



**OCALA/MARION COUNTY
TRANSPORTATION PLANNING ORGANIZATION**

Marion County • City of Belleview • City of Dunnellon • City of Ocala

**OCALA/MARION COUNTY TRANSPORTATION
DISADVANTAGED
LOCAL COORDINATING BOARD**

Ocala Electric Utilities Customer Service Center
201 SE 3rd Street, Ocala FL 34478

October 23, 2009
2:00 p.m.

AGENDA

- 1. Call to Order and Roll Call**
- 2. Proof of Publication**
- 3. Review of Community Transportation Coordinator's (CTC) Annual Operating Report**
- 4. Community Transportation Coordinator (CTC) Selection**
- 5. Minutes from the February 21, 2008, Meeting**
- 6. Comments by TDLCB Members**
- 7. Comments by CTC**
- 8. Public Comment**
- 9. Adjournment**

If reasonable accommodations are needed for you to participate in this meeting, please call the TPO Office at (352)629-8297 forty-eight (48) hours in advance, so arrangements can be made.



OCALA/MARION COUNTY TRANSPORTATION PLANNING ORGANIZATION

Marion County • City of Belleview • City of Dunnellon • City of Ocala

MEMORANDUM

October 20, 2009

TO: Transportation Disadvantaged Local Coordinating Board
FROM: Karen C. Parko, TPO Staff
SUBJECT: Annual Operations Report (AOR)

Attached is the AOR for Marion County Senior Services for the period from July 1, 2008 – June 30, 2009. The AOR is submitted annually by the Community Transportation Coordinator (CTC) to the Commission for the Transportation Disadvantaged (CTD).

Once the Community Transportation Coordinator has completed the Annual Operating Report (AOR) it is reviewed by the Transportation Disadvantaged Local Coordinating Board (TDLCB). The document has already been submitted to the CTD. This document gives the Board the opportunity to review the growth and changes of the system over the past year.

Cooperative and comprehensive planning for our transportation needs
HIGHWAY • TRANSIT • BICYCLE • PEDESTRIAN

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FLCTD

Annual Operations Report

Section I: Face Sheet

County: Marion	Fiscal Year: July 1, 2008 - June 30, 2009
Status: Submitted to FLCTD	
Report Date:	09/09/2009
Period Covered:	July 1, 2008 - June 30, 2009
Coordinator's Name:	Marion County Senior Services, Inc.
Address:	1101 SW 20th Court
City:	Ocala
Zip Code:	34471
Service Area:	Marion
Contact Person:	Donna Cart
Title:	Transportation Director
Phone:	(352) 620 - 3519
Fax:	(352) 620 - 3400
Email:	dcart@mcseniorservices.org
Network Type:	Partial Brokerage
Organization Type:	Private Non-Profit

CTC Certification:

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

CTC Representative (signature)

Sarah Stroh - 09/09/2009

LCB Statement:

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

LCB Signature

FLCTD
Annual Operations Report
Section II: General Info

County: **Marion**

Fiscal Year: **July 1, 2008 - June 30, 2009**

Status: Submitted to FLCTD

Section II: Coordinated System General Information

1. Provider Listing (include the CTC, if the CTC provides transportation services)

Number of Private Non-Profits: 3

Number of Private For-Profits: 1

Public Entities:

