



503 Railway Ave., PO Box 306, Maddock, ND 58348 701-438-2192

BENSON COUNTY TRANSPORTATION DEMAND RESPONSE RIDER'S GUIDE

**Serving Benson County
and surrounding areas**

2025

www.bensoncountytransit.com

LARGE PRINT

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SECTION 1 – INTRODUCTION

1.1 BENSON COUNTY TRANSPORTATION MISSION

We Get You Where You Need To Go

1.2 PUBLIC TRANSPORTATION SERVICES

Benson County Transportation is a demand response public transportation program. We provide rides for Medical Appointments, Business, Shopping, Leisure Etc.:

Ride requests are on a first-come, first-served basis with medical appointments taking priority.

1.3 PURPOSE

This Rider's Guide outlines the operational guidelines for the Benson County Transportation service. The Rider's Guide is provided to each new user, and updated versions of the Rider's Guide are distributed to all active users. Copies may also be requested by calling 701-438-2192.

1.4 REASONABLE MODIFICATIONS/ACCOMMODATIONS

Benson County Transportation will consider every request for reasonable modification from individuals with disabilities. Language assistance for persons with limited English proficiency (LEP) is available free of charge.

Exceptions to the policies outlined herein will be made where needed to provide meaningful, nondiscriminatory access to Benson County Transportation services, programs, or facilities. However, requests for modifications/accommodations that 1) would fundamentally alter Benson County Transportation's program; 2) would create a direct threat or significant risk to the health or safety of others; or 3) would not enable an individual to access Benson County Transportation services will not be granted. Benson County Transportation staff members are trained to provide reasonable modifications/accommodations when necessary. Requests for reasonable modifications/accommodations/language assistance, may also be made by calling 701-438-2192 or in writing or alternate format to:

Benson County Transportation
PO Box 306
Maddock, ND 58348

1.5 STATEMENT OF NON-DISCRIMINATION

Benson County Transportation

TITLE VI AND NON-DISCRIMINATION POLICY STATEMENT

The **Benson County Transportation** hereinafter referred to as the BCT is committed to compliance with Title VI of the Civil Rights Act of 1964 and all related regulations and statutes. The BCT assures that no person or groups(s) of persons shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any and all programs, services, or activities administered by the BCT, regardless of whether those programs and activities are federally funded or not. In addition to Title VI, there are other nondiscrimination statutes which include sex, age, and disability. These requirements define an over-arching Title VI/Nondiscrimination and ADA Program.

The BCT also assures that every effort will be made to prevent discrimination through the impacts of its programs, policies, and activities on minority and low-income populations. In addition, the BCT will provide meaningful access to services for persons with Limited English Proficiency for language assistance free of charge to the person upon request.

In the event the BCT distributes federal-aid funds to a subrecipient, the TRANSIT AGENCY will include Title VI language in all written agreements and will monitor for compliance.

The BCT's Title VI Coordinator **Laura Winson, Director, Benson County Transportation, PO Box 306, 503 Railway Ave., Maddock, ND 58348, 701-438-2192, bcha@gondtc.com** is responsible for initiating and monitoring Title VI activities, preparing reports and other responsibilities as required by 23 Code of Federal Regulations (CFR) 200 and 49 CFR 21.

To file a complaint use the form on page 22.

1.6 ACCESSIBLE COMMUNICATIONS

The information contained in this Rider's Guide, informational pamphlets, eligibility applications, and other correspondence from Benson County Transportation is available in accessible formats upon request by contacting 701-438-2192. Benson County Transportation maintains a list of requests and automatically sends future correspondence in accessible formats, including large print, CD, audio file, and braille.

Persons with hearing impairments or speech difficulties are advised to utilize the "711" relay service when contacting Benson County Transportation by telephone. Persons with limited English proficiency are advised to utilize an interpreter service if necessary, when contacting Benson County Transportation by telephone. Benson County Transportation staff members are trained to utilize these services if necessary to make outgoing calls.

