



**TRANSPORTATION DISADVANTAGED
LOCAL COORDINATING BOARD FOR
CITRUS COUNTY, FLORIDA**

GRIEVANCE PROCESS

Effective: February 8, 2024 – February 7, 2025

**Hernando/Citrus Metropolitan Planning Organization
789 Providence Boulevard
Brooksville, Florida 34601
352-754-4082**

<https://www.hernandocounty.us/departments/departments-f-m/metropolitan-planning-organization>

**Community Transportation Coordinator (CTC):
Citrus County Board of County Commission
Lecanto Government Building
3600 W. Sovereign Path
Suite 267
Lecanto, Florida 34461
352-527-5210
www.citrusbocc.com**

**In partnership with the Florida Commission for the
Transportation Disadvantaged
605 Suwannee Street, MS-49
Tallahassee, FL 32399
1-800-383-2435**

CITRUS COUNTY TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

The Citrus County Transportation Disadvantaged Local Coordinating Board (LCB) has reviewed and approved this Grievance Process which is included and a part of the Transportation Disadvantaged Service Plan.

Adopted in regular session the 8th day of February 2024.

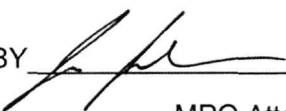


Chair

Citrus County Local Coordinating Board

Dated: 2-8-24

APPROVED AS TO FORM
AND LEGAL SUFFICIENCY

BY  _____

MPO Attorney

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 VII 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).

Service complaints may include but not limited to:

- I. Late trips (late pick-up and or late drop off)
- II. No-show by transit operator
- III. No-show by client
- IV. Client behavior
- V. Driver behavior
- VI. Service denial to client
- VII. 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.

Formal Grievances may include but are not limited to:

- I. Chronic or reoccurring or unresolved service complaints
- II. Violations of specific laws governing the provision of TD services i.e., Charter 427 F.S., Rule 41-2 FAC and accompanying documents,
- III. Sunshine Law and ADA
- IV. Contract disputes (agencies/operators)
- V. Bidding disputes
- VI. Agency compliance
- VII. Conflicts of interest
- VIII. 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:
 - I. Name and Address of the complainant,
 - II. A statement of the grounds for the grievance with supporting documentation, made in a clear and concise manner.
 - III. An explanation of the relief desired by the complainant.

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 CTD, (Transportation Disadvantaged Commission). The CTD 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 CTD entering its determination, the CTD's direction will be followed, or the grievance matter will be closed with no further proceedings on the grievance at the County level.

Contacting the Ombudsman or Other Processes

An Ombudsman is a person who works to resolve complaints and grievances at the office of the Commission for Transportation Disadvantaged. Written grievances may also be submitted to the State of Florida, Commission for the Transportation Disadvantaged Ombudsman Program at 605 Suwannee Street, MS-49, Tallahassee, FL 32399-0450, sponsored by the Commission for the Transportation Disadvantaged. The email for the Ombudsman is: CTDOmbudsman@dot.state.fl.us.

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