

Flagler County Public Transportation

Rider's Guide



**FLAGLER
COUNTY**
FLORIDA

1769 East Moody Boulevard, Building 5

Bunnell, FL 32110

(386) 313 - 4100 / (386) 313 - 4143 (fax)

www.flaglercounty.org

Flagler County Public Transportation

Contact Information

Call Center for Reservations

Open 9:00am – 2:00pm Monday through Friday

(386) 313 – 4100

Reservations may only be made at these times. Please do not attempt to make reservations outside these hours as they cannot be completed. Reservations cannot be made by leaving a voicemail. You **must** speak with a reservationist to complete your scheduled booking.

Florida Relay System

A toll free number used to assist communication for people who are deaf, hard of hearing, deaf-blind, speech disabled or for whom English is not their first language:

Dial 7 – 1 – 1

TTY

800 – 955 – 8771

ASCII

800 – 955 – 1339

Fax

(386) 313 – 4143

You may call at any time day or night to cancel a reservation. If you leave a detailed voicemail including your name, date, and time of reservation a reservationist will cancel it as soon as possible.

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Mission Statement

The mission of Flagler County Public Transportation is to provide safe, reliable, efficient and courteous transit services to the community by maintaining a diverse workforce that inspires communication, integrity, excellence, cooperation and a high standard of customer service through empowerment.

Introduction

FCPT is a service of Flagler County Government, providing non-emergency transportation within the county limits.

FCPT is a door-to-door shared-ride paratransit service. Since service is provided door-to-door, you must be ready for your pickup on the ground floor, in the lobby, or main entrance. In addition, *shared-ride* means your trip may involve stopping to pick up or drop off other customers along the way.

To become eligible for this special service a completed application must be submitted to FCPT for processing and determination of eligibility. In many cases, you may be required to provide supporting documentation of your needs. Please contact our offices at 386.313.4100 for more details.

When making a reservation for service, please keep in mind that all trips can take up to one hour. FCPT does not provide Medicaid supported transportation.

Service Overview

Flagler County Public Transportation is a door-to-door shared-ride service that specializes in taking customers to their destinations in a timely and efficient manner. Whether your trip purpose is for recreation, medical appointments, shopping, or quality of life trips FCPT can get you there!

FCPT operates on an hourly cycle, meaning if you book your pickup for 10:00am, it guarantees you will arrive at your destination within the hour. You must book your trip at least one hour in advance of your scheduled appointment time to ensure timely arrival.

Because FCPT is a shared-ride service, we have a pickup window of thirty (30) minutes in order to accommodate multiple customers with the same reservation time: fifteen (15) minutes before your scheduled pickup time and up to thirty (30) minutes after. This means if your prescheduled pickup reservation is for 10:00am, we ask that you be ready from 9:45am to 10:15am, as the bus may arrive anytime therein. The client is ultimately responsible for being at the prescheduled pickup address within the time frame allocated. FCPT cannot guarantee a phone call and/or reminder that your bus has arrived.

Fare Structure

All trips originating and completed within Flagler County are \$2.00 one way, to be paid in exact change or FCPT token. Tokens are available at our main office, or you may purchase tokens from a FCPT driver at any time. Tokens are \$20.00 for a bag of ten. *Additional fares apply for out of area medical trips.*

Service Areas

FCPT operates within Flagler County borders except for major medical appointments that cannot be completed within Flagler County. FCPT offers service to Volusia County on Tuesdays and Thursdays 9:00am to 1:00pm and St. Augustine, Jacksonville and Gainesville on Friday 9:00am to 1:00pm. Additional fares will apply depending on destination. Please check with our reservationists at (386) 313-4100 for details.

Service Times

FCPT operates Monday through Friday 5:00am to 6:00pm and provides Saturday service 8:00am to 6:00pm. Our first pickup Monday through Friday will be at 5:00am a target of 6:00am arrival time. The same applies to any hour throughout the week. Please plan your trips accordingly.

Reservationists are available Monday through Friday 9:00am to 2:00pm. New bookings may only be performed during these hours. You can cancel a trip at any time by leaving a detailed voicemail including your name and date and time of cancelled trip.

Application & Eligibility

Additional eligibility applications are available from FCPT by signing on to flaglercounty.org and filling out an intake application and submitting online or printing and sending via email or standard mail. The eligibility application must be **COMPLETED IN FULL** to be considered for transportation services by FCPT. If you need assistance completing your application, FCPT staff members are available to help. The completed application will be reviewed by FCPT and a determination of eligibility will be based on the information provided. A staff interview or assessment may be required to complete the process. The eligibility process may take up to twenty-one (21) days to complete. If you qualify for FCPT service, the scheduling of future trips is a quick and easy process.

Travel Assistance

FCPT is a non-medical/non-emergency shared-ride service. Many of our customers require assistance during their travel. While FCPT operators are able to assist to and from the vehicle, some customers require more personalized care.

This section of the guide addresses customers' needs that extend beyond the responsibility of a FCPT Operator.

