



PUBLIC TRANSIT

How to Use Transportation
Options in Florida



[SafeMobilityFL.com](https://www.SafeMobilityFL.com)



Mobility independence means having transportation options beyond a personal vehicle that provide safe access to the places you need and want to go. Public transportation, or transit, is defined as a system of vehicles that operate at regular times on a fixed route to be used by the public. Florida has many public transit options, which include:

- > Buses
- > Trains
- > Streetcars and trolleys
- > Ferries and water taxis
- > ADA-Paratransit services

The goal of this booklet is to help you achieve mobility independence by providing useful information about using public transit while sharing resources to help you create a transportation plan.



Table of Contents

Benefits of Using Transit.....	6
Planning Your Trip	10
Getting Ready to Ride.....	16
Florida's Urban and Rural Fixed Route Systems.....	18
Using Public Transit Safely	22
Transportation Disadvantaged	24
Finding Your Local Public Transit Agency.....	26
Public Transit Directory.....	27
Resources.....	32
Transit Glossary.....	33

BENEFITS OF USING TRANSIT



There are many benefits to using public transit. These range from improved health and cost savings to social and environmental benefits. Incorporating active modes of transportation into your transportation plan can help you maintain **mobility independence**. In this section we will explore in more detail the benefits of using public transportation.

HEALTH & LIFESTYLE BENEFITS

Transportation options like riding transit, walking, and biking have the added benefit of improving your overall health. Research has shown that public transit users are more physically active since they are more likely to walk or bike to and from transit stops.

Walking is an activity that most people, with a wide range of abilities, can do. It is a regular low-impact exercise that can reduce the risk of developing a wide range of chronic health conditions. **Including these active modes of transportation into your daily routine can be linked to:**

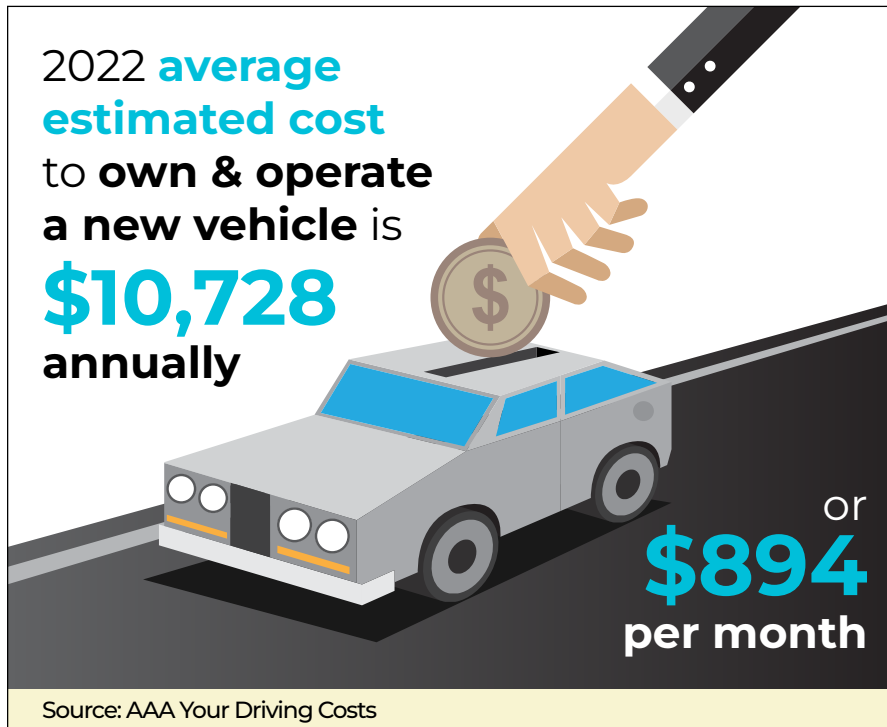
- > Weight loss
- > Strengthened heart and cardiovascular health
- > Improved balance and coordination
- > Increased flexibility and joint function
- > Reduced anxiety and depression

Taking public transit is not only good for your physical health, but can also help improve your mood and reduce depression. As we age, we can become more vulnerable to social isolation and loneliness, which can put us at greater health risks. Using public transit can help maintain a connection to your neighbors and community. When you are not behind the wheel, consider your time on the bus as an excuse to finish that new book or make new friends. Asking a friend to ride the bus with you will allow you time to catch up. All these health and lifestyle benefits are available when you choose to use transportation options beyond the driver's seat.

FACT

Transit users get over three times the amount of physical activity per day compared to those who do not use transit.





