



**TRANSIT DIVISION
PUBLIC WORKS DEPARTMENT**

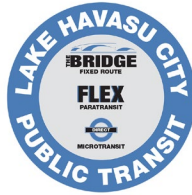
Suspension of service

Lake Havasu City Transit reserves the right to suspend service to individuals who violate any of the Rider Code of Conduct and/or rules contained herein.

1. The first violation of this Code may result in a warning letter or notification sent to the identified passenger(s).
2. The second violation of this Code may result in a suspension of riding privileges for a period of time up to 60 days to be determined at the discretion of the Lake Havasu City Transit staff.
3. The third violation of this Code may result in indefinite suspension of riding privileges on any Lake Havasu City Transit services.

Exceptions to the code of conduct

Lake Havasu City Transit is committed to ensuring full access to our services. If you believe there is a modification to this code of conduct or any Lake Havasu City Transit policy or procedure which will make our system accessible to you, and it can be reasonably made, Lake Havasu City Transit will make every effort to accommodate your request. To request a reasonable modification to a Lake Havasu City Transit policy, must be submitted in writing by email at transit@lhcaz.gov or mail to Lake Havasu City Transit, 900 London Bridge Road, Building B, Lake Havasu City, AZ 86404. In the event that the modification is of an immediate nature, for example to respond to an unforeseen medical condition, the bus driver, at their own discretion, may make a one-time exception.



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Suspension of service Appeal process

Fixed route, and Microtransit appeals

Lake Havasu City Transit provides an opportunity to appeal a decision made to suspend or deny service to an individual from any Lake Havasu City public transportation services and property.

ADA Appeal for denial of Paratransit service

Right to Appeal if the paratransit application has been denied or late cancellations and/or no shows have accumulated to the point where a suspension will be imposed the customer or the customer's representative may file a verbal or written appeal for a review of all late cancellations and/or no shows or denied application reason. Paratransit service will continue while the outcome of the appeal is decided.

Public Transit Service suspension appeal

If an individual has been suspended from riding the fixed route (THEBRIDGE) or microtransit, (DIRECT) they have a right to appeal the suspension. Suspension of service for the fixed route and microtransit will remain suspended until the appeal has been decided.

Appeal process for Lake Havasu City Transit THEBRIDGE--DIRECT

The appeal may be submitted by email to transit@lhcaz.gov, or by phone at (928) 854-7600. Alternatively, you may send a written request to Lake Havasu City Transit, 900 London Bridge Road, Bldg. B. Lake Havasu City, AZ 86404, Attn: Transit Manager.

In the event the customer is not satisfied with the review by the Transit Manager, they may request a formal review by the Lake Havasu City Public Works Director. A meeting may be scheduled on the matter during which the customer will be permitted to present any materials or testimony relevant to the appeal. A decision on the appeal will be made within ten business days of meeting.