



## VETERANS CLINIC TRANSPORTATION PROGRAM

Door-to-door accessible  
transportation service

Accessible transportation service  
to and from the:

William "Bill" Kling VA Clinic  
9800 Commercial Blvd.  
Sunrise, FL 33351



Veterans Clinic Transportation  
program information and application  
can be found at  
[Broward.org/BCT](http://Broward.org/BCT) or contact BCT  
Customer Service 954-357-8400

Mail applications to:  
**Broward County Transit TOPS!**  
1 North University Drive  
Suite 3100A  
Plantation, FL 33324

or  
email application with proof of  
Veteran status and  
copy of photo ID to:  
[paratransit@broward.org](mailto:paratransit@broward.org)

[www.Broward.org/BCT](http://www.Broward.org/BCT)



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Broward County TOPS! for Veterans program. PA4227



## FOR VETERANS

The Broward County TOPS!  
program provides door-to-door  
transportation service to and  
from the William "Bill" Kling  
VA Clinic for our Veterans in  
Broward County.





## **TOPS! Transportation Service to the William “Bill” Kling VA Clinic**

Broward County is offering, through the TOPS! program, door-to-door transportation to all veterans in Broward County traveling to and from the William “Bill” Kling VA Clinic.

TOPS! paratransit vehicles are equipped to transport most wheelchair and scooter devices. The cost is **\$1.75** each way.

Veterans must be registered for the program before booking a trip to the Kling VA Clinic. VA Clinic transportation program information and application can be found at [www.Broward.org/BCT](http://www.Broward.org/BCT) or by calling BCT Customer Service at 954-357-8400.

As a shared-ride program you may be riding with other customers.

TOPS! paratransit service is comparable in travel time to the BCT fixed-route system, including transfers and wait times; and on the same days and during the same hours, and in the same areas, as the fixed route system.

### **How do I book a trip?**

Once your application is processed you will receive a letter from TOPS! with your ID number and a toll free

number to make a trip reservation. Trip reservations are accepted a maximum of three (3) days prior to the travel date. Next day reservations must be completed before 5:00PM.

After you provide your reservation information, the reservationist will enter your trip request into the scheduling system and confirm your reservation. The automated system will call you to provide your Service Window for each trip the night before travel.

### **May I travel with a companion or my PCA?**

One companion may accompany a rider. Both must be picked-up and

dropped-off at the same address at the same time. Companions are required to pay the **\$1.75** fare.

Personal Care Attendants must be picked-up and dropped-off at the same address at the same time. PCA's do not pay a fare.

### **No Strand Policy**

TOPS! has a no strand policy and guarantees a ride home to passengers transported by TOPS! If there is a delay in a scheduled return trip from the William “Bill” Kling VA Clinic, the veteran would simply call into the TOPS! Call Center to coordinate for a new pick-up.

