



Transportation Disadvantaged Local Coordinating Board (TDLCB) Meeting

Virtual Meeting

September 24, 2020

10:00 AM

AGENDA

- 1. CALL TO ORDER AND ROLL CALL**
- 2. PLEDGE OF ALLIGENCE**
- 3. PROOF OF PUBLICATION**
- 4. DISCUSSION ITEMS**
 - A. TDLCB Roll Call Update – *Welcome Mr. Steven Neal*
 - B. [First Draft of 2020-2025 Transportation Disadvantaged Service Plan \(TDSP\)](#)
- 5. ACTION ITEMS**
 - A. [Approval of Memorandum of Agreement](#)
 - B. [Approval of Annual Operating Report \(AOR\)](#)
- 6. CONSENT AGENDA**
 - A. [Minutes June Meeting](#)
 - B. [Minutes of June Workshop](#)
- 7. COMMENTS BY TDLCB MEMBERS**
- 8. COMMENTS BY TPO STAFF**
- 9. COMMENTS BY COMMUNITY TRANSPORTATION COORDINATOR (CTC)**
- 10. PUBLIC COMMENT (Limited to 2 minutes)**
- 11. ADJOURNMENT**

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

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 TDLCB will be held on October 15, 2020



TO: TDLCB MEMBERS

FROM: LIZ MITCHELL, Grants Coordinator/Fiscal Planner

RE: Transportation Disadvantaged Service Plan – 2020-2025

The Florida Commission for the Transportation Disadvantaged (FCTD) requires that each Community Transportation Coordinator (CTC) submit a comprehensive TDSP to run simultaneously with their 5-year appointment. This is a tactical plan that provides a 5-year vision for the local transportation disadvantaged (TD) program and is updated annually.

This is the first Draft of the plan in order to allow for input from the TDLCB Board and our citizens. TPO staff encourages your input with specific emphasis on page 28, the Goals, Objectives and Strategies section. Your input will assist us to see areas that need attention, identify any gaps that may exist and in general gain perspective.

If you have any questions regarding the TDSP Draft or any of its components, please feel free to contact Liz Mitchell, liz.mitchell@marioncountyfl.org.

Transportation Disadvantaged Service Plan (TDSP)

2020 - 2025

DRAFT



Prepared By:

Ocala Marion Transportation
Planning Organization and
Marion Transit

Adopted:



**OCALA MARION
TRANSPORTATION
PLANNING
ORGANIZATION**

Website: ocalamariontpo.org

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 _____, 2020.

Date

Commissioner Michelle Stone, TDLCB Board Chairperson

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: _____, 2020

NAME	REPRESENTING	YES	NO	ABSENT
Michelle Stone	Board of County Commissioners (Chair)			
Jeffrey Askew	Marion County Veterans Office (Vice-Chair)			
Tamyika Young	Agency for Healthcare Administration			
Charmaine Anderson	Marion County Public Schools			
Tracey Sapp	Dept. of Health			
Susan Hanley	Dept. of Elder Affairs			
Kathleen Woodring	Career Source Citrus Levy Marion			
Tracey Alesiani	Agency for Persons with Disabilities			
Andrea Melvin	Centers for Independent Living			
Anissa Pieriboni	Florida Center for the Blind			
Carissa Hutchinson	Florida Association for Community Action			
Steven Neal	City of Ocala			
Jeff Abourmrad	Department of Education			
James Haynes	Ocala Housing Authority			

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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@marioncountyfl.org.



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,

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

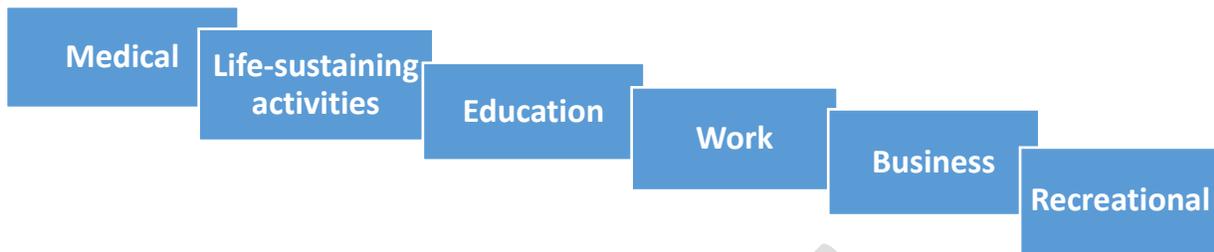
The Community Transportation Coordinator (CTC) is the agency responsible for providing coordinated transportation services for the transportation disadvantaged citizens in the county.

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 43 small cutaway-type buses serves an area of more than 1,600 square miles. Trip priorities are established by a subcommittee of the TDLCB and the TPO.

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



MT currently has coordination contracts with three entities that provide transportation services to their own residents: Advocacy Resource Center Marion, Inc. (ARC), Florida Center for the Blind, Inc., and Goodwill Industries. 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 make 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 and 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 and older adult passengers. SunTran contracts with MT for the required complementary Americans with Disabilities Act (ADA) paratransit services within $\frac{3}{4}$ -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 a 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 Official Planning Agency 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. 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. The TPO also maintains an interactive website and social media platforms such as Twitter and LinkedIn for citizens to provide comments, and/or requests 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), and the Public Involvement Plan (PIP).

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 uses 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 currently, and how it could possibly be used in the future. Incorporating the land use information into project and plan review, 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. Drastic changes such as the effects of COVID-19, unemployment, housing market crisis, and recessions can cause changes not currently projected.

4. Cultural Descriptions

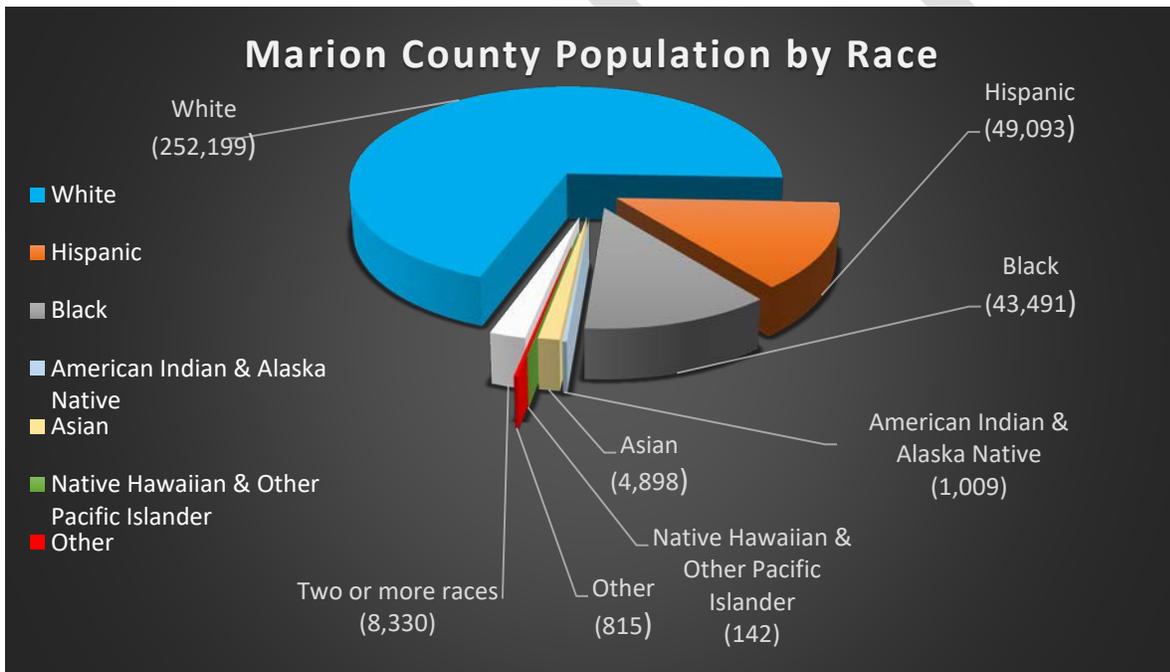
Marion County has a total population of 359,977 according to the American Community Survey's (ACS) 2018 one-year estimates. The chart and graph seen below **Table 1.2 and Figure 1.2**, below, highlight the racial makeup of Marion County.

Table 1.2: Population by Race

Race	Population	Percent of Population
White	252,199	70.06%
Hispanic	49,093	13.64%
Black	43,491	12.08%
Two or more races	8,330	2.31%
Asian	4,898	1.36%
American Indian & Alaska Native	1,009	0.28%
Other	815	0.23%
Native Hawaiian & Other Pacific Islander	142	0.04%
Total	359,977	100.00%

Source: ACS 2018 1-year estimates

Figure 1.2: Population by Race



Marion County’s population increased from 336,811 persons in 2015 to 359,977 persons in 2018, an overall increase of 7%. It is estimated that the population will continue to increase according to the 2020 Population report by the Bureau of Economic and Business Research (BEBR) at the University of Florida. Using BEBR Florida population projections, the population of Marion County is expected to increase by 28% by 2045. **Table 1.3** provides an overview of the population projections for Marion County and Florida from 2020 to 2045. 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 Growth Projections, 2020-2045

Area	Population Estimate	Population Projections						Population Growth
		2020	2025	2030	2035	2040	2045	
	2019	2020	2025	2030	2035	2040	2045	2019-2045
Marion Co.	360,421	365,900	392,100	414,800	432,800	447,900	460,800	28%
Florida	21,208,589	21,556,000	23,130,900	24,426,200	25,498,000	26,428,700	27,266,900	29%

Source: BEBR 2020 - 2045 Population Projections, April 2019

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 and excluding the reduction of residents in Dunnellon and Reddick.

Table 1.4: Marion County Municipalities

Geographic Area	2018	2019 Estimates	2018 - 2019 Population Change
Marion County	348,371	360,421	12,050
Belleview	4,844	5,273	429
Dunnellon	2,188	1,810	-378
McIntosh	376	484	108
Ocala	58,598	61,549	2,951
Reddick	590	558	-32
UNINCORPORATED	281,775	290,747	8,972

Source: ACS 2018 1-year estimates

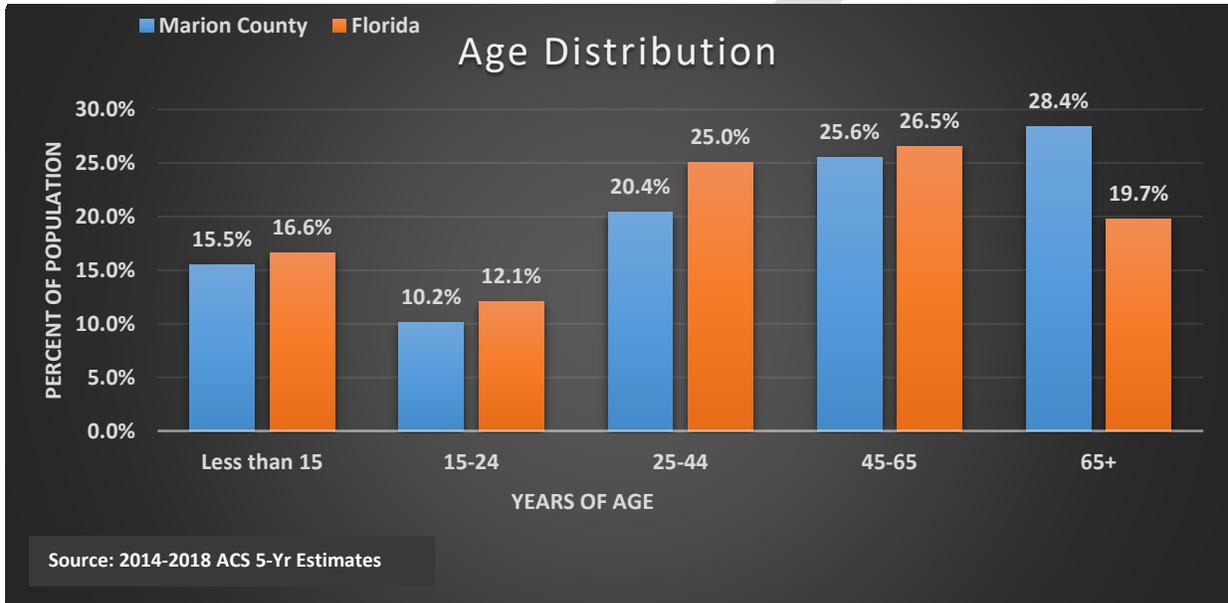
5. Population Density

The densest areas are projected to be within the Ocala urbanized area, in southwest Marion County along SR-40 and SR-200, and in McIntosh 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

Figure 1.3 shows the Marion County and Florida populations by age distribution. According to the 2014–2018 ACS, more than 27% of Marion County’s population is 65 years of age or older compared to nearly 17% for Florida. The 45-to-65 age group includes the largest percentage of both the Marion County and Florida populations, indicating that the older age group will be increasing significantly in the future, which could lead to increased public transportation demand.

