

# Levy County Transportation Disadvantaged Service Plan – Annual Update

July 1, 2020 - June 30, 2025

Levy County Transportation Disadvantaged  
Coordinating Board



# 2020/25 Levy County Transportation Disadvantaged Service Plan – Annual Update

Approved by the  
Levy County  
Transportation Disadvantaged Coordinating Board

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**Matt Brooks, Chair**

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April 13, 2023

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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). The Coordinated Public Transit-Human Services Transportation Plan identifies the transportation needs of individuals with disabilities, older adults and people with low incomes.

### 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 funds 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;
- a representative of the local medical community; and
- a local representative of the Florida Agency for Persons with Disabilities.

The membership of the Local Coordinating Board shall represent to 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.

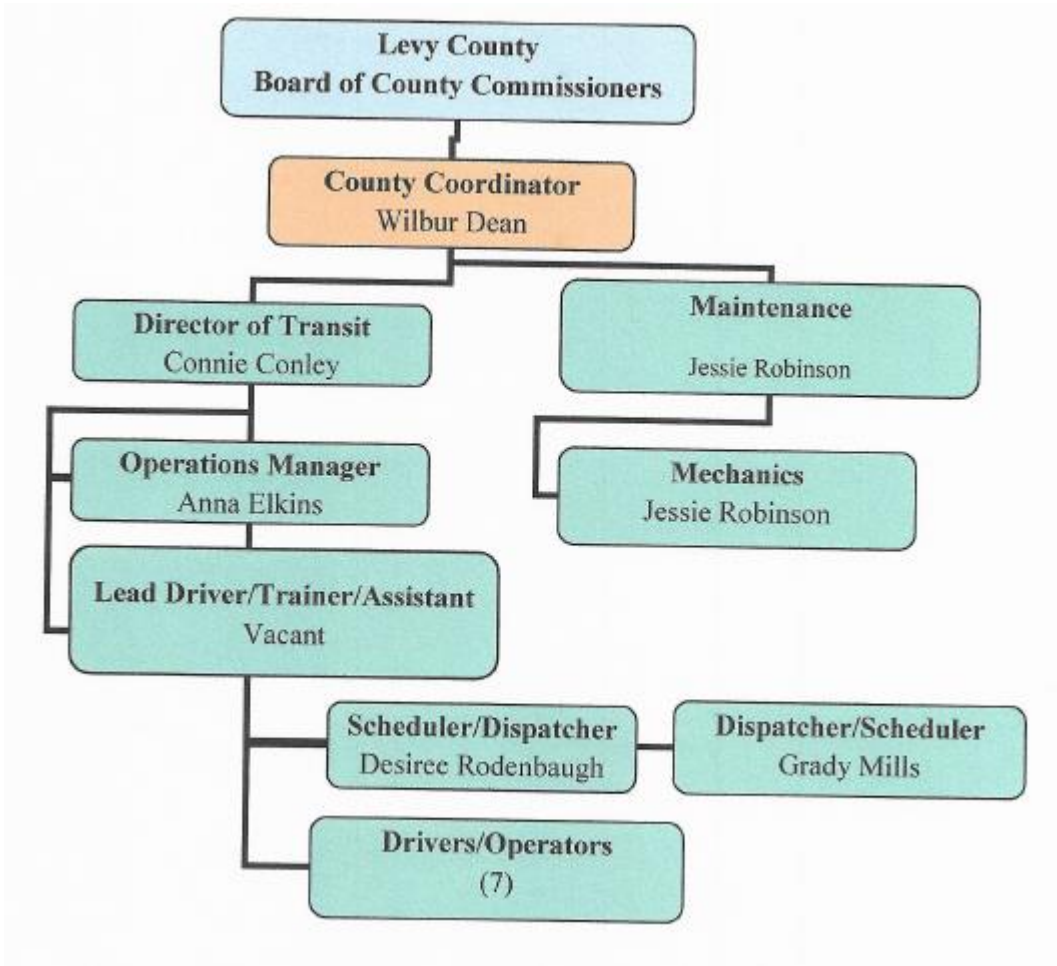
## **2. Designation Date/History**

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.

Chapter 287.057(3) (e) 12, Florida Statutes, allows for contractual services or commodities provided by governmental entities to not be subject to competitive solicitation requirements. Rule 41-2.010 (2) of the Florida Administrative Code allows the selection of Community Transportation Coordinators without competitive acquisition upon the recommendation of the Designated Official Planning Agency.

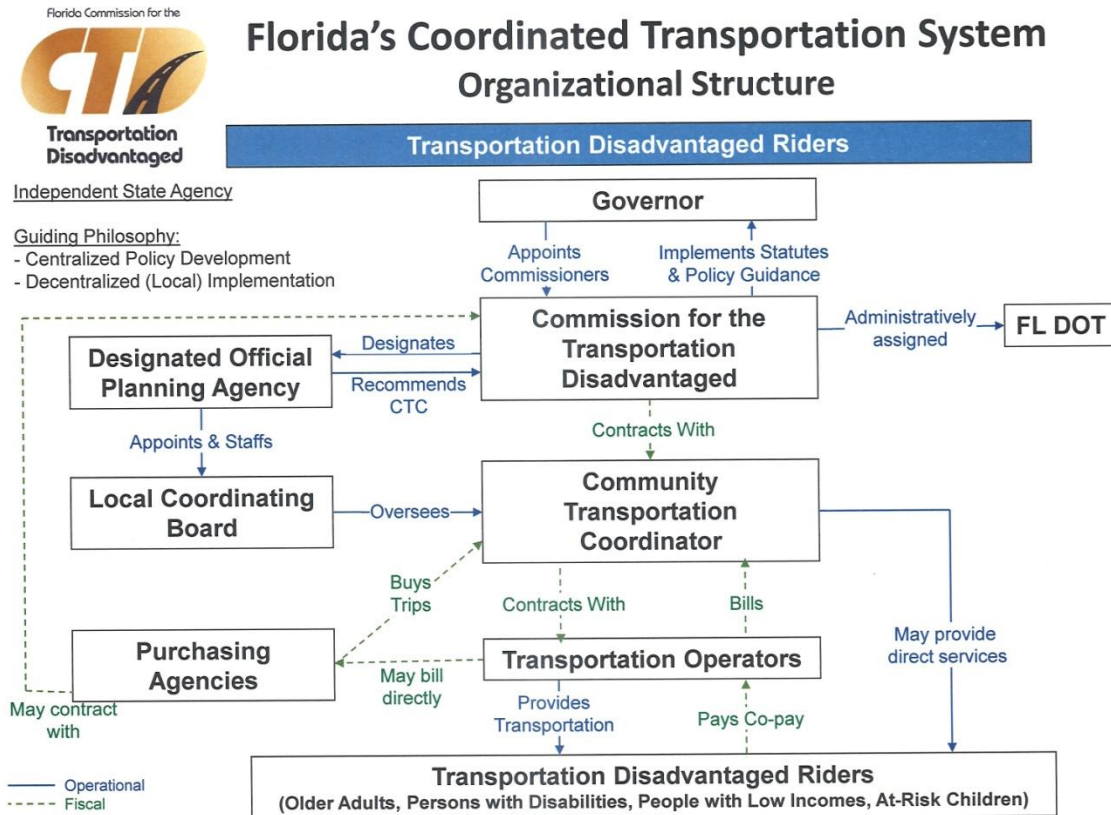
The Florida Commission for the Transportation Disadvantaged designated the Levy County Board of County Commissioners the Community Transportation Coordinator for Levy County in April 2003. The Florida Commission for the Transportation Disadvantaged re-designated the Levy County Board of County Commissioners to serve as the Levy County Community Transportation Coordinator effective July 1, 2020.

The following chart identifies Levy County Transit's organizational structure.



# Florida's Coordinated Transportation System Organization Chart

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



## 3. 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 2020 – 2025 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 August 2018 is a long-range guide for the physical, economic, and social development of a planning region which identifies regional goals and policies. The plan contains regional goals and policies designed to promote a coordinated program of regional actions directed at resolving problems identified in the trends and conditions statements contained within each strategic regional subject area.

The following policies are included in the Strategic Regional Policy Plan:

**REGIONAL GOAL 5.6.** Reduce the unmet general trip demand of the north central Florida Transportation Disadvantaged population.

