



Transportation Disadvantaged Local Coordinating Board (TDLCB) Meeting

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

December 7th, 2023 - 10:00 AM

AGENDA

- 1. CALL TO ORDER AND PLEDGE OF ALLEGIANCE**
- 2. ROLL CALL**
- 3. PROOF OF PUBLICATION**
- 4. PRESENTATIONS**
 - A. National Center for Mobility Management (NCMM)**
- 5. ACTION ITEMS**
 - A. [Grievance Procedures](#) (Page #3)**
 - B. [Board Elections, Vice-Chair](#) (Page #14)**
 - C. [Board Elections, Grievance Subcommittee](#) (Page #15)**
 - D. [Meeting Schedule for 2024](#) (Page #16)**
- 6. CONSENT AGENDA**
 - A. [Minutes September Meeting](#) (Page #18)**
- 7. DISCUSSION ITEMS**
 - A. Volunteers for CTC Evaluation (phone calls and ride-along-sign-up sheet)**
 - B. Older Driver Safety Awareness Week**
 - C. 2024 Legislative Awareness Day**
- 8. SUBCOMMITTEE'S UPDATE**
 - A. Subcommittees Updates**
 - Education and Communication Subcommittee
 - Future Infrastructure, Service and Road Expansion Subcommittee
 - Funding Subcommittee
- 9. COMMENTS BY TDLCB MEMBERS**
- 10. COMMENTS BY TPO STAFF**
 - A. Happy and Safe Holidays to everyone**

11. COMMENTS BY TRANSPORTATION COORDINATOR (CTC)

12. PUBLIC COMMENT – (Limited to two (2) minutes)

13. 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.

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 March 14th, 2024.



TO: TDLCB Members

FROM: Liz Mitchell, Grants Coordinator/Fiscal Planner

RE: Grievance Procedures

Summary

TPO staff regularly reviews and/or amends the TDLCB Grievance Procedures to assure that all elements of the Grievance Procedures are in alignment with Florida statutes, regulations and codes.

Attachment(s)

- Grievance Procedures document
- Grievance Procedures certificate for signature

Action Requested

Approval of Grievance Procedures and Chair certificate signature

Any additional comments and/or suggestions please contact Liz Mitchell, liz.mitchell@marionfl.org.

Denotes change

GRIEVANCE PROCEDURES

OCALA MARION TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

Article 1: Preamble

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

Article II: Name and Purpose

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

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

Article III: Definitions

1. **Community Transportation Coordinator (CTC):** An entity and or person appointed to ensure that coordinated transportation services are provided to the transportation disadvantaged population in a designated service area.
2. **A Grievance** is defined as any ongoing service problem that interferes with accessing a major life activity, such as work, healthcare, employment, education, shopping, social activities, or other life sustaining activities.
3. **Service Complaint:** Any routine incidents and/or dissatisfaction that occur, are reported to the driver, dispatcher, or other individuals involved with the daily operations, and are

resolved within the course of a reasonable time period suitable to the complainant.
Service complaints may include but are not limited to:

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

Article IV: Membership

1. Members of the Grievance Subcommittee shall serve on a voluntary basis and shall consist of at least five (5) voting members.
2. Each member of the Grievance Subcommittee shall serve at the discretion of the TDLCB.
3. The CTC shall not serve on the Grievance Subcommittee.
4. Grievance Subcommittee members will meet if a grievance is brought before the committee.

5. When a meeting of the Grievance Subcommittee is necessary, staff to the TPO shall schedule the meeting. Meetings shall be held at the time and place as the Grievance Subcommittee may determine.
6. The Members shall serve a term of one year, with allowances for multiple terms.
7. The Grievance Subcommittee shall elect a Chairperson and Vice-Chairperson.
8. A simple majority shall be present in any official action.
9. No voting member will have a vote on an issue that is deemed a conflict of interest.

