



BASIN TRANSIT SERVICE

ADA Appeal Process

Basin Transit is committed to complying with the Americans with Disabilities Act (ADA). If you disagree with a decision related to your ADA rights, you have the right to appeal. This process applies to:

- Denials, conditional, or temporary determinations of ADA paratransit eligibility
- Denials of requests for reasonable modification of policies or practices
- ADA complaints involving discrimination, access, or service issues
- Other ADA matters

Step 1: Notification of Decision or Issue

- If your ADA paratransit application, modification request, or complaint is denied or conditionally granted, you will receive written notice explaining the reasons.
- The notice will include information about how to appeal.

Step 2: Filing an Appeal

- Appeals or complaints must be submitted within **60 days** of receiving the decision or experiencing the issue.
- Submissions may be made in writing, by email, phone, or another accessible format (such as audio, large print, or Braille).
- You may include supporting documents or statements.

Step 3: Review and Hearing

- Your appeal will be reviewed by an individual or panel not involved in the original decision.

- You may attend the hearing in person, by phone, or submit written comments.
- You may bring a representative, advocate, or other support person.

Step 4: Temporary Service Pending Appeal (Paratransit)

- If you are appealing a denial of ADA paratransit eligibility and no decision is made within 30 days, you will be provided presumptive eligibility and may use paratransit service until the appeal is resolved.

Step 5: Final Decision

- A written decision will be issued and sent to you.
- The decision of the appeal reviewer(s) is final.

Step 6: Federal Oversight

- If you are dissatisfied with the outcome, you may also file a complaint directly with the Federal Transit Administration (FTA), Office of Civil Rights.

Address:

1200 New Jersey Avenue, SE
Washington, DC 20590
United States

Phone: [888-446-4511](tel:888-446-4511)

Business Hours: 8:30am-5:00pm ET, M-F

Alternate Accessible Formats

This document is available in alternate accessible formats upon request, including large print, Braille, audio, or electronic formats. It is also open to other formats or accommodations needed to ensure equal access. To request this document in an alternate format, please contact Basin Lift Transit at 541-883-2877/ask@basintransit.com.