

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

10:00 A.M., Thursday, November 3, 2022

NOTE LOCATION CHANGE:

[Charlotte County Transit Facility
545 Theresa Blvd, Port Charlotte, FL 33954](#)

**This meeting will be hybrid both in person at the Transit Facility and via Microsoft TEAMS
(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: September 8, 2022 Meeting](#)**
- 5. [Approval of LCB Grievance Procedures](#)**
- 6. [Quarterly Report](#)**
- 7. [Annual Operating Report](#)**
- 8. Citizen Input**
- 9. Staff Comments**
- 10. Member Comments**
- 11. Adjournment and Facility Tour with Refreshments
(NEXT MEETING – January 5, 2023)**

****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 PO Box 494469, Port Charlotte, FL 33949-4469.

CHARLOTTE COUNTY-PUNTA GORDA METROPOLITAN PLANNING ORGANIZATION
PO Box 494469, Port Charlotte, Florida 33949-4469 Telephone: (941) 883-3535 Fax: (941) 883-3534

The Charlotte County Transportation Disadvantaged Local Coordinating Board (LCB) will hold a quarterly hybrid meeting on November 3, 2022 both in person and via Microsoft TEAMS. Persons wishing to provide public comment may do so by alternative means, if desiring to do so. Written comments may be submitted by either emailing the comments to office@ccmpo.com or mailing the comments to MPO LCB Staff, PO Box 494469, Port Charlotte, Florida, 33949-4469. Comments must be received for the meeting by 9 a.m. November 2, 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. Following the meeting, a brief tour of the Transit Facility will follow, therefore LCB Members are strongly encouraged to attend the meeting in person if able.

NOVEMBER 3, 2022
LCB MEETING

CONSENT AGENDA ITEM #4

NOVEMBER 3, 2022
LCB MEETING

AGENDA ITEM # 4-A
APPROVAL OF MINUTES: SEPTEMBER 8, 2022 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 September 8, 2022 LCB Meeting

Attachment: [Minutes of the September 8, 2022 LCB Meeting](#)

CHARLOTTE COUNTY TRANSPORTATION DISADVANTAGED
LOCAL COORDINATING BOARD (LCB)
SEPTEMBER 8, 2022
REGULAR MEETING

Minutes of a regular meeting held in a hybrid format on September 8, 2022 utilizing TEAMS 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)*
Tony Conte, *Public Education-School Transportation*
Donna Fain, *Agency for People with Disabilities*
Mike Mansfield, *Economically Disadvantaged Representative*
Candice Monroy, *FDOT, District One Modal Development Office*
Alan Skavroneck, *Local Private-for-Profit Transportation Industry Representative (LCB Vice Chair)*

MEMBERS PRESENT REMOTELY

Leigh Ann Bellamy, *Division of Blind Services*
Dottie Fulton, *Citizen Advocate-User*
Jocene Henderson, *Veterans Affairs*
Tabitha Larrauri, *Department of Children & Families*
M. Suzanne Roberts, *Virginia B. Andes Volunteer Community Clinic (Medical Community Representative)*
Joseph Sabatino, *Citizen Advocate*

ABSENT MEMBERS

Angela Hemstreet, *Goodwill, Children-at-Risk Representative-excused*
Janna Balsley/Carmen Henry, *Regional Workforce Development- excused*
Maricela Morado, *Area Agency on Aging-Florida Department of Elder Affairs*
Duane Siegfried, *Representative for Elderly Interests - excused*
Alana Watson, *Agency for Health Care Administration (AHCA), alternate vacant, Disabled Representative*

STAFF PRESENT IN-PERSON

D’Juan Harris, *MPO Director*
Laks Gurram, *MPO Principal Planner*
Wendy Scott, *MPO Planner*
Betty-Ann Sherer, *MPO Planner*
Rick Kolar, *Charlotte County Transit Operations Manager (CTC)*
Heidi Maddox, *Charlotte County Transit*
Anne Tien, *Charlotte County Fiscal*

1. Call to Order & Roll Call

LCB Chair Ken Doherty called the regular LCB Meeting to order at 10:00 a.m. An in-person quorum was present. A roll call of LCB Members was taken.

2. Pledge of Allegiance

The Pledge of Allegiance was recited.

3. Public Comments on Agenda Items

There were no public comments.

Chair Doherty asked about the status of Agenda Item #6. Transit and MPO staff requested that this item on the Community Transportation Coordinator’s (CTC) Annual Operating Report (AOR) be pulled from the agenda. County staff stated that they would provide the Florida Commission for the Transportation Disadvantaged (CTD) with Charlotte County Transit’s Annual Operating Report (AOR) by the September 15, 2022 deadline, and the LCB would be given the opportunity to review the report at the November 3, 2022 LCB Meeting. CTD staff was aware of this approach and concurred with it.

Alan Skavroneck observed that it was prudent to take this approach, especially given language found in the LCB Bylaws (*see Agenda Item #5 attachment*). The language states: “Agenda materials shall be made available and sent to the LCB no less than one week in advance of any regular meeting.”

4. Consent Agenda Items:

- A. Approval of Minutes: May 5, 2022 Quarterly LCB Meeting Minutes**
- B. LCB 2023 Calendar of Quarterly Meetings**

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

5. Approval of Local Coordinating Board (LCB) Bylaws

The Commission for the Transportation Disadvantaged (CTD) requires that the LCB Bylaws be reviewed annually. Staff recommended the following non-substantive revisions to the LCB Bylaws:

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

Alan Skavroneck made a motion to approve the 2022 Charlotte County Local Coordinating Board (LCB) Bylaws, and Mike Mansfield seconded the motion. The motion carried unanimously.