FINANCIAL

Riding public transit can provide you essential access within communities, but did you know that taking transit can save you money? Since transportation is the second largest household cost after housing, making changes to the way you travel can significantly impact your budget. Car ownership is expensive, and most households have more than one vehicle. Even just cutting back to one vehicle could save a household over \$10,000 a year. Transit, on the other hand, costs around \$700 a year based on the average monthly fee, often with additional savings available to those 65 and older.

ENVIRONMENTAL

Taking transit helps the environment! Did you know that personal vehicles make up over half of the average households' carbon footprint? This is more than electricity and natural gas combined. Riding transit, walking, or biking, instead of driving your vehicle, is the single largest action you can take to reduce your households' carbon footprint. Switching from driving to transit can reduce a person's carbon footprint by as much as 4,800 pounds per year, which is equal to planting 110 trees. Therefore, public transit helps reduce pollution, improve air quality, and promote healthier cities and towns.



FSU Photography Services

DID YOU KNOW?

The share of Hybrid Electric Buses nationally grew from 7% in 2010 to almost 19% in 2020. Transit agencies are increasingly taking climate actions and many set specific Green House Gas (GHG) reduction targets.



PLANNING YOUR TRIP



The key to maintaining your mobility independence is **planning**. Taking some time to plan your trip will help you reduce stress and overcome obstacles you may face.

FINDING YOUR LOCAL TRANSIT PROVIDER

The first step in planning your trip is to identify your local public transit system. This can be done by performing a quick internet search using findarideflorida.org. Instructions can be found on page 26. For your convenience, a transit directory has also been included at the back of this booklet.

ROUTES & SCHEDULES

The next step is to identify when and where you want to travel. Planning your transit trip ahead of time will help you reduce stress and overcome obstacles. Start by familiarizing yourself with the routes as well as arrival and departure times. Identify the stops that are closest to your home or destinations that you visit frequently. You can find maps and schedules on the transit agency's website, mobile applications, or at the bus/rail terminals.

Q: What if I need help planning my trip?

A: Florida's transit agencies have helpful customer service staff ready to answer your questions and get you where you want to go. Some transit agencies have a **Travel Trainer** who will work with you independently, or in a small group, to teach you the skills you may need to travel confidently on your own. There is no cost for this help. Be sure to ask about Travel Training when you contact your local transit agency.

TRANSFERS

There are times when a single bus or train does not get you where you need to go. Look for routes that cross each other. A transfer ticket will allow you to continue your trip on another bus or train to get to your final destination. The cost of transfers varies by agency, so you will need to look up the fee for your local transit agency. To learn more about mixing modes, see page 13.

PAYING FOR YOUR TRIP

The cost of using transit can vary by agency and type of service. You will need to look up the rates of your local transit system. This information is available on the transit agency's website, mobile application, or by calling their customer service number.

Before going on your trip, find out how you are expected to pay. Options may include exact change, mobile payment/application, or by fare cards that you purchase in advance. Payment methods vary by transit agency so look up the options offered and choose the one that works best for you.

Doing your research can lead to even more savings and financial benefits when it comes to using transit. If you plan to ride more than once, look for a multi-use card. A monthly pass, for example, often comes with unlimited rides, ideal for someone who rides regularly. Ask about available discounts, as most transit agencies offer reduced rates for older adults but might require additional information to apply.

Questions to ask your transit agency

Below are some questions you might want to ask when calling your local transit agency to learn more about using their system:

1. Where can I find information about routes and schedules?
2. What is the cost of a single ticket fare and how do I pay? What is the cost of your day passes or multi-use cards? Do you offer transfer tickets and what is the cost?
3. Do you offer discounts for older adults? How do I qualify?
4. What is the cost of a transfer ticket and where can I get one?
5. I am new to transit and need some help getting familiar with using your system. Do you offer **Travel Training** services?
6. **If applicable:** I have a mobility restriction that prevents me from using your regular system. How do I qualify for paratransit services? What is the cost of your paratransit service?

MIXING MULTIPLE MODES

Sometimes there is a disconnect between your start/end point and the bus stop or train station. Whether this is because of personal mobility issues, lack of sidewalks, or simply distance, the disconnect is commonly known as the “First/Last Mile Connection.” Fortunately, transit agencies provide many methods that can help you. A half-mile is widely considered the distance most people would be willing to walk to get to their bus stop. It is the distance the average person could walk in about 10 minutes. But this can be difficult if stops are further away, or if you have a mobility restriction that limits how far you can walk.

