



metroplan orlando
A REGIONAL TRANSPORTATION PARTNERSHIP

QUALITY ASSURANCE TASK FORCE AGENDA

January 23, 2018 @ 10:00 a.m.



MEMORANDUM

January 16, 2018

To: Quality Assurance Task Force Committee Members
Fr: Virginia L. Whittington, MetroPlan Orlando Staff
Re: QATF Meeting Notice

The next QATF meeting will be held on **Tuesday, January 23, 2018 at 10:00 a.m.** The meeting will take place in MetroPlan Orlando's Live Oak Conference Room located at **250 S. Orange Avenue, Suite 200, Orlando, FL 32801.**

The following items will be discussed:

1. Election of 2018 QATF Officers
2. TDLCB Bylaws Review (TAB 1)
3. Grievance Procedures Review (TAB 2)
4. Member Comments/Discussion

If you have any questions or additions, please feel free to contact me at (407) 481-5672 ext. 314 or by email at vlwhittington@metroplanorlando.com.

cc: Commissioner Pete Clarke

TAB 1



**THE JOINT ORANGE, OSCEOLA AND SEMINOLE COUNTIES
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD BYLAWS**

ARTICLE I: Preamble

The following sets forth the bylaws which shall serve to guide the proper functioning of the coordination of transportation services provided to the transportation disadvantaged through the Transportation Disadvantaged Local Coordinating Board. The intent is to provide procedures and policies for fulfilling the requirements of Chapter 427, Florida Statutes and Rule 41-2, Florida Administrative Code, and subsequent laws setting forth requirements for the coordination of transportation services to the transportation disadvantaged.

ARTICLE II: Name and Purpose

Section 1: Name

The name of the Coordinating Board shall be the JOINT ORANGE, OSCEOLA, AND SEMINOLE COUNTIES TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD, hereinafter referred to as the TDLCB.

Section 2: Purpose

The purpose of each TDLCB is to develop local service needs and to provide information, advice and direction to the Community Transportation Coordinator (CTC) on the coordination of services to be provided to the transportation disadvantaged within their local service area. In general, the TDLCB is considered an advisory body. (Section 427.0157, Florida Statutes).

ARTICLE III: Local Coordinating Board Membership

Section 1: Voting Members

In accordance with Chapter 427.0111, Florida Statutes, all members of the TDLCB shall be appointed by the designated official planning agency which is the Orlando Urban Area Metropolitan Planning Organization (MPO) dba MetroPlan Orlando.

The following agencies or groups shall be represented on the TDLCB as voting members:

1. An elected official from each service area, appointed by the planning agency;
2. A local representative of the Florida Department of Transportation;
3. A local representative of the Florida Department Children and Family Services;
4. A representative of the Public Education Community which could include, but not be limited to, a representative of the District School Board, School Board Transportation Office, or Headstart Program in areas where the School District is responsible;
5. In areas where they exist, a local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education;

6. A person who is recognized by the Veterans Service Office representing the veterans in the county;
7. A person who is recognized by the Florida Association for Community Action (President) representing the economically disadvantaged in the service area;
8. A person over sixty representing the elderly in the service area;
9. A person with a disability representing the disabled in the service area;
10. Two citizen advocate representatives in the county; one who must be a person who uses the transportation service(s) as their primary means of transportation;
11. A local representative for children at risk;
12. A local representative of the Florida Department of Elder Affairs;
13. An experienced representative of the local private for profit transportation industry. In areas where such representative is not available, a local private non-profit representative will be appointed except where said representative is also the CTC. In cases where no private for-profit or private non-profit representatives are available in the service area, this position will not exist on the TDLCB;
14. A local representative of the Florida Agency for Health Care Administration;
15. A representative of the Regional Workforce Development Board established in Chapter 445, Florida Statutes; and
16. A representative of the local medical community, which may include, but not be limited to, kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, local health department or other home and community based services, etc.

Section 2: Alternate Members

Agency alternates are to be appointed in writing to the Planning Agency by an agency representative. Non-agency alternates may be appointed by the Planning Agency.

1. Each alternate may vote only in the absence of that member on a one-vote-per-member basis.
2. Alternates for a TDLCB member who cannot attend a meeting must be a representative of the same interest as the primary member.

