Central Community Transit
Operations and Service Policies

Locations:

1320 22nd Street SW
Willmar, MN 56201

612 East Lincoln Ave
Olivia, MN 56277

812 E. Ripley Street
Litchfield, MN 55355

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Table of Contents

SECTION 1 GENERAL SERVICE INFORMATION
- 1.1 Mission Statement
- 1.2 Service
- 1.3 Service Area
- 1.4 Vehicles

SECTION 2 BUS SERVICE INFORMATION
- 2.1 Door-to-Door Policy
- 2.2 Ride Reservation Information
- 2.3 Hours of Transit Service
- 2.4 Holiday/Base Service Holiday Schedule
- 2.5 Fare Schedule
- 2.6 Acceptable Fares

SECTION 3 ROUTES
- 3.1 Deviated Route
- 3.2 Demand Response
- 3.3 Guaranteed Route
- 3.4 Ridership Performance Standards

SECTION 4 VOLUNTEER TRANSPORTATION PROGRAM
- 4.1 Eligibility
- 4.2 Program Usage
- 4.3 Ride Reservations
- 4.4 Dispatch Hours
- 4.5 Fare Information
- 4.6 Non-discriminatory Policy
- 4.7 Assisted Transportation Operational Policy
- 4.8 Volunteer Driver Transportation

SECTION 5 SCHOOL RELATED AND CONTRACT SERVICES TRANSPORTATION
- 5.1 School Related Transportation
- 5.2 5310 Transportation - The Carriage
- 5.3 Contract Transportation

SECTION 6 ACCOUNTING PROCEDURES
- 6.1 Fare Collection Procedure
- 6.2 Farebox Collection Procedure
- 6.3 Token Drawer Security and Reconciliation Procedure
- 6.4 Deposit Procedure
- 6.5 Invoicing Procedure
- 6.6 Procurement Policy
- 6.7 Petty Cash Procedure
- 6.8 Mailing Punch Passes/Tokens Procedure
- 6.9 Punch Pass Store Sales Information

SECTION 7 RIDER POLICIES
- 7.1 Bus 30-Minute Pick-up Window
- 7.2 Bus Wait Time
- 7.3 No-Show Policy
- 7.4 No-Show Appeals Process
- 7.5 Seat Belt Policy
- 7.6 Passenger Guidelines
- 7.7 Grievance Policy
- 7.8 Grievance Procedures
- 7.9 Preschool Programing Policy
- 7.10 Adult Day Client Procedures

SECTION 8 ADVERTISING POLICIES

SECTION 9 SAFETY POLICIES
- 9.1 Safety Program
- 9.2 Workplace Injuries
- 9.3 Accident Procedures
- 9.4 Bus Camera Policies
- 9.5 Downtown Camera Policy

SECTION 10 WEATHER POLICIES
- 10.1 Inclement Weather Information
- 10.2 Tornado Warning

SECTION 11 GENERAL ON BOARD PROCEDURES
- 11.1 Securements
- 11.2 Lift
- 11.3 Animals
- 11.4 Orientation for New Passengers

SECTION 12 DISPATCHING POLICIES
- 12.1 Scheduling Ride Requests
- 12.2 Denied Rides
- 12.3 Dispatch/Driver Communication
- 12.4 Mobile Device Use Policy

SECTION 13 LANGUAGE ASSISTANCE PLAN AND PUBLIC PARTICIPATION PLAN

SECTION 14 TITLE VI POLICIES AND FORMS
- Title VI Notification
- Title VI Complaint Procedure and Complaint Form
- Title VI Investigations, Lawsuits and Complaints
- Title VI/Diversity Training Record
- CCT Table Depicting Membership of Committees and Councils
- Passenger Complaint Form

Central Community Transit
Operations and Service Policies

SECTION 1 GENERAL SERVICE INFORMATION

1.1 MISSION STATEMENT

Central Community Transit's (CCT) mission is to cost effectively meet the many transportation needs of the residents of Kandiyohi**,** Renville and Meeker Counties by providing safe, reliable, cost-effective transportation through the many bus and volunteer driver services it provides.

1.2 Service

The Central Community Transit provides clean, safe, reliable, efficient, on-time public transportation using buses and volunteer driver programs. All employees, volunteers, and users of the transportation system are responsible for abiding by all policies detailed in this Operations Policy. CCT follows all applicable federal, state and local regulations and is committed to keeping all vehicles and equipment properly maintained and in safe working order. Rides are provided on a route deviation, dial-a-ride and demand response basis. CCT also offers a countywide senior transportation program. In rural areas, the bus service operates in specific communities on specific days.

1.3 Service Area

Central Community Transit is a public transit system serving all residents of Kandiyohi**,** Renville and Meeker Counties. The bus will transport residents to any location within the three counties and into Cokato, Hutchinson and Redwood Falls.

1.4 Vehicles

All CCT buses are accessible to individuals with disabilities using a lift. All buses have two or more locations for wheelchairs. The Senior Transportation program utilizes volunteer drivers using their personal vehicle.

SECTION 2 BUS SERVICE INFORMATION

2.1 Door-to-Door Policy

CCT offers a Door-to-Door, countywide service Monday through Friday, when requested. Door-to-Door Service means that drivers may assist passengers with a steady arm between the bus and the exterior door of their pick up and drop off locations. The bus driver must always be within sight of the bus, and will never enter the threshold of the house. The driver may push a wheel chair between the bus and the destination. If the conditions make it unsafe for the driver, the service provided will then be curb to curb rather than door to door. The driver is not required to lift or carry passengers or packages. All other stops will be considered curb to curb in which case the driver will pick up and drop off passengers on the side of the street of their residence. In the situation that a driver is unable to drop off or pick up on the side of the residence, due to traffic conditions, etc. the driver will get out and escort the passenger across the street. CCT also has many posted bus stop signs in the City of Willmar that are located at busy areas that passengers may board the bus.

2.2 Ride Reservation Information

Dispatch Office Hours:

Willmar Office: Monday through Friday 6:30 a.m. to 5:30 p.m.
Passengers must call: 214-RIDE (7433) in Willmar or 1-888-750-RIDE (7433) in Kandiyohi County to schedule their rides.

Olivia Office: Monday through Thursday 6:00 a.m. to 5:00 p.m. and Friday 6:00 a.m. to 4:30 p.m. Passengers must call: 523-3589 in Olivia or 1-800-450-7964 in Renville County to schedule their rides.

Litchfield Office: Monday through Friday 6:00 a.m. to 6:00 p.m.
Passengers must call: 693-7794 or 1-800-513-7433 in Meeker County to schedule their rides.

Riders will be accommodated by order of notification to CCT dispatch (first come, first serve). We request a 24 hour advanced notice for rides to better enable us to schedule you on the bus or with a volunteer driver.

2.3 Hours of Transit Service

Central Community Transit offers transit service in the city limits of Willmar**,** Monday through Friday**,** 5:30 a.m.-10:00 p.m., Saturday from 8:00 a.m.-4:30 p.m. and on Sunday from 8:00 a.m.-5:30 p.m. In the city limits of Litchfield, service is available Monday through Friday, 6:00 a.m.-8:00 p.m., Saturday, 8:00 a.m.-1:00 p.m. and on Sunday from 7:30 a.m.-12:30 p.m.

CCT also provides transit service in Kandiyohi County Monday through Friday, 7:00 a.m.-4:00 p.m.**,** in Renville County Monday through Friday from 6:30 a.m.-5:30 p.m.**,** and in Meeker County Monday through Friday, 6:15 a.m.-5:30 p.m., with outlying communities of Cosmos and Eden Valley Watkins. Pick-ups before start time will not be allowed. All drop-offs must be coordinated before end time. These times may vary depending on your location in the county, the distance between your home and the bus garage, and weather.

2.4 Holiday/Base Service Holiday Schedule

Holiday Schedule: The CCT does not operate on the following holidays:

1. New Year's Day
2. Memorial Day
3. Independence Day
4. Labor Day
5. Thanksgiving Day
6. Christmas Day

When New Year's Day, January 1; or Independence Day, July 4; or Christmas Day, December 25 falls on a Sunday, the following day shall be observed as the holiday.

When New Year's Day; or Independence Day or Christmas Day falls on a Saturday, the preceding day shall be observed as the holiday.

Base Service Holiday Schedule:
Base Service Holidays are available to provide limited transit service to cover the necessary transit needs of the service area as established by the CCT Joint Powers Board.

The CCT provides Base Service Holiday service on the following holidays:

1. Martin Luther King Day
2. Presidents Day
3. Good Friday
4. Veterans Day
5. Friday after Thanksgiving

Additionally, there will be no service after 2:00 p.m. on Christmas Eve Day when it falls during a regular service day.

2.5 Fare Schedule

BUS FARES

One-way door to door rides are $2.00. Same Day Service, when available, will be an additional $1.00 each way. When a passenger calls to change a prescheduled time or destination, this is considered same day service and will be charged an additional $1.00 fare. Rides scheduled after office closing, for the next day are considered Same Day Service and are charged an additional $1.00 fare. When making multiple stops, passengers pay a fare each time when boarding the bus.

Rides outside the City Limits of Willmar, Olivia and Litchfield that are within Kandiyohi, Renville and Meeker County are considered Dial-a-Ride and require a 48 hour notice. The fare structure for these rides is as follows based from Willmar, Olivia or Litchfield.

City Limits of Litchfield, Olivia, and Willmar	$2.00 Each One-Way Ride
0-13 Miles	$3.00 Each One-Way Ride
14-22 Miles	$4.00 Each One-Way Ride
23-35 Miles	$5.00 Each One-Way Ride
36 + Miles	$6.00 Each One-Way Ride
Same Day Service	Additional $1.00 Each way

- Same Day Service, when available will be an additional $1.00 each way. When a passenger calls to change a prescheduled time or location this is considered same day service and will be charged an additional $1.00 fare.
- When making multiple stops, passengers pay a fare each time when boarding the bus.
- Aides for passengers needing assistance are not charged a fare.

