

Helping People Connect

Transportation
Disadvantaged Helpline:
1-800-983-2435
TTY: 800-648-6084
www.dot.state.fl.us/ctd

The Florida Legislature established the Florida Commission for the Transportation Disadvantaged (CTD) in 1989 to help to ensure the availability of efficient, cost-effective and quality transportation services for persons who, due to a physical or mental disability, age, or income, are transportation disadvantaged.



The MPOs representing Hillsborough, Pasco, and Pinellas Counties do not discriminate in any of their programs or services. Public participation is solicited without regard to race, color, national origin, sex, age, disability, family, or religious status.

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Services & prices listed, verified at publication, are subject to change. Please contact service provider.

The information in this brochure is available in accessible formats on request.

Ride



Guide

Your Guide to Getting a Ride in the Tampa Bay Region

Hillsborough, Pasco,
& Pinellas Counties

2017 Edition
Published by:



Local Coordinating Boards



Hillsborough MPO
Metropolitan Planning
for Transportation

Hillsborough MPO
813-272-5940

601 E Kennedy Blvd, 18th Fl
Tampa, FL 33602
mpo@plancom.org
PlanHillsborough.org



Pasco County MPO
727-847-8140

8731 Citizens Dr, Suite 320
New Port Richey, FL 34654
mpocomments@pscocoountyfl.net
PascoMPO.net



Pinellas County MPO
727-464-8250

310 Court St.
Clearwater, FL 33756
info@forwardpinellas.org
ForwardPinellas.org

Pinellas County

Accessible Vehicles for Hire

Wheelchair Transport Service
727-586-2811

Available 7 days a week / 24 hours a day.
On demand wheelchair and ambulatory service for individuals making medical, grocery, and other types of trips.
Cost: \$21.00 for base fare and \$1.90 per mile each way.

Care Ride, LLC. Wheelchair Transportation Service
727-866-1193 or 727-536-7433

Monday-Sunday 5:00am-12:00am
Offers a 24 hour on call service for the disabled and elderly who need to make medical trips.
Cost: \$21.00, \$1.90 per mile.



Express Medical Transporters
727-446-0930



Available 7 days a week / 24 hours a day;
Cost for Wheelchair van is \$20.00 to load and \$2.00 per mile; 24 hours notice is preferred, but not required.

MedFleet Medical Transportation
727-586-3129



Available 7 days a week / 24 hours a day.
Provides emergency and non-emergency ambulance, stretcher, and wheelchair transport. Call for prices.

Taxis / Sedans for Hire

Clearwater Yellow Cab

727-799-2222

Available 7 days a week / 24 hours a day. Wheelchair accessible vans are available for individuals making any type of trip.

Cost: \$2.25 for drop off, \$2.00 per mile plus \$1.00 gas surcharge.

Independent Taxi Services

727-327-3444



Available 7 days a week / 24 hours a day. Call for rates and reservations.

United Taxi

727-777-7777



Available 7 days a week / 24 hours a day. Cost: \$1.75 for drop, \$2.00 per mile plus \$1.00 gas surcharge; \$.30 per minute or \$17 per hour for waiting time.

PSTA, United Taxi to provide free rides for the transportation disadvantaged.

BATS Taxi and Towncar

727-367-3702

Available 7 days a week / 24 hours a day. Call for rates and reservations.



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Transportation for All of Us

The local coordinating boards (LCB) operating in Hillsborough, Pasco, and Pinellas Counties guide and coordinate transportation services with the goal of improving quality of life for those who are transportation disadvantaged, including the following:

- children of high risk
- the elderly
- those who have a physical or mental disabilities
- the economically disadvantaged

In addition, the Americans with Disabilities Act (ADA), passed in 1990, has greatly increased transportation options for people with disabilities. The law called for transportation service improvements, including the availability of paratransit service. ADA does not require a transit agency to meet all of the transportation needs of individuals; however, the law does require that people with disabilities receive the same mass transportation service opportunities everyone else receives.

This brochure contains information about some of the services offered under the ADA and through each county's transportation disadvantaged program, as well as other options available to people who are transportation disadvantaged throughout the region.



Pinellas County

Rides On Demand (cont'd)

Agency for Health Care Administration

850-412-4000

fdhc.state.fl.us/medicaid/

For Medicaid patients. Bus passes or door-to-door transportation service for medical appointments covered by Medicaid.