**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 disadvantaged.

**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.

## 4. 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.

## 5. 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: 3/23/23  
 Anthony Adams, Chair

REPRESENTATION	MEMBER	ALTERNATE	TERM ENDING
Local Elected Official/Chair	Commissioner Brooks		No Term
Elderly	Vacant	Vacant	6/30/2023
Disabled	Vacant	Vacant	6/30/2024
Citizen Advocate	Vacant	Vacant	6/30/2024
Citizen Advocate/User	Tammy Jean Ippolito	Vacant	6/30/2024
Children at Risk	Vacant	Vacant	6/30/2025
Florida Association for Community Action	Tiffany McKenzie	Vacant	6/30/2023
Public Education	Gary Masters	Joseph Wain	No Term
Florida Agency for Persons with Disabilities	Sheryl Stanford	Diana Burgos-Garcia	No Term
Florida Department of Transportation	Geanelly Reveron	Lauren Adams	No Term
Florida Department of Children and Families	John Wisker	Amy Burton	No Term
Florida Department of Elder Affairs	Matthew Pearson	Vacant	No Term
Florida Department of Education	Vacant	Vacant	No Term
Florida Agency for Health Care Administration	Reeda Harris	Pamela Hagley	No Term
Regional Workforce Development Board	Larry Trowbridge	Vacant	No Term
Veteran Services	Olajuwon White	Vacant	6/30/2023
Local Mass Transit	Not Applicable	Not Applicable	No Term
Private Transportation Industry	Vacant	Vacant	6/30/2025
Local Medical Community	Vacant	Vacant	6/30/2025

## 6. Levy County Transportation Disadvantaged Coordinating Board Membership

### LEVY COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD

MEMBER/REPRESENTING	ALTERNATE/REPRESENTING
Commissioner Matt Brooks Local Elected Official/Chair	Not applicable
Geanelly Reveron 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
Vacant Florida Department of Education	Vacant 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	Diana Burgos-Garcia Florida Agency for Persons with Disabilities
Larry Trowbridge Regional Workforce Board Grievance Committee Member	Vacant Regional Workforce Board
Tiffany McKenzie Central Florida Community Action Agency, Inc. Term ending June 30, 2023	Caroline W. Ruff-Looney 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
Olajuwon White 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, 2025	Vacant Medical Community Term ending June 30, 2025
Vacant Children at Risk Term ending June 30, 2025	Vacant Children at Risk Term ending June 30, 2025
Vacant Private Transit Term ending June 30, 2025	Vacant Private Transit Term ending June 30, 2025



## **B. Service Area Profile and Demographics**

### **1. Levy County Service Area Description**

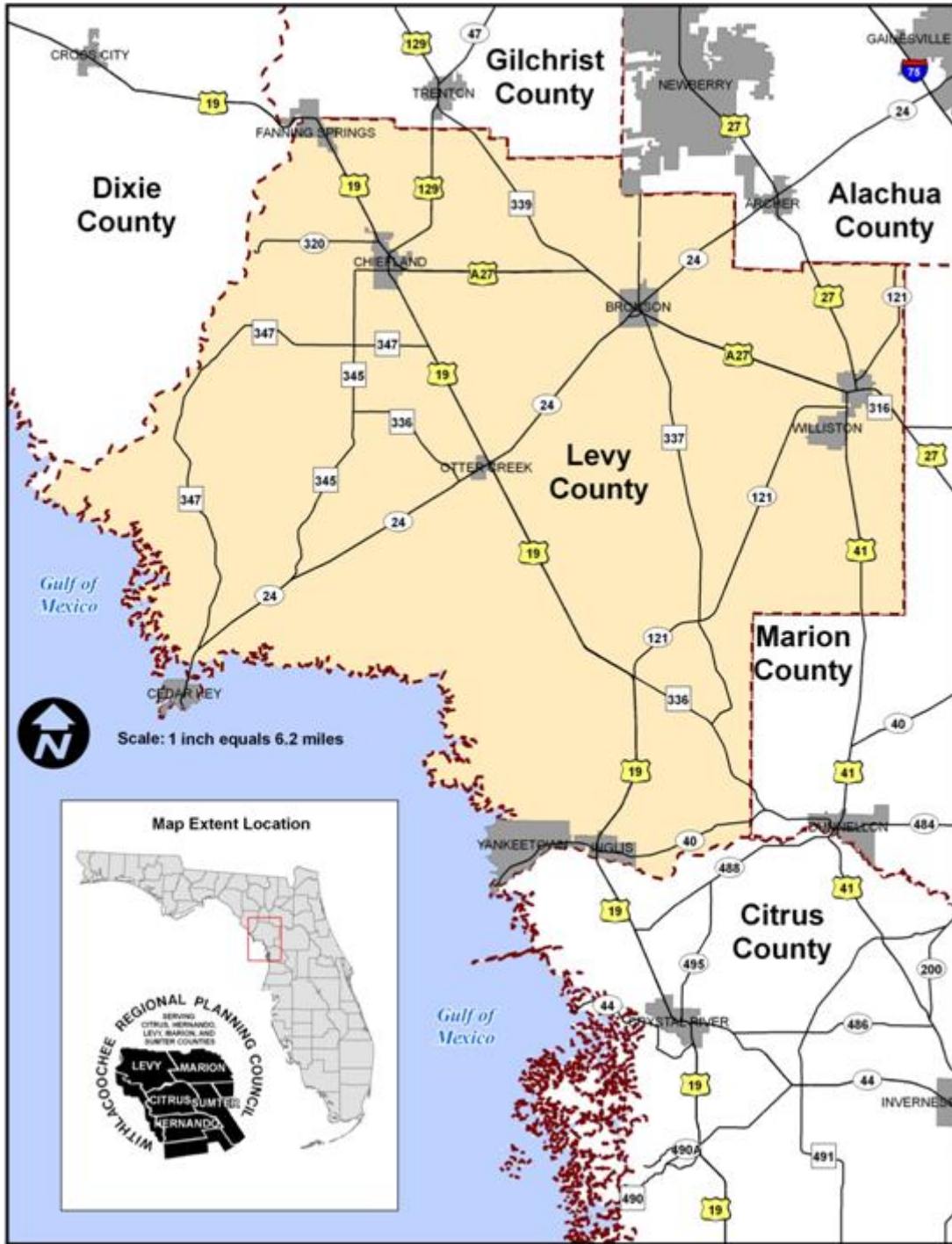
Levy County has a land area of 1,118 square miles and is surrounded by Dixie County, Gilchrist County and Alachua County to the north, Marion County to the east, Citrus County to the south and the Gulf of Mexico to the west. The county has eight incorporated areas including Bronson, Cedar Key, Chiefland, 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**

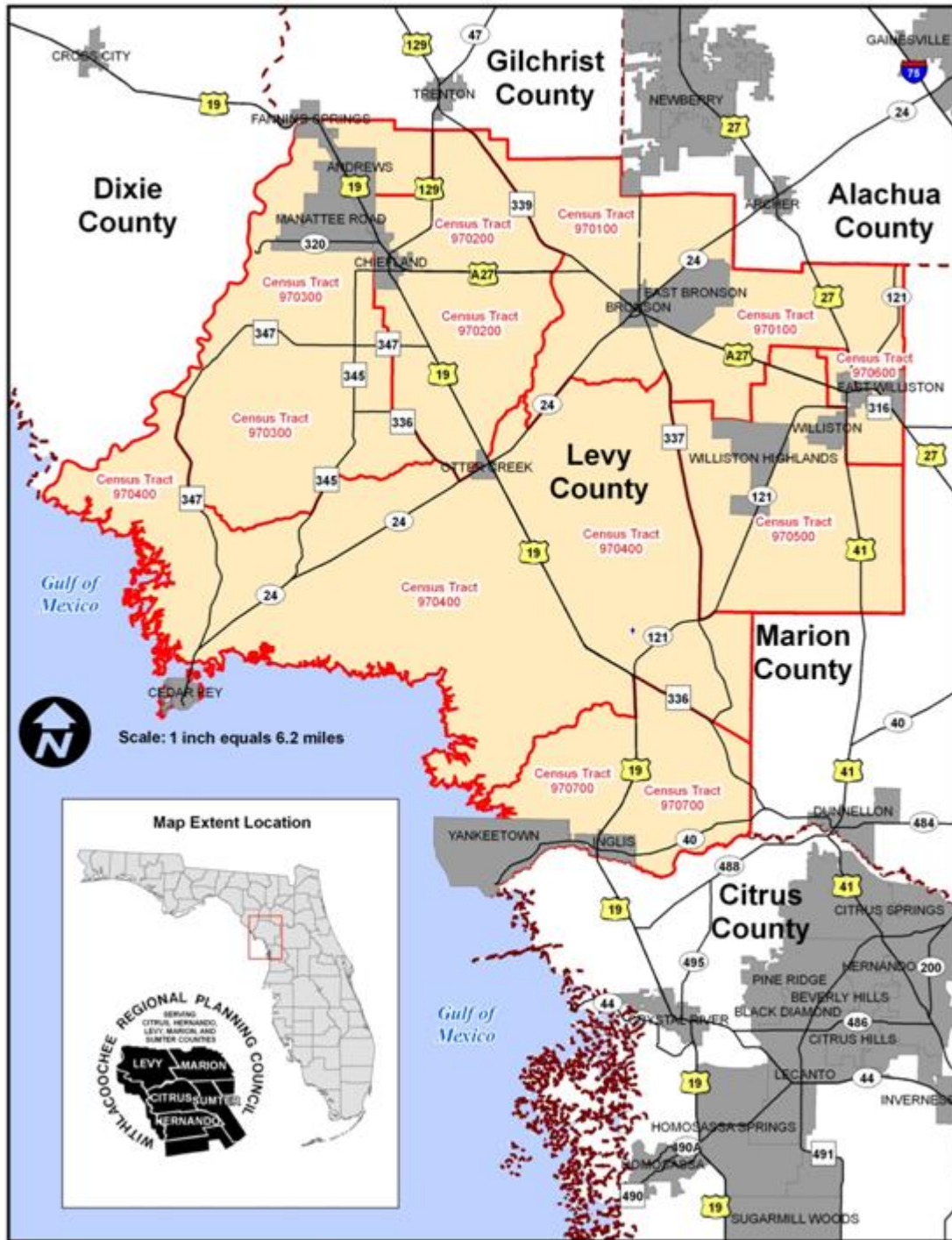
#### **a. Land Use**

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.

