



Space Coast Transportation Planning Organization

Transportation Disadvantaged Local Coordinating Board (TDLCB)

GRIEVANCE PROCEDURES

Article 1: Preamble

Section 1: Preamble:

The following sets forth the grievance procedures, which shall serve to guide the Space Coast Transportation Planning Organization's (SCTPO) Transportation Disadvantaged Local Coordinating Board (TDLCB), serving to assist the Community Transportation Coordinator (CTC). The intent is to provide procedures for fulfilling the requirements of Chapter 427, Florida Statutes, and Rule 41-2.012 of the Florida Administrative Code, with the establishment of a Grievance Subcommittee and the procedures to follow in resolving grievances or complaints from agencies, users, potential users, subcontractors and other interested parties concerning transportation disadvantaged services.

Article II: Grievance Subcommittee Name and Purpose and Membership

Section 1: Name

The Grievance Committee is a Subcommittee of the TDLCB and shall hereinafter be referred to as the Grievance Subcommittee.

Section 2: Purpose

The primary purpose of the Grievance Subcommittee is to process, investigate, and make recommendations to all unresolved grievances and/or complaints related to transportation disadvantaged services. These procedures provide a formal process for the TDLCB to follow to address concerns by any person or agency including but not limited to, transportation disadvantaged users, potential users, agencies, and other interested parties utilizing the transportation system in Brevard County, Florida. The Grievance Subcommittee provides a mechanism for issues to be brought before the Subcommittee to address unresolved complaints, which shall meet as often as necessary to resolve complaints in a timely manner.

Section 3: Grievance Subcommittee Membership

Membership of the Grievance Subcommittee shall be comprised of a total of five (5) voting members of the Transportation Disadvantaged Local Coordinating Board. Alternates shall not be members of the Grievance Subcommittee. Below outlines the Grievance Subcommittee membership composition and quorum requirements:

- a. The Chair and Vice-Chair of the TDLCB shall serve as two (2) of the five (5) members.
- b. Three (3) at-large TDLCB voting members shall be nominated and selected by the TDLCB at the last calendar meeting each year.
- c. Grievance Subcommittee members shall serve for a period of one year beginning January 1st and ending December 31st of each year, or until new committee members are appointed, whichever event shall occur later in time.
- d. Grievance Subcommittee members may be re-appointed each year, if willing to serve.
- e. A simple majority, three (3) members of the Grievance Subcommittee shall be present for any official action/recommendation to be made when a grievance meeting is held.

Article III: Definitions

Section 1: Definitions

For the purpose of the TDLCB and the Grievance Subcommittee, the following definitions shall apply:

1. Community Transportation Coordinator (CTC): The CTC ensures that coordinated transportation services are provided to the transportation disadvantaged population in a designated service area. Space Coast Area Transit serves as the CTC for Brevard County.
2. Formal Grievance: A written complaint to document any concerns or unresolved service complaints regarding the operation or administration of transportation disadvantaged services by the Community Transportation Coordinator, the designated official planning agency or the local coordinating board.
3. Designated Official Planning Agency (DOPA): The Space Coast Transportation Planning Organization (SCTPO) serves as the official DOPA. The DOPA works with the TDLCB and CTC to coordinate safe, efficient, transportation services to those who are transportation disadvantaged.

4. Complainant: The Complainant is the individual who files a formal written grievance and/or provides an oral (in person/telephone) statement of dissatisfaction of transportation disadvantaged services.
5. Complainant Representative: A Complainant Representative is an individual assigned by the Space Coast Transportation Planning Organization to assist a Complainant in filing a written formal grievance. The Representative is responsible for taking the Complainants verbal issue/concern and transcribing it into a written formal grievance and submitting it to the Space Coast TPO.
6. Work Days: Work Days shall be defined as Monday thru Friday when regular Space Coast Area Transit administrative office hours are in operation. Holidays, office closures or emergency situations that occur on work days, shall not be considered work days.

Article IV: Grievance Procedures

General Grievance Procedures

The following procedures are established to provide regular opportunities for grievances to be brought before the Grievance Subcommittee and TDLCB.

1. At all steps within the grievance procedure, when any response, decision or final recommendation is made, written notice shall be provided to the Complainant and all interested parties and shall include the following information:
 - a. An opinion and reasons for the response or decision based on information presented; and
 - b. A recommendation based on investigation and findings

The following Steps are summarized into a flowchart that can be found in Attachment B.

STEP 1: Community Transportation Coordinator Review:

The Complainant should direct any initial concern to the Community Transportation Coordinator (CTC) **PRIOR** to filing a Formal Grievance. The CTC shall provide a response within seven (7) work days from receiving any complaints.

