



Athens Public Transit System Policy Manual

Approval dates by the Board of Directors
are noted on individual policies

SYSTEM POLICY MANUAL

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Athens Public Transit System Policy Manual

1. Agency Information

Governing Laws

Effective Date: 2/2/2015

Approved By: Hocking Athens Perry Community Action Board of Directors

Approval Date: 1/26/2015

PURPOSE:

To establish guidelines wherein all applicable local, state, and federal laws are kept in adherence.

PROCEDURE:

The policies and procedures set forth in this manual are not to supersede or replace any existing local, state, or federal laws.

Regulations from the following Federal organizations will be in effect:

- United States Department of Transportation
- Federal Transit Administration
- Federal Motor Carriers Safety Administration
- Occupational Safety and Health Administration

In conjunction with all applicable Federal regulations, all applicable Ohio Revised Code, Ohio Constitution, Ohio Administrative Code, and City of Anywhere laws and ordinances will be in effect. The most stringent law will apply.

Please refer to a specific policy or procedure for any applicable laws or ordinances.

RESPONSIBILITIES:

It is the responsibility of all employees to adhere to all applicable local, state, and federal laws and ordinances.

APT Organizational Structure

Effective Date: 2/2/2015

Approved By: Hocking Athens Perry Community Action Board of Directors

Approval Date: 1/26/2015

PURPOSE:

To establish a chain of command for all policy and procedure.

PROCEDURE:

Athens Public Transit is a service of the City of Athens, administered as designated grantee by HAPCAP (Administrator) and operated by McDonald Transit Associates, Inc. (Operator). Both managing parties have responsibilities outlined within these policies.

RESPONSIBILITIES:

The staff of both Administrator and Operator are responsible to review, discuss, be familiar with, and follow the policies and procedures outlined in this manual.

Service Schedule

Effective Date: 7/1/2016

Approved By: Hocking Athens Perry Community Action Board of Directors

Approval Date: 6/27/2015

PURPOSE:

To establish operational hours for providing public transportation.

PROCEDURE:

Athens Public Transit system operates a fixed-route system during the following days and hours:

Monday through Friday: 6:45 a.m. to 8:00 p.m.

Saturday: 8:45 a.m. to 6:00 p.m.

Sunday: No Service

Not all APT routes are in operation during all portions of the service span. Specific route schedules will published and posted using print media and APT's web site.

Accessible service will be offered during the same days and hours as non-accessible service.

APT closes in observance of the following national holidays:

New Years Day (January 1st)

Memorial Day

Independence Day (July 4th)

Labor Day

Thanksgiving Day

Christmas Day (December 25th)

Please refer to **Inclement Weather Policy** in the APT Safety and Security Plan for procedure on weather related emergency closings.

RESPONSIBILITIES:

Both Operator and Administrator are responsible for ensuring that public transit services are provided during the schedule listed above.

Fare Structure

Effective Date: 2/2/2015

Approved By: Hocking Athens Perry Community Action Board of Directors

Approval Date: 1/26/2015

PURPOSE:

To establish current fare rates for Athens Public Transit

PROCEDURE:

The current standard one-way fare for Athens Public Transit is \$1.00. This fare is subject to discounts as described in the **Tickets and Passes** and **Discount Fare Certification for Elderly and Disabled Passengers** policies.

Connections between APT buses are free. Passengers should notify the bus driver that they wish to make a connection. Drivers communicate connection requests to each other by radio.

Passengers must pay their fare with correct change, a pass or ticket, or be covered by a contract upon boarding an APT vehicle. APT will only accept cash and does not provide billing for passenger trips. Tickets are available at the transportation office in the APT service garage on 397 West State Street, or from any driver.

No increase or decrease in fares shall occur without the written consent of the Ohio Department of Transportation (ODOT) and after the public notice and hearing as prescribed by ODOT in the Rural Public Transit Manual.

RESPONSIBILITIES:

Responsibilities shall be as defined above.



Athens Public Transit System Policy Manual

2. Civil Rights Policies

Americans with Disabilities Act Compliance

Effective Date: 2/2/2015

Approved By: Hocking Athens Perry Community Action Board of Directors

Approval Date: 1/26/2015

PURPOSE:

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.

DEFINITIONS:

The Americans with Disabilities Act (ADA) was passed by Congress in 1990. It mandates equal opportunities for persons with disabilities in the areas of employment, transportation, communications and public accommodations. Under the Act, most transportation providers are obliged to purchase lift or ramp-equipped vehicles for their fixed route services and must assure system-wide accessibility of their demand response services to persons with disabilities. Public transit providers also must supplement their fixed route services with complementary paratransit services for those persons unable to use fixed route service because of their disability.

PROCEDURE:

No person shall be denied access to participate in transit service, programs, or activities simply because a person has a disability.

- APT will provide programs and services in the most integrated setting possible.
- APT will establish eligibility standards or rules that ensure individuals with disabilities an equal opportunity to enjoy their services, programs, or activities.
- APT will establish policies, practices, and procedures that ensure equal access to individuals with disabilities.
- APT will furnish auxiliary aids and services when necessary to ensure effective communications. See **Access to Information**.
- APT may provide special benefits, beyond those required by the regulations, to individuals with disabilities.
- APT will not require an individual with a disability to accept a special accommodation or benefit if the individual chooses not to accept it.
- APT 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.
- APT will operate so that, when viewed in its entirety, the system is accessible to and usable by individuals with disabilities.

RESPONSIBILITIES:

Administrator shall ensure compliance. Operator shall carry out compliance steps as listed.

ADA Access to Information

Effective Date: 2/2/2015

Approved By: Hocking Athens Perry Community Action Board of Directors

Approval Date: 1/26/2015

PURPOSE:

To meet the intent of the Americans with Disabilities Act (ADA) by ensuring that all persons have appropriate access to brochures, schedules, and rider guides.

PROCEDURE:

Brochures and other printed materials are available in alternative formats upon request. Alternative formats include, but are not limited to, large print, audio files, and computer files.

A statement that the information is available in alternative format will be included on all brochures and printed materials.

A TTY/TDD or the Ohio Relay number (1-800-750-0750) will be included in all brochures or internet materials with phone numbers listed.

