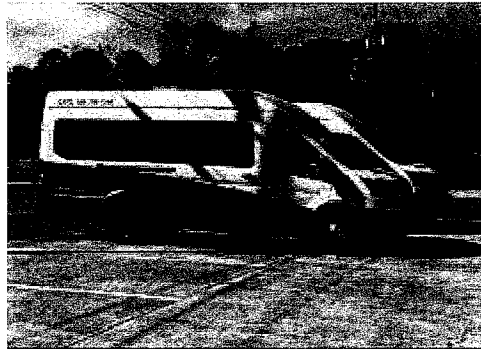


Fayette Transportation
203 Temple Ave N
Fayette, Al. 35555
205.442.8536

PASSENGER HANDBOOK
May 2024



City of Fayette, Alabama

INTENT OF PASSENGER HANDBOOK

Fayette Transportation is pleased to serve the City of Fayette with a public transit service.

This handbook provides the policies pertaining to passenger responsibilities for our service. The policies in the handbook are simple to follow, and also critical to the efficiency and effectiveness of our system.

All passenger policies will be enforced in a consistent, fair manner. If you feel that you have been dealt with unfairly, please contact Jennifer Roberts at 205.932.5367 x 1009.

A FEW BASIC RULES

1. **Have EXACT fare upon boarding the bus.**
2. **Have your money or coupon ready before boarding the bus.**
3. **All passengers MUST wear their seatbelts.**
4. **No smoking, vaping ,or use of tobacco.**
5. **No eating or drinking on the vehicles.**
6. **Remain seated while the bus is in motion.**
7. **Law prohibits firearms, knives and any other weapon on buses.**
8. **Disruptive passengers can be banned from the bus.**

SERVICE HOURS

Office Hours

Monday-Friday 8:00 a.m.-5:00 p.m.

Service Hours

Monday-Friday 8:15 a.m.-4:15 p.m.

No service will be provided on the following holidays:

New Year's Day	Labor Day
Martin Luther King Jr Day	Veteran's Day
Good Friday	Thanksgiving Day
Memorial Day	Friday after Thanksgiving
Independence Day	Christmas Eve
Coumbus Day	Christmas Day
President's Day	Juneteenth

**** July 5th for 2024**

SCHEDULING RIDES

Request Service:

All rides should be scheduled with the Fayette Transit Office. Rides should not be scheduled with the bus drivers. Rides may be scheduled Monday through Friday 8:15 a.m.-4:15 p.m. Rides should be scheduled 24 hour in advance. Same day trips are based on availability.

Regularly scheduled rides:

Passengers who require regular transportation may schedule one time for an indefinite period. Passenger will be placed on weekly schedule until office is notified.

Canceling rides:

To cancel a ride, passengers must call the Fayette Transit Office at least one hour before scheduled pickup time.

Scheduling trips:

Fayette Transportation makes every effort to arrive as close to the scheduled pick-up time as possible. Due to the nature of service, arrival times may vary. A 20 minute window has been established for everyone's benefit.

EXAMPLE: (9:20← → 9:40)

If pick up time is 9:30 this is your window.

If you have more than one stop, those arrangements must be made prior to your pick up. IF PRIOR ARRANGEMENTS ARE NOT MADE, THE EXTRA TRIPS WILL NOT BE MADE.

All buses are equipped with a lift and the lifts are equipped to accommodate up to 800 pounds.

CURB TO CURB SERVICE

Fayette Transportation provides curb-to-curb service. The following policies explain the meaning and intent of curb to curb.

- * Drivers will not enter residence or building for any reason.
- * Drivers will assist passengers on and off the bus only.
- * Drivers can assist with packages on and off the bus.
- * Drivers cannot perform any personal care assistance for riders, including but not limited to, assisting the rider to dress
- * Drivers cannot lift or carry passengers
- * Drivers cannot carry riders or wheelchairs up or down steps. Fayette Transportation will not be responsible for items damaged during transport.

