

E. ADA Grievance Procedure

The City of Rocky Mount Tar River Transit (TRT) has established a grievance procedure of prompt and equitable resolution of non-employment related complaints alleging discrimination on the basis of disability in practices, policies or the provision of TRT programs, services and activities offered by the city of Rocky Mount, NC.

In compliance with state and federal laws and regulations that include the Americans with Disabilities Act (ADA), Tar River Transit does not discriminate on the basis of disability in access to or in the administration of its programs, services and activities for the public. In accordance with these laws, TRT will make reasonable modifications to programs, policies and procedures to ensure that people with disabilities are afforded access.

The ADA does not require that TRT take any action which would fundamentally alter the nature of its programs, services or activities or impose an undue financial or administrative burden. Individuals alleging discrimination on the basis of disability in the provision of TRT programs, services and activities may file a grievance following the procedure outlined below.

Anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of TRT programs, services and activities should do so in writing, although alternative methods of communication, such as a personal or telephone interview, email, or digital recording, are acceptable. The person filing the complaint should include their name and address and describe the alleged violation in as much detail as possible, including the date(s) and people involved. Tar River Transit requests that the complaint be filed as soon after the alleged violation as possible, in order to allow a prompt investigation. Complaints should be sent to:

Director of Engineering  
City of Rocky Mount  
PO Box 1180  
Rocky Mount, NC 27802 - 1180

Upon receiving the complaint, the Director of Engineering or his/her designee will contact appropriate TRT staff to promptly investigate the complaint and determine whether it can be resolved. When the investigation is complete, the Director of Engineering or his/her designee

will communicate to the complainant the result of the investigation and any resolution. The response will generally contain the following information:

1. A description of the complaint
2. A summary of the facts
3. An explanation of TRT's position
4. A summary of the resolution option(s)
5. The timeframe for resolving the complaint, if applicable

If TRT determines that a requested accommodation would result in a fundamental alteration in the nature of TRT's programs, services or activities, or in an undue financial or administrative burden, the Director of Engineering or his/her designee will provide the complainant with a written statement of the reasons for reaching this determination. The Director of Engineering or his/her designee will also work with the complainant to attempt to identify alternative actions that would not result in such an alteration or such burdens, yet would ensure that the complainant receives the benefits and services of TRT's programs and activities.

If the complainant is dissatisfied with the response, he or she may request an appeal. The complainant may request an appeal by submitting a written request to:

City Manager  
City of Rocky Mount  
PO Box 1180  
Rocky Mount, NC 27802-1180

All written complaints received by the Director of Engineering and appeals to the City Manager along with the responses from these two offices will be retained by TRT for at least three years.

While it is strongly encouraged to resolve the complaint at the local level, a complaint may be filed with the Federal Transit Administration's (FTA) Office of Civil Rights. The Office of Civil Rights is responsible for ensuring that providers of public transportation comply with ADA requirements. For further questions about the types of complaints the Office of Civil Rights can process or how to prepare a complaint, the Office can be reached directly by calling the toll free FTA Assistance line at 1-888-446-4511.