

2008 - 2012

LEVY COUNTY

TRANSPORTATION DISADVANTAGED

SERVICE PLAN

Updated, June 2012

UPDATED VERSION
OF THE TRANSPORTATION DISADVANTAGED SERVICE PLAN

Prepared by the Levy County Board of County Commissioners/ Levy County Transit
and the Withlacoochee Regional Planning Council with the
Assistance of the Levy County Transportation Disadvantaged Coordinating Board

2008 - 2012

Levy County Transportation Disadvantaged Service Plan

Adopted May 2011

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The Coordinating Board hereby certifies that an annual evaluation of this Community Transportation coordinator was conducted consistent with the policies of the Commission for the Transportation Disadvantaged and all recommendations of that evaluation have been incorporated in this Service Plan. We further certify that the rates contained herein have been thoroughly reviewed, evaluated and approved. This Transportation Disadvantaged Service Plan was reviewed in its entirety and approved by this Board at an official meeting held on:



Commissioner Danny Stevens, Coordinating Board Chairperson

Date:

Approved by the Commission for the Transportation Disadvantaged

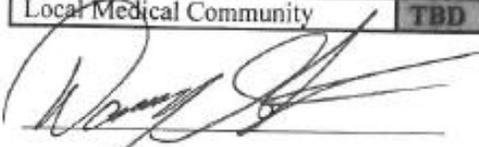
_____, Executive Director

Date:

LEVY COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN 2008-2012
Annual Update May 2011

ROLL CALL AND VOTE SHEET

CATEGORY	PRIMARY / ALTERNATE MEMBER:	Date: 6/15/2009	TDSP Vote
DOPA: Chair	Danny Stevens	Present	Aye
	Vacant		
DOT	Gwen Pra	Absent	
	Sandra Collins		
Dept. of Children and Families	Vickie Menasco	Present	Aye
	Tom Porter		
School Board (Vice Chairman)	Steve Tyson		
	Jeff Davis	Present	Aye
Dept. of Edu.- Div. Of Voc. Rehab	Elaine Carter	Present	Aye
	Eva Heape		
Veterans	Robert E. Lowyns	Absent	
	Vacant		
CAA	Katrina Bowers	Absent	
	Cindy Morgan		
60+	Arthur Maruna	Present	Aye
	Vacant		
Handicapped Citizen	Lindon Lindsey	Present	Aye
	Vacant		
Citizen-User	Vacant		
	Vacant		
Citizen	Renate Cannon	Present	Aye
	Vacant		
Children at Risk	Tonia Hiers	Absent	
	Brooke Ward		
Private for Profit	Not Required	N/A	
Dept. Of Elder Affairs	Kay Stephens	Absent	
Agency for Health Care Administration	Alana McKay	Present	Aye
Regional Workforce Development Board	Kathleen Woodring	Absent	
Local Medical Community	TBD		



Commissioner Danny Stevens, Coordinating Board Chairperson

Date:

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I. DEVELOPMENT PLAN

A. INTRODUCTION TO THE SERVICE AREA

1. BACKGROUND OF THE TRANSPORTATION DISADVANTAGED PROGRAM

The overall mission of Florida's transportation disadvantaged program is to ensure the availability of efficient, cost-effective, and quality transportation services for transportation disadvantaged persons.¹ People served by the program include those:

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.²

Florida's transportation disadvantaged program is governed by Part I of Chapter 427, Florida Statutes (F.S.), and Rule Chapter 41-2, Florida Administrative Code (F.A.C.) and implemented at the county or multi-county level by the following major participants:

- Florida Commission for the Transportation Disadvantaged;
- Official Planning Agency;
- Local Coordinating Board;
- Community Transportation Coordinator (CTC);
- purchasers of transportation services; and
- transportation operators.

Part I of Chapter 427 was enacted in 1979 and has subsequently been amended and reenacted. Amendments made in 1989 resulted in the creation of the Florida Transportation Disadvantaged Commission, establishment of the Transportation Disadvantaged Trust Fund, and enhancement of local participation in the planning and delivery of coordinated transportation services to the transportation disadvantaged through the creation of Local Coordinating Boards and CTCs.³ Amendments made since 1989 have, among other things, changed the name of the Florida Transportation Disadvantaged Commission to the Florida Commission for the Transportation Disadvantaged (CTD), added members to the CTD, modified the definition of "transportation

¹ This mission statement was adopted by the Florida Commission for the Transportation Disadvantaged in March 1992.

² This is the definition of "transportation disadvantaged" found in Section 427.011(1), F.S. (1995), and Rule 41-2.002(30), F.A.C.

³ The Florida Transportation Disadvantaged Commission replaced the Coordinating Council on the Transportation Disadvantaged and the CTCs replaced Coordinated Community Transportation Providers, both of which were created in 1979. Also, the 1989 amendments commenced the program's use of the term "Designated Official Planning Agency" for agencies selected to perform planning functions in areas outside the purview of Metropolitan Planning Organizations.

disadvantaged," and supplemented or modified the responsibilities of the CTD, Official Planning Agencies, Local Coordinating Boards and CTCs.

Florida Commission for the Transportation Disadvantaged

The Florida Commission for the Transportation Disadvantaged (CTD) is an independent agency which serves as the policy development and implementing agency for Florida's transportation disadvantaged program.⁴ According to Section 427.013, F.S. (1995), its purpose is to accomplish the coordination of transportation services provided to the transportation disadvantaged. "Coordination" is defined in Chapter 427 and Rule Chapter 41-2 as 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.⁵ Section 427.013 adds that the goal of coordination must be to assure the cost-effective provision of transportation by qualified CTCs or transportation operators for the transportation disadvantaged without any bias or presumption in favor of multioperator systems or nonprofit transportation operators over single operator systems or for-profit transportation operators.

The CTD reports to the Governor and Legislature. Its responsibilities are set out in Section 427.013 and include, among others:

- compiling information on the transportation operations for and needs of the transportation disadvantaged in the state;
- 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;
- serving as an information clearinghouse;
- 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;

⁴ Center for Urban Transportation Research, Florida Five-Year Transportation Disadvantaged Plan 1992-1996, Technical Memorandum No. 1 (Introduction and Historical Perspective) (September 1990), p. 8.

⁵ See Section 427.011(11), F.S. (1995), and Rule 41-2.002(8), F.A.C., which adds that coordination is not the same as total consolidation of transportation disadvantaged services in any given service area.

- 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 CTCs;⁶
- making an annual report by January 1 to the Governor, the President of the Senate, and the Speaker of the House of Representatives;⁷
- applying for and accepting funds, grants, gifts, and services from the Federal Government, state government, local governments, or private funding sources;
- reporting annual budget estimates and actual expenditures for transportation disadvantaged services;⁸
- preparing a statewide five-year transportation disadvantaged plan;
- approving a Memorandum of Agreement with each CTC for the delivery of coordinated transportation services within the CTC's designated service area;
- developing transportation disadvantaged training programs;
- designating an Official Planning Agency in areas where there is no Metropolitan Planning Organization;
- review, monitor, and coordinate all transportation disadvantaged government agencies fund requests and plans for conformance with the CTD policy;
- developing and maintaining the transportation disadvantaged manual;
- coordinate transportation disadvantaged programs to ensure compatibility with existing transportation systems;
- establishing a review procedure to compare the rates proposed by alternative transportation operators with the rates charged by CTCs;

⁶ See also Section 427.015(2), F.S. (1995)

⁷ See also Rule 41-2.007(7), F.A.C.

⁸ See also Rule 41-2.007(4), F.A.C.

- conduct cost-comparison studies to ensure that the most cost-effective and efficient method of providing transportation to the transportation disadvantaged is implemented;
- ensuring that CTCs work cooperatively with regional workforce boards;
- developing an allocation methodology that equitably distributes all transportation funds under the control of the commission to compensate counties, CTCs, and other entities providing transportation disadvantaged services;
- developing need-based criteria for use by CTCs to prioritize the delivery of non-sponsored transportation disadvantaged services purchased with Transportation Disadvantaged Trust Fund moneys; and
- developing a quality assurance and management review program.

The CTD is composed of the following individuals who represent a variety of agencies and interests:⁹

1. the secretary of the Department of Transportation;
2. the secretary of the Department of Children and Families;
3. the Commissioner of Education;
4. the director of the Department of Labor and Employment Security Agency for Workforce Innovation;
5. the executive director of the Department of Veterans Affairs;
6. the secretary of the Department of Elderly Affairs;
7. the secretary of the Agency for Health Care Administration or the director's designee;
8. the director of the Agency for Persons with Disabilities;
9. a county manager or administrator who is appointed by the Governor;
10. or a senior management level representative of each, shall serve as ex officio, nonvoting advisors to the commission.

The CTD consists of seven members, all of whom are appointed by the Governor for a 4-year term. A member may be reappointed for one additional 4-year term. Additionally, the following conditions apply to the CTD:

- 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 CTD 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

⁹ See Section 427.012(1), F.S. (1996 Supp.)

- within the 5 years immediately before appointment, or during term on the CTD, 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 services¹⁰.

Official Planning Agency

The purpose of the Official Planning Agency is to perform long-range transportation disadvantaged planning and assist the CTD and the Local Coordinating Board in implementing the transportation disadvantaged program within a designated service area. Pursuant to Chapter 427 and Rule Chapter 41-2, the Official Planning Agency is required to:¹¹

- Appoint members of the Local Coordinating Board for the designated service area and provide sufficient staff support and resources to enable the Coordinating Board to fulfill its responsibilities.
- Appoint an elected official from the county to act as the official chairperson for all Coordinating Board meetings.
- Recommend an entity to serve as the CTC to the CTD.
- Develop and annually update a Coordinated Transportation Development Plan (Transportation Disadvantaged Service Plan) in consultation with the Local Coordinating Board and CTC.
- Include a Transportation Disadvantaged Element in its federally-mandated Transportation Improvement Program if it is a Metropolitan Planning Organization or equivalent information in its Coordinated Transportation Development Plan (Transportation Disadvantaged Service Plan) if it is a Designated Official Planning Agency.
- Report to the CTD by the beginning of each state fiscal year estimates of local government and direct federal transportation disadvantaged funds anticipated to be available in its designated service area during the upcoming state fiscal year.

¹⁰ See Section 427.012, F.S.

¹¹ See Section 427.015, F.S. (1995), Section 427.0157, F.S. (1995), Section 427.016(3), F.S. (1995) and Rules 41-2.007(2)&(3), 41-2.009, 41-2.010(6), and 41-2.012, F.A.C. See also Florida Commission for the Transportation Disadvantaged, "Guidelines for Designated Official Planning Agencies to Develop Annual Budget Estimates" (4/30/97).

- Report to the CTD by September 15 all local government and direct federal transportation disadvantaged funds expended in its designated service area during the prior state fiscal year.

Also, the Official Planning Agency is responsible for preparing and submitting applications to the CTD for planning grants funded out of the Transportation Disadvantaged Trust Fund.¹² In addition, it is required to certify on an annual basis compliance with the intent of the CTD that the membership of the Local Coordinating Board represent, to the maximum degree possible, a cross section of the local community.¹³

According to Rules 41-2.002(10) and 41-2.009(1), F.A.C., Metropolitan Planning Organizations (MPOs) are required to serve as the Official Planning Agency in the areas they cover. The CTD designates an Official Planning Agency, the Designated Official Planning Agency (DOPA), in areas not covered by an MPO. Agencies eligible for selection as a DOPA include county or city governments, regional planning councils, MPOs from other areas, or local planning organizations which are currently performing planning activities in designated service areas.

The CTD selected the Levy County Board of County Commissioners (BOCC) to serve as the Designated Official Planning Agency for Levy County's transportation disadvantaged program in June 1990.

Local Coordinating Board

The purpose of the Local Coordinating Board is to identify local service needs and to provide information, advice, and direction to the CTC on the coordination of services to be provided to the transportation disadvantaged.¹⁴ Also, each Coordinating Board is recognized as an advisory body to the CTD in its designated service area. Pursuant to Chapter 427 and Rule Chapter 41-2, the Local Coordinating Board is required to:¹⁵

- Annually elect a Vice-Chairperson by majority vote of a quorum at an organizational meeting.
- Maintain official meeting minutes.

¹² See Rule 41-2.014, F.A.C.

¹³ Florida Commission for the Transportation Disadvantaged, "Coordinating Board Operating Guidelines" (4/3/96), p. 5.

¹⁴ See Section 427.0157, F.S. (1995), and Rule 41-2.012, F.A.C.

¹⁵ See Section 427.015(2), F.S. (1995), Section 427.0157, F.S. (1995) and Rules 41-2.002(27), 412.007(5), 41-2.008(1)&(4), 41-2.009(4), 41-2.010(6), 41-2.011(2),(3)&(6), 41-2.012(5) and 41-2.014(8), F.A.C.

- Review and approve the CTC's Memorandum of Agreement and Service Plan (Transportation Disadvantaged Service Plan) prior to their submission to the CTD.
- Approve coordination contracts, recommend approval or disapproval of transportation operator contracts and, in cooperation with the CTC, annually review coordination contracts and transportation operator contracts to determine whether their continuation is the most cost-effective and efficient utilization possible.
- Evaluate services provided under the approved Service Plan (Transportation Disadvantaged Service Plan) on a continuing basis and annually provide the Official Planning Agency and CTD with an evaluation of the CTC's performance in general and relative to CTD standards and the completion of current Service Plan (Transportation Disadvantaged Service Plan) elements.
- Review the CTC's Annual Operating Report.
- In cooperation with the CTC, review and provide recommendations to the CTD and the Official Planning Agency 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. Such strategies should encourage multi-county and regional transportation service agreements between area CTCs and consolidation of adjacent designated service areas when it is appropriate and cost-effective to do so.
- Appoint a Grievance Committee to process and investigate complaints from agencies, users, potential users of the system and the CTC in the designated service area, and make recommendations to the Local Coordinating Board for improvement of service.
- In coordination with the CTC, 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 CTC in establishing priorities with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust Fund moneys.
- Consult with the Official Planning Agency regarding the recommendation of an entity to serve as the CTC in cases where a Request for Proposal (RFP) process is used.

Also, the CTD requires that the Local Coordinating Board approve applications for trip/equipment grants funded out of the Transportation Disadvantaged Trust Fund if any part is to be used for purposes other than the provision of non-sponsored trips.

A Local Coordinating Board is composed of the following individuals who represent a variety of agencies and interests:¹⁶

1. an elected official appointed by the Official Planning Agency who acts as chairperson;
2. a local representative of the Florida Department of Transportation (FDOT);
3. a local representative of the Florida Department of Children and Families (FDCF);
4. a representative of the Public Education Community;
5. a local representative of the Florida Department of Labor and Employment Security (FDLES);
6. a person who is recommended by the Florida Department of Veterans Affairs as representing veterans in the county;
7. a person who is recognized by the Florida Association for Community Action (President) as representing the economically disadvantaged in the county;
8. a person over sixty years of age representing the elderly in the county;
9. a disabled person representing the disabled in the county;
10. two citizen advocate representatives in the county, one of whom must be a user of the system;
11. a local representative for children at risk ;
12. the chairperson or designee of the local Mass Transit or Public Transit System's Board, except in cases where the Board is also the CTC;
13. a local representative of the Florida Department of Elder Affairs (DOEA);
14. 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 CTC;
15. a local representative of the Florida Agency for Health Care Administration (AHCA);
16. a local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education;
17. a representative of the Regional Workforce Development Board¹⁷; and
18. a representative of the local medical community.

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

Except for the chairperson and agency representatives, the members of the Local Coordinating Board are appointed for three-year staggered terms with the initial membership being appointed equally for one, two, and three years.¹⁸ The chairperson must be appointed or reappointed by the

¹⁶ See Rule 41-2.012(3), F.A.C.

¹⁷ See Chapter 445, F.S.

¹⁸ Rule 41-2.012(4), F.A.C.

Official Planning Agency every two years.¹⁹ Also, in contrast to the CTD, the Coordinating Board does not include CTC or non-transportation business community representatives,²⁰ one of its citizen advocates must be a user of the coordinated transportation system, and the representative of the local private transportation industry cannot be a nonprofit operator unless a for-profit operator is not available.

The Local Coordinating Board must meet at least quarterly and is required by the CTD to hold at least one public hearing a year.²¹ The purpose of the public hearing is to provide input to the Coordinating Board on unmet needs or any other areas relating to local transportation services.

The Levy County Transportation Disadvantaged Coordinating Board was established by the Levy County Board of County Commissioners (BOCC) in July 1990.

Community Transportation Coordinator

The purpose of the CTC is to ensure the delivery of transportation services to the transportation disadvantaged in the most cost-effective, unduplicated and unfragmented manner possible. More specifically, Rule 41-2.011(1), F.A.C., states that a CTC 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.²² A CTC 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.²³ Under Rule 41-2.011(2), F.A.C., a CTC is required to subcontract or broker transportation services to transportation operators²⁴ in situations where it is cost-effective and efficient to do so.²⁵

¹⁹ Florida Commission for the Transportation Disadvantaged, "Coordinating Board Operating Guidelines" (4/3/96), p. 6.

²⁰ Rule 41-2.012(4) specifically prohibits employees of a CTC from serving as voting members on a Local Coordinating Board. The rule, however, allows an elected official serving as the chairperson or other governmental employees who are not employed for the purpose of making provisions for transportation and are not directly supervised by the CTC to serve as voting members.

²¹ Rule 41-2.012(5), F.A.C.; Florida Commission for the Transportation Disadvantaged, November Information/Action Memo, (December 14, 1992).

²² See also Sections 427.015(2) and 427.0155(8), F.S. (1995).

²³ See Section 427.015(2), F.S. (1995)

²⁴ As defined in Section 427.011(6), F.S. (1995), "transportation operator" means one or more public, private for-profit, or private nonprofit entities engaged by the CTC to provide service to transportation disadvantaged persons pursuant to a coordinated system service plan. See also Rule 41-2.002(33), F.A.C.

²⁵ See also Section 427.015(2), F.S. (1995) which states a CTC must, based on approved commission evaluation criteria, subcontract or broker those services that are more cost-effectively and efficiently provided by subcontracting or brokering.

In order to function as a CTC and qualify for Transportation Disadvantaged Trust Fund grants, a CTC must enter into a Memorandum of Agreement (MOA) each year with the CTD.²⁶ An MOA is defined in Rule 41-2.002(18), F.A.C., as the state contract for transportation disadvantaged services purchased with federal, state or local government transportation disadvantaged funds. It recognizes the CTC as being responsible for the arrangement of the provision of transportation disadvantaged services for its designated service area. Also, it requires that the CTC perform a wide range of tasks and comply with specific provisions relating to insurance, safety, protection of civil rights and other matters.

A Transportation Disadvantaged Service Plan must be submitted with each MOA.²⁷ The MOA indicates implementation and monitoring of an approved Transportation Disadvantaged Service Plan that provides for community-wide transportation services for purchase by non-sponsored transportation disadvantaged persons, contracting social service agencies and other entities that use local, state or federal government funds for the purchase of transportation for the transportation disadvantaged.

Other CTC responsibilities set out in Chapter 427 and Rule Chapter 41-2 include:²⁸

- 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;
- executing uniform contracts for service using a standard contract which includes performance standards for operators;
- in cooperation with the Local Coordinating Board, annually reviewing transportation operator contracts and coordination contracts;
- providing copies of executed purchase of service contracts to the CTD and Local Coordinating Board;
- utilizing the Chart of Accounts defined in the Rural Transportation Accounting Manual (October 1986) for its financial management;

²⁶ Section 427.0155(6), F.S. (1995) and Rules 41-2.008(1), 41-2.011(9) and 41-2.014(1)(a), F.A.C.

²⁷ See Florida Commission for the Transportation Disadvantaged, "Memorandum of Agreement" (distributed by CTD March 1997), Section I.E.1.). However, a CTC newly designated to a particular service area has 120 calendar days following the execution of its initial MOA to submit a Local Coordinating Board approved service plan for approval by the CTD. See also Section 427.0155(6), F.S. (1995) and Rule 41-2.011(3), F.A.C.

²⁸ See Section 427.0155, F.S. (1995) Section 427.0158(1), F.S. (1995) and Rules 41-2.007(5)&(6), 412.008, 41-2.011 and 41-2.014(8), F.A.C.

- collecting operating data and preparing an Annual Operating Report due to the CTD by September 15;
- approving, coordinating and maximizing the use of school bus and public transportation services in accordance with its Service Plan (Transportation Disadvantaged Service Plan);
- in cooperating with, and approved by, the Local Coordinating Board, develop, negotiate, implement, and monitor a memorandum of agreement with the CTD;
- work cooperatively with region workforce boards²⁹ to assist in the development of innovative transportation services for participants in welfare transitional programs;
- in cooperation with the Local Coordinating Board, reviewing all applications for local government, federal and state transportation disadvantaged funds for its designated service area, and developing and implementing cost-effective coordination strategies for funds recommended for approval; and
- in cooperation with the Local Coordinating Board and pursuant to criteria developed by the CTD, establishing priorities with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust Fund moneys.

Also, a CTC is responsible for preparing and submitting applications to the CTD for trip/equipment grants funded out of the Transportation Disadvantaged Trust Fund.³⁰

A CTC may be selected without a competitive acquisition process if the Official Planning Agency determines that approach is in the best interest of the transportation disadvantaged.³¹ Public competitive bidding or proposals, however, must be used to the maximum extent feasible to select a CTC.³²

If a CTC resigns or is terminated, the Official Planning Agency must complete the recommendation process for a new CTC within 90 days after the termination date for non-bid CTCs and within 150 days after the termination date for bid/RFP CTCs.³³ Also, in cases of termination or in unforeseen emergencies, the CTD is required to work with the Local

²⁹ See Chapter 445, F.S.

³⁰ See Rule 41-2.014, F.A.C.

³¹ Rule 41-2.010(2), F.A.C.

³² Rule 41-2.010(3), F.A.C.

³³ Rule 41-2.010(7), F.A.C.

Coordinating Board to provide for the continuation of services by providing or arranging necessary technical assistance.³⁴

A non-competitive proposal process was used to identify an entity capable of and interested in serving as the CTC for Levy County's Transportation Disadvantaged Program, The Levy County Board of County Commissioners (BOCC) adopted a resolution committing itself as the CTC in April 2003. The CTC selected the BOCC to serve as the county's CTC in July 2003. In 2000, a competitive proposal process was used to select the CTC for Levy County's Transportation Disadvantaged Program.

Coordination of Service

Full coordination of transportation services provided to the transportation disadvantaged is contemplated by Chapter 427 and Rule Chapter 41-2. More specifically, Section 427.016(1)(a), F.S. (1995), requires that:

All transportation disadvantaged funds expended within the state shall be expended to purchase transportation services from community transportation coordinators or public, private, or private nonprofit transportation operators within the coordinated transportation system, except when the rates charged by proposed alternate operators are proven, pursuant to rules generated by the Commission for the Transportation Disadvantaged, to be more cost-effective and are not a risk to the public health, safety, or welfare. However, in areas where transportation suited to the unique needs of a transportation disadvantaged person cannot be purchased through the coordinated system, or where the agency has met the rule criteria for using an alternative provider, the service may be contracted for directly by the appropriate agency.³⁵

Section 427.016(1)(b), F.S. (1995), adds:

Nothing in this subsection shall be construed to limit or preclude the Medicaid agency from establishing maximum fee schedules, individualized reimbursement policies by provider type, negotiated fees, competitive bidding, or any other mechanism that the agency considers efficient and effective for the purchase of services on behalf of Medicaid clients. State and local agencies shall not contract for any transportation disadvantaged services, including Medicaid reimbursable transportation services, with any community transportation coordinator or transportation operator that has been determined by the Agency for Health Care Administration, the Department of Legal Affairs Medicaid Fraud Control Unit, or any state or federal agency to have engaged in any abusive or fraudulent billing activities.

³⁴ Rule 41-2.010(8), F.A.C.

³⁵ See also Section 427.0135, F.S. (1995). Section 427.0135(1)(a) requires each member department to use the coordinated transportation system for provision of services to its clients unless it meets the criteria outlined in rule to use an alternative provider. Section 427.0135(1)(b) requires the Medicaid agency to purchase transportation services through the coordinated transportation system unless a more cost-effective method can be demonstrated for Medicaid clients or unless otherwise limited or directed by the General Appropriations Act.

Rule 41-2.015(1), F.A.C., requires that:

Any agency purchasing transportation services or providing transportation funding for the transportation disadvantaged with transportation disadvantaged funds³⁶ shall expend all transportation disadvantaged funds through a contractual arrangement with the Community Transportation Coordinator, unless otherwise identified and specifically approved by the Commission as a transportation alternative.³⁷

Agencies and CTCs comply with this rule by entering into purchase of service contracts. As indicated above, a CTC can provide the purchased services, subcontract with transportation operators to provide the purchased services or combine the two approaches. Transportation operators can be public entities (e.g., a school board or public transit system), private for-profit entities (e.g., a taxi company) or private nonprofit entities (e.g., a senior citizens council). Also, to complete the coordinated transportation system, a CTC is required to enter into coordination contracts with agencies that receive transportation disadvantaged funds and perform some or all of their own transportation services, as well as transportation services to others, because it is more effective and efficient from a total system perspective for them to do so.³⁸

2. DESIGNATION DATE/HISTORY

Since the Transportation Disadvantaged program's inception, Levy County's transportation needs were provided a private non-profit or for-profit transportation contractors based in neighboring Alachua County.

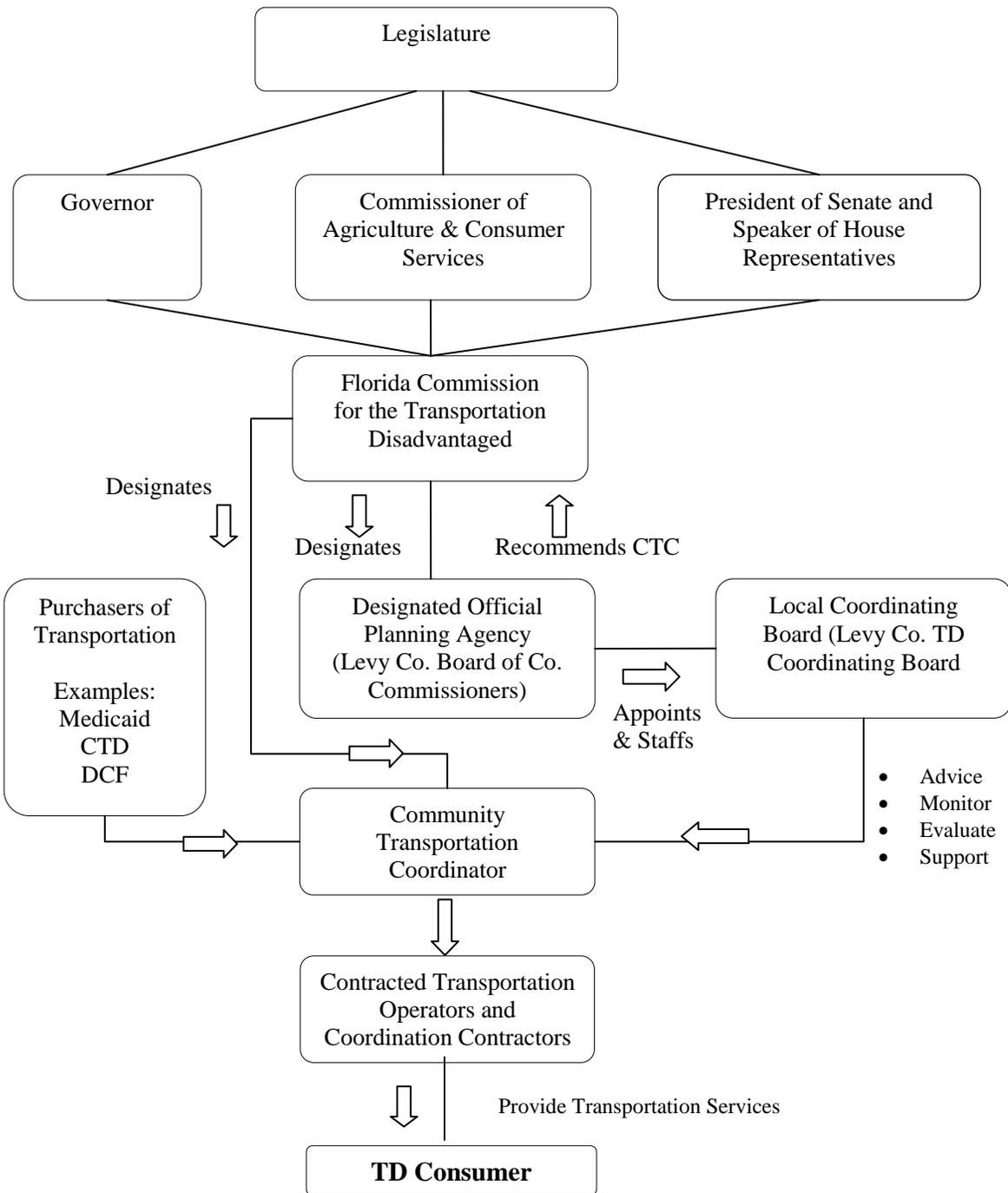
On August 4, 2003, the Florida Commission for the Transportation Disadvantaged (CTD) selected the Levy County Board of County Commissioners (BOCC) to serve as the Community Transportation Coordinator (CTC) for Levy County based, as indicated above, on a non-competitive selection process. Reasons supporting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

³⁶ As defined in Section 427.011(10), F.S. (1995) and Rule 41-2.002(31), F.A.C., "transportation disadvantaged funds" include any local government, state or available federal funds that are for the transportation of the transportation disadvantaged. Such funds may include, but are not limited to, funds for planning, Medicaid transportation, administration, operation, procurement, and maintenance of vehicles or equipment and capital investments. They do not include funds for the transportation of children to public schools.

³⁷ Acceptable transportation alternatives listed in Rule 41-2.015(1), F.A.C., include fixed route/fixed schedule public transit services, privately-owned vehicles of agency volunteers/employees or family members/custodians, state-owned vehicles, common carriers, emergency medical vehicles and other modes of transportation when the CTC determines it is unable to provide the required service in the most cost-effective method available. Rule 41-2.015(2), F.A.C., indicates use of approved transportation alternatives must be the result of an emergency or unique situation. See also Rule 41-2.002(29), F.A.C.

³⁸ See Rules 41-2.002(9) and 41-2.008(4), F.A.C.

In 2002, the Levy County BOCC created a County Transportation Department, which was formed for the purpose of administrating and operating the county's public transportation program. It does business under the name Nature Coast Transit (NCT) and operates as a partial brokerage system providing transportation services and contracting with other operators to provide transportation services. During the 2008-2009 fiscal year the NCT was changed to Levy County Transit (LCT) by the BOCC.



Levy County T.D. Program Organizational Chart

3. CONSISTENCY REVIEW OF OTHER PLANS

a. Local Government Comprehensive Plans

The 2008 – 2012 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 Plan

The 2008 – 2012 Levy County Transportation Disadvantaged Service Plan is consistent to the maximum extent feasible with the Strategic Regional Policy Plan (SRPP) for the Withlacoochee Region (adopted August 1997). Mobility issues are emphasized in the affordable housing and transportation chapters of the SRPP. SRPP goals and policies of particular note in those chapters include the following: uses, higher densities and multi-modal transportation facilities such as bicycle, pedestrian and transit facilities.

Affordable Housing Goal 1.2	Identify and meet needs for supportive/special needs housing.
Affordable Housing Policy 1.2.5	Undertake or support efforts to increase or at least maintain existing resources for senior services, transportation disadvantaged, housing and other programs which promote independent living.
Affordable Housing Goal 1.3	Expand choice in housing location and consider accessibility to jobs, schools and services in the provision of affordable housing and supportive/special needs housing.
Affordable Housing Policy 1.3.7	Increase consideration in land use and transportation planning of the effects of various residential development patterns on the ability of individuals with limited mobility due to disability, income or age to obtain access to jobs, schools and services.
Transportation Goal 5.3	Address the provision of efficient, cost effective public transit for all populations.
Transportation Policy 5.3.3	Improve mobility options for transportation disadvantaged citizens through coordinated transportation systems.
Transportation Policy 5.3.4	Promote and encourage public-private partnerships, innovative home-based services, increased public and client awareness, and dedicated local and state funding sources for transportation disadvantaged programs.

Transportation Goal 5.9	Plan for land use patterns that provide better opportunities for non-automotive trips.
Transportation Policy 5.9.1	Local comprehensive plans and land development regulations shall provide incentives to develop and redevelop using mixed

Local government comprehensive plans are required under Chapter 163, F.S., to be consistent with and further the regional policy plan.

c. Transit Development Plans

Not applicable.

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

The 2008-2012 Levy County Transportation Disadvantaged Service Plan is consistent to the maximum extent feasible with the Commission for the Transportation Disadvantaged’s Florida Five-Year Transportation Disadvantaged Plan 2005-2010. Also, CUTR’s Florida Statewide Transportation Disadvantaged Plan, Population and Demand Forecasts 1996-2015 (February 1999) was consulted and used, as appropriate, in the preparation of the TDSP.

