

TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

Ocala Citizens Service Center
201 SE 3rd Street, Ocala, FL 34471

**June 21, 2018
2:00 PM**



PUBLIC HEARING AGENDA

1. Call to Order and Roll Call
2. Proof of Publication
3. Grievance/Compliment Procedures Update
4. Comments by TDLCB Members
5. Comments by Community Transportation Coordinator (CTC)
6. Comments by TPO Staff
7. Public Comment
8. Adjournment

If reasonable accommodations are needed for you to participate in this meeting, please call the TPO Office at (352) 629-8297 forty-eight (48) hours in advance, so arrangements can be made.

COMPLAINT & COMPLIMENTS PROCEDURE

1.0 Purpose

1.1 This document spells out the proper procedure for handling Complaints or Compliments for Marion Transit. Because we provide a community service, the agency is subject to receiving complaints and/or compliments regarding our service, employees or both.

Marion Transit strives to provide excellent service to our clients/customers.

Customers have the right to:

- File complaints without fear of retaliation;
- Prompt investigations and effective resolutions; and
- Current and complete program information.

Customers are responsible for:

- Filing complaints in a timely manner (state local time frame), and
- Providing CTC with pertinent information.

2.0 Roles Responsibilities

2.1 Supervisors/Managers – responsible for ensuring that complaints are fully investigated in a timely manner. Proposed actions for improvement are documented and if warranted disciplinary action is taken. Compliments are also documented and discussed with the employee.

2.2 Drivers/Employees – responsible for providing a service to our customers that meet or exceed expectations. Notify their respective supervisor as soon as practical of any potential situation(s) that may cause someone to initiate a complaint against the agency and/or employee.

3.0 Procedures

Any Marion Transit employee can receive a compliment or complaint from a citizen. When a compliment or complaint is being made the employee receiving the information is required to document with as much information including; who, what, when, where, how, and why. Forms are available to document both types of incidents and may be accessed by contacting the Transit Office Assistant.

Once the incident is documented, it should be forwarded to the respective supervisor/manager for further investigation. The supervisor/manager will make the Transportation Director aware of the complaint or compliment and forward the report(s) once the investigation is completed.

COMPLAINT & COMPLIMENTS PROCEDURE CONTINUED

In the case of a complaint, the supervisor/manager will propose actions to remedy the situation. Both the supervisor/manager and Transportation Director will determine outcomes.

Once a complaint or compliment is completed, copies of the report will be placed in the respective Marion Transit employee folder and/or Master Index Folder. The person making the complaint should be notified of the outcome if warranted.

Complaints that may warrant severe disciplinary action will be brought to the attention of the Executive Director and Human Resources.

All complaints and/or compliments should be kept in a common index file for easy access by Month/Year.

Note: Copies of both reports are attached.

+++ END +++

Compliment Report

MARION TRANSIT

Date:

Bus # & Driver:

Written By:

Compliment made by:

Address / Phone:

Compliment Details:

Attach any necessary documentation.

Supervisor Comments:

Supervisor Name & Signature: _____

Director Comments:

Director Signature & Date: _____

Compliment Report



Complaint Report

MARION TRANSIT

Date:

Bus # & Driver:

Written By:

Complaint made by:

Address / Phone:

Complaint Details: (Who, What, When, Where, How, Why)

Proposed Action Purposes

Supervisor Name & Signature: _____

Director Comments:

Signature & Date: _____



Marion
Senior Services
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MARIONTRANSIT

CUSTOMER RIGHTS AND RESPONSIBILITIES

Eligibility:

Customers have a right to:

1. Request trips with Marion Transit once they have met the eligibility requirements;
 - a) Mental or Physical Disability;
 - b) Income level at or below 150% of federal poverty guideline;
 - c) Age = 60+ or <16 years old.

Customers are responsible for:

1. Providing documentation for eligibility claimed;
2. Attesting that the information provided is correct;
3. Providing proof of eligibility periodically or when status changes notifying Marion Transit.

Safety

Customers have the right to:

1. Trips in air-conditioned and heated vehicles;
2. Safe, clean, properly equipped, and smoke-free vehicles;
3. Properly fastened seatbelts and/or mobility device tie downs;
4. Vehicle transfer points that are sheltered, secure and safe;
5. A properly identified driver;
6. Adequate seating, to include ample space for service animals;
7. Assistance in maneuvering mobility devices up and down at a minimum one step; and
8. Medical emergencies that occur on board Marion Transit will be handled by 911 personnel.

Customers are responsible for:

1. Being ready and waiting for Marion Transit vehicle in a safe location;
2. Keeping seat belts and mobility device tie downs secure until vehicle stops (**Seatbelt use is Mandatory while riding Marion Transit**);
3. Remaining seated until vehicle comes to a complete stop;
4. Reporting any safety hazards;
5. Keeping wheelchairs or other mobility aids in good condition;
6. Not tampering with or operating vehicle equipment;
7. Addressing car-seat provision with the CTC;
8. Making CTC aware of customer's special needs prior to transport; and
9. Refraining from any violent and/or disruptive behavior.

CTC = COMMUNITY TRANSPORTATION COORDINATOR

MARIONTRANSIT

Courtesy

Customers have the right to:

1. Professional, courteous, and properly trained drivers;
2. Assistance while getting in and out of vehicle and to the seat; and
3. Assistance with up to **3** packages/bags limited to 25 pounds each;

Customers are responsible for:

1. Calling in trip cancellations within **4 hours or day before (ASAP)**; *(So others may ride)*.
2. Informing CTC of all pertinent information regarding trip;
3. Presenting the correct fare;
4. Being ready at time of pick-up; and
5. Ensuring personal hygiene.

Complaints

Customers have the right to:

1. File complaints without fear of retaliation;
2. Prompt investigations and effective resolutions; and
3. Current and complete program information.

Customers are responsible for:

1. Filing complaints in a timely manner; and
2. Providing CTC with pertinent information.

Service

Customers have the right to:

1. ADA - Pick-ups between **1 Hour** before and **1 Hour** after;
2. Non-ADA Pick-ups between **2 Hours** before and **2 Hours** after;
3. Expect driver to wait **5** minutes, but no longer than **7** minutes;
4. Toll-free accessibility to the CTC;
5. Be delivered to an appointment on time;
6. The CTC's policy on standing orders; (ask Reservations) and
7. The CTC's policy on no-shows. (see Marion Transit brochure)

Customers are responsible for:

1. Advising the reservationist of appointment times;
2. Accepting a shared-ride service;
3. Reserving your ride up to two weeks in advance; but no less than 3 days from your appointment; and
4. Providing own wheelchair and/or escort.
5. Calling Dispatch to let them know you are ready for pick-up from your appointment.



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