

**EMERGENCY MEETING OF THE CITRUS COUNTY  
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

Citrus County Transit Center Conference Room

1300 S Lecanto Hwy, Lecanto, FL 34461

June 19, 2015 – 10:30 am

**AGENDA**

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Commissioner Joe Meek  
Dominic H Christofaro  
Shannon Heathcock  
Robert Telese  
Samuel Dinunno

Stephen C Brown  
Donna Moran  
Ginger West  
Brenda Chrisman  
Kelly Kell

Andrew Singer  
Tracy Tronco  
Melinda Jordan  
Nancy Blythe

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*All Meetings are recorded. An audio recording will be available on the Transit website within 48 hours after the meeting.*

**A. CALL TO ORDER**

**B. ROLL CALL**

**C. OPEN TO THE PUBLIC**

**D. EMERGENCY MEETING BUSINESS**

D1 By Laws and Grievance Procedures

**E. OTHER BUSINESS BY BOARD MEMBERS**

**F. UPCOMING MEETINGS**

1. Annual Organizational Meeting for the purpose of electing a Vice Chairperson:  
August 20, 2015, 9:00a.m. – 9:30a.m., Citrus County Transit Center Conference Room  
Annual Public Meeting: August 20, 2015, 9:30am – 10:30am, Citrus County Transit Center Conference Room.  
Regular Meeting: August 20, 2015, 10:30am – approx. 12pm, Citrus County Transit Center Conference Room.
2. Regular Meeting: November 19, 2015, at 10:30a.m., Citrus Transit Center conference Room S Lecanto Hwy, Lecanto, FL. 34461

## H. ADJOURNMENT

NOTE: If any person decides to appeal any decision made by the Transportation Disadvantaged Coordinating Board with respect to any matter considered at this public meeting or hearing, he or she will need to ensure that a verbatim record of the proceedings is made which record shall include the testimony and evidence upon which the appeal is to be based. Any person requiring reasonable accommodation at this meeting because of a disability or physical impairment should contact the County Administrator's Office, 110 N. Apopka Ave, Inverness, FL 34450 (352) 341-6560, at least two days before the meeting. If you are hearing or speech impaired, use the TDD telephone (352) 341-6580.



Item No.:	D1
Date:	06/20/2015
Approved for Agenda:	

## TRANSPORTATION DISADVANTAGED COORDINATING BOARD

### AGENDA MEMORANDUM

<b>FROM:</b>	Lon Frye, Transit Director
<b>SUBJECT:</b>	By Laws and Grievances Procedures Including Attachment A
<b>AGENDA DATE:</b>	June 20, 2015
<b><u>BRIEF OVERVIEW:</u></b>	
<b><u>RECOMMENDED ACTION:</u></b>	Approve the updated By Laws and Grievance Procedures including Attachment A.  Attachments

**BY-LAWS and GRIEVANCE PROCEDURES  
Citrus County  
TRANSPORTATION DISADVANTAGED COORDINATING BOARD  
June 23, 2015**



## TABLE OF CONTENTS

ARTICLE I: PREAMBLE .....	4
ARTICLE II: NAME AND PURPOSE.....	4
ARTICLE III: ADMINISTRATION OF THE LCB.....	4
ARTICLE IV:LCB Membership.....	5
ARTICLE V: Terms of Appointment .....	8
ARTICLE VI: ATTENDANCE .....	8
ARTICLE VII: BY-LAWS AND PARLIAMENTARY PROCEDURES .....	9
ARTICLE VIII: BOARD RESPONSIBILITIES .....	9
ARTICLE IX: COMMITTEES.....	11
ARTICLE X: GRIEVANCE PROCEDURES .....	<b>Error! Bookmark not defined.</b>
ARTICLE XI: COMMUNICATION WITH OTHER AGENCIES AND ENTITIES.....	13
ARTICLE XII: AMENDMENTS .....	13
ARTICLE XIII: CERTIFICATION .....	13

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## **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 Citrus County Transportation Disadvantaged Coordinating Board. The intent is to provide procedures and policies for fulfilling the requirements of Chapter 427, Florida Statutes (F.S.), and Rule 41-2, Florida Administrative Code (F.A.C.), setting forth requirements for the coordination of transportation services to the transportation disadvantaged.

## **ARTICLE II: NAME AND PURPOSE**

The name of the Coordinating Board shall be the CITRUS COUNTY TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD (LCB).