Article V: Filing Complaints and Grievances – STEP 1

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

All written complaints can be sent to:

Marion Senior Services	and/or	Ocala Marion TPO
1101 SW 20 th Court		2710 E. Silver Springs Blvd.
Ocala, Florida 34471		Ocala, Florida 34470

A complaint form has been created (see page 8) indicating all of the above-mentioned items.

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

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

Article VI: Appeal Process – STEP 2

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

The appeal must be in writing and addressed to:

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

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

6. A written recommendation will be rendered to all parties involved within ten (10) working days from the date of the recommendation and will include the following, in writing:
 - a. Statement that a meeting was held and the involved parties were given an opportunity to present their position(s).
 - b. The issues discussed and clearly defined
 - c. Reason(s) for the recommendation based on the information provided
7. Grievance Subcommittee must report all grievances and recommendations to the full Transportation Disadvantaged Local Coordinating Board.

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

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

Address all appeals to:

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

5. Once an appeal has been received, the TDLCB shall meet and render its recommendation within sixty (60) working days of the date the appeal was filed.
6. The complainant shall be notified in writing of the mutually agreed upon date, time and place where the appeal shall be heard. This written notice shall be mailed at least ten (10) working days in advance of the meeting.

7. A written recommendation will be rendered to all parties involved within ten (10) working days from the date of the recommendation and will include the following, in writing:
 - a. Statement that a meeting was held and the involved parties were given an opportunity to present their position(s).
 - b. The issues discussed and clearly defined
 - c. Reason(s) for the recommendation based on the information provided

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

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

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

Article IX: General

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

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

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

CERTIFICATION

The undersigned hereby certifies that he/she is the Chairperson of the Ocala Marion TPO Transportation Disadvantaged Local Coordinating Board and that the foregoing is a full, true and correct copy of the Grievance Procedures of this Local Coordinating Board as adopted by the Ocala Marion TPO Transportation Disadvantaged Local Coordinating Board on the 7th day of December 2023.

Commissioner Michelle Stone, TDLCB Chairperson

Robert Balmes, TPO Director

COMPLAINT FORM

OCALA MARION TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

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

Additional Pages are attached.

TDLCB COMPLAINT TRACKING FORM

Name of Complainant: _____

COMPLAINT TO THE CTC –STEP 1

File Number _____

Date of 1st. Complaint: _____

Date of 1st. 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: _____



TO: TDLCB Members

FROM: Liz Mitchell, Grants Coordinator/Fiscal Planner

RE: Election of Vice-Chair for 2024

Summary

Per the TDLCB Bylaws, a Vice-Chair shall be elected at the last regular meeting of the calendar year. This Officer may be elected by a majority of the present voting members. The term shall be for one full calendar year. However, the Vice-chairperson may serve more than one term.

The current Vice-Chair is:

Andrea Melvin, Center for Independent Living.

Attachment(s)

- Current TDLCB Members Roster

Action Requested

Elect a Vice-Chair for 2024

Any additional comments and/or suggestions please contact Liz Mitchell, liz.mitchell@marionfl.org.



TO: TDLCB Members

FROM: Liz Mitchell, Grants Coordinator/Fiscal Planner

RE: Grievance Subcommittee Elections for 2024

Summary

The Grievance Procedures serve to guide the TDLCB in satisfying any concerns or issues by any person(s) with regard to the services provided by Marion Transit in its role as the Community Transportation Coordinator (CTC).

As part of the Grievance procedures a Grievance Subcommittee is formed with volunteers from the TDLCB Board members to oversee and resolve any complaints and/or issues that may arise. The Grievance Subcommittee's current members are as follows:

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

Action Requested

Volunteers for Subcommittee consisting of 5 members (See sign-up sheet)

Any additional comments and/or suggestions please contact Liz Mitchell, liz.mitchell@marionfl.org.



TO: TDLCB Members

FROM: Liz Mitchell, Grants Coordinator/Fiscal Planner

RE: 2024 Proposed Meeting Schedule and Time

Summary

It is required that TDLCB members meet quarterly, at a minimum. A total of four (4) Transportation Disadvantaged Local Coordinating Board (TDLCB) Committee meetings are proposed during calendar year 2024. Meetings will take place quarterly on the second Thursday of the coordinating month at 10:00 AM. A draft meeting schedule is included with this memo.

