

**FAYETTE TRANSPORTATION**  
**203 Temple Ave N**  
**Fayette, Al. 35555**  
**205.442.8536**

**PASSENGER HANDBOOK**  
**May 2025**



**City of Fayette, Al**

## INTENT OF PASSENGER HANDBOOK

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

This handbook provides policies pertaining to passenger responsibilities for our service. The policies in the handbook are simple to follow, and 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 205.442-8536.

## 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 seat belts.
4. No smoking, vaping, or use of tobacco.
5. No eating or drinking on the bus.
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

## SCEDULING 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 AT LEAST 24 hours in advance. Same day trips are based on availability. No flagged stops will be allowed.

### *Regularly scheduled rides:*

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

### *Cancelling rides:*

To cancel a ride, passengers must call the Fayette Transit Office at least one hour before the 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 your pickup time is 9:30 this is your window.

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

## 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 a 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 up to 25ft.
- \* 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 the 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. Coupon books can be purchased from the driver or transit office. Coupon books are \$12.00.

Fares are:

\$4.00 Round Trip

\$2.00 One Way

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:**

Transit buses are equipped with wheelchair lifts to accommodate up to 800lbs. Due to safety specifications relating to the operation of the lift, Fayette Transportation and the City of Fayette reserves the right to refuse lift service to those with their personal property exceeding 800 pounds. Transit operators are to ensure that the wheelchair/mobility device is properly secure on the lift and on the bus. All passengers are required to wear seatbelts even if their mobility device is equipped with one.

## **PARCELS/BAGGAGE:**

Passengers are allowed to bring parcels/baggage onto the bus. The parcel/baggage must be properly secured. Parcels/baggage must 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 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.

## **DISRUPTIVE PASSENGERS**

Passengers who are intoxicated, disorderly, disturbing the driver or other passengers, or creating a safety hazard may be denied transportation, requested to leave the bus, banned from further pick-up, or as a last resort arrested and charged.

## **RESPIRATORS AND OXYGEN:**

Respirators/oxygen must 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.

## **FIRST AID/CPR**

Transit operators are not required to administer CPR or first aid. Operators may apply a band-aid but any other first-aid will need to be done by medical personnel. If the transit operator is certified and chooses to administer CPR, Fayette Transportation and the City of Fayette will not be responsible.

## **REASONAL MODIFICATION**

A reasonable modification is a change or exception to a policy, practice, or procedure that allows disabled individuals to have equal access to programs, services, and activities. To request reasonable modification for the transit system based on a disability, please contact Jennifer Roberts, Director at 205.442.8536 to request the form to complete.

## **COMPLAINTS/COMPLIMENTS**

All complaints or compliments should be brought to the attention of the Director, Jennifer Roberts, at 205.442.8536. The Director will listen to all parties involved in the situation and resolve within 15 days.

## 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 Dissatisfied	Very Dissatisfied	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