



RIDE GUIDE

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WELCOME TO BAYWAY ON DEMAND

Bayway On Demand is the Demand Response service provided in Bay County, Florida. This service is provided in cooperation with Bay County's Transportation Disadvantaged Local Coordination Board and is subject to criteria developed by the Florida Commission for the Transportation Disadvantaged.

Bayway On Demand is a curb-to-curb service. Riders are picked up at the curb and dropped off at the curb of their destination. Bayway On Demand is a shared-ride service. This means that other riders may be picked up and dropped off during your trip.

Overview

In 1989, a major commitment to mobility in the State of Florida was formalized when the legislature revised Chapter 427 Florida Statutes (F.S.) creating the Florida Coordinated Transportation System and a dedicated funding source. The Florida Coordinated Transportation System includes the Commission for the Transportation Disadvantaged; Designated Official Planning Agencies; Community Transportation Coordinators; Local Coordinating Boards; Transportation Operators; purchasing and funding agencies/entities; and most importantly, those in need, the Transportation Disadvantaged. Chapter 427 defines TD persons as those persons who, because of physical or mental disability, income status, or age, are unable to transport themselves or to purchase transportation. The legislation also includes children who are "high-risk" or "at-risk" of developmental disabilities.

On January 1, 2014, the Bay County Board of County Commissioners was appointed as Community Transportation Coordinator. The Bay County Board of County Commissioners selected Transdev, formerly known as First Transit, as the contract operator to provide coordinated transportation services to the transportation disadvantaged.

The Transportation Disadvantaged service is provided in cooperation with the Bay County Transportation Disadvantaged Local Coordinating Board and, pursuant to criteria developed by the Florida Commission for the Transportation Disadvantaged, established eligibility guidelines and priorities with regard to the recipients of non-sponsored Transportation Disadvantaged services that are purchased with Transportation Disadvantaged Trust Fund monies.

Bayway On Demand provides approximately 300 scheduled trips per day, using a variety of vehicles specifically equipped to transport individuals with various disabilities. Due to the demand for this special transit service, it is important that each rider carefully follow the guidelines established for this program.

Cooperation and flexibility from riders will allow Bayway On Demand to meet each rider's needs more effectively and efficiently.

This document will provide riders with a wealth of information about the policies and procedures that will help them use the service with the greatest amount of ease. This guide is available online at www.baywaytransit.org. It can also be made available in other formats by calling Bayway On Demand at (850) 769-0557.

Office Location

Bayway On Demand
920 Wilson Avenue
Panama City, Florida 32401

Hours of Operation

Office Hours

Monday – Friday 8:00 a.m. – 5:00 p.m.

Hours of Operation

Monday – Saturday 6:00 a.m. – 6:00 p.m.

Telephone Numbers

To Schedule a Ride

(850) 769-0557

General Information

(850) 769-0557

To Cancel a Ride

(850) 769-0557

Fax

(850) 215-0295

Florida Relay System

1-800-955-8770

TTY

1-800-955-8771

Florida Commission TD Helpline

1-800-983-2435

Holidays

Limited transportation may be available on holidays. Please call Scheduling for holiday availability. Other holidays may be observed when approved by the Bay County Board of County Commissioners.

- New Year's Day
- Martin Luther King, Jr. Day
- Presidents' Day
- Easter Day
- Memorial Day
- Independence Day
- Labor Day
- Veterans Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve
- Christmas Day

Types of Transportation Offered

- Ambulatory
- Wheelchair

Public Transportation

Bayway On Demand is public transportation and service is available to everyone. Riders that are not Transportation Disadvantaged will be charged full unsubsidized cost.

Medwaiver Transportation

Medwaiver transportation is provided with eligibility determination made through the Agency for Persons with Disabilities (APD). For further information contact APD at (850) 872-7652.

Agency for Health Care Administration (AHCA)

AHCA/Medicaid transportation is provided. Please contact your managed care provider for eligibility and additional information.

Transportation Disadvantaged (TD)

To determine eligibility, a completed application along with proper documentation must be submitted to Bayway On Demand. In order to be eligible, the applicant must have no other means of transportation available and at least one of the following criteria:

- Is age 60 or older; or
- Income level falls below current federal poverty guidelines (aspe.hhs.gov/poverty-guidelines); or
- Has a disability preventing use of a bus route serviced by Bay Town Trolley.

