

BIG BEND TRANSIT



MY RIDE GUIDE

Updated January 2022

**Florida Relay Service at
1-800-955-8711
Provides TDD Accessibility**

**Accessible formats are available
upon request**

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Reservations/Scheduling

Trip reservations can be scheduled anywhere from one day and up to three days in advance. Customer Service Representatives are available five days a week from 8:00 am to 5:00 pm to schedule a ride. 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 2PM the previous business day. Reservations must be made no later than 2:00 pm the day before a scheduled trip.

BBT does NOT offer same day service. Same day changes to a pick-up or drop-off time and address **cannot** be made. Therefore, be sure to have the correct information when scheduling a trip.

For cancellations and inquires, Customer Service Representatives are available Monday - Friday from 6:00 am to 6:00 pm; and on weekends and holidays from 8:00 am to 5:00 pm.

Be Prepared!

Be prepared to provide the following information:

1. First and last name.
2. Date of travel.
3. The time you would like to be picked up OR the time you need to reach your destination.
4. Complete pick-up address, including an apartment number, suite number, gate or security code, building identification, zip code and telephone number. Note: Same day changes to a pickup time or address cannot be made, so make sure the trip information is correct.
5. Complete destination address, including building, suite or apartment number, zip code and telephone number. Note: Same day changes to a return time or address cannot be made, so make sure that the trip information is correct.
6. Be sure to inform the Customer Service Representative if a personal care attendant (PCA), escort (special needs if any) service animal and/or companion or child will accompany the rider.
7. Inform the Customer Service Representative at the time of reservation if you are traveling with an assistive device, such as a wheelchair, scooter, walker, cane, oxygen tank, etc.

Confirming Trips

Trips will be confirmed at the time you make your reservation(s). Please verify dates, times and addresses before ending the call to ensure the accuracy of your scheduled trip.

BBT Vehicle Types

BBT uses a variety of branded vehicle types including lift-equipped vans and mini-vans with ramps that meet the Federal ADA Regulations. Rides will be scheduled based upon which vehicle best meets service needs.



On Board Ride Times

The average trip length can be 60 minutes or more. A trip may exceed or fall below that average depending on the circumstances.

Trip Pick Up Points

Where to Wait for your Ride

Operators will assist you to and from the threshold of a building. Operators must maintain physical sight of the vehicle at all times, and are not permitted to enter beyond the threshold or ground level of any building. If a rider will need assistance exiting the pick-up location, a companion or personal care attendant should travel with the rider in order to provide assistance.

Door-to-door service **DOES NOT** include any of the following:

- Assisting passengers on unsafe or steeply inclined mobility ramps or stairs
- Entering beyond the door threshold
- Locking/unlocking doors or activating/deactivating house alarms
- Loading/unloading personal items (child car seats will not be loaded/unloaded either)

If a rider cannot be left unattended (as a result of his or her age, disability or impairment), a companion or personal care attendant is required to receive the passenger upon the vehicle's arrival.

Apartments/Office Complexes

When scheduling your trip, please provide Customer Service with a specific building name and/or number within the complex.

The operator will pick up the rider at that specific building. If a rider's building is located within a gated community and requires special entry, be sure to provide Customer Service with an entry code, or, notify the security office to arrange entry for the Para-transit vehicle before pick-up time.

If the rider does not arrange entry, and the vehicle is unable to enter the pick-up area, the rider will be considered a No-Show. (*See NO-SHOWS)



Nursing Homes

Riders with pick-ups at nursing homes should meet the operator in front of the main lobby.

Operators are not permitted to go to rooms to pick up riders. Operators cannot assist riders in and out of a nursing home. Nursing home staff should be ready to assist the individual in or out of the building if necessary. Riders will be dropped off in front of the main lobby of the nursing home.

Adult Program/ Day Care Centers

Operators will make all attempts to secure standard wheelchairs and scooters. If a wheelchair or scooter exceeds the normal size, the operator may ask the rider to transfer to a seat, as it may be difficult to safely secure the passenger within the mobility device. It is the rider's choice to transfer or to remain in his or her mobility device.

