**SECTION 5310 – ENHANCED MOBILITY OF SENIORS**

**AND**

**INDIVIDUALS WITH DISABILITIES PROGRAM**

**(fta section 5310)**

**Reporting Manual**

**FOR**

**FTA SECTION 5310 VEHICLES**



**February 2021**

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Arkansas Department of Transportation (ARDOT)

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## Arkansas Department of Transportation

#### Notice of Nondiscrimination

The Arkansas Department of Transportation (Department) complies with all civil rights provisions of federal statutes and related authorities that prohibit discrimination in programs and activities receiving federal financial assistance. Therefore, the Department does not discriminate on the basis of race, sex, color, age, national origin, religion (not applicable as a protected group under the Federal Motor Carrier Safety Administration Title VI Program), disability, Limited English Proficiency (LEP), or low-income status in the admission, access to and treatment in the Department's programs and activities, as well as the Department's hiring or employment practices. Complaints of alleged discrimination and inquiries regarding the Department's nondiscrimination policies may be directed to Joanna P. McFadden Section Head - EEO/DBE (ADA/504/Title VI Coordinator), P. 0. Box 2261, Little Rock, AR 72203, (501)569- 2298, (Voice/TTY 711), or the following email address: [joanna.mcfadden@ardot.gov](mailto:joanna.mcfadden@ardot.gov).

Free language assistance for Limited English Proficient individuals is available upon request.

This notice is available from the ADA/504/Title VI Coordinator in large print, on audiotape and in Braille.

**Purpose**

The Purpose of the agency’s vehicle maintenance program is to ensure the safety, durability, reliability, cleanliness, comfort and cost-effective operation of all rolling stock in your transportation operations. Maintenance programs should follow the manufacturer’s minimum maintenance requirements for all such assets will comply with all applicable federal and state maintenance requirements.

**Introduction**

The Federal Transit Administration (FTA) and the Arkansas Department of Transportation (ARDOT) monitors your Vehicle Maintenance Records and Quarterly Performance Monitoring (QPM) Reports to evaluate your agency’s overall performance for FTA’s Section 5310 - Enhanced Mobility of Seniors and Individuals with Disabilities Program (5310 Program). This manual is provided to support 5310 Program agencies and provide guidance to ensure proper vehicle preventive maintenance and accurate program reporting.

Upon receiving a vehicle through ARDOT’s application process, the following documentation shall be maintained and provided to ARDOT in the format as described in this reporting manual or as requested in subsequent correspondence:

* Vehicle Maintenance Program Requirements
* Quarterly Performance Monitoring (QPM) Reports
* Current Insurance Records

Agencies are encouraged to keep this handbook as a resource for staff responsible for 5310 Program transportation operations, monitoring and/or reporting; and are advised to incorporate this handbook into systems of management and training to ensure a broad level of understanding of 5310 Program Requirements.

**Vehicle Maintenance Program Requirements**

The Public Transportation Programs Office is responsible for monitoring the use of 5310 Fleet vehicles and ADA equipment (lifts/ramps), funded by the FTA and the State of Arkansas. Specifically, ARDOT must develop maintenance requirements for vehicles that are adequate to ensure that these assets are maintained in a state of good repair.

**Vehicle Maintenance Plans**

As a subrecipient of federal funds through ARDOT, written maintenance plans are required to be developed and followed per [FTA Circular 5010.1E](https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/regulations-and-guidance/fta-circulars/58051/5010-1e-circular-award-management-requirements-7-16-18.pdf), page IV-34:

*“Adequate maintenance procedures must be developed and implemented to keep the federally assisted property in good condition. Recipients must maintain federally assisted property in good operating order and in compliance with any applicable federal regulations that may be issued and follow applicable guidance that may be issued, except to the extent that FTA determines otherwise in writing. Recipients must have a written vehicle maintenance plan and a facility/equipment maintenance plan, if applicable. These plans should describe a system of periodic inspections and preventive maintenance to be performed at certain defined intervals.”*

Maintaining the condition of federally funded assets increases safety and extends the useful life of the assets and is consistent with the National Transit Asset Management System Final Rule (49 U.S.C. 625). In order to keep pace with current industry standards, maintenance plans should be flexible and capable of change and adaptation.

5310 agencies shall submit an updated vehicle maintenance plan at ARDOT’s request. In the event the 5310 agency does not have an existing vehicle maintenance plan on file, ARDOT staff has developed a Vehicle Maintenance Plan Template that may be used and adapted to each 5310 agencies specific use. As conditions change, the template will require revisions or modifications.