The purpose of the LCB 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 LCB is considered an advisory body. (Section 427.0157, Florida Statutes)

## **ARTICLE III: ADMINISTRATION OF THE LCB**

- A **Planning Agency Responsibilities:** The Metropolitan Planning Organization (MPO) or Designated Official Planning Agency (DOPA), also uniformly referred to as the Planning Agency, shall provide the Local Coordinating Board (LCB) with sufficient staff support and resources to enable the LCB to fulfill its responsibilities as set forth in Chapter 427, Florida Statutes. This responsibility includes providing sufficient staff to manage and oversee the responsibilities of the LCB. This includes, but is not limited to, assistance in the scheduling of meetings; training board members, evaluating cost effectiveness of the coordinated system in the designed service area, reviewing the local Transportation Disadvantaged Service Plan, preparing, duplicating and distributing meeting packets, and other necessary administrative duties and cost, as appropriate.
- B **Regular Meetings.** The Board shall meet as often as necessary in order to meet its responsibilities. However, as required by Chapter 427.0157, F.S., the Board shall meet at least quarterly with a quorum of its membership. All meetings, including committee meetings, will function under the "Government in the Sunshine Law". All meetings will provide opportunity for public comments on the agenda.
1. **Quorum.** At all meetings of the Board, the presence in person of a majority of the voting members shall be necessary and sufficient to constitute a quorum for the transaction of business. In the absence of a quorum, those present may cancel the meeting and reschedule the meeting at a later date

## C Meeting Notices.

### 1. Full Board Meeting Notices

- a. All LCB meetings, public hearings, committee meetings, etc., shall be advertised, at a minimum, in the largest general circulation newspaper in the designated service area prior to the meeting.
- b. Meeting notice shall include date, time, and location, general nature/subject of the meeting, and a contact person and number to call for additional information and request accessible formats.
- c. Planning agency staff shall provide the agenda meeting package to the Commission for the Transportation Disadvantaged (Commission), LCB members and all other interested parties prior to the meeting. Special consideration to the advanced delivery time of certain technical or detailed documents, such as the TDSP, shall be given for additional review time. The agenda shall include a public participation opportunity.

Emergency Meeting Notices and Committee Meeting Notices: The Planning Agency shall give LCB members and others one week notice, if possible, of the date, time, and proposed agenda for the LCB committee meetings as soon as possible for all emergency meetings. Meeting materials shall be provided as early as possible. Emergency/Committee meetings shall be advertised in the largest general circulation newspaper in the designated service area as soon as possible prior to the meeting.

d. Minutes. Planning Agency staff is responsible for preparing and maintaining an official set of minutes for each LCB meeting. The minutes shall be prepared in a reasonable time following the meeting and shall include an attendance roster indicating what agency or organization or position each member represents and reflect a summary of official actions taken by the LCB. The record of official actions shall include who made and seconded the motion(s), as well as who voted for and against motions. Meeting Minutes shall be provided at the next regularly scheduled LCB meeting for approval. Copies of approved minutes shall be sent to the Commission in the Quarterly Report.

Committee meeting minutes may be in the form of a brief summary of basic points, discussions, decisions and recommendations to the full board.

## **ARTICLE IV: LCB MEMBERSHIP**

### A. officers

1. Chairperson. The Board of County Commissioners shall appoint one of its members to serve as the official Chairperson for all Board meetings. The Board of County Commissioners will replace the Chairperson before the two-year term is completed if the Chairperson is no longer in office. The Chairperson may serve more than one consecutive term.

The Chairperson shall preside at all meetings, and in the event of his/her absence, or at his/her discretion; the Vice-Chairperson shall assume the powers and duties of the Chairperson. The Chairperson is responsible for the minutes of the meetings and for all notices and agendas for future meetings. The DOPA staff shall assist the Chairperson with the preparation, duplication, and distribution of all materials necessary for Board members.

2. Vice-Chairperson. At the first quarterly business meeting each year, the Board will elect a Vice-Chairperson. The Vice-Chairperson shall be elected by a majority vote of the Board present and voting at the organizational meeting. The Vice-Chairperson shall serve a term of one (1) year. The Vice-Chairperson may serve more than one consecutive term. In the event of the Chairperson's absence, the Vice-Chairperson shall assume the duties of the Chairperson and conduct the meeting.

