



<b>INTRODUCTION.....</b>	<b>i</b>
<b>OVERVIEW OF SERVICES .....</b>	<b>1</b>
SERVICE AREAS.....	1
DESTINATIONS.....	2
SERVICE TIMES.....	3
HOLIDAY SCHEDULES .....	3
<b>ELIGIBILITY .....</b>	<b>3</b>
THE APPLICATION PROCESS .....	4
VISITORS WITH DISABILITIES.....	4
RECERTIFICATION REQUIREMENTS .....	5
<b>TRAVEL ASSISTANCE.....</b>	<b>5</b>
AGE REQUIREMENTS .....	5
PERSONAL CARE ATTENDANTS.....	6
COMPANIONS .....	7
<b>RESERVING YOUR TRIP .....</b>	<b>7</b>
CONTACTING RESERVATIONS.....	8
REQUIRED INFORMATION .....	9
RETURN TRIPS.....	10
SUBSCRIPTION SERVICE .....	11
<b>TAKING YOUR TRIP.....</b>	<b>12</b>
FARE INFORMATION .....	12
DRIVERS AND VEHICLES .....	12
OXYGEN TRANSPORT .....	14
PERSONAL BELONGINGS .....	14
WILL CALL .....	14
<b>CANCELLATION AND NO-SHOW POLICY .....</b>	<b>15</b>
<b>RIGHTS AND RESPONSIBILITIES.....</b>	<b>17</b>
<b>CUSTOMER FEEDBACK .....</b>	<b>22</b>

**VOTRAN STRIVES TO PROVIDE THE HIGHEST LEVEL OF QUALITY SERVICE POSSIBLE. WE APPRECIATE AND ENCOURAGE SUGGESTIONS AND COMMENTS FROM THE CITIZENS OF VOLUSIA COUNTY.**

**THANK YOU FOR USING VOTRAN**

**FOR ADDITIONAL INFORMATION ON VOTRAN'S SERVICES, PLEASE VISIT US ON THE WORLD WIDE WEB AT [WWW.VOTRAN.ORG](http://WWW.VOTRAN.ORG)**

## **Acknowledgement of Receipt Form**

The information provided in this guide is an important factor in helping you understand your transportation options on the Votran Gold Service. We encourage you to read it completely and to contact the Customer Service staff if you have any questions regarding the information contained within this booklet.

It's important for Votran staff to know that you have received this User Guide. Please sign your name below, detach this page, and return it to Votran. You will receive one Votran Gold Token as a thank you for completing this form.

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name

## INTRODUCTION

Votran Gold Service is a door-to-door shared-ride Paratransit Service. Since the service is provided from door-to-door, you must be on the ground floor to be picked up for your transportation. In addition, shared-ride means your trip could involve stopping to pick up or drop off other customers along the way.

**This special service is provided only for those individuals who cannot use Votran regular fixed route bus service because of a disability or when fixed route service is not available in your area and you have no other means of transportation.**

To become qualified for this special service a completed application must be submitted to Votran for processing and determination of eligibility.

When making a reservation for service, please keep in mind a local trip (within the same service area) can take up to one hour. Trips from one service area to another can take up to two hours.

### Who is eligible to use Votran Gold?

Votran Gold is intended to serve a limited group of people, specifically those sponsored under the following:

- **Americans with Disabilities Act (ADA):** Those individuals who reside within  $\frac{3}{4}$  mile of an established bus route, but cannot use Votran

regular fixed route service because of a disability.

- **Transportation Disadvantaged (TD):** Includes qualifying individuals located in areas where fixed route service is not available and who have no other means of transportation.
- **Agencies:** Includes people whose trips are funded under a negotiated agency contract.

Votran staff will determine the funding category appropriate for each customer. If you have questions about your eligibility status, please call Votran Customer Service staff at (386) 756-7496 option #4.

### What groups make up Votran Gold?

Votran Gold Service is made up of the following:

- **A Transportation Disadvantaged Local Coordinating Board (TDLCB):** The TDLCB is established under Florida Statute to oversee the delivery of paratransit services, resolve customer disputes and monitor quality of service.
- **The Community Transportation Coordinator (CTC):** VOTRAN acts as the CTC for Volusia County, coordinating and providing many of the transportation needs for ADA and TD
- **Private Contractors:** These operators provide

requesting a copy of our adopted Grievance Procedure.

