

***Federal Transit Administration***  
***Title VI Program***  
*Version 1223*

**Auglaize County Council On Aging**

**Effective Date of Plan:**  
**November 20, 2025**

**Title VI Contact Information**

Robert Warren Executive Director  
419-394-8252  
Contact Email: [safety@auglaizeseniorservices.com](mailto:safety@auglaizeseniorservices.com)

Mailing Address: P.O.Box 215, St. Marys Ohio 45885  
Website: [auglaizeseniorservices.com](http://auglaizeseniorservices.com)

**Language Interpretation Assistance**

Interpretation Services Provided By (Company or Service Name): Staff Member  
For Interpreter Services Individuals Will Call (Phone Number): 419-394-8252

## **Title VI Plan Table of Contents**

The Auglaize County Council On Aging Title VI plan includes the following elements:

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## **Section 1: Title VI Plan Approval & Compliance Requirements**

Title VI Plan  
Adopted on: November 20, 2025

Adopted by: Auglaize County Council On Aging Board of  
Trustees

Signature(s): Robert Warren

Approval:

Insert a copy of the authorizing resolution here.

## **Annual Certifications and Assurances**

In accordance with 49 CFR Section 21.7(a), every application for financial assistance from FTA must be accompanied by an assurance that the applicant will carry out the program in compliance with Title VI regulations. This requirement shall be fulfilled when the applicant/recipient submits its annual certifications and assurances. Primary recipients will collect Title VI assurances from sub-recipients prior to passing through FTA funds.

Auglaize County Council On Aging will remain in compliance with this requirement by annual submission of certifications and assurances as required by ODOT.

The date of last submission of these certifications and assurances (at the time of this Plan's approval) is:  
November 20 2025

## **Title VI Plan Revision Log**

<b>Date</b> Month/day/year	<b>Section Revised</b>	<b>Summary of Revisions</b>

## **Section 2: Title VI Policy Statement**

## **Policy Statement**

Auglaize County Council On Aging, operating demand response transit provider, as a recipient of Federal Transit Administration (FTA) grant dollars either directly from FTA or through the Ohio Department of Transportation (ODOT), will comply with the Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d), the U.S. Department of Transportation implementing regulations, FTA Circular 4702.1B, and ODOT Public Transportation requirements as specified in Master Grant Agreement, and State Management Plan. Auglaize County Council On Aging operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act.

### **Section 3: Notice to the Public**

#### **Title VI Notice to the Public**

Auglaize County Council On Aging's Notice to the Public is as follows:

#### **Notifying the Public of Rights Under Title VI**

### **Auglaize County Council On Aging**

- The Auglaize County Council On Aging 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 the Auglaize County Council On Aging.
- For more information on the Auglaize County Council On Aging's civil rights program, the procedures to file a complaint, or to file a complaint, please contact the Robert Warren Executive Director at 419-394-8252 (TTY 800-750-0750); email [safety@auglaizeseniorservices.com](mailto:safety@auglaizeseniorservices.com); or visit our administrative office at P.O.Box 215, St. MarysOhio 45885. For more information, visit [auglaizeseniorservices.com](http://auglaizeseniorservices.com).
- For transportation-related Title VI matters, a complaint may also be filed directly with the:

Ohio Department of Transportation, Attn: Office of Opportunity, Diversity, and Inclusion, Title VI Coordinator, 1980 West Broad Street, Mailstop 3270, Columbus, Ohio 43223

Federal Transit Administration, Office of Civil Rights, Attention: Complaint Team, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

- If information is needed in another language, contact 419-394-8252.

FTA states that: *agencies shall inform the public of their rights under Title VI through such measures as posting the Title VI notice on posters, comment cards, or flyers placed at stations, bus shelters, and in transit vehicles. The type, timing, and frequency of these measures are at the recipient's discretion, as long as the type, timing, and frequency are sufficient to notify passengers and other interested persons of their rights under DOT's Title VI regulations with regard to the recipient's program.* As such, Auglaize County Council On Aging's Notice to the Public can be found at the following locations (check all that apply):

- In public areas of the office, including reception room and meeting rooms.
- On the agency website.
- In the agency brochure.

