

Paratransit Appeals Process

The Transit Authority of Lexington-Fayette Urban County Government (Lextran) has established a new appeal process for Paratransit Eligibility Assessments. You may make an appeal if you have been; (1) denied eligibility; or (2) granted temporary or conditional eligibility and believe you should have been granted full eligibility; or (3) suspended or barred from receiving services.

To do so, you must follow these steps to appeal the decision:

1. You must submit the attached appeals form to Lextran within 60 days from the date on your determination letter or you will lose your right to appeal. Your appeal request may be done in person, by phone or in writing. We will notify you of the date, time, and location (if you choose to appear in person). We will schedule your hearing within 30 days of receipt of your appeal request.
2. Written appeals should be provided to 200 West Loudon Avenue, Lexington, KY 40508. In-person appeal request may be made at the same address. To the maximum extent feasible, Lextran will ensure that the members deciding appeals were not involved in the applicant's initial eligibility determination.
3. Lextran will grant current customers/recertification applicants temporary paratransit service during the appeal process if a completed Hearing Request form is received by Lextran within 10 calendar days of receipt of a denial letter. Lextran does not offer temporary paratransit service to new applicants during the appeal process. If an appeal determination has not been made within 30 days of your appeal hearing, Lextran will provide you with paratransit service from the 31st day until an appeal decision is made.
4. In order to obtain a copy of your paratransit application and all supporting documents before your hearing, you must mark the option "I would like a copy of my file" when completing the attached Hearing Request form. You may also submit a written request for your paratransit application and all supporting documents no less than 10 days before your hearing. Lextran encourages you to provide an email address on your request for faster service.
5. Please contact Lextran to schedule a ride to your appeal hearing if needed. The ride will be provided free of charge to encourage your attendance at the hearing.
6. It is important that you attend the hearing in person, by phone, or that you submit by the hearing date any information you would like us to consider. If you have scheduled a telephone hearing, please make sure Lextran has a good contact number to reach you at the designated date and time.
7. To reschedule your appeal date and time, contact Lextran at (859) 253-4636 and a new hearing will be scheduled within 30 days. You may be required to provide documentation to support your postponement request.
8. If you fail to participate in your appeal, the original decision will be reviewed and an appeal decision will be rendered as to whether to uphold or overturn the original decision.
9. You may have a representative with you during the hearing (for example, someone from an advocacy organization or an attorney). A representative may assist you in presenting information to the decision maker, but may not answer questions for you or interfere with the conduct of the hearing.
10. Hearings will be audio recorded.

Lextran is committed to ensuring that no person is excluded from participation in or denied the benefits of its transit services on the basis of race, color or national origin, as protected by Title VI of the Civil Rights Act of 1964.

Hearing Request Form

Fill out this form ONLY if you disagree with a decision about your Eligibility/Certification or Recertification Determination, Disciplinary Suspension, or No-Show/Late Cancellation Suspension. Please return to:

Lextran
200 West Loudon Avenue
Lexington, KY 40508

1. Fill in the blanks in this section and complete sections 1-3. Please print clearly.

Name: _____ Date of Birth: _____
Address: _____
City: _____ State: _____ Zip Code: _____
Phone #: _____ Client ID: _____ Email Address: _____

2. I would like to appeal the following:

- No Show/Late Cancellation Disciplinary suspension
 Eligibility for service Conditions placed on my eligibility

Please note that you have the following number of days to file each type of appeal:

- Seven (7) days for a No Show/Late/Cancellation Suspension
- Sixty (60) days for a Disciplinary Suspension
- Sixty (60) days for an Eligibility Denial (Ten (10) days if a recertification applicant would like to receive service pending appeal)

3. Type of hearing:

- In Person Telephone Written
 I would like a copy of my file. I will contact Lextran for a ride to the hearing.

Signature

Date

FOR LEXTRAN USE ONLY

Date:

Name:

Client ID:

Appeal Representative:

Date of Denial or Suspension:

Appeal Category (select one):

- Lextran Service—Eligibility
 Lextran Service—Other Suspension
 Lextran Service—No Show
 Suspension of Lextran Service

If you need help understanding this information or assistance in competing or understanding paratransit forms or policies, wish to request a reasonable accommodation or modification, or need a copy of this document in an alternative format, please contact Lextran at (859) 244-2030.