B. Voting Members. All members of the Board shall be appointed by the DOPA. The DOPA is the Citrus County Board of County Commissioners.

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

1. An elected official from the service area, serving as the chairperson;
2. A local representative of the Florida Department of Transportation;
3. A local representative of the Florida Department of Children and Family Services;
4. A representative of the Public Education Community which could include, but not to 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 recommended by the local Veterans Service Office, representing the veterans in the county.

7. A person who is recognized by the Florida Association for Community Action (President or designee) representing the economically disadvantaged in the county;
8. A person over sixty representing the elderly in the county;
9. A person with a disability representing the disabled in the county;
10. Two citizens advocate representatives in the county; one who must be a person who uses the transportation service(s) of the system as their primary means of transportation;
11. A local representative for children at risk;
12. In areas where they exist, the Chairperson or designee of the local mass Transit or Public Transit System's Board, except in cases where they are also the Community Transportation Coordinator;
13. A local representative of the Florida Department of Elder Affairs;
14. An experienced representative of the local private for profit transportation industry. In areas where such a representative is not available, a local private non-profit representative will be appointed except where said representative is also the CTC. In cases where no private for-profit or private non-profit representatives are available in the service area, this position will not exist on the LCB.
15. A local representative of the Florida Agency for Health Care Administration;
16. A representative of the Regional Workforce Development Board established in Chapter 445, Florida Statutes; and,
17. A representative of the local medical community, which may include, but not be limited to, kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, local health department or other home and community based services, etc.

It is the intent of the Commission for the membership of every LCB to not only consist of individuals who represent the appropriate governmental agencies and groups of people as defined above, but also for the membership to represent, to the maximum degree possible, a cross section of their local community/service area.

No employee of a CTC shall serve as a voting member of the LCB. However, an elected official serving as Chairperson of the LCB, or other governmental employees that are not

employed for the purpose of making provisions for transportation and are not directly supervised by the CTC shall not be precluded from serving as voting members of the LCB.

C. Technical Advisors. Upon majority vote of a quorum of the LCB, technical advisors may be approved for the purpose of providing the LCB with technical advice as necessary.

D. Alternate Members. Governmental Agencies having representation on the Board may appoint an alternate-voting representative as necessary to assure their respective agency representation at Board meetings.

1. Alternates are to be appointed in writing to the Planning Agency by an agency representative. Non-agency alternates may be appointed by the Planning Agency, if desired.
2. Each alternate may vote only in the absence of that member on a one- vote-per-member basis.
3. LCB member alternates must be a representative of the same interest as the primary member.

#### **ARTICLE V: TERMS OF APPOINTMENT**

Except for the Chairperson and State Agency representatives, the members of the LCB shall be appointed for three year staggered terms with initial membership being appointed equally for one, two and three years. The chairperson shall serve until replaced by the Board of County Commissioners. All members of the Board may be re-appointed for more than one term.

Member Resignation. Any member of the Board may resign at any time by a written notice to the Chairperson. Unless otherwise specified in such notice, such resignation shall take effect upon receipt thereof by the Chairperson. The Board of County Commissioners shall review, and consider rescinding, the appointment of any voting member of the Board who fails to attend three (3) meetings in one (1) year.

Training LCB Members. All LCB members should be trained on and comply with the requirements of Section 112.3143, Florida Statutes, concerning voting conflicts of interest.

#### **ARTICLE VI: ATTENDANCE**

The Board shall review, and consider rescinding, the appointment of any member of the LCB who fails to attend three meetings in one year. The LCB shall notify the Commission if any state agency voting member or their alternate fails to attend three consecutive meetings. The LCB must complete attendance roster for each local coordinating board meeting. Each member of the LCB is expected to demonstrate his/her interest in the LCB's activities through attendance of the scheduled meetings, except for reasons of an unavoidable nature.

## **ARTICLE VII: BY-LAWS AND PARLIAMENTARY PROCEDURES**

A. The LCB shall develop and adopt a set of by-laws. Citrus County Code of Ordinances Section 2-41 to 2-49 shall govern the proceedings at the meeting of the LCB. The by-laws shall be reviewed, updated, approved annually, and submitted to the Commission for the Transportation Disadvantaged.

