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November 10, 2016

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

The Levy County Transportation Disadvantaged Coordinating Board will meet **Thursday, November 17, 2016 at 10:00 a.m.** in the Board of County Commissioners' Meeting Room located at 355 S. Court Street in Bronson, Florida. All Board members are encouraged to attend this meeting.

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

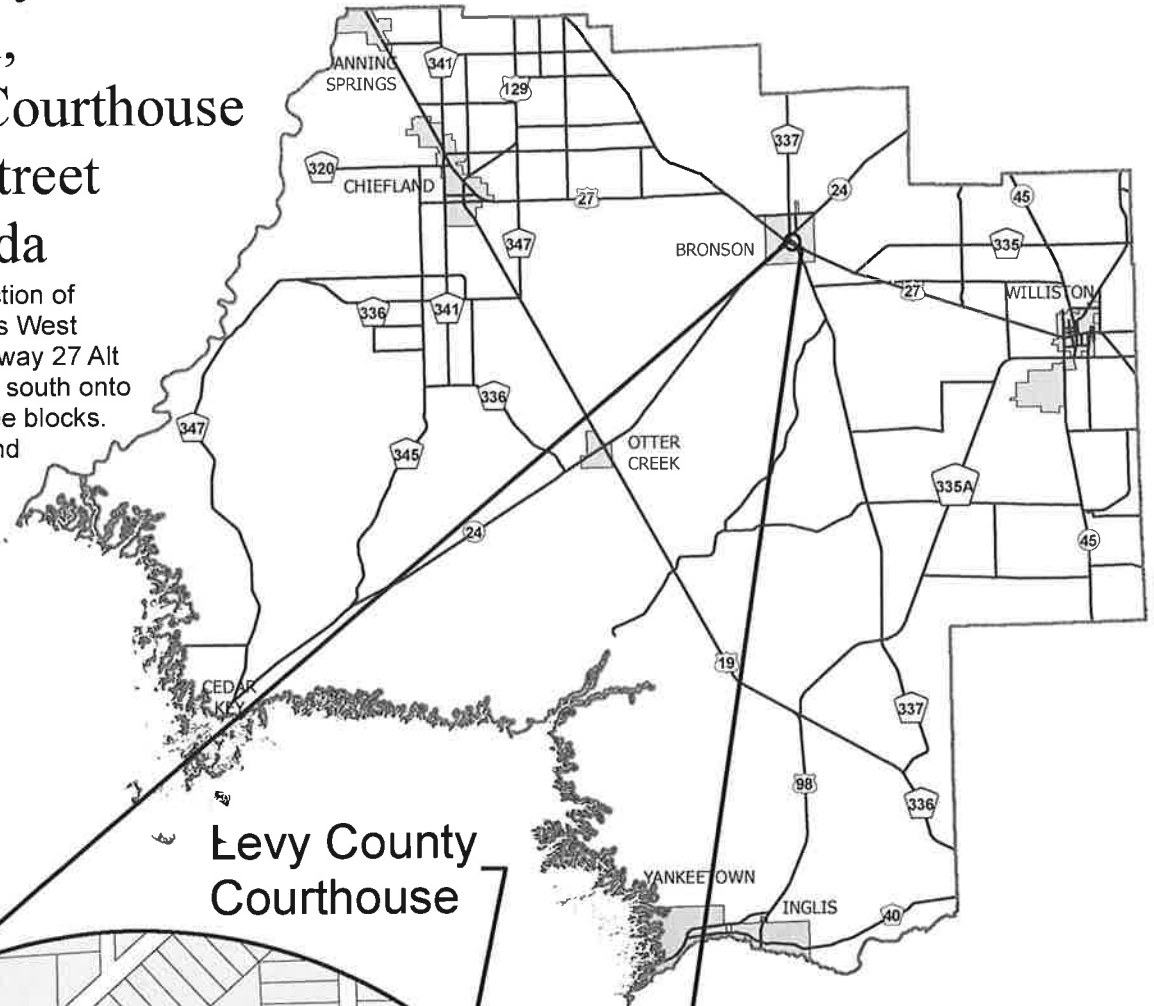
Attachments

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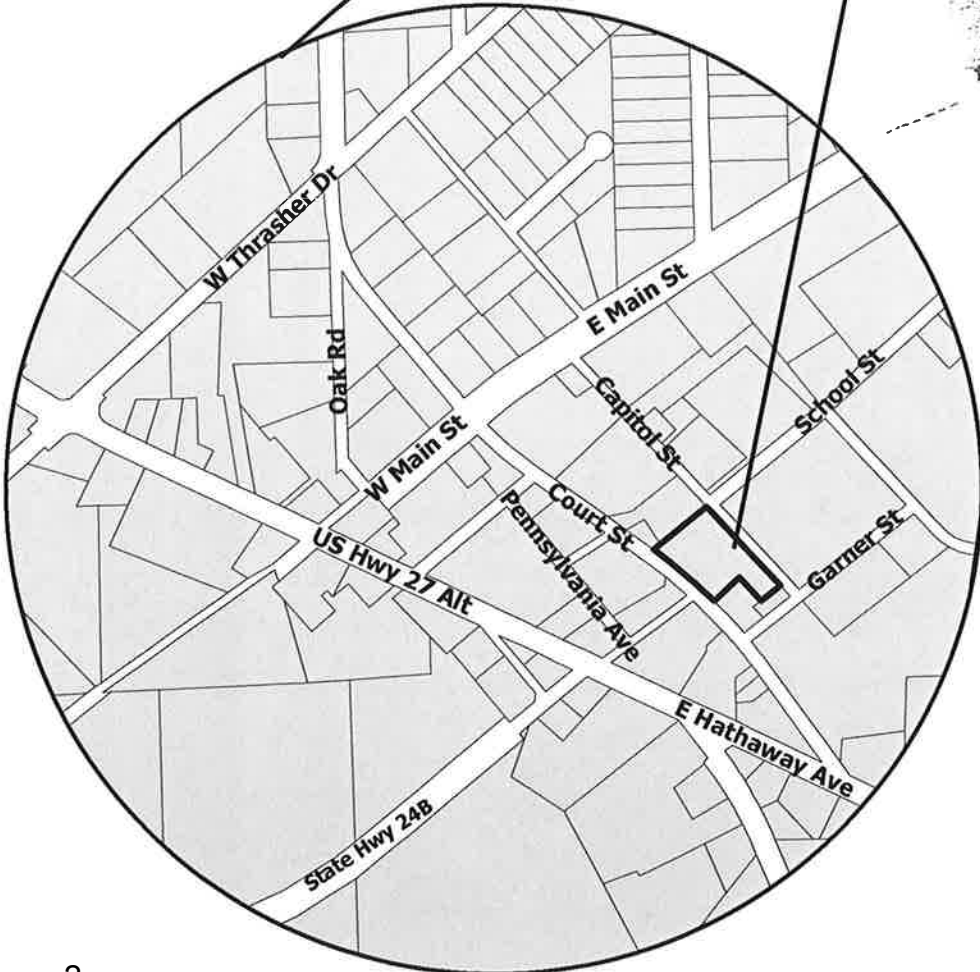
Dedicated to improving the quality of life of the Region's citizens,
by coordinating growth management, protecting regional resources,
promoting economic development and providing technical services to local governments.

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

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



**Levy County
Courthouse**



1 inch = 667 feet





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

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

**Thursday
November 17, 2016
10:00 a.m.**

I. BUSINESS MEETING – CALL TO ORDER

A. Invocation

B. Pledge of Allegiance

C. Roll Call

D. Public Comments

E. Approval of the Meeting Agenda

ACTION REQUIRED

**F. Approval of the September 22, 2016
Minutes**

Page 7

ACTION REQUIRED

II. UNFINISHED BUSINESS

**A. 2016/17 Levy County Transportation
Disadvantaged Service Plan Amendments**

Page 13

ACTION REQUIRED

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

III. NEW BUSINESS

A. Annual Performance Evaluation

Page 19

ACTION REQUIRED

The Board needs to review and approve Levy County Transit's annual performance
evaluation

IV. OTHER BUSINESS

A. Comments

- 1. Members**
- 2. Citizens**

V. FUTURE MEETING DATES

- A. January 19, 2017 at 10:00 a.m.**
- B. April 20, 2017 at 10:00 a.m.**
- C. August 17, 2017 at 10:00 a.m.**
- D. November 16, 2017 at 10:00 a.m.**

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

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

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**LEVY COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

MEMBER/REPRESENTING	ALTERNATE/REPRESENTING
Commissioner John Meeks Local Elected Official/Chair	Danny Stevens Local Elected Official
Sandra Collins Florida Department of Transportation Grievance/Annual Evaluation Committee Member	Doreen Joyner-Howard Florida Department of Transportation
Vickie Menasco Florida Department of Children and Families Grievance/Annual Evaluation Committee Member	Amy Burton Florida Department of Children and Families
Jeff Aboumrad Florida Department of Education	Peter Shepis Florida Department of Education
