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2009 NW 87th Place, Gainesville, FL 32653-1603 • 352.955.2200

November 11, 2021

TO: Levy County Transportation Disadvantaged Coordinating Board
FROM: Lynn Godfrey, AICP, Senior Planner
SUBJECT: Meeting Announcement

The Levy County Transportation Disadvantaged Coordinating Board will hold a business meeting **Thursday, November 18, 2021 at 10:00 a.m.** in the **Clerk Conference Room in the Levy County Clerk of Court Office located at 355 South Court Street in Bronson, Florida.** The meeting will also be conducted via communications media technology in the following format:

DIAL IN NUMBER: **Toll free 1.888.585.9008**

CONFERENCE CODE: **864 183 272**

Please note that Board members may participate (and vote), via communications media technology, however, **six (6)** Board members must be present to establish a physical quorum to vote on agenda items that require formal action.

Per the Centers for Disease Control and Prevention guidelines, fully vaccinated people are not required to wear a mask or physically distance except where required by federal, state, and local laws, rules, and regulations including local business and workplace guidance. It is recommended that unvaccinated people wear a mask that covers the nose and mouth and stay six feet apart from others who do not live with you.

Attached is the meeting agenda and supporting materials. If you have any questions concerning the meeting, please do not hesitate to contact me at 1-800-226-0690 extension 110.

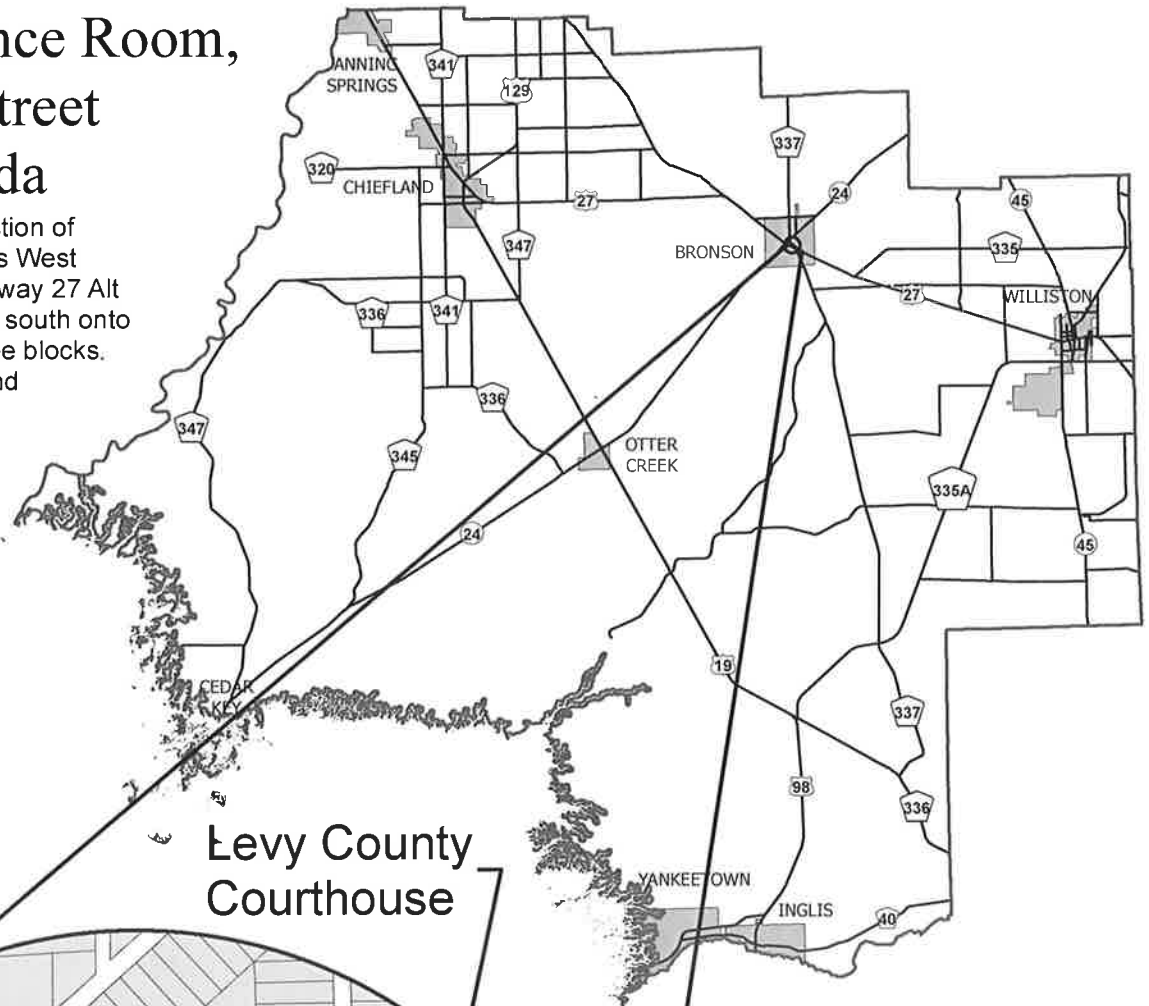
Pursuant to the provisions of the Americans with Disabilities Act, any person requiring special accommodations to participate in this public meeting is asked to advise our office at least **2 business days** before the meeting by contacting 352.955.2200 extension 110. If you are hearing or speech impaired, please contact our office using the Florida Relay Service, 1.800.955.8771 (TDD) or 1.800.955.8770 (Voice).

Attachment

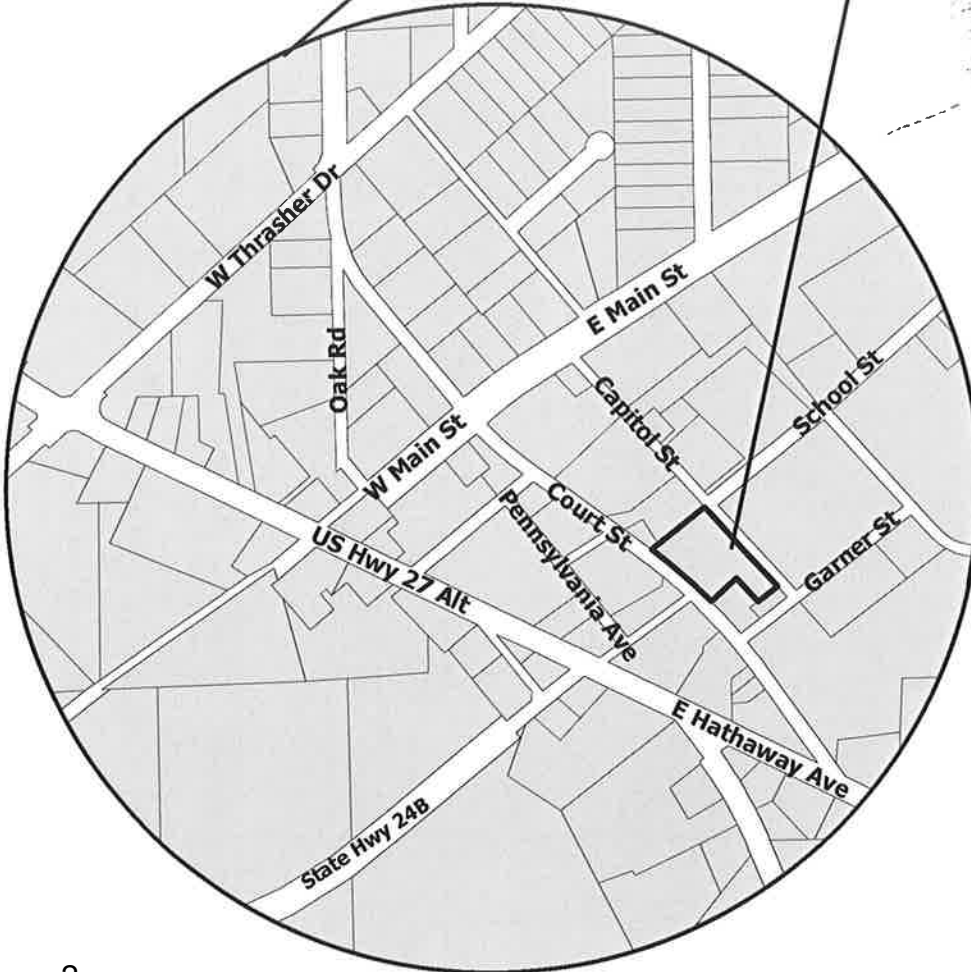
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Levy County Clerk of Court Office Clerk Conference Room, 355 S. Court Street Bronson, Florida

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.



