North Central Florida Regional Planning Council

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April 14, 2016

TO: Levy County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Public Hearing and Meeting Announcement

The Levy County Transportation Disadvantaged Coordinating Board will hold its annual public hearing and business meeting **Thursday, April 21, 2016 at 10:00 a.m.** in the Board of County Commissioners' Meeting Room located at 355 S. Court Street in Bronson, Florida. All Board members are encouraged to attend the public hearing and business meeting.

Attached is the meeting agenda and supporting materials. If you have any questions, please do not hesitate to contact me at extension 110.

Attachments

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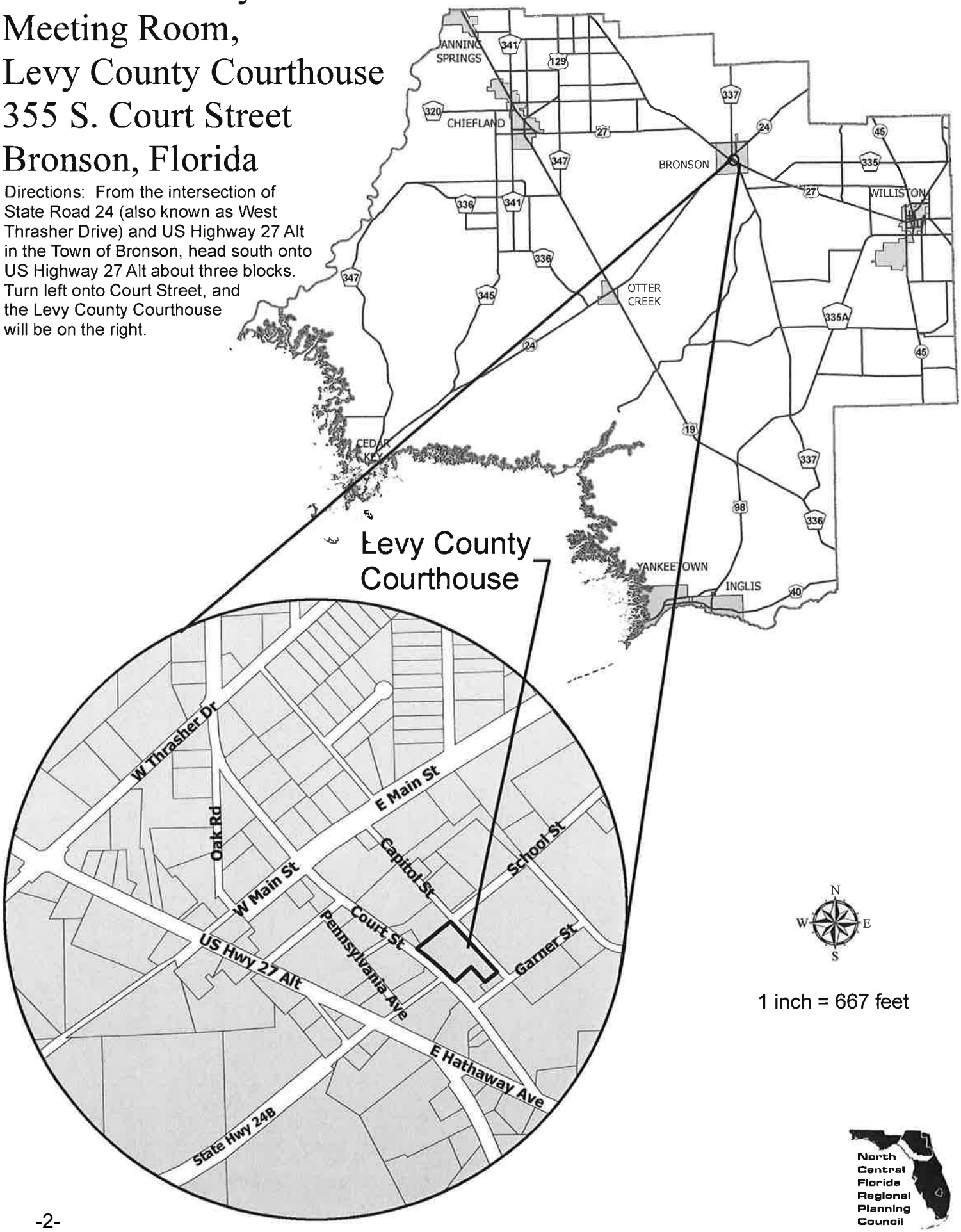
Board of County Commissioners' Meeting Room, Levy County Courthouse 355 S. Court Street Bronson, Florida

Directions: From the intersection of State Road 24 (also known as West Thrasher Drive) and US Highway 27 Alt in the Town of Bronson, head south onto US Highway 27 Alt about three blocks. Turn left onto Court Street, and the Levy County Courthouse will be on the right.



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LEVY COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD

PUBLIC HEARING AND MEETING
ANNOUNCEMENT AND AGENDA

Board of County Commissioners' Meeting Room
355 S. Court Street
Bronson, Florida

Thursday
April 21, 2016
10:00 a.m.

I. PUBLIC HEARING – CALL TO ORDER

- **A. Invocation**
- **B. Pledge of Allegiance**
- **C. Roll Call**
- **D. Introductions**
- **E. Receive Public Testimony**
- **F. Close Public Hearing**

II. BUSINESS MEETING – CALL TO ORDER

A.	Approval of the Meeting Agenda		ACTION REQUIRED
B.	Approval of the February 18, 2016 Minutes	Page 7	ACTION REQUIRED

III. NEW BUSINESS

A.	2016/17 Levy County Transportation Disadvantaged Service Plan	Page 13	ACTION REQUIRED

The Board needs to review and approve the 2016/17 Levy County Transportation Disadvantaged Service Plan

B.	**Operations Reports**	**Page 121**	**NO ACTION REQUIRED**
C.	**2016 Florida Legislative Session**	**Page 123**	**NO ACTION REQUIRED**

IV. OTHER BUSINESS

A. Comments

1. Members

2. Citizens

V. FUTURE MEETING DATES

A. August 18, 2016 at 10:00 a.m.
B. November 17, 2016 at 10:00 a.m.
C. January 19, 2017 at 10:00 a.m.
D. April 20, 2017 at 10:00 a.m.

* Please note that this is a tentative meeting schedule, all dates and times are subject to change.

If you have any questions concerning the enclosed materials, please do not hesitate to contact me at 1-800-226-0690, extension 110.

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LEVY COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD

MEMBER/REPRESENTING	ALTERNATE/REPRESENTING
Commissioner John Meeks Local Elected Official/Chair	Danny Stevens Local Elected Official
Sandra Collins Florida Department of Transportation Grievance/Annual Evaluation Committee Member	Doreen Joyner-Howard Florida Department of Transportation
Vickie Menasco Florida Department of Children and Families Grievance/Annual Evaluation Committee Member	Amy Burton Florida Department of Children and Families
Jeff Aboumrad Florida Department of Education	Peter Shepis Florida Department of Education
Matthew Pearson Florida Department of Elder Affairs Annual Evaluation Committee Member	Bernadette Preble Florida Department of Elder Affairs
Deweece Ogden Florida Agency for Health Care Administration Grievance/Annual Evaluation Committee Member	Pamela Hagley Florida Agency for Health Care Administration
Kathleen Woodring Regional Workforce Board	Dale French Regional Workforce Board
Katrina Bowers Florida Association for Community Action Term ending June 30, 2017	Cindy Morgan Florida Association for Community Action Term ending June 30, 2017
Bruce Greenlee Public Education Grievance Committee Member	Joseph Wain Public Education
Robert E. Lowyns Veterans Grievance/Annual Evaluation Committee Member Term ending June 30, 2017	Julie E. Rose Veterans Term ending June 30, 2017
Renate M. Cannon, Vice-Chair Citizen Advocate Term ending June 30, 2018	Vacant Citizen Advocate Term ending June 30, 2018
Tammy Jean Ippolito Citizen Advocate - User Term ending June 30, 2018	Vacant Citizen Advocate - User Term ending June 30, 2018
Vacant Persons with Disabilities Annual Evaluation Committee Member Term ending June 30, 2018	Vacant Persons with Disabilities Term ending June 30, 2018
Vacant Elderly Tem ending June 30, 2017	Vacant Elderly Tem ending June 30, 2017
Vacant Medical Community Term ending June 30, 2016	Vacant Medical Community Term ending June 30, 2016
Tonya Hiers Children at Risk Term ending June 30, 2016	Brooke Ward Children at Risk Term ending June 30, 2016
Vacant Private Transit Term ending June 30, 2016	Vacant Private Transit Term ending June 30, 2016

Note: Unless specified, members and alternates serve at the pleasure of the North Central Florida Regional Planning Council.

LEVY COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD

MEETING MINUTES

Board of County Commissioners' Meeting Room
355 S. Court Street
Bronson, Florida

Thursday
February 18, 2016
10:00 a.m.

VOTING MEMBERS PRESENT

Commissioner John Meeks, Chair
Renate M. Cannon, Citizen Advocate, Vice-Chair
Sandra Collins, Florida Department of Transportation Representative
Dale French representing Kathleen Woodring, Regional Workforce Board Representative
Bruce Greenlee, Public Education Representative
Lindon Lindsey, Persons with Disabilities Representative
Robert Lowyns, Veterans Representative
Vickie Menasco, Florida Department of Children and Families Representative

VOTING MEMBERS ABSENT

Jeff Aboumrad Florida Department of Education Representative
Tonya Hiers, Children at Risk Representative
Tammy Ippolito, Citizen Advocate - User
Deweece Ogden, Florida Agency for Health Care Administration Representative
Matthew Pearson, Florida Association for Community Action Representative

OTHERS PRESENT

Connie Conley, Levy County Transit
Ruth Glines

STAFF PRESENT

Lynn Godfrey, North Central Florida Regional Planning Council

I. BUSINESS MEETING CALL TO ORDER

Chair Meeks called the meeting to order at 10:02 a.m.

A. Invocation

Bruce Greenlee gave the invocation.

B. Pledge of Allegiance

Renate Cannon led the Board in reciting the Pledge of Allegiance.

C. Roll Call

The roll was called by Ms. Godfrey and a quorum was declared present.

D. Public Comments

Chair Meeks asked if anyone wished to make any public comments.

Ms. Ruth Glines stated that she uses Levy County Transit Services and they provide her with excellent service.

The Board thanked Ms. Glines for attending the meeting and letting the Board know about the quality of Levy County Transit's services.

E. Approval of the Meeting Agenda

ACTION: Sandra Collins moved to approve the meeting agenda. Renate Cannon seconded; motion passed unanimously.

F. Approval of the November 19, 2015 Meeting Minutes

Ms. Renate Cannon noted her name was misspelled on page 2 of the minutes.

Ms. Lynn Godfrey, North Central Florida Regional Planning Council Senior Planner, apologized for the error.

ACTION: Renate Cannon moved to approve the November 19, 2015 minutes as corrected. Robert Lowyns seconded; motion passed unanimously.

II. UNFINISHED BUSINESS

A. Annual Performance Evaluation

Ms. Godfrey stated that, at the November 19, 2015 meeting, the Board requested clarification for some items in the annual performance evaluation of Levy County Transit.

Ms. Connie Conley, Levy County Transit Director, distributed a new Riders' Guide and answered questions about the annual performance evaluation.

B. Appoint Grievance Committee Member

Chair Meeks stated that, unfortunately, Mr. Lindon Lindsey will be resigning from the Board after this meeting. He read Mr. Lindsey's letter of resignation and thanked Mr. Lindsey for his service on the Board.

The Board thanked Mr. Lindsey for his service and wished him well.

Chair Meeks stated that Mr. Lindsey was a member of the Grievance Committee, therefore, he will appoint two members to the Committee.

ACTION: Sandra Collins moved to amend the agenda to appoint two members to the Grievance Committee due to Mr. Lindsey's resignation. Renate Cannon seconded; motion passed unanimously.

Chair Meeks appointed Mr. Bruce Greenlee and Vickie Menasco to the Grievance Committee.

III. NEW BUSINESS

A. Levy County Transportation Disadvantaged Service Plan Amendments

Ms. Godfrey stated that, transportation projects selected for Federal Transit Administration funding must be included in the Levy County Transportation Disadvantaged Service Plan. She said Levy County Trnasit applied for U.S.C. Section 5310, 5311 and 5339 Grant funds. She said draft amendments to include these projects have been made to the Levy County Transportation Disadvantaged Service Plan.

The Board reviewed the Service Plan amendments.

ACTION: **Renate Cannon moved to amend the Levy County Transportation Disadvantaged Service Plan to include the U.S.C. Section 5310, 5311 and 5339 Grant projects. Bruce Greenlee seconded; motion passed unanimously.**

B. Operations Reports

Ms. Conley distributed and discussed the Levy County Transit operations reports.

The Board reviewed the reports.

IV. OTHER BUSINESS

A. Comments

1. Members

Robert Lowyns asked if there were grant funds available to provide veterans with transportation.

Ms. Conley stated that some veterans receive transportation funds from the Veterans Administration. She said she cannot use the Transportation Disadvantaged Trust Funds to transport these veterans unless they give Levy County Transit the funds they receive from the Veterans Administration. She said many veterans are not willing to give up the funds they are receiving.

Lindon Lindsey said Levy County Transit is doing an outstanding job and thanked the Board for allowing him to serve.

Renate Cannon asked if Levy County Transit provides transportation service to dialysis patients on Saturdays.

Ms. Conley stated that she worked with the dialysis clinics to schedule patients on Mondays, Wednesdays and Fridays, so, Levy County Transit no longer provides trips to dialysis centers on Saturdays.

Renate Cannon read from a newspaper article concerning Levy County Transit. She also welcomed Mr. Greenlee to the Board.

2. Citizens

There were no citizen comments.

VI. FUTURE MEETING DATES

Chair Meeks stated that the next meeting of the Board is scheduled for Thursday, April 21, 2016, 2015 at 10:00 a.m.

ADJOURNMENT

The meeting was adjourned at 11:00 a.m.

_____ _____

Coordinating Board Chair Date

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North Central Florida Regional Planning Council

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April 14, 2016

TO: Levy County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: 2016/17 Levy County Transportation Disadvantaged Service Plan

STAFF RECOMMENDATION

Approve the 2016/17 Levy County Transportation Disadvantaged Service Plan update.

BACKGROUND

Chapter 427, Florida Statutes requires Levy County Transit to prepare a Transportation Disadvantaged Service Plan in cooperation with the North Central Florida Regional Planning Council for the local Coordinating Board's approval. This plan provides information needed by the local Coordinating Board to continually review and assess transportation disadvantaged needs for the service area. The Service Plan must be submitted to the Florida Commission for the Transportation Disadvantaged annually.

Attached is the draft 2016/17 Levy County Transportation Disadvantaged Service Plan. If you have any questions concerning the Plan, please do not hesitate to contact me at extension 110.

Attachment

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Levy County Transportation Disadvantaged Service Plan

July 1, 2016 - June 30, 2017

Levy County Transportation Disadvantaged Coordinating Board

Levy County Transportation Disadvantaged Service Plan

Approved by the

Levy County
Transportation Disadvantaged Coordinating Board

2009 NW 67th Place
Gainesville, FL 32653-1603
www.ncfrpc.org/mtpo
352.955.2000

_____
John Meeks, Chair

with Assistance from

North Central Florida Regional Planning Council
2009 NW 67th Place
Gainesville, FL 32653-1603
www.ncfrpc.org
352.955.2200

and

Levy County Transit
970 E. Hathaway Avenue, Suite A
Bronson, FL 32621
352.486.3485

April 21, 2016

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Chapter I: Development Plan

A. Introduction to The Service Area

The purpose of this section is to provide information about the organization and development of Florida's Transportation Disadvantaged Program in Levy County. This Plan shall serve as the Coordinated Public Transit-Human Services Transportation Plan under the federal Moving Ahead for Progress in the 21st Century Act (MAP-21).

1. Background of Florida's Transportation Disadvantaged Program

Florida's Transportation Disadvantaged Program began in 1979 with the adoption of Chapter 427, Florida Statutes. The Florida Legislature adopted this legislation to provide transportation disadvantaged services in a coordinated fashion.

The transportation disadvantaged are defined in Chapter 427, Florida Statutes, as:

> "those persons who because of physical or mental disability, income status, age are unable to transport themselves or purchase transportation and are, therefore, dependent on others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities or children who are handicapped or high-risk or at-risk as defined in s. 411.202, Florida Statutes."

In 1989, the Florida Legislature reviewed Chapter 427, Florida Statutes according to the State's Regulatory Sunset Act (Section 11.61, Florida Statutes). During this legislative review, the Legislature decided to reenact Chapter 427, Florida Statutes with several revisions.

In 1990, Rule 41-2 of the Florida Administrative Code was adopted to implement the provisions of Chapter 427, Florida Statutes. In addition, Rule 41-2 of the Florida Administrative Code assigns the Florida Commission for the Transportation Disadvantaged with the responsibility to accomplish the coordination of transportation services provided to the transportation disadvantaged.

The following sections discuss each of the major components of the Transportation Disadvantaged Program.

a. Florida Commission for the Transportation Disadvantaged

The Florida Commission for the Transportation Disadvantaged is an independent agency which serves as the policy development and implementing agency for Florida's Transportation Disadvantaged Program. The Florida Commission for the Transportation Disadvantaged reports to the Governor and Legislature.

According to Section 427.013, Florida Statutes, its purpose is to accomplish the coordination of transportation services provided to the transportation disadvantaged. Its responsibilities are set out in Section 427.013, Florida Statutes and include, among others:

- establishing statewide objectives for providing transportation services for the transportation disadvantaged;

- developing policies and procedures for the coordination of local government, federal and state funding for the transportation disadvantaged;
- identifying and eliminating barriers to coordination and accessibility of transportation services to the transportation disadvantaged;
- assisting communities in developing transportation systems designed to serve the transportation disadvantaged;
- assuring that all procedures, guidelines and directives issued by member departments are conducive to the coordination of transportation services;
- assuring that member departments purchase all trips within the coordinated system unless they use a more cost-effective alternative provider and providing, by rule, criteria and procedures for member departments to use if they wish to use an alternative provider;
- developing standards covering coordination, operation, costs and utilization of transportation disadvantaged services, including but not limited to acceptable ranges of trip costs for the various modes and types of transportation services provided and minimum performance standards for the delivery of services;
- approving appointments or terminations of Community Transportation Coordinators;
- making an annual report by January 1 to the Governor, the President of the Senate, and the Speaker of the House of Representatives;
- preparing a statewide five-year transportation disadvantaged plan;
- developing transportation disadvantaged training programs;
- designating an Official Planning Agency in areas where there is no Metropolitan Planning Organization;
- developing an allocation methodology that equitably distributes all transportation finds under the control of the commission to compensate counties, Community Transportation Coordinators, and other entities providing transportation disadvantaged services;
- developing a quality assurance and management review program.

The Florida Commission for the Transportation Disadvantaged consists of seven members, all of whom are appointed by the Governor for a 4-year term. The following conditions apply to the Florida Commission for the Transportation Disadvantaged:

- five of the members must have significant experience in the operation of a business;
- two of the members must have a disability and use the transportation disadvantaged system;
- members of the Florida Commission For The Transportation Disadvantaged must be a resident of the state and a registered voter;
- Each member shall represent the needs of the transportation disadvantaged throughout the state. A member may not subordinate the needs of the transportation disadvantaged in general in order to favor the needs of others residing in a specific location in the state;

- at any given time, at least one member must be at least 65 years of age; and
- within the 5 years immediately before appointment, or during term on the Florida Commission for the Transportation Disadvantaged, have or have had a financial relationship with, or represent or have represented as a lobbyist as defined in s. 11.045, the following:
    - a transportation operator;
    - a Community Transportation Coordinator;
    - a Metropolitan Planning Organization;
    - a Designated Official Planning Agency;
    - a purchaser agency;
    - a Local Coordinating Board;
    - a broker of transportation; or
    - a provider of transportation services.

b. Designated Official Planning Agency

The purpose of the Designated Official Planning Agency is to perform long-range transportation disadvantaged planning and assist the Florida Commission for the Transportation Disadvantaged and the Local Coordinating Board in implementing the Transportation Disadvantaged Program within a designated service area. Pursuant to Chapter 427, Florida Statutes and Rule Chapter 41-2, Florida Administrative Code, the Designated Official Planning Agency is required to:

- Appoint members of the Local Coordinating Board and provide sufficient staff support and resources to enable the Coordinating Board to fulfill its responsibilities.
- Appoint an elected official from Levy County to act as the official chairperson for all Coordinating Board meetings.
- Recommend an entity to serve as the Community Transportation Coordinator.
- Develop and annually update a Coordinated Transportation Development Plan (Transportation Disadvantaged Service Plan) in consultation with the Local Coordinating Board and Community Transportation Coordinator.
- Report to the Florida Commission for the Transportation Disadvantaged by September 15 all local government and direct federal transportation disadvantaged funds expended in its designated service area during the prior state fiscal year.

According to Rules 41-2.002(10) and 41-2.009(1), Florida Administrative Code, Metropolitan Planning Organizations are required to serve as the Designated Official Planning Agency in the areas they cover. Agencies eligible for selection as a Designated Official Planning Agency in areas not covered by a Metropolitan Planning Organization include county or city governments, regional planning councils, Metropolitan Transportation Planning Organizations from other areas, or local planning organizations which are currently performing planning activities in designated service areas.

The Florida Commission for the Transportation Disadvantaged selected the North Central Florida Regional Planning Council to serve as the Designated Official Planning Agency for Levy County's Transportation Disadvantaged Program in June 2015.

c. Local Coordinating Boards

The Designated Official Planning Agency is responsible for appointing a local coordinating board in each county or service area. The purpose of the Local Coordinating Board is to identify local service needs and to provide information, advice, and direction to the Community Transportation Coordinator on the coordination of services to be provided to the transportation disadvantaged. Also, each Coordinating Board is recognized as an advisory body to the Florida Commission for the Transportation Disadvantaged in its designated service area. Pursuant to Chapter 427 and Rule Chapter 41-2, the Local Coordinating Board is required to:

- Review and approve the Community Transportation Coordinator's Memorandum of Agreement and Transportation Disadvantaged Service Plan prior to submission to the Florida Commission for the Transportation Disadvantaged.
- Annually provide the Florida Commission for the Transportation Disadvantaged with an evaluation of the Community Transportation Coordinator's performance.
- Review the Community Transportation Coordinator's Annual Operating Report.
- In cooperation with the Community Transportation Coordinator, review and provide recommendations on all applications for local government, state or federal funds relating to transportation of the transportation disadvantaged in the designated service area to ensure that any expenditures within the designated service area are provided in the most cost-effective and efficient manner.
- Review coordination strategies or service provision to the transportation disadvantaged in the designated service area to seek innovative ways to improve cost-effectiveness, efficiency, safety, working hours, and types of service in an effort to increase ridership to a broader population.
- Appoint a Grievance Committee to process and investigate complaints from agencies, users, potential users of the system and the Community Transportation Coordinator in the designated service area, and make recommendations to the Local Coordinating Board for improvement of service.
- In coordination with the Community Transportation Coordinator, jointly develop applications for funds that may become available.
- Review and approve the Coordinated Transportation Development Plan (Transportation Disadvantaged Service Plan) for consistency with approved minimum guidelines and the goals and objectives of the Local Coordinating Board.
- Assist the Community Transportation Coordinator in establishing priorities with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust Fund moneys.