6. Annual Operating Report

This item was pulled from the agenda and would be reviewed at the November 3, 2022 LCB Meeting.

7. Quarterly Report

Rick Kolar presented the quarterly report for the April-June 2022 time period describing recent activities of the Community Transportation Coordinator. He noted that the driver contract had gone out to bid. A & Associates (now serving in areas of West Palm Beach and Orange County) would be recommended to the Charlotte County Board of County Commissioners as the new provider of drivers. The driver's base pay and benefits would increase to \$18-21 hourly pay. Tony Conte confirmed that the Charlotte County School Board currently had the same base pay.

Rick Kolar reported that the current vehicle utilization was in the 11-13 range. Periodically, an Ameditrans van was being utilized (with its own vehicle and fuel) to provide taxi service as needed. He noted that Transit may no longer be able to provide Senior Friendship service in the \$32 per hour range, and this issue would be discussed next month with that agency. He stated that the Homeless client service had dropped dramatically.

Rick Kolar had spoken with Veterans Services Representative Jocene Henderson regarding possibly changing the Veterans Van route given the closure of the Cultural Center and the request to pick up some passengers at the VFW facility on Harbor Blvd. Jocene Henderson inquired if the new Family Services Center on Easy Street and Gibraltar Drive might be a possible alternate location. Rick Kolar agreed to look at the matter and stated that it would need to be taken to the Veterans Council. Jocene Henderson stated that the Family Services Center location had been suggested by the American Legion Commander.

Rick Kolar noted that nothing had changed as far as the percentage of ridership. The biggest demand was for employment, followed by medical and nutritional trips. He noted a software issue (page 5 of report) with unmet trips. He stated that software was being revamped to meet needs.

Rick Kolar noted that two families accounted for most of the policy complaints which centered upon service to/from Sarasota County which was not available. Additionally, one passenger whose actions had resulted in numerous late pickups had been warned several times and now had suspended service.

Chair Doherty inquired about the exact boundaries of transit service in the South County area of Burnt Store Road. He also noted the need for service in the Babcock Ranch area. Chair Doherty requested that Transit staff work with Administration to address these needs. Mr. Kolar indicated that a partnership agreement might be in the works for the Babcock Ranch area.

Alan Skavroneck asked Rick Kolar for additional comment on the recent driver contract. Rick Kolar stated that although obtaining a new contractor could make one nervous, the firm had very

good recommendations. He noted that all requirements for benefits and rates had been removed from the contract. Alan Skavroneck asked about a scenario where the contractor could not fulfill the terms of the contract, and whether there then would be the ability to liquidate damages and if a performance bond was required. Rick Kolar indicated that this was the case.

8. Public Comments

There were no public comments.

9. Staff Comments

Wendy Scott provided members with information on the LL Bean-funded Acadia shuttle in Bar Harbor, Maine. She thanked the LCB Members for participating in the LCB Meeting.

Wendy Scott described how Betty-Ann Sherer and she attended virtually the TD Commission's Business Meeting on May 24, 2022. She described the Meeting host's Martin County "Community Coach." At the meeting, Executive Director David Darm had given a summary of discussions at the CTD Vision Summit that had occurred the day prior. A key topic was work force shortage challenges (drivers, transit agency staff, and LCB planning staff from the MPOs/TPOs and Regional Planning Councils). This topic of the need for a sustainable work force was discussed further in late August at the CTD Annual Conference. That is where strategies were developed, and best practices experts spoke. At the May Martin County meeting, the redesign of the Annual Operating Report (AOR) was also noted. There was an emphasis on the theme of "Growth" (including knowledge/work force/innovation) so that Florida's TD program will once again become a national leader as in the past. Liz Stutts from FDOT had reported that due to severe supply chain shortages on transit vehicles (both chassis and spare parts), it would be a rough few years with Fall of 2024 being a target date for return to normalcy. Director Darm also discussed the Commission's new funding methodology.

Wendy Scott discussed the TD Conference events which she attended in person: The CTD Business Meeting was held on August 29, 2022 in Orlando followed by the Annual Conference on August 30-31, 2022.

Wendy Scott noted that MPO staff was still attempting to fill one LCB vacancy for a representative for disabled interests who is disabled. 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 members to spread the word on this vacancy.

Per feedback at the May 5, 2022 LCB Meeting, the November 3, 2022 LCB Meeting would be held at the new Transit Facility at 545 Theresa Blvd in Port Charlotte, FL 33954 (off Veterans Blvd). Given the fairly light agenda, after the meeting, LCB Members would be invited to enjoy refreshments and tour the facility/inspect a bus. Those members attending by bus were asked to book reservations in advance.

10. Member Comments

Candice Monroy covered the following FDOT topics (per these meeting points):

FDOT – Charlotte County LCB Points

Topics:

Agenda topic Grants for Federal Fiscal Year (FFY) 22 / State Fiscal Year 2022/2023

FTA Section 5310, 5311, and 5339 applications - Due date for applications was December 17, 2021. We received 20 applications. Recommendations letters were sent to all agencies. Public Transportation Grant Agreements will be sent to Agencies between October and March.

Agenda topic Additional Grant funding Opportunities for (FFY) 21 / State Fiscal Year 2021/2022 and (FFY) 22 / State Fiscal Year 2022/2023

- **FTA Section 5310 and 5311 CRRSAA** (Coronavirus Response and Relief Supplemental Appropriations Act) **and ARP** (American Rescue Plan) **funding** – Programmed in State Fiscal Year 2021/2022 and State Fiscal Year 2022/2023. Public Transportation Grant Agreements for FY 21/22 have been executed. Public Transportation Grant Agreements for FY 22/23 are currently being drafted.