**Daily Pre-Trip and Post-Trip Vehicle Inspections**

Pre-Trip and Post-Trip Inspections are a required element of a successful preventive maintenance (PM) program. It shall be the policy of all 5310 agencies that each vehicle be inspected by the driver each day before beginning passenger service and after parking at the end of each driver’s work day using vehicle-specific checklists that reflect industry best practices.

Vehicle equipment including ADA components are also subject to daily inspections. These include, but are not limited to, wheelchair tie-downs and occupant restraints to keep all equipment clean, and to prevent contamination of belt webbing from oil, gases, polishes, and chemicals. Additionally, these components should be replaced whenever they show any signs of excessive wear or damage, or have been in use during a vehicle impact.

If a 5310 agency does not have an existing pre-trip and post-trip inspection form, they may use ARDOT’s inspection sample forms located here (click on these options) [5310 Daily Form](http://www.arkansashighways.com/public_transportation/DailyPreTripInsp2.xls) or [5310 Weekly Form](http://www.arkansashighways.com/public_transportation/WklyPreTripInsp.xls).

**Vehicle Maintenance Service Schedules**

5310 agencies are required to utilize maintenance schedules to identify all specific preventative maintenance actions – and intervals between these actions – for vehicles.

Maintenance schedules for vehicles normally are established by the manufacturer and provided in the owner’s manual. However, when a manufacturer’s maintenance requirements are not kept on file, 5310 agencies may use the guidelines as provided by ARDOT in the Vehicle Maintenance Records booklets. The booklets and maintenance schedules are located [here](http://www.arkansashighways.com/public_transportation/2020/2020%20ArDOT%20Vehicle%20Maintenance%20Booklet.docx).

**ARDOT Vehicle Inspections**

A requirement of the Section 5310 Program is that ARDOT Asset Specialists (Inspectors) will review the condition of all active federal and state funded vehicles and ADA related equipment (wheelchair lifts and ramps). In addition, the Inspector may conduct random sampling of the maintenance history of selected vehicles and review daily pre-trip and post-trip vehicle inspections conducted by drivers. The inspections are performed as often as annually on-site to minimize disruptions to transportation service.

The Inspector may request and review maintenance records (oil, oil filter and air filter replacement intervals, wheelchair lift cycles, etc.) to ensure these processes are being performed according to industry standards. The Inspector will utilize FTA’s TERM Condition Assessment Scale to report the overall condition of each vehicle asset. Any “Safety” violations are grounds for immediately removing the vehicle from service until the safety issue is resolved.

Any non-safety deficiencies will be documented and the Inspector will issue a time period (typically from two weeks to three months) for corrective actions to be made. Once corrected, the 5310 agency is required to send proof of corrections (receipts, invoices, repair tickets, etc.) and should send photos of the repairs to the Inspector. If repairs are not being made in a timely manner, the Inspector informs the assigned PTP Program Manager. If the Program Manager is unable to achieve progress on repairs, the process escalates to the PTP Administrator contacting the 5310 agency’s Executive Director.

**Quarterly Performance Monitoring (QPM) Report Guidance**

The QPM Reports measure the utilization activity of each individual passenger vehicle for mileage, total number trips, trip purposes, passenger classifications, days in service, oil and air filter change frequency, etc. These reports are required to be transmitted to the Department each Federal Fiscal Quarter.

The data generated from these reports is required to be submitted by ARDOT to the FTA on an annual basis. ARDOT also uses the QPM report data for internal analysis and is a factor in evaluating future 5310 Applications for Capital Assistance.

The most current program information and forms are available on ARDOT’s Public Transportation Program’s 5310 Program [webpage](http://www.ardot.gov/public_transportation/section_5310.aspx).