Section 3: Technical Advisors - Non-Voting Members

Upon a majority vote of a quorum of the TDLCB, technical advisors may be approved for the purpose of providing the TDLCB with technical advice as necessary.

The following agencies or individuals shall be represented on the TDLCB as non-voting members:

1. The chairperson or designee of the selected Community Transportation Coordinator (CTC);
2. The Chair or other elected designee from the LYNX Transit Advisory Committee; and
3. A representative from Orange County Emergency Medical Services

Section 4: Terms of Appointment

Except for the Chairperson and state agency representatives, the members of the TDLCB shall be appointed for three year staggered terms with initial memberships being appointed equally for one, two and three years to avoid a significant turnover during a particular period (41-2.012(4) FAC). The Chairperson shall serve until their elected term of office has expired or otherwise replaced by the Designated Official Planning Agency.

Section 5: Termination of Membership

Any member of the TDLCB may resign at any time, by notice in writing, to the Planning Agency. Unless otherwise specified in such notice, such resignation shall take effect upon receipt thereof by the Planning Agency.

Section 6: Attendance

The Planning Agency shall review, and consider rescinding, the appointment of any member of the TDLCB who fails to attend three consecutive meetings without representation. The TDLCB shall notify the TD Commission if any state agency voting member or their alternate fails to attend three consecutive meetings. The Planning Agency must complete attendance roster for each local coordinating board meeting.

TDLCB Members can participate (and vote) in meetings via conference call, however, a physical quorum must be present to vote on action items.

ARTICLE IV: Officers and Duties

Section 1: Appointments

The Planning Agency shall appoint an elected official to serve as the official Chairperson and Vice Chairperson for all TDLCB meetings.

Section 2: Chairperson

The Planning Agency shall appoint one of its members, who is an elected official, to serve as the official Chairperson to preside at all TDLCB meetings. The Chairperson shall be an elected official from one of the counties involved. The Chairperson shall preside at all meetings, and in the event of his/her absence; the Vice Chairperson shall assume the powers and duties of the Chairperson.

The Chairperson shall serve until their elected term of office has expired or otherwise replaced by the Designate Official Planning Agency. The Planning Agency shall replace or reappoint the Chairperson at the end of his/her term.

Section 3: Vice Chairperson

The TDLCB shall hold an annual organizational meeting for the purpose of electing a Vice-Chairperson (41-2.012(2) FAC). The Vice Chairperson shall be elected by a majority vote of a quorum of the members of the TDLCB. The Vice Chairperson shall serve a term of one year starting with the first meeting after the election. For a multi-county board, an elected official, not serving as the Chairperson, shall serve as Vice Chairperson. In the event of the Chairperson’s absence, the Vice Chairperson shall assume the duties of the Chairperson and conduct the meeting. The Vice Chairperson may serve more than one term.

In the absence of all the TDLCB’s elected officials, the Quality Assurance Task Force (QATF) Chairperson would conduct the meeting.

ARTICLE V: Administration of the Local Coordinating Board

Section 1: Regular Meetings

The TDLCB shall meet at least quarterly. All meetings, including committee meetings, will function under the “Government in the Sunshine Law.” All meetings will provide opportunity for public comments on their agenda.

TDLCB Members can participate (and vote) in meetings via conference call, however, a physical quorum must be present to vote on action items.

Section 2: Meeting Notices

All TDLCB meetings, public hearings, committee meetings, etc., shall be advertised, at a minimum, in the largest general circulation newspaper in the designated service area prior to the meeting.

Meeting notice shall include date, time, and location, general nature/subject of the meeting, and a contact person and number to call for additional information and/or to request meeting information in accessible formats.

Planning Agency staff shall provide the agenda and meeting package to the TD Commission, TDLCB members and all other interested parties prior to the meeting. Special consideration to the advanced delivery time of certain technical or detailed documents, such as the Transportation Disadvantaged Service Plan (TDSP), shall be given for additional review time. The agenda shall include a public participation opportunity.

Section 3: Quorum

At all meetings of the TDLCB, the presence in person of a majority of the voting members shall be necessary and sufficient to constitute a quorum for the transaction of business.

In situations where a quorum is not obtained, the members present may elect to either

1. Cancel the meeting and reschedule the meeting at a later date, or,
2. Continue to meet and discuss agenda items for informational purposes only. Agenda items that need formal action shall be presented at a future meeting where a quorum is present.