OR

You may call the Florida Commission for the Transportation Disadvantaged Ombudsman Hot Line:

**1-800-983-2435.**

service animal that poses a direct threat to the health or safety of others may be excluded from riding the bus or bringing the animal to a Votran facility (as per Florida Statute 413.083(c) ). Additionally, a disruptive service animal (e.g. a dog that constantly barks while on board) may be excluded. The individual with the disability who uses the service animal still has the option to ride the bus on future trips without the service animal.

**What if I'm not satisfied with the services provided?**

### **CUSTOMER FEEDBACK**

If you experience a problem with any aspect of the service, you may call or write to Votran's Customer Service Department. Please call (386) 756-7496 or (386) 761-7700 and ask to speak to a Customer Service Representative. To send your complaint in writing, direct your correspondence to:

**Votran Customer Service Department  
950 Big Tree Road  
South Daytona, FL 32119**

Please include details such as time, date, location and a description of the problem you experienced. This will help in determining the appropriate personnel to contact in order to resolve any difficulties you may have as quickly as possible.

If your complaint cannot be resolved, you may obtain information on the grievance process by contacting the Customer Service Manager and

paratransit services under contract with Votran.

To explain the services offered to you by Votran Gold, we have prepared the following USER GUIDE to help plan your trips and to make your transportation run as smoothly as possible. It is important that you take the time to read this guide completely to avoid any misunderstandings about the services offered by the system.

regulation will be waived. Please inform the reservationist of your situation when you schedule your first trip, you will be required to provide Votran with written documentation to have the seat belt requirement waived.

### **APPROPRIATE BEHAVIOR**

Passengers may not eat, drink, smoke or spit on the bus. Passengers are responsible for being considerate of other passengers in sharing rides, practicing good personal hygiene and to refrain from excessive noise, constantly changing seats, throwing objects, fighting, sticking heads or arms out the windows, lewd behavior and speech, etc. This behavior will not be tolerated.

In accordance with Votran Policy, service may be terminated due to threats, violent or abusive treatment toward the provider or other passengers. Service may be refused if a passenger engages in violent, seriously disruptive or illegal conduct. Seriously disruptive conduct does not include behavior or appearance that only offends, annoys, or inconveniences other riders or employees.

When it has been determined by the Votran Operations Manager that suspension will be initiated, communication of the suspension of service will be made by phone and/or mail to the Passenger or Parent/Guardian of Passenger with a copy to the appropriate agency (if applicable).

Service animals, although allowed on Votran (and contractor) buses and in Votran facilities, must display appropriate behavior while on the bus. Any

### **Customers have the right to:**

1. pick-ups within the established one (1) hour pick-up window (two hours for trips between service areas);
2. expect the driver to wait up to five minutes;
3. toll-free accessibility to the CTC;
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 at least one day in advance; and
4. provide own wheelchair and/or escort.

### **What other responsibilities do I have as a Votran passenger?**

#### **SAFETY**

Passengers are responsible for observing safety rules including use of seat belts, not standing when bus is in motion and waiting for driver to assist them on and off the bus.

Florida State law has determined that all passengers on Paratransit vehicles **MUST WEAR SEAT BELTS**. A passenger who refuses to remain seated with the seat belt in place will be denied service. If you have medical documentation stating that the use of seat belts may be detrimental to your health, the seat belt

## OVERVIEW OF SERVICES

Although Votran Gold serves all of Volusia County, certain restrictions may apply to the trips provided. These limitations may impact the times you can travel or the destinations that may be available to you.

### SERVICE AREAS

The provision of Gold Service for Volusia County is divided into four service areas. They are defined as follows:

**EAST VOLUSIA** - Ormond Beach, Ormond-by-the-Sea, Holly Hill, Daytona Beach, South Daytona, Port Orange, Daytona Beach Shores, Wilbur-by-the-Sea and Ponce Inlet.

**SOUTHEAST VOLUSIA** - New Smyrna Beach, Edgewater and Oak Hill.

**WEST VOLUSIA** – Osteen, Enterprise, Cassadaga, DeLand, Orange City, Debary, Deltona, and DeLeon Springs.

**NORTHWEST VOLUSIA** - Astor, Barberville, Pierson, and Seville.

**What service is available for trips in between service areas?**

**Trips between service areas are very limited and**

**it is important to check the times of operation before you schedule your appointments.** Please call the Reservation Department to determine what times the vehicles operate between Service Areas.

