



## TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

Ocala Citizens Service Center  
201 SE 3<sup>rd</sup> Street, Ocala, FL 34471  
**June 21, 2018**

### PUBLIC HEARING MINUTES

#### Members Present:

Michelle Stone  
Jeffrey Askew  
Tracey Sapp *arrived at 2:07pm*  
Susan Hanley  
Carlos Colon  
Iris Pozo, *for Kathleen Woodring*  
Andrea Melvin  
Anissa Brescia  
Jeff Aboumrad

#### Members Not Present:

Millie Chervoni  
Charmaine Anderson  
Tracey Alesiani  
Carissa Hutchinson  
Dennis Yonce  
James Haines

#### Others Present:

Kenneth Odom, TPO Staff  
Shakayla Pullings, TPO Staff  
Tom Wilder, Marion Transit Services

### **Item 1. Call to Order and Roll Call**

Chairwoman Michelle Stone called the meeting to order at 2:05 PM.  
Secretary Shakayla Pullings called the roll of members; a quorum was present.

### **Item 2. Proof of Publication**

Secretary Shakayla Pullings announced the meeting was published online at the city of Ocala, Marion County, Belleview, Dunnellon and the TPO's website. The meeting was also published to the Star Banner.

### **Item 3. Grievance/Compliment Procedures Update**

Mr. Wilder presented the Grievance/Compliment Procedures Update and said that the document spelled out the proper procedure for handling Complaints or Compliments for Marion Transit. Mr. Wilder said that because the agency provided a community service, the agency was subject to receiving complaints and/or compliments regarding the service, employees, or both.

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.

Mr. Wilder also went over the Roles and Responsibilities as followed:

**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.

**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.

Mr. Wilder also talked about Procedures as followed:

Any Marion Transit employee could 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.

Approved –

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

In the case of a complaint, the supervisor/manager would propose actions to remedy the situation. Both the supervisor/manager and Transportation Director would determine outcomes. Once a complaint or compliment is completed, copies of the report would 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 would 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.

Mr. Wilder provided the board with copies of both the Complaint and Compliment Report.

Ms. Stone asked if the reports answered a requirement that was given based on an audit.

Mr. Odom responded that the reports were based off the Commission for the Transportation Disadvantaged (CTD) that had requested the annual task be performed by each agency and that the process next year and years after would be to review any compliments or complaints and what may need to be changed as far as addressing guidelines. It was a task mandated by the CTD.

Ms. Brescia made a motion to approve the Grievance/Compliment Procedures Update. Mr. Askew seconded and the motion passed unanimously.

#### **Item 4. Comments by TDLCB Members**

*There were no comments by TDLCB Members.*

#### **Item 5. Comments by Community Transportation Coordinator (CTC)**

*There were no comments by the CTC.*

#### **Item 6. Comments by TPO Staff**

*There were no comments by TPO Staff.*

#### **Item 7. Public Comment**

*There was no Public Comment.*

**Item 8. Adjournment**

Chairwoman Stone adjourned the Public Hearing at 2:10pm.

Respectfully Submitted By:

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Shakayla Pullings, TPO Administrative Assistant