



PARATRANSIT APPEAL (GRIEVANCE) PROCESS

The following information details each step of DART's appeal (grievance) process for paratransit service. If you'd like to appeal (grieve) your eligibility for this service, you'll need to follow the steps described below.

STEP ONE:

Within 60 days from the notification date listed on your eligibility evaluation form, submit to DART your desire to appeal (grieve) your eligibility for paratransit service. This request must be in writing and mailed to the following address:

**Luis Montoya
Chief Planning Officer
Des Moines Area Regional Transit Authority
620 Cherry St.
Des Moines, IA 50309**

STEP TWO:

Within 5 working days of receipt of your written notice to appeal (grieve), DART will notify you of the date, time and location of your appeal (grievance) hearing. You, and/or a representative for you, may be present to state your case to the appeals (grievance) committee. This committee is comprised of a representative of DART's Chief External Affairs Officer, and two members of the TRAC or other persons representing interests of persons with disabilities. The paratransit department will state their reasons for denying service and you, or your representative, may respond to these reasons.

STEP THREE:

Within 5 working days after the hearing, a written response stating the following will be mailed to you.

- *Committee's decision*
- *Reason for the decision*
- *If eligible, an explanation of paratransit service for which you're eligible.*

If the committee decision takes longer than thirty (30) days after hearing, you will receive paratransit service until you receive notice that the appeal has been denied. The committee's decision on this application will be final and binding for one year from the date of the appeal (grievance) committee's written response. If your condition changes, you may submit a new application. The new application must be accompanied by a physician's statement indicating applicant's change of condition.

If you would like to have assistance in preparing for the hearing, please contact Luis Montoya at 515-283-8102 for a list of persons willing to assist you with advice and direction.