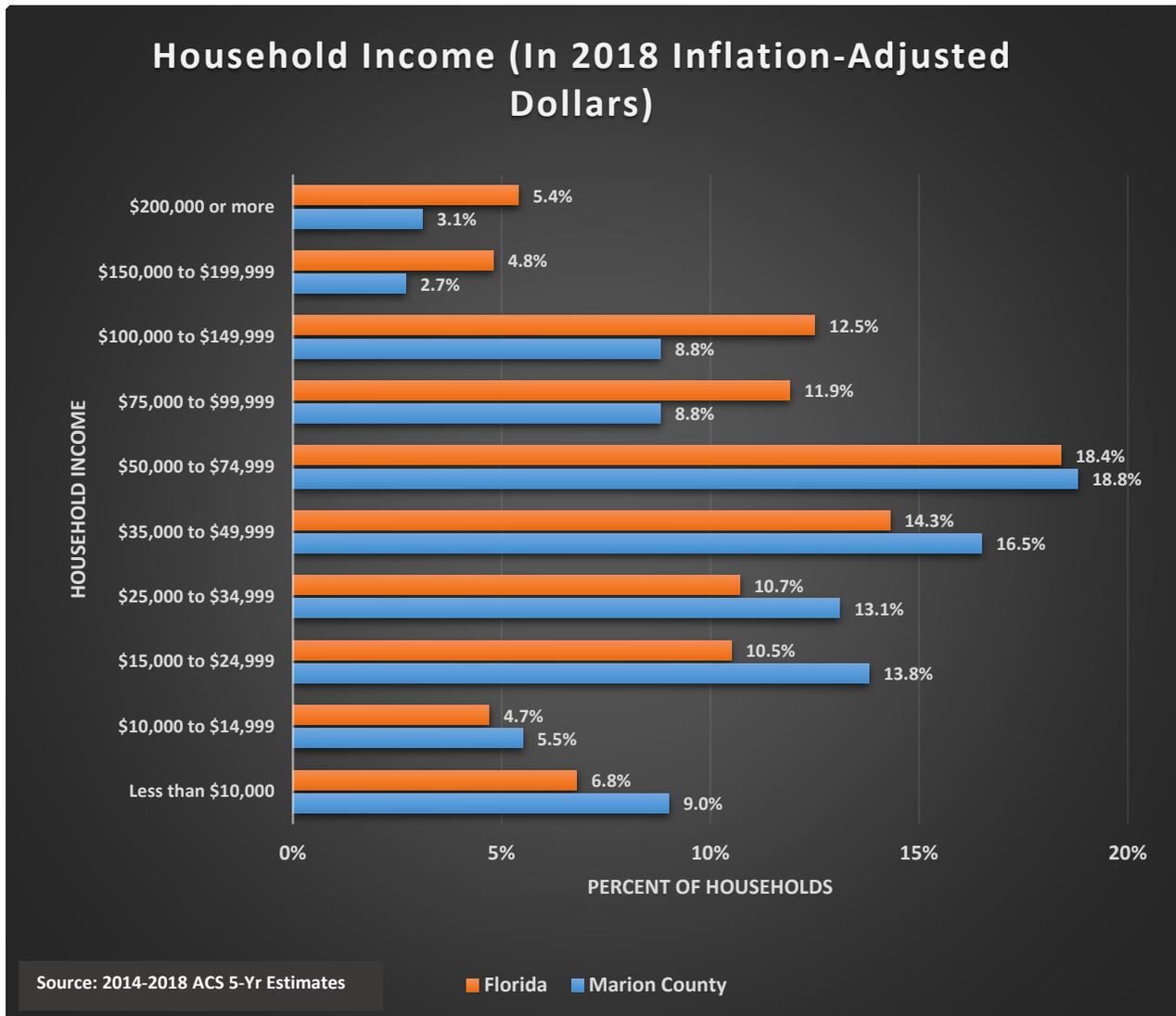
Figure 1.3: Population by Age



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 February 2019, existing home sales increased 180 homes, or 2 percent from the previous 12 months. The median property value in Marion County is \$150,600, and the homeownership rate is 75.6%. **Figure 1.4** compares the distribution of household income in Marion County and Florida. A larger share of Marion County residents earn an income within the three lowest income categories (below \$25,000). Additionally, a smaller share of Marion County residents earn an income within the four highest income categories (above \$75,000) compared to the Florida state average. The Marion County median household income is approximately 10% lower than Florida, with Marion County’s median income at \$43,361 and Florida’s at \$53,267.

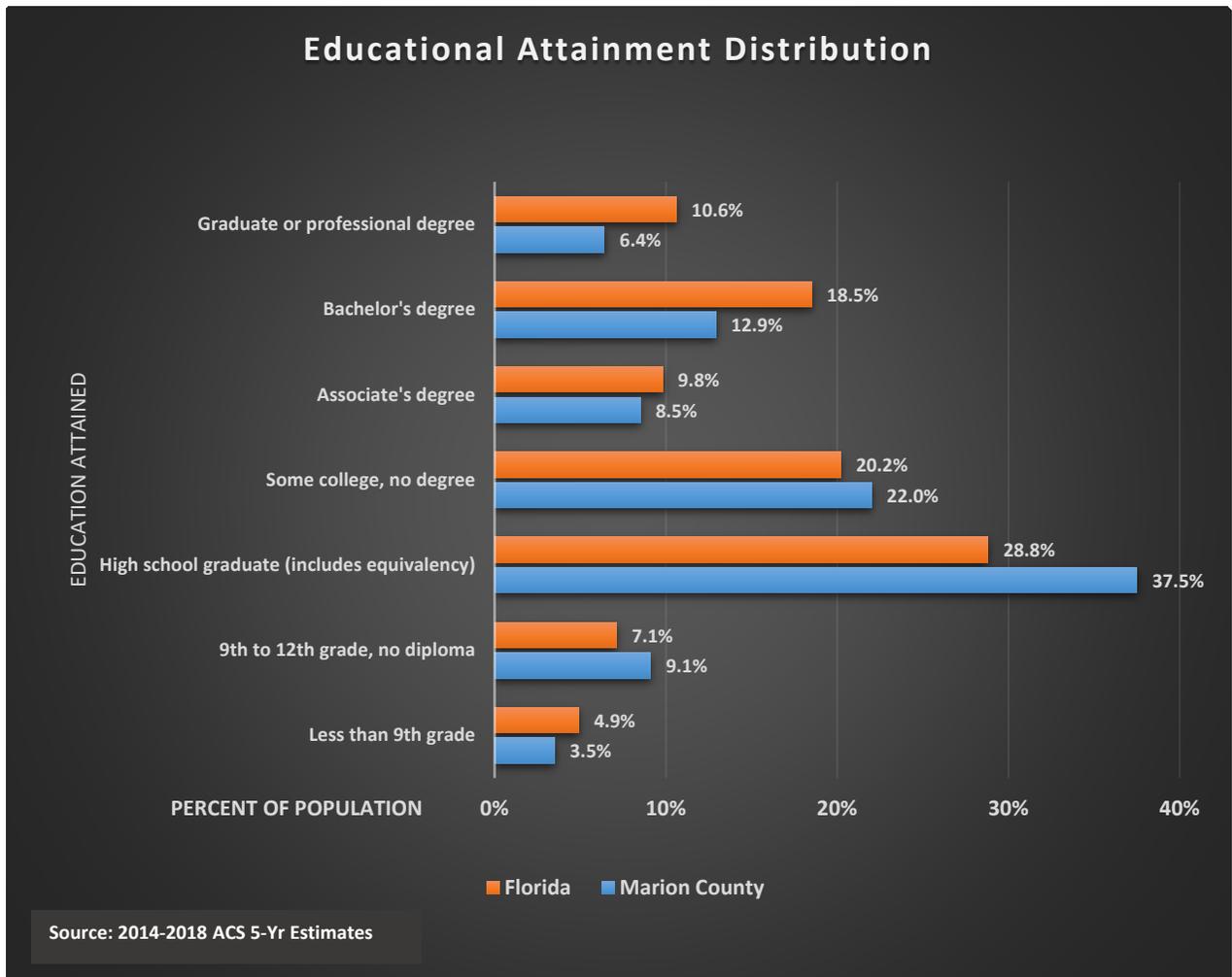
Figure 1.4: Household Income



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 37.5% of Marion County residents and about 29% of Florida residents. Overall, a larger proportion of Florida residents have obtained higher levels of education, including an Associate’s degree, Bachelor’s degree, graduate and/or professional degree, than Marion County residents.

Figure 1.5: Educational Attainment Distribution



9. Employment

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 Statistics for June 2020 data. These figures show that Marion County has a slightly lower unemployment rate than the state as a whole, though the rates are not seasonally adjusted.

Table 1.5: Employment Characteristics-Marion County and Florida 2020 (Not Seasonally Adjusted)

<i>Area</i>	<i>Civilian Labor Force</i>	<i>Number Employed</i>	<i>Number Unemployed</i>	<i>Unemployment Rate</i>
Marion County	133,949	122,557	11,392	8.5%*
Florida	9,789,000	8,744,000	1,045,000	10.7%*
* Due to the pandemic, COVID-19, these numbers aren't a true representation of the unemployment rate **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: Florida Department of Economic Opportunity June 2020 Data				

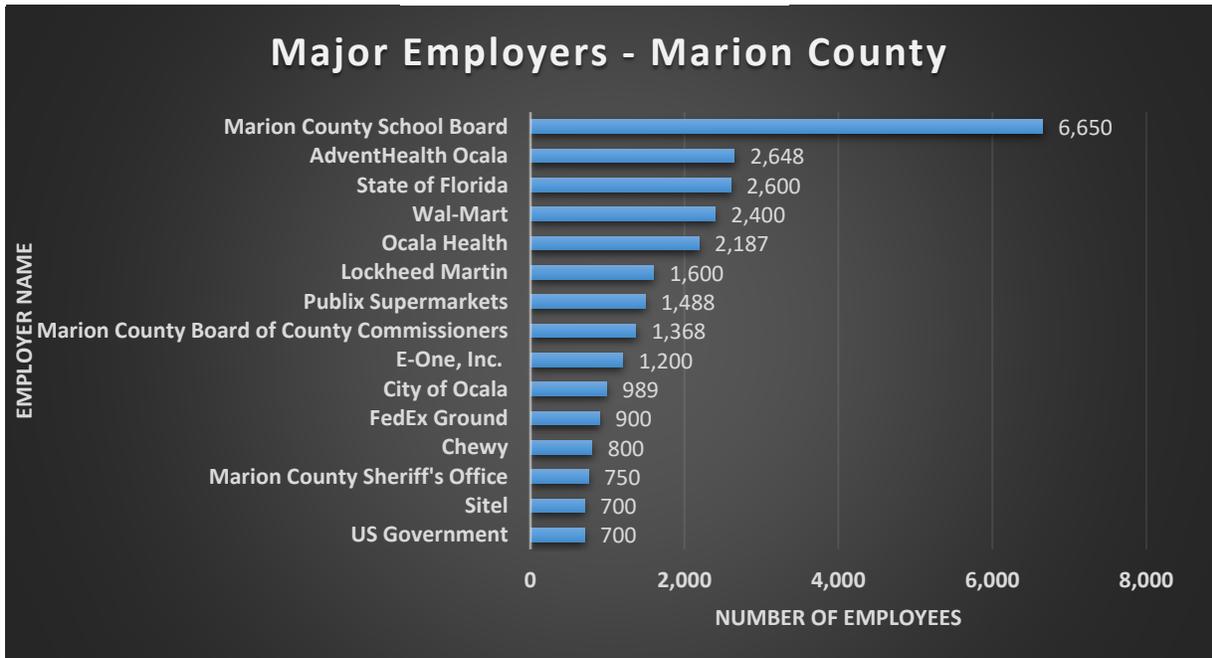
10. Employment Density

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 (formerly Munroe Regional Medical Center) and Ocala Health. Manufacturing companies such as Lockheed Martin and E-One, Inc. Retail centers, including Walmart and Publix 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



Source: Ocala/Marion County Chamber and Economic Partnership (as of 8/11/2020)

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 ¼ mile of SunTran fixed route service.

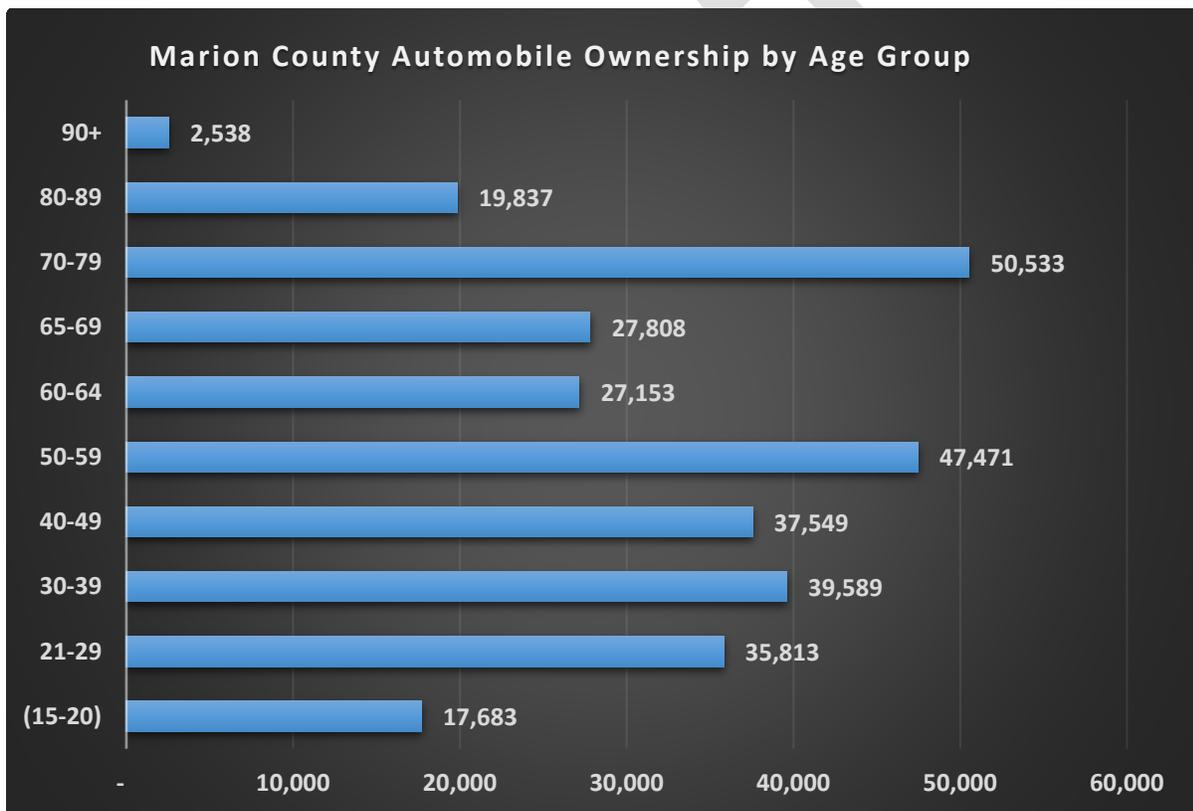
1	Davita-East Dialysis Center	2870 SE 1st Av	Ocala
2	Davita-Shores Dialysis Center	9310 Spring Rd	Ocala
3	Davita-West Dialysis Center	8585 SW Hwy 200	Ocala
4	Wal-Mart	2600 SW 19th Av Rd	Ocala
5	Davita-South Dialysis Center	13940 US Hwy 441	Lady Lake
6	Davita-North Dialysis Center	2620 W Hwy 316	Citra
7	Wal-Mart	9570 SW Hwy 200	Ocala
8	Quad County Clinic	216 NE 1st Av	Ocala
9	Publix	8075 SW Hwy 200	Ocala
10	Wal-Mart	17961 S US Hwy 441	Summerfield

Source: Marion Senior Services (August 2020)

13. Household Vehicle Availability

Marion County has just over 300,000 registered vehicles according to the latest report (2020) 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 50-59 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
17,683	35,813	39,589	37,549	47,471	27,153	27,808	50,533	19,837	2,538	305,974

Source: Florida Department of Highway Safety and Motor Vehicles 2020 Report

Service Analysis

1. Transportation Disadvantaged Population

Table 1.8 shows the trend in the TD population and TD passengers between 2017 and 2019 in Marion County. The potential TD population has risen by nearly 2.7%, from 181,858 in 2017 to 186,913 in 2019. However, the number of TD passengers served declined, with a 4% decrease, from 3,323 in 2017 to 3,189 in 2019.