Levy County
Courthouse



1 inch = 667 feet





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**LEVY COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD
MEETING ANNOUNCEMENT AND AGENDA**

Levy County Clerk of Court Office
Clerk Conference Room
355 South Court Street
Bronson, Florida

Thursday
November 18, 2021
10:00 a.m.

I. BUSINESS MEETING – CALL TO ORDER

- A. Invocation**
- B. Pledge of Allegiance**
- C. Roll Call**
- D. Approval of the Meeting Agenda** **ACTION REQUIRED**
- E. Approval of the September 16, 2021 Minutes** **Page 7** **ACTION REQUIRED**

II. NEW BUSINESS

- A. 2020/21 Annual Performance Evaluation** **Page 11** **ACTION REQUIRED**
The Board needs to approve Levy County Transit's 2020/21 annual performance evaluation
- B. 2020/25 Levy County Transportation Disadvantaged Service Plan Amendment** **Page 45** **ACTION REQUIRED**
The Board needs to review and approve an amendment to the 2020/25 Levy County Transportation Disadvantaged Service Plan
- C. 2020/21 Annual Operating Report** **Page 49** **NO ACTION REQUIRED**
The Board needs to review the 2020/21 Annual Operating Report
- D. Levy County Transit Operations Reports** **Page 59** **NO ACTION REQUIRED**

III. OTHER BUSINESS

Comments

IV. FUTURE MEETING DATES

- A. January 13, 2022 at 10:00 a.m.**
- B. April 14, 2022 at 10:00 a.m.**
- C. September 15, 2022 at 10:00 a.m.**
- D. November 18, 2022 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 meeting agenda, please do not hesitate to contact me at 1-800-226-0690, extension 110.

**LEVY COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

MEMBER/REPRESENTING	ALTERNATE/REPRESENTING
Commissioner John Meeks Local Elected Official/Chair	Not applicable
Christina Nalsen Florida Department of Transportation	Lauren Adams Florida Department of Transportation Grievance Committee Member
John Wisker Florida Department of Children and Families	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	Vacant Florida Department of Elder Affairs
Reeda Harris Florida Agency for Health Care Administration	Pamela Hagley Florida Agency for Health Care Administration
Sheryl Dick-Stanford Florida Agency for Persons with Disabilities	Sylvia Bamburg Florida Agency for Persons with Disabilities
Larry Trowbridge Regional Workforce Board Grievance Committee Member	Cindy LeCouris Regional Workforce Board
Tiffany McKenzie Central Florida Community Action Agency, Inc. Term ending June 30, 2023	Charles J. Harris, Jr. Central Florida Community Action Agency, Inc. Term ending June 30, 2023
Gary Masters, Vice-Chair Public Education Community Grievance Committee Member	Joseph Wain Public Education Community
Robert E. Lowyns Veterans Grievance Committee Member Term ending June 30, 2023	Vacant Veterans Term ending June 30, 2023
Vacant Citizen Advocate Term ending June 30, 2024	Vacant Citizen Advocate Term ending June 30, 2024
Tammy Jean Ippolito Citizen Advocate - User Term ending June 30, 2024	Vacant Citizen Advocate - User Term ending June 30, 2024
Vacant Persons with Disabilities Term ending June 30, 2024	Vacant Persons with Disabilities Term ending June 30, 2024
Vacant Elderly Term ending June 30, 2023	Vacant Elderly Term ending June 30, 2023
Vacant Medical Community Term ending June 30, 2022	Vacant Medical Community Term ending June 30, 2022
Sandra Woodard Children at Risk Grievance Committee Member Term ending June 30, 2022	Brooke Ward Children at Risk Term ending June 30, 2022
Vacant Private Transit Term ending June 30, 2022	Vacant Private Transit Term ending June 30, 2022

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

Levy County Clerk of Court Office
Clerk Conference Room
355 South Court Street
Bronson, Florida

Thursday
September 16, 2021
10:00 a.m.

VOTING MEMBERS PRESENT IN PERSON

Commissioner John Meeks, Chair
Lauren Adams representing Christina Nalsen, Florida Department of Transportation Representative
Robert E. Lowyns, Veterans Representative
Gary Masters, Public Education Representative
Tiffany McKenzie, Central Florida Community Action Agency, Inc. Representative
Larry Trowbridge, Regional Workforce Board Representative
John Wisker, Florida Department of Children and Families Representative

VOTING MEMBERS PRESENT VIA TELECOMMUNICATIONS TECHNOLOGY

Jeff Aboumrad, Florida Department of Education Representative
Reeda Harris, Florida Agency for Health Care Administration Representative
Sheryl Stanford, Florida Agency for Persons with Disabilities Representative
Sandra Woodard, Children at Risk Representative

VOTING MEMBERS ABSENT

Tammy Ippolito, Citizen Advocate – User
Matthew Pearson, Florida Department of Elder Affairs Representative

OTHERS PRESENT

Connie Conley, Levy County Transit

STAFF PRESENT

Lynn Godfrey, North Central Florida Regional Planning Council

I. BUSINESS MEETING CALL TO ORDER

Chair Meeks called the meeting to order at 10:00 a.m. He stated that a physical quorum was not present, therefore, the Board cannot take action on agenda items that require formal action.

A. Invocation

Chair Meeks gave the invocation.

B. Pledge of Allegiance

Chair Meeks led the Board in reciting the Pledge of Allegiance.

Chair Meeks said the Board will discuss the agenda items that do not require formal action until a physical quorum is present.

II. F. Levy County Transit Operations Reports

Ms. Connie Conley, Levy County Transit Director, discussed the Levy County Transit operations reports. She stated that the Senior Center is still closed, so, transportation is not being provided to Suwannee River Economic Council, Inc. clients. She said Levy County Transit received one compliment about the outstanding service the drivers are providing. She also said Levy County Transit did not deny any trips although they have had drivers out sick and are still short drivers.

Chair Meeks asked staff to conduct a roll call attendance.

C. Roll Call

The roll was called by Ms. Lynn Godfrey, North Central Florida Regional Planning Council Senior Planner, and, a quorum was declared present.

D. Approval of the Meeting Agenda

ACTION: Gary Masters moved to approve the meeting agenda. Tiffany McKenzie seconded; motion passed unanimously.

E. Approval of the April 15, 2021 Meeting Minutes

ACTION: Lauren Adams moved to approve the April 15, 2021 meeting minutes. Larry Trowbridge seconded; motion passed unanimously.

F. Public Comments

Chair Meeks stated that there are several vacancies on the Board. He encouraged all of the Board members to try to find individuals who might be willing to serve on the Board.

II. NEW BUSINESS

A. Levy County Transit Fiscal Year 2021/22 Service Rates

Ms. Godfrey stated that the Board is required to annually approve Levy County Transit's Fiscal Year 2021/22 service rates.

Ms. Conley discussed Levy County Transit's service rates.

ACTION: Tiffany McKenzie moved to approve Levy County Transit's Fiscal Year 2021/22 service rates. Larry Trowbridge seconded; motion passed unanimously.

B. Bylaws

Ms. Godfrey stated that, the Florida Commission for the Transportation Disadvantaged requires the Board to review and approve the Bylaws annually. She stated that staff is not recommending any changes to the Bylaws.

ACTION: Gary Masters moved to approve the Bylaws. Robert Lowyns seconded; motion passed unanimously.

C. Grievance Procedures

Ms. Godfrey stated that the Florida Commission for the Transportation Disadvantaged requires the Board to review and approve the Grievance Procedures annually. She said staff is not recommending any changes to the Grievance Procedures.

ACTION: Lauren Adams moved to approve the Grievance Procedures. Tiffany McKenzie seconded; motion passed unanimously.

D. Elect Vice-Chair

ACTION: The Board elected Gary Masters Vice-Chair of the Board.

E. Appoint Grievance Committee Members

ACTION: Chair Meeks appointed the following Board members to the Grievance Committee:

- **Lauren Adams**
- **Larry Trowbridge**
- **Sandra Woodard**

III. OTHER BUSINESS

A. Comments

There were no comments.

IV. FUTURE MEETING DATES

Chair Meeks stated that the next meeting of the Board is scheduled for Thursday, November 18, 2021 at 10:00 a.m. He thanked all of the Board members for attending the meeting.

ADJOURNMENT

The meeting was adjourned at 11:30 a.m.

Chair

Date



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2009 NW 67th Place, Gainesville, FL 32653-1603 • 352.955.2200

November 11, 2021

TO: Levy County Transportation Disadvantaged Coordinating Board
FROM: Lynn Godfrey, AICP, Senior Planner
SUBJECT: 2020/21 Annual Performance Evaluation

RECOMMENDATION

Approve Levy County Transit's 2020/21 annual performance evaluation.

