



USER'S GUIDE

Shared Ride Programs
General Public Program
Senior Program
Persons with Disability Program
Medical Assistance Transportation Program
Americans with Disabilities Complementary Paratransit Program

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WHAT IS THE SHARED RIDE SERVICE?

Fayette Area Coordinated Transportation (FACT) provides shared ride curb-to-curb transportation for Fayette County residents to anywhere in Fayette County. Shared ride service is not a taxi, limousine or ambulance services. Customers share the vehicle with others taking similar trips. Trips may take longer than if you were traveling by yourself and as such, customers need to plan accordingly.

FACT drivers will provide transportation if the customer is present at the pick-up location and can depart the vehicle at the drop off point. FACT drivers are not personal care attendants. FACT's shared ride and fixed route services are wheelchair accessible. FACT drivers are not responsible to care for a customer if no one is at home. If a customer needs help getting to and from the pick-up point, the customer must make the necessary arrangements.

WHO CAN USE SHARED RIDE SERVICE?

Any Fayette County resident may use shared ride service. All passengers interested in using shared ride service, must register with FACT before using the shared ride services. Advanced reservations are required.

WHAT DOES IT COST TO USE SHARED RIDE SERVICE?

Shared ride services are supported with funds from multiple sources and as such, there are different programs and eligibility criteria for shared ride services. Customers may qualify for more than one program and FACT's staff will assist customers to identify the best program for the requested trip.

WHAT ARE THE AVAILABLE SHARED RIDE PROGRAMS?

FACT offers five (5) shared ride programs for residents of Fayette County. Below is a list of the programs with a brief description.

- 1) General Public – this is a non-subsidized service that is available to the general public and passengers pay the full fare.
- 2) Senior Shared Ride – this is a Pennsylvania Department of Transportation (PennDOT) program supported by the Pennsylvania State Lottery and the Southwestern Pennsylvania Area Agency on Aging.

Individuals aged 65 and older may use shared services for any reasons. You can use the service for a medical appointment, banking, grocery shopping, employment, post office, senior center, adult day care center, pharmacy, social service agency, hospital/nursing home admittance or discharge, and visiting for immediate family members (spouse or children). PennDOT pays for 85% of the fare for eligible Senior Citizens and Southwestern Pennsylvania Area Agency on Aging *may* sponsor a portion of the remaining 15% of the fare.

Customers interested in using this service are required to complete the Senior Shared Ride Application.

- 3) Persons with Disabilities (PwD) – this is a Pennsylvania Department of Transportation Rural Transportation Program for persons with disabilities who live and/or travel outside FACT's fixed route system. This program provides discounted shared ride services for persons with disabilities who are age 18 through 64. Qualified participants receive an 85% discount on all rides. Rates vary depending on what distance you are traveling.

Customers interested in using this service are required to complete the combined PwD and ADA Shared Ride Application.

- 4) Medical Assistance Transportation (MATP) - this is a Department of Human Services' program and is available to Medical Assistance consumers in Fayette County. This program provides free non-emergency transportation for treatment, medical evaluation, or to purchase prescription drugs or medical equipment that is compensated by medical assistance.

In addition to shared ride service, this program provides a reimbursement program to eligible passengers to cover the cost of bus transportation or transportation provided by privately owned vehicles.

Customers interested in using this service are required to complete the MATP Application.

- 5) ADA Complementary Paratransit Service – This is a shared ride service for individuals who have a disability that prevents from using FACT's fixed route bus system. Typically, this service is for eligible individuals whose origins and destinations (pick-up and drop-off) are within ¼ mile of FACT's core fixed routes (excludes Pittsburgh Commuter Route). The service is available during the same days and hours them as fixed route service. The cost of a one-way shared ride fare is twice the amount of the current fixed route fares.

Individuals who are ADA-eligible under another transit authority's jurisdiction and are visiting the FACT's service area may use ADA Complementary Paratransit service.

Customers interested in using this service are required to complete the combined PwD and ADA Shared Ride Application.

Final determination of eligibility for a specific program will be made by FACT.

To appeal an eligibility decision, please see the details of specific program for the procedure.