Matthew Pearson Florida Department of Elder Affairs Annual Evaluation Committee Member	Vacant Florida Department of Elder Affairs
Dewece Ogden Florida Agency for Health Care Administration Grievance/Annual Evaluation Committee Member	Pamela Hagley Florida Agency for Health Care Administration
Dale French Regional Workforce Board	Kathleen Woodring Regional Workforce Board
Vacant Florida Association for Community Action Term ending June 30, 2017	Vacant Florida Association for Community Action Term ending June 30, 2017
Bruce Greenlee Public Education Grievance Committee Member	Joseph Wain Public Education
Robert E. Lowyns Veterans Grievance/Annual Evaluation Committee Member Term ending June 30, 2017	Julie E. Rose Veterans Term ending June 30, 2017
Renate M. Cannon, Vice-Chair Citizen Advocate Term ending June 30, 2018	Vacant Citizen Advocate Term ending June 30, 2018
Tammy Jean Ippolito Citizen Advocate - User Term ending June 30, 2018	Vacant Citizen Advocate - User Term ending June 30, 2018
Vacant Persons with Disabilities Annual Evaluation Committee Member Term ending June 30, 2018	Vacant Persons with Disabilities Term ending June 30, 2018
Vacant Elderly Term ending June 30, 2017	Vacant Elderly Term ending June 30, 2017
Vacant Medical Community Term ending June 30, 2019	Vacant Medical Community Term ending June 30, 2019
Sandra Woodard Children at Risk Term ending June 30, 2019	Brooke Ward Children at Risk Term ending June 30, 2019
Vacant Private Transit Term ending June 30, 2019	Vacant Private Transit Term ending June 30, 2019

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

**LEVY COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

MEETING MINUTES

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

Thursday
September 22, 2016
10:00 a.m.

VOTING MEMBERS PRESENT

Commissioner John Meeks, Chair
Jeff Aboumrad Florida Department of Education Representative
Renate M. Cannon, Citizen Advocate, Vice-Chair
Dale French representing Kathleen Woodring, Regional Workforce Board Representative
Bruce Greenlee, Public Education Representative
Robert Lowyns, Veterans Representative
Vickie Menasco, Florida Department of Children and Families Representative
Matthew Pearson, Florida Association for Community Action Representative
Sandra Woodard, Children at Risk Representative

VOTING MEMBERS ABSENT

Sandra Collins, Florida Department of Transportation Representative
Tammy Ippolito, Citizen Advocate - User

OTHERS PRESENT

Connie Conley, Levy County Transit

STAFF PRESENT

Lynn Godfrey, North Central Florida Regional Planning Council

I. BUSINESS MEETING CALL TO ORDER

Chair Meeks called the meeting to order at 10:00 a.m.