Mixing modes can help more people access transit by making connections easier. Map out your journey before you go and think about how you can combine multiple modes to get you where you need or want to go. Below are some examples:

Family and Friends

Have you ever thought about asking a friend or family member to take you to the doctor or grocery store? Sometimes that is a big ask depending on times, distances, etc. Next time, try asking if they can take you to the nearest bus stop. This can help alleviate their burden and provide you with greater independence.



Walking/Bicycling

Do you walk or bicycle for exercise? Have you thought about combining these with your transportation needs? Often the places we need or want to go might be too far to walk/bike to, but have you thought about walking/riding your bicycle to the nearest bus stop? Most transit buses have racks that allow you to travel with a standard bicycle. Or make sure to bring a lock so that you can leave your bicycle at the stop.



Paratransit

Need a little extra assistance? Paratransit is for older adults and people with mobility disabilities who need assistance directly from their door or curb. You might qualify for paratransit for some, or all, of your trips. This allows you to use paratransit for those trips where you need it. See page 23 of this booklet to find out more information on using paratransit.



Transportation Network Companies (TNCs)

Have you thought about having a TNC take you to/from the bus stop or train station rather than taking you the entire distance? This can reduce the cost of your trip but help provide that First/Last Mile Connection. Some transit agencies even offer First/Last Mile Connections through TNC companies like Uber and Lyft.



Bicycle and Scooter Rental Services

You might want to do some research to find out if this is available in your area. What if your bicycle needs repairs or you don't own one? No problem. In this model, users rent devices with a mobile app that charges a time-based fee. Many transit systems work closely with these service providers and offer rental stations near popular bus stops and train stations.



GETTING READY TO RIDE



Now that you know how to plan and pay for your trip, it is time to get ready to ride. This **Transit Ready Kit** explains what you need to pack and bring on your transit trips, including:

Backpack



You need a place to store your things, and a backpack is practical for sitting, standing, and waiting at the bus stop or train station.

Entertainment



A major perk of taking the bus or train is having time to do things on the ride, such as reading a book, listening to a podcast, or watching a film. So, don't forget your reading book, puzzle book, cell phone, electronic reader, etc. If listening to an electronic device, be kind to your neighbors and bring headphones.

Medications



If you take medications on a regular basis, carry them with you in a small plastic bag, zippered pouch, or pill box.

Transit/Fare Payment



Remember your transit fare card if your transit system uses one. Have it readily available to make hopping on and off your bus or train more convenient. If you do not have a transit or fare card, be sure to have the exact fare.

Navigation



Know your route. Load your provider's app or Google transit on your smart phone or carry a printed route map with you.

Personal Items



Personal items help make your ride a bit more comfortable. Remember to carry identification, extra cash, and a cell phone for emergencies. Other helpful items include a water bottle, tissues, lip balm, reading glasses, and jacket or sweater if the bus or train is too cold.

Outdoor Items



Riding transit includes walking to and from the stop or station. Wear a hat if it's sunny, carry sunscreen, remember your sunglasses, bring a small umbrella if rain is predicted, and wear comfortable shoes. Get those steps in and combine your transit experience with a little exercise.

