How to Appeal if Denied Eligibility
Updated 12/14/2016

If you do not meet the Americans with Disabilities Act (ADA) eligibility criteria for ADA Paratransit, you will be informed of this decision in writing within twenty-one days. If a decision has not been made within 21 days, full eligibility will be assumed until the application has been processed and a decision mailed to you. The letter will explain the reasons for the denial as related to the eligibility criteria.

You have the right to appeal the denial of eligibility or the level of eligibility granted to you.

You must appeal the decision by contacting the Operations Scheduling Manager in writing and schedule an Appeal Hearing within sixty (60) days of the date of the denial or eligibility letter. You (or your representative) and the original eligibility decision maker will each have ten minutes to present information and arguments.

Transportation will not be provided during this period, unless a decision has not been made within 30 days of the appeal date. Transportation will then be provided until a decision is reached by the Operations Scheduling Manager.

If you do not schedule the appeal hearing or do not show up for it, the original eligibility decision will stand.

If you disagree with the Operation Scheduling Manager’s decision of a denial of eligibility or the level of eligibility given, you may appeal to the Executive Director. This second appeal must be made in writing and a hearing set up within 15 days of the date of Operations Scheduling Manager’s eligibility determination letter.

Transportation will not be provided during this period, unless a decision has not been made within 30 days of the appeal date. Transportation will then be provided until a decision is reached by the Executive Director.

This is consistent the administrative appeals process as detailed in Section 37.125 of the Federal Regulation 49CFR Part 37 entitled, Transportation for Individuals with Disabilities, dated September 30, 2013.

Write to: Ozark Regional Transit
Operations Scheduling Manager
2423 E Robinson Ave.
Springdale, AR  72764
(479)756-5901 Ext.6749