

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

First Annual Update 5/4/2023

Second Annual Update 5/2/2024

Third Annual Update 5/1/2025

Fourth Annual Update 5/7/2026





prepared by

**Charlotte County-Punta Gorda
Metropolitan Planning Organization
1050 Loveland Blvd, Box C
Port Charlotte, FL 33980
(941) 883-3535**

and

**Charlotte County Board of County Commissioners
Charlotte County Transit Division
545 Theresa Blvd.
Port Charlotte, FL 33954
(941) 575-4000**

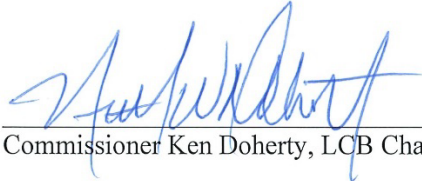


This document was prepared by the staff of the Charlotte County-Punta Gorda Metropolitan Planning Organization in cooperation with the Florida Department of Transportation and local government agencies. Funding for this document was provided by the U.S. Department of Transportation (Federal Highway Administration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

**Charlotte County Transportation Disadvantaged
Local Coordinating Board (LCB)
(as of September 9, 2021)**

Board Members

Commissioner Ken Doherty, LCB Chair
Ms. Janna Balsley, Regional Workforce Development
Ms. Leigh Ann Bellamy, Blind Services
Ms. Tabitha Larrauri, Children & Families
Mr. Tony Conte, Charlotte County School Board
Ms. Donna Fain, Agency for Persons with Disabilities
Ms. Dottie Fulton, Citizen Advocate User
Ms. Angela Hemstreet, Children At Risk
Ms. Jocene Henderson, Veterans' Affairs
Ms. Signe Jacobson, Agency for Health Care Administration
Vacant, Service Area Elderly
Mr. Mike Mansfield, Service Area Economically Disadvantaged
Ms. Maricela Morado, Elder Affairs
Ms. Candice Monroy, FDOT
Ms. M. Suzanne Roberts, Local Medical Community
Vacant, Service Area Disabled
Mr. Joseph Sabatino, Citizen Advocate
Mr. Alan Skavroneck, Private Transportation Industry, LCB Vice Chair


Commissioner Ken Doherty, LCB Chair

**Transportation Disadvantaged Service Plan (TDSP/
Charlotte County Coordinated Public Transportation Plan (CPT-HSTP)**

Charlotte County Transportation Disadvantaged Local Coordinating Board (LCB)	
Membership Certification	5
Roll Call Voting Sheet for LCB	6
Foreword	8
I. DEVELOPMENT PLAN	9
A. Introduction to the Service Area	9
1. Background of the TD Program	9
2. Community Transportation Coordinator Designation Date/History	9
3. Organization Chart	9
a. Transit Facility	11
4. Consistency Review of Other Plans	13
a. County & City Comprehensive Plans	13
b. Southwest Florida Strategic Regional Policy Plan	13
c. Transit Development Plan	13
d. Commission for the Transportation Disadvantaged Plans	13
e. MPO Long Range Transportation Plan	14
f. Transportation Improvement Program	14
5. Public Participation (CPT-HSTP)	14
B. Service Area Profile/Demographics	17
1. General Service Area Description	17
2. Demographics	18
a. Land Use	18
b. Population/Composition	18
c. Employment	19
d. Major Trip Generators/Attractors	19
e. Inventory of Available Transportation Services	25
C. Service Analysis	27
1. Forecasts of Transportation Disadvantaged (TD) Population	27
2. Needs Assessment	29
3. Barriers to Coordination	31
D. Goals, Objectives and Strategies	33
E. Implementation Schedule	38

II.	SERVICE PLAN	40
	A. Operations Element	40
	1. Types, Hours and Days of Service	40
	2. Accessing Services	40
	3. Transportation Operators and Coordination Contractors	42
	4. Public Transit Utilization	42
	5. School Bus Utilization	42
	6. Vehicle Inventory	42
	7. System Safety Program Plan Certification	43
	8. Intercounty Services	44
	9. Emergency Preparedness and Response	44
	10. Educational Efforts/Marketing	48
	11. Acceptable Alternatives	48
	12. Service Standards	48
	13. Local Complaint and Grievance Procedure Process	52
	14. Community Transportation Coordinator Monitoring Procedures For Operators and Coordination Contractors	52
	15. Coordination Contract Evaluation Criteria	52
	B. Cost/Revenue Allocation and Rate Structure Justification/Service Rates Summary	54
III.	QUALITY ASSURANCE	55
	<u>APPENDICES</u>	58
	Appendix A – Charlotte County Transit Brochure	59
	Appendix B – Transit Organization Chart	61
	Appendix C – Charlotte County Transit Missed Trip Policy	62
	Appendix D – Charlotte County Eligibility Guidelines for Transportation Disadvantaged	66
	Appendix E – Charlotte County Transportation Disadvantaged Prioritization Policy	67
	Appendix F – Memorandum of Agreement (MOA) (which remains in effect until June 30, 2026)	68
	Appendix G – Bus Inventory	76
	Appendix H – Rate Model Calculations	77
	Appendix I – Comment Form	85
	Appendix J – CTC Evaluation	86
	Appendix K - Vehicle Operation Agreement	95
	Appendix L – Compliance Review Form	101
	Appendix M – Charlotte County Transit Transportation Disadvantaged Application	108

Local Coordinating Board Membership Certification

Name: Charlotte County-Punta Gorda Metropolitan Planning Organization
 Address: 25550 Harbor View Road, Suite 4, Port Charlotte, Florida 33980-2503

The Metropolitan Planning Organization/Designated Official Planning Agency named above hereby certifies to the following:

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

Signature: Wendy W. Scott Date: September 9, 2021

REPRESENTATION	MEMBER	ALTERNATE	TERM
Chairperson – Elected Official	Commissioner Ken Doherty		Appointed by MPO
Elderly	vacant		-
Disabled	vacant		-
Citizen Advocate	Joseph Sabatino		7/19/2024
Citizen Advocate/User	Dottie Fulton		5/18/2023
Children at Risk	Angela Hemstreet	Maryjane Nickerson	Agency Appt.
Community Action	Mike Mansfield		Agency Appt.
Public Education	Tony Conte	Linda Faieta	Agency Appt.
Dept. of Transportation	Candice Monroy		Agency Appt.
Dept. of Children & Families	Tabitha Larrauri		Agency Appt.
Dept. of Elder Affairs	Maricela Morado	Sonia Maldonado	Agency Appt.
Agency for Health Care Administration	Signe Jacobson	Alana Watson	Agency Appt.
Regional Workforce Development Board	Janna Balsley	Robin Roleson	Agency Appt.
Veterans Services	Jocene Henderson		Agency Appt.
Transportation Industry	Alan Skavroneck		12/7/2023
Local Medical Community	M. Suzanne Roberts		Agency Appt.
Dept. of Education/ Blind Services	Leigh Ann Bellamy		Agency Appt.
Agency for Persons with Disabilities	Donna Fain		Agency Appt.


LCB Roll Call Voting Sheet

(Completed at September 9, 2021 LCB Meeting)

REPRESENTATION	MEMBER	VOTED FOR	VOTED AGAINST	ABSENT FROM VOTING
1. Chairperson	Commissioner Ken Doherty	X		
2. Elderly	vacant			X
3. Disabled	vacant			X
4. Citizen Advocate	Joseph Sabatino	X		
5. Citizen Advocate/User	Dottie Fulton	X		
6. Children at Risk	Maryjane Nickerson (Angela Hemstreet alternate)	X		
7. Community Action	Mike Mansfield	X		
8. Public Education	Tony Conte			X
9. Dept. of Transportation	Candice Monroy	X		
10. Dept. of Children & Families	Tabitha Larrauri	X		
11. Dept. of Elder Affairs	Sonia Maldonado (Maricela Morado alternate)	X		
12. Agency for Health Care Adm.	Alana Watson (Signe Jacobson alternate)	X		
13. Regional Workforce Dev. Board	Janna Balsley	X		
14. Veterans Services	Jocene Henderson			X
15. Transportation Industry	Alan Skavroneck	X		
16. Local Medical Community	M. Suzanne Roberts	X		
17. Dept. of Education/ Blind Services	Leigh Ann Bellamy	X		
18. Agency for Persons with Disabilities	Donna Fain	X		

The Charlotte County Transportation Disadvantaged Local Coordinating Board (LCB) hereby certifies that it reviewed and approved the FY 2021/2022 – FY 2025/2026 Charlotte County Transportation Disadvantaged Service Plan/Coordinated Public Transit – Human Services Transportation Plan on September 9, 2021.

September 9, 2021
Date



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

Approved by the Florida Commission for the Transportation Disadvantaged

Date

David Darm, Executive Director
Florida Commission for the
Transportation Disadvantaged

FOREWARD

On March 30, 2021, the Florida Commission for the Transportation Disadvantaged (CTD) approved the Charlotte County Board of County Commissioners to perform the duties of the Community Transportation Coordinator (CTC) for Charlotte County for the next 5 years, commencing July 1, 2021. Accordingly, a new Memorandum of Agreement (MOA) was executed. To accompany this new MOA, a Transportation Disadvantaged Service Plan (TDSP) was developed by staff from the Charlotte County-Punta Gorda MPO and the Charlotte County Transit Division. In accordance with Rule 41-2, F.A.C., the TDSP is a plan that contains development, service and assurance components. It is approved and used by the Local Coordinating Board to evaluate the Coordinator. Minor annual updates to the TDSP are required in years two through five, when no MOA is being negotiated.

Under the current federal surface transportation legislation, this TDSP also serves as Charlotte County's Coordinated Public Transit – Human Services Transportation Plan (CPT-HSTP) which is a unified, comprehensive strategy for public transportation service delivery that (1) identifies the transportation needs of individuals with disabilities, older adults, and individuals with limited incomes, (2) lays out strategies for meeting these needs, and (3) prioritizes services. This Plan is a requirement for funding under the FTA Section 5310 grant program (Enhanced Mobility of Seniors and Individuals with Disabilities).

Both the TDSP and the CPT-HSTP require and necessitate public involvement, an assessment of needs, and the development of goals, objectives and strategies. The Federal Transit Administration (FTA) and Florida Department of Transportation (FDOT) accept the TDSP document, as Charlotte County's Coordinated Public Transit – Human Services Transportation Plan.

This document has been developed to: (1) designate the Charlotte County Community Transportation Coordinator (CTC) for the timeframe covering July 1, 2021 through June 30, 2026, under Florida's Transportation Disadvantaged program, and (2) qualify Charlotte County to apply for transit grants under FTA Section 5310.

I. DEVELOPMENT PLAN

A. Introduction to the Service Area

1. Background of the TD Program

The Charlotte County Board of County Commissioners became involved with provision of transit service under Chapter 427 F.S. in the mid-1980s, although comparable service had been offered by the County since 1976. In January 1986, FDOT and County officials met to discuss program implementation.

2. Community Transportation Coordinator (CTC) Designation Date/History

In early 1986, it was decided that the Charlotte County Social Services Department would develop a Transportation Section to act as Community Transportation Coordinator (CTC). By October 1986, a Transportation Supervisor was hired. In October of 1987, five (5) full-time drivers and one (1) part-time driver were transferred to the Transportation Section from the Senior Services Section of the Social Services Department. At this point, the Transportation Section officially became the CTC for Charlotte County under a sole source governmental selection process.

The change from Transportation Section to Transit Division was gradually implemented over the years in order to avoid confusion with the local road repair and construction function, and to better describe Transit's function as Charlotte County emerged as an urbanized area and the BCC studied commitment to general public transportation. Administrative support was changed from the Public Works Division to the Human Services Department. This relationship also provided chain of command for the Transit Division.

The Charlotte County Board of County Commissioners always has provided most local matching funds required for this operation and acts as the Board of Directors in capital acquisitions and operating matters. In February 2014, the Transit Division and all County staff members supporting transit service were moved under the direction of the County's Budget & Administrative Services Department. As of January 2026, Transit Division and All County Staff Services are now housed under Human Services.

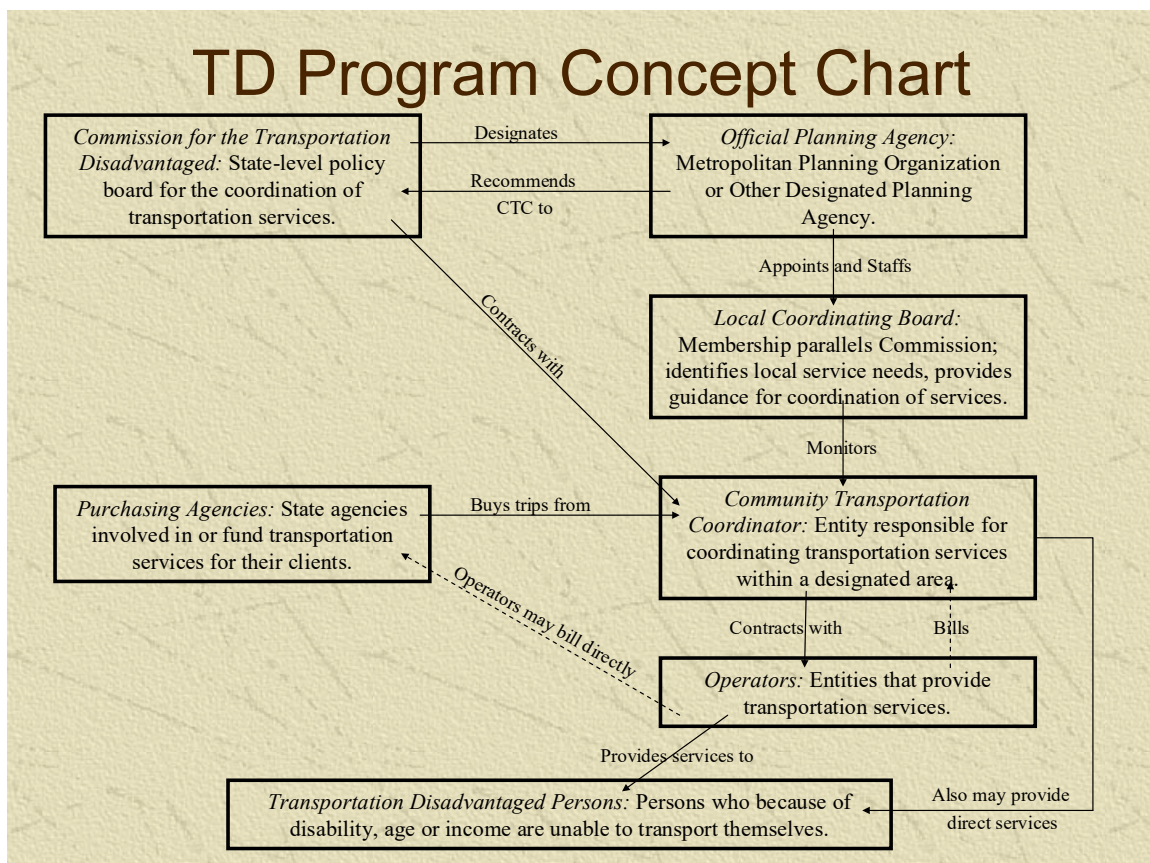
3. Organization Chart

In 2015, Charlotte County's Sunshine Ride (Transportation Disadvantaged) and Dial-a-Ride (general public paratransit) services were merged into one system now branded Charlotte County Transit. County staff members perform all dispatch, budgetary and operational oversight functions. Drivers are contract employees working for C.P.R. Medical Transportation LLC, 6111 Clark Center Ave #A Sarasota, Fl 34238, which won the contract bid approved by the Board of County Commissioners for work commencing on October 1, 2025.

A current organizational chart displaying Transit staff housed within Charlotte County's Human Services Department is located in Appendix B of this document.

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.

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



Transit Facility:

With funding from an FTA Section 5307 CARES grant, a centrally located transit facility was constructed off Veterans Blvd at 545 Theresa Blvd.



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





The facility at 545 Theresa Blvd. in Port Charlotte provides a central location for servicing passengers county-wide. This location reduces the response time to reach customers. The building contains open and private office spaces, a central dispatch control area, lockers for drivers, a fully equipped breakroom, a large conference room for training and meetings, and a lobby for customer service needs. It also has surface/non-enclosed parking for at least 50 transit vehicles, 40 personal vehicles for drivers and staff, and 2 administrative service vehicles.



4. Consistency Review of Other Plans

The TDSP is consistent, to the maximum extent possible, with the following documents:

a. County & City Comprehensive Plans

On July 20, 2010, Charlotte County adopted its *Smart Charlotte 2050 Comprehensive Plan* with an effective date of June 15, 2011. The City of Punta Gorda has its *Comprehensive Plan 2045*. These plans identify current transit programs and projected needs for the future.

b. Southwest Florida Strategic Regional Policy Plan

The 2011 Strategic Regional Policy Plan was produced by the Southwest Florida Regional Planning Council (SWFRPC). The Plan contains issues, goals and policies to help guide development in the southwest region of Florida. The SWFRPC is composed of Charlotte, Collier, Glades, Hendry, Lee and Sarasota counties. This Regional Plan is based largely on the long-range needs of the aggregated local parts of the region.

c. Transit Development Plan

Benesch prepared the *Charlotte County 2025-2034 TDP* for Charlotte County Transit. Data analysis, stakeholder interviews, and public outreach (including two rounds of workshops and surveys of both current transit riders and citizens) were performed. Both a needs component and a cost-efficient component were developed. The TDP was approved by the Charlotte County Commissioners on July 23, 2024. December 2025 The TDP Annual Update was completed and was submitted to FDOT for final approval January 2026. For more information regarding TDP, please visit [Charlotte County Transit Webpage](#).

The document is a 10-year transit plan that is completed every 5 years with annual progress reports provided in years 2-5. In accordance with Chapter 14-73.001, F.S., the TDP identifies both funded and unfunded transit needs in Charlotte County. It is required by FDOT so that Charlotte County may receive eligible Federal and State transit grant funding. An annual TDP update was reviewed by LCB at the November 6, 2025, meeting and MPO Board meeting on December 15, 2025

Data was obtained utilizing surveys of passengers and the general public, as well as the latest available census figures. Factors assessed include household density and income, transit propensity, work trips, age of passengers, availability of autos in households, trip purposes and travel alternatives. Public outreach was conducted at public transit workshops (held in South, Mid and West Charlotte County).

d. Commission for the Transportation Disadvantaged Plans

Both the Commission for the Transportation Disadvantaged 5-year plan and 20year plan set forth goals, objectives, and a plan of action. The five-year plan identifies the need for services of the transportation disadvantaged, the costs of meeting that demand, forecasts of future funding for transportation disadvantaged services, and the approaches of balancing the supply and demand

for those services. The twenty-year plan presents forecasts for Florida’s Transportation Disadvantaged system. The forecasts include the transportation disadvantaged population, the demand for trips, the expected supply of those trips, the remainder of unmet trips, the expected operating expenses of the provided trips and the projected number and costs of the vehicles required to provide those trips.

e. MPO Long Range Transportation Plan

The Charlotte County-Punta Gorda Metropolitan Planning Organization (MPO) 2050 Long Range Transportation Plan (LRTP) Update was adopted on October 2, 2025. Kimley-Horn is the project consultant. The purpose of the LRTP is to develop a multimodal system that includes public transportation. The plan assesses the needs for current and future transportation systems, establishes policy guidelines for use by staff and decision makers at all levels of government, and sets standards for the provision of public facilities. The Plan includes both short- and long-range planning strategies. The planning factors identified in federal transportation legislation are addressed through an integrated combination of goals, objectives and policies, project selection criteria, management systems, Traffic System Management (TSM) strategies, and analysis through a computerized travel demand model. Numerous public workshops are underway to support development of the document with transit as a major topic of discussion. These efforts are discussed in the public participation narrative that follows.

f. Transportation Improvement Program

The Transportation Improvement Program (TIP) is a staged five-year program of transportation improvement projects developed by the MPO as required by Section 339.175 Florida Statutes and current federal transportation legislation. The purpose of the TIP is to identify all transportation projects funded by Title 23 and the Federal Transit Act within Charlotte County and the City of Punta Gorda, including highways, transit, aviation, pedestrian and bicycle facilities, and transportation enhancement projects and to ensure coordination for transportation improvements by local, state and federal agencies. All projects listed in the TIP are consistent with the Charlotte County-Punta Gorda MPO Long Range Transportation Plan, the Charlotte County Comprehensive Plan (Smart Charlotte 2050), the Charlotte County Airport Master Plan and the County Capital Improvement Program (CIP).

5. Public Participation (CPT-HSTP)

With the implementation of the current federal transportation legislation, there is continuing federal emphasis on public participation in transportation planning. This has resulted in the requirement for a Coordinated Public Transit-Human Services Transportation Plan (CPT-HSTP) developed with public input in order for programs to receive funding under the Enhanced Mobility of Seniors and Individuals with Disabilities Grant Program (also known as FTA Section 5310).

