

## What you, as our passenger, can expect from your driver and SMTS:

A dependable and reliable vehicle that is clean, and well maintained.

At SMTS we take pride in saying that our drivers are well-trained, highly credentialed, friendly and courteous. Drivers are trained to proceed on Missouri roads in a safe manner, and to abide by all posted signs, including speed limits.

Your SMTS driver will be happy to assist you with your seatbelt, if his/her assistance is needed.

Once at your destination, your driver will advise you of his/her anticipated return time so you can pace your visit accordingly.

Your driver will be happy to assist you in carrying your purchases from the vehicle to your door step (passengers who are capable of carrying their own purchases should do so, and not rely on the driver to perform this task). *Your SMTS driver is prohibited from entering your home under any circumstances, so please do not ask.* SMTS reserves the right to limit the number of bags, and size of packages allowed on the vehicle. This will be at the discretion of your driver, based on the number of passengers being served, and space constraints on the vehicle.

SMTS reserves the right to cancel a scheduled route or planned trip at any time deemed necessary. This includes, but is not limited to, inclement weather conditions.

*Riders who feel their driver has not followed these guidelines should report the infraction in writing (include your full name & contact information, our driver's name, date, time and location of the infraction) to our main office in Fredericktown, MO.*

### SMTS HOME OFFICE

700 E. HIGHWAY 72 • P.O. BOX 679  
FREDERICKTOWN, MO 63645-0679  
573-783-5505 • 800-273-0646



A POSITIVE ATTITUDE  
+  
A POSITIVE PERFORMANCE  
=  
A POSITIVE EXPERIENCE!



**A POSITIVE  
EXPERIENCE  
STARTS WITH  
YOU**



When you're a passenger on an SMTS vehicle, it is required that you conduct yourself with respect and courtesy, not only to your driver, but to other passengers on the vehicle.

BEHAVIOR THAT DISTRACTS THE DRIVER,  
OR BECOMES ANNOYING TO OTHER PASSENGERS,  
CANNOT BE TOLERATED, AND IF PERSISTENT,  
MAY RESULT IN REFUSAL OF SERVICE.



**Here are a  
few simple steps  
to ensure your  
experience is a  
positive one...**



# STEP 1

## Preparing For Your Ride:



Call your SMTS Coordinator by noon the day prior to the date you need our service. This will ensure that you get where you need to go, when you need to be there. We always try to accommodate same day requests, but due to the number of requests we receive, it isn't always possible to accommodate your request at the last minute. Please note that passengers with medical appointments take precedence over all other requests.



If possible, visit [www.ridesmts.org](http://www.ridesmts.org) and look at the schedule for the county you live in to familiarize yourself with our routes. If you do not have access to the internet, call our office and request a copy of the schedule for your region. This will give you the service hours for your county, and you can then make your appointments within those hours.



Be prepared to provide your SMTS Coordinator with all the pertinent information needed to make your trip successful. We will need your home address, phone number (land line and cellular), as well as the physical address for your destination(s). If you are riding for the first time, we will need additional information in order to set you up in our system, but the Coordinator will walk through that form with you on the phone.



Advise your SMTS Coordinator if you have a mobility issue. Although our service is "Door to Door," you must be capable of walking without the assistance of our driver. Although our driver will be greeting you at your door, he or she will be strictly prohibited from entering your home. If you need a personal assistant to accompany you on your trip, it is your responsibility to ask a friend, neighbor, home health agent, or family member to ride along.



Be ready 15 minutes before your scheduled pick-up time. Since you will be traveling with other passengers, the time your driver arrives can vary from the scheduled pick-up time you were given depending on traffic and unforeseen delays beyond the driver's control.



Pay attention to your personal hygiene, and always look your best. You'll feel better, and so will the person sitting next to you. A positive experience truly does start with YOU.

## Preparing For Your Ride: (cont'd)



Have everything you need to conduct the business you plan to accomplish while out for the day (shopping lists, purse/wallet, bills to be paid, medical information required by your medical provider, etc.). As it is not possible to return to your home for these items once we are on our scheduled route.



When we drop you off at your place of residence, don't forget to pick up your personal items, plus any shopping bags you may have. Please pick up any trash you may have generated during the trip as well.



Try to have correct change to pay the driver when you board. You will be advised of the cost for your transportation when you schedule the ride. Our drivers do not carry extra cash, and unfortunately we cannot allow you to charge. However, if you know you will be riding on a regular basis, please ask your Coordinator about purchasing "Trip Passes" for your future transportation needs. (They make great gifts, too!)



If you are riding under the "Contribution" system, you will be given a contribution envelope at the time of boarding. The envelope denotes the "suggested" contribution rate, although it is at your discretion to contribute. You will simply hand the envelope back to your driver when you arrive at your first stop. If you reside in an area that is supported by the Central Missouri Area Agency on Aging, and you meet their guidelines, your transportation will be covered by their "Voucher" system. Your Coordinator can provide you additional information about this subsidy, or you can contact the CMAAA office nearest you.



If you are scheduling one-way transportation to the airport, or to a destination where you need to transport luggage, please advise the person taking your reservation that you will be transporting luggage, and remember that storage space is limited. You will need to only bring luggage YOU can handle yourself, and limit luggage to a 2 bag maximum.