School Board: 0

Municipality: 0

County: 0

Transit Authority: 0

Other: 0

Total: 4

2. How many of the providers listed in 1 are coordination contractors?

2

FLCTD

Annual Operations Report

Section III: Passenger Trip Info

County: Marion		Fiscal Year: July 1, 2008 - June 30, 2009	
Status: Submitted to FLCTD			
Section III: Passenger Trip Information			
1a. One-Way Passenger Trips			
Type of Service	Service Area		Total
	Within	Outside	
Fixed Route/Fixed Schedule			
Daily Trip Tickets	0	0	0
Weekly Passes	0	0	0
Monthly Passes	0	0	0
Deviated Fixed Route Service			
	0	0	0
Paratransit			
Ambulatory	139630	2441	142071
Non-Ambulatory	53203	236	53439
Stretcher	781	0	781
Other Services			
School Board Trips	322	0	322
Total Trips	193936	2677	196613
1b. How many of the total trips were provided by contracted transportation providers (do not include the CTC, if the CTC provides transportation services)?			22998
1c. How many of the total trips were provided by coordination contractors?			49006
2. One-Way Trips by Funding Source			
Agency for Health Care Administration			50961
Agency for Persons with Disabilities			49006
Agency for Workforce Innovation			0
Commission for the Transportation Disadvantaged			38312
Department of Children and Families			0
Department of Community Affairs			0
Department of Education			0
Department of Elder Affairs			1742
Department of Health			0

Department of Juvenile Justice	0
Florida Department of Transportation	37813
Local Government	18778
Local Non-Government	1
Other Federal Programs	0
Total:	196613
3. One-Way Trips by Passenger Type	
Was this information obtained by sampling?	no
Elderly	
Low Income:	24003
Disabled:	44924
Low Income and Disabled:	29247
Other:	23839
Children	
Low Income:	21444
Disabled:	3212
Low Income and Disabled:	12466
Other:	198
Other	
Low Income:	18304
Disabled:	12885
Low Income and Disabled:	2100
Other:	3991
Total:	196613
4. One-Way Passenger Trips - by Purpose	
Was this information obtained by sampling?	no
Medical Purpose	148009
Employment Purpose	2122
Education/Training/Daycare Purpose	10833
Nutritional Purpose	23873
Life-Sustaining/Other Purpose	11776
Total:	196613
5. Unduplicated Passenger Head Count	
5a. Paratransit/Deviated Fixed Route/ School Brd	6810

5b. Fixed Route	0
Total:	6810
6. Number of Unmet Trip Requests	
	1089
Unmet Trip Requests by Type of Trip	
Unmet Medical	0
Unmet Employment	987
Unmet Education/Training/Daycare	13
Unmet Nutritional	13
Unmet Life-Sustaining/Other	76
Reason Trip was Denied (Optional)	
Lack of Funding:	0
Lack of Vehicle Availability:	0
Lack of Driver Availability:	0
Other:	0
7.) Number of Passenger No-shows	
	12094
Passenger No-Shows by Funding Source (optional)	
CTD:	0
AHCA:	0
AWI:	0
DCF:	0
APD:	0
DOE:	0
DOEA:	0
Other:	0
8. Complaints	
Complaints by Service	12
Complaints by Policy	14
Complaints by Vehicle	0
Complaints by Other	3
Complaint Total:	29
9. Commendations	
Commendations by CTC	13

Commendations by Transportation Providers	4
Commendations by Coordination Contractors	0
Total Commendations:	17

FLCTD

Annual Operations Report

Section IV: Vehicle Info

County: Marion	Fiscal Year: July 1, 2008 - June 30, 2009		
Status: Submitted to FLCTD			
Section IV: Vehicle Information			
1. Mileage Information			
	Vehicle Miles		Revenue Miles
CTC:	1175164		1057260
Transportation Providers:	327023		311871
Coordination Contractors:	279499		273138
School Bus Utilization Agreement:	320		320
Total:	1782006		1642589
2. Roadcalls			
	12		
3. Accidents			
	Chargeable		Non-Chargeable
Total Accidents Person Only:	0		0
Total Accidents Vehicle Only:	0		3
Total Accidents Person & Vehicle:	2		1
Total Accidents:	2		4
Grand Total:	6		
4. Total Number of Vehicles			
	94		
		Count	Percentage
a. Total vehicles that are wheelchair accessible:		60	63.00%
b. Total vehicles that are stretcher equipped:		11	11.00%