An update to the Commission’s Five-Year Statewide Transportation Disadvantaged Plan was made available in April 2005. That update was reviewed in conjunction with the preparation of this TDSP.

e. MPO Long Range Transportation Plans

Not applicable.

f. Transportation Improvement Plans

Not applicable.

5. LEVY COUNTY COORDINATING BOARD MEMBERSHIP CERTIFICATION

Name (MPO/DOPA): Levy County Board of County Commissioners
 Address: P.O. Drawer 310
Bronson, Florida 32621

The Metropolitan Planning Organization/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), F.A.C., 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: Lauren Yeater DATE: JUNE 13, 2011

POSITION	PRIMARY MEMBER	ALTERNATE	TERM
1. LEVY COUNTY BOCC/CHAIR	Danny Stevens	Vacant	2 Years
2. 60+	Arthur Maruna	Vacant	3 Years
3. HANDICAPPED	Lindon Lindsey	Vacant	3 Years
4. CITIZEN ADVOCATE	Renate M. Cannon	Vacant	3 Years
5. CITIZEN ADVOCATE/USER	Vacant	Vacant	3 Years
6. VETERANS	Robert E. Lowyns	Vacant	3 Years
7. COMMUNITY ACTION AGENCY	Katrina Bowers	Cindy Morgan	3 Years
8. SCHOOL BOARD	Steve Tyson	Jeff Edison	3 Years
9. DEPT. OF TRANSPORTATION	Gwen Pra	Sandra Collins	NT
10. DEPT. OF CHILDREN & FAMILIES	Vickie Menasco	Tom Porter	NT
11. FDE, DIV. OF VOC. REHAB	Elaine Carter	Eva Heape	NT
12. DEPT. OF ELDER AFFAIRS	Kay Stephens	Vacant	NT
13. AGENCY FOR HEALTHCARE ADM.	Alana McKay	Vacant	NT
14. CHILDREN AT RISK	Tonya Hiers	Brooke Ward	3 Years
15. LOCAL PRIVATE FOR-PROFIT TRANSPORTATION INDUSTRY	Vacant	Vacant	3 Years
16. MASS TRANSIT/PUBLIC TRANSIT	Not Required	NA	NA
17. REGIONAL WORKFORCE DEVELOPMENT BOARD	Kathleen Woodring	TBD	NT
18. LOCAL MEDICAL COMMUNITY	TBD	TBD	NT

NT - no term

Levy County Coordinating Board Membership Certification

B. SERVICE AREA PROFILE AND DEMOGRAPHICS

1. SERVICE AREA DESCRIPTION

Levy County has a land area of 1,118 square miles¹ 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.² 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

As indicated in Table 1 and 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.³ 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.⁴ That trend is expected to continue unless certain population magnets, such as heavy industry, appear.⁵ Very little industry has been established anywhere in the county to date.⁶

¹ University of Florida Bureau of Economic and Business Research (BEBR), Florida Statistical Abstract 2002 (April 2003), Table 8.03.

² The Levy County Comprehensive Plan, Volume Three (as amended April 7, 1992), Future Land Use, p. 8-50.

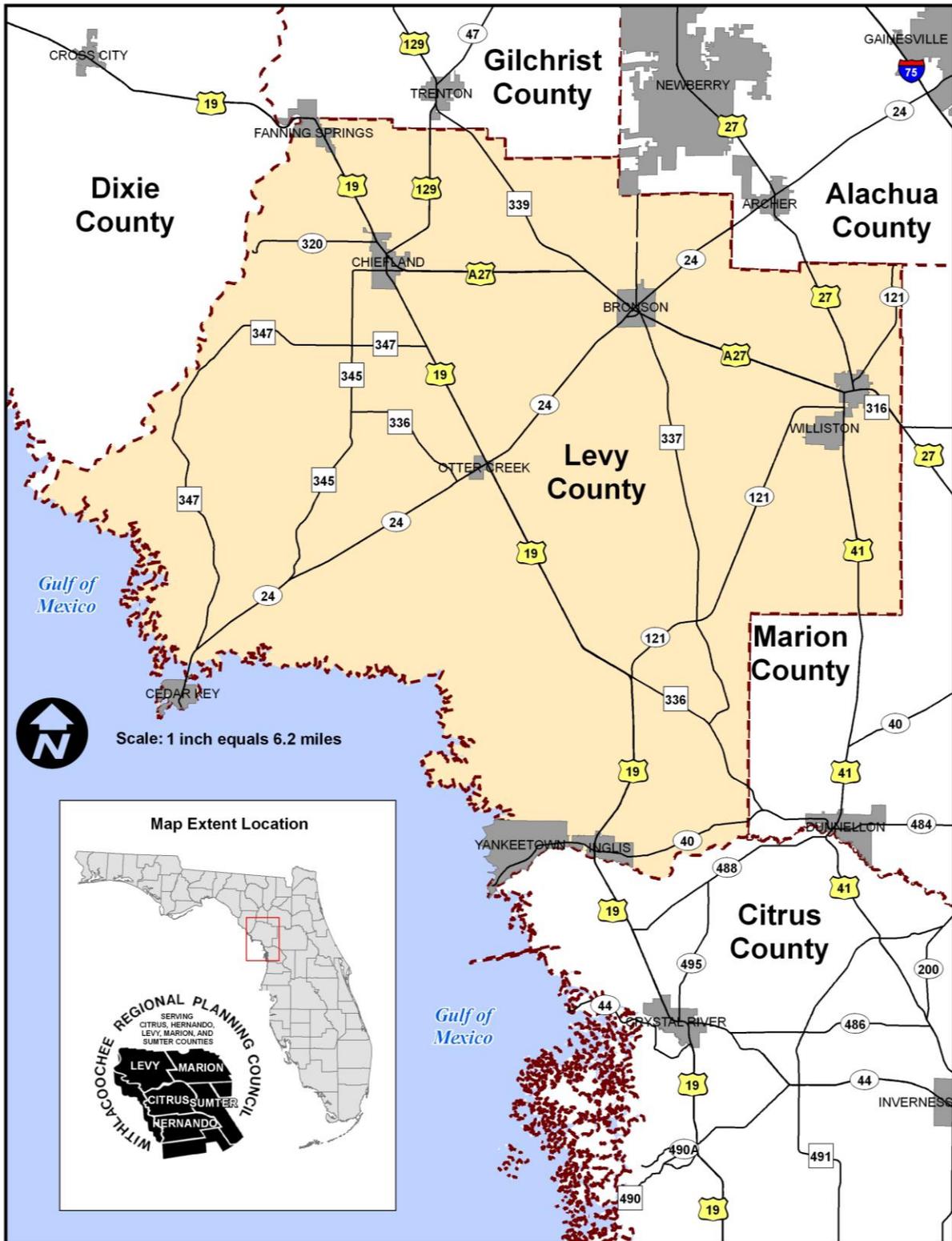
³ These existing subdivisions contain almost 46,000 residential lots and cover a total of 35,000 acres. See The Levy County Comprehensive Plan, Volume Three (as amended April 7, 1992), Future Land Use, p. 8-11. A map of Developments of Regional Impact (DRIs) in the Withlacoochee Region with descriptions is also included in the Appendix. It indicates only one DRI, Forest Park III northeast of the Town of Bronson, has been approved in Levy County.

⁴ The Levy County Comprehensive Plan, Volume Three (as amended April 7, 1992), Sanitary Sewer, Solid Waste, Drainage, Potable Water, Natural Groundwater Aquifer Recharge and Electric Utilities, p. 7-9.

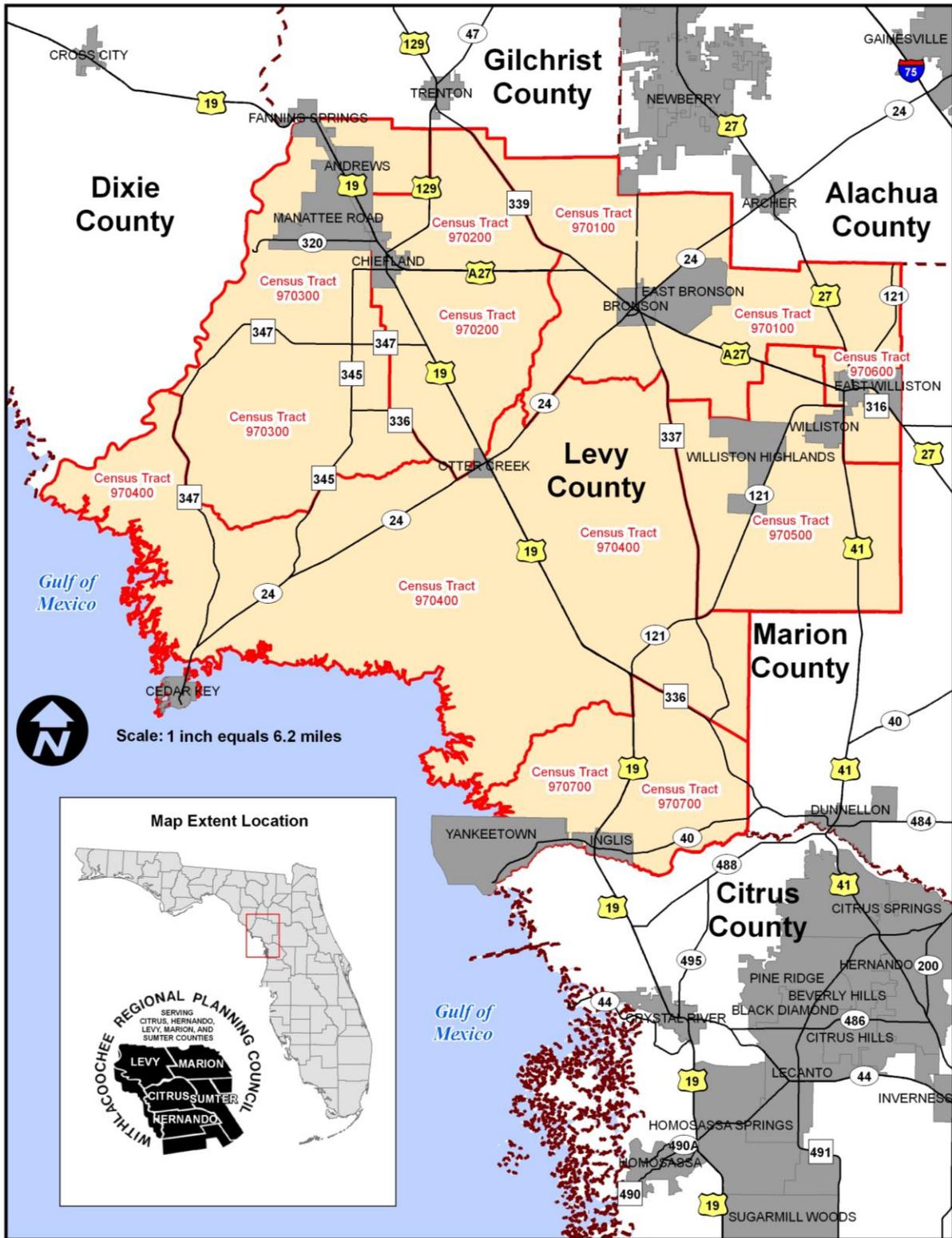
⁵ Ibid.

⁶ Ibid., p. 7-84.

**MAP 1
LEVY COUNTY WITHIN THE STATE OF FLORIDA**



**MAP 2
LEVY COUNTY CENSUS DIVISIONS, CITIES AND CENSUS DESIGNATED PLACE**



Findings in the Future Land Use Element of the County's Comprehensive Plan indicate:

- (1) the largest area in the county suitable for development is along U.S. Highway 27-A between Williston and Bronson;
- (2) no development should be permitted to occur in areas without the appropriate services and supporting infrastructure to ensure there will be no increase in blighted areas;
- (3) the largest tracts of agricultural land are located in the northwest section of the county surrounding Chiefland and in the eastern section of the county; and
- (4) most of the county is both unsuitable for development and not good agricultural land.⁷

One objective in the Future Land Use Element of the County's Comprehensive Plan is to discourage urban sprawl by establishing a clear separation between urban and rural land uses.⁸ One way the element seeks to accomplish this is by directing urban uses, particularly higher density residential uses, to municipal services districts encompassing existing incorporated areas.⁹ Most of the growth in the county is expected to occur in unincorporated areas with about 300 acres a year being converted to residential use assuming a sustained population growth rate of at least 2 percent a year.¹⁰

One of the policies under the Future Land Use Element objective to discourage urban sprawl states commercial development will be discouraged in the unincorporated area but allowed along arterial and collector roads in accordance with certain criteria.¹¹ The 2006 Future Land Use Map identifies a number of commercial areas and commercial nodes (see Map 3). It also refers to maps for specific areas which provide for commercial and other types of development (i.e., the Chiefland and Williston municipal services districts, the U.S. Highway 19-98 corridor between Chiefland and Fanning Springs and the Rosewood-Sumner unincorporated district).

The Future Land Use Element includes a policy encouraging expansion of industrial land uses. The policy also states that mining operations will be permitted as special exceptions in manufacturing and agricultural and forestry areas.¹² The distribution of land uses on Levy County's Future Land Use Map is tied to the present and prospective availability of roads and other infrastructure needed to support development.

⁷ The Levy County Comprehensive Plan, Volume Three (as amended April 7, 1992), Future Land Use, pp. 8-48 and 8-49.

⁸ *Ibid.*, p. 8-57

⁹ *Ibid.*, p. 8-52.

¹⁰ *Ibid.*, p. 8-13.

¹¹ *Ibid.* (as amended November 2, 1993), p. 8-58.

¹² *Ibid.* (as amended April 7, 1992), p. 8-60.

**TABLE 1
ACREAGE OF LAND USES IN
LEVY COUNTY BY YEAR**

Land Use Acreage	1995 Projected	%	2000 Projected	%	2010 Projected	%	2020 Projected	%
Residential:	34,000	4.83	36,250	5.15	40,250	5.72	44,625	6.34
Low Density Residential	27,200	3.86	29,000	4.12	32,200	4.57	35,700	5.07
Medium Density Residential	5,100	.72	5,438	.77	6,038	0.86	6,694	0.95
High Density Residential	1,700	.24	1,812	.26	2,012	0.29	2,231	0.32
Commercial	491	.07	524	.07	582	0.08	645	0.09
Industrial	1,656	.24	1,765	.25	1,960	0.28	2,174	0.31
Agriculture/Silviculture	504,940	71.71	502,114	71.31	497,008	70.58	491,591	69.81
Recreation and Open Space	689	.10	734	.10	815	0.12	903	0.13
Conservation**	128,930	18.31	128,930	18.31	128,930	18.31	128,930	18.31
Public Facilities and Buildings*	5,884	.84	6,273	.89	6,965	0.99	7,722	1.10
Historic Resources	200	.03	200	.03	200	0.03	200	0.03
Vacant	27,368	3.89	27,368	3.89	27,368	3.89	27,368	3.89
Total	704,158	100.0	704,158	100.0	704,158	100	704,158	100

Source: The Levy County Comprehensive Plan, Future Land Use Element, Table 8-1.

Notes to Table 8-1:

* includes educational, public buildings and grounds and other public facilities

** approximately 57,000 acres in public ownership in 1989, including the lower Suwannee and Cedar Key National Wildlife Refuge

Low Density Residential - no more than 1 dwelling unit per 5 acres

Medium Density Residential - between 2 dwelling units per acre and 1 dwelling unit per 5 acres

High Density Residential - more than 2 dwelling units per acre

Residential Land Use

This category includes land used for residential purposes, including single-family, duplex, multi-family structures and group quarters, accessory buildings, and mobile home parks and subdivisions. This category does not include RV and recreational campgrounds, hotels, motels, and other transient housing, such as shelters or time-sharing facilities, seasonal units such as hunting or summer cabins, nor farm residences on active farms.

Commercial Land Use

This category includes land used for retail and wholesale trade, offices, hotels, motels, restaurants, service outlets, automobile service stations and repair facilities. Commercial land use in the county is described by the following levels of intensity: the central business district with its dense arrangement of professional offices and retail stores, commercial nodes such as shopping centers and highway strip commercial where retail and wholesale trade is clustered and served with access roads providing linkages to nearby arterials, and scattered neighborhood businesses such as convenience stores and service stations.

Industrial Land Use

This category (light industry) includes land used for light manufacturing, wood product processing, warehousing and storage. Heavy industry consists of mining operations within the county.

Agricultural/Silviculture Land Use

This category includes land used for the production of food and fiber crops and supportive uses, agricultural sales outlets, silviculture production and harvesting, and land lying fallow which is part of a parcel that is mostly or has previously been agriculturally productive. It also includes single-family residential units which may be developed on agricultural lands which are limited to a density of one unit per 10 acres. Isolated single-family residences and mobile homes completely surrounded by agricultural uses are included in this category.

Recreational Land Use

This category includes land used for neighborhood and community parks, golf courses, spectator sport facilities, and certain pastoral open space areas. It includes the large federal and state parks in the county. The recreational land uses are scattered throughout the county but are found predominantly around municipalities with some County facilities located inside municipal boundaries.

Conservation Land Use

Areas designated as conservation land uses include wetlands, some forests, public-managed lands, floodplains, flood-prone areas, sinkhole-prone areas and other areas in which valuable natural resources are found. Very little development (limited to previously developed low

density single-family residences and silvicultural operations) currently exists in these areas. The category includes many of the areas designated as pastoral open space.

Public Facilities Land Use

This category includes public buildings and grounds (city halls, post offices, fire and police stations, libraries, public utilities and the county airport and maintenance yards), public and private educational facilities, and other public facilities (churches, public clubs, health centers, hospitals, and facilities for the care of the aged and infirm). It also consists of government buildings, including federal, state and local offices and storage and maintenance facilities.

Historic Resources Land Use

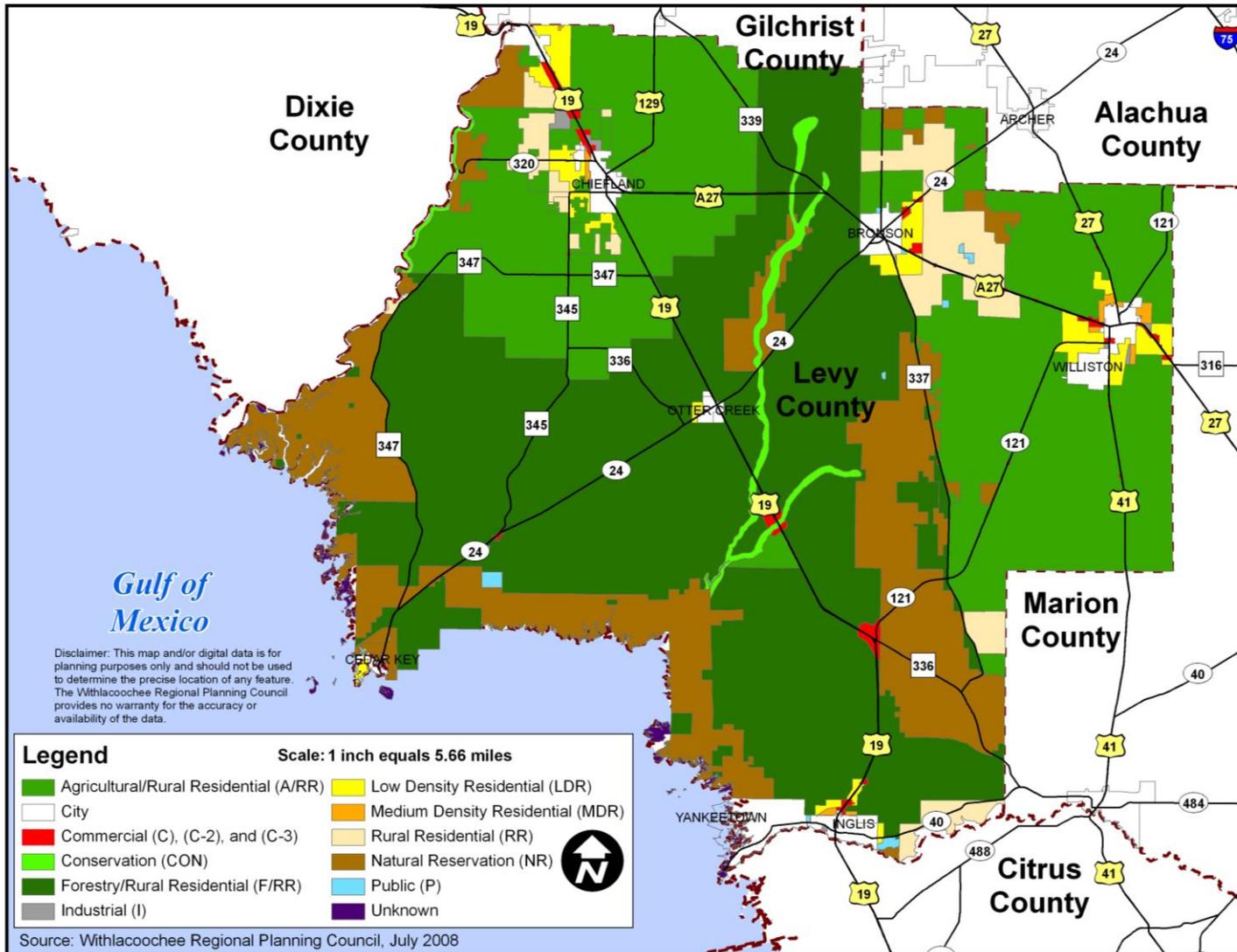
This category includes an historic building and archaeological and prehistoric sites which have been designated special protective status by the Board of County Commissioners.

Vacant Land

This category includes vacant and undeveloped acreage. It mostly consists of lands that are in subdivisions which are platted but not developed, lands which formerly had structures on them but now have no active use and some agricultural lands not lying fallow.

Source: The Levy Comprehensive Plan, Volume Three (as amended April 7, 1992), Future Land Use, pp. 8-2 to 8-6.

MAP 3 LEVY COUNTY FUTURE LAND USE



b. Population/Composition

Overall Population

Similar to the rest of Florida, Levy County has experienced large amounts of growth over the years. In 1950, Levy County had a population of 10,637. By 2000, the population of Levy County increased to 34,450 persons. In 2006, the population of Levy County had increased by 4,531 (13.2%) since the 2000 Census (see Table 2). The Florida Legislature's Office of Economic and Demographic Research projects the current 2006 population estimate of 38,981 to grow to 42,545 by 2010 and to 46,259 by 2015 (see Tables 3 and 4).

Age Composition

Compared to the State of Florida as a whole, Levy County has an average percentage of population ages 65 years and over. In 2000, the population of Levy County included 6,173 people who were at least 65 years old, which represented about 18% of the total population; this compared to 17.6% for the State of Florida as a whole. Moreover, 453 residents (1.3% of the total) were at least 85 years old (see Table 2).

In 2000, Levy had 8,140 children under 18 (23.6% of the total population) and 6,191 (about 18% of the total population) children were of school age (5 to 17 years old). In 2006, Florida's Economic and Demographic Research estimated that there were 7,386 elderly residents in Levy County. This number was projected to increase by 963 to 8,349 by 2010. Moreover, the number of children under 18 increased by 497, from 8,813 (about 23% of the total population) in 2006 to 9,310 (about 22% of the total population) in 2010 (see Tables 3 and 4).

Table 5 provides 2000 Census data on median age, persons under age 5 and persons age 60 and over for specific areas in the County. It shows that, among the County's cities and towns, the Town of Bronson had the lowest median age (32.3 years), while Chiefland had the largest number of persons under age 5 (177 persons) and Fanning Springs the highest concentration of persons under age 5 (11.4 percent of its population). It also shows that the Town of Yankeetown had the highest median age (54.7 years) and highest concentration of persons age 60 and over (37.83 percent of its population or 238 persons). The City of Williston had the largest number of persons age 60 and over (564 persons).

The aging trend in Levy County appears to be long-term and continuing. The median age increased from 34.5 to 38.4 between 1980 and 1990 and from 38.4 to 41.1 between 1990 and 2000. In 2005, the median age was 42.4, which is projected to increase to 43.9 by 2010 and 46.1 2020.¹³

The population characteristics by age group in Levy County are similar in nature to many of the growing rural counties in Florida. This is correlated to the ongoing trend of large numbers of retirees migrating to Florida.

¹³ BEBR, Florida Statistical Abstract 2006 (April 2005), Table 1.51.

**TABLE 2
RESIDENT POPULATION BY
GENDER AND AGE, 2010**

Resident Population by Gender and Age, 2010						
Levy County	Absolute Number			% of Total Population		
Age Categories	Male	Female	Total	Male	Female	Total
Age under 5 years	1,071	878	1,949	6.39%	4.97%	5.66%
Age 5 to 17 years	3,186	3,005	6,191	19.00%	17.00%	17.97%
Age 18 to 24 years	1,148	1,132	2,280	6.85%	6.40%	6.62%
Age 25 to 34 years	1,770	2,042	3,812	10.55%	11.55%	11.07%
Age 35 to 44 years	2,227	2,752	4,979	13.28%	15.57%	14.45%
Age 45 to 54 years	2,241	2,372	4,613	13.36%	13.42%	13.39%
Age 55 to 64 years	2,167	2,286	4,453	12.92%	12.93%	12.93%
Age 65 to 74 years	1,823	1,788	3,611	10.87%	10.11%	10.48%
Age 75 to 84 years	958	1,151	2,109	5.71%	6.51%	6.12%
Age 85 years and over	179	274	453	1.07%	1.55%	1.31%
Total	16,770	17,680	34,450	100.00%	100.00%	100.00%
% Age under 18 years	25.38%	21.96%	23.63%			
% Age 65 years and over	17.65%	18.17%	17.92%			

Source: US Bureau of the Census, 2010 Census of Population and Housing (Summary File 3).

**TABLE 3
RESIDENT POPULATION BY AGE,
APRIL 1, 2006, 2010 AND 2015**

Resident Population ¹⁴						
Levy County	Absolute Number			% of Total Population		
Age Categories	2006	2010	2015	2006	2010	2015
Age under 5 years	2,233	2,443	2,630	5.73%	5.74%	5.64%
Age 5 to 17 years	6,580	6,867	7,217	16.88%	16.14%	15.48%
Age 18 to 24 years	3,087	3,337	3,466	7.92%	7.84%	7.43%
Age 25 to 34 years	3,948	4,544	5,287	10.13%	10.68%	11.34%
Age 35 to 44 years	4,770	4,769	4,855	12.24%	11.21%	10.41%
Age 45 to 54 years	5,537	5,897	5,780	14.20%	13.86%	12.40%
Age 55 to 64 years	5,440	6,339	7,316	13.96%	14.90%	15.69%
Age 65 to 74 years	3,993	4,539	5,626	10.24%	10.67%	12.07%
Age 75 to 84 years	2,588	2,759	3,100	6.64%	6.48%	6.65%
Age 85 years and over	805	1,051	1,352	2.07%	2.47%	2.90%
Total	38,981	42,545	46,629	100.00%	100.00%	100.00%
Age under 18 years	8,813	9,310	9,847	22.61%	21.88%	21.12%
Age 65 years and over	7,386	8,349	10,078	18.95%	19.62%	21.61%

Source: Florida Legislature, Office of Economic and Demographic Research (August 2007).

¹⁴ Official state and county estimates and projections published by the University of Florida's Bureau of Economic and Business Research (BEBR) were released in database format by the Florida Legislature's Office of Economic and Demographic Research (EDR) in August 2007, with age, gender and race/ethnicity detail, and interpolations for every quarter of every single year from 1960 (Q2) to 2030 (Q2).

**TABLE 4
CHANGE IN RESIDENT POPULATION BY AGE,
2006-10, 2010-15 AND 2006-15**

Change in Resident Population						
Levy County Age Categories	Absolute Change			% Change in the Period		
	2006-10	2010-15	2006-15	2006-10	2010-15	2006-15
Age under 5 years	210	187	397	9.40%	7.65%	17.78%
Age 5 to 17 years	287	350	637	4.36%	5.10%	9.68%
Age 18 to 24 years	250	129	379	8.10%	3.87%	12.28%
Age 25 to 34 years	596	743	1,339	15.10%	16.35%	33.92%
Age 35 to 44 years	-1	86	85	-0.02%	1.80%	1.78%
Age 45 to 54 years	360	-117	243	6.50%	-1.98%	4.39%
Age 55 to 64 years	899	977	1,876	16.53%	15.41%	34.49%
Age 65 to 74 years	546	1,087	1,633	13.67%	23.95%	40.90%
Age 75 to 84 years	171	341	512	6.61%	12.36%	19.78%
Age 85 years and over	246	301	547	30.56%	28.64%	67.95%
Total	3,564	4,084	7,648	9.14%	9.60%	19.62%
Age under 18 years	497	537	1,034	5.64%	5.77%	11.73%
Age 65 years and over	963	1,729	2,692	13.04%	20.71%	36.45%

Source: Florida Legislature, Office of Economic and Demographic Research (August 2007).

**TABLE 5
2000 SELECTED AGE DATA FOR CITIES, TOWNS
AND UNINCORPORATED AREAS**

Location	2000 U.S. Census Pop.	Median Age	Persons Under Age 5	Percent of City, Town or County Pop. Under Age 5	Persons Age 60+	Percent of Division, City, Town or County Pop. Age 60 +
Cedar Key city	790	54.1	25	3.16	282	35.69
Inglis town	1,491	45.9	69	4.63	448	30.04
Otter Creek town	121	46.3	3	2.47	28	23.14
Yankeetown town	629	54.7	9	1.43	238	37.83
Chiefland city	1,993	34.2	177	8.88	424	21.27
Fanning Springs city (pt.)	464	38.3	53	11.42	173	37.28
Bronson town	964	32.3	56	5.81	153	15.87
Williston city	2,297	37.9	171	7.44	564	24.55
Unincorporated	25,701					
Levy County	34,450	41.1	1975	5.73	8347	24.22

Source: BOC, 2000 Census of Population and Housing, Summary Population and Housing Characteristics Florida (August 2001), Table DP-1.

Migration, not a natural increase, has been the driving force behind Levy County's growth. Even though births exceeded deaths every year from 1990 to 2000, net migration accounted for over 67 percent of the population growth during that period of time.¹⁵ During 2001-2002, deaths exceeded births and the natural increase of Levy County population was -102. Net migration for the same period was 1,666, making migration 100 percent for population change.¹⁶

Levy County's Comprehensive Plan notes that the County's average household is decreasing due to the out-migration of young people and the in-migration of retirees.¹⁷ In addition, the Plan indicates smaller family sizes in younger households have been a factor.¹⁸

As noted in Table 2 above, the County's population is projected to increase to 42,545 people by 2010. That translates into a projected increase of about 9% for the 2006 to 2010 period (average 2.3 percent a year). The projections do not include tourists or seasonal residents. The County's Comprehensive Plan includes seasonal population projection of 1,455 for 2000, 1,530 for 2005, and 1,620 for 2010. Incorporated areas with the highest projected number of seasonal residents include Williston (147 in 2000, 155 in 2005 and 164 2010), Inglis (121 in 2000, 136 in 2005 and 152 in 2010) and Chiefland (104 in 2000, 105 in 2005 and 106 in 2010).¹⁹

Race/Ethnicity

The County's Hispanic or Latino population, which includes those born abroad as well as those born into Hispanic families in the United States, included 1,406 residents (about 4% of the total population) in 2000. Additionally, the Black or African American population was 3,678 (about 11% of the total population) in 2000 (see Table 6). In 2006, Florida's Economic and Demographic Research estimated that there were 2,215 Hispanic residents (about 6% of the total) in Levy County. This number was projected to increase by 1,050 to 3,265 (about 8% of the total) by 2010. Moreover, the number of Black or African American population was projected to increase by 200, from 4,102 (10.5% of the total population) in 2006 to 4,302 (about 10% of the total population) in 2010 (see Table s 7 and 8).

¹⁵ BEBR, Florida Population: Census Summary 2000 (May 2001), Table 2.

¹⁶ BEBR, Florida Estimates of Population 2002. (January 2003), Table 2.

¹⁷ The Levy County Comprehensive Plan, Volume One (as amended April 7, 1992), Housing Element, pp. 3-37 and 3-38.

¹⁸ Ibid., p. 3-1.

¹⁹ The Levy County Comprehensive Plan, Volume Three (as amended April 7, 1992), Future Land Use, Table 8-7 on p. B-66.

**TABLE 6
RESIDENT POPULATION BY
RACE AND ETHNICITY, 2000**

Resident Population by Race and Ethnicity ²⁰ , 2000						
Levy County	Ethnicity – Hispanic or Latino			% of Total Population		
Race Categories	Non-Hisp	Hispanic	Total	Non-Hisp	Hispanic	Total
White alone	28,649	1,152	29,801	86.70%	81.93%	86.51%
Black or African American alone	3,678	30	3,708	11.13%	2.13%	10.76%
Other race alone and 2 or more races	717	224	941	2.17%	15.93%	2.73%
Total	33,044	1,406	34,450	100.00%	100.00%	100.00%

Source: US Bureau of the Census, 2000 Census of Population and Housing (Summary File 3).

