



PARATRANSIT ELIGIBILITY APPEAL PROCESS AND FORM

APPEALING ADA PARATRANSIT ELIGIBILITY

Under the Department of Transportation (DOT) Americans with Disabilities Act(ADA) regulations 49 C.F.R Section 37.125(g), transit service providers must "establish an administrative appeal process through which individuals who are denied eligibility can obtain review of the denial." The ADA Paratransit Eligibility Appeal Process is intended to give applicants who have been denied eligibility, or who have been deemed conditionally eligible, the opportunity to have their case heard independent of the initial decision maker.

THE RIGHT TO APPEAL

- Applicants have 60 days from the date of the eligibility determination letter to appeal the decision in writing to ADA Quality Assurance Manager.
- Prior to the hearing, the applicant's eligibility status remains unchanged from the original determination made by RIPTA's RIde program.
- Appeals will be heard independently of ADA Quality Assurance Manager.
- Applicants will have the right to speak in person on their own behalf and/or have others represent them at appeal proceedings.
- Applicants will have the right of necessary support, such as an interpreter, if requested verbally or in writing in an appeal letter.
- The determination resulting from the appeal will be made in writing within 30 days and will state the reason(s) for the decision. If a decision is not made within 30 days of the date of appeal, full eligibility will be given until a decision is made.

PROCESS FOR ELIGIBILITY APPEAL

An appeal is conducted by ADA Quality Assurance Manager. The applicant may also request an in-person, telephone, or video conference hearing. All in person and telephone/video conference hearings must be scheduled with ADA Quality Assurance Manager.



The applicant is not required to state the reason for requesting an appeal. Requests for an appeal can be filed in writing by submitting the appeal form contained within this document or by submitting a letter requesting an appeal. Appeals may also be requested verbally by contacting RIPTA's RIde program and requesting an ADA eligibility appeal.

Options include:

- Complete and return the Paratransit Eligibility Appeal Form contained on Page 3 of this document, available online at RIPTA.com/RIdeParatransit and included with the denial letter sent to the applicant.
- Write a letter notifying the ADA Quality Assurance Manager of applicant's intent to appeal.
- Call the ADA Quality Assurance Manager at (401) 784-9500 ext.1443 indicating you would like to appeal. The ADA Quality Assurance Manager will fill out the Paratransit Eligibility Appeal Form and submit it for appeal on your behalf. Please be prepared to provide only the mandatory information detailed below on the Paratransit Eligibility Appeal Form. If you wish to provide additional information you may.

These options provide an opportunity to be heard and to present information and arguments as to why the applicant believes the denial should be reversed. The Paratransit Eligibility Appeal Form or a letter requesting an appeal, along with any additional documentation to be submitted as part of the appeal process, should be sent to: **RIPTA, 705 Elmwood Avenue, Providence, RI 02907.**

Contact the RIPTA RIde ADA call center at 401-461-790 or e-mail Ride@ripta.com with any questions.



Paratransit Eligibility Appeal Form

NOTICE OF APPEAL FOR ADA PARATRANSIT ELIGIBILITY

The Paratransit Eligibility Appeal Form is provided to assist applicants in filing an appeal and providing information to the ADA Quality Assurance Manager. Completion of this form is not mandatory; however, a written or verbal appeal must be submitted to the ADA Quality Assurance Manager within 60 days of the date on the Applicant's Paratransit Eligibility Determination Letter if you intend to appeal the eligibility decision.

Date of Eligibility Determination Letter: _____

Date of Appeal Submittal: _____

I (Full name of applicant), _____
wish to appeal ADA Paratransit eligibility decision.

Person submitting form if other than Applicant _____

Applicant's Address: _____

City: _____ State: _____ Zip Code: _____

Phone with Area Code: _____

Applicants requesting an appeal will be notified in writing of the time, date and location of the appeal hearing and are encouraged to attend the appeal hearing, although attendance is not mandatory. If the applicant requesting the appeal cannot attend, they may request a telephone or video conference interview or have another person(s) represent them at the hearing. If the applicant or a designated representative is not present at the appeal hearing, the decision to uphold or reverse the appeal will be based on the documentation/information submitted.

For questions about the right to appeal, contact the **ADA Quality Assurance Manager at (401) 784-9500 ext. 1443** or e-mail Ride@RIPTA.com. Briefly state the reason why you are appealing (not mandatory).



At the in-person ADA paratransit eligibility interview, applicants requiring self-advocacy may bring someone with them. Additionally, applicants may provide any information or documentation that will help to show that they are eligible because they cannot use the fixed-route bus system. Documentation may include any of the following:

- A detailed statement from a disability service provider explaining how the disability or its symptoms/effects or prevent the applicants from using the fixed-route bus system.
- A detailed statement from a medical professional or disability-related information that explains how the disability, or its symptoms/effects prevents the applicant from using the fixed-route bus system.
- Any other documentation the applicant would like to provide that might be of assistance.