

# Ride Guide

## Bay Area Transportation

Bay County  
Transportation Planning Organization  
(TPO)

## Table of Contents

Welcome to Bay Area Transportation .....	2
Overview .....	2
Office Location .....	2
Hours of Operation .....	3
Telephone Numbers .....	3
Holidays .....	3
Types of Transportation Offered .....	3
Scheduling a Ride .....	4
Advance Trip Reservation .....	4
Estimated Pick Up Times .....	5
Return Trips .....	5
Reminder/Arrival Notifications .....	5
Trip Cancellations .....	6
Personal Care Attendants .....	6
Escorts and Children .....	6
Caregiver Responsibility .....	6
Fares .....	6
No Shows and Cancellations .....	7
Suspension From Transportation Service .....	7
Service Animals .....	8
Curb to Curb .....	8
Wheelchair and Scooters .....	8
Using the Lift .....	8
Seatbelts and Child Restraints .....	8
Lost Items .....	9
Personal Property .....	9
Oxygen Requirement .....	9
Emergencies .....	9
Shopping Trips .....	9
Travel Training .....	9
Title VI .....	9
Americans with Disabilities Act (ADA) .....	10
Privacy .....	10
Safety Tips and Rider Responsibilities .....	10
Drivers .....	11
Frequently Asked Questions .....	12

## **Welcome to Bay Area Transportation**

Bay Area Transportation is the Demand Response Transportation provided in Bay County, Florida. The Transportation Disadvantaged service is provided in cooperation with the Bay County Transportation Disadvantaged Local Coordinating Board and pursuant to criteria developed by the Florida Commission for the Transportation Disadvantaged.

Bay Area Transportation is a curb-to-curb service. Riders are picked up at the curb and dropped off at the curb of their destination. Bay Area Transportation is a shared-ride service. This means that other riders may be picked up and dropped off during your trip.

## **Overview**

In 1989, a major commitment to mobility in the State of Florida was formalized when the legislature revised Chapter 427 Florida Statutes (F.S.) creating the Florida Coordinated Transportation System and a dedicated funding source. The Florida Coordinated Transportation System includes the Commission for the Transportation Disadvantaged; Designated Official Planning Agencies; Community Transportation Coordinators; Local Coordinating Boards; Transportation Operators; purchasing and funding agencies/entities; and most importantly, those in need, the Transportation Disadvantaged. Chapter 427 defines TD persons as those persons who, because of physical or mental disability, income status, or age, are unable to transport themselves or to purchase transportation. The legislation also includes children who are “high-risk” or “at-risk” of developmental disabilities.

On January 1, 2014, the Bay County Board of County Commissioners was appointed as Community Transportation Coordinator. The Bay County Board of County Commissioners selected First Transit, Inc. as the contract operator to provide coordinated transportation services to the transportation disadvantaged.

The Transportation Disadvantaged service is provided in cooperation with the Bay County Transportation Disadvantaged Local Coordinating Board and, pursuant to criteria developed by the Florida Commission for the Transportation Disadvantaged, established eligibility guidelines and priorities with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust Fund moneys.

Bay Area Transportation provides approximately 200 scheduled trips per day, using a variety of vehicles specifically equipped to transport individuals with various disabilities. Due to the demand for this special transit service, it is important that each rider carefully follow the guidelines established for this program. Cooperation and flexibility from riders will allow Bay Area Transportation to meet each rider’s needs more effectively and efficiently.

This document will provide riders with a wealth of information about the policies and procedures that will help them use the service with the greatest amount of ease. This guide is available online at [www.bayareatransit.org](http://www.bayareatransit.org). It can also be made available in other formats by calling Bay Area Transportation at (850) 785-0808.

## **Office Location**

Bay Area Transportation  
919 Massalina Drive  
Panama City, Florida 32401

**Hours of Operation**

Office Hours: .....Monday-Friday .....8:00 a.m. to 4:30 p.m.

**Telephone Numbers**

To Schedule a Ride ..... (850) 785-0808

General Information.....(850) 785-0808

To Cancel a Ride ..... (850) 785-0808

Fax ..... (850) 763-3390

Florida Relay System ..... 1-800-955-8770

TTY..... 1-800-955-8771

Florida Commission TD Helpline .... 1-800-983-2435

**Holidays**

Limited transportation may be available on holidays. Please call Scheduling for holiday availability. Other holidays may be observed when approved the the Bay County Board of County Commissioners.

