



Transportation Disadvantaged Local Coordinating Board (TDLCB) Meeting

Marion Senior Services
1101 SW 20th Court, Ocala, FL 34471
February 20, 2020
2:00 PM

MINUTES

Members Present:

Michelle Stone
Tamyika Young
Susan Hanley (*Mark Mulligan attended on Susan's behalf*)
Kathleen Woodring (*Iris Pozo arrived at 2:03pm attended on Kathleen's behalf*)
Tracey Alesiani
Andrea Melvin
Anissa Pieriboni

Members Not Present:

Jeffrey Askew
Charmaine Anderson
Tracey Sapp
Carlos Colon
Carissa Hutchinson
Dennis Yonce
Jeff Aboumrad
James Haines

Others Present:

Rob Balmes, TPO
Derrick Harris, TPO
Shakayla Irby, TPO
Elizabeth Mitchell, TPO
Anton Schauerte, TPO
Tom Wilder, Marion Transit

Karen Williams, Marion Transit
Herman Schulz, Marion Transit
Krutika Modi, Marion Transit
Kyle Mills, Florida Commission for the Transportation Disadvantaged
John Cook, Vocational Rehabilitation

Item 1. Call to Order and Roll Call

Chairwoman Stone called the meeting to order at 2:00pm. Secretary Shakayla Irby called the roll and a quorum was present.

Item 2. Proof of Publication

Secretary Shakayla Irby stated that the meeting had been published online on the TPO website, the City of Ocala, Belleview, and Dunnellon websites. The meeting was also published to the February 16, 2020 edition of the Star Banner.

Item 3a. Mr. Scott Quintel – Director of United Way – 211 System

Mr. Quintel gave an overview of the 211 System and the benefits of the system.

Mr. Quintel explained that for assistance with affordable housing, quality day care or utility assistance, dealing with a personal crisis, struggling with thoughts of suicide or seeking help with an aging parent a simple dial to 2-1-1 would point citizens in the right direction.

2-1-1 was United Way's free information and referral helpline which linked people in need with assistance from more than 2,000 local health and human service programs. Staffed by caring, highly trained, multilingual (over 200 languages) operators, 2-1-1 would be the connection to finding help with:

- Utilities, Housing and Food
- Youth and Child Care Issues
- Physical and Mental Health Services
- Elder Services
- Employment Services
- And much, much more

The way to reach 2-1-1 for services would be the following:

- Dial 2-1-1 from any phone
- Text your zip code to TXT-211(898-211) using a cell phone
- Email uw211help@gmail.com
- Chat with a 2-1-1 Specialist
- Search the 2-1-1 online database to find the resources needed
- Visit the 2-1-1 Marion County Blog

Mr. Quintel also added that income tax preparations had been added to the list of services and that anyone no matter the income could reach out for assistance in preparing taxes. However, appointments filled quickly so he encouraged that anyone in need call for an appointment right away.

Item 3b. Ms. Channa Lloyd – Census Bureau – 2020 Census

Ms. Lloyd gave a presentation on the 2020 Census and explained the count was mandated by the Constitution and conducted by the U.S. Census Bureau, a nonpartisan government agency. The 2020 Census counted the population in all 50 states, the District of Columbia, and five U.S. territories (Puerto Rico, American Samoa, the Commonwealth of the Northern Mariana Islands, Guam, and the U.S. Virgin Islands). Each home would receive an invitation to respond to a short questionnaire—online, by phone, or by mail. Invitations to respond to the 2020 Census would be delivered by March 12-20. Once the invitation was received a response could then be issued.

The census provided critical data that lawmakers, business owners, teachers, and many others used to provide daily services, products, and support for citizens and the community. Every year, billions of dollars in federal funding go to hospitals, fire departments, schools, roads, and other resources based on census data. The results of the census also determined the number of seats each state would have in the U.S. House of Representatives, and they were used to draw congressional and state legislative districts. It's also in the Constitution: Article 1, Section 2, mandated that the country conduct a count of its population once every 10 years. The 2020 Census would mark the 24th time that the country had counted its population since 1790.

Participating in the census was required by law, even if recently another survey from the Census Bureau had been completed. A complete and accurate count was critical, because the results of the 2020 Census would affect community funding, congressional representation, and more.

Ms. Alesiani asked if responses were not received by all citizens in the community would the Census Bureau come to the door of the individuals that did not respond.

