cape Coral only – all trips have 8:00 am departure.~~

9. Emergency Preparedness and Response

The Charlotte County Transit Division has a major role in the Emergency Management Evacuation Plan for Charlotte County. Transit staff keeps the Special Needs Evacuation List routed with quarterly updates. In the event of a hurricane or other disaster, Transit Operations sits in the Emergency Operations Center and manages the evacuation.

The well-known Safe Place sign is proudly posted on all Charlotte County Transit vehicles.



Safe Place is a national youth outreach and prevention program for young people under the age of 18 (up to 21 years of age in some communities) in need of immediate help and safety. As a collaborative community prevention initiative, Safe Place designates businesses and organizations as Safe Place locations, making help readily available to youth in communities across the country. Designated Safe Place locations display the Safe Place sign, the universal symbol of youth safety.

(5) Passenger Loading Assistance. Drivers may offer their forearm to steady a passenger.

(6) Smoking Policies. Drivers and passengers shall be prohibited from smoking on the vehicle. No Smoking signs are prominently placed in all vehicles.

(7) Passenger Property. It is the responsibility of the passenger to safely carry and restrain personal carry-on materials and property. This property shall be limited to those items which do not present a threat to the safety of the other passengers or to the safe operation of the vehicle.

(8) Child Restraints. Children of the required age shall be transported in appropriate and mechanically sound seats meeting all requirements. If the adult responsible for the child cannot provide such seating, it is the responsibility of the CTC or the contract operator to provide an appropriate seat.

(9) Consumer Comment Telephone Numbers. All coordinated and CTC vehicles contain prominently displayed laminated signage with telephone numbers for consumer commendations and complaints.

(10) Escorts and Children. All children under the age of 12 are required to have one parent, guardian, or competent adult escort accompany them. If both parents wish to accompany the child, the second parent shall pay the full fare (if in effect). Parents who are passengers may bring their dependent children under the age of 12 with them, as seats are available. Aides or medical escorts required for personal safety, health or well-being of passengers shall be transported without charge. Friends and relatives of passengers shall pay full fare (if in effect).

(11) Vehicle Transfer Points. ~~At the present time, the County has one vehicle transfer point, the Port Charlotte Cultural Center. It provides air conditioning, seating, and restrooms, as well as other amenities. This transfer point is, and any~~ All necessary transfer points will be located in a safe, comfortable and secure place which provides shelter.

(12) Rider/Trip Data. The CTC collects the name, telephone number, address, funding source eligibility and special requirements in a database on each passenger.

(13) Pick-up Windows. There is a 30 minute pick-up window for all trips within the service area. This equates to 15 minutes prior and 15 minutes after assigned pick up time.

(14) On-Time Performance. The CTC has adopted an internal policy for on-time performance. First time clients are advised accordingly when making arrangements. Dispatch is given latitude to adjust that 30 minute rule as time, geography, and client convenience dictate. Once the pickup time has been set, the driver has a 30 minute window of opportunity to make the pick-up.

If service seems to be beyond that window, a phone call from dispatch is triggered.

Dispatch will change county response to operator response, or operator response to county response if such action seems in the best interest of timeliness. The CTC established a 90% on-time performance standard. The on-time policy is found in the Driver Manual dated May 2020.

(15) Advance Reservation Requirements. There is a ~~24~~72-96 hour advance reservation requirement, except in special circumstances.

(16) Complaints. Any consumer concern involving timeliness, vehicle condition, quality of service, personnel behavior, and other operational policies are considered a complaint to be addressed by appropriate staff. Minor verbal complaints can be handled by various staff immediately. More serious verbal, written, and governmental complaints are to be addressed within ten working days by the Transit Operations Manager. The service report form provided by the CTD is utilized by the Transit Division in the resolution of complaints. Grievance standards have been adopted by the LCB and are referenced in Section I, D, Strategy 6.3.

(17) Accidents. It is the responsibility of Transit employees to report all accidents to the police to obtain a written report. Accidents are also to be reported to the Risk Management Division and reports of passenger injuries are to be reported to the proper funding and governmental agencies. Accident standards have been adopted by the LCB and are located in Section I, D, Strategy 5.8.

(18) Roadcalls. Roadcall standards have been adopted by the LCB and are located in Section I, D, Strategy 6.4.

(19) Public Transit Ridership. In January 2001, Charlotte County started public paratransit service, (then known as the Dial-a-Ride system). Approximately 10.5% of the ridership is identified as TD. These clients receive a discounted fare.

(20) Call-Hold Time. All calls placed to Charlotte County Transit shall be placed in a queue, and every effort is made to respond to the caller in a timely manner. Call hold time is monitored by the Cisco telephone system used by Charlotte County.

(21) Transportation Prioritization Policy. Resources of the Transit Division for TD trips within the service area are to be utilized according to the following priority ranking: (1) Individual medical trips, (2) Group trips for groceries and congregate dining, (3) Trips for employment purposes, (4) Trips for adult education, and (5) Social and non-essential shopping. Contract rides shall be used primarily for Priority 1 trips.

(22) Out-of-Service Area Trips. ~~Charlotte County Transit provides trips to the Department of Health and Department of Children and Family Services located in North Port in Sarasota County.~~

~~Charlotte County Transit has systematically increased the frequency and service level by connecting with SCAT in Englewood and North Port. Transit's Englewood ridership continues to grow. Transit has partnered with SCAT to provide a regional solution to local demand by having SCAT routes 16 and 26 come through Charlotte County and down to the beach and~~

~~medical district. (Update: Due to the pandemic, SCAT is operating a modified fixed-route service. SCAT suspended Route #26 in November 2020 and Route #16 runs on Saturdays.)~~ As of June 5, 2021, SCAT announced after an 18-month evaluation of their Englewood operations, the closure of Route 16 and Route 26 and inclusion of those areas in what is now called “OnDemand by Sarasota County.”

Charlotte County Transit offers through the Veterans Council out-of-service area trips intended for veterans. These trips are provided for medical and educational purposes based upon availability and capacity. **These trips are to Cape Coral and St. Petersburg (Bay Pines).**

(23) Transit Clients with Medical Conditions. The Charlotte County Transit Division accepts TD clients who are ambulatory or in wheelchairs in a non-discriminatory manner. Every effort will be made to provide safe and dignified service

(24) Vehicle Maintenance. Vehicles are to be cleaned weekly and to be checked on a regular basis for safety, passenger comfort, performance and appearance. If the safety of the vehicle is in doubt, the use of the vehicle will be suspended. Because of the COVID- 19 pandemic, sanitation measures on transit buses have been greatly enhanced.

(25) No-Show Policy. A TD client can cancel a trip up to one hour before the scheduled trip without being considered a no-show. However, if a client does not cancel a trip at least one hour prior to the scheduled trip, or is not at the appointed place of pick-up, and these circumstances occur three times in six months, the client may lose the privilege of TD services. Those clients utilizing the service for life-sustaining medical purposes will not be suspended for no-shows.

(26) Billing Requirements. Transit currently bills the various agencies in various formats prescribed by the agencies.

(27) Eating and Drinking. Consuming food or drinking any beverage is not allowed on Charlotte County transit vehicles, unless it is an approved reasonable modification.

(28) Two-way Communication. All Transit vehicles will be equipped with a two-way communication system in good working order.

(29) Air Conditioning/Heating. All Charlotte County Transit vehicles will be equipped with air conditioning and heating. Any vehicle not meeting this requirement will be scheduled for repair.

(30) First Aid and CPR. The Charlotte County Transit Division requires that all bus operators, dispatchers and Transit Operations Coordinators maintain current CPR/First Aid certifications.

