



LOGAN PUBLIC TRANSIT



MISSION STATEMENT

Our mission is to serve the people of Logan by planning, providing and maintaining a safe, efficient, reliable and accessible transportation system.

Funding provided by:

Federal Transit Administration

Ohio Department of Transportation

City of Logan

HAP Community Action

American Recovery and Reinvestment Act

1005 CIC Drive
Logan, OH 43138
Phone: (740) 385-6999
Email: rog@hapcap.org
Dated: January 2010

Hours of Operation

Monday through Friday

8:00 a.m. to 5:00 p.m.

Closed Saturday and Sunday

Closed all national holidays

(740) 385-6999

TTY VOICE SERVICES IS AVAILABLE
THROUGH OHIO RELAY SERVICE
1-800-750-0750

Alternative formats of this brochure
are available upon request.

FARES:

For rides requested 24 hours in Advance:

- General Public \$2.00.
- Children (12 and under) \$1.00
- Elderly (65+) \$1.00
- Disabled \$1.00
- **Fare is double for rides requested same-day.**
- Passengers will be charged \$1.00 if transporting more than 5 bags, and an additional \$2.00 for a whole grocery cart.

To receive the elderly or disabled rate, riders must present a discount identification card. To acquire a card, senior citizens must complete an application and show proof of age, those with disabilities must complete an application and have it signed by a certified health professional. Contact the Transportation Services Manager at 385.6813 for more information.

SERVICE AREA

Logan Public Transit can make stops anywhere in Logan and 2 miles beyond. This means we can provide service out Chieftain Drive to the elementary school at Rt. 33, Highland Park, Village of Enterprise, Lake Logan, Jack's Steak House, Stevelts' Veterinary Clinic, 2 miles out Stagecoach Road (2 miles starts at Down's Bait Shop).

SCHEDULING

To schedule a ride, call Logan Public Transit at 385.6999 between 8:00 am and 5:00 pm Monday through Friday. 24 hour advanced notice is required.

TICKETS

Trips may be paid for in cash or with \$1 or \$2 tickets available for purchase from Logan Public Transit. Tickets will be treated the same as cash—patrons are still be responsible for covering extra charges including those associated with making multiple stops or transporting more than 5 grocery bags.

CONTRACTS

Under contract Logan Public Transit can offer services outside its regular service area *and* hours of operation. Contact the Transportation Services Manager at 385.6813 for more information.

ADVERSE WEATHER CONDITIONS

Every effort will be made to maintain operations during adverse weather conditions, however, safety is our primary concern. Therefore, Logan Public Transit reserves the right to delay or cancel service. Passengers with appointments will be notified of delays or cancellations. Changes in service will also be announced on 98.3 FM.

PERSONAL CARE ATTENDANTS

A Personal Care Attendant (PCA) is someone who is designated or employed to assist a passenger. PCAs ride at no charge. The dispatcher must be informed that a passenger will be accompanied by a PCA when the trip is scheduled.

SERVICE ANIMAL POLICY

Logan Public Transit permits service animals to accompany individuals with disabilities in vehicles and transit facilities. The dispatcher must be informed that a passenger will be accompanied by a service animal when the trip is scheduled.

PASSENGER ASSISTANCE

Service is curb-to-curb unless door-to-door is requested. Door-to-door service means that the driver will escort the passenger from the main entrance door of the origin to the main entrance door of the destination. Walkways, pathways and ramps must be clean and clear of hazards, ice and snow. **Drivers are prohibited from entering passengers homes.**

The wheelchair lifts on the vehicles can lift a maximum of 600 pounds. Logan Public Transit reserves the right to refuse service to passengers whose wheelchair puts their net weight over 600 pounds.

SEATBELTS, MOBILITY AID SECUREMENT AND CHILD RESTRAINT SEATS

Passengers are required to wear a seatbelt. Drivers will help those requesting assistance. Wheelchairs must be secured with a four-point tie-down. If the seatbelt is not long enough to be secured or the passenger has a medical condition which prohibits the use of seatbelts they will not be required to wear the seatbelt.

Children must ride in a safety seat until they are 4 years old and weigh at least 40 pounds. Children ages 4-8 who are no longer in a car seat must use a booster seat until they reach 4'9." Children and teens ages 8-15 who are not in booster seats must use adult seat belts.

PASSENGER EXPECTATIONS

Disruptive passengers will not be tolerated on Logan Public Transit vehicles. Unruly behavior is unfair to other passengers and a distraction to the driver. In the event that a passenger is disruptive the drivers will request that the problem passenger cease the behavior immediately. Passengers who continue objectionable activity will be reported to the dispatcher (who may contact law enforcement officials) and be taken to the nearest public place and asked to leave the vehicle. At the discretion of the Transportation Services Manager, disruptive behavior may result in denial of future service.

NO-SHOWS AND CANCELLATIONS

A no-show is when a passenger does not cancel and does not appear within five minutes of the vehicle's arrival at the point of pick-up, provided the vehicle arrives within the "on-time" service window (15 minutes before or after the scheduled pick-up time.)

A cancellation is when a client calls the dispatch office at least two hours before their scheduled pick-up to cancel a ride. You may leave your cancellation on the answering machine during non-business hours. Please provide the date and time of your call with your cancellation message. A ride cancelled less than two hours in advance will be considered a no-show.

No-shows and late cancellations cause service delays and denial of service to other passengers. Excessive no-shows and cancellations will be tracked by the dispatcher and treated in accordance with Logan Public Transit Policy.

QUESTIONS, CONCERNS AND COMPLAINTS

Questions, concerns and complaints should be directed to Transportation Services Manager Roger Stivison at 740-385-6813 ext. 2235 during our regular hours of operation. He can also be reached by email at rog@hapcap.org.

Logan Public Transit

GENERAL INFORMATION

Appointments must be made 24 hours in advance. Same day ride requests will be accepted on a time and space available basis at an increased cost.

- Vehicles will arrive within LPT's "on time service window"— 15 minutes before or after the scheduled pick up time.
 - Drivers will wait no more than 5 minutes for a passenger.
 - All transportation services are open to the general public.
 - All vehicles are wheelchair accessible.
 - Children under 12 must be accompanied by an adult.
 - Passengers must have exact fare, drivers are not permitted to make change.
 - Pets may be transported with the passenger in proper pet carriers only.
 - Eating, drinking and tobacco use are prohibited in all vehicles.
 - Logan Public Transit is not responsible for lost, stolen or damaged items.
-