

2014

Flagler County Public Transportation



User Guide

When You Need A Ride To...

- medical appointments
- the hospital
- senior centers
- the bank
- educational facilities
- shopping centers
- pharmacies
- group outings
- work
- *and many other places!*

We Offer...

- friendly service provided by courteous, well-trained drivers
- safe, clean, air conditioned vehicles designed to transport a variety of people including those with special needs
- wheelchair lift equipped
- reasonable fares
- radio dispatching

You Should Know...

- safety is our first priority
- trips can originate from any point in Flagler County
- tobacco products, eating and drinking are prohibited on the vehicles
- only guide animals are permitted on the vehicles
- advance reservations of at least one week are preferred

Flagler County Public Transportation (FCPT) is a door-to-door shared ride Para-transit Service. Shared ride means your trip may involve stopping to pick up or drop off other passengers along the way. FCPT provides specialized transportation throughout Flagler County. FCPT does not have fixed routes and so passengers need to reserve rides on FCPT.

Here are some general rules to keep in mind when traveling with us:

1. Passengers must be seated and be **secured by a seat belt** (including wheelchair passengers) when the vehicle is in motion. Anyone who refuses to wear seatbelts will not be transported.
2. Passengers may not eat, drink, or smoke on the vehicle.
3. Passengers are responsible for being considerate for other passengers sharing rides, by practicing good personal hygiene and refrain from: excessive noise, throwing objects, fighting, sticking arms and/or head out the window, lewd behavior, etc.

1. DETERMINING ELIGIBILITY TO USE FCPT

To become qualified for FCPT service a completed application must be submitted to the FCPT office for processing and determination of eligibility. Passengers normally must be residents of Flagler County. Application and approval for services can take up to Fourteen (14) days to complete. Once you complete initial qualification, the scheduling of future trips is a quick and easy process.

Here are categories of eligible FCPT passengers:

- A. Public transportation passenger, meeting local, state, or federal guidelines.
- B. Transportation disadvantaged passengers.
- C. Medicaid passengers who must fill out the Medicaid transportation application have a Medicaid number.

2. REQUESTING FCPT SERVICES

Passengers are required to request service from Flagler County Public Transportation two weeks in advance to reserve a ride. Same day service is not available. Calling for a reservation is the only way to ensure being scheduled for a ride. Rides may be reserved by calling (386)313-4100 or by fax (386)313.4143.

Reservations must be called in between the hours of 9:00 a.m. and 2:00 p.m. weekdays. FCPT office hours are from 7:00 a.m. to 5:00 p.m. Monday through Friday. Services requested by FAX require a three-day notice and must reflect a callback phone number to confirm the service. FAX requests may be requested 24 hours a day. Occasionally, even when you request a reservation within the prescribed time periods, transportation will not be available for you, usually for one of the following reasons:

1. Not enough available vehicles or drivers
2. You have been suspended from the system for no-show violation
3. Failure to pay the fare
4. Service is not routinely available on holidays or on weekends. Please check with the FCPT office for further information on our holiday schedule.

NOTE: If you have difficulty scheduling a trip or a question the dispatcher cannot answer for you, please ask to speak to the Transportation Coordinator or the Director.

FCPT offers limited out of county services for medical trips on a first-come first-served basis. Transportation is available to the following destinations:

- A. For Volusia County destinations, transportation is available on Tuesdays and Thursdays. Medical appointments should be scheduled between 10 am and 11:30 am so that you can be available to return home by 1 pm. The fare is \$9.00 each way.
- B. For St. Augustine area (fare \$9 each way), Jacksonville (\$25 each way), and Gainesville (\$37.50 each way) medical appointment times can be more flexible. Talk to the scheduler about specific arrangements for these trips.
- C. Special contracted trips may be booked with FCPT on evenings and Saturdays for special events. Contact the Transportation Coordinator or Director for information.

3. PICK-UP TIME

Clients need to be ready for their ride anytime **from 20 minutes before until 20 minutes after the scheduled pickup time**, allowing for traffic problems that may arise. Drivers are not allowed to wait longer than 3

minutes after their arrival, without approval from dispatch.

4. CANCELLATION PROCESS

Flagler County Public Transportation must be notified of any scheduled trip cancellation **at least two hours** before the arranged pickup time. Cancellation within two hours prior to arrival of the FCPT vehicle will be treated as a No-Show.