(31) Driver Criminal Background Screening. Transit and contract operators are in compliance with the FTA, FDOT, and the various funding agencies, as reflected in the System Safety Plan.

(32) Security Cameras. Charlotte County Transit vehicles are equipped with cameras.

13. Local Complaint and Grievance Procedure/Process

The Charlotte County Transportation Disadvantaged Local Coordinating Board annually approves policies and procedures for a complaint to grievance process. The process establishes a formal procedure if a complainant requests a grievance procedure. Initially, the CTC will attempt to resolve a complaint per this policy.

If a resolution to the complaint is not successful, and the complainant files a grievance, the CTC shall request that the Human Services Department or the Grievance Board, as appropriate, resolve the grievance. The Human Services Department shall have seven days to set up a meeting. If the grievance request is sent to this Department, and it is unable to resolve the complaint, it shall forward the grievance to the Grievance Board within seven working days of the unsuccessful meeting day between Human Services and the grievant.

Upon receipt of a grievance, the Grievance Board Chairman shall set a hearing date within twenty working days and notify all parties at least fifteen working days prior to the hearing. A resolution by the Grievance Board is final. In the instances that the grievance cannot be resolved by the Grievance Board, the Board shall forward the petition to the Commission for the Transportation Disadvantaged.

14. Community Transportation Coordinator Monitoring Procedures of Operators and Coordinator Contractors

a. Monitoring Procedures of Operators

An annual safety and contract compliance safety review is undertaken for each contract operator. The review is done on site at the contractor's office, and closely follows the most current System Safety Program Review process being done by FDOT. The Contract Compliance Review Form is located in Appendix M.

b. Monitoring Procedures of Coordination Contractors Programs

All Coordination Contractors operate grant-funded, county maintained, fueled and insured vehicles, with volunteer ~~or-paid~~ drivers. All vehicles are returned to Transit offices or agreed upon secured locations, at the end of the business day, and picked up the following morning. In this fashion, they are operated internally as if they were paid Transit drivers.

Accordingly, the next page displays a daily Transit inspection sheet, and the modified form that Transit Operations Coordinators use ~~when they do random unannounced spot checks during the year when vehicles are due for maintenance~~. This would be in addition to the afore-referenced Safety Compliance Annual reviews.

15. Coordination Contract Evaluation Criteria

As previously noted all Coordination Contractors operate grant-funded, county maintained, fueled and insured vehicles, with volunteer ~~or-paid~~ drivers. They are in fact operated internally as part of

discuss this information on a quarterly basis as part of CTC's quarterly report, a permanent part of each LCB meeting agenda.

- **Additional Reviews**

On April 29, 2019, CTD contractor Thomas Howell Ferguson, PA performed compliance consulting services as summarized in FCTD's 2017-18 compliance monitoring tool for the period of July 1, 2017 through June 30, 2018.

The Charlotte County Transit Division underwent FTA's FY 2019 Triennial Review on August 15-16, 2019. It was conducted by Milligan & Company, LLC. Additionally, an FDOT/FTA Section 5311 and 5307 Triennial Review was held on July 23-24, 2019. **An FTA Drug and Alcohol (D&A) Review was held on May 5-7, 2021.**

- **Planning Agency Evaluation Process**

The Charlotte County-Punta Gorda Metropolitan Planning Organization, as the Official Planning Agency, has been evaluated most recently by the Commission for the Transportation Disadvantaged (CTD)'s contractor, Thomas Howell Ferguson. Additionally, the arrival of the Planning Grant Invoice's Excel spreadsheet is a deliverables-based tool that CTD Project Manager's use to ensure that the MPO staff provides all required Planning Staff and LCB documentation prior to invoice processing.

- **CTC Evaluation Materials**

A copy of the latest annual CTC Evaluation is found in Appendix J.

**Serving Greater
Charlotte County, Florida**

Charlotte County Transit is a shared ride curb-to-curb transit service provided to the general public throughout Charlotte County. Service area includes Englewood, Port Charlotte, Punta Gorda and the surrounding areas.

Charlotte County Transit is a first come first serve service operating Monday through Friday, 6:30 a.m. to 6 p.m. and on Saturday, from 9 a.m. to 6 p.m. Saturday is restricted to a limited service area. Services are not provided on Sunday or Charlotte County nationally-recognized holidays.

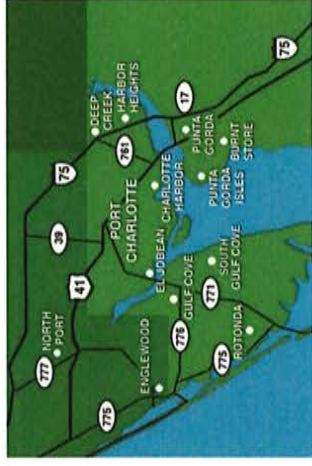
For more information, connect with Charlotte County Transit by calling 941.575.4000, the Charlotte County App, or check us out on Facebook, Twitter, and YouTube.

www.charlottecountyfl.gov/transit



Charlotte County Transit's Mission

The mission of Charlotte County Transit Division is to provide safe, high quality, convenient, efficient, and affordable transportation to the general public in Charlotte County.



Where Can You Go?

- Bank
- Beach
- Doctors' Appointments
- Hospitals
- Work
- Airport
- Library
- Market
- Restaurants
- College
- Shopping
- Town Center Mall
- Meal Site

PUBLIC TRANSPORTATION



CHARLOTTE COUNTY
Transit

Make the Connection to destinations throughout Charlotte County. Enjoy the freedom of curbside transportation to and from your destination. Leave the worries and high costs of driving behind.

Reliable | Safe | Friendly

CharlotteCountyFL.gov
941.575.4000

Making Reservations

Charlotte County is a first come first serve service. Reservations are taken from 7 a.m. to 4 p.m., Monday through Friday.

Reservations must be made at least 72-96 hours in advance.

Please allow at least 60 minutes for reaching your destination.

To request a trip with Charlotte County please call 941.575.4000 option #1 and be ready to answer the following:

- Name
- Number of Riders (names)
- Time
- Pick up location and destination address
- Telephone number
- Ambulatory or Wheelchair

Riding Charlotte County Transit

The dispatcher will give you an estimated arrival time. The vehicle may arrive up to 15 minutes before or 15 minutes after the scheduled time. The driver will wait no longer than **three (3) minutes** at the pick up location.

Charlotte County Transit Fares

General Public.....	\$2.00
Transportation Disadvantaged.....	\$1.00
Child (under 12 yrs) traveling w/ an adult.....	Free
Attendant.....	Free

Exact Fare Required

Connect

- To reserve a trip, dial: 941.575.4000
- Reserve a trip by e-mail:
Transit@CharlotteCountyFL.gov
- Reserve a trip by using the Charlotte County App.
- Contact our watchline: 941.833.6296

Cancel Reservations

You must cancel the reservation at least an hour in advance. If you do not cancel the reservation in advance, it will be recorded as a "No Show."

Please see passenger rules and no show policy.

Accessible Vehicles

All Charlotte County Transit vehicles are fully accessible. Our ramps make it easy to board in a wheelchair, scooter, with a walker or stroller.

Transportation Disadvantaged

Individuals, who are physically or otherwise disabled, 60 years of age or older, or qualify as low income, may be eligible for the Transportation Disadvantaged program service. To apply for Transportation Disadvantaged service, dial 941.575.4000 and request an application or the application can be found on our website at www.charlottecountyfl.gov/transit/

Transportation Disadvantaged Ombudsman
dial: 800.983.2435



Accordance with Title VI of the Civil Rights Act of 1964, Charlotte County Transit provides Services and Operates its Programs without Regard to Race, Color, or National Origin.

