

Flagler County Public Transportation FCPT

Rider's Guide



**1769 East Moody Boulevard, Building 5
Bunnell, FL 32110
(386) 313 - 4100 / (386) 313 - 4143 (fax)
www.flaglercounty.org**

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Flagler County Public Transportation

Contact Information

Call Center for Reservations

Open 9:00am – 4:00pm Monday through Friday

(386) 313 – 4100

Reservations may only be made at these times. Please do not attempt to make reservations outside these hours as they cannot be completed. Reservations cannot be made by leaving a voicemail. You ***must speak*** with a reservationist to complete your scheduled booking.

Florida Relay System

A toll-free number used to assist communication for people who are deaf, hard of hearing, deaf-blind, speech disabled, or for whom English is not their first language:

Dial 7 – 1 – 1

or

TTY (Text Telephone)

800 – 955 – 8771

ASCII (Computer)

800 – 955 – 1339

You may cancel a reservation at any time by leaving a detailed voice message with your name, reservation date and time, and a reservationist will confirm the cancelation.

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Mission Statement

The mission of Flagler County Public Transportation is to provide safe, reliable, efficient and courteous transit services to the community by maintaining a diverse workforce that inspires communication, integrity, excellence, cooperation and a high standard of customer service through empowerment.

Introduction

FCPT (Flagler County Public Transportation) is a non-emergency transportation service provided by the Flagler County Government.

The service offers a shared-ride paratransit that picks you up from your doorstep and drops you off at your destination within the county. However, since it is a shared-ride service, it may involve stopping to pick up or drop off other customers along the way. Therefore, you must be ready for pick-up on the ground floor, in the lobby, or main entrance.

To become eligible for this service a completed application must be submitted to FCPT for processing and determination of eligibility. Please contact our offices at 386-313-4100 for more details.

When making a reservation for service, please keep in mind that all trips can take up to one hour. FCPT does not provide Medicaid supported transportation.

Service Overview

FCPT is a door-to-door shared-ride service that specializes in taking customers to their destinations in a timely and efficient manner. Whether you need to go for shopping, medical appointments, recreation, or any other quality of life trips, FCPT is here to help you reach your destination on time.

FCPT operates on an hourly cycle, which means that if you book your pickup for 10:00 am, we guarantee that you will arrive at your destination within an hour.

However, as FCPT is a shared-ride service, we have a pickup window of one hour to accommodate multiple customers with the same reservation time. This pickup window starts 30 minutes before your scheduled pickup time and ends 30 minutes after it. This means that if your prescheduled pickup reservation is for 10:00 am, we ask that you be ready from 9:30 am to 10:30 am, as the bus may arrive anytime during this period. Please note that it is the client's responsibility to be at the prescheduled pickup address within this time frame, and FCPT cannot guarantee a phone call or reminder that the bus has arrived.

Fare Structure

All trips originating and completed within Flagler County are \$2.00 one way, to be paid in exact change or with a FCPT token as our drivers do not carry cash. Tokens are available at our main office, or you may purchase tokens from an FCPT driver at any time. Tokens are \$20.00 for a bag of ten. Bags of tokens can be purchased with cash or checks.

Service Times

FCPT runs from Monday to Friday, 6:00 am to 6:00 pm, and Saturday, 8:00 am to 6:00 pm. The first pickup on weekdays will be at 6:00 am to ensure a 7:00 am arrival time. This applies to all hours of the week.

Please plan your trips accordingly. Reservationists are available from Monday to Friday, 9:00 am to 4:00 pm. You can book a new trip only during these hours. If

you want to cancel a trip, please leave a detailed voice message with your name, date, and time of the trip to be canceled. You can cancel the trip anytime.

County Observed Holidays

New Year's Day

Martin Luther King

Day Good Friday

Memorial Day

Juneteenth

Independence Day

Employee Appreciation

Day Labor Day

Veterans Day

Thanksgiving Day

Day After Thanksgiving

Christmas Holiday (December 24th)

Christmas Holiday (December 25th)

Flagler County Public Transportation does not provide services on Sundays or on County and Nationally recognized holidays.

Application

Eligibility applications are available from FCPT by mail or by downloading one from *flaglercounty.gov*. The eligibility application must be **COMPLETED IN FULL** with all supporting documentation attached to be considered for transportation services by FCPT. If you need assistance completing your application, FCPT staff

members are available to help. The completed application will be reviewed by FCPT and a determination of eligibility will be based on the information provided. A staff interview or assessment may be required to complete the process. The eligibility process may take up to twenty-one (21) days to complete. If you qualify for FCPT service, the scheduling of future trips is a quick and easy process. Customers are subject to recertification every 2 years.