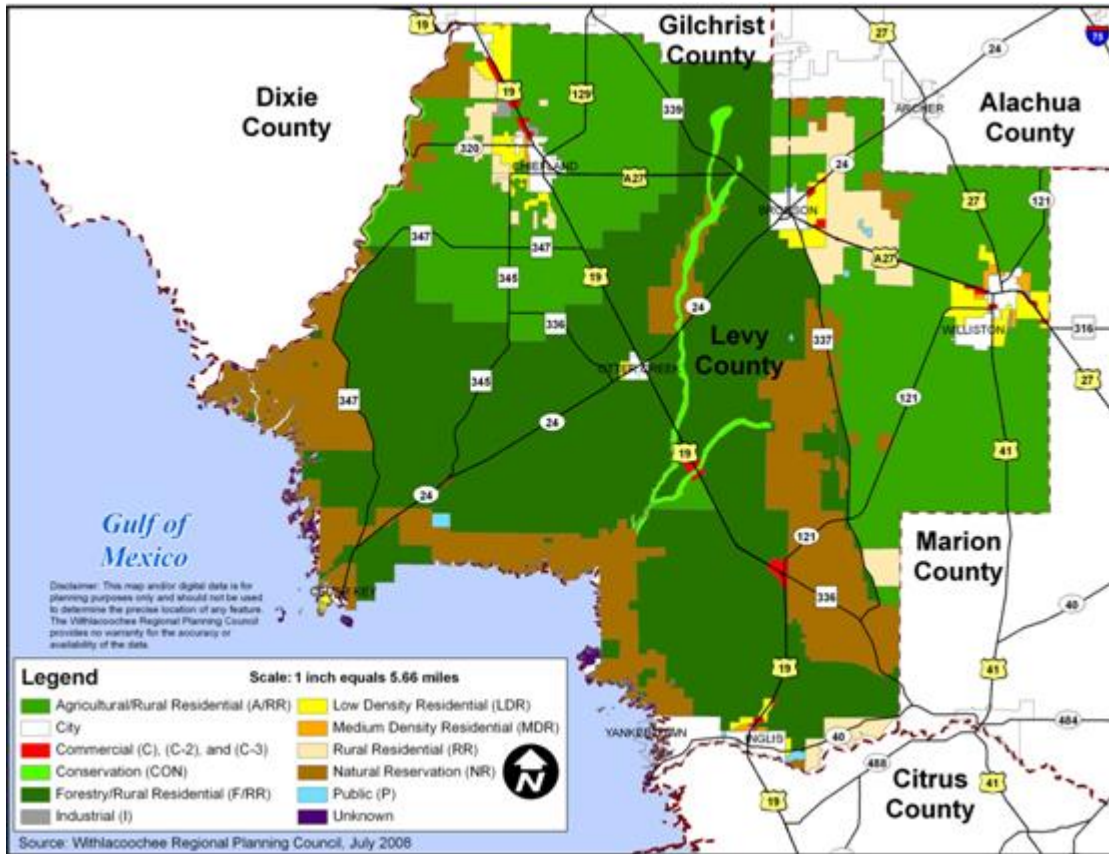
LEVY COUNTY WITHIN THE STATE OF FLORIDA



**LEVY COUNTY CENSUS DIVISIONS, CITIES AND CENSUS DESIGNATED PLACE**



### LEVY COUNTY FUTURE LAND USE



#### b. Population/Composition

According to the Bureau of Economic and Business Research, Levy County's 2020 population was 42,915. Table 1 shows, the population of Levy County.

**TABLE 1**  
**Population Counts and Estimates**  
**Levy County**

AREA	POPULATION COUNT 2020 Census	POPULATION ESTIMATES 2022
Levy County	42,915	44,288
Bronson	1,140	1,147
Cedar Key	687	689
Chiefland	2,316	2,321
Fanning Springs	704	692
Inglis	1,476	1,492
Otter Creek	108	108
Williston	2,976	3,085
Yankee Town	588	585
Unincorporated Area	32,920	34,169

Sources: 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 2021 was approximately 39 persons per square mile.

**TABLE 2**  
**Population Density**  
**Levy County**

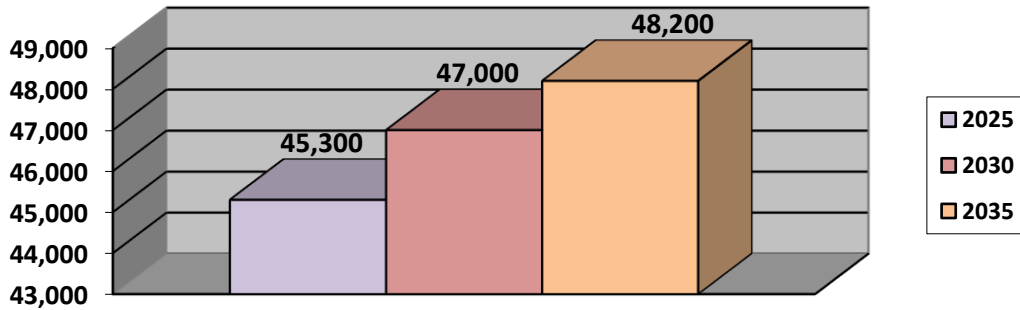
2020 U.S. CENSUS POPULATION	SQUARE MILES	PERSONS PER SQUARE MILE
42,915	1,118	39

Source: Florida Legislature Office of Economic and Demographic Research

**d. Population Projections**

According to the Bureau of Economic and Business Research, it is estimated that Levy County will have a total population of 45,300 by the year 2025, and by 2035, the total County population will be 48,200. Illustration I shows population projections for 2025, 2030 and 2035.

**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**

Age Group	Estimated 2021 Population
0-4	2,361
5-17	6,148
18-24	3,025
25-54	14,473
55-64	7,031
65-79	8,268
80+	2,271

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

**f. Disability and Self Care Limitations**

According to the 2010 Bureau of the Census 2013-2017 American Community Survey, 7,895 civilian non-institutionalized Levy County residents have disabilities.

**g. Employment**

According to the Florida Legislature Office of Economic and Demographic Research, the estimated labor force was 48.1 percent of the population 18 years of age and over. The estimated unemployment rate for Levy County in December 2022 was 3.1 percent.

**h. Income**

According to the Florida Legislature Office of Economic and Demographic Research, the per capita personal income for Levy County in 2021 was \$43,272. The percent of persons below poverty level in 2021 was 18.8%. 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**

<b>Per Capita Personal Income In 2021</b>	<b>Percentage Of Persons Below Poverty Level 2021</b>
\$43,272	18.8%

Source: Florida Legislature Office of Economic and Demographic Research

**TABLE 5**  
**2023 Poverty Guidelines For The 48 Contiguous States**  
**And The District of Columbia**

<b>Persons In Family/Household</b>	<b>2023 Poverty Guideline</b>
1	\$14,580
2	\$19,720
3	\$24,860
4	\$30,000
5	\$35,140
6	\$40,820
7	\$45,420
8	\$50,560

\* For families/households with more than 8 persons, add \$5,140 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 Florida Agency for Health Care Administration, Medicaid Data Analytics, the total Medicaid eligibles for Levy County as of January 31, 2023 was 13,742. Table 6 shows individuals who received Supplemental Security Income

**TABLE 6**  
**Supplemental Security Income**  
**Levy County**  
**2021**

Type Of Assistance	Recipients
Aged	103
Blind and Disabled	1,482

Source: Social Security Administration, Office of Retirement and Disability Policy, Office of Research and Statistics, SSI Recipients by State and County, 2020

**i. Housing**

The Florida Population Studies estimates that in 2021, the total number of households in Levy County was 18,403 and that the average household size was 2.4. Table 7 presents data on housing units below poverty level.

**TABLE 7**  
**Housing Units**  
**Levy County**  
**2020**

Housing Units	Percent of Persons Below the Poverty Level	Owner Occupied Housing Units
20,868	16.9%	17,756

Source: Florida Legislature Office of Economic and Demographic Research

**j. Health**

There is one assisted living facility located in Levy County, the Good Samaritan Retirement Home. According to the Florida Health 2021/22 Physician Workforce Annual Report, there were 12 licensed doctors of medicine practicing in Levy County.

**k. Transportation**

According to the 2010 Census 2014-2018 American Community Survey, an estimated 846 households in Levy County had no vehicle available in 2018.