The Local Coordinating Board is composed of the following individuals who represent a variety of agencies and interests:

- A local elected official who acts as chairperson;
- a local representative of the Florida Department of Transportation;
- a local representative of the Florida Department of Children and Families;
- a representative of the Public Education Community;

- a person who is recognized by the Veterans Service Office as representing veterans in the county;
- a person who is recognized by the Florida Association for Community Action representing the economically disadvantaged in the county;
- a person over sixty years of age representing the elderly in the county;
- a disabled person representing the disabled in the county;
- two citizen advocate representatives in the county, one of whom must be a user of the system;
- a local representative for children at risk ;
- In areas where they exist, the chairperson or designee of the local Mass Transit or Public Transit System's Board, except in cases where the Board is also the Community Transportation Coordinator;
- a local representative of the Florida Department of Elder Affairs;
- an experienced representative of the local private for-profit transportation industry or, in an area where such a representative is not available, a local private nonprofit representative except where said representative is also the Community Transportation Coordinator. In cases where no private for-profit or private non-profit representatives are available in the service area, this position will not exist on the Local Coordinating Board;
- a local representative of the Florida Agency for Health Care Administration;
- a local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Florida Department of Education;
- a representative of the Regional Workforce Development Board; and
- a representative of the local medical community.

The intent of the Florida Commission for the Transportation Disadvantaged, as indicated above, is that the membership of the Local Coordinating Board to represent the maximum degree possible, a cross section of the local community.

Except for the chairperson and agency representatives, the members of the Local Coordinating Board are appointed for three-year staggered terms with the initial membership being appointed equally for one, two, and three years.

d. Community Transportation Coordinator

The Community Transportation Coordinator is responsible for the short-range operational planning, administration, monitoring, coordination, arrangement and delivery of transportation disadvantaged services originating within its designated service area on a full-time basis. A Community Transportation Coordinator can be a public, private nonprofit or private for-profit entity and can provide transportation services, subcontract or broker transportation services or combine the two approaches. Under Rule 41-2.011(2), Florida Administrative Code, a Community Transportation Coordinator is required to subcontract or broker transportation services to transportation operators in situations where it is cost-effective and efficient to do so.

The Community Transportation Coordinator must enter into a Memorandum of Agreement each year with the Florida Commission for the Transportation Disadvantaged. The Memorandum of Agreement is recognizes the Community Transportation Coordinator as being responsible for the arrangement of the provision of transportation disadvantaged services for its designated service area. Community Transportation Coordinator responsibilities set out in Chapter 427, Florida Statutes and Rule Chapter 41-2, Florida Administrative Code include:

- being aware of all of the transportation disadvantaged resources available or planned in its designated service area in order to plan, coordinate and implement the most cost-effective transportation disadvantaged transportation system possible under existing conditions in the designated service area;
- collecting operating data and preparing an Annual Operating Report due to the Florida Commission for the Transportation Disadvantaged by September 15 of each year;
- working cooperatively with Region Workforce Boards to assist in the development of innovative transportation services for participants in welfare transitional programs;
- establishing priorities with regard to the recipients of transportation services purchased with Transportation Disadvantaged Trust Fund moneys.

Community Transportation Coordinators may be selected without a competitive acquisition process if the Designated Official Planning Agency determines that approach is in the best interest of the transportation disadvantaged. Public competitive bidding or proposals, however, must be used to the maximum extent feasible to select a Community Transportation Coordinator.

A non-competitive proposal process was used to identify an entity capable of and interested in serving as the Community Transportation Coordinator for Levy County's Transportation Disadvantaged Program. The Levy County Board of County Commissioners adopted a resolution committing itself as the Community Transportation Coordinator in April 2003. The Florida Commission for the Transportation Disadvantaged selected the Levy County Board of County Commissioners to serve as the Levy County Community Transportation Coordinator in July 2003.

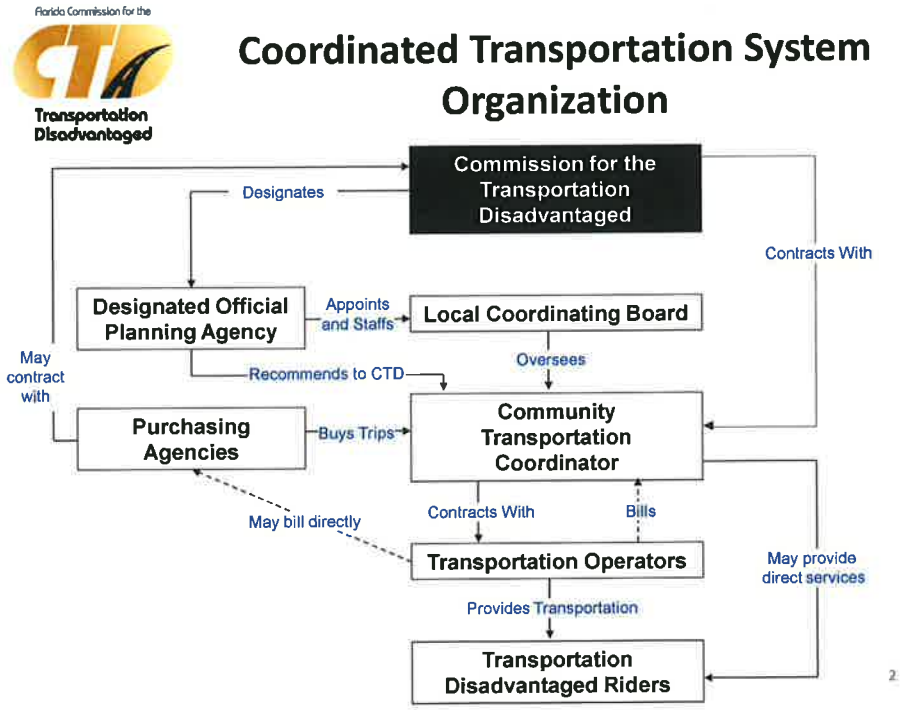
2. Designation Date/History

On August 4, 2003, the Florida Commission for the Transportation Disadvantaged designated the Levy County Board of County Commissioners to serve as the Community Transportation Coordinator for Levy County based, as indicated above, on a non-competitive selection process. Reasons supporting Levy County's designation as the Community Transportation Coordinator included: (1) the county's ability to provide the organizational structure needed to administer and operate the program, (2) the county's existing inventory of vans and plans to acquire additional vehicles for use in the program, and (3) the county's positive established relationships with a number of private nonprofit and for-profit entities providing services to various segments of the county's transportation disadvantaged population.

In 2002, the Levy County Board of County Commissioners created a County Transportation Department, which was formed for the purpose of administrating and operating the county's public transportation program. It conducted business under the name Nature Coast Transit and operated as a partial brokerage system providing transportation services and contracting with other operators to provide transportation services. During the 2008-2009 Fiscal Year, the Nature Coast Transit was renamed to Levy County Transit by the Board of County Commissioners.

3. Organization Chart

The following chart identifies the partners involved in Florida's Transportation Disadvantaged Program.



4. Consistency Review of Other Plans

a. Local Government Comprehensive Plans

The local comprehensive planning process involves essentially four basic steps:

1. collection and analysis of pertinent data concerning the physical and socio-economic characteristics of the study area;
2. formulation of goals for future growth and development;
3. development of objectives and policies guided by the goals which are the essence of the Comprehensive Plan;
4. implementation of the Comprehensive Plan.

The 2014 – 2019 Levy County Transportation Disadvantaged Service Plan is consistent to the maximum extent feasible with the Levy County Comprehensive Plan. It should be noted that the County's Comprehensive Plan does not include a Mass Transit Element because the county has a population of less than 50,000 people or any goals, objectives or policies specifically relating to the transportation disadvantaged.

b. Regional Policy Plans

The North Central Florida Strategic Regional Policy Plan adopted in October 2011 by the North Central Florida Regional Planning Council is a long-range guide for the physical, economic and social development of a planning region which identifies regional goals and policies. The plan serves as a basis for the review of the resources and facilities found in local government comprehensive plans originating in the region. Public transit is addressed in Section V of the plan. Regional Goal 5.6. is to reduce the unmet general trip demand of the north central Florida transportation disadvantaged population.

The following policies are included in the Strategic Regional Policy Plan to reduce unmet trip demand:

- **Policy 5.6.1.** Improve mobility options for low-income, elderly and disabled citizens.
- **Policy 5.6.2.** Increase funding for coordinated transportation systems for the transportation disabled.
- **Policy 5.6.3.** The Council and/or the Metropolitan Transportation Organization for the Gainesville Urbanized Area should provide technical assistance to designated north central Florida local transportation coordinating boards and community transportation coordinators.

The Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the Strategic Regional Policy Plan.

c. Transit Development Plans

Not applicable.

d. Florida Commission for the Transportation Disadvantaged 5-Year/20-Year Plan

The Florida Commission for the Transportation Disadvantaged 2005 5/20-Year Plan establishes goals, objectives and a plan of action for the Florida Commission for the Transportation Disadvantaged. The plan presents forecasts of demand for transportation disadvantaged services, the cost of meeting the forecasted demand, forecasts of future funding for transportation disadvantaged services and approaches to balancing the supply and demand for these services. The plan also provides forecasts of the transportation disadvantaged population, demand for trips, number of trips supplied, unmet demand for trips and operating expenses.

The Levy County Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the Florida Commission for the Transportation Disadvantaged 2005 5/20-Year Plan.

e. Metropolitan Planning Organization Long-Range Transportation Plans

Not applicable.

f. Transportation Improvement Program

Not applicable.

5. Public Participation

The Levy County Transportation Disadvantaged Board includes representatives of public, private and non-profit transportation and human services providers as well as the public to participate in the development and update of the Levy County Transportation Disadvantaged Service Plan. The Transportation Disadvantaged Service Plan is developed through input of the Levy County Transportation Disadvantaged Board whose membership includes citizens and human service providers.

6. Levy County Transportation Disadvantaged Coordinating Board Membership Certification

LEVY COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD MEMBERSHIP CERTIFICATION

Name: North Central Florida Regional Planning Council
Address: 2009 N.W. 67th Place
Gainesville, Florida 32653-1603

The Designated Official Planning Agency named above hereby certifies to the following:

1. The membership of the Local Coordinating Board, established pursuant to Rule 41-2.012(3), Florida Administrative Code, does in fact represent the appropriate parties as identified in the following list; and
2. The membership represents, to the maximum extent feasible, a cross section of the local community.

Signature: _____ Date: 3-24-16
Daniel Riddick, Chair

REPRESENTATION	MEMBER	ALTERNATE	TERM ENDING
Local Elected Official/Chair	John Meeks	Danny Stevens	No Term
Elderly	Vacant	Vacant	6/30/2017
Disabled	Lindon Lindsey	Vacant	6/30/2018
Citizen Advocate	Renate M. Cannon	Vacant	6/30/2018
Citizen Advocate/User	Tammy Jean Ippolito	Vacant	6/30/2018
Children at Risk	Tonya Hiers	Brooke Ward	6/30/2019
Florida Association for Community Action	Katrina Bowers	Cindy Morgan	6/30/2017
Public Education	Bruce Greenlee	Joseph Wain	No Term
Florida Department of Transportation	Sandra Collins	Doreen Joyner-Howard	No Term
Florida Department of Children and Families	Vickie Menasco	Amy Burton	No Term
Florida Department of Elder Affairs	Matthew Pearson	Bernadette Preble	No Term
Florida Department of Education	Jeff Aboumrad	Peter Shepis	No Term
Florida Agency for Health Care Administration	Deweece Ogden	Pamela Hagley	No Term
Regional Workforce Development Board	Kathleen Woodring	Dale French	No Term
Veteran Services	Robert E. Lowyns	Julie E. Rose	6/30/2017
Local Mass Transit	Not Applicable	Not Applicable	No Term
Private Transportation Industry	Vacant	Vacant	6/30/2019
Local Medical Community	Vacant	Vacant	6/30/2019

B. Service Area Profile and Demographics

1. Levy County Service Area Description

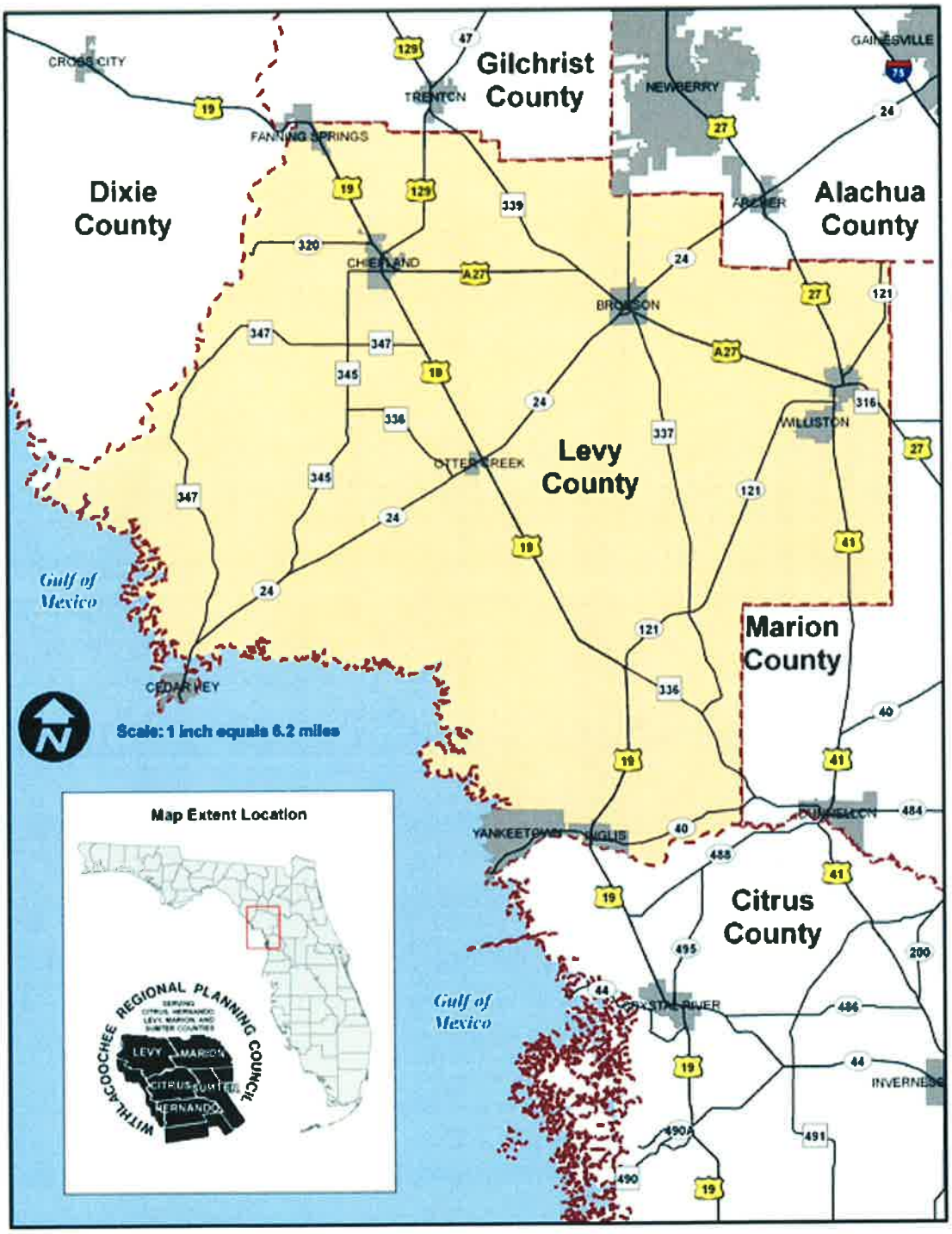
Levy County has a land area of 1,118 square miles and is surrounded by Dixie County, Gilchrist County and Alachua County to the north, Marion County to the east, Citrus County to the south and the Gulf of Mexico to the west. The county has eight incorporated areas including Bronson, Cedar Key, Chiefland, Inglis, Otter Creek, Williston, Yankeetown and a part of Fanning Springs. It also has numerous unincorporated named communities including Fowler's Bluff, Camp Azalea, Rosewood, Gulf Hammock, Morriston, Montbrook and Raleigh. Map 1 shows Levy County's location in relation to the other counties in the state. Map 2 shows the locations of the county's cities, towns and Census Divisions (Cedar Key-Yankeetown, Chiefland and Williston-Bronson).

2. Demographics

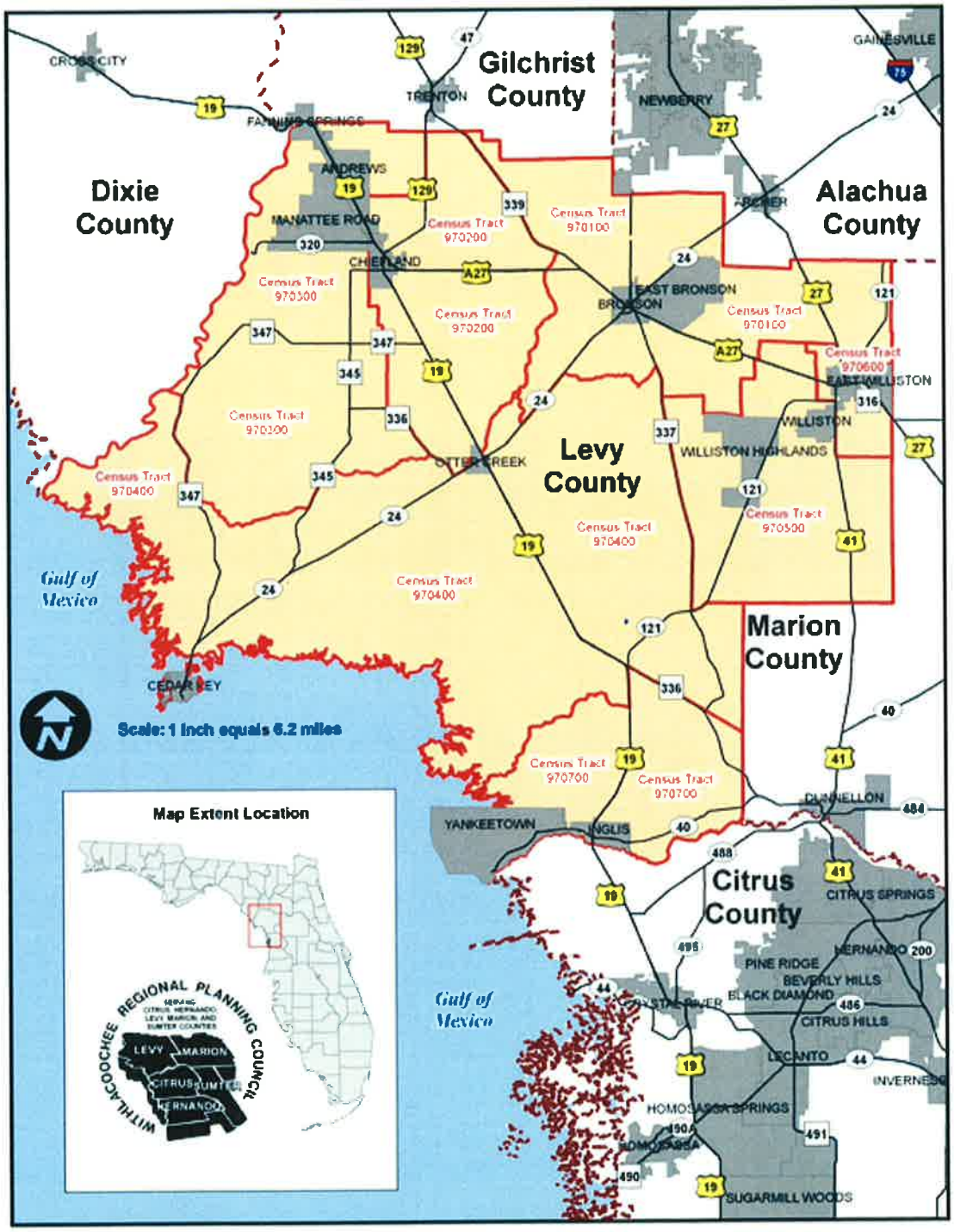
a. Land Use

The purpose of this section is to provide information concerning Levy County's existing land use. This information was obtained from Levy County's Comprehensive Plan. As indicated in the Future Land Use Map (see map 3), the major existing land uses in the County are agriculture, forestry and conservation. Less than 5 percent of the County's land area is in residential use. There are population concentrations in numerous incorporated areas and unincorporated named communities dispersed across the county. The dominant trend in recent years, however, has been sparse development on inexpensive lots out in the county. That trend is expected to continue unless certain population magnets, such as heavy industry, appear. Very little industry has been established anywhere in the county to date.

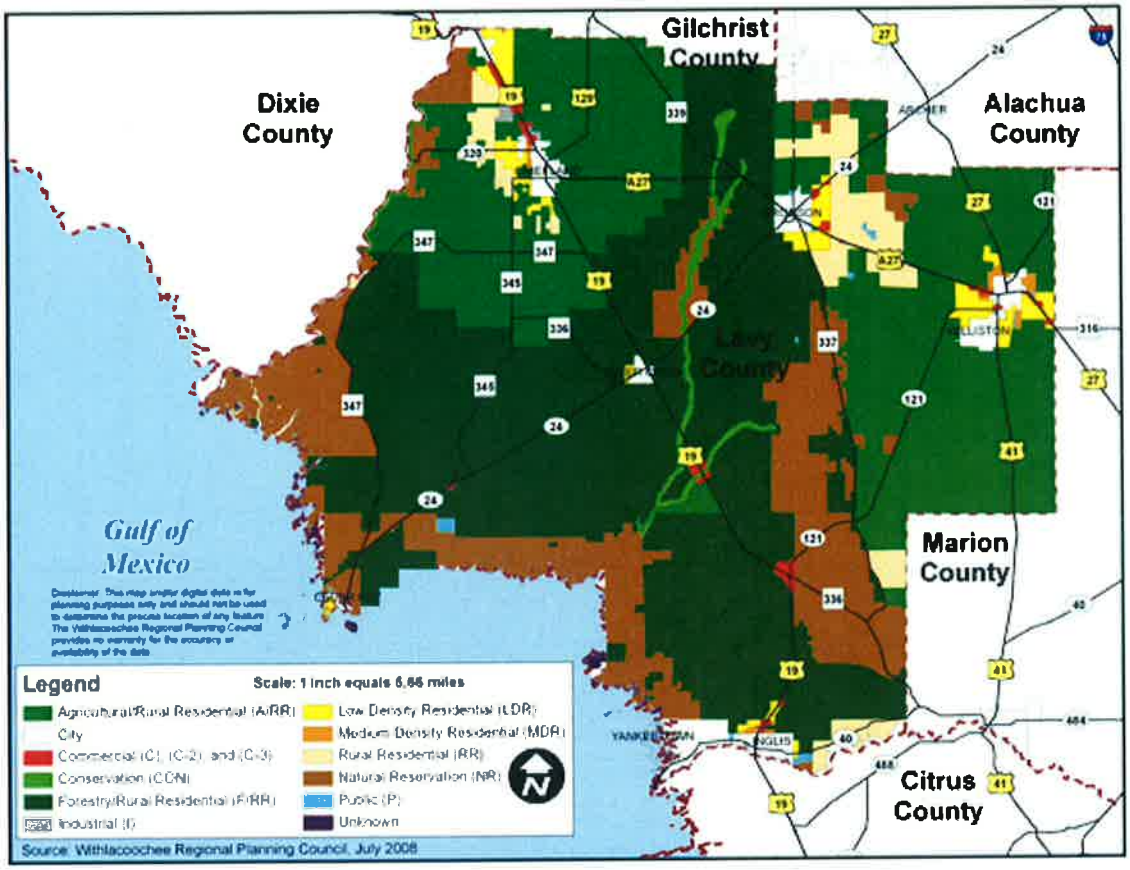
LEVY COUNTY WITHIN THE STATE OF FLORIDA



LEVY COUNTY CENSUS DIVISIONS, CITIES AND CENSUS DESIGNATED PLACE



LEVY COUNTY FUTURE LAND USE



b. Population/Composition

According to the 2010 US Census Bureau, Levy County's 2010 population was 40,801. The Bureau of Economic and Business Research estimates Levy County's 2015 total population as 40,448. Table 1 shows, the population of Levy County.

