



metroplan orlando  
A REGIONAL TRANSPORTATION PARTNERSHIP

**QUALITY ASSURANCE  
TASK FORCE  
AGENDA**

**January 30, 2024 • 10:00 A.M.**

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## QUALITY ASSURANCE TASK FORCE

**DATE & TIME:**

Tuesday, January 30, 2024 | 10:00 a.m.

**LOCATION:**

MetroPlan Orlando  
250 S. Orange Ave., Ste. 200, Orlando, FL 32801  
Parking Garage: 25 W. South St.

[CLICK HERE TO JOIN VIRTUALLY](#)

**MEMBERS OF THE PUBLIC ARE WELCOME!**

Participate at the location above or online from your computer, smart phone or tablet. Zoom meeting ID and dial-in info available here on [web calendar](#).



**WiFi available** | Network: MpoGuest | Password: mpoaccess

I.	CALL TO ORDER	Chairperson Neika Berry
II.	PLEDGE OF ALLEGIANCE	
III.	CHAIR'S ANNOUNCEMENTS	Chairperson Neika Berry
IV.	AGENDA REVIEW & ANNOUNCEMENTS	Ms. Virginia Whittington
V.	CONFIRMATION OF QUORUM	Ms. Rachel Frederick
VI.	PUBLIC COMMENTS ON ACTION ITEMS	

Comments on *Action Items* can be made in two ways:

1. In person at the meeting location listed at the top of this agenda.
2. Virtually via Zoom. Use the 'raise hand' feature during public comment to indicate you want to speak.

How to comment:

1. Complete an electronic speaker card at [MetroPlanOrlando.gov/SpeakerCard](https://MetroPlanOrlando.gov/SpeakerCard). Hard copies of the speaker card are available in the meeting room and should be turned in to MetroPlan Orlando staff. The chairperson will call on each speaker.
2. Each speaker has two minutes to address the board and should state his/her name and address for the record.

If your comment does not pertain to action items on the agenda, you may comment at the general public comment period at the end of the meeting.

<b>VII. ACTION ITEMS</b>		
A.	Election of 2024 QATF Chairperson and Vice-Chairperson	Ms. Virginia Whittington
B.	Annual TDLCB Bylaws Review (Tab 1)	Ms. Virginia Whittington
C.	Annual Review of TDLCB Grievance Procedures (Tab 2)	Ms. Virginia Whittington
D.	Recommendation to Change May 2024 LCB Meeting Date from May 9, 2024 to May 16, 2024	Ms. Virginia Whittington
<b>VIII. PRESENTATIONS &amp; STATUS REPORTS</b>		
A.	ACCESS LYNX TD Customer Satisfaction Survey	Ms. Virginia Whittington
B.	LYNX/Community Transportation Coordinator (CTC) Update	Mr. Norm Hickling
<b>IX. GENERAL INFORMATION</b>		
A.	2024 QATF and TDLCB Meeting Schedule*	
<b>X. UPCOMING MEETINGS OF INTEREST</b>		
A.	MetroPlan Orlando Board – Wednesday, February 14; 9:00 a.m.	
B.	Transportation Disadvantaged Local Coordinating Board Meeting – Thursday, February 15; 10:00 a.m.	
<b>XII. MEMBER COMMENTS</b>		
<b>XIII. PUBLIC COMMENTS (GENERAL)</b>		
Public comments of a general nature can be made in two ways:		
<ol style="list-style-type: none"> <li>1. In person at the meeting location listed on page 1 of this agenda.</li> <li>2. Virtually via Zoom. Use the ‘raise hand’ feature during public comment to indicate you want to speak.</li> </ol>		
<b>How to comment:</b>		
<ol style="list-style-type: none"> <li>1. Complete an electronic speaker card at <a href="https://MetroPlanOrlando.gov/SpeakerCard">MetroPlanOrlando.gov/SpeakerCard</a>. Hard copies of the speaker card are available in the meeting room and should be turned in to MetroPlan Orlando staff. The chairperson will call on each speaker.</li> <li>2. Each speaker has two minutes to address the board and should state his/her name and address for the record.</li> </ol>		
<b>XIV. ADJOURNMENT</b>		

