

Eligibility and/or Service Suspension Appeal Process

People who have been denied eligibility or who have been suspended from receiving services for any reason may appeal those decisions. *The Jule's* ADA Advisory Committee (ADAAC) in Dubuque will hear the appeal.

The appeal may be made in person, in writing, on audio tap or by other means acceptable to the person. Protests made are heard at any regularly scheduled meeting. If a meeting is not scheduled within 30 days of the appeal the appropriate committee chair may make a temporary ruling which could include 1) no change in status; 2) full service restored; 3) temporary service restored until a meeting is held; or 4) a probationary service period. Written notification will be provided to the person of scheduled meetings and/or decisions made. Letters will be sent out to riders after the second "No Show" informing them of the event as well as of the policy.

In the event of an appeal due to cancellations the rider will be allowed to use the service until the ADAAC committee hears the appeal. Should the rider have an additional two cancellations during this period service, said rider will be suspended until the meeting. The purpose of the suspension is not punishment, but service improvement for all *The Jule* riders.

The ADA law and local application process define a criterion for eligibility. The cancellation policy is below and also contained in *The Jule's* Mini-Bus Riders Guide.

Cancellations must be made at least two (2) hours before the scheduled pick-up time. Riders who miss three (3) scheduled trips without proper cancellation will lose their service for a minimum of thirty (30) days. Appeals will also be heard by the ADAAC.

Inclement weather cancellations may be an exception to the above rule.