



Riding Public Transportation

Tips on Using Transportation
Options in Florida



SafeMobilityFL.com

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Introduction

Once you are ready to go beyond the driver's seat, riding public transportation can be a valuable way to get around, providing safe access to the places you need and want to go. Public transportation is defined as a system of vehicles that operate shared transportation services to be used by the public. In Florida, options may include buses, trains, streetcars, trolleys, and water taxis.

Whether you choose public transportation because of age-related changes or simply because of personal preference, it can help you **maintain independence**.

As we age, we become more vulnerable to social isolation and loneliness, which can increase health risks. Using public transportation can help you stay connected with friends, family and your community. Whether walking to a stop or riding to your destination, public transportation can be an opportunity to enjoy time outdoors, connect with others, and remain active and engaged.



QUICK TIP

Using public transportation is a great way to get your steps in!



In this booklet, you will find resources to help you identify and use the public transportation options available in your area. You will also learn about specialized transportation services, like paratransit, along with tips to help make every trip a safe comfortable journey.



Planning Your Trip

Before you start using public transportation, you'll need to plan your trip. By following the steps in this section, you can identify the public transportation options available in your area and learn how to access them.



1. Find Your Local Public Transportation Providers

[FindaRideFlorida.org](https://findarideflorida.org) is a free online resource that provides a listing of transportation service providers available in all 67 counties. It helps you identify transportation options in your community that meet your needs. For your convenience, a Public Transportation Directory with contact information is also included at the back of this booklet.

To get started with your search from the homepage:

- > **Visit FindaRideFlorida.org** or scan the QR code with your smartphone camera. Enter the starting location and destination. Select any additional criteria and click “Find a Ride.”



- > **Browse results.** Providers include Community Transportation Coordinators, public transportation agencies, and private service providers.
- > **Choose your provider.** Call the phone number listed or click the “More Info” button to view additional details about their services.

Need further assistance? Contact the Find a Ride Helpline at **(352) 273-9624** and leave a message. A team member will return your call.



2. Identify Routes and Schedules

The next step is to figure out when and where you want to go.

> **Identify the transportation stops closest to your home and the places you visit most often.**

When you're out and about, look for bus stops and transportation stations. Bus stops are typically marked with a sign displaying the name of the public transportation agency and the route(s) that serve the stop.

> **Familiarize yourself with the routes and time schedules.**

- These can be found on the public transportation agency's website, through mobile applications, at bus or rail terminals, or by calling the agency directly.
- Using the website can be especially helpful. Most agencies provide a map or trip-planning tool on their website where you can enter your starting point and destination. Based on that information, it will show the closest stops and suggested routes.



> Will you need a transfer?

There are times when a single bus or train route may not take you all the way to your destination. In these situations, look for routes that connect or intersect with one another. A transfer may allow you to continue your trip on another bus or train. Transfer policies and costs vary by provider, so be sure to check with your public transportation agency before traveling.



> Need additional help planning your trip?

- Public transportation agencies have helpful customer service staff ready to answer your questions and get you where you want to go.
- Some may have travel trainers who can teach you the skills needed to travel confidently and independently.



3. Combining Transportation Options

After planning your route, it's time to connect the dots! You may need to combine multiple transportation options to get you where you need or want to go. Below are some examples:



Walking

Do you live near a bus stop or train station? If so, walking is a great way to stay active and connect with your community, while combining modes of transportation.



Biking

Do you enjoy biking for leisure or exercise? With a bike, you can reach further stops or even take a trip to a scenic trail. Most buses and trains have storage options that allow you to travel with a standard bike. Don't forget to bring a bicycle lock!



Family and Friends

Do you catch rides with family or friends for errands? If they're unable to provide the entire trip, try asking if they can take you to the nearest bus stop, instead.



Microtransit

Are transportation stops a bit far from your home or destinations? Microtransit refers to on-demand services offered through cars, vans, or shuttles. While taxis or transportation network companies (TNC),

like Uber and Lyft, may come to mind first, you might have even more options! Some public transportation agencies offer similar services. They can be used for shorter trips within specific areas or to connect you to larger public transportation hubs/stations. Ask your local public transportation agency if this is something they offer.

