



## Suspension Appeal Policy

Most trip disputes can be resolved by contacting AAATA and discussing the specifics of your situation. Missed trips found to be invalid or beyond your control will be removed from your trip record.

Persons facing suspension, however, have the right to be heard and present any information and arguments regarding their case. Appeals are conducted by AAATA's Paratransit Coordinator. Appeal hearings are held at 2700 S. Industrial Hwy. Ann Arbor Mi. 48104.

- A-Ride service is available for persons requesting an in-person appeal hearing
- Customers may bring a representative to their appeal with them
- Relevant documentation and or personnel will be made available for the appeal
- Imposed penalties are stayed pending the outcome of an appeal

### **THE FOLLOWING PROCESS MUST BE FOLLOWED IN ORDER LISTED BELOW OR YOU WILL LOSE THE OPPORTUNITY TO APPEAL THE SUSPENSION**

#### **Appeal Process**

If you disagree with the suspension decision made you may appeal that decision. To make your appeal you must make either a verbal or written request to the Paratransit Coordinator. This must be received **within 15 calendar days** after the date of the written decision. You will be notified in writing of the Paratransit Coordinator's decision.

#### **Contact Information**

Address: Ann Arbor Transportation Authority  
2700 S. Industrial Hwy.  
Ann Arbor Mi. 48104  
Attention: A-Ride Appeals

Paratransit Coordinator: (734) 794-1721 – Office  
(734) 973-6338 – Fax  
(734) 973-6997 – TDD