### DESTINATIONS

Votran Gold service provides specialized transportation throughout Volusia County. However, some travel limitations may exist based on the category of each qualified applicant. It's important that each of our customers understand the services available to them.

#### **Where may I travel?**

Depending on the program you are eligible for, some service restrictions may apply as a result of Federal or State regulations.

Customers who qualify for service under **ADA** may only schedule trips that begin and end in the ADA Corridor. The corridor is an area within 3/4 of a mile on either side of a fixed bus route. While you may be certified to ride Votran Gold, all destinations in the county may not be within the ADA corridor.

Votran Gold clients who qualify under the **Transportation Disadvantaged** program are those individuals located outside of the ADA corridor. These clients are permitted to schedule trips countywide.

People traveling under **Agency** sponsored trips are only authorized to take trips as arranged by the

1. professional, courteous and properly trained drivers;
2. assistance while getting in and out of the vehicle and to the seat; and
3. assistance with as many packages as can be safely carried by the passenger and the operator in one trip.

**Customers are responsible to:**

1. call in trip cancellations at least one (1) hour prior to the scheduled pick-up time to avoid being marked a no-show;
2. inform CTC of all pertinent information regarding the trip;
3. present the correct fare;
4. be ready at the 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, providing the CTC with pertinent information.

**SERVICE:**

5. a properly identified driver;
6. adequate seating, to include ample space for service animals;
7. assistance in maneuvering mobility devices up and down a maximum of one step;
8. Community Transportation Coordinator (CTC) policy on medical emergency during transport.

**Customers are responsible to:**

1. be ready and waiting for the vehicle in a safe location up to one (1) hour prior to your scheduled appointment time;
2. keep seat belts and mobility device tie-downs secure until the vehicle stops;
3. remain seated until the 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:**

particular agency sponsoring the trip.

### **SERVICE TIMES**

#### **EAST VOLUSIA**

6:00 a.m. - 6:00 p.m., Monday through Saturday

Limited service is available on Sunday and during evening hours.

#### **WEST VOLUSIA & SOUTHEAST VOLUSIA**

6:00a.m. - 6:00 p.m., Monday through Saturday

### **HOLIDAY SCHEDULES**

Votran does not operate on New Year's Day, Thanksgiving Day and Christmas Day. Limited service is available on Memorial Day, 4th of July and Labor Day. Please call our Reservation Department for further information on our Holiday Schedules.

### **ELIGIBILITY**

While some people might prefer to use Gold Service rather than a fixed route bus, this specialized service is designed to assist those individuals who cannot access Votran regular fixed route bus service because of a disability or when fixed route service is not available in your area and you have no other means of transportation. In order to determine whether or not a person is best served with Votran Gold, an eligibility process has been established.

### **THE APPLICATION PROCESS**

Any resident of Volusia County may request an **ELIGIBILITY APPLICATION** from Votran by calling one of the phone numbers printed on the front of this guide. The Eligibility Application must be **FILLED OUT COMPLETELY** to be considered for transportation services from Votran. If you need assistance completing your application Votran staff members are available to help. The completed application will be reviewed by Votran and a determination of eligibility will be made based on the information provided. A staff interview or assessment may be required to complete the process.

The eligibility process can take up to twenty-one (21) days to complete. If you qualify for Votran Gold Service, the scheduling of future trips is a quick and easy process.

### **VISITORS WITH DISABILITIES**

Votran provides complementary paratransit service to individuals who travel to Volusia County and are eligible for services under the Americans with Disabilities Act (ADA). If these individuals have been certified as "ADA Paratransit eligible" by a public entity, that certification will be honored for up to 21 days. If they have not been certified as eligible by another public entity but claim that they are ADA Paratransit eligible, they are entitled to "presumptive eligibility" for up to 21 days. If service is needed beyond this period, individuals will be required to apply for eligibility in the area they are visiting.

3. If the customer is again reinstated and has a third offense, the suspension will be sixty (60) days.
4. Upon the fourth occurrence, the individual's transportation privileges will be terminated permanently.