As discussed in this document’s foreword, public participation, including consultation with all public transit stakeholders in the development of the Transportation Disadvantaged Service Plan (TDSP), has been a long-term emphasis of the Transportation Disadvantaged (TD) program.

Parties involved statewide include members and staff of the Commission for the Transportation Disadvantaged (CTD), various state agency personnel, local Community Transportation Coordinators (CTC), members of planning organizations and their staff, representatives of other local organizations (including governmental, civic, as well as private profit and non-profit groups), Local Coordinating Board members, and transit users. This is best exemplified in the TD Concept Chart (*Section I.A.3*).

The Charlotte County-Punta Gorda Metropolitan Planning Organization (MPO) is the Official Planning Agency (OPA) for the Charlotte County Transportation Disadvantaged Local Coordinating Board (LCB). MPO staff members have worked together with CTC personnel from Charlotte County in the development of this document. Public participation always has been an important priority of the Charlotte County-Punta Gorda MPO since its inception in 1992. The MPO's first Public Participation Plan (PPP) was adopted in 1994, while the most recent updated PPP was adopted by the MPO Board on December 15, 2022. It includes the Limited English Proficiency (LEP) Plan. Charlotte County Transit also has developed an LEP document. As the MPO's public participation emphasis has evolved and grown, staff have been aware of the provisions of the development of the PPP document and incorporated many of its approaches into preparation of each joint TDSP/CPT-HSTP document. For example, the comment form which was developed for the PPP continues to be made available electronically and in hard copy to any individual wishing to make any comment (see Appendix F). The MPO and the Charlotte County Transit Division intend to utilize the MPO's PPP in the development of any transit plans.

The composition of the Charlotte County LCB is in accordance with Rule 41-2.012, F.A.C., and brings together local area stakeholders. LCB members constitute a broad-based group including individuals from agencies that purchase trips or have a role in public transit, representatives of the disabled, elderly and economically disadvantaged in the area, as well as an elected official appointed by the MPO Board who serves as LCB Chair.

An ongoing opportunity for citizens to participate in the development of local transit plans and to address other transit concerns is provided at all LCB meetings. Two public comment agenda items are allotted to the agenda for each LCB meeting (one for comment on agenda items and another on any transit topic).

The advertisement in the local *Charlotte Sun* newspaper for the September 9, 2021 LCB meeting notified citizens of the opportunity to comment on this TDSP/CPT-HSTP draft document prior to LCB approval. This document is updated annually in the out-years and revised as transit-related information is gathered for documents such as the Long-Range Transportation Plan (LRTP) Update and the Transit Development Plan (TDP). Additionally, the LCB performs an annual Section 5310 grant coordination review typically at its January meeting.

During the development of the MPO's 2050 LRTP Update in calendar year 2025, information was gleaned in workshop and informational settings, including input from Charlotte County's transit-dependent population. The first round of LRTP workshops was held on February 10, 11 and 12, 2025 in West County (Englewood), Mid-County (Port Charlotte) and South County (Punta Gorda). Additionally, consensus building workshops with key stakeholders were scheduled for April 7 and June 9, 2025. Moreover, the MPO website utilized surveys and interactive mapping tools to assist in interaction with citizens.

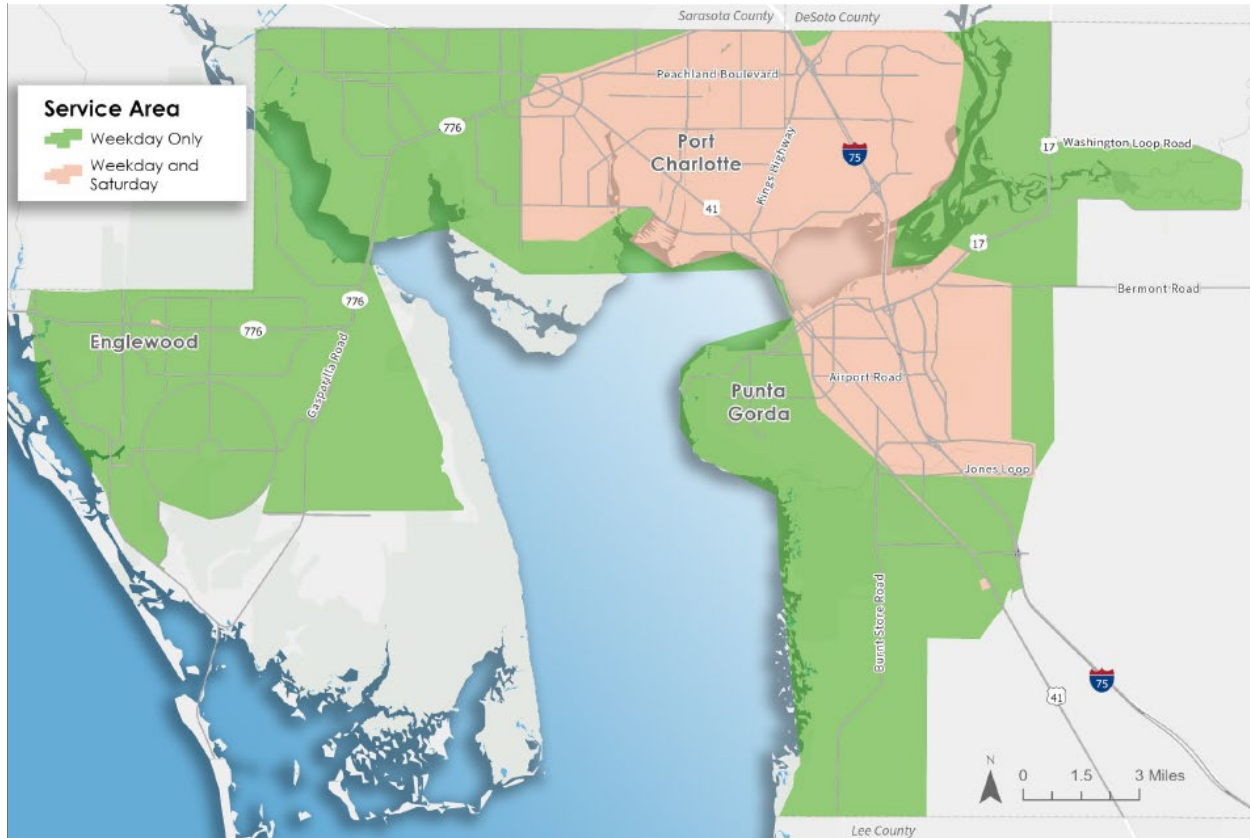
Additionally, in conjunction with developing the last major update of the Transit Development Plan (TDP), both Transportation Disadvantaged (TD program, formerly known as Sunshine Ride) and general public paratransit (formerly known as Dial-a-Ride) passengers were surveyed from April – May 2024. The data gathered from these surveys is available in final form in the TDP document which was approved by the Charlotte County Board of County Commissioners on July 23, 2024. 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 offers a survey to passengers on an ongoing basis (with a QR code provided in the interior of the vehicles).

As part of the CTC Evaluations conducted on February 13-15, 2023, February 5-7, 2024, and February 24-26, 2025 TD passengers were surveyed.

B. Service Area Profile and Demographics

1. General Service Area Description

Charlotte County's transportation service area is displayed in this table taken from the December 2025 TDP Annual Update:



The County is located in southwest Florida and is bordered on the north by Sarasota and DeSoto Counties, on the east by Glades County, on the west by the Gulf of America, and on the south by Lee County. According to the 2025 US Census Population Estimates (for July 1, 2025), Charlotte County's population was 217,212, a 16.3% increase since 2020. The County is 858 square miles in total including water, with approximately 680 square miles covering land area. [U.S. Census Bureau QuickFacts: Charlotte County, Florida; United States](#)

Charlotte County consists of The City of Punta Gorda (the only incorporated city), as well as several Census Designated Places including Port Charlotte, Murdock, El Jobean, Placida, Grove City, and a portion of Englewood. Punta Gorda and Englewood have the following geographical obstacles: (1) remote areas of Punta Gorda are 15 miles from populated areas, and (2) Englewood is approximately 21 miles from the center of Port Charlotte. These obstacles correlate directly into heavy deadhead transit miles. Often, Englewood residents of Charlotte County interact more readily with the business, medical and social interests of the portion of Englewood located in adjacent Sarasota County.

2. Demographics

a. Land Use of Service Area

Historically, the County has shown growth concentrated in three dominant areas: Port Charlotte/Charlotte Harbor, Punta Gorda and West County, mostly along or near various bodies of water. However, it is now anticipated (as reflected in the *Smart Charlotte 2050 Comprehensive Plan*) that development pressure will build in the traditionally rural areas of eastern Charlotte County over the next several decades. The approval of the Babcock Ranch Development has paved the way for a new community of approximately 50,000 people to be established in the rural southeastern area of the County. This area's development will likely involve increased demand for transit service in these sections and perhaps overlapping transit connections with neighboring Lee County, where the nearest business, shopping, dining and entertainment facilities are located.

b. Identify Population/Composition

According to Census data: ACS 2024 1-year, Charlotte County had the distinction of being the fourth oldest county in the nation (based upon the number of residents age 65 and up) with a median age of 59.65. In Florida, second to Sumter with a median age of 68. Traditionally, the Charlotte County Transit primarily has serviced older residents. According to the University of Florida's Bureau of Economic and Business Research (BEBR) 2021 estimates, Charlotte County's age group of residents who are age 65+ comprised 40.6% of the population vs. 21.75% in all of Florida. This figure is significant given the fact that for most individuals, driving expectancy is significantly less than life expectancy. On average, men outlive their ability to drive by 6 years; women outlive their driving ability by 10 years (Foley, Heimovitz, Guralnik, and Brock, 2002).

Age groups at both ends of the scale are of significant interest with regard to potential transit use because the young and the elderly often do not have adequate access to automobiles and, therefore, commonly are more dependent on public transportation than persons in the middle-aged groups. Port Charlotte and East Englewood have a high concentration of population age 0-17. Englewood and Punta Gorda have a high percentage of people aged 65 years and older.

Compared to other areas of Florida, Charlotte County has a lower overall population density. According to the University of Florida's Bureau of Economic and Business Research (BEBR) 2020 estimates, population density in the County was 276 persons per square mile, which was lower than the state average population density of 403 persons per square mile.

In Mid County, Port Charlotte has the largest and most dense population base in the County, followed by Englewood and Punta Gorda. In West County, Rotonda and East Englewood received much growth in the 1990s. In the early 2000s, Deep Creek in Mid County and Punta Gorda Isles in South County experienced a high level of growth, in spite of the direct hit sustained on August 13, 2004 from Category 4 Hurricane Charley. As in the rest of Florida and most of the nation, the 2008 economic downturn and foreclosure crisis stalled growth locally for a time. As of 2021, the economic upswing had proven to be promising. The COVID-19 Pandemic contributed to increased housing demand. The impact of Category 4 Hurricane Ian

sustained on September 28, 2022, as well as the September and October 2024 flooding from Hurricanes Helene and Milton is still being assessed.

c. Employment

Employment density is another important factor to consider when analyzing the transit market. Areas of high employment density often include activity centers that cluster shopping centers, medical offices, and/or educational centers that attract transit trips. Areas like downtowns also tend to have higher employment densities and more limited parking, which also can increase transit demand. Furthermore, job access via transit can ensure workers get to their jobs without the higher cost of commuting, thereby providing essential benefits to the economy.

Employment markets and transit service hours can also influence job opportunities, particularly for those who are transit dependent. Based on 2022 American Community Survey (ACS) data, the largest employment sectors in Charlotte County are education/health care/social assistance (20%), retail (16%), art/recreation/food services (12%), and professional/management/administrative (11%), making up nearly 60% of employment in Charlotte County.

It is also important to understand where the jobs in the county are most concentrated. Higher employment densities are found along major roadways, with notable clusters in Punta Gorda, along US-41, and in Babcock Ranch. Employment density is projected to increase in areas where employment is currently established or adjacent to it .

(source: www.floridajobs.org, Florida Department of Economic Opportunity, Agency for Workforce Innovation, not seasonally adjusted). A representative from CareerSource Southwest Florida has been appointed to the LCB representing regional workforce development concerns.

In 2024, the largest employer in the county is the Charlotte County School District with just over 2,200 employees, followed by the Charlotte County Local Government with more than 1,700 employees. The top industry sectors of employers are education, public administration, healthcare, and accommodations.

The FDOT-sponsored Commuter Services Program assists employees and employers with various work trip options. District One area-wide information may be found on the Internet at [District 1 Southwest Florida « Commuter Services](#) .

d. Major Trip Generators/Attractors

When analyzing the potential for developing or improving a public transit system, it is important to look at the spatial distribution of major trip attractors and generators. These areas usually attract a large number of people, resulting in a concentration of trips, which is more conducive to public transit use. Trip generators are associated with the origins of trips, normally people's homes. Distribution of transportation disadvantaged clients and their major generators are distributed throughout the urban service area of Charlotte County.

Six categories of trip attractors have been identified for Charlotte County: area attractions, government, health care, school, shopping and other major employer.

Area Attractions

In addition to the many beaches and parks located throughout the area, Charlotte County offers many recreational destinations that appeal to all ages. The Tampa Bay Rays Major League Baseball team began conducting Spring Training in 2009 at Charlotte Sports Park. December 2023 marked the opening of Sunseeker Resort which hosts luxury hotel accommodations, event space, along with multiple pools and dining experiences

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.

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. 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 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 was 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 –

Undergoing much economic development in the years following the 2004 landfall of Hurricane Charley followed by Hurricane Ian in 2022, 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 area, and (2) the Charlotte Harbor CRA north of the US 41 bridges with Sunseeker Resort now open.

TABLE I-1: TRIP ATTRACTORS

TYPE	FACILITY	LOCATION
Attractions	Ann & Chuck Dever Memorial Regional Park at Oyster Creek	6791 San Casa Drive/ENG
Attractions	Bayshore Live Oak Park	Bayshore Road/CH
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	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 (closed for repairs)	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	3745 Tamiami Trl/PC
Government	Charlotte County Administration Center	18400 Murdock Circle/PC
Government	Charlotte County Cooperative Extension Service	1120 Centennial Blvd/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	21450 Gibraltar Drive/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	18400 Murdock Circle/PC
Government	Charlotte County Veterans Services	21450 Gibraltar Drive/PC
Government	Charlotte County-Punta Gorda Metro Plan Org (MPO)	1050 Loveland Blvd/PC
Government	City of Punta Gorda Police Department	1410 South Tamiami Trail/PG
Government	City of Punta Gorda – City Hall (closed for repairs)	326 W. Marion Ave/PG
Government	US Social Security Administration	4054 Beaver Lane/ PC
Health Care	Arbors at Port Charlotte	18480 Cochran Blvd/PC
Health Care	Best Care Senior Living at Punta Gorda, LLC	2295 Shreve Street/PG
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 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 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, # 1/PC
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	Truewood by Merrill, Port Charlotte	2500 Aaron Street/PC
Health Care	Sandhill Gardens Retirement	24949 Sandhill Blvd/ PC
Health Care	Advent Health Port Charlotte - Hospital	2500 Harbor Blvd/ PC
Health Care	Advent Health Punta Gorda – Hospital CLOSED	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 Bermont 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	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 Tamiami Trail/PC
Shopping	Aldi's	26279 Jones Loop Road/PG
Shopping	Bal Harbor Plaza	1133 Bal Harbor/PG
Shopping	Bayshore Village	4265 Tamiami Trail/CH
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	Fisherman's 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 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
Other Major Employers	Cheney Brothers Sunseeker Resort	One Cheney Way/PG 5500 Sunseeker Way/CH

PC = Port Charlotte, ENG=Englewood, PG=Punta Gorda, RT=Rotonda, CH=Charlotte Harbor

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
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
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 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
Comfort Travel	249-7523	N	PP

Concierge Taxi Services	286-5085	N	PP
Doris Limousine Service	627-8056	N	PP
Exodus Transportation Services	249-0766	N	PP
Ferriter, MJ	475-8500	N	PP
Grant Medical Transportation, Inc. (d/b/a Ambitrans Medical Transportation)	743-3665	N	PP
Happy Taxi	204-2208	N	PP
Hope Hospice	239-482-4673	N	PNP
Jackson Transportation	833-9341	N	PP
LM Taxi	661-3031	N	PP
Mary's Taxi	474-8294	N	PP
Metro Cab	743-4343	N	PP
My Taxi	585-6000	N	PP
New Operation Cooper Street	639-3034	N	PNP
Pepe Taxi	623-3070	N	PP
Pierre Taxi	524-2080	N	PP
Precision Taxi & Limo	625-8947	N	PP
Premiere Taxi Service	497-2010	N	PP
Quality Independence, Inc.	249-9105	C	PNP
Royal Floridian Transportation Co (239)	643-4382	N	PP
Sarasota County Area Transit – ENG 1626	861-1234	C	G
Skyline Taxicab	639-0957	N	PP
Sunshine Cab Company	629-3320	N	PP
Sunnyvale Medical Transport Inc (863)	381-3565	N	PP
Travelers Taxicab	626-8527	N	PP
Tristars Taxi	916-3179	N	PP
U & I Taxi Transportation Service	625-8947	N	PP
Uber	Cell app	N	PP
United Cerebral Palsy of Sarasota & Manatee	251-4956	N	PNP
Voyager Taxi	629-2810	N	PP
Wheelchair Getaways of Fort Myers (239)	910-2475	N	PP

Source: MPO staff developed listing from prior list + 2019 Transit Development Plan

Effective May 30, 2014, Charlotte County no longer provides Medicaid Non-Emergency Transportation trips. Currently in Charlotte County, a company called MTM is providing fee for service transportation for Charlotte County for those Medicaid recipients that are not in an MMA or LTC (Managed Medical Assistance or Long-Term Care) program, but who are eligible for

Medicaid transportation. Information about the MMA/LTC plans in AHCA Region 8 (which includes Charlotte County) may be found at these two Internet links:

http://ahca.myflorida.com/Medicaid/statewide_mc/index.shtml
[SMMC_Plans_Transportation_Numbers.pdf \(myflorida.com\)](#)

C. Service Analysis

1. Forecasts of TD Population

The Florida Commission for the Transportation Disadvantaged and the Florida Department of Transportation contracted with the National Center for Transit Research (NCTR) at the University of South Florida's Center for Urban Transportation Research (CUTR) to develop a new methodology for forecasting paratransit services demand (*Final Report, Project No. BDK85 977-34, June 2013*). This methodology defines the general TD population (estimates of all disabled, elderly and low-income persons and "high-risk" or "at-risk" children). Figures reflecting Charlotte County's general TD population are shown in Table I-3:

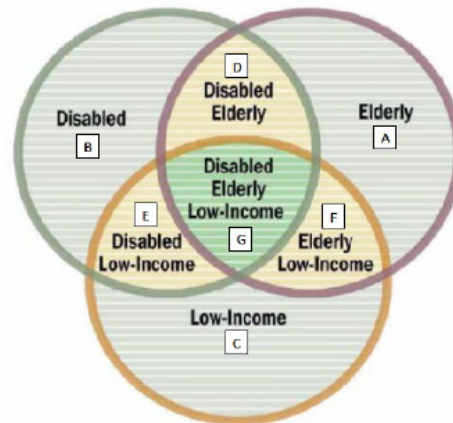
Table I-3 General TD Population

CALCULATION OF GENERAL TRANSPORTATION DISADVANTAGED POPULATION

Charlotte County					Census Data from 2021			
County Pop. By Age	Total Pop by Age	% of Total Pop	Population Below Poverty Level by Age	% of Total Pop Below Poverty Level by Age	Total Population with a Disability by Age	% of Total Pop with a Disability by Age	Total Pop with Disability and Below Poverty Level by Age	% Total Pop with a Disability and Below Poverty Level by Age
< 5 Years of Age	4,925	2.6%	1,021	0.5%	59	0.1%	0	0.00%
5-17	18,113	9.5%	3,063	1.6%	1,865	1.0%	375	0.20%
18-34	22,230	11.7%	2,551	1.3%	2,781	1.5%	296	0.16%
35-64	66,255	34.9%	4,609	2.4%	10,849	5.7%	2,490	1.31%
Total Non Elderly	111,523	58.7%	11,244	5.9%	15,554	8.2%	3,161	1.66%
65-74	42,888	22.6%	2,684	1.4%	10,115	5.3%	1,079	0.57%
75+	35,606	18.7%	1,161	0.6%	14,174	7.5%	1,284	0.68%
Total Elderly	78,494	41.3%	3,845	2.0%	24,289	12.8%	2,363	1.24%
Total	190,017	100%	15,089	7.9%	39,843	21.0%	5,524	2.91%

<i>Double Counts Calculations</i>		
E - Estimate non-elderly/disabled/ low income	From Base Data (I11)	3,161
B - Estimate non-elderly/ disabled/not low income	Subtract I11 from G11	12,393
G - Estimate elderly/disabled/low income	From Base Data (I14)	2,363
D- Estimate elderly/ disabled/not low income	Subtract I14 from G14	21,926
F - Estimate elderly/non-disabled/low income	Subtract I14 from E14	1,482
A - Estimate elderly/non-disabled/not low income	Subtract sum of J17, J18 and J19 from C14	52,723
C - Estimate low income/not elderly/not disabled	Subtract I11 from E11	8,083
Total - Non-Duplicated		102,131