Hospitals

Unless otherwise requested by the patron, the default drop-off location at all hospitals will be at the main entrance of the facility. The patron may request another drop off location if there is a safe place at an entrance nearer to the office he/she will be visiting. Please keep in mind that, unless a specific pick-up location is requested, the pick-up location for the return trip will default to the main hospital entrance.

Shopping Malls

When scheduling a trip to a shopping mall, the patron must specify the exact store entrance nearest to the street where he/she wishes to be dropped off and picked up (for example “Macy’s East side entrance” or “food court entrance”).

The default drop-off and pick-up locations will be at the street entrance nearest to the food court. Should the patron wish to be picked up for his/her return trip at any entrance other than the default location, the patron must request the pick-up location nearest to the street when scheduling a trip.

Vehicle Arrival - 5 Min Late Rule/Window Time

Transit operators will wait 5 minutes for a rider to board the vehicle when arriving within the 30-minute ready-time window. If a rider does not board the vehicle within the 5-minute wait time, the operator by dispatch directions will mark the rider as a No-Show and will depart the location.

BBT is not required to call the rider when the vehicle arrives or before leaving the pick-up location. Riders are expected to be ready to board the vehicle upon its arrival. When the vehicle arrives, you are required to present exact fare or a valid coupon. Please note: The operator cannot take you to your requested destination without the required fare.

Vehicle Is Late - Next Step

If the vehicle has not arrived by the end of your 30-minute pick-up window, please call your local Customer Service Representatives at:

Jefferson County—850-997-1323

Leon County—850-574-6064

Gadsden County—850-627-9958

Taylor County—850-584-5566

Madison County—850-973-4418

Using Wheelchairs or other Mobility Devices

BBT will make every attempt to accommodate standard wheelchairs, scooters, and other mobility devices. These devices should not exceed 48" in length, 30" in width and 600 pounds in total weight. Mobility devices larger than these standards may be denied service aboard BBT vehicles.



For our riders' safety, please be sure that wheelchairs or other mobility devices are clean, safe and in good working condition before traveling with BBT.

Securement on Boarding

Operators will make all attempts to secure standard wheelchairs and scooters. If a wheelchair or scooter exceeds the normal size, the operator may ask the rider to transfer to a seat, as it may be difficult to safely secure the passenger within the mobility device. It is the rider's choice to transfer or to remain in his or her mobility device.

Subscription Times

A subscription trip is defined as travel that will be repeated at the same times and days of the week for a specific purpose (work,

education, medical treatment, etc.). This type of trip must be made a minimum of twice a week for a minimum of 30 days. Patrons are required to book this trip for a two-week period before it is eligible to become classified as a subscription trip.

Any changes in frequency or time to a subscription trip will result in an additional week call-in period for those modifications to become a subscription. No more than two changes can be made within a 30-day period. Frequent cancellations could result in termination of a subscription.

Negotiated Trip Times

Occasionally, the exact time you wish to travel may not be available. In that case, Customer Service may offer you other choices that may be up to one hour earlier or one hour later than the time you wish to travel.

If you need to arrive at your destination by a specific time, tell the Customer Service Representative. They will attempt to give you a pick-up time that will get you to your destination on time. If your travel time is more flexible, you may be offered a negotiated trip time.

***No Shows**

A No-Show occurs when you fail to board the BBT vehicle within five minutes after it arrives within the pick-up window or if you violate BBT policies and as a result you are not transported.

Trips that are not canceled at least two or more hours before your scheduled time will be considered a No-Show. If you receive a No-Show on your trip leaving from the point of origin, the return trip will automatically be canceled unless you request to keep the return trip.

No Show-Suspension of Services

When you accumulate a total of four No-Shows within a 30-day period, you will receive a written Notice of Service Suspension, and a 30-day service suspension will be imposed. A second suspension (four more no-shows) within a six-month period may result in an additional service suspension of 60 days.