If the individual responds to any no-show notification and provides acceptable, verifiable evidence that the no-show was due to an unforeseen, unavoidable circumstance or an error in scheduling, the missed trip will not be counted as a no-show or same day cancellation.

**VOTRAN CLIENTS ARE ULTIMATELY  
RESPONSIBLE FOR CANCELLING TRIPS.  
RIGHTS AND RESPONSIBILITIES**

The Florida Commission for the Transportation Disadvantaged has established the following set of rights and responsibilities for paratransit services such as Votran Gold. Please remember that Votran acts as the CTC for Volusia County.

**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;

will also be marked as a no-show. Individuals on subscription service (two [2] trips or more per week to the same location) must notify the Votran office if they are not to be picked up.

Trips that are cancelled on the same day that the trip is scheduled, but more than one (1) hour prior to the scheduled pick-up time are classified as same day cancellations. Six (6) same day cancellations in one (1) month will be allowed. Over six (6) will be subject to the same progressive action as a no-show violation.

For individuals who call in a day or more ahead to cancel trips, the trip(s) will be made inactive and will be classified as an advance cancellation. Advance cancellations shall be monitored and customers will be notified upon repeated occurrences.

Customers are permitted to have three (3) no-shows within a ninety (90) day period. Customers with no-shows above this level will be added to a watch list and monitored for repeated offenses. Customers with subscription service will have their standing order suspended for a fixed period of time. Customers identified with a pattern of system abuse, will be subject to progressive action as follows:

1. The first offense will result in a suspension of service for two (2) weeks. Votran staff will send a letter notifying the client when they will be suspended.
2. If the person is reinstated to the program and they continue a pattern of abuse, the second suspension will be for thirty (30) days.

## RECERTIFICATION REQUIREMENTS

To ensure that we are able to provide the best possible service, Votran must maintain current and accurate records. Therefore our **customers are subject to recertification every three (3) years** (with the exception of temporary certifications).

## TRAVEL ASSISTANCE

Many of our customers require assistance during their travel. While Votran drivers are able to provide assistance to and from the vehicle, some customers require more personalized care. This section of the Guide addresses customer's needs that extend beyond the responsibility of a Gold operator.

**How old must someone be to use Votran Gold service?**

## AGE REQUIREMENTS

Children under the age of six (6) years **MUST** have an escort. Children under the age of four (4) years and/or under the weight of 45 lbs. will be required to use a child restraint device. Due to the cost of purchasing, maintaining and replacing the devices and for sanitary reasons related to the transmittal of communicable diseases, these devices must be provided by the accompanying adult or escort.

**What if I need an assistant to travel with me?**

## PERSONAL CARE ATTENDANTS

Children under the age of six (6) and individuals requiring special assistance while en-route must have an escort/personal care attendant (PCA). The PCA must be able to provide the necessary assistance to the passenger and will be transported free.

Only one PCA may ride free of charge. In cases where it is not evident the individual needs an escort, medical documentation stating the reason an escort is needed will be required. The PCA will be traveling with the passenger to assist with life-functions and to facilitate travel. Although a PCA may travel with a customer, the Votran Gold operator still has a responsibility to assist from door-to-door. Both the PCA and the rider must be picked up and dropped off at the same address.

A PCA request must be approved on the initial application in order to be eligible to travel with a rider. To be eligible for a PCA, a physician or other qualified professional must include this information on your application. The information provided must state the functional limitations that require you to have additional assistance. If your physical status changes after the application is approved without a PCA being authorized, and one is now required, a letter must be submitted from a physician or other qualified professional stating that you now require a PCA.

**When do we require a PCA or escort?**

return trip and you will be picked up as soon as a vehicle is available.

**What if I decide not to travel after making an appointment?**

### **CANCELLATION AND NO-SHOW POLICY**

**NO-SHOW:** Occurs when a person has reserved a trip and then does not take the trip when the vehicle arrives. A no-show is also applied to a person who cancels their trip within one (1) hour of the scheduled pick-up time.

**SAME DAY CANCELLATION:** Occurs when a person has reserved a trip and then cancels the trip on the same day it was scheduled, but more than one (1) hour prior to the pick-up time.

**ADVANCE CANCEL:** Occurs when a person has reserved a trip and then cancels the trip at least one (1) day prior to the reservation date.