Agenda topic Grants for Federal Fiscal Year (FFY) 23 / State Fiscal Year 2023/2024

FTA Section 5310, 5311, and 5339 applications – FDOT’s Annual Grant Management & Funding Opportunities Webinar is Thursday, October 6, 2022. There will be a morning and afternoon session of which both are different from each other. The due date for applications is Friday, December 16, 2022.

- September 15, 2022 – Central Office is holding an FTA/FDOT Section 5311 Informational Webinar. Register at <https://attendee.gotowebinar.com/register/9133009099076877068>

Agenda topic Training Opportunities

FPTA (Florida Public Transportation Association) Annual Conference:

The conference is being held in Naples from September 18-20, 2022, in Naples. Registration is open, closing September 9th. Register at <https://conference.floridatransit.org/registration/>

Agenda topic Triennial Reviews

Round 2 of the FDOT triennial reviews began in February 2021. We will begin with agencies that receive only FTA Section 5310 funding with the larger agencies to follow. There are currently 30 agencies to review.

The Consultants performing the Triennial Review on behalf of the FDOT are:

- Center Urban Transportation Research (CUTR) – for areas of Safety and Security and Maintenance
- Atkins – for all other review areas.

Agenda topic *Announcement*

Mobility week will be held Friday, October 21st through Friday, October 28th. Virtual and in-person events will be available. Additional information is provided on the website at www.MobilityWeekFL.com.

(End FDOT Report)

Tony Conte noted that the School Board currently had an adequate supply of bus drivers.

Jocene Henderson stated that she had copies of MPO committee vacancy applications available in her office for interested parties. She also discussed the Vet Van schedule as well as increased activity for veteran assistance in her office in light of the passage of the Sergeant First Class Heath Robinson Honoring our Promise to Address Comprehensive Toxics (PACT) Act.

Dottie Fulton noted that it had been a good meeting. She thanked Wendy Scott for her staff report, and both Betty-Ann Sherer and Wendy Scott for their assistance with training to access the virtual meeting.

Suzanne Roberts provided an update on the Virginia B. Andes Community Clinic's full proposal that included budget and narrative information which was being submitted to the Charlotte County Board of County Commissioners. The plan was to service local disadvantaged areas throughout Charlotte County. She thanked Rick Kolar for his assistance with collaborating on transit service provision details which would take Transit's partnership with the Virginia B. Andes Community Clinic to the next level in helping to serve those with medical need. She described a 33-foot mobile medical clinic vehicle to be built in Texas with a number of supporting agencies prepared to assist with the effort. She hoped that this project would come to fruition.

Leigh Ann Bellamy stated that October 15, 2022 was designated as White Cane Awareness Day.

LCB Chair Ken Doherty thanked all for participating on the very important Charlotte LCB. He noted that there were likely challenging times ahead in transit.

11. Adjournment (Next Meeting – November 3, 2022) at the NEW Transit Facility, 545 Theresa Blvd., Port Charlotte, FL 33954) *****

LCB Chair Ken Doherty stated that the next LCB meeting is scheduled for November 3, 2022 at the new transit facility located at 545 Theresa Blvd in Port Charlotte, FL 33954. It would include a tour of the facility. He requested that Vice Chair Alan Skavroneck chair the meeting in his absence. The meeting was adjourned at 10:44 a.m.

NOVEMBER 3, 2022
LCB MEETING

AGENDA ITEM # 5
APPROVAL OF GRIEVANCE PROCEDURES

Purpose: To provide LCB members with a copy of the Charlotte County Transportation Disadvantaged Local Coordinating Board (LCB) Grievance Procedures for annual review.

Agenda Item Presented by: MPO Staff and County Staff

Discussion:

According to the Planning Grant Agreement, the Commission for the Transportation Disadvantaged (CTD) requires that the LCB annually update and approve the Local Coordinating Board Grievance Procedures. These grievance procedures apply to customer service as provided on Charlotte County's Transportation Disadvantaged system, formerly known as Sunshine Ride. In the past, no grievances have ever gone forward to the LCB Grievance Board, but rather have been settled at the service provider or mediator level. Last year, MPO staff reached out to County Human Services staff regarding their ongoing commitment to provide any future mediation assistance if required. Thus far, response has been very favorable.

No substantive changes relating to the Grievance Procedures were made in the LCB Bylaws this year. At this time, staff is only recommending the following non-substantive changes to the LCB Grievance Procedures:

- document cover page, revise the date
- page 6, revise the signature page

Recommendation: Motion to approve the draft Charlotte County Transportation Disadvantaged Local Coordinating Board Grievance Procedures

Attachment: [Draft Charlotte County Transportation Disadvantaged Local Coordinating Board Grievance Procedures](#)

**CHARLOTTE COUNTY
TRANSPORTATION DISADVANTAGED
LOCAL COORDINATING BOARD
GRIEVANCE PROCEDURES**

NOVEMBER 3, 2022

CHARLOTTE COUNTY TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD GRIEVANCE PROCEDURES

I. OBJECTIVE

Establishment of a formal policy regarding the process by which a complaint becomes a formal grievance. This policy is intended to supplement the Charlotte County Transportation Disadvantaged Local Coordinating Board (LCB) Bylaws pertaining to grievance procedures and to assist individuals and agencies in understanding their rights and responsibilities.

