



**PARKING AND
TRANSPORTATION
SERVICES**

1006 W. Hall of Fame
Stillwater, OK 74078
Transit | 405.744.2832
Parking | 405.744.6525
Transportation | 405.744.7945
parking.okstate.edu

**Appeal Process for ADA Paratransit Eligibility Determination and
Service Suspension from Excessive No-Shows
Date: 4/17/2026**

Introduction and Purpose

The U.S. Department of Transportation (U.S. DOT) regulations for implementing the Americans with Disabilities Act of 1990 (ADA) ([49 CFR Part 37](#)) require a public transit agency with ADA paratransit service to have an appeals process as part of its eligibility determination process [[49 CFR Part 37, Subpart F, 37.125\(g\)](#)] and for service suspensions related to a pattern or practice of no-shows [[49 CFR, Subpart F, Section 37.125\(h\)](#)].

Policy

OSU-Stillwater Community Transit has established an appeal process for the following:

- An applicant for ADA paratransit or an eligible rider recertifying eligibility who is denied eligibility or given conditional or temporary eligibility may appeal the decision.
- An ADA eligible rider receiving notice of a service suspension due to a pattern or practice of no-shows may appeal the decision.



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Procedures

- **Submit an Intent to Appeal:** The individual appealing, referred to as the appellant, must submit an intent to appeal in writing, and it must be filed within 60 days of notification of the eligibility determination or of a service suspension.
- The written intent to appeal should be sent:
- By first class mail to:
 - Transit Manager
 - OSU-Stillwater Community Transit
 - 1006 W hall of fame
 - Stillwater ok 74078, or
- By email to transit@okstate.edu
- The written intent to appeal may state the reason(s) for the appeal with supporting information, and this would be helpful for OSU-Stillwater Community Transit to review the appeal, but this is not required.

- **Appeals Hearing:** Once the intent to appeal is received, OSU-Stillwater Community Transit will schedule an Appeals Hearing within 30 days.
- The appellant will be notified in writing of the date, time, and location of the Hearing.
- The appellant may attend in person along with an attendant or representative if desired; however, attending in person is not required.
- If the appellant does not attend in person, they may have another person attend as the representative. This also is not required.
- The appellant may provide before the Hearing or bring to the Hearing any information or evidence, orally or in written form, that supports the appellant's appeal.

- **Appeals Committee:** The appeal will be heard by the Appeals Committee, which is composed of three staff members of OSU Stillwater Community Transit. These include the Transit Manager, the Transit Assistant Manager, and an Accessibility Specialist for OSU Department of Accessibility.

- **Decision:** The Appeals Committee will make a decision on the appeal within 30 days of the Appeals Hearing and provide the decision and reasons for the decision to the appellant in writing. If a decision on the appeal has not been made within 30 days after the Appeals Hearing, the appellant will be provided ADA paratransit service until a final decision is made.

- **Is ADA paratransit provided during the appeals process?** The provision of ADA paratransit from the time when the appeal is received by OSU-



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Stillwater Community Transit to the time when a decision on the appeal is made depends on the reason for the appeal:

- If the appellant is a new applicant for ADA paratransit, no ADA paratransit will be provided until a decision has been made by the Appeals Committee.
- If the appellant is currently eligible for ADA paratransit and whose recertification is denied or given conditional or temporary eligibility, ADA paratransit will be provided until a decision has been made by the Appeals Committee.
- If the appellant is appealing service suspension due to a pattern or practice of no-shows, ADA paratransit will be provided until a decision has been made by the Appeals Committee.
- **Recordkeeping:** *Documentation related to the appeal and its outcome will be retained for a period of three years, with a record in summary form kept for five years.*