Ms. Lloyd responded, yes, employees of the Census Bureau would be sent out to go door to door and collect the information.

Ms. Lloyd referenced some important dates for the Census:

- **March 12 - 20:** Households would begin receiving official Census Bureau mail with detailed information on how to respond to the 2020 Census online, by phone, or by mail.
- **March 30 - April 1:** The Census Bureau would count people who are experiencing homelessness over these three days. As part of the process, the Census Bureau counts people in shelters, at soup kitchens and mobile food vans, on the streets, and at non-sheltered, outdoor locations such as tent encampments.
- **April 1:** Census Day observed nationwide. By the date, every home would receive an invitation to participate in the 2020 Census. Once the invitation arrived, each household should respond in one of three ways: online, by phone, or by mail. When responding to the census, it would tell the Census Bureau where you live as of April 1, 2020.

- **April:** Census takers would begin visiting college students who live on campus, people living in senior centers, and others who live among large groups of people. Census takers would also begin conducting quality check interviews to help ensure an accurate count.
- **May - July:** Census takers would begin visiting homes that haven't responded to the 2020 Census to help make sure everyone was counted.
- **December:** The Census Bureau would deliver apportionment counts to the President and Congress as required by law.

Chairwoman Stone mentioned that Marion County had taken many steps to inform the community about the Census and let them know how important the count would be. She also talked about some upcoming dates of events being hosted for Census awareness.

Item 4a. Appointment of our CTC (June 30, 2020)

Ms. Mitchell informed the board that every five years, it was the responsibility of the Transportation Planning Agency to arrange for a selection of the Community Transportation Coordinator (CTC). The appointment for the current CTC expired June 30, 2020. It was incumbent upon staff to begin the procurement process as early as possible in order to meet the deadline.

Ms. Mitchell provided a copy of the rules and regulations per Florida Statute 427, Rule 41-2.010, Florida Administrative Code, Commission policies to the board.

Mr. Wilder stated that Marion Transit was looking forward to applying.

Item 5a. Approval of Grievance Procedures

Ms. Mitchell presented and said it was incumbent upon TPO staff to regularly review and/or amend the TDLCB Grievance Procedures to remain concurrent with State of Florida regulations and code as they relate to the operations of the local Community Transportation Coordinator (CTC) and the Florida CTD.

TPO staff had rewritten the TDLCB Grievance Procedures and respectfully requested the TDLCB Board review and recommend changes or approval to said procedures.

All elements included in the TDLCB Grievance Procedures were pursuant to Chapter 427 Florida Statutes (FS); Rule 41-2, CTD Local Grievance Guidelines, and subsequent laws setting forth requirements for the handling of grievances of transportation services to the TD.

Ms. Pieriboni made a motion to approve the Grievance Procedures. Ms. Melvin seconded, and the motion passed unanimously.

Item 5b. Approval of CTC Review

Ms. Mitchell presented and said that Transportation Coordinator (CTC) was to be evaluated annually based on the Commission for the Transportation Disadvantaged's (CTD) approved evaluation criteria. TPO staff conducted the evaluation during the month of January and early February.

The evaluation included an analysis of all relevant elements within the operations of Marion Transit Services. Examples include:

- Policies & Procedures
- Vehicle Operations & Maintenance
- Grievance Procedures
- Budget
- Contracts and Contract Management
- Driver Certification & Training
- Performance Standards
- Quality Assurance
- Safety Standards

Ms. Mitchell shared with the board the recommendations and commendations:

Recommendations:

Provide readily available comment cards on each bus for input from the riders with a sealed drop box.

Place the "Riding Rules" and "Marion Senior Services" brochures on each bus readily available for the riders to pick up and review.

Standardize the location of the pertinent phone numbers on each bus with an emphasis on the size of the numbers (larger for distance viewing from the back of the bus).

Commendations:

Riders were pleased and speak highly of the overall system and the staff.

The innovation and development of the deviated route called the "Blue Line" in the City of Dunnellon to achieve a more cost effective result with a more timely response.

Marion Transit Services monitored and continued to make changes required to provide the coverage necessary, to maintain happy riders given the vast size of the county.

Continued improvement and success to Marion County Transit Services and the CTC.

Ms. Pieriboni made a motion to approve the CTC Review. Ms. Melvin seconded, and the motion passed unanimously.

Item 6. Consent Agenda

Ms. Melvin made a motion to approve the Consent Agenda. Ms. Young seconded, and the motion passed unanimously.