Spanish Translation and french creole available upon request.

RATE MODEL CALCULATIONS (adopted **May 5, 2022**)

Fiscal Services-Grants Section/Transit
Charlotte County Transit TD Rate Comparison

TD Rate Model 5 Year Comparison

	FY 19	FY 20	FY 21	FY22	FY23
Ambulatory	\$ 16.54	\$ 15.15	\$ 16.68	\$ 18.24	\$ 28.77
Wheel Chair	\$ 28.36	\$ 25.97	\$ 28.59	\$ 31.27	\$ 49.33
Group per passenger	\$ 8.66	\$ 7.86	\$ 8.74	\$ 9.50	\$ 14.27
Total Expenditures per rate calc	\$ 1,504,607.00	\$ 1,249,962.00	\$ 1,457,542.00	\$ 1,114,122.00	\$ 1,212,116.00
Budgeted Operating Rate Subsidy Revenue	\$ 304,966.00	\$ 351,184.00	\$ 362,750.00	\$ 234,252.00	\$ 182,800.00
Projected Passenger Miles	762,031	604,653	555,461	499,758	480,650
Projected Passenger Trips	72,489	57,586	51,271	47,596	35,988
Avg Passenger Trip Length miles	10.5	10.5	10.8	10.5	13.4
Group Load Rate persons	\$ 3.00	\$ 3.10	\$ 3.00	\$ 3.06	\$ 3.60
Rate per passenger trip if not subsidized	\$ 20.76	\$ 21.71	\$ 28.43	\$ 23.41	\$ 33.68

Note: This report is used for informational purposes only and is not submitted as part of the rate model.

Preliminary Information Worksheet

Version 1.4

CTC Name: Charlotte County Transit (CCT)
County (Service Area): Charlotte
Contact Person: Heidi Maddox
Phone # 941.764.4979

Check Applicable Characteristic:

ORGANIZATIONAL TYPE:

- ☒ Governmental
- ☐ Private Non-Profit
- ☐ Private For Profit

NETWORK TYPE:

- ☐ Fully Brokered
- ☐ Partially Brokered
- ☒ Sole Source

***Once completed, proceed to the Worksheet entitled
"Comprehensive Budget"***

Comprehensive Budget Worksheet

Version 1.4

CTC: Charlotte County Transit (CCT)
County: Charlotte

1. Complete applicable GREEN cells in columns 2, 3, 4, and 7

	Prior Year's ACTUALS from Oct 1st of 2020 to Sept 30th of 2021	Current Year's APPROVED Budget, as amended from Oct 1st of 2021 to Sept 30th of 2022	Upcoming Year's PROPOSED Budget from Oct 1st of 2022 to Sept 30th of 2023	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors)

Local Non-Govt

Farebox	\$ 20,494	\$ -	\$ -	-100.0%	
Medicaid Co-Pay Received					
Donations/Contributions					
In-Kind, Contributed Services					
Other					
Bus Pass Program Revenue					

Local Government

District School Boards					
Compl. ADA Services					
County Cash	\$ -	\$ 419,887	\$ 604,316	45.4%	
County In-Kind, Contributed Services					
City Cash					
City In-Kind, Contributed Services					
Other Cash		\$ -	\$ -	-	
Other In-Kind, Contributed Services					
Bus Pass Program Revenue					

County cash includes match for 5310, 5311 and 1D unfunded expenses

CTD

Non-Sports Trip Program	\$ 380,572	\$ 485,951	\$ 400,000	-22.4%	+14.2%
Non-Sports Capital Equipment					
Rural Capital Equipment					
Other 1D (specify in explanation)					
Bus Pass Program Revenue					

Variance due to decrease in trips

USDOT & FDOT

48 USC 5307					
48 USC 5310					
48 USC 5311 (Operating)	\$ 216,352	\$ 149,820	\$ 62,200	-31.4%	-44.7%
48 USC 5311 (Capital)					
Block Grant					
Service Development					
Commuter Assistance					
Other DOT (specify in explanation)	\$ 67,877	\$ 100,000	\$ 100,000	13.6%	0.0%
Bus Pass Program Revenue					

5311 variance due to exhausting CARES funding. Other DOT = 5310 Operating

AFCA

Medicaid					
Other AFCA (specify in explanation)					
Bus Pass Program Revenue					

DCF

Alcohol, Drug & Mental Health					
Family Safety & Preservation					
Comm. Care Disabling & Adult Care					
Other DCF (specify in explanation)					
Bus Pass Program Revenue					

DOH

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

DOE (state)

Car Pools					
Div of Blind Services					
Vocational Rehabilitation					
Day Care Programs					
Other DOE (specify in explanation)					
Bus Pass Program Revenue					

AWI

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

DOEA

Older Americans Act	\$ -				
Community Care for Elderly					
Other DOEA (specify in explanation)	\$ -	\$ 25,000	\$ 25,000		0.0%
Bus Pass Program Revenue					

Other DOEA=Senior Friendship (services resumed following Covid)

DCA

Community Services					
Other DCA (specify in explanation)					
Bus Pass Admin. Revenue					

Comprehensive Budget Worksheet

Version: 1.4

CTC: Charlotte County Transit (CCT)
County: Charlotte

1. Complete applicable GREEN cells in columns 2, 3, 4, and 7

	Prior Year's ACTUALS from Oct 1st of 2021 to Sept 30th of 2021	Current Year's APPROVED Budget, as amended from Oct 1st of 2021 to Sept 30th of 2022	Upcoming Year's PROPOSED Budget from Oct 1st of 2022 to Sept 30th of 2023	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

AFD

Office of Disability Determination						
Developmental Services						
Other AFD (specify in explanation)						
Bus Pass Program Revenue						

DUJ

(specify in explanation)						
Bus Pass Program Revenue						

Other Fed or State

XXX						
XXX						
XXX						
Bus Pass Program Revenue						

Other Revenues

Interest Earnings						
XXXX						
XXXX						
Bus Pass Program Revenue						

Balancing Revenue to Prevent Deficit

Actual or Planned Use of Cash Reserve	\$ 402,359					
---------------------------------------	------------	--	--	--	--	--

FY21 positive beginning balance due to CARES funding

Balancing Revenue is Short By =

	None	None
Total Revenues =	\$1,147,665	\$1,156,328

\$1,212,116 0.8% 4.8%

EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors!)

Operating Expenditures

Labor	\$ 267,750	\$ 222,278	\$ 231,181	-17.0%	4.0%
Fringe Benefits	\$ 150,526	\$ 133,737	\$ 137,102	-11.2%	2.5%
Services	\$ 3,390	\$ 6,275	\$ 12,475	85.1%	95.8%
Materials and Supplies	\$ 1,390	\$ 500	\$ 500	-64.0%	0.0%
Utilities	\$ 32,784	\$ 34,886	\$ 35,632	6.7%	1.8%
Casualty and Liability	\$ 6,735	\$ 4,144	\$ 4,351	-34.8%	5.0%
Taxes					
Purchased Transportation					
Purchased Bus Pass Expenses					
School Bus Utilization Expenses					
Contracted Transportation Services	\$ 525,625	\$ 555,483	\$ 555,483	7.8%	0.0%
Other	\$ 16,543	\$ 8,235	\$ 40,296	-40.2%	-100.0%
Maintenance	\$ 1,146	\$ 25,630	\$ 26,630	2130.0%	11.3%
Operating Debt Service - Principal & Interest					
Leases and Rentals	\$ 5,005	\$ 6,762	\$ 6,762	35.2%	0.0%
Contrib. to Capital Equip. Replacement Fund					
Indirect, Contributed Services	\$ -	\$ -	\$ -		
Allocated Indirect	\$ 114,352	\$ 146,315	\$ 153,634	28.0%	5.0%

Contracted Transportation Services = drivers and bus voucher contract.
Services increase due to new facility being larger than prior building requiring an increase in janitorial/pest control.
Other = Other contractual services and dues/memberships
Misc = Promo Activities (25,000), Legal Advertising (500) and License reimbursement (100), Dues/Memberships (3,035)
Variance in Equip Purchase with Local Revenue due to no rolling stock purchases in FY22
Other = variance due to no expenses budgeted in Other Purchased Transportation

Capital Expenditures

Equip. Purchases with Grant Funds					
Equip. Purchases with Local Revenue	\$ 22,750	\$ -	\$ 34,201	-100.0%	
Equip. Purchases with Rate Generated Rev					
Capital Debt Service - Principal & Interest					

Total Expenditures =	\$1,147,665	\$1,156,328	\$1,212,116	0.8%	4.8%
----------------------	-------------	-------------	-------------	------	------

See NOTES Below.

