



Transportation Disadvantaged Local Coordinating Board (TDLCB) Meeting

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

June 5, 2025 - 10:45 AM

WORKSHOP AGENDA

- 1. CALL TO ORDER AND PLEDGE OF ALLEGIANCE**
- 2. ROLL CALL**
- 3. PROOF OF PUBLICATION**
- 4. PRESENTATIONS**
 - A. [Brainstorming Exercise for the New Upcoming 2025 to 2030 Transportation Disadvantaged Service Plan \(TDSP\)](#) (Page #2)**
- 5. COMMENTS BY TDLCB MEMBERS**
- 6. COMMENTS BY TPO STAFF**
- 7. COMMENTS BY TRANSPORTATION COORDINATOR (CTC)**
- 8. PUBLIC COMMENT – (Limited to two (2) minutes)**
- 9. 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 September 4th, 2025.



TO: TDLCB Board Members

FROM: Liz Mitchell, Grants Coordinator/Fiscal Planner

RE: Brainstorming Exercise for the 2025 to 2030 Transportation Disadvantaged Service Plan (TDSP)

Summary

The TDLCB Board is preparing to put together the upcoming TDSP for the new 5-year term, 2025 to 2030. A brainstorming session will assist the TPO and MT in putting together a robust, innovative and insightful TDSP.

Attachment(s)

- DSP Background Flyer
- Current Goals and Objectives
- Questions for Brainstorming

Action Requested

None

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

Transportation Disadvantaged Service Plan (TDSP)

The purpose of the Commission for the Transportation Disadvantaged (Commission) is to accomplish the arrangement for the provision of transportation services to the transportation disadvantaged pursuant to Chapter 427, Florida Statutes. To accomplishing this, the Commission approves a Community Transportation Coordinator (CTC) for each service area of the state.

The CTC is responsible for certain requirements regarding the arrangement of cost-effective, efficient, unduplicated, and unfragmented transportation disadvantaged services within its respective service area. These services are accomplished through a Memorandum of Agreement (MOA) between the Commission and the CTC. This MOA Agreement is a state contract through which the Commission outlines the statewide minimum service standards and requirements by which the CTC must operate.

Under Chapter 427, Florida Statutes, the Planning Agency is tasked with recommending to the Commission a single CTC. The Planning Agency must follow the competitive procurement process as outlined in Chapter 287, Florida Statutes. Once the process has been completed, the Planning Agency submits documentation to the Commission staff, verifying a competitive process was used. The Planning Agency then requests that the Commission approve the Planning Agency's recommendation of a single CTC for that specific service area. This process is followed every five years.

One of the conditions provided in the MOA requires the development and implementation of a **Transportation Disadvantaged Service Plan (TDSP)**. This Plan must be developed and maintained for each service area as recognized by the Commission. **The initial TDSP is due within 120 calendar days after the execution of the MOA.** The TDSP service plan will cover a five-year period, with annual updates for years two through five, due prior to July 1 of each year.

The TDSP is developed by the CTC and the Planning Agency under the guidance and approval of the TDLCB. The plan is an annually updated tactical plan with components of development, service and, quality assurance. Through the TDLCB's involvement in the review and approval of the TDSP, the Local Coordinating Board is able to guide and support the CTC in implementing coordination efforts and locally developed service standards that are consistent with the needs and resources of the community. **The development and submission of the TDSP and annual updates are the responsibility of the CTC, the Planning Agency, and the TDLCB.**

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.

5. Marion Transit Vision Statement

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

6. Marion Transit 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 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. An analysis of MT's call-in, routing and appointment system is currently under way in an effort to move toward a decreased lead time. MT will improve current technology or acquire new technology to facilitate the effort in lead-time reduction.

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: **These are the current ones.**

1. To provide the best possible transportation service to those in the service area.

Objectives:

- a. Continue to monitor and assess riders to transition to fixed-route services. MT retained a consultant to research the counties rural areas for the most advantageous locations to increase service and assist those needing transit the most.
- b. Carefully match the best possible transit solution for every particular need.
- c. 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. Continually looking for options to move to fixed routes as has been done in Dunnellon and Marion Oaks areas by reviewing concentration and consistency of riders.
- 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. Registration has been streamlined in anticipation of reducing call hold time, pick-up window, and reservation time.

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

Objectives:

- a. Participate in community events to educate.
- b. Maintain a presence on the internet to improve public image.
- c. 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:

- a. Ensure that requests received are communicated and considered as possible feasible changes and/or corrections.
- b. Best practices in terms of less call hold time, pick-up window, and reservation time.
- c. 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. These issues will be alleviated with an analysis of the system paired with the implementation of new technology.
- c. Look at and update the routes at a minimum annually.

4. Provide transportation services with safety at the forefront

Objectives:

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

Strategies:

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

- a. Build a rapport with both public and private partners to better understand their needs.
- b. Work to establish a mutual trust with partners.
- c. 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.

Due to time constraints it's important that you read through these questions and prepare an answer for each. Bring your answers with you to the meeting, to provide during our brainstorming session.

All of the questions are geared to provide more insight into putting together a robust, innovative, and insightful TDSP. This TDSP will serve for the next upcoming five (5) years. Our goal is to encourage strategic, constructive input that helps shape policy, service, and allows for improvement.

Self-Assessment:

Identifying Gaps and Challenges:

What aspects of our current transportation services are working well?

Where do you see gaps or weaknesses in how we're serving the disadvantaged populations?

Are there pressing concerns in transportation disadvantage that need addressing?

Are there any underserved areas or groups we need to prioritize?

What are the barriers that our riders are facing, affordability, availability, access?

What are the barriers that MT is facing in providing service?

Performance Metrics: (Current Goals and Objectives are attached)

Are our current performance measures helping us in achieving our goals?

Is there any data or feedback we should be collecting that we currently aren't?

What stands out to you in our current performance measures?

Are we on track with our strategic goals and objectives?

Focus:

Are we incorporating feedback from riders and users into our planning?

Have you heard any feedback from the community that should be shared?

What could be strengthened or added to keep the focus on the disadvantaged?

Do you have suggestions for new initiatives or opportunities?

TDLCB Board Effectiveness:

How well are we functioning in terms of decision-making and oversight?

What could improve board engagement, communication, or effectiveness?

Vision for Future:

Strategic Planning and Priorities:

What should our top priorities and/or goals be over the next 5-year period?
Are there emerging trends (e.g., aging populations, rising costs, technology, legislation) we need to address in our transportation strategy?

Community Engagement:

Are there organizations or partners we should be working more closely with to improve service?
Is there an organization or partner that should be utilizing us but is not?
What could improve our outreach, especially to the most disadvantaged?

Innovations:

Are there any transportation innovations that we should explore for improvement?
What programs from other regions should we consider adapting locally?
What concerns or opportunities do you see emerging?
How can we, as a Board, continue to improve our oversight and strategic role?

Your answers will help guide our new 5-year TDSP.

We look forward to a productive meeting with your input and leadership.