

Coralville Transit's Complaint Procedures

The US DOT issued a Final Rule under the American Disability Act (ADA) and Section 504 of the Rehabilitation Act of 1973 and can be found at <http://www.gpo.gov/fdsys/pkg/FR-2015-03-13/pdf/2015-05646.pdf>. Per this final rule, Coralville Transit is required to adopt complaint procedures and make this process available on the website. Coralville Transit comment/complaint process is listed below:

1. **File a Complaint:** Customer may contact Coralville Transit by phone (319-248-1790) or via email (vrobrock@coralville.org) to file an official complaint. Coralville Transit's Dispatcher or Director answering the phone or email will document the complaint on Coralville Transit's Customer Service Report. (See attached)
2. **Forwarded to Management:** The Customer Service Report is then immediately forwarded to the Director for review and investigation. If the complainant made reference to their disability as a barrier to ride Coralville Transit's services or access its programs, this comment/complaint would be immediately forwarded to Coralville Transit's Director, Vicky Robrock to record the complaint or in the case of a reasonable modification request determine if a request has been made and if it should be granted.
3. **Due Process:** If the complainant leaves their personal contact information (either phone or email), the Director will contact them promptly, generally within three business days, for more information about the incident or to acknowledge receipt of their comment/complaint. The investigation into the complaint shall take no more than twenty-one (21) days for determination.
4. **Video Assistance:** Coralville Transit has surveillance equipment on-board vehicles with large vehicles having up to eight cameras. Therefore, if the comment is regarding an incident that occurred on the bus, video may be pulled and downloaded to obtain additional details about the passengers' experience.
5. **Complaint Determination:** Comments are documented under the following categories:
 - Service
 - Vehicle
 - Validity
 - Safety
 - Facilities
 - Driver
 - ADA
 - Title VI
 - Other

- 6. Further Investigation:** If necessary, the comment/complaint may also be forwarded to another Coralville transit employee for further review or investigation. For instance, if the comment is related to Service Requests (route changes, additional frequency of service, additional hours of service, etc.), those requests are forwarded to the Director to compile for discussions about service improvements. Additionally, if a formal request for a reasonable accommodation or modification (or similar wording) was made through a general comment or complaint by an individual with a disability, this request would be noted in the comment section of the comment form and would be immediately forwarded to Coralville Transit's Director, Vicky Robrock for an official determination.

ADA Complaints and Reasonable Accommodation Request Procedures

If you believe that you have been excluded from Coralville Transit's services (fixed route or ADA Paratransit services) due to the nature of your disability and would like to file a complaint or request an accommodation or modification to Coralville Transit's policies, programs or services allowing you equal access to these same services, please call or email:

319-248-1790 Coralville Transit
vrobrock@coralville.org Vicky Robrock, Director

Coralville Transit's Director will promptly investigate each complaint and review each request for accommodation/modification and determine whether to approve request within twenty-one (21) days. Complaints and requests will be made as promptly as possible but may require this additional time to allow for investigation. To learn more about this process, visit www.coralville.org/transit.

Title VI Complaints Procedures

Coralville Transit operates its transit service without regard to race, color and national origin. For more information or to file a complaint or concern, call Coralville Transit's Title VI Coordinator (City Clerk) 319-248-1700 and ask to speak with the City Clerk.

If during the general complaint process or investigation, a Coralville Transit employee determines the complainant is filing a discrimination complaint based on race, color or national origin, the employee will provide the option for the individual to file a written Title VI complaint or concern with Coralville Transit's Title VI Coordinator (City Clerk) within 180 days of the incident. Any such complaint must be submitted in writing by filling out Coralville Transit's Title VI Complaint form by contacting the Title VI Coordinator, for more information regarding Coralville Transit's Title VI Policy and Complaint Procedures, please visit: www.coralville.org/transit.

Documentation of Complaints

All complaints, whether they are general, ADA, Title VI, or Reasonable Accommodations requests are recorded and filed.