



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

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

**September 16<sup>th</sup>, 2021**

**10:00 AM**

**AGENDA**

1. **CALL TO ORDER AND ROLL CALL**
2. **PLEDGE OF ALLIGENCE**
3. **PROOF OF PUBLICATION**
4. **PRESENTATIONS**
  - A. **[Introduction of new Community Transportation Coordinator \(CTC\), Erick Hawkins \(Biography attached\) -Page 3](#)**
  - B. Board Member changes as follows:  
Agency for Healthcare Administration
    - Ivonne Perez – Sr. Human Services Program Specialist
    - Victoria Anderson – Sr. Human Services Program Specialist (alternate)
5. **ACTION ITEMS**
  - A. **[Annual Operating Report \(AOR\) -Page 4](#)**
6. **CONSENT AGENDA**
  - A. **[Minutes June Meeting -Page 5](#)**
  - B. **[Minutes June Public Workshop -Page 9](#)**
7. **DISCUSSION ITEMS**
  - A. **[Safety Action Plan -Page 15](#)**
  - B. **[Marion Survey Results -Page 16](#)**
  - C. **[Next Meeting Date -Page 24](#)**
8. **COMMENTS BY TDLCB MEMBERS**
9. **COMMENTS BY TPO STAFF**

## **10. COMMENTS BY TRANSPORTATION COORDINATOR (CTC)**

## **11. PUBLIC COMMENT (Limited to 2 minutes)**

## **12. ADJOURNMENT**

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

Pursuant to Chapter 286.0105, Florida Statutes, please be advised that if any person wishes to appeal any decision made by the Board with respect to any matter considered at the above meeting, they will need a record of the proceedings, and that, for such purpose, they may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based.

*The next regular meeting of the Ocala Marion Transportation Disadvantaged Local Coordinating Board will be held on  
TBD.*



**TO: TDLCB Members**

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

**RE: New Community Transportation Coordinator (CTC)**

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TPO staff will introduce Mr. Erick Hawkins the new Community Transportation Coordinator (CTC). Biography attached.

Any questions or concerns please contact Liz Mitchell, at 352.438.2634 or [liz.mitchell@marionfl.org](mailto:liz.mitchell@marionfl.org).

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

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Telephone: (352) 438 - 2630 • [www.ocalamariontpo.org](http://www.ocalamariontpo.org)

## **ERICK HAWKINS BIOGRAPHY**

Erick Hawkins is the current Transportation Director for Marion Senior Services.

Before being named Transportation Director for Marion Transit in June 2021, Erick was the Transit Administrator in the city of Rock Hill South Carolina. Erick was responsible for starting the first all-electric transit system in the county. This operations consisted of fixed route, as well as para-transit services. This was a complete 0-completion process.

Prior to the city of Rock Hill, Erick was the Director of safety and security for RATPDEV for an operation in Asheville NC. This was also a city operation that was managed by RATPDEV.

Previous to his work for RATPDEV, Erick was the Director of Operations for TransDev America. This location was in Greensboro NC. This operation consisted of 120 fixed route buses, and 42 Para-transit vehicles. His work in Greensboro was a complete turn around operation. Much of the turn around focus being OTP, and customer complaints.

Erick earned his B/A in Industrial Psychology from the University of Wisconsin. Erick also played outside linebacker for the university.



**TO: TDLCB Members**

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

**RE: Annual Operating Report Update**

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It is incumbent upon TPO staff to regularly 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 Commission 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.

Every Community Transportation Coordinator (CTC) must submit an Annual Operating Report (AOR). All elements included in the AOR are Pursuant to Chapter 427, Florida Statutes. TPO staff has reviewed the AOR and respectfully request the TDLCB Board review and approve said report.



**Transportation Disadvantaged Local Coordinating Board (TDLCB) Public Workshop**

Marion County Growth Services, Training Room  
2710 E. Silver Springs Blvd., Ocala, FL 34470  
Cisco WebEx  
June 17, 2021  
3:45 PM

**MINUTES**

**Members Present:**

Jeffrey Askew  
Tamyika Young (*via WebEx*)  
Tracey Alesiani  
Andrea Melvin

**Members Not Present:**

Michelle Stone  
Charmaine Anderson  
Tracey Sapp  
Susan Hanley  
Carlos Colon  
Iris Pozo  
Anissa Pieriboni  
Carissa Hutchinson  
Steven Neal  
Jeff Aboumrad  
James Haynes

**Others Present:**

Rob Balmes, TPO  
Shakayla Irby, TPO  
Elizabeth Mitchell, TPO  
Tom Wilder, Marion Transit

**Item 1. Call to Order and Roll Call**

Vice-Chairman Askew called the meeting to order at 4:05pm. Secretary Shakayla Irby called the roll and a special quorum was present with 4 voting members in attendance.