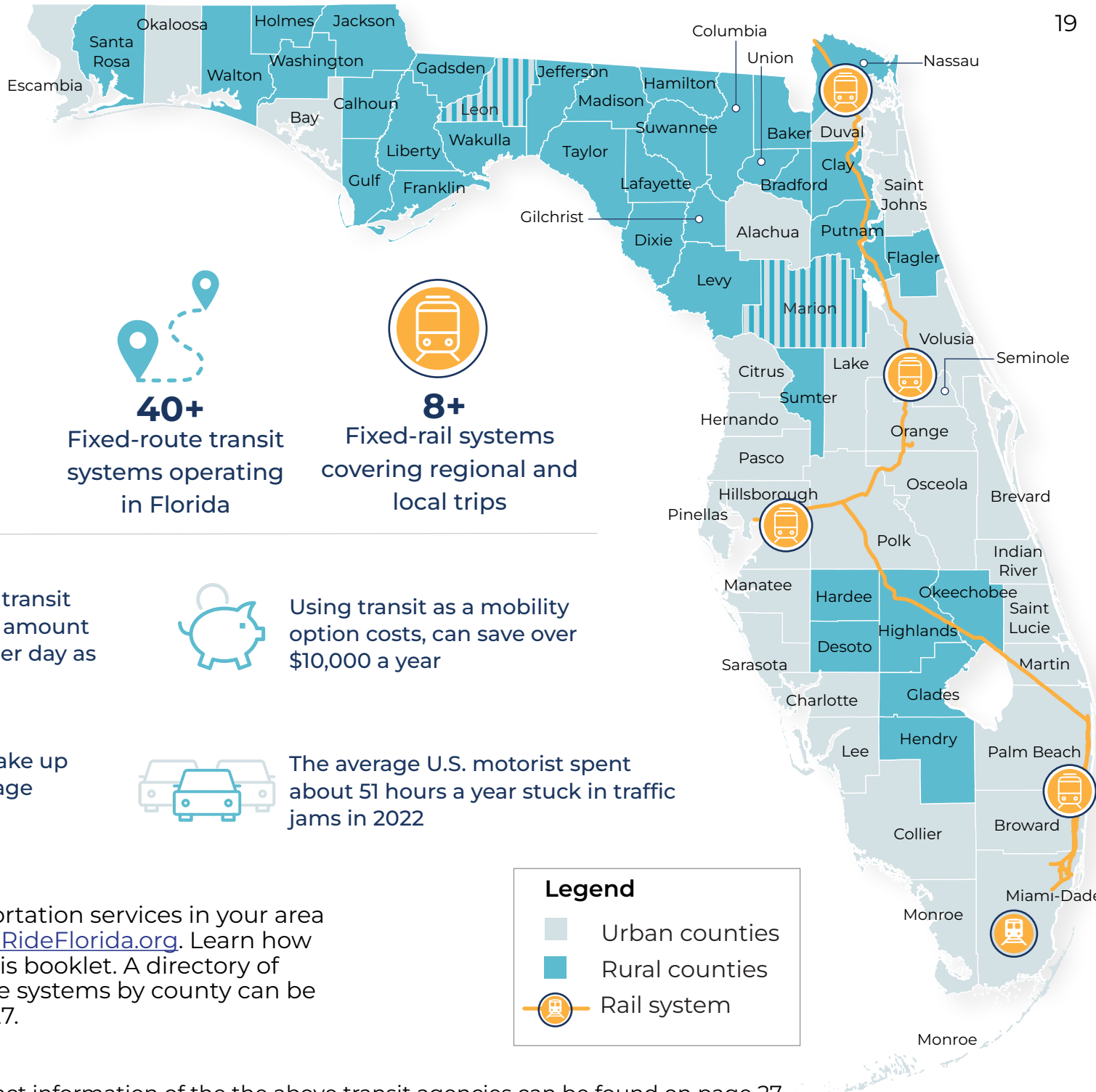
Safety Items



Half the year, it gets dark early. Be safe and be seen by attaching something to your backpack that reflects headlights for the walk to and from your stop. Carry a small flashlight as well to light your way so you can see curbs and cracks or uneven sidewalks.

A print out of the **Transit Ready Kit** can be downloaded from the Aging Road Users webpage at [SafeMobilityFL.com/Transit.htm](https://www.SafeMobilityFL.com/Transit.htm).

FLORIDA'S URBAN AND RURAL FIXED ROUTE SYSTEMS



37
Rural counties covered



32
Urban counties covered



40+
Fixed-route transit systems operating in Florida



8+
Fixed-rail systems covering regional and local trips



Individuals who use transit get over 3 times the amount of physical activity per day as those who don't



Using transit as a mobility option costs, can save over \$10,000 a year



Personal vehicles make up over half of the average household's carbon footprint



The average U.S. motorist spent about 51 hours a year stuck in traffic jams in 2022



Discover transportation services in your area by visiting FindaRideFlorida.org. Learn how on page 26 of this booklet. A directory of Florida's fix-route systems by county can be found on page 27.

Legend

- Urban counties
- Rural counties
- Rail system

Contact information of the the above transit agencies can be found on page 27.

BEFORE GETTING ON THE BUS

Before you begin your journey, ask and answer the following questions:

Q: How do I get on the bus?

A: Arrive a few minutes early. Make sure you stand in designated areas near the bus stop sign. Confirm that the vehicle approaching is the one you want by looking at the marquee on the front or side of the bus. Do not approach the vehicle until it comes to a full stop. Before you enter, allow other people to exit first.

Q: When do I pay my fare?

A: Once on board, pay your transit fare or provide proof of purchase. Ask for a transfer if needed and find a seat.

Q: Where do I sit?

A: Look for an open seat to sit in. If you cannot find one, stand near a pole or ceiling handle and hold on so you do not fall when the bus starts moving. Older adults and people with disabilities get priority seats that are located at the front of the bus.

Q: Will I have trouble stepping up or down the stairs of the bus?

A: Most buses are equipped with lowering features or a ramp that allow riders to step easily on or off the bus. You might remind the driver if you need assistance getting on or off the bus.