**TABLE 7
RESIDENT POPULATION BY RACE/ETHNICITY,
APRIL 1, 2006, 2010 AND 2015**

Resident Population by Race/Ethnicity, April 1, 2006, 2010 and 2015						
Levy County	Absolute Number			% of Total Population		
Race/Ethnic Categories	2006	2010	2015	2006	2010	2015
White Non-Hispanic	32,303	34,574	37,502	82.87%	81.26%	80.43%
Black or African American (NH)	4,102	4,302	4,555	10.52%	10.11%	9.77%
Other race and 2 or more races	361	404	452	0.93%	0.95%	0.97%
Hispanic or Latino (all races)	2,215	3,265	4,120	5.68%	7.67%	8.84%
Total	38,981	42,545	46,629	100.00%	100.00%	100.00%

Source: Florida Legislature, Office of Economic and Demographic Research (August 2007).

**TABLE 8
CHANGE IN RESIDENT POPULATION BY
RACE/ETHNICITY, 2006-10, 2010-15 AND 2006-15**

Change in Resident Population by Race/Ethnicity, 2006-10, 2010-15 and 2006-15						
Levy County	Absolute Change			% Change in the Period		
Race/Ethnic Categories	2006-10	2010-15	2006-10	2010-15	2006-10	2010-15
White Non-Hispanic	2,271	2,928	5,199	7.03%	8.47%	16.09%
Black or African American (NH)	200	253	453	4.88%	5.88%	11.04%
Other race and 2 or more races	43	48	91	11.91%	11.88%	25.21%
Hispanic or Latino (all races)	1,050	855	1,905	47.40%	26.19%	86.00%
Total	3,564	4,084	7,648	9.14%	9.60%	19.62%

Source: Florida Legislature, Office of Economic and Demographic Research (August 2007).

²⁰ Race and ethnicity are separate categories in both the 2000 Census and the 2006 American Community Survey (ACS). For each person the surveys included two separate questions. The first asks whether each person in the household considers himself/herself to be of Hispanic or Latino origin (ethnicity). The second asks each person in the household to identify one or more racial categories that should be used to classify his/her racial makeup. Both questions request the respondent to classify himself/herself, rather than having a Census Bureau employee assign a classification. The tables presented here are cross-tabulations of the two characteristics. Race is tabulated into three categories: (1) White persons who identified only one race (White alone); (2) Black or African American persons who identified only one race (Black or African American alone); and (3) persons of other races who identified only one race (Other race alone) and those who identified two or more races, combined into a single category. For each race category, the totals were calculated for those who indicated that they were of Hispanic or Latino origin and those who indicated that they were not.

Population Density

Levy County has been and remains one of the least densely populated counties in the state.²¹ The population density of the county, however, increased from 23 to 31 persons per square mile between 1990 and 2000.²² Also, as indicated in Tables 9 and 10, the population is not evenly distributed or located primarily within incorporated areas. In 2000, approximately 7 percent of the County's population lived in Williston which covers 5.3 percent of the County's land area. The percentage of the County's population living in the unincorporated area was 69.5 in 1990 and 74.6 in 2000 (based on 2000 US Census).

**TABLE 9
2000 POPULATION DISTRIBUTION -
CITIES, TOWNS AND UNINCORPORATED AREAS**

Location	2000 U.S. Census Population	Percent of County Population	Square Miles	Persons Per Square Mile in City, Town or uninc. in 2000
Cedar Key city	790	2.29	.9	877.78
Inglis town	1,491	4.33	3.7	402.97
Otter Creek town	121	0.35	1.2	100.83
Yankeetown town	629	1.83	7.9	79.62
Chiefland city	1,993	5.79	3.5	569.43
Fanning Springs city	464	1.35	2.1	220.95
Bronson town	964	2.80	3.9	247.18
Williston city	2,297	6.67	5.3	433.40
Unincorporated	25,701	74.60		
TOTAL Levy County	34,450	100	1118.4	30.80

Source: U.S. Department of Commerce, Bureau of the Census (BOC), 2000 Census of Population and Housing, Summary Population and Housing Characteristics Florida (August 2001), Table DP-1.

²¹ Levy County's rank according to density among all counties was 56th in 1990 and in 2000 and 46 in 2005. See BEBR, *Florida Statistical Abstract, 2006*. (April 2006), Table 1.14.

²² *Ibid.*

TABLE 10
2000-05 POPULATION IN INCORPORATED
AND UNINCORPORATED AREAS

Location	2000 Population	2005 Population Estimate	Percent Change 2000 to 2005
INCORPORATED AREAS	8,749	9,690	10.76%
Bronson	964	1,100	14.11%
Cedar Key	790	918	16.20%
Chiefland	1,993	2,107	5.72%
Fanning Springs (part)	464	580	25.00%
Inglis	1,491	1,676	12.41%
Otter Creek	121	137	13.22%
Williston	2,297	2,429	5.75%
Yankeetown	629	743	18.12
UNINCORPORATED AREA	25,701	28,295	10.09%
TOTAL POPULATION	34,450	37,985	10.26%

Source: BEBR, Florida Statistical Abstract, 2006 (April 2005).

Other Population Characteristics

Tables 11, 12, and 13 provide 2000 census data on additional characteristics of Levy County's population. They, in particular, show the number and percentages of persons in the county with mobility limitations and work disabilities not preventing them from working. Also, Table 13 shows the distribution of veterans among the County's Census Divisions, cities and towns.

TABLE 11
2000 OTHER POPULATION
CHARACTERISTICS FOR COUNTY

Characteristics	2000 U.S. Census	Percent
TOTAL POPULATION	34,450	100
URBAN AND RURAL RESIDENCE		
Urban population	8,749	25.4 of total population
Rural population	25,701	74.6 of total population
RESIDENCE IN 1985 (Persons 5 Years and Over)		
Lived in same house	17,737	54.6 of persons 5 and over (32,475)
Lived in different house in U.S. or abroad	14,467	44.5 of persons 5 and over
SCHOOL ENROLLMENT*		
Persons 3 years and over enrolled in school	7,753	22.5 of total population
Preprimary school	520	1.5 of total population 6.7 of enrollment
Elementary or high school (3.7% in private school)	5,850	16.9 of total population 75.4 of enrollment
College	903	2.6 of total population 11.6 of enrollment
EDUCATIONAL ATTAINMENT		
Persons 25 years and over - high school graduates or higher	9,183	38.2 of persons 25 and over (24,030)
Persons 25 years and over with some college but no degree or an associates degree	4,857	20.2 of persons 25 and over
Persons 25 years and over with a bachelor's degree or higher	2,553	10.6 of persons 25 and over
DISABILITIES		
Civilian non-institutionalized persons 21 to 64 years with a disability	5,142	23.7 of persons 21 to 64
Civilian non-institutionalized persons 65 years and over with a disability	2,962	48.9 of persons 65 and over
Civilian non-institutionalized persons 21 to 64 years with a disability employed		52.6 of persons 21 to 64
VETERANS		
Civilian veterans 18 years and over	5,080	14.7 of total population

Sources: BOC, Table DP-2. Profile of Selected Social Characteristics: 2000.

**TABLE 12
CIVILIAN NON-INSTITUTIONALIZED POPULATION
5 YEARS AND OVER BY DISABILITY STATUS, 2000– LEVY COUNTY**

Civilian Non-Institutionalized Population 5 Years and Over by Disability Status ²³ , 2000						
Age	Disability Status			Disability Status (%)		
	With	Without	Total	With	Without	Total
5 to 15 years	451	4,654	5,105	8.83%	91.17%	100.00%
16 to 20 years	372	1,845	2,217	16.78%	83.22%	100.00%
21 to 64 years	5,142	13,388	18,530	27.75%	72.25%	100.00%
65 to 74 years	1,342	2,181	3,523	38.09%	61.91%	100.00%
75 and over	1,620	942	2,562	63.23%	36.77%	100.00%
Total	8,927	23,010	31,937	27.95%	72.05%	100.00%

Source: US Bureau of the Census, 2000 Census of Population and Housing (Summary File 3).

**TABLE 13
2000 SELECTED OTHER POPULATION
CHARACTERISTICS FOR CITIES AND TOWNS**

Location	Persons* Age 16 to 64	Persons* Age 21 to 64: Percent with a Disability Employed	Persons* Age 21 to 64: with a Disability	Persons* Age 65+	Persons* Age 65+ with a Disability	Civilian Veterans Age 18+
Cedar Key city	496	32.9	85	181	57	141
Inglis town	890	31.3	243	313	150	317
Otter Creek town	90	0.0	20	29	13	15
Yankeetown town	363	56.4	39	186	73	136
Chiefland city	1,142	40.0	330	340	223	164
Fanning Springs city	462	39.4	94	166	101	111
Bronson town	621	35.7	140	112	57	78
Williston city	1,328	44.5	319	333	163	299
Levy County	21,683	42.6	5,142	6,085	2,962	5,080

Source: BOC, Table DP-2 Profile of Selected Social Characteristics: 2000

* civilian non-institutionalized persons

Notes: Disability Status - people 16 years old and over are considered to have a disability if they have difficulty going outside the home alone to shop or visit a doctor's office, and people 16-64 years old are considered to have a disability if they have difficulty working at a job or business.

²³ The data on disability status were derived from answers to two long-form questionnaire items. The first was a two-part question that asked about the existence of the following long-lasting conditions: (a) blindness, deafness, or a severe vision or hearing impairment (sensory disability) and (b) a condition that substantially limits one or more basic physical activities, such as walking, climbing stairs, reaching, lifting, or carrying (physical disability). This question was asked of a sample of the population 5 years old and over. The second was a four-part question that asked if the individual had a physical, mental, or emotional condition lasting 6 months or more that made it difficult to perform certain activities. The four activity categories were: (a) learning, remembering, or concentrating (mental disability); (b) dressing, bathing, or getting around inside the home (self-care disability); (c) going outside the home alone to shop or visit a doctor's office (going outside the home disability); and (d) working at a job or business (employment disability). Categories (a) and (b) were asked of a sample of the population 5 years old and over; (c) and (d) were asked of a sample of the population 16 years old and over. For data products that use a disability status indicator, individuals were classified as having a disability if any of the following three conditions were true: (1) they were 5 years old and over and had a response of "yes" to a sensory, physical, mental or self-care disability; (2) they were 16 years old and over and had a response of "yes" to going outside the home disability; or (3) they were 16 to 64 years old and had a response of "yes" to employment disability.

In 2000, about 28% (8,927) of the County's non-institutionalized residents had a disability. About 58% (5,142) of these residents were adults ages 21 to 64 and 33% (2,962) were elderly adults ages 65 years and over (Table 12). Levy County's veteran population as of 2000 Census is 5,080 which is an increase of 840 veterans since 1995 (4,240 veterans). This is an increase of approximately 17 percent.

c. Housing

Housing Units

Of the 16,570 housing units in Levy County at the time of the 2000 Census, 42.7% (7,073) were single-family, 5.2% (865) were multi-family, and the other 52.1% (8,632) were mobile homes, boats, recreational vehicles (RVs) or others used as dwelling units (see Tables 14 and 15). Of those units, 2,703 (16.3%) were vacant, with the highest vacancy rates found among multi-family buildings and among mobile homes (Table 15). Mobile home/RV parks are dispersed throughout Levy County. The County has 25,000± acres²⁴ designated for mobile homes. There were 13,867 occupied housing units (households) in Levy County in 2000, 83.6% of which were occupied by owners and 16.4% by renters. On average, about 17% of the persons in occupied dwelling units in the County reside in mobile home units (see Table 16).

In 2000, the average household size (number of persons per occupied unit) in Levy County was 2.44, which was slightly lower than the State of Florida average of 2.46. Renters, who are mostly concentrated in multi-family units, had a higher household size (2.60) than owners (2.41), who are more heavily concentrated in single-family units (see Table 16). The highest household sizes were more concentrated adjacent to or in close proximity to the cities of Williston and Bronson, where single-family units predominate.²⁵

Table 14 indicates that housing affordability is a problem for a significant portion of the population in the County. In 2000, 996 (22.5%) of the owner-occupied households and 736 (33.4%) of the renter-occupied households were categorized as "cost-burden"²⁶ households. In 2005, the Florida Housing Data Clearinghouse estimated that 4,629 Levy County households (30%) pay more than 30% of income for housing. By comparison, 29% of households statewide are cost-burdened. About 2,300 households in Levy County (15%) pay more than 50% of income for housing.

²⁴ Levy County Property Appraiser's GIS Parcel Database, as of April 2007

²⁵ 2004 Hurricane Evacuation Study – Withlacoochee Region

²⁶ "Cost-burdened" households pay more than 30% of income for rent or mortgage costs.

TABLE 14
2000 HOUSEHOLD AND HOUSING CHARACTERISTICS

Characteristics	2000 U.S. Census	Percent
HOUSEHOLDS		
Total households	13,867	100.0
Persons living in households	33,831	98.2 of 34,450 total population
Persons living in group quarters	617	1.8 of total population
HOUSING		
Single-family units	7,073	42.7 of total housing units
Multi-family units	865	5.2 of total housing units
Mobile homes, trailers and others	8,632	52.1 of total housing units
Total housing units	16,570	100.0
Vacant housing units	3,788	22.9 of housing units (includes 1,085 units for seasonal, recreational or occasional use)
Owner-occupied units with selected monthly owner costs 30 percent or more of household income in 1999	996	22.5 of 4,420 specified owner-occupied units (77 units not computed)
Renter-occupied units with gross rent 30 percent or more of household income in 1999	736	33.4 of 2,206 specified renter-occupied units (413 units not computed)
VEHICLE AVAILABILITY		
Occupied housing units with no vehicle	774	5.6 of 13,867 occupied housing units

Source: BOC, Table DP-4 Profile of Selected Housing Characteristics: 2000.

TABLE 15
HOUSING UNITS BY VACANCY STATUS
AND TENURE BY UNITS IN STRUCTURE, 2000

Housing Units²⁷ by Vacancy Status and Tenure by Units in Structure, 2000						
Levy County	Occupied Units			Vacant Units	Total Units	Vacant %
Units in Structure	Owner	Renter	Total			
1, detached	5,378	741	6,119	954	7,073	13.49%
1, attached	56	106	162	74	236	31.36%
2	32	142	174	44	218	20.18%
3 or 4	5	156	161	19	180	10.56%
5 to 9	10	119	129	14	143	9.79%
10 to 19	0	2	2	3	5	60.00%
20 to 49	0	36	36	36	72	50.00%
50 or more	0	4	4	7	11	63.64%
Mobile home	6,056	973	7,029	1,501	8,530	17.60%
Boat, RV, van, etc.	51	0	51	51	102	50.00%
Total	11,588	2,279	13,867	2,703	16,570	16.31%
% Single Family	46.41%	32.51%	44.13%	35.29%	42.69%	---
% Multi-Family	0.89%	24.79%	4.82%	7.29%	5.22%	---
% Mobile Home	52.26%	42.69%	50.69%	55.53%	51.48%	---
% Boat, RV, Van, etc.	0.44%	0.00%	0.37%	1.89%	0.62%	---

Source: US Bureau of the Census, 2000 Census of Population and Housing (Summary File 3).

²⁷ A housing unit is a house, an apartment, a mobile home, a group of rooms, or a single room occupied (or if vacant, intended for occupancy) as separate living quarters. Separate living quarters are those in which the occupants live separately from any other people in the building and that have direct access from the outside of the building or through a common hall. Both occupied and vacant housing units are included in the housing unit inventory. Boats, recreational vehicles (RVs), vans, tents, and the like are housing units only if they are occupied as someone's usual place of residence. Vacant mobile homes are included provided they are intended for occupancy on the site where they stand. Vacant mobile homes on dealers' lots, at the factory, or in storage yards are excluded from the housing inventory. Also excluded from the housing inventory are quarters being used entirely for nonresidential purposes, such as a store or an office, or quarters used for the storage of business supplies or inventory.

**TABLE 16
RESIDENTS BY TENURE BY UNITS IN STRUCTURE, 2000**

Residents by Tenure by Units in Structure, 2000 – Levy County						
Levy County	Persons in Occupied Units			Persons per Occupied Unit		
Units in Structure	Owner	Renter	Total	Owner	Renter	Total
1, detached	13,010	2,205	15,215	2.42	2.98	2.49
1, attached	146	272	418	2.61	2.57	2.58
2	80	398	478	2.50	2.80	2.75
3 or 4	16	385	401	3.20	2.47	2.49
5 to 9	15	276	291	1.50	2.32	2.26
10 to 19	0	3	3	0.00	1.50	1.50
20 to 49	0	48	48	0.00	1.33	1.33
50 or more	0	8	8	0.00	2.00	2.00
Mobile home	14,564	2,335	16,899	2.40	2.40	2.40
Boat, RV, van, etc.	70	0	70	1.37	0.00	1.37
Total	27,901	5,930	33,831	2.41	2.60	2.44

Source: US Bureau of the Census, 2000 Census of Population and Housing (Summary File 3).

Table 17 presents data on housing units for specific areas in the County. The distribution of housing units indicate that the largest percentage of housing units (approximately 72 percent) are located in the County's unincorporated areas.

**TABLE 17
DISTRIBUTION OF HOUSING UNITS IN 2000**

Location	Occupied Housing Units	Seasonal, Recreational or Occasional Use Units	Vacant Housing Units	Total Housing Units	Percent of County's Total Housing Units
Cedar Key city	411	98	275	686	4.1
Inglis town	670	56	133	803	4.8
Otter Creek town	54	8	16	70	0.4
Yankeetown town	309	88	163	472	2.8
Chiefland city	796	9	185	931	5.6
Fanning Springs city	311	31	86	397	2.4
Bronson town	370	9	61	431	2.6
Williston city	836	10	79	915	5.5
Unincorporated Areas	10,110	776	1,705	11,865	71.6
Levy County	13,867	1,085	2,703	16,570	100.0

Source: BOC, Table DP-1 Profile of General Demographic Characteristics: 2000.

Vehicles per Household

There were 774 (5.6% of the total) Levy County households in 2000 without a vehicle, about 60% of these residents were home owners and the remaining 40% were renters (see Table 18). This was lower than the average for the State of Florida as a whole (8.1%). Households with a large number of vehicles were more concentrated near the cities of Chiefland, Bronson, and Williston in 2000²⁸.

Similar to the population characteristics, older adults ages 65 years old and over represent a large percentage of householders without vehicles in Levy County. In 2000, 487 (about 63%) of the householders without vehicles were ages 65 years and over. Additionally, there were 7,838 households with 2 or more vehicles and 23,342 vehicles in households in 2000 (see Tables 18 and 19). In other words, the number of vehicles per household in Levy County was 1.68 in 2000.

**TABLE 18
OCCUPIED HOUSING UNITS BY TENURE
BY VEHICLES AVAILABLE, 2000**

Occupied Housing Units by Tenure by Vehicles Available²⁹, 2000						
Levy County	Number of Occupied Units			% of Occupied Units		
Vehicles Available	Owner	Renter	Total	Owner	Renter	Total
No vehicle available	464	310	774	59.95%	40.05%	100.00%
1 vehicle available	4,299	1,156	5,455	78.81%	21.19%	100.00%
2 vehicles available	4,960	656	5,616	88.32%	11.68%	100.00%
3 vehicles available	1,442	148	1,590	90.69%	9.31%	100.00%
4 vehicles available	340	9	349	97.42%	2.58%	100.00%
5 or more vehicles available	83	0	83	100.00%	0.00%	100.00%
Total	11,588	2,279	13,867	83.57%	16.43%	100.00%

Source: US Bureau of the Census, 2000 Census of Population and Housing (Summary File 3).

**TABLE 19
NUMBER OF VEHICLES BY TENURE
AND VEHICLES PER OCCUPIED UNIT, 2000**

Number of Vehicles by Tenure and Vehicles per Occupied Unit, 2000						
Levy County	Number of Vehicles by Tenure			% of Vehicles in Occupied Units		
Vehicles Available	Owner	Renter	Total	Owner	Renter	Total
Aggregate Number of Vehicles	20,394	2,948	23,342	87.37%	12.63%	100.00%
Vehicles per Occupied Unit	1.76	1.29	1.68	---	---	---

Source: US Bureau of the Census, 2000 Census of Population and Housing (Summary File 3).

²⁸ 2004 Hurricane Evacuation Study – Withlacoochee Region

²⁹ These data show the number of passenger cars, vans, and pickup or panel trucks of 1-ton capacity or less kept at home and available for the use of household members. Vehicles rented or leased for 1 month or more, company vehicles, and police and government vehicles are included if kept at home and used for non-business purposes. Dismantled or immobile vehicles are excluded. Vehicles kept at home but used only for business purposes also are excluded.

Group Quarters

In 2000, there were 619 Levy County residents living in group quarters (1.8% of the population); 534 of these were institutionalized in correctional facilities, nursing homes, and juvenile institutions, while the other 85 were in other group quarters, such as college dormitories, group homes and military quarters³⁰. The remaining 33,831 residents lived in households. Additionally, about 20% of the group quarters population was 65 years or older in 2000 (see Table 20).

TABLE 20
RESIDENT POPULATION BY AGE,
HOUSEHOLD TYPE AND RELATIONSHIP, 2000

Resident Population by Age, Household ³¹ Type and Relationship, 2000						
Levy County	Number of Persons, by Age			% of Total Population		
Household Type, Relationship	Under 65	65+	Total	Under 65	65+	Total
In households	27,780	6,051	33,831	98.24%	98.02%	98.20%
In family households	24,587	4,130	28,717	86.95%	66.90%	83.36%
In non-family households	3,193	1,921	5,114	11.29%	31.12%	14.84%
Male householder	1,358	673	2,031	4.80%	10.90%	5.90%
Living alone	993	612	1,605	3.51%	9.91%	4.66%
Not living alone	365	61	426	1.29%	0.99%	1.24%
Female householder	1,004	1,158	2,162	3.55%	18.76%	6.28%
Living alone	739	1,119	1,858	2.61%	18.13%	5.39%
Not living alone	265	39	304	0.94%	0.63%	0.88%
Non-relatives	831	90	921	2.94%	1.46%	2.67%
In group quarters	497	122	619	1.76%	1.98%	1.80%
Institutionalized population	446	88	534	1.58%	1.43%	1.55%
Non-institutionalized population	51	34	85	0.18%	0.55%	0.25%
Total	28,277	6,173	34,450	100.00%	100.00%	100.00%
Population Living Alone	1,732	1,731	3,463	6.13%	28.04%	10.05%

Source: US Bureau of the Census, 2000 Census of Population and Housing (Summary File 3).

d. Employment

Average Annual Employment

According to the Bureau of Labor Statistics, the average annual labor force in Levy County has grown every since 1998 (see Table 21). Between 1998 and 2007, the average annual employment in Levy County has grown by 3,347 employees, or 25 percent. During the same period, the

³⁰ US Bureau of the Census, 2000 Census of Population and Housing (Summary File 3)

³¹ A household includes all of the people who occupy a housing unit. (People not living in households are classified as living in group quarters.) A family includes a householder and one or more other people living in the same household who are related to the householder by birth, marriage or adoption. All people in a household who are related to the householder are regarded as members of his or her family. A family household may contain people not related to the householder, but those people are not included as part of the householder's family in census tabulations. Not all households contain families since a household may be comprised of a group of unrelated people or of one person living alone (non-family households).

unemployment rate remained relatively the same at 4.3 percent. The detailed figures are below in Table 12.

**TABLE 21
AVERAGE ANNUAL EMPLOYMENT
LEVY COUNTY 1998 TO 2007**

Year	Labor Force	Employment	Unemployment	Unemployment rate
1998	13,397	12,825	572	4.3
1999	13,486	13,041	445	3.3
2000	14,400	13,841	559	3.9
2001	14,549	13,810	739	5.1
2002	14,824	13,970	854	5.8
2003	15,239	14,427	812	5.3
2004	15,549	14,826	723	4.6
2005	16,182	15,558	624	3.9
2006	16,156	15,566	590	3.7
2007	16,744	16,030	714	4.3

Source: Bureau of Labor Statistics (July 2008)

Series Id: LAUCN12075003, LAUCN12075004, LAUCN12075005, and LAUCN12075006

Number of Employees by Industry

In 2000, the major industries that provided the most employment in Levy County were: Educational, health and social services (22%), retail trade (13%), and construction (11%). See Table 22. In 2006, the Bureau of Labor Statistics estimated that leading private sector employment industries were: retail trade (21% of industry), construction (15% of industry), arts, entertainment, recreation, accommodation and food services (13% of industry), and educational, health and social services (13% of industry). See Table 23.

It is important to note that 5,392 out of Levy County's 12,196 commuting workers in 2000 (79.2 percent) had jobs outside of Levy County. The five counties with the largest number of workers from Levy County included Alachua (3,062), Marion (1,144), Citrus (481), Gilchrist (393) and Dixie (204). Out-of-county workers commuting to jobs inside Levy County totaled 9,285 in 2000. The five counties with the largest number of workers commuting to Levy County included Alachua (713), Gilchrist (572), Dixie (539), Marion (304), and Citrus (181).³²

It also is important to note that only 26 (0.2 percent) persons of the County's 12,699 commuting workers in 2000 used public transportation as a means of transportation to work. Cities and towns with workers using public transportation (including taxi cabs) are listed below.³³

³² Center for Urban Transportation Research, Journey to Work: Florida Edition: County Information (obtained online July 2008).

³³ BOC, Table DP-3. Profile of Selected Economic Characteristics: 2000. DP – 42

Location	Persons Using Public Transportation
Bronson	0
Cedar Key	0
Chiefland	0
Fanning Springs	0
Inglis	2
Otter Creek	0
Williston	0
Yankeetown	0
Levy County	26

**TABLE 22
2000 DATA ON LEVY COUNTY LABOR FORCE,
EMPLOYMENT BY INDUSTRY AND CLASS OF WORKERS**

	Number of Persons	Percent
LABOR FORCE		
Persons age 16 and over	27,396	100.00
Persons age 16 and over in labor force	13,808	50.4 of persons 16 and over
Civilian labor force	13,778	99.8 of labor force
Armed Forces	30	0.22 of labor force
Civilian labor force - unemployed	843	6.12 of civilian labor force
EMPLOYMENT BY INDUSTRY		
Agriculture, forestry, fishing, hunting and mining	796	6.15
Construction	1,397	10.80
Manufacturing	844	6.52
Transportation, warehousing and utilities	733	5.67
Information	132	1.02
Wholesale trade	353	2.73
Retail trade	1,706	13.19
Finance, insurance, real estate and rental & leasing	635	4.91
Professional, scientific, management, administrative, and waste management services	725	5.60
Educational, health and social services	2,835	21.92
Arts, entertainment, recreation, accommodation and food services	1,148	8.88
Other services (except public administration)	734	5.67
Educational services	2,835	21.92
Public administration	857	6.63
Total employment	12,935	100.00
CLASS OF WORKERS		
Private wage and salary	8,991	69.51
Government	2,636	20.38
Self-employed (1,235) and unpaid family workers (73)	1,235	9.55
Total workers	12,935	100.00

Source: BOC, Table DP-3 Profile of Selected Economic Characteristics: 2000.

TABLE 23
2006 DATA ON LEVY COUNTY
EMPLOYMENT BY INDUSTRY – PRIVATE SECTOR

Employment Industry	Number of Employees	Percentage of Industry
Agriculture, forestry, fishing, hunting and mining	597	9.0%
Arts, entertainment, recreation, accommodation and food services	884	13.3%
Construction	983	14.8%
Educational services	859	12.9%
Educational, health and social services	859	12.9%
Finance, insurance, real estate and rental & leasing	425	6.4%
Information	72	1.1%
Manufacturing	744	11.2%
Other services (except public administration)	190	2.9%
Professional, scientific, management, administrative, and waste management services	243	3.6%
Retail trade	1,424	21.4%
Transportation, warehousing and utilities	ND	ND
Unclassified	2	0.03%
Wholesale trade	241	3.6%
Total employment	6664	100.0%

Source: Bureau of Labor Statistics – Location Quotient Calculator (July 2008)

Note: Employment calculated from Quarterly Census of Employment and Wages Data. ND = Not Disclosed

e. Income

Total Personal Income

Levy County has grown parallel to and occasionally surpassed the United States and state of Florida in regards to Total Personal Income³⁴. According to the Bureau of Economic Business Analysis, the 2006 Total Personal Income for the Levy County region has increase by about \$295 million dollars, or 48%, than the \$607 million dollars recorded in 1999. Based on the

³⁴ Personal Income is the income that is received by all persons from all sources. It is calculated as the sum of wage and salary disbursements, supplements to wages and salaries, proprietors' income with inventory valuation and capital consumption adjustments, rental income of persons with capital consumption adjustment, personal dividend income, personal interest income, and personal current transfer receipts, less contributions for government social insurance.

The personal income of an area is the income that is received by, or on behalf of, all the individuals who live in the area; therefore, the estimates of personal income are presented by the place of residence of the income recipients.

current trend, the County is expected to gain about \$133 million dollars in total personal income by 2015. The detailed figures are below in Table 24.

TABLE 24
TOTAL PERSONAL INCOME: UNITED STATES,
FLORIDA AND LEVY COUNTY 1999 – 2015

Total Personal Income (thousands of dollars)						
(thousands)	United States	% change	Florida	% change	Levy	% change
1999	7,796,137,000	---	423,833,681	---	607,256	---
2000	8,422,074,000	8.0%	457,539,355	8.0%	628,130	3.4%
2001	8,716,992,000	3.5%	478,637,023	4.6%	678,392	8.0%
2002	8,872,871,000	1.8%	495,489,345	3.5%	678,345	0.0%
2003	9,150,320,000	3.1%	514,377,645	3.8%	711,556	4.9%
2004	9,711,363,000	6.1%	565,680,690	10.0%	780,733	9.7%
2005	10,284,356,000	5.9%	617,179,386	9.1%	850,431	8.9%
2006	10,968,393,000	6.7%	663,077,399	7.4%	901,754	6.0%
*2010	11,656,740,311	6.3%	717,915,834	8.3%	969,215	7.5%
*2015	12,410,172,168	6.5%	774,297,460	7.9%	1,034,715	6.8%

Source: Bureau of Economic Business Analysis, Regional Economic Information System: Table CA1-3 (April 2008)

* The personal income for the United States, Florida, and Levy County were not calculated in the Regional Economic Information System for these years. As such, the average change from the years 2005 and 2006 was used to forecast the personal income for the years 2010 and 2015.

Personal Income per Capita

Levy County’s per capita personal income has grown slightly lower than the growth of per capita personal income in the United States and the state of Florida. Between the years 1999 and 2006, the County’s per capita personal income grew by 31%, the state of Florida by 37%, and the United States by 31 percent. Between the years 2006 and 2015, the County’s per capita personal income is projected to grow 10%, the state of Florida by 12%, and the United States by 11%. See Table 25 for detailed figures.

TABLE 25
TOTAL PER CAPITA PERSONAL INCOME: UNITED STATES,
FLORIDA AND LEVY COUNTY 1999 – 2015

Total Per Capita Personal Income (dollars)						
(thousands)	United States	% change	Florida	% change	Levy	% change
1999	27,939	---	26,894	---	17,917	---
2000	29,845	6.8%	28,508	6.0%	18,144	1.3%
2001	30,574	2.4%	29,277	2.7%	19,407	7.0%
2002	30,821	0.8%	29,727	1.5%	19,041	-1.9%
2003	31,504	2.2%	30,330	2.0%	19,769	3.8%
2004	33,123	5.1%	32,618	7.5%	21,227	7.4%
2005	34,757	4.9%	34,798	6.7%	22,732	7.1%
2006	36,714	5.6%	36,720	5.5%	23,457	3.2%
*2010	38,653	5.3%	38,961	6.1%	24,663	5.1%
*2015	40,762	5.5%	41,226	5.8%	25,690	4.2%

Source: Bureau of Economic Business Analysis, Regional Economic Information System: Table CA1-3 (April 2008)

* The per capita personal income for the United States, Florida, and Levy County were not calculated in the Regional Economic Information System for these years. As such, the average change from the years 2005 and 2006 was used to forecast the per capita personal income for the years 2010 and 2015.

Household Income and Poverty Status

Tables 26, 27, and 28 provide income and poverty status data for Levy County's population as of 1999. Income levels for the County lagged behind income levels for the State of Florida as a whole. More specifically, in 1999:

- per capita income was \$21,557 for the state compared to \$14,746 for the County (31.6 percent lower),
- median household income was \$38,819 for the state compared to \$26,959 for the County (30.6 percent lower), and
- median family income was \$45,625 for the state compared to \$30,899 for the County (32.3 percent lower).³⁵

Table 26 shows the types of income received by households in the County in 1999. Notably, 37.8 percent of households received social security income and 23.0 percent received retirement income. The percentage of households receiving public assistance income was 3.0 percent.

