

## TITLE VI

St Joseph Transit operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act. Any person who believes s/he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with St Joseph Transit. For more information on St Joseph Transit's civil rights program and the procedures to file a complaint, call 816-271-5324; mail Title VI Administrator, 1100 Frederick, Room 204, St Joseph MO 64501; email [aclements@ci.st-joseph.mo.us](mailto:aclements@ci.st-joseph.mo.us); or visit the administrative office at 702 S 5th St, St Joseph MO. For more information visit <http://www.stjoetransit.info>. A complainant may file a complaint directly with the Federal Transit Administration at Office of Civil Rights, Title VI Program Coordinator, East Building, 5th Floor TCR, 1200 New Jersey Ave SE, Washington DC 20590.

Si la informacion es necesitada en otra lengua, por favor llame 816-233-6700.

St Joseph Transit has a Spanish speaking person on staff. All brochures are available in Spanish at the St Joseph Transit office and on our web site.

St Joseph Transit tiene una persona que habla español en el personal. Todos los folletos están disponibles en español en la oficina de Tránsito de San José y en nuestro sitio web.

## FARES

### Cash

Full Fare	\$1.00
Youth (ages 6-18)*	\$0.75
Children (under 6)**	FREE
Seniors (ages 60 and over)*	\$0.50
Disabled*	\$0.50
Route Deviation	\$0.50
Transfer	FREE

**Monthly Pass** (unlimited rides for calendar month; does not include Deviation fee)

Full Fare	\$40.00
Youth (ages 6-18)*	\$30.00
Seniors (ages 60 and over)*	\$20.00
Disabled*	\$20.00

**Ticket Books** (10 tickets, no expiration date)

Full Fare	\$10.00
Youth*	\$7.50
Senior & Disabled*	\$5.00
Deviations	\$5.00

\* Medicare card, Half Fare ID, or other proof of age required when boarding; Personal Care Attendant (PCA) rides free with disabled customer; children under age 9 must be accompanied by a rider who is at least 12 years old.

\*\* Limit of 2 free children per paid fare

## PASS & TICKET SALES

### St Joseph Transit Office

702 S 5th St  
Visa, MC accepted

### City Hall

Customer Assistance Department  
Room 107  
1100 Frederick Ave

### HyVee Store

Customer Service Desk  
201 N Belt Hwy

# RIDER GUIDE



## CONTACT US

Phone: (816) **233-6700**  
Mon-Fri 5:00am-9:15pm  
Sat 7:45am-7:15pm

On Line: [www.StJoeTransit.info](http://www.StJoeTransit.info)

In Person: 702 S 5th St, St Joseph  
Mon-Fri 8:30am-4:30pm

Closed Sundays & Holidays



## PLANNING YOUR TRIP

St Joseph Transit (SJT) operates 8 bus routes that serve the cities of St Joseph and Elwood. Upon request and for an additional fare, buses can deviate from the route to pick you up or drop you off closer to your destination. Most bus stops are marked with a sign. Also, drivers are permitted to stop away from these signs if they can do so safely. If you are unsure of the nearest bus stop, call 816-233-6700 for help planning your trip.

## TRANSFERS

If you need more than one bus to reach your destination, request a free transfer from the driver when you pay your fare. Transfers are marked with the date, time and route when they are issued and may only be used to complete your one-way trip. Transfers may not be used for your return trip.

## DEVIATIONS

If you would like the bus to deviate to pick you up, you must call to schedule this. This service is available for all customers. We require a minimum of 30 minutes advance notice to schedule a deviation, but more notice is better. Deviations can also be scheduled on the web site. Walk-on deviations are also welcome. Because of their size, buses cannot go into some cul-de-sacs, parking lots, and narrow streets. In this case, the dispatcher will let you know where to meet the bus. The driver will only wait one minute for you; if the driver cannot see you making your way to the bus after one minute, the bus will leave.

If you are not going to need a pre-scheduled deviation, it must be cancelled at least 30 minutes before the trip time. Failure to cancel in time will result in a No Show. Excessive No Shows may result in loss of pre-scheduling privileges.

## ACCESSIBILITY

All of the buses are equipped with a ramp at the door making it possible for customers who use wheelchairs to board the bus. Each bus is equipped with positions to secure 2 wheelchairs. At a minimum buses can accommodate wheelchairs up to 30"x48" measured at 2" above the ground and weighing 600 pounds when occupied. If your wheelchair interferes with the safe operation of the bus, even though it is within these dimensions, SJT will not attempt to load your wheelchair. It is SJT policy that you must allow the driver to secure your wheelchair if it is possible to do so.

SJT information is available upon request in alternate formats for those with vision disabilities.

To obtain a Half Fare ID card, go to the St Joseph Health Dept to get an application form processed. Bring the completed form to SJT Office to have an ID card made. The cost is \$3. There is an additional charge to replace lost IDs.

## LOST & FOUND

If you find something on a bus, please turn it in to a driver. If you've lost something, call 816-233-6700 and we will attempt to locate your missing item. Items left unclaimed over 30 days are given to charity or destroyed.

## JEFFERSON LINES

Jefferson Lines provides intercity bus service to other cities. They pick up and drop off at the St Joseph Transit station at 6th and Angelique.

St Joseph Transit is also a ticket agent for Jefferson Lines. Schedule information and ticket sales are available at the SJT Office during regular business hours. **Jefferson Lines: 816-364-0486**

## COURTESY RULES

Failure to follow these rules or the instructions of SJT personnel may result in loss of riding privileges.

- 1) Behavior which disturbs others, is unsafe, or causes damage is not allowed on SJT property or buses. Examples of behavior which are not allowed include profanity, horseplay, excessive noise, skateboarding, and littering.
- 2) Loitering and soliciting are not permitted on SJT property or buses. Customers are expected to take the next connecting bus to their destination and to disembark by the end of a trip.
- 3) Please be seated, if seats are available. Do not occupy more than one seat when others need seating. Allow senior and disabled persons to sit in the priority seating.
- 4) Only those items which can be carried in one trip up the steps and held on your lap may be brought on the bus. Only those strollers and carts that can be folded and kept out of the walkway may be brought on the bus.
- 5) Service animals are welcome on the bus and transit property. Small domestic pets, including emotional supports animals, are allowed but only in a secure pet carrier which can be held on your lap.
- 6) Weapons, explosives and incendiaries are prohibited on SJT property and buses.
- 7) Smoking, eating and drinking are prohibited on the bus. Liquids must be in a spill-proof container.
- 8) Headphones are required when playing audio devices.
- 9) Do not open windows when climate control systems are operating.
- 10) Shirts and shoes must be worn on all SJT vehicles and property. Offensive or unsafe personal hygiene is not allowed.
- 11) Drivers are happy to answer your questions. However, for safety reasons, unnecessary conversation or other interference with the driver is prohibited.