



## Charlotte County Transit Passenger Rules and Regulations

### “Welcome Aboard”

#### Mission:

- The mission of Charlotte County Transit Division (CCT) is to provide safe, high quality, convenient, efficient, and affordable transportation to the general public in Charlotte County.

#### Service Area:

- Charlotte County Transit is a shared ride curb-to-curb transit service provided to the general public in Charlotte County. Service area includes Englewood, Port Charlotte, Punta Gorda, and the surrounding areas. Charlotte County Transit also connects with the Sarasota County Area Transit system (SCAT) in North Port and Englewood.

#### Service Hours:

- Charlotte County Transit operates Monday through Friday 6:30 a.m. to 6:00 p.m., and Saturday from 9 a.m. to 6 p.m. Saturday is restricted to a limited service area. Services are not provided on Sundays or on Charlotte County and National recognized holidays.

#### Charlotte County Transit Fare (per one-way-ride)

- EXACT FARE IS REQUIRED
- General Public: \$2.00
- Transportation Disadvantaged: \$1.00
- Child (under 12 yrs.) and traveling with an adult: FREE
- Attendant: FREE

#### Transportation Disadvantaged Program (TD):

- The Transportation Disadvantaged Program is for individuals who are physically or otherwise disabled, 60 years of age or older, or qualify as low income. To apply for the Transportation Disadvantaged service, print and complete the Transportation Disadvantaged Application found on our website at <https://www.charlottecountyfl.gov/services/transportation> or dial 941.575.4000 and request one.
- Transportation Disadvantaged Ombudsman dial 800.983.2435.

#### Reservations & Scheduling:

- To make a reservation with Charlotte County Transit e-mail us at [Transit@charlottecountyfl.gov](mailto:Transit@charlottecountyfl.gov), or use the Charlotte County App, or call 941.575.4000 (Port Charlotte & Punta Gorda or 941.681.3796 (Englewood). **Press 1 for reservations, Press 2 for cancellation, or Press 3 for early returns.**
- Information needed to reserve a trip consist of the name of the rider, number of riders, time, pick up location address, destination address, and telephone number.

- Reservations can be made on Monday- Friday 7 a.m. to 4 p.m. When requesting next day service reservations will need to be made the business day before by 1 p.m. It is recommended that you make reservations 96 hours in advance.
- Scheduling is based on a first-come, first-serve basis.
- When scheduling, please allow 1 hour for travel time regardless of your trip distance and one hour at your destination.
- Advise the dispatch office if you are running late.

### **Confirm or Cancel:**

- This Call feature consists of the rider receiving a call from Charlotte County Transit as a reminder of their scheduled trip for the next business day. At this time, the customer has the option to CONFIRM or CANCEL their trip.

### **OPTIONS**

- **TO CONFIRM: PRESS 1**
- **TO CANCEL: PRESS 2**
- **PARTIAL: PRESS 3**

### **Cancellations and No-Shows:**

- Cancellations should be called in the day before your trip, but no later than 1 hour before your scheduled pickup time.
- Cancellations at the door, or less than 1 hour prior to your scheduled pickup time, is considered a no-show incident.
- Upon arrival of the bus, if the passenger does not board within three (3) minutes, the driver will leave, the passenger will be marked as a no-show, and will need to reschedule their trip. Reasonable Modifications may be made for individuals with disabilities.
- After three (3) recorded no-shows in six (6) months or less, the passenger will receive a letter suspending service for thirty (30) days. Continued no-shows after a suspension may result in permanent suspension of service.

### **Passenger Responsibilities:**

- 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 reasons, nothing can be left in the aisle of the vehicle.
- Charlotte County Transit is not responsible for lost or broken items.
- Talking to the driver while the bus is in motion is forbidden.
- Passengers who are too ill to care for themselves 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 12 must be accompanied by an adult.
- Passengers must remain seated with seat-belts fastened when the vehicle is in motion.
- Use restraints for small children and fold strollers for the trip.

### **Service:**

- Drivers are not allowed to enter a residence or place of business.
- Drivers are not allowed to climb stairs for the purpose of carrying or holding a passenger negotiating stairs.
- Drivers may offer their forearm to steady a passenger.
- Drivers are not allowed to lift passengers from their seat or wheelchair to a standing position.
- Drivers cannot provide medical assistance.
- Drivers have the right to refuse services to anyone under the influence of alcohol or drugs, or who uses foul, abusive or threatening language. Loud, unruly or discourteous behavior is not allowed on the transit vehicle.
- Drivers cannot drop passengers off at unscheduled locations. (Passengers are responsible for notifying dispatch of any changes prior to a scheduled trip.)
- Drivers are the only personnel authorized to operate a wheelchair lift.
- Drivers are responsible for securing all wheelchairs.
- Charlotte County Transit reserves the right to refuse services to any passenger who fails to adhere to Passenger Rules and Regulations.

### **Amenities:**

- All Charlotte County Transit vehicles are fully accessible. Our ramps and lifts make it easy to board in a wheelchair, scooter, with a walker or stroller.
- Riders can take their bike along for the ride, most buses are equipped with a bike rack.

### **Compliments/Comments/Suggestions/Transit Watch:**

- Suggestion cards are available for submitting compliments, comments, and suggestions. Please place your comment card in the fare box as you exit the vehicle. You may also comment by calling 941-833-6296 or by e-mailing us at [Transit@charlottecountyfl.gov](mailto:Transit@charlottecountyfl.gov)
- If something doesn't look right, let us know through "Transit Watch" 941.833.6296.

**“Thank you for choosing Charlotte County Transit”**

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).