

St. Mary's Transit System- St. Mary's County, MD

ADA PROGRAMS

This "Users Guide" will describe guidelines for the **ADA Paratransit Program for Persons with Disabilities**. STS will make reasonable modifications to its ADA policies upon request.

Our **ADA (Americans with Disabilities Act)** program is available to all persons with disabilities who's origin to destination is within $\frac{3}{4}$ mile of the fixed routes. ADA Routes operate **Monday through Sunday, in conjunction with the public transit routes, days and hours of operation**. A paratransit application must be completed to qualify. Once qualified, you may be transported within St. Mary's County for medical appointments, shopping visits, etc. This is a program that allows you to make a trip request up until close of business the day before you travel. Reservations are required. You may call 301-475-4200 ext. 71120 to discuss your eligibility for this program and to schedule and/or cancel appointments. The fee is \$2.00 one-way (or \$4.00 round trip).

Visitors

Out-of-Town Visitors will be eligible for ADA Paratransit Services if they are eligible to use the ADA Paratransit provided by their home system. Visitors must provide proof of residence outside of St. Mary's County, and ADA Paratransit certification from their home system. If a visitor's home system does not provide ADA

Paratransit certification, other documentation is required to justify the individual's claim to eligibility (such as a doctor's letter). Visitors will be provided only 21 days of ADA Paratransit service per a 365-day period. Individuals intending to use the service for more than 21 days will be required to apply for certification with St. Mary's Transit System.

ADA APPOINTMENTS

To assure quick and easy service when you call: Please provide your name, telephone number, your location, destination, date and time of your appointment.

Appointments can be made by 5pm, the close of business on the day before your scheduled appointment. Appointment times must coincide with the Public Transportation routes.

ADA STOPS

Each passenger is allowed one stop per round trip. Passengers who wish more trips will be charged a \$2.00 fare for extra stops or must reschedule. Extra stops depend on allotted time. Designated stops must be made when scheduling the appointment with the Transportation Specialist. Changes in your designation with the driver is **not acceptable**. Appointment times and pick up times must be scheduled with the Specialist. Passengers may be required to ride **ADA accessible public transportation** for some day trips. Passengers are required to return at the designated time or return on public transportation or other transportation

means not provided by ADA. Passenger must be ready at the scheduled time.

WEEKLY SCHEDULE

Weekly appointments such as therapy or dialysis can be scheduled, but time slots may not always be available. Confirmation for weekly schedule must be on a weekly basis in order to reserve the time slot. The response time regulations allows STS to negotiate the trip time with eligible passenger up to one hour before and one hour after the requested time.

DRIVER SERVICES

Drivers can assist passengers curb to curb, or door to door if requested in advance. Drivers are not allowed to enter the homes. Drivers do not shop or assist passengers with shopping.

All building/home pickup locations **MUST** have a wheelchair ramp or an assistant to help the rider. Driveways must be accessible to buses with a safe turnaround. **STS accepts all wheel chairs and mobility devices.**

Reasonable accommodations or modifications are available. Transportation is provided in buses. County cars may be used when a bus is unavailable.

ATTENDANTS

Riders who use the ADA Program may be accompanied by a maximum of one attendant, free of charge. More than one attendant or a companion must pay an additional \$2.00 fee. This courtesy does not apply to Public Transportation riders. Arrangements for attendants to accompany an ADA transport must be made when the appointment is made.

RIDER'S RULES

Eating, drinking, smoking or playing radios without headphone is prohibited except for health reasons. Use of profanity and/or abusive language is not permitted on the bus, and may jeopardize your transportation service

SERVICE ANIMALS

Service Animals performing specific functions for persons with disabilities are the only animals allowed on our buses. Passengers are responsible for controlling their service animal on the bus and at their home.

PACKAGES

Riders are only allowed to transport as many packages as he/she can physically carry in one trip. Drivers are not required to assist with packages.



PAYMENT FOR SERVICE

All riders are required to pay at the time of their pick up. The ADA program accepts **cash or checks or ADA tickets only**. Full fare must be paid by ALL riders upon boarding the vehicle. Drivers do not make change, therefore, it is the responsibility of the rider to have exact change for the driver. Drivers reserve the right to refuse transportation to any rider who does not pay the required fare. All returned checks are charged \$25.00. No shows and failure to pay at the time of pick up may result in suspension of service. *****CANCELLATIONS ON THE DAY BEFORE ARE ACCEPTED AT NO COST.**

OFFICE HOURS

Our office is staffed Monday through Saturday, 8:00 A.M. to 5:00 P.M.. You may leave a message on Sunday when the office is closed, by calling 301-475-4200 ext. 71120.

For information about ADA services, or to file a complaint call, 301-475-4200 ext. 71120, visit our website at www.stmarys/dpw/transit, or you may write to us at St. Mary's Transit P.O. Box 409 California, MD 20619



ADA Riders Guide

STS

Transportation Provided By
St. Mary's Transit System
(Commissioners of St. Mary's County)
St. Mary's County, MD

(301)475-4200 ext. 71120

This document is available in alternate format upon request. Updated 11.1.19