



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 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

www.Broward.org/BCT



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cost of \$575.00, or \$0.23 per copy to inform the public about the
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 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.