Q: How do I get off the bus?

A: The bus driver or an automated system announces the stops. To request a stop, push the stop button or pull on the stop wire to notify the driver that you would like to exit at the next stop. If you are not sure where to get off, ask the bus driver if they can assist you. Many buses and trains have multiple doors for you to exit from. You may have to manually open the door. After exiting the bus, always wait for the bus to pull away before crossing the street. Use caution and look both ways!

Q: Is riding the train different than riding a bus?

A: Riding trains, such as Brightline, Tri-Rail, or SunRail, is similar to riding the bus. Payments are typically made at a vending machine when entering the station or online. When trains approach, make sure you stand behind the yellow lines at train platforms. Announcements are made when the train approaches a station. Keep your train ticket handy before and after boarding in case the conductor asks to see it.



USING PUBLIC TRANSIT SAFELY



Public transit is a safe and secure option for getting around because of its low crash and crime rate. Safety is a priority to transit agencies as well as an important part of a positive public transit experience. To ensure the safety and security of passengers and drivers, many agencies provide extensive driver training and use security cameras to allow monitoring of the inside and outside of their vehicles. You can also take steps to stay safe¹:

- > Stay alert and try to avoid napping, especially if you are carrying a purse or shopping bags.
- > Try to keep one hand free to grasp railings, poles, or handles.
- > When you enter or leave a train or bus, watch your step, and look for slippery or uneven pavement.
- > Before boarding, have your bus or train fare ready to avoid losing your balance while searching for your ticket or change.
- > Brace yourself when the train or bus is slowing down or turning.

¹<https://www.clearcareonline.com/blog/clearcare-tips/public-transportation-tips-for-seniors>



TIP

Always wait for the bus to pull away before crossing the street. Use caution and look both ways!

Research shows that simply driving less greatly decreases the risk of being involved in a crash. Transit riders are ten times safer per mile than car riders according to the American Public Transit Association. Contrary to popular belief, transit also has a low crime risk. Violent crime is exceedingly rare, especially compared to the risk of crash-related injury in your vehicle. Transit riders experience lower rates of theft than car riders, too. Not only are there transit agency and law enforcement personnel there to protect the public, but transit agencies offer extensive public safety efforts, which can include:

- > Security cameras on buses and at stations
- > Bus operator training
- > Incident reporting
- > Lighting

FACT

Traveling by public transit is ten times safer per mile than traveling by automobile.



TRANSPORTATION DISADVANTAGED



Fixed-route bus systems are the most common form of public transit in the U.S. However, in rural areas, traditional fixed-route services may not always meet the needs of its residents, particularly in communities where distances are longer and bus stops might be difficult to access. Therefore, taking public transit in rural areas might need a little bit more planning. Fortunately, there are services that can help you!

Public transit plays a fundamental role in the livability of all communities. In 1979, Florida created the **Transportation Disadvantaged (TD) Program** to address unequal transit access across the State. The TD population is defined as people who are unable to transport themselves, or purchase transportation, due to physical or mental disability, income status, or age. Today, each of Florida's 67 counties has a **Community Transportation Coordinator (CTC)** who is available to help you find transportation in your community, whether that is a rural area, a small town or one of Florida's larger cities. So, whether you are headed to medical appointments, employment, education, or other services, there is someone available to answer any questions and help you explore your options.

Visit ctd.fdot.gov or findarideflorida.org to find a list of CTCs and their contact information.

Q: Are there paratransit services in my area?

A: Yes! Paratransit services are available in all of Florida's 67 counties. While each county may operate a little differently, they all have a Community Transportation Coordinator (CTC) who is available to help.

Q: What is the difference between "door-to-door" services and "curb-to-curb" services?

A: Some providers offer "door-to-door" service, which helps those needing assistance from the door of their residence into the vehicle, and from the vehicle into their destination. Other counties may only provide "curb-to curb" service, in which case those requesting service would be responsible for getting themselves to or from the vehicle without assistance.

Q: Where can I find out more about the services in my area?

A: Call your local Community Transportation Coordinator, or visit findarideflorida.org, to find out more about these services in your area. Whether you are headed to medical appointments, employment, education, or other services, there is someone available to answer your questions and help you explore your options.

FINDING YOUR LOCAL PUBLIC TRANSIT AGENCY



To help you find the transportation options that best fit your individual mobility needs in your community visit findarideflorida.org or scan the QR code on this page.

Find a Ride Florida is an online directory of transportation service providers in Florida. The site has options listed for each of Florida's 67 counties and is updated as more services become available.