Oxygen Transport

Travel with oxygen equipment is permitted providing that it is self-administered and can be safely stowed when the vehicle is en-route. FCPT operators are not permitted to supply, connect, or disconnect oxygen. For passengers that utilize oxygen and a wheelchair, the oxygen tank must be carried by the passenger or affixed to the wheelchair.

Personal Belongings

Passenger property that can be safely carried by the passenger and/or driver in one trip and can be safely stowed and secured either with the passenger or underneath the passenger's seat shall be allowed to be transported. This includes personal articles such as handbags, pillows, etc. as well as groceries. If the belongings cannot be safely secured by the passenger as deemed by a FCPT operator, articles and/or customers may not be able to complete their trip. Personal belongings may not occupy any seat or floor space that blocks the boarding or alighting of another passenger.

Age Requirements

All individuals under the age of fifteen (15) years must be accompanied by an eligible adult. All children under the age of six (6) years and/or under the weight of 45 lbs. will be requested to use a child restraint device. Due to sanitary reasons related to the transmittal of communicable diseases, these devices must be provided by the accompanying adult or escort.

Companions

One companion may accompany an ADA Paratransit eligible rider. However, both must be picked up and dropped off at the same address. Accompanying companions pay the same fare as the eligible rider. When making a reservation, you must indicate that a companion is traveling with you.

Service Animals

Service animals are welcome at all FCPT facilities and on all FCPT vehicles per Florida Statute 413.08 and in accordance with the Americans with Disabilities Act of 1990. All other uncrated animals are prohibited.

Personal Care Attendants

Individuals requiring special assistance while en route will be asked to have a personal care attendant (PCA). The PCA must be able to provide the necessary assistance to the passenger and will be transported free of charge.

Only one PCA may ride free of charge. In cases it is not evident that the passenger needs an escort, medical documentation stating the reason an escort is needed will be required. The PCA will be traveling with the passenger to facilitate life-functions and to facilitate travel. Although a PCA may travel with a customer, the FCPT operator still has a responsibility to assist from door-to-door. Both the PCA and the rider must be picked up and dropped off at the same address.

Reserving Your Trip

You may call the FCPT Call Center at (386) 313 – 4100 during operational hours, listed on the front page of this guide, to make reservations for service.

You may fax your reservation outside regular booking hours to (386) 313 – 4143 anytime. Please be sure to include your name, contact information, date and time of your appointment, as well as address of origin and destination. A reservationist will contact you to confirm as soon as possible.

Same day service is not available. Because of the number of trip requests FCPT handles daily, reserving a ride at least one week in advance will ensure a guaranteed booking. However, you may be denied service for any of the following:

- Insufficient number of available vehicles;
- Insufficient number of available operators;
- Non-payment of appropriate fare or fees incurred;
- Suspension for violation of Cancellation policy.

Taking Your Trip

Cancellation Policy

No – Show

A No-Show occurs when a person has reserved a trip and then does not take the trip within three minutes of the vehicle arrival. A No-Show is also applied to a person who cancels their trip within two hours of the scheduled pick up time. A No-Show violation incurs an \$8.00 fee regardless of service type or fare structure. Additional reservations and/or trips cannot be made until these penalties have been paid. If for any reason the client cannot be contacted and the No-show is reported on the initial trip, the return trip **will not** automatically be cancelled. This means that a client may potentially incur two No-Show penalties in the same day.

Same Day Cancellation

A same day cancellation occurs when a person has reserved a trip and then cancels the trip on the same day it was scheduled, in advance of the two hour cancellation window.

Advance Cancel

An advance cancel is when a rider has a reserved trip and cancels that trip *at least* one day prior to the reservation date.

Penalties

Individuals, their guardians, or agency sponsors must cancel trips as soon as they become aware the trip will not be made. Riders who have a combined total percentage in excess of thirty percent (30%) of their total reservations within a reasonable period determined by FCPT management recorded as No-Shows and/or Same Day Cancellations will receive a notification letter informing them of probationary status for service. If, after put on probationary status, the rider cancels or records a no-show within a thirty (30) day period, the rider will be subject to a progressive action plan.

Customers identified with a pattern of system abuse will be subject to the following progressive action:

1. The first offense will result in a suspension of service for a period of 3 days. All trips within the service suspension period will be cancelled and the thirty (30) day probationary status will start.
2. The second offense within the rider's probationary status will result in a seven (7) day suspension of service. Again, all trips will be cancelled within this suspension period and the thirty (30) day probationary status will restart.
3. The third offense within probationary status will result in termination of an individual's transportation privileges with FCPT indefinitely. In order to be reinstated, all no-show fees in addition to a \$20.00 reinstatement fee will need to be paid before reserving trips. A new application for service may need to be submitted.

If an individual responds to any no-show notification and can provide acceptable and verifiable evidence that the no-show was due to unforeseeable and unavoidable circumstance, the missed trip will not be penalized.

**ALL FCPT CLIENTS ARE ULTIMATELY PERSONALLY RESPONSIBLE FOR
THE CANCELLATION OF TRIPS**

Rights & Responsibilities

The Florida Commission for the Transportation Disadvantaged has established the following set of rights and responsibilities for service by agencies such as FCPT. Please remember that FCPT acts as the Community Transportation Coordinator (CTC) for Flagler County.

