

APT Rider Policies:

1. Drivers do not carry cash and cannot make change. Please make sure you have exact fare when boarding.
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 under 4'9" or age 8 must be secured in a car seat. All wheelchairs and mobility devices will be transported and while aboard APT vehicles will be secured with a 4-point securement.
6. *Passengers must refrain from disruptive behavior, profanity, eating, drinking, vaping, and tobacco use while being transported by APT.*
7. Drivers do not accept schedule changes or make reservations.

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



GENERAL INFORMATION AND RIDERS' GUIDE



ASHLAND PUBLIC TRANSIT

"Come & Ride"

"A SHARED RIDE PUBLIC
TRANSPORTATION SYSTEM"

206 Claremont Avenue

(419) 207-8240

TTY: 711

www.ashland-ohio.com

Ashland Public Transit is a public service financed in part from the City of Ashland, the Federal Transit Administration, the Ohio Department of Transportation, agency contracts and passengers fares. Ashland Public Transit complies with Title VI and Civil Rights Laws.

This brochure is available in alternative formats

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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 number 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 are 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:

APT requires that you cancel your ride at least (2) hours before 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.

No-Show Policy:

A no-show is when you do not cancel your trip two (2) hours in advance or when you do not appear within five (5) minutes after the arrival of the APT vehicle. Please remember to allow for the 30 minute window (15 minutes on either side of scheduled pick up time.)

First no-show: verbal warning

Second no-show: written warning

Third no show: one ride suspension

Over three no shows: three ride suspension (within a 30 day period)

You will also be billed for and need to pay the no-show charge before additional trips will be scheduled.

We request that all rescheduling requests be made at least 2 hours prior to scheduled pick-up.

Enforcement of these policies results in the provision of efficient service to ALL passengers.

APT cares about you and appreciates your use of public transit!

Americans with Disabilities Act (ADA) Service

If you are disabled you may qualify for a reduced fare. APT operates a fully ADA accessible fleet. Please call dispatch at (419) 207-8240 for information.

Elderly Discount

If you are 65 years of age and can show proof (driver's license or birth certificate) you 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 Attendant (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 accompany individuals with disabilities in vehicles and transit facilities at any time. 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 5-11 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. As of Oct., 2009, Ohio law requires that children under 8yrs. old and less than 4'9" tall ride in a federally-approved car/booster seat.

Passenger Assistance & Packages

Origin to destination 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. Transit employees are prohibited from entering residences or businesses. The driver will secure 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 Conditions

Safety is our primary concern, during adverse weather conditions; APT reserves the right to delay, modify or cancel operations as necessary. Announcements concerning weather delays or cancellations will be made on radio station: **WNCO-1340 AM or 101.3 FM**

Complaints/Concerns/Suggestions

APT is a service of the City of Ashland, Ohio. Any problems, complaints (including Title VI complaints), concerns, or suggestions for improvement should be directed to Matt Miller, Mayor or Elizabeth McClurg, Transit Coordinator.

Please mail your concerns or comments to 206 Claremont Ave Ashland OH 44805. A written response will be provided within 7 days. You can also e-mail concerns to mayor@ashland-ohio.com

You may also file directly with the Ohio Department of Transportation Office of Equal Opportunity, Attention: Title VI Coordinator, 1980 West Broad Street, Columbus, OH 43223; or Federal Transit Administration Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Avenue, SE, Washington, DC 20590.

The City of Ashland provides transportation services to all and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. This is in accordance with Title VI of the Civil Rights Act.

APT FARE STRUCTURE

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

(419) 207-8240
TTY: 711

Scheduling: 7:00 a.m. - 5:00 p.m.
Monday through Friday
Saturday: 8:00am – 5:00pm

APT Prices

Advance 24 Hours Reservations

Inside City Limits

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

Inside City Limits

General Public: \$5.00

Elderly/Disabled: \$2.50

Children under 12 with Adult: FREE

Children 5-12 without Adult: \$2.50

APT (CASH) Out-of-City Limit Trips:
In-town base rate + \$2.25 per mile each way.

APT (CASH) Out-of-County Trips:
In-town base rate + \$2.25 per mile each way. Wait time is charged at \$16.00 per hour.

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

APT Saturday All Day Pass

The Saturday All Day Pass

is available to use any

Saturday from 9:00 a.m. to 8:00 p.m.

The Saturday All Day Pass is an unlimited one-day pass available to anyone *for origin to destination travel inside City limits.*

Only \$5.00 for an all-day pass!

Pre-paid accounts and credit card payments are now available!

Service Area

APT operates within the Ashland City Limits (red zone), with extended service up to 100 driving miles from the City center.