Table 1.8: TD Population

Year	Potential TD Population	TD Passengers Served
2017	181,858	3,323
2018	186,913	3,281
2019	186,913*	3,189
% Change (2017-2019)	2.7%	-4.2%
* Data not provided in the 2019 report. Therefore, same numbers used from previous year		
Source: Annual Performance Reports from 2017-2019, 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 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.

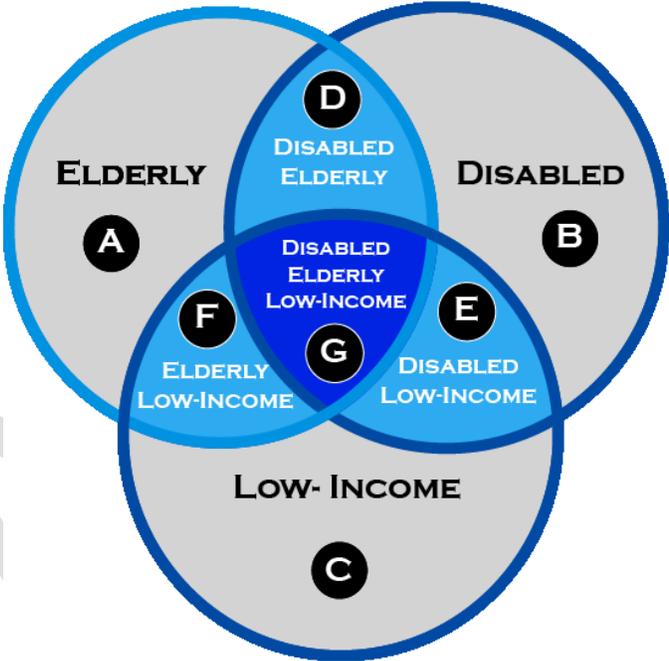
2. Forecasts of Transportation Disadvantaged Population

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 2019 American Community Survey (ACS) data and 2019 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	138,852	37.9%	



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 age	18,339	5.0%	4,133	1.1%	0	0.0%	4,133	5.32%
5-17	48,529	13.3%	12,774	3.5%	4338	1.2%	5,928	1.62%
18-34	23,281	6.4%	8,895	2.4%	4,771	1.3%	6,404	1.75%
35-64	168,570	46.1%	16,858	4.6%	18,187	5.0%	21,861	5.97%
Total Non-Elderly	258,719	70.7%	42,660	11.7%	27,296	7.5%	38,326	10.47%
65-74	79,238	21.7%	4,873	1.3%	13,209	3.6%	15,992	4.37%
75+	27,984	7.6%	4,408	1.2%	20,820	5.7%	23,352	6.38%
Total Elderly	107,222	29.3%	9,281	2.5%	34,029	9.3%	39,344	10.75%
Total	365,941	100%	51,941	14.2%	61,325	16.8%	77,670	21.22%

E - Estimate non-elderly/disabled/ low income	From Base Data (I11)	38,326
B - Estimate non-elderly/ disabled/not low income	Subtract I9 from G11	(11,030)
G - Estimate elderly/disabled/low income	From Base Data (I14)	39,344
D- Estimate elderly/ disabled/not low income	Subtract I11 from G14	(5,315)
F - Estimate elderly/non-disabled/low income	Subtract I14 from E14	(30,063)
A - Estimate elderly/non-disabled/not low income	Subtract sum of J17, J18 and J19 from C14	103,256
C - Estimate low income/not elderly/not disabled	Subtract I11 from E11	4,334
Total - Non-Duplicated		138,852

Source: CUTR, Paratransit Service Demand Estimation Tool, Based on service operating 277 days annually accounting for some Saturdays.

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 2019 TD population in Marion County is estimated to be 138,852, representing approximately 37.9% 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 9% over the five-year period of 2020-2025.

Table 1.9: Forecast General TD Population

<i>General TD Population Forecast</i>	2019	2020	2021	2022	2023	2024	2025
Overlapping Circle Component							
E - Estimate non-elderly/disabled/ low income	38,326	38,882	39,445	40,017	40,598	41,186	41,783
B - Estimate non-elderly/ disabled/not low income	-11,030	-11,190	-11,352	-11,517	-11,684	-11,853	-12,025
G - Estimate elderly/disabled/low income	39,344	39,914	40,493	41,080	41,676	42,280	42,893
D- Estimate elderly/ disabled/not low income	-5,315	-5,392	-5,470	-5,550	-5,630	-5,712	-5,794
F - Estimate elderly/non-disabled/low income	-30,063	-30,499	-30,941	-31,390	-31,845	-32,307	-32,775
A - Estimate elderly/non-disabled/not low income	103,256	104,753	106,272	107,813	109,376	110,962	112,571
C - Estimate low income/not elderly/not disabled	4,334	4,397	4,461	4,525	4,591	4,657	4,725
TOTAL GENERAL TD POPULATION	138,852	140,865	142,908	144,980	147,082	149,214	151,378
TOTAL POPULATION	365,941	371,247	376,630	382,090	387,630	393,251	398,953

Source: CUTR, Paratransit Service Demand Estimation Tool. Based on paratransit service operating 277 days annually, accounting for some Saturdays.

Table 1.10 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 health care, employment, education, shopping, social activities, and other life-sustaining activities. As shown, the Marion County's 2019 Critical Need TD population is estimated to be 61,325, representing nearly 44% of the general TD population.

Table 1.10: Critical Need Transportation Disadvantaged

County Pop. By Age	Total Population with a Disability by Age	% with a Severe Disability by Age	Total Population with a 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 years of age	0					
5-17	4,338	4.20%	182	0.39%		
18-34	4,771	6.30%	301	0.51%		
35-64	18,187	13.84%	2,517	2.04%		
Total Non-Elderly	27,296		3,000	1.22%	28.60%	858
65-74	13,209	27.12%	3,582	2.81%		
75+	20,820	46.55%	9,692	9.44%		
Total Elderly	34,029		13,274	5.77%	11.70%	1,553
Total	61,325		16,274	3.42%		2,411

Source: CUTR, Paratransit Service Demand Estimation Tool. Based on paratransit service operating 277 days annually, accounting for some Saturdays.

In 2021, the Critical Need TD population is expected to make 650,988 total annual trips as shown below in **Table 1.11**. The number of Critical Need trips needed is expected to increase 9% over the five-year period.

Table 1.11: Marion County Forecasted Annual Trip Demand, 2019-2025

Critical Need TD Population Forecast	2019	2020	2021	2022	2023	2024	2025
Total Critical TD Population							
<i>Disabled</i>	16,274	16,510	16,749	16,992	17,238	17,488	17,742
<i>Low Income Not Disabled No Auto/Transit</i>	777	788	800	811	823	835	847
Total Critical Need TD Population	17,051	17,298	17,549	17,803	18,061	18,323	18,589
Daily Trips - Critical Need TD Population							
<i>Severely Disabled</i>	797	809	821	833	845	857	869
<i>Low Income - Not Disabled – No Access</i>	1,475	1,497	1,518	1,540	1,563	1,585	1,608
Total Daily Trips Critical Need TD Population	2,273	2,311	2,350	2,390	2,430	2,473	2,517
Annual Trips	629,530	640,169	650,988	661,990	673,177	685,092	697,219

Source: CUTR, Paratransit Service Demand Estimation Tool. Based on paratransit service operating 277 days annually, accounting for some Saturdays.

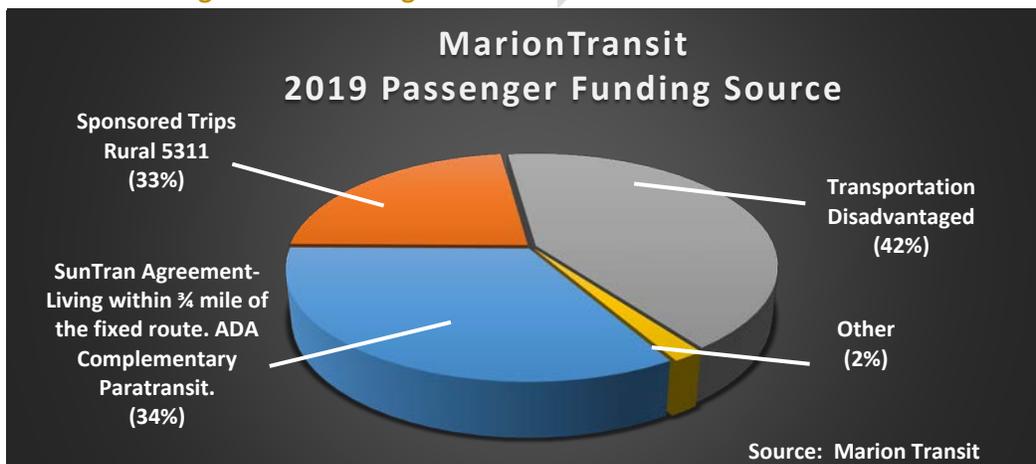
3. Needs Assessment

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 2014–2018 ACS, more than 27% of Marion County’s population is 65 years of age or older compared to nearly 17% for Florida.

MT has found that the Transportation Disadvantaged Trip and Equipment Grant is formula based throughout 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. However, in recent years the non-sponsored trips paid out of the Transportation Disadvantaged Trip and Equipment Grant has not kept up with these trips and MT must prioritize these trips. This has resulted in TD Riders not being able to fully take advantage of the system. The county’s unincorporated areas encompass a large portion of MT’s trips and with the 2020 Census just around the corner, many of these areas of Marion County will no longer be considered rural areas resulting in more demand for non-sponsored trips. Marion Oaks is one example of such an area with approximately 15,000 residents needing service to healthcare, employment and shopping. Qualifying and providing service in this area without more funding will result in a decreased quality in service.

Therefore, the Commission for the Transportation Disadvantaged will need to focus on adjusting their formula for funding or develop new funding to cover these trips.

Figure 1.7: Funding Sources



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.

- All federal grants and state cash match have been met however, there are not enough funds for expansion of service due to rising cost of fuel, insurance, and personnel.
- 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.
- Providing service to the rural areas is difficult to keep costs low because of 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.

Vision Statement

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

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 on 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. 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:

1. Continue to monitor and assess riders to transition to fixed-route services.
2. Carefully match the best possible transit solution for every particular need.
3. 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.
- 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.

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

Objectives:

1. Participate in community events to educate.
2. Maintain a presence on the internet to improve public image.
3. 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:

1. Ensure that requests received are communicated and considered as possible feasible changes and/or corrections.
2. Best practices in terms of less call hold time, pick-up window, and reservation time.
3. 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.
- c. Look at and update the routes at a minimum annually.

4. Provide transportation services with safety at the forefront

Objectives:

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

Strategies:

- a. Continue background checks, drug tests and physical compliance for all drivers 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:

- 1. Build a rapport with both public and private partners to better understand their needs.
- 2. Work to establish a mutual trust with partners.
- 3. 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. Share plans and routes with partners at the quarterly meeting in order to build mutual trust.
- c. Maintain communication quarterly to close any gaps in service and ways to improve costs and efficiency.

Implementation Plan

Table 1.12: Implementation Plan

OBJECTIVE	STRATEGY	RES- PON- SIBLE	MEASURE STATUS
GOAL 1. To provide the best possible transportation service to those in the service area.			
Continue to monitor and assess riders to transition to fixed-route services	Annually assess the applications of current riders that are able to transition to fixed route system	CTC TDLCB	CTC reports to TDLCB Ongoing

Carefully match the best possible transit solution for every particular need	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	CTC	CTC to monitor -Daily
Make sure that the application and registration process is simplified but as effective as possible	Annually update the application and registration process to meet the needs of the customer	CTC TDLCB	CTC to monitor minimum - Annually
GOAL 2. Educate the riders and general public on services provided.			
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
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 -Ongoing
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 TDLCB	CTC to report to TDLCB - Quarterly
GOAL 3. Remain flexible and open-minded in terms of routes and riders' needs.			
Ensure that requests received are communicated and considered as possible feasible changes and/or corrections	Maintain effective means of communication where customers can provide input through the TDLCB meetings, website and social media	CTC TDLCB	Maintain comment cards buses/website - 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
Continued assessment of the routes for more efficient service	Look at and update the routes at a minimum annually	CTC	CTC will monitor for cost efficiency -Annually
GOAL 4. Provide the transportation services with safety at the forefront.			
Adhere to the System Safety Program Plan and meet all requirements	Continue background check, drug tests and physical compliance for all drivers at onset of employment and random testing regularly	CTC	CTC to monitor documentation - Daily
All vehicles to receive regularly scheduled maintenance and daily inspections	Ascertain qualified mechanics are utilized for repair of the uses and drivers sign off daily for inspections	CTC	CTC to monitor documentation - Daily
Maintain a process for sanitizing and cleaning all vehicles every day	Establish procedures for cleaning of buses and continued awareness and education on sanitizing with drivers doing daily logs	CTC	CTC to monitor customer input -Daily
GOAL 5. Maintain consistent coordination to provide effective service to public and private partners.			
Build a rapport with both public and private partners to better understand their needs	Arrange to meet on a quarterly basis in an effort to build rapport	CTC	CTC to monitor -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	CTC report to TDLCB-Qtrly
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 costs and efficiency.	CTC	CTC to monitor 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, 43 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 make a decision 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 away from. 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: Agreements with Outside Transportation Agencies

NAME	CONTACT	ADDRESS	PHONE	AGREEMENT TYPE
Advocacy Resource Center Marion, Inc.	Frank Sofia, CEO	2800 SE Maricamp Rd., Ocala, FL	352-387-2210	Coordination Agreement
Florida Center for the Blind, Inc.	Anissa Pieriboni, CEO	1411 NE 22 nd Avenue, Ocala, FL	352-873-4700	Coordination Agreement
Goodwill Industries Suncoast, Inc.	Kris Rawson, VP	10596 Gandy Blvd., St. Petersburg, FL	727-481-3944	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 43 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 Local Coordinating Board (LCB), 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). 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 5pm 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 is 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 Transport	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, TDLCB conducts an annual evaluation of Marion County's CTC to evaluate his performance over 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 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>	
Trip Charge: \$ 29.08	
<i>Wheelchair</i>	
Trip Charge: \$ 49.85	
<i>Stretcher (Contracted)*</i>	
* MT does not offer stretcher services	

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 MONTHLY PASS FARE
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	

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 effect the availability of multimodal facilities within the planning area.

