



Transportation Disadvantaged Local Coordinating Board (TDLCB) Meeting

Marion County Growth Services - Training Room
2710 E. Silver Springs Blvd., Ocala,
FL 34470

December 4, 2025

10:00 AM

AGENDA

- 1. CALL TO ORDER AND PLEDGE OF ALLEGIANCE**
- 2. ROLL CALL**
- 3. PROOF OF PUBLICATION**
- 4. PRESENTATIONS**
 - A. Agency for Persons with Disabilities
- 5. CONSENT AGENDA**
 - A. [Meeting Minutes September, 2025](#) (Page #3)
- 6. ACTION ITEMS**
 - A. [Grievance Procedures](#) (Page #11)
 - B. [Election of Grievance Sub-Committee Members](#) (Page #23)
 - C. [Election of 2026 Vice-Chair](#) (Page #25)
 - D. [2026 Meeting Schedule](#) (Page #26)
- 7. DISCUSSION ITEMS**
 - A. Volunteers for CTC Evaluation
- 8. COMMENTS BY TDLCB MEMBERS**
- 9. COMMENTS BY TPO STAFF**
 - A. Happy and Safe Holiday Season to everyone
- 10. COMMENTS BY TRANSPORTATION COORDINATOR (CTC)**
- 11. PUBLIC COMMENT – (Limited to two (2) minutes)**

12. 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@marionfl.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 March 12, 2026.



Transportation Disadvantaged Local Coordinating Board (TDLCB) Meeting

Marion Senior Services
1101 SW 20th Ct., Ocala, FL 34471
September 11, 2025
10:00 AM

MINUTES

Members Present:

Matthew McClain (*arrived 10:17am*)
Daisy Diaz
Glorybee Nunez
Tiffany McKenzie
Susan Hanley (*alternate Jackie Rosko*)
Jeannette Estes (*alternate Elizabeth Watson*)
Andrea Melvin
Tom Duncan
Angela Juaristic
Donnie Mitchell (*alternate Burnadine Rich*)
Elizabeth Alacci
Carlos Colon
Casey Griffith
Edward Griffin

Members Not Present:

James East
Eric Ostanik
Anissa Pieriboni
Tracey Sapp

Others Present:

Liz Mitchell, TPO
Rob Balmes, TPO

Shakayla Irby, TPO
Tom Duncan, City of Ocala
Clayton Murch, Marion Senior Services
Herman Schultz, Marion Senior Services
Joseph Bartolomeo, Marion Senior Services
Karen Williams, Marion Senior Services

Item 1. Call to Order and Pledge of Allegiance

Vice-Chairwoman Andrea Melvin called the meeting to order at 10:03am and led the board members in the Pledge of Allegiance. Chairman Matthew McClain arrived at 10:17am and assumed the chair.

Item 2. Roll Call

Administrative Assistant Shakayla Irby called the roll and a quorum was present.

Item 3. Proof of Publication

Administrative Assistant Shakayla Irby stated that the meeting had been published on September 4, 2025, on the TPO website, Facebook and X pages, and the City of Ocala, Belleview, and Dunnellon websites. She added that notice of the meeting was also published in the September 4, 2025, edition of the Ocala Star-Banner.

Item 4A. Welcome to New Board Members

Vice-Chairwoman Melvin introduced Mr. Edward Griffin a Marion County citizen and Ms. Daisy Diaz, appointed Director of Marion County Veteran Services.

Item 4B. Center for Independent Living

Vice-Chair Melvin provided an overview of the Center for Independent Living (CIL), a nonprofit that served 16 counties in North Central Florida by assisting individuals with all types of disabilities in achieving independence. She outlined the organization's core services, which included information and referral, independent living skills training, advocacy, peer support, and transition assistance.

Transition services focused on three key areas: school-to-work for youth with disabilities, nursing home to community living, and reentry support for individuals with disabilities leaving the prison system.