*Public participation is conducted without regard to race, color, national origin, sex, age, disability, religion, or family status. Persons wishing to express concerns, who require special assistance under the Americans with Disabilities Act, or who require language services (free of charge) should contact MetroPlan Orlando by phone at (407) 481-5672 or by email at [info@metroplanorlando.gov](mailto:info@metroplanorlando.gov) at least three business days prior to the event.*

*La participación pública se lleva a cabo sin distinción de raza, color, origen nacional, sexo, edad, discapacidad, religión o estado familiar. Las personas que deseen expresar inquietudes, que requieran asistencia especial bajo la Ley de Americanos con Discapacidad (ADA) o que requieran servicios de traducción (sin cargo) deben ponerse en contacto con MetroPlan Orlando por teléfono (407) 481-5672 (marcar 0) o por correo electrónico [info@metroplanorlando.org](mailto:info@metroplanorlando.org) por lo menos tres días antes del evento.*

**TAB 1**

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**The Joint Orange, Osceola, and Seminole Counties Transportation Disadvantaged Local Coordinating Committee**

ARTICLE I: Preamble

The following sets forth the bylaws which shall serve to guide the proper functioning of the coordination of transportation services provided to the transportation disadvantaged through the Transportation Disadvantaged Local Coordinating Board. The intent is to provide procedures and policies for fulfilling the requirements of Chapter 427, Florida Statutes and Rule 41-2, Florida Administrative Code, and subsequent laws setting forth requirements for the coordination of transportation services to the transportation disadvantaged.

ARTICLE II: Name and Purpose

**SECTION 1: NAME**

The name of the Coordinating Board shall be the Joint Orange, Osceola, and Seminole Counties Transportation Disadvantaged Local Coordinating Board, hereinafter referred to as the "TDLCB".

**SECTION 2: PURPOSE**

The purpose of each TDLCB is to develop local service needs and to provide information, advice, and direction to the Community Transportation Coordinator (CTC) on the coordination of services to be provided to the transportation disadvantaged within their local service area. In general, the TDLCB is considered an advisory body. (Section 427.0157, Florida Statutes).

ARTICLE III: Local Coordinating Board Membership

**SECTION 1: VOTING MEMBERS**

In accordance with [Section 41-2.012, Florida Administrative Code](#), all members of the TDLCB shall be appointed by the designated official planning agency which is the Orlando Urban Area Metropolitan Planning Organization (MPO) dba MetroPlan Orlando.

The following agencies or groups shall be represented on the TDLCB as voting members:

1. An elected official from each service area, appointed by the planning agency;
2. A local representative of the Florida Department of Transportation;
3. A local representative of the Florida Department Children and Family Services;
4. A representative of the Public Education Community which could include, but not be limited to, a representative of the District School Board, School Board Transportation Office, or Headstart Program in areas where the School District is responsible;
5. In areas where they exist, a local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education;
6. A person who is recognized by the Veterans Service Office representing the veterans in the county;
7. A person who is recognized by the Florida Association for Community Action (President) representing the economically disadvantaged in the service area;

- 40 8. A person over sixty representing the elderly in the service area;
- 41 9. A person with a disability representing the disabled in the service area;
- 42 10. Two citizen advocate representatives in the county; one who must be a person who uses the
- 43 transportation service(s) as their primary means of transportation;
- 44 11. A local representative for children at risk;
- 45 12. A local representative of the Florida Department of Elder Affairs;
- 46 13. An experienced representative of the local private for-profit transportation industry. In areas where
- 47 such representative is not available, a local private non-profit representative will be appointed except
- 48 where said representative is also the CTC. In cases where no private for-profit or private non-profit
- 49 representatives are available in the service area, this position will not exist on the TDLCB;
- 50 14. A local representative of the Florida Agency for Health Care Administration;
- 51 15. A local representative of the Agency for Persons with Disabilities;
- 52 16. A representative of the Regional Workforce Development Board established in Chapter 445, Florida
- 53 Statutes; and
- 54 17. A representative of the local medical community, which may include, but not be limited to, kidney
- 55 dialysis centers, long term care facilities, assisted living facilities, hospitals, local health department
- 56 or other home and community-based services, etc.
- 57

## 58 SECTION 2: ALTERNATE MEMBERS

59 Agency alternates are to be appointed in writing to the Planning Agency by an agency representative. Non-  
60 agency alternates may be appointed by the Planning Agency.

