

What if I have a complaint about service?

If you are unhappy with your ADA Transportation experience, please share that information with us. We accept, investigate and follow through on consumer reports as part of continuous quality improvements. Complaints are accepted in person, by phone or in writing. There is also a suggestion box in the lobby of the FACT Transit Center.

Customer Service Hours: The FACT Transit Center is open and Transportation Information Specialists are available to answer telephone calls at 724-628-7433 from 8:00 a.m. to 4:30 p.m. Monday through Friday.

FACT Transfer Center is open Monday through Friday 8:00 a.m. to 4:30 p.m.

Mission Statement: Fayette Area Coordinated Transportation (FACT) is fully committed to providing all Fayette County residents with quality public transportation services, regardless of age, income or mobility restrictions.



Fayette Area Coordinated Transportation A division of the Fayette County Office of Human & Community Services

Main Location:
825 Airport Road
Lemont Furnace, PA
15456

Transfer Center:
111 Transit Drive
Uniontown, PA 15401

Phone: 724-628-7433
Toll Free: 1-800-321-7433
Fax: 724-628-7468
Email: info@factbus.com
www.FACTbus.com
TTY: 1-800-654-5984

FACT GOLD

Transportation
for
Americans
with
Disabilities



*We're Striving
Harder to Get
You Farther !*

What is it?

FACT Gold is FACT's specialized transportation for people with disabilities who can't use regular fixed route service. If your trip origin and destination are within 3/4 mile of a bus route, we will pick you up in front of your door and drop you off in front of the door of your destination.

Who is eligible?

- People who cannot "board, ride, or disembark from" an accessible vehicle.
- People who because of a physical or cognitive impairment, cannot "navigate the system".
- People who cannot get to the bus stop.

How Do I Apply?

Call 724-628-7433 or stop in the FACT Transit Center located at 825 Airport Road, Lemont Furnace for your application and to request further information.

Can someone accompany me on my trip?

Personal Care Attendants are allowed to ride free. Companions may ride at the same fare (twice the regular fixed route fare).

How do I schedule a trip?

Once you have been notified that you are eligible, call FACT at 724-628-7433. Reservations can be made up to 14 days in advance, but you need to call by 2:00PM one day before the day you wish to travel.

When you call for a reservation, please be prepared to tell us who you are, when you want to travel (date and time), where you would like to be picked up and where you would like to go.

The call taker will give you a pick-up time and instruct you to be ready a half an hour before and a half an hour after your scheduled appointment time.

If you have any special travel needs or require the assistance of a personal care attendant, please inform us at the time of reservation.

Please ask what your exact fare will be, so you can have the exact change available at the time of the trip.

When and Where can I travel?

ADA services is provided on the same days and times as regular fixed route service.



What if I cannot make it to my scheduled ride?

You must contact the FACT office at least **2 hours** before your scheduled appointment time 724-628-7433 and inform us that you must cancel your trip.

How much does it cost to take a trip?

Fares are based on one-way trips and range from \$1.90—\$3.70. Please contact the FACT Transit Center for the exact fare. All riders must bring **EXACT** fare when you ride. Sorry, our drivers cannot give change.

How do I appeal an eligibility decision?

Within 30 days after the determination of ineligibility, you should file a complaint in writing to:

Director

FACT

825 Airport Road

Lemont Furnace, PA 15456

You have the opportunity to submit your appeal in person to the Director and representatives of the County's Transit Department. Transportation will be provided by FACT. Reservations for these trips are to be made according to normal procedures listed in the brochure.

Please contact Fayette Area Coordinated Transportation (724-628-7433) to obtain a full copy of the County's Protest Procedures.