RIDER HANDBOOK



Guidance/Care Center, Inc.
3000 41st Street, Ocean
Marathon, FL 33050
www.guidancecarecenter.org

AGENCY MISSION:
WestCare empowers everyone with whom we come into contact to engage in a process of healing, growth and change benefiting themselves, their families, coworkers and communities.

AGENCY VISION:
WestCare devotes our best collective and individual efforts toward “uplifting the human spirit” by consistently improving, expanding and strengthening the quality, efficacy and cost-effectiveness of everything we do in building for the future.

(Alternate forms of THIS handbook are available upon request.)
Rvwd/Rvsd: 11.20.26 lfm

Commission for the Transportation Disadvantaged Mission Statement

To ensure the availability of efficient, cost-effective and quality transportation services for transportation disadvantaged persons

"Transportation Disadvantaged" means those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping and social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at-risk as defined in s. 411.202.

Service Equality Promise

Florida Keys Transportation will provide the same level of service to all riders, regardless of their accessibility needs including:

- Equal access to all geographic areas of service
- Equal response time to ride requests
- Equivalent fares
- Equivalent priority regardless of the purpose of the trip
- Equal access regardless of vehicle capacity
- Equal access to last-minute scheduling, when available
- Equal access to reservations and program information

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The Guidance/Care Center (G/CC) provides daily transportation service throughout Monroe County under the name of ***Florida Keys Transportation (FKT)***. This service combines funding under the Florida Commission for the Transportation Disadvantaged (CTD) Program, and other sources to transport Monroe County residents with unmet transportation needs.

RIDER ELIGIBILITY

Florida Keys Transportation is designed to provide trips for individuals who are "Transportation Disadvantaged". "Transportation Disadvantaged" means those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping and social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at-risk as defined in s. 411.202.

Florida Keys Transportation meets the requirements of Americans with Disabilities Act (ADA) and provides door-to-door service to those individuals who qualify. All FKT employees receive ADA training to include wheelchair securement, compliance with ADA law, and ADA etiquette.

In accordance with CTD guidelines, services are limited to the availability of vehicles and drivers the G/CC developed priorities for community transportation in Monroe County as follows: (1) Health Care, (2) Day Care, (3) Employment, (4) Shopping and (5) Entertainment.

FINANCIAL CRITERIA

(Based on current Federal Poverty Guidelines – please contact Florida Keys Transportation to discuss).

Rider fees are required for trips unless riders are financially unable to comply. Verification may be requested.

HOURS OF SERVICE

Advance reservations are required for all trips. A **minimum** of **48** hours notice is required in order to assure availability of seating for trip requests. Requests for same day service are subject to passenger eligibility, availability of service and seating.

HOLIDAYS & OFFICE CLOSINGS

Florida Keys Transportation will be closed the following days:

New Years Day	Labor Day
Martin Luther King Jr. Day	Veteran's Day
Memorial Day	Thanksgiving Day
Independence Day	Day after Thanksgiving
Juneteeth Holiday (June 19th)	Christmas Holiday

MAKING A RESERVATION

(305) 434-7660 option #2

Please make your reservations between 8:00am and 4:00pm, Monday - Friday. Florida Keys Transportation also has an answering machine available for you to leave a message, 24 hours a day, 7 days a week. When leaving a message please include the following information:

- Name
- Date and Time of Appointment / Will you need a return trip?
- Pick up Location
- Nature of Appointment (i.e. Medical, Dental…)
- Doctors name, address and phone number
- Phone Number where you can be reached
- Are you in a wheelchair?
- Will you have an escort, service animal or medical equipment (oxygen)?
- Date of Birth If you're a first- time caller

Return calls can be expected the same day message is received to book your trip or confirm receipt of reservation

NO SHOW POLICY

A “no-show” policy is in place to discipline clients who make reservations and then do not make the trip when the vehicle arrives. Any passenger that “no-shows” more than three times in a 30-day period are subject to a 30-day suspension of services. A written warning will be sent to the rider after the second no show. After the first 30-day suspension there will be another 30-day suspension for each additional no show.

CANCELLATIONS/DENIALS

We request that you notify us at least 24 hours in advance when a scheduled trip needs to be cancelled. If adequate notice is not provided and the driver shows up as scheduled, this will be considered a “no show” (see above). Passengers will be informed no less than 24 hours in advance if the provider will be unable to meet the transportation need.