FLCTD
Annual Operations Report
Section V: Employee Info

County: Marion		Fiscal Year: July 1, 2008 - June 30, 2009	
Status: Submitted to FLCTD			
Section V: Employee Information			
1. CTC and Transportation Provider Employee Information			
			Hours
Full-Time Drivers	46		95680
Part-Time Drivers	25		26000
Volunteer Drivers	0		0
Total Hours:			121680
Maintenance Employees	2		
Dispatchers	6		
Schedulers	1		
Call Intake/Reserv./Cust. Serv.	3		
Other Operations Employees	8		
			Hours
Other Volunteers	0		0
Administrative Support	4		
Management Employees	6		
Total	101		
2. Coordination Contractors Employee Information			
			Hours
Full-Time Drivers	5		10400
Part-Time Drivers	10		10400
Volunteer Drivers	0		0
Total Hours:			20800
Maintenance Employees	0		
Dispatchers	0		
Schedulers	0		
Call Intake/Reserv./Cust. Serv.	0		

Other Operations Employees	0	
		Hours
Other Volunteers	0	0
Administrative Support	1	
Management Employees	2	
Total	18	
		TOTAL HOURS: 142480

FLCTD

Annual Operations Report

Section VI: Revenue Sources

County: Marion		Fiscal Year: July 1, 2008 - June 30, 2009	
Status: Submitted to FLCTD			
Section VI: Financial Data			
1. Detailed Revenue and Trips Provided by Funding Source			
Revenue Source	CTC and Transportation Providers	Coordination Contractors	TOTAL REVENUES
Agency for Health Care Administration			
Medicaid Non-Emergency	\$1,217,027.00	\$0.00	\$1,217,027.00
Medicaid Non-Emergency (under fixed fee service with AHCA)	\$0.00	\$0.00	\$0.00
Agency for Persons with Disabilities			
Comm Care for Dis Adults/Aging & Adult Services	\$257.00	\$0.00	\$257.00
Developmental Services	\$0.00	\$0.00	\$0.00
Other (specify)Med Waiver	\$0.00	\$365,080.00	\$365,080.00
Agency for Workforce Innovation			
WAGES/Workforce Board	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Commission for the Transportation Disadvantaged			
Non-Sponsored Trip Program	\$639,139.00	\$0.00	\$639,139.00

Non-Sponsored Cap. Equip.	\$0.00	\$0.00	\$0.00
Rural Capital Equip.	\$0.00	\$0.00	\$0.00
TD Other (specify)	\$0.00	\$0.00	\$0.00
Department of Children and Families			
Alcohol, Drug Abuse & Mental Health Program	\$0.00	\$0.00	\$0.00
Family Safety & Preservation	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Community Affairs			
Community Services	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Education			
Carl Perkins Vocational Ed. Act	\$0.00	\$0.00	\$0.00
Division of Blind Services	\$0.00	\$0.00	\$0.00
Vocational Rehabilitation	\$0.00	\$0.00	\$0.00
Day Care Programs	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Elder Affairs			
Older Americans Act	\$16,468.00	\$0.00	\$16,468.00
Community Care for the Elderly	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Health			
Children's Medical Services	\$0.00	\$0.00	\$0.00
Office of Disability Deter.	\$0.00	\$0.00	\$0.00

County Public Health Unit	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Juvenile Justice			
(specify)	\$0.00	\$0.00	\$0.00
Department of Transportation			
49 USC 5307 (Section 9)	\$0.00	\$0.00	\$0.00
49 USC 5310 (Section 16)	\$260,575.00	\$0.00	\$260,575.00
49 USC 5311 (Section 18)	\$486,575.00	\$0.00	\$486,575.00
490USC 5311(f) (Section 18i)	\$0.00	\$0.00	\$0.00
Block Grant	\$0.00	\$0.00	\$0.00
Service Development	\$0.00	\$0.00	\$0.00
Commuter Assistance Program	\$0.00	\$0.00	\$0.00
Other DOT (Specify)	\$0.00	\$0.00	\$0.00
Local Government			
School Board Service	\$0.00	\$0.00	\$0.00
Complementary ADA Service	\$307,602.00	\$0.00	\$307,602.00
County Cash	\$612,650.00	\$0.00	\$612,650.00
County In-Kind	\$0.00	\$0.00	\$0.00
City Cash	\$0.00	\$0.00	\$0.00
City In-Kind	\$0.00	\$0.00	\$0.00
Other Cash (specify)	\$0.00	\$0.00	\$0.00
Other In-Kind (specify)	\$0.00	\$0.00	\$0.00
Local Non-Government			
Farebox	\$70,832.00	\$0.00	\$70,832.00