5. NO-SHOW PROCEDURE

No-Show occurs when a person has reserved a trip and then does not take the trip when the vehicle arrives. A no-show also applies to a person who cancels their trip within two (2) hours of the scheduled pick-up time. If you are either not at the pickup point, or do not board within three minutes after arrival of the vehicle, the driver will inform Dispatch that you are a No-Show. Dispatch will then inform the Transportation Manager who will generate a letter to you, explaining the No-Show Policy. If you are a No-Show twice within a six-month period after that, the Transportation Coordinator will send you another letter, stating that any further incidence of No-Show will result in suspension of transportation services for a period of least six weeks. Any further incidences of No-Show within that six-month period will result in the letter of service suspension to you.

6. RETURN TRIPS

Clients who reserve appointments are asked to provide a return time. Delays of up to an hour may be expected for return trips since drivers run full schedules. Clients should not leave the scheduled pickup area or they may miss their ride home. Drivers do not have time to look for or return to pick up clients who are not at the pickup area.

7. CHANGE OF ADDRESS AND TELEPHONE NUMBER

Notify Flagler County Public Transportation of client address or telephone number changes as soon as possible.

8. SAFETY REQUIREMENTS

- A. All passengers must wear seat belts.
- B. Children ages 5 and under must be in a federally approved child restraint device. For children under 4, such a restraint device must be a separate carrier. Children 4 and over, a separate carrier or a seat belt may be used. NOTE: Buses are exempt from the above requirement; however, it is FCPT policy that all children are strapped

in. The parent should strap the child in; however; the driver is ultimately responsible for ensuring that the child is properly strapped in the safety seat.

- C. Passengers must not operate doors or wheelchair lift.
- D. No smoking, eating, or drinking allowed on the vehicle at any time.
- E. Flammable liquids such as kerosene, gasoline, or propane gas may NOT be transported.
- F. FCPT DOES NOT handle emergency transports. If you have an emergency, please call 911.
- G. Oxygen may be transported, but the tank must be tied down in vehicle with a bungee cord or with the seat belts.
- H. Passenger property, including packages that can be carried by the passenger in one trip and can be safely stowed on the vehicle may be allowed to be transported with the passenger at the driver's discretion.

9. **TRANSPORTATION PRIORITIES**

1. Medical - Kidney dialysis, cancer treatment, doctor appointments, therapy and prescriptions.
2. Employment
3. Food procurement, food stamps, supplies and Medicaid recertification.
4. Education
5. Day Care (Adult Day Care, Step Up, ARC Angels, WORC, ARC, etc)
6. Nutrition Program
7. Business - Banking, social security, administrative visits to hospitals or nursing homes, etc.
8. Recreational - Passengers with a lower priority may be scheduled with a higher priority rider if time, space, and funding allows.

10. **FARE STRUCTURE**

Depending of the program you qualify for, a fare may be required. FCPT staff will inform you of any Fare required by you for your ride. Exact change is required when boarding, as drivers do not carry change. Tokens may also be purchased from the drivers in quantities of 10. Do not use pennies for your fare.

11. WHEELCHAIRS AND WALKER TRANSPORTATION POLICY

1. When there is no wheelchair ramp in place at the place of embarkation, friends or relatives should bring the client to the vehicle. As a safety matter, the driver is not allowed to leave the vehicle to assist in getting the client out of the home. Friends or relatives should also be available to return the client from the vehicle back to the home.
2. Passengers in wheelchairs must wear seat belts at all times.
3. Wheelchairs that cannot be secured with existing Q-strait cannot be transported.
4. Passengers are not allowed to enter or exit the vehicle, through the front door, when the lift is in the down position.
5. Drivers are the only personnel authorized to operate the lift.
6. Clients with oxygen must have their portable oxygen bottle secured in a bracket that is mounted to the wheelchair.
7. Wheelchairs must be equipped with footrests.

12. General Compliance Statement

Flagler County Public Transportation is in compliance with all sections of FTA Circular 4702.1A, "Title VI and Title VI Dependent Guidelines for Federal Transit Administration Recipients", (May 13, 2007). We hereby acknowledge no discrimination to our services on the basis of race, color, national origin or limited English proficiency. If you have any questions on these rights the Transportation Manager (Ted Brand) will be happy to answer all your questions. He may be reached at 386-313-4189.