Vice-Chair Melvin also explained CIL's role in transportation, noting that the center processed ADA paratransit applications for eligible residents within three-quarters of a mile of Marion Transit's fixed routes.

She described the application process, eligibility requirements, and challenges in obtaining medical verification forms, which often required repeated follow-ups with providers.

Mr. Griffith asked whether a caregiver with disabilities could qualify for paratransit service while transporting dependents. Vice-Chair Melvin explained that caregivers could qualify if they met eligibility criteria based on their own disabilities, but dependents would not automatically be included unless they also qualified.

Mr. Griffin asked about the overall percentage of approved applicants. Vice-Chair Melvin responded that while exact data was not available, the vast majority of applications were approved, provided the required professional verification forms were returned.

Ms. Nunez asked whether income factored into eligibility. Vice-Chair Melvin clarified that approvals were based strictly on disability status and functional limitations, not on income.

Ms. Diaz asked whether the Veterans Administration (VA) participated in the program. Vice-Chair Melvin noted that CIL did work with the VA; however, it was often challenging to obtain required forms due to the size of the system and difficulty reaching the appropriate staff. She added that similar challenges occurred with large medical providers such as VIP Care, where communications were often routed through remote staff and delayed access to the correct practitioner.

Mr. Murch asked a question concerning wheelchair ramps and home accessibility improvements. Vice-Chair Melvin stated that CIL did not currently have funds available for ramp construction in Marion County. She explained that CIL typically referred individuals to other programs, such as the City of Gainesville's Community Development Block Grant (CDBG) program or local SHIP funds, when available.

5A. Consent Agenda

Mr. Colon motioned to approve the Consent Agenda. Mr. Griffith seconded, and the motion passed unanimously.

Item 6A. Annual Operating Report (AOR)

Mr. Murch presented the Annual Operating Report (AOR), explaining that it was a required report submitted each year to the state. The report contained metrics, figures, and data related to operations and was compiled through the Data Collection System (DCS). He noted that Marion Transit served as the Community Transportation Coordinator (CTC) for Marion County, and each of Florida's 67 counties had its own CTC.

He explained that the report included data on revenue, expenses, transportation modes, trips, and county population. The DCS system contained multiple tabs where information was entered, including CTC organization, coordinated system, trips, vehicles and drivers, revenue sources, and expenses.

Mr. Murch stated that the Coordinated System tab listed all contractors that provided transportation services under CTC oversight. For Marion County, these included organizations such as ARC of Marion and the Florida Center for the Blind.

The Trips tab broke down services into categories such as one-way, deviated fixed route, complementary ADA, ambulatory, and non-ambulatory. He reported that for the previous year, Marion County recorded 80,441 trips, which were represented consistently across multiple breakdowns including trip type, revenue source, passenger type, and trip purpose. Trip purposes included medical, employment, education and training, daycare, nutrition, and life-sustaining trips. The tab also tracked unduplicated passenger headcount, unmatched trip requests, no-shows, complaints, and commendations.

The Vehicles and Drivers tab documented information such as vehicle miles, road calls, crashes, vehicle inventory, and number of drivers.

The Revenue Sources tab detailed funding streams, which included the Commission for Transportation Disadvantaged, FDOT, local government, local non-government, and other state and federal programs.

The Expenses tab documented all operating costs, including labor, fringe benefits, services, materials and supplies, utilities, insurance, taxes, leases, rentals, capital purchases, and indirect expenses. He emphasized that this data was used to allocate funds for non-sponsored services such as the Transportation Disadvantaged (TD) Trip and Equipment Grant, in accordance with Florida Statutes.

Mr. Murch added that the system also allowed benchmarking against similar counties to evaluate performance and identify areas for improvement. He concluded his presentation by thanking the board and opening the floor for questions.

