

## Trailblazer Transit

### Reasonable Accommodation Appeal Process

Trailblazer Transit reviews appeals regarding requests for reasonable accommodations no more than 30 business days after receipt of the appeal. Trailblazer Transit will only process appeals that include all the requested information. Upon receipt of a completed appeal form, Trailblazer Transit will send notification to the appellant acknowledging receipt of the appeal. If more information is needed to resolve the appeal, Trailblazer Transit may contact the appellant. The appellant has 30 business days to send any additional requested information to Trailblazer Transit.

If Trailblazer Transit does not receive the additional information within 30 business days or if there is no contact with the appellant, Trailblazer Transit may administratively close the appeal. In addition, an appeal may be closed if the appellant no longer wishes to pursue the appeal.

After Trailblazer Transit investigates the appeal and has consulted with MnDOT OTAT, a decision will be rendered in writing to the appellant. Trailblazer Transit will issue either a Letter of Acceptance or a Letter of Closure.

1. **Letter of Acceptance** – This letter will summarize the appeal and explains what actions will be taken by Trailblazer Transit to grant the request for reasonable accommodation.
2. **Letter of Closure** – This letter will explain why Trailblazer Transit has determined that the appeal does not merit accommodation under the Americans with Disabilities Act and that the appeal will be closed.

#### **Designated Employees:**

Trailblazer Transit shall designate one employee within the organization to be responsible for processing reasonable accommodation requests and a second individual responsible for processing appeals to avoid a conflict of interest.

The person responsible for processing a **REQUEST** for a reasonable accommodation:

Jake Nelson, Dispatch Manager  
jnelson@trailblazertransit.com  
(320) 864-1000

The person responsible for processing an **APPEAL** for the denial of a request for a reasonable accommodation:

Gary R. Ludwig, Executive Director  
gludwig@trailblazertransit.com  
(320) 864-1000

**Trailblazer Transit**  
**Reasonable Accommodation Appeal Form**

**Part I.**

Date: \_\_\_\_\_  
Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: \_\_\_\_\_  
Email Address: \_\_\_\_\_

Preferred contact method:  Phone  Email      Best time to contact you: \_\_\_\_\_

Additional Formats Needed:

- None                               TDD                               Specify Other:  
 Large Print                       Audio Tape

**Part II.**

Are you filing this complaint on your own behalf?

- Yes >> Proceed to Part III  
 No >> Please provide the name of the person you are representing and your relationship:

Name of Individual: \_\_\_\_\_  
Your Relationship: \_\_\_\_\_

Please explain why the person has filed for a third-party representative:

\_\_\_\_\_  
\_\_\_\_\_

Confirm:

- I have obtained permission of the aggrieved party to file this form on his or her behalf.  
 I have not confirmed permission to file this form on behalf of the aggrieved party.

**Part III.**

If you believe your request for reasonable modification was not heard or you disagree with the decision about the service modifications that you requested, please provide as much detail as possible below concerning the matter. Trailblazer Transit reviews appeals received no more than 30 business days after receipt.

Date of Original Request for Reasonable Accommodation(s): \_\_\_\_/\_\_\_\_/\_\_\_\_

Name(s) of Employee(s) Involved: \_\_\_\_\_