- 61
- 62 1. Each alternate may vote only in the absence of that member on a one-vote-per-member basis.
- 63 2. Alternates for a TDLCB member who cannot attend a meeting must be a representative of the same
- 64 interest as the primary member.
- 65

## 66 SECTION 3: TECHNICAL ADVISORS - NON-VOTING MEMBERS

67 Upon a majority vote of a quorum of the TDLCB, technical advisors may be approved for the purpose of  
68 providing the TDLCB with technical advice as necessary.

69

70 The following agencies or individuals shall be represented on the TDLCB as non-voting members:

- 71 1. The chairperson or designee of the selected Community Transportation Coordinator (CTC);
- 72 2. The Chair or other elected designee from the LYNX Transit Advisory Committee;
- 73 3. The Chair or other designee from the SunRail Customer Advisory Committee; and
- 74 4. A representative from Emergency Medical Services in Orange, Seminole, or Osceola County.
- 75

## 76 SECTION 4: TERMS OF APPOINTMENT

77 Except for the Chairperson and state agency representatives, the members of the TDLCB shall be appointed  
78 for three-year staggered terms with initial memberships being appointed equally for one, two and three years  
79 to avoid a significant turnover during a particular period (41-2.012(4) FAC). The Chairperson shall serve until  
80 their elected term of office has expired or otherwise replaced by the Designated Official Planning Agency.

81

82 **SECTION 5: TERMINATION OF MEMBERSHIP**

83 Any member of the TDLCB may resign at any time, by notice in writing, to the Planning Agency. Unless  
84 otherwise specified in such notice, such resignation shall take effect upon receipt thereof by the Planning  
85 Agency.

86  
87 **SECTION 6: ATTENDANCE**

88 The Planning Agency shall review, and consider rescinding, the appointment of any member of the TDLCB who  
89 fails to attend three consecutive meetings without representation. The TDLCB shall notify the TD Commission  
90 if any state agency voting member or their alternate fails to attend three consecutive meetings. The Planning  
91 Agency must complete attendance report for each local coordinating board meeting.

92  
93  
94

**ARTICLE IV: Officers and Duties**

95 **SECTION 1: APPOINTMENTS**

96 The Planning Agency shall appoint an elected official to serve as the official Chairperson and Vice Chairperson  
97 for all TDLCB meetings.

98  
99 **SECTION 2: CHAIRPERSON**

100 The Planning Agency shall appoint one of its members, who is an elected official, to serve as the official  
101 Chairperson to preside at all TDLCB meetings. The Chairperson shall be an elected official from one of the  
102 counties involved. The Chairperson shall preside at all meetings, and in the event of his/her absence; the Vice  
103 Chairperson shall assume the powers and duties of the Chairperson.

104  
105 The Chairperson shall serve a term of one (1) year or until a successor is appointed by the Designate Official  
106 Planning Agency. The Planning Agency shall replace or reappoint the Chairperson at the end of his/her term.

107  
108 **SECTION 3: VICE CHAIRPERSON**

109 The TDLCB shall hold an annual organizational meeting for the purpose of electing a Vice-Chairperson (41-  
110 2.012(2) FAC). The Vice Chairperson shall be elected by a majority vote of a quorum of the members of the  
111 TDLCB. The Vice Chairperson shall serve a term of one year starting with the first meeting after the election.  
112 For a multi-county board, an elected official, not serving as the Chairperson, shall serve as Vice Chairperson.  
113 In the event of the Chairperson's absence, the Vice Chairperson shall assume the duties of the Chairperson  
114 and conduct the meeting. The Vice Chairperson may serve more than one term.

115  
116 In the absence of all the TDLCB's elected officials, the Chairperson of the Quality Assurance Task Force (QATF)  
117 shall conduct the meeting.

118  
119 **ARTICLE V: Administration of the Local Coordinating Board**

120 **SECTION 1: REGULAR MEETINGS**

121 The TDLCB shall meet at least quarterly. All meetings, including committee meetings, will function under the  
122 "Government in the Sunshine Law." All meetings will provide an opportunity for public comments on their  
123 agenda.

124  
125 Meetings may also be held in a hybrid virtual environment as long as a physical in-person quorum is met as  
126 applicable by Florida Sunshine laws. Upon establishment of a physical, in -person quorum, TDLCB members  
127 joining remotely may participate (and vote) action items.

