

What you need to know about scheduling

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 or you may be charged for a "No-Show".
- ◆ Any balance over 16 dollars must be paid prior to riding the bus.
- ◆ Any balance over 20 dollars must be paid in office, either in person or over the phone, before booking any rides.


Fares:

SERVICE	AMOUNT
Veteran Affairs Shuttle*	Roundtrip \$20.00

*The senior "My Ride" program does not apply to this program.

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.

Thank you for your service!

What you need to know about riding the Veterans Affairs Shuttle

- ◆ Veterans Affairs Shuttle is to the V.A. Hospital in **Battle Creek**
- ◆ Operates on **Wednesdays only**
- ◆ Bus Capacity per trip is limited to 12 passengers
- ◆ The shuttle leaves at the earliest time needed and returns after all riders' appointments are complete
- ◆ We suggest you schedule your appointments at the V.A. hospital between the hours of 8:00 a.m. and 3:00 p.m.
- ◆ Riders should understand this shuttle leaves early in the morning and returns in the mid afternoon

Other Services

You may be eligible for VA benefits if you are:

- ◆ A veteran
- ◆ A veteran's dependent
- ◆ A surviving spouse of child of a deceased veteran
- ◆ A member of the military reserves or National Guard
- ◆ An active duty military service member

*For Veterans Benefit information please call
269-467-5557*



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.

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St Joseph County Transportation Authority

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



www.sjcta.info

Battle Creek VA Medical Center

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

St. Joseph County Transportation Authority



Veterans Affairs Shuttle

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**