

The image shows the interior of a bus, viewed from the back of the vehicle looking forward. The ceiling is white with several recessed lights and a central air conditioning unit. The seats are blue with white metal frames. The windows on both sides show a view of trees and foliage. The text "PASSENGER MANUAL" is overlaid in large, bold, black letters on the left side of the image.

# **PASSENGER MANUAL**

**HALL COUNTY RURAL TRANSPORTATION**

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## **GOAL OF PASSENGER HANDBOOK**

Hall County Rural Transportation (HCRT) is a general public transportation provider for Hall County, Nebraska. HCRT has policies and procedures that passengers are required to follow. These policies are critical to the efficiency and effectiveness of our transit agency. All policies will be enforced in a consistent and fair manner.

If any additional information is needed, please contact HCRT office at 308.385.5083.

## **SERVICE SCHEDULE**

Hall County Rural Transportation operates demand responsive service. Service is available Monday-Friday 7:00 am to 5:30 pm.

## **HOLIDAY TRANSPORTATION SCHEDULE**

No public transportation service will be provided on the following holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day & following Friday
- Christmas Day

In the instances when a holiday falls on a Saturday, public transit will be closed on the Friday before the holiday. When a holiday falls on a Sunday, public transit will be closed the Monday following the holiday.

## **SCHEDULING RIDES**

### ***Requesting Service:***

All rides must be scheduled with the HCRT office at least **24 HOURS** in advance of the next business day's service, excluding holidays. Rides may be requested by calling the HCRT office between 8:00 am and 5:00 pm, Monday through Friday. All appointment pickup and drop-off will occur between 7:00 am and 5:30 pm. Passengers may schedule trips up to 30 days in advance of a requested trip.

### ***Cancelling Rides:***

To cancel a ride, passengers must call the HCRT office at least **one hour** before the scheduled pick-up time. If a passenger does not call at least one hour in advance, the trip will be regarded as a no-show. If it is after office hours, passengers should call and leave a message.

### ***Scheduling Rides:***

Hall County Rural Transportation makes every effort to arrive as close to the scheduled time as possible. Sometimes due to unforeseen circumstances the vehicle may arrive 15 minutes before or after scheduled pick-up time. For example, if pick-up time is scheduled for 8:00 AM, the vehicle may arrive anytime between 7:45 and 8:15 AM. The vehicle will wait 5 minutes after arrival at the

designated pick-up site. Passengers should be ready at least 15 minutes before vehicle is scheduled to arrive.

All rides must be booked with a specific pick-up and drop-off address. Any changes to the pick-up and drop-off locations must be made through the office prior to the day of the ride. Drivers will not adjust any drop-off destinations.

Passengers will receive an automated phone call the evening before the scheduled ride. This call is intended as a reminder of the upcoming ride. HCRT will request a valid phone number when making trip reservations. The message will state the trip day and time the bus is scheduled to arrive.

In addition, the passenger will receive a second automated call on the day of the ride approximately 30 minutes before the scheduled arrival. This call will state the vehicle will arrive within the time frame quoted on the call. Passengers are also given the option to opt in to text notifications.

All Transit Vehicle Operators will wait five (5) minutes upon arrival. After 5 minutes, the vehicle leaves for its next scheduled trip.

### **CURB-TO-CURB SERVICE POLICY**

Hall County Rural Transportation operates “curb-to-curb” services under the following policies:

1. *Private Homes:* Transit vehicle operators will not enter private homes for any reason. Vehicle operators may assist passengers on and off the vehicle only.
2. *Business/Medical Facilities/Public Buildings:* Transit vehicle operators may assist passengers into and from the outer entry door of the facility. Transit vehicle operators will not assist passengers beyond this point. It is the passenger or care provider’s responsibility to ensure the passenger is waiting inside the door of the facility for their ride.
3. Transit vehicle operators will not enter nursing homes, medical facilities, shopping centers, or businesses to locate a passenger. Passengers must be ready and waiting at the designated pick-up location.

