

Things to Remember when Requesting Services

The number of trips provided ... limited based on available funding.

Unless a person is unable to access or use the bus system due to age, a verifiable physical or mental impairment, or other approved reason, the person will receive a bus pass. Taxi or wheelchair van transportation is **ONLY** available when it is determined to be the most appropriate mode.

Bus passes are provided to approved clients on a first-come-first-serve basis. Make sure to send the \$4.20 payment in well before the first of the month to ensure availability.

Reservations for transportation by taxi cab or wheelchair van **MUST** be made at least 48-hours **BEFORE** service is needed.

When a reservation is made, the client is notified of the pick-up window, which is 1-hour before and 20 minutes after the scheduled pick-up time. Clients should be ready anytime within the window. Drivers will not wait more than 5 minutes.



More about the Transportation Disadvantaged Program

The Pinellas County Transportation Disadvantaged (TD) Program is administered by the Metropolitan Planning Organization (MPO), which serves as the county Community Transportation Coordinator (CTC). The CTC is appointed by the Florida Commission for the Transportation Disadvantaged.

The CTC works closely with the **Local Coordinating Board (LCB)**, which serves as the decision-making body for the TD Program. The LCB is comprised of private citizens, transportation providers, and representatives from the MPO, social service agencies, and the School Board.

LCB meetings are held bi-monthly, usually on the third Tuesday of the month. For **MORE** information on LCB meetings or the TD Program, call:



Metropolitan Planning Organization

(727)464-8200

or go to www.pinellascounty.org/mpo.

To speak with a representative of the **Commission for the Transportation Disadvantaged**, call the TD HELPLINE:

(800)983-2345

Transportation Disadvantaged Program



Metropolitan Planning Organization
Pinellas County, Florida

What is the Transportation Disadvantaged Program?

The Pinellas County Transportation Disadvantaged (TD) Program is a state-funded program that provides low-cost transportation throughout the county to residents who qualify as "transportation disadvantaged" as defined by Chapter 427, Florida Statutes.

To qualify as transportation disadvantaged and to receive TD Program services, a person must have no means of transportation available including family/friends and have an income that is equal to or less than 200 percent of the Federal Poverty Level.

Transportation is Provided to Qualified Individuals for Trips Related to:

- Medical Treatment
 - Sustenance (i.e., travel to grocery store, nutritional dining sites, utility companies to pay bills, social security offices, banks, etc.)
 - Employment
 - Education* (intended to help obtain or keep a job)
- * trips provided depending on availability of funds



What Kind of Transportation is Available?

Depending on mobility, access to public transportation, ability to ride a bus, anticipated number of trips per month and other individual factors, people participating in the **TD Program** will receive transportation by bus, taxi or wheelchair van.



Bus:
 The Pinellas Suncoast Transit Authority (PSTA) provides bus service throughout most of the county. All buses are air-conditioned and wheelchair accessible. Patrons able to access and ride a bus will be provided 31-Day unlimited bus passes (GO Cards) for \$4.20 per month. The passes can be used for travel to any location served by the PSTA bus system. To get bus route maps and schedules from PSTA, call: (727)540-1900, or go to www.psta.net.

Taxicab or Wheelchair Van:
 Patrons who DO NOT receive a 31-day bus pass will receive transportation via taxi or wheelchair van (for those needing wheelchair accommodations) for \$3.00 per one-way trip. The fee is due in cash at the time of the ride.

How Do I Get Transportation through the TD Program?

To request a TD Program Application:

CALL: (727)545-2100

- Complete and mail the application to Greater Pinellas Transportation Management Services, at the address shown on the application.
- Notification of application approval or denial should be received by the applicant within 10-14 days.
- If approved for a 31-day bus pass, send a money order in the amount of \$4.20 to GPTMS to receive a pass.
- If approved for Taxi Cab or Wheelchair transportation, call GPTMS at (727)545-2100 to request transportation.
- Requests must be made at least 48 hours BEFORE service is actually needed.
- If a trip request is approved, a reservation will be made for you. Payment of \$3.00 for each one-way trip MUST be given to the driver at the time of pick-up.

