

**ACCESS EXPRESS**  
**ELIGIBILITY APPEALS PROCESS:**

Access Express has received your application for Paratransit Service. Based on the information you have provided, we have determined that you are either not eligible, or conditionally eligible. If you disagree with this decision, you have the right to appeal. You are allowed a disability advocate to represent you during the appeal process if needed.

Here's what you need to do:

- Within sixty (60) days after you get your eligibility determination letter, either you or your physician write us a letter providing additional information why you disagree.

Send the letter to:

Paratransit Eligibility Appeals  
City Utilities, Transit Services  
1505 N. Boonville  
Springfield, MO 65803

- A decision will be made within seven (7) days of receipt of an appeal.
- Should the initial appeal be denied, a final appeal must be made within seven (7) days, in writing or by telephone, to the City of Springfield – Ozarks Transportation Organization's Executive Director, 117 Park Central Square, Ste. 107, Springfield, Missouri, 65806, phone # 417-836-5442. A final decision will be made within 14 days of receipt of an appeal. Once this final determination has been made, the eligibility appeals process is completed.
- If in the future you or your physician feels your condition has changed, you may reapply for Access Express Paratransit Service.