1.7 COMPLAINTS & COMPLIMENTS

Feedback regarding Benson County Transportation services should be directed to Benson County Transportation at 701-438-2192 or:

Benson County Transportation
PO Box 306
Maddock, ND 58348

Or by using complaint form attached.

1.8 REPORTING ABUSE

Benson County Transportation staff members are required to report any suspicion or knowledge that a vulnerable adult is being abused, neglected, or exploited to the proper authority as soon as possible.

SECTION 2 – SERVICE DESCRIPTION

2.1 Demand/Response

Benson County Transportation operates on a demand/response service. Reservations for transportation service should be made by noon, at least one business day prior to date of ride by calling 701-438-2192. Office hours are 8:30 to 4:30 Monday – Friday.

Benson County Transportation provides service from a passenger's door to the door of destination. We at no times, for any reason, will go into your home, nor go beyond the door of your destination. If you need assistance beyond doors, you will need to arrange to have an escort/assistant accompany you on the trip. You must let Transportation know that you will have an escort/assistant with you at the time of trip reservation. The escort/assistant will pay regular trip fare. Exception is for wheelchair passengers who need a direct assistant to assist them; those escort/assistants will ride free.

Benson County Transportation operates during the following days and hours:

Driver/Bus Hours: Monday- Friday 8:30 am – 4:30 pm. Earlier or later times depend on driver availability.

Try to schedule appointments no earlier than 9 AM and further destinations no earlier than 10AM. With departure from all destinations no later than 3PM when possible. We greatly appreciate your efforts to schedule medical appointments between these hours. We accept a single passenger for medical trips.

Ride requests for destinations beyond 60 miles for reasons other than medical require at least 2 passengers.

Our schedule is posted in local businesses, weekly in the county newspaper, and on our website. www.bensoncountytransit.com

Benson County Transportation does not operate on holidays.

2.2 TRIP PURPOSE

No restrictions or priorities are imposed based on trip purpose. **Benson County Transportation is not an ambulance and does not provide emergency medical transportation.** If you are scheduling transportation for purposes of an operation, you must have someone accompany you, and it must coincide with our regular hours of operation. Operators are prohibited from providing delivery service.

2.3 PASSENGER FARES

Each passenger fare is applicable to a round trip. The fare for each round trip is at the current prevailing rate, paid by cash or check. Exact fare is required; drivers do not make change. Fares must be paid prior to the beginning of the trip. Drivers are not permitted to access a passenger's personal wallet, purse, or backpack, nor write and/or fill in any information on a passenger's personal check. Drivers are not allowed to accept gifts or gratuities (tips). Donations to the transportation service will be accepted.

Benson County Transportation users are allowed to bring one guest with additional guests allowed as space is available. Guests are charged the current prevailing rate, the same as an eligible passenger. Children (under age 7), personal care attendants, and transportation trainers ride free when accompanied by an eligible passenger.

Have exact fare upon boarding. Have your fare ready before boarding. If you don't have the fare, you don't ride. Fares are to be given to your driver. Driver carries no change.

We reserve the right to deny transportation for no shows, non-sufficient funds, non-payment, failure to provide accurate information, failure to cancel.

2.4 COURTESY AND CONDUCT

Benson County Transportation requires that all users, guests, and PCA's observe the following rules of conduct; and may be suspended from using transportation for non-compliance.

