

***FAIRFIELD COUNTY TRANSIT SYSTEM***



***PASSENGERS GUIDELINES  
FOR  
TRANSPORTATION SERVICES  
(Rules and Requirements for Passengers)***

***FAIRFIELD COUNTY TRANSIT SYSTEM  
Passengers Guidelines***

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### ***OVERVIEW OF THE FAIRFIELD COUNTY TRANSIT SYSTEM***

As a Department of Fairfield County Government operating under the authority of the County Administrator, the transit system is the provider of public transportation to person residing in Fairfield County. The Fairfield County Transit System (FCTS) is dedicated to providing viable public transportation services that are essential to the growth and economic development of the county and its people mobility needs. Our primary goal is to provide our residents with greater accessibility to healthcare, employment, education, public services and recreational activities.

The FCTS is a fare paying public system with all passengers having to pay or have their fares paid for by some other person or entity. Services are available Monday through Friday from early morning to late afternoon. The system provides route deviated services throughout Fairfield County and to selected destinations in the Columbia metropolitan area. The route deviated services allow the drivers to deviate from its route along the way to accommodate specific pick up or drop off request.

For more detailed route information, time schedules or other matters pertaining to public transportation in Fairfield County contact the  
Fairfield County Transit System  
1794 US Hwy. 321 By-Pass South  
(Post Office Box 1116)  
Winnsboro, South Carolina 29180  
(803) 635-6177 or 635-6178

Office hours 9:00a.m. to 5:00 pm (Dispatcher available at 7:00a.m.)

**Introduction:**

Fairfield County Transit System is responsible for the safety of all passengers utilizing our services. As passengers you rightfully expect safe, efficient and comfortable transportation services. And, our goal is to meet or exceed your expectations.

The welfare and safety of all passengers is a tremendous responsibility. And, therefore we will tolerate nothing less than all drivers being professional and courteous towards all passengers at all time. To ensure the safety of all passengers and drivers we deemed it necessary to put in written form, how we expect our passengers to conduct themselves while aboard a FCTS vehicle. Hopefully, these guidelines outlined in this booklet will benefit the transit system and you as our valuable customers. Our aim is to increase supportive rider ship and provide safe, reliable and comfortable transportation services to all passengers.

A copy of these guidelines will be given to all passengers who utilize the public transportation services.

## **AMERICAN WITH DISABILITIES ACT (ADA):**

The ADA is an extensive civil rights law designed to remove barriers that prevent individuals with disabilities from enjoying the same opportunities that are available to persons without disabilities.

A substantial part of the ADA covers transportation provided by public entities. In general, the law prohibits public entities from denying individuals with disabilities the opportunity to use transportation services, if the individuals are capable of using the system. It also prohibits public entities from providing services that discriminate against persons with disabilities.

The ADA requires drivers to assist and to be courteous to passengers with disabilities. All drivers must:

- Allow adequate time for passengers with disabilities to board and alight the vehicle.
- Permit passengers with disabilities who do not use wheelchairs, including standees, to use the lift.
- Secure mobility devices using the available securement system. If the passenger's mobility device cannot be secured, explain to the passenger that he or she is not secured. If passenger still wants to be transported, we must transport.
- Permit passengers with disabilities to travel with respirators or a portable oxygen supply.
- Permit all service animals to accompany passengers with disabilities on your vehicle.
- Announce all transfer points. All announcements must be made in clear understandable voice with sufficient volume to be heard in the rear of the vehicle.

## **PASSENGERS ASSISTANCE AND SERVICE:**

Of all the things we do as a transportation provider, the way the driver interact with you, our passengers, will have the most influence on your attitude toward FCTS. Our goal is to maintain a favorable image. One discourteous, irresponsible act can create an unfavorable image for all FCTS employees. All drivers are required to:

- Be courteous and respectful to all passengers.
- Offer assistance to every passenger and make the ride safe and comfortable.
- Stop to pick up passengers at all points designed by the route requirements.
- Allow passengers to be discharged at any safe place along the designated routes.
- Ensure that passengers properly secure all baggage, packages, and other items to avoid any possible injury that could result from falling or shifting baggage.
- Answer questions politely and completely. But for safety reasons, they must avoid lengthy discussions with passengers while the vehicle is in motion.

### **Passengers Escorts:**

Transportation is a valuable service and we want our community to benefit from the services provided. We are concerned about the personal well-being of our residents and will try to do everything possible to be helpful and supportive of passengers needs. Due to various limitations, some passengers can not utilize the transportation services without assistance beyond what the drivers can provide. For those circumstances FCTS will authorize an escort to travel with the passenger.

Escorts are required to be 15 years of age or older, mentally and physically able to assist the passenger. It is the passenger's responsibility to provide his or her own escort. Once the determination for an escort has been made, transportation services may be denied if the passenger does not have an escort available at the scheduled pickup time.

If services are denied based on the availability of an escort, we will assist within limits, to help the passenger arrange another form of transportation.

