

PAYING FOR YOUR TRIP

All fares are collected at the time of boarding and vary depending upon your trip. If your trip is sponsored (see below), you may still be responsible for a co-pay.

Please have exact fare when boarding since our drivers can not make change. If change can not be made, the driver can provide you with a fare ticket instead. You may also purchase fare tickets at the main office in Bronson or from the driver.

Please call our offices at (352) 486-3485 for current fares.

Any rider that fails to call and cancel a trip at least two hours prior to their scheduled trip will be charged a \$10 no-show fee. See "Things You Should Know" for more details.

SPONSORED TRIPS

Some trips provided by Levy County Transit may be sponsored by another agency. This means that some or all of your transportation costs are covered. This includes assistance provided through the Florida Transportation Disadvantaged Commission for elderly and disabled persons.

Contact us if you have questions on whether or not you qualify.

All requests for transportation service require a completed application.

All applications for service are available on our website at www.levycounty.org under the "Transportation" link.

Code of Conduct

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

- Smoking or use of any form of tobacco is not permitted on vehicles.
- 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.
- Operating or tampering with equipment while on board the vehicle is prohibited.
- Passengers may only use personal listening devices with headphones.
- 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.



**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

Florida Law and Title VI of the Civil Rights Act of 1964 prohibits discrimination in public accommodation on the basis of race, color, religion, sex, national origin, handicap, or of marital status. Persons believing they have been discriminated against on these conditions may file a complaint with the Florida Commission on Human Relations at 850-488-7082 or 800-342-8170 (voice messaging).



**ALL SERVICES AVAILABLE TO THE
GENERAL PUBLIC**

Office Hours are:

Monday - Friday

7:00 am - 5:00 pm

Reservations: (352) 486-3485



Who we are!

Levy County Transit is the Coordinated Transportation System for Levy County and is governed by the Levy Board of County Commissioners.

Levy County Transit provides non-emergency, door-to-door, and limited door-through-door public transportation service. Door-to-door service provides riders with driver assistance to and from the front door of their pick-up and drop-off locations and while entering or exiting the vehicle.

Who can ride!

All services provided by Levy County Transit are available to the general public, but you must call to reserve and schedule your trip. Passenger fares vary depending upon the trip and whether or not the trip is sponsored by another agency. Sponsored trips are explained within this brochure.

Please call us at (352) 486-3485 if you have questions about specific trips and fares.

Things you should know.

- After scheduling a trip, you must provide a 24-hour notice if you must cancel your reservation.
- Service Animals may accompany their rider.
- A Personal Care Attendant (PCA) is allowed to travel with the rider to provide personal or medical needs.
- This is a SHARED RIDE SERVICE. Vehicles may stop to let other riders on or off before you reach your destination. This may affect the timing of both your scheduled pick-up and drop-off. If you are requesting a ride for a specific appointment time, please be sure to mention that when making your reservation.
- Please schedule your trip at least 3 days in advance, not including weekends. We try to accommodate everyone, but if we are completely booked on the travel day you are requesting, you can be placed on STANDBY, and your trip will be accommodated if we have a cancellation.
- 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, but you must still provide a 24-hour notice if one or more of those trips are cancelled. Standing orders are a privilege and abuse could result in cancellation.
- The **ORINATION PICK-UP WINDOW** is the window of time during which you can expect a driver from Levy County Transit to pick you up from your residence or other point of origin. 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. This may apply to residents of Inglis, Cedar Key, and other outlying communities.
- The **DROP OFF WINDOW** is the time the driver may arrive at your scheduled destination. Currently, the driver has a 15 minute window. This means we will drop you off at your destination within 15 minutes of your scheduled time.

- The **RETURN PICK UP WINDOW** is the window of time when the driver will arrive at your drop-off location for your return trip. This window includes 15 minutes before the scheduled pick-up time and up to 30 minutes after.
- A **NO SHOW** occurs when the driver arrives within the pickup window and the rider is not prepared to travel or is not available. This also applies to someone who cancels their trip without giving the proper notice. If you “no show” or “cancel” at the door for the first part of your trip, then all your rides that day will be canceled. We do make all efforts to contact the rider.

Any rider that fails to call and cancel a trip at least two hours prior to their scheduled trip will be charged a \$10 no-show fee. This fee must be paid on the next scheduled trip. If a rider has three no-show trips in a 30 day period, they can be suspended for 30 days.

- A **NO SHOW RETURN** occurs when a rider is absent or unavailable for their return trip. If an appointment runs longer than expected, it is the responsibility of the rider to call when they have completed their appointment. A return trip will then be scheduled on a STAND BY status. All attempts will be made to schedule a return trip within 3 hours. If a rider can provide acceptable and verifiable evidence to Levy County Transit that a no-show was due to unavoidable circumstances, the missed trip will not be counted as a no-show.

COMMUNITY DISASTER EMERGENCY PROCEDURES

During a community disaster, Levy County Transit will make every attempt to transport clients as needed or scheduled. Depending on the nature of the disaster, it may be necessary to establish alternative pickup and drop off points due to weather, road decay, water and other situations. In the event of a disaster, the agency's vehicles will be utilized to evacuate Levy County's general public and special needs population to designated safe shelters.