



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

Marion Senior Services  
1101 SW 20<sup>th</sup> Ct., Ocala, FL 34471

**June 13<sup>th</sup>, 2024 - 10:00 AM**

**AGENDA**

1. **CALL TO ORDER AND PLEDGE OF ALLEGIANCE**
2. **ROLL CALL**
3. **PROOF OF PUBLICATION**
4. **PRESENTATIONS**
  - A. **Introduction of new Chairperson, Commissioner Mathew McClain**
  - B. **Housing Finance Authority of Marion County**
5. **ACTION ITEMS**
  - A. **[Transportation Disadvantaged Service Plan \(TDSP\)](#) (Page #3)**
  - B. **[2024-2025 Marion Transit Trip Rate Model](#) (Page #81)**
6. **CONSENT AGENDA**
  - A. **[Minutes March Meeting](#) (Page #92)**
7. **DISCUSSION ITEMS**
  - A. **TDLCB Members Chart**
  - B. **Subcommittee's Future Plans**
8. **COMMENTS BY TDLCB MEMBERS**
9. **COMMENTS BY TPO STAFF**
  - A. **[2050 Long Range Transportation Plan \(LRTP\) Update](#) (Page #101)**
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@marioncountyfl.org](mailto: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 September 12<sup>th</sup>, 2024.



**TO: TDLCB Board Members**

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

**RE: Transportation Disadvantaged Service Plan (TDSP) – 2024 Update**

### **Summary**

The Florida Commission for the Transportation Disadvantaged (FCTD) requires that each Community Transportation Coordinator (CTC) submit a comprehensive TDSP or an annually updated tactical plan that includes the following components for the local transportation disadvantaged (TD) program:

- Development Plan
- Service Plan
- Quality Assurance

The CTC is responsible for arranging transportation for TD persons, and with approval from the Transportation Disadvantaged Local Coordinating Board (TDLCB). This is a plan that provides a 5-year vision for the local transportation disadvantaged (TD) program and is updated annually. This TDSP updates the TDSP Plan for 2024, and fulfills the annual requirement of the FCTD.

### **Attachment(s)**

- Updated 2024 TDSP Plan
- TDSP Presentation

### **Action Requested**

TPO staff is requesting the TDLCB review and approve the TDSP prior to submission to the FCTD for final action.

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

DRAFT

DRAFT

# Marion County Transportation Disadvantaged Service Plan (TDSP) 2020 - 2025



Prepared by:  
Ocala Marion Transportation  
Planning Organization and  
Marion Transit Services

Updated:  
June 13th, 2024



Website: [Ocalamariontpo.org](http://Ocalamariontpo.org)

Denotes changes and/or additions

## TDSP CERTIFICATION

The Ocala/Marion County Local Coordinating Board (LCB) for the Transportation Disadvantaged (TD) hereby certifies that an annual evaluation of the Community Transportation Coordinator (CTC) was conducted consistent with the policies of the Commission for the Transportation Disadvantaged and that all recommendations of the CTC evaluation have been incorporated in this Plan.

We further certify that the rates constrained herein have been thoroughly reviewed, evaluated, and approved. The Transportation Disadvantaged Service Plan (TDSP) will be reviewed in its entirety and approved by the Board at an official meeting held **on June 13<sup>th</sup>, 2024**.

\_\_\_\_\_  
Date **Commissioner Mathew McClain**, TDLCB Board Chairperson

\_\_\_\_\_  
Date TPO Director

Approved by the Commission for the Transportation Disadvantaged:

\_\_\_\_\_  
Date David Darm, Executive Director

# TDLCB ROLL CALL VOTE

For Approval of Marion County’s TDSP Update

Approved Date: **June 13, 2024**

| NAME                  | REPRESENTING  | YES | NO | ABSENT |
|-----------------------|---|-----|----|--------|
| <b>Mathew McClain</b> | Board of County Commissioners ( <i>Chair</i> )      |     |    |        |
| Jeffrey Askew         | Marion County Veterans Affairs                      |     |    |        |
| <b>Gisela Ruiz</b>    | Agency for Healthcare Administration                |     |    |        |
| Tiffany McKenzie      | Central Florida Community Action Association        |     |    |        |
| Tracey Sapp           | Department of Health                                |     |    |        |
| Susan Hanley          | Department of Elder Affairs                         |     |    |        |
| Iris Pozo             | CLM Workforce                                       |     |    |        |
| Jeannette Estes       | Agency for Persons with Disabilities                |     |    |        |
| Andrea Melvin         | Center for Independent Living ( <i>Vice-Chair</i> ) |     |    |        |
| Anissa Pieriboni      | Florida Center for the Blind                        |     |    |        |
| Steven Neal           | City of Ocala-SunTran                               |     |    |        |
| Angela Juaristic      | Ocala Housing Authority                             |     |    |        |
| Donnie Mitchell       | Housing Finance Authority                           |     |    |        |
| Elizabeth Alacci      | Dept. of Children and Families (DCF)                |     |    |        |
| Carlos Colon          | Florida Department Of Transportation (FDOT)         |     |    |        |
| Lauren Debick         | Marion County School Board                          |     |    |        |

\_\_\_\_\_  
Date

\_\_\_\_\_  
**Commissioner Mathew McClain**, TDLCB Chairperson



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***PUBLIC DISCLOSURE STATEMENT:***

The Ocala Marion Transportation Planning Organization (TPO) is committed to ensuring that no person is excluded from the transportation planning process and welcomes input from all interested parties, regardless of background, income level or cultural identity. The Ocala Marion TPO will not exclude from participation in, deny the benefits of, or subject to discrimination, anyone on the grounds of race, color, national origin, sex, age, disability, religion, income or family status. The Ocala/Marion TPO welcomes and actively seeks input from the public, to help guide decisions and establish a vision that encompasses all area communities. 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](mailto:liz.mitchell@marionfl.org).

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## ***Introduction to this Plan***

The Transportation Disadvantaged Service Plan (TDSP) is an annually updated tactical plan that includes the following components for the local transportation disadvantaged (TD) program:

- Development Plan
- Service Plan
- Quality Assurance
- Cost/Revenue Allocations and Fare Justification



The Community Transportation Coordinator (CTC) is responsible for arranging transportation for Transportation Disadvantaged (TD) persons, and the Florida Commission for the Transportation Disadvantaged (FCTD) approves the CTC selection every five years. The FCTD requires that each CTC submit a comprehensive TDSP to run simultaneously with the CTC's 5-year Agreement. The Commission's mission is to maximize state, federal and other revenues for cost-effective transportation investment strategies that connect communities, people, and goods, along with identifying any deficiencies or areas where transit service is under provided.

With approval from the Transportation Disadvantaged Local Coordinating Board (TDLCB), the CTC may subcontract or broker transportation services to private transportation operators. Each year, the CTC reviews all transportation operator contracts before renewal to ensure that the contracts comply with the standards of the FCTD.

This TDSP has been prepared in accordance with the requirements of Chapter 427, Florida Statutes, Rule 41-2 Florida Administrative Code and the guidelines provided by the FCTD. The TDLCB will review and approve the TDSP prior to submission to the FCTD for final action.

## ***Section 1: Development Plan***

### ***Introduction to the Service Area***

#### ***1. Background of Transportation Disadvantaged Program***

The Commission for the Transportation Disadvantaged (CTD) was created by the Florida Legislature in 1989 to accomplish the coordination of transportation services provided to the transportation disadvantaged.

The Commission sets policies and provides direction in the areas of quality assurance, program evaluation, technical assistance, training, review of policies and procedures, contract management and financial accountability. It functions as an independent agency located in the Florida Department of Transportation (FDOT) for administrative and fiscal purposes. The CTD operates independently with rule-making and budget authority. The CTD created Local Coordinating Boards (LCB) to enhance local participation in the planning and delivery of coordinated transportation services. The CTD selects and has oversight responsibility for the Community Transportation Coordinators (CTCs) to carry out the paratransit services for each of the 67 counties in Florida. The CTCs manage the TD program with the assistance of the Local Coordinating Board and the MPO and/or TPO staff.

MPO's are designated by law in all urban areas over 50,000 in population if federal money is to be spent on transportation in that area. MPO's main responsibility is to coordinate and develop the area's transportation plans by making sure that a fair and impartial setting for effective transportation decision making is established and managed. This is done by having a governing board, an executive director, a professional staff and advisory committees. MPO's work with FDOT and other partner agencies to develop federal and state required transportation plans and programs for their regions. All designated agencies or MPO's are required to include a Transportation Disadvantaged (TD) element in their Transportation Program. The Ocala Marion Transportation Organization (TPO) serves as the designated MPO for the urbanized areas of Marion County.

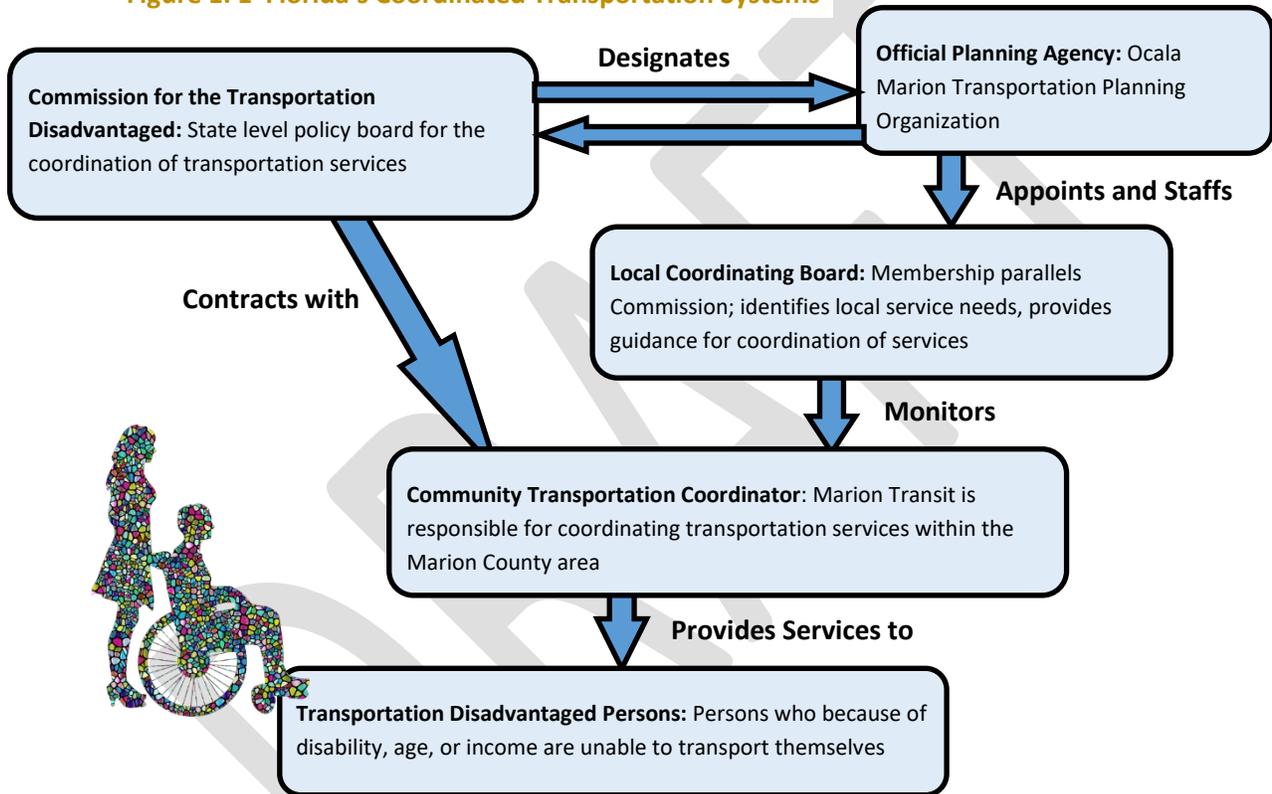
The purpose of the TD is to ensure the availability of efficient, cost-effective, and quality transportation services for the transportation disadvantaged population. Older adults who are lower income and/or have a disability are often considered transportation disadvantaged, are unable to drive due to disability or a medical illness, unable to afford a vehicle, or lack access to transit services, and have limited access to other transportation options. Transportation disadvantage is compounded further with obstacles that impede access to healthcare services, nutritious food, social connectivity, and community engagement. The program was established shortly after FDOT and the Department of Health and Rehabilitation Services (HRS) entered into an interagency agreement to address concerns about duplication and fragmentation of transportation services. The mandate to coordinate transportation services designed to meet the needs of the transportation disadvantaged was created in 1979 with the enactment of Florida Statute (F.S.) Chapter 427.

*... those who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to healthcare, employment, education, shopping, social activities, or children who are handicapped or high-risk or at-risk as defined in Section 411.202, F.S.*

The TD program concept is to offer a level of service comparable to that provided to persons without disabilities who use the fixed-route system. To incorporate the use of a paratransit service, meaning a specialized service that will provide door-to-door transportation assistance for disabled persons, or economically disadvantaged.

Figure 1.1 provides an organizational chart that identifies the parties involved in the provision of Florida’s TD transportation services.

**Figure 1. 1 Florida’s Coordinated Transportation Systems**



## 2. TDLCB Board

The composition of the TDLCB is in accordance with Rule 41-2.012, F.A.C., and brings together local area stakeholders. TDLCB members constitute a broad-based group including individuals from agencies that purchase trips or have a role in public transit, representatives of the disabled, elderly and economically disadvantaged in the area, as well as an elected official appointed by the TPO Board who serves as TDLCB Chair.

The TDLCB coordinates transportation needs of the disadvantaged, including individuals with physical and economic challenges and senior citizens facing mobility issues. The TDLCB assists the TPO in identifying

local service needs and provides information, advice, and direction to the CTC on services to be provided to the transportation disadvantaged community.

### 3. History of the Community Transportation Coordinator

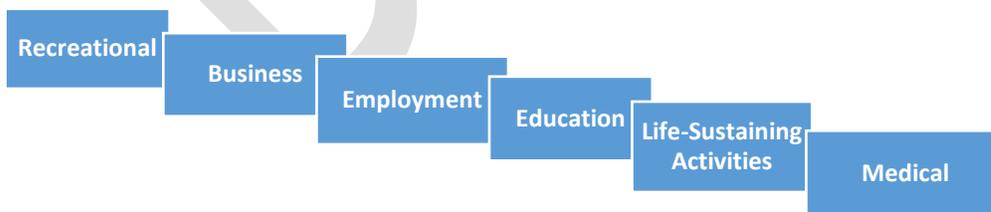
The Community Transportation Coordinator (CTC) is the agency responsible for providing coordinated transportation services for the transportation disadvantaged citizens in the county.

The CTC ensures that operations, administration, coordination and delivery of transportation disadvantaged services is provided on a full-time basis. Every five years, it is the responsibility of the TPO to arrange for the selection of a CTC for their designated planning area. To complete this task, the TPO administers a competitive proposal process to select the most qualified candidate for the CTC position. Once a selection has been made the planning agency recommends the CTC to the Florida Commission for the Transportation Disadvantaged for final approval.

Marion Transit (MT) was selected as the CTC to continue serving the community on July 1, 2020. MT began serving the transportation needs of older populations in 1976. MT has been designated as the Marion County CTC since 1982, for all non-emergency medical transportation and for those needing wheelchairs or other assistance, pursuant to Chapter 427, F.S. and Rule 41-2 of the Florida Administrative Code (FAC).

As the CTC, MT assumes responsibility for ensuring coordination of local transportation services to the maximum extent possible. MT provides door-to-door paratransit services to meet transportation needs for medical, life-sustaining, educational, work, business, and recreational activities for Marion County's TD citizens as well as other recipients in the county. MT's existing fleet of 47 small cutaway-type buses serve an area of more than 1,600 square miles. Trip priorities are established by a subcommittee of the TDLCB and the TPO. 4

Currently, service is provided according to the following needs as space is available:



MT currently has coordination contracts with four entities that provide transportation services to their own residents: Advocacy Resource Center Marion, Inc. (ARC), and Florida Center for the Blind, Inc., Marion County School Board, and Bridge to Hope. The MT fare is \$2.00 per one-way trip. MT accepts

cash or passes for fare payment, and the fare must be paid upon boarding the vehicle; drivers are unable to provide change.

Medicaid transportation services are provided through the Statewide Medicaid Managed Care program. The Managed Care Plan is not obligated to follow the requirements of the CTC or the TDLCB as set forth in Chapter 427, F.S., unless the Managed Care Plan has chosen to coordinate services with the CTD. At this time, MT does not have a coordinated services agreement with Medicaid.

Marion County's public transit service, SunTran, is provided by the City of Ocala and managed by RATPDev. The service began operating in 1998 and currently operates a scheduled, fixed-route system six days per week to riders of all age groups. The regular full cash fare is \$1.50, with discounts offered for youth, students, older adults, and individuals with disabilities. Reduced rate passes are also available for youth/students and older adult/disabled passengers. SunTran contracts with Marion Transit Services (MT) for the required complementary Americans with Disabilities Act (ADA) paratransit services within ¼-mile of the SunTran fixed-route system.

#### ***4. Summary of Other Plans and Documents***

This major update to the Transportation Disadvantaged Service Plan is consistent to the maximum extent possible with Comprehensive Plans from local governments within the service area, Regional Plans, Transit Development Plans, and Commission for Transportation Disadvantaged Annual Performance Reports, TPO Long-Range Transportation Plans and Transportation Improvement Programs. The plans which have just been mentioned have been summarized to demonstrate their applicability to this planning process, and to highlight how this plan is consistent with their goals, objectives, and vision for the future. A summary of the plans mentioned is included in **Appendix A**.

#### ***5. Public Participation***

Public participation is at the center of the transportation planning process, as transportation networks affect the public in many ways. Therefore, the voice of the public is essential in ensuring that the transportation decisions that are made, are efficient, and effective at serving the residents they impact. The transportation network affects economic vitality, personal and freight mobility, and local/regional priorities, it is critical for the voices of everyone to be heard and documented. The TPO is the Designated Official Planning Agency (DOPA) for the TDLCB. Public participation has always been an important priority of the TPO. The TPO works with area government entities, businesses and social groups to ensure that all plans encompass the requirements to improve county transportation systems. The TPO intends to utilize the TPO's Public Involvement Plan (PIP) in the development of any transit plans.

An ongoing opportunity for citizens to participate in the development of local transit plans and to address other transit concerns is provided at all TDLCB meetings, Committee meetings, and TPO

Board meetings. Prior to each meeting, workshop, or event, the TPO advertises in the local newspaper to allow the county citizens the opportunity to attend in person in order to participate, comment and express their concerns, approval or disapproval.

Surveys are utilized as a form of gathering information and insight from the public. The TDLCB surveys as needed in order to receive comments first hand from the public. The TPO also participates in community outreach programs such as the “Marion County Day” which is designed to inform the community of the programs available within the County as well as, allowing residents to enjoy the outdoors while learning the countywide plans and activities.



The TPO maintains an interactive website and social media platforms such as **Facebook**, Twitter and LinkedIn for citizens to provide comments, and/or requests at any time. All plans, programs, surveys, committee and board meeting minutes, along with any interactive maps, can be found on the TPO website for review at any time.

This document is updated annually and revised as transit-related information is gathered for other documents such as the Long-Range Transportation Plan (LRTP), Transportation Improvement Plan (TIP), Public Participation Plan (PPP), Congestion Management Plan (CMP), and the Safety Action Plan (SAP).

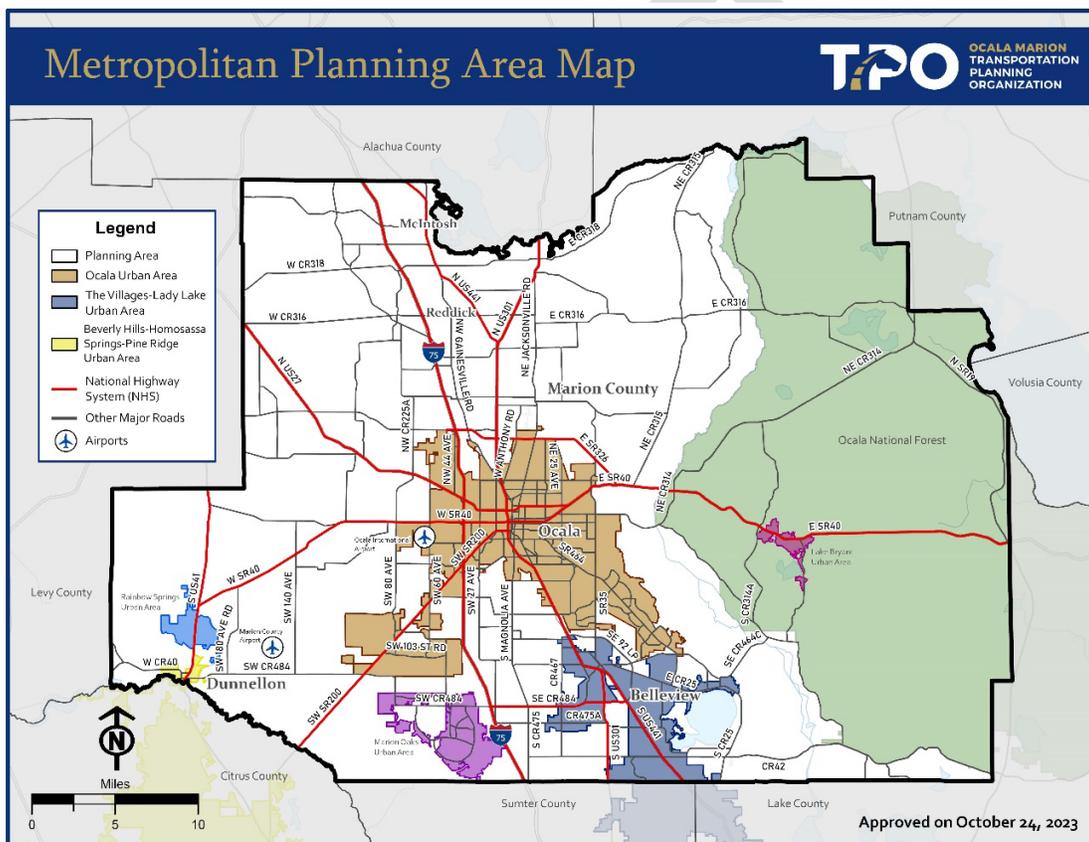
## ***Service Area Profile and Demographics***

### ***1. Service Area Description***

Marion County is located in northern central Florida, just north of Lake and Sumter counties, east of Levy County, and south of Alachua County. The county seat of Ocala is centrally located within the county. Ocala is the largest incorporated city in Marion County, followed by the cities of Belleview and Dunnellon. Marion County has two other incorporated areas, McIntosh and Reddick, which are located in northern

Marion County. The Villages, which is a census designated place is one of the fastest growing retirement communities in the entire United States. The Villages are predominately located in Lake and Sumter counties to the south, with a growing portion in southern Marion County. The eastern part of the county is dominated by the Ocala National Forest. A major interstate, I-75 runs north and south on the western edge of the City of Ocala. The area has seen a great influx of distribution centers due mostly to the availability of land, and the close proximity to I-75, which connects some of the state’s major metropolitan areas such as Orlando, Tampa, and Jacksonville, to Marion County. **Table 1.1** provides an overview of the study area.

**Table 1. 1 Ocala Marion TPO Planning Area**



## 2. Demographics/Land Use

As part of the analysis for this plan was the relationship between land use and transportation. As an update to the TDSP, land use was reviewed for both the City of Ocala and Marion County. Both the City of Ocala and Marion County have an array of land uses, similar to other municipalities. These range from residential, multi-family, commercial, and industrial. Therefore, the relationship between land use and transportation are vitally important. TPO staff works diligently with planners and engineers at all of our

local partners to ensure that the level of service on roadways are adequate to support the demand for whatever uses are adjacent to a particular corridor.