Public hearings will be held in accessible locations.

Public hearing notices will include the statement that any person requiring special accommodations should contact the Administrator at a listed phone number.

RESPONSIBILITIES:

The Administrator is responsible for assuring that public transportation services are provided as described above.

Paratransit Service Area

Effective Date: 7/1/2016

Approved By: Hocking Athens Perry Community Action Board of Directors

Approval Date: 6/27/2016

PURPOSE:

To ensure compliance with the Americans with Disabilities Act (ADA) by providing the same level of service to individuals with disabilities as to other individuals throughout the entire established service area.

DEFINITIONS:

Service Area - the geographic area in which APT will provide transportation of passengers.

Paratransit - service provided to persons with disabilities who cannot walk to or otherwise navigate APT's fixed route system. See APT's Paratransit Plan at www.athenstransit.org/paratransit.

PROCEDURE:

APT provides transportation service to the City of Athens and portions of Athens, Canaan and Dover townships. Paratransit service area is delineated by drawing a 3/4 mile simple distance ("as the crow flies") boundary on each side of each bus line. APT will honor requests for paratransit trips starting and ending within this service area.

In some cases a review by the Administrator or Operator may be necessary to determine whether a requested trip is within the service area. Such reviews will be undertaken promptly at the time of the request.

RESPONSIBILITIES:

Responsibilities are as defined above.

Paratransit Trip Scheduling

Effective Date: 7/1/2016

Approved By: Hocking Athens Perry Community Action Board of Directors

Approval Date: 6/27/2016

PURPOSE:

To provide a uniform procedure for scheduling a passenger trip.

PROCEDURE:

The office hours for paratransit trip scheduling are Monday-Friday 8:00 a.m.- 4:00 p.m. at 740-592-2727 or the Ohio Relay TTY line at 1-800-750-0750.

APT recommends a twenty-four hour advance notice for scheduling trips and requires this for guaranteed pickup; however, passengers may call and request a trip with as little as 10 minutes advance notice. Trips are scheduled on first come, first scheduled basis. There is **no** trip prioritizing. Trip requests cannot be left on voicemail.

The passenger will be given the approximate time of the pick-up when scheduling. Passengers will be reminded of the pick-up window.

Requests for service that is outside of APT hours or service area are to be documented for planning purposes by the Dispatcher, Operator and Administrator.

RESPONSIBILITIES:

As listed above.

Paratransit Cancellation Policy

Effective Date: 7/1/2016

Approved By: Hocking Athens Perry Community Action Board of Directors

Approval Date: 6/27/2016

PURPOSE:

To set the procedure for cancelling a paratransit trip request.

DEFINITIONS:

Cancellation – A requested paratransit trip that is called in and removed in advance.

PROCEDURE:

Passengers wishing to cancel a trip request should call Dispatch as soon as practical, and Dispatch will log the trip as a cancellation and contact the affected driver.

RESPONSIBILITIES:

Responsibilities as defined above.

Paratransit No Show Policy

Effective Date: 7/1/2016

Approved By: Hocking Athens Perry Community Action Board of Directors

Approval Date: 6/27/2016

PURPOSE:

To assure that Athens Public Transit service is operating in the most efficient manner by correcting the action by habitual abusers of paratransit scheduling.

DEFINITIONS:

No-show – Any paratransit passenger who is unavailable for pick-up of a scheduled trip that has not notified Athens Public Transit to cancel that trip. Trips in which passengers will not be picked up due to circumstances related to service will not be considered a no-show.

PROCEDURE:

The Driver will wait for passengers for 2 minutes beyond the scheduled pick-up time. Passengers who do not appear within that window will be considered a no-show. The Driver will make reasonable attempts to locate the passenger. If the passenger cannot be located, the Driver must contact the Dispatcher with the no-show information. All no-show results will be logged and analyzed as necessary.

APT will attempt to pick up passengers who are unduly delayed due to medical appointments or procedures on the next route cycle - currently an hour or half-hour time window. The passenger will be required to contact Dispatch as soon as practicable following the missed trip to verify that a is still being requested.

Excessive No-shows

Passengers who have three no-shows in 30 days will be sent a written warning from the Operator. The written warning will state that an additional no-show in the next 30 days may result in transportation privileges being suspended for up to 30 days.

Before any suspension, the potentially affected individual will receive written notice that transportation service will be suspended beginning 14 days from the date of notice. The individual will receive a copy of the appeals process that details passenger rights in this situation.

Athens Public Transit will continue to serve passengers appealing pending suspensions until all appeals have been settled. For passengers who do not choose to appeal, suspensions will commence on the date specified in the written notice.

RESPONSIBILITIES:

Responsibilities as defined above.

Paratransit Trip Denial Policy

Effective Date: 7/1/2016

Approved By: Hocking Athens Perry Community Action Board of Directors

Approval Date: 6/27/2016

PURPOSE:

To comply with Americans with Disabilities Act of 1990, a trip denial log will be maintained in order not to deny service to an individual with disabilities solely because the individual's disability results in appearance or involuntary behavior that may offend, annoy, or inconvenience employees of the agency or passengers.

DEFINITIONS:

Trip Denial – In a demand response system, a trip denial occurs when a passenger's trip request cannot be accommodated due to capacity constraints. Trip times may be negotiated with the passenger within one hour prior or one hour past the requested time. If the requested trip can only be accommodated outside of this "window," it is a trip denial.

PROCEDURE:

Denials will be recorded by the Dispatcher. A report of trip denials will be compiled quarterly by the Service Provider and submitted to ODOT as required by Administrator.

RESPONSIBILITIES:

It is the responsibility of the Dispatcher and Operator to ensure compliance with this procedure, and of the Administrator to file compilations with ODOT.

Wheelchair Securement

Effective Date: 2/2/2015

Approved By: Hocking Athens Perry Community Action Board of Directors

Approval Date: 1/26/2015

PURPOSE:

To comply with the Americans with Disabilities Act of 1990 when transporting wheelchair passengers.

PROCEDURE:

It is the policy of Athens Public Transit that drivers secure wheelchairs using the onboard four-point tie-down system, and that the driver offer each wheelchair passenger a lap and/or shoulder seatbelt.

