

Transportation Service Information:

- The driver will assist you in boarding the van, if necessary.
- Drivers will wait five minutes for you.
- You must use the seatbelt provided.
- You must have the ability to carry your own personal items. Personal items are to be limited to (2) bags or what you alone can carry.
- Return trips will be made within an hour and a half of the requested time.
- No smoking, eating or drinking on the vehicle.
- Advanced purchase of Ride Passes is available.
- Accessible formats are available upon requests.

Go to our website to learn what else Big Bend Transit offers in your county:

www.bigbendtransit.org

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).

Big Bend Transit, Inc

Community Transportation
Coordinator of Franklin County



Big Bend Transit, Inc

Post Office Box 1721

Tallahassee, FL 32302

Go to our website to learn about our other Franklin County transit services:

www.bigbendtransit.org

For Information Call:

(850) 229-6550 or

1-800-955-8711 for TDD access

www.bigbendtransit.org

Courteous and Personalized Service!



What Type of Transportation Will be Provided?

Curb-to-curb transportation service will be available Monday through Friday, 8:00am to 5:00pm. Door-to-door transportation service will be provided in some cases when requested. BBT utilizes a variety of vehicle types including lift-equipped buses and mini-vans with ramps that meet the Federal ADA Regulations. Rides will be scheduled based upon which vehicle best meets service needs.

Where is the Transportation Service Available?

Generally, you can ride to and from any location within Franklin County. The service is designed to get transportation disadvantaged individuals and the general public to their destinations.

How Can I Access the Transportation Service?

Transportation requests must be made at least 1 day in advance of your travel needs. Call Big Bend Transit at (850)229-6550 by 2pm, Monday through Friday (call Friday for a Monday ride). You will be asked for your name, phone number, pickup address, where you are going, at what time you need to arrive, if a return trip is wanted, and if assistance for a disability (wheelchair, sight impaired, etc.) is required. You will be told the fare and at what time to be ready for your pickup.

What is the Cost of the Transportation Service?

The one-way fare for the transportation service is based on the trip origin and destination. A one-way trip for a TD eligible person anywhere within Franklin County Monday through Friday, between 8:00am and 5:00pm is \$3.00. A one-way trip for a General Public person anywhere within Franklin County, Monday through Friday, between 8:00am and 5:00pm is \$10. If you require that an escort accompany you on your ride, he/she would pay the same fare. This request should be made at the time of scheduling.

The one-way fare is paid each time you board the vehicle. Fare payment options include cash, check, and money order. Reloadable Ride Passes may also be purchased which are scanned by the driver to deduct passenger fare. Exact fare is required. The driver carries no change and cannot give a receipt.

If I Need to Change Plans or Cancel My Ride, What Do I Do?

Should you need to change your plans or cancel your ride, call (850)229-6550 immediately. For a change of plans, please give advance notice within business hours of the previous day. Failure to cancel your ride within 2 hours of your time of travel will result in a charge for the trip.

What is the Phone Number for the Transportation System in Franklin County?

(850)229-6550 – Available from 8:00am to 5:00pm, Monday through Friday or 1-800-955-8711 for TDD accessibility.

Is There Another Way to Book Rides Besides Calling?

Yes! If you have an e-mail address, you may schedule your trips online using a smart phone, tablet, or computer. Provide the desired email address to one of our Reps for activation. Once you have registered your e-mail address, you will be able to easily view and manage pending or accepted ride requests. Electronic ride requests must also be submitted no later than 2pm the previous business day before the trip.

