

Wakulla County
Transportation Disadvantaged
Local Coordinating Board



Agenda
Regular Quarterly Meeting

August 23, 2016

10 AM

Senior Citizens Center

Crawfordville

NOTE: Your attendance is important. If you are not able to attend please contact Colleen Roland at 891-8629 no later than June 13, 2016 or Colleen.Roland@talgov.com.

1. **Call to Order** – Hon. Jerry Moore Chair, presiding.

2. **Public Comment** – any member of the public is welcome to speak to the Wakulla County Local Coordinating Board (LCB). Please keep your comments to no more than 5 minutes.

3. **Report from the Community Transportation Coordinator (Ms. Nell Rozar)**

A. **Activity Report** – Attachment 3A

B. **Rate Model** (requires Roll Call Vote)

note: because of its size and technology the worksheets used to prepare this item are not enclosed in the agenda package. The CTC will summarize the rate change at the meeting. A copy of the rate model output will be available for review.

Requested Action: Roll Call Approval of rate.

4. **Items from Members** – reserved for members of the LCB that wish to bring forward issues or other items of interest to the board.

5. **Items from Staff** – (Colleen Roland, CRTPA)

A. **Election of Vice Chair**

Due to the untimely passing of Mr. Glen Wade, the LCB vice chair, Florida Statutes require that another member be elected vice chair.

Requested Action: Election of Vice Chair

B. **Appointment of Community Transportation Coordinator**

The Florida Commission for the Transportation Disadvantaged unanimously approved Wakulla Senior Services as the Community Transportation Coordinator (CTC) for the next five years, beginning July 1, 2016.

C. Meeting Dates for 2016-2017

Staff has been working with its transportation planning partners at the Apalachee Regional Planning Council to schedule our meeting dates. Some of our agency representatives have experienced cutbacks in staff and travel a great distance to attend the meetings. The schedule proposed proves to be the most advantageous:

~~July 20, 2016~~

October 12, 2016

January 18, 2017

April 12, 2017

All meetings will be held at 10 AM.

Requested action: Approval of the 2016-2017 meeting dates.

D. Minutes

The minutes of the February meeting are enclosed for your approval. Attachment 5D

E. Approval of Grievance Procedure

Each year the Grievance Procedure must be reviewed by staff to include any changes that may have occurred in the last 12 months.

Staff has reviewed the procedure and no changes are necessary.
Attachment 5E

Requested action: Approval of Grievance Procedure

6. Adjournment

The next meeting is October 12, 2016 at 10AM

***Community Transportation Coordinator's Quarterly
Report***

Number of Trips Provided From All Funding
Sources

During this reporting period the CTC provided a
total of **5063** trips.

2/01/16-5/31/16			
Trip Type	Within	Outside	Total
Ambulatory	2,752	1,741	4,493
Wheelchair	120	445	565
Stretcher	0	5	5
Total	2,872	2,191	5,063

Cancellations and No-Shows

During this reporting period the CTC received a total of 0 cancellations
For the same period the CTC received a total of 214 no shows. No
Grievances, no concerns no road calls. Total of unduplicated 214 riders.

Units of Service

Medical	2,677
Employment	75
Education Adult Ed Ds Clients	161
Nutrition	1,886
Other Shopping, Court ,Post Office, etc	264

Total
5063

Wakulla County
Transportation Disadvantaged
Local Coordinating Board



Minutes

February 16, 2016

10 AM

Senior Citizens Center
Crawfordville

Members Present:

Hon. Jerry Moore, Chair

Joy Dixon

Walter Donaldson

Rebecca Addison

Tonya Hobby

Darlene King

Staff present:

Nell Rozar, Community Transportation Coordinator

Colleen Roland, Capital Region Transportation Planning Agency

1. **Call to Order** – Hon. Jerry Moore Chair, presiding, called the meeting to order at 10:12 AM

2. **Public Comment** – no member

3. **Report from the Community Transportation Coordinator (Ms. Nell Rozar)**

Ms. Rozar reviewed the statistics for the previous quarter, along with a discussion of budgetary impacts (all good) and coordination efforts.

4. **Items from Members** – there were no items from members.

5. **Items from Staff** – (Colleen Roland, CRTPA)

A. **Remembering Glen Wade**

Ms. Roland informed the board of the passing of LCB Vice Chair Glen Wade, who represented veterans in Wakulla County. The board members then offered a moment of silence in his memory.

B. **Recommendation for Community Transportation Coordinator**

Ms. Roland reported on the Requests for Proposals that was duly advertised according to state requirements. She advised that the only respondent was Wakulla Senior Services. She further advised that she would be making the recommendation for Wakulla Senior Services to retain its role as Community Transportation Coordinator at the April Meeting of the Florida Commission for the Transportation Disadvantaged.

