

## Attachment C

### Procedures for Processing Paratransit Applications and Appeals

Persons who are certified under the Americans with Disabilities Act (ADA) as having a disability that prevents them from riding fixed-route buses, are eligible to use the Para-TRAN Paratransit Service which operates within a ¾ mile radius of the D-TRAN Fixed Route system in Dodge City. In order to qualify for Paratransit service, **the applicant must:**

- a. Complete and sign Part A of the Para-TRAN Paratransit Application, must have a health professional complete and sign Part B of the Paratransit Application, and both parts must be submitted to the Dodge City Public Transit office for review.
- b. If an application is denied, the applicant will receive in writing, an explanation of the specific reason as to why their application was denied. The applicant will be provided in writing the process to follow should the applicant wish to appeal the decision.
- c. Application forms are available from the Santa Fe Depot Transit Center, or online at [www.dodgecity.org/publictransportation](http://www.dodgecity.org/publictransportation). The applicant will not be charged any “user fees” that cause an unreasonable burden upon the applicant, including application fees. The application form includes a list of the types of health professionals who can complete Part B of the application.

#### **New Passengers with Incomplete Applications**

New passengers are allowed to reserve Paratransit rides for a period of 21 calendar days while in the process of completing Parts A and B of the Paratransit application. ***In order to track the 21 calendar days***, when a new client calls Dispatch to schedule a Paratransit ride, Dispatch will:

- Create a new passenger account in dispatch software, with an end date of 21 calendar days after first ride.
- Notify City that a new client has started to ride the Paratransit bus and will be submitting an application.
- After 21 days, if Dodge City Public Transit has not received a completed application (including Parts A and B), the passenger will no longer be allowed to reserve Paratransit rides.

#### **After 14 days - Letter of Notification that Application is Incomplete**

If Paratransit application is incomplete 14 days after the first Paratransit ride, the City will notify the Applicant that application is incomplete, and will indicate what is missing.

### ***Sample notification letter for incomplete applications:***

The Dodge City Public Transportation Program is in receipt of certain materials that you have provided as an application for Paratransit eligibility. However, the materials you have provided are incomplete and do not provide sufficient information to determine your eligibility for Paratransit services. You have only 21 days from your first Paratransit ride to submit a complete application, and as of the date on this letter you have 7 days remaining to complete the application.

Please complete the information requested by the application form so as to allow the City Public Transportation Program to properly consider your eligibility for Paratransit services. At this time the following information has not yet been received:

- Highlight missing information on Part A of Application
- Indicate that we have not yet received Part B of Application from health care professional, or missing information.

Please understand that your eligibility application has not been approved or rejected until you have had the opportunity to provide the necessary information in support of your application. If your application is not complete by       date       (21 days after first Paratransit ride) you will no longer be allowed to schedule Paratransit rides.

If you should have any questions regarding this letter or if you require assistance in completing the eligibility application, please call the Mobility Manager at 620-225-8100.

**Visitors** – individuals with disabilities who do not reside in the jurisdiction – shall be treated as eligible for Paratransit service if they present documentation that they are ADA paratransit eligible in the jurisdiction where they reside, or present documentation of their disability if it is not apparent. This service shall be made available for any combination of 21 days during any 365 day period, with no requirement for submitting a Paratransit application.

### **Processing Completed Applications**

Due to the time sensitive nature of processing Paratransit applications, City will process applications as follows.

- On the day a completed application (including Parts A and B) is received:
  - the date will be noted on the application
  - the date will be communicated to Dispatch (so it can be entered into the dispatch software)
  - This date begins the 21 calendar days during which the applicant may ride Paratransit buses while waiting for a decision regarding the application.
  - If the application is not processed within 21 calendar days, the passenger is considered eligible to ride Paratransit until the City makes an eligibility decision.
- A **decision to APPROVE** can be made by Public Transportation staff, if:
  - Part A of the application clearly demonstrates the applicant has a disability limiting the ability to ride Fixed Route bus service, and
  - The disability is confirmed by a health professional in Part B of the application
- The approved application will be finalized by:

- Notifying Dispatch that passenger is Paratransit eligible. Dispatch will put into Dispatch software with December 31 expiration (or sooner if the disability is temporary).
- A Paratransit Card with name and expiration date will be mailed to passenger (or given in person)
- Passenger name and related information will be added to the Paratransit database
- Application and all documentation will be stored in a secure location in order to assure confidentiality.
- If a **decision to DENY** the application is considered, the application will be reviewed and a decision made by Mobility Manager. In these cases, Public Transportation staff will:
  - Note on application the date a completed application was received.
  - Notify Dispatch that a completed application is in hand, including the date the completed application was received
  - Application will be given to Mobility Manager, with notation of the date by which decision must be made (to stay in compliance with the 21 day period).
  - The Mobility Manager will make a determination to approve or deny the Paratransit application, and will issue a letter to the applicant.
    - If the decision is to deny, the reason for the denial will be clearly explained in a letter to the applicant.
    - The letter will also include information on the Appeal Process should the applicant decide to appeal the decision.
  - Whether the application is accepted or denied, a determination will be made on whether the applicant qualifies for the Half-Fare Program when utilizing Fixed Route service.