1. Riders shall maintain appropriate, reasonable hygiene and refrain from applying strong perfumes or colognes
2. Shirts and shoes must be worn. Dress for winter conditions.
3. No eating, drinking, or smoking, including E Cigarettes, in vehicles
4. No abusive, threatening, or obscene language or actions
5. No riding with open containers of alcohol or illegal drugs
6. No riding while under the influence of alcohol or illegal drugs
7. Dangerous weapons/firearms are prohibited on Benson County Transportation vehicles
8. The transport of flammable or explosive materials is prohibited
9. Riders shall not distract the driver or disturb other passengers
10. Physical abuse of the driver or other passengers will not be tolerated, and is punishable by a court of law
11. Walkers and baby strollers must be folded and stowed out of the aisle way
12. No littering inside or outside the vehicle
13. Head, arms, and other body parts must remain inside the vehicle
14. No deliberate fare evasion
15. No petting service animals without the permission of the owner
16. No playing of music or other noisy equipment on-board (without headphones)
17. No operating or tampering with any vehicle equipment
18. Cell phone ringers turned off, and use headphones or earbuds to listen to devices.
19. No bicycles may be transported in transportation vehicles.
20. No requests for delivery, pickup of parcels.

2.5 SERVICE SUSPENSIONS

Benson County Transportation suspensions may be issued to users who violate the rules of conduct. Benson County Transportation reserves the right to require that a personal care attendant travel with the passenger as an alternative to Benson County Transportation suspension. Passengers who engage in behaviors that disrupt the safe or effective operation of Benson County Transportation's service may also be subject to a Benson County Transportation suspension. Passengers who engage in disruptive, violent, or illegal acts will not be allowed to use Benson County Transportation and may also be subject to criminal prosecution.

Suspensions will be made orally, by phone or in writing, and take effect immediately. 1st offense: 2 weeks suspension. 2nd offense: 4 weeks suspension. 3rd offense: permanent suspension.

2.6 SERVICE SUSPENSION APPEALS PROCESS

The purpose of the appeals process is to afford all individuals suspended from Benson County Transportation service the opportunity to present issues and arguments to reverse the decision. An appeal must be filed prior to the date suspension is to begin. The following appeals process is established:

1. Appellant submits a written appeal to Benson County Transportation, within 7 business days.
2. Within five calendar days, appellant will be notified of receipt of the appeal;
3. Appeals Committee will conduct an independent review of the appeal and supporting documentation. The appellant will be given an opportunity to appear before the Appeals Committee with representation, if desired;
4. The Appeals Committee renders a decision and reasons for it, based solely on the circumstances surrounding the suspension; and
5. The appellant will be notified of the final decision within 30 calendar days of the appeal.

2.7 DENIAL OF SERVICE

Benson County Transportation service may be denied to anyone who is seriously disruptive or commits an illegal or violent act in violation of established regulations or law.

Seriously disruptive behavior does not include conduct related to a person's disability that may be disruptive or disturbing to other passengers. Also, disruptive behavior does not include an unfounded fear of a condition by other passengers or a passenger's service animal.

Benson County Transportation service may be denied due to false information, by not providing information upon request such as name, address, contact phone number, destination and ride purpose when requesting ride service.

Benson County Transportation reserves the right to deny entrance in to a public transit vehicle or facility if someone exhibits behavior that would pose a safety threat to others, including but not limited to persons who are intoxicated or under the influence of illegal drugs. The use of offensive language or profanity when addressing representatives of Benson County Transportation or other passengers is not allowed. Refusal to discontinue using offensive language or profanity upon request may result in denial of Benson County Transportation.

SECTION 4 – TRIP RESERVATION PROCEDURES

4.1 OFFICE HOURS

The Benson County Transportation Dispatch Office may be reached by telephone between the hours of 8:30 AM and 4:30 PM, Monday - Friday. Callers will reach a voice message system, when we are away from the phone, on weekends, major holidays, and after hours. Leave your name, phone # and message. **Reservation requests or changes to reservations must be received before noon for the following business day.**

4.2 ADVANCE NOTICE REQUIREMENT

Rides must be scheduled by calling 701-438-2192 or 701-473-5671 no later than noon on the previous business day during daytime office hours: 8:30 – 4:30 Monday – Friday.