Table 27 indicates 18.18 percent of the County's population had incomes below the poverty level in 1999. It also shows significant percentages of related children and unrelated individuals were poor and 2.3 percent of persons living below the poverty level were age 65 and over. In addition, the table indicates 15 percent of all families in the County had incomes below the

³⁵ BOC. Table DP-3. Profile of Selected Economic Characteristics: 2000.

poverty level in 1999. For purposes of comparison, 1,952,629 persons in the State of Florida as a whole had incomes below the poverty level in 1999 (12.5 percent). Also, 383,131 families in the state or 9.0 percent of all families had incomes below the poverty level.³⁶

Table 28 presents income and poverty status data for specific areas in the County. They indicate there was significant variation in income levels and poverty rates among the County's cities and towns in 1999. The two areas with the lowest per capita and median household incomes were the City of Chiefland and the City of Fanning Springs. The table also shows the City of Chiefland had the largest number of persons (725) and families (167) with incomes below the poverty level in 1999 and the highest concentrations of persons (36.8 percent) and families (33.3 percent) with incomes below the poverty level in 1999.

Finally, the County's Comprehensive Plan indicates that no change in the proportions of low, moderate and high income residents is anticipated given the lack of a big industry in the Levy County.³⁷

³⁶ Ibid.

³⁷ The Levy County Comprehensive Plan, Volume One (as amended April 7, 1992), Housing Element, pp. 3-9 and 3-12 and Tables 3-9 and 3-10 on p. 3-13. Also, the plan reports the county had approximately 585 single-family units subsidized by the Farmers Home Administration in 1986. In addition, it indicates the county has five multi-family Section 515 projects (93) units total) and 124 publicly owned homes managed by the Levy County Housing Authority. See Housing Element, pp. 3-12 and 3-46.

TABLE 26
INCOME OF LEVY COUNTY POPULATION

Characteristics	2000 U.S. Census	Percent of Households
HOUSEHOLD INCOME IN 1999		
Income less than \$10,000	2,100	15.14
Income from \$10,000 to \$14,999	1,372	9.89
Income from \$15,000 to \$24,999	2,848	20.54
Income from \$25,000 to \$34,999	2,470	17.81
Income from \$35,000 to \$49,999	2,042	14.73
Income from \$50,000 to \$74,999	1,891	13.64
Income from \$75,000 to \$99,999	610	4.40
Income from \$100,000 to \$149,999	387	2.79
Income of \$150,000 to \$199,999	75	0.54
Income of \$200,000 or more	91	0.66
Total households	13,867	100.00
Median household income*	\$ 26,959	
INCOME TYPES IN 1999 (TOTAL OF 13,867 HOUSEHOLDS)		
Households with wage and salary income	9,230	66.56
Households with non-farm self-employment income	794	5.73
Households with social security income	5,251	37.87
Households with public assistance income	423	3.05
Households with retirement income	3,244	23.39

Source: BOC, Table DP-3 Profile of Selected Economic Characteristics: 2000.

* Median family income was \$ 30,899 in 1999.

Notes: The percentages may not total 100.0 due to rounding.

**TABLE 27
POVERTY STATUS OF LEVY COUNTY POPULATION**

Characteristics	2000 U.S. Census	Percent
POVERTY STATUS IN 1999 FOR PERSONS		
Persons below poverty level	6,263	18.18 of total population
Persons 18 years and over below poverty level	4,133	11.9 of 34,450 persons of persons 18+
Persons 65 years and over below poverty level	782	2.27 of 34,450 persons 12.49 of 6,263 persons of persons 65+
Related children under 18 years below poverty level	2,011	32.11 of 6263 persons of related children under 18
Related children 5 to 17 years below poverty level	1,476	4.28 of 34450 persons 23.57 of 6263 persons of related children under 5
Unrelated individuals 15 years and over	1,754	5.09 of 34450 persons 28.01 of 6263 persons
POVERTY STATUS IN 1999 FOR FAMILIES		
All families	9,693	100
Families below poverty level	1,458	15.0 of 9,693 families
Families below poverty level with related children under 18 years	1,109	11.4 of 9,693 families 16.07 of all families with related children under 18
Families below poverty level with related children under 5 years	423	4.36 of 9,693 families

Sources: BOC, Table DP-3 Profile of Selected Economic Characteristics: 2000.

**TABLE 28
INCOME AND POVERTY STATUS DATA FOR
CENSUS DIVISIONS, CITIES AND TOWNS**

Location	Per Capita Income in 1999 (\$)	Median Household Income in 1999 (\$)	Persons with Income in 1999 Below Poverty Level	%	Families with Income in 1989 Below Poverty Level	%
Cedar Key city	22,568	32,232	86	11.1	17	6.6
Inglis town	14,098	24,432	330	22.3	80	18.9
Otter Creek town	13,101	18,036	22	20.2	4	12.1
Yankeetown town	22,774	33,304	81	12.5	13	6.8
Chiefland city	10,676	17,331	725	36.8	167	33.3
Fanning Springs city	11,389	17,875	204	30.5	48	26.1
Bronson town	12,532	26,944	267	27.2	60	21.9
Williston city	15,628	25,795	494	22.6	132	22.4
Levy County	14,746	26,959	6,263	18.6	1,458	15.0

Source: BOC, Table DP-3. Profile of Selected Economic Characteristics: 2000.

Non-Farm/Farm Earnings

In 2000, about 86% (62% private non-farm, 22% state and local government, and 2% federal government) of the County's total income came from non-farming earnings while the remaining 14% came from farming services. By 2004, non-farming earnings increased to about 92% (67% private, 22% state and local government, and 2% federal) of the County's total income (see Table 29). The highest concentrations of private non-farm earnings in 2000 were services (27%), retail trade (22%), construction (18%) and transportation (10%). In 2004, the highest concentrations of private non-farm earnings were retail trade (17%), construction (16%), and manufacturing (12%). It is important to note that the BEBR's 2000 Services category was redefined in the 2006 Florida Statistical Abstract. As such, the estimates for the services category may still be one of the highest concentrations of private non-farm income earnings in the County.

Transfer payments³⁸ in Levy County totaled \$144,712,000 in 1998 (25.6 percent of total personal income)³⁹ and in 1999 transfer payments totaled \$149,458,000 (25.2 percent) of total personal income. In 2004, transfer payments increased to \$220,110,000 (29.0 percent) of the total personal income.⁴⁰ This represents an increase of \$70.652 million dollars (47.3%) since the 1999 estimates.

³⁸ Transfer payments are general disbursements to persons for which they do not render current services. They include payments by government and business to individuals and nonprofit institutions. BEBR, Florida Statistical Abstract 2002, Table 5.39.

³⁹ BEBR, Florida Statistical Abstract 2002, Table 5.39.

⁴⁰ BEBR, Florida Statistical Abstract 2006, Table 5.39.

TABLE 29
2000 AND 2004 TOTAL FARM
AND NONFARM EARNINGS IN LEVY COUNTY

Source	2000 Dollar Total (rounded)	Percent of 2000 Total Earnings
Total Farm Income	36,966,000	13.76
Non-farm Income: Private Earnings	166,746,000	62.08
Non-farm Income: Federal Government (Civilian and Military)	6,217,000	2.31
Non-farm Income: State and Local Government	58,686,000	21.85
Total Non-farm Income	231,649,000	86.24
Total Earnings**	268,615,000	100.00

Source	2004 Dollar Total (rounded)	Percent of 2004 Total Earnings
Total Farm Income	28,353,000	8.39
Non-farm Income: Private Earnings	226,171,000	66.96
Non-farm Income: Federal Government (Civilian and Military)	8,957,000	2.65
Non-farm Income: State and Local Government	74,275,000	21.99
Total Non-farm Income	309,403,000	91.61
Total Earnings	337,756,000	100.00

Source: BEBR, *Florida Statistical Abstract 2002*, Tables 5.26, 5.30 and 5.31.

BEBR, *Florida Statistical Abstract 2006*, Tables 5.26, 5.30 and 5.31.

Notes: Earnings are on a place-of-work basis.

** 2000 Total Earnings included: \$174,139,000 in wage and salary disbursements, \$24,631,000 in other labor income, \$30,754,000 in farm proprietors' income, and \$39,091,000 in non-farm proprietor's income.

TABLE 30
2000 AND 2004 PRIVATE NONFARM EARNINGS IN LEVY COUNTY

Source	2000 Dollar Total (rounded)	Percent of 2000 Total Private Non-farm Earnings	Percent of 2000 Total Earnings
Manufacturing	11,982,000	7.72	4.46
Mining	(D)		
Construction	27,989,000	18.02	10.42
Wholesale trade	(D)		
Retail trade	33,434,000	21.53	12.45
Finance, insurance and real estate	12,068,000	7.77	4.49
Transportation	16,237,000	10.46	6.04
Services	42,308,000	27.25	15.75
Agriculture services	11,266,000	7.26	4.19
Total Private Non-farm Earnings	155,284,000	100.00	57.81

Source	2004 Dollar Total (rounded)	Percent of 2004 Total Private Non-farm Earnings	Percent of 2004 Total Earnings
Accommodation	10,143,000	4.93	3.00
Administrative services	(D)	(D)	(D)
Arts	1,992,000	0.97	0.59
Construction	32,223,000	15.66	9.54
Educational services	1,459,000	0.71	0.43
Finance and insurance	11,118,000	5.40	3.29
Forestry and fishing	19,944,000	9.69	5.90
Health Care	20,345,000	9.89	6.02
Information	3,380,000	1.64	1.00
Management	(D)	(D)	(D)
Manufacturing	24,398,000	11.86	7.22
Mining	2,433,000	1.18	0.72
Other services, except public administration	16,188,000	7.87	4.79
Professional services	13,824,000	6.72	4.09
Real estate	3,072,000	1.49	0.91
Retail trade	35,382,000	17.20	10.48
Transportation	(D)	(D)	(D)
Utilities	(D)	(D)	(D)
Wholesale trade	9,846,000	4.79	2.92
Total Private Non-farm Earnings*	205,747,000	100.00	60.92

Source: BEBR, Florida Statistical Abstract 2002, Table 5.34. BEBR, Florida Statistical Abstract 2006, Table 5.34.
Notes: (D) means data withheld to avoid disclosure of information about individual industries. Earnings are on a place-of-work basis.

*The estimate provided in Table 5.34 from the 2006 Florida Statistical Abstract was 226,171,000. However, the actual figures in Table 13 equal 205,747,000.

Long-Term Economic Forecast

Table 18 presents a long-term economic forecast for Levy County covering civilian nonagricultural wage and salary jobs, personal income, housing starts, the civilian labor force and unemployment rate, and population. New civilian nonagricultural wage and salary jobs during the 1990 to 2005 period are projected to occur primarily in the services-producing industries, particularly in retail trade services and government. The net number of jobs in the goods-producing industries is projected to increase but the percentage share of jobs in those industries will be smaller in 2005 than in 1990.

Table 19 presents rankings for Levy County from the long-term economic forecast for a number of population, employment and income measures.

**TABLE 31
LONG-TERM ECONOMIC FORECAST FOR LEVY COUNTY**

	2006	2008	2010	2015
CIVILIAN NONAGRICULTURAL WAGE AND SALARY JOBS				
Total Civilian Nonagricultural Wage and Salary Jobs	8,324	8,634	8,980	9,602
PERSONAL INCOME (in millions of dollars)				
Labor income	448.040	493.181	547.750	713.031
Non-labor income	428.361	491.380	567.758	826.361
Total Personal Income	876.402	984.561	1,115.508	1,539.392
CONSTRUCTION				
Single-family housing starts (dwelling units)	112	111	110	110
Multi-family housing starts (dwelling units)	8	8	8	8
Total Housing Starts	120	119	118	118
HOUSING STOCK				
Single-family and multifamily	8,278	8,561	8,844	9,582
Mobile Homes	10,663	11,245	11,899	13,378
Total Housing Stock*	18,940	19,806	20,743	22,960
OTHER LABOR MARKET VARIABLES				
Civilian unemployment rate (%)	4.6	4.5	4.0	4.2
Employed persons	15,574	16,058	16,591	17,467
Unemployed persons	755	756	694	759
Total Civilian Labor Force**	16,329	16,814	17,285	18,227
POPULATION (July 1)				
Permanent Residents	38,932	40,453	41,971	45,465
Households	16,022	16,737	17,568	19,448

Source: BEBR, The Florida Long-Term Economic Forecast 2002, Volume 2: State and Counties (August 2002), p. 373.

* The sums of entries may not exactly match their corresponding total lines. The numbers as shown are as they appear in the BEBR forecast.

** The civilian labor force includes county residents who work in jobs not covered by the forecast (e.g., agricultural jobs) and county residents who work outside of Levy County.

Notes: ND means not disclosable.

**TABLE 32
LEVY COUNTY RANKINGS AMONG ALL COUNTIES
FROM LONG-TERM ECONOMIC FORECAST 1995 - 2015**

Percent Growth Rate/ Growth Rate Measures	1995-2000		2000-2005		2005-2010		2010-2015	
	Rate	Rank	Rate	Rank	Rate	Rank	Rate	Rank
Population percent growth rate	2.93	16	1.96	26	1.91	17	1.61	18
Employment percent growth rate	2.90	30	2.04	34	1.9	25	1.35	25
Real income percent growth rate	4.81	16	3.91	31	3.98	21	4	19
Population growth rate (number of persons)	932	41	711	43	759	41	699	43
Employment growth rate (number of jobs)	197	42	157	44	161	43	124	42
Real income growth rate (thousands of 1997 \$)	24,298	42	24,512	45	30,285	43	37,052	44
Other Measures	1990		2000		2010		2015	
	Level	Rank	Level	Rank	Level	Rank	Level	Rank
Population level (number of persons)	26,090	46	34,617	47	41,971	46	45,465	46
Employment level (number of jobs)	5,200	50	7,389	47	8,980	47	9,602	47
Real income level (thousands of 1997 \$)	381,661	48	580,406	47	854,390	46	1,039,649	46
Real per capita income level (1997 \$)	14,629	52	16,766	49	20,356	49	22,867	51

Source: BEBR, The Florida Long-Term Economic Forecast 2002, Volume 2: State & Counties (August 2002), pp. 248-257.

Notes: The population projections underlying the economic forecast are the official state population projections adjusted from an April to a July reference date. Growth rate (or percent growth rate) refers to average annual change (or average annual percent change) between two dates.

The Economic Element in the County's Comprehensive Plan, which was amended in 1999, includes the following four objectives:

- Develop strategies and support programs that promote a diversified economic base, create high paying jobs, enhance educational and vocational job training opportunities, support existing businesses and industry and encourage the relocation of new businesses and industry.
- Broaden the range of job opportunities and the employment base through support of educational and workforce development programs and initiatives.
- Facilitate economic development through the provision of public facilities and development services, land use planning, intergovernmental coordination and cooperative efforts between the public and private sector.
- Encourage the development of business and industry that enhances and preserves the rural quality of life, cultural, historical and environmental resources in the County.

f. 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, Nature Coast 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 as of 1995 included: Wal-Mart Supercenter, White Construction Company, Oakview Regional Care Center, Winn-Dixie, Central Florida Electric Co-op, Nature Coast Regional Hospital, J.E. Whitehurst & Sons, Levy County State Bank, Limerock Industries, and Power South, Inc.⁴¹

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. The limited availability of medical care in the County is indicated by the following data. As of June 2006, the County had:

- 23 licensed doctors of medicine (20) and osteopathy (3);
- 45 licensed health practitioners (i.e., chiropractors, optometrists, podiatrists, occupational and physical and massage therapists, psychologists and nursing home administrators);
- 265 licensed registered nurses and 135 licensed practical nurses;
- 22 licensed health-related retailers (i.e., dispensing opticians (8) and pharmacists (14))
- 6 licensed dentists and 12 licensed dental hygienists.⁴²

Also, the County has one 40-bed general acute care hospital (Nature Coast Regional Hospital) and, as noted above, one 180-bed licensed nursing home facility (Oakview Regional Care Center).

⁴¹ 1995 Florida County Profile for Levy County, published by the Florida Department of Commerce, Division of Economic Development, Bureau of Economic Analysis.

⁴² BEBR, Florida Statistical Abstract 2006, Tables 20.33, 20.36, 20.37, 20.38 and 20.35.

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C. SERVICE ANALYSIS

1. FORECASTS OF TD POPULATION

Florida's Transportation Disadvantaged Program serves two population groups, the "Potential TD" population¹ and the "TD" population. The "Potential TD" population (also known as Category I) includes disabled, elderly and low-income persons and "high-risk" or "at-risk" children. These individuals are eligible for government and social service agency programs based on their demographic status. They also are eligible to receive, but may not need, agency subsidies for program and general trips. The "TD" population (also known as Category II) includes individuals who are transportation disadvantaged according to the guidelines in Chapter 427 F.S. (i.e., unable to transport themselves or purchase transportation) and therefore eligible to receive Transportation Disadvantaged Trust Fund moneys for non-sponsored general trips. The "TD" population is a subset of the "Potential TD" population.

Levy County Potential TD and TD population forecasts for the 2008 to 2012 period covered by the Transportation Disadvantaged Service Plan are presented in Tables 33 and 34. They were prepared using Methodology Guidelines for Forecasting TD Transportation Demand at the County Level (May 1993) developed by the Center for Urban Transportation Research which is the official methodology of the Florida CTD. While the methodology has not been updated since 1993, this analysis does reflect the use of 2000 Census data, when available, rather than older data sources cited in the CUTR methodology. In some cases, however, more recent data is not available for certain statistics used in the CUTR methodology. To the extent that additional planning funds or resources become available, revising older data would improve the accuracy and meaningfulness of the calculations and projection in the TDSP.

The County's total population increased from 34,450 in 2000 to an estimated population of 38,981 in 2006. By 2010, the countywide population is forecast to expand to 42,545 and to 46,629 by 2015. The total population forecasts were used in the development of forecasts of the Potential TD Population and the TD Population. Those forecasts and a description of the methodology developed to derive them are presented in the following pages.

a. Potential Transportation Disadvantaged Population

The first step in forecasting the Potential TD Population was to forecast the number of persons who are elderly, disabled, or low-income. The next step was to allocate each member of each of these groups to a particular market segment to avoid double- and triple-counting. The final step was to add the market segments together to arrive at the overall population estimates.

Elderly Population

In 2009, the County's elderly population (persons age sixty-five and older) is forecast to increase from 7,386 in 2006 to 8,349 in 2010 and 10,078 in 2015. As those in the elderly

¹ CUTR, Florida Statewide Transportation Disadvantaged Plan, Population and Demand Forecasts 1996-2015 (July 1996), p. 1.

population continue to live longer, the need for transportation disadvantaged services will also likely increase. This is particularly true in Levy County and in Florida overall given the relatively high percentage of elderly persons as a proportion of the total population.

Disabled Population

Data from the 2000 Census was used to develop estimates of the percentage of the population who were disabled in the under 65 and 65 and over age groups. These percentages were used to forecast the number of persons who are disabled in each year of the study period.

The 2000 Census provides data on the number of persons reporting a “mobility limitation” and/or a “self-care limitation.” The first term includes persons who have limitations in the ability to go outside the home alone, while the second term refers to persons who have limitations in self-care activities such as bathing or dressing. For purposes of this analysis, persons who reported a mobility limitation or a self-care limitation were considered to be disabled. Of the 31,937 civilian non-institutionalized residents 5 years old and over, about 8% (2,722² persons) of these residents were disabled in the County.

Low-Income Population

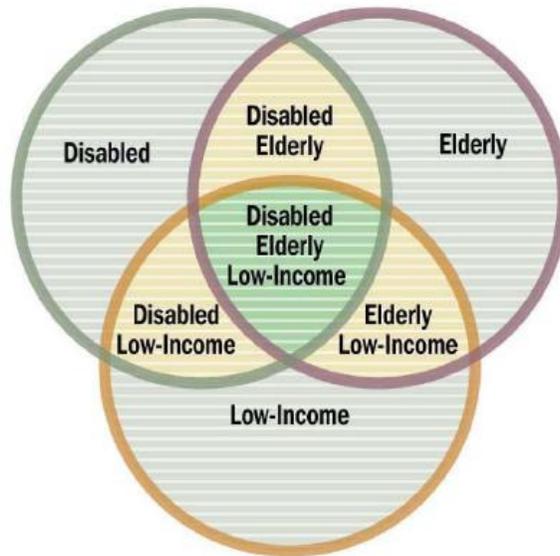
County-level data from the 2000 Census were used to develop estimates of the percentage of the population who are low-income (i.e., who lived in families with an income below the federal poverty level) in the under 65 and 65 and over age groups. To estimate the number of low-income persons in each year of the study period, it was assumed that the percentage of low-income persons would remain unchanged. Therefore, the percentages were applied to the under 65 and 65 and over age groups in each year of the study period to forecast the number of low-income persons. Using this methodology, the estimated number of low-income persons in the County is forecasted to increase from 7,087 in 2006 to 7,735 in 2010 and 8,477 in 2015. Using a constant percentage is consistent with the CUTR methodology, but is not sensitive to cyclical economic and socio-economic trends that account for variations in the percentage of low-income persons in the general population over time. This is one area where more recent data is not available but would be helpful.

Allocation of Potential TD Population to Market Segments

To avoid double- and triple-counting of persons who are elderly, disabled, or low income, it was necessary to develop a methodology to allocate each of these persons to one of seven market segments. The methodology for this allocation is described in the *Methodology Guidelines for Forecasting TD Transportation Demand at the County Level, CUTR, 1993*. The seven Potential TD Population market segments are illustrated in Figure 1.

² Number was provided by the Commission for the Transportation Disadvantaged 2005 Technical Memorandum 6 Demand Forecasting Methodology

**FIGURE 1
OVERLAP AMONG PERSONS WHO ARE
DISADVANTAGED, ELDERLY, AND LOW-INCOME**



“High-Risk” or “At-Risk” Children

Most “high-risk” or “at-risk” children are transportation disabled and/or members of low-income transportation disadvantaged families, and therefore, are included in the forecasts described in the preceding sections. The small number who are not included in forecasts (those “high-risk” or “at-risk” children who are not transportation disabled and are not members of low-income transportation disadvantaged families) are not included because they generally do not make use of transportation disadvantaged services for general trips. Their demand for general trips would typically be served by an adult in a private automobile.

Forecasts of Potential TD Population 2008-2012

Table 33 presents a forecast of the Potential TD Population for the period from 2008 to 2012. As is shown in the table, the Potential TD Population is forecasted to increase from 18,821 persons in 2008 to 20,551 in 2012. The forecasts indicate there will be a 1.84 percent annual increase in the Potential TD population between the 2008 and 2012 period.

**TABLE 33
FORECASTS OF LEVY COUNTY
POTENTIAL TD POPULATION (CATEGORY I)**

Category I Market Segment	2008	2009	2010	2011	2012
Disabled and Low Income	651	666	680	696	711
Disabled	2,364	2,416	2,470	2,524	2,581
Disabled, Elderly, and Low Income	728	744	761	778	795
Disabled and Elderly	3,295	3,368	3,443	3,519	3,598
Elderly and Low Income	1,048	1,071	1,095	1,119	1,144
Elderly	4,741	4,847	4,954	5,065	5,177
Low Income	5,994	6,127	6,264	6,402	6,545
TOTAL	18,821	19,239	19,667	20,103	20,551

Source: CUTR, Methodology Guidelines for Forecasting TD Transportation Demand at the County Level (May 1993).

Notes: These forecasts were prepared using a spreadsheet provided by CUTR using estimates from the BEBR's Florida Statistical Abstract 2006 and Censuses 1990 and 2000 data.

b. Transportation Disadvantaged Population

As previously noted, the TD Population includes those persons who are transportation disadvantaged according to the eligibility guidelines stated in Chapter 427, Florida Statutes (i.e., "...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"). This definition includes persons who are unable to transport themselves because of disability (i.e., transportation disabled persons) and persons who are unable to transport themselves because of income status (i.e., low-income transportation disadvantaged persons).

Forecasts of TD Population 2008-2012

As with the Potential TD Population, a methodology was developed to allocate each person in the TD Population category to a particular market segment to avoid double- or triple-counting. The methodology for this allocation is described in the Methodology Guidelines for Forecasting TD Transportation Demand at the County Level, CUTR, 1993. The five TD Population market segments are:

- Transportation-Disabled, Non-Elderly, Low Income;
- Transportation-Disabled, Non-Elderly, Non-Low Income;
- Transportation-Disabled, Elderly, Low Income;
- Transportation-Disabled, Elderly, Non-Low Income; and
- Non-Transportation-Disabled, Low Income, No Auto, No Fixed-Route.

Transportation Disabled Population

County-level data from the 1980 and 1990 Censuses were used to develop estimates of the percentage of the population who were transportation disabled in the under 60 and 60 and over age groups; comparable data from the 2000 Census were not available. The percentages of low-income households in each age category were taken from the 1990 Census, while data

regarding persons with a transportation disability was taken from the 1980 Census. These percentages were used to forecast the number of persons who are transportation disabled in each year of the study period. The 1980 and 1990 Censuses were used because this dataset was not included in the 2000 Census. The 1980 Census provides data on the number of persons with a “public transportation disability.” The category is defined as persons who have a health condition that has lasted for six or more months that makes it difficult or impossible to use public transportation.

As described above, the CUTR methodology was used to resolve the different age groupings of the data used. This methodology was used to develop estimates of persons who were transportation disabled in the under 60 and 60 and over age groups in the county. To estimate the number of persons who are transportation disabled in each year of the study period, it was assumed that the percentage of persons who are transportation disabled in the County would remain unchanged. Therefore, these percentages were applied to the under 60 and over 60 age groups to forecast the number of persons who are transportation disabled in each year of the study period.

Low-Income Transportation Disadvantaged Population

This population subset was calculated using the same methodology used to estimate the potential transportation disadvantaged low-income population described previously. The low-income transportation disadvantaged population consists of two groups of low-income persons. The first group is those low-income persons who are transportation disabled (i.e., those who are unable to transport themselves because of physical or mental disability). These persons are included in the estimates of the transportation disabled population, described previously. Of the other low-income persons (i.e., those who are not transportation disabled), many are able to transport themselves because they have an automobile available or they have access to fixed-route public transit services. These low-income persons are not members of the TD Population category. Therefore, the second group is other low-income persons (i.e., those who are not transportation disabled) who do not have an automobile available and lack access to public transportation.

County-level data from the 1990 Census were used to estimate the percentage of low-income population with no automobile available. Because the data are expressed in terms of population the assumption was made that household size remained constant. Table 34 presents forecasts of the TD Population by market segment for the period from 2008 to 2012. The TD Population is forecasted to increase from 4,330 persons in 2008 to 4,728 in 2012. The forecasts indicate there will be a 1.84 percent annual increase in the TD population between the 2008 and 2012 period.

**TABLE 34
FORECASTS OF LEVY COUNTY
TD POPULATION (CATEGORY II)**

Category II Market Segment	2008	2009	2010	2011	2012
Transportation-Disabled and Low Income	226	231	236	241	247
Transportation-Disabled	820	838	857	876	895
Transportation-Disabled, Elderly, and Low Income	337	345	353	360	368
Transportation-Disabled and Elderly	1,527	1,561	1,595	1,631	1,668
Non-Transportation-Disabled and Low Income with No Access to Auto and No Access to Fixed Route Public Transit	1,420	1,451	1,483	1,517	1,550
TOTAL	4,330	4,426	4,524	4,625	4,728

Source: CUTR, Methodology Guidelines for Forecasting TD Transportation Demand at the County Level (May 1993).

Notes: These forecasts were prepared using a spreadsheet provided by CUTR using estimates from the BEBR's Florida Statistical Abstract 2006 and Censuses 1990 and 2000 data.

c. Transportation Disadvantaged Population Forecasts of Neighboring Counties

Transportation disadvantaged population forecasts for the five counties surrounding Levy County are provided in Table 35. One of the Levy County Transportation Disadvantaged Coordinating Board's responsibilities is to evaluate multi-county or regional transportation opportunities.³ Also, Community Transportation Coordinators are required to plan and work with CTCs in adjacent and other areas of the state to coordinate the provision of community trips that might be handled at a lower overall cost to the community by another CTC.⁴ In addition, their Transportation Disadvantaged Service Plans must include a section addressing inter-county services.⁵

³ Section 427.0157(6), Florida Statutes (1995).

⁴ Florida Commission for the Transportation Disadvantaged, "Memorandum of Agreement" (distributed by CTD March 1997), Section 1.B.

⁵ Florida Commission for the Transportation Disadvantaged, "Coordinated Transportation Contracting Instructions" (distributed by CTD, March 1997).

**TABLE 35
POTENTIAL TD AND TD POPULATION FORECASTS
FOR SURROUNDING COUNTIES 2008 - 2012**

County	2008	2009	2010	2011	2012
CITRUS COUNTY					
Potential TD Population (Category I)	75,123	76,726	78,362	80,033	81,741
TD Population (Category II)	11,613	11,860	12,114	12,372	12,636
DIXIE COUNTY					
Potential TD Population (Category I)	8,102	8,267	8,434	8,605	8,779
TD Population (Category II)	1,777	1,813	1,850	1,888	1,925
GILCHRIST COUNTY					
Potential TD Population (Category I)	6,741	6,928	7,120	7,318	7,521
TD Population (Category II)	2,334	2,399	2,467	2,535	2,604
ALACHUA COUNTY					
Potential TD Population (Category I)	95,204	96,739	98,299	99,882	101,492
TD Population (Category II)	16,891	17,163	17,439	17,721	18,006
MARION COUNTY					
Potential TD Population (Category I)	150,263	154,544	158,946	163,473	168,129
TD Population (Category II)	40,459	41,611	42,797	44,016	45,270

Source: CUTR, Methodology Guidelines for Forecasting TD Transportation Demand at the County Level (May 1993). Notes: These forecasts were prepared using a spreadsheet provided by CUTR using estimates from the BEBR's Florida Statistical Abstract 2006 and Censuses 1990 and 2000 data

2. NEEDS ASSESSMENT

a. Data Relating to Distribution of the Transportation Disadvantaged Population

The transportation disadvantaged population forecasts presented above indicate the total number of people in Levy County who may require assistance meeting their transportation needs during the 2008 to 2012 period covered by the Transportation Disadvantaged Service Plan. Tables 36, 37, and 38 draw on data presented in Section I.B.2 to provide some indication of where transportation disadvantaged people in the County live. The words "some indication" is used because the data focus on incorporated areas in the County rather than the unincorporated area where most of the County's population lives.

Tables 36, 37, and 38 show that as of 2000: (1) the City of Williston had the most people age 60 and over, and the most persons age 21 to 64 with a disability employed, and (2) the City of Chiefland had the most people under age 5, the most people with 1999 incomes below the federal poverty level and (3) Town of Inglis had the most number of veterans. The tables also indicate that among the cities and towns, Chiefland had the largest number of housing units totaling 931 units. However, the most housing units are located in the unincorporated Levy County.

Tables 14 and 18 in Section I.B.2 indicates the percentage of occupied housing units with no vehicle available in 2000 for the County as a whole was 5.6 (774 occupied housing units).⁶ As indicated below, Chiefland had the largest percentage of occupied housing units with no vehicle available (approximately 17%) followed by Fanning springs and Bronson.⁷

Occupied Housing Units with No Vehicle

- Bronson 41 (11.1%)
- Cedar Key 23 (5.6%)
- Chiefland 133 (16.7%)
- Fanning Springs 49 (15.8%)
- Inglis 43 (6.4%)
- Otter Creek – (-)
- Williston 67 (8.0%)
- Yankeetown 10 (3.2%)
- Unincorporated Areas 408 (4.0%)
- Levy County Total 774 (5.6%)

Geographic Distribution of Trips

As indicated in Section I.B.2., Levy County's population is not evenly distributed or located primarily in incorporated areas. It, however, is concentrated in the northern part of the County which includes Williston, Bronson and Chiefland.⁸ In-county trips made by Levy County residents through the coordinated transportation system have been concentrated in, around and between Williston, Bronson, Chiefland, Otter Creek and Cedar Key. The majority of out-of-county trips provided to County residents through the system have been to Gainesville and Trenton. Another out-of-county destination has been Crystal River given its proximity to Inglis and Yankeetown.

⁶ U.S. Department of Commerce, Bureau of the Census, Table DP-4. Profile of Selected Housing Characteristics: 2000.

⁷ Ibid.

⁸ In 1990, 79.7 percent of Levy County's population lived in the Chiefland and Williston-Bronson Census Divisions.

**TABLE 36
DISTRIBUTION OF POPULATION BASED ON AGE,
VETERAN STATUS AND INCOME, 2000**

Location	Persons <5 years in 2000	Persons 60+ in 2000	Civilian Veterans 18+ in 2000	Persons with Income in 1999 Below Poverty Level
Bronson	56	153	78	267
Cedar Key	25	282	141	86
Chiefland	177	424	164	725
Fanning Springs	53	173	111	204
Inglis	69	448	317	330
Otter Creek	3	28	15	22
Williston	171	564	299	494
Yankeetown	9	238	136	81
Unincorporated Areas	1,412	6,037	3,819	4,054
Levy County	1,975	8,347	5,080	6,263

Source: US Census Bureau. Tables DP-1. General Demographic Characteristics; DP-2. Selected Social Characteristics; DP-3. Selected Economic Characteristics, 2000.