## 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 and the University of Florida in Alachua County.

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 severe 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**

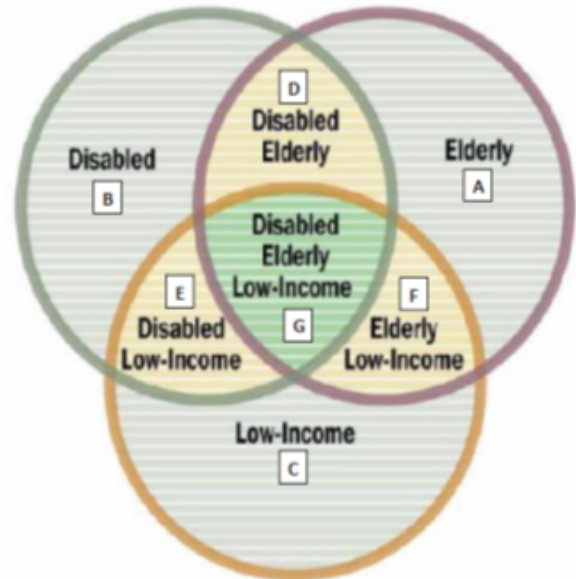
**Levy County**

Census Data from **2018**

County Pop. By Age	Total Pop by Age	% of Total Pop	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	2,069	5.5%	792	2.1%	61	0.7%	0	0.00%
5-17	6,629	17.7%	1,656	4.4%	390	1.0%	72	0.19%
18-34	6,417	17.1%	1,911	5.1%	361	1.0%	183	0.49%
35-64	12,294	32.8%	2,097	5.6%	3,765	10.0%	1,013	2.70%
<b>Total Non Elderly</b>	<b>27,409</b>	<b>73.1%</b>	<b>6,456</b>	<b>17.2%</b>	<b>4,577</b>	<b>12.2%</b>	<b>1,268</b>	<b>3.38%</b>
65-74	5,972	15.9%	299	0.8%	1,920	5.1%	350	0.93%
75+	4,131	11.0%	140	0.4%	1,962	5.2%	147	0.39%
<b>Total Elderly</b>	<b>10,103</b>	<b>26.9%</b>	<b>439</b>	<b>1.2%</b>	<b>3,882</b>	<b>10.3%</b>	<b>497</b>	<b>1.32%</b>
<b>Total</b>	<b>37,512</b>	<b>100%</b>	<b>6,895</b>	<b>18.4%</b>	<b>8,459</b>	<b>22.6%</b>	<b>1,765</b>	<b>4.71%</b>

<i>Double Counts Calculations</i>		
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	6,279
C - Estimate low income/not elderly/not disabled	Subtract I11 from E11	5,188
<b>Total - Non-Duplicated</b>		<b>19,868</b>

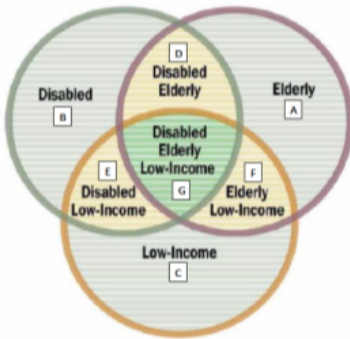
General TD Population	% of Total	
Non-Duplicated General TD Population Estimate	<b>19,868</b>	53.0%



**FORECAST OF GENERAL AND CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATIONS**

*Levy County*

General TD Population Forecast	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028
<i>Overlapping Circle Component</i>											
E - Estimate non-elderly/disabled/low income	1,268	1,275	1,281	1,288	1,294	1,301	1,308	1,315	1,321	1,328	1,335
B - Estimate non-elderly/ disabled/not low income	3,309	3,326	3,343	3,361	3,378	3,395	3,413	3,430	3,448	3,466	3,484
G - Estimate elderly/disabled/low income	497	500	502	505	507	510	513	515	518	521	523
D - Estimate elderly/ disabled/not low income	3,385	3,402	3,420	3,438	3,455	3,473	3,491	3,509	3,527	3,546	3,564
F - Estimate elderly/non-disabled/low income	-58	-58	-59	-59	-59	-60	-60	-60	-60	-61	-61
A - Estimate elderly/non-disabled/not low income	6,279	6,311	6,344	6,377	6,410	6,443	6,476	6,510	6,543	6,577	6,611
C - Estimate low income/not elderly/not disabled	5,168	5,215	5,242	5,269	5,296	5,323	5,351	5,378	5,406	5,434	5,462
<b>TOTAL GENERAL TD POPULATION</b>	<b>19,868</b>	<b>19,971</b>	<b>20,074</b>	<b>20,177</b>	<b>20,282</b>	<b>20,386</b>	<b>20,492</b>	<b>20,597</b>	<b>20,704</b>	<b>20,811</b>	<b>20,918</b>
<b>TOTAL POPULATION</b>	<b>37,512</b>	<b>37,706</b>	<b>37,900</b>	<b>38,096</b>	<b>38,293</b>	<b>38,491</b>	<b>38,689</b>	<b>38,889</b>	<b>39,090</b>	<b>39,292</b>	<b>39,495</b>



*Levy County*

Critical Need TD Population Forecast	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028
<b>Total Critical TD Population</b>											
<i>Disabled</i>	1,997	2,007	2,017	2,028	2,038	2,049	2,059	2,070	2,081	2,092	2,102
<i>Low Income Not Disabled No Auto/Transit</i>	1,395	1,403	1,410	1,417	1,424	1,432	1,439	1,447	1,454	1,462	1,469
<b>Total Critical Need TD Population</b>	<b>3,392</b>	<b>3,410</b>	<b>3,427</b>	<b>3,445</b>	<b>3,463</b>	<b>3,481</b>	<b>3,499</b>	<b>3,517</b>	<b>3,535</b>	<b>3,553</b>	<b>3,571</b>
<b>Daily Trips - Critical Need TD Population</b>											
<i>Severely Disabled</i>	98	98	99	99	100	100	101	101	102	102	103
<i>Low Income - Not Disabled - No Access</i>	2,650	2,663	2,677	2,691	2,705	2,719	2,733	2,747	2,761	2,776	2,790
<b>Total Daily Trips Critical Need TD Population</b>	<b>2,748</b>	<b>2,794</b>	<b>2,841</b>	<b>2,889</b>	<b>2,938</b>	<b>2,990</b>	<b>3,043</b>	<b>3,097</b>	<b>3,152</b>	<b>3,208</b>	<b>3,258</b>
<b>Annual Trips</b>	<b>714,384</b>	<b>726,457</b>	<b>738,734</b>	<b>751,219</b>	<b>763,914</b>	<b>777,436</b>	<b>791,196</b>	<b>805,200</b>	<b>819,453</b>	<b>833,957</b>	<b>847,050</b>

## 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: **2018**

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
< 5 Years of Age	61	4.20%	3	0
5-17	390	4.20%	16	0.25%
18-34	361	6.30%	23	0.35%
35-64	3,765	13.84%	521	4.24%
<b>Total Non Elderly</b>	<b>4,577</b>		<b>563</b>	<b>2.05%</b>
65-74	1,920	27.12%	521	8.72%
75+	1,962	46.55%	913	22.11%
<b>Total Elderly</b>	<b>3,882</b>		<b>1,434</b>	<b>14.19%</b>
<b>Total</b>	<b>8,459</b>		<b>1,997</b>	<b>5.32%</b>

% of Severe Disability Below Poverty Level	Total Severe Disability Below Poverty Level
<b>28.60%</b>	<b>161</b>
<b>11.70%</b>	<b>168</b>
	<b>329</b>

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

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

<b>Low Income &amp; Not Disabled = C + F</b>		<b>CALCULATION OF DAILY TRIPS FOR THE CRITICAL NEED TD POPULATION</b>	
<b>Assumes</b>	5,130		
27.2%	xx % without auto access		
	1,395		
100.0%	xx % without transit access		
	1,395		
		<b>Calculation of Daily Trips</b>	
		Daily Trip Rates	Total
		Per Person	Daily Trips
<b>Total Actual Critical TD Population</b>			
<i>Severely Disabled</i>	1,997	0.049	98
<i>Low Income ND</i>	###	1.899	2,650
<b>Totals</b>	<b>3,392</b>		<b>2,748</b>

### 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 Statutes 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 limits the ability to multi-load vehicles;
- out-of-county trips are required due to the limited availability of medical services/facilities; and
- various requirements for agency client transportation services.