However, APT cannot deny service to any passenger if the wheelchair or mobility device cannot be secured to the satisfaction of the driver.

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. Drivers will note any seatbelt refusals on the manifest.

RESPONSIBILITIES:

The Administrator is responsible for ensuring that ADA compliance is maintained. The Operator is responsible for maintaining ADA compliance on a daily basis.



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3. Customer Service

Stopping and Hailing Policy

Effective Date: 2/2/2015

Approved By: Hocking Athens Perry Community Action Board of Directors

Approval Date: 1/26/2015

PURPOSE:

To establish procedures for stopping, and for rural passenger hailing zones.

DEFINITIONS:

Fixed Stop - any Athens Public Transit bus stop marked by a temporary or permanent APT bus stop sign.

Hailing - the act of waving down the bus along its route; also referred to as "flagging" the bus.

PROCEDURE:

Athens Public Transit operates portions of its service area as a fixed-stop zone. Within these areas, as marked on transit system maps and schedules, the only place that APT will allow general public passengers to board is at fixed bus stops.

The passenger is responsible to be waiting at the stop during the time that the bus is scheduled to arrive. Drivers will scan for potential passengers in approximately a 30-foot area surrounding a fixed stop, but passengers who are waiting or traveling further than this distance should understand that pickup is not guaranteed.

It is the policy of APT to pass empty fixed bus stops without opening the vehicle doors.

It is not the policy of APT to hold a bus waiting past a normal stop departure time based on a call-in wait request.

Leaving the bus is permitted at any stop sign in addition to the fixed stops. This provision does not apply to stop lights.

Hailing the bus is permitted in zones near or outside the Athens City Limits, as shown on APT maps and schedules. In these zones the bus will pull over at the nearest safe location when hailed. Passengers should hail by waving deliberately and repeatedly to avoid confusion.

For the purposes of ADA passengers, APT's entire route network is available for hailing.

RESPONSIBILITIES:

Responsibilities as defined above.

Passenger Assistance

Effective Date: 7/1/2016

Approved By: Hocking Athens Perry Community Action Board of Directors

Approval Date: 6/27/2016

PURPOSE:

To provide guidance on the types of assistance to passengers that drivers may offer.

DEFINITIONS:

Origin-to-destination: A description of service that is flexible in its level of assistance based on passenger needs.

Stop-to-stop: fixed-route service that picks up passengers at designated bus stops.

Curb-to-curb: demand response transit service where drivers are required to arrive at a destination to allow for boarding and exiting of the vehicle, but are not responsible to assist a passenger to and from their door.

Door-to-door: demand response transit service where drivers are required to assist the passenger from/to the door of their origin and destination.

Through-the-door: demand responsive service that assists a passenger inside a building at their origin and destination. Carrying groceries into a home or escorting a passenger from their room in a group-living facility are both examples of through-the-door service.

PROCEDURE:

Athens Public Transit drivers are required to exercise professional customer service by offering assistance to all passengers. Passenger assistance may be offered in a variety of situations, including:

- Vision impairments requiring guidance;
- Passengers with mobility aids such as crutches or walkers;
- Passengers with unseen balance problems or inner ear infections;
- Frail or weakened passengers; and
- Passengers in an ambulatory post-surgical status.

Athens Public Transit fixed route service is provided stop-to-stop. while Athens Public Transit paratransit service is origin-destination, a flexible definition which may mean either curb-to-curb or door-to-door depending on the needs of the individual passenger and factors such as barriers or weather.

Drivers do not enter a person's home or any private residence under any circumstances, so paratransit service is not considered through-the-door at any time. . Passengers requiring total assistance may be advised, but not required to provide a personal care attendant.

Drivers maintain a line of sight to the vehicle and stay within a reasonable operating perimeter (approximately twenty (20) feet) of the vehicle during their duties as public transit drivers. This distance allows the driver to assist a passenger to board or exit a vehicle, operate the lift, or set packages at the curb. In exceptional circumstances of door-to-door passenger assistance, drivers may briefly exceed this distance. Circumstances that require this will be evaluated by Operator staff on a case by case basis and in radio communication with the driver.

To protect driver occupational health and safety, Athens Public Transit has a *one step* policy: drivers will assist passengers up and down one step outside the vehicle, but not multiple steps. Walkways, paths, and ramps must be in good repair, free of ice and snow.

RESPONSIBILITIES:

Responsibilities as defined above.

Personal Care Attendants

Effective Date: 7/1/2016

Approved By: Hocking Athens Perry Community Action Board of Directors

Approval Date: 6/27/2016

PURPOSE:

To provide guidance to persons requiring an accompanying personal care attendant during transit provided trips.

DEFINITIONS:

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

PROCEDURE:

A passenger with a disability may have one (1) personal care attendant (PCA) ride with them at no charge.

To ensure sufficient seating capacity, the passenger should inform the Dispatcher when making a trip request that a personal care attendant is required and will be accompanying the passenger.

The PCA is expected to care for the passenger while en route to the destination. The PCA must furnish any care over and above routine passenger assistance provided by the Driver.

Use of the PCA is at the discretion of the passenger.

RESPONSIBILITIES:

It is the responsibility of the Dispatcher and Driver to ensure compliance with this procedure.

Child Rider Policies

Effective Date: 11/1/2016

Approved By: Hocking Athens Perry Community Action Board of Directors

Approval Date: 10/24/2016

PURPOSE:

To set a minimum age requirement for children to ride without adult supervision, and to establish a child fare discount.

PROCEDURE:

APT provides public transit service to all persons; however, an adult must accompany children under age of six (6). Children age six to 10 may ride unaccompanied only if a parent or guardian shows proper identification and is present at the trip origin point with a written trip description destination drop off point to give to the driver. Arrangements will be made and communicated by the parent or guardian in writing on who is meeting the child at the drop off location. Any changes in this drop off point will result in the child remaining on the bus until emergency contact has been made. Pre-registration shall be made by the parent or guardian in advance of the first trip through the APT office. Emergency contact information will be provided and on file in the APT office. It is recommended that the child carry identification with them including important contacts. Children 10 and under will be allowed to ride free of charge. It is recommended that the child sit in the front couple of rows and the driver shall assist in this process.