A. Invocation

Renate Cannon gave the invocation.

B. Pledge of Allegiance

Bruce Greenlee led the Board in reciting the Pledge of Allegiance.

C. Roll Call

The roll was called by Ms. Godfrey and a quorum was declared present. Chair Meeks asked that the North Central Florida Regional Planning Council appoint Dale French the voting Workforce Development Board Representative.

D. Public Comments

There were no public comments.

E. Approval of the Meeting Agenda

ACTION: Bruce Greenlee moved to approve the meeting agenda. Robert Lowyns seconded; motion passed unanimously.

F. Approval of the April 21, 2016 Meeting Minutes

Renate Cannon noted the next meeting of the Board incorrectly states April 21, 2016.

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

ACTION: Bruce Greenlee moved to approve the April 21, 2016 minutes as corrected. Renate Cannon seconded; motion passed unanimously.

II. UNFINISHED BUSINESS

A. 2016/17 Levy County Transportation Disadvantaged Service Plan Amendments

Ms. Godfrey discussed amendments to the Levy County Transportation Disadvantaged Service Plan that the Board requested at the last meeting.

ACTION: Matthew Pearson moved to approve the Levy County Transportation Disadvantaged Service Plan amendments. Robert Lowyns seconded; motion passed unanimously.

III. NEW BUSINESS

A. Rural Area Capital Assistance Program Grant Application

Ms. Connie Conley discussed Levy County Transit's Rural Area Capital Assistance Program Grant application.

ACTION: Bruce Greenlee moved to approve Levy County Transit's 2016/17 Rural Area Capital Assistance Program Grant Application. Robert Lowyns seconded; motion passed unanimously.

B. Bylaws

Ms. Godfrey stated that the Florida Commission for the Transportation Disadvantaged requires the Board to review and approve the Bylaws annually. She discussed recommended changes to the Bylaws for the Board to consider.

The Board reviewed the Bylaws.

ACTION: Renate Cannon moved to approve the Bylaws with the recommended changes. Vickie Menasco seconded; motion passed unanimously.

C. Grievance Procedures

Ms. Godfrey stated that the Florida Commission for the Transportation Disadvantaged requires the Board to review and approve the Grievance Procedures annually. She discussed recommended changes to the Grievance Procedures.

The Board reviewed the Grievance Procedures.

ACTION: Robert Lowyns moved to approve the Grievance Procedures with the recommended changes. Dale French seconded; motion passed unanimously.

D. 2015/16 Annual Operations Report

Ms. Conley discussed the 2015/16 Annual Operations Report.

Ms. Sandra Woodard asked Ms. Conley what types of trips she thinks are needed the most in Levy County.

Ms. Conley stated that medical trips and to the meal sites and aging programs are the most needed.

IV. OTHER BUSINESS

A. Comments

1. Members

There were no member comments.

2. Citizens

Ms. Conley discussed the following issues:

- Levy County Transit's loss of revenue and attempts to decrease expenses.
- Increasing passenger fares for passengers over 60 years of age from \$5.00 to \$6.00 and for passengers under 60 years of age from \$6.00 to \$7.00.
- Changing office hours from 6:00 a.m. to 6:00 p.m. to either 7:00 a.m. to 5:00 p.m. or 8:00 a.m. to 5:00 p.m.
- No longer providing transportation services on holidays unless chemotherapy and dialysis patients have not other means of transportation to get to their appointments.
- Amending the no-show policy to charge a \$10.00 fee to passengers who do not cancel their trips before the vehicle is in route.

The Board discussed concerns with charging passengers \$10.00 for no-shows.

Ms. Conley explained that some passengers do not cancel their trips 24 hours in advance or before the vehicle is in route to pick them up. She said charging a fee may reduce the number of no-shows.

The Board asked staff to work with Ms. Conley to amend the no-show policy.

Ms. Godfrey said she will place this issue on the next meeting agenda.

V. FUTURE MEETING DATES

Chair Meeks stated that the next meeting of the Board is scheduled for Thursday, November 17, 2016 at 10:00 a.m.

ADJOURNMENT

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

Coordinating Board Chair

Date



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November 10, 2016

TO: Levy County Transportation Disadvantaged Coordinating Board
FROM: Lynn Godfrey, AICP, Senior Planner
SUBJECT: Levy County Transportation Disadvantaged Service Plan Amendments

RECOMMENDATION

Approve the Levy County Transportation Disadvantaged Service Plan amendments.

BACKGROUND

Attached are draft amendments to the Levy County Transportation Disadvantaged Service Plan. If you have any questions concerning this matter, please do not hesitate to contact me.

Attachment

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b. Holidays

Transportation services will not 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
Memorial Day
Independence Day
Labor Day
Good Friday

c. Bariatric Transportation

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

2. Accessing Services

a. Hours of Operation

Office Hours: Riders are encouraged to make arrangements for reservation for transportation services by calling the Levy County Transit office in Bronson between 6:00 a.m. and 6:00 p.m. 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.

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

Calls to Levy County Transit office between 6:00 5:00 p.m. and 6:00 7:00 a.m. Monday - Friday, weekends and holidays are received by voice mail. Calls for urgent transportation are directed to the Levy County Emergency Medical Services office.

g. Passenger Fares

Levy County Transit charges the following passenger fares:

Transportation Disadvantaged Program - Over age 60 ~~\$2.50~~ \$3.00 per trip, under age 60 ~~\$3.00~~ \$3.50 per trip.

