

Policy Disruptive Passenger Appeals

Individuals who have been notified in writing that eligibility for TAWC transportation has been denied or conditioned may request an appeal and review of their eligibility determination. The completed appeal, including the Request for Appeal Form and any supporting documentation (optional) must be returned to TAWC postmarked no more than sixty (60) days from the date of the original determination. The completed Appeal Request is forwarded to the Review Committee no later than the next business day.

If the applicant has been deemed anything less than fully eligible by the members of the Review Committee, the applicant is advised of the right to attend an in-person hearing. The applicant and any other persons of his/her choice may attend the meeting to state the case for eligibility. This is an opportunity to present the case in person. Hearings are scheduled at a mutually acceptable time for the individual requesting the Hearing and The Review Committee at the TAWC administrative offices. The review committee shall consist of members of the TAWC board of directors appointed by the TAWC chairman.

The applicant will be notified of the decision concerning eligibility no more than ten (10) days from the date of final appeal hearing. The notification of eligibility determination will be provided in writing and will include the specific reason for the decision.