

Reasonable Modification Appeals Process

If you are not satisfied with the response to a request for reasonable modification, you have the right to appeal. Please submit an explanation of what happened, why you believe you should have received the accommodation request and attach any other items you think are relevant to RTD via email at mobility@sjRTD.com, via fax at 209.948.3024, or via mail to Mobility Department, 421 East Weber Ave, Stockton, CA 95202.

A panel consisting of RTD staff and Access San Joaquin and/or Access Advisory committee members will review your appeal and respond in writing within 30 business days from the date the appeal request was received.

The decision to allow or deny a request for reasonable accommodation will be based on information from the appellant, ADA regulations, and exceptions to the rule. Possible exceptions include when the modification/accommodation would present the following challenges:

1. Cause a direct threat to the health or safety of others.
2. Result in a fundamental alteration of the service.
3. Not actually be necessary in order for the individual with a disability to access the transportation entity's service.
4. Result in an undue financial and administrative burden.