



The City of North Royalton offers limited transportation services for qualified residents. The City of North Royalton is committed to compliance with Americans with Disabilities Act (ADA) which was created in 1990 to ensure the rights of disabled person across the nation.

The City is an Equal Opportunity employee and is equally committed to compliance with Title VI, which was enacted as part of the landmark Civil Rights Act of 1964. It prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance.

If you feel that you have been discriminated against based on a violation of ADA or Title VI, you have the right to file a complaint. For more information on your rights, or to file a complaint, you can do the following:

- Download the complaint form from the City website.
- If you do not have a computer, please call the Office on Aging/Human Services at 440-582-6333 between the hours of 8:00 AM – 4:00 PM and a form will be mailed to you.
- If you need assistance in completing the form please call 440-582-6333 and a staff member from the Office on Aging/Human Services will assist you.
- Once the complaint form is completed please mail it to:
Bruce Campbell
Safety Director/ADA Coordinator
City of North Royalton
14000 Bennett Road
North Royalton, OH 44133
or email him at bcampbell@northroyalton.org
- Once the complaint form is received by the Safety Director/ADA Coordinator, a written response will be issued to you within 10 business days. The response will include the following:
 - 1.) The reasons for the response.
 - 2.) The resolution of the complaint.
 - 3.) The appeals process if the resident does not agree with the changes in the transportation program or the stated resolution to the complaint.

You may also file a complaint directly with: Federal Transit Administration
Office of Civil Rights Attention: Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Avenue, SE
Washington, DC 20590