**Item 2. Pledge of Allegiance**

Vice-Chairman Askew led the board members in the Pledge of Allegiance.

**Item 3. Proof of Publication**

Secretary Shakayla Irby stated that the meeting had been published June 10, 2021 online on the TPO website and Facebook and Twitter pages, the City of Ocala, Belleview, and Dunnellon websites. The meeting was also published to the June 11, 2021 edition of the Star Banner.

**Item 4A. Transportation Disadvantaged Survey Questions**

Ms. Mitchell provided the board with a list of survey questions for the general public to provide feedback on the Marion Transit (Paratransit system) that provided transportation service “specialized” meaning it provided service to persons with disabilities comparable to that provided to persons without disabilities. Upon qualifying, the service would be provided by “Marion Transit” available to help the disadvantaged that cannot physically, mentally, or economically, and lack access to ride the regular transit system. But “disadvantaged” doesn’t just mean blind, or person in a wheelchair, it also included low income, person(s) that had no access to transportation, or person(s) dependent upon others for health care, education, employment, social activities, and groceries to name a few.

The survey was 10 questions and would serve to capture real-world data and focus on areas of need within the Transportation Disadvantaged system. Whether it was a citizen utilizing the service or a loved one that rode, it would allow for good feedback.

Survey can be referenced on page 2 of the June 17, 2021 TDLCB Meeting Agenda Packet.

Mr. Askew inquired if the survey results would be posted on the TPO website.

Ms. Mitchell responded that the survey results would be posted for the public to see the outcome of responses.

Mr. Wilder mentioned that Marion Transit also conducts their own survey for public feedback on the services provided by the transit system.

Ms. Mitchell said that the public survey would help to assist in the updating Transportation Disadvantaged Service Plan (TDSP).

Ms. Melvin said she could share the survey at the Centers for Independent Living to capture as much feedback from citizens utilizing the transit services.

Mr. Balmes said that staff would determine a timeframe for the survey and also partner with the agencies of the TDLCB to make sure the survey is accessible.

Mr. Askew said the board would like an update on the survey at the next quarterly meeting.

#### **Item 5A. Rate Model Calculation Approval**

Ms. Mitchell addressed the board and said that each year, the TDLCB was required to approve Marion Transit's (MT) proposed trip rates. MT, as required, utilizes the Commission for Transportation Disadvantaged (CTD) Trip Rate Calculation process.

For the current year, MT had proposed a slight increase in the charge for ambulatory and wheelchair patients. TPO staff had reviewed the Trip Rate Calculation and concurred with the results.

The proposed rates were are as follows:

Ambulatory **Current Rate: \$28.13 Proposed Rate: \$30.01**  
Wheelchair **Current Rate: \$48.23 Proposed Rate: \$51.44**

The Trip Rate Calculation was provided to the board for review.

*Ms. Melvin made a motion to approve the Proposed Trip Rates for FY 2021. Ms. Young seconded, and the motion passed unanimously.*

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

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

**Item 7. Comments by TDLCB Members**

*There were no comments by TDLCB Members.*

**Item 8. Comments by TPO Staff**

*There were no comments by TPO Staff.*

**Item 9. Comments by Transportation Coordinator (CTC)**

Mr. Wilder announced to the board that it would be his last time meeting with the TDLCB as he was due to retire on Friday, July 30, 2021.

Mr. Askew wished Mr. Wilder the best and thanked him for his many years of dedicated service to Marion County.

**Item 10. Public Comment**

*There was no public comment.*

**Item 12. Adjournment**

Vice-Chairman Askew adjourned the meeting at 4:15pm.

Respectfully Submitted By:

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Shakayla Irby, TPO Administrative Assistant



**Transportation Disadvantaged Local Coordinating Board (TDLCB) Public Workshop**

Marion County Growth Services, Training Room  
2710 E. Silver Springs Blvd., Ocala, FL 34470  
Cisco WebEx  
June 17, 2021  
3:00 PM

**MINUTES**

**Members Present:**

Jeffrey Askew  
Tamyika Young (*via WebEx*)  
Tracey Alesiani  
Andrea Melvin

**Members Not Present:**

Michelle Stone  
Charmaine Anderson  
Tracey Sapp  
Susan Hanley  
Carlos Colon  
Iris Pozo  
Anissa Pieriboni  
Carissa Hutchinson  
Steven Neal  
Jeff Aboumrad  
James Haynes

**Others Present:**

Rob Balmes, TPO  
Shakayla Irby, TPO  
Elizabeth Mitchell, TPO  
Tom Wilder, Marion Transit

**Item 1. Call to Order and Roll Call**

Vice-Chairman Askew called the meeting to order at 3:11pm. Secretary Shakayla Irby called the roll and a special quorum was present with 4 voting members in attendance.