**TABLE 37
DISTRIBUTION OF POPULATION WITH DISABILITIES**

Location	Persons Age 21-64 with a Disability Employed	% of Disabled Employed	Persons Age 21- 64 with a Disability	Persons Age 65+ with a Disability
Bronson	50	35.7	140	57
Cedar Key	28	32.9	85	57
Chiefland	132	40.0	330	223
Fanning Springs	37	39.4	94	101
Inglis	76	31.3	243	150
Otter Creek			20	13
Williston	142	44.5	319	163
Yankeetown	22	56.4	39	73
Unincorporated Areas	1,703	43.9	3,872	2,125
Levy County	2,190	42.6	5,142	2,962

Source: US Census Bureau. Tables DP-1. General Demographic Characteristics; DP-2. Selected Social Characteristics; DP-3. Selected Economic Characteristics, 2000.

TABLE 38
POPULATION DENSITY AND DISTRIBUTION OF HOUSING UNITS

Location	Population Density	Total Number of Housing Units	Number of Occupied Housing Units
Bronson	244	431	370
Cedar Key	865	686	411
Chiefland	510	931	796
Fanning Springs	207	397	311
Inglis	408	803	670
Otter Creek	85	70	54
Williston	379	915	836
Yankeetown	80	472	309
Unincorporated Areas		11,865	10,110
Levy County	31	16,570	13,867

Source: US Census Bureau. Tables DP-1. General Demographic Characteristics; DP-2. Selected Social Characteristics; DP-3. Selected Economic Characteristics, 2000; Municipal Reference Guide: Florida, 2000.

Types of Trips

The transportation services provided through Levy County's Coordinated Transportation System include program trips subsidized by government or social services agencies and general trips subsidized by Transportation Disadvantaged Trust Fund trip/equipment grants or other sources. A program trip is one made by a client of a government or social service agency for the purpose of participating in a program of that agency. Examples of program trips are Medicaid trips, trips to congregate meal sites, or trips to job training facilities. A general trip is one made by a transportation disadvantaged person or member of the general public to a destination of his or her choice, not an agency program. Examples of general trips are trips to work or grocery stores and non-Medicaid medical trips. Program trips typically are considered to be sponsored. General trips can be either sponsored or non-sponsored.

Demand for Program Trips

A variety of program trips have been and continue to be provided to transportation disadvantaged Levy County residents. They range from trips to doctors' offices through the Medicaid program to trips to the Day Training Adult Program operated by the LARC, Inc. Federal, state and local agencies and funding sources have been and continue to be involved in the provision of these trips. Some of the program trips have been provided within the coordinated transportation system while others have not. As indicated in Section I.A.1., full coordination of program trips is contemplated by Chapter 427, F.S., and Rule Chapter 41-2, F.A.C.

Program Trip demand is dependent upon the existence of the program to which the potential TD population group is transported. For example, demand for trips to sheltered workshops exists only because there are sheltered workshop programs. The demand for program trips is equal to the number of trips required to take advantage of the service offered by the program. Therefore,

the demand for program trips depends on the funding level for the various social service programs.

The Florida Statewide Transportation Disadvantaged Plan, Population and Demand Forecasts 1996-2015 assumes program trip demand and supply will be equal based on the assumptions that agency programs will increase at the same growth rate as the Potential TD population and budgets for new and expanded programs will include sufficient funds to cover necessary transportation costs.⁹

The Potential TD population in Levy County is forecasted to increase by 1.84 percent each year between 2008 and 2012. Table 39 presents estimates of demand for program trips. The entries on the 2006 line reflect July 1, 2005 to June 30, 2006 program trips. The entries on the remaining lines reflect a 1.84 percent increase over the prior year entries.

**TABLE 39
DEMAND FOR PROGRAM TRIPS**

Year	Medical	Employment	Education/ Training/ Daycare	Nutritional	Life- Sustaining/ Other	Total Trips
2006	15,081	215	17,016	802	1,375	34,489
2007*	15,358	219	17,329	817	1,400	35,124
2008*	15,641	223	17,648	832	1,426	35,770
2009*	15,929	227	17,973	847	1,452	36,428
2010*	16,222	231	18,303	863	1,479	37,098
2011*	16,520	236	18,640	879	1,506	37,781
2012*	16,824	240	18,983	895	1,534	38,476

Source: Annual Performance Report 2006 (CTD).

* 1.84 percent increase over the prior year entry.

Notes: These program trip demand forecasts were prepared using the best available data. They meet the intent but do not precisely follow the methodology for program trip demand forecasts set out in CUTR, Methodology Guidelines for Forecasting TD Transportation Demand at the County Level (May 1993).

It is important to emphasize that the estimates included in Table 39: (1) assume existing programs will continue using the same configuration of transportation providers, (2) do not reflect existing unmet demand for program trips, and (3) do not take into account major transportation reform efforts underway in the Medicaid program or the current budget-cutting orientation of the federal and state governments. Demand for program trips will be reduced or eliminated if services available through programs are reduced or eliminated.

⁹ CUTR, Technical Memoranda Nos. 3 & 4 (June 1992), pp. viii, 10, 14 and 37. DP - 63

Demand for General Trips

Estimating the demand for general trips is different than for program trips. The methodology developed to forecast demand for general trips involves the use of trip rates derived in a study of paratransit demand conducted in 1990 for the San Francisco Bay Area Metropolitan Transportation Commission by Crain & Associates, Inc. and others (San Francisco Bay Area Regional Paratransit Plan: Final Report). The trip rates were developed from the actual experiences of paratransit systems around the country that were meeting most or all of the trip demand in their service areas. The use of these trip rates has been recommended by the Federal Transit Administration for estimating demand for American Disability Act (ADA) complementary paratransit.

Total demand for general trips is simply the TD population multiplied by the trip rates. The TD population (rather than the Potential TD population) was used to forecast demand, because the TD population is the pool of persons eligible for general trips funded by the state. Table 40 presents 2006 to 2012 estimates of demand for general trips for Levy County computed by applying a trip rate of 1.2 trips per month to the TD population forecasts included in Table 34.¹⁰ It also includes trip totals by purpose based on the percentages obtained through surveys on the trip purposes of transportation disadvantaged persons.¹¹

**TABLE 40
DEMAND FOR GENERAL TRIPS**

Year	Demand for General Trips	Medical (35%)	Work/Educational (20%)	Shopping (10%)	Social/Recreational/Other (35%)
2008	62,352	21,823	12,470	6,235	21,823
2009	63,734	22,307	12,747	6,373	22,307
2010	65,146	22,801	13,029	6,515	22,801
2011	66,600	23,310	13,320	6,660	23,310
2012	68,083	23,829	13,617	6,808	23,829

Notes: The methodology used to develop the estimates of demand for general trips is consistent with CUTR, Methodology Guidelines for Forecasting TD Transportation Demand at the County Level (May 1993).

Table 41 presents estimates of unmet demand for general trips for Levy County. The entries for 2008 - 2012 in the General Trips Provided or Estimated column reflect a 1.84 percent increase

¹⁰ The Florida Statewide Transportation Disadvantaged Plan, Population and Demand Forecasts 1996-2015 uses rates of 1.0 and 1.2 trips per month for urban areas (Section 9 transit operator) and rural areas respectively applied to the TD population to forecast demand for general trips. Those rates were derived from a study of seven paratransit systems around the U.S. that were meeting most or all of the trip demand in their service areas, were providing high levels of service, and had eligibility guidelines similar to those contained in Chapter 427, F.S. See CUTR, Florida Statewide Transportation Disadvantaged Plan, Population and Demand Forecasts 1996-2015 (July 1996), pp. 22-26.

¹¹ CUTR, Florida Five-Year Transportation Disadvantaged Plan 1992-1996, Technical Memoranda No. 3 (Population and Demand Forecasts) and No. 4 (Cost and Funding) (June 1992), pp. 43-44.

over the previous year, the forecasted 2008 - 2012 average rate of increase for the TD population. The entries in the Demand for General Trips column are from Table 34.

**TABLE 41
UNMET DEMAND FOR GENERAL TRIPS**

Year	General Trips Provided or Estimated	Demand for General Trips	Unmet Demand for General Trips
2008*	10,419	62,352	51,933
2009	10,650	63,734	53,084
2010	10,886	65,146	54,260
2011	11,129	66,600	55,471
2012	11,377	68,083	56,706

* The original spreadsheet used to calculate the 2000 – 2006 estimates was unavailable at the time of this study. As such, the percentages from the 2002 estimates were used to calculate the 2008 estimates for the General Trips Provided column. The figures for the unmet demand for general trips were calculated by subtracting the estimated general trips from the demand trips. The methodology used to develop the estimates of unmet demand for general trips is consistent with CUTR, Methodology Guidelines for Forecasting TD Transportation Demand at the County Level (May 1993).

b. Federal Funded Programs

This section provides an overview of the programs that are qualified for funding under the Public Transportation, Elderly Individuals and Individuals with Disabilities, Job Access and Reverse Commute Program (JARC), and New Freedom programs in support of the Federal Safe Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU). The American Recovery and Reinvestment Act (ARRA) a new federal stimulus funding source has been recently made available to local public transportation providers.

The following Table titled, *Needs Assessment*, presents a concise breakdown of all projects, estimated costs and sources of funding supporting each project, be they Federal or State.

NEEDS ASSESSMENT

PROJECT	LOCATION	ESTIMATED COST	FUNDING SOURCE
1- 23' gas bus w/12 seats, 3 w/c and 1- Force Match Vibration system for wheel balancing and front end alignment Operating Assistance to offset deficit	Levy County	Capital: \$ 92,800 Operating: \$200,000	U.S.C. Section 5310 FDOT
Operating Assistance for rural systems to offset deficit	Levy County	\$350,000	U.S.C. Section 5311 FDOT

The Section 5310 Program - Formula Grants for Special Needs for Elderly Individuals and Individuals with Disabilities Program

The Section 5310 Program provides formula funding to states for the purpose of assisting private nonprofit groups in meeting the transportation needs of the elderly and persons with disabilities when the transportation service provided is unavailable, insufficient, or inappropriate to meeting these needs. Funds are apportioned based on each state's share of population for these groups of people.

In Florida, the Section 5310 Program is administered by the FDOT. Program funds are distributed to each FDOT district office based on its percentage of the State's elderly and disabled population. An annual application and award cycle is conducted within each district. Program funds are awarded through a discretionary processed based on those applications.

In the 2014-2015 cycle, Levy County Transit (LCT) requested Section 5310 Program Capital Assistance funding from FDOT in the amount of \$119,844. This funding request

is for one (1) 23' gas bus w/12 seats, 3 w/c and 1- Force Match Vibration system for wheel balancing and front end alignment. The LCT also requested Section 5310 Program Operating Assistance funding from FDOT in the amount of \$200,000.

Levy County Transit is under the auspices of the Levy County Board of County Commissioners and is a sole source governmental agency.

The Section 5311 Program - Formula Grants for Other than Urbanized Area

The Section 5311 Program provides formula funding to states for the purpose of supporting public transportation in areas less than 50,000 in population. Program funds are apportioned to each state in an amount proportional to each state's non-urbanized population.

Program funds may be used for capital, operating, state administration, and project administration expenses. Each state prepares an annual program of projects, which must provide for fair and equitable distribution of funds within the states, including American Indian reservations, and must provide for maximum feasible coordination with transportation services assisted by other federal sources. The state must use 15 percent of its annual apportionment to support intercity bus service, unless the governor certifies that these needs of the state are adequately met.

In Florida, the Section 5311 Program is administered by the FDOT. Program funds are distributed to each FDOT district office based on its percentage of the State's rural population. Each district office allocates program funds to designated eligible recipients through an annual grant application process.

In the 2014-2015 cycle, Levy County Transit (LCT) requested Section 5311 Program Capital Operating Assistance funding from FDOT in the amount of \$350,000.

3. BARRIERS TO COORDINATION

Actual and potential barriers to the coordination of transportation services in Levy County include the following:

- insufficient funding to meet transportation needs;
- low density, rural population limiting ability to group trips while maintaining an acceptable level of service;
- limited availability of medical services/facilities in county necessitating out-of-county trips;
- inability or failure of some riders to pay fares/co-payments due to low incomes or other reasons;
- lacking or insufficient funding in agency budgets for trips needed to allow participation in agency programs;

- refusal of agencies to use funding available for program trips and associated use of trips subsidized by Transportation Disadvantaged Trust Fund grants or other sources;
- refusal of agencies to allow justified rate increases;
- lack of information or understanding regarding the full costs of providing transportation services and rates/fares;
- differing agency requirements for transportation services (e.g., maximum allowable “ready to go” window);
- factors limiting maximum utilization of existing vehicles purchased by agencies/organizations with transportation disadvantaged funds (e.g., lack of sufficient operating funds, insurance/liability concerns and no or limited agency experience with providing a variety of transportation services);
- cost, insurance and safety standard concerns relating to the use of public school vehicles do not meet safety standards and are difficult to insure on a temporary basis;
- record keeping, safety, insurance or other requirements that unnecessarily add to the cost of transportation services and discourage participation in coordinated transportation systems;
- shifting policies and mixed signals from the CTD regarding local roles and responsibilities and the provision/arrangement of coordinated transportation services; and
- insurance and safety concerns relating to the use of volunteers.

Efforts needed to address barriers to coordination are included as strategies in the Implementation Schedule in Section I.E.2.

D. GOALS, OBJECTIVES AND STRATEGIES

GOALS AND OBJECTIVES

GOAL 1 Ensure the availability of services meeting the transportation needs of the transportation disadvantaged.

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

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

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

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

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

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

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

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

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

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

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

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

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

Objective 2.4 Pursue coordination efforts with other Community Transportation Coordinators as appropriate for the purposes of reducing costs, increasing transportation services available and facilitating the provision of intercounty 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 Collect data on the coordinated transportation system needed to meet the requirements of Chapter 427, Florida Statutes, and Rule Chapter 41-2, Florida Administrative Code, and to allow for effective evaluation and planning efforts.

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

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 the transportation disadvantaged program. Project a consumer-oriented, customer service image.

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

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

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

Objective 6.2 Develop and promote the benefits of using the Florida Medicaid Reimbursement Program to volunteers that provide private transportation to eligible Medicaid recipients for Medicaid covered services.

Objective 6.3 Conduct at least one public hearing a year to allow individuals a formal opportunity to provide input on matters relating to volunteering with the county's coordinated transportation system. All public hearings will be advertised in the following newspapers: Cedar Key Beacon, Chiefland Citizen, Gainesville Sun and Williston Pioneer Sun. All such ads shall be published at least once, a minimum of five (5) days in advance, in an ad with a minimum of one-quarter (1/4) page in size not in the legal notices section of said newspaper.

GOAL 7 Provide Transportation Programs which are consumer oriented, affordable for low-income persons, and encourage the use of a fixed-route system.

Objective 7.1 Determine repetitive travel needs by consumers and develop transportation services which encourage the use of regularly scheduled trips for activities for daily living, such as medical related and employment related trips.

Objective 7.2 During the 2014 – 2015 fiscal year, Levy County Transit shall implement a regularly scheduled deviated fixed route capital project that provides daily transportation services to and from Levy County and the surrounding areas for low-income riders. These services shall be used to transport low-income persons to and from employment-related activities, such as job interviews, job fairs, job training, jobsites, etc. Additionally, these services shall be open to the public on a vehicle of sufficient size to provide for standard ridership.

Objective 7.3 Advertise at least one ad a year promoting the services offered to low-income persons, with emphasis on employment services, by the County's Coordinated Transportation System. All such ads will be advertised in the following newspapers: Cedar Key Beacon, Chiefland Citizen, Gainesville Sun and Williston Pioneer Sun. All such ads shall be published at least once not in the legal notices section of said newspaper. Additionally, the County's Coordinated Transportation System is encouraged to advertise such advertisements at local job fairs, health fairs, community festivals, etc.

Objective 7.4 The route established in Objective 7.2 may also provide for picking up low-income persons in Gainesville or Ocala to bring such persons to Levy

County for employment, should there be a substantial lack of workers for jobs in Levy County. Of the occupants on the passenger van/bus, at least 51% must be certified low-income as determined by the County's Coordinated Transportation System.

Objective 7.5 During the 2014 – 2015 fiscal year, a reasonable fare for ridership shall be determined by the transit provider for low-income persons utilizing the fixed route established in Objective 7.2. All such fares shall be based on the best available data and presented to the Local Coordinating Board for review and approval. Any changes of the adopted such fares shall be approved by the Local Coordinating Board.

Objective 7.6 The County's Coordinated Transportation System definition of low-income persons shall be used to determine whether or not an individual qualifies for using the fixed route established in Objective 7.2. In the event that an individual is deemed unable to use the County's Coordinated System based on income, all such findings shall be presented to the Local Coordinating Board.

GOAL 8 **Continue to decrease any gaps in the transportation services needed in the general service area defined by Levy County.**

Objective 8.1 At least once a year, the County's Coordinated Transportation System shall explore local, state, and federal funds that can be used to improve the transportation services for the elderly, transportation disadvantaged, disabled and lower-income persons in Levy County and the surrounding areas. All such funds shall be documented and presented to the Local Coordinating Board.

Objective 8.2 On an annual basis, the County's Coordinated System shall identify and seek projects that can be funded under the Public Transportation, Elderly Individuals and Individuals with Disabilities, Job Access and Reverse Commute Program (JARC), and New Freedom programs. All such projects shall be presented to the Local Coordinating Board at a regularly scheduled meeting for review and approval.

STRATEGIES

See Section I.E.2. for a list of strategies designed to promote achievement of the goals and objectives.

E. IMPLEMENTATION PLAN

1. 3-YEAR TRANSPORTATION DISADVANTAGED IMPROVEMENT PROGRAM

Non-Capital Projects

PROJECT DESCRIPTION	ESTIMATED COST	ANTICIPATED REVENUE	ANTICIPATED IMPLEMENTATION DATE
None			

CAPITAL IMPROVEMENT PROGRAM

Non-Vehicle Capital Improvements

PROJECT DESCRIPTION	ESTIMATED COST	ANTICIPATED REVENUE	ANTICIPATED IMPLEMENTATION DATE
Software Improvements	\$280,000.00	\$ 206,000.00	2014/2015

Vehicle Capital Improvements

VEHICLE	SEATING CAPACITY	ANTICIPATED YEAR OF REPLACEMENT	ANTICIPATED COST	ANTICIPATED FUNDING SOURCE
1	12; 3 w/c	2014	\$ 78,000.00	FTA

2.2. IMPLEMENTATION SCHEDULE

GOAL 1: ENSURE THE AVAILABILITY OF SERVICES MEETING THE TRANSPORTATION NEEDS OF THE TRANSPORTATION DISADVANTAGED.

Performance Measures:

Number of Trips Provided	Trip Denials
Number of Vehicle Miles Traveled	Frequency/Number of Trips Denied or Rescheduled Due to Lack of Accessible Vehicle
Number of Revenue Miles Traveled	Vehicle Miles/TD Capita
Revenue Miles/Vehicle Miles	Revenue Miles/TD Capita
(Objective 1.2)	Vehicle Hours/TD Capita
Number of Vehicle Hours	Vehicles/10,000 TD Population
Number of Passengers Served	
Type/Level of Funding (Objectives 1.4 and 1.5)	

STRATEGIES	RESPONSIBLE PARTY(IES)	DATE
Objective 1.1 Identify and monitor demand for transportation services among the transportation disadvantaged.		
Update the transportation disadvantaged population forecasts and needs estimation in the TDSP every three (3) years.	OPA/LCB	Every three years
Identify unmet needs for transportation services through the LCB and public hearings conducted by the LCB.	LCB	Ongoing, Annually for Pub.hearings
Identify and communicate with agencies, organizations, institutions and other entities that work with individuals who need assistance with transportation to participate in particular programs or for other purposes. Collect and utilize any surveys and studies they produce relating to the need for and provision of transportation services.	CTC/OPA/LCB	Ongoing
Monitor and analyze expressed demand using annual operating report data and other data as appropriate.	CTC/OPA	Ongoing
Maintain a trip denial log and review it on a regular basis to identify any patterns and possible service modifications to address them.	CTC	Ongoing
Provide the LCB with quarterly operating data and trip denial reports.	CTC	Quarterly
Establish a broad-based focus group(s) to obtain local input on unmet needs for transportation services in the county.	OPA/LCB	As Needed
Use surveys of riders, purchasing agencies, transportation operators and others to identify unmet needs for transportation services.	LCB	As Needed

STRATEGIES	RESPONSIBLE PARTY(IES)	DATE
Objective 1.2 Provide services to meet as much of the demand for transportation services among the transportation disadvantaged as possible within available resources.		

Provide or arrange for the delivery of transportation services in accordance with the Service Plan section of the TDSP.	CTC	Ongoing
Continue to identify ways to increase the capacity of the coordinated transportation system to meet existing and future demand for transportation services and implement them as resources permit. Utilize any relevant studies or other resources available through the CTD and other sources as a part of those efforts.	CTC/OPA/LCB	Ongoing
Identify and implement strategies with the potential of yielding additional and more varied transportation services for non-sponsored riders. Explore, in particular, how additional private nonprofit transportation operators with vehicles purchased with transportation disadvantaged funds might be used in connection with the provision on non-sponsored trips.	CTC/LCB	Ongoing
Maintain a master inventory of vehicles available to provide transportation services for the transportation disadvantaged through the coordinated transportation system. Continue to purchase vehicles as resources permit to provide expanded service and allow for timely replacement of vehicles.	OPA/LCB/CTC/ CC- CTO	Ongoing
Continue planning for the development of a shuttle service serving Levy County and identify/explore other service expansion options (e.g., vanpool and commuter assistant).	CTC/LCB/CC- CTO	Ongoing
Work with agencies, organizations, institutions and other entities as appropriate to address particular transportation needs (e.g., transportation to medical facilities for veterans).	CTC/CC-CTO	Ongoing
Advise appropriate public officials of any road conditions that interfere with or preclude the provision of transportation services.	CTC/LCB	Ongoing
Explore ways to extend transit services to the citizens of Levy County. Efforts are underway to expand days and hours to include weekend service for shopping, church, visitation and other events and destinations.	CTC	Ongoing
After hours criteria are as follows: Requesting Services After Hours and on Holidays - Calls to LCT office between 5:00PM and 8:00AM and on holidays are received by voice mail with the exception of the Florida Medicaid clients. <u>For Medicaid clients:</u> If calling after hours with an emergency – Dial 911. All calls for onset illness or hospital discharge are done through the Levy County Sheriff’s office, their dispatch number is 352-486-5111 and the toll-free number is 800-538-9767. Only life sustaining trips will be provided on holidays. If the call is for transportation to be provided on LCT’s next business day, the caller is instructed to contact the LCT office during reservation hours between 8:00AM and 2:00PM.	CTC	Ongoing

STRATEGIES	RESPONSIBLE PARTY(IES)	DATE
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.		

Monitor the rate of expenditure of funding available for non-sponsored trips, particularly the rate of expenditure of TDTF trip/equipment grant monthly allocations.	CTC/LCB	Ongoing
Monitor the impacts of the demand-regulating measures being implemented for non-sponsored trips and make changes as appropriate.	CTC/LCB	Ongoing
Monitor to ensure that funding available for non-sponsored trips is not used to replace existing agency funding for transportation services for the transportation disadvantaged. Also, promote the inclusion of sufficient funding in program budgets to support necessary trip rate increases and to meet transportation needs created as a result of the operation, expansion or creation of programs.	CTD/CTC/OPA/ LCB	As Needed
Identify groups of individuals, such as kidney dialysis patients, with special transportation needs. Encourage the CTD and others, as appropriate, to seek resources other than funding available for non-sponsored trips to meet special transportation needs.	CTD/CTC/OPA/ LCB	Ongoing
Use the transportation disadvantaged population forecasts and general trip demand forecasts in the TDSP to assist with targeting funding available for non-sponsored trips.	CTC/LCB	Ongoing

STRATEGIES	RESPONSIBLE PARTY(IES)	DATE
Objective 1.4: Monitor and maximize the availability of local, state and federal government funding for transportation services for the transportation disadvantaged.		
Prepare annual budget estimates of local government and direct federal transportation disadvantaged funds anticipated to be available during the upcoming state fiscal year.	OPA	Annually
Review consolidated annual budget estimates of transportation disadvantaged funds anticipated to be available during the upcoming state fiscal year prepared by the CTD.	CTC/OPA	Annually
Report actual expenditures of local government and direct federal transportation disadvantaged funds during the prior state fiscal year.	OPA	Annually
Review consolidated reports on transportation disadvantaged funds expended during the prior state fiscal year prepared by the CTD.	CTC/OPA	Annually
Identify government transportation grants available for the service area. Prepare and submit applications and coordinate other agency/ organization applications as appropriate. Also, advise the LCB of all applications submitted.	CTC	Ongoing
Review applications for government transportation grants submitted for the service area.	LCB	As Needed
Maximize the reporting of trips and vehicle miles in the county's annual operating report through increased coordination and inclusion as appropriate of coordinated public school vehicle trips.	CTC/LCB	Ongoing

Encourage continued and increased support from county government for transportation services for the transportation disadvantaged.	CTC/LCB	Ongoing
Seek support from the city governments in the county for transportation services for the transportation disadvantaged.	CTC/LCB	Ongoing

STRATEGIES	RESPONSIBLE PARTY(IES)	DATE
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.		
Pursue sources of additional funding for transportation services identified by the CTC, the LCB or others. As the CTC expands its presence in Levy County, business advertising should be explored as a revenue source. Ensure sufficient vehicle capacity is available to utilize additional funding for operating expenses.	CTC/LCB	Ongoing
Identify and pursue partnership opportunities involving coordination of needs/services and the pooling of resources.	CTC/OPA/LCB	Ongoing
Increase farebox revenues while recognizing actual or potential negative impacts of fares on access to service.	CTC/LCB	Ongoing
Within the context of the coordinated transportation system, provide assistance upon request to entities interested in operating vehicles to address particular transportation needs.	CTC	Ongoing

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

Increase public awareness of the ADA through program literature, the CTC and the LCB.	CTC/LCB	Ongoing
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STRATEGIES	RESPONSIBLE PARTY(IES)	DATE
Objective 1.7: Monitor land use/development patterns to inform decision-making regarding service delivery and the allocation of resources.		
Update the Demographics section in the TDSP on an as needed basis.	OPA/LCB	As Needed
Consider land use/development patterns when preparing/ updating the TDSP.	CTC/LCB	Annually
Map major trip generators and attractors in the county.	OPA/CTC	As Needed
Identify and remain apprised of major developments in Levy County with actual or potential substantial impacts on the coordinated transportation system.	OPA/LCB/CTC	As Needed
Objective 1.8: Participate in local, regional and state transportation and comprehensive planning processes to ensure that transportation disadvantaged issues are considered.		
Keep local elected officials informed about the demand for transportation services among the transportation disadvantaged and the transportation disadvantaged program. At a minimum, provide a copy of the TDSP to local governments in the county for review and comment on an annual basis.	CTC/OPA/LCB	Ongoing, Annually (TDSP)
Review the comprehensive plans of the cities in the county for coverage of coordinated transportation system mobility issues.	OPA	As Needed
Participate in the development and review of local, regional and state plans/regulations affecting the coordinated transportation system. Provide written information and testimony at public workshops/meetings/hearings as appropriate.	CTC/OPA/LCB	As Needed
Participate in local review and approval processes for large scale and other developments. Provide written information and testimony at public workshops/meetings/hearings as appropriate.	CTC/OPA/LCB	As Needed

STRATEGIES	RESPONSIBLE PARTY(IES)	DATE
Objective 1.9: Monitor changes in the health care and other service systems used by the transportation disadvantaged to identify potential impacts on the county's coordinated transportation system.		
Provide opportunities at LCB meetings for LCB members and others to discuss changes in the health care and other service systems used by the transportation disadvantaged.	LCB	Quarterly
Use public hearings conducted by the LCB as another means of monitoring changes in the health care system and other service systems used by the transportation disadvantaged.	LCB	Annually
Develop and maintain contacts with community boards and other entities involved in the health care system and other service systems used by the transportation disadvantaged.	CTC/LCB	Ongoing
Address system changes in updates of the TDSP as appropriate.	CTC/OPA/LCB	Annually

GOAL 2: ENSURE THAT TRANSPORTATION SERVICES ARE PROVIDED IN THE MOST EFFECTIVE AND EFFICIENT MANNER POSSIBLE.

Performance Measures:

Passenger Trips/Vehicle Mile	Cost/Passenger Trip (Objective 2.3)
Passenger Trips/Revenue Mile	Cost/Vehicle Mile
Passenger Trips/Vehicle Hour	Cost/Revenue Mile
Passenger Trips/TD Capita	Cost/Vehicle Hour
Passenger Trips/Vehicle	Level of No-shows (Objective 2.3)
Vehicle Miles/Vehicle	Cost/Vehicle
Revenue Miles/Vehicle	Percentage of Transportation Disadvantaged Funds
Vehicle Hours/Vehicle	Used Within Coordinated Transportation System

STRATEGIES	RESPONSIBLE PARTY(IES)	DATE
Objective 2.1: Coordinate transportation resources for the transportation disadvantaged available in or planned for the service area to the maximum extent possible.		
Be aware of transportation resources for the transportation disadvantaged available in or planned for the service area.	CTC	Ongoing
Advise agencies, organizations, institutions and other entities which purchase or provide transportation services for the transportation disadvantaged about the purpose, nature and benefits of coordinated transportation services.	CTC	Ongoing
Continue efforts to identify transportation needs associated with welfare reform (WAGES Program) and participate as appropriate in the development and implementation of strategies to meet them.	CTC/LCB/OPA	Ongoing
Enter into purchase of service contracts, coordination contracts and transportation operator contracts as appropriate to ensure that transportation disadvantaged funds are used within the coordinated transportation system and transportation services are provided in the most effective and efficient manner possible.	CTC	Ongoing
Compare the CTD's consolidated annual budget estimates and actual expenditure report totals for the county to revenue sources and amounts reported in the CTC's annual operating report to determine the extent to which transportation disadvantaged funds are being used within the coordinated transportation system.	OPA/LCB	Annually
Consider holding periodic meetings of the CTC and coordination contractors and contracted transportation operators.	CTC/CC-CTO	Ongoing

STRATEGIES	RESPONSIBLE PARTY(IES)	DATE
Objective 2.2: Maximize the use of existing transportation resources to meet the demand for transportation services among the transportation disadvantaged.		
Continue to enter into coordination contracts with agencies/organizations that provide transportation services using transportation disadvantaged funds.	CTC/LCB	As Needed

Maintain an inventory of other existing transportation operators whose services are or potentially could be used by the transportation disadvantaged. Continue entering into transportation operator contracts when doing so promotes effective and efficient service delivery.	CTC/OPA/LCB	Ongoing
Utilize the CTD's standard coordination/operator contract as required and appropriate.	CTC	Ongoing
Review coordination contracts and transportation operator contracts on an annual basis to determine whether their continuation is the most effective and efficient utilization possible.	CTC/LCB	Annually
Coordinate with the Levy County School District to facilitate the use of public school vehicles within the coordinated transportation system as appropriate.	CTC	As Needed

STRATEGIES	RESPONSIBLE PARTY(IES)	DATE
Objective 2.3: Maximize the use of measures that promote effective and efficient service delivery without unduly inconveniencing riders.		
Work with private nonprofit agencies to eliminate barriers to increased utilization of vehicles purchased with transportation disadvantaged funds.	CTC/CC-CTO	Ongoing
Maximize the grouping of trips through the use of measures such as demand management and advance notice requirements.	CTC/LCB	Ongoing
Encourage the use of measures such as "trip chains" which promote efficient service delivery and rider convenience.	CTC/LCB	Ongoing
Consider establishing route-oriented services.	CTC/LCB	As Needed
Continue implementing a policy of accommodating ride requests according to the least expensive service available which meets riders' needs.	CTC	Ongoing
Explore potential uses for public school vehicles.	CTC/LCB	As Needed
Ensure that processes used to procure transportation services result in equitable rates/fares and trips being provided at the lowest possible cost.	CTC/LCB	Ongoing
Continue to seek ways to increase system productivity through improvements in call intake, trip scheduling/dispatching and other functions.	CTC/CC-CTO	Ongoing
Identify and pursue opportunities for minimizing or reducing costs, including administrative costs.	CTC/CC-CTO	Ongoing
Maintain average one-way non-sponsored (TD) trip costs between \$23.50 and \$27.50 for each Fiscal Year.	CTC	Ongoing

STRATEGIES	RESPONSIBLE PARTY(IES)	DATE
Objective 2.4: Pursue coordination efforts with other Community Transportation Coordinators as appropriate for the purposes of reducing costs, increasing transportation services available and facilitating the provision of intercounty trips.		
Continue pursuing contract opportunities with the Citrus County CTC to provide Crystal River Trips for Inglis-Yankeetown residents.	CTC	Ongoing

Develop and maintain contacts with other CTCs in the region.	CTC	Ongoing
Explore coordination opportunities as appropriate at regional meetings scheduled by FACTS/CTD.	CTC/FACTS/CTD	Quarterly
Identify opportunities for intercounty coordination and pursue them and any funding sources available to support them as appropriate.	CTC/LCB	Ongoing
Consider the results of studies completed on the feasibility of intercounty coordinated transportation for the transportation disadvantaged.	CTC/LCB	As Available

GOAL 3: ENSURE THAT QUALITY TRANSPORTATION SERVICES ARE PROVIDED.