**QUARTERLY PERFORMANCE MONITORING**

* The latest version of the QPM is located [here](http://www.ardot.gov/public_transportation/section_5310.aspx).
* The report is an MS Excel spreadsheet and must be completed using that software.
* Answer all of the questions on the form that apply; the form will calculate totals for you.
* Sign the form. If you have secure electronic signature software, sign the form electronically. Otherwise, simply print/sign/date/submit. A typed signature will not be accepted.
* Submit a completed QPM on the first of the month. It is considered delinquent 20 days after the quarter ends.

|  |  |  |
| --- | --- | --- |
| Reporting Period | Due Date | Delinquent After |
| Q1: Oct-Dec | January 1st | January 20th |
| Q2: Jan-March | April 1st | April 20th |
| Q3: April-June | July 1st | July 20th |
| Q4: July-Sept | October 1st | October 20th |

Submit you’re completed and signed QPM to:

Kellie Simpson, Public Transportation Technician

Phone: 501.569.2471

Email: [Kellie.Simpson@ardot.gov](mailto:Kellie.Simpson@ardot.gov)

**QPM REPORT: REPORTING GUIDANCE**

**Master Applicant/Location:** Enter the legal name and city of the agency that applied for the vehicle.

**Site Specific Applicant/Location:** If the Agency that operates the vehicle is not the Parent Agency (Master Applicant), list the Agency/Site/Location here. If same, write same.

**Contact Person:** Person responsible for reporting to ARDOT

**Phone #:** Phone number/extension of contact person

**E-mail Address:** Of person reporting to ARDOT

**DUNS #:** Nine-digit number, Starting October 1, 2003, the Federal Office of Management and Budget (OMB), requires that a DUNS number be included in all grant applications.

**FTA #:** Enter vehicle’s FTA number, the four-digit number on the front license plate; a separate QPM must be completed for each vehicle.

**Nickname:** Enter the nickname of vehicle, if applicable.

**AR License Plate #:** Enter the vehicle’s state issued license number.

**Year:** Enter the vehicle year.

**Make:** Chevy, Ford, Dodge, etc.

**Model:** Check minivan, van or bus.

**Federal Fiscal Reporting Quarter:** Check the Federal Fiscal Calendar Quarter of this QPM.

**Odometer Reading:** Enter all odometer readings in whole miles.

* Starting mileage for the current quarter is always your entry in last quarter’s QPM for ending miles.
* Ending odometer will be the mileage on the last day of use for the quarter.

**Air Filter:** Enter the odometer reading of the most recent oil change even if it was not done in the current quarter.

**Oil Filter:** Enter the odometer reading and date of the most recent oil change, even if it was not done in the current quarter.

**Number of Days Operated This Quarter:** Enter the number of days the vehicle was utilized including admin trips during the quarter. Provide an explanation for underutilization in the Incident Reporting section. Example: out of service, at shop, center closed, etc.

**Miles Operated the Quarter:** Total number of miles the vehicle was driven during the quarter; the spreadsheet will calculate this for you.

**TRIP PURPOSE:**

Transportation services provided under the 5310 Program are limited to Seniors and Individuals with Disabilities. Seniors include all individuals aged 60 years or older. Individuals with Disabilities are persons who:

* have a physical or mental impairment that substantially limits one or more major life activities;
* have a record of such an impairment; or
* are regarded as having such impairment.

Passenger Trips are calculated by the number of times a passenger enters the vehicle. Passenger Classification and Trip Purpose recorded in Driver’s Trip Reports are totaled to provide data for the QPM report. Apply your discretion when recording trip purpose. This is an example only, where shopping could be considered personal, recreational or even educational depending on the nature of your program. If a passenger goes to the doctor, store and home; three trips are provided for that passenger. If there are five passengers on each of the three legs of the trip, the total trips would be fifteen (3 trip legs X 5 riders on each). Drivers are not included in the count. Home delivered meals are not considered passengers.

**Education:** Education and training includes classroom as well as life skills training, wellness training, physical community interaction, etc.

**Employment:** Includes trips to work as well as vocational training, work sites, workshop centers, etc.

**Medical:** Medical related appointments, dental, physician, dialysis, rehabilitation service, etc.

**Nutrition:** Trips to a congregate meal Center or meal site.

**Personal:** Shopping, drug store, post office, family or nursing home visits, etc.

**Recreational:** Activities such as movies, eating out, day or overnight trips, park, mall shopping, zoo, etc.

**Residence:** Going home; the place your passengers return to (generally the last leg of their trip).

**Agency:** Employee or individual transported in the vehicle to assist a rider (aides, attendants, escorts, etc.). Count in other category only.

**Administrative:** Agency employees or volunteers. Trips reported when the agency utilizes the vehicle for errands, conferences, meetings, picking up or delivering goods, etc. Must be incidental to transporting Seniors and Individuals with Disabilities. Count in other category only.

**Meal Delivery:** Occasional meal delivery is an administrative use that must be incidental to primary passenger trips. Never displace a passenger trip for a meal delivery.

