

# CITY UTILITIES TRANSIT 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 14 days after the customer receives the written notification. In the written notification Access Express will provide the specific basis for the proposed suspension and the proposed sanction.

The suspension appeal can be made either in writing or by telephone to:

Access Express Coordinator  
1505 N. Boonville Ave.  
Springfield, Missouri 65803  
Phone 417-831-8749

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, 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 Ozarks Transportation Organization's Executive Director, 2208 W. Chesterfield Blvd., Suite 101, Springfield, Missouri 65807, phone 417-865-3042, Ext. 102. A decision will be made within 14 days of receipt of an appeal.