



Transportation Disadvantaged Local Coordinating Board (TDLCB) Meeting

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

March 17, 2022

10:00 AM

MINUTES

Members Present:

Michelle Stone

Jeffrey Askew (*arrived at 10:04am*)

Lauren Debick

Andrea Melvin

Susan Hanley (*Mark Mulligan, alternate attended on behalf of Susan Hanley*)

Anissa Pieriboni (*arrived at 10:05am*)

Steven Neal (*arrived at 10:09am*)

Keith Fair

Members Not Present:

Ivonne Perez

Tracey Sapp

Carlos Colon

Iris Pozzo

Tracey Alesiani

Carressa Hutchinson

Jeff Aboumrad

Ronald Graham

Others Present:

Rob Balmes, TPO
Shakayla Irby, TPO
Elizabeth Mitchell, TPO
Jennifer Martinez, Marion Senior Services
Clayton Murch, Marion Senior Services
Ken McKelvy, Marion Senior Services
Karen Williams, Marion Senior Services
Herman Schulz, Marion Senior Services

Item 1. Call to Order and Roll Call

Chairwoman Stone called the meeting to order at 10:02am. Secretary Shakayla Irby called the roll and a quorum was present with a special quorum of five member's present in-person.

Ms. Melvin made a motion to proceed with the special quorum. Mr. Fair seconded, and the motion passed unanimously.

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 10, 2022 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 10, 2022 edition of the Ocala Star Banner.

Item 4A. Introduction of new Board members

Chairwoman Stone gave a welcome to the new board members.

New board members included:

- Keith Fair- Housing Finance Authority of Marion County
- Lauren Debick- Marion County School Board
- Carressa Hutchinson (unable to attend the meeting)- Florida Community Action Association
- Ronald Graham (unable to attend the meeting)- Department of Children and Families
- Sheri Peterson- (unable to attend the meeting)- Alternate member for Ronald Graham
- Stephanie Seawright- (unable to attend the meeting)- Alternate member for Carressa Hutchinson

TDLCB members went around the room and introduced themselves to the new members and stated the agencies they worked for.

Item 5A. Annual CTC Evaluation

Ms. Liz Mitchell gave a presentation on the CTC Evaluation and shared with the board 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.

You are considered "transportation disadvantaged" due to age, income, or a disability, you cannot drive, and do not have access to other transportation options. Access would be provided to medical appointments, employment, educational and other life sustaining services, including, groceries, shopping, meals, and social events, to those who were eligible and have no other means of transportation.

In accordance with Florida Statutes, Chapter 427, and the Florida Commission for the Transportation Disadvantaged the Marion County Community Transportation Coordinator (CTC) evaluation was conducted annually by members of the Transportation Disadvantaged Local Coordinating Board (TDLCB) with assistance from the Ocala Marion Transportation Planning Organization (TPO) staff. The TDLCB evaluates the CTC in order to ensure quality of service was being provided in the most cost effective and efficient manner. This was accomplished through an audit, a series of interviews, quality checks, rider surveys, and ride-along for observation.

The evaluation encompasses 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.

In summary, the TPO found that all of 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 was a zero tolerance substance abuse policy enforced complete with pre-employment drug and alcohol background check, and random testing. The riders spoke highly of the overall system and feel that they are being provided a quality service.

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

Recommendations

1. Provide readily available comment cards on each bus for input from the riders with a sealed drop box. This will allow for input from the riders on an ongoing basis.
2. While there has been improvement on the waiting period for returning riders home from their appointments we are still receiving comments on the pickup window being too long 2 to 3 hours wait prior to pick up.

3. Standardize the location of the pertinent phone numbers on each bus. Due to the fact that service is geared for the disadvantaged, many are unable to get up close to view the Ombudsman and complaint phone numbers. These numbers need to be in various locations i.e. on the upper side isles for easier viewing from the riders sitting on the sides with an emphasis on the size of the numbers (larger for distance viewing from the back of the bus).