### **CANCELLATION AND NO-SHOW POLICY**

#### ***Cancellation Policy:***

The HCRT Cancellation Policy applies to all trips. Passengers needing to cancel a ride must so do in a timely manner. A late cancellation is a ride cancelled less than one (1) hour prior to the scheduled trip. All late cancellations will result in a No-Show, as defined in the following section.

#### ***No-Show Policy:***

The HCRT No-Show Policy applies to all trips. If a passenger is not at the designated pick-up location within five (5) minutes of the arrival of the bus, the passenger will be marked with a no-show and the driver will move to the next scheduled trip.

A passenger with multiple scheduled rides who has a no-show trip will have any remaining scheduled rides for that day cancelled. The passenger will need to call the office to confirm future scheduled trips.

- Three (3) violations in one (1) calendar month will result in suspension of transportation services for one (1) week.
- Violations accrue for one (1) calendar month beginning with the first day of each month, at which time any accumulated no-shows will reset.
- Subsequent violations after the first suspension will increase the period of suspension of services according to the schedule below. If a violation occurs between the last violation date (the violation which prompted the suspension) and the following Monday when the suspension begins, the suspension period will increase accordingly. (Ex: On Wednesday, passenger is a no-show for a third violation and suspension period is set to begin the following Monday. On Friday, the passenger is again a no-show, which results in a fourth violation. The suspension period increases from seven (7) days to fourteen (14) days beginning that following Monday.) Suspensions accumulated through the last day of the month will remain in force until the end of the suspension period.

All suspension periods will begin on a Monday. The length of a passenger's suspension will adhere to the following schedule within the calendar year and will be noted in transit provider's software.

- First violation: Occurrence of 1<sup>st</sup> No Show will be noted in transit software.
- Second violation: A letter/email will be sent to advise the passenger of the accumulating no-shows.
- Third violation: 7-day (1-week) suspension. A letter/email will be sent to advise the customer of the suspension period.
- Fourth & subsequent violations: 14-day (2-week) suspension. A letter/email will be sent to advise the customer of the suspension period.

Hall County Rural Transportation reserves the right to extend the suspension period beyond the 14-day suspension for habitual offenders, but no longer than 30 days, and subject to executive review.

## **PAYMENT POLICY**

### ***Cash Fares:***

Fares are charged for each one-way boarding. Payment is required at the time of the reservation or at the time of service for cash payments. When paying cash, correct change is requested. Drivers do not make change for bills larger than \$20.

### ***Trip Cards & E-Pass Account:***

Passengers wishing to purchase a HCRT Trip Card or use an E-Pass Account may do so by calling or stopping into the office.

- **Trip Card:** A passenger will present the card to the bus driver upon boarding to scan the QR code on the card.
  - Reloadable in the office or over the phone.
  - If the HCRT Trip Card is lost, passengers can call the office and any remaining funds will be transferred to a new card and the old card will be deactivated.
  - No personal information is stored on the cards.

- Amounts that can be loaded on the Card: \$2, \$4, \$6, \$8, or in \$10 increments.
- **E-Pass Account:** No card necessary. When the ride is processed on the bus, the passenger will have the option to use his/her E-Pass Account.
  - No card to lose.
  - Reloadable in the office or over the phone.
  - Assigned to individual passenger.
  - Any amount can be loaded onto the E-Pass Account.

Either method will debit the passenger's account for one ride at each boarding.

### **PERSONAL CARE ATTENDANT/GUEST**

Personal Care Attendant (PCA) is defined as a person who is directly involved in the mobility assistance of their attendee while on the bus and will be allowed to ride free of charge. The following conditions would warrant a PCA: immobility, disorientation, non-comprehension, and communication impairment. Any other person riding with a passenger will be considered a guest and will be required to pay full fare.