**Item 2. Pledge of Allegiance**

Vice-Chairman Askew led the board members in the Pledge of Allegiance.

**Item 3. Proof of Publication**

Secretary Shakayla Irby stated that the public workshop had been published June 10, 2021 online on the TPO website and Facebook and Twitter pages, the City of Ocala, Belleview, and Dunnellon websites. The public workshop was also published to the June 11, 2021 edition of the Star Banner.

**Item 4A. Presentation on Transportation Disadvantaged 101, an Overview of the Transportation Disadvantaged Program and Marion Transit. Presentation provided by Marion Transit: Tom Wilder, Transportation Director**

Mr. Wilder gave the presentation and said that Marion Transit had served Marion County, Florida since 1976. The paratransit service, provided public transportation to all persons within the service area of Marion County, Florida, however it was designated to maximize usage by “transportation disadvantaged” persons in general.

Some Fast Facts presented:

- 1982 Designated as the Marion County Community Transportation Coordinator (CTC) by Florida Commission for the Transportation Disadvantaged. Marion Senior Services, Inc. d/b/a Marion Transit had been the CTC since the program inception. In June 2020 Marion Transit had been selected again and designated by the Florida TD Commission to serve as Marion Counties CTC for another 5-year term.
- Service Area - All of Marion County Florida, 1663 Square Miles. (Larger than the State of Rhode Island)
- Average number of one-way trips per day: 350-450 (Pre-COVID19)
- Number of paratransit buses working per day: 25-35

Mr. Wilder explained the major grants that supported Marion Transit:

- 5311 – Rural Transportation (Operating Funds Grant – 50% Local Match)
  - Grant is awarded by FDOT
- 5310 – Enhanced Mobility of Seniors & Individuals with Disabilities (Capital Funds to purchase buses) – 10% Local Match
  - Grant is awarded by FDOT
- Transportation Disadvantaged Trip & Equipment Grant Program
  - TDLCB approved equipment purchases. TRIP Rates were reviewed by board. Funds were “formula” based throughout the 67 Counties.
- “Other” Grants were applied for as needed. i.e. Shirley Conroy Rural Assistance Grant, 5339 for Buses & Bus Facilities, etc.
- Local match funds were required for the grants and came as a budget request to the Marion County Board of County Commissioners, fare revenue & donations.

The percentage of TRIPS by funding source:

- Transportation Disadvantaged- 42%
- 5311 Rural Transportation Grant- 35%
- ADA Complementary Paratransit (SunTran)- 22%

Mr. Wilder explained the duties of the Commission for the Transportation Disadvantaged.

- Develop policies and procedures for the coordination of transportation services for the Transportation Disadvantaged.
- Designate the planning agency in areas outside the purview of an MPO.
- Approve the appointments of CTCs.
- Contract with the CTCs.

The Ocala Marion TPO was the Designated Official Planning Agency and duties included:

- Appointing members to the Local Coordinating Board
- Providing staff to the Local Coordinating Board
  - Quarterly meetings (meeting schedule, agendas, minutes, by-laws, grievance procedures, training)
  - Annual Public Workshop
- Recommend to the Commission a CTC
  - Competitive Procurement Process (Local Procurement Process or Chapter 287, F.S.)
  - Memorandum of Agreement between the Commission and CTC
  - CTC designation was to be for five years
- Evaluate the CTC (Planner and LCB) annually
- Review annually the Annual Operating Report prepared by the CTC and submits it to the Local Coordinating Board for approval.
- In coordination with the CTC and the Local Coordinating Board, develop a Transportation Disadvantaged Service Plan (TDSP)
- Appoint and staffs Local Coordinating Board
- Procure and recommends a Community Transportation Coordinator to the Commission
- Coordinate and conducts transportation planning at the local level for transportation disadvantaged.

