



**North Fork**  
Area Transit

Here to get you there.

# Rider's Guidebook

Effective January 9, 2025

Telelift

Expresslift

# North Fork Area Transit

## Rider’s Guidebook

### January 09, 2025

#### Contents

MISSION STATEMENT .....	3
TITLE VI NOTICE TO THE PUBLIC .....	3
NOTICE OF NONDISCRIMINATION AND COMPLAINT PROCEDURE .....	4
NORTH FORK AREA TRANSIT SERVICES .....	4
Holiday Transportation.....	5
FARES.....	5
NO SHOW POLICY .....	5
NO FARE POLICY .....	6
TeleLift CURB-TO-CURB SERVICE .....	6
SCHEDULING TeleLift RIDES.....	7
Request TeleLift Service.....	7
New TeleLift Riders.....	7
Existing TeleLift Riders.....	7
Regularly Scheduled Rides.....	8
Canceling TeleLift Rides .....	8
Scheduling Trips.....	8
Excessive Cancellations .....	8
Can Children Ride the Bus? .....	9
Medicaid Recipients .....	9
PASSENGER READINESS.....	10
TRANSPORTING SERVICE ANIMALS AND ACCOMODATION OF OTHER ANIMALS .....	10
PERSONAL ASSISTANTS/GUESTS/CAREGIVERS .....	10
PASSENGER SAFETY AND SECURITY.....	10
MEDICAL EMERGENCIES.....	11

SEAT BELT POLICY ..... 11

MOBILITY DEVICES..... 11

GENERAL PASSENGER RULES ..... 11

CHILD RIDER POLICY ..... 12

PACKAGES AND PERSONAL ITEMS..... 13

SEVERE WEATHER POLICY ..... 13

    Weather Related Access to Private Homes ..... 13

    Discontinuing Service Due to Weather Conditions ..... 13

    Winter Riding Tips..... 13

    Severe Weather Passenger Guide ..... 14

REFUSING SERVICE – VIOLATIONS OF POLICY ..... 14

PAYMENTS ..... 15

    Cash Fares..... 15

    Cash Pass (TeleLift only) ..... 15

    Charge Accounts..... 16

    Monthly Pass ..... 16

REASONABLE MODIFICATION/ACCOMODATION ..... 16

COMPLAINT PROCEDURES..... 16

NORTH FORK AREA TRANSIT GRIEVANCE POLICY ..... 16

## **MISSION STATEMENT**

It is the mission of North Fork Area Transit to provide safe, efficient, affordable public transportation to area residents in accordance with Local, State and Federal guidelines.

## **TITLE VI NOTICE TO THE PUBLIC**

North Fork Area Transit operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act. Any person who believes they have been aggrieved by an unlawful discriminatory practice under Title VI may file a complaint of discrimination by completing and submitting the agency's Title VI Discrimination Complaint Form. This form can be downloaded on the agency website at [northforkareatransit.com](http://northforkareatransit.com); additionally, the form can be requested by contacting the agency at the address provided below. A telephone interpreter can be provided to assist persons of limited English proficiency.

To request more information on the agency's Title VI obligations, or to obtain a detailed description of the agency's Title VI discrimination complaint procedures, please visit the agency website or contact the agency using the information provided. Title VI discrimination Complaint Forms and additional information can also be obtained through the Nebraska Department of Transportation (NDOT) website at [www.dot.nebraska.gov](http://www.dot.nebraska.gov), or by contacting NDOT using the information provided below. A telephone interpreter can be provided to assist persons of limited English proficiency.