RESPONSIBILITIES:

Drivers are responsible for compliance.

Child Safety Seat Policy

Effective Date: 12/1/2015

Approved By: Hocking Athens Perry Community Action Board of Directors

Approval Date: 11/26/2015

PURPOSE:

To ensure that APT vehicles are in compliance with national and state regulations concerning use of seatbelts and child safety restraints in passenger vehicles. [49 CFR 571.208 Section 4.4](#) and [Ohio Revised Code 4511.81](#) are the relevant statutes.

DEFINITIONS:

- "Seat Belt" means any NHTSA-compliant, factory-installed lap and/or shoulder belt restraint system. The definition does not extend to the four-point tie-down systems used to secure wheelchairs or other mobility devices.
- "Child Restraint System" means any NHTSA-compliant car seat for children ages 4 and under. A description of appropriate child restraint systems is available from the National Highway Traffic Safety Administration at <http://www.nhtsa.gov/Safety/CPS>.
- "Booster Seat" means a secured insert seat designed to raise a child to the correct height for safe securement using a standard adult shoulder belt. A description of appropriate booster seats is available from the National Highway Traffic Safety Administration at <http://www.nhtsa.gov/Safety/CPS>.

PROCEDURE:

Class I Vehicles. For vehicles with a Gross Vehicle Weight Rating (GVWR) of over 10,000 lbs., seat belts are not required for occupants other than the driver; neither child safety restraint systems nor booster seats are required for children. This class of vehicle includes Light Transit Vehicles purchased on the Ohio Term Contract, as well as heavy transit buses.

Parents or guardians may at their discretion supply an appropriate child restraint system or booster seat for a child rider on one of these vehicles, provided that child restraint systems are properly secured to the passenger seat. Unsecured child restraint systems shall not be permitted.

Class II Vehicles. For vehicles with a GVWR of 10,000 lbs. or under, safety restraints shall be required for driver and all passengers. This class of vehicle includes most OEM passenger cars, and Modified Minivans purchased on the Ohio Term Contract.

Athens Public Transit passengers boarding a Class II vehicle accompanied by a child under 4 must supply an appropriate child restraint system, and must secure seat and child properly. Passengers boarding a Class II vehicle accompanied by a child age 4 to 8 or under 4' 9" tall must supply an appropriate booster seat and secure the child properly.

RESPONSIBILITIES:

Drivers will:

- Be familiar with the rules for the vehicle class they are driving;
- Wear a seat belt;
- Encourage passengers to wear a seat belt in Class II vehicles;
- Assist passengers help in fastening their seat belt when requested;
- Ensure that children are appropriately secured;
- Wait until all seat belts and restraint systems are secured before driving;
- Document trips when a patron either refuses or is unable to wear a seat belt.

Passengers will:

- Wear a seat belt;
- Provide and secure child restraint system (if necessary).

Service Animals

Effective Date: 2/2/2015

Approved By: Hocking Athens Perry Community Action Board of Directors

Approval Date: 1/26/2015

PURPOSE:

To provide guidelines for the transport of service animals on transit vehicles.

DEFINITIONS:

Service Animal - The ADA defines a service animal as any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability. If they meet this definition, animals are considered service animals under the ADA regardless of whether they have been licensed or certified by a state or local government. Service animals perform some of the functions and tasks that the individual with a disability cannot perform for himself or herself. "Seeing eye dogs" are one type of service animal, used by some individuals who are blind. This is the service animal duty with which most people are familiar. Some other examples include:

- Alerting persons with hearing impairments to sounds.
- Pulling wheelchairs or carrying and picking up things for persons with mobility impairments.
- Assisting persons with mobility impairments with balance.

PROCEDURE:

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

Drivers and Dispatchers may ask the following questions:

- Is the animal a pet or a service animal?

Drivers and Dispatchers/Drivers may **NOT** ask the following questions:

- What is the passenger's disability?
- Does the passenger have certification or documentation for the service animal?

If a situation occurs, Drivers will contact the Dispatcher immediately for further direction concerning animals.

RESPONSIBILITIES:

It is the responsibility of Drivers, Dispatchers and the Administrator to ensure compliance with this procedure.

Transporting Pets

Effective Date: 2/2/2015

Approved By: Hocking Athens Perry Community Action Board of Directors

Approval Date: 1/26/2015

PURPOSE:

To provide guidelines for the transport of pets on transit vehicles.

DEFINITIONS:

Pet – A domesticated animal kept for pleasure rather than utility. This does not include Service Animals. Refer to the preceding policy, **Service Animals**.

PROCEDURE:

Pets may be transported with the passenger if the pet has a muzzle or is in a pet carrier designed for the containment of the pet.

Please observe the following guidelines for carriers:

- Hardware complete and assembled.
- Door is secure.
- Ventilation available on three sides (includes door).
- Floor contains pad or other absorbent material.

Athens Public Transit (Driver or Dispatcher) reserves the right to refuse transport of pets when the passenger does not provide an acceptable pet carrier or the pet is deemed to jeopardize the safety of the Driver and other passengers.

RESPONSIBILITIES:

Drivers and Dispatcher are responsible for enforcing this policy.

Passenger Code of Conduct

Effective Date: 2/2/2015

Approved By: Hocking Athens Perry Community Action Board of Directors

Approval Date: 1/26/2015

PURPOSE:

To establish a uniform policy on passenger activities in order to better protect the safety of APT staff and patrons and ensure the best possible passenger experience.

PROCEDURE:

The following are activities and behaviors that are prohibited on APT vehicles and at facilities.

- Smoking or tobacco use of any kind. Smoking is not permitted on any APT vehicle, nor within a 10-foot radius of system bus stops or shelters. Athens Public Transit respects and follows the tobacco use regulations of individual businesses and facilities where it stops, e.g. medical facilities and campuses.
- Physical or sexual contact with drivers or other passengers.
- Bringing objects defined as or intended to be used as a weapon (Ohio's Concealed Carry Law will be enforced).
- Use of obscene, profane, or indecent language.
- Playing of any audio devices without the use of earphones.
- Transport of hazardous materials. (see **Prohibited Items on Vehicles**)
- Soliciting for any contributions, or solicitation on behalf of any organization.
- Opening windows while heating or air conditioning units are in operation.
- Refusing reasonable directions given by APT staff, especially those that relate to the safety and security of the passengers and staff.