BACKGROUND

The Board is required to annually evaluate the transportation services provided by Levy County Transit. Attached is Levy County Transit's draft 2020/21 annual performance evaluation. If you have any questions concerning the attached evaluation, please contact me at extension 110.

Attachment

T:\Lynn\TD2021\Levy\Memos\eval.docx

COMMUNITY TRANSPORTATION COORDINATOR EVALUATION WORKBOOK

Florida Commission for the



Transportation Disadvantaged

Community Transportation Coordinator: Levy County Transit

County: Levy

Address: 970 E. Hathaway Ave, Suite A, Bronson, FL 32621

Contact: Connie Conley, Director Phone: 352.486.3485

Review period: July 1, 2020 - June 30, 2021

2020/21 Community Transportation Coordinator Annual Performance Evaluation

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

November 18, 2021

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TABLE OF CONTENTS

Findings and Recommendations _____ 1

Entrance Interview _____ 2

General Information _____ 3

Compliance With Chapter 427, Florida Statutes _____ 12

Compliance With Rule 41-2, Florida Administrative Code _____ 14

On-Site Observation of the System _____ 21

Surveys _____ 22

Cost _____ 23

Level of Competition _____ 24

Level of Coordination _____ 25

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I. FINDINGS AND RECOMMENDATIONS

- A. General Information**
Areas of Noncompliance: None
Recommendations: None
Timeline for Compliance: None
- B. Chapter 427, Florida Statutes**
Areas of Noncompliance: None
Recommendations: None
Timeline for Compliance: None
- C. Rule 41-2, Florida Administrative Code**
Areas of Noncompliance: None
Recommendations: None
Timeline for Compliance: None
- D. On Site Observation**
Areas of Noncompliance: None
Recommendations: None
Timeline for Compliance: None
- E. Surveys**
Areas of Noncompliance: None
Recommendations: None
Timeline for Compliance: None
- F. Cost**
Areas of Noncompliance: None
Recommendations: None
Timeline for Compliance: None
- G. Level of Competition**
Areas of Noncompliance: None
Recommendations: None
Timeline for Compliance: None
- H. Level of Coordination**
Areas of Noncompliance: None
Recommendations: None
Timeline for Compliance: None

II. ENTRANCE INTERVIEW

1. **Operating Environment:** Rural
2. **Organization Type:** Government Agency
3. **Network Type:** Sole Provider
4. **Subcontracted Operators:** None
5. **Coordination Contractors:** None
6. **Transportation Alternatives:** None
7. **Purchasing Agencies:**
 - Florida Commission for the Transportation Disadvantaged
 - Florida Department of Elder Affairs
 - Florida Agency for Persons with Disabilities
8. **Transportation Disadvantaged Helpline Calls:**

Number of Calls	Resolved Cases	Unresolved Cases
0	0	0

III. GENERAL INFORMATION

1. **What was the designation date of the Community Transportation Coordinator?**

7/01/20

2. **What is the complaint process?**

Levy County Transit's complaint process is attached.

3. **Does the community transportation coordinator have a complaint form?**

Yes (attached)

4. **Does the form have a section for resolution of the complaint?**

Yes

5. **Is a summary of complaints given to the Transportation Disadvantaged Board on a regular basis?**

Yes

6. **When is the dissatisfied party referred to the Florida Commission for the Transportation Disadvantaged Helpline?**

If the Levy County Transit Director is unable to resolve a complaint, the complainant will be referred to the Transportation Disadvantaged Helpline.

7. **When a complaint is forwarded from the Transportation Disadvantaged Helpline, is the complaint entered into the local complaint file/process?**

Yes

8. **Does the Community Transportation Coordinator provide written rider/beneficiary information or brochures to inform riders/beneficiaries about transportation disadvantaged services?**

Yes (attached)

9. **Does the rider/ beneficiary information or brochure list the Transportation Disadvantaged Helpline phone number?**

Yes

10. **Does the rider/ beneficiary information or brochure list the complaint procedure?**

Yes

11. **What is the eligibility process for Transportation Disadvantaged sponsored riders?**

Individuals needing transportation assistance from Florida's Transportation Disadvantaged Program must complete an eligibility application (attached).

12. **Does public information state that accessible formats are available upon request?**

Yes

13. **Is public information available in accessible formats upon request?**

Yes

14. **What arrangements are in place to have accessible materials produced upon request?**

- Informational materials are available in large print upon request.
- The Florida Relay (7-1-1) service is available to residents in the State of Florida who are deaf, hard of hearing, deaf/blind or speech disabled that connects them to standard (voice) telephone users.

15. **Is the Florida Relay System phone number provided in informational materials?**

Yes

16. **Does the Community Transportation Coordinator have a contract or agreement with the Regional Workforce Board?**

No

17. **What innovative ideas have been implemented in the coordinated transportation system?**

Levy County Transit works to coordinate as many trips from different funding sources to provide cost effective service. Attending events, when possible, to distribute information, answer questions and accept new eligibility applications. Any new ideas, are always greatly appreciated.

18. **Are there any areas where coordination can be improved?**

Transportation services purchased with local, state or federal funds should be purchased through Florida's Coordinated Transportation System. Currently, Florida's Managed Medical Care Program provides transportation services to its clients outside of Florida's Coordinated Transportation System.

19. **What barriers are there to the coordinated system?**

Ability to purchase transportation outside of Florida's Coordinated Transportation System.

20. **Are there any areas that the Community Transportation Coordinator feels the Florida Commission for the Transportation Disadvantaged should be aware of or assist with?**

Funding for veterans' transportation is needed.

21. **What funding agencies does the Florida Commission for the Transportation Disadvantaged need to work closely with in order to facilitate a better coordinated transportation system?**

Florida Agency for Health Care Administration, Florida Agency for Persons with Disabilities and the Veterans Administration

22. **How is the Community Transportation Coordinator marketing the voluntary dollar?**

Information about the voluntary dollar is included in the Riders' Guide. Posters have been placed in local businesses.

RIDERS GUIDE



OFFICE HOURS:
MONDAY - FRIDAY
6AM - 6PM

ALL SERVICES AVAILABLE TO THE
GENERAL PUBLIC
970 East Hathaway Avenue
Suite A
Bronson, Florida 32621

Reservations: (352) 486-3485
Fax: (352) 486-3312
Toll Free 1-800-733-6389
(Transportation Dept.)
1-800-855-8771 TDD

Levy County Transit
970 E Hathaway Ave
Suite A
Bronson, Florida 32621



Quick Reference

Office hours Mon - Fri, 6am - 6pm

Phone: (352) 486-3485

Fax: (352) 486-3312

Toll Free: (800) 733-6389 TDD: (800) 855-8771 or Dial 711

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 for drivers.



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.

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 3 days in advance (not including weekends). 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 or if waivers go unpaid for more than 30 days.

- The ORIGINATION PICK UP WINDOW is the window of time to expect a driver from Levy County Transit to pick you up from your residence (or original point of transfer) and transport you to your destination. We have a two (2) hour window, which means you may be picked up 2 hours prior to your appointment. In extreme cases this window may be 3 hours (Inglis, Cedar Key and outlying towns).
- The RETURN PICK UP WINDOW is the window of time to expect a driver to arrive for the return trip. This window includes 15 minutes before the scheduled time and up to 30 minutes after the scheduled time. Please remember we are picking up additional riders.
- The DROP OFF WINDOW is the time the driver may arrive at your scheduled destination. The driver has a 15 minute window from your scheduled drop off time. Remember we are also dropping off other riders.
- A NO SHOW occurs when the driver arrives within the pickup window and the rider is not prepared to travel, is not available or their trip was not cancelled in the required manner. If you NO SHOW or CANCEL at the door for the first part of your trip, then all rides that day will be canceled.

We make all efforts to contact the rider. Late cancels are the same as a no-show.

- NO SHOW RETURN occurs when a rider is absent for their return trip. The rider must call when they have completed their appointment and a no-show return trip will be scheduled on a STAND BY status. All attempts will be made to have a return trip in 3 hours if possible. If a no-show rider can provide acceptable and verifiable evidence to Levy County Transit that a no-show was due to unforeseen and unavoidable circumstances, the missed trip will not be counted as a no-show unless such evidence does not discount the rider.

WHO IS ELIGIBLE / HOW

MEDICAID - State and Federal funding source for medical transportation. Must complete an application.

NON-SPONSORED - (Transportation Disadvantaged Non-sponsored Funding) Transit alternative for those 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.

