

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

## SSTAP PROGRAMS

This "Users Guide" will describe guidelines for the **SSTAP transportation program for Seniors and Persons with Disabilities.**

Our **SSTAP (Special Statewide Transportation Assistance Program)** program is available to all senior citizens and persons with disabilities outside the STS Public Transportation Routes, **Monday through Friday.** Once qualified, you may be transported within St. Mary's County for medical appointments, shopping visits, etc. This program operates on a "first come, first served" basis, with preference given to medical appointments. 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 \$3.00 one-way (or \$6.00 round trip).

## SSTAP

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. **Transportation services follow the zoning schedule.**

Appointments can be made in advance. Please call as soon as possible. Please schedule appointments between 10 am and 1:00 pm. unless otherwise instructed. Pick up times may be between 9:30 and 10 pm. Return times may be between 12 and 2:00PM.

## SSTAP STOPS

**Each passenger is allowed one stop per round trip.** Passengers who wish more trips will be charged a \$3.00 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 public transportation for all day trips. Passengers are required to return at the designated time or return on public transportation or other transportation means not provide by SSTAP.

**See Zoning Schedule for more information.**



Confused on SSTAP 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. **Appointment times are made according to the zoning schedule.**

## DRIVER SERVICES

Drivers can assist passengers door to door. 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 SSTAP Program may be accompanied by a maximum of one attendant, free of charge. More than one attendant or a companion must pay an additional \$3.00 fee. This courtesy does not apply to Public Transportation riders. Arrangements for attendants to accompany an SSTAP 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 SSTAP program accepts **cash or checks or SSTAP 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 or 1121.

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

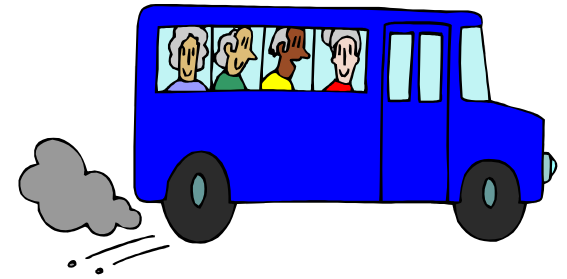
**301-863-8400 x 1120**

**or you may write to us at**

**St. Mary's Transit**

**P.O. Box 409**

**California, MD 20619**



# SSTAP Riders Guide

**STS**

St. Mary's Transit System

(Board of St. Mary's Co.  
Commissioners)

St. Mary's County, MD

(301) 863-8400 x1120

This document is available in alternate  
format upon request.