Eligibility

Transportation eligibility is limited to one of the following:

1. The individual is over the age of 60.
2. The individual has a disability that prevents them from operating a vehicle.
3. The individual has a low income that is 150% of the Federal Poverty Level.

Travel Assistance

FCPT is a non-medical/non-emergency shared-ride service. Many of our customers require assistance during their travel. While FCPT operators can assist to and from the vehicle, some customers require more personalized care. This section of the guide addresses customers' needs that extend beyond the responsibility of an FCPT Operator.

Personal Care Attendants

Passengers who require special assistance during their journey will need to have a personal care attendant (PCA) with them. The PCA must be able to provide all the necessary assistance to the passenger and will be transported free of charge.

Note that only one PCA can travel free of charge. In cases where it is not obvious that the passenger requires an escort, medical documentation explaining why an escort is needed will be required. The PCA will travel with the passenger to assist with daily life functions and to facilitate travel. Although a PCA may accompany a customer, the FCPT operator still has a responsibility to assist them from door to door. Both the PCA and the passenger must be picked up and dropped off at the same address.

Companions

One companion may accompany an eligible rider. However, both must be picked up and dropped off at the same address. Accompanying companions pay the same fare as the eligible rider. When making a reservation, you must indicate that a companion is traveling with you.

Service Animals

Service animals are welcome at all FCPT facilities and on all FCPT vehicles per Florida Statute 413.08 and following the Americans with Disabilities Act of 1990.

Wheelchair and Scooter Policy

FCPT will transport all wheelchair types and other mobility devices as defined by ADA regulations. FCPT may not be able to transport a customer in a wheelchair or mobility device that exceeds the lift manufacturer's dimensions and design load for the lift in our current paratransit vehicle.

For customer safety and comfort, the following guidance and procedures must be met:

- For safety purposes, it is strongly recommended that wheelchairs back onto the lift platform and face forward.
- Brakes must be locked while on the lift.
- Electric power wheelchairs must be turned off until the Operator instructs the customer to re-engage.
- Mobility device customers must wait for the Operator's assistance and follow instructions for entering the vehicle.
- It is recommended that customers that are using a wheelchair have attached footrests. This is for the safety of the customer and the operator.
- Three- and four-wheel scooters are allowed. Scooters have a high center of gravity and are therefore prone to tipping. Customers are encouraged to transfer to a seat once onboard the vehicle if they can do so.
- Wheelchairs and scooters are required to be secured into the four-point tie-down system during the ride.

Ambulatory Customers

Ambulatory customers are those that can walk under their own control, or use a mobility aid such as a cane, walker, crutches, etc. Customers unable to use the steps to enter the vehicle may stand on the lift platform to be lifted into the vehicle. Customers who stand on the lift must be able to stand without assistance and hold onto the rails with both hands.

Mobility Device Securement and Seat Belt Policy

It is the Operator's responsibility to ensure that mobility devices are properly secured. Mobility devices are required to be secured by the four-point tie-down system at all times during the ride. Operators are required to secure the lap and

shoulder belts to ensure the customer's safety. Cooperation with the securement and seat belt policy is in the best interest of safety for the customer.

Oxygen Transport

Passengers who require oxygen equipment for travel are allowed to bring their own self-administered equipment, provided that it can be safely stored during the journey. FCPT operators are not permitted to supply, connect, or disconnect oxygen. For passengers that utilize oxygen and a wheelchair, the oxygen tank must be carried by the passenger or affixed to the wheelchair.

Personal Belongings

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 can assist the customers with their belongings, but they are not responsible for carrying large cases of water, oversized items, or heavy bags. If you plan on going shopping, it is recommended to bring your own personal rolling cart. You can find pictures of such carts on page 17. If you don't have a rolling cart, please ensure that you don't bring more belongings than you can safely carry on the bus in one trip. FCPT is not responsible for lost or broken items.

Age Requirements

All individuals under the age of fifteen (15) years must be accompanied by an eligible adult. All children under the age of six (6) years and/or under the weight of 45 lbs. will be required to use a child restraint device. Due to sanitary reasons

related to the transmittal of communicable diseases, these devices must be provided by the accompanying adult or escort.