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

**FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED
STANDARDS**

Passenger No-Shows

**41-2.006
(4)(o)**

The Community Transportation Coordinator and Local Coordinating Board shall jointly develop a policy on passenger no-shows. Assessing fines to passengers for no-shows is acceptable but such policy and process shall be identified in the local Service Plan.

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.

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.

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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.



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November 10, 2016

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

RECOMMENDATION

Approve Levy County Transit's annual performance evaluation.

BACKGROUND

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

Attachment

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

COMMUNITY TRANSPORTATION COORDINATOR EVALUATION WORKBOOK

Florida Commission for the



Transportation Disadvantaged

Community Transportation Coordinator: Levy County Transit

County: Levy

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

Contact: Connie Conley, Director Phone: 352.486.3485

Review period: July 1, 2015 - June 30, 2016

Community Transportation Coordinator Annual Performance Evaluation

Approved by the

Levy County
Transportation Disadvantaged Coordinating Board

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

John Meeks, Chair

with Assistance from



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

November 17, 2016

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I. FINDINGS AND RECOMMENDATIONS

A. General Information

Areas of Noncompliance: None

Recommendations: None

Timeline for Compliance: None

B. Chapter 427, Florida Statutes

Areas of Noncompliance: None

Recommendations: None

Timeline for Compliance: None

C. Rule 41-2, Florida Administrative Code

Areas of Noncompliance: None

Recommendations: None

Timeline for Compliance: None

D. On Site Observation

Areas of Noncompliance: None

Recommendations: None

Timeline for Compliance: None

E. Cost/Competition/Coordination

Areas of Noncompliance: None

Recommendations: None

Timeline for Compliance: None

GENERAL

1. What was the designation date of the Community Transportation Coordinator?
7/01/14
2. What is the complaint process?
See attached complaint process.
3. Does the community transportation coordinator have a complaint form?
√ Yes (attached) No
4. Does the form have a section for resolution of the complaint?
√ Yes No
5. Is a summary of complaints given to the Transportation Disadvantaged Board on a regular basis?
√ Yes No
6. When is the dissatisfied party referred to the Florida Commission for the Transportation Disadvantaged Helpline?
If the Transportation Director is unable to resolve a complaint, the complainant will be referred to the Transportation Disadvantaged Helpline.
7. When a complaint is forwarded from the Transportation Disadvantaged Helpline, is the complaint entered into the local complaint file/process?
√ Yes No
8. Does the Community Transportation Coordinator provide written rider/beneficiary information or brochures to inform riders/beneficiaries about transportation disadvantaged services?
√ Yes (attached) No
9. Does the rider/ beneficiary information or brochure list the Transportation Disadvantaged Helpline phone number?
√ Yes No
10. Does the rider/ beneficiary information or brochure list the complaint procedure?
√ Yes No
11. What is the eligibility process for Transportation Disadvantaged sponsored riders?
Individuals needing transportation assistance from Florida's Transportation Disadvantaged Program must complete an eligibility application (attached).
13. Does the Community Transportation Coordinator have a contract or agreement with the Regional Workforce Board?
 Yes √ No
14. Are there any areas where coordination can be improved?
Transportation services purchased with local, state or federal funds should be purchased through Florida's Transportation Disadvantaged Program including the transportation purchased through Florida's Managed Medical Care Program.
15. What barriers are there to the coordinated system?
Transportation services purchased through Florida's Managed Medical Care Program are not coordinated. Levy County Transit has been short drivers for the past year and has been unable to provide trips under Florida's Managed Medical Care Program.

16. Are there any areas that the Community Transportation Coordinator feels the Florida Commission for the Transportation Disadvantaged should be aware of or assist with?
Funding for veterans' transportation is needed. Many veterans receive funds from the Veterans Administration to assist with their transportation needs. However, they refuse to use these funds as payment for transportation services provided by Levy County Transit. Therefore, Levy County Transit will not transport veterans who receive funds for their transportation under Florida's Transportation Disadvantaged Program.
17. What funding agencies does the Florida Commission for the Transportation Disadvantaged need to work closely with in order to facilitate a better coordinated system?
Florida Agency for Health Care Administration, Florida Agency for Persons with Disabilities and the Veterans Administration
18. How are you marketing the voluntary dollar?
Information about the voluntary dollar is included in the Riders' Guide. Posters have been placed in local businesses.

Customer Complaint/Compliment Form

Date of call: _____ Complaint or Compliment (circle one)

Callers Name: _____ Callers Phone Number: _____

Employee receiving call: _____ Date of service: _____

Complaint/Compliment Regarding: Service Driver Vehicle Staff

Description of incident/complaint/compliment:

Information used to resolve complaint:
manifest ride history driver statement other

Complaint is determined as: Valid Invalid

Submitted by: _____ Submitted to: _____

Steps taken to resolve complaint/incident: _____

All data used to resolve this complaint or incident should be attached to this form and filed.

RIDERS GUIDE



OFFICE HOURS:
MONDAY - FRIDAY
6AM - 6PM

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

Reservations: (352) 486-3486
Fax: (352) 486-3312
Toll Free 1-800-733-4390
(Transportation Dept.)
1-800-956-8771 TDD

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



Quick Reference

Office hours Mon - Fri 6am - 6pm

Phone: (352) 486-3485

Fax: (352) 486-3312

Toll Free: (800) 733-5389 TDD: (800) 956-8771 or Dial 711

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

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

Please provide 24 hour notice for canceled appointments.

Please have exact change for drivers.



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

Levy County Transit is a NON-EMERGENCY, Door to Door and Limited Door through Door Service. Door to Door service provides riders with driver assistance to and from the front door of your pick up and drop off location and while entering or exiting the vehicle.