To get started with your search, from of the homepage:

1. Enter where your ride will start in the field labeled "Traveling from."
2. Click the "Find a Ride" button and wait for a list of providers to appear in your search results.
3. View the transportation provider details by clicking the "More Info" button.
4. Contact the provider that meets your needs to schedule your ride.

Need further assistance? Contact the Find a Ride Helpline at **(352) 273-9624**.

Traveling from: ⓘ

Traveling to: (optional) ⓘ

What is the purpose of the trip?

Education
 Work
 Medical
 Other ⓘ

Do any of the following apply?

Age 60 or older ⓘ
 Need escort to and from vehicle

PUBLIC TRANSIT DIRECTORY

The internet is always changing and you may find that some of the links or phone numbers in this booklet no longer work. Visit fdot.info/transit to view the latest PDF that will contain updated contacts since our last printing.

Alachua

Gainesville Regional Transit System (RTS)

(352) 334-2600 • go-rts.com

Baker

Baker County COA • (904) 259-9315

bakercoa.org/transportation

Bay

Bay County Transit (Bay Town Trolley)

(850) 769-0557 • baywaytransit.org

Bradford, Dixie, Gilchrist, Lafayette, and Union Suwannee River Economic Council

Bradford (844) 496-0624; Dixie, Gilchrist and Lafayette County (352) 498-5018, extension 3 or (844-496-0624); Union (844) 496-0624
srecinc.org/programs/transportation

Brevard

Space Coast Area Transit (SCAT)

(321) 633-1878 • 321transit.com

Broward

Broward County Transit (BCT)

(954) 357-8400 • broward.org/bct

Broward, Miami-Dade, and Palm Beach Tri-Rail (provided by South Florida Regional Transportation Authority)

1-800-TRI-RAIL (874-7245) or (954)783-6030 • tri-rail.com

Calhoun

Calhoun Transit • (850) 674-4496
calhouncountyseniors.org/calhoun-transit

Clay

Clay Community Transportation (provided by JTA)
(904) 284-5977 • jtafla.com/ride-jta/regional-services/clay-community-transportation

Collier

Collier Area Transit (CAT) • (239) 252-7777 • ridecat.com

Columbia, Hamilton, Suwannee

Suwannee Valley Transit Authority
(386) 362-5332 or (386) 362-7433 • ridesvta.com

DeSoto

DeSoto-Arcadia Regional Transit
(800) 694-6566 • desotobus.com

DeSoto, Hardee, Highlands, Okeechobee

CFRPC (contract out to MTM Transit)
(636) 561-5686 • mtmtransit.com

Duval

Jacksonville Transportation Authority (JTA)
(904) 630-3100 • jtafla.com

Escambia

Escambia County Area Transit (ECAT)
(850) 595-3228 • goecat.com

Flagler

Flagler County Public Transportation • (386) 313-4100
flaglercounty.gov/departments/transportation

Gadsden, Jefferson, Madison, Taylor, rural Leon

Big Bend Transit • Leon (850) 574-6064;
Gadsden (850) 627-9958; Taylor (850) 584-5566; Madison
(850) 973-4418; Jefferson (850) 997-1323
bigbendtransit.org

Gulf and Franklin

Arc on the Gulf • (850) 229-6550 Rides
(850) 229-6327 APD Services • arconthegulf.com

Hernando

TheBus
(352) 754-4444 • hernandocounty.us/departments/departments-n-z/transit-thebus

Hendry and Glades

Stream (Clew-Belle Service)
(877) 935-4487 • hendryfla.net/transit.php

Hillsborough

Hillsborough Area Regional Transit Authority (HART)
(813) 254-4278 • gohart.org

Holmes, Walton, Washington, and Santa Rosa

Tri-County Community Council
Holmes & Washington (850) 547-3688;
Santa Rosa (850) 626-6806; Walton (850) 892-2422
tricountycommunitycouncil.com

Indian River

GoLine • (772) 569-0760 • golineirt.com

Jackson

JTrans • (850) 482-7433 • jtrans.org

Key West

Key West Transit • (305) 809-3700 • kwtransit.com

Lake

LakeXpress • LakeExpress (352) 742-1940;
Transit Services (352) 323-5733 • ridelakexpress.com

Lee

LeeTran • (239) 533-8726 • leegov.com/leetran

Leon

StarMetro • (850) 891-5200
talgov.com/starmetro/starmetroHome

Levy

Levy County Transit

(352) 486-3485; toll-free (800) 733-5389
levycounty.org/department/transportation_-_new_page

