

## **Notice of Changes to the Pinellas County Transportation Disadvantaged (TD) Program**

Effective January 1, 2012, PSTA is taking over administration of the TD program. Many parts of the program will stay the same; those that are changing are marked NEW.

### **All Clients**

- Your current eligibility and contact information will be automatically transferred to PSTA by January 1<sup>st</sup>. You do not need to contact PSTA unless your eligibility or contact information is changing. PSTA will send you a notice of recertification when updated information is needed.
- Eligibility criteria remain the same: household income at or below 150% of the Federal Poverty Level and no access to a vehicle. Transportation will be provided for the same trip priorities funded now.

### **Bus Pass Clients**

- NEW: Effective in January, co-payments (\$5.00 and \$8.25) for the bus passes must be cash only, and be paid at one of PSTA's three terminals listed below between the 1<sup>st</sup> and 15<sup>th</sup> of the month. DO NOT MAIL PAYMENT. MONEY ORDERS WILL NOT BE ACCEPTED.
- NEW: Passes will not be mailed, and cannot be picked-up at GPTMS or PSTA's Administrative Offices. They may only be picked up at the terminals.
- If an agency helps you get your pass, please contact that agency for details.
- NEW: Effective in February, TD clients who are eligible for a 10-Day Bus Pass will NOT need to complete a Trip Verification Form each month. Do NOT mail forms in January for a February pass. If you received a pass in January, you will be on the list to receive the same type of pass in February.
- NEW: Effective in February, TD clients who are currently receiving a 31-Day Bus Pass must submit their Trip Verification Form for the following month at the time their current pass is purchased from the PSTA terminal's Customer Service Representative. PSTA Customer Service Representatives will NOT review this form or comment on it. Only TD office staff will make eligibility decisions based upon this form.
- NEW: If PSTA finds that the information provided on the Trip Verification Form is false or misleading, the TD client can be suspended or terminated from the TD program.
- During recertification, all TD bus pass clients will be required to complete the Trip Verification Form along with other TD eligibility documentation.

**For Current Sedan/Taxi and Wheelchair Van Clients**

- Trip reservations should be made with GPTMS through December 31<sup>st</sup>, even for trips in 2012. Trips scheduled with GPTMS for after January 1<sup>st</sup> (both subscription and individual trips) will be automatically transferred to PSTA.
- NEW: Beginning January 1<sup>st</sup>, all sedan/taxi reservations and trips will be provided by Clearwater Yellow Cab. You will need to call Yellow Cab directly at (727) 471-3278 to schedule, change, or follow-up on a trip to your approved destinations.
- NEW: Beginning January 1<sup>st</sup>, all wheelchair van reservations and trips will be provided by Care Ride. You will need to call Care Ride directly at (727) 536-7433 to schedule, change, or follow-up on a trip to your approved destinations.

**If you have questions about the TD Program changes, please call the PSTA InfoLine at (727) 540-1900. They are open Monday through Friday 6 a.m. – 8 p.m., Saturday 7 a.m. – 8 p.m., Sundays and Holidays 8 a.m. – 4:30 p.m.**

<b>PSTA Terminals and Hours</b>		
<p><b>Williams Park</b>                      Located in downtown St. Petersburg on 2<sup>nd</sup> Avenue North between 3<sup>rd</sup> Street and 4<sup>th</sup> Street</p> <p>Monday through Saturday                      7:15 a.m. – 5:45 p.m.                      Sunday &amp; Holidays                      8 a.m. – 4 p.m.</p> <p>Closed Sunday &amp; Holidays only                      11:30 a.m. – 12:30 p.m.</p>	<p><b>Park Street</b>                      Located in downtown Clearwater at the corner of Park Street and Garden Avenue</p> <p>Monday through Saturday                      7:15 a.m. – 5:15 p.m.                      Sunday &amp; Holidays                      8 a.m. – 4 p.m.</p> <p>Closed daily                      12:45 p.m. – 1:45 p.m.</p>	<p><b>Grand Central Station</b>                      Located in the Grand Central District on Central Avenue, East of 34<sup>th</sup> Street</p> <p>Monday through Saturday                      7:15 a.m. – 5:15 p.m.                      Sunday &amp; Holidays                      8 a.m. – 4 p.m.</p> <p>Closed Sunday &amp; Holidays only                      12:45 p.m. – 1:45 p.m.</p>