Mr. Wilder also highlighted the purpose of the Local Coordinating Board “TDLCB”:

- Identify local service needs
- Provide information, advice and direction to the CTC on the coordination of services to be provided through the Coordinated Transportation System
- Serve as an advisory body to the Commission regarding a particular service area
- Assist CTC in establishing eligibility guidelines and trip priorities
- Evaluate CTC annually
- Review and approve Transportation Disadvantaged Service Plan (TDSP) and Memorandum of Agreement (MOA)
- Appoint Grievance Committee to process and investigate complaints
- Provide guidance for the local coordination of services
- Oversee Community Transportation Coordinator

Mr. Wilder also spoke about the duties of the CTC.

- Plans, administers, monitors, coordinates, arranges and delivers coordinated Transportation Disadvantaged services originating in their designated service area
- Operates centralized call center (aka Reservations)
- Determines transportation eligibility (for TD riders)
- Schedules trips (scheduler)
- Performs gatekeeping duties (with regards to TD)
- Develops a Transportation Disadvantaged Service Plan with Local Coordinating Board & TPO.
- Prepares and submits Annual Operating Report (AOR)
- Recommends eligibility guidelines and trip prioritization to the Local Coordinating Board for non-sponsored trips.

Mr. Wilder explained each type of trip offered.

TD Trips- trips defined as “Non-Sponsored” trips

The riders could include older adults, persons with disabilities, persons with low income, and at-risk children. Providing services to medical appointments, work, school, and the grocery store.

Minimum qualifications included:

- No other funding available
- No other means of transportation is available
- Cannot utilize public transit
- Physical or mental disability
- Age (60+ 16 under)
- Income status is a specified percent of the poverty level (150% below)
- No self-declarations allowed (must show proof or provide affidavit)
- Ability to pay (we offer a fare waiver for fares)

ADA Complementary Paratransit Service for SunTran (Fixed Route System) - trips defined as “Sponsored” trips

The City of Ocala the administrative agency for SunTran and had contracted with RATP Dev to perform day-to-day operations and management of the fixed route system. Fixed route systems are required to provide ADA complementary paratransit service to riders who live within ¾ of a mile of the fixed route system and cannot walk to a bus stop. Marion Transit had the agreement with RATP to provide that service for them. Note: Center for Independent Living was the designated agency who qualifies riders for MT.

5311 Program – Rural Public Transportation- trips defined as “Sponsored” trips

The 5311Formula Grants for Rural Areas program provided capital, planning, and operating assistance to states to support public transportation in rural areas. Residents often rely on public transit to reach their destinations. The TRIPs by appointment were considered “Public Transportation” for rural areas. The criteria to ride was different than TD. Marion Transit also offered 2 “deviated” services serving Dunnellon “Blue Line” & Marion Oaks “Gold Line”. The services follow a schedule but could deviate to provide door to door service.

MT Services – Other AKA – Sponsored Trips

The agreements with MT to provide transportation for eligible riders. In 2020 Marion Transit signed an agreement with the Marion County School Board to provide homeless children rides to school until they could be scheduled on a normal bus route. Prior agreements were with Medicaid brokers (i.e., MTM, Access2Care, etc.) providing trips such as pediatric babies to their daycares.

Mr. Wilder concluded his presentation quoting the Marion Transit Mission:  
“Is to provide public transportation that offers riders a high-quality safe, reliable, and efficient paratransit experience.”

Ms. Melvin said that she found the majority of the presentation very helpful and felt that the presentation should be shared with any new TDLCB member upon joining the board.

Mr. Askew asked about brochures with the information for his office (Marion County Veterans Office), the VA Clinic, the Cascades, and also the Tourist Development Center.

Mr. Wilder said that he would provide Mr. Askew with some brochures.

#### **Item 5. Comments by TDLCB Board Members**

*There were no additional comments by the TDLCB Members.*

#### **Item 6. Comments by TPO Staff**

Mr. Balmes said that the presentation provided was “great” and he felt it would be beneficial to also include on the TPO’s website for anyone that would like to know about the program and services offered.

Mr. Balmes also said that the Census had proposed a rule making to redefine an urban area and base the area on households per areas. The Census had received a lot of comments and feedback but no word on if the proposal stood or had been withdrawn.

Mr. Wilder mentioned concerns for the Marion Oaks area that had been classified as a rural area if it became a small urban area it would require more TD money to pay for trips with no other source of funding.

Ms. Melvin inquired if Belleview and Summerfield were considered rural areas.

Mr. Wilder said yes, both areas were considered rural. Marion Transit provided service in Belleview for citizen that called and scheduled service. There were also two buses in Summerfield that provided service. All considered rural trips.

**Item 7. Comments by Transportation Coordinator (CTC)**

*There were no additional comments by the CTC.*

**Item 8. Public Comment**

*There was no public comment.*

**Item 12. Adjournment**

Vice-Chairman Askew adjourned the public workshop at 4:02pm.