## **PASSENGERS PERSONAL CONDUCT:**

To ensure that each passenger has a safe and comfortable ride, we must ask all passengers to conduct themselves in a courteous and respectful manner. One discourteous, irresponsible act helps to create an unpleasant atmosphere and disrupts the comfort of other passengers. All passengers are asked to:

- Be courteous and patient with the driver and other passengers.
- Use respectful language and tone of voice.
- Not play music without using earphones.
- Not distract the driver in any way or interfere with his or her ability to control the vehicle.
- Not bring animals other than service animals needed to accompany you with disabilities on the vehicle.
- Call in your trip cancellation no later than two (2) hours before scheduled pick-up time, if possible.
- Not litter the vehicle.

The driver will report violations of these rules to the appropriate staff for possible suspension of ridership privileges.

## **PASSENGER SAFETY:**

The welfare and safety of all passengers is our foremost responsibility. All precautions will be taken to ensure the safety of our passengers. For safety reasons:

- FCTS requires the use of safety restraints and child safety seats on all vehicles. The appropriate safety restraint devices must be utilized by all passengers being transported. This policy will be strictly enforced.
- Smoking on vehicles is prohibited. All smoking materials must be extinguished before boarding any FCTS vehicle.
- No alcoholic beverages, narcotics, or other intoxicants are allowed on vehicles.
- Fighting, or other disorderly conduct which may be offensive or cause discomfort to other passengers will not be permitted. The nearest Law Enforcement Official will be summoned if necessary.
- The possession or carrying of any instrument considered by law as a weapon is prohibited.

Drivers are authorized to refuse transportation to any person conducting themselves in a manner objectionable to other passengers. Violations of the policies could result in possible suspension of ridership privileges.

## **SUSPENSION OF SERVICES:**

All passengers and escorts are required to follow the rules and guidelines contained in this booklet. Violations of the rules and guidelines can result in the suspension of ridership privileges. An incident report must be completed by the driver in order to document the violation.

All incident reports will be submitted to the Director for review. If the violation is serious enough to warrant suspension of services, the suspension request will be forwarded to the County Administrator for final approval.

### **Guidelines for Suspension**

#### **First Offense:**

- Passenger will be informed that he/she is in violation of transportation guidelines and that all guidelines must be followed to continue use of this service.
- Passenger will be given a copy of the Passengers' Guidelines for Transportation Services and document the occurrence on an Incident Report
- If there is no change in the passenger's behavior, the dispatcher will be contacted for help.

#### **Second Offense:**

- Passenger will be informed that he/she is in violation of transportation guidelines and that all guidelines must be followed to continue use of this service.
- Passenger will be given a copy of the Passengers' Guidelines for Transportation Services and document the occurrence on an Incident Report
- If there is no change in the passenger's behavior, the dispatcher will be contacted for help.
- An Administrative Staff will contact the passenger to discuss the importance of following the guidelines and to resolve whatever issues there may be.



### **Third Offense:**

- Passenger will be informed that he/she is in violation of transportation guidelines and that all guidelines must be followed to continue use of this service.
- Passenger will be given a copy of the Passengers' Guidelines for Transportation Services and document the occurrence on an Incident Report
- If there is no change in the passenger's behavior, the dispatcher will be contacted for help.
- An Administrative Staff will contact the passenger to discuss the importance of following the guidelines and to resolve whatever issues there may be.
- If there is no change in the passenger's behavior, the dispatcher will be immediately notified and ask for further assistance and the occurrence will be documented on an Incident Report.
- The Director will contact the passenger to discuss the seriousness of their violation of transportation services. If the issue remains unresolved, the passenger will be informed that suspension of services will be initiated.

The guidelines above allows you as a passenger, three (3) violations of the rules and regulations, that have been established to ensure your safety and welfare as a passenger before suspension of ridership will be initiated. However, please understand that we are insistent about the safety and well-being of our employees and passengers. Therefore, the seriousness of a first violation could result in the suspension of ridership privileges.

### **COMPLAINT:**

If you have any problems with the services you received, please do not hesitate to call or come by our office. You can also obtain a copy of our complaint form from any driver. All efforts will be made to resolve all complaints as quickly as possible. If the complaint cannot be resolved by the Transit Director, a meeting will be scheduled with the complainant and the County Administrator.

**FAIRFIELD COUNTY TRANSIT SYSTEM  
PASSENGER COMPLAINT FORM**

Date of Complaint \_\_\_\_\_ Route # \_\_\_\_\_

Driver's Name \_\_\_\_\_ Time of Incident \_\_\_\_\_

**COMPLAINT:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

How do you think this can be resolved?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Passenger's Signature

Passenger Name \_\_\_\_\_ Address \_\_\_\_\_

Telephone # \_\_\_\_\_

**WITNESSES:**

Name \_\_\_\_\_ Address \_\_\_\_\_

Telephone # \_\_\_\_\_

Name \_\_\_\_\_ Address \_\_\_\_\_

Telephone # \_\_\_\_\_

**OFFICE USE ONLY**

Date Complaint Received: \_\_\_\_\_ Time Complaint Received \_\_\_\_\_

How was the Complaint Made? \_\_\_\_\_

(In Person, Telephone, Complaint Form)

Action Taken:

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Staff Signature

If complainant was contacted:

Date of Contact \_\_\_\_\_ Time of Contact \_\_\_\_\_

Resolution/Additional comments:

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