



**SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT
REASONABLE MODIFICATION AND ADA VIOLATION
COMPLAINT APPEAL PROCESS**

If you disagree with the BART's response to a complaint regarding a request for Reasonable Modification 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 or please call BART's Customer Service Center at (510) 464-6000, Mondays through Friday, 8:00 am to 6:00 pm or contact, Customer Access and Accessibility Department by email, accessibility@bart.gov:

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.
1. All appeals must be submitted in writing. If you are unable to write because of a disability and need assistance in completing, call BART's Customer Service, (510) 464-6000 or email, accessibility@bart.gov.
2. You will be notified of the date and time when your hearing is scheduled. If you need a language or sign language interpreter, please request one at least seven days in advance of the hearing. If you require transportation to attend the hearing it will be arranged.

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 panel, or you may submit information in writing that you'd like the panel to consider. If you or your representative do not attend the hearing after agreeing with the appointment, the panel will make a decision based on all the information available at the time of the hearing.

3. The Eligibility Appeals 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 Appeals Panel will be made up of three members including a BART Customer Access and Accessibility Representative; a community advisory committee member, such as the BART Accessibility Task Force (BATF), East Bay Paratransit Advisory Committee (EBPAC) or other committees; and an individual with knowledge or understanding specific to the request or situation.



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5. The appeal date and time will be established based on the availability of the 3-member panel and within calendar 21 days of the date of the appeals request.
6. The decision of the Eligibility Appeals Panel is final.



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REQUEST FOR REASONABLE MODIFICATION

REQUEST DENIAL APPEAL

I want to appeal the decision about my complaint regarding Reasonable Modification to use BART services or ADA violation.

Mail in your appeal no later than: _____
(15 weekdays from receipt of response)

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

I have someone helping me, whom BART should contact:

Advocate's Name: _____

Phone Number: _____

Relationship: _____

REASON FOR APPEAL (Optional): In your own words, describe why you believe you are 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): _____





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Return by mail to: **Director of Customer Access and Accessibility Department
San Francisco Bay Area Rapid Transit District (BART)
PO Box 12688
Oakland, CA 94604**

Office Use Only: Appeal Hearing Date: _____

The appeal date and time will be established based on the availability of the 3-member panel and within calendar 21 days of the date of the appeals request.