

RIDER GUIDE



LANCASTER

Lancaster-Fairfield Public Transit

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746 Lawrence Street
Lancaster, Ohio 43130
740-681-5086

www.ci.lancaster.oh.us/242/transit

Rider's Guide Last Updated 1/2022

At LFPT we are enhancing lives every day by moving people and increasing mobility to live independently through safe, professional, and reliable public transportation.

Service

LFPT provides curb-to-curb, demand response, shared ride transportation throughout Fairfield County (as well as a 100-mile radius from Lancaster City limits as schedule permits). LFPT also provides (5) deviated-fixed routes (deviations available on a limited basis). All passengers, regardless of disability, will have equal access to the entire established service area.

For demand response service, LFPT has a 30 minute window from the requested pick-up time for advanced reservations. When the driver arrives outside the window, they are to notify the dispatcher. In the event that LFPT arrives more than 15 minutes outside the window, the customer will not be expected to pay a fare. After receiving confirmation, the driver will inform the passenger that there is no fare for the trip as a result of our delay.

For our deviated fixed route (loop) service, be at the designated bus stop two minutes prior to the scheduled arrival time and have exact change. There are no reservations required. Deviations are available on a limited basis and require an advance day request. To request a deviation call 740-681-5086. (Limit one deviation per hour per loop)

Demand Response Hours

Monday-Friday: 6:00 a.m. to 6:00 p.m.
Saturday: 7:00 a.m. to 4:00 p.m.

Route Hours

- | | | |
|-----------------|-----------------|-------------|
| 1. Memorial | Monday-Friday | 7am to 9pm |
| 2. East | Monday-Friday | 7am to 9pm |
| 3. West | Monday-Friday | 7am to 9pm |
| 4. Sheridan | Monday-Friday | 7am to 9pm |
| 5. Pickerington | Monday-Thursday | 9am to 5pm* |

(With a break from 12pm-1pm for our Pickerington Loop ONLY)

*An interchange in Carroll at 8am and 5pm, before our Pickerington loop beginning and ending times.

The system is closed for the following holidays: New Year's Day (January 1), Memorial Day, Independence Day (July 4), Labor Day, Thanksgiving Day, Christmas Day (December 25)

Refer to Inclement Weather Policy in this manual for weather related emergency closings.

Limited English Proficiency (LEP) Policy

It is the policy of LFPT to provide meaningful access to all services to LEP Persons in a reasonable and timely manner. In the event LFPT should encounter a LEP individual with a request for services, LFPT personnel will make every effort to accommodate the individual.

LFPT will provide free language assistance services to LEP individuals whom they encounter or whenever an LEP individual requests language assistance services. LFPT will inform members of the public that language assistance services are available free of charge to them and that LFPT personnel will provide these services to them. All LFPT personnel will abide by the LEP Policy and Program.

Communications and complaints will be forwarded to the Transit Director and (when necessary) the City of Lancaster Law Director for investigation. All signage shall be posted in the most commonly spoken language. In the case of Limited English Proficiency (LEP), LFPT personnel will do their best to direct and convey the information in the brochure to Limited English Proficiency (LEP) persons. LFPT will provide periodic training to personnel about LFPT's LEP policies, including how to respond via telephone and in-person. LFPT shall conduct such training for new hires, at orientation, and to drivers at least every two years. Training shall initially be conducted within 180 days of the effective date of this directive. Drivers will be given language posters to have in all vehicles.

The contacts by any personnel on a work day basis will be reported to the dispatcher immediately following their shift. The LFPT assistant director will act as LEP coordinator who is responsible for coordinating and implementing all aspects of LFPT's services to LEP individuals. The LFPT assistant director shall assess demographic data annually, (consulting with community-based organizations to determine if there are additional languages into which vital documents should be translated, and collect Community LEP contacts from the assistant director) to ensure that LFPT is providing meaningful access to LEP persons to the services and benefits that LFPT provides.