COMMUNITY DISASTER EMERGENCY PROCEDURES

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

Levy County Transit PARATRANSIT SERVICE

- Service Animals may accompany their rider.
- Personal Care Attendant (PCA) is allowed to travel with rider to provide personal or medical needs.
- Please provide 24 HOUR NOTICE if you must cancel a reservation.
- This is a SHARED RIDE SERVICE. Vehicles may stop to let other riders on or off before you reach your destination. If you are requesting a ride for a specific appointment time please make sure to mention that time when requesting your reservation.
- When making your reservation please plan your trip 3 days in advance (not including weekends). We try to accommodate everyone, however, in the event that we are booked for the day you are requesting you may request to be placed on STANDBY; if we have a cancellation you will be transported.
- If you are planning on traveling three (3) or more times per week at the same time to the same location we can arrange a STANDING ORDER for you. If a trip needs canceled the rider must give 24 hours notice. Standing orders are a privilege and will be cancelled if abused or if waivers go unpaid for more than 30 days.
- The ORIGINATION PICK UP WINDOW is the window of time to expect a driver from Levy County Transit to pick you up from your residence (or original point of transfer) and transport you to your destination. We have a two (2) hour window, which means you may be picked up 2 hours prior to your appointment. In extreme cases this window may be 3 hours (Inglis, Cedar Key and outlying towns).
- The RETURN PICK UP WINDOW is the window of time to expect a driver to arrive for the return trip. This window includes 15 minutes before the scheduled time and up to 30 minutes after the scheduled time. Please remember we are picking up additional riders.
- The DROP OFF WINDOW is the time the driver may arrive at your scheduled destination. The driver has a 15 minute window from your scheduled drop off time. Remember we are also dropping off other riders.
- A NO SHOW occurs when the driver arrives within the pickup window and the rider is not prepared to travel, is not available or their trip was not cancelled in the required manner. If you NO SHOW or CANCEL at the door for the first part of your trip, then all rides that day will be canceled.

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

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

WHO IS ELIGIBLE / HOW

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

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

OTHER FUNDING SOURCES - please call for other funding availability. Passenger fares will vary depending on

the trip sponsorship. Fares will be collected at the time of boarding (Please have exact change, fare tickets will be provided in place of change). You may also purchase fare tickets at the main office in Bronson or from the driver.

CODE OF CONDUCT

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

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

Levy County Transit

APPLICATION FOR TD NON-SPONSORED TRANSPORTATION SERVICES

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

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

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

Name: _____
Last First Middle

Physical Address: _____ Apt. # _____

Mailing Address If Different: _____

City: _____ Zip Code: _____

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

Social Security #: _____ Date of Birth: _____ Gender: Male Female

Emergency contact: Name: _____ Phone: _____

Directions to home: _____

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

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

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

pg. 1

A SAFE, COMFORTABLE RIDE WITH COURTEOUS SERVICE

Levy County Transit

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

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

- Automobile by bus by car with friend/family other transit system
- Levy County Transit (diff funding) other- explain _____

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

- Manual Wheelchair Electric Wheelchair Electric Scooter
- Service Animal Walker Cane Crutches Stretcher
- other- please explain _____

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

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

Facility name and address _____

Physician Name: _____

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

Can you travel without assistance? Yes No

Can you ambulate (walk) without assistance? Yes No

Can you recognize destinations or landmarks? Yes No

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

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

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

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

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

List all persons in household start with applicant:

<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 _____

pg. 3

A SAFE, COMFORTABLE RIDE WITH COURTEOUS SERVICE

COMPLIANCE WITH CHAPTER 427, FLORIDA STATUTES

1. Are the Community Transportation Coordinator subcontracts uniform?
 Yes No Not applicable
 2. Is the Florida Commission for the Transportation Disadvantaged standard contract utilized?
 Yes No Not applicable
 3. Do the contracts include performance standards for the transportation operators and coordination contractors?
 Yes No Not applicable
 4. Do the contracts include the proper language concerning payment to subcontractors?
 Yes No Not applicable
 5. Were the following items submitted on time?

Annual Operating Report
 Yes No

Memorandum of Agreement
 Yes No

Transportation Disadvantaged Service Plan
 Yes No

Transportation Disadvantaged Trust Fund Grant Application
 Yes No

Other grant applications
 Yes No
 6. Does the Community Transportation Coordinator monitor its subcontractors and how often is monitoring conducted?
 Yes No Not applicable
 7. Is a written report issued to the operator?
 Yes No Not applicable
 8. What type of monitoring does the Community Transportation Coordinator perform on its coordination contractors and how often is it conducted?
Not applicable
-

COMPLIANCE WITH RULE 41-2 FLORIDA ADMINISTRATIVE CODE

1. How is the Community Transportation Coordinator using school buses in the coordinated system?
Levy County Transit does not have a contract with the Levy County School Board to use their vehicles.
2. How is the Community Transportation Coordinator using public transportation services in the coordinated system?
Not applicable
3. Is there a goal for transferring passengers from paratransit to transit?
 Yes No Not applicable
4. What are the minimum liability insurance requirements? \$100,00/\$200,000
5. What are the minimum liability insurance requirements in the operator and coordination contracts?
Not applicable
6. Does the minimum liability insurance requirements exceed \$1 million per incident?
 Yes No