128



129 **SECTION 2: MEETING NOTICES**

130 All TDLCB meetings, public hearings, committee meetings, etc., shall be advertised, at a minimum, in the  
131 largest general circulation newspaper in the designated service area prior to the meeting.

132  
133 Meeting notices shall include date, time, and location, general nature/subject of the meeting, and a contact  
134 person and number to call for additional information and/or to request meeting information in accessible  
135 formats.

136  
137 Planning Agency staff shall provide the agenda and meeting package to the TD Commission, TDLCB members  
138 and all other interested parties prior to the meeting. Special consideration to the advanced delivery time of  
139 certain technical or detailed documents, such as the Transportation Disadvantaged Service Plan (TDSP), shall  
140 be given for additional review time. The agenda shall include a public participation opportunity.

141  
142 **SECTION 3: QUORUM**

143 At all meetings of the TDLCB, the presence in person of a majority of the voting members shall be necessary  
144 and sufficient to constitute a quorum for the transaction of business.

145  
146 In situations where a quorum is not obtained, the members present may elect to either:

- 147  
148 1. Cancel the meeting and reschedule the meeting at a later date or,  
149 2. Continue to meet and discuss agenda items for informational purposes only. Agenda items that need  
150 formal action shall be presented at a future meeting where a quorum is present.

151  
152 **SECTION 4: VOTING**

153 At all meetings of the TDLCB at which a quorum is present, all matters, except as otherwise expressly required  
154 by law or these Bylaws, shall be decided by the vote of a majority of the members of the TDLCB present.

- 155  
156 1. Voting Procedures. Voting shall be by voice unless a member specifically requests a roll call vote on a  
157 particular matter. In instances where dissenting votes are cast, a roll call must be conducted.  
158  
159 2. Code of Ethics. Members, Officers, and Employees are required to comply with Florida Statute 112,  
160 Part III, Code of Ethics for Public Officers and Employees. Members are expected to abide by the ethical  
161 rules which govern their service on the organization they represent.

162  
163 All members (designated or alternates) shall avoid any professional conflict of interest and prevent the  
164 appearance of undue influence. Any member who becomes aware of any type of conflict or attempt to  
165 influence shall make it known to the staff liaison and either excuse himself/herself from the proceedings,  
166 and/or file a conflict-of-interest form into the record.

167 **SECTION 5: BYLAWS AND PARLIAMENTARY PROCEDURES**

168 The TDLCB shall develop and adopt a set of bylaws. The bylaws shall state that the TDLCB will conduct  
169 business using parliamentary procedures according to the most recent edition of Robert's Rules of Order,  
170 unless stated otherwise in the bylaws. The bylaws shall be reviewed, updated (if necessary), and adopted  
171 annually. Approved bylaws shall be submitted to the Commission for Transportation Disadvantaged.

172  
173  
174 **SECTION 6: PLANNING AGENCY RESPONSIBILITIES**

175 The metropolitan planning organization (MPO) shall provide the TDLCB with sufficient staff support and  
176 resources to enable the TDLCB to fulfill its responsibilities as set forth in Chapter 427, Florida Statutes. These  
177 responsibilities include providing sufficient staff to manage and oversee the duties of the TDLCB. This includes,

178 but is not limited to, assistance in the scheduling of meetings; training board members; evaluating cost  
179 effectiveness; reviewing the local Transportation Disadvantaged Service Plan (TDSP); preparing, duplicating,  
180 and distributing meeting packets; and other necessary administrative duties and costs, as appropriate.  
181

182 **ARTICLE VII: Local Coordinating Board Duties**

183 **SECTION 1: BOARD DUTIES**

184 The TDLCB shall:

185

186 A. Review and make recommendations regarding the approval of the Memorandum of Agreement between  
187 the newly recommended CTC and the TD Commission.  
188

189 B. Annually review, make recommendations, and approve the Transportation Disadvantaged Service Plan  
190 (TDSP). The TDLCB shall ensure that the TDSP has been developed by involving all appropriate parties in  
191 the process.  
192

193 C. Annually, provide the MPO with an evaluation of the CTC's performance in general and relative to  
194 Insurance, Safety Requirements and Standards as referenced in Rule 41-2.006, FAC, and the  
195 performance results of the most recent TDSP (41-2.012(5)(b) FAC). As part of the CTC's performance, the  
196 TDLCB shall also set an annual percentage goal increase (or establish a percentage) for the number of  
197 trips provided within the system to be on public transit. The TDLCB shall utilize the TD Commission's Quality  
198 Assurance Performance Evaluation Tool to evaluate the performance of the CTC. This evaluation Tool and  
199 Summary will be submitted to the TD Commission upon approval by the TDLCB.  
200