II. DEFINITIONS AND REFERENCES

As used in this Grievance Procedures document the following words and terms shall have the meanings assigned therein. Additional program definitions can be found in Chapter 427, Florida Statutes (F.S.), Rule 41-2, Florida Administrative Code (FAC), and the Charlotte County Transportation Disadvantaged Coordinating Board Bylaws.

Agency -

An official, officer, commission, authority, council, committee, department, division, bureau, board, section, or any other unit or entity of the state or of a city, town, municipality, county, or other local governing body or a private nonprofit entity providing transportation services as all or part of its charter.

Commission for the Transportation Disadvantaged (CTD) -

The agency created by Chapter 427, Florida Statutes, whose purpose under law is to accomplish the coordination of transportation services provided to the transportation disadvantaged.

Community Transportation Coordinator (CTC) -

A transportation entity recommended by an Official Planning Agency, to ensure that coordinated transportation services are provided to serve the Transportation Disadvantaged (TD) population in a designated service area. Currently, the CTC is the Charlotte County Transit Division of the Charlotte County Board of County Commissioners.

Department of Human Services (DHS)-

The Charlotte County Department of Human Services assists Charlotte County citizens in need of various social services and provides mediation services prior to formally elevating a grievance to the LCB level.

Formal Grievance -

A written complaint to document any concerns or an unresolved service complaint regarding the operation and administration of TD services by the Transportation Operator, CTC, or LCB.

Grievance Board Membership -

Membership in the Grievance Board shall be the same as the membership of the voting members of the LCB. The Vice Chair of the LCB will serve as the Chair of the Grievance Board. Transportation operators may submit a grievance to the LCB Grievance Board. In the event a local grievance resolution cannot be found, the Commission for the Transportation Disadvantaged (CTD) may act as the final grievance resolution body. A quorum shall be present for any official action. Meetings shall be held at such times as the Grievance Board may determine or as requested by the LCB.

Local Coordinating Board (LCB) -

Is defined under Section 427.011(7), F.S., as “an advisory” entity in each designated service area composed of representatives appointed by the Official Planning Agency (OPA), to provide assistance to the Community Transportation Coordinator (CTC) relative to the coordination of transportation services.

Metropolitan Planning Organization (MPO) -

The Charlotte County-Punta Gorda Metropolitan Planning Organization (MPO) functions as the OPA for Transportation Disadvantaged services.

Official Planning Agency (OPA) -

The body selected to plan for the Transportation Disadvantaged services in a given service area.

Service Complaint -

Incident that may occur on a daily basis and is reported to the driver or dispatcher or to other individuals involved with the daily operations, as limited by the policies and directives of the Charlotte County Board of County Commissioners, and is resolved within the course of a reasonable time period suitable to the complainant. Local service complaints are driven by the inability of the CTC or transportation operators to meet local service standards established by the CTC and LCB.

TD Helpline -

This is a service of the CTD Ombudsman program (Toll free: 1-800-983-2435). The Ombudsman program can help persons find out where to go for assistance, can get answers to questions about TD programs, can assist to work out problems, and can find someone to listen to complaints and make things right. Operators are available from 8am to 5pm (Eastern Time) Monday through Friday.

Transportation Disadvantaged (TD) (User) -

Those persons who because of physical or mental disability, income status, or age or who for other reasons are unable to transport themselves or to purchase transportation and are, therefore, dependent on others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining

activities, or children who are disabled or high risk or at-risk as defined in Section 411.202, F.S.

Transportation Operator -

One or more public, private for-profit or private nonprofit entities engaged by the Community Transportation Coordinator (CTC) to provide service to transportation disadvantaged persons pursuant to a Transportation Disadvantaged Service Plan (TDSP).

III. DIRECTIVES

- A. Daily service complaints are routine in nature, occur once or several times in the course of a day's service, and are usually resolved immediately by the CTC. However, if unresolved, a routine, service complaint can emanate into a formal grievance.
- B. The resolution to complaints will vary depending on each situation. Some complaints can be resolved while speaking with the client and others will require research in order to be resolved.
- C. Service Complaints: All service complaints should be recorded and reported to the CTC, and reported to the LCB as requested and outlined in the CTC Uniform Service Reporting, January 1996.
- D. Service complaints may include but are not limited to:
 - Late trips (late pickup and/or late drop off)
 - No show by the transportation operator
 - No-show by client
 - Client behavior
 - Passenger discomfort
 - Service denial (refused service to client without an explanation as to why)
- E. Formal Grievance. The grievant, in his/her formal complaint, should demonstrate or establish his/her concerns as clearly as possible. The formal grievance process shall be open to addressing complaints by agencies, users, transportation operators, potential users of the system and the Community Transportation Coordinator in the designated service area. Formal grievances may include, but are not limited to:

- Recurring or unresolved service complaints
- Violation of specific laws governing the provision of transportation disadvantaged services (i.e., Chapter 427, F.S. and Rule 41-2, FAC)
- Coordination disputes
- Agency compliance
- Conflicts of interest
- Billing and/or accounting procedures.

F. All formal grievances filed must be written and contain the following:

- Name and address of the complainant with date and time of incident;
- A statement of the grounds for the grievance and supplemented by supporting documentation, made in a clear and concise manner. This shall include a complete description of efforts taken by the complainant to resolve the complaint.
- An explanation of the relief or action desired by the complainant.
- The grievant shall have 21 calendar days from the initial receipt of the Grievance Package to fill out the form and return it to the appropriate agency.

Should the grievant not supply the above information to substantiate the grievance(s), or submit the information after the twenty-one calendar day deadline; no further action will be taken.