**Totals:** This should auto calculate. (See example below where both equal 1,162). The total number of passenger classifications equals the total number of trip purposes.

**Non-Ambulatory Passengers:** Of total passenger trips, how many riders used the ramp or lift? Note: This is a subset of total trips by passenger type. Report only if this is a ramp or lift equipped vehicle.

**Trip Denials:** Record any denial of transportation that took place during the quarter as a total and then break out any ADA denials as a separate count.

**Incident Reporting:** This is where you list major mechanical failures and crashes involving glass or body damage that resulted in the vehicle being out of service during the quarter. A brief description is all that is necessary.

**Report Certification:** Since the agency’s performance will be measured, in part, on information provided in this report, the completed QPM for each vehicle must be signed by the person authorized by the parent agency to certify on behalf of the agency that the statements included in the report are true and correct.

**Desk Audits**

A desk audit is completed as often as annually and during the 5310 grant application process by the 5310 Program Manager to determine the subrecipient meets all 5310 program eligibility requirements. It is also used to determine if project Scopes and Program of Projects are being met.

**Minimum Useful Life Threshold**

According to the FTA and ARDOT guidelines, the following are the minimum useful life (Service Years/Miles) guidelines for minivans, vans, and buses:

|  |  |  |
| --- | --- | --- |
| **Category** | **Minimum Life** | |
| **Service Years** | **Miles** |
| Minivans, Standard & Modified Vans | 4 | 100,000 |
| Light-Duty Mid-Sized Bus, Small Bus, Cutaway Bus | 5 | 150,000 |

However, only ARDOT’s Public Transportation Programs Administrator will determine **if/when** a 5310 agency’s vehicle(s) has met its useful life. Vehicles meeting the minimum service years and/or minimum miles are considered for disposal on a case-by-case basis.

Once the vehicle has met the minimum life threshold, your agency will be notified via an ARDOT letter stating vehicle inspections and QPM reports will no longer be required. However, since ARDOT is the direct recipient of Federal funds, ARDOT will retain the vehicle(s) title(s) until the subrecipient decides the vehicle(s) are no longer to be considered part of their overall operating rolling stock fleet and has determined to sell, auction, donate, or otherwise dispose of the vehicle(s).

**Disposition Request**

Should the vehicle(s) be disposed via public auction, competitive sealed bidding or other appropriate method, the following actions are required by both State and Federal Law. Failure to do so is a violation of Arkansas State Code § 19-11-242; Code of Federal Regulations Title 49 Part 18 Subpart C Subsection 32.e,f (49 CFR 18.C.32.e,f) and CFR Title 49 Part 19 Subpart C Subsection 32 (49 CFR 19.C.32).

* Contact ARDOT and request:

Title of the vehicle(s).

Property Inventory Control Form.

* Public notice of at least five (5) days prior to sale is required in either a newspaper of general circulation in the area of the vehicle(s) location, as a post on your website, or on your social media account(s).

* No member of the Board nor an employee of your corporation shall be entitled to purchase the vehicle(s).
* When proceeds exceed $5,000 per vehicle, the federal share (80%) of the proceeds must be returned to the ARDOT according to FTA guidelines (unless prior approval to use proceeds to offset the cost of a “like-kind” vehicle is given by the ARDOT).

After disposal of the vehicle(s), please submit the following to ARDOT.

* Return the completed Property Inventory Control Form listing the amount of the sale for each vehicle.
* A copy of the public notice.

The federal share (80%) of the proceeds should the vehicle(s) exceed $5,000 in the form of a check made payable to the Arkansas Department of Transportation or ARDOT.

**Warranty Recoveries & Safety Recall Alerts**

The Director and/or Fleet Manager aggressively pursues warranty recovery when appropriate to ensure that equipment manufacturers bear the costs to repair defects and premature component failures, not the 5310 agency or FTA.

While vehicles remain under warranty, the Fleet Manager of your 5310 agency reviews the warranty terms before authorizing any substantial repairs or parts replacements.

Upon determining that a vehicle requires repairs while still under warranty (including safety recalls from the federal government or vehicle manufacturers), the Fleet Manager:

1. Initiates a warranty claim in writing with a local dealership or the manufacturer as appropriate.

2. Adds a copy of the claim to the vehicle's maintenance record.

3. Authorizes performance of the warranted work in-house, or delivery of the vehicle to an authorized repair business,

whichever the manufacturer specifies.