- New Year’s Day
- Martin Luther King, Jr. Day
- Memorial Day
- Independence Day
- Labor Day
- Veterans Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve
- Christmas Day

**Types of Transportation Offered**

Ambulatory

Wheelchair

**Public Transportation**

Bay Area Transportation is public transportation and service is available to everyone. Riders that are not Transportation Disadvantaged will be charged full subsidized cost.

**Medwaiver Transportation**

Medwaiver transportation is provided with eligibility determination made through the Agency for Persons with Disabilities (APD). For further information contact APD at (850) 872-7652.

**Agency for Health Care Administration (AHCA)**

AHCA/Medicaid transportation is provided. Please contact your managed care provider for eligibility and additional information.

**Transportation Disadvantaged (TD)**

To determine eligibility, a completed application along with proper documentation must be submitted to Bay Area Transportation. In order to be eligible, the applicant must have no other means of transportation available **and at least one** of the following criteria:

- Is age 60 or older; **or**
- Income level falls below current federal poverty guidelines (<https://aspe.hhs.gov/poverty-guidelines>); **or**
- Has a disability preventing use of a bus route serviced by Bay Town Trolley.

Incomplete applications will be denied. Applications are available at the Bay Area Transportation office, by mail, or online at [www.bayareatransit.org](http://www.bayareatransit.org). Completing the application does not automatically certify an applicant for travel on Bay Area Transportation.

**Scheduling a Ride**

Have the following information ready when making a reservation:

1. First and last name
2. Telephone number
3. Trip date
4. Pick up address
5. Destination address
6. Appointment time
7. Pick up time for return trip
8. When making a reservation, please provide the customer service representative with detailed information about the pickup and drop off locations. At large facilities, such as hospitals, the rider may be requested to wait in a common pick up area so that they can be easily located.
9. Number of escorts accompanying the rider. Please refer to the escort, personal care attendant, and child(ren) section on pages 6 and 7.
10. Reservations may be made by calling or faxing.

Telephone..... (850) 785-0808

Fax ..... (850) 763-3390

If leaving a voice mail message, please leave full name and telephone number. All calls will be returned promptly. Rides are reserved on a first-come, first-served basis, and are subject to driver availability, vehicle availability, and vehicle capacity. In order to confirm your reservation, you must speak to an agency representative.

**Advance Trip Reservations**

- **Daily Reservations:**  
All reservations must be made with a customer service representative. Faxed or emailed reservation request will only be processed after call reservations. No voice mail reservations will be accepted. If you receive the voice mail system, you may leave a message for a return call, however, it is

recommended that you continue to call until you have reached a customer service representative.

Reservations must be made no later than 1:00 p.m. the prior business day. Bay Area Transportation may implement a maximum or cap on the number of reservations accepted for both daily and subscription reservations. This will be determined based on available resources.

Reservations will be accepted on a first call, first served basis until the cap has been reached. Reservations can be made no more than seven (7) calendar days in advance. If there is no availability, the requested reservation will be placed on a waiting list. Waiting list reservations will be considered as openings become available.

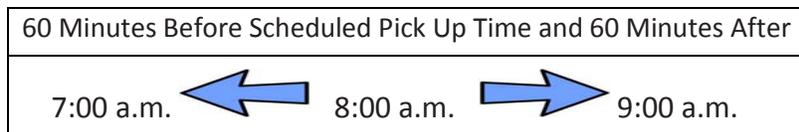
- **Subscription or Re-occurring Reservations:**

Subscription or re-occurring reservations will be accepted on a first call, first served basis for up to thirty (30) calendar days at a time. When the thirty (30) day subscription has expired, the request must be resubmitted for consideration. Resubmitted subscription trip reservations will not be considered if received more than three (3) business days prior to the current subscription expiration date.

**Estimated Pick Up Times—the “Pick Up Window”**

There is a 1-hour pick up window for trips. Riders are to be ready for pick up 60 minutes prior to their scheduled pick up time. The pick up window for trips is 60 minutes before or 60 minutes after the scheduled pick up time. The driver will only wait 5 minutes for boarding from the beginning of the pick up window. If the rider does not board within 5 minutes, the driver will notify dispatch, depart, and the rider will be considered a no-show.