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 two 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.

Transit Development Plans

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 approved in 2017. In the plan it mentions several opportunities for further expansion and the funding that would be required to obtain such expansion. In addition, 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 in June of this year. However, a new CTC was selected during the same month, which requires staff to conduct a major update, due by November 1, 2020. 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 (2015 - 2019)

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 and submitted to the Governor and the Commission for final approval. This report was analyzed by staff to complete the Development section of this plan update.

Annual Operations Report for Marion County

Marion County 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

2040 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 2040 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.

Transportation Improvement Program (TIP) FY 2020/21 – 2024/25

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 update.



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 being 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

MTS#	Agency's Bus Number	Year/Make	Vehicle Length (Feet)	Ambulatory Seats	Wheelchair Spaces	ADA Accessory (Lift/Ramp, etc.)	Current Use
1	1202 (32)	2012 Chevrolet	23	12	4	Lift	Spare
2	1204 (41)	2012 Chevrolet	23	12	4	Lift	Daily Use
3	1205 (50)	2012 Dodge	12	6	1	Ramp	Spare
4	1301 (04)	2013/Chevrolet	23	10	6	Lift	Spare
5	1302 (07)	2013/Chevrolet	23	10	6	Lift	Spare
6	1303 (24)	2013/Chevrolet	23	10	2	Lift	Spare
7	1304 (26)	2013/Chevrolet	23	10	4	Lift	Out/Serv.
8	1305 (31)	2013/Chevrolet	23	10	6	Lift	Daily Use
9	1306 (42)	2013/Chevrolet	23	10	6	Lift	Spare
10	1401 (08)	2014/Chevrolet	23	10	6	Lift	Daily Use
11	1402 (10)	2014/Chevrolet	23	10	6	Lift	Daily Use
12	1403 (17)	2014/Chevrolet	23	10	4	Lift	Daily Use
13	1404 (18)	2014/Chevrolet	23	10	6	Lift	Daily Use
14	1405 (29)	2014/Chevrolet	23	10	6	Lift	Daily Use
15	1406 (34)	2014/Chevrolet	23	10	6	Lift	Daily Use
16	1407 (37)	2014/Chevrolet	23	10	6	Lift	Daily Use
17	1501 (15)	2015/Ford E-450	23	10	6	Lift	Daily Use
18	1502 (40)	2015/Ford E-450	23	10	6	Lift	Daily Use
19	1601 (5)	2016/Ford E-450	23	10	6	Lift	Daily Use
20	1602 (9)	2016/Ford E-450	23	10	6	Lift	Daily Use
21	1603 (11)	2016/Ford E-450	23	10	6	Lift	Daily Use
22	1604 (20)	2016/Ford E-450	23	10	6	Lift	Daily Use
23	1605 (21)	2016/Ford E-450	23	10	6	Lift	Daily Use
24	1701	2017/Ford/Tran	22	9	2	Lift	Daily Use
25	1702	2017/Ford/Tran	22	9	2	Lift	Daily Use
26	1703	2017/Ford/Tran	22	9	2	Lift	Daily Use
27	1704	2017/Ford/Tran	22	9	2	Lift	Daily Use
28	1705	2017/Ford/Tran	22	9	2	Lift	Daily Use
29	1801	2018/Chevrolet	24	11	4	Lift	Daily Use
30	1802	2018/Chevrolet	24	11	4	Lift	Daily Use
31	1803	2018/Chevrolet	24	11	4	Lift	Daily Use
32	1804	2018/Chevrolet	24	11	4	Lift	Daily Use
33	1805	2018/Chevrolet	24	11	4	Lift	Daily Use
34	1900	2019/Ford E-450	23	12	4	Lift	Daily Use
35	1901	2019/Ford E-450	23	12	4	Lift	Daily Use
36	1902	2019/Ford E-450	23	12	4	Lift	Daily Use
37	1903	2019/Ford E-450	23	12	4	Lift	Daily Use
38	1904	2019/Ford E-450	23	12	4	Lift	Daily Use
39	2001	2020/Ford E-450	23	12	4	Lift	Daily Use
40	2002	2020/Ford E-450	23	12	4	Lift	Daily Use
41	2003	2020/Ford E-450	23	12	4	Lift	Daily Use
42	2004	2020/Ford E-450	23	12	4	Lift	Daily Use
43	2005	2020/Ford E-450	23	12	4	Lift	Daily Use

Appendix C – Marion Transit Grievance Procedures

Inserted

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

Article 1: Preamble

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

Article II: Name and Purpose

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

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

Article III: Definitions

1. Community Transportation Coordinator (CTC): An entity and/or person appointed to ensure that coordinated transportation services are provided to the transportation disadvantaged population in a designated service area.
2. A Grievance is defined as any ongoing service problem that interferes with accessing a major life activity, such as work, healthcare, employment, education, shopping, social activities, or other life sustaining activities.
3. Service Complaint- any routine incidents and/or dissatisfaction that occur, are reported to the driver, dispatcher, or other individuals involved with the daily operations, and are resolved within the course of a reasonable time period suitable to the complainant.
Service complaints may include but are not limited to:

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

Article IV: Membership

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

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

Article V: Filing Complaints and Grievances - STEP 1

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

All written complaints can be sent to:

Marion Senior Services
1101SW 20th Court
Ocala, Florida 34471

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

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

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

Article VI: Appeal Process-STEP 2

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

The appeal must be in writing and addressed to:

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

4. Once an appeal has been received, the Grievance Subcommittee shall meet and render its recommendation within thirty (30) working days of the date the appeal was filed.
5. The complainant shall be notified in writing of the mutually agreed upon date, time and place where the appeal shall be heard. This written notice shall be mailed at least ten (10) working days in advance of the meeting.
6. A written recommendation will be rendered to all parties involved within ten (10) working days from the date of the recommendation and will include the following, in writing:

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

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

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

Address all appeals to:

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

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

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

Article VIII: Appeal to the Commission for the Transportation Disadvantaged - STEP 4

If the complainant is dissatisfied with the recommendation of the TDLCB, he/she may continue the process with the TD Ombudsman Program by calling the following number(s): 1-800-983-2435. For hearing and speech impaired customers call, 711 (Florida Only) Florida Relay System or (850) 410-5708 for TTY via written correspondence to:

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

Article IX: General

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

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

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

CERTIFICATION

The undersigned hereby certifies that he/she is the Chairperson of the Ocala Marion TPO Transportation Disadvantaged Local Coordinating Board and that the foregoing is a full, true and correct copy of the Grievance Procedures of this Local Coordinating Board as adopted by the Ocala Marion TPO Transportation Disadvantage Local Coordinating Board on the 20th day of February 2020.



Commissioner Michelle Stone, TDLCB Chairperson

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

Complainant(s) Name :	Complainant(s) Address:	
Complainant(s) Phone Number:	Complainant(s) Email:	
Complainant(s) Representative's Name, Address, Phone Number and Relationship (e.g. friend, attorney, parent, etc.):		
Names of the Individual(s) Whom You Allege a Complaint Against (If Known):		
Name and Address of Agency, Institution, or Department Whom You Allege a Complaint Against:		
Date of incident:	Vehicle Unit/License No.-Color-Type	Time of Incident:
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

D Additional Pages are attached.

TDLCB COMPLAINT TRACKING FORM

Name of Complainant: _____

COMPLAINT TO THE CTC -STEP 1

File Number _____

Date of pt_ Complaint: _____

Date of pt_ Resolution: _____

Action Taken (including date of letter): _____

APPEAL = COMPLAINT TO THE TDLCB GRIEVANCE SUBCOMMITTEE - STEP 2

Date of 2nd Complaint: _____

Date of 2nd Resolution: _____

Date of Subcommittee Hearing: _____

Action Taken (including date of letter): _____

APPEAL = COMPLAINT TO THE TDLCB-STEP 3

Date of 3rd Complaint: _____

Date of 3rd Resolution: _____

Date of TDLCB Hearing: _____

Action Taken (including date of letter): _____

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

Date sent: _____

Appendix D – System Safety Program Plan Certification

Inserted

DRAFT

**BUS TRANSIT SYSTEM
ANNUAL SAFETY CERTIFICATION**

DATE: January 3, 2020
BUS TRANSIT SYSTEM: Marion Senior Services, Inc. d/b/a Marion Transit
ADDRESS: 1101 S.W. 20th Court
Ocala, Florida 34471

**IN ACCORDANCE WITH FLORIDA STATUTE 341.061
THE BUS TRANSIT SYSTEM NAMED ABOVE HEREBY CERTIFIES TO THE FOLLOWING:**

1. The adoption of a System Safety Program Plan (SSPP) and the Security Program Plan (SPP) pursuant to Florida Department of Transportation safety standards set for in Rule Chapter 14-90, Florida Administrative Code (F.A.C.).
Current date of Adopted SSPP: July 29, 2016
Current date of Adopted SPP: August 1, 2016
2. Compliance with adopted safety standards in the SSPP and the SPP.
3. Performance of annual safety inspections on all operational buses in accordance with Rule 14-90.009, F.A.C. (This should be signed by the Officer responsible for management of the bus transit system to certify compliance.)



Signature
Tom Wilder

Name (Printed or Typed):
Transportation Director

Title

4. Name and address of entity(ies) which has (have) performed safety inspections:

Advanced Tire & Service

Name
2199 N.W. 10th Street

Address (Street Number)
Ocala, Florida 34475

Address (City, State, Zip Code)
January 1, 2019 – December 2019. (Present)

Date(s) of Inspection

Advanced Vehicle Modifications (Wheelchair Lifts)

Name
7265 S.W. 62nd Avenue, Unit 1

Address (Street Number)
Ocala, Florida 34476

Address (City, State, Zip Code)
January 1, 2019 – December 2019. (Present)

Date(s) of Inspection

Don's Garage

Name

218 S.W. 10th Street

Address (Street Number)

Ocala, Florida 34471

Address (City, State, Zip Code)

January 1, 2019 – December 2019. (Present)

5. Names and contact information for all **contract** bus transit systems subject to the provisions of Rule 14-90, F.A.C.

N/A



Florida Department of Transportation

RICK SCOTT
GOVERNOR

133 South Semoran Blvd.
Orlando, Florida 32807

MIKE DEW
SECRETARY

October 8, 2018

Tom Wilder, Transportation Director
Marion Senior Services
1101 SW 20th Court
Ocala, FL 34471

RE: Compliance Notice for the Marion Senior Services 2018 Triennial Review

Dear Mr. Wilder:

This letter is to confirm that our site visit for the 2018 Marion Senior Services Triennial Review on July 9, 2018 was satisfactory and we have found your agency to comply with the Florida Department of Transportation's (FDOT) regulations for providing public transportation services and for receiving federal funding under 49 U.S.C. § 5310, § 5311, and § 5339. A summary of review findings is provided as an appendix to this Compliance Notice. Your agency's response was received by the FDOT reviewer via the Corrective Action Plan (CAP) on September 14, 2018.

Your cooperation during the entire process was greatly appreciated and we look forward to working with you in the future to provide safe and efficient transportation for the residents of Marion County.

Should you have any questions or require additional information, please do not hesitate to contact me directly at (407) 482-7860, diane.poitras@dot.state.fl.us or Kayla Costello (407) 482-7887, kayla.costello@dot.state.fl.us.

Sincerely,

Diane Poitras
Transit Programs Administrator
FDOT District Five

Attachment 1 – Triennial Review CAP Matrix

DP/kc

Appendix E – Quality Assurance Program Evaluation (QAPE), Corrective Action Plan, and CTC Evaluation

Inserted

DRAFT



TO: TDLCB Board Members

FROM: Liz Mitchell, Grants Coordinator/Fiscal Planner

RE: Memorandum of Agreement for new Community Transportation Coordinator for the Transportation Disadvantaged

The Ocala Marion TPO staff issued a Request for Proposal (RFP), soliciting proposals from any and all interested professional firms to perform the functions of the CTC for Marion County on April 3, 2020.

After receiving the RFP's and scoring was complete, it was determined that Marion Transit Services (MT) was the candidate selected to continue as the CTC for Marion County.

MT was recommended to the Florida Commission for the Transportation Disadvantaged and the Commission has accepted this recommendation issuing a Memorandum of Agreement to be approved by the TDLCB.

TPO staff respectfully request the TDLCB Board review and approve this Memorandum.

Any additional comments and/or concerns please contact Liz Mitchell at liz.mitchell@marioncountyfl.org.

Contract # TD2036

Effective: 07/01/2020 to 06/30/2025

STATE OF FLORIDA
COMMISSION FOR THE TRANSPORTATION DISADVANTAGED
MEMORANDUM OF AGREEMENT

This Memorandum of Agreement is between the COMMISSION FOR THE TRANSPORTATION DISADVANTAGED, hereby referred to as the "Commission," and Marion Senior Services, 1101 SW 20th Court, Ocala, Florida, 34471, the COMMUNITY TRANSPORTATION COORDINATOR, designated pursuant to Chapter 427, F.S., to serve the transportation disadvantaged for the community that includes the entire area of Marion county(ies), and hereafter referred to as the "Coordinator."

This Agreement is made in consideration of the mutual benefits to both parties; said consideration acknowledged hereto by the parties as good and valuable consideration.