The TPO is served by two advisory committees, the Technical Advisory Committee (TAC) and the Citizen Advisory Committee (CAC). These committees review all plans, studies, and proposed projects before recommending to the TPO Board for approval. A component of all reviews is considering what the relationship between land use and transportation are. Staff is always considering how the land is used and incorporating the information into project and plan review. This allows the projects and plans to be more efficient and useful for the citizens of Marion County.

### 3. Population Composition

Population changes are important indicators for the economy, as they have an impact on education, healthcare, housing, recreation and transportation. Those changes affect many types of public funding and in turn requires the best possible planning. The demographic characteristics include the age, gender structure, and race/ethnicity. In addition, the economy, employment opportunities, and housing availability also influence population change. Along with characteristics, economic cycles contribute to the demographic makeup. Projecting these economic cycles however can be difficult, the information provided is conservative in order to properly account for long term trends.

**Table 1. 2 Population by Race**

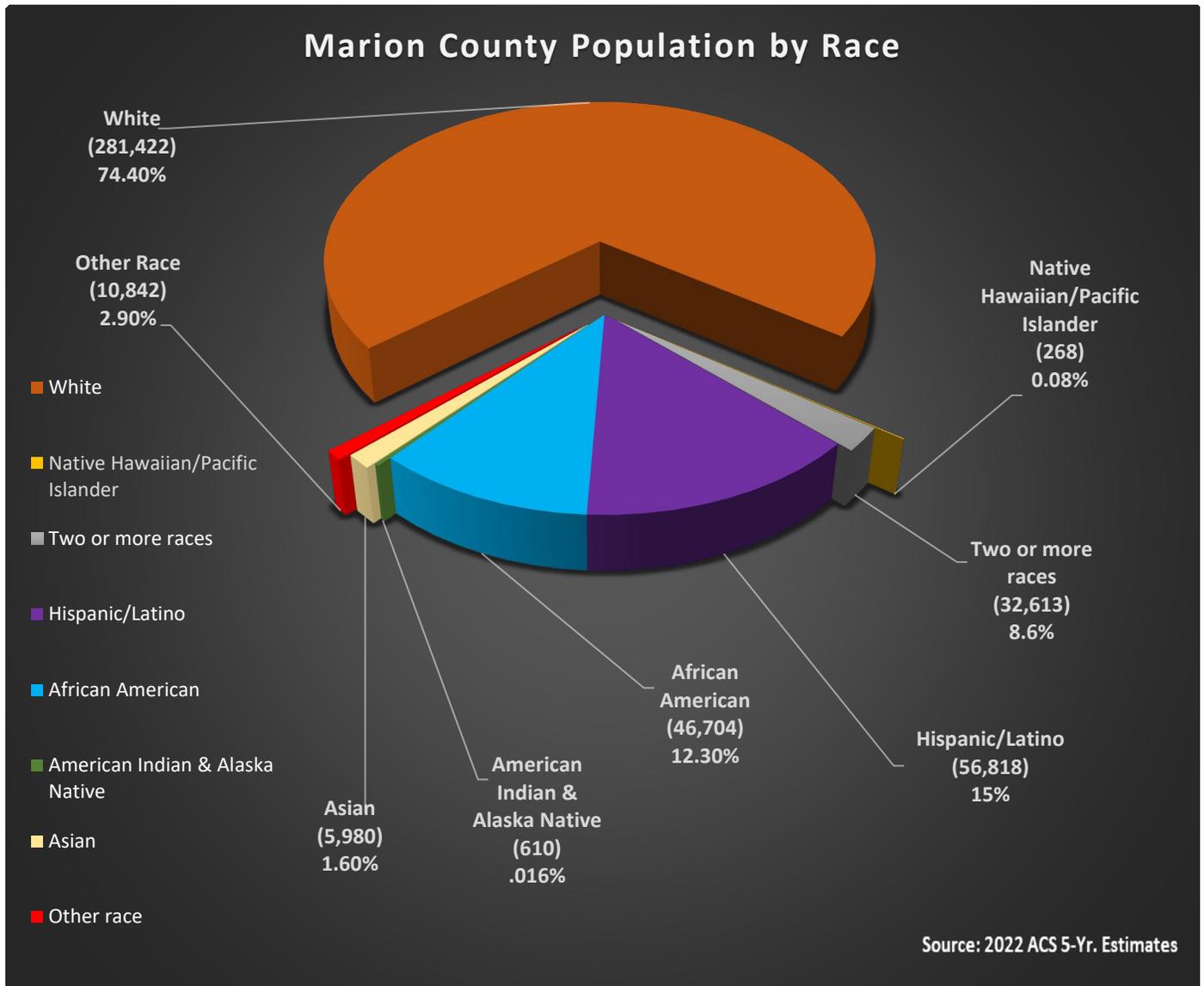
| <i>Race</i>                      | <i>Population</i> | <i>Percent of Population</i> |
|----------------------------------|-------------------|------------------------------|
| White                            | 281,422           | 74.40%                       |
| African American                 | 46,704            | 12.30%                       |
| Two or more races                | 32,613            | 8.6%                         |
| Asian                            | 5,980             | 1.60%                        |
| American Indian & Alaska Native  | 610               | .016%                        |
| Native Hawaiian/Pacific Islander | 54                | .014%                        |
| Other race                       | 10,842            | 2.90%                        |
| <b>Total</b>                     | <b>378,225</b>    | <b>100.00%</b>               |
| Hispanic/Latino of any race      | 56,818            | 15.0%                        |

Source: ACS 2022- 5-year estimates. Items may not add to totals or compute to displayed percent due to rounding.

#### 4. Cultural Descriptions

Marion County has a total population of **378,225** according to the American Community Survey's (ACS) 2022 5-year estimates. The chart and graph **Table 1.2** and **Figure 1.2** highlight the racial makeup of Marion County.

**Figure 1.2 Population by Race**



Marion County's population increased from 375,908 persons in 2020 to **378,225** persons in 2022. ~~381,176 persons in 2021~~, an overall increase of ~~1.4%~~ **0.62%**. It is estimated that the population will continue to increase according to the 2024 Population report by the Bureau of Economic and Business Research.

(BEBR) at the University of Florida. Using BEBR Florida population medium growth projections, the population of Marion County is expected to increase by ~~27%~~ 30% by 2050. Table 1.3 provides an overview of the population projections for Marion County and Florida from ~~2021~~ 2023 to 2050. Marion County is experiencing high residential and business growth, which will require a higher demand for transit service in the future.

**Table 1.3 Marion County and Florida Population Projections**

| Area          | Population Estimate | Population Projections |            |            |            |            |            | Population Growth |
|---------------|---------------------|------------------------|------------|------------|------------|------------|------------|-------------------|
|               |                     | 2023                   | 2025       | 2030       | 2035       | 2040       | 2045       |                   |
| Marion County | 403,966             | 417,100                | 446,400    | 471,100    | 491,700    | 510,200    | 526,500    | 30%               |
| Florida       | 22,634,867          | 23,292,200             | 24,698,500 | 25,815,000 | 26,682,000 | 27,409,400 | 28,065,000 | 24%               |

Source: BEBR 2025 - 2050 Population Projections, January 2024

There are five municipalities and towns in Marion County – Belleview, Dunnellon, McIntosh, Ocala, and Reddick. Population trends were reviewed for three municipalities, and two towns throughout Marion County. Table 1.4 highlights those trends for the mentioned municipalities and towns. As you can see, the majority of the population within Marion County has increased, including the unincorporated areas.

**Table 1.4 Marion County Municipalities**

| Geographic Area | 2020    | 2023    | 2020 - 2023 Population Change |
|-----------------|---------|---------|-------------------------------|
| Marion County   | 375,908 | 403,966 | 28,058                        |
| Belleview       | 5,413   | 5,833   | 420                           |
| Dunnellon       | 1,928   | 2,015   | 87                            |
| McIntosh        | 463     | 465     | 2                             |
| Ocala           | 63,591  | 66,368  | 2,777                         |
| Reddick         | 449     | 477     | 28                            |
| UNINCORPORATED  | 304,064 | 328,808 | 24,744                        |

Source: BEBR Florida Estimates of 2023 Population by County and City, April 2023

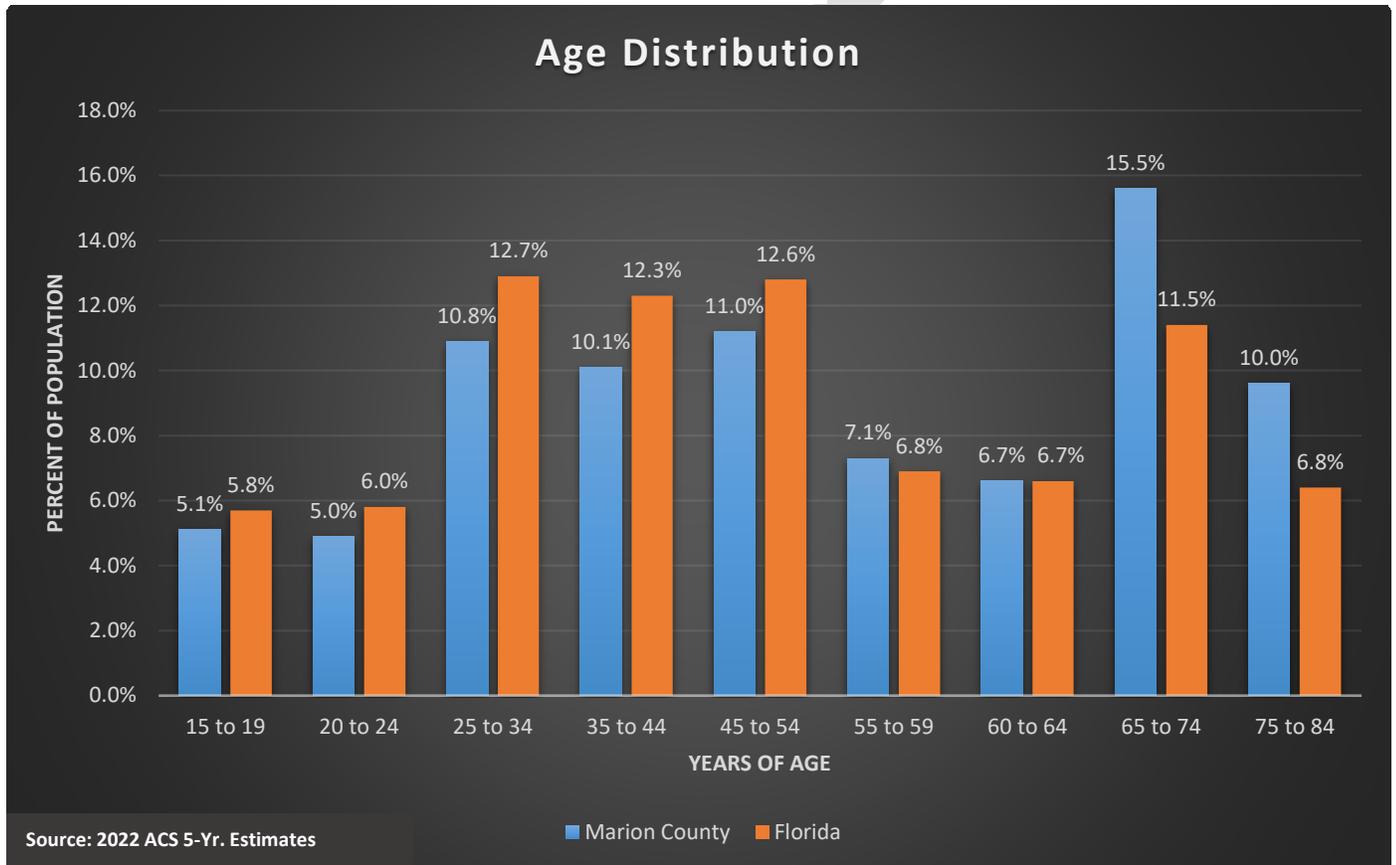
### 5. Population Density

The densest areas are projected to be within the Ocala urbanized area, in southwest Marion County along SR-40 and SR-200, and in Dunnellon and Belleview. High population density also will be in The Villages and the sprawling On Top of the World development communities located off SW 99th Street Road and south of 103rd Street Road.

## 6. Age Distribution

Marion County and Florida populations are shown in Figure 1.3 by age distribution. According to the 2021 2022 ACS five-year estimates, more than 26% of Marion County's population is 65 years of age or older compared to 20% for Florida. The 65-to-74 age group includes a high percentage of the Marion County population, indicating that the older age group is significant, requiring increased public transportation demand.

Figure 1.3 Population by Age

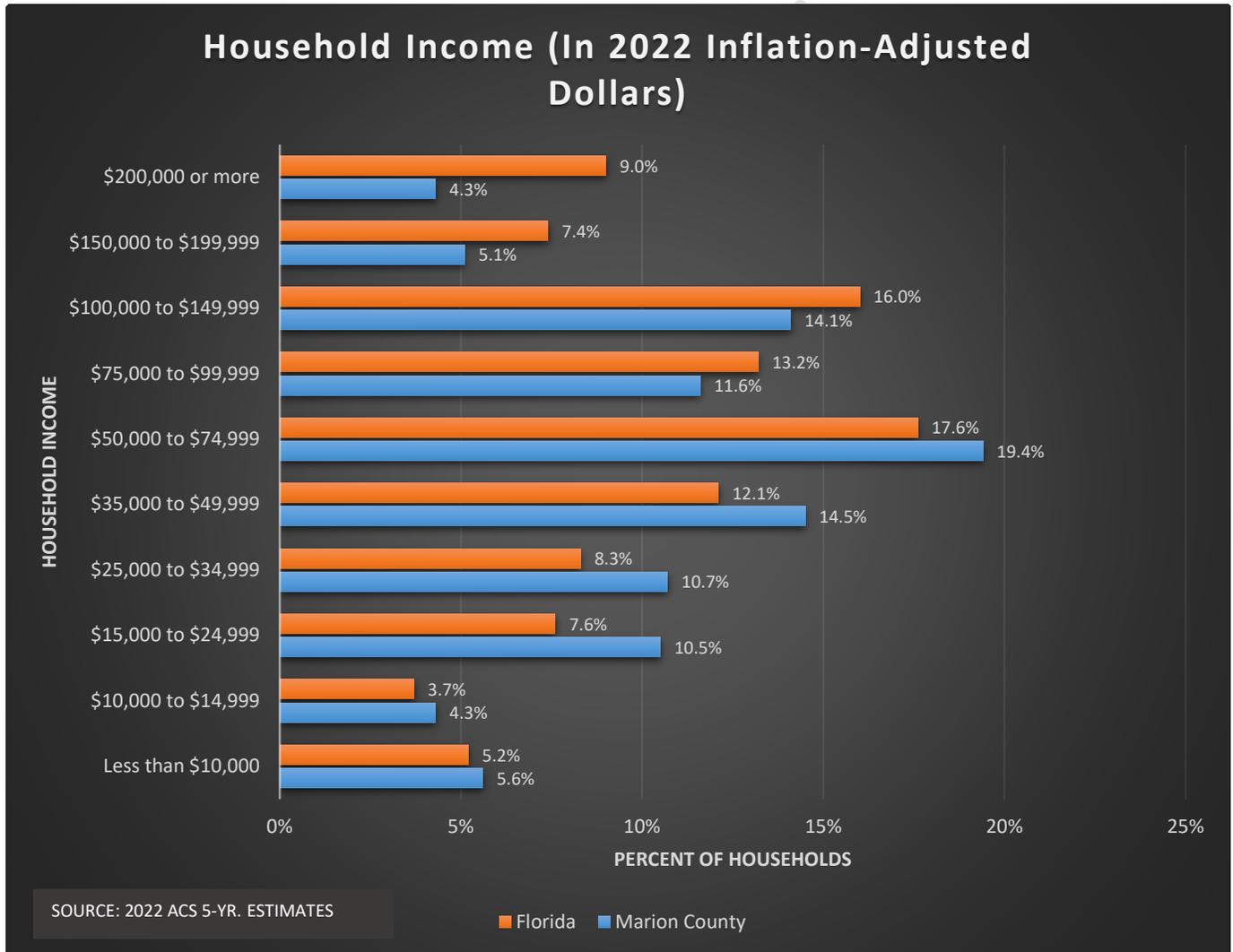


## 7. Housing and Household Income

There is a direct correlation between population growth and housing units. The growth rates for housing may slightly differ than the rates for population because housing units are smaller than the numbers of persons due to how many are living in one household. During the 12 months ending January 2024 February 2023, existing home sales decreased 13.3% increased 15.8 percent representing the largest monthly percentage increase since March 2022. The median property value in Marion County is \$274,189 \$274,914, and the homeownership rate is 76.5% 78.5%. Figure 1.4 compares the distribution of

household income in Marion County and Florida. A larger share of Marion County residents earns an income within the five lowest income categories (below \$50,000). Additionally, a smaller share of Marion County residents earns an income slightly lower than the four highest income categories (above \$75,000) compared to the Florida state average. The Marion County median household income is approximately ~~26%~~ 28% lower than Florida, with Marion County's median income at ~~\$46,841~~ \$54,190 and Florida's at ~~\$63,062~~ \$69,303

Figure 1.4 Household Income

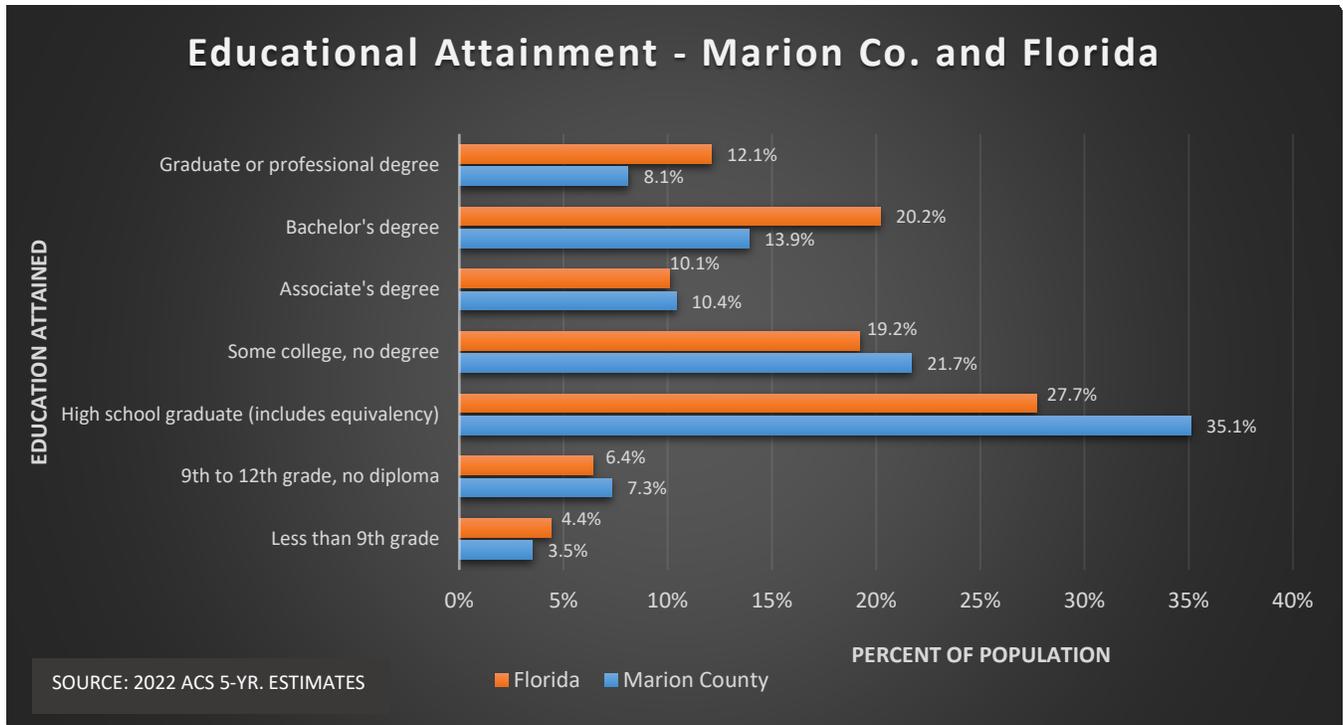


## 8. Education

The educational attainment of people in Marion County and Florida is shown in Figure 1.5. The category with the largest share of both Marion County and Florida residents is high school graduate (includes equivalency), which includes ~~36%~~ 35.1% of Marion County residents and about 28% of Florida residents.

Overall, a larger proportion of Florida residents have obtained higher levels of education, including a Bachelor’s degree, graduate and/or professional degree, than Marion County residents.

**Figure 1.5 Educational Attainment Distribution**



## 9. Employment

**Table 1.5 Employment Characteristics-Not Seasonally Adjusted**

| Area          | Civilian Labor Force | Number Employed | Number Unemployed | Unemployment Rate |
|---------------|----------------------|-----------------|-------------------|-------------------|
| Marion County | 152,494              | 146,217         | 6,277             | 4.1%*             |
| Florida       | 11,077,000           | 10,728,000      | 348,000           | 3.1%              |

\* All State of Florida estimates except unemployment rates are rounded to the nearest thousand. Items may not add to totals or compute to displayed percent due to rounding. Source: 2023 Florida Department of Economic Opportunity

**Table 1.5** includes the current labor force, employment, and unemployment data for Marion County and Florida. The data provided in the table presents a snapshot from the Florida Department of Economic Opportunity Labor Market Employment Statistics for **February 2024**. These figures show that Marion County has a slightly higher unemployment rate than the state as a whole, though the rates are not seasonally adjusted.

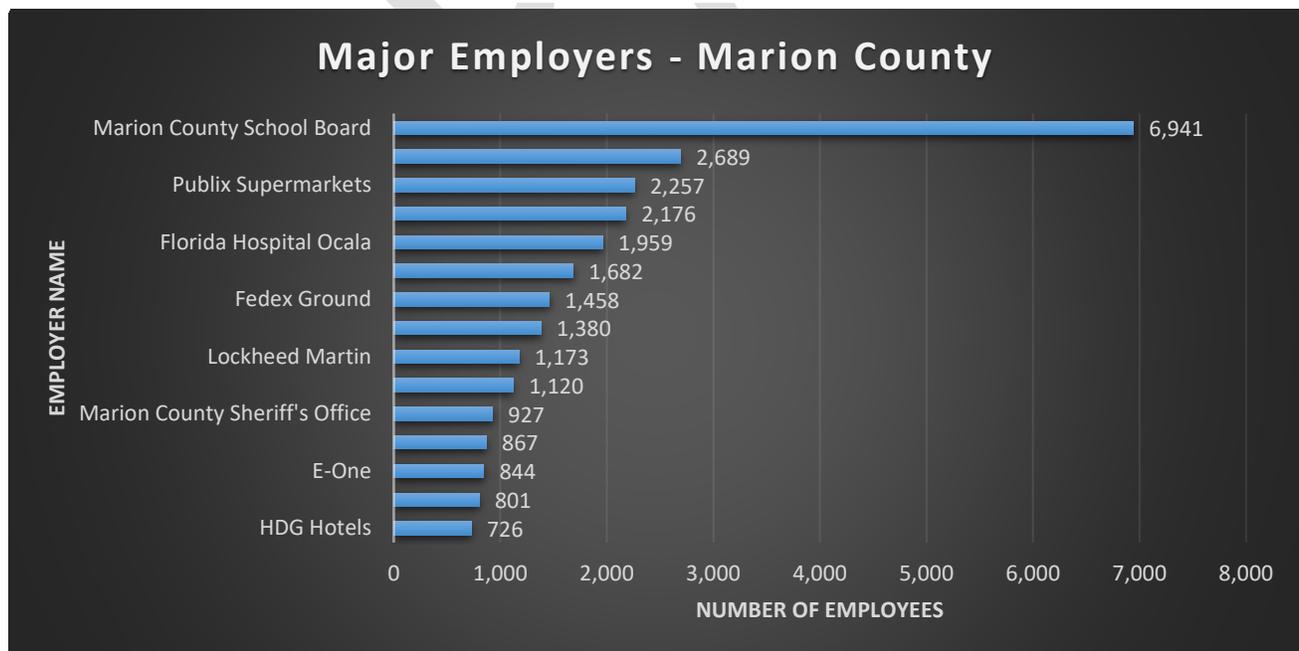
## 10. Employment Density

Like population density, employment density is concentrated throughout the central Ocala area. Beyond the urbanized Ocala area, pockets of high density are also found along SR 200 southwest of Ocala near the I-75 interchange, the Belleview area along US-301 southeast of Ocala, the Dunnellon area, and west of I-75 adjacent to the Ocala International Airport, where there is a cluster of transportation, distribution, and equine-focused companies. Employment density is more centralized than the general population density along the major arterials and, for the most part, employment is projected to continue growing in the TAZs where high growth is currently observed, with some growth observed just south of Reddick along I-75.