Standards	Comments
Local toll free phone number must be posted in all vehicles.	Levy County Transit posts local toll free phone number in all vehicles.
Vehicle Cleanliness	The interiors of vehicles shall be cleaned as needed as transportation services are being provided and after each day's service to ensure they remain free of dirt, grime, oil or trash and free of damage such as torn upholstery or hazards such as broken seats that might cause discomfort or injury to a passenger. Also, the exteriors of vehicles shall be cleaned after each day's service.
Passenger/Trip Database	Levy County Transit maintains a passenger database.
Adequate seating	Levy County Transit provides adequate seating for all passengers.
Driver Identification	Levy County Transit requires drivers to identify themselves in a manner that is conducive to communications with specific passengers.
Passenger Assistance	Levy County Transit requires drivers to provide passengers with boarding and exiting assistance.
Smoking, Eating and Drinking	Smoking is prohibited in any vehicle. Eating and drinking on board vehicles is not permitted unless medically necessary.
Two-way Communications	All vehicles are equipped with two-way communications.
Air Conditioning/Heating	All vehicles have working air conditioners and heaters.
Billing Requirements	Levy County Transit complies with Section 287.0585, Florida Statutes.

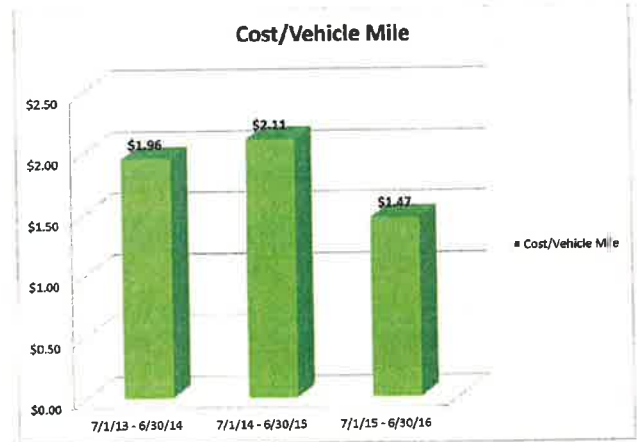
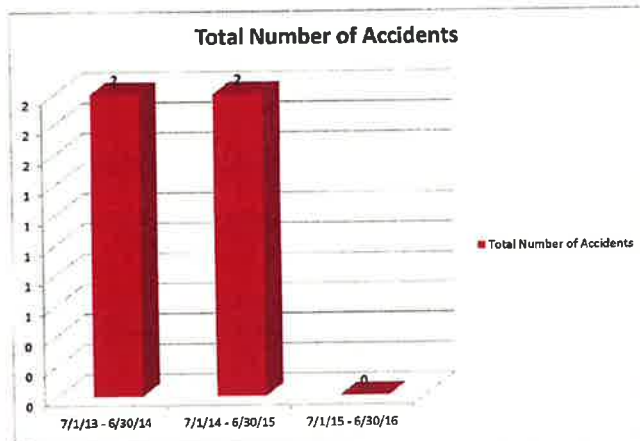
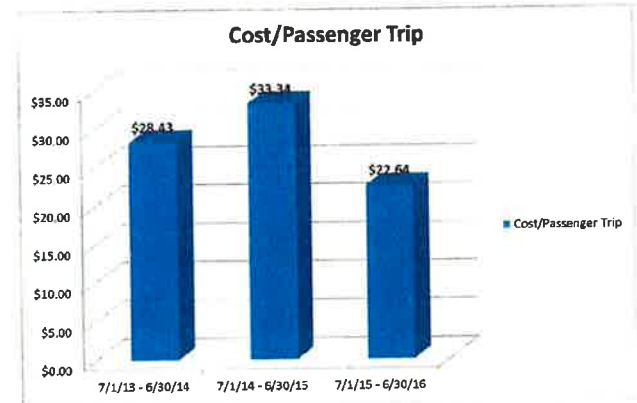
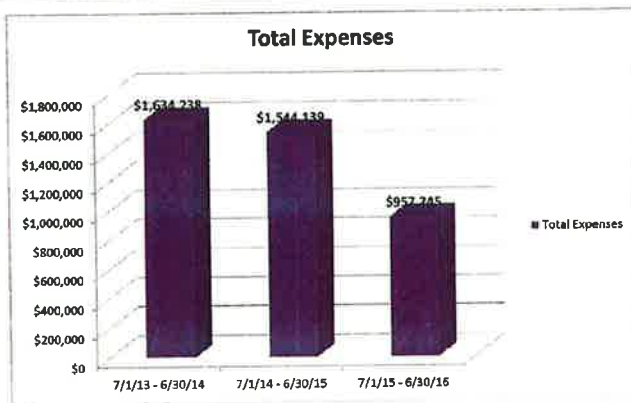
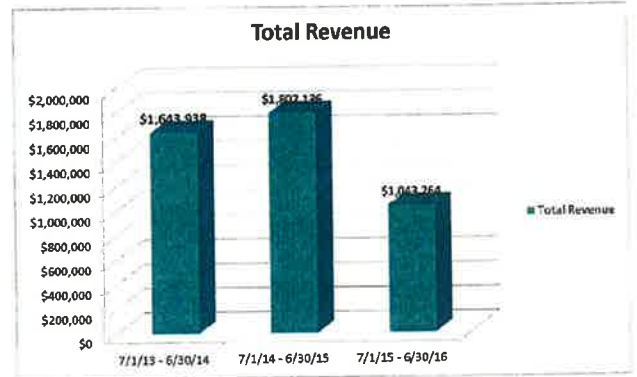
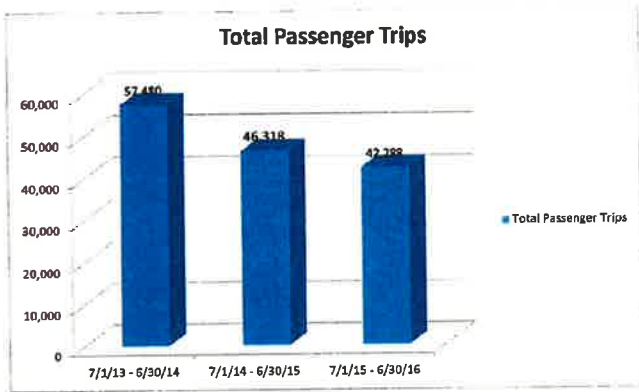
Transport of Escorts and dependent children policy	Passengers, who because of age or disability require an escort to ensure their well being, or the well being of others, shall be permitted to travel free of charge as space permits. Dependent children, defined here as children under eighteen (18) years 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
Use, Responsibility, and cost of child restraint devices	Levy County Transit complies with all state laws concerning the use of child restraint devices, particularly Section 316.613, F.S., Child Restraint Requirements, covering children five (5) years of age or younger. An appropriate child restraint device shall be provided by a child's caretaker and shall be responsible for securing the device in transit vehicle. The appropriate child restraint device can include a convertible seat in vehicles equipped with such seats.
Out-of-Service Area trips	Out-of-service-area trips include all trips outside of Levy County, Gainesville and Ocala, and are limited to the Community Transportation Coordinator's general service area with medical trips having priority. Out-of-service-area trips are available subject to trip priorities, advance notification requirements/prior scheduling and any purchasing agency restrictions.
CPR/1st Aid	All Levy County Transit employees are required to qualify in First Aid within six months of employment and remain qualified in First Aid thereafter. All Levy County Transit employees are required to qualify in CPR within six months of employment and remain qualified in CPR thereafter.
Driver Criminal Background Screening	All drivers in the coordinated system must have a criminal background check with local law enforcement and the Florida Department of Law Enforcement. All drivers must also have a driving records check.
Passenger Property	Passenger property is the 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).
Advance reservation requirements	Trip reservations must be made a minimum of three days in advance (not including weekends/holidays).
Pick-up Window	Passengers must be ready to be picked-up two (2) hours prior to their scheduled pick up time.

