



## **Transportation Disadvantaged Local Coordinating Board (TDLCB) Meeting**

Marion Senior Services  
1101 SW 20<sup>th</sup> Ct., Ocala, FL 34471  
**December 9<sup>th</sup>, 2021**  
**10:30 AM**

### **AGENDA**

- 1. CALL TO ORDER AND ROLL CALL**
- 2. PLEDGE OF ALLIGENCE**
- 3. PROOF OF PUBLICATION**
- 4. PRESENTATIONS**
  - A. Veterans Services presented by Mr. Jeffrey Askew
- 5. ACTION ITEMS**
  - A. [Grievance Procedures](#) - Page 3
  - B. [By-laws](#) - Page 12
  - C. Election of new Vice-chairperson
  - D. Election of new Grievance sub-committee members
  - E. Election of sub-committee members to assist with CTC evaluation
  - F. [Meeting Schedule for 2022](#) - Page 18
- 6. CONSENT AGENDA**
  - A. [Minutes September Meeting](#) - Page 19
- 7. COMMENTS BY TDLCB MEMBERS**
- 8. COMMENTS BY TPO STAFF**
- 9. COMMENTS BY TRANSPORTATION COORDINATOR (CTC)**
- 10. PUBLIC COMMENT (Limited to 2 minutes)**
- 11. ADJOURNMENT**

All meetings are open to the public, the TPO does not discriminate on the basis of race, color, national origin, sex, age, religion, disability and family status. Anyone requiring special assistance under the Americans with Disabilities Act (ADA), or requiring language assistance (free of charge) should contact Liz Mitchell, Title VI/Nondiscrimination Coordinator at (352) 438-2634 or liz.mitchell@marioncountyfl.org forty-eight (48) hours in advance, so proper accommodations can be made.

Pursuant to Chapter 286.0105, Florida Statutes, please be advised that if any person wishes to appeal any decision made by the Board with respect to any matter considered at the above meeting, they will need a record of the proceedings, and that, for such purpose, they may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based.

*The next regular meeting of the Ocala Marion Transportation Disadvantaged Local Coordinating Board will be held on*  
*TBD.*



**TO: TDLCB Board Members**

**FROM: Liz Mitchell, Grants Coordinator/Fiscal Planner**

**RE: Grievance Procedures**

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**Summary**

TPO staff regularly reviews and/or amends the TDLCB Grievance Procedures to assure that all elements of the Grievance Procedures are in alignment with Florida statutes, regulations and codes.

**Attachment(s)**

Grievance Procedures document  
Grievance Procedures certificate for signature

**Action Requested**

Approval and Chair signature

Any additional comments and/or suggestions please contact Liz Mitchell,  
[liz.mitchell@marionfl.org](mailto:liz.mitchell@marionfl.org).

**OCALA MARION  
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD  
GRIEVANCE PROCEDURES**

**Article 1: Preamble**

The following will set forth the grievance procedures which shall serve to guide the Ocala Marion TPO Transportation Disadvantaged Local Coordinating Board (TDLCB). The Community Transportation Coordinator (CTC) will receive and attempt to satisfy any concerns by any person(s). If for any reason the complainant is not satisfied with the resolution determined by the CTC then the procedures herein will assist in acquiring a satisfactory resolution. This will provide procedures and policies for fulfilling the requirements of chapter 427, Florida Statutes, Rule 41-2 of the Florida Administrative Code (FAC), and subsequent laws setting forth requirements for the establishment of grievance procedures.

**Article II: Name and Purpose**

Name: The Grievance Committee is a Subcommittee of the Transportation Disadvantaged Local Coordinating Board, but will hereinafter be referred to as the Grievance Subcommittee.

Purpose: The primary purpose of the Grievance Subcommittee is to process, investigate and make recommendations to any and all unresolved grievances and/or complaints. To provide a formal grievance process by the Local Coordinating Board (LCB) to address concerns by any person or agency including but not limited to, users, potential users, agencies, and other interested parties. The Grievance Subcommittee will provide a mechanism for issues to be brought before the committee which shall meet as often as necessary to address unresolved complaints in a timely manner.

**Article III: Definitions**

1. Community Transportation Coordinator (CTC): An entity and or person appointed to ensure that coordinated transportation services are provided to the transportation disadvantaged population in a designated service area.
2. 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.
3. Service Complaint- any routine incidents and/or dissatisfaction that occur, are reported to the driver, dispatcher, or other individuals involved with the daily operations, and are resolved within the course of a reasonable time period suitable to the complainant. Service complaints may include but are not limited to:

- a. Late trips (late pickup, late drop off, and/or late returns)
  - b. No-show by Transportation Operator
  - c. No-show by client
  - d. Client Behavior
  - e. Driver Behavior
  - f. Passenger discomfort
  - g. Refusal of service to client for any reason
4. Formal Grievances- a written complaint to document any concerns or an unresolved service complaint regarding the operation or administration of TD services by the Transportation Operator, Community Transportation Coordinator, agencies, or Local Coordinating Board. Formal Grievances may include, but are not limited to:
- a. Chronic or unresolved service complaints
  - b. Violation of specific laws governing the provision of Transportation Disadvantaged Services (i.e., Chapter 427 of Florida Statutes, Chapter 41-2 of Florida Administrative Code and accompanying documents, Sunshine Law and/or ADA violations)
  - c. Contract disputes (Agencies/Operators)
  - d. Bidding disputes
  - e. Agency compliance
  - f. Conflicts of interest
  - g. Supplanting of funds
  - h. Billing and/or accounting procedure violation
  - i. Denials of applications for paratransit services

#### **Article IV: Membership**

1. Members of the Grievance Subcommittee shall serve on a voluntary basis and shall consist of at least five (5) voting members.
2. Each member of the Grievance Subcommittee shall serve at the discretion of the TDLCB.
3. The CTC shall not serve on the Grievance Subcommittee.
4. Grievance Subcommittee members will meet if a grievance is brought before the committee.
5. When a meeting of the Grievance Subcommittee is necessary, staff to the TPO shall schedule the meeting. Meetings shall be held at the time and place as the Grievance Subcommittee may determine.

6. The Members shall serve a term of one year, with allowances for multiple terms.
7. The Grievance Subcommittee shall elect a Chairperson and Vice-Chairperson.
8. A simple majority shall be present in any official action.
9. No voting member will have a vote on an issue that is deemed a conflict of interest.