- ❖ Children age 4 and under ride free and must be accompanied by a paying adult. Children age 3 and 4 going to a structured educational facility are able to ride and are expected to pay the regular fare.
- ❖ Veterans Ride Free when they provide their VA ID Card with an SC, unless they are traveling to/from a structured service facility.
- ❖ Senior Companions registered with CCT office, ride free.
- ❖ Any agency or business scheduling group rides, all passengers pay full fare.
- ❖ All other Same Day Service, Cancellation and No Show policies apply.

Discount Punch Passes Available:

$20.00 Value Punch Pass	Cost: $18.00 (10% Discount)
$40.00 Value Punch Pass	Cost: $34.00 (15% Discount)
$60.00 Value Punch Pass	Cost: $48.00 (20% Discount)
$110.00 Value Punch Pass-$5.00 only	Cost: $100.00 (10% Discount)

2.6 Acceptable Fares

The Central Community Transit accepts cash, tokens (value=$2.00), and Punch Passes. Tokens and Punch Passes are both available for purchase at all CCT Offices; Willmar Office located at 1320 22nd Street SW in Willmar, Olivia Office located at 612 East Lincoln in Olivia and at the Litchfield Office located at 812 East Ripley in Litchfield. Punch passes are also available for purchase; Willmar: Cash Wise Foods, Cub Foods and Ridgewater College. Olivia: B & D Market and Renville County Human Services. Bird Island: Bird Island City Office. Litchfield: Again & Again 2, Ecumen Home Care, Family Fare and Meeker County Family Services. The CCT does NOT accept checks on the bus.

SECTION 3 ROUTES

3.1 Deviated Route

Central Community Transit provides a Willmar and Litchfield City route. It follows a scheduled route but the exact route that the bus travels will deviate to provide door-to-door service within ¾ mile (10 blocks) of the scheduled stops depending on passengers' requests for pick-ups or drop-offs.

3.2 Demand Response

Central Community Transit provides Demand Response, Dial-A-Ride Transportation. The bus does not follow a scheduled route but responds to specific door-to-door ride requests. This transportation is generally arranged in advance and is able to provide limited same day service requests.

3.3 Guaranteed Route

Central Community Transit provides a special route guarantee to groups or organizations. These routes will pick up a group of passengers and take them to their destinations. The group will guarantee the fare for a number of seats regardless of the number of passengers that actually board the bus. The route is also free to deviate to

pick up other public rides that are on the way. These passengers will pay their own fare.

3.4 Ridership Performance Standards

1) All bus routes should maintain an average ridership of five (5) riders per hour over the course of a one-month period.

2) Each route will be reviewed in July of each year. If a route does not maintain a minimum of five (5) riders, the route will be identified and brought to the attention of the CCT System Resource Committee.

3) The CCT System Resource Committee will then determine if the route should be put under review, suspended or recommended for termination to the Operations Board.

SECTION 4 VOLUNTEER TRANSPORTATION PROGRAM

All CCT operating policies pertain to the volunteer programs, additional specific policies are included here.

4.1 Eligibility

The Senior Transportation Program is for Kandiyohi, Renville, and Meeker County residents who are 60 years of age or over. Seniors must register with CCT providing name, address, phone number, emergency contact, and date of birth. The program utilizes volunteer drivers using their personal vehicle.

4.2 Program Usage

The service may be used twice a week, Monday through Friday, usual hours being 8:00 a.m. to 5:00 p.m., for personal errands, medical and other appointments. Volunteer drivers may stop at up to three different places for errands provided that it is given to the dispatch center at the time of the ride request. For cardiac rehab, dialysis, physical therapy, and adult day services, etc., clients may be driven to their appointments up to three times a week. When the rider's appointment is ½ hour or less, the driver will wait until the rider is finished.

CCT will also transport clients to points outside of the counties such as St. Cloud, Twin Cities, etc. Depending on driver availability, priority will be given to those with medical appointments. We cannot give rides to those who are wheelchair bound. Another person may accompany the rider, provided that person is at least 18 years of age and the rider requires a companion at their destination.

4.3 Ride Reservations

Advance notice of 48 hours is needed to best serve your needs; this does not include weekends. This will generally assure that a driver can be contacted. If you need a ride on Monday you must call by Thursday of the preceding week; for a Tuesday ride you must call by Friday.

Do not call drivers to arrange rides. They are reimbursed mileage only when scheduled through the office.

The dispatcher will arrange for a driver and call you back to confirm that a driver has been found for you.

4.4 Dispatch Hours

Volunteer Driver Dispatch Hours are Monday - Friday, 8:00 a.m. - 4:30 p.m., voicemail is available 24 hours a day, 7 days a week. Your call will be answered or returned to you by a CCT dispatcher. The dispatcher will arrange for a driver and call you back to confirm that a driver has been found for you.

4.5 Fare Information

Individuals participating in the Central Community Transit Senior Transportation Programs will be asked to share in the cost of the service or a portion of the cost, based on ability to pay. Cost-sharing fees will be based on the person's gross income as well as household size using a cost share sliding scale. The full cost for transportation in-town is $3.00 one-way (under 4 miles) and $6.00 round trip (under 8 miles). Out of town transportation is calculated per mile traveled at the current IRS issued standard mileage rate. CCT has been awarded a grant from the Minnesota River Area Agency on Aging®, Inc. as part of the Older Americans Act programs to provide this service and our volunteer drivers receive a mileage stipend.

On the day that you ride, the driver will hand you a pre-addressed envelope to the Senior Transportation Program. This envelope is for your share of the cost or donation you wish to mail in.

4.6 Non-discriminatory Policy

It is the policy of Central Community Transit Senior Transportation Program to provide services to all people without regard to race, color, national origin, handicap or age, the same requirements are applied to all, and there is no distinction in eligibility for, or in the manner of providing services. All services are available without distinction in eligibility for, or in the manner of providing services. All services are available without distinction to all program participants regardless of race, color, national origin, handicap or age. All persons and organizations having occasion either to refer persons for services or to recommend our services are advised to do so without regard to the person's race, color, national origin, handicap or age.

4.7 CCT Assisted Transportation Operational Policy

The Central Community Transit will operate a Title III Assisted Transportation Program that will follow the same eligibility, service hours, program usage and cost share policies as above. The Volunteer Drivers operating under this program will assist passengers with their coats, shutting off lights and locking doors if asked. They will also assist their passengers with shopping and will help carry up to four bags of groceries to their door without crossing the threshold. CCT volunteers will only cross the threshold of a public place. They will not assist passengers in the restroom, or in examination rooms of any medical facility, nor will they discuss any medical related information with medical personnel. They will help passengers with walkers, but will not pull, push, lift or transfer

passengers between the vehicle and a wheelchair. CCT volunteers will not transport pets unless it is a service animal.

4.8 Volunteer Driver Transportation

Central Community Transit provides transportation using volunteer drivers. CCT will provide volunteer driver service when there is an authorization for payment from agencies or businesses responsible for providing transportation. Passengers must be able to get in and out of the vehicle with minor assistance. Passengers who are age 4 and under must be accompanied by an adult age 18 or older. Volunteer Drivers will only transport the number of passengers based on the number of seats that the vehicle is designed to transport safely using the seat belts. Multiple children in a vehicle can be supervised by one adult. Fare structure for this program is set by the host contracts with Kandiyohi, Renville and Meeker Counties and contracts with the managed care provider. Hours of operation will be 6:00 a.m. - 6:00 p.m., 7 days per week.

SECTION 5 SCHOOL RELATED AND CONTRACT SERVICES TRANSPORTATION

5.1 School Related Transportation

Central Community Transit provides transportation for students for extracurricular activities, pre-school, and after school programs on public transit routes. CCT will not engage in school bus operations exclusively for the transportation of students and school personnel, in competition with private school bus operators. Students may ride public transit routes to school; however, CCT will not create routes based on the school transportation needs.

5.2 5310 Transportation - The Carriage

Central Community Transit will provide bus service outside normal public transit operating hours for agency sponsored transportation for Disabled and Elderly participants in Kandiyohi**,** Renville or Meeker County. Groups of elderly and/or disabled will be charged $57.00 per hour of actual transit time. Transit time includes pick up/loading time, travel time to the destination, the drop off/unloading time, and travel back to the bus garage. The return trip will be handled in the same manner. There will be a 30-minute minimum charge. Total billing will be rounded to the nearest on half (1/2) of an hour. Groups of elderly and/or disabled who are not residents of Kandiyohi**,** Renville or Meeker County will be charged $57.00 per hour, time starts when leaving either of the CCT facilities (pre/post trip time will not be charged).

If the time the group is going to be at their destination is more than one (1) hour or further than twenty (20) miles from the nearest CCT facility, then the driver layover time will be billable at $57.00 per hour, or billable until the bus returns to the bus garage.

The only people allowed in the front passenger seat of The Carriage are paid staff, escorts of passengers or group leaders. Transportation requests will be provided on a first come, first served basis. Group rides that have three (3) or more passengers, who use wheel chairs, need to provide an aide.

The Carriage's hours of operation are based on CCT's current hours of service (6 am to 6 pm, Monday through Friday) any hours requested outside those times are at the discretion of CCT staff and availability of a driver.

Bus drivers are not allowed to accept tips or gifts of monetary value. Baked goods and cards are acceptable.

When picking up and dropping off groups, the driver will ensure that the location is a safe loading zone. Any questions will be at the driver's discretion.