ACCESSIBILITY FEATURES

Wheelchair lifts will be provided for those traveling in wheelchairs. Passengers who are unable to mount bus steps may also request to use the lift, but we recommend using a wheelchair for loading and unloading purposes only as a more secure and safe option. Additionally, handrails and step stools are available for rider use.

ESCORTS

Passengers 17 years and younger and individuals requiring special loading assistance are required to be accompanied by an escort. Any passenger that feels they need additional assist may be accompanied by an escort. Escorts must be at least 21 years old, be provided by the rider and shall be transported at no cost.

SMOKING

There shall be no smoking or the use of tobacco products on any Guidance/Care Center vehicle.

FOOD/BEVERAGES

Food and beverages are not permitted on G/CC vehicles unless there is a medical necessity. Medical verification may be requested. Absolutely no alcoholic beverages.

COMPLIMENTS/COMPLAINTS

If you have any comments, compliments or complaints, please feel free to contact us at (305) 434-7660 option #2.

If you don't feel you've received proper attention to a particular matter, the Commission for the Transportation Disadvantaged (CTD) has designed the **Ombudsman** helpline to provide Transportation Disadvantaged customers with an avenue to voice concerns, comments or questions about the coordinated transportation system.

Helpline hours of operation are 8:00 a.m. to 5:00 p.m. Monday through Friday, with voice mail for evenings and weekends. The numbers are *(800) 983-2435* or the *TTD line (800) 648-6084.*

PASSENGER ASSISTANCE

Drivers are responsible for assisting passengers from the door of their pick-up point to the door of their drop-off point. This assistance shall include: opening the vehicle door, fastening the seat belt or wheelchair securement, storage of mobility devices and closing the door. Assistance must be provided in a dignified manner. Drivers are not required to lift passengers, but must render any assistance necessary to ensure that a passenger is not left in a potentially risky situation however are not to be lifted or carried. An arm/shoulder for support may be offered. If assistance is needed beyond that arrangements by rider may need to make for an escort to accompany rider.

There may be therapeutic reasons why a passenger should not be assisted; in such situations, written documentation from an appropriate professional indicating the proper course of action for drivers is required.

MEDICATION

Clients are strongly encouraged to carry a minimum of a 24 hour supply of their medication when using our transportation services. Due to unforeseen circumstances (i.e. accidents, sudden road closures) transportation may be delayed. Carrying an extra supply of medication could eliminate any undue stress, hardship and/or crisis for the client.

PASSENGER PROPERTY

Passengers shall be allowed to have personal property that can be safely stowed so as not to present a hazard to passengers in the event of an impact or sudden stop. Passengers must be able to independently carry all items brought onto the vehicle. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistive devices, or intravenous devices.

PETS

NO PETS will be transported. Guide dogs and/or other service animals are permitted. Please be sure to tell the reservationists about your service animal when making your reservation.

DRIVER WAIT TIME

Due to our driver's busy schedule and numerous stops, he/she will only wait for 5 minutes for a rider at a scheduled pick-up location. If you know you are going to be late, please contact our reservationist so we may relay the message to the driver. Accommodations will be made when possible.

PASSENGER SAFETY

Passengers whose behavior does not conform to appropriate standards may be asked to leave the vehicle and may, at the discretion of the Transportation Director, be refused future rides.

a. All passengers shall remain in their seats with seatbelts fastened until the vehicle has come to a complete stop.
b. The driver is the only person who should open the door to allow passengers to enter or leave the vehicle.

PASSENGER RULES

1. Seatbelts MUST be worn at all times.
2. No audio equipment permitted without headphones and no video equipment permitted that will be disruptive to the driver.
3. Shirts and shoes must be worn at all times.

DISRUPTIVE BEHAVIOR

No disruptive/distracting behavior will be tolerated. Such behavior may result in suspension from services or future denial of transportation.

SEATBELTS/CAR SEATS

All passengers must wear seat belts at all times while riding in Clinic vehicles, and children under the age of four and/or less than 45 pounds must be in appropriate mandated car seats.

PICK UP/DROP OFF WINDOW

There is a 40-minute window. This means a pick-up or drop-off can be 20 minutes before or after the promised time. The long distances, lack of alternative routes and significant seasonal fluctuations in traffic as well as unexpected events, challenge the

ability of all providers to provide timely service between communities.

Florida Commission for the Transportation Disadvantaged

Customer's Rights and Responsibilities

SAFETY:

CUSTOMERS HAVE THE RIGHT TO:

1. trips in air-conditioned and heated vehicles;
2. safe, clean, properly equipped, and smoke-free vehicles;
3. properly fastened seatbelts and/or mobility device tie downs;
4. vehicle transfer points that are sheltered, secure and safe;
5. a properly identified driver;
6. adequate seating, to include ample space for service animals.
7. assistance in maneuvering mobility devices up and down at a minimum one step; and
8. Community Transportation Coordinator (CTC) policy on medical emergency during transport.

