



**WAUKESHA METROLIFT
WAUKESHA COUNTY ADA PARATRANSIT SERVICE
REDUCED FARE**

INSTRUCTIONS FOR APPEAL PROCEDURE

APPEAL PROCEDURES

The Waukesha Transit Commission maintains a formal appeal procedure for all ADA Certifications for Waukesha METROLIFT, Waukesha County ADA Paratransit service and Reduced Fare eligibility. If an individual feels that they have been denied certification unfairly, they shall file written documentation of the incident with the office of the Compliance Specialist. Appeals of this Denial of Certification must be filed with the Compliance Specialist within sixty (60) days of receipt of the Denial notification. The appeal will be reviewed and a written notification of the decision will be provided within ten (10) days. If a decision is not made within ten (10) days, transportation will be provided until and unless a decision to deny the appeal is issued.

Address the Certification Appeal to:

**Donald G Jans, Compliance Specialist
Waukesha Metro Transit
2311 Badger Drive
Waukesha, WI 53188-5932**

If you need assistance in completing this process, please contact Waukesha Metro Transit at 262/524-3636.