TABLE 1

Population Counts and Estimates
Levy County

AREA	POPULATION COUNT 2010 Census	POPULATION ESTIMATES 2015
Levy County	40,801	40,448
Bronson	1,113	1,187
Cedar Key	702	696
Chiefland	2,245	2,153
Fanning Springs	278	455
Inglis	1,325	1,301
Otter Creek	134	120
Williston	2,768	2,848
Yankee Town	502	489
Unincorporated Area	31,526	31,199

Sources: 2010 Bureau of the Census/Bureau of Economic and Business Research, University of Florida

c. Population Densities

Table 2 shows with approximately 1,118 square miles of land area, the County population density in 2010 was approximately 36.5 persons per square mile.

TABLE 2

Population Density
Levy County

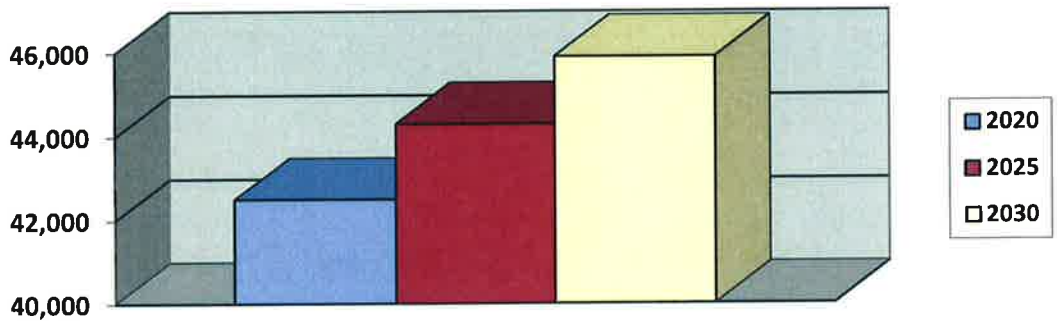
2010 U.S. CENSUS POPULATION	SQUARE MILES	PERSONS PER SQUARE MILE
40,801	1,118	36.5

Source: U.S. Census Bureau: 2010 State and County Quick Facts

d. Population Projections

According to the Bureau of Economic and Business Research, it is estimated that Levy County will have a total population of 42,500 by the year 2020, and by 2030, the total County population will be 45,900. Illustration I shows population projections for 2020, 2025 and 2030.

ILLUSTRATION I
Population Projections
Levy County



Source: Bureau of Economic and Business Research, University of Florida

e. Population Age Distribution

Population age distribution is useful in determining mobility needs which transit might meet. The elderly typically are less likely to have access to a vehicle and thus are more dependent on the transit system for their travel needs. Table 3 shows estimates of the County's population by age group. The 25-44 year-old age group is the largest age group within the County. The 65 and over population is the smallest age group within the County, comprising 13 percent of the population.

TABLE 3
Population Estimates By Age Group
Levy County
2014

Age Group	Population
0-4	2,214
5-17	5,969
18-24	3,176
25-54	14,166
55-64	6,400
65-79	6,648
80+	1,899

Source: Bureau of Economic and Business Research, University of Florida

f. Disability and Self Care Limitations

According to the 2010 Bureau of the Census, 8,486 civilian non-institutionalized residents have disabilities.

g. Employment

The Bureau of Economic and Business Research estimates that Levy County's labor force (individuals who are able to work but may not be employed) in 2015 was 15,839 with 821 unemployed. The estimated unemployment rate for Levy County was 5.2 percent.

h. Income

According to the 2010 Bureau of the Census, the per capita income for Levy County in 2014 was $19,655. The percent of persons below poverty level in 2014 was 21.2%. Table 4 shows per capita income and the percentage of persons below poverty level. Table 5 shows income levels that are currently used to define the federal poverty level. Low-income households often have no mobility choice other than public transportation and thus generally have high potential for transit use.

TABLE 4
Income and Poverty Status
Levy County

Per Capita Income In 2014	Percentage Of Persons Below Poverty Level 2014
$19,655	21.2%

Source: Bureau of the Census 2010, State and County Quick Facts

TABLE 5

2016 Poverty Guidelines For The 48 Contiguous States And The District of Columbia

PERSONS IN FAMILY/HOUSEHOLD	POVERTY GUIDELINE
1	$11,880
2	$16,020
3	$20,160
4	$24,300
5	$28,440
6	$32,580
7	$36,730
8	$40,890

* For families/households with more than 8 persons, add $4,160 for each additional person.

Source: U.S. Department of Health and Human Services, Office of the Assistant Secretary for Planning and Evaluation

According to the Bureau of Economic and Business Research, the total number of Medicaid recipients in 2013 was 9,409.

Table 6 shows individuals who received Medicaid and Medicare.

TABLE 6

Medicaid and Medicare Recipients
Levy County
2013

Type Of Assistance	Recipients
Medicaid Recipients	9,409
Medicare Recipients	9,759
Medicare Disability Recipients	1,385

Source: Bureau of Economic and Business Research, University of Florida

i. Housing

The 2010 Bureau of the Census estimates that in 2014, the total number of households in Levy County was 15,638 and that the average household size was 2.52. Table 7 presents data on housing units below poverty level.

TABLE 7

Housing Units
Levy County
2013

Housing Units	Percent of Persons Below the Poverty Level	Home Ownership Rate	Mean Value of Owner Occupied Housing Units
19,856	21.2%	76.5%	$89,800

Source: 2010 Bureau of the Census Quick Facts

j. Health

There is one assisted living facility located in Levy County, the Good Samaritan Retirement Home. According to Bureau of Economic and Business Research, in 2014, there were 15 physicians of medicine and 441 registered, practical and advanced nurses.

k. Transportation

According to the 2010 Census, an estimated 1,056 households in Levy County had no vehicle available in 2014.

I. Major Trip Generators/Attractors

Trip generators are land uses from which trips originate (e.g., residential developments) while trip attractors are land uses which are destinations (e.g., shopping districts, employment centers, medical offices, educational facilities and recreation sites). Examples of trip attractors located in Levy County include the Wal-Mart Supercenter in Chiefland, the industrial parks in Williston and Chiefland, Regional Hospital in Williston, the satellite campus of Central Florida Community College in Chiefland, Manatee Springs State Park, and the County Courthouse in Bronson. Levy County's ten largest private sector employers include: Wal-Mart Supercenter, Winn-Dixie, Central Florida Electric Co-op, Regional General Hospital Williston, J.E. Whitehurst & Sons, Drummond Community Bank and Capital City Bank.

Although access to retail stores and services in the County is increasing, travel to out-of-county destinations continues to be necessary for many Levy County residents, particularly for employment and medical purposes. Major trip generators/attractors include: Lancaster Correctional in Gilchrist County, Cross City Correctional in Dixie County, Shands Hospital in Alachua County, VA Medical Center in Alachua County, University of Florida in Alachua County, Levy-Union Vocational Technical Center.

Travel to Gainesville continues to be necessary for many County residents, particularly for employment and medical purposes. Approximately 15 percent of Levy County's employed residents work in Alachua County.

C. Service Analysis

1. General and Critical Need Transportation Disadvantaged Populations

The National Center for Transit Research Center for Urban Transportation Research developed a methodology for estimating the general and critical need Transportation Disadvantaged population based on the most current U.S. Census Bureau demographic and socio-economic data available. The general Transportation Disadvantaged population includes the estimates of all disabled, elderly, low income persons and children who are 'high-risk" or "at-risk." The critical need Transportation Disadvantaged population includes individuals who, due to sever physical limitations or low incomes, are unable to transport themselves or purchase transportation and are dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life sustaining activities.

The following tables show general and critical need Transportation Disadvantaged population estimates for Levy County.

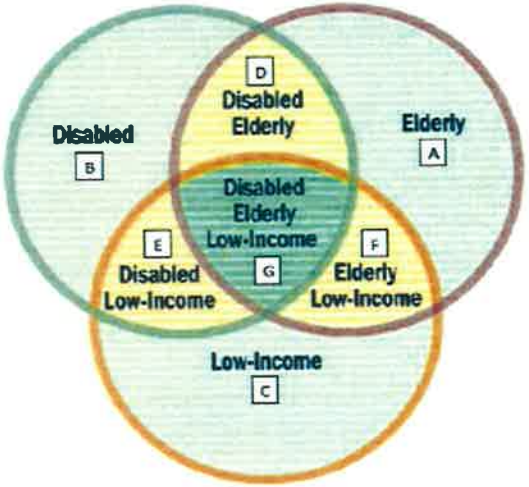
CALCULATION OF GENERAL TRANSPORTATION DISADVANTAGED POPULATION

Levy County — Census Data fron 2013

County Pop. By Age	Total Pop by Age	% of Total Pop (136,400)	Population Below Poverty Level by Age	% of Total Pop Below Poverty Level by Age	Total Population with a Disability by Age	% of Total Pop with a Disability by Age	Total Pop with Disability and Below Poverty Level by Age	% Total Pop with a Disability and Below Poverty Level by Age
< 5 Years of Age	2,011	5.1%	792	2.0%	61	0.7%	0	0.00%
5-17	5,721	14.6%	1,656	4.2%	390	1.0%	72	0.18%
18-34	6,802	17.4%	1,911	4.9%	361	0.9%	183	0.47%
35-64	16,292	41.6%	2,097	5.4%	3,765	9.6%	1,013	2.59%
Total Non Elderly	**30,826**	**78.7%**	**6,456**	**16.5%**	**4,577**	**11.7%**	**1,268**	**3.24%**
65-74	5,091	13.0%	299	0.8%	1,920	4.9%	350	0.89%
75+	3,249	8.3%	140	0.4%	1,962	5.0%	147	0.38%
Total Elderly	**8,340**	**21.3%**	**439**	**1.1%**	**3,882**	**9.9%**	**497**	**1.27%**
Total	**39,166**	**100%**	**6,895**	**17.6%**	**8,459**	**21.6%**	**1,765**	**4.51%**

Double Counts Calculations		
E - Estimate non-elderly/disabled/ low income	From Base Data (I11)	1,268
B - Estimate non-elderly/ disabled/not low income	Subtract I11 from G11	3,309
G - Estimate elderly/disabled/low income	From Base Data (I14)	497
D- Estimate elderly/ disabled/not low income	Subtract I14 from G14	3,385
F - Estimate elderly/non-disabled/low income	Subtract I14 from E14	(58)
A - Estimate elderly/non-disabled/not low income	Subtract sum of J17, J18 and J19 from C14	4,516
C - Estimate low income/not elderly/not disabled	Subtract I11 from E11	5,188
Total - Non-Duplicated		**18,105**

General TD Population		% of Total
Non-Duplicated General TD Population Estimate	18,105	46.2%



FORECAST OF GENERAL AND CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATIONS

Levy County

General TD Population Forecast	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Overlapping Circle Component											
E - Estimate non-elderly/disabled/ low income	1,268	1,281	1,294	1,307	1,320	1,334	1,347	1,361	1,375	1,389	1,403
B - Estimate non-elderly/ disabled/not low income	3,309	3,343	3,376	3,411	3,445	3,480	3,516	3,551	3,587	3,624	3,660
G - Estimate elderly/disabled/low income	497	502	507	512	517	523	528	533	539	544	550
D- Estimate elderly/ disabled/not low income	3,385	3,419	3,454	3,489	3,524	3,560	3,596	3,633	3,670	3,707	3,745
F - Estimate elderly/non-disabled/low income	-58	-59	-59	-60	-60	-61	-62	-62	-63	-64	-64
A - Estimate elderly/non-disabled/not low income	4,516	4,562	4,608	4,655	4,702	4,750	4,798	4,847	4,895	4,946	4,996
C - Estimate low income/not elderly/not disabled	5,188	5,241	5,294	5,348	5,402	5,457	5,512	5,568	5,624	5,681	5,739
TOTAL GENERAL TD POPULATION	**18,105**	**18,289**	**18,474**	**18,662**	**18,851**	**19,042**	**19,236**	**19,431**	**19,628**	**19,827**	**20,028**
TOTAL POPULATION	**39,166**	**39,563**	**39,965**	**40,370**	**40,780**	**41,194**	**41,612**	**42,034**	**42,460**	**42,891**	**43,326**

Levy County

Critical Need TD Population Forecast	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Total Critical TD Population											
Disabled	1,997	2,017	2,038	2,058	2,079	2,100	2,121	2,143	2,165	2,187	2,209
Low Income Not Disabled No Auto/Transit	1,395	1,410	1,424	1,438	1,453	1,468	1,482	1,498	1,513	1,528	1,544
Total Critical Need TD Population	***3,392***	***3,427***	***3,461***	***3,496***	***3,532***	***3,568***	***3,604***	***3,641***	***3,677***	***3,715***	***3,752***
Daily Trips - Critical Need TD Population											
Severely Disabled	98	99	100	101	102	103	104	105	106	107	108
Low Income - Not Disabled - No Access	2,650	2,677	2,704	2,731	2,759	2,787	2,815	2,844	2,873	2,902	2,931
Total Daily Trips Critical Need TD Population	**2,748**	**2,794**	**2,841**	**2,889**	**2,938**	**2,990**	**3,043**	**3,097**	**3,152**	**3,208**	**3,258**
Annual Trips	**1,002,885**	**1,019,834**	**1,037,069**	**1,054,596**	**1,072,418**	**1,091,400**	**1,110,718**	**1,130,378**	**1,150,385**	**1,170,747**	**1,189,128**

2. Paratransit Service Demand Estimation

The National Center for Transit Research Center for Urban Transportation Research developed a paratransit service demand estimation tool based on the most current U.S. Census Bureau demographic and socio-economic data available. The following table shows trip demand for the critical Transportation Disadvantaged population.

CALCULATION OF CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATION

Levy County

Census Data from: 2013

County Pop. By Age	Total Population with a Disability by Age	% with a Severe Disability by Age	Total Population with a Severe Disability by Age	% of Total Pop with Severe Disability by Age	% of Severe Disability Below Poverty Level	Total Severe Disability Below Poverty Level
< 5 Years of Age	61	4.20%	3	0		
5-17	390	4.20%	16	0.29%		
18-34	361	6.30%	23	0.33%		
35-64	3,765	13.84%	521	3.20%		
Total Non Elderly	**4,577**		**563**	**1.83%**	**28.60%**	**161**
65-74	1,920	27.12%	521	10.23%		
75+	1,962	46.55%	913	28.11%		
Total Elderly	**3,882**		**1,434**	**17.19%**	**11.70%**	**168**
Total	**8,459**		**1,997**	**5.10%**		**329**

Critical Need - Severely Disabled TD Population			
	Not Low Income	***Low Income***	***Totals***
Non-Elderly	402	161	563
Elderly	1,266	168	1,434
TOTAL	**1,668**	**329**	**1,997**

TRIP RATES USED	
Low Income Non Disabled Trip Rate	
Total	2.400
Less	
Transit	0.389
School Bus	0.063
Special Transit	0.049
	1.899
Severely Disabled Trip Rate	
Special Transit	0.049

Low Income & Not Disabled = C + F

Assumes
27.2% — **xx % without auto access** — **5,130**

1,395

100.0% — **xx % without transit access** — **1,395**

CALCULATION OF DAILY TRIPS FOR THE CRITICAL NEED TD POPULATION

Calculation of Daily Trips

Total Actual Critical TD Population		Daily Trip Rates Per Person	Total Daily Trips
Severely Disabled	1,997	0.049	98
Low Income ND	1,395	1.899	2,650
Totals	3,392		2,748

3. Barriers to Coordination

Medicaid non-emergency transportation services are no longer coordinated through Florida's Coordinated Transportation System in Levy County. In May 2014, the Florida Agency for Health Care Administration implemented Florida's Managed Medical Care Program. The Managed Medical Care Program requires Managed Medical Assistance Plans to provide transportation to their enrollees who have no other means of transportation available.

The Managed Medical Assistance Plans provide transportation services directly through their own network of transportation providers. According Chapter 2 of the Florida Agency for Health Care Administration Transportation Coverage, Limitations and Reimbursement Handbook, July 1997, "Medicaid is required by Chapter 427, Florida Statues to purchase transportation services through the designated Community Transportation Coordinator, unless those services are not cost effective or the Community Transportation Coordinator does not coordinate Medicaid transportation services."

Other barriers to the coordination of transportation services in Levy County include the following:

- low density, rural population limiting ability to group trips while maintaining an acceptable level of service;
- limited availability of medical services/facilities in county necessitating out-of-county trips;
- differing agency requirements for client transportation services (e.g., maximum allowable "ready to go" window); and
- cost, insurance and safety standard concerns relating to the use of public school vehicles do not meet safety standards and are difficult to insure on a temporary basis.

4. Needs Assessment

United States Code Section 5311 Grant Program

PROJECT	PROJECT YEAR	LOCATION	ESTIMATED COST	FUNDING SOURCE
Continuation and growth of trips provided under the U.S.C. Section 5311 Grant Program.	2016/17	Levy County	$175,000 $175,000	United States Code Section 5311 Levy County Board of County Commissioners

United States Code Section 5339 Grant Program

PROJECT	PROJECT YEAR	LOCATION	ESTIMATED COST	FUNDING SOURCE
Purchase two vehicles	2016/17	Levy, County	$157,348	United States Code Section 5339

Rural Area Capital Assistance Program

PROJECT	PROJECT YEAR	LOCATION	ESTIMATED COST	FUNDING SOURCE
Purchase replacement vehicle.	2015/16	Levy County	$73,259	Rural Area Capital Assistance Program Grant

Transportation Disadvantaged Trust Fund Grant

PROJECT	PROJECT YEAR	LOCATION	ESTIMATED COST	FUNDING SOURCE
Provide trips to transportation disadvantaged individuals.	2016/17	Levy County	$427,824 $47,536	Transportation Disadvantaged Trust Fund Levy County Board of County Commissioners

5. Goals, Objectives and Strategies

GOAL 1 Ensure the availability of transportation services to meet the needs of the transportation disadvantaged.

Objective 1.1 Identify and monitor demand for transportation services among the transportation disadvantaged.

Objective 1.2 Provide services to meet as much of the demand for transportation services among the transportation disadvantaged as possible within available resources.

Objective 1.3 Employ measures, as needed and appropriate, for controlling the rate at which funding available for non-sponsored trips is expended and for targeting funding available for non-sponsored trips to individuals with the greatest need.

Objective 1.4 Monitor and maximize the availability of local, state and federal government funding for transportation services for the transportation disadvantaged.

Objective 1.5 Identify and pursue potential sources of additional funding for transportation services and partnership opportunities. Seek, in particular, to stimulate or facilitate the use of private funding to reduce reliance on public subsidies.

Objective 1.6 Eliminate physical barriers to the use of transportation services by ensuring compliance with the Americans with Disabilities Act.

Objective 1.7 Monitor land use/development patterns to inform decision-making regarding service delivery and the allocation of resources.

Objective 1.8 Participate in local, regional and state transportation and comprehensive planning processes to ensure that transportation disadvantaged issues are considered.

Objective 1.9 Monitor changes in the health care and other service systems used by the transportation disadvantaged to identify potential impacts on the County's coordinated transportation system.

GOAL 2 Ensure that transportation services are provided in the most effective and efficient manner possible.

Objective 2.1 Coordinate transportation resources for the transportation disadvantaged available in or planned for the service area to the maximum extent possible.

Objective 2.2 Maximize the use of existing transportation resources to meet the demand for transportation services among the transportation disadvantaged.

Objective 2.3 Maximize the use of measures that promote effective and efficient service delivery without unduly inconveniencing riders.

Objective 2.4 Pursue coordination efforts with other Community Transportation Coordinators as appropriate for the purposes of reducing costs, increasing transportation services available and facilitating the provision of inter county trips.

GOAL 3 Ensure that quality transportation services are provided.

Objective 3.1 Ensure transportation services are provided in a safe, reliable and courteous manner.

Objective 3.2 Monitor and evaluate the performance of the Community Transportation Coordinator.

Objective 3.3 Provide processes for addressing service complaints and formal grievances on transportation-related matters.

GOAL 4 Ensure program accountability.

Objective 4.1 Comply with the requirements of Chapter 427, Florida Statutes, and Rule Chapter 41-2, Florida Administrative Code.

Objective 4.2 Prepare plans, contracts, reports and other documents required by Chapter 427, Florida Statutes, and Rule Chapter 41-2, Florida Administrative Code.

GOAL 5 Increase public awareness of and involvement in the transportation disadvantaged program.

Objective 5.1 Undertake marketing and outreach activities to increase public awareness of and involvement in Florida's Transportation Disadvantaged Program. Project a consumer-oriented, customer service image.

Objective 5.2 Conduct at least one public hearing a year to allow individuals, agencies, organizations and others a formal opportunity to provide input on matters relating to local transportation services for the transportation disadvantaged.

GOAL 6 Encourage volunteers to participate in the coordinated transportation system.

Objective 6.1 Undertake marketing and outreach activities to increase volunteering opportunities with the county's coordinated transportation system.

Objective 6.2 Conduct at least one public hearing a year to allow individuals an opportunity to provide input on matters relating to volunteering with the County's coordinated transportation system.

GOAL 7 Provide affordable transportation services to low-income persons.

Objective 7.1 Develop transportation services for daily living activities.

Objective 7.2 Research the feasibility of providing deviated fixed route service that provides service within Levy County.

Objective 7.3 Advertise the available transportation services once a year.

GOAL 8 Increase transportation services provided in Levy County.

Objective 8.1 Annually research local, state, and federal funding opportunities to increase services available to the transportation disadvantaged population in Levy County.

Objective 8.2 Annually identify projects that can be funded under the Federal Transit Administration's grant programs.