Liberty

Liberty County Transit

(850) 643-2524 • libertycountyfl.org/transit

Manatee

Manatee County Area Transit (MCAT) • (941) 749-7116

manatee.hosted.civillive.com/departments/mcat

Marion

Marion Transit • (352) 620-3071 • mariontransit.org

Martin

Martin Community Coach (MCC)

(772) 469-2063 • martincommunitycoach.com

Miami-Dade

Miami-Dade Transit (MDT)

(305) 891-3131 • miamidade.gov/transit/mobile

Nassau

Nassau Transit • (904) 261-0700 • nassautransit.org

Ocala and Marion

SunTran • (352) 401-6999

ocalafl.org/government/city-departments-i-z/suntran

Okaloosa

Emerald Coast (EC) Rider

(850) 833-9168 • ecrider.org/ride-the-wave-2

Orlando, Volusia, Seminole, Orange, and Osceola

SunRail • 1-855-RAIL-411 (724-5411) • sunrail.com

Orange, Seminole, and Osceola

LYNX • (407) 841-2279 • golynx.com

Palm Beach

PalmTran • (561) 841-4287 • palmtran.org

Pasco

Pasco County Public Transportation (PCPT)

(727) 834-3322
pascocountyfl.net/1077/Ride-the-Bus-GoPasco

Pinellas

Pinellas Suncoast Transit Authority (PSTA)

(727) 540-1900 • psta.net

Polk

Citrus Connection (provided by Lakeland Area Mass Transit District) • (855) 765-5287 • ridecitrus.com

Polk and Sarasota

Polk County Transit Services Division Sarasota County Area Transit (SCAT) • (941) 300-1553

scgov.net/government/scat-bus-service/scat-bus-service

Putnam

The Ride Solution • (386) 325-9999 • theridesolution.org

St. Johns

Sunshine Bus (provided by St. Johns County Transit)
(904) 209-3716 • sunshinebus.net

St. Lucie

Treasure Coast Connector (provided by St. Lucie County)
(772) 340-0220 • slwsd.org/treasure-coast-connector

Sumter

Sumter Transit

(352) 568-6683 • sumtercountyfl.gov/95/Transit

Taylor

Big Bend Transit • (850) 584-5566 • bigbendtransit.org

Volusia

VOLTRAN • (540) 829-5300 • voltran.org

Wakulla

Wakulla Transportation

(850) 926-7145 • wakullaseniorcenter.com/transportation

RESOURCES

Alert Today Florida:
alerttodayflorida.com

AARP Livable Communities:
aarp.org/livable-communities

Florida Commission for the Transportation
Disadvantaged: ctd.fdot.gov

Florida Public Transportation Association:
floridatransit.org

Operation Lifesaver Rail Safety Education:
oli.org/safety-near-trains

SAFE MOBILITY FOR LIFE RESOURCE CENTER

Florida's Safe Mobility for Life Coalition develops many other resources to help you stay safe and mobile. Additional resources in our "How to Use Transportation Options in Florida" series include Walking, Bicycling, Transportation Network Companies, and Golf Carts. This series was designed to help you achieve mobility independence beyond the driver seat.



SafeMobilityFL.com/ResourceCenter.htm



contact@safemobilityfl.com



1-833-930-2952

TRANSIT GLOSSARY²

Bus Stop – Place where passengers can board or alight from the bus, usually identified by a sign.

Curb-to-Curb – Paratransit service that picks up and drops off the passenger at the curb or driveway in front of their home or destination. The driver can assist the passenger off and on the bus, but not to the door of the home or other destination.

Demand-Response Service – Non-fixed-route service, often referred to as Dial-a-Ride, using vans or buses to transport passengers to pre-arranged times and location within the system's service area. This service may or may not require advanced reservations.

Door-to-Door Service – Paratransit service which includes assistance between the vehicle and the outside door of a person's home or other destination.

Fixed-Route – Transit services where vehicles run on a regular, repetitive schedule and stop to pick up/drop off passengers at specific locations. Typically, fixed-route services are characterized by printed schedules or timetables, designated bus stops, and the use of larger transit vehicles.

Kneeling Bus – Feature on a bus which lowers the floor to or near curb level to make it easier for passengers to get on/off, especially for older adults and persons with disabilities.

No Show – A passenger scheduled for a paratransit trip who does not show up for their trip and does not cancel the trip in advance. Agencies generally have a policy with a required amount of time a driver must wait before designating the passenger as a no show. How trip charges and repeat reservations by no show passengers are handled vary by agency.

² Modified from the Small Urban and Rural Center on Mobility www.ugpti.org/surcom/resources/transportation-glossary.php

Paratransit – Wheelchair-accessible, demand-response transportation service. The transit agency may limit the service to certain people by qualification, and generally requires reservations or calling ahead.

