

## St. Joseph Transit “The Ride”

### Disabled Customer Policies

#### Disability Half Fare Photo ID

The application form for a disability half fare ID card is available at the health department, from St. Joseph Transit office, and on the St. Joseph Transit website. Take your completed application form to the 2<sup>nd</sup> floor of the St. Joseph health department. They will review it and issue a determination of eligibility. Bring that determination form to the transit office where your photo ID will be issued.

The half fare ID card is typically valid for 3 years from date of issue. You may renew your ID card at the transit office. (Temporary ID cards require a new eligibility certification from the health department.)

|                                       |        |
|---------------------------------------|--------|
| Charge to issue ID card               | \$3.00 |
| Charge to renew ID card               | \$3.00 |
| Replacement of lost or stolen ID card | \$4.00 |

You must show your half fare photo ID card to the driver each time you board the bus. Even though you may ride the bus frequently and feel the drivers know you, you may not be allowed to ride for reduced fare if you fail to display this card when boarding the bus. No other person is allowed to use your photo ID for reduced fare on the transit system.

#### Personal Care Attendant

If, because of your disability, you need assistance for non-transportation activities while you travel, you may bring a personal care attendant (PCA) with you at no charge. You must show your half fare photo ID for your PCA to ride free.

#### Packages, Stroller & Carts

Carry-on packages are limited to what you can carry on the bus in one trip AND can hold on your lap. The driver will not help carry packages onto the bus. If you take up an extra seat with your packages, you may be required to pay for the additional seat. Strollers, grocery carts, walkers, and similar items must be folded and stowed out of the aisle for safety purposes. The space over the front wheel can be used for this.

#### Service Animals

Service animals are welcome on the buses and on transit property. They must be under your control at all times. Emotional support animals are not considered service animals and must follow the same guidelines as pets.

#### Wheelchairs

You are required to allow the driver to secure your wheelchair, if it is possible to do so. You are also encouraged to use the lap belt, but it is not mandatory.

If you have questions, if there is a change of status concerning your ability to use the transit system, if you need a reasonable modification to our policy, or if you want to file a complaint about these policies, please contact:

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