C. Training: Why do we have meetings?

Ms. Roland discussed the statutory requirements for meetings and what the functional purpose they served, such as public accessibility and oversight.

D. Minutes The minutes of the November meeting were approved as submitted. Motion by Addison, second by King.

6. Adjournment

The meeting adjourned at 11:04 AM

Chair

Date

Attest

**Wakulla County
Transportation Disadvantaged Coordinating Board**

Chair Signature/Date: _____

COMPLAINT & GRIEVANCE PROCESS

PURPOSE

The purpose of the complaint and grievance process is to resolve issues affecting the service delivery system and administration of the transportation disadvantaged program in a timely manner. The process does not have adjudicative or determinative powers.

AUTHORITY

41-2.012(5)(c), Florida Administrative Code:

Appoint a Grievance Committee to serve as a mediator to process and investigate complaints, from agencies, users, potential users of the system and the Community Transportation Coordinator in the designated service area, and make recommendations to the Transportation Disadvantaged Coordinating Board for improvement of service. The Transportation Disadvantaged Coordinating Board shall establish procedures to provide regular opportunities for issues to be brought before such committee and to address them in a timely manner.

These procedures are in accordance with the *Local Grievance Guidelines for Transportation Disadvantaged Services* prepared by the Commission for the Transportation Disadvantaged, dated July 1997.

The Commission for the Transportation Disadvantaged Joint Monitoring Workgroup developed uniform service reporting procedures to be used by all Community Transportation Coordinators. The procedures were approved by the Commission and the Commission directed each Transportation Disadvantaged Coordinating Board to implement the uniform service reporting procedures.

DEFINITIONS

Commission for the Transportation Disadvantaged (Commission): A statewide agency created to accomplish the coordination of transportation services provided to the transportation disadvantaged.

Community Transportation Coordinator (CTC, Coordinator): A transportation entity that ensures that coordinated transportation services are provided to serve the transportation disadvantaged population in a designated service area. CTC is required to:

- ❖ Post a toll free telephone number for reporting complaints, grievances and commendations in all vehicles in plain view of riders,
- ❖ Periodically notify the riders of the grievance process,
- ❖ Respond to all requests for the grievance process,
- ❖ Provide, upon request, the grievance process in a format accessible to persons with disabilities,
- ❖ Provide a copy of the grievance process to agencies contracting services,
- ❖ Provide a copy of the grievance process to all transportation operators, and
- ❖ Advise customers of the Commission for the Transportation Disadvantaged Ombudsman Program and Hotline Number.

Complaint: Routine incidents that occur on a daily basis, are reported to the driver or dispatcher, or to other individuals involved with the daily operations, and are resolved within the course of a reasonable time period suitable to the complainant. Local service complaints are driven by the inability of the Community Transportation Coordinator or transportation operators, not local service standards established by the Community Transportation Coordinator and local Coordinating Board. If the Community Transportation Coordinator is also an operator, their statistics on service complaints should be included. Local standards should be developed regarding the reporting and parameters of service complaints. Service complaints may include but are not limited to:

- ❖ Late trips (late pick-up and/or late drop off),

- ❖ No-show by transportation operator and/or client,
- ❖ Client and/or driver behavior,
- ❖ Passenger discomfort,
- ❖ Service denial (without an explanation as to why), and
- ❖ Others, as deemed appropriate by the TDCB.

Grievance: A formal grievance is a written complaint to document any concerns or an unresolved service complaint regarding the operation or administration of transportation disadvantaged services by the Community Transportation Coordinator, Transportation Operators, Planning Agency, or Transportation Disadvantaged Coordinating Board. The Grievant, in their formal complaint, should demonstrate or establish their concerns as clearly as possible. Grievances may include but are not limited to:

- ❖ Chronic or recurring or unresolved service complaints,
- ❖ Violations of specific laws governing the provision of transportation disadvantaged services,
- ❖ Contract disputes (agencies/operators),
- ❖ Coordination disputes,
- ❖ Bidding disputes,
- ❖ Agency compliance,
- ❖ Conflicts of interest,
- ❖ Supplanting of funds,
- ❖ Billing and/or accounting procedures, and
- ❖ Other, as deemed appropriate by the TDCB.

Ombudsman Program: A toll free telephone number established and administered by the Commission to enable persons to access information and/or file complaints/grievances regarding transportation services provided under the coordinated effort of the CTC.

Planning Agency: An entity responsible for transportation planning and serves as staff to the Transportation Disadvantaged Coordinating Board.

Transportation Disadvantaged (TD): 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 on others to obtain access to health care,

employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at-risk as defined in Section 411.202, Florida Statutes.

Transportation Disadvantaged Coordinating Board (TDCB): An entity to provide assistance to the CTC relative to the coordination of transportation services.

