



Escambia County Community Transportation Program Transition Notice

Escambia County Area Transit (ECAT) remains committed to providing equitable transportation access throughout Escambia County.

Effective July 1, 2026, the Florida Commission for the Transportation Disadvantaged (CTD) has selected RideITL Cares, Inc. as the provider for the Escambia County Community Transportation Program (ECCT). RideITL Cares will serve as the Community Transportation Coordinator (CTC) for Escambia County under the provisions and oversight of the CTD.

To ensure that Transportation Disadvantaged (TD) riders experience no interruption in service, ECAT will work collaboratively with RideITL Cares under a structured transition plan that provides for an orderly transfer of CTC responsibilities. During this transition:

- **All TD eligibility records, trip reservations, and active service records will be transferred and validated before the official service transition.**
- **RideITL Cares will operate in full compliance with the CTD-approved Transportation Disadvantaged Service Plan beginning on the first day of the contract term.**
- **TD trips booked through FlexTransit will be transferred daily to RideITL Cares through July 11, 2026.**
- **TD Applications pick up & drop off in person at 315 S A Street Pensacola, FL 32502**

Effective July 1, 2026, transportation providers will accept only tickets designated for their respective services. FlexTransit will accept cash, online payments, or valid FlexTransit tickets. Passengers should contact RideITL Cares directly for information regarding its accepted methods of payment.

ECAT appreciates the patience and cooperation of our riders during this transition and remains committed to ensuring continued access to safe, reliable, and accessible transportation services for the residents of Escambia County.

Service Providers	Contact Information	Base Fare
FlexTransit Main Reservation	(850)-471-6657 flextransit@myescambia.com Monday-Saturday 8 a.m. – 5 p.m.	\$2.50 Cash-Online Payment- FlexTransit Ticket
FlexTransit (ADA) ADA Paratransit Information	(850) 595-3228 Monday-Friday 8 a.m. to 4 p.m.	\$2.50 Cash-Online Payment- FlexTransit Ticket
RideITL Cares (TD) Main Reservation	850-332-2209 Monday-Friday 8 a.m. to 5 p.m.	\$2.50 Contact for payment method
Florida Relay / Hearing Impaired	7-1-1 or (800) 955-8770	N/A
TD Ombudsman	1-800-983-2435	N/A