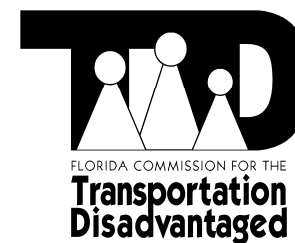
Donations, Contributions	\$0.00	\$0.00	\$0.00
In-Kind Services	\$0.00	\$0.00	\$0.00
Other Non-Government	\$877,180.00	\$10,400.00	\$887,580.00
Other Federal or State Programs			
(specify)	\$0.00	\$0.00	\$0.00
(specify)	\$0.00	\$0.00	\$0.00
(specify)	\$0.00	\$0.00	\$0.00
GRAND TOTAL:			
	\$4,488,305.00	\$375,480.00	\$4,863,785.00

FLCTD
Annual Operations Report
Section VII: Expense Sources

County: Marion		Fiscal Year: July 1, 2008 - June 30, 2009	
Status: Submitted to FLCTD			
Section VII: Financial Data			
2. Expense Sources			
Expense Item	Community Transportation Coordinator	Coordination Contractor	TOTAL EXPENSES
Labor (501):	\$1,649,155.00	\$165,530.00	\$1,814,685.00
Fringe Benefits (502):	\$351,690.00	\$28,397.00	\$380,087.00
Services (503):	\$190,094.00	\$23,368.00	\$213,462.00
Materials and Supplies Cons. (504):	\$583,212.00	\$72,278.00	\$655,490.00
Utilities (505):	\$31,396.00	\$14,668.00	\$46,064.00
Casualty and Liability (506):	\$169,500.00	\$49,559.00	\$219,059.00
Taxes (507):	\$53,334.00	\$0.00	\$53,334.00
Purchased Transportation Services (508)			
Bus Pass Expenses:	\$0.00	\$0.00	\$0.00
School Bus Expenses:	\$803.00	\$0.00	\$803.00
Other:	\$869,228.00	\$0.00	\$869,228.00
Miscellaneous (509):	\$43,632.00	\$0.00	\$43,632.00
Interest (511):	\$48,249.00	\$0.00	\$48,249.00
Leases and Rentals (512):	\$4,695.00	\$0.00	\$4,695.00
Annual Depreciation (513):	\$355,466.00	\$57,507.00	\$412,973.00
Contributed Services (530):	\$0.00	\$0.00	\$0.00
Allocated Indirect Expenses:	\$15,294.00	\$29,984.00	\$45,278.00
GRAND TOTAL:	\$4,365,748.00	\$441,291.00	\$4,807,039.00

County: Marion
 CTC: Marion County Senior Services, Inc.
 Contact: Donna Cart
 1101 SW 20th Court
 Ocala, FL 34471
 352-620-3519
 Email: dcart@mcseniorservices.org

Demographics	Number	Percentage
Total County Population / Percent of State Total	0	0.00%
Potential TD Population / Percent of CountyTotal	0	0.00%
UDPHC / Percent of TD Passengers Served	6,810	0.00%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	123,403	142,071	15.13%
Non-Ambulatory	55,970	53,439	-4.52%
Stretcher	684	781	14.18%
School Board	1,953	322	-83.51%
TOTAL TRIPS	182,010	196,613	8.02%

Passenger Trips By Trip Purpose	2008	2009	% Change
Medical	141,968	148,009	4.26%
Employment	1,710	2,122	24.09%
Ed/Train/DayCare	12,700	10,833	-14.70%
Nutritional	20,131	23,873	18.59%
Life-Sustaining/Other	5,501	11,776	114.07%
TOTAL TRIPS	182,010	196,613	8.02%

