



## City of Tracy Reasonable Modification Process for People with Disabilities

*TRACER Fixed Route, Paratransit and On-Demand Systems*

In compliance with Department of Transportation (DOT) 49 (CFR) Parts 27 and 37, the City of Tracy is committed to ensuring equal access for all individuals to use its transportation services, including TRACER Fixed Route, Paratransit and TRACER Plus On-Demand service. The City will make reasonable modifications to its policies, practices, and procedures when necessary for individuals with disabilities to receive access to these services.

The City of Tracy has designated the following individual to handle requests for reasonable modification and resolve any complaints regarding access to transit. Requests or complaints may be mailed or emailed to the addresses below.

Please provide your name, address, phone number, and email address when submitting a request or complaint so the Transit ADA Coordinator may reach you promptly.

**Jayne Ward**  
**Transit Coordinator / Transit ADA Coordinator**  
**50 E. Sixth Street**  
**Tracy, CA-95376**  
**(209)831-6214**

[Jayne.ward@cityoftracy.org](mailto:Jayne.ward@cityoftracy.org)

### ***Making Requests for Reasonable Modification for People with Disabilities:***

When submitting a request for reasonable modification, please describe as specifically as possible what you need in order to use the service, and make your request in advance whenever feasible. In instances where it is not feasible to make a request in advance, our operating personnel shall make a determination of whether the modification should be provided at the time of the request.

### ***Filing a Complaint Regarding Access to Transportation Services for Individuals with Disabilities***

Any person who believes he or she has been discriminated against on the basis of disability, or that reasonable modifications have not been made to provide him or her equal access to the transportation system, may file a complaint by contacting the ADA Coordinator at the addresses listed above.

Within **15** calendar days after receipt of the complaint, the Transit ADA Coordinator or designee will contact you to discuss the complaint and the possible resolutions. Within **15** calendar days after that discussion, the Transit ADA Coordinator or designee will respond in writing, and where appropriate, in an accessible format, such as large print, Braille, or audio tape.

The response will explain the position of the City of Tracy and offer options for substantive resolution of the complaint. If the response by the Transit ADA Coordinator or designee does not satisfactorily resolve the issue, you and/or your designee may appeal the decision to the City Manager within **15** calendar days after receipt of the Transit ADA Coordinator's response. Within **15** calendar days after receipt of the appeal, the City Manager or designee will meet you to discuss the complaint and possible resolutions. Within **15** calendar days after the meeting, the City Manager or designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint. All written complaints received by the Transit ADA Coordinator or designee, appeals to the City Manager or designee, and responses from these two offices will be retained by the City of Tracy for at least three years.

***Denials of Requests for Reasonable Modification:***

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

1. Granting the request would fundamentally alter the nature of the City's transportation services, programs or activities.
2. Granting the request would create a direct threat to the health or safety of others.
3. The request is not necessary in order for the individual to fully access the transportation services, programs or activities.

In any instance in which a request is denied, the City will take, to the maximum extent possible, any other actions (that would not result in a direct threat or fundamental alteration) to ensure that the individual with a disability receives full access to transportation services.