**North Fork Area Transit**  
Attn: General Manager  
222 N 4th St.  
Norfolk, NE 68701  
(402) 379-4595  
[admin@northforkareatransit.com](mailto:admin@northforkareatransit.com)

**Nebraska Department of  
Transportation**  
Attn: Title VI Transit Manager  
1400 Hwy 2  
Lincoln, NE 68502  
(402)-479-4694  
[kari.ruse@nebraska.gov](mailto:kari.ruse@nebraska.gov)

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

North Fork Area Transit opera sus programas y servicios sin tomar en cuenta raza, color, u origen nacional de conformidad con el Título VI del Acta de Derechos Civiles. Cualquier persona que cree que ha sido agraviada por cualquier práctica discriminatoria ilegal bajo el Título VI puede presentar una queja de discriminación por completar y enviar el Formulario de Queja de Discriminación de Título VI de la agencia. Este formulario se puede descargar en el sitio de web de la agencia en [northforkareatransit.com](http://northforkareatransit.com). adicionalmente, se puede solicitar el formulario poniéndose en contacto con la agencia a la dirección proporcionada arriba. Un interprete telefónico está disponible para asistir personas de dominio de Inglés limitado.

Para solicitar mas información sobre las obligaciones de Título VI de la agencia, o para obtener una descripción detallada del procedimiento de Quejas de Discriminación del Título VI, favor de visitar la pagina de la agencia o contactar la agencia a la dirección proporcionada arriba. También se puede obtener los Formularios de Quejas de Discriminación del Título VI y información adicional en el sitio de web del Departamento de Transporte de Nebraska (NDOT)

en [www.dot.nebraska.gov](http://www.dot.nebraska.gov) o poniéndose en contacto con NDOT a la dirección proporcionada arriba. Un interprete telefónico está disponible para asistir personas de dominio de Inglés limitado.

## **NOTICE OF NONDISCRIMINATION AND COMPLAINT PROCEDURE**

North Fork Area Transit complies with the Americans with Disabilities Act of 1990, Section 504 of the Rehabilitation Act of 1973, and other federal equal opportunity laws. North Fork Area Transit serves a diverse population of individuals with varying ages, physical challenges, economic status, and ethnic backgrounds. North Fork Area Transit shall ensure that no person shall be excluded from the participation in, be denied the benefits of, or otherwise be subject to discrimination under any program or activity undertaken by North Fork Area Transit based solely on his/her, religion, sex, age, disability, or any other characteristic protected by laws.

Title VI complaints of alleged discrimination and inquiries regarding the non-discrimination policies of North Fork Area Transit may be directed to the North Fork Area Transit. Complaint forms are available at the North Fork Area Transit Offices, located at 222 North 4th Street, in Norfolk, Nebraska.

## **NORTH FORK AREA TRANSIT SERVICES**

North Fork Area Transit prides itself on providing safe and reliable transit services to the general public. Public Transportation is open to everyone. North Fork Area Transit operates demand responsive- curb-to-curb service and on-demand rides with just a call daily. North Fork Area Transit serves residents of Norfolk as well as other surrounding communities in Northeast Nebraska. If your community is desirous of Transit Services, please call the North Fork Area Transit office and request information on how to become part of our Transit Service area.

## **Holiday Transportation**

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

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

## **FARES**

Below is a list of fares for the North Fork Area Transit service:

TeleLift – cost is for one way (children 10 and under free with accompanying adult)

- Intown (City of Norfolk and Village of Woodland Park residents)
  - \$2.00- 24-hour advance reservation
  - \$8.00- Same Day Service
  - Kids 10 and under free with adult
- Out-Of-Town Rides: (Madison County, Hadar, and Pierce)
  - \$5.00
  - All rides must begin or end in Madison County.

Regional Route 6

- Norfolk-Wayne
- No reservation needed.
- Service includes stops at Great Dane
  - Service is free to Great Dane employees with valid Great Dane Employee ID
- General public price is \$5.00 each way.

## **NO SHOW POLICY**

A no show is identified as any instance in which a passenger does not keep their scheduled ride and fails to notify North Fork Area Transit at least 4 hours prior to scheduled pick-up time Monday – Friday. Rides on Saturday and Sunday should be cancelled on Friday, if possible. Upon arrival at the scheduled pick-up point, the transit driver will wait for the passenger for five minutes. After five minutes, the driver will continue their route, and the ride will be marked as a “**no show**”. The passenger will be charged for the no show. If the passenger calls back for a ride, it is considered a new ride and same day service with applicable fares.