G. The grievant shall first contact the CTC to deal with the complaint. The CTC will attempt to mediate and solve the problem. If the complaint directly affects the CTC, or if mediation with the CTC is not successful, the CTC shall request that a hearing be scheduled using the designee of the Charlotte County Human Services Director as mediator to resolve the grievance.

H. The Human Services Director designee will make every effort to resolve the grievance up to and including arranging a meeting between the involved parties in an attempt to assist them in reaching an amicable resolution. Failing resolution at this juncture, the appropriate funding agency will be notified of the grievance by the Human Services designee. If a meeting is initiated, it shall take place within fifteen (15) working days following receipt of all evidence regarding the grievance. Evidence gathering shall be no longer than ten (10) working days from the CTC initially contacting the Human Services Department to schedule a grievance resolution meeting. The OPA staff will receive copies of all grievance materials.

- I. If the Human Services Department is unsuccessful at mediating the grievance through the process outlined in Section H above, the Human Services Director designee shall request that the grievance be heard by the Grievance Board. This request shall be made within fifteen (15) working days, from the Human Services meeting date and sent to the Chair and Vice-Chair of the LCB with copies sent to the CTC.
- J. Upon receipt of the written grievance, the Chair of the Grievance Board shall have fifteen (15) working days to contact Grievance Board members and set a grievance hearing date. In all cases said hearing date shall be held within twenty (20) working days of the Chair's notification to schedule a Grievance Board hearing at the request of the Human Services Department.
- K. The grievant and all parties involved shall be notified at least seven (7) working days prior to the hearing date by mail.
- L. The Grievance Board shall have the authority to hold hearings, conduct investigations, and take testimony in all matters relating to complaints or grievances brought before the Grievance Board by the grievant.
- M. Each party, at their own expense, shall have the right to be represented by counsel, to call and examine witnesses, to introduce exhibits, and to examine opposing witnesses on any relevant matter.
- N. The Grievance Board shall review the material presented and issue a decision to all parties involved. Decisions shall be by majority vote.
- O. All meetings and hearings shall be open to the public. Minutes shall be kept at each meeting.
- P. The grievant may contact the CTD Ombudsman (toll free: 1-800-983-2435) and request assistance at any time during the grievance process. Additionally, the grievant may appeal the decision of the Grievance Board to the CTD. A toll-free phone number for complaints for grievances shall be posted inside each vehicle. Additionally, rider brochures or other documents provided will be available to potential users and shall provide information about the complaint and grievance process. These shall be available in accessible format.
- Q. When a grievant is a passenger who receives a trip that is funded by a Funding Agency, then that Funding Agency will be notified in the event that a grievant's complaint moves beyond the level of initial CTC resolution phase.

Reviewed and adopted the 3rd day of November, 2022 by the Charlotte County Transportation Disadvantaged Local Coordinating Board (LCB).

Commissioner Ken Doherty, Chair
Charlotte County Transportation Disadvantaged Local Coordinating Board

STEPS IN THE GRIEVANCE PROCESS

<p>Complaint to CTC: if the CTC cannot resolve the complaint to the complainant's satisfaction, the complainant may request a grievance packet.</p>
<p>Grievant has 21 calendar days after receiving the packet to file the grievance information including date and time of incident.</p>
<p>CTC is to attempt to resolve the grievance. If CTC cannot resolve the grievance, then...</p>
<p>...CTC may request that the designee of the Director of the Human Services Department attempt to resolve the grievance. The Human Services Department has 15 working days to hold the meeting with all parties. If the Human Services Department cannot resolve the grievance, then...</p>
<p>...Human Services may request a hearing with the Grievance Board to be held within 20 working days of Grievance Board Chair's notification of a hearing request. The Grievance Board Chair will notify all parties within 15 working days and set the hearing date. The Board's decision will be by majority vote. If there is no resolution then...</p>
<p>...the grievant may contact the CTD for final resolution for appeal of the Grievance Board decision.</p>

NOVEMBER 3, 2022
LCB MEETING

AGENDA ITEM # 6
QUARTERLY REPORT

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

Agenda Item Presented by: Charlotte County Staff

Discussion:

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

Recommendation: None

Attachment: [Quarterly Report for July-September 2022](#)

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

Month	Older Americans	Enhanced Mobility	SFC	TD Comm	Coordinated 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	-	165	129	1,810	87	151	2,434	4,776	5,238	(462)
May	-	166	137	1,667	71	141	2,466	4,648	4,865	(217)
June	-	157	166	1,849	79	126	2,348	4,725	5,781	(1,056)
July	-	140	94	1,612	86	125	2,198	4,255	5,359	(1,104)
August	-	174	152	1,736	133	121	2,732	5,048	5,871	(823)
September	-	126	97	1,358	111	73	1,978	3,743	5,589	(1,846)
Total	8	1,774	1,900	20,197	1,349	1,607	38,751	65,586	60,804	4,782
Q4 No Shows: 364										-

Older Americans: Older Americans Act Human Services

Enhanced Mobility: Enhanced Mobility for Seniors and Individuals with Disabilities

SFC: 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			\$ 25,802.75
Mar-22	\$ -	\$ 2,230.62	\$ 28,955.30	\$ 17,555.01	\$ 52,504.76	\$ 101,245.69
Apr-22	\$ -	\$ 1,714.22	\$ 28,228.78			\$ 29,943.00
May-22	\$ -	\$ 1,673.78	\$ 25,621.51			\$ 27,295.29
Jun-22	\$ -	\$ 1,927.24	\$ 28,358.80	\$ 17,761.74	\$ 28,417.69	\$ 76,465.47
Jul-22	\$ -	\$ 1,139.16	\$ 26,618.91			\$ 27,758.07
Aug-22	\$ -	\$ 1,725.48	\$ 29,921.71			\$ 31,647.19
Sep-22	\$ -	\$ 1,304.33	\$ 24,192.29	\$ 19,453.14	\$ 31,124.54	\$ 76,074.30
Total	\$ 32.64	\$ 24,700.80	\$ 335,579.49	\$ 68,879.80	\$ 171,926.24	\$ 601,118.97