Incomplete applications will be denied. Applications are available at the Bayway On Demand office, by mail, or online at www.baywaytransit.org. Completing the application does not automatically certify an applicant for travel on Bayway On Demand.

Scheduling a Ride

Have the following information ready when making a reservation:

- First and last name
- Telephone number
- Trip date
- Pick up address
- Destination address
- Appointment time
- Pick up time for return trip

When making a reservation by telephone, please provide the customer service representative with detailed information about the pickup and drop off locations. At large facilities, such as hospitals, the rider may be requested to wait in a common pick up area so that they can be easily located. Customers can also make a reservation using the CTS Rider Portal App or the Request My Ride website www.requestmyrides.com.

Number of escorts accompanying the rider. Please refer to the escort, personal care attendant, and child(ren) section on page 8.

Reservations may be made by calling or faxing.

Telephone **(850) 769-0557**

Fax **(850) 215-0295**

If leaving a voice mail message, please leave full name and telephone number. All calls will be returned promptly. Rides are reserved on a first-come, first-served basis and are subject to driver availability, vehicle availability, available funding, and vehicle capacity.

Advance Trip Reservations

Daily Reservations:

Faxed or emailed reservation requests will only be processed after call reservations. No voice mail reservations will be accepted. If you receive the voice mail system, you may leave a message for a return call, however, it is recommended that you continue to call until you have reached a customer service representative.

Reservations must be made no later than 1:00 p.m. the prior business day, however, a longer lead time is suggested. Bayway On Demand may implement a maximum or cap on the number of reservations accepted for both daily and subscription reservations. This will be determined based on available resources.

Reservations will be accepted on a first-call, first-served basis until the cap has been reached. Reservations can be made no more than seven (7) calendar days in advance. If there is no availability, the requested reservation will be placed on a waiting list. Waiting list reservations will be considered as openings become available.

Subscription or Reoccurring Reservations

Subscription or re-occurring reservations will be accepted on a first call, first served basis for up to thirty (30) calendar days at a time. When the thirty (30) day subscription has expired, the request must be resubmitted for consideration. Resubmitted subscription trip reservations will not be considered if received more than three (3) business days prior to the current subscription expiration date.

Estimated Pick Up Times — the “Pick Up Window”

There is a 30-minute pick up window for trips. Riders are to be ready for pick up 60 minutes prior to their scheduled pick up time. The pick up window for trips is 30 minutes before or 30 minutes after the scheduled pick up time. The driver will only wait 5 minutes for boarding from the beginning of the pick up window. If the rider does not board within 5 minutes, the driver will notify dispatch, depart, and the rider will be considered a no-show.

Example: Be ready at the beginning of the pickup window. If the scheduled pick up time is 8:00 a.m., the pick up window begins at 7:30 a.m., so be at the pickup location at 7:30 a.m.

30 Minutes Before Scheduled Pick Up Time and 30 Minutes After

7:30 a.m. ← 8:00 a.m. → 8:30 a.m.

The rider should be prepared to be transported a minimum of one hour for trips within a 10 mile radius of Bayway On Demand and one hour plus travel time for trips beyond the 10 mile radius of Bayway On Demand.

Return Trip

For scheduled return trips, pick up should occur within 30 minutes after the scheduled pick up time. For those times that a rider is unable to provide a specific return time (e.g., surgery, release from hospital, etc.), a “will call” trip will be worked into the existing schedule. This could result in an extended wait time.

Reminder/Arrival Notifications

As a service to our riders, a reminder notification will be attempted the night before a rider’s scheduled trip and 5 to 15 minutes before your scheduled pick up time. If the rider does not answer, the automated reminder notification system will leave a message on your voice mail or answering machine and Bayway On Demand will arrive as scheduled.

Please listen to the automated message as your pick up time may have been changed. If a call or message is not received the night before and your pick up time has been changed, you will receive a call the morning prior to your scheduled trip notifying you of the change. It is the responsibility of the rider to ensure Bayway On Demand has your correct telephone number on file.

