

RIPLEY COUNTY TRANSIT INC.

RIDER GRIEVANCE PROCEDURE

Ripley County Transit believes every rider is entitled to express any concerns, whether positive or negative, about the service he/she has received. To ensure that all riders receive quality transportation, Ripley County Transit has established the following procedure concerning complaints and grievances.

Complaints involving violation of Title VI of the Civil rights Act of 1964 or the Americans with Disabilities Act are included in this policy.

1. All new riders will be given a copy of this grievance policy.
2. Each vehicle will have an interior sign stating that a copy of this policy may be obtained by calling (573-996-2272).
3. Complaints must be made in writing and state the following information:
 - a. date;
 - b. time;
 - c. location;
 - d. driver/dispatcher/other employee(s) involved; and
 - e. nature of the complaint.

Complaints received anonymously, or by telephone, will be documented but no action will be taken unless a written complaint is also received. Ripley County Transit will use all complaints as a source for training drivers and other employees in customer service.

4. Complaints will be resolved at the lowest possible level.
Initial complaints can be mailed to:

Ripley County Transit, Inc.
Sara L. McGavock, Executive Director
P.O. Box 541
Doniphan, Mo. 63935

or emailed to: retransit@ripleycountytransit.org

5. Upon receipt of a complaint, the Director will gather evidence about the Complaint and document all findings. Every effort will be made to resolve the complaint within 30 days of receipt.
6. If the rider is not satisfied with the decision, he/she must then ask that the next highest level of authority considers the complaint and issue an opinion. Complaints will be considered by the following authorities in this order:

- a. **Ripley County Transit Board of Directors**
P.O. Box 541 Doniphan, Mo. 63935
573-996-2272
 - b. **Missouri Department of Transportation**
ATTN: Transit
P.O. Box 270
Jefferson City, Mo. 65102
573-526-5505
 - c. **Federal Transit Administration-Region VII**
901 Locust Street, Room 404
Kansas City, Mo. 64106
816-329-3920
7. **If, after all authorities have issued a decision, the rider is still not satisfied, He/she may contact the State Attorney General, or the United Department of Justice.**

What Riders May Expect from the Driver:

- **Assistance when getting on and off the bus.**
- **Courtesy and respect.**
- **Assistance in fastening seat belt when needed. (Your driver has the right to refuse service to anyone who will not wear a seat belt.)**
- **Guidelines as to how much time may be spent at each destination.**
- **Drivers are not required to transport client's groceries & purchases to the client's residence. Driver's will help with packages curb to curb when a client requests assistance. Ripley County Transit reserves the right to limit the number, and size, of packages allowed on the vehicle. This will be at the discretion of the Driver based on that day's space constraints.**
- **Guidelines concerning scheduling a ride.**
- **Assistance in scheduling appointments for long distance medical trips.**
- **Cancellation of a planned trip when necessary and with timely notification of the contacts.**
- **The right to request that other riders follow the Rules of Conduct.**
- **A safe manner of driving including following the posted speed limits.**
- **No smoking or use of tobacco products in the vehicle.**

Riders who feel their driver has not followed these guidelines should report the Infraction to Ripley County Transit, including date, time, and place. Any rider Who feels their civil rights have been violated or that Ripley County Transit has Not complied with the requirements of the Americans with Disabilities Act should Request a copy of the grievance procedure as adopted by Ripley County Transit And act accordingly.

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