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 charge 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.
- Riders are not permitted to ask drivers for special treatment or to make extra stops during transport.
- Riders are not permitted to exit the vehicle during transport until they have reached their destination.

CHECK THE BOX

It Takes So Little To Help So Much!

You can easily help provide transportation for children at risk, seniors, disabled and low-income residents in YOUR community!



CHECK THE BOX and donate \$1 or MORE to the Transportation Disadvantaged Voluntary Trust Fund when you register or renew the tag on your car, truck or boat.

100% of All Donations Go To Assist People In YOUR Community.





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Transportation

Title VI Plan

View/Download Files	Size (kb)
Title VI Plan	1757

Levy County Transit Brochure - Rider's Guide

Due to recent funding changes, some services are no longer available. Please contact the Transit Office for additional details.

We apologize for any inconvenience this may cause

View/Download Files	Size (kb)
LCT Brochure	313

APPLICATION FOR TD NON-SPONSORED TRANSPORTATION SERVICES

View/Download Files	Size (kb)
TD Eligibility Application	224

Levy County Transit

Levy County Public Transportation is a department under the Levy County Board of County Commissioners. The agency is known as Levy County Transit, helping residents to identify the buses that provide the trips.

The program is totally funded by State and Federal grants. The county works hand in hand with the Withlacoochee Regional Planning Council, Florida Department of Transportation and the Florida Commission for the Transportation Disadvantaged to provide affordable trips. The agency also provides bus services to the general public with fees based on the trip location.

The goal of Levy County Transit is to provide a safe and reliable service to any and all residents of the county.

View/Download Files	Size (kb)
PUBLIC RIGHTS NOTICE	100

Contact Information

Connie Conley, Director
Street/Mailing Address
970A East Hathaway Avenue
Bronson, FL 32621

Telephone/Reservations: (352) 486-3485
Fax: (352) 486-3312
Email: Conley-Connie@LevyCounty.org

Toll Free: 1-800-733-5389
TDD: 1-800-955-8771
Office Hours: 7:00 a.m. to 5:00 p.m.

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:

<u>Name</u>	<u>DOB</u>	<u>SS#</u>	<u>Income</u>
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

If more space is needed put on back of this page

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.)

Name _____ Day Phone: (____) _____

Address _____ Evening Phone: (____) _____

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 _____

IV COMPLIANCE WITH CHAPTER 427, FLORIDA STATUTES

1. **Hours of Service:**

6:00 a.m. to 6:00 p.m. Monday through Friday excluding holidays.

2. **Call Intake Hours:**

7:00 a.m. to 5:00 p.m. Monday through Friday (excluding holidays).

3. **After Hours Reservations/Cancellations:**

After hours service is not provided through the Transportation Disadvantaged Program.

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.

4. **Minimum required notice for reservations:**

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

5. **How far in advance can reservations be place (number of days)?**

Levy County Transit does not limit how far in advance reservations can be made.

6. **What type of arrangement does the Community Transportation Coordinator have with the local Regional Workforce Board?**

No agreement with the local Regional Workforce Board.

7. **Has the Community Transportation Coordinator developed any innovative transportation services for the local Regional Workforce Board?**

No

8. **Do the Community Transportation Coordinator and Local Coordinating Board review applications for federal, state and local Transportation Disadvantaged funding?**

Yes

9. **What are the trip priorities for the trips funded with Transportation Disadvantaged Program trips?**

Trips sponsored with Trip & Equipment Grant funds provided through Florida's Transportation Disadvantaged Program will be provided in the following ranking order based on funding availability:

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

10. **How are the trip priorities carried out?**

The provision of medical trips is the first priority. Other trip requests are met as long as drivers are available and have not worked more than 12 consecutive hours during their work shift. The requested trip origin and destination must also be within Levy County Transit's service area.

V. COMPLIANCE WITH RULE 41-2 FLORIDA ADMINISTRATIVE CODE

1. **How is the Community Transportation Coordinator using school buses in the coordinated system?**

Levy County Transit does not have a contract with the Levy County School Board.

2. **How is the Community Transportation Coordinator using public transportation services in the coordinated system?**

Levy County Transit is the only public transportation service operator in Levy County.

3. **Is there a goal for transferring passengers from paratransit to transit?**

Not applicable, no fixed route public transportation system operating in Levy County.

4. **What are the minimum liability insurance requirements?**

\$200,000 per person/\$300,000 per incident

5. **What are the minimum liability insurance requirements in the operator and coordination contracts?**

Not applicable, no subcontracted operators/coordination contractors.

6. **Do the minimum liability insurance requirements exceed \$1 million per incident?**

No

7. **Date of last System Safety Program Plan Compliance Review:**

May 5, 2020

8. **Are the contracted operators in compliance with the System Safety Program Plan?**

Not applicable, no subcontracted operators.

9. **Do the Community Transportation Coordinator and its contracted operators (if any) comply with the Federal Transit Administration Anti-Drug and Alcohol Misuse Program (49 CFR Part 40, 655)?**

Yes

10. **Date of last Anti-Drug and Alcohol Misuse Program review:**

May 6, 2020



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): 2020

Certification Year: (Previous): 2019

**Name and Address of Bus Transit System: Levy County BOCC/Levy County Transit
970 E Hathaway Avenue, Bronson, FL 32621**

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 Conley **Date:** December 23, 2019
(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 Avenue, FL 32621

Name of Qualified Mechanic who Performed Annual Inspections: Bruce Hamey

Levy County Transit
Substance Abuse Management Policy
In accordance with USDOT and FTA Regulations

Levy County Board of County Commissioners/Levy County Transit is dedicated to providing safe, dependable, and economical transportation service to its patrons. Levy County Transit employees are a valuable resource and it is our agency's goal to provide a safe, healthy and satisfying working environment, free of the potential dangers posed by a safety-sensitive employee's use of prohibited drugs or misuse of alcohol.

This policy is established to comply with the Federal Transit Administration regulations codified as 49 CFR Part 655, as amended and USDOT regulations codified as 49 CFR Part 40, as amended. ***Policy provisions authorized by Levy County Transit are italicized and bolded throughout this policy.*** All other policy provisions are implemented under the authority of the United States Department of Transportation (USDOT) and the Federal Transit Administration (FTA).

This policy is approved by: Levy County Board of County Commissioners

Title of approving official: Board Chairman

Signature of approving official: 

Date signed: 7/7/20

Policy effective date: 7/7/2020

APPROVED AS TO FORM AND LEGAL SUFFICIENCY 
Anne Bast Brown, County Attorney

Standards	Comments
Local toll free phone number must be posted in all vehicles.	Levy County Transit posts local toll free phone number in all vehicles.
Vehicle Cleanliness	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.
Passenger/Trip Database	Levy County Transit maintains a passenger database.
Adequate seating	Levy County Transit provides adequate seating for all passengers.
Driver Identification	Levy County Transit requires drivers to identify themselves in a manner that is conducive to communications with specific passengers.
Passenger Assistance	Levy County Transit requires drivers to provide passengers with boarding and exiting assistance.
Smoking, Eating and Drinking	Smoking is prohibited in any vehicle. Eating and drinking on board vehicles is not permitted unless medically necessary.
Two-way Communications	All vehicles are equipped with two-way communications.
Air Conditioning/Heating	All vehicles have working air conditioners and heaters.
Billing Requirements	Levy County Transit complies with Section 287.0585, Florida Statutes.

