



Elko County Transit Department
 GET (Greater Elko Transit) My Ride
 540 Court Street, Elko, NV 89801
 Call: (775) 777-1428 ● Text: 775-557-7885 ● Email: elkotransit4@gmail.com

APPEALS POLICY

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APPEALS POLICY

Policy Statement: Passengers have the right to appeal decisions that may affect their ability to ride with GET My Ride. The passenger can appeal individual No-Shows or Late Cancellations if he/she feels the trip status is incorrect or should be excused. The passenger can also appeal disciplinary actions such as temporary or permanent suspensions due to excessive No-Shows, Late Cancellations, or infractions of the Passenger Code of Conduct.

INSTRUCTIONS

Step 1: Within 14 days of the Notice of Suspension, please provide an appeal in writing to the physical address or email in the heading above. Include a copy of the notice submitted to the passenger. The appeal should state the reason the passenger believes the No-Show, Late Cancellation or Suspension is invalid.

Step 2: Upon receipt of the request for appeal, the Elko County Transit Coordinator will determine whether the No-Show, Late Cancellation penalty or suspension should be withdrawn. The Coordinator reserves the right to include another Elko County Department Head, Human Resources Director, or County Management to investigate the request for appeal. The investigation and decision will consider:

- The passenger’s trends and patterns
- Medical emergencies or situations outside the passenger’s or caregiver’s control

Step 3: If the passenger is not satisfied with the Transit Coordinator’s investigation or decision, he/she may request a meeting with Elko County Management, Human Resources Director or County Manager or their designee to review the decision along with all documentation leading up to the decision.

Once an appeal is filed, a suspension will not occur until all appeal remedies requested have been exhausted, except if the suspension is based on violent or illegal behavior on the bus, in which the suspension will stand until the appeal process has been fulfilled.

LIST OF LOCAL TRANSIT POLICIES

All public ridership information can be found at GETMyRideElko.com or elkocountynv.net.



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- ADA Policy and Procedure
- Appeals Policy and Procedure
- General Complaint Policy and Procedure
- No-Show and Late Cancellation Policy and Procedures
- Passenger Code of Conduct
- Suspension Policy and Procedure
- Title VI Plan
- Transit Service Information and Instructions
- Ridership Brochure