Respectfully Submitted By:

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Shakayla Irby, TPO Administrative Assistant

**TO: TDLCB Board Members**

**FROM: Rob Balmes, Director**

**RE: Safety Action Plan**

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**Summary**

The TPO is planning to invest in the development of a Safety Action Plan to serve as a resource to improving transportation safety throughout Marion County. The Action Plan is envisioned as a collaborative process involving citizens and stakeholders, private and public partners, and state agencies. The proposed title of the Action Plan is **Commitment to Zero: An Action Plan for Safer Streets in Ocala Marion**.



The purpose of **Commitment to Zero** is to bring together the Ocala Marion community and collaborate in the development of an Action Plan to improve the safety of our transportation system. The Action Plan will be focused on four key areas:

- Education and Awareness
- Public and Partner Engagement
- Safety Analysis
- Action Planning

The planning process is underway to develop a Scope of Services and detailed schedule. Further information will be provided regarding a kick-off date. The TPO will be seeking your involvement and participation for this project.

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



**TO: TDLCB Members**

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

**RE: Survey Results**

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TPO staff has put a survey in an attempt to receive feedback from the community and general public relating to Marion Transit services.

In August, the TPO conducted a 30-day Public Survey soliciting feedback from the community. The survey was presented online through the TPO website, on Survey Monkey and hard copies at the Ocala Public Library, Center for Independent Living and on Marion Transit buses. A total of 77 responses were received, 56 on Survey Monkey and 21 hard copies from the above mentioned sites.

Included with this memo is a survey results summary for your information and awareness. All elements of this survey will assist with updating the Transportation Disadvantaged Service Plan (TDSP). Staff will present the results of this survey.

Any questions or concerns please contact Liz Mitchell, at 352.438.2634 or [liz.mitchell@marionfl.org](mailto:liz.mitchell@marionfl.org).

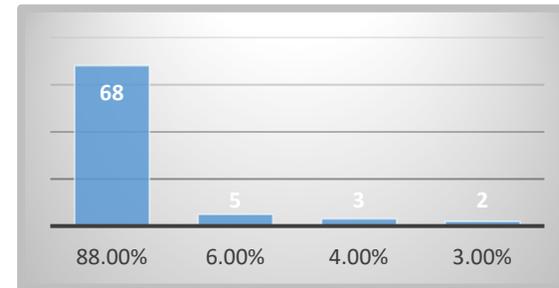
# TRANSPORTATION DISADVANTAGED SURVEY RESULTS

77 TOTAL RESPONSES

Positive Negative Informative

## 1. How important is public transportation?

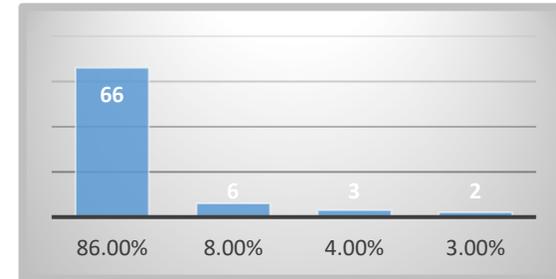
Answer Choices	Responses	
Very	88.00%	68
Somewhat	6.00%	5
Not important	4.00%	3
Other (please specify)	3.00%	2



Comments: "Without Marion Transit my husband and I would not have survived"

## 2. How important is Paratransit service "Marion Transit"

Answer Choices	Responses	
Very	86.00%	66
Somewhat	8.00%	6
Not important	4.00%	3
Other (please specify)	3.00%	2



Comments: I have a friend that always rely on a taxi she lives on 24th St. and you go just on Lake Weir it would be nice to have come to Forrest Hills Apt.

We do not have this in Belleview and need it.

## 3. In your "Marion Transit" daily commute what do you see that functions well and not well?

Answered	45
Skipped	19

Comments:

Well:

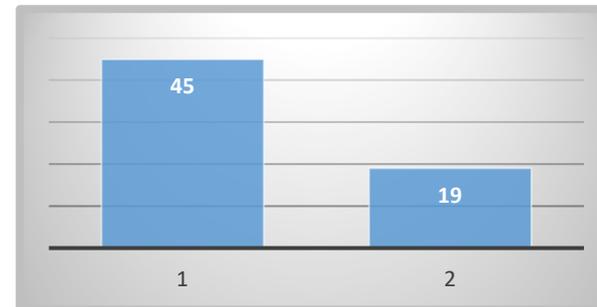
On time pick up

How do I sign up to use

Everything good

Great great service

I do not use it at this time but it's a necessity for people in need



I see them everywhere. I do not use them because I am able to drive. I am in my late 70's and one day it will become something I will need. The people using it now , I am sure, completely rely on this transportation. Do Not Cancel it.