- In the agency vehicles.
- At stations and/or stops.

#### **Section 4: Title VI Complaint Procedure**

Auglaize County Council On Aging's Title VI Complaint Procedure is made available in the following locations:

- Agency website at: [safety@auglaizeseniorservices.com](mailto:safety@auglaizeseniorservices.com)
- Hard copy in the central office
- Agency Title VI Plan

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Any individual, group of individuals or entity that believes they have been discriminated against on the basis of race, color, or national origin by Auglaize County Council On Aging may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form.

Any individual having filed a complaint or participated in the investigation of a complaint shall not be subjected to any form of intimidation or retaliation. Individuals who have cause to think that they have been subjected to intimidation or retaliation can file a complaint of retaliation following the same procedure for filing a discrimination complaint.

A complaint must be filed with Auglaize County Council On Aging no later than 180 days after the following:

1. The date of the alleged act of discrimination; or
2. The date when the person(s) became aware of the alleged discrimination; or
3. Where there has been a continuing course of conduct, the date on which that conduct was discontinued of the latest instance of the conduct.

Once the complaint is received, Auglaize County Council On Aging will review it to determine if our office has jurisdiction. A copy of each Title VI complaint received will be forwarded to the New Hampshire Department of Transportation within ten (10) calendar days of receipt. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

Auglaize County Council On Aging has 45 days to investigate the complaint. If more information is needed to resolve the case, Auglaize County Council On Aging may contact the complainant requesting

further information. The complainant has **30** business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 30 business days, Auglaize County Council On Aging can administratively close the case.

After the investigator reviews the complaint, the agency will issue one of two (2) letters to the complainant: a closure letter or a letter of finding (LOF).

- ✓ A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed.
- ✓ A letter of finding (LOF) summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur.

If the complainant wishes to appeal the decision it must direct the appeal to the agency initially. The complainant has **30** days after the date of the closure letter or the letter of finding to do so. If there is outstanding concern, the appeal may be directed to the state DOT or FTA. The appeal process information will be included in the letter.

A person may also file a complaint directly with the: Ohio Department of Transportation, Attn: Office of Opportunity, Diversity and Inclusion 1980 West Broad Street, Mailstop 3270, Columbus, OH 43223  
Or

Federal Transit Administration, Office of Civil Rights, Attention: Complaint Team, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

If information is needed in another language, then contact 419-394-8252.

## **Section 5: Title VI Complaint Form**

Auglaize County Council On Aging's Title VI Complaint Procedure is made available in the following locations:

- Agency website, if available: [auglaizeseniorservices.com](http://auglaizeseniorservices.com)
- Hard copy in the central office
- Agency Title VI Plan

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<b>Section I:</b>				
Name:				
Address:				
Telephone (Home):		Telephone (Work):		
Email Address:				
Accessible Requirements?	Format	Large Print TDD	Audio Tape Other	
<b>Section II:</b>				
Are you filing this complaint on your own behalf?		Yes*	No	
*If you answered "yes" to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party:				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.		Yes	No	
<b>Section III:</b>				
I believe the discrimination I experienced was based on (check all that apply):				
<input type="checkbox"/> Race	<input type="checkbox"/> Color	<input type="checkbox"/> National Origin		
Date of Alleged Discrimination (Month Day, Year) _____				
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.				

<hr/> <hr/> <hr/>		
<b>Section IV</b>		
Have you previously filed a Title VI complaint with this agency?		Yes      No
<b>Section V</b>		
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?		
[ ] Yes      [ ] No		
If yes, check all that apply:		
[ ] Federal Agency: _____		
[ ] Federal Court _____		
[ ] State Agency _____		
[ ] State Court _____		
[ ] Local Agency _____		
Please provide information about a contact person at the agency/court where the complaint was filed.		
<b>Name:</b>		
<b>Title:</b>		
<b>Agency:</b>		
<b>Address:</b>		
<b>Telephone:</b>		
<b>Section VI</b>		
Name of agency complaint is against:		
Contact person:		
Title:		
Telephone number:		

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

If information is needed in another language, contact 419-394-8252.