Individuals, their guardian(s) or agency sponsor must cancel trips as soon as they become aware the trip will not be made. Persons who call in less than one (1) hour prior to their scheduled pick-up time to cancel a trip will be informed they will be charged with a no-show and informed of the penalty. If an individual has a pick-up/return trip scheduled and is a no-show on the first trip; the return trip will not be canceled unless the individual calls Votran to cancel the return trip. If the return trip is not canceled by the individual and is a no-show it will be counted as two (2) no-shows for the same day on the individual's record. Persons who are unavailable to make the trip when the driver arrives to pick them up

area must be firm to accommodate the approach to the wheelchair lift. Grass, gravel and soft sand are not acceptable surfaces. **WHEELCHAIRS MUST BE EQUIPPED WITH FOOT RESTS.**

Vehicles are equipped with a boarding wheelchair to accommodate those customers with limited mobility to board the vehicle. The boarding wheelchair is not to be used for a means of transportation, only to assist customers to board and alight the vehicle.

### **OXYGEN TRANSPORT**

Travel with oxygen equipment is permitted providing that it is self-administered and can be safely stowed when the vehicle is en-route. Votran operators and contracted vendors are not permitted to supply, connect or disconnect oxygen.

### **PERSONAL BELONGINGS**

Passenger property that can be safely carried by the passenger and/or the driver in one trip and can be safely stowed on the vehicle shall be allowed to be transported with the passenger.

### **WILL CALL**

From time to time, a passenger may not be ready to make their return trip when the Gold service vehicle arrives. If this happens, the passenger will be placed into "will call" status. This means that you must contact Votran when you are ready for your

Agencies who schedule trips for children under the age of six (6) will be responsible for providing escorts or bus aides if a parent or guardian does not accompany the child. A parent or guardian escorting an under-age child may not bring additional children unless the other children have a scheduled reservation and will be receiving a service. Gold vehicle operators are available to assist passengers from the door of their pick-up location to the door of their destination. However, we require that passengers needing additional assistance upon reaching their destination also travel with an escort.

### **COMPANIONS**

One companion may accompany an ADA Paratransit eligible rider. However, both must be picked up and dropped off at the same address. Accompanying companions pay the same fare as the eligible rider (currently \$2.50.) When making a reservation, you must indicate a companion is traveling with you.

### **SERVICE ANIMALS**

Service animals are welcome at all Votran facilities, on all Votran vehicles, as well as on Votran's private contractor vehicles as per Florida Statute 413.08. All other uncrated animals are prohibited.

### **RESERVING YOUR TRIP**

Due to the volume of customers served by Votran Gold each day, trips must be called in ahead of time

to allow for proper scheduling.

### **Who do I call for service?**

#### **CONTACTING RESERVATIONS**

You may request a trip by calling the Reservations Department using the telephone numbers printed on the front of this guide.

Requests for NEXT DAY service must be called in by 4:00 p.m. on the day preceding your trip. **Same day service is not available.** Requests for Saturday, Sunday, or Monday service should be called in no later than the previous Friday by 4:00 p.m.

Trips may also be booked up to one (1) week in advance by calling the reservation department between 7:00 a.m. and 5:15 p.m. Monday-Friday or on Saturday between 7:00 a.m. and 4:00 p.m.

### **What do I do if the phone lines are busy?**

Because of the number of trip requests we receive on a daily basis, our phone lines are sometimes busy. When you call to make a reservation for service and hear a recording, please stay on the line and the next available reservationist will be happy to assist you. Please note that our busiest hours are from 11:00 a.m. to 1:00 p.m. and from 3:30 p.m. to 4:00 pm.

### **What information will I need to provide when I call to make a reservation?**

other customers. Customers may not request a specific transportation provider. When you request service, you may be scheduled to ride with one of the Private Contractors or one of the Votran vehicles.

All Votran and Contract Operator drivers are required to wear uniforms and picture identification badges. All vehicles are plainly marked with the name of the company in a prominent location.

Votran Gold provides door-to-door paratransit service. Our drivers are trained to help those who require assistance to and from the vehicle. We **do not enter a person's home or a person's room at a living facility.** In addition, we **do not go above the first floor of a multi - family residence.** The customer must be waiting on the ground floor in the lobby or at the main entrance.