The Americans with Disabilities Act (ADA)

To ensure all transit services be provided in a way that does not discriminate against persons with disabilities and to fully comply with the intent of the Americans with Disabilities Act of 1990, employees of any contracted service provider for LFPT will be expected to observe and adhere to the policies and procedures set forth by their corporate offices, in lieu of the following procedures:

- No person shall be denied access to participate in transit service, programs, or activities simply because a person has a disability.
- LFPT will provide programs and services in the most integrated setting possible.
- LFPT will establish eligibility standards or rules that ensure individuals with disabilities are provided an equal opportunity to enjoy their services, programs, or activities.
- LFPT will furnish auxiliary aids and services when necessary to ensure effective communications, including, but not limited to, alternative format availability for all marketing or informational materials.
- LFPT may provide special benefits, beyond those required by the regulations, to individuals with disabilities.
- LFPT will not compel an individual with a disability to accept a special accommodation or benefit if the individual chooses not to accept it.
- LFPT will not place special charges on individuals with disabilities to cover the costs of measures necessary to ensure nondiscriminatory treatment, such as making modifications required for program accessibility.
- LFPT will operate so that, when viewed in its entirety, the system is accessible to and usable by individuals with disabilities.
- LFPT operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act and complies with all ADA laws.

Access to Information

To meet the intent of the Americans with Disabilities Act (ADA) by ensuring that all persons have appropriate access to brochures and Riders Guides, LFPT has brochures and other printed materials are available in alternative formats (e.g., large print and audio) upon request. In addition, a TTY/TDD or the Ohio Relay number (1-800-750-0750) is available and public hearings will be held in accessible locations. Any person requiring special accommodations should contact the Transit Director.

Demand Response Fares

General Public fares are \$2.00 each way, or Elderly/ Disabled \$1.00 (see Mobility Program section of this booklet). Children ages 0-4 ride free with a paid adult fare, and ages 5-14 ride for half price with a paid adult fare. Passengers must have exact fares as drivers are not permitted to make change and fares must be paid upon entering the vehicle. *There is a one-time exception allowed: if a Passenger was not informed of the cost of the fare, the Driver is permitted to stop at the closest business to allow the Passenger to get change for the exact fare amount. The Driver will provide a brochure to the rider and explain the exact fare policy.*

Deviated Fixed Route Fares are \$.50 per trip (\$.25 Mobility Rate). Transfer fees are \$0.10 per transfer.

Pre-Paid Passes

Demand response passes are available in increments of \$1.00 (Mobility Rate) or \$2.00 (General Public) for demand response public use. Deviated Fixed Route passes are \$30.00 for a 31-day unlimited pass. You may also purchase any pass through our EZ Fare App. (Available on all android and IOS operating systems)

Any individual may choose to purchase any pre-paid pass at the LFPT Administrative office (746 Lawrence Street) or at the Fairfield County 211 Administrative office, you may purchase 31-day unlimited passes (108 W Main St). All passes must be paid in advance by cash or check (returned check fees will apply).

All passes must be presented upon boarding the vehicle. The driver will punch the pre-paid pass card for the appropriate cost of the fare. Once a pass has been completely used, it will be necessary to purchase a new card or pay cash fare.

All pre-paid passes are purchased at a non-refundable rate. LFPT does not honor requests for refund of lost, stolen, or unused passes.

Tips, Gifts & Gratuities

LFPT does **not permit** employees, to accept tips, gifts or gratuities.

First time user?

If you want someone to ride with you on your first day, just call our office! We would love to show you how it all works! 740-681-5086

Making a Demand Response Trip Request

Trip requests are accepted Monday through Friday between the hours of 7:30am-4:00pm by calling into our office. To make a trip request by phone call 740-681-5086, toll free at 1-888-993-4648, or Ohio Relay 1-800-750-0750. LFPT also offers an online self-service portal to manage trips (to create an online self-service portal, email ccarter@ci.lancaster.oh.us or call the office). Trip requests are accepted up to 14 days in advance by calling our office or using our self service. (Self service reservations are available 24 hours a day by logging into your self service portal)

Trip requests are not prioritized by trip purpose and are taken on a first-come, first-serve basis.

Same day service is available only when the schedule permits, and the fare is increased to \$5.00 per trip, with no discounts.

It is possible, a vehicle may not be available at your requested time. To accommodate you, it may be necessary to offer you a different trip time up to one hour before or after your preferred time.

When requesting a trip, please have the following information available:

- Name
- Current contact number
- Address of your origin and destination
- Date of requested trip
- Time that you need to be at your destination
- Requested time for your return
- Number of individuals travelling with you
- If anyone will be using mobility aids (wheelchairs, scooters, walkers, canes, etc)
- If you will have a Personal Care Attendant (PCA) traveling with you (refer to Personal Care Attendant section of this booklet)

Any changes to your trip must be made at least one day prior to the scheduled trip. Changes requested on the day of the trip will only be accepted if time permits and will be considered a same day request at the \$5.00 fare.

