



# CHARLOTTE COUNTY

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## Transit

### **Passenger Rules and Regulations:**

- Charlotte County Transit is a public transportation service and does not provide emergency transportation. For emergency transportation call Charlotte County Emergency Medical Services or 9-1-1.
- Passengers must be ready for pickup at least 15 minutes before the scheduled pickup time and allow at least 15 minutes after the scheduled pickup time for the vehicle to arrive.
- Passengers are responsible for all personal items and shopping purchases; for safety nothing can be left in the aisle of the vehicle. Passengers may only transport what they can safely stow at their feet or on their lap. Drivers are not responsible to carry packages.
- Charlotte County Transit is not responsible for lost or broken items.
- Passengers who need assistance maneuvering a wheelchair or other mobility devices to and from the vehicle must be accompanied by an aide or caregiver.
- Passengers who need to travel with maintenance oxygen or other medical apparatus are solely responsible for the use of their equipment.
- Passengers with undressed wounds, contagious diseases, or who involuntarily discharge bodily fluids must make other transportation arrangements.
- Passengers under 13 must be accompanied by an adult.
- Use restraints for small children and fold strollers for the trip.
- Passengers are responsible for transferring themselves from their seat or wheelchair to a standing position.
- Loud, unruly, or discourteous behavior is not allowed on the transit vehicle. Charlotte County Transit has the right to refuse services to anyone under the influence of alcohol or drugs, or who uses foul, abusive or threatening language.
- Smoking, vaping, and chewing tobacco is prohibited on vehicles.
- Passengers are responsible for notifying dispatch of any changes prior to a scheduled trip.
- Passengers are not authorized to operate a wheelchair lift or secure wheelchairs.
- Charlotte County Transit reserves the right to refuse services to any passenger who fails to adhere to Passenger Rules and Regulations. This decision will be at the sole discretion of the Transit Operations Manager.

**Amenities:**

All Charlotte County Transit vehicles are fully ADA accessible. Our ramps and lifts make it easy to board in a wheelchair, scooter, with a walker or stroller. Maximum weight for wheelchair and client is 800 pounds. Drivers may offer their forearm to steady a passenger, if necessary. CCT is a curb-to-curb service and drivers will not enter a resident or place of business to pick up a passenger.