Eating is discouraged on vehicles operated by Athens Public Transit. Drinks must be kept in sealed spill-proof containers.

The Driver will make one (1) request for a prohibited behavior to stop. If the behavior continues, the Driver will contact Dispatch for further assistance. In the case of criminal activity or activity that threatens safety, if the behavior does not stop the Driver will stop the vehicle in a safe area and law enforcement authorities will be contacted.

The Driver will document all incidents using an incident report form as soon as is practically possible, but no later than 24 hours after the incident occurs.

If the vehicle has been stopped due to disruptive behavior, the following process will be followed:

- A written explanation of the observed behavior and copy of the procedure will be forwarded to the passenger advising that any further instances of disruptive behavior may result in action up to and including suspension of riding privileges.
- A **second** observation of disruptive behavior will result in the passengers riding privileges being revoked for thirty (30) days.
- A **third** infraction of this policy will result in service suspension for one (1) calendar year.
- **Fourth** and final infractions will result in permanent suspension of all riding privileges.

In order to protect the safety and welfare of all APT 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.)

See **Appeals of Passenger Service Suspensions** for information for information regarding passenger due process.

NOTE: 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. (e.g. Tourettes Syndrome)

(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.)

RESPONSIBILITIES:

Responsibilities are as defined above.

Prohibited Items on Vehicles

Effective Date: 2/2/2015

Approved By: Hocking Athens Perry Community Action Board of Directors

Approval Date: 1/26/2015

PURPOSE:

To establish a uniform policy on restricted items on Athens Public Transit vehicles.

PROCEDURE:

The following items are prohibited from transport:

- Explosive materials (e.g. dynamite);
- Combustible material (e.g. gasoline);
- Unsealed Toxic materials (e.g. volatile chemicals);
- Unsealed vaporous materials (e.g. vented or open-container pesticides);
- Firearms and other weapons (Ohio's Concealed Carry Law will be enforced);
- Un-caged animals, other than service or companion animals;
- Bulky items larger than 30" x 30" x 60". Additionally, in situations where vehicle capacity has been reached, passengers with any large items may be asked to remove their item from the bus to accommodate a disability passenger. Transport of large items is without guarantee!

RESPONSIBILITIES:

It is the responsibility of the Driver to ensure compliance. If additional assistance is needed, Driver must contact Dispatcher for further instruction.

Appeals of Passenger Service Suspensions

Effective Date: 2/2/2015

Approved By: Hocking Athens Perry Community Action Board of Directors

Approval Date: 1/26/2015

PURPOSE:

To provide instruction for passengers on appealing suspension of service decisions.

DEFINITIONS:

A service suspension bars a passenger who has repeatedly violated APT policies from riding the bus for a specified amount of time.

PROCEDURE:

Appeals must be submitted in writing to the Administrator within 30 days of notification of suspension.

All passengers will be permitted to continue using service during the appeals process. The Administrator will inform all staff that the suspension is pending an appeal and to allow service to continue for the affected passenger.

An Appeals Committee comprised of passengers, members of the community, local officials, and transit personnel will review all applicable information from Athens Public Transit and the involved passenger. All passengers will be offered the opportunity to speak directly with Committee members regarding the submitted appeal.

After a thorough review of all available information and testimony, the Appeals Committee will have 30 days in which to issue a recommendation to sustain or reverse the suspension.

The Committee recommendation will be forwarded to the Administrator for final review.

The Administrator will have three (3) days to issue a final suspension decision in writing to the passenger involved. **All final decisions will be implemented within seven (7) days of passenger notification.**

All communications will be in alternate format upon request.

RESPONSIBILITIES:

The Administrator will be responsible for ensuring that the appeals process is followed as prescribed above.

Passenger Comments and Complaints

Effective Date: 2/2/2015

Approved By: Hocking Athens Perry Community Action Board of Directors

Approval Date: 1/26/2015

PURPOSE:

To establish a method for passengers to communicate complaints, compliments and suggestions.

PROCEDURE:

Passengers may call to lodge a complaint, make a suggestion or compliment an employee or the service. Compliments for employees or service will be posted on the employees' bulletin board. Suggestions submitted will be discussed during staff meetings to determine the feasibility of the suggestion.

When a passenger makes a complaint, the staff taking the information will document the details. All customer complaints will be handled with respect and in an expeditious manner. Complaints that are serious in nature will be brought to the attention of the Administrator within 24 hours.

The Administrator will immediately take appropriate action to begin an investigation to determine validity. Anonymous complaints or complaints with insufficient identifying information (e.g. lacking date, time or route that incident occurred) will not be pursued.

On all validated complaints the Administrator or Operator will contact the person that initiated the complaint within seven (7) days. If a written ruling is requested, the Administrator will provide the resolution in writing to the complainant within ten (10) days. Other alternative formats will be provided upon request.

The Operator will ensure that appropriate retraining and/or disciplinary action occurs and is documented.

The preceding outline policy/procedure does not preempt a complainant to pursue his/her rights through any appeals process provided by the Ohio Revised Code.

All complaints will be logged in and tracked monthly.

RESPONSIBILITIES:

Responsibilities defined above.



Athens Public Transit System Policy Manual

4. Financial Policies

Tickets and Passes

Effective Date: 11/1/2015

Approved By: Hocking Athens Perry Community Action Board of Directors

Approval Date: 10/26/2015

PURPOSE:

To describe Athens Public Transit's prepaid fare instruments.

PROCEDURE:

A ticket and pass system has been established to allow passengers to purchase trips in advance. The following types are available.

• **Unlimited Ride Day Pass, 30-Ride Punchcard Ticket.** Day passes and 30-ride punchcard tickets may be purchased from the driver on any APT bus; a check made out to the City of Athens with the ticket number written on it or cash with exact change is required. Drivers will be required to punch the ticket for each passenger trip upon boarding. Each pass or ticket is numbered uniquely and tracked; when a passenger's ticket is exhausted they must place it in the transit vehicle's farebox. Day passes are dated and expire at the end of the service day in which they are issued. Lost, stolen, or severely damaged day passes or tickets will not be replaced.

