

East Bay Paratransit

1750 Broadway
Oakland, CA 94612

East Bay Paratransit is committed to ensuring that no person is denied access to its services, programs or activities on the basis of a disability, as provided by Title II of the Americans with Disabilities Act of 1990 (ADA). Title II is regulated by the Department of Justice. East Bay Paratransit's provision of transportation facilities, vehicles and transit services are regulated by the Department of Transportation. To file a complaint regarding transportation facilities, vehicles and transit services please utilize the East Bay Paratransit customer complaint process by visiting eastbayparatransit.org.

ADA Complaints must be filed within one hundred and eighty (180) calendar days from the date of the alleged incident. To file a complaint alleging any action by East Bay Paratransit prohibited by Title II of the ADA, please provide **in writing** the following information:

If the complainant is unable to write because of a disability and needs assistance in completing the form, East Bay Paratransit staff will assist by scribing the complaint by phone. Please call the Quality Assurance Manager at (510) 446-2006 or dial 711 for the California Relay Service.

PLEASE PRINT

Full Name:	Telephone Number:
Address, City, State, Zip:	
E-mail address:	

Please describe the alleged discriminatory incident, including the location(s) if applicable. Provide the name(s) and title(s) of the East Bay Paratransit Employee(s), if applicable.

Signature: _____

Date: _____

MAIL COMPLETED FORM TO:
Quality Assurance Manager
East Bay Paratransit
1750 Broadway
Oakland, CA 94612

OR EMAIL COMPLETED FORM TO:
us.ebpt.customerservice@transdev.com

For Office Use Only

Date Received by East Bay Paratransit:

Phone: (510) 287-5000 or Fax: (510) 287-5069
www.eastbayparatransit.org