## 11. Major Employers

Major industries in Marion County, include government, education, healthcare, manufacturing, distribution, transportation, and leisure/hospitality. The largest employer is the Marion County School Board, which has more than twice as many employees as the next largest employer. Major employment centers also include healthcare centers such as ~~Advent Health Ocala (formally Munroe Regional Medical Center) and Ocala Health~~ Ocala Regional Medical Center and Florida Hospital Ocala. Manufacturing companies such as Lockheed Martin and E-One and Retail centers, including ~~Winn-Dixie~~ Publix and Walmart also employ a large number of workers in Marion County. Table 1.6 shows the major public and private sector employers in Marion County.

Table 1.6 Major Employers



Prepared by: Florida Department of Economic Opportunity, Bureau of Workforce Statistics and Economic Research. Source: Employer Database 2024 Edition 2

## 12. Major Trip Generators

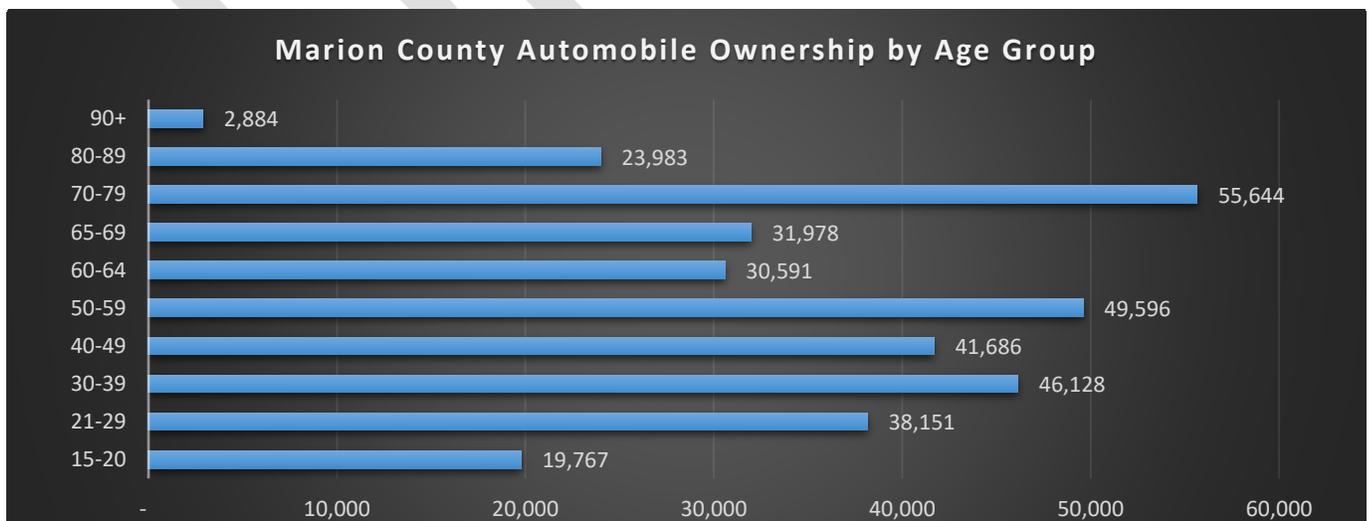
Major trip generators in Marion County for paratransit trips are medical facilities (hospitals, healthcare clinics, and dialysis facilities), and local shopping centers. Trips to other locations such as parks, libraries, government/social services, religious activities, and restaurants are also requested. Below is a list of the major trip generators. TD services are provided county-wide, with service to any location in the county, and ADA service is provided within ¾ mile of SunTran fixed route service.

|     |                                    |                                   |       |
|-----|------------------------------------|-----------------------------------|-------|
| 1.  | Davita-East Dialysis Center        | 2870 SE 1st Av                    | Ocala |
| 2.  | Transitions Life Center            | 3360 NW Gainesville Rd.           | Ocala |
| 3.  | Wal-Mart-East Silver Springs Blvd. | 4980 E. Silver Springs Blvd.      | Ocala |
| 4.  | Fresenius Kidney Care              | 2701 SW College Rd.               | Ocala |
| 5.  | Davita-West Dialysis Center        | 8585SW State Rd. 200              | Ocala |
| 6.  | Davita-Shores Dialysis Center      | 9310 Spring Rd                    | Ocala |
| 7.  | Walmart- SW SR 200                 | 9570 SW Hwy 200                   | Ocala |
| 8.  | Walmart -Easy Street               | 2600 SW 19 <sup>th</sup> Ave. Rd. | Ocala |
| 9.  | Kenny's Place                      | 7677 SE 41 <sup>st</sup> Ct.      | Ocala |
| 10. | Davita-North Dialysis Center       | 2620 W. Hwy 316                   | Citra |

## 13. Household Vehicle Availability

Marion County has ~~332,406~~ 340,408 registered vehicles according to the latest report (~~2023~~ 2024) by the Florida Department of Highway Safety and Motor Vehicles. The majority of the registered vehicles belong to the ages between 21 and 59, with the 70-79 age group being the single largest age group. The chart and **Table 1.7** seen below demonstrate how the registered vehicles look by age group.

**Table 1.7 Registered Vehicles by Age**



| Age Group |        |        |        |        |        |        |        |        |       |         |
|-----------|--------|--------|--------|--------|--------|--------|--------|--------|-------|---------|
| 15-20     | 21-29  | 30-39  | 40-49  | 50-59  | 60-64  | 65-69  | 70-79  | 80-89  | 90+   | Total   |
| 19,767    | 38,151 | 46,128 | 41,686 | 49,596 | 30,591 | 31,978 | 55,644 | 23,983 | 2,884 | 340,408 |

Source: Florida Department of Highway Safety and Motor Vehicles 2024 Report

## Service Analysis

### 1. Transportation Disadvantaged Population

**Table 1.8** shows a three year comparison of trips by trip purpose. MT strives to give older adults the ability to lead independent lives allowing them to age in their homes, among their peers, and in their communities. The ability to have an alternate means of transportation readily accessible gives those unable to drive and have no available family or friends, a stress free option. Medical trips are the highest in demand. A greater emphasis is given to medical riders with education, training, and nutrition following closely behind. The potential elderly population in Marion County continues to grow, creating a high demand on paratransit services.



**Table 1.8 Passenger Trips by Trip Purpose**

| PURPOSE               | 2021   | 2022   | 2023   |
|-----------------------|--------|--------|--------|
| Medical               | 58,220 | 39,527 | 40,482 |
| Employment            | 1,617  | 2,468  | 4,557  |
| Edu/Train/DayCare     | 7,167  | 10,064 | 20,490 |
| Nutritional           | 12,879 | 14,922 | 17,291 |
| Life-Sustaining Other | 2,972  | 3,777  | 4,954  |
| TOTAL                 | 82,855 | 70,758 | 87,774 |

Source: Annual Operating Reports from 2022-2023, FCTD

MT is the designated CTC for Marion County and operates the paratransit services, providing public transportation to the TD population of Marion County. Priority is given to those who have mobility issues, or do not own or drive their own vehicle and do not have family or friends to assist them in traveling to and from destination points.

## 2. Forecasts of Transportation Disadvantaged Population

The TD population was estimated using the methodology developed by the CTD utilizing data from various sources to forecast demand. The travel demand forecasting methodology was updated 2015 to address some of the changes in policy and demographics that have occurred over the past years since the original methodology was established in 1993. The TD population and travel demand estimates for Marion County were calculated from a series of automated formulas from the work book using the 2023 CUTR, Paratransit Service Demand Estimation Tool and 2023 socio-economic data from BEBR. The pre-coded data included in the workbook’s automated formulas is derived from the US Census Bureau’s Survey of Income and Program Participation (SIPP).

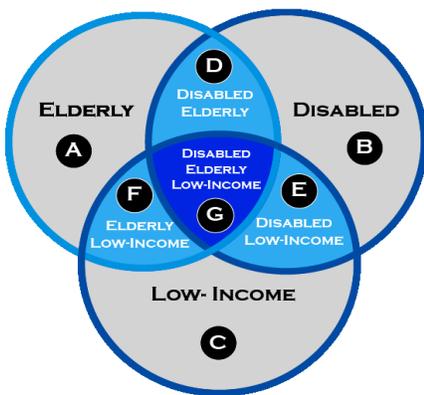


Figure 1. 6 TD Population Groups

| General TD Population                         | % of Total |       |
|---|------------|-------|
| Non-Duplicated General TD Population Estimate | 181,721    | 47.2% |

| County Pop. By Age       | Total Pop by Age | % of Total Pop | Population Below Poverty Level by Age | % of Total Pop Below Poverty Level by Age | Total Population with a Disability by Age | % of Total Pop with a Disability by Age | Total Pop with Disability and Below Poverty Level by Age | % Total Pop with a Disability and Below Poverty Level by Age |
|--------------------------|------------------|----------------|---------------------------------------|---|---|---|--|--|
| < 5 Years of Age         | 16,671           | 4.3%           | 5,136                                 | 1.3%                                      | 37  | 0.1%                                    | 0  | 0.00%  |
| 5-17                     | 53,933           | 14.0%          | 11,535                                | 3.0%                                      | 2,955                                     | 0.8%                                    | 929  | 0.24%  |
| 18-34                    | 67,332           | 17.5%          | 11,553                                | 3.0%                                      | 5,691                                     | 1.5%                                    | 1,041  | 0.27%  |
| 35-64                    | 134,110          | 34.8%          | 14,622                                | 3.8%                                      | 23,433                                    | 6.1%                                    | 4,221  | 1.10%  |
| <b>Total Non Elderly</b> | <b>272,046</b>   | <b>70.7%</b>   | <b>42,846</b>                         | <b>11.1%</b>                              | <b>32,116</b>                             | <b>8.3%</b>                             | <b>6,191</b>   | <b>1.61%</b>   |
| 65-74                    | 60,342           | 15.7%          | 5,285                                 | 1.4%                                      | 12,136                                    | 3.2%                                    | 1,590  | 0.41%  |
| 75+                      | 52,608           | 13.7%          | 3,173                                 | 1.0%                                      | 22,113                                    | 5.7%                                    | 2,401  | 0.62%  |
| <b>Total Elderly</b>     | <b>112,950</b>   | <b>29.3%</b>   | <b>8,998</b>                          | <b>2.3%</b>                               | <b>34,249</b>                             | <b>8.9%</b>                             | <b>3,991</b>   | <b>1.04%</b>   |
| <b>Total</b>             | <b>384,996</b>   | <b>100%</b>    | <b>51,844</b>                         | <b>13.5%</b>                              | <b>66,365</b>                             | <b>17.2%</b>                            | <b>10,182</b>  | <b>2.64%</b>   |

Source: CUTR, Paratransit Service Demand Estimation Tool. Based on paratransit service operating 265 days annually.

| <b>Double Counts Calculations</b>                 |   |                |
|---|---|----------------|
| E - Estimate non-elderly/disabled/ low income     | From Base Data (I11)                      | 6,191          |
| B - Estimate non-elderly/ disabled/not low income | Subtract I11 from 11                      | 25,925         |
| G - Estimate elderly/disabled/low income          | From Base Data (I14)                      | 3,991          |
| D- Estimate elderly/ disabled/not low income      | Subtract I14 from 14                      | 30,258         |
| F - Estimate elderly/non-disabled/low income      | Subtract I14 from 14                      | 5,007          |
| A - Estimate elderly/non-disabled/not low income  | Subtract sum of J17, J18 and J19 from C14 | 73,694         |
| C - Estimate low income/not elderly/not disabled  | Subtract I11 from 11                      | 36,655         |
| <b>Total - Non-Duplicated</b>                     |   | <b>181,721</b> |

Source: CUTR, Paratransit Service Demand Estimation Tool. Based on paratransit service operating 265 days annually.

Table 1.9 shows the forecasts of the general TD population for Marion County and references the categories shown in Figure 1.6. As shown, the 2023 TD population in Marion County is estimated to be 181,721 representing approximately 47.2% of the total population. This population includes all persons with disabilities, older adults, low-income persons, and children who are high-risk or at-risk and is expected to increase by approximately 11.62% over the five-year period.

**Table 1.9 Forecast General TD Population**

| General TD Population Forecast                    | 2023           | 2024           | 2025           | 2026           | 2027           | 2028           | 2029           |
|---|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| <i>Overlapping Circle Component</i>               |                |                |                |                |                |                |                |
| E - Estimate non-elderly/disabled/ low income     | 6,191          | 6,329          | 6,469          | 6,613          | 6,760          | 6,911          | 7,064          |
| B - Estimate non-elderly/ disabled/not low income | 25,925         | 26,501         | 27,091         | 27,693         | 28,309         | 28,938         | 29,582         |
| G - Estimate elderly/disabled/low income          | 3,991          | 4,080          | 4,170          | 4,263          | 4,358          | 4,455          | 4,554          |
| D- Estimate elderly/ disabled/not low income      | 30,258         | 30,931         | 31,619         | 32,322         | 33,040         | 33,775         | 34,526         |
| F - Estimate elderly/non-disabled/low income      | 5,007          | 5,118          | 5,232          | 5,348          | 5,467          | 5,589          | 5,713          |
| A - Estimate elderly/non-disabled/not low income  | 73,694         | 75,333         | 77,008         | 78,720         | 80,470         | 82,259         | 84,088         |
| C - Estimate low income/not elderly/not disabled  | 36,655         | 37,470         | 38,303         | 39,155         | 40,025         | 40,915         | 41,825         |
| <b>TOTAL GENERAL TD POPULATION</b>                | <b>181,721</b> | <b>185,761</b> | <b>189,892</b> | <b>194,114</b> | <b>198,430</b> | <b>202,842</b> | <b>207,352</b> |
| <b>TOTAL POPULATION</b>                           | <b>384,996</b> | <b>393,556</b> | <b>402,307</b> | <b>411,252</b> | <b>420,396</b> | <b>429,743</b> | <b>439,299</b> |

Source: CUTR, Paratransit Service Demand Estimation Tool. Based on paratransit service operating 265 days annually.

In , 2023 the Critical Need TD population is expected to make 1924 total daily trips as shown below in Table 1.10. The number of Critical Need trips needed is expected to increase 8.83% over the five year period.



**Table 1. 10 Marion County Forecasted Annual Trip Demand**

| Critical Need TD Population Forecast                 | 2023           | 2024           | 2025           | 2026           | 2027           | 2028           |
|--|----------------|----------------|----------------|----------------|----------------|----------------|
| <b>Total Critical TD Population</b>                  |                |                |                |                |                |                |
| <i>Disabled</i>                                      | 17,312         | 17,697         | 18,091         | 18,493         | 18,904         | 19,324         |
| <i>Low Income Not Disabled No Auto/Transit</i>       | 567            | 579            | 592            | 605            | 619            | 632            |
| <b>Total Critical Need TD Population</b>             | <b>17,879</b>  | <b>18,276</b>  | <b>18,683</b>  | <b>19,098</b>  | <b>19,523</b>  | <b>19,957</b>  |
| <b>Daily Trips - Critical Need TD Population</b>     |                |                |                |                |                |                |
| <i>Severely Disabled</i>                             | 848            | 867            | 886            | 906            | 926            | 947            |
| <i>Low Income - Not Disabled - No Access</i>         | 1,076          | 1,100          | 1,124          | 1,149          | 1,175          | 1,201          |
| <b>Total Daily Trips Critical Need TD Population</b> | <b>1,924</b>   | <b>1,957</b>   | <b>1,990</b>   | <b>2,023</b>   | <b>2,058</b>   | <b>2,094</b>   |
| <b>Annual Trips</b>                                  | <b>509,934</b> | <b>518,551</b> | <b>527,315</b> | <b>536,227</b> | <b>545,289</b> | <b>554,940</b> |

Source: CUTR, Paratransit Service Demand Estimation Tool. Based on paratransit service operating 265 days annually.

Table 1.11 presents the Critical Need TD population forecasts and includes individuals who, due to severe physical limitations or low income, are unable to transport themselves or purchase transportation and are dependent upon others to obtain access to healthcare, employment, education, shopping, social activities, and other life-sustaining activities. As shown, the Marion County’s 2022 Critical Need TD population is estimated to be , 66,365 representing nearly 36.52% of the general TD population.

**Table 1. 11 Critical Need Transportation Disadvantaged**

| County TD Population by Age | Total TD Population with Disability by Age | % with a Severe Disability by Age | Total Population with Severe Disability by Age | % of Total Pop with Severe Disability by Age | % of Severe Disability Below Poverty Level | Total Severe Disability Below Poverty Level |
|-----------------------------|--|-----------------------------------|--|--|--|---|
| <5                          | 37   | 4.20%                             | 2  | 0  |  |   |
| -17                         | 2,955                                      | 4.20%                             | 124  | 0.23%  |  |   |
| 18-34                       | 5,691                                      | 6.30%                             | 359  | 0.53%  |  |   |
| 35-64                       | 23,433                                     | 13.84%                            | 3,243  | 2.42%  |  |   |
| <b>Total Non-Elderly</b>    | <b>32,116</b>                              |                                   | <b>3,727</b>                                   | <b>1.37%</b>                                 | <b>28.60%</b>                              | <b>1,066</b>                                |
| 65-74                       | 12,136                                     | 27.12%                            | 3,291  | 5.45%  |  |   |
| 75+                         | 22,113                                     | 46.55%                            | 10,294   | 19.57%                                       |  |   |
| <b>Total Elderly</b>        | <b>34,249</b>                              |                                   | <b>13,585</b>                                  | <b>12.03%</b>                                | <b>11.70%</b>                              | <b>1,589</b>                                |
| <b>Total</b>                | <b>66,365</b>                              |                                   | <b>17,312</b>                                  | <b>4.50%</b>                                 |  | <b>2,655</b>                                |

Source: CUTR, Paratransit Service Demand Estimation Tool. Based on paratransit service operating 265 days annually.

### 3. Needs Assessment

Assessment of existing and unmet needs for public transportation for low income older adults and persons with disabilities is essential. An inventory of existing transportation providers and identification of redundancies and gaps in service were used to identify unmet needs or duplications of public transportation services. It is assumed that there will be a growing need for public transit in the higher-density areas in Marion County. Older persons may be more likely to use public transportation as the aging process begins to limit their ability or preference to drive. Marion County has a larger proportion of older adults compared to the statewide average. According to the BEBR Population Estimates, approximately **30.1%** of Marion County's population is 65 years of age or older compared to **21.5%** for Florida.

MT receives funding from the Transportation Disadvantaged Trip and Equipment Grant which is formula based and divided among all the counties in Florida. Marion County has been traditionally known as a rural county relying on federal funding through the 5311 FDOT Grant to sponsor trips. In recent years the funding of non-sponsored trips through the Transportation Disadvantaged Trip and Equipment Grant has not kept up with rising cost and demand. As a result, MT has to, on occasion, prioritize trip offerings. This has resulted in TD Riders not being able to fully take advantage of the system.

**Figure 1. 7 Trip Demand Breakdown**

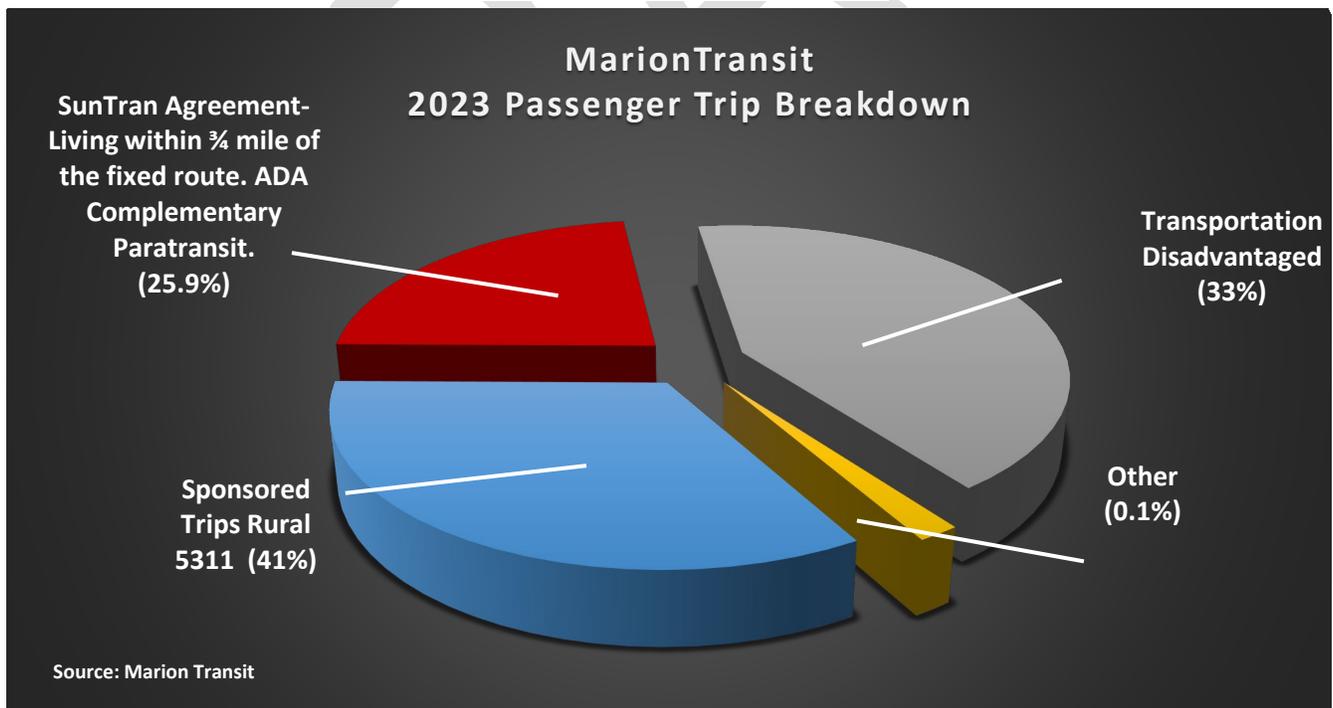
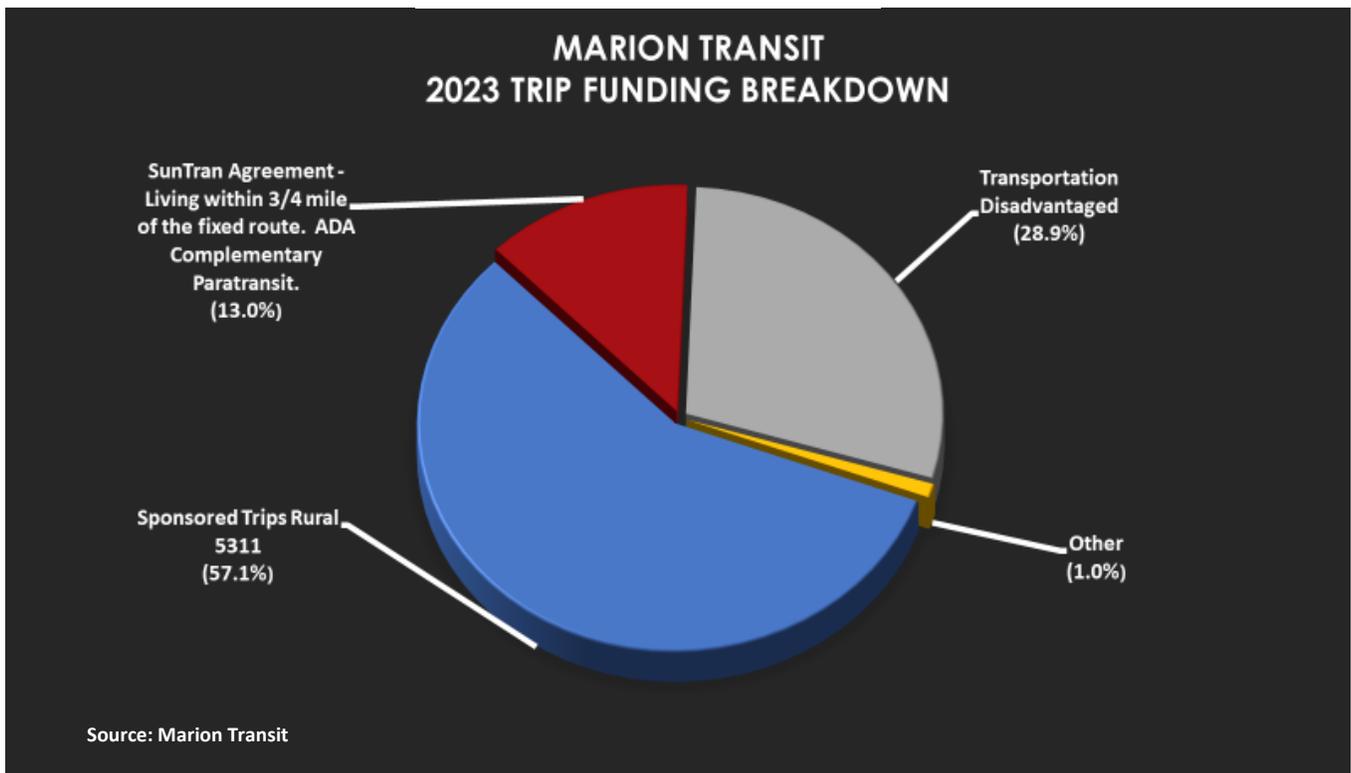


Figure 1.8 Trip Funding Breakdown



As illustrated in Figure 1.7 the county’s unincorporated areas encompass a large portion of MT’s trips. Figure 1.8 shows the funding breakdown for those areas, and the shortfall in comparison to Figure 1.7. Qualifying and providing service without more funding will result in a decreased quality in service. An independent study to analyze areas throughout the county with a need for specialized door-to-door service for healthcare, employment and shopping was done. The study done in collaboration between MT and the TPO revealed the need to expand service to the distant areas of the County needing TD transport, currently not being serviced.

