

## Safety & Service

- The driver cannot drive until all passengers are safely seated unless operating with standees. You must use restraints for small children and fold strollers for the trip. Nothing can be left in the aisles. Please stay seated until the bus comes to a complete stop.
- Passengers under 12 must be accompanied by an adult. No fees are charged for children using a car seat.
- Charlotte Transit and Sunshine 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.

## RESERVATIONS AVAILABLE

Reservations may 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.

## HOURS OF SERVICE

Sunshine Ride provides most services on weekdays between 7 a.m. and 6 p.m. Service is available 24 hours per day, 7 days per week with reservations. Medicaid urgent care is available upon demand through contractors when needed. Phone numbers for the current contractors are available at the Medicaid service number: 833.6237, or from any dispatcher during business hours.

## CHARLOTTE COUNTY HUMAN SERVICES TRANSIT DIVISION

### With direct funding from:

- The Charlotte County Board of County Commissioners
- Charlotte County Human Services
- The Commission for the Transportation Disadvantaged
- The Florida Department of Transportation

Transportation Disadvantaged  
Ombudsman:  
1.800.983.2435

## Sunshine Ride Mission

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

## AVAILABLE IN LARGE PRINT OR ON TAPE



Program provided through  
Charlotte County Government  
[www.CharlotteCountyFL.com](http://www.CharlotteCountyFL.com)

# SUNSHINE RIDE



\$ 1.00 Co-pay per trip.  
Effective Oct. 1, 2007

25490 Airport Road  
Punta Gorda, FL 33950  
941.575.4000, Option #2  
Englewood: 941.697.4000, Ext. 4855  
TDD: 941.637.2288

# Safety & Service

## Who is eligible?



Depending on available resources, you may be eligible for free grant funded or reduced cost rides if you are:

- Physically or otherwise disabled
- 60 years of age or older
- Receiving Medicaid
- Qualified as Low Income
- Living in a rural area

Our goal is to help you get where you need to go: health care appointments, jobs, school, shopping, and other life-sustaining activities.

## Will I have to pay for a ride?

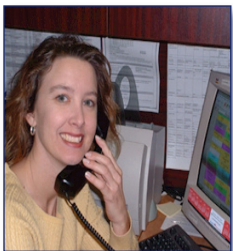
There may be a small fee, depending on local conditions or priorities.

Your donations help us provide more trips.



## How can I get more information?

For more information about transportation services in your area call:



941.575.4000, Option #2  
Englewood: 941.697.4000, Ext. 4855  
TDD: 941.637.2288

- 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.
- 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.
- Passengers must remain seated with their seat belt fastened when the vehicle is in motion, unless operating with standees, and the driver comes around to the exit door.
- Passengers must be ready for pickup at least 45 minutes before a scheduled appointment, and allow at least 20 minutes after the scheduled pickup time for the vehicle to arrive. The driver will wait 3 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 will be made for individuals with disabilities.
- All trips must be scheduled before the day of travel. The cut off for scheduling is 2 p.m. the day before the desired trip. Trips should be scheduled early.
- 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 donation box as you exit the vehicle. Passengers'

comments are always welcome and all passengers are considered a valued customer.

- Cancellations should be called in as soon as the passenger knows that they do not need transportation. You must call the day before. Cancellations at the door, or less than 1 hour before the trip will be considered a no-show incident.
- If a passenger keeps the vehicle waiting more than 3 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 3 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.
- Do not tip drivers. It is against County policy.

