



Pacific County Public Transportation Benefit Area will comply with 49 CFR 37.125(g) when administering appeals of denied ADA Paratransit eligibility.

1. *Full-functional Assessment:* Denied passengers who are appealing Pacific County Public Transportation Benefit Area's decision may be required to submit to a full-functional assessment as part of the appeals process.
2. *Appeals Hearing:* Once the intent to appeal is received, Pacific County Public Transportation Benefit Area will schedule an Appeals Hearing within 30 days. Appeals will be heard by the Pacific County Public Transportation Benefit Area Executive Director and, at the Executive Director's discretion, another staff member who did not participate in the eligibility decision. Pacific County Public Transportation Benefit Area staff who determined the original denial may attend and participate in the appeal hearing but will not be eligible to sit as a panelist or vote on the appeal. Decisions made by the Panel are considered final and are not subject to further appeal.
3. *Applicant Participation:* Denied applicants are encouraged to attend the appeals hearing and may invite observers or advocates to the hearing to provide relevant testimony regarding the applicant's disability as it relates to Pacific Transit ADA Paratransit services. The appellant may attend in person along with an attendant or representative if desired; however, attending in person is not required.
4. *Temporary Eligibility:* Applicants who are not considered eligible will not be allowed use of ADA Paratransit during the appeals process, however, previously approved passengers who are appealing a change in eligibility category will be allowed to remain in their existing eligibility category until the appeals process is complete.
5. *Panel Decision:* The panel considering the appeal will render a decision within 30 days of the Appeals Hearing and will provide the decision and reasons for the decision to the appellant in writing. Passengers will be considered temporarily eligible for ADA Paratransit service if a decision has not been made within the 30-day period.

If more information about the appeals process is desired, please contact ADA Coordinator Teresa Ganzel at 360-875-9418 Extension 6.