201 D. In cooperation with the CTC, review and provide recommendations to the TD Commission and the MPO on  
202 all applications for local government, state or federal funds relating to transportation of the transportation  
203 disadvantaged in the designated service area to ensure that any expenditures within the designated  
204 service area are provided in the most cost effective and efficient manner (427.0157(3), FS). The  
205 accomplishment of this requirement shall include the development and implementation of a process by  
206 which the TDLCB and CTC have an opportunity to become aware of any federal, state, or local government  
207 funding requests and provide recommendations regarding the expenditure of such funds. Such funds may  
208 include expenditures for operating, capital, or administrative needs. The process should include at least:  
209

210 1. The review of applications to ensure that they are consistent with the TDSP. This review shall  
211 consider:

- 212 a) The need for the requested funds or services;
- 213 b) Consistency with local government comprehensive plans;
- 214 c) Coordination with local transit agencies, including the CTC;
- 215 d) Consistency with the TDSP;
- 216 e) Whether such funds are adequately budgeted amounts for the services expected;  
217 and,
- 218 f) Whether such funds will be spent in a manner consistent with the requirements of  
219 coordinated transportation laws and regulations.  
220

221 2. Notify the TD Commission of any unresolved funding requests without delays in the application  
222 process.  
223

224 E. When requested, assist the CTC in establishing eligibility guidelines and trip priorities.  
225

226 F. Review coordination strategies or service provision to the transportation disadvantaged in the designated  
227 service area to seek innovative ways to improve cost effectiveness, efficiency, safety, working hours and

- 228 types of service in an effort to increase ridership to a broader population (427.0157(5) FS). Such strategies  
229 should include:  
230
- 231 1. Supporting inter- and intra-county agreements to improve coordination as a way to reduce costs for  
232 service delivery, maintenance, insurance, or other identified strategies; and
  - 233 2. Seeking the involvement of the private and public sector, volunteers, public transit, school districts,  
234 elected officials and others in any plan for improved service delivery.  
235
- 236 G. Annually review coordination contracts to advise the CTC whether the continuation of said contract  
237 provides the most cost effective and efficient transportation available (41-2.008(3) FAC).  
238
- 239 H. Annually hold, at a minimum, one public meeting or workshop for the purpose of receiving input regarding  
240 unmet needs or any other areas that relate to the local transportation services. The public meeting or  
241 workshop will be held at a place and time that is convenient and accessible to the general public. In order  
242 that additional funding is not used or needed to accommodate this requirement, it is recommended that  
243 the meeting be held in conjunction with a regular business meeting of the Coordinating Board  
244 (immediately following or prior to the TDLCB meeting). A public meeting or workshop held immediately  
245 before or after the TDLCB meeting will satisfy this annual requirement.  
246
- 247 I. All coordinating board members should be trained on and comply with the requirements of Section  
248 112.3143, Florida Statutes, concerning voting conflicts of interest (41-2.012(5)(d) FAC).  
249
- 250 J. Work cooperatively with regional workforce boards established in Chapter 445, F.S. to provide assistance  
251 in the development of innovative transportation services for participants in the welfare transition program  
252 (427.0157(7), FS).  
253
- 254 K. Evaluate multi-county or regional transportation opportunities (427.0157(6), FS).  
255  
256

## ARTICLE VIII: Committees

### SECTION 1: QUALITY ASSURANCE TASK FORCE

260 A Quality Assurance Task Force, "committee," represented by at least five (5) members from the TDLCB, shall  
261 be established to discuss TD issues or any other problems related to service quality. Member alternates may  
262 serve on the QATF, however may only vote if the regular member is not present at the meeting. This task force  
263 will review and develop recommendations concerning the CTC Evaluation process. It shall ensure that the  
264 most cost-effective, non-duplicated, efficient and accountable transportation service is offered to the  
265 Transportation Disadvantaged population. The Task Force may also consider, under its purview, activities that  
266 support the improvement of TD operations such as limited research or studies. The Task Force will also select  
267 new or replacement members for vacancies from eligible applicants within the tri-county region for non-agency  
268 mandated positions. A Chairperson shall be selected by the members appointed to the Task Force.  
269