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	12	14	61	87
May-22	6	13	52	71
Jun-22	13	-	66	79
Jul-22	8	20	58	86
Aug-22	28	6	99	133
Sep-22	34	6	71	111
Total	327	258	764	1,349

CHARLOTTE COUNTY TRANSIT QUARTERLY PURPOSE REPORT FISCAL YR 21/22

FY22 Q1

One-Way Trips By Trip Purpose	QTR 1 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%

FY22 Q2

One-Way Trips By Trip Purpose	QTR 2 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%

CHARLOTTE COUNTY TRANSIT QUARTERLY PURPOSE REPORT FISCAL YR 21/22

FY22 Q3			
One-Way Trips By Trip Purpose	QTR 3 FY 22	Total One-way Trips FY22	Percent FY22
Medical	3,344	8,899	21%
Nutritional	2,001	7,556	17%
Education/Training/Daycare	2,581	7,097	16%
Employment	4,022	9,403	22%
Life-Sustaining/Other	2,230	10,424	24%
Trip Purpose Totals	14,178	43,379	100%

FY22 Q4			
One-Way Trips By Trip Purpose	QTR 4 FY 22	Total One-way Trips FY22	Percent FY22
Medical	3,504	12,403	21%
Nutritional	1,112	8,668	15%
Education/Training/Daycare	2,307	9,404	16%
Employment	4,392	13,795	24%
Life-Sustaining/Other	3,366	13,790	24%
Trip Purpose Totals	14,681	58,060	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	30	0	0	17	25	72
May	16	2	1	11	17	47
June	10	0	0	1	4	15
Quarterly Totals	56	2	1	29	46	134
Unmet Trips July-September 2022	Medical	Nutritional	Education - Training	Employment	Other - Life Sustaining	Total
July	9	0	0	12	12	33
August	18	0	1	26	31	76
September	23	0	0	11	34	68
Quarterly Totals	50	0	1	49	77	177

CHARLOTTE COUNTY TRANSIT COMPLAINT REPORT FISCAL YR 21/22

1st Quarter as of 12/30/2021

Type of Issue	Previous Quarter	This Quarter
Rude Employee or Operator		1
Late Ride or Early		9
Missed Ride		1
Policy Complaint		17
Q1 Total Issues		28

2nd Quarter as of 3/31/2022

Type of Issue	Previous Quarter	This Quarter
Rude Employee or Operator	1	
No Timeslot available		5
Late Ride or Early	9	3
Missed Ride	1	
Safety Complaint		2
Policy Complaint	17	
Q2 Total Issues	28	10

3rd Quarter as of 6/30/2022

Type of Issue	Previous Quarter	This Quarter
Wrong Time/Date of Service		1
No Timeslot available	5	3
Late Ride or Early	3	1
Missed Ride		2
Safety Complaint	2	2
Policy Complaint		10
Q3 Total Issues	10	19

4th Quarter as of 9/30/2022

Type of Issue	Previous Quarter	This Quarter
Wrong Time/Date of Service	1	
No Timeslot available	3	
Late Ride or Early	1	
Missed Ride	2	
Safety Complaint	2	
Policy Complaint	10	10
Q4 Total Issues	19	10

NOVEMBER 3, 2022
LCB MEETING

AGENDA ITEM # 7
ANNUAL OPERATING REPORT

Purpose: To review the FY 2021/2022 Annual Operating Report

Agenda Item Presented by: Charlotte County Staff

Discussion:

Pursuant to Florida Statutes, Chapter 427, and Rule 41-2 of the Florida Administrative Code, the Community Transportation Coordinator (CTC) provides the Florida Commission for the Transportation Disadvantaged (CTD) an Annual Operating Report (AOR) by September 15th of each year. This report identifies the coordinated services that were arranged or provided by the CTC during the past year. It contains an accounting of revenues and expenses, in addition to other transportation disadvantaged program information. The draft AOR is typically forwarded in advance to CTD staff for review and comment prior to final submission.

At the September 8, 2022 LCB Meeting, LCB review of the FY 2021/2022 Annual Operating Report was postponed until the November 3, 2022 LCB Meeting. In an email dated October 24, 2022 to Rick Kolar, Charlotte County Transit, from Florida Commission for the Transportation Disadvantaged (CTD) Area 5 Project Manager Sheri Powers, she noted that her review of the Charlotte County Annual Operating Report was complete, all questions were addressed, and it was approved (pending any LCB concerns or comments).

Recommendation: Motion to authorize the LCB Chair to sign the FY 2021/2022 Annual Operating Report certification page verifying LCB review of the document

Attachment: [FY 2021/2022 Annual Operating Report](#)



CTC Organization

County: Charlotte

CTC Status: Approved

Fiscal Year: 7/1/2021 - 6/30/2022

CTD Status: Approved

Date Initiated: 8/8/2022

CTC Organization Name: Charlotte County BOCC Transit Division

Address: 545 Theresa Blvd

City: Port Charlotte

State: FL

Zip Code: 33948

Organization Type: County

Network Type: Sole Source

Operating Environment: Urban

Transportation Operators: No

Number of Transportation Operators: 0

Coordination Contractors: No

Number of Coordination Contractors: 0

Provide Out of County Trips: Yes

Local Coordinating Board (LCB) Chairperson: Kenneth W. Doherty

CTC Contact: Richard Kolar

CTC Contact Title: Transit Operations Manager

CTC Contact Email: Richard.Kolar@charlottecountyfl.gov

Phone: (941) 833-6234

CTC Certification

I, Richard Kolar, as the authorized Community Transportation Coordinator (CTC) Representative, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): _____

LCB Certification

I, Kenneth W. Doherty, as the Local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(6), F.A.C. that the Local Coordinating Board has reviewed this report and the Planning Agency has received a copy.