CUSTOMERS ARE RESPONSIBLE TO:

1. be ready and waiting for vehicle in a safe location for 20 minutes prior to pick up;
2. keep seat belts and mobility device tie downs secure until vehicle stops;
3. remain seated until vehicle comes to a complete stop;
4. report any safety hazards;
5. keep wheelchairs or other mobility aids in good condition;
6. not tamper with or operate vehicle equipment;
7. address car-seat provision with the CTC;
8. make CTC aware of customer's physical and/or mental conditions prior to transport; and
9. adhere to policy for violent and/or disruptive behavior.

COURTESY:

CUSTOMERS HAVE THE RIGHT TO:

1. professional, courteous, and properly trained drivers

2. assistance while getting in and out of vehicle and to the seat; and
3. assistance with up to 2 packages

CUSTOMERS ARE RESPONSIBLE TO:

1. call in trip cancellations within 24 hours;
2. inform CTC of all pertinent information regarding trip;
3. present the correct fare;
4. be ready at time of pick-up; and
5. ensure personal hygiene.

COMPLAINTS:

CUSTOMERS HAVE THE RIGHT TO:

1. file complaints without fear of retaliation;
2. prompt investigations and effective resolutions; and
3. current and complete program information.

CUSTOMERS ARE RESPONSIBLE TO:

1. file complaints in a timely manner (state local time frame),
2. providing CTC with pertinent information.

SERVICE:

CUSTOMERS HAVE THE RIGHT TO:

1. pick-ups between 20 minutes before and 20 minutes after;
2. expect driver to wait 5 minutes, but no longer than 5 minutes;
3. toll-free accessibility to the CTC (888) 447-3977;
4. be delivered to an appointment on time;
5. the CTC's policy on standing orders; and
6. the CTC's policy on no-shows.

CUSTOMERS ARE RESPONSIBLE TO:

1. advise the reservationist of appointment times;
2. accept a shared-ride service;
3. schedule trip requests 48 hours in advance for in-county trips and 72 hours in advance for out-of-county ; and

4. provide own wheelchair and/or escort.

Florida Keys Transportation FARES

Effective August 15, 2009

In-County Trips:

$2.00 per trip (for any and all trips within Monroe County regardless of pick up or drop off destinations). In-County trip fees are waived for escorts, veterans and individuals age 60 and older.

Out-of- County Trips:

$5.00 per trip (for any and all trips out of Monroe County when scheduling allows). Out-of-County trip fees are waived for escorts only.

A trip consists of one pickup and one drop off. You are required to have the exact change as our drivers are unable to make change.

City	Mile Marker	Miles From Miami
Key Largo	110-89	58
Islamorada	88-66	76
Marathon	65-40	111
Big Pine	39-9	128
Key West	8-0	159

Remember to donate $1 to the Transportation Disadvantaged Trust Fund the next time you renew your car tag!

Transportation Services
within
Monroe County:



Florida Keys Transportation: (305) 434-7660 option #2

For the Hearing Impaired please call the Florida Relay Service at:
(800) 955-8771
Please see fare rates on page 13 of this manual.

City of Key West, Department of Transportation:

(305) 809-3910
Special transportation needs: (305) 293-8315
www.keywestcity.com/depts/dot
Office hours are Monday - Friday, 8 am through 5 pm

