



## Americans with Disabilities Act (ADA): Reasonable Modification

The Reasonable Modification regulation ([Section 49 CFR Parts 27 and 37: Transportation for Individuals with Disabilities; Reasonable Modification](#)) provides that transportation entities make reasonable modifications/accommodations to policies, practices, and procedures to ensure that services and programs are accessible to everyone including individuals with disabilities.

The Western Contra Costa Transit Authority (WCCTA) is fully compliant with the requirements of the ADA and will make all 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.

Requests for modification of WCCTA's policies and practices may be denied only on one or more of the following grounds:

- Granting the request would cause direct threat to the health or safety of others.
- Result in a fundamental alteration of WCCTA's service.
- Are not actually necessary in order for the individual with a disability to access WCCTA's service.
- Result in undue financial and administration burden.

### **You may make your request for reasonable modification:**

By email: [rmco@westcat.org](mailto:rmco@westcat.org)

By phone: please contact WCCTA's Reasonable Modification Coordinator at 510-724-7993 or dial 711 for the California Relay Service.

On-line: <http://www.westcat.org/administration/westcatcommentcard.html>

In writing:

Western Contra Costa Transit Authority  
Reasonable Modification Coordinator  
601 Walter Avenue  
Pinole, CA 94564

All reasonable modification requests will be acknowledged within 3 business days of receipt. The resolution and response to the person who submitted a request will be made timely, within 15 business days, and the response will explain the reasons for the resolution. The response will be documented in the Reasonable Modification log. Any requests requiring more than 15 business days to resolve must be reviewed at General Manager level and documented as to why the resolution requires additional time for full resolution.



## Complaint Procedures

1. Any person wishing to file a written reasonable modification complaint with the Western Contra Costa Transit Authority may do so by calling 510-724-7993 and asking for a complaint form from the Reasonable Modification Coordinator or write to:

Western Contra Costa Transit Authority  
Reasonable Modification Coordinator  
601 Walter Avenue  
Pinole, CA 94564

Complainant may also submit a written statement that contains all of the information identified in Section 2 a through e below.

2. The complaint will include the following information:
  - a. Name, address, and telephone number of the complainant.
  - b. The basis of the complaint; i.e. complainant denied request for reasonable modification.
  - c. Complainant's signature and date.
  - d. If the complainant is unable to write a complaint, WCCTA will assist the complainant. If requested by complainant, WCCTA will provide a language or sign interpreter.
  - e. The complaint may be sent or faxed to the following address:

Western Contra Costa Transit Authority  
General Manager  
601 Walter Avenue  
Pinole, CA 94564  
(510) 724-5551 (fax)

3. The complaint may be sent via email to [rmco@westcat.org](mailto:rmco@westcat.org).
4. WCCTA will begin an investigation within fifteen (15) working days of receipt of a complaint.
5. WCCTA will contact the complainant in writing no later than thirty (30) working days after receipt of complaint for additional information, if needed to investigate the complaint. If the complainant fails to provide the requested information in a timely basis, WCCTA may administratively close the complaint.
6. WCCTA will complete the investigation within ninety (90) days of receipt of the complaint. A written investigation report will be prepared by the investigator. The report shall include a summary description of the incident, findings and recommendations for disposition.
7. The Department Manager of WCCTA will review the report. A closing letter will be provided to the complainant. The complainant will have five (5) working days from receipt of the report to respond. If the complainant responds negatively or has additional information to provide, an informal phone meeting will be arranged by the General Manager or his designee. If the complainant does not respond, the complaint will be closed.



**ADA Reasonable Modification Complaint Form**

Please provide the following information necessary in order to process your complaint. Assistance is available upon request. Complete this form and mail or deliver to:

**Attention: General Manager  
Western Contra Costa Transit Authority,  
601 Walter Avenue, Pinole, CA 94564**

1. *Complainant's Name:* \_\_\_\_\_

2. *Address:* \_\_\_\_\_

3. *City:* \_\_\_\_\_ *State:* \_\_\_\_\_ *Zip Code:* \_\_\_\_\_

4. *Telephone No. (Home):* \_\_\_\_\_ *(Business):* \_\_\_\_\_

5. Describe the basis of complaint; i.e. denied reasonable modification request. For additional space, attach additional sheets of paper or use back of form.

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6. Sign the complaint in space below. Attach any documents you believe supports your complaint.

\_\_\_\_\_  
**Complainant's Signature**

\_\_\_\_\_  
**Date**