#### **Article V: Filing Complaints and Grievances – STEP 1**

10. All formal grievances must contain the following:
  - a. Must submit in writing
  - b. Name and address of complainant
  - c. A clear and concise statement of the grounds for the grievance and supplemented by supporting documentation
    - Exact date and time of incident
    - Exact location of incident
    - Any witnesses to incident (including name and address)
    - Vehicle unit number, license number, color and type
    - Any other information affiliated with the complaint
  - d. An explanation by the complainant of the improvements needed to address the complaint

All written complaints can be sent to:

Marion Senior Services  
1101 SW 20<sup>th</sup> Court  
Ocala, Florida 34471

A complaint form has been created (see page 7) indicating all of the above mentioned items.

11. The CTC must post the contact person and telephone number for access to information regarding reporting service complaints or filing a formal grievance in each of their vehicles in plain view of riders.
12. The CTC will have ten (10) working days from the date of notification of the complaint to address or investigate the problem.

13. The CTC will investigate the problem and respond in writing, within ten (10) working days of notification to the complainant as to what action was taken. Such action will contain an explanation of the facts that lead to the CTC's decision and provide a method or ways to bring about a resolution.
14. The Grievance Subcommittee and TDLCB Board will receive a copy of all grievances and responses.

#### **Article VI: Appeal Process – STEP 2**

1. If the complainant is dissatisfied with the CTC's response and/or recommendation they may file an appeal with the Grievance Subcommittee.
2. The complainant may only file after they have sought satisfaction directly from the CTC and received a response. Complainant must demonstrate that they have unsuccessfully attempted to resolve the issue with the CTC. Every effort will be made by the CTC to resolve service problems. However, if unable to resolve the problem and/or the complainant wishes to take further action, then the CTC will provide the complainant with assistance in following the Grievance Procedures.
3. The appeal must be filed within ten (10) days from the date of notification of final decision from the CTC.

The appeal must be in writing and addressed to:

Ocala Marion Transportation Planning Organization  
ATTN: TDLCB Grievance Subcommittee  
2710 E. Silver Springs Blvd.  
Ocala, Florida 34470

4. Once an appeal has been received, the Grievance Subcommittee shall meet and render its recommendation within thirty (30) working days of the date the appeal was filed.
5. 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 ten (10) working days in advance of the meeting.
6. A written recommendation will be rendered to all parties involved within ten (10) working days from the date of the recommendation and will include the following, in writing:

- a. Statement that a meeting was held and the involved parties were given an opportunity to present their position(s).
  - b. The issues discussed and clearly defined
  - c. Reason(s) for the recommendation based on the information provided
7. Grievance Subcommittee must report all grievances and recommendations to the full Transportation Disadvantaged Local Coordinating Board.

**Article VII: Appeal to the Transportation Disadvantaged Local Coordinating Board – STEP 3**

1. If the complainant is dissatisfied with the recommendation of the Grievance Subcommittee he/she may continue the appeal process with the TDLCB as follows.
2. The appeal must be in writing and filed within ten (10) working days from the date of final recommendation from the Grievance Subcommittee.
3. Appeal to the TDLCB can only be filed after the complainant has sought satisfaction directly from the Grievance Subcommittee.
4. The appeal should demonstrate a clear violation of a specific law, regulation, contractual agreement, or circumstance.

Address all appeals to:

Ocala Marion Transportation Planning Organization  
 ATTN: TDLCB  
 2710 E. Silver Springs Blvd.  
 Ocala, Florida 34470

5. Once an appeal has been received, the TDLCB shall meet and render its recommendation within sixty (60) working days of the date the appeal was filed.
6. 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 ten (10) working days in advance of the meeting.
7. A written recommendation will be rendered to all parties involved within ten (10) working days from the date of the recommendation and will include the following, in writing:
  - a. Statement that a meeting was held and the involved parties were given an opportunity to present their position(s).



- b. The issues discussed and clearly defined
- c. Reason(s) for the recommendation based on the information provided

#### **Article VIII: Appeal to the Commission for the Transportation Disadvantaged – STEP 4**

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 via written correspondence to:

Florida Commission for the Transportation Disadvantaged  
Attn: Ombudsman Program  
605 Suwannee Street, MS-49  
Tallahassee, FL 32399-0450

#### **Article IX: 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, and all Members have been notified of proposed changes at least seven (7) working days in advance of the meeting.

The implementation of these rules and procedures will ensure quality control and the ability to provide an impartial body to hear complaints and submit recommendations regarding the grievance as indicated.

Apart from this grievance/appeal process, aggrieved parties with proper standing may also have recourse through Chapter 120, Florida Statutes Administrative Hearing Process, or the judicial court system.

#### **CERTIFICATION**

The undersigned hereby certifies that he/she is the Chairperson of the Ocala Marion 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 Ocala Marion TPO Transportation Disadvantaged Local Coordinating Board on the 15<sup>th</sup> day of October 2020.

\_\_\_\_\_  
Commissioner Michelle Stone, TDLCB Chairperson

**OCALA MARION  
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD  
COMPLAINT FORM**

<b>Complainant(s) Name:</b>	<b>Complainant(s) Address:</b>
<b>Complainant(s) Phone Number:</b>	<b>Complainant(s) Email:</b>
<b>Complainant(s) Representative's Name, Address, Phone Number and Relationship (e.g. friend, attorney, parent, etc.):</b>	
<b>Names of the Individual(s) Whom You Allege a Complaint Against (If Known):</b>	
<b>Name and Address of Agency, Institution, or Department Whom You Allege a Complaint Against:</b>	

<b>Date of incident:</b>	<b>Vehicle Unit/License No.-Color-Type</b>	<b>Time of Incident:</b>
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<b>Please list the name(s) and phone number(s) of any person, if known, that can be contacted for additional information to support or clarify your allegation(s):</b>
<b>Please explain as clearly as possible HOW, WHY, WHEN and WHERE is your alleged complaint. Include as much information as possible. Additional pages may be attached if needed.</b>
<b>Please indicate what would be an acceptable resolution:</b>

<b>Complainant(s) or Complainant(s) Representatives Signature:</b>	<b>Date of Signature:</b>
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Please submit to: **Address in the step process**

**Additional Pages are attached.**

# TDLCB COMPLAINT TRACKING FORM

Name of Complainant: \_\_\_\_\_

**COMPLAINT TO THE CTC –STEP 1**

File Number \_\_\_\_\_

Date of 1<sup>st</sup>. Complaint: \_\_\_\_\_

Date of 1<sup>st</sup>. Resolution: \_\_\_\_\_

Action Taken (including date of letter): \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**APPEAL = COMPLAINT TO THE TDLCB GRIEVANCE SUBCOMMITTEE – STEP 2**

