



Door-to-Door Service

For those passengers needing assistance, drivers will escort riders from the main entrance door of the origin to the main entrance door of the destination. Passengers must let us know extra help is needed at the time of booking the trip. Drivers are not allowed to enter homes or private residences and must remain in sight of the vehicle at all times. Anyone needing more than door-to-door assistance are asked to have someone accompany them.

STAR Transportation operates Monday through Friday, from 5 a.m. to 5 p.m. It does not operate on weekends or holidays. STAR Transportation office hours are Monday through Friday from 8 a.m. to 4 p.m.

MISSION STATEMENT

"Steuben County Council on Aging's mission is to help members live their best lives by fostering a sense of belonging, purpose, and well-being. Also, SCCOA provides Public Transportation access to the entire community in support of this mission "

**THIS BROCHURE IS AVAILABLE IN
ALTERNATIVE FORMAT UPON REQUEST**

Reasonable Accommodation Modifications

Individuals needing a service accommodation or modification must notify STAR Public Transit of the request when making a reservation. For more information regarding the reasonable modification policy or how to file a reasonable modification complaint, please contact STAR Transportation at (260)665-9856 or visit our website at steubenco.org. Attempts will be made to honor all reasonable modification requests.

STAR Transportation complies with Title VI of the Civil Rights Act. All services are provided without regard to national origin, race or color.

Rider Rules and Responsibilities

Our service is shared ride. STAR is not a taxi service. Passengers must share the vehicle with others who are traveling at the same time and in the same direction. Passengers are expected to be respectful and courteous at all times. Shirt and shoe are required. No eating, drinking, smoking, profanity, touching or bothering others is allowed. Children 12 & under must be accompanied by an adult. Unlawful Weapons, gasoline or any toxic materials are not permitted on the vehicle. Passengers are not to get on a vehicle without a driver present. Drivers are not allowed to make unscheduled or additional stops. Trips must be scheduled by calling the office, drivers cannot book trips. Passengers are to practice good personal hygiene.



*Serving Angola and the
Steuben County Community*



Steuben County Public Transportation



Steubenco.org
Phone: 260-665-9856
TTY: 800-743-3333
Email: star@steubenco.org

To Make a Reservation on STAR

260-665-9856

We request trip reservations be made 24-48 hours in advance. Trips are scheduled on a first come first serve basis. The scheduler will need the following information in order to set up your ride;

- Name
- Travel Date
- Number of people traveling with you
- Desired Time of arrival at destination
- Pick-up time at destination
- Pick up and drop off address
- Phone Number and Date of Birth

Please advise the scheduler if the pickup location is difficult to access, if you require assistance, or if you must be at your destination at a specific time.

Cancel Reservations at least 24 hours in advance

If you are unable to make a trip that you have reserved, you must cancel the reservation at least 24 hours before the scheduled pickup time. If you fail to cancel a reservation you risk incurring cancellation fees. Please be ready 15 minutes before your scheduled time. To adhere to the schedule, drivers can only wait 5 minutes for passenger before proceeding to the next stop. Please call if your ride has not arrived to pick you up within 15 minutes of your scheduled appointment.



Fares

Ages 60+ ride within Steuben County for a donation. Donations are greatly appreciated. Donation envelopes are available in each vehicle. No senior will be denied service due to the inability to pay.

In-County Fares:

\$3.00 - 0-5 miles one way
\$6.00 - 5-10 miles one way
\$9.00 - 10-15 miles \$9.00 one way
\$12.00 - 15 miles and over one way

Outside of Steuben County—\$1.25 per mile

Veterans \$20.00 Co-Pay Medical Appointments outside of Steuben County

Children accompanied by an adult: \$3.00 one way.

Children 12 and under must be accompanied by an adult, with the exception of school transportation. (Please call the office if you need school age children transported.)

Prepaid punch cards may be purchased at the office or from drivers. Cards have a \$36 value for \$30. Exact change is required when purchasing cards from drivers. Cards are non-refundable.

How to Pay Fares

Fares can be paid to the drivers in the exact amount due. Drivers **cannot** make change. Please have your fare/card ready upon entering the vehicle.



Where Can You Go on STAR

STAR Transportation can take you almost anywhere in Steuben County. Here are some of our most popular destinations:

- Grocery Store
- Pharmacy
- Hair Appointment
- Dental Appointment
- Local Restaurants
- Physical Therapy
- Work or School
- Shopping

Accessible Vehicles

STAR Transportation vehicles are all fully accessible. Our ramps make it easy to board in a wheelchair, scooter, or with a walker.