Once completed, proceed to the Worksheet entitled "Budgeted Rate Base"

ACTUAL year GAIN (program revenue) MUST be reinvested as a trip or system subsidy. Adjustments must be identified and explained in a following year, or applied as a Rate Base Adjustment to proposed year's rates on the next sheet.

County: Charlotte

1. Complete applicable GREEN cells in column 3; YELLOW and BLUE cells are automatically completed in column 3
2. Complete applicable GOLD cells in column 5

	Reporting Year Fiscal Year Month Calendar Fiscal Fiscal Year of
1	2

<p>What amount is the <u>Equipment Depreciation</u> in col. 2 will be generated at the real per cent determined by this spreadsheet. (It will be used as one input to make type "equipment")</p>	<p><u>Budgeted State Subsidy Rate</u> Excluded from the Base Rate</p>	<p>What amount is the <u>Subsidy Depreciation</u> in col. 3 will come from funds to purchase equipment. (It will be used as input for the purchase of equipment)</p>
2	3	4

REVENUES (CFCs/operation ONLY)

LOCAL NEWS-GOVN

Fees/dues	1	-
Medicaid Co-pay Assistance	1	-
Donations/Contributions	1	-
Grants/Contributed Services	1	-
Other	1	-
Bus Pass Program Revenue	1	-

Local Governments

United School System	3	-
County JICA Services	3	-
County Jail	3	2014-2015
County In-kind Contributed Services	3	-
City Jail	3	-
City In-kind Contributed Services	3	-
County Jail	3	-
Other In-kind Contributed Services	3	-
Blue Peak Program Revenue	5	-

CTD

Non-Specialized Program	5	400,000
Non-Specialized Capital Equipment	5	-
State Capital Equipment	5	-
Other IIC	5	-
State Park Program Reserve	5	-

WHAT & FEEL

de UGC: SINT	3	
de UGC: SINT	3	
de UGC: SINT (supervising)	3	100 (100)
de UGC: SINT (cursus)	3	
HOOG LEVEN	3	
Internat. Debatcomit	3	
Continuatie Assistentie	3	
Other L&T	3	750 (100)
Max. Peak Program Revenue	3	

ANCA

Medicaid	1
Other AFACA	3
East Penn. Program Participants	3

DCF

Assoc. Coll. & Workforce Project	3	-
Family Safety & Prevention	3	-
Trans. Coll. & Org. & Adult Sch.	3	-
Other (LSC)	3	-
Total Fiscal Program Revenues	3	-

624

County Medical Services	3	-
County Prison Health	3	-
Other Local	3	-
Total Public Program Revenue	9	-

DOE (1994)

100% Personal	3	-
Low to High Satisfaction	3	-
Vocational Rehabilitation	3	-
Low to High Satisfaction	3	-
Other CDE	3	-
Black, Female, High School Graduate	3	-

444

IN ALLEGANY DISTRICT HALL	3	..
ANN	3	..
But Pass Program Revenue	3	..

COPY

Child Welfare Act	1	
Community Care for Women	3	
Local Child	1	25,000
State Public Welfare Department	3	

00

Community Services	3	✓
Other Data	3	✓
Best Practices Program Reference	3	✓

	4	-	
	3	-	
	2	-	
1	2	-	
	2	-	
1	-	2	-

1	2	-	
1	3	-	
1	5/11/05	34.7%	1
1	2	-	
	1	-	
1	1	-	
	3	-	
1	2	-	
1	3	-	

3	3	3
1	3	3
3	3	3
3	3	3
3	3	3

7	5	
8	5	1
	3	8/1/01
9	5	
10	5	
11	5	
12	5	
	3	1/01/01
13	3	

3	3	x
	3	x
3	3	x

1	2	
2	3	
3	4	
4	5	
5	6	

1	2	3
4	5	6
7	8	9
10	11	12

1	-	3	-
1	-	2	-
1	-	1	-
1	-	1	-
1	-	1	-
1	-	1	-
1	-	1	-

1	1	1
1	1	1
1	1	1

3	1	
3	1	
1	2,000	1
1	1	

1	2	
1	2	

YELLOW cells
are NEVER Generated by Applying Authorized Rules

ELLC calls
Should be funds generated by rates in this spreadsheet

GREEN cells
MAY BE Revenue Generated by Applying
Authorized Rate per Mile/Trip Charges

Fill in that portion of budgeted revenue in Column 2 that will be **GENERATED** through the application of authorized per mile, per trip, or combination per trip plus per mile rates. Also, include the amount of funds that are earmarked as local match for Transportation Services and **NOT** Capital Equipment purchases.

If the Farebox Revenues are used as a source of Local Match Dollars, then identify the appropriate amount of Farebox Revenue that represents the portion of Local Match required on any state or federal grants. This does not mean that Farebox is the only source for Local Match.

Please review all Grant Applications and Agreements containing State and/or Federal funds for the proper Match Requirement levels and allowed sources.

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Fill in that portion of Unassigned State Subsidy Revenue in Column 4 that will come from funds earmarked by the Funding Source for Purchasing Capital Equipment. Also include the portion of Local Funds earmarked as Match related to the Purchase of Capital Equipment if a match amount is required by the Funding Source.

County: Charleston

- | | |
|---|---|
| | Upcoming Year's
Budget (2020)
Previous
Current
2019
2020
2021 |
| 1 | 2 |

[illegible]

Ministry of
Education
Expanding World
Literacy Program

If necessary and justified, this cell is where you could optionally adjust proposed service rates up or down to adjust for program revenue (or unapproved profit), or losses from the Actual period shown at the bottom of the Comprehensive Budget Sheet. This is not the only acceptable location or method of recording for access gains or losses. If allowed by the respective funding sources, access gains may also be adjusted by providing a net activity revenue or by the purchase of additional trips in a period following the Actual period. If such an adjustment has been made, provide notation in the respective explanation area of the Comprehensive Budget tab.

2020 - 2021

83

Worksheet for Program-wide Rates

CTC: Charlotte County T Version 1.4
County: Charlotte

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

Do **NOT** include trips or miles related to Coordination Contractors!

Do **NOT** include School Board trips or miles UNLESS.....

INCLUDE all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!

Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS..

Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!

Do **NOT** include fixed route bus program trips or passenger miles!

PROGRAM-WIDE RATES

Total Projected Passenger Miles = 480,650

Rate Per Passenger Mile = \$ 2.07

Total Projected Passenger Trips = 35,988

Rate Per Passenger Trip = \$ 27.65

Fiscal Year

2022 - 2023

Avg. Passenger Trip Length = 13.4 Miles

Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = \$ 2.52

Rate Per Passenger Trip = \$ 33.68

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

Vehicle Miles

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

Vehicle Revenue Miles (VRM)

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

Deadhead

Operator training, and

Vehicle maintenance testing, as well as

School bus and charter services.

Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

Worksheet for Multiple Service Rates

CTC: Charlotte Count version 1.4

County: Charlotte

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompt directing you to skip or go to certain questions and sections based on previous answers

SECTION I: Services Provided

1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?

Amuletary	Wheelchair	Stroller	Group
<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Go to Section II for Amuletary Service	Go to Section II for Wheelchair Service	STOP! Do NOT Complete Section II - V for Stroller Service	Go to Section II for Group Service

SECTION II: Contracted Services

1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?

Amuletary	Wheelchair	Stroller	Group
<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Stop #2, 3 & 4 and Go to Section II for Amuletary Service	Stop #2, 3 & 4 and Go to Section II for Wheelchair Service	Do NOT Complete Section II for Stroller Service	Stop #2, 3 & 4 and Go to Section II for Group Service

2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trip?

Amuletary	Wheelchair	Stroller	Group
<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
		Do NOT Complete Section II for Stroller Service	

3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service?
How many of the total projected Passenger Miles relate to the contracted service?
How many of the total projected passenger trips relate to the contracted service?

Amuletary	Wheelchair	Stroller	Group
Leave Blank	Leave Blank	Leave Blank	Leave Blank

Effective Rate for Contracted Services:
per Passenger Mile *
per Passenger Trip *

Amuletary	Wheelchair	Stroller	Group
Go to Section II for Amuletary Service	Go to Section II for Wheelchair Service	Do NOT Complete Section II for Stroller Service	Go to Section II for Group Service

4. If you answered #3 & went a Combined Rate per Trip PLUS a per Mile add-on for 1 or more services, INPUT the Desired per Trip Rate (but must be less than per trip rate in #3 above) *
Rate per Passenger Mile for Balance *

Combination Trip and Mile Rate			
Leave Blank and Go to Section II for Amuletary Service	Leave Blank and Go to Section II for Wheelchair Service	Do NOT Complete Section II for Stroller Service	Leave Blank and Go to Section II for Group Service

Worksheet for Multiple Service Rates

CTC: Charlotte Count version 1.4
County: Charlotte

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

SECTION III: Escort Service

1. Do you want to charge all escorts a fee? ☐ Yes ☒ No
Skip #3 - 4 and go to Section IV
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR per passenger mile? ☒ Pass. Trip ☐ Pass. Mile **Leave Blank**
3. If you answered Yes to #1 and completed #2, for how many of the projected Passenger Trips / Passenger Miles will a passenger be accompanied by an escort? **Leave Blank**
4. How much will you charge each escort? **Leave Blank**

SECTION IV: Group Service Loading

1. If the message "You Must Complete This Section" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank) 115,930
And what is the projected total number of Group Vehicle Revenue Miles? 32,440
Loading Rate 3.80 to 100

SECTION V: Rate Calculations for Multiple Services:

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically
* Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles and trips for contracted services if the rates were calculated in the Section II above
* Be sure to leave the service **BLANK** if you answered NO in Section I or YES to question #2 in Section II

		RATES FOR FY: 2022 - 2023			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	400,050	344,328	19,522	Leave Blank	115,930
Rate per Passenger Mile =		\$2.25	\$3.91	\$0.00	\$1.13 \$4.26
					per passenger per group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	35,928	12,513	5,890	Leave Blank	10,815
Rate per Passenger Trip =		\$28.77	\$66.33	\$0.00	\$44.27 \$91.36
					per passenger per group
2. If you answered #1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services...		Combination Trip and Mile Rate			
		Ambul	Wheel Chair	Stretcher	Group
INPUT the Desired Rate per Trip (but must be less than per trip rate above) =				Leave Blank	\$0.00
Rate per Passenger Mile for Balance =		\$2.25	\$3.91	\$0.00	\$1.13 \$4.01
					per passenger per group

Rate per Passenger Mile =

Rate per Passenger Trip =

Rates if No Revenue Funds Were Identified As Priority Funds				
	Ambul	Wheel Chair	Stretcher	Group
Rate per Passenger Mile =	\$2.78	\$4.77	\$0.00	\$1.38 \$4.97
				per passenger per group
Rate per Passenger Trip =	\$35.65	\$80.89	\$0.00	\$17.10 \$67.89
				per passenger per group

Upon approval (May 5, 2022), this document will be inserted as Appendix J (pages 89-98)

CTC Review

Charlotte County Board of County Commissioners
Transit Division

Counties served: Charlotte

Date(s) of Review: February 7-9, 2022

PA Staff Assigned to Review: Wendy Scott and Betty-Ann Sherer

I. Records and Areas of Review

- A. General Information
- B. Chapter 427, F.S.
- C. Rule 41-2, F.A.C.
- D. Americans with Disabilities Act
- E. Bus/Van Ride
- F. Surveys
- G. Follow-up of previous QAPE Review
- H. Additional Observations
- I. Current Year Trip and Equipment Grant

II. Findings and Recommendations



CHARLOTTE COUNTY TRANSIT

WHAT TO DO:

- ☐ If applying for Transportation Disadvantaged (TD) based on age (60 or older) and unable to transport yourself or to purchase transportation:
 - ☐ Complete Parts 1, 2, 3, and 5.
 - ☐ Attach a copy of any identification with date of birth.

OR

- ☐ If applying for TD due to medical reasons and unable to transport yourself or to purchase transportation:
 - ☐ Complete Parts 1, 2, 3, 4, 5, and 7.
 - ☐ Read and sign Applicant's Authorization in Part 7, providing the applicant's authorized signature to release medical information.
 - ☐ A currently Licensed Professional completes the rest of Part 7. See page 8 for a list of applicable professionals.

OR

- ☐ If applying for TD due to a total gross annual household income at or below 125% of the Federal Poverty Level and unable to transport yourself or to purchase transportation:
 - ☐ Complete Parts 1, 2, 3, 5, and 6.
 - ☐ Attach proof of income. Please send copies as proof of income will not be returned.

Acceptable forms of proof of income include current copies of:

- First page of your tax return
- Unemployment Compensation Income Verification
- DCF Benefit Letter
- Social Security Income Verification or Proof of Income Letter (includes SSI and SSDI)
- Minimum of (2) most recent pay stubs
- Retirement/Pension Statement (includes VA)

If no one in your household has income, you must attach proof of Food Stamp eligibility or a signed letter on agency letterhead verifying that you have no income.

- **Incomplete forms will be returned; failure to completely fill out this application will delay your eligibility process.**
- **The evaluation process normally takes up to maximum of three (3) weeks or 21 days from the receipt of the completed forms.**
- **If you have any questions please call Christy Davis (941) 833-6242.**
- **WHEN COMPLETED, PLEASE RETURN THIS FORM TO:**

**Charlotte County Transit Division
Attn: Christy Davis
545 Theresa Blvd.
Port Charlotte, FL 33954**

MAY 5, 2022
LCB MEETING

AGENDA ITEM # 7
COMMUNITY TRANSPORTATION COORDINATOR (CTC) EVALUATION

Purpose: To review the Charlotte County CTC Evaluation

Agenda Item Presented by: MPO Staff

Discussion:

Pursuant to Florida Statutes, Chapter 427, and Florida Administrative Code, Rule 41-2, the Local Coordinating Board (LCB), with the assistance of the Official Planning Agency (OPA), conducts an annual performance evaluation of the Community Transportation Coordinator (CTC). In Charlotte County, the designated CTC is the Charlotte County Board of County Commissioners (BCC), the governing board of the County Transit Division. This year, the CTC Evaluation was conducted on February 7-9, 2022.