Section 4: Voting

At all meetings of the TDLCB at which a quorum is present, all matters, except as otherwise expressly required by law or these Bylaws, shall be decided by the vote of a majority of the members of the TDLCB present.

Section 5: Bylaws and Parliamentary Procedures

The TDLCB shall develop and adopt a set of bylaws. The bylaws shall state that the TDLCB will conduct business using parliamentary procedures according to Robert's Rules of Order, unless stated otherwise in the bylaws. The bylaws shall be reviewed, updated (if necessary), and adopted annually. Approved bylaws shall be submitted to the TD Commission.

Section 6: Planning Agency Responsibilities

The metropolitan planning organization (MPO) shall provide the TDLCB with sufficient staff support and resources to enable the TDLCB to fulfill its responsibilities as set forth in Chapter 427, Florida Statutes. These responsibilities include providing sufficient staff to manage and oversee the duties of the TDLCB. This includes, but is not limited to, assistance in the scheduling of meetings; training board members; evaluating cost effectiveness; reviewing the local Transportation Disadvantaged Service Plan (TDSP); preparing, duplicating, and distributing meeting packets; and other necessary administrative duties and costs, as appropriate.

ARTICLE VII: Local Coordinating Board Duties

Section 1: Board Duties

The TDLCB shall:

- A. Review and make recommendations regarding the approval of the Memorandum of Agreement between the newly recommended CTC and the TD Commission.
- B. Annually review, make recommendations and approve the Transportation Disadvantaged Service Plan (TDSP). The TDLCB shall ensure that the TDSP has been developed by involving all appropriate parties in the process.
- C. Annually, provide the MPO with an evaluation of the CTC's performance in general and relative to Insurance, Safety Requirements and Standards as referenced in Rule 41-2.006, FAC, and the performance results of the most recent TDSP (41-2.012(5)(b) FAC). As part of the CTC's performance, the TDLCB shall also set an annual percentage goal increase (or establish a percentage) for the number of trips provided within the system to be on public transit. The TDLCB shall utilize the TD Commission's Quality Assurance Performance Evaluation Tool to evaluate the performance of the CTC. This evaluation Tool and Summary will be submitted to the TD Commission upon approval by the TDLCB.
- D. In cooperation with the CTC, review and provide recommendations to the TD Commission and the MPO on all applications for local government, state or federal funds relating to transportation of the transportation disadvantaged in the designated service area to ensure that any expenditures within the designated service area are provided in the most cost effective and efficient manner (427.0157(3), FS). The accomplishment of this requirement shall include the development and implementation of a process by which the TDLCB and CTC have an opportunity to become aware of any federal, state or local government funding requests and provide recommendations regarding the expenditure of such funds. Such funds may include expenditures for operating, capital or administrative needs. The process should include at least:
 1. The review of applications to ensure that they are consistent with the TDSP. This review shall consider:
 - a) The need for the requested funds or services;
 - b) Consistency with local government comprehensive plans;
 - c) Coordination with local transit agencies, including the CTC;
 - d) Consistency with the TDSP;
 - e) Whether such funds are adequately budgeted amounts for the services expected; and,
 - f) Whether such funds will be spent in a manner consistent with the requirements of coordinated transportation laws and regulations.
 2. Notify the TD Commission of any unresolved funding requests without delays in the application process.
- E. When requested, assist the CTC in establishing eligibility guidelines and trip priorities.
- F. Review coordination strategies or service provision to the transportation disadvantaged in the designated service area to seek innovative ways to improve cost effectiveness, efficiency, safety, working hours and types of service in an effort to increase ridership to a broader population (427.0157(5) FS). Such strategies should include:

1. Supporting inter- and intra-county agreements to improve coordination as a way to reduce costs for service delivery, maintenance, insurance, or other identified strategies; and
 2. Seeking the involvement of the private and public sector, volunteers, public transit, school districts, elected officials and others in any plan for improved service delivery.
- G. Annually review coordination contracts to advise the CTC whether the continuation of said contract provides the most cost effective and efficient transportation available (41-2.008(3) FAC).
- H. Annually hold at a minimum, one Public Hearing for the purpose of receiving input regarding unmet needs or any other areas that relate to the local transportation services. The public hearing will be held at a place and time that is convenient and accessible to the general public. In order that additional funding is not used or needed to accommodate this requirement, it is recommended that the public hearing be held in conjunction with a regular business meeting of the Coordinating Board (immediately following or prior to the TDLCB meeting). A public hearing held jointly with the TD Commission will satisfy this annual requirement.
- I. All coordinating board members should be trained on and comply with the requirements of Section 112.3143, Florida Statutes, concerning voting conflicts of interest (41-2.012(5)(d) FAC).
- J. Work cooperatively with regional workforce boards established in chapter 445 to provide assistance in the development of innovative transportation services for participants in the welfare transition program (427.0157(7), FS).
- K. Evaluate multi county or regional transportation opportunities (427.0157(6), FS).

ARTICLE VIII: Committees

Section 1: Quality Assurance Task Force

Appoint a Committee represented by at least five (5) members from the TDLCB to discuss TD issues or any other problems related to service quality. Member alternates may serve on the QATF, however may only vote if the regular member is not present at the meeting. This Task force will review and develop recommendations concerning the CTC Evaluation process. It shall ensure that the most cost-effective, non-duplicated, efficient and accountable transportation service is offered to the Transportation Disadvantaged population. The Task Force may also consider, under its purview, activities that support the improvement of TD operations such as limited research or studies. The Task Force will also select new or replacement members for vacancies from eligible applicants within the tri-county region for non-agency mandated position. A Chairperson shall be selected by the members appointed to the Task Force.

Section 2: Grievance Committee

When needed, appoint a Grievance Committee to serve as a mediator to hear and investigate grievances, from agencies, users, transportation operators, potential users of the system, and the CTC in the designated service area, and make recommendations for the local Coordinating Board or to the TD Commission, when local resolution cannot be found, for improvement of service.

The TDLCB shall establish a process and procedure to provide regular opportunities for issues to be brought before such committee and to address them in a timely manner in accordance with the TD Commission's Local Grievance Guidelines. Members appointed to the committee shall be voting members of the TDLCB. (41-2.012(5)(c), FAC).

Section 3: Others

Other Committees shall be designated by the Chairman, as necessary, to investigate and report on specific subject areas of interest to the TDLCB and to deal with administrative and legislative procedures. Members appointed to the committees shall be voting members of the Coordinating Board. Committee members shall elect all committee chairpersons each calendar year.

ARTICLE IX: Communication with Other Agencies and Entities

Section 1: General

The Local Coordinating Board may communicate directly with other agencies and entities, as necessary, to carry out its duties and responsibilities in accordance with Rule 41-2 Florida Administrative Code.

ARTICLE X: Amendments

Section 1: General

The Bylaws may be amended by a two-thirds 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.

ARTICLE XI: Certification

The undersigned hereby certifies that he/she is the Chairperson of the Joint Orange, Osceola, and Seminole Counties Transportation Disadvantaged Local Coordinating Board and that the foregoing is a full, true and correct copy of the Bylaws of this Board as adopted by the Joint Orange, Osceola and Seminole Counties Transportation Disadvantaged Local Coordinating Board on the 9th day of February 2017.



Honorable Pete Clarke, Chairperson,
Joint Orange, Osceola, and Seminole Counties
Transportation Disadvantaged Local Coordinating Board

TAB 2





metroplan orlando

A REGIONAL TRANSPORTATION PARTNERSHIP

**ORANGE, OSCEOLA, AND SEMINOLE COUNTIES
LOCAL COORDINATING BOARD**

**GRIEVANCE PROCEDURE
FOR
TRANSPORTATION DISADVANTAGED SERVICES**

Approved February 9, 2017

GRIEVANCE PROCEDURE

I. CREATION OF A GRIEVANCE PROCEDURE

- A. This is hereby created and established as a Grievance Procedure
- B. The Transportation Disadvantaged Local Coordinating Board (TDLCB) Grievance Committee is hereinafter created and referred to as the Grievance Committee.