Please submit this form to:

**Auglaize County Council On Aging**  
**Robert Warren Executive Director**  
**P.O.Box 215,St. MarysOhio 45885**  
**419-394-8252**  
**safety@auglaizeseniorservices.com**

## **Section 6: List of Transit Related Title VI Investigations, Complaints and Lawsuits**

Auglaize County Council On Aging maintains a list or log of all Title VI investigations, complaints, and lawsuits, pertaining to its transit-related activities.

### **Check One:**

There have been no investigations, complaints, and/or lawsuits filed against Auglaize County Council On Aging since the last plan submission.

There have been investigations, complaints, and/or lawsuits filed against Auglaize County Council On Aging. See list below. Additional information is to be attached as needed.

	<b>Date</b> (Month, Day, Year)	<b>Summary</b> (include basis of complaint: race, color, or national origin)	<b>Status</b>	<b>Action(s) Taken</b>
<b>Investigations</b>				
	Click or tap to enter a date.			
	Click or tap to enter a date.			
<b>Lawsuits</b>				
	Click or tap to enter a date.			
	Click or tap to enter a date.			
<b>Complaints</b>				
	Click or tap to enter a date.			
	Click or tap to enter a date.			

## **Section 7: Public Participation Plan**

### **Strategies and Desired Outcomes**

To promote inclusive public participation, Auglaize County Council On Aging will employ the following strategies, as appropriate (make these determinations based on a demographic analysis of the population(s) affected, type of plan, program and/or service under consideration, and the resources available):

- ✓ Provide for early, frequent and continuous engagement by the public
- ✓ Select accessible and varied meeting locations and times
- ✓ Employ different meeting sizes and formats
- ✓ Use social media in addition to other resources as a way to gain public involvement
- ✓ Use radio, television or newspaper ads on stations and in publications that serve LEP populations. Outreach to LEP populations may also include audio programming available on podcasts.
- ✓ Expand traditional outreach methods by visiting ethnic stores/markets and restaurants, community centers, libraries, faith-based institutions, local festivals, etc.

### **Public Outreach Activities**

The public outreach and involvement activities conducted by Auglaize County Council On Aging since the last Title VI Program submission are summarized in the table below.

Specific Public Participation activities are listed in the table below:

Event Date	Insert Agency Name Staffer(s) or Department	Activity	Communication Method (Public notice, posters, social media)	Notes
9/15/23	Outreach	Our services	Poster	New Hope apartments
10/3/23	Outreach	Our services	Social Media	Waynesfield Church
10/4/23	Outreach	Our services	Poster	Aug/Mercer YMCA
11/8/23	Outreach	Our services	Poster	South YMCA

## **Section 8: Language Assistance Plan**

### ***Plan Components***

As a recipient of federal US DOT funding, Auglaize County Council On Aging is required to take reasonable steps to ensure meaningful access to our programs and activities by limited-English proficient (LEP) persons.

Limited English Proficient (LEP) refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. This includes those who have reported to the U.S. Census that they speak English less than very well, not well, or not at all.

Auglaize County Council On Aging's Language Assistance Plan includes the following elements:

Item #1: The results of the *Four Factor Analysis*, including a description of the LEP population(s), served.

Item #2: A description of how language assistance services are provided by language

Item #3: A description of how LEP persons are informed of the availability of language assistance service

Item #4: A description of how the language assistance plan is monitored and updated

Item #5: A description of how employees are trained to provide language assistance to LEP persons

### ***Four Factor Analysis Methodology***

To determine if an individual is entitled to language assistance and what specific services are appropriate, Auglaize County Council On Aging has conducted a *Four Factor Analysis* of the following areas: 1) Limited-English Proficient (LEP) Speaker Demography, 2) Contact Frequency, 3) Importance of Service, and 4) Resources and Costs.

**Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient.** In addition to the number or proportion of LEP persons served, Auglaize County Council On Aging will identify:

- (a) How LEP persons interact with the recipient's agency;
- (b) Identification of LEP communities, and assessing the number or proportion of LEP persons from each language group to determine the appropriate language services for each language;
- (c) The literacy skills of LEP populations in their native languages, in order to determine whether translation of documents will be an effective practice; and
- (d) Whether LEP persons are underserved by the recipient due to language barriers.

**Factor 2: The frequency with which LEP persons come into contact with the program:** Identifies and assesses the frequency Auglaize County Council On Aging's staff comes into contact with LEP persons. Examples of contact could include:

- (a) Use of bus and rail service;
- (b) Purchase of tickets through vending machines, outlets, websites, and over the phone;
- (c) Participation in public meetings;
- (d) Customer service interactions;
- (e) Ridership surveys;
- (f) Operator surveys.

**Factor 3: The nature and importance of the program, activity, or service provided by the program to people's lives.** Generally speaking, the more important the program, the more frequent the contact and the likelihood that language services will be needed.

**Factor 4: The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach.** Resource and cost issues can often be reduced by technological advances, reasonable business practices, and the sharing of language assistance materials and services among and between recipients, advocacy groups, LEP populations and Federal agencies. Large entities and those entities serving a significant number of LEP persons should ensure that their resource limitations are well substantiated before using this factor as a reason to limit language assistance.

**Item #1 – Results of the Four Factor Analysis (including a description of the LEP population(s) served)**

**Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered.**

Of the 43,445 residents in Auglaize County Council On Aging's service area, 158 residents describe themselves as speaking English less than "very well". People of [White descent are the primary LEP persons likely to utilize Auglaize County Council On Aging services. For Auglaize County Council On Aging's service area, the latest U.S. Census Bureau data shows that among the area's population 0.36% speak English "*less than very well*." For these groups who speak English "less than very well", 0.24% speak [Spanish]

Auglaize County Council On Aging – Languages Spoke at Home

	Total Number	Percent of Population	Total Population of County
Speak Language other than English	754	1.74%	43,445
Speak English Less than Very Well	103	0.24%	43,445
Spanish	322	0.74%	43,445
Other Indo-European Languages	55	0.13%	43,445
Asian and Pacific Island Languages	122	0.28%	43,445
Other Languages	152	0.35%	43,445

**Factor 2: The frequency with which LEP persons come into contact with the program.**

Auglaize County Council On Aging assessed the frequency with which staff and drivers have, or could have, contact with LEP persons. Auglaize County Council On Aging provides approximately 11,540 passenger trips per year. If an individual has speech limitations, the dispatcher or driver will work with the Ohio Department of Transportation, if needed, to ensure the individual receives access to the transit services.

**Factor 3: The nature and importance of the program, activity, or service provided by the program to people's lives.**

All of Auglaize County Council On Aging's programs are important; however, those related to safety, public transit, nondiscrimination and public involvement are among the most important. Auglaize County Council On Aging is committed to providing meaningful access and will provide written translation for any of its documents, when reasonable, effective and with the available resources. In other cases, Auglaize County Council On Aging will strive to provide alternative but meaningfully accessibility. Moreover, Auglaize County Council On Aging continually evaluates its programs, services, and activities to ensure that persons who may be LEP are always provided with meaningful access. The Title VI policy, complaint form, and LEP policy are available in English and Spanish upon request.

**Factor 4: The resources available for LEP outreach, as well as the costs associated with that outreach.**

Auglaize County Council On Aging makes every effort to make its programs, services, and activities, accessible to LEP individuals. Auglaize County Council On Aging will use available resources, both internal and external to accommodate reasonable requests for translations.