Transportation Operator: An entity engaged by the CTC to provide service to transportation disadvantaged persons pursuant to a Transportation Disadvantaged Service Plan.

COMPLAINT PROCEDURES

1. Complaints, verbal or written, may be initiated by anyone regarding anyone or any situation, even another customer.
2. Determine if the complaint is valid. The complaint must contain: customer name, telephone number and/or address of person making the report in order to be contacted for additional information or to update on status, occurrence date and time (if time is available), and information regarding the complaint (service, policy or vehicle concern). If the customer wants to remain anonymous, the validity is questionable. However, the complaint may still need to be resolved.
3. If the complaint is not valid, determine if follow up is necessary. If no, close and file.
4. If the complaint is valid, complete a complaint form and start research. All critical issues must be written up and be handled immediately with supervisory action. Critical issues include, but are not limited to, physical, verbal or substance abuse, and any life-threatening situation (reckless driving, client abandonment, accidents/incidents).
5. If there is resolution at intake (client accepting response to complaint), close and file.

6. If there is no resolution at intake, the Coordinator has 10 working days to resolve the complaint. A maximum of 20 working days can be taken if there are extenuating circumstances. If there are extenuating circumstances, the Coordinator will contact the customer after initial 10 working day period to update the status of the complaint. Responses may be verbal or in writing. If there is any doubt about the customer's satisfaction, a written response should be recorded.
7. If the customer is satisfied with the resolution, close and file. If not satisfied, inform them of the formal grievance procedures, close and file.
8. Continual and/or unresolved complaints may be an indication of an operational issue that needs to be addressed. Quarterly, the CTC will compile a report for the TDCB to review. The report will contain information regarding the categories and types of concerns reported and how the CTC responded to the concerns. The report will also note how many unresolved complaints remain. Also, the TDCB should be made aware of any complaints that are serious and/or unresolved.

The resolution to complaints will vary depending on each situation. Some complaints can be resolved while speaking with the customer and others will require research in order to be resolved. The following chart depicts how certain complaints should be handled.

Received From	Response	Priority	Time Frame
Customer	Verbal/Written Verbal/Written	Quick Resolution Critical	Immediately Within 10 working days
Agency	Verbal/Written	Depends on the agency	Within 10 working days
Legislative	Written	Depends on the issue	When situation is resolved. ASAP

GRIEVANCE PROCEDURE

1. The aggrieved person is to present a formal (written) grievance to the Community Transportation Coordinator **within 10 working days of the incident**

or as expeditious as possible considering the circumstances to Big Bend Transit, Inc., Post Office Box 1721, Tallahassee, Florida 32302. A formal grievance must be written and contain name, address and telephone number of the aggrieved person, date, time and place of the incident, a statement of the grounds for the grievance, supplemented by supporting documentation, made in a clear and concise manner and an explanation by the aggrieved person of the improvements needed to address the complaint. A grievance form is available from the Coordinator for the convenience of the aggrieved person but is not required.

2. The Community Transportation Coordinator will have **10 working days from the date of receipt of the grievance** to respond in writing to the aggrieved person. The response will include the right to appeal to the Transportation Disadvantaged Coordinating Board Grievance Committee. The Community Transportation Coordinator shall submit a copy of the grievance and the response to the Transportation Disadvantaged Coordinating Board Grievance Committee **within 2 working days** after responding to the aggrieved person.
3. The aggrieved person, dissatisfied with the response from the Community Transportation Coordinator, has **5 working days of the received response** to request in writing a hearing with the Transportation Disadvantaged Coordinating Board Grievance Committee. The request is to be sent to the Capital Region Transportation Planning Agency, 300 S. Adams, Box A-19 Tallahassee, FL 32301.
4. The Transportation Disadvantaged Coordinating Board Grievance Committee has **10 working days from the date of receipt of the request** to hear the grievance and recommend to the Community Transportation Coordinator in writing any actions that may assist in dealing with the stated grievance. The Grievance Committee will report to the Transportation Disadvantaged Coordinating Board at the next regular meeting.
5. The aggrieved person, dissatisfied with the advice of the Grievance Committee, has **10 working days from the date of receipt of the response** to request in writing a hearing before the Transportation Disadvantaged Coordinating Board. The request is to be sent to the Capital Region Transportation Planning Agency, 300 S. Adams, Box A-19 Tallahassee, FL 32301.