Community Transportation Coordinator
Space Coast Area Transit
401 S. Varr Avenue
Cocoa, Florida 32922
321-633-1878

If the complainant is not satisfied with the response provided by the CTC, the complainant may then file a written formal grievance (STEP 2) within fifteen (15) work days after the CTC's response.

STEP 2: Filing a Written Formal Grievance:

Should the Complainant wish to file a written formal grievance, the Complainant shall **submit their grievance in writing using the TDLCB's TD Services Grievance Form (Attachment A)**. This form is available on both the [Space Coast TPO's website](#) and [Space Coast Area Transit website](#). The Complainant may also call 321 Transit at 321-633-1878 or the SCTPO at 321-690-6890 and request a form either be mailed or emailed.

If the complainant is unable to submit a written formal grievance, Space Coast Transportation Planning Organization shall have the responsibility of obtaining a Complainant Representative who will be available to assist those individuals. The fifteen (15) work days needed by the complainant to submit their written complaint from the time of receiving a response from the CTC will not go into effect until the representative has met with the complainant.

TD Services Grievance Form shall be mailed, dropped off, or emailed to:

Space Coast TPO
2725 Judge Fran Jamieson Way
Building B, Room 105
Viera, Florida 32940
E-Mail: tpostaff@sctpo.com

The written grievance must contain the name, address, telephone number and any other contact information for the Complainant, a clear and concise statement of the grounds for the grievance, supporting documentation, if any, and an explanation of the improvements recommended to address the complaint. The Complainant should try to demonstrate or establish a clear violation of a specific law, regulation or contractual arrangement. The following process shall be followed for STEP 2:

1. Upon receipt of the formal grievance form, Space Coast TPO staff shall inform and provide complaint to the Community Transportation Coordinator (CTC) within five (5) work days.
2. If the CTC has not already had an opportunity to resolve the issue, then process shall revert to STEP 1 before moving to STEP 3.

3. Should the CTC be unable to resolve complaint in STEP 1, and a written formal grievance has been received, the SCTPO shall schedule a meeting of the Grievance Subcommittee to review the issue and notify the Complainant of the meeting date, time and location.

STEP 3: TDLCB Grievance Subcommittee Review:

1. Space Coast Transportation Planning Organization staff shall be responsible for coordination, scheduling and providing notices of all Grievance Subcommittee meetings.
2. Complainant shall have opportunity to present concerns to Grievance Subcommittee during the scheduled meeting.
3. The Grievance Subcommittee shall endeavor to resolve all formal grievance(s). If able to do so, the Grievance Subcommittee shall provide a recommendation during the meeting.
4. The recommendation shall be transcribed into a formal written decision, signed by the Chair and shall be sent via Certified USPS mail to the Complainant within ten (10) work days of the Subcommittee's decision.

STEP 4: Appeal to the Transportation Disadvantaged Local Coordinating Board:

1. Should the Complainant wish to appeal the decision of the Grievance Subcommittee, they must notify the SCTPO either verbally, email or in writing within five (5) work days from the date when the Complainant receives written notice from the Grievance Subcommittee of its final decision. An appeal to the TDLCB can only be filed after the Complainant has sought satisfaction directly from the CTC and Grievance Subcommittee (Steps 1 - 3).
2. Once an appeal has been received, the TDLCB shall meet and render its decision at its next regularly scheduled meeting. The appeal must be received at least ten (10) work days in advance of next meeting in order to meet agenda notice deadlines. If less than ten (10) work days, the appeal shall then be heard at the following regularly scheduled TDLCB meeting.
3. The complainant shall be notified in writing of the date, time and place of the TDLCB meeting where the appeal shall be heard. A written meeting notice shall be mailed at least seven (7) calendar days in advance of the meeting to the Complainant.
4. The TDLCB recommendation shall be transcribed into written form be mailed to all parties involved within ten (10) work days of the date of the decision. The Complainant shall be sent written decision via Certified USPS mail.

STEP 5: Appeal to the State Transportation Disadvantaged Commission Ombudsman:

Should the complainant remain dissatisfied with the decision of the TDLCB, an appeal may be made in writing to the Transportation Disadvantaged Commission. The appeal shall be addressed to:


Ombudsman Program
Florida Commission for the Transportation Disadvantaged
605 Suwannee Street, MS-49
Tallahassee, FL 32399-0450
Call 1-800-98302435 or call 711 (Florida only) Florida Relay System
E-mail: CTDOmbudsman@dot.state.fl.us

Article V: Grievance Procedures Amendments

The TDLCB Grievance Procedures may be amended by a simple majority of TDLCB members present, providing the proposed change(s) is/are mailed to all members at least ten (10) days in advance of the meeting.