Trip Cancellation

Trips should be canceled at least 24 hours prior to your scheduled pick up time. Trips not canceled at least 90 minutes before your scheduled pick up time will be considered a no-show. If a rider must cancel a trip, it is important to contact Bayway On Demand at (850) 769-0557. Voicemail is available to cancel trips after hours. Riders not present for their return trip without notifying Bayway On Demand will be considered a no-show.

Personal Care Attendant (PCA)

PCAs are required when verified by a recognized medical professional or if determined by Bayway On Demand to be necessary. PCAs ride free and must be scheduled at the same time the rider is scheduled. If transportation is reserved by an agency or facility, a trained PCA must be provided. If agencies or riders are not providing the required PCAs, Bayway On Demand reserves the right to refuse transportation.

Escorts and Children

Escorts are required for anyone under 16 years of age. Escorts and children will be charged the \$1.50 fare. Escorts and children must be scheduled at the same time the rider is scheduled.

Caregiver Responsibility

Some riders are mentally or cognitively impaired or have severe memory problems such that they cannot be safely left on their own at either the pick-up point or the drop-off point. It is the responsibility of the rider’s caregivers or family to clearly identify these riders to Bayway On Demand so that the driver can be informed and appropriate precautions taken. Drivers cannot act as an attendant for these riders. Cognitively impaired riders will be allowed to travel without an attendant only as long as they exhibit safe behavior in the vehicle.

An attendant or caregiver must be present at the pick-up point and at the drop-off point for riders who cannot be left alone. If a responsible attendant or caregiver is not present when the driver attempts to pick up or drop off these riders, it can seriously disrupt the driver’s schedule. If Bayway On Demand encounters the absence of an attendant or caregiver, service to that rider may be suspended and the situation reported to Adult Protective Services. Additionally, if the driver has made more than two attempts to drop the rider off with no success, contact will be made with Adult Protective Services and/or a law enforcement agency to take custody of the rider.



If you observe another rider acting in an unreasonable manner (or against these policies and procedures), please report the problem immediately to Bayway On Demand by calling (850) 769-0557.

Fares

The Transportation Disadvantaged program pays for the trip, but the rider, escort, and dependent children are required to pay a \$1.50 fare. This fare is required for every trip to and from the rider's destination. Personal Care Attendants ride free. The driver collects the fare prior to riders boarding the vehicle. Exact change is required.

Drivers do not carry money, cannot make change, and cannot stop for riders to get change. Drivers are not allowed to accept tips.

Regular Fare	\$1.50 each way
Escort	\$1.50 each way
Dependent Children	\$1.50 each way
Family member or friend (if space available)	\$1.50 each way
Personal Care Attendant	No charge each way

No Shows and Cancellations

A cancellation at the door occurs when the vehicle arrives on time and the rider declines their scheduled transportation. Cancellations at the door are considered a no-show. A late cancellation occurs when a rider decides not to take a scheduled trip and does not call to cancel their trip at least 1½ hours (90 minutes) prior to the scheduled time of pick up. Late cancellations are considered a no-show. If a driver arrives before the start of the rider's pick up window and the rider is not ready to be transported, the rider is not required to board the vehicle. The rider may board if ready and is not opposed to early departure. Should the rider decide not to board for early departure, they will not be charged a no-show.

Suspension From Transportation Service

Riders may have their transportation service suspended for violating the following conditions and any other policy that can be detrimental to the welfare of the program, other riders, the driver, staff, or the public.

Verbal Abuse: Verbal abuse is defined as any oral presentation that is offensive to an other rider, transit employee, public, elected or appointed official or Community Transportation Coordinator staff.

Disruptive Behavior: Disruptive behavior is defined as a rider who engages in violent, seriously disruptive or illegal conduct directed at other riders, transit employees, the public, elected or appointed officials, or Community Transportation Coordinator staff. Such conduct includes, but is not limited to: threats or fear of physical or verbal abuse; unlawful harassment; including unwelcome verbal, nonverbal, or physical behavior having sexual or racial connotations; unauthorized use of equipment on the vehicle; voluntarily and repeatedly violating vehicle-riding rules, including smoking in the vehicle, eating or drinking without prior medical approval, or defacing equipment or property.

