

# Ride Guide



## Your Guide to Getting a Ride in the Tampa Bay Region

**Hillsborough, Pasco,  
& Pinellas Counties**

**2020 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](mailto:mpo@plancom.org)*

*[PlanHillsborough.org](http://PlanHillsborough.org)*



## **Pasco County MPO**

**727-847-8140**

8731 Citizens Dr, Suite 320

New Port Richey, Fl 34654

*[mpocomments@pascocountyfl.net](mailto:mpocomments@pascocountyfl.net)*

*[PascoMPO.net](http://PascoMPO.net)*



**FORWARD  
PINELLAS**

## **Pinellas County MPO**

**727-464-8250**

310 Court St.

Clearwater, Fl 33756

*[info@forwardpinellas.org](mailto:info@forwardpinellas.org)*

*[ForwardPinellas.org](http://ForwardPinellas.org)*

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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.



# 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, 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**

800-872-7245

*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

Monday-Sunday: 24 hours

### **Pinellas Service:**

180 Dr. Martin Luther King Jr. St. N.  
(at 2nd Ave. N.)

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](http://us.megabus.com)

1211 N Marion St.,

Marion Transit Center Downtown Tampa.



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

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### RedCoach

1-877-733-0724

[redcoachusa.com](http://redcoachusa.com)

1211 N Marion St.,

Marion Transit Center Downtown Tampa.



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

### Mobility Works

1-877-275-4915

[www.mobilityworks.com](http://www.mobilityworks.com)



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

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### Wheelchair Getaways

National: 1-888-848-9049

[www.accessiblevans.com](http://www.accessiblevans.com)



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

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### Wheelers Accessible Van Rentals

National: 1-800-456-1371

Price quotes: 1-800-795-5939

[wheelersvanrentals.com](http://wheelersvanrentals.com)

Accessible van rentals.



# 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.

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### Tampa Bay Area Regional Transit Authority Commuter Assistance Program



1-800-998-RIDE (7433)

[www.tbarta.com/en/commute-tampa-bay/  
commute-tampa-bay](http://www.tbarta.com/en/commute-tampa-bay/commute-tampa-bay)

Free assistance with forming carpool groups and creating workplace telecommute policies, information about your commuting options, Emergency Ride Home program for registered carpoolers/ bus riders/ bicyclists/ etc., and low-cost van leases for carpool groups.

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### Quality of Life Community Services



813-425-2200 [qolcs.org](http://qolcs.org)

Provides transportation throughout the Tri-County area. Reduces barriers to transportation services for elderly, low income and persons who are disabled. QOLCS provides door to door transportation to shopping, group activities, medical, social, faith based and quality of life events. Available Monday - Friday from 7am to 7pm, reservations and qualifications are required at least two business days in advance. Weekend service upon request.

# Regional Services

## Other Helpful Services

### The Family Center for Deafness & Hearing Connection

727-399-9983

TTY: 727-399-9422

[fcdpinellas.org](http://fcdpinellas.org)

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### 2-1-1 Tampa Bay



Dial 211 or visit

[www.crisiscenter.com](http://www.crisiscenter.com)

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

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### Wheels of Success

813-498-0102

[wheelsofsuccess.org](http://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.

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### 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](http://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.



# 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.



## 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 - \$4.00

10 Ride Farecard - \$40.00

# Hillsborough County

## Rides on Demand (cont'd) 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.

### 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 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**.

### **FARES: One day Unlimited**

Local and Limited Express - \$4.00

Discount Local and  
Limited Express - \$2.00

Express - \$6.00

Discount Express - \$3.00

# Hillsborough County

## Accessible Vehicles for Hire



### 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.

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### 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.

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### 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

# Pasco County

## Bus Service

### 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

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### 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.

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### 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

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### MedFleet Medical Transportation

727-849-6849  
[www.medfleet.com](http://www.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.

# Pasco County

## Accessible Vehicles for Hire

### **Signature Car Service - Cab Co.**

727-834-4444

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.

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### **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.

# Pinellas County

## Bus Service

### Pinellas Suncoast Transit Authority (PSTA)

727-540-1900

(Voice/Relay)

[psta.net](http://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.

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### Clearwater Jolley Trolley

727-445-1200

[clearwaterjolleytrolley.com](http://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.

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### Suncoast Beach Trolley

727-540-1900

[psta.net](http://psta.net)



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

# Pinellas County

## Bus Service (cont'd)

### St. Petersburg Looper Trolley



727-821-5166

[loopertrolley.com](http://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.

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### Neighborly Care Network

727- 573-9444

[neighborly.org](http://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.

# Pinellas County

## Agency for Health Care Administration

850-412-4000

[fdhc.state.fl.us/medicaid/](http://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

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## Pinellas County Transportation Disadvantaged Program

727-540-1900 (Voice/Relay)

[psta.net/tdprogram.php](http://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.

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## DART

727-540-1800

[psta.net](http://psta.net)



DEMAND RESPONSE  
TRANSPORTATION (DART)

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.



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

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### Independent Taxi Services

727-327-3444



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

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### 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. Contact  
PSTA (see page13) to determine if you  
qualify.

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### 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: \$21.00 for base fare and \$1.90 per mile each way.

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### 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.



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### 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.

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### MedFleet Medical Transportation

727-586-3129

[www.medfleet.com](http://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**  
TTY: 800-648-6084  
[www.dot.state.fl.us/ctd](http://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.

Funding for this guide was obtained in part through grants from the 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.



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