4. Paying for Your Trip

The cost (fare) of using public transportation can vary by agency and type of service. Information about fares can be found on the agency's website, mobile app, or by calling their customer service number. Payment type can also vary by agency, so make sure to look up the options offered and choose the one that works best for you. Options may include:

- > Mobile app payments
- > Fare cards that you purchase in advance
- > Credit/debit card
- > Mobile wallet
- > Exact change (**Note:** Many agencies that accept cash do not provide change. Be sure to have exact fare when paying with cash.)

Special Transportation Services

Do you need extra assistance using public transportation due to age, disability, or cost? You may qualify for these programs.

ADA Paratransit

The **Americans with Disabilities Act (ADA)** requires public transportation agencies that provide fixed route service to provide “complementary paratransit.” This service is for people who, because of a disability, cannot use fixed route bus service. It provides transportation to those eligible for the services on an appointment basis, with a fixed cost per ride. Contact your local public transportation agency to see if you qualify.

Transportation Disadvantaged Program

Transportation services are available in all 67 Florida counties for those who are **Transportation Disadvantaged (TD)**. These include people with disabilities, older adults, low-income individuals, and at-risk children. Each county has a **Community Transportation Coordinator (CTC)** that can determine your eligibility, help you apply, and provide or coordinate rides. Your CTC's contact information can be found at [FindaRideFlorida.org](https://www.findarideflorida.org) or in the Public Transportation Directory at the back of this booklet.

FACT

The Commission for the Transportation Disadvantaged (CTD), established in 1989, oversees Florida's efforts to provide cost-effective, unbiased transportation for disadvantaged individuals.

| *Section 427.013, Florida Statutes*



FACT

All public transportation agencies are required to allow service animals that are trained to work or perform tasks for an individual with a disability. This does not apply to animals who only provide emotional support or comfort.

| *Section 413.08, Florida Statutes*



Getting Ready to Ride

Now that you know how to plan and pay for your trip, it's time to get ready to ride! Use our **Ride Ready Kit** to help you be prepared, comfortable, and safe when riding public transportation.



Navigation

Know your route. Load your provider's app or apps like Google Maps or Apple Maps to your smartphone or carry a printed map with you.



Medication

If you take medications on a regular basis, carry them with you in a way that is convenient to you, such as a zippered pouch or pill box.



Personal Items

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



Safety Items

Half of the year, it can get dark earlier than expected. Be safe and be seen by attaching something to your bag that reflects headlights for the walk to and from your stop. Carry a small flashlight to light your way so you can see curbs and cracks or uneven sidewalks.



Fare Payment

Know your payment method ahead of time and have it readily available. If you plan to pay with cash, be sure to have the exact fare.



Bag(s)

You need a place to store your things, like a purse or backpack. It should be practical for sitting, standing, and waiting at the bus stop or train station. Make sure you are also able to maintain control of any other items you're carrying, such as grocery bags.



Entertainment

Taking the bus or train allows time to do things on the ride, such as reading a book, listening to a podcast, or watching a film. Don't forget your reading book, puzzle book, cell phone, electronic reader, etc. And if you're listening to an electronic device, be kind to your neighbors and bring headphones.



Outdoor Items

Riding public transportation can include walking to and from the stop or station, so wear comfortable shoes. Wear a hat, carry sunscreen, remember your sunglasses when it is sunny, and bring a small umbrella if rain is predicted.

If you would like to print out a copy of the **Ride Ready Kit**, you can download it from fdot.info/public-transit.

Before Boarding

You've planned your trip and are ready to go. Before you embark on your journey, the questions and tips below will help make boarding a breeze:

Q. How do you get on the bus or train?

A. Arrive a few minutes early. Stand in the designated waiting area and confirm that the approaching vehicle is the one you want to ride. For buses, check the route number or destination displayed on the front or side of the vehicle. For trains, look for the train platform displaying your destination. Do not approach the vehicle until it has come to a complete stop. Before boarding, allow passengers to exit first.

Q. Will I have trouble stepping up or down the bus or train?

A. Most buses are equipped with lowering features that allow riders to step on and off more easily. Others have ramps or lifts to help you. You may need to let the driver know if you need to use these features.

Q. When do you pay your fare?

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

Q. Where do you sit?

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

Q. How do you get off at your stop?

- 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 help you. Many buses and trains have multiple doors for you to exit from. 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 Tri-Rail or SunRail, is similar to riding the bus. Fares may be purchased online in advance or at a ticket vending machine located at the station. When waiting for a train, make sure you stand behind the yellow safety line on the platform. Announcements are often made when a train approaches. Keep your ticket or proof of purchase handy before and after boarding in case the conductor asks to see it. When exiting, follow posted signs and only cross the tracks at designated areas.