Dangerous Behavior: Dangerous behavior is defined as any threat or action that could cause direct or indirect physical harm to the driver, vehicle, other riders, one's self, the public, elected or appointed officials or Community Transportation Coordinator staff.

Physical Abuse: Physical abuse is defined as any action that may cause direct or indirect physical harm to a rider, driver, or other staff.

Providing False Information: Providing false information on the application for services or regarding the nature of a trip.

Other Actions: Other actions not specified but that are determined by the Community Transportation Coordinator to be an interruption of service.

Failing to submit an application: Riders may be suspended for not re-certifying or providing additional information to determine if the individual qualifies for services.

No Shows: A "no show" is a scheduled trip not canceled according to the Cancellation Policy. If three (3) no shows occur within 60 days, the rider shall be suspended for 30 days. A driver may refuse transportation to an individual or a group that defies these rules, behaves offensively, or could endanger the safety, health, welfare, or comfort of other riders, the driver, staff, or the public.

Rider Suspension

- 1st offense* – a warning letter stating the next incident will result in a rider’s suspension
- 2nd offense* – the rider will be placed on a 5 day suspension
- 3rd offense* – the rider will be placed on a 3 week suspension
- 4th offense* – the rider will be placed on a 6 week suspension
- 5th offense* – the rider will be placed on a 1 year suspension

The rider may appeal the suspension. During the appeal, the rider’s caregiver must present a plan of remediation to correct the problem. This plan will be reviewed during the appeal process to determine if the necessary corrective action is sufficient enough to remedy the problem.

Service Animals

Bay County Transportation Disadvantaged Program will accommodate any service animal as defined by the Americans with Disabilities Act. Riders are asked to refrain from interfering or petting a service animal without prior permission from the animal’s owner.

Curb to Curb

Curb-to-Curb Service operates from the curb of the pick up location to the curb of the destination location. The driver is required to assist the rider into and out of the vehicle, if needed. Drivers will not assist riders along walks or steps to the door of the home or destination. It is the rider’s responsibility to be waiting by the curb during the scheduled pick up window or to make a reasonable effort to reach the curb before the vehicle arrives at the pick up location. Drivers are not permitted to enter buildings and/or homes. Drivers must always be within sight of the Bayway On Demand vehicle. Bayway On Demand is a multi-loading service and the consideration and cooperation of all the riders is imperative for the system to work efficiently and be cost effective.

Wheelchairs and Scooters

Bayway On Demand vehicles have lifts that accommodate most wheelchairs and scooters.

Using the Lift

All individuals using wheelchairs or scooters use the lift to get on and off the Bayway On Demand vehicle. A rider may stand on the lift if they have difficulty entering or exiting the vehicle.

Seatbelts and Child Restraints

In the interest of safety, all riders accessing the Bayway On Demand vehicle must wear a seatbelt while on board the vehicle. All Bayway On Demand vehicles are equipped with lap belts and harness restraints.

Any child 5 years of age or younger must be transported by using a crash-tested, federally approved car seat. For children up to 3 years old, the restraint must be a separate carrier or a vehicle manufacturer’s integrated child seat. The carrier is the responsibility of the parent or guardian. For children aged 4 through 5 years, a separate carrier, an integrated child seat, or a child booster seat may be used. Seat belts will be required for children 5 years old and older. All children under the age of 6 years will be required to ride in the back seat of the vehicle. All children under the age of 16, must be accompanied by an adult.

Lost Items

If a rider loses a personal item and believes it may be on a Bayway On Demand vehicle, please call (850) 769-0557. If the item is found, the rider may be asked to travel to a central pick up location to retrieve it. If the item is not located in the vehicle, Bayway On Demand and their employees will not be held responsible for replacement of the lost item(s).

Personal Property

Riders will be allowed to have personal property that they can hold or secure in vacant seats if available as long as it does not present a safety hazard. Riders must be able to carry any items brought onto vehicle. Drivers may assist as necessary with packages when entering and exiting the vehicle. For non-scheduled shopping trips, the limit is two bags that the rider can secure on his or her lap or under the seat.