Example: Be ready at the beginning of the pickup window. If the scheduled pick up time is 8:00 a.m., the pick up window begins at 7:00 a.m., so be at the pickup location at 7:00 a.m. The rider should be prepared to be transported a minimum of one hour for trips within a 10 mile radius of Bay Area Transportation and one hour plus travel time for trips beyond the 10 mile radius of Bay Area Transportation.



**Return Trip**

For scheduled return trips, pick up should occur within 30 minutes after the scheduled pick up time. For those times that a rider is unable to provide a specific return time (e.g., surgery, release from hospital, etc.), a “will call” trip will be worked into the existing schedule. This could result in an extended wait time.

**Reminder/Arrival Notifications**

As a service to our riders, a reminder notification will be attempted the night before a rider’s scheduled trip and 5 to 15 minutes before your scheduled pick up time. If the rider does not answer, the automated reminder notification system will leave a message on your voice mail or answering machine and Bay Area Transportation will arrive as scheduled.

Please listen to the automated message as your pick up time may have been changed. If a call or message is not received the night before and your pick up time has been changed, you will receive a call the morning prior to your scheduled trip notifying you of the change. It is the responsibility of the rider to

ensure Bay Area Transportation has your correct telephone number on file.

**Trip Cancellation**

Trips should be canceled at least 24 hours prior to your scheduled pick up time and **must** be canceled at least 90 minutes prior to your scheduled pick up time. If a rider must cancel a trip, it is important to contact Bay Area Transportation at (850) 785-0808. Voicemail is available to cancel trips after hours. Riders not present for their return trip without notifying Bay Area Transportation will be considered a no-show.

**Personal Care Attendant (PCA)**

PCAs are required when verified by a recognized medical professional or if determined by Bay Area Transportation to be necessary. PCAs ride free and must be scheduled at the same time the rider is scheduled. If transportation is reserved by an agency or facility, a trained PCA must be provided. If agencies or riders are not providing the required PCAs, Bay Area Transportation reserves the right to refuse transportation.

**Escorts and Children**

Escorts are required for anyone under 16 years of age. Escorts and children will be charged the \$1.50 fare. Escorts and children must be scheduled at the same time the rider is scheduled.

**Caregiver Responsibility**

Some riders are mentally or cognitively impaired or have severe memory problems such that they cannot be safely left on their own at either the pick-up point or the drop-off point. It is the responsibility of the rider’s caregivers or family to clearly identify these riders to Bay Area Transportation so that the driver can be informed and appropriate precautions taken. Drivers cannot act as an attendant for these riders. Cognitively impaired riders will be allowed to travel without an attendant only as long as they exhibit safe behavior in the vehicle.

An attendant or caregiver must be present at the pick-up point and at the drop-off point for riders who cannot be left alone. If a responsible attendant or caregiver is not present when the driver attempts to pick up or drop off these riders, it can seriously disrupt the driver’s schedule. If Bay Area Transportation encounters the absence of an attendant or caregiver, service to that rider may be suspended and the situation reported to adult protection services. Additionally, if the driver has made more than two attempts to drop the rider off with no success, contact will be made with Adult Protective Services and/or law enforcement agency to take custody of the rider.

**Fares**

The TD program pays for the trip, but the rider, escort, and dependent children are required to pay a \$1.50 fare. This fare is required for every trip to and from the rider’s destination. Personal Care Attendants ride free. The driver collects the fare prior to riders boarding the vehicle. **Exact change is required.** Drivers do not carry money, cannot make change, and cannot stop for riders to get change. Drivers are not allowed to accept tips.

- Regular Fare .....\$1.50 each way
- Escort .....\$1.50 each way
- Dependent Children.....\$1.50 each way
- Family member or friend (if space available) ....\$1.50 each way

Personal Care Attendant .....No charge each way

**No Shows and Cancellations**

A cancellation at the door occurs when the vehicle arrives on time and the rider declines their scheduled transportation. Cancellations at the door are considered a no-show.

A late cancellation occurs when a rider decides not to take a scheduled trip and does not call to cancel their trip at least 1½ hours (90 minutes) prior to the scheduled time of pick up. The rider will be reported as a late cancellation. Late cancellations are considered a no-show. If a driver arrives before the start of the rider’s pick up window and the rider is not ready to be transported, the rider is not required to board the vehicle. The rider may board if ready and is not opposed to early departure. Should the rider decide not to board for early departure, they will not be charged a no-show.