AGENCY FOR HEALTH CARE ADMINISTRATION

Pinellas County Transportation Disadvantaged Program

727-540-1900 (Voice/Relay)

psta.net/tdprogram.php

Bus passes or door-to-door transportation service for low-income persons to medical appointments, grocery stores, various other destinations for life sustaining services, and employment. Bus passes are provided at a reduced fare and door-to-door transportation is \$3.00 per one-way trip.



DART

727-540-1800

psta.net

Pinellas Suncoast Transit Authority offers this specialized transportation for qualified disabled passengers who are unable to use regular bus service.

Call the information number to request an application.

Cost: \$4.50 each way for round trip transportation.

Bus Service (cont'd)

St. Petersburg Looper Trolley

727-821-5166
loopertrolley.com



Trolley service in the downtown St. Petersburg area via the Downtown Looper and the Central Avenue Shuttle. Hours: Looper route: 10:00am-5:00pm Sun-Thurs and 10:00am-midnight Fri. and Sat. Central Ave Shuttle Route: 6:20 am-9:20pm Sun-Thurs. and 6:20am-midnight Fri. and Sat. Cost is 25¢ per person and 10¢ for seniors, disabled persons, and Medicare cardholders.

Rides on Demand

Neighborly Care Network

727- 573-9444
neighborly.org

EZ-Ride:

Membership transportation service for people who are 65 and older and to people 55 and older who are disabled. Provides door-to-door transportation services Monday through Saturday from 8:00am-5:00pm for a \$25.00 annual membership fee and a cost of \$3.00 pick-up fee plus \$1.50 per mile for each one-way trip. 72-hour advance trip notice required.

Other Transportation:

Neighborly Care Network also offers door-to-door transportation service to those who qualify to doctors' appointments, shopping, group activities, senior dining facilities, and adult daycare facilities. Call for qualification information and rates.

Inter - City & Longer Trips

Amtrak

amtrak.com

Accessibility info:

1-800-872-7245

(Nationwide passenger rail service)



Angel Flight Southeast

352-326-0761

angelflightse.org

Angel Flight Southeast is a non-profit volunteer pilot organization involved in "public benefit flying." It provides a variety of services to the community, but mostly is involved in arranging free air transportation by private aircraft to distant medical facilities when commercial service is not available, impractical, or simply not affordable.



Greyhound

800-846-0754

greyhound.com

Nationwide passenger service. Fares are dependent on trip distance. A 5% reduced fare is available for seniors.

Hillsborough Service:

Tampa: 813-229-2174

Monday-Sunday: 24 hours

Pinellas Service:

St. Petersburg: 727-898-1496

Daily hours:

8:15am - 10:00am

2:30pm - 6:30pm

Statewide Services

Inter - City & Longer Trips (cont'd)

Megabus

1-877-462-6342
us.megabus.com



Offers three daily round trips between Tampa and Miami and three daily round trips between Tampa and Orlando.

RedCoach

1-877-733-0724
redcoachusa.com



Offers trips to Tallahassee, Gainesville, Ocala, Naples and Miami route, stops at Tampa International Airport and the University of South Florida.

Accessible Car & Van Rentals

Rainbow Wheels

1-800-910-8267
rainbowwheels.com



Accessible van rentals. Price quotes available online or by calling.

Wheelchair Getaways

National: 1-800-242-4990
Local: 1-407-281-8369
wheelchair-getaways.com



Accessible van rentals, in area.
3-day minimum rental requirement.

Wheeler's Accessible Van Rentals

National: 1-800-456-1371
Price quotes: 1-800-795-5939
wheelersvanrentals.com



Accessible van rentals.

Pinellas County

Bus Service

Pinellas Suncoast Transit Authority (PSTA)



727-540-1900
(Voice/Relay)
psta.net

40 Bus routes including Express and Connector services to Tampa. Trolley services (Suncoast Beach, Central Avenue, Clearwater and North Coastal). On-Demand (Direct Connect), DART ADA Paratransit and more to Tampa and the popular Suncoast Beach.