Performance Measures: Accidents/100,000 Vehicle Miles
 Vehicle Miles/Roadcalls
 Timeliness of Service (Objective 3.1)
 Courtesy of Service
 Service Complaints/Formal Grievances Received

STRATEGIES	RESPONSIBLE PARTY(IES)	DATE
Objective 3.1: Ensure transportation services are provided in a safe, reliable and courteous manner.		
Comply with the service standards in the TDSP and refine and revise them as needed.	CTC/OPA/LCB/CC-CTO	Ongoing
Ensure that the CTC and coordination contractors and contracted transportation operators comply with applicable safety and insurance requirements. Continue to implement and improve manuals and plans relating to operations and safety.	CTC/CC-CTO	Ongoing
Each quarter, monitor at least 25 percent of the vehicles used in the coordinated transportation system.	CTC	Quarterly
Ensure that employees of the CTC and coordination contractors and contracted transportation operators receive training appropriate to their positions regarding the provision of transportation services. Utilize training resources available through the CTD, RTAP and other sources. Ensure 50 percent of contracted transportation operator drivers attend all driver training programs recommended by CTS available through the CTC, FDOT, RTAP and the CTD.	CTC/CC-CTO	Ongoing
Annually implement written process for evaluating operator contract compliance and ensure all coordination contractors and contracted transportation operators have a copy of the results.	CTC/CC-CTO	Annually
Consider the results of surveys conducted as a part of each annual evaluation of the CTC.	CTC	Annually
Continue to monitor the timeliness of service and rider satisfaction through a weekday telephone rider survey (at least three monitoring calls/weekday).	CTC	Ongoing
Use surveys or other tools to obtain input from riders, purchasing agencies and others on the reliability and quality of transportation services provided through the coordinated transportation system.	LCB	As Needed
Ensure the CTC's "How's Our Service" sticker is posted in all vehicles used in the coordinated transportation system.	CTC/CC-CTO/LCB	Ongoing

STRATEGIES	RESPONSIBLE PARTY(IES)	DATE
Objective 3.2: Monitor and evaluate the performance of the Community Transportation Coordinator.		
Monitor the performance of the CTC on an ongoing basis.	LCB	Ongoing
Perform an annual evaluation of the CTC. The annual evaluation must include a recommendation regarding retention of the CTC for another year.	LCB	Annually
Coordinate evaluations of coordination contractors and contracted transportation operators with the annual evaluation of the CTC to the maximum extent possible.	CTC/LCB	Annually
Cooperate with monitoring and evaluation efforts undertaken by the CTD's Quality Assurance and Program Evaluation (QAPE) and Technical Assistance and Training sections.	CTC/LCB	Biennially and As Needed
Objective 3.3: Provide processes for addressing service complaints and formal grievances on transportation-related matters.		
Ensure that the CTC has a process in place to address service complaints and formal grievances on transportation-related matters in a timely and effective manner. Also ensure that the availability of this process is known to riders and others involved in the coordinated transportation system.	CTC/LCB	Ongoing
Maintain records of service complaints and formal grievances received and their disposition.	CTC	Ongoing
Provide the LCB with quarterly service complaint/grievance summaries.	CTC	Ongoing
Ensure that the LCB has a process in place to address formal grievances on transportation-related matters in a timely and effective manner.	LCB	Ongoing

GOAL 4: ENSURE PROGRAM ACCOUNTABILITY.

Performance Measures: Timely Preparation and Submission of Required Documents

STRATEGIES	RESPONSIBLE PARTY(IES)	DATE
Objective 4.1: Collect data on the coordinated transportation system needed to meet the requirements of Chapter 427, Florida Statutes, and Rule Chapter 41-2, Florida Administrative Code, and to allow for effective evaluation and planning efforts.		
Collect data needed to prepare annual operating reports.	CTC/CC-CTO	Quarterly
Assist coordination contractors and contracted transportation operators with data collection, record keeping and reporting functions.	CTC	Ongoing
Seek ways to improve data collection, record keeping and reporting functions and advise the LCB, OPA and CTD of any difficulties encountered. Also, participate in efforts undertaken by the CTD to assist CTCs with those functions.	CTC/LCB/OPA/CTD	Ongoing
Supplement the data available for evaluation and planning purposes as resources permit.	CTC	Ongoing

Monitor to ensure that the CTC's system for collecting, analyzing and reporting data, at a minimum, meets the data collection, record keeping and reporting requirements set by the CTD.	LCB/OPA	Annually
Collect data needed to prepare CTC annual evaluations, annual budget estimates and actual expenditure reports.	OPA/LCB	Annually
Collect data needed to prepare/update the TDSP.	CTC/OPA	Annually
Objective 4.2: Prepare plans, contracts, reports and other documents required by Chapter 427, Florida Statutes, and Rule Chapter 41-2, Florida Administrative Code, in a competent and timely manner.		
Prepare and submit memorandums of agreement/TDSPs, annual operating reports and trip/equipment grant applications in a timely manner.	CTC	Annually
Prepare and submit TDSPs, CTC annual evaluations, annual budget estimates, actual expenditure reports and planning grant applications in a timely manner.	OPA/LCB	Annually

GOAL 5: INCREASE PUBLIC AWARENESS OF AND INVOLVEMENT IN THE TRANSPORTATION DISADVANTAGED PROGRAM.

STRATEGIES	RESPONSIBLE PARTY(IES)	DATE
Objective 5.1: Undertake marketing and outreach activities to increase public awareness of and involvement in the transportation disadvantaged program.		
Utilize a variety of methods to increase public awareness of the transportation disadvantaged program (e.g., literature, public presentations, telephone directory listings, and public service announcements). Consider developing a marketing/outreach plan.	CTC/LCB	Ongoing
Respond to requests for information on the transportation disadvantaged program.	CTC/OPA/LCB	Ongoing
Identify additional means to advertise LCB meetings.	OPA/LCB	As Needed
Provide opportunities for public comment at all LCB meetings.	LCB	Quarterly
Encourage and utilize marketing assistance from the CTD and obtain resources to expand marketing efforts.	CTD/CTC	Ongoing
Target marketing efforts to individuals and groups for whom transportation services are available. Explain any limitations relating to the availability of services.	CTC/LCB	Ongoing
Objective 5.2: Conduct at least one public hearing a year to allow individuals, agencies, organizations and others a formal opportunity to provide input on matters relating to local transportation services for the transportation disadvantaged.		
Conduct at least one public hearing during each planning grant year.	LCB	Annually

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II. SERVICE PLAN

A. OPERATIONS ELEMENT

1. Types, Hours and Days of Service

- 1) The following types, hours and days of service provided or arranged by Nature Coast Transit (NCT) are expected to be available through Levy County's coordinated transportation system during the July 1, 2008 to August 30, 2009 period. NCT does not provide medical assistance for transport or assistance with medical devices such as changing oxygen tanks. Persons requiring specialized medical assistance or emergency medical treatment will need to contact a local medical transportation provider or 911 for emergency medical situations.

Levy County Association of Retarded Citizens (LARC)

Weekday (excluding holidays) door to door subscription trips within Levy County to the LARC facility in Otter Creek as coordinated through the LARC and the Florida Department of Children and Families (DCF).

Florida Agency for Healthcare Administration (AHCA - Medicaid Program)

Weekday (excluding holidays) door to door reservation and demand response trips for Medicaid Eligible individuals to various destinations in and out of Levy County provided by NCT (ambulatory, wheelchair and stretcher).

NCT office is open from 5:00 a.m. to 6:00 p.m. weekdays (excluding holidays), and NCT provides dialysis trips on Saturdays that are reserved on Fridays.

Suwannee River Economic Council (SREC)

Weekday (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 Department of Children and Families (DCF) - Day Training Program

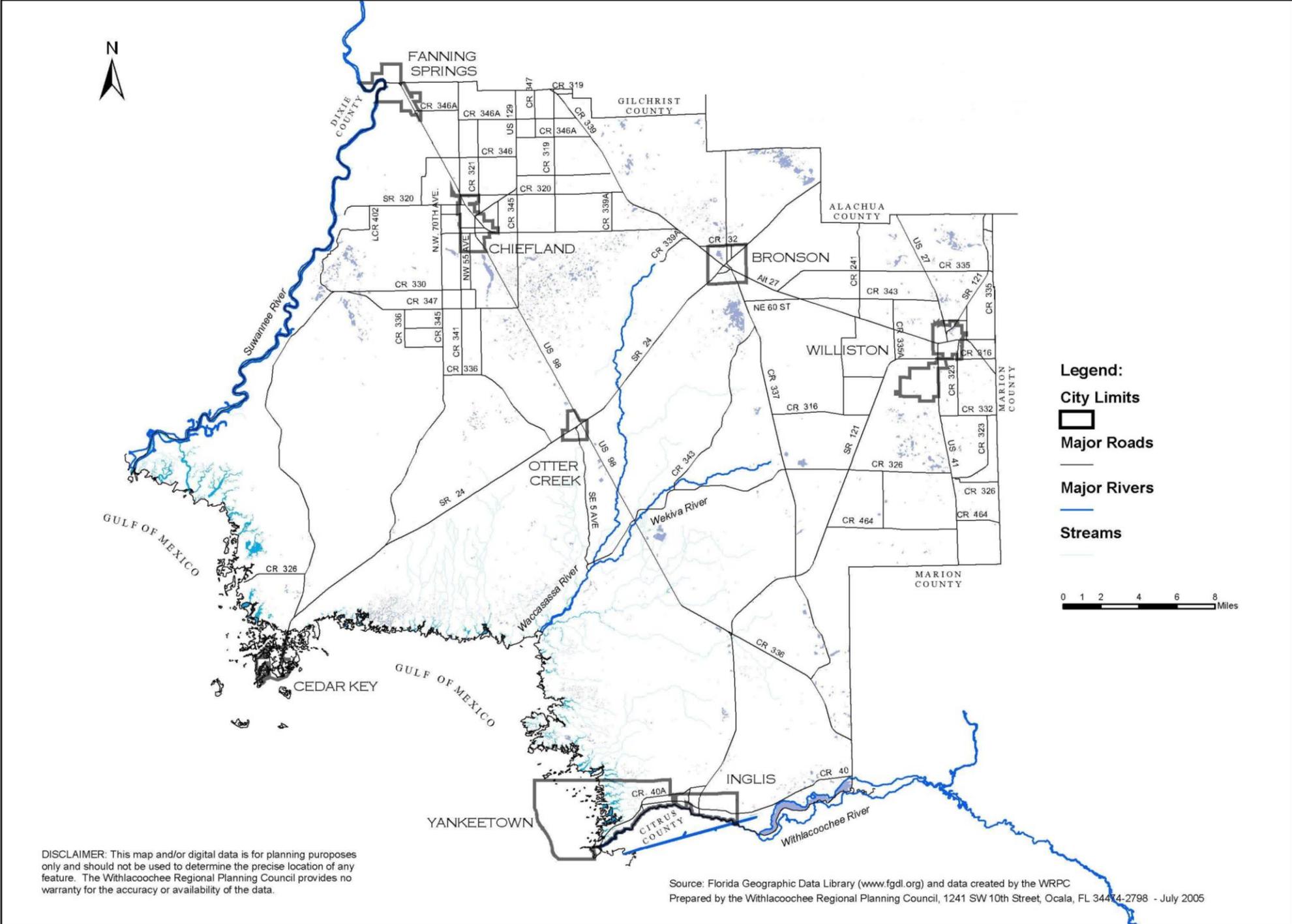
Weekday (excluding holidays) subscription trips as coordinated through the LARC requiring Medicaid Waiver sponsored rides.

Florida Commission for the Transportation Disadvantaged (CTD) - Non Sponsored

Trips Weekday (excluding holidays) door to door and curb to curb reservation and demand response trips for transportation disadvantaged individuals to various destinations in and out of Levy County provided by NCT (ambulatory, wheelchair and stretcher).

- 2) In order to provide a consistent, cost effective and efficient operation, NCT has adopted the following service policies:
- a) NCT's overall policy as a coordinator and transportation provider is to group trips to the maximum extent possible and to accommodate trip requests with the least expensive service available which meets the riders' needs.
 - b) NCT will regulate expenditures to ensure a consistent level of service.
 - c) 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 NCT does not restrict the time for morning trips (this allows for multi-loading of passengers), NCT requests that no appointments are made after 3:00 PM. NCT must be responsible for economical uses of its resources in accommodating transportation services to county residents.
 - e) In county trips are encouraged when the services are available within the County. When this is not the case, NCT encourages multi-passenger loads to the prioritized destinations out of county shown in the General Service Area map on page SP-3. Historically, these prioritized out of county destinations are the ones most often requested and they generally offer a wide range of services. Therefore, unless approved otherwise by the sponsoring/purchasing agency or within the limits set out below for trips to out of county trips will be to the following prioritized destinations when equivalent service can be obtained at: 1) Gainesville, 2) Crystal River/Dunnellon, 3) Ocala. NCT 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.

**MAP 8
LEVY COUNTY GENERAL SERVICE AREA**



- 3) Eligibility for program (sponsored) trips is determined by or through the agencies that purchase or provide those trips. Eligibility for non-sponsored trips subsidized by the Transportation Disadvantaged Trust Fund (TDTF) is determined by NCT. Effective July 1, 2008, eligibility for NET services will also be determined by NCT. Individuals who meet the definition of “transportation disadvantaged” in Chapter 427 FS and Rule 41-2 FAC are considered to be eligible for those trips. Please refer to page DP-1 for definition of “transportation disadvantaged”.

Eligibility Criteria

The LCB has established an eligibility determination process for the provision for non-sponsored (Transportation Disadvantaged Trust Fund - TDTF) trips. Applications for non-sponsored funding must be requested from Nature Coast Transit (NCT). The eligibility process requires a two-step enrollment process that substantiates the individual’s ability to meet the criteria.

The first step is the determination that the applicant:

1. Does not qualify for transportation services sponsored by another program or agency. An applicant/customer who is Medicaid eligible and is making a medical trip would not be eligible for non-sponsored funding while the same individual may be eligible for non-sponsored funding for a work, school or shopping trip.
2. Has no other means of transportation available. If a family member living in the household or nearby has a valid US drivers license and registered automobile, the customer is not eligible for this service with three (3) exceptions:
 - a. Applicant/customer traveling to and from dialysis or oncology treatments;
 - b. Applicant/customer in wheelchair who is unable to transfer out of the wheelchair due to a health condition and his/her family member(s) does do not own a lift-equipped vehicle; and
 - c. Applicant/customer who is unable to travel by any other means and must travel by stretcher.

The second step - applicants meeting ALL of the above criteria must also satisfy at least ONE of the following:

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

2008 Federal Poverty and TDTF Income Guidelines

Size of Family	Family/Household Income \$	125% of the Family/Household Income \$
1	10,400	13,000
2	14,000	17,500
3	17,600	22,000
4	21,200	26,500
5	24,800	31,000
6	28,400	35,500
7	32,000	40,000
8	35,600	44,500
For each additional person add	3,600	4,500

Source: US Department of Health and Human Services, The 2008 HHS Poverty Guidelines

2. Accessing Services

- 1) Requesting Services During Office Hours - Riders are encouraged to make arrangements for reservation for transportation services by calling NCT office in Bronson at 352.486.3485 between 8:00 a.m. and 2:00 p.m. from Monday through Friday. The NCT office will be closed on weekends and on holidays. Holidays include: New Year's Day, Martin Luther King Day, Memorial Day (observed), Independence Day, Labor Day, Veterans Day, Thanksgiving, Thanksgiving Holiday, Christmas Day and Christmas Holiday (day after Christmas). Individuals who use the TDD system can reach NCT through the Florida Relay Service at 1.800.955.8771.

- 2) Requesting Services After Hours and on Holidays - Calls to NCT office between 5:00 p.m. and 8:00 a.m. and on holidays are received by voice mail.

If the call is for emergency transportation, the caller is instructed to hang up and dial 911.

If the call is for urgent transportation to be provided at a time prior to NCT's next business day, the caller is instructed to contact Levy County EMS at 352.486.5209 , which is preauthorized to provide transportation to the nearest emergency room.

If the call is for transportation to be provided on NCT's next business day, the caller is instructed to contact the NCT office during reservation hours of 8:00 a.m. and 2:00 p.m.

Requests for transportation for Medicaid customers residing in a contiguous county, who have been released from a hospital, will be processed in the most cost effective manner, at the earliest possible opportunity.

- 3) Advance Notification - Reservation trips require at least one (1) previous day notification. Agencies and riders are encouraged to request trips in advance to maximize NCT's ability to group trips.
- 4) Pick-Up Times, Trip Cancellations and No-Shows
 - a) Pick-Up Times: To maximize multi-loading when traveling to appointments, riders must be ready to be picked-up two (2) hours prior to their scheduled pick up time.
 - b) Trip Cancellations: Riders can cancel scheduled trips by calling 352.486.3485. NCT requests notification of trip cancellation between 8:00 a.m. and 4:00 p.m. on the previous day of scheduled appointment. For Monday trip cancellations call by 4:00 p.m. of the previous Friday. Callers can leave a message in the voice mail box for cancellations in the evenings and on weekends.
 - c) No-Shows:
 - * Scheduled trips that are not cancelled prior to the earliest applicable pick-up time specified in subsection a) are treated as "no-shows".
 - * No-shows also result when riders are not at their arranged pick-up locations, or are not ready to board the vehicle, at their earliest applicable pick-up time as listed in subsection a) above.
 - * At the first no-show, the rider will be given a call and informed of the no-show policy. At the second no-show, the rider will be given a verbal warning. At the third no-show, the client will be notified in writing that the rider will be suspended for a 30-day period and will be given a copy of the grievance procedures.
- 5) On-Time Performance - On time performance is defined as delivering the riders to the locations of his/her appointments prior to the time of such appointment. To accomplish this, it is imperative that the rider complies with the pick-up time policy specified above.

3. Transportation Operators and Coordinated Services

- 1) Services provided by operators contracted to Levy County are for non-emergency transport, and contractors are **not** to provide nor administer oxygen as part of its contract.
 - a) In the event a passenger requires the administration of oxygen during transport, oxygen shall be provided and administered by the passenger. No operators are to administer oxygen or any other type of medical

treatment or administer medications. If any driver/operator feels that the client(s) need either, they need to notify the dispatcher for advice.

- 2) **Transportation Operator Contracts.** The CTC may contract with a public, private for-profit, or private nonprofit entity to provide trips within a coordinated transportation system when the CTC is unable to provide the trips or when the trips can be provided by the contract entity more cost-effectively and efficiently than by the CTC. The contract may be with a particular operator(s) selected through a Request for Proposal (RFP) process or with all qualified operators identified through a Request for Qualifications (RFQ) process with trips assigned on a rotation or other basis.
 - a) If needed during the July 1, 2008 to August 30, 2009 period, NCT 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 Local Coordinating Board (LCB). Newspaper advertisements and mailings of notices to operators on a mailing list maintained by NCT will be used to notify operators of potential contracting opportunities. If a competitive selection process is used, the Operator Advisory Committee of the LCB, which makes recommendations to the CTC, will review operator submittals. The LCB reviews and recommends approval or disapproval of transportation operator contracts.
 - b) NCT, in cooperation with the LCB, reviews transportation operator contracts annually to determine whether their continuation is the most cost effective and efficient utilization possible.

See Section II. A.1 for a description of transportation services provided and hours of operation.

- 3) **Coordination Contracts.** Coordination contracts are appropriate for agencies/ organizations that receive transportation disadvantaged funds (e.g., Section 5311 grants for vehicle purchases) 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, NCT considers 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.
 - a) All coordination contracts are submitted to the LCB for approval. In addition, NCT, in cooperation with the LCB, reviews coordination contracts annually to determine whether their continuation is the most cost-effective and efficient utilization possible.

- b) NCT has coordination contracts with the following organization:

Levy County Association for Retarded Citizens (LARC)
P. O. Box 86
Otter Creek, FL 32683

See Section II.A.1 for a description of transportation services provided and hours of operation.

- c) NCT will secure additional coordination contracts as appropriate.

4. Public Transit Utilization

Not applicable.

5. School Bus Service Utilization

There is currently no agreement between NCT 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

NCT expects to operate twenty-four (24) vehicles during the July 1, 2008 to August 30, 2009 period with approximately nine (9) vehicles used each day. See page SP-9 for NCT vehicle inventory.

7. System Safety Program Plan Certification

See page SP-10 for the System Safety Program Plan certification.

8. Intercounty Services

- 1) Levy/Alachua. During the July 1, 2008 to August 30, 2009 period, NCT will continue its efforts to coordinate transportation services between Levy and Alachua counties.
- 2) Regional. NCT will continue its efforts to identify opportunities for coordinating transportation services on a regional basis and pursue those opportunities as appropriate.

Current Vehicle and Transportation Equipment Inventory
Levy County Board of County Commissioners
Levy County Transit LCT

Model Yr. (b)	Make/size/type (C)	FDOT control # or VIN (d)	Ramp or lift (specify)	Seats & W/C positions (i.e. 12+2)	Avg. miles/Yr.	Current Mileage	Expected retirement date	Bus Type	Funding source (f)	LCT #
2003	Ford/F350	1FDWE35F73HB39442	LIFT	2/8	53696	197570	2007	E	5310	5
2004	Ford/F350	1FDWE35L14HA13200	LIFT	2/8	63558	183196	2008	E	RCAP	6
2004	Ford/F350	1FDWE35L54HA13202	LIFT	3/8	59763	178245	2008	E	5310	7
2004	Ford/F350	1FDWE35L04HA19201	LIFT	3/8	63588	169835	2008	E	5310	8
2004	Ford/F350	1FDWE35L64HA37041	LIFT	2/8	67000	159811	2008	E	5310	9
2005	Ford/F350	1FDWE35L85HA19416	LIFT	2/8/1STR	55000	112949	2009	E	5310	12
2006	Ford/F350	1FDWE35595HA30285	LIFT	2/8	51594	181949	2009	E	RCAP	14
2006	Ford/F350	1FDWE35S25HA24070	LIFT	2/8	52000	84264	2009	E	5310	15
2006	Ford/F350	1FDWE35S05HA30286	LIFT	2/8	52000	75715	2009	E	5310	16
2006	Chevrolet/Uplander	1GBDV13L26D146422	LIFT	3/2	30000	32038	2010	F	FTA	17
2006	Chevrolet/Uplander	1GBDV13L46D144929	LIFT	3/2	30000	21302	2010	F	TD	20
2006	Ford/F250	1FBNE31LX6DB28964	LIFT	11	30000	4864	2011	F	TD	21
2006	Ford/F350	1GBJG31U361264615	LIFT	2/7/1STR	55000	42501	2011	E	RCAP	22
2009	Chevrolet/Uplander	1GBDV13W48D211140	LIFT	4/1	30000	10201	2014	F	FTA	24
2009	Chevrolet/Uplander	1GBDV13W88D211562	LIFT	4/1	30000	0876	2014	F	FTA	25
2004	Blue Bird	1GABDBPA64F215909	LIFT	29/4	30000	27277	2010	D	NLCT	101
2007	Chev/C-5500	1GBE5V1977F425650	LIFT	22+2	30000	3652	2011	D	FTA	105
2006	Chev/C5500	1GBG5V1216F417495	LIFT	22/2	30000	24604	2011	D	FTA	103
2006	Chev/C5500	1GBE5V1226F417974	LIFT	22/2	30000	16143	2011	D	FTA	102
2007	Chev/C4500	1GBE4V12X7F404619	LIFT	16/2	45000	21138	2012	D	FTA	104

Date of this Inventory: March 9, 2009

BUS TRANSIT SYSTEM
ANNUAL SAFETY CERTIFICATION

DATE: December 1, 2006

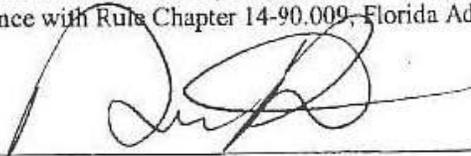
Name of entity: Levy Board of County Commissioners
DBA; Nature Coast Transit, CTC

Address: Post Office Box 310
Bronson, Florida 32621

IN ACCORDANCE WITH FLORIDA STATUE 341.061, THE BUS TRANSIT
SYSTEM NAMED ABOVE HEARBY CERTIFIES TO THE FOLLOWING:

1. The adoption of a System Safety Program Plan (SSPP) pursuant to Florida Department of Transportation safety standards set fourth in Rule Chapter 14-90, Florida Administrative Code.
2. Compliance with adopted safety standards in the SSPP.
3. Performance of annual safety inspections on all operational buses in accordance with Rule Chapter 14-90.009, Florida Administrative Ccde.

Signature: _____



Printed Name: Desiree Painter

Title: General Manager

Name and address of entity which performed the safety inspections.

Agency Name: Levy County Board of County Commissioners

Address: P.O. Box 310 Bronson, Florida 32621

Signature: _____



Printed Name: Charlie Bedford

Title: Maintenance Manager

9. Natural Disasters/Emergency Procedures

Coordinated Transportation System Emergency Procedures:

If an emergency, accident, mechanical breakdown, or some other incident causing delay occurs during the provision of service, NCT requires that the driver involved, whether NCT's or a contract operator's, notify his/her supervisor as soon as possible of the situation (by two-way radio or cellular telephone when possible). NCT 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. NCT's System Safety Program Plan (SSPP) includes detailed procedures for handling emergencies, accidents, mechanical breakdowns and other delays. Transportation providers with coordination contracts with NCT are required to comply with NCT's SSPP or an equivalent plan of their own.

Levy County Emergency Support Function Plan:

NCT 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. NCT's primary responsibilities in the event of an emergency include: 1) implement emergency related functions to include prioritization and allocation and /or tasking of all public sector transportation capacity; 2) coordinate the provisions of transportation capacity in support of disaster relief and recovery efforts; 3) act as team leader and point of contact for the Transportation Emergency Support Function (ESF 1) at the Emergency Operations Center (EOC); 4) direct ESF resources and personnel in support of assigned missions; 5) set up fuel supply priority for securing operation supplies during events; and 6) provide transportation as needed for special needs people.

10. Marketing

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

11. Acceptable Alternatives

No alternatives have been approved for use in Levy County under Section 427.016, F.S., and Rule 41-2.015, F.A.C.

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III. QUALITY ASSURANCE

A. SERVICE STANDARDS

The service standards developed and adopted for Levy County's Coordinated Transportation System are listed in the following table. Modifications or deletions to existing service standards and the addition of new service standards are made through amendments to the Transportation Disadvantaged Service Plan (TDSP) or annual updates of the TDSP. They can be initiated by the Community Transportation Coordinator (CTC), the Levy County Transportation Disadvantaged Coordinating Board or Official Planning Agency staff.

COMMISSION APPROVED STANDARDS - RULE CHAPTER 41-2, F.A.C., AND MEMORANDUM OF AGREEMENT		
RULE SUBJECT/ NUMBER	RULE REQUIREMENT	STANDARD
Drug and Alcohol Testing 41-2.006 (4)(a)	Drug and alcohol testing for safety-sensitive job positions within the coordinated system regarding pre-employment, randomization, post-accident, and reasonable suspicion as required by the Federal Highway Administration and the Federal Transit Administration.	The CTC shall maintain and implement a drug and alcohol testing program for its safety-sensitive employees meeting the requirements of the following Federal Transit Administration regulations: 49 CFR Part 655, "Prevention of Prohibited Drug Use in Transit Operations," and 49 CFR Part 40, "Procedures for Transportation Workplace Drug and Alcohol Testing Programs".
Transport of Escorts and Dependent Children 41-2.006 (4)(b) MOA 1.P.1.	An escort of a passenger and dependent children are to be transported as locally negotiated and identified in the local Service Plan.	Passengers, who because of age or disability require an escort to ensure their well being, or the well being of others, shall be permitted to travel free of charge as space permits. Dependent children, defined here as children under eighteen (18) years of age, and dependent on their parents/guardian, shall be charged the regular fare for their trips and shall be accompanied by an escort and the escort shall be permitted to travel free of charge as space permits.
Child Restraint Devices 41-2.006 (4) (c) MOA 1.P.2.	Use of child restraint devices shall be determined locally as to their responsibility and cost of such device in the local Service Plan.	The CTC and its subcontractors shall comply with all state laws concerning the use of child restraint devices, particularly Section 316.613, F.S., Child Restraint Requirements, covering children five (5) years of age or younger. An appropriate child restraint device shall be provided by a child's caretaker and shall be responsible for securing the device in transit vehicle. The appropriate child restraint device can include a convertible seat in vehicles equipped with such seats.
Passenger Property 41-2.006 (4)(d) MOA 1.P.3.	Passenger property that can be carried by the passenger and/or driver in one trip and can be safely stowed on the vehicle shall be allowed to be transported with the passenger at no additional charge. Additional requirements may be negotiated for carrying and loading rider property beyond this amount. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistive devices, or intravenous devices.	Passenger property is the 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).

