

Agency Name

Transit Policies and Procedures

Subject	Suspension of Service Appeals
Section	Customer Service
Effective Date	
Approved By	
Approval Date	

Purpose

Develop a procedure for passengers to appeal a suspension of service decision.

Definitions

Suspension of service: When a passenger loses their access to transit services typically due to repeated violations of Agency policies.

Procedure

Prepare written instructions for passengers who wish to appeal a suspension of service. Require all appeals to be submitted in writing to the Transit Director within thirty days of the written suspension notification. Allow passengers to continue using the transit service during the appeals process. The Transit Director shall inform the Dispatcher that the suspension of service decision is in the appeals process and that service may continue throughout the process. Service may be discontinued if the passenger poses a safety threat to the Driver and other passengers.

An Appeals Committee consisting of passengers, members of the community, local officials, and Agency personnel will review the relevant information from the Agency and the passenger. During the Appeals Committee meeting, the affected passenger will have the opportunity to speak with committee members regarding their submitted appeal. After the meeting, the Appeals Committee will have thirty days to issue a recommendation to sustain or reverse the suspension. The Committee's recommendation shall be forwarded to the Transit Director for review.

The Transit Director will have three days to issue a final written suspension decision to the passenger. The final suspension of service decision will be implemented within seven days of notification. The Transit Director must notify the Dispatcher of the final decision.

Responsibilities

The Transit Director is responsible for informing suspended passengers of their right to appeal and for coordinating with the Dispatcher, the Appeals Committee, and the passenger throughout the appeals process.