**Suspension From Transportation Service**

Riders may have their transportation service suspended for violating the following conditions and any other policy that can be detrimental to the welfare of the program, other riders, the driver, staff, or the public.

1. Verbal Abuse: Verbal abuse is defined as any oral presentation that is offensive to another rider, transit employee, public, elected or appointed official or Community Transportation Coordinator staff.
2. Disruptive Behavior: Disruptive behavior is defined as a rider who engages in violent, seriously disruptive or illegal conduct directed at other riders, transit employees, public, elected or appointed officials, or Community Transportation Coordinator staff. Such conduct includes, but is not limited to: threats or fear of physical or verbal abuse; unlawful harassment; including unwelcome verbal, nonverbal, or physical behavior having sexual or racial connotations; unauthorized use of equipment on the vehicle; voluntarily and repeatedly violating vehicle-riding rules, including smoking in the vehicle, eating or drinking without prior medical approval, or defacing equipment or property.
3. Dangerous Behavior: Dangerous behavior is defined as any threat or action that could cause direct or indirect physical harm to the driver, vehicle, other riders, one’s self, public, elected or appointed officials or Community Transportation Coordinator staff.
4. Physical Abuse: Physical abuse is defined as any action that may cause direct or indirect physical harm to a rider, driver, or other staff.
5. Providing False Information: Providing false information on the application for services or regarding the nature of a trip.
6. Other Actions: Other actions not specified but that is determined by the Community Transportation Coordinator to be an interruption of service.
7. Failing to submit an application: Riders may be suspended for not recertifying or providing additional information to determine if the individual qualifies for services.
8. No Shows: A “no show” is a scheduled trip not canceled according to the Cancellation Policy. If three (3) no shows occur within 60 days, the rider shall be suspended for 30 days.

A driver may refuse transportation to an individual or a group that defies these rules, behaves offensively, or could endanger the safety, health, welfare, or comfort of other riders, the driver, staff, or the public. If you observe another rider acting in an unreasonable manner (or against these policies and

procedures), please report the problem immediately to Bay Area Transportation by calling (850) 785-0808.

### **Rider Suspension**

1<sup>st</sup> offense – a warning letter stating the next incident will result in a rider’s suspension from service.

2<sup>nd</sup> offense – the rider will be placed on a 5 day suspension

3<sup>rd</sup> offense – the rider will be placed on a 3 week suspension

4<sup>th</sup> offense – the rider will be placed on a 6 week suspension

5<sup>th</sup> offense – the rider will be placed on a 1 year suspension

The rider may appeal the suspension. During the appeal, the rider’s caregiver must present a plan of remediation to correct the problem. This plan will be reviewed during the appeal process to determine if the necessary corrective action is sufficient enough to remedy the current problem.

### **Service Animals**

Bay County Public Transportation Disadvantaged Program will accommodate any service animal as defined by the Americans with Disabilities Act. Riders are asked to refrain from interfering or petting a service animal without prior permission from the animal’s owner.

### **Curb to Curb**

Curb-to-Curb Service operates from the curb of the pick up location to the curb of the destination location. The driver is required to assist the rider into and out of the vehicle, if needed. Drivers will not assist riders along walks or steps to the door of the home or destination. It is the rider’s responsibility to be waiting by the curb during the scheduled pick up window or to make reasonable effort to reach the curb before the vehicle arrives at the pick up location. Drivers are not permitted to enter buildings and/or homes. Drivers must always be within sight of the Bay Area Transportation vehicle. Bay Area Transportation is a multi-loading service and the consideration and cooperation of all the riders is imperative for the system to work efficiently and be cost effective.

### **Wheelchairs and Scooters**

Bay Area Transportation vehicles have lifts that accommodate most wheelchairs or scooters.

### **Using the Lift**

All individuals using wheelchairs or scooters use the lift to get on and off the Bay Area Transportation vehicle. A rider may stand on the lift if they have difficulty entering or exiting the vehicle.

### **Seatbelts and Child Restraints**

In the interest of safety, all riders accessing the Bay Area Transportation vehicle must wear a seatbelt while onboard the vehicle. All Bay Area Transportation vehicles are equipped with lapbelts and harness restraints.