General TD Population	% of Total	
Non-Duplicated General TD Population Estimate	102,131	53.7%



This methodology also defines “critical need TD” population estimates for individuals who due to severe physical limitations or low incomes are unable to transport themselves or purchase transportation and are dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life sustaining activities. In consultation with CUTR staff, the latest available American Community Survey and BEBR Population Estimates have been utilized. Figures reflecting Charlotte County’s critical need TD population are shown in Table I-4:

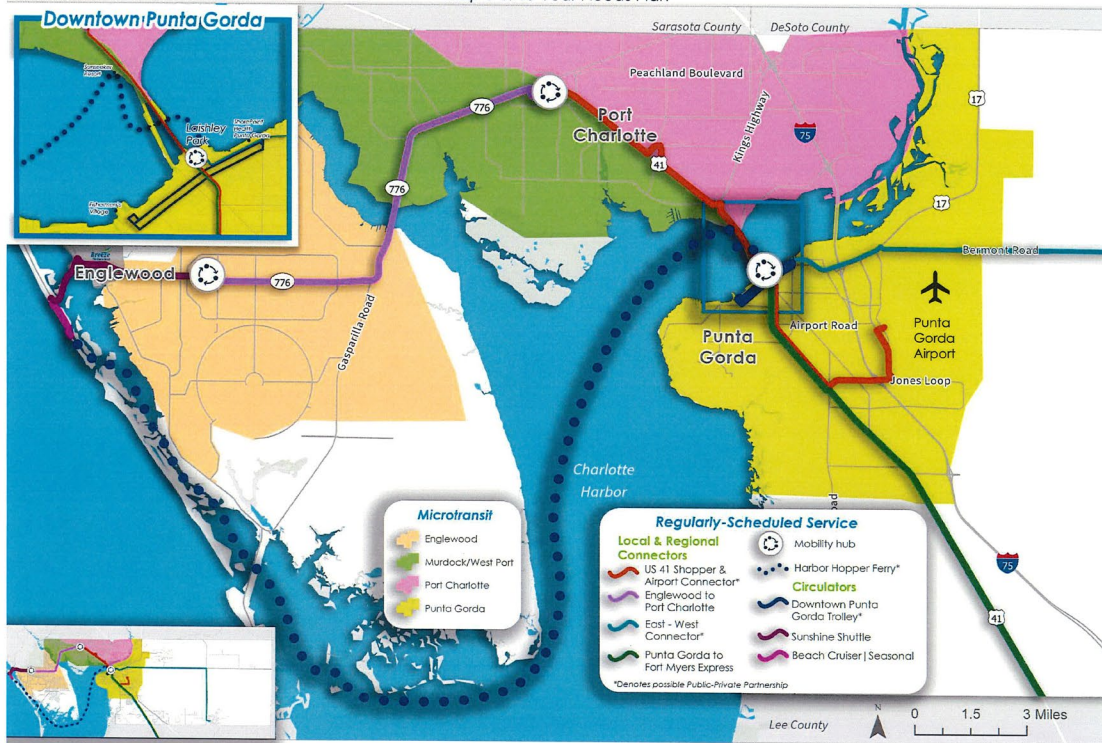
At the time of system startup in 2001, thirty percent of the riders were identified as TD clients, and as such received a discounted fare. Demand far exceeded what was anticipated. It should be noted that MPO staff surveys following startup indicated that as a whole, private transportation firms have not been adversely impacted by the startup of this service (known then as Dial-a-Ride). For the recent period ending in May 2016, 10.5% of general public paratransit passengers received the TD discount. On May 24, 2016 in an effort to increase transit ridership and simplify fare structure, the Charlotte County Board of County Commissioners reduced fares on Charlotte County Transit. Base rate fare per passenger was changed to two dollars, with Transportation Disadvantaged self-identifying passengers paying a reduced fare of one dollar. The COVID-19 pandemic greatly impacted all Charlotte County transit operations, during that time service was provided fare free. On December 9, 2025, the Board of County Commissioners voted and approved a resolution to establish fare-free service for Charlotte County Transit.

In the past, Charlotte County did not have the residential and non-residential densities to support fixed-route service. However, these densities tend to increase as urbanized growth continues, and fixed route was assessed in the 2025 Transit Development Plan (TDP). One consideration is that as long as the population is skewed toward the elderly and disabled, customers may have difficulty reaching fixed route bus stops, especially given Florida's climate of heat and rain and the possibility that riders will be returning home with heavy purchases. In light of the County's demographic profile, additional resident-friendly options such as a route deviation system (flexible route) may be of interest.

As a result of the 2004 TDP needs assessment, Saturday service and an additional bus to serve the local area transit needs of Englewood were added. Next, the 2009 TDP major update identified additional service gaps in both the Sunshine Ride and Dial-a-Ride systems and provided strategies to address those needs through public workshops, surveys and other data gathering techniques. Included in the plan was the provision of fixed route service should the BCC decide to implement it. By 3-2 vote on November 10, 2009, the BCC decided not to start fixed route service at that time. Potential fixed route service was also listed in the 2014 TDP to provide flexibility in decision making, especially in light of recent population growth in the urban core area.

Since the last TDP 5-year update was adopted, Charlotte County Transit has expanded its service area to include the Burnt Store Road area to the Lee County line and within the Washington Loop northeast of Punta Gorda. Additionally, Charlotte County Transit continues its commitment to provide same-day rides when possible.

Map 8-5: 10-Year Needs Plan



8-7

The Charlotte County Board of County Commissioners is committed to maintaining and as funding permits, expanding services to the transportation disadvantaged (TD) population, as well as the general public. Accordingly, applications for various FTA/FDOT transit grants are submitted annually to assist the area’s elderly, disabled, children-at-risk, low income and rural population. Among the passenger needs met are local and regional medical and grocery trips, as well as senior congregate dining. All grant application efforts are consistent with Resource Management Strategy 3.4 in the following section which addresses replacing the existing fleet and expanding passenger services.

3. Barriers to Coordination

The physical and logistical barriers forced upon the CTC due to Hurricane Charley on Friday, August 13, 2004 were an obstacle to coordination. Additionally, the Charlotte County Transit Division had to deal with the subsequent storms of the 2004 and 2005 hurricane seasons, as well as Hurricane Irma in 2017 with its mass evacuations. The landfall of Category 4 Hurricane Ian on September 28, 2022 followed by flooding events from twin storms Hurricane Helene, September 24, 2024 and Hurricane Milton, October 9, 2024 presented the County’s most recent transit challenges. It is apparent that (1) dealing with the elements and the County’s unique water-lined geography, (2) evacuating and returning the County’s frail, least mobile and/or needy

citizens and (3) planning for hazard mitigation are an ongoing reality for Charlotte County's coastal transit system.

Current economic realities are always a factor, with issues such as potential cuts to Florida's local governmental funding and fluctuating fuel costs as major concerns. Beyond these are less obvious, but related and significant barriers, such as (1) a lack of local bidders for driver services, (2) an increase in contractors' expenses for everything from driver salaries and insurance to maintenance costs, and (3) a shortage of both contract drivers, as well as volunteer drivers for Charlotte County non-profit organizations. The issue of driver shortages is an ongoing problem statewide/nationwide.

D. Goals, Objectives, And Strategies

This section identifies transportation improvements such as expenditures for new or replacement vehicles and communication equipment. It is revised annually as funding permits.

All goals are implemented as of July 1, 2021 (the effective date of the MOA).

Goal 1: Coordination of Service

Objective 1: Coordinate with public and private (non-profit and for profit) agencies and other providers of transportation services to develop and implement a coordinated transportation system that meets the needs of transportation disadvantaged residents of Charlotte County, both sponsored and non-sponsored.

Strategy 1.1: The CTC will continue to communicate and coordinate with state and local governments, planning agencies, local coordinating boards, social service agencies and others who provide subsidy, planning assistance, and/or purchase transportation service.

Measure: Records on file.

Strategy 1.2: The CTC will continue to communicate and coordinate with CTCs in other counties to promote ride-sharing practices and formulate cost-effective and effective transportation arrangements.

Measure: Inter-county ridership statistics.

Strategy 1.3: The CTC will continue to communicate and coordinate with doctors' offices, out-patient clinics, pharmacies, food stamp offices, meal sites, etc. in order to provide timely and cost efficient and effective transportation service.

Measure: Records of outreach efforts on file.

Strategy 1.4: The CTC will continue to communicate and coordinate with public, private non-profit and public for-profit providers of transportation to ensure the most cost efficient and effective service to all riders.

Measure: Contracts.

Goal 2: Provision of Service

Objective 2: Provide a comfortable, cost-effective and cost-effective coordinated transportation service that meets the needs of the transportation disadvantaged.

Strategy 2.1: As new resources and volunteer opportunities become available, the number of trips for transportation disadvantaged persons.

Measure: Annual Operating Report and TD statistics.

Strategy 2.2: As new resources and subcontracting opportunities become available, they continue to increase transportation service to people who currently need service.

Measure: Annual Operating Report and TD statistics.

Strategy 2.3: Continue to utilize wheelchair accessible, air conditioned, comfortable vehicles in order to best serve all riders.

Measure: Annual Operating Report and TD statistics.

Goal 3: Resource Management

Objective 3: Maximize the use of human and financial resources and equipment.

Strategy 3.1: Manage expenses, continue to monitor and analyze the cost of administration and operations including overtime hours, insurance, maintenance, purchase vs. lease of equipment, provision vs. subcontracting of service, and other items. Apply by the mid-December deadline each year for the Section 5310 grant and as guidance becomes available, consider applying for other federal transit funds.

Measure: Annual Operating Report.

Strategy 3.2: Continue ongoing efforts in obtaining federal and state funding and in analyzing the impact of fare reductions, in order to increase and improve transit service to all Charlotte County System users, as well as to attract new riders.

Measure: Number of grants obtained and reported/Analysis over future time period of fare reductions.

Strategy 3.3: Continue to pursue the use of voluntary agencies to provide reliable service and reduce the costs of operations.

Measure: Records on file.

Strategy 3.4: Plan and provide for acquisition of air conditioned, comfortable and accessible vehicles to replace an aging fleet or to expand services, through the use of agencies and other services.

Measure: Records on file.

Strategy 3.5: Monitor the County Fleet to ensure that vehicles are maintained in accordance with Florida Department of Transportation's recommendation in the Preventative Maintenance and Safety programs, and per contractual obligation.

Measure: Records on file.

Strategy 3.6: The Planning Agency shall report annually to the LCB the progress of the voluntary dollar contribution for the TD Trust Fund license renewal program.

Measure: Reports included in January agenda packets (in conjunction with annual member training).

Goal 4: Marketing of Service

Objective 4: Continue to market and promote transportation service that can be provided within the limits of available resources.

Strategy 4.1: Carry out a public information program to assist current and prospective riders in the proper use of the transportation system. Place information on the County web site. Distribute the latest Charlotte County Transit brochures/flyers promoting current Charlotte County Transit service.

Measure: Utilize a public involvement budget. Monitor outreach efforts, such as number of contacts/speaking engagements and number of website hits.

Strategy 4.2: Have brochures, reservation information, complaint and grievance procedures, and other useful information available to riders on all vehicles, and at participating agencies. Keep a record of where brochures are distributed and how often.

Measure: Number of brochures printed and distributed.

Strategy 4.3: Provide opportunities designed to educate the community regarding the need for sponsored transportation, the services available, and the need for the expansion of services, by speaking to clubs and other networks, as well as utilizing a marketing plan as funding permits. Additionally, participate in outreach efforts (such as Mobility Week) and update the Charlotte 2-1-1 Frequently Asked Questions list.

Measure: Number of engagements. Meeting Attendance/Event Participation. Revise FAQ list as needed. Debrief events and develop strategies to improve the next round of outreach.

Goal 5: Safety

Objective 5: Continue to operate a safe transportation system as set forth in the CTC “Systems Safety Program Plan” (SSPP).

Strategy 5.1: Update the SSPP annually.

Measure: Safety records.

Strategy 5.2: Continue to make safety and loss prevention the responsibility of all personnel.

Measure: Safety records.

Strategy 5.3: Continue to conduct annual safety checks on all equipment.

Measure: Safety records.

Strategy 5.4: Continue to provide a hazard-free environment and a safe, drug and alcohol-free workplace. Maintain a safe ride and safe workplace based upon directions from local and State/federal authorities.

Measure: Safety records including drug testing. Verification of compliance with COVID-19 Guidelines currently in effect.



Strategy 5.5: Follow all testing and training requirements for all personnel as set forth in the SSPP.

Measure: Safety records.

Strategy 5.6: Continue drug and alcohol testing as set forth in the Substance Abuse Policy.

Measure: Safety records. Insurance files.

Strategy 5.7: The CTC shall verify that the subcontractor providing contract drivers to the CTC retain appropriate liability insurance coverage in the event that the subcontractor's employee causes an accident.

Measure: Safety records. Insurance files.

Strategy 5.8: The CTC will make every reasonable effort to keep accidents to a minimum.

Measure: The CTC will have a goal of no more than 2 chargeable accidents per 100,000 miles (i.e., a chargeable major or non-major incident as defined by the NTD in its 2013 Reporting Manual, meaning an accident with property damage greater than \$25,000 and/or one resulting in a fatality or serious injury).

Goal 6: Quality of Service

Objective 6: Assure that quality transportation is being served.

Strategy 6.1: The CTC will conduct random sample ridership surveys periodically (especially in conjunction with the update of the Transit Development Plan every five years) in order to evaluate transportation service to both sponsored and non-sponsored riders. Staff will provide a report to the LCB when available.

Measure: Surveys on file, including performance measures.

Strategy 6.2: The Planning staff in conjunction with CTD staff will conduct as needed satisfaction surveys of agencies that purchase service from the CTC in order to evaluate service to their clients and provide a report to the LCB at its next meeting. At a minimum, this survey of agencies will occur at the time of the CTD Quality Assessment Performance Evaluation (QAPE) of the CTC.

Measure: Surveys on file.

Strategy 6.3: The CTC will handle complaints and grievances in a timely fashion detailed in the Complaint and Grievance procedures.

Measure: The CTC will have a goal of no more than 1% of the total passenger trips resulting in a complaint (i.e., a complaint rising to CTC level or above for resolution based upon the formal LCB grievance policy).

Strategy 6.4: The CTC will keep road calls to a minimum.

Measure: The CTC will have a goal of no more than 5 service failures per 100,000 miles (excluding tires). A service failure is defined as a mechanical breakdown of a vehicle requiring roadside assistance or tow to correct the issue.

Strategy 6.5: The CTC will provide, as directed by the LCB, quarterly reports of complaints and grievances, and a summary of how they were resolved.

Measure: A review of complaints and grievance files, as handed out in the Quarterly Report at all regular LCB meetings.

Strategy 6.6: The CTC will make riders aware of their ability to register complaints.

Measure: Signs with the TD Helpline toll free number will be posted in all vehicles at all times for monitoring by the LCB, the Planning Agency and the CTD staff.

Goal 7: Identification and implementation of standards and policies

Objective 7: Ensure that all Commission Standards and all local standards are addressed in the Charlotte County Transportation Disadvantaged Service Plan.

Strategy 7.1: Continue annually reviewing documents to ensure that policies are identified and developed as necessary. Annually, the LCB will review the TDSP.

Measure: Existing and new documents.

Strategy 7.2: Monitor existing policies and amend, if needed. Annually, the LCB will review the By-laws and Grievance policies.

Measure: Existing policies; new materials.

Strategy 7.3: All policies approved by the LCB are adopted, by reference, into the TDSP.

Measure: Existing policies; new materials.

E. Implementation Schedule

The implementation schedule is directly tied to the goals, objectives, and strategies. Although some of the operations are ongoing, others are date specific, either (1) annually at the end of the fiscal year, (2) a certain deadline date each year, (3) at every one of the four regular LCB meetings, or (4) annually at a specific LCB meeting (*see Section D, each strategy*). Most costs associated with the accomplishment of these tasks are covered in staff, planning, operations and maintenance grant funding or match from each of the levels of government.

Strategies	Responsible Party	Frequency/ Dates
1.1, 1.2, 1.3, 1.4, 2.1, 2.2, 2.3, 3.2, 3.3, 3.4, 3.5 4.1, 4.2, 4.3, 5.2, 5.4, 5.5, 5.6, 5.7, 6.6, 7.3	CTC	ongoing
3.1	CTC	Mid-December (annually)
3.6	Planning Agency	January LCB meeting (annually)
5.1	CTC	biennially
5.3	CTC	annually
6.1	Planning Agency (and contractors)	At time of major TDP review (by August 2019 and

		every subsequent 5 years) and as needed
6.2	Planning Agency/CTD QAPE staff	At time of CTC QAPE (and as needed)
6.5	CTC/Planning Agency	All regular LCB meetings (Jan, May, Sept, and Nov)
5.8, 6.3, 6.4	CTC	At the end of each fiscal year
7.1	CTC/Planning Agency/LCB	Annually, prior to July 1
7.2	Planning Agency/LCB	Annually

As discussed in the foreword, this document meets specific federal requirements for FTA Section 5310 funding and at times, other federal programs. Accordingly, it serves as Charlotte County’s Transportation Disadvantaged Service Plan, as well as its Coordinated Public Transit – Human Services Transportation Plan. It is anticipated that it will be utilized until June 30, 2026, when a new MOA for Charlotte County CTC will take effect and a major TDSP document will be provided to the Commission for the Transportation Disadvantaged within 120 days of MOA execution. Annual updates will be accomplished.

II. SERVICE PLAN

A. Operations Element

1. Types, Hours, and Days of Service

The Charlotte County Transit (CCT) provides ambulatory and wheelchair transportation services in a non-discriminatory fashion. ~~Subscription routes are operated for work, school, congregate dining and mental health outpatient services.~~ Curb to curb , on demand services are provided for medical services, employment programs as well as other life enhancing purposes.

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.~~ The Transit Division has revised the drug policy to comply with the FTA.

~~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.~~

Transit and its operators provide curb-to-curb service. 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 Contracted 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: A Additionally, the Local Coordinating Board has adopted measurable standards for accidents, road calls and complaints.

2. Accessing Services

A Missed Trip policy has been developed by the Transit Division as departmental policy. Habitual “no shows” are counseled and/or suspended. A copy of the Missed Trip policy appears in Appendix C. A late 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 CCT requests cancellation calls as early as possible. Recent software improvements and the Charlotte Rides mobile app have made same day trips possible.

Transit office hours are from 8 am- 5 pm 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 CCT is closed on all federal and county recognized holidays.

All Service calls come in on 941.575.4000.

Backup service for internal Transit 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. 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 provided scheduled service for Charlotte residents to the Englewood Hospital and Medical Center. 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 are available from 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.mysuncoast.com/2021/05/28/scat-launch-on-demand-service-june/), 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

CPR Medical Transportation LLC- effective October 1, 2025
6111A Clark Center Ave
Sarasota, FL 34238

Quality Independence, Inc. (although a contract is in place it has not been utilized to date)
2826 Tamiami Trail, Suite 2 and 3B
Port Charlotte, FL 33952
(941) 249-9105
Angela Pennington

Quality Independence, Inc., is a nonprofit organization established in November 2018 that provides services to individuals with intellectual and development disabilities. The organization utilizes its own vehicles.

Each of the contract operators undergoes an annual System Safety/Contract Compliance review identical in format to the FDOT review. Copies of these reviews are available upon request.

4. Public Transit Utilization

Charlotte County has developed a general public transit paratransit system and service became available January 2, 2001. Charlotte County Transit provides curb-to-curb service in most areas of Charlotte County. Much of the design of this service was based on the existing Transportation Disadvantaged system, and ADA complimentary trips are not an issue, because such trips are handled in mainstream service delivery. Vehicles are accessible, making this feasible. A Charlotte County Transit brochure containing fares, policies, and giving a detailed description of the system is located in Appendix A.

5. School Bus Utilization

There is not a Joint Use School Bus Program existing between the Charlotte County Transit Division and the District School Board of Charlotte County.

6. Vehicle Inventory

The February 19, 2026 inventory for the Transportation Disadvantaged program is located in Appendix G of this document.

7. System Safety Program Plan Certification



Charlotte County Transit Bus System Annual Safety and Security Certification

Date: February 13, 2025

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

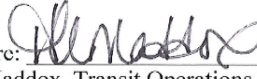
1. The adoption of a System Safety Program Plan (SSPP) and a Security Program Plan pursuant to FLORIDA DEPARTMENT OF TRANSPORTATION safety standards set forth in rule 14-90, Florida Administrative Code.
2. Compliance with the adopted standards of the SSPP and Security Program Plan.
3. Performance of 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: 
Heidi Maddox, Transit Operations Manager
Charlotte County Budget & Administration

Date: 2/13/25

NAME AND ADDRESS OF ENTITIES WHICH HAVE PERFORMED SAFETY INSPECTIONS:

Charlotte County Fleet
18000 Paulson Dr,
Port Charlotte FL 33954

Signature: 
Heidi Maddox, Transit Operations Manager
Charlotte County Budget & Administration

Date: 2/13/25

8. Intercounty Services

The Charlotte County Transit Division has an Agreement r with Sarasota County Area Transit Breeze to service the Englewood portion of Charlotte County. Agreement is available upon request.