### SECTION 2: GRIEVANCE COMMITTEE

271 Annually, a Grievance Committee shall be established to serve as a mediator to hear and investigate  
272 grievances, from agencies, users, transportation operators, potential users of the system, and the CTC in the  
273 designated service area, and make recommendations for the local Coordinating Board or to the TD  
274 Commission, when local resolution cannot be found, for improvement of service.  
275

276 The TDLCB shall establish a process and procedure to provide regular opportunities for issues to be brought  
277 before such committee and to address them in a timely manner in accordance with the TD Commission's Local

278 Grievance Guidelines. Members appointed to the committee shall be voting members of the TDLCB. (41-  
279 2.012(5)(c), FAC).

280

281 **SECTION 3: OTHERS**

282 Other committees may be designated by the Chairman, as necessary, to investigate and report on specific  
283 subject areas of interest to the TDLCB and to deal with administrative and legislative procedures. Members  
284 appointed to the committees shall be voting members of the Coordinating Board. Committee members shall  
285 elect all committee chairpersons each calendar year.

286

287

**ARTICLE IX: Communication with Other Agencies and Entities**

288

289 The Local Coordinating Board may communicate directly with other agencies and entities, as necessary, to  
290 carry out its duties and responsibilities in accordance with Rule 41-2 Florida Administrative Code.

291

292

**ARTICLE X: Amendments**

293

294 The Bylaws may be amended by a two-thirds vote of members present, if a quorum exists, providing the  
295 proposed change(s) is/are mailed to all members at least seven (7) days in advance of the meeting.

296

**CERTIFICATE**

The undersigned hereby certifies that he/she is the Chairperson of the Joint Orange, Osceola, and Seminole Counties Transportation Disadvantaged Local Coordinating Board and that the foregoing is a full, true and correct copy of the Bylaws of this Board as adopted by the Joint Orange, Osceola and Seminole Counties Transportation Disadvantaged Local Coordinating Board.

\_\_\_\_\_  
Honorable Mayra Uribe, Chairperson

**Passed and duly adopted by the Joint Orange, Osceola and Seminole Counties Transportation Disadvantaged Local Coordinating Board at its meeting on the 15<sup>th</sup> day of February 2024.**

ATTEST:

\_\_\_\_\_  
Rachel Frederick, Board Services Coordinator

297

**TAB 2**





**ORANGE, OSCEOLA, AND SEMINOLE COUNTIES  
LOCAL COORDINATING BOARD**

**GRIEVANCE PROCEDURE  
FOR  
TRANSPORTATION DISADVANTAGED SERVICES**

**February 9, 2023**

# **GRIEVANCE PROCEDURE**

## **I. CREATION OF A GRIEVANCE PROCEDURE**

- A. This is hereby created and established as a Grievance Procedure.
- B. The Transportation Disadvantaged Local Coordinating Board (TDLCB) Grievance Committee is hereinafter created and referred to as the Grievance Committee.

## **II. DEFINITIONS**

As used in this procedure, the following words and terms shall have the meanings assigned herein:

### **A. Community Transportation Coordinator (CTC)**

A transportation entity appointed to ensure that coordinated transportation services are provided to the transportation disadvantaged population in a designated service area.

### **B. Transportation Disadvantaged (TD) Customer**

Those persons who, because of physical or mental disability, income status, or age or who for other reasons are unable to transport themselves or to purchase transportation, and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life sustaining activities, or children who are high-risk.

### **C. Funding Agency**

Those agencies, which have a funding agreement with the CTC for transportation services for their transportation disadvantaged customers.

### **D. Transportation Operator (Carrier)**

The entity providing transportation services for the transportation disadvantaged, whether it be private non-profit, private for profit, or public operator.

## **III. OBJECTIVE**

- A. The objective of the Grievance Process shall be to process, investigate and make recommendations, in a timely manner on formal written complaints/grievances that are not resolved between individual agencies/entities, including the CTC and the contract service provider and/or the contract service provider and the customer.
- B. The implementation of these rules and procedures will ensure quality control and the ability to provide participating customers, funding agencies and others with an impartial body to hear complaints and submit recommendations regarding the grievance as indicated.
- C. Apart from this grievance process, aggrieved parties with proper standing may also have recourse through Chapter 120, Florida Statutes Administrative Hearing Process, or the judicial court system.