Any child 5 years of age or younger must be transported by using a crash-tested, federally approved car seat. For children up to 3 years old, the restraint must be a separate carrier or a vehicle manufacturer’s integrated child seat. The carrier is the responsibility of the parent or guardian. For children aged 4 through 5 years, a separate carrier, an integrated child seat, or a child booster seat may be used. Seat belts will be required for children 5 year olds and older. All children under the age of 6 years will be required to ride in the back seat of the vehicle. All children under the age of 16, must be accompanied

by an adult

### **Lost Items**

If a rider loses a personal item and believes it may be on a Bay Area Transportation vehicle, please call (850) 785-0808. If the item is found, the rider may be asked to travel to a central pick up location to retrieve it. If the item is not located in the vehicle, Bay Area Transportation and their employees will not be held responsible for replacement of the lost item(s).

### **Personal Property**

Riders will be allowed to have personal property that they can hold or secure in vacant seats as long as it does not present a safety hazard. Riders must be able to carry any items brought onto vehicle. Drivers may assist as necessary with packages when entering and exiting the vehicle. For non-scheduled shopping trips, the limit is two bags that the rider can secure on his or her lap or under the seat.

### **Oxygen Requirement**

Traveling with oxygen equipment is permitted, but the equipment must be small enough so the driver does not have to assist with the loading and unloading of the oxygen equipment. The safety and use of this equipment is the sole responsibility of the rider. Portable oxygen tanks must be secured.

### **Emergencies**

Rides on Bay Area Transportation vehicles are for non-emergency medical treatment. Call 9-1-1 if you are in danger and need a doctor right away.

### **Shopping Trips**

For scheduled shopping trips, riders will be allowed to have personal property that they can hold or secure in vacant seats if it does not present a safety hazard. Riders must be able to carry any items brought onto vehicle. Drivers may assist as necessary with packages when entering and exiting the vehicle.

### **Travel Training**

As a Bay Area Transportation rider, we invite you to take advantage of the travel training service and use Bay Town Trolley for some of your trips. Using Bay Town Trolley is often simpler for some trips. If you have not used this service or need to know more about using mobility aids on the bus we offer a free travel training service. Call 850-785-0808, for information.

### **Title VI**

Bay Area Transportation operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any Person who believes he or she has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Bay Area Transportation. For more information on Bay Area Transportation's civil rights program, and the procedures to file a complaint, contact (850) 785-0808 or visit our administrative office at 919 Massalina Drive Panama City, Florida 32401.

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

If information is needed in another language, contact (850) 785-0808.

### **Americans with Disabilities Act (ADA)**

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 (ADA), Bay Area Transportation will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

Bay Area Transportation will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in Bay Area Transportation programs, services, and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of the Bay Area Transportation, should call (850) 785-0808 or visit our administrative office at 919 Massalina Drive Panama City, Florida 32401.

The ADA does not require Bay Area Transportation to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden. Bay Area Transportation will strive to provide its services, programs and activities in the most accessible manner feasible.

If information is needed in another language, contact (850) 785-0808.

### **Privacy**

We will not use or share private health information in any way that is not allowed by law. The law is called the Health Insurance Portability and Accountability Act (HIPAA). There are steps in place that stop the illegal use of private information. We protect private information when it is sent through a phone, fax, computer, or other systems.

### **Safety Tips and Rider Responsibilities**

- Wait in a safe, well-lit location while waiting for the vehicle.
- Choose a pick up and drop off location that allows the driver to not lose sight of his or her vehicle when assisting a rider to or from the vehicle.
- Let the vehicle come to a complete stop before approaching it.
- Allow the driver to assist a rider boarding or de-boarding from the vehicle.
- Ask for special boarding assistance, if it is needed.
- Always wear a seat belt.
- All personal belongings are the responsibility of the rider.
- Riders are responsible for loading and unloading their belongings.
- The accompanying adult is responsible for bringing an approved child safety seat for children less than 5 years of age
- Eating, drinking or smoking in the vehicle unless it is for a medically related condition is not permitted.
- Use a headset for personal video or audio equipment so it does not distract the driver or fellow riders.

- Shirts, pants, skirts, dresses, and shoes are required to utilize this service.
- Drivers are not permitted to make any unscheduled stops or allow special requests without prior approval.
- Riders are requested to practice common health courtesy when traveling with such illnesses as the common cold.
- Riders are requested not to wear strongly scented personal care products while in the vehicle. This will help ensure that the vehicles are accessible for riders with multiple chemical sensitivity or environmental illnesses.