It is the goal of North Fork Area Transit to provide timely service to our passengers. “No shows” pose a unique problem for our service. It is vital that each rider make their arrangements in a timely manner. Abuse of the system, such as scheduling rides and repeatedly not taking them, will be dealt with on a case-by-case basis.

The following suspension periods shall apply to violations of this policy that occur within the same 90-day period from the first offense. North Fork Area Transit will notify the client by telephone and a written letter of their suspension and the date the suspension will be lifted. All No Shows and Late Cancellations are documented by the Administrator or Supervisors.

1st no show	Verbal and written warning
2nd no show	Fare assessed
3rd no show services*	Fare assessed and 1-week suspension from transportation
4 <sup>th</sup> and subsequent services*	Fare assessed and 2-week suspension from transportation

A rider may appeal a suspension through the Grievance Policy process. Rides will continue during the appeal process. A no-show or late cancellation that occurs as the result of circumstances beyond the control of the rider or due to inclement weather will not count.

*\*Reviewed on a case-by-case basis*

## **NO FARE POLICY**

All passengers are required to pay a fare.

## **TeleLift CURB-TO-CURB SERVICE**

North Fork Area Transit’s TeleLift service provides “curb-to-curb” service. The following policies explain the meaning and intent of curb-to-curb.

*Private Homes:*

- ❖ Passengers must enter and depart the transit vehicle at the designated pick-up and drop-off points.
- ❖ Drivers will not enter private homes for any reason.
- ❖ Drivers will not typically drive a transit vehicle into any private driveway.

- ❖ Drivers may assist passengers to and from the vehicle only as requested. Drivers are not permitted to lift passengers.
- ❖ Drivers are not permitted to maneuver a mobility device up or down ramps.

*Business/Medical Facilities/Public Buildings:*

- ❖ Drivers may assist passengers into and from the inside door. Due to extreme temperatures in entryways, drivers may assist passengers through the second entry door when necessary. Drivers will not assist passengers further into the building.
- ❖ When picking up passengers from a business or medical facility, drivers may go through the first door. Drivers will not go past this point.
- ❖ It is the individual's personal care attendants' responsibility to ensure that passengers are waiting inside the door for their ride.
- ❖ Drivers will not enter nursing homes, medical facilities, shopping centers or businesses to locate passengers – See Passenger Readiness

## **SCHEDULING TeleLift RIDES**

### **Request TeleLift Service**

All TeleLift rides must be scheduled 24 hours in advance with the North Fork Area Transit Office by 6:00 PM the day before. Weekend rides must be scheduled by 6:00 PM Friday. Transit employees will make every effort to schedule your ride, if we cannot schedule the ride, an alternative date and time will be offered for transportation services. Rides operate Monday-Saturday 5:30am-6:00pm and Sunday 5:30am-4:00pm.

### **New TeleLift Riders**

New TeleLift riders need to provide the following information: Passenger Name, Address, Phone Number, Ambulatory or Non-Ambulatory, Emergency Contact, Date of Trip, Destination and Origin Name & Address, and Appointment Time. All residents and visitors are welcome to ride.

### **Existing TeleLift Riders**

Existing TeleLift riders need to provide the following information: Passenger Name, Date of Trip, Destination Name & Address, and Appointment Time.



### **Regularly Scheduled Rides**

Riders who require regularly scheduled transportation service (such as to work, therapy, etc.) may schedule up to 14 days in advance.

### **Canceling TeleLift Rides**

To cancel a ride, passengers must call the North Fork Area Transit office at least **four hours** before scheduled pick-up time. If you do not call four hours in advance, the trip will be regarded as a “no show.” (See No Show Policy)

### **Scheduling Trips**

North Fork Area Transit makes every effort to arrive as close to the TeleLift scheduled pick-up time as possible. Due to the nature of the service, arrival times may vary. A 15- minute window has been established to accommodate for this variance. Note, the bullets below relate to TeleLift only.

