

RRTA ADA Appeals Process

RRTA has established an administrative appeals process through which an individual who has been denied ADA paratransit eligibility can obtain review of the denial.

1. All appeals must be received in writing within 60 days of the denial.
2. Upon the receipt of the appeal, RRTA will provide the individual with the opportunity to be heard and to present information and arguments. The individual deciding appeals will not be involved with the customer's initial eligibility determination. This will be completed by a staff member not affiliated with the department of Red Rose Access Services. i.e. Director of Operations for Fixed Route buses and/or Manager of Safety and Training.
3. RRTA is not required to provide paratransit service to the individual pending the determination of the appeal. If the final determination is not made within 30 days of the completion of the appeal process, RRTA will provide paratransit service from that time until and unless a decision to deny the appeal is issued.
4. Once a decision is made, a written letter with specific reasons will be sent to the individual.