Regular Fare: \$2.50, \$5.00 daily
Go Card, \$70.00 31-day Go Card.
Reduced Fare for seniors, disabled and youth: \$1.10, \$2.25 daily Go Card, \$35.00 31-day Go Card.
All PSTA Buses have front loading bike racks and are wheelchair accessible.

Clearwater Jolley Trolley



727-445-1200
clearwaterjolleytrolley.com

Trolley service in the Clearwater Beach area. Passes are interchangeable with the regular PSTA bus system and fares are the same as PSTA fares. Hours: 10:00am-10:00pm. Sunday-Thursday, 10:00am-11:00pm. Friday & Saturday.

Suncoast Beach Trolley



727-540-1900
psta.net

Trolley service connecting Clearwater to St. Pete Beach. Same fares and pass prices as PSTA.

Pasco County

Accessible Vehicles for Hire

Signature Car Service - Cab Co.

727-845-1834

Available 7 days a week / 24 hours a day, and call as soon as possible, at least 24 hours ahead.

Cost: Individual deposit accounts from which you can withdraw from are set up for each use. Application is required.

Yellow Cab

East Pasco 727-567-7777

West Pasco 727-043-0000



Available 7 days a week / 24 hours a day.

Cost: \$2.25 for 1st 1/4-mile, \$2.00 per mile after, and 50¢ per 66 seconds of waiting time.

Wheelchair Stretcher Limo, Inc.

727-845-4454

Available Monday through Friday from 5:00am-6:30pm

Offers wheelchair and ambulatory service. Provides trips for medical, grocery, and pharmaceutical purposes. Cost ranges from \$29.75 to \$42.75 per trip.

Regional Services

Rides on Demand

American Cancer Society

Lifeline Transportation

Service

1-800-227-2345



Door-to-door transportation service for cancer patients to and from cancer treatment appointments. 8:00 a.m. to 6:00 p.m. Monday through Friday. Offers financial assistance to cancer patients to help pay for door-to-door transportation, cab rides, or to cover the cost of gas.

Tampa Bay Area Regional Transportation Authority Commuter Assistance Program

1-800-998-RIDE (7433)

tampabayrideshare.org

TBARTA.com



FREE and low cost programs and services include online telecommute programs, carpool matching, vanpooling, and the Emergency Ride Home Program.

Other Helpful Services

Area Agency on Aging & West Central Florida Area Agency

Elder Helpline (Pasco & Pinellas)

1-800-963-5337

Elder Helpline (Hillsborough)

1-800-963-5337

agingcarefl.org

The Area Agency on Aging and West Central Florida Area Agency is here to help you or your loved ones find needed services. Please call the Elder Helpline for information on available Aging Services programs.

Regional Services

Other Helpful Services

Deaf & Hearing Connection for Tampa Bay

727-399-9983

TTY: 727-399-9422

dhctb.org

2-1-1 Tampa Bay

211tampabay.org



Information on a variety of social services is available.

MyRide - TBARTA 1 Call, 1 Click

tbarta.com/en/myride

Hillsborough County

Rides on Demand

Hillsborough County Sunshine Line

813-272-7272

TDD: 813-801-6822

HCFLGov.net



Door-to-door paratransit and HART bus passes for elderly, low income and persons who are disabled or Hillsborough Healthcare clients. Available Monday through Friday from 6:00 a.m. to 5:00 p.m.

Cost: Free up to \$5.00 per one-way trip. One source for trips to non-Medicaid medical appointments and Hillsborough County Aging Services programs. Other trips are provided on a space-available basis. Reservations are required at least 2 business days in advance. Call for an application to qualify for service.

Pasco County

Bus Services



Pasco County Public Transportation

Transit / Paratransit (PCPT)

727-834-3322

Transit: Bus schedules and routes vary.

Cost: \$1.50 per one-way fare

75¢ for reduced fare

PCPT Paratransit

West Pasco: 727-834-3322

Central Pasco: 813-235-6073

East Pasco: 352-521-4587

Monday-Friday: 5:00am-8:30pm

Cost: \$4.00 each way, \$2.00 for reduced fares. Call a day in advance and must be a registered client.

Affinity Health Service

727-815-9991

Monday through Friday 8:00am-6:00pm can accommodate other hours with a more advanced notice.

