

CONTACT US

- Department of Transportation and Public Works, 701 NW 1st Court, Suite 1200, Miami, FL 33136
- Customer Service
Tel. (786) 469-5000, Fax (786) 469-5610
- Email: paratransit@miamidade.gov
- Reservations/Where's My Ride?/
Cancellations: (305) 871-1111
- To make reservations or to locate your ride online log on to stsconnect.miamidade.gov.
- Download the full STS Rider's Guide at www.miamidade.gov/transit/library/sts-riders-guide.pdf or call Customer Service at (786) 469-5000 to request a printed copy.
- Florida Relay Service
TTY: 1 (800) 955-8771 or 711

LOST & FOUND

- Any article left in an STS vehicle will be turned in to the contractor by the driver.
- If you leave an article behind, please contact Transportation America at (305) 871-1111.

ANONYMOUS COMPLAINTS

- You may file an anonymous complaint to the Department of Transportation and Public Works by calling (786) 469-5000, Monday to Friday from 7:00 a.m.- 5:00 p.m. **Please be sure to provide specific details of the incident such as date, time and concerns.**

TRIP REMINDERS & NOTIFICATIONS

- You may receive a call reminder a day in advance of your trip or/and shortly before your vehicle arrives.
- You may also be contacted for other important STS announcements.

Language Assistance: Miami-Dade Transit (MDT) is committed to providing information about its transit services to passengers with limited English as part of its non-discrimination program. MDT publishes route information in Spanish and Haitian Creole and offers assistance in both languages at our Call Center at 3-1-1 or 305- 468-5900. For more information, call MDT's Office of Civil Rights & Labor Relations at 786-469-5486.

Miami-Dade County provides equal access and equal opportunity in employment and does not discriminate on the basis of disability in its programs or services. Auxiliary aids and services for communication are available with five days' advance notice. For material in alternate format (audiotape, Braille or computer disk), a sign language interpreter or other accommodations, please contact: Miami-Dade Transit, Office of Civil Rights and Labor Relations, 701 NW 1st Court, Suite 1700, Miami, FL 33136. Attention: Marcos Ortega. Telephone: 786-469-5225, Fax: 786-469-5589. E-mail: mo7225@miamidade.gov.

Español: El Departamento de Transporte Público de Miami-Dade (MDT, su sigla en inglés) está dedicado a proveer información sobre sus servicios a los pasajeros que no hablan inglés. MDT publica información sobre sus rutas de autobús en español y creole haitiano y ofrece asistencia en ambos idiomas en nuestro Centro de Llamadas en el 3-1-1 o 305-468-5900. Para más información, llame la Oficina de Derechos Humanos y Relaciones Laborales de MDT al 786-469-5486.

El Condado de Miami-Dade ofrece igualdad de acceso y de oportunidades en el empleo y no practica la discriminación por discapacidad, en sus programas o servicios. Los dispositivos y servicios de ayuda auditiva para la comunicación están disponibles previa solicitud, con cinco días de anticipación. Para obtener materiales en formato alternativo (cinta de audio, Braille o disco de computadora), para solicitar un intérprete del lenguaje de las señas u otros servicios similares sírvase llamar a: Transporte de Miami-Dade, Oficina de Derechos Civiles y Relaciones Laborales, 701 NW 1st Court, Suite 1700, Miami, FL 33136. Atención: Marcos Ortega. Teléfono: 786-469-5225, Fax: 786-469-5589. Correo electrónico: mo7225@miamidade.gov.

Kreyòl Ayisyen: Miami-Dade Transit (MDT) angaje li a bay pasaje ak konesans limite an Anglè yo tout enfòmasyon sou sèvis transpò piblik nan lang pa yo. MDT pibliye enfòmasyon sou trajè otobis yo an Espanyòl ak an Kreyòl Ayisyen epi li bay asistans nan toude lang yo nan Sant Repons nou an 3-1-1 oswa 305-468-5900. Pou plis enfòmasyon, rele Biwo Dwa Sivik ak Relasyon Travay MDT la nan 786-469-5486.

