

CHARLOTTE COUNTY TRANSIT (CCT)

APP and E-MAIL INFORMATION

Information needed:

- Name
- Time
- Pickup Address
- Destination Address
- Telephone Number
- Number of Riders
- Ambulatory or Wheelchair

When CCT receives the e-mail through the Charlotte County Transportation App or Private E-mail:

- Starting at 7AM to and continuing on the hour, every hour, a CCT supervisor will respond to the e-mails received, until 1 PM
- Depending on the content of the e-mail, the supervisor will respond to each e-mail either confirming the reservation, the cancellation, or responding to any inquiry regarding service.
- E-mails received after 1PM on a week day or on the weekend will be responded to the next business day starting at 7AM
- This activity will continue Monday through Friday, through the stated business hours of 7AM to 1PM
- If any e-mail received is out of the scope of our ability to resolve, the e-mail will then be forwarded to the Transit/Fleet Sr. Division Manager for resolution