#### **IV. MEMBERS**

- A. Members of the Grievance Committee shall be appointed by the Transportation Disadvantaged Local Coordinating Board Chair and shall consist of at least five (5) voting members of the TDLCB and may include other appointed volunteers.
- B. Grievance Committee members will be appointed annually, however, the committee will only meet should a grievance be elevated to the level of STEP TWO Appeal, as outlined in Section V. Grievance Procedures.

#### **C. Term of Members**

- 1. The members of the Grievance Committee shall serve a term of one year, with allowances for multiple terms.
- 2. The Grievance Committee shall elect a Chairperson and Vice-Chairperson.
- 3. A simple majority shall be present for any official action. The meetings shall be held at such times as the Grievance Committee may determine.
- 4. No voting member will have a vote on an issue that is deemed a conflict of interest.

#### **D. GRIEVANCE PROCEDURES**

- 1. A grievance is defined as any ongoing service problem that interferes with accessing a major life activity, such as work, healthcare, employment, education, shopping, social activities, or other life sustaining activities.
  - a. A service problem must be documented as ongoing for a 30-day period.
  - b. The customer must demonstrate that they have unsuccessfully attempted to resolve the issue with the CTC on multiple occasions.
  - c. The customer must demonstrate a level of service that has been provided which is below locally accepted service standards.
  - d. The Grievance Committee may hear other issues at their discretion, such as issues related to carriers and/or sponsors of service.
  - e. Every effort will be made by the CTC to resolve service problems. However, if unable to resolve the problem and/or the grievant wishes to take further action, then the CTC will provide the grievant with assistance with the official grievance process.

#### **STEP ONE**

- 1. When the CTC is advised that the customer wishes to file a grievance, the CTC will send the customer the Grievance Form and a copy of the current ORANGE, OSCEOLA AND SEMINOLE COUNTIES LOCAL COORDINATING BOARD GRIEVANCE PROCEDURE FOR



**TRANSPORTATION DISADVANTAGED SERVICES.** Notification of the intent to file a Grievance must be made in writing to the CTC's Director of Mobility Services.

All documents pertaining to the grievance process will be made available, upon request, in a format accessible to persons with disabilities.

2. Upon receipt of the completed Grievance Form, the CTC will assign a CTC File Number and initiate a Grievance Log Tracking Form. The CTC Designee will review the Grievance Form and all support documentation and then prepare a written response. The response shall be completed and mailed (Certified and Return Receipt Requested) within ten (10) business days after receiving the grievance. A copy of the response should also be provided to MetroPlan Orlando (MPO).

A file folder should be established for the grievance. This folder should have the name of the grievant and CTC File Number. The folder should contain the original support documentation, the CTC's response, and any other data about the case.

The CTC will respond to Grievance and issue a judgment based on:

- a. "Resolved" - The CTC feels that the customer's concerns, as stated in the Grievance Form, have been addressed to the best of their ability and the case is resolved.
  - b. "Unresolved" - The CTC feels that the issues stated in the Grievance Form have not been resolved due to existing policy, procedure, service standards, lack of evidence or a lack of resolve.
3. If the customer feels that the concern has not been properly addressed, they will have the option to appeal as stated in Step Two of the Grievance Process. As part of the Step One Response, the customer will be notified of their right to appeal, as well as the process for appeal. Appeals must be submitted to MetroPlan Orlando (MPO) within ten (10) business days of the Step One Response (based on postmark).

## **STEP TWO**

1. Upon responding to the customer's Step One Grievance, the CTC will forward all original documentation to the MPO.
2. Once notified of the customer's desire to appeal the decision, MPO staff will notify the Grievance Committee of the date of the Step Two Grievance Hearing. Upon receipt of the Appeal, the MPO shall have ten (10) working days to contact Grievance Committee members and set a grievance hearing date. The grievant and all parties involved shall be notified at least seven (7) business days before the hearing date by Certified Mail, Return Receipt Requested. The hearing will take place within thirty (30) days of the notice of appeal.
  - a. The Grievance Committee shall have the power to hold hearings and conduct investigations in all matters relating to grievances brought before the committee.
  - b. The Grievance Committee shall review the material presented and issue a recommendation or recommendations to all parties involved within ten (10)

