

MISSION STATEMENT

Our mission is to serve the people of Fayette County by planning, providing and maintaining a safe, efficient, reliable and accessible transportation system.

ADVERSE WEATHER CONDITIONS

Passenger, drivers and public safety are our primary concern. During adverse weather conditions, every effort will be made to maintain operations. However, Fayette County Transportation reserves the right to delay and/or cancel operations as necessary. Announcements concerning weather delays or cancellations will be made on radio station WCHO 105.5 FM.



This system is funded in part by the Ohio Department of Transportation and the Federal Transit Administration, Fayette County United Way and the Eyman Trust.

Fayette County Transportation Complies with Civil Rights Laws and Regulations

Fayette County

Fayette County Transportation
1400 US Route 22 NW
Washington Court House, Ohio 43160

Phone: 740-335-9628
Fax: 740-313-7022

Revised: January 2016

Fayette County

TRANSPORTATION

WWW.CACFAYETTECOUNTY.ORG



Who to call.....
**Fayette County
Transportation
740-335-9628**

**TTY Voice Services is available
thru Ohio Relay Service
1-800-750-0750**
**This brochure is available in alternative
formats upon request.**

FAYETTE COUNTY TRANSIT

DAYS & HOURS OF OPERATION

Service: Operates six (6) days a week, Monday through Saturday. Please contact the FCT office to schedule a trip.

Out of County Service: FCT travels outside of Fayette County to medical facilities in Columbus, Cincinnati, Dayton, Chillicothe, Wilmington, Circleville, Greenfield, London, Hillsboro, Xenia, Springfield and other communities.

Please contact the FCT office to schedule your out-of-county trips.

FARES

Fayette County Transit provides general public service throughout Fayette County for the following fares for a one-way trip:

- \$1.00 per general public passenger within the city limits of Washington C.H.
- \$1.50 per general public passenger for trips outside the city of Washington Court House but in Fayette County.
- Persons over age 65 or with a disability may ride for half fare with prior approval.
- Tickets are available for trips to be purchased in advance.
- Passengers may ride to out-of-county medical facilities at a cost of \$2.50 per mile.

PERSONAL CARE ATTENDANTS (PCA)

Personal care attendants ride at no charge when acting as a PCA. A personal care attendant is someone who is designated or employed to assist a passenger. *The dispatcher must be advised that a PCA will be riding with the passenger.*

SERVICE ANIMALS

Fayette County Transit permits service animals to accompany individuals with disabilities in vehicles and transit facilities.

When the trip reservation is made, passengers must notify the dispatcher that a service animal will accompany the individual.

SCHEDULING

To schedule a ride, please contact the FCT office, Monday through Friday from 8:00 a.m. to 4:30 p.m., at 740-335-9628. Twenty-four (24)-hour advance reservation is required.

Please call and schedule by 2 P.M. for next day appointments if possible

COMPLAINTS/CONCERNS

If you have any complaints or concerns you may call the Transportation Supervisor at the FCT office, Monday through Friday, 8:00 a.m. to 4:30 p.m. at 740-335-9628. (This includes Title VI complaints)

DEPARTMENT OF JOB AND FAMILY SERVICE

Medicaid consumers may be eligible for medical transportation fare assistance through Fayette County Job and Family Services.

Contact Fayette County Job and Family Services at 740-335-0350 for more information.

VETERANS SERVICES

Veterans may be eligible for medical transportation fare assistance through the local Veterans Services office.

Fayette County Transit

GENERAL INFORMATION FOR PASSENGERS

- 24-hour advance reservation required for transportation..
- **Service is wheelchair accessible.**
- All transportation services are open to the general public.
- Eating, drinking and smoking is not permitted in any vehicle.
- Fayette County Public Transportation is not responsible for lost, stolen or damaged articles.
- Passengers must have exact fare in cash or tickets. **DRIVERS ARE NOT PERMITTED TO MAKE CHANGE.**
- Drivers do not accept schedule changes or make reservations.
- Scheduled pick-up times, arrival times and departure times are subject to change due to traffic and weather conditions.

NO-SHOWS/CANCELLATIONS

A **cancellation** is when a client calls the dispatch office at least two (2) hours before their scheduled pick-up to cancel a ride. You may leave your cancellation on the answering machine at any time. Please provide the date and time of your call with your cancellation message.

No-shows cause service delays and denial of service to other passengers. A **no-show** is when a passenger does not cancel and does not appear within three (3) minutes of the vehicle's scheduled arrival at the point of pick-up.

Passengers who have scheduled a return trip and are a no-show for one leg of the trip are automatically cancelled for the return trip unless the passenger calls to confirm the return trip. There are progressive consequences to No Shows within a 30 day period.

- 1st: Verbal Warning
- 2nd: Written Warning
- 3rd: One trip suspension
- 4th: One Week Suspension
- 5th: Two Week Suspension
- 6th: 30 day Suspension

UNRULY PASSENGERS

Disruptive, abusive or argumentative passengers will not be tolerated on Fayette County Transit vehicles. This type of behavior is unfair to other passengers and distracting to the driver. Without placing themselves or the passengers in danger, drivers shall request the problem passenger to discontinue the behavior immediately. Passengers who continue objectionable activity shall be reported to the dispatcher (who may determine to contact law enforcement), and taken to the nearest public place and asked to leave the vehicle.

Continued or repeated misbehavior shall result in a Suspension of Service Review. The Transportation Director will conduct the Suspension of Service Review. If warranted, the suspension of service will be from one (1) week to one (1) year.

SEATBELTS/MOBILITY AID SECUREMENT/CHILD RESTRAINT SEATS

Fayette County Public Transit's policy is that all drivers and passengers, regardless of age or disability, wear seatbelts when seated in the transit vehicles.

All wheelchairs/scooters are to be secured with a four-point tie-down.

The child safety seat shall be secured in accordance with the manufacturer's instructions in a child restraint system that meets federal motor vehicle safety requirements. The passenger must furnish the child restraint system and secure the child correctly, excluding the front seat, in the vehicle. Drivers may assist the passengers.

Infants and children who are under the age of eight (8) must be in an approved, properly used child safety seat while being transported in FCT vehicles. *(An approved seat is one that meets federal motor vehicle safety requirements for the age/size of the child.)*

Every child under eight years of age must ride in a booster seat or other appropriate child safety seat unless the child is 4'9" or taller. Children who do not have to ride in a child safety seat must use a seat belt.

****Ohio's New Safety Seat Laws are posted in all vehicles for your convenience.**

PASSENGER ASSISTANCE

Drivers are prohibited from entering the passenger's home or any facility, under any circumstance.

Our service is a curb-to-curb, door-to-door upon request transportation service. Door-to-door service means that the driver will assist (escort) the passenger from the main entrance door of the origin to the main entrance door of the destination.

There must be reasonable accessibility for our drivers to provide wheelchair transfer. Walkways, pathways and ramps must be clean and clear of hazards, ice and snow. If it is deemed our drivers cannot transfer safely we will refer to another transportation service.

The wheelchair lifts on the vehicles can lift a maximum of 800 pounds. FCT reserves the right to refuse to transport passengers requiring lift assistance who together with mobility device exceed the weight restrictions on the lifts.