Item 7. Comments by TDLCB Members

Ms. Pozo shared an announcement about the 2020 State of Workforce Conference to be held on April 23, 2020 from 7:30am – 1pm at the Circle Square Cultural Center.

Ms. Melvin shared announcement about the Emergency Preparedness Expo to be held March 11, 2020 from 8:30am – 1pm at the Ed Croskey Recreation Center.

Ms. Melvin also mentioned that the Centers for Independent Living would be relocating the end of March or beginning of April to WinterWoods Professional Center behind the First Baptist Church.

Ms. Alesiani shared an announcement that on June 5-7, 2020 there would be a Family Café event in Orlando, FL at the Hyatt Regency for persons with disabilities and their families free of any registration costs. Registration could be completed online.

Item 8. Comments by TPO Staff

Mr. Harris, with the Ocala Marion TPO shared a flyer with the board that outlined the timeline for the Long Range Transportation Plan (LRTP). (Flyer attached for documentation)

Item 9. Comments by Transportation Coordinator (CTC)

Mr. Wilder shared with the board a Marion Transit Driver Productivity Report and Marion Transit Riding Rules Brochure (attached for documentation).

Mr. Wilder would also send the Riding Rules Brochure out electronically for the agencies to disburse to riders.

Item 9. Public Comment

There was no public comment.

Item 10. Adjournment

Chairwoman Stone adjourned the meeting at 3:25pm.

Respectfully Submitted By:

Shakayla Irby, TPO Administrative Assistant

Long Range Transportation Plan (LRTP)

VISIT THE LRTP WEBSITE AT: WWW.OCALAMARION2045.COM

LET'S START THE CONVERSATION!

Join us at one or more
public workshops at...

Tuesday, April 7 at
Dunnellon City Hall 6-8pm

Wednesday, April 8 at
Silver Springs Shores
Community Center 6-8pm

Thursday, April 9 at
Reddick-Collier Elementary
School 6-8pm

Tuesday, April 14 at
Lillian Bryant Community
Center 6-8pm

Wednesday, April 15 at Marion
Oaks Community Center 6-8pm

Thursday, April 16 at
Bellevue City Hall 6-8pm

WE ARE
HERE!

Summer
2019

Fall
2019

Spring
2020

Summer
2020

Fall
2020

PROJECT KICK OFF

The LRTP serves as the vision and planning framework for the multimodal transportation system of Marion County. The current 2040 Long Range Transportation Plan was adopted in November 2015. By federal law, the 2045 update must be adopted no more than 5 years from that date.

ESTABLISH GOALS & OBJECTIVES

Please take the survey at <https://metroquest.com> so we can incorporate your goals and priorities for the County's transportation system

IDENTIFY NEEDED IMPROVEMENTS

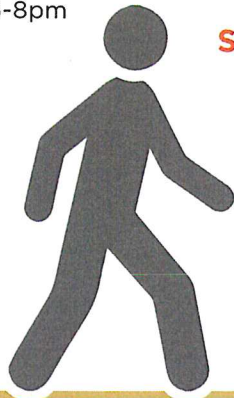
Attend one of our workshops to tell us about needed improvements to the transportation system

PROJECT PRIORITIZATION

We will prioritize needed improvements based on Goals & Objectives and your input to develop a cost feasible plan

PLAN ADOPTION

The TPO Board will adopt the 2045 LRTP in a Public Hearing at 601 SE 25th Avenue, Ocala, FL 34471