• **Unlimited Ride Pass.** Passes are available for 60, 120 and 365-day time periods and are sold at:

City of Athens Mayor's Office
City Building 1st Floor
8 E Washington Street
Athens, Ohio 45701

A photo ID or a previously issued pass is required for reproduction of the pass-holder's photo. Payment may be made by cash or check. Mayor's Office staff will replace a lost or stolen pass free of charge once during the period the pass is valid. Each replacement thereafter will cost \$5.00. Renewal passes may be purchased effective the expiration date of a current pass.

• **Single Ride Tickets** (informally, "Red Tickets") are available to social services organizations charities, and representatives for distribution to clients. Single ride tickets are numbered uniquely; they may be purchased by calling the operations office at 740-592-2727 and picked up at 397 West State Street, Athens. Single Ride Tickets are redeemed by dropping them in the farebox.

• A log shall be kept of all tickets and passes distributed by operations staff or sold at the Mayor's Office. Current ticket and pass prices shall be listed on APT's brochures and website.

RESPONSIBILITIES:

Responsibilities shall be as defined above.

Discount Fare Certification for Elderly and Disabled Passengers

Effective Date: 11/1/2015

Approved By: Hocking Athens Perry Community Action Board of Directors

Approval Date: 10/26/2015

PURPOSE:

To ensure that Athens Public Transit verifies that citizens requesting a discounted elderly or disabled fare rate qualify for the discount.

DEFINITIONS:

Elderly - any person 65 years of age or older

Disabled - any person with a temporary or permanent mental or physical impairment limiting one or more major life functions.

“E&D Fare Rate” means the discounted fare rate made possible by the Elderly and Disabled Transit Fare Assistance Program, as authorized under Section 5501.07(B) of the Ohio Revised Code.

PROCEDURE:

All Athens Public Transit passengers requesting an E&D fare rate on the basis of age or disability at the time of boarding shall be required to present an approved Elderly & Disabled Certification ID card (informally, "Blue ID Card").

- All persons seeking to receive a fare discount must complete an Elderly and Disabled Application and provide written documentation of their age or disability. Applications are available with drivers, at the APT operations offices, 397 West State Street, Athens, or at:

Mayor's Office
Athens City Building, 1st Floor
8 East Washington Street
Athens OH, 45701.

The application form is available on APT's website. Applications may also be sent by mail upon request.

- All applications must be returned to the Mayor's Office for approval together with any verification documents necessary and a photo of the applicant.

- All persons who are certified as elderly or disabled for the purpose of this discount will be issued an Elderly and Disabled ID card (blue ID card).
- Passengers are required to show the E&D discount card upon boarding.
- The first card and one replacement card will be issued at no cost.

To maintain system on-time reliability and as a courtesy to system patrons, drivers may at their discretion waive the requirement that the card be presented if the passenger is known to the driver and has presented valid documentation in the recent past.

All elderly or disabled persons requesting a discounted day pass, 30-ride ticket or 60-day, 120-day or annual pass shall follow the process above, unless a blue E&D Certification ID has already been issued, in which case the ID and associated records will serve as verification for discount pass issuance. If a patron has already obtained one of the tickets or passes above, an ID card is not necessary while the pass or ticket is valid.

RESPONSIBILITIES:

Athens Public Transit drivers will be responsible to request documentation. Mayor's Office Staff will be responsible to process applications and keep logs of certification IDs issued. The APT Transportation Services Manager will be responsible to conduct audits of certification logs.

Fare Revenue Collection, Deposit, & Tracking

Effective Date: 2/2/2015

Approved By: Hocking Athens Perry Community Action Board of Directors

Approval Date: 1/26/2015

PURPOSE:

To provide a documented policy and procedure for the securement and twice-weekly collection and deposit of fare revenues in accordance with O.R.C. 9.38.

DEFINITIONS:

“Farebox” means the physical enclosure located on Athens Public Transit (APT) vehicles for the purpose of fare collection.

"Vault" means the lockbox detachable from the farebox in which fare moneys are secured and transported.

PROCEDURE:

APT staff shall deliver all vaults containing fare moneys to the Athens City Utilities Billing Office on a schedule that is at minimum each Monday and Thursday of the workweek. More frequent deliveries will be scheduled if vaults become full. In the case of holidays which fall on a Monday, deliveries will be made the day following (Tuesday). APT Staff will maintain a dated log of deliveries. All vaults containing fare moneys will be kept locked in the APT General Manager or Dispatcher Office prior to delivery when not being used in vehicle service. Utilities billing staff will count and deposit fare moneys by Wednesday and Friday of the same week that deliveries are made, and will be responsible for keeping a record of deliveries and deposits. In the case of holidays which fall on a Friday, deliveries will be made the day preceding (Thursday). Receipts will be issued to APT for deposited fare revenue, which APT staff will then reconcile with their driver reconciliation forms.

RESPONSIBILITIES:

The APT Operator and Dispatcher are responsible to keep vaults not in service secured and to maintain a log of deliveries and an organized record of driver reconciliation forms. Utilities billing staff are responsible to count moneys, make twice-weekly deposits, and to keep a dated log of both deliveries and deposits. APT staff are responsible to deliver vaults to the Utilities Billing Office in a timely fashion on the days listed.

Contract Service/Fully Allocated Costs

Effective Date: 2/2/2015

Approved By: Hocking Athens Perry Community Action Board of Directors

Approval Date: 1/26/2015

PURPOSE:

To establish a contract service rate structure.

DEFINITIONS:

Contract Service is the transportation of a group of people for a specified cost scheduled and paid for by a third party and considered to be premium guaranteed service. Contract Service must be open-door, available to the general public, offered during regular service hours and cannot interfere with the overall general public service. A rate is negotiated with the contracting partner and takes into account the fully allocated cost of providing the service.

Fully Allocated Cost is the total cost of providing a specific transit service, including both fixed and variable costs; it is typically higher than the publicly-subsidized standard fare.