Using Public Transportation Safely

Safety is a priority for public transportation agencies as well as an important part of having a positive experience on board. 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 safe:

- > Stay alert and be aware of your surroundings.
- > Follow posted guidance and safety protocols.
- > Keep one hand free to grasp railings, poles, or handles.
- > When boarding or exiting a train or bus, watch your step; and look for slippery or uneven surfaces.
- > Before boarding, have your fare or proof of purchase ready.
- > Brace yourself when the train or bus is slowing down or turning to keep from losing your balance.





QUICK TIP

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

Public Transportation Directory

This section provides the contact information for public transportation agencies and community transportation coordinators (CTCs) by county, as discussed in the booklet. The contact information listed here was accurate at the time of publication.

If you find that a phone number or website is no longer working, contact the Safe Mobility for Life Resource Center at **833-930-2952** for assistance or visit fdot.info/public-transit to view the most up-to-date list of urban and rural public transportation agencies.

ALACHUA

Public Transportation Agency
Gainesville Regional Transit System
(352) 334-2600
go-rts.com

Community Transportation Coordinator
MV Transportation, Inc.
(352) 375-2784

BAKER

Community Transportation Coordinator
Baker County Council on Aging
(904) 259-9315

BAY

Public Transportation Agency

Bayway

(850) 769-0557

baywaytransit.org

Community Transportation Coordinator

Bayway

(850) 785-0808

BRADFORD

Community Transportation Coordinator

Suwannee River Economic Council

(844) 496-0624

BREVARD

Public Transportation Agency & Community Transportation Coordinator

Space Coast Area Transit

(321) 633-1878

321transit.com

BROWARD

Public Transportation Agencies

Broward County Transit

(954) 357-8400

broward.org/bct

Tri-Rail – South Florida Regional Transportation
Authority

(800) 874-7245

tri-rail.com

Community Transportation Coordinator
Broward County Transit
(954) 357-8400

CALHOUN

Community Transportation Coordinator
Calhoun County Transit
(850) 674-4163

CHARLOTTE

Public Transportation Agency
Charlotte County Transit
(941) 575-4000
charlottecountyfl.gov/transit

Community Transportation Coordinator
Charlotte County Transit
(941) 833-6233

CITRUS

**Public Transportation Agency &
Community Transportation Coordinator**
Citrus County Transit
(352) 527-7630
citrusbocc.com

CLAY

**Public Transportation Agency &
Community Transportation Coordinator**
Clay Community Transportation (operated by
Jacksonville Transportation Authority)

(904) 284-5977

jtafla.com

COLLIER

Public Transportation Agency
Collier Area Transit (CAT)

(239) 252-7777

ridecat.com

Community Transportation Coordinator
CATConnect

(239) 252-7272

COLUMBIA

Community Transportation Coordinator
Suwannee Valley Transit Authority

(800) 258-7267

DESOTO

Public Transportation Agency
DeSoto-Arcadia Regional Transit (DART)

(800) 694-6566

desotobus.com

Community Transportation Coordinator
MTM Transit

(863) 382-0139

DIXIE

Community Transportation Coordinator

Suwannee River Economic Council

(352) 498-5018, extension #3

DUVAL

Public Transportation Agency

Jacksonville Transportation Authority (JTA)

