

## **SERVICE/SERVICE AREA**

Fayette County Public Transit provides demand response, curb-to-curb 24 hours advance reservation public transportation service within Fayette County. Door-to-door service is also available upon request for those needing reasonable assistance beyond the curb.

All Fayette County Public Transit operates as shared-ride service so it is common that passengers will be on board the vehicle with others who are traveling at the same time and in the same direction.

## **SERVICE HOURS**

**Monday thru Friday: 7:00 A.M. – 6:00 P.M.**

## **HOLIDAYS**

Transit Service is closed on most Federal holidays

## **ACCESSIBILITY**

Individuals with mobility disabilities are welcome to use wheelchairs and manually powered mobility aids, i.e., walkers, crutches, canes, braces, or other similar devices designed for use by individuals with mobility disabilities. Vehicles with wheelchair lifts will accommodate standees upon request. Fayette County Public Transit also transports individuals traveling with portable oxygen tanks and respirators. For safety reasons, portable oxygen tanks must be able to be secured.

## **ADA / REASONABLE MODIFICATIONS**

Individuals needing a service accommodation or modification should notify Fayette County Public Transit of the request when making a reservation. For more information regarding the reasonable modification policy or how to file an ADA Reasonable Modification complaint, please contact Fayette County Public Transit at (765) 825-1541. Attempts will be made to honor all reasonable modification requests.

## **TRANSPORTATION OF CHILDREN**

Children 5 and older pay regular fare. Up to 2 children under the age of 5 may ride for free with a person paying full fare. All additional children riding with that family will be charged \$ 2.50 each  
You must have exact fare or ticket.

**DRIVERS DO NOT MAKE CHANGE!!!!!!**

All children over 8 years old must wear a seat belt. Children less than 4-years old or 40-lbs. must be secured in a car seat. Children between the ages of 4 and 8-years old and less than 4'9" must use a booster

seat. Car and booster seats are the responsibility of the parent or guardian and Fayette County Public Transit Operators are not responsible for securing. This responsibility is left to the parent/guardian of the child.

## **FARES**

Seniors 60 and older (Free) *Donations always welcome*

Under 60 years of age (\$2.50 in the city & \$5.00 in the county) one way.

We provide out of county transportation (fares based on locations previously set)

Non-Emergent Medical fares are same as above.

*Tickets are available for purchase in the Transit Office or an Operator.*

*60 and over \$2.00/ride*

*All others \$2.50/ride*

## **SERVICE ANIMALS**

Fayette County Public Transit welcomes service animals. Service animals must be under the constant control of its handler. Riders are permitted to bring Non-Service animals on board, they must be in appropriate cage or pet carrier.

## **TITLE VI**

Fayette County Public Transit operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI or for more information on the civil rights program, or the procedures to file a complaint, contact (765) 825-1541, (TTY 800-743-3333); email [transit@fayetteeniorcenter.com](mailto:transit@fayetteeniorcenter.com) or visit our administrative office at 313 W. 5<sup>th</sup> Street, Connersville, Indiana 47331. For more information, visit [www.fayetteseniorcenter.com](http://www.fayetteseniorcenter.com). Complaints may be filed directly with the FTA with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

# **FAYETTE COUNTY PUBLIC TRANSIT**

## **Mission Statement:**

***It is our mission to provide safe reliable affordable and efficient public transportation in the FAYETTE COUNTY area.***

***“DRIVERS YOU CAN TRUST”***



**Phone (765)825-1541**

**Fax (765)825-1458**

**Indiana Relay Service Dial 711 or**

**TTY (800)743-3333**

**(For the Hearing Impaired)**

**313 W. 5th Street  
Connersville, IN 47331  
Fayetteseniorcenter.com**

***SERVICES FUNDED IN PART BY: The Federal Transit Administration 5311 Program, and the Indiana Department of Transportation Public Mass Transit Fund***

**Fayette County Public Transit is an Equal Employment Opportunity Employer**

## TRIP RESERVATIONS

All trips are scheduled in advance on a first come, first served basis, and are scheduled on a time and space availability basis. Trip reservations must be requested 24 hours in advance of requested pick up time. To schedule trips passengers must call (765) 825-1541 between 6:00 am - 5:30 p.m. Monday - Friday. Trips cannot be scheduled by telling a driver.

Passengers may be asked to include the following information when scheduling trips:

- Name/DOB
- Telephone #
- Pick-up/Drop-off addresses
- Home Address

Hearing impaired persons can call the Indiana Relay Service at 711 or (800) 743-3333 for assistance in scheduling trips.