Food and beverages will be allowed on the bus; however, alcoholic beverages will not be allowed. The group will be responsible for garbage pick-up at the end of the ride.

5.3 Contract Transportation

Central Community Transit will only provide contract transportation services if there are no willing charter operators, or if the trip involves a significant number of handicapped persons, or if more than half of the passengers on the trip will be elderly. CCT will provide transit services for Kandiyohi County, Renville County, Meeker County, the City of Litchfield and the City of Willmar by request of the Joint Powers Board. Groups will be charged $57.00 per hour of actual transit time. Transit time includes pick up/loading time, travel time to the destination, and the drop off/unloading time. The return trip will be handled in the same manner. There will be a 30-minute minimum charge. Total billing will be rounded to the nearest on half (1/2) of an hour. If the trip requires the driver to stay with the vehicle and passengers then that time will be billable. Late night/weekend hours for the Joyride program will be charged $70.00 per hour of actual transit time.

SECTION 6 ACCOUNTING PROCEDURES

6.1 Fare Collection Procedure

All passengers must provide a fare. This may be in the form of a CCT token, punch pass, cash or Senior Transportation envelope. All fares will be deposited into the farebox by the passenger or the driver.

6.2 Farebox Collection Procedure

CCT personnel will exchange fareboxes daily and once a week. CCT personnel will use only the "release key" when exchanging fareboxes. The fare box "open key" will be kept in the office at all times. If the fare box becomes stuck, another staff member will take the "open key" out to the bus to release the fare box.

6.3 Token Drawer Security and Reconciliation Procedure

The Cash Drawer is kept locked at all times. When tokens and punch passes are sold, the purchaser is given a receipt or, if they do not want a receipt, it is recorded on the Cash Drawer Transactions sheet**.**

Willmar Office:

The cash drawer is reconciled once per week. CCT personnel will count out $48.00 in cash, $2.00 in quarters, 5-$48.00, 10-$34.00 and 5-$18.00 punch passes, and 50 tokens for a total of $820.00 in goods to be left in drawer. All other checks and cash will be put into the Cash Drawer bank bag in the safe in the Fiscal Office until it is counted and deposited. A record is kept of these transactions on the Cash Drawer Reconciliation sheet. When adding punch passes and tokens to the drawer, this is to be documented on the Punch Pass Inventory Log sheet and on the Token Tally sheet.

6.4 Deposit Procedure

1) Materials needed for making deposits:

   Deposit Bags
   Deposit Book
   Check Deposit Stamp
   Rubber Bands
   100 Dollar Bill Paper Binders
   Pen
   Calculator

2) Deposits are done twice per week and otherwise as needed. Preparations of deposits are done in the office.

3) Collect all cash and checks out of the cash (tokens/punch passes) drawer in receptionist's desk and fill out the drawer Reconciliation Sheet. (See Cash Drawer Reconciliation Procedure.)

4) $50.00 needs to be counted out and put back into the cash drawer (smaller coins to be counted and deposited as needed):

   - $2.00 in quarters
   - $8.00 in ones
   - $40.00 in fives

5) Collect all incoming checks and cash from invoices, contributions, etc. (Before invoiced checks can be deposited, they need to be recorded in Quick Books as payments.) Keep separate the monies for each category: Systems and Senior Transportation. Collect the farebox cash bag from the safe. Farebox cash is deposited separately (code 2010-1). The coins from the Fareboxes are deposited separately (see #7).

6) Date the deposit slip. Mark each slip with appropriate main revenue code:

   2010-1 Farebox - Cash
   2010-2 Farebox - Prepaid: In house and Off-site
   2013 Title III Donation
   2013-1 Title III Cost Share
   There may be other codes to use for individual checks (see #9).

7) Two office staff count the cash and completes the deposit slip. Bundle ones in quantities of $100 and use paper binders provided by bank to band them. Bundles of twenty-five (25) ones or any less than that should be rubber banded and the amount marked with a post-it note. Count the fives, tens, etc. and put the cash total on the deposit slip. (Make sure all ones are facing up per: bank.) Put the cash in the deposit bag, leaving the fives, tens, etc. loose in the bag.

8) For checks, write the check number in the line before the check amount on the deposit slip. On yellow copy, write sub-code (e.g., 2025 Fundraising) to the left of check number as appropriate. (This code #, amount of check, etc. is transferred to deposit log in Quick Books.) Add the checks on the deposit slip and total them. Next, add up the actual checks and total them. The two totals should match, if not recheck deposit slip and actual checks to make sure amounts are matched up. Stamp the checks with the deposit stamp and place in a blue deposit bag.

9) Add the coins, cash, and checks for the total (add twice). Write the total at the bottom of the column and at the left side of the deposit slip. Write in number of checks in item box.

10) Tear off the white deposit slip and place in the deposit bag. The yellow copy gets filed along with check stubs, copies of donation checks, advertising sales checks, etc. in the top drawer of the fiscal file cabinet in file marked Deposits, along with deposit receipt from the bank.

11) Fill out a separate deposit slip for the coins, and place both the white original and yellow copy in with the coins in a blue deposit bag. Fill out a separate deposit slip for the cash/bills and place in a separate blue deposit bag.

12) Take deposit to bank. The Bank staff then count the coins so a separate deposit slip is filled out, and the receipt is stapled to the yellow copy and filed in the Deposits file. May leave main deposit bag with them. In that case, ask for the other blue bag left with last deposit if there is one. Bring back the blue bag and bank receipt for deposit(s).

13) Crosscheck the bank receipt with the yellow copy of deposit slip for that date. Enter deposit(s) in Quick Books.

14) Print out deposit logs at the end of each month and give copies to CDS after the Transit Director reviews.

6.5 Invoicing Procedure

1) Each month the Fiscal Clerk prepares and mails invoices to agencies, businesses, etc. to be reimbursed for charged goods; tokens, punch passes, authorized rides, contracts, and other as requested by the Transit Director. Advertising invoices are prepared by the Office Coordinator.

2) Information for these invoices found in:

- Authorized Rides and Charges file in fiscal filing cabinet (tracked by dispatchers and approved by Transit Director, Purchase Orders, etc.)
- CCT Token Sales Binder located on Office Coordinator's desk
- Invoice file in folder marked "Billing Auths"
- Route Reports prepared by Operations Coordinator
- Bethesda Adult Day Services – monthly pledge plus volunteer driver rides, taken off drivers' mileage logs
- Kandiyohi County, Renville County, Meeker County and other county agencies, Blue Ride, PrimeWest, U-Care, volunteer driver mileage logs, etc.

3) CCT Invoice is in Quick Books in Fiscal Clerk's computer. Fiscal Clerk's invoice template is used for most invoices. The Transit Director's template is used for the Transit Director's route report billings.

4) Once the invoice is completed, print it out and mail it along with any copy of authorization, etc. required. Retain a copy of the report, billing authorization, etc. and marks on it in red ink the invoice number. The invoice itself is in Quick Books.

5) When invoice payment is received, record it in Quick Books. If payment is by check, mark on the check stub: okay to deposit and code number. Place in small safe until a deposit is prepared.

6) A statement is generated if payment is not received. At this time a 1.5% late fee is added to the total due. The statement is mailed out 60 days after the invoice and each month thereafter the 1.5% will be added until payment is received.

7) Advertising contracts are billed monthly/quarterly/yearly by the Office Coordinator, and form used is in that computer folder.

6.6 Procurement Policy

CCT staff will use the MnDOT provided procurement guidance and Office of Transit and Active Transportation Procurement Policy Manual to ensure that all purchases are procured properly according to state and federal regulations. The Procurement checklist will be used to assist the transit system personnel in determining that all steps are taken to fully complete a procurement, whether it is for a one-time purchase or for on-going operations and/or services. It is the responsibility of CCT staff to plan in advance of procurements to allow necessary time in review, DBE goal setting and approvals.

Micro purchase- Acquisition of supplies, services and construction in amounts of $10,000 or less. Forms required: Decision matrix and Fair and Reasonable Price determination.
Small purchase- Acquisition of supplies, services and construction in amounts ranging from $10,000 to $250,000. Forms required: Decision matrix, Independent Cost Estimate, RFQ Notice, Request for quotation form, Source list, Responsibility Determination, and Procurement History.
Invitation for bid- Sealed bidding in which bids are publicly solicited and a firm fixed price contract is awarded to the responsible bidder whose bid, conforming to all the

material terms and conditions of the invitation for bids, is lowest in price. Forms required: Decision matrix, Independent Cost Estimate, Public bid opening, Responsibility Determination, Responsiveness checklist, Price analysis, Cost analysis, and Procurement History.
Request for Proposals- Competitive proposals when the nature of the procurement does not lend itself to sealed bidding and the recipient expects that more than one source will be willing and able to submit an offer or proposal. Forms required: Decision matrix, Decision matrix option years, Independent cost estimate, Price analysis, Cost analysis, Responsibility determination, and Procurement History.

CCT will utilize the resource https://www.sam.gov to determine and verify excluded parties and keep copy of the search page results with the procurement.

The Central Community Transit Joint Powers Agreement allows the Operations Board to make purchases up to $5,000 without Joint Powers Board action to make small emergency purchases that enable the transit system to operate continuously.

6.7 Petty Cash Procedure

1. The petty cash drawer is in the Fiscal Clerk's desk, and keys for it are kept in the key box in that office.

2. The cash is removed only by the Fiscal Clerk, Transit Director, or Operations Coordinator who will fill in a Petty Cash Out receipt and have recipient sign for the cash. When purchase is completed, the amount of change put back in is written on the Out receipt. The purchase receipt is matched up with and stapled to the appropriate out receipt, and both are placed in the drawer. The yellow copy of the Out receipt is left in the receipt book.

