

North Florida
Transportation Planning Organization

Grievance Procedure

Duval County Transportation Disadvantaged Coordinating Board

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Grievance Procedure

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Grievance Procedures of the Duval County Transportation Disadvantaged Coordinating Board

LOCAL COMPLAINTS AND GRIEVANCES PROCEDURES

All local coordinating boards are required to adopt Complaint and Grievance Procedures. The Duval County Transportation Disadvantaged Coordinating Board adopted these Complaint and Grievance Procedures. Daily service complaints are routine in nature and are usually resolved immediately within the control center of the CTC. However, if left resolved, a routine service can develop into a formal grievance.

Section 1: Definition of a Complaint.

For the purposes of this Committee a complaint is defined as:

*“An issue brought to the attention of the Community Transportation Coordinator (CTC) either verbally or in writing by a rider, sponsoring agency, community service provider or the staff of the North Florida Transportation Planning Organization which addresses an issue or several issues concerning transportation services provided by the CTC or subcontractors. **Complaints generally relate to the daily operation of the coordinated transportation system and could include late pickups, no shows, the behavior of drivers, clients or reservationists, denial of service or discomfort.**”*

Section 2: Complaint Procedures

The following procedures are established to provide regular opportunities for complaints to be made to the CTC and if necessary brought before the Grievance Committee as a “grievance.”

a. Filing a Complaint

The CTC will provide all riders, sponsoring agencies and service providers with a description of the complaint procedure. Grievance procedures are posted in the Rider’s Guide and distributed to all clients. Riders can file complaints with the CTC by phone 265-8928, fax 265-8919, or regular mail to 100 N. Myrtle Ave., Jacksonville, FL 32204. All complaints must be submitted **immediately** after the incident and should include the passenger’s name and address, date and time of the incident, and a detailed explanation of the incident.

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When requested, the CTC will respond in writing to complaints, within 7 business days. Complaints that cannot be resolved to the satisfaction of the complainant can be appealed to the Grievance Committee.

b. Appeal to the Grievance Committee

The CTC shall advise and provide direction to all persons, agencies or entities from which a complaint has been received of their right to file a formal written grievance **to the North Florida TPO for review by the Grievance Committee. The CTC will provide the Grievance Committee with a report on each issue or item brought before the Committee and shall conduct additional investigation as required by the Grievance Committee.**

c. Recording of Complaints

The CTC will keep a computerized file of all complaints and generate a monthly report identifying emerging patterns of complaints. At minimum this report should identify the number of complaints by type including on-time performance (late trips), safety, vehicle condition, and customer service (driver behavior and reservationist behavior for example).

Written responses to complaints forwarded by any agency will be copied to the agency.

Section 3: Definition of a Grievance

For the purposes of this Committee a grievance is defined as:

*“A circumstance or condition thought to be unjust and grounds for a grievance or resentment not resolved by the Community Transportation Coordinator (CTC) through the complaint procedure.” **Grievances could include unresolved service complaints, denial of service, suspension of service, and unresolved safety issues.***

Issues concerning eligibility determination are the sole responsibility of the entity/authority determining eligibility and are not subject to these grievance procedures. An exemption to the policy is not allowable under the grievance procedure.

Section 4: Grievance Procedures

The following procedures are established to provide regular opportunities for grievances to be brought before the Grievance Committee. The CTC provides copies of the Grievance Procedures to clients who have a service suspension.

a. Filing a Grievance

If a system user, sponsoring agency, community service provider or entity has a grievance with an action taken by the CTC in response to a complaint will present the grievance to the North Florida TPO within thirty (30) days of the written response from the CTC. All grievances must be in writing and shall include the following information:

1. The name and address of the grieving party;

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2. A statement of the grounds for the grievance and supporting documentation; and
3. An explanation of the relief desired by the grieving party.

