



Palm Beach County TD LCB Meeting Grievance Procedures Update

August 25, 2021

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 (TD LCB), 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 (F.S.), 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 Procedures Update

- Updated dates to be consistent with current fiscal year
- Updated language to clarify the TPA's role as the MPO in Palm Beach County

FY ~~2021-2022~~ Grievance Procedures

Pending Approval by the TDLCB
July 29 August 25, 2020 2021

E. Metropolitan Planning Organization (also known as the "MPO"): organization responsible for carrying out transportation planning and programming in accordance with the provisions of 23 U.S.C. s. 134, as provided in 23 U.S.C. s. 104(f)(3). In Palm Beach County the MPO is the Palm Beach Metropolitan Planning Organization (MPO) doing business as the Palm Beach Transportation Planning Agency (TPA).

Grievance Procedures Update

- Updated Grievance Subcommittee Chair appointment process to align with current practices

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.

Grievance Subcommittee

- Must appoint a Grievance Subcommittee with a minimum of 3 LCB voting members
- Who wants to volunteer?

Section E: Purpose

The purpose of the Grievance Subcommittee is to process and investigate unresolved grievances from agencies, users, transportation operators, potential users of the system and the CTC, and make recommendations to the LCB or to the Commission for improvement of service. The Grievance Subcommittee does not possess adjudicative or determinative powers.

Thank You!

Any Questions?

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