

**South Tahoe Area Transit Authority (BlueGO)
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 65 calendar days from the date of the notification letter of denial or suspension. Eligibility category and trip denials may also be appealed within the 65 calendar day deadline.

An appeal must be filed with the South Tahoe Area Transit Authority and directed to the BlueGO Transit Administrator by telephone at (775) 589-5284, TDD/TTY at 711, through the Relay Service, by fax at (775) 588-4527; in writing or in person at: 128 Market Street, Stateline, NV 89449. 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, BlueGO 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 BlueGO OnCall service area. The appellant may bring a representative, advocate or witness (es) to assist with the presentation of the appeal; however, BlueGO will not provide transportation for the representative, advocate, or witness (es).

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

Upon receipt of your letter, the BlueGO Transit Administrator will set up a meeting with the BlueGO Transit Advisory Committee. You will be notified by mail on the date and time of this meeting. BlueGO 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 BlueGO Transit Advisory Committee will conduct the appeal hearing in an orderly and professional manner.

You will be notified of the BlueGO Transit Advisory 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 BlueGO Transit Administrator for safekeeping and storage.

The BlueGO Transit Advisory Committee decision is final.

If more detailed information about the appeals process is desired, please contact the BlueGO Transit Administrator at (775) 589-5284.

You may submit any additional information regarding your disability and your functional ability to use BlueGO 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 (775) 589-5284 OR TDD/TTY 711, THROUGH THE RELAY SERVICE.

This completed form should be mailed to:
BlueGO Transit Administrator
South Tahoe Area Transit Authority
PO BOX 5310
128 Market Street
Stateline, NV, 89449
Or FAX to (775) 588-4527
Or emailed to: jandoh@trpa.org