### **Drivers**

The drivers are highly trained in the operation of commercial vehicles and the transportation of passengers. Drivers must have a safe driving record, pass a criminal background check, pass a Department of Transportation physical and test negative for drugs and alcohol. Drivers are trained in defensive driving, passenger sensitivity and how to safely transport individuals with special needs. Drivers are selected based on their ability to provide the specialized services needed to serve the citizens of Bay County. Drivers are not required to assist mobility devices up or down steps, push mobility devices through grass or sand, or to lift the rider into or out of their mobility device. If you believe a driver has acted in an unreasonable manner, please report the problem immediately by calling Bay Area Transportation at (850) 785-0808.

#### The driver will:

- Assist the rider on and off the vehicle
- Secure approved car seats, wheelchairs, and scooters in the vehicle
- Assist the rider with the seat belt
- Be courteous
- Drive safely
- Wear a seat belt
- Securely tie down mobility devices
- Wear photo identification attached to their uniform that can be easily seen by the rider
- Be in uniform
- Make a good faith effort to locate a scheduled rider

#### The driver will not:

- Search a building or other areas for the rider
- Maneuver wheelchairs on stairs or unsafe ramps
- Carry parcels
- Search the rider or the rider's bags for fare
- Honk the horn for a rider unless warning of a dangerous animal or an unsafe condition or there is a

locked fence or other barrier preventing access to a rider's home

## **Frequently Asked Questions**

### **1. What if my doctor visit is taking longer than expected?**

As soon as it looks like a scheduled return trip time will be missed and needs to be changed, call (850) 785-0808. If you cannot make this call, ask the medical office staff to call and reschedule the return trip for you.

### **2. If I had an emergency and could not cancel my ride, is there anything I can do?**

In the event of an emergency, riders should contact us as soon as possible to provide their reason for missing the scheduled ride. The no show will be removed for any reasonable emergency.

### **3. What if I need a ride outside of my county?**

Bay Area Transportation does not provide trips outside of Bay County.

### **4. What if I have a complaint?**

- If you have a complaint, contact us at (850) 785-0808, Monday through Friday from 8:00 a.m. to 5:00 p.m. and ask to speak with a Supervisor.
- Any service complaints received will be immediately investigated and every effort made to seek an appropriate and prompt resolution.
- A file will be kept on all service complaints received, and monthly reports generated that will help in identifying any emerging patterns or complaints; e.g., multiple complaints about a particular driver or reservationist, excessive late pickups, unclean vehicles, smoking or eating permitted on vehicles, etc.
- Transportation staff discusses complaints with all parties involved and any witnesses. Transportation staff works to reach a resolution in five (5) business days unless the severity of the complaint requires additional time. The resolution is based on all parties' satisfaction.

Every effort will be made to resolve any problems at the complaint stage prior to becoming a grievance. Any person with an unresolved service complaint shall be advised of the formal grievance procedure and have a written or recorded copy of this grievance policy made available to them upon request. Those parties' wishing to file a grievance shall contact:

Gene Keen, Operations Manager  
919 Massalina Drive  
Panama City, FL 32401  
(850) 215-7083  
[Gene.Keen@firstgroup.com](mailto:Gene.Keen@firstgroup.com)

### **5. What if I left something on the bus?**

If you think you left something behind, please call (850) 875-0808.

### **6. Can I bring food on the bus?**

All food and drink items should be sealed and remain closed for the duration of the ride. Riders may consume food and drink while on board the vehicle only if it is for a medical condition such as diabetes.

### **7. Is the bus wheelchair accessible?**

Bay Area Transportation offers a variety of vehicles to meet the needs of our riders. If you require a wheelchair accessible vehicle, please notify the agency representative when scheduling your trip.

**8. What if there is a natural disaster?**

Bay Area Transportation coordinates with the Bay County Emergency Operations Center during natural disasters and emergency preparedness and response. Transportation staff participates in local emergency management meetings. Bay Area Transportation will assist in evacuating the special needs population including the elderly, persons with disabilities, and transportation disadvantaged. The agency will assist in transporting to and from designated shelter areas.

**9. What is the difference between a Personal Care Attendant and an Escort?**

A Personal Care Attendant (PCA) is a person who travels with you and assist you during the entire trip. The need for a PCA is verified by a medical professional or if determined to be necessary by Bay Area Transportation. PCA's are not required to pay a fare.

An escort is a person who travels with you, such as a friend, companion, or family member and is not required to provide assistance. An escort is required to pay a fare.