



### **Orange Public Transportation ADA Paratransit Appeals Process**

Orange Public Transportation staff will carefully review each application to ensure that only qualified persons are approved. Upon completion of review, a letter of certification or denial will be mailed. If your application for ADA paratransit service is denied, you have the right to appeal this decision.

#### **ADA Application Appeals**

To appeal the decision, you will need to submit your request in writing sixty (60) days within receipt of the denial letter.

Appeals may be mailed to:

Orange Public Transportation  
PO BOX 8181  
Hillsborough, NC 27278  
Or faxed to: (919) 732-2137  
Email to: [pmurphy@orangecountync.gov](mailto:pmurphy@orangecountync.gov)

Your appeal will be heard by an ADA paratransit hearing officer. The ADA paratransit hearing officer is an individual who was not involved in the initial certification process. His/her decision is made independently of the ADA Certification Process.

Upon receipt of your letter, Orange Public Transportation will set up a meeting with the ADA paratransit hearing officer. You will be notified by mail of the date and time of this meeting. You will have the opportunity to submit any additional information and written evidence and/or arguments to support your qualifications for service. You may bring a representative with you to this meeting.

You will be notified of the hearing officer's decision in writing within thirty (30) days of the hearing. The hearing officer's decision is final.