Passenger Trips By Funding Source	2008	2009	% Change
CTD	39,155	38,312	-2.15%
AHCA	44,789	50,961	13.78%
APD/DCF	41,359	49,006	18.49%
DOEA	1,538	1,742	13.26%
DOE	-	-	NA
Other	55,169	56,592	2.58%
TOTAL TRIPS	182,010	196,613	8.02%

Vehicle Data	2008	2009	% Change
Vehicle Miles	1,681,524	1,782,006	5.98%
Revenue Miles	1,611,505	1,642,589	1.93%
Roadcalls	16	12	-25.00%
Accidents	4	6	50.00%
Vehicles	88	94	6.82%
Driver Hours	135,200	142,480	5.38%

Financial and General Data	2008	2009	% Change
Expenses	\$3,899,817	\$4,807,039	23.26%
Revenues	\$4,168,177	\$4,863,785	16.69%
Commendations	17	17	0.00%
Complaints	23	29	26.09%
Passenger No-Shows	10,762	12,094	12.38%
Unmet Trip Requests	927	1,089	17.48%

Performance Measures	2008	2009	% Change
Accidents per 100,000 Miles	0.24	0.34	41.67%
Miles between Roadcalls	105,095	148,501	41.30%
Avg. Trips per Driver Hour	1.35	1.38	2.22%
Avg. Trips per Para Pass.	34.39	28.87	-16.05%
Cost per Trip	21.43	24.45	14.09%
Cost per Paratransit Trip	21.43	24.45	14.09%
Cost per Driver Hour	28.84	33.74	16.99%
Cost per Total Mile	2.32	2.7	16.38%

