

**GRIEVANCE PROCEDURES
OF THE
VOLUSIA-FLAGLER TRANSPORTATION PLANNING ORGANIZATION (TPO)
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD**

ARTICLE I: PREAMBLE

SECTION 1: PREAMBLE

The following sets forth the grievance procedures which shall serve to guide the Volusia-Flagler TPO Transportation Disadvantaged Local Coordinating Board (TDLCB), serving to assist the Community Transportation Coordinator (CTC). The intent is to provide procedures and policies for fulfilling the requirements of Chapter 427, Florida Statutes, Rule 41-2.012 of the Florida Administrative Code (FAC), and subsequent laws setting forth requirements for the establishment of grievance procedures. Grievance Committee procedures are designed to address issues raised by agencies, users, potential users, sub-contractors, and other interested parties which cannot be resolved through the CTC. This procedure does not cover the competitive bid process, including Request for Proposals (RFPs).

ARTICLE II: GRIEVANCE COMMITTEE NAME AND PURPOSE

SECTION 1: NAME

The name of the committee to resolve grievances for the Volusia-Flagler TPO Transportation Disadvantaged Local Coordinating Board shall be the Grievance Committee.

SECTION 2: PURPOSE

The primary purpose of the Grievance Committee is to process, investigate and make recommendations with respect to unresolved complaints to the Local Coordinating Board for improvement of service. This procedure is made available to agencies with Purchase of Service Agreements (POS) contracts, users, or potential users of the system in Volusia to hear complaints and provide a mechanism for issues to be brought before the Grievance Committee which shall meet as often as necessary to address unresolved complaints in a timely manner.

ARTICLE III: DEFINITIONS

SECTION 1: DEFINITION OF COMPLAINT

“A complaint is an oral (in person/telephone) or written statement of dissatisfaction which is presented to VoAccess, Volusia County’s CTC.”

SECTION 2: DEFINITION OF FORMAL GRIEVANCE

“A formal grievance is a written complaint to document any concerns or unresolved service complaints regarding the operation or administration of TD services by the Transportation Operator, Community Transportation Coordinator, the designated official planning agency (DOPA) or the local coordinating board. The Grievant in their formal complaint should demonstrate or establish their concerns as clearly as possible.”

ARTICLE IV: FILING OF COMPLAINTS AND GRIEVANCES

SECTION 1: PROCESS OF FILING A COMPLAINT

Any user, agency (with POS contract) or potential user may register a verbal/written complaint with the CTC in accordance with the policies and procedures of VoAccess.

If the complainant is not satisfied with the action taken by the CTC, the user may file a formal written complaint within fourteen (14) days after the CTC’s decision.

Such written complaint shall include the following:

1. The name and address of the complainant.
2. A statement of the grounds for the complaint made in a clear and concise manner, supplemented by supporting documentation:
 - a. Exact date/time of incident.
 - b. Exact location of incident.
 - c. Any witnesses to incident (including name and address).
 - d. Vehicle unit number, license number, color, and type.
3. An explanation of the relief desired by the complainant.
4. If the complainant is unable to submit a formal written complaint, VoAccess shall have the responsibility of obtaining an advocate who will be available to assist those individuals. The fourteen (14) days needed by the customer to submit their written complaint will not go into effect until the advocate has met with the customer.

A written complaint shall be addressed to:

VoAccess Bus System
Customer Service Manager
950 Big Tree Road
South Daytona, Florida 32119

A written complaint may also be submitted via the VoTran website:
<http://www.votran.org/contact-us/>.

The CTC shall have fourteen (14) days from the date of notification of the complaint to address or investigate the problem. Within that time, the CTC will respond to the complainant by telephone, if possible, and in writing within fourteen (14) days of notification to the complainant as to what action was made

SECTION 2: FILING OF A GRIEVANCE

If the complainant is dissatisfied with the corrective action taken by the CTC, an appeal to the Grievance Committee of the TDLCB may be filed. Such written appeal must be filed within ten (10) working days from the date of notification to the complainant of the final decision from the CTC. The written appeal shall include the following:

1. The name and address of the complainant.
2. A statement of the grounds for the grievance made in a clear and concise manner, supplemented by supporting documentation.
3. Demonstrate or establish a clear violation of a specific law, regulation, contractual arrangement, or circumstance thought to be unjust.
4. An explanation of the relief desired by the complainant.
5. Specified areas of disagreement with the CTC decisions.
6. If the complainant is unable to submit a formal written appeal to be filed, VoAccess shall have the responsibility of obtaining an advocate who will be available to assist those individuals. The fourteen (14) days needed by the customer to submit a written appeal will not go into effect until the advocate has met with the customer.

An appeal to the Grievance Committee may only be filed after the complainant has sought satisfaction directly from the CTC. If the problem is documented in an Adverse Incident Report, the CTC's Adverse Incident Manager shall provide a copy of the report to the Grievance Committee.

