



APT Rider Policies:

1. Curb to curb service, door to door assistance available upon request.
2. **Exact fare is due, in cash only, when entering Transit vehicle.** If you do not have correct change and request a stop to get change, that stop will be charged as an additional stop (see Fare Structure on back of brochure for charge).
3. All trips must be scheduled by an adult (18 years or over).
4. Seatbelts must be worn by all passengers and refusal to wear a seat belt may result in loss of riding privileges.
5. Children 40 lbs or 4 years of age must be secured in a car seat. Car seats are available upon request.
6. All common wheelchairs and mobility devices will be transported and while aboard APT vehicles will be secured with a 4-point securement.

Section 37.3 of the DOT's regulation implementing the Americans with Disabilities Act of 1990 (ADA)(49 CFR Parts 27,37 and 38) defines a "common wheelchair" as a mobility aid belonging to any class of three or four-wheeled devices, usable indoors, designed for and used by individuals with mobility impairments, whether operated manually or powered. A "common wheelchair" does not exceed 30 inches in width and 48 inches in length measured two inches above the ground, and does not weigh more than 600 pounds when occupied.

7. **Passengers must refrain from disruptive behavior, profanity, eating, drinking, smoking while being transported by APT.**
8. **Drivers do not accept schedule changes or make reservations**

APT has the right to refuse service to riders that do not follow APT policies..

GENERAL INFORMATION AND RIDERS GUIDE



"Come & Ride"

"A SHARED RIDE PUBLIC TRANSPORTATION SYSTEM"

206 Claremont Avenue

(419) 207-8240

Ohio Relay: 1-800-750-0750

www.ashland-ohio.com

Ashland Public Transit is a public service financed in part from the City of Ashland, Federal Transit Administration, the Ohio Department of Transportation, agency contracts and passengers fares.

This brochure is available in alternative formats upon request.

Revised 3/24/2009



TO USE SERVICE:

Please call Ashland Public Transit at **(419) 207-8240** to schedule your ride by providing pickup location and drop off destination. Please provide the times of your trips and # of passengers.

Hours of Operation for APT

Monday-Friday 6:00 A.M.-9:00 P.M.

Saturday 8:00 A.M.-9:00 P.M.

Advanced Reservations

Recommended

APT is closed the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, & Christmas.



Mission Statement: "It is the mission of Ashland Public Transit, through the efforts of dedicated and well-trained employees to provide all citizens and visitors with safe, reliable and efficient transportation, which continues to grow to meet their needs."

APT Cancellation Policy:

Cancellations need to be given (2) hours in advance before scheduled pick up. Therefore, APT encourages you to cancel your ride at any time before (2) hours of your scheduled pick up in order to avoid a penalty. Cancellations may be left on the APT voice mail and the voice mail will provide a time of day and date of the cancellation. If you do not cancel (2) hours in advance of your pick up time, you will be considered a no-show and you will be billed for the fare before another trip can be scheduled.

No-Show Policy:

A no show is when you do not cancel your trip (2) hours in advance or when you do not appear within (5) minutes after arrival of the of the APT vehicle. Please remember to allow for the 30 minute window (15) minutes on either side of scheduled pick up time. (3) no shows within a 30 day period may result in loss of riding privileges up to a 14 day period.

You will be billed for the no-show before another trip can be scheduled.

Enforcement of these policies are so that APT can provide efficient service to all passengers.

APT cares about you and appreciates you riding with APT !





Disabled ADA (Americans with Disabilities Act Service)

Please call our dispatch at (419) 207-8240, if you are disabled then you may qualify for a reduced fare. APT provides ADA accessible vehicles.



Elderly Discount

If you are 65 years of age and can show proof such as a driver's license or birth certificate then you may qualify for a discount fare. Once eligible you will receive an E/D Card. For more information, please call APT (419) 207-8240.



Personal Care Attendants (PCA)

A personal care attendant (PCA) can ride at no charge. The scheduler/dispatcher must be advised that a PCA will be riding with the passenger.



Service Animals

Service animals may be transported to accompany individuals with disabilities in vehicles and transit facilities. Pets may be transported with the passenger if the pet is in a pet carrier (kennel designed for the containment of the pet).



Children

APT allows children who are 5-12 years old to ride at a discount. If they are accompanied by an adult (18 or over) they will ride for FREE. Children under 5 must be accompanied by an adult to ride.



Passenger Assistance & Packages

Curb-to Curb service is provided only from the curb in front of your pick-up point to the curb in front of your destination. APT will provide door to door service upon request. The driver will tie down all wheelchairs and assist with seatbelts if needed. Any packages carried on vehicle by passenger must fit safely on their lap and on floor directly in front of their feet.



Adverse Weather Condition

Safety is our primary concern, during adverse weather conditions, APT reserves the right to delay/cancel operations as necessary. Announcements concerning weather delays or cancellations will be made on radio station: **WNCO-1340 AM**



Complaints/Concerns/Suggestions

APT is a service of the City of Ashland, Ohio. Any problems, complaints, concerns, or suggestions for improvement should be directed to Glen Stewart, Mayor or Ellie Grubb, Administrative Assistant. Please mail your concerns or comments to 206 Claremont Ave Ashland OH 44805. A written response will be provided within 7 days of all complaints. You can also e-mail concerns to mayor@ashland-ohio.com or elliegrubb@ashland-ohio.com.



APT is an EOE/Service Provider

APT FARE STRUCTURE

APT offers a reduced fare if you schedule your trip 24 hours in advance by calling.

(419) 207-8240 from 7:00 a.m. until 5:00 p.m. Monday through Saturday.

APT (CASH) Out-of-Town Trips:

In-town base rate + \$1.00 per mile each way.

APT (CASH) Out-of-County Trips:

In-town base rate + \$2.00 per mile each way. Wait time is charged at \$10.00 per hour (for any out of town trips).

We recommend a 48 hour notice for out-of-town trips.

APT will travel up to 100 miles from the City Limits.

City of Ashland Schedule

Ahead 24 Hrs Reservations

- General Public \$3.00
- Elderly/Disabled \$1.50
- Children under 12 with Adult: FREE
- Children 5-12 without Adult \$1.50

City of Ashland Same Day Service

- General Public \$5.00
- Elderly/Disabled \$2.50
- Children under 12 with Adult:FREE
- Children 5-12 without Adult \$2.50

APT Shopper Shuttle For City of Ashland, OH



The shopper shuttle is available every Saturday from 9:00-12:00 pm & 1:00-5:00 pm. It makes a 60 minute continuous loop around Ashland stopping at these sites: AU Student Center, Good Shepherd, Martin House, Essex House (Center Street), Dollar General (East Main) Buehler's, Wal-Mart, Mill Run Place, Hawkins/Drug Mart and Dollar General (Claremont). It is only \$2.50 for a one-way pass and \$5.00 for an all day pass.



COME & RIDE !!!!!