Public Transportation/Transit – Transportation services delivered by bus, rail, or other vehicle, either publicly or privately owned, that provide regular and continuing transportation to the public upon payment of a fare/excluding school buses, charter or sightseeing services.

Ride Sharing – Form of transportation other than public transit, in which more than one person shares in the use of a vehicle, such as a van or a car, to make a trip.

Rider's Guide – Brochure which describes a transit system's services routes and/or policies and provides direction and information for passengers.

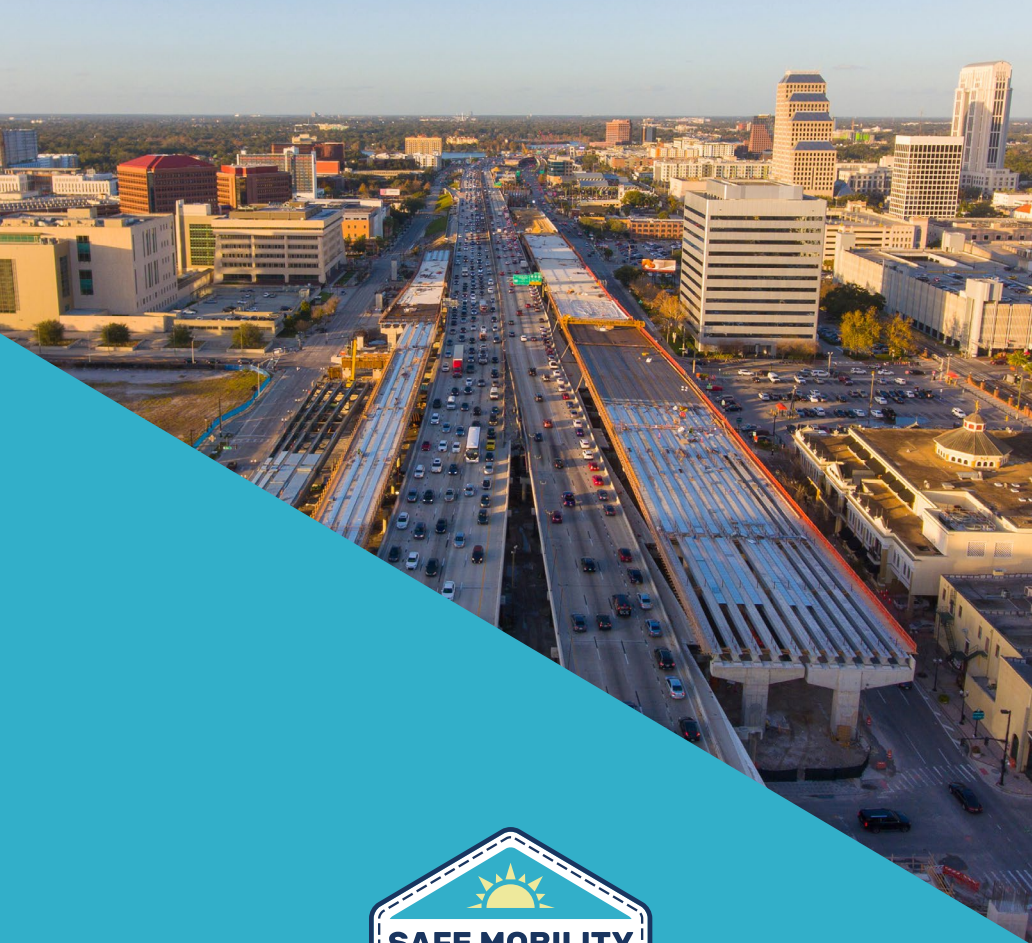
Service Animal – Any guide dog, signal dog, or other animal individually trained to assist an individual with a disability.

Service Area – Transit agency's operational area, typically measure in square miles.

Transfer Center – Fixed location where passengers change from one route or transit vehicle to another.

Transportation Network Companies (TNCs) - Like taxis but use private vehicles. Often run by companies such as Uber/ Lyft. These services can be costly, but they can be helpful for travelling longer distances, or for riders with heavy goods or mobility equipment.

Travel Training Program – Service which informs passengers about the transit options available and how to use them. Through individualized coaching, customers are able to practice getting on/off safely, learn how to read route maps and schedules, etc. By understanding how to use the transit system, individuals gain confidence travelling on their own.



TARGET
ZERO
FATALITIES & SERIOUS INJURIES

[SafeMobilityFL.com](https://www.SafeMobilityFL.com)

