

NO-SHOW/LATE CANCELLATION SUSPENSION APPEAL FORM



New York City Transit
Department of Paratransit
130 Livingston Street
Brooklyn, NY 11201

Please complete this form if you wish to appeal a proposed suspension of your Access-A-Ride (AAR) paratransit service due to violations of the No-Show/Late Cancellation Policy. **The completed appeal form must be returned to the noted address and postmarked within 14 calendar days of the suspension notification.** Details concerning the appeal process are listed on the attached sheet.

CONTACT INFORMATION *(Please print clearly):*

Name: _____ AAR ID#: _____

Address: _____

Date of Birth: _____ Telephone #: (____) _____

YOU MUST CHOOSE ONE OF THE FOLLOWING:

- APPEAL IN PERSON.** (If you choose to appeal in person, you will be contacted by MTA NYC Transit to schedule an appeal hearing. You must be available to attend the scheduled hearing. **Please note that walk-ins will not be seen.**)
- APPEAL BY TELEPHONE.** (If you choose to appeal by telephone, you will be contacted by MTA NYC Transit to schedule a telephone appeal hearing. You must be available to attend the scheduled hearing.)
- APPEAL BY ZOOM.** (If you choose to appeal by Zoom, you will be contacted by MTA NYC Transit to schedule the Zoom hearing. You must be available to attend the scheduled hearing and have the appropriate technology to do so. You will receive an email 24-48 hours before the scheduled hearing containing a link to join the hearing. You must be available to attend the scheduled hearing.)
- APPEAL IN WRITING.** (If you choose to appeal in writing, please submit either the “**Statement of Appeal Form**” on the reverse side or a letter documenting why you believe that the violations were charged in error and/or should be excused. **Please include all supporting documentation with your appeal.**)

CUSTOMER'S SIGNATURE:

_____ Date: _____

(This form will be returned if it is not signed and dated.)

STATEMENT OF APPEAL FORM



CONTACT INFORMATION *(Please print clearly):*

Name: _____ AAR ID#: _____
Address: _____ Date of Birth: _____
_____ Telephone #: _____

SUSPENSION/VIOLATION INFORMATION

Date/s of Scheduled Suspension: _____

Date/s of Violations: _____

BASIS FOR YOUR APPEAL *(I am appealing my suspension from AAR because):*

CUSTOMER'S SIGNATURE:

_____ Date: _____

(This form will be returned if it is not signed and dated.)

RETURN THE COMPLETED FORM(S) TO:

MTA – New York City Transit
Department of Paratransit
AAR No-Show/Late Cancellation Suspension Appeals Board
130 Livingston Street
Brooklyn, NY 11201

(See the attached sheet for important Appeal information)

ACCESS-A-RIDE NO-SHOW/LATE CANCELLATION APPEAL INFORMATION

- ❖ Customers who have received a suspension notification are entitled to an appeal.
- ❖ Customers may appeal in person, by telephone, by Zoom or in writing.
- ❖ **To appeal in person**, customers must submit the completed “*No-Show/Late Cancellation Suspension Appeal Form*”, postmarked within **14 calendar days** of the date the suspension notice was issued. Customers will be contacted by MTA NYCT Transit to schedule the in person hearing and must be available to attend the hearing at the scheduled time. Customers may bring one representative; no guests will be permitted.
- ❖ **To appeal by telephone**, customers must submit the completed “*No-Show/Late Cancellation Suspension Appeal Form*”. This document must be postmarked within **14 calendar days** of the date the suspension notice was issued. Customers will be contacted by MTA NYC Transit to schedule the telephone hearing and must be available to attend the telephone hearing. Customers may also have a representative present.
- ❖ **To appeal by Zoom**, customers must submit the completed “*No-Show/Late Cancellation Suspension Appeal Form*”, postmarked within **14 calendar days** of the date the suspension notice was issued. Customers will be contacted by MTA NYC Transit to schedule the Zoom hearing and must be available to attend the Zoom hearing. Customers who opt for a Zoom hearing must have access to a computer or smart phone with email, Zoom software, a camera, microphone, and audio capability. Customers may also have a representative present.
- ❖ **To appeal in writing**, customers must submit the completed “*No-Show/Late Cancellation Suspension Appeal Form*” and either the “*Statement of Appeal Form*” or a letter documenting why they believe that the violations were charged in error and/or should be excused, including any supporting documentation. These documents must be postmarked within **14 calendar days** of the date the suspension notice was issued.
- ❖ In person appeal hearings will take place at **33-00 Northern Boulevard, 8th Floor, Long Island City, NY**.
- ❖ If a customer speaks a language other than English, MTA NYC Transit will provide interpretation services. For voice amplification or sign language interpretation, customers can make the request a minimum of two weeks or 14 days prior to the scheduled hearing by calling 1-877-337-2017 and press 1 for Eligibility.
- ❖ The Paratransit Appeals Board shall consist of an individual or panel.
- ❖ Persons behaving in an aggressive, threatening and/or overtly rude manner may be asked to leave. As a result, the scheduled in person appeal hearing will be handled as a written appeal.

- ❖ Trip requests that are made for trips that would occur after the date the suspension is scheduled to begin will not be honored unless New York City Transit (NYCT) has received the completed “*No-Show/Late Cancellation Suspension Appeal Form*” in a timely manner and the appeal is pending.
- ❖ Failure to submit a timely appeal will result in a default suspension against the customer.
- ❖ Notification of appeal decisions will be made to customers in writing.
- ❖ Should customers have any questions, please call a Paratransit Representative at 1-877-337-2017 between the hours of 9:00 A.M. and 5:00 P.M., Monday through Friday. Customers who are deaf/hard of hearing should call through the relay. For assistance in English, Spanish, or any other language follow the recorded instructions. Customers may also email questions to AARNSLCAPPEALS@NYCT.COM