

CENTRE AREA TRANSPORTATION AUTHORITY

CATARIDE PARATRANSIT SERVICE APPEAL PROCESS

A. WHO CAN APPEAL

The appeal process is available to those who have been denied eligibility for paratransit service, who have been approved only for certain trips and believe that unrestricted eligibility is appropriate.

B. FILING AN APPEAL

1. Individuals will be notified in writing if CATARIDE eligibility has been denied, partially approved, or if service may be suspended for missed trips. A written appeal must be received by CATA's General Manager within 60 calendar days of the date of such written notice.
2. The appeal must state why the denial, restriction or suspension of service is inappropriate and include any relevant supporting documentation. For appeals concerning denial of eligibility or restricted use of paratransit service, service will not be provided (or will be provided only as approved) pending a decision regarding the appeal. If a decision has not been made within 30 days of the completion of the appeal process, CATA shall provide paratransit service from that time until and unless a decision to deny the appeal is issued.

C. APPEAL PROCEDURE

1. Within ten (10) calendar days of the receipt of the appeal, the General Manager or their named designee must either uphold the appeal based on information submitted by the appellant or schedule a hearing. If the appeal is upheld without a hearing, the appellant will be so notified in writing within twenty (20) calendar days from the receipt of the appeal and the appeal process will be considered closed.
2. If a hearing is required, it shall take place within twenty (20) calendar days of the receipt of the appeal. The time and date of the hearing shall be coordinated with the appellant. Where the appellant requires that the hearing be scheduled more than 20 calendar days from the receipt of the appeal, CATA shall not be considered in violation of the timetable established herein. The appellant will be notified in writing of the time and the date of the hearing.

HEARING

1. The hearing will be conducted by the General Manager or their named designee. Other CATA administrative staff may attend to provide information as requested, but will not be involved in determining the outcome of the appeal. The appellant may be accompanied by a third party to act as a representative and by others who can provide information relevant to the appeal, but must attend the hearing as well. Failure to appear at the hearing will be grounds for denial of the appeal.

2. After all information is presented at the hearing, the General Manager or their named designee may request submission of additional information or documentation by the appellant before a decision is made. Should such information be required, the appellant must provide the requested material not later than a date established by mutual agreement. Failure to submit the required information by the agreed upon date, unless the appellant's request to extend the date for a valid reason is granted by the General Manager, will be considered grounds for denial of the appeal.
3. The appeals process will be considered complete at the end of the hearing or on the date established for submission of additional information, whichever is later. The General Manager or their named designee will provide the appellant with a decision in writing, including reasons for the decision, within ten (10) calendar days of the completion of the process. Should no decision be issued after ten (10) calendar days, paratransit service will be provided to the appellant until a decision is provided.

D. OTHER

1. The decision made at the end of the appeal process is final. Subsequent applications or appeals made on the same basis as set forth in the original appeal will be denied without further opportunity for appeal.
2. An appeal must be based on the original reason for the denial or restriction of service. If the appellant at any point in the appeal process should introduce new reasons for approval of the eligibility, a new application for service must be filed and considered on its merits. For appeals relating to suspension of service, new reasons in support of the appellant's case may form the basis for a new appeal; such a new appeal must be received by the General Manager within the same 15 calendar day period that applies to the initial appeal.

HEARINGS ARE NOT OPEN TO THE PUBLIC AND INFORMATION PROVIDED DURING THE APPEAL PROCESS IS CONSIDERED CONFIDENTIAL