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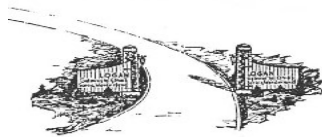
HAP Community Action

Additional Sponsorship provided by :



Alice Montgomery  
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Logan-Holl  
Foundation



The City of Logan

35188 Hocking Drive

Logan, OH 43138

Phone: (740) 385-6999

TTY 800.750.0750

Email: [rog.stivison@hapcap.org](mailto:rog.stivison@hapcap.org)

Date: July 2022



Logan Public Transit

service driven.

### Open to the general public

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

### Hours of Operation

Monday through Friday

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

Closed Saturday and Sunday

740.385.6999

TTY 800.750.0750

[loganpublictransit.com](http://loganpublictransit.com)

TTY VOICE SERVICES ARE AVAILABLE THROUGH

OHIO RELAY SERVICE

1-800-750-0750

Alternative formats of this brochure are available upon request.

## 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.\* Oxygen canisters can be carried, but must be secured.\* Children under 12 must be accompanied by an adult.\* Passengers must have exact fare.\* 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.

### QUESTIONS AND COMPLAINTS

For any questions or to file a complaint, please call Roger Stivison, Coordinator, at 740-385-6813 ext. 2235 or e-mail [rog.stivison@hapcap.org](mailto:rog.stivison@hapcap.org)

**Fares:** There are three fare zones. Zone 1 is The City of Logan and two miles beyond the City limits. Zone 2 consists of all areas outside Zone 1, but within the service area limits. Zone 3 is the rest of the County outside Zone 2.

### FARES:

For rides requested 24 hours in Advance:

- General Public in Zone 1 is \$2.00, Zone 2 is \$3.00 and Zone 3 is \$4.00.
- Children (12 and under) in Zone 1 is \$1.00, Zone 2, \$2.00 and Zone 3 \$3.00.
- Elderly (65+)Disabled/Veteran in Zone 1 is \$1.00, Zone 2 is \$2.00, Zone 3, \$3.00.
- Any rides that start or stop in different Zones pay the appropriate fare.
- **Fares are doubled for rides requested the same-day.**
- Passengers will be charged \$1.00 if transporting more than 5 bags of groceries, and an additional \$5.00 for a whole cart/additional items.

To receive the elderly/disabled/Veteran rate, riders must complete an application. Individuals over 65 must complete an application and show proof of age; those with disabilities must complete an application and have it signed by a health professional. Veterans - Proof of Service. Contact 740.385.6813 for more information.

### SERVICE AREA

The Logan Public Transit service area includes all of Hocking County as indicated by Zones.

### SCHEDULING

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

## **SCHEDULING**

To schedule a ride, call Logan Public Transit at 740.385.6999 between 7:30AM and 5:00PM Monday through Friday. 24 hour advanced notice is required for regular rates. Fare for same-day requests will be doubled.

## **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 grocery bags and other items.

## **CONTRACTS**

Under contract, Logan Public Transit can offer services outside its regular service area and hours of operation. Contact the Coordinator at 740.385.6813 X2235 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.

## **DESCRIPTION OF SERVICES**

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 lifts/ramps on the vehicles have a limit of a maximum of 600 pounds. We reserve the right to refuse service to passengers whose total mobility device weight/size exceed these limits.

## **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. Passengers with oxygen tanks must ensure that their tanks are properly secured and will not fall over in the case of a sudden stop.

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 Coordinator, 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.) (No-shows and cancellations beyond customer control will be evaluated individually and may be appealed.)

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 cancella-

tions will be tracked by the dispatcher and treated in accordance with Logan Public Transit Policy.

