

12/27/2024 Email sent to CTCs and Planning Agencies

Pursuant to Section 427.021, Florida Statutes, transportation service providers contracting with local governments to provide paratransit services for persons with disabilities are required to establish procedures for receiving, investigating, and reporting adverse incidents to the Commission for the Transportation Disadvantaged (Commission) on a quarterly basis. In addition, the statute requires the Commission to establish model procedures for transportation service providers to receive and investigate reports related to adverse incidents during the provision of services to persons with disabilities.

At its business meeting on December 11, 2024, the Commission approved the attached *Model Procedures for Receiving and Investigating Reports of Adverse Incidents Related to Paratransit Services for Persons with Disabilities*, along with the *Adverse Incident Report Form*.

While most systems already have procedures in place for investigating incidents and accidents, the Commission requests that you review and incorporate the attached guidance and report form into your existing processes. We recognize that the statute does not define certain terms; accordingly, you may wish to clarify these terms within your procedures as needed.

Adverse incidents must be reported to the Commission on a quarterly basis. The first reporting period will cover January 1 to March 31, 2025, with the report due no later than April 30, 2025. *The Adverse Incident Report Form* must be used throughout the reporting process, including for preliminary reports, ongoing investigations, and when investigations are closed.

If an incident is resolved early in the quarter and the investigation is closed before the report deadline, it is recommended that a single report form be submitted with the investigation marked as closed. Multiple reports should only be submitted if an incident occurs late in the quarter and remains under investigation by the report deadline, or if the investigation has not been concluded by the time the report is due.

If you have any questions or require further clarification, please contact us. We appreciate your cooperation in implementing these procedures and look forward to receiving your reports.