



This pamphlet is designed for people who—according to WTA’s eligibility process—are *not eligible* for paratransit service, or who WTA has determined are *conditionally eligible*.

**Before making a formal appeal**, if you think an aspect of your application has been overlooked or misunderstood, we can talk informally by phone or in person. Please call 360-733-1144 to arrange a time to talk.

If the informal phone call or meeting does not resolve the disagreement, you may formally appeal your eligibility determination.

## Formal Appeal

To make a formal appeal, complete the Notification of Appeal form included in this pamphlet. You must include your reasons for disagreeing with the decision. Please return the completed form to:

ADA Coordinator  
Whatcom Transportation Authority  
4111 Bakerview Spur Road  
Bellingham, WA 98226

Fax: (360) 527-4867

**While your appeal is pending,  
WTA will honor the eligibility  
determination as stated in  
your determination letter.**

## Appeal Process

WTA must receive your completed Notification of Appeal form **within 60 days** of your receiving your eligibility letter. **If we do not receive your form within 60 days, you will lose the right to appeal.**

Within 30 days of receiving your completed form, WTA will set a time for an Appeal Hearing. Before the Appeal Hearing, you may need to participate in an evaluation of your ability to use fixed route buses.

The Appeal Hearing will consist of a panel of disability experts, advocates and WTA staff. At the Appeal Hearing you, or someone acting on your behalf, can present your case.

## Your Rights

You have the right to be heard in person at your Appeal Hearing. However you may submit a written presentation if you prefer.

You have a right to necessary support, such as materials in a different format, an interpreter or assistive listening devices. This would be provided at no cost to you.



## Appeal Decision

You will be notified by certified mail of the appeal decision within 30 days of your Appeal Hearing. Once the Appeal Hearing panel has made their decision, the appeal process is completed. The Appeal Hearing decision is final and binding. You may reapply for paratransit service at a later time if your condition changes.

If a decision is not made within 30 days of completing the appeals process, transportation is provided until and unless a decision to deny the appeal is issued.

## Accessible Formats

Do you require this brochure or any materials presented at your Appeal Hearing in a different format?

Yes

No