NO-SHOW POLICY

When a passenger schedules a trip and does not cancel prior to the driver arriving for the pick-up, the passenger will be charged with a no-show. Once a passenger receives two (2) No Shows, the passenger will be given a verbal warning. Prior to any suspension, a written notification will be mailed to the passenger. A passenger accumulating three (3) No Shows in a 30-day period will be suspended from all transit service for fourteen (14) days. If a passenger receives more than one suspension within a year, the second suspension will be thirty (30) days or longer. It will be determined on a case-by-case basis and may be a permanent suspension from transit service.

TRANSIT FARES

All passengers are required to pay their fare as they board the bus. Fares can be paid with cash or coupon.

Fares are:

\$2.00 round trip (one stop)

Additional stop is \$1.00 per stop

Fares are to be paid with exact change.

Children 12 years of age and under can ride with an adult at no additional charge. No more than 3 children per fare paying customer.

SEATBELT POLICY:

ALL passengers who ride are required to wear a seat belt.

If a child requires a child safety restraint seat, the passenger is to provide the seat. The passenger riding with the child is responsible for properly securing the seat and the child.

PERSONAL CARE ASSISTANT (PCA):

A (PCA) who is directly involved in the mobility assistance of their attendee will be allowed to ride free of charge.

OPERATION OF PASSENGER LIFTS:

Due to safety specifications relating to the operation of the lift, the City of Fayette reserves the right to refuse lift service to those with their personal property exceeding 800 pounds.

PARCELS/BAGGAGE:

Passengers are allowed to bring parcels/baggage onto the bus. The parcel/baggage must be properly secured. Parcels/baggage are to be transported on your lap or under your seat. Alcohol can be transported in a bag and must be unopened.

ANIMALS:

Animals other than service animals may travel only in a properly secured cage or travel container. Service animals are permitted on board the bus. Service animals ride at no additional charge but must be properly controlled. Service animals must ride on the floor or in the lap of the passenger. Passengers are responsible for the behavior and hygiene needs of their service animal. Service can be refused or discontinued if a service animal is seriously disruptive.

RESPIRATORS AND OXYGEN:

Respirators/portable oxygen have to be secure, drivers cannot secure or help in loading. Only one canister of oxygen is allowed on the bus. A Personal Care Assistant (PCA) may ride to assist at no additional charge.

COMPLAINTS/COMPLIMENTS:

Contact Jennifer Roberts, Director 205.442.8536

Passenger Survey

Gender (Circle one)	Male		Female		Prefer not to Answer	
Age Group (Circle one)	< 21	21-30	31-40	41-50	51-60	61-70+
Ride Usage (Circle One)	Work	Medical	Shopping	Recreation	School	Other
Employment Status (Circle one)	Student	Full Time Employed	Part Time Employed	Not Employed	Unable to Work	Retired
Reservations						
	Very Satisfied	Fairly Satisfied	Neither Satisfied nor Dissatisfied	Fairly Dis- satisfied	Very Dis- satisfied	Not Applicable
Interaction with Dispatcher						
Reservation Process						
Cancellation Process						
Bus						
Signage						
Seating Area						
Vehicle Access						
Bus Punctuality						
Comfort						
Cleanliness						
Seating						
Storage						
Radio						
Driver						
Initial Greeting						
Appearance						
Helpfulness						
Attitude						
Safety						
Comments:						

Please mail to: Fayette Transportation 203 Temple Ave N Fayette, Al. 35555

TITLE VI NOTICE OF PROTECTION AGAINST DISCRIMINATION

Fayette Transportation operates its programs without regard to race, color, and 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 may file a complaint with Fayette Transportation.

For more information on the civil rights program and the procedures to file a complaint, contact:

**Fayette Transportation
203 Temple Ave N
Fayette, Al. 35555
205.442.8536
jroberts@fayetteal.org**

A complaint may be filed directly with the Federal Transit Administration by contacting:

**Office of Civil Rights
Attention: Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Avenue, SE
Washington, DC 20590
FTACivilRightsCommunications@dot.gov**

If information is needed in another language,
contact 205.442.8536.