

GREATER PEORIA MASS TRANSIT DISTRICT

SUBJECT: **Appeal process and guidelines for paratransit services**

POLICY: Process, procedures, and timeline for appeal of denied paratransit application.

RESPONSIBILITY

PROCEDURE

Applicant

Request appeal, in writing within 60 days from date on denial letter.

Director of Mobility

Assemble a 3-person panel that includes:

- Director of Mobility, GPMTD
- Occupational Therapist (Not original assessor)
- Social worker, public passenger, or professional in transportation field

Respond in writing within 30 days from receipt of appeal letter with a date, time, and location of hearing. State within letter for applicant to provide any additional, supporting documentation at hearing.

Request from original assessor to provide all documentation from assessment. In addition, request the person to attend or submit statement with specifics on how they came to the conclusion of a denial.

Convene panel, act as chairperson for meeting, and perform as tiebreaker in the event of a split vote.

Inform appealing party in writing of determination of eligibility appeal within 10 days of conclusion of hearing.

EFFECTIVE DATE:

8/8/16

BOARD CHAIR SIGNATURE:

(Board Resolution  
# 17-06)