HOW CAN I REGISTER FOR SHARED RIDE SERVICE?

Register for shared ride service by calling FACT's office at 724-628-7433, or 1-800-321-7433, or TTY 1-866-874-3972 to obtain an application for any of the funding sources. You may download the applications from FACT's website at www.factbus.com.

You may also come to our offices at 825 Airport Road, Lemont Furnace, PA 15456 or visit our Transit Center, 111 Transit Drive, Uniontown, PA 15401.

Individuals interested in using FACT's general public shared ride service and paying the full fare, do not need to complete an application.

Eligibility for Shared Ride transportation programs must be determined by a representative of FACT's office. Once program eligibility is determined, the customer may schedule trips by contacting FACT's office.

HOW DO I SCHEDULE A TRIP?

All shared ride trips require advanced reservations. All reservations must be made by 2:00 p.m. the working day before your appointment/trip. To schedule a trip, call FACT's office Monday through Friday between 8:00 a.m. and 4:30 p.m. You can request a trip up to up to one month before your appointment date but no later than 2 p.m. of the working day prior to your appointment. The office is closed Saturdays and Sundays, and there is no transportation on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Note: There is an exception for trips for eligible riders of the ADA Complementary Paratransit Program. See program details. Eligible ADA passengers interested in a trip that corresponds to the times and service area of a fixed route can call the day before by contacting 724-628-7433.

WHAT DO I NEED WHEN I CALL TO SCHEDULE A TRIP?

- Your name as it appears on your application. (If you are making a trip for someone else, please give his or her name as it appears on the application.)
- The appointment date.
- The name and exact address of the doctor, facility or destination for the trip that you are requesting.
- The appointment/desired time you need to be at the doctor or facility for the trip that you are requesting.
- The approximate time you wish to be picked up from the doctor or facility for the trip that you are requesting.
- Any mobility device that you require.
- You must notify FACT if you will be bringing a person care attendant or an escort. A doctor's authorization slip is required for an escort or personal care attendant for all programs except ADA Complementary Services. Have your doctor fax the slip to (724) 628-7468.

WHAT ARE THE REQUIREMENTS FOR THE GENERAL PUBLIC PROGRAM?

Customers interested in using shared ride services and paying the full fare need to register and thereafter, call FACT's office by 2:00 p.m. at least one-day in advance. FACT's phone number is 724-628-7433. An application is not required.

WHAT ARE THE REQUIRMENTS FOR SENIOR SHARED RIDE PROGRAM?

Persons interested in applying for the Senior Citizen Shared Ride Program can pick up an application at the FACT's Transit Center (111 Transit Drive, Uniontown, PA) or FACT's Office (825 Airport Road, Lemont Furnace, PA) or print an application on the website (www.factbus.com) or call 724-628-RIDE to

have one mailed to you. When applying, you will need one of the following forms of documentation to verify proof of age:

- birth certificate
- valid motor vehicle operator's license
- baptismal certificate/other church record
- armed forces discharge/separation papers
- pace identification
- passport/naturalization papers
- PennDOT non driver's license I.D. card
- veterans universal access I.D. card (if date of birth is listed)
- resident alien card
- A statement of age from social security administration.

WHAT ARE THE REQUIREMENTS FOR PERSONS WITH DISABILITIES (PWD) PROGRAM?

To be eligible for PWD if:

- If you are between 18-64 years of age
- If you have a disability defined by the Americans with Disabilities Act (ADA)
- If you have proof of your disability from a physician or agency
- If you complete the application in its entirety

WHAT ARE THE REQUIREMENTS FOR THE MEDICAL ASSISTANCE TRANSPORTATION PROGRAM?

FACT provides door-to-door transportation for MATP clients when medically necessary. FACT also offers limited transportation for medical appointments to Allegheny County to approved medical facilities.

To be eligible for MATP transportation, you need to:

- Have a current Medical Assistance Card (ACCESS CARD).
- Be a permanent or temporary resident of Fayette County.
- Transportation to a covered medical service from a provider who accepts the ACCESS card or is a Health Care Provider in your network.