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.”)

9. Emergency Preparedness and Response

The Charlotte County Transit Division has a major role in the Emergency Management Evacuation Plan for Charlotte County. In the event of a hurricane or other disaster, Transit Operations sits in the Emergency Operations Center and manages the evacuation.

Charlotte County Transit Emergency Preparedness and Disaster Plan CCT Operational Element is part of the Charlotte County Human Services Emergency Management

12/04

Forward

This document serves as a Transit Operations addition to the Human Services Emergency Preparedness and Disaster Plan. All elements of that Plan remain in effect, especially those regarding County and Department Policy and safeguarding County properties in the event of a Hurricane or other disaster.

Mission

The evacuation and return of Special Needs residents and the general transit dependent public is the main mission assigned to Charlotte County Transit Division. Transit coordinates with School Board, and keeps special needs clients routed, mapped, and updated year-round. Transit staff spend an average of six hours per week on update and input. The list was at 1005 individuals and escorts the day before Hurricane Charley.

In a larger event such as Hurricane Charley, a transit agency will become the logical entity to move shelters, get people to routine or minor medical attention, and to put people together with food water and ice (FWI). The latter FWI component becomes increasingly important until about the 6th day when grocery stores and other retail infrastructure begin to recover. Ice and water delivery remain important for significantly longer for some of the population.

Secondary post-event missions are undertaken such as moving Army Corps of Engineers Volunteers and Employees through the neighborhoods to implement their home roof tarp program, and or taking out damage assessment teams from the various agencies.

Long Term (annual) Planning

Review your radio and cell phone communications and assure that the radio repeater system has back-up emergency capability. Update address and telephone numbers of all Operations Staff and Drivers. Update Special needs list at least three times per year, assuring all deceased, institutionalized and disinterested client listings are purged and

reported back to Emergency Management.

Assure fuel availability. In the past Transit functioned well with the emergency tanks supplied by FDOT. A permanent, dedicated, and secure fueling system is preferable. Fuel may need to be additionally supplied to key agency staff who do not need to be standing in gas lines. Taking vehicles out of town for fuel during an event works but is not efficient.

Short Term Planning

Within 48 hours of an event:

- Move all rolling stock out from under shelters, pole barns, trees, and steel buildings. An open lot with a chain link fence seems to best protect them from flying debris.
- Move all rolling stock out of the flood surge area if an impending event appears to threaten coastal flooding.
- Protection of infrastructure: Assign most appropriate office staff to move your computers to a secure area in the building and cover with plastic.
- Compare rolling stock with need as to stretchers, wheelchair positions, and ambulatory seats.
- Locate shelters and assure all staff know where they are.
- Make sure all subcontractors are informed and prepared.
- Make sure all busses have large Ice receptacles. Ice is extremely important in hot weather when electricity fails.

Within 24 hours of an event:

- Ascertain the approximate time when the event will take place.
- Determine if and when sustained winds will reach 35 MPH. That is the point at which Transit Operations will cease.
- Ascertain the location of special needs and general public shelters to be used as destinations. When will shelters be ready? Who will do triage, and where?
- Identify or recruit special needs phone bank staff (I & R/Human Services are best equipped if available)

- Estimate time needed to:
 1. Print, copy and assemble evacuation routes.
 2. Make final call to each name on special needs list.
 3. Talk to and start phone bank staff.
 4. Talk to and start School bus drivers.
 5. Top off bus fuel.
- Steps 1 through 5 have typically taken 6 hours in the past.
- At 18 to 12 hours prior to estimated evacuation, start callers and remind them:
 1. Just cross off the ones that do not want to go. Please no creativity here so routers and driver do not have to deal with 4 or 5 different systems.
 2. We cannot possibly deal with individual stories such as “I will be ready after 6:00” or “I will let you know if my neighbor does not take me”. It is the callers’ job to distill the phone call to yes or no and mark the sheet accordingly.
 3. Do not write stories, outline additional needs, or write narratives about other possible resources. We are handing the sheets as they have been marked to School Bus Drivers who will have as much as they can possibly do assisting elderly clients negotiate 16”steps.
- Advise School Board Representative how many school buses you think you will need, and call Bus Depot to confirm with Director or Operations Manager. This is a difficult number to determine, and the highest Possible number (worst case scenario) must be transmitted. Call and revise promptly if Phone Bank results determine lower need.
- Start School buses, Transit Buses, and contract operators at about the same time. Be certain that you know which properties have which route sheets and mark them accordingly.
- Talk to School Bus Drivers. Explain that we have called everyone on the route sheets but still expect only a small number to actually go. Some buses might come back empty, but the drivers need to understand that this is not a failure. This is about what we expect, and we need to make every stop. Ask them to mark their

- sheets “NO-GO” only so Dispatchers can pre-route returns.
- ❑ Arrange for the return of the completed route sheets to Transit Operations.

EOC

The ESF position serves as the communication center before, during, and after an event. The standard for staffing EOC is 12 on 12 off. This is not necessary for the Transit station (table). Night operations and demand for additional evacuations are best handled by Police and EMS agencies given the fact of downed wires and partially obstructed streets. Transit and School Bus Drivers are not familiar with night operations. Daylight hours seem adequate and most prudent for Transit staffing at EOC as well as operations.

EOC Interaction

- The Public Information Officer (PIO) is a very valuable resource at EOC. Any carefully written and BRIEF announcements will get to the swarm of Media that surround the PIO very efficiently and the public will have the information very quickly.
- The Operations Coordinator at EOC needs to help best allocate your resources to the emerging need.
- The FDOT Transit representative is a valuable technical resource.
- Nearby Transit Properties are unaffected by the event to help you cover your mounting request for service outside your service area. Carefully coordinate such efforts with FDOT to preclude duplication and insure the best use of available transit assets in proximity.
- Accounting staff will be helpful in procurement through the EOC Tracker System. State and Federal agencies are accustomed to this system, but Transit staff assigned to procurement through EOC will need to follow up on the information persistently.
- Keep accounting in close contact with EOC staff and Dispatch so track of costs is accurately kept.

Miscellaneous

- In large events complicated logistics are not possible. Meet regularly with staff and keep it simple when setting up temporary service.
- Volunteers frequently become burnt out quickly
- Say “thank you for being here” to guardsmen and staff at the various canteens feeding you and your staff. It goes a long way to validating their work and sacrifice at your behest.
- Misinformation abounds during these events. Check your sources and review with the rumor control officer at EOC.
- Numbers (including passengers and others in need) are frequently overstated to “worst case scenario”.
- Talk to Drivers and Operations Staff daily. Ask how many have electric since yesterday. Answer their questions as best you can. Determine need in the community by their input. Establish simple formulae for loading emergency materials.
- Discontinue fares during any state of emergency. The passengers can’t make change or go to the bank.
- Take your spouse out of town to a favorite restaurant or other distraction after the first 3-4 days of frantic activity.
- Don’t believe that FEMA will pay for anything that they have not actually agreed to pay for. Check with the chain of command before committing any County assets.

Charlotte County Transit Continuity of Operations (COOP) Plan is updated as needed and reviewed annually.

SYSTEM SAFETY PROGRAM PLAN (SSPP)

REVISION

Charlotte County Transit Emergency Preparedness and Disaster Plan

CCT Operational Element in assisting
Charlotte County Human Services and Emergency Management

12/04

Revised 2/18

FOREWARD

This document serves as Charlotte County Transit Division's (CCT) addition to the Human Services Emergency Preparedness and Disaster Plan. All elements of that Plan remain in effect, especially those regarding County and Department Policy and safeguarding County properties in the event of a Hurricane or other disaster.

MISSION

The evacuation and return of Special Needs residents and the general transit dependent public is the main mission assigned to CCT. CCT coordinates Human Services and Emergency Management and keeps special needs clients routed, mapped, and updated year-round. The special needs list was at 1005 individuals and escorts the day before Hurricane Irma.

In a larger event, such as a hurricane, a transit agency will become the logical entity to move people to shelters, transport people to their routine medical appointments (dialysis), and to put people together with food, water, and ice (FWI). The latter FWI component becomes increasingly important until about the 6th day when grocery stores and other retail infrastructure begin to recover. Ice and water delivery remain important for significantly longer for some of the population.

Secondary post-event missions are undertaken such as moving Army Corps of Engineers Volunteers and Employees through the neighborhoods to implement their home roof tarp program, and/or taking out damage assessment teams from various agencies.

LONG TERM (ANNUAL) PLANNING

Review your radio and cell phone communications and assure that the radio repeater system has back-up emergency capability. Update address and telephone numbers of all Operations Staff and Drivers. Update Special needs list at least three times per year.

Assure fuel availability.

SHORT TERM PLANNING

Within 48 hours of an event:

- Move all rolling stock out to an open lot with a chain link fence to protect them from flying debris.
- Move all rolling stock out of flood surge areas if an impending event appears to threaten coastal flooding.
- Protection of infrastructure: Assign the most appropriate office staff to move computers to a secure area in the building and cover with plastic.
- Compare rolling stock with need as to wheelchair positions and ambulatory seats.

10. Educational Efforts/Marketing

The general public has several different means of being referred to in the Transit Division: (1) contracting agencies that are able to assist an individual, (2) an access line information and referral number, (3) grant public hearings, (4) word of mouth, and (5) outreach speaking opportunities. The Transit Division distributes a pamphlet which explains the organization's function, funding and method of access to service.

The Transit Division recognizes that outreach should be continued by the appropriate agencies even in light of limited resources. Outreach to the general public will continue as a potential source of increased ridership. Pamphlet distribution will be through the various public and private agencies. A number of clients are introduced to the program when they begin to use general public paratransit. Clients inquiring about the "TD Discount" are mailed a self-referral form or it can be found on the Charlotte County Transit website, which can be mailed in. Transit and MPO staffers have hosted many transit-related public workshops and meetings in support of the Transit Development Plan and the Long-Range Transportation Plan. Several transit grassroots outreach events have been held in conjunction with food pantry distributions to target the County's most transit dependent populations. A new Charlotte Rides mobile cell phone app has been recently introduced.

11. Acceptable Alternatives

The general public paratransit system is operational and functioning under an updated System Safety Program Plan, which serves both programs.

12. Service Standards

Service standards ensure that quality and uniform service will be provided for the Transportation Disadvantaged. Many of the standards have been jointly developed by the LCB, the Planning Agency and the CTC, approved by the Board and are consistent with those of the CTD. Other standards are local or internal policies of the CTC. These standards provide the basis for evaluation of the CTC by the LCB and the evaluation of the contracted operators by the CTC.

(1) Drug and Alcohol Testing. Pre-employment, randomization, post-accident and reasonable suspicion drug and alcohol testing shall apply to all safety sensitive job positions.

(2) Monitoring Requirements. The LCB and the CTD, with the assistance of Planning staff, monitors various aspects of the CTC through an annual evaluation, reports on trends and tracking of complaints and grievances, as well as other service areas of the CTC as requested by the LCB. The CTC monitors the contracted operators through random spot checks and an annual evaluation.

(3) Driver Identification. Drivers are required to wear a picture identification or name tag on their uniforms. Drivers will identify and announce themselves and the organization in a professional manner to new customers.

(4) Seating. Vehicle seating shall not exceed the manufacturer's recommended seating capacity.

(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 13 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 13 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. 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 planning. 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 2024.

(15) Advance Reservation Requirements. There is a 2-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.

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.”

(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 drivers, dispatchers and Transit Operations Coordinators maintain current CPR/First Aid certifications.

(31) Driver Criminal Background Screening. Transit and contract operators follow the FTA, FDOT, and the various funding agencies' guidance, 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 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 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 drivers. They are in fact operated internally as part of Transit Division. A sample contract is located in Appendix K. It is basically the same instrument under which all the Coordination Contractors operate.

The Charlotte County Vehicle Inspection Sheet follows:

Charlotte County Daily Vehicle Inspection Sheet

DAILY VEHICLE INSPECTION REPORT FOR ALL CHARLOTTE COUNTY VEHICLES - USAGE PROVIDE A CHECK MARK IF OK - CIRCLE IF A PROBLEM

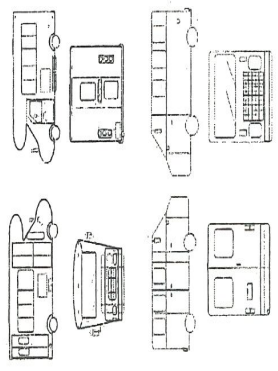
Check your vehicle and equipment before use, during operation and after use and having deficiencies repaired before further use, ensures safe transportation. It is the operator's responsibility to perform the following checks on a daily basis. Report any problems found to the Dispatcher before proceeding on route:

Print Name: _____ Starting mileage: _____ Ending Mileage: _____
 Sign Name: _____ (Legible signature is a legal requirement) Initials NOT acceptable. _____ Mileage: _____
 Date: _____ Vehicle #: _____ Radio #: _____ _____
 _____ Gallons/Liters: _____ Diesel Unleaded
 _____ Road Call Service? _____ Other: _____

	LOAD AREA	LOAD AREA	LOAD AREA	LOAD AREA	
<input type="checkbox"/> TIRES, WHEELS, LUGS: Condition, wear, pressure, cracks, dents, alignment, tightness, rust.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	VEHICLE INSPECTION Did you have to unlock the vehicle driver's door, passenger's entrance, emergency exit door, and the wheelchair compartment door? Inspect the vehicle's emergency supply kit to ensure that each of the items listed on the front of the kit is present. (The kit has a seal. If the seal is intact, it is unnecessary to inventory the contents.)
<input type="checkbox"/> Step well, hand rail, stanchions, Fare box, stand, vault, stantee line, flooring.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	HSSP INSPECTION Inspect the interior lights to make sure they are operational and have not been tampered with.
<input type="checkbox"/> DAMAGE: accidents, rust, missing parts.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	WHEELCHAIR INSPECTION Before each scheduled day of lift service, operate lift a minimum of one complete cycle and inspect each of the following: Do the lift interlock, cargo light, and cargo door (if equipped) function? Does the lift deploy when lift interlock is engaged? Does the lift safely clear the cargo doors as the lift is deployed and stowed? Does the lift operate smoothly (no jerking or abnormal movement)? Does the lift roll stop and inboard barrier operate properly? Do the handrails operate properly? Is the safety belt in working condition and showing no signs of wear? Is the platform angle normal? Has the hand-held switch box (Pendant) cable been damaged? Do the lift control switches function properly? Do the lift, cargo door, securement devices operate as intended (door handle & micro switch)? Is the manual backup pump handle in place? Are the lift, posted and door posted decals worn, missing or damaged? Can you visually detect an lift wear, damage, misalignment, hydraulic leaks, loose bolts, broken welds or any abnormal condition?
<input type="checkbox"/> LEAKS UNDER EQUIPMENT: coolant oil, fuel, brake, transmission and power steering.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	INSPECTION Inspect the exterior of the vehicle for unusual scratches or marks (made by tools, signs of compartments; or items attached using magnets or duct tape. If you find an unattended item or an unknown substance while conducting the inspection, follow established policy governing suspicious packages, devices or substances to determine if the item is potentially dangerous. Immediately notify a supervisor.
<input type="checkbox"/> FLUID LEVEL: oil, coolant, brake and power-steering fluid.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	INSPECTION Inspect the interior of the vehicle (floors, seats, the seats and interior compartments) to detect unknown objects or tampering. Inspect the engine compartment and other areas to detect foreign objects or false compartments in the air filter area or the cold oil filter. Also look for additional wires running to or from the battery compartment and take note of unusually clean engine and door.
<input type="checkbox"/> BATTERY: electrolyte level and terminal tightness.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	INSPECTION Inspect the fuel filter area to detect tampering or missing fuel filter cap. Did you notice anyone taking pictures of the employees, property, equipment or loitering at the transit facility?
<input type="checkbox"/> BELTS & PULLEYS: tightness, wear and alignment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	COMMENTS: _____ _____ _____
<input type="checkbox"/> RADIATOR & HOSES: condition, leaks.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/> LIGHTS, SIGNALS, HAZARDS, REFLECTORS, HORN: operation, lenses.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/> SAFETY EQUIPMENT: fire extinguisher locked and secure, first-aid kit, bio-hazard kit, reflectors.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/> WHEELCHAIR LIFT: cycle the lift, check function, stability.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/> WHEELCHAIR LIFT: tie downs, lap belts, extensions, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/> EMERGENCY EXIT, PASSENGER DOORS AND EXIT LIGHTS: function.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/> CLEANLINESS: interior and exterior, windows, mold.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/> MIRRORS: for visibility and proper adjustment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/> ENGINE OPERATION: unusual noises, fumes and vibration.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/> GAUGES AND INSTRUMENTATION: indicating normal use.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/> BRAKES, STEERING AND SUSPENSION: operation, free play.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/> PARKING BRAKE, SERVICE BRAKE & WINDSHIELD WIPERS: Function, condition.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/> CHECK BIKE RACK OPERATION: Function, condition.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/> RADIO, MICROPHONE: function.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/> INSIDE SIGNAGE: no tipping, comments & transit watch, no smoking, fares, exact change, no eating or drinking, Title VI and Ombudsman.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/> OUTSIDE SIGNAGE: county logo, public transportation, fares, railroad crossing sign, frequent stop sign, license plate, safe place.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/> EMERGENCY INFORMATION: Insurance and Registration card, Accident Report, Incident Report, Service Report, Assaulter/Threatener Report Form, Risk Assessment Form.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/> Check Video Security System.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/> Check Tablet, Tablet Stand & Charger	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/> TRANSMISSION FLUID LEVEL: check at the end of the day while it's still hot.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/> At the end of the day, turn off the A/C, radio, all switches and lock the doors.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/> BIKE RACK: inspection, if applicable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

REPORT ANY PROBLEM TO THE DISPATCHER

X = NEW BODY DAMAGE



B. Cost/Revenue Allocations and Rate Structure Justification

Service Rates Summary (during non-pandemic operations)

Subsidies received by the Coordinator for the coming fiscal year are from the Charlotte County Board of County Commissioners, the Florida Department of Transportation, the Commission for the Transportation Disadvantaged, and the Federal Transit Administration.

Trip and Equipment Grant monies from the CTD will be used as intended in the provision of non-sponsored rides. This and all other subsidies to the CTC are equitably distributed among the various client groups on a first-come, first serve basis. No third-party subsidy is applied directly to any client, client group, or purchasing agency. The fare structure is demonstrated and justified in the following section of this document. All fare charges to the various agencies, the general public, and the Commission for the Transportation Disadvantaged are the same, as has been the policy for many years.

Clients calling and identifying themselves as Transportation Disadvantaged individuals will continue to receive services in a non-discriminatory fashion after assessment. In most cases, the aforementioned screening can be handled by telephone and does not delay service delivery. In this fashion, all non-sponsored clients are screened equitably.

Section 5311 monies from FDOT and FTA will be used to directly pay fares in rural areas of the service area in the same fashion. Section 5311 funds may be used for TD or general public paratransit trips, depending on the local demand. Contributions from the Board of County Commissioners are used to reduce net the operating loss in budget. FTA Section 5310 monies are normally used for vehicle replacement each year.

FARE INCREASE ELEMENT

No Fare increase is proposed this year.

County Website post (as of July 23, 2020): Due to COVID-19, all fares are currently free until further notice.

III. QUALITY ASSURANCE COMMUNITY TRANSPORTATION COORDINATOR EVALUATION PROCESS

The Quality Assurance Element contains the policies to be utilized by the LCB to monitor and evaluate the coordinated services provided by the CTC. These are based upon the CTD and locally established service standards, the local grievance procedure/process and the evaluation processes.

Evaluation Processes

This section provides information concerning the evaluation processes utilized at the local level to ensure quality of service.

- **CTC Evaluation Process**

Introduction

An annual performance evaluation of the Community Transportation Coordinator (CTC) is required by Chapter 427 F.S. and 41-2, F.A.C. The annual evaluation is conducted by the Local Coordinating Board (LCB) with the assistance of the Official Planning Agency (OPA). The results of the annual evaluation and recommendations are forwarded to the Commission for the Transportation Disadvantaged (CTD) for final disposition.

Purpose

The purpose of conducting the annual performance evaluation is to ensure that the most cost-effective, efficient, and available transportation service is being provided and planned for the Transportation Disadvantaged (TD) population. The performance evaluation is both general and specific relative to CTD and local service standards.

Process

The LCB reviews the annual evaluation of the CTC. The areas of cost, competition and coordination are evaluated.

The annual evaluation is conducted utilizing the Commission for the Transportation Disadvantaged *QAPE/LCB CTC Evaluation Workbook*. This evaluation workbook provides a formal process for evaluation of the performance of the CTC and its operators. It contains several worksheets for utilization by the LCB in conducting the evaluation.

