



AMERICANS WITH DISABILITIES ACT TITLE II
ADA VIOLATION COMPLAINT FORM

AC Transit is committed to ensuring that no person is denied access to its services, programs or activities on the basis of a disability, as provided by Title II of the Americans with Disabilities Act of 1990 (ADA). Title II, is regulated by the Department of Justice. AC Transit's provision of transportation facilities, vehicles and transit services are regulated by the Department of Transportation. To file a complaint regarding transportation facilities, vehicles and transit services please utilize the AC Transit customer complaint process and form.

ADA Complaints must be filed within one hundred and eighty (180) calendar days from the date of the alleged incident. To file a complaint alleging any action by AC Transit prohibited by Title II of the ADA, please provide in writing the following information:

If the complainant is unable to write because of a disability and needs assistance in completing the form, AC Transit staff will assist by scribing the complaint by phone. Please call the Accessible Services Specialist at (510) 891-7261 or dial 711 for the California Relay Service.

PLEASE PRINT (This form will be posted on website and is fillable)

Form with fields: Full Name, Telephone Number, Street Address, City, State, Zip, E-mail address

Please describe the alleged discriminatory incident, including the location(s) if applicable. Provide the name(s) and title(s) of the AC Transit Employee(s), if applicable.

Horizontal lines for describing the incident

Signature:

Date:

MAIL OR EMAIL YOUR COMPLETED FORM TO:

Customer Relations Manager
AC Transit
1600 Franklin Street
Oakland, CA 94612
Email: mtseng@actransit.org