3. On the first billing cycle date following the end of each month, the petty cash drawer is to be balanced to equal the $100.00 deposit to the drawer. This is accomplished by adding up the purchase receipts and the cash in the drawer.
The Petty Cash Reconciliation Log kept in black file holder on Fiscal Clerk's desk is filled in with this information.

4. On the computer under Shared Docs/Accounting/Petty Cash and Check Request, the Petty Cash Reimbursement section is to be completed using the purchase receipts. Fill in the date, vendor and for what, amount of purchase, reason for purchase, and expenditure code number.

5. When form is completed, it is to be printed out, the receipts stapled to it, and given to Transit Director to sign. A copy of both the completed form and the receipts is filed in the Fiscal Filing cabinet "Petty Cash and Check Request" file.

6. The original of the signed Petty Cash and Check Request form is then placed in the green folder to be delivered to CDS.

7. The Transit Director will cash the check to reimburse the drawer. The check request amount returned to the drawer and date is then noted on the Reconciliation Log.

6.8 Mailing Punch Passes/Tokens Procedure

Mail up to 4 punch passes (value up to $136.00)

Combination of passes and tokens, limit value to $136.00. Additional postage needed when mailing tokens based on weight, so S&H fee may increase.

Add insurance for mailing, if requested by buyer.

Invoice agency for: Goods (if request came without payment)
Base S&H fee of $5.25
Any additional postage
Insurance costs, if any

6.9 Punch Pass Store Sales Information

The CCT Punch Passes sell for: $18.00, $34.00, $48.00 and $100.00

CCT will provide punch passes and duplicate copy receipt books.

Each store is responsible for collecting money for the amount of each punch pass sold. Receipts are made out as from purchaser with date, amount received, and payment method and signed by store employee.

A CCT employee will deliver to the store new passes and will collect the cash and/or checks, any remaining passes from previous exchange, and used receipt books. This person will also fill out the pass tally sheet including date, # of passes in, $ amount received, and initial it. This sheet is left at the store.

Cash Wise Foods

Punch pass sales will be run through their cash registers as company policy states store can no longer keep checks and cash in separate place for pass sales. No individual receipts given to purchaser. On day of pass exchange, store employee will tally up amount of passes sold and submit a check request to store headquarters for total $ amount. The remaining passes will be given back to CCT staff who will also sign off on a sheet stating the number of passes returned to CCT. There is an internal tally sheet and exact copy left at the store showing amount of check request, date, number of passes returned and space for noting when check is received by CCT.

Cub Foods

Punch pass sales will be run through their cash registers as company policy states store can no longer keep checks and cash in separate place for pass sales. No individual receipts given to purchaser. On day of pass exchange, the store employee will tally up amount of passes sold and cut a Money Order for that amount. Tally sheets for CCT and for store will be filled out to include date, # of passes in, # of passes returned, $ amount of money order received, and initialing it.

SECTION 7 RIDER POLICIES

7.1 Bus 30-Minute Pick-up Window

Passengers need to be ready for the bus at the designated pick-up time given by the dispatcher. The bus will pick up riders up to 15 minutes before the pick-up time and up to 15 minutes after the designated pick-up time. For example, if the pick-up time is 1:00pm, the bus will be scheduled to arrive between 12:45pm and 1:15pm. This 30-minute "window" allows for delays in traffic and other pick-ups and drop offs.

7.2 Bus Wait Time

It is important to be ready for the bus at the beginning of the 30-minute window. When the bus arrives during the 30-minute window, the driver will wait three minutes. After waiting three minutes, the driver will press No Show button and then leave to continue the route.

7.3 No-Show Policy

A **"**no-show**"** is:

- Not being at the designated pick-up point during the 30-minute window.
- Not riding after the bus shows up for a pick-up within the 30-minute window.
- Not canceling a scheduled pick-up time within 1 hour of the pick-up time outside of town and 30 minutes in town.
- Failure to board the bus within three minutes of the arrival of the bus within the 30-minute window.

If a passenger no-shows for the outgoing portion of a scheduled trip, the return trip will **not be** automatically canceled. Dispatch will attempt to contact the passenger to confirm whether the return ride is still needed. If the passenger cannot be reached, the return trip will remain on the schedule to avoid stranding the rider.

7.4 No-Show Appeals Process

Passengers who accumulate two documented no-shows within a 30-day period and this constitutes 10% of the number of trips reserved during that period, will receive a warning letter or phone call from the CCT office. This notification will allow passengers an opportunity to appeal any of the no-shows listed to the CCT Operations Board. Riders may appeal any no-show by writing a letter providing all pertinent information regarding the disputed no-show(s) within five working days to:

Central Community Transit - PO Box 186, 1320 22nd Street SW, Willmar, MN 56201

Within five working days of the Central Community Transit's receipt of their written appeal, passengers will receive a written notice from Central Community Transit regarding the results.

Passengers will be suspended from Central Community Transit service if they accumulate a third no-show within 30 days of the receipt of the warning letter, if there is not an appeal in process or the appeal has been denied. The suspension will be effective 30 days from the date of the suspension notification. The length of the suspension could be reduced at the CCT discretion.

7.5 Seat Belt Policy

Central Community Transit requires all transit drivers and passengers to wear seat belts at all times. Minnesota State law requires that all children under age 8 or shorter than 4' 9" must ride in child safety seats or a booster seat. CCT does have limited availability for child safety seats on some of the buses. Adults accompanying the child are encouraged to check to see if a child safety seat is available. If one is not available it is the responsibility of the passenger to provide one.

7.6 Passenger Guidelines

1. PASSENGERS ARE TO BE COURTEOUS, CONSIDERATE, AND RESPECT THE DRIVER, FELLOW PASSENGERS AND BUS.

2. NO FOUL LANGUAGE, FIGHTING, HARASSMENT, INTIMIDATION OR HORSEPLAY.

3. NO EATING, DRINKING, USE OF TOBACCO OR DRUGS.

4. NO WEAPONS OR GANG ACTIVITY ON THE BUS.

5. NO PORTABLE TAPE PLAYERS OR RADIOS PLAYED ON THE BUS UNLESS USING HEADPHONES.

6. RESPECT THE REQUIREMENTS OF THOSE WITH SPECIAL NEEDS.

7. EXACT AMOUNT OF CHANGE, TOKEN, OR PUNCH PASS VALUE IS REQUIRED.

8. DRIVERS DO NOT CARRY CHANGE AND WILL ACCEPT WHATEVER BILL IS GIVEN AS DONATION TO CCT. CHECKS WILL NOT BE ACCEPTED.

9. RIDERS MUST BE READY TO BOARD THE BUS WHEN IT STOPS.

10. PASSENGERS ARE EXPECTED TO BE ABLE TO GET THEMSELVES OUT THE DOOR OF THEIR RESIDENCE, IF UNABLE, THE PASSENGER WOULD NEED TO HAVE AN ASSISTANT GET THEM READY AND OUT THE DOOR. AIDS RIDE FREE.

11. RIDER MUST STAY IN THEIR SEAT UNTIL THE BUS COMES TO A COMPLETE STOP.

12. PASSENGERS ARE REQUIRED TO WEAR SEAT BELTS. Minn. Statute 169.686.

13. PASSENGERS ARE TO BE RESPECTFUL OF OTHERS AND DRIVER WHEN WEARING ANY TYPE OF PERFUME OR SCENTED PRODUCTS INCLUDING BODY ODOR.

14. CCT ALLOWS PASSENGERS TO CARRY UP TO 4 BAGS OR PARCELS ON THE BUS, PLEASE AVOID BLOCKING THE AISLE. IF THE ITEMS EXCEED THE 4 BAG LIMIT AND CANNOT BE LOADED IN ONE TRIP, THE PASSENGER WILL BE CHARGED FOR AN EXTRA SEAT.

15. BIKES AND OTHER LARGE ITEMS ARE NOT ALLOWED ON THE BUS.

16. NO AUTOMOBILE BATTERIES, FLAMMABLE LIQUIDS, OR HAZARDOUS MATERIALS ON THE BUS.

17. OXYGEN TANKS ARE NOT PERMITTED ON THE BUS UNLESS THEY ARE SECURELY ATTACHED TO A WHEELCHAIR OR WALKER.

18. ANYONE USING A SCOOTER OR ELECTRIC WHEELCHAIR AS A MOBILITY DEVICE, ARE ENCOURAGED TO USE THE BUS, BUT MAY BE REQUESTED TO TRANSFER TO A REGULAR SEAT IF THE SECUREMENTS, LAP AND SHOULDER BELTS ARE NOT ABLE TO BE USED AS DESIGNED. THE DRIVER WILL SECURE THE MOBILITY DEVICE AS ABLE.

19. NOT RESPONSIBLE FOR ANY ARTICLES LEFT ON THE VEHICLE.

7.7 Grievance Policy

It is the policy of Central Community Transit to encourage the informal resolution of all complaints or grievances. All attempts shall be made to resolve such matters through informal means at any stage of the process.

The following Grievance Procedure is established to meet the requirements of the Central Community Transit's Operations Policy. These procedures and accompanying complaint form should be used by individuals wishing to file a complaint regarding access to the services of Central Community Transit.

7.8 Grievance Procedures

All Grievances should be in writing and contain as much information as possible about the alleged incident (i.e. name, address, phone number, location and description of alleged incident, etc.). The use of the Complaint form is required. Complaint forms are available from:

Central Community Transit
1320 SW 22nd Street
PO Box 186
Willmar, MN 56201
(320) 214-7433

The grievant or his/her designee should submit the written grievance, within five (5) working days of the alleged violation to the above address. Other arrangements for submission of a grievance (or other acceptable form of communications) will be made available for anyone requesting an accommodation.

Within thirty (30) calendar days of the receipt of the complaint, the Transit Director or designee will respond in writing to the complainant and or his/her designee. The response will offer a resolution or explain the position of the Central Community Transit's Operations Policy with respect to the complaint.