II. DEFINITIONS

As used in this procedure, the following words and terms shall have the meanings assigned herein:

- A. Community Transportation Coordinator (CTC)**
A transportation entity appointed to ensure that coordinated transportation services are provided to the transportation disadvantaged population in a designated service area.
- B. Transportation Disadvantaged (Customer)**
Those persons who, because of physical or mental disability, income status, or age or who for other reasons are unable to transport themselves or to purchase transportation, and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life sustaining activities, or children who are high-risk.
- C. Funding Agency**
Those agencies, which have a funding agreement with the CTC for transportation services for their transportation disadvantaged customers.
- D. Transportation Operator (Carrier)**
The entity providing transportation services for the transportation disadvantaged, whether it be private non-profit, private for profit, or public operator.

III. OBJECTIVE

- A. The objective of the Grievance Process shall be to process, investigate and make recommendations, in a timely manner on formal written complaints/grievances that are not resolved between individual agencies/entities, including the CTC and the contract service provider and/or the contract service provider and the customer.
- B. The implementation of these rules and procedures will ensure quality control and the ability to provide participating customers, funding agencies and others with an impartial body to hear complaints and submit recommendations regarding the grievance as indicated.
- C. Apart from this grievance process, aggrieved parties with proper standing may also have recourse through Chapter 120, Florida Statutes Administrative Hearing Process, or the judicial court system.

IV. MEMBERS

- A. Members of the Grievance Committee shall be appointed by the Transportation Disadvantaged Local Coordinating Board Chair and shall consist of at least five (5) voting members of the TDLCB and may include other appointed volunteers.
- B. Grievance Committee members will be appointed annually, however, the committee will only meet should a grievance be elevated to the level of STEP TWO Appeal, as outlined in Section V. Grievance Procedures.
- C. Term of Members
 - 1. The members of the Grievance Committee shall serve a term of one year, with allowances for multiple terms.
 - 2. The Grievance Committee shall elect a Chairperson and Vice-Chairperson.
 - 3. A simple majority shall be present for any official action. The meetings shall be held at such times as the Grievance Committee may determine.
 - 4. No voting member will have a vote on an issue that is deemed a conflict of interest.

V. GRIEVANCE PROCEDURES

- A. A Grievance is defined as any ongoing service problem that interferes with accessing a major life activity, such as work, healthcare, employment, education, shopping, social activities, or other life sustaining activities.
 - 1. A service problem must be documented as ongoing for a 30-day period.
 - 2. The customer must demonstrate that they have unsuccessfully attempted to resolve the issue with the CTC on multiple occasions.
 - 3. The customer must demonstrate a level of service that has been provided which is below locally accepted service standards.
 - 4. The Grievance Committee may hear other issues at their discretion, such as issues related to carriers and/or sponsors of service.
- B. Every effort will be made by the CTC to resolve service problems. However, if unable to resolve the problem and/or the grievant wishes to take further action, then the CTC will provide the grievant with assistance with the official grievance process.
- C. STEP ONE
 - 1. When the CTC is advised that the customer wishes to file a grievance, the CTC will send the customer the Grievance Form and a copy of the current ORANGE,

OSCEOLA AND SEMINOLE COUNTIES LOCAL COORDINATING BOARD GRIEVANCE PROCEDURE FOR TRANSPORTATION DISADVANTAGED SERVICES. Notification of the intent to file a Grievance must be made in writing to the CTC's Manager of Paratransit.

All documents pertaining to the grievance process will be made available, upon request, in a format accessible to persons with disabilities.

2. Upon receipt of the completed Grievance Form, the CTC will assign a CTC File Number and initiate a Grievance Log Tracking Form. The CTC Designee will review the Grievance Form and all support documentation and then prepare a written response. The response shall be completed and mailed (Certified and Return Receipt Requested) within ten (10) business days after receiving the grievance. A copy of the response should also be provided to MetroPlan Orlando (MPO).

A file folder should be established for the grievance. This folder should have the name of the grievant and CTC File Number. The folder should contain the original support documentation, the CTC's response, and any other data about the case.

The CTC will respond to Grievance and issue a judgment based on:

- "Resolved" - The CTC feels that the customer's concerns, as stated in the Grievance Form, have been addressed to the best of their ability and the case is resolved.
- "Unresolved" - The CTC feels that the issues stated in the Grievance Form have not been resolved due to existing policy, procedure, service standards, lack of evidence or a lack of resolve.