Date of 2<sup>nd</sup> Complaint: \_\_\_\_\_

Date of 2<sup>nd</sup> Resolution: \_\_\_\_\_

Date of Subcommittee Hearing: \_\_\_\_\_

Action Taken (including date of letter): \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**APPEAL = COMPLAINT TO THE TDLCB – STEP 3**

Date of 3<sup>rd</sup> Complaint: \_\_\_\_\_

Date of 3<sup>rd</sup> Resolution: \_\_\_\_\_

Date of TDLCB Hearing: \_\_\_\_\_

Action Taken (including date of letter): \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**APPEAL = TO THE COMMISSION FOR THE TRANSPORTATION DISADVANTAGED – STEP 4**

Date sent: \_\_\_\_\_



**TO: TDLCB Board Members**

**FROM: Liz Mitchell, Grants Coordinator/Fiscal Planner**

**RE: ByLaws**

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**Summary**

TPO staff regularly reviews and/or amends the TDLCB Bylaws to assure that all elements of the Bylaws are in alignment with Florida statutes, regulations and codes.

**Attachment(s)**

Bylaws document  
Bylaws certificate for signature

**Action Requested**

Board Approval and Chair signature

Any additional comments and/or suggestions please contact Liz Mitchell,  
[liz.mitchell@marionfl.org](mailto:liz.mitchell@marionfl.org).

**BYLAWS OF THE  
OCALA MARION COUNTY  
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD**

**Article I: Preamble Section 1: Preamble**

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

**Article II: Name and Purpose**

**Section 1: Name:** The name of the coordinating board shall be the Ocala Marion County TDLCB, hereinafter referred to as the Board.

**Section 2: Purpose:** The primary purpose of the Board is to identify local service needs and provide information, advice, and direction to the Community Transportation Coordinator (CTC) on the coordination of services to be provided to the TD pursuant to Chapter 427.0157, FS.

**Article III: Membership, Appointment, Term of Office, and Termination of Membership**

**Section 1: Voting Members:** In accordance with Chapter 427.0157, FS, the designated official planning agency for Ocala Marion County, which is the Ocala Marion County Transportation Planning Organization (TPO), shall appoint all members of the Board.

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

1. One local elected official, who will serve as Chairperson.
2. A local representative of the Florida Department of Transportation.
3. A local representative of the Florida Department of Children and Families.
4. A local 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, Department of Education or Head start 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 recommended by the local Veterans Service Office representing the veterans of the County.
7. A person who is recognized by the Florida Association for Community Action (President), representing the economically disadvantaged in the County.

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8. A person over sixty representing the elderly in the County.
9. A person with a disability representing the disabled in the County.
10. Two citizen advocate representatives in the County; one who must be a person who uses the transportation service(s) of the system as their primary means of transportation.
11. In areas where they exist, the Chairperson or designee of the local Mass Transit or Public Transit System's Board, except in cases where they are also the CTC.
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 nonprofit representative will be appointed, except where said representative is also the CTC.
14. A local representative of the Florida Agency for Health Care Administration.
15. A representative of the Agency for Persons with Disabilities.
16. A representative of the Regional Workforce Development Board established in Chapter 445, Florida Statutes.
17. 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:** Each member of the Board may name one alternate in writing who may vote only in absence of that member on a one-vote-per-member basis.

**Section 3: Nonvoting Members:** Additional non-voting members may be appointed by the TPO.

**Section 4: Terms of Appointments:** The Chairperson and State & community agency representatives shall not be restricted to term limits because of the membership agency requirements by the Commission for the Transportation Disadvantaged. The Chairperson shall serve until being replaced by the TPO. The State or community partners shall serve as long as they are individually able or decide to nominate another representative from their respective agency. There are an additional two positions that are not considered Chairperson or a State or community partners and they are citizen representatives that are either a disabled person or an elderly individual who utilizes the services of MTS. Appointments to the Board for non-agency positions will be chosen utilizing the following procedures: Suitable candidates will be solicited from the pool of riders who accurately represent one of these two positions. These individuals will be requested to complete an application for appointment to the TDLCB. The Chairperson of the Board, the Director of MTS and one TPO representative will review the application(s) and make their recommendations to the Board. The Board will then vote on the recommendation(s) for appointment of the new member(s). The length of term for these two positions will be for one (1) year with the possibility

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of two one (1) year extensions for a total of three (3) years. After three (3) years, new appointments for these two positions must be made.

**Section 5: Termination of Membership:** Any member of the Board may resign at any time by notice in writing to the Chairperson. Unless otherwise specified in such notice, such resignation shall take effect upon receipt thereof by the TPO Director.

**Section 6: Membership Attendance:** Each member of the Board is expected to demonstrate his/her interest in the Board's activities through attendance of the scheduled meetings, except for reasons of an unavoidable nature. In each instance of an avoidable absence, the absent member should ensure that his/her alternate attends. Should a Board member miss two consecutive meetings, an attendance reminder letter will be sent to that member. The letter is to remind each member of attendance requirements and requests that the member notify the Board of his/her intention to remain on the LCB. Based on this response, appropriate action may be taken by the Board.

**Article IV: Officers and Duties**

**Section 1: Number:** The officers of the Board shall be a Chairperson and a Vice-Chairperson.

**Section 2: Chairperson:** The TPO shall appoint one of its members, who are an elected official, to serve as the official Chairperson for all Board meetings. The Chairperson shall preside at all meetings, and in the event of his/her absence or at his/her direction, the Vice-Chairperson shall assume the powers and duties of the Chairperson. The Chairperson shall serve until replaced by the TPO. If the Chairperson and Vice-Chairperson are absent at the same time, the body shall appoint a member to act as chair in their absence during that meeting.

**Section 3: Vice-Chairperson:** The Board shall nominate and elect a Vice-Chairperson at one of the regular meetings each year. The Vice-Chairperson shall be elected by a majority vote of a quorum of the members of the Board present and voting at the meeting. The Vice-Chairperson shall serve a term of one-year starting with the next meeting.

**Article V: Board Meetings**

**Section 1: Regular Meetings:** The Board shall meet as often as necessary in order to meet its responsibilities. However, as required by Chapter 427.0157, FS, the Board shall meet at least quarterly.

**Section 2: Emergency Meetings:** An emergency meeting shall be called by the Board when in their opinion, an emergency exists which requires immediate action. When such a meeting is called, each Board member will be notified at least twenty-four (24) hours in advance, as will local media services, stating the date, hour, and place of the meeting, and the purpose for which it is called. There shall be no other business transacted at that meeting outside of the stated purpose for the emergency meeting.