4.4 TRIP DETAILS

When contacting Benson County Transportation to request a ride, please be prepared to provide the following information:

1. Full name of each passenger
2. Pick up and drop off location (exact address, building name, entrance)
4. Times of Medical Appointments
5. Whether or not a guest or personal care attendant will be traveling
6. Any assistive devices that will be used, such as walker, wheelchair
7. Any driver assistance needs, such as a supporting arm for walking to vehicle
8. Name and telephone number of person making the reservation (if other than the passenger)
9. Failure to provide accurate, truthful information will incur denial of service

4.5 SUBSCRIPTION SERVICE

If an eligible passenger wishes to reserve rides at the same time and to the same destination on a regular basis, he or she may schedule subscription service. Subscription reservations may be restricted during weekday peak demand operating hours. Benson County Transportation may reschedule or rearrange subscription reservations as needed for efficient operations. Any changes will be negotiated with the passenger in advance.

Subscription Service may not absorb more than fifty percent of the total trips at any given time of the day, unless there is non-subscription capacity.

4.6 CANCELLATION PROCEDURES

Scheduled rides must be canceled ASAP so other passengers' needs can be met. Latest time to cancel is preferably by noon the business day before. Day of ride cancellations must be made at least 2 hrs. in advance or may incur fare normally charged. Cancellations are made by calling 701-438-2192. If a passenger demonstrates a pattern of excessive cancellations (more than 8 in a thirty day period and a 50% cancellation rate), he or she may be issued a Benson County Transportation suspension (see Section 6 Cancellations and No Shows).

SECTION 5 – PICK UP AND TRAVEL PROCEDURES

5.1 PICK UP PROCEDURES

Passengers will be provided with a scheduled pick up time. Passengers should be ready 15 minutes prior to the scheduled pick up time and allow 15 minutes to pass beyond their scheduled pick up time (weather, road conditions may alter time) before calling Benson County Transportation to inquire about the status of the ride. The vehicle will wait until five minutes past the scheduled pick up time. Reasonable attempts will be made to alert the passenger that the vehicle is waiting. If the passenger does not appear within the five minutes, the driver will be instructed to leave and the ride will be considered a “no show” (see Section 6 Cancellations and No Shows).

5.2 ORIGIN TO DESTINATION SERVICE

Benson County Transportation is “origin to destination” service, meaning that transportation is provided in order to safely transport passengers from their origin to their destination. If a passenger requires assistance to the vehicle in order to complete their trip, then assistance will be provided from the door of the building or residence. If the passenger needs assistance beyond the door, they should have someone meet them or have a personal care attendant and/or guest accompany them on the ride.

The driver will not assist individuals in wheelchairs in or out of buildings or residences that are not accessible (other than opening doors for them), nor will drivers push wheelchairs through areas that have not been cleared of snow. It is the passenger’s responsibility to make sure that walkways are cleared of snow and other obstructions. Those passengers in wheelchairs needing direct assistance may have an attendant ride with at no cost; but make known to transportation service at time of reservation to assure seating space is reserved. Drivers are not permitted to perform any personal care assistance for riders,

including accessing a passenger's wallet, purse or backpack, or write and/or fill in any information on a passenger's personal check.

5.3 TRANSPORTING PACKAGES

Because the Benson County Transportation vehicle is shared with other passengers, the number of packages per passenger must be limited to space available in their seating area. Packages must be transported on your lap, under, or in front of the seat. Unless other arrangements are provided, all packages must remain out of path of walking, and be secured in a manner to prevent tipping or moving loosely within vehicle. Drivers must adhere to a schedule and cannot assist with more than one load of packages. For the safety of all, explosives, acids, flammable liquids, or other hazardous materials are not allowed on board.

5.4 TRANSPORTING ANIMALS

Service animals are welcome on board Benson County Transportation vehicles.