To use the MATP Program:

- You must complete an application and return the original signed application within 30 days of requesting an application from FACT.
- MATP clients are only eligible to go to and from a medical facility or pharmacy. The doctor must be a Medical Assistance provider.
- If the client has access to a vehicle, FACT will offer mileage reimbursement.

General Information for the MATP Program:

- MATP will not fund trips of less than ¼ mile unless the client is unable to walk that distance.
- The law requires that we provide the least costly transportation available. FACT may schedule your trip with a bus, public transportation, another social service transportation provider, or by private automobile for mileage reimbursement.
- Mileage reimbursement is 25 cents per mile. FACT needs a statement from the physician with his or her provider number, date of service, and the odometer reading to and from the facility to

reimburse you for this expense. This information may be mailed, faxed, or brought to the office by the end of each month. Reimbursement checks are issued every two weeks. FACT will not reimburse for forms submitted 2 months after the month of service.

- MATP is a non-emergency medical transportation program.
- Transportation service for eligible institutional residents, i.e. personal care homes, is covered only when the institution cannot bill the costs to the Department of Public Welfare.
- Only one month may be submitted per each form.

MATP Cost

- MATP pays the entire fare for a trip to a medical appointment, pharmacy and medical equipment that is paid for by Medical Assistance.

MATP Transportation Medical Trips

- This program provides non-emergency transportation for treatment, medical evaluation, or to purchase prescription drugs or medical equipment that is compensated by medical assistance.
- If you are enrolled in an HMO, we can provide transportation to the primary physician's office. If you need to go to other medical appointments, the provider will have to be in your network.
- Clients may self-refer for particular medical services (dental, vision, OB/GYN, family planning, chiropractic, and behavioral health services). These services do not require prior approval by a Primary Care Physician (PCP) if the member obtains the services from a Managed Care Organization (MCO) network provider. To make sure that a provider is a member of a MCO network, contact the designated liaison at the MCO. Family planning services do not require a MCO network provider. Transportation cannot be provided for any service from a non-enrolled medical assistance (MA) provider or that is not an MA compensated service.

MATP Escorts

- An MATP eligible child, under the age of 18, can be accompanied by a parent or guardian at no cost to you. For others, someone may accompany you on a trip when independent travel is not possible due to age, disability, language barriers, or when an escort is verified necessary for you to get medical examinations and treatment.
- FACT must be notified of the MATP escort at the time the trip is scheduled.
- If you need a form for an escort, please contact FACT at 724-628-7433.

MATP Urgent Care

Transportation for urgent care services can be provided if a physician/provider identifies it as urgent. FACT must be notified by a physician's office. For medical emergencies, dial 911.

Urgent Care is defined as "Any illness or severe condition which under reasonable standards of medical practice would be diagnosed and treated within a twenty-four (24) hour period and if left untreated, could rapidly become a crisis or an emergency situation: or discharge from a hospital will be delayed until services are approved; or a member's/ client's ability to avoid hospitalization depends upon prompt approval of services."

Urgent care transportation is obtained by calling FACT at (724) 628-7433 from 8:00 a.m. through 4:30 p.m. Monday through Friday. On Saturday, Sunday, or weekdays after 4:30 p.m. or on one of FACT's holidays, call FACT at (724) 628-7433.

MATP Appeal Procedure

If you disagree with FACT's determination for MATP services, you have the right to appeal and request a fair hearing.

- To request a Fair Hearing, send a letter requesting the hearing to:
Department of Public Welfare
Bureau of Hearings and Appeals
2330 Vartan Way, Second floor
Harrisburg, PA 17110-9721
- You can get free assistance if you need help with your appeal at the Legal Services, Inc., office by calling 243-9400.

WHAT ARE THE REQUIREMENTS FOR THE ADA COMPLEMENTARY PROGRAM?

FACT buses are accessible to persons with disabilities. However, if your disability prevents you from getting to the bus stop and you live within $\frac{3}{4}$ of a mile of the bus route, FACT can provide curb-to-curb service. All trips, both pickup and return, must be within $\frac{3}{4}$ mile of local fixed route bus route. Pittsburgh Commuter Route is exempt from this service.