Our vehicles are equipped to transport common wheelchairs (or scooters), however the customer must have their own wheelchair. A **common wheelchair is one that does not exceed 30 inches in width and 48 inches in length (measured two inches above the ground) and does not weigh more than 600 pounds when occupied.**

Wheelchair customers must be on the first floor with no more than one (1) step from the entrance of the residence to ground level. If there is more than one (1) step to negotiate, an accessible ramp must be installed in order to accommodate the customer. In addition, customers in wheelchairs must have an accessible boarding area on which the lift can safely be deployed and the area leading up to the boarding

## TAKING YOUR TRIP

### FARE INFORMATION

Fares will depend upon your sponsorship or funding source. Your reservationist will tell you the cost of your trip when your reservation is made.

The driver will collect the fare from you when you board the vehicle. You must have the **exact change.** Drivers do not carry money and will not make additional stops to get change. Failure to pay the appropriate fare may jeopardize your transportation eligibility.

**Please do not tip the drivers.**

One-way tokens are available in various quantities. For information on purchasing one-way tokens, please call (386) 756-7496 extension 4105.

**What type of vehicle will pick me up?**

### DRIVERS AND VEHICLES

Votran operates vehicles designed to accommodate ambulatory and wheelchair customers.

Gold Service drivers are not responsible for charging, connecting or disconnecting any equipment used by a customer. Please ensure all equipment is functioning properly and independently prior to starting your trip.

To achieve the goals of shared-ride transportation, customers are expected to share transportation with

## REQUIRED INFORMATION

When you call for an appointment please have the following information available:

- Pick up location - name, phone number, address including building and apartment number, town or city and zip code.
- Destination
  - Street address (including: town or city & zip code)
  - Phone Number
  - Doctor's Name
  - Office or Suite Number
  - Name of Facility if applicable.
- Appointment Time and Return Time.
- Please inform the reservationist if you require a personal care attendant (PCA) on your trip and specify whether the PCA is ambulatory or in a wheelchair.
- Also, please inform the reservationist of any additional travel requirements needed to schedule your trip such as traveling with a service animal.
- Return trip information - exact location and time (see section on return trips for details).

Always give the reservationist the time you need to be at your destination or the time of your health care appointment. Since your vehicle will pick up several customers, trips are scheduled based on your appointment time. There is a pick-up window that requires passengers to be ready up to one (1) hour in advance of their scheduled appointment time. This means that if you have a 9:00 a.m. appointment

you may be picked up as early as 8:00 a.m.

If you are traveling from one service area to another, you should be ready for your trip two (2) hours prior to your appointment.

**What about scheduling my return trip?**

## RETURN TRIPS

When you schedule your transportation, you **MUST** also schedule your return trip. Return trips that are not scheduled in advance will not be accepted.

Votran will be better able to accommodate a change in your return trip if we are notified promptly. Please contact Votran as soon as possible to inform us about a change to your trip. If you are not ready at your scheduled return time you may have to wait for a return ride to become available. Therefore it's important to schedule your return trip late enough so that you are sure you will be ready when your vehicle arrives.

When making your doctor's appointment, please inform the physician's office that you are riding on public transportation and that you need to be ready to return when the vehicle arrives.

**In most cases, you will be picked up at the same location you were dropped off.** If for some reason the pick-up location is different, be sure to tell the reservationist **exactly where you will be waiting for your return trip. The driver will be given this information and will be looking for you at that location. Do not leave the area or you could miss your ride.**

**Please be advised that the one (1) hour delivery window applies to all return trips.**

If you are ready for your return trip more than one (1) hour before it is scheduled, you may contact Votran to request an earlier pick-up. If you wait more than one (1) hour after your scheduled pick-up time, call one of the phone numbers on the front of this guide and a representative will assist you. Calling within the pick-up window will not expedite your trip.

Vehicles will only stop at pre-determined origin and destination points. Drivers will not make additional stops except in an emergency.

**SUBSCRIPTION SERVICE**

A standing order or subscription service can be established when a customer regularly travels to and from the same destination (two or more times a week) at the same times. You will save time by submitting a standing order; however you must contact the reservation department immediately if your plans change to avoid being charged with a cancellation or a no-show.

**When are the best times to ride on the system?**

The Votran system operates on the public roads and highways. Occasionally our vehicles will run behind schedule during periods of peak demand such as special events, during rush hour, or during inclement weather. Your trip will have fewer problems if you avoid peak travel periods.