



ACCESS-A-RIDE ELIGIBILITY APPEAL FORM

Please complete this form if you wish to appeal the eligibility determination on your Access-A-Ride (AAR) application, and return it within 60 days of the eligibility notification to the address noted below. Details concerning the appeal process are listed on the reverse side of this form.

Name: _____ Date of Birth: _____

Address: _____ Telephone #: _____

_____ AAR #: _____

Please choose one of the following:

_____ **I choose to appeal in person.** (Persons choosing to appeal in person will receive a letter noting the date and time of the scheduled hearing. Failure to appear will result in a decision being made in his/her absence.)

_____ **I choose to appeal in writing.** (Persons choosing to appeal in writing should enclose a statement stating specifically why they disagree with the eligibility determination, along with any supporting documentation, and understand that the determination on the appeal will be based solely on the written materials submitted.)

Please state the reason you are appealing: _____

Signature: _____ **Date:** _____

(This form will be returned if it is not signed)

Return this form along with any supporting documentation to:

MTA – New York City Transit
Department of Buses – Paratransit Division
AAR Eligibility Appeals Board
130 Livingston Street
Brooklyn, NY 11201

(See other side for important information)

AAR ELIGIBILITY APPEAL INFORMATION

- Individuals who are denied eligibility or are granted conditional eligibility and who disagree with the eligibility determination are entitled to an appeal. To appeal, an individual must complete and return this form within 60 days of eligibility notification. An appeal may be either in person or through submission of written documentation.
- An individual may be represented by an attorney or other representative at an appeal hearing.
- The Paratransit Appeals Board shall consist of an individual or panel of individuals who were not involved in the original eligibility determination.
- Persons behaving in an aggressive, threatening and/or overtly rude manner may be asked to leave. As a result, the scheduled in person appeal hearing will be handled as a written appeal.
- Notification of appeal determinations will be made to the appellant in writing within 30 calendar days from the date this form is received (for written appeals only) or within 30 days from the date an appeal hearing is concluded (for in person appeals only). Should an appeal not be decided within the above timeframe, an individual will be entitled to paratransit eligibility from the first day following the period specified above until the appeal has been heard and a decision rendered.
- MTA New York City Transit is not required to provide paratransit or alternate car service to new applicants during the period that an appeal is pending, including transportation to the appeal.
- **Appeal hearings will take place at:** 33-00 Northern Boulevard, 8th floor, Long Island City, NY.
- Should you have any questions, please call a Paratransit Representative at 1-877-337-2017 between the hours of 9:00 A.M. and 5:00 P.M., Monday through Friday. Customers who are deaf / hard of hearing should call through the relay. For assistance in English, Spanish, or any other language follow the recorded instructions.