If the response by the Transit Director does not satisfactorily resolve the issue(s), the complainant or designee may request a meeting not later than fifteen (15) calendar days thereafter. A meeting will be held within thirty (30) calendar days of the date of such request, with Central Community Transit administration and reviewed by the Central Community Transit System Resource Committee. Within thirty (30) calendar days of the meeting, the complainant or designee will receive the final resolution in writing (or other acceptable form of communications).

7.9 Preschool Programing Policy

Individuals must be registered with a preschool educational program, traveling to and from that program only.

Parent's responsibility:

- Fill out registration form at CCT office or at preschool open house for each student. Only the primary and/or the secondary address on the registration form will be used for the student's pick-up or drop off.
- When purchasing preschool transportation, please speak with local dispatcher for full or ½ year rates.
- CCT office must be notified of any changes or cancelations with pick-ups and/or returns. This includes "no" school days, parent event days, sick, etc. ***24 hour+ notice would be appreciated. If no call is made one (1) hour prior to scheduled pick-up, the rider will be charged for that trip. This is so other riders can use that scheduled time for their needs.
- If a preschooler misses the CCT bus, the parent/daycare may call into the CCT office to reschedule the next available time.

There will be NO phone calls made to families if the student doesn't come out. All scheduled times have a 10 minute window. This means the bus could be 10 minutes early or 10 minutes late. CCT will do their best to keep on time, but with many daily changes, the route can change frequently. If the bus is 15 minutes behind the driver will inform dispatch to give the families a call. CCT will provide transportation on its public transit bus for children age 3 and 4 to registered students traveling to and from an educational facility only.

CCT bus driver's responsibility:

- To transport "everyone" to and from "SAFELY".
- CCT driver will take a "walk-through" of the bus.

- An adult must be in sight to wave to the CCT driver before he/she will let the preschooler off. Child should stay in seat until the driver opens the door. If there is no response, CCT driver will notify dispatch. Dispatcher will call the preschool and direct the driver on what to do with the child.
- The CCT bus could pick up 10 minutes prior to 10 minutes after the scheduled time, this being for the reason of daily schedule changes. The CCT schedules are very tight. If the preschooler is not ready, the driver is unable to wait and will proceed to the next stop; no phone calls will be made.

CCT Meeker County Office Hours:
6:00 a.m. - 6:00 p.m.
Phone: 320-693-7794 or 1-800-513-7433

CCT Renville County Office Hours:
6:00 a.m. - 5:00 p.m. Monday – Thursday and 6:00 a.m. - 4:30 p.m. Friday
Phone: 320-523-3589 or 1-800-450-7964

*There is a 24 hour answering machine to leave a message.

Child Rider Procedure for transportation of preschool aged children (4 years and younger):

1) Driver is to take a headcount as the children board the bus, whether at individual stops or at a group stop such as a daycare or preschool.
2) Driver is to count the children as they get off the bus to ensure that all of the children who boarded the bus have gotten off the bus.
3) Drivers are to instruct the children to wear seatbelts at all times and to place children under the age of 5 years in child seats if directed by their dispatcher to do so.
    a. Drivers are responsible for ensuring that seatbelts are worn at all times.
    b. CCT buses do not have child seats for riders.
4) Preschool age children must be received by a responsible person or adult and may not be dropped off in the event that such person is not present.
    a. The driver is to keep the child on the bus until a responsible person or adult is present/or waves the driver on. If it is determined that a responsible person or adult is not available, the driver is to call their dispatcher to report the situation. The drive is to keep the child on the bus and continue on the route while the dispatcher attempts to locate someone to receive the child.
    b. Following such a search, if it is determined that a responsible person or adult is not available, the dispatcher will contact the local Social Service Agency and instruct the driver where to take the child, as directed by the Social Service Agency.
5) Following any “run” involving preschool age children, the driver is to do a walk-through of the bus to ensure that all children got off the bus.
    a. This shall occur after dropping at a group stop or after dropping at all individual addresses.

7.10 Adult Day Client Procedures

1) Driver is not to drop off client at Adult Day Services prior to 5 minutes before the scheduled time.
2) Never leave a client alone when dropping off for Adult Day Services.
    a. If a responsible person is not present, the driver is to call their dispatcher to report the situation. If it is determined that a responsible person is not available, the driver is to keep the Adult Day client on the bus and continue on the route while the dispatcher attempts to locate someone to receive the client.
3) Drivers should instruct the Adult Day Clients to wear seatbelts at all times.

SECTION 8 ADVERTISING POLICIES

1) Size of Graphics

- Any outside graphics cannot exceed 36" x 60" format in accordance with Kandiyohi, Renville and Meeker County and City of Willmar and City of Litchfield ordinances.
- Graphics generally run 30" x 54" depending on the size of the bus.

2) Materials of Graphics

- All graphics must be manufactured utilizing a single piece display; no multi-paneled graphics will be used.
- All graphics must be outdoor durable (ink jet, laser printing and paper based products are not suitable for this application).
- Semi removable material must be utilized for ease of removing all graphics.
- A 3M – 180 C (Control-Tac Comply) or comparable material must be utilized on all graphics.
- All graphics must be laminated with a U/V clear protectant. No clear inks or paints.

3) Purchaser's sign(s) must be contracted by a business that will comply with CCT set-up and removal specifications.

4) All signs must be approved by CCT before placement. The following types of advertising will not be permitted:

    a) Any related to political, religious, moral or social issues.
    b) Hygiene products of a very personal nature.
    c) Sexual overtone messages (X-rated movies, massage parlors, etc.).
    d) Direct or overt anti-transit advertisements.
    e) Advertising found to be in violation of federal, state or local laws.

5) The advertising sign set up, design, vendor contact and removal is the responsibility of the purchaser. All costs for sign set up, design, placement on the bus and removal off the bus are the responsibility of the purchaser.

6) The purchaser is allowed one month for advertising sign set up and design based on the date the contract is signed. The sign vendor must administer sign placement on buses within 2 weeks of CCT's approval.

7) Other Information

- Advertising rates are evaluated on a yearly basis.
- Ad space is sold on a first come, first serve basis.
- If for some reason a bus is removed from service, the advertiser will not be billed for advertising after date of bus withdrawal from service.
- If a bus is no longer kept in service, CCT will cover the cost of the graphic reprint and application onto another bus. If the advertiser should decide to change the design of the ad, the entire cost will become the advertiser's responsibility.
- Advertising billing starts on the date the ad is placed on the bus.

8) Bus Advertising Rates

12 Month Contract (minimum)

$175 per month, per bus for the back of all buses.

$275 per month, per bus for the back and both rear sides of all buses (3 ads on 1 bus).

$100 per month**,** per bus for both side ads on all buses.

Once the 12 month contract has been met, the ad purchaser may choose to continue advertising with CCT on a month to month basis. *

*See advertising contract.

3 Month Contract (minimum)

$225 per month, per bus for the back of all buses.

$300 per month**,** per bus for the back and both rear sides of all buses (3 ads on 1 bus).

$120 per month**,** per bus for both side ads on all buses.

You can choose 3-11 months at these rates.

9) Reader Board Policies and Procedures

The CCT Reader Board Policy is as follows and is listed in the order of priority:

1. CCT information

2. Governmental Announcements - City of Willmar and Litchfield, Kandiyohi**,** Renville and Meeker County and State of Minnesota**.**
3. Communitywide Celebrations and Events – defined as a local government sponsored celebration or event, to include all of Kandiyohi County.
4. Other Paid Advertising – certified non-profits and all other advertisers would be charged fees based on status to advertise.

Reader Board Procedures:

1. CCT information – CCT's information may include bus stop times, changes to the route or system in general or CCT marketing opportunities.
2. Governmental Announcements – Snow emergencies, parking issues or posting of information that would affect the downtown area. An example of this would be the City of Willmar requesting to post snow emergency information. The City of Willmar would forward notice the morning it needs to be posted. The snow emergency would then go into effect that night at 1:00 am and expire at 5:00 am. Wording example would be "Snow Emergency overnight 1 am to 5 am" for approximately 24 hours.
3. Communitywide Events – Government sponsored celebration or events held in Kandiyohi County.
4. Other Paid Advertising – certified non-profits and all other advertisers would pay a fee based on their status to advertise on the reader board. Certified non-profits must provide proof of nonprofit status and would be charged $5 per day of advertising not to exceed $25 a week. All other advertisers would be charged $10 per day not to exceed $50 for one week. Advertisers must fill out the Application for Reader Board Advertising. CCT will not bill out for reader board ads. All ads are to be paid for prior to the ad running on the reader board.

SECTION 9 SAFETY POLICIES

9.1 Safety Program

Central Community Transit Employees are expected to follow Central Community Transits safety programs at all times. Central Community Transit provides annual training to employees in A.W.A.I.R., Employee Right to Know, Bloodborne Pathogens, Ergonomics, Motor Vehicles, OSHA Recordkeeping, and other safety related items as needed. For more detailed information on CCT's Safety Policies and Employee Responsibilities please refer to the OSHA Compliance Policy book. See also CCT's discipline policy in the Personnel Policy Manual for enforcement of the safety program.

Central Community Transit requires that all passengers are seated and wearing a seat belt and that all passengers in wheelchairs are safely secured when the vehicle is in motion. All wheelchairs on board a Central Community Transit Vehicle must be in a wheelchair position with tie-downs properly secured.

Any passenger bringing packages, personal belongings or service animals on board are asked to check with the driver as to where these are to be located.

9.2 Workplace Injuries

If an employee becomes injured, it will be immediately reported to the supervisor. A First Report of Injury will be completed by the supervisor and faxed to the insurance company within 24 hours of the injury. The employee will seek medical attention to evaluate the extent of the injury.