(904) 630-3100

jtafla.com

Community Transportation Coordinator

JTA Connexion

(904) 265-6999

ESCAMBIA

Public Transportation Agency

Escambia County Area Transit

(850) 595-3228

goecat.com

Community Transportation Coordinator

Escambia County Community Transportation

(850) 595-0501

FLAGLER

Public Transportation Agency &

Community Transportation Coordinator

Flagler County Public Transportation

(386) 313-4100

flaglercounty.gov

FRANKLIN

Community Transportation Coordinator

Big Bend Transit

(850) 229-6650

GADSDEN

Public Transportation Agency & Community Transportation Coordinator

Big Bend Transit

(850) 627-9958

bigbendtransit.org

GILCHRIST

Community Transportation Coordinator

Suwannee River Economic Council

(352) 498-5018, extension #3

GLADES

Public Transportation Agency & Community Transportation Coordinator

STREAM

(877) 935-4487

hendryfla.net

GULF

Community Transportation Coordinator

Big Bend Transit

(850) 229-6650

HAMILTON

Community Transportation Coordinator

Suwannee Valley Transit Authority

(800) 258-7267

HARDEE

Community Transportation Coordinator

MTM Transit

(863) 382-0139

HENDRY

Public Transportation Agency & Community Transportation Coordinator

STREAM

(877) 935-4487

hendryfla.net

HERNANDO

Public Transportation Agency

TheBus

(352) 754-4444

hernandocounty.us

Community Transportation Coordinator

You Thrive Florida

(352) 799-1510

HIGHLANDS

Community Transportation Coordinator

MTM Transit

(863) 382-0139

HILLSBOROUGH

Transportation Coordinator

HART - Hillsborough Transit Authority

(813) 254-4278

gohart.org

Community Transportation Coordinator

Hillsborough County Sunshine Line

(813) 272-7272

HOLMES

Community Transportation Coordinator

Tri-County Community Council

(850) 547-3688

INDIAN RIVER

Public Transportation Agency

GoLine

(772) 569-0903

golineirt.com

Community Transportation Coordinator

Community Coach

(772) 569-0903

JACKSON

Public Transportation Agency & Community Transportation Coordinator

Jackson County Transportation, Inc. of Florida

(850) 482-7433

jtrans.org



JEFFERSON

Public Transportation Agency & Community Transportation Coordinator

Big Bend Transit

(850) 997-1323

bigbendtransit.org

LAFAYETTE

Community Transportation Coordinator

Suwannee River Economic Council

(352) 498-5018, extension #3

LAKE

Public Transportation Agency

LakeXpress

(352) 742-1940

ridelakeexpress.com

Community Transportation Coordinator

Lake County Connection

(352) 742-2612

LEE

Public Transportation Agency

LeeTran

(239) 533-8726

leegov.com/leetran

Community Transportation Coordinator

LeeTran

(239) 533-0353

LEON

Public Transportation Agencies

StarMetro

(850) 891-5200

talgov.com/starmetro

Big Bend Transit

(850) 574-6064

bigbendtransit.org

Community Transportation Coordinator

StarMetro Dial-A-Ride

(850) 891-5199

LEVY

Public Transportation Agency & Community Transportation Coordinator

Levy County Transit

(352) 486-3485

levycounty.org

LIBERTY

Public Transportation Agency & Community Transportation Coordinator

Liberty County Transit

(850) 643-2524

libertycountyfl.org

MADISON

Public Transportation Agency & Community Transportation Coordinator

Big Bend Transit

(850) 973-4418

bigbendtransit.org

MANATEE

Public Transportation Agency

Manatee County Area Transit (MCAT)

(941) 749-7116

mymanatee.org

Community Transportation Coordinator

MCAT – Handy Bus

(941) 748-2317

MARION

Public Transportation Agency

SunTran

(352) 401-6999

suntran.org

Community Transportation Coordinator

Marion Transit

(352) 620-3071

MARTIN

Public Transportation Agency

MARTY – Martin County Public Transit

(772) 463-2860

martin.fl.us

Community Transportation Coordinators **Area Regional Transit (ART)**

(772) 462-1778

Martin Community Coach

(772) 469-2063

MIAMI-DADE

Public Transportation Agencies

Miami-Dade Transit – Metrobus – MetroRail – MetroMover

(305) 891-3131

miamidade.gov

Tri-Rail – South Florida Regional Transportation Authority

(800) 874-7245

tri-rail.com

Community Transportation Coordinator

Miami-Dade Transit – Special Transportation Service

(786) 469-5000

MONROE

Public Transportation Agency

Key West Transit

(305) 809-3910

cityofkeywest-fl.gov

Community Transportation Coordinator

Guidance/Care Center

(305) 434-7660, option #2

NASSAU

Public Transportation Agency

**Jacksonville Transportation Authority (JTA) –
Nassau Express Select**

(904) 630-3100

jtafla.com

Community Transportation Coordinator

Nassau Transit (operated by JTA)

