

**CITY OF OTTUMWA
And
TEN-FIFTEEN REGIONAL TRANSIT AGENCY
TRANSIT PASSENGERS
GRIEVANCE PROCEDURE**

A grievance is defined as a timely filed claim by a passenger, which alleges that there has been a violation of a specific and expressed provision of this Agreement for Service. A passenger may be represented at any stage of the grievance procedure by an authorized representative.

Grievance Steps:

Step 1. A passenger who claims a grievance shall reduce the grievance to writing by giving and signing a statement of facts, which is the issue, and what section of the policy was violated and what remedy the passenger is seeking. The written grievance must be submitted to the driver's immediate supervisor no later than seven (7) calendar days after the occurrence upon which the grievance is based. The immediate supervisor shall give a written answer to the aggrieved passenger within seven (7) calendar days after the grievance is presented to the supervisor.

Step 2. If the grievance is not settled in Step 1, the passenger shall present the grievance in writing to the Transit Administrator or his/her designated representative within seven (7) calendar days of receipt of the Step 1 answer. Within seven (7) calendar days of receipt of the grievance, the Transit Administrator or his/her designee will answer the grievance in writing.

Step 3. Any grievance not settled in Step 2 of the grievance procedure may be referred to the Transit Board of Directors, providing the referral to the Board of Directors is in writing to the other party and is made within ten (10) calendar days after the employee's receipt of the Step 2 answer.

The Transit Board of Directors shall have no power to change, ignore, alter, nullify, detract from or add to the provisions of the agreement. The Transit Board of Directors decision will be final and binding on the parties.

If a grievance is not presented within the time limits specified, it shall be considered waived and it shall be considered settled on the basis of the staff's last answer.