The Parties Agree:

- I. The Coordinator Shall:
 - A. Become and remain totally apprised of all of the Transportation Disadvantaged resources available or planned in their designated service area. This knowledge will be used to plan, coordinate, and implement the most cost effective transportation disadvantaged transit system possible under the economic and other conditions that exist in the designated service area.
 - B. Plan and work with Community Transportation Coordinators in adjacent and other areas of the state to coordinate the provision of community trips that might be handled at a lower overall cost to the community by another Coordinator. This includes honoring any Commission-approved statewide certification program that allows for intercounty transportation opportunities.
 - C. Arrange for all services in accordance with Chapter 427, Florida Statutes, and Rule 41-2, FAC, and as further required by the Commission and the local Coordinating Board approved Transportation Disadvantaged Service Plan.
 - D. Return any acquired profits or surplus funds originating through the course of business as the Coordinator that are beyond the amounts(s) specifically identified and approved in the accompanying Transportation Disadvantaged Service Plan. Such profits or funds shall be returned to the Coordinator's transportation system or to any subsequent Coordinator, as a total transportation system subsidy, to be applied to the immediate following operational year. The Coordinator will include similar language in all coordination contracts to assure that transportation disadvantaged related revenues are put back into transportation disadvantaged services.

E. Accomplish this Project by:

1. Developing a Transportation Disadvantaged Service Plan for approval by the local Coordinating Board and the Commission. Coordinators who are newly designated to a particular service area shall submit a local Coordinating Board approved Transportation Disadvantaged Service Plan, within 120 calendar days following the execution of the Coordinator's initial memorandum of agreement with the Commission, for approval by the Commission. All subsequent Transportation Disadvantaged Service Plans shall be submitted and approved with the corresponding memorandum of agreement. The approved Transportation Disadvantaged Service Plan will be implemented and monitored to provide for community-wide transportation services for purchase by non-sponsored transportation disadvantaged persons, contracting social service agencies, and other entities that use local, state, or federal government funds for the purchase of transportation for the transportation disadvantaged.
2. Maximizing the use of available public school transportation resources and public fixed route or fixed schedule transit services and assuring that private or public transit, paratransit operators, and school boards have been afforded a fair opportunity to participate to the maximum extent feasible in the planning process and in the development of the provisions of the Transportation Disadvantaged Service Plan for the transportation disadvantaged.
3. Providing or arranging 24-hour, 7-day per week transportation disadvantaged service as required in the designated service area by any Federal, State or Local Government agency sponsoring such services. The provision of said services shall be furnished in accordance with the prior notification requirements identified in the local Coordinating Board and Commission approved Transportation Disadvantaged Service Plan.
4. Complying with all local, state, and federal laws and regulations that apply to the provision of transportation disadvantaged services.
5. Submitting to the Commission an Annual Operating Report detailing demographic, operational, and financial data regarding coordination activities in the designated service area. The report shall be prepared on forms provided by the Commission and according to the instructions of said forms.

F. Comply with Audit and Record Keeping Requirements by:

1. Utilizing the Commission recognized Chart of Accounts defined in the *Transportation Accounting Consortium Model Uniform Accounting System for Rural and Specialized Transportation Providers* (uniform accounting system) for all transportation disadvantaged accounting and reporting purposes. Community Transportation Coordinators with existing and equivalent accounting systems are not required to adopt the Chart of Accounts in lieu of their existing Chart of Accounts but shall prepare all reports, invoices, and fiscal documents relating to the transportation disadvantaged functions and activities using the chart of accounts and accounting definitions as outlined in the above referenced manual.

2. Assuming the responsibility of invoicing for any transportation services arranged, unless otherwise stipulated by a purchase of service contract or coordination contract.
 3. Maintaining and filing with the Commission, local Coordinating Board, and all purchasing agencies/entities such progress, fiscal, inventory, and other reports as those entities may require during the period of this Agreement.
 4. Providing copies of finance and compliance audits to the Commission and local Coordinating Board as requested by the Commission or local Coordinating Board.
- G. Retain all financial records, supporting documents, statistical records, and any other documents pertinent to this Agreement for a period of five (5) years after termination of this Agreement. If an audit has been initiated and audit findings have not been resolved at the end of five (5) years, the records shall be retained until resolution of the audit findings. The Coordinator shall assure that these records shall be subject to inspection, review, or audit at all reasonable times by persons duly authorized by the Commission or this Agreement. They shall have full access to and the right to examine any of the said records and documents during the retention period.
- H. Comply with Safety Requirements by:
1. Complying with Section 341.061, F.S., and Rule 14-90, FAC, concerning System Safety; or complying with Chapter 234.051, F.S., regarding school bus safety requirements for those services provided through a school board; and
 2. Assuring compliance with local, state, and federal laws, and Commission policies relating to drug testing. Conduct drug and alcohol testing for safety sensitive job positions within the coordinated system regarding pre-employment, randomization, post-accident, and reasonable suspicion as required by the Federal Highway Administration and the Federal Transit Administration.
- I. Comply with Commission insurance requirements by maintaining at least minimum liability insurance coverage in the amount of \$200,000 for any one person and \$300,000 per occurrence at all times during the existence of this Agreement for all transportation services purchased or provided for the transportation disadvantaged through the Community Transportation Coordinator. Upon the execution of this Agreement, the Coordinator shall add the Commission as an additional **named insured** to all insurance policies covering vehicles transporting the transportation disadvantaged. In the event of any cancellation or changes in the limits of liability in the insurance policy, the insurance agent or broker shall notify the Commission. The Coordinator shall insure that contracting transportation operators and coordination contractors also maintain the same minimum liability insurance, or an equal governmental insurance program. Insurance coverage in excess of \$1 million per occurrence must be approved by the Commission and the local Coordinating Board before inclusion in the Transportation Disadvantaged Service Plan or in the justification of rates and fare structures. Such coverage may be provided by a self-insurance program established and operating under the laws of the State of Florida and written verification of insurance protection in accordance with Section 768.28, Florida Statutes, shall be provided to the Commission upon request.

- J. Safeguard information by not using or disclosing any information concerning a user of services under this Agreement for any purpose not in conformity with the local, state and federal regulations (45 CFR, Part 205.50), except upon order of a court, written consent of the recipient, or his/her responsible parent or guardian when authorized by law.
- K. Protect Civil Rights by:
1. Complying with state and federal laws including but not limited to laws regarding discrimination on the basis of sex, race, religion, age, disability, sexual orientation, or national origin. The Coordinator gives this assurance in consideration of and for the purpose of obtaining federal grants, loans, contracts (except contracts of insurance or guaranty), property, discounts, or other federal financial assistance to programs or activities receiving or benefiting from federal financial assistance and agreeing to complete a Civil Rights Compliance Questionnaire if so requested by the Commission.
 2. Agreeing that compliance with this assurance constitutes a condition of continued receipt of or benefit from federal financial assistance, and that it is binding upon the Coordinator, its successors, subcontractors, transferee, and assignees for the period during which such assistance is provided. Assure that all operators, subcontractors, subgrantee, or others with whom the Coordinator arranges to provide services or benefits to participants or employees in connection with any of its programs and activities are not discriminating against those participants or employees in violation of the above statutes, regulations, guidelines, and standards. In the event of failure to comply, the Coordinator agrees that the Commission may, at its discretion, seek a court order requiring compliance with the terms of this assurance or seek other appropriate judicial or administrative relief, to include assistance being terminated and further assistance being denied.
- L. To the extent allowed by Section 768.28, Florida Statutes, and only to the monetary and other limitations contained therein, indemnify and hold harmless the Commission and all of the Commission's members, officers, agents, and employees; purchasing agency/entity officers, agents, and employees; and the local, state, and federal governments from any claim, loss, damage, cost, charge or expense arising out of any act, action, neglect or omission by the Coordinator during the performance of this Agreement, whether direct or indirect, and whether to any person or property to which the Commission or said parties may be subject, except that neither the Coordinator nor any of its sub-contractors will be liable under this section for damages arising out of injury or damage to persons or property directly caused or resulting from the sole negligence of the Commission or any of its members, officers, agents or employees; purchasing agency/entity, officers, agents, and employees; and local, state, or federal governments. Nothing herein is intended to serve as a waiver of sovereign immunity by any agency/entity or Coordinator to which sovereign immunity may be applicable. Nothing herein shall be construed as consent by a state agency/entity or political subdivision of the State of Florida or the federal government to be sued by third parties in any matter arising out of any Agreement or contract. Notwithstanding the foregoing, pursuant to Section 768.28, Florida Statutes, no agency or subdivision of the state shall be required to indemnify, insure, or assume any liability for the Commission's negligence.

- M. Comply with standards and performance requirements of the Commission, the local Coordinating Board approved Transportation Disadvantaged Service Plan, and any purchase of service contracting agencies/entities. Failure to meet the requirements or obligations set forth in this MOA, and performance requirements established and monitored by the local Coordinating Board in the approved Transportation Disadvantaged Service Plan, shall be due cause for non-payment of reimbursement invoices until such deficiencies have been addressed or corrected to the satisfaction of the Commission.
- N. Comply with subcontracting requirements by executing or negotiating contracts for transportation services with Transportation Operators and Coordination Contractors, and assuring that the conditions of such contracts are maintained. The requirements of Part 1, Paragraph E.5. through M are to be included in all contracts, subcontracts, coordination contracts, and assignments made by the Coordinator for services under this Agreement. Said contracts, subcontracts, coordination contracts, and assignments will be reviewed and approved annually by the Coordinator and local Coordinating Board for conformance with the requirements of this Agreement.
- O. Comply with the following requirements concerning drivers and vehicles:
1. Drivers for paratransit services, including coordination contractors, shall be required to announce and identify themselves by name and company in a manner that is conducive to communications with the specific passenger, upon pickup of each rider, group of riders, or representative, guardian, or associate of the rider, except in situations where the driver regularly transports the rider on a recurring basis. Each driver must have photo identification that is in view of the passenger. Name patches, inscriptions or badges that affix to driver clothing are acceptable. For transit services, the driver photo identification shall be in a conspicuous location in the vehicle.
 2. The paratransit driver shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include opening the vehicle door, fastening the seat belt or utilization of wheelchair securement devices, storage of mobility assistive devices, and closing the vehicle door. In certain paratransit service categories, the driver may also be required to open and close doors to buildings, except in situations in which assistance in opening/closing building doors would not be safe for passengers remaining on the vehicle. Assisted access must be in a dignified manner. Drivers may not assist wheelchair up or down more than one step, unless it can be performed safely as determined by the passenger, guardian, and driver.
 3. All vehicles shall be equipped with two-way communications in good working order and be audible to the driver at all times to the base.
 4. All vehicles providing service within the coordinated system, shall have working air conditioners and heaters in each vehicle. Vehicles that do not have a working air conditioner or heater will be scheduled for repair or replacement as soon as possible.

P. Comply with other requirements as follows:

1. Transport an escort of a passenger and dependent children as locally negotiated and identified in the local Transportation Disadvantaged Service Plan.
2. Determine locally in the Transportation Disadvantaged Service Plan, the use, responsibility, and cost of child restraint devices.
3. Transport with the passenger at no additional charge, passenger property that can be carried by the passenger and/or driver in one trip and can be safely stowed on the vehicle. Additional requirements may be negotiated for carrying and loading rider property beyond this amount. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistive devices, or intravenous devices.
4. Provide shelter, security, and safety of passengers at vehicle transfer points.
5. Post a local or other toll-free number for complaints or grievances inside each vehicle. The local complaint process shall be outlined as a section in the local Transportation Disadvantaged Service Plan including advising the dissatisfied person about the Commission's Ombudsman Program as a step within the process as approved by the local Coordinating Board.
6. Provide out-of-service-area trips, when determined locally and approved by the local Coordinating Board, except in instances where local ordinances prohibit such trips.
7. Keep interior of all vehicles free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger.
8. Determine locally by the local Coordinating Board and provide in the local Transportation Disadvantaged Service Plan the billing requirements of the Community Transportation Coordinator. All bills shall be paid to subcontractors within 7 calendar days after receipt of said payment by the Coordinator, in accordance with Section 287.0585, Florida Statutes.
9. Maintain or have access to a passenger/trip database on each rider being transported within the system.
10. Provide each rider and escort, child, or personal care attendant adequate seating for paratransit services. No more passengers than the registered passenger seating capacity shall be scheduled or transported in a vehicle at any time. For transit services provided by transit vehicles, adequate seating or standing space will be provided to each rider and escort, child, or personal care attendant, and no more passengers than the registered passenger seating or standing capacity shall be scheduled or transported in a vehicle at any time.
11. First Aid shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

12. Cardiopulmonary Resuscitation shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

II. The Commission Shall:

- A. Recognize the Coordinator as the entity described in Section 427.011(5), Florida Statutes, and Rule 41-2.002(4), F.A.C.
- B. Attempt to insure that all entities with transportation disadvantaged funds will purchase transportation disadvantaged services through the Coordinator's system.

III. The Coordinator and the Commission Further Agree:

- A. Nothing in this Agreement shall require the Commission to observe or enforce compliance with any provision thereof, perform any other act or do any other thing in contravention of any applicable state law. If any of the provisions of this Agreement is found by a court of law to violate any applicable state law, the purchasing agency/entity will at once notify the Commission in writing in order that appropriate changes and modifications may be made by the Commission and the Coordinator to the end that the Coordinator may proceed as soon as possible with the provision of transportation services.
- B. If any part or provision of this Agreement is held invalid, the remainder of this Agreement shall be binding on the parties hereto.
- C. Termination Conditions:
 1. Termination at Will - This Agreement may be terminated by either party upon no less than thirty (30) days notice, without cause. Said notice shall be delivered by certified mail, return receipt required, or in person with proof of delivery.
 2. Termination for Breach - Unless the Coordinator's breach is waived by the Commission in writing, the Commission may, by written notice to the Coordinator, terminate this Agreement upon no less than twenty-four (24) hours notice. Said notice shall be delivered by certified mail, return receipt requested, or in person with proof of delivery. Waiver by the Commission of breach of any provision of this Agreement shall not be deemed to be a waiver of any other breach and shall not be construed to be a modification of the terms of this Agreement, and shall not act as a waiver or estoppel to enforcement of any provision of this Agreement. The provisions herein do not limit the Commission's right to remedies at law or to damages.
- D. This agreement will expire unless an extension is granted to the Coordinator in writing by the Commission, in accordance with Chapter 287, Florida Statutes.
- E. Renegotiations or Modifications of this Agreement shall only be valid when they have been reduced to writing, duly approved by the Commission, and signed by both parties hereto.