LCB Chairperson (signature): _____



CTC Trips

County: Charlotte

CTC Status: Approved

CTC Organization: Charlotte County
BOCC Transit
Division

Fiscal Year: 07/01/2021 - 06/30/2022

CTD Status: Approved

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Service Type - One Way						
Fixed Route/Fixed Schedule						
Daily Pass Trips	0	N/A	0	0	N/A	0
Weekly Pass Trips	0	N/A	0	0	N/A	0
Monthly Pass Trips	0	N/A	0	0	N/A	0
Deviated Fixed Route Service	0	N/A	0	0	N/A	0
Complementary ADA Service	0	N/A	0	0	N/A	0
Paratransit						
Ambulatory	22,672	0	22,672	21,587	0	21,587
Non-Ambulatory	5,319	0	5,319	5,065	0	5,065
Stretcher	0	0	0	0	0	0
Transportation Network Companies	0	N/A	0	0	N/A	0
Taxi	0	N/A	0	0	N/A	0
School Board (School Bus)	0	N/A	0	0	N/A	0
Volunteers	0	N/A	0	0	N/A	0
Total - Service Type	27,991	0	27,991	26,652	0	26,652
Contracted Transportation Operator						
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	0	N/A	0	0	N/A	0
Total - Contracted Transportation Operator Trips	0	0	0	0	0	0
Revenue Source - One Way						
Agency for Health Care Administration (AHCA)	0	0	0	0	0	0
Agency for Persons with Disabilities (APD)	0	0	0	0	0	0
Comm for the Transportation Disadvantaged (CTD)	20,946	N/A	20,946	20,901	N/A	20,901
Dept of Economic Opportunity (DEO)	0	0	0	0	0	0
Dept of Children and Families (DCF)	0	0	0	0	0	0
Dept of Education (DOE)	0	0	0	0	0	0
Dept of Elder Affairs (DOEA)	2,151	0	2,151	0	0	0
Dept of Health (DOH)	0	0	0	0	0	0
Dept of Juvenile Justice (DJJ)	0	0	0	0	0	0
Dept of Transportation (DOT)	2,784	0	2,784	3,558	0	3,558
Local Government	2,110	0	2,110	2,193	0	2,193
Local Non-Government	0	0	0	0	0	0
Other Federal & State Programs	0	0	0	0	0	0
Total - Revenue Source	27,991	0	27,991	26,652	0	26,652



CTC Trips (cont'd)

County: Charlotte

CTC Status: Approved

CTC Organization: Charlotte County
BOCC Transit
Division

Fiscal Year: 07/01/2021 - 06/30/2022

CTD Status: Approved

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Passenger Type - One Way						
Older Adults	18,381	0	18,381	17,502	0	17,502
Children At Risk	0	0	0	0	0	0
Persons With Disabilities	5,013	0	5,013	4,773	0	4,773
Low Income	4,456	0	4,456	4,243	0	4,243
Other	141	0	141	134	0	134
Total - Passenger Type	27,991	0	27,991	26,652	0	26,652
Trip Purpose - One Way						
Medical	5,872	0	5,872	6,396	0	6,396
Employment	8,296	0	8,296	9,062	0	9,062
Education/Training/Daycare	5,232	0	5,232	3,465	0	3,465
Nutritional	4,229	0	4,229	4,531	0	4,531
Life-Sustaining/Other	4,362	0	4,362	3,198	0	3,198
Total - Trip Purpose	27,991	0	27,991	26,652	0	26,652
Unduplicated Passenger Head Count (UDPHC)						
UDPHC	992	0	992	961	0	961
Total - UDPHC	992	0	992	961	0	961
Unmet & No Shows						
Unmet Trip Requests	693	N/A	693	472	N/A	472
No Shows	509	N/A	509	605	N/A	605
Customer Feedback						
Complaints	62	N/A	62	16	N/A	16
Commendations	0	N/A	0	0	N/A	0



CTC Vehicles & Drivers

County: Charlotte

CTC Status: Approved

CTC Organization: Charlotte County
BOCC Transit
Division

Fiscal Year: 07/01/2021 - 06/30/2022

CTD Status: Approved

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Vehicle Miles						
Deviated Fixed Route Miles	0	N/A	0	0	N/A	0
Complementary ADA Service Miles	0	N/A	0	0	N/A	0
Paratransit Miles	180,267	0	180,267	239,486	0	239,486
Transportation Network Companies (TNC) Miles	0	N/A	0	0	N/A	0
Taxi Miles	0	N/A	0	0	N/A	0
School Board (School Bus) Miles	0	N/A	0	0	N/A	0
Volunteers Miles	0	N/A	0	0	N/A	0
Total - Vehicle Miles	180,267	0	180,267	239,486	0	239,486
Roadcalls & Accidents						
Roadcalls	2	0	2	12	0	12
Chargeable Accidents	0	0	0	3	0	3
Vehicle Inventory						
Total Number of Vehicles	38	0	38	39	0	39
Number of Wheelchair Accessible Vehicles	32	0	32	33	0	33
Drivers						
Number of Full Time & Part Time Drivers	14	0	14	17	0	17
Number of Volunteer Drivers	8	0	8	25	0	25



