

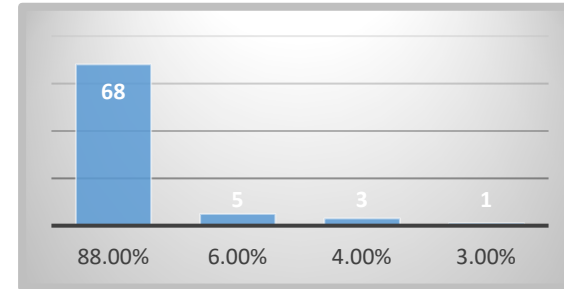
TPO RESPONSES TO THE TRANSPORTATION DISADVANTAGED SURVEY RESULTS

77 TOTAL RESPONSES

Positive Negative Informative

1. How important is public transportation?

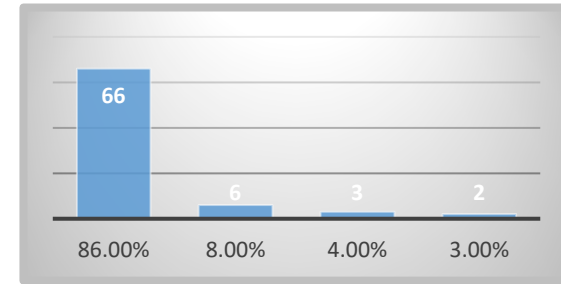
Answer Choices	Responses	
Very	88.00%	68
Somewhat	6.00%	5
Not important	4.00%	3
Other (please specify)	3.00%	1
		77



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
		77



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.

TPO response-Please go to our website to get information on how to apply.

Mariontransit.com

We do not have this in Belleview and need it.

TPO response - MT covers the entire Marion County area which includes Belleview.

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

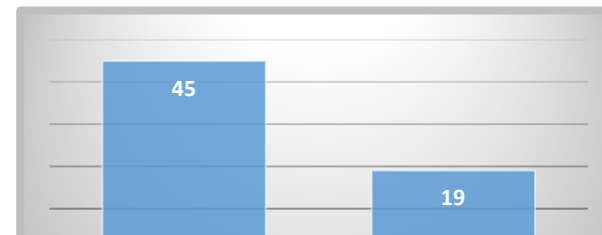
Answered	45	
Skipped	19	64

Comments:

Well:

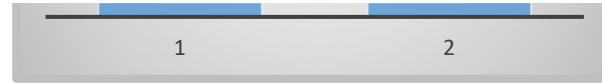
TPO response -Yes, we do pick up as scheduled, with maybe slight traffic delays.

On time pick up
Everything good



TPO response-Please go to our website to get information on how to apply.

Great great service



How do I sign up to use

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 forsee 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:

TPO response-Entire County is served

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).

TPO response -MT serves the entire County

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

Passengers are not always ready to go.

No Sunday service

TPO response -MT serves the entire County

Limited distance (doesn't go far)

Long wait out

Wait times can be long

TPO response -MT serves the entire County

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

TPO response-this has been addressed with the one driver.

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
		79

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

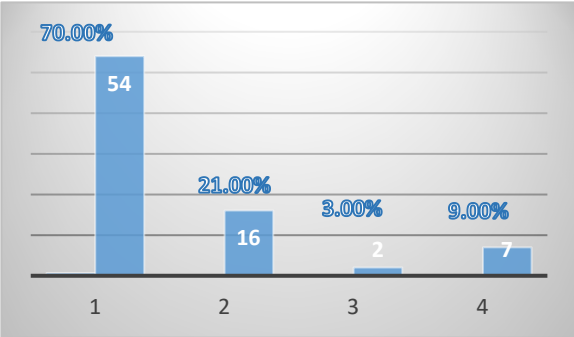
Provides a way to get to necessary places when there is no other way

Pollutes the air with gas / exhaust

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

Makes getting home less worisome

TPO response-MT serves the entire County



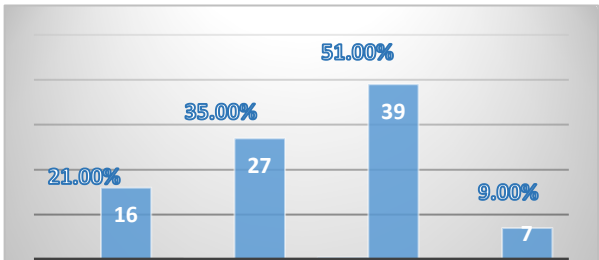
5. What are the most important features of the Paratransit system "Marion Transit"

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
		89

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

Willingness to go to all areas.