B. Voting. At all meetings of the Board at which a quorum is present, all matters, except as otherwise expressly required by law or these By-laws, shall be decided by the vote of a majority of the members of the Board present. All members present at any given meeting shall vote as required unless said member has a conflict of interest by Florida Law.

## **ARTICLE VIII: BOARD RESPONSIBILITIES**

### **The LCB Shall:**

A. Review and approve the Memorandum of Agreement including the Coordinated Community Transportation Disadvantaged Service Plan, between the Coordinator and the State Commission.

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

C. Annually, provide the MPO/planning agency with an evaluation of the CTC's performance in general and relative to Insurance, Safety Requirements and Standards as referenced in Rule 41- 2.006, FAC, and the performance results of the most recent TDSP (41-2.012(5)(b) FAC). As part of the CTC's performance, the LCB shall also set an annual percentage goal increase (or establish a percentage) for the number of trips provided within the system to be on public transit. The LCB shall utilize the Commission's Quality Assurance Performance Evaluation Tool to evaluate the performance of the CTC. This evaluation Tool and Summary will be submitted to the Commission upon approval by the LCB. In areas where a planning agency serves as the CTC, the planning agency shall abstain from any official actions that represent a conflict of interest, especially in the evaluation process of the CTC.

D. In cooperation with the CTC, review and provide recommendations to the Board of County Commissioners and the Commission for the Transportation Disadvantaged on all applications for local, state, or federal funds relating to transportation of the transportation disadvantaged in the county to ensure that any expenditures within the county are provided in the most cost effective and efficient manner. The accomplishment of this requirement shall include the development and implementation of a process by which the LCB and CTC have an opportunity to become aware of any federal, state or local government funding requests and provide recommendations

regarding the expenditure of such funds. Such funds may include expenditures for operating, capital or administrative needs. Such a process should include at least:

1. The review of applications to ensure that they are consistent with the TDSP. This review shall consider:
  - a. The need for the requested funds or services;
  - b. Consistency with local government comprehensive plans;
  - c. Coordination with local transit agencies, including the CTC;
  - d. Consistency with the TDSP;
  - e. Whether such funds are adequately budgeted amount for the services expected; and,
  - f. Whether such funds will be spent in a manner consistent with the requirements of coordinated transportation laws and regulations.
  
2. Notify the Commission of any unresolved funding requests without delays in the application process.

E. Review coordination strategies or service provision to the transportation disadvantaged in the designated service area to seek innovative ways to improve cost effectiveness, efficiency, safety, working hours and types of service in an effort to increase ridership to a broader population (427.0157(5) FS). Such strategies should include:

1. Supporting inter- and intra-county agreements to improve coordination as a way to reduce costs for service delivery, maintenance, insurance, or other identified strategies; and
  
2. Seeking the involvement of the private and public sector, volunteers, public transit, school districts, elected officials and others in any plan for improved service delivery.

G. Appoint a Grievance Committee to serve as a mediator to hear and investigate grievances, from agencies, users, transportation operators, potential users of the system, and the CTC's in the designated service area, and make recommendations for the local Coordinating Board or to the Commission, when local resolution cannot be found, for improvement of service. The LCB shall establish a process and procedure to provide regular opportunities for issues to be brought before such committee and to address them in a timely manner in accordance with the Commission's Local Grievance Guidelines. Rider brochures or other documents provided to users or potential users of the system shall provide information about the complaint and grievance process including the publishing of the Commission's TD Helpline service when local resolution has not occurred. All materials shall be made available in accessible format, upon request by a citizen. Members appointed to the committee shall be voting members of the LCB. (41-2.012(5) (c), FAC)

If the CTC provides Medicaid Non-Emergency Transportation through a contract with the Commission, the LCB's Grievance Committee shall be responsible for responding to Grievances and Appeals through the Medicaid Grievance System. A Medicaid Expedited Appeal Committee must also be established to address expedited appeals. The Expedited Appeal Committee should be at a minimum of three members, should not include more than one LCB Member, and no person who was involved in the original decision on the action taken. All expedited appeals must be resolved within 72 hours of receiving the appeal request.

H. Annually review coordination contracts to advise the CTC whether the continuation of said contract provides the most cost effective and efficient transportation available (41-2.008(3) FAC

I. Annually hold at a minimum, one Public Hearing for the purpose of receiving input regarding unmet needs or any other areas that relate to the local transportation services. The public hearing will be held at a place and time that is convenient and accessible to the general public. In order that additional funding is not used or needed to accommodate this requirement, it is recommended that the public hearing be held in conjunction with a regular business meeting of the Coordinating Board (immediately following or prior to the LCB meeting). A public hearing held jointly with the Commission will satisfy this annual requirement.