Reserving Your Trip

You may call the FCPT Call Center at (386) 313–4100 during operational hours, listed on the front page of this guide, to make reservations for service.

When scheduling a trip, you will be asked to provide your full name, your address, the date and time of your appointment, and the address of your destination.

Same-day service is **NOT** available. Because of the number of trip requests FCPT receives daily, call FCPT as soon as you know when you need a ride to ensure availability.

However, you may be denied service for any of the following:

- Insufficient number of available operators
- Non-payment of appropriate fares or fees incurred
- Suspension for violation of cancelation/no-show policy

Late Cancelation/No Show Policy

FCPT acknowledges that occasionally situations will arise that result in a customer needing to cancel or miss a scheduled trip. However, frequent and excessive late cancelation and/or no-shows of scheduled trips negatively affect the efficiency of the service and the cost of providing the service. Our goal is to educate the customer on this policy to reduce the number of late cancelations and/or no-shows.

Late cancelation occurs when a customer doesn't provide enough time for the transit system to adjust scheduling. For FCPT, a late cancelation is when a customer cancels a trip less than two hours before the originally scheduled time. To cancel a trip, the customer is required to call (386) 313-4100.

A no-show happens when a passenger is not present at the designated pick-up location at the scheduled time of the trip or refuses the trip. FCPT will take every necessary step to ensure that a passenger is an actual no-show before canceling the trip. The FCPT operator will wait for up to three (3) minutes before determining that the rider is a no-show.

No-shows that are beyond the customer's control will not be counted against the customer. FCPT will record the late cancelation or no-show in the customer's file and keep track of the events.

For households with multiple customers, such as group homes or nursing homes, if more than one customer is being picked up from the same household at the same time, please notify FCPT in case of any cancelations. This will help the transportation scheduler manage the number of customers able to ride the bus for that day. Additionally, if one customer from the household is sick, please inform FCPT daily of any cancelations to avoid no-shows.

FCPT will monitor the customer's scheduled trips, no-shows, and late cancelations, treating each leg of the trip individually. This means that if one leg of the trip is cancelled, the return trip will automatically be cancelled as well. Therefore, the customer will incur two late cancelation/no-show penalties on the same day.

After the first event, all customers will receive a written notification that includes a list of late cancelations or no-shows of scheduled trips. Customers who meet both of the following criteria will be notified by FCPT within thirty (30) days:

1. No shows/late cancelations representing 10% or more of scheduled trips, and
2. The rider has three (3) or more no-shows.

Sanctions and Appeals

Listed below are the sanctions for service suspension if a rider consistently violates the cancelation policy, the no-show policy or displays a disruptive behavior that affects other customers or drivers.

- 1. First offense** – the customer will receive a verbal warning. Verbal warnings given to the customer will be documented in the customer's file.
- 2. Second offense**– the customer will receive a 1-day trip suspension.
- 3. Third offense** – the customer will receive a 3-day trip suspension.
- 4. Fourth offense** will result in a 7-day trip suspension.
- 5. Additional violations** – The customer is no longer eligible for transportation services.

All customers have the right to appeal any written notification they receive regarding their offense. Customers will be allowed to continue to use the service until their appeal is decided. All customers will receive a written notification of their appeal decision. All appeals must be reported to FCPT at (386) 313-4100 or by mail to:

Flagler County Public Transportation

1769 East Moody Blvd.

Building 5

Bunnell, FL 32110

Rights & Responsibilities

The Florida Commission for the Transportation Disadvantaged has established the following set of rights and responsibilities for service by agencies such as FCPT. FCPT is the Community Transportation Coordinator (CTC) for the Flagler Transportation Disadvantaged program.

Safety

FCPT customers have the right to:

1. Trips in air-conditioned or heated vehicles.
2. Safe, clean, properly equipped, and smoke-free vehicles.
3. Properly functioning seatbelts and mobility restraint devices.
4. Properly identified driver.
5. Adequate seating, to include ample space for service animals.
6. Assistance in securing their mobility devices safely on the bus.

FCPT customers are responsible for:

1. Being ready and waiting for the vehicle in a safe location during the prescheduled pickup window.
2. Keeping seatbelts and mobility device restraints secure while the vehicle is in motion.
3. Remain seated while the vehicle is in motion.
4. Keeping wheelchairs or other mobility aids in good working condition.
5. Not tampering with or operating FCPT equipment.
6. Informing FCPT of customer physical and/or mental conditions before transport.
7. Customers must not engage in violent, disruptive behavior or illegal behavior while riding the bus.

