



If you have questions about Florida's Transportation Disadvantaged (TD) Program, please call the Ombudsman Hotline at:

1-800-983-2435 (voice) or  
1-800-648-6084 (TDD).  
For the hearing impaired,  
please call:  
1-800-955-8770 (voice) or  
1-800-955-8771 (TTY)

This information is available in accessible formats.

**Si necesita esta información traducido en Español llame a 239-768-2900 extension 200**

**Si ou bezwen enfòmasyon sa a an kreyòl tanpri rele 239-768-2900 ekstansyon 200**

**Please visit our new website  
[www.goodwheels.org](http://www.goodwheels.org)**

**Title VI prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance.**

**Don't forget to donate \$1.00 to the Transportation Disadvantaged Trust Fund the next time you renew your car tag!**

**Sponsoring Agencies:**

- Agency for Healthcare Administration
- Florida Commission for Transportation Disadvantaged
- Florida Department of Elder Affairs
- Agency for Persons with Disabilities
- Florida Department of Transportation



**Partner Agency**

**10075 BAVARIA ROAD  
FORT MYERS, FL 33913**

**(239) 768 -2900  
(Lee County)**

**800 -741 -1570  
(Glades and Hendry Counties)**



**Good Wheels, Inc.**

**Transportation for the Disabled, Disadvantaged and Private Pay In Southwest Florida**

We have served the community for 25+ years as the **state-designated Community Transportation Coordinator (CTC)** and the major transportation provider for the Transportation Disadvantaged in Lee, Hendry and Glades Counties.

In this capacity, we provide special-needs transportation to our elderly, disabled and less-fortunate neighbors.

Good Wheels also serves the community as the **major transportation provider for Medicaid** in Lee, Hendry and Glades Counties and portions of Collier County. We also provide private pay services to the general public.



**10075 Bavaria Road • Fort Myers • Florida 33913**

## What is Good Wheels?

Good Wheels is a private, not-for-profit organization that provides transportation for the disabled, disadvantaged and the general public in Lee, Glades, and Hendry Counties. Vehicles are available for ambulatory passengers as well as those in wheelchairs and on stretchers.

## Who is Eligible to Receive Service?

Anyone in Lee, Glades or Hendry counties who needs transportation and has no other means of transport may request service. A short application process will determine eligibility. The general public is also welcome to ride at any time. You can find the application online at [www.goodwheels.org](http://www.goodwheels.org) – Services or call and we can send you one in the mail.

## How Much Does It Cost?

A \$2.00 copay will usually be charged for the Transportation Disadvantaged. If you are not eligible, reduced fares are available for much less than what private, for-profit transportation carriers charge.

## Guidelines for Using Good Wheels:

We ask that customers call to schedule trips 72 hours in advance. Reservations may be made from 9:00 a.m. to 12:00 noon Monday through Friday. If you must travel the next day please call before 11a.m.

If your plans change please call Good Wheels to cancel the trip. If you do not cancel at least one hour prior to the pick-up time, you could be charged for the service. Cancellation calls are accepted from 4:00 a.m. to 7:30 p.m.

Please remember that Good Wheels is a bus service. This means that more than one person is normally scheduled per vehicle. Most Good Wheels vehicles are wheelchair lift equipped. However, when making appointments, please make your special needs known to us.

Please be ready 1 hour before your scheduled pick-up time. Notify Good Wheels if you are traveling with an escort to assure adequate seating.

Please remember that drivers are not permitted to go beyond the door threshold or to carry packages. We are also not allowed to make personal convenience stops to shop or eat.

## How Do I Schedule A Trip?

Call (239) 768-2900 in Lee County or 1-800-741-1570 in Glades and Hendry Counties ext. 223.

Be prepared to provide the following information:

- Name
- Address
- Phone Number
- Trip Purpose
- Medicaid Number (if applicable)
- Complete Destination Address
- Type of Disability
- Special Needs/Escort Required
- Type of Wheelchair if necessary

If you have a compliment, complaint, suggestion, or any questions regarding customer service, you can contact us by calling 1-800-741-1570 ext. 228. This is a free call for Lee, Hendry and Glades Counties.

Or by fax: 239-768-6187

Or by writing to:

Good Wheels, Inc.

10075 Bavaria Rd.

Fort Myers, FL 33913

Or you can visit our website:

[www.goodwheels.org](http://www.goodwheels.org)