

AGENCY NAME: POSEY COUNTY COUNCIL ON AGING, INC.

EFFECTIVE DATE: APRIL 16, 2026

APPROVED BY: BOARD OF DIRECTORS OF THE POSEY COUNTY COUNCIL ON AGING, INC.

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SUBJECT: APPEAL SUSPENSION OF SERVICE

PURPOSE

The purpose of this policy is to provide procedures for handling the suspension of service and appeals process for those passengers who have had their use of the service with the Posey County Council on Aging suspended. The purpose of the suspension may include violations of passenger behavior rules, violation of the no-show policy or for inappropriate or disruptive behavior. Regardless of the reason for suspension, each and every passenger has a right to appeal the decision through this appeals process.

PROCEDURE

Appeals must be submitted in writing to the Transportation Coordinator within 14 days of notification of suspension.

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

An Appeals Committee comprised of passengers, members of the community, local officials, and transit personnel will review all applicable information from the Posey County Council on Aging and the involved passenger. All passengers will be offered the opportunity to speak directly with Committee members and/or the Transportation Coordinator regarding the submitted appeal and/or circumstances that led to the suspension and subsequent appeal.

After a thorough review of all available information and testimony, the Appeals Committee will have 72 hours in which to issue a recommendation to sustain or reverse the suspension. The Committee recommendation will be forwarded to the Transportation Coordinator for final review and implementation.

The Transportation Coordinator 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 made available in alternate format upon request.

POLICY ACKNOWLEDGEMENT

Acknowledgment of receipt of this policy is required of all applicable staff, and it is a requirement for staff to sign the policy and procedure manual receipt form.