Same day add-on trips will be accommodated if there are openings on that day's schedule.

Please let us know if you have special needs such as if you are traveling in a wheelchair, with an attendant, service-animal, portable oxygen tank or respirator, etc.

## WILL CALLS

Sometimes it may not be possible to schedule a time for your return trip. If this is the case you can schedule a Will Call. With a Will Call you call when you are ready to go. Unfortunately, because Will Calls do not have a scheduled time there may be a long wait before you can be picked up. You may also have to wait for a bus that is heading to your part of the county. For best service you should only schedule a Will Call as a last resort.

## PICK UP WINDOW

Fayette County Public Transit has a 30-minute pick-up window. This means that the bus can arrive to pick you up anytime from 15 minutes before to 15 minutes after your scheduled pick-up time.

## CANCELLATIONS AND NO SHOWS

It is important that if you do not need your trip that you cancel at least 1 hour prior to your scheduled pickup time. Cancellations can be left on our voice mail when the office is closed. If the bus arrives to pick you up and the driver cannot locate you or you have failed to cancel your trip at least

1 hour prior to your scheduled pickup time you will be considered a No Show. No-shows waste time, money and make other passengers late and cause service denials to others.

**IN COUNTY TRIPS**-a cancellation must be made as soon as possible, preferably at least 3 hours before their pickup time.

**OUT-OF-COUNTY TRIPS**-cancellations must be made within 24 hours of any Out of County trips. Failure to cancel may result in suspension of future trips.

## SAFETY

Seatbelts are to be worn, while the vehicle is in motion. All wheelchairs must be secured with a 4-point securement system. Passengers must remain seated with seatbelts fastened until the vehicle has come to a complete stop.

## RIDER COURTESY

Our service is shared ride. We expect you to be respectful and courteous to others. Please do not eat, drink, smoke, or chew tobacco, play loud music, engage in loud conversation, curse, or touch, or disturb others on the bus.

## PROHIBITED ACTIVITIES

Illegal acts, threats or acts of physical violence will not be tolerated. Fayette County Public Transit will contact law enforcement for assistance in threatening situations.

Any rider who poses a "direct threat" to the health or safety of others will be denied service.

## OTHER RESTRICTIONS

- \* Items large enough to block aisle way; emergency exits
- \* Garbage, recycled material, aluminum cans
- \* Flammable materials such as Gasoline, oils, etc.
- \* Shopping carts of any kind
- \* Lawn mowers, weed eaters
- \* No profanity / intimidation / fighting
- \* No opened food or drink on the buses
- \* No illegal drugs on any vehicle

*Any violation of these rules can call for immediate removal from vehicle as well as suspension of services*

## ASSISTANCE

Our service is provided from the curb at your pick-up point to the curb at your destination.  
\*See Reasonable Modification Policy Section

**The driver may assist you to and from the curb when boarding or leaving the bus but is not permitted to enter a residence or building.**

**An escort or personal care attendant may accompany you at no charge.**

The driver is trained in passenger assistance and will secure all wheelchairs and help secure packages and assist with seatbelts if needed. However, Fayette County Public Transit requests that passengers not take advantage of this courtesy or drivers. It is the primary responsibility of the passenger or his/her attendant to load and unload bags/packages. Drivers will assist as needed.

Riders are requested to limit carry-on bags. The following fares will be applied to all passengers and their packages:

**Grocery bags:** 3 average bags per person at no additional charge. Anything after 3 bags is \$1 per paper bag or \$1 extra per 3 small plastic bags

## WEATHER CLOSINGS AND CANCELLATIONS

Fayette County Public Transit will attempt to have announced any closings due to weather or any other emergency, on Local News Channel 3, and local radio.

## GENERAL COMPLAINTS

If you would like to contact Fayette County Public Transit to file a general passenger complaint that is not related to Title VI or ADA Protections, please call:  
Transit Supervisor: (765) 825-1541  
Executive Director: (765) 827-1511  
If complaint not resolved FCCAA Board of Directors

## ADA COMPLAINTS

Fayette County Public Transit operates in compliance with Title II of the ADA Act. Fayette County Public Transit does not discriminate, the basis of disability. If you feel you have been discriminated against, the basis of disability you may file an ADA discrimination complaint. To file a complaint contact (765) 825-1541, (TTY 800-743-3333); at 313 W. 5<sup>th</sup> St, Connersville, Indiana 47331. For more information, visit [www.fayetteseniorcenter.com](http://www.fayetteseniorcenter.com)

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