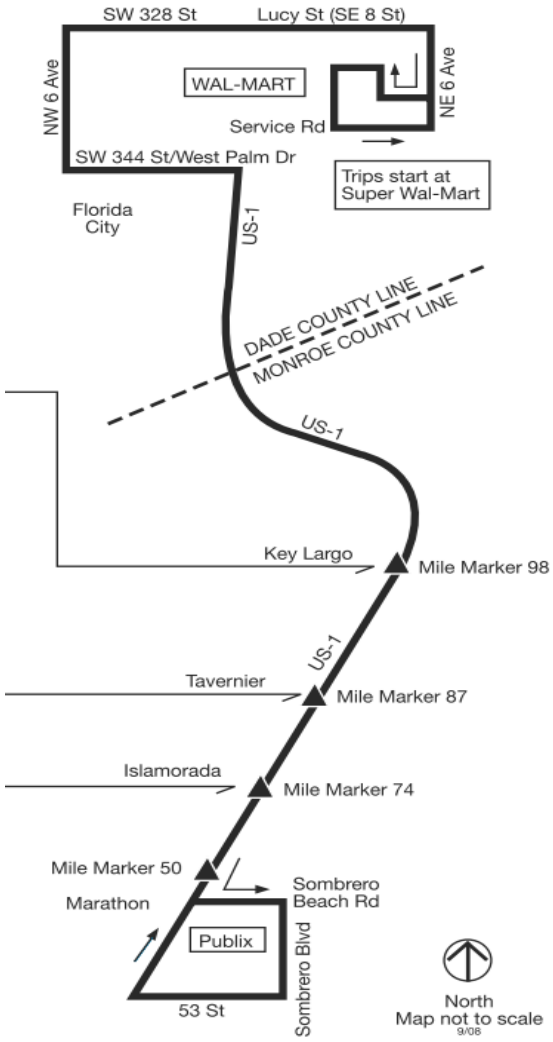
*Bus Passes also available

Lower Keys Shuttle: (305) 809-3910

7 days a week
Round Trips available from Marathon to Key West connecting with Dade-Monroe Express in Marathon to provide bus service from Key West to Florida City (mainland Miami).

ROUTE 301- DADE-MONROE EXPRESS

7 days a week https://www.miamidade.gov/global/transportation/home.page


SW 328 St
Lucy St (SE 8 St)
NW 6 Ave
NE 6 Ave
WAL-MART
Service Rd
SW 344 St/West Palm Dr
Trips start at Super Wal-Mart
Florida City
US-1
DADE COUNTY LINE
MONROE COUNTY LINE
US-1
Key Largo
Mile Marker 98
US-1
Tavernier
Mile Marker 87
Islamorada
Mile Marker 74
Mile Marker 50
Marathon
Sombrero Beach Rd
Publix
Sombrero Blvd
53 St
North
Map not to scale
9/08


N
W
E
S
GULF OF MEXICO
HOLLYWOOD
MIAMI
HOMESTEAD
Everglades National Park
Key Largo National Marine Sanctuary
KEY LARGO
Upper Matecumbe Key
Windley Key
Big Torch Key
FLORIDA BAY
Middle Torch Key
Fiesta Key
Little Torch Key
Long Key
Upper Sugarloaf Key
Grassey Key
ISLAMORADA
Lower Matecumbe Key
Big Pine Key
Duck Key
Stock Island
Big Coppitt Key
MARATHON
SEVEN MILE BRIDGE
Vaca Key
Boot Key
ATLANTIC OCEAN
KEY WEST
Lower Sugarloaf Key
Ramrod Key
Summerland Key
Boca Chica Key

Guidance/Care Center, Inc.

Guiding Principles:

Several principles provide further guidance in delivering behavioral services to individuals, families, and communities. They are:

• **Excellence**: Our first priority is to provide the highest quality service to the people and communities we serve. We value and reward success and are committed to continual improvement in all we do. We have the willingness to succeed and we have the means to create and foster success for ourselves, our coworkers, and those we serve.

• **Dedication**: WestCare is committed to doing what it takes to get the job done ethically and efficiently. We are committed to hard work. We are passionate about what we do. We are compassionate with our coworkers and everyone we serve.

• **Growth**: We are committed to learning and continuous improvement.
We recognized that growth is a dynamic process, not an event. We recognize that the key to success is meeting our goals and building the resources we need to fulfill our mission.

• **Ethical Behavior**: We value and expect integrity in every aspect of our work and will accept nothing less.

G/CC does not discriminate on the basis of age, race, sex, religion, color, disability, national origin, sexual orientation, or marital status.

OTHER SERVICE AVAILABLE AT GUIDANCE / CARE CENTER, INC.

Assessment	**Family Intensive Treatment Team: (FITT)**	**Medical Psychiatric Services**
Case Management	**Forensic Case Management**	**Mobile Crisis Response Team (MRT)**
Child Welfare Specialty Program (CWSP)	**The Heron Assisted Living Facility**	**Opioid Overdose Prevention**
Clubhouse Services	**High Impact Prevention (HIP)**	**Outpatient**
Community Action Team (CAT)	**In Home and On-Site Services (IHOS)**	**Outreach**
Crisis Stabilization (CSU)	**Jail In-House Program (JIP)**	**REACH MAT**
Crisis Support		**Therapeutic Behavioral On-Site Services (TBOS)**
Detox		
Diversion		
Drop In		