F. Notice and Contact:

The name and address of the contract manager for the Commission for this Agreement is: **Executive Director, 605 Suwannee Street, MS-49, Tallahassee, FL 32399-0450.** The representative/position of the Coordinator responsible for administration of the program under this Agreement is:

Tom Wilder, Transportation Director
Marion Senior Services, 1101 SW 20th Court, Ocala, Florida, 34471

In the event that either party designates different representatives after execution of this Agreement, notice of the name and address of the new representative will be rendered in writing to the other party and said notification attached to originals of this Agreement.

This document has been reviewed in its entirety and approved by the local Coordinating Board at its official meeting held on _____.

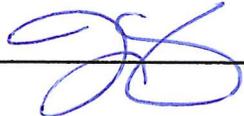
Coordinating Board Chairperson

WITNESS WHEREOF, the parties hereto have caused these presents to be executed.

COMMUNITY TRANSPORTATION
COORDINATOR:

Marion Senior Services
Agency Name

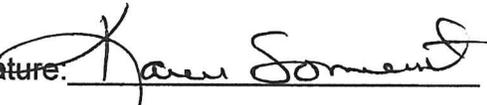
Jennifer Martinez
Printed Name of Authorized Individual

Signature: 

Title: Executive Director

STATE OF FLORIDA, COMMISSION FOR
THE TRANSPORTATION DISADVANTAGED:

Karen Somerset
Printed Name of Authorized Individual

Signature: 

Title: FF Executive Director



TO: TDLCB MEMBERS

FROM: LIZ MITCHELL, Grants Coordinator/Fiscal Planner

RE: Annual Operating Report (AOR)

It is incumbent upon TPO staff to review and approve the Annual Operating Report (AOR) to remain concurrent with State of Florida regulations as they relate to the operations of the Florida Coordinated Transportation System. The AOR is submitted annually by the Community Transportation Coordinator to the Commission for the Transportation Disadvantaged (CTD). This document affords the TDLCB the opportunity to review the growth and changes of the system over the course of the past fiscal year.

TPO staff have reviewed the AOR and respectfully request the TDLCB Board review and approve said report.

All elements included in the AOR are Pursuant to Chapter 427, Florida Statutes, each Community Transportation Coordinator (CTC) must submit an Annual Operating Report (AOR). The CTD uses these forms to gather information needed to accurately reflect each CTC's operating data, provide a statewide operational profile of the Florida Coordinated Transportation System, and evaluate certain performance aspects of the coordinated systems individually and as a whole.

If you have any questions regarding the AOR, please feel free to contact Liz Mitchell, liz.mitchell@marioncountyfl.org.



CTC Organization

County: Marion

Fiscal Year: 7/1/2019 - 6/30/2020

CTC Status: Submitted

CTD Status: Under Review

Date Initiated: 9/8/2020

CTC Organization Name: Marion Senior Services, Inc.

Address: 1101 SW 20 CT

City: Ocala

State: FL

Zip Code: 34471

Organization Type: Private Non Profit

Network Type: Partial Brokerage

Operating Environment: Rural

Transportation Operators: No

Number of Transportation Operators: 0

Coordination Contractors: Yes

Number of Coordination Contractors: 2

Provide Out of County Trips: No

Local Coordinating Board (LCB) Chairperson: Commissioner Michele Stone

CTC Contact: Tom Wilder

CTC Contact Title: Transportation Director

CTC Contact Email: twilder@marionseniorservices.org

Phone: (352) 620-3519

CTC Certification

I, Tom Wilder, as the authorized Community Transportation Coordinator (CTC) Representative, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): _____

LCB Certification

I, Commissioner Michele Stone, as the Local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(7) F.S. that the Local Coordinating Board has reviewed this report and the Planning Agency has received a copy.

LCB Chairperson (signature): _____



Organization – Coordination Contractor

County: Marion

CTC Status: Submitted

CTC Organization: Marion Senior Services, Inc.

Fiscal Year: 7/1/2019 - 6/30/2020

Upload Date: 9/8/2020

Coordination Contractor Name: ARC
Address: 2800 SE Maricamp Road
City: Ocala
State: FL
Zip Code: 34471
Organization Type: Private Non Profit
Operating Environment: Rural
Provide Out of County Trips: No
Who Do You Serve: Persons with Disabilities
Contact Person: Frank Sofia
Contact Title: CEO
Contact Email: fsofia@mcarc.com
Phone: (352) 387-2210

Coordination Contractor Certification

By submission of this form, I, Frank Sofia , as the authorized representative of ARC , hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): _____



Organization – Coordination Contractor

County: Marion

CTC Status: Submitted

CTC Organization: Marion Senior Services, Inc.

Fiscal Year: 7/1/2019 - 6/30/2020

Upload Date: 9/8/2020

Coordination Contractor Name: Florida Center for the Blind, Inc
Address: 1411 NE 22nd Avenue
City: Ocala
State: FL
Zip Code: 34470
Organization Type: Private Non Profit
Operating Environment: Rural
Provide Out of County Trips: Yes
Who Do You Serve: Individuals who are blind or visually impaired
Contact Person: Anissa Pieriboni
Contact Title: President/CEO
Contact Email: apieriboni@flblind.org
Phone: (352) 873-4700

Coordination Contractor Certification

By submission of this form, I, Anissa Pieriboni, as the authorized representative of Florida Center for the Blind, Inc , hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): _____



CTC Trips

County: Marion

CTC Status: Submitted

CTC Organization: Marion Senior Services, Inc.

Fiscal Year: 07/01/2019 - 06/30/2020

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Service Type - One Way						
Fixed Route/Fixed Schedule						
Daily Pass Trips	0	N/A	0	0	N/A	0
Weekly Pass Trips	0	N/A	0	0	N/A	0
Monthly Pass Trips	0	N/A	0	0	N/A	0
Deviated Fixed Route Service	0	N/A	0	0	N/A	0
Complementary ADA Service	0	N/A	0	0	N/A	0
Paratransit						
Ambulatory	44,850	14,308	59,158	55,358	25,486	80,844
Non-Ambulatory	27,158	2,297	29,455	29,282	2,322	31,604
Stretcher	0	0	0	0	0	0
Transportation Network Companies	0	N/A	0	0	N/A	0
Taxi	0	N/A	0	0	N/A	0
School Board (School Bus)	0	N/A	0	0	N/A	0
Volunteers	0	N/A	0	0	N/A	0
Total - Service Type	72,008	16,605	88,613	84,640	27,808	112,448
Contracted Transportation Operator						
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	0	N/A	0	0	N/A	0
Total - Contracted Transportation Operator Trips	0	0	0	0	0	0
Revenue Source - One Way						
Agency for Health Care Administration (AHCA)	233	0	233	2,373	0	2,373
Agency for Persons with Disabilities (APD)	0	1,477	1,477	0	26,380	26,380
Comm for the Transportation Disadvantaged (CTD)	30,240	N/A	30,240	33,703	N/A	33,703
Dept of Economic Opportunity (DEO)	0	0	0	0	0	0
Dept of Children and Families (DCF)	0	0	0	0	0	0
Dept of Education (DOE)	0	0	0	0	0	0
Dept of Elder Affairs (DOEA)	0	0	0	0	0	0
Dept of Health (DOH)	0	0	0	0	0	0
Dept of Juvenile Justice (DJJ)	0	0	0	0	0	0
Dept of Transportation (DOT)	24,384	13,704	38,088	31,529	1	31,530
Local Government	16,595	0	16,595	17,034	0	17,034
Local Non-Government	1	1,424	1,425	1	1,427	1,428
Other Federal & State Programs	555	0	555	0	0	0
Total - Revenue Source	72,008	16,605	88,613	84,640	27,808	112,448



**Transportation
Disadvantaged**

CTC Trips (cont'd)

County: Marion

CTC Status: Submitted

CTC Organization: Marion Senior Services, Inc.

Fiscal Year: 07/01/2019 - 06/30/2020

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Passenger Type - One Way						
Older Adults	7,392	0	7,392	10,381	0	10,381
Children At Risk	1,403	0	1,403	2,325	0	2,325
Persons With Disabilities	57,009	16,605	73,614	64,259	27,808	92,067
Low Income	6,025	0	6,025	6,817	0	6,817
Other	179	0	179	858	0	858
Total - Passenger Type	72,008	16,605	88,613	84,640	27,808	112,448
Trip Purpose - One Way						
Medical	44,193	0	44,193	52,830	0	52,830
Employment	2,092	363	2,455	1,910	0	1,910
Education/Training/Daycare	5,951	16,242	22,193	5,760	27,808	33,568
Nutritional	16,312	0	16,312	18,964	0	18,964
Life-Sustaining/Other	3,460	0	3,460	5,176	0	5,176
Total - Trip Purpose	72,008	16,605	88,613	84,640	27,808	112,448
Unduplicated Passenger Head Count (UDPHC)						
UDPHC	2,052	142	2,194	3,189	91	3,280
Total - UDPHC	2,052	142	2,194	3,189	91	3,280
Unmet & No Shows						
Unmet Trip Requests	5	N/A	5	27	N/A	27
No Shows	3,989	N/A	3,989	3,018	N/A	3,018
Customer Feedback						
Complaints	11	N/A	11	20	N/A	20
Commendations	35	N/A	35	59	N/A	59



Coordination Contractor Trips

County: Marion

CTC Status: Submitted

CTC Organization: Marion Senior Services, Inc.

Fiscal Year: 07/01/2019 - 06/30/2020

Upload Date: 9/8/2020

Coordination Contractor: ARC

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Service Type - One Way		
Fixed Route/Fixed Schedule		
Daily Pass Trips	N/A	N/A
Weekly Pass Trips	N/A	N/A
Monthly Pass Trips	N/A	N/A
Deviated Fixed Route Service	N/A	N/A
Complementary ADA Service	N/A	N/A
Paratransit		
Ambulatory	13,541	0
Non-Ambulatory	2,297	0
Stretcher	0	0
Transportation Network Companies	N/A	N/A
Taxi	N/A	N/A
School Board (School Bus)	N/A	N/A
Volunteers	N/A	N/A
Total - Service Type	15,838	0
Contracted Transportation Operator		
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	N/A	N/A
Total - Contracted Transportation Operator Trips	0	0
Revenue Source - One Way		
Agency for Health Care Administration (AHCA)	0	0
Agency for Persons with Disabilities (APD)	1,477	0
Comm for the Transportation Disadvantaged (CTD)	N/A	N/A
Dept of Economic Opportunity (DEO)	0	0
Dept of Children and Families (DCF)	0	0
Dept of Education (DOE)	0	0
Dept of Elder Affairs (DOEA)	0	0
Dept of Health (DOH)	0	0
Dept of Juvenile Justice (DJJ)	0	0
Dept of Transportation (DOT)	13,541	0
Local Government	0	0
Local Non-Government	820	0
Other Federal & State Programs	0	0
Total - Revenue Source	15,838	0



**Transportation
Disadvantaged**

Coordination Contractor Trips (cont'd)

County: Marion

CTC Status: Submitted

CTC Organization: Marion Senior Services, Inc.

Fiscal Year: 07/01/2019 - 06/30/2020

Upload Date: 9/8/2020

Coordination Contractor: ARC

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Passenger Type - One Way		
Older Adults	0	0
Children At Risk	0	0
Persons With Disabilities	15,838	0
Low Income	0	0
Other	0	0
Total - Passenger Type	15,838	0
Trip Purpose - One Way		
Medical	0	0
Employment	0	0
Education/Training/Daycare	15,838	0
Nutritional	0	0
Life-Sustaining/Other	0	0
Total - Trip Purpose	15,838	0
Unduplicated Passenger Head Count (UDPHC)		
UDPHC	92	0
Total - UDPHC	92	0
Unmet & No Shows		
Unmet Trip Requests	N/A	N/A
No Shows	N/A	N/A
Customer Feedback		
Complaints	N/A	N/A
Commendations	N/A	N/A



Coordination Contractor Trips

County: Marion

CTC Status: Submitted

CTC Organization: Marion Senior Services, Inc.

Fiscal Year: 07/01/2019 - 06/30/2020

Upload Date: 9/8/2020

Coordination Contractor: Florida Center for the Blind, Inc

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Service Type - One Way		
Fixed Route/Fixed Schedule		
Daily Pass Trips	N/A	N/A
Weekly Pass Trips	N/A	N/A
Monthly Pass Trips	N/A	N/A
Deviated Fixed Route Service	N/A	N/A
Complementary ADA Service	N/A	N/A
Paratransit		
Ambulatory	767	0
Non-Ambulatory	0	0
Stretcher	0	0
Transportation Network Companies	N/A	N/A
Taxi	N/A	N/A
School Board (School Bus)	N/A	N/A
Volunteers	N/A	N/A
Total - Service Type	767	0
Contracted Transportation Operator		
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	N/A	N/A
Total - Contracted Transportation Operator Trips	0	0
Revenue Source - One Way		
Agency for Health Care Administration (AHCA)	0	0
Agency for Persons with Disabilities (APD)	0	0
Comm for the Transportation Disadvantaged (CTD)	N/A	N/A
Dept of Economic Opportunity (DEO)	0	0
Dept of Children and Families (DCF)	0	0
Dept of Education (DOE)	0	0
Dept of Elder Affairs (DOEA)	0	0
Dept of Health (DOH)	0	0
Dept of Juvenile Justice (DJJ)	0	0
Dept of Transportation (DOT)	163	0
Local Government	0	0
Local Non-Government	604	0
Other Federal & State Programs	0	0
Total - Revenue Source	767	0



**Transportation
Disadvantaged**

Coordination Contractor Trips (cont'd)

County: Marion

CTC Status: Submitted

CTC Organization: Marion Senior Services, Inc.