If passenger needs assistance from the vehicle to the first doorway, FACT will provide door-to-door service upon receiving proper documentation. Accessible fixed-route bus service is available during the same hours that public transit is available.

Contact the FACT office at 724-628-7433 to register for ADA service. Fares are based on one-way trips and start at \$3.00.

Who is eligible?

Anyone whose disability prevents them from independently using FACT's fixed route service, either all of the time or under certain circumstances, may be eligible for ADA Complementary. Anyone with a disability may apply for this service, even if they are eligible for other transportation programs (such as MATP or PwD).

The eligibility decision is based on independent functional ability to use the fixed route system, not proximity to a bus stop or place of residence. Presence of a disability by itself does not make you eligible. Eligibility is also not based on your age, inability to drive, or the inconvenience of bus services. Your independent ability to use the bus is the basis for eligibility.

Applying for ADA Complementary Service

To apply for this service, customers must submit an ADA application form (Combined ADA PwD form) and it includes a section to be completed by a licensed/certified health care professional. To request an application, call FACT at 724-628-7433 or download the application form on FACT's website (www.factbus.com). In order to be considered, your submitted application must be complete with all questions answered and include required information from a professional.

Timeline

Once a completed application is received, you will be notified of your eligibility within 21 days. If you do not receive written notification of your eligibility within 21 days, you have the right to use ADA Complementary Services until you receive written notification of your eligibility. If an eligibility decision

cannot be issued within 21 days, FACT will contact the applicant by phone and advise them of their presumptive eligibility and right to use the service until such time as the applicant is notified of his or her eligibility.

If you are eligible:

Once your eligibility application and documentation are provided, you will receive a letter confirming your eligibility. There are three categories of eligibility:

- 1) Unconditional – the rider needs paratransit for all trips
- 2) Conditional – the rider needs paratransit for some trips but can use fixed route for other trips
- 3) Temporary – eligibility is short-term for the length of time the rider is unable to use fixed route service

When you are confirmed, you can begin making reservations through the Shared Ride Program.

If you are denied eligibility, you have the right to appeal. Please see details at the end of this section.

Visitors

FACT will provide ADA complementary paratransit service to visitors. The visitor can present documentation from his or her home jurisdiction's paratransit system that he or she is eligible. FACT will give full faith and credit to the identification card or other documentation from the other entity or the visitor can present proof of a disability. Once the documentation is presented and is satisfactory, FACT will make service available. Visitors will receive 21 days of service within a 365-day period. If service is needed beyond 21 days, the visitor may apply for eligibility in FACT's ADA Complementary program.

Personal Care Attendants and Companions

Personal Care Attendants (PCA) are allowed to ride free. There are no restrictions on who may serve as a PCA as long as they are over the age of six and are able to perform the necessary assistance.

A companion, a person whose presence is desired but not required by the passenger to complete the trip may ride at the same fare (twice the regular fixed route fare).

FACT must be notified in advance that a Personal Care Attendant and/or Companion will be riding with the ADA-eligible rider. Advance notification is at time of scheduling or no later than 2:00 p.m. the day before the scheduled trip.

Appeal Procedure

Since ADA paratransit eligibility is established as a civil right, methods are in place to ensure that "due process" is observed. FACT will determine eligibility within 21 days of receipt of a completed application. If the application is not processed within 21 days, applicant can use ADA service beginning on the 22nd day until such time that a written determination is issued. Federal regulations state that the administrative appeal process is intended to give applicants who have been denied eligibility, or who have been deemed conditionally eligible, the opportunity to have their case heard by a panel independent of the transit authority or initial decision maker.

The right to appeal is as follows:

- Applicants have 60 days from the date of the eligibility determination letter to appeal the decision in

writing to FACT.

