

## Section III: Customer Service

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### Appeals of Passenger Suspensions

#### PURPOSE:

To provide instruction for passengers on appealing suspension of service decisions.

#### DEFINITIONS:

A service suspension bars a passenger who has repeatedly violated CABL policies from riding the bus for a specified amount of time.

#### PROCEDURE:

Appeals must be submitted in writing to the CABL Transit Director within 30 days of notification of suspension.

All passengers will be permitted to continue using service during the appeals process. The Administrator will inform all staff that the suspension is pending an appeal and to allow service to continue for the affected passenger.

An Appeals Committee will review all applicable information from CABL and the involved passenger. All passengers will be offered the opportunity to speak directly with Committee members regarding the submitted appeal.

After a thorough review of all available information and testimony, the Appeals Committee will have 30 days in which to issue a recommendation to sustain or reverse the suspension.

The Committee recommendation will be forwarded to the Director for final review.

The Director will have three (3) days to issue a final suspension decision in writing to the passenger involved. **All final decisions will be implemented within seven (7) days of passenger notification.**

All communications will be in alternate format upon request.

#### RESPONSIBILITIES:

The Director will be responsible for ensuring that the appeals process is followed as prescribed above.