

What is the Rural Transportation Pilot Project for Persons with Disabilities?

This program provides shared ride services to qualified persons with a disability as defined by the Americans with Disability Act (ADA).

Transportation will be provided at a discounted rate. This program was developed to evaluate the possibility of establishing a statewide program to serve qualified individuals in rural areas of Pennsylvania. Locally, Fayette County participates in this Pilot Program.

Funding

This program is made available through Pennsylvania Department of Transportation



Who can use this service?

Any qualified resident of Fayette County between the ages of 18 and 64, having a verified disability as defined by the ADA, either temporary or permanent. The program discount does not apply to public fixed route bus service and ADA complimentary Para transit services.

Trips will be scheduled Monday through Saturday

No. Once a trip has been established through the reservation, it cannot be changed, other than to cancel it.

What if I cannot make it to my scheduled ride?

To avoid charge, cancellations *must* be called into the FACT office at least two (2) hours in advance of the scheduled appointment time. You may cancel as many times as you like without penalty. If you fail to notify us, you will be considered a no-show. The first time this happens you will be given the courtesy of no penalty. The second time you will be required to pay the full fare of the trip before any other ride reservation can be made.

What if I have a complaint?

If you are unhappy with your shared ride experience, please share that information with us. We accept, investigate and follow through on consumer reports as part of continuous quality improvement. Complaints are accepted in person, by phone or in writing to our FACT office. There is also a suggestion box in the FACT Transit Center lobby and you can place your suggestion there. For a complaint to help improve service, it must be relevant, timely and complete. We will try to respond to your concerns promptly.



Transportation for People with Disabilities

Frequently Asked Questions



"Striving Harder to Get You Farther"

How do I sign up for the program?

If you feel that you may qualify and would like to participate in this program, you must complete an eligibility and registration form. These forms are available by calling 1-800-321-RIDE, from our website www.FACTbus.com or other agencies that deal directly with persons with disabilities. You will also need to provide written verification that you are a person with a disability. If you do not have any written verification, we can send you a certificate of disability form to be completed by a professional who is familiar with your situation.

How do I schedule a trip?

Once you have been notified that you are eligible, call FACT at 724-628-RIDE. Reservations can be made up to 14 days in advance, but you need to call us by 2:00PM at least one working day before the day you wish to travel. If you want to travel on a Monday, you need to make a reservation the prior Friday. When you call for a reservation, please be prepared to tell us who you are, when you want to travel (date and time), and where you'd like to go. If you have any special travel needs or require the assistance of an escort or a PCA, please inform a transportation information specialist at the time you make your reservation. Don't forget to ask what the fare will be, so you can have the exact change available.

How much does it cost to take a trip?

If eligible, you will receive an 85% discount on the shared-ride service fare. You will be responsible to pay the 15% of the fare when boarding the transit vehicle. You will be required to have exact change for your fare. Be certain to ask the amount of the fare when you make your reservation. Fixed route services are considered to have reasonable fares, so the 85% discount does not apply to these routes. Only shared-ride services are eligible for the discount.

Can someone accompany me on my trip?

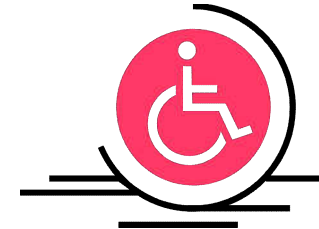
Yes, but they may need to pay the full fare for the trip. If you need an escort or a personal care attendant to safely assist you when entering or exiting the vehicle, then they may qualify to ride free with you. We do not provide escorts or PCA. If you want someone just to come along with you as a companion, they must pay full fare for the trip. Certified guide and service dogs may travel with you on the public transportation vehicle.

Fayette Area Coordinated Transportation

825 Airport Road
Lemont Furnace, PA 15456
Phone: 724-628-RIDE
Fax: 724-628-7468
Email: info@factbus.com

Where can I go?

You can travel anywhere that shared-ride buses go. You can go to work, go shopping, visit a friend, go to a doctor's appointment or do anything you would like to do. You may travel Monday through Saturday from 7:00AM to 5:00PM and Sunday 7:00AM to 1:00PM. This is a curb-to-curb service. You will be picked up at your home, transported to your destination and then returned to your home.



When can I travel?

Trips will be scheduled Monday through Saturday from 7:00AM to 5:00PM and Sunday 7:00AM to 1:00PM, excluding the following holidays: New Years Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. Some trip times and destinations may only be available on a limited basis. You may need to be flexible in terms of when and where you travel. If a trip is not available when you want it, ask what times are available. Shared Ride service is not like one person taking a taxi. The availability of trips depends on the number of vehicles in an area and on other trips that are scheduled.