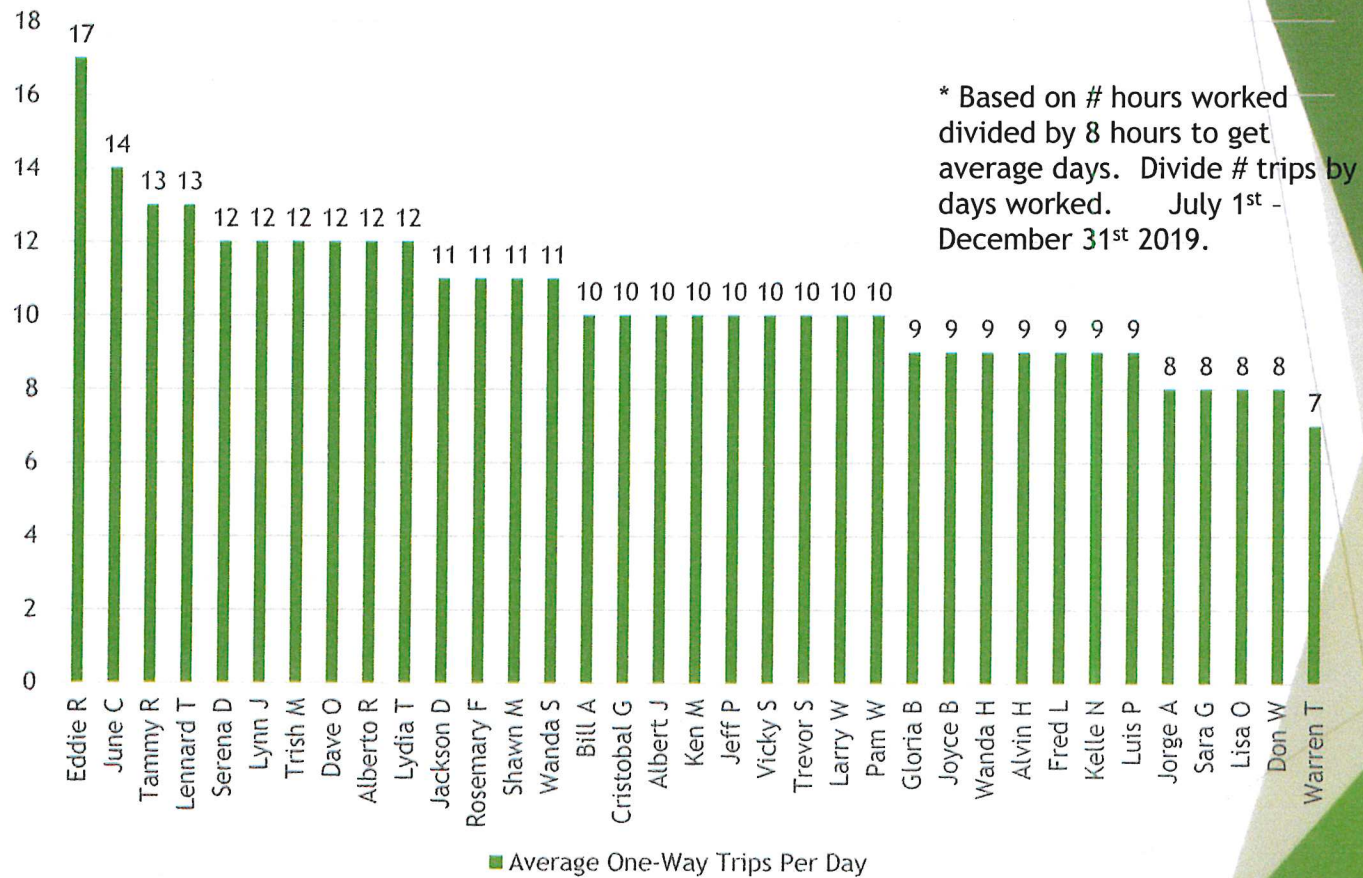


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