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**Section 3: Notice of Meetings:** A notice and an agenda shall be sent to all Board members, other interested parties, and the news media within a reasonable amount of time prior to the Board meeting. Such notice shall state the date, time, and place of the meetings.

**Section 4: Quorum:** At all meetings of the Board, the presence in person of six (6) of the voting members shall be necessary and sufficient to constitute a quorum for the transaction of business. In the absence of a standard quorum, if there are at least four (4) voting members present and the actions of particular items is absolutely necessary, those members may elect to make a motion and with a second may continue to address the business at hand on the agenda advertised for that day only. These actions will be deemed acceptable to pass on to the TPO Board or State agencies. If no quorum is present, or an emergency quorum is not deemed necessary, any actionable business may not be transacted which might have been transacted at the meeting as originally called. The Chairperson shall recess the meeting until a quorum shall be present.

**Section 5: Voting:** At all meetings of the Board at which a quorum is present, all matters, except as otherwise expressly required by law or these By-laws, shall be decided by the vote of a majority of the members of the Board present.

**Section 6: Parliamentary Procedures:** The Board will conduct business using parliamentary procedures according to Robert's Rules of Order, except when in conflict with these Bylaws.

**Section 7: Minutes:** The Clerk of the Circuit Court, Board of Records, shall maintain an official set of minutes for each Board meeting. The minutes shall include an attendance roster and reflect official actions taken by the Board. Copies of all Board minutes shall be sent to the Commission for the Transportation Disadvantaged (CTD) office and the Chairperson of the TPO.

**Article VI: Staff**

**Section 1: General:** The TPO shall provide the Board with sufficient staff support and resources to enable the Board to fulfill its responsibilities as set forth in Chapter 427.0157, FS. These responsibilities include providing sufficient staff to manage and oversee the operations of the Board and assist in the scheduling of meetings, preparing meeting agenda packets, and other necessary administrative duties as required by the Board within the limits of the resources available.

**Article VII: Board Duties**

**Section 1: Board Duties:** The Board shall perform the following duties as specified in Chapter 427.0157, FS.

1. Review and approve the Transportation Disadvantaged Service Plan, including the Memorandum of Agreement, prior to submittal to the Commission.
2. Evaluate services provided in meeting the approved plan.



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3. In cooperation with the CTC, review and provide recommendations to the CTD on funding applications affecting the TD.
4. Assist the CTC in establishing priorities with regard to the recipients of non-sponsored TD services that are purchased with TD Trust Fund monies.
5. Review the coordination strategies of service provision to the TD in the designated service area.
6. Evaluate multi-county or regional transportation opportunities.
7. Work cooperatively with local Welfare Transition Program (WTP) coalitions established in Chapter 445, FS, to provide assistance in the development of innovative transportation services for WTP participants.

**Article VIII: Subcommittees**

**Section 1: Subcommittees:** As necessary, the Chairperson shall designate subcommittees to investigate and report on specific subject areas of interest to the Board and to deal with administrative and legislative procedures. A Grievance Subcommittee shall be established to serve as a mediator to process and investigate complaints from agencies, users, potential users of the system and the CTC in the designated service area, and make recommendations to the Board for improvement of service.

**Article IX: Communication with Other Agencies and Entities**

**Section 1: General:** The TPO authorizes the Board to communicate directly with other agencies and entities as necessary to carry out its duties and responsibilities in accordance with Rule 41-2, FAC.



# 2022 TDLCB Meeting Schedule

Ocala Marion Transportation Planning Organization (TPO)  
2710 E. Silver Springs Blvd., Ocala, FL 34470  
Ocalamariontpo.org  
(352) 438-2630

Visit the Ocala Marion TPO website at [Ocalamariontpo.org](http://Ocalamariontpo.org) to view meeting updates.

## Transportation Disadvantaged Local Coordinating Board (TDLCB) Meetings are held Quarterly at 10:00 a.m.

All TDLCB Meetings are held quarterly on the **third Thursday** of the corresponding month.

<b>March 17, 2022</b>	<b>June 16, 2022</b>	<b>September 15, 2022</b>	<b>December 8, 2022</b>
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### Meetings will be held at:

Marion Senior Services  
1101 SW 20th Ct.  
Ocala, FL 34471.  
10:00 am



**Transportation Disadvantaged Local Coordinating Board (TDLCB) Meeting**

Marion Senior Services and via WebEx

1101 SW 20<sup>th</sup> Court, Ocala, FL 34471

September 16, 2021

10:00 AM

**MINUTES**

**Members Present:**

Michelle Stone

Jeffrey Askew (*arrived at 10:20am*)

Ivonne Perez *via WebEx*

Tracey Sapp

Tracey Alesiani *via WebEx*

Susan Hanley

Carlos Colon

Andrea Melvin

Anissa Pieriboni *via WebEx*

**Members Not Present:**

Charmaine Anderson

Iris Pozo

Carissa Hutchinson

Steven Neal

Jeff Aboumrad

James Haynes

**Others Present:**

Rob Balmes, TPO

Shakayla Irby, TPO  
Elizabeth Mitchell, TPO  
Erick Hawkins, Marion Transit  
Ken McKely, Marion Transit  
Karen Williams, Marion Transit  
Herman Schulz, Marion Transit

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

Chairwoman Stone called the meeting to order at 10:17am. Secretary Shakayla Irby called the roll and a quorum was present with a special quorum of five member's present in-person. Mr. Askew joined the meeting at 10:20am and a quorum of six members were present.

### **Item 2. Pledge of Allegiance**

Chairwoman Stone led the board members in the Pledge of Allegiance.

### **Item 3. Proof of Publication**

Secretary Shakayla Irby stated that the meeting had been published September 9, 2021 online on the TPO website and Facebook and Twitter pages, the City of Ocala, Belleview, and Dunnellon websites. The meeting was also published to the September 10, 2021 edition of the Ocala Gazette.

### **Item 4A. Introduction of new Community Transportation Coordinator (CTC), Erick Hawkins**

Mr. Hawkins introduced himself to the board as the new Transportation Director for Marion Senior Service and the new CTC. He gave praises to the Marion Transit team and said by far they were one of the best teams he had worked with.

Before being named Transportation Director for Marion Transit in June 2021, Erick was the Transit Administrator in the city of Rock Hill South Carolina. Erick was responsible for starting the first all-electric transit system in the county. The operations consisted of fixed route, as well as para-transit services. This was a complete 0-completion process.

