



Salisbury Transit Appeals Process for ADA Paratransit & Fixed Route

The following appeals process will be used for ALL appeals except when a state or federal appeals process must be used.

Anytime Salisbury Transit must suspend a passenger's service (ADA Paratransit or Fixed Route), that passenger has the right to appeal the decision. Complainants receive communication of their choice (letter, e-mail, phone calls, etc....) regarding responses to the complaint. Follow up and responses are documented in writing. Should a passenger wish to appeal a decision to suspend service, the following process must be followed by the passenger and Salisbury Transit:

1. Upon receiving Salisbury Transit's letter notifying them that their service will be suspended, the passenger must submit in writing why suspension of service should be pardoned. The appeal letter must be submitted within five (5) business days to: City of Salisbury, ATTN: Salisbury Transit-Appeals Board.
2. If written notification cannot be completed within the 5 days, the passenger must call Salisbury Transit staff at (704) 638-5252 or (704) 638-5253 and a staff member will document their reason for an appeal over the telephone.
3. Upon receipt of an appeal, Salisbury Transit will respond to the passenger's appeal within 5 business days in writing or other format requested (I.E. e-mail, phone calls, etc.) All appeals will be reviewed by the Appeals Board (TAB Board Member, Public Services Director, Salisbury - Rowan Utility Director). The passenger will continue to receive service while the suspension is under appeal, with the exception of issues of safety.

ADA Paratransit and Fixed Route riders may appeal a suspension. Letters or another form of communication must state reason(s) why suspension of service should be pardoned. The decision of the Appeals Board shall be made as soon as practical and shall be final. A suspension remains in effect pending the appeal. Appeals must be presented in writing or another form of communication, postmarked or documented no later than five (5) business days after receiving notice to:

City of Salisbury
Attn: Salisbury Transit-Appeals Board
PO Box 479
Salisbury, NC 28145



Examples this appeals process applies to are listed below:

- ADA Paratransit Eligibility Appeal Process
- ADA Paratransit's Violent & Disruptive Behavior Appeal Process
- ADA Paratransit No-Show Appeal Process
- **Fixed Route** Violent & Disruptive Behavior Appeal Process

All appeals must be filed in writing to Salisbury Transit - Appeals Board, 300 West Franklin Street, Salisbury, NC 28145.

The telephone number is (704) 638-5252 or (704) 638-5253 and the fax number (704) 638-8573.

Salisbury Transit Office
300 West Franklin Street
Salisbury, NC 28144

Telephone: (704) 638-5252
(704) 638-5253

Fax: (704) 638-8573

In the appeal letter, appellants are urged to state reasons why they believe the determination does not accurately reflect their ability to use STS's services. Written documents regarding a passenger's condition (physical, mental, or cognitive) or related to one of the following appeals may be submitted:

- For **Eligibility appeals**, state the general nature of the individual's disability and inability to use fixed route.
- For **Violent and disruptive behavior appeals**, provide an explanation of the individual's behavioral tendencies.
- For **No-show appeals**, give an explanation of the individual's no-shows.

This will assist the Review Board in their initial review of the appeal. However, a passenger may request an appeal hearing without providing additional detail and without the submission of additional written material or information.

The initial review of appeal requests is normally within 5 business days of receiving the appeal. After the review, the appeal is taken to the Review Board. Depending on the Review Board's meeting schedule, the Review Board will normally be completed within 10 business days following the receipt of the appeal. The Review Board will render its determination within 5 days of its consideration of the appeal.

After receiving a denial determination, ADA Paratransit service **will not** be provided to the applicant until the Review Board appeal determination. If the Review Board has not rendered its decision within 30 days of the hearing, the Review Board will provide service on an interim basis until the final determination occurs.

This operational procedure was approved by Salisbury's Transportation Advisory Board and adopted by Salisbury Transit on April 13, 2017.

Transportation Director