The CTC Evaluation document was developed utilizing sections of the CTC Evaluation Workbook and sample materials provided by the Florida Commission for the Transportation Disadvantaged (CTD). This year's review involved a bus inspection and ride-along, as well as examination of documentation provided by Transit Division staff. Additionally, surveys of riders and a vendor were conducted.

Recommendation: Motion to approve the Draft Annual CTC Evaluation

Attachment: [Draft 2022 Charlotte County CTC Evaluation](#)

CTC Review

Charlotte County Board of County Commissioners
Transit Division

Counties served: Charlotte

Date(s) of Review: February 7-9, 2022

PA Staff Assigned to Review: Wendy Scott and Betty-Ann Sherer

I. Records and Areas of Review

- A. General Information
- B. Chapter 427, F.S.
- C. Rule 41-2, F.A.C.
- D. Americans with Disabilities Act
- E. Bus/Van Ride
- F. Surveys
- G. Follow-up of previous QAPE Review
- H. Additional Observations
- I. Current Year Trip and Equipment Grant

II. Findings and Recommendations

A. General Information

In October 1987, the Charlotte County Board of County Commissioners (BCC) through its Transit Division was designated by the Florida Commission for the Transportation Disadvantaged (CTD) as the Community Transportation Coordinator (CTC) for Charlotte County. This relationship has continued to this day. On March 30, 2021, the CTD designated the BCC as the CTC for the next 5-year period. The Charlotte County Transit Division operates a governmental system in a small urbanized area. In 2021, no CTC Evaluation was conducted, because it was a CTC designation year.

Area of Noncompliance: None

Recommendation: None

Timeline for Compliance: None

CTC Review

Charlotte County Board of County Commissioners Transit Division

B. Chapter 427, F.S.

The CTC complies with Chapter, 427, F.S., by fulfilling the requirements specified in 427.0155, F.S. This includes assuming full responsibility for the delivery of transportation services for the transportation disadvantaged. Another task achieved is executing contracts for driver and bus washer services, disaster stretcher services and non-profit operators serving as volunteer organizational partners. The CTC also collects annual operating data and reviews all applications for local, state (including transportation disadvantaged) and federal (including Section 5310) grant funding, and develops cost-effective and efficient coordination strategies.

Area of Noncompliance: None

Recommendation: None

Timeline for Compliance: None

C. Rule 41-2, F.A.C.

The CTC fully complies with Rule, 41-2, F.A.C. These requirements further refine those stated in Chapter 427, F.S. A key requirement is possession of an awareness of all transportation disadvantaged resources available or planned in the Charlotte County service area. Equipped with this knowledge, the CTC plans, coordinates and implements the most cost-effective system possible under existing conditions including funding constraints. The CTC performs this task very well, enhancing travel opportunities for TD passengers by offering discounted fares for general paratransit service (life enhancing trips beyond life sustaining TD trips), during normal times. However, due to the COVID-19 pandemic, the BCC began providing free fares for all riders, whether the trips were TD or Section 5307 funded. Following a November 4, 2016 Compliance Monitoring (CM) review, Charlotte County Transit staff developed an excellent Transportation Disadvantaged application (effective July 1, 2017) in order to document rider eligibility and improve record retention. It has been used as a model for other CTCs. Additionally, inclusion of required language in operator contracts has also resulted from the CM review recommendations.

Area of Observation: None

Recommendation: None

Timeline for Compliance: None

D. Americans with Disabilities Act

The CTC follows all guidelines required by the Americans with Disabilities Act. Charlotte County transit service is a "paratransit only" system and meets the needs of all disabled TD clients.

Area of Noncompliance: None

Recommendation: None

Timeline for Compliance: None

CTC Review

Charlotte County Board of County Commissioners Transit Division

E. Bus/Van Ride

On February 7, 2022, MPO staff participated in a Mid-County TD trip. The trip was conducted with seven TD passengers and Driver Gary Babcock using a Charlotte County Transit vehicle on several regularly scheduled Monday morning trips consisting of: (1) a group senior congregate dining trip from various residences to the Senior Friendship Center program at the Rebecca Neal Owens Center in Harbour Heights Park (27420 Voyageur Drive in Harbour Heights), (2) a trip from two residences to the DAVITA Dialysis Center, 4300 Kings Hwy, Unit 406 in Charlotte Harbor, FL and (3) an individual shopping trip to the Port Charlotte Town Center. A full discussion of the trip is attached.

Areas of Noncompliance: None

Recommendation: None

Timeline for Compliance: None

F. Surveys (see attachment)

Area of Noncompliance: None

Recommendation: None

Timeline for Compliance: None

G. Follow-up of previous QAPE/CM Review (if applicable)

Previous Area of Noncompliance: The last QAPE/CM Review was conducted by Thomas Howell Ferguson, P.A. and CTD staff on April 29, 2019 for the July 1, 2017 – June 30, 2018 fiscal year.

Status: Completed.

CTC Review

Charlotte County Board of County Commissioners Transit Division

H. Additional Observations

As CTC, the Charlotte County BCC has performed the delivery of TD and other transportation services in Charlotte County for more than three decades, handling the transportation needs of the County's most transit dependent populations. A portion of this work is achieved with volunteer programs, where the County provides the vehicles, while the participating organizations furnish volunteer drivers. All types of trips are accomplished including rides to out-of-county veterans' medical facilities. Also, the CTC has obtained several grants to assist local passengers. These include funding from Section 5310 (Enhanced Mobility of Seniors and Individuals with Disabilities) and in some years, Section 5311 (Rural Area Formula) Grants.

The Transit Division utilizes the County's website, [Transit Services | Charlotte County, FL \(charlottecountyfl.gov\)](https://www.charlottecountyfl.gov/transit-services) to provide information to citizens desiring to use transit services. Passengers may download a TD Services application. There are also links to the Florida Commission for the Transportation Disadvantaged and the Florida Commuter Services websites. Passenger informational brochures and surveys are available on the website or in hard copy in English, Spanish and French Creole.

I. Current Year Trip and Equipment Grant (if applicable)

The Trip and Equipment Grant for Charlotte County currently runs from July 1, 2021 through June 30, 2022.

Area of Noncompliance: None

Recommendation: None

Timeline for Compliance: None

III. Conclusion

Overall, the Charlotte County Transit Division is doing an admirable job of fulfilling its Transportation Disadvantaged program mission. This is especially true as the COVID-19 pandemic has continued, taking its toll on staff and passengers. The County should use all available marketing methods to "spread the word" to residents and visitors regarding this worthwhile transit service, which is fare free at this time.

LCB Chairman: _____
Commissioner Ken Doherty

County: Charlotte

Date: May 5, 2022

CTC Review

Charlotte County Board of County Commissioners
Transit Division

ATTACHMENT

1. BUS/VAN RIDE

On February 5, 2022, MPO staff accompanied Driver Gary Babcock and seven passengers on several regularly scheduled Monday morning trips including: (1) a group senior congregate dining trip from various residences to the Senior Friendship Center program at the Rebecca Neal Owens Center in Harbour Heights Park (27420 Voyageur Drive in Harbour Heights), (2) a trip from two residences to the DAVITA Dialysis Center, 4300 Kings Hwy Unit 406 in Charlotte Harbor, FL and (3) an individual shopping trip to the Port Charlotte Town Center. MPO Staff boarded the bus at the new Transit Facility at 545 Theresa Blvd. prior to passenger pickup. Mr. Babcock was wearing the blue uniform shirt and displayed his ID badge. He was very attentive in providing boarding and exiting assistance to passengers based upon their levels of need and desires. All passengers were ambulatory, but one had a rolling walker and utilized the lift. Both the Transit Division's comment and complaint line, and TD Ombudsman Helpline signage were posted. The vehicle's air conditioning, heat and two-way communication device were all in working order. The bus seats were clean and in good condition.

