

MISSION STATEMENT Our mission is to serve the people of Fayette and Madison Counties by planning, providing and maintaining a safe, efficient, reliable and accessible transportation system. As a service of Community Action Commission of Fayette County, FMT operates it's service without regard to race, color, and national origin in Accordance with the TITLE VI of the Civil Rights Act.

For ADA and Title VI complaints, request Joy Stanforth, Transit Director

Fayette Madison Transit
740-335-9628

Monday-Friday 8:00am-4:30pm
jstanforth@cafayettecounty.org

Fayette County Transportation Complies with Civil Rights Laws and Regulations

You will find on our website complete copies of our Title VI and ADA Policies, including ADA Reasonable Modification Notice. www.cafayettecounty.org

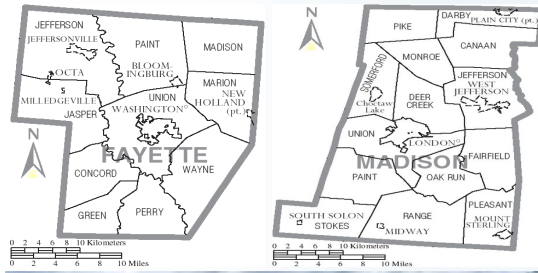
FAYETTE MADISON TRANSIT (FMT)

1400 US Route 22 NW
Washington Court House, Ohio 43160

Phone: 740-335-9628

Revised June 2024

Fayette Madison Transit FMT MADISON COUNTY INFORMATION PUBLIC TRANSIT SYSTEM *Demand Response Service & PDR*



WHO TO CALL

Fayette Madison Transit (FMT)
740-335-9628

TTY Voice Services is available thru Ohio Relay Services 1-800-750-0750

This brochure will be made available in alternative formats upon request.

Fayette and Madison County is the service area for Fayette Madison County. We travel outside of these counties to Medical Facilities or other appointment as needed. Call Dispatch to inquire about the cost of out of county trips. Advanced reservation is requested. 740-335-9628

TO SCHEDULE A TRIP

Call Dispatch at 740-335-9628

Trips can be scheduled for both Fayette and Madison County trips at this number, Monday-Friday 8:00am-4:00pm.

Madison County Days & Hours of Operation

Monday-Friday
7:00am — 9:00pm

FARES

Madison County Fares (All One Way Trips)

\$1.00 per general public passenger trips within the city of London

\$1.50 per general public passenger trips within Madison County

Out of County Trips is \$2.50 per mile.

Persons over 60 or with a disability may ride for half fare **with prior approval**. Ask Dispatch.

COAAA FUNDS

Limited Funds are available for individual 60 years of age or older for out of county medical trips for those who do not have Medicaid.

Local funds available for those 60 years of age or older to ride anywhere you please for any purpose, within Madison County until the funds run out. This benefit requires calling Dispatch and applying for these funds. Only requirement is age and approval.

740-335-9628

Personal Care Attendants (PCA)

Personal care attendants ride for no charge. A personal care attendant is someone who is designated or employed to assist a passenger. The dispatcher must be advised that a PCA will be riding with the passenger.

Passengers are permitted to use the ADA lift equipment to enter and exit vehicles.

Passenger Assistance Drivers may assist

passengers using mobility devices. Drivers are prohibited from entering homes, residences, or cross any thresholds, under any circumstances.

Walkways, pathways and ramps must be clean and clear of hazards, ice and snow. Drivers will not provide assistance if it is unsafe to do so.

The wheelchair lifts on our vehicles can lift a maximum of 800—1000 pounds. FMT reserves the right to refuse to transport passengers requiring lift assistance who exceed the weight restrictions on the lifts.

Oxygen securements available

Seatbelts/Mobility Aid Securement/Child Restraint Seats

FMT's policy is that **ALL** drivers and passengers, regardless of age or disability, wear seatbelts when seated in the transit vehicles. *All wheelchairs/scooters are to be secured with a four-point tie-down.*

*Infants and children under the age of eight (8), unless 4'9" or taller, must be in approved, properly used child safety seats while being transported. **The child safety seat shall be secured in accordance with the manufacturer's instructions in a child restraint system that meets the federal motor vehicle safety requirements. The passenger must furnish the child restraint seat and secure the child in a forward facing seat, excluding the front seat, in the vehicle. Drivers may assist the passengers.***

GENERAL PASSENGER INFORMATION

First Come First Serve. We have limited vehicles & drivers. It is advisable to schedule your trips as early in advance as possible

All of our vehicles are wheelchair accessible
Transit Services are open to the public
Eating, Drinking, Smoking, Vaping, etc is not permitted in our vehicles

FMT is not responsible for lost, stolen or damaged articles

Passengers Must have exact fare in cash. DRIVERS ARE NOT PERMITTED TO MAKE CHANGE

Drivers cannot accept schedule changes or schedule trips. You must call Dispatch
You will be given a 30 minute pick-up window when you schedule. Upon arrival the driver will only wait 3 minutes. You must be ready. Our schedules are tight.
Scheduled pick-up times, arrival times and departure times are subject to change due to traffic and weather conditions.

