

### Service:

- All passengers without disabilities must board the vehicle within three (3) minutes of bus arrival.
- Drivers may assist passengers entering or exiting the vehicle if needed, and may assist passengers with disabilities from their front door to the vehicle if needed.
- Drivers are not allowed to enter a residence.
- 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.
- Passengers must be ready for pickup at least 45 minutes before the scheduled pickup time, and allow at least 20 minutes after the scheduled return pickup time for the vehicle to arrive.
- Upon arrival of the bus, if the passenger does not board within three (3) minutes, the driver will leave and the passenger will need to schedule another trip. Allowances may be made for individuals with disabilities.
- Cancellations must 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 **1hour** prior to your scheduled pickup time, is considered a no-show incident.
- If a passenger keeps the bus waiting more than three (3) minutes, the driver will leave, and the customer is recorded as a no-show.
- After three (3) recorded no-shows, 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.
- Charlotte County Transit reserves the right to refuse services to any passenger who fails to adhere to Passenger Rules and Regulations.

### Sunshine Ride Mission

To provide safe and reliable transportation to individuals who cannot do so for themselves due to economic, mental, or physical disability.

Public Transportation is provided through Charlotte County Government  
[www.CharlotteCountyFL.gov](http://www.CharlotteCountyFL.gov)



## SUNSHINE RIDE

### Passenger Rules and Regulations

### Welcome Aboard!

Safety is our priority

**Passengers must remain seated with seat-belts fastened when the vehicle is in motion.**

### Passengers' comments are welcome!

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 call the Transit Comments and Transit watch line at 941-833-6296.

**Sunshine Ride serves Transportation Disadvantaged (TD) individuals and those living in rural areas of Charlotte County. TD passengers are individuals who cannot transport themselves or purchase transportation due to disability, age, or income.**

**Transportation Disadvantaged means that the passenger is:**

- Physically or otherwise disabled, or
- 60 years of age or older, or
- Receiving Medicaid, or
- Qualified as low income, or
- Living in a rural area of Charlotte County

**A Sunshine Ride Application must be approved prior to making reservations. Call 941-575-4000, Option 2, to request a Sunshine Ride Application. Allow 2-3 business days for approval or you can download an application at [www.charlottefl.com/humanservices/transportation](http://www.charlottefl.com/humanservices/transportation).**

### Sunshine Ride Fare:

- \$1.00 base rate (each way)
- Exact fare for each trip is required
- The driver cannot make change
- Drivers cannot transport individuals who do not pay the fare
- No charge for children using a car seat
- No charge for a passenger's aide or caregiver

### **Reservations & Scheduling:**

- Scheduling is based on a first-come, first-serve basis and the number of vehicles in service.
- Reservations can be made weekly or on an on-going basis.
- Sunshine Ride dispatchers are available Monday - Friday 7:00 a.m. to 5:00 p.m.
- Reservations must be made by 2:00 p.m. the day before the desired trip.
- Same day service is subject to availability.
- For Medicaid transportation, 72 hour notice is requested.
- There may be times when passengers are asked to choose an alternate travel time because of high demand on a particular day or time.
- If you are unsure of a pick up time for your return trip, such as when scheduling a return trip from a medical appointment, please schedule a return, allowing sufficient time for your appointment, and advise the dispatch office if you are running late.
- All travel arrangements should include a return trip unless you are making arrangements for one-way travel.
- A pre-scheduled trip with a return time has priority over a trip that is called in when the client is ready for return. Failure to pre-schedule a return trip could result in longer wait time for your return ride or could result in denial of return service.
- You must allow at least one hour at your destination.
- Transportation service is not provided on Thanksgiving Day, Christmas Day, New Year's Day, July 4th (Independence Day), Labor Day, and Memorial Day.
- Dispatchers have the right to refuse services to anyone using foul, abusive or threatening language.

### **Service Area:**

- The Sunshine Ride service area includes all of Charlotte County.

**Thank you for your donations!**

**Your donations help us provide more trips.**

**Please place all donations in the fare box.**

**When it comes to safety, we can always use an extra pair of eyes.  
Look around. Be aware. If something doesn't look right, let us know.  
Charlotte County Transit (941) 833-6296**

### **Passenger responsibilities:**

- Charlotte County Transit is a transportation service and does not provide emergency transportation. For emergency transportation call Charlotte County Emergency Medical Services or 9-1-1.
- Passengers are responsible to carry items they bring to the vehicle. The driver may assist elderly or disabled passengers with bags to their front door as needed. Please limit the amount of bags so that the driver will only have to make one trip to the passenger's front door.
- For safety reasons, nothing can be left in the aisles of the vehicle.
- Charlotte County Transit is not responsible for lost or broken items.
- Loud, unruly or discourteous behavior is not allowed on the vehicle.
- Talking to the driver while the bus is in motion is forbidden.
- Drivers are not allowed to accept tips.
- Drivers cannot drop passengers off at unscheduled locations.
- The driver has the right to refuse services to anyone under the influence of alcohol or drugs, or who uses foul, abusive or threatening language to the driver or other passengers.
- Drivers are not allowed to deviate from their scheduled pickup and return schedules.
- 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 the equipment.
- The driver cannot provide medical assistance.
- Passengers with undressed wounds, contagious diseases, or who involuntarily discharge bodily fluids must make other transportation arrangements. A medical policy is available upon request.
- Passengers under 12 must be accompanied by an adult.
- Please use restraints for small children and fold strollers for the trip.

### **Wheelchair Safety & Security:**

- Wheelchairs that cannot be secured properly with existing equipment cannot be used for transport.
- Drivers are the only personnel authorized to operate a wheelchair lift.
- Wheelchairs may be considered unsafe for transport if there are loose parts, the tires are worn or flat, the brakes do not work properly, or if the wheelchair cannot be secured in place with available equipment. Wheelchairs must be equipped with foot-rests if they are designed to have foot-rests.

If something doesn't look right, let us know!  
Charlotte County Transit (941) 833-6296



**Let's count on each other for a safe ride**