- Prior to the hearing, the applicant's eligibility status remains unchanged from the original FACT determination.
- Appeals will be heard by a panel independent from FACT.
- Applicants will have the right to speak in person on their own behalf and/or have others represent them at appeal proceedings.
- Applicants will have the right to necessary support, such as an interpreter, if requested in the appeal letter.
- The determination resulting from the appeal will be made in writing within 30 days and will state the reason(s) for the decision. If a decision is not made within 30 days of the date of appeal, full eligibility will be given until a decision is made.
- Applicants may reapply for service at any time if there is a change in their functional mobility.
- Requests for appeal should be made in writing to:

Executive Director
Fayette Area Coordinated Transportation
825 Airport Road
Lemont Furnace, PA 15456

TRANSPORTATION RIDE POLICIES

FACT's Transportation Policies are designed to ensure that FACT does not discriminate on the basis of race, color, sex, age, religion, national origin, ancestry, marital status, physical or mental handicap, or economic status. Any actions taken for policy violations shall be derived from evidentiary facts and deemed to be in the best interest of safety and security for public and employees.

Title VI Policy

Fayette Area Coordinated Transportation (FACT) gives public notice that it complies with Title VI of the Civil Rights Act of 1964 and all related statutes. Title VI provides that "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." FACT operates its programs and services without regard to race, color, and national origin (includes limited English proficiency) 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 FACT.

Additional information including complaint procedures and forms can be obtained on FACT's website www.factbus.com; by calling 724-628-7433; or visiting our administrative office at 825 Airport Road, Lemont Furnace, PA 15456.

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave. SE, Washington, DC 20590.

Alternative Communication Policy

FACT provides several options to assist with communications with individuals that do not speak English

including bilingual staff and contracting with Language Line Services. Upon request, key documents can be translated into another language.

For individuals who are hearing or sight impaired, FACT encourages customers to utilize PA Relay Service by calling 711 or call using TTY 1-866-874-3972. Upon request, FACT will provide documents in an alternative format.

All translation and interpretation services as well as documents in alternative formats are free of charge.

No-Shows and Late Cancellations Policy

The purpose of this policy is to ensure that FACT provides efficient shared ride services and to reduce the negative impact of no-shows and late cancellations on the service to other passengers.

No-Shows are recorded each time a shared ride customer makes a late cancellation, forgets to cancel, declines their trip at the door, or is not available for pick-up for their scheduled trip. A pattern or practice of excessive No-Shows *may* result in suspensions of service as outlined below.

A No-Show is a trip that has not been canceled at least two (2) hours prior to the scheduled pick-up time and the FACT driver arrives at the pick-up location and no one appears for the ride. FACT's driver will notify FACT's office and wait for five minutes to confirm the no-show.

Customers of all programs *except* ADA Complementary Paratransit Services who are no-shows for the initial scheduled trip will automatically have their return trip cancelled and be charged with one no-show, not two. A rider that schedules an ADA Complementary Paratransit trip that is a no-show for the initial scheduled pick-up, the return trip will not be automatically cancelled and as such, the rider must cancel the return trip. If the no-show rider does not cancel the return trip, the rider will be charged with another no-show.

No-shows for reasons that are beyond the passenger's control will not be counted. Examples of excused no-shows include, but are not limited to; illness, accident, family emergency, personal care attendant did not arrive on time, rider's mobility aid malfunctioned, appointment cancelled by doctor's office too late to provide timely notification, FACT scheduling or operator error, etc.

Sanctions could be imposed if a pattern or practice of no-show occurs. A pattern or practice involves intentional, repeated or regular actions, not isolated, accidental, or a singular incident.

A pattern or practice of no-shows will be determined by reviewing a customer's no-shows monthly. A pattern or practice may be indicated if there are at least (five) or more no-shows within a thirty-day period and no-shows are 25 percent or more of all trips the customer scheduled and it is in excess of the average passenger no-show rate for the month. After each month, the record is cleared.

Sanctions:

- 1st Occurrence – the customer will be contacted (phone or letter) and advised that he/she violated FACT's No-Show Policy.
- 2nd Occurrence – 1-day suspension
- 3rd Occurrence – 3-day suspension
- 4th Occurrence – 5-day suspension
- 5th Occurrence – 7-day suspension

Passengers can contact FACT to appeal no-show sanctions. The customer will be provided an appeal form to complete. The form must be completed and submitted to FACT within ten (10) days of the no-show/late cancellation violation. A decision will be made within ten (10) business days and sanctions will not be imposed until the decision of the appeal is rendered in writing.

