

Baca County Transportation Grievance Procedure

If you have any problems or are dissatisfied with the quality of service you are receiving through the Baca County Transportation Program or your service provider, please follow the steps below to resolve the issues.

1. If possible, you should call the van driver to report any problems:

Bonnie Haddock
Phone: 719 529-9424

2. Call the Baca County Board of County Commissioners at (719) 5236532

3. If the problem is not resolved, you may contact the Lower Arkansas Valley Area Agency on Aging director:

P.O. BOX 494
La Junta, CO 81050
1-800-438-3752

4. You may appeal or file a complaint with the:
Colorado Department of Human Services, State Unit on Aging
1575 Sherman Street
Denver, CO 80203
(303) 866-2800

BACA COUNTY SENIOR VAN GRIEVANCE REPORT

DATE	TIME	PASSENGER NAME

DATE OF GRIEVANCE:

GRIEVANCE INFORMATION

PERSON NOTIFIED: <input data-bbox="297 1205 909 1249" type="text"/> DATE: <input data-bbox="909 1205 1153 1249" type="text"/> TIME: <input data-bbox="1153 1205 1446 1249" type="text"/>

ACTION AND RESULTS TAKEN

SIGNATURE OF STAFF: _____

DATE: _____

SIGNATURE OF DIRECTOR: _____

DATE: _____

APPENDIX A

STATEMENT OF RIGHTS

In accordance with the provisions of the Americans with Disabilities Act (ADA) of 1990 and the Civil Rights Act of 1964, Baca Area Transit does not discriminate on the basis of disability, race, color, national origin, or gender.

For more information about these statures or to file a complaint, contact Baca Area Transit's designated Disability Rights and Title VI Coordinator:

County Administrator
Baca County
741 Main Street, Suite 1
Springfield, CO 81073

719.523.6532

Information in non-English alternative formats may be obtained through the person listed above. Individuals will be permitted to use service animals as defined within ADA guidelines.

Horario Del Camion

Dia	Ciudad	Lugar de Recojida	HORA
LUNES	SPRINGFIELD	Your Home	8:30 A.M.
MARTES	WALSH/VILAS	Your Home	8:30 A.M.
MIERCOLES	Springfield	Your Home	8:30 A.M.
JUEVES	CAMPO	Café or Your Home	8:30 A.M.

Llame a BONNIE HADDOCK

CELLULAR (719)-529-9424
(719)-523-6351-(deje mensaje la noche anterior)

Cualquiera puede tomar el autobus
Jovenenes y viejos, grandesy pequenos

Declaracion de Sus Derechos

Conforme a la Ley "Americans w/ Disabilities Act" y la Ley de Derechos Civiles de 1964, La Agencia de Transito del Condado de Baca no discrimina basado en discapacidad, raza, color, origen nacional, o de genero. Para obtener mas informacion acerca de estos estatutos, o para presentar una queja, comuniquese con Los Comisionados del Condado Baca, 741 Main Street en Springfield, Co 81073 (719) 523-6532

BUS SCHEDULE

DAY	Town	Pickup Place	TIME
MONDAY	SPRINGFIELD	Your Home	8:30A.M.
TUESDAY	WALSH/VILAS	Your Home	8:30A.M.
WEDNESDAY	Springfield	Your Home	8:30A.M.
THURSDAY	CAMPO	Campo Café'/Your Home	8:30A.M.

CALL BONNIE HADDOCK

Cell 719-529-9424

Home 719-523-6351 (*Message Night Before*)

ANYONE CAN RIDE THE BUS
YOUNG AND OLD, BIG AND SMALL

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