9.3 Accident Procedures

1) The driver will remain calm and give passengers complete directions.
2) The driver will assess all passengers for any injuries and assist passengers to a safe place.
3) The driver will use the 2-way radio to contact CCT dispatch to give the location of the bus, the nature of the emergency, and describe any injuries.
4) Dispatch will call 911 if there are any injuries, law enforcement to assist in directing traffic and make a report, provide any further information as needed, and check in frequently to be informed of the situation.
5) The driver will turn the four-way hazard warning lights on and use warning triangles staying within sight of the bus. The driver will designate an in-charge person when leaving the bus.
6) The driver will perform first aid in accordance with their training and level of ability.
7) The driver will assist any emergency personnel according to training and ability.
8) The driver will not leave bus or passengers unattended.
9) The driver will not leave the scene of the accident unless released by law enforcement and CCT dispatch.
10) The driver will complete an accident report and complete post-accident drug/alcohol testing immediately when required.
11) In the event of a medical emergency on the bus, the driver will stop the bus in a safe location, call dispatch to report the location and provide information on the symptoms of the passenger. Dispatch will call 911. If the driver is within one (1) minute away from the hospital, the driver will go directly to the hospital and let the hospital personnel handle the situation.

9.4 Bus Camera Policies

The Central Community Transit has cameras in all of its buses. There is a public notice placed in all of the buses stating that cameras are in use. The video will be viewed by the Operations Coordinator or designee on a periodic basis and when there are reported incidents on the bus. Video is available for viewing up to 48 hours before it is recorded over. All incidents must be reported to CCT administration immediately. CCT will save incidents that are recordable to law enforcement agencies and MnDOT until the file is closed. The CCT Transit Director will accept written requests for viewing up to 72 hours after the incident. All viewing of recorded incidents will take place in the CCT administrative offices once prior arrangements have been made with the CCT transit director. **In the event there is an investigation, the recordings are then confidential and non-public pursuant to Minnesota State Statute and will not be released without the county attorney and law enforcement approval.**

9.5 Downtown Camera Policy

The Central Community Transit has a camera located on the corner of Fourth Street

and Becker Avenue and is set to face south on the bus shelter in downtown Willmar. There is a notice inside the bus shelter stating that a camera is in use. There is video available for viewing up to 2 weeks before it is recorded over. All incidents must be reported to CCT administration immediately. CCT will save incidents that are recorded for law enforcement agencies and MnDOT until the file is closed. CCT administration and the Willmar Police Chief (as requested) are able to view the bus shelter through internet access as needed. All viewing of recorded incidents will take place at the CCT administrative offices once prior arrangements have been made with the CCT transit director. **In the event there is an investigation, the recordings are then confidential and non-public pursuant to Minnesota State Statute and will not be released without the county attorney and law enforcement approval.**

SECTION 10 WEATHER POLICIES

10.1 Inclement Weather Information

In the event of severe weather, drivers will notify dispatch of any unusual weather that they encounter. Central Community Transit will listen to local weather announcements and use the internet to check local watches and warnings. The dispatchers will communicate with the drivers to keep them well informed of current travel conditions. The Transit Director and the Operations Coordinator or designee will discuss and inform drivers of any change in service. The public will then be informed of any cancelled or late start of transit service through announcements made by the local radio stations. Early morning and county wide routes will be sent out depending on the current weather conditions. CCT will try to keep city routes running as usual, but may choose to delay or cancel service depending on the current conditions.

10.2 Tornado Warning

When a storm is tracking in the direction of a transit route, the driver and dispatch will try to find an alternate route or wait until the storm passes to avoid danger. Once a Tornado Warning is issued, the dispatch center will make an “ALL CALL” announcement over the 2-way radio or the tablet. All drivers will assist passengers to the nearest shelter and everyone will get off the bus including the driver. Drivers will communicate to dispatch the number of passengers going in and the location that they will be taking shelter.

Office personnel will be alerted by the phone system by doing an all call (Intercom #9600) “TORNADO-TORNADO-TORNADO-TORNADO REPORT TO THE BREAK ROOM IMMEDIATELY” (repeat 3 times). Dispatchers and all office staff will seek shelter in the CCT facilities break room or bathrooms. The dispatchers will write down all of the bus numbers and make note that each has called in, the location, number of passengers, and any other important information.

Once the “All Clear” has been called at the locations that the buses are taking shelter, the driver should report to the dispatch center before loading passengers and going back on route.

SECTION 11 GENERAL ON BOARD PROCEDURES

11.1 Securements

All CCT buses are equipped with a standard 31 inch by 51 inch platform lift. CCT vehicle operators will use the floor mounted securement devices. This four point system, along with the shoulder strap and lap belt make a mobility device into a seat on the bus.

The securement devices shall be removed from the floor after every use and placed into the bags or the boxes provided for them. One exception to this would be designated routes that have multiple wheelchair pickups throughout. The inside securements must be removed after each use but the outside securements may be left in the floor until the end of the route.

11.2 Lift

The lift must always be operated from the ground. Drivers will not remain in the vehicle while raising or lowering the lift platform and do not ride on the lift with passengers. CCT does allow wheelchair riders, people using walkers, crutches or canes, people who can walk unassisted but cannot climb steps and attendants who accompany persons in wheelchairs to ride the lift. For safety purposes, only riders using mobility devices that fit on the platform without wheelchair overhang may ride the lift. A ride will be refused if the mobility device does not fit on the lift platform.

11.3 Animals

Central Community Transit does not allow pets on the bus at any time.
CCT will allow service animals on the bus.

> *Service animal means any guide dog, signal dog or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work pulling a wheelchair, or fetching dropped items.*
>
> *-49 CFR 37.3*

The service animal must perform a task for a person with a disability. The control of the service animal is the responsibility of the animals' handler. If an incident occurs, the accountability for damages or injuries is the person responsible for the animal.

11.4 Orientation for New Passengers

Central Community Transit will provide orientation when necessary for new passengers who use mobility devises. A trained member of the CCT staff will go out to the individual's residence and explain the proper securement procedures and safety procedures. At this time, it will be determined whether the CCT will be able to transport the individual safely depending on the type, style, and condition of the mobility devise. Suggestions will be made to the individual on how to be transported safely. For example: It may be suggested that a person who uses a scooter for mobility transfer into a bus seat during transportation, if it has been determined that the scooter cannot be secured the way the securement was designed.

SECTION 12 DISPATCHING POLICIES

12.1 Scheduling Ride Requests

Central Community Transit will take ride requests up to two (2) weeks in advance. This does not guarantee that the ride will be able to be provided, but rides will be provided on a first come, first served basis. The information about the ride will be taken by the dispatcher, such as name, pick up address, destination address, appointment time, date of the ride, phone number, and any other special needs that the passenger might need. The dispatcher will analyze the schedules and the request, and determine the best route and time that would provide the shortest ride available. The dispatcher will call the passenger back as soon as possible to inform passenger of the time that the bus would be in the area to pick up and give the time that the bus would drop off or if the ride would not be able to be provided at the time and day of the ride request.

When a passenger does not have a specific time of return, dispatchers do not schedule a return ride until the passenger calls in. In this case the passenger is charged the base fare rate, not the same day service fee.

Dispatchers compile ride requests into schedules daily for the drivers.

12.2 Denied Rides

Rides may be denied due to the fact that the passengers ride request may not work on the scheduled routes or within CCT's hours of service. The dispatchers will try to provide an option for the passenger's transportation needs if at all possible. Passengers may also be denied service due to a suspension as described in the passenger guidelines and no-show sections.

12.3 Dispatch/Driver Communication

Central Community Transit uses on-board tablets to communicate between the dispatch center and each of the buses. Location services on the tablet must be enabled at all times.

Transit Drivers will press the button on the tablet at the earliest moment as listed above to acknowledge communication via the tablet back to the dispatch center. The tablets are disabled while the vehicle is in motion. A tablet may only be used when the vehicle is lawfully stopped in a location that is not designed for vehicular traffic and the vehicle is not obstructing traffic. All personal cell phones are to be turned off during in service transit duty. In-Service Transit Duty is anytime the employee is on duty, enroute to, enroute from, and while transporting passengers.

Dispatchers:
Use the tablet for relaying messages.

12.4 Mobile Device Use Policy

This policy applies to all CCT drivers while operating a company vehicle. The purpose of this policy is to promote a safe work environment and increase public safety. The policy provides guidelines to employees for the use of personal mobile communication devices while operating a vehicle.

This policy applies to both incoming and outgoing communication via personal mobile devices. Personal Mobile devices are not to be turned on, while employee is in service as a CCT bus driver. Use of a personal mobile device while driving is restricted to during employee breaks and out of the bus. Text messaging or internet usage while driving is prohibited. Failure to follow this policy may result in disciplinary action up to and including termination.

SECTION 13 LANGUAGE ASSISTANCE PLAN AND PUBLIC PARTICIPATION PLAN

Language Assistance Plan
for
Central Community Transit Joint Powers Board

Effective:
March 21, 2014
Reviewed and updated 2/5/2016
Reviewed and updated 7/10/2020
Reviewed and updated 7/9/2021

Purpose

The purpose of this Language Assistance Plan (hereinafter "plan") is to meet Federal Transit Administration's (FTA's) requirements to comply with Title VI of the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color, or national origin. As a subrecipient of FTA funds, this transit system is pledged to take reasonable steps to provide meaningful access to its transit services for persons who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English. The FTA refers to these persons as Limited English Proficient (LEP) persons.

The completion of this plan for persons with Limited English Proficiency conforms to the requirements of the FTA Circular 4702.1B Title VI Requirements and Guidelines for Federal Transit Administration Recipients.