Commendations

1. Riders are pleased and speak highly of the overall system and the staff.
2. Marion Transit monitors and continues to make the changes required to provide the coverage necessary to maintain happy riders.
3. Marion Transit was several months without a Community Transportation Coordinator however the system overall did not diminish in quality due to well outlined policies and procedures, well trained staff and teamwork.

Chairwoman Stone asked if Marion Transit would be able to accommodate the recommendations of the TPO.

Ms. Martinez said that it would be no problem to fulfill the recommendations of the TPO.

The board gave praises to Marion Transit and the great quality of service that they continued to provide to the community.

Item 6A. Election of new Grievance sub-committee members

Members of the Grievance Subcommittee would serve on a voluntary basis and would consist of at least five (5) voting members. Each member of the Grievance Subcommittee would serve at the discretion of the TDLCB.

Grievance Subcommittee members would meet if a grievance was brought before the committee. When a meeting of the Grievance Subcommittee was necessary, the TPO staff would schedule the meeting. Meetings would be held at the time and place as the Grievance Subcommittee may determine.

Ms. Liz said that five members were suggested but not required. The board decided to move forward with four (4) voting members.

Board volunteers included:

- **Steven Neal**
- **Jeffrey Askew**
- **Keith Fair**
- **Anissa Pieriboni**

Mr. Fair made a motion to approve the four volunteer voting members for the Grievance Committee. Ms. Pieriboni seconded and the motion passed unanimously.

Item 7. Consent Agenda

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

Item 8. Upcoming Workshop Highlights

Mr. Balmes told the board that on January 12, 2022, the TPO kicked-off **Commitment to Zero: An Action Plan for Safer Streets in Ocala Marion**. The public could participate at any time by visiting the Commitment to Zero project page at: <https://ocalamariontpo.org/safety-plan>.

The project page contained up to date documents and meeting information, including “How to Get Involved”. This section provides an opportunity for the public to complete an online survey and place comments on an online interactive map.

Mr. Balmes asked if the board would share the project page and opportunities for public comment. The TPO and consultant team would be hosting a **Community Workshop on April 14, 2022** at the **College of Central Florida Klein Center** and a flier highlighting the event was provided to the board members. The workshop would be open to all members of the community and further details would be forthcoming. An introduction was expected to be included followed by a brief presentation with an open-house style format.

On **June 16, 2022**, the TPO had plans to conduct a specific **TDLCB Workshop** at the annually scheduled workshop meeting. The consultant team would facilitate a 45 to 60 minute session with TDLCB members to gain insights and feedback to improve transportation safety for our community.

Item 8. Comments by TDLCB Members

Mr. Neal and Mr. Askew gave praises to Marion Senior Service staff for the great service they continued to provide during staffing changes.

Mr. Neal informed the board of the Parade of Senior Services taking place at the College of Central Florida Klein Center March 18, 2022 from 10am to 2pm.

Chairwoman Stone invited the board to attend Marion County Day on March 26, 2022 from 10am to 2pm at the McPherson Governmental Campus. She also invited the board to take part in the String Project that symbolized the good deeds in the community.

Ms. Melvin informed the board of the 5th Annual Emergency Preparedness Expo for People with Disabilities to take place March 30, 2022 from 8:45am to 1pm at the Ed Croskey Recreation Center.

Mr. Askew informed the board and secretary that Ms. Daisy Diaz would be his appointed alternate.

Item 9. Comments by TPO Staff

Ms. Mitchell informed the board the meetings for the TDLCB would take place at the Marion County Growth Services Training Room for the remainder of the year.

Item 10. Comments by CTC

New Transit Director and CTC, Mr. Clayton Much introduced himself and shared with the board a brief bio.

Item 11. Public Comment

There was no public comment.

Item 12. Adjournment

Chairwoman Stone adjourned the meeting at 11:05am.

Respectfully Submitted By:

Shakayla Irby, TPO Administrative Assistant