

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 the lift. Wheelchairs may be considered unsafe for transport if:

- there are loose parts
- tires are worn or flat
- brakes do not work properly
- wheelchairs equipped with foot-rests are not in place
- wheelchair cannot be secured in place with available securement equipment.

Reservations & Service Hours

Reservations should always be made in advance, however trips may be arranged the day prior to service when openings are available. Reservations can be made weekly on an ongoing basis.

Dial-A-Ride bus services are available Monday thru Friday from 7 a.m. to 6 p.m., and Saturday from 9 a.m. to 6 p.m.

Dial-a-Ride services are not offered on Sundays, Thanksgiving, Christmas, New Year's Day, July 4th (Independence Day), and Labor Day.

Service Area

The Dial-A-Ride Service Area includes all of Charlotte County located west of the Myakka River (excluding the bridgeless barrier islands, but including the Charlotte County portion of Boca Grande Island). It serves all of mid-county located between the Myakka and the Peace Rivers. It includes the Punta Gorda area extending as far south as Tropical Gulf Acres, east to the Charlotte County Airport, and north to Peace River Shores on US-17. Service on Burnt Store Road extends to South Punta Gorda Heights (Scham Road).

Fares

Exact fare for each trip is required. The driver cannot make change. Drivers cannot transport you if you refuse to pay the fare.

One Way Fares

\$3.00	base rate (each way)
-\$1.00	discount for identified Transportation Disadvantaged (TD) passengers. TD passengers must identify themselves as such when making trip arrangements.
+\$1.00	trip crossing the Myakka Bridge
+\$1.00	trip crossing the Peace River Bridge
+\$3.00	trip crossing the Boca Grand Bridge

No charge for children using a car seat.

CHARLOTTE COUNTY HUMAN SERVICES TRANSIT DIVISION

Dial-A-Ride Mission

The mission of the Dial-A-Ride program is to provide high quality, low cost curb-to-curb public bus service that is safe, convenient, and accessible to all, while improving the quality of life by building a sense of community through connecting neighborhoods.

Please remember Dial-A-Ride is a bus service, not a taxi service. We ask all passengers to be flexible in their expectations related to time.



Program provided through
Charlotte County Government
www.CharlotteCountyFL.com

DIAL-A-RIDE



25490 Airport Road
Punta Gorda, FL 33950
941.575.4000, Option #1
Englewood: 941.697.4000, Ext. 4855
TDD: 941.637.2288

Safety & Service

- Drivers will not enter your residence or any business.
- Drivers may assist any passenger entering or exiting the vehicle, if needed. All passengers without disabilities are required to meet the driver at the vehicle.
- Drivers may assist passengers with disabilities from their front door to and from the vehicle, if needed. Drivers are not allowed to climb stairs for the purpose of carrying or holding a passenger negotiating the stairs. Drivers are not allowed to actively lift passengers from their seat or wheelchair to a standing position. They may offer forearm assistance for the purpose of steadying the passenger.
- Passengers must remain seated with their seat belt fastened when the vehicle is in motion, unless operating with standees.
- Do not tip drivers. It is against county policy.
- Passengers must be ready for pickup at least 15 minutes before scheduled pickup, and allow at least 15 minutes after the scheduled pickup time for the vehicle to arrive. The driver will wait three minutes for the passenger to board. Should the passenger not board, the driver will leave and the passenger will need to schedule another trip. Allowances may be made for individuals with disabilities.
- All trips must be scheduled as early as possible. The cut off for scheduling is 2 p.m. the day before the desired trip. Trips should always be scheduled early.
- Scheduling is based on a first-come, first served basis and on the number of vehicles available for service. Passengers will be picked up with others going in the same general direction. There will be times when passengers will be asked to reschedule a trip because of high demand on a particular day or time. Drivers are not allowed to deviate from their scheduled pickup and return schedule. Drivers cannot drop passengers off at unscheduled locations.
- If scheduling transportation for a medical appointment or other activity that you absolutely cannot schedule an exact time for return, please book a return, allowing sufficient time for your medical visit and be sure to advise the dispatch office if you are running late.
- All transportation arrangements should include a time for the return trip unless you are making arrangements for one-way travel. A pre-scheduled trip with both departure time and tentative return time will have priority over a trip that is called in when the client is *ready for return*. Failure to pre-schedule a return time could result in a longer wait time for your return ride and could result in denial of service.
- You must allow at least one hour at your destination.
- The last pick up is at 6 p.m. Passengers will need to call for return pickups before 6 p.m., if required. Dispatch and scheduling hours are from 7 a.m. until 6 p.m. Monday through Friday, and 9 a.m. to 6 p.m. on Saturday, except for Thanksgiving, Christmas, New Year's Day, July 4th (Independence Day) and Labor Day.
- The passenger is required to move the groceries on and off the vehicle. The driver may assist as needed. The driver will assist frail, elderly or passengers with disabilities with their grocery bags to their front door including upstairs, but not inside the door. Passengers are responsible for their groceries and all other items they carry onto the vehicle. Charlotte Transit is not responsible for broken or lost items.
- Loud, unruly or discourteous behavior is not allowed on the vehicle. Talking to the driver while the bus is in motion is strictly forbidden. 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 to other passengers.
- Forms are available on the vehicle for filing compliments, suggestions or complaints. After writing your comments, put the form in the fare box as you exit the vehicle. Passengers' comments are welcomed. You are considered a valued customer.
- Cancellations must be called in the day before the trip. Cancellations at the door, or less than 1 day before the trip will be considered a no-show incident.
- If a passenger keeps the vehicle waiting more than three minutes and the driver has to leave without the pickup, it will be considered a no-show incident. No-shows deprive you and other passengers timely service and will be treated firmly. After three recorded no-shows, the passenger will receive a letter suspending service for 30 days. Continued no-shows after a suspension may result in a permanent suspension of transportation service.
- Passengers who are too ill to care for themselves must be accompanied by an aide or caregiver. No fare will be charged for the aide or caregiver. Passengers who need to travel with maintenance oxygen or other medical apparatus in routine or daily use 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 detailed medical policy is available upon request.
- Passengers under 12 must be accompanied by an adult. No charge for children using a car seat.
- Charlotte Transit and Dial-A-Ride do not provide emergency transportation. For emergency transportation call Charlotte County Emergency Medical Services or 9-1-1.
- No animals or pets are allowed on the vehicle except for service animals.
- The driver cannot drive until all passengers are safely seated unless operating with standees. Please use restraints for small children and fold strollers for the trip. Nothing can be left in the aisles.
- Please stay seated until bus comes to a complete stop, and the driver comes around to the exit door.