Prior to the city of Rock Hill, Erick was the Director of safety and security for RATPDEV for an operation in Asheville NC. This was also a city operation that was managed by RATPDEV. Previous to his work for RATPDEV, Erick was the Director of Operations for TransDev America. The location was in Greensboro NC. The operation consisted of 120 fixed route buses, and 42 Para-transit vehicles. His work in Greensboro was a complete turnaround operation. Much of the turnaround focus being OTP, and customer complaints. Erick earned his B/A in Industrial Psychology from the University of Wisconsin. Erick also played outside linebacker for the university.

Chairwoman Stone said that she was very happy to have the opportunity to serve Marion County along with Mr. Hawkins and Marion Transit.

#### **Item 4B. Board Member Changes**

Chairwoman Stone noted Board member changes for the Agency for Healthcare Administration:

- Ivonne Perez – Sr. Human Services Program Specialist
- Victoria Anderson – Sr. Human Services Program Specialist (alternate)

#### **Item 5A. Annual Operating Report (AOR)**

Mr. Hawkins gave an overview of the AOR summary page to the board (*attached to this set of minutes on page 8 for reference*)

Chairwoman Stone said it looked as if 2021 was already outpacing 2020. She also inquired about any milestones that should've been recognized.

Mr. Hawkins said that track for complaints had decreased by a significant amount. Ken McKely with Marion Transit had implemented a new tracking system for compliments and complaints and all feedback had been tracked perfectly.

Chairwoman Stone inquired about the status of accidents and if any riders were traveling on the transit vehicles when they took place.

Mr. Hawkins said no, and that three of the accidents were Marion Transit and that two of them were the contractors. He could not speak to the accidents of the contractors.

Mr. Askew inquired about the Trip Requests and what type of requests were they.

Mr. Hawkins was unsure because the five request came from contractors. Marion Transit had zero requests.

*Mr. Askew made a motion to approve the Annual Operating Report. Ms. Melvin seconded, and the motion passed unanimously.*

#### **Item 6. Consent Agenda**

*Mr. Askew made a motion to approve the Consent Agenda. Ms. Hanley seconded, and the motion passed unanimously.*

#### **Item 7A. Safety Action Plan**

The TPO was planning to invest in the development of a Safety Action Plan to serve as a resource to improving transportation safety throughout Marion County. The development of an Action Plan is envisioned to be a collaborative process involving citizens and stakeholders, private and public partners, and state agencies.

The proposed title of the Action Plan is **Commitment to Zero: An Action Plan for Safer Streets in Ocala Marion.**

The purpose of **Commitment to Zero** was to bring together the Ocala Marion community to collaborate in the development of an Action Plan to improve safety on our transportation system.

The Action Plan would be focused on four key areas:

- Education and Awareness
  - The Safety Story of Ocala/Marion County
- Public and Partner Engagement
  - Instrumental to Plan success!
- Safety Analysis
  - Trends
  - Areas of Concern (hotspots)
  - System-wide Issues
- Action Planning
  - What could everyone do individually and collectively to improve safety in Marion County
  - Commitments over next 3-5 years

TPO staff were seeking leadership support through the development of a strategy for partner engagement. A key to success of the Safety Action Plan would be how our partners in the community work together toward improving safety.

Mr. Balmes notified the board of the September 27, 2021 Safety Action Plan Public Workshop and said that members were invited to the meeting. The meeting was also open to the public.

Mr. Ken McKely, with Marion Transit commented that safety is important because you don't want anyone to get hurt but also there is a financial impact when accidents happen. He said it was a good idea to share the financial burden of accidents so that people could see the impact.

### **Item 7B. Marion Survey Results**

Ms. Mitchell presented and said that TPO staff had conducted a survey in an attempt to receive feedback from the community and general public relating to Marion Transit services. In August, the TPO conducted a 30-day Public Survey soliciting feedback from the community. The survey was presented online through the TPO website, on Survey Monkey and hard copies at the Ocala Public Library, Center for Independent Living and on Marion Transit buses. A total of 77 responses were received, 56 on Survey Monkey and 21 hard copies from the above mentioned sites.

A survey results summary was presented to the board (*attached to this set of minutes for reference on pages 9 through 15*).

A few comments were highlighted:

- Question #2 How important is Paratransit service “Marion Transit”
  - Response: “We do not have this in Belleview and need it.”
    - Ms. Karen Williams with SunTran said that the comment may have been referenced to the SunTran because Marion Transit did service the Belleview area.

- Mr. Balmes inquired with Mr. Steven Neal about SunTran in Belleview and was told that the City Council and the community had not voted on investing in a SunTran line to Belleview.

Chairwoman Stone asked if the TPO could give a response that addresses negative comments for clarity sake.

Ms. Mitchell said that the TPO could give a general response and make available to the public.

- Question #3 In your "Marion Transit" daily commute what do you see that functions well and not well?
  - Response: "The bus drivers drive way too fast for our small communities."
    - Mr. Hawkins replied that the buses had speed limit monitoring equipment and once drivers exceeded a certain speed limit the team is notified.

Mr. McKely said that if another survey was conducted in the future instead of saying "Marion Transit" be more specific and say "Marion Senior Services Marion Transit Agency". That way the survey would not be confused with all transit in Marion County.

Ms. Melvin suggested adding a photo of a Marion Transit bus on the front of the survey to limit any confusion as well.

- Question #4 What impact does Marion Transit have in the community
  - Response: "Does not include enough areas. Should be in all areas of the county."
    - Mr. Hawkins replied that Marion Transit had partnered with another department to conduct public outreach and would be going out to different areas of the county to notify of the Marion Transit service.
- Question #8 What if Marion Transit only runs in your area once a month, what would you do?
- Question #9 What if Marion Transit stopped service, what would you do?

Chairwoman Stone asked if drivers had noticed any additional worry or concern that Marion Transit would limit or stop service due to the questions that were asked.

Mr. McKely responded no, but he had heard from some of the drivers that in general customers had said to not stop the service and to continue the service.

Chairwoman Stone said she did not want the public to think that service would be limited or stopped due to the questions asked in the survey.

Chairwoman Stone asked Ms. Mitchell to solicit the board members to help formulate the questions if a never survey was constructed.

Ms. Melvin said a lot of the comments were related to ADA complimentary paratransit instead of a TD trip.

Mr. McKely said that there should be a distinguished separation between the two.

Ms. Mitchell said at the last meeting she requested feedback from the board members and did not receive responses.

Chairwoman Stone said that the survey shined a light on customer satisfaction of Marion Transit and that the survey could be done annually to provide good feedback for the Transportation Disadvantaged Service Plan (TDSP).

Chairwoman Stone said that by July the questions could start to be formed so by August or September the questions could be formulated.

