

Veterans Transportation Services

**This information packet contains
information relating to Veteran
Transportation Services available in
Hernando County.**



**DAILY TRANSPORTATION SERVICES FROM
HERNANDO COUNTY TO
JAMES A. HALEY VA MEDICAL CENTER,
TAMPA**

Procedures and Regulations:

1. Your appointment must be between 8:30 am and 12:00 pm (1:00 pm for specialty clinics **ONLY**). If your appointment is at some other time, you can call the clinic where you have the appointment and ask them to change it so that you can use this service.
2. Seat reservations must be made **NO LATER THAN** 12:00 noon the (business) day before your scheduled appointment. Reservations can be made months in advance
3. Escorts may ride only if space is available. If an escort is necessary per doctor's request, please provide Veteran Services with a doctor's note.
4. Patients must be ambulatory and be able to get on/off the van without any assistance. The vans are not equipped for wheelchairs.
5. Pick-up locations include the Brooksville VA Outpatient Clinic (SR50), or Wal-Mart Supercenter (corner of RT 41/Wiscon Road)).
6. The Van leaves the VA hospital at the driver's discretion, **NO LATER THAN 2:00 pm**. After your appointment, please go to the pick-up area designated by the driver.
7. To register to use this service, please call 352-754-4033. You need only to register once. After registering, you will be referred to contact Trans Hernando at 352-799-1510 to make future reservations.

Questions or Concerns:

Please contact the Hernando County Veteran Services Office at 352-754-4033.

Scheduling

All trips require advance reservation and can be made during the hours of 8:00 a.m. to 4:30 p.m. Monday thru Friday, excluding county recognized holidays. An answering machine will take calls after 4:30 p.m. for cancellations only. Trips will not be scheduled from the answering machine. Same day service is not available.

Fare Box Fee

Fare box fee is \$5.00 per one-way trip, \$10.00 round trip. Depending on household income, reduced fare may be available. Fare box fee is due upon boarding in the form of cash or check. Payment by credit card can be made in advance by calling 352-799-1510. Tokens are available for those riders who ride regularly and wish to pay in advance.

In order to achieve guaranteed appointment arrival times for all passengers, driver can only allow a maximum wait time of three (3) minutes for boarding.

Escorts and Child Restraints

If needed, one (1) escort (age 17 or older) can accompany and must be scheduled with the passenger's medical trip. Parent must provide Florida law required child restraint. Child restraint can not be left on vehicle.

Provided for:

- The elderly (Over 60 Years)
- Physically / Mentally Challenged
- Economically Disadvantaged
- Transportation Disadvantaged

Funded by:

- State of Florida Department of Transportation
- State of Florida Commission Transportation Disadvantaged
- Department of Elder Affairs (Older Americans Act)
- Mid Florida Community Services, Inc.
- Private Donations

Donations

Mid Florida Community Services, Inc. – Trans Hernando is a not-for-profit 501 (c) (3) (tax deductible) organization that depends on grants and the generosity of individuals and organizations to support the Transportation program. Donations are greatly appreciated and can be made by cash, check, credit, personal property, etc. Please contact (352)799-1510 for additional information.

Don't forget to donate \$1.00 or more to the Transportation Disadvantaged Trust Fund the next time you renew your motor vehicle tag!

Formato accesible bajo petición

MID FLORIDA
COMMUNITY SERVICES, INC.



Helping People. Changing Lives.



TRANSPORTATION DISADVANTAGED SERVICES

for
Hernando County

TRANS HERNANDO

1122 Ponce De Leon Blvd.
Brooksville, FL 34601

Phone: (352) 799-1510

Fax: (352) 754-9390

www.mfcs.us.com

TDD 1(800) 648-6084

Florida Ombudsman 1(800) 983-2435

Updated July 2016



Enhanced services being offered during this 1 year period

The State of Florida Commission for the Transportation Disadvantaged has awarded Mid Florida Community Services, Inc. a Mobility Enhancement grant for a 1 year period to begin July 1, 2016 to enhance transportation services to all Hernando County residents.

All services require an application process and must be on file prior to using the service.

- ❖ Connector to the Hernando County fixed route system-The Bus. Service will be provided Monday thru Friday. Pick up from residence will be any time after 7:00 a.m. with guaranteed 9:00 a.m. arrival time to a transfer point closest to you. You will need to return to this same location no later than 3:15 p.m. for the return trip home. Cost of this service is \$1.00 each way, \$2.00 round trip, payable upon boarding the vehicle. Requests must be scheduled in advance, by 2:00 p.m. the business day prior. The above charge is for Trans-Hernando service only. The Bus schedules, destinations and fares can be obtained by calling 352-754-4444.
- ❖ Veterans return home from VA shuttle designated points- Veterans traveling to the James Haley VA hospital can now schedule a one way return to their home from the shuttle drop off point. Requests must be made at time of scheduling VA shuttle trip and must be scheduled in advance, by 1:00 p.m. the business day prior. Cost of this service is \$1.00, payable upon boarding the vehicle. Call 352-799-1510 when you arrive at the shuttle point and we will dispatch a driver to return you to your home.
- ❖ Additional days and times for all residents of Hernando County – The first guaranteed appointment arrival time will be 9:00 a.m. the latest guaranteed appointment time will be 3:00 p.m. The latest return time will be 4:15 p.m. Cost of this service is \$5.00 each way, \$10.00 round trip payable upon boarding the vehicle. Requests must be scheduled in advance, by 2:00 p.m. the business day prior. If a current application is on file with proof of income attached and reduced fare has been approved, fare box will be decreased to match.

Compliments/Complaints/Title VI info

If you wish to compliment or voice a concern about our service, or to receive Title VI information, please call (352)799-1510.

Introduction

Trans Hernando is a shared ride van service designed to provide cost effective door to door transportation for the elderly, physically, mentally, and economically transportation disadvantaged residents of Hernando County. Application process is required. Contact Trans Hernando at (352)799-1510 to request an application and/or schedule advance reservations.

Trans Hernando is a door to door service. Drivers are not permitted to enter your home and can only lend an arm to assist you. All wheelchairs must have footrests and passenger will be secured using a 4 point tie down system and seat belt. Maximum weight (passenger + wheelchair/scooter) cannot exceed 600 lbs. If using oxygen, driver cannot assist with tank. Tank must be portable and/or attached to wheelchair/scooter. Oxygen tank on wheeled carrier is not permitted.

Veterans

Trans Hernando provides complimentary scheduling for Veterans to the James A. Haley Veterans Hospital in Tampa. Veterans must contact the Hernando County Veteran's Association at (352)754-4033 to register and obtain days and times of service. Once registered with the VA, trips can be scheduled by calling (352) 799-1510.