

Paratransit Appeal Guide

General Hearings

All hearings are conducted and heard in accordance with the Hampton Roads Transit Appeal Policy. Hearings take place as needed in either Norfolk or Hampton, Virginia and are heard by an independent Panel. The Panel is made up of three members: A Hampton Roads Transit staff member; a member of the Paratransit Advisory Committee; and a third party member. As stated in the Appeal Policy, the Panel's decision is final and binding. You reserve the right to file a complaint with the FTA should you feel your civil rights have been violated.

Eligibility

To appeal an eligibility determination, you will need to submit the Request for Appeal form for ADA Complementary Paratransit Eligibility. The form must be completed and submitted within 60 days of the date your eligibility determination was made. You are encouraged to send any additional information and/or documentation as to how your disability prevents you from using the fixed route system. Once the office has received your information, you will be notified in writing of your scheduled appeal

hearing day, time, and location. It is highly recommended to appeal in-person but not required.

Use of Paratransit Service

If you were attempting recertification and have been given an Ineligible or Conditional determination that you disagree with, once your appeal has been received, you may use Paratransit Service under your original determination until your case is heard by a Panel and a decision has been made. The decision made will then be the final outcome.

If you were a new applicant and given a determination of Conditional that you disagree with, you may use Paratransit Service under those set conditions until your case is heard by a Panel and a decision has been made. The decision made will then be the final outcome.

If you were deemed Ineligible and you are a new applicant, you may not use Paratransit Service until your case is heard by a Panel and a decision has been made. The decision made will then be the final outcome.

Sanctions

If you have trip violations in accordance with the Hampton Roads Transit No-Show and Late Cancellation Policy, you will receive a

Sanction Notice stating your violations and proposed suspension. You have the opportunity to dispute and discuss the violations by calling the Operations Manager at (757) 455-8010 before appealing. Should you decide to Appeal, you will need to submit a Request for Appeal Form for ADA Complementary Paratransit Sanction(s) that you received with your Sanction Notice. The form must be completed and submitted within 60 days of the date of your Sanction Notice. You are encouraged to submit any additional information and/or documentation to verify that the missed trip violations were beyond your control. Once the office has received your information, you will be notified in writing of your scheduled Appeal hearing day, time and location. You are recommended to Appeal in-person but are not required.

Use of Paratransit Service

You may use Paratransit Service under your already established eligibility until your case is heard by a Panel and a decision has been made. The decision made will then be the final outcome.

Please call (757) 222-6087 for more Appeal information.