

**FACT STAFF**

**Director:** Michelle Grant Shumar

**Assistant Director:** Gina Mahoney

**Transportation Information Manager:**  
Ray McDonald

**Information Specialist II:** Cynde  
Clifford

**FACT is a department of the Fayette County  
Office of Human & Community Services**



Fayette County Commissioners:

Vince Zapotosky —Chairman

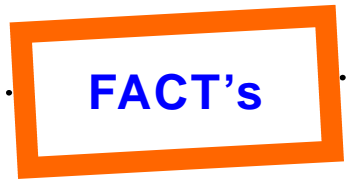
Vincent A. Vicites —Vice Chairman

Angela M. Zimmerlink —Secretary



**Contact Us:**

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**FACT's**



**Shared Ride  
Program**



*"Striving Harder to  
Get You Farther"*

**(724) 628-RIDE  
(7433)**

## **“Facts” about Shared Ride**

Shared Ride transportation is available to all residents of Fayette County. However, clients are encouraged to utilize public transportation wherever possible.

- The SW PA Area Agency on Aging, Inc. provides further subsidy so that persons 60 years and older ride FREE of charge to senior centers, adult day care centers, and respite centers.

To avoid charge, cancellations *must* be called into the FACT office at least two (2) hours in advance of the scheduled appointment time.

Eligibility for Shared Ride transportation must be determined by a representative of the FACT office. Once eligibility is determined, then, the client may schedule trips by contacting the FACT office.

Transportation services will be provided between the hours of 7:00 AM to 1:00 PM (Sundays only) and 7:00 AM to 5:00 PM (Monday-Saturday)

Reservations must be made at least one (1) business day in advance of the scheduled trip and before the (2) two o'clock hour.

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 pick-up time.

\* FACT shall provide transportation services to *all* individuals regardless of race, disability, age, sex, or religion.

The FACT staff will inform the client of the fare required for the trip when all arrangements are being made. It is the responsibility of the carrier to establish a procedure for collecting the fare.

Only clients pre-scheduled by the FACT office will be transported under this program.

Clients will only be transported to destinations which have been pre-authorized by the FACT office.

Trips across county lines within the Commonwealth will be approved only if the trips to out-of-county facilities are a part of an approved and clearly identified/specified operating plan.

The FACT Transit Center



## **Office Hours**

**Open: Weekdays 8:00 AM –4:30 PM**

**Closed: Weekends and Holidays**



## **Client Responsibilities**

Clients 65 and older will pay *only* 15% of the full fare. However, SW Area Agency on Aging will pay 10% for a medically necessary appointment for individuals 65 years of age and older. Thus, the client will be responsible to pay the remaining 5% of the fare.

The PA Department of Transportation will reimburse 85% of all fares. Clients are responsible for the remaining 15% upon boarding.

Shared Ride transportation does not pay any part of the costs or penalties of waiting time or no-show fees. These costs will be the responsibility of the client.

Any client who schedules transportation is responsible for the carrier's expense if he/she is not at the designated pick-up point at the appropriate time. No further transportation can be provided to the client under these circumstances until the carrier is appropriately reimbursed the standard no-show fee of \$8.00.

Clients age 65 or older, who have an ACCESS card from the PA Department of Public Welfare must request medical transportation through the "Medical Assistance Transportation Program" rather than the Shared Ride Program.

For out-of-county trips which require the driver to wait, an \$8.00 per hour fee will be charged to the client. Furthermore, if the trip involves several clients, the waiting time will be divided among them.