Fiscal Year: 07/01/2019 - 06/30/2020

Upload Date: 9/8/2020

Coordination Contractor: Florida Center for the Blind, Inc

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Passenger Type - One Way		
Older Adults	0	0
Children At Risk	0	0
Persons With Disabilities	767	0
Low Income	0	0
Other	0	0
Total - Passenger Type	767	0
Trip Purpose - One Way		
Medical	0	0
Employment	363	0
Education/Training/Daycare	404	0
Nutritional	0	0
Life-Sustaining/Other	0	0
Total - Trip Purpose	767	0
Unduplicated Passenger Head Count (UDPHC)		
UDPHC	50	0
Total - UDPHC	50	0
Unmet & No Shows		
Unmet Trip Requests	N/A	N/A
No Shows	N/A	N/A
Customer Feedback		
Complaints	N/A	N/A
Commendations	N/A	N/A



CTC Vehicles & Drivers

County: Marion

CTC Status: Submitted

CTC Organization: Marion Senior Services, Inc.

Fiscal Year: 07/01/2019 - 06/30/2020

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Vehicle Miles						
Deviated Fixed Route Miles	24,038	N/A	24,038	0	N/A	0
Complementary ADA Service Miles	86,946	N/A	86,946	0	N/A	0
Paratransit Miles	776,153	116,541	892,694	823,124	159,569	982,693
Transportation Network Companies (TNC) Miles	0	N/A	0	0	N/A	0
Taxi Miles	0	N/A	0	0	N/A	0
School Board (School Bus) Miles	0	N/A	0	0	N/A	0
Volunteers Miles	0	N/A	0	0	N/A	0
Total - Vehicle Miles	887,137	116,541	1,003,678	823,124	159,569	982,693
Roadcalls & Accidents						
Roadcalls	18	3	21	13	1	14
Chargeable Accidents	5	0	5	3	0	3
Vehicle Inventory						
Total Number of Vehicles	43	18	61	41	14	55
Number of Wheelchair Accessible Vehicles	43	5	48	41	4	45
Drivers						
Number of Full Time & Part Time Drivers	39	31	70	38	20	58
Number of Volunteer Drivers	0	0	0	0	0	0



**Transportation
Disadvantaged**

Coordination Contractor Vehicles & Drivers

County: Marion

CTC Status: Submitted

CTC Organization: Marion Senior Services, Inc.

Fiscal Year: 07/01/2019 - 06/30/2020

Upload Date: 9/8/2020

Coordination Contractor: ARC

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Vehicle Miles		
Deviated Fixed Route Miles	N/A	N/A
Complementary ADA Service Miles	N/A	N/A
Paratransit Miles	106,839	0
Transportation Network Companies (TNC) Miles	N/A	N/A
Taxi Miles	N/A	N/A
School Board (School Bus) Miles	N/A	N/A
Volunteers Miles	N/A	N/A
Total - Vehicle Miles	106,839	0
Roadcalls & Accidents		
Roadcalls	3	0
Chargeable Accidents	0	0
Vehicle Inventory		
Total Number of Vehicles	14	0
Number of Wheelchair Accessible Vehicles	4	0
Drivers		
Number of Full Time & Part Time Drivers	20	0
Number of Volunteer Drivers	0	0



**Transportation
Disadvantaged**

Coordination Contractor Vehicles & Drivers

County: Marion

CTC Status: Submitted

CTC Organization: Marion Senior Services, Inc.

Fiscal Year: 07/01/2019 - 06/30/2020

Upload Date: 9/8/2020

Coordination Contractor: Florida Center for the Blind, Inc

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Vehicle Miles		
Deviated Fixed Route Miles	N/A	N/A
Complementary ADA Service Miles	N/A	N/A
Paratransit Miles	9,702	0
Transportation Network Companies (TNC) Miles	N/A	N/A
Taxi Miles	N/A	N/A
School Board (School Bus) Miles	N/A	N/A
Volunteers Miles	N/A	N/A
Total - Vehicle Miles	9,702	0
Roadcalls & Accidents		
Roadcalls	0	0
Chargeable Accidents	0	0
Vehicle Inventory		
Total Number of Vehicles	4	0
Number of Wheelchair Accessible Vehicles	1	0
Drivers		
Number of Full Time & Part Time Drivers	11	0
Number of Volunteer Drivers	0	0



CTC Revenue Sources

County: Marion

CTC Status: Submitted

CTC Organization: Marion Senior Services, Inc.

Fiscal Year: 07/01/2019 - 06/30/2020

CTD Status: Under Review

Revenue Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Agency for Health Care Administration (AHCA)	\$ 19,640	\$ 0	\$ 19,640	\$ 35,179	\$ 0	\$ 35,179
Agency for Persons with Disabilities (APD)	\$ 0	\$ 151,928	\$ 151,928	\$ 0	\$ 221,643	\$ 221,643
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)						
Non-Sponsored Trip Program	\$ 843,668	N/A	\$ 843,668	\$ 782,845	N/A	\$ 782,845
Non-Sponsored Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Rural Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
TD Other	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Department of Transportation (DOT)						
49 USC 5307	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5310	\$ 360,833	\$ 136,023	\$ 496,856	\$ 384,043	\$ 0	\$ 384,043
49 USC 5311	\$ 617,253	\$ 0	\$ 617,253	\$ 645,639	\$ 0	\$ 645,639
49 USC 5311 (f)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Service Development	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other DOT	\$ 292,446	\$ 0	\$ 292,446	\$ 0	\$ 13,742	\$ 13,742
Local Government						
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
County Cash	\$ 703,181	\$ 0	\$ 703,181	\$ 817,540	\$ 0	\$ 817,540
County In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Cash	\$ 322,889	\$ 0	\$ 322,889	\$ 318,601	\$ 0	\$ 318,601
Other In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Non-Government						
Farebox	\$ 68,285	\$ 9,325	\$ 77,610	\$ 112,700	\$ 12,639	\$ 125,339
Donations/Contributions	\$ 4,000	\$ 0	\$ 4,000	\$ 0	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Non-Government	\$ 12,024	\$ 28,692	\$ 40,716	\$ 45,100	\$ 3,000	\$ 48,100
Other Federal & State Programs						
Other Federal Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other State Programs	\$ 21,015	\$ 0	\$ 21,015	\$ 0	\$ 0	\$ 0
Total - Revenue Sources	\$ 3,265,234	\$ 325,968	\$ 3,591,202	\$ 3,141,647	\$ 251,024	\$ 3,392,671



**Transportation
Disadvantaged**

Coordination Contractor Revenue Sources

County: Marion

CTC Status: Submitted

CTC Organization: Marion Senior Services, Inc.

Fiscal Year: 07/01/2019 - 06/30/2020

Upload Date: 9/8/2020

Coordination Contractor: ARC

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Revenue Sources		
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 151,928	\$ 0
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)		
Non-Sponsored Trip Program	N/A	N/A
Non-Sponsored Capital Equipment	N/A	N/A
Rural Capital Equipment	N/A	N/A
TD Other	N/A	N/A
Department of Transportation (DOT)		
49 USC 5307	\$ 0	\$ 0
49 USC 5310	\$ 132,465	\$ 0
49 USC 5311	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0
Service Development	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0
Local Government		
School Board (School Bus)	N/A	N/A
County Cash	\$ 0	\$ 0
County In-Kind	\$ 0	\$ 0
City Cash	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0
Local Non-Government		
Farebox	\$ 9,325	\$ 0
Donations/Contributions	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0
Other Non-Government	\$ 15,922	\$ 0
Other Federal & State Programs		
Other Federal Programs	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0
Total - Revenue Sources	\$ 309,640	\$ 0



Coordination Contractor Revenue Sources

County: Marion

CTC Status: Submitted

CTC Organization: Marion Senior Services, Inc.

Fiscal Year: 07/01/2019 - 06/30/2020

Upload Date: 9/8/2020

Coordination Contractor: Florida Center for the Blind, Inc

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Revenue Sources		
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 0	\$ 0
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)		
Non-Sponsored Trip Program	N/A	N/A
Non-Sponsored Capital Equipment	N/A	N/A
Rural Capital Equipment	N/A	N/A
TD Other	N/A	N/A
Department of Transportation (DOT)		
49 USC 5307	\$ 0	\$ 0
49 USC 5310	\$ 3,558	\$ 0
49 USC 5311	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0
Service Development	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0
Local Government		
School Board (School Bus)	N/A	N/A
County Cash	\$ 0	\$ 0
County In-Kind	\$ 0	\$ 0
City Cash	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0
Local Non-Government		
Farebox	\$ 0	\$ 0
Donations/Contributions	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0
Other Non-Government	\$ 12,770	\$ 0
Other Federal & State Programs		
Other Federal Programs	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0
Total - Revenue Sources	\$ 16,328	\$ 0



**Transportation
Disadvantaged**

CTC Expense Sources

County: Marion

CTC Status: Submitted

CTC Organization: Marion Senior Services, Inc.

Fiscal Year: 07/01/2019 - 06/30/2020

CTD Status: Under Review

Expense Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Labor	\$ 1,532,431	\$ 205,352	\$ 1,737,783	\$ 1,532,769	\$ 168,211	\$ 1,700,980
Fringe Benefits	\$ 443,602	\$ 37,198	\$ 480,800	\$ 424,742	\$ 34,418	\$ 459,160
Services	\$ 257,859	\$ 0	\$ 257,859	\$ 289,071	\$ 0	\$ 289,071
Materials & Supplies Consumed	\$ 378,170	\$ 78,666	\$ 456,836	\$ 421,427	\$ 91,402	\$ 512,829
Utilities	\$ 32,428	\$ 12,477	\$ 44,905	\$ 29,813	\$ 6,654	\$ 36,467
Casualty & Liability	\$ 144,655	\$ 33,471	\$ 178,126	\$ 88,767	\$ 27,960	\$ 116,727
Taxes	\$ 854	\$ 0	\$ 854	\$ 782	\$ 0	\$ 782
Miscellaneous	\$ 17,186	\$ 0	\$ 17,186	\$ 13,450	\$ 0	\$ 13,450
Interest	\$ 994	\$ 0	\$ 994	\$ 504	\$ 0	\$ 504
Leases & Rentals	\$ 10,621	\$ 0	\$ 10,621	\$ 14,683	\$ 0	\$ 14,683
Capital Purchases	\$ 389,179	\$ 58,930	\$ 448,109	\$ 0	\$ 50,000	\$ 50,000
Contributed Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 0	\$ 0	\$ 328,059	\$ 0	\$ 328,059
Purchased Transportation Services						
Bus Pass	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Contracted Operator	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Total - Expense Sources	\$ 3,207,979	\$ 426,094	\$ 3,634,073	\$ 3,144,067	\$ 378,645	\$ 3,522,712



**Transportation
Disadvantaged**

Coordination Contractor Expense Sources

County: Marion

CTC Status: Submitted

CTC Organization: Marion Senior
Services, Inc.

Fiscal Year: 07/01/2019 - 06/30/2020

Upload Date: 9/8/2020

Coordination Contractor: ARC

Expense Sources	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Labor	\$ 196,867	\$ 0
Fringe Benefits	\$ 37,198	\$ 0
Services	\$ 0	\$ 0
Materials & Supplies Consumed	\$ 76,951	\$ 0
Utilities	\$ 12,477	\$ 0
Casualty & Liability	\$ 31,273	\$ 0
Taxes	\$ 0	\$ 0
Miscellaneous	\$ 0	\$ 0
Interest	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0
Capital Purchases	\$ 55,000	\$ 0
Contributed Services	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 0
Purchased Transportation Services		
Bus Pass	N/A	N/A
School Board (School Bus)	N/A	N/A
Transportation Network Companies (TNC)	N/A	N/A
Taxi	N/A	N/A
Contracted Operator	N/A	N/A
Total - Expense Sources	\$ 409,766	\$ 0

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

Email: twilder@marionseniorservices.org

Demographics	Number
Total County Population	0
Unduplicated Head Count	2,194



Trips By Type of Service	2018	2019	2020	Vehicle Data	2018	2019	2020
Fixed Route (FR)	0	0	0	Vehicle Miles	1,117,564	982,693	1,003,678
Deviated FR	0	0	0	Roadcalls	33	14	21
Complementary ADA	0	0	0	Accidents	0	3	5
Paratransit	106,024	112,448	88,613	Vehicles	41	55	61
TNC	0	0	0	Drivers	57	58	70
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	106,024	112,448	88,613				

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	56,417	52,830	44,193
Employment	854	1,910	2,455
Ed/Train/DayCare	27,619	33,568	22,193
Nutritional	15,188	18,964	16,312
Life-Sustaining/Other	5,946	5,176	3,460
TOTAL TRIPS	106,024	112,448	88,613

Financial and General Data	2018	2019	2020
Expenses	\$3,628,916	\$3,522,712	\$3,634,073
Revenues	\$3,674,940	\$3,392,671	\$3,591,202
Commendations	66	59	35
Complaints	16	20	11
Passenger No-Shows	3,364	3,018	3,989
Unmet Trip Requests	50	27	5

Passenger Trips By Revenue Source	2018	2019	2020
CTD	30,772	33,703	30,240
AHCA	5,164	2,373	233
APD	22,414	26,380	1,477
DOEA	0	0	0
DOE	0	0	0
Other	47,674	49,992	56,663
TOTAL TRIPS	106,024	112,448	88,613

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0	0.31	0.50
Miles between Roadcalls	33,866	70,192	47,794
Avg. Trips per Passenger	32.31	34.28	40.39
Cost per Trip	\$34.23	\$31.33	\$41.01
Cost per Paratransit Trip	\$34.23	\$31.33	\$41.01
Cost per Total Mile	\$3.25	\$3.58	\$3.62
Cost per Paratransit Mile	\$3.25	\$3.58	\$3.62

Trips by Provider Type	2018	2019	2020
CTC	83,610	84,640	72,008
Transportation Operator	0	0	0
Coordination Contractor	22,414	27,808	16,605
TOTAL TRIPS	106,024	112,448	88,613



Transportation Disadvantaged Local Coordinating Board (TDLCB) Meeting

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

June 25 2020

2:00 PM

MINUTES

Members Present:

Michelle Stone
Jeffrey Askew
Tamika Young - (virtual)
Tracey Alesiani - (virtual)
Anissa Pieriboni - (virtual)
Andrea Melvin
Kathleen Woodring - (virtual)
John Cook (for Jeff Aboumrad) - (virtual)
Susan Hanley

Members Not Present:

Tracey Sapp
Charmaine Andersen
Carissa Hutchinson
Jeff Aboumrad
James Haynes
Carlos Colon

Others Present:

Rob Balmes, TPO
Derrick Harris, TPO
Anton Schauerte, TPO
Liz Mitchell, TPO
Tom Wilder, Marion Transit
David Boston, City of Ocala

Item 1. Call to Order and Roll Call

Chairwoman Michelle Stone called the meeting to order at 2:03pm. Liz Mitchell called the roll of members and a quorum was present.

