



**Butte County Association of Governments  
Butte Regional Transit  
Reasonable Modification &  
ADA Violation Complaint Process & Form**



**Reasonable Modification & ADA Violation Complaint Process**

BCAG/BRT is committed to ensuring that the agency complies with the Americans with Disabilities Act (ADA), including 49 CFR Parts 27 and 37. Transportation entities are required to make reasonable modifications/accommodations to policies, practices, and procedures to avoid discrimination and ensure that their programs are accessible to individuals with disabilities.

**Individuals may make a request for a reasonable modification by phone, email, fax or mail to BCAG/BRT's designated contact person:**

*Cheryl Massae, ADA Coordinator, [cmassae@bcag.org](mailto:cmassae@bcag.org)  
Butte County Association of Governments (BCAG)  
Butte Regional Transit (BRT)  
326 Huss Drive, Suite 150  
Chico, CA 95927  
Phone: (530) 809-4616 Fax: (530) 879-2444*

To ensure that the process is accessible to everyone BCAG/BRT will provide assistance upon request. Requests may be denied or alternative modifications, accommodations or options provided. Requests may be denied on one or more of the following grounds:

1. Granting the request would fundamentally alter the nature of the entity's services, programs, or activities;
2. Granting the request would create a direct threat to the health or safety of others;
3. Without the requested modification, the individual with a disability is able to fully use the entity's services, programs, or activities for their intended purpose.

**Reasonable Modification Request and ADA Violation Complaint Procedure**

Any person who wishes to file a complaint regarding a request for Reasonable Modification or alleging any action by BCAG/BRT prohibited by the Americans with Disabilities Act (ADA) regulations found at 49 CFR Parts 27, 37, 38, and 39, may file a complaint with BCAG/BRT.

**Complaints may be made by phone, email, fax or mail to BCAG/BRT's designated contact person:**

*Cheryl Massae, ADA Coordinator, [cmassae@bcag.org](mailto:cmassae@bcag.org)  
Butte County Association of Governments (BCAG)  
Butte Regional Transit (BRT)  
326 Huss Drive, Suite 150  
Chico, CA 95928  
Phone: (530) 809-4616 Fax: (530) 879-2444*

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Butte Regional Transit  
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1. To file a complaint, the attached Complaint Form should be completed and submitted.
2. If the complainant is unable to write because of a disability and needs assistance in completing the form, BCAG/BRT staff will assist by scribing the complaint by phone. If requested by complainant, BCAG/BRT will provide a language or sign interpreter or other accessible format.
3. Please call (530) 809-4616 to request assistance.
4. BCAG/BRT will begin an investigation within fifteen (15) business days from when complaint was received.
5. BCAG/BRT will contact the complainant in writing no later than thirty (30) business days after receipt of complaint for additional information, if needed. If the complainant fails to provide the requested information in a timely basis, BCAG/BRT may administratively close the complaint.
6. BCAG/BRT will complete the investigation within ninety (90) calendar days of receipt of the complaint. If additional time for investigation is needed, the complainant will be contacted.
7. A written response will be prepared which will include a summary of the findings and recommended action. The complainant will have fifteen (15) business days from receipt of the response to appeal. If no appeal is received, the complaint will be closed.

### **Complaint Appeals Process**

A complainant who is not satisfied with BCAG/BRT's response to a complaint regarding a request for reasonable modification or alleging any BCAG/BRT action prohibited by the Americans with Disabilities Act (ADA) regulations found at 49 CFR Parts 27, 37, 38 and 39 has the right to appeal. Information about how to submit an appeal via US mail or by phone will be included in the response to the complaint. If an appeal is requested an appeal panel consisting of three members will be convened to review the information and hear the appeal. The appeal date and time will be established based on the availability of the 3-member panel and within 21 calendar days of the date of the appeals request.

The panel will meet and make a decision based on information from the appellant.

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**To file a complaint regarding a request for reasonable modification or alleging any action by BCAG/BRT prohibited by the Americans with Disabilities Act (ADA) regulations found at 49 CFR Part 27, 37, 38, and 49, please provide in writing the following information and submit it to:**

*Cheryl Massae, ADA Coordinator, [cmassae@bcag.org](mailto:cmassae@bcag.org)  
Butte County Association of Governments (BCAG)  
Butte Regional Transit (BRT)  
326 Huss Drive, Suite 150  
Chico, CA 95927  
Phone: (530) 809-4616 Fax: (530) 879-2444*

If the complainant is unable to write because of a disability and needs assistance in completing the form, BCAG/BRT staff will assist by scribing the complaint by phone. If requested by complainant, BCAG/BRT will provide a language or sign interpreter or other accessible format. Please contact the ADA Coordinator above for assistance.

<b>Full Name:</b>	<b>Telephone Number:</b> (    )        -        -
<b>Street Address:</b>	
<b>City:</b>	<b>State:</b>
<b>Zip:</b>	<b>e-mail Address:</b>

**Describe your complaint and what modification/s you requested that is necessary for using Butte Regional Transit. Please include any information about the issue you are trying to remedy. Be specific. For additional space, attach additional sheets of paper.**

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Signature:

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Date: