

## **SCHEDULING APPOINTMENTS**

(In-County Trips) 

Fayette County Public Transit is a demand/response, curb to curb shuttle service. It is common that multiple passengers will be on the van at any given time throughout the day. Drivers are dispatched based on their location and route.

Those who need a ride must call 825-1541. Once the call has been received, a driver will be dispatched as soon as they are in the vicinity of the passenger. **WAIT TIME FOR DEMAND/RESPONSE IS 5 MINUTES TO 1 HOUR.** If a driver has not arrived within 1 hour, you may call dispatch to check on the status of the ride.

Those who have specific appointments must call after 7:00 a.m. or at least 24 hours prior to appointment time. Pick up time for passengers with appointments will be scheduled 45 minutes prior to their appointment.

The 45 minute "window" is necessary to help ensure passengers arrive at their appointments on time as driver may need to pick-up/deliver other passengers.

Fayette County Public Transit also requires 24-hour notice from passengers outside of Connersville city limits. This includes trips both in and out of Connersville city limits.

Fayette County Public Transit reserves the right to exempt any passenger from the 24-hour notice.

**NOTICE:** Passengers are allowed 1 cart of groceries, if it takes up a seating area there will be an extra \$2.50 charge.

## **FARES**

**ALL FARES ARE DUE AT TIME  
OF BOARDING THE VEHICLE.**

\$\$\$\$\$\$\$\$

**DRIVERS DO NOT GIVE CHANGE.**

1-Passengers under 60 years  
\$2.50 - one-way

2-Passengers under 60 years who are 3 or  
more miles outside city limits  
\$5.00 - one-way

3-Passengers over 60 years  
Suggested donation  
(Sponsored by FCPT)

All passengers are authorized to have a  
Personal Care Attendant free of charge.

### **MEDICAID PASSENGERS**

All Medicaid passengers must meet the  
rules and regulations set by the Indiana  
Health Coverage Program.

As per IHCP, any Medicaid member whose  
trip is denied by Medicaid will be billed and  
will be responsible for payment of their  
trips.

### **CIVIL RIGHTS ACT OF 1964**

Fayette County Public Transit operates its  
programs and services without regard to  
race, color, national origin, religion, sex,  
sexual orientation, and/or gender identity in  
accordance with Title VI of the Civil Rights  
Act of 1964. Any person who has had a  
discriminatory practice under Title VI may  
file a complaint with Fayette County Public  
Transit.

### **AMERICANS WITH DISABILITIES**

Directive is to ensure all transit services be  
provided in a way that does not discriminate  
against persons with disabilities and to  
comply with the intent of the Americans  
with Disabilities Act of 1990.

## **SCHEDULING APPOINTMENTS**

(Out-of-County Trips)

Fayette County Public Transit offers  
transit services to multiple counties  
which include surrounding counties and  
other counties within Indiana.

Those needing out-of-county  
transportation is scheduled on a  
**FIRST COME, FIRST SERVE BASIS.**  
Passengers must call to check on  
availability at least 3 days in  
advance of trip. Cost of trips is  
based on destination and waiting  
time for the driver. Call 825-1541 for  
prices and availability.

## **CANCELLATIONS**

If a passenger no longer needing  
transportation, after requesting the  
service must make a call to cancel their  
request.

**IN-COUNTY TRIPS** – a cancellation must  
be made as soon as possible, preferably  
3 hours before their pick-up time. If a  
driver is dispatched and a call has not  
been received to cancel, a "No-Show"  
charge of \$2.50 is assessed and the  
passenger will be billed for the trip.  
Future trips will be suspended until  
charges are paid.

**OUT-OF-COUNTY TRIPS** – cancellation  
must be made within 24 hours of any  
out-of-county trip. Failure to cancel will  
result in a \$10.00 charge and  
suspension of future trips until charge  
is paid in full.

## **MISSION STATEMENT**

Fayette County Public Transit will provide a professional and safe public transit service to all citizens and visitors of Fayette County, Indiana. We strive to enhance the quality of life to the residents in our community by providing the necessary transportation for all their medical, employment, education, and leisure needs.



## **SERVICES PROVIDED**

- Non-emergency Medical transport
- Dialysis
- Supermarket & Grocery
- Nursing Home
- Transport to and from Work
- Banks, Library and so much more!

## **ORGANIZATION**

Fayette County Public Transit operates in affiliation with Fayette Community Council on Aging & Aged, Inc. We serve as the Public Transit Provider for the Indiana Department of Transportation's 5311 Program for Fayette County, Indiana. Our staff is comprised of Executive Director, Administrative Assistant, Transportation Supervisor, Dispatcher and multiple drivers. All of which are overseen by a panel of FCCAA Board Members.

## **IMPORTANT POLICIES**

- Passengers must have correct fare and pay at the time of boarding the vehicle.
- Drivers DO NOT GIVE CHANGE!
- Passenger must wear seatbelts.
- No smoking, eating, or drinking in the vehicle.
- No language will be tolerated that is abusive, foul, or disrespectful to the driver or other passengers.
- Passengers may be asked to exit the vehicle at any time if the driver feels a passenger is being argumentative or there is an issue with safety to the driver or other passengers.
- Children 4 years of age and under 40 pounds must be in a car seat or booster seat, supplied and installed by the parent or guardian.
- Drivers will give personal assistance if needed and help carry packages to the passenger's door *only*. Drivers are NOT TO ENTER passenger's residence for any reason. Passengers must help assist with their own packages, if possible and are asked not to unnecessarily abuse this courtesy by the driver.
- All wheelchair pick-ups and delivery locations MUST be easily and safely accessible. Drivers are not authorized to lift wheelchairs up or down steps, across uneven or difficult terrain, slick or unsafe ramps, or ramps that are at an unsafe angle. Direct questions to dispatch at 825-1541.

## **CUSTOMER COMPLAINTS**

Transit Supervisor – Neisah Wicker – (765) 825-1541

**If complaint not resolved**

Executive Director – David Lingg – (765) 827-1511

**If complaint not resolved**

FCCAA Board of Directors

# Fayette County Public Transit

**DRIVERS YOU CAN TRUST!**

Public Transit since 2002  
ADA Accessible



477 North Grand Avenue  
Connersville, IN 47331

(765) 825-1541 Office  
(765) 825-1458 FAX

Relay Indiana Telephone  
TTY Customers  
711 or 1-800-743-3333

## **HOURS OF OPERATION**

7:00 a.m. – 6:00 p.m.  
Monday thru Friday

Call before 5:00 p.m. for an  
In-county ride

## **OFFICE HOURS**

7:00 a.m. – 6:00 p.m.

**Monday thru Friday**

**Information available in alternative format**