The CTC evaluation is normally conducted annually to cover the previous year's performance. Information required to conduct the evaluation is obtained from the most recent data available (i.e., Annual Operating Report, AOR). However, a CTC Evaluation is not conducted during the

final year of the MOA, when the LCB and MPO Board are involved with consideration of the recommendation of a CTC for the next five-year period.

The CTC is evaluated against the Charlotte County Transportation Disadvantaged Local Coordinating Board's locally established standards for service. Criteria used to develop these standards focus upon the following areas:

- Coordination of service
- Provision of service
- Resource management
- Marketing of service
- Safety
- Quality of service
- Identification and implementation of standards and policies

Included in the CTC Review are a bus or van ride and surveys of riders, contract operators and purchasing agencies. The information and findings are in a format that allows the LCB members to review performance and make appropriate decisions. The LCB analyzes the findings of the evaluation at a regularly scheduled LCB meeting. The CTC Evaluation is forwarded to the CTD for final disposition. The most recent CTC Evaluation conducted February 24-26, 2025 can be found in Appendix J.

Measurable standards included in this TDSP to which the CTC is held are those for accidents, roadcalls, and grievances. Evaluation is ongoing through quarterly reporting to the LCB at regular meetings (normally in January, May, September and November of each year). The Implementation Schedule is summarized in Section I. E. and is a continual evaluation tool.

- **FDOT Monitoring Procedures of CTC (including Contract Drivers and Coordination Partners)**

The CTC undergoes a System Safety and Contract Compliance review by FDOT. It contains fifteen records and items to be examined. The areas to be examined include general information, program plan files, bus safety inspection records, driver license records, driver training records, operational and safety procedures, driving hours and work periods, records of pre-employment exams, biennial driver medical examinations, vehicle maintenance records, daily vehicle inspection files, vehicle emergency and safety equipment inspection, and compliance with Drug Free Workplace Act.

An additional system for monitoring passenger satisfaction with the CTC, including contract drivers and coordinated partners, is a passenger satisfaction survey and analysis. These surveys are administered on a random basis. The last CTC passenger satisfaction survey was conducted in January 2016.

- **Coordination Contract Evaluation Criteria**

All coordination contracts and evaluations of those contracts are performed by the CTC utilizing County and Commission standards for the evaluation. LCB members have the opportunity to

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.

APPENDICES

APPENDIX A (brochure is also available in Spanish)

SERVICES PROVIDED

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

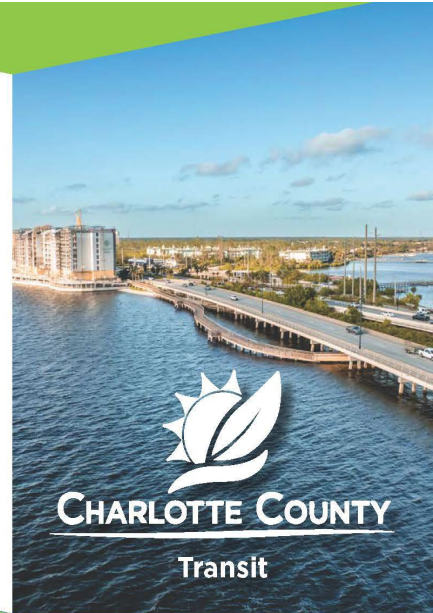
Charlotte County Transit is a first-come, first-served service operating Monday through Friday, 6:30 a.m. to 6:00 p.m. Saturday, from 9 a.m. to 6 p.m. Saturday service is restricted to a limited area. Transportation is not provided on Sunday or Charlotte County recognized holidays.

For more information, please call Charlotte County Transit 941.575.4000, visit CharlotteCountyFL.gov/transit or download our mobile app.



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
- Medical Appointments
- Hospitals
- Work
- Airport
- Area Attractions
- Library
- Grocery Stores
- Restaurants
- College
- Shopping
- Meal Site

PUBLIC TRANSPORTATION

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**



RESERVATIONS

Charlotte County Transit is a first-come, first-served service. Reservations are taken Monday through Friday from 7 a.m. to 5 p.m.

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

- **Name** first and Last
- **Date of Travel**
- **Number of passengers** (names)
- **Destination arrival time**
- **Pick up location and destination name and address**

The dispatcher will provide you with a 30 minute pick up window time based upon your requested destination arrival time.

TRANSIT RIDES

General Public.....	FREE
Transportation Disadvantaged.....	FREE
Child (under 12) traveling w/ an adult.....	FREE
Attendant.....	FREE

CONNECT

To reserve a trip, call: 941.575.4000 select Option #1.

Reserve a trip by using the Charlotte Rides Mobile App



For compliments or concerns please call: 941.833.6296

CANCEL RESERVATIONS

It is requested you cancel your reservation at least 1 hour in advance of the scheduled pick up window. If you do not cancel the reservation at least 1 hour in advance it will be recorded as a "Missed Trip".

Please See The Passenger Rules And Missed Trip Policy.

ACCESSIBLE VEHICLES

All 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 Disadvantages program service. To apply for the Transportation Disadvantaged service, dial 941.833.6233 and request an application or the application can be found on our website CharlotteCountyFL.gov/transit

Transportation Disadvantaged Ombudsman dial: 1.800.983.2435

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

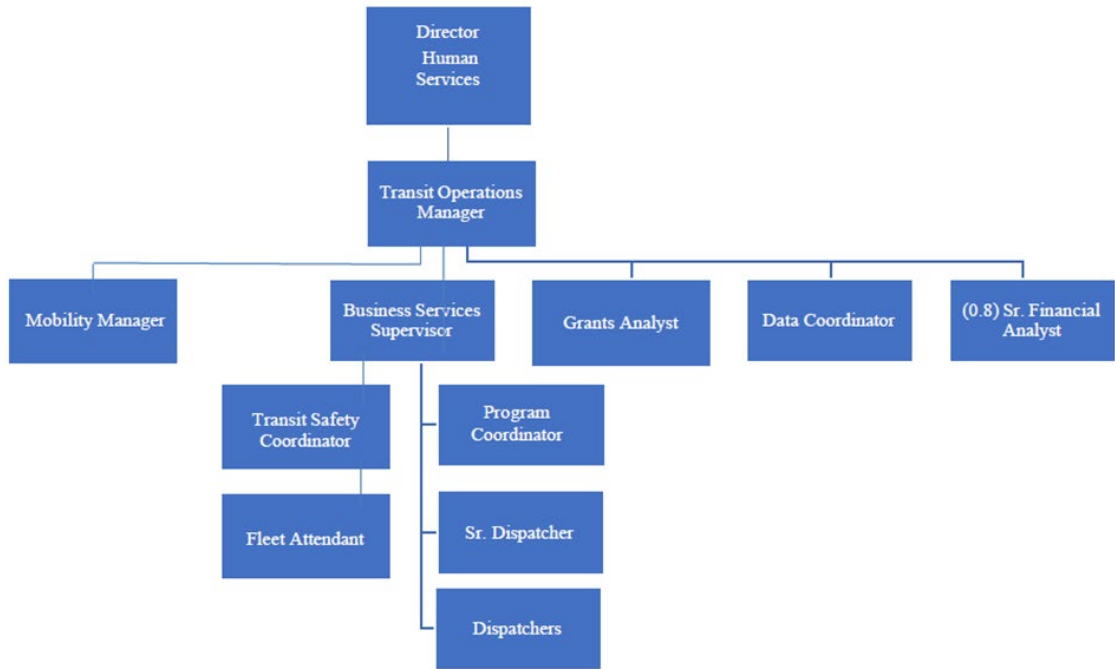
Spanish translation available upon request.

ORGANIZATION CHART

APPENDIX B

Transit Operations

Effective 2/1/2026



APPENDIX C



[Spanish](#)



[French-Creole](#)

Effective
2/1/2025

Charlotte County Transit Missed Trip Policy

Charlotte County Transit provides a public curb-to-curb transportation service to individuals. These passengers are required to reserve specific pickup and drop-off times by calling our reservation line at 941.575.4000 (Option 1) or through our Charlotte Rides Mobile App. This allows Charlotte County Transit to effectively plan trips during operating hours providing services to as many passengers as possible.

On occasion, a passenger is not able to utilize a scheduled trip. When this occurs, the passenger is required to notify Charlotte County Transit they no longer want the trip. Additionally, Charlotte County Transit recognizes that emergency situations occur and may cause the passenger to give a short cancellation notice or no notice at all. When a no-show or a late cancellation occurs, this places a strain on Charlotte County Transit services because a vehicle and driver will make a non-productive trip that could have gone to another passenger. Charlotte County Transit recognizes this is normally a rare event that may occur with any passenger.

However, when a passenger repeatedly misses trips it places a serious strain on Charlotte County Transit services. To prevent this, Charlotte County Transit established this process to warn or suspend passengers who show as a pattern or practice of missing scheduled trips on a regular basis and a method of determining whether a missed trip is beyond a passenger's control.

Charlotte County Transit will record each passenger's no-show, late cancellation, and cancel at door as a missed trip classified by the definitions below. Passengers with excessive missed trips may be suspended from services for a reasonable period of time. This policy applies to both advance reservation and subscription trips. A no-show due to Charlotte County Transit error does not count as a missed trip.

Terms and Definitions:

- **Trip:** any scheduled demand-response or subscription service ride between one pick-up location and one drop-off location.
- **Standing Order Trip:** are trips with the same pick-up time, pick-up location, and destination.
- **No-Show:** a passenger fails to board the Charlotte County Transit vehicle after the vehicle arrives for a scheduled trip during the thirty (30) minute pick-up time window. Drivers will wait three minutes after they arrive before recording the passenger as a no-show.
- **Late Cancellation:** the passenger or their representative calls to cancel a scheduled trip less than one (1) hour prior to the pickup time.
- **Cancel at Door:** when the vehicle arrives at the pick-up location for a scheduled trip within the thirty (30) minute pick up window and the passenger or their representative notifies the driver at that time that they no longer need the scheduled trip. As Charlotte County Transit cannot

determine the passenger's needs, the driver will not cancel any other trips booked for the passenger that day; this is the passenger's responsibility.

- **Missed Trips:** any no-show, late cancellation, or cancel at door trips.
- **Missed Trips Beyond a Passenger's Control:** This is when a trip is missed for reasons beyond the passengers control. These include events such as a sudden illness, a family or personal emergency, an appointment delay, or another unforeseen reason where it is not possible to call Charlotte County Transit to cancel the trip in time or to take the trip when the driver arrives as scheduled, passengers should still make every effort to cancel scheduled trips in a timely manner. It is the passenger's responsibility to provide Charlotte County Transit the reason for not canceling a trip as soon as possible. Missed trips beyond a passenger's control will not be considered missed trips. If a missed trip is due to a passenger receiving life-sustaining treatment, such as kidney dialysis, Charlotte County Transit will not consider the trip a missed trip.

1. **Cancelling Scheduled Trip:**

- a. Passengers are responsible for cancelling any trips they no longer want or need.
- b. Passengers will call **941.575.4000 (Option 2)** for cancellations or use the Charlotte Rides Mobile App at least one (1) hour prior to the scheduled pick-up time window to cancel a trip.
- c. If a pick-up trip is a no-show, late cancellation, or cancel at door, Charlotte County Transit will cancel other trips for that passenger on the same day unless told not to do so by the passenger or their representative within one (1) hour of the original pick-up trip. Drivers are not allowed, by policy, to cancel future trips; the passenger or their representative must contact Charlotte County Transit by phone **941.575.4000 (Option 2)** or use the Charlotte Rides Mobile App. If the return trip is also a no-show, the passenger will be assessed two (2) no-shows that day.

2. **Pattern or Practice of Missed Trips:** A passenger who accumulates four (4) no-shows in six (6) months or less on their service record, may lose the privilege of ride services under the following progressive measures:

- Four (4) no shows in six (6) months will result in a thirty (30) day suspension.
- Each additional no show after initial 30-day suspension will result in an additional 30-day suspension.
- Falsifying one's identity during a no-show suspension will result in permanent suspension.
- Attempting to be a guest during a no-show suspension will increase a passenger's suspension time another thirty (30) days.

Suspension of ALL services: While on suspension, ALL services offered by Charlotte County Transit are suspended from use, including but not limited to:

- Reservation line – Calling the reservation line for any reason is prohibited while on suspension.
- Reservations - No trips shall be booked during suspension, even trips to occur after suspension period.



Effective
2/1/2025

- Charlotte Rides Mobile app – Mobile app access will be suspended, and no trips shall be booked.

Subscription Missed Trips: Will generate a standing order suspension after three (3) cancellations in two (2) weeks. Continuous cancellations will result in suspension per #3 of this policy.

3. **Suspension or Termination of services due to a Pattern or Practice of Missed Trips:**

First Warning: After the first missed trip, passenger will receive a notice via USPS containing the missed trip date.

Second Warning: After the second missed trip, passenger will receive a yellow notice via USPS containing the missed trip dates.

Final Warning: After the third missed trip, passenger will receive a final red notice via USPS containing the missed trip dates.

Suspension Letter: Suspension letter will be mailed via USPS Certified Mail to the passenger containing missed trip dates and dates of suspension from service.

4. **Notification and Right to Appeal:** The grievance process is available to any passenger wishing to appeal the decision of Charlotte County Transit. This process is described in the Transportation Disadvantaged Service Plan (TDSP) and available online: www.CharlotteCountyFL.gov/transit.

- a) Suspensions go into effect the date of the fourth (4th) missed trip. The suspension letter will state the missed trip dates and the thirty (30) calendar days that the passenger is suspended.
- b) The appeal letter must be received in writing by Charlotte County Transit at least seven (7) calendar days following the missed trip notification and/or suspension letter.
- c) In the appeal letter, the passenger must list their name, address, phone number, and date of birth. The passenger should explain why they believe the suspension or termination was given in error, or why they should be excused from serving the suspension or termination. The passenger should include any documentation supporting their case.
- d) If a passenger requires assistance with the appeal process, they can contact Charlotte County Transit at 941.575.4000 (Option 4). If a Charlotte County Transit staff member helps the passenger write the appeal letter, the passenger must sign the letter before Charlotte County Transit will accept it.
- e) The passenger must mail or hand-deliver the appeal to:

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

Page 3 of 4



Effective
2/1/2025

- f) Upon receipt of the appeal letter, the Transit Operations Coordinator or his/her designee, will respond to the passenger within five (5) calendar days by USPS Certified Mail.

**Florida Law and Title VI of the Civil Rights Act of 1964 Prohibits Discrimination in:
Public accommodation on the basis of race, color, religion, sex, national origin,
handicap, or of marital status. Persons believing they have been discriminated against
on these conditions may file a complaint with the Florida Commission on Human
Relations at 850.488.7082 or 800.342.8170 (voice messaging).**

APPENDIX D



CHARLOTTE COUNTY TRANSIT

Charlotte County Transit Division
25490 Airport Road
Punta Gorda, FL 33950
(941) 575-4000

CHARLOTTE COUNTY ELIGIBILITY GUIDELINES FOR TRANSPORTATION DISADVANTAGED

“Transportation Disadvantaged” service is available in all Florida counties to “those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at-risk as defined in s. 411.202” per F.S. 427. One may be eligible for Transportation Disadvantaged (TD) services under the following criteria:

1. No other funding is available to pay for the requested trip.
2. One or more of the following criteria are met:
 - Physical or mental disability, as outlined in the Americans with Disabilities Act of 1990 (ADA); or
 - Age (60 or older); or
 - Individual and household income status must be 125% of the Federal Poverty level or less.
3. The individual is unable to transport themselves or to purchase transportation.

Charlotte County Transit has adopted these criteria to determine eligibility for non-sponsored TD clients and uses a formal process that substantiates an applicant’s ability to meet the TD eligibility criteria. The Charlotte County Transit Division will review the written application and may conduct an interview, when appropriate, to verify the applicant’s eligibility.

It is imperative that the reader recognize that Federal Poverty guidelines change each year, that agency funding is often subject to change on short notice, some referring agencies change their guidelines for eligibility, and that the Local Coordinating Board (LCB) may change prioritization.

The trip destination priorities are as agreed to by the LCB. As of this writing those prioritizations are individual medical trips, group trips for groceries and congregate dining, trips for employment purposes, trips for adult education, social and non-essential shopping.

Reviewed and approved this May 11th, 2017 by the Charlotte County Transportation Disadvantaged Local Coordinating Board.


Ken Doherty, Charlotte County BCC, Charlotte County Transportation Disadvantaged Local Coordinating Board Chairman

APPENDIX E

Charlotte County Transit Division
25490 Airport Road
Punta Gorda, FL 33950
(941) 575-4000

CHARLOTTE COUNTY TRANSPORTATION DISADVANTAGED PRIORITIZATION POLICY

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 Dining
- 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 the Charlotte County Transit Division's ability to deliver services in an ambulatory or wheelchair mode within the geographic limits of Charlotte County, without regard to age, sex, race, ethnic origin, religion, or disability (whether physical or mental).

Reviewed and approved this May 11th, 2017 by the Charlotte County Transportation Disadvantaged Local Coordinating Board.



Ken Doherty, Charlotte County BCC, Charlotte County Transportation Disadvantaged Local Coordinating Board Chairman

APPENDIX F

Contract # TD2116

Effective: 7/1/2021 to 6/30/2026

STATE OF FLORIDA
COMMISSION FOR THE TRANSPORTATION DISADVANTAGED
MEMORANDUM OF AGREEMENT

This Memorandum of Agreement is between the COMMISSION FOR THE TRANSPORTATION DISADVANTAGED, hereby referred to as the "Commission," and

Charlotte County Board of County Commissioners,

Charlotte County Transit

the COMMUNITY TRANSPORTATION COORDINATOR, designated pursuant to Chapter 427, F.S., to serve the transportation disadvantaged for the community that includes the entire area of

Charlotte county(ies), and hereafter referred to as the "Coordinator."

This Agreement is made in consideration of the mutual benefits to both parties; said consideration acknowledged hereto by the parties as good and valuable consideration.

The Parties Agree:

I. The Coordinator Shall:

- A. Become and remain totally apprised of all of the Transportation Disadvantaged resources available or planned in their designated service area. This knowledge will be used to plan, coordinate, and implement the most cost effective transportation disadvantaged transit system possible under the economic and other conditions that exist in the designated service area.
- B. Plan and work with Community Transportation Coordinators in adjacent and other areas of the state to coordinate the provision of community trips that might be handled at a lower overall cost to the community by another Coordinator. This includes honoring any Commission-approved statewide certification program that allows for intercounty transportation opportunities.
- C. Arrange for all services in accordance with Chapter 427, Florida Statutes, and Rule 41-2, FAC, and as further required by the Commission and the local Coordinating Board approved Transportation Disadvantaged Service Plan.
- D. Return any acquired profits or surplus funds originating through the course of business as the Coordinator that are beyond the amounts(s) specifically identified and approved in the accompanying Transportation Disadvantaged Service Plan. Such profits or funds shall be returned to the Coordinator's transportation system or to any subsequent Coordinator, as a total transportation system subsidy, to be applied to the immediate following operational year. The Coordinator will include similar language in all coordination contracts to assure that transportation disadvantaged related revenues are put back into transportation disadvantaged services.

Rev. 04/02/12

E. Accomplish this Project by:

1. Developing a Transportation Disadvantaged Service Plan for approval by the local Coordinating Board and the Commission. Coordinators who are newly designated to a particular service area shall submit a local Coordinating Board approved Transportation Disadvantaged Service Plan, within 120 calendar days following the execution of the Coordinator's initial memorandum of agreement with the Commission, for approval by the Commission. All subsequent Transportation Disadvantaged Service Plans shall be submitted and approved with the corresponding memorandum of agreement. The approved Transportation Disadvantaged Service Plan will be implemented and monitored to provide for community-wide transportation services for purchase by non-sponsored transportation disadvantaged persons, contracting social service agencies, and other entities that use local, state, or federal government funds for the purchase of transportation for the transportation disadvantaged.
2. Maximizing the use of available public school transportation resources and public fixed route or fixed schedule transit services and assuring that private or public transit, paratransit operators, and school boards have been afforded a fair opportunity to participate to the maximum extent feasible in the planning process and in the development of the provisions of the Transportation Disadvantaged Service Plan for the transportation disadvantaged.
3. Providing or arranging 24-hour, 7-day per week transportation disadvantaged service as required in the designated service area by any Federal, State or Local Government agency sponsoring such services. The provision of said services shall be furnished in accordance with the prior notification requirements identified in the local Coordinating Board and Commission approved Transportation Disadvantaged Service Plan.
4. Complying with all local, state, and federal laws and regulations that apply to the provision of transportation disadvantaged services.
5. Submitting to the Commission an Annual Operating Report detailing demographic, operational, and financial data regarding coordination activities in the designated service area. The report shall be prepared on forms provided by the Commission and according to the instructions of said forms.