Reasonable Modifications to Policies and Procedures

FACT may make reasonable modifications to policies, practices, procedures and/or programs that allows people with disabilities to have equal access to its programs, services, and activities. FACT will make reasonable modifications when necessary to ensure access to transit services for qualified individuals with disabilities.

An individual is eligible to be considered to receive a reasonable accommodation if that individual has a disability in the form of a physical or mental impairment that limits the performance of one or more major life activities, has a record of impairment, or is regarded as having such impairment.

A request may not be granted if:

- It would fundamentally alter the nature of the public transportation service, program, or activities;
- Granting the request could create a direct threat to the health or safety of other passengers;
- Granting the request would create an undue financial or administrative burden for FACT; or
- The individual with a disability is able to fully use FACT's transit service without the accommodation being made.

Process to request reasonable modifications is as follows:

- Requests should be made as far in advance as possible.
- Requests should be as specific as possible and include information on why the requested modification is needed in to use FACT's services.
- FACT prefers requests to be made in writing or by email, but FACT will accept a request by phone if needed. Requests should be directed to FACT's Transportation Information Manager, 825 Airport Rd, Lemont Furnace PA 15456 or via website.
- If a phone request is made and FACT's Transportation Information Manager is unavailable, the request will be directed to a designee. Phone requests to FACT must be made during normal business days and hours of operations of FACT's administrative offices (currently Monday-Friday, 8:00 AM to 4:30 PM).
- "On-the-spot" requests will be accepted for circumstances that may arise while utilizing FACT's transportation services by making a request to the driver. Such requests should be made as soon as the circumstance is made known to the requestor. The driver may make the determination or request a decision of a supervisor dependent upon the situation.
- All requests/documentation shall be maintained in a designated file at FACT's administrative offices for a minimum of five (5) years from date of request.

FACT will make every effort to engage in a good faith interactive process with the customers to determine what, if any modification can be made. FACT will take, to the maximum extent possible, any other actions that may be available to them to ensure that the individual with a disability receives the services or benefits provided by FACT that would not result in a direct threat or fundamental alteration.

FACT will notify the customer in writing if the modification is denied and indicate the reason for the

denial, an alternative modification if available and describe the process to appeal the decision. Appeals of decisions are made using FACT's ADA protest procedures.

Service Animals

Service animals and service animals in training are permitted on FACT vehicles. There is no fee for the service animal. It is the responsibility of the rider to have the service animal under control at all times.

Wheelchair and Scooter Policy

FACT can safely accommodate the majority of wheelchairs and scooters on its fixed route and shared ride vehicles. Wheelchairs and scooters must not exceed the manufacturer's specifications for weight, length and/or width of the lift. The manufacturers' specifications for the lifts on FACTS' vehicles vary. The smallest lift can transport an occupied wheelchair of 800 pounds, 30 inches wide and 48 inches long. The largest lift can accommodate a combined weight of 1,000 pounds with dimensions no greater than 33 inches wide and 53 inches long. Riders are encouraged to contact FACT with any questions regarding the capacity of the lifts.

Wheelchairs, scooters or similar mobility devices must be secured at all times.

Wheelchair users are strongly encouraged but not required to back onto the wheelchair lift as described by the manufacturer.

Ambulatory riders who are unable to use the vehicle steps are permitted to use the ramp/lift to board the vehicle provided they can stand without assistance and hold onto the handrails.

Medication and Transporting Other Life-Support Equipment Policy

Riders are permitted to travel with respirators, concentrators, portable oxygen, and some other life-support equipment provided transporting such equipment does not violate laws or rules related to transporting hazardous materials or substances.

Prohibition of Violent, Serious Disruptive or Illegal Behavior

When riding a FACT's vehicles or on FACT's properties, an individual's conduct will not be accepted, nor allowed, that is violent, seriously disruptive, or illegal. FACT will not transport a person who poses a direct threat or significant risk to the health or safety of others.

FACT will not refuse to provide service to an individual with disabilities solely because the individual's disability results in appearance or involuntary behavior that may offend, annoy, or inconvenience employees or other riders. In addition, FACT will make every effort to resolve an issue with the rider and/or the rider's personal care attendant.