Attachment(s)

- Proposed 2024 Meeting Schedule

Action Requested

Approval of Meeting Schedule and Time

Any additional comments and/or suggestions please contact Liz Mitchell, liz.mitchell@marionfl.org.



2024 TDLCB Meeting Schedule

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

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

Visit the Ocala Marion TPO website at ocalamariontpo.org to view meeting updates.

Transportation Disadvantaged Local Coordinating Board (TDLCB)
Meetings are held Quarterly at 10:00 a.m.
All TDLCB Meetings are held quarterly
on the **second Thursday** of the corresponding month.

MEETINGS DATES - QUARTERLY

March 14, 2024

June 13, 2024

September 12, 2024

December 12, 2024

Remember to put these dates in your Calendar!





Transportation Disadvantaged Local Coordinating Board (TDLCB) Meeting

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

September 14, 2023

10:00 AM

MINUTES

Members Present:

Michelle Stone
Jeffrey Askew (*arrived at 10:03am*)
Lauren Debick
Tracey Sapp
Jacqueline Rosko (*for Susan Hanley*)
Carlos Colon
Elizabeth Watson
Andrea Melvin
Tiffany Mckenzie
Steven Neal
Keith Fair
Ronald Graham (*arrived at 10:20am*)

Members Not Present:

Glorybee Perez
Iris Pozo
Anissa Pieriboni

Others Present:

Rob Balmes, TPO
Shakayla Irby, TPO

Elizabeth Mitchell, TPO
Clayton Murch, Marion Senior Services
Karen Williams, Marion Senior Services

Item 1. Call to Order and Roll Call

Chairwoman Stone called the meeting to order at 10:02am. Secretary Shakayla Irby called the roll and a quorum was present.

Item 2. Pledge of Allegiance

Mr. Jeffrey 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 September 7, 2023 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 September 7, 2023 edition of the Ocala Star Banner.

Item 4A. Annual Operating Report (AOR)

Chairwoman Stone started off to say that Marion Senior Services celebrated 50th Anniversary the previous week and it was an excellent showing.

Mr. Murch said that the 50th Anniversary was a great success and he appreciated everyone that attended. It was a very humbling and appreciated moment.

Mr. Murch provided the AOR stats for the year including operating and financial. The Commission used the 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.

Mr. Neal made a motion to approve the Annual Operating Report. Mr. Askew seconded, and the motion passed unanimously.

Item 4B. Bylaws

TPO staff annually reviewed and/or amends the TDLCB Bylaws to assure that all elements of the Bylaws are in alignment with Florida statutes, regulations and codes. The Bylaws guide the TDLCB in assisting Marion Transit in its role as Community Transportation Coordinator (CTC) deliver quality service to our Transportation Disadvantaged (TD) community.

Mr. Colon made a motion to approve the Bylaws. Mr. Fair seconded, and the motion passed unanimously.

Item 5. Consent Agenda

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

Item 6A. Subcommittee’s Meeting Update

Ms. Mitchell gave a brief presentation on the June 8, 2023, TDLCB Workshop. The workshop was centered around an exercise to see where everyone on the board stood in terms of providing service to the TD Community and what could be done better.

During the workshop, a question was raised: What improvements do you want to see in place to better serve the transportation-disadvantaged community?

Everyone was asked to think of two or three ideas and write them down on a small sheet of paper. Later they were paired with another person and together they combined their thoughts and ideas. That information was then placed on a sticky board in order to see where the commonalities and differences were. The information was then categorized into three main categories as follows:

Education/ Communication
Future Infrastructure, Service and Road Expansion
Funding

At the meeting, everyone chose a category to join a committee aimed at finding solutions for each of the listed issues. Each of the committees was tasked with meeting during the quarter preceding this quarterly meeting. They were to share what had been resolved or the ideas created to attempt a resolution.

