

Waukesha Metro Transit

Metrolift Service Suspension Appeals Policy **December 2013**

An individual suspended from using the Metrolift service for any reason, including violation of the no-show policy, may elect to file a written appeal for reinstatement of service. The process for appeal is outlined below.

Appeal procedure:

- The rider or the rider's designee has 60 calendar days from the date of notification of service suspension to appeal the decision to suspend service.
- The rider or the rider's designee must file a written appeal, to be addressed to the Compliance Specialist, Waukesha Metro Transit, 2311 Badger Drive, Waukesha WI 53188. The written request must provide the name, address and phone number of the rider filing the appeal, as well as the reasons that they believe their service should not have been suspended, or other facts pertaining to the suspension that they wish to have considered.
- The Compliance Specialist will provide a decision in writing not more than 10 days after receipt of the written appeal. A copy of the written decision will be sent to the mailing address provided by the individual making the appeal.
- An individual objecting to the written decision of the Compliance Specialist may file a follow up written appeal within 60 calendar days of receipt of the Compliance Specialist's decision. The second written appeal shall be for a request to appear in person before the Waukesha Transit Commission Board* and must include the facts that they wish to have the Board consider. This request must be made in writing to the Compliance Specialist of Waukesha Metro Transit, 2311 Badger Drive, Waukesha WI 53188. Decisions by the Waukesha Transit Commission Board are final.

Anyone who files a written appeal may have their service reinstated pending the outcome of the appeal. If the suspension is upheld following the appeal, the suspension will recommence immediately.

*Such appeals will be subject to open meeting statutes unless prior permission for a closed hearing is obtained. An individual wishing to appear at a closed hearing must include this request as part of their written request for a second appeal. Such requests are subject to review by the City of Waukesha Attorney's office.