A PCA is required to specifically assist the passenger while on the bus. This assistance includes, but is not limited to, the following duties:

- Assisting the passenger from his/her door to the vehicle and back
- Opening doors
- Pushing wheelchairs to and from the vehicle
- Transfer assistance from mobility device to a vehicle seat
- Carrying packages
- Communicating with the driver (if passenger is unable)

### **LIMITED ENGLISH PROFICIENCY**

HCRT will ensure meaningful access to the transit system by persons who do not speak English as their primary language and who have limited ability to speak, read, write, or understand English, pursuant to Executive Order 13166. A language line is provided in the transit office and is available at no cost to a passenger. A passenger needing language line services will be given contact information to call the transit office to access the language line.

### **TRANSPORTING SERVICE ANIMALS & ACCOMMODATION OF OTHER ANIMALS**

HCRT allows service animals to accompany owners as per the Americans with Disabilities Act (ADA) of 1990. ADA defines a "service animal" as "any guide dog, signal dog or other animal individually trained to do work or perform tasks for an individual with a disability". The task(s) performed by the service animal must be directly related to the person's disability. Under the ADA, a "comfort", "therapy", or "emotional support" animal generally does not meet the definition of a service animal.

Any animal that does not meet the above criteria for classification as a service animal must be secured in a pet travel carrier. All animals, regardless of classification, must remain under the control of the

owner & behave appropriately. When booking a trip, the passenger must identify an animal will be accompanying the transit rider.

In order to ride:

- Birds, reptiles, amphibians, rodents, and cats must be kept in an enclosed carrier/container.
- Service animals are not required to be on a leash but must remain under the control of the owner.
- Service animals must remain at the passenger's feet or on the passenger's lap. It may not sit on a vehicle seat unless the location of the animal prevents the animal from completing a service task.
- Animals must not be aggressive toward people or other animals.
- The passenger is responsible for any damage caused by the animal [49 CFR 37.167(d)].

If a driver questions the legitimacy of a service animal, the driver will allow the passenger to ride and then notify the Transit Operations Manager or General Manager for a follow up with the passenger to determine what work or task the animal has been individually trained to perform.

For more information about the rules and regulations regarding service animals, passengers may contact the transit office.

### **PASSENGER SAFETY AND SECURITY POLICY**

All passengers are required to wear an approved safety device while riding on the vehicle. Passengers utilizing mobility devices will be required to have their mobility device properly secured [49 CFR Part 38 Section 37.165(c)(3)]. All buses comply with Section 38.23(d) of the DOT ADA regulations by having a two-part securement system, one to secure the wheelchair, and a seat belt and shoulder harness for the wheelchair user. Drivers may decline to provide service to a passenger who refuses to allow his or her wheelchair to be secured.

The driver may recommend a passenger transfer from his/her mobility device into a vehicle seat. In this instance, the passenger has the final decision as to whether a transfer is appropriate.

### **YOUTH RIDER POLICY**

ALL children under the age of twelve (12) must be accompanied by a parent or guardian. One or more children riding with a parent or guardian will be charged one fare only.

ALL children under age eight (8) must wear an approved child safety restraint. The parent or guardian is responsible for providing a safety restraint. A parent or guardian may utilize either the integrated child seat(s) or the harness system provided in each bus based on the following State of Nebraska approved criteria:

- For children 2 years of age up to 10 years of age
- Height 33 to 51 inches
- Weight 22 to 78 pounds

If the parent or guardian chooses not to use one of the safety systems available and does not have an approved child safety restraint, the ride will be cancelled. Car seats are not provided.



All children between the age of 12 to 17 are allowed to ride unaccompanied under the following conditions:

1. Prior written consent, in the form of a Youth Registration Form, has been completed by a parent or guardian and a signed copy is on file at the HCRT office. Forms will be valid up to six months; then must be renewed. The parent/guardian is responsible for updating forms as needed.
2. The child is expected to abide by the rules in the *Passenger Handbook* and on the Youth Registration Form.

HCRT is not responsible for the behavior of the child. However, any suspicious behavior will be reported to the parent.

