



CITY OF NORTH ROYALTON TRANSPORTATION POLICY

The City of North Royalton offers limited transportation services for qualified residents. While providing good customer service is a goal of the City of North Royalton, issues may arise that lead to a customer complaint, including discrimination complaints alleging ADA or Title VI violations. The City will promptly and equitably attempt to resolve the complaints.

Pursuant to 49 CFR § 37.17(a), the City of North Royalton designates its Safety Director to coordinate any transportation complaints, including ADA, Title VI or other discrimination complaints and compliance.

All other service only related complaints will be handled by the Office on Aging Director.

City of North Royalton Complaint Procedures

The City of North Royalton hereby establishes the following complaint procedures:

All individuals utilizing the City's transportation services will be provided with a Comment/Complaint Form upon request. The Comment/Complaint Form is also available on the City's website at northroyalton.org. The Comment Form will provide the City with an additional monitoring tool of their transportation services. The Office on Aging and/or Safety Director shall regularly perform audits and randomly observe transportation services to ensure compliance with ADA and Title VI.

All Complaint Forms shall be submitted to the Safety Director, Bruce Campbell, North Royalton Police Department, 14000 Bennett Road, North Royalton, Ohio 44133 or by email bcampbell@northroyalton.org. If you require assistance in completing the form or have any questions please contact Safety Director Campbell at 440.237.5759 or the Office on Aging at 440.582-6333.

1. For complaints alleging any action prohibited by the American Disabilities Act, or Title VI, 42 U.S.C. § 2000d et seq., the Safety Director shall immediately notify the ODOT representative.

2. For complaints alleging any action prohibited by the American Disabilities Act, or Title VI, 42 U.S.C. § 2000d et seq., or other discriminate on the Safety Director shall promptly and fully investigate the complaint.

A) To properly investigate complaints, the Safety Director will review:

1. Complaint;
2. Date, time and location of the incident;
3. Transit mode and route;
4. Vehicle ID and employee ID;
5. Interview witnesses and employees for description of what transpired;
6. Inspect any relevant records, photographs; telephone recordings; written communications; driver notes/records;
7. Applicable laws, rules and regulations;
8. Any other relevant information.

B) Upon completion of the investigation, the Safety Director shall prepare a written response and communicate his response to the complainant within 10 clay of the filing of the complaint form. The Safety Director may extend, for good cause, the time period in which to submit his response. The response shall include 1) his reasons for the response, 2) the resolution of the complaint, and 3) the appeals process if the resident does not agree with the changes in the transportation program or the stated resolution to the complaint.

C) Upon completion of the investigation, if the Safety Director determines noncompliance with ADA, Title VI, or other discriminatory behavior he shall immediately meet with the Office on Aging Director, and the employee to take remedial corrective action, including additional training and monitoring, if appropriate, and/ or disciplinary action.

D) The Safety Director Response shall be maintained pursuant to the Office on Aging record retention schedule or as required by law. (City shall keep on file for one year all complaints of noncompliance received. A record of all such complaints, which may be in summary form shall be kept for five years).

E) The Safety Director shall maintain all complaints, with ADA and Title VI violation allegations separately for purposes of regulatory compliance and historical reporting.

3. For complaints alleging nondiscriminatory action, such as general service complaints, the complaint form shall be forwarded to the Office on Aging Director for review and addressed.

4. All comment forms (non -complaints) shall be forwarded to the Office on Aging Director.