Examples of the violent, seriously disruptive, or illegal conduct include, but are not limited to, the following:

- Disrupting the driver while he/she is driving the vehicle.
- Engaging in any conduct or activity that represents a danger to himself/herself or others.
- Making physical or verbal threats to the driver or to other passengers. Such threats may be either verbal or written.
- Damaging or destroying vehicle equipment or any employee's or passenger's property.
- Getting out of the seat while the vehicle is in motion or while the trip is underway.

- Refusing to wear a seat belt.
- Smoking, consuming alcoholic beverages or any illegal substance while on board FACT's vehicle.
- Disrupting other passengers.
- Disrobing.
- Swearing, name calling and/or abusive language.
- Personal Hygiene condition, resulting in a public health hazard as categorized by the Centers for Disease control.

TRANSPORTATION SERVICE GUIDELINES AND POLICIES

- FACT is not an "emergency" or an ambulance service.
- During severe inclement weather, FACT will not transport clients if deemed unsafe.
- If a client cannot be left unattended, it is the responsibility of the care giver to make the necessary arrangements to have someone at the drop-off point when the driver gets there. It is the caregiver's responsibility to be available as soon as the bus arrives.
- FACT drivers are authorized to transport only those clients for whom reservations were made. If you have a personal care attendant, escort and/or companion, you must advise FACT's office when you schedule the trip.
- Clients must provide their own personal care attendant or escort or be capable of independently accessing the vehicle in a timely fashion.
- FACT drivers will assist customers with lifts, ramps and securement systems. Drivers are not required to assist clients in or out of buildings or up/down steps.
- FACT drivers are not permitted to enter homes to assist customers.
- FACT drivers must be able to keep their vehicles in view at all times and cannot leave their vehicles unattended.
- Customers must arrange for a pick-up at a location that is safe and cleared of any and all material that may impede movement of a rider or vehicle. FACT's vehicle will stop as close as possible to the pick-up point.
- FACT drivers will use driveways, alleys and streets that are approved by FACT staff, but will not drive over curbs, sidewalks, or yards.
- Clients must have accessible walkways and/or a ramp system to enable them to access the vehicle.
- Riders must be at the scheduled pick-up point and must be able to get to that point without the assistance of FACT's driver. Customers who need help must make arrangements for the help they need in order to get to and from the pick-up point.
- FACT drivers are authorized to stop only for scheduled destinations. Any destination must be prearranged through FACT's office.
- Customers must be responsible for and be able to handle any item such as packages, groceries, etc., that are brought onto the vehicle. Drivers are not responsible for packages.
- Eating, drinking, or smoking is prohibited on FACT's vehicles.
- Customers who are required to pay a fare must have the exact change and pay upon boarding the vehicle.
- Customers that are using the service for an appointment must provide a return trip time even if it is an approximate time. If the approximate time changes, customers must contact FACT as soon as possible.

- Customers need to notify FACT's office to cancel any scheduled trips. If you need to cancel your trip, please call FACT's office as soon as you know you will not be taking the trip, but at least two (2) hours before your scheduled trip time. If not, it will be considered a no-show (see FACT's No-Show Policy). FACT's office needs to be notified of all cancel trips including MATP customers with a trip or return trip that connects in another county. It is YOUR responsibility to cancel ANY scheduled trip.
- Cancellation messages may be left on FACT's office voice mail. Be sure to give the name of the client who is on the trip.
- Customers are responsible for notifying FACT's office of any address or phone number changes as soon as possible.

CUSTOMER SERVICE AND COMPLAINT PROCESS

Managing client complaints and promptly resolving service issues are extremely important parts of the on-going administration of FACT.

FACT strives to efficiently handle client complaints in the following manner:

- Identify the problem and parties involved
- Contact persons involved
- Notify the appropriate staff of the complaint
- Discuss the complaint with the persons involved
- Compile information and resolve complaint
- Respond in a timely manner to appropriate staff and other persons involved in the resolution.
- Respond to client complaints within five (5) business days.

If you have any questions, call FACT at (724) 628-7433. Information is also available on our web site @ www.FACTbus.com.