



Palm Beach County TD LCB Meeting Grievance Procedures Update

Alyssa Frank - Palm Beach TPA

September 25, 2018



Grievance Procedures

- Used to process and investigate CTC complaints from agencies, users and potential users of the system
- Updated annually

ARTICLE 1: PREAMBLE

Section A: Preamble

The following sets forth the grievance procedures that shall serve to guide the Palm Beach County Transportation Disadvantaged Local Coordinating Board, serving to assist Palm Tran Connection, the Community Transportation Coordinator. The intent is to provide procedures and policies for fulfilling the requirements of Chapter 427, Florida Statutes (FS), Rule 41-2, Florida Administrative Code (FAC), and subsequent laws setting forth requirements for the establishment of grievances or complaints from agencies, users, potential users, subcontractors, and other interested parties.

Grievance Procedure Updates

- DOPA's name change from Palm Beach Metropolitan Planning Organization to Palm Beach Transportation Planning Agency
- New Chair Mayor Steven Grant

Section B: Formal Grievance Procedure

The LCB Formal Grievance procedures are:

1. The party shall have ten (10) working days from the date on the CTC's resolution of the complaint to decide if the proposed resolution is agreeable.
2. If the party is not satisfied with the outcome, they may submit a written request for a Formal Grievance. The grievance shall be sent to:

Palm Beach ~~Metropolitan Planning Organization~~ Transportation Planning Agency
Local Coordinating Board Grievance Subcommittee
2300 North Jog Road, 4th Floor
West Palm Beach, FL 33411

Alyssa Frank
Deleted: Metropolitan Planning Organization

Grievance Committee

- Must appoint a Grievance Committee with a minimum of 3 LCB voting members

- Who wants to volunteer?

ARTICLE 3: MEMBERSHIP, APPOINTMENT, TERMS OF MEMBERS

Section A: Membership

The Grievance Subcommittee shall be comprised of a minimum of three (3) voting members of the LCB. The Subcommittee shall elect a Chair.

Section B: Appointment

Members shall be appointed to the Grievance Subcommittee by the LCB Chair. The LCB Chair reserves the right to make reappointments to the Subcommittee should any conflicts of interest arise. Planning staff serve as facilitators to the grievance process but do not serve on the Grievance Subcommittee.

Thank You!

Any Questions?

Alyssa Frank

AFrank@PalmBeachTPA.org

(561)478-5744

