

Ride Guide



Your Guide to Getting a Ride in the Tampa Bay Region

2024 Edition

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Hillsborough, Pasco
& Pinellas Counties

Local Coordinating Boards



Hillsborough TPO
Transportation
Planning Organization

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**FORWARD
PINELLAS**

Pinellas County MPO

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forwardpinellas.org

Table of Contents

Introduction.....4

National & Statewide Services.....5

Inter-City & Longer Trips
Accessible Vehicle for Hire

Regional Services.....7

Rides on Demand
Accessible Vehicle for Hire
Other Helpful Services

Hillsborough County Services.....9

Rides on Demand
Bus Service
Accessible Vehicles for Hire

Pasco County Services.....12

Bus Service
Accessible Vehicles for Hire

Pinellas County Services.....14

Bus Service
Taxi / Sedans for Hire
Accessible Vehicles for Hire

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 and/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, it 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. Other regional options are available as well.

National & Statewide Services

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, though it mainly focuses on arranging free air transportation by private aircraft to distant medical facilities when commercial service is not available, impractical, or simply not affordable.

Greyhound

TTY/TDD: **800-345-3109**

Spanish: **800-531-5332**

greyhound.com



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

Hillsborough Service:

610 E. Polk St. Tampa, Fl. 33602

Tampa: 813-229-2174

Mon-Sun 5am-11:59pm

Pinellas Service:

3801 70th Ave N, Pinellas Park

National & Statewide Services

Inter-City & Longer Trips (continued)

Brightline

gobrightline.com/train-stations/fl



Brightline's new South Terminal at the Orlando International Airport (MCO) is a part of the company's Phase 2 expansion into Central Florida including a Tampa extension. Cost and services are based on the trip.

RedCoach

877-733-0724

redcoachusa.com

1211 N Marion St.,

Marion Transit Center Downtown Tampa



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

Accessible Vehicles for Hire

Mobility Works

813-616-3510

mobilityworks.com



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

Wheelchair Getaways

National: 866-224-1750

accessiblevans.com



Hillsborough county call 888-848-9049,
Pasco and Pinellas call
877-847-315. Accessible van rentals.

Wheeler's Accessible Van Rentals

National: 1-800-456-1371

Price quotes: 1-800-795-5939

wheelersvanrentals.com

Accessible van rentals.

Operation Hours: Mon-Sat 8am-6pm



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. Offers financial assistance to cancer patients to help pay for door-to-door transportation, cab rides, or to cover the cost of gas.

Hours: 8am-6pm Mon-Fri.

Pinellas Suncoast Transit Authority Commuter Assistance Program



727-540-1900

psta.net

*TBARTA Commuter Assistance Program will be managed by PSTA, effective December 2023.

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. Serves all 3 counties. Call for rates for each county.

Other Helpful Services

The Family Center for Deafness & Hearing Connection

727-501-2323 (voice/text)

fcdpinellas.org

Hours: 9am-5pm

Regional Services

Crisis Center of Tampa Bay

Dial **211** or visit
crisiscenter.com



Information on a variety of social services is available, including two programs for veterans: Mission United and Florida Veteran's Support.

Area Agency on Aging & West Central Florida Area Agency

Elder Helpline (Pasco & Pinellas)
800-963-5337

Elder Helpline (Hillsborough)
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.

Elder Affairs Florida

Elder Helpline **850-414-2001**

elderaffairs.org/programs-services/transportation/



Seniors enrolled in Alzheimer's Disease Initiative (ADI), Community Care for the Elderly (CCE), Home Care for the Elderly (HCE), Local Service Programs (LSP), or programs provided through the Older Americans Act (OAA) may be able to receive transportation services to or from community services and resources.

Hillsborough County

Rides on Demand

Hillsborough County Sunshine Line

813-272-7272



bit.ly/HillsboroughCounty-SunshineLine

Door-to-door paratransit and HART bus passes for elderly, low income, and persons who are disabled or Hillsborough Healthcare clients. Available Mon-Fri from 8am-5pm.

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.
Cost : Free



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.

PARATRANSIT FARES - HARTPLUS

One way cash fare - \$4
10-Ride Farecard - \$40

Hillsborough County

Accessible Vehicles for Hire

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, and primary 9-1-1 basic life support services in the City of Tampa and services in Hillsborough County. Available 24 hours a day.

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 Mon-Fri from 9am-5pm.

Cost: Wheelchair trip (one-way) \$65

Stretcher roundtrip \$125 + \$4.25 per mile



Hillsborough County

Bus Service

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 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 bus schedules and use the bus system independently.

For more info, call **813-254-4278**.

FARES: One day Unlimited Pass

Local and Limited Express - \$4

Discount Local and Limited Express - \$2

Express - \$6

Discount Express - \$3



Pasco County

Bus Service

GoPasco



Transit / Paratransit

727-834-3322

pascocountyfl.net/1077/Ride-the-Bus-Go-Pasco

Bus schedules and routes vary.