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

Item 6B. Transportation Disadvantaged Service Plan (TDSP)

Ms. Liz Mitchell presented the new Transportation Disadvantaged Service Plan (TDSP), which would cover the period from 2025 through 2030. She explained that the TDSP was a tactical plan and vision for serving the transportation disadvantaged community. The plan was mandated by the Commission for the Transportation Disadvantaged, which required a new plan every five years to align with the renewal of the Community Transportation Coordinator (CTC) contract.

Ms. Mitchell described the three main components of the plan:

1. Development Section – This section included the history and background of the Transportation Disadvantaged (TD) program and the CTC, along with the duties and responsibilities of the CTC. It also outlined the purpose of the program, demographic information, and public participation efforts.

2. Service Plan – This part detailed the operations of Marion Transit, including hours of service, service standards, trip accessibility and prioritization, vehicle inventory, and quality assurance. It also documented the annual evaluation of the CTC, rate structures, and grievance procedures.
3. Quality Assurance and Evaluation – This component addressed how the CTC was evaluated each year, the results of those evaluations, and the processes used.

She highlighted several updates in the new plan. For example, the previous plan had included a Venn diagram but did not explain its purpose. The updated TDSP now provided full context and explanation for that diagram.

Ms. Mitchell then discussed demographic forecasts, noting that the current TD population was estimated at 191,879 and was projected to increase to 215,722 by 2030. She acknowledged that the forecast may not perfectly match future trends but emphasized that the TDSP would be updated annually to track progress.

A key enhancement to the plan was the inclusion of four new maps:

- Disabled Population Map – Identified areas with higher concentrations of residents with disabilities. This data could assist urban planners, stakeholders, and healthcare providers in making infrastructure and service decisions.
- Poverty Map – Showed concentrations of low-income households, supporting equitable planning and resource allocation such as housing, food assistance, and job development initiatives.
- Zero-Vehicle Household Map – Highlighted households without access to a personal vehicle, underscoring the importance of transit access for employment, healthcare, education, and daily needs.
- Population Over 60 Map – Focused on older adults, helping communities plan for age-friendly services and infrastructure while addressing social isolation and “aging in place” needs.

Ms. Mitchell also reviewed the eight goals outlined in the TDSP, each supported by specific objectives and strategies:

1. Ensure Rider and Operator Safety – Enhance safety through staff de-escalation training, routine vehicle inspections, and accident prevention measures.
2. Expand Services in Rural Areas – Increase paratransit options through flexible route deviations and data-driven service prioritization.
3. Align Services with Changing Needs – Monitor demographics and trip data, while engaging stakeholders to adjust services as needed.
4. Improve Regional Coordination – Partner with neighboring counties to align trip eligibility, share data, and potentially develop MOUs for cooperation.
5. Enhance Scheduling Efficiency – Reduce ride scheduling lead times by exploring automated and online scheduling systems.
6. Increase Awareness and Accessibility – Launch outreach campaigns, distribute materials, and create visual maps tailored for low-literacy and non-English-speaking populations.

7. Build and Maintain a Skilled Workforce – Recruit and retain staff through leadership programs, workforce partnerships, recognition, and clear career advancement opportunities.
8. Improve System Resilience – Develop and test emergency and disaster response plans, including backup communications and mobile dispatch units.

She explained that each goal was accompanied by an implementation plan specifying objectives, strategies, responsible parties, and status updates. The plan would be reviewed annually to monitor progress and adjust strategies as needed.

Ms. Mitchell thanked staff for their work on the new maps and for assisting with the public participation process. She noted that the plan had been available for public comment and that feedback had been incorporated.

She concluded by stating that the next annual update would take place in June 2027, with an interim update scheduled in 2026. Finally, she requested the board's approval of the TDSP so it could be submitted to the Commission for the Transportation Disadvantaged for final action.

Mr. Griffith made a motion to approve the Transportation Disadvantaged Service Plan.
Mr. Colon seconded, a roll-call vote was called and the motion passed unanimously.