Ms. Pieriboni said that it would be helpful to have some information for new clients for training purposes of how to utilize the service.

Ms. Pieriboni said that they had talking points that could be utilized at the different agencies to make it easier for citizens utilizing the service.

Ms. Melvin said that Centers for Independent Living would give out the Marion Transit Rights and Responsibilities to ADA paratransit applicants.

### **Item 7C. Next Meeting Date**

The board decided to have the next meeting date on Thursday, December 9, 2021 at 10:30am. The meeting would be held at Marion Senior Services.

### **Item 8. Comments by TDLCB Members**

Ms. Pieriboni notified the board that the Center for the Blind had been giving virtual assistance to clients but were in the soft reopening stages for late September. Through the pandemic they never stopped service.

### **Item 9. Comments by TPO Staff**

*There were no comments by TPO Staff.*

### **Item 10. Comments by CTC**

*There were no comments by the CTC.*

### **Item 11. Public Comment**

*There was no public comment.*

### **Item 12. Adjournment**

Chairwoman Stone adjourned the meeting at 11:10am.



Respectfully Submitted By:

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Shakayla Irby, TPO Administrative Assistant

County: Marion  
 CTC: Marion Senior Services, Inc.  
 Contact: Erick Hawkins  
 1101 SW 20 CT  
 Ocala, FL 34471  
 352-620-3519

Demographics	Number
Total County Population	0
Unduplicated Head Count	1,470



Email: [ehawkins@marionseniorservices.org](mailto:ehawkins@marionseniorservices.org)

<b>Trips By Type of Service</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>Vehicle Data</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
Fixed Route (FR)	0	0	0	Vehicle Miles	982,693	1,003,678	1,066,983
Deviated FR	0	2,039	0	Roadcalls	14	21	8
Complementary ADA	0	16,595	0	Accidents	3	5	2
Paratransit	112,448	69,978	66,480	Vehicles	55	61	69
TNC	0	0	0	Drivers	58	70	64
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
<b>TOTAL TRIPS</b>	<b>112,448</b>	<b>88,612</b>	<b>66,480</b>				

<b>Passenger Trips By Trip Purpose</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
Medical	52,830	44,193	41,920
Employment	1,910	2,455	1,577
Ed/Train/DayCare	33,568	22,193	7,132
Nutritional	18,964	16,312	12,879
Life-Sustaining/Other	5,176	3,459	2,972
<b>TOTAL TRIPS</b>	<b>112,448</b>	<b>88,612</b>	<b>66,480</b>

<b>Financial and General Data</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
Expenses	\$3,522,712	\$3,634,073	\$3,269,583
Revenues	\$3,392,671	\$3,601,705	\$3,257,823
Commendations	59	35	43
Complaints	20	11	23
Passenger No-Shows	3,018	3,989	1,682
Unmet Trip Requests	27	5	0

<b>Passenger Trips By Revenue Source</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
CTD	33,703	30,240	23,716
AHCA	2,373	233	0
APD	26,380	1,477	6,702
DOEA	0	0	0
DOE	0	0	0
Other	49,992	56,662	36,062
<b>TOTAL TRIPS</b>	<b>112,448</b>	<b>88,612</b>	<b>66,480</b>

<b>Performance Measures</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
Accidents per 100,000 Miles	0.31	0.50	0.19
Miles between Roadcalls	70,192	47,794	133,373
Avg. Trips per Passenger	34.28	40.39	45.22
Cost per Trip	\$31.33	\$41.01	\$49.18
Cost per Paratransit Trip	\$31.33	\$41.01	\$49.18
Cost per Total Mile	\$3.58	\$3.62	\$3.06
Cost per Paratransit Mile	\$3.58	\$3.62	\$3.06

<b>Trips by Provider Type</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
CTC	84,640	72,007	61,804
Transportation Operator	0	0	0
Coordination Contractor	27,808	16,605	4,676
<b>TOTAL TRIPS</b>	<b>112,448</b>	<b>88,612</b>	<b>66,480</b>

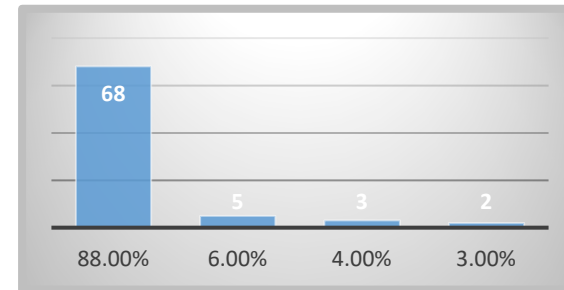
# TRANSPORTATION DISADVANTAGED SURVEY RESULTS

77 TOTAL RESPONSES

Positive Negative Informative

## 1. How important is public transportation?

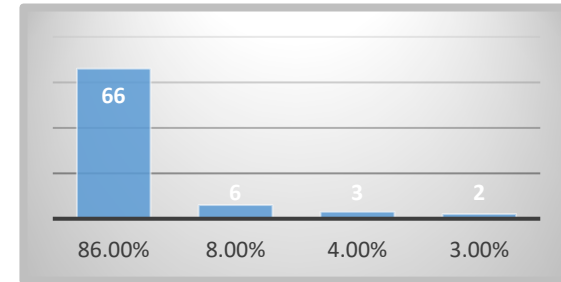
Answer Choices	Responses	
Very	88.00%	68
Somewhat	6.00%	5
Not important	4.00%	3
Other (please specify)	3.00%	2



Comments: "Without Marion Transit my husband and I would not have survived"

## 2. How important is Paratransit service "Marion Transit"

Answer Choices	Responses	
Very	86.00%	66
Somewhat	8.00%	6
Not important	4.00%	3
Other (please specify)	3.00%	2



Comments: I have a friend that always rely on a taxi she lives on 24th St. and you go just on Lake Weir it would be nice to have come to Forrest Hills Apt.

We do not have this in Belleview and need it.

## 3. In your "Marion Transit" daily commute what do you see that functions well and not well?

Answered	45
Skipped	19

Comments:

Well:

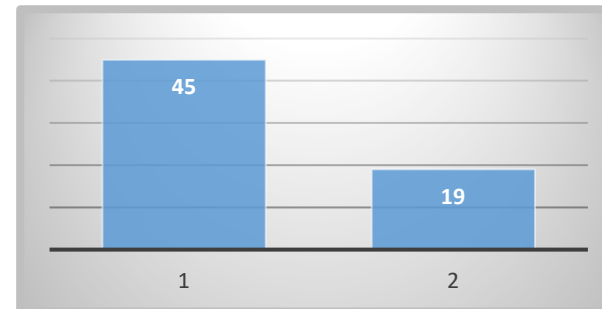
On time pick up

How do I sign up to use

Everything good

Great great service

I do not use it at this time but it's a necessity for people in need



I see them everywhere. I do not use them because I am able to drive. I am in my late 70's and one day it will become something I will need. The people using it now , I am sure, completely rely on this transportation. Do Not Cancel it.