The appeal must be addressed to:

Volusia-Flagler Transportation Planning Organization
Attn: Grievance Committee
1540 Cornerstone Boulevard, Suite 240
Daytona Beach, Florida 32117

Once an appeal has been received, the Grievance Committee shall meet and render its recommendation within thirty (30) days of the date the appeal was received. The complainant shall be notified in writing of the mutually agreed upon date, time, and place where the appeal shall be heard. This written notice shall be mailed at least seven (7) days in advance of the meeting.

A written copy of the recommendation will be forwarded to the TDLCB and all parties involved within fourteen (14) days from the date of the recommendation.

Written recommendations will include the following information:

1. A statement that a meeting was held in which the parties involved and/or their representatives were given an opportunity to present their positions.
2. A statement that clearly defines the issues discussed.
3. Reasons for the recommendation based on the information provided.

If the complainant is dissatisfied with the recommendation of the Grievance Committee, he/she may continue the appeal process with the TDLCB.

ARTICLE V: APPEAL TO THE TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

Should the aggrieved be interested in filing an appeal with the TDLCB it must be filed within fourteen (14) days after receiving the final recommendation of the Grievance Committee. The appeal should attempt to demonstrate or establish a clear violation of a specific law, regulation, contractual arrangement, or circumstance thought to be unjust. An appeal to the TDLCB can only be filed after the aggrieved has sought satisfaction directly from the Grievance Committee. An appeal to the TDLCB must be addressed to:

Volusia-Flagler Transportation Planning Organization
Attn: TDLCB
1540 Cornerstone Boulevard, Suite 240
Daytona Beach, Florida 32117

Once an appeal has been received, the TDLCB shall meet and render its recommendation at the next regularly scheduled TDLCB meeting after the date the appeal was filed. The

aggrieved shall be notified in writing of the mutually agreed upon date, time, and place where the appeal shall be heard. This written notice shall be mailed at least seven (7) days in advance of the hearing.

A written copy of the TDLCB's recommendation shall be forwarded to all parties involved within fourteen (14) days from the date of the recommendation. A written recommendation shall include the following information:

1. A statement that a hearing was held in which the parties involved, their representatives, and/or witnesses were given an opportunity to present their positions.
2. A statement that clearly defines the issues discussed.
3. Reasons for the recommendation based on the information provided.

If the complainant is dissatisfied with the recommendation of the TDLCB, he/she may continue the process with the TD Ombudsman Program by calling the following number(s): 1-800-983-2435. For hearing and speech impaired customers call, 711 (Florida Only) Florida Relay System or (850) 410-5708 for TTY or via written correspondence to:

Florida Commission for the Transportation Disadvantaged
Attn: Ombudsman Program
605 Suwannee Street, MS-49
Tallahassee, FL 32399-0450
Email: CTDOmbudsman@dot.state.fl.us

If the Commission is unable to resolve the grievance, the customer will be referred to the Office of Administrative Appeals or other legal venues as appropriate to the specific nature of the grievance.

All of the steps above must be attempted in the order listed before a complaint or grievance will move to the next step.

ARTICLE VI: SCHEDULED MEETINGS

SECTION 1: GENERAL

The Grievance Committee shall be comprised of a minimum of three (3) TDLCB board members. The CTC shall not serve on the Grievance Committee. Each member shall serve at the discretion of the TDLCB. When a meeting of the Grievance Committee is necessary, Volusia-Flagler TPO staff shall schedule the meeting of the Grievance Committee to hear appealed grievances.

ARTICLE VII: AMENDMENTS

SECTION 1: GENERAL

The Transportation Disadvantaged Local Coordinating Board Grievance Procedures may be amended by a two-thirds (2/3) vote of members present, if a quorum exists, providing the proposed change(s) is/are mailed to all members at least seven (7) days in advance of the meeting.

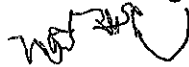
SECTION 2: QUORUM

At all meetings of the Transportation Disadvantaged Local Coordinating Board, the presence in person of six (6) voting members shall be necessary and sufficient to constitute a quorum for the transaction of business. As used herein, the term "CMT" means Communications Media Technology, which includes telephone, Zoom, GoToMeeting, Microsoft Teams, or similar type of platform. Members of the TDLCB, or any TDLCB committee, may attend a meeting, on which the Member serves, remotely using CMT, if there is a quorum of the TDLCB, or TDLCB committee, physically present at the meeting site; provided, that the Member(s) is subject to an "extraordinary circumstance" that justifies the remote attendance. Authority: Florida Attorney General Opinion (AGO) 2003-41.

ARTICLE VIII: CERTIFICATION

The undersigned hereby certifies that she is the Chairperson of the Volusia-Flagler TPO Transportation Disadvantaged Local Coordinating Board and that the foregoing is a full, true, and correct copy of the Grievance Procedures of this Local Coordinating Board as adopted by the Volusia-Flagler TPO Transportation Disadvantaged Local Coordinating Board the 8th day of April 2026.

Volusia-Flagler Transportation Planning Organization



**Ms. Mary Tyson, Vice Chairperson
Transportation Disadvantaged Local Coordinating Board (TDLCB)**

ATTEST:


**Melanie Pruneau, Recording Secretary
Volusia-Flagler Transportation Planning Organization**