



Alameda-Contra Costa Transit District

Reasonable Modification/Accommodation Appeals

If you disagree with the AC Transit's response to your request for reasonable modification/accommodation or alleging an action prohibited by the Americans with Disabilities Act (ADA) regulation found at 49 CFR Part 27, 37, 38, and 39, you may file an appeal. Please read the following directions.

1. Complete the Request for Appeal Form and return it by the date noted in the grey box on the form. If you do not request an appeal by this date, you forfeit your right to appeal the decision. Mail or email the appeal form to:

Accessible Services Specialist
AC Transit
1600 Franklin Street, 7th Floor
Oakland, CA 94612
kridgeway@actransit.org

All appeals must be submitted in writing. If you are unable to write because of a disability and need assistance in completing the form, AC Transit staff will assist by scribing your appeal request by phone. Please contact Customer Relations at (510) 891-4700 or 711 for the California Relay Service.

2. You will be notified of the date and time when your hearing is scheduled. If you need a language or sign language interpreter, request one at least seven days in advance of the hearing.

We encourage you to attend the hearing. If you are not available at the time specified but want to attend, please let us know immediately. Or, if you choose, you may send a representative to meet with the Reasonable Modification/Accommodation Appeals Panel, or you may submit information in writing that you'd like the Panel to consider. If you or your representative does not attend, after agreeing with the appointment, the Reasonable Modification/Accommodation Appeals Panel will make a decision based on all the information available at the time of the hearing.



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3. The Reasonable Modification/Accommodation Appeals Panel includes an AC Transit Accessible Services Representative, a member of the AC Transit Accessibility Advisory Committee and an AC Transit Customer Relations Representative. This Panel will make a decision on your appeal within 30 days of your hearing and you will be notified in writing of this decision.
4. The appeal date and time will be established based on the availability of The Reasonable Modification/Accommodation Appeals Panel and within calendar 21 days of the date of the appeals request.
5. The decision of the Reasonable Modification/Accommodation Appeals Panel Appeals Panel is final.
6. For additional information please contact:

Accessible Services Specialist
AC Transit
1600 Franklin Street, 7th Floor
Oakland, CA 94612
510-891-7261
kridgeway@actransit.org



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**REASONABLE MODIFICATION/ACCOMMODATION
REQUEST DENIAL APPEAL**

I want to appeal the decision about my request for Reasonable Modification/Accommodation to use AC Transit Services.

Mail in your appeal no later than: _____
(21 calendar days from receipt of response)

PLEASE PRINT LEGIBLY

Full Name:	Telephone Number: () -
Street Address, City, State, Zip:	
E-mail Address:	

I have someone helping me, whom AC Transit should contact.

Advocate's Name: _____

Phone number: _____

Relationship: _____

REASON FOR APPEAL: In your own words, describe why you believe you should receive your requested modification. Use additional paper if needed.

Appellant signature: _____ Date: _____

List any disability related special accommodation you need for the appeals hearing: _____

Advocate Signature (if applicable): _____

Return by mail to: Accessible Services Specialist, AC Transit,
1600 Franklin Street, 7th Floor, Oakland, CA 94612

Office Use Only:	Appeal Hearing Date: _____
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