

## What you need to know about scheduling rides!

### To Schedule a Ride:

- ◆ Call the Dispatching office at 269-273-7808 at least 24 hours before when your ride is needed.
- ◆ Give dispatch the address of your pick up and drop off location. Be sure to include either a requested on time or appointment time.
- ◆ If you need a return ride, please specify this at the time of booking.

### Cancellations:



- ◆ If you need to cancel, please call at least two (2) hours prior to your scheduled pick-up time

### Payments:

- ◆ Payments can be made in the office, over the phone, or to the drivers the day of the ride
- ◆ Please make checks payable to St. Joseph County Transportation Authority

Please call with any questions at (269)- 273-7808!

# Ride Rules

1. All passengers are required to wear a seatbelt.
2. Eating and/or drinking is prohibited in all vehicles 
3. Passengers must remain seated at all times with feet kept on the floor and out of the aisle.
4. Intoxicated passengers will not be transported.
5. Smoking is prohibited in the vehicles 
6. No one under the age of five (5) may ride alone.
7. No Profanity Allowed
8. Animals are prohibited except those used for service or those being transported in enclosed crates.
9. It may be necessary to make several stops before your destination to accommodate other passengers.
10. Fare is expected at time of boarding. Drivers do not carry change

11. Use of sound-producing devices without headphones is prohibited



12. Proper hygiene is required. Objectionable odors that are offensive to other passengers will not be permitted.
13. SJCTA will not tolerate any type of violence, threats, intimidation, and destruction of property or insubordination. The SJCTA has the right to refuse service and remove passengers when necessary.
14. The SJCTA requires that passengers conduct themselves in an acceptable and respectful manner at all times. Any type of lewd or indecent behavior is unacceptable. Failure to comply will result in immediate removal and possible revocation of services
15. Weapons, illegal substances, hazardous materials or other items deemed dangerous are not permitted on the bus.

**We LOVE  
our Seniors!**

# Medical Escort Service

Last revision –2/6/2020

## Information

Days of Operation	Monday—Friday
Hours of Operation	6 A.M. to 6 P.M. Limited availabilities outside of service hours*
Cost of service	\$2.00 Suggested donation Additional Donations Accepted
Service Area	Available to any St. Joseph County resident over the age of 60

## About the Service

In October of 2013, the St. Joseph County Transportation Authority took over the medical Escort Service, a service previously provided by the Commission on Aging. SJCTA obtained two drivers as well as two vehicles from the COA.

This service is available to any senior citizen of St Joseph County that is frail and in need of assistance traveling to medical appointments. The driver not only transports the passenger, but will stay throughout the duration of the medical appointment. These drivers are trained to provide one on one transportation services.

*\*Any rides before 6 A.M. or after 6 P.M. must be approved in office and are on a case to case basis*



Revenue Sources include:

*Branch-St. Joseph Area Agency on Aging*

*State and Federal Transit*

St. Joe County Transportation Authority does not discriminate against any employee or applicant for employment or recipient of service, based upon religion, race, color, national origin, age, sex, height, weight, family status, or marital status pursuant to the Federal Civil Rights Act of 1964, the Elliot-Larsen Civil rights Act (PA453 of 1976), the Persons with Disabilities Civil Rights Act of 1998, and the Federal Rehabilitation Acts of 1973.

### St Joseph County Transportation Authority

810 Webber Avenue  
Three Rivers, MI 49093  
(269) 273-7808  
(269) 273-8615 (fax)



[www.sjcta.info](http://www.sjcta.info)

# Medical Escort

A Guide To Ensuring Your Ride  
Is The  
Best Experience For You, Your  
Driver, And Fellow Passengers!

St. Joseph County  
Transportation Authority

A service of the  
St. Joseph County  
Transportation  
Authority

**269-273-7808**

**SJCTA Business Hours:**  
**Monday– Friday**  
**6:00 AM—6:00 PM**  
**Saturdays**  
**9:00 AM—12:00 PM**