Ms. Debick assumed the leadership role on the Education and Communication subcommittee and provided a brief summary of their recent meeting. She emphasized the importance of raising awareness about the services and improving communication to ensure that messages reach the right audiences. One of the consensuses reached within the committee was that the TDLCB needed to share the functions of their organizations to assist in creating a communication plan. The committee requested that each member of the TDLCB send two to three sentences to Ms. Mitchell describing what their organization does.

Mr. Askew assumed the leadership role for the Future Infrastructure, Service & Road Expansion subcommittee. He mentioned that the committee did not have a chance to meet and stated his intention to coordinate with the committee members to schedule a meeting before the December TDLCB meeting.

The Funding Subcommittee did not have leader. Mr. Neal volunteered to take the leadership role for the Funding committee. Mr. Neal said that he would plan for a conference call with the committee in the coming week.

Mr. Neal also mentioned, while he had the floor, that training for SunTran is available for every organization. If an organization is located near or along the SunTran route, SunTran offers free tokens and arranges to take people out to demonstrate and provide information on how to use SunTran.

Mr. Murch also contributed to the funding discussion, suggesting that organizations could assist with research on grant opportunities that would benefit Marion Transit since he lacked expertise in this area.

Mr. Neal mentioned that SunTran had partnered with Workforce Connections to support students over the age of 21 through an education program using capital funding.

The board discussed transportation challenges in the area and explored options for obtaining additional funding to meet the needs.

Item 7. Comments by TDLCB Members

Mr. Neal mentioned that SunTran is changing the bus schedules to improve efficiency. On September 22nd, they will reveal the new schedule times, and by January 1, they will introduce new maps, schedules, and implement two new reroutes.

Ms. Tiffany McKenzie inquired about the possibility of changing her assigned subcommittee.

Chairwoman Stone responded that both Ms. McKenzie and Mr. Graham could contact Ms. Mitchell to request a change in their subcommittee assignments.

Item 8. Comments by TPO Staff

There were no comments by TPO Staff.

Item 9. Comments by Community Transportation Coordinator (CTC)

Mr. Murch gave the following comments:

- Marion Transit had been incident-free for 50 days and injury-free for 36 days."
- Ken McKelvy was set to retire on September 15. Marion Transit was actively searching for a replacement and would be posting the position on Indeed.
- Marion Transit had been actively working to fully staff their driver positions.
- Marion Transit order 5 new buses.
- Marion Senior Services had completed stages of refurbishing their building, which included new paint, a parking lot renovation, and a new roof.
- Marion Transit provided a total of 1,600 Transportation Disadvantaged Trips more than the past year.

- Marion Transit planned to launch Green and Orange Routes early next year to meet the growing transportation needs.

Chairwoman Stone reminded all the present agencies that Marion Transit covers transportation services, ensuring that no one should go without needed services due to a lack of transportation. Mr. Askew asked Mr. Murch if Marion Transit was able to attract and retain drivers after the salary increase.

Mr. Murch replied that the hourly wage had increased from \$13 to \$15 per hour and that Marion Transit had seen a higher caliber of drivers applying since the increase.

Mr. Neal mentioned that the state was conducting a survey of all transit agencies, including CTCs, and Center for Urban Transportation Research (CUTR) was compiling a list of the salaries paid by these agencies. Currently, SunTran and Marion Transit were paying significantly less than other agencies, and the state was working to bring their pay rates in line with the rest of the agencies. Once the survey was completed, either Mr. Neal or Mr. Murch would present the findings to the board.

Item 10. Public Comment

There was no public comment.

Item 11. Adjournment

Chairwoman Stone gave final comments and thanked all the board members for attending the meeting and noted that the subcommittees would enhance transportation services for the community. The next TDLCB meeting would be December 7.

Chairwoman Stone adjourned the meeting at 10:55am.

Respectfully Submitted By:

Shakayla Irby, TPO Administrative Assistant