



## **ACTR Policies**

### **ACTR Deviation Policy**

ACTR buses will deviate up to ½ mile (1/4 mile for Rutland Connector and Saturday LINK) from the published routes to pick-up or drop-off passengers. To request a deviation, call ACTR a day in advance at (802) 388-1946 or ask a bus driver to assist you. If your deviation request cannot be accommodated at the desired schedule time then, per federal law, ACTR will provide the service up to 1 hour before or after the requested time.

### **Title VI of the Civil Rights Act**

ACTR operates its program and service without regard to race, color and national origin as stipulated in the Title VI of the Civil Rights Act of 1964. If you feel you have been discriminated against based on your race, color or national origin, you may file a complaint with the Vermont Agency of Transportation's Title VI Coordinator at (802) 828-5561. If you would like more information about your Title VI rights, please visit [www.aot.state.vt.us/CivilRights/default.htm](http://www.aot.state.vt.us/CivilRights/default.htm) or call (802) 828-5561.

### **Vermont State Public Accommodation Law**

9V.S.A. 4502 (a) Public accommodations states an owner or operator of a place of public accommodation or an agent or employee of such owner or operator shall not, because of the race, creed, color, national origin, marital status, sex, sexual orientation, or gender identity of any person, refuse, withhold from, or deny to that person any of the accommodations, advantages, facilities, and privileges of the place of public accommodation.

If you feel you have been discriminated against, you may file a complaint with Vermont Human Rights Commission by calling 1 (800) 416-2010 or by email at [human.rights@state.vt.us](mailto:human.rights@state.vt.us).