

APPEAL PROCESS FOR ACCESS PARATRANSIT

Dear Access Paratransit Applicant:

Recently you participated in a functional evaluation to determine your ability to use public accessible fixed route transportation. As a result of that evaluation you were found not eligible for Access Paratransit or provided restrictive use of Access Paratransit.

If you feel this decision is not truly reflective of your functional abilities to use accessible public transportation you have the right to an in-person appeal of the decision. Enclosed, for your convenience, is an Appeal Request Form, which must be filed within 60 days of your initial certification determination letter. Please return the completed Appeal Request Form:

Access Eligibility Services Appeals
P.O. Box 71684
Los Angeles, California 90071

The Americans with Disabilities Act (ADA) entitles you to have an impartial in-person hearing independent of the initial evaluation. Your appeal will be assigned to an appeal specialist qualified to evaluate the functional issues you present at your appeal. The specialists include a medical physician, a licensed clinical psychologist, a physical therapist and orientation and mobility evaluators. This evaluation may include some functional testing and examinations to assess your ability to get to the bus, to get on the bus, to ride the bus and to get off the bus.

The ADA directs the eligibility process, including the appeal process, “to ensure that people who meet the eligibility criteria, strictly applied, are regarded as ...eligible¹.” The ADA indicates “a condition which makes traveling to a boarding location or from a disembarking location more difficult for a person with a specific impairment-related condition than for an individual who does not have the condition, but does not prevent the travel, is not a basis for eligibility...²”

You will be notified within 30 days of the completion of your appeal of the final decision. If a decision is not made within the 30 day period after your appeal you will be given temporary eligibility until the final decision is made. The appeal decision is the final determination of eligibility.

If you have any questions, you may call Access Customer Center at 1-800-827-0829.

Very truly yours,

Access Eligibility Services

¹ Title 49 Part 37 Subpart F Section 37.125 Appendix D

² Title 49 Part 37 Subpart F Section 37.123 B.3.i