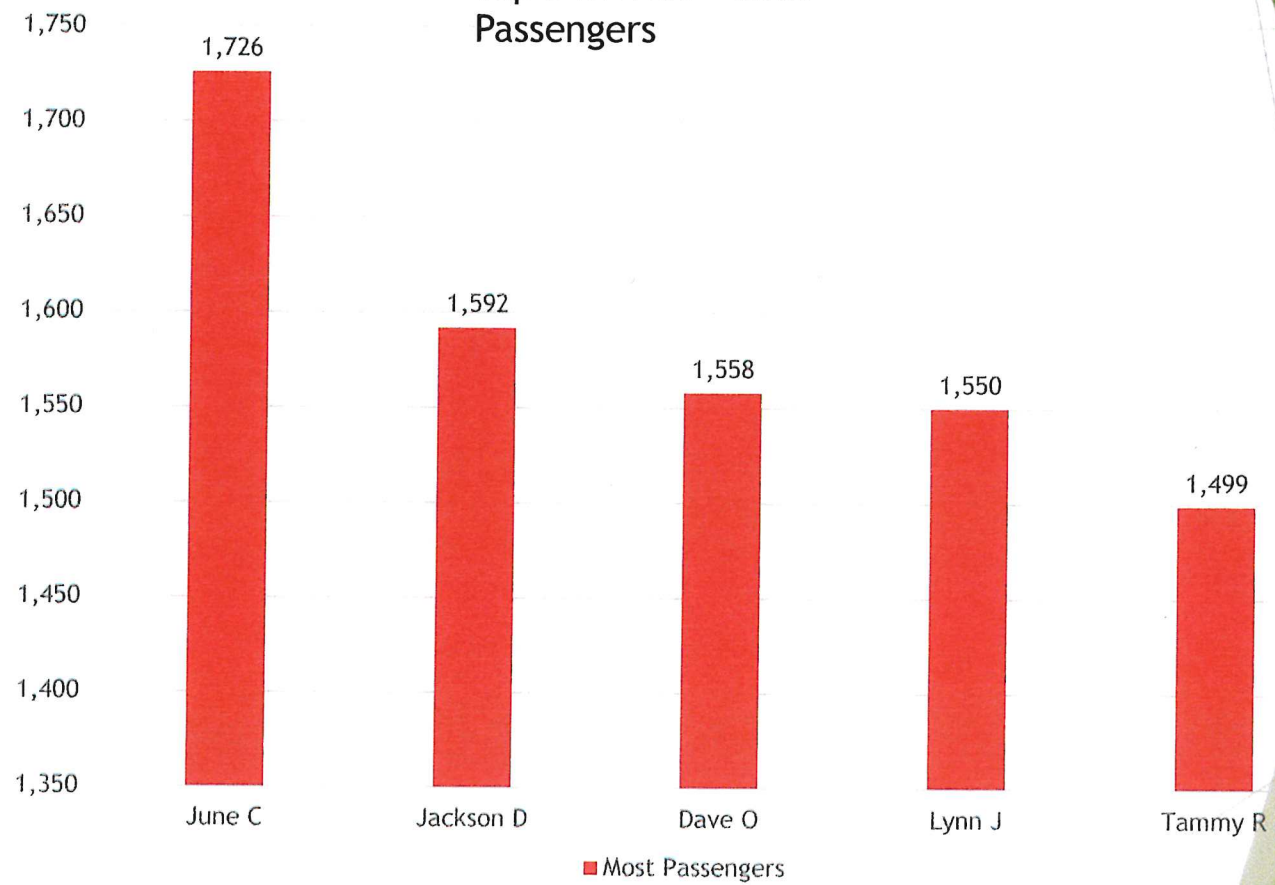
Driver Productivity Report