## STEP 2

### Rules of Conduct:

The following notations constitute behavioral situations that will not be tolerated, and can lead to refusal of service. Please keep in mind that these are general statements, and our decision to refuse service is not limited exclusively to situations noted in this section.



Talking in such a manner as to distract your driver, and disturb other passengers. This includes, but is not limited to the use of profane language (swearing), loud and boisterous comments, talking disrespectfully, singing or making other loud and unnecessary noises. Your assistance, when needed, to route our vehicle to your destination or home is greatly appreciated. Your well-trained driver will discuss the route with you if he or she needs to confirm this information.



Silence, and limit the use of personal cell phones while on the vehicle. Too many conversations can become distracting to your driver, and annoying to other passengers. If you do need to accept a phone call, talk softly and in a lower tone so you're not intrusive to others on the vehicle. If you decide to listen to music or utilize other audio media, bring head phones. Not everyone on the vehicle may have your particular taste in music, or enjoy the excitement of a handheld gaming device, plus this, too, can be a distraction to your driver. Can you only imagine how noisy it would get if every passenger brought along their own form of entertainment.



Buckle up, stay in your seat, and never lay down. Seatbelt safety is the law, and when riding on an SMTS vehicle you must abide by this regulation.



Smoking, and the use of smokeless tobacco, are strictly prohibited on an SMTS vehicle, as is the use of alcohol or recreational drugs.



Eating or drinking on an SMTS vehicle is strictly prohibited while the vehicle is in motion. If you are utilizing our service for a medical appointment that requires you to fast prior to your appointment, or your dietary needs require that you eat at certain intervals, you need to discuss this at the time you make your reservation. It is recommended that you consume food or beverage prior to re-boarding the SMTS vehicle for safety reasons.

### Rules of Conduct: (cont'd)



Solicitation of any kind is strictly prohibited on an SMTS vehicle.



Any passenger who is deemed intoxicated, or is demonstrating signs of being under the influence of drugs that could create a dangerous or volatile situation, can be refused transportation.



The possession, distribution, sale or use of illegal substances or related paraphernalia can, and will, result in denial of service, as will the possession of guns, knives, or weapons of any kind. Our drivers have the authority to contact local law enforcement at any time they feel a situation mandates this level of interference.



Individuals who ride an SMTS vehicle will maintain themselves in such a manner as not to be offensive to others (this includes personal hygiene).



Physical abuse, or abusive language by any individual riding an SMTS vehicle will not be tolerated.



Our vehicles are not equipped to transport passengers who are confined to a Geriatric Chair due to securement restraints. We will be happy to transport this passenger only if they can transfer to a regular wheelchair prior to boarding our vehicle.

*When a passenger violates any of these rules, or a circumstance that simulates these rules, he or she can be denied service. When such an occurrence takes place, the driver will file an official incident report with their direct supervisor. The incident report will then be forwarded to the main office in Fredericktown where it will be reviewed and filed, pending any further action.*



Passengers with disabilities may request modifications to current service. To make a request, please call us at 1-800-273-0646 or email us at [contactus@ridesmts.org](mailto:contactus@ridesmts.org)

Please submit requests at least the day before the trip.



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VISIT US ONLINE AT [WWW.RIDESMTS.ORG](http://WWW.RIDESMTS.ORG)

find us on 



If you are hearing and/or speech impaired, please call:  
Relay Missouri at

1-800-735-2966 (TTY Users)  
or 1-866-745-2460 (Voice)

## Other safety infractions that will, can, or may result in service denial:

Scheduling transportation, and consistently failing to notify SMTS when transportation request needs to be cancelled. Failure to notify SMTS when you no longer need transportation results in lost time, mileage and fuel expense. In addition, we may have denied a request based on availability of seating, which we could have accommodated had you notified us that you could not make the trip.

The parent(s) or guardian of a child weighing less than 50 pounds must provide an approved child's seat that can be secured with a conventional seat belt. No child under 50 pounds shall be transported without this approved seat. Children or infants are never to be held in the lap of an adult while the vehicle is in motion. No exceptions. Parent or guardian must supervise and control the care of child or infant being transported at all times.

Minor age children (under the age of 18) must be accompanied by an adult, guardian, or authorized school, facility or staff personnel.

Individuals known to have an infectious disease, head lice, or other communicable/transferrable condition, cannot be transported without a note from a board certified medical professional stating that such disease is no longer rendered infectious.

Situations where a vicious animal (actual or perceived) is at large on premises where the rider resides, lives, is staying, visiting or otherwise is boarding our vehicle. Under no circumstances is the SMTS driver to expose him/herself to a potentially dangerous situation, nor shall he/she expose other passengers to the same.



**Service Animals:** SMTS welcomes all Service Dogs on our vehicles. However, any Service Dog presenting a danger to the driver or other passengers must be confined or restrained.

**Oxygen Tanks:** Oxygen tanks and other necessary medical equipment is allowed on all SMTS vehicles. The equipment must be secured to prevent injury in case of an accident or sudden stop. When the need exists for you to bring this type of equipment along, please advise our staff at the time you make your reservation so necessary space, and appropriate time allowance for securement can be allotted.