F. Comply with Audit and Record Keeping Requirements by:

1. Utilizing the Commission recognized Chart of Accounts defined in the *Transportation Accounting Consortium Model Uniform Accounting System for Rural and Specialized Transportation Providers* (uniform accounting system) for all transportation disadvantaged accounting and reporting purposes. Community Transportation Coordinators with existing and equivalent accounting systems are not required to adopt the Chart of Accounts in lieu of their existing Chart of Accounts but shall prepare all reports, invoices, and fiscal documents relating to the transportation disadvantaged functions and activities using the chart of accounts and accounting definitions as outlined in the above referenced manual.

2. Assuming the responsibility of invoicing for any transportation services arranged, unless otherwise stipulated by a purchase of service contract or coordination contract.
 3. Maintaining and filing with the Commission, local Coordinating Board, and all purchasing agencies/entities such progress, fiscal, inventory, and other reports as those entities may require during the period of this Agreement.
 4. Providing copies of finance and compliance audits to the Commission and local Coordinating Board as requested by the Commission or local Coordinating Board.
- G. Retain all financial records, supporting documents, statistical records, and any other documents pertinent to this Agreement for a period of five (5) years after termination of this Agreement. If an audit has been initiated and audit findings have not been resolved at the end of five (5) years, the records shall be retained until resolution of the audit findings. The Coordinator shall assure that these records shall be subject to inspection, review, or audit at all reasonable times by persons duly authorized by the Commission or this Agreement. They shall have full access to and the right to examine any of the said records and documents during the retention period.
- H. Comply with Safety Requirements by:
1. Complying with Section 341.061, F.S., and Rule 14-90, FAC, concerning System Safety; or complying with Chapter 234.051, F.S., regarding school bus safety requirements for those services provided through a school board; and
 2. Assuring compliance with local, state, and federal laws, and Commission policies relating to drug testing. Conduct drug and alcohol testing for safety sensitive job positions within the coordinated system regarding pre-employment, randomization, post-accident, and reasonable suspicion as required by the Federal Highway Administration and the Federal Transit Administration.
- I. Comply with Commission insurance requirements by maintaining at least minimum liability insurance coverage in the amount of \$200,000 for any one person and \$300,000 per occurrence at all times during the existence of this Agreement for all transportation services purchased or provided for the transportation disadvantaged through the Community Transportation Coordinator. Upon the execution of this Agreement, the Coordinator shall add the Commission as an additional **named insured** to all insurance policies covering vehicles transporting the transportation disadvantaged. In the event of any cancellation or changes in the limits of liability in the insurance policy, the insurance agent or broker shall notify the Commission. The Coordinator shall insure that contracting transportation operators and coordination contractors also maintain the same minimum liability insurance, or an equal governmental insurance program. Insurance coverage in excess of \$1 million per occurrence must be approved by the Commission and the local Coordinating Board before inclusion in the Transportation Disadvantaged Service Plan or in the justification of rates and fare structures. Such coverage may be provided by a self-insurance program established and operating under the laws of the State of Florida and written verification of insurance protection in accordance with Section 768.28, Florida Statutes, shall be provided to the Commission upon request.

- J. Safeguard information by not using or disclosing any information concerning a user of services under this Agreement for any purpose not in conformity with the local, state and federal regulations (45 CFR, Part 205.50), except upon order of a court, written consent of the recipient, or his/her responsible parent or guardian when authorized by law.
- K. Protect Civil Rights by:
1. Complying with state and federal laws including but not limited to laws regarding discrimination on the basis of sex, race, religion, age, disability, sexual orientation, or national origin. The Coordinator gives this assurance in consideration of and for the purpose of obtaining federal grants, loans, contracts (except contracts of insurance or guaranty), property, discounts, or other federal financial assistance to programs or activities receiving or benefiting from federal financial assistance and agreeing to complete a Civil Rights Compliance Questionnaire if so requested by the Commission.
 2. Agreeing that compliance with this assurance constitutes a condition of continued receipt of or benefit from federal financial assistance, and that it is binding upon the Coordinator, its successors, subcontractors, transferee, and assignees for the period during which such assistance is provided. Assure that all operators, subcontractors, subgrantee, or others with whom the Coordinator arranges to provide services or benefits to participants or employees in connection with any of its programs and activities are not discriminating against those participants or employees in violation of the above statutes, regulations, guidelines, and standards. In the event of failure to comply, the Coordinator agrees that the Commission may, at its discretion, seek a court order requiring compliance with the terms of this assurance or seek other appropriate judicial or administrative relief, to include assistance being terminated and further assistance being denied.
- L. To the extent allowed by Section 768.28, Florida Statutes, and only to the monetary and other limitations contained therein, indemnify and hold harmless the Commission and all of the Commission's members, officers, agents, and employees; purchasing agency/entity officers, agents, and employees; and the local, state, and federal governments from any claim, loss, damage, cost, charge or expense arising out of any act, action, neglect or omission by the Coordinator during the performance of this Agreement, whether direct or indirect, and whether to any person or property to which the Commission or said parties may be subject, except that neither the Coordinator nor any of its sub-contractors will be liable under this section for damages arising out of injury or damage to persons or property directly caused or resulting from the sole negligence of the Commission or any of its members, officers, agents or employees; purchasing agency/entity, officers, agents, and employees; and local, state, or federal governments. Nothing herein is intended to serve as a waiver of sovereign immunity by any agency/entity or Coordinator to which sovereign immunity may be applicable. Nothing herein shall be construed as consent by a state agency/entity or political subdivision of the State of Florida or the federal government to be sued by third parties in any matter arising out of any Agreement or contract. Notwithstanding the foregoing, pursuant to Section 768.28, Florida Statutes, no agency or subdivision of the state shall be required to indemnify, insure, or assume any liability for the Commission's negligence.

- M. Comply with standards and performance requirements of the Commission, the local Coordinating Board approved Transportation Disadvantaged Service Plan, and any purchase of service contracting agencies/entities. Failure to meet the requirements or obligations set forth in this MOA, and performance requirements established and monitored by the local Coordinating Board in the approved Transportation Disadvantaged Service Plan, shall be due cause for non-payment of reimbursement invoices until such deficiencies have been addressed or corrected to the satisfaction of the Commission.
- N. Comply with subcontracting requirements by executing or negotiating contracts for transportation services with Transportation Operators and Coordination Contractors, and assuring that the conditions of such contracts are maintained. The requirements of Part 1, Paragraph E.5. through M are to be included in all contracts, subcontracts, coordination contracts, and assignments made by the Coordinator for services under this Agreement. Said contracts, subcontracts, coordination contracts, and assignments will be reviewed and approved annually by the Coordinator and local Coordinating Board for conformance with the requirements of this Agreement.
- O. Comply with the following requirements concerning drivers and vehicles:
1. Drivers for paratransit services, including coordination contractors, shall be required to announce and identify themselves by name and company in a manner that is conducive to communications with the specific passenger, upon pickup of each rider, group of riders, or representative, guardian, or associate of the rider, except in situations where the driver regularly transports the rider on a recurring basis. Each driver must have photo identification that is in view of the passenger. Name patches, inscriptions or badges that affix to driver clothing are acceptable. For transit services, the driver photo identification shall be in a conspicuous location in the vehicle.
 2. The paratransit driver shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include opening the vehicle door, fastening the seat belt or utilization of wheelchair securement devices, storage of mobility assistive devices, and closing the vehicle door. In certain paratransit service categories, the driver may also be required to open and close doors to buildings, except in situations in which assistance in opening/closing building doors would not be safe for passengers remaining on the vehicle. Assisted access must be in a dignified manner. Drivers may not assist wheelchair up or down more than one step, unless it can be performed safely as determined by the passenger, guardian, and driver.
 3. All vehicles shall be equipped with two-way communications in good working order and be audible to the driver at all times to the base.
 4. All vehicles providing service within the coordinated system, shall have working air conditioners and heaters in each vehicle. Vehicles that do not have a working air conditioner or heater will be scheduled for repair or replacement as soon as possible.

P. Comply with other requirements as follows:

1. Transport an escort of a passenger and dependent children as locally negotiated and identified in the local Transportation Disadvantaged Service Plan.
2. Determine locally in the Transportation Disadvantaged Service Plan, the use, responsibility, and cost of child restraint devices.
3. Transport with the passenger at no additional charge, passenger property that can be carried by the passenger and/or driver in one trip and can be safely stowed on the vehicle. Additional requirements may be negotiated for carrying and loading rider property beyond this amount. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistive devices, or intravenous devices.
4. Provide shelter, security, and safety of passengers at vehicle transfer points.
5. Post a local or other toll-free number for complaints or grievances inside each vehicle. The local complaint process shall be outlined as a section in the local Transportation Disadvantaged Service Plan including advising the dissatisfied person about the Commission's Ombudsman Program as a step within the process as approved by the local Coordinating Board.
6. Provide out-of-service-area trips, when determined locally and approved by the local Coordinating Board, except in instances where local ordinances prohibit such trips.
7. Keep interior of all vehicles free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger.
8. Determine locally by the local Coordinating Board and provide in the local Transportation Disadvantaged Service Plan the billing requirements of the Community Transportation Coordinator. All bills shall be paid to subcontractors within 7 calendar days after receipt of said payment by the Coordinator, in accordance with Section 287.0585, Florida Statutes.
9. Maintain or have access to a passenger/trip database on each rider being transported within the system.
10. Provide each rider and escort, child, or personal care attendant adequate seating for paratransit services. No more passengers than the registered passenger seating capacity shall be scheduled or transported in a vehicle at any time. For transit services provided by transit vehicles, adequate seating or standing space will be provided to each rider and escort, child, or personal care attendant, and no more passengers than the registered passenger seating or standing capacity shall be scheduled or transported in a vehicle at any time.
11. First Aid shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

12. Cardiopulmonary Resuscitation shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

II. The Commission Shall:

- A. Recognize the Coordinator as the entity described in Section 427.011(5), Florida Statutes, and Rule 41-2.002(4), F.A.C.
- B. Attempt to insure that all entities with transportation disadvantaged funds will purchase transportation disadvantaged services through the Coordinator's system.

III. The Coordinator and the Commission Further Agree:

- A. Nothing in this Agreement shall require the Commission to observe or enforce compliance with any provision thereof, perform any other act or do any other thing in contravention of any applicable state law. If any of the provisions of this Agreement is found by a court of law to violate any applicable state law, the purchasing agency/entity will at once notify the Commission in writing in order that appropriate changes and modifications may be made by the Commission and the Coordinator to the end that the Coordinator may proceed as soon as possible with the provision of transportation services.
- B. If any part or provision of this Agreement is held invalid, the remainder of this Agreement shall be binding on the parties hereto.
- C. Termination Conditions:
 1. Termination at Will - This Agreement may be terminated by either party upon no less than thirty (30) days notice, without cause. Said notice shall be delivered by certified mail, return receipt required, or in person with proof of delivery.
 2. Termination for Breach - Unless the Coordinator's breach is waived by the Commission in writing, the Commission may, by written notice to the Coordinator, terminate this Agreement upon no less than twenty-four (24) hours notice. Said notice shall be delivered by certified mail, return receipt requested, or in person with proof of delivery. Waiver by the Commission of breach of any provision of this Agreement shall not be deemed to be a waiver of any other breach and shall not be construed to be a modification of the terms of this Agreement, and shall not act as a waiver or estoppel to enforcement of any provision of this Agreement. The provisions herein do not limit the Commission's right to remedies at law or to damages.
- D. This agreement will expire unless an extension is granted to the Coordinator in writing by the Commission, in accordance with Chapter 287, Florida Statutes.
- E. Renegotiations or Modifications of this Agreement shall only be valid when they have been reduced to writing, duly approved by the Commission, and signed by both parties hereto.

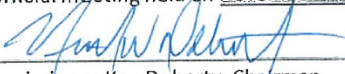
F. Notice and Contact:

The name and address of the contract manager for the Commission for this Agreement is: **Executive Director, 605 Suwannee Street, MS-49, Tallahassee, FL 32399-0450.** The representative/position of the Coordinator responsible for administration of the program under this Agreement is:

Mr. Richard Kolar, Transit Operations Manager
Budget & Administrative Services Department
25490 Airport Road,
Punta Gorda, FL 33950

In the event that either party designates different representatives after execution of this Agreement, notice of the name and address of the new representative will be rendered in writing to the other party and said notification attached to originals of this Agreement.

This document has been reviewed in its entirety and approved by the local Coordinating Board at its official meeting held on November 12, 2020.


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

WITNESS WHEREOF, the parties hereto have caused these presents to be executed.

COMMUNITY TRANSPORTATION
COORDINATOR:

STATE OF FLORIDA COMMISSION FOR
THE TRANSPORTATION DISADVANTAGED:

Charlotte County Board of County Commissioners
Agency Name

David Dorn
Typed Name of Authorized Individual

Heidi Flores
Typed Name of Authorized Individual

Signature: Heidi Flores

Signature: 

Title: Executive Director

Title: County Administrator

Attest:
Roger D. Eaton, Clerk of the
Circuit Court and Ex-officio
Clerk of the Board of County
Commissioners
By: Michelle DeBourcier Deputy Clerk

APPROVED AS TO FORM AND
LEGAL SUFFICIENCY:

COUNTY ATTORNEY
LR 20-0935 

APPENDIX G

Charlotte County Transit Rolling Stock																	March 12, 2025			
Year	Make	Model	Vehicle Type	VIN Number	Agency Vehicle #	Ramp or Lift (specify)	# of Seats and W/C Positions	Other Equipment	Use	Average Miles/Yr	Current Mileage	Funding Source	Name of Title Holder	Acquisition Date	Cost	% Federal funding	Location	Condition	Expected Date of Retirement	Status
2016	Taurus	Ford-Sedan	F	1FAHP2H86GG138332	35632	N	Seats 4	N/A	Transit	4,017	24,100	5307	Charlotte County BOCC	9/20/2016	\$ 25,980.51	80%	545 Theresa Boulevard, Port Charlotte, FL	running		Active
2018	Ford	Transit Connect	F	1FDZX2CM0JKA36706	36242	Y-800	7 Seats 2 W/C	N/A	Transit	34,169	136,676	5310	FDOT	4/9/2018	\$ 65,225.00	90%	545 Theresa Boulevard, Port Charlotte, FL	running	3/31/2026	Active
2018	Ford	Transit Connect	F	1FDZX2CM2JKA36707	36243	Y-800	7 Seats 2 W/C	N/A	Transit	36,508	146,030	5310	FDOT	4/9/2018	\$ 65,225.00	90%	545 Theresa Boulevard, Port Charlotte, FL	running	3/31/2026	Active
2018	Ford	Transit Connect	F	1FDZX2CM2JKA36710	36249	Y-800	Seats 7 W/C 2	N/A	Transit	34,060	136,240	5307	Charlotte County BOCC	4/30/2018	\$ 65,289.57	80%	25490 Airport Road Punta Gorda FL	running	12/31/2025	Active
2018	Ford	Transit Connect	F	1FDZX2CM4JKA36708	36250	Y-800	Seats 7 W/C 2	N/A	Transit	37,465	149,858	5307	Charlotte County BOCC	4/20/2018	\$ 65,288.96	80%	25490 Airport Road Punta Gorda FL	running	12/31/2025	Active
2018	Ford	Transit Connect	F	1FDZX2CMXJKA36714	36328	Y-800	Seats 7 W/C 2	N/A	Transit	36,091	144,362	5307	Charlotte County BOCC	4/30/2018	\$ 62,255.00	80%	545 Theresa Boulevard, Port Charlotte, FL	running	12/31/2025	Active
2018	Ford	Transit Connect	F	1FDZX2CM4JKA36711	36332	Y-800	Seats 7 W/C 2	N/A	Transit	30,956	123,825	5307	Charlotte County BOCC	5/22/2018	\$ 65,229.21	80%	545 Theresa Boulevard, Port Charlotte, FL	running	12/31/2025	Active
2018	Ford	Transit Connect	F	1FDZX2CM6JKA36709	36347	Y-800	Seats 7 W/C 2	N/A	Transit	30,896	123,583	5307	Charlotte County BOCC	6/29/2018	\$ 65,807.59	80%	25490 Airport Road Punta Gorda FL	running		Active
2018	Ford	Transit Connect	F	1FDZX2CM6JKA36712	36348	Y-800	Seats 7 W/C 2	N/A	Transit	31,585	126,341	5307	Charlotte County BOCC	6/29/2018	\$ 65,825.89	80%	25490 Airport Road Punta Gorda FL	running		Active
2018	Ford	Transit Connect	F	1FDVU4XV0JKB11846	36506	Y-800	9 Seats 2 W/C	N/A	Transit	36,311	145,243	5310	FDOT	11/15/2018	\$ 75,045.00	90%	545 Theresa Boulevard, Port Charlotte, FL	running	6/30/2026	Active
2019	Ford	Transit Connect	F	1FDVU4XV0KKA11652	36806	Y-800	9 Seats 2 W/C	N/A	Transit	45,521	136,563	5310	FDOT	3/7/2019	\$ 75,045.00	90%	545 Theresa Boulevard, Port Charlotte, FL	running	6/30/2026	Active
2019	Ford	Transit Connect	F	1FDVU4XV6KKB31553	37342	Y-800	Seats 9 W/C 2	N/A	Transit	41,687	125,062	5339	Charlotte County BOCC	12/4/2019	\$ 79,651.00	80%	545 Theresa Boulevard, Port Charlotte, FL	running		Active
2019	Ford	Transit Connect	F	1FDVU4XV8KKB31554	37343	Y-800	Seats 9 W/C 2	N/A	Transit	45,225	135,675	5339	Charlotte County BOCC	12/4/2019	\$ 79,651.00	80%	545 Theresa Boulevard, Port Charlotte, FL	running	12/31/2025	Active
2019	Ford	Transit Connect	F	1FDVU4XVXKKB31555	37345	Y-800	Seats 9 W/C 2	N/A	Transit	48,271	144,812	5339	Charlotte County BOCC	12/4/2019	\$ 79,651.00	80%	545 Theresa Boulevard, Port Charlotte, FL	running	12/31/2025	Active
2019	Ford	Transit Connect	F	1FDVU4XV1KKB31556	37437	Y-800	Seats 12 W/C 2	N/A	Transit	37,202	111,605	5339	Charlotte County BOCC	12/20/2019	\$ 79,651.00	80%	545 Theresa Boulevard, Port Charlotte, FL	running		Active
2020	Ford	Odyssey	D	1FDFF4FS3KDC43871	37438	Y-1000	12 Seats 3 W/C	N/A	Transit	48,307	96,613	5339	FDOT	11/18/2019	\$100,259.00	90%	545 Theresa Boulevard, Port Charlotte, FL	running		Active
2019	Ford	Transit Connect	F	1FDVU4XV5KKB31558	37440	Y-800	Seats 9 W/C 2	N/A	Transit	44,298	132,893	5339	Charlotte County BOCC	12/11/2019	\$ 79,651.00	80%	545 Theresa Boulevard, Port Charlotte, FL	running	12/31/2025	Active
2019	Ford	Transit Connect	F	1FDVU4XV3KKB31557	37442	Y-800	Seats 9 W/C 2	N/A	Transit	44,615	133,844	5339	Charlotte County BOCC	12/11/2019	\$ 79,651.00	80%	545 Theresa Boulevard, Port Charlotte, FL	running		Active
2019	Ford	Transit Connect	F	1FDVU4XV7KKB31559	37443	Y-800	Seats 9 W/C 2	N/A	Transit	26,019	78,058	5339	Charlotte County BOCC	2/10/2020	\$ 79,651.00	80%	545 Theresa Boulevard, Port Charlotte, FL	Not Running	Out of Service 10/09/24	Inactive
2019	Ford	Transit Connect	F	1FDVU4XV3KKB31560	37447	Y-800	Seats 9 W/C 2	N/A	Transit	38,670	116,010	5339	Charlotte County BOCC	12/20/2019	\$ 79,651.00	80%	545 Theresa Boulevard, Port Charlotte, FL	running		Active
2019	Ford	Transit Connect	F	1FDVU4XV8KKB31561	37450	Y-800	Seats 9 W/C 2	N/A	Transit	38,160	114,479	5339	Charlotte County BOCC	12/11/2019	\$ 79,651.00	80%	545 Theresa Boulevard, Port Charlotte, FL	running		Active
2020	Ford	Odyssey	D	1FDFF4FS5KDC43872	37475	Y-1000	12 Seats 3 W/C	N/A	Transit	37,790	75,580	5339	FDOT	11/13/2020	\$100,259.00	90%	545 Theresa Boulevard, Port Charlotte, FL	running		Active
2020	Ford	Odyssey	D	1FDFF4FS5KDC45346	37481	Y-1000	12 Seats 3 W/C	N/A	Transit	67,042	134,084	5310	FDOT	12/11/2019	\$100,259.00	90%	545 Theresa Boulevard, Port Charlotte, FL	running	3/30/2026	Active
2021	Ford	Odyssey	D	1FDFF4FN0MDC01204	37985	Y-1000	12 Seats 3 W/C	N/A	Transit	51,145	102,289	5310	FDOT	11/13/2020	\$103,111.00	90%	545 Theresa Boulevard, Port Charlotte, FL	running		Active
2020	Ford E-450	Turtle Top	D	1FDFF4FN6MDC02244	37986	Y-1000	12 Seats 3 W/C	N/A	Transit	43,913	87,826	5339	Charlotte County BOCC	11/13/2020	\$103,111.00	80%	545 Theresa Boulevard, Port Charlotte, FL	running		Active
2020	Ford	Transit Connect	F	1FDZK1C84LKA16912	37987	N	9 Seats 0 W/C	N/A	Transit	7,103	14,205	5307	Charlotte County BOCC	10/28/2020	\$ 53,293.00	80%	545 Theresa Boulevard, Port Charlotte, FL	running		Active
2021	Ford E-450	Odyssey	D	1FDFF4FN9MDC01203	37998	Y-1000	12 Seats 3 W/C	N/A	Transit	34,726	69,452	5310	FDOT	11/13/2020	\$103,111.00	90%	545 Theresa Boulevard, Port Charlotte, FL	running		Active
2020	Ford E-451	Turtle Top	D	1FDFF4FN3MDC01200	37999	Y-1000	12 Seats 3 W/C	N/A	Transit	40,531	81,061	5339	Charlotte County BOCC	11/13/2020	\$103,111.00	80%	545 Theresa Boulevard, Port Charlotte, FL	running		Active
2020	Ford	Transit Connect	F	1FDZK1C8XKA16915	38002	N	9 Seats 0 W/C	N/A	Transit	4,636	9,272	5307	Charlotte County BOCC	10/28/2020	\$ 53,293.00	80%	545 Theresa Boulevard, Port Charlotte, FL	running		Active
2020	Ford	Transit Connect	F	1FDZK1C86LKA16913	38003	N	9 Seats 0 W/C	N/A	Transit	2,153	4,306	5307	Charlotte County BOCC	10/28/2020	\$ 53,293.00	80%	545 Theresa Boulevard, Port Charlotte, FL	running		Active
2020	Ford	Transit Connect	F	1FDZK1C81LKA16916	38004	N	9 Seats 0 W/C	N/A	Transit	7,701	15,401	5307	Charlotte County BOCC	10/28/2020	\$ 53,293.00	80%	545 Theresa Boulevard, Port Charlotte, FL	running		Active
2020	Ford	Transit Connect	F	1FDZK1C80LKA16910	38005	N	9 Seats 0 W/C	N/A	Transit	7,687	15,374	5307	Charlotte County BOCC	10/28/2020	\$122,274.00	80%	545 Theresa Boulevard, Port Charlotte, FL	running		Active
2021	Ford E-450	Turtle Top	D	1FDUF5GN2LED79861	38023	Y-1000	14 Seats 2 W/C	N/A	Transit	24,968	49,935	5307	Charlotte County BOCC	3/3/2021	\$122,274.00	80%	545 Theresa Boulevard, Port Charlotte, FL	running		Active