**COMMISSION APPROVED STANDARDS - RULE CHAPTER 41-2, F.A.C.,
AND MEMORANDUM OF AGREEMENT**

<p>Vehicle Transfer Points</p> <p>41-2.006 (4)(e)</p> <p>MOA 1.P.4.</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>Local Toll Free Phone Number</p> <p>41-2.006 (4)(f)</p> <p>MOA 1.P.5.</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 CTD's Ombudsman Program as a step within the process as approved by the LCB.</p>	<p>A local phone number for use in reporting complaints or grievances shall be posted in all CTC and subcontractor vehicles in a location visible to the passenger seating area. (All calls made within Levy County are local calls.)</p> <p>The CTC shall maintain a provision in its Complaint/Grievance Processes requiring that complainants be advised of the availability of the CTD's Ombudsman Program.</p>
<p>Out-of-Service-Area Trips</p> <p>41-2.006 (4)(g)</p> <p>MOA 1.P.6.</p>	<p>Out-of-service-area trips shall be provided when determined locally and approved by the LCB, except in instances where local ordinances prohibit such trips.</p>	<p>Out-of-service-area trips include all trips outside of Levy County, Gainesville and Ocala, and are limited to the CTC's general service area with medical trips having priority. Out-of-service-area trips are available on a 24-hour/7-day basis subject to trip priorities, advance notification requirements/prior scheduling and any purchasing agency restrictions.</p>
<p>Vehicle Cleanliness</p> <p>41-2.006 (4)(h)</p> <p>MOA 1.P.7.</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 CTC 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 CTC vehicles shall be cleaned after each day's service.</p>
<p>Billing Requirements</p> <p>41-2.006 (4)(I)</p> <p>MOA 1.P.8.</p>	<p>Billing requirements of the CTC to subcontractors shall be determined locally by the LCB and provided in the local Service Plan. All bills shall be paid within 7 working days to subcontractors, after receipt of said payment by the CTC, in accordance with Section 287.0585, FS.</p>	<p>Billed amounts owed to subcontractors for services rendered shall be paid by the CTC within seven (7) calendar days of the CTC's receipt of payment from the purchasing agency.</p>
<p>Passenger/Trip Data Base</p> <p>41-2.006 (4)(j)</p> <p>MOA 1.P.9.</p>	<p>Passenger/trip data must be maintained by or accessible to the CTC on each rider being transported within the coordinated system.</p>	<p>The CTC 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. Also, the CTC shall maintain access to subcontractor data on passengers through contract requirements.</p>

**COMMISSION APPROVED STANDARDS - RULE CHAPTER 41-2, F.A.C.,
AND MEMORANDUM OF AGREEMENT**

<p>Adequate Seating</p> <p>41-2.006 (4)(k)</p> <p>MOA 1.P.10.</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 CTC or subcontractor vehicle at any time.</p>
<p>Driver Identification</p> <p>41-2.006 (4)(l)</p> <p>MOA 1.O.1.</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 of the CTC 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>
<p>Passenger Assistance</p> <p>41-2.006 (4)(m)</p> <p>MOA 1.O.2.</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 of the CTC 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>Smoking, Eating and Drinking on Vehicles</p> <p>41-2.006 (4)(n)</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 CTC vehicles are not permitted but exceptions are made for passengers who need to eat or drink during their trips for medical reasons.</p>

**COMMISSION APPROVED STANDARDS - RULE CHAPTER 41-2, F.A.C.,
AND MEMORANDUM OF AGREEMENT**

<p>Passenger No-Shows</p> <p>41-2.006 (4)(o)</p>	<p>The CTC and LCB 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>As indicated in Section II.2.4.c., passenger no-shows include the following: (1) scheduled trips that are not canceled prior to the earliest applicable pickup time, and (2) passengers who are not at their arranged pickup locations at their scheduled pickup times or are not ready to board the vehicle at their earliest applicable pickup times.</p> <p>At the <u>first no-show</u>, the rider will be given a call and informed of the no-show policy. At the <u>second no-show</u>, the rider will be given a verbal warning. At the <u>third no-show</u>, the client will be notified in writing that the rider will be suspended for a 30-day period and will be given a copy of the grievance procedures.</p> <p>The CTC shall provide written notice to the passenger and the purchasing agency, if applicable, prior to suspending a passenger's service. A suspension may be waived if there are extenuating circumstances or the passenger demonstrates the problems causing the no-shows have been resolved.</p>
<p>Two-Way Communications</p> <p>41-2.006 (4)(p)</p> <p>MOA 1.O.3.</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 CTC and subcontractor vehicles used to provide transportation services within the coordinated system shall be equipped with working two-way communication devices that provide audible communications between the driver and base at all times.</p>
<p>Air Conditioning/ Heating in Vehicles</p> <p>41-2.006 (4)(q)</p> <p>MOA 1.O.4.</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 CTC and subcontractor vehicles used to provide transportation services within the coordinated 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>First Aid</p> <p>41-2.006 (4)(r)</p>	<p>First Aid policy shall be determined locally and provided in the local Service Plan.</p>	<p>All CTC employees are required to qualify in First Aid within three (3) months of employment and remain qualified in First Aid thereafter.</p>
<p>CPR</p> <p>41-2.006 (4)(s)</p>	<p>Cardiopulmonary Resuscitation policy shall be determined locally and provided in the local Service Plan.</p>	<p>All CTC employees are required to qualify in CPR within six (6) months of employment and remain qualified in CPR thereafter.</p>

LOCAL STANDARDS - TRANSPORTATION DISADVANTAGED SERVICE PLAN		
SUBJECT	TDSP REQUIREMENT	STANDARD
Driver Criminal Background Screening	Driver criminal background screening should be determined locally, dependent upon purchasing agencies' requirements, and addressed in the local Service Plan.	The CTC shall perform a criminal history background check through the Florida Department of Law Enforcement on all of its employees and encourage its subcontractors to do the same for their drivers.
Service Effectiveness	Service Effectiveness standards should be jointly established by the CTC and the LCB. These standards should give the LCB information on how effectively the CTC is operating and can include: trips/vehicle mile, trips/vehicle hour, and trips/capita. The data for establishing these standards can be found in the CTC's Annual Operating Report.	The 2005-2006 values for the following service effectiveness measures shall meet or exceed 2004-2005 values: passenger trips/vehicle mile for coordinated system (was 0.04 for 2004-2005). Annual operating report data, supplemented by additional CTC data as needed, shall be used to calculate the 2005-2006 values.
Public Transit Ridership	In areas where fixed route transportation is available, the CTC should jointly establish with the LCB a percentage of total trips that will be placed on the fixed route system.	Not Applicable.
Contract Monitoring	The CTC should have a written contract monitoring process in place to evaluate its coordination contractors and transportation operators.	The CTC shall develop a written contract monitoring process to evaluate its coordination contractors and transportation operators by September 30, 2008. In the interim, the CTC shall monitor for contract compliance based on coordination and transportation operator contracts currently in effect.
Pick-up Window	The CTC should establish and address the passenger pick-up windows in the local Service Plan. This policy should also be communicated to contracted operators, drivers, purchasing agencies, and passengers.	The pickup windows for passengers traveling to appointments shall be as follows: To maximize multi-loading when traveling to appointments, riders must be ready to be picked up two (2) hours prior to their scheduled pick up times. For return trips, clients should be ready to be picked up 15 minutes prior to or 15 minutes after the scheduled return pick-up time.
On-Time Performance	The CTC and LCB should jointly establish a percentage of trips that will be on-time. This performance measure should be communicated to contracted operators, drivers, purchasing agencies, and passengers. This measure should also be included as a part of the CTC's evaluation of its contracted operators and the LCB's evaluation of the CTC.	The on-time performance standard for the CTC is delivery of passengers to locations of their appointments prior to their appointment times at least ninety (90) percent of the time.
Advance Reservation Requirement	The CTC should establish a minimum 24-hour advance notification time to obtain services. This policy should be addressed in the local Service Plan and communicated to contracted operators, purchasing agencies, and passengers.	Reservation trips shall require at least 24 hours advance notification. Also, demand response (same day) trips shall not have a prior notice requirement but shall be provided only if they can be added to the previously arranged schedule for the day.

LOCAL STANDARDS - TRANSPORTATION DISADVANTAGED SERVICE PLAN		
Accidents	The CTC and the LCB should jointly establish and address a performance measure to evaluate the safety of the coordinated system, in the local Service Plan. This measure should be used in the CTC's evaluation of the contracted operators and the LCB's evaluation of the CTC.	Accidents should not exceed 1.4 accidents per 100,000 vehicle miles.
Roadcalls	The CTC and LCB should jointly establish and address a performance measure to evaluate the reliability of the vehicles utilized in the coordinated system, in the local Service Plan. This measure should be used in the CTC's evaluation of the contracted operators and the LCB's evaluation of the CTC.	Roadcalls should not exceed 7 per 100,000 vehicle miles.
Call Hold Time	This performance measure can be used to address the accessibility of the service. The CTC and LCB should jointly determine if a standard for call hold time is needed within the coordinated system. If determined necessary, the standard should be jointly established by the CTC and LCB. The standard should be included as a part of the LCB's evaluation of the CTC.	Call hold time should not exceed 2 minutes.
Complaints	The CTC and LCB should jointly establish a standard for complaints.	Complaints should not exceed one percent of total passenger trips. Complaints include those received from passengers and others (CTC service complaint log) and those identified through regular passenger phone surveys conducted by the CTC.
Pets/animals in Transit Vehicles	Pets and/or animals are prohibited inside the transit vehicles. Exceptions will be made for guide/service animals.	Passengers will be warned/notified in writing at the first violation. Second time violation will result in suspension of riding privileges for three (3) months and third violation will result in one (1) year suspension of riding privileges.

LOCAL STANDARDS - TRANSPORTATION DISADVANTAGED SERVICE PLAN

<p>Rider Behavior</p>	<p>Riders should be respectful and courteous to all other passengers and driver of the vehicle. Abusive, threatening or obscene language, similar behavior, physical abuse of passengers and/or driver, or any behavior that is disruptive to passengers and/or driver will not be tolerated. All riders are required to adhere to the code of conduct as stated in the Riders' Guide.</p>	<p>For a first offense, written notification shall be sent to the offending individual, via certified mail with a return receipt requested. This notification shall detail the conduct deemed unacceptable, state that the notification is to be considered an official warning and state that any reoccurrence of the conduct deemed unacceptable within one calendar year shall lead to further disciplinary action. A copy of the notification shall also be forwarded to the agency funding or scheduling the client's trip.</p> <p>An immediate suspension of service may be implemented if the conduct is so dangerous or disruptive that it interferes with the immediate safety or well being of any employee or other person(s).</p> <p>For a second offense, within one calendar year, written notification shall be sent, via certified mail with a return receipt requested, detailing the conduct deemed unacceptable and stating that the client shall be suspended for a period of thirty (30) days. A copy of the notification shall also be forwarded to the agency funding or scheduling the client's trip.</p> <p>For a third offense, within one calendar year, written notification shall be sent via certified mail with a return receipt requested, detailing the conduct deemed unacceptable and stating that the client shall be removed from the service permanently. A copy of the notification shall also be forwarded to the agency funding or scheduling the client's trip.</p>
<p>Cultural Competency</p> <p>Particularly per Medicaid Regulations</p>	<p>County transportation personnel are cognizant of cultural differences among the ridership treating all riders with respect and consideration.</p> <p>Riders will always be treated with respect and under the Medicaid contract between the Commission for the Transportation Disadvantaged (CTD) and the Levy County BCC as the Sub-contracted Transportation Provider (STP), the STP is obligated to comply with the CTD's written Cultural Competency Plan, in accordance with 42CFR 438.206.</p>	<p>The Cultural Competency Plan (CCP) is designed to ensure transportation services are provided in a culturally competent manner to all Medicaid clients, including those with limited English proficiency. The CCP explains that the STP's and the STP employees will provide effective transportation services to people of all cultures, races, ethnic backgrounds and religions in a manner that recognizes, values, affirms and respects the worth of the individual Medicaid client and protects and preserves the dignity of each Medicaid client.</p>
<p>Health Insurance Portability and Accountability Act (HIPAA)</p>	<p>HIPAA is federal law under Title IV which defines rules for the protection of patient information. Most healthcare insurance companies and providers adhere to HIPAA.</p>	<p>HIPAA concentrates in simplifying the health care system and ensuring security for patients. Along with federally ensuring a client's privacy, the law is intended to lead to reduced fraudulent activity and improve data systems. Since the LCT provides transportation services to Medicaid clients, the LCT has taken steps to control access to client files with allowing personnel with limited access to minimum amount of information when needed.</p>

LOCAL STANDARDS - TRANSPORTATION DISADVANTAGED SERVICE PLAN

Medicaid Reporting Requirements	General Reporting Requirements	<ol style="list-style-type: none"> 1. The STP shall comply with all reporting requirements set forth by the Commission in the Medicaid Non-Emergency Transportation Contract. <ol style="list-style-type: none"> a) The STP is responsible for assuring the accuracy, completeness and timely submission of each report. b) The STP shall certify the reports, attesting, based on his/her best knowledge, information and belief, that all data submitted in conjunction with the reports or all documents requested by the commission are accurate truthful and complete. c) The Certification shall be submitted at the same time the data reports are submitted. The Certification page shall include a Certification that the data submitted has been validated and the quality verified in accordance with the Contract. 2. Deadlines for report submission referred to in this Contract specify the actual time of receipt at the Commission, not the date the STP postmarks or transmits the file. 3. The STP shall use the timeframes set forth in the table below for submitting all reports.
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TIMEFRAME for REQUIRED MEDICAID REPORTS

Report		Description	Format	Frequency
Grievance System Summary Report	4	Covers all complaints, Grievances and Appeals related to Medicaid's NET Services	Hardcopy or electronic format. Template provided by the Commission	Quarterly – Due 30 Calendar days after the end of the reporting quarter.
Audited Financial Statement	N/A	Audited Financial Statement	Hardcopy or electronic format	Annually -within 180 Calendar days after the end of the Fiscal Year. Reporting is for each calendar year.
Trip Travel Expense Report	5	Trip Travel Expenses by Trip	Hardcopy or electronic format. Template provided by the Commission	Monthly – Due 15 Calendar days after the month in which the STP provided the Trip
Safety Compliance Self-Certification Report	N/A	Copy of the Self-Certification Report(Vehicle Inspections, Driver Safety, Drug and Alcohol and Quality Monitoring	Hardcopy or electronic format	Annually – Due January 15 of each year. Reporting is for each calendar year
Systems Outage Notification	6	Notification of a phone or System outage	E-mail and/or Phone call, followed by a summary	Immediately upon occurrence

		affecting NET services	report. Template provided by the Commission.	
Suspected Fraud Reporting	N/A	Suspected fraud report	Hardcopy or electronic format or telephone	Immediately upon occurrence
Critical Incidents Report	7	Critical Incident Report	Hardcopy or electronic format. Template provided by the Commission. DCF template available from DCF	Upon occurrence – Initial report due one (1) Business day after learning of the incident. A written final report shall be submitted to the commission within 15 business days after the incident. Detailed report to include measures to prevent similar occurrences in the future.
Performance Measures	N/A	Performance Measure Information – See Performance measure for details	Hardcopy or electronic format.	Monthly – Due 10 calendar days after the end of the reporting month.

B. LOCAL GRIEVANCE PROCEDURES/PROCESSES

In this section, local grievance procedures/processes are described, including:

1. CTC Service Complaints/Grievance Processes
2. Levy County Transportation Disadvantaged Coordinating Board Grievance Procedures
3. Grievance System as Applicable to Medicaid Clients.

In development of a grievance process, it is important to differentiate service complaints from formal grievances.

• **SERVICE COMPLAINTS**

Service complaints are 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 complaint.

Service complaints may include but are not limited to:

- Late trips (late pickup and/or late drop-off);
- No-show by transportation operator;
- No-show by client;
- Client behavior;
- Driver behavior;
- Passenger discomfort; or
- Service denial (refused service to a client without an explanation as to why, i.e., may not qualify, lack of Transportation Disadvantaged funds, etc.).

All service complaints should be recorded. A summary of complaints should be provided by the Community Transportation Coordinator (CTC) to the Local Coordinating Board (LCB). If the CTC is also an operator, their statistics on service complaints should be provided to the LCB.

• **FORMAL GRIEVANCE**

A formal grievance is a written complaint to document concerns regarding the operation or administration of Transportation Disadvantaged services by the transportation operator, the Community Transportation Coordinator, the Designated Official Planning Agency, or the LCB. A formal grievance may also be a service complaint that has been left unresolved for more than 45 days.

Formal grievance processes by the LCB or the CTC 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 his/her concern as clearly as possible.

Formal grievances include:

- Chronic, recurring or unresolved Service Complaints (refer to description of service complaints above);
- Violations of specific laws governing the provision of Transportation Disadvantage services, i.e., Chapter 427 Florida Statutes, Rule 41-2 Florida Administrative Code and accompanying documents, Sunshine Law and the Americans with Disabilities Act;
- Contract disputes (Agencies/Operators);
- Coordination disputes;
- Bidding disputes;
- Agency compliance;
- Conflicts of interest;
- Supplanting of funds; and
- Billing and/or accounting procedures.

1. CTC SERVICE COMPLAINT/GRIEVANCE PROCESSES

a. Service Complaints

A service complaint is an oral complaint from a rider, agency, organization, transportation operator (or staff) or rider representative regarding the arrangement or provision of transportation services by the Levy County Transit (LCT) or its operators. Examples of incidents which may lead to service complaints include late service, early pick-ups, a no-show by a transportation operator, a no-show or cancellation at the door by a rider, disruptive behavior by a rider, discourteous behavior by a driver or a member of an operator's or LCT's office staff and a denial of service without an adequate explanation of the reason for denial.

Service complaints for late service shall include those calls when the caller is checking on a ride and there is insufficient time for the vehicle to transport them to their destination by the specific appointment time. Late service also consists of unscheduled return pick-ups occurring later than 1 hour from the time of the call requesting the return. Scheduled return pick-up service is late if the driver arrives later than 15 minutes from the scheduled pick-up time.

Early pick-ups that occur before the ready-to-go pick-up window, without prior notice to the rider of the early pick-up, may result in a service complaint. If the driver is unwilling to wait at least 5 minutes after the ready-to-go window has started, or for a return pick-up, wait 5 minutes after the scheduled pick-up time, then a service complaint is warranted.

A service complaint should be made within 7 days after the occurrence of the incident leading to the complaint or within 7 days after the complainant through

the use of reasonable diligence should have obtained knowledge of the incident. A service complaint must be made no later than 21 days after the occurrence of the incident leading to the complaint. It is recommended that complaints be immediately reported to LCT, or as soon as possible, thereafter.

A service complaint can be made directly to LCT by calling (352) 486-3485. LCT will work with the complainant and the other party(ies) named in a service complaint as appropriate to facilitate resolution of a complaint. Also, LCT will notify the complainant in writing of the action, if any it has taken or will be taking in response to the complaint within 10 days of its receipt of a complaint.

When a LCT staff member receives a service complaint, a LCT Monitoring Report form shall be used to record the incident's basic information, distinguishing that it is a service complaint versus a monitoring response. LCT staff will also initiate contact to the involved parties to further research the situation. Any unresolved complaints shall be forwarded to the LCT Operations Manager, in the General Manager's absence for further investigation and consideration. If the situation remains unresolved, the incident shall be addressed by the General Manager. A more involved complaint shall be recorded on the LCT Complaint Form, completing all blanks, and forwarded to the Operations Manager or General Manager as listed above. If a resolution satisfactory to the rider is not achieved, LCT staff shall advise the rider of the availability of the Commission for the Transportation Disadvantaged Ombudsman Program and helpline number (1.800.983.2435) Monday – Friday 8:00AM to 5:00PM, evenings and weekends – voicemail).

b. Filing Grievances with the Community Transportation Coordinator

Where appropriate, an interested party may also file a grievance with the CTC. Such grievances shall be an issue, which can be addressed by the CTC and shall be executed in accordance with the CTC's grievance procedures.

For Medicaid Clients who seek to file a grievance, the process is not the same as for non-Medicaid clientele. Refer to section 3. GRIEVANCE SYSTEM AS APPLICABLE TO MEDICAID CLIENTS below (page QA-18).

The CTC's Service Plan must be developed consistent with the Coordinated Transportation Contracting Instructions, incorporated by reference in Rule 41-2.002(27), F.A.C. Pursuant to these instructions, the CTC may have a grievance process independent of the local coordinating board process. The Transportation Coordinator's grievance procedures are intended to be the step-by-step process, which allows for "hearing and determination" activities within the CTC's organization. Therefore, it will provide steps by which a formal written grievance can be "heard" and a "determinative" action can be taken.

The CTC's grievance procedure should ultimately end at its Board of Directors, Board of County Commissioners, owner or whoever else is legally responsible for the actions of the CTC.

All CTC and transportation subcontractors (including coordination contractors) must make a written copy of their grievance procedures and rider policies available to anyone, upon request.

All CTCs and transportation subcontractors (including coordination contractors) must post the contact person and telephone number for access to information regarding reporting service complaints or filing a formal grievance in each of their vehicles in plain view of riders. Levy County Transit's telephone number is (352) 486-3485.

2. LEVY COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD GRIEVANCE PROCEDURES

The Levy County Transportation Disadvantaged LCB has established the following procedures to govern its consideration of grievances presented by agencies, users of the transportation disadvantaged transportation system, potential users of the system, and the CTC.

a. Local Coordinating Board and Grievance Committee Roles and Establishment of Grievance Procedures

According to Section 427.157, F.S. and Rule 41-2.012, F.A.C., the purpose of the LCB is to identify local service needs and to provide information, advice, and direction to the CTC on the coordination of services to be provided to the transportation disadvantaged through the Florida Coordinated Transportation system. Rule 41-2.012 also recognizes each Coordinating Board as an advisory body to the Florida Commission for the Transportation Disadvantaged in its service area.

The Coordinating Board has varied duties under Section 427.157, F.S. and Rule 41-2.012, F.A.C. including, among others, reviewing and approving the CTC's annual Memorandum of Agreement and Service Plan, evaluating services provided under the approved Transportation Disadvantaged Service Plan (TDSP) on a continuing basis, preparing an annual evaluation of the CTC, reviewing coordination strategies or service provision to the transportation disadvantaged in the 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, and appointing a Grievance Committee. The part of Rule 41-2.012 relating to the Grievance Committee and grievance procedures reads as follows:

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 Coordinating Board for improvement of service. The Coordinating Board shall establish procedures to provide regular opportunities for issues to be brought before such committee and to address them in a timely manner. Members appointed to the committee shall be voting members of the Coordinating Board.

b. Grievance Committee

The Grievance Committee shall be composed of at least three voting members of the Coordinating Board. The Coordinating Board shall appoint the Grievance Committee during its annual organizational meeting. Members appointed shall serve a term of one year from the date of the organizational meeting and shall elect a Grievance Committee Chairperson and Vice-Chairperson. If a Grievance Committee member has a personal interest in a grievance, he or she shall not participate in the Grievance Committee's consideration of that grievance. No member of the Coordinating Board may appear before the Grievance Committee in a representative capacity.

c. Definitions

“Agency” as defined in Rule 41-2.002(1), F.A.C., 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 entity providing transportation services as all or part of its charter. For the purposes of these procedures, the definition of “agency” also includes a private for-profit provider of transportation services.

“Complainant” means an agency, a user of the transportation disadvantaged transportation system, a potential user of the system, or the CTC.

“Grievance” means a complaint relating to the design or operation of the transportation disadvantaged transportation system in the Coordinating Board's service area.

“Parties” means the complainant and all persons and entities other than the complainant named or referred to in a grievance.

d. Grievance Procedures

The purpose of the Coordinating Board's grievance procedures is to provide for the timely consideration of grievances and the development, dissemination and implementation of recommendations for improvement of service.

1) Relationships Between Coordinating Board's Grievance Procedures and CTC's Grievance Process

The CTC is required to provide a step-by-step grievance process for addressing complaints regarding service and other transportation related matters. Through this process, which begins and ends with the CTC, parties can have their grievances both heard and determined.

An agency, a user of the transportation disadvantaged transportation system or a potential user of the system must utilize the CTC's grievance process to the extent it is applicable if a grievance involves the CTC. The matter will not be ripe for consideration by the Grievance Committee under the Coordinating Board's grievance procedures until a final determination has been reached under the CTC's grievance process. Presentation of a grievance to the Grievance Committee under these circumstances shall not constitute an appeal of the final determination reached under the CTC's grievance process.

The exhaustion requirement does not preclude a CTC from requesting assistance in the processing and investigation of grievances from the Grievance Committee as part of its grievance process. The type, timing and amount of assistance to be provided under these circumstances shall be decided by the Grievance Committee on a case-by-case basis.

2) Filing a Grievance with the Grievance Committee

A grievance must be presented in writing and include the following:

- a) The complainant's name, address and telephone number;
- b) The name of a contact person if the complainant is an agency;
- c) A concise but complete statement of the grievance supplemented by supporting documentation as appropriate;
- d) A copy of all documents considered and produced (including the final determination) in connection with the complainant's utilization of the CTC's grievance process if applicable; and
- e) A description of the service improvement or improvements identified as being needed.

The complainant should not submit duplicate documents in cases where compliance with both c) and d) is required. If there is overlap, the

complainant should note where supporting documents for c) can be found among the documents submitted for d) in the statement of the grievance.

The grievance should identify any statutes, rules or contractual obligations alleged to have been violated.

Grievances must be mailed to:

Coordinating Board Grievance Committee
Transportation Disadvantaged Program
c/o Withlacoochee Regional Planning Council
1241 S.W. 10th Street
Ocala, FL 34471-0323

Copies of the state statute and rules governing transportation disadvantaged programs can be obtained from the Withlacoochee Regional Planning Council (WRPC). Also, complainants can obtain assistance filing grievances from the WRPC staff as resources permit.

3) Considerations of a Grievance by the Grievance Committee and Coordinating Board

a) Processing and Investigation

The WRPC staff shall mail a copy of each grievance to the members of the Grievance Committee upon receipt. The members shall decide what, if any, processing and investigation of the grievance are necessary and proceed accordingly with assistance from WRPC staff as resources permit.

b) Timing of Meeting

If a grievance requires minimal processing and investigation, the Grievance Committee shall meet to consider it no later than 30 days after the notification is received by the WRPC. If a grievance requires more extensive processing and investigation, the Grievance Committee shall schedule a meeting to coincide with the completion of the processing and investigation phase.

The Grievance Committee may conduct meetings on grievances immediately following regular meetings of the Coordinating Board if the time frames set out above can be met. If not, the Grievance Committee shall conduct separate meetings.

c) Notice of Meeting

The WRPC staff shall mail a notice of the meeting to the parties and the CTC if it is not a party at least 10 days before the scheduled meeting. A notice shall also be mailed to other persons

who have expressed an interest in attending the meeting. The notice shall:

- State the date, time and location of the meeting;
- Include a brief description of the grievance and issues to be considered; and
- Describe the procedures that will be followed during the meeting.

d) Meeting Procedures

The meeting shall commence with a presentation of the grievance by WRPC staff. Following this presentation, the parties shall have an opportunity to give testimony, present documents and other relevant materials, and call and cross examine witnesses. Members of the Grievance Committee may ask questions at any time during the proceedings. Also, they may call for a period of discussion following the presentation of all testimony and materials. The meeting will be informal in the sense that rules of evidence will not be applied and parties may represent themselves.

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. Any party not present at the meeting shall be notified in writing of the date, time and location of the follow-up meeting by the WRPC staff.

e) Written Report to Coordinating Board

Following the final meeting of a grievance, the Grievance Committee shall prepare a written report, which shall include at a minimum:

- a copy of the grievance submitted by the complainant;
- a copy of all meeting notices;
- a list of the names and affiliations of those giving testimony during the processing and investigation phase if applicable and the meeting(s);
- a list of all documents and other materials reviewed as a part of the Grievance Committee's consideration of the grievance;
- a summary of the issues addressed; the
- findings and a recommendation or recommendations for improvement of service if appropriate.

The Grievance Committee shall complete its report no later than 30 days after the date the final meeting on a grievance is held. A copy

of the report shall be mailed to the parties, the CTC if it is not a party, members of the Designated Official Planning Agency (the Board of County Commissioners), and any other persons who have requested a copy.

4) **Coordinating Board Review, Use and Dissemination of Grievance Committee Reports**

At each regular Coordinating Board meeting, the Coordinating Board shall review any reports completed by the Grievance Committee since its last meeting. The Coordinating Board shall utilize the findings and recommendations included in the reports as appropriate when executing its various duties. Also, the Coordinating Board shall provide the Florida Commission for the Transportation Disadvantaged with copies of any reports, which address contractual or systemic issues of potential interest to the Commission.

Under Medicaid regulations, X. Reporting Requirements of the STP Contract, sub heading B. Reporting Requirement Documents, requires that the Grievance System report shall include information on the STP's helpline and contain information about the number of Complaints, Grievances and Appeals received by the STP, its Subcontractors and its Local Coordinating Board concerning issues related to the provision of Non-Emergency Transportation Services to Medicaid Beneficiaries only.

e. Other Grievance Processes and Forums

Utilization of the Coordinating Board's grievance procedures does not preclude complainants from utilizing other processes and forums to pursue their grievances as appropriate.

3. GRIEVANCE SYSTEM AS APPLICABLE TO MEDICAID CLIENTS

The Grievance System as outlined between the TD Commission and the Community Transportation Coordinator/Subcontracted Transportation Provider (CTC/STP) consists of several processes, the **Complaint process**, the **Grievance process**, an **Appeal process** and access to the **Medicaid Fair Hearing system**. Each of the aforementioned processes is defined and cited under their respective headings below.

a. The Complaint Process

1) A Medicaid client may file a Complaint or a representative acting on behalf of the client, may do so, with written consent. The CTC/STP is obliged to resolve the complaint within fifteen (15) business days from the day the CTC/STP received the initial Complaint, be it oral or in writing.

- a) The CTC/STP may extend the Complaint resolution time frame by up to ten (10) business days if the Medicaid client requests an extension or the recipient/subcontractor documents that there is a need for additional information and that the delay is in the Medicaid client's interest.
 - b) If the CTC/STP requests the extension, the recipient/subcontractor must give the Medicaid beneficiary written notice of the reason for the delay.
- 2) Notify the Medicaid client, in writing, within five (5) business days of the resolution of the complaint if the Medicaid client is not satisfied with the CTC/STP's resolution. The notice of disposition shall include the results and date of the resolution of the Complaint, and shall include:
- a) A notice of the right to request a Grievance or Appeal, whichever is the most appropriate to the nature of the objection; and,
 - b) information necessary to allow the Medicaid client to request a Medicaid Fair Hearing, if appropriate, including the contract information necessary to pursue a Medicaid Fair Hearing, (refer to Medicaid Fair Hearing System section in the contract).
- 3) Provide the TD Commission with a report detailing the total number of complaints received, pursuant to Reporting Requirements of this contract.
- 4) The CTC/STP or any Transportation Providers shall not take any punitive action against a physician or other Health Care Provider who files a Complaint on behalf of a Medicaid client, or supports a Medicaid client's complaint.
- 5) Filing Requirements
- a) The Medicaid client or representative of the Medicaid client, acting on behalf of the Medicaid client and with the Medicaid client's written consent must file a complaint within 15 calendar days after the occurrence that initiated the complaint.
 - b) The Medicaid client or his/her representative may file a complaint either orally or in writing. The Medicaid client or his/her representative may follow up an oral request with a written request, however the timeframe for resolution begins the date the CTC/STP receives the oral request.

b. Medicaid Client Formal Grievance

Grievances related to service:

The Grievance System shall comply with requirements set forth in Section 641.511, F.S., if applicable and with all applicable Federal and State laws and

regulations, including 42 CFR 431.200 and 42 CFR 438, Subpart F, “Grievance System.”

The client can choose to go through the local process with the LCB. If the client is not satisfied with the LCB’s decision/recommendation, the next level of appeal is the TD Commission.

Under the Grievance process, the Medicaid client may file a grievance, or a representative of the Medicaid client, acting on behalf of the client and with the client’s written consent, may file a grievance.

1) The CTC/STP must:

- a) Resolve each grievance within 90 calendar days from the day the CTC/STP received the initial grievance request, be it oral or in writing;
- b) Notify the Medicaid client, in writing within 30 calendar days of the resolution of the grievance. The notice of disposition shall include the results and date of the resolution of the grievance and for decisions not wholly in the Medicaid client’s favor, the notice of disposition shall include:
 - Notice of the right to request a Medicaid Fair Hearing, if applicable; and,
 - Information necessary to allow the Medicaid client to request a Medicaid Fair Hearing, including the contact information necessary to pursue a Medicaid Fair Hearing. (Refer to Medicaid Fair Hearing System, below);
- c) Provide the Commission with a copy of the written notice of disposition upon request;
- d) The CTC/STP or any Transportation provider shall not take any punitive action against a physician or other health care provider who files a grievance on behalf of a Medicaid client or supports a Medicaid client’s grievance;
- e) Provide the Commission with a report detailing the total number of grievances received, pursuant to the reporting requirements section of this contract.
- f) The CTC/STP may extend the grievance resolution time frame by up to fourteen (14) calendar days if the Medicaid client requests an extension, or CTC/STP documents that there is a need for additional information and that the delay is in the Medicaid client’s best interest.

- If the CTC/STP requests the extension, the CTC/STP must give the Medicaid client written notice of the reason for the delay.

2) Americans w/ Disabilities Act (ADA) Clients

The TD Commission does not hear grievances or eligibility appeals from ADA clients.

3) Medicaid Client Grievance Filing Requirements:

- a) The Medicaid client or provider must file a grievance within one (1) year after the date of occurrence that initiated the grievance.
- b) The Medicaid client or provider may file a grievance either orally or in writing. The Medicaid client may follow up on an oral request with a written request, however the timeframe for resolution begins the date the CTC/STP receives the oral request.

A Medicaid client can go directly through the Fair Hearing Process conducted by the Department of Children and Families before or after a local complaint/ grievance is filed with the LCB. The Medicaid client has the option to come through the local process with the LCB. If the client is not satisfied with the LC B's decision/recommendation, the next level of appeals is the Department of Children and Families through the Fair Hearing process.

c. Medicaid Client Appeals Process

The appeals process provides another forum for the client to pursue their grievance as another option. The Medicaid client may appeal, or the representative of the Medicaid client, acting on behalf of the Medicaid client and with the client's written consent, may file an appeal.

1) The CTC/STP shall:

- a) Confirm in writing all oral inquiries seeking an appeal, unless the Medicaid client or provider requests an expedited resolution;
- b) If the resolution is in favor of the Medicaid client, provide the services as quickly as the Medicaid client's health condition requires;
- c) Provide the Medicaid clients or provider with a reasonable opportunity to present evidence and allegations of fact or law, in person and/or in writing;
- d) Allow the Medicaid client, and/or the Medicaid client's representative, an opportunity, before and during the appeal process, to examine the Medicaid client's case file, including all documents and records;

- e) Consider the Medicaid client, the Medicaid client's representative or the representative of a deceased Medicaid client's estate as parties to the Appeal;
- f) Continue the Medicaid client's transportation services, if;

The Medicaid client files the appeal in a timely manner, meaning on or before the later of the following:

- Within ten (10) business days of the date on the notice of action (add five (5) business days if the notice is sent via surface mail); or,
 - the intended effective date of the CTC/STP's proposed action.
- The appeal involves the termination, suspension or reduction of a previously authorized transportation service.
 - The transportation was for a Medicaid compensable service ordered;
 - The authorized period has not expired; and/or,
 - The Medicaid client requests extension of transportation services.

g) Provide written notice of the resolution of the appeal, including the results and date of the resolution within two (2) business days after the resolution. For decisions not wholly in the Medicaid client's favor, the notice of resolution shall include:

- Notice of the right to request a Medical Fair Hearing;
- Information about how to request a Medicaid Fair Hearing , including the DCF address necessary for pursuing a Medicaid Fair Hearing , as set forth in Medicaid Fair Hearing System section, below;
- Notice of the right to continue to receive transportation services pending a Medicaid Fair Hearing;
- Information about how to request the continuation of transportation services; and;
- Notice that if the CTC/STP's Action is upheld in a Medicaid Fair Hearing, the Medicaid client may be liable for the cost of continued transportation services.

h) Provide the Commission with a copy of the written notice of disposition upon request;

i) Neither the CTC/STP nor any transportation providers shall take any punitive action against a physician or other health care

provider who files an appeal on behalf of a Medicaid clients or supports a Medicaid client's appeal, and,

j) Provide the commission with a report detailing the total number of appeals received, pursuant to the Reporting Requirements of this Contract.

