

The Freedom of ParaPass

ParaPass is a new method of paying for your travel on Big Bend Transit. ParaPass can be loaded at the office or over the phone and you're not required to carry fare with you when you travel. The driver just scans your pass and away you go! Save time and stress while riding with us. You can find more info about our Parapass options by calling your county.

Transportation Service Information

- The driver will assist you in boarding the van, if necessary.
- Drivers will wait five minutes for you.
- You must use the seatbelt provided.
- Child car seats will not be provided. Drivers will not handle car seats.
- You must have the ability to carry your own personal items. Personal items are limited to (2) bags or what you alone can carry.
- Return trips will be made within an hour and a half of requested time.
- No smoking eating or drinking on the vehicle.
- Advanced purchase of coupons, tokens, or reloadable ride passes are available.
- Accessible formats are available upon request.

Visit our website to learn what else Big Bend Transit offers in your county
www.bigbendtransit.org

**Thank you for riding with
Big Bend Transit!**

***Serving the Big Bend
area since 1978***

**BIG
BEND
TRANSIT**

www.bigbendtransit.org

Big Bend Transit, Inc
PO Box 1721
Tallahassee, FL 32302

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).

**BIG
BEND
TRANSIT**

**SERVING
JEFFERSON
COUNTY**



For Information Call:
850-997-1323 or
1-800-955-8711 for TDD access
www.bigbendtransit.org



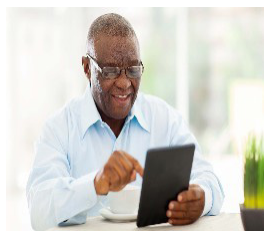
Where is the Transportation Service Available?

Generally, you can ride to and from any location within Jefferson County. The service is designed to get transportation disadvantaged individuals and the general public to their destinations.

What Transportation Will Be Provided?

Generally, curb-to-curb transportation service will be available Monday through Saturday, 6:00 AM to 6:00 PM.

Give our *Online Scheduling* a Try!



How Can I Access the Transportation Service?

Transportation requests must be made at least 1 day in advance of your travel needs. Call Big Bend Transit at (850) 997-1323 by 2:00 PM, Monday through Friday (call on Friday for a Saturday or Monday ride). You will be asked for your name, phone number, pickup address, where you are going and what time you need to arrive, if a return trip is wanted and if assistance for a disability (wheelchair, sight impaired, etc.) is required. You will be told the fare and what time to be ready for your pickup.

If you have an e-mail address, you may alternatively schedule your trips electronically using a smart phone, tablet, or computer. Easily view and manage pending or accepted ride requests. Electronic ride requests must also be submitted no later than 2 PM the previous business day.



What is the Cost of the Transportation Service?

The one-way fare for the transportation service is based on the trip origin and destination. A one way trip for a TD eligible person anywhere in Jefferson County, Monday through Saturday, between 6:00 AM and 6:00 PM is \$2.00. A one-way trip for a General Public person anywhere in Jefferson County, Monday through Saturday, between 6:00 AM and 6:00 PM is \$5.00. If you require that an escort accompany you on your ride, he/ she would pay the same fare. This request should be made at the time of scheduling.

When and Where Do I Pay the Cost?

The one-way fare is paid each time you board the vehicle. Exact fare is required. The fare may be paid by cash, check, money order, bus passes, or reloadable ride passes. Bus passes and reloadable ride passes may be purchased from your local office. The driver carries no change. The driver cannot give a receipt.

What Can I Do if My ParaPass Card is Damaged?

Damaged cards may be replaced free of charge. Just mail your ParaPass to the Big Bend Transit Corporate Office:

Big Bend Transit, Inc.
PO Box 1721
Tallahassee, FL 32302



Not responsible for lost or stolen cards. For support, call our toll-free number. 1-866-659-3403

If I Need to Change Plans or Cancel My Ride, What Do I Do?

Should you need to change your plans or cancel your ride, call (850) 997-1323 immediately. For a change of plans, please give advance notice within business hours the previous day. Failure to cancel your ride within 2 hours of your time of travel will result in a charge for the trip.

What is the Phone Number for the Transportation System in Jefferson County?

You may reach a representative by calling (850) 997-1323. Representatives are available from 8:00 AM to 5:00 PM, Monday through Friday or 1-800-955-8711 for TDD accessibility.