J. All coordinating board members should be trained in and should comply with the requirements of Section 112.3143, Florida Statutes, concerning voting conflicts of interest. See (41-2.012(5)(d) FAC)

K. Work cooperatively with regional workforce boards established in chapter 445 to provide assistance in the development of innovative transportation services for participants in the welfare transition program. See (427.0157(7), FS)

L. Evaluate multi county or regional transportation opportunities. See (427.0157(6), FS)

## **ARTICLE IX: COMMITTEES**

### **A. Committees**

Committees shall be designated by the Chairperson as necessary to investigate and report on specific subject areas of interest to the Board and to deal with administrative and legislative procedures.

### **B. Established Committees**

#### **1. Grievance Committee**

The membership of the Grievance Committee shall be as follows:

- a. A board member who serves as the Citizen Advocate/System User for Citrus County;
- b. A Board member who represents the Florida Department of Elder Affairs (DOEA);
- c. A Board member who represents the Florida Division of Vocational Rehabilitation;
- d. A Board member whose agency provides children at risk services for the citizens of Citrus County; and
- e. A Board member who represents the economically disadvantaged citizens of Citrus County.

2. Memorandum of Agreement and Service Plan Review Committee (MOA) Committee).

The membership of the MOA Committee shall be as follows:

- a. A board member who represents the Florida Department of Veterans Affairs;
- b. A Board member who represents the Florida Departments of Health and Rehabilitative Services (HRS);
- c. A Board member who serves as the Citizen Advocate for Citrus County;
- d. A Board member who represents the handicapped citizens of Citrus County;
- e. A Board member who serves the elderly citizens of Citrus County.

3. Selection Committee

A Selection Committee composed of individuals having technical and planning experience with coordination of transportation disadvantaged services will be responsible for assisting the Coordinator with Request for Proposals for subcontracting transportation disadvantaged services.

The membership of the Selection Committee shall be as follows:

- a. A Board member who represents the Public Education Community:

b. A Board member who represents the Department of Transportation (FDOT):

c. A Board member who represents the Florida Agency for Health Care Administration (AHCA).

**ARTICLE X: GRIEVANCE PROCEDURES**

Grievance procedures are attached hereto as Exhibit "A."

**ARTICLE XI: COMMUNICATION WITH OTHER AGENCIES AND ENTITIES**

The Board of County Commissioners authorized the Board to communicate directly with other agencies and entities as necessary to carry out its duties and responsibilities in accordance with Rule 41-2, F.A.C.

**ARTICLE XII: AMENDMENTS**

The bylaws may be recommended for amendment or restatement by a two-thirds (2/3) vote of members present, if a quorum exists, providing the proposed change(s) is/are mailed to all members at least seven (7) days in advance of the meeting. Any amendment or restatement must be consistent with Rule 41-2 F.A.C. and Chapter 427 F.S. and must be approved by the Citrus County Board of County Commissioners.

**ARTICLE XIII: CERTIFICATION**

The undersigned hereby certifies that he/she is the Chairperson of the Board and that the foregoing is a full, true and correct copy of the By-laws of the Board as adopted by the Board on the 2<sup>nd</sup> day of April, 2015.

\_\_\_\_\_  
Joe Meek, Chairperson

\_\_\_\_\_  
Date

Citrus County Transportation Disadvantaged Coordinating Board

b. A Board member who represents the Department of Transportation (FDOT):

c. A Board member who represents the Florida Agency for Health Care Administration (AHCA).

**ARTICLE X: GRIEVANCE PROCEDURES**

Grievance procedures are attached hereto as Exhibit "A."

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The undersigned hereby certifies that he/she is the Chairperson of the Board and that the foregoing is a full, true and correct copy of the By-laws of the Board as adopted by the Board on the 2<sup>nd</sup> day of April, 2015.

  
\_\_\_\_\_  
Joe Meek, Chairperson

Date 6-10-15

Citrus County Transportation Disadvantaged Coordinating Board

## **Attachment A Grievance Procedures**

**A. Establishment** - It is the intent of the LCB (Local Coordinating Board) to encourage resolution of grievances at the lowest level and to educate passengers, funding agencies and any other interested parties about the grievance process(es).