Courtesy

FCPT customers have the right to:

1. Professional, courteous, and properly trained drivers.
2. Assistance while boarding or deboarding the vehicle and to the seat.
3. Transportation of personal belongings that can be carried by the passenger and secured safely on the bus. Please place packages in rolling carts or

place your belongings safely under your seat or in your lap to avoid blocking aisles or other passenger seats.

FCPT customers are responsible for:

1. Calling in trip cancelations as soon as possible, but not less than 2 hours prior to the scheduled pickup window to avoid late cancelation penalties.
2. Informing the FCPT of all pertinent information regarding the trip.
3. Presenting the **correct fare** at the time of boarding.
4. Being ready at the time of pickup.
5. Ensuring personal hygiene.

Service

FCPT customers have the right to:

1. Pickups within the established thirty (30) minutes before or after your prescheduled reservation.
2. Expectation of the driver to wait three (3) minutes after arrival.
3. Arrive at the destination within one hour.

FCPT customers are responsible for:

1. Advising reservationist of appointment and proper return times at the time of scheduling.
2. Accepting that FCPT is a shared ride service, not a private ride service.
3. Providing their own mobility device and/or escort.

Additional Information

Florida State law determines that all passengers on paratransit vehicles **must wear seat belts**. A passenger who refuses to remain seated with the seatbelt in place will be denied service. If you have medical documentation stating that the use of a seat belt may be detrimental to your health, the seat belt regulation will be waived. Please

inform the reservationist of your situation when you schedule your first trip. You will be required to provide written documentation to have the seat belt requirement waived.

Passengers may not eat, drink, smoke (including personal vaporizers or electronic cigarettes), or spit on any FCPT vehicle. Passengers are responsible for being considerate of other passengers in sharing rides, practicing good personal hygiene, and to refrain from excessive noise, constantly changing seats, throwing objects, fighting, sticking heads/arms out of windows, lewd behavior and/or speech and general disruptive behavior.

In accordance with Flagler County Public Transportation policies, service may be refused, suspended or terminated due to; disruptive behavior as determined by a FCPT operator; illegal conduct; threats or violent/abusive treatment toward the operator or other passengers. Please note that disruptive behavior does not include behavior or appearance that only offends, annoys, or inconveniences other riders or employees.

When it has been determined that suspension of service will be initiated, communication of the suspension will be made by phone and/or mail to the passenger or parent/guardian of the passenger.

Service animals, while allowed on FCPT vehicles and in FCPT facilities, must display appropriate behavior while riding on the vehicle. Any service animal that poses a direct threat to the health and safety of others may be excluded from riding on an FCPT vehicle or entering an FCPT facility as per Florida Statute 413.08 (3)(E) and the Americans with Disabilities Act of 1990.

In the event of a pandemic, the operator and the clients may be required to wear Personal Protective Equipment such as masks. FCPT is following the CDC guidelines.

Transportation During Emergencies

When Flagler County Emergency Management declares an emergency evacuation order, FCPT can help you with transportation to a shelter. If you reside in a nursing home, assisted living facility, or group home, your facility is responsible

for arranging private transportation in emergencies. You will not qualify for transportation with FCPT.

If you are a person with special needs, you can find an application for emergency evacuation and registration to a special needs shelter at floridadisaster.org

During declared emergencies, FCPT will utilize the following procedures:

1. Transportation is free during evacuations declared by the Flagler County Emergency Operations Center (EOC).
2. Contact the FCPT reservations office if you will need transportation to a shelter. Reservationists will provide you with any information regarding the trip and when to be ready for pickup, etc.
3. The FCPT driver can assist you with your belongings. Limited carry-ons are allowed including a pillow, blanket, one bag up to 22"x16"x8".
4. When you call, be prepared to give your name, address, apartment complex name, subdivision, or any additional information that will help the driver locate you. Also let the reservationist know whether you will be using a wheelchair, cane, walker, use oxygen, have a service animal, a pet, or if you have a personal care attendant.
5. Pets may be transported as long as they are in a cage or crate and are able to be lifted into the vehicle. If your pet is large or has no crate, contact Flagler County Animal Services (386) 246-8612.
6. FCPT buses stop running when the winds reach 35 mph.

Rolling Cart Examples