Communication with dispatch is great! Drivers are very nice and helpful.

I personally do not use as yet but foresee a time when I will want/need to.

Caring drivers, with few exceptions on time for scheduled arrivals, safety.

Morning driver on time personable drivers

Drivers get you to your appointments quickly and safely

I use seldom but have had many times in the past but the biggest need is to serve all seniors regardless of insurance Great for transporting to dr's appointments, some people take advantage of the service daily instead of making other arrangements

Many of my elderly and disabled neighbors are able to get to their medical and shopping appts.

Promptness, clean vehicle, friendly driver

Marion Transit could use additional staff. Most of the drivers I have encountered were compassionate and helpful.

Travel times can be lengthy but drivers are great

Marion Transit scheduling system is very efficient. It would be nice if they sent you a confirmation email for your scheduled ride.

**Not Well:** Routes supported by county tax money do not serve all county residents equally.

Not we'll since you don't pick up at Ocala palm garden because if covid even though she is vaccinated

Ride times are limited

Making available the knowledge to the ADA community that MT rides are available whenever the SunTran buses are running. That means 5:00 am to 10:00 pm. Monday through Saturday. Some of my friends have told me they were told drivers weren't available for Saturday runs. (Pre and post pandemic shutdowns).

My husband is disabled but they won't come to our area.

Passengers are not always ready to go.

No Sunday service

Limited distance (doesn't go far)

Long wait out

Wait times can be long

Not enough public transport for entire Ocala area.

Lack of consistency, traffic being key factor

Needing to schedule three days in advance is bad. What if I need a prescription filled today?

Too many old people that smell bad, ugly colors on buses

On occasion I've seen patients in doctors' waiting rooms having to wait for a long time for their ride(s). Not often though.

I don't use it but know people that do they just have very long wait times

The bus drivers drive way too fast for our small communities.

Afternoon pick-up not getting home for a long time

Sometimes waiting can be a bit long

Number of days to book appointment

#### 4. What impact does Marion Transit have in the community

Answer Choices	Responses	
Provides a better quality of life	70.00%	54
Provides equity in the community	21.00%	16
Don't see a real difference	3.00%	2
Other (please specify)	9.00%	7

**Comments:** Provides a transportation option

At this time it is no help to us

Not enough till full ADA coverage of sun tran's schedule is made known and encouraged - by brochure, and public announcement

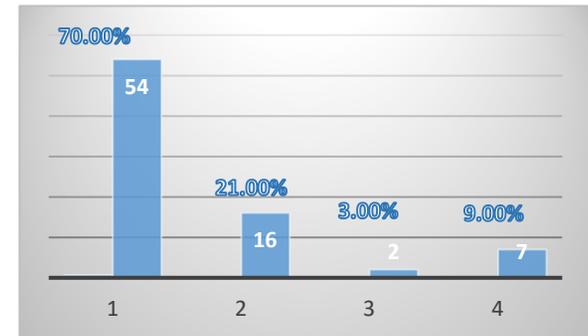
Helps people who can't afford cars to get to jobs

Provides a way to get to necessary places when there is no other way

Pollutes the air with gas / exhaust

Does NOT include enough areas. Should be in all areas of the county.

Mkes getting home less worisome



#### 5. What are the most important features of the Paratransit system "Marion Transit"

Answer Choices	Responses	
Enough capacity	21.00%	16
Fare pricing	35.00%	27
How accessible they are	51.00%	39
Other (please specify)	9.00%	7

**Comments:** Not fair especially when they are picking up at Walmart

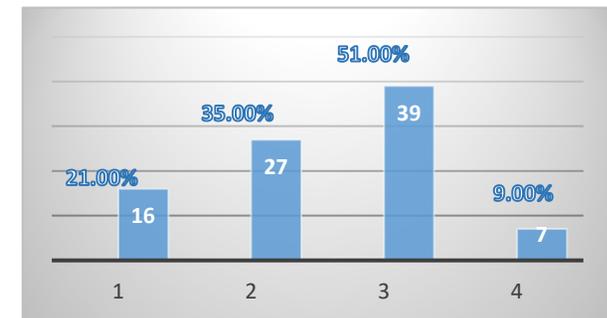
Willingness to go to all areas.

Available to all, not only low income

Keeping riders safe, thank you!

Safe transport

Not sure since I don't use it.