#### 4. Barriers to Coordination

Having identified the statistics and demographics county-wide can be useful in attempting to provide riders with safe, reliable and cost-effective transportation services. However, identifying what prevents or hinders the path to those services will assist MT in making the decisions needed to move ahead. Funding is at the core, rising cost of fuel, insurance, and personnel, together with high demand due to an aging demographic is a large barrier. Another barrier is assuring that other agencies mandated to purchase transportation through the coordinated transportation systems are doing so. Below is a current list of barriers to coordination.

- High demand due to large percent of individuals who may not have access to a personal vehicle or are unable to drive themselves because of age, income status or disability. The County's fast pace growth adding to the high demand.
- Providing service to the rural areas is difficult to keep costs low **due to** the geographic size of the service area.
- Other agencies are not allocating sufficient funds to secure transportation services for participation in their programs leaving the burden on TD funds.
- Insufficient funds to provide service for the non-sponsored trips as opposed to sponsored trips.
- Fixed route public transportation service is not available in many of the rural areas of the county, again leaving the burden on TD funds.

### **Goals, Objectives, and Strategies**

Developing a vision for transit services is a fundamental component of the TDSP. Goals, objectives, and strategies are critical for implementation of the public transit's vision in the community. The vision identifies what the CTC is, who it serves, and how best to provide service. This section includes the long-range goals of MT, specific measurable objectives that identify actions that can be taken to achieve the goals, and strategies to achieve the objectives.

MT's vision and mission statements were developed with a focus for success toward providing the best possible transit experience for their riders. MT's business values and goals are evident through their hard work and dedication.

#### **5. Marion Transit Vision Statement**

*Is to provide public transportation that offers riders a high-quality safe, reliable, and efficient paratransit experience.*

#### **6. Marion Transit Mission Statement**

*Providing safe and efficient paratransit public transportation service in Marion County to the Transportation Disadvantaged and others who may not have access to basic life sustaining needs such as medical, education, work, business and recreational due to lack of transportation.*

MT will focus the next five years to increase access to public transportation within the rural areas of Marion County utilizing route deviation in conjunction with demand response services and work towards reducing reservations closer to next day appointments. **An analysis of MT's call-in, routing and**

appointment system is currently under way in an effort to move toward a decreased lead time. MT will improve current technology or acquire new technology to facilitate the effort in lead-time reduction. MT will continue to provide service that meets the needs of Marion County's transportation disadvantaged, combined with safety and integrated with other county modes of travel.

MT's goals, objectives and strategies are:

**1. To provide the best possible transportation service to those in the service area.**

Objectives:

- a. Continue to monitor and assess riders to transition to fixed-route services. MT retained a consultant to research the counties rural areas for the most advantageous locations to increase service and assist those needing transit the most.
- b. Carefully match the best possible transit solution for every particular need.
- c. Make sure that the application and registration process is simplified but as effective as possible.

Strategies:

- a. Annually assess the applications of current riders that are able to transition to fixed route system. Continually looking for options to move to fixed routes as has been done in Dunnellon and Marion Oaks areas by reviewing concentration and consistency of riders.
- b. At the time the reservationist takes the call, monitor and adjust as needed the service standards for customer service to ensure consideration of their needs.
- c. Annually update the application and registration process to meet the needs of the customer. Registration has been streamlined in anticipation of reducing call hold time, pick-up window, and reservation time.

**2. Educate the riders and general public on services provided.**

Objectives:

- a. Participate in community events to educate.
- b. Maintain a presence on the internet to improve public image.
- c. Respond to complaints immediately to improve public perception and identify problems.

Strategies:

- a. MT will continue to make presentations and participate in speaking engagements in the community at a minimum one a month.
- b. Maintain website and social media platforms up-to-date for public image.
- c. Immediate notification of complaint to Grievance Committee for resolution and annually update grievance procedures.

### **3. Remain flexible and open-minded in terms of routes and riders' needs.**

#### Objectives:

- a. Ensure that requests received are communicated and considered as possible feasible changes and/or corrections.
- b. Best practices in terms of less call hold time, pick-up window, and reservation time.
- c. Continued assessment of the routes for more efficient service.

#### Strategies:

- a. Maintain effective means of communication where customers can provide input through the TDLCB meetings, website and social media.
- b. Work with customers at the time they call in a reservation to attain their buy-in for no shows, and cancellations. **These** issues will be alleviated with an analysis of the system paired with the implementation of new technology.
- c. Look at and update the routes at a minimum annually.

### **4. Provide transportation services with safety at the forefront**

#### Objectives:

- a. Adhere to the System Safety Program Plan and meet all requirements.
- b. All vehicles to receive regularly scheduled maintenance and daily inspections.
- c. Maintain a process for sanitizing and cleaning all vehicles every day.

#### Strategies:

- a. Continue background checks, drug tests and physical compliance for all drivers at the onset of employment and random testing regularly.
- b. Ascertain qualified mechanics are utilized for repair of the buses and drivers sign off daily for inspections.
- c. Establish procedures for cleaning of buses and continued awareness and education on sanitizing with daily logs.

### **5. Maintain consistent coordination to provide effective service to public and private partners.**

#### Objectives:

- a. Build a rapport with both public and private partners to better understand their needs.
- b. Work to establish a mutual trust with partners.
- c. Coordinate resources to better serve and maintain costs down with efficient service.

#### Strategies:

- a. Arrange to meet on a quarterly basis in an effort to build rapport.

- b.
- c. Share plans and routes with partners at the quarterly meeting in order to build mutual trust.
- d. Maintain communication quarterly to close any gaps in service and look for ways to improve costs and efficiency.

## Implementation Plan

**Table 1. 12 Implementation Plan**

| OBJECTIVE  | STRATEGY   | PERSON       | MEASURE-STATUS                          | 2023 STATUS UPDATE  |
|--|--|--------------|---|---|
| <b>GOAL 1. To provide the best possible transportation service to those in the service area.</b> |  |              |   |   |
| Continue to monitor riders to transition to fixed-route services                                 | Annually assess the applications of current riders that are able to transition to fixed route system                             | CTC<br>TDLCB | CTC reports to TDLCB Ongoing            | 2 new fixed route areas have been identified. Start date is being coordinated with internal stakeholders.                           |
| Carefully match the best possible transit solution for every particular need                     | When the reservationist takes the call, monitor, adjust as needed the service standards to ensure consideration of their needs   | CTC          | CTC to monitor - Daily,                 | Registration process has been streamlined and simplified - Ongoing  |
| Make sure the application-registration process is simplified but effective                       | Annually update the application and registration process to meet the needs of the customer                                       | CTC<br>TDLCB | CTC to monitor minimum – Annually       | Process has been streamlined and updated. Continue monitoring and looking for areas of improvement.                                 |
| <b>GOAL 2. Educate the riders and general public on services provided.</b>                       |  |              |   |   |
| Participate in community events to educate   | Continue to make presentations and participate in speaking engagements in the community at minimum one a month                   | CTC          | Number of presentations -               | Ongoing . Presentation made to Realtors Association.  |
| Maintain a presence on the internet to improve public image                                      | Maintain website and social media platforms up-to-date for public image  | CTC          | Customer input                          | MT website has been redesigned and new, more comprehensive information has been added.  |
| Respond to complaints immediately to improve public perception and identify problems             | Immediate notification of complaint to Grievance Committee for resolution and annually update grievance procedures               | CTC<br>TDLCB | CTC to report to TDLCB – Quarterly      | Immediate attention is given and followed according to procedures-Ongoing   |
| <b>GOAL 3. Remain flexible and open-minded in terms of routes and riders’ needs.</b>             |  |              |   |   |
| Ensure that requests received are considered as feasible changes and/or corrections              | Maintain effective means of communication where customers can provide input through the TDLCB meetings, website and social media | CTC<br>TDLCB | Maintain comment cards on buses/website | Comment card sealed boxes have been placed on the buses for input. Public comment is provided at every quarterly meeting. - Ongoing |

|  |  |     |   |  |
|--|--|-----|---|--|
| Best practices in terms of less call hold time, pick-up window, and reservation time | Work with customers at the time they call in a reservation to attain their buy-in for no shows and cancellations | CTC | CTC to monitor – Daily-                   | MT has begun research for a new software package to help facilitate and support this.  |
| Continued assessment of routes for more efficient service                            | Look at and update the routes at a minimum annually  | CTC | CTC to monitor cost efficiency - Annually | 2 new fixed route areas have been identified. Start date is being coordinated with internal stakeholders. Additional areas will be considered as growth and need arises. – Ongoing |

**GOAL 4. Provide the transportation services with safety at the forefront**

|   |   |     |                                       |  |
|---|---|-----|---------------------------------------|--|
| Adhere to the System Safety Program Plan and meet all requirements            | Arrange to meet on a quarterly basis in an effort to build rapport                                    | CTC | CTC to monitor documentation – Daily  | Program is monitored and is strictly adhered to - Ongoing  |
| All vehicles to receive regularly scheduled maintenance and daily inspections | Share plans and routes with partners quarterly at the meeting in order to build mutual trust          | CTC | CTC to monitor documentation – Daily  | Maintenance schedule is followed and strictly adhered to - Ongoing   |
| Maintain a process for sanitizing and cleaning all vehicles every day         | Maintain communication quarterly to close any gaps in service and ways to improve cost and efficiency | CTC | CTC to monitor customer input - Daily | All buses are sanitized between riders and at end of the day – We installed a no-cost telematics system on the buses that measures hard braking and sudden acceleration that helps address driving habits and correct aggressive driving behavior. Ongoing |

**GOAL 5. Maintain consistent coordination to provide effective service to public and private partners**

|   |   |              |                           |   |
|---|---|--------------|---------------------------|---|
| Build a rapport with both public/private partners to better understand their needs  | Arrange to meet on a quarterly basis in an effort to build rapport                                    | CTC          | CTC to monitor            | Public outreach and presentations assist with a better rapport - Ongoing            |
| Work to establish a mutual trust with partners                                      | Share plans and routes with partners quarterly at the meeting in order to build mutual trust          | CTC<br>TDLCB | CTC report to TDLCB-Qtrly | Ongoing   |
| Coordinate resources to better serve and maintain costs down with efficient service | Maintain communication quarterly to close any gaps in service and ways to improve cost and efficiency | CTC          | CTC to monitor            | Continual monitoring and assessing new innovative ways to hold costs down - Ongoing |

## **Section 2: Service Plan**

### **Operations Element**

MT policies and procedures are described in this section and were modified to comply with the US Department of Transportation (USDOT) rules under the ADA and Section 504 of the Rehabilitation Act of 1973.

#### **1. Types, Hours and Days of Service**

MT provides public transportation services to eligible TD residents (non-sponsored) and sponsored program recipients in Marion County. Trip reasons may be prioritized due to funding reductions experienced by most sponsoring agencies, and the prioritization format has been approved by the TDLCB. However, while MT has reported 0 unmet trips in the past, the number has the potential to increase due to lack of funding for TD non-sponsored trips.

TD Trip requests are currently prioritized in the following order:

1. Medical Needs
2. Life-Sustaining Activities
3. Education
4. Work
5. Business
6. Recreational

MT operates Monday through Friday from 5:00 am – 7:00 pm or until all passengers have completed their scheduled return trip. However, service may be available on Saturdays with special arrangements. MT does not operate on Sunday. Special riding arrangements are made for frequent riders such as dialysis patients for early, late and Saturday appointments. Limited service is also offered for major holidays.

Office hours are 8:00 am – 5:00 pm Monday through Friday, excluding holidays. Passengers are requested to make appointments with pick-up times between 9:00 am and 2:00 pm so they can be picked up and delivered prior to their scheduled appointment time and returned home prior to the end of MT service hours. This may require they are ready up to 2 hours before their scheduled appointment time for pick up. Appointments for persons residing in outlying areas should be made between 10:00 am and 1:00 pm due to travel time needed to make appointments. Note: Those residents in outlying areas may need to be ready for pick up 3 hours in advance due to travel distances. Trips may be scheduled as early as 2 weeks in advance, but not later than \*72 hours before their appointment time. Recurring trips, such as dialysis or therapy, scheduled on an ongoing basis may be granted. Reservations will work with the rider

to set this type of schedule up. \*Approved ADA Complementary Paratransit riders are able to reserve trips by 5:00 pm the day before their appointment.

In total, 46 paratransit cutaway buses (100%) are all ADA equipped for ambulatory and wheelchair riders set up in various configurations. MT does not have the ability to accommodate stretchers.

## **2. Accessing Service**

Riders may call MT's Reservations line at 352-620-3071 Monday through Friday from 8:00 am to 5:00 pm to schedule a trip. Reservations may not be made more than 2 weeks prior but not less than 72 hours before their appointment time. However, ADA Complementary paratransit eligible riders may call by 5:00 pm the day before their scheduled appointment. The reservationist will listen to every request, discuss the circumstances, and decide whether to accept or deny the reservation. If the reservation time is unavailable, an alternate day or time is offered.

All potential riders must request transportation through MT's Reservationist who determines the rider's eligibility, assigns the appropriate sponsor, and then assigns the trip in the software (RouteMatch) program. Next, MT's scheduler reviews the scheduled trips and proceeds to assign them to a manifest/bus for transportation on the designated date/time. The rider is then transported from origin to destination (door to door) as requested.

## **3. Trip Eligibility**

MT provides Public Transportation to all eligible residents residing in Marion County. Visitors may also qualify for our services by calling Reservations who will assist with eligibility requirements.

Service for riders living within the small urban areas of Marion County who may be Transportation Disadvantaged may use our system when they meet certain eligibility requirements i.e. disabled, have no other means of transportation, over 60 years, under 16 years or income levels 150% below the federal poverty guideline.

Eligibility is accomplished by self-declaration of the potential rider; the rider must answer specific questions to help determine his/her eligibility. Once they are determined to be eligible, registration is completed by obtaining pertinent data or affidavits to affirm statements made which is entered into their respective rider file and electronic database (RouteMatch). Once this process is completed the rider is eligible for transportation services with MT.

#### 4. Trip Prioritization

The TDLCB, sets the prioritization guidelines when prioritization is needed. The following guidelines become effective as the need arises. Service for TD (non-sponsored) trips is provided in the following hierarchy:

- Medical = kidney dialysis, cancer treatment, doctor appointments, therapy & prescriptions
- Life-sustaining activities = food/food stamps, shopping
- Education = life skills training for persons with disabilities, day treatment programs for abused and/or neglected children
- Work
- Business = banking, Social Security, visits to hospital/nursing homes
- \*Recreational trips = YMCA, gym, Too Your Health
- \*Note: If prescribed by a Doctor then the trip would be considered medical.

#### 5. Other Accessibility Processes/Procedures

MT service is origin to destination (door to door). It is MT policy that the driver will assist riders requiring assistance from the door at the rider's home and to the main entrance of the rider's destination. It is the driver's responsibility to also make themselves available to assist riders boarding and exiting the bus. This policy does not preclude others who have knowledge of the rider from helping.

Drivers will not assist a wheelchair rider down more than one step and, in many cases will not/cannot push a wheelchair through loose sand, gravel or mud. The minimum clear width for single wheelchair passage shall be 32 inches (815 mm) at a point for a maximum length of 24 inches and 36 inches (915 mm) continuously. Lift capacity (chair & rider combined) may not exceed the lift maximum limits usually 800 or 1000 pounds depending on the bus.

**Note:** Riders may be required to provide documentation they do not exceed the limits prior to riding AND must let reservations know if the weight exceeds 800 pounds so they are scheduled on a bus with a 1000-pound capacity lift.

Oxygen bottles are permitted as long as they are secured to the wheelchair or an oxygen tree on the bus. Additionally, since Marion County is very rural there are some roads and driveways that a bus cannot drive down due to overhanging tree branches, loose sandy unpaved roads or driveways and other obstacles; in those cases, the potential rider may be required to meet the bus at a predetermined pick-up location. Riders may bring items onboard the bus, but items must be placed on the rider's lap or under their seat. Drivers are not required to handle personal property and are discouraged from doing so.

Therefore, riders should be able to manage their own belongings. The exception to this policy is for shoppers. Riders are permitted up to three (3) grocery bags and drivers may assist them with proper and safe storage in the bus.

To cancel an appointment, riders must call the office and advise a reservationist of their name and date of travel as soon as they know the trip is no longer needed. After hours riders may leave a recorded message on the reservation line to notify us of their decision to cancel. MT also has an automated notification system that calls the riders the day before their scheduled trip to remind them. This system also allows for the rider to cancel by pressing a designated digit on their phone. Riders are encouraged to cancel as soon as possible so that others can ride. Last minute cancellations keep others from using the system. MT has a “no-show” policy in place. If a rider is not available for transportation within five minutes after the bus arrives, including no response at the door or refusal of service at the door, the rider is considered a no-show. In the event of a no-show, the driver radio’s dispatch and every effort is made to contact the rider. If they cannot be contacted, the driver leaves a no-show notification notice on the doorknob. This notice reminds the rider that repeated no-shows may result in the rider being suspended from using MT.

**Note:** Review of cancellations for a pattern or practice of late cancellations and/or no-shows by the rider will be clearly identified before sanctions are imposed. If any sanctions are imposed the rider may appeal them.

Escorts are limited to one per passenger, as deemed medically necessary. Escorts must be at least age 16. Dependent children may be transported if the medical appointment is for the child. Children under age 5 or weighing less than 40 pounds must be in an approved car seat either provided by the rider or pre-arranged with reservations. The driver is responsible for properly securing the child seat on the bus and ensuring the child is properly secured for the trip. The scheduler determines how many buses may be required to perform the trips scheduled as well as capacity and number of wheelchairs vs. ambulatory passengers onboard at one time while considering the most efficient use of vehicles for getting riders to their appointments.

Return trips are monitored by dispatch depending on when clients come ready by calling in to dispatch after their appointment is complete. Available bus is then dispatched to return the rider to their return destination location to complete the round trip.

Bus drivers utilize their onboard tablet to document trips i.e. locations, pick-up times, fare collection, etc. This information is collected by the RouteMatch software system. Driver’s also use a paper manifest with duplicate information from their tablet where driver’s take notes and document unusual occurrences for review as needed for trip improvements.

A Billing Clerk then verifies trips using RouteMatch system and reviews paper manifest for notes to ensure accuracy and consistency. Trip rate is calculated per trip that includes billing eligibility being verified by the clerk and Trips Manager.

### 6. Transportation Operators and Coordination Contractors

Marion Transit currently does not subcontract with other providers to provide trips. However, there are coordination contracts with other not-for-profit agencies who assist the CTC by providing trips to their own clients.

**Table 2. 1 Coordination Contractors**

| NAME                                     | CONTACT                            | ADDRESS                                    | PHONE        | AGREEMENT TYPE                  |
|--|------------------------------------|--|--------------|---------------------------------|
| Advocacy Resource Center<br>Marion, Inc. | Leneia L.<br>Clyatt, Interim CEO   | 2800 SE Maricamp Rd., Ocala, FL            | 352-387-2210 | Coordination Agreement          |
| Florida Center for the Blind,<br>Inc.    | Anissa Pieriboni,<br>CEO           | 1411 NE 22 <sup>nd</sup> Avenue, Ocala, FL | 352-873-4700 | Coordination Agreement          |
| Marion County School Board               | Kevin Christian,<br>Representative | 512 S.E. Third St., Ocala, FL              | 352-671-7555 | Special Data Share<br>Agreement |
| Bridge to Hope                           | Audrey Bell, Owner                 | 631 NW 56 <sup>th</sup> Court, Ocala, FL   | 352-497-7816 | Coordination Agreement          |

### 7. Public Transit Utilization

The goal for MT is to provide 100% of all requested service for eligible riders. When a trip originates and terminates within the fixed-route (SunTran) service area, potential riders are directed to use the fixed-route system for trips unless they are certified as eligible for complementary ADA paratransit service.

**Note:** All requests for MT transportation services with trip origins and destinations within the ¾ mile from a SunTran fixed bus route are directed to use the fixed-route bus system. All SunTran vehicles are ADA accessible. To ensure that all citizens of Marion County are provided with equal access to public transportation, SunTran undergoes ADA certification; contracts with the Center for Independent Living of North Central Florida to assist with the rider certification/eligibility process.

### 8. School Bus Utilization

Marion Transit does not utilize school buses for transporting the transportation disadvantaged within the coordinated system. However, during county declared emergencies Marion Transit works closely with the School Board to provide needed transportation to shelters especially those considered special needs. This effort is coordinated through Marion County Emergency Management.