Konte Miami-Dade bay aksè ak opòtinite egal ego nan anplwa epi li pa fè diskriminasyon baze sou enfi mite nan pwogram li yo ak sèvis li yo. Aparèy ak sèvis kominikasyon pou moun ki pa tande/wè byen yo disponib ak yon preyavi senk jou. Pou jwenn dokiman nan lòt fòm (tep odyo, Bray oswa disk konpit), sèvis yon entèprèt ki pale lang siy oswa lòt akomodasyon, tanpri kontakte: Miami-Dade Transit, Biwo Dwa Civil ak Relasyon Travay, 701 NW 1st Court, Suite 1700, Miami, FL 33136. Atansyon: Marcos Ortega. Telefòn: 786-469-5225, Faks: 786-469-5589. Imel: mo7225@miamidade.gov

www.miamidade.gov/transit



INFORMATION : INFORMACION : ENFOMASYON
311 (305.468.5900) TTY: 305.468.5402



@GOMIAMIDADE



MDT TRACKER • EASY PAY MIAMI



STS RIDER'S EASY GUIDE

SPECIAL TRANSPORTATION SERVICES (STS)

A shared-ride public transportation service of Miami-Dade County in compliance with the complimentary paratransit service provisions of the Americans with Disabilities Act (ADA) of 1990.

DRIVE LESS. LIVE MORE.



DEPARTMENT OF TRANSPORTATION AND PUBLIC WORKS

WHO IS ELIGIBLE FOR STS?

- Miami-Dade County residents whose physical or mental disability prevent their use of accessible public transportation.
- Miami-Dade County residents with temporary disabilities that are temporarily eligible for STS during the period of their disability.
- People with disabilities visiting from out-of-town that are presumed eligible under the ADA jurisdiction.

RESERVATION SERVICES

- Trip reservations can be made via phone by contacting the reservation line at (305) 871-1111, Monday - Sunday 8:00 a.m. - 5:00 p.m. (*including holidays*)
- Trip reservations can also be made online, 24 hours a day, seven days a week, at: stsconnect.miamidade.gov
- Trips can be scheduled up to seven (7) days in advance.
- Required information to make a reservation: Name, identification number, phone number, and address of the pick-up/drop-off location of the rider.

SUBSCRIPTION SERVICE

- Call (305) 871-1111 to request subscription service.
- Subscription requests can be made if you make the same trip(s) at least once per week for more than one month.
- Once scheduled, subscription service is automatic. You **DO NOT** need to place a daily phone call to schedule a trip.
- Call only to cancel or make changes to the subscription service.

RIDERS' RESPONSIBILITIES

- Remain at the pick-up location for 30 minutes after negotiated pick-up time.
- Call in trip cancellations as soon as possible.
- Present your STS EASY Card to the driver.
- Eating, drinking, and smoking are not allowed inside STS vehicles.
- The use of abusive, threatening, and/or obscene language - or any other inappropriate actions - are prohibited in STS vehicles.

SERVICE ANIMALS

- A service animal is any animal individually trained to provide assistance to an individual with a disability.
- Service animals are permitted by law on any STS vehicle.
- No additional fee or deposit will be charged to transport a service animal.

STS FARE

- STS fare is \$3.50 each way. Companions pay the same fare, Personal Care Attendant (PCA) do not pay a fare, and PCA must be pre-certified by STS Certification Office.
- Riders must have the exact fare and must pay upon entering the vehicle.
- Drivers **DO NOT** provide change.
- Riders may contact service provider at (305) 871-1111 to purchase pre-paid vouchers. The pre-paid vouchers can be used in lieu of the cash and should be handed to the driver upon entering the vehicle.

STS AREAS OF SERVICE

- The STS program service areas match the DTPW transportation system (bus and rail) and includes most urbanized Miami-Dade County areas, but excludes certain locations such as: The Trail Glades Range, Miccosukee Indian Reservation and Fisher Island.

DRIVERS' RESPONSIBILITIES

- Provide assistance in and out of the vehicle.
- Provide minimum assistance for riders capable of transferring from a mobility aid.
- Provide safe, courteous, and reliable service.
- Provide door-to-door service.
- Report all accidents and incidents immediately.

DRIVERS ARE NOT RESPONSIBLE FOR:

- Carrying wheelchairs up/down stairs.
- Providing wheelchairs or PCA service.
- Entering buildings or residences to search for riders.
- Waiting with a rider at a drop-off location.

THE DEPARTMENT OF TRANSPORTATION AND PUBLIC WORKS/STS RESERVES THE RIGHT TO SUSPEND OR CANCEL SERVICE FOR ANY INDIVIDUAL WHO:

- No longer meets the eligibility criteria, has moved outside of Miami-Dade County or is unwilling to cooperate with STS Program procedures.
- Lives in an area that is inaccessible.
- Behaves in a manner that is disruptive, abusive, threatening, or endangers the safety of staff and/or passengers.
- Abuses the program or has excessive no-shows and cancellations.