

ST. MARY'S TRANSIT SYSTEM (STS)
 FARE POLICY AND PROCEDURES
 Last update September 26, 2011



Public Transportation: The public transportation routes operate from Charlotte Hall to Leonardtown, California, and Lexington Park and Ridge. Hours of service routes range from 6am to 6pm and 6 am to 10 pm, Monday through Saturday and Sunday 6 am to 8 pm.

STS fare structure was established over 18 years ago, the basic general price was \$1.00 and \$.50 for senior citizens and persons with disabilities. The current fare structure is:

PUBLIC TRANSPORTATION FARES

	<u>One Way Trip</u>	<u>Transfer Fee* (See Note)</u>
General Public	\$1.00	\$0.50

Summer Youth Passes are available between June 1 and August 31 for only \$20/month for County residents 18 years and younger for unlimited rides. Passes go on Sale May 1 each year.

MONTHLY & DAILY PASSES

All Day Passes	\$ 3.00	<i>Effective 7-1-2006</i>
Monthly Passes*		<i>Effective 9-1-2007</i>
General Public	\$40.00	
Persons with Disabilities	\$20.00	
Youth summer passes	\$20.00	<i>Effective 6/1/2010-8/31/2010</i>

* *Monthly passes require a photo ID to match the monthly pass user.*

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DISCOUNT & REDUCED TICKETS

(purchased in sheets of 10 tickets)

	<u>One Way Trip</u>	<u>Transfer Fee (See Note*)</u>
General Public	\$0.85	\$0.50
Seniors	\$0.50	\$0.25
Persons with Disabilities	\$0.50	\$0.25
Students with I.D.	\$0.50	\$0.25
Children –all ages	\$0.50	\$0.25
Medicare Card Holder	\$0.50	\$0.25
Independence Card Holders	\$0.85	\$0.40

** **Note:** The transfer fee is in addition the one way trip price. There is only one transfer fee at the beginning of the trip; all other transfers are included in the first initial cost. This fee is intended to provide an uninterrupted trip.*

Acceptable Fare media:

- Cash
- STS Tickets – Regular fare or Discount, Single, or Round Trip
- STS Transfers
- Monthly Passes- Acceptable for any time period or route
- Check – Monthly Passes –Acceptable from individuals or agencies.

Time period of travel:

- Fares are consistently the same through out the day, there is no peak hour fare differences at this time.

Discount and Reduced Tickets:

Elderly persons, persons with disabilities, Medicare Card Holders, students, and children are charged half the regular fare; Independence card holders are charged a discount of 20%. These reduced fares are published on the STS web site, STS brochures and the fare structure that is posted on the buses as well as internally distributed to the STS staff and drivers. The minimum age for senior discount is 60 years old.

Persons with disabilities are required to apply for the STS discount fare by completing an STS Discount Fare application. The application is available at the STS office, on the STS web site, or from an STS driver. After the application is received and reviewed and has gone through a certification process, he/she will be notified within 21 days of his/her eligibility and may be issued an STS discount identification card to use when boarding the bus to receive a discount fare.

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SPECIAL PROGRAMS and FARES

Special programs offered as a part of the STS program are described below. The current fare structure is:

	<u>One Way Trip</u>	<u>Round Trip</u>
ADA Paratransit	\$2.00 (Per stop)	\$4.00 (see Note 1)
SSTAP Program	\$3.00 (Per stop)	\$6.00 (see Note 2)

Note 1: An additional \$2.00 will be charged for each additional stop request

Note 2: An additional \$3.00 will be charged for each additional stop request and each additional attendant.

Americans with Disabilities Act (ADA) Paratransit Fare:

Persons with disabilities are required to apply for ADA Paratransit by completing an STS Paratransit application. The application is available at the STS office, on the STS web site, or an STS driver. After the application is received and reviewed and has gone through a certification process, he/she will be notified within 21 days of his/her eligibility and may be issued an STS ADA identification card to use for ADA transportation.

This Paratransit service is available within $\frac{3}{4}$ of a mile of all the public transportation routes that operate from Charlotte Hall to Leonardtown, California, and Lexington Park and Ridge. Hours of route services range from 6am to 6pm and 6 am to 10 pm, Monday through Saturday and Sundays 6 am to 8 pm.

- The fare for this Paratransit service provided as a complement to the fixed route service and as required by ADA is \$2.00 equivalent of a one way trip.
- This service is available for person with disabilities; the round trip fare is \$4.00. The fare allows for one trip at a time, if there are additional stops, the cost will include \$2.00 for every stop.
- Eligible riders are required to complete the ADA application for certification.
- Appointments are available for next day service.
- The personal care attendants (PCA) of ADA Paratransit customers cannot be charged a fare on ADA Paratransit service, provided the Paratransit customer is certified as requiring a PCA.

