

RIDERS GUIDE



OFFICE HOURS:

MONDAY - FRIDAY

6AM - 6PM

ALL SERVICES AVAILABLE TO THE GENERAL PUBLIC

970 East Hathaway Avenue
Suite A
Bronson, Florida 32621

Reservations: (352) 486-3485

Fax: (352) 486-3312

Toll Free 1-800-733-5389

(Transportation Dept.)

1-800-955-8771 TDD

Quick Reference

Office hours Mon - Fri , 6am - 6pm

Phone: (352)486-3485

Fax: (352)486-3312

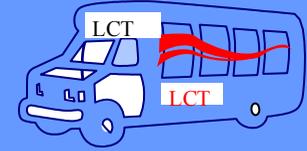
Toll Free: (800)733-5389 TDD: (800)955-8771 or Dial 711

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

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

Please provide 24 hour notice for canceled appointments.

Please have exact change for drivers.



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

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

COMMUNITY DISASTER EMERGENCY PROCEDURES

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

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



Levy County Transit PARATRANSIT SERVICE

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

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

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

WHO IS ELIGIBLE / HOW

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

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

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

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

CODE OF CONDUCT

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

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