APPENDIX H

RATE MODEL CALCULATIONS - (adopted May 1, 2025) – DRAFT 2026

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

TD Rate Model 5 Year Comparison

	FY22	FY23	FY24	FY25	FY26
Ambulatory	\$ 18.24	\$ 20.44	\$ 30.37	\$ 29.20	\$ 33.61
Wheel Chair	\$ 31.27	\$ 35.03	\$ 52.06	\$ 50.06	\$ 57.62
Group per passenger	\$ 9.50	\$ 10.69	\$ 14.64	\$ 14.08	\$ 14.11
Total Expenditures per rate calc	\$ 1,114,122.00	\$ 1,212,116.00	\$ 1,083,312.00	\$ 1,195,479.00	\$ 1,381,954.00
Budgeted Operating Rate Subsidy Revenue	\$ 234,252.00	\$ 182,800.00	\$ 182,800.00	\$ 284,999.00	\$ 219,168.00
Projected Passenger Miles	499,758	375,734	\$ 200,000	200,920	200,000
Projected Passenger Trips	47,596	45,846	\$ 30,000	30,000	30,000
Avg Passenger Trip Length miles	10.5	8.2	6.7	6.7	6.7
Group Load Rate persons	3.06	3.01	4.00	4.00	7.97
Rate per passenger trip if not subsidized	\$ 23.41	\$ 26.44	\$ 36.53	\$ 39.85	\$ 46.07

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
County (Service Area): Charlotte County
Contact Person: Heidi Maddox
Phone # 941.833.6234

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
County: Charlotte County

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

	Prior Year's ACTUALS from Oct 1st of 2024 to Sept 30th of 2025	Current Year's APPROVED Budget, as amended from Oct 1st of 2026 to Sept 30th of 2026	Upcoming Year's PROPOSED Budget from Oct 1st of 2027 to Sept 30th of 2027	% 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	6	8	7

REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)						
Local Non-Govt						
Farebox						Fare Free Services Other - CRN Trips
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other	\$ 7,076			-100.0%		
Bus Pass Program Revenue						
Local Government						
District School Board						
Compl. ADA Services						
County Cash	\$ 830,218	\$ 861,125	\$ 510,127	-32.4%	-9.1%	County cash includes match for 5310, 5311, TD and unfunded expenses. Decrease due to grant revenue budget increasing, thereby reducing the amount of unfunded expenses.
County In-Kind, Contributed Services						In FY 25, our unfunded expenses significantly increased due to the increase in expenses for labor, fringe, and contracted services.
City Cash						
City In-Kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						Budgeted Base Rate Tab includes proportionate share of unfunded expenses and local match required.
Bus Pass Program Revenue						
CTD						
Non-Spoons, Trip Program	\$ 401,256	\$ 555,005	\$ 555,005	38.3%	0.0%	Estimated revenue based on anticipated ridership not actual allocation. Anticipated FY26 Budget was prepared in FY24. FY26 budget will be revised - not available at the time of this report.
Non-Spoons, Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
Bus Pass Program Revenue						
USDOT & FDOT						
49 USC 5307						Other DOT - 5310 100% Operating Expenditures
49 USC 5310						
49 USC 5311 (Operating)	\$ 88,196	\$ 70,300	\$ 69,800	-20.3%	-0.7%	
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)	\$ 87,658	\$ 62,546	\$ 155,577	-28.6%	148.7%	
Bus Pass Program Revenue						
AHCA						
Medicaid						
Other AHCA (specify in explanation)						
Bus Pass Program Revenue						
DCF						
Alcohol, Drug & Mental Health						
Family Safety & Preservation						
Comm. Care Dis./Aging & Adult Serv.						
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)						
Carl Perkins						
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	\$ 23,199	\$ -	\$ -	-100.0%		Other DOEA - Senior Friendship
Community Care for Elderly						
Other DOEA (specify in explanation)						
Bus Pass Program Revenue						
DCA						
Community Services						
Other DCA (specify in explanation)						
Bus Pass Admin. Revenue						

Budgeted Rate Base Worksheet

Version 1.4

CTC: Charlotte County Transit
County: Charlotte County

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 and 5

Upcoming Years BUDGETED Revenues		What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue EXCLUDED from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?		
from Oct 1st of 2024 to Sept 30th of 2025	1				2	3
APD						
Office of Disability Determination	\$ -					
Developmental Services	\$ -					
Other APD	\$ -					
Bus Pass Program Revenue	\$ -					
DJJ						
DJJ	\$ -					
Bus Pass Program Revenue	\$ -					
Other Fed or State						
xxx	\$ -					
xxx	\$ -					
xxx	\$ -					
Bus Pass Program Revenue	\$ -					
Other Revenues						
Interest Earnings	\$ -					
xxxx	\$ -					
xxxx	\$ -					
xxxx	\$ -					
Bus Pass Program Revenue	\$ -					
Balancing Revenue to Prevent Deficit						
Actual or Planned Use of Cash Reserve	\$ -					
Total Revenues =		\$ 1,290,608				
			\$ 842,048	\$ 448,460	\$ -	

EXPENDITURES (CTC/Operators ONLY)		
Operating Expenditures		
Labor	\$ 237,463	
Fringe Benefits	\$ 35,775	
Services	\$ 5,000	
Materials and Supplies	\$ -	
Utilities	\$ 20,336	
Casualty and Liability	\$ 6,778	
Taxes	\$ -	
Purchased Transportation:		
Purchased Bus Pass Expenses	\$ -	
School Bus Utilization Expenses	\$ -	
Contracted Transportation Services	\$ 795,375	
Other	\$ -	
Miscellaneous	\$ 500	
Operating Debt Service - Principal & Interest	\$ -	
Leases and Rentals	\$ 5,000	
Contrib. to Capital Equip. Replacement Fund	\$ -	
In-Kind, Contributed Services	\$ -	
Allocated Indirect	\$ 124,292	
Capital Expenditures		
Equip. Purchases with Grant Funds	\$ -	
Equip. Purchases with Local Revenue	\$ -	
Equip. Purchases with Rate Generated Rev.	\$ -	
Capital Debt Service - Principal & Interest	\$ -	
Total Expenditures =		\$ 1,290,608
minus EXCLUDED Subsidy Revenue =		\$ 448,460
Budgeted Total Expenditures INCLUDED in Rate Base =		\$ 842,048
Rate Base Adjustment ¹ =		
Adjusted Expenditures Included in Rate Base =		\$ 842,048

\$ 448,460

Amount of
Budgeted
Operating Rate
Subsidy Revenue

¹ Rate Base Adjustment Cell

If necessary and justified, this cell is where you could optionally adjust proposed service rates up or down to adjust for program revenues (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 reconciling for excess gains or losses. If allowed by the respective funding sources, excess gains may also be adjusted by providing system subsidy 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.

¹ The Difference between Expenses and Revenues for Fiscal Year: 2024 - 2025

Once Completed, Proceed to the Worksheet entitled "Program-wide Rates"

Worksheet for Program-wide Rates

CTC: Charlotte County T Version 1.4
 County: Charlotte County

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		Fiscal Year
Total <u>Projected</u> Passenger Miles =	250,000	2026 - 2027
Rate Per Passenger Mile = \$	3.37	
Total <u>Projected</u> Passenger Trips =	22,000	Avg. Passenger Trip Length = 11.4 Miles
Rate Per Passenger Trip = \$	38.27	
Rates If No Revenue Funds Were Identified As Subsidy Funds		
Rate Per Passenger Mile = \$	5.16	
Rate Per Passenger Trip = \$	58.66	

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 County version 1.4
 County: Charlotte County

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 I: Services Provided

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

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

SECTION II: Contracted Services

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

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
Skip # 2, 3 & 4 and Go to Section II for Ambulatory Service	Skip # 2, 3 & 4 and Go to Section II for Wheelchair Service	Do Not Complete Section II for Stretcher Service	Do Not Complete 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 trips?.....

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
		Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group 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?

Ambulatory	Wheelchair	Stretcher	Group
Leave Blank	Leave Blank	Leave Blank	Leave Blank
Do NOT Complete Section II for Ambulatory Service	Do NOT Complete Section II for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

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

Ambulatory	Wheelchair	Stretcher	Group
Leave Blank	Leave Blank	Leave Blank	Leave Blank
Do NOT Complete Section II for Ambulatory Service	Do NOT Complete Section II for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

4. If you answered # 3 & want 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 III for Ambulatory Service	Leave Blank and Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

SECTION III: Escort Service

1. Do you want to charge all escorts a fee?.....

<input type="radio"/> Yes <input checked="" type="radio"/> No
Skip #2 - 4 and Section IV and Go to Section V

2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR
 per passenger mile?.....

<input checked="" type="radio"/> Pass. Trip	Leave Blank
<input type="radio"/> Pass. Mile	

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).....
 And what is the projected total number of Group Vehicle Revenue Miles?

Do NOT Complete Section IV	Loading Rate
0.00	to 1.00

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: 2026 - 2027			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	250,000	203,905	46,095	Leave Blank	0
Rate per Passenger Mile =		\$2.98	\$5.10	\$0.00	\$0.00
		per passenger per group			
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	22,000	17,042	4,958	Leave Blank	Leave Blank
Rate per Passenger Trip =		\$32.97	\$56.52	\$0.00	\$0.00
		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			
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =		Leave Blank	Leave Blank	Leave Blank	Leave Blank
Rate per Passenger Mile for Balance =		\$2.98	\$5.10	\$0.00	\$0.00
		per passenger per group			

Rates if No Revenue Funds Were Identified As Subsidy Funds				
	Ambul	Wheel Chair	Stretcher	Group
Rate per Passenger Mile =	\$4.56	\$7.82	\$0.00	\$0.00
per passenger per group				
Rate per Passenger Trip =	\$50.33	\$86.62	\$0.00	\$0.00
per passenger per group				

Program These Rates Into Your Medicaid Encounter Data

APPENDIX I

Charlotte County-Punta Gorda MPO Evaluation/Comment Form



Charlotte County-Punta Gorda MPO Evaluation/Comment Form

Title of Event/Workshop/Meeting: _____

Place: _____

Date: _____

{1} By attending this event were your questions and concerns addressed?

Yes No

If not, what additional information do you need?

{2} Was the meeting location and time appropriate for this participation event?

Yes No

If not, please suggest location and time options _____

{3} How did you hear about this Public Participation event?

Newspaper From another person

Invitation/Mail Other

{4} Please share your concerns and ideas. Be assured that all your comments are read, reviewed and will be considered. Thank you for your time, participation, and help.

CTC Review

Charlotte County Board of County Commissioners
Transit Division

Counties served: Charlotte

Date(s) of Review: February 24-26, 2025

PA Staff Assigned to Review: Wendy Scott and Sierra Ray Scott

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 urban area.

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 current contract for driver and bus washer services took effect on May 6, 2024 with A&Associates. The CTC also collects annual operating data and reviews all applications for local, state (including transportation disadvantaged) and federal (including Sections 5310 and 5311) grant funding. Additionally, the CTC 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 currently offering free fares for general paratransit service (life enhancing trips beyond life sustaining TD trips). Since the COVID-19 pandemic, the BCC has provided free fares for all riders, whether the trips were TD or Section 5307 grant 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. This application was further refined in December 2024 to make it flow more efficiently without changing requested information. Additionally, Transit is working toward a more secure method of receiving and maintaining applications. Another result from the previous CM review recommendations has been inclusion of required language in operator contracts.

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" (curb-to-curb) system and meets the needs of all TD clients with disabilities.

Area of Noncompliance: None

CTC Review

Charlotte County Board of County Commissioners
Transit Division

Recommendation: None
Timeline for Compliance: None

E. Bus/Van Ride

On February 24, 2025, two MPO staff members participated in a TD trip in the Mid-County and South County areas. The trip was conducted with seven passengers and driver (Troy Peterson) using a Charlotte County Transit vehicle to transport riders to and from various locations, including residences, a dialysis center, the Charlotte County Behavioral Center, the Charlotte Technical College (twice), and a doctor's office. A full discussion of the trip is attached.

Areas of Noncompliance: None
Recommendation: None
Timeline for Compliance: N/A

F. Surveys (see attachment)

Area of Noncompliance: N/A
Recommendation: Keep up all the improvements. They are appreciated by the passengers, especially the new mobile phone app capabilities.
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. (THF) and CTD staff on April 29, 2019 for the July 1, 2017 – June 30, 2018 fiscal year. The next Quality Assurance Review will be conducted virtually by THF by June 30, 2025 and will focus on grant compliance.

Status: Completed.
Timeline for Compliance: None

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 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, fuel, maintenance and driver training, while the participating organizations furnish volunteer drivers. Currently, the organizational trips accomplished in this manner are for the Center for Abuse and Rape Emergencies, Inc. (C.A.R.E.)* and St. Vincent DePaul CARES (formerly the Homeless Coalition). The Veterans' Council is no longer a coordinated partner. Transit staff is working on an analysis to determine the cost effectiveness of the partner program. Also, typically the CTC obtains several grants to assist local passengers. These include funding from Federal Transit Administration (FTA) Section 5310 (Enhanced Mobility of Seniors and Individuals with Disabilities) and FTA 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, as well as the new mobile phone app. There are also links to the Florida Commission for the Transportation Disadvantaged, Florida Commuter Services and Charlotte County-Punta Gorda MPO websites. Passenger informational brochures are available on the website or in hard copy in both English and Spanish. Mobile phone Transit app training is commencing, and brochures on the new app are available for the public.

**Transit was notified on March 25, 2025 that C.A.R.E is pausing program participation.*

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

The Trip and Equipment Grant for Charlotte County currently runs from July 1, 2024 through June 30, 2025.

Area of Noncompliance: None

Recommendation: None

III. Conclusion

The Charlotte County Transit Division is doing an excellent job of fulfilling its Transportation Disadvantaged program mission. This is especially true as it emerges from the COVID-19 pandemic, only to deal with Category IV Hurricane Ian's direct hit to the community in 2022 which was followed by the twin flooding events in 2024 from Hurricanes Helene and Milton. The role that Transit played in coping with all these events has received high praise throughout the community.

CTC Review

Charlotte County Board of County Commissioners
Transit Division

Here is an example:

Posted in Kudos Corner

Arthur, Richard

Yesterday at 10:22 AM @1

Seen by 141

I want to give a big shout out to Heidi Maddox and the Transit team for their swift response in assisting South County residents who were affected by Helene which flooded their vehicles. These residents walked to the South County POD site, and thanks to the Transit team's quick action, we were able to provide much-needed support. Your help made a big difference, and we were even able to assist a few more walk-ups throughout the afternoon using Transit's services. Thank you again, Heidi and team!

Charlotte County Transit staff members continue to make tremendous strides regarding outreach and marketing. The recent official launch of the Charlotte Rides mobile app which permits riders to schedule, confirm and modify trips has proven very successful. An interesting result has been providing the ability for family and friends to assist passengers with scheduling trips (often managed by adult family members helping elderly relatives from afar). The completion of the County's 10-Year Transit Development Plan (TDP) has afforded the opportunity to Charlotte County Transit to publicize the current transit service and to consider service upgrades. This document was submitted to FDOT by September 2024. It included a fare study and a marketing plan, as well as an assessment of alternative fuel vehicles. TDP results also are proving beneficial in developing the Transit element of the MPO's 2050 Long Range Transportation Plan (LRTP) which is due for completion in October 2025.

LCB Chairman: _____



Commissioner Ken Doherty

County: Charlotte

Date: May 1, 2025

CTC Review

Charlotte County Board of County Commissioners
Transit Division

ATTACHMENT

1. BUS/VAN RIDE

On February 24, 2025, two MPO staff members accompanied the driver (Troy Peterson) and seven passengers on various scheduled Monday morning trips throughout areas of Mid and South County. MPO Staff boarded the bus at the Transit Facility at 545 Theresa Blvd prior to passenger pickup. Mr. Peterson was wearing a bright yellow safety vest with the name of the contractor on the back. He was very attentive in providing boarding and exiting assistance to passengers based upon their levels of need and desires. Four passengers were ambulatory and utilized the bus steps. An additional passenger used the lift in conjunction with a walker. Another used a wheelchair with the lift and had an escort accompany her. Both the Transit Division's compliment and concern line and TD Ombudsman Helpline signage were posted, along with additional informational signage (regarding the new Transit mobile app and a QR code for taking a Transit survey, etc). The vehicle's air conditioning, heat and two-way communication devices were all in working order. The entire bus was tidy, including the seats which were clean and in good condition.

Noteworthy driver performance: Troy Peterson performed his job very professionally, especially in assisting the two passengers who needed the lift as well as one that required wheelchair securement. Given the regularly scheduled residential, dialysis, medical office, behavioral center, and vocational college destinations, he was familiar with the riders and had a good understanding of their needs. The atmosphere was very cordial both among passengers and with their driver. It was evident that friendships had been formed. Mr. Peterson also deserves high praise for his attention to adhering to his schedule to the best of his ability. This was while also ensuring that his wheelchair passenger who deals with extreme discomfort due to neurological issues (especially while being transported) obtained as painless a ride as possible (despite obstacles that included numerous speed bumps at the passenger's apartment complex).

2. RIDER SURVEYS

A County-wide survey of TD passengers who rode on February 24, 2025 was conducted on February 24-25, 2025 via telephone from the Transit Facility. Passenger average use of the Transportation Disadvantaged services was 3-5 times per week (50%) and daily (50%). These figures reflect frequent usage (tied to dialysis, work and educational/training/day care trips). Trip purposes were for

CTC Review

Charlotte County Board of County Commissioners Transit Division

medical (75% of riders), employment (25%), educational/training/adult day care (25%), and life-enhancing (25%). Average satisfaction with the service on a scale of 1 to 10 (10 being most satisfied) was 9.25, an increase of .25 points from the last CTC Evaluation. *It should be noted that the sample size was small, and many messages were left on recorders with no callbacks.*

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

"It's my life. I'm in a wheelchair. It's my only way to get around. The hurricane rescue was wonderful! Tina is an excellent driver. *(The passenger uses the mobile app extensively for booking work and medical trips. Commented that it would be helpful to be able to book recurring work and occasional medical trips more than two weeks ahead. Previously, work commute standing appointments could be booked up to one year in advance.)*

"This transportation makes life easier for me. I need it for dialysis. Better dispatching flexibility would be beneficial and more efficient for riders leaving dialysis."