PROCEDURE:

Contract service is offered at the fully-allocated cost. APT must adhere to the regulations of the Federal Transit Administration and Ohio Department of Transportation when providing contract service. Local partners who arrange for contract service will benefit from guaranteed transportation for their clients and from transit system expertise.

In return for guaranteed transportation service, a local agency must reimburse APT for the full cost of providing transit services. The costs are subject to change as they are based on the actual cost for providing the service. Fully-allocated cost means that all cost associated with providing the service is included. These costs include, but are not limited to:

- Vehicle capital cost
- Insurance
- Overhead
- Utilities
- Wages
- Fringe Benefits
- Fuel
- Maintenance
- Advertising

The Administrator will use ODOT's Fully Allocated Cost model spreadsheet to calculate cost. The rate will be calculated annually prior to contract negotiations.

The Administrator will prepare and negotiate a formal contractual agreement guaranteeing the provision of transit service by APT and establishing a per trip, per mile, or other applicable reimbursement rate for the contract agency that must be signed before contract service begins. Contract partners will be billed on a monthly basis for transportation services. Contracts must be renegotiated, at a minimum, on an annual basis.

Criteria for Contract Service

The following criteria will be used in determining whether APT will provide contract transportation service:

The entity is willing to purchase service at the established contract rate.

The transit system has the capacity to accommodate an entity's requested contract service.

The distance between the trip origin and destination and the time required to travel that distance may also be a factor in establishing the availability of contract service.

Contract service should not decrease system capacity for general public ridership.

RESPONSIBILITIES:

The Administrator is responsible for contract rates and negotiations.

Capital Replacement Account

Effective Date: 2/2/2015

Approved By: Hocking Athens Perry Community Action Board of Directors

Approval Date: 1/26/2015

PURPOSE:

To establish a means to capture the capital cost of providing service.

DEFINITIONS:

Capital Costs: The cost of equipment and facilities required to support transportation systems, including vehicles, radios, shelters, etc.

PROCEDURE:

Each contract will be charged the capital replacement surcharge.

The funds for capital replacement will be placed in a separate account using a formula approved by ODOT.

The Administrator will calculate fully allocated cost and the percentage for capital replacement based on the ODOT spreadsheet.

The Administrator will calculate the capital replacement of each contract upon contract renewal.

RESPONSIBILITIES:

The Administrator is responsible for contract rates and negotiations.



Athens Public Transit System Policies and Procedures

5. Recordkeeping

Data Definitions

Effective Date: 2/2/2015

Approved By: Hocking Athens Perry Community Action Board of Directors

Approval Date: 1/26/2015

PURPOSE:

To ensure that ODOT's most current data definitions are used to track and report data.

DEFINITIONS:

Actual Revenue Miles of Service (ARMS) - The miles that vehicles travel while in revenue service. Actual revenue miles exclude: deadhead, operator training, maintenance, testing, school bus service, and charter services.

Total Miles of Service (TMS) - The total miles that a vehicle travels from when the vehicle leaves the transit facility until the vehicle returns to the facility. This does include deadhead time and actual revenue miles as defined in ARMS. Total miles of service exclude: operator training, maintenance, testing, school bus service, and charter services.

Actual Revenue Hours of Service (ARHS) - The hours that vehicles travel while in revenue service. Actual vehicle revenue hours include layover/recovery time. Actual vehicle revenue hours exclude: deadhead, operator training, maintenance, school bus service, and charter services.

Total Hours of Service (THS) - The total hours that a vehicle travels from when the vehicle leaves the transit facility until the vehicle returns to the facility. This does include deadhead time and actual revenue hours as defined in ARHS. Total hours of service exclude: operator training, maintenance testing, school bus service, and charter services.

Passenger Trips - The number of passengers who board public transportation vehicles. Passengers are counted each time they board vehicles no matter how many vehicles they use to travel from their origin to their destination. Passenger trips include Personal Care Attendants (PCA), transfers, and non-paying passengers. Passenger trips exclude service animals, meals, and packages.

Trip Denials - In a demand response system, a trip denial occurs when a passenger's trip request cannot be accommodated due to capacity constraints. Trip times can be negotiated with the passenger as long as the new trip time does not go beyond one hour prior or one hour past the requested time. Even if the trip can be accommodated outside of this "window," it is a trip denial.

Road Calls – Any situation which requires assistance from the maintenance department is considered a road call and must be reported as such. Assistance is defined as a mechanic or support personnel meeting the vehicle en route or at a layover point, e.g. to switch a vehicle on a route, replace a headlight, check low tire pressure, or repair a malfunctioning passenger ramp/door.

Deadhead for Fixed Service -The miles and hours that a vehicle travels when out of revenue service.

Deadhead for Demand Response: includes leaving the dispatch point to the first passenger pick-up and last passenger drop-off to the dispatch point. Deadhead does not include: charter service; school bus service; operator training; and maintenance training.

Elderly and Disabled- Elderly is defined, for Rural Transit Program grantees, as people aged 65 and older. Disabled is defined as any non-elderly person with a mental or physical impairment limiting some major life function. Only non-contract, elderly and disabled public transit passengers are eligible for assistance under the E&D Program. All systems, including those which do not participate in the E&D Program, must report elderly and disabled passengers under these definitions. Further E&D guidance may be found in the Elderly and Disabled Transit Fare Assistance Program Criteria.

Contract service - The transportation of a group of people for a specified cost paid by a third party. This service must be open door and, when the service is viewed as a whole, should not constitute more than 50 percent of the total service unless the system can document that the service is adequately marketed to the general public and no general public passengers are denied service. Charges for this service should also reflect a system's fully allocated rate.

PROCEDURE:

Each driver will be required to document information used to report data correctly and completely on the driver's manifest/daily log.

The Administrator will be responsible for developing a method of capturing data using ODOT's definitions.

All transit providers used to provide service must report data using the most current ODOT-approved definitions.

The Administrator will provide training to all transit providers and drivers on data definitions.

RESPONSIBILITIES:

Responsibilities shall be defined as above.

Monthly and Annual Statistical Reporting

Effective Date: 2/2/2015

Approved By: Hocking Athens Perry Community Action Board of Directors

Approval Date: 1/26/2015

PURPOSE:

To capture data on a monthly basis to be used for service evaluations.

