

ACCESS TRANSIT

APPEALS POLICY

An individual has the right to appeal to the Access Transit Appeals Board when:

- registration for Access Transit service is denied because it would contravene the eligibility criteria;
- a request for subscription is denied because it would contravene the requirements under the subscription policy;
- an individual is suspended from using the service as a result of violations under the No-show policy;
- an individual is suspended from using the service as a result of violations under the Late Cancellation policy; and/or
- an individual is suspended from using the service as a result of violations under the Attendant Police.

Filing an Appeal

In order to file an appeal an applicant may:

- Complete the form or make a written request and submit it to the Secretary of the Access Transit Appeals Board, City Clerk's Office, within 30 days of the date of the notice of denial or suspension of service.
- Submit all supporting written material to the Board's Secretary no later than five days' prior to the date of the appeal hearing.

Appeal Process

A hearing will be held within 30 days of the receipt of an Access Transit Appeal Application. Written notification will be given to the applicant, The City Administration and the Access Transit Advisory Committee.

Decision of the Board

The Board shall issue its decision, in writing, within 15 days of the conclusion of the hearing. The Board's decision does not take effect until 30 days from the date of the Record of Decision, allowing time for either party to appeal to the next level of appeal (City Council).

Appeal of the Board's Decision

The applicant or the City may appeal the Access Transit Appeal Board's Decision to City Council

More Information

For enquiries regarding the appeal process, please contact the Secretary of the Access Transit Appeals Board, City Clerk's Office.

Telephone: (306) 975-3240

Fax: (306) 975-2784

Please Note: Service will not be suspended or withdrawn while an appeal is in process.

amended April 4, 2008