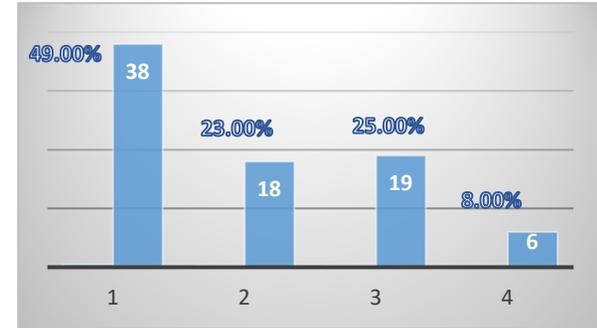
Coverage of county  
Great people

### 6. What is the one thing that should be a long term "Paratransit" transportation focus?

Answer Choices	Responses	
Provide more buses more often	49.00%	38
Customer Service	23.00%	18
More advertising for public awareness	25.00%	19
Other (please specify)	8.00%	6

**Comments:** All of the above  
Unknown  
Keep doing the same job!  
Wider service area.  
Need to extend further into Marion County

Driver safety - their drivers speed far and above the speed limit, slam on the breaks at the last minute when they do stop at red lights and stop signs - this is not good for the riders.



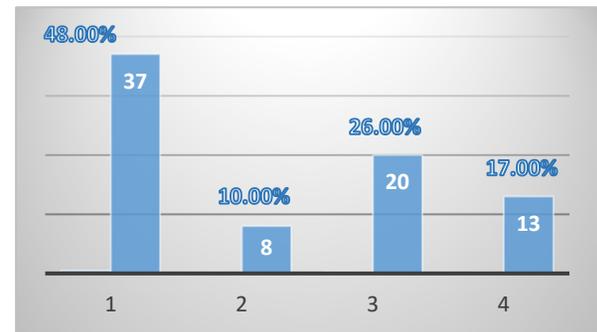
### 7. What in Marion Transit's service do you think would make an immediate improvement?

Answer Choices	Responses	
Faster pick up and return time	48.00%	37
Friendly service	10.00%	8
No improvement needed	26.00%	20
Other (please specify)	17.00%	13

**Comments:** New CEO  
Larger coverage area  
Again, more pickup areas.  
Driver training, customer service.  
More buses  
Call today, pick up today.  
More advertising so people know what it costs, availability and how to use it

Need info on how to ride  
Consistency in promptness

If the call center actually answered the phones. Lines are very busy quite often and you cannot reach anyone.  
I'd say from what I have seen would be the stops would need some kind of shelter from the weather and lighting for the early



morning commuters

Faster return time and public awareness of 5:00 am to 10:00pm M-S service

Extending the routes to include more rural areas

### 8. What if Marion Transit only runs in your area once a month, what would you do?

Answer Choices	Responses	
This would be acceptable	3.00%	2
Adjust my doctors, shopping, etc. to that timeframe	49.00%	38
Other (please specify)	38.00%	29

**Comments:** This would not be acceptable.

Be without transport

Unacceptable

We need a better system

Weep

Die

Try to find alternative rides

Move out of Ocala

Be in trouble on dialysis 3x's a week

I'm in bus route ADA. I'd campaign for compliance to ADA

No way can't have it

I am wanting to move from Ocala for better accessibility to transportation.

Once a month probably isn't enough for an area. People will find another way if it doesn't work with their schedule. You can't always adjust doctors to fit Marion Transit's schedule.

It would mean my daughter could not work.

Probably would have to refrain from going anywhere that wasn't absolutely essential to life

Find other transportation

Contact city public transit system to see what can be done

Not be able to see Drs or food shop

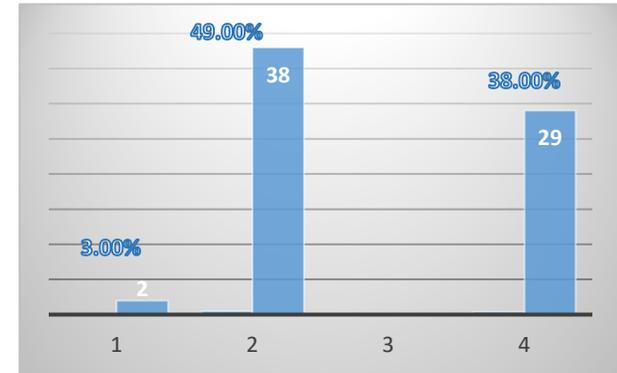
Not acceptable as Appts to Drs in this Covid world is harder to get

Find other means if possible, if not just not go

My husband wouldn't be able to get to medically necessary appointments

Couldn't go to dialysis

Die without dialysis



That would not be helpful to those that depend on the service

Would not affect me

Not often enough

Not sure. Would have to ask family and friends to help neighbors, I already provide no cost transportation to a few of my close neighbors on an occasional basis. They don't like to ask anyone for help.