Deviated Fixed Routes do not require a trip request. Just simply be at the bus stop two minutes prior to the scheduled stop time with your exact fare.

Inclement Weather Conditions

Tornado Procedures: If a tornado warning is sounded or broadcast, drivers and passengers should exit the vehicle and seek shelter in a ditch, under a bridge, in the basement of a nearby building or in the safest possible place given the situation. If possible, continue monitoring local weather reports. Management will determine when personnel and vehicles can return to a normal operating mode.

Flood Procedures: The Transit Director will determine if/when transit services need to be discontinued and when emergency flood preparedness measures are to be taken. Vehicles that are parked in areas that could flood must be moved to high ground if possible.

In case of flash flood warnings, drivers on the road must avoid known flood areas. Never attempt to cross roads or bridges that are flooded. If a vehicle stalls because of high water, it is generally safer to stay in the vehicle and radio for emergency help rather than try to walk through fast flowing water.

Snow Emergencies: Every effort will be made to provide service during inclement weather. Based on information provided by the Fairfield County Sheriff, the Director will make the decision whether the system will close. It may be necessary to limit service for emergency needs only. Riders should tune to television stations Channel 4, Channel 10, or radio station 90.9 FM for up to date announcements of weather related closings.

Level Three snow emergencies will result in immediate closure of the transit system. Operations will cease until the level three emergency is lifted.

No-Show Policy

Cancellation of a trip must be made at least 60 minutes prior to the scheduled time of the trip. If notification is not made at least 60 minutes prior, the trip will be considered a "No-Show".

Each driver will be permitted to wait five minutes upon arriving to pick up a passenger within the scheduled pick-up window before they are required to leave for their next passenger. After three minutes of arriving within the scheduled pick-up window, the driver will notify dispatch to phone the passenger. Passengers who do not make themselves available within the five minute window will be considered a "No-Show" and the driver will be required to pull away. In the event a ride is determined to be a "No-Show", the dispatcher will record the arrival time and departure time.

All "no-show" trips will result in an automatic cancellation of a return trip, unless otherwise requested by the rider.

In order to be subject to a warning or suspension, a passenger must have booked a minimum of (5) trips and no-show 20% or more of these trips during a rolling 30 day period. A passenger will be subject to the progressive corrective action plan only if both the minimum number of trips booked and the minimum number of no-shows are reached during a calendar month. No shows or late cancels must be disputed within (15) business days after the end of the calendar month in which they occur.

To avoid a "no-show", write down your scheduled 30 minute window, watch for your bus, and/or cancel your trip at least 60 minutes prior to your scheduled pick-up time.

(You may request a full copy of our no-show policy by contacting the transit director by email ccarter@ci.lancaster.oh.us, or by phone 740-681-5086.)

Exceptions may be made for passengers who are unduly delayed due to medical appointments or procedures. The passenger will be required to contact the dispatcher as soon as possible, following the missed trip and a new driver will be dispatched as soon as the schedule permits.

Mobility (E&D) Program

The Mobility Program is for individuals age 65 and older or who have a permanent disability. The program offers discounted fares of \$1.00 for demand response (with advance reservation) and \$.25 for fixed routes. (There is no discount for same day reservations)

Mobility Fares can only be obtained after acceptance through the LFPT administrative offices. LFPT staff will verify and process applications, then inform applicants of eligibility. Participating agency representatives may collect information for individuals that may qualify and submit it to LFPT for verification and processing.

To apply, return a completed application with a copy of one of the following qualifying documents:

Elderly: A copy of an individuals State photo ID showing the date of birth (Ohio Drivers License, or an Ohio State ID Card) or a copy of the individuals birth certificate to prove the applicant is 65 years or older.

Disabled: Proof of permanent disability by providing a letter from the Social Security Administration, medical physician, or other approved disability retirement documentation.

Personal Care Attendants

Persons eligible under Americans with Disabilities Act (ADA) regulations must be allowed a personal care attendant (PCA). A PCA is someone designated or employed specifically to help the eligible individual meet his or her personal needs.

LFPT does not provide a personal care attendant (PCA); however, any passenger with a disability may have one (1) PCA ride with them at no charge.

To ensure sufficient seating capacity, inform the reservationist that a PCA will be accompanying the passenger when requesting a trip.