Item 7. Comments by TDLCB Members

Vice-Chair Melvin reminded of Give4Marion local fundraising event starting the following week on Tuesday at 10 a.m. and running through Wednesday at 7 p.m., featuring participation from over 100 local nonprofits. Members were encouraged to support the event and were informed of additional fundraisers planned for later in the year.

Mr. Colon gave a reminder of the FDOT workshop on October 22 at the Central Florida Expressway in Orlando.

Mr. Griffith followed regarding transportation challenges for students, particularly in areas with high poverty or limited vehicle access. Concerns included long walking distances, lack of sidewalks, and safety issues near schools. Board members shared ideas for potential solutions, including carpooling and infrastructure improvements, and emphasized the need for ongoing coordination with local agencies.

Ms. Diaz said she would reach out to Vice-Chair Melvin to help bridge the gap with veteran applications and signatures at the Center for Independent Living and ensure that veterans get to where they need to go.

Ms. Watson with the Agency of Persons with Disabilities (APD) gave updates and offered to give a presentation on the agency to provide more information to the board on services that APD offers.

Mr. Griffin commented that he had reviewed the TDSP and, given his extensive experience reviewing similar plans, he found the work to be excellent and commended the team for a job well done.

Item 8. Comments by TPO Staff

TPO Director, Rob Balmes explained that since April 2024, the TPO had been working on the 2050 Long Range Transportation Plan, a comprehensive framework for multimodal improvements covering 2025 through 2050. He noted that the draft plan would be released to the public on September 29, 2025, for a 30-day review period. An open house event was scheduled for September 30 to allow citizens to view the plan, learn about proposed projects, and submit comments.

He encouraged board members and the public to review the plan and provide feedback. He added that a public hearing with the TPO governing board was scheduled for October 28, where the plan would be presented for approval, with adoption expected in November.

Ms. Mitchell stated that going forward, each board member would take turns presenting at meetings to provide an overview of their respective roles and responsibilities. This approach was intended to help all members become more familiar with the work and functions of their colleagues.

Item 9. Comments by Community Transportation Coordinator (CTC)

Mr. Murch reported that Marion Transit had achieved eight consecutive days without an accident or injury. However, there had been a collision involving one of their buses, in which an older motorist ran a red light and struck the vehicle. Both drivers were injured and transported from the scene, with the other driver cited for the traffic violation. The bus sustained significant front-end damage, though fortunately no passengers were on board. The injured bus driver was hospitalized for broken ribs but had since been released and was recovering at home. Insurance coverage for the incident would depend on the other driver's policy, with the agency's coverage expected to fill any gaps.

Mr. Murch also provided an operational update. He highlighted that a new Marion Transit driver had been performing exceptionally well, earning commendations from customers. The fleet consisted of 44 buses, including three larger vehicles exceeding 200,000 pounds. New trip rates, effective July 1st, had generated a 10.4% increase in both standard and wheelchair-accessible trips, which helped balance expenses and grant funding, particularly from the 5310 program supporting seniors and individuals with disabilities.

He reported that year-to-date on-time performance remained strong at 95.54%, accounting for both initial pick-ups and return trips. He noted that minor declines were primarily due to increased traffic congestion. The "goal line" program for rural transportation had achieved an all-time high of over 300 trips last month, representing 22% of 5311 trips.

Approved –

Year-to-date, complimentary trips had increased by 2,086 trips, a 17.2% increase over the previous year. Rural 5311 trips had increased by 15.4%, while Transportation Disadvantaged (TD) trips remained flat due to consistent funding levels.

Overall, Mr. Murch emphasized that Marion Transit was performing well, with funding and operational adjustments helping to maintain service levels and efficiency.

Item 10. Public Comment

There was no public comment.

Item 11. Adjournment

Chairman McClain adjourned the meeting at 11:05am.