Having made a decision to deny Paratransit eligibility for an applicant, the Mobility Manager will provide a letter to the applicant explaining the reasons for the denial (see sample letter below).

***Sample notification letter for denied paratransit applications:***

The Dodge City Public Transportation Program is in receipt of your application for Paratransit eligibility. After careful review of your application that decision has been made to DENY paratransit eligibility for the following reasons:

*Possible reasons:*

The Health Professional completing Part B (c) of the application indicates that you do NOT require door-to-door Paratransit service.

We did not receive Part B from your Health Professional verifying your disability

If you should have any questions regarding this letter or if you require assistance in completing the eligibility application, please call the Mobility Manager at 620-225-8100.

If you believe that Dodge City Public Transportation was in error in denying Paratransit eligibility, you may file a written appeal with the Director of Parks and Recreation, who is responsible for

administrative oversight of the Mobility Manager and the Public Transportation Program. The appeal must be filed within 60 days of the denial of the application. Paratransit service will not be provided pending determination of the appeal, if that determination is made within 30 days. If a determination of the appeal is not made within 30 days of submission of the appeal, Dodge City Public Transportation shall provide Paratransit service from that time until and unless a decision to deny the appeal is issued.

Appeals may be emailed, faxed, mailed or submitted by hand to:

Director of Parks and Recreation

City of Dodge City

806 N. Second Avenue

P.O. Box 880

Dodge City, KS 67801

[paratransit.appeal@dodgecity.org](mailto:paratransit.appeal@dodgecity.org)

Phone: (620) 225-8100

FAX: (620) 225-8195

Upon receipt of the appeal, the Director of Parks and Recreation shall review materials submitted by the person appealing the decision. If necessary (or if desired by the person making the appeal) the Director of Parks and Recreation will meet with the person making the appeal to further explain factors related to the appeal. The Director of Parks and Recreation shall complete the review *no later than 30 calendar days after the date the complaint was received* and shall issue a written response to the person making the appeal. This response shall include a determination of whether the applicant will be granted or denied Paratransit eligibility, and the reasons for this finding.

- **Eligibility for Half-Fare Program on Fixed Route buses** In addition to the determination to approve or deny the Paratransit application, a determination will be made on whether the applicant qualifies for the Half-Fare Program. If the information contained in the Paratransit Application indicates the client can, at times, ride Fixed Route buses, and the applicant can be considered **eligible for Half-Fare program** due to disability or age, then:
  - The applicant will be issued a Half-Fare Card with applicant's name written on card. There is no need for applicant to fill out Half-Fare Application in this case since information on the Paratransit application is sufficient. The Half-Fare Card can be utilized any time the passenger is riding fixed route buses. The Half-Fare Card cannot be used for door-to-door Paratransit or Demand Response service.
  - It will be noted on the application that a Half-Fare Card has been issued
  - A letter will be sent to the applicant which includes the Paratransit decision, and indicates a Half-Fare card has been issued for use on Fixed Route service.
  - Passenger name and related information will be added to the Half-Fare database
  - Application and all documentation will be stored in a secure location in order to assure confidentiality.

### **Appeal Process**

Any person who feels that Dodge City Public Transportation was in error in denying Paratransit eligibility status, may file a written appeal with the Director of Parks and Recreation, who is responsible for administrative oversight of the Mobility Manager and

the Public Transportation Program. The appeal must be filed within 60 days of the denial of the application. Paratransit service will not be provided to the individual pending the determination of the appeal, if that determination is made within 30 days of the completion of the appeal process. If a determination of the appeal is not made within 30 days of submission of the appeal, Dodge City Public Transportation shall provide Paratransit service from that time until and unless a decision to deny the appeal is issued.

Appeals may be emailed, faxed, mailed or submitted by hand to:

Director of Parks and Recreation  
City of Dodge City  
806 N. Second Avenue  
P.O. Box 880  
Dodge City, KS 67801

[paratransit.appeal@dodgecity.org](mailto:paratransit.appeal@dodgecity.org)  
Phone: (620) 225-8100  
FAX: (620) 225-8195

Upon receipt of the appeal, the Director of Parks and Recreation shall review materials submitted by the person appealing the decision. If necessary (or if desired by the person making the appeal) the Director of Parks and Recreation will meet with the person making the appeal to further explain factors related to the appeal. The Director of Parks and Recreation shall complete the review no later than 30 calendar days after the date the complaint was received and shall issue a written response to the person making the appeal. This response shall include a determination of whether the applicant will be granted or denied Paratransit eligibility, and the reasons for this finding.

**Annual recertification of Paratransit eligibility**

Paratransit eligibility is granted for the current calendar year, expiring on December 31 unless the disability is temporary and an earlier expiration date is determined at the time of issuing the Paratransit card. Recertification of Paratransit eligibility is required each calendar year.