Noteworthy driver performance: Gary Babcock performed his job very professionally, especially in deploying the lift and assisting the passenger who used a rolling walker. Given that portions of the trip involved two regularly scheduled destinations: (1) senior nutrition site and (2) dialysis facility, he was familiar with the riders and had a good understanding of their needs. The atmosphere was very cordial both amongst passengers and with their driver. It was evident that friendships had been formed.

2. RIDER SURVEYS

A County-wide survey of TD passengers who rode on February 7, 2022 was conducted. Passenger average use of the Transportation Disadvantaged services was 1-2 times per week (23%) and 3-5 times per week (77%). These figures reflect an increase in usage for the 3-5 times per week category (possibly tied to dialysis and congregate dining trips). Trip purposes were for medical (69% of riders), employment (8%), nutritional (54%), educational/training/adult day care (8%), and life-sustaining/other (15%). Average satisfaction with the service on a scale of 1 to 10 (10 being most satisfied) was 8.44, a decrease of 1.02 from the last CTC Evaluation, which was conducted in 2020 (pre-pandemic).

CTC Review

Charlotte County Board of County Commissioners Transit Division

Comments received regarding "What does transportation mean to you?":

"They give great service! Excellent Transportation! I have no problem with the drivers. They are wonderful."

"The transportation means a lot to me. It has been a lifesaver for me. However, twice I have been counted as a 'no show' when I was waiting inside because of the weather." *(It was agreed that MPO staff would contact Transit staff to request a notation be added to the manifest so the driver would beep the horn upon arrival.)*

"This service is God sent, especially given the fact that it is door-to-door service, which is very convenient. I use it primarily for doctor appointments, shopping and visiting at the nursing home. I don't know what I would do without it."

"I had a safety concern once involving the lift moving before I was fully secured. I am very thankful for the service. Most drivers are great. Greg is awesome. I would love larger seats to accommodate my size. I primarily use the bus for dialysis. I have also taken all-day trips to Englewood for medical appointments, and sometimes there is a half hour to 45 minute wait for pickup. Some drivers could use additional driver courses."

"Gary the driver is wonderful. I am retired, and don't know what I would do without the transportation. If you don't go out and use your mind, you lose it. The service means everything. I have no other means of transportation."

"My driver is great. I appreciate the service."

"Sometimes the bus is late, because the driver has to pick up so many passengers. I thank the drivers who have taken me to dialysis for the last 6-7 years. The transportation means a lot to me. I really appreciate it. The dispatchers are great, too! There are always masks available for everyone. Gary the driver is a nice guy! All the drivers are compassionate and sweet!"

"The bus gets me from Point A to Point B."

"The bus means a lot. I can't drive due to visual impairment. At times, some dispatchers have been rude or disrespectful. The level of sensitivity varies by driver. There can be problems with getting all Visually Impaired Persons (VIP) to and from their meetings every Tuesday, since pickups vary. Automated arrival updates sent to cell phones are needed. I have had issues with stopping at the

CTC Review

Charlotte County Board of County Commissioners Transit Division

veterinary office to obtain special dog food for my service animal. A quick 5 minute pet prescription pickup should be allowed, rather than requiring a passenger to wait 2 hours for a return trip. Perhaps, trips could be grouped to allow for quick drop-offs and returns." *(Based upon prior transit advisory board experience, MPO staff mailed the passenger an application for the disabled LCB representative position).*

"This is the best! Without this service, I couldn't get to shopping and the doctors' offices when my daughters aren't available."

"Sometimes there is a long wait for the pickup to return from the market. I am unable to drive. This transportation is my only means to get to the market and doctors' offices. This service means everything to me."

Caregiver stated: "There was one problem during COVID when a dispatcher was rude, so the contractor contacted the Transit Manager who did an amazing job to resolve all issues. The family is very appreciative of the service. Sometimes there are concerns with lack of communication between contractors and the community. My brother uses this service daily to attend classes due to his medical condition."

Caregiver stated: "Sometimes inconsistent pickup times have caused the passenger to be late for work. At times, there are long waits for pickup. The family is grateful and appreciative for the service when it is available. All drivers have been wonderful."

3. CONTRACT OPERATOR SURVEYS

The CTC currently has one contract operator (providing bus driver and bus washing services). The results are as follows:

- **Do the riders contact your facility directly to cancel a trip?**
The contractor stated "no," because the County handles these arrangements. His firm only provides contract drivers and bus washers.
- **Do the riders/beneficiaries call your facility directly to issue a complaint?** The contractor stated "no," because the County handles these arrangements. His firm only provides contract drivers and bus washers.
- **Do you have a toll-free phone number for a rider/beneficiary to issue commendations and/or complaints posted on the interior of all vehicles that are used to transport TD riders? If yes, is the phone number posted the CTC's?**

CTC Review

Charlotte County Board of County Commissioners Transit Division

The contractor stated that his drivers utilized County vehicles that have the posted signage.

- **Are the invoices you send to the CTC paid in a timely manner?**
The operator responded "yes."
- **Does the CTC give your facility adequate time to report statistics?**
The operator responded "yes."
- **Have you experienced problems with the CTC?**
The operator responded "no."

4. PURCHASING AGENCY SURVEYS

The only purchaser of non-sponsored services from the CTC is the CTD; therefore, the purchasing agency survey was not applicable. (This is in keeping with the procedures established by the firm of Thomas Howell Ferguson at the time of the previous QAPE/CM conducted November 4, 2016).

CTC Review

Charlotte County Board of County Commissioners Transit Division

5. ANNUAL QA SELF CERTIFICATION



Charlotte County Government
"To exceed expectations in the delivery of public services."

www.CharlotteCountyFL.com


BUS TRANSIT SYSTEM ANNUAL SAFETY AND SECURITY CERTIFICATION

Date: February 2, 2022

Charlotte County Transit Division
545 Theresa Blvd
Port Charlotte, FL 33954

IN ACCORDANCE WITH FLORIDA STATUTE 341.061, THE BUS TRANSIT SYSTEM
NAMED ABOVE HEREBY CERTIFIES TO THE FOLLOWING:

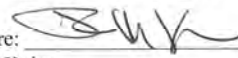
1. The adoption of a System Safety Program Plan (SSPP) and a Security Program Plan pursuant to FLORIDA DEPARTMENT OF TRANSPORTATION safety standards set forth in rule 14-90, Florida Administrative Code.
2. Compliance with the adopted standards of the SSPP and Security Program Plan.
3. Performance of safety inspections on all buses operated in accordance with Rule 14-90.009 Florida Administrative Code.
4. The SSPP and Security Program Plan have been reviewed and updated as necessary.

Signature: 
Richard Kolar
Transit Operations Manager
Charlotte County Budget & Administration

Date: 1/31/2022

NAME AND ADDRESS OF ENTITY (IES) WHICH HAS (HAVE) PERFORMED SAFETY
INSPECTIONS:

Mr. Front End
8251 Pascal Dr., Punta Gorda, FL 33950

Signature: 
Richard Kolar
Transit Operations Manager
Charlotte County Budget & Administration

Date: 1/31/2022

Transit Division
25490 Airport Road | Punta Gorda, FL 33950
Phone: 941.833.6242 | Fax: 941.235.0274

Note from MPO Staff: Thanks to Laura Richards and Michelle Edwards in the Charlotte County Transit Division for their assistance in conducting this year's CTC Evaluation.