**Item # 2 – Description of how Language Assistance Services are Provided, by Language**

Auglaize County Council On Aging has identified, developed, and uses the following:

- a) Individuals who have contact with the public are provided with "I Speak" language cards to identify language needs in order to match them with available services. Language cards verified and distributed by the Director as need.
- b) Auglaize County Council On Aging has developed partnerships with local agencies, organizations, law enforcement, colleges/universities, local school districts and social service agencies that are available to assist with its LEP responsibilities.
- c) A list of web-based translation services can be provided by contracting the Human Resources Department.

**Item # 3 – Description of how LEP Persons are Informed of the Availability of Language Assistance Service**

In order to ensure that LEP individuals are aware of Auglaize County Council On Aging's language assistance measures, Auglaize County Council On Aging provides the following:

- Title VI Program including the Language Assistance Plan is made available on website, if applicable, and hard copy in central office.
- Drivers and dispatchers are provided "I Speak" language cards to identify language needs in order to match them with available services.

**Item # 4 – Description of how the Language Assistance Plan is Monitored and Updated**

Auglaize County Council On Aging will continue to update the LEP plan as required by U.S. DOT. At a minimum, the Title VI Plan will continue to be reviewed and updated every three (3) years in conjunction with the Title VI submission and use data from the U.S. Decennial Census or the American Community Survey as available, or when it is clear that the concentrations of LEP individuals are present in Auglaize County Council On Aging service area.

Updates will continue to include the following:

- The number of documented LEP person contacts encountered annually.
- How the needs of LEP persons have been addressed.
- Determination of the current LEP population in the service area.
- Determination as to whether the need for translation services has changed.
- Determine whether local language assistance programs have been effective and sufficient to meet the need.
- Determine whether Auglaize County Council On Aging's financial resources are sufficient to fund language assistance resources needed.
- Determine whether Auglaize County Council On Aging has fully complied with the goals of this LEP Plan.
- Determine whether complaints have been received concerning Auglaize County Council On Aging's failure to meet the needs of LEP individuals

<b>Item # 5 - Description of how Employees are Trained to Provide Language Assistance to LEP Persons</b>
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The following training will continue to be provided to Auglaize County Council On Aging staff:

- Information on the Auglaize County Council On Aging Title VI Procedures and LEP responsibilities.
- Description of language assistance services offered to the public.
- Use of "I Speak" language cards (used to identify language preference).
- Documentation of language assistance requests.
- Use of web-based interpreter services (over the phone interpretation provider).
- How to handle a potential Title VI / LEP complaint.

Limited English Proficient (LEP) Resource Materials:

**LEP Policy**

Auglaize County Council On Aging shall provide for communication for limited English proficient riders to ensure them equal opportunity to benefit from services. Family members or friends of limited English proficient riders will not be used as translators unless specifically requested by that individual.

Arrangements have been made with Staff Member to obtain translators. The agency will also utilize web-based translator programs if available.

**If you need help with English, please call 419-394-8252**

**Si usted necesita ayuda con el inglés, por favor llame 419-394-8252**

# “I Speak” Language Identification Card

Note: For additional languages visit the US Census Bureau website <http://www.lep.gov/ISpeakCards2004.pdf>

Mark this Box if you speak...	Language Identification Chart	Language
	Mark this box if you read or speak English	English
	Marque esta casilla si lee o habla español	Spanish
	Kos lub voj no yog koj paub twm thiab hais lus Hmoob	Hmong
	如果说中国在方框内打勾	Chinese
	Xin ñaùnh daáu vaøo oâ naøy neáu quyù vò bieát ñoïc vaø noùi ñööïc Vieät Ngöö.	Vietnamese
	당신이 한국어 말할 경우이 상자를 표시	Korean
	Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.	Tagalog
	Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen	German
	Отметить этот флагок, если вы говорите по-русски	Russian
	Означите ову кућицу ако говорите српски	Serbian
	आप हिंदी बोलते हैं तो इस बक्से को चिह्नित करें	Hindi
	پر نشان لگائیں تو اس باکس بولتے بین اردو اگر آپ	Urdu

## Log of LEP Encounters

Date	Time	Language Spoken by Individual (if available)	Name and Phone Number of Individual (if available)	Service Requested	Follow Up Required	Staff Member Providing Assistance	Notes

## **Section 9: Minority Representation Information**

Recipients that have **transit-related**, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees.