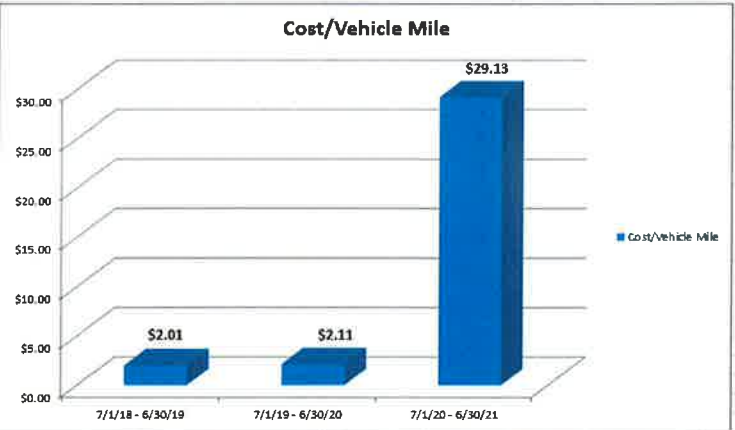
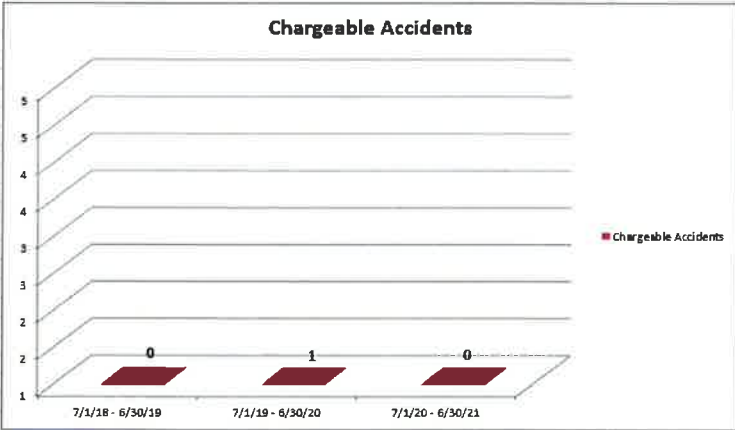
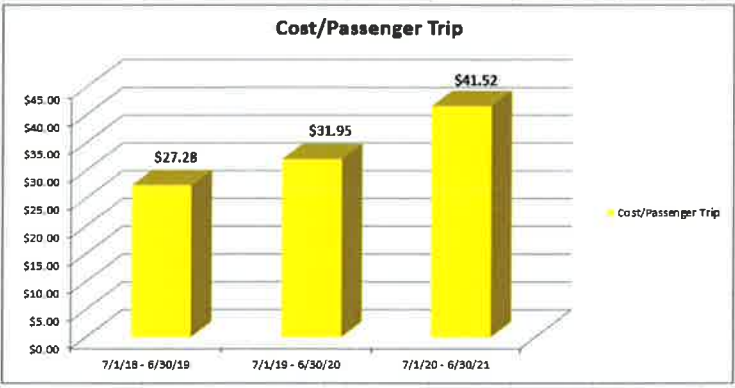
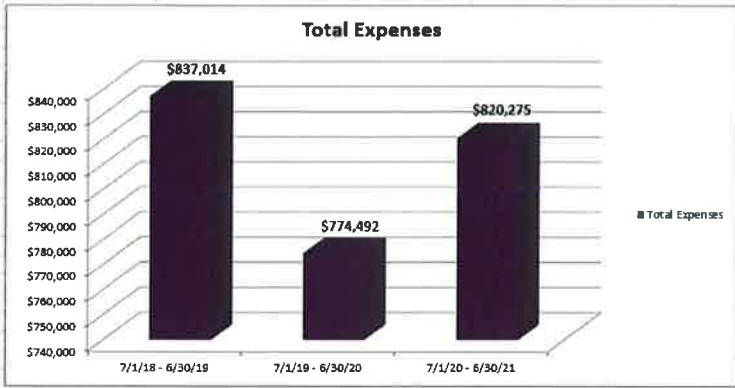
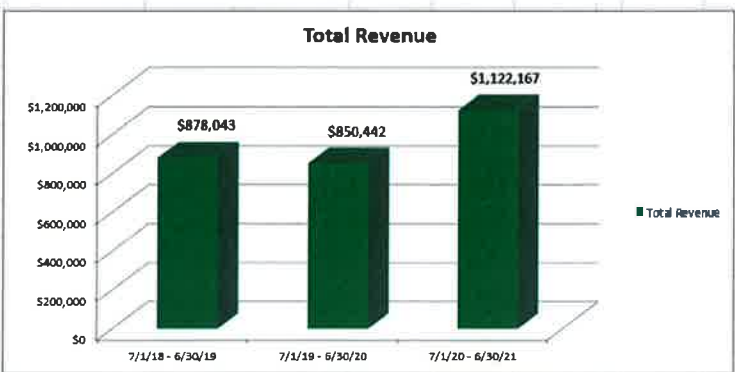
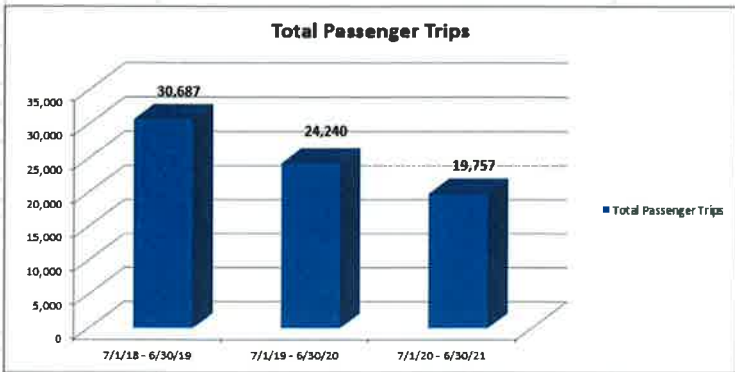
Transport of Escorts and dependent children policy	Passengers, who because of age and/or disability require an escort, shall be permitted to travel free of charge as space permits. Dependent children, defined here as children under eighteen (18) years of age, and dependent on their parents/guardian, 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
Use, Responsibility, and cost of child restraint devices	Levy County Transit complies 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.
Out-of-Service Area 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.
CPR/1st Aid	All Levy County Transit employees are required to qualify in First Aid within six months of employment and remain qualified in First Aid thereafter. All Levy County Transit employees are required to qualify in CPR within six months of employment and remain qualified in CPR thereafter.
Driver Criminal Background Screening	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.
Passenger Property	Passenger property is the 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).
Advance reservation requirements	Trip reservations must be made a minimum of three days in advance (not including weekends/holidays).
Pick-up Window	Passengers must be ready to be picked-up two (2) hours prior to their scheduled pick up time.

Measurable Standards/Goals	Standard/Goal	Is the Community Transportation Coordinator meeting the Standard?
Public Transit Ridership	Not applicable	Not applicable
On-time performance	90%	Yes
Accidents	No more than 1/100,000 miles	Yes
Roadcalls	No more than 5 roadcalls during the evaluation period.	No
Complaints	No more than 2/1,000 trips.	Yes
Call-Hold Time	Not applicable	Not applicable

**PERFORMANCE TRENDS - LEVY COUNTY TRANSIT
LEVY COUNTY**

MEASURE	Fiscal Year 7/1/18 - 6/30/19	Fiscal Year 7/1/19 - 6/30/20	Fiscal Year 7/1/20 - 6/30/21	Percent Change 2019/20 - 2020/21
Total Passenger Trips	30,687	24,240	19,757	-22.7%
Total Vehicle Miles	417,417	367,470	28,162	-1205%
Average Miles/Trip	14	15	1	-964%
Total Revenue	\$878,043	\$850,442	\$1,122,167	24%
Total Expenses	\$837,014	\$774,492	\$820,275	6%
Cost/Passenger Trip	\$27.28	\$31.95	\$41.52	23%
Cost/Vehicle Mile	\$2.01	\$2.11	\$29.13	93%
Total Vehicles	18	17	17	0%
Chargeable Accidents	0	1	0	#DIV/0!
Chargeable Accidents/100,000 Miles	0.00	0.27	0.00	#DIV/0!
Roadcalls	3	9	10	10%
Average Vehicle Miles Between Roadcalls	139,139	40,830	2,816	-1350%
Passenger No-Shows	215	335	195	-72%
Number of Trip Denials	140	0	0	#DIV/0!

Source: Annual Operations Reports



VI ON-SITE OBSERVATION OF THE SYSTEM

1. **Date of Observation:**
An on-site observation was not conducted due to COVID-19 safety concerns. _____
2. **Location:**

3. **Number of Passengers picked up/dropped off:**
Ambulatory: _____
Non-Ambulatory: _____
4. **Was the driver on time?**

5. **Did the driver provide passenger assistance?**

6. **Was the driver wearing identification?**

7. **Did the driver ensure the passengers were properly secured?**

8. **Was the interior of the vehicle free of 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?**

9. **Is there a sign posted on the interior of the vehicle with both a local phone number and the Transportation Disadvantaged Program Helpline for comments/complaints/com commendations?**

10. **Did the vehicle have working heat and air conditioning?**

11. **Did the vehicle have two-way communications in good working order?**

12. **If used, was the lift in good working order?**

13. **Was there safe and appropriate seating for all passengers?**

14. **Did the driver properly use the lift and secure the passenger?**

VII SURVEYS

How often do you ride?

Daily 7 days/week	1-2 Times/Week	3-5 Times/Week	Other

Have you been denied transportation services?

Yes

No

What is your trip purpose?

Medical	Education/Training	Employment	Other

Do you have concerns with your service?

Yes

No

What types of concerns do you have?

