

**Yuma County Intergovernmental Public Transportation Authority (YCIPTA)
Appeal Process for ADA Paratransit Eligibility Determination,
No-Shows, Fare Evasion and Late Cancels**

The appeals process was established to create an objective and unbiased process for ADA paratransit eligibility, no-shows, fare evasion and late cancels.

If an application for ADA paratransit certification is denied, a passenger continuously received no-shows or late cancels or willfully refused to pay fare while boarding buses and was suspended from service; the applicant may file an appeal within 60 calendar days from the date of the notification letter of denial or suspension. Eligibility category and trip denials may also be appealed within the 60 calendar day deadline.

An appeal must be filed with the Yuma County Intergovernmental Public Transportation Authority and directed to the YCIPTA Transit Director by telephone at (928) 539-7076, extension 101, TDD/TTY at 711, through the Relay Service, by fax at (928) 783-0309; in writing or in person at: 2715 East 14th Street, Yuma, AZ 85365. The applicant shall identify their name, address, telephone number and facts supporting their appeal, including any additional supporting documentation. In describing the appeal, the applicant shall clearly and concisely state the grounds of the appeal.

Once a request for an appeal has been made, the appeal will be granted or a hearing date shall be established and the applicant (appellant) notified with 14 business days. If necessary, YCIPTA will arrange for transportation for the appellant, to and from the appeal hearing. Transportation will be provided at no cost from any location within the YCAT OnCall service area. The appellant may bring a representative, advocate or witness (es) to assist with the presentation of the appeal; however, YCIPTA will not provide transportation for the representative, advocate, or witness (es).

Your appeal will be heard by the YCAT Community Transit Committee. The Committee is not involved in the initial certification process or does not have prior knowledge of why the appellant was suspended from YCAT OnCall service.

Upon receipt of your letter, the Transit Director will set up a meeting with the YCAT Community Transit Committee. You will be notified by mail on the date and time of this meeting. YCIPTA will schedule and conduct hearings as soon as is administratively possible. If no decision is made within 30 days after completion of the appeals process, there will be a presumption of eligibility or termination of suspension unless and until a contrary decision is made.

At this meeting, you will have the opportunity to submit any additional information, and written evidence and/or arguments to support your qualifications for service. You may bring a representative, advocate or witness (es) with you to this meeting. The YCAT Community Transit Committee will conduct the appeal hearing in an orderly and professional manner.

You will be notified of the YCAT Community Transit Committee decision in writing within thirty (30) days of the hearing. The written determination shall state the reasons for confirming or overturning the denial.

The appeal files will be forwarded to the Transit Director for safekeeping and storage.

The YCAT Community Transit Committee decision is final.

If more detailed information about the appeals process is desired, please contact the Yuma County Intergovernmental Public Transportation Authority at (928) 783-2235.

You may submit any additional information regarding your disability and your functional ability to use YCAT fixed route bus service as part of your appeals request. Any written material you submit will become part of your Appeal file and cannot be returned.

Check here if you have attached additional information: _____

Check here if you do not intend to appear in person at your hearing: _____

Signature

Date

Print Name

Address

City State Zip Code

Telephone Number to Best Reach You

ALL MATERIALS THAT ARE WRITTEN WILL BE PROVIDED IN ACCESSIBLE FORMATS UPON REQUEST. TO REQUEST CORRESPONDENCE IN AN ACCESSIBLE FORMAT; PLEASE CALL (928) 539-7076 OR TDD/TTY 711, THROUGH THE RELAY SERVICE.

This completed form should be mailed to:
Transit Director
Yuma County Intergovernmental Public Transportation Authority
2715 East 14th Street
Yuma, AZ 85365
Or FAX to (928) 783-0309
Or emailed to: info@ycipta.az.gov