Item 2. Pledge of Allegiance

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

Item 3. Proof of Publication

Liz Mitchell announced the meeting was published online on the TPO website, the City of Ocala, Belleview, and Dunnellon websites on June 18th, 2020. The meeting was also published to the June 18th, 2020 edition of the Star Banner.

Item 4. Florida Transportation Plan (FTP) Presentation

Ms. Judy Pizzo with the Florida Department of Transportation (FDOT) presented to the board the Florida Transportation Plan (FTP). The FTP provided policy guidance and established the policy framework for allocating the state and federal transportation funds which flowed through FDOT's 5-year Work Program. FDOT's presentation covered the purpose of the FTP and why it mattered and shared ways to provide input on the FTP. There would be a focus on obtaining responses to online polling questions for public participation and acquire input from all stakeholders. The board was presented with a slideshow presentation and the information was also included in the committee meeting packet. The committee was given the opportunity to answer questions via a web-based application provided by the FDOT.

Item 5. Community Transportation Coordinator (CTC) Update

Liz Mitchell presented to the board stating that every five years it was the responsibility of the Local Planning Agency to arrange for a selection of the CTC for their designated planning area. To complete the task, the Ocala Marion TPO staff issued a Request for Proposal (RFP), soliciting proposals from any and all interested professional firms to perform the functions of the CTC for Marion County. Ms. Mitchell explained that two submittals were received and after the Selection Committee completed their scoring and notes the scores were finalized and totaled by procurement determining that Marion Transit Services was the candidate selected for the CTC position. The selection was submitted to the TPO Board for review and approval, and it passed unanimously on May 26, 2020. Next it was presented to the Transportation for the Disadvantaged Commission for review and approval and again, it passed unanimously. The Board congratulated Marion Transit and wished them much success in their upcoming 5 year tenure starting July 1, 2020. Mr. Wilder mentioned that they have been the CTC for Marion County since inception of the program (1982) and they look forward to continuing to serve Marion County.

Item 6. Trip Rates

Liz Mitchell presented the Trip Rates and said that Marion Transit Services (MTS) proposed trip rates on a yearly basis as a requirement. MTS, utilizes the Commission for Transportation Disadvantaged (CTD) Trip Rate Calculation process. The Trip Rate Calculation process takes into account numerous costs items such as, labor, fringe benefits and insurance as well as program income to determine the trip

rates. This year, MTS proposed a slight decrease in the per-trip charge for ambulatory from \$30.24 to proposed \$29.08 and wheelchair patients from \$51.84 to proposed \$49.85. TPO staff reviewed the Trip Rate Calculation and concurred with the results.

Mr. Askew made a motion to approve the trip rate for \$29.08 for ambulatory and \$49.85 for wheelchair riders. Ms. Melvin seconded and the motion passed unanimously.

Item 7. TDLCB By-Laws

Liz Mitchell presented the TDLCB By-Laws and said that it was incumbent upon TPO staff to review and/or amend the TDLCB By-Laws annually to remain concurrent with State of Florida regulations and code as they relate to the operations of the local Community Transportation Coordinator and the Florida CTD. TPO staff stated that all elements included in the TDLCB By-Laws were pursuant to Chapter 427 Florida Statutes (FS); Rule 41-2, Florida Administrative Code (FAC); and subsequent laws that set forth the requirements for the coordination of transportation services to the TD.

The TPO staff reviewed the TDLCB by-laws and submitted them with no changes. TPO staff respectfully requested the TDLCB Board review and recommend changes or approval to the said By-Laws as they currently stand. A copy of the TDLCB By-Laws was provided to each board member.

Ms. Woodring made a motion to approve the TDLCB By-Laws. Mr. Askew seconded and the motion passed unanimously.

Item 8. Transportation Disadvantaged Service Plan (TDSP) Update

Liz Mitchell presented the Transportation Disadvantaged Service Plan (TDSP) update and stated that each CTC submits a comprehensive TDSP every five (5) years. Derrick Harris provided a presentation stating that the TDSP is updated annually in a joint effort by the CTC and the TPO staff. The TDSP is a tactical plan that must include a Development Plan, Service Plan and Quality Assurance components for the local Transportation Disadvantaged (TD) program. Mr. Wilder gave some historical background and mentioned that this plan contained major updates due to the changes of the TPO Board transferring its duties as the SunTran policy board to the Ocala City Council and the TPO staff changing host agencies.

Ms. Melvin made a motion to approve the TDSP Update. Mr. Askew seconded and the motion passed unanimously.

Item 9. Approval of Minutes – February 26, 2020

Mr. Askew made a motion to approve the minutes. Ms. Hanley seconded and the motion passed unanimously.

Item 10. Comment by TDLCB Members

Andrea Melvin with the Center for Independent Living announced that they will be officially moving their offices and as of June 29, 2020 they will be located in their new space. She mentioned that they are currently closed in an effort to remain cautious due the fact that the population they serve is older and highly susceptible to COVID-19. They are however, taking requests for ADA paratransit by phone and interviewing via phone the day before. Andrea requested we assist her with sending their moving

flyer out to the remaining board members.

Susan Hanley with Elder Affairs announced that they are also working via phone due to the pandemic. They are unable to enter nursing homes or assisted living facilities and do assessments, deeming medical eligibility via phone difficult.

Kathleen Woodring with the Career Source announced that they are hiring they have a few companies that are looking for workers and stated that anyone interested could go to the website employflorida.com.

David Boston with the City of Ocala announced that David Yonce is no longer with the City and that his replacement on the Board would potentially be Mr. Steven Neal with SunTran however, he was not sure since Mr. Neal is currently out of town. Once Mr. Neal returns they will make a determination who will be the SunTran representative on the TDLCB Board.

Item 11. Comments by TPO Staff

Liz Mitchell with the TPO announced that the August meeting was re-scheduled to September in order to be able to bring the new TDSP Draft that begins a 120 day calendar countdown from July 1, 2020 which coincides with the CTC contract. There will be an October meeting for the Final TDSP review and approval in order to submit to the Commission before the 120 days deadline. Liz informed everyone that there will be a cancellation and re-schedule invite sent out.

Anton Schauerte with the TPO announced that staff had put together a new one page infographic, a snapshot describing the TDLCB with all of the members of the Board listed and general information about the TD program and the TDLCB. Anton explained that the infographic is on the TPO website and showed how to access it.

Rob Balmes the TPO Director stated that Derrick Harris deserved credit for putting together the TDSP update in a short period of time. Chairwoman Stone concurred with him.

Item 12. Comments by the CTC

Tom Wilder with MT announced that they were deemed essential during the COVID-19 pandemic and remained open to provide service. He stated that initially providing service was difficult because necessary items such as sanitizer, Lysol wipes, masks and gloves were not available for purchase. He stated that older drivers were high risk and unable to work so they lost various drivers as a result but it balanced out since trips overall were down. Social distancing inside the busses caused, a need for extra buses, at times in the same route. They suspended the \$2.00 fare in order to not have the exchange of money that would bring the potential for germ exchange. However, on July 1, 2020 the fare charge will return and new rules and regulations to keep everyone safe as follows:

- Daily temperature check of every employee prior to start of work
- Every bus has been issued thermometers to check riders
- Pre-screening on the phone of the riders the day before
- Use of masks/face shields and/or provide one to the riders
- Hand sanitizer dispensers on the buses

- Plexi-glass shield for the drivers
- Looking into drop box or fare box for the \$2.00 fares
- Every bus will be wiped down daily at the end of the day
- Every cell phone will be wiped down at the end of the day

Item 13. Public Comment

There was no public comment

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Item 14. Adjournment

Chairwoman Stone adjourned the meeting at 3:05pm.

Respectfully Submitted By:

Liz Mitchell, Grants Coordinator/Fiscal Planner



Transportation Disadvantaged Local Coordinating Board (TDLCB) Meeting

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

June 25 2020

3:00 PM

WORKSHOP MINUTES

Members Present:

Michelle Stone (left at 3:35pm)

Jeffrey Askew

Andrea Melvin

Susan Hanley

Members Not Present:

Tracey Sapp

Charmaine Andersen

Carissa Hutchinson

Jeff Aboumrad

James Haynes

Tamika Young

Kathleen Woodring

Anissa Pieriboni

Tracey Alesiani

Carlos Colon

Others Present:

Rob Balmes, TPO

Derrick Harris, TPO

Liz Mitchell, TPO

Anton Schauerte, TPO

Tom Wilder, Marion Transit

David Boston, City of Ocala

Item 1. Call to Order and Roll Call

Chairwoman Michelle Stone called the workshop to order at 3:06pm. Liz Mitchell called the roll of members.

Item 2. Pledge of Allegiance

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

Item 3. Proof of Publication

Liz Mitchell announced the workshop was published online on the TPO website, the City of Ocala, Belleview, and Dunnellon websites on June 18th, 2020. The workshop was also published to the June 18th, 2020 edition of the Star Banner.

Item 4. TPO Staff Presentation of MPO's Responsibility as the Designated Planning Agency for TD

Liz Mitchell presented information on the background of the TD program. In the 1970's the program was established to address concerns about duplication and fragmentation of transportation services. How MPO's work in conjunction with FDOT and other partner agencies to develop federal and state required transportation plans and programs for their regions. How all designated agencies are required to include a transportation disadvantaged element in their program. The definition of transportation disadvantaged and that not just disabled but income status, age, and children who are at risk or high risk were also provided service. The program concept is to offer a level of service comparable to that provided to persons without disabilities. The Commission's administration of the TD Trust Fund for use of operations and statewide local grants program was presented. Liz Mitchell explained that funding for the program comes from revenues collected from the vehicle registrations. Every registration has \$1.50 earmarked for the TD Trust Fund program. Also, citizens can donate additional dollars through the voluntary contributions for more rides to people that ride in their county. The funds collected in each county go toward additional trips in that county.

Item 5. SunTran Annual Report

Mr. David Boston, City of Ocala, provided an annual report presentation for SunTran. Mr. Boston's presentation covered an extensive summary of SunTran activities, including: staffing and management; federal compliance; finances including the recent CARES Act; safety measures and COVID mitigation and maintenance; partnership building; future potential route changes; and capital improvements.

Item 6. 2045 Long Range Transportation Plan Status Update

Mr. Harris presented an update on the progress of the 2045 LRTP. He stated that the TPO had been anticipating having a great deal of public outreach where staff would go out to various locations in the community and discuss any transportation needs the public had. However, with the sudden global pandemic, staff found that it would not be wise to have public meetings. Therefore, virtual meetings and an interactive map were set up. Those tools would replace what would have been in person public meetings. The TPO held a virtual public meeting on June 18 with the option of in-person attendance at the County Commission Auditorium. Approximately 30 participants were in attendance virtually and three in person at the auditorium. He presented an overall explanation on how to submit comments and transportation needs to staff. The interactive map is virtual and he demonstrated how to access the site and navigate to the pertinent areas and identify project improvements. From June 18 to July 30, a virtual public workshop webpage will be open to the public. Everyone was encouraged to share the webpage with family, friends and neighbors, and provide feedback.

Item 7. Transportation Improvement Program (TIP) Update

Mr. Anton Schauerte, Transportation Planner, presented the draft TIP document, including an overview of the comments received during the 30-day public review process. The 30-day process began on May 19 and was extended to June 23. The TPO posted the draft TIP on its website on May 19, and sent notifications via social media, email blasts to public partners, including all key federal, state and local agencies. The TPO also conducted presentations at two TAC and CAC meetings, City of Dunnellon City Council meeting and Belleview City Commission meeting. The TIP was shared via social media by Marion County and advertised in the Ocala Star Banner. He reviewed the funding process, color coding, improvement on maps, and labeling process. He demonstrated how to access the TIP on the TPO website and how to identify projects. He mentioned the importance of the 30 day public comment period to make everyone aware for next year and be on the lookout for it.

Item 8. TPO Website and Social Media

Mr. Rob Balmes announced that Shakayla Irby is the Social Media Coordinator however, she was not present due to maternity leave. She recently gave birth to a healthy 8lbs, 5oz. baby boy named Karter. He informed everyone that they currently have a new website that the TPO worked hard to make certain that it was user friendly, simple and straight forward, but also ADA compliant. Mr. Balmes demonstrated many of the features of the website, how to access them and how they are still in the process of building some of the widgets. He also mentioned that they have a Facebook page, Twitter and LinkedIn and that the TPO would love to have everyone take a look, follow us and like us, provide comments and/or feedback. He also mentioned that they would share content with anyone wanting to exchange, and/or share information that would be pertinent, an informative relating to transportation.

Item 9. Comments by TDLCB Members

There were no comments by the TDLCB members.

Item 10. Comments by TPO Staff

There were no comments by the TPO staff.

Item 11. Comments by Community Transportation Coordinator (CTC)

Tom mentioned that the Triennial audit done recently by the FTA revealed a need to separate Marion Senior Services from Marion Transit (MT) since MT is a public transportation service not just for seniors. He stated that they have been attempting to grow the rural areas with 5311 funding because the TD funding is for non-sponsored trips. He stated that 2020 census will affect us as population increases the formula for funding gets more complex, 5311 funds cannot be used to transport someone that lives in a small urban area. In the future, funding from the CARES ACT will be utilized for funding to expand into the rural areas, such as Marion Oaks area, right now it's being used for capital expenses, and operations. It would be good to collaborate with SunTran in the Marion Oaks area to help riders get back and forth to work through potentially a coordinated system or corridor bus. The future will be to sustain, and build the trips back up since riders are starting to ride again.

Item 12. Public Comment (limited to 2 minutes)

There was no public comment.

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Item 13. Adjournment

Vice Chairman Mr. Askew read a statement from Chairwoman Michelle Stone stating that she left early but had another meeting to attend however, she wished everyone a healthy and safe holiday weekend.

Vice Chairman Mr. Askew adjourned the meeting 4:03pm.

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Respectfully Submitted By:

Liz Mitchell, Grants Coordinator/Fiscal Planner