

ADMINISTRATIVE APPEALS PROCESS

The Administrative Appeals Process contains procedures through which individuals who are denied eligibility to the Americans with Disabilities Act Complementary Paratransit Service can obtain a review of the denial and/or Suspension of Service.

The process is as follows:

- * Western Reserve Transit Authority requires that the appeal be filed with WRTA – Special Service Transportation Personnel within sixty (60) days from the denial of the application/or within 7 days of the Suspension Letter. This must be done in writing or by phone.

Western Reserve Transit Authority
Special Service Transportation ADA
604 Mahoning Ave.
Youngstown, OH 44502

Voice-744-8431
TDD -

- * Upon receipt of the appeal, the WRTA-Special Service Transportation personnel will set a date and time for the Americans with Disabilities Act Advisory Committee to review the application.
- * The individual will be notified of the review date and time.
- * The Americans with Disabilities Act Review Committee will consist of two (2) members of the Americans with Disabilities Act Advisory Committee, and the WRTA Executive Director or a Designee. None of the individuals on the Review Committee would have been involved with the original decision.
- * The individual will be afforded the opportunity at the review to:
 - Be heard in person
 - Submit a letter
 - Present written evidence, information, and arguments
 - Be represented by another person
- * WRTA-Special Service Transportation will not be provided Americans with Disabilities Act Complementary Paratransit service pending the determination appeals unless:
 - WRTA-Special Service Transportation has not made a decision within thirty (30) days of the completion of the appeal process. In the case WRTA-SST will consider the individual to be “presumptively eligible” and provide service until a decision to deny the appeal is issued.
 - WRTA-Special Service Transportation shall notify the individual in writing stating the reasons for the decision of the Americans with Disabilities Act Review Committee.
 - The documentation will be maintained with WRTA-SST as part of the process.