Oxygen Requirement

Traveling with oxygen equipment is permitted, but the equipment must be small enough so the driver does not have to assist with the loading and unloading of the oxygen equipment. The safety and use of this equipment is the sole responsibility of the rider. Portable oxygen tanks must be secured.

Emergencies

Rides on Bayway On Demand vehicles are for non-emergency medical treatment. Call 9-1-1 if you are in danger and need a doctor right away.

Shopping Trips

For scheduled shopping trips, riders will be allowed to have personal property that they can hold or secure in vacant seats if available, as long as it does not present a safety hazard. Riders must be able to carry any items brought onto vehicle. Drivers may assist as necessary with packages when entering and exiting the vehicle.

Travel Training

As a Bayway On Demand rider, we invite you to take advantage of the travel training service and use Bayway for some of your trips. Using Bayway is often simpler for some trips. If you have not used this service or need to know more about using mobility aids on the bus we offer a free travel training service. Call 850-769-0557, for information.

Title VI

Bayway On Demand operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act. Any Person who believes he or she has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Bayway On Demand. For more information on Bayway On Demand's civil rights program, and the procedures to file a complaint, contact (850) 769-0557 or visit our administrative office at 920 Wilson Avenue, Panama City, Florida 32401 or visit our website at BaywayTransit.org.

A complainant may file a complaint directly with the Federal Transit Administration by contacting the Office of Civil Rights, Attention: Title VI Program Coordinator, East building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590. If information is needed in another language, contact (850) 769-0557.

Americans with Disabilities Act (ADA)

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 (ADA), Bayway On Demand will not discriminate against qualified individuals on the basis of disability in its services, programs, or activities. Bayway On Demand will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in Bayway On Demand programs, services, and activities, including qualified sign language interpreters, documents in braille, and other measures for making information and communications accessible to people who have speech, hearing, or vision impairments.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of the Bayway On Demand, should call (850) 769-0557 or visit our administrative office at 920 Wilson Avenue, Panama City, Florida 32401.

The ADA does not require Bayway On Demand to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden. Bayway On Demand will strive to provide its services, programs and activities in the most accessible manner feasible. If information is needed in another language, contact (850) 769-0557.

Privacy

We will not use or share private health information in any way that is not allowed by the Health Insurance Portability and Accountability Act (HIPAA). HIPAA has steps in place to prevent the illegal use of private information. We protect private information whether it is sent through a phone, fax, computer, or any other method.

Safety Tips and Rider Responsibilities

- Wait in a safe, well-lit location while waiting for the vehicle.
- Choose a pick-up and drop-off location that allows the driver to keep his/her vehicle when assisting a rider to or from the vehicle.
- Let the vehicle come to a complete stop before approaching it.
- Allow the driver to assist a rider boarding or de-boarding from the vehicle.
- Ask for special boarding assistance, if it is needed.
- Always wear a seat belt if available.
- All personal belongings are the responsibility of the rider.
- Riders are responsible for loading and unloading their belongings.
- The accompanying adult is responsible for bringing an approved child safety seat for children less than 5 years of age.
- Eating or drinking in the vehicle unless it is for a medically related condition is not permitted.
- Smoking or vaping in the vehicle is not permitted.
- Use a headset for personal video or audio equipment so it does not distract the driver or fellow riders.
- Shirts, pants, skirts, dresses, and shoes are required to utilize this service.
- Drivers are not permitted to make any unscheduled stops or allow special requests without prior approval.
- Riders are requested to practice common health courtesies when traveling with such illnesses as the common cold.
- Riders are requested not to wear strongly scented personal care products while in the vehicle. This will help ensure that the vehicles are accessible for riders with multiple chemical sensitivities or environmental illnesses.

Drivers

The drivers are highly trained in the operation of commercial vehicles and the transportation of passengers. Drivers must have a safe driving record, pass a criminal background check, pass a Department of Transportation physical and test negative for drugs and alcohol. Drivers are trained in defensive driving, passenger sensitivity and how to safely transport individuals with special needs. Drivers are selected based on their ability to provide the specialized services needed to serve the citizens of Bay County.

Drivers are not required to assist mobility devices up or down steps, push mobility devices through grass or sand, or to lift the rider into or out of their mobility device. If you believe a driver has acted in an unreasonable manner, please report the problem immediately by calling Bayway On Demand at (850) 769-0557.