### 4. Needs Assessment

#### United States Code Section 5311 Grant Program

APPLICANT	PROJECT	PROJECT YEAR	PROJECT LOCATION	ESTIMATED PROJECT COST	PROJECT FUNDING SOURCE
Levy County Board of County Commissioners	Build maintenance bay.	2023/24	Levy County	\$1,063,762.56  \$ 265,940.64	Federal Transit Administration  Levy County Board of County Commissioners
Levy County Board of County Commissioners	Pave north side of transit facility.	2023/24	Levy County	\$132,142.40  \$ 33,035.60	Federal Transit Administration  Levy County Board of County Commissioners
<u>Levy County Board of County Commissioners</u>	<u>Provide transportation in the rural areas and/or adjacent urban areas of Levy County.</u>	<u>2023/24</u>	<u>Levy County</u>	<u>\$350,000.00</u>  <u>\$350,000.00</u>	<u>Federal Transit Administration</u>  <u>Levy County Board of County Commissioners</u>

**United States Code Section 5339 Grant Program**

APPLICANT	PROJECT	PROJECT YEAR	PROJECT LOCATION	ESTIMATED PROJECT COST	PROJECT FUNDING SOURCE
Levy County Board of County Commissioners	Purchase equipment for maintenance facility.	2023/2024	Levy County	\$102,689.00 \$ 32,093.00	Federal Transit Administration Levy County Board of County Commissioners

**Transportation Disadvantaged Trip & Equipment Grant Program**

APPLICANT	PROJECT	PROJECT YEAR	PROJECT LOCATION	ESTIMATED PROJECT COST	PROJECT FUNDING SOURCE
Levy County Board of County Commissioners	Provide trips to transportation disadvantaged individuals.	2023/24	Levy County	\$360,642.00 \$ 40,0702.00	Transportation Disadvantaged Trust Fund Levy County Board of County Commissioners

**Rural Area Capital Assistance Program**

APPLICANT	PROJECT	PROJECT YEAR	LOCATION	ESTIMATED COST	FUNDING SOURCE
Levy County Board of County Commissioners	Purchase one replacement vehicle	2021/22	Levy County	\$91,515.00	Rural Area Capital Assistance Program Grant

## 5. Goals and Objectives

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

**Objective 1.1** Identify the demand for transportation services.

**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 workshop 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 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 7 Increase transportation services provided in Levy County.**

**Objective 7.1** Annually research local, state, and federal funding opportunities to increase services available to the transportation disadvantaged population in Levy County.

**Objective 7.2** Annually identify projects that can be funded under the Federal Transit Administration’s grant programs.

## 6. Implementation Plan

GOAL/STRATEGIES	RESPONSIBLE PARTY(IES)	DATE
<b>Goal 1: Ensure the availability of transportation services to meet the needs of the transportation disadvantaged population.</b>		
Identify and monitor demand for transportation disadvantaged services.	Community Transportation Coordinator	Ongoing
Provide services to meet as much of the demand for transportation services among the transportation disadvantaged population as possible within available resources.	Community Transportation Coordinator	Ongoing
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.	Community Transportation Coordinator	Ongoing
Monitor and maximize the availability of local, state and federal government funding for transportation services for the transportation disadvantaged.	Community Transportation Coordinator	Ongoing
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.	Community Transportation Coordinator	Ongoing



Transportation Disadvantaged Service Plan

Eliminate physical barriers to the use of transportation services by ensuring compliance with the Americans with Disabilities Act.	Community Transportation Coordinator	Ongoing
Participate in local, regional and state transportation and comprehensive planning processes to ensure that transportation disadvantaged issues are considered.	Community Transportation Coordinator	Ongoing
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.	Community Transportation Coordinator	Ongoing

GOAL/STRATEGIES	RESPONSIBLE PARTY(IES)	DATE
<b>Goal 2: Ensure that transportation services are provided in the most effective and efficient manner possible.</b>		
Coordinate transportation resources for the transportation disadvantaged available in or planned for the service area to the maximum extent possible.	Community Transportation Coordinator	Ongoing
Maximize the use of existing transportation resources to meet the demand for transportation services among the transportation disadvantaged.	Community Transportation Coordinator	Ongoing
GOAL/STRATEGIES	RESPONSIBLE PARTY(IES)	DATE
Maximize the use of measures that promote effective and efficient service delivery without unduly inconveniencing riders.	Community Transportation Coordinator	Ongoing
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.	Community Transportation Coordinator	Ongoing

GOAL/STRATEGIES	RESPONSIBLE PARTY(IES)	DATE
<b>Goal 3: Ensure that quality transportation services are provided.</b>		
Ensure transportation services are provided in a safe, reliable and courteous manner.	Community Transportation Coordinator	Ongoing
Monitor and evaluate the performance of the Community Transportation Coordinator.	Local Coordinating Board	Annually
Provide processes for addressing service complaints and formal grievances on transportation-related matters.	Local Coordinating Board Community Transportation Coordinator	Ongoing

GOAL/STRATEGIES	RESPONSIBLE PARTY(IES)	DATE
<b>Goal 4: Ensure program accountability.</b>		
Comply with the requirements of Chapter 427, Florida Statutes, and Rule Chapter 41-2, Florida Administrative Code.	Community Transportation Coordinator	Ongoing

Transportation Disadvantaged Service Plan

Prepare plans, contracts, reports and other documents required by Chapter 427, Florida Statutes, and Rule Chapter 41-2, Florida Administrative Code.	Community Transportation Coordinator	Ongoing
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GOAL/STRATEGIES	RESPONSIBLE PARTY(IES)	DATE
<b>Goal 5: Increase public awareness of and involvement in Florida’s Transportation Disadvantaged Program.</b>		
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.	Community Transportation Coordinator	Ongoing
Conduct at least one public workshop 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.	Local Coordinating Board	Annually

GOAL/STRATEGIES	RESPONSIBLE PARTY(IES)	DATE
<b>Goal 6: Encourage volunteers to participate in the coordinated transportation system.</b>		
Undertake marketing and outreach activities to increase volunteering opportunities with the county’s coordinated transportation system.	Community Transportation Coordinator	Ongoing

GOAL/STRATEGIES	RESPONSIBLE PARTY(IES)	DATE
<b>Goal 7: Provide affordable transportation to low income persons.</b>		
Develop transportation services for daily living activities.	Community Transportation Coordinator	Ongoing
Research the feasibility of providing deviated fixed route service that provides service within Levy County.	Community Transportation Coordinator	Ongoing
Advertise the available transportation services once a year.	Community Transportation Coordinator	Annually

GOAL/STRATEGIES	RESPONSIBLE PARTY(IES)	DATE
<b>Goal 8: Increase the provision of public transportation in Levy County.</b>		
Annually research local, state, and federal funding opportunities to increase services available to the transportation disadvantaged population in Levy County.	Community Transportation Coordinator	As needed
Annually identify projects that can be funded under the Federal Transit Administration’s grant programs.	Community Transportation Coordinator	As needed

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## 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.

##### **The ARC of Levy County (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, Inc. (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 and wheelchair).

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 only be provided on the following holidays for passengers travelling to dialysis and chemotherapy appointments who have no other means of transportation.

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  
Presidents' Day  
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 7:00 a.m. to 5:00 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

The following trips are considered no-shows:

- When the driver arrives within the passenger's scheduled pickup window and the passenger is not prepared, available or refuses to travel.
- The passenger did not cancel their trip twenty four hours in advance or before the vehicle was in route.
- When a passenger is absent or unavailable for their return trip. Passengers who can provide acceptable and verifiable evidence to Levy County Transit that the missed return trip was due to unavoidable circumstances, the missed trip will not be considered a no-show.
- 

Passengers will be charged a \$10.00 fee for each verified no-show. Levy County Transit staff will call passengers to inform them of the no-show policy. Passengers charged with two no shows will be given a verbal warning of possible suspension from service. Passengers charged with three no-shows will be notified in writing that their service will be suspended for a 30-day period. Passengers will also be provided with a copy of the grievance procedures.

Passengers who no-show their initial trip will have all trips scheduled that day cancelled. Passengers who no-show 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.

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

#### f. After Hours Service

After hours service is not provided through the Transportation Disadvantaged Program. Calls to the Levy County Transit office between 5:00 p.m. and 7:00 a.m. Monday - Friday, weekends and holidays are received by voice mail. Calls for emergency transportation should be 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 \$3.00 per trip, under age 60 \$3.50 per trip.

## 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 to substantiate an individual's eligibility. Medicaid beneficiaries who are **not** travelling to a Medicaid compensable service may be eligible for Transportation Disadvantaged Program sponsored service.

### 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.
  
- 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. Household income meets a maximum of 125% of the current Federal Poverty Guidelines as indicated below. Proof of income is required.

#### **2023 Poverty Guidelines For The 48 Contiguous States And The District of Columbia**

Persons In Family/Household	2023 Poverty Guideline
1	\$14,580
2	\$19,720
3	\$24,860
4	\$30,000
5	\$35,140
6	\$40,820
7	\$45,420
8	\$50,560

\* For families/households with more than 8 persons, add \$5,140 for each additional person.

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





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: (\_\_\_\_\_) \_\_\_\_\_

\_\_\_\_\_  
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 \_\_\_\_\_

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 the designated Community Transportation Coordinator for Levy County is to group trips to the maximum extent possible and to accommodate trip requests with the least expensive service available which meets the passengers' 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. 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, 2020 to June 30, 2021 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 Appendix C.

## 7. System Safety Program Plan Certification

Levy County Transit's System Safety Program Plan Certification is shown as Appendix D.