Late Trips	Driver Behavior	Availability	Vehicle Condition	Customer Service	Cost

VIII Cost



CTC Expense Sources

County: Levy
Fiscal Year: 07/01/2020 - 06/30/2021

CTC Status: Submitted
CTD Status: Under Review

CTC Organization: Levy Board of County Commissioners

Expense Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Expense Sources						
Labor	\$ 416,243	\$ 0	\$ 416,243	\$ 377,944	\$ 0	\$ 377,944
Fringe Benefits	\$ 183,902	\$ 0	\$ 183,902	\$ 200,475	\$ 0	\$ 200,475
Services	\$ 22,904	\$ 0	\$ 22,904	\$ 33,243	\$ 0	\$ 33,243
Materials & Supplies Consumed	\$ 104,084	\$ 0	\$ 104,084	\$ 130,055	\$ 0	\$ 130,055
Utilities	\$ 9,592	\$ 0	\$ 9,592	\$ 9,767	\$ 0	\$ 9,767
Casualty & Liability	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Taxes	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Miscellaneous	\$ 804	\$ 0	\$ 804	\$ 5,448	\$ 0	\$ 5,448
Interest	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Capital Purchases	\$ 82,746	\$ 0	\$ 82,746	\$ 17,560	\$ 0	\$ 17,560
Contributed Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Purchased Transportation Services						
Bus Pass	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Contracted Operator	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Total - Expense Sources	\$ 820,275	\$ 0	\$ 820,275	\$ 774,492	\$ 0	\$ 774,492

IX LEVEL OF COMPETITION

1. Inventory of Transportation Operators in the Service Area

	Transportation Providers Available	Transportation Providers Contracted in the System.
Private Non-Profit	0	0
Private For-Profit	0	0
Government	1	1
Public Transit Agency	0	0
Total	1	1

2. **How many of the operators are coordination contractors?** 0

3. **Does the Community Transportation Coordinator have a competitive procurement process?**

Yes _____

4. **What methods have been used in selection of the transportation operators?**

<input type="checkbox"/>	Low bid
<input type="checkbox"/>	Requests for qualifications
<input type="checkbox"/>	Negotiation only

<input checked="" type="checkbox"/>	Requests for proposals
<input type="checkbox"/>	Requests for interested parties
<input type="checkbox"/>	

X LEVEL OF COORDINATION

1. **Public Information – How is public information distributed about transportation services in the community?**

Levy County Transit distributes brochures in the community.

2. **Eligibility – How is passenger eligibility coordinated for local transportation services?**

Levy County Transit determines passenger eligibility except for passengers.

3. **Call Intake – To what extent is transportation coordinated to ensure that a user can reach a Reservationist on the first call?**

Individuals call Levy County Transit to schedule all trips.

4. **Reservations –How is the duplication of a reservation prevented?**

Levy County Transit handles all trip reservations.

5. **Trip Allocation – How is the allocation of trip requests to providers coordinated?**

Levy County Transit handles all trip allocations.

6. **Scheduling – How is the trip assignment to vehicles coordinated?**

Levy County Transit schedules all trips.

7. **General Service Monitoring – How is the overseeing of transportation operators coordinated?**

Not applicable, no subcontracted operators.



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November 11, 2021

TO: Levy County Transportation Disadvantaged Coordinating Board
 FROM: Lynn Godfrey, AICP, Senior Planner
 SUBJECT: 2020/25 Levy County Transportation Disadvantaged Service Plan Amendment

RECOMMENDATION

Approve an amendment to the 2020/25 Levy County Transportation Disadvantaged Service Plan.

BACKGROUND

Levy County Transit is requesting the inclusion of customers’ rights and responsibilities as an amendment to the 2020/25 Levy County Transportation Disadvantaged Service Plan. Attached is the proposed amendment.

If you have any questions concerning this matter, please do not hesitate to contact me.

Attachment

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**FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED (CTD)
CTD MEDICAID NON-EMERGENCY TRANSPORTATION (NET) PROGRAM**

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-free vehicles;
3. properly fastened seatbelts and/or mobility device tie downs;
4. vehicle transfer points that are sheltered, secure and safe;
5. a properly identified driver;
6. adequate seating, to include ample space for service animals;
7. assistance in maneuvering mobility devices up and down no more than one step; and
8. Community Transportation Coordinator (CTC) policy on medical emergency during transport.

CUSTOMERS ARE RESPONSIBLE FOR:

1. being ready and waiting for vehicle in a safe location for 5 minutes;
2. keeping seat belts and 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. addressing car-seat provision with the CTC;
8. making CTC aware of customer's physical and/or mental conditions prior to transport; and
9. adhering to policy for violent and/or disruptive behavior.

COURTESY

CUSTOMERS HAVE THE RIGHT TO:

1. professional, courteous, and properly trained drivers;
2. assistance while getting in and out of vehicle and to the seat; and
3. assistance with up to 2 packages;

CUSTOMERS ARE RESPONSIBLE FOR:

1. calling in trip cancellations within 2 hours;
2. informing CTC of all pertinent information regarding trip;
3. presenting the correct fare;

4. being ready at time of pick-up; and
5. maintaining personal hygiene.

COMPLAINTS

CUSTOMERS HAVE THE RIGHT TO:

1. file complaints without fear of retaliation;
2. prompt investigations and effective resolutions; and
3. current and complete program information.

CUSTOMERS ARE RESPONSIBLE FOR:

1. filing complaints in a timely manner (state local time frame), and
2. providing CTC with pertinent information.

SERVICE

CUSTOMERS HAVE THE RIGHT TO:

1. pick-ups between 120 minutes before and 60 minutes after;
2. expect driver to wait 5 minutes, but no longer than 5 minutes;
3. toll-free accessibility to the CTC;
4. be delivered to an appointment on time;
5. the CTC's policy on standing orders; and
6. the CTC's policy on no-shows.

CUSTOMERS ARE RESPONSIBLE FOR:

1. advising the reservationists of appointment times;
2. accepting a shared-ride service;
3. scheduling trip requests 1 days in advance; and
4. providing own wheelchair and/or escort.

This information is available in an accessible format upon request. To request these formats, please contact:

Levy County Transit 970 E Hathaway Avenue Bronson, Florida 32621 Ph. 352-486-3485 Fax 352-486-3312
--



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November 11, 2021

TO: Levy County Transportation Disadvantaged Coordinating Board
 FROM: Lynn Godfrey, AICP, Senior Planner
 SUBJECT: 2020/2021 Annual Operating Report

RECOMMENDATION

Review Levy County Transit’s 2020/2021 Annual Operating Report.

BACKGROUND

Levy County Transit is required to submit an annual operating report to the Florida Commission for the Transportation Disadvantaged by September 15 of each year. Attached is Levy County Transit’s 2020/2021 Annual Operating Report.

If you have any questions concerning the attached report, please contact me at extension 110.

Attachment

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CTC Organization

County: Levy

CTC Status: Submitted

Fiscal Year: 7/1/2020 - 6/30/2021

CTD Status: Under Review

Date Initiated: 7/27/2021

CTC Organization Name: Levy Board of County Commissioners

Address: 970 E Hathaway Ave.

City: Bronson

State: FL

Zip Code: 32621

Organization Type: County

Network Type: Sole Source

Operating Environment: Rural

Transportation Operators: No

Number of Transportation Operators: 0

Coordination Contractors: No

Number of Coordination Contractors: 0

Provide Out of County Trips: Yes

Local Coordinating Board (LCB) Chairperson: John Meeks

CTC Contact: Connie Conley

CTC Contact Title: Director

CTC Contact Email: conley-connie@levycounty.org

Phone: (352) 486-3485

CTC Certification

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

CTC Representative (signature): _____

LCB Certification

I, John Meeks, as the Local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(6), F.A.C. that the Local Coordinating Board has reviewed this report and the Planning Agency has received a copy.