MARION TRANSIT SERVICES SUMMARY AOR 2008 - 2009

	JUL	AUG	SEP	OCT	NOV	DEC	TOTALS	JAN	FEB	MAR	APR	MAY	JUNE	TOTALS
SERVICE DAYS	23	21	22	23	19	21	129	20	20	22	22	20	22	255
PREVIOUS YEAR SERVICE DAYS	21	23	19	23	19	19	124	22	21	21	22	21	21	252
UNDUPLICATED-III-B	4	0	0	2	0	1	7	13	1	1	0		1	23
OTHER UNDUPLICATED							0							0
MEAL STOPS	667	568	626	630	486	614	3,591	565	531	651	651	494	551	7,034
NO-SHOW	918	1141	1222	1195	886	907	6,269	989	922	1,007	996	891	1020	12,094
CANCELLATION	1103	1902	1298	1211	1106	1199	7,819	1102	1118	1,228	1101	1003	1135	14,506
IIIB- AMB	163	72	67	41	57	60	460	131	94	143	96		99	1,023
IIIB-W/C	68	16	21	47	31	28	211	25	30	60	33		39	398
MEDICAID - AMB	1466	1811	1626	1810	1293	1333	9,339	1462	1547	1597	1598	1528	1475	18,546
MEDICAID - W/C	888	1016	958	990	695	726	5,273	874	819	787	839	726	826	10,144
TD - AMB	1597	1460	1402	1507	1187	1191	8,344	1346	1362	1538	1465	1550	1883	17,488
TD - W/C	1071	1035	1252	1133	903	1042	6,436	1088	1076	1082	1136	1172	1257	13,247
5311 - AMB	2223	1982	1894	2505	1686	1902	12,192	1884	1960	2184	2118	1620	1679	23,637
5311 - W/C	1143	971	933	1325	864	913	6,149	801	926	1055	1109	946	782	11,768
CCE - AMB	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CCE - W/C	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ADA-AMB	1096	1005	1245	1336	991	1109	6,782	1021	1058	1093	1059	901	1022	12,936
ADA-W/C	561	455	484	575	437	416	2,928	417	437	492	513	505	547	5,839
ESCORTS	756	733	824	968	579	685	4,545	750	765	777	783	711	930	9,261
SUBTOTAL	11032	10556	10706	12237	8723	9405	62,659	9799	10074	10808	10749	9659	10539	124,287
PREVIOUS YEAR	9230	10560	9182	10914	9208	8483	57,577	10371	10467	11042	11558	11054	10628	122,697
+OR -STATUS	1802	-4	1524	1323	-485	922	5,082	-572	-393	-234	-809	-1395	-89	1,590
MCSS VEHICLES	32	32	32	32	32	32	32	32	32	32	32	32	32	31
VEHICLE MILES	95201	94089	102291	109662	80918	92006	574,167	96276	99026	101163	104886	95044	104602	1,175,164
REVENUE MILES	93196	92880	88158	95331	70539	83768	523,872	84171	85886	100060	90739	81794	90738	1,057,260
OPS & ADMIN EXPENSE	\$255,111	\$255,120	\$299,460	\$262,929	\$236,725	\$361,679	\$1,671,024	\$213,504	\$262,885	\$249,158	\$283,551	\$273,931	\$347,897	\$3,301,950
AVG MI. PER PASS TRIP	8.45	8.80	8.23	7.79	8.09	8.91	8.38	8.59	8.53	9.26	8.44	8.47	8.61	8.50
COST ONE WAY TRIP	\$23.12	\$24.17	\$27.97	\$21.49	\$27.14	\$38.46	\$27.06	\$21.79	\$26.10	\$23.05	\$26.38	\$28.36	\$33.01	\$26.78
COST VEHICLE MILE	\$2.68	\$2.71	\$2.93	\$2.40	\$2.93	\$3.93	\$2.93	\$2.22	\$2.65	\$2.46	\$2.70	\$2.88	\$3.33	\$2.83
FARE REVENUE	\$6,684	\$6,538	\$6,894	\$7,434	\$5,093	\$5,653	\$38,296	\$5,659	\$6,113	\$7,010	\$6,202	\$5,840	\$6,629	\$75,749
AVG TRIPS PER DAY	480	503	487	532	459	448	485	490	504	491	489	483	479	487
SUBCONTRACTOR - LEOPARD TRANSPORT														
IN COUNTY TRIPS														
MEDICAID - AMB	613	606	720	704	656	792	4,091	858	718	829	867	893	831	9,087
MEDICAID - W/C	644	603	612	682	592	623	3,756	683	683	710	787	707	746	8,072
MEDICAID - STRETCHER	54	76	73	52	59	58	372	69	62	56	73	59	90	781
TD - AMB	54	2	69	0	117	95	337	83	1	0	0	52	2	475
TD - W/C	39	2	41	2	93	57	234	42	0	0	0	42	0	318
TD - STRETCHER	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ADA - AMB	0	0	0	0	0	0	0	2	0	0	0	0	0	2
ADA - W/C	0	0	0	0	0	1	1	0	0	0	0	0	0	1
OUT OF COUNTY TRIPS														
MEDICAID - AMB	67	40	50	66	49	38	310	62	76	79	74	58	66	725
MEDICAID - W/C	4	0	7	6	12	2	31	0	0	0	0	0	2	33
MEDICAID - STRETCHER	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TD - AMB	15	12	4	11	9	9	60	4	9	7	8	4	6	98
TD - W/C	0	4	0	1	6	0	11	0	0	2	0	4	6	23
TD - STRETCHER	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ESCORTS	245	248	259	281	234	270	1,537	320	298	275	330	269	354	3,383
CONTRACT TOTAL	1735	1593	1835	1805	1827	1945	10,740	2123	1847	1958	2139	2088	2103	22,998
PREVIOUS YEAR	913	948	1149	1266	1369	1168	6,813	1286	1283	1485	1692	1930	1515	16,004
+ OR -	822	645	686	539	458	777	3,927	837	564	473	447	158	588	6,994
GRAND TOTAL	12767	12149	12541	14042	10550	11350	73,399	11922	11921	12766	12888	11747	12642	147,285
PREVIOUS YEAR	10143	11508	10331	12180	10577	9651	64,390	11657	11750	12527	13250	12984	12143	138,701
+ OR -	2624	641	2210	1862	-27	1699	9009	265	171	239	-362	-1237	499	8584