CTC Revenue Sources

County: Charlotte

CTC Status: Approved

CTC Organization: Charlotte County
BOCC Transit
Division

Fiscal Year: 07/01/2021 - 06/30/2022

CTD Status: Approved

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Revenue Sources						
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 20,532	\$ 0	\$ 20,532	\$ 0	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)						
Non-Sponsored Trip Program	\$ 352,614	N/A	\$ 352,614	\$ 424,223	N/A	\$ 424,223
Non-Sponsored Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Rural Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
TD Other	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Department of Transportation (DOT)						
49 USC 5307	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5310	\$ 48,670	\$ 0	\$ 48,670	\$ 39,207	\$ 0	\$ 39,207
49 USC 5311	\$ 219,736	\$ 0	\$ 219,736	\$ 140,939	\$ 0	\$ 140,939
49 USC 5311 (f)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Service Development	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Government						
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
County Cash	\$ 439,573	\$ 0	\$ 439,573	\$ 288,784	\$ 0	\$ 288,784
County In-Kind	\$ 98,877	\$ 0	\$ 98,877	\$ 66,859	\$ 0	\$ 66,859
City Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Non-Government						
Farebox	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Donations/Contributions	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Non-Government	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Federal & State Programs						
Other Federal Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Total - Revenue Sources	\$ 1,180,002	\$ 0	\$ 1,180,002	\$ 960,012	\$ 0	\$ 960,012



CTC Expense Sources

County: Charlotte

CTC Status: Approved

CTC Organization: Charlotte County
BOCC Transit
Division

Fiscal Year: 07/01/2021 - 06/30/2022

CTD Status: Approved

Expense Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Labor	\$ 283,880	\$ 0	\$ 283,880	\$ 200,241	\$ 0	\$ 200,241
Fringe Benefits	\$ 141,548	\$ 0	\$ 141,548	\$ 117,616	\$ 0	\$ 117,616
Services	\$ 544,929	\$ 0	\$ 544,929	\$ 490,857	\$ 0	\$ 490,857
Materials & Supplies Consumed	\$ 67,372	\$ 0	\$ 67,372	\$ 46,564	\$ 0	\$ 46,564
Utilities	\$ 35,751	\$ 0	\$ 35,751	\$ 33,525	\$ 0	\$ 33,525
Casualty & Liability	\$ 3,108	\$ 0	\$ 3,108	\$ 8,202	\$ 0	\$ 8,202
Taxes	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Miscellaneous	\$ 327	\$ 0	\$ 327	\$ 1,814	\$ 0	\$ 1,814
Interest	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Leases & Rentals	\$ 5,104	\$ 0	\$ 5,104	\$ 5,267	\$ 0	\$ 5,267
Capital Purchases	\$ 0	\$ 0	\$ 0	\$ 22,759	\$ 0	\$ 22,759
Contributed Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 97,983	\$ 0	\$ 97,983	\$ 33,167	\$ 0	\$ 33,167
Purchased Transportation Services						
Bus Pass	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Contracted Operator	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Total - Expense Sources	\$ 1,180,002	\$ 0	\$ 1,180,002	\$ 960,012	\$ 0	\$ 960,012

County: Charlotte
 CTC: Charlotte County BOCC Transit Division
 Contact: Richard Kolar
 545 Theresa Blvd
 Port Charlotte, FL 33948
 941-833-6234
 Email: Richard.Kolar@charlottecountyfl.gov

Demographics	Number
Total County Population	0
Unduplicated Head Count	992



Trips By Type of Service	2020	2021	2022
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	46,062	26,652	27,991
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	46,062	26,652	27,991

Vehicle Data	2020	2021	2022
Vehicle Miles	358,270	239,486	180,267
Roadcalls	30	12	2
Accidents	1	3	0
Vehicles	40	39	38
Drivers	28	42	22

Passenger Trips By Trip Purpose	2020	2021	2022
Medical	11,055	6,396	5,872
Employment	13,819	9,062	8,296
Ed/Train/DayCare	5,988	3,465	5,232
Nutritional	8,751	4,531	4,229
Life-Sustaining/Other	6,449	3,198	4,362
TOTAL TRIPS	46,062	26,652	27,991

Financial and General Data	2020	2021	2022
Expenses	\$1,501,965	\$960,012	\$1,180,002
Revenues	\$1,501,965	\$960,012	\$1,180,002
Commendations	0	0	0
Complaints	33	16	62
Passenger No-Shows	2,028	605	509
Unmet Trip Requests	356	472	693

Passenger Trips By Revenue Source	2020	2021	2022
CTD	29,890	20,901	20,946
AHCA	0	0	0
APD	0	0	0
DOEA	4,193	0	2,151
DOE	0	0	0
Other	11,979	5,751	4,894
TOTAL TRIPS	46,062	26,652	27,991

Performance Measures	2020	2021	2022
Accidents per 100,000 Miles	0.28	1.25	0
Miles between Roadcalls	11,942	19,957	90,134
Avg. Trips per Passenger	32.55	27.73	28.22
Cost per Trip	\$32.61	\$36.02	\$42.16
Cost per Paratransit Trip	\$32.61	\$36.02	\$42.16
Cost per Total Mile	\$4.19	\$4.01	\$6.55
Cost per Paratransit Mile	\$4.19	\$4.01	\$6.55

Trips by Provider Type	2020	2021	2022
CTC	46,062	26,652	27,991
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	46,062	26,652	27,991