4. Adds warranty repairs to the vehicle's maintenance record.

5. Ensures that repair records and failed parts for in-house warranty work are retained as required to ensure

manufacturer reimbursement; and

6. Sign up for Safety Recall Alerts via email from the National Highway Traffic Safety Administration (NHTSA) at:

<https://www-odi.nhtsa.dog.gov/nhtsa/subscriptions>

**VEHICLE INSURANCE REQUIREMENTS**

* Proof of insurance naming the Department as Loss Payee is required for all 5310 Program vehicles when received and annually thereafter until the vehicle meets its useful life and is released. Since the Department is provided tort immunity in Arkansas, your policy does not need to name the Department as an Additional Insured.
* The Subrecipient shall elect a deductible amount pertaining to physical damage coverage that is not greater than $1,000; or, a lesser amount, so long as in the event of a loss, actual proceeds from the insurance coverage shall provide no less than eighty percent of the loss prior to applying a deductible.

**RECORDS RETENTION**

All 5310 program participants must follow federal standards as to records retention in documenting vehicle operation, maintenance and repair. After a 5310 vehicle is released from reporting requirements, records relating to that vehicle on the day of release shall be retained for no less than 48 months.

**VEHICLE RELEASE, SALE, AND DISPOSAL INSTRUCTIONS**

Only the Department will determine if/when a subrecipient’s vehicle has met its useful life. Vehicles meeting the minimum service years and/or minimum miles (Vans= 4 years and/or 100,000 miles, Buses = 5 years and/or 150,000 miles.) are considered for release and are released on a case-by-case basis, based on the ending odometer reading from the most recent QPM Report. The Public Transportation Administrator will make the final decision regarding releases.

To ensure compliance with Program limitations, and avoid potential penalties, the process specified by the Department must be followed in the sale and disposal of Section 5310 program vehicle. If the Department releases a vehicle, a Notice of Release along with the Vehicle Title, Lien Release and Inventory Control Reporting Form will be sent to the Subrecipient Agency. Once released, capital inventory items may be retained, sold or otherwise disposed of provided that the agency complies with FTA/Department rules limiting sale and disposition.

The status of released vehicles (sold/retained) is disclosed in the annual application for Capital Assistance.

When a vehicle is released ensure that the following actions are taken.

* Please remove the Federal Transit Administration (FTA) license plate from the vehicle(s).

**DRIVER’S DAILY TRIP REPORT**

The Daily Trip Report form must be maintained for each vehicle operated under the 5310 program; recording each trip by Passenger Classification and Trip Purpose.

A unique record must be made for each day of vehicle operation, recording:

* The beginning and ending odometer reading for each day of operation-in whole miles.
* The number of passengers transported for each day of operation by Passenger Classification.
* Each passenger’s destination, by trip purpose.
* The Passenger Classification of each person entering the vehicle (Senior, Disabled or Other).
* The desired destination of each passenger in the column titled Trip Purposes.

Follow this process at all times the vehicle is in service. Each time you pick-up a passenger you will enter a Passenger Classification and trip purpose as a new entry-even if you dropped them off and are back to pick them up.

**NOTES:**

* Report Non-Ambulatory Trips only if the vehicle is equipped with a lift or ramp. This count includes anyone who enters the vehicle using the lift or ramp and may or may not involve a mobility device.
* If a person is both a Senior and Disabled, the driver should use their discretion when recording the person’s Passenger Classification. At no time should a passenger be classified in more than one column.
* Record each leg of the trip to reflect a trip to the next destination.
* Since each leg of the trip allows for a new Trip Purpose, there is never more than one purpose for a passenger’s trip. If a passenger is doing several things at one location, pick one for that leg of the trip.
* If an employee or volunteer needs to assist a passenger for any reason, the employee’s trip is recorded under Agency and in the Other category. If an Attendant (Caretaker) needs to accompany a passenger to an appointment, record their trip in the other category and under the same trip purpose as the passenger.
* Home-delivered meals are not counted as passengers.

**Examples**

Forms on the following pages are provided as examples to improve the value of this handbook in staff training and program management. The most current versions of 5310 Program forms are always available on the Department website or by contacting the Department.

Please source all 5310 Program forms for reporting from our website, [here](http://www.ardot.gov/public_transportation/section_5310.aspx):

For more information, contact your Section 5310 Program Manager:

Daniel Heidelberg: Phone at 501-569-4930, or E-mail at [Daniel.Heidelberg@ardot.gov](mailto:Daniel.Heidelberg@ardot.gov)











