



“You Have the Right to Appeal”

Existing CCT Customers and Applicants have the right to an administrative appeal if they do not agree with an eligibility determination or a decision to suspend service for No Shows/Late Cancellations or Disruptive Conduct. You may appeal in writing or in person and you may be represented by an attorney or advocate. **You must submit the written Notice of Appeal form on the back of this page if you wish to file an appeal.**

Written Notices of Appeal must be submitted unless a person is unable to write. Individuals unable to write may contact SEPTA CCT at 215-580-7145 immediately upon receipt of their eligibility determination letter or suspension notice. All appeals are heard by an independent Hearing Officer comprised of individuals who were not involved in the initial eligibility determination or decision to suspend service. Appeals for service suspensions due to no show violations or disruptive conduct may be heard by SEPTA staff members not involved in the suspension process. The decision of the independent Hearing Officer is final.

If you have any questions related to your right to appeal, please contact SEPTA CCT Customer Service at 215-580-7145 or visit us on the web at www.septa.org.

Eligibility Appeals:

1. If your eligibility expired or you are applying for ADA Complementary Paratransit service for the first time, and SEPTA has determined that you are capable of using regular buses, no service will be provided until your appeal has been heard and a decision rendered.
2. If you are a current user of CCT Connect and have reapplied, and SEPTA has determined that you are capable of using regular buses, you may continue to use CCT Connect until your appeal is scheduled and you are notified of the decision.
3. The Hearing Officer will render a decision within 30 days of the appeal hearing. After 30 days, paratransit service will be provided until a decision is rendered.

No Show Appeals:

4. If you are appealing a service suspension for violation of SEPTA’s No Show/Late Cancellation Policy, service will be provided until an appeal hearing is concluded and a decision rendered.

Disruptive Conduct Appeals:

5. If you are appealing a service suspension for violent, seriously disruptive or illegal behavior, service will **NOT** be provided during the appeal process.

NOTICE OF APPEAL

If you wish to appeal your eligibility determination or service suspension, please complete this form and return it as soon as possible.

- Eligibility appeals must be returned within **60** days of your notification of eligibility.
- No Show appeals must be returned within **21** days of your notification of suspension.

Name: _____ **CCT Connect ID #** _____

Address: _____ **Telephone Number:** _____

Please select one of the following:

I wish to appeal in person. Individuals choosing to appeal in person will be contacted by CCT Connect to schedule the appeal hearing. (No Show and Disruptive Conduct hearings may be conducted by teleconference at SEPTA's discretion.)

I will be represented by an attorney or advocate during my hearing.

I wish to appeal in writing. I understand the final decision on my appeal will be based solely on written materials in possession of CCT Connect and those I am submitting with this form. (If you choose to appeal in writing, you must state specifically why you disagree with the eligibility determination or suspension. You should provide supporting documentation.)

Tell us why you are appealing: _____

Attach additional pages and documentation if needed.

Signature: _____ **Date:** _____

(This form will be returned if unsigned)

Return this form and include any supporting documentation to:

CCT Connect-Appeals
1234 Market Street, 4th floor
Philadelphia, PA 19107
Fax: (215) 580-7132