LCB Chairperson (signature): _____



CTC Trips

County: Levy

CTC Status: Submitted

CTC Organization: Levy Board of County Commissioners

Fiscal Year: 07/01/2020 - 06/30/2021

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Service Type - One Way						
Fixed Route/Fixed Schedule						
Daily Pass Trips	0	N/A	0	0	N/A	0
Weekly Pass Trips	0	N/A	0	0	N/A	0
Monthly Pass Trips	0	N/A	0	0	N/A	0
Deviated Fixed Route Service	0	N/A	0	0	N/A	0
Complementary ADA Service	0	N/A	0	0	N/A	0
Paratransit						
Ambulatory	18,150	0	18,150	22,291	0	22,291
Non-Ambulatory	1,607	0	1,607	1,949	0	1,949
Stretcher	0	0	0	0	0	0
Transportation Network Companies	0	N/A	0	0	N/A	0
Taxi	0	N/A	0	0	N/A	0
School Board (School Bus)	0	N/A	0	0	N/A	0
Volunteers	0	N/A	0	0	N/A	0
Total - Service Type	19,757	0	19,757	24,240	0	24,240
Contracted Transportation Operator						
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	0	N/A	0	0	N/A	0
Total - Contracted Transportation Operator Trips	0	0	0	0	0	0
Revenue Source - One Way						
Agency for Health Care Administration (AHCA)	2	0	2	0	0	0
Agency for Persons with Disabilities (APD)	2,329	0	2,329	5,290	0	5,290
Comm for the Transportation Disadvantaged (CTD)	6,309	N/A	6,309	8,571	N/A	8,571
Dept of Economic Opportunity (DEO)	0	0	0	0	0	0
Dept of Children and Families (DCF)	0	0	0	0	0	0
Dept of Education (DOE)	0	0	0	0	0	0
Dept of Elder Affairs (DOEA)	0	0	0	887	0	887
Dept of Health (DOH)	0	0	0	0	0	0
Dept of Juvenile Justice (DJJ)	0	0	0	0	0	0
Dept of Transportation (DOT)	11,117	0	11,117	9,492	0	9,492
Local Government	0	0	0	0	0	0
Local Non-Government	0	0	0	0	0	0
Other Federal & State Programs	0	0	0	0	0	0
Total - Revenue Source	19,757	0	19,757	24,240	0	24,240



CTC Trips (cont'd)

County: Levy
 Fiscal Year: 07/01/2020 - 06/30/2021

CTC Status: Submitted
 CTD Status: Under Review

CTC Organization: Levy Board of County Commissioners

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Passenger Type - One Way						
Older Adults	5,056	0	5,056	6,548	0	6,548
Children At Risk	14	0	14	15	0	15
Persons With Disabilities	2,329	0	2,329	5,290	0	5,290
Low Income	1,844	0	1,844	2,802	0	2,802
Other	10,514	0	10,514	9,585	0	9,585
Total - Passenger Type	19,757	0	19,757	24,240	0	24,240
Trip Purpose - One Way						
Medical	7,122	0	7,122	8,476	0	8,476
Employment	57	0	57	548	0	548
Education/Training/Daycare	11,129	0	11,129	12,404	0	12,404
Nutritional	2	0	2	563	0	563
Life-Sustaining/Other	1,447	0	1,447	2,249	0	2,249
Total - Trip Purpose	19,757	0	19,757	24,240	0	24,240
Unduplicated Passenger Head Count (UDPHC)						
UDPHC	263	0	263	343	0	343
Total - UDPHC	263	0	263	343	0	343
Unmet & No Shows						
Unmet Trip Requests	0	N/A	0	0	N/A	0
No Shows	195	N/A	195	335	N/A	335
Customer Feedback						
Complaints	0	N/A	0	0	N/A	0
Commendations	2	N/A	2	1	N/A	1



CTC Vehicles & Drivers

County: Levy

CTC Status: Submitted

CTC Organization: Levy Board of County Commissioners

Fiscal Year: 07/01/2020 - 06/30/2021

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Vehicle Miles						
Deviated Fixed Route Miles	0	N/A	0	0	N/A	0
Complementary ADA Service Miles	0	N/A	0	0	N/A	0
Paratransit Miles	281,162	0	281,162	367,470	0	367,470
Transportation Network Companies (TNC) Miles	0	N/A	0	0	N/A	0
Taxi Miles	0	N/A	0	0	N/A	0
School Board (School Bus) Miles	0	N/A	0	0	N/A	0
Volunteers Miles	0	N/A	0	0	N/A	0
Total - Vehicle Miles	281,162	0	281,162	367,470	0	367,470
Roadcalls & Accidents						
Roadcalls	10	0	10	9	0	9
Chargeable Accidents	0	0	0	1	0	1
Vehicle Inventory						
Total Number of Vehicles	17	0	17	17	0	17
Number of Wheelchair Accessible Vehicles	16	0	16	16	0	16
Drivers						
Number of Full Time & Part Time Drivers	7	0	7	9	0	9
Number of Volunteer Drivers	0	0	0	0	0	0



CTC Revenue Sources

County: Levy

CTC Status: Submitted

CTC Organization: Levy Board of County Commissioners

Fiscal Year: 07/01/2020 - 06/30/2021

CTD Status: Under Review

Revenue Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Revenue Sources						
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 25,773	\$ 0	\$ 25,773	\$ 82,237	\$ 0	\$ 82,237
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0	\$ 0	\$ 14,917	\$ 0	\$ 14,917
Dept of Health (DOH)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)						
Non-Sponsored Trip Program	\$ 335,540	N/A	\$ 335,540	\$ 371,473	N/A	\$ 371,473
Non-Sponsored Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Rural Capital Equipment	\$ 82,746	N/A	\$ 82,746	\$ 17,560	N/A	\$ 17,560
TD Other	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Department of Transportation (DOT)						
49 USC 5307	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5310	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5311	\$ 0	\$ 0	\$ 0	\$ 240,084	\$ 0	\$ 240,084
49 USC 5311 (f)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Service Development	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other DOT	\$ 611,643	\$ 0	\$ 611,643	\$ 0	\$ 0	\$ 0
Local Government						
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
County Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
County In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Cash	\$ 164	\$ 0	\$ 164	\$ 50,000	\$ 0	\$ 50,000
Other In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Non-Government						
Farebox	\$ 66,111	\$ 0	\$ 66,111	\$ 73,165	\$ 0	\$ 73,165
Donations/Contributions	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Non-Government	\$ 190	\$ 0	\$ 190	\$ 1,006	\$ 0	\$ 1,006
Other Federal & State Programs						
Other Federal Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Total - Revenue Sources	\$ 1,122,167	\$ 0	\$ 1,122,167	\$ 850,442	\$ 0	\$ 850,442



CTC Expense Sources

County: Levy

CTC Status: Submitted

CTC Organization: Levy Board of County Commissioners

Fiscal Year: 07/01/2020 - 06/30/2021

CTD Status: Under Review

Expense Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Labor	\$ 416,243	\$ 0	\$ 416,243	\$ 377,944	\$ 0	\$ 377,944
Fringe Benefits	\$ 183,902	\$ 0	\$ 183,902	\$ 200,475	\$ 0	\$ 200,475
Services	\$ 22,904	\$ 0	\$ 22,904	\$ 33,243	\$ 0	\$ 33,243
Materials & Supplies Consumed	\$ 104,084	\$ 0	\$ 104,084	\$ 130,055	\$ 0	\$ 130,055
Utilities	\$ 9,592	\$ 0	\$ 9,592	\$ 9,767	\$ 0	\$ 9,767
Casualty & Liability	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Taxes	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Miscellaneous	\$ 804	\$ 0	\$ 804	\$ 5,448	\$ 0	\$ 5,448
Interest	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Capital Purchases	\$ 82,746	\$ 0	\$ 82,746	\$ 17,560	\$ 0	\$ 17,560
Contributed Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Purchased Transportation Services						
Bus Pass	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Contracted Operator	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Total - Expense Sources	\$ 820,275	\$ 0	\$ 820,275	\$ 774,492	\$ 0	\$ 774,492

County: Levy
 CTC: Levy Board of County Commissioners
 Contact: Connie Conley
 970 E Hathaway Ave.
 Bronson, FL 32621
 352-486-3485
 Email: conley-connie@levycounty.org

Demographics	Number
Total County Population	0
Unduplicated Head Count	263



Trips By Type of Service	2019	2020	2021
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	30,687	24,240	19,757
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	30,687	24,240	19,757

Vehicle Data	2019	2020	2021
Vehicle Miles	417,417	367,470	281,162
Roadcalls	3	9	10
Accidents	0	1	0
Vehicles	18	17	17
Drivers	7	9	7

Passenger Trips By Trip Purpose	2019	2020	2021
Medical	9,139	8,476	7,122
Employment	745	548	57
Ed/Train/DayCare	17,275	12,404	11,129
Nutritional	754	563	2
Life-Sustaining/Other	2,774	2,249	1,447
TOTAL TRIPS	30,687	24,240	19,757

Financial and General Data	2019	2020	2021
Expenses	\$837,014	\$774,492	\$820,275
Revenues	\$863,759	\$850,442	\$1,122,167
Commendations	1	1	2
Complaints	0	0	0
Passenger No-Shows	215	335	195
Unmet Trip Requests	140	0	0

Passenger Trips By Revenue Source	2019	2020	2021
CTD	7,093	8,571	6,309
AHCA	285	0	2
APD	7,401	5,290	2,329
DOEA	1,306	887	0
DOE	0	0	0
Other	14,602	9,492	11,117
TOTAL TRIPS	30,687	24,240	19,757

Performance Measures	2019	2020	2021
Accidents per 100,000 Miles	0	0.27	0
Miles between Roadcalls	139,139	40,830	28,116
Avg. Trips per Passenger	74.30	70.67	75.12
Cost per Trip	\$27.28	\$31.95	\$41.52
Cost per Paratransit Trip	\$27.28	\$31.95	\$41.52
Cost per Total Mile	\$2.01	\$2.11	\$2.92
Cost per Paratransit Mile	\$2.01	\$2.11	\$2.92

Trips by Provider Type	2019	2020	2021
CTC	30,687	24,240	19,757
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	30,687	24,240	19,757



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November 11, 2021

TO: Levy County Transportation Disadvantaged Coordinating Board
 FROM: Lynn Godfrey, AICP, Senior Planner
 SUBJECT: Levy County Transit Operations Reports

RECOMMENDATION

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

BACKGROUND

Attached are the following reports for the Board’s review:

1. July - September 2021 Operations Report;
2. July - September 2021 Complaint/Commendation Report; and
3. July - September 2021 Trip Denial Report.