Measurable Standards/Goals	Standard/Goal	Is the Community Transportation Coordinator meeting the Standard?
Accidents	No more than 1/100,000 miles	Yes
Roadcalls	No more than 5 roadcalls during the evaluation period.	No
Complaints	No more than 1/1,000 trips.	Yes

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

PERFORMANCE STANDARD	MEASURE	Fiscal Year 7/1/13 - 6/30/14	Fiscal Year 7/1/14 - 6/30/15	Fiscal Year 7/1/15 - 6/30/16	Percent Change 2014/15 - 2015/16
TOTAL SERVICE	Total Passenger Trips	57,480	46,318	42,288	-10%
	Total Revenue Vehicle Miles	700,143	610,042	553,355	-10%
	Total Vehicle Miles	834,915	731,044	651,431	-12%
	Total Driver Hours	32,213	25,007	27,508	9%
SERVICE EFFECTIVENESS	Passenger Trips/Revenue Vehicle Mile	0.08	0.08	0.08	1%
	Passenger Trips/Vehicle Mile	0.07	0.06	0.06	2%
	Average Miles/Trip	15	16	15	-2%
	Passenger Trips/Driver Hour	1.8	1.9	1.5	-20%
COST EFFECTIVENESS & EFFICIENCY	Total Revenue	\$1,643,938	\$1,802,136	\$1,043,264	-73%
	Total Expenses	\$1,634,238	\$1,544,139	\$957,245	-61%
	Cost/Passenger Trip	\$28.43	\$33.34	\$22.64	-47%
	Cost/Vehicle Mile	\$1.96	\$2.11	\$1.47	-44%
	Cost/Revenue Vehicle Mile	\$2.33	\$2.53	\$1.73	-46%
	Cost/Vehicle	\$68,093	\$64,339	\$39,885	-61%
	Cost/Driver Hour	\$50.73	\$61.75	\$34.80	-77%
VEHICLE UTILIZATION	Total Vehicles	24	24	24	0%
	Passenger Trips/Vehicles	2,395	1,930	1,762	-10%
	Vehicle Miles/Vehicle	34,788	30,460	27,143	-12%
	Revenue Vehicle Miles/Vehicle	29,173	25,418	23,056	-10%
SAFETY	Total Number of Accidents	2	2	0	#DIV/0!
	Accidents/100,000 Miles	0.24	0.27	0.00	#DIV/0!
SERVICE AVAILABILITY	Average Vehicle Miles Between Roadcalls	55,661	36,552	25,055	-46%
	Roadcalls	15	20	26	23%
	Passenger No-Shows	1501	1084	780	-39%
	Number of Trip Denials	56	50	26	-92%

Source: Annual Operations Reports





Bus Transit System Annual Safety and Security Certification
*Certifying Compliance with Rule 14-90, FAC to the
Florida Department of Transportation (FDOT)*

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

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

1. *The Agency has adopted a System Safety Program Plan (SSPP) and a Security Program Plan (SPP) pursuant to the standards set forth in Rule Chapter 14-90, Florida Administrative Code.*
2. *The Agency is in compliance with its adopted SSPP and SPP.*
3. *The Agency has performed annual safety inspections on all operational vehicles in accordance with Rule Chapter 14-90, Florida Administrative Code.*
4. *The Agency has conducted reviews of SSPP and SPP and the plans are up to date.*

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

Name: Connie Conley Title: Director

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

Name: Levy County Transit

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

Name of Qualified Mechanic who Performed Annual Inspections: Bruce Haney

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



October 20, 2015

Mrs. Connie Conley
Designated Employer Representative
Levy County Transit dba Nature Coast Transit
Bronson, FL

Dear Mrs. Conley,

An electronic desk review of your agencies Substance Abuse Management Review program was conducted on March 13, 2015 as part of an annual certification process related to the Drug and Alcohol Management Information Systems reporting for our state transit agencies.