Article VI: Certification

The undersigned hereby certifies that he/she is the Chair of the Transportation Disadvantaged Local Coordinating Board and that the foregoing is a full, true and correct copy of the Grievance Procedures of this TDLCB as adopted by the TDLCB on this 12 day of May, 2025.



Mimi Hanley, Chair
Transportation Disadvantaged Local Coordinating Board

Attested by:



SCTPO Board Services Administrator

Attachment A

TD SERVICES GRIEVANCE PROCEDURE AND FORM

GRIEVANCE PROCEDURE

The intent of the Grievance Procedure for Transportation Disadvantaged (TD) Services is to provide procedures and policies for fulfilling the requirements of Chapter 427, Florida Statutes, and Rule 41-2.012 of the Florida Administrative Code (FAC). **View the Space Coast TPO Transportation Disadvantaged Local Coordinating Board (TDLCB) Grievance Procedure in its entirety at sctpo.com/TDLCB/grievance.**

A grievance is defined as “a circumstance or condition thought to be unjust, and ground for complaint or resentment.” *It is assumed that the Complainant would direct any initial concern to Space Coast Area Transit before initiating a written formal grievance.* Space Coast Area Transit (the Community Transportation Coordinator) must respond to the Complainant in writing no later than 7 work days from the date the complaint is received.

HOW TO FILE A GRIEVANCE

If the Complainant determines that the response from Space Coast Area Transit is unsatisfactory, he/she can file a written formal grievance, using the attached form, to be heard by the TDLCB Grievance Subcommittee. The Complainant may request assistance from Space Coast Transportation Planning Organization to complete the form. A clear violation of a specific law, regulation, or contractual arrangement should attempt to be demonstrated or established when filing the grievance. The completed form should be mailed, dropped off or emailed to: **Space Coast TPO, 2725 Judge Fran Jamieson Way, Building B, Room 105, Viera, Florida 32940**
E-Mail: tpostaff@sctpo.com.

THE TDLCB GRIEVANCE SUBCOMMITTEE

The Complainant will be notified in writing of the Subcommittee meeting date, time, and location. The Subcommittee will endeavor to resolve the grievance and issue a written decision.

APPEAL TO THE TDLCB

The Complainant may appeal the decision of the TDLCB Grievance Subcommittee in writing to the Space Coast TPO Transportation Disadvantaged Local Coordinating Board (TDLCB) within 5 work days from the date the Complainant received written notice from the Subcommittee of its decision.

Once an appeal has been received, the TDLCB shall meet and render a decision at its next meeting. The Complainant will be notified in writing of the date, time, and place of the TDLCB meeting where the appeal shall be heard. A written notice will be mailed at least 7 days in advance of the meeting. A written copy of the decision made by the TDLCB will be mailed to all parties involved within 5 days of the date of the decision.

APPEAL TO THE STATE TD COMMISSION

Should the complainant remain dissatisfied with the decision of the TDLCB, an appeal may be made in writing to: Ombudsman Program, Florida Commission for the Transportation Disadvantaged, 605 Suwannee Street, MS-49, Tallahassee, FL 32399-0450. For questions, e-mail **CTDOmbudsman@dot.state.fl.us**, call 1-800-983-2435, or in Florida, call 711 to access the Florida Relay System.

TD SERVICES GRIEVANCE FORM

Agency/Individual Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Telephone: _____ Email: _____

This Grievance Form for the Transportation Disadvantaged (TD) Services shall be sent to the Space Coast Transportation Planning Organization, who will coordinate with Space Coast Area Transit, the Community Transportation Coordinator. Outline the nature of the grievance, and where applicable, the date, time and place of the incident(s) constituting the grievance. A clear violation of a specific law, regulation, or contractual arrangement should attempt to be demonstrated or established. The Complainant may request assistance from Space Coast Transportation Planning Organization to complete the form. Additional pages may be attached; please be sure to number all additional pages and/or attachments. Send or drop off completed form and any supporting documentation to: Space Coast TPO, 2725 Judge Fran Jamieson Way, Building B, Room 105, Viera, Florida 32940 or email form to tpostaff@sctpo.com.

Check here if you are filling out this form on behalf of Complainant.

GRIEVANCE INFORMATION:

I hereby attest that these statements are true and correct.

Complainant's Name (PRINTED): _____

Complainant's Signature or Authorized Representative: _____

Date: _____

Attachment B – Grievance Procedure Process Flowchart