The U.S. DOT's FTA Office of Civil Rights' publication "Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient Persons – A Handbook for Public Transportation Providers," dated April 13, 2007, was used in the preparation of this plan.

The plan for Central Community Transit contains:

A. A needs assessment based on the four-factor analysis
B. Language assistance measures
C. A staff training plan

D. Methods for notifying LEP persons about available language assistance
E. Methods for monitoring, evaluating and updating the plan

A. LEP Needs Assessment – the Four-Factor Analysis

Factor 1. The number or proportion of LEP persons in our service area who may be served or are likely to encounter a transit program, activity, or service.

We assessed the following information (as checked) about LEP persons to determine the number or proportion of LEP persons who might use or want to use our transit services:

- 2010 US Census data/American Community Survey data/2015 Language map
- Survey results: Describe: Results show that African and Spanish, are languages that are spoken in Kandiyohi Meeker and Renville Counties.
- Local school district data
- Locally Coordinated Human Services Plan
- Other Human Services data
- Area/Metropolitan Planning Organizations/Regional Development Commission data
- Information from local organizations (religious, legal, social service, etc.) about LEP persons in our service area
- Reports from drivers, dispatchers and others about contact with LEP persons

According to data found from the 2019 American Community Survey and 2015 Language Map from U.S. Department of Justice:

1) The total number of LEP persons in our service area is 2133.
2) The total eligible population in our service area is 75605.
3) The proportion of LEP persons to the total eligible service population is 2.33%.

Factor 2. The frequency with which LEP persons come in contact with our transit programs, activities, or services.

The Central Community Transit has frequent requests from passengers who are Limited English Proficient (LEP). LEP persons are making some type of contact with a CCT employee hourly within its system. People request to go to places in our service area such as Jennie-O Turkey Store, Willmar Poultry Company, Adult Basic Education, Cash Wise and Cub Foods, Carris Health Medical Centers, Family Practice Medical Centers, Rice Hospital and Dental Clinic, the County Family and Social Service Agencies, and United Community Action Partnership, County Public Health, CareerForce, Goodwill, the Willmar Downtown Somali Resource Center, Walmart, Family Fare, Sparboe Farms, Monsanto, Remington Seed, the Southern Minnesota Sugar Beet Cooperative, and local Food Shelves. People who need to travel to and from these destinations speak Spanish or Somali and other languages. Overall, people are making an attempt to speak English when arranging and using transit, however, it is still difficult for them to communicate accurately their information such as where they are and where they need to go to. Drivers and dispatchers find it extremely difficult to understand the passengers request for transportation and then to communicate the transit system information.

Resources that the Central Community Transit personnel have found helpful are the Adult Basic Education program, County Family Services, Schools, and other family translators. These agencies work directly with various populations and have direct

connections with individuals who can assist with linking the services and needs of LEP persons.

The conclusions drawn from examining this information about LEP persons seeking transit services are: Contact made with LEP individuals have been very positive and CCT learns about the cultures and transportation needs from leaders and elders of these groups and has continued to adjust its services to meet those needs.

Factor 3. The nature and importance of programs, activities, or services provided to the LEP population.

Our transit system considers transit to be an important and essential service for many people living in our service area. The LEP population in Kandiyohi, Renville, and Meeker County is made up primarily of citizens who are residents of the county, and migrant and refugee populations that are often seeking employment and education. Many families live in poverty and need medical attention. Transit provides a means to access services, as many are not licensed to drive or have a vehicle.

Factor 4. The resources available to our transit system and the overall cost to provide language assistance.

Our current budget for marketing to or communicating with LEP persons in their language about transit services that are available to them is $6,000. This may include funding for staff training, translation services, brochures, flyers, posters, newspaper ads, radio ads, website, etc.

In addition to this budget and other resources CCT may be able to utilize on a very limited basis, resources from all three of the County Family Services Departments, Adult Basic Education, and United Community Action Partnership.

B. Language Assistance Measures

There are several language assistance measures that are available to Central Community Transit. These include:

- Translation of key documents in the following language(s): Spanish and Somali
- Communication with LEP persons' groups about transit services
- Posting notices in appropriate languages informing LEP persons of available services

C. Staff Training

To ensure effective implementation of this plan, the transit system will schedule training at orientations for new staff and for all relevant employees on an annual basis to review:

- the transit system's Language Assistance Plan
- demographic data about local LEP population
- printed LEP persons' materials
- how to handle verbal requests for transit service in a foreign language
- responsibility to notify Transit Director about any LEP persons' unmet needs

- updates from city, county, and other area resources about LEP persons.

D. Notice to LEP Persons about Available Language Assistance

Our transit system plans to notify LEP persons in their own language about the language assistance available to them without cost by using the following methods:

- signs on buses or at bus stops
- brochures
- posters
- sending information to local organizations that work with LEP persons
- telephone messages
- local ads (newspaper, radio, TV)
- website notices
- information tables at local events, grocery stores, pharmacies, and churches

E. Annual Monitoring, Evaluating and Updating Plan

The transit system will review this plan during its annual review with its Mn/DOT transit project manager by:

- assessing its effectiveness (e.g., comparing numbers of LEP persons served by year, number of requests for language assistance received during the year),
- assessing the sufficiency of staff training and budget for language assistance,
- reviewing current sources for assistance to ensure continuing availability, and
- reviewing any complaints from LEP persons or about their needs that were received during the past year.

This plan will be made a part of the Central Community Transit Operations Policies and will be reviewed by our transit system annually. Revisions of this plan will be approved or adopted by the CCT Joint Powers Board and dated accordingly.

F. Dissemination of Plan

This Language Assistance Plan is available on our website at www.cctbus.org/LanguageAssistancePlan

This plan is also available at no cost in English upon request by telephone, fax, and mail or in person.

If requested to be provided in another language and it is feasible to have it translated, information will be provided at no cost to the requester.

G. Contact Information

Questions or comments about this plan may be submitted to:

Tiffany Collins
CCT Transit Director
P.O. Box 186, Willmar, MN 56201

320-214-7433
Fax 320-214-7754
tcollins@cctbus.org

Central Community Transit Joint Powers Board (CCT)
Transit Public Participation Plan

The goals of the Central Community Transit Joint Powers Board's Transit Public Participation Plan are twofold. First, to ensure early, continuous, and broad public notification about and participation in major actions and decisions by CCT and second, to get meaningful public input to inform the decision making process. This plan establishes consistent, minimum procedures to accomplish these goals. Procedures beyond these minimums may be applied as warranted and are encouraged.

When a proposed action or decision is clearly a normal course-of-business activity that does not significantly affect the public or alter public policy, it may not be necessary to apply these procedures. However, if there is a question as to whether these procedures should be followed, then the agency should follow them to ensure appropriate public notification and participation.

Failure to exactly comply with these procedures shall not, in and of itself, render any decisions or actions invalid.

CCT's Desired Outcomes for its Public Participation:

1. To get public input on CCT's activities and decisions
2. To share information with a broad cross-section of the public
3. To ensure notification and participation of traditionally underserved populations
4. To increase overall awareness of regional planning activities

This Transit Public Participation Plan will be reviewed periodically for its effectiveness.

Principles to Help Guide CCT's Public Participation Activities:

1. No major public decision is reached or large project implemented without significantly affecting someone.
2. Professionals do not have a monopoly on good solutions.
3. Even if a project or policy decision is sensible and beneficial, it must be arrived at properly to be acceptable.
4. People are much more willing to live with a decision that affects different interest unequally if the decision-making process is open, objective and considers all view-points.
5. If project or policy staff don't provide all relevant information necessary for an informed decision, the public will rely on – and trust – others.
6. Interacting with an official representative of an organization or group is no substitute for interacting directly with that organization or group.
7. Effective public notification and participation takes time and effort, and can be expensive, yet are essential to sound decision-making.

Public Notification and Participation Procedures

A variety of public notification and participation procedures will be used to encourage the early and continuous involvement of citizens, jurisdictions, communities and other interests in the planning process and the decisions and actions of CCT. Meetings and publications will occur regularly and provide ample notice on key decision-making opportunities.

CCT will continue to incorporate additional outreach efforts beyond what is listed here. Procedures for meeting fundamental public participation requirements are established in the following sections: Meeting, Publication, Key Decisions and Activities, and Additional Outreach Efforts.

CCT's Regularly Scheduled Meetings

CCT's System Resource Committee holds monthly open meetings. Individuals have an opportunity to comment and speak at the open meetings and to place items on the agenda for those meetings.

CCT's business hours are 8:00 a.m. to 4:30 p.m., Monday through Friday. The Transit Director can be reached in person, by phone and by e-mail. Comments on pending issues will be accepted at any time.

CCT's Publications

CCT's brochures and schedules are located at community locations and at the office.

CCT maintains a website about its programs and activities. CCT's website http://www.cctbus.org, contains announcements about upcoming events. The website contains separate sections for each type of transportation service.

Key Decisions and Actions

At key decision points, CCT will provide citizens, affected public agencies, representatives of public transportation employees, private providers of transportation, representatives of users of public transportation, representatives of users of pedestrian walkways and bicycle transportation facilities, representatives of the disabled, and other interested parties with reasonable opportunities to be involved in the transportation planning process.

Efforts to fulfill this requirement will include opportunities for interested parties to be involved in the early stages of plan, program and policy development. These efforts may include publications, workshops, open houses, visualization techniques, or participation in other public forums or methods to provide opportunities for the public to learn about and participate in plan, program and policy development.

These efforts will include publication of appropriate documents, public notice of availability of such documents, and/or other methods to make them available for public review. They also will include notice as to where to send written comments and who at the agency will receive written comments and can provide additional information. Public comment received will be summarized and presented to the System Resource Committee for recommendation to the CCT Operations Board and CCT Joint Powers Board.

