



Commonwealth of the Northern Marianas Islands
Commonwealth Office of Transit Authority
Office of the Governor



"Driving You Forward"

Commonwealth Office of Transit Authority (COTA) Grievance Procedure Under The Americans with Disabilities Act

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the Commonwealth Office of Transit Authority (COTA). The CNMI Personnel System Rules and Regulation's Personnel Policy governs employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complaint and location, date, and description of the problem. Alternate means of filing complaints, such as personal interviews or a digital recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 18 calendar days after the alleged violation to:

Alfreda Camacho Maratita
Special Assistant for Public Transportation
Commonwealth Office of Transit Authority
12841, Lower Base Dr., Saipan
Mailing Address: Caller Box 10007 Saipan MP, 96950
Telephone No.: (670) 664-2682
Email: alfredac.maratita@gov.mp
Website: transit.cnmi.gov

Within 15 calendar days after receipt of the complaint, Alfreda Camacho Maratita will meet with the complainant to discuss the complaint and possible resolutions.

Within 15 calendar days after the meeting, Alfreda Camacho Maratita will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio CD. The response will explain the position of the Commonwealth Office of Transit Authority and offer options for substantive resolution of the complaint.

If the response by the Special Assistant for Public Transportation does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the Special Assistant for Public Transportation.





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Within 15 calendar days after the receipt of the appeal, the Special Assistant for Public Transportation or her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Special Assistant for Public Transportation or her designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints, appeals, and responses received by the Special Asssitant for Public Transportation or her designee will be retained by the Commonwealth Office of Transit Authority for at least five (5) years.