Communication with dispatch is great! Drivers are very nice and helpful.

I personally do not use as yet but foresee a time when I will want/need to.

Caring drivers, with few exceptions on time for scheduled arrivals, safety.

Morning driver on time personable drivers

Drivers get you to your appointments quickly and safely

I use seldom but have had many times in the past but the biggest need is to serve all seniors regardless of insurance Great for transporting to dr's appointments, some people take advantage of the service daily instead of making other arrangements

Many of my elderly and disabled neighbors are able to get to their medical and shopping appts.

Promptness, clean vehicle, friendly driver

Marion Transit could use additional staff. Most of the drivers I have encountered were compassionate and helpful.

Travel times can be lengthy but drivers are great

Marion Transit scheduling system is very efficient. It would be nice if they sent you a confirmation email for your scheduled ride.

**Not Well:** Routes supported by county tax money do not serve all county residents equally.

Not we'll since you don't pick up at Ocala palm garden because if covid even though she is vaccinated

Ride times are limited

Making available the knowledge to the ADA community that MT rides are available whenever the SunTran buses are running. That means 5:00 am to 10:00 pm. Monday through Saturday. Some of my friends have told me they were told drivers weren't available for Saturday runs. (Pre and post pandemic shutdowns).

My husband is disabled but they won't come to our area.

Passengers are not always ready to go.

No Sunday service

Limited distance (doesn't go far)

Long wait out

Wait times can be long

Not enough public transport for entire Ocala area.

Lack of consistency, traffic being key factor

Needing to schedule three days in advance is bad. What if I need a prescription filled today?

Too many old people that smell bad, ugly colors on buses

On occasion I've seen patients in doctors' waiting rooms having to wait for a long time for their ride(s). Not often though.

I don't use it but know people that do they just have very long wait times

The bus drivers drive way too fast for our small communities.

Afternoon pick-up not getting home for a long time

Sometimes waiting can be a bit long

Number of days to book appointment

#### 4. What impact does Marion Transit have in the community

Answer Choices	Responses	
Provides a better quality of life	70.00%	54
Provides equity in the community	21.00%	16
Don't see a real difference	3.00%	2
Other (please specify)	9.00%	7

**Comments:** Provides a transportation option

At this time it is no help to us

Not enough till full ADA coverage of sun tran's schedule is made known and encouraged - by brochure, and public announcement

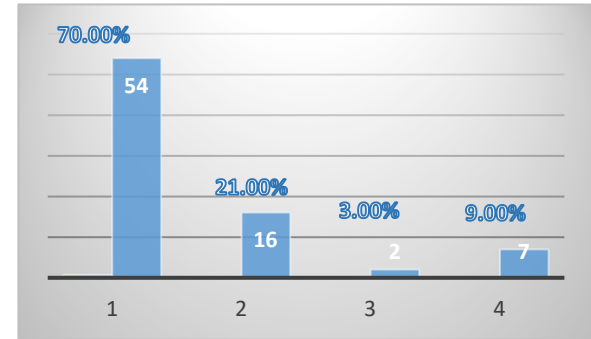
Helps people who can't afford cars to get to jobs

Provides a way to get to necessary places when there is no other way

Pollutes the air with gas / exhaust

Does NOT include enough areas. Should be in all areas of the county.

Mkes getting home less worisome



#### 5. What are the most important features of the Paratransit system "Marion Transit"

Answer Choices	Responses	
Enough capacity	21.00%	16
Fare pricing	35.00%	27
How accessible they are	51.00%	39
Other (please specify)	9.00%	7

**Comments:** Not fair especially when they are picking up at Walmart

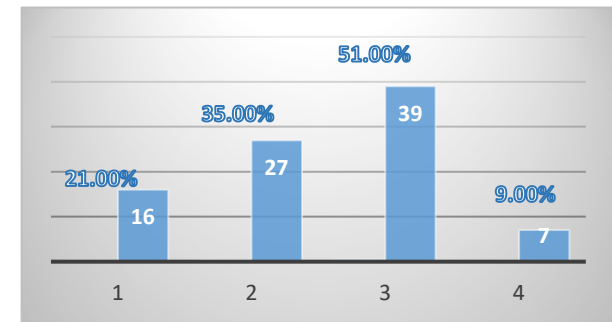
Willingness to go to all areas.

Available to all, not only low income

Keeping riders safe, thank you!

Safe transport

Not sure since I don't use it.



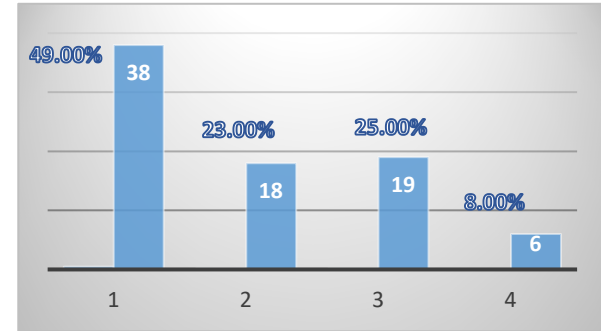
Coverage of county  
Great people

### 6. What is the one thing that should be a long term "Paratransit" transportation focus?

Answer Choices	Responses	
Provide more buses more often	49.00%	38
Customer Service	23.00%	18
More advertising for public awareness	25.00%	19
Other (please specify)	8.00%	6

**Comments:** All of the above  
Unknown  
Keep doing the same job!  
Wider service area.  
Need to extend further into Marion County

Driver safety - their drivers speed far and above the speed limit, slam on the breaks at the last minute when they do stop at red lights and stop signs - this is not good for the riders.