The compliance monitoring included a thorough examination of the substance abuse policy, urine drug testing and breath alcohol testing records for all test types as well as training documentation and record maintenance and retention procedures for the period of January 1 2014 through March 1, 2015. The review revealed that Levy County Transit dba Nature Coast Transit is meeting or exceeding all regulatory requirements in the following areas monitored:

Please continue to utilize the training and technical assistance resources made available to all transit agencies through the FDOT Substance Abuse Management Oversight and Technical Assistance program.

Sincerely,
Diana

Diana Byrnes, C-SAPA
Substance Abuse Monitoring Specialist
Center for Urban Transportation Research
University of South Florida
4202 E. Fowler Ave CUT 100
Tampa, FL 33620

ON-SITE OBSERVATION

1. Date of Observation:

11/01/2016

2. Location:

Levy County Transit/Alachua General Medical Complex/Gainesville Rehabilitation/Nursing Cener/Williston Nursing Home

3. Number of Passengers picked up/dropped off:

Ambulatory:

3

Non-Ambulatory

1

4. Did the driver provide passenger assistance?

Yes

No

5. Was the driver wearing identification?

Yes

No

6. Did the driver ensure the passengers were properly secured?

Yes

No

7. Was the interior of the vehicle free of dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger?

Yes

No

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

Yes

No

9. Did the vehicle have working heat and air conditioning?

Yes

No

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

Yes

No

11. Did the driver properly use the lift and secure the passenger?

Yes

No

Not Applicable

PURCHASING AGENCY SURVEY

Purchasing Agency name: Florida Commission for the Transportation Disadvantaged
Representative of Purchasing Agency: Bill Hearndon

1) Do you purchase transportation from Levy County Transit?

YES

NO

2) What is the primary purpose for purchasing transportation service for your clients?

- Medical
- Employment
- Education/Training/Day Care
- Nutritional
- Life Sustaining/Other

3) On average, how often do your clients use Levy County Transit's services?

- 7 Days/Week
- 1-2 Times/Week
- 3-5 Times/Week
- 1-3 Times/Month
- Less than 1 Time/Month

5) Have you had any problems with Levy County Transit?

- Yes
- No If no, skip to question 7

6) If you have had problems with Levy County Transit please identify the types of problems:

- Advance notice requirement
- Cost
- Service area limits
- Pick up times not convenient
- Vehicle condition
- Lack of passenger assistance
- Accessibility concerns
- Complaints about drivers
- Complaints about timeliness
- Length of wait for reservations
- Other _____

7) Overall, are you satisfied with the transportation you have purchased from Levy County Transit?

- Yes
- No If no, why? _____

PASSENGER SURVEY

How often do your ride?

Daily 7 days/week	1-2 Times/Week	3-5 Times/Week	Other
0	2	5	0

Have you been denied transportation services?

Yes 0

No 7

What is your trip purpose?

Medical	Education/Training	Employment	Other
7	0	0	0

Do you have concerns with your service?

Yes 0

No 7

What types of concerns do you have?

Late Trips	Driver Behavior	Availability	Vehicle Condition	Customer Service	Cost
0	0	0	0	0	0

**FLCTD
Annual Operations Report
Section VII: Expense Sources**

County: Levy		Fiscal Year: July 1, 2015 - June 30, 2016	
Status: Submitted to FLCTD			
Section VII: Financial Data			
2. Expense Sources			
Expense Item	Community Transportation Coordinator	Coordination Contractor	TOTAL EXPENSES
Labor (501):	\$438,023.00	\$0.00	\$438,023.00
Fringe Benefits (502):	\$232,877.00	\$0.00	\$232,877.00
Services (503):	\$11,962.00	\$0.00	\$11,962.00
Materials and Supplies Cons. (504):	\$256,779.00	\$0.00	\$256,779.00
Utilities (505):	\$9,153.00	\$0.00	\$9,153.00
Casualty and Liability (506):	\$0.00	\$0.00	\$0.00
Taxes (507):	\$0.00	\$0.00	\$0.00
Purchased Transportation Services (508)			
Bus Pass Expenses:	\$0.00	\$0.00	\$0.00
School Bus Expenses:	\$0.00	\$0.00	\$0.00
Other:	\$0.00	\$0.00	\$0.00
Miscellaneous (509):	\$8,451.00	\$0.00	\$8,451.00
Interest (511):	\$0.00	\$0.00	\$0.00
Leases and Rentals (512):	\$0.00	\$0.00	\$0.00
Annual Depreciation (513):	\$0.00	\$0.00	\$0.00
Contributed Services (530):	\$0.00	\$0.00	\$0.00
Allocated Indirect Expenses:	\$0.00	\$0.00	\$0.00
GRAND TOTAL:	\$957,245.00	\$0.00	\$957,245.00

COMPETITION

1. Inventory of Transportation Operators in the Service Area

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

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

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

Yes

No

Not Applicable

4. What methods have been used in selection of the transportation operators? Not applicable.

	Low bid
	Requests for qualifications
	Negotiation only

	Requests for proposals
	Requests for interested parties

COORDINATION

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

Levy County Transit distributes brochures in the community.

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

Levy County Transit determines passenger eligibility except for passengers using Florida's Managed Medical Care Program.

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

Individuals call Levy County Transit to schedule all trips except trips provided through Florida's Managed Medical Care Program.

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

Levy County Transit handles all trip reservations except trip reservations for Florida's Managed Medical Care Program.

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

Levy County Transit handles all trip allocations.

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

Levy County Transit schedules all trips except for trips provided in Florida's Managed Medical Care Program.

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

Not applicable.

