

# **A-RIDE ELIGIBILITY APPEAL POLICY**

Applicants who disagree with the determination or conditions of their eligibility for A-Ride may request an informal review or formal appeal of the decision.

## **INFORMAL REVIEW**

Most decision regarding denial or limited eligibility can be resolved through an Informal review. Informal reviews are held with TheRide's ARide Eligibility Appeal Board. If the informal review finds that an error was made in the initial determination, and the decision is changed, a formal appeal can be avoided. A letter of the informal review decision and reasons for the determination, will be mailed within 7 days of the review. To request an informal review call **(734) 794-1719**, or email [aride@theride.org](mailto:aride@theride.org). Persons in disagreement with an informal review decision may request a formal appeal.

## **FORMAL APPEAL**

Formal appeals may be requested within 60 days following the date of the initial letter of denial, or informal review letter. If an applicant misses this deadline, he or she may reapply at any time for eligibility, and then, if denied again, may file an appeal. Appeals are held with TheRide's ARide Eligibility Appeal Board and decisions are rendered in writing within 30 days following the appeal, otherwise presumptive eligibility will be given until a decision is made. To schedule a formal appeal call **(734) 794-1719**, email [aride@theride.org](mailto:aride@theride.org) or submit the below appeal request form.

### **THE FOLLOWING FORM MAY BE USE TO REQUEST A FORMAL APPEAL**

#### **Complete Below Form and Mail To:**

ARide Eligibility Appeal Board  
Ann Arbor Area Transportation Authority  
2700 S. Industrial Hwy.  
Ann Arbor, MI 48104

----- CUT OR TEAR ALONG DOTTED LINE -----

## **FORMAL APPEAL REQUEST FORM**

**Name (print):** \_\_\_\_\_ **Phone:** \_\_\_\_\_

**You may attach additional Information Supporting Your Appeal**

**DO NOT USE - ATTACH TO APPLICATION - FOR AATA USE ONLY - ATTACH TO APPLICATION - DO NOT USE**

**DATE RECEIVED:** \_\_\_\_\_ **+30 DAYS:** \_\_\_\_\_ **CLIENT NUMBER:** \_\_\_\_\_