

ADA Related Complaint/Response Procedure

1. Complaints may be submitted via email to: ADACRO@delcotransit.com, written mail to Mobility Management Office, 119 Henderson Ct. Delaware Ohio 43015: by phone at (740) 363-3355 or Fax: 740-362-7603. You may also fill out a complaint form by visiting Delaware County Transit's website: Delcotransit.com
2. All complaints will be logged into an ADA Related Complaint spreadsheet noting the complainant name, date, contact information and specific complaint being made.
3. All complaints will be reviewed by the Mobility Management office, Operations Director and the Road Supervisor prior to discussing with Executive Director.
4. All complaints will be acknowledged within 3 business days of receipt. The resolution and written response will be made timely, within 15 business days, and the response must explain the reasons for the determination. The response must be documented in ADA Related Complaint and Response spreadsheet log, referencing the original ADA complaint. Any complaint responses requiring more than 15 business days for resolution must be reviewed by the Executive Director and documented as to why the resolution requires additional time for full resolution.

DCT's ADA related complaint and procedures shall be assigned to the Mobility Management Office.

Requests may be reviewed by the following authority staff: Mobility Manager Operations Director, Driver Supervisor, and the Executive Director.