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 subsidizing on-demand and direct transportation taxi trips within Broward County for late shift workers when regular transit service is generally not available. Late Shift Connect customers can request trips **10 times per week** within Broward County from the authorized transportation providers **to or from their places of employment** if their work shift begins or ends **between 9:00pm-7:00am Monday - Friday or 8:00pm-7:00am Saturday-Sunday**.

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 the transportation company from the authorized list you want to travel with. Your Late Shift Connect online account www.lateshiftconnect.org **must have at least $2 for each trip for the payment card to work**. At the completion of the trip 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 $30 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.** You may add funds to your Late Shift Account while you are in the taxi and it will show on your account immediately. The $2 **payment per trip must be made with your Late Shift Connect payment card and cannot be made** in cash or credit/debit in **the taxi.**

Example #1 Customer cost is only $2
Total cost of work trip is $32.
First $2 (customer Late Shift Connect account) + $30 (Late Shift Connect subsidy) = $32.
Total customer cost is **$2**.

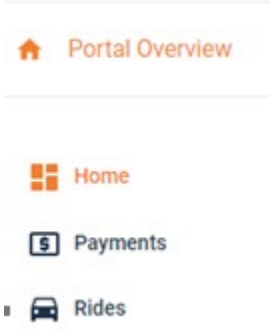
Example #2: Cost to customer is more than $2
Total cost of work trip is $35.
First $2 (customer Late Shift Connect account) + $30 (Late Shift Connect maximum) + $3 (customer fare above $32) = $35.
Total cost to the customer is $5.

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

AFTER the first $2 for each trip is deducted from your Late Shift Connect online account balance, Late Shift Connect **pays the remaining metered balance up to a maximum of $30 per trip. Any remaining balance is your responsibility**.

How do I access my Late Shift Connect account AND add money to my account?

1. Go to www.lateshiftconnect.org
2. Select “sign in”.
3. Your username is your complete email address submitted with your Late Shift Connect enrollment form - ###@###.????
4. Select “forgot password” if you have forgotten your password and follow directions for “forgot password”.
5. Sign into your account at www.lateshiftconnect.org .



6. Select “Payments”.
7. **Select Credit Card (use for credit or debit cards) and funds will be available immediately.** (If you select checking account it will take 7-10 business days before the funds will be available in your account)
8. Use a **credit or debit** card to load value to your account. You must have at least $2 in your account to activate the $30 subsidy. The funds you put in your Late Shift Connect account using a credit or debit card will be available immediately.
9. Complete your taxi trip between **9:00p.m.-7:00a.m. Monday - Friday & 8:00p.m.-7:00a.m. Saturday - Sunday**.

When is Late Shift Connect available?

The Late Shift Connect payment card can be used for trips completed **between 9:00pm -7:00am Monday - Friday or 8:00pm-7:00am Saturday-Sunday** for **up to 10 trips per week** in Broward County.

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

You may take **ten (10) one-way work trips** per week completed between 9:00pm-7:00am Monday-Friday or 8:00pm-7:00am Saturday-Sunday **within Broward County**.

How do I request a ride?

When you receive your Late Shift Connect payment card you will also be given a list www.LateShiftConnect.org of Late Shift Connect authorized transportation companies. Contact a Late Shift Connect authorized transportation company to book a trip.

How do I reset my Late Shift Connect password?

Go to www.LateShiftConnect.org and select “sign in to your Late Shift Connect account”.

Click on “Forgot Password” and follow process. Your **username is the complete email address** you used to apply to the Late Shift Connect program.

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 the name of your new employer and work address to LateShiftConnect@broward.org or contact Late Shift Connect by calling 954-357-8405 and your account will be updated.

I work at more than one job location during the Late Shift Hours. How do I add another employer and/or work address to my Late Shift Connect account?
To add another employer and/or work address to your Late Shift Connect account, please email LateShiftConnect@broward.org and include your name, the name of your employer, your second work address and your phone number. You may also call Late Shift Connect Staff at 954-357-8405. Late Shift Connect staff will update your Late Shift Connect account with the second work address and notify you by email once your account is 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 10 work trips per week** (Sunday-Saturday).
- If your Late Shift Connect account does not have an available fund balance of $2 per trip required for the Late Shift connect subsidy.
- If your trip is **not between 9:00pm and 7:00am Monday-Friday or 8:00pm-7:00am Saturday-Sunday**
- If your trip is **not to/from your report to work address**.
- If the trip starts or ends outside of Broward County.

What happens if there is an issue with payment and my trip was to OR from my report to work address?
If the payment card reader in the vehicle is unable to process your Late Shift Connect Card **and your trip was to/from your report to work address**, 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.

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. 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 if I have a complaint about my trip?
For all taxi service related complaints please contact Broward County's Consumer Complaints. 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. You may also submit a General Complaint Form found on our website: https://browardcountyfl.qscend.com/311/ .