A grievance committee is established under Article IX of the Citrus County Transportation Disadvantaged Coordinating Board by-laws and shall be applied as it becomes necessary under conditions described in Section D below.

**B. Hearing vs. Hearing and Determining** - There is a distinct difference between “hearing” a grievance and “hearing and determining” a grievance. There is no bar to a person or entity listening to or “hearing” a grievance. An entity may investigate a grievance as long as it does not impose requirements on third parties that are not supported by statute or contractual agreement. However, when an entity makes a determination of the rights, duties, privileges, benefits or legal relationships of a specified person or persons, it is exercising “adjudicative” or “determinative” powers. It should be noted that Chapter 427, F.S grants no “adjudicative” powers to any party or entity “hearing” a grievance.

**C.** This section will delineate the difference between a formal grievance pursuant to Chapter 427 F.S. and Rule 41-2 F.A.C., and a service complaint.

1. **Service Complaint**- service complaints are routine incidents that occur on a daily basis, and, are reported to the driver, dispatcher or other individuals involved with the daily operations. Service complaints are to be resolved within a reasonable period of time and followed up by the CTC (Community Transportation Coordinator).

a. Service complaints may include but not limited to:

1. Late trips (late pick-up and or late drop off)
2. No-show by transit operator
3. No-show by client
4. Client behavior
5. Driver behavior
6. Service denial to client
7. Passenger discomfort

2. **Formal Grievance**- a formal grievance is a written complaint to document any concerns or an unresolved service complaint regarding the operation or administration of TD, (Transportation Disadvantaged), services by the CTC, DOPA (Designated Official Planning Agency), or LCB.

a. Formal Grievances may include but are not limited to:

1. Chronic or reoccurring or unresolved service complaints
2. Violations of specific laws governing the provision of TD services i.e. Charter 427 F.S., Rule 41-2 FAC and accompanying documents,
3. Sunshine Law and ADA
4. Contract disputes (agencies/operators)
5. Bidding disputes
6. Agency compliance
7. Conflicts of interest
8. Billing and or accounting procedures

**D.** These procedures will apply to all service complaints and formal grievances brought to the attention of the CTC or the DOPA staff.

1. Passengers who are trespassed from Citrus County Transit by law enforcement and have been identified as a safety issue are NOT eligible for the Grievance process.
2. If a service complaint cannot be resolved after all efforts by the CTC to reach an amicable resolution, it may be treated as a formal grievance if it is submitted in writing to the CTC. All grievances must contain the following:
  - a. Name and Address of the complainant,
  - b. A statement of the grounds for the grievance with supporting documentation, made in a clear and concise manner, and
  - c. An explanation of the relief desired by the complaint.

The CTC will issue a decision in writing, delivered via regular mail, no later than 20 working days after the formal grievance is filed with the CTC. The decision will give the complainant an explanation of the facts that led to the CTC's decision and will provide a method by which a resolution might be reached. Copies of all correspondence must be submitted to the LCB.

3. If an amicable resolution cannot be reached with the CTC, then the written grievance and the CTC's written report will be submitted to the Grievance Committee. The Grievance Committee must schedule a meeting at which the grievance will be heard, with the aggrieved party present. The grievance committee must respond in writing, by certified mail, to the complaint no later than 30 days after the meeting. If the majority of the grievance committee cannot satisfy the complainant or deems the complaint to be of a nature requiring the LCB's attention the matter will next be referred to the LCB.

4. The written grievance and written reports will be submitted to the LCB. The LCB shall meet with the aggrieved party and hear the grievance. The LCB

shall have a maximum of 60 days to respond in writing, by certified mail, to the complainant.

5. If a resolution cannot be reached by the LCB, the written grievance and written reports will be submitted to the TDC, (Transportation Disadvantaged Commission). The TDC will review the written grievance and the written reports and will issue a written determination no later than sixty (60) days after its receipt of the case file. This written determination will be sent via Certified Mail to the complainant. Upon the TDC entering its determination, the TDC's direction will be followed or the grievance matter will be closed with no further proceedings on the grievance at the County level.

6. At any time, an aggrieved party with proper standing may elect to seek recourse in other proceedings outside of this grievance process, through the Chapter 120, F.S., administrative hearing process or through the judicial system.