

The following is the Appeals Process for individuals who have been denied Americans with Disabilities (ADA) paratransit Eligibility Certification or have had paratransit services suspended by the County of Nevada Transit Services Division:

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**5.4 Appeal Process**

*The ADA Advisory Council consisting of the Social Services Transportation Advisory Council will hear appeals. Appeals will be accepted up to 60 days after notification of denial of a request for certification. A decision of the appeal will be made within 30 days. If for some unforeseen reason the 30 day time limitation is exceeded presumptive eligibility will be granted.*

*The applicant will have received complete information in accessible format, the reasons for denial of eligibility. At the time of the appeal, the applicant will have necessary support, such as a sign language interpreter. An applicant may be represented by an individual of choice.*

*A person whose behavior threatens or has threatened the safety of paratransit personnel or other customers may be denied service. Additionally, persons who demonstrate a consistent pattern of missing scheduled paratransit trips, "no shows", may lose their eligibility for a reasonable specific period of time.*

Appeals may be submitted to the Transit Services Division at the address above.