Safety

FCPT customers have the right to:

1. Trips in air-conditioned or heated vehicles;
2. Safe, clean, properly equipped and smoke free vehicles;
3. Properly functioning seatbelts and mobility restraint devices;
4. Properly identified driver;
5. Adequate seating, to include ample space for service animals;
6. Assistance in maneuvering mobility devices up/down max one step;

FCPT customers are responsible for:

1. Being ready and waiting for the vehicle in a safe location during the prescheduled fifty (30) minute pickup window;
2. Keeping seatbelts and mobility device restraints secure while the vehicle is in motion;
3. Remain seated while the vehicle is in motion;
4. Keeping wheelchairs or other mobility aids in good working condition;
5. Not tampering with or operating FCPT equipment;
6. Making the CTC aware of customer physical and/or mental conditions prior to transport, and;
7. Adhering to the policy for violent and/or disruptive behavior

Courtesy

FCPT customers have the right to:

1. Professional, courteous, and properly trained drivers;
2. Assistance while boarding/alighting vehicle and to seat;
3. Assistance with as many packages as can be safely carried by the passenger and operator in one trip. Please limit packages to those that can be stored under your seat and in your lap to avoid blocking aisles or other passenger seats.

FCPT customers are responsible for:

1. Calling in trip cancellations as soon as possible, but not less than 2 hours prior to the scheduled pickup window to avoid no-show penalties;
2. Informing the CTC of all pertinent information regarding the trip;
3. Presenting the correct fare at the time of boarding;
4. Being ready at the time of pickup, and;
5. Ensuring personal hygiene.

Service

FCPT customers have the right to:

1. Pickups within the established thirty (30) minute pickup window of your prescheduled reservation.
2. Expectation of the driver to wait up to three (3) minutes after arrival;
3. Toll free accessibility to the CTC, and;
4. Be delivered to an appointment on time.

FCPT customers are responsible for:

1. Advising reservation agents of appointment and proper return times at the moment of scheduling;
2. Accepting a shared ride service, and;
3. Providing their own mobility device and/or escort.

Florida State law determines that all passengers on paratransit vehicles **must wear seat belts**. A passenger who refuses to remain seated with the seatbelt in place will be denied service. If you have medical documentation stating that the use of a seat belt may be detrimental to your health, the seat belt regulation will be waived. Please inform the Call Center agent or reservationist of your situation when you schedule your first trip. You will be required to provide written documentation to have the seat belt requirement waived.

Passengers may not eat, drink, smoke (including personal vaporizers or electronic cigarettes), or spit on any FCPT vehicle. Passengers are responsible for being considerate of other passengers in sharing rides, practicing good personal hygiene, and to refrain from excessive noise, constantly changing seats, throwing objects, fighting, sticking heads/arms out of windows, lewd behavior and/or speech and general disruptive behavior.

In accordance with Flagler County Public Transportation policies, service may be refused, suspended or terminated due to: disruptive behavior as determined by a FCPT operator; illegal conduct; threats or violent/abusive treatment toward the operator or other passengers. Please note that disruptive behavior does not include behavior or appearance that only offends, annoys or inconveniences other riders or employees.

When it has been determined that suspension of service will be initiated, communication of the suspension will be made by phone and/or mail to the passenger or parent/guardian of the passenger.

Service animals, while allowed on FCPT vehicles and in FCPT facilities, must display appropriate behavior while riding on the vehicle. Any service animal that poses a direct threat to the health and safety of others may be excluded from riding on an FCPT vehicle or entering a FCPT facility (as per Florida Statute 413.083(c) and the Americans with Disabilities Act of 1990).

Transportation During Emergencies

When Flagler County Emergency Management declares an emergency evacuation order, FCPT can help you with transportation to a shelter. If you reside in a nursing home, assisted living facility, or group home, your facility is responsible for arranging private transportation in emergencies. You will not qualify for transportation with FCPT.

If you are a person with special needs, you can find an application for emergency evacuation and registration to a special needs shelter at floridadisaster.org

During declared emergencies FCPT will utilize the following procedures:

1. Transportation is free during evacuations declared by the Flagler County Emergency Operations Center (EOC) only;
2. Contact the FCPT reservations office if you will need transportation to a shelter. Reservationists will provide you with any information including what to take, when to be ready for pickup, etc;
3. The FCPT driver will assist you with your belongings. Limited carry-ons are allowed including a pillow, blanket, one bag up to 22"x16"x8" and an oxygen tank (up to 2) and/or concentrator. You will be taken to the appropriate, closest shelter. Please make sure to call as soon as possible because buses stop running when winds reach 35mph sustained;
4. When you call, be prepared to give your name, address, apartment complex name, subdivision or any additional information that will help the driver locate you. Also let the agent know whether you will be using a wheelchair, cane, walker, use oxygen, have a service animal, a pet, or a PCA;
5. Pets may be transported as long as they are in a cage or crate and are able to be lifted into the vehicle. If your pet is large or has no crate, contact Flagler County Animal Services (386) 246-8612.