- All passengers should anticipate an early arrival of up to 15 minutes or the possibility of a 15-minute delay.
  - Example: If you schedule a 9:30 a.m. pick-up, the bus may arrive as early as 9:15 a.m., so you should be prepared to leave at 9:15 a.m. The bus may be delayed, so be prepared to wait until 9:45 a.m. for the bus arrival.
- All bus drivers will wait five (5) minutes past their scheduled pick-up time before leaving without the passenger – the trip will then be considered a “No-Show”. (See No-Show Policy)
- In the event the appointment is complete prior to the scheduled return time, passengers are encouraged to notify the North Fork Area Transit office that they are available for early return. Every effort will be made to pick up the passenger as soon as possible, but if the demand for service does not allow, passengers will be picked up at their scheduled return time.

Will Call rides are used for those passengers who do not know their exact return time. Please indicate to dispatch that you will need a Will Call ride when scheduling trips.

### **Excessive Cancellations**

Even though a scheduled trip is cancelled the same day at least four hours in advance of the established pick-up window, a pattern or practice of excessive cancellations may often cause service to be unavailable at a time other passengers may desire the service. This often results in more frequent negotiated pick-up times and extended “hold times” when other passengers are trying to schedule or check on a ride. The policy is as follows: Riders canceling 50% or more of their trips scheduled with a minimum of six (6) cancellations within a ninety (90) day period, may be subject to a 7-day suspension from service. A rider may appeal a suspension through the Grievance Policy. Rides will continue during the appeal process. A no-show or late cancellation that occurs as the result of circumstances beyond the control of the rider or due to inclement weather will not count.

### **Can Children Ride the Bus?**

All children under the age of 11 must be accompanied by an adult on TeleLift trips.

Children under 11 can ride the TeleLift service for free with a paying adult. Children under four years old must be in a child safety seat, while children 4-8 years old must be in a safety or booster seat unless they weigh more than 80 lbs. or are taller than 4 ft. 9 inches tall. The child must be secured with an appropriate child seat provided by the parent or guardian. The parent or guardian will properly fasten such devices using the vehicle seatbelts.

### **Medicaid Recipients**

North Fork Area Transit is a licensed Non-Emergency Medical Transit (NEMT) provider and Medicaid provider. All scheduled trips must be made through your Medicaid provider. Dispatch will need to verify travel expenses are covered before your ride is scheduled. Transportation not covered by Medicaid is your responsibility.

## **PASSENGER READINESS**

Passengers should be prepared for TeleLift vehicles to arrive 15 minutes before or after your scheduled pick-up time. Schedule accordingly to arrive at your destination.

## **TRANSPORTING SERVICE ANIMALS AND ACCOMODATION OF OTHER ANIMALS**

North Fork Area Transit allows service animals to accompany owners as per the Americans with Disabilities Act (ADA) of 1990. Service animals are individually trained to perform tasks for people with disabilities. The transit driver may ask if an animal is a service animal and what task(s) the animal has been trained to perform. The driver cannot ask for a demonstration of the animal performing the task or ask about the person's disability.

Under the ADA, "comfort," "therapy" or "emotional support animals" do not meet the definition of a service animal.

Animals other than service animals as described above are allowed to ride the transit vehicle only in a secured pet travel carrier or on a leash, only with prior approval at the discretion of North Fork Area Transit. All animals must be alive.

## **PERSONAL ASSISTANTS/GUESTS/CAREGIVERS**

Personal care attendants are people who are directly involved in the mobility assistance of the passenger and will be allowed to ride free of charge while accompanying their passenger.

Generally, the following conditions would warrant a fare free attendant: immobility, disorientation, non-comprehension, and communication impairment. Any other person riding with a passenger will be considered a guest and will be required to pay the full fare.

## **PASSENGER SAFETY AND SECURITY**

Passengers utilizing mobility devices will be required to have their mobility device properly secured. If the mobility device is unable to be secured to the North Fork Area Transit staff's satisfaction, the ride will still be provided.

A passenger who cannot enter the vehicle using the stairs or ramp, but who does not use a wheelchair, is allowed to enter the vehicle using the lift.

Drivers have the discretion to assign seats and determine wheelchair placement when necessary for the efficiency and/or safety of the passengers.

The driver may recommend that a passenger transfer from his or her mobility device into a

vehicle seat. In this instance, the passenger has the final decision as to whether a transfer is appropriate.

State laws apply toward child passengers. Car seats are NOT provided.

## **MEDICAL EMERGENCIES**

North Fork Area Transit is not an ambulance service. If you require emergency medical attention, please call 911. If you have a medical emergency while on the bus, medical personnel will be notified as drivers are not qualified to administer emergency services.

## **SEAT BELT POLICY**

It is requested that all North Fork Area Transit passengers wear an approved safety device while riding on the bus.

State laws apply toward child passengers. North Fork Area Transit does not provide child safety seats, and the guardian must be able to secure the child safety seats.

## **MOBILITY DEVICES**

Section 37.3 of the DOT regulations implementing the Americans with Disabilities Act of 1990 (ADA) (49 CFR Parts 27, 37, and 38) defines a “wheelchair” as a mobility aid belonging to any class of three— or more—wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered.

1. All mobility devices must be secured in the vehicle.
2. Drivers will provide lift/ramp service assistance to *any* passenger requesting it, regardless of ambulatory status. All safety straps and restraints must be operable and used when using the lift.
3. Drivers will not lift individuals needing to transfer from a mobility device to regular vehicle seating. Passengers requiring such assistance must provide their own personal care attendant to assist in their transfer.
4. Our buses accommodate all devices that fit on lifts, meeting access board guideline dimensions (30” by 48”) and a maximum of 800 pounds for device/user combined.

## **GENERAL PASSENGER RULES**

The general rules listed below are not intended to be all-inclusive but are considered a guideline for proper passenger behavior.

1. Riders shall wait until the transit vehicle has come to a complete stop before attempting to board or disembark. All riders shall stay seated until the vehicle stops.
2. No roller skates, roller blades, ice skates, etc., are to be worn on the bus.
3. All passengers are to be clothed and wear some form of protective footwear.

4. While waiting for the transit vehicle at the designated pick-up point, riders shall stay off the traveled roadway at all times. Riders shall not walk along the side, directly in front of or behind the bus for any reason.
5. All passengers will remain seated while the vehicle is in motion and for the duration of their ride unless the bus is equipped with stanchion.
6. Riders shall be considerate of others at all times. Threats, hitting, tripping, shoving, kicking, spitting, foul language, horseplay, teasing or any other improper or disruptive behavior towards anyone or themselves will not be tolerated.
7. Devices such as radios or any other electronic devices can only be used with headphones.
8. Passengers carrying open or using alcoholic beverages and/or illegal substances will not be permitted in the transit vehicle.
9. Riders shall keep their hand(s), head, and other body parts inside the bus and within their seated area at all times.
10. Riders shall obey the driver willingly and report any problems to the bus driver or dispatcher promptly.
11. Riders shall assist in keeping the transit vehicle clean by using sanitary practices. Any offensive odors to others or any type of unsanitary practices are to be avoided.
12. Eating or drinking beverages in the vehicle is not permitted.
13. Use of tobacco products is strictly prohibited (this includes vapor and e- cigarettes).
14. Lighting matches, lighters, or any other type of flammable material is not permitted on the vehicle.
15. Any type of perceived, suspicious, or actual explosive device or weapons are not allowed on transit vehicles.
16. No Horizontal Wheelchairs are allowed on transit vehicles.

## **CHILD RIDER POLICY**

It is the policy of North Fork Area Transit to provide the most effective, efficient, safest, and uninterrupted transportation service to all residents. In providing this service it is necessary to establish policies that govern North Fork Area Transit's role and responsibilities in the transportation of children under the age of 11. These roles and responsibilities are as follows:

1. All children must follow all North Fork Area Transit rules, regulations, and policies. Violations of these rules by either the child or parent may lead to service suspension.
2. No child under the age of eleven (11) is permitted to ride alone on North Fork Area Transit.
3. All children under the age of eight (8) must wear an approved safety restraint as set forth by Nebraska law. Parents or guardians are responsible for providing North Fork Area Transit with an approved safety restraint. North Fork Area Transit WILL NOT provide child car seats or assist with securing and installation.
4. Children under the age of eleven (11) must be accompanied by an adult.

