



# Complaint and Appeal Protocol

## Complaints

HIRTA and its Provider, Boone County Transportation, is responsible for providing a safe, dependable, affordable transportation service. We encourage any rider or concerned citizen to notify either Boone County Public Transportation or HIRTA if they are not provided such service. Anyone who observes a driver in a vehicle not driving in a safe manner should contact either Boone County Transportation or HIRTA with the time and place where the vehicle was observed.

Boone County Transportation does not discriminate on the basis of race, age, disability, religion, color, sex or national origin. Services are open to the general public, including persons with disabilities, as required by the Americans with Disability Act (ADA) and the elderly as provided for under the Older Americans Act through Aging Resources of Central Iowa, providing funding for transportation for clients aged 60 and over.

For More information on Title VI of the Civil Rights Act of 1964, please call 800-669-4000 or (TTY) 800-669-6820.

If anyone feels there has been a violation of these policies, a complaint may be submitted, by telephone, in person or in writing, to:

**Boone County Transportation    Phone: 515-432-5038**  
**Attn: Executive Director**  
**328 Cpl. Roger Snedden Drive**  
**Boone, IA 50036**

All complaints will be investigated and a report issued to the complainant within 10 working days.

If the complainant is not satisfied with the response received, they have the right to appeal the decision to the Boone County Transportation Board of Directors. Upon reviewing the complaint, the Board of Directors has 5 working days to render a decision.

## Appeal Process

If a passenger is in disagreement with any penalty resulting from the enforcement of the policies, a written appeal must be submitted to:

**Boone County Transportation**  
**Attn: Executive Director**  
**328 Cpl. Roger Snedden Drive**  
**Boone, IA 50036**

Appeals may be presented in writing or in person. If a passenger prefers a hearing, they will need to indicate so by written request for appeal. They should also indicate if special accommodations or requirements are needed. Boone County Transportation will provide service during the appeal process.

Any client who is not satisfied with the responses from Boone County Transportation may also file an Appeal with the Heart of Iowa Regional Transit Agency. They may appeal to HIRTA in writing by submitting their complaint to:

**HIRTA**  
**Attn: Executive Director**  
**5800 Fleur Drive, Ste 215**  
**Des Moines, IA 50321**

For clients aged 60 and over, an appeal may be filed with the Aging Resources of Central Iowa. Contact information for Aging Resources of Central Iowa will be provided upon request by the client.