MAY 5, 2022
LCB MEETING

AGENDA ITEM # 8
COMMUNITY TRANSPORTATION COORDINATOR (CTC) QUARTERLY REPORTS
FOR OCTOBER-DECEMBER 2021 AND JANUARY-MARCH 2022

Purpose: To provide two quarterly reports of TD transit activities

Agenda Item Presented by: Charlotte County Staff

Discussion:

These quarterly reports are presented to describe recent activities of the Community Transportation Coordinator (CTC). This is an informational item.

Recommendation: None

Attachment: [October-December 2021 and January-March 2022 CTC Quarterly Reports](#)

CHARLOTTE COUNTY TRANSPORATION DISADVANTAGED AND PUBLIC TRANSPORTATION TRIP REPORT FISCAL YR 21/22

Month	Older Americans	Enhanced Mobility	Sr. Friends	TD Comm	Coord. Partners	Rural	Public Transit	FY21/22 Total Trips	FY20/21 Total Trips	FY 20/21 Variance
October	-	180	228	2,011	179	178	5,193	7,969	5,367	2,602
November	-	161	185	1,613	174	168	9,859	12,160	4,214	7,946
December	3	160	205	1,558	111	120	2,500	4,657	4,447	210
January	5	142	157	1,565	99	136	2,138	4,242	4,219	23
February	-	148	172	1,546	98	138	2,303	4,405	4,543	(138)
March	-	54	178	1,872	121	130	2,602	4,957	5,311	(354)
April									5,238	(5,238)
May									4,865	(4,865)
June									5,781	(5,781)
July									5,359	(5,359)
August									5,871	(5,871)
September									5,589	(5,589)
Total	8	845	1,125	10,165	782	870	24,595	38,390	60,804	(22,414)
Note: No Shows for 1st quarter- 117 trips										-
Note: Public Transportation No Shows for 1st quarter-316 trips										-

Older Americans: Older Americans Act Human Services

Enhanced Mobility: Enhanced Mobility for Seniors and Individuals with Disabilities

Sr. Friends: Senior Friendship Centers

TD Comm: Transportation Disadvantaged Commission

Coordinated Partners: Non Profit Coordinated Trips

Rural: Rural Areas

CHARLOTTE COUNTY TRANSPORTATION DISADVANTAGED REVENUE REPORT FISCAL YR 21/22

Month	Older Americans	Sr. Friends	TD Comm	Enhanced Mobility 5310	Rural 5311	Total Revenue
Oct-21	\$ -	\$ 3,322.67	\$ 34,054.52			\$ 37,377.19
Nov-21	\$ -	\$ 2,435.49	\$ 31,035.56			\$ 33,471.05
Dec-21	\$ 12.24	\$ 2,784.20	\$ 30,565.20	\$ 14,109.91	\$ 59,879.25	\$ 107,350.80
Jan-22	\$ 20.40	\$ 2,166.18	\$ 24,501.59			\$ 26,688.17
Feb-22	\$ -	\$ 2,277.43	\$ 23,525.32		\$ 44,509.85	\$ 70,312.60
Mar-22		\$ 2,230.62	\$ 28,955.30			\$ 31,185.92
Apr-22						\$ -
May-22						\$ -
Jun-22						\$ -
Jul-22						\$ -
Aug-22						\$ -
Sep-22						\$ -
Total	\$ 32.64	\$ 15,216.59	\$ 172,637.49	\$ 14,109.91	\$ 104,389.10	\$ 306,385.73

Older Americans: Older Americans Act Human Services

Sr. Friends: Senior Friendship Centers

TD Comm: Transportation Disadvantaged Commission

Enhanced Mobility: Enhanced Mobility for Seniors and Individuals with Disabilities

Rural: Rural Areas

CHARLOTTE COUNTY TRANSIT NON PROFIT COORDINATED PARTNERS TRIPS REPORT FISCAL YR 21/22
--

Month	C.A.R.E.	Homeless Coalition	Vets	Total
Oct-21	49	74	56	179
Nov-21	53	43	78	174
Dec-21	31	28	52	111
Jan-22	43	8	48	99
Feb-22	23	22	53	98
Mar-22	27	24	70	121
Apr-22				-
May-22				-
Jun-22				-
Jul-22				-
Aug-22				-
Sep-22				-
Total	226	199	357	782

1st quarter	CHARLOTTE COUNTY TRANSIT QUARTERLY PURPOSE REPORT FISCAL YR 21/22			
	One-Way Trips By Trip Purpose	1st QTR FY 22	Total One-way Trips FY22	Percent FY22
	Medical	2,808	2,808	19%
	Nutritional (Meal site + Grocery only)	2,381	2,381	16%
	Education/Training/Daycare	2,807	2,807	19%
	Employment	4,210	4,210	29%
	Life-Sustaining/Other	2,324	2,324	16%
	Trip Purpose Totals	14,530	14,530	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.			
2nd quarter	CHARLOTTE COUNTY TRANSIT QUARTERLY PURPOSE REPORT FISCAL YR 21/22			
	One-Way Trips By Trip Purpose	2 QTR FY 22	Total One-way Trips FY22	Percent FY22
	Medical	2,747	5,555	20%
	Nutritional	2,135	4,516	16%
	Education/Training/Daycare	2,574	5,381	19%
	Employment	3,984	8,194	29%
	Life-Sustaining/Other	2,163	4,487	16%
	Trip Purpose Totals	13,603	28,133	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 21/22

Unmet Trips October-December 2021	Medical	Nutritional	Education - Training	Employment	Other - Life Sustaining	Total
October	13	2	7	30	16	68
November	14	4	2	22	18	60
December	8	1	0	26	21	56
Quarterly Totals	35	7	9	78	55	184

Unmet Trips January-March 2022	Medical	Nutritional	Education - Training	Employment	Other - Life Sustaining	Total
January	9	0	0	18	13	40
February	11	0	0	29	13	53
March	10	2	1	17	20	50
Quarterly Totals	30	2	1	64	46	143

Unmet Trips April-June 2022	Medical	Nutritional	Education - Training	Employment	Other - Life Sustaining	Total
April						
May						
June						
Quarterly Totals	0	0	0	0	0	0

Unmet Trips July-September 2022	Medical	Nutritional	Education - Training	Employment	Other - Life Sustaining	Total
July						
August						
September						
Quarterly Totals	0	0	0	0	0	0

CHARLOTTE COUNTY TRANSIT COMPLAINT REPORT FISCAL YR 21/22

1st Quarter as of 12/30/2021

Type of Issue	Previous Quarter	This Quarter
Wrong Time/Date of Service		
Rude Employee or Operator		1
No Timeslot available		
Wants Different Grocery Store		
Late Ride or Early		9
Missed Ride		1
Safety Complaint		
Vehicle Unsatisfactory		
Vehicle Operation		
Ride with Other People		
Inappropriate Passenger Activity		
No Client Assist		
Policy Complaint		
Phone- Long que (wait) time		
Co-pay		
Total Issues		11

CHARLOTTE COUNTY TRANSIT COMPLAINT REPORT FISCAL YR 21/22

2nd Quarter as of 3/31/2022

Type of Issue	Previous Quarter	This Quarter
Wrong Time/Date of Service		
Rude Employee or Operator	1	
No Timeslot available		5
Wants Different Grocery Store		
Late Ride or Early	9	3
Missed Ride	1	
Safety Complaint		2
Vehicle Unsatisfactory		
Vehicle Operation		
Ride with Other People		
Inappropriate Passenger Activity		
No Client Assist		
Policy Complaint		17
Phone- Long que (wait) time		
Co-pay		
Total Issues	11	27