



## **Appeals Process for ADA Eligibility Determination, No-Show Suspension, and Reasonable Modification Denials**

**Revised 1-30-25**

The Americans with Disabilities Act has established categories of persons who are eligible to receive services complementary to fixed route service. These persons are functionally defined based upon their inability to use existing fixed route service.

The regulations also establish standards for the process of determining eligibility and require that an appeal process be established.

This appeals process was established to create an objective and unbiased process for ADA eligibility and no-show suspension.

If an application for ADA Certification is denied, or a passenger continuously received no-shows, and was suspended from service, the applicant may file an appeal within sixty (60) calendar days from the date of the notification letter of denial or suspension. Reasonable modification denial must be appealed within ten (10) days of the denial.

An appeal must be filed at:

Pacific Transit System  
216 2<sup>nd</sup> Street  
Raymond, WA 98577  
Fax (360) 942-3193  
Email: Teresa Ganzel at [ada@pacifictransit.org](mailto:ada@pacifictransit.org)

A form can be mailed to the appellant by calling (360) 875-9418 or (360) 642-9418, or (360) 484-7418 or pickup in person at 216 2<sup>nd</sup> Street, Raymond, WA 98577.

The applicant shall identify their name, address, telephone number, and facts supporting their appeal, including any additional supporting documentation. In describing the appeal, the applicant shall clearly and concisely state the grounds of the appeal.

You may submit any additional information regarding your disability as part of your appeals request. Any written material you submit will become part of your Appeal File and cannot be returned.

Check here if you have attached additional information: \_\_\_\_\_

Check here if you do not intend to appear in person at your hearing: \_\_\_\_\_

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Print Name

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Address

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City, State, Zip Code

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Telephone number

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Signature

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Date

This completed form should mailed, faxed, or emailed to:

Pacific Transit System  
Attn: Dial-A-Ride Supervisor  
PO Box 489  
Raymond, WA. 98577  
Fax (360) 942-3193  
Email: Teresa Ganzel at [ada@pacifictransit.org](mailto:ada@pacifictransit.org)

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Revised 04-21-23