The PCA is expected to care for the passenger while in route to the destination and must furnish any care over and above routine passenger assistance provided by the driver. Use of a PCA is the discretion of the passenger.

Service Animals

Service animals are permitted to accompany individuals with disabilities on the vehicles and in agency facilities. The passenger must be in direct control of the service animal at all times.

Passengers must inform the reservationist when scheduling a ride that a service animal will be present. To be considered under the ADA, a service animal is defined as any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability.

Passengers with Portable Oxygen Breathing Aids

LFPT passengers should inform the scheduler/reservationists when scheduling a ride that a portable oxygen breathing aid will be transported along with the passenger.

Drivers will secure all oxygen containers during transportation by the most secure means available, but are not permitted to connect hoses, disconnect hoses, or change oxygen tanks. Containers attached to mobility aids such as walkers must be separately secured to the vehicle by the most secure means available. Spare tanks must be secured to the vehicle by the most secure means available.

Passengers are to be advised by dispatch of the estimated length of the trip and the time that the passenger is expected to be on the vehicle. This may impact the quantity of oxygen the passenger requires.

Passenger Packages

Deviated fixed loops: due to safety, space limitations and time to board the vehicle, the number of shopping bags is restricted to those that can easily be handled by the customer and carried aboard without delaying the vehicle. The carry-on items must fit on your lap or directly in front of your area. If a customer brings more than he/she is able to manage independently, it will be the customer's choice on whether to board with a manageable amount of items, find an alternative way to transport the remaining packages, or decline the trip.

Demand Response: carry-on packages must be comfortably handled by the customer. Operators are only permitted to assist with packages when a customer is getting on/off LFPT vehicles. All carry-on items must be taken to/from the vehicle in one trip.

Prohibited articles include any item that may be considered flammable (gasoline, kerosene, etc.), explosive (automotive or marine batteries, firearms or ammunition, etc.), poisonous or caustic (chemicals, unsecured exotic animals, etc.), or sharp (sheets of glass, metal, poles, etc.)

Lost and Found Policy

Leave something behind?

Items found by a driver or another passenger that have been left on the vehicle will immediately be reported to LFPT dispatch. The owner may come to LFPT (746 Lawrence St) to pick the item up; in this case, the driver will label it with the owner's name and give the item to the dispatcher.

If the item's owner is not known, the driver will fill out a "lost-n-found" slip with as much information about the item, such as date found, what bus, etc. and will be kept in LFPT "Lost and Found" for 14 days.

In order to protect the safety and welfare of all LFPT passengers and employees, maintain the condition of the vehicles, and ensure that the maximum number of riders are accommodated, ridership privileges will be permanently suspended for the following actions: Physical harm to a passenger, driver, or other employee; threatening passengers or staff with bodily harm on a transit vehicle or on the telephone; intentionally damaging a transit vehicle in any manner (e.g. scratching or breaking windows, cutting/slashing/markings on seats, graffiti on the exterior or interior of vehicle or other transit system property); carrying a weapon on the vehicle (Ohio's Concealed Carry Law will be enforced).

If the vehicle is stopped due to disruptive behavior, the following process will be followed: first, a written explanation of the observed behavior and copy of the procedure may be forwarded to the passenger advising any further instances of disruptive behavior will result in action including suspension of riding privileges. A second observation of disruptive behavior may result in the passengers riding privileges being revoked for thirty (30) days. A third and final infraction may result in permanent suspension of all riding privileges. **Permanent suspension shall not require prior written action if any physical contact is involved in the incident.**

Based on severity of the incident, the Public Transit Director reserves the right to permanently suspend an individual from LFPT.

NOTE: If the written communication of the disruptive behavior policy is the result of the actions of an underage passenger, all written communications will be addressed to the parent or legal guardian of the disruptive passenger.

According to the Americans with Disabilities Act, it is not discrimination for an entity to refuse to provide service to an individual with disabilities because that individual engages in violent, seriously disruptive, or illegal conduct. However, an entity shall not refuse to provide service to an individual with disabilities based solely on the individual's disability results in appearance or involuntary behavior that may offend, annoy, or inconvenience employees of the entity or other persons (i.e. Tourette Syndrome).

Seatbelt Policy

To comply with all Ohio traffic laws, all LFPT employees, employees of its service providers, and all passengers are required to wear safety belts. Each passenger must have a safety belt securely fastened before the vehicle will be permitted to move. Passengers seated in wheelchairs will be secured via an approved seven-point restraint system (Please see Wheelchair Securement policy).