**GRIEVANCE TRACKING FORM  
(FOR OFFICE USE ONLY)**

CTC File Number: \_\_\_\_\_

STEP 1 of the Grievance Process

Date Grievance Received at CTC: \_\_\_\_\_

CTC Representative: \_\_\_\_\_

File Established: \_\_\_\_\_

Date Grievance responded to: \_\_\_\_\_

Date Certified Letter Sent: \_\_\_\_\_

Date of Action: \_\_\_\_\_

STEP 2 of the Grievance Process

Date Grievance Received at MPO: \_\_\_\_\_

Date sent to Grievance Committee of the TDLCB: \_\_\_\_\_

Date of Hearing: \_\_\_\_\_ Date Certified Letter Sent: \_\_\_\_\_

Date of Action: \_\_\_\_\_

Date Certified Letter Sent Regarding Recommendation(s): \_\_\_\_\_

STEP 3 of the Grievance Process

Date Grievance Received at MPO: \_\_\_\_\_

Date sent to Local Coordinating Board: \_\_\_\_\_

Date of Hearing: \_\_\_\_\_ Date Certified Letter Sent: \_\_\_\_\_

Date of Action: \_\_\_\_\_

Date Certified Letter Sent Regarding Recommendation(s): \_\_\_\_\_

**GRIEVANCE PROCESS FORM FOR THE  
ORANGE, OSCEOLA AND SEMINOLE COUNTIES  
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD**

AGENCY/INDIVIDUAL NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_

ZIP: \_\_\_\_\_

TELEPHONE: \_\_\_\_\_

E-MAIL: \_\_\_\_\_

=====

PLEASE REVIEW THE ATTACHED RULES AND PROCEDURES PERTAINING TO GRIEVANCES.

This form stating the grievance shall be sent to the Community Transportation Coordinator (CTC) outlining the nature of the grievance, and where applicable, the date, time and place of the incident(s) constituting the grievance. (Additional pages may be attached. Please be sure to number all additional pages and/or attachments.)

Please send completed form and any supporting documentation to:

Director of Mobility Services  
Lynx-Central Florida Regional Transportation Authority  
2500 Lynx Lane, Suite B-235 Orlando, FL 32804  
(407) (407) 254-6169

**GRIEVANCE FORM - CONTINUED**



GRIEVANCE INFORMATION

A series of 20 horizontal lines provided for writing the grievance information.

**GRIEVANCE FORM - CONTINUED**



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I hereby attest that these statements are true and correct,

Printed Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

and all parties involved shall be notified at least seven (7) business days before the hearing date by Certified Mail, Return Receipt Requested. The hearing will take place within thirty (30) days of the notice of appeal.

- a) The Grievance Committee shall have the power to hold hearings and conduct investigations in all matters relating to grievances brought before the committee.
  - b) The Grievance Committee shall review the material presented and issue a recommendation or recommendations to all parties involved within ten (10) working days of the date of the hearing. Said notice shall be sent to all parties by Certified Mail, Return Receipt Requested.
  - c) All meetings and hearings will be open to the public.
  - d) Minutes shall be kept at each hearing and filed with the TDLCB and shall be public record.
3. The MPO will complete the Grievance Tracking Form for this and subsequent steps of the process.

#### **D. STEP THREE**

1. Both the CTC and the grievant will have the right of appeal of any recommendation(s) of the Grievance Committee to the full TDLCB.
2. Upon notification of the desire to appeal the Step Two recommendation(s), the MPO will notify all parties of the date, time and location of the next scheduled TDLCB meeting via Certified Mail, Return Receipt Requested.
3. The MPO will update the file and the Grievance Log Tracking Form.
4. It is important to note that during the entire process, the CTC and/or MPO should keep the Commission for the Transportation Disadvantaged informed of the recommendation(s) made at the various steps of the process. Further, all files and documentation associated with the case must be kept updated by the CTC at all times during this process.

#### **CERTIFICATION**

The undersigned hereby certifies, as Chairperson of the Transportation Disadvantaged Local Coordinating Board for Orange, Osceola and Seminole Counties that the foregoing is a true and correct copy of the Grievance Procedure of the TDLCB as adopted the 9<sup>th</sup> day of February, 2023.



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Honorable Pat Bates, Chairperson, for the Orange, Osceola, and Seminole Counties Transportation Disadvantaged Local Coordinating Board