The driver will:

- Assist the rider on and off the vehicle
- Secure approved car seats, wheelchairs, and scooters in the vehicle
- Assist the rider with the seat belt
- Be courteous
- Drive safely
- Wear a seat belt
- Securely tie down mobility devices
- Wear photo identification attached to their uniform that can be easily seen by the rider
- Be in uniform
- Make a good faith effort to locate a scheduled rider

The driver will not:

- Search a building or other areas for the rider
- Maneuver wheelchairs on stairs or unsafe ramps
- Carry parcels
- Search the rider or the rider's bags for fare
- Honk the horn for a rider unless warning of a dangerous animal or an unsafe condition or there is a locked fence or other barrier preventing access to a rider's home

Frequently Asked Questions

What if my doctor visit is taking longer than expected?

As soon as it looks like a scheduled return trip time will be missed and needs to be changed, call (850) 769-0557. If you cannot make this call, ask the medical office staff to call and reschedule the return trip for you.

If I had an emergency and could not cancel my ride, is there anything I can do?

In the event of an emergency, riders should contact us as soon as possible to provide their reason for missing the scheduled ride. The no show will be removed for any reasonable emergency.

What if I need a ride outside of my county?

Bayway On Demand does not provide trips outside of Bay County.

What if I left something on the bus?

If you think you left something behind, please call (850) 769-0557.

Can I bring food on the bus?

All food and drink items should be sealed and remain closed for the duration of the ride. Riders may consume food and drink while on board the vehicle only if it is medically necessary.

Is the bus wheelchair accessible?

Bayway On Demand offers a variety of vehicles to meet the needs of our riders. If you require a wheelchair accessible vehicle, please notify the agency representative when scheduling your trip.

What is the difference between a Personal Care Attendant and an Escort?

A Personal Care Attendant (PCA) is a person who travels with you to assist you during the entire trip. The need for a PCA is verified by a medical professional or if determined to be necessary by Bayway On Demand. PCA's are not required to pay a fare.

An escort is a person who travels with you, such as a friend, companion, or family member and is not required to provide assistance. An escort is required to pay a fare.

What if there is a natural disaster?

Bayway On Demand coordinates with the Bay County Emergency Operations Center

during natural disasters and emergency preparedness and response. Transportation staff participate in local emergency management meetings. Bayway On Demand will assist in evacuating the special needs population including the elderly, persons with disabilities, and transportation disadvantaged. The agency will assist in transporting to and from designated shelter areas.

If my application is approved, am I guaranteed a trip?

No. Unfortunately, due to funding restrictions, trips are granted on a first-come, first served basis. This is why it is so important to make your reservation ahead of time.

What if I have a complaint?

If you have a complaint, contact us at (850) 769-0557, Monday through Friday from 8:00 a.m. to 5:00 p.m. and ask to speak with a Supervisor.

Any service complaints received will be immediately investigated and every effort made to seek an appropriate and prompt resolution.

A file will be kept on all service complaints received, and monthly reports generated that will help in identifying any emerging patterns or complaints; e.g., multiple complaints about a particular driver or reservationist, excessive late pickups, unclean vehicles, smoking or eating permitted on vehicles, etc.

Transportation staff discusses complaints with all parties involved and any witnesses. Transportation staff works to reach a resolution within five (5) business days unless the severity of the complaint requires additional time. The resolution is based on all parties' satisfaction.

Every effort will be made to resolve any problems at the complaint stage prior to becoming a grievance. Any person with an unresolved service complaint shall be advised of the formal grievance procedure and have a written or recorded copy of this grievance policy made available to them upon request.

Those parties wishing to file a grievance should contact:


Harrison Neilly, General Manager
920 Wilson Avenue
Panama City, FL 32401
(850) 769-0557
Harrison.W.Neilly@Transdev.com



Contact Bayway

Got questions? We're here to help.
Feel free to reach out with any questions or concerns you may have during our business hours, or leave us a note and we will get back to you as soon as possible.

 Bayway
920 Wilson Ave
Panama City, Florida 32401

 (850) 769-0557

 info@baywaytransit.org

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