As part of these efforts, CCT will proactively seek out and consider the needs of people traditionally under served by transportation systems.

Additional Outreach Efforts

CCT will also conduct additional outreach efforts as appropriate to provide public opportunities for comments, suggestions, ideas, and concerns. This may include workshops, open houses, forums, and other events. CCT will also encourage public comment and participation through advisory committees, presentations to civic groups, and other efforts as appropriate.

Title VI Notification

Central Community Transit

- The Central Community Transit Joint Powers Board operates its programs without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes he or she has been aggrieved by an unlawful discriminatory practice under Title VI may file a complaint with Central Community Transit.

- For more information on Central Community Transit's civil rights program, obligations, and complaint procedures, please contact:

  Tiffany Collins, Transit Director
  Phone: 320-214-7433
  tcollins@cctbus.org
  or
  Donna Anderson, Transit Assist. Director
  Phone: 320-693-7794
  danderson@cctbus.org

  You may also visit our administrative office at:

  1320 22nd Street SW
  Willmar, MN 56201

- Persons with Limited English Proficiency may contact:

  Personas con competencia limitada en inglés pueden contactar:

  Kandiyohi County 320-231-7800

- A Title VI complaint may also be made by contacting the Minnesota Department of Transportation, Office of Civil Rights:

  Minnesota Department of Transportation
  Office of Civil Rights, Mail Stop 170
  395 John Ireland Blvd.
  St. Paul, Minnesota 55155-1899

  Phone: (651) 366-3073 Fax: (651) 366-3129

Central Community Transit Joint Powers Board
Title VI – Locations Where "Notice to the Public" Sign is Posted

1. Central Community Transit Facilities
   1320 22nd Street SW, Willmar, MN 56201
   *By the main entrance of the facility
   612 E. Lincoln, Olivia, MN 56277
   *By the main entrance of the facility
   812 E. Ripley St., Litchfield, MN 55355
   *By the main entrance of the facility

2. At the Becker Bus Station

3. In each transit vehicle operated by the Central Community Transit Joint Powers Board.

Central Community Transit

Title VI

Complaint Procedure

The services, facilities, and benefits of this transportation program are for the use of all people regardless of age, race, color, sex, religion, disability, or national origin.

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the Central Community Transit (CCT) (hereinafter referred to as "CCT") may file a Title VI complaint by completing and submitting CCT's Title VI Complaint Form. CCT investigates complaints received no more than 180 days after the alleged incident. CCT will process complaints that are complete.

Once the complaint is received, CCT will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

CCT has 30 days to investigate the complaint. If more information is needed to resolve the case, CCT may contact the complainant. The complainant has 15 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 15 business days, CCT can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding. A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. A letter of finding summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/ he has 30 days after the date of the letter or the letter of finding to do so.

A person may also file a complaint directly with the Federal Transit Administration at

Federal Transit Administration Office of Civil Rights
Attn: Title VI Program Coordinator
East Building, 5th Floor-TCR
1200 New Jersey Ave., SE
Washington, DC. 20590

Central Community Transit
Title VI Complaint Form

Please Return to Driver, Mail or Deliver to:

Central Community Transit
1320 SW 22nd Street
PO Box 186
Willmar, MN 56201
(320) 214-7433

Today's Date: _____
Name/Agency: _____
Address: _____
Phone #: _____

Person(s) discriminated against (if someone other than the complainant):
Name: _____
Address: _____

Date (s) Incident Occurred_____

Which of the following best describes the reason for the alleged discrimination that took place:
Race
Color
National Origin (Limited English Proficiency)
Other

Have you filed a complaint with any other federal, state or local agencies? Yes No
If yes, please complete the information below:
Agency: _____
Contact Name: _____

Agency: _____
Contact Name: _____

Detailed Description of Complaint: Please provide the names and titles of all Central Community Transit employees involved if available. Explain what happened and to whom you believe was responsible.

_____
_____
_____

_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

Request for Special Accommodations (Describe): _____
_____
_____
_____
_____

Confirmation:
I affirm that I have read the above charge and that it is true to the best of my knowledge, information and belief.

_____ _____
Complainant's signature Date

OFFICE USE ONLY

Complaint Received By: _____ Date: _____

Driver Response:

_____
_____

Resolution:

_____
_____

Signature of Employee _____ Date _____

Signature of Supervisor _____ Date_____

Central Community Transit
Title VI Investigations, Lawsuits and Complaints
As of 12/31/20

	Date Month/Day/Year 2012	Summary Race, Color, or National Origin	Status	Action(s) Taken
Investigations	**0**	**0**	**0**	**0**
1.				
2.				
Lawsuits	**0**	**0**	**0**	**0**
1.				
2.				
Complaints	**0**	**0**	**0**	**0**
1.				
2.				
	Date Month/Day/Year 2013	**Summary Race, Color, or National Origin**	**Status**	**Action(s) Taken**
Investigations	**0**	**0**	**0**	**0**
1.				
2.				
Lawsuits	**0**	**0**	**0**	**0**
1.				
2.				
Complaints	**0**	**0**	**0**	**0**
1.				
2.				
	Date Month/Day/Year 2014	**Summary Race, Color, or National Origin**	**Status**	**Action(s) Taken**
Investigations	**0**	**0**	**0**	**0**
1.				
2.				
Lawsuits	**0**	**0**	**0**	**0**

1.				
2.				
Complaints	**0**	**0**	**0**	**0**
1.				
2.				
	Date Month/Day/Year 2015	**Summary Race, Color, or National Origin**	**Status**	**Action(s) Taken**
Investigations	**0**	**0**	**0**	**0**
1.				
2.				
Lawsuits	**0**	**0**	**0**	**0**
1.				
2.				
Complaints	**0**	**0**	**0**	**0**
1.				
2.				
	Date Month/Day/Year 2016	**Summary Race, Color, or National Origin**	**Status**	**Action(s) Taken**
Investigations	**0**	**0**	**0**	**0**
1.				
2.				
Lawsuits	**0**	**0**	**0**	**0**
1.				
2.				
Complaints	**0**	**0**	**0**	**0**
1.				
2.				
	Date Month/Day/Year 2017	**Summary Race, Color, or National Origin**	**Status**	**Action(s) Taken**
Investigations	**0**	**0**	**0**	**0**
1.				
2.				
Lawsuits	**0**	**0**	**0**	**0**

1.				
2.				
Complaints	**0**	**0**	**0**	**0**
1.				
2.				
	Date Month/Day/Year 2018	**Summary Race, Color, or National Origin**	**Status**	**Action(s) Taken**
Investigations	**0**	**0**	**0**	**0**
1.				
2.				
Lawsuits	**0**	**0**	**0**	**0**
1.				
2.				
Complaints	**0**	**0**	**0**	**0**
1.				
2.				
	Date Month/Day/Year 2019	**Summary Race, Color, or National Origin**	**Status**	**Action(s) Taken**
Investigations	**0**	**0**	**0**	**0**
1.				
2.				
Lawsuits	**0**	**0**	**0**	**0**
1.				
2.				
Complaints	**0**	**0**	**0**	**0**
1.				
2.				
	Date Month/Day/Year 2020	**Summary Race, Color, or National Origin**	**Status**	**Action(s) Taken**
Investigations	**0**	**0**	**0**	**0**
1.				
2.				
Lawsuits	**0**	**0**	**0**	**0**

1.				
2.				
Complaints	**0**	**0**	**0**	**0**
1.				
2.				

Title VI/Diversity Training Record

Legal Name: Central Community Transit Joint Powers Board
Transit System Name: CCT
Last Updated: 6/28/21

Date of Training	Type of Training	Target Audience	Number Attending
3/29/16	Overview of Policy	CCT Staff	38
7/24/18	Overview of Policy	CCT Staff	52
5/11/20	Basic Diversity Training	CCT Staff	58

CCT Table Depicting Membership of Committees and Councils Broken Down by Race

Body	Caucasian	Latino	African American	Asian American	Native American
Systems Resource Committee	**100%**	**0%**	**0%**	**0%**	**0%**
Administration Committee	**100%**	**0%**	**0%**	**0%**	**0%**
Operations Board	**100%**	**0%**	**0%**	**0%**	**0%**
Joint Powers Board	**100%**	**0%**	**0%**	**0%**	**0%**
Population	**90%**	**5%**	**3%**	**1%**	**1%**

Central Community Transit
Complaint Form

Date of Complaint: _____ Bus or Vol. Dr.: _____

Time of Complaint: _____ Name of Driver _____

Location of Incident/Complaint: _____

Person(s) involved in Complaint:
Name: Address: Telephone Number:

_____

_____

Full Description of Complaint: (include all pertinent information)

_____

_____

_____

_____

_____

_____

_____

_____

_____

CCT office fill out below

Name of CCT Employee filling this out: _____

Was Social Worker notified (yes / no) ***If yes answer below questions:***
Name of Social Worker: _____ Phone #: _____
Date Social Worker was notified: _____ Time Social Worker was notified: _____

Full Description of Social Worker discussion:

_____

_____

_____

_____

Signature: _____ Date: _____

Central Community Transit
Operation Policies Acknowledgment

I, _____ hereby acknowledge that
(Print Name)

I have read and understand the Central Community Transit Operations policies. I have been instructed to contact the Transit Director or my supervisor with any questions I may have regarding these policies.

_____ _____
(Signature) (Date)

Employees Copy – to be kept with manual

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Central Community Transit
Operation Policies Acknowledgment

I, _____ hereby acknowledge that
(Print Name)

I have read and understand the Central Community Transit Operations policies. I have been instructed to contact the Transit Director or my supervisor with any questions I may have regarding these policies.

_____ _____
(Signature) (Date)

Signed copy – Place in Personnel File