If more than two suspensions occur in a six-month period, service will be canceled for up to one year.

No-Show Suspension Appeal

A rider who disputes the basis for a suspension of service, termination of service or loss of subscription privileges can call or write the office of BBT at:

*PO Box 1721
Tallahassee, FL 32302*

If a reconsideration hearing is requested, the hearing will be held by the local Transportation Disadvantaged Coordinating Board Grievance Committee if the suspension involves transportation provided under Florida's Transportation Disadvantaged Program.

Traveling With PCA's/Guests/Service Animals

Personal Care Attendant—A personal care attendant can accompany a rider at no additional charge. Your file must indicate that you are eligible to have a personal care attendant travel with you, and you must reserve space for the attendant when scheduling your trip.

Children—Florida law requires that all children under the age of four or weighing less than 50 pounds must be properly restrained in a child safety seat. BBT DOES NOT PROVIDE CHILD SAFETY SEATS. Operators will not handle car seats.

(CONT'D) Traveling With PCA's/Guests/ Service Animals

Service Animals—Guide dogs and other service animals are allowed to accompany you if this need is indicated in your file. When scheduling a trip, please inform Customer Service if a service animal will be accompanying you on the trip.

Traveling With Packages - Two Package Limit

Carry-on packages are limited to 2 bags or similar-sized packages that can be carried by the patron on-board BBT vehicles. Operators do not assist riders with personal belongings. Patrons can keep travel carts loaded if the cart fits fully between the seat next to the passenger and the seat-back in front of that seat. Patrons must fold grocery carts if the cart cannot fit between the seat and the seat-back in front of it and secure their carry-on items to keep aisles and exits clear on the bus. Patrons must fold their own strollers or grocery carts when required.

If a patron requires the use of oxygen, it must be identified. It must be a portable tank.

Fares

All eligible riders, regardless of age, must pay exact fare when boarding. Operators cannot give change. BBT fare coupons or ride passes can be purchased from the office.

Florida statute 812.015: "Transit fare evasion"- to evade the payment of such fare, or to enter any mass transit, except as provided for the entry of fare-paying passengers, and shall constitute petit theft.

Rules of Conduct

Riders are asked to follow these rules of conduct to ensure the safety and comfort of all riders and the operator:

- No loud conversations on cell phones
- No eating, drinking or smoking on board
- No riding under the influence of alcohol or illegal drugs
- No abusive, threatening or obscene language or actions
- No discharge of bodily fluids or open wounds
- No deliberate fare evasion
- No physical abuse of another rider, or the operator
- No operating or tampering with any equipment while onboard a BBT vehicle
- No radios, MP3 players, compact disc players or other sound generating equipment are to be played aboard the vehicles **WITHOUT EAR PLUGS**

(CONT'D) Rules of Conduct

For safety reasons, please limit unnecessary conversation with operators when the vehicle is in motion.

Riders who violate the rules of conduct are subject to penalties, up to and including suspension of service.


Note: Riders who engage in physical abuse or cause physical injury to another rider or operator may be subject to immediate and permanent suspension, as well as possible criminal prosecution.

Florida Statute 784.07: Assault or battery of “public transit employees or agents” including bus operators, equipment maintenance personnel, or field supervisors is a criminal offense.

Operator Assistance

At the request of the patron, a BBT Operator may assist the patron from the outside door of their pick-up location to the outside door of their destination.

BBT Operators may not lock or unlock doors, lift or carry a patron, lift the patron's wheel-chair up or down steps, search for a patron in a building, carry/load bags or personal belongings, call the patron at home, or perform any other assistance that should be undertaken by a personal care attendant.



**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 the public accommodation on the basis of race, color, religion, sex, nation origin, handicap, or of martial 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).

**Learn more about
our services at:
www.bigbendtransit.org**



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Leon County: 850-574-6064
Gadsden County: 850-627-9958
Madison County: 850-973-4418
Taylor County: 850-584-5566