TPO response -MT serves the entire County



Available to all, not only low income

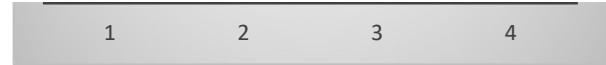
Keeping riders safe, thank you!

Safe transport

Not sure since I don't use it.

Coverage of county

Great people



TPO response -MT serves the entire County

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
		81

Comments: All of the above

Unknown

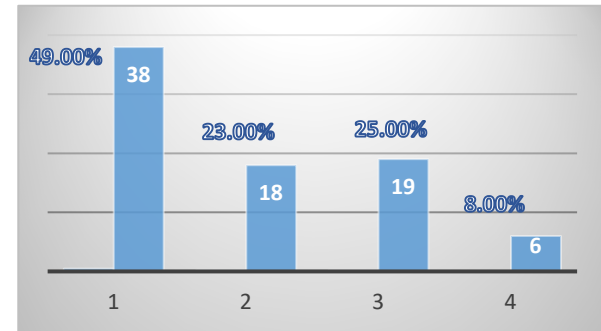
Keep doing the same job!

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.

TPO response -MT serves the entire County



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
		78

Comments: New CEO

Larger coverage area

Again, more pickup areas.

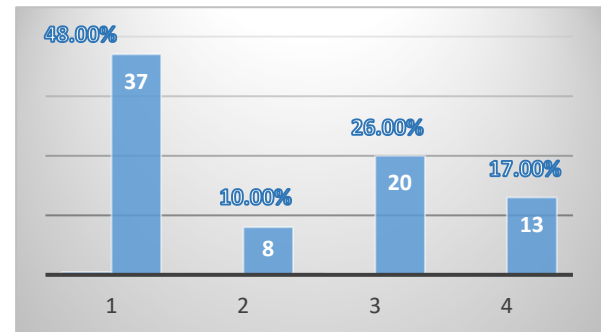
Driver training, customer service.

More buses

Call today, pick up today.

TPO response -Entire County is served

TPO response-MT requires time to schedule and determine the routes. Looking to upgrade.



TPO RESPONSE -Yes, ongoing outreach

More advertising so people know what it costs, availability and how to use it

TPO response -Please go to our website to get information on how to apply.

Need info on how to ride

Consistency in promptness

TPO response -MT does door to door pick up and drop off you are thinking of SunTran

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

TPO response -MT serves the entire County

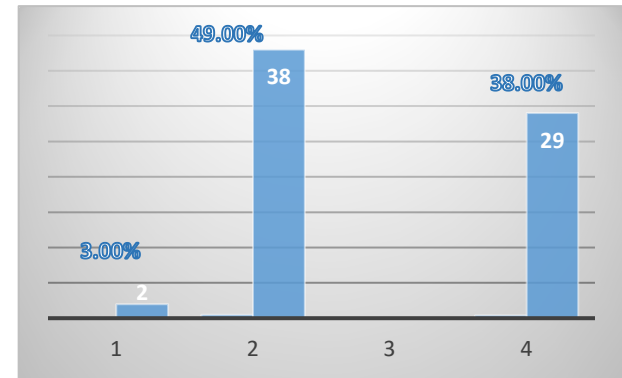
Extending the routes to include more rural areas

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
		69

Comments:

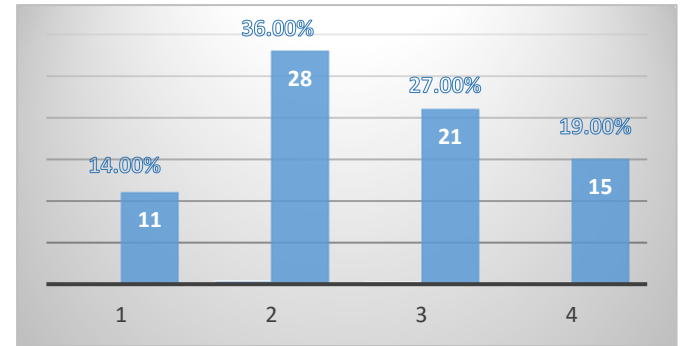
- This would not be acceptable.
- Be without transport
- Unacceptable
- We need a better system
- Weep
- Die
- Try to find alternative rides
- Move out of Ocala
- Be in trouble on dialysis 3x's a week
- I'm in bus route ADA. I'd campaign for compliance to ADA
- No way can't have it
- I am wanting to 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 ti see what cam 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
		75



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

TPO response-This survey was to better serve the riders not to stop the service

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

TPO response-All drivers are trained in emergency response

TPO response -Please go to our website to get information on how to apply.

TPO response-MT has service in the Marion Oaks area daily