Children must be properly secured in accordance with State Law in a child restraint system that meets State and Federal motor vehicle safety standards (installed based on the manufacturer's instructions). The parent/guardian will install the restraint seat and secure the child. Once the driver and the parent/guardian are satisfied with installation and securement, the vehicle may be placed in motion.

Exceptions: *Manufacturer's extensions will be used if the seatbelt is not long enough to be secured. If the extensions do not correct the situation, the passenger will not be required to wear a safety belt. Also, passengers who have a medical condition prohibiting the use of safety belts will not be required to wear the safety belt. In the event a passenger is unable to wear a safety belt (extensions), the driver shall notify dispatch and document on the manifest that the seatbelt could not be secured.*

Wheelchair Lift Operations

LFPT will attempt to transport any mobility device regardless of shape and size when the size/weight of the device (occupied) does not exceed the manufacturer's recommendation. Special techniques may be required in providing door-to-door service for a passenger in a wheelchair. Passengers arms and legs should be kept as close to the body as possible to avoid injury during operation. Electric devices should be turned off and in the neutral position. All devices will be lifted facing away from the vehicle. Ambulatory passengers are permitted to use the lift for boarding/exiting the vehicle if requested. These passengers should stand in the center of the platform and hold both handrails while the lift is in motion.

Wheelchair Securement

Wheelchairs and other mobility devices are to be secured facing forward. Unoccupied wheelchairs (when the passenger has transferred to a seat) must be tied down securely. Electric wheelchairs must have the power turned off and in the neutral position while secured. LFPT passengers must wear safety belts (lap belt and shoulder belt) at all times while aboard the vehicle. If the shoulder restraint cannot be used, the lap belt alone will suffice; however, these should be rare occasions. When a wheelchair or mobility device is difficult to secure properly, the driver is expected to make every effort at securing before requesting that the passenger transfer to a regular seat. The driver may *request* the passenger transfer to a regular seat, but will not be permitted to require the passenger transfer if proper securement is not possible.

Passenger Complaints

Passengers of LFPT should fill out a comment card or notify the LFPT Director of a complaint (including ADA and/or Title VI complaints) in writing or by phone.

The Director or designee will review and investigate the complaint within two business days of receipt.

Within three business days of receipt of the complaint, the complainant may be notified by letter or phone call of the resolution of the complaint. If the complaint is a client of a contracted agency or business, the contracted agency may also be notified of the complaint and resolution within the same fifteen day period.

Passengers who are dissatisfied with the resolution have the right to appeal to the Service Safety Director, and if so desired, to the Mayor of the City of Lancaster. Any complaints that cannot be resolved at the local level will be forwarded to the Ohio Department of Transportation for disposition.

Passenger Conduct

To provide a safe and tolerant environment for LFPT employees and passengers, *Offensive Behaviors* (any act which invades the privacy rights of others, such as touching another person in a sexual, rude, insolent or angry manner, or threatening to touch another person in such a manner) *will not be permitted*.

The following activities/behaviors are prohibited on LFPT vehicles and facilities:

- Smoking or chewing tobacco on any vehicle owned or operated by LFPT.
- Eating or drinking on vehicles operated by LFPT. An exception to the eating policy will be made for medical reasons on a case-by-case basis and verified with dispatcher or operations supervisor.
- Physical or sexual contact with drivers or other passengers.
- Objects defined as or intended to be used as a weapon (Ohio's Concealed Carry Law will be enforced).
- Using profane, obscene, or indecent language, whether or not directed at a specific person
- Raising one's voice above a normal conversational tone.
Examples: screaming, yelling, shouting.
- Leering, glaring, or staring at a person so that the person may feel threatened.
- Comments that are deemed hypercritical or belittling to the subject they are directed to.
- Playing of any audio devices without the use of earphones.
- Hazardous materials. (Call for list of restricted items)
- Soliciting for any contributions.
- Opening windows while heating/air conditioning units are in operation.
- Refusing to follow reasonable directions of LFPT staff, especially those relating to the safety and security of the passengers and staff.
- Shirt and shoes must be worn at all times.

The driver shall make one (1) request for the prohibited behavior to stop. If the behavior does not stop the driver shall stop the vehicle in a safe area to contact the office for further assistance. Law enforcement authorities will be contacted for any criminal behavior.