Charlotte Rides

Safe. Local. Free.

Passenger Rules and Regulations:

- Charlotte Rides is a public transportation service and does not provide emergency transportation. For emergency transportation, please call 911.
- Passengers must be actively ready for pickup at the start of the 30-minute pickup window provided.
- Return reservations may not be scheduled sooner that 45 minutes after dropped off.
- Passengers are responsible for all personal items and shopping purchases; for safety nothing can be left in the aisle of the vehicle. Passengers may only transport what they can safely stow at their feet or on their lap. Drivers are not responsible to carry packages.
- Charlotte Rides is not responsible for lost or broken items.
- Passengers who need assistance maneuvering a wheelchair or other mobility devices to and from the vehicle must be accompanied by an aide or caregiver.
- Passengers who need to travel with maintenance oxygen or other medical apparatus are solely responsible for the use of their equipment.
- Passengers with undressed wounds, contagious diseases, or who involuntarily discharge bodily fluids must make other transportation arrangements.
- Passengers under 13 must be accompanied by an adult.
- Use restraints for small children and fold strollers for the trip.
- Passengers are responsible for transferring themselves from their seat or wheelchair to a standing position.
- Loud, unruly, or discourteous behavior is not allowed on the transit vehicle. Charlotte Rides has the right to refuse services to anyone suspected to be under the influence of alcohol or drugs, or who uses foul, abusive or threatening language.
- Smoking, vaping, and chewing tobacco is prohibited on vehicles.
- Passengers are responsible for notifying dispatch of any changes prior to a scheduled trip.
- Passengers are not authorized to operate a wheelchair lift or secure wheelchairs.
- Charlotte Rides reserves the right to refuse services to any passenger. This decision will be at the sole discretion of the Transit Operations Manager.

Effective 2/1/25

CHARLOTTE COUNTY
FLORIDA

Reservations & Cancellations:

- Reservations can be made Monday through Friday 7 a.m. to 5:00 p.m. Reservations are booked on a first-come, first-served basis.
- Trips can be reserved up to 2 weeks in advanced.
- Standing Orders / Subscriptions (recurring trips) can be booked for up to two weeks at a time.
- To make a reservation:
  - Call 941.575.4000, Option 1
- To cancel a reservation:
  - Call 941.575.4000, Option 2
    Cancellation line is open, Monday through Friday, 5:30 a.m. to 7:00 p.m. and Saturdays, 8:00 a.m. and 5:30 p.m.
- Will-Call Pickup *(Medical Appointments Only)*
  - Call 941.575.4000, Option 3
- Please have the following information ready to reserve a trip:
  - first and last name(s) of the passenger(s)
  - date of reservation
  - required drop off time
  - pickup address
  - destination name and address
- Cancellations at the door, or less than one (1) hour prior to your scheduled pickup time is considered a no-show
- Upon arrival of the bus, if a passenger does not board within three (3) minutes, the driver will leave, the passenger will be marked as a no-show and will need to reschedule. *Reasonable Modifications may be made for individuals with disabilities.*