



**JAUNT Inc.**  
**Appeal Process for Service Suspension**  
**Revision Date: 1/23/24**

## Introduction and Purpose

The U.S. Department of Transportation (U.S. DOT) regulations for implementing the Americans with Disabilities Act of 1990 (ADA) (49 CFR Part 37) require a public transit agency with ADA paratransit service to have an appeals process as part of its eligibility determination process [49 CFR Part 37, subpart 125(g)] and for service suspensions related to a pattern or practice of no-shows [49 CFR Section 37.125(h)].

## Policy

JAUNT Inc. has established an appeal process for the following:

- An ADA eligible rider receiving notice of a service suspension due to a pattern or practice of no-shows
- Any rider receiving notice of a service suspension due to a pattern or practice of disruptive, dangerous, or threatening behavior

## Procedures

- **Submit an Intent to Appeal:** The individual appealing, referred to as the appellant, must submit an intent to appeal in writing, and it must be filed within 60 days of notification of the eligibility determination or of a service suspension.
  - At a minimum, the written intent to appeal
  - The written intent to appeal should be sent by either first class mail or email:
    - By first class mail or hand-delivery to Jaunt, Inc. Attn: Customer Service 104 Keystone Pl, Charlottesville, VA 22902
    - By email to [customerservice@ridejaunt.org](mailto:customerservice@ridejaunt.org)
  - At a minimum, the written intent to appeal should include the appellant's name, mailing address, phone number, and email address, if applicable. Applicants are encouraged to indicate their preferred method of contact. If a preferred method is not indicated, Jaunt may use any of the contact methods identified in the written intent to appeal.
  - The written intent to appeal may state the reason(s) for the appeal with supporting information, and this would be helpful for JAUNT Inc. to review the appeal, but this is not required.

- **Appeals Hearing:** Once the intent to appeal is received, JAUNT Inc. will schedule an Appeals Hearing within 30 days.
  - The appellant will be notified in writing of the date, time, and location of the Appeals Hearing.
  - The appellant may attend in person along with an attendant or representative if desired; however, attending in person is not required.
  - If the appellant does not attend the Appeals Hearing in person, they may have another person attend as their representative. This also is not required.
  - The appellant may provide prior to the Appeals Hearing or bring to the Hearing any information or evidence, orally or in written form, that supports the appellant's appeal.
- **Appeals Committee:** The appeal will be heard by the Appeals Committee, composed of the following three staff members of JAUNT Inc: the Road Supervisor, Director of Operations, Chief of People and Operations. In the event that any member of the Appeals Committee has participated in the decision being appealed from, that member will be recused and the Chief Executive Officer will appoint an alternate member of the Appeals Committee who has not been involved in the decision being appealed from. If the Chief Executive Officer has been involved in the decision being appealed from or is otherwise unable to appoint an alternate (e.g. due to vacancy), the President of Jaunt's Board of Directors will appoint the alternate member of the Appeals Committee.
- **Decision:** The Appeals Committee will decide on the appeal within 30 days of the Appeals Hearing and provide the decision and reasons for the decision to the appellant in writing. If a decision on the appeal has not been made within 30 days after the Appeals Hearing, the appellant will be provided ADA paratransit service until a final decision is made.
- **Is ADA paratransit provided during the appeals process?** The provision of ADA paratransit from the time when the appeal is received by JAUNT Inc. to the time when a decision on the appeal is made depends on the reason for the appeal:
  - If the appellant is a new applicant for ADA paratransit, no ADA paratransit will be provided until a decision has been made by the Appeals Committee.
  - If the appellant is currently eligible for ADA paratransit and whose recertification is denied or given conditional or temporary eligibility, ADA paratransit will be provided until a decision has been made by the Appeals Committee.
  - If the appellant is appealing service suspension due to a pattern or practice of no-shows, ADA paratransit will be provided until a decision has been made by the Appeals Committee.

**Recordkeeping:** Documentation related to the appeal and its outcome will be retained for three years, with a record in summary form kept for five years.