

Metropolitan Council Fare Evasion Citation Appeal Policies

Appeal & Adjudication Timelines

Per Council Regulations, all appeals must be filed by individuals within 90 days of being issued a citation. The Council will issue a decision within 15 days of receiving a written appeal or conducting a hearing. It is the policy of the Council that, to the extent applicable, appeal adjudication shall be conducted expeditiously and will avoid unnecessary delay. All customers requesting a hearing will complete Section 1 or Section 2 of the [Metro Transit Citation Resolution Form](#).

Customer will be contacted within 15 days after the completed forms are received of the results of the initial review and to schedule an administrative hearing if necessary.

Notices

All written notices regarding citations, including past due notices, hearing dates, and appeal decisions shall be provided to individuals to whom a citation has been issued by mail to the home address provided to the Council when the individual received the citation. Individuals may also receive copies of these notices by electronic means if a method of delivery is provided to the Council. The Council will make a good faith effort to contact individuals in the case of returned undeliverable notices, however, the Council will not be held responsible for the expiration of appeal deadlines if individuals cannot be reached at the address provided.

Language Access

All written notices and forms are available upon request in Spanish, Hmong, and Somali. Requests for translation into additional languages should be made by calling 612-373-3333.

The Council shall make all reasonable efforts to provide translation at hearings if a request is made in advance. If a request is not made within 7 business days of a scheduled hearing, the Council may require rescheduling to a date when the accommodation may be made available.

Reasonable Accommodations

The Council will provide reasonable accommodations free of charge, upon request, for individuals who may require assistance during the appeal process. Accommodations may include, but are not limited to, interpreters in American Sign Language (ASL); material in alternate formats such as braille or large print; and/or assistance using online tools. To request an accommodation, please call 612-349-7303.

When a reasonable accommodation is required to file an appeal or request a hearing, the accommodation request should be made as early as possible prior to the appeal deadline. If the Council is unable to fulfill a reasonable accommodation request by the appeal deadline, the deadline shall be extended until the accommodation may be fulfilled.

When a reasonable accommodation is required to participate in a hearing, the accommodation request should be made as early as possible prior to the scheduled hearing date. If the accommodation request is not made at least 7 business days prior to a scheduled hearing, the Council may require that the hearing be rescheduled to a date when the accommodation may be made available. All hearings will be scheduled in advance.

Representation on Behalf of Cited Individuals

An individual may appear or appeal on his/her own behalf, or be represented by a duly authorized person, including, but not limited to a parent of a minor between 12-18 years of age. Express consent must be provided by the individual who was cited to be represented, and in the case of hearings, the individual who was cited must be present in addition to their representative.

Hearing Participation

Individuals participating in a virtual hearing shall not be required to appear on camera. All hearings may be recorded.

Hearing Conduct

Any individual who is abusive toward Council staff or representatives during a hearing, including use of profanity, threats and vulgarity may have their hearing terminated at the discretion of the hearing officer. The hearing officer will rule on the appeal request with the information provided prior to the termination of the hearing.

Recording

The Council reserves the right to record all hearings. Individuals shall be notified at the start of a hearing if it will be recorded.

Complaints

Any appeal which contains a complaint regarding the conduct of a Council employee shall be investigated by the appropriate department and a response provided to the customer according to the Metropolitan Council's policies on customer complaints.

Death of Individuals with Outstanding Citations

Upon receipt of proof that an individual to whom a citation has been issued is deceased, the Council shall vacate the citation and any outstanding fines.

Maintenance of Files

The Council shall maintain all files and documentation related to citation appeals in accordance with applicable retention policies.

Data Requests

Data requests must be submitted to the Metropolitan Council through its [online data request portal](#). You do not need to identify yourself to submit a public data request, but we need an email address to contact you if we have questions or to share our response with you. This email address can be anonymous but must be valid. For further information visit DataPractices@metc.state.mn.us or call 651-602-1000

Requests for Evidence

Requests for video evidence should be made directly to Metro Transit Citation Department 612-349-7303 or citations@metrotransit.org. Copies of Transit Citations should be made directly to the Metro Transit Citation department at 612-349-7303 or citations@metrotransit.org.

Adjudication Policies

Presumption of Honesty

The Council shall presume that the individual appealing their citation is honest in the information they provide with their appeal, unless specific facts are available to the Council which contradict the individual's claims.

Failure to Appear

Failure to appear at the date, time, and place specified on the hearing notice without rescheduling will result in a denial of the appeal.

Failure to Provide Appeal Reason

Any appeal (written or a hearing) in which an individual fails to provide any relevant reasoning or explanation for why they are pursuing an appeal, will result in a denial.

Financial Hardship

The Council shall grant or partially grant appeals based on inability to pay the fine associated with the citation should an individual state that payment of the fine will be a financial hardship.

