

## HOW CAN WE ACCOMMODATE YOU?

Please inform the customer service representative if you will be in need of any of the following items or services:

- **Ambulatory:** If necessary, we will escort you to the vehicle.
- **Wheelchair/Other Mobility Devices:** We transport passengers with wheelchairs and mobility devices, provided they are in proper working order. The combined weight of the passenger and their chair cannot exceed 800 lbs.
- **Stretcher:** Stretchers are available for passengers who need to remain in a laying position but do not require the administration of life support.
- **Service animals:** Service animals may accompany passengers.
- **Portable oxygen:** Oxygen will be permitted, provided it is self-administered and of sufficient quantity for round trips. Tanks must be secured while on the vehicle.

## FOR THE SAFETY OF EVERYONE

- Passengers must have open wounds and/or sores covered during transport.
- Eating and drinking on the vehicle is strictly prohibited, except for necessary medical reasons, verified by a licensed physician in writing.
- The drivers will wear a uniform shirt with the Council on Aging insignia and a photo identification badge at all times when transporting passengers.
- The interior/exterior of the vehicle shall be free of excess dirt and grime.
- All of our vehicles will have air conditioning or heat for your comfort.

## The following are ways you may help us serve you better regarding your trips:

- Whenever possible, try to schedule your pick-up and return trips between **7:30 am** and **4:00 pm** (Monday – Friday).
- When making a round-trip reservation, you are required to schedule a time for your return trip.
- Passengers must be dressed, fed, and personally groomed before the driver arrives.
- Anticipate time spent picking up and dropping off other passengers before reaching your destination.
- Be prepared for delays due to traffic or bad weather.
- In order to insure the vehicle will be on time for other customers, the driver is prohibited from making unscheduled stops.

## PICK-UP TIMES:

- A customer service representative will give you a projected time for pick-up. For local trips, you should be ready **60 minutes** prior to this projected time. The bus may also arrive up to 15 minutes after the projected time before it is considered late.
- Drivers are limited to a **5 minute** waiting period for passengers upon their arrival during the 60 minute projected time window.

## HOW DO I CANCEL\* A RESERVATION?

Please call:

**904-209-3710** (before 4:00pm, Monday - Friday).

**904-209-3711** (after 4:00pm, Monday - Friday)

*\*Cancellations must be given at least 1-hour prior to the 60 minute pick-up window.*



St. Johns County  
**Council On Aging**

# How to Ride Guide

*Questions and Answers*

## CONTACT INFORMATION

Customer Service/Reservations:

**904-209-3710**

(7:30am – 4:00pm, Monday – Friday)\*

Dispatch: **904-209-3711**

(5:00am – 6:00pm, Monday – Friday)\*

Hearing & Voice Impaired: **711**

(Florida Relay System/TDD Line)

*\*Excluding Holidays*

# HOW TO RIDE GUIDE

## QUESTIONS AND ANSWERS

**St. Johns County Council on Aging, Inc. serves as the Community Customer Service Representative for St. Johns County.**

We provide *non-emergency* medical and other transportation services within the St. Johns County service area on a door-to-door basis for ambulatory and wheelchair bound passengers and door through door service for stretcher passengers.

### WHO IS ELIGIBLE?

- Those who cannot provide or purchase their own transportation are eligible.
- The general public/elderly are eligible.
- Persons with disabilities or who may be temporarily disabled are eligible.

### MEDICAID RECIPIENTS:

Those who have - or who are eligible for - *Medicaid* must contact their HMO's medical transportation broker to arrange medical related trips. Those who do not wish to use their appointed third-party medical transportation service can use the SJC Council on Aging's transportation service by paying the standard rates (aka 'Private Pay'). Transportation for eligible *Medicaid* recipients for non-medical related trips can be provided based upon the review of the eligibility beneficiary intake form for transportation. Please see the next section.

### TRANSPORTATION DISADVANTAGED:

Persons who, because of physical or mental disability, income status, age, or who are unable to transport themselves or to purchase transportation may have their fare subsidized by funding from the Commission for the Transportation Disadvantaged.

### Rural:

Persons living in 'rural' areas as defined by the Federal Transit Administration without transportation are eligible to use the deviated fixed route service and if necessary the

paratransit service to travel within the rural area or to the urban areas of the county.

### FARES:

Fares are dependent upon your sponsorship and funding source. When you make your reservation, you will be informed of the cost of your trip.

The driver will collect the fare from you when you board the vehicle. Please have **exact change**, as drivers do not carry money and will not make additional stops to get change.

- See our website ([www.coasjc.org](http://www.coasjc.org)) to apply for subsidized fares, or ask your Customer Service Representative for fare details.

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*"Your safety, comfort, and convenience are important to us. We appreciate the opportunity to be of service."*

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### WHAT ABOUT CARRY-ON PACKAGES?

Property that can be carried by the passenger or driver in a single trip and can be safely stowed on the vehicle, are allowed.

### WHAT ABOUT CHILD RESTRAINTS?

Be sure to notify the Customer Service Representative while booking your reservation if a child safety seat is needed.

### WE ARE CLOSED\* ON THE FOLLOWING HOLIDAYS:

New Year's Day	Labor Day
Martin Luther King	Veteran's Day
President's Day	Thanksgiving (2 days)
Memorial Day	Christmas (2 days)
Independence Day	

**\*Limited service is available for individuals who need dialysis and/or oncology treatment during holidays.**

### CODE OF CONDUCT:

- Service can be refused if a passenger engages in 'violent, disruptive, or illegal conduct.'
- Do not eat or drink in the vehicle unless it is medically necessary.
- Do not litter the vehicle.
- Remain seated until the vehicle comes to a complete stop at your destination.
- Keep your seat belt securely fastened until your driver says it is safe to unbuckle it.
- Report any safety hazards to your driver immediately.
- The use of tobacco products, including 'E-Cigarettes,' is strictly prohibited on the vehicle.
- Please do not tip your driver.

### COMPLAINT/GRIEVANCE PROCEDURE

If you experience a problem with any aspect of our transportation services:

- Direct your complaint to a Customer Service Representative verbally or in writing.
- Include all details such as **time, date, location, and a description of the problem** you experienced. This information will help determine the appropriate personnel to contact in order to resolve any future difficulties.
- If your complaint cannot be resolved, you may obtain information on the Local Grievance Procedures from a Customer Service Representative.