(904) 261-0700

OKALOOSA

Public Transportation Agency

Emerald Coast (EC) Rider

(850) 833-9168

ecrider.org

Community Transportation Coordinator

EC Rider Dial-A-Ride

(850) 833-9168

OKEECHOBEE

Community Transportation Coordinator

MTM Transit

(863) 382-0139

ORANGE

Public Transportation Agencies

LYNX

(407) 841-5969

golynx.com

SunRail

(855) 724-5411

sunrail.com

Community Transportation Coordinator

ACCESS LYNX

(407) 423-8747

OSCEOLA

Public Transportation Agencies

LYNX

(407) 841-5969

golynx.com

SunRail

(855) 724-5411

sunrail.com

Community Transportation Coordinator

ACCESS LYNX

(407) 423-8747

PALM BEACH

Public Transportation Agencies

Palm Tran

(561) 841-4287

palmtran.org

Tri-Rail – South Florida Regional Transportation Authority

(800) 874-7245

tri-rail.com



Community Transportation Coordinator
Palm Tran Connection
(561) 649-9838

PASCO

**Public Transportation Agency &
Community Transportation Coordinator**
GOPASCO
(727) 834-3322
pascocountyfl.net

PINELLAS

Public Transportation Agency
Pinellas Suncoast Transit Authority (PSTA)
(727) 540-1900
psta.net

Community Transportation Coordinator
PSTA ACCESS
(727) 540-1888

POLK

**Public Transportation Agency &
Community Transportation Coordinator**
Citrus Connection
(855) 765-5287
ridecitrus.com

PUTNAM

Public Transportation Agency & Community Transportation Coordinator

Ride Solution

(386) 325-9999

theridesolution.org

SAINT JOHNS

Public Transportation Agencies

Sunshine Bus Company

(904) 209-3716

sunshinebus.net

**Jacksonville Transportation Authority –
St. Johns Express Select**

(904) 630-3100

jtafla.com

Community Transportation Coordinator

St. Johns County Council on Aging

(904) 209-3714

SAINT LUCIE

Public Transportation Agency

Area Regional Transit (ART)

(772) 462-1778

stlucieco.gov

Community Transportation Coordinator

ART

(772) 462-1778, option #3



SANTA ROSA

Community Transportation Coordinator

Tri-County Community Council

(850) 547-3688

SARASOTA

Public Transportation Agency

Breeze Transit

(941) 861-5000

scgov.net

Community Transportation Coordinator

Breeze Plus

(941) 861-1018

SEMINOLE

Public Transportation Agencies

Scout

(407) 655-7433

scoutseminolefl.com

LYNX

(407) 841-5969

golynx.com

SunRail

(855) 724-5411

sunrail.com

Community Transportation Coordinator

ACCESS LYNX

(407) 423-8747

SUMTER

Community Transportation Coordinator

Sumter County Transit

(352) 568-6683

SUWANNEE

Community Transportation Coordinator

Suwannee Valley Transit Authority

(800) 258-7267

TAYLOR

Public Transportation Agency & Community Transportation Coordinator

Big Bend Transit

850-584-5566

bigbendtransit.org

UNION

Community Transportation Coordinator

Suwannee River Economic Council

(844) 496-0624

VOLUSIA

Public Transportation Agencies

Votran

Daytona Beach: (386) 761-7700

Southeast Volusia: (386) 424-6800

West Volusia: (386) 943-7033

votran.org



SunRail

(855) 724-5411

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

Community Transportation Coordinator

VoAccess

(800) 983-2435

WAKULLA

Community Transportation Coordinator

Wakulla Transportation

(850) 888-1016

WALTON

Community Transportation Coordinator

Tri-County Community Council

(850) 547-3688

WASHINGTON

Community Transportation Coordinator

Tri-County Community Council

(850) 547-3688

Resources

Throughout this guide, we have shared tips and information on how to use public transportation as a safe option to get around your community. The contact information listed was accurate at the time of this publication. All the resources mentioned in this booklet, plus others, can easily be accessed in the following ways:

1. Use your camera phone to scan the QR code below.



2. Type fdot.info/public-transit directly into your browser.
3. Call the Safe Mobility for Life Resource Center at **833-930-2952**.

Safe Mobility for Life Resource Center

P.O. Box 3061121
Tallahassee, FL 32306

Phone: **833-930-2952**

Email: contact@safemobilityfl.com

Website: SafeMobilityFL.com

Follow us on social media: [@SafeMobilityFL](https://twitter.com/SafeMobilityFL)



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Printed: August 2026