

Marshalltown Municipal Transit Suspension of Service Policy

- **If a passenger is denied service for one day, due to an offense, there must be an MMT Incident Report filled out and turned in to the Transit Administrator**
- **If service is intended to be denied more than one day, there needs to be a letter mailed to the offending passenger, notifying the passenger of the offense, the consequences of their actions, the beginning date of their suspension and the meeting date scheduled between the passenger and the Transit Administrator.**
- **The letter will also explain the appeal process**
- **If it is in the passenger's best interest, they may bring someone with them to be their advocate. An example is a passenger with Mental Retardation.**
- **The maximum suspension of service for any one event is ten transit business days.**
- **The Transit Administrator is to take notes of the meeting, and keep them on file for a minimum of five years, after the event.**