



## ADA Eligibility Appeals Process

Applicants have the right to appeal COAST's eligibility decision. Appeals must be received within 60 days of notification of the eligibility determination.

To request an appeal hearing you have several options:

- Complete and return the Notice of Appeal form included in your letter (also found as Appendix V in the ADA Paratransit Service Guide)
- Write your own letter notifying COAST of your intent to appeal

The following address should be used for any appeals correspondence:

ADA Eligibility Appeals  
c/o Director of Operations  
COAST  
42 Sumner Drive  
Dover, NH 03820

You have the right to an in-person hearing with the COAST Appeals Committee; however, you may waive your right to an in-person hearing and have the COAST Appeals Committee review your case without your presence.

The Appeals Committee is comprised of members of COAST's leadership team. The Appeals Committee will review the original decision and will make a final decision as to eligibility by majority rule.

The decision of the Appeals Committee shall be communicated in writing within 30 days and will state the reason(s) for the decision. If a decision is not made within 30 days of the date of appeal, full eligibility will be given until a decision is made. The Appeals Committee's decision will be final upon mailing of the written decision.

If you are an existing rider of COAST Paratransit who has been suspended for violation of the No-Show policy and you choose to appeal, your eligibility will continue until your appeal is heard by the Appeals Committee and a determination is reached to uphold or overturn the suspension.

If you have been suspended for behavior that is illegal or potentially compromises the safety of our driver, other customers, or our equipment, you will remain suspended until assurances that safety can be maintained are put in place.