### 7. What in Marion Transit's service do you think would make an immediate improvement?

Answer Choices	Responses	
Faster pick up and return time	48.00%	37
Friendly service	10.00%	8
No improvement needed	26.00%	20
Other (please specify)	17.00%	13

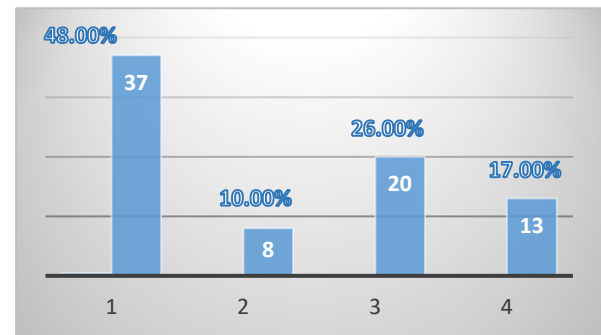
**Comments:** New CEO  
Larger coverage area  
Again, more pickup areas.  
Driver training, customer service.  
More buses  
Call today, pick up today.  
More advertising so people know what it costs, availability and how to use it

Need info on how to ride

Consistency in promptness

If the call center actually answered the phones. Lines are very busy quite often and you cannot reach anyone.

I'd say from what I have seen would be the stops would need some kind of shelter from the weather and lighting for the early



morning commuters

Faster return time and public awareness of 5:00 am to 10:00pm M-S service

Extending the routes to include more rural areas

### 8. What if Marion Transit only runs in your area once a month, what would you do?

Answer Choices	Responses	
This would be acceptable	3.00%	2
Adjust my doctors, shopping, etc. to that timeframe	49.00%	38
Other (please specify)	38.00%	29

**Comments:** This would not be acceptable.

Be without transport

Unacceptable

We need a better system

Weep

Die

Try to find alternative rides

Move out of Ocala

Be in trouble on dialysis 3x's a week

I'm in bus route ADA. I'd campaign for compliance to ADA

No way can't have it

I am wanting to move from Ocala for better accessibility to transportation.

Once a month probably isn't enough for an area. People will find another way if it doesn't work with their schedule. You can't always adjust doctors to fit Marion Transit's schedule.

It would mean my daughter could not work.

Probably would have to refrain from going anywhere that wasn't absolutely essential to life

Find other transportation

Contact city public transit system to see what can be done

Not be able to see Drs or food shop

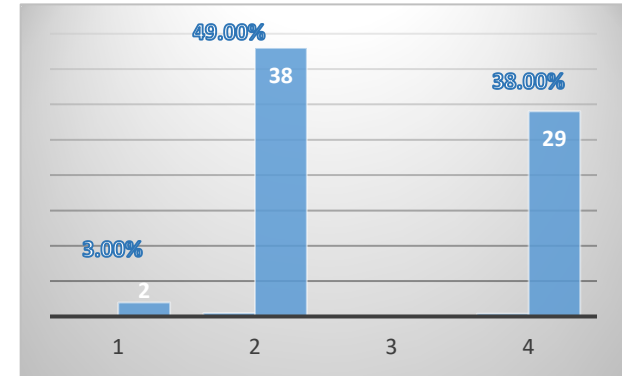
Not acceptable as Appts to Drs in this Covid world is harder to get

Find other means if possible, if not just not go

My husband wouldn't be able to get to medically necessary appointments

Couldn't go to dialysis

Die without dialysis



That would not be helpful to those that depend on the service

Would not affect me

Not often enough

Not sure. Would have to ask family and friends to help neighbors, I already provide no cost transportation to a few of my close neighbors on an occasional basis. They don't like to ask anyone for help.

Need transportation

Not Acceptable

### 9. What if Marion Transit stopped service, what would you do?

Answer Choices	Responses	
Try to ride the SunTran bus system	14.00%	11
Trouble my family and friends for rides	36.00%	28
Stay home	27.00%	21
Other (please specify)	19.00%	15

#### Comments: Die

My wife will continue to miss work to take me places.

I wouldn't have access to accessible transportation

Walk

Please don't stop

No other alternative. I'd campaign for ADA compliance. Is this a fear tactic?

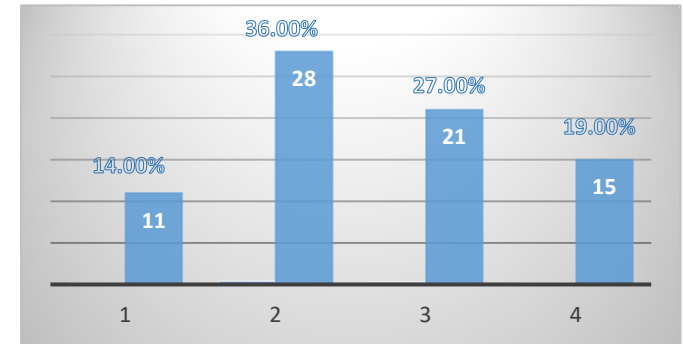
People would have to find some other way. Probably friends and family.

Miss work and critical doctor appointments

Use uber but would cut into my food money.

Die a horrible death

Many people would have no choice but to stay home or ask neighbors for a ride.



### 10. If you were doing this survey for Paratransit Services what questions would you ask? What did we fail to ask you?

Comments: This survey was very effective.

Are YOUR needs being met?

Love to keep Marion Transit because very good on the bus get them on time from Dr.

Why not come to Forrest Hills only go on lake weir and 31st

Help us

"Are you aware that Marion Transit is contracted by SunTran to fulfill its ADA mandatory coverage. What safety hindrances at SunTran bus stops have you come across while attempting to ride SunTran (non existent or broken or blocked



sidewalks(including dirt paths or sidewalks btw stops and destination, and dangerous intersections. People on handicapped scooters have been killed trying to cross or on our roadways due to poor off road conditions. Ditto for Walkers and canes being equally dangerous.

How can we better serve you as a customer

Are drivers qualified in life threatening situations

I can't think of anything at this time

How is the ride itself? Comfort, respect by driver and other riders

If I need or would like to have service evenings, say to 10 PM, and weekends, like to Saturday downtown market.

Do you use the service? Do you know what it offers?

How safe is this service? (I would say it is very safe & gives me peace of mind).

If you do not currently use our service, Do you personally know anyone who uses our service

Show me how to apply

I am fine with the service

Does your routes cover everything

Was the bus clean, social distancy practiced, my over experience on bus

Should a mc resident be penalized for living in a rural area?

I would ask why you can not get it straight that sw 38 th avenue is not close to suntran routes when you make appointments

What kind of music would we like played on the bus?

I currently do not use the service so I am unable to help with this question

If I or anyone I know rides Marion Transit to disqualify me from the survey.

Considering the SIZE of Marion County and how fast its population has increased, what would be the BEST way to fund the improvements you suggested (above) are needed?

How often do you see Paratransit in your immediate neighborhood?

Need dr. appt., dentist, shopping every week. It is essential.

We need Paratransit in Marion Oaks badly!

Drivers very polite

Need transportation for work 3 times a week

I like very much is very good