**OCALA/MARION COUNTY
TRANSPORTATION PLANNING ORGANIZATION**

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MEMORANDUM

October 20, 2009

TO: Transportation Disadvantaged Local Coordinating Board
FROM: Karen C. Parko, TPO Staff
SUBJECT: Selection of Community Transportation Coordinator (CTC)

Every five (5) years, it is the responsibility of the Local Planning Agency to arrange for the selection of a Community Transportation Coordinator (CTC) for their designated planning area. To complete this task, the Ocala/Marion County TPO staff issued, through the City of Ocala, a Request for Proposal soliciting professional firms to perform the functions of the CTC for Marion County. The Request for Proposal was distributed on September 15, 2009 and responses were received on October 13, 2009.

Two firms responded to the Request for Proposal. They were Marion County Senior Services, our current CTC, and Medical Transportation Management, Inc. from Lake St. Louis, MO. Both proposals were accepted as complete by the City of Ocala and forwarded to the Selection Committee for review.

The membership of the Selection Committee was Commissioner Barbara Fitos, TDLCB Chairman; Greg Slay, TPO Director; Karen Parko, Transit Planner; and Steven Neal, SunTran General Manager. The Selection Committee met on October 19, 2009 to review and rank the proposals. The Selection Committee's recommendation is to continue utilizing the services of the existing CTC, Marion County Senior Services. This recommendation will be made to the Ocala/Marion County TPO. (The score sheet is attached for your information.) The final recommendation will be made by the Ocala/Marion County TPO to the State of Florida Commission for the Transportation Disadvantaged. A Memorandum of Agreement will then be executed between the State of Florida and the selected firm.

If you have any questions or would like to discuss this matter prior to the meeting, please feel free to contact the TPO staff.

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<u>Selection Committee</u>	<u>Total Score</u>	
	MTM	MCSS
Barbara Fitos, Marion County Commissioner	35	44.5
Greg Slay, Ocala/Marion TPO	41	46
Karen Parko, Ocala/Marion TPO	38	48
Steven Neal, SunTran	40	49
Total Score	154	187.5

**TRANSPORTATION DISADVANTAGED
LOCAL COORDINATING BOARD
City Manager's Conference Room
151 SE Osceola Ave, Ocala, FL 34471**

**February 21, 2008
2:00 PM**

MINUTES

Members Present:

Commissioner Barbara Fitos, Chairwoman
Jean Bendula
Carol Jubelirer
Alana McKay
Karen Paul
Carol Terrillion

Members Not Present:

Jeffrey Askew
Vickie Denman
Bobby Engelhardt
Thelma Griffith
Lora Stazione
Kathleen Woodring

Others Present:

Karen Parko, TPO Staff
Kayleen Hamilton, TPO Staff Assistant
Donna Cart, Marion Transit
Gail Cross, Marion County Senior Services

Item 1. Call to Order and Roll Call

Chairwoman Fitos called the meeting to order at 2:00 PM. Introductions of each member were performed. Secretary Kayleen Hamilton called the roll of members; a quorum was present.

Item 2. Proof of Publication

Secretary Kayleen Hamilton announced the meeting was published in the February 14 edition of the Ocala Star Banner.

Item 3. Overview of TDLCB Function

Ms. Parko provided copies of the Florida code for Coordinating Board Structure and Duties. Ms. Parko explained that the coordinating board was to identify local needs and advise the

Approved –

Community Transportation Coordinator (CTC) on services provided to transportation disadvantaged persons served by the system. Marion Transit was the CTC in Ocala/Marion County.

Ms. Parko advised that the TDLCB was charged with establishing priorities for Transportation Disadvantaged funding; reviewing and updating the Transportation Disadvantaged Service Plan (TDSP), which Ms. Parko commented would be happening over the next six months; and evaluating the CTC annually. Ms. Parko added that the TDLCB might want to establish a subcommittee to work on the CTC evaluation. The final duty of the TDLCB was to review grievances regarding service, priorities and contractors.