### **SERVICE FOR WHEELCHAIR USERS POLICY**

HCRT provides curb-to-curb transit service. Operators will assist when the passenger arrives to the vehicle. A ramp or lift is available to board the wheelchair passenger. HCRT reserves the right to refuse service for unsafe equipment.

HCRT operators are NOT allowed to assist passengers in a wheelchair up or down any steps. If such a condition exists, passengers are responsible for arranging assistance from someone other than the HCRT driver.

All electric wheelchairs and scooters are required to be secured while the transit vehicles are in motion. To ensure passenger safety, the maximum allowable passenger and wheelchair combined weight limit is 600 pounds and is subject to safe operation of the vehicle lift. If a concern arises about the combined weight limit, HCRT reserves the right to utilize a certified in-ground weigh scale to determine weight. Any passenger requesting a ride who exceeds the 600-pound combined weight limit will be unable to use the service.

### **ADA REASONABLE MODIFICATION REQUESTS**

HCRT is committed to providing equal access and opportunity to qualified individuals with disabilities in all programs, services and activities. HCRT recognizes in order to have equally effective opportunities and benefits, individuals with disabilities may need reasonable modifications to policies and procedures. HCRT will adhere to all applicable federal and state laws, regulations and guidelines with respect to providing reasonable modifications, as necessary, to afford equal access to programs for persons with disabilities.

HCRT does not discriminate on the basis of disability in admission to, participation in, or receipt of services and benefits under any transit program or activity. HCRT will take appropriate steps to ensure persons with disabilities have an equal opportunity to participate. There are several ways to obtain and submit a Reasonable Modification/Accommodation request form.

- Download the policy and form from our website at:
  - [www.hallcountyne.gov](http://www.hallcountyne.gov)
- Call HCRT office – 308.385.5083
- Send an email to [transit@hallcountyne.gov](mailto:transit@hallcountyne.gov)
- Mail a request to: Hall County Rural Transportation, Attn: Transit Manager, 121 S. Pine Street, Suite 4A, Grand Island, NE 68801.

HCRT complies with the Hall County Rural Transportation ADA Plan, which includes the regulations for passenger Reasonable Modification. HCRT is committed to providing safe, reliable, courteous, accessible, and user-friendly services to its customers. To ensure equality and fairness, Hall County Rural Transportation is committed to making reasonable modifications to its policies, practices, and procedures to avoid discrimination and ensure programs and services are accessible to individuals with disabilities. The ADA Plan is available to all citizens and documents the receipt, follow up, and storing of documents related to ADA accommodations.

### **SPECIAL SERVICES POLICY**

- Transit vehicles are equipped with lifts. If a passenger is unable to board the vehicle because of a mobility challenge, passengers may use the lift to board the vehicle. If a passenger is unable to complete travel alone, an attendant/escort will be **REQUIRED** to assist the passenger. If appropriate, the passenger may also request a Reasonable Accommodation Request form. The form is available from the transit driver, at [www.hallcountyne.gov](http://www.hallcountyne.gov) by calling 308.385.5083, or by emailing [transit@hallcountyne.gov](mailto:transit@hallcountyne.gov). The request form must be submitted to the Hall County Transit Manager.

### **PACKAGES AND PERSONAL ITEMS POLICY**

Passengers are limited with carry-on packages. Passengers can take on the bus – what they can carry unassisted in one trip to the bus. This is approximately 3-4 brown paper grocery sacks, or plastic bags per person. An attendant may travel with a passenger to assist with the loading/unloading of packages. A tote is available at the front of the bus and is to be used to help keep grocery bags secure. For safety reasons, no packages/personal items are allowed to be stowed in the wheelchair compartment, in front of the lift, extending into the aisle, or in front of the passenger door. Oversized packages will be refused for transport.

An oxygen tank must be portable and secured on the bus. Securement can be with a seat belt or tank holder on a wheelchair.