Need transportation

Not Acceptable

### 9. What if Marion Transit stopped service, what would you do?

Answer Choices	Responses	
Try to ride the SunTran bus system	14.00%	11
Trouble my family and friends for rides	36.00%	28
Stay home	27.00%	21
Other (please specify)	19.00%	15

**Comments:** Die

My wife will continue to miss work to take me places.

I wouldn't have access to accessible transportation

Walk

Please don't stop

No other alternative. I'd campaign for ADA compliance. Is this a fear tactic?

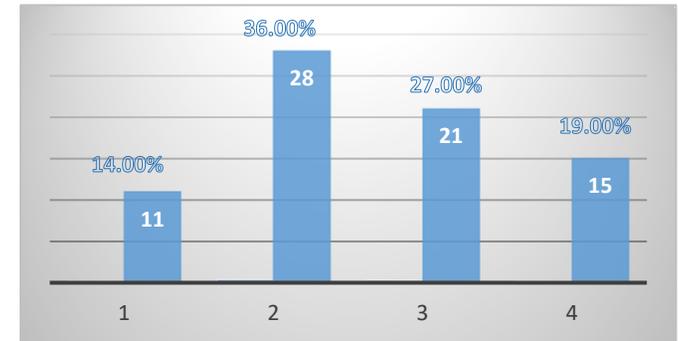
People would have to find some other way. Probably friends and family.

Miss work and critical doctor appointments

Use uber but would cut into my food money.

Die a horrible death

Many people would have no choice but to stay home or ask neighbors for a ride.



### 10. If you were doing this survey for Paratransit Services what questions would you ask? What did we fail to ask you?

**Comments:** This survey was very effective.

Are YOUR needs being met?

Love to keep Marion Transit because very good on the bus get them on time from Dr.

Why not come to Forrest Hills only go on lake weir and 31st

Help us

“Are you aware that Marion Transit is contracted by SunTran to fulfill it's ADA mandatory coverage. What safety hindrances at SunTran bus stops have you come across while attempting to ride SunTran (non existent or broken or blocked

sidewalks(including dirt paths or sidewalks btw stops and destination, and dangerous intersections. People on handicapped scooters have been killed trying to cross or on our roadways due to poor off road conditions. Ditto for Walkers and canes being equally dangerous.

How can we better serve you as a customer

Are drivers qualified in life threatening situations

I can't think of anything at this time

How is the ride itself? Comfort, respect by driver and other riders

If I need or would like to have service evenings, say to 10 PM, and weekends, like to Saturday downtown market.

Do you use the service? Do you know what it offers?

How safe is this service? (I would say it is very safe & gives me peace of mind).

If you do not currently use our service, Do you personally know anyone who uses our service

Show me how to apply

I am fine with the service

Does your routes cover everything

Was the bus clean, social distancy practiced, my over experience on bus

Should a mc resident be penalized for living in a rural area?

I would ask why you can not get it straight that sw 38 th avenue is not close to suntran routes when you make appointments

What kind of music would we like played on the bus?

I currently do not use the service so I am unable to help with this question

If I or anyone I know rides Marion Transit to disqualify me from the survey.

Considering the SIZE of Marion County and how fast its population has increased, what would be the BEST way to fund the improvements you suggested (above) are needed?

How often do you see Paratransit in your immediate neighborhood?

Need dr. appt., dentist, shopping every week. It is essential.

We need Paratransit in Marion Oaks badly!

Drivers very polite

Need transportation for work 3 times a week

I like very much is very good



# 2021 TDLCB Meeting Schedule

Ocala Marion Transportation Planning Organization (TPO)  
2710 E. Silver Springs Blvd., Ocala, FL 34470  
Ocalamariontpo.org  
(352) 438-2630

Visit the Ocala Marion TPO website at [Ocalamariontpo.org](http://Ocalamariontpo.org) to view meeting updates.

## **Transportation Disadvantaged Local Coordinating Board (TDLCB) – Quarterly at 10:00 a.m.**

All TDLCB Meetings are held quarterly on the third Thursday of the corresponding month.

Meetings will be held at Marion County Growth Services, Training Room 2710 E. Silver Springs Blvd., Ocala, FL 34470.

March 18, 2021	June 17, 2021	September 16, 2021	December 16, 2021
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