Marion Transit - Driver Productivity July 1 - December 2019

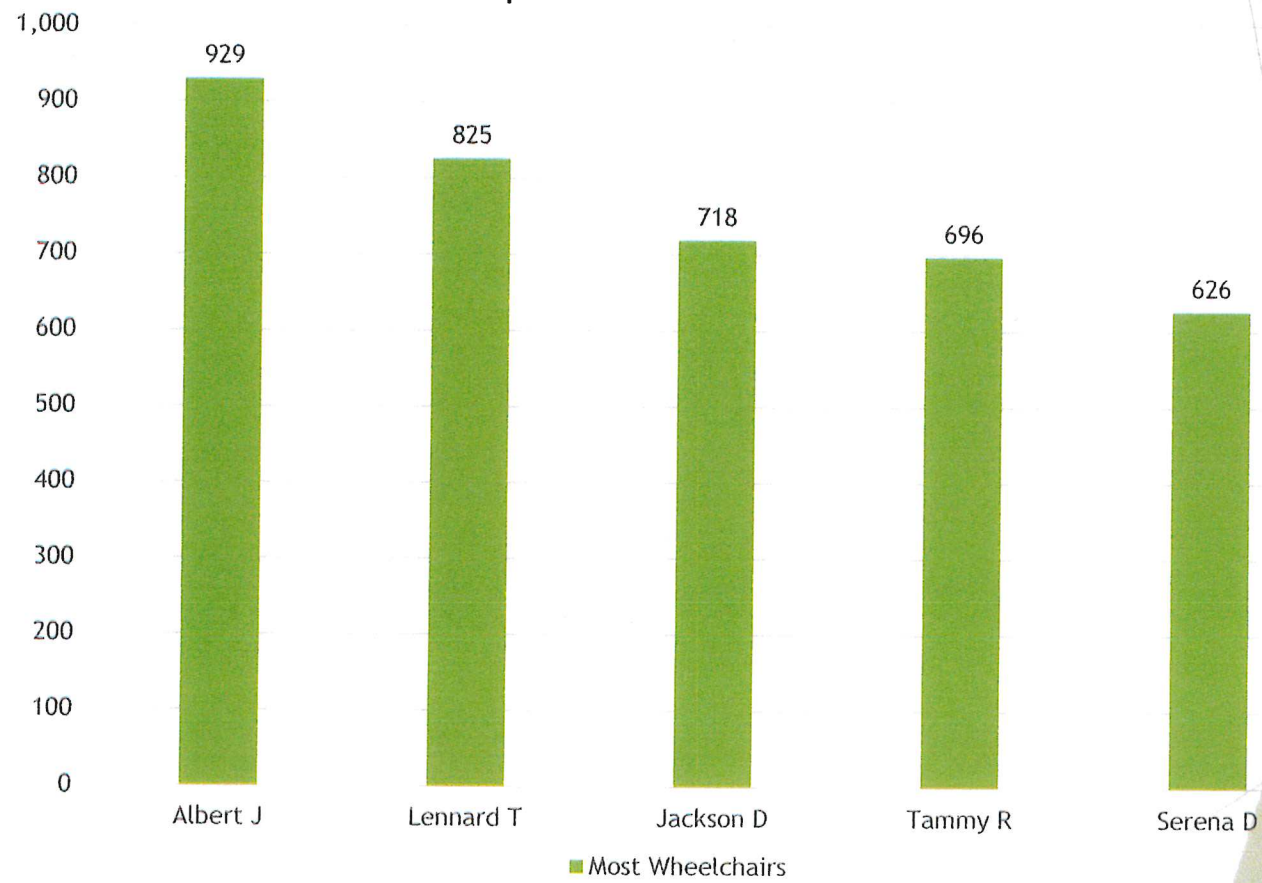
*Average One-Way Trips Per Day



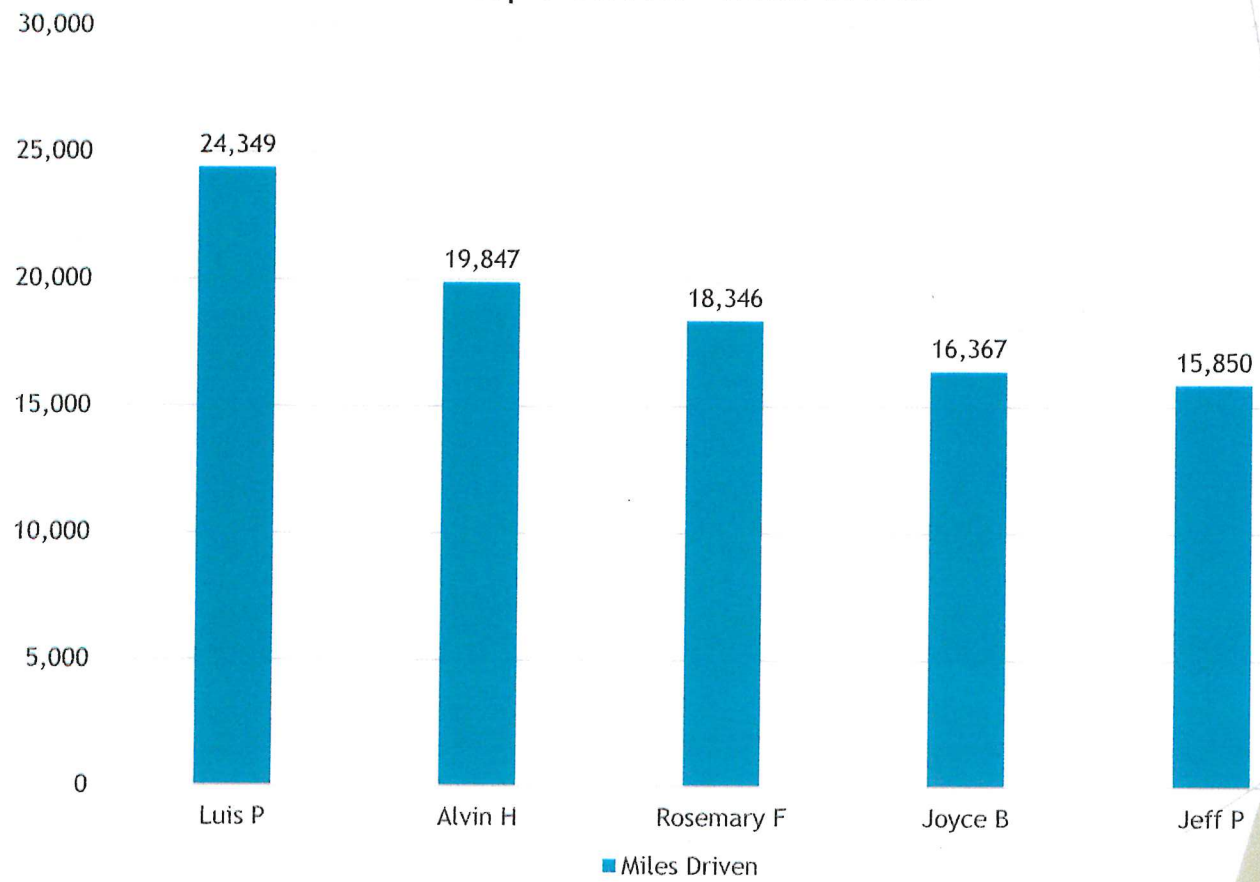
Top 5 Drivers - Most Passengers



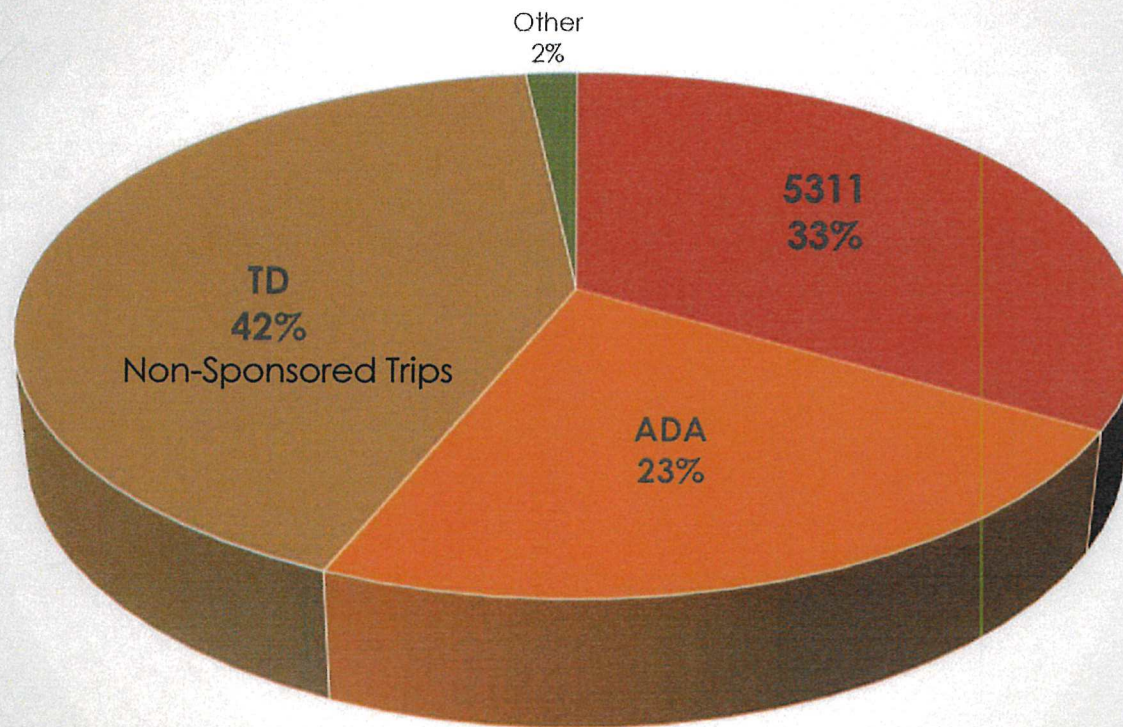
Top 5 Drivers - Most Wheelchairs



Top 5 Drivers - Miles Driven



2019 Passenger Funding Source



MARIONTRANSIT

Rules

For the safety of all our passengers, please observe the following rules. Any violations may result in a warning and more serious violations may require that you get off the bus or not be allowed on.

