

# Late Shift Connect Program Rider's Guide

## A Transportation Option for Late Shift Workers in Broward County

Late Shift Connect is a Broward County Transit (BCT) Program providing late shift workers in Broward County on-demand and direct transportation within Broward when regular transit service is generally not available. Late Shift Connect customers can request trips within Broward County from authorized transportation providers to or from their places of employment if their work shift begins or ends between 11:00pm and 6:00am, **5 times per week** (Sunday-Saturday).

### How many Late Shift connect trips can I take each day?

You may take up to **five work trips** per week (Sunday-Saturday) between 11:00pm and 6:00am within Broward County.

### How much of the fare is paid by Late Shift Connect?

**AFTER the first \$2** is deducted from your Late Shift Connect online account balance, Late Shift Connect pays the remaining metered balance up to a maximum of \$15 per trip. Any remaining balance is your responsibility.

### How do I add money to my Late Shift Connect online account?

Login to your Late Shift Connect online account <https://lateshift.flywheel.com/signin> and click on "payments" to add money to your account balance using a credit or debit card or pay with a bank account for the Late Shift Connect payment card to work. Please contact us at 954-357-8405 or email [lateshiftconnect@broward.org](mailto:lateshiftconnect@broward.org) if you choose to use cash to add value to your online account.

### How does Late Shift Connect payment and trips work?

The Late Shift Connect payment card is issued in the name you submitted on the Late Shift Connect enrollment form. You choose which transportation company from the authorized list you want to travel with. At the completion of the trip you swipe your Late Shift Connect payment card to pay the fare. Your online account balance will be deducted for the first \$2 of the fare and any remaining balance after the maximum \$15 subsidy is applied. If your account balance is below \$2 the transaction will be declined and you will be responsible for paying the entire fare. Your account **must have at least \$2 for each trip for the payment card to work**. The **\$2 payment per trip cannot be made in the taxi**.

#### Example #1

Total cost of work trip is \$13.  
First \$2 (customer) + \$11 (Late Shift Connect subsidy) = \$13.  
Total customer cost is \$2.

#### Example #2

Total cost of work trip is \$20.  
First \$2 (customer) + \$15 (Late Shift Connect maximum) + \$3 (customer fare above \$17) = \$20.  
Total cost to the customer is \$5

### How do I request a ride?

When you receive your Late Shift Connect payment card you will also be given a list of Late Shift Connect authorized transportation companies. Contact a Late Shift Connect authorized transportation company, current list can be found on [www.lateshiftconnect.org](http://www.lateshiftconnect.org), to book a trip.

## **Can I use my Late Shift Connect payment card to pay tips to drivers?**

Your Late Shift Connect payment card can be used to tip drivers but the tip will be deducted from your available online account balance. **The County subsidy cannot be used to tip drivers.**

## **Where in Broward County can I get picked up or dropped off?**

Pick-ups and drop-offs can be at any residential or business address in Broward County. The report to work address submitted on the Late Shift Connect enrollment form must be either the pick up or drop off location.

## **My report to work address has changed. What do I need to do so my Late Shift Connect payment card will work?**

If your work address changes for any reason, please email [LateShiftConnect@broward.org](mailto:LateShiftConnect@broward.org) or contact Late Shift Connect by calling 954-357-8405 and your account will be updated.

## **When does my Late Shift Connect payment card NOT work and I am responsible for paying the entire fare?**

- If you have exceeded your **limit of 5 work trips per week** (Sunday-Saturday).
- If your card does not have an available trip balance.
- If your trip is not between 11:00pm and 6:00am.
- If your trip is not to/from your report to work address.
- If the trip starts or ends outside of Broward County.

**Customers must always have their Late Shift Connect program payment card present when traveling or the customer is responsible for the entire fare.**

## **Who can use the Late Shift Connect payment card?**

Only the eligible rider may possess and use the Late Shift Connect Program card.

## **Do I need to explain the program to the driver?**

No.

## **What do I do if my Late Shift Connect payment card is lost or stolen?**

Report your lost, stolen, or damaged Late Shift Connect payment card as soon as possible to Broward County Transit by calling 954-357-8405 or email [lateshiftconnect@broward.org](mailto:lateshiftconnect@broward.org).

Once the payment card is reported as lost, stolen, or damaged, it will be deactivated immediately. A new payment card will be mailed to the registered customer's mailing address on file.

## **What happens if there is an issue with payment?**

If the payment card reader in the vehicle is unable to process your Late Shift Connect Card for any reason, please ask the driver to contact dispatch to process the card. The taxi dispatch staff is trained to process Late Shift Connect Program cards. You may also call 954-357-8405 to verify if the payment card reader processed the payment.

## **What if I have a complaint about my trip?**

Contact [Broward County's Consumer Complaints](http://www.broward.org/Consumer/Pages/Default.aspx) by visiting the Consumer website at <https://www.broward.org/Consumer/Pages/Default.aspx> . Written complaints are accepted from customers regarding alleged unfair and deceptive trade practices of businesses, including contractors you have hired, which are primarily located in Broward County. If you believe you have been a victim of an unfair and/or deceptive trade practice, call 954-357-5350 or email [consumer@broward.org](mailto:consumer@broward.org). You may also submit a [General Complaint Form](#) .