6. Implementation Plan

STRATEGIES	RESPONSIBLE PARTY(IES)	DATE
Objective 1.1 Identify and monitor demand for transportation services among the transportation disadvantaged.		
Update the transportation disadvantaged population forecasts and needs estimation in the Transportation Disadvantaged Service Plan.	Planning Agency	Annually
Identify unmet needs for transportation services. The Community Transportation Coordinator should report the number of unmet trip requests at each meeting.	Local Coordinating Board Community Transportation Coordinator Planning Agency	Ongoing
Identify and communicate with agencies, organizations, institutions and other entities that work with individuals who need assistance with transportation to participate in particular programs or for other purposes. Collect and utilize any surveys and studies they produce relating to the need for and provision of transportation services.	Local Coordinating Board Community Transportation Coordinator Planning Agency	Ongoing

Maintain a trip denial log and review it on a regular basis to identify any patterns and possible service modifications to address them.	Community Transportation Coordinator	Ongoing
Provide the Local Coordinating Board with quarterly operating data and trip denial reports.	Community Transportation Coordinator	Quarterly
Use surveys of riders, purchasing agencies, transportation operators and others to identify unmet needs for transportation services.	Local Coordinating Board	As Needed

STRATEGIES	RESPONSIBLE PARTY(IES)	DATE
Objective 1.2 Provide services to meet as much of the demand for transportation services among the transportation disadvantaged as possible within available resources.		
Provide or arrange for the delivery of transportation services in accordance with the Transportation Disadvantaged Service Plan.	Community Transportation Coordinator	Ongoing
Identify ways to increase the capacity of the coordinated transportation system to meet existing and future demand for transportation services and implement them as resources permit.	Local Coordinating Board Community Transportation Coordinator Planning Agency	Ongoing
Identify additional transportation service opportunities with private nonprofit transportation operators.	Local Coordinating Board Community Transportation Coordinator	Ongoing
Continue to purchase vehicles as resources permit to provide expanded service and allow for timely replacement of vehicles.	Community Transportation Coordinator	Ongoing
Continue planning for the development of a shuttle service serving Levy County.	Local Coordinating Board Community Transportation Coordinator Planning Agency	Ongoing
Work with agencies, organizations, institutions and other entities as appropriate to address particular transportation needs (e.g., transportation to medical facilities for veterans).	Local Coordinating Board Community Transportation Coordinator Planning Agency	Ongoing
Advise appropriate public officials of any road conditions that interfere with or preclude the provision of transportation services.	Local Coordinating Board Community Transportation Coordinator	Ongoing

STRATEGIES	RESPONSIBLE PARTY(IES)	DATE
Objective 1.3 Employ measures, as needed and appropriate, for controlling the rate at which Transportation Disadvantaged Program funding is expended.		
Monitor the expenditure of Transportation Disadvantaged Program funding.	Community Transportation Coordinator	Ongoing
Monitor the impacts of implementing Transportation Disadvantaged Program trip prioritization.	Community Transportation Coordinator	Ongoing
Monitor to ensure that funding available for Transportation Disadvantaged Program sponsored trips is not used to replace existing agency funding for transportation services for the transportation disadvantaged. Also, promote the inclusion of sufficient funding in program budgets to support necessary trip rate increases and to meet transportation needs created as a result of the operation, expansion or creation of programs.	Local Coordinating Board Community Transportation Coordinator	As Needed
Use the transportation disadvantaged population forecasts and general trip demand forecasts in the Transportation Disadvantaged Service Plan to assist with targeting funding available for non-sponsored trips.	Local Coordinating Board Community Transportation Coordinator	Ongoing

STRATEGIES	RESPONSIBLE PARTY(IES)	DATE
Objective 1.4: Monitor and maximize the availability of local, state and federal government funding for transportation services for the transportation disadvantaged.		
Prepare annual budget estimates of local government and direct federal transportation disadvantaged funds anticipated to be available during the upcoming state fiscal year.	Planning Agency	Annually
Review consolidated annual budget estimates of transportation disadvantaged funds anticipated to be available during the upcoming state fiscal year prepared by the Florida Commission for the Transportation Disadvantaged.	Community Transportation Coordinator Planning Agency	Annually
Report actual expenditures of local government and direct federal transportation disadvantaged funds during the prior state fiscal year.	Planning Agency	Annually
Review consolidated reports on transportation disadvantaged funds expended during the prior state fiscal year prepared by the Florida Commission for the Transportation Disadvantaged.	Community Transportation Coordinator Planning Agency	Annually
Research transportation grants.	Community Transportation Coordinator	Ongoing
Review applications for transportation grants submitted for the service area.	Local Coordinating Board	As Needed

Encourage continued and increased County support for transportation services.	Local Coordinating Board Community Transportation Coordinator	Ongoing

STRATEGIES	RESPONSIBLE PARTY(IES)	DATE
Objective 1.5: Identify additional funding opportunities for transportation services.		
Pursue sources of additional funding for transportation services identified by the Community Transportation Coordinator, the Local Coordinating Board or others.	Local Coordinating Board Community Transportation Coordinator	Ongoing
Identify and pursue partnership opportunities involving coordination of needs/services and the pooling of resources.	Local Coordinating Board Community Transportation Coordinator	Ongoing
Increase farebox revenues while recognizing actual or potential negative impacts of fares on access to service.	Local Coordinating Board Community Transportation Coordinator	Ongoing
Within the context of the coordinated transportation system, provide assistance upon request to entities interested in operating vehicles to address particular transportation needs.	Community Transportation Coordinator	Ongoing

STRATEGIES	RESPONSIBLE PARTY(IES)	DATE
Objective 1.6: Eliminate physical barriers to the use of transportation services by ensuring compliance with the Americans with Disabilities Act (ADA).		
Purchase and maintain an adequate number of vehicles with wheelchair lifts/ramps or other necessary specialized equipment or features.	Community Transportation Coordinator	Ongoing
Monitor to ensure that equivalent service is available to individuals with disabilities.	Community Transportation Coordinator	Ongoing
Develop and implement a corrective action plan if a lack of equivalent service is demonstrated.	Community Transportation Coordinator	As Needed
Promote access to transportation services by including information on the Florida Relay Service in program literature and advertisements and using, as resources permit, marketing methods such as close-captioned public service announcements and radio advertising.	Community Transportation Coordinator	Ongoing
Ensure that employees receive training regarding the special needs of disabled individuals and the operation of specialized equipment.	Community Transportation Coordinator	Ongoing

Seek the advice of ADA experts regarding the requirements and implementation of the ADA as needed and resources permit.	Community Transportation Coordinator	Ongoing
Increase public awareness of the ADA through program literature.	Community Transportation Coordinator	Ongoing

STRATEGIES	RESPONSIBLE PARTY(IES)	DATE
Objective 1.7: Monitor land use/development patterns to inform decision-making regarding service delivery and the allocation of resources.		
Update the demographics section in the Transportation Disadvantaged Service Plan.	Planning Agency	As Needed
Consider land use/development patterns when preparing/ updating the Transportation Disadvantaged Service Plan.	Planning Agency	Annually
Map major trip generators and attractors in the county.	Planning Agency	As Needed
Identify and remain apprised of major developments in Levy County with actual or potential substantial impacts on the coordinated transportation system.	Planning Agency	As Needed

STRATEGIES	RESPONSIBLE PARTY(IES)	DATE
Objective 1.8: Participate in local, regional and state transportation and comprehensive planning processes to ensure that transportation disadvantaged issues are considered.		
Keep local elected officials informed about the demand for transportation services among the transportation disadvantaged and the transportation disadvantaged program. At a minimum, provide a copy of the Transportation Disadvantaged Service Plan to local governments in the county for review and comment on an annual basis.	Planning Agency	Ongoing
Review the comprehensive plans of the cities in the county for coverage of coordinated transportation system mobility issues.	Planning Agency	As Needed
Participate in the development and review of local, regional and state plans/regulations affecting the coordinated transportation system. Provide written information and testimony at public workshops/meetings/hearings as appropriate.	Planning Agency	As Needed
Participate in local review and approval processes for large scale and other developments. Provide written information and testimony at public workshops/meetings/hearings as appropriate.	Planning Agency	As Needed

STRATEGIES	RESPONSIBLE PARTY(IES)	DATE
Objective 1.9: Monitor changes in the health care and other service systems used by the transportation disadvantaged to identify potential impacts on the county's coordinated transportation system.		
Provide opportunities at Local Coordinating Board meetings for Board members and others to discuss changes in the health care and other service systems used by the transportation disadvantaged.	Local Coordinating Board	Quarterly
Use public hearings conducted by the Local Coordinating Board as another means of monitoring changes in the health care system and other service systems used by the transportation disadvantaged.	Local Coordinating Board	Annually
Develop and maintain contacts with community boards and other entities involved in the health care system and other service systems used by the transportation disadvantaged.	Community Transportation Coordinator	Ongoing
Address system changes in updates of the Transportation Disadvantaged Service Plan as appropriate.	Community Transportation Coordinator	Annually
STRATEGIES	**RESPONSIBLE PARTY(IES)**	**DATE**
Objective 2.1: Coordinate transportation resources for the transportation disadvantaged available in or planned for the service area to the maximum extent possible.		
Be aware of transportation resources for the transportation disadvantaged available in or planned for the service area.	Community Transportation Coordinator	Ongoing
Advise agencies, organizations, institutions and other entities purchasing or providing transportation services for the transportation disadvantaged about the purpose, nature and benefits of coordinated transportation services.	Community Transportation Coordinator	Ongoing
Work with the Regional Workforce Board to meet client transportation needs.	Community Transportation Coordinator	Ongoing
Enter into purchase of service contracts, coordination contracts and transportation operator contracts as appropriate to ensure that transportation disadvantaged funds are used within the coordinated transportation system and transportation services are provided in the most effective and efficient manner possible.	Community Transportation Coordinator	Ongoing
Compare the actual expenditure report totals for the county to revenue sources and amounts reported in the annual operating report to determine the extent to which transportation disadvantaged funds are being used within the coordinated transportation system.	Planning Agency	Annually

STRATEGIES	RESPONSIBLE PARTY(IES)	DATE
Objective 2.2: Maximize the use of existing transportation resources to meet the demand for transportation services among the transportation disadvantaged.		
Enter into coordination contracts with agencies/organizations that provide transportation services using transportation disadvantaged funds as needed.	Community Transportation Coordinator	As Needed
Maintain an inventory of other existing transportation operators whose services are or potentially could be used by the transportation disadvantaged.	Community Transportation Coordinator	Ongoing
Utilize the standard coordination/operator contract as needed.	Community Transportation Coordinator	As needed
Review coordination contracts and transportation operator contracts on an annual basis as necessary to determine whether their continuation is the most effective and efficient utilization possible.	Community Transportation Coordinator Local Coordinating Board	As needed
Coordinate with the Levy County School District to facilitate the use of public school vehicles within the coordinated transportation system as appropriate.	Community Transportation Coordinator	As Needed

STRATEGIES	RESPONSIBLE PARTY(IES)	DATE
Objective 2.3: Maximize the use of measures that promote effective and efficient service delivery without unduly inconveniencing riders.		
Work with private nonprofit agencies to eliminate barriers to increased utilization of vehicles purchased with transportation disadvantaged funds.	Community Transportation Coordinator	Ongoing
Multi-load vehicles to the maximum extent possible.	Community Transportation Coordinator	Ongoing
Establishing route-oriented services.	Community Transportation Coordinator	As Needed
Accommodate trip requests according to the least expensive service available which meets riders' needs.	Community Transportation Coordinator	Ongoing
Procure transportation services as necessary to provide trips at the lowest possible cost.	Community Transportation Coordinator	Ongoing
Seek ways to increase system productivity through improvements in call intake, trip scheduling/dispatching and other functions.	Community Transportation Coordinator	Ongoing
Identify opportunities to reduce costs.	Community Transportation Coordinator	Ongoing

STRATEGIES	RESPONSIBLE PARTY(IES)	DATE
Objective 2.4: Pursue coordination efforts with other Community Transportation Coordinators as appropriate for the purposes of reducing costs, increasing transportation services available and facilitating the provision of inter-county trips.		
Research opportunities to coordinate with the Citrus County Community Transportation Coordinator.	Community Transportation Coordinator	Ongoing
Develop and maintain contacts with other Community Transportation Coordinators in the region.	Community Transportation Coordinator	Ongoing
Explore coordination opportunities as appropriate at regional meetings.	Community Transportation Coord Community Transportation Coordinator inator	Quarterly
Identify opportunities for inter-county coordination and pursue them and any funding sources available to support them as appropriate.	Community Transportation Coordi Community Transportation Coordinator nator	Ongoing
Consider the results of studies completed on the feasibility of inter county coordinated transportation for the transportation disadvantaged.	Community Transportation Coordinator	As Available

STRATEGIES	RESPONSIBLE PARTY(IES)	DATE
Objective 3.1: Ensure transportation services are provided in a safe, reliable and courteous manner.		
Comply with the service standards in the Transportation Disadvantaged Service Plan and refine and revise them as needed.	Community Transportation Coordinator	Ongoing
Comply with safety and insurance requirements.	Community Transportation Coordinator	Ongoing
Each quarter, monitor at least 25 percent of the vehicles used in the coordinated transportation system.	Community Transportation Coordinator	Quarterly
Ensure that employees receive training appropriate to their positions regarding the provision of transportation services.	Community Transportation Coordinator	Ongoing
Consider the results of surveys conducted as a part of each annual evaluation of the Community Transportation Coordinator.	Community Transportation Coordinator	Annually
Continue to monitor the timeliness of service and rider satisfaction through a weekday telephone rider survey (at least three monitoring calls/weekday).	Community Transportation Coordinator	Ongoing
Use surveys or other tools to obtain input from riders, purchasing agencies and others on the reliability and quality of transportation services provided through the coordinated transportation system.	Community Transportation Coordinator	As Needed

STRATEGIES	RESPONSIBLE PARTY(IES)	DATE
Objective 3.2: Monitor and evaluate the performance of the Community Transportation Coordinator.		
Monitor the performance of the Community Transportation Coordinator.	Local Coordinating Board	Ongoing
Perform an annual evaluation of the Community Transportation Coordinator.	Local Coordinating Board	Annually
Cooperate with monitoring and evaluation efforts undertaken by the Florida Commission for the Transportation Disadvantaged's Quality Assurance and Program Evaluation and Technical Assistance and Training sections.	Local Coordinating Board	Biennially and As Needed

Objective 3.3: Provide processes for addressing service complaints and formal grievances on transportation-related matters.		
Have a process in place to address service complaints and formal grievances on transportation-related matters in a timely and effective manner.	Community Transportation Coordinator	Ongoing
Maintain records of service complaints and formal grievances received and their disposition.	Community Transportation Coordinator	Ongoing
Provide the Local Coordinating Board with quarterly service complaint/grievance summaries.	Community Transportation Coordinator	Ongoing
Ensure that the Local Coordinating Board has a process in place to address formal grievances on transportation-related matters in a timely and effective manner.	Local Coordinating Board	Ongoing

STRATEGIES	RESPONSIBLE PARTY(IES)	DATE
Objective 4.1: Collect data on the coordinated transportation system needed to meet the requirements of Chapter 427, Florida Statutes, and Rule Chapter 41-2, Florida Administrative Code, and to allow for effective evaluation and planning efforts.		
Collect data needed to prepare annual operating reports.	Community Transportation Coordinator Planning Agency	Quarterly
Seek ways to improve data collection, record keeping and reporting functions.	Community Transportation Coordinator Planning Agency	Ongoing
Monitor to ensure that the Community Transportation Coordinator's system for collecting, analyzing and reporting data, at a minimum, meets the data collection, record keeping and reporting requirements set by the Florida Commission for the Transportation Disadvantaged.	Community Transportation Coordinator Planning Agency	Annually
Collect data needed to prepare Community Transportation Coordinator annual evaluations, annual budget estimates and actual expenditure reports.	Community Transportation Coordinator Planning Agency	Annually

Collect data needed to prepare/update the Transportation Disadvantaged Service Plan.	Community Transportation Coordinator Planning Agency	Annually

Objective 4.2: Prepare plans, contracts, reports and other documents required by Chapter 427, Florida Statutes, and Rule Chapter 41-2, Florida Administrative Code, in a competent and timely manner.		
Prepare and submit the Memorandum of Agreement, Transportation Disadvantaged Service Plan, Annual Operating Report and Trip/Equipment Grant applications in a timely manner.	Community Transportation Coordinator Planning Agency	Annually
Prepare and submit the Transportation Disadvantaged Service Plan, Community Transportation Coordinator annual evaluation, actual expenditure reports and planning grant application in a timely manner.	Planning Agency	Annually

STRATEGIES	RESPONSIBLE PARTY(IES)	DATE
Objective 5.1: Undertake marketing and outreach activities to increase public awareness of and involvement in the transportation disadvantaged program.		
Utilize a variety of methods to increase public awareness of Florida's Transportation Disadvantaged Program.	Community Transportation Coordinator Planning Agency	Ongoing
Provide opportunities for public comment at all Local Coordinating Board meetings.	Planning Agency	Quarterly
Encourage and utilize marketing assistance from the Florida Commission for the Transportation Disadvantaged and obtain resources to expand marketing efforts.	Community Transportation Coordinator Planning Agency	Ongoing
Target marketing efforts to individuals and groups for whom transportation services are available. Explain any limitations relating to the availability of services.	Community Transportation Coordinator Planning Agency	Ongoing
Objective 5.2: Conduct at least one public hearing a year to allow individuals, agencies, organizations and others a formal opportunity to provide input on matters relating to local transportation services for the transportation disadvantaged.		
Conduct a public hearing annually.	Local Coordinating Board	Annually

Chapter II: Service Plan

A. Operations

The operations element is a profile of the Levy County coordinated transportation system. This element is intended to provide basic information about the daily operations of Levy County Transit and its contracted transportation operators.

1. Types, Hours and Days of Service

a. Hours and Days of Service

Transportation services provided by Levy County Transit are available from 6:00 a.m. to 6:00 p.m. Monday through Friday excluding holidays.

Levy County Association of Retarded Citizens (Florida Agency for Persons with Disabilities)

Weekdays (excluding holidays), door to door subscription service within Levy County to the Levy ARC facility in Otter Creek as coordinated through the Levy ARC and the Florida Department of Children and Families.

Florida's Managed Medical Care Program (Florida Agency for Health Care Administration)

Service is provided by Managed Medical Assistance Plans through a network of Transportation Management Organizations. Levy County Transit does not have contracts in place to provide service to Managed Medical Care Program clients.

Suwannee River Economic Council (Florida Department of Elder Affairs)

Weekdays (excluding holidays) subscription trips to meal sites as coordinated through coordination contractor. Currently two sites are served; Chiefland and Williston two days per week.

Florida Commission for the Transportation Disadvantaged - Transportation Disadvantaged Program

Weekdays (excluding holidays) door to door and curb to curb reservation and demand response trips for Transportation Disadvantaged Program eligible individuals to various destinations in and out of Levy County (ambulatory, wheelchair and stretcher).

Levy County Transit does not restrict the time for morning trips. However, Levy County Transit may request that no appointments be made after 2:00 p.m. in order to allow for multi-loading of passengers.

Levy County Transit does not provide medical assistance during transport or assistance with medical devices such as changing oxygen tanks. Persons requiring specialized medical assistance or emergency medical treatment must contact a local medical transportation provider or 911 for emergency medical service.

b. Holidays

Transportation services will not be provided on the following holidays.

Veteran's Day
Thanksgiving
Thanksgiving Holiday (day after Thanksgiving)
Christmas Day
Christmas Holiday (day after Christmas)
New Year's Day
Martin Luther King, Jr.'s Birthday
Memorial Day
Independence Day
Labor Day
Good Friday

c. Bariatric Transportation

Levy County Transit will transport all common wheelchairs. A common wheelchair is defined as a device which does not exceed 30 inches in width and 48 inches in length measured two inches above the ground and does not weigh more than 600 pounds when occupied. Wheelchairs that exceed these dimensions and weight may not be transported.

2. Accessing Services

a. Hours of Operation

Office Hours: Riders are encouraged to make arrangements for reservation for transportation services by calling the Levy County Transit office in Bronson between 6:00 a.m. and 6:00 p.m. Monday through Friday (excluding holidays). Individuals who use the TDD system can reach Levy County Transit through the Florida Relay Service at 1.800.955.8771.

Hours of Operation: Monday through Friday, 6:00 a.m. to 6:00 p.m. (excluding holidays).

Passengers must be ready to be picked-up two (2) hours prior to their scheduled pick up time.

b. Phone Number

352.486.3485.

c. Advance Notification Time

Trip reservations must be made a minimum of three days in advance (not including weekends/holidays).

d. Trip Cancellation Process

Trips must be cancelled by calling the Levy County Transit office between 8:00 a.m. and 4:00 p.m. twenty four hours prior to the date of travel. Monday trip cancellations must be made by 4:00 p.m. the previous Friday. Callers may leave a message in the voice mail box for cancellations in the evenings and on weekends.

e. No-Show Policy

A passenger trip is considered a "no-show" when the driver arrives within the passenger's scheduled pickup window and the passenger is not prepared to travel, is not available or their trip was not cancelled twenty four hours in advance. Passengers who are "no-shows" for their initial trips will have all of his or her trips scheduled for that day cancelled.

Passengers that are "no-shows" for their return trip must call when they are ready to be picked up. A "no-show" return trip will be rescheduled as a "stand by" trip. All attempts will be made to pick up "stand by" return trips within three hours of receiving the return trip request.

At the first no-show, passengers will be given a call and informed of the no-show policy. At the second no-show, the passenger will be given a verbal warning. At the third no-show, the passenger will be notified in writing that the service will be suspended for a 30-day period. The passenger will also be provided with a copy of the grievance procedures.

If a "no-show" rider can provide acceptable and verifiable evidence to Levy County Transit that their no-show was due to unforeseen and unavoidable circumstances, the "no show" trip will not be considered a no show.

f. After Hours Service

Calls to Levy County Transit office between 6:00 p.m. and 6:00 a.m. Monday - Friday, weekends and holidays are received by voice mail. Calls for urgent transportation are directed to the Levy County Emergency Medical Services office.

g. Passenger Fares

Levy County Transit charges the following passenger fares:

Transportation Disadvantaged Program - Over age 60 $2.50 per trip, under age 60 $3.00 per trip.

Florida Department of Transportation U.S.C. Section 5316/17 Program - $1.00 per trip.

RIDERS GUIDE

LEVY COUNTY TRANSIT
LEVY BOCC

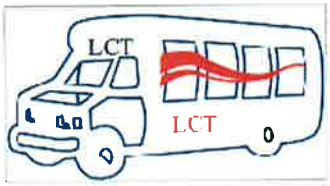
970A East Hathaway Ave
Bronson, FL 32621

OFFICE HOURS:
MONDAY - FRIDAY
6AM - 6PM

ALL SERVICES ARE AVAILABLE TO THE GENERAL PUBLIC

Reservations: (352) 486-3485
Fax: (352) 486-3312
Toll Free: 1-800-733-5389
TDD: 1-800-955-8771

Quick Reference



Office hours:
Mon - Fri, 6am-6pm
Phone: (352)486-3485
Fax: (352) 486-3312
Toll Free: 1-800-733-5389
TDD: 1-800-955-8771

*** When calling please know your appointment date/time, place (address), and approximately how long your appointment will last.**

*** Please place reservations 3 days in advance (not including weekends/holidays).**

*** Please provide 24 hour notice for canceled appointments.**

*** Please have exact change or Fare Tickets for drivers. Only FARE TICKETS will be given for change.**

The Coordinated Transportation System (Levy County Transit) is comprised of the Levy Board of County Commissioners (BOCC), which is a policy oversight body; and the Community Transportation Coordinator. Levy County Transit, which oversees the day to day management of the system, documents reservations, bills/invoices, schedules trips and employs the drivers who operate the vehicles. In an effort to explain the services this RIDERS GUIDE is offered. Everyone associated with Levy County Transit is committed to providing quality services.

Levy County Transit is a **NON-EMERGENCY, Door to Door** and **Limited Door through Door Service.** Door to Door service provides riders with driver assistance to and from the front door of your pick up and drop off location and while entering or exiting the vehicle. At no time is a driver to cross the threshold, lock or unlock doors.

COMMUNITY DISASTER EMERGENCY PROCEDURES

During a Community Disaster, Levy County Transit will make every attempt to transport clients as needed or scheduled. Dependent upon the nature of the disaster it may be necessary to establish pickup and drop off points due to weather, road decay, water and other situations that make it unsafe to travel on some roads. In the event of a disaster, through coordination with the local Emergency Operations Center and the BOCC, the agencies vehicles will be utilized to evacuate the general Public and Special Needs Population of Levy County to Safe Shelters.