Respectfully Submitted By:

Shakayla Irby, TPO Administrative Assistant



TO: TDCLB Members

FROM: Liz Mitchell, Grants Coordinator/Fiscal Planner

RE: Grievance Procedures

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

Attachment(s)

- Grievance Procedures document
- Grievance Procedures Certification Page for signature

Recommended Action

Approval of Grievance Procedures and Certification Page Signature

If you have any questions, please contact me at: 352-438-2634

GRIEVANCE PROCEDURES

OCALA MARION TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

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 TDLCB 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
 - 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
 - c. 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 20th Court
Ocala, Florida 34471

and/or

Ocala Marion TPO
2710 E. Silver Springs Blvd.
Ocala, Florida 34470

A complaint form has been created (see page 8) 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 4th day of December 2025.

Commissioner Matthew McClain, TDLCB Chairperson

Robert Balmes, TPO Director

COMPLAINT FORM

OCALA MARION TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

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

Date of incident:	Vehicle Unit/License No.-Color-Type	Time of Incident:
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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):
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.
Please indicate what would be an acceptable resolution:

Complainant(s) or Complainant(s) Representatives Signature:	Date of Signature:
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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 1st. Complaint: _____ Date of 1st. Resolution: _____

Action Taken (including date of letter): _____

APPEAL = COMPLAINT TO THE TDLCB GRIEVANCE SUBCOMMITTEE – STEP 2

Date of 2nd Complaint: _____ Date of 2nd Resolution: _____

Date of Subcommittee Hearing: _____

Action Taken (including date of letter): _____

APPEAL = COMPLAINT TO THE TDLCB – STEP 3


Date of 3rd Complaint: _____ Date of 3rd Resolution: _____

Date of TDLCB Hearing: _____

Action Taken (including date of letter): _____

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

Date sent: _____

If you need more space to explain please use the back of this form. 

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 4th day of December 2025.

Commissioner Matthew McClain, TDLCB Chairperson

Robert Balmes, TPO Director



TO: TDCLB Members

FROM: Liz Mitchell, Grants Coordinator/Fiscal Planner

RE: Grievance Subcommittee Elections for 2026

Grievance Procedures serve to guide the TDLCB in satisfying any concerns or issues by any person(s) with regard to the services provided by Marion Transit in its role as the Community Transportation Coordinator (CTC).

As part of the Grievance procedures a Grievance Subcommittee is formed with volunteers from the TDLCB Board members to oversee and resolve any complaints and/or issues that may arise. The Grievance Subcommittee's current members are as follows:

- Jeffrey Askew
- Tom Duncan
- Anissa Pieriboni
- Carlos Colon
- Jim East

Attachment(s)

- Grievance Procedures Election Form

Recommended Action

Volunteers for Subcommittee consisting of 5 members

If you have any questions, please contact me at: 352-438-2634

Grievance SubCommittee Members Election Form

2026: (New Members)

2025:

- Jeffrey Askew
- Tom Duncan
- Anissa Pieriboni
- Carlos Colon
- Jim East



TO: TDCLB Members

FROM: Liz Mitchell, Grants Coordinator/Fiscal Planner

RE: Election of Vice Chair for 2026

Per the TDLCB Bylaws, a Vice-Chair shall be elected at the last regular meeting of the calendar year. This Officer may be elected by a majority of the present voting members. The term shall be for one full calendar year. However, the Vice-chairperson may serve more than one term.

The current Vice Chair is:

Andrea Melvin, Center for Independent Living.

Attachment(s)

- None

Recommended Action

Elect a Vice Chair for 2026

If you have any questions, please contact me at: 352-438-2634



TO: TDLCB Board Members

FROM: Liz Mtichell, Grants Coordinator/Fiscal Planner

RE: Proposed 2026 TDLCB Meeting Schedule

Per The Commission for the Transportation Disadvantaged regular board meetings shall be held at least quarterly. TPO staff are proposing the following dates for the year 2026. The time at 10am shall remain the same.

- March 12
- June 11
- September 10
- December 10

Recommended Action

Approval of the proposed 2026 TDLCB Board meeting schedule.

If you have any questions, please contact me at: 352-438-2634.