## 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 at the Emergency Operations Center; 4) direct Emergency Support Function 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, 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 Levy County Transit’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:

<b>FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED STANDARDS</b>		
<b>RULE 41-2 FLORIDA ADMINISTRATIVE CODE</b>	<b>RULE REQUIREMENT</b>	<b>LOCAL POLICY</b>
<b>Drug and Alcohol Testing</b>  <b>41-2.006 (4)(a)</b>	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 Code of Federal Regulations Part 655, "Prevention of Prohibited Drug Use in Transit Operations," and 49 Code of Federal Regulations Part 40, "Procedures for Transportation Workplace Drug and Alcohol Testing Programs".

<b>FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED STANDARDS</b>		
<p><b>Transport of Escorts and Dependent Children</b></p> <p><b>41-2.006 (4)(b)</b></p>	<p>An escort of a passenger and dependent children are to be transported as locally negotiated and identified in the local Service Plan.</p>	<p>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.</p>
<p><b>Child Restraint Devices</b></p> <p><b>41-2.006 (4) (c)</b></p>	<p>Use of child restraint devices shall be determined locally as to their responsibility and cost of such device in the local Service Plan.</p>	<p>The Community Transportation Coordinator shall comply with all state laws concerning the use of child restraint devices, particularly Section 316.613, Florida Statutes, 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.</p>
<p><b>Passenger Property</b></p> <p><b>41-2.006 (4)(d)</b></p>	<p>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.</p>	<p>Passenger property is the sole 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).</p>



<b>FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED STANDARDS</b>		
<p><b>Vehicle Transfer Points</b></p> <p><b>41-2.006 (4)(e)</b></p>	<p>Vehicle transfer points shall provide for the shelter, security, and safety of passengers.</p>	<p>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.</p>
<p><b>Local Toll Free Phone Number</b></p> <p><b>41-2.006 (4)(f)</b></p>	<p>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 Helpline as a step within the process as approved by the Local Coordinating Board.</p>	<p>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.)</p> <p>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.</p>
<p><b>Out-of- Service-Area Trips</b></p> <p><b>41-2.006 (4)(g)</b></p>	<p>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.</p>	<p>Out-of-service-area trips include all trips <b>outside</b> of Levy County and the City of Gainesville 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.</p>

<b>FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED STANDARDS</b>		
<p><b>Vehicle Cleanliness</b>  <b>41-2.006 (4)(h)</b></p>	<p>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.</p>	<p>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.</p>
<p><b>Billing Requirements</b>  <b>41-2.006 (4)(I)</b></p>	<p>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.</p>	<p>Not applicable.</p>
<p><b>Passenger Trip Data Base</b>  <b>41-2.006 (4)(j)</b></p>	<p>Passenger/trip data must be maintained by or accessible to the Community Transportation Coordinator on each rider being transported within the coordinated system.</p>	<p>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.</p>

<b>FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED STANDARDS</b>		
<p><b>Adequate Seating</b></p> <p><b>41-2.006</b> <b>(4)(k)</b></p>	<p>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.</p>	<p>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.</p>
<p><b>Driver Identification</b></p> <p><b>41-2.006</b> <b>(4)(l)</b></p>	<p>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.</p>	<p>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.</p>

<b>FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED STANDARDS</b>		
<p><b>Passenger Assistance</b></p> <p><b>41-2.006 (4)(m)</b></p>	<p>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.</p>	<p>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.</p>
<p><b>Smoking, Eating and Drinking</b></p> <p><b>41-2.006 (4)(n)</b></p>	<p>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.</p>	<p>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.</p>

<p><b>Passenger No-Shows</b></p> <p><b>41-2.006</b> <b>(4)(o)</b></p>	<p>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.</p>	<p>The following trips are considered no-shows:</p> <p>When the driver arrives within the passenger’s scheduled pickup window and the passenger is not prepared, available or refuses to travel.</p> <p>The passenger did not cancel their trip twenty four hours in advance or before the vehicle was in route.</p> <p>When a passenger is absent or unavailable for their return trip. Passengers who can provide acceptable and verifiable evidence to Levy County Transit that the missed return trip was due to unavoidable circumstances, the missed trip will not be considered a no-show.</p> <p>Passengers will be charged a \$10.00 fee for each verified no-show. Levy County Transit staff will call passengers to inform them of the no-show policy. Passengers charged with two no shows will be given a verbal warning of possible suspension from service. Passengers charged with three no-shows will be notified in writing that their service will be suspended for a 30-day period. Passengers will also be provided with a copy of the grievance procedures.</p> <p>Passengers who no-show their initial trip will have all trips scheduled that day cancelled. Passengers who no-show 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.</p> <p>If a passenger can provide acceptable and verifiable evidence to Levy County Transit that their no-show trip was due to unforeseen and unavoidable circumstances, the trip will not be considered a no show.</p>
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<p><b>Two-Way Communications</b></p> <p><b>41-2.006 (4)(p)</b></p>	<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.</p>	<p>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.</p>
<p><b>Air Conditioning/ Heating in Vehicles</b></p> <p><b>41-2.006 (4)(q)</b></p>	<p>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.</p>	<p>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.</p>
<p><b>First Aid</b></p> <p><b>41-2.006 (4)(r)</b></p>	<p>First Aid policy shall be determined locally and provided in the local Service Plan.</p>	<p>All Community Transportation Coordinator employees are required to qualify in First Aid within six months of employment and remain qualified in First Aid thereafter.</p>
<p><b>CPR</b></p> <p><b>41-2.006 (4)(s)</b></p>	<p>Cardiopulmonary Resuscitation policy shall be determined locally and provided in the local Service Plan.</p>	<p>All Community Transportation Coordinator employees are required to qualify in cardiopulmonary resuscitation within six months of employment and remain qualified in cardiopulmonary resuscitation thereafter.</p>
<p><b>Driver Criminal Background Screening</b></p> <p><b>41-2.006(4)(t)</b></p>	<p>Driver background screening shall be determined locally, dependent up on purchasing agencies' requirements and provided in the local Transportation Disadvantaged Service Plan.</p>	<p>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.</p>

<p><b>Fixed Route Transit Utilization</b> <b>41-2.006 (4)(u)</b></p>	<p>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.</p>	<p>Not applicable.</p>
<p><b>Pick-Up Window Rule</b> <b>41-2.006 (4)(v)</b></p>	<p>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.</p>	<p>Passengers must be ready to be picked-up two (2) hours prior to their scheduled pick up time.</p> <p>No-show return trips will be scheduled on a stand-by basis. Levy County Transit will attempt to schedule stand-by return trips within three hours of being requested.</p>
<p><b>On-Time Performance</b> <b>41-2.006 (4) (w)</b></p>	<p>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 Coordinator evaluation of its contracted operators and the local Coordinating Board’s evaluation of the Community Transportation Coordinator.</p>	<p>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.</p>
<p><b>Advance Reservation Requirement</b> <b>41-2.006 (4) (x)</b></p>	<p>The Community Transportation Coordinator should establish and address in the local Transportation Disadvantaged Service Plan a minimum 24 hour advanced notification time to obtain services. This policy should be communicated to contracted operators, purchasing agencies and passengers.</p>	<p>Trip reservations must be made a minimum of three days in advance (not including weekends/holidays).</p>

<p><b>Safety</b> <b>41-2.006 (4) (y)</b></p>	<p>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.</p>	<p>There shall be no more than 1 accident per 100,000 miles during the evaluation period (July 1, 2022-June 30, 2023).</p>
<p><b>Reliability</b> <b>41-2.006 (4) (z)</b></p>	<p>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.</p>	<p>There shall be no more than 5 roadcalls during the evaluation period. (July 1, 2022-June 30, 2023).</p>
<p><b>Call Hold Time</b> <b>41-2.006 (4) (aa)</b></p>	<p>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.</p>	<p>This standard is not applicable to this service area.</p>



<p><b>Quality of Service</b> <b>41-2.006 (4) (bb)</b></p>	<p>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.</p>	<p>Collect and publicly post passenger satisfaction survey ratings. There shall be no more than one complaint per 1,000 trips during the evaluation period (July 1, 2022 - June 30, 2023).</p>
<p><b>Safety Belt Usage</b></p>	<p><b>Chapter 316.614 (4), Florida Statutes:</b> 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.</p>	<p><b>Local Policy:</b> 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.</p>

## **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.



**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
--

## **15. Community Transportation Coordinator Monitoring Procedures of Subcontractors**

Not applicable.

## **B. Cost/Revenue Allocation and Rate Structure Justification**

See Appendix B.

## 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**



# Grievance Procedures

September 15, 2022

Levy County  
Transportation Disadvantaged Coordinating Board



# Levy County Transportation Disadvantaged Coordinating Board

## Grievance Procedures

Approved by the  
Levy County  
Transportation Disadvantaged Coordinating Board

2009 NW 67th Place  
Gainesville, FL 32653-1603  
[www.ncfrpc.org/mtpo](http://www.ncfrpc.org/mtpo)  
352.955.2000

  
**Russell Meeks Jr., Chair**

with Assistance from



North Central Florida Regional Planning Council  
2009 NW 67th Place  
Gainesville, FL 32653-1603  
[www.ncfrpc.org](http://www.ncfrpc.org)  
352.955.2200

September 15, 2022

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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.

