

SMAT
ADA PARATRANSIT
RESERVATION RULES

*Americans with Disabilities Act authority Fed. Regulations 45 CFR part 37(f) {37.131} the following is a list of rules to be followed when making a reservation to ride the SMAT door-to-door bus system. Please review them even if you have been riding the system for some time.

Reservations can be made for only ONE day at a time. We do not accept reservations for several trips over several days. Our dispatch computers do not store multiple pick-up time and destination requests for future trips. We can only store the information for your pick-up, destination, return pick-up and final destination for one trip at a time.

It is suggested that you call as soon as you know when you will need a ride since the demand for rides can exceed our ability to meet those requirements. **If the exact trip time you request is not available you will be offered an alternative time within one hour of your original request time.**

Americans with Disabilities Act (ADA) guidelines allow for a two-hour window for your pick-up. For example, if you request a 9:00 a.m. pick-up time, you can be picked up from between 8:00 a.m. until 10:00 a.m. and still meet the requirements of the law*. We will try our best to schedule the time you request and still get you to your appointment on time.

You may call up to seven days in advance to make a reservation.

As an example, if today were Tuesday, you should call seven days in advance for a trip to be made exactly one week from today. Tomorrow you would call in for one week in advance of for Wednesday.

No Shows: Failure to notify dispatch at least 24 hours before the scheduled pick-up is considered being a “No Show.” Three no shows in a month shows a pattern that can result in your not being able to use the system for 30 days.

The fare is \$1.25 per trip and it is to be paid upon boarding the bus. You need to have exact change since the drivers do not make change.