

A-RIDE ELIGIBILITY APPEAL POLICY

Applicants who disagree with the determination or conditions of their eligibility for A-Ride may request an informal review or formal appeal of the decision.

INFORMAL REVIEW

Most decision regarding denial or limited eligibility can be resolved through an Informal review. Informal reviews are held with TheRide's Travel Trainer. If the informal review finds that an error was made in the initial determination, and the decision is changed, a formal appeal can be avoided. A letter of the informal review decision and reasons for the determination, will be mailed within 7 days of the review. To request an informal review call **(734) 794-1721**, or email aride@theride.org. Persons in disagreement with an informal review decision may request a formal appeal.

FORMAL APPEAL

Formal appeals may be requested within 60 days following the date of the initial letter of denial, or informal review letter. If an applicant misses this deadline, he or she may reapply at any time for eligibility, and then, if denied again, may file an appeal. Appeals are held with TheRide's Paratransit Coordinator and decisions are rendered in writing within 30 days following the appeal, otherwise presumptive eligibility will be given until a decision is made. To schedule a formal appeal call **(734) 794-1702**, email aride@theride.org or submit the below appeal request form.

THE FOLLOWING FORM MAY BE USE TO REQUEST A FORMAL APPEAL

Complete Below Form and Mail To:

ARide Paratransit Coordinator
Ann Arbor Area Transportation Authority
2700 S. Industrial Hwy.
Ann Arbor, MI 48104

----- CUT OR TEAR ALONG DOTTED LINE -----

FORMAL APPEAL REQUEST FORM

Name (print): _____ **Phone:** _____

You may attach additional Information Supporting Your Appeal

DO NOT USE - ATTACH TO APPLICATION - FOR AATA USE ONLY - ATTACH TO APPLICATION - DO NOT USE

DATE RECEIVED: _____ **+30 DAYS:** _____ **CLIENT NUMBER:** _____