



Paratransit Appeals

Office of Equity and Equal Opportunity (OEEO)
Investigation and Resolution Unit



January 2023 Kimberly Malone and Tyshia Riddley

What is a Paratransit Appeal?



Paratransit Service = Metro Mobility

- The criteria to be eligible for Metro Mobility is regulated by federal law.
- The Metro Mobility Service Center is the certifying body for eligibility in the region.
- Periodically an individual who has been denied certification and/or their service has been suspended, may elect to appeal their denial.
- The appeal consists of a hearing where information is presented by a Metro Mobility Representative and by the individual requesting the appeal (Appellant).
- An appeals panel hears the information, asks questions, holds a discussion, and makes a decision about the eligibility / suspension.

Assembling the Panel



The Role of OEEEO

- The Metropolitan Council's Office of Equity & Equal Opportunity (OEEEO) is the Council Liaison responsible for assembling an Appeals Panel and for providing administrative support to the Panel.
- **APPOINTED** - All panelists are appointed by the Council's Regional Administrator
- **ASSEMBLE** - A three (3) person Appeals Panel is assembled from the appointed directory to decide the outcome
- **CONTACT** - OEEEO contacts panelists from the directory to determine their availability
- **SCHEDULE** – OEEEO schedules the hearing as soon as is administratively possible while providing the Appellant **at least ten days notice**.

Hearing Process



Explanation of Process

1. OEEO convenes the hearing and facilitates introductions
2. A Metro Mobility representative will begin and explain the reason(s) for the denial of eligibility or suspension
3. Panelist and Appellant can ask Metro Mobility clarifying questions
4. Appellant then discusses why eligibility is warranted or suspension is not warranted
5. Panelist and Metro Mobility can ask Appellant clarifying questions
6. OEEO concludes testimony and closes the hearing to only panelists to make their decision
7. Panel Chair writes the decision memo and sends to OEEO within **14 business days** of the hearing
8. OEEO notifies Appellant and Metro Mobility of decision within **21 days**

Panelists Needed

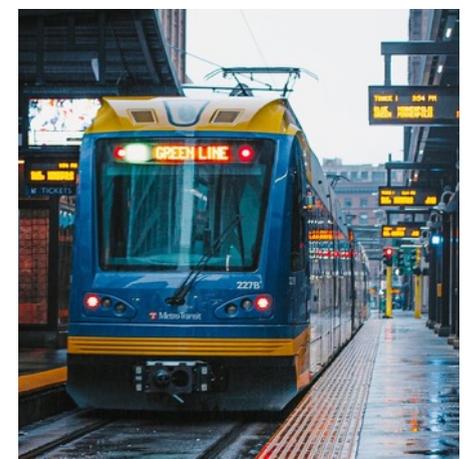
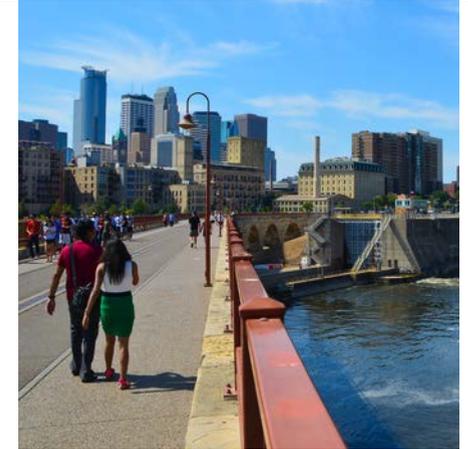
Seeking Volunteers for Panelist Directory

Panel members would typically:

- be currently employed in the disability field, or
- have a disability themselves, or
- have experience in working with people with disabilities

The panel is composed of:

- The Chair of the Council's (TAAC) Transportation Accessibility Advisory Committee or the Chair's designee;
- An individual who is professionally involved with persons with disabilities; and
- A professional acquainted with the appellant's particular stated disability, selected from a list of knowledgeable volunteers.



Expectations for Panelists



Minimal Time Obligation Required

- The Appeals Panel meets on an “as needed” basis
- There are no regularly scheduled meetings
- Over the last five (5) years, there have been less than 3 hearings a year
- Applying for the panel directory does not mean you will be called on for each hearing
- Applying for the panel directory does not mean you **MUST** be on the panel when called; you can evaluate your current availability and decline if needed
- Hearings are scheduled for 2.5 hours
- Hearings may be in person or online

- This is a volunteer role – there is no compensation

Application Process

Application Includes

- Name
 - Contact Information
 - Demographics
 - Relevant Job History working or volunteering with people with disabilities
 - Past panel experience
 - Disability areas with which you are knowledgeable
 - References
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- Applications will be reviewed by OEE0
 - Selected individuals will be informed in writing that they are added to the directory
 - Directory members will be contacted annually to inquire if they wish to remain in the directory



Apply and Share!





Questions?

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