## **9. Vehicle Inventory**

To properly operate TD services, MT maintains a fleet of approximately 46 cutaway buses in various seating configurations of less than 15 passengers each for ambulatory and wheelchair riders. All of MT's fleet is ADA accessible equipped some with wheelchair lifts having a capacity of up to 1,000 pounds. Several "spare" vehicles are included within this fleet for when vehicles are out of service for repairs or inspections. Each in-service bus is inspected following a mandatory pre and post-trip inspection by drivers. Safety issues found can immediately place a bus out-of-service until repaired.

Buses have a camera system capable of providing live feed and recording both outside and inside each bus. This live feed/recording camera system provides another level of passenger safety. They are also equipped with tablets to communicate with dispatch as well as tracking trips, passengers and any special needs. Drivers have two-way communications with dispatch with the capability of calling 911 for emergencies. Inventory of MT vehicles is provided in **Appendix B**.

## **10. System Safety Program (SSPP) Certification**

Marion Transit is required to develop and implement a System Safety Program Plan (SSPP). MT has an approved SSPP that was developed in compliance with Chapter 14-90, F.A.C. and is reviewed and updated as necessary but at a minimum reviewed annually. A copy of this certificate has been provided in **Appendix D**.

## **11. Inter-County Services**

Out of service area trips are provided as determined locally and may be approved by the Transportation Disadvantaged Local Coordinating Board (TDLCB), except in instances when local ordinances prohibit such trips.

## **12. Emergency Preparedness and Response**

Transportation services provided by MT are an integral part of the Marion County Emergency Management plan. MT is designated as a back-up for special needs riders to the Marion County School Board. Transportation may be used to evacuate special needs citizens who are going to shelters or staging areas as designated by Emergency Management.

## **13. Marketing**

Marketing is focused on getting public transportation to those who require the service that MT provides and it is done using brochures, local newspapers, presenting at community meetings and on MT's website

([www.mariontransit.org](http://www.mariontransit.org)). All of MT’s buses are marked with MT’s name and phone number. MT’s newer fleet include the words: “Call – Connect – Ride” and phone number 352-620-3071 in bold letters.

#### 14. Service Standards

MT Service Standards established to provide oversight of the coordinated system are shown in **Table 2.2**.

**Table 2.2: CTC Service Standards**

| Service Standard                     | Policy/Measure  |
|--------------------------------------|---|
| Accidents                            | MT Preventable Accident Standards are <1 accident per 100,000 miles.  |
| Advance Reservations                 | Trips must be scheduled a minimum of 72 hours prior to date of travel and at a maximum of two weeks in advance of date of travel, with exception of ADA Complementary Paratransit – by p.m. the day before travel.  |
| Call Hold Time                       | MT goal – average inbound telephone hold time no longer than 2 minutes.   |
| Child Restraint Devices              | Children under the age of 5 or weighing less than 40 pounds must be in appropriate child seat. Child seat may be furnished by MT if requested during reservation or may be furnished by rider. Driver is responsible for properly securing the child seat and child.  |
| Driver Criminal Background Screening | Criminal check is facilitated by Human Resources and must pass a Level B check, completed prior to hire.  |
| Escorts                              | Passengers may have one escort for assistance, if medically necessary. Escorts must be at least 16 years of age. Dependent children may be transported if medical appointment if for the child. Escorts are also expected to pay the rider fare unless the rider has a fare waiver.                             |
| Fare Collection                      | All riders are expected to pay fare at time they receive transportation services. Riders must have exact change; drivers do not carry cash. Bus tickets are also available. Fare as of June 2020 is \$2.00. Note: Fare waivers are available for riders who certify limited income levels. Call MT for details. |
| Passenger No-Shows                   | Passengers who make reservations and are not available for pickup within 5 minutes after bus arrives are considered “no-show”. After two no-shows, transportation service may have sanctions up to suspension if there is a pattern and practice is determined after review.                                    |
| Pick-Up Window                       | Riders must be ready for pickup 2 hours prior to appointment time. Note: Rural riders may be required a greater time due to distance.   |
| On-Time Performance                  | MT On-Time Performance Standards are 95% or greater of trips to scheduled appointment time are on time.   |
| Out-of-Service Area Trips            | Out-of-service area trips provided when determined locally and approved by LCB, except when local ordinance prohibit such trips.  |
| Oxygen                               | Oxygen bottles may be taken if securely attached to wheelchair, tree on bus or in small bottle carried by rider.  |
| Rider Personal Property              | Riders may carry personal property on buses if it can be placed on lap or under seat. Drivers may not handle personal property. Exception is shopping trips; customer may carry no more than 3 grocery bags, and driver may assist to ensure bags are safely stowed on the bus.                                 |
| Road calls                           | No more than one road call per 10,000 miles.  |
| Service Animals                      | Service Animals are allowed to accompany riders in accordance with ADA; MT must be notified when reservation is made that you will have a service animal traveling with you.  |

|                |   |
|----------------|---|
| Training       | All transportation safety-sensitive employees required to complete 60 minutes of drug and alcohol training annually. All new drivers complete a minimum of 80 hours of Field Operator Training with a Field Training Operator who covers all the required training for new personnel before going solo. This training includes both book/video and hands on training with a trainer. All drivers complete mandatory training every three years at least once. Training includes; customer satisfaction, wheelchair restraints, loading unloading, defensive driving, distracted driving and other necessary training. All training is either classroom, online, observing, or interaction with a trainer. |
| Wheelchair     | Drivers cannot assist wheelchairs over more than 1 step or curb. The minimum clear width for single wheelchair passage shall be 32 inches (815 mm) at a point for a maximum length of 24 inches and 36 inches (915 mm) continuously. Lift capacity (chair & rider combined) may not exceed the lift maximum limits usually 800 or 1000 pounds depending on the bus.   |
| Drug - Alcohol | MT requires each driver be drug screened prior to hiring. MT also has a zero-tolerance policy for drug abuse and follow the recommended Federal Transportation Authority (FTA) policy. This policy includes random drug and alcohol testing once on board.  |

### 15. Local Complaint and Grievance Procedures/Processes

MT, in conjunction with the Ocala/Marion County Transportation Disadvantaged Local Coordinating Board (TDLCB) has developed and implemented a policy for resolving complaints. A copy of this procedure has been provided in **Appendix C**.

### Section 3: Quality Assurance

#### CTC Monitoring and Evaluation Process for Operators and Coordination Contractors

As part of the operator and coordination contractor monitoring process, MT uses criteria similar to the FDOT monitoring process. Monitoring is completed on an annual basis. Following the monitoring process, a written report is issued to the operators and coordination contractors. If an unfavorable report is issued, corrective actions must be taken within the assigned amount of time, and MT will conduct a follow-up visit to ensure the corrective actions have been completed.



## 1. CTC Evaluation

In accordance with the FCTD CTC Evaluation Workbook, the TDLCB along with the TPO conducts an annual evaluation of Marion County’s CTC to evaluate the performance accomplished the previous year. This evaluation entails looking at each facet of the operation to ensure that the rules and regulations of the FCTD are in place and being adhered to. In addition, the FCTD conducts triennial Quality Assurance and Program Evaluation (QAPE) reviews as part of its monitoring process. The QAPE review is conducted by an independent auditor on behalf of the FCTD and in compliance with the detailed tasks listed in the FCTD’s monitoring tool. Using a series of interviews and system record inspections, the QAPE auditor evaluates the system based on FCTD standards, local standards and ADA requirements. The CTC annual evaluation results are presented in **Appendix E**.

## 2. Cost/Revenue Allocation and Rate Structure Justification

The rate structure is the same for all TD trips within Marion County. The TD rates presented in **Table 3.1** were determined using FCTD standardized rate model spreadsheets, which consider past and projected costs and revenues associated with MT transportation services. The rate model is updated annually by MT to reflect changes in revenues and expenditures. The rates calculated using the FCTD model were approved by the TDLCB and the FCTD. The TDLCB will continue to monitor the rates on an ongoing basis to determine when/if these rates need to be modified due to changes in the cost of delivery of trips.

**Table 3.1: FCTD Calculated Rates**

| FCTD Calculated Rates          |   |
|--------------------------------|---|
| <i>Ambulatory (and Escort)</i> | <b>Trip Charge: \$ 32.90</b>                  |
| <i>Wheelchair</i>              | <b>Trip Charge: \$ 56.40</b>                  |
| <i>Stretcher (Contracted)*</i> | <b>* MT does not offer stretcher services</b> |

The rate model worksheets are presented in **Appendix F**, and the existing MT fare structure is shown in **Table 3.2** below.

**Table 3.2: SunTran Fare Structure/MT Fare Structure**

| FARE DESCRIPTION  | SUNTRAN ONE-WAY FARE | SUNTRAN PASS FARE - MONTHLY |
|---|----------------------|-----------------------------|
| Adult Regular Fare                                      | \$1.50               | \$45.00                     |
| Youth/Student Fare                                      | \$1.10               | \$34.00                     |
| Older Adult/Person with Disability Fare                 | \$0.75               | \$23.00                     |
| Medicare Card Holder Fare                               | \$0.75               |                             |
| Veteran Fare  | \$0.75               |                             |
| Children under Age 5 (when accompanied by paying adult) | FREE                 |                             |
| MT'S FARE DESCRIPTION                                   | MT FARE AMOUNT       |                             |
| MT ONE-WAY FARES  | \$2.00               |                             |

DRAFT

## Appendix A Summary Review of Other Plans

### Local Government Comprehensive Plans

#### City of Ocala

The City of Ocala's Comprehensive Plan has three (3) main goals regarding their transportation vision for the future; they are as follows:

- Goal #1 – To create and maintain a safe, efficient, and aesthetic transportation system that encourages multi-modal transportation and promotes the mobility strategies of the Ocala 2035 Vision.
- Goal #2 – Promote walking and biking as safe and viable modes of transportation by providing connections to residential, business, and community areas.
- Goal #3 – Provide an efficient and safe public transit system that is accessible to all citizens.

Staff at the City of Ocala works hand in hand with TPO staff to ensure that all projects that are proposed are both compatible to their vision and land use. TPO and City of Ocala staff work together on project proposals, traffic methodology, and any proposed amendments that could possibly affect the availability of multimodal facilities within the planning area. **Once the Ocala Vision 2050 is complete it will act as the basis for updating this Comprehensive Plan.**

#### Marion County

Marion County's Comprehensive Plan has seven (7) main goals with respect to their transportation element; they are as follows:

- Goal #1 – To develop a comprehensive and performance driven approach to support transportation demands over the life of the comprehensive plan by improving economic efficiency and accessibility while protecting the unique assets, character, and quality of life in Marion County through the implementation of policies that address the following:
  1. Functionality of the Transportation System
  2. Land Use and Transportation
  3. Provision of Infrastructure
  4. Freight
  5. Transit
  6. Aviation

- Goal #2 – To coordinate land use decisions, access locations and configurations in order to maintain and improve the efficiency and safety of the transportation system and to ensure transportation infrastructure supports the effective movement of automobiles, freight, cyclist, pedestrians and transit throughout Marion County.
- Goal #3 – To recognize the inter-relationship of land use patterns and the need to coordinate those with the County’s transportation planning efforts to ensure the appropriate transportation network is in place within the Urban Growth Boundary (UGB) to address land use/transportation interactions.
- Goal #4 – Marion County shall develop a cost-effective transportation system based on market principals which maximize economic efficiency and provide accessibility for residents and industry consistent with the Future Land Use Map.
- Goal #5 – Marion County shall enhance the freight transportation network (aviation, highways, and rail), which supports existing industry and enhances future economic development opportunities.
- Goal #6 – Marion County shall coordinate with the TPO to undertake action to serve transportation disadvantaged persons with an efficient transit system; provide for the development of a rational and integrated multi-modal transportation system; provide management support to coordinate all components of the Transit service system and relevant comprehensive plan elements; and preserve options to promote the development of long-range transit alternatives.
- Goal #7 – Marion County shall support the development of general aviation facilities, both public and private, to better serve the needs of the citizens of Marion County and surrounding areas by providing for aviation-compatible land uses for airports licensed for public use, by limiting or restricting incompatible land uses and activities.

Marion County has implanted several objectives, statements, and policies to help aide them in carrying out the goals mentioned above. The Marion County staff is committed to seeing transit distributed equally throughout the community. They have taken several approaches to ensure that land use is compatible with proposed developments and their vision for seeing transit expanded. The staff at Marion County work diligently with the staff at the TPO to ensure the appropriate planning efforts are taken and that funding is sought to increase both the availability and efficiency of the overall transit network within Marion County.

## Regional Plans

### Ocala 2035 Vision

As mentioned in the Local Government Comprehensive Plan section, the City of Ocala has invested a great deal of time, energy, and effort into ensuring that their transportation system is safe, efficient, and accessible to all users. The 2035 Vision is another way the city highlights and demonstrates their commitment to this effort. The Mobility and Community Connectivity section of this document discusses utilizing to main tools to promote a better-connected transportation system. The two tools are utilizing the complete streets program and road diets. In addition, increasing the accessibility of public transit was also recommended to either reduce congestion, connect neighborhoods that are not currently connected and to provide additional transportation choices to citizens. **The City of Ocala is currently is in the process of updating/replacing Ocala 2035 Vision with Ocala Vision 2050.**

### Transit Development Plan

#### SunTran

The City of Ocala operates and manages the day to day operations and financial matters for the fixed route public transit provider in Marion County. The latest approved Transit Development Plan (TDP) for SunTran was adopted in 2022. SunTran has initiated a 10-Year Transit Development Plan (TDP) to cover the 10-year horizon plan from FY 2023 to FY 2027. The Plan supports the development of an effective multimodal transportation system in the City of Ocala and Marion County and is the basis for defining public transit needs. The SunTran TDP provides a roadmap for how to improve and build upon Marion County's transit system over the next 10 years. The plan provides for transit and mobility needs, cost and revenue projections, and community transit goals, objectives, and policies. TPO staff has worked with SunTran and City of Ocala staff to ensure that transit efficiency and availability increases where uses are necessary and applicable.

#### TDSP

TPO Staff in conjunction with the Transportation Disadvantaged Local Coordinating Board (TDLCB) and the Community Transportation Coordinator (CTC) approved the latest TDSP annual update for 2023. The current plan highlights existing goals, objectives, and strategies to help improve the efficiency of the transit system for the disadvantaged community here in Marion County. The TDSP looks at current demographics, land use, and automobile ownership to better predict where new customers and users could be potentially gained. This helps staff at the local municipalities and the TPO, better plan for the transportation needs of its citizens.

## **Commission for Transportation Disadvantaged Plans**

### **Annual Performance Report (2022- 2023)**

The Commission for Transportation Disadvantaged publishes an Annual Performance Report (APR) each year. The APR summarizes each county's transportation disadvantaged services, and statistics. These statistics are extremely valuable to the planning process for TPO staff, the Transportation Disadvantaged Local Coordinating Board (TDLCB), and the Community Transportation Coordinator (CTC). This report is completed on an annual basis by the Commission and submitted to the Governor for final approval. This report was analyzed by staff to complete the Development section of this plan update.

### **Annual Operations Report for Marion Transit**

Marion Transit submits an Annual Operations Report (AOR) each fiscal year to the Commission. This report is used by the Commission to complete their Annual Performance Report, cited above. The AOR includes information such as number of trips, type of trips, users, and various other information that is related to the services provided by Marion Transit. This report was analyzed by staff to complete the Development section of this plan update.

## **Ocala Marion County Transportation Planning Organization (TPO) Plans**

### **2045 Long-Range Transportation Plan (LRTP)**

The Ocala Marion County TPO is the federal designated metropolitan planning agency for Marion County. The TPO is required by federal statute to update the LRTP every five years. The LRTP is a blueprint used to guide the transportation system throughout Marion County over the next twenty plus years. The 2045 LRTP discusses service improvements including new route expansions and increased frequency. However, due to funding constraints the expansions and increased frequency were both determined to not be cost feasible. The LRTP was reviewed for consistency with this plan update. **The TPO will begin updating the new 2050 LRTP in late spring of 2024.**

### **Transportation Improvement Program (TIP) FY 2026 to 2028**

The TIP is another document required by both federal and state statutes to be updated on an annual basis. The TIP demonstrates the financial commitments which will be utilized on projects with Marion County over the next five years. The TIP lists out individual projects, phases of projects, and funding sources for the commitments. Therefore, the TIP provides great insight into what investments are being made in the area, which further highlights the essential priorities in the area. The TIP was reviewed for

consistency with this plan. The TIP is currently being updated for FY 2025 to 2029 to be adopted June 25, 2024.

## Summary

The review of transit and transportation planning documents was conducted to enhance the understanding of existing plans and programs that are relevant to public transportation in Marion County. This review helped identify relevant information which was utilized to enhance the planning process for this TDSP update. The Comprehensive Plans from both Marion County and the City of Ocala provided great insight into the relationship between land use and transportation. Both the city and the county, have implemented various policies to help work towards providing a more multimodal and transit friendly environment. They have implemented processes into their reviews of proposed development to ensure that the proposed use doesn't detract from any approved transit plans throughout the area. In addition, plans from the Commission for Transportation Disadvantaged, SunTran, and Marion Transit were analyzed to ensure consistency with this major plan update to the TDSP.

Appendix B: MT's Vehicle Inventory

| MARION TRANSIT FLEET INVENTORY |                 |                       |                  |                   |                                 |             |                   |
|--------------------------------|-----------------|-----------------------|------------------|-------------------|---------------------------------|-------------|-------------------|
| Agency's Bus Number            | Year / Make     | Vehicle Length (Feet) | Ambulatory Seats | Wheelchair Spaces | ADA Accessory (Lift, Ramp, Etc) | Current Use | Current Condition |
| 1205 (50)                      | 2012/Dodge      | 12                    | 6                | 1                 | Ramp                            | Spare       | Good              |
| 1305 (31)                      | 2013/Chevy      | 23                    | 10               | 3                 | Lift                            | Daily Use   | Good              |
| 1401 (08)                      | 2014/Chevy      | 23                    | 10               | 3                 | Lift                            | Daily Use   | Excellent         |
| 1403 (17)                      | 2014/Chevy      | 23                    | 10               | 3                 | Lift                            | Daily Use   | Excellent         |
| 1404 (18)                      | 2014/Chevy      | 23                    | 10               | 3                 | Lift                            | Daily Use   | Excellent         |
| 1405 (29)                      | 2014/Chevy      | 23                    | 10               | 3                 | Lift                            | Daily Use   | Excellent         |
| 1406 (34)                      | 2014/Chevy      | 23                    | 10               | 3                 | Lift                            | Daily Use   | Excellent         |
| 1407 (37)                      | 2014/Chevy      | 23                    | 10               | 3                 | Lift                            | Daily Use   | Excellent         |
| 1501 (15)                      | 2015/Ford E-450 | 23                    | 10               | 3                 | Lift                            | Daily Use   | Excellent         |
| 1502 (40)                      | 2015/Ford E-450 | 23                    | 10               | 3                 | Lift                            | Daily Use   | Excellent         |
| 1601 (05)                      | 2016/Ford E-450 | 23                    | 10               | 3                 | Lift                            | Daily Use   | Excellent         |
| 1602 (09)                      | 2016/Ford E-450 | 23                    | 10               | 3                 | Lift                            | Daily Use   | Excellent         |
| 1603 (11)                      | 2016/Ford E-450 | 23                    | 10               | 3                 | Lift                            | Daily Use   | Excellent         |
| 1604 (20)                      | 2016/Ford E-450 | 23                    | 10               | 3                 | Lift                            | Daily Use   | Excellent         |
| 1605 (21)                      | 2016/Ford E-450 | 23                    | 10               | 3                 | Lift                            | Daily Use   | Excellent         |
| 1701                           | 2017/Ford/Tran  | 22                    | 9                | 3                 | Lift                            | Daily Use   | Excellent         |
| 1702                           | 2017/Ford/Tran  | 22                    | 9                | 3                 | Lift                            | Daily Use   | Excellent         |
| 1703                           | 2017/Ford/Tran  | 22                    | 9                | 3                 | Lift                            | Daily Use   | Excellent         |
| 1704                           | 2017/Ford/Tran  | 22                    | 9                | 3                 | Lift                            | Daily Use   | Excellent         |
| 1705                           | 2017/Ford/Tran  | 22                    | 9                | 3                 | Lift                            | Daily Use   | Excellent         |
| 1801                           | 2018/Chev       | 24                    | 11               | 3                 | Lift                            | Daily Use   | Excellent         |
| 1802                           | 2018/Chev       | 24                    | 11               | 3                 | Lift                            | Daily Use   | Excellent         |
| 1803                           | 2018/Chev       | 24                    | 11               | 3                 | Lift                            | Daily Use   | Excellent         |
| 1804                           | 2018/Chev       | 24                    | 11               | 3                 | Lift                            | Daily Use   | Excellent         |
| 1805                           | 2018/Chev       | 24                    | 11               | 3                 | Lift                            | Daily Use   | Excellent         |
| 1900                           | 2019/Ford E-450 | 23                    | 12               | 3                 | Lift                            | Daily Use   | Excellent         |
| 1901                           | 2019/Ford E-450 | 23                    | 12               | 3                 | Lift                            | Daily Use   | Excellent         |
| 1902                           | 2019/Ford E-450 | 23                    | 12               | 3                 | Lift                            | Daily Use   | Excellent         |
| 1903                           | 2019/Ford E-450 | 23                    | 12               | 3                 | Lift                            | Daily Use   | Excellent         |
| 1904                           | 2019/Ford E-450 | 23                    | 12               | 3                 | Lift                            | Daily Use   | Excellent         |
| 2001                           | 2020/Ford E-450 | 23                    | 12               | 3                 | Lift                            | Daily Use   | Excellent         |
| 2002                           | 2020/Ford E-450 | 23                    | 12               | 3                 | Lift                            | Daily Use   | Excellent         |
| 2003                           | 2020/Ford E-450 | 23                    | 12               | 3                 | Lift                            | Daily Use   | Excellent         |
| 2004                           | 2020/Ford E-450 | 23                    | 12               | 3                 | Lift                            | Daily Use   | Excellent         |
| 2005                           | 2020/Ford E-450 | 23                    | 12               | 3                 | Lift                            | Daily Use   | Excellent         |
| 2101                           | 2021/Ford E-450 | 23                    | 12               | 3                 | Lift                            | Daily Use   | Excellent         |
| 2102                           | 2021/Ford E-450 | 23                    | 12               | 3                 | Lift                            | Daily Use   | Excellent         |
| 2103                           | 2021/Ford E-450 | 23                    | 12               | 3                 | Lift                            | Daily Use   | Excellent         |
| 2104                           | 2021/Ford E-450 | 23                    | 12               | 3                 | Lift                            | Daily Use   | Excellent         |
| 2105                           | 2021/Ford E-450 | 23                    | 12               | 3                 | Lift                            | Daily Use   | Excellent         |
| 2106                           | 2021/Ford E-450 | 23                    | 12               | 3                 | Lift                            | Daily Use   | Excellent         |
| 2107                           | 2021/Ford E-450 | 23                    | 12               | 3                 | Lift                            | Daily Use   | Excellent         |
| 2108                           | 2021/Ford E-450 | 23                    | 12               | 3                 | Lift                            | Daily Use   | Excellent         |
| 2109                           | 2021/Ford E-450 | 23                    | 12               | 3                 | Lift                            | Daily Use   | Excellent         |
| 2110                           | 2021/Ford E-450 | 23                    | 12               | 3                 | Lift                            | Daily Use   | Excellent         |
| 2111                           | 2021/Ford E-450 | 25                    | 14               | 2                 | Lift                            | Daily Use   | Excellent         |
| 2112                           | 2021/Ford E-450 | 25                    | 14               | 2                 | Lift                            | Daily Use   | Excellent         |

Revised 4/5/2024



**Inserted**

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# 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         | and/or | Ocala Marion TPO             |
| 1101 SW 20 <sup>th</sup> Court |        | 2710 E. Silver Springs Blvd. |
| Ocala, Florida 34471           |        | 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**

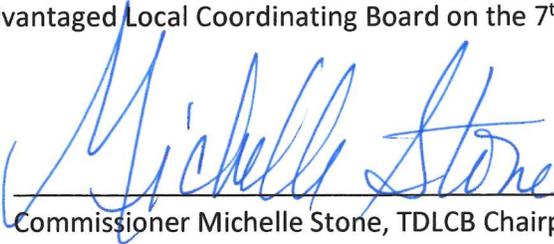
The Transportation Disadvantaged Local Coordinating Board Grievance Procedures may be amended by a two-thirds (2/3) vote of members present, if a quorum exists, and all Members have been notified of proposed changes at least seven (7) working days in advance of the meeting.