5.5 USE OF RAMP, LIFT, SEATBELTS & SECUREMENTS

The driver will operate the ramp or lift and provide passenger assistance. Passengers using a wheelchair are asked on their reservation request whether they prefer to transfer to a seat or remain in their wheelchair during travel. Wheelchairs and other mobility devices are secured during transport. Refusal by a passenger to allow securement devices to be used will result in denial of Benson County Transportation service. For safety reasons, it is recommended that electrically powered wheelchairs have the main power switch placed in the "off" position while the vehicle is in motion.

All passengers must use seat belts at all times. Benson County Transportation drivers will instruct each passenger to fasten their own seatbelt and will provide assistance when necessary. Benson County Transportation adheres to ND Seat Belt Laws. Children under the age of seven, who weigh less than 80 pounds, and are less than 57 inches (4' 9") tall, must use an approved child restraint system. Failure to use the seat belt and/or child restraint system shall result in denial of

service. Exceptions for seatbelt requirement will be made for medical reasons, upon receipt of a written statement from a physician, and request passenger to be seated elsewhere than in front of vehicle, according to ND law.

Passengers must remain in an upright position for their safety and best seatbelt performance. No laying down in seats.

Ride suspension will occur if these safety procedures are not followed.

5.6 ON TIME PERFORMANCE

Benson County Transportation monitors service levels to ensure that on time performance goals are being met. Records are kept and reviewed monthly of untimely pickups, missed trips, and excessively long trips (see definitions below).

Untimely pickups: Pickups that arrive more than 15 minutes past the scheduled time will be considered untimely pickups.

Missed trips: Trips that are not completed due to the vehicle arriving more than 15 minutes past the scheduled time and the passenger either refused service or did not show will be considered missed trips.

Excessively long trips: Trips that take more than 60 minutes between pick up and drop off will be considered excessively long trips.

Benson County Transportation is not responsible for operational delays caused by circumstances beyond its control, such as unanticipated weather or traffic problems.

SECTION 6 – CANCELLATIONS AND “NO SHOWS”

6.1 PENALTIES IMPOSED FOR NO SHOWS

If a passenger fails to appear for a scheduled trip and does not call to cancel the ride at least two hours in advance, the trip is considered a “no show.” No shows are detrimental to the efficient operation of the Benson County Transportation service because they take a trip that could have been filled by another passenger. By not cancelling you are subject to pay the fare normally charged. Therefore, if a passenger demonstrates a pattern of no shows (more than 4 in a thirty day period and a 30% no show rate), he or she may be issued a Benson County Transportation suspension. The first offense, suspension shall be for a period of two weeks. The second offense, suspension shall be for a period of four weeks. 3rd offense is permanent suspension.

In person or phone notification will be made with suspension beginning immediately. Written notice will be mailed to the passenger stating: 1) the reason for suspension; 2) the exact calendar days the suspension will be in effect; and 3) the appeals process for Benson County Transportation suspensions (see section 6.3 Benson County Transportation Suspension Appeals Process).

6.2 SERVICE SUSPENSION APPEALS PROCESS

The purpose of the appeals process is to afford all individuals suspended from Benson County Transportation service the opportunity to present issues and arguments to reverse the decision. The following appeals process is established:

1. Appellant submits a written appeal to Benson County Transportation;
2. Within five calendar days, appellant will be notified of receipt of the appeal;
3. Appeals Committee will conduct an independent review of the appeal and supporting documentation. The appellant will be given an opportunity to appear before the Appeals Committee with representation, if desired;
4. The Appeals Committee renders a decision and reasons for it, based solely on the circumstances surrounding the suspension; and
5. The appellant will be notified of the final decision within 30 calendar days of the appeal.

BENSON COUNTY TRANSPORTATION

503 RAILWAY AVE

PO BOX 306

MADDOCK, ND 58348

701-438-2192

www.bensoncountytransit.com



COMMUNITY FOCUSED • SAFE • RELIABLE
BENSON COUNTY
TRANSPORTATION

EXTERNAL COMPLAINTS OF DISCRIMINATION TITLE VI

PART I - COMPLAINANT INFORMATION (Print all items legibly.)