5. North Fork Area Transit cannot guarantee pre or post school transportation due to passenger volume.
6. Parents or guardians must notify North Fork Area Transit at the time of trip scheduling of the child's age.

## **PACKAGES AND PERSONAL ITEMS**

On TeleLift, passengers are allowed to bring the equivalent of one (1) standard shopping cart of packages or personal items per passenger. Drivers may assist in loading and unloading personal items if asked. Drivers may carry packages to the door but will not cross thresholds. An attendant may travel to assist with the loading/unloading of packages. Oversized packages will be refused for transport. No one package shall weigh more than 20 pounds.

On all services, all medical devices including respirators and oxygen tanks are allowed in transit vehicles but must be able to be secured.

***North Fork Area Transit is not responsible for lost, stolen or damaged items.***

## **SEVERE WEATHER POLICY**

### **Weather Related Access to Private Homes**

Passengers are responsible for snow removal to make their homes accessible to the North Fork Area Transit bus drivers. Bus drivers are not allowed to assist passengers through unshoveled snow or ice.

If a passenger schedules service knowing that a path has not been cleared to their homes, the trip will be considered a "no-show," and the "no show" policy will apply.

### **Discontinuing Service Due to Weather Conditions**

North Fork Area Transit will make every effort to provide service whenever scheduled. In the event extreme weather conditions exist which make travel unsafe, North Fork Area Transit reserves the right to discontinue services until conditions are more favorable. We do not consider routine appointments (medical, hair, etc.) necessary during severe weather. If service is discontinued, all rides, regardless of the trip purpose, will be cancelled. Notification of weather closures will appear on North Fork Area Transit's website and social media outlets.

### **Winter Riding Tips**

- Be aware of current weather conditions, which may affect North Fork Area Transit services.
- If streets are icy, allow additional travel time.
- Avoid delays by being on time and having the correct fare ready.

- Clean footwear of snow and slush before boarding so it does not gather on the steps and floor of the bus, causing danger of slipping to others.
- Wait until the bus comes to a complete stop before leaving your seat and before boarding.
- Be prepared for sudden stops while riding the bus.
- At all times, watch your step, wear your seatbelt, and wear appropriate winter clothing.
- Follow North Fork Area Transit on social media for closure notices.

### **Severe Weather Passenger Guide**

Severe snow and rainstorms can affect North Fork Area Transit service. The following may occur any time hazardous road conditions exist:

- Travel time may increase.
- Some routes may be shortened or cancelled.
- Bus service on less traveled streets, especially those not plowed or sanded, may be cancelled.
- In case of severe weather, all passengers will be taken home immediately.
- Passengers and/or care providers are responsible for ensuring that passengers are properly dressed for their ride. Bus drivers will not assist passengers with their clothing. This includes proper coats, hats, gloves, and footwear.

### **REFUSING SERVICE – VIOLATIONS OF POLICY**

North Fork Area Transit reserves the right to refuse service to any passenger who displays the following behaviors:

- Intoxication
- Disruptive
- Belligerent/rude
- Poses a safety or health threat to themselves or others
- Unreasonable or offensive personal hygiene

North Fork Area Transit has zero tolerance towards violence. Any overt act of violence or threat of violence will result in termination of passenger rides. Any threatening acts of violence will be reported to law enforcement.

North Fork Area Transit has a NO firearms, guns or concealed weapons policy on all transit buses and transit property.

North Fork Area Transit also has set a policy for normal and standard behaviors when using

the system. If the listed behaviors cannot be followed by the passenger, the steps outlined below may be taken:

**Behaviors:**

- Remaining seated while the bus is in motion.
- Keeping hands and personal objects to yourself.
- No foul language to any other rider or North Fork Area Transit Staff.
- No screaming or yelling on the bus. Normal volume levels when speaking.
- No damaging or destruction of North Fork Area Transit Property.
- No slamming doors.

