

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**.

Our **ADA (Americans with Disabilities Act)** program is available to all persons with disabilities living within ¼ mile of the fixed routes, **Monday through Saturday from 6am to 10 pm and Sunday from 6am to 8pm**. Once qualified, you may be transported within St. Mary's County for medical appointments, shopping visits, etc. This is a certified program that operates on a next day basis. Reservations are required. You may call 301-863-8400 X 1120 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).

ADA

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

Appointments can be made for next day service. 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 provide by ADA. Passenger must be ready at the scheduled time.

Confused on ADA
Transportation times?

Call **301-863-8400**
X 1120 or 1121 for
Confirmation.



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.

DRIVER SERVICES

Drivers can assist passengers curb to curb. Drivers are not allowed to enter the homes. Drivers do not shop or assist passengers with shopping. Passengers may travel with an assistant at no extra cost.

ALL VEHICLES ARE WHEELCHAIR ACCESSIBLE.

Drivers cannot assist a rider over more than one step of a curb. 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. **Wheelchairs must be in safe operating order with working brakes and approved for transporting a vehicle.**

Transportation is provided in buses. County cars may be used when available and time allows or requested.

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.

SERVICE ANIMALS

Guide Animals for the physically or mentally challenged are the only animals allowed on our buses. Passengers are responsible for controlling their pets on the bus and at their home.

PACKAGES

Riders are only allowed to transport as many packages as he/she can physically carry. 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. Failure to pay at the time of pick up may result in suspension of service. *****NO SHOWS WILL BE BILLED FOR OUR SERVICE, CANCELLATIONS ON THE DAY BEFORE ARE ACCEPTED AT NO COST.**

OFFICE HOURS

Our office is staffed Monday through Saturday, 5:30 A.M. to 10:30 P.M.. You may leave a message at all other times by calling 301-863-8400 X 1120.

To register a compliment, a complaint, or to change your address call

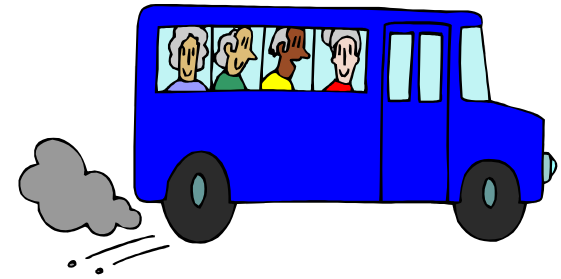
301-863-8400 X 1120

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
(Board of St. Mary's Co. Commissioners)
St. Mary's County, MD

(301)863-8400 X 1120

This document is available in alternate
format upon request.