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 7<sup>th</sup> day of December 2023.

  
Commissioner Michelle Stone, TDLCB Chairperson

  
Robert Balmes, TPO Director

## COMPLAINT FORM

### OCALA MARION TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

|   |                         |
|---|-------------------------|
| Complainant(s) Full 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: |
|-------------------|-------------------------------------|-------------------|

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: |
|---|--------------------|

Please submit to: Address in the step process

Additional Pages are attached.

## TDLCB COMPLAINT TRACKING FORM

Full 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): \_\_\_\_\_

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### **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): \_\_\_\_\_

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### **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): \_\_\_\_\_

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

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

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**Inserted**

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*Florida Department of Transportation*

RON DESANTIS  
GOVERNOR

420 W. Landstreet  
Orlando, Florida 32824

KEVIN J. THIBAUT, P.E.  
SECRETARY

May 14, 2021

Tom Wilder  
Transportation Director  
Marion Senior Services  
1101 Southwest 20<sup>th</sup> Court  
Ocala, Florida 34471

**Re: Marion Senior Services System Safety Program Plan Letter of Concurrence (2021)**

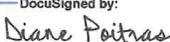
Dear Mr. Wilder:

The Department has completed a review of the System Safety Program Plan (SSPP) during Marion Senior Services' 2021 Triennial Review. We find the SSPP to comply with the 2019 FDOT State Management Plan, FDOT Procedural Topic No. 725-030-009-j, and Florida Administrative Code (F.A.C.) Rule Chapter 14-90. Therefore, the Department is in concurrence with the Marion Senior Services SSPP.

We appreciate the opportunity to review the document and ensure compliance with state requirements. Please include a copy of this letter as an appendix to your agency's SSPP. The Department also recommends proper documentation of the receipt of concurrence letter in the plan's activity log.

If you have any questions, please contact me at (321) 319-8174 or e-mail [diane.poitras@dot.state.fl.us](mailto:diane.poitras@dot.state.fl.us).

Sincerely,

DocuSigned by:  
  
1053F40140014E0...

Diane Poitras  
Transit Programs Administrator  
District Five

DP/bg

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## Community Transportation Coordinator Annual Evaluation Certification

### 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 Community Transportation Coordinator Annual Evaluation of this Local Coordinating Board as adopted by the Ocala Marion TPO Transportation Disadvantaged Local Coordinating Board on the 14th day of March, 2024.

Commissioner Michelle Stone, TDLCB Board Chairperson

Robert Balmes, TPO Director



February 29, 2024

Mr. Clayton Murch  
Marion Transit Services  
1101 SW 20<sup>th</sup> Ct.  
Ocala, FL 34471

RE: 2024 CTC Performance Evaluation

Dear Mr. Murch:

The analysis of all relevant elements within the operations of Marion Transit Services and your role as the Community Transportation Coordinator has concluded.

The TDLCB looked at:

- Safety Standards
- Performance Standards
- Equipment
- Driver Certification, and Training
- Vehicle Operations & Maintenance
- Grievance and Complaint Procedures
- Contracts, Contract Management and Compliance
- Quality Assurance
- Customer Service/Rider Satisfaction

In summary, the TPO found that all of the required items listed above were in place, being adhered to and functioning well. Our evaluation found that the riders are happy with the overall system and service, they are being provided.

The TPO has provided a few recommendations as well as commendations as a result of our evaluation.

*A transportation system that supports growth, mobility, and safety through leadership and planning*  
*Marion County • City of Belleview • City of Dunnellon • City of Ocala*

---

2710 E. Silver Springs Blvd. • Ocala, Florida 34470  
Telephone: (352) 438 - 2630 • [www.ocalamariontpo.org](http://www.ocalamariontpo.org)

**Recommendations:**

In 2022 the TPO recommended sealed drop boxes be installed for comments from the riders. The boxes were installed and initially did well receiving comments. However, the boxes were installed in a location near the driver facing the front of the bus, at times unnoticeable. We are recommending some signage to point out that there is a comment box available and note as to its location. This will also serve as a reminder that we encourage “rider input”.

Florida statute (stated below) is for the grievance phone numbers to be posted. While this rule is being followed the pertinent phone numbers on each bus continues to be too small.

Statute: 41.2.006 (f) A local toll free phone number for complaints or grievances shall be posted inside the vehicle. The TD Helpline phone number (1(800) 983-2435) shall also be posted inside all vehicles of the coordinated system.

Service is geared for the disadvantaged, inside the bus many are unable to get up close to view the TD Helpline and complaint phone numbers that are posted in the front by the driver. These numbers need to be larger and could be positioned down the sides of the buses for better viewing from the back of the bus, and the wheelchair riders that are secured in the very back.

**Commendations:**

In speaking with the riders, and the call-in surveys, Marion Transit continues to receive rave reviews from the riders. The drivers are courteous, caring and considerate. Many riders stated that their drivers “are like family” since they see each other several times during the week. We commend Marion Transit for their hard work and dedication.

We wish continued success to Marion Transit, their drivers and staff.

Sincerely,



Robert Balmes  
TPO Director



# MARION TRANSIT

*A Division of Marion Senior Services*  
1101 S.W. 20<sup>th</sup> Court, Ocala, FL 34471  
Telephone (352) 620-3519 Fax (352) 620-3504

February 29, 2024

Ocala Marion TPO  
Attn: Elizabeth Mitchell – Grants Coordinator/Fiscal Planner  
2710 E. Silver Springs Blvd.  
Ocala, FL 34470

Re: CTC ANNUAL EVALUATION – MARION TRANSIT

Dear Ms. Mitchell:

Marion Transit, the current Community Transportation Coordinator (CTC) for Marion County, recently completed a review conducted by the Ocala Marion Transportation Planning Organization (TPO).

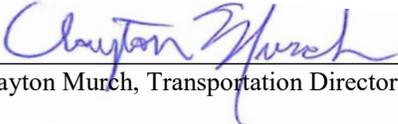
We have received the 2024 Performance Evaluation letter. Thank you for taking the time to review our processes. We appreciate the feedback.

Appropriate steps to address the recommendations referenced in the letter will be taken to help ensure that our riders are given all tools necessary to make it easier to provide feedback regarding our performance.

We appreciate all the hard work put into this review by the TPO.

Thank you,

Sincerely,

  
Clayton Murch, Transportation Director & CTC

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# Preliminary Information Worksheet

Version 1.4

**CTC Name:** Marion Senior Services, Inc.  
**County (Service Area):** Marion  
**Contact Person:** Clayton Murch  
**Phone #** 352-620-3519

## Check Applicable Characteristic:

### ORGANIZATIONAL TYPE:

- Governmental
- Private Non-Profit
- Private For Profit

### NETWORK TYPE:

- Fully Brokered
- Partially Brokered
- Sole Source

***Once completed, proceed to the Worksheet entitled "Comprehensive Budget"***

# Comprehensive Budget Worksheet

Version 1.4

CTC: Marion Senior Services, Inc.  
County: Marion

1. Complete applicable GREEN cells in columns 2, 3, 4, 5, and 7

|   | Prior Year's<br><b>ACTUALS</b><br>from<br>Jan 1st of<br><b>2022</b><br>to<br>Dec 31st of<br><b>2022</b> | Current Year's<br><b>APPROVED</b><br>Budget, as<br><b>amended</b><br>from<br>Jan 1st of<br><b>2023</b><br>to<br>Dec 31st of<br><b>2023</b> | Upcoming Year's<br><b>PROPOSED</b><br>Budget<br>from<br>Jan 1st of<br><b>2024</b><br>to<br>Dec 31st of<br><b>2024</b> | % Change<br>from Prior<br>Year to<br>Current<br>Year | Proposed<br>% Change<br>from<br>Current<br>Year to<br>Upcoming<br>Year | Confirm whether revenues are collected as a system subsidy VS<br>a purchase of service at a unit price.<br><br>Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000 |
|---|---|--|---|--|--|---|
| 1 | 2   | 3  | 4   | 5  | 6  | 7   |

## REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)

### Local Non-Govt

|                                 |           |           |           |        |         |                        |
|---------------------------------|-----------|-----------|-----------|--------|---------|------------------------|
| Farebox                         | \$ 71,946 | \$ 78,656 | \$ 80,000 | 9.3%   | 1.7%    | OTHER - INS LOSS REIMB |
| Medicaid Co-Pay Received        |           |           |           |        |         |                        |
| Donations/ Contributions        | \$ 4,337  | \$ 6,024  | \$ -      | 38.9%  | -100.0% |                        |
| In-Kind, Contributed Services   |           |           |           |        |         |                        |
| Other                           | \$ 7,613  | \$ 29,272 | \$ -      | 284.5% | -100.0% |                        |
| <b>Bus Pass Program Revenue</b> |           |           |           |        |         |                        |

### Local Government

|                                      |            |            |              |       |         |  |
|--------------------------------------|------------|------------|--------------|-------|---------|--|
| District School Board                | \$ -       | \$ 4,822   | \$ -         |       | -100.0% |  |
| Compl. ADA Services                  | \$ 328,736 | \$ 363,984 | \$ 348,000   | 10.7% | -4.4%   |  |
| County Cash                          | \$ 614,094 | \$ 723,237 | \$ 1,717,105 | 17.8% | 137.4%  |  |
| County In-Kind, Contributed Services | \$ -       |            |              |       |         |  |
| City Cash                            | \$ -       |            |              |       |         |  |
| City In-kind, Contributed Services   |            |            |              |       |         |  |
| Other Cash                           |            |            | \$ 74,466    |       |         |  |
| Other In-Kind, Contributed Services  |            |            |              |       |         |  |
| <b>Bus Pass Program Revenue</b>      |            |            |              |       |         |  |

### CTD

|                                   |            |            |            |      |       |  |
|-----------------------------------|------------|------------|------------|------|-------|--|
| Non-Spons. Trip Program           | \$ 792,971 | \$ 807,623 | \$ 802,062 | 1.8% | -0.7% |  |
| Non-Spons. Capital Equipment      |            |            |            |      |       |  |
| Rural Capital Equipment           |            |            | \$ 74,466  |      |       |  |
| Other TD (specify in explanation) |            |            |            |      |       |  |
| <b>Bus Pass Program Revenue</b>   |            |            |            |      |       |  |

### USDOT & FDOT

|                                    |              |              |              |        |        |  |
|------------------------------------|--------------|--------------|--------------|--------|--------|--|
| 49 USC 5307                        |              |              | \$ 432,488   |        |        |  |
| 49 USC 5310                        |              |              |              |        |        |  |
| 49 USC 5311 (Operating)            | \$ 1,162,942 | \$ 1,409,860 | \$ 1,547,917 | 21.2%  | 9.8%   |  |
| 49 USC 5311(Capital)               | \$ 317,812   | \$ 183,033   | \$ 100,000   | -42.4% | -45.4% |  |
| Block Grant                        |              |              |              |        |        |  |
| Service Development                |              |              |              |        |        |  |
| Commuter Assistance                |              |              |              |        |        |  |
| Other DOT (specify in explanation) |              |              |              |        |        |  |
| <b>Bus Pass Program Revenue</b>    |              |              |              |        |        |  |

### AHCA

|                                     |  |  |  |  |  |  |
|-------------------------------------|--|--|--|--|--|--|
| Medicaid                            |  |  |  |  |  |  |
| Other AHCA (specify in explanation) |  |  |  |  |  |  |
| <b>Bus Pass Program Revenue</b>     |  |  |  |  |  |  |

### DCF

|                                     |  |  |  |  |  |  |
|-------------------------------------|--|--|--|--|--|--|
| Alcoh, Drug & Mental Health         |  |  |  |  |  |  |
| Family Safety & Preservation        |  |  |  |  |  |  |
| Comm. Care Dis./Aging & Adult Serv. |  |  |  |  |  |  |
| Other DCF (specify in explanation)  |  |  |  |  |  |  |
| <b>Bus Pass Program Revenue</b>     |  |  |  |  |  |  |

### DOH

|                                    |  |  |  |  |  |  |
|------------------------------------|--|--|--|--|--|--|
| Children Medical Services          |  |  |  |  |  |  |
| County Public Health               |  |  |  |  |  |  |
| Other DOH (specify in explanation) |  |  |  |  |  |  |
| <b>Bus Pass Program Revenue</b>    |  |  |  |  |  |  |

### DOE (state)

|                                    |  |  |  |  |  |  |
|------------------------------------|--|--|--|--|--|--|
| Carl Perkins                       |  |  |  |  |  |  |
| Div of Blind Services              |  |  |  |  |  |  |
| Vocational Rehabilitation          |  |  |  |  |  |  |
| Day Care Programs                  |  |  |  |  |  |  |
| Other DOE (specify in explanation) |  |  |  |  |  |  |
| <b>Bus Pass Program Revenue</b>    |  |  |  |  |  |  |

### AWI

|                                    |  |  |  |  |  |  |
|------------------------------------|--|--|--|--|--|--|
| WAGES/Workforce Board              |  |  |  |  |  |  |
| Other AWI (specify in explanation) |  |  |  |  |  |  |
| <b>Bus Pass Program Revenue</b>    |  |  |  |  |  |  |

### DOEA

|                                     |  |  |  |  |  |  |
|-------------------------------------|--|--|--|--|--|--|
| Older Americans Act                 |  |  |  |  |  |  |
| Community Care for Elderly          |  |  |  |  |  |  |
| Other DOEA (specify in explanation) |  |  |  |  |  |  |
| <b>Bus Pass Program Revenue</b>     |  |  |  |  |  |  |

### DCA

|                                    |  |  |  |  |  |  |
|------------------------------------|--|--|--|--|--|--|
| Community Services                 |  |  |  |  |  |  |
| Other DCA (specify in explanation) |  |  |  |  |  |  |
| <b>Bus Pass Admin. Revenue</b>     |  |  |  |  |  |  |

# Comprehensive Budget Worksheet

Version 1.4

CTC: Marion Senior Services, Inc.  
County: Marion

1. Complete applicable GREEN cells in columns 2, 3, 4, and 7

| 1 | 2   | 3   | 4  | 5  | 6  | 7  |
|---|---|---|--|--|--|--|
|   | Prior Year's ACTUALS<br>from<br>Jan 1st of<br>2022<br>to<br>Dec 31st of<br>2022 | Current Year's APPROVED Budget, as amended<br>from<br>Jan 1st of<br>2023<br>to<br>Dec 31st of<br>2023 | Upcoming Year's PROPOSED Budget<br>from<br>Jan 1st of<br>2024<br>to<br>Dec 31st of<br>2024 | % Change from Prior Year to Current Year | Proposed % Change from Current Year to Upcoming Year | Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price.<br><br>Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000 |

## APD

|                                    |  |  |  |  |  |
|------------------------------------|--|--|--|--|--|
| Office of Disability Determination |  |  |  |  |  |
| Developmental Services             |  |  |  |  |  |
| Other APD (specify in explanation) |  |  |  |  |  |
| <b>Bus Pass Program Revenue</b>    |  |  |  |  |  |

## DJJ

|                                 |  |  |  |  |  |
|---------------------------------|--|--|--|--|--|
| (specify in explanation)        |  |  |  |  |  |
| <b>Bus Pass Program Revenue</b> |  |  |  |  |  |

## Other Fed or State

|                                 |           |           |           |        |       |
|---------------------------------|-----------|-----------|-----------|--------|-------|
| FL GAS TAX REFUND               | \$ 30,349 | \$ 22,563 | \$ 25,000 | -25.7% | 10.8% |
| xxx                             |           |           |           |        |       |
| xxx                             |           |           |           |        |       |
| <b>Bus Pass Program Revenue</b> |           |           |           |        |       |

## Other Revenues

|                                 |          |  |  |         |  |
|---------------------------------|----------|--|--|---------|--|
| Interest Earnings               |          |  |  |         |  |
| GAIN ON ASSETS                  | \$ 5,244 |  |  | -100.0% |  |
| <b>Bus Pass Program Revenue</b> |          |  |  |         |  |

## Balancing Revenue to Prevent Deficit

|                                       |  |  |  |  |  |
|---------------------------------------|--|--|--|--|--|
| Actual or Planned Use of Cash Reserve |  |  |  |  |  |
|---------------------------------------|--|--|--|--|--|

|                                 |                    |                    |                    |             |              |
|---------------------------------|--------------------|--------------------|--------------------|-------------|--------------|
| Balancing Revenue is Short By = |                    |                    | None               |             |              |
| <b>Total Revenues =</b>         | <b>\$3,336,044</b> | <b>\$3,629,072</b> | <b>\$5,201,503</b> | <b>8.8%</b> | <b>43.3%</b> |

## EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors!)

### Operating Expenditures

|   |              |              |              |        |        |
|---|--------------|--------------|--------------|--------|--------|
| Labor   | \$ 1,864,186 | \$ 1,954,000 | \$ 2,228,240 | 4.8%   | 14.0%  |
| Fringe Benefits                               | \$ 348,090   | \$ 305,307   | \$ 365,494   | -12.3% | 19.7%  |
| Services                                      | \$ 183,080   | \$ 100,559   | \$ 107,056   | -45.1% | 6.5%   |
| Materials and Supplies                        | \$ 875,107   | \$ 883,377   | \$ 977,580   | 0.9%   | 10.7%  |
| Utilities                                     | \$ 36,002    | \$ 54,089    | \$ 59,498    | 50.2%  | 10.0%  |
| Casualty and Liability                        | \$ 271,595   | \$ 149,626   | \$ 546,728   | -44.9% | 265.4% |
| Taxes   | \$ 181       | \$ 74        | \$ 81        | -59.1% | 10.0%  |
| Purchased Transportation:                     |              |              |              |        |        |
| Purchased Bus Pass Expenses                   |              |              |              |        |        |
| School Bus Utilization Expenses               |              |              |              |        |        |
| Contracted Transportation Services            |              |              |              |        |        |
| Other   | \$ 9,117     | \$ 15,825    | \$ 17,408    | 73.6%  | 10.0%  |
| Miscellaneous                                 | \$ 6,798     | \$ 4,732     | \$ 5,205     | -30.4% | 10.0%  |
| Operating Debt Service - Principal & Interest | \$ 478       | \$ 359       | \$ 395       | -24.8% | 10.0%  |
| Leases and Rentals                            |              |              |              |        |        |
| Contrib. to Capital Equip. Replacement Fund   |              |              |              |        |        |
| In-Kind, Contributed Services                 | \$ -         | \$ -         | \$ -         |        |        |
| Allocated Indirect                            | \$ 35,928    | \$ 157,695   | \$ 49,162    | 338.9% | -68.8% |

### Capital Expenditures

|   |          |          |            |        |          |
|---|----------|----------|------------|--------|----------|
| Equip. Purchases with Grant Funds           | \$ 8,772 | \$ 3,430 | \$ 770,190 | -60.9% | 22357.1% |
| Equip. Purchases with Local Revenue         |          |          | \$ 74,466  |        |          |
| Equip. Purchases with Rate Generated Rev.   |          |          |            |        |          |
| Capital Debt Service - Principal & Interest |          |          |            |        |          |

|                             |                    |                    |                    |              |              |
|-----------------------------|--------------------|--------------------|--------------------|--------------|--------------|
| <b>ACTUAL YEAR LOSS</b>     | <b>(\$303,289)</b> |                    |                    |              |              |
| <b>Total Expenditures =</b> | <b>\$3,639,334</b> | <b>\$3,629,072</b> | <b>\$5,201,502</b> | <b>-0.3%</b> | <b>43.3%</b> |

See NOTES Below.

Once completed, proceed to the Worksheet entitled "Budgeted Rate Base"

# Comprehensive Budget Worksheet

Version 1.4

CTC: Marion Senior Services, Inc.  
County: Marion

1. Complete applicable **GREEN** cells in columns 2, 3, 4, and 7

|   | Prior Year's<br><b>ACTUALS</b><br>from<br>Jan 1st of<br><b>2022</b><br>to<br>Dec 31st of<br><b>2022</b> | Current Year's<br><b>APPROVED</b><br>Budget, as<br><b>amended</b><br>from<br>Jan 1st of<br><b>2023</b><br>to<br>Dec 31st of<br><b>2023</b> | Upcoming Year's<br><b>PROPOSED</b><br>Budget<br>from<br>Jan 1st of<br>▼<br><b>2024</b><br>to<br>Dec 31st of<br><b>2024</b> | % Change<br>from Prior<br>Year to<br>Current<br>Year | Proposed<br>% Change<br>from<br>Current<br>Year to<br>Upcoming<br>Year | Confirm whether revenues are collected as a system subsidy VS<br>a purchase of service at a unit price.<br><br>Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000 |
|---|---|--|--|--|--|---|
| 1 | 2   | 3  | 4  | 5  | 6  | 7   |
|   |   |  |  |  |  |   |

**Actual year LOSSES are shown as Balancing Revenue or Local Non-Government revenue.**





# Worksheet for Program-wide Rates

CTC: Marion Senior Serv Version 1.4  
 County: Marion

1. Complete Total Projected Passenger Miles and ONE-WAY Passenger Trips (GREEN cells) below

- Do **NOT** include trips or miles related to Coordination Contractors!
- Do **NOT** include School Board trips or miles UNLESS.....
- INCLUDE** all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!
- Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS..
- Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!
- Do **NOT** include fixed route bus program trips or passenger miles!

| PROGRAM-WIDE RATES                       |              |
|--|--------------|
| Total <u>Projected</u> Passenger Miles = | 1,000,000    |
| <b>Rate Per Passenger Mile = \$</b>      | <b>3.29</b>  |
| Total <u>Projected</u> Passenger Trips = | 80,000       |
| <b>Rate Per Passenger Trip = \$</b>      | <b>41.12</b> |

Fiscal Year

2024

|                                     |                   |
|-------------------------------------|-------------------|
| <b>Avg. Passenger Trip Length =</b> | <b>12.5 Miles</b> |
|-------------------------------------|-------------------|

| Rates If No Revenue Funds Were Identified As Subsidy Funds |              |
|--|--------------|
| <b>Rate Per Passenger Mile = \$</b>                        | <b>5.20</b>  |
| <b>Rate Per Passenger Trip = \$</b>                        | <b>65.02</b> |

**Once Completed, Proceed to the Worksheet entitled "Multiple Service Rates"**

### Vehicle Miles

The miles that a vehicle is scheduled to or actually travels from the time it pulls out from its garage to go into revenue service to the time it pulls in from revenue service.

### Vehicle Revenue Miles (VRM)

The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles exclude:

- Deadhead
- Operator training, and
- Vehicle maintenance testing, as well as
- School bus and charter services.

### Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

**Worksheet for Multiple Service Rates**

CTC: **Marion Senior Services** Version 1.4  
 County: **Marion**

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

**SECTION I: Services Provided**

1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?.....

| Ambulatory   | Wheelchair   | Stretcher  | Group  |
|--|--|--|--|
| <input checked="" type="radio"/> Yes<br><input type="radio"/> No | <input checked="" type="radio"/> Yes<br><input type="radio"/> No | <input type="radio"/> Yes<br><input checked="" type="radio"/> No | <input type="radio"/> Yes<br><input checked="" type="radio"/> No |
| Go to Section II for Ambulatory Service                          | Go to Section II for Wheelchair Service                          | STOP! Do NOT Complete Sections II - V for Stretcher Service      | STOP! Do NOT Complete Sections II - V for Group Service          |

**SECTION II: Contracted Services**

1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?....

| Ambulatory   | Wheelchair   | Stretcher  | Group  |
|--|--|--|--|
| <input type="radio"/> Yes<br><input checked="" type="radio"/> No |
| Skip # 2, 3 & 4 and Go to Section III for Ambulatory Service     | Skip # 2, 3 & 4 and Go to Section III for Wheelchair Service     | Do Not Complete Section II for Stretcher Service                 | Do Not Complete Section II for Group Service                     |

2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?.....

| Ambulatory   | Wheelchair   | Stretcher  | Group  |
|--|--|--|--|
| <input type="radio"/> Yes<br><input checked="" type="radio"/> No |

3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service?  
 How many of the total projected Passenger Miles relate to the contracted service?  
 How many of the total projected passenger trips relate to the contracted service?

| Ambulatory  | Wheelchair  | Stretcher  | Group  |
|-------------|-------------|--|--|
| Leave Blank | Leave Blank | Do NOT Complete Section II for Stretcher Service | Do NOT Complete Section II for Group Service |
|             |             |  |  |
|             |             |  |  |

Effective Rate for Contracted Services:  
 per Passenger Mile =  
 per Passenger Trip =

| Ambulatory                               | Wheelchair                               | Stretcher  | Group  |
|--|--|--|--|
| Go to Section III for Ambulatory Service | Go to Section III for Wheelchair Service | Do NOT Complete Section II for Stretcher Service | Do NOT Complete Section II for Group Service |

4. If you answered # 3 & want a Combined Rate per Trip PLUS a per Mile add-on for 1 or more services, INPUT the Desired per Trip Rate (but must be less than per trip rate in #3 above =  
 Rate per Passenger Mile for Balance =

| Combination Trip and Mile Rate                           |  |  |  |
|--|--|--|--|
|  |  |  |  |
| Leave Blank and Go to Section III for Ambulatory Service | Leave Blank and Go to Section III for Wheelchair Service | Do NOT Complete Section II for Stretcher Service | Do NOT Complete Section II for Group Service |

**Worksheet for Multiple Service Rates**

CTC: **Marion Senior Services** Version 1.4  
 County: **Marion**

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

**SECTION III: Escort Service**

1. Do you want to charge all escorts a fee?.....  
 Yes  
 No  
Skip #2 - 4 and Section IV and Go to Section V
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR .....  
 per passenger mile?.....  
 Pass. Trip **Leave Blank**  
 Pass. Mile
3. If you answered Yes to # 1 and completed # 2, for how many of the projected  
 Passenger Trips / Passenger Miles will a passenger be accompanied by an escort?  Leave Blank
4. How much will you charge each escort?.....  Leave Blank

**SECTION IV: Group Service Loading**

1. If the message "**You Must Complete This Section**" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank).....   
Do NOT Complete Section IV
- ..... And what is the projected total number of Group Vehicle Revenue Miles?  Loading Rate **0.00** to 1.00

**SECTION V: Rate Calculations for Multiple Services:**

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically  
 \* Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles and trips for contracted services IF the rates were calculated in the Section II above  
 \* Be sure to leave the service BLANK if you answered NO in Section I or YES to question #2 in Section II

|   |           | RATES FOR FY: 2024 |             |               |               |
|---|-----------|--------------------|-------------|---------------|---------------|
|   |           | Ambul              | Wheel Chair | Stretcher     | Group         |
| Projected Passenger Miles (excluding totally contracted services addressed in Section II) = | 1,000,000 | = 650,000          | + 350,000   | + Leave Blank | + Leave Blank |
| Rate per Passenger Mile =   |           | \$2.63             | \$4.51      | \$0.00        | \$0.00        |
|   |           |                    |             | per passenger | per group     |

|   |        | Ambul    | Wheel Chair | Stretcher     | Group         |
|---|--------|----------|-------------|---------------|---------------|
| Projected Passenger Trips (excluding totally contracted services addressed in Section II) = | 80,000 | = 52,000 | + 28,000    | + Leave Blank | + Leave Blank |
| Rate per Passenger Trip =   |        | \$32.90  | \$56.40     | \$0.00        | \$0.00        |
|   |        |          |             | per passenger | per group     |

2. If you answered # 1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,...

|  |  | Combination Trip and Mile Rate |                      |               |             |
|--|--|--------------------------------|----------------------|---------------|-------------|
|  |  | Ambul                          | Wheel Chair          | Stretcher     | Group       |
| ...INPUT the Desired Rate per Trip (but must be less than per trip rate above) = |  | <input type="text"/>           | <input type="text"/> | Leave Blank   | Leave Blank |
| Rate per Passenger Mile for Balance =  |  | \$2.63                         | \$4.51               | \$0.00        | \$0.00      |
|  |  |                                |                      | per passenger | per group   |

|                           |  | Rates If No Revenue Funds Were Identified As Subsidy Funds |             |               |           |
|---------------------------|--|--|-------------|---------------|-----------|
|                           |  | Ambul  | Wheel Chair | Stretcher     | Group     |
| Rate per Passenger Mile = |  | \$4.16   | \$7.13      | \$0.00        | \$0.00    |
|                           |  |  |             | per passenger | per group |
| Rate per Passenger Trip = |  | \$52.02  | \$89.17     | \$0.00        | \$0.00    |
|                           |  |  |             | per passenger | per group |

### Worksheet for Multiple Service Rates

CTC: Marion Senior Set Version 1.4  
County: Marion

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

Program These Rates Into Your Medicaid Encounter Data



**TO: TDLCB Board Members**

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

**RE: Marion Transit 2024-25 Trip Rate Model**

---

**Summary**

Each year, the TDLCB is required to approve Marion Transit’s (MT) proposed trip rates. MT, as required, utilizes the Commission for Transportation Disadvantaged (CTD) Trip Rate Calculation process. The Trip Rate Calculation process considers numerous costs items including labor, fringe benefits, and insurance as well as, program income to determine the trip rates. This year, MT is proposing a slight increase in the charge for ambulatory and wheelchair patients.

TPO staff has reviewed the Trip Rate Calculation and concurs with the results. The proposed rates are as follows:

|            | Current Rate | Proposed Rate |
|------------|--------------|---------------|
| Ambulatory | \$ 32.69     | \$ 32.90      |
| Wheelchair | \$ 56.04     | \$ 56.40      |

**Attachment(s)**

Trip Rate Calculation Sheets

**Action Requested**

TPO staff is requesting approval of the rates as proposed.

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

# Preliminary Information Worksheet

Version 1.4

**CTC Name:** Marion Senior Services, Inc.  
**County (Service Area):** Marion  
**Contact Person:** Clayton Murch  
**Phone #** 352-620-3519

## Check Applicable Characteristic:

### ORGANIZATIONAL TYPE:

- Governmental
- Private Non-Profit
- Private For Profit

### NETWORK TYPE:

- Fully Brokered
- Partially Brokered
- Sole Source

***Once completed, proceed to the Worksheet entitled "Comprehensive Budget"***

# Comprehensive Budget Worksheet

Version 1.4

CTC: Marion Senior Services, Inc.  
County: Marion

1. Complete applicable GREEN cells in columns 2, 3, 4, 5, and 7

|   | Prior Year's<br><b>ACTUALS</b><br>from<br>Jan 1st of<br><b>2022</b><br>to<br>Dec 31st of<br><b>2022</b> | Current Year's<br><b>APPROVED</b><br>Budget, as<br><b>amended</b><br>from<br>Jan 1st of<br><b>2023</b><br>to<br>Dec 31st of<br><b>2023</b> | Upcoming Year's<br><b>PROPOSED</b><br>Budget<br>from<br>Jan 1st of<br><b>2024</b><br>to<br>Dec 31st of<br><b>2024</b> | % Change<br>from Prior<br>Year to<br>Current<br>Year | Proposed<br>% Change<br>from<br>Current<br>Year to<br>Upcoming<br>Year | Confirm whether revenues are collected as a system subsidy VS<br>a purchase of service at a unit price.<br><br>Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000 |
|---|---|--|---|--|--|---|
| 1 | 2   | 3  | 4   | 5  | 6  | 7   |

## REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)

### Local Non-Govt

|                                 |           |           |           |        |         |                        |
|---------------------------------|-----------|-----------|-----------|--------|---------|------------------------|
| Farebox                         | \$ 71,946 | \$ 78,656 | \$ 80,000 | 9.3%   | 1.7%    | OTHER - INS LOSS REIMB |
| Medicaid Co-Pay Received        |           |           |           |        |         |                        |
| Donations/ Contributions        | \$ 4,337  | \$ 6,024  | \$ -      | 38.9%  | -100.0% |                        |
| In-Kind, Contributed Services   |           |           |           |        |         |                        |
| Other                           | \$ 7,613  | \$ 29,272 | \$ -      | 284.5% | -100.0% |                        |
| <b>Bus Pass Program Revenue</b> |           |           |           |        |         |                        |

### Local Government

|                                      |            |            |              |       |         |  |
|--------------------------------------|------------|------------|--------------|-------|---------|--|
| District School Board                | \$ -       | \$ 4,822   | \$ -         |       | -100.0% |  |
| Compl. ADA Services                  | \$ 328,736 | \$ 363,984 | \$ 348,000   | 10.7% | -4.4%   |  |
| County Cash                          | \$ 614,094 | \$ 723,237 | \$ 1,717,105 | 17.8% | 137.4%  |  |
| County In-Kind, Contributed Services | \$ -       |            |              |       |         |  |
| City Cash                            | \$ -       |            |              |       |         |  |
| City In-kind, Contributed Services   |            |            |              |       |         |  |
| Other Cash                           |            |            | \$ 74,466    |       |         |  |
| Other In-Kind, Contributed Services  |            |            |              |       |         |  |
| <b>Bus Pass Program Revenue</b>      |            |            |              |       |         |  |

### CTD

|                                   |            |            |            |      |       |  |
|-----------------------------------|------------|------------|------------|------|-------|--|
| Non-Spons. Trip Program           | \$ 792,971 | \$ 807,623 | \$ 802,062 | 1.8% | -0.7% |  |
| Non-Spons. Capital Equipment      |            |            |            |      |       |  |
| Rural Capital Equipment           |            |            | \$ 74,466  |      |       |  |
| Other TD (specify in explanation) |            |            |            |      |       |  |
| <b>Bus Pass Program Revenue</b>   |            |            |            |      |       |  |

### USDOT & FDOT

|                                    |              |              |              |        |        |  |
|------------------------------------|--------------|--------------|--------------|--------|--------|--|
| 49 USC 5307                        |              |              | \$ 432,488   |        |        |  |
| 49 USC 5310                        |              |              |              |        |        |  |
| 49 USC 5311 (Operating)            | \$ 1,162,942 | \$ 1,409,860 | \$ 1,547,917 | 21.2%  | 9.8%   |  |
| 49 USC 5311(Capital)               | \$ 317,812   | \$ 183,033   | \$ 100,000   | -42.4% | -45.4% |  |
| Block Grant                        |              |              |              |        |        |  |
| Service Development                |              |              |              |        |        |  |
| Commuter Assistance                |              |              |              |        |        |  |
| Other DOT (specify in explanation) |              |              |              |        |        |  |
| <b>Bus Pass Program Revenue</b>    |              |              |              |        |        |  |

### AHCA

|                                     |  |  |  |  |  |  |
|-------------------------------------|--|--|--|--|--|--|
| Medicaid                            |  |  |  |  |  |  |
| Other AHCA (specify in explanation) |  |  |  |  |  |  |
| <b>Bus Pass Program Revenue</b>     |  |  |  |  |  |  |

### DCF

|                                     |  |  |  |  |  |  |
|-------------------------------------|--|--|--|--|--|--|
| Alcoh, Drug & Mental Health         |  |  |  |  |  |  |
| Family Safety & Preservation        |  |  |  |  |  |  |
| Comm. Care Dis./Aging & Adult Serv. |  |  |  |  |  |  |
| Other DCF (specify in explanation)  |  |  |  |  |  |  |
| <b>Bus Pass Program Revenue</b>     |  |  |  |  |  |  |

### DOH

|                                    |  |  |  |  |  |  |
|------------------------------------|--|--|--|--|--|--|
| Children Medical Services          |  |  |  |  |  |  |
| County Public Health               |  |  |  |  |  |  |
| Other DOH (specify in explanation) |  |  |  |  |  |  |
| <b>Bus Pass Program Revenue</b>    |  |  |  |  |  |  |

### DOE (state)

|                                    |  |  |  |  |  |  |
|------------------------------------|--|--|--|--|--|--|
| Carl Perkins                       |  |  |  |  |  |  |
| Div of Blind Services              |  |  |  |  |  |  |
| Vocational Rehabilitation          |  |  |  |  |  |  |
| Day Care Programs                  |  |  |  |  |  |  |
| Other DOE (specify in explanation) |  |  |  |  |  |  |
| <b>Bus Pass Program Revenue</b>    |  |  |  |  |  |  |

### AWI

|                                    |  |  |  |  |  |  |
|------------------------------------|--|--|--|--|--|--|
| WAGES/Workforce Board              |  |  |  |  |  |  |
| Other AWI (specify in explanation) |  |  |  |  |  |  |
| <b>Bus Pass Program Revenue</b>    |  |  |  |  |  |  |

### DOEA

|                                     |  |  |  |  |  |  |
|-------------------------------------|--|--|--|--|--|--|
| Older Americans Act                 |  |  |  |  |  |  |
| Community Care for Elderly          |  |  |  |  |  |  |
| Other DOEA (specify in explanation) |  |  |  |  |  |  |
| <b>Bus Pass Program Revenue</b>     |  |  |  |  |  |  |

### DCA

|                                    |  |  |  |  |  |  |
|------------------------------------|--|--|--|--|--|--|
| Community Services                 |  |  |  |  |  |  |
| Other DCA (specify in explanation) |  |  |  |  |  |  |
| <b>Bus Pass Admin. Revenue</b>     |  |  |  |  |  |  |

# Comprehensive Budget Worksheet

Version 1.4

CTC: Marion Senior Services, Inc.  
County: Marion

1. Complete applicable GREEN cells in columns 2, 3, 4, and 7

| 1 | 2   | 3   | 4  | 5  | 6  | 7  |
|---|---|---|--|--|--|--|
|   | Prior Year's ACTUALS<br>from<br>Jan 1st of<br>2022<br>to<br>Dec 31st of<br>2022 | Current Year's APPROVED Budget, as amended<br>from<br>Jan 1st of<br>2023<br>to<br>Dec 31st of<br>2023 | Upcoming Year's PROPOSED Budget<br>from<br>Jan 1st of<br>2024<br>to<br>Dec 31st of<br>2024 | % Change from Prior Year to Current Year | Proposed % Change from Current Year to Upcoming Year | Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price.<br><br>Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000 |

## APD

|                                    |  |  |  |  |  |
|------------------------------------|--|--|--|--|--|
| Office of Disability Determination |  |  |  |  |  |
| Developmental Services             |  |  |  |  |  |
| Other APD (specify in explanation) |  |  |  |  |  |
| <b>Bus Pass Program Revenue</b>    |  |  |  |  |  |

## DJJ

|                                 |  |  |  |  |  |
|---------------------------------|--|--|--|--|--|
| (specify in explanation)        |  |  |  |  |  |
| <b>Bus Pass Program Revenue</b> |  |  |  |  |  |

## Other Fed or State

|                                 |           |           |           |        |       |
|---------------------------------|-----------|-----------|-----------|--------|-------|
| FL GAS TAX REFUND               | \$ 30,349 | \$ 22,563 | \$ 25,000 | -25.7% | 10.8% |
| xxx                             |           |           |           |        |       |
| xxx                             |           |           |           |        |       |
| <b>Bus Pass Program Revenue</b> |           |           |           |        |       |

## Other Revenues

|                                 |          |  |  |         |  |
|---------------------------------|----------|--|--|---------|--|
| Interest Earnings               |          |  |  |         |  |
| GAIN ON ASSETS                  | \$ 5,244 |  |  | -100.0% |  |
| <b>Bus Pass Program Revenue</b> |          |  |  |         |  |

## Balancing Revenue to Prevent Deficit

|                                       |  |  |  |  |  |
|---------------------------------------|--|--|--|--|--|
| Actual or Planned Use of Cash Reserve |  |  |  |  |  |
|---------------------------------------|--|--|--|--|--|

|                                 |                    |                    |                    |             |              |
|---------------------------------|--------------------|--------------------|--------------------|-------------|--------------|
| Balancing Revenue is Short By = |                    |                    | None               |             |              |
| <b>Total Revenues =</b>         | <b>\$3,336,044</b> | <b>\$3,629,072</b> | <b>\$5,201,503</b> | <b>8.8%</b> | <b>43.3%</b> |

## EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors!)

### Operating Expenditures

|   |              |              |              |        |        |
|---|--------------|--------------|--------------|--------|--------|
| Labor   | \$ 1,864,186 | \$ 1,954,000 | \$ 2,228,240 | 4.8%   | 14.0%  |
| Fringe Benefits                               | \$ 348,090   | \$ 305,307   | \$ 365,494   | -12.3% | 19.7%  |
| Services                                      | \$ 183,080   | \$ 100,559   | \$ 107,056   | -45.1% | 6.5%   |
| Materials and Supplies                        | \$ 875,107   | \$ 883,377   | \$ 977,580   | 0.9%   | 10.7%  |
| Utilities                                     | \$ 36,002    | \$ 54,089    | \$ 59,498    | 50.2%  | 10.0%  |
| Casualty and Liability                        | \$ 271,595   | \$ 149,626   | \$ 546,728   | -44.9% | 265.4% |
| Taxes   | \$ 181       | \$ 74        | \$ 81        | -59.1% | 10.0%  |
| Purchased Transportation:                     |              |              |              |        |        |
| Purchased Bus Pass Expenses                   |              |              |              |        |        |
| School Bus Utilization Expenses               |              |              |              |        |        |
| Contracted Transportation Services            |              |              |              |        |        |
| Other   | \$ 9,117     | \$ 15,825    | \$ 17,408    | 73.6%  | 10.0%  |
| Miscellaneous                                 | \$ 6,798     | \$ 4,732     | \$ 5,205     | -30.4% | 10.0%  |
| Operating Debt Service - Principal & Interest | \$ 478       | \$ 359       | \$ 395       | -24.8% | 10.0%  |
| Leases and Rentals                            |              |              |              |        |        |
| Contrib. to Capital Equip. Replacement Fund   |              |              |              |        |        |
| In-Kind, Contributed Services                 | \$ -         | \$ -         | \$ -         |        |        |
| Allocated Indirect                            | \$ 35,928    | \$ 157,695   | \$ 49,162    | 338.9% | -68.8% |

### Capital Expenditures

|   |          |          |            |        |          |
|---|----------|----------|------------|--------|----------|
| Equip. Purchases with Grant Funds           | \$ 8,772 | \$ 3,430 | \$ 770,190 | -60.9% | 22357.1% |
| Equip. Purchases with Local Revenue         |          |          | \$ 74,466  |        |          |
| Equip. Purchases with Rate Generated Rev.   |          |          |            |        |          |
| Capital Debt Service - Principal & Interest |          |          |            |        |          |

|                             |                    |                    |                    |              |              |
|-----------------------------|--------------------|--------------------|--------------------|--------------|--------------|
| <b>ACTUAL YEAR LOSS</b>     | <b>(\$303,289)</b> |                    |                    |              |              |
| <b>Total Expenditures =</b> | <b>\$3,639,334</b> | <b>\$3,629,072</b> | <b>\$5,201,502</b> | <b>-0.3%</b> | <b>43.3%</b> |

See NOTES Below.

Once completed, proceed to the Worksheet entitled "Budgeted Rate Base"

# Comprehensive Budget Worksheet

Version 1.4

CTC: Marion Senior Services, Inc.  
County: Marion

1. Complete applicable **GREEN** cells in columns 2, 3, 4, and 7

|   | Prior Year's<br><b>ACTUALS</b><br>from<br>Jan 1st of<br><b>2022</b><br>to<br>Dec 31st of<br><b>2022</b> | Current Year's<br><b>APPROVED</b><br>Budget, as<br><b>amended</b><br>from<br>Jan 1st of<br><b>2023</b><br>to<br>Dec 31st of<br><b>2023</b> | Upcoming Year's<br><b>PROPOSED</b><br>Budget<br>from<br>Jan 1st of<br><b>2024</b><br>to<br>Dec 31st of<br><b>2024</b> | % Change<br>from Prior<br>Year to<br>Current<br>Year | Proposed<br>% Change<br>from<br>Current<br>Year to<br>Upcoming<br>Year | Confirm whether revenues are collected as a system subsidy VS<br>a purchase of service at a unit price.<br><br>Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000 |
|---|---|--|---|--|--|---|
| 1 | 2   | 3  | 4   | 5  | 6  | 7   |
|   |   |  |   |  |  |   |

**Actual year LOSSES are shown as Balancing Revenue or Local Non-Government revenue.**





# Worksheet for Program-wide Rates

CTC: Marion Senior Serv Version 1.4  
 County: Marion

1. Complete Total Projected Passenger Miles and ONE-WAY Passenger Trips (GREEN cells) below

- Do **NOT** include trips or miles related to Coordination Contractors!
- Do **NOT** include School Board trips or miles UNLESS.....
- INCLUDE** all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!
- Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS..
- Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!
- Do **NOT** include fixed route bus program trips or passenger miles!

| PROGRAM-WIDE RATES                       |              |
|--|--------------|
| Total <u>Projected</u> Passenger Miles = | 1,000,000    |
| <b>Rate Per Passenger Mile = \$</b>      | <b>3.29</b>  |
| Total <u>Projected</u> Passenger Trips = | 80,000       |
| <b>Rate Per Passenger Trip = \$</b>      | <b>41.12</b> |

Fiscal Year

2024

|                                     |                   |
|-------------------------------------|-------------------|
| <b>Avg. Passenger Trip Length =</b> | <b>12.5 Miles</b> |
|-------------------------------------|-------------------|

| Rates If No Revenue Funds Were Identified As Subsidy Funds |              |
|--|--------------|
| <b>Rate Per Passenger Mile = \$</b>                        | <b>5.20</b>  |
| <b>Rate Per Passenger Trip = \$</b>                        | <b>65.02</b> |

**Once Completed, Proceed to the Worksheet entitled "Multiple Service Rates"**

### Vehicle Miles

The miles that a vehicle is scheduled to or actually travels from the time it pulls out from its garage to go into revenue service to the time it pulls in from revenue service.

### Vehicle Revenue Miles (VRM)

The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles exclude:

- Deadhead
- Operator training, and
- Vehicle maintenance testing, as well as
- School bus and charter services.

### Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

## Worksheet for Multiple Service Rates

CTC: Marion Senior Services  
 County: Marion

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

### SECTION I: Services Provided

1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?.....

| Ambulatory   | Wheelchair   | Stretcher  | Group  |
|--|--|--|--|
| <input checked="" type="radio"/> Yes<br><input type="radio"/> No | <input checked="" type="radio"/> Yes<br><input type="radio"/> No | <input type="radio"/> Yes<br><input checked="" type="radio"/> No | <input type="radio"/> Yes<br><input checked="" type="radio"/> No |
| Go to Section II for Ambulatory Service                          | Go to Section II for Wheelchair Service                          | STOP! Do NOT Complete Sections II - V for Stretcher Service      | STOP! Do NOT Complete Sections II - V for Group Service          |

### SECTION II: Contracted Services

1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?....

| Ambulatory   | Wheelchair   | Stretcher  | Group  |
|--|--|--|--|
| <input type="radio"/> Yes<br><input checked="" type="radio"/> No |
| Skip # 2, 3 & 4 and Go to Section III for Ambulatory Service     | Skip # 2, 3 & 4 and Go to Section III for Wheelchair Service     | Do Not Complete Section II for Stretcher Service                 | Do Not Complete Section II for Group Service                     |

2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?.....

| Ambulatory   | Wheelchair   | Stretcher  | Group  |
|--|--|--|--|
| <input type="radio"/> Yes<br><input checked="" type="radio"/> No |

3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service?  
 How many of the total projected Passenger Miles relate to the contracted service?  
 How many of the total projected passenger trips relate to the contracted service?

| Ambulatory  | Wheelchair  | Stretcher  | Group  |
|-------------|-------------|--|--|
| Leave Blank | Leave Blank | Do NOT Complete Section II for Stretcher Service | Do NOT Complete Section II for Group Service |
|             |             |  |  |
|             |             |  |  |

Effective Rate for Contracted Services:

| Ambulatory                               | Wheelchair                               | Stretcher  | Group  |
|--|--|--|--|
| per Passenger Mile =                     |  |  |  |
| per Passenger Trip =                     |  |  |  |
| Go to Section III for Ambulatory Service | Go to Section III for Wheelchair Service | Do NOT Complete Section II for Stretcher Service | Do NOT Complete Section II for Group Service |

4. If you answered # 3 & want a Combined Rate per Trip PLUS a per Mile add-on for 1 or more services, INPUT the Desired per Trip Rate (but must be less than per trip rate in #3 above = Rate per Passenger Mile for Balance =

| Combination Trip and Mile Rate                           |  |  |  |
|--|--|--|--|
|  |  |  |  |
| Leave Blank and Go to Section III for Ambulatory Service | Leave Blank and Go to Section III for Wheelchair Service | Do NOT Complete Section II for Stretcher Service | Do NOT Complete Section II for Group Service |

**Worksheet for Multiple Service Rates**

CTC: **Marion Senior Services** Version 1.4  
 County: **Marion**

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

**SECTION III: Escort Service**

1. Do you want to charge all escorts a fee?.....  
 Yes  
 No  
Skip #2 - 4 and Section IV and Go to Section V
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR .....  
 per passenger mile?.....  
 Pass. Trip **Leave Blank**  
 Pass. Mile
3. If you answered Yes to # 1 and completed # 2, for how many of the projected  
 Passenger Trips / Passenger Miles will a passenger be accompanied by an escort?  Leave Blank
4. How much will you charge each escort?.....  Leave Blank

**SECTION IV: Group Service Loading**

1. If the message "**You Must Complete This Section**" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank).....   
Do NOT Complete Section IV
- ..... And what is the projected total number of Group Vehicle Revenue Miles?  **Loading Rate** 0.00 to 1.00

**SECTION V: Rate Calculations for Multiple Services:**

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically  
 \* Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles and trips for contracted services IF the rates were calculated in the Section II above  
 \* Be sure to leave the service BLANK if you answered NO in Section I or YES to question #2 in Section II

|   |           | RATES FOR FY: 2024 |             |               |               |
|---|-----------|--------------------|-------------|---------------|---------------|
|   |           | Ambul              | Wheel Chair | Stretcher     | Group         |
| Projected Passenger Miles (excluding totally contracted services addressed in Section II) = | 1,000,000 | = 650,000          | + 350,000   | + Leave Blank | + Leave Blank |
| Rate per Passenger Mile =   |           | \$2.63             | \$4.51      | \$0.00        | \$0.00        |
|   |           |                    |             | per passenger | per group     |

|   |        | Ambul    | Wheel Chair | Stretcher     | Group         |
|---|--------|----------|-------------|---------------|---------------|
| Projected Passenger Trips (excluding totally contracted services addressed in Section II) = | 80,000 | = 52,000 | + 28,000    | + Leave Blank | + Leave Blank |
| Rate per Passenger Trip =   |        | \$32.90  | \$56.40     | \$0.00        | \$0.00        |
|   |        |          |             | per passenger | per group     |

2. If you answered # 1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,...

|  |  | Combination Trip and Mile Rate |                      |               |             |
|--|--|--------------------------------|----------------------|---------------|-------------|
|  |  | Ambul                          | Wheel Chair          | Stretcher     | Group       |
| ...INPUT the Desired Rate per Trip (but must be less than per trip rate above) = |  | <input type="text"/>           | <input type="text"/> | Leave Blank   | Leave Blank |
| Rate per Passenger Mile for Balance =  |  | \$2.63                         | \$4.51               | \$0.00        | \$0.00      |
|  |  |                                |                      | per passenger | per group   |

|                           |  | Rates If No Revenue Funds Were Identified As Subsidy Funds |             |               |           |
|---------------------------|--|--|-------------|---------------|-----------|
|                           |  | Ambul  | Wheel Chair | Stretcher     | Group     |
| Rate per Passenger Mile = |  | \$4.16   | \$7.13      | \$0.00        | \$0.00    |
|                           |  |  |             | per passenger | per group |
| Rate per Passenger Trip = |  | \$52.02  | \$89.17     | \$0.00        | \$0.00    |
|                           |  |  |             | per passenger | per group |

### Worksheet for Multiple Service Rates

CTC: Marion Senior Set Version 1.4  
County: Marion

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

Program These Rates Into Your Medicaid Encounter Data



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

Marion County Growth Services Training Room  
2710 E. Silver Springs Blvd., Ocala, FL 34470  
March 14, 2024  
10:00 AM

**MINUTES**

**Members Present:**

Emilio Santiago  
Jeannette Estes (*alternate Elizabeth Watson attended*)  
Andrea Melvin  
Steven Neal  
Elizabeth Alacci  
Susan Hanley (*alternate Jackie Rosko attended*)  
Tracey Sapp  
Carlos Colon  
Anissa Pieriboni  
Donnie Mitchell  
Michelle Stone  
Angela Juaristic

**Members Not Present:**

Tiffany McKenzie  
Iris Pozo  
Lauren Debick  
Jeffrey Askew

**Others Present:**

Liz Mitchell, TPO  
Rob Balmes, TPO  
Shakayla Irby, TPO  
Sara Brown, TPO

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 Roll Call**

Chairwoman Stone called the meeting to order at 10:04am. Secretary Shakayla Irby called the roll and a quorum was 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 March 7, 2024 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 March 7, 2024 edition of the Ocala Star Banner.

### **Item 4A. Presentation by the National Center for Mobility Management (NCMM)**

Ms. Enjoli Dixon, Project Associate with the NCMM gave a presentation to the board highlighting the NCMM. Ms. Dixon was the Liaison to the Federal Transit Administration (FTA) Region 4 which included Florida. The presentation included the following:

The National Center for Mobility Management is a national technical assistance center funded through a cooperative agreement with the Federal Transit Administration and operated through a consortium of three national organizations—the American Public Transportation Association, the Community Transportation Association of America, and Easterseals Inc.

#### **What is Mobility Management?**

Mobility management encouraged innovation and flexibility to reach the “right fit” solution for customers. Plans were made for sustainability, striving for easy information and referral to assist customers in learning about and using services. Customer feedback was continually incorporated as services were evaluated and adjusted.

Some key roles for mobility management professionals included informing and connecting customers to transportation options that were most responsive to their needs. They excelled at staying informed about existing community transportation services, sharing that knowledge with customers, and helping them connect the dots in using all appropriate services.

Mobility managers empathized and advocated for their customers, sharing their knowledge with partners and articulating the relationship between transportation and the success of individuals and community agencies.

They also convened and facilitated partnerships and collaborative efforts, including transportation providers, planners, and other community stakeholders, often taking the lead in facilitating teams, meetings, and public engagement sessions.

Some of the key roles for mobility management professionals included:

- Inform and Connect
- Emphasize and Advocate
- Convene and Facilitate
- Design and Plan
- Launch and Sustain

When a mobility management practitioner, whether an individual or an agency, along with partners, designed a new service or extension of a service, they took several steps to ensure its launch was successful and sustainable:

- Assumptions about what parts would work and why were tested.
- The new service was designed to meet customer expectations and definitions of usability, was operationally feasible, and could be shown to be financially viable.
- A limited launch began, testing a small-scale version of the service in real time, and soliciting feedback from a small group of end users.
- The service was modified based on feedback, and when satisfied, scaled up to a full service.

During the presentation Ms. Dixon also mentioned the following apps during the presentation:

### **BlindSquare App**

GPS-app developed for the blind, deafblind and partially sighted. Paired with third-party navigation apps, BlindSquare's self-voicing app delivers detailed points of interest and intersections for safe, reliable travel both outside and inside. Open the doors to enhanced independence with BlindSquare.

#### **How it works:**

- After determining your location, BlindSquare gathers information about your surroundings on Foursquare and OpenStreetMap.
- Algorithms determine what information is most useful to you such as popular cafes, post offices or libraries.
- Shake your device to hear your current address and details about the nearest intersection and venues around you.
- BlindSquare will track your destination and periodically announce the distance and direction you're headed.
- Mark your position if you'd like help finding your way back later.

- Filters can be applied to provide only the information you're looking for so you're not overwhelmed by details on your surroundings.
- Mark your saved places and Foursquare venues as Favorites and BlindSquare will always notify you once you reach them.
- Favorites will be saved in iCloud and synced to all iOS devices for device consistency.
- BlindSquare uses Acapela voices in many different languages to announce information about your environment even when your device is tucked away for a hands-free experience.
- If you enjoy using Foursquare independently, authorize BlindSquare too access your account so you can check into your favorite venues by simply shaking your device.
- Share your check-ins on Facebook, Twitter, or keep them private if you wish.

### **Aira App**

Aira is the sole commercially embraced solution that connects blind and low vision individuals with certified Visual Interpreters, delivering a secure and reliable service. Our 24/7, globally accessible on-demand platform is empowered by a proprietary dashboard seamlessly integrated with your mobile app. By simply using your smartphone's camera and our app, a highly-trained Visual Interpreter will be at your side, providing comprehensive visual interpretation of your environment. From vivid descriptions to reading, from clear explanations to expert navigation, they're here to assist you with whatever you need, all in a safe and secure manner.

At the conclusion of Ms. Dixon's presentation Chairwoman Stone thanked her and invited her to attend a TDLCB meeting if she was ever in the area.

### **Item 5A. Community Transportation Coordinator Evaluation**

Ms. Liz Mitchell presented to the TDLCB and said that the Florida Commission for the Transportation Disadvantaged designated a Community Transportation Coordinator (CTC) for each county/service area. The CTC was responsible for coordinating and/or providing transportation services to individuals who are transportation disadvantaged.

Citizens were considered "transportation disadvantaged" due to age, income, or a disability, unable to drive, or do not have access to other transportation options.

Access was provided to medical appointments, employment, educational and other life sustaining services, including, groceries, shopping, meals, and social events, to those who are eligible.

Pursuant to Chapter 427 Florida Statutes 427.015(2), the performance of the Community Transportation Coordinator (CTC) shall be evaluated based on the Commission for the Transportation Disadvantaged (CTD) approved evaluation criteria.

TPO staff evaluated the TDLCB Community Transportation Coordinator to assure that their performance met the Commission for the Transportation Disadvantaged criteria.

TPO staff conducted the evaluation during the month of February and included an analysis of all relevant elements within the operations of Marion Transit Services. Examples include:

- Vehicle Operations & Maintenance
- Grievance Procedures
- Budget
- Contracts
- Driver Certification & Training
- Performance Standards

The evaluation encompassed management, operations, service, safety, vehicle maintenance, drivers and training, performance standards, grievance/complaint procedures, and quality assurance, utilizing the Commission for the Transportation Disadvantaged CTC Evaluation Workbook.

Ms. Mitchell said that the TPO found that all the required policies and procedures, contracts and contract management, grievance/complaint procedures, performance, quality and safety standards were in place and being adhered to. All vehicles were on a maintenance schedule and in good working order. The drivers are trained with continual training updates. There is a zero-tolerance substance abuse policy enforced complete with pre-employment drug and alcohol background checks. The riders speak highly of the overall system and feel that they are being provided a quality service.

Ms. Mitchell mentioned that last year, the TPO recommended that Marion Transit install sealed comment boxes, and they did. However, many of the riders could not see them due to their placement. So, this year's recommendation was to install signage to indicate the location of the boxes, which would also serve as a reminder that we encourage rider input.

Additionally, according to statute, the vehicles were required to have Transportation Disadvantaged (TD) helpline and complaint numbers posted. Marion Transit had them posted near where the driver is seated; however, riders could not clearly view them. Therefore, it was suggested to have them posted in larger size and potentially positioned down the sides of the buses.

Ms. Mitchell mentioned that Mr. Murch had signage present at the meeting, showing the larger numbers to be installed on the buses.

The TPO commended Marion Transit for their awesome service and dedication to their riders mentioning that a lot of the riders saw Marion Transit as “family”.

Ms. Mitchell also thanked volunteers that took time out of their work schedules to call TD riders for a quick survey and/or a ride-along.

Chairwoman Stone mentioned that it was very humbling making calls to riders and hearing some of their stories and great experiences with Marion Transit and also commended their service.

*Ms. Pieriboni made a motion to approve the CTC Evaluation. Mr. Colon seconded, and the motion passed unanimously.*

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

*Ms. Melvin motioned to approve the Consent Agenda. Mr. Carlos seconded, and the motion passed unanimously.*

### **Item 7A. Subcommittee's Update**

#### **Education & Communication Subcommittee**

Ms. Andrea Melvin filled in for Ms. Debick while out on maternity leave.

Ms. Melvin said that the Education and Communication Subcommittee did not have a chance to meet due to her increased workload.

#### **Future Infrastructure, Service & Road Expansion Subcommittee**

Mr. Jeffrey Askew, the lead of the committee, was unable to attend the meeting due to a scheduling conflict. However, Mr. Balmes shared comments from Mr. Askew, expressing his desire to see a shift away from infrastructure and road expansion. Instead, Mr. Askew emphasized the importance of focusing on serving the disadvantaged in our community and prioritizing accessibility infrastructure improvements. He also highlighted the significance of education, stating that it should be a high priority to ensure that everyone in the community is aware of the services provided by Marion Transit.

Mr. Murch mentioned that Commissioner Curry had recently reached out to him regarding the need for information for veterans regarding connectivity to the VA Hospital in Gainesville. In response, Marion Transit created a one-page informational sheet, and they would continue the effort as directed.

Chairwoman Stone mentioned spreading the word through possibly “A Marion Moment” podcast and social media.

Ms. Pieriboni said that the Education & Communication Subcommittee talked a lot about spreading the word of services through public service announcements and using Public Information Officers in all jurisdictions.

Ms. Juaristic inquired about a flyer that could be sent out to clients as they reach out for services.

Chairwoman Stone inquired about a budget for public informational resources.

Mr. Balmes explained that there was very limited funding and the TPO was not able to undertake public relations initiatives. Instead, the TPO's role was limited to educating and informing the public.

Ms. Juaristic mentioned the Hope for Florida program, which serves as a connection point for community collaboration between the public and private sectors, faith-based communities, and nonprofits. She suggested reaching out to them, as they could also assist in spreading the word.

Chairwoman Stone asked about a budget for educating or educational materials.

Mr. Balmes stated that educational materials could be developed; however, the TPO could not engage in advertising.

Chairwoman Stone requested the TPO to investigate whether it was permissible to create educational materials.

### **Funding Subcommittee**

Mr. Steven Neal served as the lead.

During the meeting, Mr. Neal requested to step down from his role as the lead due to his increased workload and a staff of just two. He apologized for the inconvenience and expressed his willingness to remain on the committee, though not in a leadership position.

Chairwoman Stone expressed understanding of Mr. Neal's decision and suggested that the Funding Subcommittee could regroup at a later time.

### **Item 8A. Transportation Disadvantaged Local Coordinating Board (TDLCB) Members Chart**

Ms. Mitchell provided the board with a TDLCB Members Chart, which included all the seated members on the board, their respective organizations, roles, and contact information. She requested that the board review the chart and submit any changes or additional information to her.

### **Item 8B. Workshop Topics**

Ms. Mitchell said the June meeting required a workshop and she wanted to get input from the board.

She provided a list of her ideas

1. Current Safety Issues
2. Current Legislation Updates
3. TDLCB Roles and Responsibilities, Rules, and Regulations with a possible trivia game
4. Bus Ride and Tour of Marion Transit Facilities

Mr. Murch expressed that Marion Transit was willing to facilitate a tour, but there were concerns regarding the back-and-forth transportation and the time-consuming nature of a workshop also.

However, he suggested that if the meeting could take place at Marion Transit, it would be more convenient, provided there was advance notice to make necessary arrangements.

Chairwoman Stone inquired whether Marion Transit could confirm if the proposed date of the June meeting would be suitable for hosting the meeting.

Mr. Murch agreed to inquire and coordinate with Ms. Mitchell.

### **Item 9. Comments by TDLCB Members**

*There were no comments by TDLCB Members.*

### **Item 10. Comments by TPO Staff**

Mr. Balmes gave brief comments about a formal **2050 Long Range Transportation Plan (LRTP) Kick-Off Meeting** on **April 23, 2024 at 2:00 PM** at the County Commission Auditorium. The kick-off meeting will be open to the public, and for all elected officials and partner agencies. The regularly scheduled TPO Board meeting will follow at 3:00 PM.

The Kick-Off Meeting will include opening leadership remarks, a project overview session and summary of the project schedule. TPO staff will send out save-the-date and public notices in the near future for this meeting.

The TPO's LRTP is a federally required strategic document that identifies current and future transportation needs and outlines transportation investments over the next 25 years. The next long-range transportation plan (2050 LRTP), is scheduled for adoption in November 2025. However, the development of the LRTP is a multiyear process that includes many milestones for partner and public participation, including a community workshop later this year in September.

### **Item 11. Comments by Community Transportation Coordinator (CTC)**

Mr. Murch gave the following comments:

- Marion Transit was 9 days incident free and 97 days injury free.
  - The most recent incident was a hit mailbox.
- The Triennial Review for Marion Transit occurred on February 13th, providing valuable information and insights. Marion Transit eagerly awaited the formalized document and feedback resulting from the review.
- Mr. Murch shared a quote from Hannibal, "I shall either find a way or make one." Despite the flat or decreased funding for the Transportation Disadvantaged (TD), trips continued to increase, and Marion Transit was on track to surpass last year's trip count. Despite these challenges, Marion Transit remained committed to seeking funding opportunities. Carlos Colon and FDOT informed them about the 5310 Grant, which specifically targeted seniors and disabled individuals. Unlike the 5311 Grant, the 5310 Grant did not have a

low-income component, but it would significantly assist with many of the TD program trips and help bridge the gap caused by diminishing TD funds.

Chairwoman Stone suggested discussing funding during the meeting at Marion Transit and exploring additional ways to support the organization through potential brainstorming sessions.

**Item 12. Public Comment**

*There was no public comment.*

**Item 13. Adjournment**

Chairwoman Stone expressed gratitude to the board for their and reminded everyone that the next meeting is scheduled for June 13, 2024 with details to come. The meeting was adjourned at 11:09 am.

Respectfully Submitted By:

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Shakayla Irby, TPO Administrative Assistant



**TO: TDLCB Board Members**

**FROM: Rob Balmes, Director**

**RE: 2050 Long Range Transportation Plan (LRTP) Update**

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**Summary**

On April 23, 2024, the TPO hosted a formal kick-off meeting of Navigating the Future, 2050 Long Range Transportation Plan at the Marion County Commission Auditorium. Please find attached to this memo a one-page fact sheet outlining the project timeline.

A project website page has been published and is located on the TPO's website under Plans and Programs, 2050 Long Range Transportation Plan (LRTP). The address may also be found at: <https://storymaps.arcgis.com/stories/c88b20f1d8e74c5f96dd7fdc9f98a5c3>

On the website page, citizens and partners have opportunities for ongoing involvement through a web-based survey and public comment map located on the website page. Additionally, the first community open house will be in September 2024. On the page, an introductory video was also developed for the project. Regular updates will be posted to the website page during the entire plan development process.

**Attachment(s)**

- 2050 LRTP Fact Sheets

If you have any questions, please contact me at: 352-438-2631.

NAVIGATING THE FUTURE

# 2050

Long Range Transportation Plan

## Seeking your Input!

On April 24, 2024, the Ocala-Marion Transportation Planning Organization (TPO) kicked off Navigating the Future 2050 Long Range Transportation Plan (LRTP).

Navigating the Future serves as a 25-year blueprint for transportation improvements in Marion County and considers all modes of transportation, including roadways, transit, bicycles, pedestrians, trails, and freight.

Please participate in the future of transportation in our community by taking a short online survey, and providing feedback on the public comment map.



**For more information on Navigating the Future, please visit the TPO's project page:**

<https://storymaps.arcgis.com/stories/c88b20f1d8e74c5f96dd7fdc9f98a5c3>

**Public Survey:**

<https://www.surveymonkey.com/r/WX7TZHT>

**Public Comment Map:**

<https://experience.arcgis.com/experience/0bcfbcd612394e6798b0c684a53bb80f/>

Scan the QR code to visit the LRTP's website



2710 E Silver Springs Blvd  
Ocala, FL 33470  
352-438-2630  
[ocalamariontpo@marionfl.org](mailto:ocalamariontpo@marionfl.org)

# 2050

Long Range Transportation Plan

## What is the 2050 Long Range Transportation Plan?

The TPO Long Range Transportation Plan (LRTP) is the cornerstone of the transportation planning process for the Ocala/Marion County planning area. The LRTP serves as a twenty-five (25) year blueprint for transportation improvements for the entire county that considers all surface modes of transportation, including roadways, transit, bicycles, pedestrians, trails, and freight. The development of the LRTP is based on an extensive participatory process with input from partners, stakeholders and the general public.

The two core elements of the LRTP include the Needs Plan and Cost Feasible Plan. A project that is included in the Needs Plan must go through a careful vetting process to ensure it is supported by the community; and meets the approval of the elected TPO leaders. A Needs Plan project is further prioritized based on available funding and whether it effectively supports the vision and goals of the TPO. If a project meets these thresholds, it is identified in the Cost Feasible Plan and will be eligible for funding.

## What will the LRTP Do?

The LRTP will...

- Assess the transportation system of Ocala/Marion County
- Identify growth/development scenarios for the future
- Identify multi-modal project needs from 2025 to 2050
- Document public and partner input and feedback

## How to Get Involved?

Visit the TPO's website: <https://ocalamariontpo.org/>

Here, you can participate in an Online Survey, Interactive Comment Map, learn about upcoming meetings, and review project documents as they become available.



Scan the QR code to visit the LRTP's website

## Project Timeline

### Spring/Summer 2024

- Kick-Off Meeting (Apr. 23)
- Project Video 1 (Apr.)
- Public Survey 1 (Apr.)
- Comment Map (Apr.)

### Fall 2024

- Community Open House 1 (Sep.)
- TPO Board Update (Oct.)

### Winter 2025

- Public Survey 2 (Jan.)
- Community Open House 2 (Feb.)

### Spring/Summer 2025

- Draft Needs Plan (Mar.)
- Project Video 2 (Apr.)
- Draft Cost Feasible Plan (May)

### Fall 2025

- Draft LRTP Public Review (Sep.)
- TPO Board Presentation (Sep.)
- LRTP Adoption (Nov. 20)

## Contact Information

Ocala Marion TPO  
 2710 E Silver Springs Blvd  
 Ocala, FL 33470  
 352-438-2630  
[ocalamariontpo@marionfl.org](mailto:ocalamariontpo@marionfl.org)