Cost: Regular \$1.50,
75¢ for reduced fare

GoPasco Paratransit

727-834-3322



Mon-Fri 5:30am-8pm

Cost varies from free-\$3 depending on the program. Call a day in advance and must be a registered client.

MedFleet Medical Transportation

727-849-6849

medfleet.com



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.

Sunset Medical Transport

813-629-6418

sunsetmedtransport.com



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.

Pasco County

Accessible Vehicles for Hire

Wheelchair Stretcher Limo, Inc.

727-845-4454

wheelchairstretcherlimo.com/wheelchair-transportation/

Available Mon-Fri from 6am-6pm

Offers wheelchair service. Provides trips for medical, grocery, and pharmaceutical purposes. Prices vary based on trip.

Mobility Express

800-918-7433

mobilityexpress.com/parts-services



Available Mon-Fri 9am-6pm and Sat 10am-2pm. First certified wheelchair accessible vehicle dealers in all of Florida. Offers wheelchair service.



Pinellas County

Bus Service

Pinellas Suncoast Transit Authority (PSTA)

727-540-1900

Hearing Impaired TDD:

727-540-0603

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), ADA Paratransit and more to Tampa and the popular Suncoast Beach.

Regular fare: \$2.25

Flamingo fares card,

Reduced Fare for seniors, disabled and youth: \$1.10.

All PSTA Buses have front loading bike racks and are wheelchair accessible.

Clearwater Jolley Trolley

727-445-1200

clearwaterjolleytrolley.com



Trolley service for Clearwater Beach area.

Mon-Sat Hours: 9:30am-6pm,

Sun Hours: 10am-4pm

Fares: Regular \$2.25, Reduced rate \$1.10

Unlimited Daily pass \$5, Reduce Rate

\$2.50, interchangeable with PSTA &

Suncoast Beach Trolley. Children 8 and younger free.

Suncoast Beach Trolley

727-540-1900

psta.net



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

Pinellas County

Bus Service (continued)

St. Petersburg Looper Trolley

727-821-5166

looptrolley.com



Trolley service in the downtown St. Petersburg area via the Downtown Looper and the Central Avenue Shuttle. Looper route hours: Mon-Fri 7am-10pm, Sat and Sun 8am-10pm. Runs every 15-20 minutes and are available 7 days a week.

Neighborly Care Network

727- 573-9444

neighborly.org



EZ-Ride:

Membership transportation service for people who are 65 and older and for people 55 and older who are disabled. Provides door-to-door transportation services Monday through Friday from 8am-5pm. Free of charge.

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.

Pinellas County

Agency for Healthcare Administration

727-552-2500

<https://floridahealthfinder.gov/>

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



Pinellas County Transportation Disadvantaged Program

727-540-1900

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. Individuals able to access and ride a bus can qualify for either a 10 (non-consecutive) day bus fare for \$5/month, or a 31-day unlimited ride bus fare for \$11/month.

PSTA Access

727-540-1800

psta.net/programs/psta-access-paratransit/



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

Call to request an application.

Cost: PSTA Access Paratransit: \$4.50/trip;
PSTA Access Mobility-on-Demand (MOD):
\$3.50/trip

Pinellas County

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: \$3.00 for drop off, \$2.25 per mile,
\$0.50 per minute wait time.

Independent Taxi Services

727-327-3444

The logo for Independent Taxi features the word "INDEPENDENT" in white, bold, uppercase letters on a red rectangular background. Below it, the word "TAXI" is written in white, bold, uppercase letters with horizontal lines on either side, also on a red background.

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

The logo for United Taxi features the word "UNITED" in red, bold, uppercase letters above the word "TAXI" in red, bold, uppercase letters. The "T" in "TAXI" is stylized with horizontal lines.

United Taxi

727-777-7777

Available 7 days a week / 24 hours a day.
Cost: \$3.00 for drop, \$2.25 per mile plus
\$1.00 gas surcharge

PSTA partnering with United Taxi to
provide free rides for the transportation
disadvantaged. Contact PSTA
(see page 17) to determine if you qualify.



BATS Taxi

727-367-3702

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

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: \$45 each way,
\$90 round trip+ \$4 per mile.

MedFleet Medical Transportation

727-849-6849

www.medfleet.com



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



Helping People Connect

Transportation Disadvantaged Helpline: 1-800-983-2435

Hearing & Speech Impaired: Call 711
Florida Relay System
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 the efficient, cost effective and quality transportation services for persons who, due to a physical or mental disability, age or income, are transportation disadvantaged.

Florida Commission for the



**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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**Federal Transit
Administration**

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.

Hillsborough TPO



Hillsborough TPO
Transportation
Planning Organization

bit.ly/hillsboroughTD

Pasco MPO



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Pinellas MPO



bit.ly/pinellasTD