HCRT is not responsible for lost, stolen, or damaged items. Any items found on the buses will be returned to the transit office and stored in the Lost and Found. The items will be logged at the office and kept at the HCRT office for 30 days. Items will be donated to charity or discarded after that timeframe.

### **CODE OF CONDUCT**

The HCRT Code of Conduct applies to all persons using Hall County Rural Transportation services, premises, or property, including but not limited to the acts of riding, exiting the bus, entering the bus, interacting with other patrons, interacting with HCRT staff over the phone, or visiting the Hall County Rural Transportation office.

- Show courtesy to the driver/staff and other passengers when communicating with transit employees, riding, exiting, or entering the bus, or waiting for the bus at a designated pick-up.
- Keep voices to a low and conversational level.

- Riders shall wait until the transit vehicle has come to a complete stop before attempting to board or disembark. All riders shall stay seated until the vehicle stops.
- Riders shall keep hand(s), head, or any other body part inside the bus and within their seated area at all times.

***Prohibited Behavior:***

- Threatening the health, safety, or wellbeing of the driver and/or other passengers.
- Damaging or defacing the vehicle or any transit property.
- Fighting, pushing, crowding, shoving, or initiating physical contact with the driver and/or other passengers.
- Any conduct which distracts or interferes with the driver's attention to driving and/or operation of the bus and execution of duties.
- Improper disposal of garbage, paper, refuse or any other materials except in receptacles provided for that purpose.
- Loud or boisterous talking or noises, and/or unwanted conversation with the driver and/or other passengers.
- Using threatening language or words intended to incite violence, altercations, or aggression.
- Riders shall keep all cell phone calls at a quiet & discreet level so as not to disturb other passengers or distract the driver.
- No eating food in the transit vehicle. All food must remain bagged or sealed in a container. All liquids must have a spill-proof lid.
- Opening or tampering with emergency windows/exits, except during an emergency.
- Tampering with or operating equipment intended for the bus driver's exclusive use.
- Use of tobacco and/or vaping products is strictly prohibited.
- Using bus service or facilities while intoxicated (having diminished physical and mental control by means of alcoholic liquor, a drug, or another substance).
- Being in possession of an open container of alcohol on the bus or at any transit facility.
- Possession of any illegal weapons or hazardous materials on the bus or at any transit facility.
- Intentional fare evasion, payment of incorrect fare, misuse of bus passes and/or tickets, or deliberate misrepresentation as a reduced fare recipient.
- Possession or use of any dangerous flammable substances, or use of any devices to produce a flame.
- Disregarding or disobeying the directive of a bus driver with regard to policies and their enforcement.

- Occupying more than one seat when doing so would prevent another passenger from riding or otherwise interfere with the comfort of other passengers.
- Roller skates, roller blades, ice skates, etc. are not to be worn in the vehicle.
- Loitering and/or panhandling on the bus or at any transit facility.

### ***Enforcement of Policies***

Transit employees are authorized to enforce these policies and may refuse service to anyone who engages in prohibited behavior; additionally, the privilege to ride HCRT buses may be suspended. Upon witnessing a violation, a HCRT employee may interact directly with the passenger and:

- Warn the offending passenger that continued conduct is grounds for removal from the bus and/or future denial of services.
- Stop the vehicle until the offending conduct stops, the offending passenger has been removed from the bus, or law enforcement can assist in removing the offending passenger. Any time a passenger is removed from the bus their fare shall be forfeited.
- Refuse to admit the passenger onto the bus if the offending conduct occurs before the passenger boards (i.e. at the bus stop or the passenger is subject to a current suspension).
- Report the passenger's conduct to the transit office/dispatch and the police.

Bus drivers are required to report any violation of this Code of Conduct to the Transit Operations Manager or General Manager.