3. If the customer feels that the concern has not been properly addressed, they will have the option to appeal as stated in Step Two of the Grievance Process. As part of the Step One Response, the customer will be notified of their right to appeal, as well as the process for appeal. Appeals must be submitted to MetroPlan Orlando (MPO) within ten (10) business days of the Step One Response (based on postmark).

STEP TWO

1. Upon responding to the customer's Step One Grievance, the CTC will forward all original documentation to the MPO.
2. Once notified of the customer's desire to appeal the decision, MPO staff will notify the Grievance Committee of the date of the Step Two Grievance Hearing. Upon receipt of the Appeal, the MPO shall have ten (10) working days to contact Grievance Committee members and set a grievance hearing date. The grievant and all parties involved shall be notified at least seven (7) business days before the hearing date by Certified Mail, Return Receipt Requested. The hearing will take place within thirty (30) days of the notice of appeal.

- a) The Grievance Committee shall have the power to hold hearings and conduct investigations in all matters relating to grievances brought before the committee.
 - b) The Grievance Committee shall review the material presented and issue a recommendation or recommendations to all parties involved within ten (10) working days of the date of the hearing. Said notice shall be sent to all parties by Certified Mail, Return Receipt Requested.
 - c) All meetings and hearings will be open to the public.
 - d) Minutes shall be kept at each hearing and filed with the TDLCB and shall be public record.
3. The MPO will complete the Grievance Tracking Form for this and subsequent steps of the process.

D. STEP THREE

1. Both the CTC and the grievant will have the right of appeal of any recommendation(s) of the Grievance Committee to the full TDLCB.
2. Upon notification of the desire to appeal the Step Two recommendation(s), the MPO will notify all parties of the date, time and location of the next scheduled TDLCB meeting via Certified Mail, Return Receipt Requested.
3. The MPO will update the file and the Grievance Log Tracking Form.
4. It is important to note that during the entire process, the CTC and/or MPO should keep the Commission for the Transportation Disadvantaged informed of the recommendation(s) made at the various steps of the process. Further, all files and documentation associated with the case must be kept updated by the CTC at all times during this process.

CERTIFICATION

The undersigned hereby certifies, as Chairperson of the Transportation Disadvantaged Local Coordinating Board for Orange, Osceola and Seminole Counties that the foregoing is a true and correct copy of the Grievance Procedure of the TDLCB as adopted the 9th day of February, 2017.



Honorable Pete Clarke, Chairperson, for the Orange, Osceola, and Seminole Counties Transportation Disadvantaged Local Coordinating Board

**GRIEVANCE TRACKING FORM
FOR OFFICE USE ONLY**

CTC File Number: _____

Step 1 of the Grievance Process

Date Grievance Received at CTC: _____

CTC Representative: _____ File Established: _____

Date Grievance responded to: _____ Date Certified Letter Sent: _____

Date of Action: _____

Step 2 of the Grievance Process

Date Grievance Received at MPO: _____

Date sent to Grievance Committee of the TDLCB: _____

Date of Hearing: _____ Date Certified Letter Sent: _____

Date of Action: _____

Date Certified Letter Sent Regarding Recommendation(s): _____

Step 3 of the Grievance Process

Date Grievance Received at MPO: _____

Date sent to Local Coordinating Board: _____

Date of Hearing: _____ Date Certified Letter Sent: _____

Date of Action: _____

Date Certified Letter Sent Regarding Recommendation(s): _____

**GRIEVANCE PROCESS FORM FOR THE
ORANGE, OSCEOLA AND SEMINOLE COUNTIES
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD**

AGENCY/INDIVIDUAL NAME: _____

ADDRESS: _____

CITY: _____ ZIP: _____

TELEPHONE: _____ E-MAIL: _____

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PLEASE REVIEW THE ATTACHED RULES AND PROCEDURES PERTAINING TO GRIEVANCES.

This form stating the grievance shall be sent to the Community Transportation Coordinator (CTC) outlining the nature of the grievance, and where applicable, the date, time and place of the incident(s) constituting the grievance. (Additional pages may be attached. Please be sure to number all additional pages and/or attachments.)

Please send completed form and any supporting documentation to:

LYNX
Attn: Manager of ACCESS LYNX
445 N Garland Ave
Orlando, FL 32801 - 9920
(407) 841-5969