Passengers must by 15 to ride without an adult.

No-Shows/Cancellations

This policy is intended to address the actions by habitual abusers of service scheduling and provide clear protocols for addressing passengers who fail to show for their scheduled trip without properly canceling the trip.

DEFINITIONS: No-show – Any passenger who is unavailable for pick-up of a scheduled trip that has not notified Fayette County Transportation to cancel that trip. Trips in which passengers will not be picked up due to circumstances related to service will not be considered a no-show.

No-SHOW PROCEDURE: The [transit operator](#) will wait for passengers for 3 minutes beyond the early arrival pick-up time window. The transit operator will make reasonable attempts to locate the passenger. If the passenger cannot be located within the established 3 minutes, the transit operator will move on to next destination. Passengers who do not make themselves available within that window will be considered a no-show. The transit driver is to record the arrival time, departure time, and vehicle mileage on the Daily Manifest. Scheduled trips are to be cancelled at least one (1) hour prior to the time of the trip request. Any scheduled trip not cancelled within that window will be considered a no-show and will be logged as such. A no-show designation for a trip will be monitored to determine the habitual nature of no-shows associated with a passenger. Exceptions may be made for passengers who are unduly delayed due to medical appointments or procedures and other circumstances beyond their control. The passenger will be required to contact Fayette County Transportation as soon as practicable following the missed trip and a new driver will be dispatched as soon as possible if applicable.

HABITUAL NO-SHOW PROCEDURE Passengers who have no-shows equal to or greater than 25% of the scheduled trips in a thirty (30) day period will be provided a written warning. In order to be subject to a warning or suspension, a passenger must have booked a minimum of three (3) trips or more in a calendar month. Example: If a passenger books five (5) trips and no-shows 25% of the time, they will be in violation of the no-show policy and subject to the progressive corrective action plan. A passenger will be subject to the progressive corrective action plan only if both the minimum number of trips booked and the minimum number of no-shows are reached during a calendar month. All suspension periods will begin on a Monday.

The length of a passenger's suspension will adhere to the progressive corrective action plan as follows

First violation in a rolling 12-month period:
Verbal Warning

Second violation in a rolling 12-month period:
Final Warning Letter

Third violation in a rolling 12-month period: 7 days

Fourth violation in a rolling 12-month period: 14 days

Fifth violation in a rolling 12-month period: 21 days

Sixth and subsequent violations in a rolling 12-month period: 30 days

All penalties subject to appeals process. See full policy at www.cacfayettedcounty.org in the ADA Policy.

Unruly Passengers Disruptive, abusive or argumentative passengers will not be tolerated on our vehicles. This type of behavior is disrupting to other passengers and distracting to our drivers. Without placing themselves or the passengers in danger, drivers shall request the problem passenger to discontinue the behavior immediately. Passengers who continue objectionable activity shall be reported to the Dispatcher, and taken to the nearest public place and asked to leave the vehicle. The Dispatcher will determine to contact law enforcement or not. Continued or repeated misbehavior shall result in a Suspension of Service Review. The Transit Director or Safety Director will conduct the Suspension of Service Review. If warranted, the suspension of service will be from thirty (30) days to one (1) year.

Service Animals

Only Service animals are permitted to accompany individuals with disabilities in transit vehicles and facilities. When a trip reservation is made, passengers must notify the dispatcher that a service animal will accompany the individual.

ADVERSE WEATHER CONDITIONS

Passengers, drivers and public safety are our primary concern. During adverse weather conditions, every effort will be made to maintain operations. However, Fayette Madison Transit reserves the right to delay and/or cancel operations as necessary. Announcements concerning weather delays or cancellations will be made on Community Action Commission of Fayette County's face book page and website.

www.cacfayettedcounty.org

Complaints / Concerns

If you have any complaints or concerns you may call and ask to speak with the Transit Director or Supervisor.

Fayette Madison Transit
740-335-9628

Monday-Friday 8:00am-4:00pm