Levy County Transit PARATRANSIT SERVICE

- Service Animals may accompany their rider.
- Personal Care Attendant (PCA) is allowed to travel with rider to provide personal or medical needs.
- Please provide 24 HOUR NOTICE if you must cancel a reservation.
- This is a **SHARED RIDE SERVICE.** Vehicles may stop to let other riders on or off before you reach your destination. If you are requesting a ride for a specific appointment time please make sure to mention that time when requesting your reservation.
- When making your reservation please plan your trip three (3) days in advance (not including weekends & holidays). We try to accommodate everyone, however, in the event that we are booked for the day you are requesting you may request to be placed on STANDBY; if we have a cancellation you will be transported.
- If you are planning on traveling three (3) or more times per week at the same time to the same location we can arrange a STANDING ORDER for you. If a trip needs canceled the rider must give 24 hours notice. **Standing orders are a privilege and will be cancelled if abused.**

3

WHO IS ELIGIBLE / HOW

NON-SPONSORED - TD (Transportation Disadvantaged Non-sponsored Funding). Transit alternative for these individuals who may qualify for transportation but do not qualify under any other funding source. Must complete an application to determine qualification.

OTHER FUNDING SOURCES - please call for other funding availability. Passenger fares will vary depending on the trip sponsorship. Fares will be collected at the time of boarding. (Please have exact change, fare tickets will be provided in place of change.) You may also purchase fare tickets at the main office in Bronson or from the driver.

PRIORITY TRIPS - trips will be prioritized in the following order as funding permits: 1. Life Sustaining Medical (dialysis, cancer treatments) 2. Medical 3. Nutritional 4. Work 5. Education and/or training 6. Shopping 7. Social/Recreational.

- The PICK UP WINDOW: Passengers must be ready to be picked-up two (2) hours prior to their scheduled appointment time.
- A PASSENGER NO SHOW: Passenger no-shows include the following: (1) scheduled trips that are not canceled two (2) hours prior to their appointment time, and (2) passengers who are not ready to board the vehicle at the end of their appointment or when all riders are boarded at the same facility. After three (3) No Shows in a 30 day period a rider is suspended from using transit for 30 days.
- NO SHOW RETURN : If a Passenger is absent for their return trip, they must call when they have completed their appointment and will be scheduled for a no-show return trip on a STAND BY status. Time restrictions apply, passenger must call the office ASAP to ensure a return ride is possible.
- Passengers are not permitted to ask drivers for special treatment or to make extra stops during transport.
- Passengers are not permitted to exit the vehicle during transport until they have reached their destination. No exiting the vehicle to smoke while waiting on other riders.

4

CODE OF CONDUCT

Riders and Drivers are required to follow these rules of conduct to ensure everyone's safety.

- Smoking or any form of tobacco is not permitted on the vehicle.
- Eating or drinking is not permitted on the vehicle unless medically necessary.
- Riders and Drivers under the influence of alcohol or illegal drugs will not be tolerated.
- Abusive, threatening, obscene language or similar actions are not permitted.
- Riders are responsible for exact cash fare or fare ticket change will be provided.
- Operating or tampering with equipment while on board the vehicle is prohibited.
- Passengers may use personal listening devices with headphones only.
- Any behavior that is disruptive to the driver or other passengers will not be tolerated.

Customer's Rights and Responsibilities

SAFETY

CUSTOMERS HAVE THE RIGHT TO:

1. Trips in air-conditioned and heated vehicles.
2. Safe, clean, properly equipped, and smoke/tobacco free vehicles.
3. Properly fastened seatbelts and/or mobility device tie downs.
4. Vehicle transfer points that are sheltered, secure & safe.
5. A properly identified driver.
6. Adequate seating, to include ample space for service animals.
7. Assistance in maneuvering mobility devices up & down no more than one step.

CUSTOMERS ARE RESPONSIBLE FOR:

1. Being ready & waiting for vehicle in a **safe location.**
2. Keeping seat belts & mobility device tie downs secure until vehicle stops.
3. Remaining seated until vehicle comes to a complete stop.
4. Reporting any safety hazards.
5. Keeping wheelchairs or other mobility aids in good condition.
6. Not tampering with or operating vehicle equipment.
7. Providing car seat when needed.
8. Adhering to policy for violent and/or disruptive behavior.
9. Informing LCT when appointments are canceled and transportation is not needed.
10. Adhering to the no-show policy.
11. Passenger property is the soul responsibility of the passenger with the driver assisting and No thresholds will be crossed. The amount of passenger property allowed is subject to the following conditions due to limited space: (a) no more than two paper or plastic grocery bags per passenger and (b) no more than one laundry bag per passenger.

COURTESY

CUSTOMERS HAVE THE RIGHT TO:

1 Professional, courteous, and properly trained drivers.
2 Assistance while getting in and out of vehicle and to their seat.

CUSTOMERS ARE RESPONSIBLE FOR:

1. Calling in trip cancellations no later than 2 hours prior to trip.
2. Informing LCT of all pertinent information regarding trip.
3. Presenting the correct fare.
4. **Being ready at time of pick-up.**
5. Maintaining personal hygiene.

COMPLAINTS

CUSTOMERS HAVE THE RIGHT TO:

1. File complaints without fear of retaliation.
2. Prompt investigations and effective resolutions.
3. Current and complete program information.

CUSTOMER ARE RESPONSIBLE FOR:

1. Filing complaints in a timely manner (within 24 hours).
2. Providing LCT with pertinent information.

SERVICE

CUSTOMERS HAVE THE RIGHT TO:

1. Toll-free calling accessibility to the LCT.
2. Be delivered to an appointment on time.
3. The LCT's policy on standing orders.
4. The LCT's policy on no-shows.

CUSTOMERS ARE RESPONSIBLE FOR:

1. Advising the reservationists of appointment times.
2. Accepting a shared-ride service.
3. **Scheduling trips requests three (3) business days in advance.**
4. Providing own wheelchair, car seat and/or escort.

LEVY COUNTY TRANSIT
LEVY BOCC

h. Transportation Disadvantaged Program Eligibility

The Levy County Transportation Disadvantaged Coordinating Board established an eligibility determination process for the provision for Transportation Disadvantaged Program sponsored trips. Applications for Transportation Disadvantaged Program eligibility must be requested from Levy County Transit. The eligibility process includes two-steps top substantiate an individual's eligibility.

Step I:

A. Determine if the applicant has access to an operational vehicle or the ability to operate a vehicle. If the applicant has access to an operational vehicle or the ability to operate a vehicle, they must meet one of the following criteria in order to qualify for Transportation Disadvantaged Program sponsored services:

1. Applicant needs transportation to and from dialysis or oncology treatments.
2. Applicant uses a mobility device and is unable to transfer out of the mobility device due to a medical condition and does not have access to a lift-equipped vehicle.
3. Applicant requires stretcher transportation.

B. Determine if the applicant is eligible to receive transportation services through an agency program; is unable to purchase transportation; is unable to find transportation from other sources.

Step II:

Applicants meeting all of the above criteria must also satisfy at least one of the following:

a. Be disabled as defined in the Americans with Disabilities Act of 1990.
b. Be 60 years of age or older.
c. Have a household income of less than 125% of the federal poverty guidelines as indicated below.

2016 Poverty Guidelines For The 48 Contiguous States
And The District of Columbia

PERSONS IN FAMILY/HOUSEHOLD	POVERTY GUIDELINE	125% of the Poverty Guideline
1	$11,880	$14,850
2	$16,020	$20,025
3	$20,160	$25,200
4	$24,300	$30,375
5	$28,440	$35,550
6	$32,580	$40,725
7	$36,730	$45,912
8	$40,890	$51,112

* For families/households with more than 8 persons, add $4,160 for each additional person.

Source: U.S. Department of Health and Human Services, Office of the Assistant Secretary for Planning and Evaluation

Medicaid beneficiaries who are **not** travelling to a Medicaid compensable service may be eligible for Transportation Disadvantaged Program sponsored service.

Levy County Transit

APPLICATION FOR TD NON-SPONSORED TRANSPORTATION SERVICES

The Transportation Disadvantaged Commission was created under Florida Statute 41-2 and allows funding for transportation disadvantaged individuals.

Disadvantaged individuals do not have access to private transportation, public transportation, or paratransit under another funding source and qualify with a minimum of (1) of the listed disability, age, income, or transportation accessibility. . Transportation provided under this funding source is limited to the Levy County Service Area. It provides public transportation in accessible vehicles to limited destinations and is based on availability of funds and requires a mandatory co-payment.

Application must be complete when submitted. Incomplete applications will cause delays in eligibility approval, and will be placed back in the mail for completion. If assistance is needed for completing the application, please call the office at 352-486-3485. Mail or deliver completed application to: Levy County Transit, 970 East Hathaway Avenue, Bronson, Florida 32621

Name: _____
Last First Middle

Physical Address: _____ Apt. # _____

Mailing Address If Different: _____

City: _____ Zip Code: _____

Phone: _____ Cell Phone: _____ TDD: _____
(If applicable)

Social Security#:____ ___ _____ Date of Birth: ___ ___ ____ Gender: ☐ Male ☐ Female

Emergency contact: Name: _____Phone: _____

Directions to home: _____

_____

Do you or a member of your household have a valid driver's license? ☐ Yes ☐ No

Do you or a member of your household own a vehicle? ☐ Yes ☐ No

If you own a vehicle are you able to use it for medical and general purposes? ☐ Yes ☐ No

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A SAFE, COMFORTABLE RIDE WITH COURTEOUS SERVICE

Levy County Transit

Do you live in an ACLF, skilled nursing facility, retirement home, or boarding home that provides transportation? ☐ **Yes** ☐ **No**

Check below how have you traveled to your doctor's office, grocery store, etc., prior to now?

☐ Automobile ☐ by bus ☐ by car ☐ with friend/family ☐ other transit system

☐ Levy County Transit (diff funding) ☐ other- explain _____

Do you currently require mobility aids? If so check the appropriate ones.

☐ Manual Wheelchair ☐ Electric Wheelchair ☐ Electric Scooter

☐ Service Animal ☐ Walker ☐ Cane ☐ Crutches ☐ Stretcher

☐ other- please explain_____

Are you receiving dialysis or oncology treatment outside of home? ☐ Yes ☐ No

List days of the week: _____ _____ _____ Escort required? ☐ Yes ☐ No

Facility name and address_____

Physician Name: _____

Current appointment times: from _____ to _____, note that days and times may require adjusting to meet the demands and availability on the system to allow efficient scheduling.

Can you travel without assistance? ☐ Yes ☐ No

Can you ambulate (walk) without assistance? ☐ **Yes** ☐ **No**

Can you recognize destinations or landmarks? ☐ **Yes** ☐ **No**

Can you provide an address or telephone number upon request? ☐ **Yes** ☐ **No**

Can you ask for, understand and follow directions without assistance? ☐ **Yes** ☐ **No**

Can you maneuver safely in crowded area and buildings with multiple floors? ☐ **Yes** ☐ **No**

Can you handle unexpected situations and changes in your routine? ☐ **Yes** ☐ **No**

Number of persons in household: _____ Total household income: _____

List all persons in household start with applicant:

Name	DOB	SS#	Income

If more space is needed put on back of this page

pg. 2

A SAFE, COMFORTABLE RIDE WITH COURTEOUS SERVICE

Levy County Transit

PLEASE READ PRIOR TO COMPLETING THIS SECTION:

I understand by my signature below, that the purpose of this application is to determine if I am Eligible to travel under (TD) funding and may be asked further information. I certify that I have been truthful in answering all questions and that my answers may be verified, and I have enclosed proof of income for verification.

Signature: _____ **Date** _____

PLEASE READ PRIOR TO COMPLETING THIS SECTION:

If applicant is able to sign their name and only required assistance completing the application, provide the following:
PLEASE READ PRIOR TO COMPLETING THIS SECTION:

_____ _____ _____
Name Phone number Relationship to applicant

_____
Signature

If applicant is unable to complete or sign application, you must complete the section below.
If the applicant is not a minor child of yours, you must enclose evidence of your authority to sign for the applicant (Power of Attorney, Guardianship Papers, etc.)

_____ Day Phone: (_____) _____
Name

_____ Evening Phone: (_____) _____
Address

Relationship to applicant: _____ How long: _____

I certify that, to best of my knowledge, the information given is correct.

Signature: _____ Date: _____
(Parent or Legal Guardian of Applicant)

□ I am the applicant's Legal Guardian and have enclosed the appropriate legal documentation.

Please review application, make sure you have completed all necessary information to the best of your ability and signed the form.

Levy County Transit has the right to refuse transport any time the driver, staff or dispatch deems it necessary for the safety of passengers, the general public, driver, or vehicle.

All services are open to the general public.

The information obtained through this application process is confidential and is only used by Levy County Transit to determine eligibility for services.

For Office use only

Approved _____ Denied _____ Reason for denial: _____ Date _____

Supervisors Initials _____ Trip Limitations: _____ Date Applicant notified: _____ # Children _____

Space type: _____ Escort: _____ PCA: _____ Other _____

pg. 3

A SAFE. COMFORTABLE RIDE WITH COURTEOUS SERVICE

i. Transportation Disadvantaged Program Trip Priorities

In order to provide a consistent, cost effective and efficient operation, Levy County Transit has adopted the following Transportation Disadvantaged Program service policies:

a) Levy County Transit's overall policy as a coordinator and transportation provider is to group trips to the maximum extent possible and to accommodate trip requests with the least expensive service available which meets the passenger's needs.

b) Levy County Transit will regulate expenditures to ensure a consistent level of service.

c) Transportation Disadvantaged Program sponsored trips will be prioritized in the following order as funding permits:

1. Life sustaining medical (dialysis, cancer treatment)
2. Medical
3. Nutritional
4. Work
5. Education and/or training
6. Shopping
7. Social/Recreational

d) Although Levy County Transit does not restrict the time for morning trips (this allows for multi-loading of passengers), Levy County Transit requests that no appointments are made after 2:00 p.m. Levy County Transit must be responsible for economical uses of its resources in accommodating transportation services to county residents.

e) Inter-county trips are encouraged when required services are available within the County. When this is not the case, Levy County Transit encourages multi-passenger loads to the prioritized destinations out of County shown in Map 4 General Service Area. Historically, these prioritized out of county destinations are the ones most often requested and they generally offer a wide range of services. Therefore, unless approved otherwise by the sponsoring/purchasing agency or within the limits set out below for trips to out of County trips will be to the following prioritized destinations when equivalent service can be obtained at: 1) Gainesville, 2) Crystal River/Dunnellon, 3) Ocala. Levy County Transit may require a rider to justify why she/he should be transported to destinations not in the prioritized order or to a non-prioritized destination.

f) All or any trip pickup locations must meet Americans with Disabilities Act (ADA) wheelchair ramp specifications (no more than 1" per 1 foot slope) in order for transportation services to be provided.

LEVY COUNTY TRANSIT SERVICE AREA

3. Transportation Operators And Coordination Contractors

If needed during the July 1, 2015 to June 30, 2016 period, Levy County Transit will secure the services of an additional transportation operator(s) through: (1) negotiation or by contract, if possible, if the services are needed on very short notice, or (2) use of competitive selection process as recommended by the Levy County Transportation Disadvantaged Coordinating Board . Newspaper advertisements and mailings of notices to operators on a mailing list maintained by Levy County Transit will be used to notify operators of potential contracting opportunities. If a competitive selection process is used, the Operator Advisory Committee of the Local Coordinating Board, which makes recommendations to the Community Transportation Coordinator, will review operator submittals. The Local Coordinating Board will review and recommend approval or disapproval of transportation operator contracts.

Levy County Transit in cooperation with the Local Coordinating Board will review transportation operator contracts annually to determine whether their continuation is the most cost effective and efficient utilization possible.

Coordination contracts are appropriate for agencies/ organizations that receive transportation disadvantaged funds and are able to demonstrate it is more cost-effective and efficient from a total system perspective for them to provide some or all of their own transportation services. In negotiating each coordination contract, Levy County Transit will consider whether the contract will promote effective utilization of vehicles in the county's coordinated transportation system, comparative costs, the particular needs of the organization involved, and the intangible benefits of having the organization serve as a transportation provider.

All coordination contracts will be submitted to the Local Coordinating Board for review. In addition, Levy County Transit, in cooperation with the Local Coordinating Board will review coordination contracts annually to determine whether their continuation is the most cost-effective and efficient utilization possible.

4. Public Transit Utilization

Not applicable. There is no fixed route, public transit system operating in Levy County.

5. School Bus Utilization

There is currently no agreement between Levy County Transit and the Levy County School Board for the provision of transportation services within the coordinated transportation system using school buses. Barriers to the inclusion of the services in the system include among others, lack of air conditioning in school buses and differing safety requirements.

6. Vehicle Inventory

Levy County Transit's vehicle inventory is shown as Exhibit D.

7. System Safety Program Plan Certification

Levy County Transit's System Safety Program Plan Certification is shown as Exhibit E.

8. Inter-County Services

Levy County Transit will continue coordinating transportation services between Levy and Alachua Counties. Levy County Transit will also continue efforts to identify opportunities for coordinating transportation services on a regional basis and pursue those opportunities as appropriate. Levy County Transit does not have any inter-county agreements with other Community Transportation Coordinators at this time.

9. Natural Disaster/Emergency Preparedness

Coordinated Transportation System Emergency Procedures:

If an emergency, accident, mechanical breakdown, or some other incident causing delay occurs during the provision of service, Levy County Transit requires that the driver involved notify his/her supervisor as soon as possible of the situation (by two-way radio or cellular telephone when possible). Levy County Transit or the operator will then make all reasonable attempts to notify affected riders, agencies, or organizations and provide or arrange for a backup vehicle, if appropriate. Levy County Transit's System Safety Program Plan includes detailed procedures for handling emergencies, accidents, mechanical breakdowns and other delays.

Levy County Emergency Support Function Plan:

Levy County Transit is the primary agency responsible for transportation in Levy County's Emergency Support Function Plan. The Levy County Emergency Support Function Plan provides for the coordination of transportation support to state and local government entities, voluntary organizations and federal agencies requiring transportation capacity to perform disaster assistance missions following a catastrophic hurricane, significant natural disaster or other event. Levy County Transit's primary responsibilities in the event of an emergency include: 1) implement emergency related functions to include prioritization and allocation and /or tasking of all public sector transportation capacity; 2) coordinate the provisions of transportation capacity in support of disaster relief and recovery efforts; 3) act as team leader and point of contact for the Transportation Emergency Support Function (ESF 1) at the Emergency Operations Center (EOC); 4) direct ESF resources and personnel in support of assigned missions; 5) set up fuel supply priority for securing operation supplies during events; and 6) provide transportation as needed for special needs people.

10. Marketing

Community awareness of Levy County's coordinated transportation system and ridership are promoted through various education and marketing efforts. These efforts include: (1) producing literature (e.g., flyers and posters) and distributing it widely in doctors' offices, county public health clinics, nursing homes and assisted living facilities (ALFs), and at sites such as stores and post offices frequented by the public; 2) meeting with representatives from agencies and organizations which provide transportation services for county residents or work with individuals likely to need assistance with transportation; 3) making presentations before civic, social and other groups; 4) involving the local media (public service announcements, news releases and stories, and advertisements as funding permits); 5) having an information booth at the annual Peanut Festival in Williston and at the Levy County Health Fair; 6) requesting listings in the information pages of the local telephone book; and 7) painting or marking LCT's vans distinctively to attract attention.

11. Acceptable Alternatives

No transportation alternatives have been approved for use in Levy County under Section 427.016, Florida Statutes, and Rule 41-2.015, Florida Administrative Code.

12. Service Standards

The Community Transportation Coordinator and any transportation operator from whom service is purchased or arranged by the Community Transportation Coordinator shall adhere to Florida Commission for the Transportation Disadvantaged approved standards. These standards include:

FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED STANDARDS		
RULE 41-2 FLORIDA ADMINISTRATIVE CODE	**RULE REQUIREMENT**	**LOCAL POLICY**
Drug and Alcohol Testing **41-2.006 (4)(a)**	Drug and alcohol testing for safety-sensitive job positions within the coordinated system regarding pre-employment, randomization, post-accident, and reasonable suspicion as required by the Federal Highway Administration and the Federal Transit Administration.	The Community Transportation Coordinator shall maintain and implement a drug and alcohol testing program for its safety-sensitive employees meeting the requirements of the following Federal Transit Administration regulations: 49 CFR Part 655, "Prevention of Prohibited Drug Use in Transit Operations," and 49 CFR Part 40, "Procedures for Transportation Workplace Drug and Alcohol Testing Programs".

FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED STANDARDS		
Transport of Escorts and Dependent Children **41-2.006 (4)(b)**	An escort of a passenger and dependent children are to be transported as locally negotiated and identified in the local Service Plan.	Passengers, who because of age or disability require an escort to ensure their well being, or the well being of others, shall be permitted to travel free of charge as space permits. Dependent children, defined here as children under eighteen (18) years of age, and dependent on their parents/guardian, shall be charged the regular fare for their trips and shall be accompanied by an escort and the escort shall be permitted to travel free of charge as space permits.
Child Restraint Devices **41-2.006 (4) (c)**	Use of child restraint devices shall be determined locally as to their responsibility and cost of such device in the local Service Plan.	The Community Transportation Coordinator shall comply with all state laws concerning the use of child restraint devices, particularly Section 316.613, F.S., Child Restraint Requirements, covering children five (5) years of age or younger. An appropriate child restraint device shall be provided by a child's caretaker and shall be responsible for securing the device in transit vehicle. The appropriate child restraint device can include a convertible seat in vehicles equipped with such seats.
Passenger Property **41-2.006 (4)(d)**	Passenger property that can be carried by the passenger and/or driver in one trip and can be safely stowed on the vehicle shall be allowed to be transported with the passenger at no additional charge. Additional requirements may be negotiated for carrying and loading rider property beyond this amount. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistive devices, or intravenous devices.	Passenger property is the soul responsibility of the passenger with the driver assisting and no thresholds will be crossed. The amount of passenger property allowed is subject to the following conditions due to limited space: (a) no more than two (2) plastic grocery bags or two (2) paper grocery bags per passenger, and (b) no more than one (1) laundry bag per passenger (plastic bag or enclosed in plastic bag).

FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED STANDARDS		
Vehicle Transfer Points **41-2.006 (4)(e)**	Vehicle transfer points shall provide for the shelter, security, and safety of passengers.	Any vehicle transfer points utilized within the coordinated system shall be located at sites, such as a government building or senior center that can reasonably provide for the shelter, security and safety of passengers. Vehicle transfer points do not include sites where passengers transfer from vehicle to vehicle with no wait.
Local Toll Free Phone Number **41-2.006 (4)(f)**	A local toll free phone number for complaints or grievances shall be posted inside the vehicle. The local complaint process shall be outlined as a section in the local Service Plan including, advising the dissatisfied person about the Florida Commission for the Transportation Disadvantaged's Helpline as a step within the process as approved by the Local Coordinating Board.	A local phone number for use in reporting complaints or grievances shall be posted in all vehicles in a location visible to the passenger seating area. (All calls made within Levy County are local calls.) The Community Transportation Coordinator shall maintain a provision in its Complaint/Grievance Processes requiring that complainants be advised of the availability of the Florida Commission for the Transportation Disadvantaged Helpline.
Out-of- Service-Area Trips **41-2.006 (4)(g)**	Out-of-service-area trips shall be provided when determined locally and approved by the Local Coordinating Board, except in instances where local ordinances prohibit such trips.	Out-of-service-area trips include all trips **outside** of Levy County, Gainesville and Ocala, and are limited to the Community Transportation Coordinator's general service area with medical trips having priority. Out-of-service-area trips are available subject to trip priorities, advance notification requirements/prior scheduling and any purchasing agency restrictions.

FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED STANDARDS		
Vehicle Cleanliness **41-2.006 (4)(h)**	The interior of all vehicles shall be free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger.	The interiors of vehicles shall be cleaned as needed as transportation services are being provided and after each day's service to ensure they remain free of dirt, grime, oil or trash and free of damage such as torn upholstery or hazards such as broken seats that might cause discomfort or injury to a passenger. Also, the exteriors of vehicles shall be cleaned after each day's service.
Billing Requirements **41-2.006 (4)(I)**	All bills shall be paid within 7 working days to subcontractors, after receipt of said payment by the Community Transportation Coordinator, in accordance with Section 287.0585, FS.	Not applicable.
Passenger Trip Data Base **41-2.006 (4)(j)**	Passenger/trip data must be maintained by or accessible to the Community Transportation Coordinator on each rider being transported within the coordinated system.	The Community Transportation Coordinator shall maintain a computer data record on each passenger it provides or arranges transportation services for within the coordinated system including, at a minimum, the following information: name, address, phone number (if available), funding source eligibility, any special requirements and trip history. The computer data records shall be backed up with paper records held for a period of five (5) years.

FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED STANDARDS		
Adequate Seating **41-2.006 (4)(k)**	Adequate seating for paratransit services shall be provided to each rider and escort, child, or personal care attendant, and no more passengers than the registered passenger seating capacity shall be scheduled or transported in a vehicle at any time. For transit services provided by transit vehicles, adequate seating or standing space will be provided to each rider and escort, child, or personal care attendant, and no more passengers than the registered passenger seating or standing capacity shall be scheduled or transported in a vehicle at any time.	Adequate seating will be provided for each passenger and no more passengers than the registered passenger seating capacity shall be scheduled or transported in a vehicle at any time.
Driver Identification **41-2.006 (4)(l)**	Drivers for paratransit services, including coordination contractors, shall be required to announce and identify themselves by name and company in a manner that is conducive to communications with the specific passenger, upon pickup of each rider, group of riders, or representative, guardian, or associate of the rider, except in situations where the driver regularly transports the rider on a recurring basis. Each driver must have photo identification that is in view of the passenger. Name patches, inscriptions or badges that affix to driver clothing are acceptable. For transit services, the driver photo identification shall be in a conspicuous location in the vehicle.	All drivers shall have photo identification and shall announce and identify themselves by name and agency in a manner conducive to effective communication, except in situations where the driver regularly transports the rider on a recurring basis.

FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED STANDARDS		
Passenger Assistance **41-2.006 (4)(m)**	The paratransit driver shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include opening the vehicle door, fastening the seat belt or utilization of wheelchair securement devices, storage of mobility assistive devices, and closing the vehicle door. In the door-through-door paratransit service category, the driver shall be required to open and close doors to buildings, except in situations in which assistance in opening/closing building doors would not be safe for passengers remaining on the vehicle. Assisted access must be in a dignified manner. Drivers may not assist a wheelchair up or down more than one step, unless it can be performed safely as determined by the passenger, guardian, and driver.	All drivers shall provide passengers with boarding assistance, if necessary or requested, to the seating portion of the vehicle. That assistance shall include opening the vehicle door, fastening safety belts or wheelchair securement devices, storage of mobility assistive devices, and closing the vehicle door. If necessary and the safety of other passengers will not be endangered, drivers shall open building doors for passengers. Assisted access must be in a dignified manner. Drivers may assist passengers in wheelchairs up or down one step/curb.
Smoking, Eating and Drinking **41-2.006 (4)(n)**	Smoking or any other form of tobacco use is prohibited in any vehicle. Requirements for drinking and eating on board the vehicle will be addressed in the local Service Plan.	Smoking or any other form of tobacco use is prohibited on all vehicles used within the coordinated system. Eating and drinking on vehicles are not permitted but exceptions are made for passengers who need to eat or drink during their trips for medical reasons.

FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED STANDARDS		
Passenger No-Shows **41-2.006 (4)(o)**	The Community Transportation Coordinator and Local Coordinating Board shall jointly develop a policy on passenger no-shows. Assessing fines to passengers for no-shows is acceptable but such policy and process shall be identified in the local Service Plan.	As indicated in Section II.2.4.c., passenger no-shows include the following: (1) scheduled trips that are not canceled prior to the earliest applicable pickup time, and (2) passengers who are not at their arranged pickup locations at their scheduled pickup times or are not ready to board the vehicle at their earliest applicable pickup times. At the first no-show, the rider will be given a call and informed of the no-show policy. At the second no-show, the rider will be given a verbal warning. At the third no-show, the client will be notified in writing that the rider will be suspended for a 30-day period and will be given a copy of the grievance procedures. The Community Transportation Coordinator shall provide written notice to the passenger and the purchasing agency, if applicable, prior to suspending a passenger's service. A suspension may be waived if there are extenuating circumstances or the passenger demonstrates the problems causing the no-shows have been resolved.
Two-Way Communications **41-2.006 (4)(p)**	All vehicles ordered or put into service after adoption of this section of the rule, and providing service within the coordinated system, shall be equipped with two-way communications in good working order and be audible to the driver at all times to the base. All vehicles that are not equipped with two-way communications shall have two years to be in compliance after May 1, 1996.	All vehicles used to provide transportation services within the coordinated transportation system shall be equipped with working two-way communication devices that provide audible communications between the driver and base at all times.

FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED STANDARDS		
Air Conditioning/ Heating in Vehicles **41-2.006 (4)(q)**	All vehicles ordered or put into service after adoption of this section of the rule, and providing service within the coordinated system, shall have working air conditioners and heaters. Vehicles that do not have a working air conditioner or heater will be scheduled for repair or replacement as soon as possible. All vehicles that are not equipped with an air conditioner and/or heater shall have two years to be in compliance after May 1, 1996.	All vehicles used to provide transportation services within the coordinated transportation system shall have working air conditioners and heaters. If an air conditioner or heater fails, the vehicle will be scheduled for repair or replacement as soon as possible.
First Aid **41-2.006 (4)(r)**	First Aid policy shall be determined locally and provided in the local Service Plan.	All Community Transportation Coordinator employees are required to qualify in First Aid within six months of employment and remain qualified in First Aid thereafter.
CPR **41-2.006 (4)(s)**	Cardiopulmonary Resuscitation policy shall be determined locally and provided in the local Service Plan.	All Community Transportation Coordinator employees are required to qualify in CPR within six months of employment and remain qualified in CPR thereafter.
Driver Criminal Background Screening **41-2.006(4)(t)**	Driver background screening shall be determined locally, dependent up on purchasing agencies' requirements and provided in the local Transportation Disadvantaged Service Plan.	All drivers in the coordinated system must have a criminal background check with local law enforcement and the Florida Department of Law Enforcement. All drivers must also have a driving records check.
Fixed Route Transit Utilization **41-2.006 (4)(u)**	In areas where fixed route transportation is available, the Community Transportation Coordinator should jointly establish with the local Coordinating Board a percentage of total trips that will be placed on the fixed route system.	Not applicable.

FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED STANDARDS		
Pick-Up Window **Rule 41-2.006 (4)(v)**	The Community Transportation Coordinator should establish and address the passenger pick-up windows in the local Transportation Disadvantaged Service Plan. This policy should also be communicated to contracted operators, drivers, purchasing agencies and passengers.	Passengers must be ready to be picked-up two (2) hours prior to their scheduled pick up time.
On-Time Performance **41-2.006 (4) (w)**	The Community Transportation Coordinator and local Coordinating Board should jointly establish and address the percentage of trips that will be on-time in the local Transportation Disadvantaged Service Plan. This performance measure should be communicated to contracted operators, drivers, purchasing agencies and passengers. This measure should also be included as part of the Community Transportation Coordinaotr's evaluation of its contracted operators and the local Coordinating Board's evaluation of the Community Transportation Coordinator.	The Community Transportation Coordinator will have a 90 percent on-time performance rate for all completed trips. On-time performance will be measured by random sampling of trips.
Advance Reservation Requirement **41-2.006 (4) (x)**	The Community Transportation Coordinator should establish and address in the local Transportation Disadvantaged Service Plan a minimum 24 hour advanced notification time to obain services. This policy should be communicated to contracted operators, purchasing agencies and passengers.	Trip reservations must be made a minimum of three days in advance (not including weekends/holidays).

FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED STANDARDS		
Safety **41-2.006 (4) (y)**	The Community Transportation Coordinator and the local Coordinating Board should jointly establish and address in the local service plan a performance measure to evaluate the safety of the coordinated system. This measure should be used in the Community Transportation Coordinator's evaluation of the contracted operators and the local Coordinating Board's evaluation of the Community Transportation Coordinator.	There shall be no more than 1 accident per 100,000 miles during the evaluation period.
Reliability **41-2.006 (4) (z)**	The Community Transportation Coordinator and the local Coordinating Board should jointly establish and address in the local service plan a performance measure to evaluate the reliability of the vehicles utilized in the coordinated system. This measure should be used in the Community Transportation Coordinator's evaluation of the contracted operators and the local Coordinating Board's evaluation of the Community Transportation Coordinator.	There shall be no more than 5 roadcalls during the evaluation period.
Call Hold Time **41-2.006 (4) (aa)**	This performance measure can be used to address the accessibility of the service. The Community Transportation Coordinator and the local Coordinating Board should jointly determine if a standard for a call hold time is needed in the coordinated system and address this in the local service plan. If determined to be necessary, this standard should be included in the local Coordinating Board's evaluation of the Community Transportation Coordinator.	This standard is not applicable to this service area.

FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED STANDARDS		
Quality of Service 41-2.006 (4) (bb)	The Community Transportation Coordinator and the local Coordinating Board should jointly establish and address in the local service plan a performance measure to evaluate the quality of service provided within the coordinated system. The measure should be used in the Community Transportation Coordinator's evaluation of contracted operators and the local Coordinating Board's evaluation of the Community Transportation Coordinator.	There shall be no more than one complaint per 1,000 trips during the evaluation period.

FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED STANDARDS		
Safety Belt Usage	**Chapter 316.614 (4), Florida Statutes:** It is unlawful for any person: (a) To operate a motor vehicle in this state unless each passenger and the operator of the vehicle under the age of 18 years are restrained by a safety belt or by a child restraint device pursuant to s. 316.613, if applicable; or (b) To operate a motor vehicle in this state unless the person is restrained by a safety belt. (5) It is unlawful for any person 18 years of age or older to be a passenger in the front seat of a motor vehicle unless such person is restrained by a safety belt when the vehicle is in motion. (6)(a) Neither a person who is certified by a physician as having a medical condition that causes the use of a safety belt to be inappropriate or dangerous nor an employee of a newspaper home delivery service while in the course of his or her employment delivering newspapers on home delivery routes is required to be restrained by a safety belt.	**Local Policy:** Passengers whose transportation is sponsored by Florida's Transportation Disadvantaged Program shall wear a safety belt while being transported unless they are certified by a physician as having a medical condition that causes the use of a safety belt to be inappropriate or dangerous.

13. Local Grievance Procedure/Process

The Transportation Disadvantaged Program Grievance Procedures are shown in Appendix A.

14. Passenger Code of Conduct

Riders and drivers are required to follow these rules of conduct to ensure everyone's safety:

- Smoking or any form of tobacco is not permitted on vehicles.
- Eating and/or drinking is not permitted on vehicles unless medically necessary.

- Passengers and drivers under the influence of alcohol or illegal drugs will not be tolerated.
- Abusive, threatening, and/or obscene language or similar actions are not permitted.
- Passengers are responsible for exact cash fare or fare ticket change will be provided.
- Operating or tampering with equipment while on board vehicles is prohibited.
- Passengers may use personal listening devices with headphones only.
- Any behavior that is disruptive to the driver or other passengers will not be tolerated.
- Passengers are not permitted to ask drivers for special treatment or make extra stops during transport.
- Passengers are not permitted to exit the vehicle during transport until they have reached their scheduled destination.

15. Community Transportation Coordinator Monitoring Procedures of Subcontractors

Not applicable.

B. Cost/Revenue Allocation and Rate Structure Justification

See Appendix B.

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Chapter III: Quality Assurance

This section contains the steps the local Coordinating Board will take to monitor and evaluate the services provided by or coordinated through the Community Transportation Coordinator, based on the Florida Commission for the Transportation Disadvantaged standards and the locally established service standards.

A. Community Transportation Coordinator Evaluation Process

The Levy County Transportation Disadvantaged Coordinating Board monitors Levy County Transit's performance as the Community Transportation Coordinator for Levy County on an ongoing basis through various means including, among others, receiving a report from Levy County Transit at each of its meetings and using or consulting with individuals who use the services available through Levy County's coordinated transportation system. The Local Coordinating Board's annual evaluation of Levy County Transit will include, at a minimum:

- Completed cost, competition and availability modules from the Florida Commission for the Transportation Disadvantaged's *Evaluation Workbook for Community Transportation Coordinators and Providers in Florida (Revised January 2010)*.
- An assessment of compliance with the Service Standards.
- An assessment of progress made in implementing the strategies and achieving the associated goals and objectives.
- Findings and recommendations, including a recommendation regarding retention of Levy County Transit as the Community Transportation Coordinator for Levy County.

The Local Coordinating Board's annual evaluation of Levy County Transit may also include a survey and other components as agreed upon by Levy County Transit, Planning Agency staff, the Local Coordinating Board and its Evaluation Committee.

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Appendix A: Levy County Transportation Disadvantaged Coordinating Board Grievance Procedures

Transportation Disadvantaged Grievance Procedures

August 20, 2015

Levy County
Transportation Disadvantaged Coordinating Board

Transportation Disadvantaged Grievance Procedures

Approved by the

Levy County
Transportation Disadvantaged Coordinating Board

2009 NW 67th Place
Gainesville, FL 32653-1603
www.ncfrpc.org/mtpo
352.955.2000

John Meeks, Chair

with Assistance from

North Central Florida Regional Planning Council
2009 NW 67th Place
Gainesville, FL 32653-1603
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August 20, 2015

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Chapter I: Levy County Transportation Disadvantaged Coordinating Board Grievance Procedures

A. Preamble

The following sets forth the procedures for the Levy County Transportation Disadvantaged Coordinating Board to address grievances from agencies, users, potential users, sub-contractors, and other interested parties concerning Florida's Coordinated Transportation System.

B. Agency Description

The Levy County Transportation Disadvantaged Coordinating Board, herein after referred to as the Board, is a public body appointed by the North Central Florida Regional Planning Council serving as the Designated Official Planning Agency as authorized by Section 427.015, Florida Statutes.

C. Definitions

Transportation disadvantaged means those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at-risk as defined in Section 411.202, Florida Statutes.

Agency means an official, officer, commission, authority, council, committee, department, division, bureau, board, section, or any other unit or entity of the state or of a city, town, municipality, county, or other local governing body or a private nonprofit transportation service-providing agency.

Community Transportation Coordinator means a transportation entity recommended by a metropolitan planning organization, or by the appropriate designated official planning agency as provided for in Section 427.011, Florida Statutes in an area outside the purview of a metropolitan planning organization, to ensure that coordinated transportation services are provided to the transportation disadvantaged population in a designated service area.

Coordinating Board means an advisory entity in each designated service area composed of representatives appointed by the metropolitan planning organization or designated official planning agency, to provide assistance to the community transportation coordinator relative to the coordination of transportation services.

Coordination means the arrangement for the provision of transportation services to the transportation disadvantaged in a manner that is cost-effective, efficient and reduces fragmentation and duplication of services.

Designated Official Planning Agency means the official body or agency designated by the Commission to fulfill the functions of transportation disadvantaged planning in areas not covered by a Metropolitan Planning Organization. The Metropolitan Planning Organization shall serve as the designated official planning agency in areas covered by such organizations.

Designated Service Area means a geographical area recommended by a designated official planning agency, subject to approval by the Florida Commission for the Transportation Disadvantaged, which defines the community where coordinated transportation services will be provided to the transportation disadvantaged.

Florida's Coordinated Transportation System means a transportation system responsible for coordination and service provisions for the transportation disadvantaged as outlined in Chapter 427, Florida Statutes.

Grievance means a written complaint to document any concerns regarding the operation or administration of services provided by Florida's Coordinated Transportation System by the Community Transportation Coordinator, subcontracted transportation operators, the Designated Official Planning Agency, or the Board. A grievance may also be a service complaint that has been left unresolved for more than 45 days.

Memorandum of Agreement is the state contract for transportation disadvantaged services purchased with federal, state or local government transportation disadvantaged funds. This agreement is between the Florida Commission for the Transportation Disadvantaged and the Community Transportation Coordinator and recognizes the Community Transportation Coordinator as being responsible for the arrangement of the provision of transportation disadvantaged services for a designated service area.

Service complaint means routine incidents that occur on a daily basis, are reported to the driver or dispatcher, or to other individuals involved with the daily operations, and are resolved within the course of a reasonable time period suitable to the complainant. All service complaints shall be recorded and a summary of complaints should be provided by the Community Transportation Coordinator on a quarterly basis, to the Board.

Transportation Disadvantaged Service Plan means an annually updated plan jointly developed by the Designated Official Planning Agency and the Community Transportation Coordinator which contains a development plan, service plan and quality assurance components. The plan shall be approved and used by the local Coordinating Board to evaluate the Community Transportation Coordinator.

D. Purpose

(1) The Board shall appoint a Grievance Committee to serve as a mediator to process, and investigate complaints from agencies, users, potential users of the system and the Community Transportation Coordinator in the designated service area, and make recommendations to the Board for the improvement of service.

(2) The Board shall establish procedures to provide regular opportunities for issues to be brought before the Grievance Committee and to address them in a timely manner. Members appointed to the Grievance Committee shall be voting members of the Board.

(3) The Grievance Committee and the Board shall have the authority to hear and advise on grievances. When an entity makes a determination of the rights, duties, privileges, benefits, or legal relationships of a specified person or persons, it is exercising "adjudicative" or "determinative" powers. Deciding a grievance between two independent parties may fall within these parameters, depending on the nature of the grievance. Chapter 427, Florida Statutes grants no adjudicative powers to anyone.

E. Membership

(1) The Chair, subject to approval by the Board, shall appoint three (3) voting members to a Grievance Committee. The membership of the Grievance Committee shall include broad geographic representation from members of the local Coordinating Board representing the counties in the service area.

(2) Term limits on the Grievance Committee may coincide with term limits on the Board.

F. Officers

(1) The Grievance Committee shall elect a Chair and Vice-Chair.

G. Meetings

(1) The Grievance Committee may meet as often as necessary to fulfill their responsibilities. The Grievance Committee may meet following Board meetings to hear complaints and grievances. All meetings will function under the "Government in the Sunshine Law." All meetings will provide opportunity for public comments on the agenda.

(2) Notice of Meetings. Notices and tentative agendas shall be provided to the Florida Commission for the Transportation, Committee members and other interested parties at least two weeks prior to the meeting. Meeting notices shall include the date, time, location, general nature/subject of the meeting, a contact person and phone number to call for additional information and to request accessible formats.

(3) Quorum. At all meetings of the Grievance Committee, the presence in person of a majority of the voting members shall be necessary and sufficient to constitute a quorum for the transaction of business. In the absence of a quorum, those present may, without notice other than by announcement at the meeting, recess the meeting from time to time, until a quorum shall be present. At any such recessed meeting, any business may be transacted which might have been transacted at the meeting as originally called.

(4) Voting. A majority vote is required for actions by the Grievance Committee. As required by Section 286.012, Florida Statutes, all Grievance Committee members, including the Chair, must vote on all official actions taken by the Grievance Committee except when there appears to be a possible conflict of interest with a member or members of the Grievance Committee.

(5) Conflict of Interest. In accordance with Chapter 112 (Part III), Florida Statutes, "No county, municipal, or other public office shall vote in an official capacity upon any measure which would inure to his or her special private gain or loss, or which the officer know would inure to the special private gain or loss of a principal by whom he or she is retained, of the parent organization or subsidiary of a corporate principal which he or she is retained, of a relative or of a business associate. The officer must publicly announce the nature of his or her interest before the vote and must file a memorandum of voting conflict on Ethics Commission Form 8B with the meeting's recording officer within 15 days after the vote occurs disclosing the nature of his or her interest in the matter."

In cases where a grievance involves the private or personal interests of a member of the Grievance Committee, such member shall be disqualified from hearing such grievance. If a Grievant claims a conflict between the Grievant and a Grievance Committee member, the Grievance Committee member identified as having a conflict shall recues themselves from hearing the grievance. No member of the Grievance Committee shall appear before the Grievance Committee as an agent or attorney for any person.

(6) Proxy Voting. Proxy voting is not permitted.

(7) Parliamentary Procedures. The Grievance Committee will conduct business using parliamentary procedures according to Robert's Rules of Order, except when in conflict with these Grievance Procedures.

H. Administration

(1) Staff Support. The North Central Florida Regional Planning Council shall provide the Grievance Committee with sufficient staff support and resources to enable the Grievance Committee to fulfill their responsibilities.

(2) Minutes. The North Central Florida Regional Planning Council is responsible for maintaining an official set of minutes for each Grievance Committee meeting.

I. Duties

The Grievance Committee shall make recommendations to the Board, the Community Transportation Coordinator, and/or to the Florida Commission for the Transportation Disadvantaged for improvement of service.

J. Procedures

(1) The grievance procedures shall be open to addressing concerns by any person or agency including but not limited to: purchasing agencies, users, potential users, private-for-profit operators, private-nonprofit operators, Community Transportation Coordinators, Designated Official Planning Agencies, elected officials, and drivers. The grievant, in their formal complaint, should demonstrate or establish their concerns as clearly as possible.

(2) The Board must make a written copy of the grievance procedures available to anyone, upon request. All documents pertaining to the grievance process will be made available, upon request, in accessible format. The following procedures are established to provide regular opportunities for grievances to be brought before the Grievance Committee.

(3) The Community Transportation Coordinator also has a process for addressing service complaints and grievances. Service complaints shall be submitted to the Community Transportation Coordinator for resolution prior to being brought to the Board's Grievance Committee.

(4) Should an interested party wish to file a grievance with the Board, that grievance must be filed in writing within ninety (90) days after the occurrence of the event giving rise to the grievance. The grievance shall be sent to:

Levy County Transportation Disadvantaged Coordinating Board
Grievance Committee
2009 N.W. 67th Place
Gainesville, FL 32653-1603

(5) If requested, the North Central Florida Regional Planning Council staff will provide assistance to individuals in preparing written grievances.

(6) The grievance should try to demonstrate or establish a clear violation of a specific law, regulation, or contractual arrangement. Copies of pertinent laws and regulations may be obtained from North Central Florida Regional Planning Council staff.

(7) The grievance shall include:

a. the name, address and telephone number of the Complainant;

b. a statement of the grounds for the grievance and be supplemented by supporting documentation, made in a clear and concise manner; and

c. an explanation by the Complainant of the improvements needed to address the complaint.

(8) If the Board receives a grievance pertaining to the operation of services by the Community Transportation Coordinator, that grievance shall be forwarded to the Community Transportation Coordinator for a written response. The Community Transportation Coordinator's written response shall be provided to the Grievance Committee at least one week prior to the Grievance Committee meeting to hear such grievance.

(9) If the Complainant does not want to be contacted by the Community Transportation Coordinator concerning the grievance before the grievance is heard, the Community Transportation Coordinator is prohibited from contacting the Complainant.

