

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** (Statewide Specialized Transportation Assistance Program) program is available to all senior citizens and persons with disabilities within St. Mary's County, **Monday through Friday.** 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 program operates on a "first come, first served" basis, with preference given to medical appointments. You may call 301-475-4200 ext.*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. **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 am. Return times may be between 12 and 2:00PM.

SSTAP STOPS

Each passenger is allowed one stop per round trip. Passengers who wish more stops 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 are required to return at the designated time other transportation programs not provided by SSTAP. 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.

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 VEHICLES ARE WHEELCHAIR ACCESSIBLE.

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. Reasonable accommodations may be made in advance. **STS accepts all wheel chairs and mobility devices.**

Transportation is provided in buses. However, County cars may be used when a bus is unavailable.

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.

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 animals 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. 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. *1120.

For information about SSTAP services, or to file a complaint, call 301-475-4200 ext. *1120, 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



SSTAP 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. *1120

This document is available in alternate format upon request. Updated 4.3.2017