

**City of Springboro
Notice and Appeal Process
Under The Americans with Disabilities Act**

The City of Springboro seeks to comply with the provisions of the Americans with Disabilities Act (ADA). This notice and appeal process is established to meet the requirements of the Americans with Disabilities Act of 1990, as per 28 CFR 35.107 (b). It may be used by individuals who wish to give the City notice of ADA or accessibility concerns, complaints or grievances. The ADA notice and appeal process for Springboro employees and applicants for employment by Springboro are governed by the City's Personnel Policy

The City of Springboro will generally, upon request, provide appropriate aids and/or services leading to effective communication for qualified persons with disabilities so they can participate equally in the City of Springboro's programs, services, and activities, which may include qualified sign language interpreters, documents in braille, and/or other ways of making information and communications accessible to people with disabilities.

Anyone who requires an auxiliary aid or service for effective communication, or modification of policies or procedures to participate in a program, service, or activity of the City of Springboro should contact the office of the ADA Coordinator, Greg Shackelford, Assistant City Manager, 320 West Central Avenue, Springboro, Ohio 45066; greg@cityofspringboro.com; (937) 748-4352, as soon as possible but no later than 48 hours before the scheduled event.

Please note that while the City of Springboro will make reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities the ADA does not require the City to take action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

The City of Springboro will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy.

Notices to the City regarding concerns, complaints or grievances or requests for a reasonable accommodation should be in writing and contain the name and address, and if applicable, phone, fax number and/or email address, of the complainant and the location, date, and description of the concern, complaint, grievance, or alleged discrimination. Alternative means of filing notices or requests, such as personal interviews or a tape recording, are available for persons with disabilities upon request. The notice or request should be submitted by an individual and/or his/her designee as soon as possible and in no event later than 180 calendar days after the alleged violation to:

Within 15 days after receipt of the notice or request, the ADA Coordinator or designee will discuss the matter with the person making the notice or request and/or his or her designee to explore possible resolutions. Within 15 calendar days of the meeting, the ADA Coordinator or designee will respond in writing (or where appropriate, in another more accessible format). The response will explain the position of the City and seek to offer, where appropriate, options for substantive resolution of the matter.

If the response by the ADA Coordinator or his or her designee does not satisfactorily resolve the issue, the person making the notice or request, and/or his/her designee, may appeal the decision

to the Springboro City Manager. The notice of appeal must be filed with the Office of the City Manager within 15 calendar days after the receipt of the response from the ADA Coordinator. Within 30 calendar days after the receipt of the appeal, the Mayor or designee will respond in writing (or where appropriate, in another more accessible format), with a final determination of the City's position on the matter. All written notices and requests received by the City's ADA Coordinator, appeals to the City Manager, and responses from these two offices will be retained by the City for at least three years.