Name		Telephone
Street Address/P.O. Box		Email Address
City	State	Zip Code

PART II - CAUSE OF DISCRIMINATION OR COMPLAINT BASED ON [Check all appropriate box(s).]

Title VI of the Civil Rights Act of 1964

☐ Race ☐ Color ☐ National Origin

Other Nondiscrimination Statutes/Executive Orders

☐ Sex ☐ Disability ☐ Limited English Proficiency ☐ Age ☐ Income Status

PART III - THE PARTICULARS ARE: (Include names, dates, places, and incidents involved in the complaint.) [If additional space is needed, attach extra sheet(s).]

PART IV - REMEDY SOUGHT [State the specific remedy sought to resolve the issues(s).]

PART V - VERIFICATION

Complainant's Signature _____ Date _____

Instructions

GENERAL

1. Instructions provided within this form are not meant to be all inclusive. Any person or group(s) of persons filing external complaints of discrimination are responsible for all procedural requirements contained in the External Complaints of Discrimination process.
2. Under Title VI of the Civil Rights Act of 1964 or the related statutes and regulations, no person or groups(s) of persons shall, on the grounds of race, color, national origin; or sex, age, disability, limited English proficiency, or income status, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any and all programs, services, or activities administered by **Benson County Transportation**. Any person or groups(s) of persons who feel they have been discriminated against may file a complaint.
3. Complainants **must** include all required information and **must** meet all timeframes as defined in the Benson County Transportation Complaint Procedure.
4. Legible copies of all available pertinent documentation should be attached to this form.
5. All inquiries should be directed to **Laura Winson, Director, Benson County Transportation, PO Box 306, 503 Railway Ave., Maddock, ND 58348 701-438-2192.**

PART I

Complete all information in this section.

PART II

Check all boxes that apply indicating the basis for the complaint. The discrimination **must** be based on at least one of the listed categories under Title VI or Other Nondiscrimination Statutes/Executive Orders. If the complaint pertains to service and the type is not listed, select "Other" and describe.

PART III

State the specific complaint in a manner that clearly identifies the issues upon which the complaint is based.

PART IV

State the minimum remedy acceptable for resolution of this complaint.

PART V

Sign and date this section to verify the information contained in Parts I through IV.

External Complaints of Discrimination

A. Introduction

Benson County Transportation's External Complaints of Discrimination process is consistent with the Federal Transit Administration's (FTA) Title VI complaint procedures filed under Title VI of the Civil Rights Act of 1964 (and related nondiscrimination statutes), Title II of the Americans with Disabilities Act of 1990, and/or Section 504 of the Rehabilitation Act of 1973. The related nondiscrimination statutes, regulations, Executive Orders (E.O.), directives, and other references are available upon request.

B. Agencies Authorized to Receive Complaints

Complaints may be submitted to one of the following: Sub Recipient of NDDOT, NDDOT, FTA, the United States Department of Transportation (USDOT), or the United States Department of Justice (USDOJ). See Appendix A.

C. Persons Eligible to File

Any person or any specific class of persons, by themselves or by a representative, that believe they have been subjected to discrimination or retaliation prohibited by Title VI of the Civil Rights Act of 1964 (Race, Color, or National Origin), Section 504 of the Rehabilitation Act of 1973 (Section 504), or Title II of the Americans with Disabilities Act of 1990 (ADA), or related statutes (age, sex, or income status), may file a complaint.

