

RTC Transportation Policies

RTC offers door-to-door service, which consists of helping the passenger to/from the vehicle.

Packages must be carried by the passenger. The driver is under no obligation to assist in the loading or unloading of packages. Only four packages will be allowed on any one trip.

Passengers that require special assistance with their personal items should provide an aide to assist them. Aides/Personal Care Attendants will not be charged a fare. **Drivers are not permitted to enter a residence and/or facility or place of business.**

Passengers using wheelchairs must have clear access to enter/exit premises utilizing a ramp (not steps) without necessitating the use of more than one driver. Passengers with portable oxygen are welcome. Oxygen tanks must be secured.

Passengers are expected to act in a courteous manner, and refrain from smoking, eating, drinking, and using profanity while using RTC Transportation.

Passengers are required to wear seat belts at all times, unless they can provide a letter from their physician stating that they are medically unable to do so.

Service animals are permitted to accompany individuals with disabilities in RTC vehicles and facilities. Passengers must maintain control of service animal at all times.

Should you become ill or injured while riding with us, or should the vehicle become involved in an accident, follow the instructions of the driver as they have been trained to handle these situations.

In the event of inclement weather that makes driving hazardous, RTC may choose to delay service or close operations. Please tune your radio to WPKO (98.3 FM) or WBLL (1390 AM) for any such announcements or you can call our office.

Notifying the Public of Rights Under Title VI

RTC Industries, Inc.

- RTC Industries, Inc. 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 RTC Industries, Inc.
- For more information on RTC Industries, Inc.'s civil rights program and the procedures to file a complaint, contact 937-592-0534, and/or TTY: 7-1-1 or 1-800-750-0750; email bzak@rtcindustries.org; or visit our administrative office at 334 E. Columbus Ave, Bellefontaine, Ohio 43311. For more information, visit rtcservices.org.
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590
- A complainant may file also file a complaint directly with The Ohio Department of Transportation by filing a complaint with the Office of Equal Opportunity, Attention: Title VI Coordinator, 1980 W Broad St, Columbus, OH 43223.
- If information is needed in another language or alternate format, contact 937-592-0534.

***RTC Transportation is a program of
RTC Industries, Inc.***

Main Office: (mailing & billing address)
RTC Employment Services
334 E. Columbus Ave., Bellefontaine, OH 43311
Phone 937-592-0534

RTC Industries, Inc.

RTC Public Transportation

Safe, Affordable Transportation
for Logan County



937-593-0039 Phone
937-593-0072 Fax
TTY 800-750-0750 Ohio Relay



What is RTC Transportation?

RTC Transportation (RTC) provides general public transportation service to all citizens and visitors of Logan County in a timely, courteous, and cost effective manner in order to improve their quality of life.

Transportation is provided throughout Logan County. Out of county service (within 100-mile radius) of Logan County is offered on a limited basis based on driver and vehicle availability.

RTC Transportation is a Door-to Door Demand Response service offered to all citizens and visitors of Logan County regardless of age or income status. RTC transports ambulatory (those capable of walking) and non-ambulatory (those in wheelchairs); but cannot transport emergency or semi-emergency passengers, or those requiring transport in a reclining position. Persons requiring such transport will be referred to the local Emergency Medical Service (EMS).

RTC provides transportation for children (under the age of 18) that must be arranged by a parent or legal guardian. All children under 6 must be accompanied by an adult. Infants and children under 3 years old and weighing less than 40 pounds must be secured in a child restraint seat provided by the parent/guardian; children 4 through 7 years and who weigh 40 pounds or more and who are shorter than 57 inches must be in a booster seat provided and installed by a parent/guardian.

Funding sources for RTC include the Ohio Department of Transportation, Federal Transit Administration, Title XX, Title III, and social service agencies.

Hours of Operation

Monday—Friday

5:30 a.m. to 10:00 p.m.

Transportation is closed on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and the day after, Christmas Eve and Christmas Day, the afternoon of New Year's Eve.

Cost

The cost of the trip will vary with the distance that you choose to travel. Some trips may be provided for you at no cost through Social Service, Title XX, and Title III entitlement programs for those who may qualify.

The cost of a one-way trip anywhere within Logan County is \$4.00.

ALL FARES LISTED ARE ONE-WAY RATES

Drivers cannot make change. Passengers must have correct change.

Reduced fares are also available through the Ohio Elderly & Disabled Transit Fare Program (E&D) for persons 65 years of age and above or disabled. Applications are available by contacting our office and supplying the necessary verification of age and/or disability.

Same day service is offered based on time and vehicle availability. Same day service is an additional charge of \$1.00 to the fare rate.

The rate for out of county trips is \$1.00 per mile from origin to destination.

How to Schedule a Ride

Call 937-593-0039, Monday-Friday between 5:30am - 10:00pm, to schedule a ride. All trips should be scheduled 48 hours in advance of the requested trip; limited same day service is available. Trip requests for Monday should be scheduled by Thursday. Trips can be scheduled up to 14 days in advance.

Cancellations need to be called in at least 2-hours prior to the scheduled pick up time to avoid being charged. No shows may be charged for the amount of the scheduled trip.

Suggestions/Complaints

RTC welcomes your feedback. If you ever have a complaint, suggestion or concern, you can use the available form or contact our Transit Director, Russ Foust, at 937-593-0039 or rfoust@rtcservices.org. If you have a disability-related (ADA) complaint, please use the same form.

If you have a reasonable modification request, please use the reasonable modification request form or call our office at 937-593-0039.

Forms are available at all RTC lobbies and on-line at www.rtcservices.org/transportation.

The full procedures for handling all complaints (including ADA complaints), reasonable modifications, comments, and suggestions are available on-line at www.rtcservices.org/transportation.



RTC Transportation Office

315 W. Auburn Ave., Bellefontaine, OH 43311