6. The Transportation Disadvantaged Coordinating Board will hear the grievance **within 60 calendar days**, either at its next regular meeting or special called meeting as requested by the Grievance Committee Chairman, based on severity of the issue. The findings, explanations and recommendations of the Transportation Disadvantaged Coordinating Board will be in written form, recorded and transmitted to the aggrieved person and the Community Transportation Coordinator **within 10 working days following the hearing**. The determination of the Transportation Disadvantaged Coordinating Board is final.
7. The Community Transportation Coordinator will have **10 working days from receipt of the recommendations** to address in writing the Transportation Disadvantaged Coordinating Board's recommendations.
8. The Transportation Disadvantaged Coordinating Board will review the Community Transportation Coordinator's response to the recommendations at **the next meeting** of the Transportation Disadvantaged Coordinating Board. A record of the grievances, their status (i.e., resolved, unresolved) and the response to the Transportation Disadvantaged Coordinating Board's recommendations will be included in the Community Transportation Coordinator's annual evaluation. The grievance record will also be reviewed during the development of the Community Transportation Coordinator's service plan.
9. The aggrieved person, dissatisfied with the advice of the Transportation Disadvantaged Coordinating Board, can file a formal grievance with the Commission for the Transportation Disadvantaged. The aggrieved person may begin this process by contacting the Florida Commission for the Transportation Disadvantaged, 605 Suwannee Street, MS-49, Tallahassee, Florida 32399-0450 or through the TD Helpline (1-800-983-2435), or by email (www.dot.state.fl.us/ctd). Upon request of the aggrieved person the Commission will provide the aggrieved person with an accessible copy of the Commission's Grievance Procedures.
10. If the Commission is unable to resolve the grievance, the aggrieved person will be referred to the Office of Administrative Appeals or other legal venues appropriate to the specific nature of the grievance.

Aggrieved person with proper standing may also have recourse through the Chapter 120, Florida Statutes administrative hearing process. Nothing in this process is intended to preclude the aggrieved person from pursuing legal action. Aggrieved persons may contact the Florida Commission for the Transportation Disadvantaged Ombudsman Hotline at 1-800-983-2435.

**TRANSPORTATION DISADVANTAGED COORDINATING BOARD
COMPLAINT FORM**

Log #: _____	Date Received: _____	Time
Received: _____		
Name of Person Receiving the Complaint:		

Name of Customer: _____

Telephone Number: _____

Address:

Nature of Complaint (check one or more):

_____ **Service (ride time, schedules, timeliness, attitude/conduct)**

_____ **Policy (fare, co-pay, operation hours)**

_____ **Vehicle (safety, equipment, cleanliness)**

Date of Occurrence: _____

Time of Occurrence: _____

Location of Occurrence:

Circumstances of Complaint:

Resolution

Yes _____ No _____

If yes, complete resolution section on back

Signature of designated personnel responsible for researching complaints:

Date:

Critical issue: No __ Yes __ IF YES, REFER TO SUPERVISOR IMMEDIATELY

**TRANSPORTATION DISADVANTAGED COORDINATING BOARD
COMPLAINT FOLLOW UP
(Two working days after resolution)**

Date: _____ Designated Personnel Responsible:

Findings (Attach all related documentation, statements of parties involved):

ACTIONS TAKEN

Date: _____
Comments (letter sent, fine, penalty, etc.):

Was corrective action necessary? YES ___ NO ___

Explain:

Is customer satisfied with resolution? YES ___ NO ___ UNKNOWN ___

(If no, inform customer of formal grievance procedures.)

Did customer file a formal grievance? YES __ NO __ UNKNOWN __

Signature of designated personnel finalizing the action:

Date: _____

**TRANSPORTATION DISADVANTAGED COORDINATING BOARD
GRIEVANCE FORM**

Log #: _____	Date Received: _____	Time
Received: _____		
Name of Person Receiving the Grievance:		

Name of Aggrieved Person: _____ Telephone Number: _____

Address: _____

CATEGORY OF GRIEVANCE

- _____ Chronic or recurring or unresolved service complaints
 - _____ Violations of specific laws governing the provision of transportation disadvantaged services
 - _____ Contract disputes (agencies/operators)
 - _____ Coordination disputes
 - _____ Bidding disputes
 - _____ Agency compliance
 - _____ Conflicts of interest
 - _____ Supplanting of funds
 - _____ Billing and/or accounting procedures
 - _____ Other
- (specify: _____
_____)

INFORMATION REGARDING GRIEVANCE INCIDENT

DATE _____ **TIME** _____

PLACE _____

CONTACT INFORMATION

COMMUNITY TRANSPORTATION COORDINATOR

Wakulla Senior Services Services
Nell Rozar, Community Transportation Coordinator
33 Michael Dr.
Crawfordville, FL 32326
Phone: (850) 926-7145 ext. 2
Fax: (850) 926-8138
nell.rozar@wakullaseniorecitizens.com

**TRANSPORTATION DISADVANTAGED COORDINATING BOARD
and GRIEVANCE COMMITTEE**

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COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

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