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Acceptable Fare Media:

- Cash
- Checks
- ADA Tickets

Statewide Specialized Transportation Program (SSTAP) Program:

The SSTAP transportation service serves all other areas in St. Mary's County that are not served by Public Transportation or ADA transportation. The County areas are served at different days of the week in order to serve more people in the entire county.

- This service is available for senior citizens and person with disabilities, the round trip fare is \$6.00. The fare allows for one trip at a time, if there are additional stops, the cost will include \$3.00 for every stop.
- This is a demand-response service that requires a door to door service.

Scheduled SSTAP Zones:

The following Zones in the County have been set up in an effort to allow STS to pick up more people in the same area on the same day:

Zone 1: Monday - STS will serve the Ridge, Lexington Park, Great Mills, Callaway, Piney Point, Tall Timbers, St. Ingoes areas and Mechanicsville.

Zone 2: Tuesday - STS will serve the Mechanicsville, Charlotte Hall and Golden Beach areas.

Zone 3: Wednesday - STS will serve the Lexington Park, Leonardtown, Hollywood, Breton Bay, Compton, Avenue, Chaptico and Wicomico Shores areas.

Zone 4: Thursday - STS will serve all Zones or all County on this day. (All areas)

Zone 5: Friday - STS will serve the Lexington Park, Wildewood, California, Hollywood and Oakville areas.

- **Please schedule your appointments appropriately, between 10:00 a.m. and 12:00 noon.**
- Pick up times may vary between **10:00 a.m.** in the morning and in the afternoon home arrival will be between **12:00 noon and 1 p.m.** There will be one bus trip in the morning and one in the afternoon.

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- **Please call 301-863-8400 ext. 1120 in the morning to confirm your pick up times.** The fare will remain at \$6.00 round trip. **You will be allowed one trip for one fare.** If you need to stop more than once, pay additional \$3.00 for each stop or you may use Public Transportation at the discount rate. You will be taken and returned to your destination for your scheduled appointment; this is a door to door service.
- No shows will be charged \$6.00 if the STS bus comes out to the home. There will be no charge for cancellations if appointments are cancelled a day in advance or in the morning. Continuous no-shows will be denied transportation.
- Appointments can be made up to 30 days in advance.
- Department on Aging Transportation. Senior Center's clients are also transported through this program to several Senior Centers; Garvey Center, Northern and Loffler Center. The round trip fare cost is a \$1.00 per person per day.

Acceptable Fare Media:

- Cash
- Check
- SSTAP Tickets

Fare Charges:

Any new fare changes are established to better serve the riders and the agencies, the new monthly passes were issued to provide another media to provide documentation for more accurate fare box accounting as well as serving the agencies' clients. Exchange or change of currency cannot be provided by the STS drivers.

Fare or Service Changes or Service Reduction proposals:

- Any proposed changes to the fare structure or major service reductions must have the concurrence of MTA. Proposed changes may be demonstrated through a Public hearing or an opportunity for a Public Hearing notice. Information will be posted in the STS buses as well as on the county web site, and through county agencies, public facilities such as libraries and state agencies including Social Services with dates, times and location of the Public Hearing.
- A Fare structure changes or major service reductions for a Public Hearing or an opportunity for a Public Hearing is conducted within 30 days in advance of changing a fixed route service (including route, schedule and bus stop location changes) and/or changing fares. Information will be posted in all the STS buses as well as agencies that are serving low income persons such as Social Services, mental health agencies and County agencies. The community can contact the STS office at 301-863-8400 x1120 or 1121, P.O. Box 409 California, Maryland 20619 to offer their comments or concerns.

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- A copy of the notice provided to customers must be sent to the Public Service Commission (PSC) and the notice should include notification and that protests must be in writing to the PSC. Once the change has been approved by the PSC, the change must be conspicuously posted in all affected passenger facilities as well as on the vehicles operating the affected service areas.
- Major Service reduction would have to be approved by Board of County Commissioners for St. Mary's County, Maryland Transit Administration and Public Service Commission. *Major Service reduction would be defined as a route service that was reduced mile/hour in a particular route by 25% or serving a major destination.*
- STS has not had a fare increase and/or a major service reduction in the past three years. However, when STS seeks a fare increase or a major service reduction, the public comments would have to be incorporated into the process either through verbal or written comments received at/or the time before a public hearing.

Fare Collection and Cash Handling Procedures:

All procedures are followed in order to minimize fare theft within the STS department and each step becomes accountable.

- Fare boxes are installed in all vehicles used in passenger service for which cash fares are collected.
- Exact fare or tickets or monthly passes are acceptable to minimized drivers handling of the cash.
- Fare box vaults are pulled from the vehicles at end of each service day, cash is stored in a safe located in the dispatcher's office.
- Fare boxes are counted each night by the driver and dispatcher and a cash receipt is signed by the driver and dispatcher which is in public view.
- Cash and the other fare media collected on each vehicle are reconciled each evening. (Driver's trip sheet and cash received should coincide).
- Deposit are made daily by an assigned staff.

An alternate form of this information is available upon request.