**\*Guidance:** Elected transit-related board, committee, or council, do not need to complete the table below, and write in section B that there are no non-elected transit-related boards, committees, or councils.

### **A. Minority Representation Table**

**Table Depicting Membership of Board, Committees, Councils, Broken Down by Race**

Body	Caucasian	Hispanic	African American	Asian American	Native American	Two or More Races
(Insert service area total population racial breakdown)	100 %					
Auglaize County Council On Aging Board Of Trustees	10					

*Note: insert the number of people and % of total board membership*

### **B. Efforts to Encourage Minority Participation**

*To encourage participation on its boards, committees, and councils, the Auglaize County Council On Aging will make every effort to encourage minority participation on the boards. Detail any further efforts below.*

## **Section 10: Providing Assistance to and Monitoring Subrecipients**

1. Does agency provide funding to sub recipients?

No, the agency does not have sub recipients.

Yes. If yes, list the sub recipient names:

Auglaize County Council On Aging monitors sub recipients using the following process:

1. Auglaize County Council On Aging uses the following process for ensuring all sub recipients are complying with the general reporting requirements of FTA Circular 4702.1B:
2. Auglaize County Council On Aging collects Title VI programs from the sub recipients listed above and reviews programs for compliance by doing the following:  
Click or tap here to enter text.

## **Section 11: Title VI Equity Analysis for Facility Acquisition**

Title 49 CFR, Appendix C, Section (3)(iv) requires “the location of projects requiring land acquisition and the displacement of persons from their residences and business may not be determined on the basis of race, color, or national origin.” For purposes of this requirement, “facilities” does not include bus shelters, as they are considered transit amenities. It also does not include transit stations, power substations, or any other project evaluated by the National Environmental Policy Act (NEPA) process. Facilities included in the provision include, but are not limited to, storage facilities, maintenance facilities, operations centers, etc. Has the agency built a facility? Check a response below.

No, Auglaize County Council On Aging has not built a facility.

Yes, Auglaize County Council On Aging has built a facility and completed a Title VI equity analysis to compare the equity impacts of various siting alternatives, and the analysis must occur before the selection of the preferred site. Include at the end of the Title VI plan a copy of the Title VI equity analysis.

## **Section 12: Fixed Route Transit Providers Service Standards and Policies**

*FTA Circular 4702.1B, Chapter III, Paragraph 10: All fixed route transit providers shall set service standards and policies for each specific fixed route mode of service they provide.*

Auglaize County Council On Aging is not a fixed route transit provider. As such, the remainder of Section 12 is not applicable to Auglaize County Council On Aging and may be deleted from this document.

Auglaize County Council On Aging is a fixed route transit provider. As such, the remainder of Section 12 is applicable to Auglaize County Council On Aging and is to be filled out completely.

*All Fixed Route Transit Providers must submit:*

- All requirements set out in Chapter III (General Requirements)
  - Service standards
    - Vehicle load for each mode
    - Vehicle headway for each mode
    - On time performance for each mode
    - Service availability for each mode
  - Service policies
    - Transit Amenities for each mode
    - Vehicle Assignment for each mode

Auglaize County Council On Aging has adopted the following system-wide standards and policies to ensure service design and operations practices do not result in discrimination on the basis of race, color, or national origin. Service policies differ from service standards in that they are not necessarily based on a quantitative threshold.

### **Service Standards**

FTA requires that all fixed route transit providers develop quantitative standards for all fixed route modes of operation for the following indicators. Auglaize County Council On Aging has prepared standards for all modes it operates including **Transit Buses**

a. Vehicle Load

Vehicle Type	Average Passenger Capacities			
	Seated	Standing	Total	Maximum Load Factor
5- LTV	14	0	70	1.1
2- MMV	3	0	6	1.3
	0	0	0	0
	0	0	0	0

b. Vehicle Headway