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**Levy County Transportation Disadvantaged Coordinating Board**  
**Grievance Procedures**

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.

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**Levy County Transportation Disadvantaged Coordinating Board**  
**Grievance Procedures**

- (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 and two (2) alternate 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 its responsibilities. Meetings may be called, rescheduled, postponed or cancelled for any appropriate purpose by the Chair. 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 Disadvantaged, 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.

**Levy County Transportation Disadvantaged Coordinating Board**  
**Grievance Procedures**

- (5) **Voting Conflicts.** In accordance with Chapter 112.3143(2)(a), Florida Statutes, "A state public officer may not vote on any matter that the officer knows would inure to his or her special private gain or loss. Any state public officer who abstains from voting in an official capacity upon any measure that the officer knows would inure to the officer's special private gain or loss, or who votes in an official capacity on a measure that he or she knows would inure to the special private gain or loss of any principal by whom the officer is retained or to the parent organization or subsidiary of a corporate principal by which the officer is retained other than an agency as defined in s. 112.312(2); or which the officer knows would inure to the special private gain or loss of a relative or business associate of the public officer, shall make every reasonable effort to disclose the nature of his or her interest as a public record in a memorandum filed with the person responsible for recording the minutes of the meeting, who shall incorporate the memorandum in the minutes. If it is not possible for the state public officer to file a memorandum before the vote, the memorandum must be filed with the person responsible for recording the minutes of the meeting no later than 15 days after the vote."

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 recuse himself or herself 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) **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.
- (7) **Public Comment.** Public comments shall be limited to three (3) minutes and directed to the Chair. Additional time may be given at the Chair's discretion. The Chair may impose a cumulative time limit for all public comment on any specific agenda item.

Members of the public shall be allowed to address the Committee following the making of a motion that has been properly seconded concerning a proposition before the Committee. Such comments shall be directed to the Chair.

All comments made by Committee members, Committee staff, guests and members of the public during any public meeting of the Grievance Committee shall be governed by the City, County and Local Government Law Section of the Florida Bar Civility Pledge, as follows:

1. We will be respectful of one another even when we disagree;
2. We will direct all comments to the issues; and
3. We will avoid personal attacks.

## **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.



**Levy County Transportation Disadvantaged Coordinating Board**  
**Grievance Procedures**

- (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

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**Levy County Transportation Disadvantaged Coordinating Board**  
**Grievance Procedures**

- (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.

**Levy County Transportation Disadvantaged Coordinating Board**  
**Grievance Procedures**

- (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 suspended rider 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 suspended rider requesting the reconsideration.

## **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 15th day of September 2022.



Russell Meeks, Jr., Chair  
Levy County Transportation Disadvantaged Coordinating Board

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# Appendix B: Cost/Revenue Allocation and Rate Structure Justification



## Transportation Disadvantaged Trust Fund Service Rates Form

<b>Community Transportation Coordinator (CTC)</b>	Levy County Transit
<b>Service Rate Effective Date</b>	7/1/2023

Grant Agreement Service Rates		
Type of Service Transportation Mode	Unit of Measure	Cost Per Unit
* Ambulatory	Passenger Mile	\$1.93
* Wheel Chair	Passenger Mile	\$3.31
* Stretcher	Passenger Mile	Enter \$ Per Unit
Bus Pass – Daily	Pass	Enter \$ Per Unit
Bus Pass – Weekly	Pass	Enter \$ Per Unit
Bus Pass – Monthly	Pass	Enter \$ Per Unit
Suwannee River Economic Council	Passenger Trip	\$17.57
Levy ARC/Medwaiver Program	Passenger Trip (individual)	\$12.24
Levy ARC/Medwaiver Program	Passenger Trip (group)	\$12.24
Levy ARC/Medwaiver Program	Passenger Trip (wheelchair/group)	\$27.70

## Preliminary Information Worksheet Version 1.4

**CTC Name:** Levy County Board of County Commissioners  
**County (Service Area):** Levy  
**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

	Prior Year's ACTUALS from Oct 1st of 2021 to Sept 30th of 2022	Current Year's APPROVED Budget, as amended from Oct 1st of 2022 to Sept 30th of 2023	Upcoming Year's PROPOSED Budget from Oct 1st of 2023 to Sept 30th of 2024	% 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
<b>REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)</b>						
<b>Local Non-Govt</b>						
Farebox	\$ 19,159	\$ 17,100	\$ 19,000	-10.7%	11.1%	
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other	\$ 55,561	\$ 49,100	\$ 55,000	-11.6%	12.0%	
<b>Bus Pass Program Revenue</b>						
<b>CTD</b>						
Non-Spons. Trip Program	\$ 353,851	\$ 390,366	\$ 390,000	10.3%	-0.1%	
Non-Spons. Capital Equipment						
Rural Capital Equipment	\$ 91,515	\$ 52,762	\$ 100,000	-42.3%	89.5%	
Other TD (specify in explanation)						
<b>Bus Pass Program Revenue</b>						
<b>USDOT &amp; FDOT</b>						
49 USC 5307						
49 USC 5310						
49 USC 5311 (Operating)	\$ 554,496	\$ 347,420	\$ 350,000	-37.3%	0.7%	
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)	\$ 87,672	\$ -	\$ -	-100.0%		
<b>Bus Pass Program Revenue</b>						

5311 - Cares Act paid at 100% = \$482,757.77 and 5311 Operational at 50% G1L06 = \$71,738.70 = 554,496.47. Both grants are overall operational expenses. All 5311 grants are invoiced for operational expenses. Other DOT - 5339 Capital purchase at 100% = \$87,672.00

DOEA						
Older Americans Act	\$ 7,643	\$ 14,653	\$ 14,500	91.7%	-1.0%	
Community Care for Elderly						
Other DOEA (specify in explanation)						
<b>Bus Pass Program Revenue</b>						
APD						
Office of Disability Determination Developmental Services						Trips provided to the Levy ARC
Other APD (specify in explanation)	\$ 60,915	\$ 40,000	\$ 40,000	-34.3%	0.0%	
<b>Bus Pass Program Revenue</b>						
Other Revenues						
Interest Earnings						
Interest	\$ 105	\$ 100	\$ 100	-4.8%	0.0%	
xxxx						
<b>Bus Pass Program Revenue</b>						
Balancing Revenue to Prevent Deficit						
Actual or Planned Use of Cash Reserve						
Balancing Revenue is Short By =		None	None			
<b>Total Revenues =</b>	<b>\$1,230,917</b>	<b>\$911,501</b>	<b>\$968,600</b>	<b>-25.9%</b>	<b>6.3%</b>	

EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors!)						
Operating Expenditures						
Labor	\$ 412,830	\$ 423,500	\$ 423,500	2.6%	0.0%	
Fringe Benefits	\$ 180,642	\$ 195,100	\$ 195,000	8.0%	-0.1%	
Services	\$ 29,840	\$ 20,900	\$ 25,000	-30.0%	19.6%	
Materials and Supplies	\$ 141,494	\$ 212,339	\$ 214,800	50.1%	1.1%	
Utilities	\$ 5,345	\$ 5,300	\$ 5,500	-0.8%	3.8%	
Casualty and Liability						
Taxes						
Purchased Transportation:						
Purchased Bus Pass Expenses						
School Bus Utilization Expenses						
Contracted Transportation Services						
Other						
Miscellaneous	\$ 4,959	\$ 1,600	\$ 5,000	-67.7%	212.5%	
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	\$ 179,187	\$ 52,762	\$ 100,000	-70.6%	89.5%	
Equip. Purchases with Local Revenue						
Equip. Purchases with Rate Generated Rev.						
Capital Debt Service - Principal & Interest						
<b>ACTUAL YEAR GAIN</b>	<b>\$276,620</b>					
<b>Total Expenditures =</b>	<b>\$954,297</b>	<b>\$911,501</b>	<b>\$968,600</b>	<b>-4.5%</b>	<b>6.3%</b>	