## **NON DISCRIMINATION POLICY/Title VI**

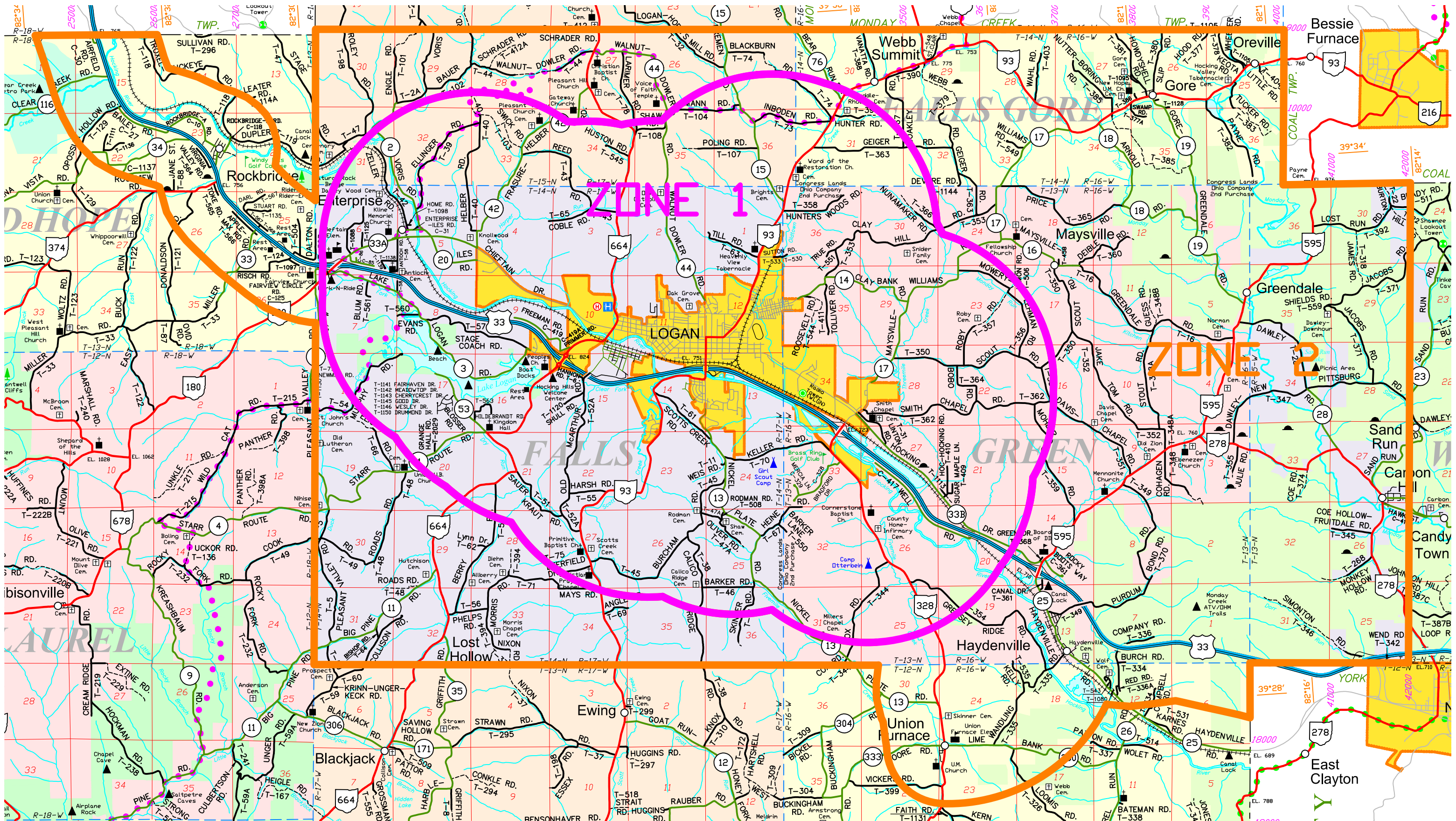
Logan Public Transit does not discriminate against any person on the basis of race, color, national origin, disability, age, gender, or sexual orientation in providing its services. Call 740.385.6813 X2235 or go to [loganpublictransit.com/title-vi/](http://loganpublictransit.com/title-vi/) or e-mail [carolyn.conley@hapcap.org](mailto:carolyn.conley@hapcap.org) to file a complaint.

## **Reasonable Accommodations**

Our policy for reasonable accommodations is available on our web site. [loganpublictransit.com](http://loganpublictransit.com).

We provide reasonable accommodations upon request. It is our intent to provide individuals with disabilities equal access to all programs, services and activities. Logan Public Transit will take steps to ensure those with disabilities have an equal opportunity to participate and use the services we provide. When we receive a request for modification, we will communicate with the individual and when a decision is reached on whether to meet the request or if we are unable to meet the request, a written response will be provided.

Any complaints in relation to this policy should be directed to: Carrie Beck at 740.385.6999, Extension 2233 or [carrie.beck@hapcap.org](mailto:carrie.beck@hapcap.org) or delivered to our office at 35188 Hocking Drive, Logan, Oh 43138.



**ZONE 1**

**ZONE 2**

LOGAN

Maysville

Greendale

Sand Run

Haydenville

Union Furnace

East Clayton

Blackjack

Enterprise

Rockbridge

Webb Summit

Oreville

Gore

Greendale

Greendale

Greendale

Greendale

Greendale

Greendale

Greendale

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Your rights under Title VI: Logan Public Transit/HAPCAP operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with HAPCAP or Logan Public Transit.

For additional information on how to file or to file a complaint, contact Carolyn Conley at 740.767.4500 X2147 or e-mail [carolyn.conley@hapcap.org](mailto:carolyn.conley@hapcap.org), Transportation Division Director. HAPCAP is located at #3 Cardaras Drive, Glouster, Oh 45732. Information is also available at [www.loganpublictransit.com](http://www.loganpublictransit.com).

Transportation complaints can be filed directly with the Ohio Department of Transportation, Attn: Office of Equal Opportunity, 1980 W. Broad St., Mail Stop 3270, Columbus, Oh 43223, or the Federal Transit Administration, Office of Civil Rights, Attn: Complaint Team, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590. If information is needed in another language, contact Logan Public Transit at 740.385.6813 X2235 or X2233.

Your rights under the American's Disability Act (ADA). Logan Public Transit/HAPCAP is committed to complying with the transportation ADA requirements. We provide equal services to all individuals. However, if you believe we have failed to meet the requirements, you have a right to file a complaint. Complaint forms are available on our web site, [loganpublictransit.com](http://loganpublictransit.com), at our office at 35188 Hocking Drive, Logan, Oh 43138, or at the HAPCAP office, #3 Cardaras Drive, Glouster, Oh 45732. Complaints are directed to our ADA Coordinator at 740.767.4500, by mail to any of the above addresses or to [carolyn.conley@hapcap.org](mailto:carolyn.conley@hapcap.org). Complaints should contain sufficient information so the issue can be properly addressed. Please provide the date and time, the vehicle/employee involved, location of the incident, if a mobility aid is used and additional information that would help us resolve the complaint. We will promptly respond to any complaints by any means the complainant provides. If information is needed in another language, contact Logan Public Transit at 740.385.6813 X2235.

General service complaints, non Title VI or ADA, can be directed to Logan Public Transit at 740.385.6813 X2235 or X2233, [loganpublictransit.com](http://loganpublictransit.com) or to our office at 35188 Hocking Drive, Logan, Oh 43138.