



Public Transportation



User Guide for Community Transportation Services

*in DeSoto, Hardee, Highlands, and
Okeechobee Counties*

Tips for a Good Trip:

- During peak demand periods, and as a result of accidents, rush hour, or during inclement weather condition, the vehicles may run behind schedule. It is recommended that trips be scheduled between 10:00 am and 2:00 pm. Out of County trips are required to be scheduled during morning hours.
- Passengers with wheelchair status must provide their own mobility device. Wheelchair passengers must have a ramp if they have to be moved more than one step. Passengers must be on the first floor to be transported.
- The providers have a variety of vehicles to accommodate different passenger needs. Sedans, vans, or small buses are all available. Vehicles will be properly identified with either JJ Transport, Positive Medical Transport or Safety Transportation on them and the driver should introduce themselves to you.

Safety Is Important

Drivers are selected based on their safe driving record and their ability to be sensitive to all passengers, especially those with special needs. Drivers also undergo a criminal background check and have random alcohol and drug testing. Strict safety guidelines are enforced.

All passengers are required to wear seat belts. All children five (5) years old or under are required to use a child restraint seat which needs to be provided by the passenger. Car seats must be provided by the passenger if needed with no exceptions. Children under the age of (15) must be accompanied by an adult.

Smoking, eating, drinking, the use of profanity, violence, loud talking or music, abusive and rude behavior is prohibited. Violators may be suspended from service.

Provided By:



Transit

In Partnership With:



Persons requiring accommodation under the Americans with Disabilities Act (ADA) or language translation, free of charge should contact Marybeth Soderstrom, CFRPC Title VI Liaison, 863-534-7130 (voice), or via Florida Relay Service 711, or by emailing msoderstrom@cfrpc.org



Need a Ride?

If you live in Desoto, Hardee, Highlands, or Okeechobee County MTM Transit is your Community Transportation Coordinator and they can assist you in accessing transportation for medical, educational, shopping, or other activities. Follow the steps below:

- 1) Call (800) 260-0139 and request an application. The reservationist will mail an application to you that will need to be returned. After five (5) days applicant may check status of the application.
- 2) Make a reservation. Once your application is approved, reservations can be made by phone Monday-Friday from 8:00 am until 5:00 pm. Trips must be scheduled two (2) days in advance. Trips may be scheduled up to fourteen (14) days in advance. Due to the number of requests received on a daily basis, phone lines may be busy. Services are closed on the following holidays: New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving and the Day after, and Christmas Day.
- 3) Confirm your pick-up time. To confirm your pick-up time, call the scheduling office the business day before the trip to get a pick up time.
- 4) Be ready to go. Due to multiple pick-ups scheduled during the day the driver can only wait five (5) minutes for a passenger to board.
- 5) Pay the fare. Some passengers will not have a fare to pay if their trip is funded by Medicaid or a social service agency. Fares vary depending upon the trip being in and out of the county. Fare amount will be confirmed when a reservation is made. The driver will collect fare payment when boarding the vehicle. Exact change must be provided to the driver as they do not carry money and will not make additional stops. Drivers are not to be tipped.

Service Hours:

Door-to-Door transportation services provided Monday-Friday from 6:00 am until 6:30 pm. Limited dialysis services are provided on Saturdays.

What to Expect:

Because this is public transportation multiple riders may be on a vehicle at the same time. Therefore, it is required that passengers be ready for pick-up at least one hour before their appointment if the trip is within the county. For trips outside the County pick-up time will be much earlier.

Service is door-to-door, and drivers are trained to assist passengers getting in and out of the vehicle. If the driver does not provide excellent customer service, passenger assistance or does not come to your door, please let us know by contacting us at (863) 382-6004.

If an appointment will run past the scheduled pick-up time, passengers are to call the service request line immediately so that appropriate arrangements to the schedule can be made. A new pick-up time will be established with the driver. The driver may not be the same as the previous and therefore, there may be a wait time of up to two (2) hours for situations like these. When changing a return trip pick-up time make sure to confirm with the reservationist the exact location for your return trip. This information will be given to the driver to facilitate locating passengers. Do not leave the area to not miss the ride.

Those with questions, comments or compliments can contact MTM Transit at 863-382-6004. We welcome any feedback you may have. You may also contact the Commission for the Transportation Disadvantaged Ombudsman's helpline at (800) 983-2435 to voice any concerns about the coordinated transportation system.

Have Questions or Comments?

MTM Transit

Contact: Kelly Kirk-Brooks, General Manager

Phone: 863-382-6004