### ***Administrative Action by HCRT***

HCRT management will review all reports by drivers or passengers relating to violations of this Code of Conduct. Upon such review, HCRT in its sole discretion, may pursue one or more of the following remedies:

- Suspend future riding privileges (refer to "Suspension of Service" below).
- Notify appropriate law enforcement agency(s) and pursue arrest and criminal prosecution of the offending passenger, if applicable.
- Any other appropriate legal or administrative remedy.
- Issue a warning letter or notification.
- Determine no further action is required.

### ***Dangerous Conduct Presenting a Serious Threat to Public Safety***

HCRT may immediately and/or permanently suspend transit services to a passenger if conduct is determined by HCRT management to present a clear and immediate threat to the safety of, and/or actually harms, any of HCRT's:

- Passengers
- Operators
- Employees
- Officers
- Contractors
- and/or Volunteers

All suspensions are subject to the individual's right to appeal as described below.

### ***Suspension of Services***

HCRT reserves the right to deny and/or suspend service to individuals who violate any of the policies and/or rules contained herein. Offenses occurring prior to the adoption of this Code shall not be considered for purposes of the progressive penalties described herein. HCRT shall make all final decisions regarding the suspension of transit services, which shall be subject to the individual's right to appeal as described below.

### ***Process for Addressing Violations:***

- **First Offense**: Verbal Warning.
- **Second Offense**: The second violation of this Code within 12 months of the first offense may result in suspension of transit services for a period no longer than 1 week.
- **Third Offense**: The third violation of this Code within 12 months of the second offense may result in a suspension of transit services for a period no longer than 1 month.
- **Fourth Offense**: The fourth violation of this Code within 12 months of the third offense may result in a suspension of transit services for a period of 30 days.

### **Due Process – Appeal of Suspension Action**

Users of HCRT may appeal a suspension of service decision within five (5) business days of receipt of notice of suspension of service. An appeal may be requested in writing or by contacting the HCRT in person, by email, or by telephone, to schedule an appeal hearing at:

- HCRT office – 308.385.5083
- Send an email to [transit@hallcountyne.gov](mailto:transit@hallcountyne.gov)
- HCRT, 121 S. Pine Street, Grand Island, NE 68801.

The appeal hearing shall be scheduled within twenty-eight (28) calendar days from the date the notice of the appeal is received by the HCRT. Upon receipt of a timely appeal, the suspension shall be immediately stayed until the conclusion of the appeal process.

HCRT will consider all suspension appeals and render a final decision on a suspension. Appeals will be heard by the HCRT Transit Manager or their designee. The appeal hearing shall be held

at a time and place provided to the appellant in writing at least five (5) days prior to the date of the hearing.

The appellant shall have the right to appear at the hearing and may request a continued time or date acceptable to the hearing officer. If the appellant requests review of an appeal upon submission of written information and/or documents, the hearing officer shall consider the written appeal without an in-person hearing within twenty-eight (28) calendar days from the date the notice of the appeal is received. The hearing officer may:

- Uphold the suspension, and determine the starting and ending date of the suspension; or
- Modify the suspension, and determine the starting and ending date of the suspension; or
- Dismiss the suspension and reinstate the appellant's ability to use the transit service.

The hearing officer's decision shall be final. The appellant shall be notified in writing of the decision not later than fourteen (14) days after the expiration of the twenty-eight (28) day appeal processing period.

### ***Reasonable Accommodations***

Patrons with disabilities or language barriers will be provided with reasonable accommodations in the notice and appeal processes.

### **SEVERE WEATHER POLICY**

Snow removal from driveways and sidewalks are the responsibility of the transit passengers or Hall County residents. The driveways and sidewalks must be cleared to allow access for the transit vehicles. Transit operators are not allowed to assist passengers through snow or ice.

If a passenger schedules a trip, and the path has not been cleared to the home, the trip will be considered a Late Cancellation, and that policy will apply.