PROCEDURE:

The Administrator will maintain records of vehicle revenue and service miles, vehicle revenue and service hours, contract and general public trips, and trip denials on a monthly basis.

All monthly reporting statistics will be used for the following purposes:

- To determine trends or patterns for planning purposes;
- To determine if goals and objectives related to service are being met;
- The monthly statistics will be used to compile reports to ODOT, as required;
- To calculate performance measures including passengers per hour, cost per trip, cost per mile, and cost per hour; and
- To compare and evaluate the progress of service from previous months.

Annual statistics will be used to compare and evaluate the progress of service from previous years. The Administrator will prepare monthly statistical reports for board and committee meetings. Annual statistics will be used for planning purposes.

RESPONSIBILITIES:

The Administrator is responsible for maintaining monthly and annual statistical reports.

Inventory

Effective Date: 2/2/2015

Approved By: Hocking Athens Perry Community Action Board of Directors

Approval Date: 1/26/2015

PURPOSE:

To comply with local, state, and federal regulations requiring an inventory system be established and maintained to ensure the proper management and tracking of the assets of Athens Public Transit.

PROCEDURE:

The ODOT Public Transportation Facilities and Equipment Management System (PTMS) inventory system will be employed to track all non-consumable assets, including vehicles, radios, and garage equipment. The Administrator will be responsible for maintaining the inventory system as well as fulfilling all local, state, and federal reporting requirements. The inventory and disposition system will track information for each non-consumable APT asset with a purchase price of \$1000 or greater and a useful life of at least one year. Depending on program goals, assets below this threshold may be placed on inventory tracking at the discretion of the Administrator.

Information to be tracked for each asset will include:

- Location;
- Quantity;
- Description;
- Inventory number;
- Purchase price;
- Grant number (if applicable);
- Date placed in service (for vehicles);
- State and federal share of purchase (if applicable);
- Date purchased;
- Vendor purchased from;
- Date removed from service (for vehicles);
- Disposal date; and
- Funds generated by disposal (if applicable).

An annual inventory should be completed by 2/28 of each year for the previous year (1/1 through 12/31). Copies of the inventory will be made available to any other state and federal entities who formerly request a copy.

RESPONSIBILITIES:

Responsibilities shall be defined as above.

Disposition

Effective Date: 2/2/2015

Approved By: Hocking Athens Perry Community Action Board of Directors

Approval Date: 1/26/2015

PURPOSE:

To ensure the proper disposition of the assets of APT and to comply with local, state, and federal regulations.

PROCEDURE:

All assets that have been determined to have reached the end of their useful life or are no longer needed by APT for their originally intended purpose will be reported as surplus and available for disposition. If the surplus asset to be disposed of has a fair market value of under five thousand dollars, the surplus asset will be disposed of by one of the following:

- A. Public auction with the time, place, and manner of sale to be determined and advertised by the Athens Public Transit;
- B. Selling the surplus asset by sealed bid to the highest bidder, after giving at least ten days notice of the time, place, and manner of sale by posting a printed notice in the local newspaper and in the transit office;
- C. If the surplus asset has a fair market value in excess of five thousand dollars a legal notice with the time, place, and manner of sale is to be published in a newspaper of general circulation throughout the county at least ten days prior to the sale, in addition to the requirements in paragraph A and B of this section; or

Vehicles are subject to the preceding surplus asset disposal. Also, vehicles valued at or less than five thousand dollars may be donated to other governmental agencies or nonprofit organizations exempt from federal income taxation in compliance with 26 U.S.C. 501 (A) and (C) (3).

All funds generated by the disposal of surplus assets are to be paid into the APT Capital Reserve Account unless they meet the criteria set forth in Disposition of State and Federally Funded Assets (below).

Disposition of State and Federally Funded Assets

For the disposition of vehicles, equipment, and real property that have been purchased with state and federal funds through operating and capital grants all criteria specified in Volume I, Chapter 9 of the ODOT Rural Transit Program must be followed.

These requirements include, but are not limited to the following:

1. Disposition can be requested of vehicles, equipment, or real property when the useful life has been met or prior to the end of the useful life when extraordinary circumstances are involved (see of Attachment 9-A, Useful Life Standards in Chapter 9 of the Rural Transit Program Manual).
2. All requests for disposition must be submitted in writing to ODOT prior to disposition.
3. ODOT reserves the right to refuse disposition based on apparent underutilization. If ODOT does not feel that the vehicle, equipment, or real property has been used effectively APT will be offered three options:
 - A. Repay a prorated amount of the Federal and State shares of the vehicle, equipment or real property based on the original price.
 - B. Require APT to continue to operate or use the vehicle, equipment or real property; or
 - C. Transfer the vehicle, equipment or real property to another grantee.
4. If APT seeks disposition of a vehicle due to an accident, or seeks disposition of equipment or real property due to circumstances beyond APT's control, such as acts of God, before the asset reaches the end of its useful life APT will be required to reimburse the Federal and State shares of the insurance settlement to ODOT or apply the proceeds toward the purchase of a replacement vehicle or acquisition of real property. No action for disposition or refund remittance is to be initiated without prior contact with ODOT. Disposition requests resulting from accidents must be supported by the insurance claim and police report.
5. APT must submit a written request for authorization to ODOT requesting permission to dispose of any vehicle, equipment or real property purchased using Federal and State operating or capital funds using ODOT's Equipment and Vehicle Disposition Request form. (See Attachment 9-B for sample and blank forms in Chapter 9 of the Rural Transit Program Manual).
6. Proceeds from the sale of vehicles following ODOT disposition may be used as unrestricted local share. APT may be required to reimburse Federal and State funds in situations where vehicles are disposed prior to meeting their useful life standards or proceeds from disposal are greater than \$5,000.
7. In order to retain vehicles approved for disposal for use as backup vehicles APT must meet the Rural Transit Program spare ratio, which states that grantees with a peak-hour operating requirement of 1-10 vehicles are allowed a spare ratio of two-back-up vehicles. Grantees with peak-hour fleet of 11 or more are allowed a spare ratio of 20% of their fleet. 50% of the grantee's fleet must be accessible.

RESPONSIBILITIES:

The Administrator is responsible for compliance of this policy.