(10) Within fifteen (15) working days following the date of receipt of the formal grievance, North Central Florida Regional Planning Council staff shall advise the Grievance Committee of the grievance to schedule a hearing on the grievance and inform the Complainant of the hearing date.

(11) The Grievance Committee shall meet to hear the grievance within forty-five (45) calendar days from the date of receipt of the grievance.

(12) North Central Florida Regional Planning Council staff shall send notice of the Grievance Committee's scheduled hearing in writing to the local newspaper of greatest circulation, the Complainant and other interested parties.

(13) All involved parties have a right to present their views to the Grievance Committee, either orally or in writing. In addition, all parties may present evidence. The Community Transportation Coordinator shall provide transportation to and from Grievance Committee meetings at no charge to complainants who cannot transport themselves to the meetings.

(14) Any party may request a follow-up meeting of the Grievance Committee if one is needed to ensure a fair and complete hearing of a grievance. If a follow-up meeting is requested, it shall be scheduled before the meeting is adjourned. Follow-up meetings will be noticed in the same manner as regular Grievance Committee meetings.

(15) A written report and any recommendations of the Grievance Committee shall be provided to the Board. A copy of this report shall be provided to the concerned parties within ten (10) working days after the hearing on the grievance and no more than sixty (60) calendar days from the date of receipt of the formal grievance. The Grievance Committee's recommendation will stand unless the recommendation is changed by the Board.

(16) A written report shall also be provided to the Community Transportation Coordinator's Governing Board.

(17) Utilization of the Board's Grievance Procedures does not preclude individuals from utilizing other processes and forums to pursue their grievances as appropriate.

K. Appeals

(1) Appeals of recommendations by the Grievance Committee to the Board shall be made within twenty (20) working days from the date when the Grievance Committee makes a recommendation regarding a grievance. The appeal shall be mailed to:

Levy County Transportation Disadvantaged Coordinating Board
2009 N.W. 67th Place
Gainesville, FL 32653-1603

(2) The Complainant will be notified in writing of the date, time and place of the Board meeting where the appeal will be heard. This written notice will be mailed at least ten (10) calendar days in advance of the meeting.

(3) The Board will meet to hear the appeal and render its recommendation within thirty (30) calendar days of the date the appeal was filed. A written copy of the recommendation will be mailed to all parties involved within ten (10) calendar days of the date of the recommendation.

(4) Should a Complainant remain dissatisfied with the Board's decision, he or she may contact the Florida Commission for the Transportation Disadvantaged at the following address:

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

(5) The Florida Commission for the Transportation Disadvantaged also has an Ombudsman Program to assist individuals with complaints. The toll-free Ombudsman Hotline is 1-800-983-2435. Chapter 427, Florida Statutes does not expressly confer the power or authority for the Florida Commission for the Transportation Disadvantaged to "hear and determine" a grievance between two (2) third parties. The Florida Commission for the Transportation Disadvantaged may choose to listen to grievances and it can investigate them from a fact-finding perspective. It cannot be the "judge" or "arbiter" of the grievance in the sense of determining that one party's version of the facts is right and the other is wrong, and order the wrong party to somehow compensate the right party. On the other hand, the grievance may bring to light a problem within "the system."

(6) If the grievance showed that one (1) of the parties with whom the Florida Commission for the Transportation Disadvantaged contracts was acting so aberrantly as to not be in compliance with its contract, the Florida Commission for the Transportation Disadvantaged could exercise whatever contractual rights it has to correct the problem.

(7) The Florida Commission for the Transportation Disadvantaged may take part in the grievance process, if it wants to, for purposes of listening to the grieving parties and gathering the facts of the matter. It may not decide the grievance, where doing so would amount to an exercise of adjudicative powers.

L. Suspension Reconsideration

(1) If a rider has been issued a notice of suspension of service by the Community Transportation Coordinator, they have ten (10) calendar days from the date of issuance of suspension notice to request a reconsideration hearing on the suspension. If a reconsideration hearing is requested, the hearing will be held by the Grievance Committee if the suspension involves transportation provided under Florida's Transportation Disadvantaged Program.

(2) The written request must include the name, address and telephone number of the person who is requesting the hearing and a statement as to why his or her riding privileges should not be suspended. If the request is not received within ten (10) calendar days from the issue date of the suspension, then the suspension becomes effective ten (10) calendar days from the date of issue.

(3) Upon receipt of letter requesting the reconsideration hearing, a hearing shall be held within ten (10) working days. The North Central Florida Regional Planning Council will advise the person requesting the reconsideration hearing by return correspondence of the date, time and location of the hearing.

(4) The person will be given the opportunity to present the reasons why they believe the suspension should not take place. The Grievance Committee will make a recommendation whether or not to uphold the suspension. A written statement of the recommendation shall be forwarded to the person requesting the hearing within two (2) working days after the hearing by the Grievance Committee. A written statement of the decision whether or not to uphold the suspension shall be forwarded by certified mail within two (2) working days by the Community Transportation Coordinator to the person requesting the hearing.

M. Prohibition Against Retaliation

The Community Transportation Coordinator shall not take any punitive action against an individual who files a grievance. No individual shall be denied Transportation Disadvantaged Program services because such individual has filed a grievance related to Florida's Transportation Disadvantaged Program or has testified or is about to testify in any such proceeding or investigation related to Florida's Transportation Disadvantaged Program.

N. Alternative Recourse

Apart from these grievance processes, aggrieved parties with proper standing may also have recourse through Chapter 120, Florida Statutes, administrative hearings process or the judicial court system.

O. Certification

The undersigned hereby certifies that he/she is the Chair of the Levy County Transportation Disadvantaged Coordinating Board and that the foregoing is a full, true and correct copy of the Grievance Procedures of this Board as adopted by the Levy County Transportation Disadvantaged Coordinating Board the 20th day of August 2015.

t:\lynn\griev procedures\2015levy grievance proceduresydsp.docx

Use the QR Reader App
on your smart phone to
visit our website!

Levy County
Transportation Disadvantaged Coordinating Board

2009 NW 67th Place, Gainesville, FL 32653-1603

www.ncfrpc.org/td

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Appendix B: Cost/Revenue Allocation and Rate Structure Justification

COMMUNITY TRANSPORTATION COORDINATOR: Levy County Transit

COUNTY: Levy

CONTRACT PERIOD: July 1, 2015 - June 30, 2016

PROGRAM/SERVICE TYPE	COST PER MILE
Transportation Disadvantaged Program/Ambulatory	$1.67/passenger mile
Transportation Disadvantaged Program /Wheelchair	$2.86/passenger mile
Transportation Disadvantaged Program/Stretcher	$5.96/passenger mile
Suwannee River Economic Council	$17.57/passenger trip
5316/5317 Program	$33.04/passenger trip
Levy ARC/Medwaiver Program	$30.56/passenger trip 11.75/passenger (group trip) $26.59/passenger (group wheelchair trip)

Preliminary Information Worksheet

Version 1.4

CTC Name:	Levy County Board of County Commission/Levy County Transit
County (Service Area):	Commission/Levy County Transit
Contact Person:	Connie Conley
Phone #	352-486-3485

Check Applicable Characteristic:

ORGANIZATIONAL TYPE:

- (●) Governmental
- ( ) Private Non-Profit
- ( ) Private For Profit

NETWORK TYPE:

- ( ) Fully Brokered
- ( ) Partially Brokered
- (●) Sole Source

Once completed, proceed to the Worksheet entitled "Comprehensive Budget"

Comprehensive Budget Worksheet

Version 1.4

CTC: Levy County Board of County Commission/Levy County Transit
County: Levy County Board of County Commission/Levy County Transit

1. *Complete applicable GREEN cells in columns 2, 3, 4, and 7*

	Prior Year's ACTUALS from Oct 1st of 2013 to Sept 30th of 2014	Current Year's APPROVED Budget, as amended from Oct 1st of 2014 to Sept 30th of 2015	Upcoming Year's PROPOSED Budget from Oct 1st of 2015 to Sept 30th of 2016	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± $50,000
1	2	3	4	5	6	7
REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)						
Local Non-Govt						
Farebox	$ 39,053	$ 39,000	$ 39,000	0.1%	0.0%	
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other	$ 66,769	$ 65,000	$ 65,000	-2.6%	0.0%	
Bus Pass Program Revenue						
Local Government						
District School Board						Other Cash: Cash balance forward-Restricted
Compl. ADA Services						
County Cash						
County In-Kind, Contributed Services						
City Cash						
City In-kind, Contributed Services						
Other Cash	$ 66,780	$ 300,957	$ 32,529	350.7%	-89.2%	
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						
CTD						
Non-Spons. Trip Program	$ 362,295	$ 364,754	$ 394,754	0.7%	0.0%	
Non-Spons. Capital Equipment						
Rural Capital Equipment	$ 63,596	$ 74,498	$ 70,000	17.1%	-6.0%	
Other TD (specify in explanation)						
Bus Pass Program Revenue						
USDOT & FDOT						
49 USC 5307						5310: Did not apply 5311: Is used for operating expenditures. Other DOT Applied for 5330 grant
49 USC 5310	$ 61,147	$ 30,362	$ -	-50.3%	-100.0%	
49 USC 5311 (Operating)	$ 103,633	$ 142,763	$ 175,000	37.8%	22.6%	
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)			$ 85,000			
Bus Pass Program Revenue						
AHCA						
Medicaid	$ 468,074	$ 60,000	$ 60,000	-87.2%	0.0%	
Other AHCA (specify in explanation)						
Bus Pass Program Revenue						
DCF						
Alcoh, Drug & Mental Health						
Family Safety & Preservation						
Comm. Care Dis /Aging & Adult Serv.						
Other DCF (specify in explanation)						
Bus Pass Program Revenue						
DOH						
Children Medical Services						
County Public Health						
Other DOH (specify in explanation)						
Bus Pass Program Revenue						
DOE (state)						
Carl Perkins						
Div of Blind Services						
Vocational Rehabilitation						
Day Care Programs						
Other DOE (specify in explanation)						
Bus Pass Program Revenue						
AWI						
WAGES/Workforce Board						
Other AWI (specify in explanation)						
Bus Pass Program Revenue						
DOEA						
Older Americans Act	$ 4,129	$ 5,000	$ 10,000	21.1%	100.0%	
Community Care for Elderly						
Other DOEA (specify in explanation)						
Bus Pass Program Revenue						
DCA						

Comprehensive Budget Worksheet

Version 1.4

CTC: Levy County Board of County Commission/Levy County Transit
County: Levy County Board of County Commission/Levy County Transit

1. *Complete applicable GREEN cells in columns 2, 3, 4, and 7*

	Prior Year's ACTUALS from Oct 1st of 2013 to Sept 30th of 2014	Current Year's APPROVED Budget, as amended from Oct 1st of 2014 to Sept 30th of 2015	Upcoming Year's PROPOSED Budget from Oct 1st of 2015 to Sept 30th of 2016	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± $50,000
1	2	3	4	5	6	7
APD						
Office of Disability Determination						
Developmental Services						
Other APD (specify in explanation)	$ 107,201	$ 110,000	$ 100,000	2.6%	-9.1%	
Bus Pass Program Revenue						
DJJ						
(specify in explanation)						
Bus Pass Program Revenue						
Other Fed or State						
5316	$ 143,456	$ 157,656	$ 78,947	10.1%	-50.0%	
5317	$ 112,245	$ 168,422	$ 84,210	50.0%	-50.0%	
xxx						
Bus Pass Program Revenue						
Other Revenues						
Interest Earnings						
xxxx	$ 992	$ 500	$ 500	-49.1%	0.0%	
xxxx						
Bus Pass Program Revenue						
Balancing Revenue to Prevent Deficit						
Actual or Planned Use of Cash Reserve						
Balancing Revenue is Short By =		None	None			
Total Revenues =	$1,599,258	$1,519,174	$1,165,000	-5.0%	-23.3%	

EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors!)

Operating Expenditures					
Labor	$ 578,166	$ 458,160	$ 400,000	-20.8%	-12.7%
Fringe Benefits	$ 283,894	$ 262,618	$ 190,000	-7.5%	-27.7%
Services	$ 90,949	$ 195,900	$ 80,000	16.4%	-15.0%
Materials and Supplies	$ 452,460	$ 413,054	$ 400,000	-8.7%	-3.2%
Utilities	$ 8,533	$ 11,000	$ 11,000	28.9%	0.0%
Casualty and Liability					
Taxes					
Purchased Transportation:					
Purchased Bus Pass Expenses					
School Bus Utilization Expenses					
Contracted Transportation Services					
Other					
Miscellaneous	$ 16,325	$ 24,000	$ 24,000	47.0%	0.0%
Operating Debt Service - Principal & Interest					
Leases and Rentals					
Contrib. to Capital Equip. Replacement Fund					
In-Kind, Contributed Services	$ -	$ -	$ -		
Allocated Indirect					
Capital Expenditures					
Equip. Purchases with Grant Funds	$ 146,666	$ 209,470		43.4%	-100.0%
Equip. Purchases with Local Revenue	$ 22,669	$ 34,662	$ 50,000	53.0%	42.9%
Equip. Purchases with Rate Generated Rev.					
Capital Debt Service - Principal & Interest					
Total Expenditures =	$1,599,258	$1,519,174	$1,165,000	-5.0%	-23.3%

Once completed, proceed to the Worksheet entitled "Budgeted Rate Base"

Budgeted Rate Base Worksheet

Version 1.4

CTC: Levy County Board of County Commission/Levy County Transit
County: Levy County Board of County Commission/Levy County Transit

1. *Complete applicable **GREEN** cells in column 3; **YELLOW** and **BLUE** cells are automatically completed in column 3*
2. *Complete applicable **GOLD** cells in column and 5*

	Upcoming Year's BUDGETED Revenues from Oct 1st of 2015 to Sept 30th of 2016	What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue EXcluded from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?	local match req
	1	3	4	5	
REVENUES (CTC/Operators ONLY)					
Local Non-Govt					
Farebox	$ 39,000	$ 39,000	$ -	$ 7,778	
Medicaid Co-Pay Received	$ -	$ -	$ -		
Donations/ Contributions	$ -	$ -	$ -		
In Kind, Contributed Services	$ -	$ -	$ -		
Other	$ 65,000	$ 65,000	$ -	$ 40,528	
Bus Pass Program Revenue	$ -	$ -	$ -		
Local Government					
District School Board	$ -	$ -	$ -		
Compl. ADA Services	$ -	$ -	$ -		
County Cash	$ -		$ -		
County In-Kind, Contributed Services	$ -	$ -	$ -		
City Cash	$ -		$ -		
City In-kind, Contributed Services	$ -	$ -	$ -		
Other Cash	$ 32,580	$ 32,580	$ -		
Other In-Kind, Contributed Services	$ -	$ -	$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
CTD					
Non-Spons. Trip Program	$ 364,754	$ 364,754	$ -	$ -	$ 40,528
Non-Spons. Capital Equipment	$ -	$ -	$ -	$ -	$ -
Rural Capital Equipment	$ 70,000	$ -	$ 70,000	$ 70,000	$ 7,778
Other TD	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
USDOT & FDOT					
49 USC 5307	$ -	$ -	$ -		
49 USC 5310	$ -	$ -	$ -	$ -	$ -
49 USC 5311 (Operating)	$ 175,000		$ 175,000		
49 USC 5311(Capital)	$ -	$ -	$ -	$ -	$ -
Block Grant	$ -	$ -	$ -		
Service Development	$ -	$ -	$ -		
Commuter Assistance	$ -	$ -	$ -		
Other DOT	$ 85,000		$ 85,000	$ 85,000	
Bus Pass Program Revenue	$ -	$ -	$ -		
AHCA					
Medicaid	$ 60,000	$ 60,000	$ -		
Other AHCA	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
DCF					
Alcoh. Drug & Mental Health	$ -	$ -	$ -		
Family Safety & Preservation	$ -	$ -	$ -		
Comm. Care Dis /Aging & Adult Serv.	$ -	$ -	$ -		
Other DCF	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
DOH					
Children Medical Services	$ -	$ -	$ -		
County Public Health	$ -	$ -	$ -		
Other DOH	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
DOE (state)					
Carl Perkins	$ -	$ -	$ -		
Div of Blind Services	$ -	$ -	$ -		
Vocational Rehabilitation	$ -	$ -	$ -		
Day Care Programs	$ -	$ -	$ -		
Other DOE	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
AWI					
WAGES/Workforce Board	$ -	$ -	$ -		
AWI	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
DOEA					
Older Americans Act	$ 10,000	$ 10,000	$ -		
Community Care for Elderly	$ -	$ -	$ -		
Other DOEA	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
DCA					
Community Services	$ -	$ -	$ -		
Other DCA	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		

YELLOW cells
are NEVER Generated by Applying Authorized Rates

BLUE cells
Should be funds generated by rates in this spreadsheet

GREEN cells
MAY BE Revenue Generated by Applying Authorized Rate per Mile/Trip Charges

Fill in that portion of budgeted revenue in Column 2 that will be GENERATED through the application of authorized per mile, per trip, or combination per trip plus per mile rates. Also, include the amount of funds that are Earmarked as local match for Transportation Services and NOT Capital Equipment purchases.

If the Farebox Revenues are used as a source of Local Match Dollars, then identify the appropriate amount of Farebox Revenue that represents the portion of Local Match required on any state or federal grants. This does not mean that Farebox is the only source for Local Match.

Please review all Grant Applications and Agreements containing State and/or Federal funds for the proper Match Requirement levels and allowed sources.

GOLD cells

Fill in that portion of Budgeted Rate Subsidy Revenue in Column 4 that will come from Funds Earmarked by the Funding Source for Purchasing Capital Equipment. Also include the portion of Local Funds earmarked as Match related to the Purchase of Capital Equipment if a match amount is required by the Funding Source.

Budgeted Rate Base Worksheet

Version 1.4

CTC: Levy County Board of County Commission/Levy County Transit
County: Levy County Board of County Commission/Levy County Transit

1 *Complete applicable* ***GREEN*** *cells in column 3;* ***YELLOW*** *and* ***BLUE*** *cells are automatically completed in column 3*

2 *Complete applicable* ***GOLD*** *cells in column and 5*

	Upcoming Year's BUDGETED Revenues from Oct 1st of 2015 to Sept 30th of 2016	What amount of the Budgeted Revenue in col 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue EXcluded from the Rate Base	What amount of the Subsidy Revenue in col 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
1	2	3	4	5
APD				
Office of Disability Determination	$ -	$ -	$ -	
Developmental Services	$ -	$ -	$ -	
Other APD	$ 100,000	$ 100,000	$ -	
Bus Pass Program Revenue	$ -	$ -	$ -	
DJJ				
DJJ	$ -		$ -	
Bus Pass Program Revenue	$ -	$ -	$ -	
Other Fed or State				
5310	$ 78,947	$ 78,947	$ -	
5317	$ 84,210	$ 84,210	$ -	
xxx	$ -		$ -	
Bus Pass Program Revenue	$ -	$ -	$ -	
Other Revenues				
Interest Earnings	$ -	$ -	$ -	
xxxx	$ 500		$ 500	
xxxx	$ -		$ -	
Bus Pass Program Revenue	$ -	$ -	$ -	
Balancing Revenue to Prevent Deficit				
Actual or Planned Use of Cash Reserve	$ -		$ -	
Total Revenues =	$ 1,165,000	$ 834,500	$ 330,500	$ 203,306

$ 127,194

Amount of Budgeted Operating Rate Subsidy Revenue

EXPENDITURES (CTC/Operators ONLY)

Operating Expenditures	
Labor	$ 400,000
Fringe Benefits	$ 160,000
Services	$ 90,000
Materials and Supplies	$ 400,000
Utilities	$ 11,000
Casualty and Liability	$ -
Taxes	$ -
Purchased Transportation	
Purchased Bus Pass Expenses	$ -
School Bus Utilization Expenses	$ -
Contracted Transportation Services	$ -
Other	$ -
Miscellaneous	$ 24,000
Operating Debt Service - Principal & Interest	$ -
Leases and Rentals	$ -
Contrib. to Capital Equip. Replacement Fund	$ -
In Kind, Contributed Services	$ -
Allocated Indirect	$ -
Capital Expenditures	
Equip. Purchases with Grant Funds	$ -
Equip. Purchases with Local Revenue	$ 50,000
Equip. Purchases with Rate Generated Rev.	$ -
Capital Debt Service - Principal & Interest	$ -
	$ -
Total Expenditures =	$ 1,166,000
minus EXCLUDED Subsidy Revenue =	$ 330,500
Budgeted Total Expenditures INCLUDED in Rate Base =	$ 834,500
Rate Base Adjustment[1] =	
Adjusted Expenditures Included in Rate Base =	$ 834,500

$

[1] Rate Base Adjustment Cell

If necessary and justified, this cell is where you could optionally adjust proposed service rates up or down to adjust for program revenue (or unapproved profit), or losses from the Actual period shown at the bottom of the Comprehensive Budget Sheet. This is not the only acceptable location or method of reconciling for excess gains or losses. If allowed by the respective funding sources, excess gains may also be adjusted by providing system subsidy revenue or by the purchase of additional trips in a period following the Actual period. If such an adjustment has been made, provide notation in the respective explanation area of the Comprehensive Budget tab.

[1] The Difference between Expenses and Revenues for Fiscal Year: 2013 - 2014

Worksheet for Program-wide Rates

CTC: Levy County Boarc Version 1.4
County: Levy County Board of County Commission/Levy County Tr

1. *Complete Total Projected Passenger Miles and ONE-WAY Passenger Trips (GREEN cells) below*

Do NOT include trips or miles related to Coordination Contractors!
Do NOT include School Board trips or miles UNLESS.....
INCLUDE all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!
Do NOT include trips or miles for services provided to the general public/private pay UNLESS..
Do NOT include escort activity as passenger trips or passenger miles unless charged the full rate for service!
Do NOT include fixed route bus program trips or passenger miles!

PROGRAM-WIDE RATES

Total Projected Passenger Miles =	627,070
Rate Per Passenger Mile = $	1.33
Total Projected Passenger Trips =	35,570
Rate Per Passenger Trip = $	23.46

Fiscal Year

2015 - 2016

Avg. Passenger Trip Length = 17.6 Miles

Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = $	1.86
Rate Per Passenger Trip = $	32.75

Once Completed, Proceed to the Worksheet entitled "Multiple Service Rates"

Vehicle Miles
The miles that a vehicle is scheduled to or actually travels from the time it pulls out from its garage to go into revenue service to the time it pulls in from revenue service.

Vehicle Revenue Miles (VRM)
The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles exclude:

Deadhead
Operator training, and
Vehicle maintenance testing, as well as
School bus and charter services.

Passenger Miles (PM)
The cumulative sum of the distances ridden by each passenger.