Cost: Escorted, \$14 per hour (3 hour min). Non-Escorted, \$20 round trip plus 37¢ per mile if trip is over 10 miles

MedFleet Medical Transportation

727-849-6849



Available 7 days a week / 24 hours a day. Cost: Varies based on mode of transport and distance traveled. Please call for a quote and available discounts.

Hillsborough County

Hillsborough County

Accessible Vehicles for Hire (cont'd)

United Cab Company

813-777-7777



Taxi cab service picking up anywhere in Hillsborough County to any destination, 24-hour on-call or by reservation. Wheelchair accessible vans available with 24-hour notice. Call for details. Special discounts may be available upon request.

Cost: \$2.00 base rate + \$2.25 per mile

Yellow Cab Checker Cab

813-253-0121

813-229-1888



Taxicab services picking up anywhere in Hillsborough County to any destination, 24-hour on-call or by reservation. Wheelchair accessible vans.

Cost: \$2.50 first 1/8 mile, \$.30 each additional 1/8 mile, \$.30 for every 60 seconds of waiting time.

* No additional charge for handling groceries.

Other Helpful Services

Wheels of Success

813-498-0102

wheelsofsuccess.org



Wheels of Success helps families get to work by providing reliable transportation through a program of car repairs, vehicle replacement, and car-care classes in Hillsborough and Pinellas counties. Available Monday through Friday from 8:00 a.m. to 5:00 p.m.

Rides on Demand

HARTPlus

813-254-4278

gohart.org



ADA services including HART link trips and door-to-door paratransit. Reservations are required at least one day in advance. Persons with physical, cognitive, emotional, visual, or other disabilities not qualified for HART's standard services may call to apply for an application and interview.

Quality of Life Community Services



813-254-4278

qolcs.org

The New Freedom Riders program was developed to reduce barriers to transportation service and expand the transportation options available to seniors and people living with disabilities in Hillsborough County. The program provides door to door services, with a \$2 co-pay, throughout the day, evening and weekends; as well as the priority need for medically stranded and dialysis trips.

TransCare Medical Transportation Services

813-964-1594 press 1

Provides countywide psychiatric transports to and from all area hospitals, transportation to state psychiatric facilities, non-emergency stretcher services, stand-by service for special events, primary 9-1-1 basic life support services in the City of Tampa and services in Hillsborough County. Available 24 hours a day.



Hillsborough County

Rides on Demand (cont'd)

American Medical Response Services



813-885-7722

Door-to-door van service for medical or other appointments in Hillsborough and Pasco Counties for persons who use a wheelchair or who are confined to a bed. Available Monday through Friday from 9:00 a.m. to 5:00 p.m.

Cost: Wheelchair trip (One-way) - \$65
Stretcher roundtrip - \$125 + \$4.25 / mile



Temple Terrace Demand Transportation

813-506-6635

Free Temple Terrace area door-to-door service for city residents aged 55+ on Mondays, Wednesdays and Thursdays from 8:00 a.m. to 3:00 p.m. Serving medical trips as a priority, non-medical trips are provided if space is available. Reservations are required 48 hours ahead.

Hillsborough County Accessible Taxi Cab Central Line



813 - 514 - 9858

Companies welcome service animals and offer some flat rate services. For information on all county taxi services contact the **Public Transportation Commission 813-272-5814**

Hillsborough County

Rides on Demand (cont'd)

Hillsborough Area Regional Transit



813-254-4278

TDD: 813-626-9158

gohart.org

Hillsborough County bus service, Bikes on Buses, In-Town Trolleys, Flex routes, and the Historic Streetcar. HART fares vary depending on type of service and pass type purchased. Visit the website or call for details. Discounts are available for youth, seniors, or persons who are disabled or covered by Medicare. HART vehicles comply with ADA's accessibility standards for wheelchairs and motorized scooters. Buses have public address systems to announce stops and lighted stop request signs.

HART offers a free **Travel Training Program** that gives step-by-step instructions on how to read a bus schedule and use the bus system independently. For more info, call **813-384-6307**

Accessible Vehicles For Hire

Bay and Beach Transportation, LLC , Bay and Beach Taxi Services

813-425-4900

Available 7 days a week / 24 hours a day. Cost: \$2.00 base and \$2.25 per mile unless pre negotiated. Preferred 24 hours advanced notice, otherwise call a few hours before.