**Behavior penalties:**

- First offense – A warning letter will be sent.
- Second offense – A second letter will be sent, and rides will be discontinued for one week.
- Third offense – A third and final letter will be sent, and rides will be discontinued indefinitely at the discretion of the Operations Manager or the General Manager.

***North Fork Area Transit reserves the right to terminate services immediately. Appeals may be made through the Grievance Policy.***

## **PAYMENTS**

North Fork Area Transit accepts cash and check in the North Fork Area Transit office and onboard vehicles. Credit and debit cards can be used in the office only.

**Cash Fares**

Payment is required at the time of service. If paying cash, EXACT change is required. Bus drivers do not carry cash and are not authorized to give refunds or change. For TeleLift rides, refer to the No Fare Policy.

**Cash Pass (TeleLift only)**

A Cash Pass is a charge account available only to TeleLift passengers. This must be set up in the office prior to loading any amount on the pass. The balance may then be used on any TeleLift trip and can be reloaded at time of ride or at the North Fork Area Transit office. Negative balances will be treated as no fare received and the “No Fare Policy” will be followed. Cash Passes inactive for longer than six (6) months will be zeroed and closed with no refunds. However, refunds are allowed if the cash pass is still



active.

### **Charge Accounts**

Charge accounts will be provided to only those individuals whose rides are charged to an agency or facility with a contract for services with North Fork Area Transit. Individuals will not be allowed to charge rides.

### **Monthly Pass**

Monthly passes can be purchased at the North Fork Area Transit office. The Monthly Pass is non-refundable.

## **REASONABLE MODIFICATION/ACCOMODATION**

Department of Transportation (DOT) guidelines require North Fork Area Transit will make reasonable modifications/accommodations to policies, practices, and procedures to avoid discrimination and ensure that programs are accessible to individuals with disabilities. To request an accommodation, please contact the North Fork Area Transit, General Manager listed below for more information or to request a complaint form.

General Manager  
North Fork Area Transit  
222 N 4<sup>th</sup> Street, Norfolk, NE 68701  
402-379-4595

## **COMPLAINT PROCEDURES**

As a recipient of State and Federal funds administered by the Nebraska Department of Transportation, North Fork Area Transit hereby attests that it will abide by the eligibility guidelines and service priorities as stipulated by all applicable laws, rules, and regulations. The process for submitting a Title VI complaint is outlined in the Nondiscrimination section of this handbook. For all other complaints, clients have the option of filing a written statement of the grievance or completion of a grievance form complaint with North Fork Area Transit as outlined on the last page of the passenger handbook.

## **NORTH FORK AREA TRANSIT GRIEVANCE POLICY**

North Fork Area Transit will not discriminate in the provision of services to an applicant because of their race, color, national origin, sex, age, religion, political affiliation, gender identity, sexual orientation, marital status, family status, or disability status.

It is our intent to provide courteous and professional services to all who meet the eligibility guidelines for the individual programs we administer.

An aggrieved rider may submit a grievance letter to the North Fork Area Transit office. To initiate the grievance the aggrieved rider must complete in writing and submit it to the General Manager within 5 (five) business days of the alleged incident. Once received, the grievance will be reviewed by the General Manager, who will reply with a written determination letter within 14 (fourteen) days.

Appeals from the decision of the General Manager may be submitted in the form of a written letter to the Board of Directors at:

Board of Directors  
North Fork Area Transit  
222 N 4th Street  
Norfolk, NE 68701

The letter of appeal should contain sufficient details and reasoning to support the appeal. Letters of appeal must be postmarked within 10 days of the date of the decision of the transportation manager. Within 14 days of receipt of the appeal, the Board of Directors will issue an opinion affirming or overruling the decision of the transportation manager. The opinion of the Board of Directors is final.



# North Fork

Area Transit

Here to get you there.

222 N. 4th St. • Norfolk, NE 68701 • 402.379.4595 • [northforkareatransit.com](http://northforkareatransit.com)

