

## **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 their absence.)
- I choose to appeal by telephone.** (Persons choosing to appeal by telephone will receive a letter noting the date and time of the scheduled hearing. Failure to appear will result in a decision being made in their absence.)
- I choose to appeal by Zoom.** (Persons choosing to appeal by Zoom will receive a letter noting the date and time of the scheduled hearing. They will receive an email within 24 to 48 hours before the scheduled hearing containing a link to join the Zoom hearing. Failure to appear will result in a decision being made in their absence.)
- I choose to appeal in writing.** (Persons choosing to appeal in writing may enclose a statement stating 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** (*optional*): \_\_\_\_\_

**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 Paratransit

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, by telephone, by Zoom or through submission of written documentation.
- **In person appeal hearings will take place at 33-00 Northern Boulevard, 8<sup>th</sup> floor, Long Island City, NY.**
- Your appeal will be decided by persons who were not involved in the original eligibility determination. The appeals board consists of two persons, one of whom is a medical doctor.
- You may be represented by an attorney or other representative at an appeal hearing.
- Appeal hearings are informal and non-adversarial. At the hearing, you may make statements in support of your appeal, ask questions about the information in your eligibility file, and present any additional documents or information you believe support your position. You are not limited to the information submitted at the time of your application, and the board will consider all relevant materials in coming to a determination. An audio recording will be made of the hearing.
- If you speak a language other than English, we will provide interpretation services. We will also provide voice amplification or sign language interpretation if you make a request a minimum of 2 weeks or 14 days prior to the scheduled hearing by calling 1-844-792- 4421.
- If you were not a current Access-A-Ride customer at the time of your application and are denied service, MTA New York City Transit is not required to provide paratransit or alternate car service during the period that your appeal is pending, including transportation to the appeal. If you were granted conditional service, you may use the service under the applicable conditions while your appeal is pending.
- 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.
- If 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.