

Transportation User Guide

A Service of
Tri-County
Community Council,
Inc.



TRI-COUNTY COMMUNITY COUNCIL, INC.
302 NORTH OKLAHOMA STREET
P.O. BOX 1210
BONIFAY, FLORIDA 32425
TOLL FREE 1-800-395-2696



A Service of Tri-County Community Council, Inc.

Reservations: Holmes & Washington County- 547-3688

Walton County-850-892-2422

Reservations should be made no later than 12 noon the day before your scheduled appointment. Our goal is to provide our riders with prompt, safe, efficient, and friendly service, however there are some things you can do to make your ride more pleasant.

- ◆ Remember that this is a shared service. Allow time for drivers to pick up and drop off other riders, and allow time for delays in traffic.
- ◆ Drivers are not allowed to make un-scheduled stops.
- ◆ Peak hours can be very busy. Schedule your pick up and return trips between the hours of 9:00 a.m. and 1:30 p.m.
- ◆ Schedule your return trip at the same time you schedule your original pickup. "Will Call" trips may result in a wait time of up to 90 minutes.
- ◆ Be ready to provide all necessary information, including name, phone number, complete pickup address, destination/address of your trip, special needs (vision, hearing or mobility), and an emergency contact.
- ◆ It is suggested that you call the day before your appointment to confirm that you are on the schedule.

Cancellations

Cancellations must be made at least 1 hour before your scheduled pick up time.

Cancellations made at the door or after a driver has been sent is considered a no-show.

Three no-shows within a 60-day period will result in suspension of your service.

Transportation Operation Office

850-547-3688

Holmes/Washington County 850-547-3688

Walton County 850-892-2422

Florida Relay System

- 1-800-955-8770 Voice
- 1-800-955-8771 TTY

Information available in accessible formats upon request. Please call 850-547-3688 for assistance.

Agency Recognized Holidays

New Year's Day

Martin Luther King Day

Memorial Day

Independence Day

Labor Day

Veterans Day

Thanksgiving Day

Friday following Thanksgiving

Christmas Eve

Christmas Day



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HOLMES, WALTON, & WASHINGTON TRANSPORTATION

Tri-County Community Council is the
Community Transportation
Coordinator for Holmes, Santa Rosa,
Walton & Washington counties.

WHO CAN RIDE?

Transportation Services are available for all who meet eligibility requirements including the elderly, disabled, and those with low income.

\$ WHAT IS THE COST? \$

Some riders are transported for specific purposes by sponsoring agencies. Riders transported under the Non-Sponsored program are charged a co-pay based on the service area of the trip, while others may be charged the full cost of the trip. Please have exact change when boarding the vehicle. Drivers do not carry change.

CODE OF CONDUCT

For your safety and ours there are a few guidelines that we ask our riders to follow.

- ◆ Please follow the basic rules of safety and courtesy.
- ◆ Remain seated until the vehicle comes to a complete stop
- ◆ Keep seatbelts securely fastened until your driver says that it is safe to unbuckle them.
- ◆ Report all safety hazards to the driver.
- ◆ No grooming or dressing in the vehicle.
- ◆ Do not litter in the vehicle.
- ◆ No smoking, food, or drink allowed in the vehicle.
- ◆ No profanity, violent, disruptive or illegal conduct will be tolerated.

HOW DO WE ACCOMMODATE THOSE WITH SPECIAL MOBILITY NEEDS?

Our vehicles are equipped to accommodate mobility devices such as wheelchairs. Our drivers will assist you curb to curb. Riders that are unable to climb the steps may board on a wheelchair lift if handrails are present. It is important to notify TCCC if a mobility device is oversized, electric or has any special features that should be addressed. Mobility devices that can not be properly secured will not be transported.

DRIVERS

All TCCC drivers are trained in First Aid, passenger assistance and defensive driving. Drivers are tested for drug and alcohol use and must pass criminal background and motor vehicle record checks before employment.

Drivers will assist riders getting in and out of the vehicle .

Drivers should be neatly dressed with photo ID at all times.

Drivers may not accept tips or gifts.

Drivers do not take cancellations or reservations.



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Reservations: 850-626-6806

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- ◆ Remember that this is a shared service. Allow time for drivers to pick up and drop off other riders, and allow time for delays in traffic.
- ◆ Drivers are not allowed to make un-scheduled stops.
- ◆ Peak hours can be very busy. Schedule your pick up and return trips between the hours of 9:00 a.m. and 1:30 p.m.
- ◆ Schedule your return trip at the same time you schedule your original pickup. "Will Call" trips may result in a wait time of up to 90 minutes.
- ◆ Be ready to provide all necessary information, including name, phone number, complete pickup address, special needs (vision, hearing or mobility), and an emergency contact.
- ◆ It is suggested that you call the day before your appointment to confirm that you are on the schedule.

Cancellations

Cancellations should be made at least 2 hours before your scheduled pick up time.

Call 850-626-6806 for assistance

Cancellations made at the door or after a driver has been sent will be considered a no show.

Three no shows within a 60 day period will result in suspension of your service.

Commendations

- 1-800-395-2696

TD Hotline

- 1-800-983-2435

Florida Relay System

- 1-800-955-8770 Voice
- 1-800-955-8771 TTY

Information available in accessible formats upon request. Please call 850-547-3688 for assistance.

Agency Recognized Holidays

New Year's Day

Martin Luther King Day

Memorial Day

Independence Day

Labor Day

Veterans Day

Thanksgiving Day

Friday following Thanksgiving

Christmas Eve

Christmas Day



Santa Rosa Transportation User Guide

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SANTA ROSA TRANSPORTATION

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DRIVERS

ALL TCCC/SRT drivers are trained in First Aid/CPR, passenger assistance, sensitivity training and defensive driving. Drivers must pass criminal background and motor vehicle record checks before employment.

Drivers will assist riders getting in and out of the vehicle .

Drivers should be neatly dressed with photo ID at all times.

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Drivers do not take cancellations or reservations.