Ms. Fitos requested copies of existing priorities, and Ms. Parko stated that she would have the item sent to members prior to the May board meeting.

Ms. Fitos commented on the need for long-range planning and analysis to update the TDSP. Funding was recognized as an issue facing any development projects. Ms. Fitos stated that the Board needed to prioritize dwindling funding sources, identify services not currently being met and set up or update baseline standards.

Item 4. Update on Medicaid Funding

Ms. Parko reported that Medicaid had considered giving managed care organizations the responsibility of transporting non-emergency transportation service clients. This would have resulted in an approximately \$174K reduction for Ocala/Marion County over a six month period. Ms. Parko stated that Medicaid had now decided against transferring responsibility and would continue with the coordinated system, reinstating \$5.5M to the coordinated system in March. Ms. Cart added that HMO clients would be returning to the system. Marion Transit had been dealing with the reduction since the January/February timeframe and had been spending or exceeding its allocations.

Ms. Parko advised that the Agency for Health Care Administration (AHCA) was hoping that they could work with the Commission for the Transportation Disadvantaged (CTD) to work out contract standards and requirements to allow CTC's to continue administering transportation.

Ms. Parko mentioned that it had been a difficult issue for private, not-for-profit organizations, particularly when there was no guarantee of payment. Some counties had allowed TD services to be taken over by private organizations because they would otherwise have been required to provide trips to clients even if funding ran out.

Item 5. Ombudsman Report

Ms. Parko stated that she had included the ombudsman reports because it was a valuable tool, providing reports on calls received through the Transportation Disadvantaged helpline and the Medicaid helpline. The report listed calls by county and included the caller questions, request or statement; the ombudsman response; and any CTC follow-up. Ms. Parko stated that she would e-mail the report to board members on a monthly basis.

Ms. Jubelirer commented that Marion County appeared to be doing well at disseminating information to residents and had a good relationship with providers. Ms. Terrillion stated that the Centers for Independent Living (CIL) worked with the CTC on comments and complaints and that there was a good working relationship between the organizations.

Ms. Parko mentioned the number of trips indicated as “deferred due to lack of funding.” Ms. Cart explained that clients were encouraged to call the helpline so that the issue was on record.

Item 6. Comments by TDLCB Members

Ms. Paul mentioned that FDOT would be hosting a service development workshop in late March or April.

Item 7. Comments by CTC

Ms. Cart thanked everyone for coming and emphasized the need for the Board to stay active. Ms. Parko drew the Board’s attention to Marion Transit’s annual report. Ms. Cart mentioned that Marion Transit provided approximately 700 scheduled trips per day. Ms. Parko added that the SunTran fixed route system had a route that was frequently packed for its afternoon runs.

Ms. Jubelirer asked about no-shows and cancellations. Ms. Cart explained that no-shows included cancellations less than four hours from the appointment time. Cancellations were counted when more than four hours’ notice was given. Chronic no-show offenders were sent letters, and Ms. Cart stated that temporary suspension of service was possible but unlikely.

Discussion ensued regarding improvement of no-show statistics. Ms. Jubelirer asked about charging for no-shows, and Ms. Cart mentioned that service could not be denied to a client who could not pay their copay. Ms. Cross mentioned that cancellations were as much a problem as no-shows, since often cancellation notice was too late to change planned routes for the day. Ms. Fitos suggested that Marion Transit reestablish its rules with its clients and be diligent in its reminders.

Ms. Fitos reviewed that the Board would be updating its priorities and setting up subcommittees to focus on specific transit needs. Ms. Parko mentioned that discussions would be upcoming on shrinking revenue sources, and Ms. Cross added that consistent revenue sources still offered less fiscal power.

Item 8. Public Comment

There were no public comments.

Item 9. Adjournment

Respectfully Submitted By:

Kayleen Hamilton, TPO Administrative Assistant