D. Filing a Complaint

1. A complaint is a written or electronic statement concerning an allegation of discrimination that contains a request for the receiving office to take action. Complaints should be complete and sign Benson County Transportation's External Complaints of Discrimination form and file by mail, fax, in person, or e-mail. A complaint should contain at least the following information:
 - a. A written explanation of what has happened;
 - b. A way to contact the complainant;
 - c. The basis of the complaint, i.e., race, color, national origin; or sex, age, disability, income status, or limited English proficiency;
 - d. The identification of the respondent, i.e., agency/organization alleged to have discriminated;
 - e. Sufficient information to understand the facts that led the complainant to believe that discrimination occurred; and
 - f. The date(s) of the alleged discriminatory act(s).

2. While the above indicates a complaint should be in writing and signed, Benson County Transportation will accept complaints in alternate formats from persons with disabilities, upon request.
 - a. Upon request to Benson County Transportation the complaint may be filed on a compact disk (PDF, work document, or audio recording are all acceptable formats) or in Braille.
3. The complainant may contact Benson County Transportation for assistance in filing a complaint. Benson County Transportation will consider every request for reasonable accommodation to provide:
 - a. Accommodation for people with disabilities;
 - b. Language interpretation for people with limited English proficiency (LEP);
 - c. Translation of written materials necessary to access Benson County Transportation programs and information.

To request accommodations, complainants may contact Benson County Transportation, Laura Winson, Director, PO Box 306, 503 Railway Ave., Maddock, ND 58348 701-438-2192.

TTY users may use Relay North Dakota at 711 or (800)366-6888.

E. Timeframes for Filing a Complaint

1. Complaints must be filed within 180 calendar days of the last date of the alleged discrimination, unless the time for filing is extended. The filing date of the complaint is the earlier of:
 - a. The postmark of the complaint, or
 - b. The date the complaint is received by any agency that has jurisdiction for the complaint. See Appendix A.

F. Complaints Received by Benson County Transportation Under FTA Jurisdiction

1. Complaints filed under Title VI, related statutes, and Section 504/ADA in which Benson County Transportation is named as respondent will be forwarded by Benson County Transportation to NDDOT Civil Rights Division.
2. Title VI, related statutes, and Section 504/ADA complaints filed directly with Benson County Transportation against its sub recipients or contractors will be processed by Benson County Transportation in accordance with the FTA approved complaint procedures under FTA C 4710.1, FTA C 4702.1B, 49 CFR 27.13(b).
3. Benson County Transportation may investigate complaints against its sub recipients or contractors as follows:
 - a. The complaint will be reviewed within 10 business days to determine whether it contains all of the necessary information required for acceptance.

- b. If the complaint is complete and no additional information is needed, the complainant will be sent a letter of acceptance along with the Complainant Consent/Release form and the Notice About Investigatory Uses of Personal Information fact sheet.
- c. If the complaint is incomplete, the complainant will be contacted in writing or by telephone to obtain the additional information. The complainant will be given 10 business days to respond to the request for additional information.
- d. If the investigator is not contacted by the complainant or does not receive the additional information within 15 business days, or if the complainant no longer wishes to pursue their case, the Benson County Transportation can issue a letter and administratively close the case.

G. Complainant is Represented by an Attorney

Complainants represented by an attorney should provide a letter of representation.

H. Timeframes for Investigations by Benson County Transportation

- 1. For Title VI or related statutes complaints Benson County Transportation is required to follow the FTA C 4702.1B to comply with reporting requirements of 49 CFR 21.9(b). The investigation information is recorded on the Transit Title VI – List of Investigations, Lawsuits, and Complaints (SFN 60805) and submitted to NDDOT every year. Although, FTA regulations do not specify a timeframe for the investigation of Title VI complaints, the Benson County Transportation attempts to complete investigations within 90 calendar days of receipt of the complaint from NDDOT.
- 2. For Section 504/ADA complaints Benson County Transportation is required to follow the FTA C 4710.1 to comply with reporting requirements of 49 CFR 27.121(b). Benson County Transportation shall forward a copy of the complaint, together with a copy of the report of investigation within 90 calendar days of receipt of the complaint to NDDOT and FTA.