	Upcoming Year's BUDGETED Revenues  from  Oct 1st of  2023  to  Sept 30th of  2024	What amount of the <u>Budgeted</u> <u>Revenue</u> 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 <u>Subsidy</u> <u>Revenue</u> in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
<b>CTD</b>				
Non-Spons. Trip Program	\$ 390,000	\$ 390,000	\$ -	\$ -
Non-Spons. Capital Equipment	\$ -	\$ -	\$ -	\$ -
Rural Capital Equipment	\$ 100,000	\$ -	\$ 100,000	\$ 100,000
Other TD	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
<b>USDOT &amp; FDOT</b>				
49 USC 5307	\$ -	\$ -	\$ -	
49 USC 5310	\$ -	\$ -	\$ -	\$ -
49 USC 5311 (Operating)	\$ 350,000	\$ 350,000	\$ -	
49 USC 5311(Capital)	\$ -	\$ -	\$ -	\$ -
Block Grant	\$ -	\$ -	\$ -	
Service Development	\$ -	\$ -	\$ -	
Commuter Assistance	\$ -	\$ -	\$ -	
Other DOT	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
<b>DOEA</b>				
Older Americans Act	\$ 14,500	\$ 14,500	\$ -	
Community Care for Elderly	\$ -	\$ -	\$ -	
Other DOEA	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
<b>APD</b>				
Office of Disability Determination	\$ -	\$ -	\$ -	
Developmental Services	\$ -	\$ -	\$ -	
Other APD	\$ 40,000	\$ 40,000	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
<b>Other Revenues</b>				
Interest Earnings	\$ -	\$ -	\$ -	
Interest	\$ 100	\$ 100	\$ -	
xxxx	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
<b>Balancing Revenue to Prevent Deficit</b>				
Actual or Planned Use of Cash Reserve	\$ -	\$ -	\$ -	
<b>Total Revenues =</b>	<b>\$ 968,600</b>	<b>\$ 868,600</b>	<b>\$ 100,000</b>	<b>\$ 100,000</b>



EXPENDITURES (CTC/Operators ONLY)	
<b>Operating Expenditures</b>	
Labor	\$ 423,500
Fringe Benefits	\$ 195,000
Services	\$ 25,000
Materials and Supplies	\$ 214,600
Utilities	\$ 5,500
Casualty and Liability	\$ -
Taxes	\$ -
<b>Purchased Transportation:</b>	
Purchased Bus Pass Expenses	\$ -
School Bus Utilization Expenses	\$ -
Contracted Transportation Services	\$ -
Other	\$ -
Miscellaneous	\$ 5,000
Operating Debt Service - Principal & Interest	\$ -
Leases and Rentals	\$ -
Contrib. to Capital Equip. Replacement Fund	\$ -
In-Kind, Contributed Services	\$ -
Allocated Indirect	\$ -
<b>Capital Expenditures</b>	
Equip. Purchases with Grant Funds	\$ 100,000
Equip. Purchases with Local Revenue	\$ -
Equip. Purchases with Rate Generated Rev.	\$ -
Capital Debt Service - Principal & Interest	\$ -
	\$ -
<b>Total Expenditures =</b>	<b>\$ 968,600</b>
<i>minus</i> EXCLUDED Subsidy Revenue =	\$ 100,000
<b>Budgeted Total Expenditures INCLUDED</b>	<b>\$ -</b>
in Rate Base =	\$ 868,600
Rate Base Adjustment <sup>1</sup> =	\$ -
<b>Adjusted Expenditures Included in Rate</b>	<b>\$ -</b>
Base =	<b>\$ 868,600</b>

PROGRAM-WIDE RATES <sup>2</sup>	
Total Projected Passenger Miles =	404,687
<b>Rate Per Passenger Mile = \$</b>	<b>2.15</b>
Total Projected Passenger Trips =	21,945
<b>Rate Per Passenger Trip = \$</b>	<b>39.58</b>

<b>Fiscal Year</b>
2023 - 2024
<b>Avg. Passenger Trip Length 18.4 Miles</b>

Rates If No Revenue Funds Were Identified As Subsidy Funds	
<b>Rate Per Passenger Mile = \$</b>	<b>2.39</b>
<b>Rate Per Passenger Trip = \$</b>	<b>44.14</b>

RATES FOR FY: 2023 - 2024					
Ambul	Chair	Stretcher	Leave Blank	Group	Leave Blank
340,958	+	63,729	+	0	0
<b>\$1.93</b>	<b>\$3.31</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
<small>per passenger</small>		<small>per passenger</small>		<small>per group</small>	

## Appendix C: Vehicle Inventory



3/27/2023

### Levy County Transit Vehicle Inventory

Year	Make	Model	Vehicle Type	VIN Number	FDOT Control # (if applicable)	Agency Vehicle #	Ramp or Lift (specify)	# of Seats and WIC Positions	Other Equipment	Use	Average Miles/Yr	Current Mileage	Funding Source	Name of Title Holder	Acquisition Date	Cost	% Federal funding	Location	Condition	Expected Date of Retirement	Date of Disposition (if applicable)	Sale Price (if applicable)	Status
2020	Ford	E450	D	1FDFF4FS9KDC66538	20058	LCT2	Lift	14 & 2	Cameras	Daily	50000	94308	5339	FDOT	9/21/2020	81,454	100%	Levy Co.	Excellent	2020			Active
2021	Ford	E450	D	1FDFF4FN4MDS41690	N/A	LCT3	Lift	14 & 2	Cameras	Daily	50000	59494	RCAP	TD COMM	3/18/2021	82,746	100%	Levy Co.	Excellent	2026			Active
2021	Ford	E450	D	1FDFF4FN6NDC38484	N/A	LCT 4	Lift	14 & 2	Cameras	Daily	50000	27807	RCAP	FDOT	5/31/2022	91,515	100%	Levy Co.	Excellent	2027			Active
2021	Ford	E450	D	1FDFF4FN4MDC40877	20092	LCT 5	Lift	14 & 2	Cameras	Daily	50000	54363	5339	FDOT	10/29/2021	87,675	100%	Levy Co.	Excellent	2026			Active
2015	Ford	E450	D	1FDWE3FL6FDA28090	N/A	LCT 6	Lift	10 & 2	Cameras	Daily	50000	166413	RCAP	TD Comm	7/23/2015	79,380	0	Levy Co.	Excellent	2020			Active
2016	Ford	E450	D	1FDFF4FS3GDC57115	N/A	LCT9	Lift	14 & 2	N/A	Daily	50000	205975	RCAP	TD Comm	6/27/2017	81,675	0	Levy Co.	Excellent	2022			Active
2016	Ford	E450	D	1FDFF4FS1HDC53064	91299	LCT10	Lift	14 & 2	Cameras	Daily	50000	206671	5339	FDOT	10/5/2017	78,604	0	Levy Co.	Excellent	2022			Active
2017	Ford	E450	D	1FDFF4FSXHD53063	91298	LCT 11	Lift	14 & 2	Cameras	Daily	50000	179521	5339	FDOT	10/3/2017	78,604	0	Levy Co.	Excellent	2022			Active
2017	Ford	U4X	E	1FDVU4XG6JKA36684	70223	LCT 12	Lift	8 & 1	Cameras	Daily	50000	29575	5339	FDOT	3/29/2018	70,654	0%	Levy Co.	Excellent	2023			Set for Transfer to Lee Trans
2018	Ford	U4X	E	1FDVU4XMM3JKA33117	N/A	LCT13	Lift	8&1	Cameras	Daily	50000	41240	RCAP	TD Comm	6/28/2018	68,364	0%	Levy Co.	Excellent	2023			Active
2018	Ford	U4X	E	1FDVU4XMSJKA91326	20023	LCT14	Lift	8&1	Cameras	Daily	50000	19555	5339	FDOT	1/17/2019	69,415	0%	Levy Co.	Excellent	2024			Set for Transfer to Lee Trans
2018	Ford	U4X	E	1FDVU4XMTJKA91327	20027	LCT15	Lift	8&1	Cameras	Daily	50000	28820	5339	FDOT	3/14/2019	69,415	0%	Levy Co.	Excellent	2025			Set for Transfer to Lee Trans
2019	Ford	E450	D	1FDFF4FS4KDC53292	20046	LCT16	Lift	14&2	Cameras	Daily	50000	112663	5339	FDOT	9/30/2019	77,701	0%	Levy Co.	Excellent	2025			Active
2019	Ford	E450	D	1FDFF4FS6KDC53293	20042	LCT17	Lift	14&2	Cameras	Daily	50000	102757	5339	FDOT	10/21/2019	78,597	0%	Levy Co.	Excellent	2025			Active
2010	Chev	C4500	C	1GBE4V1G89F413057	80238	LCT107	N/A	24	Cameras	Daily	25000	202010	ARRA	FDOT	2/19/2010	71,339	0	Levy Co.	Good	2020			Active
2016	Ford	E450	C	1FDFF4FS8GEA53369	91262	LCT 110	Lift	20 & 2	Cameras	Passion	12000	25769	5339	FDOT	6/29/2016	107,236	0	Levy Co.	Excellent	2022			Active

# Appendix D: Annual Safety and Security 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): 2023

Certification Year: (Previous): 2022

Name and Address of Bus Transit System: Levy County Board of County Commissioners/Levy  
County Transit, 970 E Hathaway Ave., 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  
(Individual Responsible for Assurance of Compliance)

Date: 01/12/2023

Name: Connie Conley Title: Director

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

Name: Levy County Board of County Commissioners/Levy County Transit

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

Name of Qualified Mechanic who Performed Annual Inspections: Bruce Haney & Jessie Robinaon

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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



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Levy County  
Transportation Disadvantaged Coordinating Board

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

[www.ncfrpc.org/td](http://www.ncfrpc.org/td)