

## **ACCESS EXPRESS - SUSPENSION FROM ELIGIBILITY:**

### **Appeals Process**

All customers who have received notification of suspension from eligibility have the right to appeal the decision within 30 days after notification. The appeal can be made either in writing or by telephone to the Paratransit Supervisor, 1505 N. Boonville, Springfield, Missouri 65803, phone #417-831-8368. The suspended individual has the right to be heard in person or through telephone conference to present information and arguments in support of the appeal. A decision will be made within seven (7) days of receipt of the appeal. Upon receipt of an appeal the suspension is stayed pending the outcome of the appeal. You are allowed a disability advocate to represent you during the appeal process if needed.

Should this initial appeal be denied, a second appeal can be made either in writing or by telephone to the Director of Transit Services, 1505 N. Boonville, Springfield, Missouri 65803, phone #417-831-8784. A decision will be made within seven (7) days of receipt of an appeal.

Should this second appeal be denied, a **final appeal** must be made within seven (7) days, in writing or by telephone, to the City of Springfield – Ozarks Transportation Organization’s Executive Director, 117 Park Central Square, Ste. 107, Springfield, Missouri 65806, phone #417-836-5442. A decision will be made within 14 days of receipt of an appeal. Upon receipt of an appeal the suspension is stayed pending the outcome of the appeal.