

# F.A.M.E. Service Description

## Basic Eligibility Description:

Freedom And Mobility Express (FAME) is an ADA complementary paratransit service operated by Greater Glens Falls Transit (Dept. of the City of Glens Falls, NY) Eligibility is determined through an application process and is based on a functional determination rather than a medical diagnosis. Persons are not qualified or disqualified on the basis of a specific diagnosis or disability. Instead, an individual will be certified as FAME eligible if there is any part of GGFT's public transit service that cannot be used or navigated by that individual because of their disability. Determinations of eligibility are made by GGFT staff based on the application materials submitted by an applicant and their designated health care professional. Any applicant denied eligibility may appeal that decision.

## Service Area:

All FAME pick-up and drop-off locations must be located within  $\frac{3}{4}$  mile of a GGFT fixed route bus service.

## Service Hours:

Within the defined service area, FAME service is available to specific locations based upon the hours and days that GGFT fixed route bus service is available to that area. For example, if the last scheduled fixed route bus to an area is at 3:15pm FAME may not schedule a drop-off in that area later than 3:15pm. Generally, GGFT's overall operating hours are Monday through Friday 6:00 a.m. to 6:00 p.m. and 8:00 a.m. to 6:00 p.m. on Saturdays. (Please note that these service times do vary somewhat depending on where you live.). FAME service is generally curb-to-curb in nature; however, the driver will provide door to door assistance when needed. The driver cannot provide assistance beyond the front door(s) or a passenger's origin or destination.

## Reservations:

Reservations may be made from one to fourteen days in advance of a desired travel date, by calling 792-1085 Monday through Friday between 9:00 a.m. and 3:30 p.m. Reservations can be accepted over weekends when the office is closed by calling and leaving details of the reservation request as a recorded message. When calling to make a reservation, please be ready to provide the following information:

1. Your name (have approved ADA paratransit eligibility)
2. Pick-up location (Street address and/or nearest intersection)
3. Drop off address
4. Time of pick-up request and appointment time if applicable.
5. Confirmation if you will have a personal care attendant with you or not.
6. Time of return request.
7. Contact phone number

When your reservation is confirmed, you will be given an approximate pick-up time. This time represents an estimated time only. **The FAME bus may arrive**

**anywhere from 15 minutes before or after the time indicated.** This is due to traffic, weather, etc...If you are not ready, the bus may have to leave to pick-up another passenger and you could lose your reservation for that day. Repeated delays and/or trip cancellations could jeopardize your future FAME eligibility. Trip cancellations can be made by calling the above number **at least 2 hours** before a scheduled trip. If you fail to cancel within the time frame, you may be billed for a round trip fare. Your cooperation on this issue is greatly appreciated as other passengers will have greater accessibility to use the FAME service when you call ahead to cancel.

**Fares:**

*FAME Passengers:*

Base Fare is \$2.00 per one-way trip, \$4.00 for a round trip. An additional \$1.00 charge will be added each way to certain trips that would require a transfer if the passenger was using the regular GGFT fixed route service. In these cases a one-way trip fare is \$3.00, and a round trip fare is \$6.00.

Please note that a \$2.00 or \$3.00 fare will be charged for *each destination*. For example, a trip from a residence to a store with a stop at a bank in between is charged \$2.00 to \$3.00 for each stop. Additional information about this will be provided when a reservation is taken. Please be sure to have the exact fare. Drivers cannot make change. FAME ride Tokens are also available for advance purchase for passenger convenience.

*Personal Care Attendants (PCA's):*

If you require a personal care attendant (PCA) to travel with you for assistance, your attendant may ride free of charge. Please note however that the need for a PCA must be documented as part of your FAME application. Your ID card will verify that you need to travel with a PCA when you use the FAME service. If your application indicates a need for a PCA, a PCA must travel with you whenever you use the FAME service

*Companions*

Space for travel companions will be reserved on a space available basis. Companions need not be FAME eligible riders, but they must have the same pick-up and drop-off locations and pay the same fare as the FAME eligible rider.

**Vehicle scheduling:**

FAME is a public transportation service. Scheduling will be done so as to maximize the number of passengers that the service can transport. For this reason, your trip may not always be a direct route from your pick-up point to your destination. Further, you may be asked to accept an alternative travel time up to one (1) hour before or one (1) hour after your initial reservation request.

Drivers cannot take or cancel a reservation. This type of communication is to be made by calling the office of GGFT directly.

***FAME services are sponsored and operated by Greater Glens Falls Transit, 495 Queensbury Ave. Queensbury, N.Y. 12804. Our telephone number for FAME services is 792-1085. We would like to hear your comments and suggestions on our services. Thank you.***