Worksheet for Multiple Service Rates

CTC: Levy County Bo Version 1.4
County: Levy County Board of County Commission/Levy County Transit

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

SECTION I: Services Provided

	Ambulatory	Wheelchair	Stretcher	Group
1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?.....	(•) Yes ( ) No	(•) Yes ( ) No	(•) Yes ( ) No	( ) Yes (•) No
	Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	Go to Section II for Stretcher Service	STOP! Do NOT Complete Sections II - V for Group Service

SECTION II: Contracted Services

	Ambulatory	Wheelchair	Stretcher	Group
1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?...	( ) Yes (•) No	( ) Yes (•) No	( ) Yes (•) No	( ) Yes (•) No
	Skip # 2, 3 & 4 and Go to Section III for Ambulatory Service	Skip # 2, 3 & 4 and Go to Section III for Wheelchair Service	Skip # 2, 3 & 4 and Go to Section III for Stretcher Service	Do Not Complete Section II for Group Service
2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?. ...	( ) Yes (•) No	( ) Yes (•) No	( ) Yes (•) No	( ) Yes (•) No
				Do NOT Complete Section II for Group Service
3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service?	Leave Blank	Leave Blank	Leave Blank	
How many of the total projected Passenger Miles relate to the contracted service?				
How many of the total projected passenger trips relate to the contracted service?				
Effective Rate for Contracted Services:	Ambulatory	Wheelchair	Stretcher	Group
per Passenger Mile =				
per Passenger Trip =				
	Go to Section III for Ambulatory Service	Go to Section III for Wheelchair Service	Go to Section III for Stretcher Service	Do NOT Complete Section II for Group Service
4. If you answered # 3 & want a Combined Rate per Trip PLUS a per Mile add-on for 1 or more services, INPUT the Desired per Trip Rate (but must be less than per trip rate in #3 above =	Combination Trip and Mile Rate			
Rate per Passenger Mile for Balance =				
	Leave Blank and Go to Section III for Ambulatory Service	Leave Blank and Go to Section III for Wheelchair Service	Leave Blank and Go to Section III for Stretcher Service	Do NOT Complete Section II for Group Service

Worksheet for Multiple Service Rates

CTC: Levy County Bo Version 1.4
County: Levy County Board of County Commission/Levy County Transit

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

SECTION III: Escort Service

1. Do you want to charge all escorts a fee? ..... ○ Yes ◉ No — Skip #2 - 4 and Section IV and Go to Section V
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR ..... per passenger mile? ..... ◉ Pass. Trip ○ Pass. Mile — Leave Blank
3. If you answered Yes to # 1 and completed # 2, for how many of the projected Passenger Trips / Passenger Miles will a passenger be accompanied by an escort? — Leave Blank
4. How much will you charge each escort? ..... $ - — Leave Blank

SECTION IV: Group Service Loading

1. If the message "You Must Complete This Section" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank) ..... — Do NOT Complete Section IV
   ..... And what is the projected total number of Group Vehicle Revenue Miles? — Loading Rate 0.00 to 1.00

SECTION V: Rate Calculations for Multiple Services:

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically
   * Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles and trips for contracted services IF the rates were calculated in the Section II above
   * Be sure to leave the service BLANK if you answered NO in Section I or YES to question #2 in Section II

RATES FOR FY: 2015 - 2016

		Ambul	Wheel Chair	Stretcher	Group (Leave Blank)	
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	627,070	576,767	50,126	177	0	
Rate per Passenger Mile =		$1.26	$2.16	$4.49	$0.00 per passenger	$0.00 per group

		Ambul	Wheel Chair	Stretcher	Group (Leave Blank)	
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	35,570	32,728	2,832	10		
Rate per Passenger Trip =		$22.18	$38.03	$79.23	$0.00 per passenger	$0.00 per group

2. If you answered # 1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,

Combination Trip and Mile Rate

	Ambul	Wheel Chair	Stretcher	Group (Leave Blank)	
.. INPUT the Desired Rate per Trip (but must be less than per trip rate above) =					$0.00
Rate per Passenger Mile for Balance =	$1.26	$2.16	$4.49	$0.00 per passenger	$0.00 per group

Rates If No Revenue Funds Were Identified As Subsidy Funds

	Ambul	Wheel Chair	Stretcher	Group	
Rate per Passenger Mile =	$1.75	$3.01	$6.27	$0.00 per passenger	$0.00 per group
	Ambul	Wheel Chair	Stretcher	Group	
Rate per Passenger Trip =	$30.97	$53.09	$110.50	$0.00 per passenger	$0.00 per group

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VEHICLE INVENTORY

Form C-4

Agency: Levy County Transit

Date of Inventory: 2/11/2016

Agency Veh #	Year	Make	Model	Vehicle Type*	VIN #	Current mileage	Needs FDOT #	FDOT #	Title on Hand	Title Req Sent	Title #	Lift Type	Seats + W/C Pos	Average Miles/yr	Projected Retirement	Funded by (specific program)	Comments
LCT 1	2013	Chev	4500	D	1GB6G5BGXD1170903	136599	N	N/A	N	N	112209265	Braun	12 / 2 wc	55000	2017	RCAP	Length 23'
LCT 2	2014	Chevy	E450	D	1FDFE4FS1DDA92970	137791	Y	91220	N	N	113116792	Braun	12st/4wc	55000	2019	5310	Length 23'
LCT 3	2014	Ford	E450	D	1FDFE4FS2EDA83583	105742	N	N/A	N	N	115596382	Braun	12st/3wc	55000	2019	RCAP	Length 23'
LCT 4	2014	Ford	E450	D	1FDFE4FS4EDB20055	97544	Y		N	N		Braun	12st/4wc	55000	2019	5317	Length 23'
LCT 5	2015	Ford	Turt	D	1FDXE4FS4EDB00758	66870	Y		N	N	128348995	Braun	14st/2wc	55000	2020	5310	Length 24'
LCT 6	2015	Ford	Turt	D	1FDWE3FL6FDA28090	34172	N	N/A	N	N		Braun	10/2wc	55000	2020	RCAP	Length 23'
LCT 21	2006	Ford	E250	F	1FBNE31LX6DB28964	49464	N	XXXX	N	N	96833282	N/A	STR ONLY	1200	2009	TD	Length 20'
LCT 22	2006	Chev	C3500	D	1GBJG31U361264615	377946	N	xxxx	Y	Y	97187971	Ricon	8sts/2wc	55000	2011	RCAP	Length 22'
LCT 25	2008	Chev	Uplan	E	1GBDV13W88D211562	113085	N	xxxx	Y	Y	101705102	RAMP	5sts/1wc	33000	2012	FTA	N/8
LCT 26	2009	Chev	C3500	D	1GBJG31K481232919	281548	Y	90255	N	N	102274239	Ricon	8sts/2wc	55000	2014	5310	Length 22'
LCT 27	2009	Chev	C3500	D	1GBJG31K091130969	325504	Y	9119	N	N	102490347	Ricon	8sts/2wc	55000	2014	5316	Length 22'
LCT 28	2009	Chev	C3500	D	1GBJG31K491102902	290736	Y	9185	N	N	104469699	Braun	14st/4wc	55000	2014	5316	Length 22'
LCT 29	2010	Ford	E450	D	1FDXE4FL9ADA82423	280367	Y	90274	N	N	104906251	Braun	12st/2wc	55000	2015	5310	Length 22'
LCT 31	2010	Dodge	GC	E	2D4RN4DEXAR498479	38197	N	xxxx	Y	Y	107029213	RAMP	4sts/1wc	30000	2015	5309	N/A
LCT32	2011	Chev	3500	D	1GBJG31K891104071	210190	N	xxxx	N	N	107818152	Braun	12st/4wc	55000	2016	RCAP	Length 23'
LCT 102	2006	Chev	C5500	C	1GBE5V1226F417974	288422	N	xxxx	Y	Y	95728950	Ricon	20st/3wc	45000	2011	FTA	Length 29'
LCT 103	2006	Chev	C5500	C	1GBE5V1216F417495	262105	N	xxxx	Y	Y	95728812	Ricon	20st/3wc	45000	2011	FTA	Length 29'
LCT 104	2007	Chev	C4500	C	1GBE4V12X7F404619	224994	N	xxxx	Y	Y	97583272	Ricon	16st/2wc	45000	2011	FTA	Length 29'
LCT 105	2007	Chev	C4500	C	1GBE5V1977F425650	182135	N	xxxx	Y	Y	98597366	Ricon	22st/2wc	45000	2011	FTA	Length 29'
LCT 106	2010	Chev	C4500	C	1GBE4V1G99F413097	180266	Y	80235	N	N	103996617	Braun	16st/2wc	45000	2015	ARRA	Length 26'
LCT 107	2010	Chev	C4500	C	1GBE4V1GB9F413057	137843	Y	80238	N	N	103996497	N/A	24st/0wc	45000	2015	ARRA	Length 26'
LCT 108	2010	Chev	C4500	C	1GBF4V1GX9F413111	185997	Y	80237	N	N	103996569	Braun	16st/2wc	45000	2015	ARRA	Length 26'
LCT 109	2010	Chev	C4500	C	1GBE4V1G99F413083	135594	Y	80236	N	N	103996492	Braun	16st/2wc	45000	2015	ARRA	Length 26'

* Refer to the following vehicle type definitions for identifying vehicle type -

Type A, Transit Buses Heavy Duty: Heavy Duty Buses, approximately 30-40 feet, manufactured as Fixed Route Transit Equipment, using diesel (or alternative fuel) engines, and are considered to have a minimum useful life of twelve (12) years, and/or 500,000 miles.

Type B, Transit Bus Medium Duty: Transit Buses, approximately 30-40 feet in length, manufactured as Fixed Route Transit Equipment, using diesel (or alternative fuel) engines, and are considered to have a minimum useful life of

Type C, Transit Bus: May be purpose built which are assembled using addon bodies installed by a manufacturer other than the original equipment chassis supplier. These vehicles are usually under thirty (30') feet in length. These units shall be classified as having a minimum useful life of seven (7) years, and/or 200,000 miles.

Type D, Transit Bus: Assembled using add-on bodies installed by manufacturers other than the original equipment chassis supplier and usually under twenty-eight (28') feet in length. These units shall be classified as having a minimum useful life five (5) years, and/or 150,000 miles.

Type E, Transit Bus (Modified Mini Vans): Vehicles with modified original equipment by manufacturers of the body and chassis which may include the installation and use of manual ramps for accessibility. They shall be classified as having a minimum useful life of four (4) years, and/or 100,000 miles.

years

and/or 100,000 miles.

Type G, Service Trucks: (up to 1/2 ton capacity) shall be classified as having a minimum useful life of five (5) years and/or 150,000 miles.

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Appendix D: Safety Compliance Self Certification

Bus Transit System Annual Safety and Security Certification

Certifying Compliance with Rule 14-90, FAC to the
Florida Department of Transportation (FDOT)

Certification Date (Current): 2016
Certification Year: (Previous): 2015
Name and Address of Bus Transit System: Levy BOCC/Levy County Transit

The Bus Transit System (Agency) named above hereby certifies the following:

1. ***The Agency has adopted a System Safety Program Plan (SSPP) and a Security Program Plan (SPP) pursuant to the standards set forth in Rule Chapter 14-90, Florida Administrative Code.***

2. ***The Agency is in compliance with its adopted SSPP and SPP.***

3. ***The Agency has performed annual safety inspections on all operational vehicles in accordance with Rule Chapter 14-90, Florida Administrative Code.***

4. ***The Agency has conducted reviews of SSPP and SPP and the plans are up to date.***

Blue Ink Signature: Connie C ***Date:*** ***January 11, 2016***
(Individual Responsible for Assurance of Compliance)

Name: ***Connie Conley*** ***Title:*** ***Director***

Name and address of entity(ies) which has (have) performed bus safety inspections and security assessments:

Name: *Levy County Transit*

Address: *970 E Hathaway Ave., Bronson, FL 32621*

Name of Qualified Mechanic who Performed Annual Inspections: *Bruce Haney*

** Note: Please do not edit or otherwise change this form.*

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North Central Florida Regional Planning Council

Transportation Disadvantaged Service Plan Team

Scott R. Koons, AICP, Executive Director

* Lynn Franson-Godfrey, AICP, Senior Planner

* Primary Responsibility

Use the QR Reader App
on your smart phone to
visit our website!

Levy County
Transportation Disadvantaged Coordinating Board

2009 NW 67th Place, Gainesville, FL 32653-1603

www.ncfrpc.org/td

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April 14, 2016

TO: Levy County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Operations Reports

RECOMMENDATION

No action required. This agenda item is for information only.

BACKGROUND

Levy County Transit staff will distribute the operations reports at the meeting. If you have any questions regarding the attached information, please contact me.

t:\lynn\td2016\levy\memos\statapr.docx

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April 14, 2016

TO: Levy County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: 2016 Florida Legislative Session

RECOMMENDATION

No action required. For information only.

BACKGROUND

Attached is information regarding the 2016 Florida legislative session and changes to Florida's Transportation Disadvantaged Program. If you have any questions concerning the attached information, please contact me at extension 110.

Attachment

t:\lynn\td2016\levy\memos\legsession.docx

The 2016 Florida Legislative Session came to a close March 11, 2016. The Florida Legislature authorized **$55,211,227** in the Grants and Aids Category for Fiscal Year 2016-17. This is an increase of $177,523 from the base budget, plus a reinvestment of $4,250,000 of non-recurring funds that were reverted from Fiscal Year 2015-16.

The Florida Legislature directed the Florida Commission for the Transportation Disadvantaged to use the additional $4,250,000 in the following three specific ways:

Allocation Methodology Study

- **$200,000** will be used to contract with an independent consultant to research Florida's historic funding of transportation disadvantaged services, the formulas used for distribution of state funds, and the allocation of funding specifically as it relates to urban and rural counties throughout the state. The study will also explore funding formulas and practices of similar services provided in other states.

Direct allocation to "rural" counties

- **$2,300,000** will be allocated to Community Transportation Coordinators who are not direct recipients of U.S.C. Section 5307 funding. Funds are to be used to provide transportation services for persons with disabilities, older adults, and people with low incomes so they may access health care, employment, education and other life-sustaining activities. Funds will be distributed among Community Transportation Coordinators based upon the Transportation Disadvantaged Trust Fund allocation methodology.

Mobility Enhancement Grant

- **$1,750,000** will be used to award competitive grants to Community Transportation Coordinators to support transportation projects that: (1) enhance the access of older adults, persons with disabilities, and persons with low income individuals to health care, shopping, education, employment, public services, and recreation; (2) assist in the development, improvement, and use of transportation systems in non-urbanized areas; (3) promote the efficient coordination of services; (4) support intercity bus transportation; and (5) encourage private transportation provider participation. All Community Transportation Coordinators are eligible to apply for this Mobility Enhancement Grant.

The Florida Legislature also directed each Community Transportation Coordinator to develop and implement performance measures which, at a minimum, address timing of advanced scheduling requests; on-time passenger pickup; improved routing to minimize passenger wait times; error rates for passenger pick-up and drop-off; and collection and public posting of passenger satisfaction survey ratings.

By September 30, 2016, each Community Transportation Coordinator must provide information to the Florida Department of Transportation detailing the adopted performance measures and the methods used for evaluating performance. The Florida Department of Transportation shall provide a report to the chairs of the legislative appropriations committees by December 15, 2016 specifying which entities submitted, or failed to submit, the required information as well as an evaluation of the efficacy of the performance measures and recommendations as to best practices that could be implemented on a statewide basis.

FY2016-17 Transportation Disadvantaged Trip and Equipment Grant Allocations

County	Trip & Equipment Grant			Voluntary Dollar			Proviso Funding			2016-17 Total Funds
	2016-17 Allocation	Local Match (10%)	Total Funds	Funding	Local Match (10%)	Total Funds	Funding	Local Match (10%)	Total Funds	
Alachua	645,493	71,721	717,214	99	11	110	99,284	11,032	110,316	827,640
Baker	207,716	23,080	230,796	13	1	14	28,379	3,153	31,532	262,342
Bay	448,113	49,790	497,903	19	2	21	71,818	7,980	79,798	577,722
Bradford	123,758	13,751	137,509	4	0	4	17,810	1,979	19,789	157,302
Brevard	1,649,428	183,270	1,832,698	199	22	221	0	0	0	1,832,919
Broward	3,803,709	422,634	4,226,343	937	104	1,041	0	0	0	4,227,384
Calhoun	186,491	20,721	207,212	2	0	2	18,977	2,109	21,086	228,300
Charlotte	368,665	40,963	409,628	40	4	44	0	0	0	409,672
Citrus	438,534	48,726	487,260	25	3	28	0	0	0	487,288
Clay	423,689	47,077	470,766	84	9	93	87,189	9,688	96,877	567,736
Collier	824,445	91,605	916,050	73	8	81	0	0	0	916,131
Columbia	307,110	34,123	341,233	13	1	14	34,229	3,803	38,032	379,279
DeSoto	217,458	24,162	241,620	81	9	90	20,275	2,253	22,528	264,238
Dixie	191,649	21,294	212,943	0	0	0	18,603	2,067	20,670	233,613
Duval	1,596,466	177,385	1,773,851	562	62	624	0	0	0	1,774,475
Escambia	666,851	74,095	740,946	250	28	278	0	0	0	741,224
Flagler	297,768	33,085	330,853	31	3	34	0	0	0	330,887
Franklin	172,165	19,129	191,294	1	0	1	17,816	1,980	19,796	211,091
Gadsden	362,064	40,229	402,293	22	2	24	52,221	5,802	58,023	460,340
Gilchrist	109,569	12,174	121,743	1	0	1	10,978	1,220	12,198	133,942
Glades	196,466	21,830	218,296	0	0	0	19,692	2,188	21,880	240,176
Gulf	181,984	20,220	202,204	0	0	0	22,958	2,551	25,509	227,713
Hamilton	141,469	15,719	157,188	0	0	0	13,116	1,457	14,573	171,761
Hardee	238,781	26,531	265,312	5	1	6	26,137	2,904	29,041	294,359
Hendry	330,698	36,744	367,442	23	3	26	34,257	3,806	38,063	405,531
Hernando	333,709	37,079	370,788	41	5	46	63,589	7,065	70,654	441,488
Highlands	454,566	50,507	505,073	4	0	4	66,939	7,438	74,377	579,454
Hillsborough	1,913,488	212,610	2,126,098	262	29	291	400,560	44,507	445,067	2,571,456
Holmes	196,021	21,780	217,801	0	0	0	25,844	2,872	28,716	246,517
Indian River	320,623	35,625	356,248	36	4	40	48,638	5,404	54,042	410,330
Jackson	424,636	47,182	471,818	34	4	38	47,676	5,297	52,973	524,829
Jefferson	176,289	19,588	195,877	1	0	1	19,809	2,201	22,010	217,888
Lafayette	144,409	16,045	160,454	0	0	0	13,498	1,500	14,998	175,452
Lake	731,973	81,330	813,303	131	15	146	0	0	0	813,449
Lee	780,181	86,687	866,868	687	76	763	135,550	15,061	150,611	1,018,242
Leon	548,126	60,903	609,029	125	14	139	0	0	0	609,168
Levy	377,258	41,918	419,176	13	1	14	50,566	5,618	56,184	475,374
Liberty	254,269	28,252	282,521	0	0	0	30,907	3,434	34,341	316,862
Madison	221,332	24,592	245,924	0	0	0	26,348	2,928	29,276	275,200
Manatee	641,729	71,303	713,032	105	12	117	0	0	0	713,149
Marion	816,192	90,688	906,880	150	17	167	120,588	13,399	133,987	1,041,034
Martin	322,861	35,873	358,734	74	8	82	57,979	6,442	64,421	423,237
Miami-Dade	5,881,212	653,468	6,534,680	1,750	194	1,944	0	0	0	6,536,624
Monroe	370,026	41,114	411,140	39	4	43	57,570	6,397	63,967	475,150
Nassau	294,897	32,766	327,663	33	4	37	40,912	4,546	45,458	373,158
Okaloosa	509,016	56,557	565,573	46	5	51	0	0	0	565,624
Okeechobee	228,076	25,342	253,418	1	0	1	25,091	2,788	27,879	281,298
Orange	2,430,772	270,086	2,700,858	746	83	829	0	0	0	2,701,687
Osceola	1,065,497	118,389	1,183,886	20	2	22	0	0	0	1,183,908
Palm Beach	2,941,135	326,793	3,267,928	1,122	125	1,247	0	0	0	3,269,175
Pasco	682,979	75,887	758,866	158	18	176	0	0	0	759,042
Pinellas	2,861,001	317,889	3,178,890	553	61	614	0	0	0	3,179,504
Polk	1,240,448	137,828	1,378,276	189	21	210	0	0	0	1,378,486
Putnam	408,050	45,339	453,389	10	1	11	70,952	7,884	78,836	532,236
Saint Johns	508,468	56,496	564,964	143	16	159	129,157	14,351	143,508	708,631
Saint Lucie	546,516	60,724	607,240	109	12	121	0	0	0	607,361
Santa Rosa	395,130	43,903	439,033	24	3	27	49,046	5,450	54,496	493,556
Sarasota	1,040,670	115,630	1,156,300	311	35	346	0	0	0	1,156,646
Seminole	767,062	85,229	852,291	169	19	188	0	0	0	852,479
Sumter	291,835	32,426	324,261	8	1	9	52,677	5,853	58,530	382,800
Suwannee	239,747	26,639	266,386	3	0	3	28,127	3,125	31,252	297,641
Taylor	295,727	32,859	328,586	3	0	3	31,698	3,522	35,220	363,809
Union	94,216	10,468	104,684	1	0	1	11,291	1,255	12,546	117,231
Volusia	1,190,226	132,247	1,322,473	108	12	120	0	0	0	1,322,593
Wakulla	196,674	21,853	218,527	5	1	6	23,961	2,662	26,623	245,156
Walton	389,974	43,330	433,304	6	1	7	50,563	5,618	56,181	489,492
Washington	222,783	24,754	247,537	0	0	0	26,702	2,967	29,669	277,206
TOTALS	**47,880,338**	**5,320,036**	**53,200,374**	**9,704**	**1,076**	**10,780**	**2,299,977**	**255,556**	**2,555,533**	**55,766,687**

Rev. 03/18/2016

ATTENDANCE RECORD

LEVY COUNTY
TRANSPORTATION DISADVANTAGED
COORDINATING BOARD

MEMBER/ORGANIZATION	NAME	4/15/2015	8/20/2015	11/19/2015	2/18/2016
Chair	Commissioner John Meeks	P	P	A	P
Alternate Member	Danny Stevens	A	A	A	A
Florida Department of Transportation	Sandra Collins	A	P	P	P
Alternate Member	Doreen Joyner-Howard	A	A	A	A
Florida Department of Chldren and Families	Vickie Menasco	P	P	A	P
Alternate Member	Amy Burton	A	A	A	A
Florida Department of Education	Jeff Aboumrad				A
Alternate Member	Vacant				
Florida Department of Elder Affairs	Matthew Pearson				A
Alternate Member	Bernadette Preble	A	A	A	A
Florida Agency for Health Care Administration	Deweece Ogden		A	A	A
Alternate Member	Pamela Hagley		A	P	A
Regional Workforce Board	Kathleen Woodring	P	A	P	A
Alternate Member	Dale French	A	P	A	P
Florida Association for Community Action	Katrina Bowers	A	A	A	A
Alternate Member	Cindy Morgan	A	A	A	A
Public Education	Bruce Greenlee				P
Alternate Member	Joseph Wain	A	A	A	A
Veterans	Robert E. Lowyns	A	P	P	P
Alternate Member	Julie E. Rose	P	A	A	A
Citizen Advocate	Renate M. Cannon	P	P	P	P
Alternate Member	Vacant				
Citizen Advocate-User	Tammy Jean Ippolito	P	P	A	A
Alternate Member	Vacant				
Persons with Disabilities	Vacant				
Alternate Member	Vacant				
Elderly	Vacant				
Alternate Member	Vacant				
Local Medical Community	Vacant				
Alternate Member	Vacant				
Children at Risk	Tonya Hiers	A	A	P	A
Alternate Member	Brooke Ward	P	P	A	A
Private Transit	Vacant				
Alternate Member	Vacant				

LEGEND KEY: P-Present A-Absent

ATTENDANCE POLICY: According to Section G (10) of the Bylaws: "The North Central Florida Regional Planning Council shall review and consider recinding the appointment of any voting member of the Board who fails to attend three consecutive meetings."