Facts concerning the grievance should be stated in clear and concise language. Grievances can be mailed to the North Florida TPO to the following address:

North Florida Transportation Planning Organization
980 North Jefferson Street
Jacksonville, Florida 32209
Attn: Elizabeth De Jesus

Grievances can also be e-mailed to the North Florida TPO at edejesus@NorthFloridaTPO.com. The North Florida TPO will forward a copy of the grievance letter to the CTC for a written response and will schedule a meeting of the Grievance Committee. Grievances can also be mailed to the Community Transportation Coordinator (JTA Connexion) to the following address:

JTA CONNEXION
100 N. Myrtle Ave
Jacksonville, FL 32204
Attn: Justin Cayless

Grievances can also be fax to the JTA Connexion at 904-265-8919. The JTA Connexion will forward all Grievances to the North Florida TPO. The aggrieved party and the CTC will be notified of the date, time and location of the meeting at least ten (10) days in advance.

Pursuant to the American with Disabilities Act (ADA), auxiliary aides and accommodations for persons with disabilities are available upon request. Persons requesting accommodations must allow five business days' notice. Last minute requests will be accepted but may not be possible to fulfill. ADA accommodations can be requested by calling Elizabeth De Jesus at 904-306-7500 (Florida Relay Service users dial 711) and / or email to elizabethdejesus@NorthFloridaTPO.com.

b. Grievance Committee Hearing

Within thirty (30) days of receipt of the grievance, the Grievance Committee will meet and render a recommendation. A written copy of the Committee's recommendation will be forwarded to the TD Board Chairperson and all parties involved within ten (10) days of the recommendation. The TD Board authorizes the Grievance Committee to make the final determination. The grieving party will be notified in writing of the Committee's final determination.

c. Appeal to the Florida Commission for the Transportation Disadvantaged

Should the aggrieved party remain dissatisfied with the recommendations of the CTC, and Grievance Committee, appeal can be made to the Florida Commission for the Transportation Disadvantaged.

The appeal should be in writing and submitted within 60 days of the denial date. It should be addressed to:

*Florida Commission for the Transportation Disadvantaged
605 Suwannee Street, MS-49
Tallahassee, Florida 32399-0450*

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d. Appeal to the judicial court system

Aggrieved parties with proper standing may request an administrative hearing or court hearing as per Chapter 120, *Florida Statutes*.

Section 5: Grievance Committee Procedures

The Grievance Committee will follow the procedures outlined below when a grievance has been filed:

•Schedule meetings

Upon receipt of a grievance the North Florida TPO staff will contact the Chairperson and members of the Grievance Committee to schedule a meeting. The Committee will hear grievances prior to the next regularly scheduled Board meeting or at a date, time and location convenient to the Grievance Committee. Grievance meetings will be advertised in a major circulation newspaper.

•Notification

The North Florida TPO staff will notify the grieving party and other interested parties of the date, time and location of the meeting.

•Written Minutes

The minutes of the meeting are recorded and if requested will be provided in written format. These minutes shall include the following:

- (1) A statement that a meeting was held in which the involved parties, their representatives, and witnesses were given an opportunity to present their position.
- (2) A statement that clearly defines the issues discussed;
- (3) An opinion and reasons for the grievance based on the information provided; and
- (4) A recommendation by the Grievance Committee based on their investigation and findings.

COMMUNICATION WITH OTHER AGENCIES

Section 1: General

The North Florida TPO authorizes 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, *Florida Administrative Code*.

A. Filing Grievances with Other Agencies

Where appropriate, a grieving party may also file a grievance with other agencies.

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CERTIFICATION

The undersigned hereby certifies that he is Chairman of the Duval County Transportation Disadvantaged Coordinating Board and that the foregoing is a full, true and correct copy of the Grievance Procedure of this Board as adopted by the Duval County Transportation Disadvantaged Coordinating Board on the 3th day of May, 2018.

Chairman
Duval County Transportation Disadvantaged Coordinating Board