I. Letters of Finding (LOFs)

- 1. The FTA has delegated authority for issuing LOFs for Title I, related statutes, and Section 504/ADA complaints processed by FTA.
- 2. Benson County Transportation has delegated authority for issuing LOFs for Title VI, related statutes, and Section 504/ADA complaints processed by Benson County Transportation against FTA funded sub recipients or contractors.

J. Appeals

- 1. LOFs issued by the FTA are administratively final.
- 2. Closure letters or LOFs issued by Benson County Transportation under FTA jurisdiction on Title VI, related statutes, and Section 504/ADA complaints may be appealed to FTA within 15 calendar days after the date of the closure letter or the LOF.



COMMUNITY FOCUSED • SAFE • RELIABLE

BENSON COUNTY TRANSPORTATION

EXTERNAL SERVICE COMPLAINT

PART I - COMPLAINANT INFORMATION (Print all items legibly.)

Name		Telephone
Street Address/P.O. Box		Email Address
City	State	Zip Code

PART II – COMPLAINT BASED ON [Check all appropriate box(s).]

☐ Driver Conduct/Attitude ☐ Late/Tardy ☐ Early ☐ Did Not Show ☐ Telephone/Dispatch

☐ Careless Driving/Comfort ☐ Disturbance on Bus ☐ Air Conditioning/Heating

☐ Vehicle Maintenance ☐ Other _____

PART III - THE PARTICULARS ARE: (Include names, dates, places, and incidents involved in the complaint.) [If additional space is needed, attach extra sheet(s).]

PART IV - REMEDY SOUGHT [State the specific remedy sought to resolve the issues(s).]

PART V - VERIFICATION

Complainant's Signature _____ Date _____

Instructions for Completing External Complaint Form

GENERAL

1. Instructions provided within this form are not meant to be all inclusive. Any person or group(s) of persons filing external service complaints are responsible for all procedural requirements contained in the external complaints.

If this is a complaint regarding Title VI (race, color or national origin) or other Nondiscriminatory Statutes/Executive Orders (sex, disability, limited English proficiency, age or income status) complete the External Complaints of Discrimination form.

2. Complainants **must** include all required information and **must** meet all timeframes as defined in the **Benson County Transportation External** Complaint Procedure.
3. Legible copies of all available pertinent documentation should be attached to this form.
4. All inquiries should be directed to **Laura Winson, Director, Benson County Transportation, PO BOX 306, Railway Ave., Maddock, ND 58348 Phone 701-438-2192. TTY users may use Relay North Dakota at 711 or (800) 366-6888. PART I**

Complete all information in this section.

PART II

Check all boxes that apply indicating the basis for the complaint. If the complaint type is not listed, select "Other" and describe.

PART III

State the specific complaint in a manner that clearly identifies the issues upon which the complaint is based.

PART IV

State the minimum remedy acceptable for resolution of this complaint.

PART V

Sign and date this section to verify the information contained in Parts I through IV.

Service Complaints Procedure

Service complaints should be resolved through informal resolution when possible. If informal means are not satisfactory, the following steps may be taken.

1. Persons who wish to place a service complaint must complete the form and submit it to Laura Winson, Director, within 5 working days of the incident.
2. While the above indicates a complaint should be in writing and signed, Benson County Transportation will accept complaints in alternate formats from persons with disabilities, upon request.
3. The Benson County Transportation Director has the option to request additional information from the complainant and any other persons involved in the incident.
4. Benson County Transportation Director will investigate the alleged complaint and shall respond to the complainant in writing within 8 working days.
5. Benson County Transportation Director will log complaint, findings and any corrective action if needed.
6. If the complaint is not resolved satisfactorily to the complainant, the complainant may contact the Board to review the complaint. The Board must be contacted within 5 working days of the date of issuance of the written determination by the Agency Director.
7. The Board will investigate the complaint and respond within 30 working days in writing. All decisions made by the Board are final.