

Bay Town Trolley Deviated Fixed Route Service

Guidelines and Procedures for BTT Deviated Fixed Route Service

Deviation Parameters: Deviated Fixed Route Service is available on all Bay Town Trolley routes, Monday – Saturday, 6:00 am to 8:00 pm.

Deviated Fixed Route Service is available to all passengers.

Deviated Fixed Route Service is dependent upon accessibility, safety, and approval by transit staff.

Upon request by a passenger, BTT will deviate up to three-quarters of a mile from the established route.

Deviated Fixed Route Service is limited to one (1) deviation on each half hour trip, per route, during the days and times mentioned above. Availability is determined on a first come, first serve basis. Transit staff will monitor to ensure that the service is not significantly limited.

A service charge of \$1.50 will be assessed for each deviation. The service charge is in addition to the base fare and any multi-ride pass.

Deviation Request Procedures: Passengers may request a route deviation by calling BTT at (850) 769-0557 between 6:00 am and 8:00 pm, Monday – Saturday, the business day prior to the desired trip.

Deviation requests require at least a 24-hour notice and must be confirmed by transit staff. Requests for deviations on Monday must be scheduled no later than Saturday, however, due to limited staffing on Saturday, it is recommended these trips be scheduled by the Friday before the requested deviation.

Passengers will be assigned a scheduled pickup and return time and will be required to travel to the curb outside of the trip origin in time for their scheduled pickup. Vehicles operating on the route deviation service will be unable to wait for a passenger who is not at the designated stop on time.

All cancellations must be received by transit staff no later than one (1) hour prior to the time scheduled for pickup.

Late Cancellations/No Shows: A no-show occurs when a passenger fails to appear to board the vehicle for a scheduled trip. A late cancellation is defined as a cancellation made less than one (1) hour before the scheduled pickup time.

BTT does not count as no shows or late cancellations any missed trips due to our error, such as trips placed on the schedule in error or pickups scheduled at the wrong location.

BTT does not count as no shows or late cancellations situations beyond a rider's control that prevent the rider from notifying us that the trip cannot be taken, such as a medical emergency. Passengers should contact transit staff when experiencing no shows or late cancellations due to circumstances beyond their control.

A pattern or practice of excessive late cancellations/no shows will result in a passenger being suspended from Deviated Fixed Route Service.

- First violation: a violation letter with policy reminders
- Second violation: a suspension of fifteen (15) days
- Third and subsequent violations: a suspension of thirty (30) days

After the first violation, if there are no additional violations within ninety (90) days, the passenger's record is cleared.

Passengers wishing to dispute specific late cancellations/no shows must do so within ten (10) business days of the event by contacting transit staff at (850) 769-0557, Monday through Friday, from 8:00 am to 5:00 pm to explain the circumstance, and request the removal of the late cancellation or no show.

Passengers wishing to appeal suspensions must do so in writing by letter or via email. Written appeal requests must be submitted within ten (10) business days of receiving the suspension letter. Passengers who miss the appeal request deadline will be suspended from Deviated Fixed Route Service on the date listed on the suspension notice.