

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

ADA PROGRAMS

Our **ADA** (Americans with Disabilities Act) program is available to all persons with disabilities whose origin and destination is within $\frac{3}{4}$ mile of the fixed routes. ADA routes operate **Monday through Sunday, in conjunction with the public transit route, days and hours of operation.** A paratransit application must be approved to qualify. Once qualified, you may be transported within St. Mary's County. To schedule or cancel appointments, or for other concerns or questions, please call 301-475-4200 ext. 1120

DRIVER SERVICES

Drivers will not enter private homes. Drivers will not assist with tasks or packages.

All STS vehicles are lift equipped and STS accepts most mobility devices. Reasonable accommodations may be requested in advance.

Wheelchair lifts will not be deployed for any other reason than to load passengers requiring the lift.

SCHEDULING INFORMATION

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

Appointments must be made no later than 5pm the day prior. Travel times must coincide with the Public Transportation routes. No same day appointments will be accepted.

It is the customer's responsibility to confirm their pickup time for their transportation. Pickup times may be confirmed two hours prior to your appointment time by calling the dispatch office at 301-475-4200 ext. 1121. Be advised the vehicle may arrive at your residence 10 minutes before or after your scheduled pickup time.

Office hours are Monday through Saturday, 8:00 A.M. to 5:00 P.M. You may leave a message on Sunday when the office is closed.

STOP REQUIREMENTS

All locations **MUST** have a wheelchair ramp or an assistant to help the rider. Driveways must be accessible to the STS vehicles.

Destination changes with the driver are not permitted. STS reserves the right to schedule select trips using **ADA accessible public transportation.** Passengers are required to be ready at the scheduled time.

SERVICE ANIMALS

Service Animals for persons with disabilities are the only animals allowed on our vehicles. Passengers are responsible for controlling their service animal at all times.

RIDER COURTESY

Eating, drinking, smoking or playing radios without headphone is prohibited. Use of profanity and/or abusive language is not permitted on the bus and will jeopardize your transportation privileges.

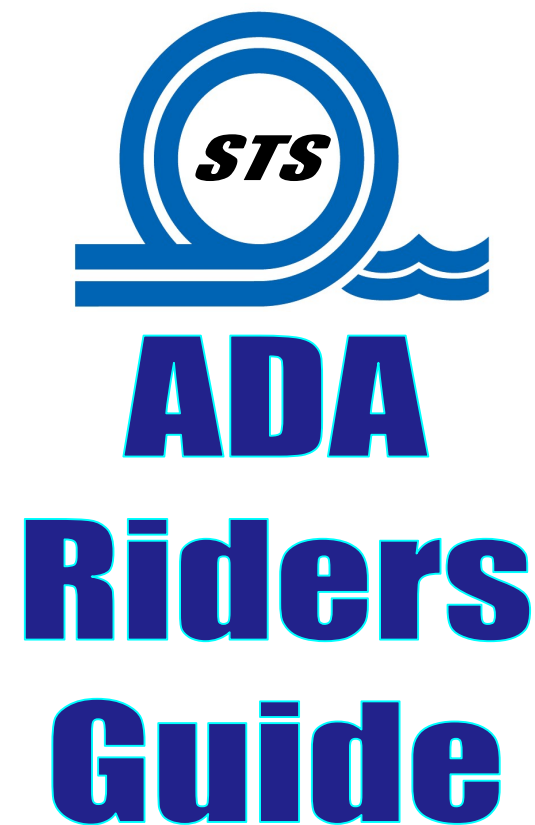


NO SHOW/CANCELLATION POLICY

No shows and at-the door cancellations are costly and may deprive others of transportation services. Therefore, STS will adhere to no show and cancellation policy which may result in suspension and/or termination of service. Please be courteous and cancel no later than two hours in advance of your scheduled appointment if necessary.

PAYMENT FOR SERVICES

There is no fare for paratransit service.



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

(301) 475- 4200 ext.1120

This document is available in alternate
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