If you have any questions regarding the attached reports, please do not hesitate to contact me.

Attachments

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**QUARTERLY OPERATING REPORT
LEVY COUNTY TRANSIT
LEVY COUNTY
JULY 2021 - SEPTEMBER 2021**

OPERATING DATA	LEVY COUNTY TRANSIT
NUMBER OF INVOICED TRIPS	5,078
Florida Commission for the Transportation Disadvantaged	1,463
Florida Managed Medical Assistance Program	0
Florida Department of Elder Affairs	0
Levy County ARC	1,160
Other	2,455
TOTAL VEHICLE MILES	67,330
TOTAL REVENUE VEHICLE MILES	58,154
TOTAL VEHICLE HOURS	2,742
TOTAL DOLLARS INVOICED	\$112,004.13
Florida Commission for the Transportation Disadvantaged	\$88,082.00
Florida Managed Medical Assistance Program	\$0.00
Florida Department of Elder Affairs	\$0.00
Levy County ARC	\$15,009.00
Other (Private Pay and Schools)	\$8,913.13
AVERAGE COST PER TRIP	\$22.06
Florida Commission for the Transportation Disadvantaged	\$60.21
Florida Managed Medical Assistance Program	\$0.00
Florida Department of Elder Affairs	\$0.00
Levy County ARC	\$12.94
Other	\$3.63
AVERAGE COST PER VEHICLE MILE	\$1.66
AVERAGE COST PER REVENUE VEHICLE MILE	\$1.93
AVERAGE COST PER VEHICLE HOUR	\$40.85
TRIP PURPOSE*	
Medical	1,564
Employment	14
Education/Training	3,082
Shopping	216
Meal Site	0
Recreation	42
Other (Social, Legal, Escorts)	160
NUMBER OF TRIPS DENIED	0
NUMBER OF SINGLE PASSENGER TRIPS PROVIDED	5,078
PERCENT OF SINGLE PASSENGER TRIPS	100%
NUMBER OF ACCIDENTS	0
NUMBER OF VEHICLES	6
AVERAGE NUMBER OF TRIPS PER VEHICLE	785
AVERAGE MILES PER TRIP	13
NUMBER OF ROADCALLS	0
MILES BETWEEN ROADCALLS	0

Source: Levy County Transit

**QUARTERLY OPERATING REPORT
LEVY COUNTY TRANSIT
LEVY COUNTY
JULY 2020 - SEPTEMBER 2020**

OPERATING DATA	LEVY COUNTY TRANSIT
NUMBER OF INVOICED TRIPS	3,932
Florida Commission for the Transportation Disadvantaged	1,690
Florida Managed Medical Assistance Program	0
Florida Department of Elder Affairs	0
Levy County ARC	0
Other	2,242
TOTAL VEHICLE MILES	68,563
TOTAL REVENUE VEHICLE MILES	58,395
TOTAL VEHICLE HOURS	2,794
TOTAL DOLLARS INVOICED	\$92,382.43
Florida Commission for the Transportation Disadvantaged	\$86,028.43
Florida Managed Medical Assistance Program	\$0.00
Florida Department of Elder Affairs	\$0.00
Levy County ARC	\$0.00
Other (Private Pay and Schools)	\$6,354.00
AVERAGE COST PER TRIP	\$23.50
Florida Commission for the Transportation Disadvantaged	\$50.90
Florida Managed Medical Assistance Program	#DIV/0!
Florida Department of Elder Affairs	#DIV/0!
Levy County ARC	#DIV/0!
Other	\$2.83
AVERAGE COST PER VEHICLE MILE	\$1.35
AVERAGE COST PER REVENUE VEHICLE MILE	\$1.58
AVERAGE COST PER VEHICLE HOUR	\$33.06
TRIP PURPOSE*	
Medical	1,977
Employment	26
Education/Training	1,621
Shopping	172
Meal Site	0
Recreation	24
Other (Social, Legal, Escorts)	112
NUMBER OF TRIPS DENIED	0
NUMBER OF SINGLE PASSENGER TRIPS PROVIDED	3,932
PERCENT OF SINGLE PASSENGER TRIPS	100%
NUMBER OF ACCIDENTS	0
NUMBER OF VEHICLES	8
AVERAGE NUMBER OF TRIPS PER VEHICLE	17
AVERAGE MILES PER TRIP	17
NUMBER OF ROADCALLS	1
MILES BETWEEN ROADCALLS	68,563

Source: Levy County Transit

LEVY COUNTY
SERVICE COMPLAINTS/COMMENDATIONS
JULY 2021 - SEPTEMBER 2021

TYPE OF COMPLAINT	TOTAL	Resolved
Vehicle Condition	0	-
Driver's Behavior	0	-
Client Behavior	0	-
Tardiness - Late pickup	0	-
Tardiness - Late dropoff	0	-
No Show by Operator	0	-
Dispatch/Scheduling	0	-
Service Denial	0	-
Other	0	-
TOTAL	0	0
COMMENDATIONS	0	-

Source: Levy County Transit

**LEVY COUNTY
UNMET TRANSPORTATION NEEDS
JULY 2021 - SEPTEMBER 2021**

REASON FOR TRIP DENIAL	NUMBER OF TRIP DENIALS
Lack of Funding	0
Trip Purpose	0
Out of Service Area Trip	0
Insufficient Advance Notice	0
After Hours Trip Request	0
Weekend Trip Request	0
Other (Non-medical-overbooked	0
TOTALS	0

Source: Levy County Transit

ATTENDANCE RECORD

**LEVY COUNTY
TRANSPORTATION DISADVANTAGED
COORDINATING BOARD**

MEMBER/ORGANIZATION	NAME	9/17/2020	3/18/2021	4/15/2021	9/16/2021
Chair	Commissioner John Meeks		P	P	P
Florida Department of Transportation Alternate Member	Christina Nalsen Lauren Adams	P	A	A	A P
Florida Department of Children and Families Alternate Member	John Wisker Amy Burton	P A	P A	P A	P A
Florida Department of Education Alternate Member	Jeff Aboumrad Peter Shepis	A A	A A	P A	P A
Florida Department of Elder Affairs Alternate Member	Matthew Pearson Vacant	A	P	P	A
Florida Agency for Health Care Administration Alternate Member	Reeda Harris Pamela Hagley				P A
Florida Agency for Persons with Disabilities Alternate Member	Sheryl Dick-Stanford Sylvia Bamburg	A	A P	P A	P A
Regional Workforce Board Alternate Member	Larry Trowbridge Cindy LeCouris	P	P	P A	P A
Central Florida Community Action Agency Alternate Member	Tiffany McKenzie Charles J. Harris, Jr.	P A	P A	P A	P A
Public Education Community Alternate Member	Gary Masters, Vice-Chair Joseph Wain	A A	P A	A A	P A
Veterans Alternate Member	Robert E. Lowyns Vacant	A	P	P	P
Citizen Advocate Alternate Member	Vacant Vacant				
Citizen Advocate-User Alternate Member	Tammy Jean Ippolito Vacant	A	A	A	A
Persons with Disabilities Alternate Member	Vacant Vacant				
Elderly Alternate Member	Vacant Vacant				
Local Medical Community Alternate Member	Vacant Vacant				
Children at Risk Alternate Member	Sandra Woodard Brooke Ward	P A	P A	P A	P A
Private Transit Alternate Member	Vacant 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 rescinding the appointment of any voting member of the Board who fails to attend three consecutive meetings."