### ***Transit Closure Due to Weather Conditions***

HCRT will make every effort to operate service when scheduled. If extreme weather conditions exist making travel unsafe, HCRT reserves the right to discontinue services until conditions are safe. If service is cancelled before commencement of the business day, passengers will be updated via local radio, internet, and TV stations. If severe weather during the service day requires the service to be discontinued for the remainder of the day, all future rides will be cancelled, and an attempt will be made to contact all passengers who have already ridden. Those passengers will be given the option to be taken home before service closure.

In the event of a severe storm warning, tornado warning, or any other dangerous weather condition, two-way radios, cell phones, and the dispatch software will be utilized to advise the driver of the weather conditions. Drivers are to stop at the nearest place to take shelter, assist any passengers with disembarking, and stay in sheltered location until the warning passes. Service will resume after an all-clear notice has been given from dispatch.

### *General Severe Weather Guidelines*

Severe weather can affect HCRT service. The following may occur any time hazardous road conditions exist:

- Travel time may increase.
- Service times may be shortened or cancelled.
- Transit service on less-traveled streets, especially those not plowed or sanded, may be cancelled.

Passengers and/or personal care providers are responsible for ensuring passengers are properly dressed for their ride. Transit operators will not assist passengers with their clothing. This includes proper outerwear (e.g. hats, coats, gloves) and footwear.

### **HCRT VEHICLE OPERATING POLICIES**

No backing up of HCRT vehicles is permitted without prior approval from dispatch. Please inform HCRT dispatch when scheduling a ride if there will be issues with backing up at the pick-up point. All HCRT vehicles stop at all marked rail grade crossings.

### **GENERAL COMPLAINT POLICY**

- Anyone who has experienced an incident involving an HCRT employee can report the incident to the HCRT office via phone call 308.385.5083, or by completing an Incident Report. Forms are available at the HCRT office and online at [www.hallcountyne.gov](http://www.hallcountyne.gov). Any reported incidents will be fully investigated by the Transit Manager. In the event the incident involves the Transit Manager, the Hall County Board of Supervisors will be involved. If the incident includes an ADA or Title VI discrimination issue, refer to the Title VI & ADA Complaint Procedures on page 15 of this handbook.

### ***Formal Complaint Process***

Any person can file a signed, written complaint up to ninety (90) days from the date of the alleged incident. The complaint should include the following information:

- Complainant's name, mailing address, and valid contact information.
- How, when, where and why the complainant believes the incident occurred. Include the location, names, and contact information of any witnesses.
- Other information that is deemed significant.

The complaint may be filed in writing at the following address:

- HCRT, 121 S. Pine Street, Grand Island, NE 68801.

HCRT encourages complainants to certify all mail sent through the U.S. Postal Service to ensure all written correspondence can be tracked easily. For formal complaints originally submitted by email, an original signed copy of the complaint must be mailed to the Transit Manager as soon as possible, but no later than ninety (90) days from the alleged date of the incident. HCRT shall make every effort to address all complaints in an expeditious and thorough manner.

## **NOTICE OF TITLE VI AND ADA COMPLAINT PROCEDURE**

HCRT complies with the Americans with Disabilities Act of 1990, Section 504 of the Rehabilitation Act of 1973, Title VI of the Civil Rights Act of 1964 and other federal equal opportunity laws. HCRT serves a diverse population of individuals with varying ages, physical challenges, economic status, and ethnic backgrounds. HCRT shall ensure no person shall be excluded from the participation in, be denied the benefits of, or otherwise be subjected to discrimination under any program or activity undertaken by HCRT solely based on his/her race, color, religion, sex, national origin, age, disability, or any other characteristic protected by law.

- Title VI and ADA complaints of alleged discrimination and inquiries regarding the nondiscrimination policies of HCRT may be directed to the Transit Manager. Complaint forms are available at HCRT offices located at 121 S. Pine Street, Suite 4A Grand Island, NE 68801, by calling 308.385.5083, or on the HCRT website at: [www.hallcountyne.gov](http://www.hallcountyne.gov).

## **SERVICE AREA**

HCRT provides curb-to-curb services to the general public throughout the entire rural area of Hall County.