

Reasonable Modification Policy

La Mirada Transit is dedicated to serving the residents of La Mirada. In keeping with that commitment, and per Federal Department of Transportation regulation (49 CFR Parts 37.169), La Mirada Transit provides that customers with disabilities may request a reasonable modification of our policies and practices in order to use our services.

La Mirada Transit patrons with disabilities may request a reasonable modification of a transit policy or practice in advance by contacting La Mirada Transit city staff:

Email: LaMiradaTransit@cityoflamirada.org
Phone: 562-902-3160

ADA Complaint Procedure

If your request for a reasonable modification or accommodation has been denied, or if you believe that you have been discriminated against on the basis of a disability, and you wish to file a complaint, you may file a complaint with the City Clerk's Office following normal City of La Mirada Complaint procedures.

You may also file a complaint directly with the Federal Transit Administration at:

Federal Transit Administration
Office of Civil Rights
Attention: Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

Note: It is FTA's practice (as stated in FTA C 4710.0 section 12.6.3) to encourage riders and others to resolve issues with local agencies when possible before filing a complaint with FTA.