From parent (caregiver): "The service is convenient and allows my daughter to have more freedom. The program that she attends daily is far away and would be a multihour ordeal for me. The service is needed."

"It means a lot to me. God bless all who provide me this service. I need it more than anything else. The taxi expense is too much! The drivers are excellent. They are very helpful with assisting me with my bags that I take into dialysis. They take great care of me."

3. CONTRACT OPERATOR SURVEYS

The CTC's current contract operator (providing bus driver and bus washing services) was hired effective October 1, 2022. The new contractor is A&Associates. The most recent contract renewal was May 6, 2024.

- **Do the riders contact your facility directly to cancel a trip?**
The contractor stated "no," because the County handles these arrangements. Her 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. Her firm only provides contract drivers and bus washers.

CTC Review

Charlotte County Board of County Commissioners
Transit Division

- **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?**

The contractor stated that her 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 Transit Bus System Annual Safety and Security Certification

Date: February 13, 2025

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

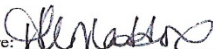
1. The adoption of a System Safety Program Plan (SSPP) and a Security Program Plan pursuant to FLORIDA DEPARTMENT OF TRANSPORTATION safety standards set forth in rule 14-90, Florida Administrative Code.
2. Compliance with the adopted standards of the SSPP and Security Program Plan.
3. Performance of 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: 
Heidi Maddox, Transit Operations Manager
Charlotte County Budget & Administration

Date: 2/13/25

NAME AND ADDRESS OF ENTITIES WHICH HAVE PERFORMED SAFETY INSPECTIONS:

Charlotte County Fleet
18000 Paulson Dr,
Port Charlotte FL 33954

Signature: 
Heidi Maddox, Transit Operations Manager
Charlotte County Budget & Administration

Date: 2/13/25

Charlotte County Budget & Administrative Services
Transit Division
545 Theresa Blvd., Port Charlotte, FL 33954

941.833.6234

CharlotteCountyFL.gov

Note from MPO Staff: Thanks to Heidi Maddox, Laura Richards, Shirley Ciampi, Betty-Ann Sherer, Jennifer Gregoire (Charlotte County Transit Division) and Troy Peterson (A&Associates) for their assistance in conducting this year's CTC Evaluation.

APPENDIX K

VEHICLE OPERATION AGREEMENT

THIS AGREEMENT, made and entered into this _____ day of _____, 2015 by and between CHARLOTTE COUNTY, a political subdivision of the State of Florida (the "County"), whose address is 18500 Murdock Circle, Port Charlotte, Florida 33948-1094, and the Charlotte County Homeless Coalition whose address is 1476 Kenesaw Street, Port Charlotte, Florida 33948. Mailing address POB 380157, Murdock, Florida 33938.

WITNESSETH:

WHEREAS, the County desires to acquire transportation services to transport persons who are residents of Charlotte County and clients of the Charlotte County Homeless Coalition to and from locations for educational purposes and for other life sustaining and life enriching trips, and

WHEREAS, Charlotte County Homeless Coalition has the staff (volunteers) capable of driving County vehicles to provide those transportation services for its clients, and

WHEREAS, both parties can benefit from a mutual arrangement.

NOW, THEREFORE, in mutual consideration of the promises contained herein, the parties hereto agree as follows:

1. Duties of Charlotte County Homeless Coalition: Charlotte County Homeless Coalition will perform transportation services for Charlotte County Homeless Coalition passengers, and for such personal property which is incidental to the transportation of such passengers, in coordination with the County. In the provision of these services, Charlotte County Homeless Coalition shall:

A. Identify eligible Charlotte County Homeless Coalition passengers.

(1) The method of determining eligibility shall be provided to County upon request.

(2) An eligible passengers list shall be provided to the County for review.

(3) One criterion of eligibility is that the passengers are residents of Charlotte County.

B. Provide a driver on each day trip for which Charlotte County Homeless Coalition passengers are scheduled.

C. Provide drivers with the following qualifications:

(1) Posses a Valid Florida Driver's License;

(2) Have had no moving violations, as defined in the County Transit Division System Safety Plan ("System Safety Plan"), for prior three-year period.

(3) Be Drug-free workplace compliant and compliant with such substance abuse programs as might be enacted by the Board of County Commissioners of Charlotte County; and

(4) Have a satisfactory Florida Department of Transportation physical within preceding two years.

(5) Documentation of all qualifications shall be provided upon request to the county including but not limited to the results of all drug tests performed by the Charlotte County Homeless Coalition

D. Drivers shall follow the System Safety Plan, as may be amended from time to time.

E. Charlotte County Homeless Coalition shall have an accident policy in place upon commencement of the contract. The policy shall be delivered to the County upon request and shall at a minimum provide for the removal or discipline of a driver involved in an accident.

F. Drivers shall not engage in the following conduct

(1) Smoking in county vehicles;

(2) Texting, calling or otherwise communicating with a cell phone or other such device, and

(3) Using obscene or vulgar language.

G. Maintain all vehicles to standards of cleanliness required of all County Transit Division vehicles: they shall be washed every two weeks, and the interior maintained by the drivers daily.

H. Operate all vehicles in strict compliance with the System Safety Plan adopted by the Charlotte County Transit Division, as the same may be amended. This includes, but is not limited to, the immediate reporting of accidents, incidents, service failures, and service related incidents as defined in the System Safety Plan within one hour to Transit Operations

I. Perform daily safety and maintenance checks on all vehicles using the Daily Vehicle Check List used for County Transit Division vehicles, and immediately report any problems found with a vehicle to the County Transit Division before operating that vehicle.

J. Immediately advise the County Transit Supervisor or designee, of any safety related conditions in the mechanical assessment of any vehicle.

K. Return the vehicle daily to the Charlotte County Homeless Coalition, 1476 Kenesaw Street, Port Charlotte, Florida 33948.

L. Provide uniform, dignified, comfortable and timely service in conformance with Chapter 427, Florida Statutes, as amended.

M. Report to the County any statistics, data or other information connected with the performance of services under this Agreement in a format designed by the County.

N. Indemnify and hold harmless the County, its officers, agents, employees, departments, sections, and units individually or jointly from any claims, liability, loss, damage, cost, charge or expense arising out of any act, action, neglect or omission by the Charlotte County

Homeless Coalition or any of its employees, officers, volunteers, agents, invitees, operators, or passengers during the performance of this Agreement, whether direct or indirect, and whether to any person or property to which said parties may be subject. Nothing herein will be construed as consent by the County or any of the above-mentioned individuals or entities to be sued by third parties in any matter arising out of any agreement.

2. Duties of the County: In consideration of the services provided by Charlotte County Homeless Coalition, the County shall:

A. Provide a vehicle in safe operating condition that is mechanically sound (the vehicle) to Charlotte County Homeless Coalition for the transport of passengers.

B. Provide all mechanical repairs for the vehicle in conformance with the System Safety Plan when presented for such repairs.

C. Provide all fuel necessary for the operation of the vehicle.

D. Provide insurance for the vehicle at the same limits as vehicles in the County Transit Department fleet.

E. Provide a spare vehicle, if possible, on days when the vehicle assigned for Charlotte County Homeless Coalition use in being repaired or is not available.

F. Provide oversight and compliance assurance in regard to all applicable State and Federal regulations and laws regarding safety.

3. No additional Obligation. This Agreement in no way obligates the County, or any of its departments, sections, units or employees to provide any additional services to Charlotte County Homeless Coalition passengers, clients or volunteers, or obtain any additional services for Charlotte County Homeless Coalition passengers, clients or volunteers.

4. Right to Re-assign Contracted Vehicles. County reserves the right to re-assign the vehicle being operated by Charlotte County Homeless Coalition to another use based

on service delivery analysis, and analysis of the number of trips delivered. Such decisions shall be made in the

best interests of the County, its passengers, and upon 30 day notice.

5. Term. The term of this Agreement will begin on the date and year first above written and will continue until terminated pursuant to this paragraph. However this Agreement shall be reviewed every five years for any necessary additions or deletions. This Agreement may be terminated by either party upon no less than thirty (30) days written notice with or without cause. Said notice will be delivered by certified mail, return receipt requested, or in person with proof of receipt, to the other party at the address written above.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the date and year first above written.

WITNESSES:
HOMELESS

CHARLOTTE COUNTY
COALITION

Signed by

Print Name

Date

Signed By

Print Name

Title

Date

Signed by

Printed Name

Date

FLORIDA

BOARD OF COUNTY COMMISSIONERS
OF CHARLOTTE COUNTY,

Budget and Administrative Services

Date

APPROVED AS TO FORM AND
LEGAL SUFFICIENCY

County

Janette S. Knowlton, Charlotte

Attorney

Date

APPENDIX L

**NONPROFIT AGENCY CONTRACT COMPLIANCE REVIEW
BY THE CHARLOTTE COUNTY TRANSIT DIVISION**

Date: _____
Reviewing Transit Agent / Title: _____

Agency Name: _____

Agency Physical Address: _____

Agency Mailing Address: _____



Phone Number: _____ **Fax Number:** _____

E-mail Address: _____

Counties Served: _____

Services Provided: _____

Purpose of Visit: Annual Monitoring Review
Other: _____

Date/s of Visit: _____

Name / Title of Provider Contacts: _____

Pre-review Issues/Concerns/Noteworthy Activities:

Lead Agency Monitor/s:

Signature: _____ Print: _____
 Signature: _____ Print: _____
 Signature: _____ Print: _____

Date of Report: _____

Records and Areas of Review

The following records and/or items were examined during the review:

Documentation of all qualifications shall be provided upon request to County including but not limited to the results of all drug test performed by the Nonprofit agency.

		Yes	No	Part	N/A
A	Identity of eligible nonprofit agency passengers				
	1 Method of determining eligibility				
	2 Eligible passenger list (provided to County upon request)				
	3 Passengers are residents of Charlotte County				

Findings/Recommendations/Requirements for Compliance:					
		Yes	No	Part	N/A
B	Vendor has provided a driver on each day trip for which our agency passengers are scheduled				
Findings/Recommendations/Requirements for Compliance:					

		Yes	No	Part	N/A
C	Those drivers have the following qualifications:				
	1 Valid Florida Driver's License				
	2 Have no moving violations as defined in the Charlotte County Transit Division Safety Plan ("System Safety Plan") for prior three year period				
	3 Be drug-free workplace compliant with substance abuse programs as might be enacted by the Board of County Commissioners of Charlotte County				
	4 Have a satisfactory Florida DOT physical within the preceding two years				
Findings/Recommendations/Requirements for Compliance:					
		Yes	No	Part	N/A
D	Drivers shall follow the System Safety Plan, which may be amended as rules and regulations change.				
Findings/Recommendations/Requirements for Compliance:					
		Yes	No	Part	N/A

E	Nonprofit agencies shall have an accident policy in place upon the contract. The policy shall be delivered to the County upon request and shall at a minimum provide for the removal or discipline of a driver involved in an accident				
Findings/Recommendations/Requirements for Compliance:					

		Yes	No	Part	N/A
F	Drivers shall not engage in the following conduct:				
	1 Smoking in County vehicles				
	2 Texting, calling, or otherwise communicating with a cell phone or other such device while operating County vehicles (less County 2-way radios)				
	3 Use of obscene or vulgar language				
Findings/Recommendations/Requirements for Compliance:					
		Yes	No	Part	N/A
G	Maintain all vehicles to standards of cleanliness required of all County Transit Division Vehicles; they shall be washed every two weeks, and the interior maintained by the drivers daily				

Findings/Recommendations/Requirements for Compliance:					
		Yes	No	Part	N/A
H	Operate all vehicles in strict compliance with the System Safety Plan adopted by the County Transit Division, as the same may be amended. This includes, but is not limited to, the immediate reporting of accidents, incidents, service failures, and service related incidents as defined in the System Safety Plan within one hour to Transit Operations				
Findings/Recommendations/Requirements for Compliance:					

		Yes	No	Part	N/A
I	Perform daily safety and maintenance checks on all vehicles using Daily Vehicle Check list used for County Transit Division vehicles, and immediately report any problems found with a vehicle to the County Transit Division before operating that vehicle.				
Findings/Recommendations/Requirements for Compliance:					
		Yes	No	Part	N/A

J	Immediately advise the County Transit Supervisor or his (her) designee of any safety related conditions in the mechanical assessment of any vehicle				
Findings/Recommendations/Requirements for Compliance:					
		Yes	No	Part	N/A
K	Return the vehicle to the Transit parking facility at 25490 Airport Rd., Punta Gorda, FL 33950 or the Family Services Center at 21450 Gibraltar Dr. in Port Charlotte 33952.				
Findings/Recommendations/Requirements for Compliance:					
		Yes	No	Part	N/A
L	Provide uniform, dignified, comfortable and timely service in conformance with Chapter 427, Florida Statutes, as amended				
Findings/Recommendations/Requirements for Compliance:					

Deficiencies:

Compliance Requirements:

Compliance Timetable:

Summary of Review:

Signature of Reviewer/s

Signature of Agency Rep/s

Date Signed: _____

Date Signed: _____

Charlotte County Transit Transportation Disadvantaged Application

Updated 12/06/2024

Charlotte County Transit includes transportation mandated by the Florida Commission for the Transportation Disadvantaged (TD). “Transportation disadvantaged” means “those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at-risk” as defined in s. 411.202 per F.S. 427.

Please read the TD program qualifications and guidelines below. If you have any questions or need assistance, please call 941-833-6233. If by 21 days following the submission of a completed application, Charlotte County Transit has not determined eligibility, the applicant shall be treated as eligible and provided service until and unless Charlotte County Transit denies the application. If you are denied TD eligibility and wish to appeal the decision, you may contact our office. The Transportation Disadvantaged Ombudsman helpline is 1-800-983-2435.

Transportation Disadvantaged Grant Qualifications and Guidelines:

- Origin and destination locations can be within the service area of Charlotte County
- Applicant must verify that they have one or more of the following:
 - Age 60 or older; or
 - A recognized disability (temporary or permanent) verified by an accepted medical professional; or
 - Applicant must verify that their gross annual household income does not exceed 125% of the Department of Health and Human Services poverty guidelines (Table I, page 6)
- Call 941-575-4000 Option 1 to schedule appointments Monday through Friday 7:00 AM to 5:30 PM

Eligibility Criteria (Select One)

- 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 valid 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, 5, and 6.
 - Read and sign Applicant's Authorization in Part 6, providing the applicant's authorized signature to release medical information.
 - A currently Licensed Professional completes the rest of Part 6. See page 6 for a list of applicable professionals.
 - Attach a copy of valid identification with date of birth.

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, 4, and 5.
 - Attach a copy of valid identification with date of birth.
 - 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: (Note: You only need to provide one)
 - 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)
 - Two 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 determination
- The evaluation process normally takes up to maximum ten (10) business days from the receipt of the completed forms.
- If you have any questions, please call 941-833-6233
- Please return completed form and required documents via mail to:
Charlotte County Transit Division, 545 Theresa Blvd., Port Charlotte, FL 33954.

Part 1: General Information

Please Print Clearly or Type
Complete every three (3) Years

Name: _____ Date: _____

Street Address: _____

Apartment/ Building #: _____

City: _____ State: _____ Zip Code: _____

Telephone # (Daytime): _____ Telephone # (Evening): _____

Date of Birth: _____ Email: _____

Are you enrolled in the Medicaid program? Yes No

Primary Language: English Spanish Other: _____

1. Do you have a valid driver's license? Yes No

2. Do you have access to a vehicle? Yes No

If Yes, why are you unable to use the vehicle? _____

3. Do you travel with a Personal Care Attendant (PCA) who assists you?

Yes, always

Yes, sometimes

No

If someone assisted you in completing this form and you would like them to also be informed of decisions regarding your eligibility, please provide the following:

Name: _____ Relationship: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Telephone: _____

Emergency Contact

Name: _____

Phone: _____

Relationship to Applicant: _____

CHARLOTTE COUNTY TRANSIT OFFICE USE ONLY

Date Received: _____ New Registration Renewal

Reviewed By: _____

Approved for TD Services: Age Disability Income

Reason for Denial: _____

Updated 12/06/2024

Part 2: Questions About Applicant's Mobility

I do not use mobility aids or equipment listed below and can climb three 12-inch steps without assistance (Skip to section 3)

1. Please check below if you use any of the following mobility aids or equipment and answer the additional questions that apply to your type of aid or equipment.

Cane Walker Manual Wheelchair Power Wheelchair Power Scooter

Portable Oxygen CO2 Other: _____

If you use a mobility aid, please indicate below the size and weight:

- Is your wheelchair/scooter more than 48" long? Yes No
- Is your wheelchair/scooter more than 30" wide? Yes No
- Is your weight plus the weight of your wheelchair/scooter more than 800 pounds? Yes No

*****NOTE:** *Charlotte County Transit may not be able to accommodate you if your wheelchair, scooter, or cart is longer than 48 inches or wider than 30 inches or if your total weight with your wheelchair is more than 800 pounds.*

2. Can you get on and off a bus that has a lift?

- Yes
 No
 Sometimes
 I don't know because I have never tried

If you answered no or sometimes, please explain: _____

3. Once inside a bus, can you transfer to a seat by yourself?

- Yes
 No
 Sometimes

If you answered no or sometimes, please explain: _____

PART 3: Disability Status

1. What type or types of disabilities do you have?

- Physical Disability Visual Impairment/Blindness Developmental Disability
 Mental Health Condition Other _____ None

Please describe your disability in more detail: _____

2. Is the disability temporary or permanent?

- Temporary Disability - I expect it to last for another _____ months.
 Permanent Disability
 I don't know

3. Do you use a service animal? If yes, please describe the type of animal.

- Yes Type of animal: _____
 No

PART 4: Household Income

Including all parents, caregivers, relatives, or others involved in your living functions, how many people reside at the address provided in Part I? _____

How many vehicles are in your household? _____

Including all wages, disability payments, Social Security payments, pensions, dividends, investments, etc., what is your total gross annual household income? Attach proof of income for you and all members of your household to this completed application. Please provide copies as proof, they will not be returned.

- Acceptable forms of proof of income include current copies of: the first page of your most recent 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) and Food Stamp eligibility.

Tax Return _____ W2 _____ SSI _____ SSDI _____

Pension _____ Interest/Dividends _____ Work Comp _____ Relatives _____
Other _____

Is your total gross annual household income at or below the 125% of the Federal Health and Human Services Guidelines for low household income? (See Table I, below) YES NO

Table I: 125% of the Department of Health and Human Services Poverty Guidelines 2024 The following totals represent 125% of the Federal Health and Human Services Guidelines for low household income and are updated annually. To qualify for the TD transportation program, household income may not exceed these guidelines:

Household/ Family Size	125%
1	\$18,825
2	\$25,550
3	\$32,275
4	\$39,000
5	\$45,752
6	\$52,450
7	\$59,175
8	\$65,900

Add \$6,725 for each person over 8

PART 5: Applicant's Certification

I understand the purpose of this evaluation form is to determine if I am eligible for Transportation Disadvantaged. I understand that the information about my disability and income contained in this application will be kept confidential and shared only with professionals involved in evaluating my eligibility. I certify that, to the best of my knowledge, the information in this evaluation form is true and correct. I understand that providing false and misleading information could result in my eligibility status being reexamined as well as other actions by Charlotte County Transit.

(Applicant's Signature)

(Date)

PART 6: Medical Professional Verification

NOTE: This part must be completed by one of the following currently licensed professionals before returning the application to our office: Physician (M.D. or D.O. or D.C.), Audiologist, Psychologist, Ophthalmologist, Registered Nurse, Clinical Social Worker, Independent Living Specialist, Occupational Therapist, Psychiatrist, Physical Therapist, or Rehabilitation Specialist.

Applicant's Authorization

I hereby authorize the following named professional to provide information about my disability and abilities to travel to Charlotte County Transit and/or persons assisting Charlotte County Transit to determine my eligibility for Transportation Disadvantaged. I understand that this information will be used solely for the purpose of determining my eligibility for Transportation Disadvantaged and that all medical information about my disability will be kept confidential.

Applicant's Signature: _____ Date: _____

Dear Medical Professional,

In order to process this applicant's request for Charlotte County Transit Transportation Disadvantaged eligibility, we require this form to be completed.

Please review the information provided by the applicant in Parts 1-5 of this application and answer the following questions in Part 6. (For Licensed Professional Only) Thank you in advance.

1. Has the applicant been diagnosed with a cognitive, mental, physical or other disability? *Please list disabilities.*

2. The applicant's disability is

Permanent

Temporary Expected duration? Years _____ Months _____

3. Does the applicant require the assistance of a Personal Care Attendant (PCA) or Escort when traveling on a public vehicle?

Yes No

Medical Professional

Print or Type Name and Title: _____

State of Florida or Other State if applicable () License No.: _____

Business Address: _____ Phone No.: _____

City: _____ State: _____ Zip Code: _____

Professional's Signature: _____ Date: _____