1. A person requesting a waiver, or partial waiver, of fare evasion fines due to financial hardship shall be required to state that paying the fines will pose a financial hardship to the individual or the individual's family. As grounds for obtaining a financial hardship waiver, a person must complete a TAP Registration Form and show an [identity document](#) with their name and address and an Accepted Document (see below) to show that they meet the income guidelines

Accepted Documents:

Identity

We accept all forms of ID used for same-day voting in the state of Minnesota – these include a utility bill, lease, school ID, and many others.

Income Verification

EBT / WIC

- [EBT card](#)
- [Free/Reduced Lunch Approval Letter](#)
- [SNAP EBT Approval Letter](#)
- [WIC card and a screen capture from the WIC app](#)
- [WIC folder](#)
- [WIC Participant Summary](#)
- [WIC Account Balance / Shopping List](#)

STATE ASSISTANCE

- [Diversionary Work Plan Approval Letter](#)
- [Energy Assistance Approval Letter](#)
- [General Assistance \(GA\)](#)
- [Minnesota Family Investment Program \(MFIP\)](#)
- [Minnesota Unemployment Insurance \(UI\) Program](#)
- [WIC Participant Summary](#)
- [WIC Account Balance Shopping List](#)

HOUSING & HOMELESS

- [Community Card](#) (this acts as both an identity and income document)
- [Metro HRA Family Summary](#)
- [Plymouth HRA Verification Sheet and Family Information Survey](#)
- [St. Louis Park Housing Authority Certificate](#)
- [St. Paul Public Housing Certificates and/or Section 8](#)

HEALTH CARE PROGRAMS

- [Blue Plus 2019 Sample Member ID Cards](#)
- [HealthPartners 2019 Sample Member ID Cards](#)
- [Hennepin Health 2019 Sample Member ID Cards](#)
- [IMCare 2019 Sample Member ID Cards](#)
- [Medica 2019 Sample Member ID Cards](#)
- [Minnesota Health Care Programs Card](#)
- [PrimeWest Health 2019 Sample Member ID Cards](#)
- [SCHA 2019 Sample Member ID Cards](#)
- [UCare 2019 Sample Member ID Cards](#)

MISCELLANEOUS

- Diversionsary Work Plan Approval Letter
- Early Learning Award Letter
- Refugee Certification

The following Class of Admission codes qualify:

CU6, CU7, IC6, IC7, R86, M83, Y64, RE6, RE7, RE8, RE9, AS6, GA6, SY6, AS7, GA7, SY7, AS8, GA8, SY8

- Ukrainian refugee with documentation of entering the US on or after February 24, 2022 (full policy)

METRO TRANSIT CITATION RESOLUTION FORM

A request for an initial Citation review and appeal/hearing must be made in writing within 90 days from the date of the citation issuance. You may email this form to Citations@metrotransit.org, submit an electronic form at metrotransit.org/citations or call 612-373-3920 to request a hearing by phone. When making a request please include a statement of the reason(s) you are disputing the violation as well as any supporting documentation. Attach any additional sheets if necessary. Any documents submitted will not be returned. ***Please complete section 1 or section 2.***

Section 1

I HEREBY agree to resolve the citation, I agree to: *check one option*

Pay the fine of \$35 for the first citation or the designated amount for subsequent violations.

Please check your preferred Citation abatement option (only available for 1st citation)

Load \$20 to a stored-value card or onto mobile application

Viewing a Transit School video will reduce fine to \$25.

View Transit School video and purchase a \$10 stored-value card or mobile application product.

Load \$5 a Transit Assistance Program (TAP) stored-value card (subject to eligibility requirements)

Section 2

I HEREBY REQUEST A CITATION REVIEW AND/OR ADMINISTRATIVE HEARING

PLEASE NOTE ALL APPEAL/HEARING REQUESTS UNDERGO INTERNAL INITIAL REVIEWS.

Administrative Hearing by Video Conference **OR** In-Person Administrative Hearing

In-Person hearing are held at : Metro Transit, 560 Sixth Avenue North, Minneapolis, MN 55411

Appellant Name: _____ Phone: _____

Address: _____ Email: _____

Date of Citation: _____ Location of Citation: _____

Metro Transit Citation Number: _____

Interpreter Services

If you require the services of an interpreter including ASL on the date of your in-person Citation hearing, one will be provided at no cost to you; please check the box below and indicate the language needed and any other accommodation you require.

Interpreter Services required. Specify language _____

Specify accommodation needed _____

I contest the Citation for the following reason(s) (Please print clearly, use back of form if necessary)

Staff use only below

Reviewed by

Findings Valid/Dismissed

Scheduled Date for Administrative Hearing

Date

Signature

If you cannot attend your in-person administrative hearing, you must contact Metro Transit at citations@metrotransit.org or call 612.373.3920 to reschedule no later than 72 hours (three Business days) prior to your scheduled hearing. If you do not attend a scheduled in-person hearing you will be declared to have **Failed to Appear**, and you will have no further right of appeal. Any penalty amounts outstanding will be immediately due and payable and your violation will be declared unpaid. **Mail, email or submit this form in person to Metro Transit Citation Clerk, 560 6th Ave North., Minneapolis, MN 55411 OR Citations@Metrotransit.org**