2) If the CTC/STP continues or reinstates the Medicaid client's transportation services while the appeal is pending, the CTC/STP must continue to provide transportation services until one (1) of the following occurs:

a) The Medicaid client withdraws the appeal.

b) Ten (10) business days pass from the date of the CTC/STP's notice of resolution of the appeal if the resolution is adverse to the Medicaid client and if the Medicaid client has not requested a Medicaid Fair Hearing with continuation of transportation services until a Medicaid Fair Hearing is reached;

c) The Medicaid Fair Hearing panel's decision is adverse to the Medicaid client; or,

d) The authorization to provide services expires, or the Medicaid client meets the authorized service limits.

3) If the final resolution of the appeal is adverse to the Medicaid client, the CTC/STP may recover the costs of the services furnished from the Medicaid client while the appeal was pending, to the extent that the CTC/STP furnished the services solely because the requirements of this Section.

4) If the CTC/STP did not furnish services while the appeal was pending and the appeal panel reverses the CTC/STP's decision to deny, limit or delay services, the CTC/STP must authorize or provide the disputed services promptly and as quickly as the Medicaid client's health condition requires.

5) If the CTC/STP furnished services while the appeal was pending and the appeal panel reverses the CTC/STP's decision to deny, limit or delay services, the CTC/STP must pay for disputed services in accordance with State policy and regulations.

Filing Requirements:

a) The Medicaid client or his/her representative must file an appeal within thirty (30) calendar days of receipt of the notice of the CTC/STP's action.

b) The Medicaid client may file an appeal either orally or in writing. If the filing is oral, the Medicaid client must also file a written, signed appeal within thirty (30) calendar days. The CTC/STP shall notify the requested party that it must file the

written request within ten (10) business days after receipt of the oral request.

c) The CTC/STP shall resolve each appeal within State-established time frames not to exceed forty-five (45) calendar days from the day the CTC/STP received the initial appeal request, whether oral or in writing.

d) If the resolution is in favor of the Medicaid client then the CTC/STP shall provide services as quickly as the client's health condition requires.

e) The CTC/STP may extend the resolution time frames by up to fourteen (14) calendar days if the client requests an extension or the CTC/STP finds a need for additional information and that is in the best interest of the client.

1. If the CTC/STP requests an extension, the CTC/STP must give the Medicaid client written notice of the reason for delay.
2. The CTC/STP must provide written notice of the extension to the Medicaid client within five (5) business days.

6) Expedited Process

a) The CTC/STP shall establish and maintain an expedited review process for appeals when the CTC/STP determines the Medicaid client requests or the provider indicates (making the request on behalf of the Medicaid client's request) that taking the time for a standard resolution could seriously jeopardize the client's life, health or ability to attain, maintain or regain maximum function.

b) The Medicaid client may file an expedited appeal either orally or in writing. No additional written follow-up on the part of the Medicaid client is required for an oral request for an expedited appeal.

c) The CTC/STP must:

1. Inform the Medicaid client of the limited time available for the client to present evidence and allegations of fact or law, in person and in writing;
2. Resolve each expedited appeal and provide notice to the Medicaid client, as quickly as the client's health condition requires, within the State's established time frames, not to exceed seventy-two (72) hours after the recipient/subcontractor receives the Appeal request, whether oral or in writing;
3. Provide written notice of the resolution in accordance with the Appeal process section, of the expedited appeal to the Medicaid client;

4. Make reasonable efforts to provide oral notice of disposition to the Medicaid client immediately after the committee renders a decision; and
5. Neither the CTC/STP nor any transportation provider shall take any punitive action against a physician or other health care provider who request an expedited resolution on the client's behalf or supports a Medicaid client's request for expedited resolution of an appeal.
 - a) If the CTC/STP denies a request for an expedited resolution of an appeal, the CTC/STP must:
 - 1) Transfer the appeal to the standard time frame of no longer than forty-five (45) calendar days from the day the recipient/subcontractor received the request for appeal (with a possible fourteen (14) day extension);
 - 2) Make all reasonable efforts to provide immediate oral notification of the recipient's/subcontractor's denial for appeal.

d. Medicaid Fair Hearing System

1) As set forth in Rule 65-2.042, FAC, the Recipient/Subcontractor's Grievance Procedure and Appeal and Grievance processes shall state that the Medicaid client has the right to request a Medicaid Fair Hearing, in addition to, and at the same time as, pursuing resolution through the Recipient/Subcontractor's Grievance and Appeal processes.

- a) A physician or other health care provider must have a Medicaid client's written consent before requesting a Medicaid Fair Hearing on behalf of the client.
- b) The parties to the Medicaid Fair Hearing include the CTC/STP as well as the client, his/her representative, or representative of a deceased Medicaid client's estate.

2) Filing Requirements:

The Office of Appeal Hearings
1317 Winewood Boulevard, Building 5, Room 203
Tallahassee, Florida 32399-0700

3) General Duties

- a) The CTC/STP must:
 1. Continue the Medicaid client's transportation services while the Medicaid Fair Hearing is pending if:

a. The Medicaid client filed for a Medicaid Fair Hearing in a timely manner, meaning on or before the later of the following:

- i. Within ten (10) business days of the date on the notice of action (add five (5) business days if the notice is sent via surface mail);
- ii. The intended effective date of the CTC/STP's proposed action.

b. The Medicaid Fair Hearing involves the termination of, suspension or reduction of a previously authorized course of treatment;

c. The authorization period has not expired; and/or;

d. The Medicaid client requests extension of transportation services.

2. Neither the CTC/STP nor any transportation provider shall take any punitive action against a physician, transportation provider or other health care provider who requests a Medicaid Fair Hearing on a Medicaid client's behalf or supports a Medicaid client's request for a Medicaid Fair Hearing.

b) If the CTC/STP continues or reinstates the Medicaid Client's transportation services while the Medicaid Fair Hearing is pending, the CTC/STP must continue said transportation services until one (1) of the following occurs:

1. The Medicaid client withdraws the request for a Medicaid Fair Hearing
2. Ten (10) business days pass from the date of the CTC/STP's notice of resolution of the appeal if the resolution is adverse to the Medicaid client and the Medicaid client has not requested a Medicaid Fair Hearing with the continuation of transportation services until a Medicaid Fair Hearing decision is reached (add five (5) business days if the recipient /subcontractor sends the notice of action by surface mail)
3. The Medicaid Fair Hearing officer renders a decision that is adverse to the Medicaid client; and/or,
4. The Medicaid client's authorization expires or their Medicaid client reaches his/her authorized service limits.

4) If the final resolution of the Medicaid Fair Hearing is adverse to the Medicaid client, the CTC/STP may recover the costs of the services

furnished while the Medicaid Fair Hearing was pending, to the extent that the CTC/STP furnished said services solely because of the requirements of this Section.

5) If the CTC/STP did not furnish services while the Medicaid Fair Hearing was pending, and the Medicaid Fair Hearing resolution reverses the CTC/STP's decision to deny, limit or delay services, the CTC/STP must authorize or provide the disputed services as quickly as the Medicaid client's health condition requires.

6) If the CTC/STP did furnish services while the Medicaid Fair Hearing was pending, and the Medicaid Fair Hearing resolution reverses the CTC/STP's decision to deny, limit or delay services, the CTC/STP must pay for the disputed services in accordance with State policy and regulations.

C. EVALUATION PROCESSES

1. CTC EVALUATION PROCESS

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

- completed cost, competition and availability modules from the 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 listed in Section III.A.;
- an assessment of progress made in implementing the strategies and achieving the associated goals and objectives listed in the Implementation Schedule in Section I.E.2 that identify the CTC as a responsible party; and
- findings and recommendations, including a recommendation regarding retention of LCT as the CTC for Levy County.

The LCB's annual evaluation of LCT also may include a survey and other components as agreed upon by LCT, the Official Planning Agency staff, and the LCB and its CTC Evaluation Committee.

2. CTC MONITORING PROCEDURES OF OPERATORS AND COORDINATION CONTRACTORS

The LCT shall develop and implement a written process for evaluating operator contract compliance and shall ensure all of its coordination contractors and contracted transportation operators have a copy of the written process. The process includes, at a minimum, inspections of all operator files at least bi-annually for compliance with Florida Statutes 341.061 and Rule Chapter 14-90 requirements, monitoring of at least 1 out of every 4 vehicles in the coordinated system fleet each year, and telephone service and on-time performance monitoring conducted each weekday excluding holidays (at least three (3) monitoring calls/weekday).

3. COORDINATION CONTRACT EVALUATION CRITERIA

The same criteria used to negotiate coordination contracts are used to make annual determinations of whether their continuation is the most cost-effective and efficient utilization possible.

4. PLANNING AGENCY EVALUATION PROCESS

The Commission for the Transportation Disadvantaged began biennial evaluations of planning agencies in July 1998. The Commission's Quality Assurance and Program Evaluation team will conduct the evaluations.

IV. COST/REVENUE ALLOCATION AND RATE STRUCTURE JUSTIFICATION

This section provides information concerning the overall costs of the CTC's operations, revenue allocation and an explanation of the fare structure.

A. Rate

Levy County Transit Fiscal Year July 1, 2011 to June 30, 2012

Fully Allocated Operating Cost

Total System Vehicle Miles 791,395

Total System Passenger Trips 54,293

Source: Levy County Annual Operating Report, October, 201 2

Cost/Revenue Allocation Rates charged to individual agencies that either subsidize or purchase transportation for their clients are based on the cost of providing service to that agency's clients. Each contract is negotiated separately. In some cases, authorized rates are less than the fully allocated cost of providing the service. In those cases general public support must cover the remaining costs, or the service cannot be provided.

The 2012 revenues are itemized below.

CTD	\$ 325,716
USDOT & FDOT	\$ 648,412
APD/DCF	\$ 144,322
AHCA (Medicaid)	\$ 430,508
DOEA	\$ 14,847
Levy County Government	\$ 59,790
Farebox	\$ 38,243
Total	\$1,661,838

Updated 4-18-2013

The 2012 expenses are itemized below.

Labor	\$ 536,481
Fringe Benefits	\$ 224,853
Services	\$ 35,361
Material and Supplies	\$ 412,440
Utilities	\$ 19,295
Insurance	\$ 35,000
Taxes	\$ 0
Purchased Transportation	\$ 0
Leases/Rentals	\$ 0
Annual Depreciation	\$ 150,000
Contributed	\$ 0
Other expenses/misc.	\$ 275,500
Total	\$ 1,688,930

B. Rate/Fare Structure

The Levy County CTC rates are listed by program funding, i.e. TD, Medicaid, SREC, etc. in the table below. The rates listed in the TD row were determined by calculations within the 2013-2014 Rate Model (see Exhibit A) and are effective July 1, 2013.

LEVY COUNTY TRANSIT RATE STRUCTURE SUMMARY			
FUNDING	RATE	LOAD FEES	COPAY
TD	Ambulatory and Companions= \$1.67 /Passenger Mile		Age 60+= \$2.50/Trip
	Wheelchair= \$2.03 /Passenger Mile	Load Fee= \$10.00/Trip	Age 59 - = \$3.00/Trip
	Stretcher= \$2.63 /Passenger Mile	Load Fee= \$40.00 /Trip	
MEDICAID	Ambulatory = \$2.11 /Passenger Mile		\$1.00/ Trip
	Wheelchair= \$3.62 /Passenger Mile		
	Stretcher= \$7.54 /Passenger Mile		
SREC	\$17.57/ Trip		
5316/5317	\$33.04/ Trip	Wheelchair Load Fee= \$10.00/Trip	\$1.00/Trip
MEDWAIVER	\$30.56/ Trip		
	Group= \$11.75/ Trip		
	Group Wheelchair= 26.59/ Trip		

LIST OF ACRONYMS

ADA	Americans with Disabilities Act of 1990
AHCA	Florida Agency for Health Care Administration
AOR	Annual Operating Report
BEBR	University of Florida Bureau of Economic and Business Research
BOC	U.S. Department of Commerce, Bureau of the Census
BOCC	Board of County Commissioners
CDP	Census Designated Place
CFR	Code of Federal Regulations
CTC	Community Transportation Coordinator
CTD	Florida Commission for the Transportation Disadvantaged
CUTR	Center for Urban Transportation Research
DOEA	Florida Department of Elder Affairs
DRI	Development of Regional Impact
EAR	Evaluation and Appraisal Report of Local Government Comprehensive Plans
F.A.C.	Florida Administrative Code
FACTS	Florida Association of Coordinated Transportation Systems
FDCFS	Florida Department of Children and Family Services
FDLES	Florida Department of Labor and Employment Security
FDOE	Florida Department of Education
FDOT	Florida Department of Transportation
F.S.	Florida Statutes
FTA	Federal Transit Administration
FY	Fiscal Year
HUD	U.S. Department of Housing and Urban Development
LCB	Local Coordinating Board
MOA	Memorandum of Agreement
MPO	Metropolitan Planning Organization
ND	Not Disclosable
NR	Not Reported
OPA	Official Planning Agency
QAPE	Quality Assurance and Program Evaluation
RFP	Request for Proposals
RFQ	Request for Qualifications
RTAP	Rural Transit Assistance Program
SRPP	Strategic Regional Policy Plan of the Withlacoochee Region
TD	Transportation Disadvantaged
TDTF	Transportation Disadvantaged Trust Fund
TDSP	Transportation Disadvantaged Service Plan

**COMMISSION FOR THE TRANSPORTATION DISADVANTAGED
GLOSSARY OF TERMS AND ABBREVIATIONS**

The following glossary is intended to coordinate terminology within the Florida Coordinated Transportation System. It is imperative that when certain words or phrases are used, the definition must be universally acknowledged.

Accidents: when used in reference to the AOR, the total number of reportable accidents that occurred whereby the result was either property damage of \$1000.00 or more, or personal injury that required evacuation to a medical facility, or a combination of both.

(AER) Actual Expenditure Report: an annual report completed by each state member agency and each official planning agency, to inform the Commission in writing, before September 15 of each year, of the specific amount of funds the agency expended for transportation disadvantaged services.

Advance Reservation Service: shared or individual paratransit service that is readily delivered with at least prior day notification, seven days a week, 24 hours a day.

Agency: 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 non-profit transportation service providing entity.

(ADA) Americans with Disabilities Act: a federal law, P.L. 101-336, signed by the President of the United States on July 26, 1990 providing protection for persons with disabilities.

(AOR) Annual Operating Report: an annual report prepared by the community transportation coordinator detailing its designated service area operating statistics for the most recent operating year.

(APR) Annual Performance Report: an annual report issued by the Commission for the Transportation Disadvantaged that combines all the data submitted in the Annual Operating Reports and the CTD Annual Report.

Glossary of Terms

(ASE) Automotive Service Excellence: a series of tests that certify the skills of automotive technicians in a variety of maintenance areas.

Availability: a measure of the capability of a transportation system to be used by potential riders, such as the hours the system is in operation, the route spacing, the seating availability, and the pick-up and delivery time parameters.

Bus: any motor vehicle designed for carrying more than 10 passengers and used for the transportation of persons for compensation.

Bus Lane: a street or highway lane intended primarily for buses, either all day or during specified periods, but used by other traffic under certain circumstances.

Bus Stop: a waiting, boarding, and disembarking area, usually designated by distinctive signs and by curbs or pavement markings.

(CUTR) Center for Urban Transportation Research: a research group located at the University of South Florida's College of Engineering.

(CMBE) Certified Minority Business Enterprise: any small business concern which is organized to engage in commercial transactions, which is domiciled in Florida, and which is at least 51 percent owned by minority persons and whose management and daily operations are controlled by such persons. These businesses should be certified by the Florida Department of Management Services.

Chapter 427, Florida Statutes: the Florida statute establishing the Commission for the Transportation Disadvantaged and prescribing its duties and responsibilities.

Commendation: any documented compliment of any aspect of the coordinated system, including personnel, vehicle, service, etc.

(CDL) Commercial Driver's License: a license required if a driver operates a commercial motor vehicle, including a vehicle that carries 16 or more passengers (including the driver), or a vehicle weighing more than 26,000 pounds.

Glossary of Terms

Commission: the Commission for the Transportation Disadvantaged as authorized in Section 427.013, Florida Statutes.

(CTD) Commission for the Transportation Disadvantaged: an independent agency created in 1989 to accomplish the coordination of transportation services provided to the transportation disadvantaged. Replaced the Coordinating Council on the Transportation Disadvantaged.

(CTC) Community Transportation Coordinator: (formerly referred to as “coordinated community transportation provider”) a transportation entity competitively procured or recommended by the appropriate official planning agency and local Coordinating Board and approved by the Commission, to ensure that safe, quality coordinated transportation services are provided or arranged in a cost effective manner to serve the transportation disadvantaged in a designated service area.

Competitive Procurement: obtaining a transportation operator or other services through a competitive process based upon Commission-approved procurement guidelines.

Complaint: any documented customer concern involving timeliness, vehicle condition, quality of service, personnel behavior, and other operational policies.

Complete (or Full) Brokerage: type of CTC network in which the CTC does not provide any on-street transportation services itself, but contracts with transportation operators or coordination contractors for the delivery of all transportation services.

Coordinated Transportation System: includes the CTC, the transportation operators and coordination contractors under contract with the CTC, the official planning agency, and local Coordinating Board involved in the provision of service delivery to the transportation disadvantaged within the designated service area.

Coordinated Trips: passenger trips provided by or arranged through a CTC.

Glossary of Terms

Coordinating Board: an entity in each designated service area composed of representatives who provide assistance to the community transportation coordinator relative to the coordination of transportation disadvantaged services.

Coordination: the arrangement for the provision of transportation services to the transportation disadvantaged in a manner that is cost effective, safe, efficient, and reduces fragmentation and duplication of services. Coordination is not the same as total consolidation of transportation disadvantaged services in any given service area.

Coordination Contract: a written contract between the community transportation coordinator and an agency who receives transportation disadvantaged funds and performs some, if not all of, its own services, as well as services to others, when such service has been analyzed by the CTC and proven to be a safer, more effective and more efficient service from a total system perspective. The Commission's standard contract reflects the specific terms and conditions that will apply to those agencies who perform their own transportation, as well as joint utilization and cost provisions for transportation services to and from the coordinator.

Deadhead: the miles or hours that a vehicle travels when out of revenue service. From dispatch point to first pick-up, and from last drop-off to home base, or movements from home base to maintenance garage or fuel depot, and return.

Demand Response: a paratransit service that is readily delivered with less than prior day notification, seven days a week, 24 hours a day. This service can be either an individual or shared ride.

Designated Service Area: a geographical area subject to approval by the Commission, which defines the community where coordinated transportation services will be provided to the transportation disadvantaged.

Disabled Passenger: anyone with a physical or mental impairment that substantially limits at least one of the major life activities (i.e., caring for one's self, walking, seeing, hearing, speaking, learning).

Dispatcher: the person responsible for having every scheduled run leave the yard or garage on time and maintain a schedule, matching the work force with the work load

Glossary of Terms

on a minute-by-minute basis. In demand-response transportation, the person who assigns the customers to vehicles and notifies the appropriate drivers.

Driver Hour: the period of one hour that a person works whose main responsibility is to drive vehicles.

Economies of Scale: cost savings resulting from combined resources (e.g., joint purchasing agreements that result in a lower cost per gallon or quantity discount for fuel).

Effectiveness Measure: a performance measure that indicates the level of consumption per unit of output. Passenger trips per vehicle mile is an example of an effectiveness measure.

Efficiency Measure: a performance measure that evaluates the level of resources expended to achieve a given level of output. An example of an efficiency measure is operating cost per vehicle mile.

Emergency: any occurrence, or threat thereof, whether accidental, natural or caused by man, in war or in peace, which results or may result in substantial denial of services to a designated service area for the transportation disadvantaged.

Emergency Fund: transportation disadvantaged trust fund monies set aside to address emergency situations and which can be utilized by direct contract, without competitive bidding, between the Commission and an entity to handle transportation services during a time of emergency.

Employees: the total number of persons employed in an organization.

Fixed Route: (also known as Fixed Route/Fixed Schedule) service in which the vehicle (s) repeatedly follows a consistent time schedule and stopping points over the same route, whereby such schedule, route or service is not at the users request (e.g. conventional city bus, fixed guideway).

(FAC) Florida Administrative Code: a set of administrative codes regulating the state of Florida.

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(FCTS) Florida Coordinated Transportation System: a transportation system responsible for coordination and service provisions for the transportation disadvantaged as outlined in Chapter 427, Florida Statutes.

(FDOT) Florida Department Of Transportation: a governmental entity. The CTD is housed under the Florida Department of Transportation for administrative purposes.

(FS) Florida Statutes: the laws governing the state of Florida.

(FTE) Full Time Equivalent: a measure used to determine the number of employees based on a 40-hour work week. One FTE equals 40 work hours per week.

(FAC) Fully Allocated Costs: the total cost, including the value of donations, contributions, grants or subsidies, of providing coordinated transportation, including those services which are purchased through transportation operators or provided through coordination contracts.

General Trips: passenger trips by individuals to destinations of their choice, not associated with any agency program.

Goal: broad conditions that define what the organization hopes to achieve.

Grievance Process: a formal plan that provides a channel for the adjustment of grievances through discussions at progressively higher levels of authority, culminating in mediation, if necessary.

In Service: the time a vehicle begins the route to provide transportation service to the time the route is completed.

In-Take Clerk/Reservationist: an individual whose primary responsibility is to accept requests for trips, enter dates on requests, determine eligibility and provide customer service.

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Latent Demand: demand that is not active (i.e., the potential demand of persons who are not presently in the market for a good or service).

Limited Access: the inability of a vehicle, facility or equipment to permit entry or exit to all persons. Lack of accessibility of vehicle, facility or other equipment.

Load Factor: the ratio of use to capacity of equipment or a facility during a specified time period.

Local Government: an elected and/or appointed public body existing to coordinate, govern, plan, fund, and administer public services within a designated, limited geographic area of the state.

Local Government Comprehensive Plan: a plan that meets the requirements of Sections 163.3177 and 163.3178, Florida Statutes.

(LCB) Local Coordinating Board: an entity in each designated service area composed of representatives appointed by the official planning agency. Its purpose is to provide assistance to the community transportation coordinator concerning the coordination of transportation disadvantaged services.

(MIS) Management Information System: the mechanism that collects and reports key operating and financial information for managers on a continuing and regular basis.

(MOA) Memorandum of Agreement: the state contract included in the transportation disadvantaged service plan for transportation disadvantaged services purchased by federal, state, or local government transportation disadvantaged funds. This agreement is between the Commission 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.

(MPO) Metropolitan Planning Organization: the area-wide organization responsible for conducting the continuous, cooperative and comprehensive transportation planning and programming in accordance with the provisions of 23

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U.S.C. s. 134, as provided in 23 U.S.C. s. 104(f)(3). Also serves as the official planning agency referred to in Chapter 427, F.S.

Network type: describes how a community transportation coordinator provides service, whether as a complete brokerage, partial brokerage, or sole provider.

Non-coordinated Trip: a trip provided by an agency, entity, or operator who is in whole or in part subsidized by local, state, or federal funds, and who does not have coordination/operator contract with the community transportation coordinator.

Nonsponsored Trip: transportation disadvantaged services that are sponsored in whole by the Transportation Disadvantaged Trust Fund.

Objective: specific, measurable conditions that the organization establishes to achieve its goals.

Off Peak: a period of day or night during which travel activity is generally low and a minimum of transit service is operated.

(OPA) Official Planning Agency: the official body or agency designated by the Commission to fulfill the functions of transportation disadvantaged planning. The Metropolitan Planning Organization shall serve as the planning agency in areas covered by such organizations.

Operating Cost: the sum of all expenditures that can be associated with the operation and maintenance of the system during the particular period under consideration.

Operating Cost per Driver Hour: operating costs divided by the number of driver hours, a measure of the cost efficiency of delivered service.

Operating Cost per Passenger Trip: operating costs divided by the total number of passenger trips, a measure of the efficiency of transporting riders. One of the key indicators of comparative performance of transit properties since it reflects both the efficiency with which service is delivered and the market demand for the service.

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Operating Cost per Vehicle Mile: operating costs divided by the number of vehicle miles, a measure of the cost efficiency of delivered service.

Operating Environment: describes whether the community transportation coordinator provides service in an urban or rural service area.

Operating Expenses: sum of all expenses associated with the operation and maintenance of a transportation system.

Operating Revenues: all revenues and subsidies utilized by the operator in the provision of transportation services.

Operating Statistics: data on various characteristics of operations, including passenger trips, vehicle miles, operating costs, revenues, vehicles, employees, accidents, and roadcalls.

Operator Contract: a written contract between the community transportation coordinator and a transportation operator to perform transportation services.

Organization Type: describes the structure of a community transportation coordinator, whether it is a private-for-profit, private non-profit, government, quasi-government, or transit agency.

Paratransit: elements of public transit that provide service between specific origins and destinations selected by the individual user with such service being provided at a time that is agreed upon between the user and the provider of the service. Paratransit services are provided by sedans, vans, buses, and other vehicles.

Partial Brokerage: type of CTC network in which the CTC provides some of the on-street transportation services and contracts with one or more other transportation operators, including coordination contractors, to provide the other portion of the on-street transportation disadvantaged services, including coordination contractors.

Passenger Miles: a measure of service utilization which represents the cumulative sum of the distances ridden by each passenger. This is a duplicated mileage count.

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For example: If 10 people ride together for 10 miles, there would be 100 passenger miles.

Passenger Trip: a unit of service provided each time a passenger enters the vehicle, is transported, then exits the vehicle. Each different destination would constitute a passenger trip. This unit of service is also known as a one-way passenger trip.

Passenger Trips per Driver Hour: a performance measure used to evaluate service effectiveness by calculating the total number of passenger trips divided by the number of driver hours.

Passenger Trips per Vehicle Mile: a performance measure used to evaluate service effectiveness by calculating the total number of passenger trips divided by the number of vehicle miles.

Performance Measure: statistical representation of how well an activity, task, or function is being performed. Usually computed from operating statistics by relating a measure of service output or utilization to a measure of service input or cost.

Potential TD Population: (formerly referred to as TD Category I) includes persons with disabilities, senior citizens, low income persons, and high risk or at risk children. These persons are eligible to receive certain governmental and social service agency subsidies for program-related trips.

Program Trip: a passenger trip supplied or sponsored by a human service agency for the purpose of transporting clients to and from a program of that agency (e.g., sheltered workshops, congregate dining, and job training).

Public Transit: means the transporting of people by conveyances or systems of conveyances traveling on land or water, local or regional in nature, and available for use by the public. Public transit systems may be governmental or privately owned. Public transit specifically includes those forms of transportation commonly known as paratransit.

Purchased Transportation: transportation services provided for an entity by a public or private transportation provider based on a written contract.

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(RFB) Request for Bids: a competitive procurement process.

(RFP) Request for Proposals: a competitive procurement process.

(RFQ) Request for Qualifications: a competitive procurement process.

Reserve Fund: transportation disadvantaged trust fund monies set aside each budget year to insure adequate cash is available for incoming reimbursement requests when estimated revenues do not materialize.

Revenue Hours: total vehicle hours used in providing passenger transportation, excluding deadhead time.

Revenue Miles: the total number of paratransit service miles driven while TD passengers are actually riding on the vehicles. This figure should be calculated from first passenger pick-up until the last passenger drop-off, excluding any breaks in actual passenger transport. For example: if 10 passengers rode 10 miles together, there would be 10 revenue miles.

Ridesharing: the sharing of a vehicle by clients of two or more agencies, thus allowing for greater cost efficiency and improved vehicle utilization.

Roadcall: any in-service interruptions caused by failure of some functionally necessary element of the vehicle, whether the rider is transferred or not. Roadcalls exclude accidents.

Rule 41-2, F.A.C.: the rule adopted by the Commission for the Transportation Disadvantaged to implement provisions established in Chapter 427, F.S.

Scheduler: a person who prepares an operating schedule for vehicles on the basis of passenger demand, level of service, and other operating elements such as travel times or equipment availability.

Shuttle: a transit service that operates on a short route, or in a small geographical area, often as an extension to the service of a longer route.

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Sole Source: (also referred to as Sole Provider) network type in which the CTC provides all of the transportation disadvantaged services.

Sponsored Trip: a passenger trip that is subsidized in part or in whole by a local, state, or federal government funding source (not including monies provided by the TD Trust Fund).

Standard: something established by authority, custom, or general consent as a model or example.

Stretcher Service: a form of non-emergency paratransit service whereby the rider is transported on a stretcher, litter, gurney, or other device that does not meet the dimensions of a wheelchair as defined in the Americans with Disabilities Act.

Subscription Service: a regular and recurring service in which schedules are prearranged, to meet the travel needs of riders who sign up for the service in advance. The service is characterized by the fact that the same passengers are picked up at the same location and time and are transported to the same location, and then returned to the point of origin in the same manner.

(SSPP) System Safety Program Plan: a documented organized approach and guide to accomplishing a system safety program set forth in Florida Rule 14-90.

Total Fleet: this includes all revenue vehicles held at the end of the fiscal year, including those in storage, emergency contingency, awaiting sale, etc.

(TQM) Total Quality Management: a management philosophy utilizing measurable goals and objectives to achieve quality management practices.

Transportation Alternative: those specific transportation services that are approved by rule to be acceptable transportation alternatives, and defined in s. 427.018, F. S.

(TD) Transportation Disadvantaged: those persons, including children as defined in s. 411.202 F.S., who because of physical or mental disability, income status, or inability to drive due to age or disability are unable to transport themselves or to

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purchase transportation and have no other form of transportation available. These persons are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, or medically necessary or life-sustaining activities.

Transportation Disadvantaged Funds: any local government, state or available federal funds that are for the transportation of the transportation disadvantaged. Such funds may include, but are not limited to, funds for planning, Medicaid transportation, transportation provided pursuant to the ADA, administration of transportation disadvantaged services, operation, procurement and maintenance of vehicles or equipment, and capital investments. Transportation disadvantaged funds do not include funds expended by school districts for the transportation of children to public schools or to receive service as a part of their educational program.

Transportation Disadvantaged Population: (formerly referred to as TD Category II) persons, including children, who, because of disability, income status, or inability to drive due to age or disability are unable to transport themselves.

(TDSP) Transportation Disadvantaged Service Plan: a three-year implementation plan, with annual updates developed by the CTC and the planning agency which contains the provisions of service delivery in the coordinated transportation system. The plan shall be reviewed and recommended by the local Coordinating Board.

Transportation Disadvantaged Trust Fund: a fund administered by the Commission for the Transportation Disadvantaged in which all fees collected for the transportation disadvantaged program shall be deposited. The funds deposited will be appropriated by the legislature to the Commission to carry out the Commission's responsibilities. Funds that are deposited may be used to subsidize a portion of a transportation disadvantaged person's transportation costs which are not sponsored by an agency.

Transportation Operator: a public, private for profit, or private non-profit entity engaged by the community transportation coordinator to provide service to the transportation disadvantaged pursuant to an approved coordinated transportation system transportation disadvantaged service plan.

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Transportation Operator Contract: the Commission's standard coordination/operator contract between the community transportation coordinator and the transportation operator that outlines the terms and conditions for any services to be performed.

Trend Analysis: a common technique used to analyze the performance of an organization over a period of time.

Trip Priorities: various methods for restricting or rationing trips.

Trip Sheet: a record kept of specific information required by ordinance, rule or operating procedure for a period of time worked by the driver of a public passenger vehicle in demand-response service. Also known as a driver log.

(UPHC) Unduplicated Passenger Head Count: the actual number of people that were provided paratransit transportation services, not including personal care attendants, non-paying escorts, or persons provided fixed schedule/fixed route service.

Unmet Demand: the number of trips desired but not provided because of insufficient service supply.

Urbanized Area: a city (or twin cities) that has a population of 50,000 or more (central city) and surrounding incorporated and unincorporated areas that meet certain criteria of population size of density.

(USDHHS) U.S. Department of Health and Human Services: a federal agency regulating health and human services.

(USDOT) U.S. Department of Transportation: a federal agency regulating the transportation field.

Van Pool: a prearranged ride-sharing service in which a number of people travel together on a regular basis in a van. Van pools are commonly a company-sponsored van that has a regular volunteer driver.

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Vehicle Inventory: an inventory of vehicles used by the CTC, transportation operators, and coordination contractors for the provision of transportation disadvantaged services.

Vehicle Miles: the total distance traveled by revenue vehicles, including both revenue miles and deadhead miles.

Vehicle Miles per Vehicle: a performance measure used to evaluate resource utilization and rate of vehicle depreciation, calculated by dividing the number of vehicle miles by the total number of vehicles.

Vehicles: number of vehicles owned by the transit agency that are available for use in providing services.

Volunteers: individuals who do selected tasks for the community transportation coordinator or its contracted operator, for little or no compensation.

Will-Calls: these are trips that are requested on a demand response basis, usually for a return trip. The transportation provider generally knows to expect a request for a will-call trip, but can not schedule the trip in advance because the provider does not know the exact time a passenger will call to request his/her trip.