- No littering
- No weapons
- No bare feet
- No distracting the driver
- No consuming alcoholic beverages
- No flammable or explosive materials
- No lying down or putting feet on seats
- Children must be supervised at all times
- Shirts, bottom attire & shoes are required
- No emitting offensive body or clothing odors
- No eating or open containers of food or drink
- No distributing leaflets or post unauthorized notices
- No displays of lewd or indecent behavior and/or attire
- No loud talking, abusive, profane or obscene language
- You may not physically or verbally harass other passengers or Marion Transit employees
- No use of radios, media players, computers, etc. without headphones and/or on silent setting
- No smoking or vaping
- No soliciting, promoting or attempting to buy or sell anything while on a Marion Transit bus or at a facility
- Pets must be kept in small carriers (Guide dogs and service animals may accompany disabled passengers)

Law enforcement will be called if you:

- Engage in illegal activities
- Engage in fighting or threaten violence
- Fail to leave the bus after being directed by Marion Transit personnel
- Willfully destroying or damaging bus or other property
- **Anytime a Driver feels the situation warrants doing so.**

NO – SHOWS & LATE CANCELATIONS

Riders who make reservations and are not available for transportation within five (5) minutes after a driver arrives to pick you up will be considered a “No - Show”. Last minute cancellations are defined as a cancellation after five o'clock *the day before* the appointment time. A pattern or practice of these cancellations/no-shows will trigger the possibility of sanctions against future trips. The bottom line is these late cancellations or no-shows prevent others from riding and decreases the efficiency of the system.



DO YOUR PART AND CANCEL AS SOON AS YOU KNOW YOU NO LONGER NEED THE TRIP!

SEAT BELT USE IS MANDATORY WHILE RIDING BUS

CARRY-ON BAGS ARE LIMITED TO 3 GROCERY SIZE BAGS PER PASSENGER

Please call **MARIONTRANSIT** if you have any questions OR complaints:

352-620-3071

**Office Hours: 8:00 am to 5:00 pm – Monday – Friday
Closed on Major Holidays**



MARIONTRANSIT

RIDING RULES

Reservations and Information

352-620-3071

1101 S.W. 20th Court

Ocala, FL 34471

PUBLIC TRANSPORTATION

Our Mission –

“Is to provide Public Transportation that offers riders a high-quality safe, reliable, and efficient paratransit experience”

BUS FARES & INFORMATION

FARES

One Way Trip \$2.00

Rider Types:

Transportation Disadvantaged:

- Age – 60+ or -16 years old.
- Physical or Mental Disability
- Income level – 150% Federal Poverty = Less than \$18,084 annually.

Section 5311 Rural Public Transportation:

- Must be pre-registered with *MarionTransit* open to the public during service hours.

ADA – Complementary Paratransit Service

- Persons with disabilities who reside within ¼ mile of either side of the SunTran fixed route system. Eligibility is determined by SunTran.

FARE INFORMATION

1. All riders are expected to pay the established fare.
2. You must have exact change.
3. You must pay the full fare each time you board the bus.
4. You may pay the fare in cash OR ticket.
5. Fare waivers may be applied for by calling Marion Transit who will collect the necessary information to see if you meet the guidelines for a fare waiver.

Rev. 1/2019

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CUSTOMER RIGHTS & REMEDIES

CTC = Community Transportation Coordinator

SAFETY - Customers have the right to:

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

Customers are responsible for:

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

COMPLAINTS - Customers have the right to:

1. File complaints without fear of retaliation;
Telephone Number: 352.620.3071 or TD Ombudsman(800) 983-2435 **Hearing & Speech Impaired:** Call 711 (Florida Only) Florida Relay System
Email: CTDOmbudsman@dot.state.fl.us
2. Prompt investigations and effective resolutions; and
3. Current and complete program information.

Customers are responsible for:

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

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CUSTOMER RIGHTS & REMEDIES

SERVICE - Customers have the right to:

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

Customers are responsible for:

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

COURTESY - Customers have the right to:

1. Professional, courteous, and properly trained drivers, receptionists & dispatchers;
2. Assistance while getting in and out of vehicle and to the seat; and
3. Assistance with up to **3** packages/bags; no alcohol permitted on bus.

Customers are responsible for:

1. Calling in trip cancellations AS SOON AS POSSIBLE (**ASAP**); (So others may ride).
2. Informing CTC (reservationist) of all pertinent information regarding trip;
3. Presenting the correct fare (exact change) to driver;
4. Being ready at time of pick-up;
5. Being courteous towards drivers, reservationist & dispatchers and;
6. Ensuring personal hygiene.
7. Understanding that inappropriate behavior or client violations during service delivery or service request may result in disciplinary action being taken.

***NOTE: While "on-time" performance is a Marion Transit goal, Drivers will make every effort to ensure the safety of riders is not compromised in order to meet it.**

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Is a division of

