

# ANN ARBOR AREA TRANSPORTATION AUTHORITY 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 decisions regarding denial or limited eligibility can be resolved through an informal review. Informal reviews are held with TheRide's A-Ride 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, they may reapply for eligibility. If denied again, the applicant may file an appeal. Appeals are held with TheRide's A-Ride Eligibility Appeal Board. 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 appeal request form below.

## Appeal Request Form

The following form may be used to request a formal appeal.\* Once completed, mail the form to:

Ann Arbor Area Transportation Authority  
ATTN: A-Ride Eligibility Appeal Board  
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.*



**BELOW AREA FOR AAATA USE ONLY — DO NOT USE**



Date Received: \_\_\_\_\_ +30 days: \_\_\_\_\_ Client #: \_\_\_\_\_